



Transit and Bus Committee Meeting February 2021

Committee Members

H. Mihaltses (Chair)

V. Calise (Vice Chair)

A. Albert

J. Barbas

N. Brown

L. Cortès-Vázquez

R. Glucksman

D. Jones

L. Lacewell

R. Linn

D. Mack

R. Mujica

J. Samuelsen

L. Schwartz



TRAVELS FAR, a poignant visual memorial that pays tribute to MTA employees lost to COVID-19 was unveiled the week of January 25 at 107 subway stations, Grand Central Terminal and Moynihan Train Hall. TRAVELS FAR takes its name from an original poem by former U.S. poet laureate, Tracy K. Smith, commissioned for the memorial. MTA Arts & Design created the concept and design. The video version on the MTA's website features an original score by composer Christopher Thompson.

New York City Transit and Bus Committee Meeting

2 Broadway, 20th Floor Board Room

New York, NY 10004

Thursday, 2/18/2021

10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

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3. APPROVAL OF MINUTES – JANUARY 21, 2021

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4. COMMITTEE WORK PLAN

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5. TRANSIT COMMITTEE REPORT

a. Customer Service Report

i. Subway Report

Subways Report - Page 14

ii. NYCT, MTA Bus Report

Bus Report - Page 41

iii. Paratransit Report

Paratransit Report - Page 63

iv. Accessibility Update

Accessibility Update - Page 77

v. Strategy & Customer Experience Report

Strategy & 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, MTA Bus Financial & Ridership Reports - Page 98

e. Capital Program Status Report

Capital Program Status Report - Page 144

6. PROCUREMENTS

a. NYCT

i. Competitive (None)

ii. Non-Competitive

Non-Competitive - Page 151

iii. Ratifications (None)

b. C&D Procurements

C&D Procurement Package - Page 154

7. STANDARD FOLLOW UP REPORTS

a. NYCT Adopted Budget/Financial Plan 2021-2024 (Updated 2/18/21)

MTA New York City Transit Adopted Budget/Financial Plan 2021-2024 - Page 160

b. SIR Adopted Budget/Financial Plan 2021-2024 (Updated 2/18/21)

SIR Adopted Budget/Financial Plan 2021-2024 - Page 161

c. MTA Bus Adopted Budget/Financial Plan 2021-2024 (Updated 2/18/21)

MTA Bus Adopted Budget/Financial Plan 2021-2024 - Page 162

d. ADA Compliance Report

ADA Compliance Report - 2020 - Page 163

f. Transit Adjudication Bureau Report, 4th Quarter 2020

Transit Adjudication Bureau Report - 4th Qtr, 2020 - Page 171

g. EEO & Diversity Reports, 2020 Year-End Reports, NYCT & MTA Bus

NYCT EEO and Diversity Report, 4th Qtr 2020 - Page 174

MTA Bus EEO & Diversity Report, 4th Qtr 2020 - Page 190

h. Fare Evasion Report, 4th Quarter 2020

Fare Evasion Report, 4th Qtr 2020 - Page 206

8. Contact Page

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**NYCT Committee
ACTIONS and PRESENTATIONS
SUMMARY for FEBRUARY 2021**

Responsible Department	Vendor Name	Total Amount	Summary of action
Procurement & Supply Chain	Alstom Transportation	\$ 7,000,000	Alstom Transportation 5-year Parts Pricing Agreement for propulsion parts, traction motor and carbody parts for Scheduled Maintenance System (SMS) and normal maintenance of NYCT subway cars.
C&D Contracts	L.K. Comstock & Company	\$ 12,500,000	Modification (No. 8) to Contract S-48006 for the removal and disposal of out-of-service equipment and associated hardware accessories on the Flushing Line

**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
January 21, 2021**

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 January 21, 2021, which included the following committees:

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

To see a summary of the meeting and the actions taken by New York City Transit and Bus Committee, please refer to the January, 2021 Board minutes in the December Board Book available here on the Board materials website: <https://new.mta.info/transparency/board-and-committee-meetings/January-2021>.

2021 Proposed Transit & Bus Committee Work Plan

I. RECURRING AGENDA ITEMS

Responsibility

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

II. SPECIFIC AGENDA ITEMS

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
Fare Evasion Report, 4th Qtr, 2020	Management & Budget

March 2021

Transit Recidivism Report, 4th Qtr, 2020	Law
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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
Quarterly Customer Satisfaction Report, 1st Qtr, 2021	Strategy & Customer Experience

May 2021

Transit Adjudication Bureau Report, 1st Qtr, 2021	Management & Budget
Fare Evasion Report, 1st Qtr, 2021	Management & Budget

June 2021

NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2021	EEO & Human Resources
Transit Recidivism Report, 1st Qtr, 2021	Law

July 2021

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

No Meetings Held

II. SPECIFIC AGENDA ITEMS (con't)

Responsibility

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
Transit Recidivism 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

October 2021

Public Comment/Committee review of budget	
Quarterly Customer Satisfaction Report, 3rd Qtr 2021	Strategy & Customer Experience
2022 Preliminary NYCT Budget	Management & Budget
2022 Preliminary SIR Budget	Management & Budget
2022 Preliminary MTA Bus Budget	Management & Budget

November 2021

Transit Adjudication Bureau Report, 3rd Qtr, 2021	Law
Charter for Transit Committee	Corporate Compliance
Fare Evasion Report, 3rd Qtr, 2021	Management & Budget

December 2021

NYCT 2022 Adopted Budget/Financial Plan 2022-2025	Management & Budget
SIR 2022 Adopted Budget/Financial Plan 2022-2025	Management & Budget
MTA Bus 2022 Adopted Budget/Financial Plan 2022-2025	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2021	EEO & Human Resources
Transit Recidivism Report, 3rd Qtr, 2021	Law

January 2022

Approval of 2022 NYCT Committee Work Plan	Committee Chair & Members
Preliminary Review of NYCT 2021 Operating Results	Management & Budget
Preliminary Review of SIR 2021 Operating Results	Management & Budget
Preliminary Review of MTA Bus 2021 Operating Results	Management & Budget

2021 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

FEBRUARY 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 2020 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

SIR Adopted Budget/Financial Plan 2021-2024

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

MTA Bus Adopted Budget/Financial Plan 2021-2024

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

ADA Compliance Report

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

Transit Adjudication Bureau Report, 4th Qtr, 2020

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

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.

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.

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.

II. SPECIFIC AGENDA ITEMS

APRIL 2021

Final Review of NYCT 2020 Operating Results

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

Final Review of SIR 2020 Operating Results

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

Final Review of MTA Bus 2020 Operating Results

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

Quarterly Customer Satisfaction Report, 1st Qtr 2021

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

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.

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.

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.

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.

II. SPECIFIC AGENDA ITEMS

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 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.

Transit Recidivism Report, 2nd Qtr, 2021

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, 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.

OCTOBER 2021

2022 NYCT Preliminary Budget

Public comments will be accepted on the 2022 Preliminary Budget.

II. SPECIFIC AGENDA ITEMS

2022 SIR Preliminary Budget

Public comments will be accepted on the SIR 2022 Preliminary Budget.

2022 MTA Bus Preliminary Budget

Public comments will be accepted on the MTA Bus 2022 Preliminary Budget.

Customer Satisfaction Report, 3rd Qtr, 2021

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.

NOVEMBER 2021

Transit Adjudication Bureau Report, 3rd 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, 3rd 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.

Charter for Transit Committee

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

DECEMBER 2021

NYCT 2022 Adopted Budget/Financial Plan 2022-2025

NYCT will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2022-2025 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 2022 Adopted Budget/Financial Plan 2022-2025

SIR will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2021-2025 reflecting the out-year impact of any changes incorporated into the 2021 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

MTA Bus 2021 Adopted Budget/Financial Plan 2022-2025

MTA Bus will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2022-2025 reflecting the out-year impact of any changes incorporated into the 2022 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

EEO & Diversity Report, 3rd 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.

II. SPECIFIC AGENDA ITEMS

Transit Recidivism Report, 3rd Qtr, 2021

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 2022

Approval of Committee Work Plan

The Committee will be provided with the work plan for 2022 and will be asked to approve its use for the year.

Preliminary Review of NYCT's 2021 Operating Results

NYCT will present a brief review of its 2021 Budget results.

Preliminary Review of SIR 2021 Operating Results

SIR will present a brief review of SIR's 2021 Budget results.

Preliminary Review of MTA Bus 2021 Operating Results

MTA Bus will present a brief review of its 2021 Budget results.

Customer Service Report: Subways

Demetrius Crichlow, Acting Executive Vice President & COO

David Santoro, Acting Executive Vice President, Strategy & Customer Environment



The first significant snowstorm of 2021 started on the evening on January 31st and dropped over 17 inches of snow before ending on February 2nd. Thousands of subway employees worked throughout the storm to clear snow from platforms and station stairways, as well as from track, switches, and other equipment critical for service. The most challenging areas for snow removal are outdoor “open cuts” like here on the Brighton (B and Q) Line in Brooklyn.

February 2021 Highlights: Subways

Subways began 2021 with strong performance that built on our accomplishments in 2020. On-time performance remains near 90% and customer-focused metrics near their historic bests, as our heroic workforce continues to deliver despite the challenges of the pandemic. The unprecedented efforts to continue to battle against COVID-19 continue, including around-the-clock sanitizing of subway cars, stations, and employee facilities, as well as availability of hand sanitizer and free masks to customers in every station.

We can't thank our Subways team members enough for their dedication to our system. We are proud of them, and our leadership team, for working tirelessly through the pandemic and maintaining the focus on necessary system improvements that will position us well when ridership grows closer to pre-pandemic levels. In particular, we'd like to recognize and congratulate several Subways leaders on their well-deserved retirements.

- Frank Jezycki joined NYC Transit as a Maintainer Helper at the age of 18 and worked his way up to leadership positions in Maintenance of Way, Car Equipment, and the Staten Island Railway before becoming Executive Vice President and Chief Operating Officer. Frank has an in-depth understanding of all aspects of subway operations and built strong relationships across the organization that inspired the team to strong performance.
- Barry Greenblatt began his service to NYC Transit over 34 years ago as a bus operator and worked his way up through the ranks to Vice President and Chief Officer of Service Delivery, where he was instrumental in countless improvements, including very visible increases in on-time performance and decreases in customer travel times.
- John Santamaria joined NYC Transit in 1997 and held roles of increasing responsibility, including Vice President and Chief Mechanical Officer for the Division of Car Equipment for the past three years. He oversaw improvements in car reliability and cleaning, as well as new car design, purchase, and acceptance.

While their expertise, leadership, and camaraderie will be missed, we are fortunate that they also built strong teams that will continue the important work of moving New York. On an ordinary day, the challenge of running a system with 472 stations, 665 miles of mainline track, over 6,500 subway cars, and over 8,000 trips is an enormous one that some have called "the daily miracle." We credit our 30,000 hardworking, professional, and dedicated team members with performing that miracle every single day and we are confident that they will remain good stewards of the system long into the future.

Thank you for the opportunity to serve this great system.

Demetrius Crichlow

Acting Executive Vice President and Chief Operating Officer

David Santoro

Acting Executive Vice President, Strategy & Customer Environment

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	January 2021			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	24	29	-17.2%	30.6	43.5	-29.7%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	96.8%	96.4%	+0.4%	96.4%	96.6%	-0.2%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:08	0:01:16	-0:00:08	0:01:07	0:01:11	-0:00:04
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:03	0:00:39	-0:00:36	0:00:13	0:00:43	-0:00:30
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	86.3%	85.1%	+1.2%	85.9%	84.7%	+1.2%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of incidents attributed to car-related causes	154,181	135,432	+13.8%	148,070	130,519	+13.4%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	97.3%	95.8%	+1.5%	96.9%	96.3%	+0.6%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	92.3%	91.7%	+0.6%	92.4%	89.3%	+3.1%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	75.8%	75.6%	+0.2%	75.3%	75.0%	+0.3%
Weekday Terminal On-Time Performance (Chart 17)	89.2%	83.3%	+5.9%	88.6%	80.8%	+7.8%
Weekday Trains Delayed (Chart 19)	16,263	30,315	-46.4%	14,718	33,298	-55.8%

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

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

Change values for time- and percentage-based metrics are calculated as absolute values. All other change values are calculated as percentage changes.

NYCT recently implemented data processing changes to improve the accuracy of the APT, ATT and CJTP metrics. To maintain the ability to compare past performance with current and future performance, we have rerun the full history of these metrics with the improved process; therefore, pre-December 2020 performance results in this report may differ from previously reported values. The details of these improvements are described in more detail on the subway performance dashboard ([dashboard.mta.info](https://www.mta.info)).

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	January 2021			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	8	6	+33.3%	6.9	4.3	+60.5%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	95.1%	97.6%	-2.5%	95.3%	98.5%	-3.2%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	78.5%	83.4%	-4.9%	79.9%	82.2%	-2.3%
Weekend Terminal On-Time Performance (Chart 18)	89.6%	86.0%	+3.6%	88.0%	84.1%	+3.9%
Weekend Trains Delayed (Chart 20)	6,347	8,299	-23.5%	5,436	8,903	-38.9%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	January 2021			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	97.8%	98.3%	-0.5%	97.5%	95.8%	+1.7%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	97.4%	100.0%	-2.6%	98.1%	97.9%	+0.2%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	96.0%	98.4%	-2.4%	97.8%	93.9%	+3.9%
Percentage of Completed Trips						
Percentage of Completed Trips	99.5%	100.0%	-0.5%	99.8%	99.7%	+0.1%
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of incidents attributed to car-related causes	17,266	35,449	-51.3%	46,981	70,455	-33.3%

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

Section 1: Customer-Focused Metrics

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

Performance Indicator Definitions

Major Incidents (Weekday and Weekend)

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

Service Delivered (Weekday and Weekend)

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

Additional Platform Time (APT)

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

Additional Train Time (ATT)

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

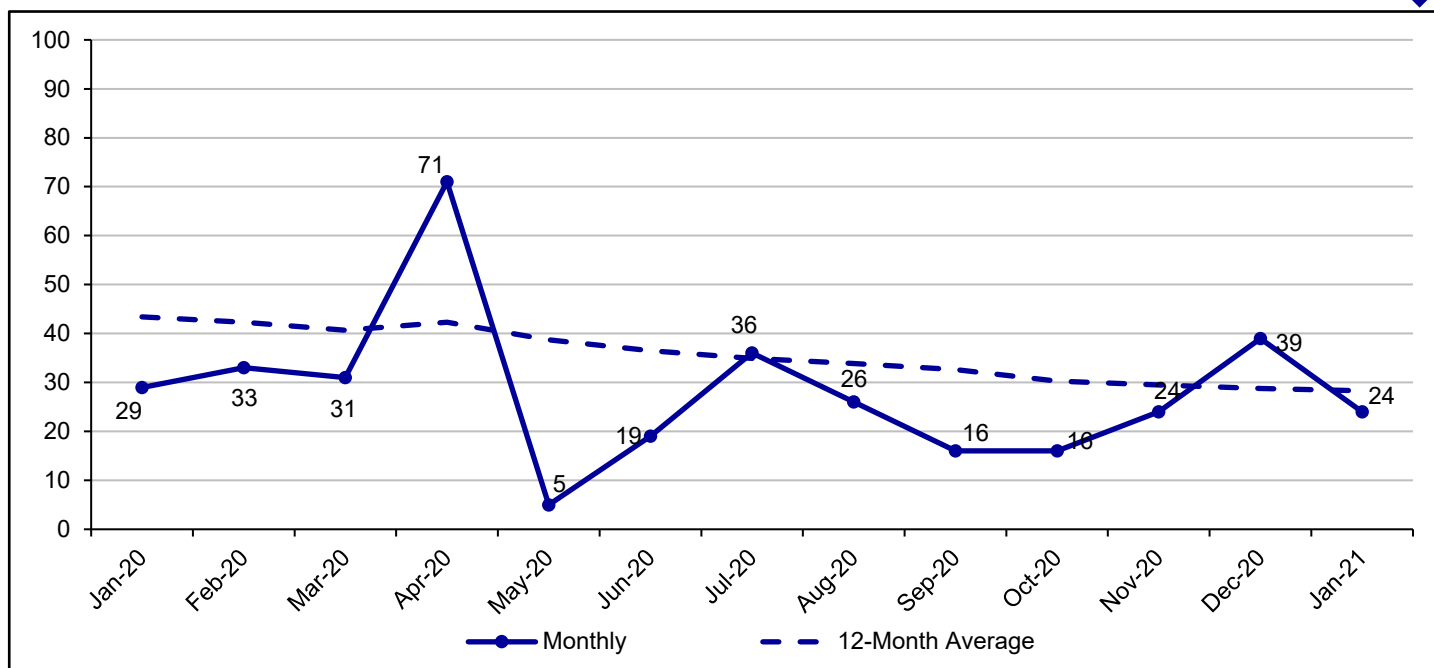
Customer Journey Time Performance (CJTP)

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

APT, ATT, and CJTP are measured using 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		
	Jan 21	Jan 20	% Change	Jan 21	Jan 20	% Change
Track	1	4	-75.0%	2.7	6.7	-59.7%
Signals	11	10	+10.0%	9.0	14.6	-38.4%
Persons on Trackbed/Police/Medical	7	8	-12.5%	8.4	10.8	-22.2%
Stations & Structures	1	0	0.0%	0.8	1.8	-55.6%
Subway Car	0	2	-100.0%	2.3	3.8	-39.5%
Other	4	5	-20.0%	7.4	5.8	+27.6%
Subdivision A	8	12	-33.3%	13.1	20.3	-35.5%
Subdivision B	16	17	-5.9%	17.5	23.1	-24.2%
Systemwide	24	29	-17.2%	30.6	43.5	-29.7%
Avg Incident Duration (h:mm:ss)	0:25:24	0:21:42	+17.1%	0:23:54	0:17:24	+37.4%
Avg Trains Delayed per Incident	118	161	-26.7%	105	107	-1.9%

Major Incidents Discussion

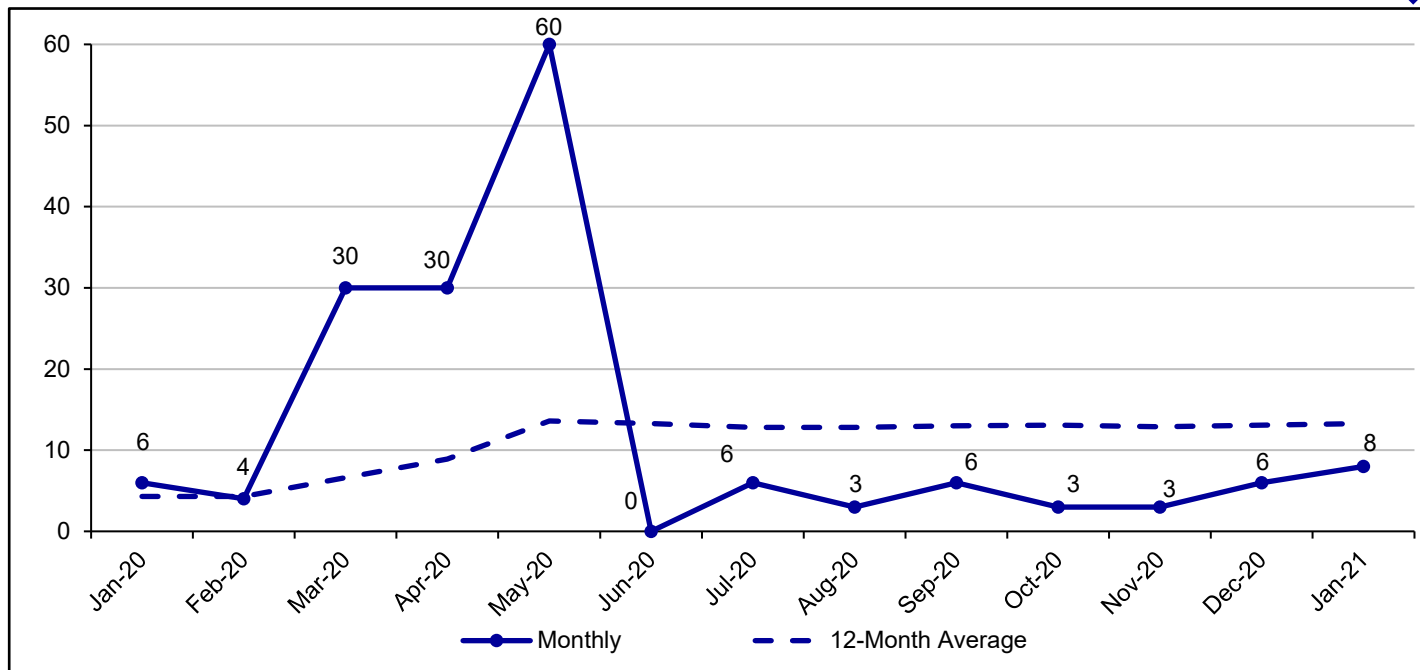
- Major Incidents improved by 17.2% in January 2021 compared to January 2020, and the 12-month average improved by 29.7%.
- Track major incidents decreased to only 1 for the month, and there were no major incidents related to subway cars.

Note: 12-month category averages do not include the months of March and April 2020.

Chart 1

Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Jan 21	Jan 20	% Change	Jan 21	Jan 20	% Change
Track	1	1	0.0%	0.4	0.3	+33.3%
Signals	2	0	0.0%	1.1	0.7	+57.1%
Persons on Trackbed/Police/Medical	4	2	+100.0%	2.0	1.2	+66.7%
Stations & Structure	0	0	N/A	0.1	0.1	0.0%
Subway Car	1	0	0.0%	0.1	0.2	-50.0%
Other	0	3	-100.0%	3.2	1.8	+77.8%
Subdivision A	3	2	+50.0%	2.6	2.0	+30.0%
Subdivision B	5	4	+25.0%	4.3	2.3	+87.0%
Systemwide	8	6	+33.3%	6.9	4.3	+60.5%
Avg Incident Duration (h:mm:ss)	0:07:18	0:22:12	-67.1%	0:16:24	0:18:35	-11.8%
Avg Trains Delayed per Incident	67	117	-42.7%	88	100	-12.0%

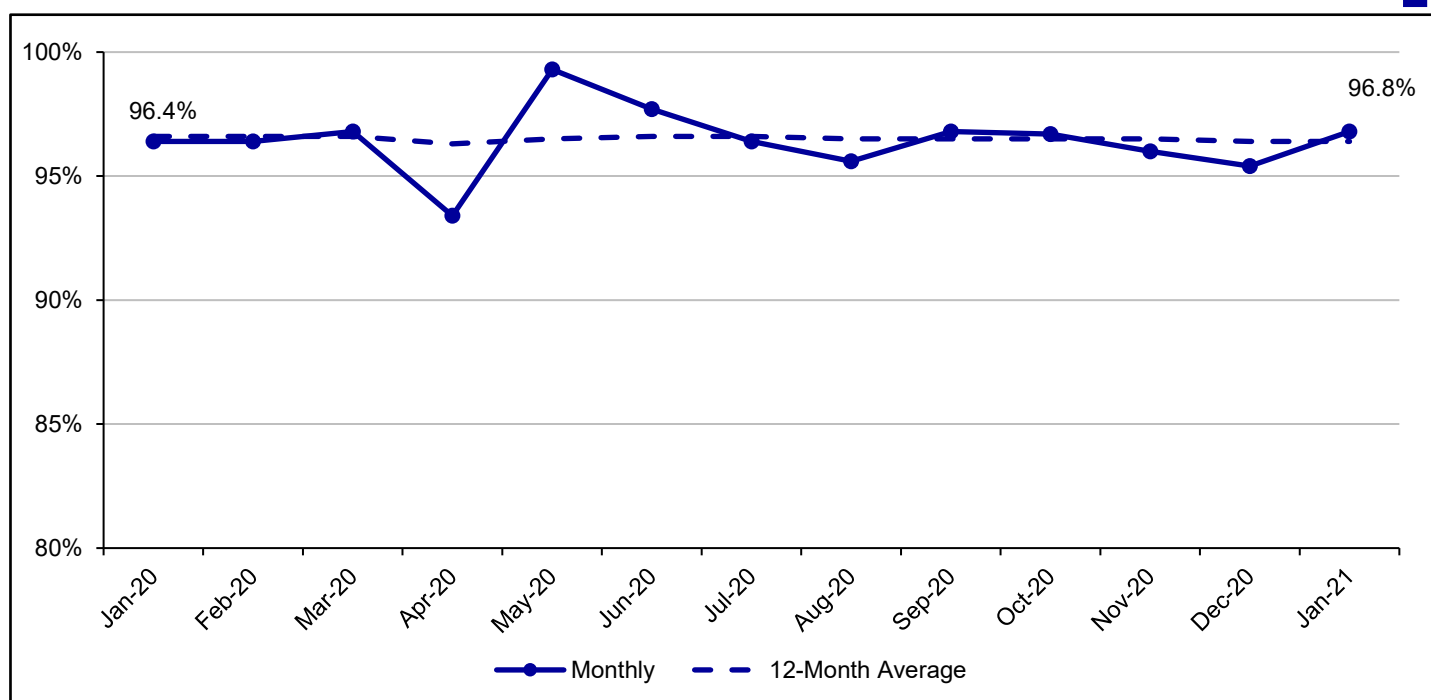
Major Incidents Discussion

- Major incidents increased by two in January 2021 compared to January 2020.
- Half of the weekend major incidents in January 2021 were related to police investigations.

Note: 12-month category averages do not include the months of March and April 2020.

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Jan 21	Jan 20	Change	Jan 21	Jan 20	Change
Subdivision A	95.4%	96.3%	-0.9%	96.5%	96.3%	+0.2%
Subdivision B	97.7%	96.5%	+1.2%	96.4%	96.9%	-0.5%
Systemwide	96.8%	96.4%	+0.4%	96.4%	96.6%	-0.2%

Weekday Service Delivered Discussion

- Service Delivered in January 2021 improved by 0.4% compared to January 2020, and the 12-month average worsened by 0.2%.
- The largest decreases were on the 5 and 7 lines, due to major incidents that affected rush hour service on these lines.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

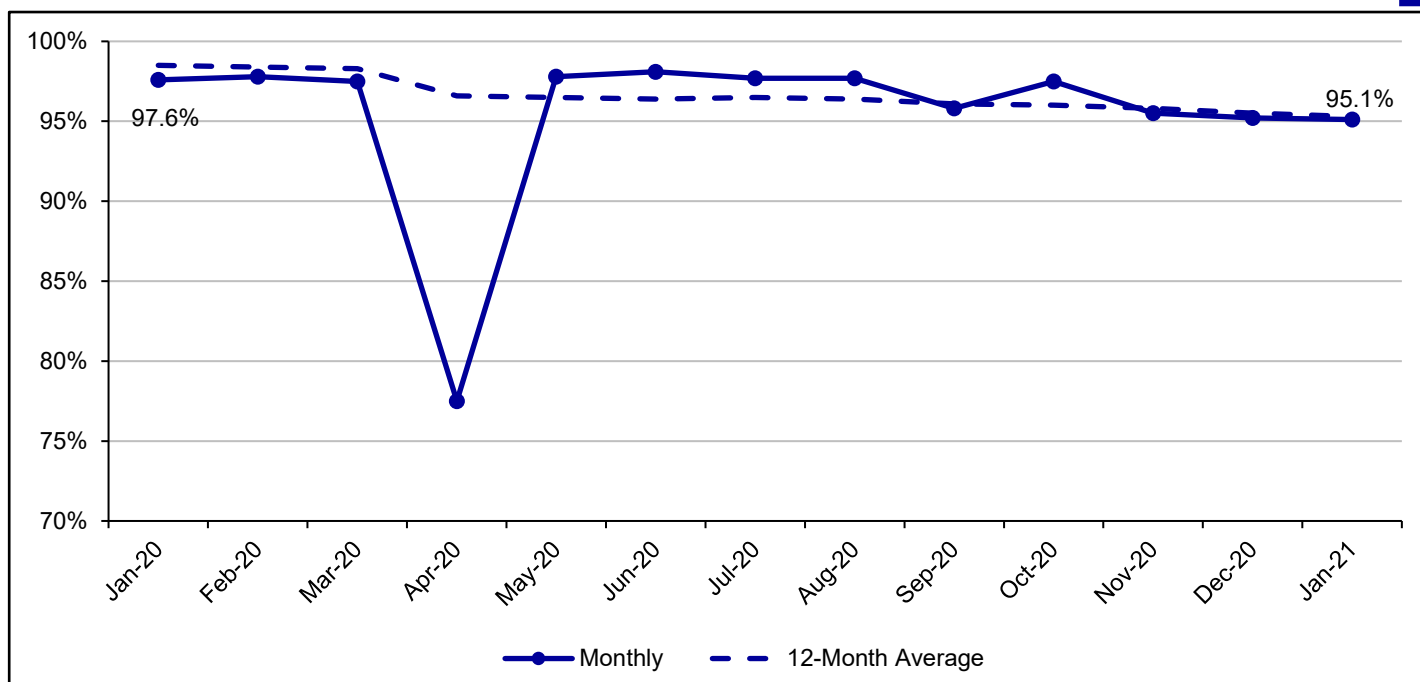
Desired trend 

<u>Line</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
1	98.4%	97.1%	+1.3%
2	96.8%	96.0%	+0.8%
3	97.0%	96.9%	+0.1%
4	94.6%	95.6%	-1.0%
5	93.2%	96.4%	-3.2%
6	96.4%	96.8%	-0.4%
7	93.6%	95.4%	-1.8%
S 42nd		97.0%	N/A
Subdivision A	95.4%	96.3%	-0.9%
A	95.3%	95.6%	-0.3%
B	98.6%	97.2%	+1.4%
C	99.7%	97.8%	+1.9%
D	98.8%	97.1%	+1.7%
E	96.0%	95.0%	+1.0%
F	100.7%	96.6%	+4.1%
S Fkn	99.9%	100.0%	-0.1%
G	101.3%	98.9%	+2.4%
S Rock	99.8%	97.7%	+2.1%
JZ	100.6%	98.5%	+2.1%
L	98.9%	98.8%	+0.1%
M	93.2%	94.8%	-1.6%
N	97.4%	95.4%	+2.0%
Q	97.4%	96.6%	+0.8%
R	95.8%	94.5%	+1.3%
W	96.2%	95.2%	+1.0%
Subdivision B	97.7%	96.5%	+1.2%
Systemwide	96.8%	96.4%	0.4%

Chart 4

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

Desired trend




	Monthly			12-Month Average		
	Jan 21	Jan 20	% Change	Jan 21	Jan 20	% Change
Subdivision A	93.0%	98.2%	-5.2%	94.6%	98.2%	-3.6%
Subdivision B	96.6%	97.2%	-0.6%	95.7%	98.6%	-2.9%
Systemwide	95.1%	97.6%	-2.5%	95.3%	98.5%	-3.2%

Weekend Service Delivered Discussion

- Service Delivered in January 2021 worsened by 2.5% compared to January 2020, and the 12-month average worsened by 3.2%.
- The largest decreases were on the 1 and 6 lines in the A Division, due to major incidents that affected these lines.

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

Desired trend 

<u>Line</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>% Change</u>
1	92.4%	99.3%	-6.9%
2	89.1%	97.8%	-8.7%
3	92.9%	99.7%	-6.8%
4	90.5%	96.5%	-6.0%
5	93.9%	98.0%	-4.1%
6	88.4%	98.1%	-9.7%
7	98.9%	97.5%	+1.4%
S 42nd	99.9%	99.6%	+0.3%
Subdivision A	93.0%	98.2%	-5.2%
A	95.7%	96.3%	-0.6%
C	97.2%	93.3%	+3.9%
D	99.0%	94.3%	+4.7%
E		99.5%	N/A
F		99.5%	N/A
S Fkln	96.1%	99.7%	-3.6%
G	97.4%	98.4%	-1.0%
S Rock	100.5%	99.6%	+0.9%
J	99.6%	98.4%	+1.2%
L	98.9%	100.5%	-1.6%
M		98.5%	N/A
N	96.1%	94.9%	+1.2%
Q	98.3%	98.0%	+0.3%
R	97.6%	97.6%	+0.0%
Subdivision B	96.6%	97.2%	-0.6%
Systemwide	95.1%	97.6%	-2.5%

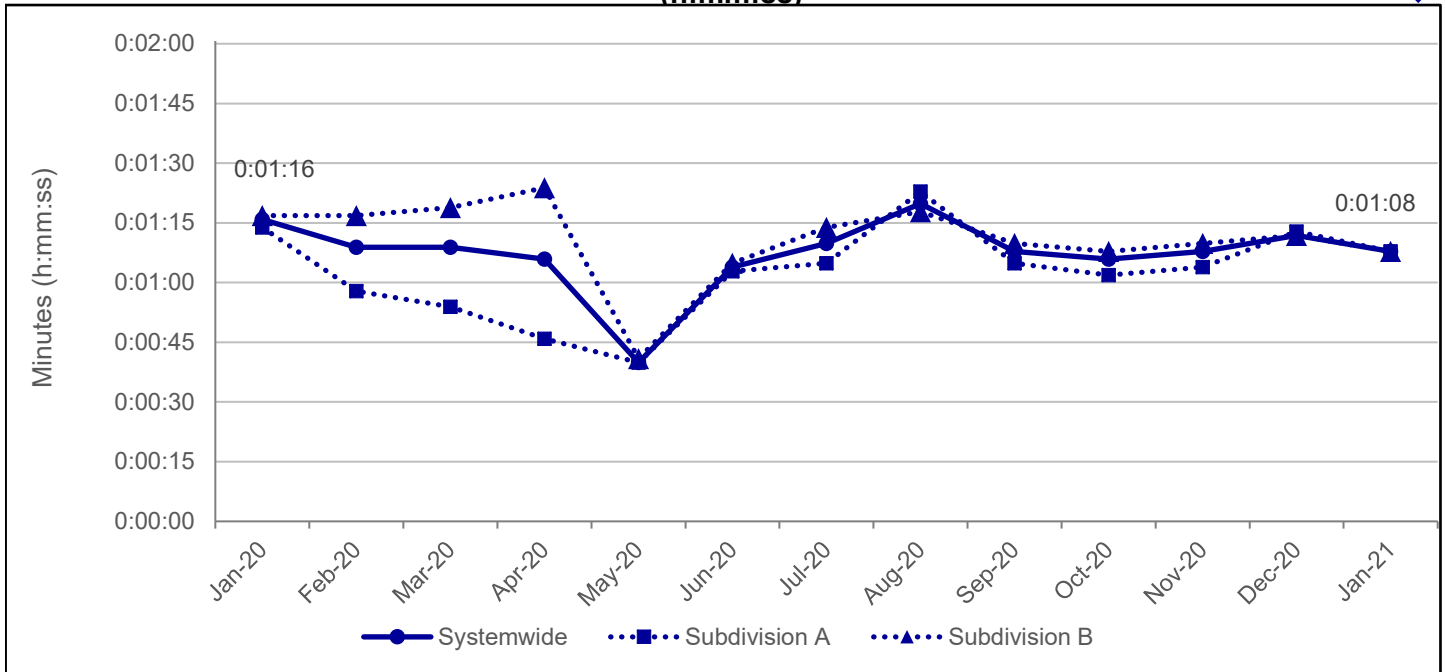
Notes:

B and W lines do not operate on weekends.

The E, F and M Lines were excluded from January 2021 due to planned service changes.

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

Desired trend



	Monthly			12-Month Average		
	Jan 21	Jan 20	Change	Jan 21	Jan 20	Change
Subdivision A	0:01:08	0:01:14	-0:00:06	0:01:02	0:01:05	-0:00:03
Subdivision B	0:01:08	0:01:17	-0:00:09	0:01:11	0:01:15	-0:00:04
Systemwide	0:01:08	0:01:16	-0:00:08	0:01:07	0:01:11	-0:00:04

Additional Platform Time Discussion

- January 2021 APT improved by 8 seconds compared to January 2020, and the 12-month average improved by 4 seconds.
- 42 St Shuttle did not operate on weekdays in January 2021.

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)

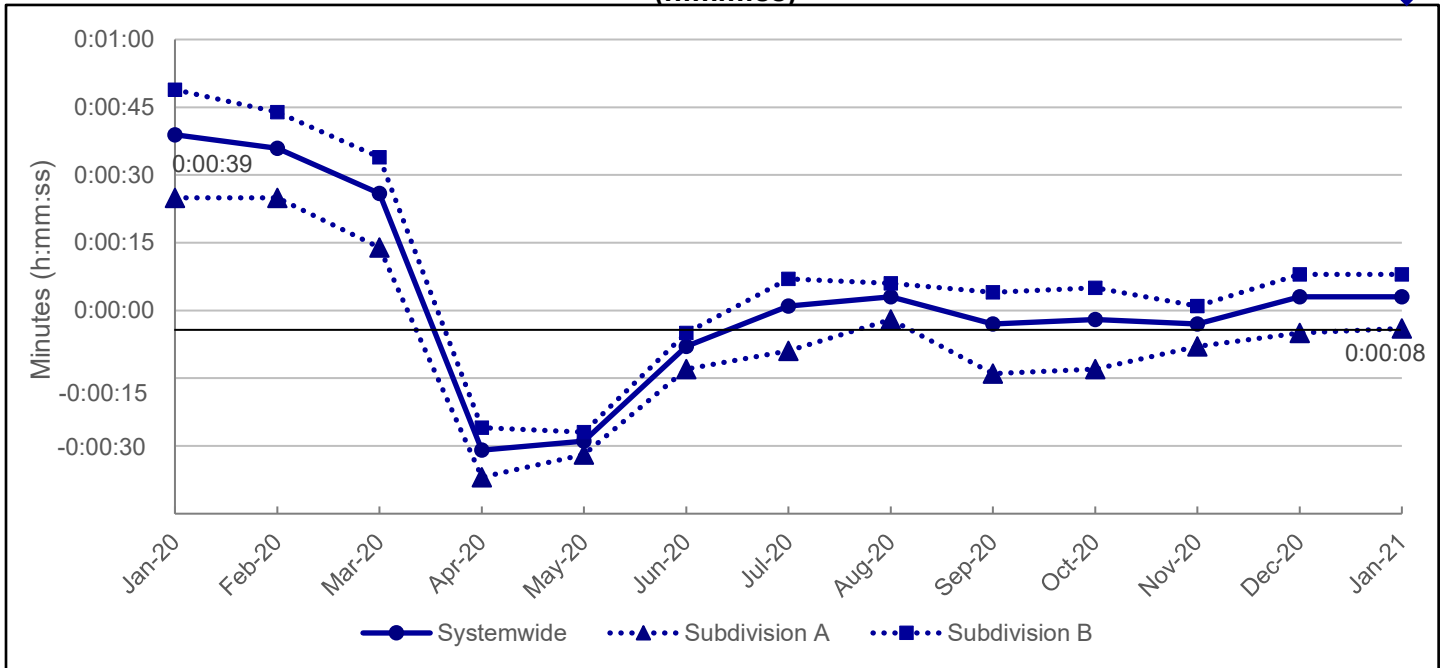
Desired trend



<u>Line</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
1	0:00:50	0:01:44	-0:00:54
2	0:01:17	0:01:40	-0:00:23
3	0:01:06	0:01:27	-0:00:21
4	0:01:10	0:00:56	+0:00:14
5	0:01:16	0:00:57	+0:00:19
6	0:00:57	0:00:53	+0:00:04
7	0:01:21	0:01:06	+0:00:15
S 42nd		0:01:18	N/A
Subdivision A	0:01:08	0:01:14	-0:00:06
A	0:01:06	0:01:12	-0:00:06
B	0:01:27	0:01:33	-0:00:06
C	0:00:41	0:01:32	-0:00:51
D	0:01:23	0:01:29	-0:00:06
E	0:01:06	0:01:09	-0:00:03
F	0:00:41	0:01:19	-0:00:38
S Fkn	0:00:22	0:00:29	-0:00:07
G	0:00:50	0:01:12	-0:00:22
S Rock	0:00:17	0:00:45	-0:00:28
JZ	0:00:59	0:01:16	-0:00:17
L	0:00:43	0:00:54	-0:00:11
M	0:01:45	0:01:48	-0:00:03
N	0:01:12	0:01:13	-0:00:01
Q	0:01:10	0:01:09	+0:00:01
R	0:01:33	0:01:24	+0:00:09
W	0:01:05	0:00:55	+0:00:10
Subdivision B	0:01:08	0:01:17	-0:00:09
Systemwide	0:01:08	0:01:16	-0:00:08

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

Desired trend



	Monthly			12-Month Average		
	Jan 21	Jan 20	Change	Jan 21	Jan 20	Change
Subdivision A	-0:00:04	0:00:25	-0:00:29	0:00:02	0:00:30	-0:00:28
Subdivision B	0:00:08	0:00:49	-0:00:41	0:00:20	0:00:52	-0:00:32
Systemwide	0:00:03	0:00:39	-0:00:36	0:00:13	0:00:43	-0:00:30

Additional Train Time Discussion

- January 2021 ATT improved by 36 seconds compared to January 2020, and the 12-month average improved by 30 seconds.
- 42 St Shuttle did not operate on weekdays in January 2021.

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

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

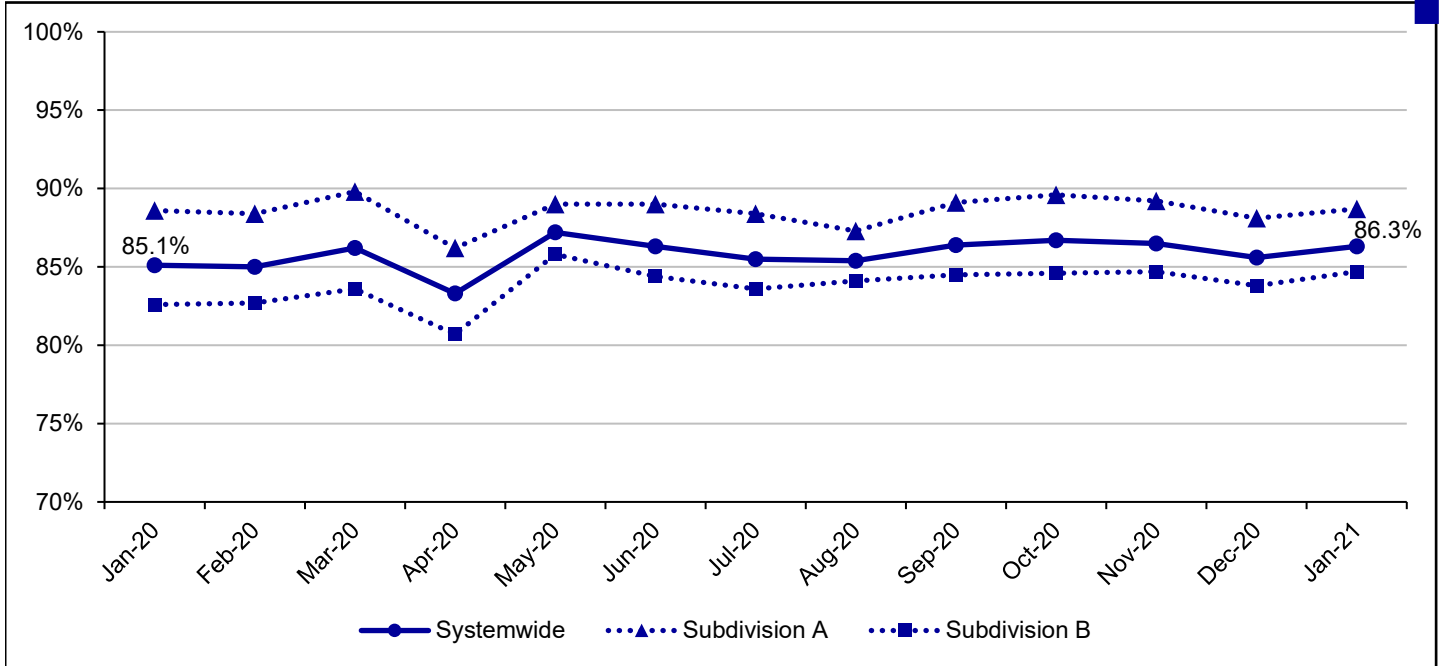
Desired trend



<u>Line</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
1	0:00:03	0:00:43	-0:00:40
2	-0:00:23	0:00:14	-0:00:37
3	-0:00:23	0:00:11	-0:00:34
4	-0:00:29	0:00:20	-0:00:49
5	-0:00:31	0:00:20	-0:00:51
6	0:00:11	0:00:29	-0:00:18
7	0:00:33	0:00:24	+0:00:09
S 42nd		0:00:09	N/A
Subdivision A	-0:00:04	0:00:25	-0:00:29
A	0:00:05	0:01:09	-0:01:04
B	0:00:24	0:01:23	-0:00:59
C	0:00:06	0:00:44	-0:00:38
D	0:00:18	0:01:15	-0:00:57
E	0:00:16	0:01:03	-0:00:47
F	-0:00:20	0:00:40	-0:01:00
S Fkn	0:00:03	0:00:02	+0:00:01
G	0:00:33	0:01:04	-0:00:31
S Rock	-0:00:28	-0:00:23	-0:00:05
JZ	0:00:21	0:00:54	-0:00:33
L	-0:00:07	0:00:18	-0:00:25
M	0:00:08	0:00:32	-0:00:24
N	0:00:27	0:01:04	-0:00:37
Q	0:00:11	0:00:39	-0:00:28
R	-0:00:09	0:00:17	-0:00:26
W	0:00:09	0:00:30	-0:00:21
Subdivision B	0:00:08	0:00:49	-0:00:41
Systemwide	0:00:03	0:00:39	-0:00:36

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

Desired trend



	Monthly			12-Month Average		
	Jan 21	Jan 20	Change	Jan 21	Jan 20	Change
Subdivision A	88.7%	88.6%	+0.1%	88.6%	88.2%	+0.4%
Subdivision B	84.7%	82.6%	+2.1%	83.9%	82.3%	+1.6%
Systemwide	86.3%	85.1%	+1.2%	85.9%	84.7%	+1.2%

Weekday Customer Journey Time Performance Discussion

- January 2021 CJTP improved by 1.2% compared to January 2020, and the 12-month average improved by 1.2%.
- 42 St Shuttle did not operate on weekdays in January 2021.

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

Desired trend



<u>Line</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
1	90.6%	88.3%	+2.3%
2	86.9%	85.9%	+1.0%
3	89.3%	89.2%	+0.1%
4	87.6%	87.0%	+0.6%
5	87.7%	87.3%	+0.4%
6	90.7%	90.6%	+0.1%
7	87.5%	88.8%	-1.3%
S 42nd		96.8%	N/A
Subdivision A	88.7%	88.6%	+0.1%
A	84.9%	81.0%	+3.9%
B	81.4%	77.8%	+3.6%
C	89.2%	83.0%	+6.2%
D	81.6%	78.2%	+3.4%
E	85.0%	82.9%	+2.1%
F	85.3%	83.1%	+2.2%
S Fkln	97.7%	96.1%	+1.6%
G	86.6%	83.9%	+2.7%
S Rock	93.7%	92.2%	+1.5%
JZ	85.3%	81.3%	+4.0%
L	95.0%	91.2%	+3.8%
M	80.6%	80.4%	+0.2%
N	82.7%	81.6%	+1.1%
Q	82.8%	81.9%	+0.9%
R	81.6%	83.3%	-1.7%
W	88.2%	88.5%	-0.3%
Subdivision B	84.7%	82.6%	+2.1%
Systemwide	86.3%	85.1%	1.2%

Chart 12

Section 2: Inputs to Operations

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

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

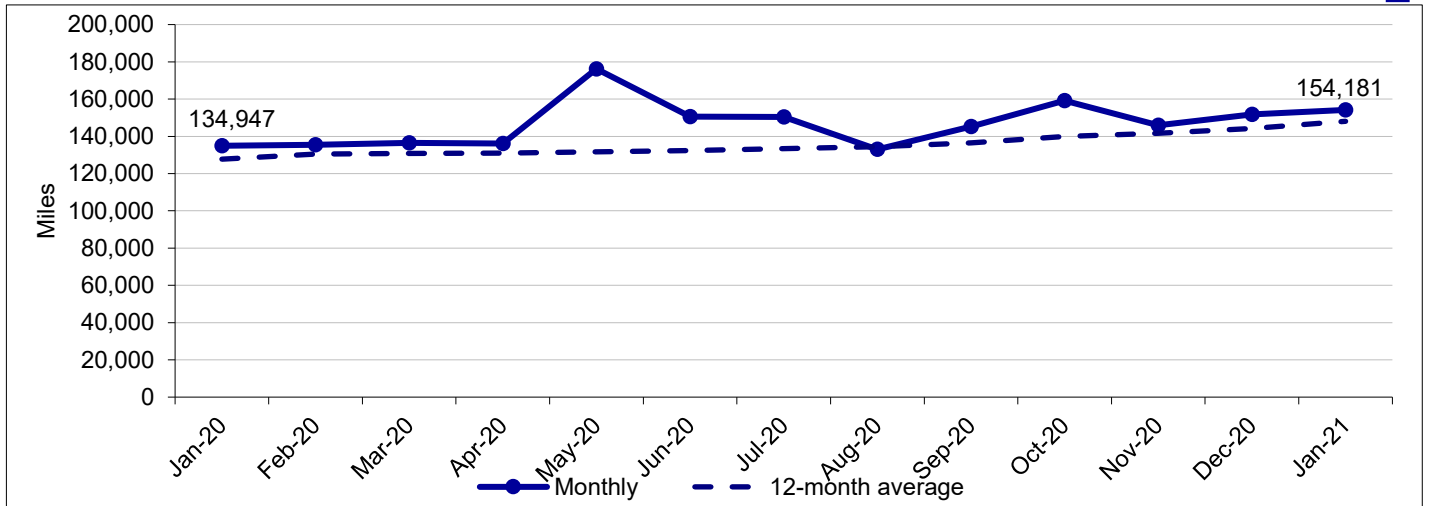
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

Elevator and Escalator Availability

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

Subway Mean Distance Between Failures

Desired trend



	# of Cars	Monthly		% Change
		Jan '21	Jan '20	
Subdivision A	2,890	257,542	183,681	+40.2%
Subdivision B	3,565	120,476	113,814	+5.9%
Systemwide	6,455	154,181	135,432	+13.8%

Car Class	# of Cars	12-Month Average		% Change
		Jan '21	Jan '20	
R32	0		30,202	N/A
R42	0		29,015	N/A
R46	748	58,309	63,476	-8.1%
R62	315	220,253	216,005	+2.0%
R62A	824	154,807	114,976	+34.6%
R68	425	111,553	66,629	+67.4%
R68A	200	69,009	86,841	-20.5%
R142	1,025	265,746	230,676	+15.2%
R142A	220	124,210	129,431	-4.0%
R143	212	172,337	133,633	+29.0%
R160	1,662	295,061	264,924	+11.4%
R179	318	115,720	158,629	-27.0%
R188 - New	126	289,785	415,541	-30.3%
R188 - Conversion	380	346,459	249,117	+39.1%
Subdivision A	2,890	205,323	172,546	+19.0%
Subdivision B	3,565	123,102	110,912	+11.0%
Systemwide	6,455	148,070	130,519	+13.4%

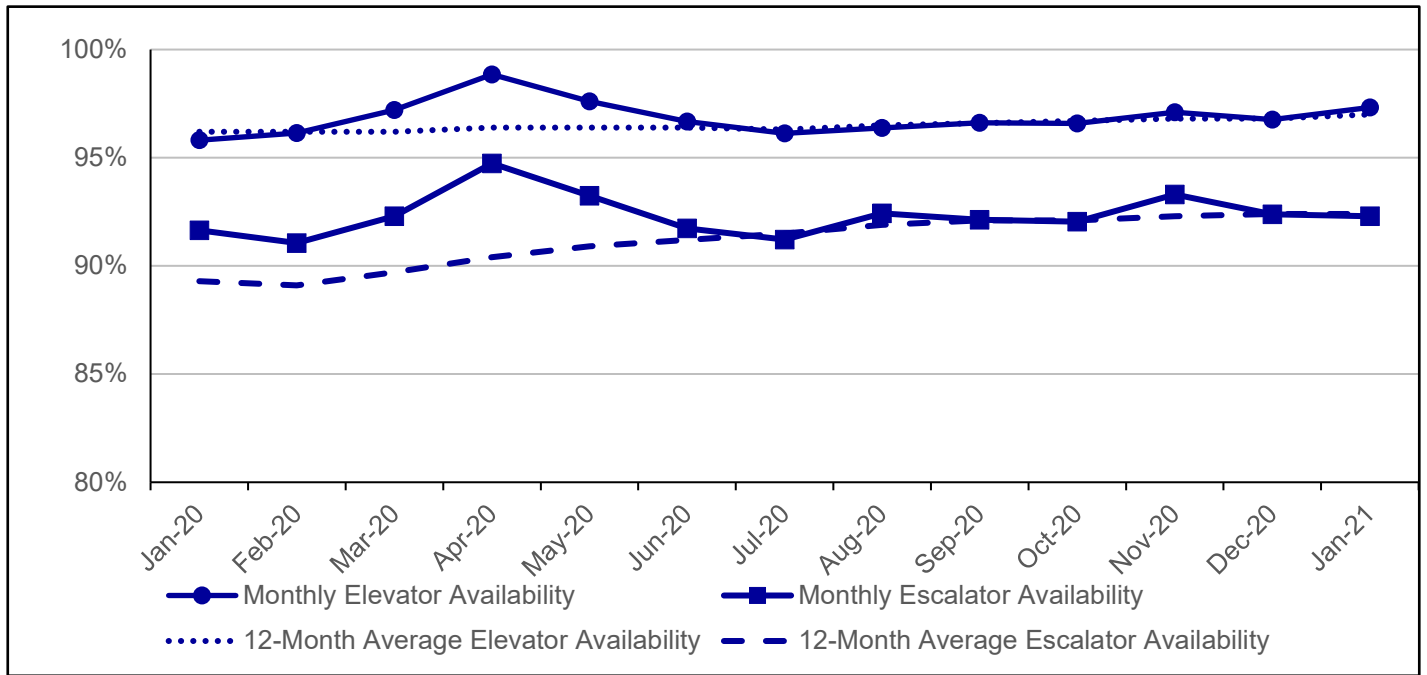
MDBF Discussion

- January 2021 MDBF was 154,181, an increase of 13.8% from one year ago.
- 12-month average MDBF was 148,070 in January 2021, an increase of 13.4% from one year ago.
- The largest improvements in MDBF (12-month average) were on the R68, R62A, and R143 fleets.

Chart 13

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Jan 21	Jan 20	% Change	Jan 21	Jan 20	% Change
Elevator Availability	97.3%	95.8%	+1.5%	96.9%	96.3%	+0.6%
Escalator Availability	92.3%	91.7%	+0.6%	92.4%	89.3%	+3.1%

Elevator and Escalator Availability Discussion

- Elevator availability improved by 1.5% in January 2021 compared to January 2020.
- Escalator availability improved by 0.6% in January 2021 compared to January 2020

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	Jan 21					Jan 20					Desired trend			
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month		Monthly		
	Meets	Standard	Minor	Medium	Major	Standard	Meets	Standard	Minor	Medium		Major	Standard	Meets
1	81.7%	8.2%	6.1%	4.1%	82.4%	78.2%	8.8%	6.8%	6.2%	79.2%	+3.5%			
2	68.4%	11.2%	10.5%	10.0%	69.1%	72.4%	10.7%	9.0%	8.0%	71.8%	-4.0%			
3	71.9%	11.9%	9.7%	6.4%	73.5%	75.8%	10.7%	7.1%	6.4%	75.7%	-3.9%			
4	71.5%	10.1%	8.9%	9.5%	70.9%	73.2%	10.1%	8.4%	8.4%	71.9%	-1.7%			
5	68.8%	10.0%	9.5%	11.6%	70.4%	72.7%	10.0%	8.6%	8.7%	70.1%	-3.9%			
6	78.8%	8.8%	6.7%	5.7%	77.6%	78.7%	8.9%	6.5%	6.0%	75.7%	+0.1%			
7	76.6%	10.5%	7.1%	5.8%	77.9%	78.5%	10.1%	6.6%	4.7%	77.2%	-1.9%			
S 42nd						95.3%	1.4%	1.6%	1.7%	94.1%	N/A			
Subdivision A	73.8%	10.1%	8.4%	7.7%	74.3%	76.2%	9.6%	7.4%	6.8%	75.0%	-2.4%			
A	71.4%	10.9%	9.2%	8.4%	70.0%	70.6%	10.1%	9.8%	9.5%	69.6%	+0.8%			
B	78.0%	11.3%	7.1%	3.7%	75.2%	77.7%	10.9%	6.9%	4.4%	75.3%	+0.3%			
C	85.9%	8.7%	4.3%	1.1%	79.4%	78.5%	11.0%	6.9%	3.6%	76.3%	+7.4%			
D	76.2%	11.8%	7.5%	4.4%	74.4%	73.2%	11.7%	9.1%	6.0%	73.9%	+3.0%			
E	70.9%	11.2%	9.8%	8.2%	74.5%	72.4%	10.9%	9.3%	7.4%	72.0%	-1.5%			
F	76.9%	11.1%	7.8%	4.2%	76.0%	71.9%	10.5%	8.8%	8.8%	71.4%	+5.0%			
S Fkln	99.2%	0.6%	0.2%	0.1%	98.2%	98.7%	1.0%	0.1%	0.2%	98.4%	+0.5%			
G	84.7%	10.8%	3.7%	0.9%	80.3%	80.0%	11.2%	6.3%	2.5%	80.2%	+4.7%			
S Rock	96.2%	1.8%	1.3%	0.7%	95.6%	94.8%	2.6%	1.3%	1.2%	94.5%	+1.4%			
JZ	85.7%	8.7%	3.8%	1.8%	82.4%	80.9%	10.3%	5.9%	3.0%	81.2%	+4.8%			
L	79.7%	11.0%	6.5%	2.8%	79.5%	77.6%	11.0%	7.0%	4.4%	77.3%	+2.1%			
M	75.4%	10.8%	7.5%	6.3%	77.3%	75.7%	10.3%	7.9%	6.2%	76.2%	-0.3%			
N	74.7%	11.5%	8.2%	5.7%	72.6%	72.6%	11.8%	8.7%	6.8%	74.5%	+2.1%			
Q	77.5%	10.8%	7.5%	4.2%	75.3%	76.6%	10.3%	7.8%	5.3%	76.1%	+0.9%			
R	74.6%	11.1%	8.5%	5.8%	74.5%	74.1%	10.7%	8.0%	7.1%	74.3%	+0.5%			
W	77.8%	10.7%	5.7%	5.7%	73.6%	73.2%	11.5%	8.4%	7.0%	76.5%	+4.6%			
Subdivision B	77.5%	10.7%	7.1%	4.7%	76.2%	75.2%	10.6%	8.0%	6.2%	75.1%	+2.3%			
Systemwide	75.8%	10.4%	7.7%	6.1%	75.3%	75.6%	10.2%	7.7%	6.5%	75.0%	+0.2%			

Weekday Wait Assessment Discussion

- Wait Assessment for January 2021 improved by 0.2% compared to January 2020
- 42 St Shuttle did not operate on weekdays in January 2021.

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

Line	Jan 21					Jan 20					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	82.0%	7.4%	7.0%	3.7%	84.6%	92.9%	4.4%	1.9%	0.8%	89.3%	-10.9%
2	64.6%	13.5%	13.2%	8.7%	72.4%	78.7%	11.4%	7.1%	2.8%	76.0%	-14.1%
3	76.8%	10.5%	8.6%	4.1%	81.0%	89.7%	7.4%	2.2%	0.7%	84.6%	-12.9%
4	69.0%	13.0%	10.9%	7.2%	73.6%	78.7%	9.8%	6.4%	5.1%	76.8%	-9.7%
5	78.3%	9.4%	6.8%	5.5%	82.9%	87.9%	7.4%	2.4%	2.2%	84.2%	-9.6%
6	72.9%	10.9%	9.6%	6.6%	78.8%	86.4%	6.9%	3.5%	3.2%	85.1%	-13.5%
7	89.2%	7.1%	2.7%	1.0%	82.9%	86.5%	8.3%	3.4%	1.8%	85.5%	+2.7%
S 42nd	91.1%	2.3%	2.6%	3.9%	95.3%	98.7%	0.7%	0.2%	0.4%	98.6%	-7.6%
Subdivision A	74.5%	10.6%	9.1%	5.8%	79.0%	85.4%	8.0%	4.1%	2.5%	82.8%	-10.9%
A	73.8%	11.3%	9.4%	5.5%	75.4%	77.4%	10.6%	7.3%	4.6%	76.0%	-3.6%
C	77.9%	11.6%	7.1%	3.3%	79.0%	81.0%	9.0%	5.1%	4.9%	81.0%	-3.1%
D	82.2%	10.7%	5.1%	2.1%	78.2%	78.4%	10.6%	6.5%	4.5%	81.0%	+3.8%
E	73.7%	6.6%	3.5%	16.2%	84.5%	85.5%	8.3%	3.5%	2.7%	85.3%	N/A
F	84.2%	9.0%	5.3%	1.4%	80.3%	80.5%	10.1%	5.8%	3.5%	80.3%	N/A
S Fkln	94.9%	0.5%	0.4%	4.3%	98.3%	98.9%	0.7%	0.3%	0.1%	98.2%	-4.0%
G	89.1%	7.0%	2.2%	1.7%	86.3%	82.7%	9.6%	4.9%	2.7%	84.8%	+6.4%
S Rock	98.5%	1.3%	0.1%	0.2%	97.0%	95.9%	2.0%	0.4%	1.7%	95.3%	+2.6%
J	86.8%	7.6%	3.6%	2.0%	84.7%	86.0%	8.8%	4.0%	1.2%	87.4%	+0.8%
L	81.6%	10.1%	5.1%	3.2%	82.3%	90.9%	5.7%	2.3%	1.1%	88.3%	-9.3%
M	95.4%	3.1%	1.1%	0.3%	83.2%	81.5%	10.1%	5.3%	3.0%	78.2%	N/A
N	77.9%	11.9%	6.8%	3.3%	75.5%	76.5%	11.7%	7.8%	4.0%	79.5%	+1.4%
Q	79.9%	10.8%	6.5%	2.9%	78.4%	79.8%	10.7%	6.0%	3.5%	81.6%	+0.1%
R	82.4%	10.2%	5.5%	1.9%	80.4%	82.8%	9.6%	5.0%	2.6%	80.3%	-0.4%
Subdivision B	81.6%	9.6%	5.5%	3.2%	80.6%	81.8%	9.6%	5.4%	3.2%	81.7%	-0.2%
Systemwide	78.5%	10.1%	7.1%	4.4%	79.9%	83.4%	8.9%	4.8%	2.9%	82.2%	-4.9%

Weekend Wait Assessment Discussion

- Wait Assessment for January 2021 worsened by 4.9% compared to January 2020.

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>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
1	90.1%	85.7%	+4.4%
2	84.8%	82.7%	+2.1%
3	89.6%	86.8%	+2.8%
4	88.9%	80.6%	+8.3%
5	88.3%	85.1%	+3.2%
6	89.5%	83.6%	+5.9%
7	92.3%	91.5%	+0.8%
S 42nd		98.8%	N/A
Subdivision A	89.5%	87.7%	+1.8%
A	86.8%	72.8%	+14.0%
B	86.4%	71.5%	+14.9%
C	92.4%	77.8%	+14.6%
D	87.5%	70.8%	+16.7%
E	82.3%	80.5%	+1.8%
F	85.2%	72.5%	+12.7%
S Fkn	100.0%	99.8%	+0.2%
G	93.3%	78.1%	+15.2%
S Rock	98.4%	97.3%	+1.1%
JZ	95.2%	83.1%	+12.1%
L	96.0%	93.5%	+2.5%
M	84.7%	80.3%	+4.4%
NW	83.3%	67.8%	+15.5%
Q	86.8%	84.7%	+2.1%
R	84.9%	76.2%	+8.7%
Subdivision B	89.1%	79.9%	+9.2%
Systemwide	89.2%	83.3%	+5.9%

Weekday Terminal On-Time Performance Discussion

- January weekday OTP improved by 5.9% compared to the prior year.
- 42 St Shuttle did not operate on weekdays in January 2021.
- January 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>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
1	91.2%	94.0%	-2.8%
2	65.2%	71.5%	-6.3%
3	77.3%	81.4%	-4.1%
4	83.2%	79.1%	+4.1%
5	88.1%	90.3%	-2.2%
6	85.5%	85.8%	-0.3%
7	97.4%	93.8%	+3.6%
S 42nd	99.7%	99.7%	+0.0%
Subdivision A	87.0%	87.8%	-0.8%
A	84.2%	81.6%	+2.6%
C	82.9%	74.6%	+8.3%
D	91.8%	81.1%	+10.7%
E	95.8%	89.7%	N/A
F	85.1%	77.3%	N/A
S Fkln	96.9%	99.7%	-2.8%
G	91.8%	80.0%	+11.8%
S Rock	99.2%	97.5%	+1.7%
J	92.8%	83.5%	+9.3%
L	94.2%	96.8%	-2.6%
M	99.0%	89.4%	N/A
N	85.7%	68.8%	+16.9%
Q	86.0%	79.4%	+6.6%
R	93.7%	85.7%	+8.0%
Subdivision B	91.3%	84.8%	+6.5%
Systemwide	89.6%	86.0%	+3.6%

Weekend Terminal On-Time Performance Discussion

- January weekend OTP improved by 3.6% compared to the prior year.

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

Subway Weekday Trains Delayed
Monthly - January 2021
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (20)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>781</u>	<u>39</u>	<u>4.8%</u>
Rail and Roadbed	580	29	3.6%
Fire, Smoke, Debris	201	10	1.2%
Signal Failures and Emergency Remediation	3,594	180	22.1%
Subway Car	<u>755</u>	<u>38</u>	<u>4.7%</u>
Door-Related	192	10	1.2%
Propulsion	68	3	0.4%
Braking	185	9	1.1%
Other	310	16	2.0%
Stations and Structure	177	9	1.1%
Other Internal	<u>2,494</u>	<u>125</u>	<u>15.4%</u>
Service Delivery (e.g. crew performance)	1,870	94	11.6%
Train Brake Activation - cause unknown	151	8	1.0%
Other Internal Disruptions (e.g. IT system failure)	473	24	3.0%
External	<u>4,065</u>	<u>203</u>	<u>25.0%</u>
Public Conduct, Crime, Police Response	1,913	96	11.8%
Sick/Injured Customer	491	25	3.1%
Persons on Roadbed (including persons struck by train)	1,051	53	6.5%
External Debris on Roadbed (e.g., trees, shopping cart)	121	6	0.7%
Inclement Weather	20	1	0.1%
External Agency or Utility	469	23	2.8%
Operating Environment	1,727	86	10.6%
Planned Right-of-Way Work	2,670	134	16.5%
Total Trains Delayed	<u>16,263</u>	<u>813</u>	<u>100%</u>

Subway Weekend Trains Delayed
Monthly - January 2021
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (10)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>290</u>	<u>29</u>	<u>4.6%</u>
Rail and Roadbed	236	24	3.7%
Fire, Smoke, Debris	54	5	0.9%
Signal Failures and Emergency Remediation	758	76	11.9%
Subway Car	<u>389</u>	<u>39</u>	<u>6.1%</u>
Door-Related	111	11	1.7%
Propulsion	57	6	0.9%
Braking	62	6	1.0%
Other	159	16	2.5%
Stations and Structure	24	2	0.4%
Other Internal	<u>1,271</u>	<u>127</u>	<u>20.0%</u>
Service Delivery (e.g. crew performance)	1,234	123	19.4%
Train Brake Activation - cause unknown	26	3	0.4%
Other Internal Disruptions (e.g. IT system failure)	11	1	0.2%
External	<u>1,321</u>	<u>132</u>	<u>20.8%</u>
Public Conduct, Crime, Police Response	733	73	11.5%
Sick/Injured Customer	122	12	1.9%
Persons on Roadbed (including persons struck by train)	351	35	5.5%
External Debris on Roadbed (e.g., trees, shopping cart)	17	2	0.3%
Inclement Weather	47	5	0.7%
External Agency or Utility	51	5	0.8%
Operating Environment	980	98	15.4%
Planned Right-of-Way Work	1,314	131	20.7%
<u>Total Trains Delayed</u>	<u>6,347</u>	<u>635</u>	<u>100%</u>

Customer Service Report: Buses

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



This month, Buses provided service for our customers throughout one of the worst snowstorms New York City has seen in years, dumping over a foot of snow across the region. The team chained 3,000 local 40-foot buses, deployed 35 snow fighters on predetermined routes in highly-trafficked areas, and strategically placed 60 road and tow trucks throughout the City.

February 2021 Highlights: Buses

February has brought multiple snow events. Most notably, on the very first day of the month, Winter Storm Orlena hammered New York with over a foot of snow across the region. The Buses team was prepared. As soon as the storm was forecast, we kicked into high gear getting all our articulated 60-foot buses off the road, moving hundreds of buses, and chaining 3,000 local 40-foot buses before the snow started. Our fleet of 35 snow fighters was deployed on predetermined routes that prioritize high traffic areas and hotspots and we strategically placed 60 road and tow trucks throughout the city.

We extend a special thanks to our partners at New York City Department of Sanitation for their hard work clearing the streets. We closely coordinated with them throughout the event to make sure that our bus routes remained passable. It is difficult enough to implement our snow preparedness plans in normal times but to get it done in the middle of the pandemic is nothing short of extraordinary. I want to thank my team who rose to the challenge and came through for the hundreds of thousands of New Yorkers who were counting on the bus for their essential travel throughout the day and night.

We know that the key to improving bus service is well-enforced bus priority. On January 19, 2021, our partners at NYC Department of Transportation launched the Main Street Busway Pilot as part of their Better Buses Restart plan. The new busway will be critical to keeping buses moving along one of the busiest and most congested corridors in Queens: the Main Street corridor. The pilot, which stretches 0.6 miles, allows for bus and truck priority on northbound Main Street and Kissena Boulevard from Sanford Avenue to Northern Boulevard 24 hours a day, 7 days a week. Starting February 8th, 2021, NYC DOT began a 60-day warning period for bus lane violations along the busway. We know busways work. The busway on 14th Street implemented last October resulted in 34% faster bus speeds at peak times and increased ridership. DOT will continue to monitor the progress of the busway pilot.

As we go about our normal business, we are constantly reminded that these are far from normal times. We very much remain in the middle of the pandemic. I am deeply saddened to announce the passing of two members of our Bus family to COVID-19, bus maintainer Dennis Fagan from Gun Hill depot, and bus operator Errol Lezama from East New York Depot. Dennis had more than 13 years of service and Errol almost 15 years of service with the MTA. We are truly heartbroken at their loss and deeply grateful for their dedicated public service. We extend our deepest condolences to their families.

We continue to remind our employees and customers to stay vigilant, wear a mask, keep socially distanced and wash their hands frequently. We do this not just for ourselves, but for our friends, family, loved ones, and to the respect of our frontline employees.

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

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: January 2021			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	97.0%	98.1%	-1.1%	96.0%	97.3%	-1.3%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:01:17	0:01:32	-0:00:15	0:01:33	0:01:44	-0:00:11
	Additional Travel Time (h:mm:ss) (Chart 5)*	-0:00:58	0:00:20	-0:01:18	-0:00:12	0:00:46	-0:00:58
	Customer Journey Time Performance (Chart 7)*	84.0%	76.0%	+8.0%	+78.6%	+72.3%	+6.3%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,752	9,139	-4.2%	8,230	7,873	+4.5%
	Speed (MPH) (Chart 11)	8.4	8.1	+4.7%	8.4	7.9	+5.8%
Legacy Indicators	Wait Assessment (Chart 13)	83.7%	80.2%	+3.5%	80.3%	77.7%	+2.6%
	System MDBSI (Chart 16)	3,539	3,207	+10.4%	3,627	3,057	+18.6%
	NYCT Bus	3,474	3,069	+13.2%	3,453	2,909	+18.7%
	MTA Bus	3,765	3,753	+0.3%	4,300	3,665	+17.3%
	System Trips Completed (Chart 17)*	98.0%	99.4%	-1.4%	97.8%	99.2%	-1.4%
	NYCT Bus	98.2%	99.4%	-1.2%	98.0%	99.3%	-1.3%
	MTA Bus	97.4%	99.2%	-1.8%	97.2%	99.0%	-1.8%
	System AM Pull Out (Chart 18)*	98.1%	99.9%	-1.8%	98.0%	99.8%	-1.8%
	NYCT Bus	98.2%	99.9%	-1.7%	98.2%	99.8%	-1.6%
	MTA Bus	97.7%	99.6%	-1.9%	97.3%	99.5%	-2.2%
	System PM Pull Out (Chart 19)*	98.6%	99.8%	-1.2%	98.5%	99.8%	-1.3%
	NYCT Bus	98.9%	100.0%	-1.1%	98.7%	99.9%	-1.2%
	MTA Bus	97.9%	99.4%	-1.5%	97.9%	99.5%	-1.6%
	System Buses >= 12 years	19.0%	19.0%				
	NYCT Bus	6.9%	6.8%				
	MTA Bus	59.0%	61.0%				
	System Fleet Age	7.9	7.2				
	NYCT Bus	6.8	6.1				
MTA Bus	11.7	11.0					

System refers to the combined results of NYCT Bus and MTA Bus. Change values for time- and percentage-based metrics are calculated as absolute values. All other change values are calculated as percentage changes.

***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: 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.

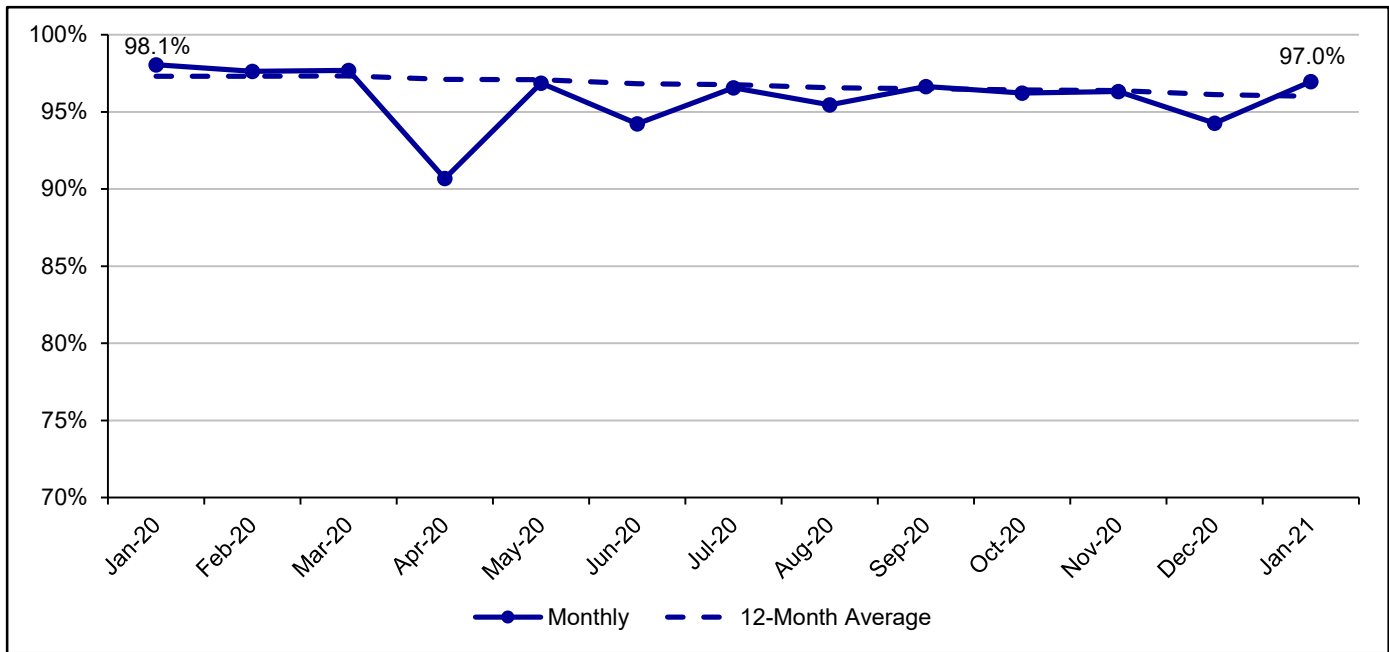
Customer Journey Time Performance (CJTP)

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		
	Jan 21	Jan 20	Change (Pts)	Jan 21	Jan 20	Change (Pts)
Bronx	98.2%	98.4%	-0.2%	97.4%	97.4%	0.0%
Brooklyn	97.0%	98.0%	-1.0%	96.2%	97.6%	-1.4%
Manhattan	98.8%	98.2%	+0.6%	97.1%	97.6%	-0.5%
Queens	95.9%	97.7%	-1.8%	95.0%	96.8%	-1.8%
Staten Island	96.1%	98.5%	-2.4%	95.0%	97.7%	-2.7%
Systemwide	97.0%	98.1%	-1.1%	96.0%	97.3%	-1.3%

Service Delivered Discussion

- Service Delivered in January 2021 decreased by 1.1 percentage points to 97.0 percent compared to January 2020, and decreased by 1.3 percentage points to 96.0 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>Jan 21</u>	<u>Jan 20</u>	<u>Change (Pts)</u>
Bronx	98.2%	98.4%	-0.2%
Local/Limited	97.5%	97.8%	-0.3%
Select Bus Service	99.6%	98.6%	+1.0%
Express	101.5%	101.5%	+0.0%
Brooklyn	97.0%	98.0%	-1.0%
Local/Limited	96.7%	97.9%	-1.2%
Select Bus Service	95.6%	97.3%	-1.7%
Express	100.3%	100.0%	+0.3%
Manhattan	98.8%	98.2%	+0.6%
Local/Limited	98.7%	98.0%	+0.7%
Select Bus Service	98.9%	98.6%	+0.3%
Express	N/A	N/A	N/A
Queens	95.9%	97.7%	-1.8%
Local/Limited	95.6%	97.6%	-2.0%
Select Bus Service	97.0%	97.6%	-0.6%
Express	98.0%	98.8%	-0.8%
Staten Island	96.1%	98.5%	-2.4%
Local/Limited	96.5%	97.6%	-1.1%
Select Bus Service	99.0%	101.0%	-2.0%
Express	95.4%	99.1%	-3.7%
Systemwide	97.0%	98.1%	-1.1%
Local/Limited	96.7%	97.7%	-1.0%
Select Bus Service	98.2%	98.4%	-0.2%
Express	97.8%	99.6%	-1.8%

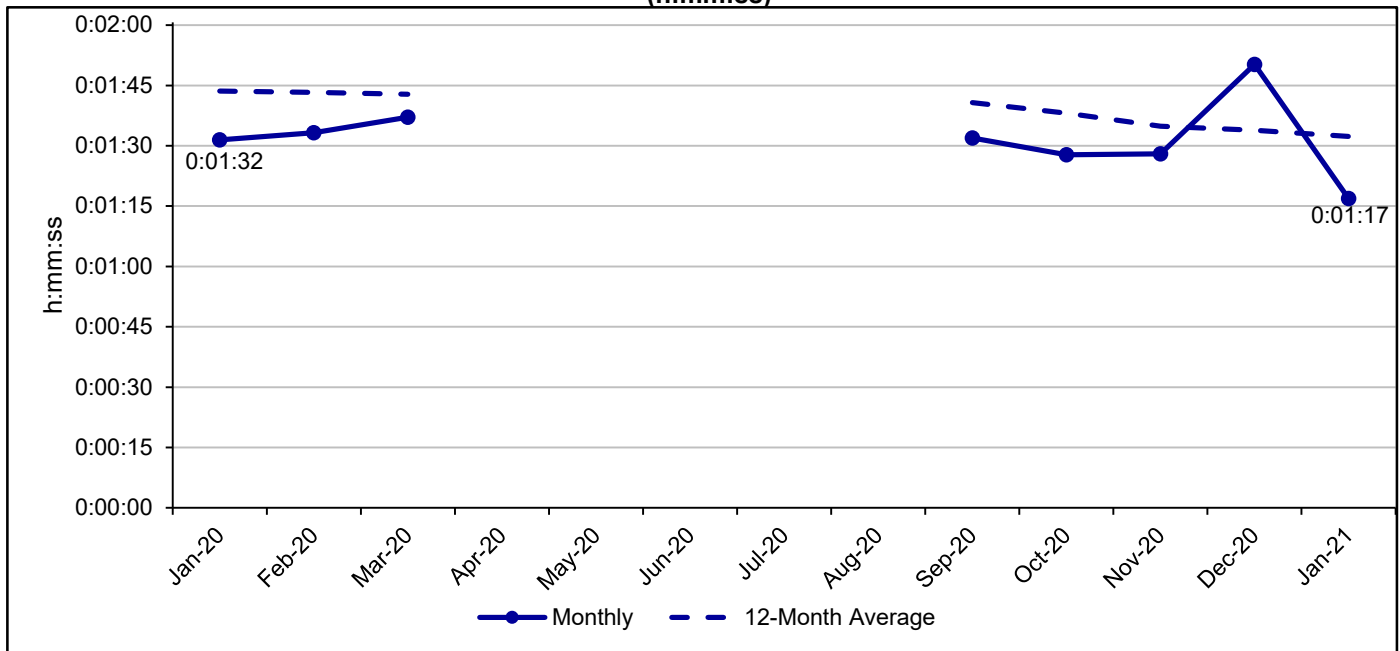
Note: The metrics in this report are preliminary

Additional Bus Stop Time

(4 a.m. - 11 p.m.)

(h:mm:ss)

Desired trend




	Monthly			12-Month Average		
	Jan 21	Jan 20	Change	Jan 21	Jan 20	Change
Bronx	0:01:09	0:01:38	-0:00:29	0:01:31	0:01:46	-0:00:15
Brooklyn	0:01:31	0:01:39	-0:00:08	0:01:47	0:01:53	-0:00:06
Manhattan	0:01:02	0:01:11	-0:00:09	0:01:09	0:01:23	-0:00:14
Queens	0:01:15	0:01:28	-0:00:13	0:01:29	0:01:43	-0:00:14
Staten Island	0:01:46	0:01:50	-0:00:04	0:02:00	0:02:00	0:00:00
Systemwide	0:01:17	0:01:32	-0:00:15	0:01:33	0:01:44	-0:00:11

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in January 2021 decreased by 15 seconds compared to January 2020, and decreased by 11 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)

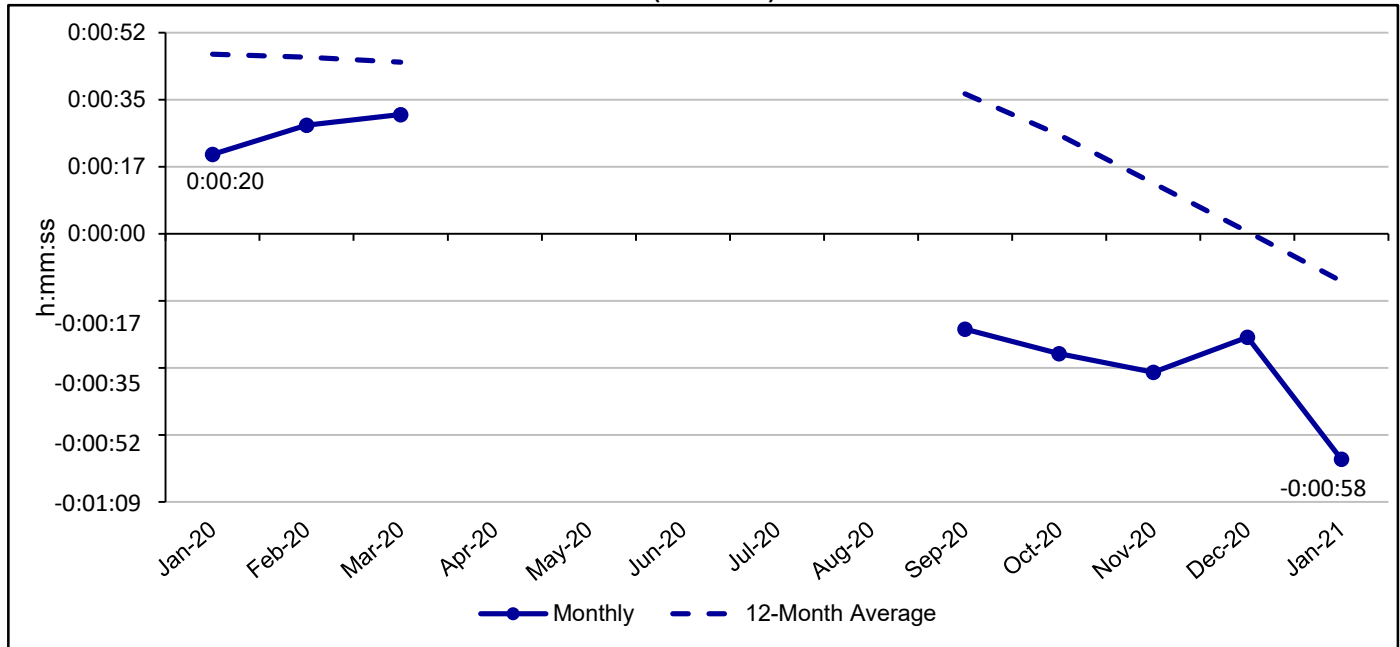
Desired trend 

<u>Borough</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
Bronx	0:01:09	0:01:38	-0:00:29
Local/Limited	0:01:10	0:01:40	-0:00:30
Select Bus Service	0:00:59	0:01:14	-0:00:15
Express	0:02:01	0:01:49	+0:00:12
Brooklyn	0:01:31	0:01:39	-0:00:08
Local/Limited	0:01:31	0:01:41	-0:00:10
Select Bus Service	0:01:22	0:01:18	+0:00:04
Express	0:01:46	0:01:49	-0:00:03
Manhattan	0:01:02	0:01:11	-0:00:09
Local/Limited	0:01:07	0:01:19	-0:00:12
Select Bus Service	0:00:49	0:00:54	-0:00:05
Express	N/A	N/A	N/A
Queens	0:01:15	0:01:28	-0:00:13
Local/Limited	0:01:15	0:01:30	-0:00:15
Select Bus Service	0:01:02	0:00:58	+0:00:04
Express	0:01:54	0:01:33	+0:00:21
Staten Island	0:01:46	0:01:50	-0:00:04
Local/Limited	0:01:54	0:02:09	-0:00:15
Select Bus Service	0:01:00	0:01:14	-0:00:14
Express	0:01:26	0:01:08	+0:00:18
Systemwide	0:01:17	0:01:32	-0:00:15
Local/Limited	0:01:19	0:01:36	-0:00:17
Select Bus Service	0:01:00	0:01:03	-0:00:03
Express	0:01:42	0:01:26	+0:00:16

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		
	Jan 21	Jan 20	Change	Jan 21	Jan 20	Change
Bronx	-0:00:40	0:00:40	-0:01:20	0:00:08	0:01:01	-0:00:53
Brooklyn	-0:00:53	0:00:21	-0:01:14	-0:00:07	0:00:45	-0:00:52
Manhattan	-0:01:02	0:00:02	-0:01:04	-0:00:26	0:00:25	-0:00:51
Queens	-0:01:01	0:00:28	-0:01:29	-0:00:14	0:00:54	-0:01:08
Staten Island	-0:02:42	-0:00:43	-0:01:59	-0:01:32	0:00:16	-0:01:48
Systemwide	-0:00:58	0:00:20	-0:01:18	-0:00:12	0:00:46	-0:00:58

Additional Travel Time Discussion

- Additional Travel Time in January 2021 decreased by 1 minute and 18 seconds compared to January 2020, and decreased by 58 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 

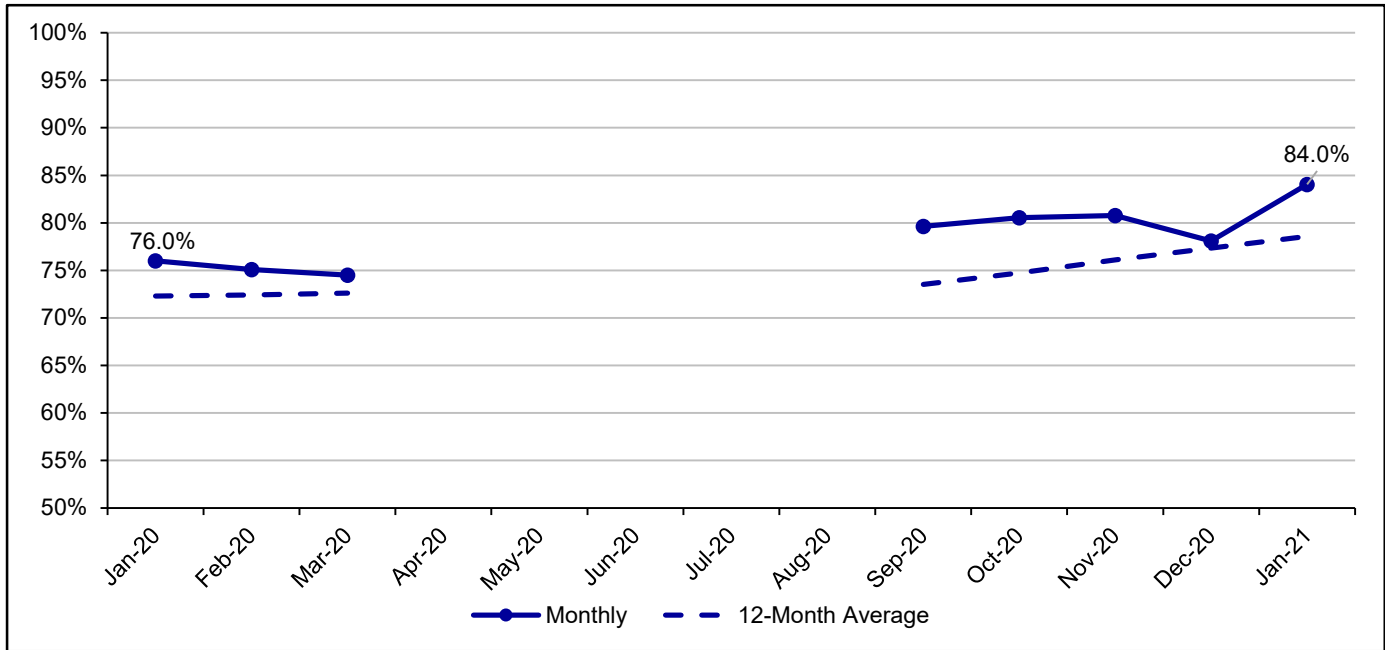
<u>Borough</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>Change</u>
Bronx	-0:00:40	0:00:40	-0:01:20
Local/Limited	-0:00:36	0:00:38	-0:01:14
Select Bus Service	-0:00:42	0:00:46	-0:01:28
Express	-0:03:43	0:01:55	-0:05:38
Brooklyn	-0:00:53	0:00:21	-0:01:14
Local/Limited	-0:00:51	0:00:20	-0:01:11
Select Bus Service	-0:00:42	0:00:25	-0:01:07
Express	-0:06:30	0:00:10	-0:06:40
Manhattan	-0:01:02	0:00:02	-0:01:04
Local/Limited	-0:01:01	0:00:04	-0:01:05
Select Bus Service	-0:01:05	-0:00:03	-0:01:02
Express	N/A	N/A	N/A
Queens	-0:01:01	0:00:28	-0:01:29
Local/Limited	-0:01:00	0:00:27	-0:01:27
Select Bus Service	-0:00:07	-0:00:01	-0:00:06
Express	-0:06:13	0:02:49	-0:09:02
Staten Island	-0:02:42	-0:00:43	-0:01:59
Local/Limited	-0:01:30	0:00:16	-0:01:46
Select Bus Service	-0:01:34	0:00:21	-0:01:55
Express	-0:09:27	-0:03:55	-0:05:33
Systemwide	-0:00:58	0:00:20	-0:01:18
Local/Limited	-0:00:52	0:00:24	-0:01:16
Select Bus Service	-0:00:50	0:00:12	-0:01:02
Express	-0:07:04	-0:00:52	-0:06:12

Note: The metrics in this report are preliminary

Customer Journey Time Performance

(4 a.m. - 11 p.m.)

Desired trend 




	Monthly			12-Month Average		
	Jan 21	Jan 20	Change (Pts)	Jan 21	Jan 20	Change (Pts)
Bronx	83.4%	73.8%	+9.6%	77.2%	71.1%	+6.1%
Brooklyn	81.0%	74.8%	+6.2%	75.8%	71.2%	+4.6%
Manhattan	86.8%	80.6%	+6.2%	82.9%	77.0%	+5.9%
Queens	85.8%	76.0%	+9.8%	79.8%	72.0%	+7.8%
Staten Island	86.1%	76.4%	+9.7%	80.0%	70.3%	+9.7%
Systemwide	84.0%	76.0%	+8.0%	78.6%	72.3%	+6.3%

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in January 2021 increased by 8.0 percentage points to 84.0 percent compared to January 2020, and increased by 6.3 percentage points to 78.6 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>Jan 21</u>	<u>Jan 20</u>	<u>Change (Pts)</u>
Bronx	83.4%	73.8%	+9.6%
Local/Limited	83.5%	74.1%	+9.4%
Select Bus Service	83.7%	74.1%	+9.6%
Express	79.0%	59.5%	+19.5%
Brooklyn	81.0%	74.8%	+6.2%
Local/Limited	80.9%	74.7%	+6.2%
Select Bus Service	81.6%	77.1%	+4.5%
Express	87.6%	68.1%	+19.5%
Manhattan	86.8%	80.6%	+6.2%
Local/Limited	85.6%	78.7%	+6.9%
Select Bus Service	89.5%	84.8%	+4.7%
Express	N/A	N/A	N/A
Queens	85.8%	76.0%	+9.8%
Local/Limited	86.1%	76.2%	+9.9%
Select Bus Service	78.3%	78.9%	-0.6%
Express	86.3%	56.0%	+30.3%
Staten Island	86.1%	76.4%	+9.7%
Local/Limited	84.8%	74.4%	+10.4%
Select Bus Service	85.4%	76.5%	+8.9%
Express	93.1%	82.1%	+11.0%
Systemwide	84.0%	76.0%	+8.0%
Local/Limited	83.8%	75.5%	+8.3%
Select Bus Service	85.2%	80.3%	+4.9%
Express	87.7%	70.6%	+17.1%

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.

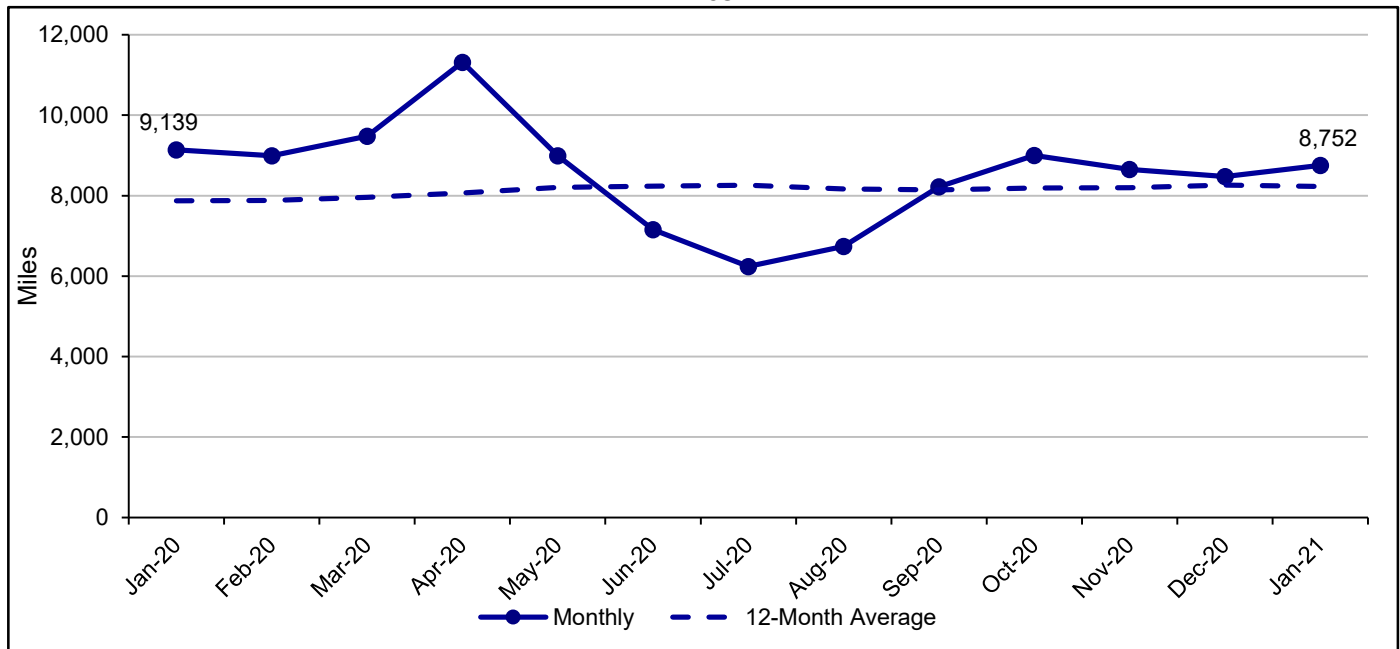
Note: The metrics in this report are preliminary

Mean Distance Between Failures

(24 Hours)

Miles

Desired trend



	Monthly			12-Month Average		
	Jan 21	Jan 20	% Change	Jan 21	Jan 20	% Change
Bronx	5,874	7,242	-18.9%	5,971	6,108	-2.2%
Brooklyn	10,410	9,292	+12.0%	8,707	8,809	-1.2%
Manhattan	5,682	6,306	-9.9%	5,348	4,646	+15.1%
Queens	8,639	8,448	+2.3%	8,193	7,419	+10.4%
Staten Island	25,006	25,222	-0.9%	25,360	21,446	+18.3%
Systemwide	8,752	9,139	-4.2%	8,230	7,873	+4.5%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in January 2021 decreased by 4.2 percent to 8,752 miles compared to January 2020, and increased by 4.5 percent to 8,230 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

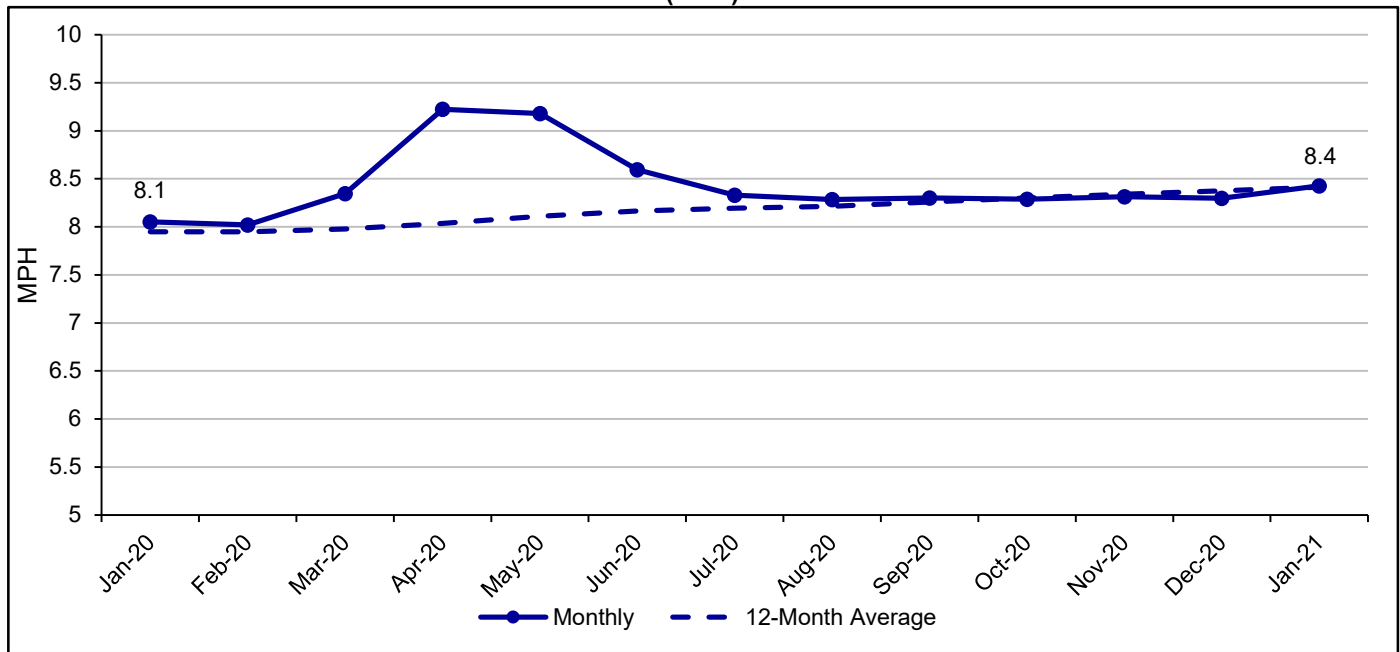


Borough	Jan 21	Jan 20	% Change
Bronx	5,971	6,108	-2.2%
Local/Limited	5,161	5,304	-2.7%
Select Bus Service	7,827	11,499	-31.9%
Express	10,945	9,720	+12.6%
Brooklyn	8,707	8,809	-1.2%
Local/Limited	8,452	8,679	-2.6%
Select Bus Service	10,958	10,574	+3.6%
Express	10,869	9,164	+18.6%
Manhattan	5,348	4,646	+15.1%
Local/Limited	4,680	4,032	+16.1%
Select Bus Service	9,077	8,730	+4.0%
Express	N/A	N/A	N/A
Queens	8,193	7,419	+10.4%
Local/Limited	7,853	7,337	+7.0%
Select Bus Service	8,004	8,361	-4.3%
Express	10,391	7,423	+40.0%
Staten Island	25,360	21,446	+18.3%
Local/Limited	26,416	22,200	+19.0%
Select Bus Service	16,569	21,010	-21.1%
Express	25,806	20,899	+23.5%
Systemwide	8,230	7,873	+4.5%
Local/Limited	7,307	7,105	+2.8%
Select Bus Service	9,255	9,681	-4.4%
Express	14,569	11,714	+24.4%

Note: The metrics in this report are preliminary

Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Jan 21	Jan 20	% Change	Jan 21	Jan 20	% Change
Bronx	7.8	7.5	+4.6%	7.8	7.4	+5.0%
Brooklyn	7.7	7.2	+6.4%	7.6	7.1	+7.2%
Manhattan	6.5	6.0	+8.0%	6.5	5.9	+11.4%
Queens	9.6	8.9	+7.0%	9.5	8.8	+8.2%
Staten Island	14.5	14.0	+3.5%	14.2	13.7	+3.8%
Systemwide	8.4	8.1	+4.7%	8.4	7.9	+5.8%

Speed Discussion

- Bus Speeds in January 2021 increased by 4.7 percent to 8.4 mph compared to January 2020, and increased by 5.8 percent to 8.4 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>Jan 21</u>	<u>Jan 20</u>	<u>% Change</u>
Bronx	7.8	7.5	+4.6%
Local/Limited	7.2	6.8	+6.5%
Select Bus Service	9.3	8.8	+6.6%
Express	13.0	11.9	+9.7%
Brooklyn	7.7	7.2	+6.4%
Local/Limited	7.4	6.9	+7.1%
Select Bus Service	9.1	8.8	+3.9%
Express	14.5	12.6	+15.4%
Manhattan	6.5	6.0	+8.0%
Local/Limited	6.2	5.7	+8.2%
Select Bus Service	7.5	7.0	+7.2%
Express	N/A	N/A	N/A
Queens	9.6	8.9	+7.0%
Local/Limited	9.3	8.6	+7.6%
Select Bus Service	11.8	11.3	+5.1%
Express	15.2	13.3	+14.0%
Staten Island	14.5	14.0	+3.5%
Local/Limited	12.7	11.9	+6.7%
Select Bus Service	15.5	14.7	+5.3%
Express	18.9	17.4	+8.6%
Systemwide	8.4	8.1	+4.7%
Local/Limited	8.0	7.5	+6.5%
Select Bus Service	9.5	9.1	+4.9%
Express	15.4	14.2	+8.4%

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.

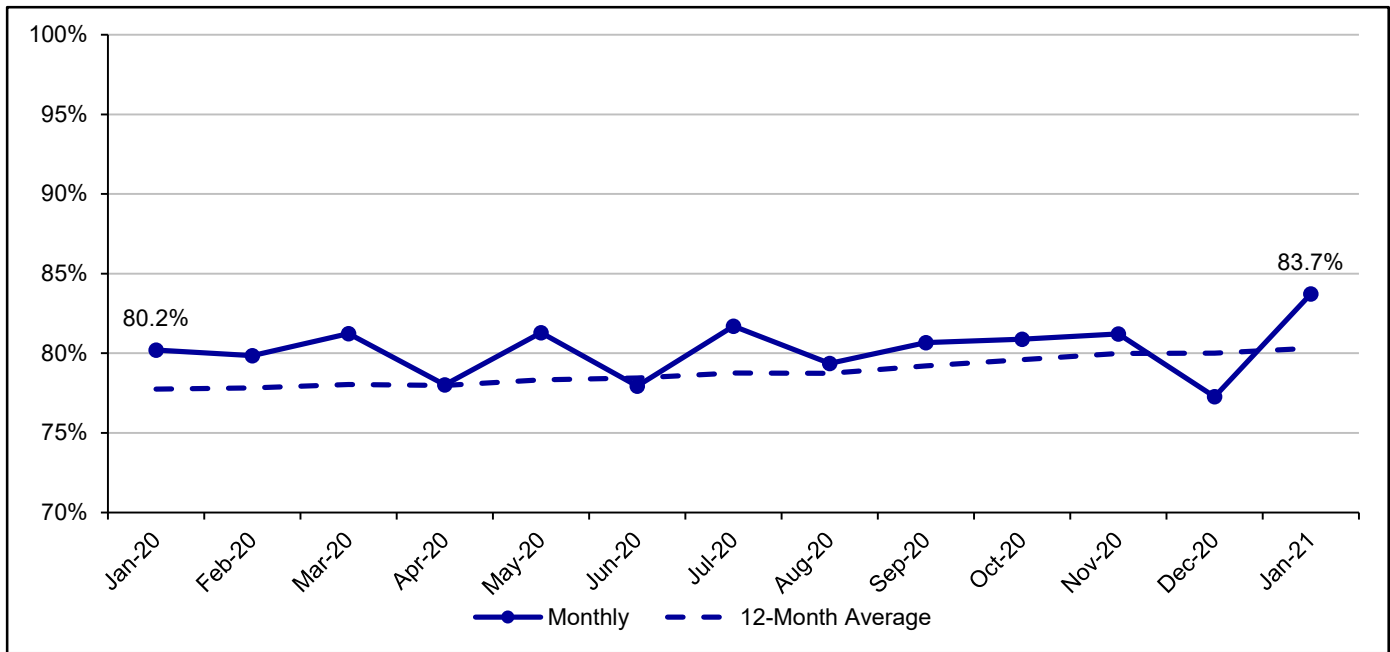
Bus PM Weekday Pull Out Performance

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		
	Jan 21	Jan 20	Change (Pts)	Jan 21	Jan 20	Change (Pts)
Bronx	83.9%	78.1%	+5.8%	80.4%	76.4%	+4.0%
Brooklyn	80.2%	78.7%	+1.5%	76.9%	76.1%	+0.8%
Manhattan	85.5%	80.9%	+4.6%	81.4%	77.6%	+3.8%
Queens	85.2%	81.7%	+3.5%	82.2%	79.1%	+3.1%
Staten Island	85.2%	83.3%	+1.9%	82.0%	81.2%	+0.8%
Systemwide	83.7%	80.2%	+3.5%	80.3%	77.7%	+2.6%

Note: The metrics in this report are preliminary

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Jan 21</u>	<u>Jan 20</u>	<u>Change (Pts)</u>
Bronx	83.9%	78.1%	+5.8%
Local/Limited	83.6%	77.6%	+6.0%
Select Bus Service	84.7%	80.4%	+4.3%
Express	90.1%	87.2%	+2.9%
Brooklyn	80.2%	78.7%	+1.5%
Local/Limited	80.2%	78.6%	+1.6%
Select Bus Service	81.0%	81.9%	-0.9%
Express	82.8%	81.3%	+1.5%
Manhattan	85.5%	80.9%	+4.6%
Local/Limited	85.1%	80.4%	+4.7%
Select Bus Service	88.5%	84.7%	+3.8%
Express	N/A	N/A	N/A
Queens	85.2%	81.7%	+3.5%
Local/Limited	85.2%	81.5%	+3.7%
Select Bus Service	85.6%	88.2%	-2.6%
Express	86.2%	84.5%	+1.7%
Staten Island	85.2%	83.3%	+1.9%
Local/Limited	85.0%	82.2%	+2.8%
Select Bus Service	86.0%	83.1%	+2.9%
Express	85.8%	88.0%	-2.2%
Systemwide	83.7%	80.2%	+3.5%
Local/Limited	83.5%	79.8%	+3.7%
Select Bus Service	86.3%	84.5%	+1.8%
Express	86.5%	86.2%	+0.3%

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

Desired trend 

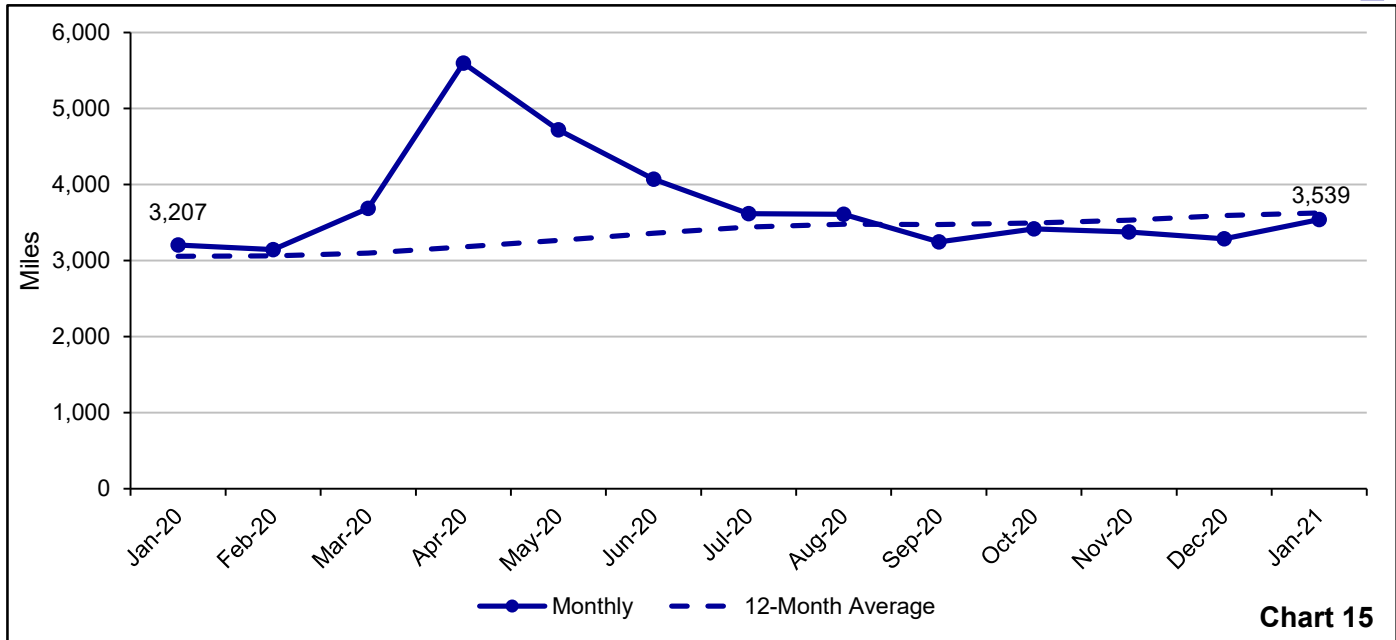


Chart 15

	Monthly			12-Month Average		
	Jan 21	Jan 20	% Change	Jan 21	Jan 20	% Change
Systemwide	3,539	3,207	+10.4%	3,627	3,057	+18.6%

Bus Percentage of Completed Trips

Desired trend 

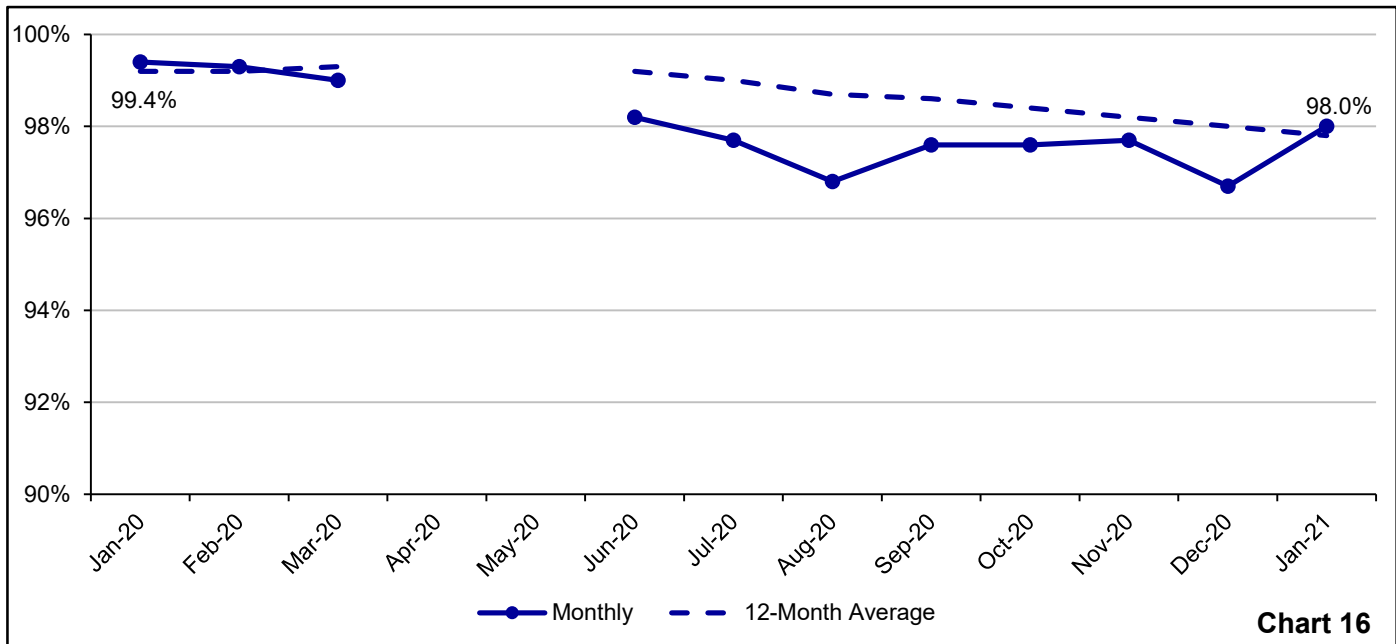


Chart 16

	Monthly			12-Month Average		
	Jan 21	Jan 20	Change (Pts)	Jan 21	Jan 20	Change (Pts)
Systemwide	98.0%	99.4%	-1.4%	97.8%	99.2%	-1.4%

- 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 

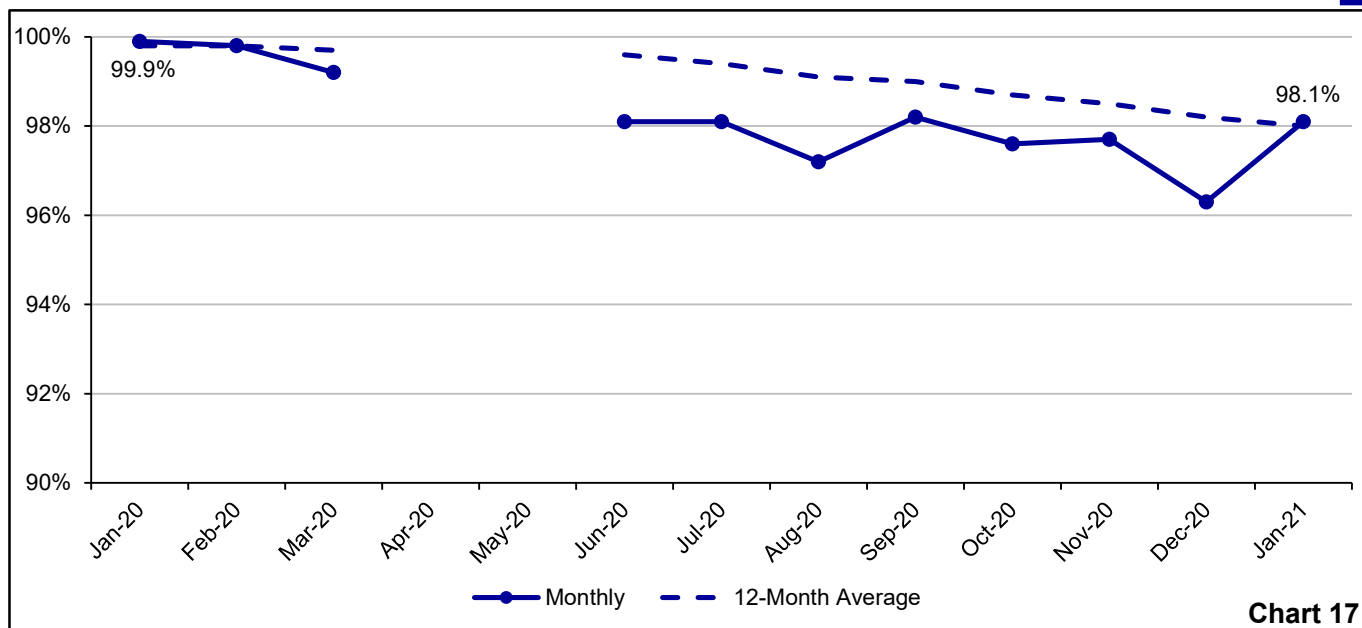


Chart 17

	Monthly			12-Month Average		
	Jan 21	Jan 20	Change (Pts)	Jan 21	Jan 20	Change (Pts)
Systemwide	98.1%	99.9%	-1.8%	98.0%	99.8%	-1.8%

Bus PM Weekday Pull Out Performance

Desired trend 

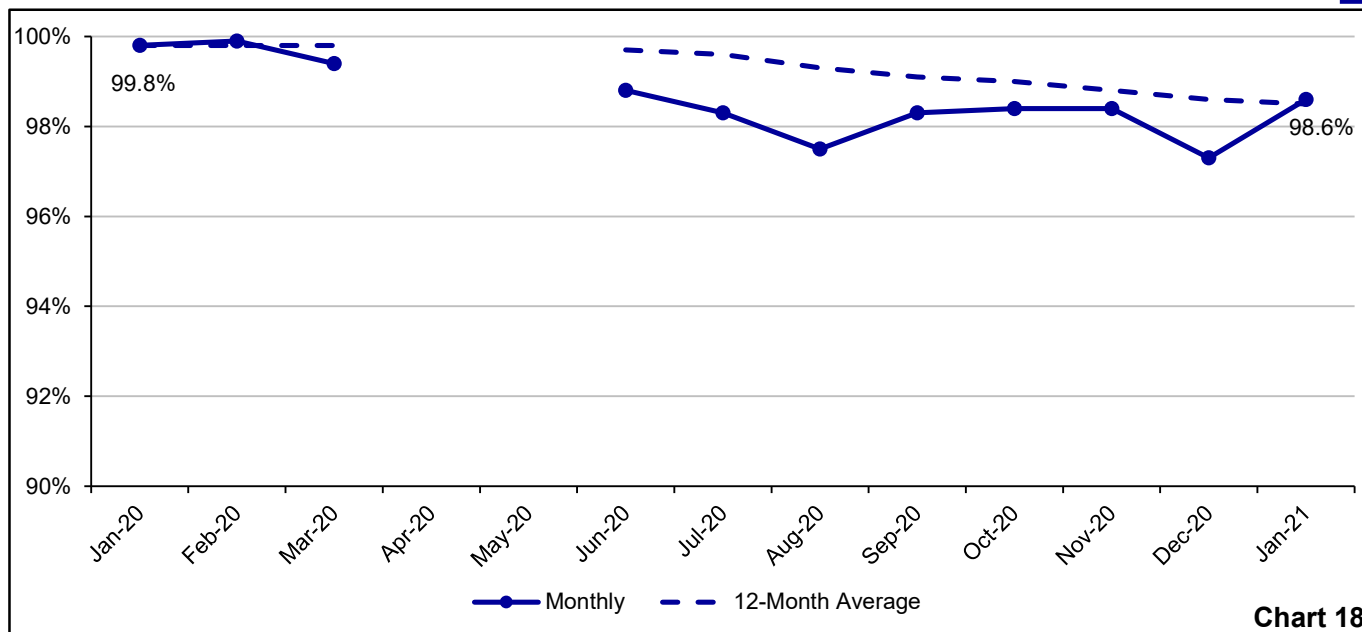


Chart 18

	Monthly			12-Month Average		
	Jan 21	Jan 20	Change (Pts)	Jan 21	Jan 20	Change (Pts)
Systemwide	98.6%	99.8%	-1.2%	98.5%	99.8%	-1.3%

- 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



Paratransit Access-A-Ride (AAR) safely transported customers during Winter Storm Orlena, a storm that hit New York City with over a foot of snow. AAR provided approximately 5,000 trips for customers who needed the service during the storm.

February 2021 Highlights: Paratransit

I want to thank the Paratransit team for their tremendous hard work and dedication, safely transporting customers during Winter Storm Orlena that hit New York City at the beginning of February. While the storm dumped over a foot of snow throughout the city, Paratransit was able to provide service throughout the event to our customers who depend upon us. Additional staff were assigned to our Call Center and we moved from 2-day-in-advance to 1-day-in-advance reservations. As has been the case throughout the pandemic, there were no shared rides or feeder service during the storm. It is difficult enough to implement our snow preparedness plans in normal times but thanks to our amazing team we were able to provide seamless service during the ongoing pandemic.

Paratransit weekday trips remain steady at 70% of pre-COVID levels, even as COVID-19 numbers continue to grow. As service has increased, performance has remained stable. On-Time Performance has exceeded the goals for both the 30-Minute and 15-Minute windows. Average trip duration or ride time continues to remain low (28 minutes) in December. Max ride time performance for both Primary and Broker remain at 99%.

Paratransit reopened a fourth assessment center in Brooklyn last month to support the return to a more regular eligibility process. Like the other three reopened centers, the Brooklyn assessment center is operating at 25% (pre-pandemic) capacity to maintain proper social distancing. All four centers are now equipped with automatic doors and the Bronx center was recently refurbished.

Finally, we would like to welcome Quemuel Arroyo, the Authority's first agency-wide Chief Accessibility Officer! The MTA has made critical strides on accessibility issues in recent years. We look forward to collaborating closely with Quemel to continue to advance all matters pertaining to accessibility.

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

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: December 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	480,987	690,475	-30.3%	444,242	671,485	-33.8%
	Total Ridership	654,257	943,602	-30.7%	592,342	909,851	-34.9%
On-Time Performance	Pick-up Primary 30 Minute	98.0%	96.0%	+2.0%	97.8%	96.1%	+1.7%
	Pick-up Primary 15 Minute	91.0%	86.0%	+5.0%	90.3%	87.0%	+3.3%
	Pick-up Broker 30 Minute	98.0%	96.0%	+2.0%	97.8%	95.4%	+2.4%
	Pick-up Broker 15 Minute	90.0%	86.0%	+4.0%	91.1%	85.3%	+5.8%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	46.0%	n/a	46.0%	46.1%	-0.1%
	Appointment OTP Trips Primary - Early*	n/a	45.0%	n/a	48.0%	45.9%	+2.1%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	33.0%	n/a	31.0%	34.2%	-3.2%
	Appointment OTP Trips Broker - Early*	n/a	58.0%	n/a	63.0%	55.5%	+7.5%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	88.0%	83.0%	+5.0%	86.1%	79.9%	+6.2%
	Average Actual Trip Duration in Minutes	28	35	-20.0%	30	39	-24.0%
	Max Ride Time Performance Primary	99.0%	98.0%	+1.0%	99.0%	97.8%	+1.2%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	99.0%	98.0%	+1.0%
Customer Experience	Frequent Rider Experience Primary*	n/a	74.0%	n/a	77.5%	74.2%	+3.3%
	Frequent Rider Experience Broker*	n/a	70.0%	n/a	70.0%	70.0%	0.0%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	1.30	1.30	0.0%	0.66	1.39	-52.3%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.41	1.12	-63.4%	0.67	1.44	-53.5%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	1.5	2.8	-46.4%	1.7	2.9	-42.1%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.0	1.7	-41.2%	1.1	2.1	-46.7%
Call Center	Percent of Calls Answered	96.0%	95.0%	+1.0%	96.9%	95.5%	+1.4%
	Average Call Answer Speed in Seconds	48	82	-41.5%	38	62	-39.4%
Eligibility	Total Registrants	161,776	161,526	+0.2%	162,278	157,721	+2.9%

*NOTE: December service saw significant changes due to the COVID-19 Pandemic. While full service has been provided throughout the pandemic, December 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 point change instead of the percentage 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.

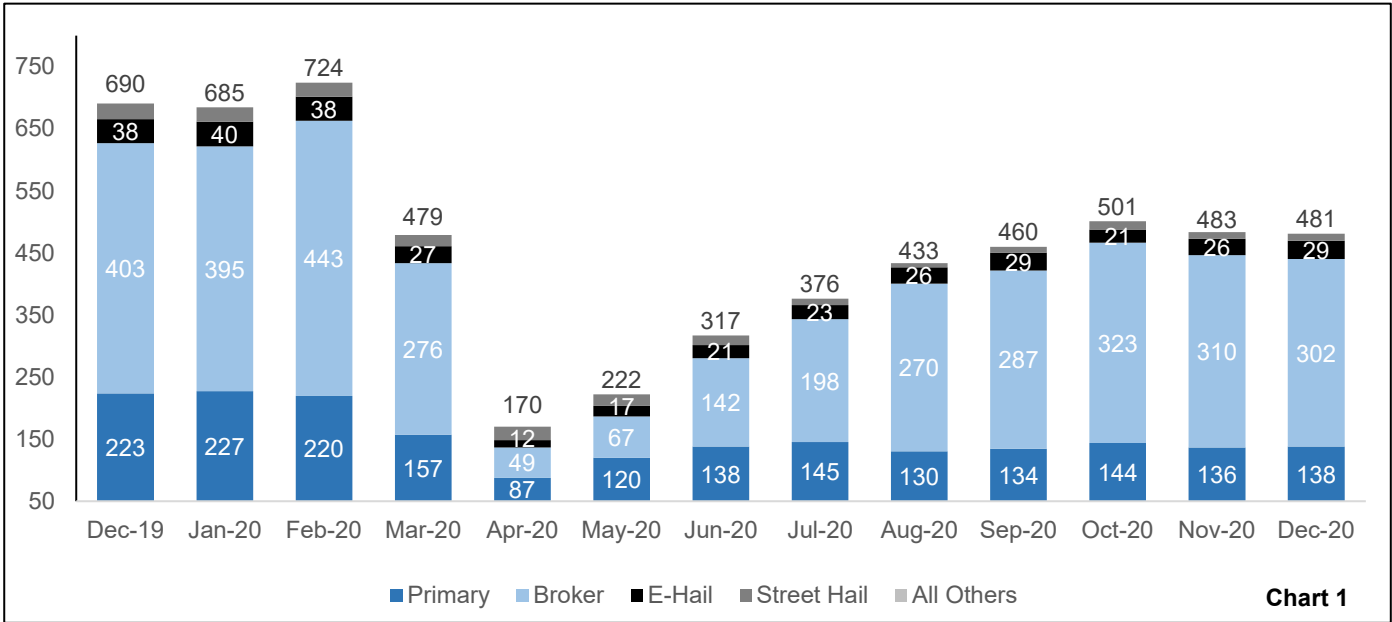
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

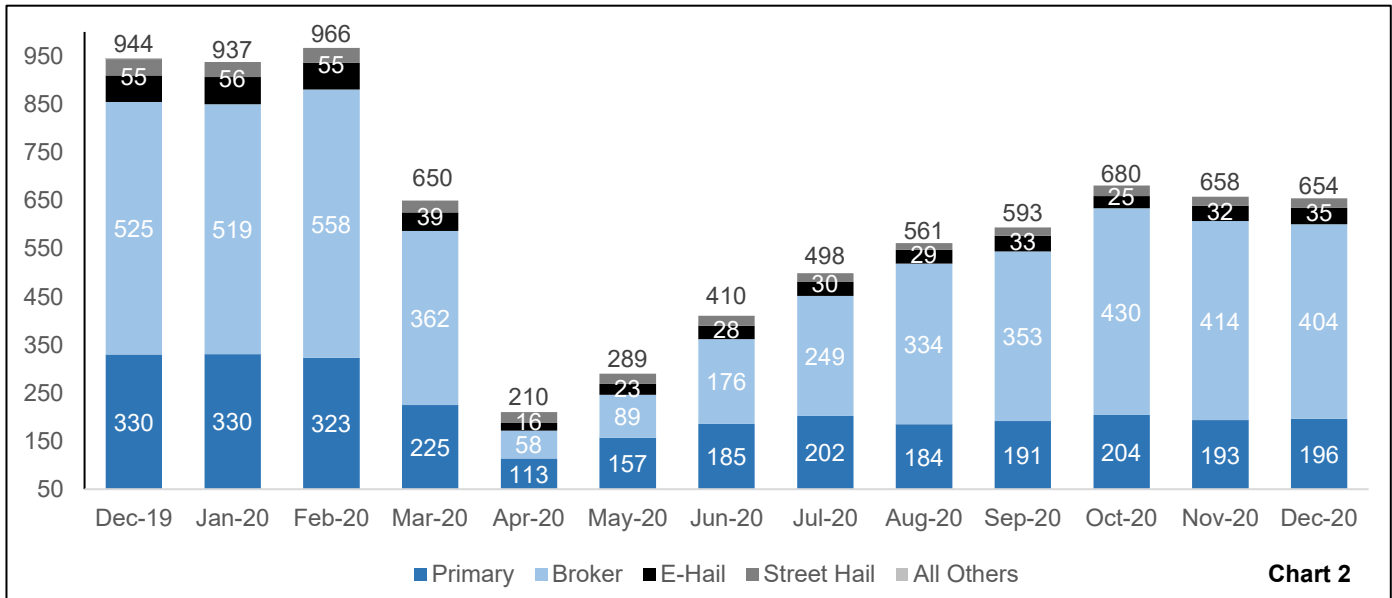
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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 December 2020 decreased by 2K (or 0.4%) when compared to November 2020, and decreased by 209K (or 30.3%) when compared to December 2019.

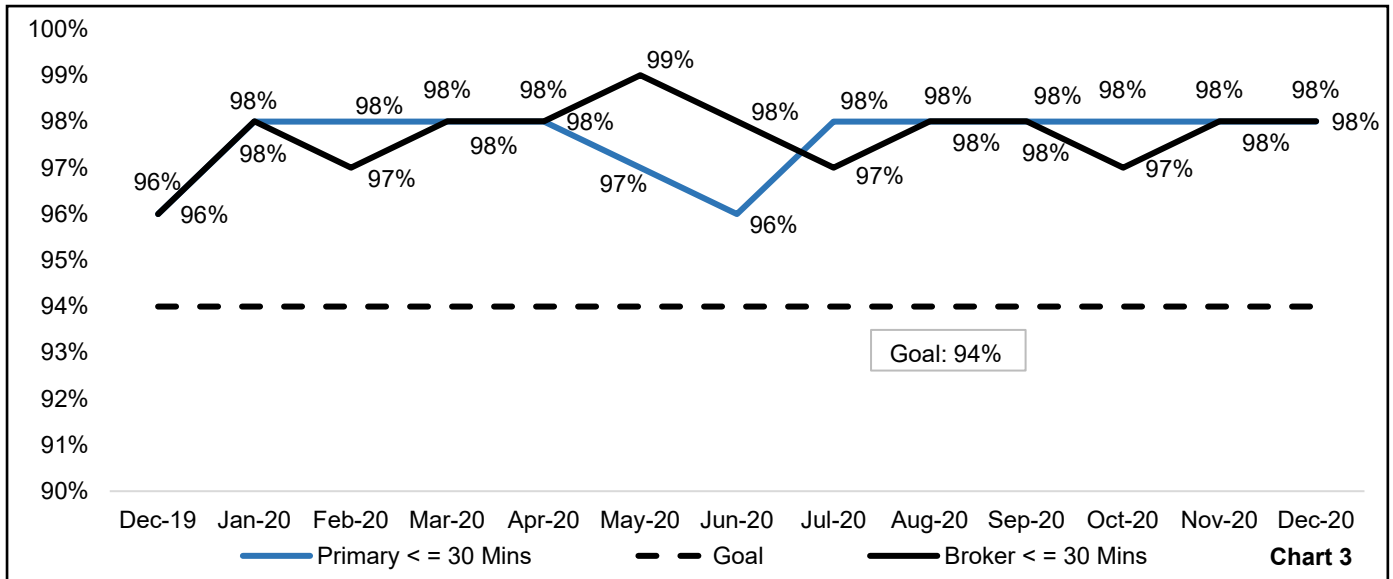
Total Ridership Discussion

- Total Ridership in December 2020 decreased by 3K (or 0.5%) when compared to November 2020, and decreased by 289K (or 30.7%) when compared to December 2019.

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

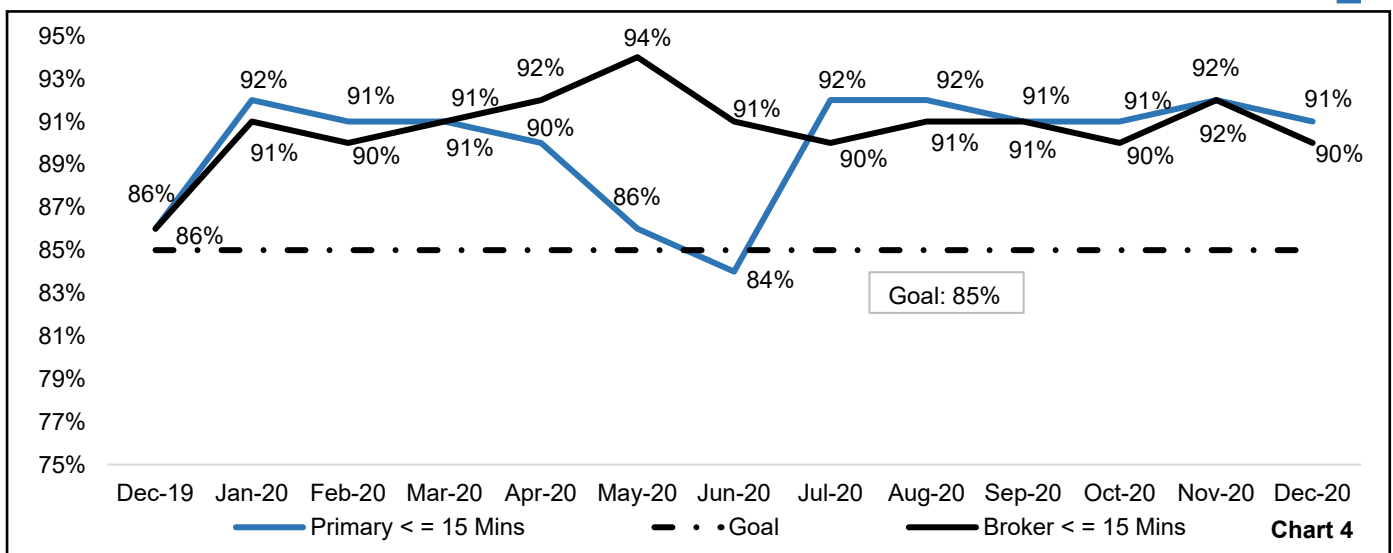
OTP <= 30 Minutes Primary and Broker

Desired trend 



OTP <= 15 Minutes Primary and Broker

Desired trend 



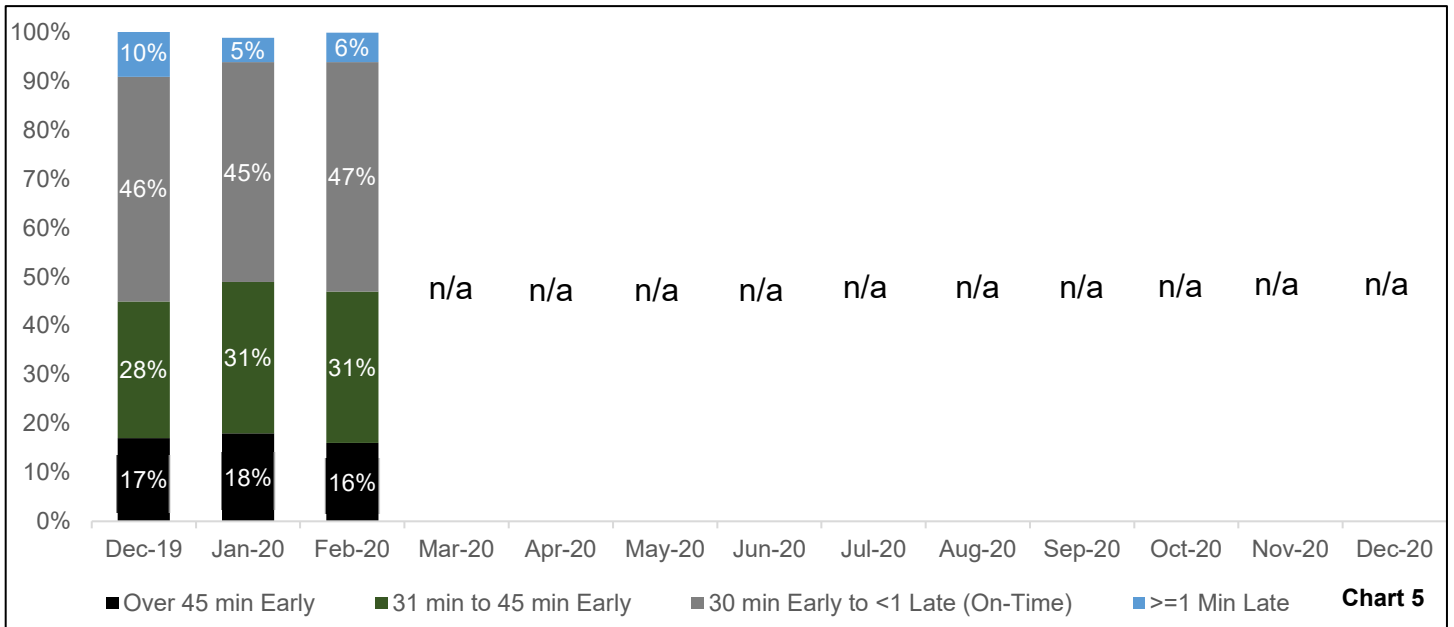
<= 30 Minutes Pick Up On-Time Performance Discussion

- December 2020 Primary 30 minute P/U, OTP result of 98% remained flat when compared to November 2020, and improved by 2 percentage points when compared to December 2019.
- December 2020 Broker 30 minute P/U, OTP result of 98% remained flat point when compared to November 2020, and improved by 2 percentage points when compared to December 2019.

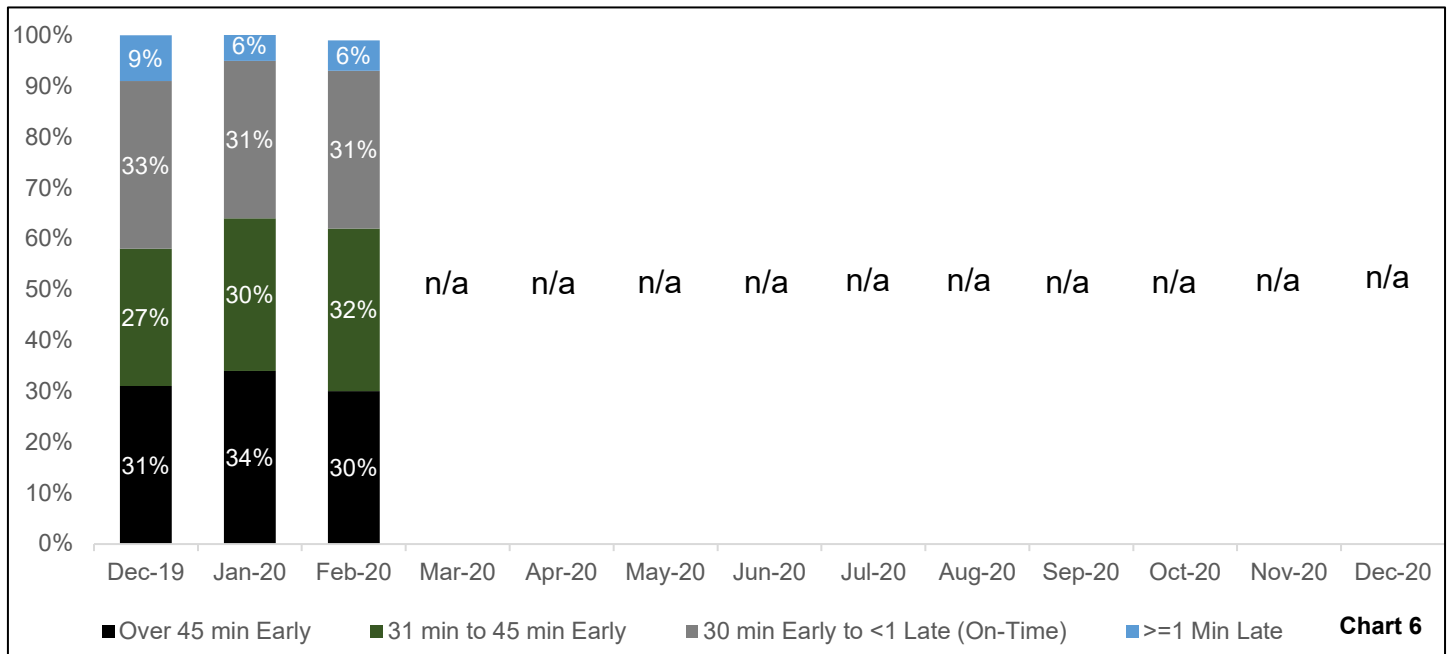
<= 15 Minutes Pick Up On-Time Performance Discussion

- December 2020 Primary 15 minute P/U, OTP result of 91% declined by 1 percentage point when compared to November 2020, and improved by 5 percentage points when compared to December 2019.
- December 2020 Broker 15 minute P/U, OTP result of 90% declined by 2 percentage points when compared to November 2020, and improved by 4 percentage points when compared to December 2019.

Primary Drop Off On-Time Performance On Appointment Trips



Broker Drop Off On-Time Performance On Appointment Trips

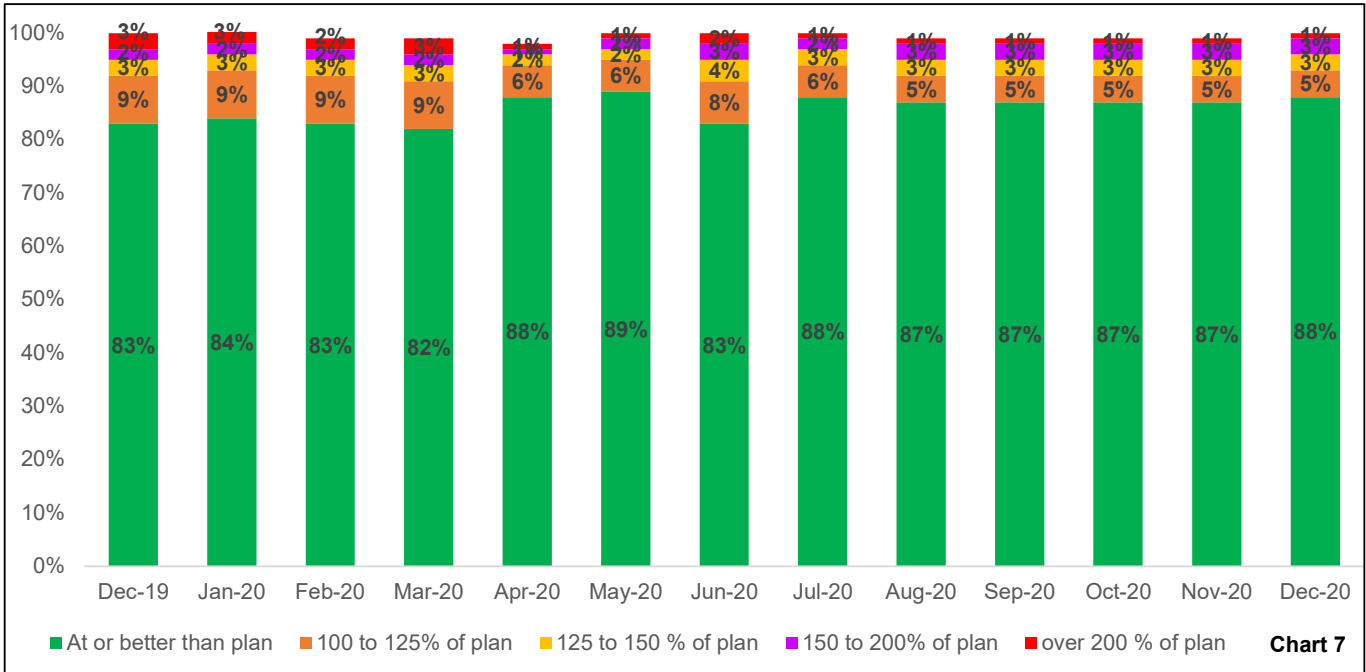


Primary and Broker Drop Off On-Time Performance On Appointment Trips Discussion

- December 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.

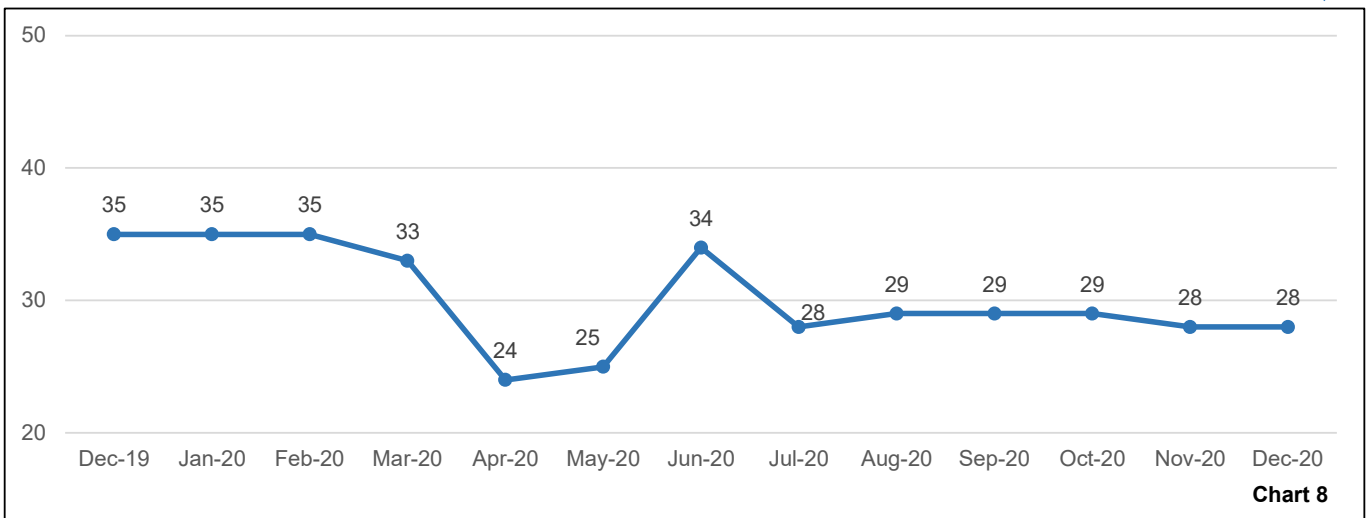
Note: Monthly totals may not be exact due to rounding.

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

- 88% of trips in December 2020 performed within the scheduled time or better which improved by 1 percentage point when compared to November 2020, and improved by 5 percentage points when compared to December 2019.

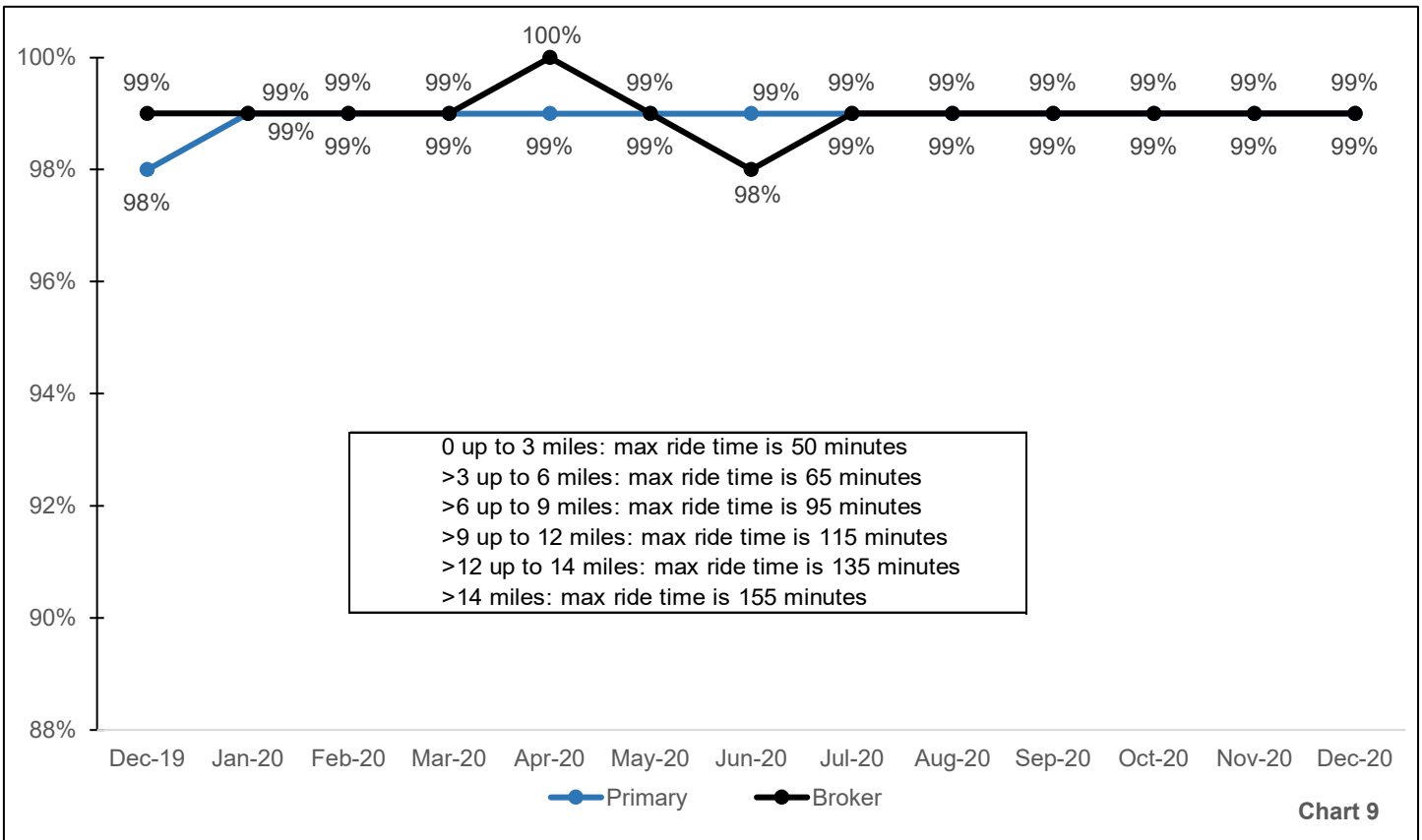
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in December 2020 remained flat when compared to November 2020, and improved by 7 minutes (or 20%) when compared to December 2019.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend 

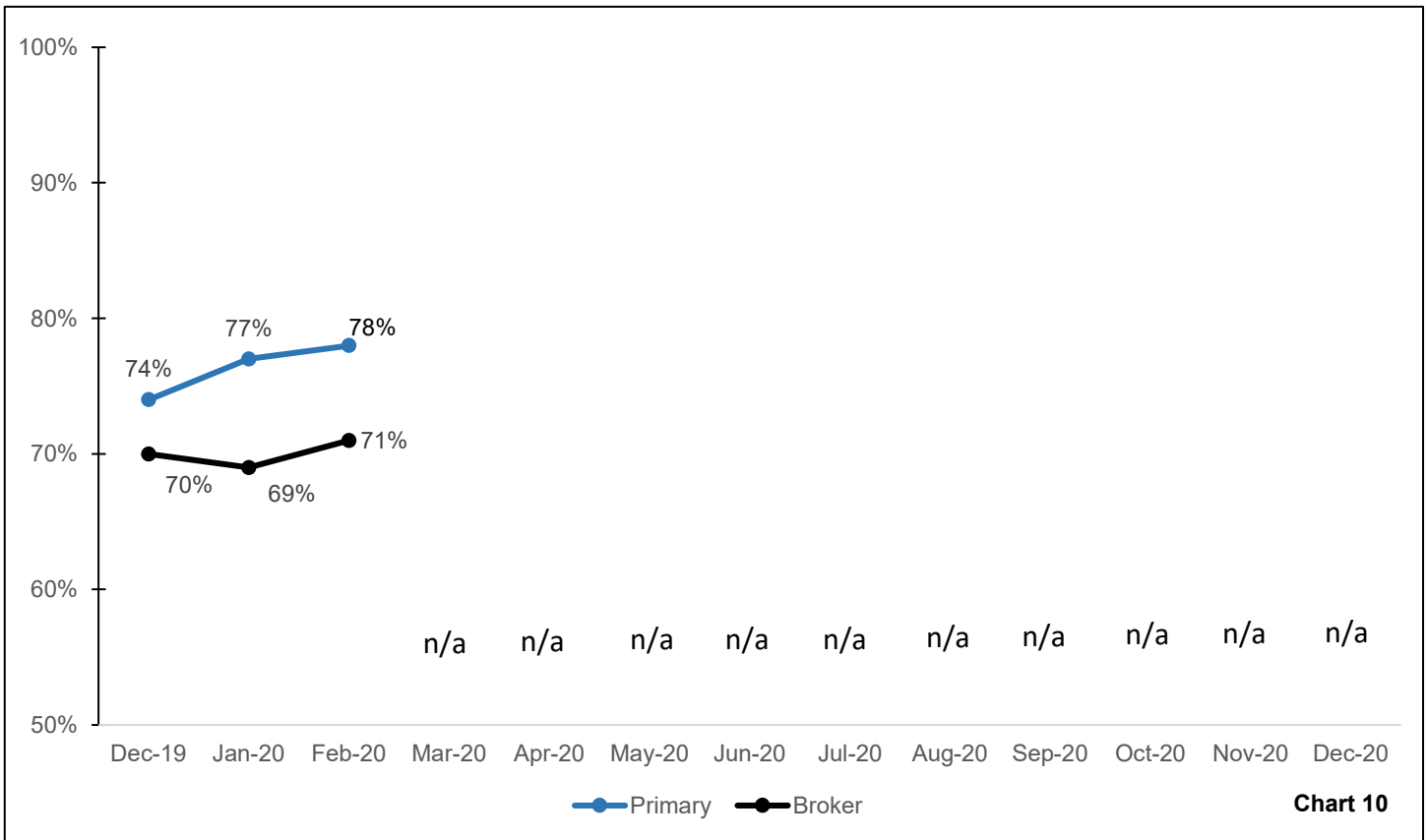


Max Ride Time Performance Discussion

- In the month of December 2020, 99% of Primary trips were completed within the Max Ride Time parameters. Performance remained flat when compared to November 2020, and improved by 1 percentage point when compared to December 2019.
- In the month of December 2020, 99% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to November 2020 and December 2019.

Customer Experience Performance

Desired trend 

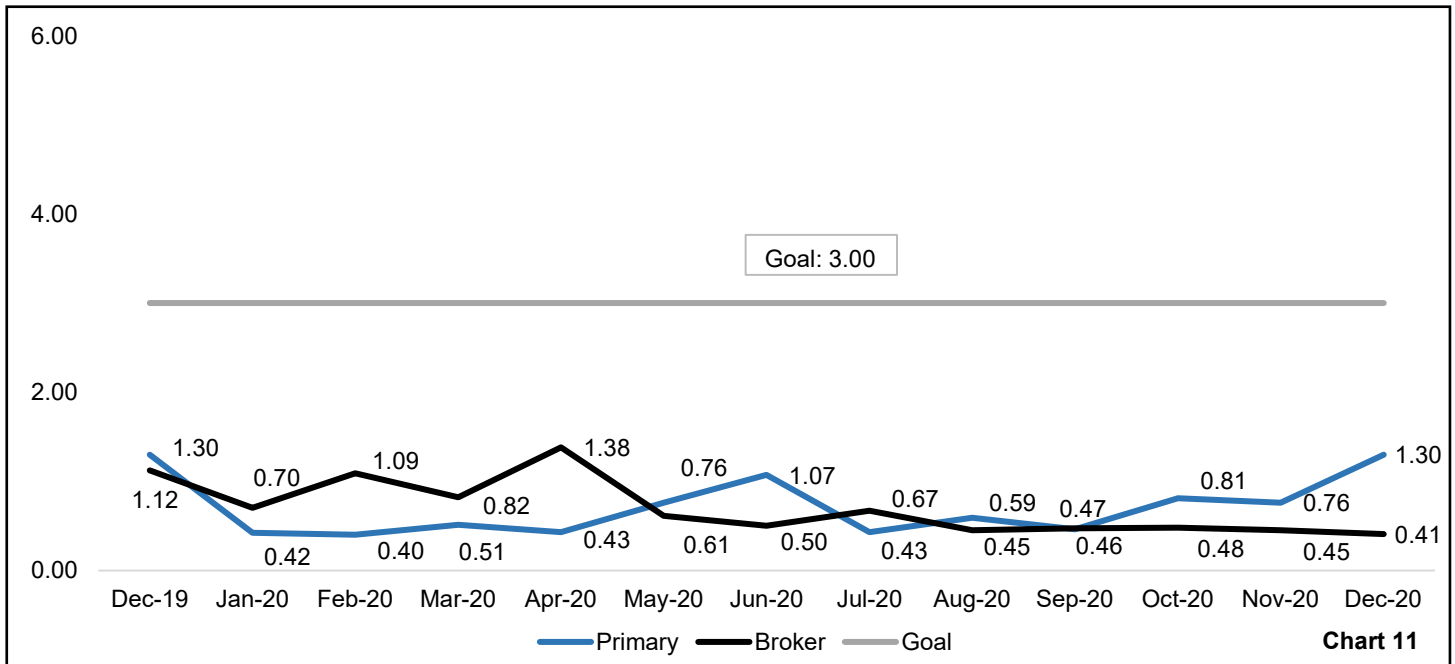


Customer Experience Performance Discussion

- Customer Experience depends on trip results against multiple standards including Drop-off On-Time performance for appointment time booked trips. In December, 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

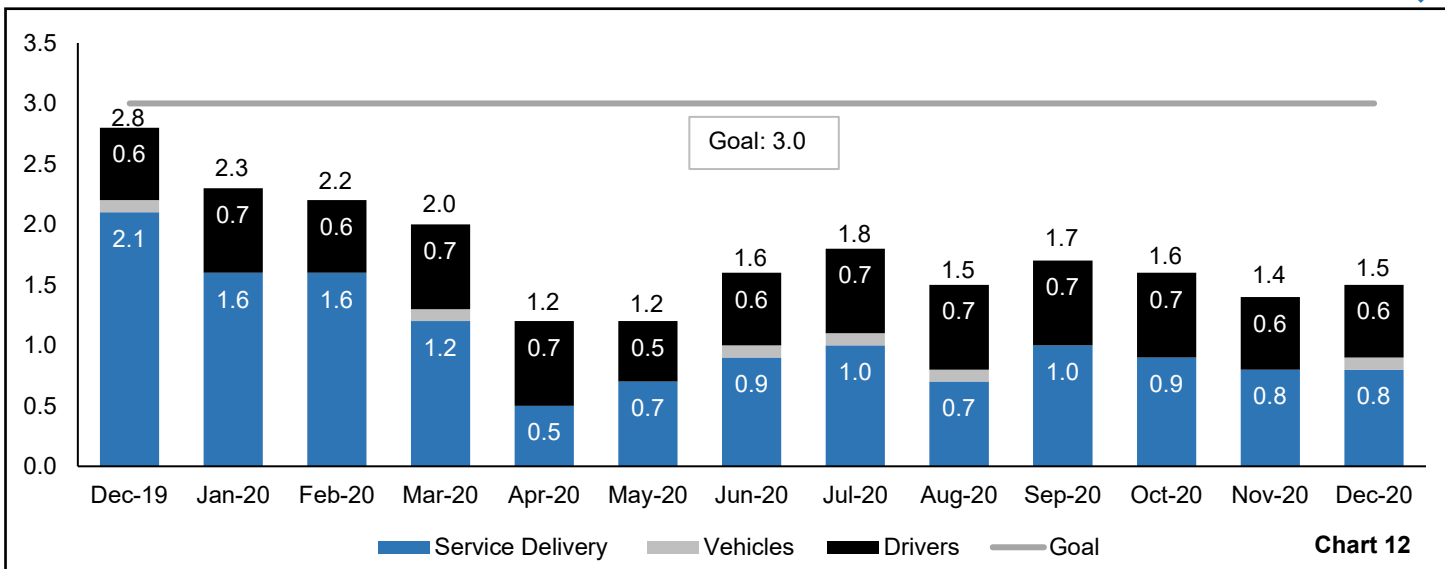


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.54 per 1,000 trips (or 71.1%) in December 2020 when compared to November 2020, and remained flat when compared to the same month last year.
- Broker No-Shows improved by 0.04 per 1,000 trips (or 8.9%) in December 2020 when compared to November 2020, and improved by 0.71 per 1,000 trips (or 63.4%) when compared to the same month last year.

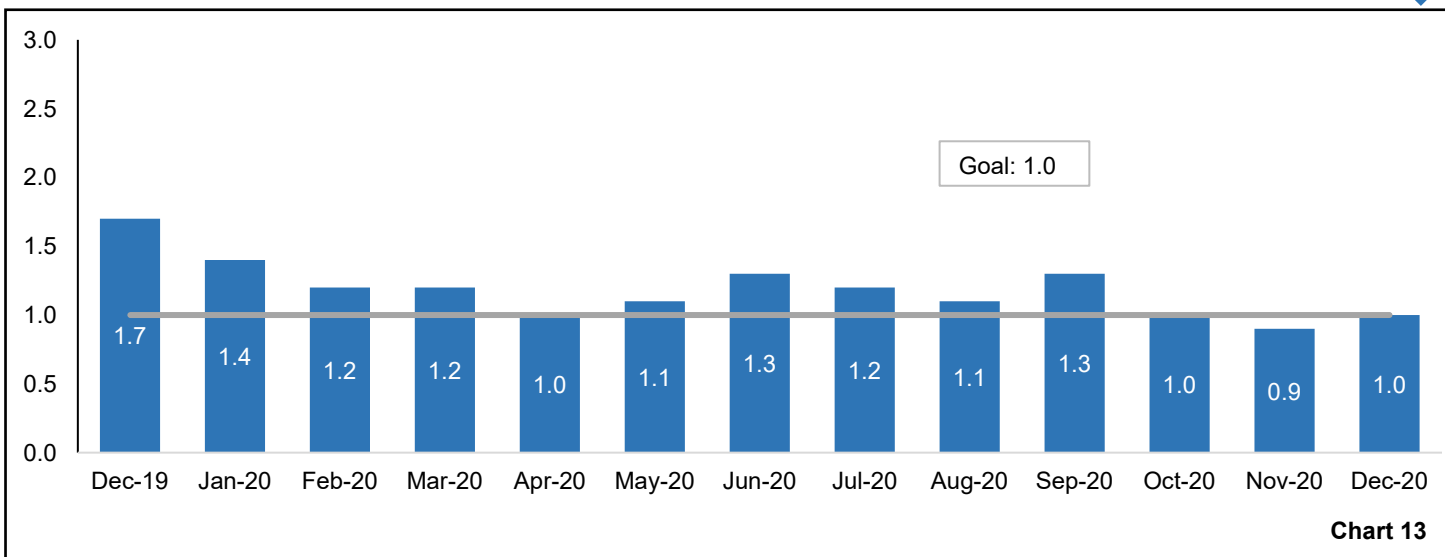
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 in December 2020 increased by 0.1 per 1,000 trips (or 7.1%) when compared to November 2020, and improved by 1.3 per 1,000 trips (or 46.4%) when compared to December 2019.

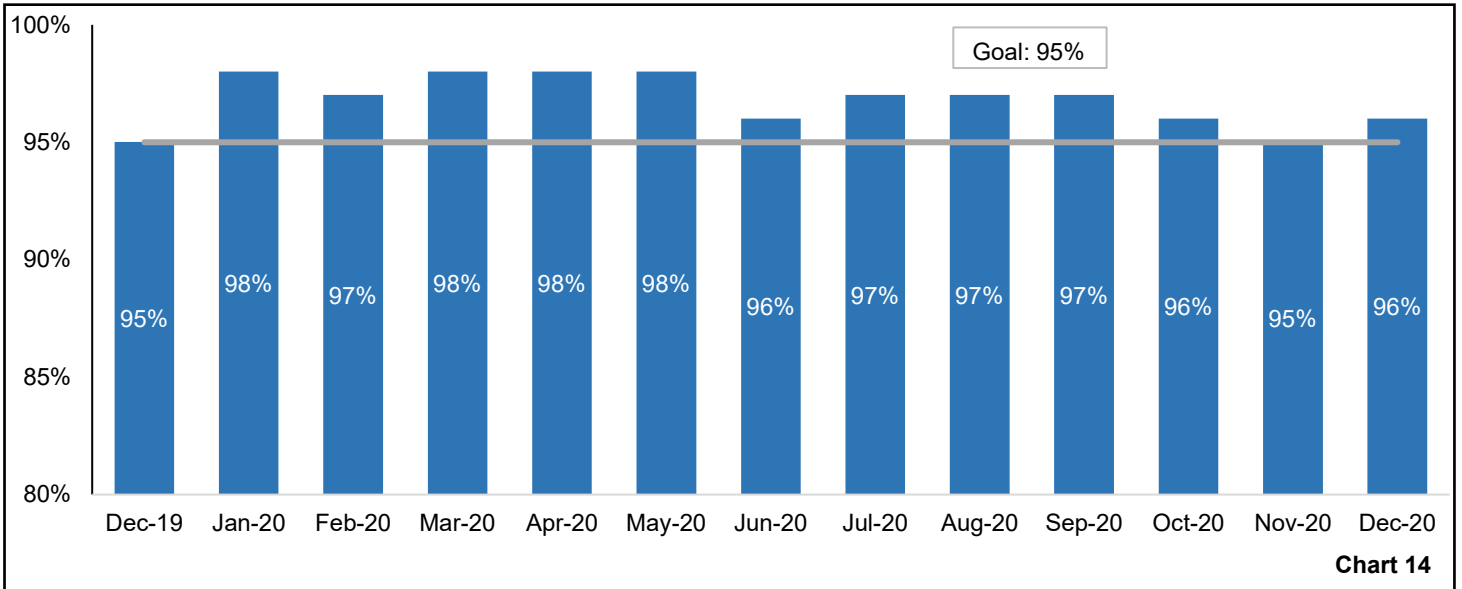
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service increased by 0.1 per 1,000 trips (or 11.1%) in December 2020 when compared to November 2020, and improved by 0.7 per 1,000 trips (or 41.2%) when compared to December 2019.

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

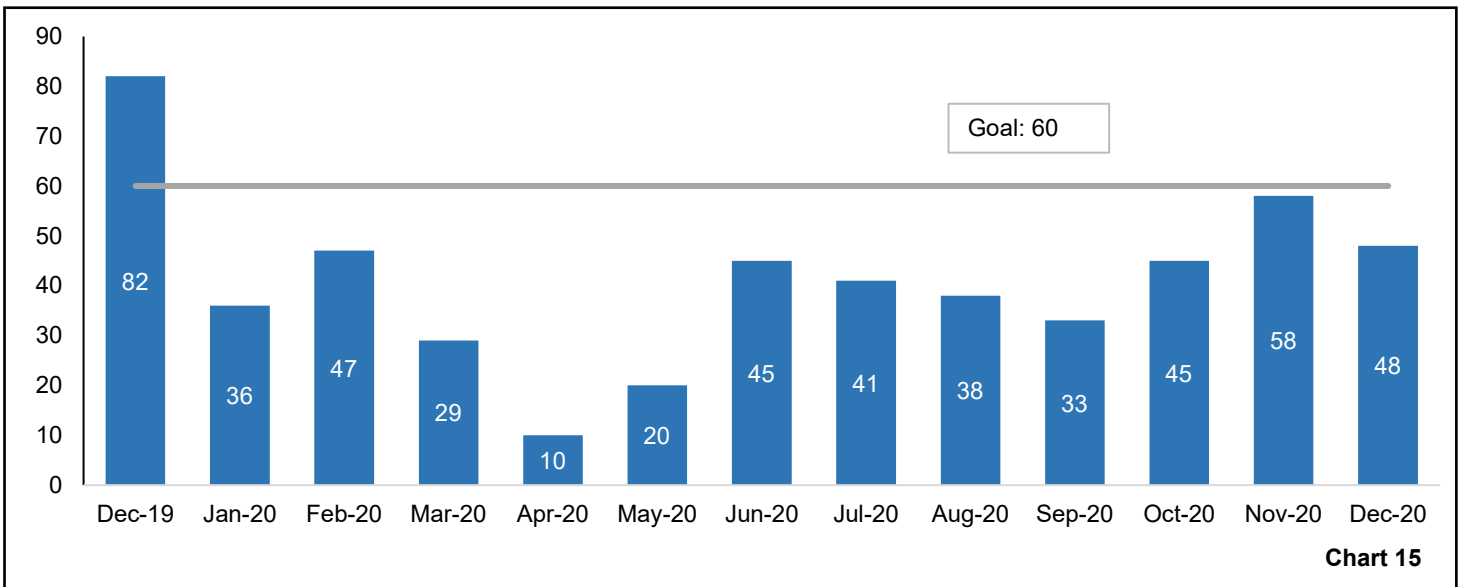
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

- The Percent of Calls Answered in December 2020 improved by 1 percentage point when compared to November 2020 and December 2019.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in December 2020 improved by 10 seconds (or 17.2%) when compared to November 2020, and improved by 34 seconds (or 41.5%) when compared to December 2019.



Accessibility Report

Rachel Cohen, Director, Systemwide Accessibility

February 2021 Accessibility Update

The Systemwide Accessibility team welcomes the MTA's Chief Accessibility Officer, Quemuel Arroyo, who started in this new position on February 4. We look forward to working with Quemuel to improve accessibility at New York City Transit and building stronger ties with our colleagues working on accessibility initiatives across the MTA under his leadership.

We continue to improve our processes to make accessing transit easier for our customers, and this month we are pleased to announce that we have revamped the Reduced-Fare MetroCard applications for [seniors](#) and [customers with disabilities](#). Based on customer feedback and a survey of best practices in other cities, we streamlined the Reduced-Fare MetroCard application, removing several outdated requirements, updating the language around disability, clarifying the eligibility parameters, and adding the ability to select the EasyPay card option. We hope customers will find this new process easier to navigate and welcome any additional feedback.

As we continue to open more accessible stations, we are always looking for ways to get information to customers about elevators in stations, their locations, and their status. Riders on the A/C, L and J/Z lines may have already heard the announcement as you approach an accessible station letting you know the elevator location on the platform. We are continuing to expand these announcements to all lines with automated station arrival information and find new and innovative ways to get station accessibility information to our customers, wherever they are on their journey.

We are also continuing to work in partnership with the Department of Subways Stations division to install tactile warning edge strips at stations that do not yet have this feature. We thank the Stations department for their work this winter to install a new warning strip at the York St (F) station, and their on-going work at the High St (A/C) station. We will continue to analyze the performance of these new materials and look for ways to expand this initiative in our current budget climate.

When traveling during the winter months, remember to check the [Elevator and Escalator status page](#) on the MTA website for real-time station accessibility information, as above-ground machines may be taken out of service for customer safety. As always, we remind all customers to wear masks, observe social distancing, and check the most recent service information when planning trips.

Rachel Cohen

Director, Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



Strategy & Customer Experience began 2021 with Mask Force 7, to reinforce mask wearing while using public transit. Joining MTA leadership were hundreds of transit employees, community volunteers, elected officials and advocacy groups as well as our regional partners at NJ Transit, SEPTA, and PATCO. The hard work of the Mask Force is paying off. MTA observers recently reported customer mask compliance has reached an outstanding 97% on subways and 99% on buses.

February 2021 Highlights: Strategy and Customer Experience

In January, we started using the new Main Street busway in historically gridlocked Downtown Flushing. This busway will provide a faster commute for our estimated 155,000 daily bus customers during peak congestion hours. Flushing-Main Street is the busiest subway-to-bus transfer point in the country with 11 bus routes servicing an estimated 25 percent of all Queens local bus customers.

To help honor and memorialize those we've lost because of the pandemic, our marketing and digital content teams collaborated with Sandra Bloodworth and MTA Arts + Design and created a digital art installation entitled, "Travels Far." It included a beautifully written poem by Tracy Smith and played on digital screens in more than 100 of our subway stations.

We also created a new memorial page on our website dedicated to "Travels Far" which hosts a video version of the piece: <https://new.mta.info/covid-memorial>.

Last month we rolled out **TeamVaccine**, an employee-focused campaign targeted to encourage our frontline colleagues to get vaccinated against COVID-19. To create this campaign, we asked MTA employees to share why they were eager to get vaccinated and took photos of them posing with their post-shot band-aid on their arm. The "TeamVaccine" messages were pushed to our internal digital channels throughout employee facilities, along with posters and signs.

I am pleased to report that Mask Force continues to be successful. Last month, we were joined by several community members, elected officials, MTA leadership while simultaneous efforts were underway by our regional partners at NJ Transit, SEPTA, and PATCO. Based on MTA recent survey results, we believe Mask Force has had a positive impact on customer behavior. In a survey of 111,785 subway riders between Jan. 11 and 22, MTA observers found a mask usage rate of 97%. In a survey of 64,620 bus riders between Jan. 4 and 8, MTA observers found a mask usage rate of 99%. We attribute these positive mask compliance rates to the ongoing dedication of our NYCT team, community volunteers, elected officials, and community leaders. Thank you to all our volunteers for making Mask Force a success!

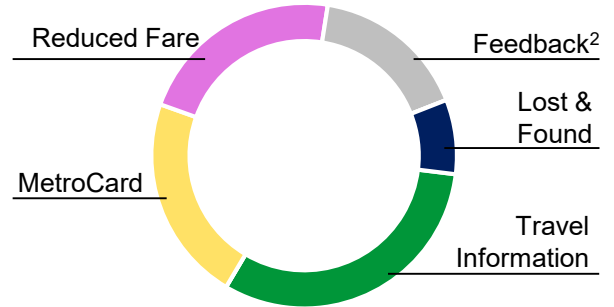
Sarah Meyer
Chief Customer Officer

Customer engagement

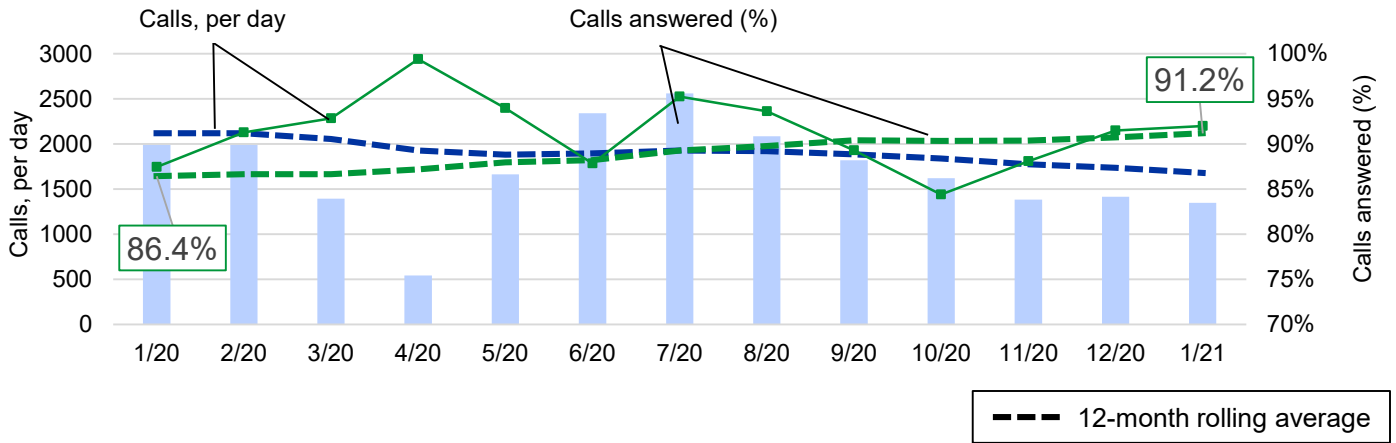
Telephone

	Jan 2021	Jan 2020	Variance
Telephone calls	41,777	61,713	▼32.3%
Calls answered	92.0%	87.5%	▲5.2%
Average time to answer ¹ (seconds)	59	195	▼69.7%

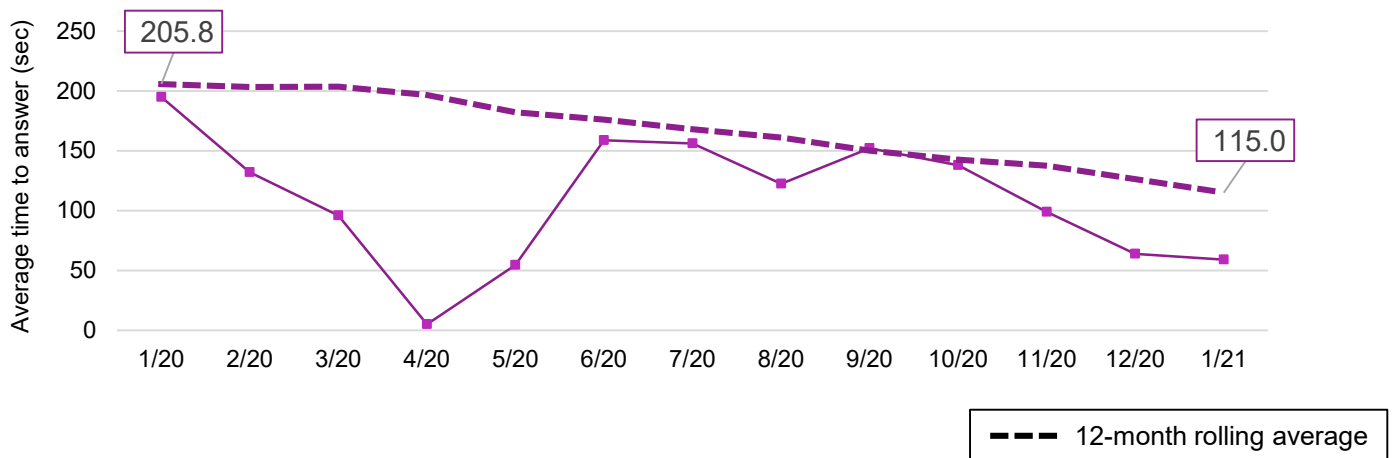
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



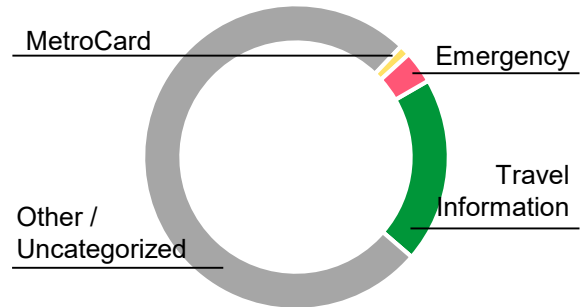
Telephone: average time to answer



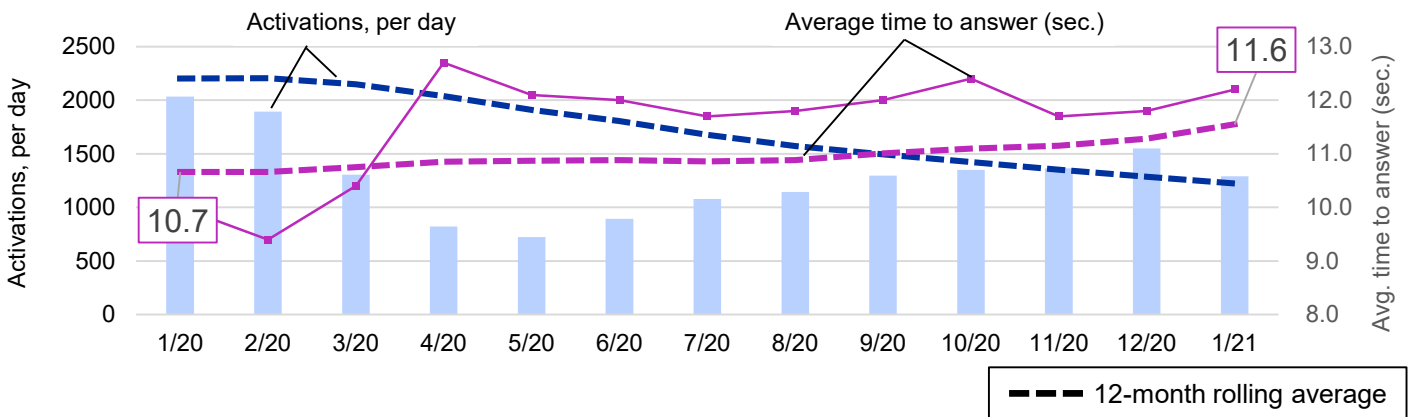
Customer engagement

Help Point

	Jan 2021	Jan 2020	Variance
Help Point activations	39,949	63,083	▼36.7%
Average time to answer (seconds)	12.2	10.0	▲22.8%



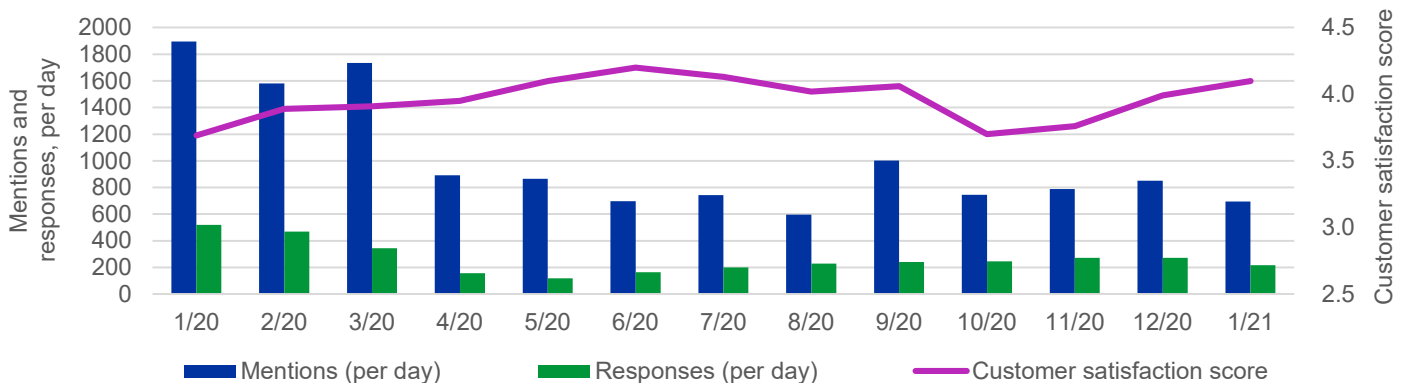
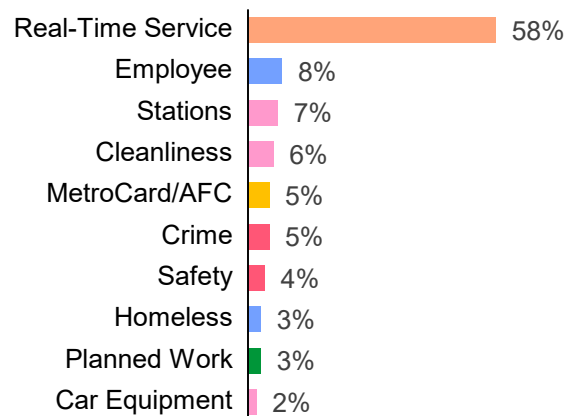
Help Point: activations and average time to answer



Social media

	Jan 2021	Jan 2020	Variance
Social media mentions ¹	21,525	58,738	▼63.4%
Responses sent	6,703	16,123	▼58.4%
Customer satisfaction score ²	4.10	3.69	▲11.1%

- 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

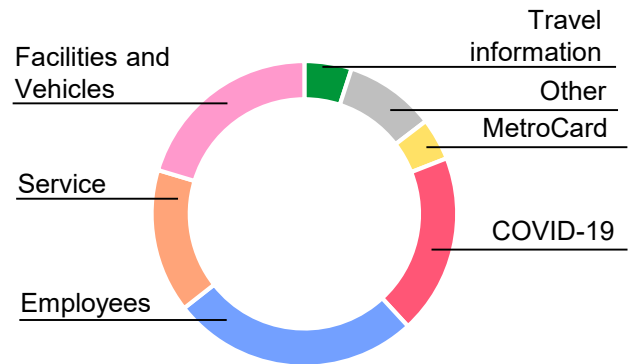


Customer engagement

Web, mobile app, and written feedback

	Jan 2021	Jan 2020	Variance
Received	3,319	9,315	▼ 64.4%
Responses sent ¹	5,000	11,971	▼ 58.2%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Jan 2021
Web	4,377
Twitter	3,309
Kiosks / Digital Displays ¹	1,578
Email and text alerts	
• Service	3,271
• Elevator and escalator status	7,206
Service Notice posters developed	290

1. Excludes countdown clocks

Social media followers

		Jan 2021	Jan 2020	Variance
Twitter	@NYCTSubway	1,007k	1,007k	▲ 0.1%
	@NYCTBus	30.9K	27.0k	▲ 14.4%
	@MTA	1,323.7K	1,315.8k	▲ 0.6%
Facebook	MTA	153.8k	--	--
Instagram	@mtanyctransit	37.9k	25.8k	▲ 46.9%

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

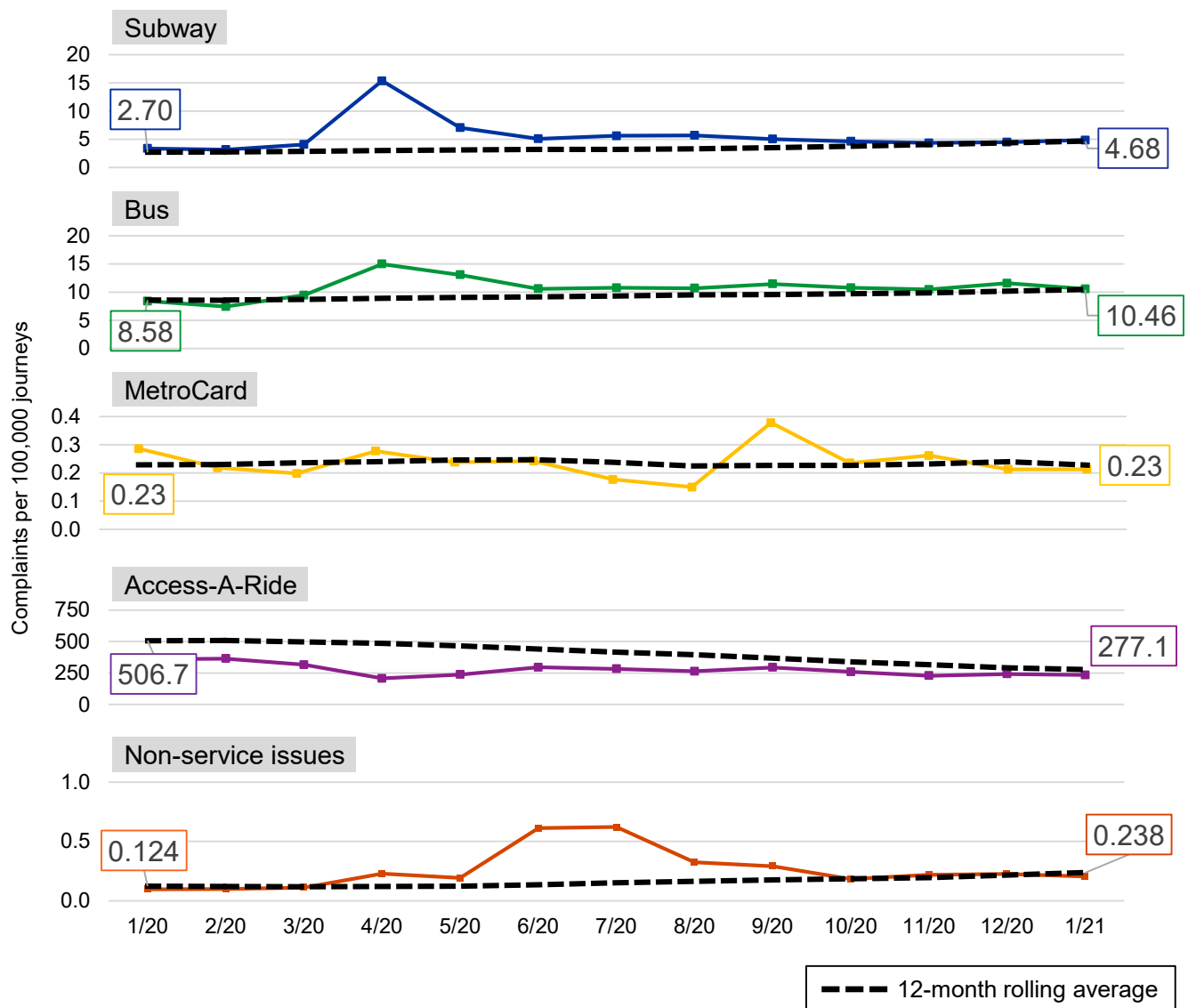
	Jan 2021	Jan 2020	Variance
Subway	4.88	3.39	▲43.9%
Bus	10.54	8.39	▲25.6%
MetroCard	0.21	0.29	▼25.7%
Access-A-Ride	234.4	360.0	▼34.9%
Non-service issues ¹	0.205	0.098	▲110.2%

Commendations per 100,000 journeys

	Jan 2021	Jan 2020	Variance
Subway	0.126	0.143	▼11.6%
Bus	0.46	0.53	▼13.5%
Access-A-Ride	67.8	101.1	▼32.9%
Non-service issues incl. MetroCard	0.029	0.013	▲117.8%

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



System Safety Specialist Kari Ng inspects the project postings (required paperwork) in the Clean Room of the Personal Decontamination Enclosure System on an asbestos abatement project at East New York Bus Depot.

January 2021 Highlights: Safety

Subway Customer Accident Rates increased by 47.8% when comparing the most recent 12-month period to the previous one. It is worth noting that, nominally, accidents are down 44.4%.

Bus Collisions declined by 26.0% and Collision Injuries declined by 29.3% 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		
	Feb 18 - Jan 19	Feb 19 - Jan 20	Feb 20 - Jan 21
Subways			
Subway Customer Accidents per Million Customers ¹	2.98	2.95	4.36
Subway Collisions ²			
Total	1	1	3
Mainline	0	0	0
Yard	1	1	3
Subway Derailments ²			
Total	3	6	9
Mainline	0	1	5
Yard	3	5	4
Subway Fires ²	839	720	905
Buses			
Bus Collisions Per Million Miles Regional	53.50	54.25	40.13
Bus Collision Injuries Per Million Miles Regional	6.01	6.31	4.46
Bus Customer Accidents Per Million Customers ¹ Regional*	1.36	1.47	1.74
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹	3.82	4.28	5.16

¹ 12-month Average data from January through December.

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

* = Due to the implementation of rear door boarding and suspension of fare collection to protect frontline employees from the spread of COVID-19, AFC (MetroCard and OMNY) was not used from March 23, 2020, to August 31, 2020, to determine ridership. During this time, ridership was estimated using Automated Passenger Counter (APC) data.

Leading Indicators				
Subways	January	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	32	32	340	9.4%
Joint Track Safety Audits -- Compliance Rate	99.8%	99.8%	100.0%	99.8%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	780	780	18,480	4.2%
Friction Pad Installation	1,541	1,541	22,000	7.0%
Buses	January	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	3	3	780	0.4%
Vision Zero Employee Training	502	502	5,800	8.7%

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.

Subway Fires

January 2021

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:	93.7%	Train:	17
Average:	6.3%	Right-of-way:	35
Above Average:	0.0%	Station:	26
High:	0.0%	Other:	1
		Total:	79

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

Train:		Right-of-Way:		Station:	
Brake Shoes:	5	Debris:	24	Debris:	20
Element:	4	Insulator:	4	Electrical:	3
Debris:	2	Tie:	4	Advertisement:	1
				Electronic	
Hot Wheels:	2	Large Object Debris:	2	Device:	1
		Cables, Power 3rd			
Trolley Lead:	2	Rail:	1	Light Ballast:	1



February 2021 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 JANUARY

	2021	2020	Diff	% Change
MURDER	0	0	0	0.0%
RAPE	1	1	0	0.0%
ROBBERY	24	76	-52	-68.4%
GL	44	151	-107	-70.9%
FELASSAULT	43	34	9	26.5%
BURGLARY	2	0	2	***. *%
<u>TOTAL MAJOR FELONIES</u>	<u>114</u>	<u>262</u>	<u>-148</u>	<u>-56.5%</u>

During January, the daily Robbery average decreased from 2.5 to 0.8

During January, the daily Major Felony average decreased from 8.5 to 3.7

CRIME STATISTICS JANUARY

	2021	2020	Diff	% Change
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RAPE	1	1	0	0.0%
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<u>TOTAL MAJOR FELONIES</u>	<u>114</u>	<u>262</u>	<u>-148</u>	<u>-56.5%</u>

Year to date the daily Robbery average decreased from 2.5 to 0.8

Year to date the daily Major Felony average decreased from 8.5 to 3.7

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



JANUARY ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	421	864	-443	-51.3%
TOS Arrests	76	116	-40	-34.5%
Total Summons	6436	9983	-3547	-35.5%
TOS TABs	5523	5981	-458	-7.7%
TOS C-Summ	89	124	-35	-28.2%

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FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 1/31/2021)**

Motivation:

Motivation	2021	2020	Diff	% Change
BLACK	0	1	-1	-100%
ETHNIC	1	0	1	***.*
GENDER	0	5	-5	-100%
OTHER	2	0	2	***.*
SEMITIC	1	2	-1	-50%
Grand Total	4	8	-4	-50%

Crime Name:

Crime Name	2021	2020	Diff	% Change
Aggravated Harassment 1	2	3	-1	-33%
Aggravated Harassment 2	1	0	1	***.*
Assault 3	0	5	-5	-100%
Criminal Mischief 4	1	0	1	***.*
Grand Total	4	8	-4	-50%



Police Department
City of New York

REPORT

JANUARY

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<i>Murder</i>	0	0	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Rape</i>	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	3	0	0	0	0	1	1	1
<i>Robbery</i>	224	174	152	126	124	111	104	93	119	99	75	73	71	84	64	88	61	49	43	41	35	42	34	75	24
<i>Assault</i>	37	39	35	24	33	23	17	27	23	13	17	12	19	15	20	11	14	14	12	37	38	26	30	33	43
<i>Burglary</i>	7	2	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	4	1	4	2	2	1	0	2
<i>GL</i>	275	212	185	201	170	181	151	161	197	113	101	122	135	92	110	153	171	152	95	130	136	122	129	152	44
TOTAL MAJOR FELONIES	544	427	374	351	328	315	272	282	339	226	193	209	225	192	194	252	248	222	151	212	211	192	195	261	114
<i>Major Fel Per Day</i>	17.55	13.77	12.06	11.32	10.58	10.16	8.77	9.10	10.94	7.29	6.23	6.74	7.26	6.19	6.26	8.13	8.00	7.16	4.87	6.84	6.81	6.19	6.29	8.42	3.68

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METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

January 2021 vs. 2020

	2021	2020	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	0	0	0%
Burglary	0	0	0	0%
Grand Larceny	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	0	0	0	0%

Year to Date 2021 vs. 2020

	2021	2020	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	0	0	0%
Burglary	0	0	0	0%
Grand Larceny	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	0	0	0	0%

Weekly number of incidents of assault and harassment against transit workers

Below are updated data and statistics on different aspects of our transit system. This page provides recent data on assaults and harassment against our employees.

Updated February 4, 2021

The safety of our workforce and our customers is our top priority and we are hopeful that increased transparency about the number of these incidents in our system will keep everyone safer and more vigilant.

These figures are updated weekly with the prior week's figures. Each week's update is based on verified incidents as of the report date so data for prior weeks may change as additional incidents are verified.

Number of incidents of assault and harassment against transit employees by week

Week beginning	Assault: Subways	Assault: Buses	Harassment: Subways	Harassment: Buses	Total
1/25/2021	0	2	17	23	42
1/18/2021	0	2	18	29	49
1/11/2021	1	2	11	26	40
1/4/2021	1	1	9	28	39
12/28/2020	2	1	8	18	29
12/21/2020	1	0	6	19	26
12/14/2020	0	1	11	26	38
12/7/2020	0	1	9	35	45
11/30/2020	1	1	12	21	35
11/23/2020	0	0	12	29	41
11/16/2020	1	3	14	34	52
11/9/2020	3	0	18	37	58
11/2/2020	1	3	15	28	47
10/26/2020	1	4	12	36	53
10/19/2020	0	2	15	39	56
10/12/2020	1	1	15	36	53
10/5/2020	1	2	11	35	49
9/28/2020	2	1	14	47	64
9/21/2020	0	0	9	23	32
9/14/2020	1	1	7	26	35
9/7/2020	5	3	9	33	50
8/31/2020	1	0	20	44	65
8/24/2020	0	0	20	35	55
8/17/2020	0	0	0	13	13
8/10/2020	2	2	0	21	25
8/3/2020	0	2	3	22	27

Note: Harassment includes but is not limited to verbal threats, other threatening behavior, and spitting.

Source: <https://new.mta.info/safety-and-security/nyct-employee-assault-data>

Weekly number of incidents of vandalism in the transit system

Below are updated data and statistics on different aspects of our transit system. This page provides recent New York City Transit data on vandalism of select elements of the transit system.

Updated February 4, 2021

Vandalism is costly to the MTA and to taxpayers, and can in some cases also lead to a safety issue. We are hopeful that increased transparency about vandalism incidents in our system will keep everyone safer and more vigilant.

These figures are updated weekly with the prior week's figures. Each week's update is based on verified incidents as of the report date so data for prior weeks may change as additional incidents are verified.

Number of units vandalized by week and component

Week beginning	Graffiti: Subways	Graffiti: Buses	Liquid Crystal Display (LCD) Screen	Metrocard Vending Machine (MVM)	OMNY Reader	Train Glass	Bus Glass	Total
1/25/2021	33	0	0	0	1	3	0	37
1/18/2021	9	0	8	1	1	1	1	21
1/11/2021	26	0	14	4	1	2	0	47
1/4/2021	11	0	8	0	0	5	1	25
12/28/2020	14	0	5	3	0	15	2	39
12/21/2020	15	0	2	0	1	2	0	20
12/14/2020	33	0	13	3	1	4	2	56
12/7/2020	26	0	3	5	0	7	2	43
11/30/2020	29	0	3	2	1	11	2	48
11/23/2020	25	0	12	4	2	9	0	52
11/16/2020	25	0	10	4	0	5	2	46
11/9/2020	22	0	21	0	0	11	0	54
11/2/2020	8	0	5	1	0	10	0	24
10/26/2020	17	3	12	2	0	8	0	42
10/19/2020	24	0	2	3	3	6	3	41
10/12/2020	10	0	5	2	1	15	3	36
10/5/2020	13	0	1	0	0	6	2	22
9/28/2020	10	0	4	1	0	13	6	34
9/21/2020	26	0	16	4	1	6	1	54
9/14/2020	5	0	10	2	0	16	1	34
9/7/2020	10	0	12	2	1	48	1	74
8/31/2020	6	1	21	1	3	35	10	77
8/24/2020	4	0	15	6	0	104	0	129
8/17/2020	32	0	19	5	0	81	0	137
8/10/2020	14	0	15	1	1	41	0	72
8/3/2020	3	0	9	0	0	52	2	66

Source: <https://new.mta.info/safety-and-security/nyct-vandalism-data>

Financial and Ridership Reports

Jaibala Patel, Chief Financial Officer

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



Penn Station's long-awaited renovation project was completed and opened in early January. The most notable additions include the sprawling Moynihan Train Hall and a remarkable high-capacity subway entrance - East End Gateway. The hub brings together LIRR, Amtrak, NJT Rail, and the 1, 2, 3, A, C, E subway lines. Before the pandemic, the subway station was used by over 170 thousand people daily. Currently, nearly 35 thousand riders use the station every day.

Preliminary January 2021 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary January 2021 financial results, on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results reflect the new accelerated accounting close and are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

- January 2021 New York City Transit ridership of 62.4 million was 30.6 million (96.4 percent) above budget, of which subway ridership of 41.1 million was 17.7 million (75.3 percent) above budget, and bus ridership of 20.7 million was 13.1 million (173.3 percent) above budget.
- January 2021 farebox revenue of \$136.0 million was \$70.1 million (106.2 percent) above budget.
- Other revenue was lower than budget in January by \$4.5 million (11.1 percent), primarily because underruns in advertising and MetroCard surcharges.

January 2021 operating expenses of \$712.9 million were \$36.4 million (4.9 percent), less than budget.

- Labor expenses were under budget by a net \$23.0 million (3.9 percent), due largely to health and welfare and OPEB current expenses that were favorable \$16.1 million (11.4 percent). Payroll and overtime expenses were also favorable \$9.3 million (3.2 percent) and \$5.4 million (11.5 percent), respectively, partially offset by overruns in reimbursable overhead of \$6.3 million (29.8 percent) and other fringe benefits of \$2.6 million (5.3 percent).
- Non-labor expenses were favorable to the budget by \$13.4 million (8.2 percent), due mostly to underruns in fuel of \$6.4 million (69 percent), in paratransit service contract expenses of \$5.3 million (16.7 percent), and in materials and supplies by \$3.6 million (12.8 percent). Overruns in maintenance and other operating contracts of \$4.8 million (21.4 percent) partially offset general favorability in non-labor expenses.

Preliminary financial results for January 2021 are presented in the table below and compared to the budget.

Preliminary Financial Results Compared to Budget						
Category (\$ in millions)	January Results		Budget \$	January Year-to-Date Results		
	Variance Fav(UnFav)			Prelim Actual \$	Variance Fav(UnFav)	
	\$	%	\$		\$	%
Total Farebox Revenue	70.1	106.2	66.0	136.0	70.1	106.2
Nonreimb. Exp. before Dep./OPEB	36.4	4.9	(749.4)	(712.9)	36.4	4.9
Net Cash Deficit*	79.0	13.6	(579.7)	(500.7)	79.0	13.6

*Excludes Subsidies and Debt Service

January 2021 farebox revenue of \$136 million was \$70.1 million (106 percent) above budget. Subway revenue was \$44.3 million (88 percent) above budget, bus revenue was \$25.3 million (191 percent) above budget. Accrued fare media liability was equal to budget. The January 2021 non-student average fare of \$2.18 increased 5.2¢ from January 2020; subway fare increased 11.2¢; local bus fare increased 7.7¢; express bus fare increased 8.4¢.

Total ridership in January 2021 of 62.4 million was 30.6 million (96 percent) above budget. Average weekday ridership in January 2021 was 2.4 million (66 percent) below January 2020. Average weekday ridership for the twelve months ending January 2021 was 2.3 million, 68 percent lower than the twelve months ending January 2020.

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were below budget in January by \$36.4 million (4.9 percent).

Labor expenses underran budget by a net \$23.0 million (3.9 percent), due largely to health and welfare and OPEB current expenses that were favorable by \$16.1 million (11.4 percent). Payroll expenses were also favorable \$9.3 million (3.2 percent), and overtime underran by \$5.4 million (11.5 percent). Overruns in reimbursable overhead of \$6.3 million (29.8 percent), and other fringe benefits of \$2.6 million (5.3 percent) provided a partial offset to general favorability in labor.

Non-labor expenses were net favorable to the budget by \$13.4 million (8.2 percent), due mostly to underruns in fuel of \$6.4 million (68.9 percent), lower paratransit service contract expenses \$5.3 million (16.7 percent), and materials and supplies that were under budget by \$3.6 million (12.8 percent). Overruns in maintenance and other operating contracts of \$4.8 million (21.4 percent) partially offset general favorability in non-labor expenses.

Financial Results

Farebox Revenue

January 2021 Farebox Revenue - (\$ in millions)								
	January				January Year-to-Date			
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	50.6	94.9	44.3	87.5%	50.6	94.9	44.3	87.5%
NYCT Bus	13.2	38.5	25.3	190.9%	13.2	38.5	25.3	190.9%
Paratransit	0.0	0.5	0.5	-	0.0	0.5	0.5	0.0%
Subtotal	63.9	133.9	70.1	109.7%	63.9	133.9	70.1	109.7%
Fare Media Liability	2.1	2.1	0.0	0.0%	2.1	2.1	0.0	0.0%
Total - NYCT	66.0	136.0	70.1	106.2%	66.0	136.0	70.1	106.2%

Note: Total may not add due to rounding

Average Fare

January Non-Student Average Fare - (in \$)				
	NYC Transit			
	2020	Prelim 2021	Change	
			Amount	Percent
Subway	2.223	2.335	0.112	5.1%
Local Bus	1.755	1.832	0.077	4.4%
Subway & Local Bus	2.113	2.169	0.055	2.6%
Express Bus	5.836	5.920	0.084	1.4%
Total	2.133	2.185	0.052	2.4%

The non-student average fare increased by 2.6 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.

Non-reimbursable Expenses

Non-reimbursable expenses, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were under budget in the month of January by \$36.4 million (4.9 percent).

Labor expenses underran budget by a net \$23.0 million (3.9 percent):

- Health and welfare/OPEB current expenses together were favorable \$16.1 million (11.4 percent), resulting from favorable timing of medical claims expense and employee vacancies
- Payroll expenses were lower than budget by \$9.3 million (3.2 percent), mainly due to vacancies
- Overtime expenses underran by \$5.4 million (11.5 percent), primarily due to favorable timing of adverse winter weather results and COVID-19 mitigation measures
- Pension was favorable to forecast by \$1.2 million (1.5 percent), mainly due to favorable timing of OA pension charges
- Reimbursable overhead was unfavorable \$6.3 million (29.8 percent), reflecting unfavorable reimbursable project labor credits
- Other fringe benefits were unfavorable \$2.6 million (5.3 percent), mainly due to unfavorable capital project support credits

Non-labor expenses were net favorable to the budget by \$13.4 million (8.2 percent):

- Fuel was lower than by \$6.4 million (68.9 percent), mainly due to the favorable timing of expenses
- Paratransit service contracts underran by \$5.3 million (16.7 percent), largely due to fewer trips, lower cost per trip, and reduced support costs
- Materials and supplies underran by \$3.6 million (12.8 percent), mainly due to the favorable timing of expenses
- Professional service contracts were favorable by \$1.6 million (12.5 percent), primarily due to the favorable timing of bond services expense
- Maintenance and other operating contract expenses overran by \$4.8 million (21.4 percent), due to the favorable timing of expenses.

Depreciation expenses year-to-date were higher than budget by \$8.8 million (5.3 percent).

No expenses were reported for GASB 75 OPEB Expense Adjustments nor GASB 68 Pension Adjustment in the month of January.

The **operating cash deficit** (excluding subsidies) of \$500.7 million reported in January, is \$79.0 million (13.6 percent) favorable to budget.

Ridership Results

January 2021 Ridership vs. Budget - (in millions)								
	January				January Year-to-Date			
	Budget	Prelim Actual	More(Less)		Budget	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	23.5	41.1	17.7	75.3%	23.5	41.1	17.7	75.3%
NYCT Bus	7.6	20.7	13.1	173.3%	7.6	20.7	13.1	173.3%
Paratransit	0.8	0.6	(0.1)	(18.6%)	0.8	0.6	(0.1)	(18.6%)
Total - NYCT	31.8	62.4	30.6	96.4%	31.8	62.4	30.6	96.4%

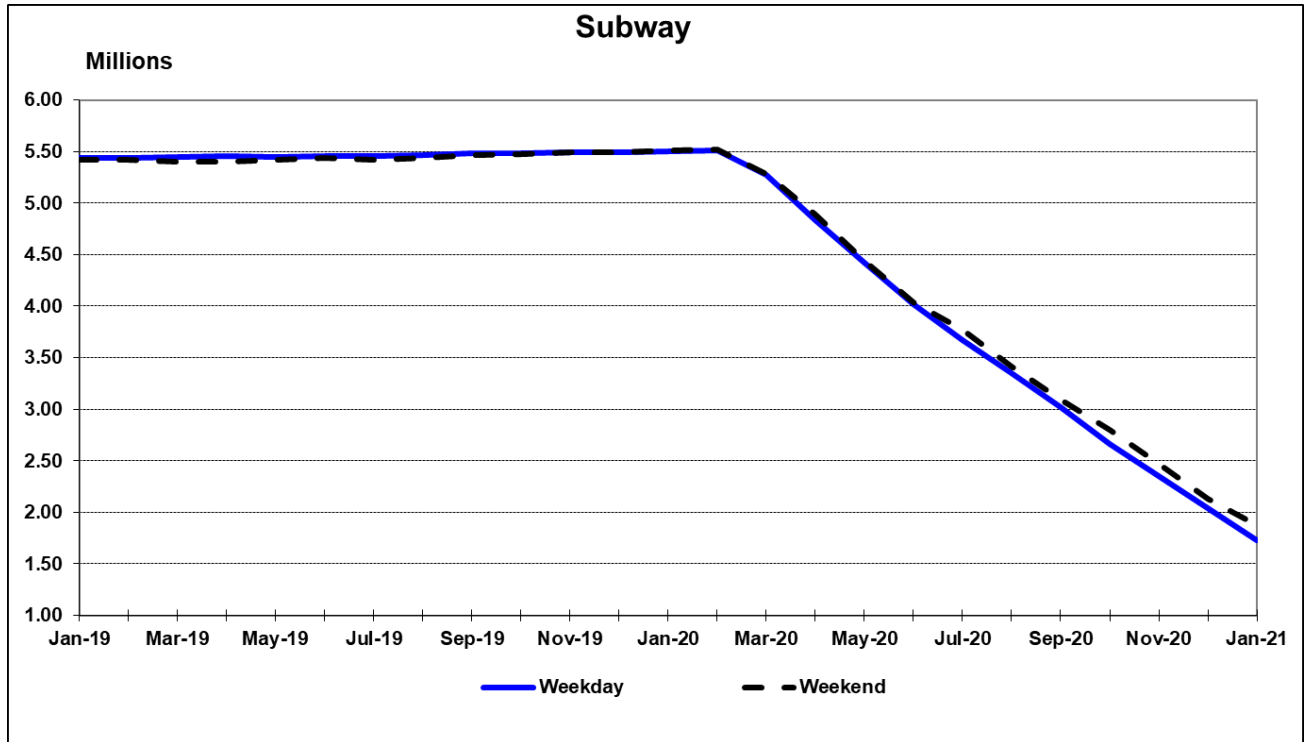
Note: Total may not add due to rounding

January Average Weekday and Weekend Ridership vs. Prior Year									
Month	Average Weekday - (thousands)				Average Weekend - (thousands)				
	2020	Preliminary 2021	Change		2020	Preliminary 2021	Change		
			Amount	Percent			Amount	Percent	
Subway	5,270	1,595	(3,675)	-69.7%	5,050	1,719	(3,331)	-66.0%	
NYCT Local Bus	1,666	779	(887)	-53.2%	1,737	890	(847)	-48.8%	
NYCT Express Bus	40	12	(28)	-70.0%	13	5	(8)	-61.5%	
Paratransit	35	24	(11)	-32.2%	38	25	(13)	-34.6%	
TOTAL - NYCT	7,011	2,410	(4,601)	-65.6%	6,838	2,639	(4,199)	-61.4%	
12-Month Rolling Average									
Subway	5,505	1,724	(3,781)	-68.7%	5,514	1,874	(3,640)	-66.0%	
NYCT Local Bus	1,733	564	(1,169)	-67.5%	1,942	677	(1,265)	-65.1%	
NYCT Express Bus	40	13	(27)	-67.5%	13	5	(8)	-61.5%	
Paratransit	34	22	(13)	-36.9%	42	23	(19)	-44.4%	
TOTAL - NYCT	7,312	2,323	(4,990)	-68.2%	7,511	2,579	(4,932)	-65.7%	

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

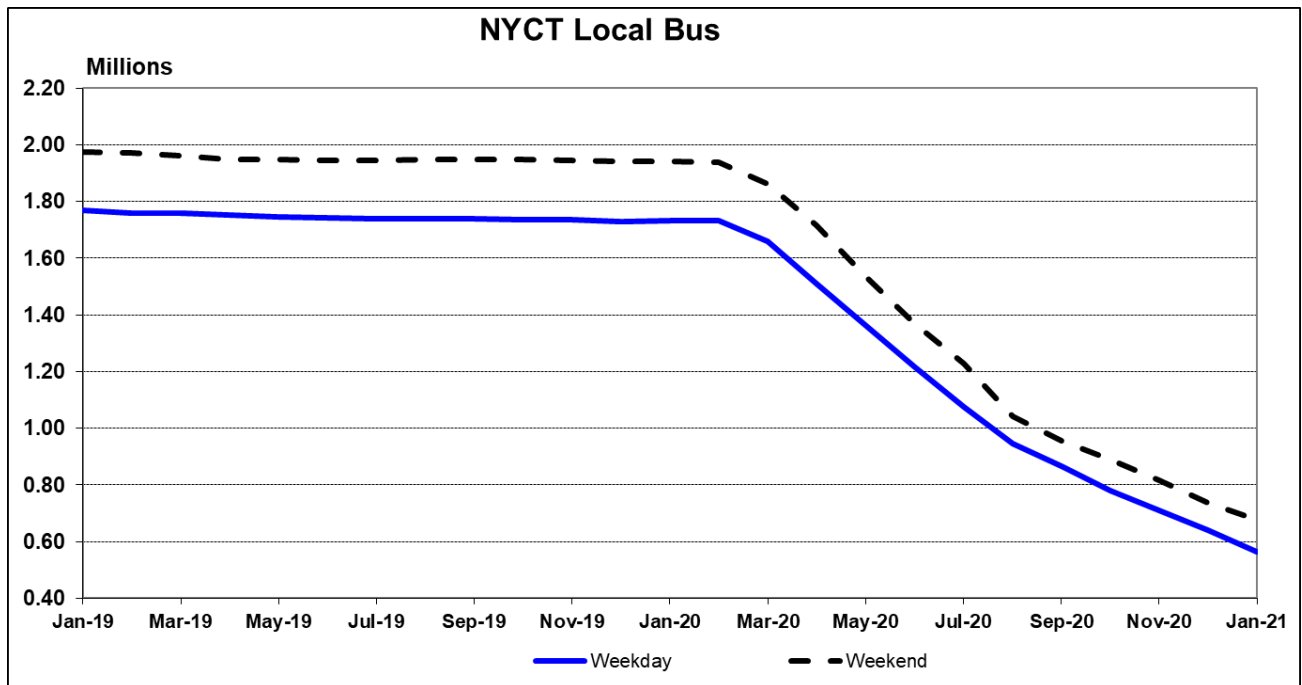
- January 2021 subway ridership was 75 percent favorable to budget and bus ridership was 173 percent favorable. Paratransit ridership was 18.6 percent unfavorable to budget.
- Compared to the previous year, average weekday ridership was down 69.7 percent on subway and down 53.2 percent on local bus. Express bus ridership was down 70 percent. Paratransit average weekday ridership was down only 32.2 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



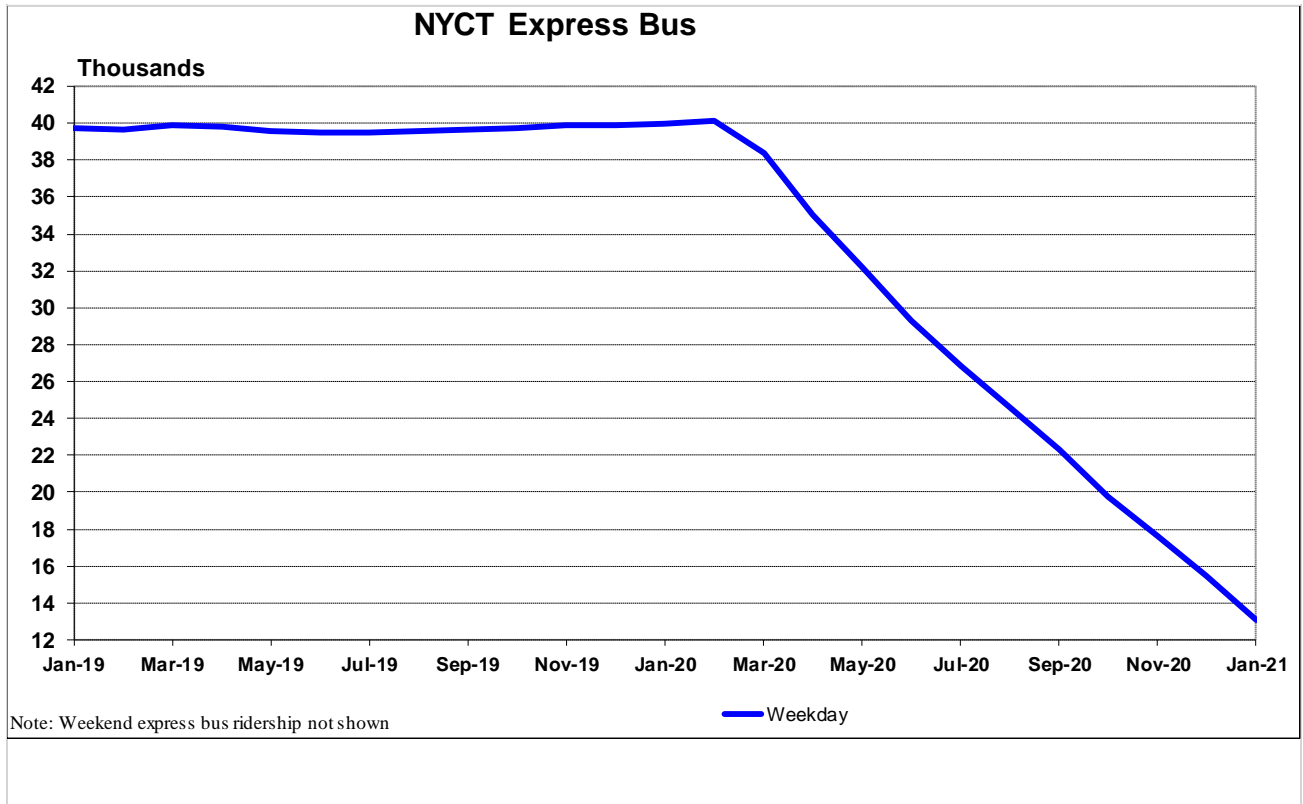
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions began in March 2020.

12-Month Rolling Averages



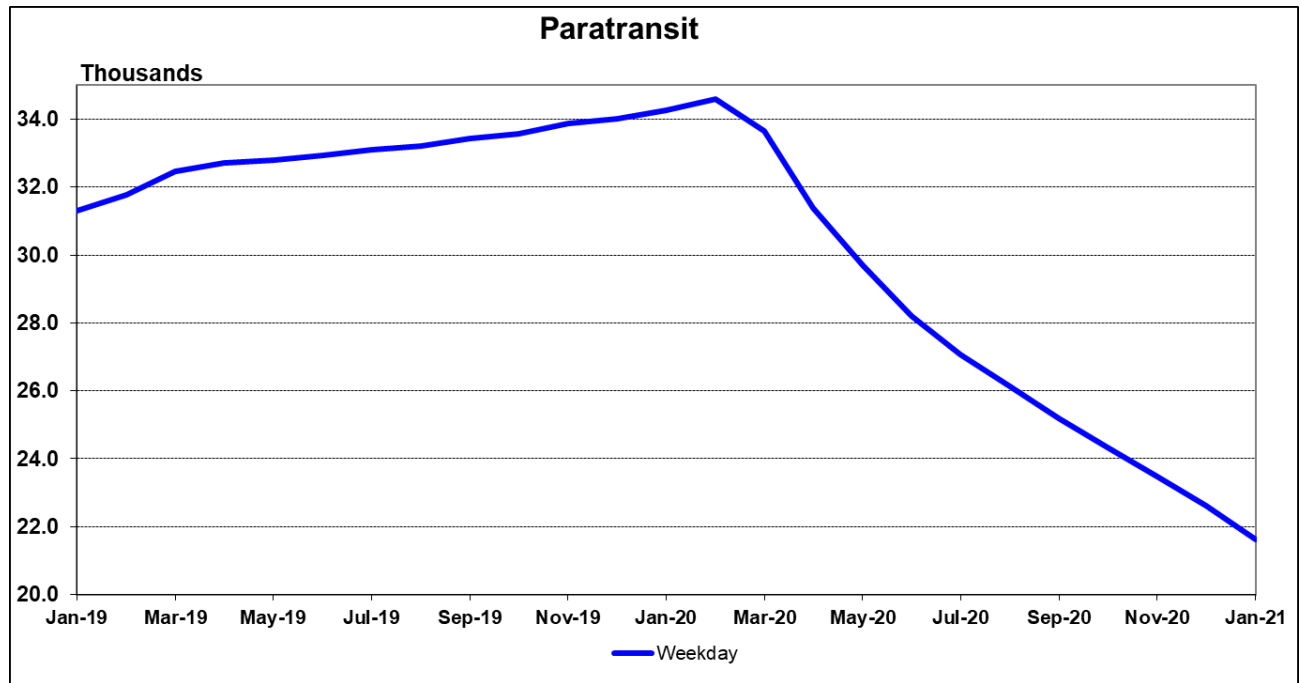
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.

12-Month Rolling Averages



- Express bus ridership increased moderately during 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.

12-Month Rolling Averages



- Paratransit ridership increased rapidly in 2019 due to outsize growth in E-hail and Enhanced Broker service trips, before declining drastically starting in March 2020 due to COVID-19 travel limitations.

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 declines. Paratransit was the least impacted, down 32.2 percent on weekdays and 34.6 percent on weekends compared to the prior year.

Subway average weekday ridership in January was 1,595 thousand, which is 1.7 percent lower than in December 2020.

Average weekday paid bus ridership in September increased sharply compared to August 2020, due to the resumption of front-door boarding and fare collection on local buses in the month. Bus ridership continued to grow into October, however volumes took a step backward in November 2020 as a result of new COVID-19 restrictions on non-essential businesses and school closures. January 2021 local bus ridership of 779 thousand passengers on an average weekday is 0.1 percent lower than in December 2020.

Ridership on Transit Services in the New York Area						
(thousands)						
Transit Service	Jan-20	Prelim Jan-21	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	5,270	1,595	-69.7%	5,505	1,724	-68.7%
NYCT Local Bus	1,666	779	-53.2%	1,733	564	-67.5%
NYCT Express Bus	40	12	-70.0%	40	13	-67.5%
Paratransit	35	24	-32.2%	34	22	-36.9%
SIR	16	4	-78.1%	16	4	-73.3%
MTA Local Bus	348	167	-52.1%	361	118	-67.2%
MTA Express Bus	28	9	-67.9%	28	11	-60.2%
LIRR	303	73	-75.9%	316	83	-73.7%
PATH	277	57	-79.4%	287	72	-74.9%
Average Weekend						
Subway	5,050	1,719	-66.0%	5,514	1,874	-66.0%
NYCT Local Bus	1,737	890	-48.8%	1,942	677	-65.1%
NYCT Express Bus	13	5	-61.5%	13	5	-61.5%
Paratransit	38	25	-34.6%	42	23	-44.4%
SIR	0	2	+341.9%	4	1	-72.2%
MTA Local Bus	344	180	-47.6%	388	134	-65.4%
MTA Express Bus	11	4	-62.9%	12	6	-54.2%
LIRR	181	55	-69.6%	211	69	-67.3%
PATH	149	61	-59.1%	186	66	-64.5%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT
Jan - 2021 Adopted
Accrual Statement of Operations By Category
Month - Jan 2021
(\$ in Millions)

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	Nonreimbursable				Reimbursable				Total			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue:												
Subway	\$50.624	\$94.898	\$44.274	87.5	\$0.000	\$0.000	-	-	\$50.624	\$94.898	\$44.274	87.5
Bus	\$13.228	\$38.482	\$25.254	190.9	\$0.000	\$0.000	-	-	\$13.228	\$38.482	\$25.254	190.9
Paratransit	\$0.000	\$0.528	\$0.528	-	\$0.000	\$0.000	-	-	\$0.000	\$0.528	\$0.528	-
Fare Liability	\$2.126	\$2.126	\$0.000	0.0	\$0.000	\$0.000	-	-	\$2.126	\$2.126	\$0.000	0.0
Farebox Revenue	\$65.978	\$136.034	\$70.056	106.2	\$0.000	\$0.000	-	-	\$65.978	\$136.034	\$70.056	106.2
Fare Reimbursement	\$7.741	\$7.741	\$0.000	0.0	\$0.000	\$0.000	-	-	\$7.741	\$7.741	\$0.000	0.0
Paratransit Reimbursement	\$19.152	\$19.776	\$0.623	3.3	\$0.000	\$0.000	-	-	\$19.152	\$19.776	\$0.623	3.3
Other Operating Revenue	\$13.868	\$8.716	\$(5.152)	(37.1)	\$0.000	\$0.000	-	-	\$13.868	\$8.716	\$(5.152)	(37.1)
Other Revenue	\$40.761	\$36.233	\$(4.528)	(11.1)	\$0.000	\$0.000	-	-	\$40.761	\$36.233	\$(4.528)	(11.1)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$100.765	\$73.038	\$(27.728)	(27.5)	\$100.765	\$73.038	\$(27.728)	(27.5)
Total Revenue	\$106.739	\$172.267	\$65.528	61.4	\$100.765	\$73.038	\$(27.728)	(27.5)	\$207.504	\$245.305	\$37.800	18.2
Expenses												
Labor :												
Payroll	\$292.468	\$283.145	\$9.323	3.2	\$41.164	\$29.957	\$11.207	27.2	\$333.632	\$313.102	\$20.530	6.2
Overtime	\$46.943	\$41.565	\$5.378	11.5	\$9.281	\$6.841	\$2.440	26.3	\$56.224	\$48.406	\$7.818	13.9
Total Salaries & Wages	\$339.411	\$324.709	\$14.701	4.3	\$50.445	\$36.799	\$13.647	27.1	\$389.856	\$361.508	\$28.348	7.3
Health and Welfare	\$90.633	\$77.970	\$12.663	14.0	\$2.179	\$1.795	\$0.384	17.6	\$92.812	\$79.765	\$13.047	14.1
OPEB Current Payment	\$49.734	\$46.342	\$3.392	6.8	\$1.212	\$0.929	\$0.284	23.4	\$50.947	\$47.271	\$3.676	7.2
Pensions	\$78.660	\$77.458	\$1.202	1.5	\$2.157	\$2.063	\$0.094	4.3	\$80.816	\$79.521	\$1.296	1.6
Other Fringe Benefits	\$49.320	\$51.953	\$(2.633)	(5.3)	\$15.596	\$11.875	\$3.721	23.9	\$64.916	\$63.829	\$1.088	1.7
Total Fringe Benefits	\$268.348	\$253.724	\$14.624	5.4	\$21.145	\$16.662	\$4.482	21.2	\$289.492	\$270.386	\$19.106	6.6
Reimbursable Overhead	\$(21.110)	\$(14.811)	\$(6.299)	(29.8)	\$21.110	\$14.811	\$6.299	29.8	\$0.000	\$0.000	\$0.000	(151.5)
Labor	\$586.649	\$563.622	\$23.027	3.9	\$92.700	\$68.272	\$24.428	26.4	\$679.349	\$631.894	\$47.455	7.0
Non-Labor :												
Electric Power	\$29.168	\$29.013	\$0.155	0.5	\$0.021	\$0.099	\$(0.078)	(363.5)	\$29.189	\$29.112	\$0.078	0.3
Fuel	\$9.232	\$2.870	\$6.362	68.9	\$0.000	\$0.000	\$0.000	-	\$9.232	\$2.870	\$6.362	68.9
Insurance	\$6.896	\$6.469	\$0.427	6.2	\$0.000	\$0.000	\$0.000	-	\$6.896	\$6.469	\$0.427	6.2
Claims	\$18.487	\$18.487	\$0.000	0.0	\$0.000	\$0.000	-	-	\$18.487	\$18.487	\$0.000	0.0
Paratransit Service Contracts	\$31.912	\$26.591	\$5.321	16.7	\$0.000	\$0.000	\$0.000	-	\$31.912	\$26.591	\$5.321	16.7
Maintenance and Other Operating Contracts	\$22.524	\$27.354	\$(4.830)	(21.4)	\$3.124	\$2.585	\$0.538	17.2	\$25.648	\$29.939	\$(4.291)	(16.7)
Professional Service Contracts	\$12.484	\$10.923	\$1.561	12.5	\$0.718	\$0.173	\$0.545	75.9	\$13.202	\$11.096	\$2.106	16.0
Materials & Supplies	\$27.816	\$24.258	\$3.557	12.8	\$4.048	\$2.474	\$1.574	38.9	\$31.864	\$26.733	\$5.131	16.1
Other Business Expenses	\$4.191	\$3.359	\$0.832	19.8	\$0.154	\$(0.566)	\$0.720	466.9	\$4.345	\$2.793	\$1.552	35.7
Non-Labor	\$162.710	\$149.325	\$13.386	8.2	\$8.065	\$4.766	\$3.300	40.9	\$170.776	\$154.090	\$16.685	9.8
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	\$749.359	\$712.947	\$36.412	4.9	\$100.765	\$73.038	\$27.728	27.5	\$850.124	\$785.984	\$64.140	7.5
Depreciation	\$164.839	\$173.589	\$(8.751)	(5.3)	\$0.000	\$0.000	-	-	\$164.839	\$173.589	\$(8.751)	(5.3)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$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	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$914.198	\$886.536	\$27.662	3.0	\$100.765	\$73.038	\$27.728	27.5	\$1,014.963	\$959.574	\$55.389	5.5
OPERATING SURPLUS/DEFICIT	(807.459)	(714.269)	\$93.190	11.5	\$0.000	\$0.000	\$0.000	150.0	(807.459)	(714.269)	\$93.190	11.5

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

MTA NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS
JANUARY 2021
(\$ 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	70.1	106.2	Mainly due to higher ridership	70.1	106.2	Mainly due to higher ridership
Other Operating Revenue	NR	(4.5)	(11.1)	Primarily underruns in advertising and MetroCard surcharges	(4.5)	(11.1)	Primarily underruns in advertising and MetroCard surcharges
Payroll	NR	9.3	3.2	Primarily due to vacancies	9.3	3.2	Primarily due to vacancies
Overtime	NR	5.4	11.5	Favorable timing of adverse winter weather results and COVID-19 mitigation measures	5.4	11.5	Favorable timing of adverse winter weather results and COVID-19 mitigation measures
Health & Welfare (including OPEB current payment)	NR	16.1	11.4	Favorable timing of medical claims expense and employee vacancies	16.1	11.4	Favorable timing of medical claims expense and employee vacancies
Pension	NR	1.2	1.5	Mainly due to favorable timing of OA pension charges	1.2	1.5	Mainly due to favorable timing of OA pension charges
Other Fringe Benefits	NR	(2.6)	(5.3)	Mainly due to unfavorable capital project support credits	(2.6)	(5.3)	Mainly due to unfavorable capital project support credits
Reimbursable Overhead	NR	(6.3)	(29.8)	Reflecting unfavorable reimbursable project labor credits	(6.3)	(29.8)	Reflecting unfavorable reimbursable project labor credits
Electric Power	NR	0.2	0.5		0.2	0.5	
Fuel	NR	6.4	68.9	Mainly favorable timing of expenses	6.4	68.9	Mainly favorable timing of expenses
Claims	NR	0.0	0.0		0.0	0.0	
Paratransit Service Contracts	NR	5.3	16.7	Largely due to fewer trips, lower cost per trip, and reduced support costs	5.3	16.7	Largely due to fewer trips, lower cost per trip, and reduced support costs
Maintenance and Other Operating Contracts	NR	(4.8)	(21.4)	Unfavorable timing of expenses	(4.8)	(21.4)	Unfavorable timing of expenses
Professional Service Contracts	NR	1.6	12.5	Reflecting favorable timing of bond services expense	1.6	12.5	Reflecting favorable timing of bond services expense
Materials & Supplies	NR	3.6	12.8	Mainly favorable timing of expenses	3.6	12.8	Mainly favorable timing of expenses
Other Business	NR	0.8	19.8	Partly due to lower card fees	0.8	19.8	Partly due to lower card fees

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2021 Adopted
Cash Receipts and Expenditures
Jan FY21
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Receipts								
Farebox Revenue	\$65.978	\$116.216	\$50.238	76.1	\$65.978	\$116.216	\$50.238	76.1
Fare Reimbursement	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Paratransit Reimbursement	\$19.139	\$2.411	(16.728)	(87.4)	\$19.139	\$2.411	(16.728)	(87.4)
Other Operating Revenue	\$3.342	\$1.040	(2.302)	(68.9)	\$3.342	\$1.040	(2.302)	(68.9)
Other Revenue	\$22.482	\$3.451	(19.031)	(84.6)	\$22.482	\$3.451	(19.031)	(84.6)
Capital and Other Reimbursements	\$100.765	\$88.945	(11.820)	(11.7)	\$100.765	\$88.945	(11.820)	(11.7)
Total Revenue	\$189.225	\$208.612	\$19.387	10.2	\$189.225	\$208.612	\$19.387	10.2
Expenditures								
Labor :								
Payroll	\$289.029	\$293.593	(4.564)	(1.6)	\$289.029	\$293.593	(4.564)	(1.6)
Overtime	\$56.224	\$48.406	\$7.818	13.9	\$56.224	\$48.406	\$7.818	13.9
Total Salaries & Wages	\$345.253	\$341.999	\$3.254	0.9	\$345.253	\$341.999	\$3.254	0.9
Health and Welfare	\$92.812	\$86.366	\$6.447	6.9	\$92.812	\$86.366	\$6.447	6.9
OPEB Current Payment	\$50.947	\$47.271	\$3.676	7.2	\$50.947	\$47.271	\$3.676	7.2
Pensions	\$80.816	\$80.037	\$0.779	1.0	\$80.816	\$80.037	\$0.779	1.0
Other Fringe Benefits	\$40.941	\$40.152	\$0.789	1.9	\$40.941	\$40.152	\$0.789	1.9
Total Fringe Benefits	\$265.517	\$253.826	\$11.691	4.4	\$265.517	\$253.826	\$11.691	4.4
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	\$610.770	\$595.825	\$14.945	2.4	\$610.770	\$595.825	\$14.945	2.4
Non-Labor :								
Electric Power	\$29.189	\$23.109	\$6.080	20.8	\$29.189	\$23.109	\$6.080	20.8
Fuel	\$9.232	\$5.871	\$3.361	36.4	\$9.232	\$5.871	\$3.361	36.4
Insurance	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Claims	\$11.592	\$2.756	\$8.836	76.2	\$11.592	\$2.756	\$8.836	76.2
Paratransit Service Contracts	\$31.912	\$20.080	\$11.832	37.1	\$31.912	\$20.080	\$11.832	37.1
Maintenance and Other Operating Contracts	\$25.648	\$30.539	(4.891)	(19.1)	\$25.648	\$30.539	(4.891)	(19.1)
Professional Service Contracts	\$10.952	\$9.063	\$1.889	17.2	\$10.952	\$9.063	\$1.889	17.2
Materials & Supplies	\$35.322	\$18.569	\$16.753	47.4	\$35.322	\$18.569	\$16.753	47.4
Other Business Expenses	\$4.345	\$3.548	\$0.797	18.3	\$4.345	\$3.548	\$0.797	18.3
Non-Labor	\$158.193	\$113.535	\$44.658	28.2	\$158.193	\$113.535	\$44.658	28.2
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	\$768.963	\$709.360	\$59.603	7.8	\$768.963	\$709.360	\$59.603	7.8
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	\$0.000	\$0.000	-
Total Expenditures	\$768.963	\$709.360	\$59.603	7.8	\$768.963	\$709.360	\$59.603	7.8
Net Surplus/(Deficit)	(579.738)	(500.748)	\$78.990	13.6	(579.738)	(500.748)	\$78.990	13.6

Note: Totals may not add due to rounding

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN - 2020 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL CASH BASIS
Jan FY21
(\$ in millions)

Operating Receipts or Disbursements	MONTH			YEAR TO DATE		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Receipts	50.2	76.1	Mainly due to higher ridership	50.2	76.1	Mainly due to higher ridership
Other Operating Receipts	(19.0)	(84.6)	Largely unfavorable timing of paratransit reimbursement receipts	(19.0)	(84.6)	Largely unfavorable timing of paratransit reimbursement receipts
Capital and Other Reimbursements	(11.8)	(11.7)	Unfavorable timing of reimbursement receipts	(11.8)	(11.7)	Unfavorable timing of reimbursement receipts
Payroll	(4.6)	(1.6)	Unfavorable timing of charges	(4.6)	(1.6)	Unfavorable timing of charges
Overtime	7.8	13.9	Favorable timing of adverse winter weather results and COVID-19 mitigation measures	7.8	13.9	Favorable timing of adverse winter weather results and COVID-19 mitigation measures
Health & Welfare/OPEB Current	10.1	7.0	Favorable timing of payments	10.1	7.0	Favorable timing of payments
Electric Power	6.1	20.8	Favorable timing of payments	6.1	20.8	Favorable timing of payments
Fuel	3.4	36.4	Favorable timing of payments	3.4	36.4	Favorable timing of payments
Claims	8.8	76.2	Favorable timing of payments	8.8	76.2	Favorable timing of payments
Paratransit Service Contracts	11.8	37.1	Lower expenditures and favorable timing of payments	11.8	37.1	Lower expenditures and favorable timing of payments
Maintenance and Other Operating Contracts	(4.9)	(19.1)	Unfavorable timing of payments	(4.9)	(19.1)	Unfavorable timing of payments
Professional Service Contracts	1.9	17.2	Favorable timing of payments	1.9	17.2	Favorable timing of payments
Materials & Supplies	16.8	47.4	Favorable timing of payments	16.8	47.4	Favorable timing of payments

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2021 Adopted
Cash Conversion (Cash Flow Adjustments)
Jan FY21
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Revenue								
Farebox Revenue	\$0.000	(19.818)	(19.818)	-	\$0.000	(19.818)	(19.818)	-
Fare Reimbursement	(7.741)	(7.741)	\$0.000	0.0	(7.741)	(7.741)	\$0.000	0.0
Paratransit Reimbursement	(0.013)	(17.365)	(17.352)	-	(0.013)	(17.365)	(17.352)	-
Other Operating Revenue	(10.525)	(7.676)	\$2.849	27.1	(10.525)	(7.676)	\$2.849	27.1
Other Revenue	(18.279)	(32.782)	(14.503)	(79.3)	(18.279)	(32.782)	(14.503)	(79.3)
Capital and Other Reimbursements	\$0.000	\$15.907	\$15.907	-	\$0.000	\$15.907	\$15.907	-
Total Revenue	(18.279)	(36.693)	(18.413)	(100.7)	(18.279)	(36.693)	(18.413)	(100.7)
Expenses								
Labor :								
Payroll	\$44.603	\$19.509	(25.094)	(56.3)	\$44.603	\$19.509	(25.094)	(56.3)
Overtime	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Total Salaries & Wages	\$44.603	\$19.509	(25.094)	(56.3)	\$44.603	\$19.509	(25.094)	(56.3)
Health and Welfare	\$0.000	(6.600)	(6.600)	-	\$0.000	(6.600)	(6.600)	-
OPEB Current Payment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Pensions	\$0.000	(0.516)	(0.516)	-	\$0.000	(0.516)	(0.516)	-
Other Fringe Benefits	\$23.976	\$23.677	(0.299)	(1.2)	\$23.976	\$23.677	(0.299)	(1.2)
Total Fringe Benefits	\$23.976	\$16.560	(7.416)	(30.9)	\$23.976	\$16.560	(7.416)	(30.9)
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	\$0.000	\$0.000	-
Labor	\$68.579	\$36.069	(32.510)	(47.4)	\$68.579	\$36.069	(32.510)	(47.4)
Non-Labor :								
Electric Power	\$0.000	\$6.003	\$6.003	-	\$0.000	\$6.003	\$6.003	-
Fuel	\$0.000	(3.001)	(3.001)	-	\$0.000	(3.001)	(3.001)	-
Insurance	\$6.896	\$6.469	(0.427)	(6.2)	\$6.896	\$6.469	(0.427)	(6.2)
Claims	\$6.895	\$15.731	\$8.836	128.2	\$6.895	\$15.731	\$8.836	128.2
Paratransit Service Contracts	\$0.000	\$6.511	\$6.511	-	\$0.000	\$6.511	\$6.511	-
Maintenance and Other Operating Contracts	\$0.000	(0.600)	(0.600)	-	\$0.000	(0.600)	(0.600)	-
Professional Service Contracts	\$2.250	\$2.033	(0.217)	(9.6)	\$2.250	\$2.033	(0.217)	(9.6)
Materials & Supplies	(3.458)	\$8.164	\$11.622	336.1	(3.458)	\$8.164	\$11.622	336.1
Other Business Expenses	\$0.000	(0.755)	(0.755)	-	\$0.000	(0.755)	(0.755)	-
Non-Labor	\$12.583	\$40.555	\$27.973	222.3	\$12.583	\$40.555	\$27.973	222.3
Other Expense Adjustments:								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$81.161	\$76.624	(4.537)	(5.6)	\$81.161	\$76.624	(4.537)	(5.6)
Depreciation	\$164.839	\$173.589	\$8.751	5.3	\$164.839	\$173.589	\$8.751	5.3
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	\$0.000	\$0.000	-
Total Expenditures	\$246.000	\$250.214	\$4.214	1.7	\$246.000	\$250.214	\$4.214	1.7
Total Cash Conversion Adjustments	\$227.721	\$213.521	(14.200)	(6.2)	\$227.721	\$213.521	(14.200)	(6.2)

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.

NYCT – Non-Reimbursable Overtime Variance

January 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$532M

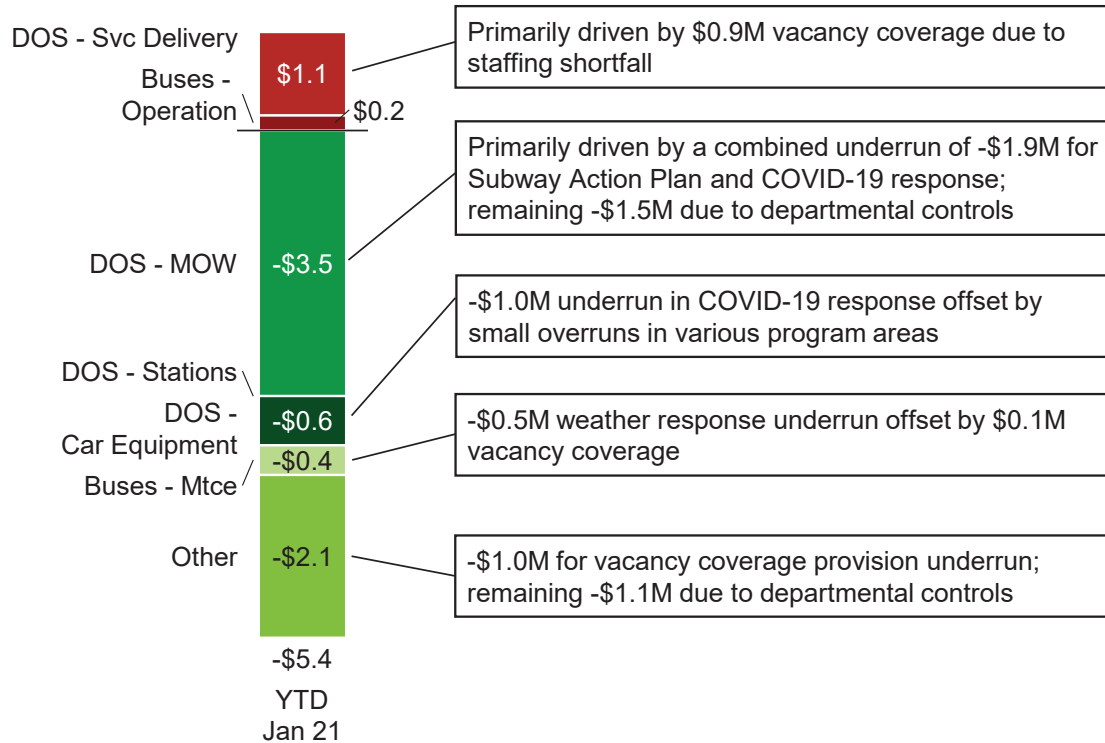


Overview

- Overall increase of \$3.5M or 9% compared to January YTD 2020
- -\$5.4M or 13% below 2021 YTD budget
- Subways -\$3.0M underrun: -\$2.5M for COVID-19 response; \$0.9M for vacancy coverage; remaining underrun due to departmental controls
- Buses -\$0.2M underrun: -\$1.2M for COVID-19 response; \$1.7M for vacancy coverage; -\$0.6M weather underrun

YTD variance by division

\$M



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

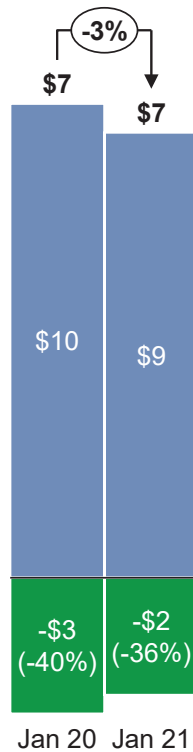
NYCT – Reimbursable Overtime Variance

January 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$125M

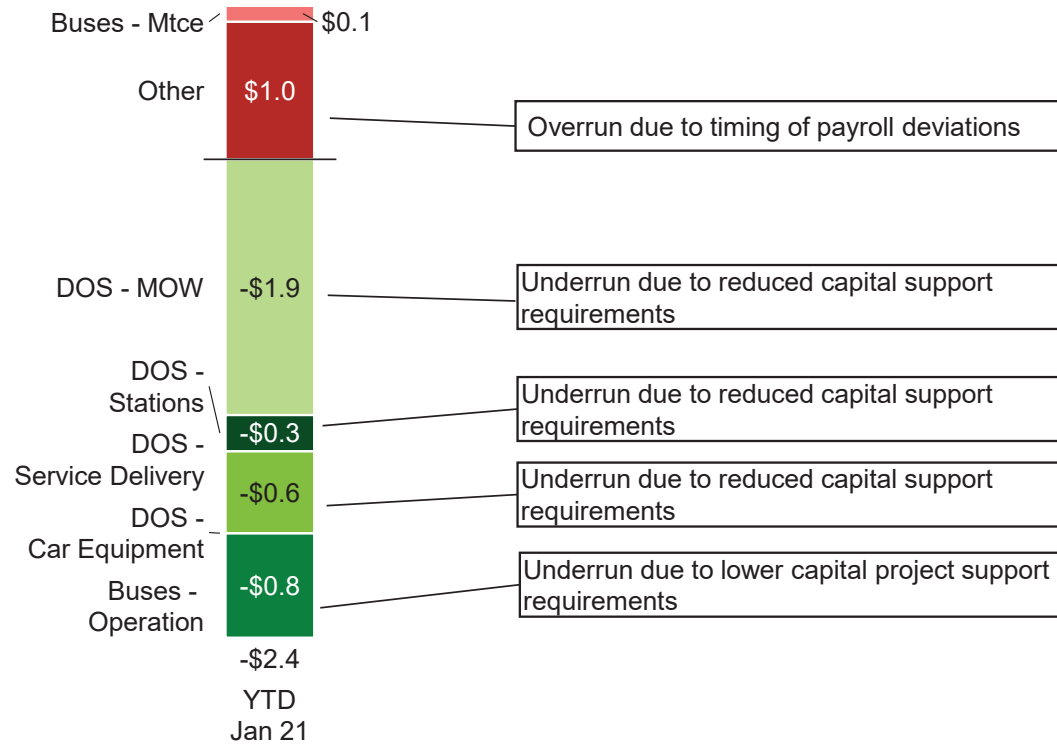


Overview

- Overall decrease of $-\$0.2M$ or 3% compared to January YTD 2020
- $-\$2.4M$ or 36% below 2021 YTD budget
- Subways $-\$2.8M$ underrun due to lower capital support requirements
- Buses $-\$0.7M$ underrun due to lower capital support requirements

YTD variance by division

\$M



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

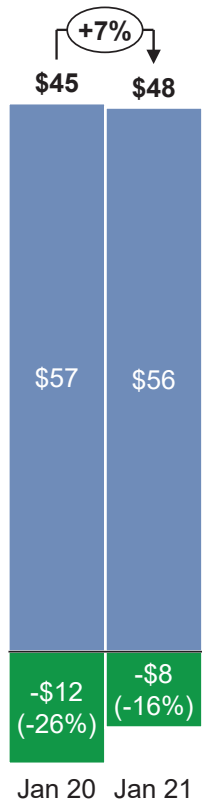
NYCT – Total Overtime Variance

January 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$657M

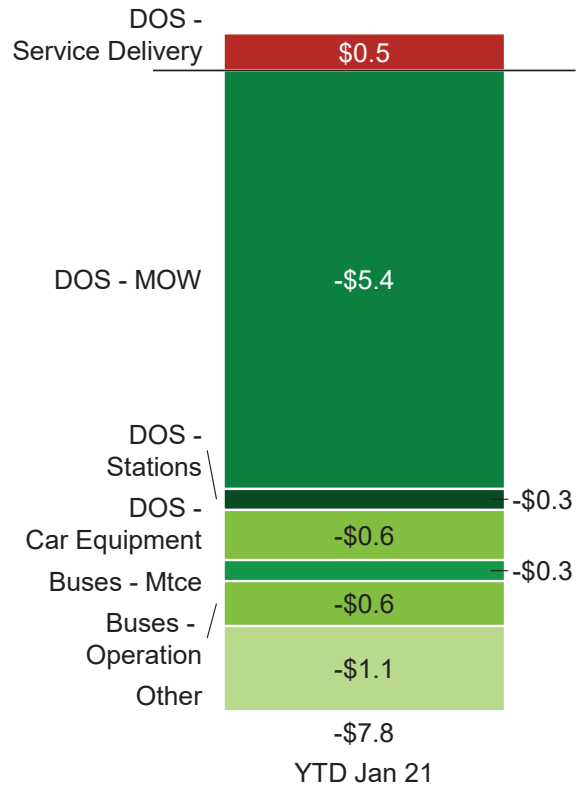


Overview

- Overall increase of \$3M or 7% compared to January YTD 2020
- -\$8M or 16% below 2021 YTD budget

YTD variance by division

\$M



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

MTA NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN 2021
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS
January 2021

	<u>Adopted</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<u>Administration:</u>				
Office of the President	25	21	4	
Law	240	233	7	
Office of the EVP	10	8	2	
Human Resources	196	186	10	
Office of Management and Budget	30	27	3	
Strategy & Customer Experience	180	173	7	
Non-Departmental	-	0	0	
Labor Relations	78	75	3	
Office of People & Business Transformation	14	11	3	
Material	153	201	(48)	
Controller	102	98	4	
Total Administration	1,028	1,033	(5)	
<u>Operations:</u>				
Subways Service Delivery	7,907	7,692	215	
Subways Operations Support/Admin	395	396	(1)	
Subways Stations	2,316	2,350	(34)	
Subtotal Subways	10,618	10,438	180	
Buses	10,782	10,559	223	
Paratransit	183	182	1	
Operations Planning	364	340	24	
Revenue Control	560	559	1	
Non-Departmental	173	-	173	
Total Operations	22,680	22,078	602	
<u>Maintenance:</u>				
Subways Operations Support/Admin	88	78	10	
Subways Engineering	312	312	-	
Subways Car Equipment	4,663	4,669	(6)	
Subways Infrastructure	1,870	1,823	47	
Subways Elevators & Escalators	452	451	1	
Subways Stations	3,324	3,179	145	
Subways Track	3,110	2,805	305	
Subways Power	648	631	17	
Subways Signals	1,704	1,608	96	
Subways Electronic Maintenance	1,555	1,459	96	
Subtotal Subways	17,726	17,015	711	
Buses	3,398	3,312	86	
Supply Logistics	523	526	(3)	
System Safety	85	79	6	
Non-Departmental	(49)	14	(63)	
Total Maintenance	21,683	20,946	737	
<u>Engineering:</u>				
Capital Program Management	1,302	1,142	160	
Total Engineering/Capital	1,302	1,142	160	
<u>Public Safety:</u>				
Security	633	589	44	
Total Public Safety	633	589	44	
Total Positions	47,326	45,788	1,538	
Non-Reimbursable	42,617	41,752	866	
Reimbursable	4,709	4,036	673	
Total Full-Time	47,169	45,666	1,503	
Total Full-Time Equivalents	157	122	35	

MTA NEW YORK TRANSIT
FEBRUARY FINANCIAL PLAN 2021
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
January 2021

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	326	345	(19)	
Professional, Technical, Clerical	670	659	11	
Operational Hourlies	32	29	3	
Total Administration	1,028	1,033	(5)	
<u>Operations:</u>				
Managers/Supervisors	2,791	2,639	152	
Professional, Technical, Clerical	491	494	(3)	
Operational Hourlies	19,398	18,945	453	
Total Operations	22,680	22,078	602	
<u>Maintenance:</u>				
Managers/Supervisors	3,877	3,670	207	
Professional, Technical, Clerical	882	827	55	
Operational Hourlies	16,924	16,449	475	
Total Maintenance	21,683	20,946	737	
<u>Engineering/Capital:</u>				
Managers/Supervisors	353	288	65	
Professional, Technical, Clerical	947	852	95	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,302	1,142	160	
<u>Public Safety:</u>				
Managers/Supervisors	266	241	25	
Professional, Technical, Clerical	32	31	1	
Operational Hourlies	335	317	18	
Total Public Safety	633	589	44	
<u>Total Positions:</u>				
Managers/Supervisors	7,613	7,183	430	
Professional, Technical, Clerical	3,022	2,863	159	
Operational Hourlies	36,691	35,742	949	
Total Positions	47,326	45,788	1,538	

Preliminary January 2021 Report: Staten Island Railway

The purpose of this report is to provide the preliminary January 2021 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

- January 2021 Staten Island Railway ridership of 81,488 was 13,689 rides (20.2 percent) above budget. Average weekday ridership of 3,589 was 12,771 rides (78.1 percent) lower than January 2020.
- Farebox revenue of \$0.13 million was \$0.03 million (29.8 percent) above budget. The overrun was due to higher than expected ridership.
- Operating expenses were below budget by \$0.96 million (17.0 percent).
 - Labor expenses were less than budget by \$0.6 million (14.1 percent).
 - Non-labor expenses were also less than budget by \$0.3 million (29.4 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

January 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

January 2021 Staten Island Railway ridership of 81,488 was 13,689 rides (20.2 percent) above budget. Average weekday ridership of 3,589 was 12,771 rides (78.1 percent) lower than January 2020. Average weekday ridership for the twelve months ending January 2021 was 4,235, which is 11,644 rides (73.3 percent) lower than the twelve months ending January 2020.

Farebox revenue of \$0.13 million was \$0.03 million (29.8 percent) above budget. The overrun was due to higher than expected ridership.

Operating revenue of \$0.26 million was below budget by \$0.05 million (14.7 percent) due to minimal reimbursement for school fares. Year-to-date January results are the same as the month.

Nonreimbursable expenses in January, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were lower than budget by \$0.96 million (17.0 percent).

- Labor expenses underran budget by \$0.64 million (14.1 percent), due primarily to favorable results in salary and wages current expenses of \$0.64 million (24.6 percent), associated with vacancies. Overtime expenses underran by \$0.36 million (119.3 percent), attributable to January snowstorm deferring operating work. Payroll expenses were below budget by \$0.27 million (11.9 percent), due principally to vacancies.
- Non-labor expenses were also below budget by a net \$0.32 million (29.4 percent), including an underrun in maintenance and professional contract expenses of \$0.19 million (80.9 percent), due primarily to the timing of maintenance project requirements.

Year-to-date January expense results are the same as the month results.

Depreciation expenses of \$0.89 million were below forecast by \$0.11 million (10.6 percent). There were no expenses reported for GASB 75 OPEB Expense Adjustments nor GASB 68 Pension Adjustment in the month of January.

The **operating cash deficit** (excluding subsidies) reported in January was \$5.1 million, less than \$0.06 million unfavorable to budget.

MTA STATEN ISLAND RAILWAY
Jan - 2021 Adopted
Accrual Statement of Operations By Category
Month - Jan 2021
(\$ in Millions)

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	Nonreimbursable				Reimbursable				Total			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	\$0.099	\$0.128	\$0.029	29.8	\$0.000	\$0.000	-	-	\$0.099	\$0.128	\$0.029	29.8
Other Revenue	\$0.207	\$0.133	(0.074)	(35.9)	\$0.000	\$0.000	-	-	\$0.207	\$0.133	(0.074)	(35.9)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$0.622	\$0.171	(0.451)	(72.5)	\$0.622	\$0.171	(0.451)	(72.5)
Total Revenue	\$0.306	\$0.261	(0.045)	(14.7)	\$0.622	\$0.171	(0.451)	(72.5)	\$0.928	\$0.432	(0.496)	(53.5)
Expenses												
Labor :												
Payroll	\$2.292	\$2.019	\$0.274	11.9	\$0.323	\$0.032	\$0.291	90.1	\$2.615	\$2.050	\$0.564	21.6
Overtime	\$0.305	(0.059)	\$0.364	119.2	\$0.092	\$0.055	\$0.036	39.9	\$0.397	(0.004)	\$0.401	100.9
Total Salaries & Wages	\$2.598	\$1.960	\$0.638	24.6	\$0.414	\$0.087	\$0.327	79.0	\$3.012	\$2.047	\$0.965	32.0
Health and Welfare	\$0.637	\$0.516	\$0.122	19.1	\$0.000	\$0.000	-	-	\$0.637	\$0.516	\$0.122	19.1
OPEB Current Payment	\$0.234	\$0.219	\$0.015	6.4	\$0.000	\$0.000	\$0.000	-	\$0.234	\$0.219	\$0.015	6.3
Pensions	\$0.724	\$0.985	(0.262)	(36.2)	\$0.000	\$0.000	-	-	\$0.724	\$0.985	(0.262)	(36.2)
Other Fringe Benefits	\$0.341	\$0.216	\$0.125	36.6	\$0.208	\$0.072	\$0.136	65.5	\$0.549	\$0.288	\$0.261	47.5
Total Fringe Benefits	\$1.936	\$1.936	\$0.000	0.0	\$0.208	\$0.072	\$0.136	65.4	\$2.143	\$2.008	\$0.136	6.3
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Labor	\$4.533	\$3.896	\$0.637	14.1	\$0.622	\$0.159	\$0.463	74.5	\$5.155	\$4.055	\$1.100	21.3
Non-Labor :												
Electric Power	\$0.326	\$0.352	(0.027)	(8.3)	\$0.000	\$0.000	-	-	\$0.326	\$0.352	(0.027)	(8.3)
Fuel	\$0.022	\$0.029	(0.007)	(31.3)	\$0.000	\$0.000	-	-	\$0.022	\$0.029	(0.007)	(31.3)
Insurance	\$0.113	\$0.076	\$0.037	32.8	\$0.000	\$0.000	-	-	\$0.113	\$0.076	\$0.037	32.8
Claims	\$0.083	\$0.080	\$0.003	3.3	\$0.000	\$0.000	-	-	\$0.083	\$0.080	\$0.003	3.3
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.178	\$0.054	\$0.124	69.7	\$0.000	\$0.000	-	-	\$0.178	\$0.054	\$0.124	69.7
Professional Service Contracts	\$0.234	\$0.045	\$0.189	80.9	\$0.000	\$0.000	-	-	\$0.234	\$0.045	\$0.189	80.9
Materials & Supplies	\$0.140	\$0.100	\$0.040	28.4	\$0.000	\$0.012	(0.012)	-	\$0.140	\$0.112	\$0.028	19.8
Other Business Expenses	\$0.002	\$0.039	(0.036)	-	\$0.000	\$0.000	-	-	\$0.002	\$0.039	(0.036)	-
Non-Labor	\$1.098	\$0.775	\$0.323	29.4	\$0.000	\$0.012	(0.012)	-	\$1.098	\$0.787	\$0.311	28.3
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	\$5.632	\$4.671	\$0.960	17.0	\$0.622	\$0.171	\$0.451	72.5	\$6.253	\$4.842	\$1.411	22.6
Depreciation	\$1.000	\$0.894	\$0.106	10.6	\$0.000	\$0.000	-	-	\$1.000	\$0.894	\$0.106	10.6
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$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	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$6.632	\$5.565	\$1.066	16.1	\$0.622	\$0.171	\$0.451	72.5	\$7.253	\$5.736	\$1.518	20.9
OPERATING SURPLUS/DEFICIT	(6.326)	(5.304)	\$1.021	16.1	\$0.000	\$0.000	\$0.000	100.0	(6.326)	(5.304)	\$1.021	16.1

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

MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN- 2021 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN JANUARY 2021 RESULTS AND THE FEBRUARY FINANCIAL PLAN
JANUARY 2021
(\$ 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.	0.029	29.8	Higher than expected ridership	0.029	29.8	Higher than expected ridership
Other Revenue	Non Reimb.	(0.074)	(35.9)	Unfavorable due to minimal reimbursement for school fares	(0.074)	(35.9)	Unfavorable due to minimal reimbursement for school fares
Payroll	Non Reimb.	0.274	11.9	Favorable due to vacancies	0.274	11.9	Favorable due to vacancies
Overtime	Non Reimb.	0.364	119.3	Favorable due to January snowstorm deferring operating work	0.364	119.2	Favorable due to January snowstorm deferring operating work
Health and Welfare (including OPEB current payment)	Non Reimb.	0.137	15.7	Favorable rates due to prescription drug contract rebates and vacancy savings	0.137	15.7	Favorable rates due to prescription drug contract rebates and vacancy savings
Pension	Non Reimb.	(0.262)	(36.2)	Unfavorable timing of expenses	(0.262)	(36.2)	Unfavorable timing of expenses
Other Fringe Benefits	Non Reimb.	0.125	36.6	Favorable accrual for Workers Compensation	0.125	36.6	Favorable accrual for Workers Compensation
Reimbursable Overhead	Non Reimb.	0.000	0.0		0.000	0.0	
Electric Power	Non Reimb.	(0.027)	(8.3)	Unfavorable due to increased non-traction power use in facilities recently	(0.027)	(8.3)	Unfavorable due to increased non-traction power use in facilities recently
Maintenance & Other Operating Contracts	Non Reimb.	0.124	69.7	Favorable timing of maintenance work postponed due to COVID-19	0.124	69.7	Favorable timing of maintenance work postponed due to COVID-19
Professional Service Contracts	Non Reimb.	0.189	80.9	Favorable due to the impact of COVID-19 on work tasks and projects	0.189	80.9	Favorable due to the impact of COVID-19 on work tasks and projects
Materials and Supplies	Non Reimb.	0.040	28.4	Favorable due to the impact of COVID-19 on work tasks and projects	0.040	28.4	Favorable due to the impact of COVID-19 on work tasks and projects
Payroll	Reimb.	0.291	90.1	Favorable due to constrained project work caused by COVID-19	0.291	90.1	Favorable due to constrained project work caused by COVID-19
Overtime	Reimb.	0.036	39.9	Favorable due to less backfill of vacancies since the pandemic began	0.036	39.9	Favorable due to less backfill of vacancies since the pandemic began
Materials and Supplies	Reimb.	(0.012)	0.0	Draw down of project materials	(0.012)	0.0	Draw down of project materials

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2021 Adopted
Cash Receipts and Expenditures
Jan FY21
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Receipts								
Farebox Revenue	\$0.099	\$0.123	\$0.024	24.2	\$0.099	\$0.123	\$0.024	24.2
Other Revenue	\$0.072	\$0.103	\$0.032	44.0	\$0.072	\$0.103	\$0.032	44.0
Capital and Other Reimbursements	\$0.622	\$0.278	(0.344)	(55.3)	\$0.622	\$0.278	(0.344)	(55.3)
Total Revenue	\$0.792	\$0.504	(0.288)	(36.4)	\$0.792	\$0.504	(0.288)	(36.4)
Expenditures								
Labor :								
Payroll	\$2.366	\$2.069	\$0.297	12.5	\$2.366	\$2.069	\$0.297	12.5
Overtime	\$0.397	\$0.000	\$0.397	-	\$0.397	\$0.000	\$0.397	-
Total Salaries & Wages	\$2.763	-	\$0.694	25.1	\$2.763	-	\$0.694	25.1
Health and Welfare	\$0.637	\$1.156	(0.518)	(81.3)	\$0.637	\$1.156	(0.518)	(81.3)
OPEB Current Payment	\$0.234	\$0.110	\$0.123	52.7	\$0.234	\$0.110	\$0.123	52.7
Pensions	\$0.724	\$0.985	(0.262)	(36.2)	\$0.724	\$0.985	(0.262)	(36.2)
Other Fringe Benefits	\$0.380	\$0.322	\$0.058	15.3	\$0.380	\$0.322	\$0.058	15.3
Total Fringe Benefits	\$1.975	\$2.573	(0.598)	(30.3)	\$1.975	\$2.573	(0.598)	(30.3)
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	\$4.737	\$4.642	\$0.095	2.0	\$4.737	\$4.642	\$0.095	2.0
Non-Labor :								
Electric Power	\$0.326	\$0.352	(0.027)	(8.2)	\$0.326	\$0.352	(0.027)	(8.2)
Fuel	\$0.023	\$0.035	(0.012)	(55.0)	\$0.023	\$0.035	(0.012)	(55.0)
Insurance	\$0.113	\$0.024	\$0.089	78.9	\$0.113	\$0.024	\$0.089	78.9
Claims	\$0.041	\$0.000	\$0.041	-	\$0.041	\$0.000	\$0.041	-
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.178	\$0.062	\$0.116	65.3	\$0.178	\$0.062	\$0.116	65.3
Professional Service Contracts	\$0.234	\$0.070	\$0.164	70.0	\$0.234	\$0.070	\$0.164	70.0
Materials & Supplies	\$0.140	\$0.343	(0.202)	-	\$0.140	\$0.343	(0.202)	-
Other Business Expenses	\$0.002	\$0.042	(0.039)	-	\$0.002	\$0.042	(0.039)	-
Non-Labor	\$1.057	\$0.927	\$0.129	12.2	\$1.057	\$0.927	\$0.129	12.2
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	\$5.794	\$5.570	\$0.224	3.9	\$5.794	\$5.570	\$0.224	3.9
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	\$0.000	\$0.000	-
Total Expenditures	\$5.794	\$5.570	\$0.224	3.9	\$5.794	\$5.570	\$0.224	3.9
Net Surplus/(Deficit)	(5.002)	(5.066)	(0.064)	(1.3)	(5.002)	(5.066)	(0.064)	(1.3)

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN- 2021 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN JANUARY 2021 RESULTS AND THE FEBRUARY FINANCIAL PLAN
JANUARY 2021
(\$ in millions)

Operating Receipts or Disbursements	MONTH			YEAR TO DATE		
	Favorable/ (Unfavorable) Variance		Reason for Variance	Favorable/ (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Receipts	0.024	24.2	Primarily due to receipts timing	0.024	24.2	Primarily due to receipts timing
Other Revenue	0.032	44.0	Primarily due to receipt timing lag of fare reimbursement	0.032	44.0	Primarily due to receipt timing lag of fare reimbursement
Capital and Other Reimbursements	(0.344)	(55.3)	Timing of reimbursements	(0.344)	(55.3)	Timing of reimbursements
Payroll	0.297	12.5	Timing of payments	0.297	12.5	Timing of payments
Overtime	0.397	100.0	Timing of payments	0.397	100.0	Timing of payments
Health and Welfare (including OPEB current payment)	(0.395)	(45.4)	Timing of payments	(0.395)	(45.4)	Timing of payments
Other Fringe Benefits	0.058	15.3	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies	0.058	15.3	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies
Electric Power	(0.027)	(8.2)	Favorable mainly due to less than expected non-traction power usage in facilities	(0.027)	(8.2)	Favorable mainly due to less than expected non-traction power usage in facilities
Maintenance Contracts	0.116	65.3	Favorable timing of maintenance work postponed due to COVID-19	0.116	65.3	Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	0.164	70.0	Timing of contract payments	0.164	70.0	Timing of contract payments
Materials & Supplies	(0.202)	(144.3)	Timing of payments	(0.202)	(144.3)	Timing of payments

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2021 Adopted
Cash Conversion (Cash Flow Adjustments)
Jan FY21
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Revenue								
Farebox Revenue	\$0.000	(0.006)	(0.006)	-	\$0.000	(0.006)	(0.006)	-
Other Revenue	(0.135)	(0.029)	\$0.106	78.3	(0.135)	(0.029)	\$0.106	78.3
Capital and Other Reimbursements	\$0.000	\$0.107	\$0.107	-	\$0.000	\$0.107	\$0.107	-
Total Revenue	(0.135)	\$0.072	\$0.208	-	(0.135)	\$0.072	\$0.208	-
Expenses								
Labor :								
Payroll	\$0.249	(0.019)	(0.268)	-	\$0.249	(0.019)	(0.268)	-
Overtime	\$0.000	(0.004)	(0.004)	-	\$0.000	(0.004)	(0.004)	-
Total Salaries & Wages	\$0.249	(0.023)	(0.272)	-	-	(0.023)	(0.272)	-
Health and Welfare	\$0.000	(0.640)	(0.640)	-	\$0.000	(0.640)	(0.640)	-
OPEB Current Payment	\$0.000	\$0.108	\$0.108	-	\$0.000	\$0.108	\$0.108	-
Pensions	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Other Fringe Benefits	\$0.169	(0.034)	(0.203)	-	\$0.169	(0.034)	(0.203)	-
Total Fringe Benefits	\$0.169	(0.566)	(0.734)	-	\$0.169	(0.566)	(0.734)	-
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	\$0.000	\$0.000	-
Labor	\$0.418	(0.588)	(1.005)	-	\$0.418	(0.588)	(1.005)	-
Non-Labor :								
Electric Power	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Fuel	\$0.000	(0.005)	(0.005)	-	\$0.000	(0.005)	(0.005)	-
Insurance	\$0.000	\$0.052	\$0.052	-	\$0.000	\$0.052	\$0.052	-
Claims	\$0.042	\$0.080	\$0.038	92.0	\$0.042	\$0.080	\$0.038	92.0
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.000	(0.008)	(0.008)	-	\$0.000	(0.008)	(0.008)	-
Professional Service Contracts	\$0.000	(0.026)	(0.026)	-	\$0.000	(0.026)	(0.026)	-
Materials & Supplies	\$0.000	(0.230)	(0.230)	-	\$0.000	(0.230)	(0.230)	-
Other Business Expenses	\$0.000	(0.003)	(0.003)	-	\$0.000	(0.003)	(0.003)	-
Non-Labor	\$0.042	(0.140)	(0.182)	-	\$0.042	(0.140)	(0.182)	-
Other Expense Adjustments:								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$0.459	(0.728)	(1.187)	-	\$0.459	(0.728)	(1.187)	-
Depreciation	\$1.000	\$0.894	(0.106)	(10.6)	\$1.000	\$0.894	(0.106)	(10.6)
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	\$0.000	\$0.000	-
Total Expenditures	\$1.459	\$0.166	(1.293)	(88.6)	\$1.459	\$0.166	(1.293)	(88.6)
Total Cash Conversion Adjustments	\$1.324	\$0.239	(1.085)	(82.0)	\$1.324	\$0.239	(1.085)	(82.0)

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.

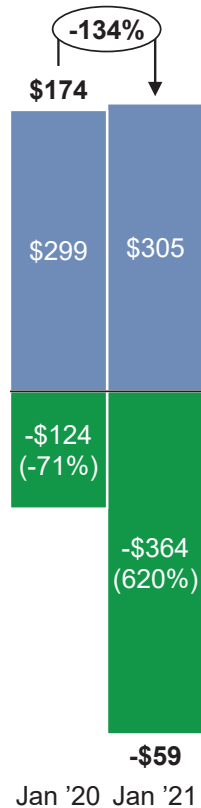
SIRTOA – Non-Reimbursable Overtime Variance

January 2021 and YTD adopted vs. variance

\$K

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget
Adopted: \$2,415

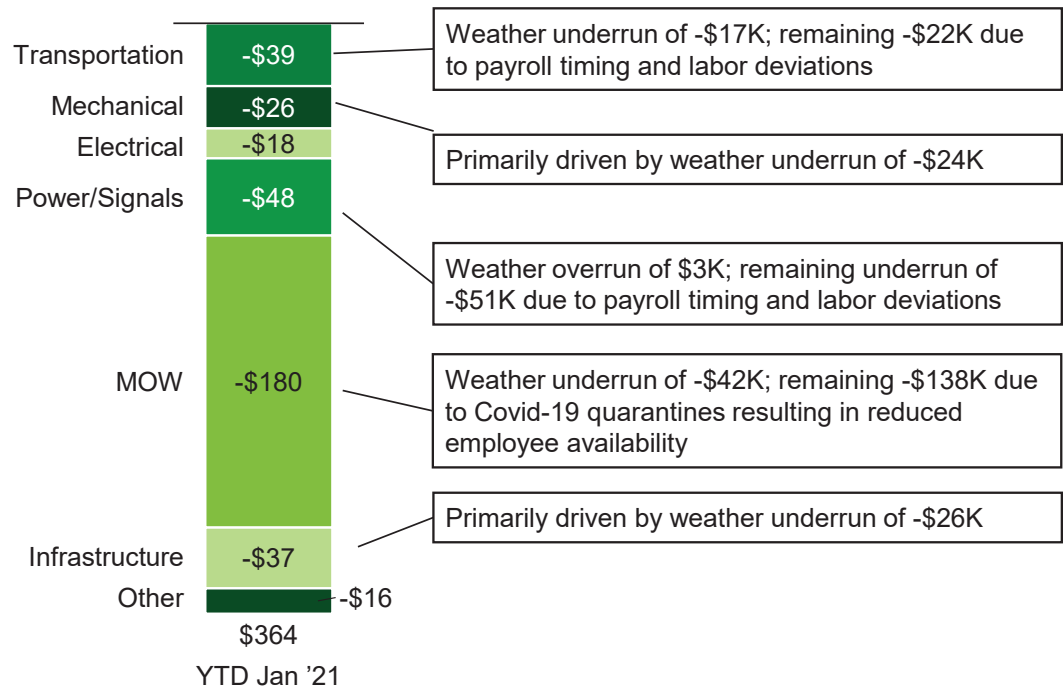


Overview

- Overall decrease of -\$233K or 134% compared to January YTD 2020
- \$364K or 620% below 2021 YTD budget
- Maintenance -\$325K underrun: -\$98K weather underrun; remaining -\$212K underrun due to payroll timing, employee availability, and labor deviations
- Service -\$39K underrun: -\$17K weather underrun; remaining -\$22K underrun due to payroll timing and labor deviations

YTD variance by division

\$K



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

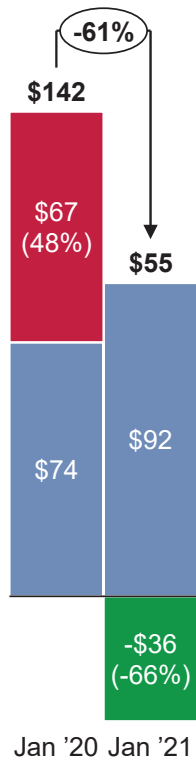
SIRTOA – Reimbursable Overtime Variance

January 2021 and YTD adopted vs. variance

\$K

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget
Adopted: \$1,110K

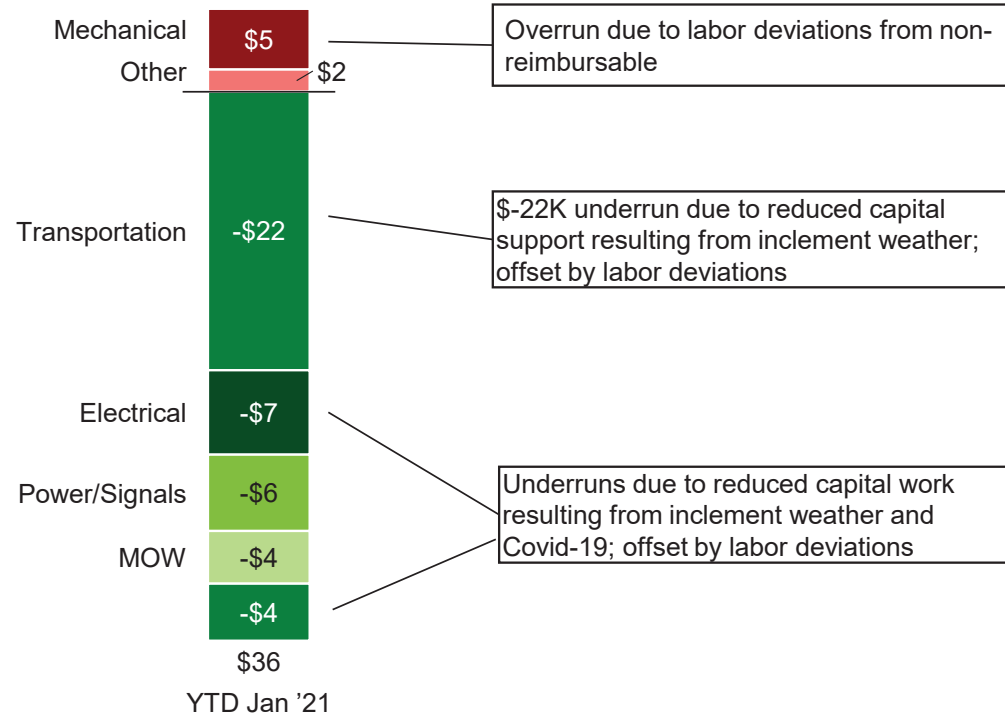


Overview

- Overall decrease of -\$87K or 61% compared to January YTD 2020
- -\$36K or 66% below 2021 YTD budget
- Maintenance -\$15K underrun: due to reduced capital work resulting from inclement weather and Covid-19 response offset by labor deviations
- Service -\$21K underrun: due to reduced capital support resulting from inclement weather, offset by labor deviations

YTD variance by division

\$K



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

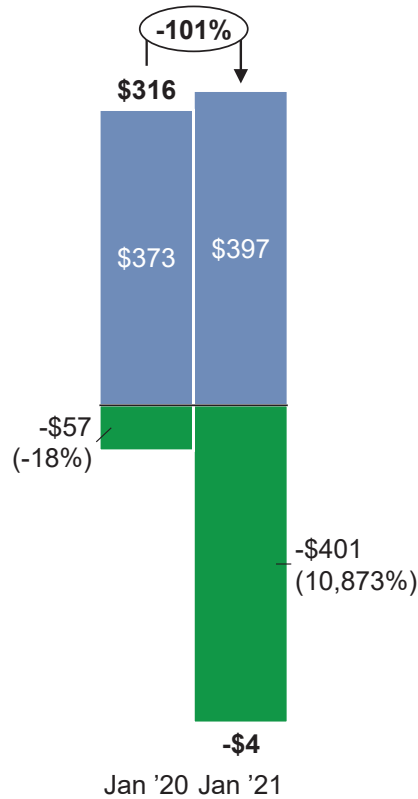
SIRTOA – Total Overtime Variance

January 2021 and YTD adopted vs. variance

\$K

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget
Adopted: \$3,526K

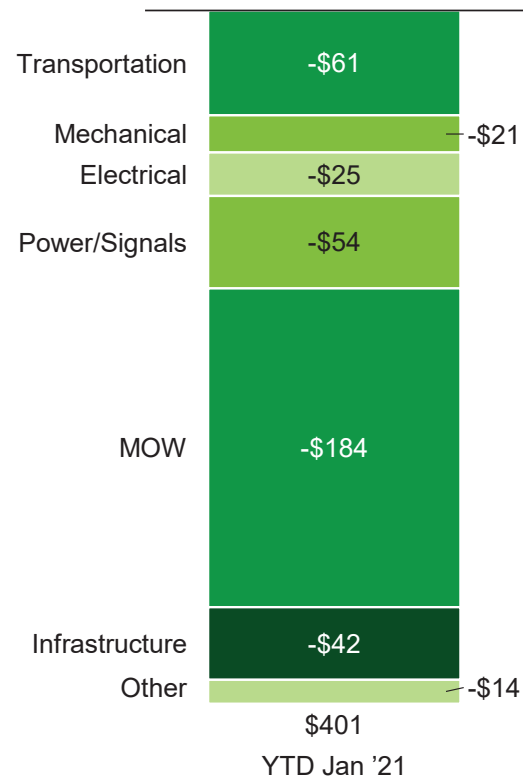


Overview

- Overall decrease of \$320K or 101% compared to January YTD 2020
- \$401K below 2020 YTD budget

YTD variance by division

\$K



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

**MTA Staten Island Railway
February Financial Plan
Total Full-Time Positions and Full-Time Equivalents
Jan 2021**

	Adopted	Actual	Favorable/ (Unfavorable)
Administration			
SIR Executive	6	6	0
SIR General Office	13	10	3
SIR Purchasing Stores	4	3	1
Total Administration	23	19	4
Operations			
SIR Transportation	152	132	20
Total Operations	152	132	20
Maintenance			
SIR Mechanical	53	53	0
SIR Electronics Electrical	18	18	0
SIR Power Signals	32	30	2
SIR Maintenance of Way	89	74	15
SIR Infrastructure	16	16	0
Total Maintenance	208	191	17
Engineering/Capital			
SIR Reimbursable Program Support	6	2	4
Total Engineering/Capital	6	2	4
Total Positions	389	344	45
Non-Reimbursable	336	329	7
Reimbursable	53	15	38
Total Full-Time	389	344	45
Total Full-Time-Equivalents	0	0	0

MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
Jan 2021

FUNCTION/OCCUPATION	Bud	Actual	Favorable/ (Unfavorable)
<u>Administration</u>			
Managers/Supervisors	13	10	3
Professional/Technical/Clerical	6	7	(1)
Operational Hourlies	4	2	2
Total Administration	23	19	4
<u>Operations</u>			
Managers/Supervisors	26	23	3
Professional/Technical/Clerical	6	4	2
Operational Hourlies	120	105	15
Total Operations	152	132	20
<u>Maintenance</u>			
Managers/Supervisors	25	24	1
Professional/Technical/Clerical	6	7	(1)
Operational Hourlies	177	160	17
Total Maintenance	208	191	17
<u>Engineering/Capital</u>			
Managers/Supervisors	4	2	2
Professional/Technical/Clerical	2	0	2
Operational Hourlies	0	0	-
Total Engineering/Capital	6	2	4
<u>Total Positions</u>			
Managers/Supervisors	68	59	9
Professional/Technical/Clerical	20	18	2
Operational Hourlies	301	267	34
Total Positions	389	344	45

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2021 Adopted
Ridership (Utilization) Actual to Budget
Jan FY21
 (# in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Ridership								
Ridership - Subway	0.068	0.081	0.014	20.2	0.068	0.081	0.014	20.2
Total Ridership	0.068	0.081	0.014	20.2	0.068	0.081	0.014	20.2
FareBox Revenue								
Farebox Revenue	\$0.099	\$0.128	\$0.029	29.8	\$0.099	\$0.128	\$0.029	29.8
Total Farebox Revenue	\$0.099	\$0.128	\$0.029	29.8	\$0.099	\$0.128	\$0.029	29.8

Note: Totals may not add due to rounding

Preliminary January 2021 Report: Bus Company

The purpose of this report is to provide the preliminary January 2021 financial results on an accrual basis. The accrual basis is presented on a non-reimbursable account basis. These results are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

January 2021 Bus Company ridership of 4.5 million was 2.8 million (154.6 percent) above budget.

- Farebox revenue of \$8.4 million was \$5.1 million (155.7 percent) above budget.
- Total expenses of \$70.7 million were \$20.0 million (22.0 percent) below budget.
 - Labor expenses were lower than budget by \$2.8 million (5.0 percent), including an overrun in Payroll expenses of \$2.1 million (8.6 percent). Overtime expenses were lower than budget by \$2.3 million (26.8 percent). Health and Welfare (including OPEB) expenses were lower than budget by \$1.1 million (10.3 percent). Pensions were lower than budget by \$0.9 million (16.1 percent). Other Fringe Benefits were lower than budget by \$0.7 million (11.6 percent).
 - Non-labor expenses were less than budget by \$7.5 million (35.3 percent). Professional Service Contracts were lower than budget by \$1.7 million (49.6 percent). Maintenance and Other Operating Contracts expenses were lower than budget by \$1.8 million (45.0 percent). Materials and Supplies expenses were favorable by \$1.6 million (32.7 percent). Other Business expenses were less than budget by \$0.2 million (46.8 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
January 2021

(All data are preliminary and subject to audit)

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

Total Revenue was \$9.1 million in January, \$4.1 million (80.5 percent) greater than budget, mainly due to higher Farebox Revenue. Farebox Revenue was favorable by \$5.1 million (155.7 percent) primarily due to higher ridership. Other Operating Revenue was unfavorable by \$1.1 million (61.2 percent) due to lower student and senior reimbursement and lower recoveries from other insurance.

Total MTA Bus ridership in January 2021 was 4.5 million or 2.8 million (154.6 percent) above budget. January 2021 average weekday ridership was 175,614, a decrease of 53.3 percent (200,183 riders) from January 2020. Average weekday ridership for the twelve months ending January 2021 was 129,372, a decrease of 66.7 percent (259,056 riders) from the twelve months ending January 2020

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$66.5 million in January, \$10.3 million (13.4 percent) favorable to budget.

- Labor expenses were lower than budget by \$2.8 million (5.0 percent), including an overrun in Payroll expenses of \$2.1 million (8.6 percent), primarily due to vacation cash out, higher sick and personal time, retro payment and lower attrition. Overtime expenses were lower than budget by \$2.3 million (26.8 percent), due to less schedule service operated, less traffic due to Covid-19 and favorable Programmatic Maintenance and COVID-19 bus disinfections partially offset by vacancy/absentee coverage. Health and Welfare (including OPEB) expenses were lower than budget by \$1.1 million (10.3 percent), primarily due to lower medical & hospitalization and OPEB, partially offset by higher prescription coverage expenses and life insurance cost. Pensions were lower budget by \$0.9 million (16.1 percent), due to timing of expenses. Other Fringe Benefits were lower than budget by \$0.7 million (11.6 percent), mainly due to Worker Compensation expenses.
- Non-labor expenses were less than budget by \$7.6 million (35.3 percent). Professional Service Contracts were lower than budget by \$1.7 million (49.6 percent), due to timing of interagency billing, Bus Technology and service contracts. Maintenance and Other Operating Contracts expenses were lower than budget by \$1.8 million (45.0 percent), mainly due the timing of facility maintenance, security, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses. Materials and Supplies expenses were favorable by \$1.6 million (32.7 percent), mainly due to lower usage of general maintenance material as well as timing of radio equipment and COVID-19 expenses. Other Business expenses were less than budget by \$0.2 million (46.8 percent), due to Favorable Print and Stationery Supplies, the timing of Automatic Fare Collection (AFC) fees, Mobility tax and Other Misc. expenses.

Depreciation expenses of \$4.2 million were favorable to budget by \$0.3 million (6.0 percent). No expenses or credits were recorded in January regarding GASB 68 Pension Adjustment, and GASB 75 OPEB Expense adjustment.

The **operating cash deficit** (excluding subsidies) was \$62.2 million, \$2.6 million (4.1 percent) favorable to the budget.

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
ACCRAUAL STATEMENT of OPERATIONS by CATEGORY
January 2021
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
			(Unfavorable)				(Unfavorable)				(Unfavorable)	
Revenue												
Farebox Revenue	3.294	\$8.423	\$5.129	*	\$0.000	\$0.000	\$0.000	-	\$3.294	\$8.423	\$5.129	*
Other Operating Income	1.748	\$0.678	(1.070)	(61.2)	-	-	-	-	1.748	0.678	(1.070)	(61.2)
Capital and Other Reimbursements	-	-	-	-	0.466	0.450	(0.015)	(3.1)	0.466	0.450	(0.015)	(3.1)
Total Revenue	\$5.043	\$9.101	\$4.058	80.5	\$0.466	\$0.450	(\$0.015)		\$5.508	\$9.551	\$4.043	73.4
Expenses												
<i>Labor:</i>												
Payroll	\$24.931	\$27.075	(\$2.144)	(8.6)	\$0.184	\$0.281	(\$0.097)	(52.7)	\$25.115	\$27.356	(\$2.241)	(8.9)
Overtime	8.666	6.341	2.325	26.8	-	-	-	-	8.666	6.341	2.325	26.8
Health and Welfare	8.165	7.330	0.835	10.2	0.113	-	0.113	100.0	8.279	7.330	0.949	11.5
OPEB Current Payment	2.124	1.901	0.223	10.5	-	-	-	-	2.125	1.901	0.223	10.5
Pensions	5.357	4.495	0.862	16.1	-	-	-	-	5.357	4.495	0.862	16.1
Other Fringe Benefits	6.228	5.503	0.725	11.6	-	-	-	-	6.228	5.503	0.725	11.6
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.075)	-	(0.075)	(100.0)	0.075	0.169	(0.095)	*	0.000	0.169	(0.169)	*
Total Labor Expenses	\$55.397	\$52.644	\$2.752	5.0	\$0.372	\$0.450	(\$0.079)	(21.2)	\$55.769	\$53.094	\$2.674	4.8
<i>Non-Labor:</i>												
Electric Power	\$0.138	\$0.170	(\$0.032)	(22.8)	\$0.000	\$0.000	\$0.000	-	\$0.138	\$0.170	(\$0.032)	(22.8)
Fuel	1.647	1.283	0.363	22.0	-	-	-	-	1.647	1.283	0.363	22.0
Insurance	0.580	0.427	0.153	26.4	-	-	-	-	0.580	0.427	0.153	26.4
Claims	6.278	4.500	1.778	28.3	-	-	-	-	6.278	4.500	1.778	28.3
Maintenance and Other Operations	3.979	2.190	1.789	45.0	0.020	-	0.020	100.0	3.999	2.190	1.809	45.2
Professional Service Contracts	3.413	1.721	1.692	49.6	-	-	-	-	3.413	1.721	1.692	49.6
Materials & Supplies	4.957	3.336	1.621	32.7	0.073	-	0.073	100.0	5.031	3.336	1.695	33.7
Other Business Expense	0.382	0.203	0.179	46.8	-	-	-	-	0.382	0.203	0.179	46.8
Total Non-Labor Expenses	\$21.374	\$13.831	\$7.543	35.3	\$0.094	\$0.000	\$0.094	100.0	\$21.468	\$13.831	\$7.637	35.6
Total Expenses before Non-C	\$76.771	\$66.474	\$10.297	13.4	\$0.466	\$0.450	\$0.015	3.1	\$77.236	\$66.925	\$10.309	13.3
Depreciation	\$4.519	\$4.247	\$0.272	6.0	\$0.000	\$0.000	\$0.000	-	\$4.519	\$4.247	\$0.272	6.0
GASB 75 OPEB Expense Adjustments	5.767	-	5.767	100.0	\$0.000	\$0.000	\$0.000	-	\$5.767	-	\$5.767	100.0
GASB 68 Pension Adjustment	3.630	-	3.630	100.0	-	-	-	-	3.630	-	3.630	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$90.687	\$70.721	\$19.966	22.0	\$0.466	\$0.450	\$0.016	3.4	\$91.152	\$71.171	\$19.978	21.9
Net Surplus/(Deficit)	(\$85.644)	(\$61.620)	\$24.024	28.1	\$0.000	\$0.000	(\$0.000)	-	(\$85.644)	(\$61.620)	\$24.021	28.0

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

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
January 2021 Year-To-Date
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	Adopted Budget	Actual	(Unfavorable)		Adopted Budget	Actual	(Unfavorable)		Adopted Budget	Actual	(Unfavorable)	
Variance			Percent	Variance			Percent	Variance			Percent	
Revenue												
Farebox Revenue	3.294	\$8.423	\$5.129	*	\$0.000	\$0.000	\$0.000	-	\$3.294	\$8.423	\$5.129	*
Other Operating Income	1.748	0.678	(1.070)	(61.2)	-	-	-	-	1.748	0.678	(1.070)	(61.2)
Capital and Other Reimbur	-	-	-	-	0.466	0.450	(0.015)	(3.1)	0.466	0.450	(0.015)	(3.1)
Total Revenue	\$5.043	\$9.101	\$4.058	80.5	\$0.466	\$0.450	(\$0.015)	(3.1)	\$5.508	\$9.551	\$4.043	73.4
Expenses												
<i>Labor:</i>												
Payroll	\$24.931	\$27.075	(2.144)	(8.6)	\$0.184	\$0.281	(\$0.097)	(52.7)	\$25.115	\$27.356	(\$2.241)	(8.9)
Overtime	8.666	6.341	2.325	26.8	-	-	-	-	8.666	6.341	2.325	26.8
Health and Welfare	8.165	7.330	0.835	10.2	0.113	-	0.113	100.0	8.279	7.330	0.949	11.5
OPEB Current Payment	2.124	1.901	0.223	10.5	-	-	-	-	2.124	1.901	0.223	10.5
Pensions	5.357	4.495	0.862	16.1	-	-	-	-	5.357	4.495	0.862	16.1
Other Fringe Benefits	6.228	5.503	0.725	11.6	-	-	-	-	6.228	5.503	0.725	11.6
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.075)	-	(0.075)	(100.0)	0.075	0.169	(0.095)	*	(0.000)	0.169	(0.169)	*
Total Labor Expenses	\$55.396	\$52.644	\$2.752	5.0	\$0.372	\$0.450	(\$0.079)	(21.2)	\$55.769	\$53.094	\$2.674	4.8
<i>Non-Labor:</i>												
Electric Power	\$0.138	\$0.170	(\$0.032)	(22.8)	\$0.000	\$0.000	\$0.000	-	\$0.138	\$0.170	(\$0.032)	(22.8)
Fuel	1.647	1.283	0.363	22.0	-	-	-	-	1.647	1.283	0.363	22.0
Insurance	0.580	0.427	0.153	26.4	-	-	-	-	0.580	0.427	0.153	26.4
Claims	6.278	4.500	1.778	28.3	-	-	-	-	6.278	4.500	1.778	28.3
Maintenance and Other Op	3.979	2.190	1.789	45.0	0.020	-	0.020	100.0	3.999	2.190	1.809	45.2
Professional Service Contr	3.413	1.721	1.692	49.6	-	-	-	-	3.413	1.721	1.692	49.6
Materials & Supplies	4.957	3.336	1.621	32.7	0.073	-	0.073	100.0	5.031	3.336	1.695	33.7
Other Business Expense	0.382	0.203	0.179	46.8	-	-	-	-	0.382	0.203	0.179	46.8
Total Non-Labor Expense	\$21.374	\$13.831	\$7.543	35.3	\$0.094	\$0.000	\$0.094	100.0	\$21.468	\$13.831	\$7.637	35.6
Total Expenses before No	\$76.771	\$66.474	\$10.297	13.4	\$0.466	\$0.450	\$0.015	3.1	\$77.236	\$66.925	\$10.309	13.3
Depreciation	\$4.519	4.247	\$0.272	6.0	\$0.000	\$0.000	\$0.000	-	\$4.519	\$4.247	\$0.272	6.0
GASB 75 OPEB Expense /	\$5.767	\$0.000	\$5.767	100.0	\$0.000	\$0.000	\$0.000	-	5.767	-	5.767	100.0
GASB 68 Pension Adjustm	3.630	-	3.630	100.0	-	-	-	-	3.630	-	3.630	100.0
Environmental Remediatio	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$90.687	\$70.721	\$19.966	22.0	\$0.466	\$0.450	\$0.016	3.4	\$91.152	\$71.171	\$19.978	21.9
Net Surplus/(Deficit)	(\$85.644)	(\$61.620)	\$24.024	28.1	\$0.000	\$0.000	(\$0.000)	-	(\$85.644)	(\$61.620)	\$24.021	28.0

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

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reims	January 2021			Year-To-Date			
		Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance	
		\$	%		\$	%		
Farebox Revenue	NR	\$ 5.129	*	Primarily higher ridership	\$ 5.129	*		
Other Operating Revenue	NR	\$ (1.070)	(61.2)	Lower Student and Senior fare reimbursement due to COVID-19 as well as lower recoveries from Other Insurance	\$ (1.070)	(61.2)		
Capital and Other Reimbursements	R	\$ (0.015)	*	(a)	\$ (0.015)	(3.1)		
Total Revenue Variance		\$ 4.044	73.4		\$ 4.044	73.4		
Payroll	NR	\$ (2.144)	(8.6)	Primarily due to higher vacation payment, higher cash out of sick and personal time, retro payment and lower attrition	\$ (2.144)	(8.6)		
Overtime	NR	\$ 2.325	26.8	Primarily lower unscheduled overtime, COVID-related cleaning, and fewer weather events than budgeted, partially offset by lower availability.	\$ 2.325	26.8		
Health and Welfare (including OPEB)	NR	\$ 1.059	10.3	Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses and life insurance cost.	\$ 1.059	10.3		
Pension	NR	\$ 0.862	16.1	Timing of expenses	\$ 0.862	16.1		
Other Fringe Benefits	NR	\$ 0.725	11.6	Timing of interagency billing and Worker's Compensation expenses.	\$ 0.725	11.6		
Reimbursable Overhead	NR	\$ (0.075)	(100.0)	(a)	\$ (0.075)	(100.0)		
Electric Power	NR	\$ (0.032)	(22.8)	(a)	\$ (0.032)	(22.8)		
Fuel	NR	\$ 0.363	22.0	Mainly due to lower fuel consumption partially offset by higher diesel costs	\$ 0.363	22.0		
Insurance	NR	\$ 0.153	26.4	Timing of expenses	\$ 0.153	26.4		
Claims	NR	\$ 1.778	28.3	Timing of expenses	\$ 1.778	28.3	SAME AS MONTH	
Maintenance and Other Operating Contracts	NR	\$ 1.789	45.0	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses	\$ 1.789	45.0		
Professional Service Contracts	NR	\$ 1.692	49.6	Timing of interagency billing, Bus Technology, and service contracts	\$ 1.692	49.6		
Materials & Supplies	NR	\$ 1.621	32.7	Mainly due to lower usage of general maintenance material as well as timing of radio equipment and COVID-19 expenses	\$ 1.621	32.7		
Other Business Expense	NR	\$ 0.179	46.8	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses	\$ 0.179	46.8		
Depreciation	NR	\$ 0.272	6.0	Timing of asset replacement	\$ 0.272	6.0		
Other Post Employment Benefits	NR	\$ 5.767	100.0	(a)	\$ 5.767	100.0		
GASB 68 Pension Adjustment	NR	\$ 3.630	100.0	(a)	\$ 3.630	100.0		
Environmental Remediation	NR	\$ -	-		\$ -	-		
Payroll	R	\$ (0.097)	(52.7)	(a)	\$ (0.097)	(52.7)		
Overtime	R	\$ -	*	(a)	\$ -	*		
Health and Welfare	R	\$ 0.113	100.0	} Timing of charges	\$ 0.113	100.0		
Pension	R	\$ -	-			\$ -	-	
Other Fringe Benefits	R	\$ -	-			\$ -	-	
Reimbursable Overhead	R	\$ (0.095)	*			\$ (0.095)	*	
Professional Service Contracts	R	\$ -	-		(a)	\$ -	-	
Maintenance and Other Operating	R	\$ 0.020	*	(a)	\$ 0.020	*		
Materials & Supplies	R	\$ 0.073	*	(a)	\$ 0.073	*		
Total Expense Variance		\$ 19.978	21.9		\$ 19.978	21.9		
Net Variance		\$ 24.022	28.0		\$ 24.022	28.0		

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
CASH RECEIPTS AND EXPENDITURES

(\$ in millions)

	January 2021				Year-To-Date			
	Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<u>Receipts</u>								
Farebox Revenue	\$3.294	\$ 7.654	\$4.360	*	\$3.294	\$ 7.654	\$4.360	*
Other Operating Revenue	1.766	0.535	(1.231)	(69.7)	1.766	0.535	(1.231)	(69.7)
Capital and Other Reimburs	0.917	0.684	(0.234)	(25.5)	0.917	0.684	(0.234)	(25.5)
Total Receipts	\$5.977	\$8.873	\$2.895	48.4	\$5.977	\$8.873	\$2.895	48.4
<u>Expenditures</u>								
<i>Labor:</i>								
Payroll	\$24.203	\$24.684	(\$0.480)	(2.0)	\$24.203	\$24.684	(\$0.480)	(2.0)
Overtime	7.677	6.341	1.336	17.4	7.677	6.341	1.336	17.4
Health and Welfare	8.362	14.352	(5.990)	(71.6)	8.362	14.352	(5.990)	(71.6)
OPEB Current Payment	2.146	1.901	0.245	11.4	2.146	1.901	0.245	11.4
Pensions	5.397	4.495	0.902	16.7	5.397	4.495	0.902	16.7
Other Fringe Benefits	4.640	3.125	1.514	32.6	4.640	3.125	1.514	32.6
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	-	-	-
Total Labor Expenditures	\$52.424	\$54.898	(\$2.473)	(4.7)	\$52.424	\$54.898	(\$2.473)	(4.7)
<i>Non-Labor:</i>								
Electric Power	\$0.140	\$0.170	(\$0.030)	(21.5)	\$0.140	\$0.170	(\$0.030)	(21.5)
Fuel	1.663	1.373	0.291	17.5	1.663	1.373	0.291	17.5
Insurance	0.586	0.000	0.586	100.0	0.586	-	0.586	100.0
Claims	3.083	1.727	1.356	44.0	3.083	1.727	1.356	44.0
Maintenance and Other Op	4.039	2.011	2.028	50.2	4.039	2.011	2.028	50.2
Professional Service Contr	3.447	8.548	(5.101)	*	3.447	8.548	(5.101)	*
Materials & Supplies	5.081	2.180	2.902	57.1	5.081	2.180	2.902	57.1
Other Business Expenses	0.385	0.192	0.194	50.2	0.385	0.192	0.194	50.2
Total Non-Labor Expendit	\$18.426	\$16.200	\$2.225	12.1	\$18.426	\$16.200	\$2.225	12.1
Total Expenditures	\$70.850	\$71.098	(\$0.247)	(0.3)	\$70.850	\$71.098	(\$0.247)	(0.3)
Operating Cash Surplus/((\$64.873)	(\$62.225)	\$2.648	4.1	(\$64.873)	(\$62.225)	\$2.648	4.1

NOTE: Totals may not add due to rounding

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS
(\$ in millions)

Operating Receipts or Disbursements	January 2021			Year-To-Date		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Revenue	\$ 4.360	*	Primarily higher ridership	\$ 4.360	*	
Other Operating Revenue	(1.231)	(69.7)	Lower Student and Senior fare reimbursement due to COVID-19 as well as lower recoveries from Other Insurance	(1.231)	(69.7)	
Capital and Other Reimbursements	(0.234)	(25.5)	Timing of reimbursement receipts	(0.234)	(25.5)	
Total Receipts	\$ 2.895	48.4		\$ 2.895	48.4	
Payroll	\$ (0.480)	(2.0)	(a)	\$ (0.480)	(2.0)	
Overtime	1.336	17.4	Primarily lower unscheduled overtime, COVID-related cleaning, and fewer weather events than budgeted, partially offset by lower availability.	1.336	17.4	
Health and Welfare (including OPEB)	(5.745)	(54.7)	Prior period payments	(5.745)	(54.7)	
Pension	0.902	16.7	Timing of expenses	0.902	16.7	
Other Fringe Benefits	1.514	32.6	Timing of interagency billing and Worker's Compensation expenses.	1.514	32.6	SAME AS MONTH
GASB	-	-	(a)	-	-	
Electric Power	(0.030)	(21.5)	(a)	(0.030)	(21.5)	
Fuel	0.291	17.5	Mainly due to lower fuel consumption partially offset by higher diesel costs	0.291	17.5	
Insurance	0.586	100.0	Timing of payments	0.586	100.0	
Claims	1.356	44.0	Timing of payments	1.356	44.0	
Maintenance and Other Operating Contracts	2.028	50.2	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses	2.028	50.2	
Professional Service Contracts	(5.101)	*	Prior period payments	(5.101)	*	
Materials & Supplies	2.902	57.1	Mainly due to lower usage of general maintenance material as well as timing of radio equipment and COVID-19 expenses	2.902	57.1	
Other Business Expenditure	0.194	50.2	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses	0.194	50.2	
Total Expenditures	\$ (0.248)	(0.3)		\$ (0.248)	(0.3)	
Net Cash Variance	\$ 2.648	4.1		\$ 2.648	4.1	

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
CASH CONVERSION (CASH FLOW ADJUSTMENTS)

(\$ in millions)

	January 2021				Year-To-Date			
	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Percent	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Percent
Receipts								
Farebox Revenue	\$0.000	(0.769)	(\$0.769)	-	\$0.000	(\$0.769)	(\$0.769)	-
Other Operating Revenue	0.018	(0.143)	(0.160)	*	0.018	(0.143)	(0.160)	*
Capital and Other Reimbursements	0.452	0.234	(0.218)	(48.3)	0.452	0.234	(0.218)	(48.3)
Total Receipts	\$0.469	(\$0.678)	(\$1.147)	*	\$0.469	(\$0.678)	(\$1.147)	*
Expenditures								
<i>Labor:</i>								
Payroll	\$0.912	\$2.672	\$1.760	*	\$0.911	\$2.672	\$1.761	*
Overtime	0.989	(0.000)	(0.989)	*	0.989	(0.000)	(0.989)	*
Health and Welfare	(0.084)	(7.022)	(6.938)	*	(0.084)	(7.022)	(6.938)	*
OPEB Current Payment	(0.021)	0.000	0.022	*	(0.021)	0.000	0.022	*
Pensions	(0.040)	0.000	0.040	*	(0.039)	0.000	0.040	*
Other Fringe Benefits	1.589	2.378	0.789	49.7	1.589	2.378	0.789	49.7
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	0.000	0.169	0.169	*	(0.000)	0.169	0.169	*
Total Labor Expenditures	\$3.345	(\$1.803)	(\$5.147)	*	\$3.344	(\$1.803)	(\$5.147)	*
<i>Non-Labor:</i>								
Electric Power	(\$0.001)	\$0.000	\$0.002	*	(\$0.001)	\$0.000	\$0.002	*
Fuel	(0.017)	(0.090)	(0.073)	*	(0.017)	(0.090)	(0.073)	*
Insurance	(0.006)	0.427	0.433	*	(0.006)	0.427	0.433	*
Claims	3.195	2.773	(0.422)	(13.2)	3.195	2.773	(0.422)	(13.2)
Maintenance and Other Operating Contracts	(0.040)	0.179	0.219	*	(0.040)	0.179	0.219	*
Professional Service Contracts	(0.034)	(6.827)	(6.792)	*	(0.034)	(6.827)	(6.792)	*
Materials & Supplies	(0.051)	1.156	1.207	*	(0.051)	1.156	1.207	*
Other Business Expenditures	(0.004)	0.011	0.015	*	(0.004)	0.011	0.015	*
Total Non-Labor Expenditures	\$3.042	(\$2.370)	(\$5.412)	*	\$3.042	(\$2.370)	(\$5.412)	*
Total Cash Conversion Adjustments before Non-Cash Liability Adjs.	\$6.856	(\$4.851)	(\$11.707)	*	\$6.855	(\$4.851)	(\$11.706)	*
Depreciation Adjustment	4.519	4.247	(0.272)	(6.0)	4.519	4.247	(0.272)	(6.0)
GASB 75 OPEB Expense Adjustment	5.767	-	(5.767)	(100.0)	5.767	-	(5.767)	(100.0)
GASB 68 Pension Adjustment	3.630	-	(3.630)	(100.0)	3.630	-	(3.630)	(100.0)
Environmental Remediation	-	-	-	-	-	-	-	-
Total Expenses/Expenditures	\$ 20.772	\$ (0.604)	\$ (21.376)	*	\$ 20.771	\$ (0.604)	\$ (21.375)	*
Total Cash Conversion Adjustments	\$20.772	(\$0.604)	(\$21.376)	*	\$20.771	(\$0.604)	(\$21.375)	*

NOTE: Totals may not add due to rounding

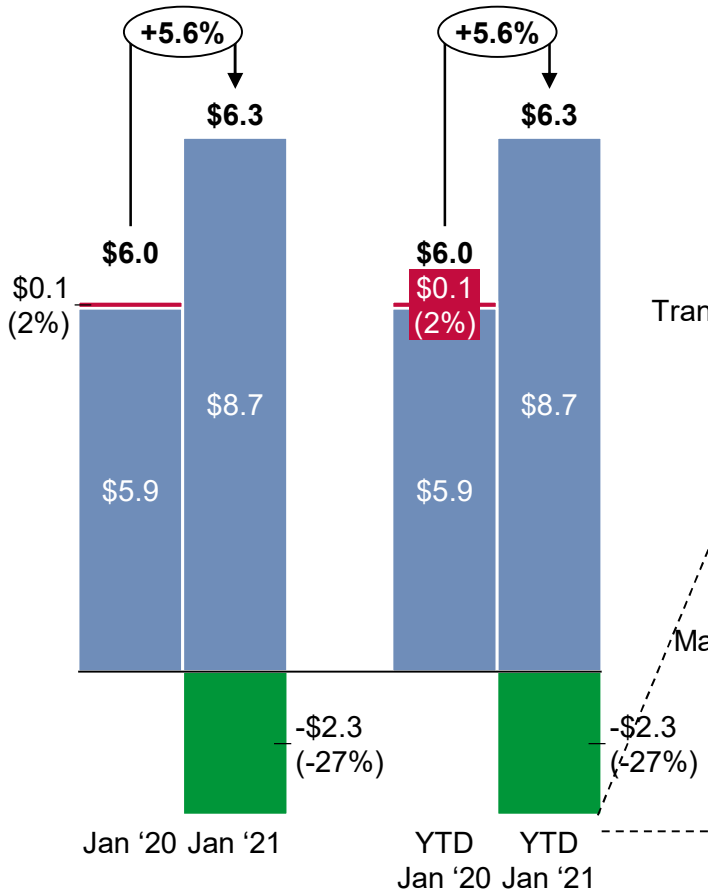
MTA Bus – Non-Reimbursable Overtime Variance

Jan 2021 and YTD Adopted Budget vs. Variance

\$M

- Favorable
- Unfavorable
- Budget

Annual Budget
Adopted: \$86M



Overview

- Overall increase of \$0.3M or 5.6% compared to January YTD 2020
- Jan YTD 2021 is 27% under budget

YTD variance by division

\$M



Primarily due to lower unscheduled service (\$1.1M) and favorable weather (\$0.5M); partially offset by availability shortfall (\$0.7M).

Primarily favorable programmatic maintenance/COVID cleaning (\$0.9M) and favorable availability (\$0.3M).

Source: Adopted - GL actual overtime spending.
Note: MTABC does not have Reimbursable OT for 2020 and 2021.

MTA BUS COMPANY
2021 Adopted Budget vs Actual
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS
JANUARY 2021

FUNCTION/DEPARTMENT	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Office of the EVP	3	2	1	
Human Resources	16	14	2	
Office of Management and Budget	14	12	2	
Material	15	14	1	
Controller	18	18	-	
Office of the President	4	5	(1)	
System Safety Administration	-	-	-	
Law	20	18	2	
Labor Relations	-	-	-	
Strategic Office	19	18	1	
Non-Departmental	2	-	2	
Total Administration	111	101	10	Vacancies
Operations				
Buses	2,298	2,322	(24)	Excess Bus Operators
Office of the Executive VP	6	4	2	
Safety & Training	68	30	38	Bus Operator training
Road Operations	141	140	1	
Transportation Support	25	21	4	
Operations Planning	34	29	5	
Revenue Control	6	6	-	
Total Operations	2,578	2,552	26	
Maintenance				
Buses	723	728	(5)	
Maintenance Support/CMF	210	225	(15)	
Facilities	76	73	3	
Supply Logistics	104	94	10	
Total Maintenance	1,113	1,120	(7)	Excess Maintainers
Capital Program Management	35	23	12	
Total Engineering/Capital	35	23	12	Vacancies mainly Managers
Security	13	11	2	
Total Public Safety	13	11	2	Vacancy
Total Positions	3,850	3,807	43	
Non-Reimbursable	3,812	3,773	39	
Reimbursable	38	34	4	
Total Full-Time	3,832	3,795	38	
Total Full-Time Equivalents	18	13	6	

MTA BUS COMPANY
2021 Adopted Budget vs Actual
TOTAL FULL - TIME AND FTE'S BY FUNCTION AND OCCUPATION
JANUARY 2021

FUNCTION/OCCUPATIONAL GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	45	41	4	
Professional, Technical, Clerical	64	60	4	
Operational Hourlies	2	-	2	
Total Administration	111	101	10	Vacancies
Operations				
Managers/Supervisors	319	309	10	
Professional, Technical, Clerical	45	44	1	
Operational Hourlies	2,214	2,199	15	
Total Operations	2,578	2,552	26	Bus Operator training
Maintenance				
Managers/Supervisors	241	233	8	
Professional, Technical, Clerical	35	34	1	
Operational Hourlies	837	853	(16)	
Total Maintenance	1,113	1,120	(7)	Excess Maintainers
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	5	3	
Professional, Technical, Clerical	5	6	(1)	
Operational Hourlies	-	-	-	
Total Public Safety	13	11	2	Vacancy
Total Baseline Positions				
Managers/Supervisors	634	600	34	
Professional, Technical, Clerical	163	155	8	
Operational Hourlies	3,053	3,052	1	
Total Baseline Positions	3,850	3,807	43	

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
Utilization
(In millions)

	<u>January 2021</u>			<u>Year-to-date as of January 2021</u>		
	<u>Adopted Budget</u>	<u>Actual</u>	<u>Favorable/ (Unfavorable) Variance</u>	<u>Adopted Budget</u>	<u>Actual</u>	<u>Favorable/ (Unfavorable) Variance</u>
<u>Farebox Revenue</u>						
Fixed Route	\$3.294	\$8.423	\$5.129	\$3.294	\$8.423	\$5.129
Total Farebox Revenue	\$3.294	\$8.423	\$5.129	\$3.294	\$8.423	\$5.129
						155.7%
<u>Ridership</u>						
Fixed Route	1.779	4.529	2.750	1.779	4.529	2.750
Total Ridership	1.779	4.529	2.750	1.779	4.529	2.750
						154.6%

February 2021 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 will be compared to the annual plan in the next edition of the report.

In January 2021, \$98.8 million in Transit projects were awarded, including mainline track and mainline switch replacement on various lines for \$88.7 million and employee facility rehabilitation for \$10.1 million.

Also in January 2021, \$10.9 million in Transit projects were completed, including mainline track switch replacement on the Rockaway Line for \$5.6 million, employee facility rehabilitation for \$2.7 million and Small Business Mentoring Program (SBMP) stair rehabilitation projects for \$2.5 million.

Capital Program Status February 2021

In January 2021, \$98.8 million in Transit projects were awarded, including mainline track and mainline switch replacement on various lines for \$88.7 million. The lines that will receive mainline track replacement are the Broadway-7th Avenue Line, the Jamaica Line, the 6th Avenue Line and the West End Line. Mainline track replacement includes replacing equipment and materials such as signals, contact rails and ballast. The lines that will receive mainline switch replacement are the 4th Avenue line, the Concourse Line, the White Plains Road Line and the Broadway Line. Mainline switch replacement work includes replacement of existing turnouts, track switches, switch valves, connecting rails, contact rails, ties, ballast and signal cables.

Additionally, employee facility rehabilitation projects were awarded for \$10.1 million. The RTO Facility at 3rd Avenue-138th Street Station on the Pelham Line will receive repair or replacement of components in facility rooms and at the emergency exit. The EMD facility at Hoyt-Schermerhorn Station on the Fulton Line will also be reconfigured to accommodate an expansion of the EMD's workforce and receive upgrades to the facility rooms, communication and HVAC systems.

Also in January 2021, \$10.9 million in Transit projects were completed, including mainline track switch replacement on the Rockaway Line for \$5.6 million. Mainline switch replacement work includes replacement of existing turnouts, track switches, switch valves, connecting rails, contact rails, ties, ballast and signal cables.

Furthermore, employee facility rehabilitation was completed for \$2.7 million. The project provided component repair such as replacement of flooring, ceiling tiles, HVAC components, lighting, door and other equipment. The stations that received employee facility rehabilitation were 57th Street on the 6th Avenue, Line, 23rd Street 6th Avenue Line,, 28th Street on the Lexington Lines, 34th Street Penn-Station on the Broadway-7th Avenue and 8th Avenue Lines, 174th Street on the Concourse Line and 167th Street on the Concourse Line.

Lastly, Small Business Mentoring Program (SBMP) stair rehabilitation projects were completed for \$2.5 million. Stair components such as handrails and concrete were repaired at the follow stations: 104th Street, 111th Street and 121st Street on the Jamaica Line and Prince Street on the Broadway Line.

Procurement & Supply Chain

Louis Montanti, Acting Senior Vice President



Above is an R160 car manufactured by Alstom. This month's Board package seeks approval for the award of a price agreement for sole-source items manufactured by Alstom to maintain this fleet as well as other cars having Alstom propulsion systems.

PROCUREMENTS

The Procurement Agenda this month includes 1 action for a proposed expenditure of \$7.0M.

Subject Request for Authorization to Award Various Procurements					
Department Procurement & Supply Chain – NYCT					
Department Head Name Louis A. Montanti					
Department Head Signature <i>Louis A. Montanti</i>					
Project Manager Name Rose Davis					
Board Action					
Order	To	Date	Approval	Info	Other
1	Committee	02/18/21			
2	Board	02/18/21			

February 9, 2021			
Department			
Department Head Name			
Department Head Signature			
Internal Approvals			
	Approval		Approval
	President NYCT		Pres. MTA Bus/SVP DOB
X	COO NYCT	X	Subways
	Capital Prog. Management		Diversity/Civil Rights
X	Law		

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

PURPOSE

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

DISCUSSION

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

Procurements Requiring Two-Thirds Vote:

Schedule A: Miscellaneous Service Contracts		1	\$	7.0 M
• Alstom Transportation	\$ 7.0 M			
				SUBTOTAL
		1	\$	7.0 M

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

NYC Transit proposes to award Competitive procurements in the following categories: NONE			
MTA Bus Company proposes to award Competitive procurements in the following categories: NONE			
MTA Bus Company proposes to award Ratifications in the following categories: NONE			
NYC Transit proposes to award Ratifications in the following categories: NONE			
	TOTAL	1	\$ 7.0 M
<p>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.</p> <p>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.</p> <p>RECOMMENDATION: That the purchases/contracts be approved as proposed. (Items are included in the resolution of approval at the beginning of the Procurement Section.)</p>			

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.

FEBRUARY 2021

LIST OF NONCOMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

A. Noncompetitive Purchases and Public Work Contracts

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

- | | | |
|--|--------------------|--------------------------------------|
| 1. Alstom Transportation
Contract# 299610 | \$7,000,000 | <u>Staff Summary Attached</u> |
|--|--------------------|--------------------------------------|

A five-year pricing agreement for sole-source replacement parts from Alstom including the propulsion controller, traction motor, and carbody.

Item Number: 1

Vendor Name (Location) Alstom Transportation, Inc. (New York, New York)
Description Pricing Agreement for the purchase of sole-source replacement parts, including the Propulsion Controller, Traction Motor, and Carbody
Contract Term (including Options, if any) Five Years
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a
Procurement Type <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Noncompetitive
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Sole-Source Parts Pricing Agreement

Contract Number 299610	Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Total Amount:	\$7,000,000 (Est.)
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: Procurement & Supply Chain, Louis Montanti	

Discussion:

Approval is requested to award a five-year pricing agreement contract for sole-source replacement parts including the propulsion controller, traction motor, and carbody to Alstom Transportation, Inc. (“Alstom”) in an estimated total amount of \$7 million. This pricing agreement will improve purchasing process efficiencies by reducing the number of transactions and provide for the timely purchase of various items identified as obtainable only from Alstom for the following reasons: sole pre-qualified item on the Qualified Products List and not available from any distributors or other sources; publicly advertised within a 12-month period without an acceptable alternate supplier; or proprietary to Alstom. A list of Alstom sole-source items, as well as NYC Transit’s intention to purchase these items without competitive bidding, is available for download from the NYC Transit website at any time, by any prospective vendor. Additionally, NYC Transit publicly advertised its intention to award this five-year parts pricing agreement on a sole-source basis.

The award of this pricing agreement will be made pursuant to paragraph 9(b) of Public Authorities Law 1209, which allows for purchases of items available from only a single responsible source to be conducted without competitive bidding.

These sole-source replacement parts will be used by the Division of Car Equipment for Scheduled Maintenance System (“SMS”) and normal maintenance for 2,427 subway cars, for which Alstom is the propulsion supplier. Alstom is the car builder for 1,002 of those subway cars. During the term of this pricing agreement, it is projected that a total of 2,086 subway cars will undergo SMS (1,025 R142 cars and 320 R160 cars will undergo a six-year SMS, and 741 R160 subway cars will undergo a 12-year SMS).

In the past, an omnibus approval was used by NYC Transit to purchase sole-source parts from Alstom. This approval eliminated the need to prepare individual procurement staff summaries and seek Presidential approval for each individual procurement greater than \$100,000 up to and including \$1 million, and Board approval for each individual procurement greater than \$1 million. There is an existing Alstom omnibus approval for \$12 million that was approved by the Board in January 2019 and expires on January 31, 2022. The \$12 million was established by applying historical pricing to the then current as well as projected forecasted quantities of material for the term of the omnibus. Pricing was established during the omnibus term by requesting a quotation for each item from Alstom on an as-required basis; and then performing a cost and/or price analysis to determine that the price is fair and reasonable.

The current approach is to award this five-year parts pricing agreement to Alstom where specific pricing has already been established for 158 items, which represent most of the items expected to be purchased during the five-year term. The award of this pricing agreement will facilitate both reduced procurement lead times and expedited material delivery; and replace the need to have an omnibus approval for Alstom sole-source items. In order to obtain an efficient and manageable price schedule, NYC Transit reviewed historical data, forecasts, and projections for the five-year term.

Continued:

The resulting parts pricing agreement will be an estimated quantity contract without limitations on the quantity of orders. The quantity of each item is only an estimate, not guaranteed, and NYC Transit has the option to increase or decrease the quantity as required during the pricing agreement period. NYC Transit is not obligated to accept any or all of the quantities on this pricing agreement. Additional items for which Alstom is the sole supplier may be added during the term of the pricing agreement.

A price analysis was performed on the aforementioned 158 items, which represent \$5,103,151 of the overall pricing agreement value. Of the 158 items, 154 have comparative price history and represent 99.4 percent, or \$5,072,548, of the total dollar value of the 158 items. The analysis revealed an annual weighted average price increase of 0.01 percent. This increase is within range of the U.S. Macroeconomic Forecasts for Transportation Equipment (as of August 2020), which shows a projected annualized increase of 2.2 percent for the next three years. The pricing agreement amount includes all five years, with firm fixed pricing for the first three years, after which pricing for years four and five will be adjusted once using an established Producer Price Index. NYC Transit's Cost Price Analysis Unit reviewed the price analysis and deemed the pricing offered by Alstom to be fair and reasonable.

Contingency is included to cover unanticipated items that may need to be purchased during the five-year term, and potential escalation in years four and five if applicable. Pricing for any additional sole-source item without the aforementioned firm fixed pricing will be established by requesting a quotation from Alstom on an as-required basis, and each item is subject to a cost and/or price analysis and a determination that the price is fair and reasonable. Procurement will continue to research alternate sources of supply wherever possible. If successful, the item will be removed from this pricing agreement and purchased competitively.

Both Metro-North Railroad and Long Island Rail Road declined to join this pricing agreement because they do not have propulsion manufactured by Alstom on their fleets.

In connection with a previous contract awarded to Alstom, Alstom was found to be responsible notwithstanding significant adverse information ("SAI") pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chief Operating Officer in consultation with the MTA General Counsel in January 2020. No new SAI has been found relating to Alstom, and Alstom has been found to be responsible.






Contracts Department

Stephen Plochochi, Senior Vice President

PROCUREMENTS

The Procurement Agenda this month includes one procurement action for a proposed expenditure of \$12.5M.

Staff Summary

Subject Request for Authorization to Award Various Procurement Actions						Date: February 8, 2021			
Department Contracts									
Department Head Name & Title Steve Plochoci, Sr. Vice President									
Department Head Signature 									
Board Action						Internal Approvals			
Order	To	Date	Approval	Info	Other		Approval		Approval
1	NYCT & Bus Committee	2/18/21	X				Deputy Chief Development Officer, Development		President
2	Board	2/18/21	X				Deputy Chief Development Officer, Delivery		Executive Vice President & General Counsel

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 proposes to award a Ratification in the following category:

Schedules Requiring Majority Vote

K. Ratification of Completed Procurement Actions	1	<u>\$12,500,000</u>
TOTAL	1	\$12,500,000

Budget Impact:

The approval of this 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 & Development

BOARD RESOLUTION

WHEREAS, in accordance with Sections 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.

FEBRUARY 2021

LIST OF RATIFICATIONS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

Schedule K. Ratification of Completed Procurement Actions (Involving Schedules E-J)
(Staff Summaries required for items requiring Board Approval)

- | | | |
|---|--------------|--------------------------------------|
| 1. L.K. Comstock & Company, Inc.
Contract No. S-48006.08 | \$12,500,000 | <i><u>Staff Summary Attached</u></i> |
|---|--------------|--------------------------------------|

MTA Construction and Development requests the Board ratify a retroactive modification for the removal and disposal of out-of-service equipment and associated hardware accessories on the Flushing Line from the Time Square Station in Manhattan to the Main Street Station in Queens, including the Corona Yard.

Item Number: 1

Vendor Name (Location) L.K. Comstock & Company Inc. (E. Farmingdale, NY)
Description CBTC 8 th Avenue Line (59 th Street to High Street) "B" Division (IND) in the Boroughs of Manhattan and Brooklyn
Contract Term (including Options, if any) January 2020 to January 2025
Option(s) included in Total Amt? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:
Requesting Dept./Div., Dept./Div. Head Name: Delivery/Mark Roche

Contract Number S-48006	AWO/Mod. #s 8
Original Amount:	\$ 245,798,000
Prior Modifications:	\$ 49,500
Prior Budgetary Increases:	\$ 0
Current Amount:	\$ 245,847,500
This Request:	\$ 12,500,000
% of This Request to Current Amt.:	5%
% of Modifications (including This Request) to Original Amount:	5.1%

Discussion:

This contract is for a Communications Based Train Control (CBTC) signal system on the 8th Avenue Line from south of the 59th Street Interlocking in Manhattan to the High Street Station in Brooklyn including the installation of two solid state interlockings at 30th Street and 42nd Street in Manhattan. This retroactive modification is for the removal and disposal of out-of-service equipment and associated hardware accessories on the Flushing Line from the Time Square Station in Manhattan to the Main Street Station in Queens, including the Corona Yard.

The work to be added under this Modification is for the removal of out-of-service signal air-line equipment, associated air lines, cables and cable supports and steel platforms and concrete pedestals. The Contractor will also provide new fiberglass walkways where platforms or other equipment have been removed from the elevated structure and cover openings or holes left after removal of equipment. The Flushing Line CBTC Signal System Modernization project, that was awarded in June of 2010, did not include the removal of the decommissioned signal equipment due to funding constraints and cash flow issues at that time. It was contemplated that this work would be contractually bundled with other associated station and structural work on this line, however, as a result of the COVID-19 pandemic, that work was delayed.

Accelerating this work by Modification will permit this work to start in early 2021 during the current period of low ridership, take advantage of already scheduled outages resulting in reduced support costs and further mitigate the risk of out-of-service equipment coming loose and falling from the elevated structure. In addition, L.K. Comstock is an experienced contractor that is familiar with the out-of-service equipment due to their experience as the installation subcontractor on the Flushing Line CBTC Signal System Modernization project.

L.K. Comstock submitted its proposal in the amount of \$18,085,778.52. Negotiations resulted in the agreed-upon lump-sum price of \$12,500,000, which is considered to be fair and reasonable. Existing dates and obligations associated with the 8th Avenue CBTC work remain unchanged. Permission was obtained from the President to process this modification on a retroactive basis and the Contractor was directed to proceed with the work, on December 31, 2020, up to a not-to-exceed amount of \$1,000,000.

In connection with a previous contract awarded to L.K. Comstock & Company Inc. ("Comstock"), Comstock was found to be responsible notwithstanding significant adverse information pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel in February 2016. No new SAI has been found relating to Comstock and Comstock has been found to be responsible.

MTA New York City Transit



**February Financial Plan 2021-2024
2020 Final Estimate and 2021 Adopted Budget**

MTA New York City Transit's 2020 Final Estimate, 2021 Adopted Budget and the Financial Plan for 2021 – 2024 can be found at <https://new.mta.info/document/30186>.

MTA Staten Island Railway



February Financial Plan 2021-2024 2020 Final Estimate and 2021 Adopted Budget

MTA Staten Island Railway's 2020 Final Estimate, 2021 Adopted Budget and the Financial Plan for 2021 – 2024 can be found at <https://new.mta.info/document/30186>.

MTA Bus Company



February Financial Plan 2021-2024 2020 Final Estimate and 2021 Adopted Budget

MTA Bus Company's 2020 Final Estimate, 2021 Adopted Budget and the Financial Plan for 2021 – 2024 can be found at <https://new.mta.info/document/30186>.



Standard Follow-Up Report: Americans with Disabilities Act (ADA) Compliance Report

This report is the annual update on the status of compliance with the Americans with Disabilities Act (ADA) at MTA New York City Transit.

The report summarizes the activities for compliance with the ADA, including:

- Rehabilitation projects of Key Stations
- ADA requirements in bus and subway transportation
- Customer service

Barney Gray
Project Manager – Transformation
Transformation Management Office

AMERICANS WITH DISABILITIES ACT COMPLIANCE REPORT

December 2020

The purpose of this report is to summarize activities associated with implementing the Americans with Disabilities Act (ADA) during 2020. It includes an update on matters related to the Key Station Plan, bus accessibility, the transition plan for facilities, the self-evaluation plan and oversight activities.

I. KEY STATION PLAN

In 1994, the New York Public Buildings Law and Transportation Law were amended (Chapter 6.10, L. 1994) to require MTA New York City Transit to expand its Key Station Plan from 54 stations to be made accessible to people with disabilities by the year 2010, to 100 stations to be made accessible by the year 2020. While 46 additional stations were added, the amended law exempts the transportation facilities of MTA New York City Transit and Staten Island Railway from the accessibility obligations that otherwise apply to public buildings under the Public Buildings Law, except for new subway construction. The Revised Key Station Plan specified 91 of the 100 stations with the remaining 9 to be identified over time by New York City Transit in consultation with the New York City Transportation Disabled Committee. Subsequently, 66th Street/Broadway (1 line) and Prospect Park/Brighton (B, Q, S lines) were identified and included as the 92nd and 93rd stations in the revised Key Station Plan, submitted in October 1998 for FTA approval. While awaiting the FTA's response, it became necessary to "fine tune" the plan. Three proposals were presented for public comments at the ADA Compliance Coordination Committee meeting on March 24, 2000. The first proposal was to add 2 stations: Broadway/Lafayette (B, D, F, M lines) and Bleecker Street (6 line) to the Key Station Plan. The second proposal was to substitute 2 non-feasible stations: Broad Street (J, Z lines) and Church Avenue (B, Q lines); with feasible alternates: Chambers Street (J, Z lines) and Kings Highway (B, Q lines). The third proposal was to revise dates for Chambers Street and 96 Street stations for later completion dates and to effect minor date revisions for six other Key Stations. All three proposals received public support. The proposals and a schedule to complete a specified number of Key Stations in each 5-year period was presented to the FTA in March and approved in June 2000. On October 16, 2000, a NYCT proposal to add Mott Avenue (A line) to the Key Station Plan as the 96th Key Station received public support. On December 16, 2002 at the ADA Compliance Coordination Committee meeting, a proposal to add East 180th Street (2, 5 lines) to the Key Station Plan as the 97th Key Station received support.

On July 16, 2003 at the ADA Compliance Coordination Committee meeting, a proposal to add South Ferry (1 line) to the Key Station Plan as the 98th Key Station received support. On August 5, 2004 Brooklyn Museum (2, 3 lines) was presented and received support at the ADA Compliance Coordination Committee meeting and has since been accepted as the 99th Key Station. On May 5, 2005 at the ADA Compliance Coordination Committee meeting, a proposal to add Borough Hall as the 100th Key Station (4, 5 lines) was presented, but did not receive widespread support. On June 16, 2006 at the ADA Compliance Coordination Committee meeting, a proposal to add Bedford Park Boulevard (B, D lines) as the 100th Key Station was presented and received support. The final proposed station was reviewed by the Compliance Coordination Committee and was accepted as the 100th Key Station.

Furthermore, NYCT is working relentlessly to accelerate accessibility across the subway and bus systems beyond the Key Station Plan and has committed to an additional 70 accessible stations. The goal is to advance station accessibility to ensure that no subway rider is more than two stops away from an accessible station anywhere in the system.

In selecting stations to be prioritized for accessibility in the next capital program, NYCT consulted extensively with the disability community as well as community boards and elected officials throughout the city. A public event was held on February 6, 2019, where every geographic area across the system was reviewed and feedback was received on priority stations. Strategic priorities and considerations for prioritizing stations include: 1) systemwide coverage – reducing gaps between accessible stations; 2) transfer points and terminals– prioritizing stations that improve connectivity within the transit system; 3) proximity to major activity centers; 4) ridership; 5) demographics; and 6) cost/constructability.

Additionally, utilizing NYS legislation enacted in late 2020, we will be using the additional criteria of stations that are situated within neighborhoods with high poverty, senior and disabled residents in densely populated areas, to further refine/prioritize station selection for immediate advancement as funding becomes available.

The following reports on our progress in complying with the Revised Key Station Plan:

i) Accessible Key Stations

The following 97 Key stations in New York City Transit’s Revised Key Station Plan are accessible to people with disabilities, listed in order of completion.

No.	Station	Line	Borough	Status
1	125 Street	4, 5, 6	Manhattan	Completed
2	175 Street	A	Manhattan	Completed
3	42 Street-Port Authority	A, C, E	Manhattan	Completed
4	Pelham Bay Park	6	Bronx	Completed
5	Great Kills	SIR	Staten Island	Completed
6	51 Street	6	Manhattan	Completed
7	42 St-Grand Central	4, 5, 6	Manhattan	Completed
8	World Trade Center	E	Manhattan	Completed
9	Simpson Street	2, 5	Bronx	Completed
10	Coney Island-Stillwell Avenue	D, F, N, Q	Brooklyn	Completed
11	34 Street-Herald Square	N, Q, R, W	Manhattan	Completed
12	34 Street-Herald Square	B, D, F, M	Manhattan	Completed
13	Brooklyn Bridge-City Hall	4, 5, 6	Manhattan	Completed
14	149 Street-3rd Avenue	2, 5	Bronx	Completed
15	Borough Hall	2, 3	Brooklyn	Completed
16	Dongan Hills	SIR	Staten Island	Completed
17	Flatbush Avenue-Brooklyn College	2, 5	Brooklyn	Completed
18	Church Avenue	2, 5	Brooklyn	Completed
19	34 Street-Penn Station	1, 2, 3	Manhattan	Completed
20	Woodside-61 Street	7	Queens	Completed
21	Flushing-Main Street	7	Queens	Completed
22	Union Square	N, Q, R, W	Manhattan	Completed
	Union Square	L	Manhattan	Completed
23	207 Street	A	Manhattan	Completed
24	66 Street-Lincoln Center	1	Manhattan	Completed
25	14 Street	A, C, E	Manhattan	Completed
26	8 Avenue	L	Manhattan	Completed
27	Franklin Avenue	C	Brooklyn	Completed

28	Franklin Avenue	S	Brooklyn	Completed
29	161 Street-Yankee Stadium	4	Bronx	Completed
30	161 Street-Yankee Stadium	B, D	Bronx	Completed
31	Grand Central-42 Street	7	Manhattan	Completed
32	Grand Central-42 Street	S	Manhattan	Completed
33	34 Street-Penn Station	A, C, E	Manhattan	Completed
34	Flushing Avenue	J, M	Brooklyn	Completed
35	Prospect Park	B, Q, S	Brooklyn	Completed
36	72 Street	1, 2, 3	Manhattan	Completed
37	Atlantic Av-Barclays Ctr.	D, N, R	Brooklyn	Completed
38	Atlantic Av-Barclays Ctr.	B, Q	Brooklyn	Completed
39	Atlantic Av-Barclays Ctr.	2, 3, 4, 5	Brooklyn	Completed
40	Howard Beach	A	Queens	Completed
41	Marcy Avenue	J, M, Z	Brooklyn	Completed
42	Lexington Avenue	E, M	Manhattan	Completed
43	Crown Hts-Utica Avenue	3, 4	Brooklyn	Completed
44	Dekalb Avenue	B, Q, R	Brooklyn	Completed
45	West 4 Street	A, B, C, D, E, F, M	Manhattan	Completed
46	179 Street	F	Queens	Completed
47	Times Square-42 Street	N, Q, R, W	Manhattan	Completed
48	74 Street-Broadway	7	Queens	Completed
49	Jackson Hts-Roosevelt Avenue	E, F, M, R	Queens	Completed
50	125 Street	A, B, C, D	Manhattan	Completed
51	Euclid Avenue	A, C	Brooklyn	Completed
52	Fordham Road	4	Bronx	Completed
53	Queens Plaza	E, M, R	Queens	Completed
54	Times Square-42 Street	1, 2, 3	Manhattan	Completed
55	Times Square-42 Street	7	Manhattan	Completed
56	231 Street	1	Bronx	Completed
57	Junction Boulevard	7	Queens	Completed
58	168 Street	A, C	Manhattan	Completed
59	Pelham Parkway	2, 5	Bronx	Completed
60	233 Street	2, 5	Bronx	Completed
61	Bowling Green	4, 5	Manhattan	Completed
62	Myrtle Avenue	L	Brooklyn	Completed
63	Wyckoff Avenue	M	Brooklyn	Completed
64	135 Street	2, 3	Manhattan	Completed
65	Church Av	F, G	Brooklyn	Completed
66	St. George	SIR	Staten Island	Completed
67	Union Turnpike	E, F	Queens	Completed
68	South Ferry	1	Manhattan	Completed
69	47-50 Sts-Rockefeller Ctr	B, D, F, M	Manhattan	Completed
70	Chambers Street	1, 2, 3	Manhattan	Completed
71	59 Street	A, B, C, D	Manhattan	Completed
72	59 Street	1	Manhattan	Completed
73	Jay Street-MetroTech	A, C, F	Brooklyn	Completed
74	96 Street	1, 2, 3	Manhattan	Completed
75	Kings Highway	B, Q	Brooklyn	Completed
76	Mott Avenue	A	Queens	Completed
77	East 180 Street	2, 5	Bronx	Completed
78	Bay Parkway	D	Brooklyn	Completed

79	Bleecker Street	6	Manhattan	Completed
80	B'way/Lafayette Street	B, D, F, M	Manhattan	Completed
81	Forest Hills-71 Avenue	E, F, M, R	Queens	Completed
82	Utica Avenue	A, C	Brooklyn	Completed
83	Hunts Point	6	Bronx	Completed
84	Cortlandt Street	R, W	Manhattan	Completed
85	Kingsbridge Road	B, D	Bronx	Completed
86	23 Street	6	Manhattan	Completed
87	Ozone Park-Lefferts Boulevard	A	Queens	Completed
88	Rockaway Parkway	L	Brooklyn	Completed
89	Astoria Boulevard	N, W	Queens	Completed
90	86 Street	R	Brooklyn	Completed
91	Bedford Avenue	L	Brooklyn	Completed
92	Chamber Street	J, Z	Manhattan	Completed
93	Bedford Park Blvd	B, D	Bronx	Completed
94	59 Street	N, R	Brooklyn	Completed
95	Greenpoint Avenue	G	Brooklyn	Completed
96	Eastern Pkwy-Brooklyn Museum	2, 3	Brooklyn	Completed
97	Gun Hill Road	5	Bronx	Completed

ii) Key Stations Under Construction for Accessibility:

The following 2 Key stations are under construction for accessibility:

No.	Station	Line	Borough	Projected Dates	
				Place-in-Service	Substantial Completion
1	57 Street	N, Q, R, W	Manhattan	May 2021	June 2021
2	Times Sq	S	Manhattan	September 2021	March 2022

iii) Key Stations in Design for Accessibility:

The following 1 Key station is in design to incorporate accessibility features:

No.	Station	Line	Borough	Projected Dates	
				Award	Substantial Completion
1	68 Street	6	Manhattan	December 2021	October 2024

iv) Accessible Non-Key Stations

The following 38 non-Key stations are wheelchair accessible, going beyond New York City Transit's Revised Key Station plan. Stations are listed in order of completion, first for stations that are fully accessible and then for stations that are partially accessible.

Fully Accessible				
No.	Station	Line	Borough	Note
1	Lexington Ave/63rd Street	F	Manhattan	Fully Accessible
2	Roosevelt Island	F	Manhattan	Fully Accessible
3	21st Street-Queensbridge	F	Queens	Fully Accessible
4	Jamaica/Van Wyck	E	Queens	Fully Accessible
5	Jamaica Center	E, J, Z	Queens	Fully Accessible
6	Sutphin Boulevard	E, J, Z	Queens	Fully Accessible
7	Middle Village-Metropolitan Avenue	M	Queens	Fully Accessible
8	Rockaway Park/Beach 116	A, S	Queens	Fully Accessible
9	Park Place	S	Brooklyn	Fully Accessible
10	Tottenville	SIR	Staten Island	Fully Accessible
11	Canal Street	6	Manhattan	Fully Accessible
12	Union Square	L	Manhattan	Fully Accessible
13	Gun Hill Road	2, 5	Bronx	Fully Accessible
14	Jay Street/Metro Tech	R	Brooklyn	Fully Accessible
15	Fulton Street	4, 5	Manhattan	Fully Accessible
16	Court Square	7	Queens	Fully Accessible
17	Fulton Street	A, C	Manhattan	Fully Accessible
18	Fulton Street	J, Z	Manhattan	Fully Accessible
19	Fulton Street	2, 3	Manhattan	Fully Accessible
20	34 Street-Hudson Yards	7	Manhattan	Fully Accessible
21	Aqueduct Racetrack	A	Queens	Fully Accessible
22	72 Street	Q	Manhattan	Fully Accessible
23	86 Street	Q	Manhattan	Fully Accessible
24	96th Street	Q	Manhattan	Fully Accessible
25	Arthur Kill	SIR	Staten Island	Fully Accessible
26	WTC Cortlandt	1	Manhattan	Fully Accessible
27	New Utrecht	N	Brooklyn	Fully Accessible
28	62 Street	D	Brooklyn	Fully Accessible
29	1 Avenue	L	Manhattan	Fully Accessible
Partially Accessible				
1	50th Street	C, E	Manhattan	Southbound Only
2	Borough Hall	4, 5	Brooklyn	Northbound Only
3	49th Street	N, R, W	Manhattan	Northbound Only
4	Avenue H	Q	Brooklyn	Southbound Only
5	Dyckman Street	1	Manhattan	Southbound Only
6	Wilson Avenue	L	Brooklyn	Northbound Only
7	28 Street	6	Manhattan	Southbound Only
8	86 Street	4, 5, 6	Manhattan	Northbound Local Only
9	8 Avenue	N	Brooklyn	Northbound Only

II. BUSES

Wheelchair Accessibility

The bus fleet, which has nearly 6,000 buses, is 100% accessible with wheelchair ramps or lifts, securement devices, public address systems, required priority seating signage and kneeling features. From January through December 2020, 1,033,624 customers used the wheelchair ramp or lift to access MTA NYCT and MTA Bus compared to 1,509,283 in 2019; a decrease of 31.5% (due to COVID-19 pandemic).

III. OVERSIGHT

The NYCT ADA Compliance Coordination Committee (CCC) was established as a successor to the Transportation Disabled Committee, as a method for the disability community to provide their input in the selection of several Key stations. It also functions as a forum to inform the disability community of New York City Transit initiatives to improve accessibility. In February 2019, the Advisory Committee for Transit Accessibility (ACTA) was established as a successor to the CCC. ACTA is an all-volunteer group of 18 community members committed to working with NYCT on a range of accessibility issues. ACTA held its first meeting in June of 2019.

IV. OUTREACH

NYCT frequently meets with people from the disability community to ensure involvement and input in planning for improved accessible transportation and barrier removal efforts throughout the agency. Annual reports are sent to the Mayor's Office of the City of New York on the status of the ADA compliance within NYCT. Representatives from the disability community participate in the meetings of the Advisory Committee for Transit Accessibility (ACTA). The fourth and final ACTA meeting of 2020 was held in October 2020.

V. TRAINING

In keeping with ADA requirements to train personnel to "proficiency" in their roles, in 2005 the Office of ADA Compliance partnered with the Department of Subways to administer the ADA Sensitivity Training Course. In addition, all Bus Operators have received ADA training on announcements, priority seating, kneeling features and sensitivity with respect to differences among disabilities. Bus Operators returning from long term absences also receive ADA refresher training. The training reinforces the importance of meeting ADA service requirements. Agency-wide, employees who provide direct service to customers, receive ADA training or refresher training. In addition, in 2019 MTA NYCT successfully created and launched an e-learning module that provides an overview on sensitivity training, stressing disability etiquette and knowledge of accessibility features across our systems, in an interactive video format. Going forward, all MTA NYCT employees will complete this e-learning module periodically.

VI. DETECTABLE EDGE WARNING STRIPS

The ADA requires the installation of platform edge warning strips when Key Stations are rehabilitated. NYCT has adopted a policy requiring the installation of ADA-specified platform edge warning strips during rehabilitation of all Key and Non-Key Stations. At the end of 2020, a total of 367 stations have had ADA-specified platform edge warning strips installed.

VII. SIGNAGE

All Key Stations will have station identification and route signs that comply with ADA Guidelines. Tactile-Braille signs are routinely incorporated in capital construction contracts.

VII. COMMUNICATION

The ADA requires bus stop announcements at intermodal transfer points, major intersections, terminal arrivals, points of interest and for any requested stop. All new buses are delivered with a Digital Information Screens (DIS) system which provide automated stop announcements in text and audio. As of the end of 2020, 988 new buses and 1,750 retrofitted buses have been installed with DIS (approximately 47% of the bus fleet). For buses not equipped with DIS, a speakeasy microphone allows the bus operator to make hands-free bus stop announcements.

NYCT continues to use new technologies to provide various types of information to people with disabilities. Under the Public Address Customer Information Screens (PA/CIS) Program, text information accompanied by audio messages is provided. All 472 NYCT subway stations have PA/CIS with more than 1800 units installed throughout the system. MetroCard Vending Machines (MVM) feature both visual text and audible information. Additionally, Help Points units are intercoms which customers can use to reach NYCT personnel in case of emergency or to request information and are equipped with induction loop technology for customers with hearing loss. More than 2978 Help Point units were installed in all 472 NYCT subway stations. Furthermore, for all customer information, alternative formats are made available upon request; e.g. Braille or large print.

IX. MAINTENANCE OF ACCESSIBILITY FEATURES

The ADA requires transportation providers to maintain in operative condition, features and equipment that make facilities and vehicles accessible to and usable by individuals with disabilities. Accordingly, wheelchair lifts/ramps in buses are routinely cycled. A policy was adopted requiring that a bus be taken out of service for repairs at the end of a run following a lift/ramp malfunction during service.

In 2001, NYCT implemented an inspection program geared toward Key and non-Key stations that are accessible. One of the goals of the program is to ensure that accessibility features and equipment are maintained in proper operating condition. From January through December 2020, there were 89 Key station inspections performed and over 440 deficiencies were found and referred for action. In 2020, there were 384 deficiencies that were corrected, which includes deficiencies pending from prior years.

X. PARATRANSIT

Reports on Paratransit operations are covered in separate monthly reports included in NYCT Committee Agendas.



Standard Follow-Up Report: Transit Adjudication Bureau, 4th Quarter 2020

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

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

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

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

David Farber

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

Transit Adjudication Bureau, Fourth Quarter 2020

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

- TAB violations issued in the fourth quarter of 2020 (Q4 2020) decreased by 46.2%, from 41,627 in 2019 to 22,414 in 2020. For 2020, the number of TAB violations issued was 59.3% lower than in 2019.
- TAB received 12,829 payments in Q4 2020, a 44.6% decrease from the 23,177 received in Q4 2019. Direct payments decreased by 54.4% (from 22,474 to 10,242) compared to the fourth quarter of 2019. Payments received from state tax refunds increased 268.0% from 703 to 2,587. For the year, the volume of total payments increased by 1.3%, reflecting a rise in the number of state tax refund payments received (24,772 in 2019 versus 25,083 in 2020).
- Total revenue for Q4 2020 was 42.9% lower than in 2019 (\$1,263,198 versus \$2,212,449). Annual 2020 revenue was 32.8% lower than in 2019 (\$8,656,603 compared to \$12,873,520). Receipts from direct payments in Q4 2020 decreased by 53.8% (\$990,755 compared to \$2,144,558 in 2019). \$309,632 in SWOP receipts from state tax refunds were received in Q4 2020. These receipts exceeded Q4 2019 state tax refund receipts (\$101,187). 2020 receipts from state tax refunds relating to outstanding judgments from prior years, totaled \$4,074,729, representing a 0.3% increase from 2019 state tax refund receipts of \$4,062,708.
- TAB revenue for Q4 2020 exceeded expenses by \$299,735. This compared to a margin of \$1,007,329 for Q4 2019. For 2020, revenues exceeded expenses by \$5,269,598 (compared to \$8,053,377 in 2019). Fourth quarter expenses decreased by 20.1% relative to 2019 (\$963,463 compared to \$1,205,120). For the year, 2020 expenses decreased by 29.7% (\$4,820,143 in 2019 versus \$3,387,005 in 2020).

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

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

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

ANNUAL TOTALS				
Indicator	4th Qtr 2020	4th Qtr 2019	Y-T-D 2020	Y-T-D 2019
Issuance Data				
Violations Issued*	22,414	41,627	68,289	167,656
Payment Data				
Number of Payments	12,829	23,177	62,796	116,469
Regular	10,242	22,474	37,713	91,697
State Tax Refund**	2,587	703	25,083	24,772
Amount Paid	\$1,300,387	\$2,245,745	\$7,702,641	\$12,747,844
Regular	\$990,755	\$2,144,558	\$3,627,912	\$8,685,135
State Tax Refund	\$309,632	\$101,187	\$4,074,729	\$4,062,708
Average Payment	\$101.36	\$96.90	\$122.66	\$109.45
Yield per NOV	\$58.02	\$53.95	\$112.79	\$76.04
Revenue/Expense Data				
Revenue***	\$1,263,198	\$2,212,449	\$8,656,603	\$12,873,520
Expenses	\$963,463	\$1,205,120	\$3,387,005	\$4,820,143
Adjudications				
Total Cases Adjudicated	2,102	4,802	7,381	21,115

Note: Due to the COVID-19 pandemic, the Transit Adjudication Bureau office was closed to the public March 17, 2020 – July 31, 2020.

* Y-T-D 2020 reflects an updated count of violations issued.

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

*** Y-T-D 2020 revenue includes an MTA Bus Company payment of \$1,028,124.12 pursuant to the Memorandum of Understanding.

New York City Transit NYCT

EEO Report – 4th Quarter 2020

February 18, 2021



Executive Summary

■ EEO

As of **December 31, 2020**, there were 48,971 total employees in NYCT's workforce. This represents a 5% decrease from the fourth quarter 2019 (4Q19).

- Females represented 19% (9,133) of our workforce and remained constant when compared to 4Q19 due to no significant change in the proportion of the hires and separations of male and female employees.
- Females were hired above their current representation possibly due to recruitment outreach efforts targeting females to fill vacancies in operating titles.
- Minorities represented 79% (38,836) of our workforce, and remained constant compared to 4Q19. While there was a slight decrease in the raw numbers, there was no significant change in the proportion of the workforce population.
- Minorities were hired above their current representation due to ongoing yet limited hiring in the critical operating vacancies that were filled.



Executive Summary

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

Females:

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

Minorities:

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



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

Executive Summary

■ Diversity Initiatives to increase representation

- Initiatives taken to address underrepresented females and minorities
 - **Females** – Disseminated Monthly Notices of Examination (NOE) and Job Vacancy Notices (JVN) to *Empowering Women in Transit*, a Transit Employee Group (TEG). In addition, NYC Transit recruitment team participated in a seminar sponsored by the Forte Foundation to learn about issues that female job seekers consider when analyzing job offers.
 - **Minorities** – Disseminated monthly NOEs to Transit TEG officers, the NYC Department of Education vocational high school work-based learning coordinators, NYS Department of Labor and the Chinese Chamber of Commerce. In December 2020, the NYC Transit recruitment team participated in virtual Career Fair sponsored by new Queens Borough President Donovan Richards. Queens County is the most ethnically diverse borough in NYC.
- Initiatives to increase representation of veterans and persons with disabilities
 - **Veterans** – In 4Q 2020 NYCT recruitment expanded its outreach to Veteran groups by participating in seminars that discussed challenges facing Native American Veterans and female Veterans as they seek to return to civilian life.
 - **Persons with Disabilities** - NYCT recruitment participated in the 4Q 2020 NYC Rusk Institute for Vocational Rehabilitation Advisory Committee meeting and the National Business & Disability Council (NBDC) Inclusion Summit.



NYCT

Workforce
as of December 31, 2020



Definitions of EEO Job Categories

Officials & Administrators

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

Professionals

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

Technicians

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

Protective Services

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

Paraprofessionals

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

Administrative Support

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

Skilled Craft

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

Service Maintenance

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



NYCT Workforce

JOB CATEGORY	TOTAL ¹		Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN		NHOPI		2+ RACES		VETERANS		PWD	
	#	%	#	%	#	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	2,208		1375	62%	833	38%	685	31%	263	12%	300	14%	7	0%	2	0%	118	5%	106	5%	30	1%
F	522	24%	400	18%	122	6%	264	12%	52	2%	57	3%	0	0%	0	0%	27	1%	5	5%	10	33%
M	1,686	76%	975	44%	711	32%	421	19%	211	10%	243	11%	7	0%	2	0%	91	4%	101	95%	20	67%
Professionals	2,489		1832	74%	657	26%	786	32%	257	10%	667	27%	4	0%	0	0%	118	5%	32	1%	46	2%
F	982	39%	797	32%	185	7%	428	17%	129	5%	186	7%	2	0%	0	0%	52	2%	7	22%	22	48%
M	1,507	61%	1035	42%	472	19%	358	14%	128	5%	481	19%	2	0%	0	0%	66	3%	25	78%	24	52%
Technicians	104		81	78%	23	22%	42	40%	12	12%	19	18%	0	0%	0	0%	8	8%	4	4%	1	1%
F	22	21%	20	19%	2	2%	14	13%	2	2%	3	3%	0	0%	0	0%	1	1%	0	0%	0	0%
M	82	79%	61	59%	21	20%	28	27%	10	10%	16	15%	0	0%	0	0%	7	7%	4	100%	1	100%
Protective Services	856		717	84%	139	16%	412	48%	229	27%	50	6%	0	0%	1	0%	25	3%	56	7%	3	0%
F	137	16%	127	15%	10	1%	94	11%	26	3%	1	0%	0	0%	0	0%	6	1%	7	13%	0	0%
M	719	84%	590	69%	129	15%	318	37%	203	24%	49	6%	0	0%	1	0%	19	2%	49	88%	3	0%
Paraprofessionals	51		46	90%	5	10%	27	53%	12	24%	4	8%	0	0%	0	0%	3	6%	0	0%	0	0%
F	32	63%	30	59%	2	4%	16	31%	9	18%	2	4%	0	0%	0	0%	3	6%	0	0%	0	0%
M	19	37%	16	31%	3	6%	11	22%	3	6%	2	4%	0	0%	0	0%	0	0%	0	0%	0	0%
Administrative Support	4,068		3667	90%	401	10%	2,225	55%	531	13%	774	19%	11	0%	3	0%	123	3%	36	1%	20	0%
F	1,944	48%	1837	45%	107	3%	1,396	34%	251	6%	121	3%	6	0%	2	0%	61	1%	13	36%	9	45%
M	2,124	52%	1830	45%	294	7%	829	20%	280	7%	653	16%	5	0%	1	0%	62	2%	23	64%	11	55%
Skilled Craft	18,565		12975	70%	5,590	30%	6,916	37%	2,527	14%	2,835	15%	56	0%	7	0%	634	3%	329	2%	31	0%
F	1,015	5%	954	5%	61	0%	745	4%	144	1%	30	0%	3	0%	1	0%	31	0%	11	3%	1	3%
M	17,550	95%	12021	65%	5,529	30%	6,171	33%	2,383	13%	2,805	15%	53	0%	6	0%	603	3%	318	97%	30	97%
Service Maintenance	20,630		18143	88%	2,487	12%	11,546	56%	4,753	23%	1,280	6%	38	0%	3	0%	523	3%	272	1%	23	0%
F	4,479	22%	4315	21%	164	1%	3,269	16%	865	4%	65	0%	7	0%	0	0%	109	1%	20	7%	3	13%
M	16,151	78%	13828	67%	2,323	11%	8,277	40%	3,888	19%	1,215	6%	31	0%	3	0%	414	2%	252	93%	20	87%
Total	48,971		38,836	79.30%	10,135	21%	22,639	46%	8,584	18%	5,929	12%	116	0%	16	0%	1,552	3%	835	1.71%	154	0.31%

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

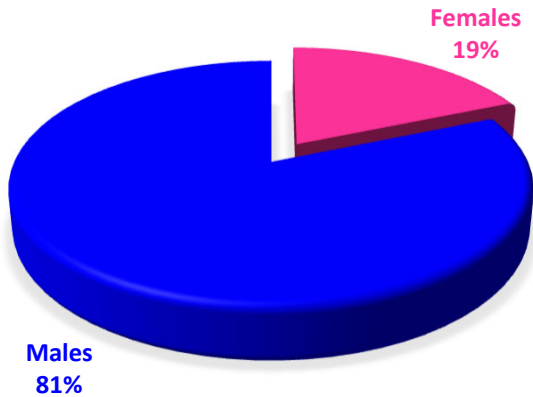
*** Headcount indicates employees who self-identify as persons with disabilities

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

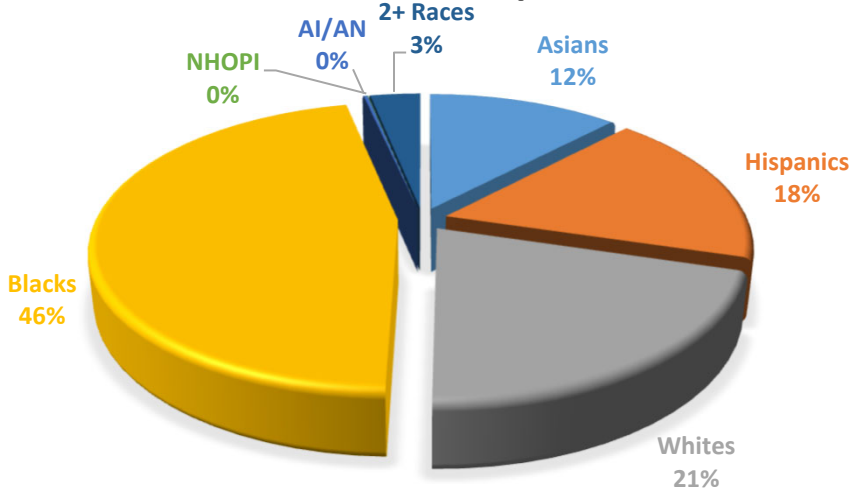


NYCT Workforce

WORKFORCE BY GENDER



WORKFORCE BY RACE/ETHNICITY



NYCT workforce consists of **48,971** employees

- ❑ **18.65%** females, **79.30%** minorities, **1.71%** veterans and **0.31%** persons with disabilities
- ❑ The percentage of females **remained constant** when compared to 4Q19
- ❑ The percentage of minorities **remained constant** as it relates to race and ethnicity when compared to 4Q19.



Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in NYCT's workforce. This analysis compared **January 1, 2020** workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80% of their expected estimated availability.

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



NYCT Underutilization Analysis

JOB CATEGORY	Gender	BLACKS		HISPANIC		ASIANS		AI/AN		NHOPI		2+ RACES		WHITES	
		Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %
Officials & Administrators	F	6%	12%	2%	2%	1%	3%	0%	0%	0%	0%	0%	1%	9%	6%
	M	15%	19%	8%	10%	8%	11%	0%	0%	0%	0%	1%	4%		
Professionals	F	6%	17%	4%	5%	4%	7%	0%	0%	0%	0%	0%	2%	19%	7%
	M	7%	14%	5%	5%	8%	19%	0%	0%	0%	0%	1%	3%		
Technicians	F	3%	13%	5%	2%	4%	3%	0%	0%	0%	0%	0%	1%	19%	2%
	M	6%	27%	5%	10%	6%	15%	0%	0%	0%	0%	0%	7%		
Protective Services	F	8%	11%	3%	3%	1%	0%	0%	0%	0%	0%	0%	1%	3%	1%
	M	26%	37%	15%	24%	3%	6%	0%	0%	0%	0%	0%	2%		
Paraprofessionals	F	5%	31%	5%	18%	2%	4%	0%	0%	0%	0%	0%	6%	16%	4%
	M	2%	22%	1%	6%	1%	4%	0%	0%	0%	0%	0%	0%		
Administrative Support	F	15%	34%	16%	6%	7%	3%	0%	0%	0%	0%	0%	1%	16%	3%
	M	6%	20%	8%	7%	4%	16%	0%	0%	0%	0%	0%	2%		
Skilled Craft	F	4%	4%	2%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	M	20%	33%	17%	13%	8%	15%	0%	0%	0%	0%	1%	3%		
Service Maintenance	F	5%	16%	9%	4%	2%	0%	0%	0%	0%	0%	0%	1%	3%	1%
	M	16%	40%	28%	19%	4%	6%	0%	0%	0%	0%	0%	2%		

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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



NYCT

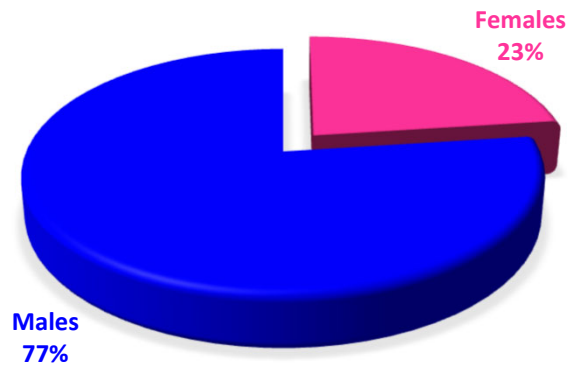
New Hires and Veterans

January 1, 2020 – December 31, 2020

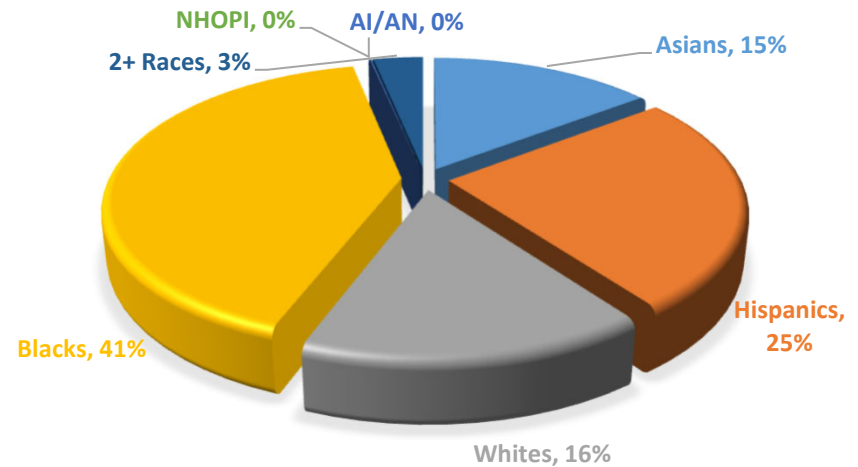


NYCT New Hires and Veterans

NEW HIRES BY GENDER



NEW HIRES BY RACE/ETHNICITY



We hired **1,016** employees including **18** veterans and **1** persons with disabilities.

- ❑ **22.93%** females of which **0.00%** were female veterans and **0.43%** were female persons with disabilities.
- ❑ Female hires were above their current representation in the workforce.
- ❑ **84.06%** minorities of which **1.76%** were minority veterans and **0.12%** were minority persons with disabilities.
- ❑ The share of minority hires was greater than their current representation in the workforce.



NYCT

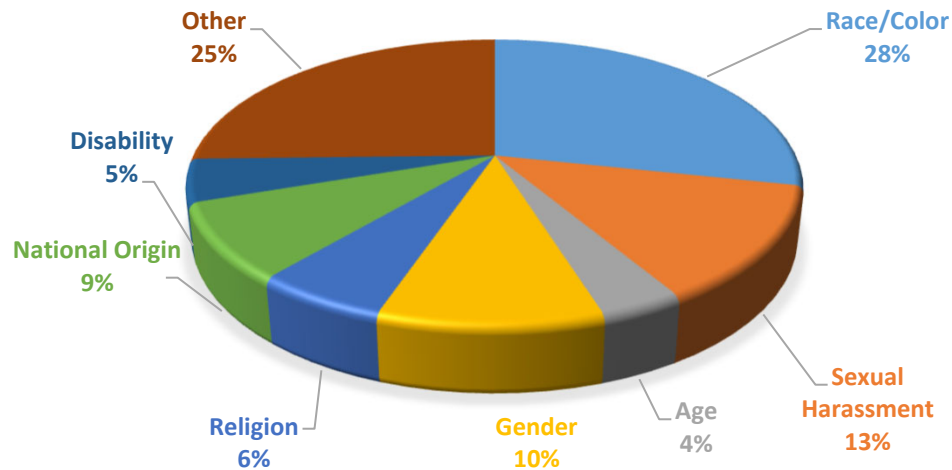
Complaints and Lawsuits

January 1, 2020 – December 31, 2020

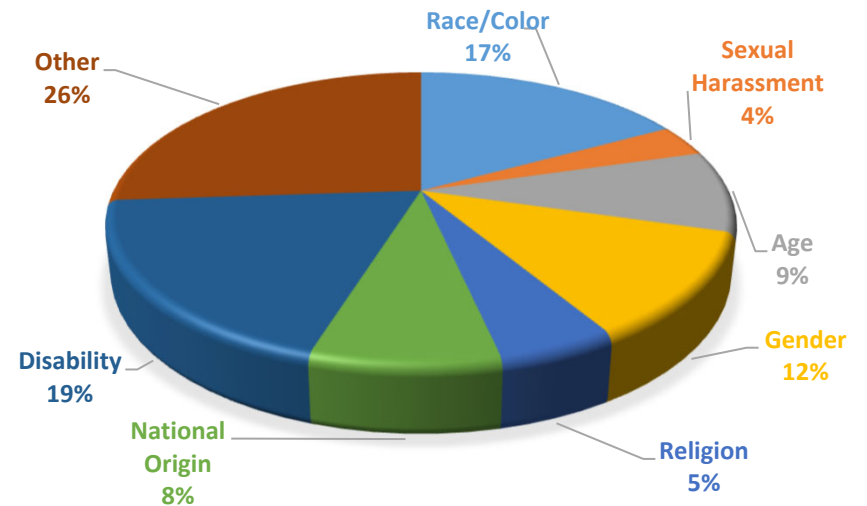


NYCT Internal/External EEO Complaints and Lawsuits

INTERNAL EEO COMPLAINTS



EXTERNAL EEO COMPLAINTS



NYCT handled **256** EEO complaints, citing **565** separate allegations, and **78** lawsuits.

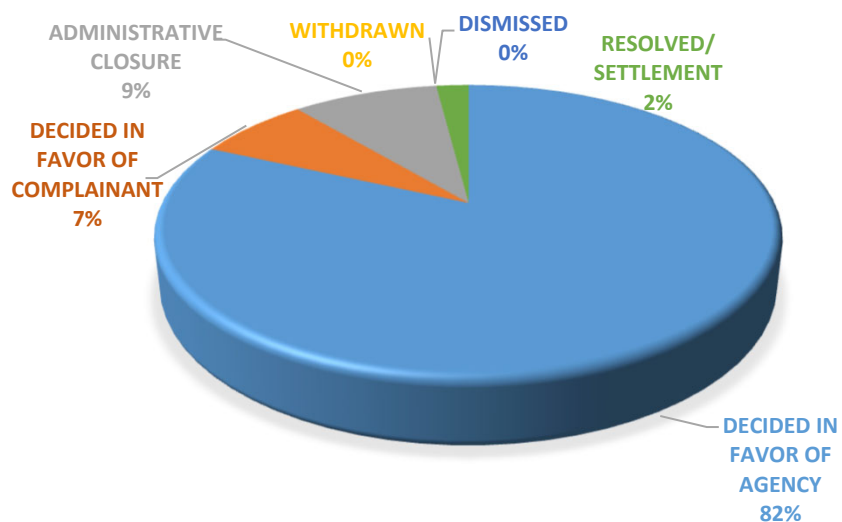
- **121** internal complaints
- **135** external complaints
- The most frequently cited basis internally was race/color and externally was disability.

These charts includes all pending matters as of the date of the report; including matters filed prior to the reporting period. "Other" contains all EEO categories not otherwise specifically mentioned on the chart (i.e. Retaliation, Sexual Orientation, Military status, or Marital Status etc.).

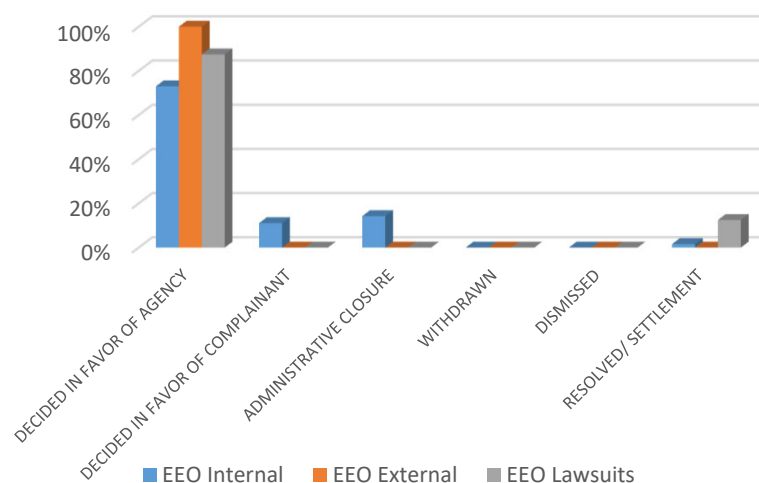


NYCT EEO Complaints and Lawsuits Dispositions

OVERALL EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



EEO COMPLAINTS AND LAWSUITS DISPOSITIONS

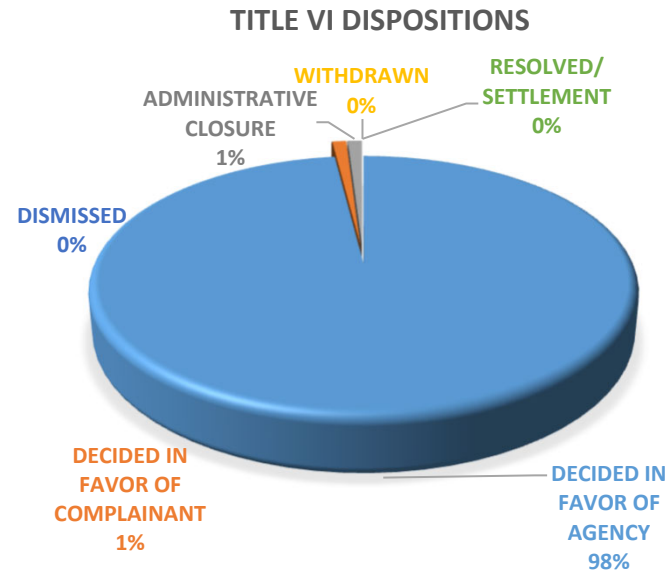
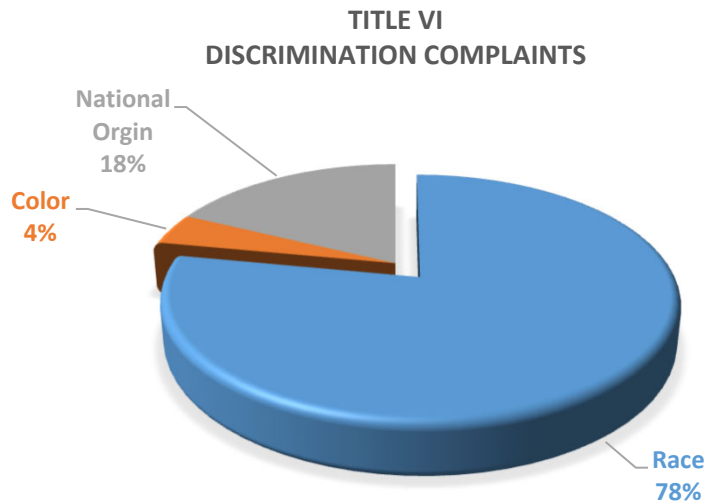


NYCT disposed of **88** EEO complaints and **8** EEO lawsuits.

- **82%** complaints decided in favor of the agency
- **7%** complaints decided in favor of the complainant
- **9%** complaints were administrative closures
- **2%** complaints were resolved/settled



NYCT Title VI Discrimination Complaints, Lawsuits and Dispositions



NYCT handled **121** Title VI complaints, citing **134** separate allegations and no Title VI lawsuits. The agency disposed of **100** complaints and no lawsuits.

- ❑ **98%** complaints/lawsuits decided in favor of the agency.
- ❑ **1%** complaints/lawsuits decided in favor of the complainant.
- ❑ **1%** complaints/lawsuits were administrative closures.
- ❑ **0%** complaints/lawsuits were resolved/settled.



MTA Bus Company MTABC

EEO Report – 4th Quarter 2020

February 18, 2021



Executive Summary

■ EEO

As of **December 31, 2020**, MTA Bus's workforce included 4,017 total employees. This represents a decrease of 73 employees from the fourth quarter 2019 (4Q19) workforce.

- Females representation of 13% (518) is unchanged when compared to 4Q19.
- Females were hired above their current representation.
- Minorities representation of 81% (3,259) increased 1% when compared to 4Q19.
- Minorities were hired above their current representation.



Executive Summary

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

Females:

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

Minorities:

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

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



Executive Summary

■ Diversity Initiatives to increasing representation

The novel coronavirus continues to impair our ability to conduct normal outreach activities that support our diversity efforts. Many MTA Bus diversity initiatives have been cancelled or rescheduled. However, MTA Bus was able to participate in the following activities through 4th quarter of 2020:

- Stony Brook Diversity Career Fair
- CTE Virtual Career Information Session Series
- Port Authority Disability Mentoring
- Latinas in Corporate America
- Native American Veterans Seminar



MTABC

Workforce
as of December 31, 2020



Definitions of EEO Job Categories

Officials & Administrators

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

Professionals

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

Technicians

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

Protective Services

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

Paraprofessionals

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

Administrative Support

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

Skilled Craft

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

Service Maintenance

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



MTABC Workforce

JOB CATEGORY	TOTAL		Minorities		Est	WHITES		Est	BLACKS		Est	HISPANICS		Est	ASIANS		Est	AI/AN*		Est	NHOPI**		Est	Z+ RACES		Est	VETERANS		PWD***	
	#	%	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#
Officials & Administrators	228		135	59%		93	41%		57	25%		35	15%		29	13%		0	0%		0	0%		14	6%		16	7%	13	6%
F	50	22%	39	17%	15%	11	5%	5%	21	9%	2%	6	3%	2%	8	4%	0%	0	0%	0%	0	0%	1%	4	2%	0%	0	0%	0	0%
M	178	78%	96	42%	36%	82	36%	6%	36	16%	6%	29	13%	5%	21	9%	0%	0	0%	0%	0	0%	2%	10	4%	0%	16	100%	13	100%
Professionals	123		95	77%		28	23%		38	31%		18	15%		31	25%		0	0%		0	0%		8	7%		4	3%	5	4%
F	57	46%	48	39%	15%	9	7%	7%	22	18%	5%	13	11%	4%	10	8%	0%	0	0%	0%	0	0%	1%	3	2%	0%	3	75%	2	40%
M	66	54%	47	38%	30%	19	15%	5%	16	13%	4%	5	4%	7%	21	17%	0%	0	0%	0%	0	0%	1%	5	4%	0%	1	25%	3	60%
Technicians	9		4	44%		5	56%		1	11%		1	11%		1	11%		0	0%		0	0%		1	11%		0	0%	0	0%
F	5	56%	2	22%	32%	3	33%	5%	1	11%	11%	1	11%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
M	4	44%	2	22%	21%	2	22%	0%	0	0%	0%	0	0%	5%	1	11%	0%	0	0%	0%	0	0%	5%	1	11%	0%	0	0%	0	0%
Protective Services	6		5	83%		1	17%		3	50%		2	33%		0	0%		0	0%		0	0%		0	0%		0	0%	0	0%
F	2	33%	1	17%	3%	1	17%	9%	0	0%	4%	1	17%	1%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
M	4	67%	4	67%	17%	0	0%	27%	3	50%	16%	1	17%	4%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
Paraprofessionals	0		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%	0	0%
F	0	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
M	0	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
Administrative Support	90		67	74%		23	26%		29	32%		12	13%		16	18%		0	0%		0	0%		10	11%		2	2%	3	3%
F	28	31%	25	28%	6%	3	3%	7%	12	13%	5%	8	9%	1%	2	2%	0%	0	0%	0%	0	0%	1%	3	3%	0%	1	50%	2	67%
M	62	69%	42	47%	16%	20	22%	21%	17	19%	9%	4	4%	8%	14	16%	0%	0	0%	0%	0	0%	5%	7	8%	0%	1	50%	1	33%
Skilled Craft	702		489	70%		213	30%		238	34%		105	15%		84	12%		2	0%		6	1%		54	8%		14	2%	7	1%
F	3	0%	2	0%	1%	1	0%	1%	2	0%	1%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	1	7%	0	0%
M	699	100%	487	69%	25%	212	30%	25%	236	34%	12%	105	15%	9%	84	12%	0%	2	0%	1%	6	1%	5%	54	8%	0%	13	93%	7	100%
Service Maintenance	2,859		2,464	86%		395	14%		1,431	50%		710	25%		201	7%		8	0%		4	0%		110	4%		28	1%	1	0%
F	375	13%	356	12%	5%	19	1%	7%	233	8%	5%	108	4%	0%	4	0%	0%	1	0%	0%	0	0%	0%	10	0%	0%	0	0%	0	0%
M	2,484	87%	2,108	74%	14%	376	13%	28%	1,198	42%	16%	602	21%	4%	197	7%	0%	7	0%	0%	4	0%	2%	100	3%	0%	28	100%	1	0%
Total	4,017		3,259	81%		758	19%		1,797	45%		883	22%		362	9%		10	0%		10	0%		197	5%		64	2%	29	1%

* American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

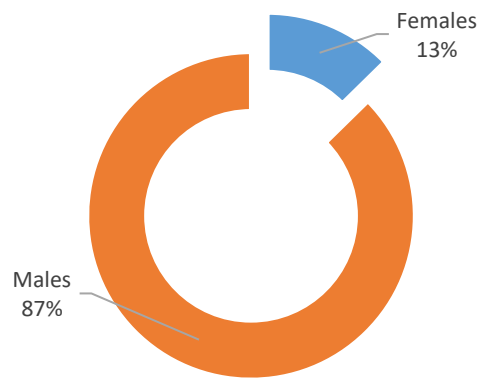
*** Persons with Disabilities



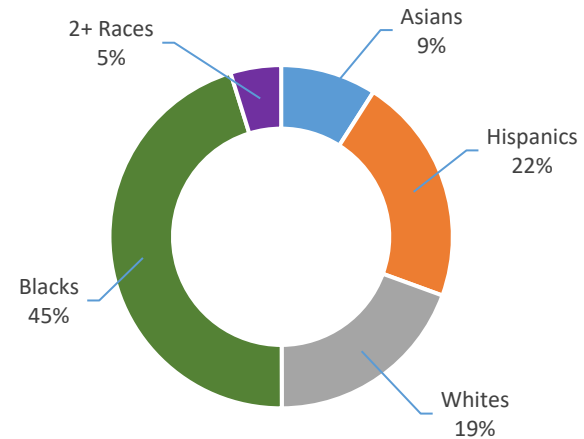
Note: All percentages have been rounded up to the nearest whole number.

MTABC Workforce

Workforce by Gender



Workforce by Race/Ethnicity



MTABC workforce consists of 4,017 employees

- ❑ 13% females, 81% minorities, and 2% veterans.
- ❑ The percentage of females employed was unchanged when compared to 4Q19.
- ❑ The percentage of minorities has increased by 1% as it relates to race and ethnicity when compared to 4Q19.



Underutilization Analysis Overview

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

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



MTABC Underutilization Analysis

JOB CATEGORY	Gender	BLACKS		HISPANIC		ASIANS		AI/AN		NHOPI		2+ RACES		WHITES	
		Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %
Officials & Administrators	F	5%	9%	2%	3%	2%	4%	0%	0%	0%	0%	1%	2%	15%	5%
	M	6%	16%	6%	13%	5%	9%	0%	0%	0%	0%	2%	4%		
Professionals	F	7%	18%	5%	11%	4%	8%	0%	0%	0%	0%	1%	2%	15%	7%
	M	5%	13%	4%	4%	7%	17%	0%	0%	0%	0%	1%	4%		
Technicians	F	5%	11%	11%	11%	0%	0%	0%	0%	0%	0%	0%	0%	32%	33%
	M	0%	0%	0%	0%	5%	11%	0%	0%	0%	0%	5%	11%		
Protective Services	F	9%	0%	4%	17%	1%	0%	0%	0%	0%	0%	0%	0%	3%	17%
	M	27%	50%	16%	17%	4%	0%	0%	0%	0%	0%	0%	0%		
Paraprofessionals	F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Administrative Support	F	7%	13%	5%	9%	1%	2%	0%	0%	0%	0%	1%	3%	6%	3%
	M	21%	19%	9%	4%	8%	16%	0%	0%	0%	0%	5%	8%		
Skilled Craft	F	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	M	25%	34%	12%	15%	9%	12%	0%	0%	1%	1%	5%	8%		
Service Maintenance	F	7%	8%	5%	4%	0%	0%	0%	0%	0%	0%	0%	0%	5%	1%
	M	28%	42%	16%	21%	4%	7%	0%	0%	0%	0%	2%	3%		

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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



MTABC

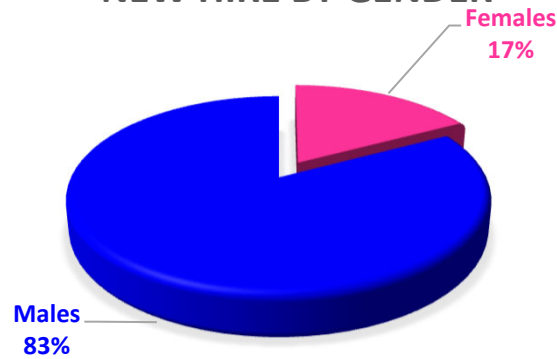
New Hires and Veterans

January 1, 2020 – December 31, 2020

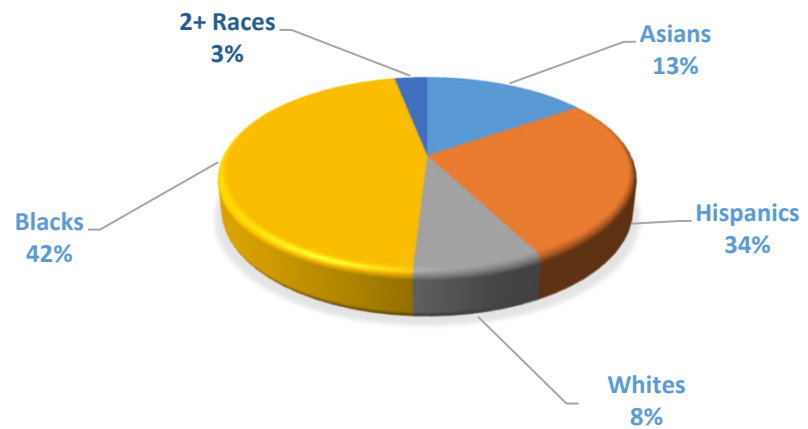


MTABC New Hires and Veterans

NEW HIRE BY GENDER



NEW HIRE BY RACE/ETHNICITY



We hired 248 employees including 5 veterans

- ❑ 21% females of which 0% were female veterans.
- ❑ Female hires exceeded their current representation in the workforce.
- ❑ 92% minorities of which 1% are minority veterans.
- ❑ Minorities hires exceeded their current representation in the workforce.



MTABC

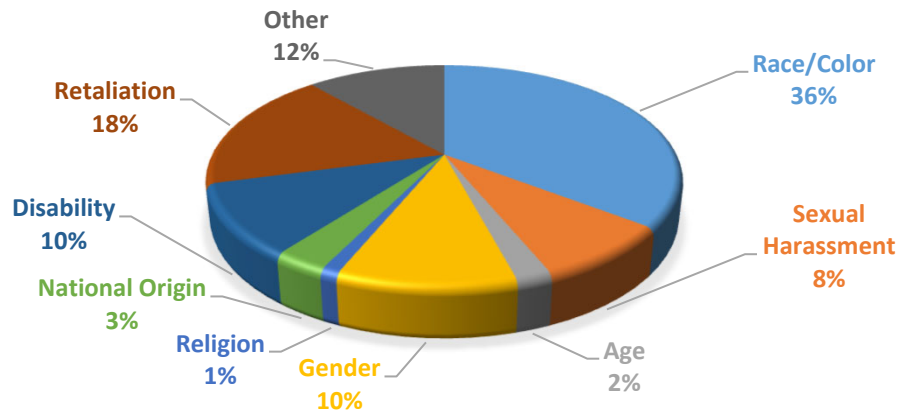
Complaints and Lawsuits

January 1, 2020 – December 31, 2020

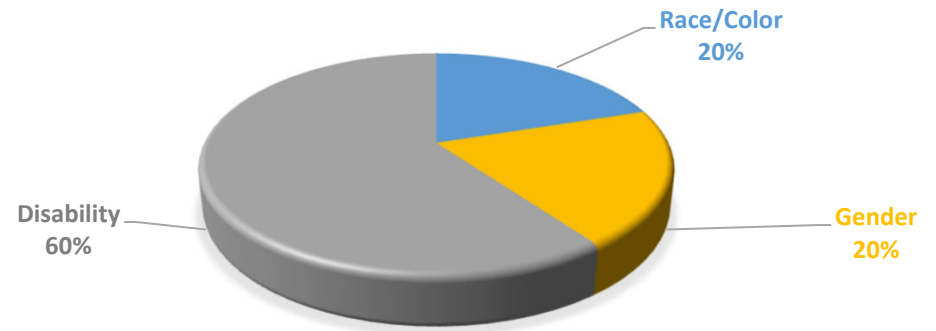


MTABC Internal/External EEO Complaints and Lawsuits

INTERNAL EEO COMPLAINTS



EXTERNAL EEO COMPLAINTS



MTABC handled 68 EEO complaints, citing 111 separate allegations, including 5 lawsuits.

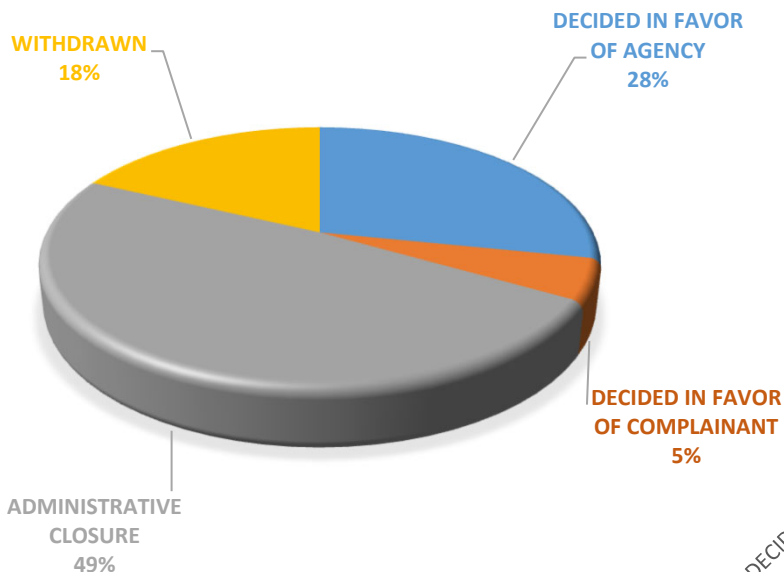
- ❑ 60 handled internal complaints.
- ❑ 8 handled external complaints.
- ❑ The most frequently cited basis internally was race/color and externally was disability.



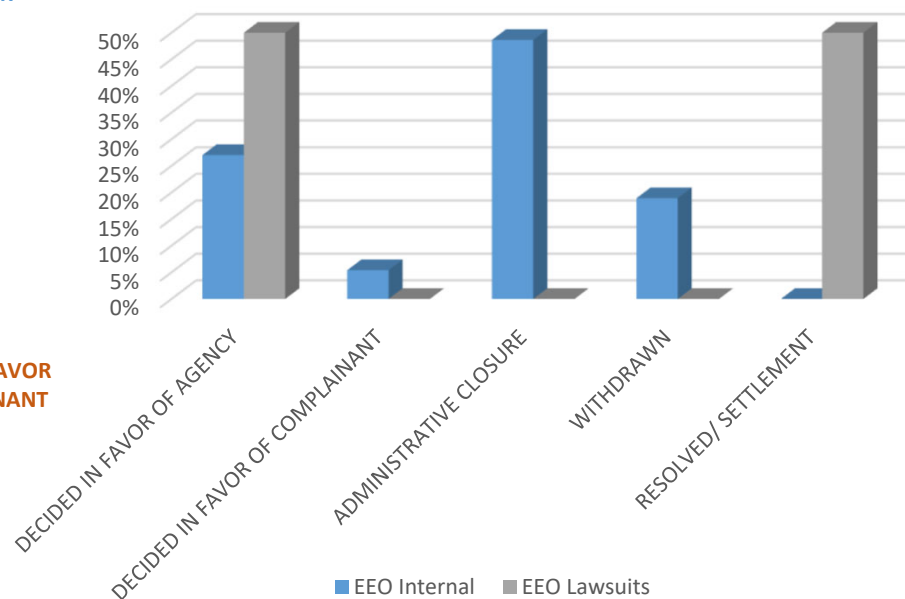
These charts include all pending matters as of the date of the report, including matters filed prior to the reporting period. "Other" contains all EEO categories not otherwise specifically mentioned on the chart (i.e., Sexual Orientation, Military status, or Marital Status etc.).

MTABC EEO Complaints and Lawsuits Dispositions

OVERALL EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



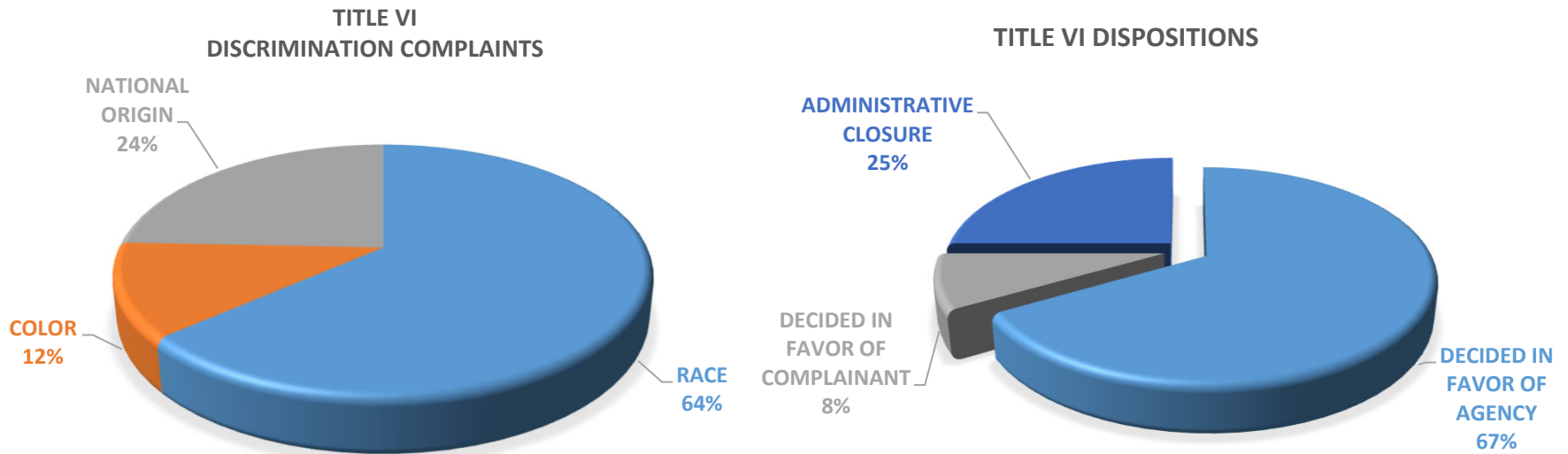
Through December 31, MTABC disposed 37 internal EEO complaints, 1 external EEO complaint, and 2 lawsuits.

- 28% complaints decided in favor of the agency.
- 5% complaints decided in favor of the complainant
- 48% complaints were administratively closed.
- 18% complaints were withdrawn.



MTABC

Title VI Discrimination Complaints, Lawsuits and Dispositions



MTABC handled 70 Title VI complaints, citing 74 separate allegations and no Title VI lawsuits. MTABC disposed 36 complaints.

- ❑ 67% complaints/lawsuits decided in favor of the agency.
- ❑ 25% complaints/lawsuits were administrative closures.
- ❑ 8% complaints/lawsuits decided in favor of the complainant.





Standard Follow-up Report: Fare Evasion, 4th Quarter 2020

This quarterly report provides fare evasion rates and estimated lost revenue on subways and buses. Note that the bus fare evasion report reflects a different data collection procedure. In place of the previous on-board staff surveys of a sample of bus runs, the new report is based on all data collected using Automatic Passenger Counters (APCs). APCs have been installed on 37% of non-SBS local buses which is sufficient to provide robust data for 84% of non-SBS local routes (SBS fare evasion remains based on Eagle Team surveys). The APCs count total ridership and this is compared with paid ridership counts to estimate the level of fare evasion.

Subway Fare Evasion Results

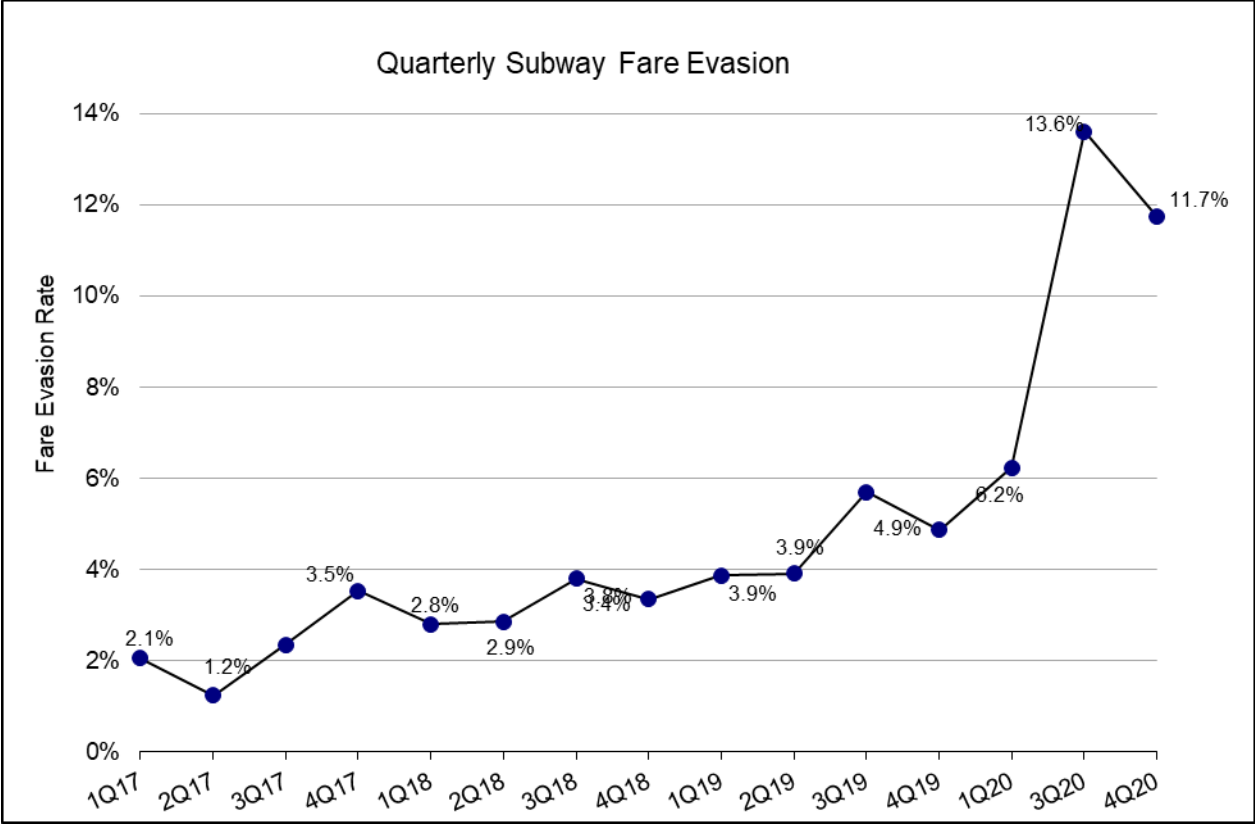
Subway fare evasion in the fourth quarter of 2020 (Q4 2020) was 11.7%, 1.9% lower than the 13.6% rate in the 3rd quarter, and the Q4 revenue loss decreased by \$2M.

Subway Fare Evasion Survey Summary

	Oct-Dec 2020 (4Q20)*	Jul-Sep 2020 (3Q20)*	Change (4Q20 vs 3Q20)
Total Subway Fare Evasion	11.7%	13.6%	-1.9%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$36	\$38	-\$2
Enforcement Actions			
TOS TABS Summonses	10,074	978	9,096
TOS C-Summonses	166	7	159
TOS Arrests	87	11	76
Total Enforcement Actions	10,327	996	9,331

*Oct-Dec 2020 (4Q20) Margin of error was +/-0.8% and Jul-Sep 2020 (3Q20) was +/- 1.08%.

* Survey data during Aug 19 - Sep 8 were excluded due to AFC data technical issue which provided survey sample population.



Bus Fare Evasion Results

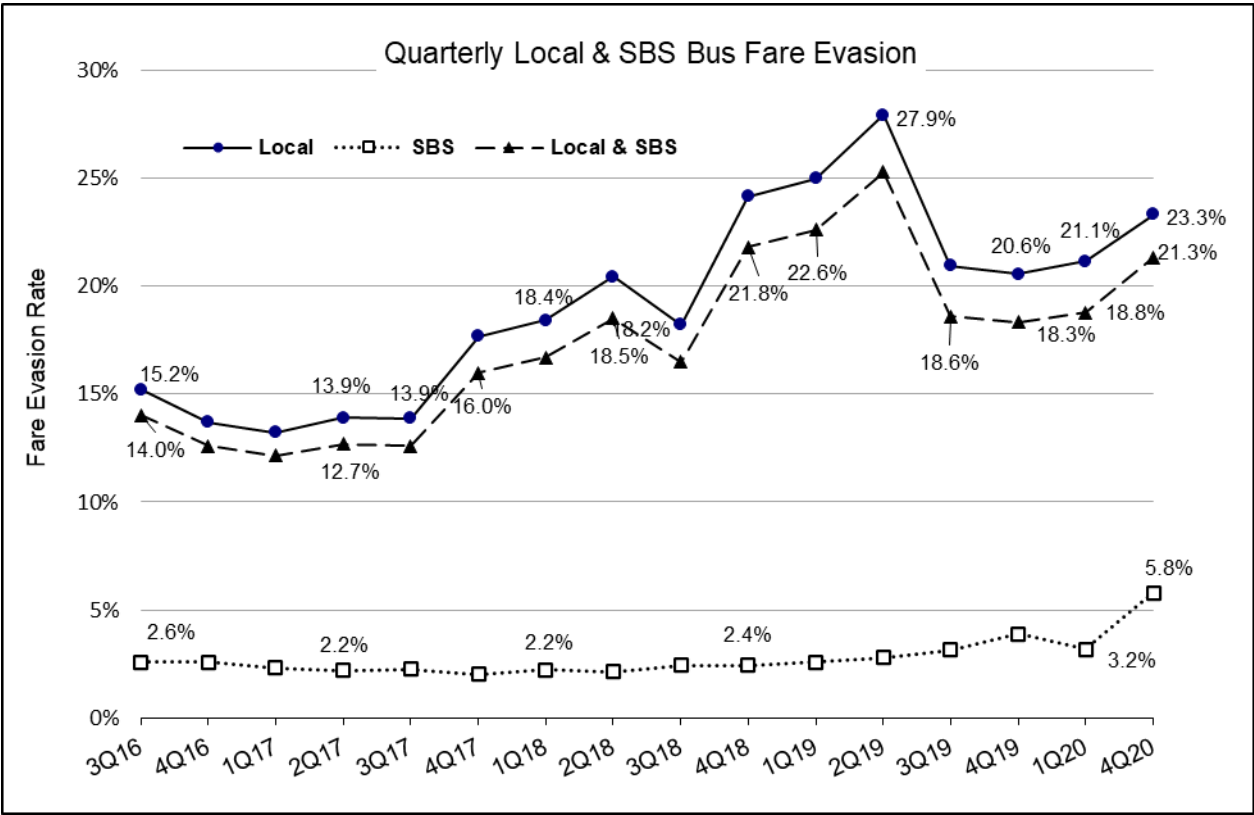
Bus fare evasion in the fourth quarter of 2020 (Q4 2020) was 21.3%, with 23.3% for local bus and 5.8% for SBS bus, resulting in \$33M revenue loss. The 21.3% rate is 2.3 percentage points higher than the 18.8% rate in Q1 2020, the last quarter during which field surveys for bus fare evasion were conducted. In any case, no fare was collected on local bus service for most of the April-September period, rendering fare evasion a moot issue.

Bus Fare Evasion Survey Summary

	Oct-Dec 2020 (4Q20)*	Jan-Mar 2020 (1Q20)*
Bus Fare Evasion		
Local Bus Evasion (Excl SBS)	23.3%	21.2%
Select Bus Service (SBS) Evasion	5.8%	3.2%
Total Local & SBS Bus Evasion	21.3%	18.8%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$33	\$22

* Oct-Dec 2020 fare evasion based on APC counts.

Jan-Mar 2020 fare evasion based on on-board staff surveys.





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