



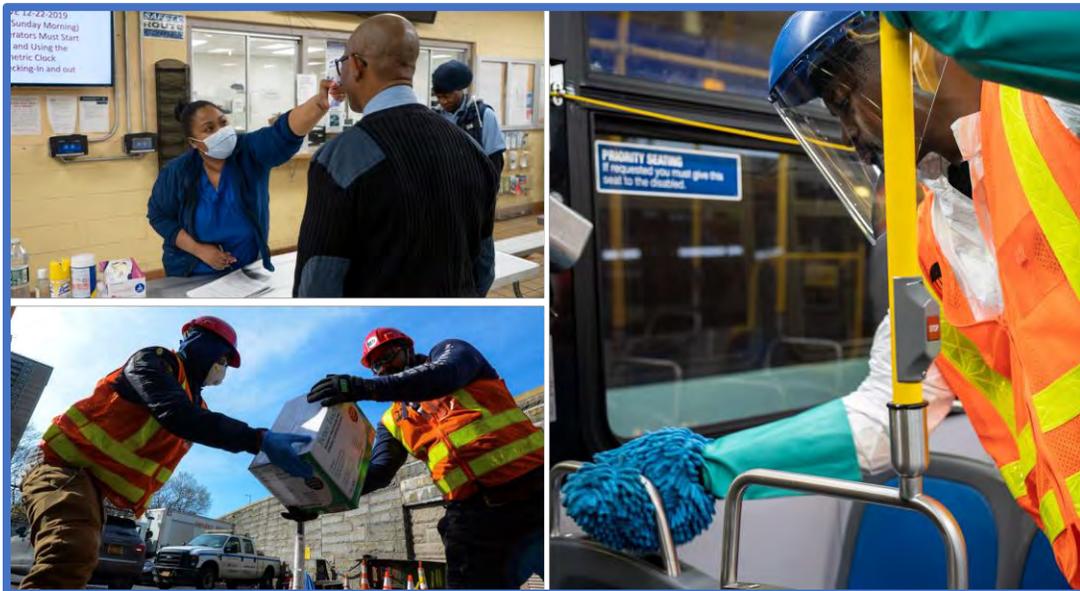
Transit and Bus Committee Meeting

April 2020

Committee Members

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

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



To protect our heroic workforce and our customers, the MTA has taken aggressive action to battle the COVID-19 pandemic by distributing millions of pieces of personal protective equipment, including 2.5 million pairs of gloves and nearly 500,000 masks, since March 1. Comprehensive nightly disinfecting efforts continue systemwide on our trains and buses. With the the health and safety of employees and customers remaining the agency's top priority, a "Temperature Brigade" has been deployed consisting of medically trained personnel who check temperatures of employees at more than 20 strategic locations as they report to work throughout the MTA service region. NYCT has also implemented rear-door boarding and eliminated cash transactions to minimize person-to-person contact.

New York City Transit and Bus Committee Meeting

2 Broadway

New York, NY 10004

Wednesday, 4/22/2020

10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. APPROVAL OF MINUTES – MARCH 25, 2020

Approval of Meeting Minutes - Page 3

3. COMMITTEE WORK PLAN

Committee Work Plan - Page 21

4. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 29

ii. NYCT, MTA Bus Report

NYCT, MTA Bus Report - Page 54

iii. Paratransit Report

Paratransit Report - Page 77

iv. Accessibility Update

Accessibility Update - Page 91

v. Strategy and Customer Experience Report

Strategy and Customer Experience Report - Page 93

b. Safety Report

Safety Report - Page 100

c. Crime Report

Crime Report - Page 105

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

NYCT, SIR and MTA Bus Financial and Ridership Reports - Page 110

e. Capital Program Status Report

Capital Program Status Report - Page 162

5. EXECUTIVE OFFICE CONTACT INFORMATION

Executive Contact Information - Page 168

**Joint Committee and Board Meeting of the Metropolitan Transportation Authority,
the New York City Transit Authority, the Manhattan and Bronx Surface Transit
Operating Authority, the Staten Island Rapid Transit Operating Authority, the
Metropolitan Suburban Bus Authority, the Triborough Bridge and Tunnel Authority,
the Long Island Rail Road, the Metro-North Commuter Railroad Company, MTA
Construction & Development, the MTA Bus Company and
the First Mutual Transportation Assurance Company
Minutes
2 Broadway
New York, NY 10004
Wednesday, March 25, 2020
10:00 a.m.**

The following Board Members were present in person or by videoconference:

**Hon. Patrick Foye, Chairman & CEO
Hon. Randolph Glucksman
Hon. Rhonda Herman
Hon. David Jones
Hon. Linda Lacewell
Hon. Kevin Law
Hon. Robert W. Linn
Hon. David Mack
Hon. Susan Metzger
Hon. Haeda B. Mihaltses
Hon. Robert F. Mujica*
Hon. Lawrence Schwartz
Hon. Vincent Tessitore, Jr.
Hon. Neal Zuckerman**

*Mr. Mujica joined the meeting but was not present for any votes.

The following alternate non-voting members were present by videoconference:

**Hon. Andrew Albert
Hon. Norman Brown
Hon. John Samuelsen**

The following staff members attended in person or by videoconference:

Anthony McCord, Chief Transformation Officer, Mario Péroquin, Chief Operating Officer, Thomas J. Quigley, General Counsel, Robert Foran, MTA Chief Financial Officer, Patrick Warrant, MTA Chief Safety Officer, David Ross, Chief Procurement Officer, Abby Collins, Chief Communications Officer, Sarah E. Feinberg, Interim President, NYCT, Craig Cipriano, Acting President, MTA Bus/Senior Vice President, NYCT Department of Buses, Michele Woods, Deputy Auditor General, Sally Librera, Sr. V.P. Department of Subways, and Monica Murray, Deputy General Counsel, Governance and Special Projects.

Janno Lieber, MTA Chief Development Officer, MTA Construction & Development, Phillip Eng, President, Long Island Rail Road, Catherine Rinaldi, President, Metro-North Railroad, Daniel DeCrescenzo, Acting President, TBTA, Margaret Terry, General Counsel, TBTA, Josiane Codio, Director, MTA Treasury, Patrick McCoy, Director, MTA Finance, David Florio, Director, R.E. Operations, Leasing & Acquisitions.

The Board of the Metropolitan Transportation Authority also met as the Boards of the New York City Transit Authority, the Manhattan and Bronx Surface Transit Operating Authority, the Staten Island Rapid Transit Operating Authority, the Metropolitan Suburban Bus Authority, the Triborough Bridge and Tunnel Authority, the Long Island Rail Road, the Metro-North Commuter Railroad Company, MTA Construction & Development, the MTA Bus Company, and the First Mutual Transportation Assurance Company.

Votes reflected in these minutes are those of each Committee and that of the MTA Board.

1. CHAIRMAN FOYE'S OPENING REMARKS.

Chairman Foye called the meeting to order and he thanked Board members, staff and the public for being part of the MTA's Board meeting by videoconference.

The Chairman announced that in light of the current health crisis, there were no meetings of the Joint Metro North Railroad and Long Island Committee, New York City Transit Committee, Bridges and Tunnels Committee, Finance Committee and Audit Committee in March.

Suspension of law allowing the attendance of meetings telephonically or other similar service:

The meeting is being conducting remotely via videoconference. Chairman Foye stated that Governor Cuomo's Executive Order 202.1 suspends the Open Meetings Law requirements and accordingly any requirements in the MTA By-Laws that meetings are open to in-person attendance by the public and that Board members may only participate in person are also suspended.

Monica Murray confirmed for the Chairman the presence of a quorum.

Chairman Foye stated that later in the meeting, Agency Presidents and staff will submit their agency's report, procurements and actions for a vote, and the Board members' participation in the meeting but silence at the time of a vote will be considered an affirmative vote for the record. The Chairman advised Board members that if any member would like to vote in opposition or abstain from any action, that Board member should state their name and indicate that.

Chairman Foye noted that speakers for the public comment period were able to register on Monday, March 23, 2020 and send in their video or voice comments. He stated that this approach goes above and beyond what is required for public comment according to the suspension of Open Meetings Law by Executive Order 2.01.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details of Chairman Foye's opening remarks.

2. PUBLIC SPEAKERS SESSION.

Public Speakers' Moderator reminded speakers of the two (2) minute speaking limit, and that speakers will be alerted when thirty (30) seconds remain to conclude their remarks.

The following twelve (12) speakers commented by videoconference during the public speakers' session. Refer to the video recording of the meeting produced by the MTA and maintained in MTA records, for the content of speakers' statements.

Brian Thomas Burke, NYCT/TWU Local 100

Theo Allen, private citizen

Rachael Fauss, Reinvent Albany

Christopher Greif, NYCTRC

Debra Greif, BFSSAC

Jason Anthony, Passengers United

Lisa Daglian, PCAC

Andrew Pollack, Passengers United

Finnley Staub, private citizen

Omar Vera, private citizen

Kimberly Pereira, NYC

Murray Bodin, private citizen

3. CHAIRMAN FOYE'S REMARKS.

The Chairman stated that this is an extraordinary time, and the MTA and agencies are doing some extraordinary things. First, by remaining laser-focused on the safety of the employees and customers, the MTA continues to keep the most essential of employees safely moving through New York. Chairman Foye stated that the 75,000 dedicated women and men of the MTA have been working around the clock to keep the system safe for the heroic health care professionals, childcare, utility and transportation workers, police officers, firefighters and other first responders who still need to get around, and he stated that we owe them and the MTA employees a great debt of gratitude.

The Chairman also thanked Sarah Feinberg, Interim President, NYCT, who he stated has had an eventful first two weeks on the job; Craig Cipriano, Acting President, MTA Bus/Senior Vice President, NYCT Department of Buses; Catherine Rinaldi, President, Metro-North Commuter Railroad; Phil Eng, President, LIRR and Daniel DeCrescenzo, Acting President, TBTA, for their leadership during this time, as well as the rest of the senior leadership team.

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

The Chairman stated that he also appreciates everyone joining the meeting by videoconference today, which allows the MTA to heed the recommended public health guidelines and maintain social distancing for the good of everyone's health and safety.

Providing an update on novel coronavirus (COVID-19), Chairman Foye stated that the situation is rapidly changing, with new information and guidance being issued regularly. MTA is working closely with its partners at the state, city and federal levels to keep on top of all the events. The Chairman stated that every decision the MTA makes to manage the crisis has been driven by the advice of the CDC, New York State Department of Health Commissioner Dr. Zucker, and his New York City Department of Health counterpart, Dr. Barbot.

Chairman Foye, discussing the actions taken by MTA to protect the customers and employees, stated that all MTA stations and frequent touchpoints continue to be disinfected twice daily, with the full fleet of rolling stock being sanitized on a 72-hour cycle – except for Access-A-Ride vehicles, which are disinfected daily.

The Agencies are also disinfecting offices, stations, crew quarters and other employee locations at least once a day and making hand sanitizer available and reminding everyone of good hygiene habits. In addition, other steps have also been taken to minimize contact and cash collections for the frontline employees – from implementing rear door boarding on buses to minimizing the collection of cash on railroads and in stations.

Chairman Foye stated that in order to protect vital, one-of-a-kind operations centers, MTA has deployed medical personnel to monitor the temperatures of the staff members in efforts to prevent symptomatic individuals from possibly contaminating others within these centers. MTA has also initiated a quick-reaction-team that will be sent to a location within the system where multiple employees are displaying symptoms – a “hot spots” so-to-speak.

Chairman Foye stated that in the last few weeks MTA has seen dramatic drops in ridership, as New Yorkers heed the advice of medical experts and stay home. On the subways, there has been an 87% decline compared to the same time last year, with ridership falling by more than 60% on buses, 94% on Metro-North and 90% on the Long Island Rail Road. The Chairman stated that the decline in ridership has an impact on both service and the MTA's financial position.

Chairman Foye stated that, as announced yesterday, MTA is moving to implement the Essential Service Plan, which was developed in close consultation with groups representing the heroic workers on the front lines of the pandemic, including hospitals, utility workers, and the City and State of New York.

The Chairman stated that the Essential Service Plan went into effect on the subway today, and will be rolling out on buses, Metro-North and Long Island Railroad in the coming days. Across all of MTA services, Chairman Foye noted that ridership is being monitored constantly and adjustments will be made as needed. The complete MTA Essential Service Plan is available on the MTA website, the MYmta app and on countdown clocks in stations and on platforms. The Chairman stated that reducing service is not ideal but it is the right thing to do right now. It will protect the workers on the front lines by allowing for more flexibility in scheduling. Safety for the employees and customers remains, as ever, MTA's number one priority.

With respect to the financial impact, Chairman Foye stated that it is clear that this pandemic is a national and international crisis, causing American industries to come to a dead stop. Every company and agency is currently suffering from a lack of liquidity. In the case of the MTA, this is driven by the fact that farebox and toll revenue is about \$8.5 billion dollars in a normal year, which is about half of the operating budget needed to run the MTA. The Chairman noted that an unsold seat on a flight to Miami is revenue that is lost forever, and the same is true of an unused seat on MTA subways, buses or commuter rails.

Chairman Foye stated that MTA expects the full impact of this crisis from the plummeting fare and toll revenues to be over \$4 billion by the end of the year. The Chairman reported that the MTA is seeing dramatic drops in transit ridership, and significant declines in vehicle crossings at bridges and tunnels, where toll revenue has traditionally served as a boost to MTA finances. This drop is on top of sizable losses on more than \$6 billion in state and local taxes dedicated to the MTA that is likely to evaporate in the inevitable downturn. Additionally, the MTA expects the aggressive disinfecting efforts, undertaken to protect customers and employees, to total over \$300 million on an annualized basis.

Chairman Foye noted that the MTA is taking immediate actions to mitigate this situation. In addition to drawing down \$1 billion on the existing line of credit, the agency has implemented tight cost controls on capital and operating spending, and is laser focused on only essential activities. This includes an immediate, temporary stop to any new capital commitments until the MTA has a more permanent solution to the liquidity issues precipitated by this pandemic. The MTA is also taking a close and focused look at what is coming to the Board each month for approval, starting with this month, shortening the list of action items to only what is essential.

Chairman Foye reported that the MTA is also working with State partners for legislative changes to preserve flexibility and help manage operating cash flow. Thanks to these immediate steps, Chief Financial Officer Robert Foran estimates the agency's liquidity to be \$3.5 billion by the end of March. Chairman Foye stated that this may sound like a large amount, but he noted that it costs more than \$300 million each week to operate the MTA. Considering the dramatic drop in ridership and revenue, and the fact that this health crisis means ridership will continue to be depressed in the months to come, Chairman Foye stated that the only realistic solution is a substantial federal funding commitment.

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

Chairman Foye stated that the scale of the operating budget deficits the MTA and other agencies face is unprecedented and this is an extraordinary time calling for extraordinary measures. The MTA has called on Congress for a national solution to a national crisis, together with a coalition of transit agencies across the nation. In New York, without at least \$4 billion of federal grant funding, the MTA will be unable to pay its obligations, including making payroll for a critical workforce of approximately 75,000 employees working hard on the front lines of this crisis, a workforce that has already kept New York moving after 9/11, Superstorm Sandy, and countless other disasters. Scaling back service will not be enough and the \$2.8 billion in savings the MTA is already committed to achieving through budget reductions and Transformation efficiencies will not be enough. Allowing critical state-of-good repair investments the MTA has fought long and hard for to be gutted in favor of operational costs is a non-starter. Such a huge blow would come at a time when the MTA has achieved tremendous progress across the system. On-time performance has achieved sustained improvement and ridership was steadily growing, defying national trends.

Chairman Foye stated that the New York Congressional delegation has been fighting hard in Washington, as they did after Superstorm Sandy and 9/11, and the MTA thanks them. The Chairman reported that early this morning, the Administration and Congress reached a deal on a \$2 trillion relief package. In addition, Senator Schumer confirmed that the relief package includes the \$25 billion requested by public transit agencies across the nation, including \$4 billion dedicated to the MTA. The MTA applauds Speaker Pelosi, Senator Schumer, and Representatives Nita Lowey, Peter King, Lee Zeldin, Carolyn Maloney, Sean Patrick Maloney, and Jerry Nadler for their tireless support and efforts to reach this deal. Chairman Foye also thanked the MTA's labor partners for standing with the MTA in advocacy, including John Samuelson and Tony Utano of the TWU, Anthony Simon and the other Long Island Rail Road labor leaders, and Matt Mitchell, Ed Valente, and Bill DeCarlo at Metro-North.

Chairman Foye stated that this funding is critical, not only to ensure that the MTA can continue to operate through the crisis, but also to serve as the catalyst for economic growth once the pandemic subsides and the country's pulse begins beating again. Chairman Foye emphasized that the full impact of this pandemic is still unknown. The MTA has planned for disruptions, but never of this scale. The MTA needs \$4 billion now and will need substantially more than that to survive the crisis.

Chairman Foye stated that the MTA is the lifeblood of the New York economy, and the State cannot recover without a strong public transportation system. It is imperative that the MTA pick up where it left off in improving the system and resuming growth once the crisis is past.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details of Chairman Foye's remarks.

4. APPROVAL OF MINUTES.

Upon motion duly made and seconded, the Board approved the MTA Agencies' Committee Meeting Minutes of February 24, 2020 and the MTA and MTA Agencies' Minutes of the Regular Board meeting held on February 26, 2020.

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

5. CHIEF FINANCIAL OFFICER'S PRESENTATION.

Robert Foran, MTA Chief Financial Officer, provided an update on the MTA Financials.

Refer to video recording of the meeting, produced by the MTA and maintained in MTA records, for the details of Mr. Foran's presentation.

6. METRO-NORTH RAILROAD ("MNR") PRESIDENT CATHERINE RINALDI'S PRESENTATION.

A. MNR Report

President Rinaldi began her report by thanking the entire Metro-North workforce for their efforts over the last few weeks during the COVID-19 crisis.

President Rinaldi reported that Metro-North has been taking all measures possible to prevent the spread of COVID-19, and during this difficult and unprecedented time, Metro-North's top priority is keeping customers and employees safe. Metro-North continues to disinfect stations two-times a day, sanitize trains daily, and perform a complete cleaning of trains every 72 hours. Metro-North is also cleaning and disinfecting employee facilities and remains focused on making working conditions as safe as possible.

President Rinaldi stated that as Metro-North continues to provide train service to health care workers and first responders, she appreciates the close coordination and collaboration exhibited across the MTA family, Metro-North's labor leaders, and the communities that Metro-North serves.

President Rinaldi reported that ridership has dropped precipitously on Metro-North from March 4, 2020 through today. As of last Friday, Metro-North was down over 90% overall compared to the weeks before the pandemic. The declines were led by the New Haven Line (given the high percentage of customers in the finance industry who had the ability to work from home earlier than others). This was followed by the Harlem Line and lastly the Hudson Line (which has a higher percentage of service workers and people in healthcare than the other lines). West of Hudson Service is also showing an approximately 90% drop in ridership. At this point, with only about 10% of Metro-North's customers remaining, those continuing to ride trains are essential workers.

Providing an update on Positive Train Control ("PTC"), President Rinaldi stated that there is some good news to report. As of Saturday, March 14, 2020, Metro-North extended PTC to Grand Central Terminal completing the installation of PTC on the Harlem and Hudson Lines. The coverage includes all trains along the Hudson Line's 74 miles from Grand Central Terminal to Poughkeepsie, including Amtrak and CSX freight trains, and the Harlem Line's 82 miles from Grand Central Terminal to Wassaic. Crews simultaneously completed activating PTC wayside equipment on the eight miles of the New Canaan Branch in Connecticut. The activation of PTC along the entire Harlem and Hudson Lines as well as the New Canaan Branch demonstrates Metro-North's swift and steady progress to meet the

goal of full PTC implementation by the end of 2020. President Rinaldi stated that thanks to everyone's commitment on implementing PTC, Metro-North now has 68% (189) route miles in full PTC mode. The Metro-North team is focused on completing PTC installation on the remaining 62 miles of the New Haven Main Line to ensure system safety.

President Rinaldi also reported that February's on-time performance ("OTP") climbed to 97.2% which makes it Metro-North's best February in 7 years. By line, the Hudson Line operated at 98.2% with 98.1% in peak periods, the Harlem Line operated at 96.7%, with 95.1% in peak periods, and the New Haven Line operated at 97.1% with 97.2% in peak periods. Year-to-date through February, Metro-North is operating 1.2 percent above last year's performance. President Rinaldi stated that Metro-North could not perform at this level without the dedication and commitment of its workforce, who rise to the challenge every single day.

In closing, President Rinaldi thanked all Metro-North employees for their efforts during these very challenging and frightening times. Public transportation is the lifeblood of the region in good times and is absolutely indispensable in times like these. She stated that she was proud to lead the organization and is so proud of her colleagues.

Metro-North Safety Report:

The full safety report is filed with the records of this meeting.

MTAPD Report:

The full MTAPD report is filed with the records of this meeting.

Operations, Performance Metrics, Ridership, Financial, and Capital Program Reports.

The details of the Operations, Performance Metrics, Ridership, Financial, and Capital Program Reports are contained in reports filed with the records of the meeting.

Joint Information Item:

The details of the following joint information item are contained in reports filed with the records of this meeting:

- Long Island Rail Road/Metro-North PTC Status Report

Metro-North Information Items:

The details of the following information items are contained in reports filed with the records of this meeting:

- Annual Elevator & Escalator Report
- Customer Satisfaction Survey Report

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

- 2019 Annual Ridership Report

B. Metro-North Committee Items:

The Committee was presented with the following competitive procurement:

- Approval for a contract modification in the not-to-exceed amount of \$2,000,000 to the existing miscellaneous service contract with the firm Clearway Industries, LLC (Clearway). The contract modification is for on-going scheduled brush and tree cutting including debris removal services for Metro-North's Harlem and Hudson Lines as well as emergency services to remove tree and brush that are deemed dangerous, damaged, or has fallen throughout Metro-North's entire territory. The additional funding requested will be required for continuation of these services for the remaining contract term through August 2020.

Upon motion duly made and seconded, the Committee approved the foregoing procurement. The details of the procurement are contained in documentation filed with the records of this meeting.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for details of President Rinaldi's report, and to the staff summaries for details relating to the action items, copies of which are on file with the records of the Board meeting minutes for MTA and MNR.

7. LIRR PRESIDENT PHILLIP ENG'S PRESENTATION.

A) LIRR Report

President Eng stated that these are unprecedented times, but, working together, we will get through this. Addressing the public and all the first responders, health care workers, food service workers, transportation workers, including many of our own, that are out helping to battle this pandemic and saving lives, President Eng stated that the Long Island Rail Road workforce is taking extraordinary measures to do our part to flatten the curve and combat the spread of COVID-19.

President Eng reported that our Essential Service Plan starting Friday, March 27, has been developed based on our field observations of travel patterns over the last few weeks, to accommodate our current ridership levels. The schedule will be available shortly, and will protect the ability to practice social distancing throughout the day on the railroad. We will be monitoring ridership during the initial phases of the new service plan and be prepared to modify on the fly with additional trains pre-positioned in our yards.

President Eng stated that this is only possible due to the dedication and courage of our employees, both front line and those behind the scenes, as well as the cooperation and support from our labor partners whose contributions have been instrumental. He stated that together, with our sister agencies, we are rising to this challenge as we battle this

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

pandemic, ensuring that essential employees can continue to depend on us, and doing our part to provide essential services and protect New Yorkers.

Reporting on Positive Train Control, President Eng stated that while our system integrator and their vendors are facing the same challenges as all of us, we all remain committed and on target to hit the December 2020 deadline. He noted that LIRR recently hit a significant milestone, running another 108 miles from Ronkonkoma to Greenport and from Patchogue to Montauk, placing these sections into Extended Revenue Service Demonstration, bringing us to 72% of our 305 total route miles.

President Eng reported that we are also making progress working with Amtrak and the FRA regarding Amtrak's proposed alternative solution in Harold Interlocking, and their back-to-back software for their trains to be inter-operable as they operate through Harold, with more information provided in the Committee Book.

President Eng also reported that LIRR's On-Time-Performance ("OTP") for February was 94.3%, the best February since 2012, and 2.2% better than last year. Additionally, our ridership trend prior to COVID19 continued in February with an increase of 1.1% over last year, representing an additional 75,000 riders.

President Eng referred to the Committee Book for detailed information regarding LIRR's 2019 Annual Satisfaction Survey; he noted that overall, our customers are acknowledging and experiencing positive changes to our service.

President Eng stated that he wants the public to know that with each of us doing our parts, we will get through this together. He thanked the public who can stay home and are doing so, and thanked all the essential workers across Long Island and New York, including our own represented labor workforce and management. Not only are they dealing with the pressures of the job, but with immense uncertainty at home and in the world, their professionalism never ceases to amaze me. Their safety and that of our customers will always be our preeminent concern. To our labor partners, the communication and support has been key in our ability to keep the LIRR running. President Eng wished a speedy recovery to all of our employees at LIRR and MTA being treated for Covid 19. Addressing the Board and the public, President Eng gave his assurances that LIRR is here for you.

B) LIRR Committee Items:

The Committee Book for the Joint Metro-North and Long Island Committee meeting of this day filed with the records of this joint meeting with the Regular Board, contains the details of the following items:

- LIRR Minutes of the Joint Metro-North and Long Island Rail Road Committee meeting of February 24, 2020
- LIRR 2020 Work Plan
- LIRR Safety Report

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

- MTA Police Report
- Joint Information Item - Long Island Rail Road/Metro-North PTC Status Report
- LIRR Information Items
 - Annual Elevator & Escalator Report
 - Spring Trackwork Programs
 - Customer Satisfaction Survey Report
 - 2019 Annual Ridership Report
- Operations, Performance Metrics, Ridership, Financial, and Capital Program Reports

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for details of President Eng's report, and to the staff summaries for details relating to the action items, copies of which are on file with the records of the Board meeting minutes for MTA and LIRR.

8. NYCT INTERIM PRESIDENT SARAH FEINBERG'S PRESENTATION.

A. NYCT Report

Interim President Feinberg discussed the crisis facing the agency and stated that there were 52 employees who tested positive for COVID-19 at NYCT thus far. She noted that these are colleagues and that our thoughts are with them and their families and we wish them well. Interim President Feinberg indicated that while some of these employees present with mild symptoms, other employees are extremely ill and that we are thinking about all of them all of the time and praying for them and sending them good wishes.

Interim President Feinberg also emphasized that 72,000 workers were showing up to work every day including those employees teleworking. She stated that she was incredibly grateful for these employees to show up every day and continue to operate a safe and efficient system, getting essential workers where they need to go to serve those of us who are trying to get through the daily lives, including healthcare workers, grocery store and delivery workers among many others. She expressed that it has been an honor to be a part of a workforce full of heroes and that from the moment she started as Interim President, the workforce has been working on the response to this crisis 24/7 and she has been utterly impressed by all. She noted that NYCT went from disinfecting stations once to twice a day and that NYCT also enabled thousands of people to telework in a matter of hours. She commended the subway team for doing an unbelievable job planning for all kinds of variations and scenarios that may arise in the weeks and months ahead. She noted that they have been engaging in a tremendous amount of work and resources to plan for the kind of expected ridership decline and to account for the many variables along the way.

Interim President Feinberg also commended the quick turn by Buses to rear door boarding, noting that it took massive cooperation from our team and our union partners. She emphasized the priority and need to protect our bus operators.

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

Interim President Feinberg stated that we are hitting a turning point in this crisis – not in terms of the virus itself but with respect to making changes to service. She stated that NYCT will continue to right-size service and that the efforts being made are not focused on decreasing service, saving money or maximizing efficiency but instead to make sure we can move the essential workers that need to be moved in a safe and efficient way while doing right by our workforce. She indicated that she believes we have so far executed it well but are taking a close look at crowding issues and will be addressing those as close to real time as possible. The priority has to be to move people who need to be moved.

Interim President Feinberg expressed that she is determined to send people home and to keep as many people healthy as possible along the way. She commented on the great job being done by the Chairman and the MTA leadership and in keeping everyone updated.

Interim President Feinberg closed her report by once again thanking the workforce and emphasizing that it has been an honor to work with this workforce.

B. NYCTA Committee Items:

Upon motion duly made and seconded, the Board approved non-competitive procurements requiring a majority vote (Schedule J in the Agenda).

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for details of Interim President Feinberg’s report, and to the staff summaries, copies of which are on file with the records of the meeting of the Board of the MTA NYC Transit /Staten Island Rapid Transit Operating Authority /MTA Bus Company.

9. MTA CONSTRUCTION & DEVELOPMENT – CHIEF DEVELOPMENT OFFICER JANNO LIEBER’S PRESENTATION.

A. Report

Chief Development Officer (“CDO”) Janno Lieber reported that MTA Construction & Development (“C&D”) continues to move forward on a number of important active transit infrastructure projects that can be safely advanced. He noted that the first thing C&D did was to take a wide range of precautionary measures to make sure all of its employees, consultants, and contractors are safe.

CDO Lieber went on to mention several of the measures that C&D put in place. He stated that approximately 90% of C&D’s staff of 2,000 are presently telecommuting. In addition, C&D has instituted a 24-hour 7 day a week hotline where its contractors and consultants can provide information on COVID-19 issues. With the use of flow charts and medically approved information, C&D is advising its contractors and consultants on how to react to public health issues and reports that they are receiving.

CDO Lieber further reported that while C&D has scaled down some of its projects, many of its projects have continued under the Governor’s Executive Order stating that transportation infrastructure projects are essential. CDO Lieber emphasized that these projects are, however, being done in a different manner than in the past. C&D has re-examined and evaluated site logistics, construction sequences and deployment to maximize social distancing for all work activities. In addition, work tools also are not being shared.

**MTA and Agencies’ Joint Committee and Regular Board Meeting
March 25, 2020**

CDO Lieber reported that C&D has also created an app that allows projects to report their COVID related health information, impacts and status. CDO Lieber noted that C&D is currently receiving roughly 225 reports daily through this app.

CDO Lieber further reported that C&D is managing a range of supply chain issues with elevators and escalators, and deliveries not being able to be made due to the public health crisis. CDO Lieber stated that C&D is managing these issues reasonably well.

CDO Lieber also reported that at this time approximately six projects have been closed down due to health reasons due to COVID-19 positive tests. He noted that site cleanings have been performed at ten project sites where public health information dictated that cleanings should be performed, and that C&D was able to deploy the resources needed for the cleaning quickly.

CDO Lieber reported that C&D originally had one procurement item on today's agenda, a retroactive modification to accelerate work on an elevator project; however, after consultation with Chairman Foye and Chief Financial Officer Foran, that procurement was withdrawn due to a need to re-examine the MTA's financial condition.

CDO Lieber also acknowledged the extraordinary efforts of the MTA staff and consultants during this pandemic, along with the collaboration that the MTA has had with the trade associations and labor. CDO Lieber has spoken to each of the major trade associations and collaborated well with them to ensure work is done in most safe manner.

Board Member Albert inquired if the completion of the Canarsie Tube work is being impacted, and if work on the tunnel portion will be completed in April as planned or some time close to that. CDO Lieber responded that, although there was a major logistical reorganization for the planned work this past weekend for safety purposes, C&D did have a successful weekend of work with the double track outages and anticipates completion of the tunnel portion of the Project will be in April.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for further details of Mr. Lieber's report.

10. TBTA ACTING PRESIDENT DANIEL DeCRESCENZO'S PRESENTATION.

A. TBTA Report

Mr. DeCrescenzo thanked all TBTA employees for their excellent performance in a very challenging environment and keeping our bridges and tunnels open and safe during the COVID-19 crisis.

B. TBTA Committee Items:

TBTA Procurements

Mr. DeCrescenzo stated that there are two (2) procurements totaling \$40.7 million.

Non-Competitive Procurements

Mr. DeCrescenzo stated that there are no non-competitive procurements.

Competitive Procurements

Mr. DeCrescenzo stated that there are two (2) competitive procurements totaling \$40.7 million.

Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)

Various Contractors	Contract No. GFM-534 TBTA is seeking Board approval under the All-Agency General Procurement Guidelines to award public work contracts via the competitive RFP process for Miscellaneous Electrical Construction on an As-Needed Basis.	\$30,000,000.00
---------------------	--	-----------------

Personal Service Contracts

WSP USA, Inc.	Contract No. (s): PSC-19-3035A	\$3,283,140.00
Hardesty & Hanover, LLC	PSC-19-3035B	\$2,681,161.00
HNTB New York Engineering and Architecture, P.C.	PSC-19-3035C	\$3,164,330.00
KB Group of NY, Inc.	PSC-19-3035D	<u>\$1,611,132.00</u>
	TBTA is seeking Board approval under the All-Agency Service Procurement Guidelines to award four personal service contracts for the 2020 Biennial Bridge Inspections at the: (i) Robert F. Kennedy Bridge: Main Line (ii) Robert F. Kennedy Bridge Approach Ramps and Lift Span, (iii) Verrazzano-Narrows Bridge Main Spans and (iv) Verrazzano-Narrows Bridge Approach Ramps.	\$10,739,763.00

Upon a motion duly made and seconded, the Board approved these procurements.

TBTA Action Items:

M. Margaret Terry, Senior Vice President and General Counsel, introduced the action items. Ms. Terry presented two TBTA action items for Board approval for TBTA to implement split tolling at the Verrazzano-Narrows Bridge (VNB) in accordance with the recent federal law which eliminated one-way tolling and directed that tolls be collected in the Staten Island-bound and Brooklyn-bound directions. It is expected that split tolling will be implemented by the end of 2020. TBTA asked the Board to approve and adopt the Type II Determination/Determination of No Significance for split tolling. Upon a motion duly made and seconded, the Board approved this action item. TBTA asked the Board to approve and adopt the change in TBTA’s method of toll collection at the VNB to split tolling and the corresponding changes in the toll schedule regulation. Upon a motion duly made and seconded, the Board approved this action item.

Ms. Terry then presented two MTA action items for Board approval to change the MTA's VNB Rebate Programs to accommodate split tolling. The Board was asked to approve and adopt the Negative Declaration for the changes to the rebate programs. Upon a motion duly made and seconded, the Board approved this action item. The Board was asked to approve and adopt changes to the MTA's VNB Rebate Programs that will go into effect with the expected implementation of split tolling by the end of 2020. Upon a motion duly made and seconded, the Board approved this action item.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for details of Acting President DeCrescenzo's report, and to the staff summaries for the details relating to the action items, copies of which are on file with the records of the Board meeting minutes for MTA and TBTA.

11. MTA COMMITTEE ON FINANCE.

A. Action Items.

Patrick McCoy, MTA Director of Finance, presented a summary of the item #1 below and Josiane Codio, Director of Treasury, presented a summary of item # 2 below.

Upon motion duly made and seconded the Board approved the action items listed below. The specifics are set forth in the staff summaries and documentation filed with the meeting materials. Board Member Linda Lacewell recused herself from the vote on item # 2 below.

1. Transportation Revenue Anticipation Notes. Approved a resolution and necessary documentation and activities to issue revenue anticipation notes under the Transportation Revenue General Resolution ("RANs") to provide for short-term liquidity.
2. Increase of MTA All Agency Investment Limit. Approved the increase of the MTA All Agency investment limit.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for details of Board Members' discussion relating to the action items.

B. Procurement Item.

Chairman Foye, commenting on the Transformation RFP being presented for Board approval today, stated that he would like to clarify a few points relating to the Transformation.

Chairman Foye stated that Anthony McCord, Chief Transformation Officer, and his team continue to work on Transformation, but on a different timeline. The situation is dynamic and the agency is solely focused on employee and customer health, and having sufficient numbers of employees to run the system. Chairman Foye stated that the Transformation

will proceed on a timeline that prioritizes getting through the pandemic and the liquidity crisis that it has started. Nothing will be implemented until the crisis has past. Chairman Foye noted that the agency has no plans to lay off any employee as a result of the pandemic, and that everyone's help is needed to keep the system moving forward.

Chairman Foye further stated that approval of the RFP today does not mean that Transformation begins tomorrow, and he stated that Anthony McCord and David Ross, Chief Procurement Officer, will discuss the RFP in a moment. Chairman Foye noted that the agency will not move forward on implementing the contract until the public health crisis is over.

Anthony McCord, Chief Transformation Officer, presented a summary of the Transformation procurement items, and David Ross, Chief Procurement Officer, provided a summary of all other procurement items. In addition, Mr. Ross announced that the All-Agency Procurement Report and the Prompt Payment Report are also being presented to the Board for approval and information, respectively.

Upon motion duly made and seconded the Board approved the following procurement items listed below. The specifics are set forth in the staff summaries and documentation filed with the meeting materials. Board Member Neal Zuckerman recused himself from the vote on items #2, 3, and 4 below.

1. New York State Industries for the Disabled – Janitorial and Window Cleaning Services – Nos. 0600000000006413 (NYCT) and 0400000000001062 (LIRR). Approval to extend and increase the contract values for two non-competitive miscellaneous service contracts with New York State Industry for Disabled (NYSID) for janitorial and window cleaning services an additional six months ending June 30, 2020 with an option to extend for an additional six months ending December 31, 2020.
2. TruView BSI, LLC – Background Verification and Investigation Services – No. 201882. Approved the award of a competitively negotiated, all-agency personal service contract for background verification and related investigative services for five years.
3. Ernst & Young US, LLP) – MTA Transformation Implementation, Category 1 – No. 0009000015-10. Approved the award of one competitively negotiated contract to Ernst & Young US LLP.
4. Various Contractors – MTA Transformation Implementation, Category 2 – Nos. 0009000015-21, 22, 23, 24. Approved the award of competitively negotiated, as needed, consulting contracts to Argo, Inc., The Boston Consulting Group, Ernst & Young US, LLP, and HNTB New York Engineering and Architecture, PC. Each base contract will be awarded for zero dollars and individual work assignments awarded pursuant to a competitive mini-RFP process wherein the awardees will submit technical and cost proposals that will be evaluated by a selection committee prior to the award of any tasks.

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

5. Alexander Proudfoot Company – MTA Transformation Implementation, Category 3 – No. 00090000015-30. Approved the award of a competitively negotiated contract to Alexander Proudfoot company.
6. CorVel Healthcare Corporation – All-Agency Medical Bill Review and Payment Services – No. C908341-0100, Modification No. 14. Approved a competitively negotiated, all-agency, personal service contract for an additional 9 months ending December 31, 2020.
7. 2019 Annual Procurement Report. Authorized the filing with the State of New York of the annual MTA All Agency Procurement Report for the period January 1, 2019 - December 31, 2019, as required under Section 2879 of the Public Authorities Law.
8. Information Item - MTA Prompt Payment Annual Report 2019. The Board received the MTA Prompt Payment Annual Report that is required to be submitted to the State Comptroller, the State Director of the Budget, the Chairman of the Senate Finance Committee, and the Chairman of the Assembly Ways and Means Committee.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for details of Chairman Foye's and Board Members' comments.

- C. **Real Estate Items**. David Florio, Director, R.E. Operations, Leasing & Acquisitions, presented a summary of the real estate items.

Upon motion duly made and seconded the Board approved the real estate items listed below.

New York City Transit Authority

1. Lease agreement with Raffie Hadi Bhai nd Aziz Mavani for the operation of four travel convenience stores located at 34th Street, Penn Station (8th Avenue), New York, N.Y.
2. Lease agreement with Sudhir Patel for the operation of three travel convenience stores located at 34th Street, Penn Station (7th Avenue), New York, N.Y.

Metropolitan Transportation Authority

3. Approved the revised and updated MTA Real Estate Department's Real Property Disposition Guidelines and the appointment of the Chief Development Officer of MTA as the Real Property Disposition Contracting Officer responsible for compliance with and enforcement of such Guidelines, and the updated MTA's All-Agency Guidelines for the Disposal of Agency Personal Property, and the appointment of the MTA staff persons designated as the Personal Property Disposition Contracting Officers listed in Attachment C of the staff summary,

**MTA and Agencies' Joint Committee and Regular Board Meeting
March 25, 2020**

each promulgated in accordance with Section 2895-2897 of the Public Authorities Law.

12. **AUDIT COMMITTEE.** Michele Woods, Deputy Auditor General, presented the Audit Report and a summary of the Audit action items.

Refer to the Audit Committee's minutes of this date, for the details of the reports and the items approved by the Board, and to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the further details.

13. **ADJOURNMENT.**

Following questions and remarks from Board members' and staff, and upon motion duly made and seconded, the Board voted to adjourn the meeting at 11:42 a.m.

Respectfully submitted,

Richard Gans
Vice President, General Counsel and Secretary
Metro-North Railroad

Paige Graves
Secretary
LIRR

s/Mariel A. Thompson
Assistant Secretary
NYCTA

David K. Cannon
Assistant Secretary
MTA C&D

Adana Savary
Assistant Secretary
TBTA

Victoria clement
Assistant Secretary
MTAHQ



2020 Transit & Bus Committee Work Plan

I. RECURRING AGENDA ITEMS

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

Responsibility

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

Materiel

Operations Planning
 Management & Budget
 Capital Planning & Budget
 As Listed

II. SPECIFIC AGENDA ITEMS

April 2020

May 2020

Quarterly Customer Satisfaction Report, 1st Qtr, 2020
 Final Review of NYCT 2019 Operating Results
 Final Review of SIR 2019 Operating Results
 Final Review of MTA Bus 2019 Operating Results
 NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2020
 Transit Adjudication Bureau Report, 1st Qtr, 2020

Strategy & Customer Experience
 Management & Budget
 Management & Budget
 Management & Budget
 EEO & Human Resources
 Law

June 2020

Transit Recidivism Report, 1st Qtr, 2020
 Fare Evasion Report, 1st Qtr, 2020

Law
 Management & Budget

July 2020

Quarterly Customer Satisfaction Report, 2nd Qtr 2020

Strategy & Customer Experience

August 2020

No Meetings Held

September 2020

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

Management & Budget
 Management & Budget

II. SPECIFIC AGENDA ITEMS (con't)

Responsibility

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

October 2020

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

November 2020

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

December 2020

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

January 2021

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

February 2021

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

March 2021

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



2020 Transit & Bus Committee Work Plan

Detailed Summary

I. RECURRING

Approval of Minutes

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

NYCT Work Plan

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

Operations Performance Summary

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

Procurements

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

Service Changes

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

Tariff Changes

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

Capital Budget Modifications

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

Action Items

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

II. SPECIFIC AGENDA ITEMS (con't)

APRIL 2020

MAY 2020

Quarterly Customer Satisfaction Report, 1st Qtr 2020

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

Final Review of NYCT 2019 Operating Results

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

Final Review of SIR 2019 Operating Results

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

Final Review of MTA Bus 2019 Operating Results

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

Transit Adjudication Bureau Report, 1st Qtr, 2020

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

EEO & Diversity Report, 1st Qtr, 2020

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

JUNE 2020

Transit Recidivism Report, 1st Qtr, 2020

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

Fare Evasion Report, 1st Qtr, 2020

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

JULY 2020

Quarterly Customer Satisfaction Report, 2nd Qtr 2020

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

II. SPECIFIC AGENDA ITEMS (con't)

AUGUST 2020

No Meetings Held

SEPTEMBER 2020

2020 NYCT Mid-Year Forecast Monthly Allocation

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

2020 SIR Mid-Year Forecast Monthly Allocation

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

2020 MTA Bus Mid-Year Forecast Monthly Allocation

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

2021 NYCT Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

2021 SIR Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

2021 MTA Bus Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

Transit Adjudication Bureau Report, 2nd Qtr, 2020

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

Fare Evasion Report, 2nd Qtr, 2020

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

EEO & Diversity Report, 2nd Qtr, 2020

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

Transit Recidivism Report, 2nd Qtr, 2020

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

OCTOBER 2020

2020 NYCT Preliminary Budget

II. SPECIFIC AGENDA ITEMS (con't)

Public comments will be accepted on the 2020 Preliminary Budget.

2020 SIR Preliminary Budget

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

2020 MTA Bus Preliminary Budget

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

NOVEMBER 2020

Transit Adjudication Bureau Report, 3rd Qtr, 2020

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

Charter for Transit Committee

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

DECEMBER 2020

NYCT 2021 Adopted Budget/Financial Plan 2021-2024

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

SIR 2021 Adopted Budget/Financial Plan 2021-2024

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

MTA Bus 2021 Adopted Budget/Financial Plan 2021-2024

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

EEO & Diversity Report, 3rd Qtr, 2020

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

Transit Recidivism Report, 3rd Qtr, 2020

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

II. SPECIFIC AGENDA ITEMS (con't)

Fare Evasion Report, 3rd Qtr, 2020

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

JANUARY 2021

Approval of Committee Work Plan

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

Quarterly Customer Satisfaction Report, 4th Qtr 2020

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

Preliminary Review of NYCT's 2020 Operating Results

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

Preliminary Review of SIR 2020 Operating Results

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

Preliminary Review of MTA Bus 2020 Operating Results

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

FEBRUARY 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.

II. SPECIFIC AGENDA ITEMS (con't)

Transit Adjudication Bureau Report, 4th Qtr, 2020

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

EEO & Diversity Report- 2020 Year-End Report

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

MARCH 2021

Transit Recidivism Report, 4th Qtr, 2020

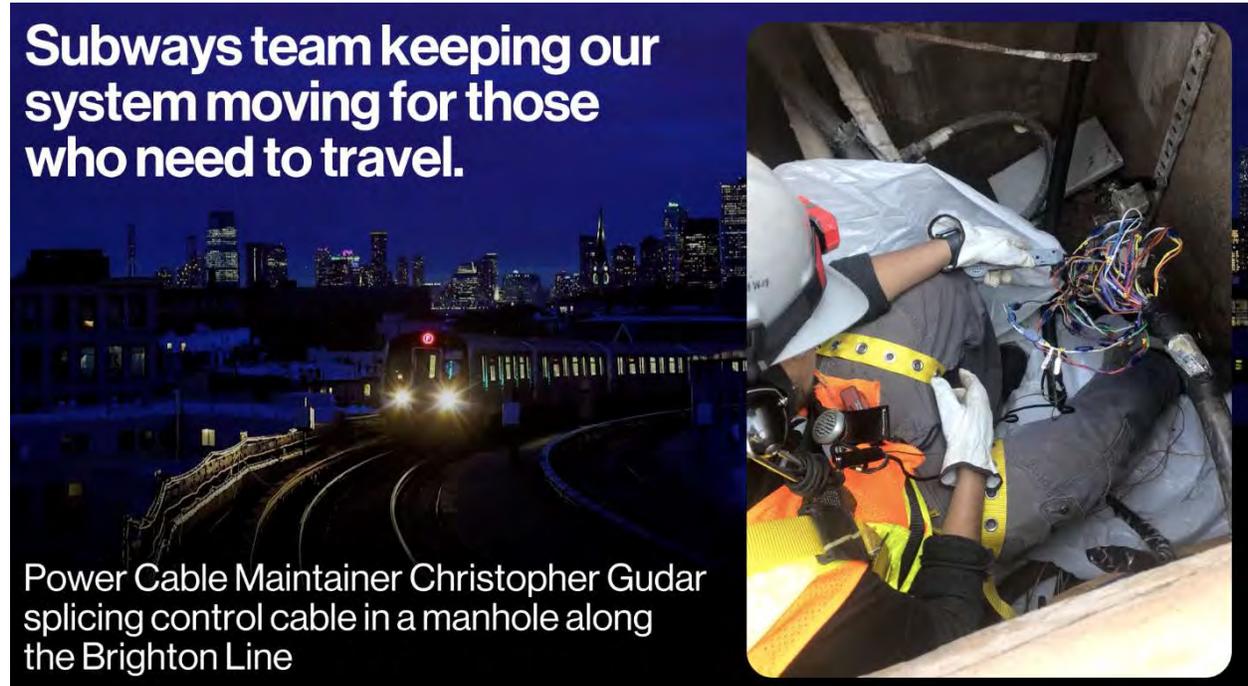
Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

Fare Evasion Report, 4th Qtr, 2020

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

Customer Service Report: Subways

Sally Librera, Senior Vice President



Subways team keeping our system moving for those who need to travel.

Power Cable Maintainer Christopher Gudar splicing control cable in a manhole along the Brighton Line

During the COVID-19 pandemic, Subways employees are not only working hard operating trains and keeping cars and stations sanitized, but also repairing and maintaining vital equipment and structures, all so we can keep service moving for the essential workers who need to travel.

April 2020 Highlights: Subways

March 2020 was one of the most difficult in the history of NYC Transit, and those difficulties continue into April as we respond to the COVID-19 pandemic. During this period our priorities are keeping our employees safe while continuing to provide safe service for essential workers.

The Department of Subways is made up of over 30,000 men and women, and that workforce has been devastated by COVID-19. Thousands of our employees have been quarantined, hundreds have tested positive, and most tragically, several have succumbed to the disease. Even those who have not been personally diagnosed with the virus have a family member, friend, or colleague who has. Still, our teams continue to work every day, keeping the system moving for the essential workers who need it. To keep these heroic workers safe, we have implemented changes to work schedules and changed protocols to facilitate social distancing wherever possible, distributed hundreds of thousands of pieces of personal protective equipment like masks and gloves, and continued daily disinfecting of employee facilities.

While subway ridership has decreased over 90% as of early April, the subway still serves approximately 500,000 riders per day. Our Essential Service Plan is for those essential workers – healthcare providers, first responders, grocery store workers, delivery persons, and many others – who rely on the subway. While service is reduced from our normal schedules, we continue to operate as many trains as possible with the reduced crews we have available. In most cases, the service reductions are a fraction of the ridership declines so that riders can keep distance between themselves and others.

The Subways family suffered a terrible tragedy on March 27th, when a criminal set fire to a 2 train at the Central Park North (110 St) station. Train Operator Garrett Goble worked with his coworkers to safely evacuate every customer from the train and station. Tragically, Garrett was overcome by the heavy smoke and did not survive. Garrett's heroic actions will not be forgotten. We grieve with his family and friends, and look forward to a day where we can appropriately honor his bravery, dedication and sacrifice.

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

Sally Librera

Senior Vice President, Department of Subways

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	March 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Weekday Customer-Focused Metrics						
Weekday Major Incidents Unplanned incidents delaying 50+ trains	31	50	-38.0%	40.0	60.0	-33.3%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	96.8%	96.8%	0.0%	96.6%	95.6%	+1.0%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:09	0:01:09	0.0%	0:01:11	0:01:14	-4.1%
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:36	0:00:59	-39.0%	0:00:51	0:01:12	-29.2%
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	85.4%	82.9%	+3.0%	84.1%	80.7%	+4.2%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of delays attributed to car-related causes	136,190	134,869	+1.0%	130,926	121,272	+8.0%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	97.2%	96.1%	+1.1%	96.4%	96.5%	-0.1%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	92.3%	92.5%	-0.2%	89.4%	92.7%	-3.6%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	75.0%	74.7%	+0.4%	75.2%	72.2%	+4.2%
Weekday Terminal On-Time Performance (Chart 17)	86.4%	78.2%	+10.5%	81.9%	62.9%	+30.2%
Weekday Trains Delayed	24,339	37,667	-35.4%	30,699	50,873	-39.7%

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

NOTE: Metrics for the complete month of March cannot be provided due to severe disruptions in subway ridership and service associated with the Covid-19 pandemic beginning in mid-March 2020. This report includes the following adjustments:

- Major Incidents and Trains Delayed are end-of-month projections based on data through March 22 (shaded cells)
- Service Delivered, Wait Assessment, and On-Time Performance averages are based on March 1-22.
- Customer-focused metrics (APT, ATT, and CJTP) averages are based on March 1-13.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	March 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Weekend Customer-Focused Metrics						
Weekend Major Incidents Unplanned incidents delaying 50+ trains	n/a	3	n/a	4.1	6.7	-38.8%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	97.5%	98.9%	-1.4%	98.3%	98.0%	+0.3%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	81.4%	82.8%	-1.7%	82.2%	79.8%	+3.0%
Weekend Terminal On-Time Performance (Chart 18)	87.4%	82.7%	+5.7%	84.1%	71.8%	+17.1%
Weekend Trains Delayed	6,228	8,180	-23.9%	7,795	14,670	-46.9%

-Delays projection is based on data through March 22 (shaded cells).

-Weekend major incidents were zero through March 22.

-Service Delivered, Wait Assessment, and On-Time Performance averages are based on March 1-22.

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	March 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
On-Time Performance						
24 Hour On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	99.2%	98.0%	+1.2%	95.9%	95.5%	+0.4%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	100.0%	97.2%	+2.9%	98.2%	96.4%	+1.9%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	98.6%	99.1%	-0.5%	93.9%	95.0%	-1.2%
Percentage of Completed Trips						
Percentage of Completed Trips	100.0%	99.9%	+0.1%	99.7%	99.6%	+0.1%
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of delays attributed to car-related causes	50,799	220,446	-77.0%	64,558	89,865	-28.2%

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

The metrics in this report are preliminary.

Note

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

- *Customer-Focused Metrics* –Additional Platform Time (APT), Additional Train Time (ATT), and Customer Journey Time Performance (CJTP) use ridership models to calculate travel times using actual service as compared to schedule. Those models cannot properly account for the significant changes in ridership levels and travel patterns that began mid-month, so data is calculated only for March 1 through March 13.
- *Service Delivered and Wait Assessment* – Certain metrics are measured at specific locations along each subway line. Service Delivered measures the number of trains passing the busiest section of each line, and Wait Assessment is based upon the time between trains at key points along each line. The Essential Service Plan results in some trains no longer stopping at the locations where these metrics are measured. Therefore, these two metrics are reported for March 1 through March 22 only.
- *Delays and Major Incidents* – Delays are calculated based on actual service as compared with schedules loaded into NYC Transit's electronic systems. The rapid implementation of the Essential Service Plan, and ongoing refinements to that plan, meant that those electronic systems did not properly reflect the service or schedules that were operated after March 22. Since Major Incidents are those unplanned events that delay 50 or more trains, the lack of delay data also means that major incidents cannot be reported after this date. March Delays and Major incidents are therefore based on actuals for March 1 through March 22. To maintain comparisons with historical data, the totals for these 15 weekdays and 7 weekend days are factored up using a daily average to the projected total for the 22 weekdays and 9 weekend days in March. The detail of delays by type and major incidents categories is not provided this month. Additionally, there is no projection for weekend incidents, though they remained at zero through March 22.
- *On-Time Performance (OTP)* – For the same reasons as delays, OTP is only reported for March 1 through March 22. Since OTP is reported as a percentage, there is no need for a projection.

Section 1: Customer-Focused Metrics

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

Performance Indicator Definitions

Major Incidents (Weekday and Weekend)

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

Service Delivered (Weekday and Weekend)

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

Additional Platform Time (APT)

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

Additional Train Time (ATT)

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

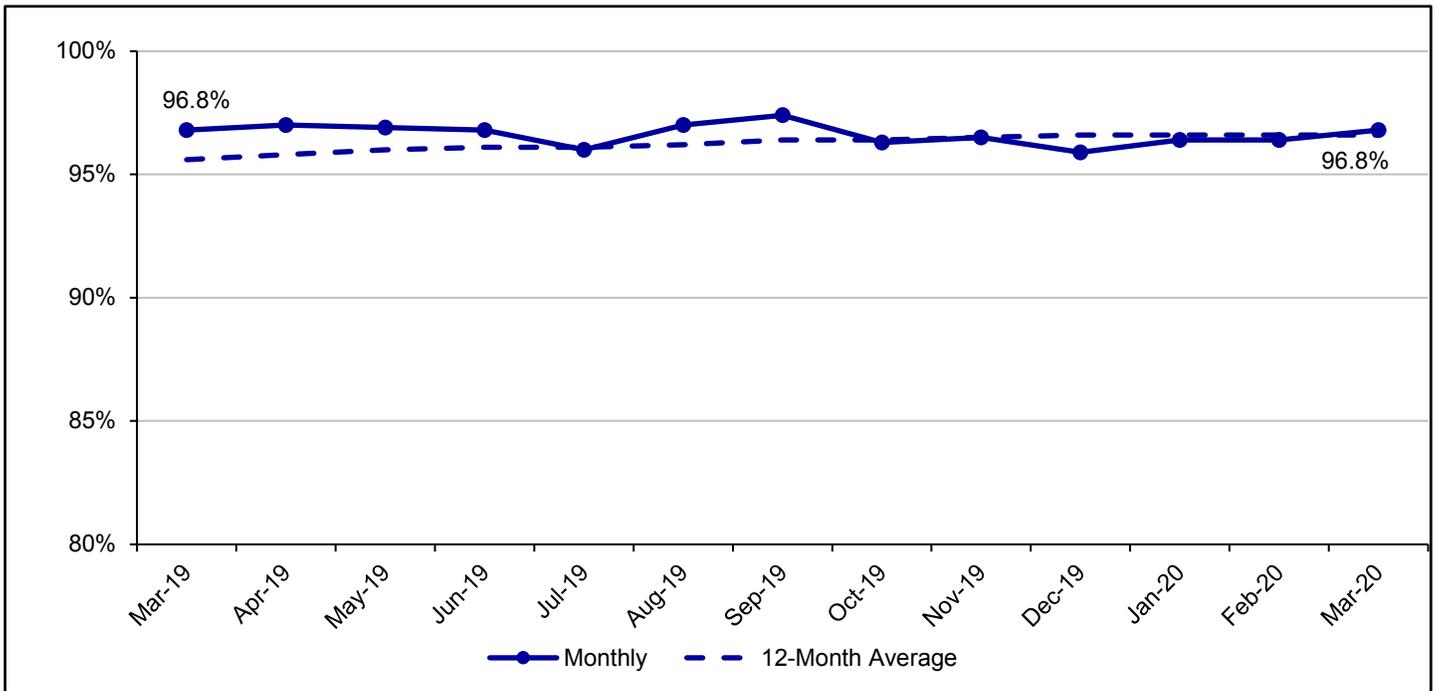
Customer Journey Time Performance (CJTP)

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

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

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Subdivision A	98.5%	96.0%	+2.6%	96.6%	94.5%	+2.2%
Subdivision B	95.7%	97.4%	-1.7%	96.7%	96.4%	+0.3%
Systemwide	96.8%	96.8%	0.0%	96.6%	95.6%	+1.0%

Weekday Service Delivered Discussion

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 20.
- The decrease on the B Division was due in part to crew absences that increased beginning mid-month on some lines.
- The decrease on the L was due to multiple major incidents during rush hours, including a water main break and a person on the roadbed.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend 

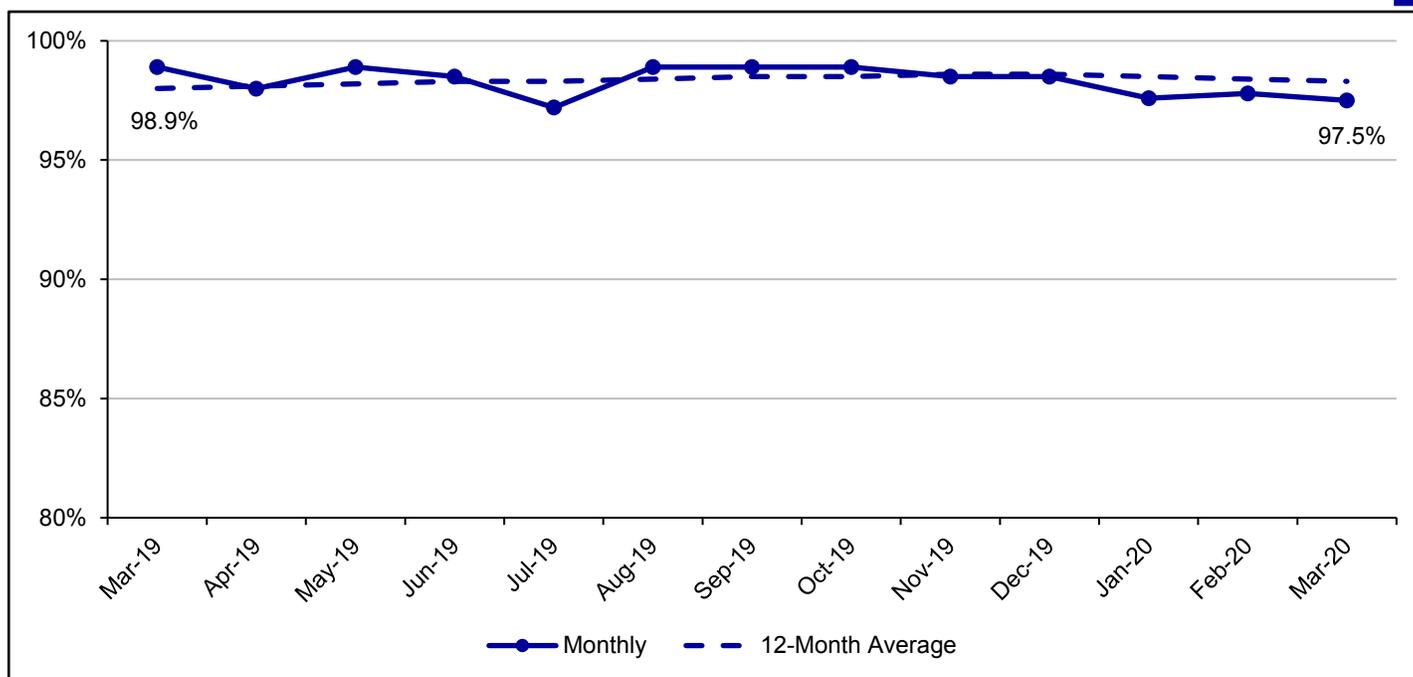
<u>Line</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
1	99.8%	98.8%	+1.0%
2	98.8%	96.0%	+2.9%
3	99.8%	97.3%	+2.6%
4	98.2%	92.6%	+6.0%
5	99.4%	94.2%	+5.5%
6	95.1%	94.4%	+0.7%
7	97.8%	96.8%	+1.0%
S 42nd	99.0%	98.7%	+0.3%
Subdivision A	98.5%	96.0%	+2.6%
A	95.2%	95.9%	-0.7%
B	96.5%	98.9%	-2.4%
C	94.3%	96.4%	-2.2%
D	97.3%	99.0%	-1.7%
E	93.4%	95.4%	-2.1%
F	96.2%	96.6%	-0.4%
S Fkln	99.6%	99.7%	-0.1%
G	97.6%	100.8%	-3.2%
S Rock	98.5%	100.4%	-1.9%
JZ	98.3%	98.7%	-0.4%
L	95.8%	98.0%	-2.2%
M	93.9%	95.7%	-1.9%
N	95.0%	97.0%	-2.1%
Q	96.8%	97.8%	-1.0%
R	94.5%	96.6%	-2.2%
W	91.6%	98.0%	-6.5%
Subdivision B	95.7%	97.4%	-1.7%
Systemwide	96.8%	96.8%	0.0%

The metrics in this report are preliminary.

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Subdivision A	97.0%	98.5%	-1.5%	98.0%	97.4%	+0.6%
Subdivision B	97.8%	99.2%	-1.4%	98.4%	98.5%	-0.1%
Systemwide	97.5%	98.9%	-1.4%	98.3%	98.0%	+0.3%

Weekend Service Delivered Discussion

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 22.
- Weekend Service Delivered decreased 1.4% from March 2019 to March 2020, but the 12-month average increased by 0.3%.

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

Desired trend



<u>Line</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
1	96.4%	97.8%	-1.4%
2	97.1%	96.8%	+0.3%
3	99.0%	98.4%	+0.6%
4	94.5%	98.9%	-4.4%
5	97.1%	99.5%	-2.4%
6	94.1%	97.6%	-3.6%
7	99.2%	98.9%	+0.3%
S 42nd	98.7%	100.0%	-1.3%
Subdivision A	97.0%	98.5%	-1.5%
A	96.0%	99.3%	-3.3%
C	93.4%	97.9%	-4.6%
D	96.1%	99.2%	-3.1%
E	98.8%	96.4%	+2.5%
F	98.0%	99.9%	-1.9%
S Fkln	99.7%	99.8%	-0.1%
G	98.9%	99.0%	-0.1%
S Rock	100.0%	99.8%	+0.2%
JZ	98.5%	99.9%	-1.4%
L	100.4%	98.6%	+1.8%
M	96.7%	N/A	N/A
N	96.3%	99.7%	-3.4%
Q	99.3%	100.0%	-0.7%
R	100.1%	99.2%	+0.9%
Subdivision B	97.8%	99.2%	-1.4%
Systemwide	97.5%	98.9%	-1.4%

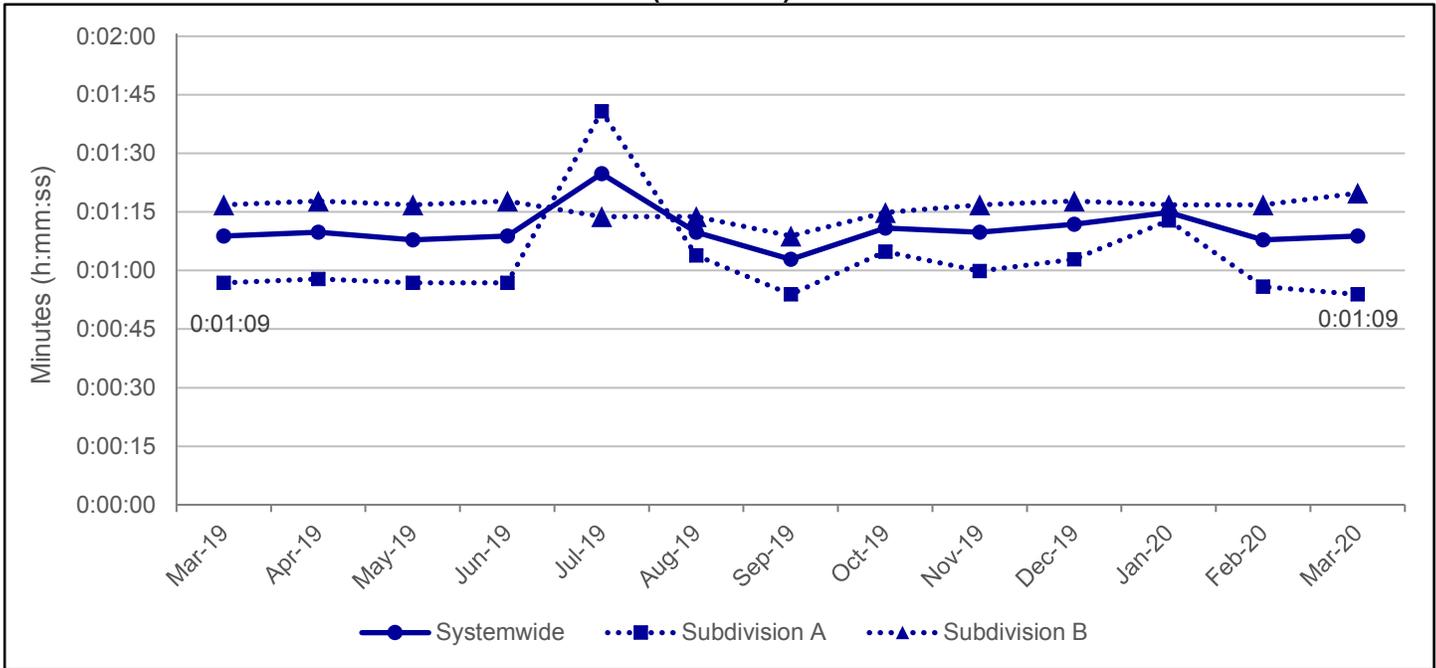
Note: B and W lines do not operate on weekends.

The metrics in this report are preliminary.

Chart 6

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

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Subdivision A	0:00:54	0:00:57	-5.3%	0:01:04	0:01:03	+1.6%
Subdivision B	0:01:20	0:01:17	+3.9%	0:01:16	0:01:22	-7.3%
Systemwide	0:01:09	0:01:09	0.0%	0:01:11	0:01:14	-4.1%

Additional Platform Time Discussion

- Data reflect pre-COVID-19 service and ridership, as measured through March 13, 2020.
- Weekday Additional Platform Time (APT) in March 2020 is the same as March 2019.
- The largest absolute increases were on the E and L lines, both due to multiple major incidents during the month that primarily affected those lines.

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



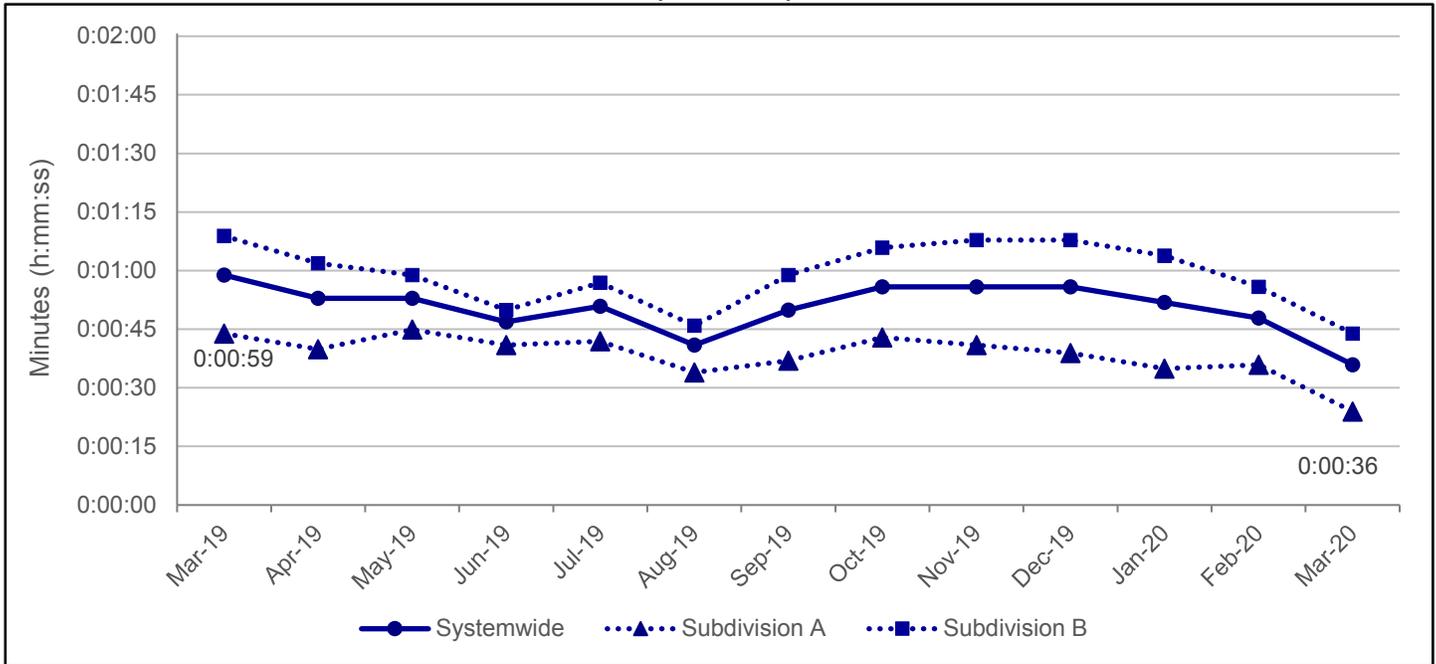
<u>Line</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
1	0:00:47	0:00:49	-4.1%
2	0:01:03	0:01:05	-3.1%
3	0:00:46	0:00:53	-13.2%
4	0:00:59	0:00:57	+3.5%
5	0:00:57	0:01:03	-9.5%
6	0:00:57	0:01:01	-6.6%
7	0:00:50	0:00:56	-10.7%
S 42nd	0:00:29	0:00:32	-9.4%
Subdivision A	0:00:54	0:00:57	-5.3%
A	0:01:03	0:01:16	-17.1%
B	0:01:23	0:01:35	-12.6%
C	0:01:29	0:01:44	-14.4%
D	0:01:22	0:01:24	-2.4%
E	0:01:33	0:01:06	+40.9%
F	0:01:11	0:01:18	-9.0%
S Fkln	0:00:27	0:00:22	+22.7%
G	0:01:25	0:01:18	+9.0%
S Rock	0:00:30	0:00:30	0.0%
JZ	0:01:09	0:01:10	-1.4%
L	0:01:37	0:01:13	+32.9%
M	0:01:41	0:01:33	+8.6%
N	0:01:18	0:01:06	+18.2%
Q	0:01:13	0:01:11	+2.8%
R	0:01:23	0:01:18	+6.4%
W	0:00:52	0:00:43	+20.9%
Subdivision B	0:01:20	0:01:17	+3.9%
Systemwide	0:01:09	0:01:09	0.0%

The metrics in this report are preliminary.

Chart 8

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

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Subdivision A	0:00:24	0:00:44	-45.5%	0:00:39	0:01:01	-36.1%
Subdivision B	0:00:44	0:01:09	-36.2%	0:00:59	0:01:19	-25.3%
Systemwide	0:00:36	0:00:59	-39.0%	0:00:51	0:01:12	-29.2%

Additional Train Time Discussion

- Data reflect pre-COVID-19 service and ridership, as measured through March 13, 2020.
- March 2020 Additional Train Time (ATT) improved by 23 seconds compared to March 2019.
- ATT improved on 21 of 24 lines in the system, reflecting continued efforts to improve speeds.
- The largest absolute decreases in ATT were on the B-Division.

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

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

Desired trend



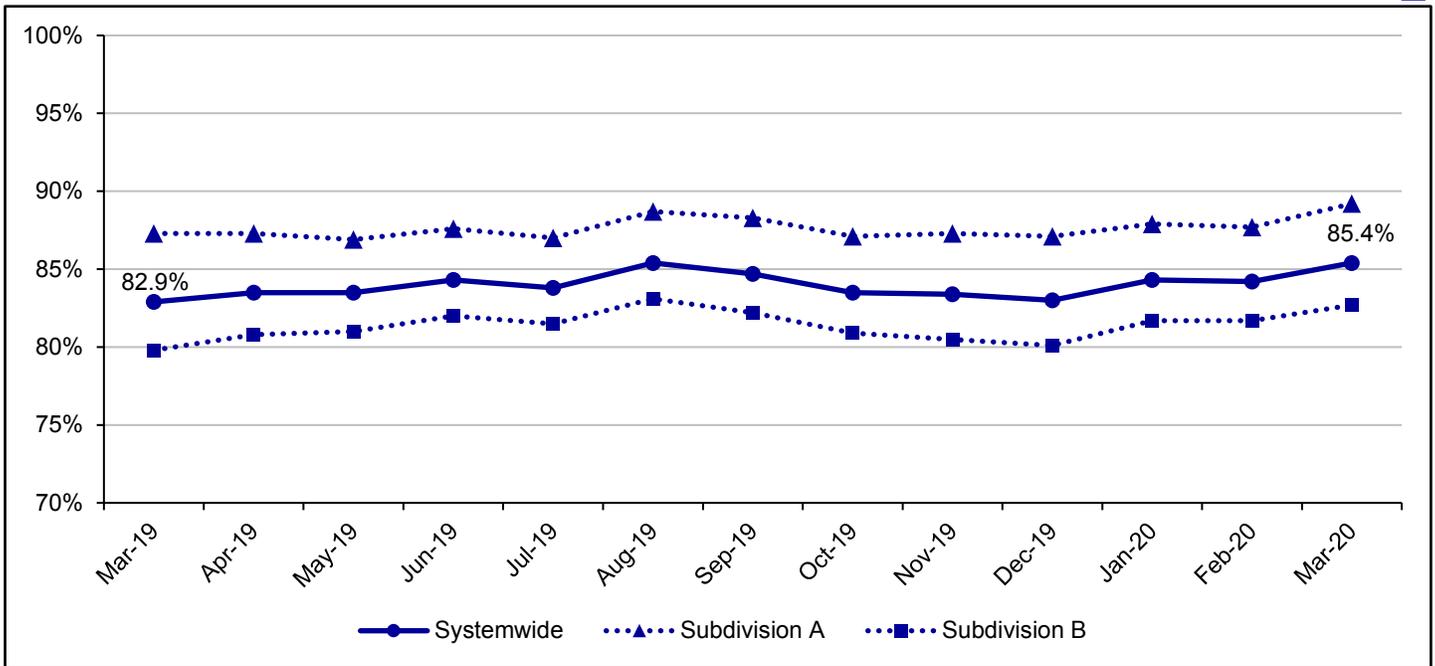
<u>Line</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
1	0:00:33	0:00:52	-36.5%
2	0:00:16	0:00:40	-60.0%
3	-0:00:03	0:00:37	N/A
4	0:00:10	0:00:46	-78.3%
5	0:00:17	0:00:34	-50.0%
6	0:00:36	0:01:00	-40.0%
7	0:00:33	0:00:31	+6.5%
S 42nd	0:00:28	0:00:27	+3.7%
Subdivision A	0:00:24	0:00:44	-45.5%
A	0:00:55	0:01:37	-43.3%
B	0:01:13	0:01:38	-25.5%
C	0:00:46	0:01:07	-31.3%
D	0:00:57	0:01:28	-35.2%
E	0:00:23	0:00:55	-58.2%
F	0:00:16	0:01:06	-75.8%
S Fkln	0:00:39	0:00:45	-13.3%
G	0:00:48	0:00:54	-11.1%
S Rock	0:00:07	0:00:15	-53.3%
JZ	0:01:20	0:01:41	-20.8%
L	0:00:07	0:00:21	-66.7%
M	0:00:32	0:01:06	-51.5%
N	0:01:21	0:01:05	+24.6%
Q	0:01:18	0:01:21	-3.7%
R	0:00:22	0:00:51	-56.9%
W	0:00:39	0:00:40	-2.5%
Subdivision B	0:00:44	0:01:09	-36.2%
Systemwide	0:00:36	0:00:59	-39.0%

The metrics in this report are preliminary.

Chart 10

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

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Subdivision A	89.2%	87.3%	+2.2%	87.7%	84.9%	+3.3%
Subdivision B	82.7%	79.8%	+3.6%	81.5%	77.7%	+4.9%
Systemwide	85.4%	82.9%	+3.0%	84.1%	80.7%	+4.2%

Weekday Customer Journey Time Performance Discussion

- Data reflect pre-COVID-19 service as ridership, and measured through March 13, 2020.
- Customer Journey Time Performance (CJTP) in March 2020 increased 3.0% from February 2019.
- CJTP improved on 18 lines.

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

Desired trend 

<u>Line</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
1	90.6%	89.5%	+1.2%
2	86.7%	84.6%	+2.5%
3	91.5%	88.4%	+3.5%
4	87.8%	85.4%	+2.8%
5	87.0%	85.6%	+1.6%
6	89.8%	86.6%	+3.7%
7	88.7%	87.7%	+1.1%
S 42nd	97.9%	98.8%	-0.9%
Subdivision A	89.2%	87.3%	+2.2%
A	82.3%	77.0%	+6.9%
B	78.3%	73.7%	+6.2%
C	82.0%	76.4%	+7.3%
D	79.6%	75.4%	+5.6%
E	86.2%	82.3%	+4.7%
F	85.9%	78.9%	+8.9%
S Fkln	96.9%	95.5%	+1.5%
G	85.1%	83.5%	+1.9%
S Rock	92.5%	92.5%	0.0%
JZ	80.1%	74.5%	+7.5%
L	89.6%	91.0%	-1.5%
M	82.6%	77.4%	+6.7%
N	78.6%	78.4%	+0.3%
Q	78.3%	79.6%	-1.6%
R	81.5%	81.8%	-0.4%
W	88.0%	89.0%	-1.1%
Subdivision B	82.7%	79.8%	+3.6%
Systemwide	85.4%	82.9%	+3.0%

The metrics in this report are preliminary.

Chart 12

Section 2: Inputs to Operations

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

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

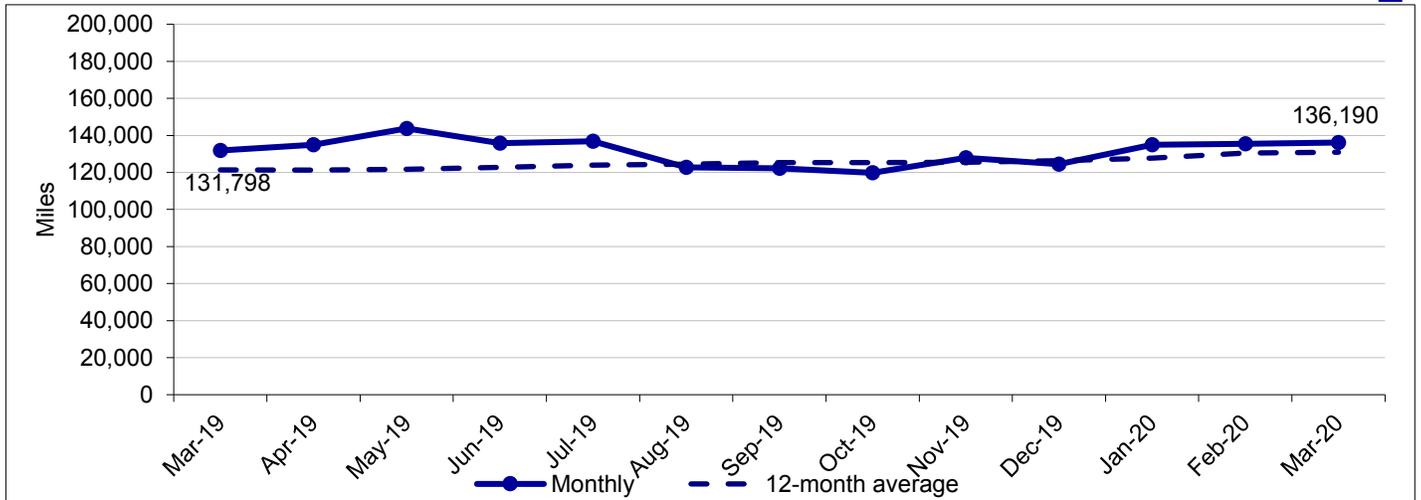
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

Elevator and Escalator Availability

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

Subway Mean Distance Between Failures

Desired trend



Monthly				
	# of Cars	Mar '20	Mar '19	% Change
Subdivision A	2,895	171,632	218,498	-21.4%
Subdivision B	3,829	111,764	104,927	+6.5%
Systemwide	6,724	136,190	134,869	+1.0%
12-Month Average				
Car Class	# of Cars	Mar '20	Mar '19	% Change
R32	222	29,460	36,258	-18.7%
R42	0	0	24,268	N/A
R46	750	59,762	66,834	-10.6%
R62	315	216,877	296,979	-27.0%
R62A	824	113,126	106,389	+6.3%
R68	425	73,998	70,819	+4.5%
R68A	200	88,604	93,379	-5.1%
R142	1,030	236,177	173,003	+36.5%
R142A	220	122,039	97,670	+25.0%
R143	212	153,859	96,309	+59.8%
R160	1,662	260,843	237,565	+9.8%
R179	318	150,583	91,179	N/A
R188 - New	126	363,886	586,702	-38.0%
R188 - Conversion	380	260,356	207,656	+25.4%
Subdivision A	2,895	211,409	148,607	+42.3%
Subdivision B	3,829	108,312	106,955	+1.3%
Systemwide	6,684	130,926	121,272	+8.0%

MDBF Discussion

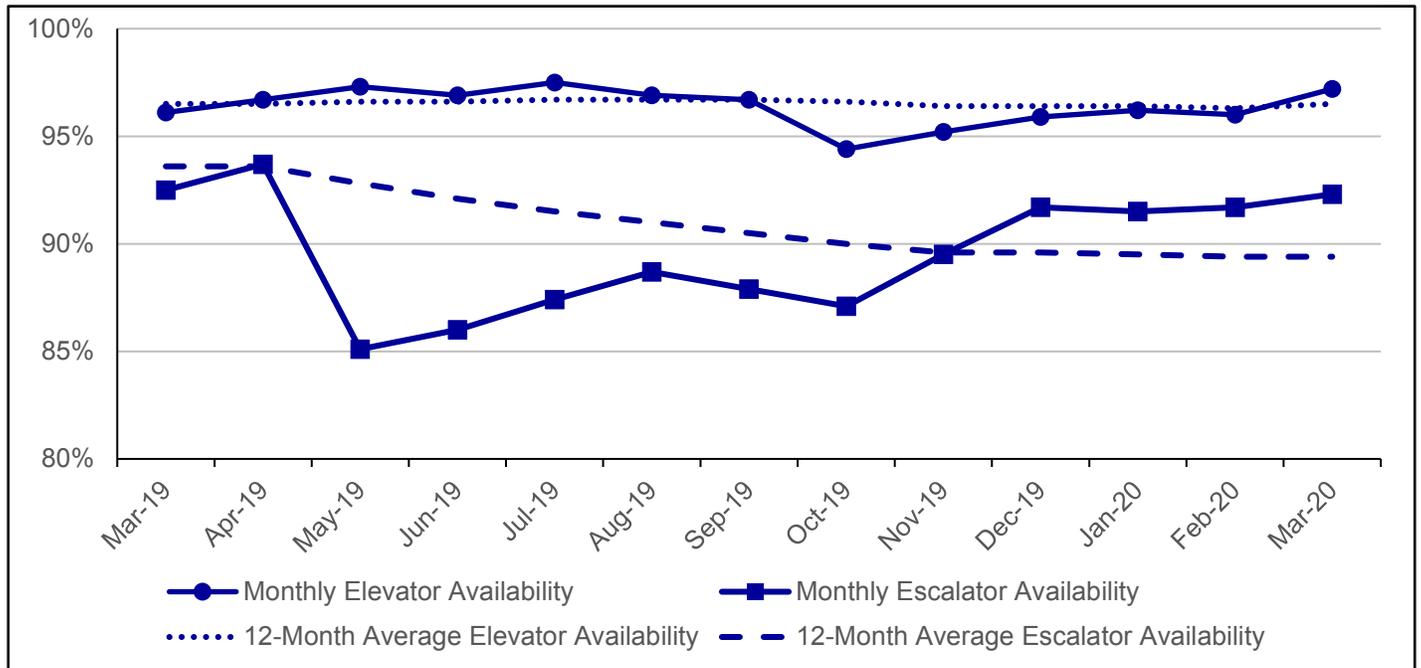
- March 2020 MDBF was 136,190, an increase of 1.0% from one year ago.
- 12-month average MDBF was 130,926 in March 2020, an increase of 8.0% from one year ago.
- The largest improvements in MDBF were on the R142, R142A, and R143 fleets.
- The poorest performing fleet was the R32s.

The metrics in this report are preliminary.

Chart 13

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Elevator Availability	97.2%	96.1%	+1.1%	96.4%	96.5%	-0.1%
Escalator Availability	92.3%	92.5%	-0.2%	89.4%	92.7%	-3.6%

Elevator and Escalator Availability Discussion

- Elevator availability increased by 1.1% between March 2019 and March 2020.
- Escalator availability decreased slightly from March 2019 to March 2020, but remains well above the levels for most of 2019.
- The decreased performance in 2019 was mostly due to special inspection campaigns that required machines to be taken out of service.
- The recent improvements are expected to continue due to an improved preventive maintenance program.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

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

Terminal On-Time Performance (Weekday and Weekend)

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

Train Delays (Weekday and Weekend)

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

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

Line	Mar 20					Mar 19					Desired trend	
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets		Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard		% Change
1	82.6%	8.9%	5.4%	3.1%	79.4%	81.2%	8.9%	5.8%	4.1%	76.2%	+1.7%	
2	71.9%	10.6%	9.6%	7.8%	72.0%	71.4%	11.4%	9.7%	7.5%	69.4%	+0.7%	
3	77.2%	11.0%	7.6%	4.1%	76.0%	74.6%	11.4%	8.2%	5.8%	72.2%	+3.5%	
4	72.9%	11.0%	8.8%	7.3%	72.1%	71.3%	10.7%	8.9%	9.1%	68.8%	+2.2%	
5	72.4%	10.9%	8.7%	8.0%	70.3%	70.4%	10.6%	9.6%	9.4%	67.0%	+2.8%	
6	76.4%	10.1%	7.6%	5.9%	75.9%	74.7%	9.5%	7.8%	8.0%	70.9%	+2.3%	
7	77.8%	10.9%	7.4%	4.0%	77.8%	75.4%	10.9%	8.0%	5.7%	69.7%	+3.2%	
S 42nd	92.5%	2.6%	2.5%	2.4%	93.9%	94.8%	2.8%	1.2%	1.2%	94.2%	-2.4%	
Subdivision A	76.3%	10.2%	7.7%	5.8%	75.3%	74.8%	10.2%	8.0%	7.0%	71.4%	+2.0%	
A	68.5%	11.2%	10.5%	9.8%	69.5%	69.8%	9.8%	9.5%	10.9%	68.2%	-1.9%	
B	77.6%	10.8%	7.4%	4.2%	75.4%	75.6%	11.6%	8.1%	4.7%	73.8%	+2.6%	
C	72.5%	12.8%	10.2%	4.5%	76.2%	74.9%	12.3%	8.3%	4.5%	73.5%	-3.2%	
D	73.1%	12.1%	9.1%	5.8%	73.8%	74.5%	11.3%	8.2%	6.0%	72.0%	-1.9%	
E	71.7%	11.0%	9.8%	7.4%	72.4%	69.9%	11.4%	10.2%	8.6%	68.3%	+2.6%	
F	70.9%	10.7%	9.5%	8.9%	71.6%	70.4%	10.8%	9.6%	9.2%	69.7%	+0.7%	
S FkIn	96.9%	1.7%	0.3%	1.0%	98.3%	98.7%	0.4%	0.4%	0.5%	98.1%	-1.8%	
G	80.0%	11.5%	5.9%	2.6%	80.0%	80.6%	10.9%	5.6%	2.8%	80.7%	-0.7%	
S Rock	96.0%	2.3%	0.8%	0.9%	94.6%	95.6%	2.7%	1.0%	0.6%	94.6%	+0.4%	
JZ	80.2%	10.7%	5.9%	3.1%	81.3%	81.4%	9.9%	6.2%	2.5%	76.6%	-1.5%	
L	75.0%	11.4%	8.0%	5.5%	77.6%	75.7%	10.7%	7.7%	6.0%	76.8%	-0.9%	
M	74.6%	10.8%	8.6%	6.0%	76.0%	76.7%	10.3%	7.7%	5.4%	73.7%	-2.7%	
N	71.9%	11.9%	9.2%	7.0%	74.3%	74.5%	11.3%	8.5%	5.7%	70.6%	-3.5%	
Q	74.3%	11.5%	8.0%	6.2%	75.8%	76.7%	11.0%	7.7%	4.7%	74.7%	-3.1%	
R	74.5%	10.9%	8.1%	6.4%	74.3%	73.7%	10.9%	9.0%	6.4%	71.2%	+1.1%	
W	72.9%	11.9%	8.7%	6.6%	76.1%	75.4%	10.8%	8.4%	5.4%	71.8%	-3.3%	
Subdivision B	74.0%	11.1%	8.5%	6.4%	75.1%	74.6%	10.7%	8.3%	6.4%	72.8%	-0.8%	
Systemwide	75.0%	10.7%	8.2%	6.1%	75.2%	74.7%	10.5%	8.2%	6.7%	72.2%	+0.4%	

Weekday Wait Assessment Discussion

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 22.
- March 2020 Wait Assessment improved by 0.4% compared to March 2019.

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

Line	Mar 20					Mar 19					Desired trend	
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets		Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard		% Change
1	87.9%	6.7%	3.7%	1.7%	89.8%	88.7%	6.9%	2.9%	1.5%	86.4%	-0.9%	
2	77.1%	12.8%	7.3%	2.9%	75.9%	78.6%	11.3%	7.1%	3.0%	73.5%	-1.9%	
3	86.7%	7.6%	3.9%	1.8%	85.2%	84.3%	9.1%	4.7%	1.8%	84.3%	+2.8%	
4	75.3%	11.4%	8.8%	4.5%	76.8%	77.8%	9.9%	8.0%	4.4%	72.0%	-3.2%	
5	83.4%	8.4%	6.1%	2.1%	84.0%	86.2%	8.3%	3.7%	1.8%	80.5%	-3.2%	
6	77.4%	9.7%	8.5%	4.4%	85.8%	83.1%	8.8%	4.0%	4.0%	82.4%	-6.9%	
7	86.3%	8.0%	3.7%	1.9%	85.8%	83.0%	10.1%	4.8%	2.1%	79.6%	+4.0%	
S 42nd	91.2%	1.1%	3.3%	4.5%	97.9%	98.4%	0.7%	0.3%	0.7%	98.5%	-7.3%	
Subdivision A	81.6%	9.2%	6.2%	3.1%	83.0%	83.0%	9.0%	5.2%	2.8%	79.8%	-1.7%	
A	73.2%	12.0%	9.9%	4.8%	75.7%	77.8%	10.8%	7.8%	3.6%	73.6%	-5.9%	
C	73.7%	15.0%	8.0%	3.3%	80.5%	81.8%	10.8%	4.8%	2.5%	76.8%	-9.9%	
D	79.1%	12.3%	6.8%	1.8%	80.6%	80.9%	10.9%	6.0%	2.2%	78.4%	-2.2%	
E	86.4%	8.8%	4.1%	0.7%	86.1%	82.3%	9.6%	5.9%	2.2%	82.0%	+5.0%	
F	81.0%	11.3%	5.9%	1.8%	80.1%	83.4%	9.8%	5.2%	1.6%	80.1%	-2.9%	
S Fkln	98.9%	0.3%	0.3%	0.5%	97.9%	99.4%	0.4%	0.2%	0.1%	98.6%	-0.5%	
G	86.0%	9.1%	3.6%	1.2%	84.5%	87.3%	8.7%	2.8%	1.2%	87.1%	-1.5%	
S Rock	97.4%	1.9%	0.8%	0.0%	95.4%	96.8%	1.2%	0.5%	1.5%	94.7%	+0.6%	
JZ	85.7%	8.8%	4.1%	1.4%	87.0%	90.2%	6.7%	2.4%	0.7%	85.5%	-5.0%	
L	93.2%	5.1%	1.5%	0.1%	89.2%	83.2%	8.0%	4.3%	4.4%	79.8%	+12.0%	
M	76.4%	11.4%	7.0%	5.2%	78.2%	81.5%	9.5%	6.4%	2.7%	83.9%	-6.3%	
N	76.4%	12.4%	7.3%	4.0%	78.7%	80.0%	11.0%	6.0%	3.0%	75.2%	-4.5%	
Q	80.1%	10.1%	7.2%	2.7%	81.0%	83.3%	9.9%	5.1%	1.6%	82.7%	-3.8%	
R	83.6%	10.1%	5.0%	1.3%	80.8%	79.7%	10.4%	6.3%	3.6%	77.2%	+4.9%	
Subdivision B	81.2%	10.4%	5.9%	2.4%	81.6%	82.5%	9.6%	5.3%	2.5%	79.8%	-1.6%	
Systemwide	81.4%	9.9%	4.8%	2.7%	82.2%	82.8%	9.3%	5.3%	2.6%	79.8%	-1.7%	

Weekend Wait Assessment Discussion

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 22.
- March 2020 Wait Assessment worsened by 1.7% compared to March 2019.

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

Subway Weekday Terminal On-Time Performance

**Monthly
(24 hours)**

Desired trend



<u>Line</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
1	92.1%	86.0%	+7.1%
2	84.7%	71.9%	+17.8%
3	92.1%	79.6%	+15.7%
4	86.1%	73.9%	+16.5%
5	86.8%	78.8%	+10.2%
6	86.9%	75.5%	+15.1%
7	93.0%	91.0%	+2.2%
S 42nd	99.4%	99.7%	-0.3%
Subdivision A	90.7%	83.8%	+8.2%
A	75.8%	63.0%	+20.3%
B	80.3%	60.8%	+32.1%
C	81.0%	68.5%	+18.2%
D	77.2%	61.2%	+26.1%
E	85.1%	69.8%	+21.9%
F	79.3%	56.0%	+41.6%
S Fkln	99.4%	99.6%	-0.2%
G	79.9%	78.1%	+2.3%
S Rock	97.7%	97.6%	+0.1%
JZ	87.0%	73.8%	+17.9%
L	91.3%	90.8%	+0.6%
M	88.1%	70.5%	+25.0%
NW	70.5%	72.1%	-2.2%
Q	83.4%	81.8%	+2.0%
R	83.3%	67.8%	+22.9%
Subdivision B	83.2%	73.7%	+12.9%
Systemwide	86.4%	78.2%	+10.5%

Weekday Terminal On-Time Performance Discussion

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 22.
- March 2020 weekday OTP increased to 86.4%, a 10.5% improvement from March 2019. Improvement is due, in part, to relatively low ridership beginning on March 16, 2020.
- On-Time Performance generally increased as the month went on. This is due at least in part to lower ridership, since 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>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
1	94.8%	92.7%	+2.3%
2	74.5%	45.5%	+63.7%
3	84.9%	60.4%	+40.6%
4	77.7%	70.8%	+9.7%
5	94.3%	86.6%	+8.9%
6	87.3%	74.4%	+17.3%
7	88.2%	89.5%	-1.5%
S 42nd	99.3%	100.0%	-0.7%
Subdivision A	88.6%	79.5%	+11.4%
A	72.8%	83.2%	-12.5%
C	70.8%	81.9%	-13.6%
D	85.4%	86.5%	-1.3%
E	92.2%	67.6%	+36.4%
F	83.0%	69.2%	+19.9%
S Fkn	99.5%	100.0%	-0.5%
G	88.0%	77.8%	+13.1%
S Rock	98.5%	98.1%	+0.4%
JZ	85.2%	89.9%	-5.2%
L	99.4%	92.7%	+7.2%
M	84.5%	94.2%	-10.3%
N	72.4%	85.2%	-15.0%
Q	87.8%	86.4%	+1.6%
R	94.1%	76.0%	+23.8%
Subdivision B	86.5%	85.0%	+1.8%
Systemwide	87.4%	82.7%	+5.7%

Weekend Terminal On-Time Performance Discussion

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 22.
- March 2020 weekend OTP was 87.4%, an increase of 5.7% from March 2019.
- On-Time Performance generally increased as the month went on. This is due at least in part to lower ridership, since lower ridership closely correlates with shorter dwells (the time it takes for customers to board and exit trains) at stations. These shorter dwells made it more likely that trains could reach their terminals closer to their scheduled times.

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

Subway Action Plan Accomplishments July 2017 - March 2020

Phase I & Phase II of the Subway Action Plan represented a surge of activity in 2017-19 to improve the reliability of subway assets, enhance response to delay-causing incidents, and improve the customer environment. 2020 targets reflect continued focus in strategic areas consistent with the ongoing SAP financial plan.

	Phase I & II	This Month	2020 YTD	Full Year Target	Completion
TRACK: Clean track and improve ride quality	July 2017-Dec 2019	MAR Production	Mar-2020 YTD	2020 Goals	% to Goal
Clean underground subway track (in miles) *	4,334	500	1,351	3,840	35.2%
High priority track repairs (in number of defects cleared)	28,146	498	1,227	5,000	24.5%
Rail grinding to improve ride quality and reduce defects (in miles) **	187	-	-	170	0.0%
INFRASTRUCTURE: Remediate conditions that damage track, signals and power sources	July 2017-Dec 2019	MAR Production	Mar-2020 YTD	2020 Goals	% to Goal
Clean street grates systemwide (number of grates) **	82,342	2,191	5,394	40,000	13.5%
Seal leaks (number of leaks addressed)	8,218	467	1,388	4,000	34.7%
Clean and repair drain lines (in track miles)	851.8	3.3	10.1	***	***
POWER: Ensure supporting infrastructure reliability	July 2017-Dec 2019	MAR Production	Mar-2020 YTD	2020 Goals	% to Goal
Maintain "SAGs" to mitigate the impact of electric voltage variations that could cause signal failures (number of SAGs)	384	37	145	384	37.8%
Install new third rail insulators in high fire areas (number of locations)	550	45	101	541	18.7%
Third Rail defects repaired	-	579	1,601	24,000	6.7%
CARS: Reduce downtime and upgrade critical components	July 2017-Dec 2019	MAR Production	Mar-2020 YTD	2020 Goals	% to Goal
Accelerate the major car overhaul cycle from 7 years to 6 years (number of cars overhauled)	3,231	68	170	1,024	16.6%
SIGNALS: Improve signal reliability	July 2017-Dec 2019	MAR Production	Mar-2020 YTD	2020 Goals	% to Goal
Rebuild signal stops, air lines and cables (in assets repaired)	624	3	27	27	100.0%
Priority maintenance and repair tasks to improve reliability of signal and switch equipment (in number of tasks)	1,806	110	336	1,000	12.9%
GT Relay Replacements (contractor)		273	273	450	60.7%
GT Relay Replacements (in-house)		61	61	450	13.6%
STATIONS: Improve overall Station environment	July 2017-Dec 2019	MAR Production	Mar-2020 YTD	2020 Goals	% to Goal
Deep cleaning of subway stations (starts Feb-2020)	106	16	16	160	10.0%
Elevators and Escalators: Improve reliability and availability		YTD - Mar	MTD Mar 31, 2020	2020 Goals	
Elevator maintenance compliance		97.3%	95.4%	100.0%	
Escalator maintenance compliance		96.9%	89.9%	100.0%	

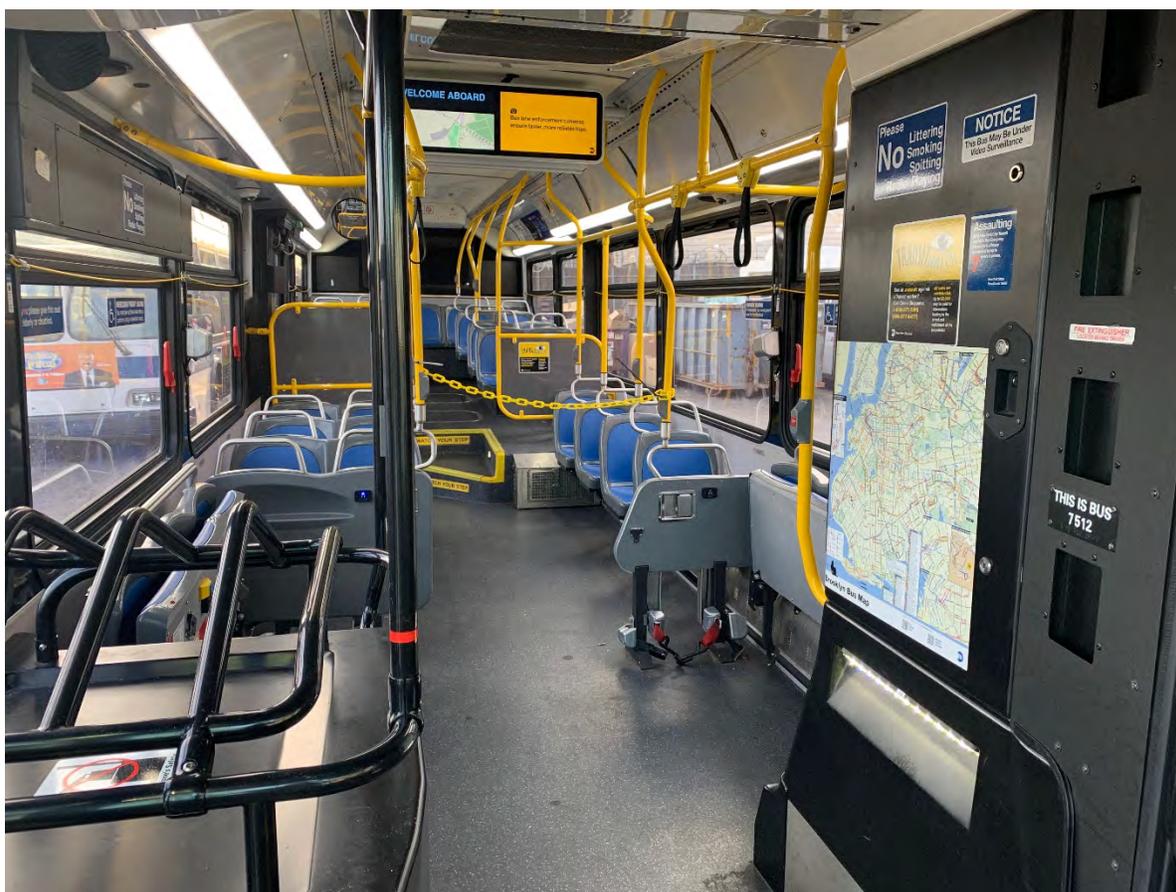
* Cleaning underground subway track includes vacuum train totals starting in Jan 2019.

** Most work is performed in months between the Spring and Fall seasons.

*** Goal to be set in early 2020 following development of a new drain cleaning schedule based on data collected over the past year.

Customer Service Report: Buses

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



The safety of our employees and our customers is our top priority. NYCT together with our union partners announced a new rear-door boarding policy on all buses to protect frontline employees from the spread of the novel coronavirus. Customers will board and exit all local and Select Bus Service buses using the rear doors. Express bus customers board as normal but are not be permitted to sit in the first three rows of the bus to ensure customers are a safe social distance from bus operators. ADA customers are still be permitted to board at the front of all local and SBS buses, and board as usual on express buses.

April 2020 Highlights: Buses

Over the last several weeks we have been working tirelessly in response to the COVID-19 pandemic. We have also grieving the tragic passing of several of our colleagues across the MTA, including many members of our own Buses family. We are deeply grateful for their years of dedicated public service, and truly heartbroken at their untimely passing. We extend our deepest condolences to their families.

Despite all of this and thanks to the unwavering dedication of our employees, we have been able to provide bus service for New York's first responders, healthcare workers, and other essential personnel on the frontlines of this public health crisis, as well as all New Yorkers who rely on buses to perform essential activities to maintain their daily lives.

We have taken aggressive actions to maintain the safety of our customers and employees, which remains our very top priority. Last month we announced an update to agency-wide sanitizing protocols, significantly increasing the frequency and intensity of our sanitizing procedures. The full fleet of buses is disinfected every 72-hours, and as part of this effort we have disinfected a total of 63,000 buses to date. We also continue to sanitize all of our facilities. We have also made available masks and gloves to all our employees.

On March 23rd, we introduced a rear-door boarding policy on all of our buses. This was a joint initiative with the Transport Workers Union and Amalgamated Transit Union to protect frontline employees from the spread of the novel coronavirus. Customers now board and exit all local and Select Bus Service buses using the rear doors. Express bus customers board as normal, but are not permitted to sit in the first three rows of the bus, to ensure a safe social distance between customers and bus operators.

In late March we announced the implementation of the Essential Service Plan. The reduced bus schedules ensure service to and from work for the workers on the frontlines of this crisis, while adapting to never-before-seen ridership lows and managing employee availability and social distancing measures as a direct result of the pandemic. We continue to remain nimble and adjust service levels as needed, specifically to prevent any potential overcrowding. We have already supplemented bus service in the Bronx and Brooklyn to improve capacity on routes that still have relatively high ridership.

I want to thank the 18,000 men and women in Buses for their truly extraordinary efforts. To our frontline employees who come to work every day, your sense of duty and service to New York continually inspires me. They are true heroes, enabling our customers to perform their essential activities and move the essential personnel protecting our City during this unprecedented public health crisis. Together with our Union partners, our team is now wholly focused on COVID-19. We know we have more challenges ahead but I have the utmost confidence that together we will meet these challenges, rise above them and come out stronger.

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

Bus Report

Bus Report Performance Indicators*							
Category	Performance Indicator	Current Month: March 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Customer Focused Metrics	Service Delivered (Chart 1)	97.7%	97.2%	+0.5%	97.4%	97.2%	+0.2%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)	0:01:37	0:01:46	-8.5%	0:01:43	0:01:44	-1.2%
	Additional Travel Time (h:mm:ss) (Chart 5)	0:00:31	0:00:47	-34.0%	0:00:44	0:00:51	-13.8%
	Customer Journey Time Performance (Chart 7)	74.5%	72.4%	+2.9%	72.6%	+72.0%	+0.8%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	9,290	8,277	+12.2%	7,945	6,904	+15.1%
	Speed (MPH) (Chart 11)	8.4	8.0	+5.0%	8.0	8.0	0.0%
Legacy Indicators	Wait Assessment (Chart 13)	81.2%	77.9%	+4.2%	78.1%	77.8%	+0.4%
	System MDBSI (Chart 16)	3,685	3,089	+19.3%	3,100	2,862	+8.3%
	NYCT Bus	3,507	2,964	+18.3%	2,945	2,677	+10.0%
	MTA Bus	4,384	3,594	+22.0%	3,735	3,688	+1.3%
	System Trips Completed (Chart 17)	99.0%	99.0%	0.0%	99.3%	99.2%	+0.1%
	NYCT Bus	99.1%	99.2%	-0.1%	99.3%	99.2%	+0.1%
	MTA Bus	98.7%	98.3%	+0.4%	99.1%	99.0%	+0.1%
	System AM Pull Out (Chart 18)	99.2%	99.8%	-0.6%	99.7%	99.8%	-0.1%
	NYCT Bus	99.3%	99.9%	-0.6%	99.8%	99.8%	0.0%
	MTA Bus	99.0%	99.5%	-0.5%	99.5%	99.5%	0.0%
	System PM Pull Out (Chart 19)	99.4%	99.8%	-0.4%	99.8%	99.8%	0.0%
	NYCT Bus	99.5%	100.0%	-0.5%	99.9%	99.8%	+0.1%
	MTA Bus	99.1%	99.1%	0.0%	99.5%	99.6%	-0.1%
	System Buses >= 12 years	19.0%	23.4%				
	NYCT Bus	7.0%	15.5%				
	MTA Bus	61.0%	50.6%				
	System Fleet Age	7.3	7.9				
NYCT Bus	6.2	7.2					
MTA Bus	11.1	10.3					

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

*NOTE: Metrics for the complete month of March cannot be provided due to severe disruptions in bus ridership and service associated with the COVID-19 pandemic beginning in mid-March 2020. This report includes the following adjustments:
 - ABST, ATT, and CJTP averages are based on **March 1 - 13**
 - Service Delivered, Wait Assessment, Trips Completed, AM Pull Out, and PM Pull Out metrics are based on **March 1 - 20**.

Note

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

- *Customer-Focused Metrics* –Additional Bus Stop Time (ABST), Additional Travel Time (ATT), and Customer Journey Time Performance (CJTP) depend on ridership models to calculate customer travel times to compare actual service to scheduled service. Those models cannot properly account for the significant changes in ridership levels and travel patterns that began mid-month, so data is calculated only for March 1 through March 13.
- *Service Delivered, Wait Assessment, AM Pull Out, and PM Pull Out* – These metrics are measured at specific locations along each bus route through a process that matches actual trips to the schedule. In transitioning to the Essential Service Plan, buses were dispatched dynamically and could not necessarily be matched to schedules in place before the outbreak. For this reason, these four metrics are reported for March 1 through March 20 only.

Section 1: Customer Focused Metrics

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

Performance Indicator Definitions

Service Delivered

Service Delivered (sometimes referred to as throughput) measures our ability to deliver the scheduled service. It is calculated as the percentage of scheduled bus trips that are actually provided during peak hours (7-9am and 4-7pm on weekdays). Service Delivered is measured at the peak load point, which is the stop on the route where the bus is most crowded, using GPS tracking data from buses as well as bus depot operations records.

Additional Bus Stop Time (ABST)

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

Additional Travel Time (ATT)

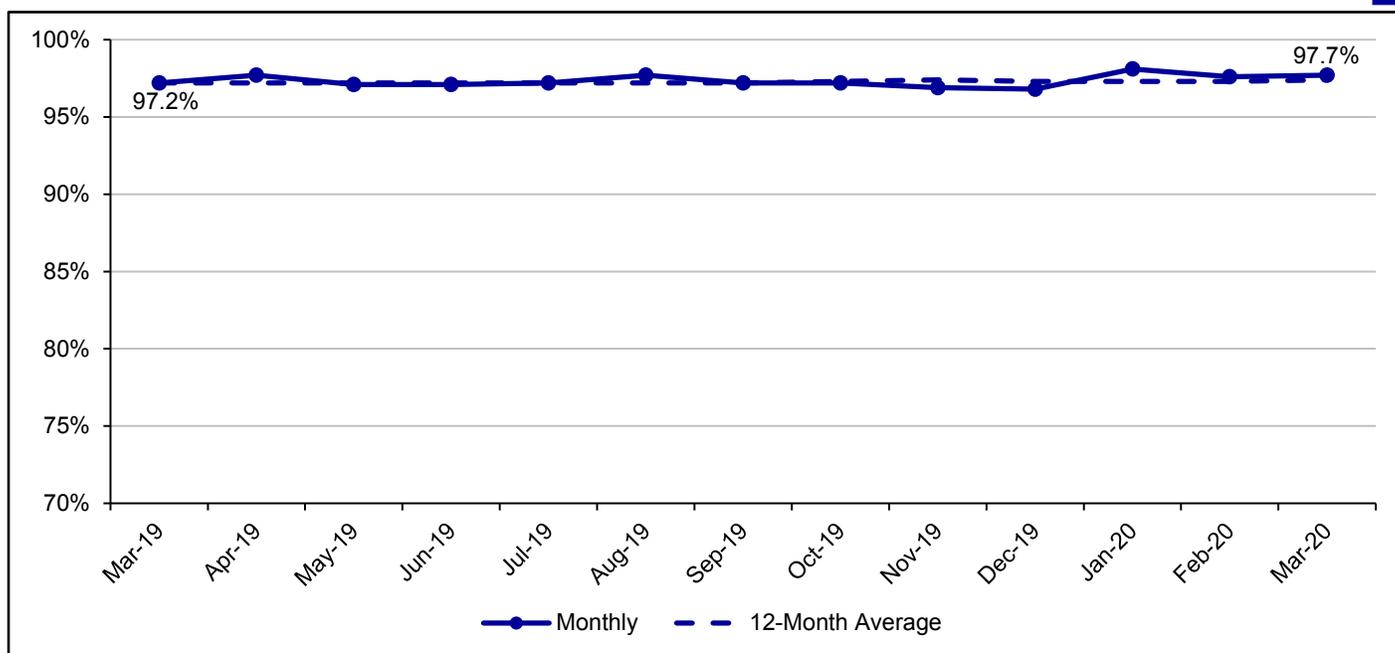
Additional Travel Time (ATT) is the estimated average extra time customers are onboard the bus compared to their scheduled onboard time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ATT is estimated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

Customer Journey Time Performance (CJTP)

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

Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Bronx	98.1%	97.4%	+0.7%	97.5%	97.6%	-0.1%
Brooklyn	97.8%	97.5%	+0.3%	97.6%	97.6%	0.0%
Manhattan	98.1%	97.4%	+0.7%	97.7%	97.3%	+0.4%
Queens	97.5%	96.4%	+1.1%	97.0%	96.9%	+0.1%
Staten Island	97.1%	98.6%	-1.5%	97.5%	96.5%	+1.0%
Systemwide	97.7%	97.2%	+0.5%	97.4%	97.2%	+0.2%

Service Delivered Discussion

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 20.
- Service Delivered in March 2020 increased by 0.5 percent to 97.7 percent compared to March 2019, and increased by 0.2 percent to 97.4 percent on a 12-month average basis.

Service Delivered
Monthly
(Peak Hours)

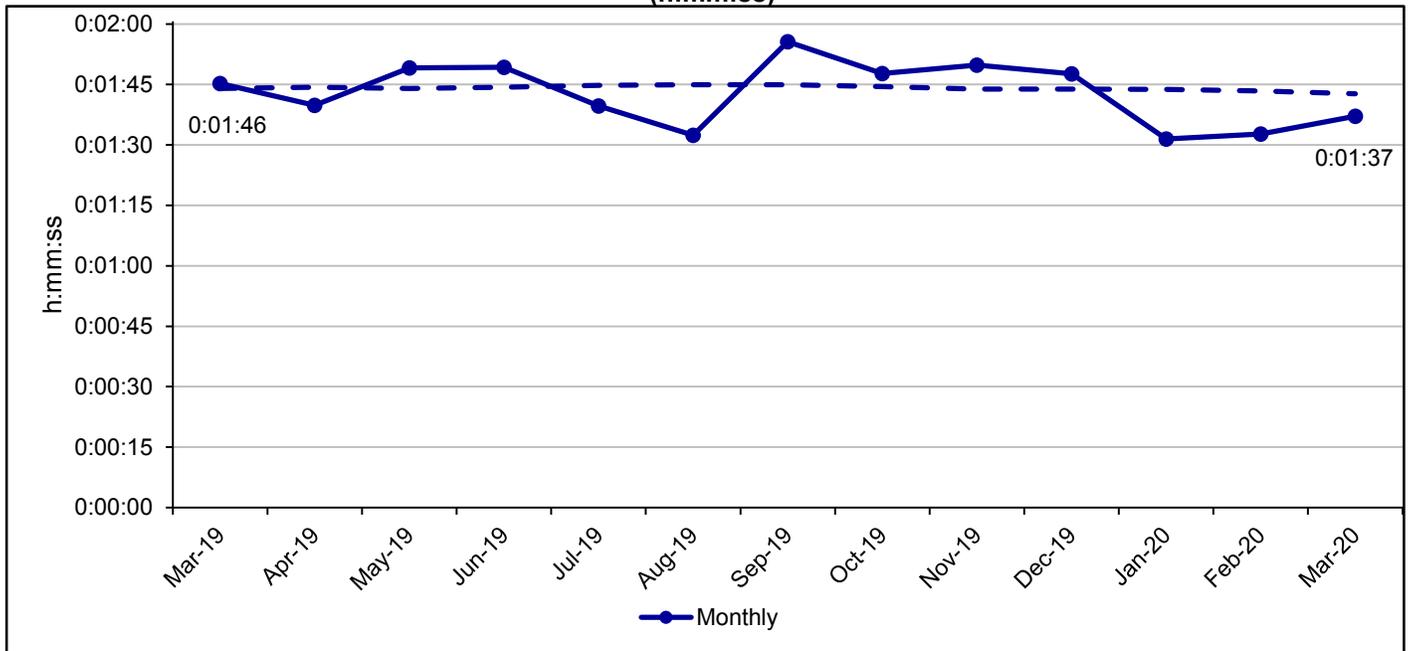
Desired trend 

<u>Borough</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
Bronx	98.1%	97.4%	+0.7%
Local/Limited	97.5%	96.9%	+0.6%
Select Bus Service	98.4%	98.1%	+0.3%
Express	101.2%	99.7%	+1.5%
Brooklyn	97.8%	97.5%	+0.3%
Local/Limited	97.5%	97.3%	+0.2%
Select Bus Service	98.3%	97.5%	+0.8%
Express	99.9%	99.3%	+0.6%
Manhattan	98.1%	97.4%	+0.7%
Local/Limited	98.0%	97.1%	+0.9%
Select Bus Service	98.2%	98.4%	-0.2%
Express	N/A	N/A	N/A
Queens	97.5%	96.4%	+1.1%
Local/Limited	97.2%	96.1%	+1.1%
Select Bus Service	98.3%	99.8%	-1.5%
Express	99.2%	97.6%	+1.6%
Staten Island	97.1%	98.6%	-1.5%
Local/Limited	96.7%	97.9%	-1.2%
Select Bus Service	100.7%	101.9%	-1.2%
Express	97.2%	98.9%	-1.7%
Systemwide	97.7%	97.2%	+0.5%
Local/Limited	97.4%	96.8%	+0.6%
Select Bus Service	98.4%	98.6%	-0.2%
Express	98.8%	98.7%	+0.1%

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		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Bronx	0:01:50	0:01:45	+4.8%	0:01:47	0:01:41	+6.4%
Brooklyn	0:01:49	0:01:56	-6.0%	0:01:53	0:01:54	-0.7%
Manhattan	0:01:11	0:01:26	-17.4%	0:01:21	0:01:30	-10.1%
Queens	0:01:29	0:01:46	-16.0%	0:01:41	0:01:43	-1.5%
Staten Island	0:01:54	0:01:54	0.0%	0:02:00	0:02:04	-3.3%
Systemwide	0:01:37	0:01:46	-8.5%	0:01:43	0:01:44	-1.2%

Additional Bus Stop Time Discussion

- Data reflect pre-COVID-19 service and ridership as measured through March 13, 2020.
- Additional Bus Stop Time in March 2020 improved by nine seconds (or 8.5 percent) compared to March 2019, and improved by one second (or 1.2 percent) on a 12-month average.

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

Desired trend 

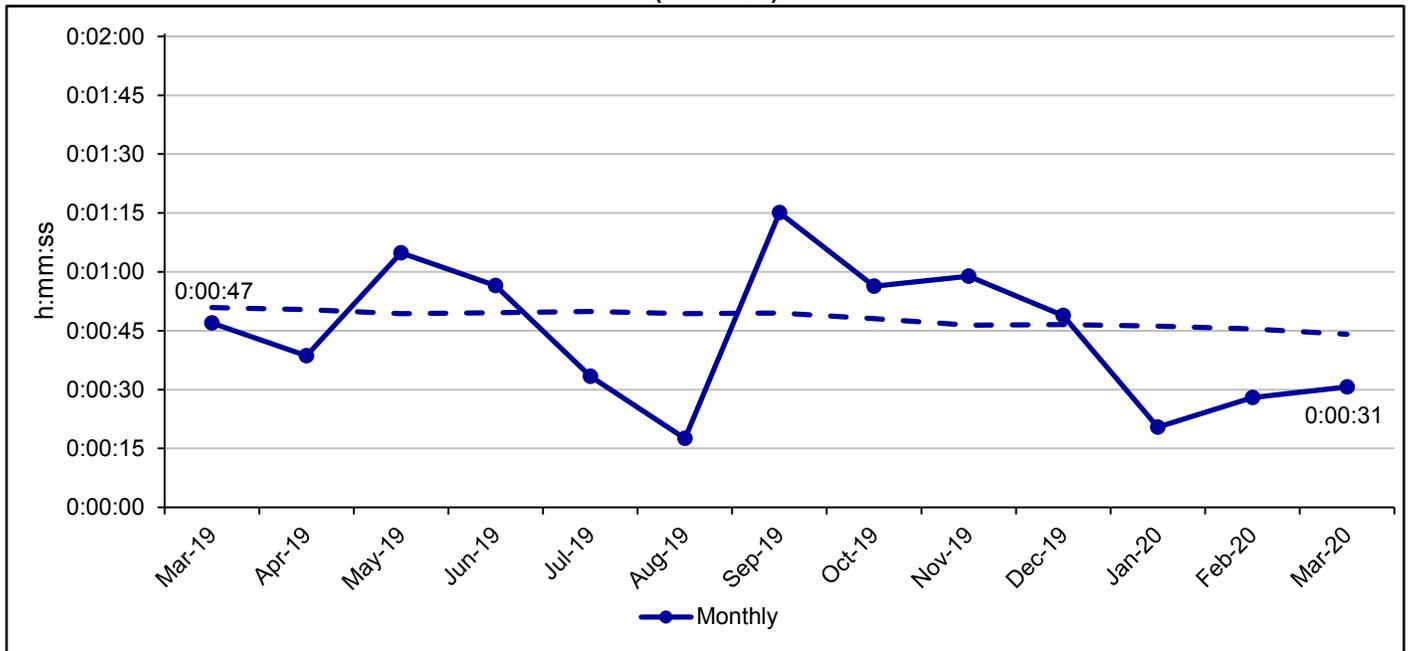
<u>Borough</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
Bronx	0:01:50	0:01:45	+4.8%
Local/Limited	0:01:53	0:01:46	+6.6%
Select Bus Service	0:01:25	0:01:23	+2.4%
Express	0:02:01	0:02:06	-4.0%
Brooklyn	0:01:49	0:01:56	-6.0%
Local/Limited	0:01:50	0:01:59	-7.6%
Select Bus Service	0:01:30	0:01:27	+3.4%
Express	0:01:57	0:02:03	-4.9%
Manhattan	0:01:11	0:01:26	-17.4%
Local/Limited	0:01:18	0:01:33	-16.1%
Select Bus Service	0:00:58	0:01:08	-14.7%
Express	N/A	N/A	N/A
Queens	0:01:29	0:01:46	-16.0%
Local/Limited	0:01:32	0:01:48	-14.8%
Select Bus Service	0:00:58	0:01:03	-7.9%
Express	0:01:35	0:01:59	-20.2%
Staten Island	0:01:54	0:01:54	0.0%
Local/Limited	0:02:16	0:02:14	+1.5%
Select Bus Service	0:01:12	0:01:15	-4.0%
Express	0:01:09	0:01:17	-10.4%
Systemwide	0:01:37	0:01:46	-8.5%
Local/Limited	0:01:42	0:01:50	-7.3%
Select Bus Service	0:01:08	0:01:14	-8.1%
Express	0:01:31	0:01:41	-9.9%

Chart 4

Note: The metrics in this report are preliminary

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

Desired trend ↓



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Bronx	0:01:06	0:01:00	+10.0%	0:01:01	0:01:01	0.8%
Brooklyn	0:00:38	0:00:50	-24.0%	0:00:43	0:00:50	-13.8%
Manhattan	0:00:02	0:00:16	-87.5%	0:00:23	0:00:28	-18.7%
Queens	0:00:28	0:00:53	-47.2%	0:00:52	0:00:58	-10.0%
Staten Island	-0:00:38	0:00:41	NA	0:00:04	0:00:47	-91.4%
Systemwide	0:00:31	0:00:47	-34.0%	0:00:44	0:00:51	-13.8%

Additional Travel Time Discussion

- Data reflect pre-COVID-19 service and ridership as measured through March 13, 2020.
- Additional Travel Time in March 2020 improved by 16 seconds (or 34.0 percent) compared to March 2019, and improved by seven seconds (or 13.8 percent) on a 12-month average.

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

Desired trend 

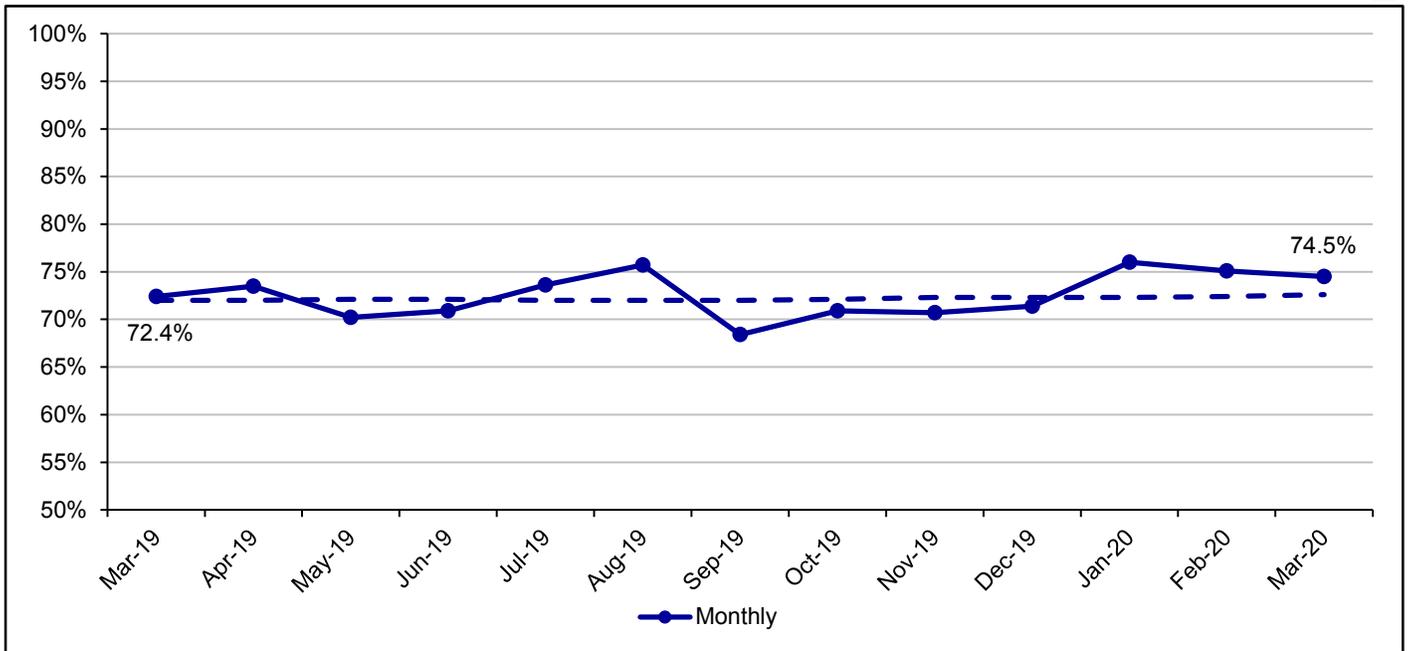
<u>Borough</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
Bronx	0:01:06	0:01:00	+10.0%
Local/Limited	0:00:59	0:00:53	+11.3%
Select Bus Service	0:01:17	0:01:27	-11.5%
Express	0:04:36	0:03:34	+29.0%
Brooklyn	0:00:38	0:00:50	-24.0%
Local/Limited	0:00:36	0:00:50	-28.0%
Select Bus Service	0:00:39	0:00:52	-25.0%
Express	0:02:19	0:01:07	+107.5%
Manhattan	0:00:02	0:00:16	-87.5%
Local/Limited	0:00:04	0:00:20	-80.0%
Select Bus Service	-0:00:01	0:00:04	N/A
Express	N/A	N/A	N/A
Queens	0:00:28	0:00:53	-47.2%
Local/Limited	0:00:28	0:00:47	-40.4%
Select Bus Service	0:00:00	0:00:37	-100.0%
Express	0:02:48	0:06:02	-53.6%
Staten Island	-0:00:38	0:00:41	N/A
Local/Limited	0:00:20	0:00:40	-50.0%
Select Bus Service	0:00:27	0:01:12	-62.5%
Express	-0:03:48	0:00:34	N/A
Systemwide	0:00:31	0:00:47	-34.0%
Local/Limited	0:00:33	0:00:45	-26.7%
Select Bus Service	0:00:20	0:00:37	-45.9%
Express	-0:00:02	0:02:20	N/A

Chart 6

Note: The metrics in this report are preliminary

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

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Bronx	70.2%	71.3%	-1.5%	70.9%	71.8%	-1.3%
Brooklyn	72.3%	70.6%	+2.4%	71.4%	70.8%	+0.8%
Manhattan	80.6%	77.8%	+3.6%	77.4%	75.7%	+2.2%
Queens	76.0%	72.0%	+5.6%	72.4%	71.9%	+0.7%
Staten Island	76.0%	70.0%	+8.6%	71.2%	68.5%	+3.9%
Systemwide	74.5%	72.4%	+2.9%	72.6%	72.0%	+0.8%

Customer Journey Time Performance Discussion

- Data reflect pre-COVID-19 service and ridership as measured through March 13, 2020.
- Customer Journey Time Performance in March 2020 improved by 2.9 percent to 74.5 percent compared to March 2019, and improved by 0.8 percent on a 12-month average to 72.6 percent.

Note: The metrics in this report are preliminary

Customer Journey Time Performance Monthly

Desired trend



<u>Borough</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
Bronx	70.2%	71.3%	-1.5%
Local/Limited	70.8%	72.1%	-1.8%
Select Bus Service	69.1%	69.0%	+0.1%
Express	49.0%	51.5%	-4.9%
Brooklyn	72.3%	70.6%	+2.4%
Local/Limited	72.3%	70.4%	+2.7%
Select Bus Service	74.2%	73.9%	+0.4%
Express	60.2%	63.6%	-5.3%
Manhattan	80.6%	77.8%	+3.6%
Local/Limited	78.9%	76.3%	+3.4%
Select Bus Service	84.3%	82.0%	+2.8%
Express	N/A	N/A	N/A
Queens	76.0%	72.0%	+5.6%
Local/Limited	76.1%	72.5%	+5.0%
Select Bus Service	78.9%	75.1%	+5.1%
Express	57.4%	42.5%	+35.1%
Staten Island	76.0%	70.0%	+8.6%
Local/Limited	73.5%	70.9%	+3.7%
Select Bus Service	76.8%	72.7%	+5.6%
Express	83.0%	67.1%	+23.7%
Systemwide	74.5%	72.4%	+2.9%
Local/Limited	74.1%	72.3%	+2.5%
Select Bus Service	78.8%	76.5%	+3.0%
Express	68.3%	58.6%	+16.6%

Chart 8

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

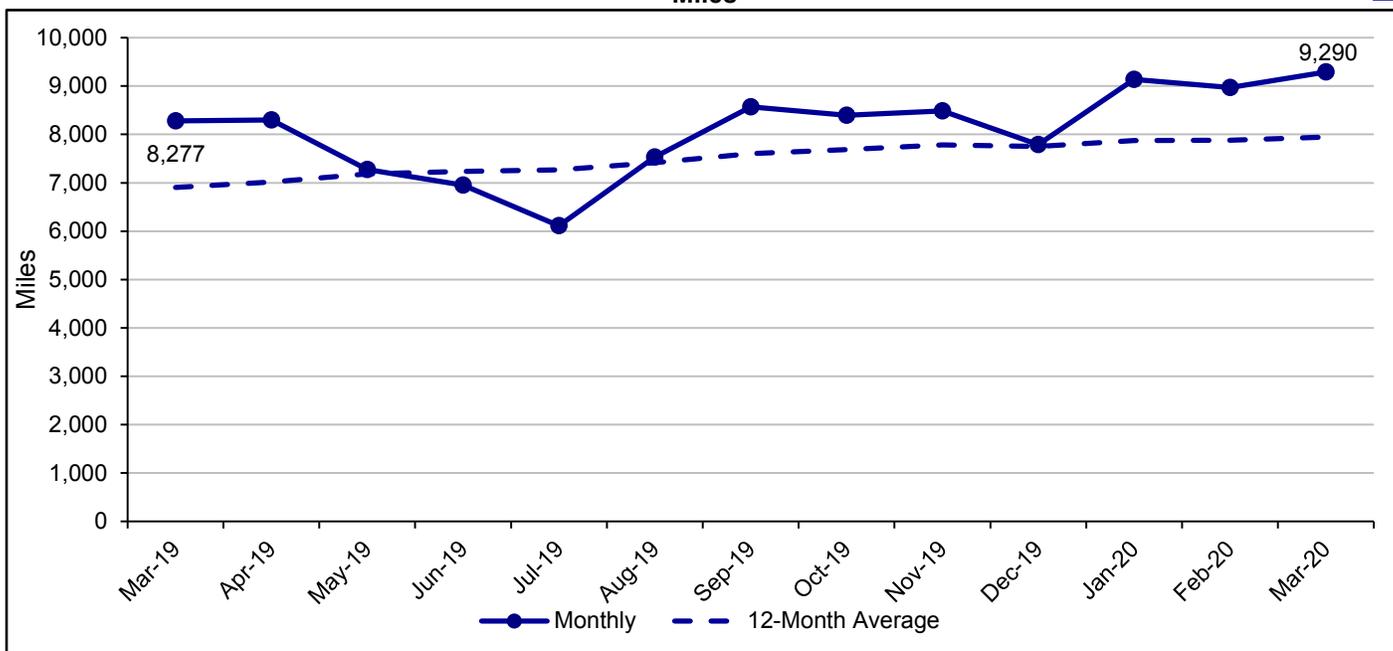
Bus speeds measure how quickly buses travel along their routes. The average end-to-end speed is the total distance traveled along a route divided by the total time, using bus GPS data.

Mean Distance Between Failures

(24 Hours)

Miles

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Bronx	6,585	6,352	+3.7%	6,106	5,127	+19.1%
Brooklyn	10,287	9,325	+10.3%	8,826	6,755	+30.7%
Manhattan	6,470	4,791	+35.0%	4,819	4,109	+17.3%
Queens	8,835	7,718	+14.5%	7,496	7,280	+3.0%
Staten Island	25,416	24,304	+4.6%	21,583	20,596	+4.8%
Systemwide	9,290	8,277	+12.2%	7,945	6,904	+15.1%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures improved by 12.2 percent to 9,290 miles in March 2020 compared March 2019. The 12-month average through March 2020 improved by 15.1 percent.

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

Desired trend 

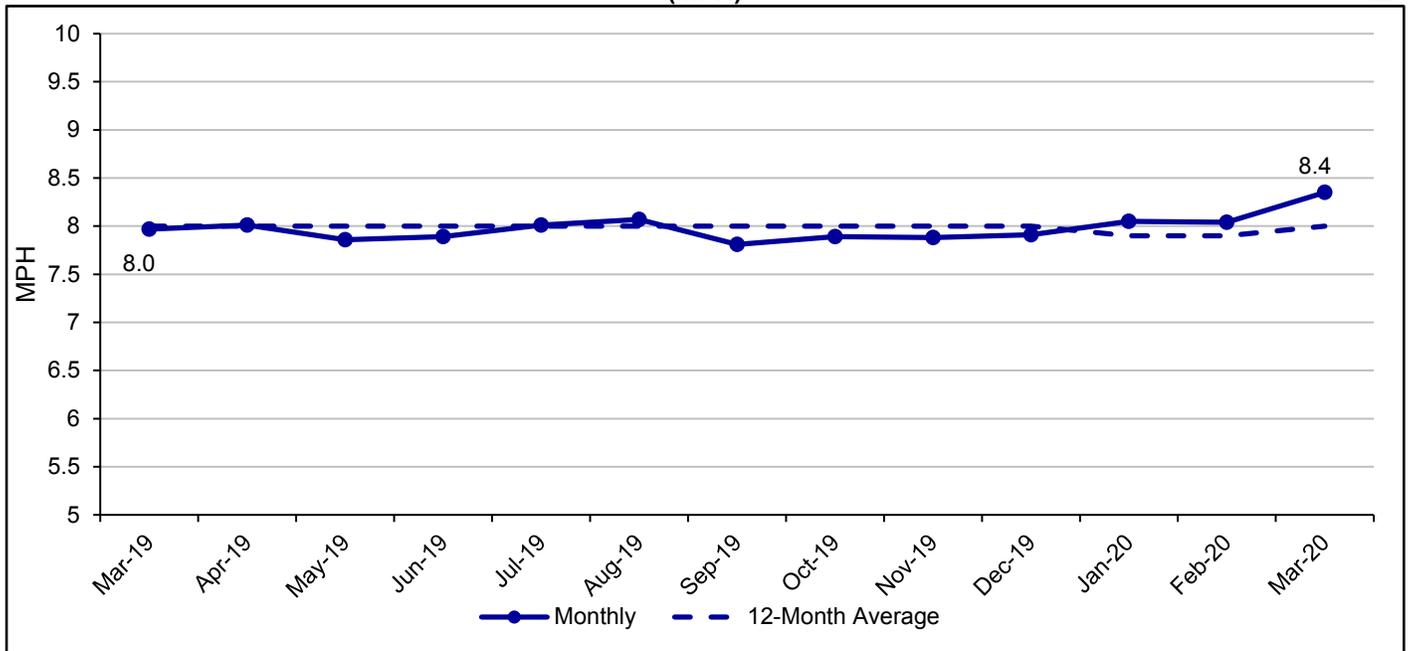
<u>Borough</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
Bronx	6,106	5,127	+19.1%
Local/Limited	5,333	4,343	+22.8%
Select Bus Service	10,574	6,860	+54.1%
Express	9,545	11,450	-16.6%
Brooklyn	8,826	6,755	+30.7%
Local/Limited	8,749	6,522	+34.1%
Select Bus Service	9,822	9,847	-0.3%
Express	8,918	9,305	-4.2%
Manhattan	4,819	4,109	+17.3%
Local/Limited	4,176	3,633	+14.9%
Select Bus Service	8,760	8,557	+2.4%
Express	N/A	N/A	N/A
Queens	7,496	7,280	+3.0%
Local/Limited	7,417	6,856	+8.2%
Select Bus Service	8,003	11,812	-32.2%
Express	7,659	8,184	-6.4%
Staten Island	21,583	20,596	+4.8%
Local/Limited	22,620	19,363	+16.8%
Select Bus Service	25,203	10,583	+138.1%
Express	20,647	23,804	-13.3%
Systemwide	7,945	6,904	+15.1%
Local/Limited	7,206	6,006	+20.0%
Select Bus Service	9,284	9,409	-1.3%
Express	11,759	12,996	-9.5%

Chart 10

Note: The metrics in this report are preliminary

Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Bronx	7.7	7.4	+4.1%	7.4	7.4	0.0%
Brooklyn	7.5	7.1	+5.6%	7.1	7.1	0.0%
Manhattan	6.4	5.9	+8.5%	5.9	5.9	0.0%
Queens	9.4	8.8	+6.8%	8.9	8.8	+1.1%
Staten Island	14.2	13.9	+2.2%	13.7	13.7	0.0%
Systemwide	8.4	8.0	+5.0%	8.0	8.0	0.0%

Speed Discussion

- Increased bus speeds in March 2020 reflect the declines in ridership and traffic levels that began mid-month and continued through the end of the month as a result of the COVID-19 outbreak.
 - Bus Speed in March 2020 was 8.4 mph, 5.0 percent higher compared to March 2019. The 12-month average ending March 2020 was equal to the prior year.
 - Bus Speeds through March15 were essentially flat (up 0.1 percent) compared to March 2019.

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

<u>Borough</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
Bronx	7.7	7.4	+4.1%
Local/Limited	7.1	6.7	+6.0%
Select Bus Service	9.3	8.5	+9.4%
Express	12.5	11.6	+7.8%
Brooklyn	7.5	7.1	+5.6%
Local/Limited	7.2	6.8	+5.9%
Select Bus Service	9.1	8.5	+7.1%
Express	13.2	12.1	+9.1%
Manhattan	6.4	5.9	+8.5%
Local/Limited	6.0	5.6	+7.1%
Select Bus Service	7.5	7.2	+4.2%
Express	N/A	N/A	N/A
Queens	9.4	8.8	+6.8%
Local/Limited	9.1	8.5	+7.1%
Select Bus Service	11.7	11.3	+3.5%
Express	13.9	12.7	+9.4%
Staten Island	14.2	13.9	+2.2%
Local/Limited	12.4	11.8	+5.1%
Select Bus Service	15.5	14.5	+6.9%
Express	17.9	17.2	+4.1%
Systemwide	8.4	8.0	+5.0%
Local/Limited	7.9	7.4	+6.8%
Select Bus Service	9.6	9.3	+3.2%
Express	14.7	13.9	+5.8%

Note: The metrics in this report are preliminary

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment

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

Bus Mean Distance Between Service Interruptions

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

Bus Percentage of Completed Trips

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

Bus AM Weekday Pull Out Performance

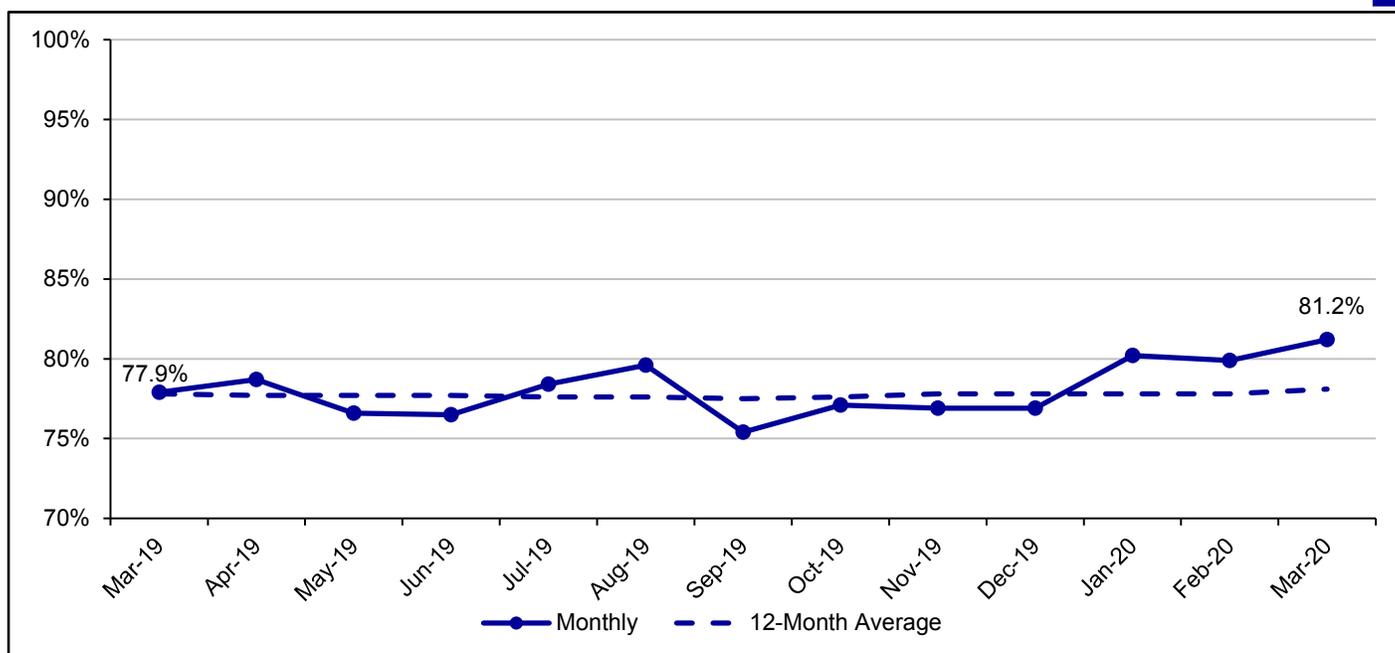
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

Bus PM Weekday Pull Out Performance

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

Wait Assessment

Desired trend



	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Bronx	78.7%	76.8%	+2.5%	76.5%	77.0%	-0.6%
Brooklyn	78.7%	75.9%	+3.7%	76.4%	76.2%	+0.3%
Manhattan	83.3%	78.1%	+6.7%	78.2%	76.5%	+2.2%
Queens	83.5%	78.9%	+5.8%	79.7%	79.3%	+0.5%
Staten Island	82.9%	82.2%	+0.9%	81.3%	80.4%	+1.1%
Systemwide	81.2%	77.9%	+4.2%	78.1%	77.8%	+0.4%

- Due to data processing issues related to the COVID-19 outbreak, March 2020 is based on data through March 20.

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Mar 20</u>	<u>Mar 19</u>	<u>% Change</u>
Bronx	78.7%	76.8%	+2.5%
Local/Limited	78.2%	76.4%	+2.4%
Select Bus Service	80.4%	78.2%	+2.8%
Express	88.0%	85.5%	+2.9%
Brooklyn	78.7%	75.9%	+3.7%
Local/Limited	78.7%	75.7%	+4.0%
Select Bus Service	80.1%	80.1%	+0.0%
Express	80.5%	79.4%	+1.4%
Manhattan	83.3%	78.1%	+6.7%
Local/Limited	83.1%	77.8%	+6.8%
Select Bus Service	84.3%	81.6%	+3.3%
Express	N/A	N/A	N/A
Queens	83.5%	78.9%	+5.8%
Local/Limited	83.3%	78.7%	+5.8%
Select Bus Service	89.4%	82.4%	+8.5%
Express	84.9%	80.6%	+5.3%
Staten Island	82.9%	82.2%	+0.9%
Local/Limited	82.0%	81.0%	+1.2%
Select Bus Service	84.2%	83.1%	+1.3%
Express	86.5%	86.8%	-0.3%
Systemwide	81.2%	77.9%	+4.2%
Local/Limited	80.9%	77.5%	+4.4%
Select Bus Service	84.6%	81.5%	+3.8%
Express	85.8%	84.3%	+1.8%

Bus Mean Distance Between Service Interruptions

Desired trend 

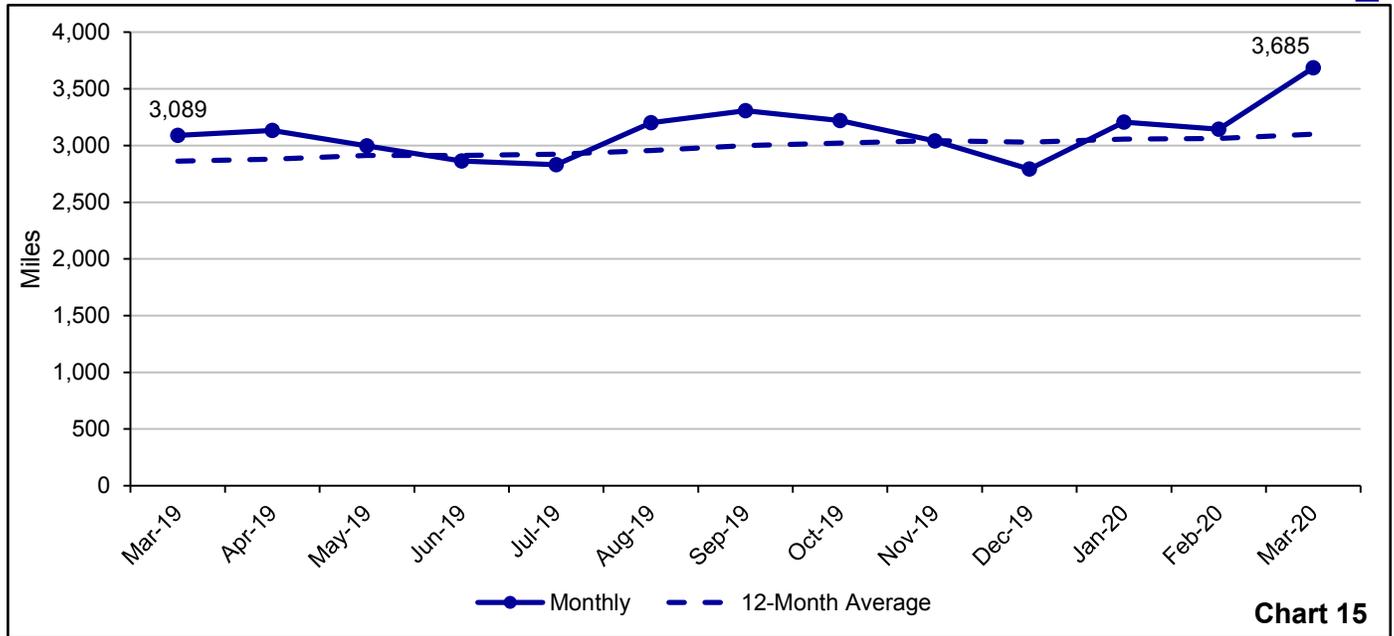


Chart 15

	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Systemwide	3,685	3,089	+19.3%	3,100	2,862	+8.3%

Bus Percentage of Completed Trips

Desired trend 

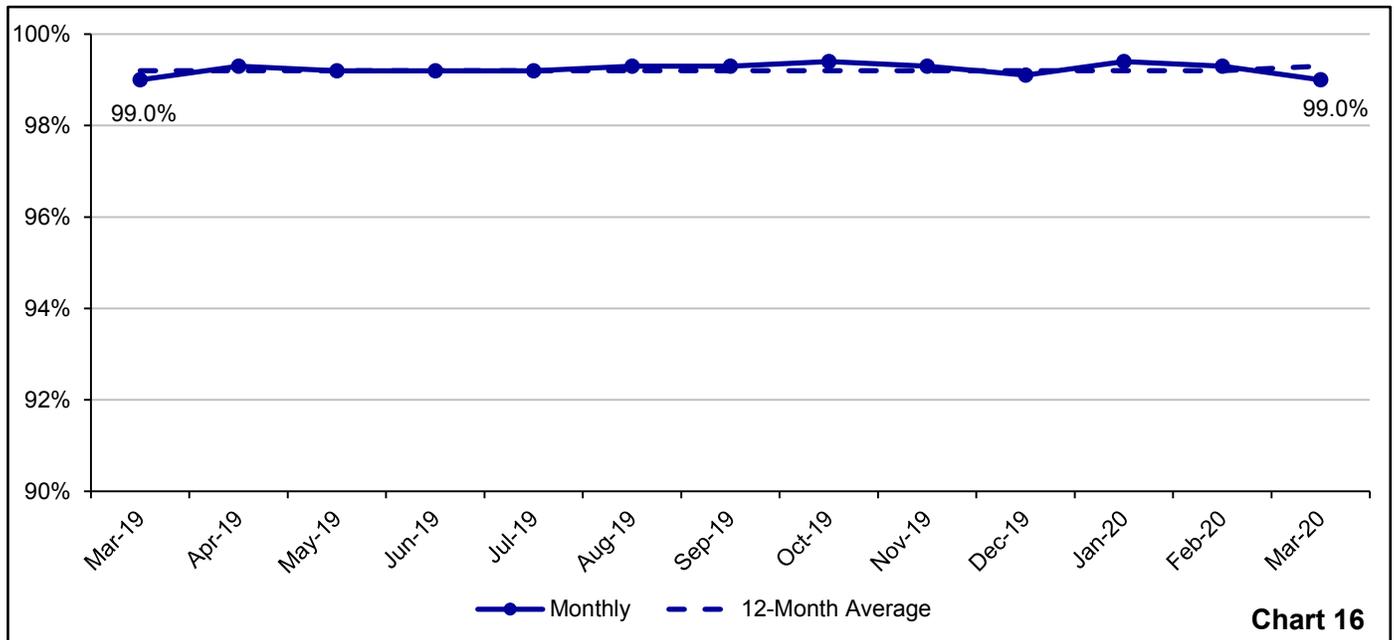


Chart 16

	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
Systemwide	99.0%	99.0%	0.0%	99.3%	99.2%	+0.1%

- Due to data processing issues related to the COVID-19 outbreak, March 2020 Completed Trips are based on data through March 20.

Note: The metrics in this report are preliminary

Bus AM Weekday Pull Out Performance

Desired trend

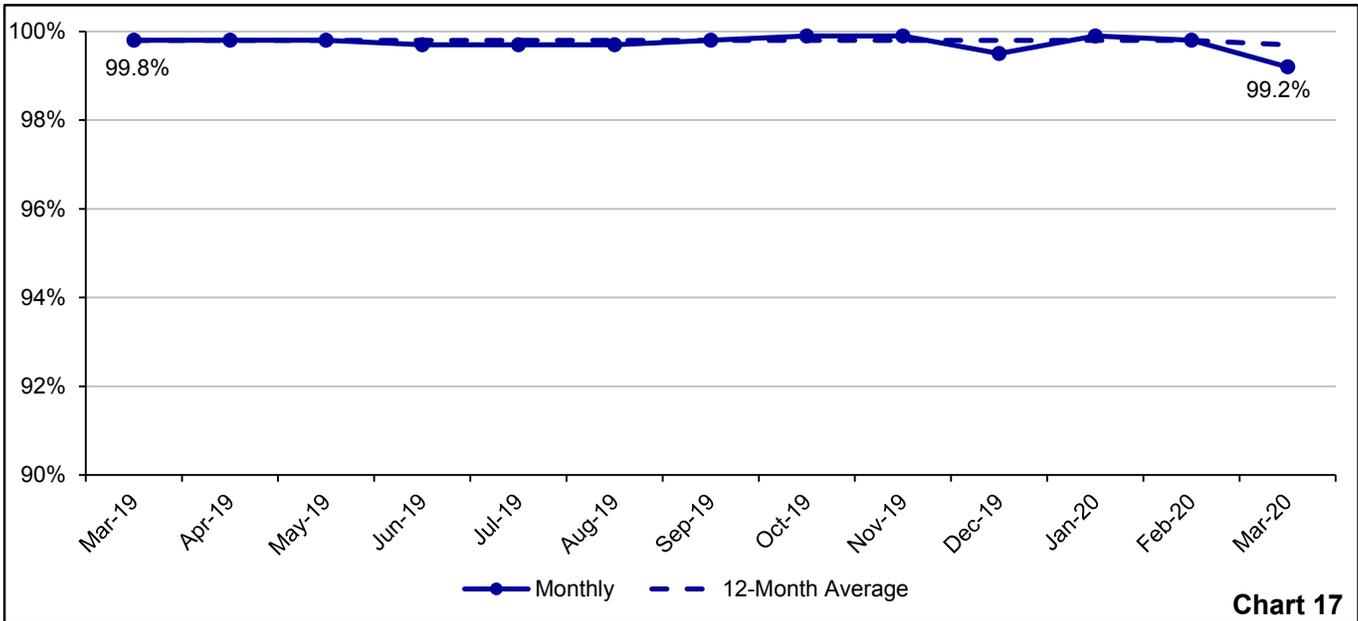


Chart 17

Systemwide	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
	99.2%	99.8%	-0.6%	99.7%	99.8%	-0.1%

Bus PM Weekday Pull Out Performance

Desired trend

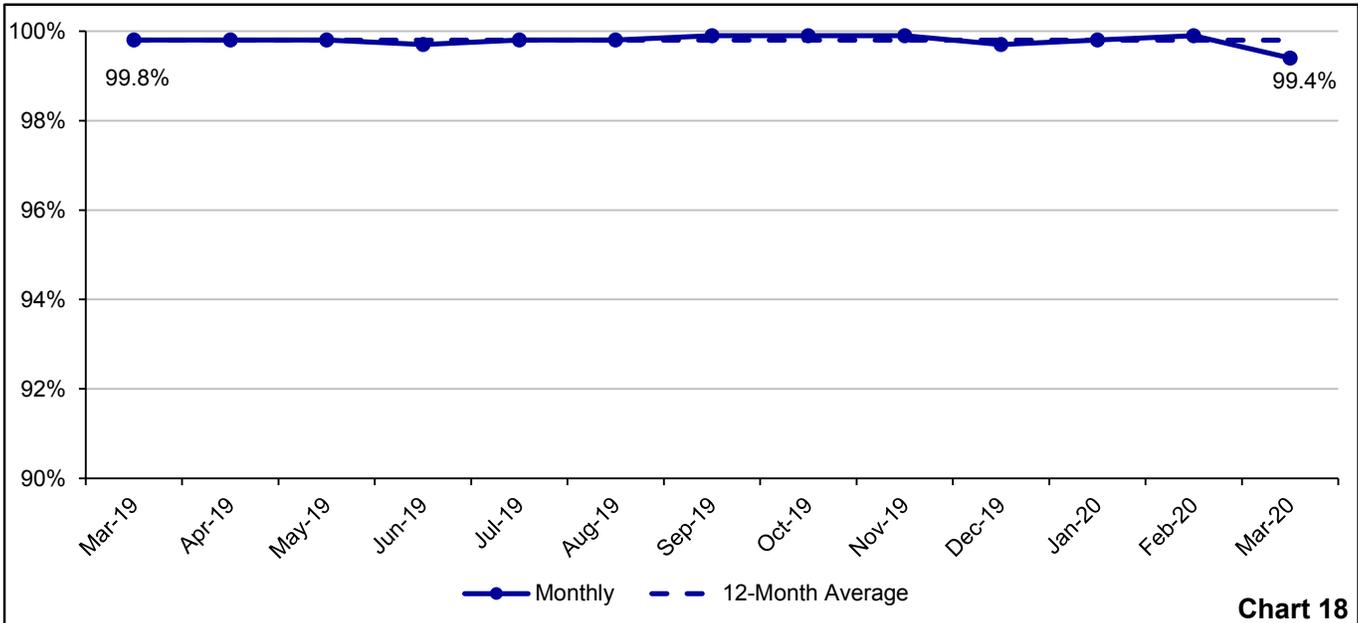


Chart 18

Systemwide	Monthly			12-Month Average		
	Mar 20	Mar 19	% Change	Mar 20	Mar 19	% Change
	99.4%	99.8%	-0.4%	99.8%	99.8%	0.0%

- Due to data processing issues related to the COVID-19 outbreak, March 2020 AM and PM Pull Out is based on data through March 20.

Note: The metrics in this report are preliminary



Customer Service Report: Paratransit

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

April 2020 Highlights: Paratransit

We are doing everything we can to protect the health and safety of our Paratransit customers and drivers during this COVID-19 pandemic and closely following the guidance of our public health officials at the state, city and federal levels. Last month we began aggressively disinfecting our fleets, with dedicated and broker carriers sanitizing their vehicles daily. In addition, all our dedicated vehicles have been treated with a long-lasting antimicrobial shield.

We have also put in place several measures to promote social distancing. We turned off feeder services early last month and suspended shared rides in mid-March. Customers are still allowed to travel with a Personal Care Assistant and approved guest. All our assessment centers are also closed until further notice. Customers requiring recertification have been given a 60-day extension. New applicants are being considered on a case-by-case basis and temporary presumptive eligibility granted for those demonstrating an emergency need. In addition, we suspended all cash fares on vehicles to limit interaction, safeguarding both our customers as well as drivers.

We have also suspended penalties for no-shows and late cancellations during this period. And, finally, to better serve our AAR customers' through this crisis, this month we began an essential transportation service specifically for AAR customers who have tested positive for COVID-19 and/or are symptomatic and need essential transportation.

We continue to message to our customers to please stay home if their travel is not necessary to help protect themselves, their families and other New Yorkers. Preliminary March data show drop in ridership of over 70%, which suggests that our customers are following the guidance to stay home when they can and stop the spread of COVID-19.

In closing, I want to thank the Paratransit leadership team and all the men and women who continue to work so hard to provide this essential service for our customers. My heartfelt thanks extend to the dedicated employees in the Command Center, the Customer Services team, the Call Center and the drivers on the frontlines. Their dedication to our community and this City is truly inspiring.

Craig Cipriano

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

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: February 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	682,368	622,815	+9.6%	682,173	612,792	+11.3%
	Total Ridership	924,615	853,607	+8.3%	923,406	851,194	+8.5%
On-Time Performance	Pick-up Primary 30 Minute	98.0%	98.0%	0.0%	96.1%	95.9%	+0.2%
	Pick-up Primary 15 Minute	91.0%	90.0%	+1.1%	87.1%	87.3%	-0.2%
	Pick-up Broker 30 Minute	97.0%	94.0%	+3.2%	95.9%	92.1%	+4.2%
	Pick-up Broker 15 Minute	90.0%	82.0%	+9.8%	86.5%	79.7%	+8.5%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)	47.0%	45.0%	+4.4%	46.4%	46.2%	+0.5%
	Appointment OTP Trips Primary - Early	47.0%	49.0%	-4.1%	45.5%	44.2%	+3.0%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)	31.0%	36.0%	-13.9%	33.3%	41.2%	-19.0%
	Appointment OTP Trips Broker - Early	62.0%	51.0%	+21.6%	57.4%	43.4%	+32.3%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	83.0%	79.0%	+5.1%	80.5%	75.7%	+6.4%
	Average Actual Trip Duration in Minutes	35	41	-14.6%	38	43	-10.5%
	Max Ride Time Performance Primary	99.0%	98.0%	+1.0%	97.9%	97.7%	+0.3%
	Max Ride Time Performance Broker	99.0%	97.0%	+2.1%	98.3%	96.7%	+1.6%
Customer Experience	Frequent Rider Experience Primary	78.0%	75.0%	+4.0%	74.6%	72.7%	+2.6%
	Frequent Rider Experience Broker	71.0%	66.0%	+7.6%	70.6%	65.1%	+8.4%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.40	0.76	-47.4%	1.33	1.86	-28.3%
	Provider No-Shows per 1,000 Schedule Trips Broker	1.09	0.98	+11.2%	1.44	2.35	-38.6%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	2.4	1.9	+26.3%	3.0	2.5	+20.3%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.3	1.3	0.0%	2.2	1.3	+62.7%
Call Center	Percent of Calls Answered	97.0%	97.0%	0.0%	95.5%	96.3%	-0.8%
	Average Call Answer Speed in Seconds	47	37	+27.0%	64	44	+45.6%
Eligibility	Total Registrants	163,477	154,668	+5.7%	159,235	150,818	+5.6%

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Ridership by Provider Type

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

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

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

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

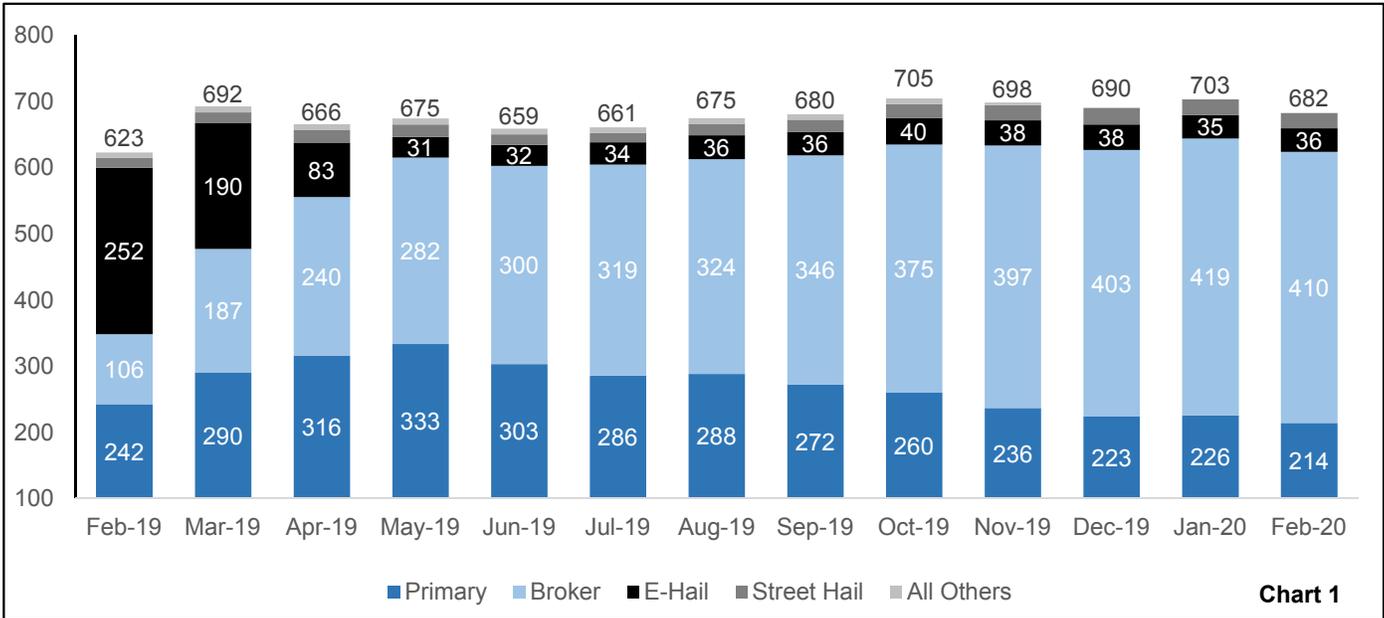
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

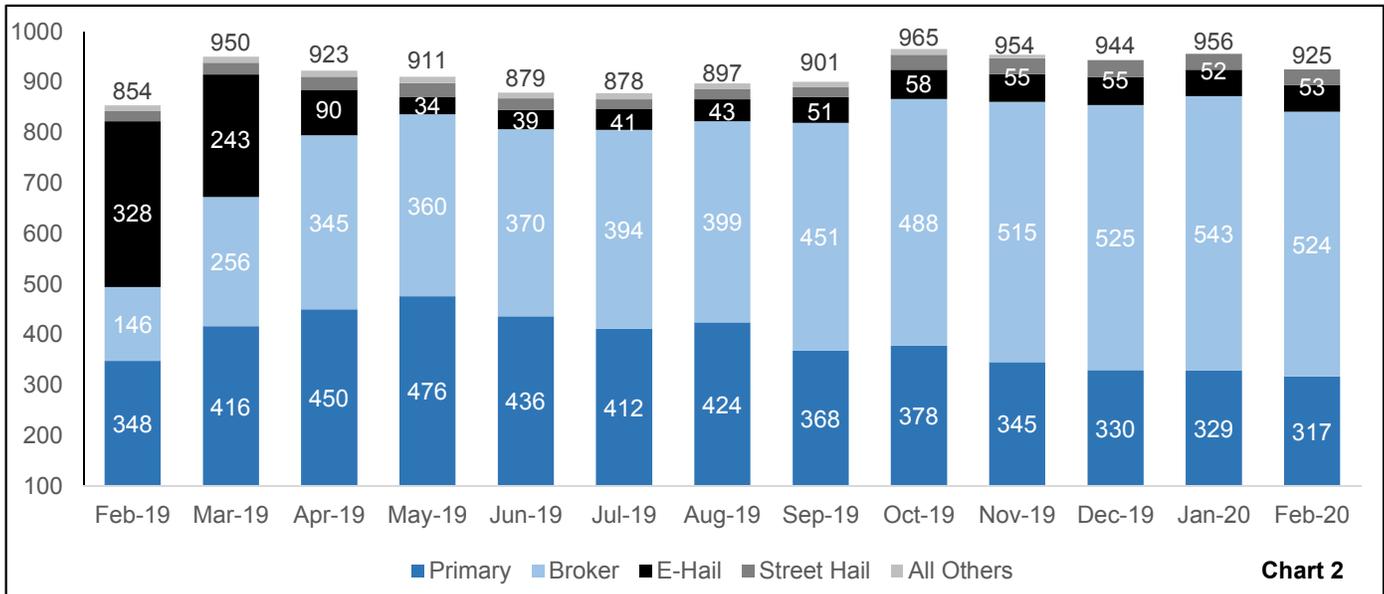
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips



Total Ridership



Total Trips Discussion

- Total Trips in February 2020 decreased by 21K (or 2.9%) when compared to January 2020, and increased by 60K (or 9.6%) when compared to February 2019.

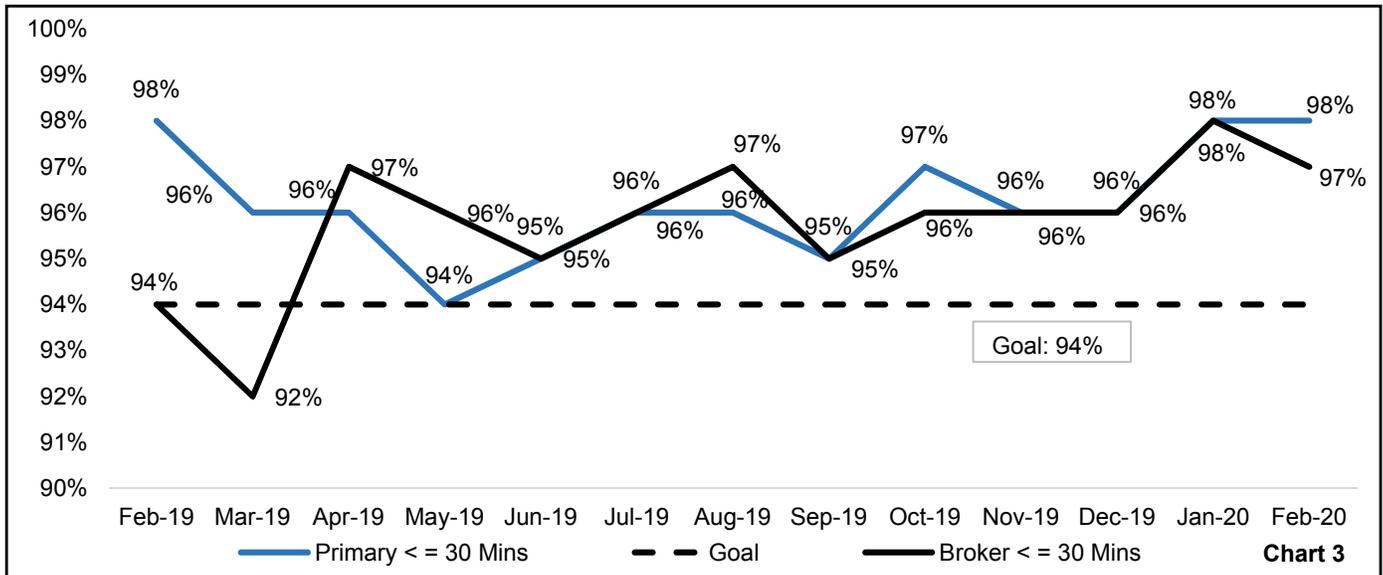
Total Ridership Discussion

- Total Ridership in February 2020 decreased by 31K (or 3.3%) when compared to January 2020, and increased by 71K (or 8.3%) when compared to February 2019.

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

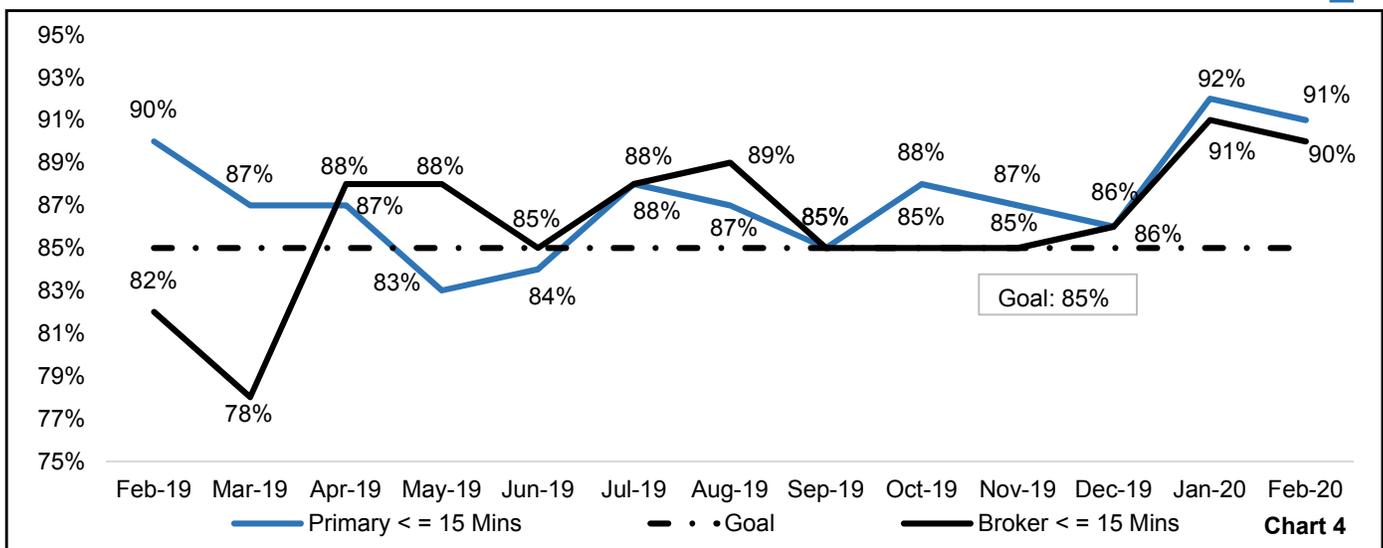
OTP <= 30 Minutes Primary and Broker

Desired trend



OTP <= 15 Minutes Primary and Broker

Desired trend



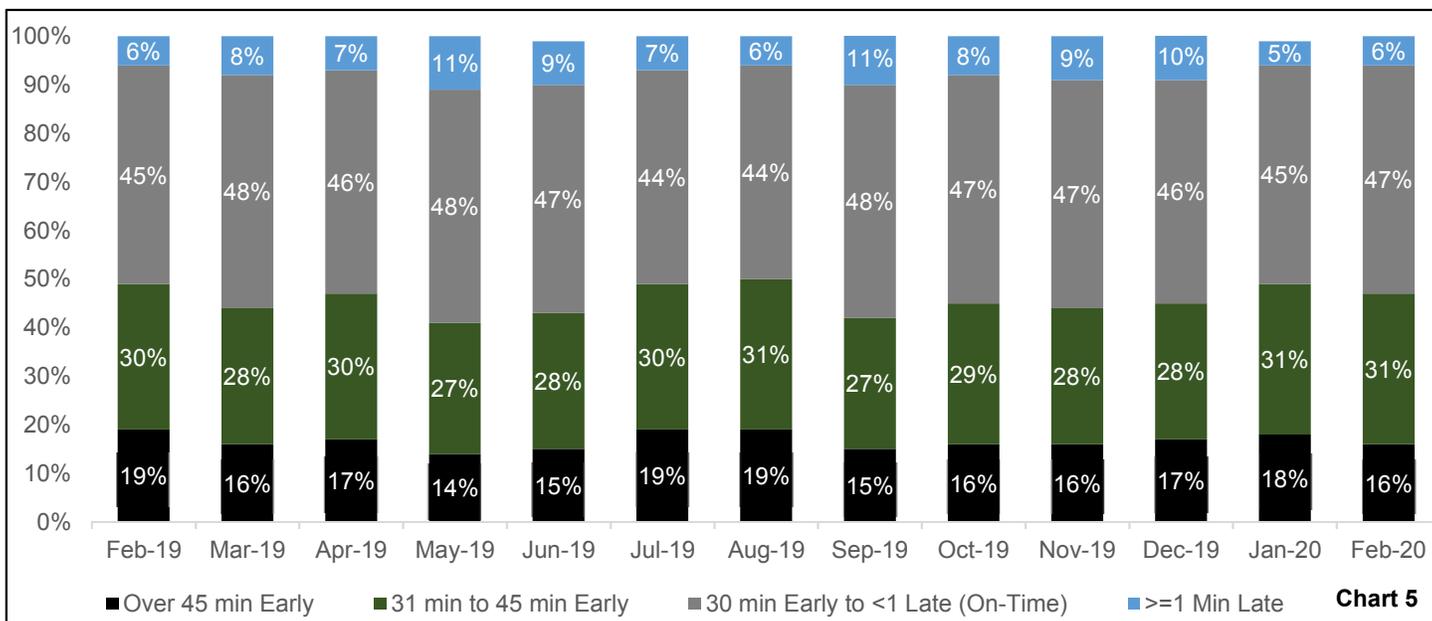
<= 30 Minutes Pick Up On-Time Performance Discussion

- February 2020 Primary 30 minute P/U, OTP result of 98% remained flat when compared to January 2020 and February 2019.
- February 2020 Broker 30 minute P/U, OTP result of 97% indicates a rate decrease of 1% when compared to January 2020, and improved at a rate of 3.2% when compared to February 2019.

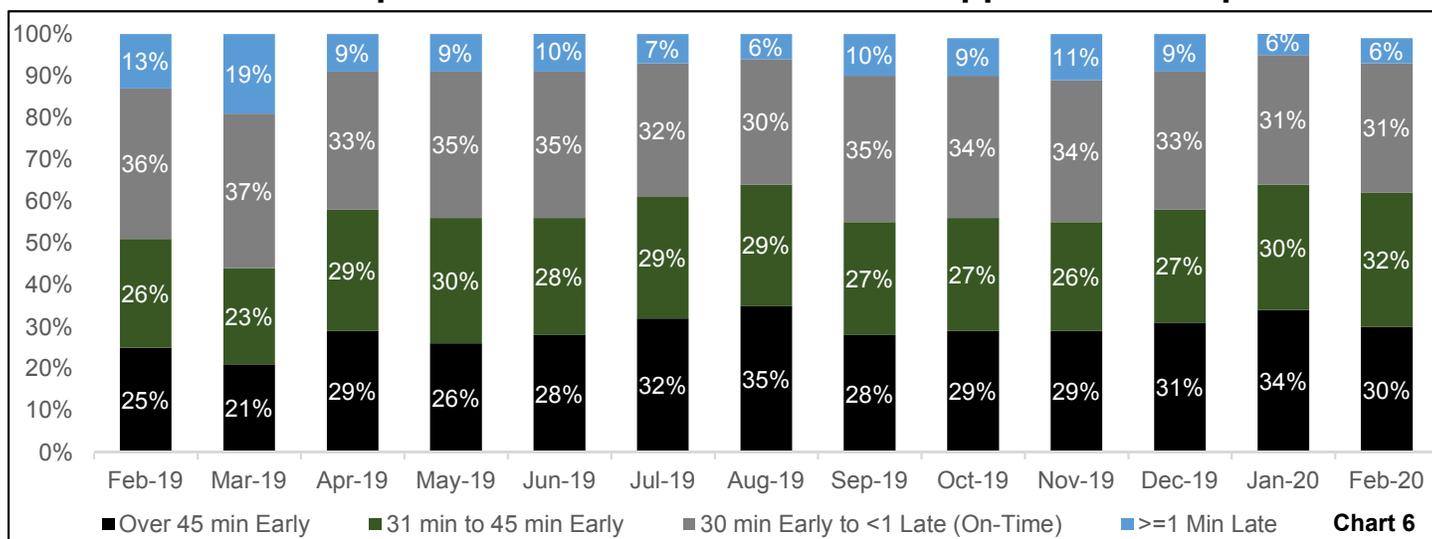
<= 15 Minutes Pick Up On-Time Performance Discussion

- February 2020 Primary 15 minute P/U, OTP result of 91% indicates a rate decrease of 1.1% when compared to January 2020, and improved at a rate of 1.1% when compared to February 2019.
- February 2020 Broker 15 minute P/U, OTP result of 90% indicates a rate decrease of 1.1% when compared to January 2020, and improved at a rate of 9.8% when compared to February 2019.

Primary Drop Off On-Time Performance On Appointment Trips



Broker Drop Off On-Time Performance On Appointment Trips



Primary Drop Off On-Time Performance On Appointment Trips Discussion

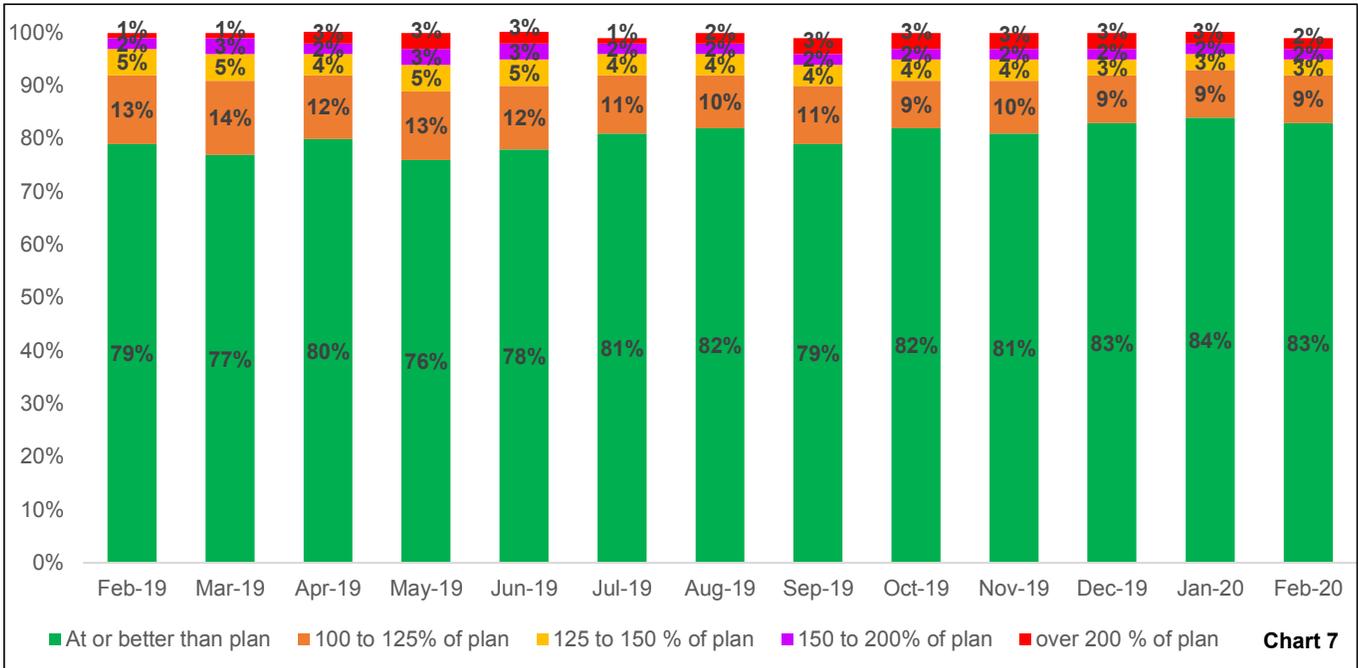
- In the month of February, 47% of appointment trips arrived on time. Arrival times improved at a rate of 4.4% when compared to the previous month and to the same period last year.

Broker Drop Off On-Time Performance On Appointment Trips Discussion

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

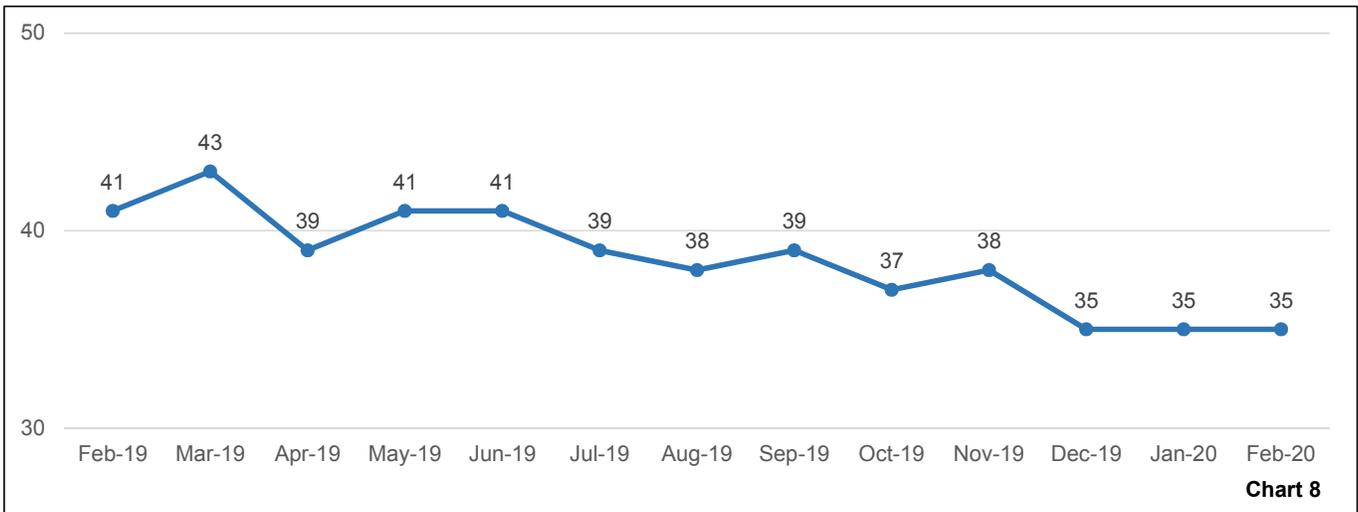
Note: Monthly totals may not be exact due to rounding.

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

- 83% of trips in February 2020 performed within the scheduled time or better which declined at a rate of 1.2% when compared to January 2020, and improved at a rate of 5.1% when compared to February 2019.

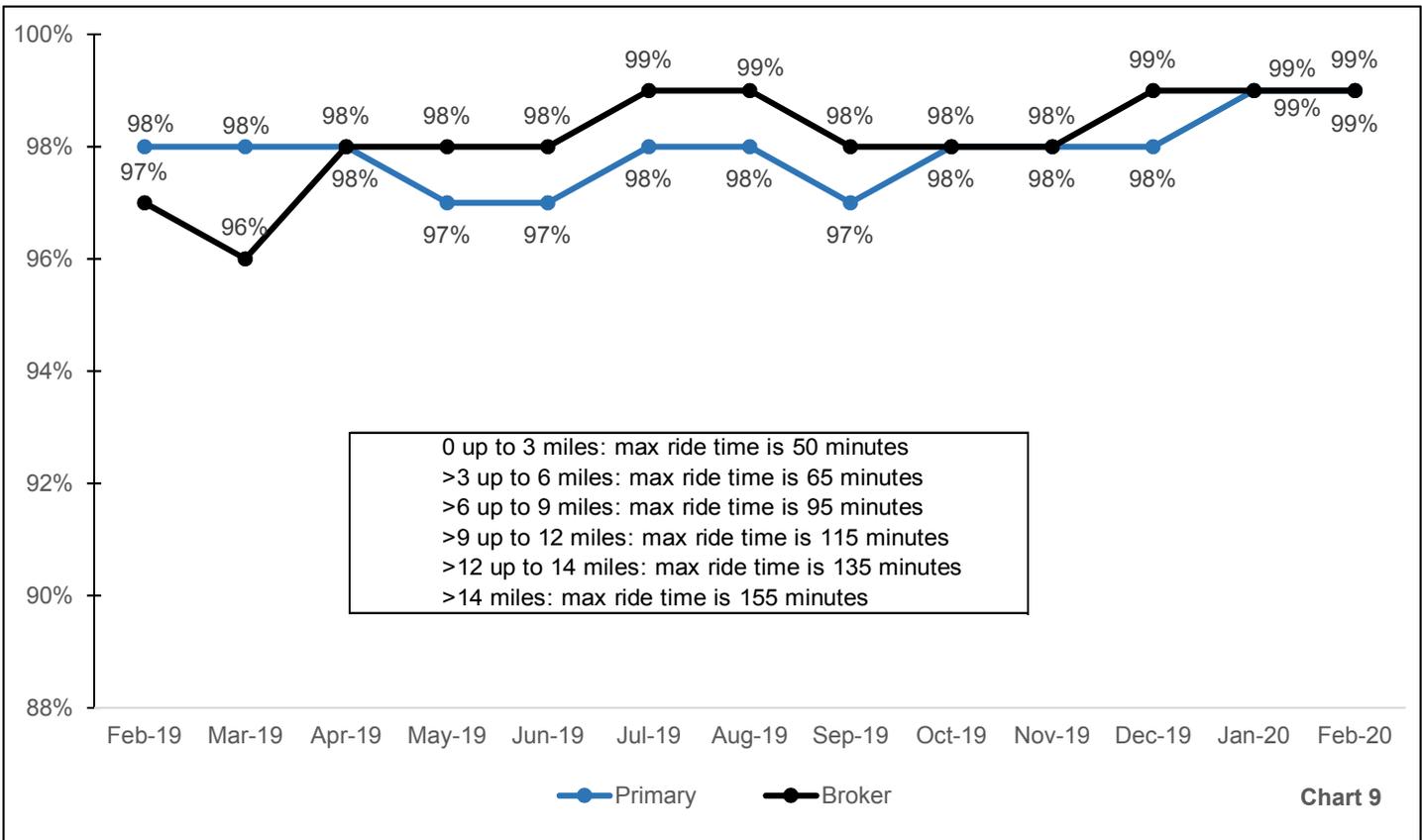
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in February 2020 remained flat when compared to January 2020, and improved by 6 minutes (or 14.6%) when compared to February 2019.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend 

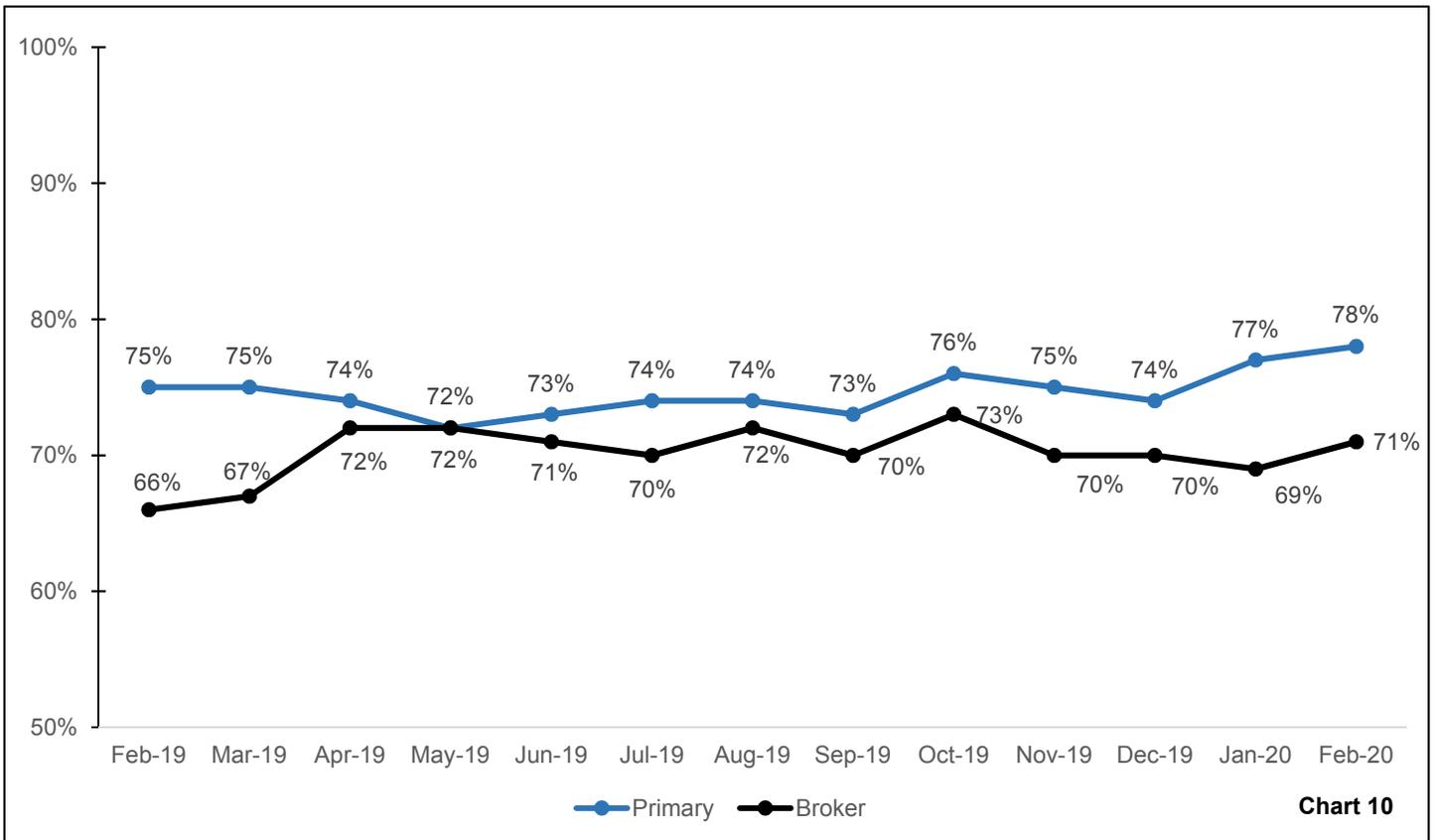


Max Ride Time Performance Discussion

- In the month of February, 99% of Primary trips were completed within the Max Ride Time parameters. Performance remained flat when compared to January 2020, and improved at a rate of 1% when compared to February 2019.
- In the month of February, 99% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to January 2020, and improved at a rate of 2.1% when compared to February 2019.

Customer Experience Performance

Desired trend

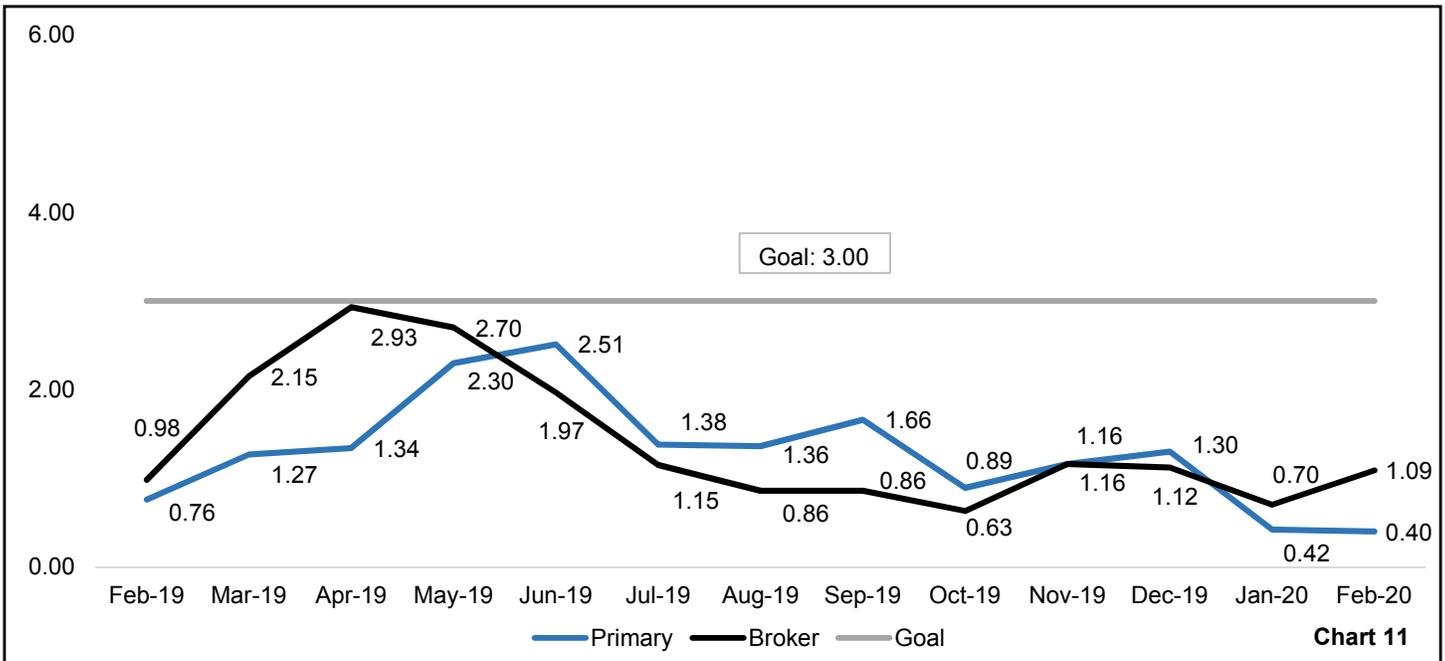


Customer Experience Performance Discussion

- In the month of February, 78% of the Primary carrier trips completed resulted in a positive customer experience. This improved at a rate of 1.3% when compared to the previous month, and a rate improvement of 4% when compared to the same period last year.
- In the month of February, 71% of the Broker trips completed resulted in a positive customer experience. This improved at a rate of 2.9% when compared to the previous month, and a rate improvement of 7.6% when compared to the same period last year.

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

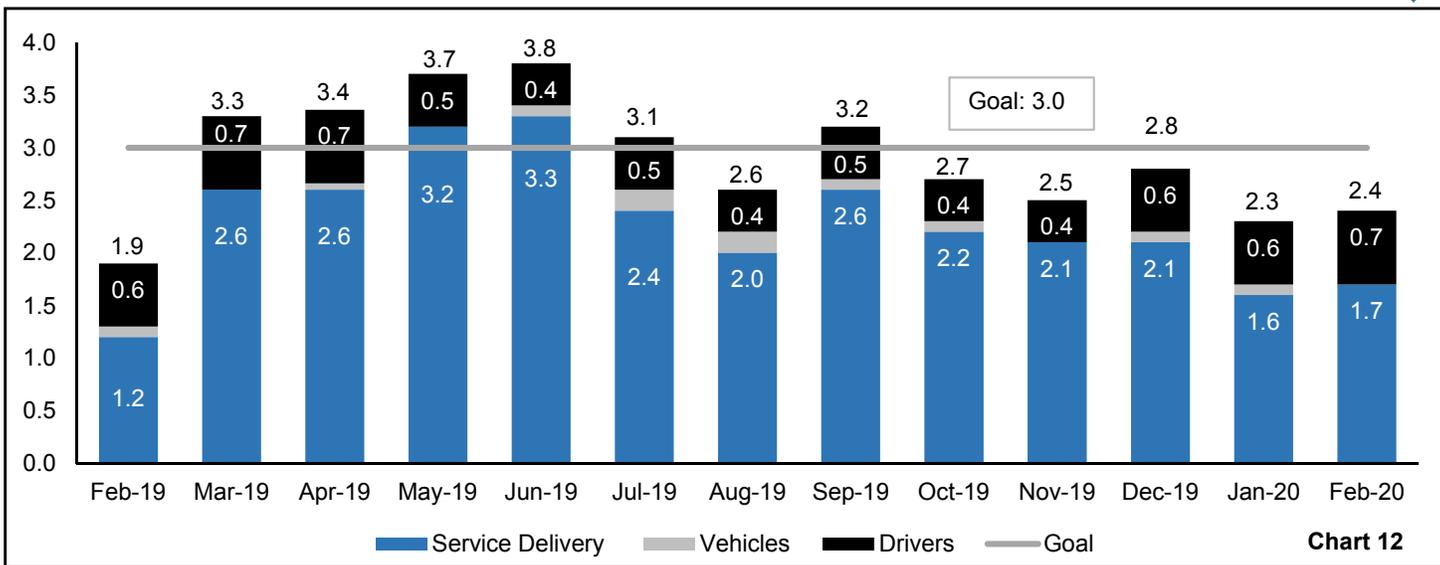


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows improved by 0.02 per 1,000 trips (or 4.8%) in February 2020 when compared to January 2020, and improved by 0.36 per 1,000 trips (or 47.4%) when compared to the same month last year.
- Broker No-Shows declined by 0.39 per 1,000 trips (or 55.7%) in February 2020 when compared to January 2020, and declined by 0.11 per 1,000 trips (or 11.2%) when compared to the same month last year.

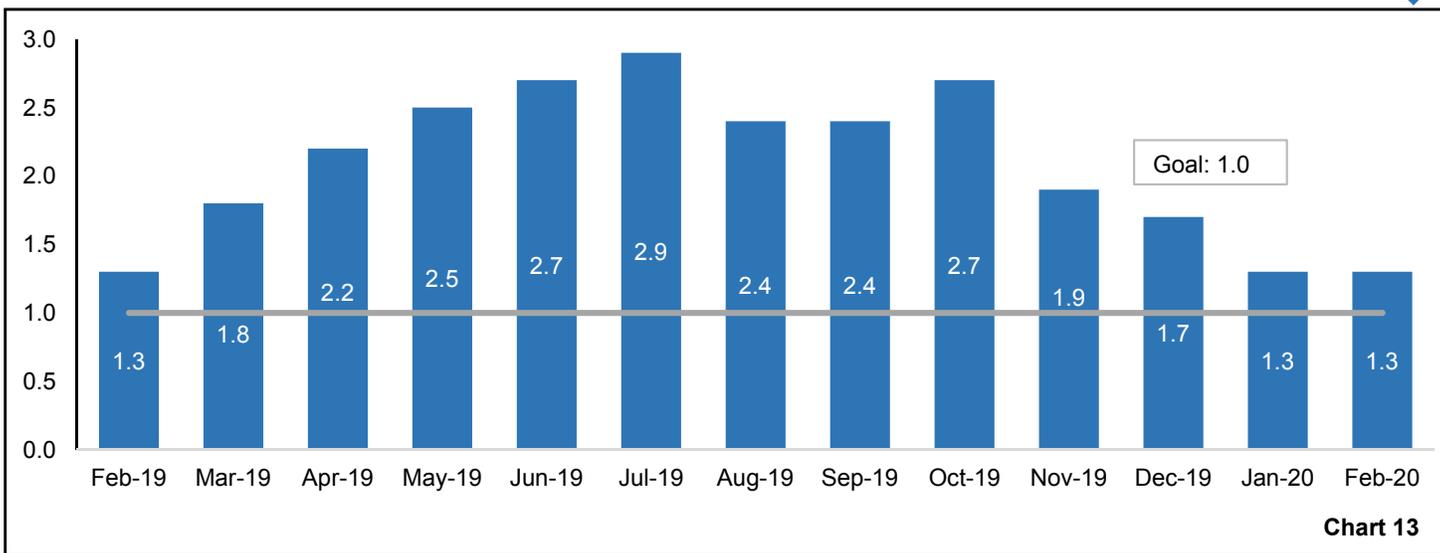
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 increased by 0.1 per 1,000 trips (or 4.3%) in February 2020 when compared to January 2020, and increased by 0.5 per 1,000 trips (or 26.3%) when compared to February 2019.

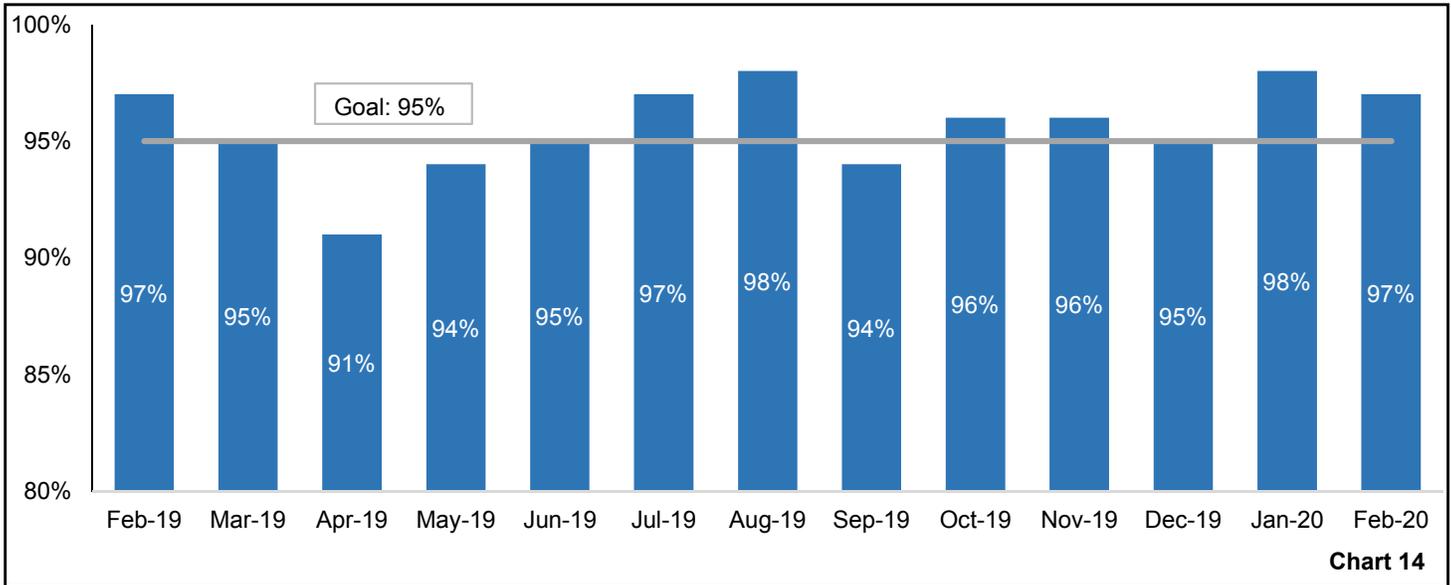
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service remained flat in February 2020 when compared to January 2020 and February 2019.

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

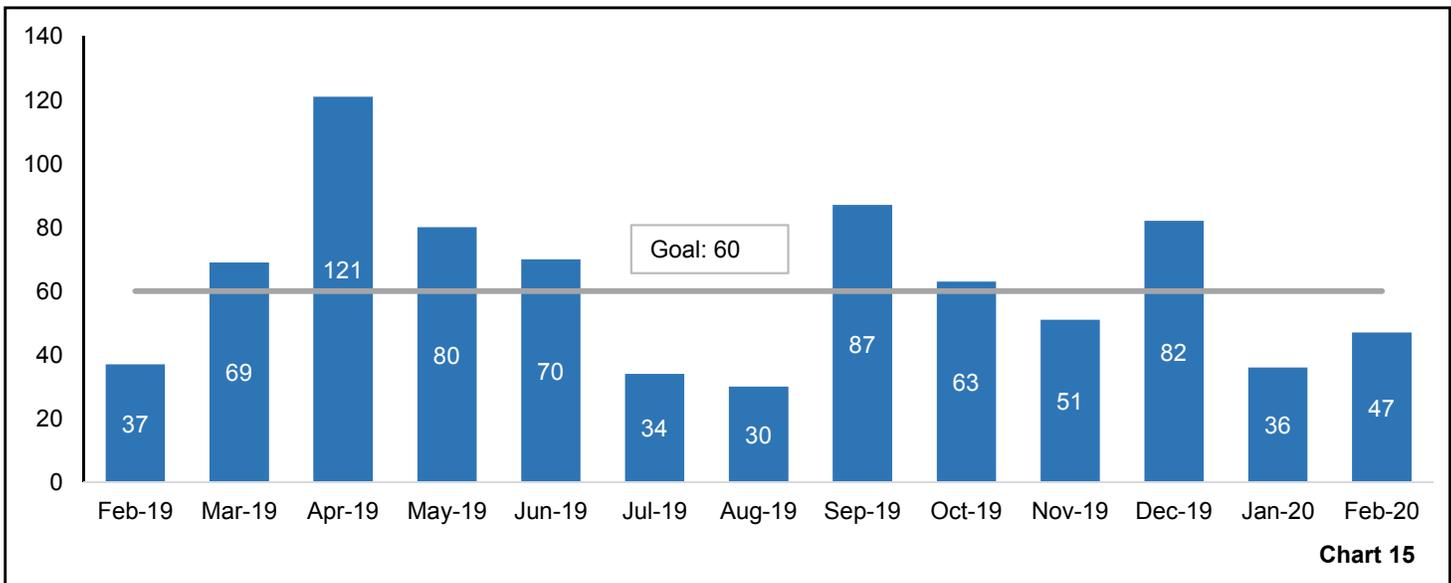
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

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

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in February 2020 increased by 11 seconds (or 30.6%) when compared to January 2020, and increased by 10 seconds (or 27%) when compared to February 2019.



Accessibility Update

Alex Elegudin, Senior Advisor for Systemwide Accessibility

April 2020 Accessibility Update

The Covid-19 crisis has impacted all of us, and while we encourage everyone to stay home and follow public health guidance, the accessibility team is also working to ensure that customers with disabilities can use the bus, subway, and paratransit for any essential trips they do have. We have worked with the Department of Buses to ensure our new rear-door boarding policy respects the needs of customers with disabilities and seniors who cannot safely step up to the rear door. The policy is very clear that anyone who needs the ramp or kneeler, including people with invisible disabilities, may board through the front door, and we continue to put out ads and announcements to reinforce this message.

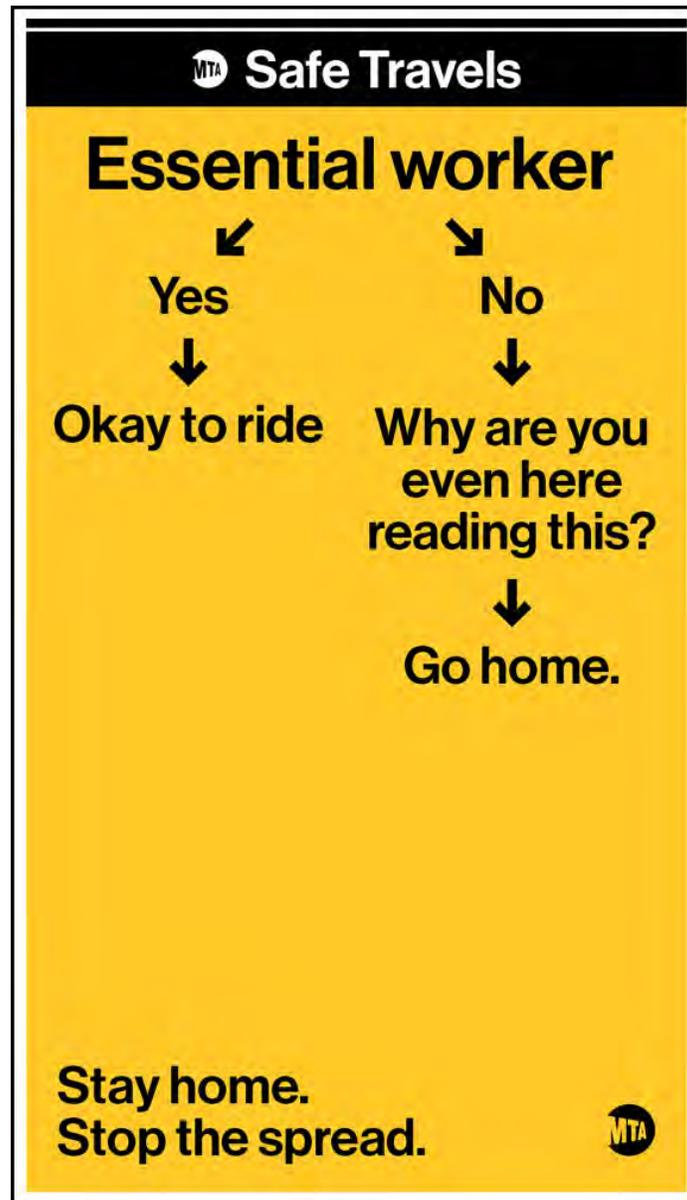
We are also communicating directly with the community through this crisis to explain service changes and how they impact customers with disabilities. We put out a special Covid-19 newsletter in March and convened a remote meeting of our Advisory Committee on Transit Accessibility earlier this month, and we are working with the Mayor's Office for People with Disabilities and other agency partners to ensure all New Yorkers have up-to-date service information. Please stay safe and reach out to accessibility@nyct.com if you have any concerns about how Covid-related service changes impact accessibility within the system.

Alex Elegudin

Senior Advisor for Systemwide Accessibility

Strategy & Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



Strategy and Customer Experience conceptualized and created digital signage for the MTA's subways, buses, and railroads that provide key health and social distancing guidance as we face the ongoing challenges of the COVID-19 pandemic. The various 'Stay home. Stop the spread' messages were deployed across the system on 3,600 subway screens, 2,000 bus screens and at 84 subway station street entrances as well as the MTA railroads. It's one of several steps the MTA has taken to provide information about the coronavirus to our employees and customers to keep them healthy and safe.

April 2020 Highlights: Strategy and Customer Experience

This month presented challenges our organization has never faced before. For the first time, we were able to get all of our customer service teams up and running remotely, using new procedures and technologies, with little impact to customers.

Customers continued to use 511, mta.info, the MYmta app, and our social media channels to connect with us for real time information, and ask critical questions about service status, safety, and the actions NYCT was taking to prevent the spread of the virus.

Our customer service teams handled 43,000 telephone calls, 54,000 social media inquiries, and 4,600 contacts via mta.info, mobile app, and letter. The teams are completing daily crowding analyses based on customer feedback to assist Subways and Buses crew offices plan for next day service operations. And when the team was not working with customers, they assisted with setting up and staffing the COVID-19 Employee Hotline, fielding thousands of calls from fellow colleagues.

We also have launched a series of signage campaigns and announcement programs asking customers to stay home unless they needed to travel. Signage also explained the MTA's Essential Service Plan and asked customers to respect social distancing guidelines. Next, based on new guidance, we developed signage asking customers to wear masks to help stop the spread.

We continue to honor the dedication and commitment of our essential front-line transit workers and launched a digital campaign entitled: *Heroes Moving Heroes*, a series of photographs of employees who are keeping the buses and trains moving.

Finally, I would like to note that Covid-19 has impacted the completion and release of Q1 2020 Customer Commitment and Q1 2020 Customer Count customer satisfaction report. We will re-evaluate the status and delivery of these reports and report accordingly.

Sarah Meyer

Senior Vice President & Chief Customer Officer

Heroes moving heroes
We're on the job so other essential workers can get to theirs.

Cecelia
Harlem - 148 St 3 April 2, 2020

Heroes moving heroes
We're on the job so other essential workers can get to theirs.

Tanzina
116 St 6 April 2, 2020

Heroes moving heroes
We're on the job so other essential workers can get to theirs.

Corie
116 St 2 3 April 2, 2020

MTA Safe Travels

Do the right thing.

Don't ride the subway if you don't have to.

Stay home. Stop the spread.

MTA Safe Travels

Help stop the spread of COVID-19

Wear a mask or face covering.

Use una mascarilla o un protector facial.

戴上口罩或面罩。

마스크나 안면 가리개를 착용하십시오.

Носите маску или закрывайте лицо.

Mete yon mask oswa kouvri figi.

একটি মুখ ঢাকার আচ্ছাদন বা মাস্ক পরুন।

Stay home. Stop the spread.

MTA Safe Travels

Subways are for essential travel only.

Please keep at least six feet away from others.

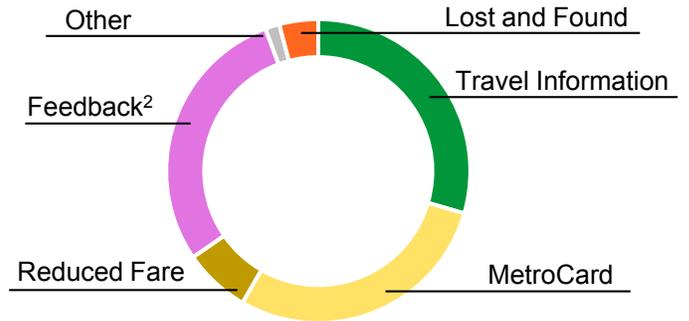
Stay home. Stop the spread.

Customer engagement

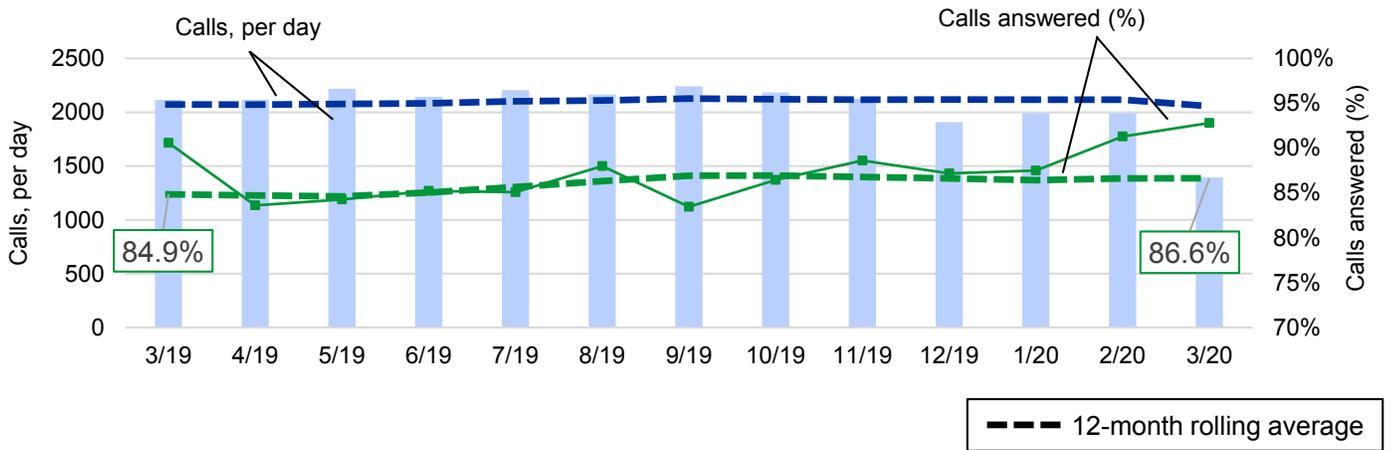
Telephone

	Mar 2020	Mar 2019	Variance
Telephone calls	43,206	65,596	▼ 34.1%
Calls answered	92.8%	90.6%	▲ 2.5%
Average time to answer ¹ (seconds)	96	128	▼ 25.0%

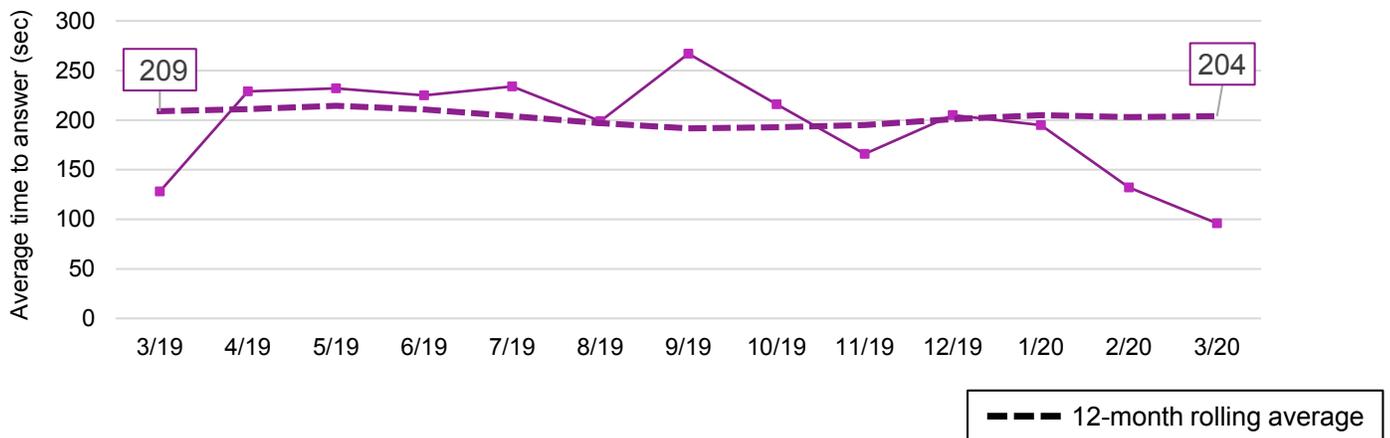
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



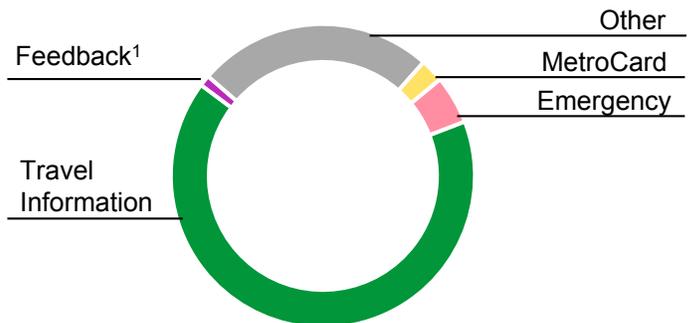
Telephone: average time to answer



Customer engagement

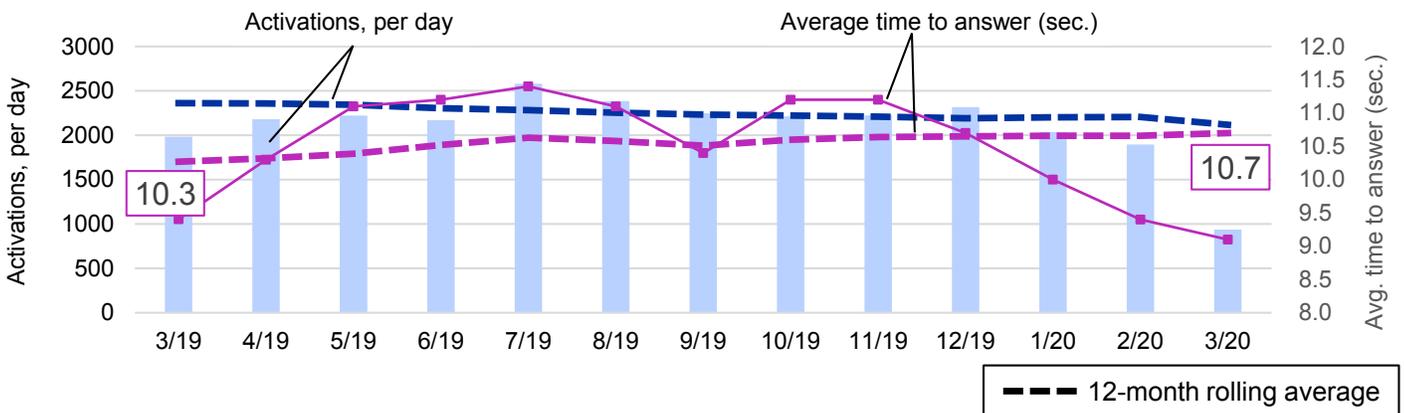
Help Point

	Mar 2020	Mar 2019	Variance
Help Point activations	29,033	61,475	▼52.8%
Average time to answer (seconds)	9.1	9.4	▼3.7%



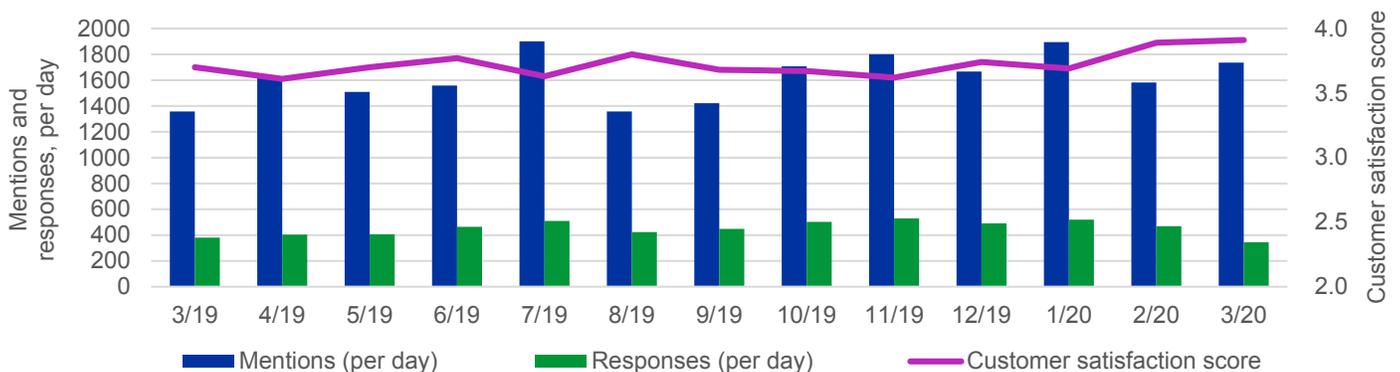
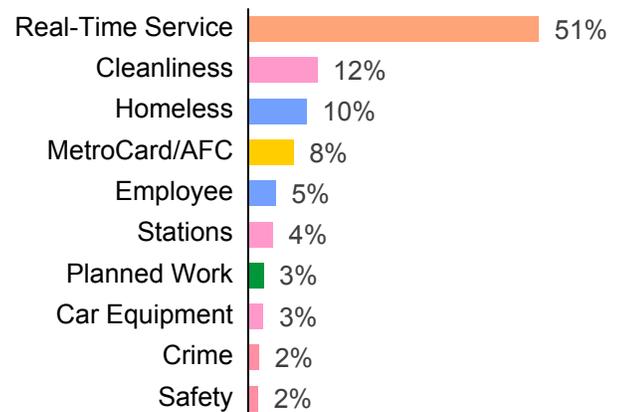
1. Feedback is customers calling with comments or concerns

Help Point: activations and average time to answer



Social media

	Mar 2020	Mar 2019	Variance
Social media mentions ¹	53,775	42,059	▲27.9%
Responses sent	10,684	11,810	▼9.5%
Customer satisfaction score ²	3.91	3.70	▲5.7%

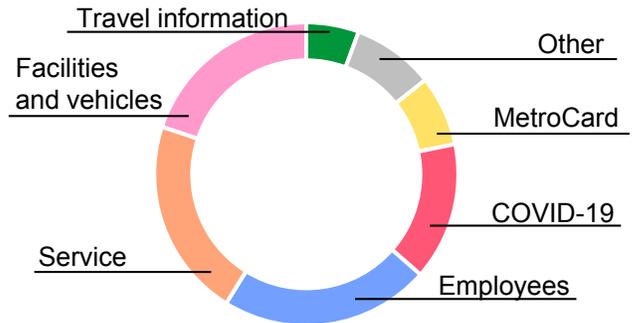


Customer engagement

Web, mobile app, and written feedback

	Mar 2020	Mar 2019	Variance
Received	4,620	5,734	▼19.4%
Responses sent ¹	6,743	7,899	▼14.6%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Mar 2020
Web	4,379
Twitter	2,986
Kiosks / Digital Displays ¹	865
Email and text alerts	
• Service	2,919
• Elevator and escalator status	7,938
Service Notice posters developed	560

1. Excludes countdown clocks

Social media followers

		Mar 2020	Mar 2019	Variance
Twitter	@NYCTSubway	1022.0k	973.0k	▲5.0%
	@NYCTBus	28.3k	23.0k	▲23.0%
	@MTA	1,331.6k	1,300.0k	▲2.4%
Facebook	NYCT	67.7k	62.2k	▲8.8%
Instagram	@mtanyctransit	28.7k	19.9k	▲44.2%

Customer feedback

These complaint metrics include COVID-19-related customer concerns and service reports in the context of substantially lower ridership. We will consider how to calculate 12-month averages in the April report.

Complaints per 100,000 journeys

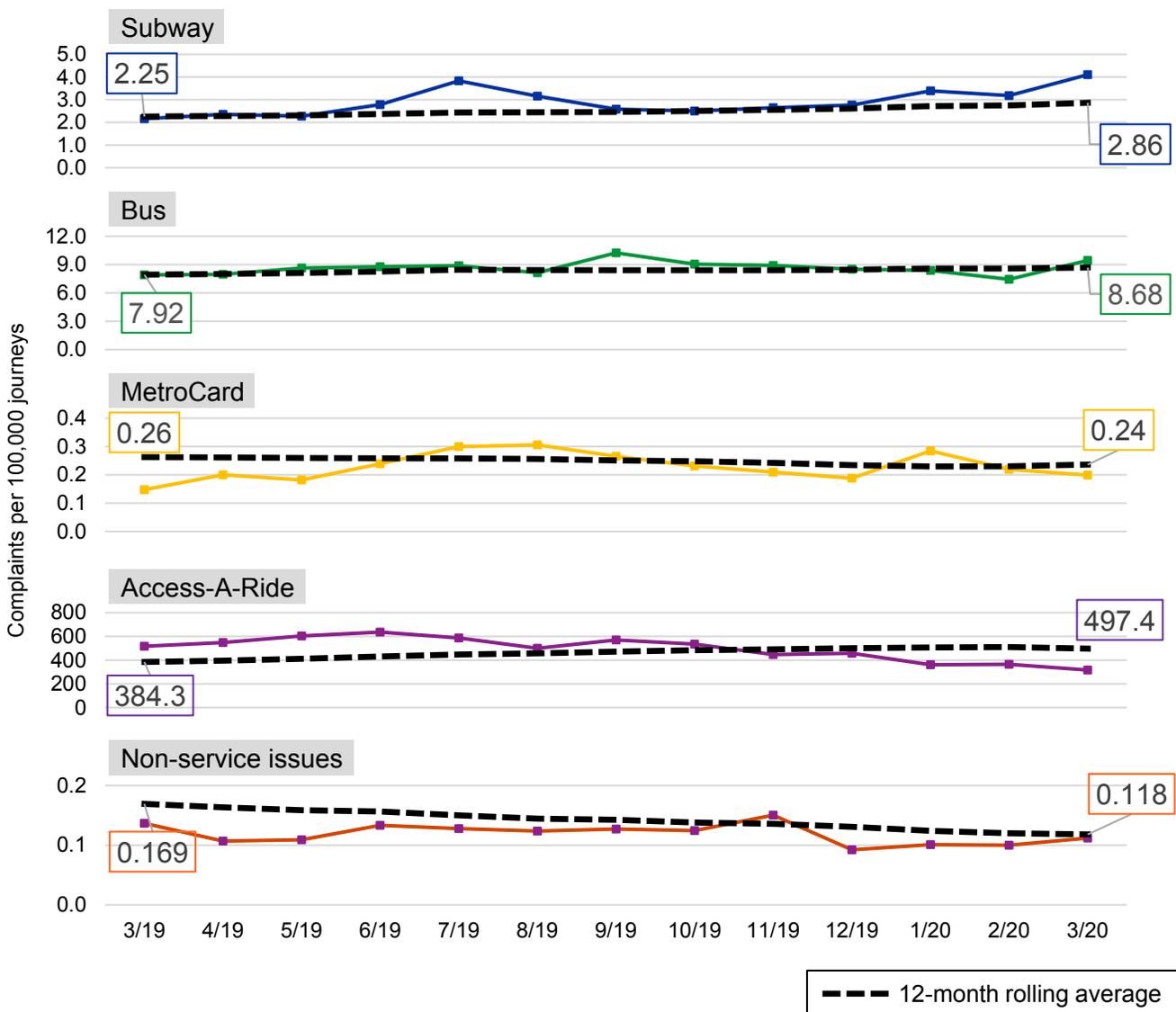
	Mar 2020	Mar 2019	Variance
Subway	4.10	2.15	▲90.5%
Bus	9.44	7.89	▲19.5%
MetroCard	0.20	0.15	▲34.7%
Access-A-Ride	316.2	517.3	▼38.9%
Non-service issues ¹	0.112	0.137	▼18.3%

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

Commendations per 100,000 journeys

	Mar 2020	Mar 2019	Variance
Subway	0.148	0.099	▲49.7%
Bus	0.50	0.48	▲3.9%
Access-A-Ride	90.6	117.4	▼22.9%
Non-service issues incl. MetroCard	0.024	0.016	▲45.3%

Complaints per 100,000 journeys: trends



Safety

Robert Diehl

Senior Vice President, Safety & Security



System Safety Specialist, Oscar Suarez, from the Office of System Safety inspects the active abrasive blast operation containment system at the 180th Street Station restoration project on the 2/5 Line in the Bronx.

April 2020 Highlights: Safety

Cover photo is recent photo of System Safety Specialist, Oscar Suarez, from the Office of System Safety, as he inspects the active abrasive blast operation containment system at the 180th Street Station restoration project on the 2/5 Line in the Bronx.

The Office of System Safety maintains the NYCT Agency Pandemic Plan Policy/Instruction. As part of the Crisis Management Team, OSS works continuously to organize and coordinate the NYCT response during a Pandemic to prevent or minimize illness among employees. This comprehensive effort includes assessing and prioritizing essential and critical tasks, functions, infrastructure, and operations to implement controls that minimize exposure risk while supporting the operation. Some of the controls include evaluating alternatives to disinfectants and personal protective equipment due to the global demand.

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

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

Employee Lost Time Accidents have shown an increase when comparing the most recent 12-month period to the previous one. The Office of System Safety (OSS), along with the Operating Departments, have identified three (3) main areas for this increase, they include Assaults, Overexertions and those related to critical incidents. The Operating Departments continue to provide safety communications to improve awareness and reinforce safe behaviors.

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

Lastly, when comparing figures from the two (2) most-recent 12-month periods, Subway Fires continue to show a decrease.

Robert Diehl

Senior Vice President, Safety and Security

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

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report				
Performance Indicators		12-Month Average		
		Apr 17 - Mar 18	Apr 18 - Mar 19	Apr 19 - Mar 20
Subways				
Subway Customer Accidents per Million Customers ¹		2.92	2.96	2.84
Subway Collisions ²				
Total		2	1	2
Mainline		0	0	0
Yard		2	1	2
Subway Derailments ²				
Total		6	4	6
Mainline		4	0	1
Yard		2	4	5
Subway Fires ²		986	775	756
Buses				
Bus Collisions Per Million Miles Regional		54.70	53.80	52.88
Bus Collision Injuries Per Million Miles Regional		6.07	6.13	6.23
Bus Customer Accidents Per Million Customers ¹ Regional		1.24	1.37	1.47
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹		3.69	3.83	4.28

¹ 12-month Average data from March through February.

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

Leading Indicators				
Subways	March	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	30	97	340	28.5%
Joint Track Safety Audits -- Compliance Rate	98.8%	99.0%	100.0%	99.0%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	780	6,386	47,520	13.4%
Friction Pad Installation	1,351	7,234	55,650	13.0%
Buses	March	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	0	18	40	45.0%
Vision Zero Employee Training	311	1,407	6,200	22.7%

Subway Fires

March 2020

Fire severity is classified as follows:

Severity	Criteria
Low	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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:	90.8%	Train:	9
Average:	7.9%	Right-of-way:	34
Above Average:	0.0%	Station:	33
High:	1.3%	Other:	0
		Total:	76

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

Train:		Right-of-Way:		Station:	
Debris:	5	Debris:	23	Debris:	27
Element:	2	Tie:	5	Electrical:	4
Trolley Lead:	1	Large Object Debris:	4	Insulation:	1
Car Body:	1	Electrical:	1	Light Fixture:	1
		Vegetation:	1		

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.



April 2020 Crime Report



CRIME STATISTICS MARCH

	2020	2019	Diff	% Change
MURDER	1	0	1	***. *%
RAPE	0	0	0	0.0%
ROBBERY	51	33	18	54.5%
GL	89	109	-20	-18.3%
FELASSAULT	30	36	-6	-16.7%
BURGLARY	2	1	1	100.0%
<u>TOTAL MAJOR FELONIES</u>	<u>173</u>	<u>179</u>	<u>-6</u>	<u>-3.4%</u>

During March, the daily Robbery average increased from 1.1 to 1.6
During March, the daily Major Felony average decreased from 5.8 to 5.6

CRIME STATISTICS JANUARY THRU MARCH

	2020	2019	Diff	% Change
MURDER	1	1	0	0.0%
RAPE	2	1	1	100.0%
ROBBERY	203	117	86	73.5%
GL	382	353	29	8.2%
FELASSAULT	106	94	12	12.8%
BURGLARY	3	3	0	0.0%
<u>TOTAL MAJOR FELONIES</u>	<u>697</u>	<u>569</u>	<u>128</u>	<u>22.5%</u>

Year to date the daily Robbery average increased from 1.3 to 2.3
Year to date the daily Major Felony average increased from 6.3 to 7.7

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

MTA Report

MARCH ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	461	977	-516	-52.8%
TOS Arrests	98	386	-288	-74.6%
Total Summons	5996	8548	-2552	-29.9%
TOS TABs	4056	6785	-2729	-40.2%
TOS C-Summ	121	219	-98	-44.7%

JANUARY THRU MARCH ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	2078	3115	-1037	-33.3%
TOS Arrests	372	1145	-773	-67.5%
Total Summons	25643	27050	-1407	-5.2%
TOS TABs	16649	21122	-4473	-21.2%
TOS C-Summ	415	760	-345	-45.4%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

REPORT

		JANUARY-MARCH																							
		1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<i>Murder</i>		1	0	3	1	0	0	0	1	2	1	1	0	1	0	0	0	0	0	0	1	0	0	1	1
<i>Rape</i>		1	4	0	1	1	0	2	0	2	2	0	2	0	0	0	3	2	3	0	0	0	0	1	2
<i>Robbery</i>		553	503	412	336	321	308	289	258	327	233	188	189	188	184	176	236	155	119	98	123	99	121	116	203
<i>Assault</i>		120	130	105	99	71	71	60	63	79	45	48	52	46	51	56	38	46	48	52	75	92	81	91	106
<i>Burglary</i>		12	5	1	2	3	1	3	0	0	1	0	2	0	2	0	3	5	6	5	7	8	3	2	3
<i>GL</i>		762	637	533	548	519	500	393	430	485	282	292	312	295	264	318	403	384	393	344	370	423	357	348	382
TOTAL MAJOR FELONIES		1449	1279	1054	987	915	880	747	752	895	564	529	557	530	501	550	683	592	569	499	576	622	562	559	697
<i>Major Fel Per Day</i>		16.10	14.21	11.71	10.97	10.17	9.78	8.30	8.36	9.94	6.27	5.88	6.12	5.89	5.57	6.11	7.51	6.58	6.32	5.54	6.33	6.91	6.24	6.21	7.66



METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

March 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	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 2020 vs. 2019

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

Financial and Ridership Reports

Jaibala Patel, Chief Financial Officer

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



As all non-essential businesses and schools are shuttered amid the COVID-19 outbreak, subways and buses are experiencing steep declines in ridership. Last year in February and in March, the subway had approximately 5.5 million daily riders and buses about 1.8 million riders.

Preliminary March 2020 Monthly Report: New York City Transit

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

Summary of Preliminary Financial Results

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

- March 2020 New York City Transit ridership of 100.6 million was 95.7 million (48.8 percent) under budget, of which subway ridership of 73.7 million was 72.8 million (49.7 percent) under budget, and bus ridership of 26.2 million was 22.6 million (46.3 percent) under budget. Ridership decreased drastically during the month due to the directive of traveling for essential purposes to help combat the COVID-19 crisis, which reduced the number of trips.
- March 2020 farebox revenue of \$247.9 million was \$153.5 million (38.2 percent) under budget, due to the ridership decrease.

Operating expenses of \$743.5 million were \$15.4 million (2.1 percent) over budget.

- Labor expenses exceeded budget by \$32.1 million (5.7 percent) largely due to overruns in Payroll (\$8.3 million), Other Fringe Benefits (\$4.8 million), and Reimbursable Overhead (\$8.1 million). These overruns reflect a shortfall in reimbursable requirements and temporary charges of capital track expenses to nonreimbursable. Labor results were also impacted by the unfavorable timing of pension expenses of \$9.0 million.
- Non-labor expenses were under budget by \$16.7 million (10.2 percent), mainly due to lower Paratransit expenses of \$10.4 million (25.6 percent), as well as underruns in Power (\$5.1 million) and Fuel expenses (\$2.3 million), all due to reduced service levels.

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

Preliminary Financial Results Compared to Bud						
Category (\$ in millions)	Mar Results		Bud \$	Mar Year-to-Date Results		
	Variance Fav(UnFav)			Prelim Actual	Variance Fav(UnFav)	
	\$	%	\$	\$	\$	%
Total Farebox Revenue	(153.5)	(38.3)	1,137.1	987.7	(149.4)	(13.1)
Nonreimb. Exp. before Dep./OPEB	(15.4)	(2.1)	(2,180.3)	(2,218.4)	(38.1)	(1.7)
Net Cash Deficit*	(199.9)	(79.1)	(845.3)	(914.4)	(69.1)	(8.2)

*Excludes Subsidies and Debt Service

March 2020 farebox revenue of \$247.9 million was \$153.5 million (38.3 percent) under budget. Subway revenue was \$123.9 million (40 percent) under budget, bus revenue was \$28.9 million (34.7 percent) under budget, and paratransit revenue was \$0.68 million (32.4 percent) under budget. Accrued fare media liability was equal to budget. The March 2020 non-student average fare of \$2.56 increased 54.2¢ from March 2019; subway fare increased 56.7¢; local bus fare increased 48.3¢; express bus fare increased 57.5¢.

Total ridership in March 2020 of 100.6 million was 95.7 million (48.8 percent) under budget. Average weekday ridership in March 2020 was 3.8 million, 48.5 percent below March 2019. Average weekday ridership for the twelve months ending March 2020 was 7 million, 3.8 percent lower than the twelve months ending March 2019.

Both ridership and revenue underruns were due to the directive of traveling for essential purposes to help combat the COVID-19 crisis, which reduced the number of trips.

Nonreimbursable expenses, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were below budget in March by a net \$15.4 million (2.1 percent).

Labor expenses overran budget by a net \$32.1 million (5.7 percent) due to unfavorable pension expenses of \$9.0 million (11.7 percent), and reimbursable overhead credits of \$8.1 million (36.9 percent). Payroll also overran the budget by \$8.3 million (2.8 percent), with corresponding expenses in other fringe benefits that exceeded budget by \$4.8 million (11.2 percent), and overtime which overran \$2.9 million (6.2 percent).

Non-labor expenses underran budget by \$16.7 million (10.2 percent), primarily due to favorable paratransit service contract expenses of \$10.4 million (25.6 percent), as well as underruns in both power expenses of \$5.1 million (22.9 percent), and similarly fuel expenses of \$2.3 million (23.9 percent). Overruns in maintenance and other operating contract expenses of \$3.4 million (19.7 percent) provided a partial offset to the general favorability in non-labor expenses.

Year-to-date, nonreimbursable expenses exceeded budget by \$38.1 million (1.7 percent), of which labor expenses overran the budget by \$56.7 million (3.4 percent), including a budget timing overstatement in pension expenses of \$27.8 (12.0 percent), to be corrected in the July Financial Plan. Temporary charging of Capital Track work to operating job numbers resulted in unfavorable timing of credits, which resulted in budget overruns in reimbursable overhead of \$22.8 million (35.3 percent), other fringe benefit of \$12.5 million (9.8 percent), and salary and wages of \$8.6 million (0.9 percent). Labor expense overruns were partially offset by an underrun in health & welfare/OPEB current expenses of \$15.1 million (4.0 percent) due to favorable credits. Non-labor expenses were favorable by a net \$18.5 million (3.8 percent), including

underruns in power of \$13.0 (16.6 percent), and in fuel of \$3.0 million (11.0 percent), due to reduced service and lower prices.

The **net cash deficit** for March year-to-date was \$914.4 million, which is unfavorable to budget by \$69.0 million (8.2 percent), mostly due to unfavorable farebox receipts \$126.1 million (11.1 percent) partially offset by expenditures that are favorable to budget by 76.0 million (3.2 percent).

Financial Results

Farebox Revenue

March 2020 Farebox Revenue - (\$ in millions)									
	Mar				Mar Year-to-Date				
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)		
			Amount	Percent			Amount	Percent	
Subway	309.6	185.6	(123.9)	(40.0%)	876.1	758.5	(117.6)	(13.4%)	
NYCT Bus	83.2	54.3	(28.9)	(34.7%)	235.4	204.1	(31.3)	(13.3%)	
Paratransit	2.1	1.4	(0.7)	(32.4%)	6.0	5.4	(0.6)	(9.2%)	
Subtotal	394.9	241.3	(153.5)	(38.9%)	1,117.4	968.0	(149.4)	(13.4%)	
Fare Media Liability	6.5	6.5	0.0	0.0%	19.6	19.6	0.0	0.0%	
Total - NYCT	401.4	247.9	(153.5)	(38.2%)	1,137.1	987.7	(149.4)	(13.1%)	

Note: Total may not add due to rounding

The negative revenue variance is due to steep ridership decline as a result of the COVID-19 crisis.

Average Fare

March Non-Student Average Fare - (in \$)				
	NYC Transit			
	2019	Prelim 2020	Change	
			Amount	Percent
Subway	2.099	2.666	0.567	27.0%
Local Bus	1.682	2.164	0.483	28.7%
Subway & Local Bus	1.999	2.540	0.541	27.0%
Express Bus	5.309	5.883	0.575	10.8%
Total	2.016	2.558	0.542	26.8%

The increase in the non-student average fare from the prior year is largely due to the drastic decline in unlimited passes ridership as a result of the COVID-19 crisis.

Nonreimbursable Expenses

Nonreimbursable expenses, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were below budget in March by a net \$15.4 million (2.1 percent).

Labor expenses were more than budget by \$32.1 million (5.7 percent):

- Payroll expenses were higher by \$8.3 million (2.8 percent), due to reimbursable project underruns and the Capital Track temporary charges, partially offset by vacancies.
- Overtime expenses overran by \$2.9 million (6.3 percent), due to COVID-19 backfill requirements and temporary charging of Capital Track work to operating jobs, partially offset by lower adverse weather preparations
- Health & welfare/OPEB current expenses were slightly over budget by \$0.9 million (0.7 percent)
- Pension expenses were higher by \$9.0 million (11.7 percent), due primarily to incorrect budget timing/allocations to be corrected in the July Financial Plan.
- Other fringe benefits were over budget by \$4.8 million (11.2 percent), mostly from underruns in reimbursable expenses.
- Reimbursable overhead credits were unfavorable by \$8.1 million (36.9 percent), largely resulting from underruns in reimbursable expenses.

Non-labor expenses underran budget by \$16.7 million (10.2 percent):

- Electric power expenses were less than budget by \$5.2 million (22.9 percent), largely due to favorable rates as well as lower consumption due to service reductions.
- Paratransit expenses underran by \$10.4 million (25.6 percent), due to the directive of traveling for essential purposes to help combat the COVID-19 crisis, which reduced the number of trips.
- Maintenance contract expenses were over by \$3.4 million (19.7 percent), largely due to COVID-19 response waste disposal, and the unfavorable timing of auto purchases.
- Professional service contract expenses were under by \$1.3 million (9.9 percent), due largely to the favorable timing of IT-related expenses, including Data Communications and service & maintenance requirements.

Year-to-date, nonreimbursable expenses exceeded budget by \$38.1 million (1.7 percent).

Labor expenses exceeded budget by \$56.7 million (3.4 percent):

- Payroll expenses were higher by \$11.1 million (1.3 percent), due in part to capital track charges temporarily being expensed to non-reimbursable tracking jobs, pending issuance of new 2020-2024 Capital Program project authorizations, partially offset by favorable adverse weather preparations and vacancies.

- Overtime expenses underran by \$2.5 million (1.8 percent), due largely to favorable weather in first quarter compared to budget, largely offset by capital track charges temporarily being expensed to nonreimbursable.
- Health & welfare/OPEB current expenses were under by \$15.1 million (4.0 percent), due largely to favorable rates and vacancies.
- Pension expenses were higher by \$27.8 million (12.0 percent), due primarily to incorrect budget timing/allocations to be corrected in the July Financial Plan.
- Other fringe benefits were over budget by \$12.5 million (9.8 percent), mostly from underruns in reimbursable expenses.
- Reimbursable overhead credits were unfavorable by \$22.8 million (35.3 percent), largely resulting from underruns in reimbursable expenses.

Non-labor expenses underran budget by a net \$18.5 million (3.8 percent):

- Electric power expenses were less by \$13.0 million (16.6 percent), due largely to favorable rates as well as lower consumption for reduced service in March and timing.
- Paratransit service contract expenses underran by \$11.5 million (9.8 percent), due mainly to reduced trips under COVID-19 crisis measures
- Maintenance contract expenses exceeded budget by \$11.5 million (22.8 percent), due mostly to accrual adjustments, the timing of auto purchases, and COVID-19 waste disposal.
- Professional service contract expenses were under by \$6.9 million (16.5 percent), due largely to the favorable timing of IT-related expenses, including Data Communications and service and maintenance requirements.

Depreciation expenses year-to-date were higher than budget by \$28.4 million (5.9 percent).

No GASB #75 OPEB Expense Adjustment results have been reported through preliminary March year-to-date. Entries are expected to be booked in the first quarter post-close period, resulting in a \$336.5 million variance (N/M percent).

GASB #68 Pension Adjustment results were on budget at \$3.1 million.

Net Cash Deficit

The net cash deficit for March year-to-date was \$914.4 million, which is unfavorable to budget by \$69.0 million (8.2 percent), mostly due to unfavorable farebox receipts \$126.1 million (11.1 percent) partially offset by expenditures that are favorable to budget by 76.0 million (3.2 percent).

Incumbents

There were 48,382 full-time paid incumbents at the end of March, a net decrease of 15 from February 2020.

Ridership Results

March 2020 Ridership vs. BUD - (in millions)								
	Mar				Mar Year-to-Date			
	BUD	Prelim Actual	More(Less)		BUD	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	146.5	73.7	(72.8)	(49.7%)	409.3	343.0	(66.3)	(16.2%)
NYCT Bus	48.8	26.2	(22.6)	(46.3%)	135.3	114.2	(21.1)	(15.6%)
Paratransit	1.0	0.7	(0.3)	(34.1%)	2.9	2.6	(0.3)	(10.0%)
Total - NYCT	196.3	100.6	(95.7)	(48.8%)	547.4	459.8	(87.7)	(16.0%)

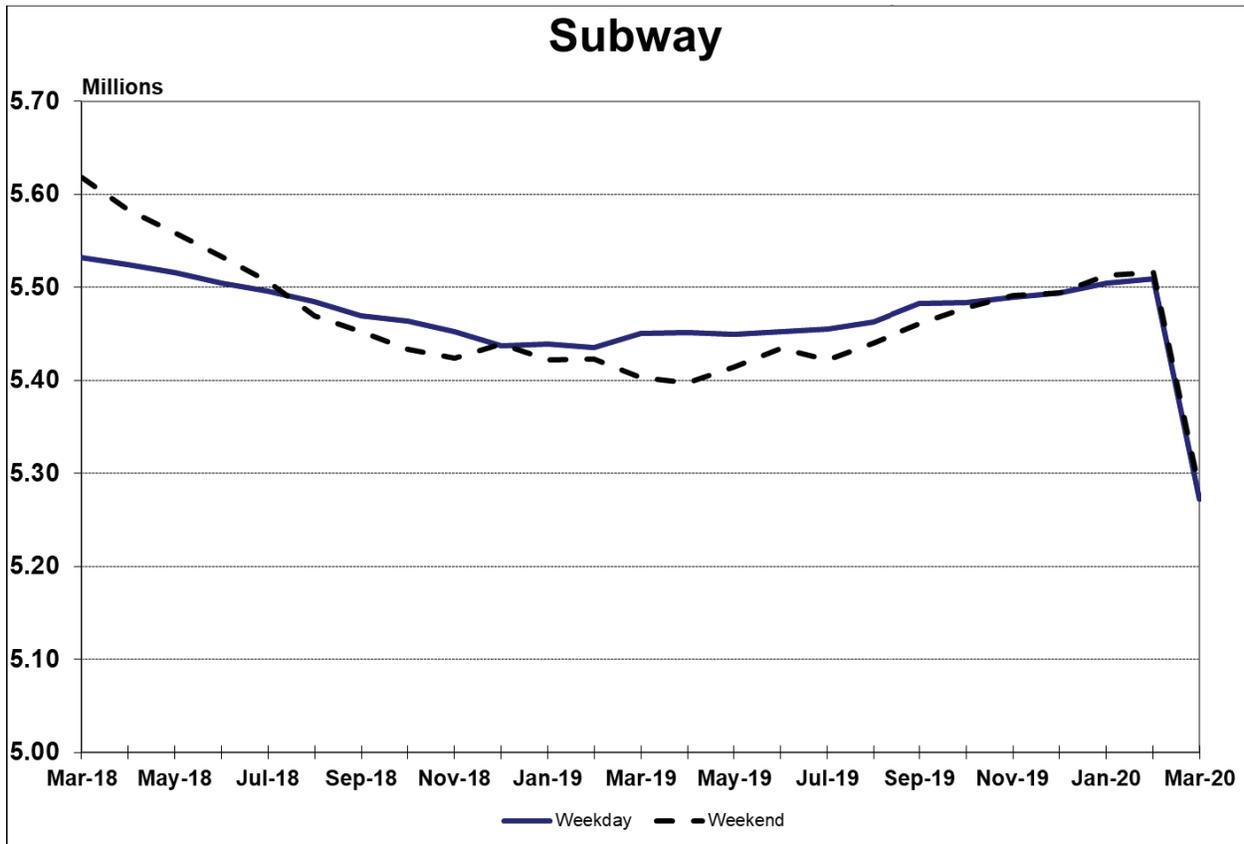
Note: Total may not add due to rounding

March Average Weekday and Weekend Ridership vs. Prior Year								
Month	Average Weekday - (thousands)				Average Weekend - (thousands)			
	2019	Preliminary 2020	Change		2019	Preliminary 2020	Change	
			Amount	Percent			Amount	Percent
Subway	5,567	2,822	(2745)	-49.3%	5,361	2,589	(2,772)	-51.7%
NYCT Local Bus	1,798	962	(836)	-46.5%	1,927	999	(928)	-48.2%
NYCT Express Bus	42	22	(20)	-47.6%	13	7	(6)	-46.2%
Paratransit	35	24	(11)	-31.0%	41	26	(15)	-36.8%
TOTAL - NYCT	7,442	3,830	(3612)	-48.5%	7,342	3,621	(3,721)	-50.7%
12-Month Rolling Average								
Subway	5,450	5,272	(178)	-3.3%	5,403	5,283	(120)	-2.2%
NYCT Local Bus	1,760	1,661	(99)	-5.6%	1,961	1,861	(100)	-5.1%
NYCT Express Bus	40	38	(2)	-5.0%	13	13	0	+0.0%
Paratransit	32	34	1	+3.8%	40	40	1	+1.3%
TOTAL - NYCT	7,282	7,005	(278)	-3.8%	7,417	7,197	(219)	-3.0%

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

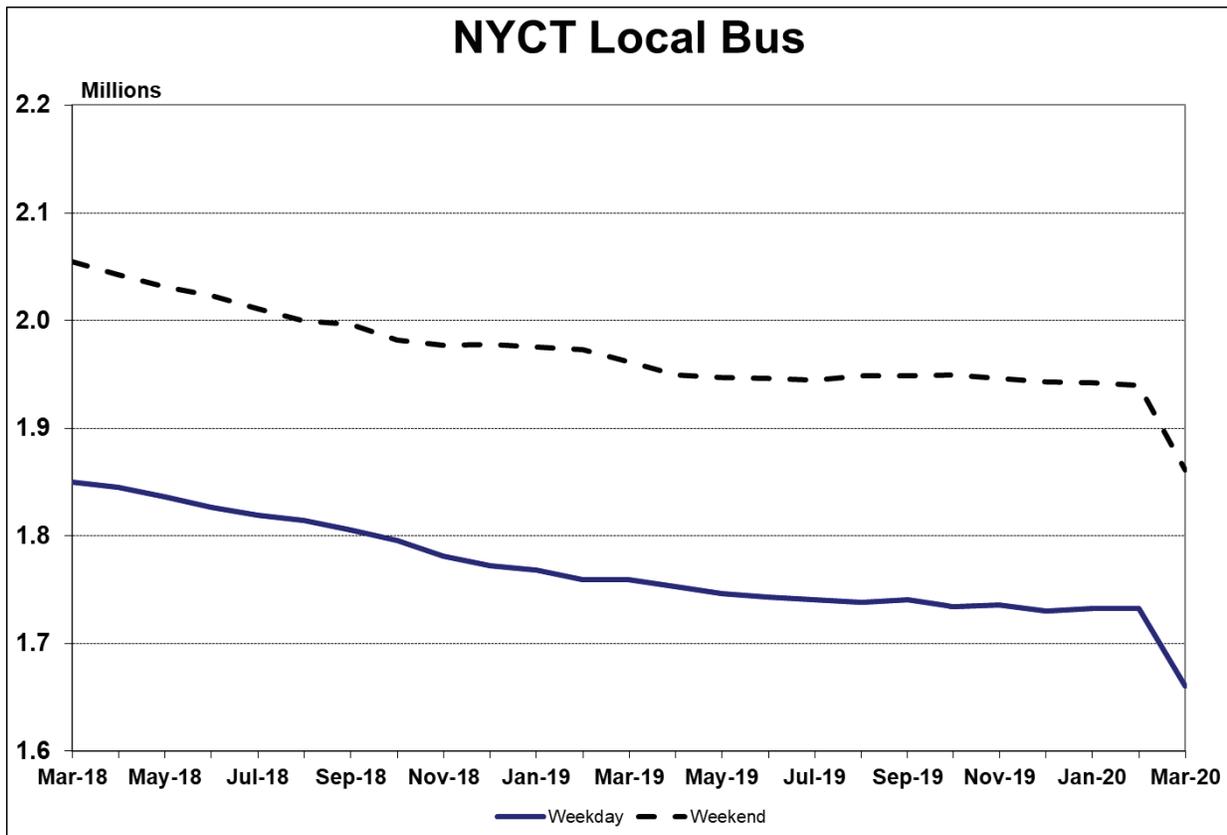
March 2020 subway ridership was 49.7 percent unfavorable to budget and bus ridership was 46.3 percent unfavorable. The underruns were a result of the COVID-19 crisis.

Average Weekday and Weekend Ridership
 12-Month Rolling Averages



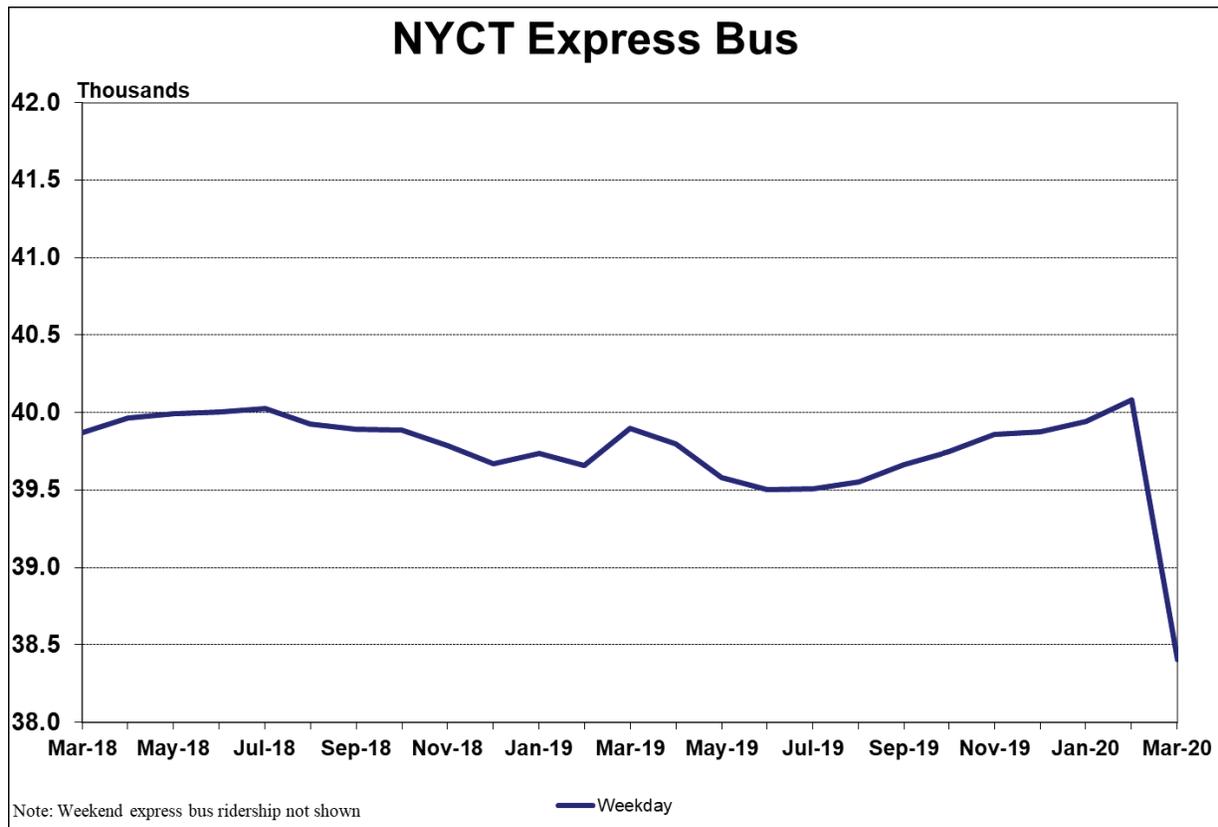
- Average weekday subway ridership was flat in 2016 and began to decline in 2017. Since 2019, average weekday ridership has continued to increase over the year. The drastic decline in March 2020 was a result of the COVID-19 crisis.
- Average weekend ridership decreased from 2015 to 2016, and from 2016 to 2017. The weekend ridership was bottomed in mid of 2019 due to intensive service interruptions during weekends by constructions and GOs. Since then, the average weekend subway ridership has been up steadily. The drastic decline in March 2020 was a result of the COVID-19 crises.

12-Month Rolling Averages



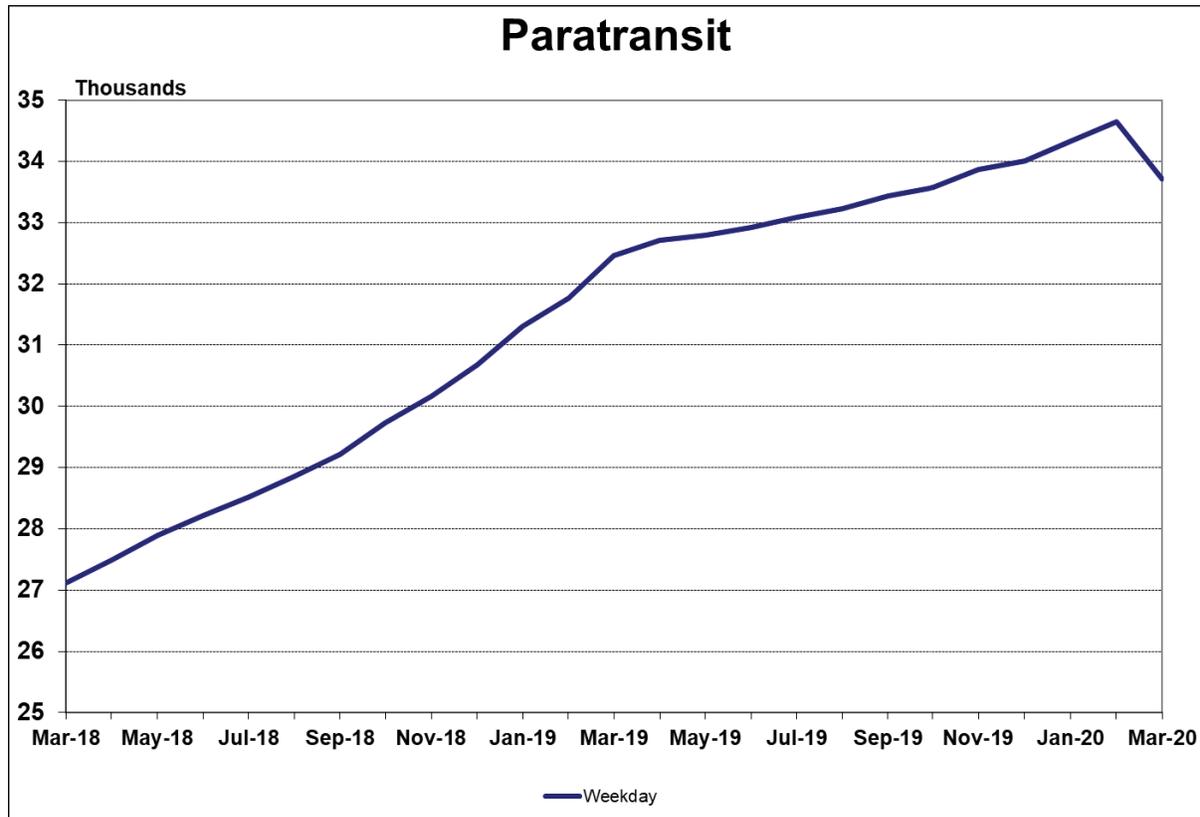
- The long-term downward trend in bus ridership accelerated in March 2017 and continued in 2019 and 2020 with slower pace. The drastic decline in March 2020 was a result of COVID-19 crisis.

12-Month Rolling Averages



- After a period of stable ridership, express bus ridership has been declining since the March 2017 fare increase. Though ridership increased year-over-year from April 2018 to August 2018, returning to the 2016 ridership levels, ridership began to decline again in August of 2018 and one year later, it reversed to increase and February 2020 express bus ridership was back to the same level as 2018. The drastic decline in March 2020 was a result of COVID-19 crisis.

12-Month Rolling Averages



- The increase in Paratransit ridership is driven by a growth in Enhanced Broker service trips. The drastic decline in March 2020 was a result of COVID-19 crisis.

Ridership on New York Area Transit Services

As a result of COVID-19 crisis, all the transit services in New York area experienced steep decline. Among them, LIRR and PATH, the dominating commuter services, saw the most decrease in the ridership with over 55% during weekday and 57% on the weekends. Paratransit was only down 30 percent compared to prior year, the least impacted comparatively, and is the only service that remains positive in the 12-month rolling average comparison.

Ridership on Transit Services in the New York Area (thousands)						
Transit Service	Mar-19	Prelim Mar-20	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	5,567	2,822	-49.3%	5,450	5,272	-3.3%
NYCT Local Bus	1,798	962	-46.5%	1,760	1,661	-5.6%
NYCT Express Bus	42	22	-47.6%	40	38	-5.0%
Paratransit	35	24	-31.0%	32	34	+3.8%
SIR	16	9	-47.3%	16	15	-4.9%
MTA Local Bus	373	201	-46.1%	364	346	-5.0%
MTA Express Bus	29	16	-43.8%	29	26	-10.0%
LIRR	313	132	-57.8%	314	301	-4.1%
PATH	282	126	-55.3%	283	274	-3.2%
Average Weekend						
Subway	5,361	2,589	-51.7%	5,403	5,283	-2.2%
NYCT Local Bus	1,927	999	-48.2%	1,961	1,861	-5.1%
NYCT Express Bus	13	7	-46.2%	13	13	+0.0%
Paratransit	41	26	-36.8%	40	40	+1.3%
SIR	7	3	-62.8%	8	4	-50.4%
MTA Local Bus	372	201	-46.0%	385	373	-3.3%
MTA Express Bus	11	6	-45.6%	12	12	-2.7%
LIRR	195	83	-57.4%	209	202	-3.3%
PATH	176	73	-58.5%	191	178	-6.8%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT

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

4/07/2020 12:08 PM

	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent
	Actual	Variance		Actual	Variance		Actual	Variance	
Revenue									
Farebox Revenue:									
Subway	\$185,612	(123,940)	(40.0)	\$0,000	\$0,000	-	\$185,612	(123,940)	(40.0)
Bus	\$54,291	(28,924)	(34.8)	\$0,000	\$0,000	-	\$54,291	(28,924)	(34.8)
Paratransit	\$1,408	(0,676)	(32.5)	\$0,000	\$0,000	-	\$1,408	(0,676)	(32.5)
Fare Liability	\$6,542	\$0,000	0.0	\$0,000	\$0,000	-	\$6,542	\$0,000	0.0
Farebox Revenue	\$401,394	(153,541)	(38.3)	\$0,000	\$0,000	-	\$401,394	(153,541)	(38.3)
Fare Reimbursement	\$9,176	\$0,000	0.0	\$0,000	\$0,000	-	\$9,176	\$0,000	0.0
Paratransit Reimbursement	\$14,293	(2,435)	(14.6)	\$0,000	\$0,000	-	\$14,293	(2,435)	(14.6)
Other Operating Revenue	\$14,553	(1,788)	(12.3)	\$0,000	\$0,000	-	\$14,553	(1,788)	(12.3)
Other Revenue	\$40,457	(4,222)	(10.4)	\$0,000	\$0,000	-	\$40,457	(4,222)	(10.4)
Capital and Other Reimbursements	\$0,000	-	-	\$106,488	\$77,045	(29,443)	\$106,488	(29,443)	(27.6)
Total Revenue	\$441,852	(157,764)	(35.7)	\$106,488	\$77,045	(29,443)	\$664,833	(187,206)	(28.1)
Expenses									
Labor:									
Payroll	\$292,781	(8,263)	(2.8)	\$44,461	\$32,334	\$12,127	\$337,242	\$3,864	1.1
Overtime	\$46,860	(2,917)	(6.2)	\$9,716	\$8,519	\$1,197	\$56,576	(1,720)	(3.0)
Total Salaries & Wages	\$339,641	(11,180)	(3.3)	\$54,177	\$40,853	\$13,324	\$393,818	\$2,144	0.5
Health and Welfare	\$82,451	(4,211)	(5.1)	\$2,219	\$1,878	\$0,341	\$84,670	(3,871)	(4.6)
OPEB Current Payment	\$44,190	\$5,151	11.7	\$1,043	\$0,930	\$0,113	\$45,232	\$5,263	11.6
Pensions	\$77,226	(9,009)	(11.7)	\$3,110	\$3,566	(0,457)	\$80,335	(9,465)	(11.8)
Other Fringe Benefits	\$42,838	(4,800)	(11.2)	\$17,388	\$12,211	\$5,177	\$59,849	\$0,377	0.6
Total Fringe Benefits	\$246,705	(12,869)	(5.2)	\$23,760	\$18,585	\$5,174	\$278,160	(7,695)	(2.8)
Contribution to GASB Fund	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Reimbursable Overhead	(21,882)	(8,067)	(36.9)	\$21,882	\$13,815	\$8,067	\$0,000	\$0,000	(0.8)
Labor	\$564,464	(32,117)	(5.7)	\$99,819	\$73,253	\$26,565	\$664,833	(5,551)	(0.8)
Non-Labor:									
Electric Power	\$22,385	\$5,128	22.9	\$0,021	\$0,025	(0,004)	\$22,407	\$5,124	22.9
Fuel	\$9,490	\$2,269	23.9	\$0,004	\$0,000	\$0,004	\$7,221	\$2,273	23.9
Insurance	\$5,760	(0,417)	(7.2)	\$0,000	\$0,000	-	\$6,177	(0,417)	(7.2)
Claims	\$19,095	\$0,000	0.0	\$0,000	\$0,000	-	\$19,095	\$0,000	0.0
Paratransit Service Contracts	\$40,664	\$10,422	25.6	\$0,000	\$0,000	-	\$40,664	\$10,422	25.6
Maintenance and Other Operating Contracts	\$17,460	(3,442)	(19.7)	\$3,364	\$2,538	\$0,826	\$20,824	(2,617)	(12.6)
Professional Service Contracts	\$13,974	\$1,388	9.9	\$0,953	\$0,597	\$0,356	\$14,927	\$1,744	11.7
Materials & Supplies	\$27,638	(0,423)	(1.5)	\$4,559	\$0,300	\$4,259	\$32,196	\$3,835	11.9
Other Business Expenses	\$7,127	\$1,777	24.9	(2,232)	\$0,331	(2,563)	\$4,895	(0,786)	(16.1)
Non-Labor	\$163,593	\$16,700	10.2	\$6,669	\$3,792	\$2,877	\$170,263	\$19,578	11.5
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	\$728,057	(743,473)	(2.1)	\$106,488	\$77,045	\$29,443	\$820,518	\$14,026	1.7
Depreciation	\$160,672	(14,533)	(9.0)	\$0,000	\$0,000	-	\$160,672	(14,533)	(9.0)
GASB 75 OPEB Expense Adjustment	\$336,450	\$336,450	-	\$0,000	\$0,000	-	\$336,450	\$336,450	-
GASB 68 Pension Adjustment	(3,064)	\$0,000	0.0	\$0,000	\$0,000	-	(3,064)	\$0,000	0.0
Environmental Remediation	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Total Expenses	\$1,222,115	\$306,500	25.1	\$106,488	\$77,045	\$29,443	\$992,660	\$335,943	25.3
OPERATING SURPLUS/DEFICIT	(780,263)	\$148,737	19.1	\$0,000	\$0,000	\$0,000	(631,526)	\$148,737	19.1

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

MTA NEW YORK CITY TRANSIT

Mar - 2020 Adopted

Accrual Statement of Operations By Category

Year-To-Date - Mar 2020

(\$ in Millions)

4/07/2020 12:08 PM

	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent
	Actual	Variance		Actual	Variance		Actual	Variance	
Revenue									
Farebox Revenue:									
Subway	\$758,462	(117,599)	(13.4)	\$0,000	\$0,000	-	\$758,462	(117,599)	(13.4)
Bus	\$204,140	(31,270)	(13.3)	\$0,000	\$0,000	-	\$204,140	(31,270)	(13.3)
Paratransit	\$5,424	(0,554)	(9.3)	\$0,000	\$0,000	-	\$5,424	(0,554)	(9.3)
Fare Liability	\$19,626	\$0,000	0.0	\$0,000	\$0,000	-	\$19,626	\$0,000	0.0
Farebox Revenue	\$987,652	(149,423)	(13.1)	\$0,000	\$0,000	-	\$987,652	(149,423)	(13.1)
Fare Reimbursement	\$23,820	\$0,000	0.0	\$0,000	\$0,000	-	\$23,820	\$0,000	0.0
Paratransit Reimbursement	\$47,226	(1,607)	(3.3)	\$0,000	\$0,000	-	\$47,226	(1,607)	(3.3)
Other Operating Revenue	\$39,053	(4,607)	(10.6)	\$0,000	\$0,000	-	\$39,053	(4,607)	(10.6)
Other Revenue	\$110,099	(6,214)	(5.3)	\$0,000	\$0,000	-	\$110,099	(6,214)	(5.3)
Capital and Other Reimbursements	\$0,000	(82,502)	(25.7)	\$320,460	\$237,957	(25.7)	\$320,460	(82,502)	(25.7)
Total Revenue	\$1,097,751	(155,637)	(12.4)	\$320,460	\$237,957	(25.7)	\$1,335,708	(238,139)	(15.1)
Expenses									
Labor:									
Payroll	\$885,384	(11,072)	(1.3)	\$132,432	\$95,799	27.7	\$981,183	\$25,561	2.5
Overtime	\$135,438	\$2,457	1.8	\$29,253	\$24,323	16.9	\$159,761	\$7,387	4.4
Total Salaries & Wages	\$1,020,821	(8,615)	(0.9)	\$161,685	\$120,122	25.7	\$1,140,944	\$32,948	2.8
Health and Welfare	\$247,326	\$10,190	4.1	\$6,710	\$5,800	13.6	\$254,036	\$11,100	4.4
OPEB Current Payment	\$132,569	\$4,876	3.7	\$3,128	\$2,822	9.8	\$135,696	\$5,181	3.8
Pensions	\$231,024	(27,752)	(12.0)	\$9,330	\$10,699	(14.7)	\$240,353	(29,122)	(12.1)
Other Fringe Benefits	\$128,423	(12,522)	(9.8)	\$51,424	\$37,174	27.7	\$179,848	\$17,250	1.0
Total Fringe Benefits	\$739,342	(25,208)	(3.4)	\$70,591	\$56,496	20.0	\$809,933	(11,113)	(1.4)
Contribution to GASB Fund	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Reimbursable Overhead	(64,649)	(22,834)	(35.3)	\$64,649	\$41,815	35.3	\$0,000	\$0,000	(77.0)
Labor	\$1,686,900	(56,658)	(3.4)	\$296,925	\$218,433	26.4	\$1,961,990	\$21,834	1.1
Non-Labor:									
Electric Power	\$78,428	\$13,007	16.6	\$0,064	\$0,074	(16.3)	\$78,492	\$12,996	16.6
Fuel	\$27,487	\$3,033	11.0	\$0,013	\$0,000	-	\$27,500	\$3,045	11.1
Insurance	\$18,096	(0,688)	(3.6)	\$0,000	\$0,000	-	\$18,096	(0,688)	(3.6)
Claims	\$57,285	\$0,000	0.0	\$0,000	\$0,000	-	\$57,285	\$0,000	0.0
Paratransit Service Contracts	\$105,189	\$11,480	9.8	\$0,000	\$0,000	-	\$105,189	\$11,480	9.8
Maintenance and Other Operating Contracts	\$62,174	(11,548)	(22.8)	\$10,182	\$8,876	12.8	\$60,809	(10,242)	(16.8)
Professional Service Contracts	\$41,711	\$6,899	16.5	\$2,392	\$4,062	(69.8)	\$44,103	\$5,229	11.9
Materials & Supplies	\$81,884	(5,965)	(7.3)	\$12,806	\$4,761	62.8	\$94,690	\$2,080	2.2
Other Business Expenses	\$21,181	\$2,277	10.7	(1,922)	\$1,751	-	\$19,259	(1,397)	(7.3)
Non-Labor	\$493,369	\$18,524	3.8	\$23,535	\$19,524	17.0	\$516,904	\$22,534	4.4
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	\$2,180,268	(38,134)	(1.7)	\$320,460	\$237,957	25.7	\$2,456,360	\$44,369	1.8
Depreciation	\$482,015	(28,439)	(5.9)	\$0,000	\$0,000	-	\$482,015	(28,439)	(5.9)
GASB 75 OPEB Expense Adjustment	\$336,450	\$336,450	0.0	\$0,000	\$0,000	-	\$336,450	\$336,450	0.0
GASB 68 Pension Adjustment	(3,064)	\$0,000	0.0	\$0,000	\$0,000	-	(3,064)	\$0,000	0.0
Environmental Remediation	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Total Expenses	\$2,995,670	\$269,877	9.0	\$320,460	\$237,957	25.7	\$2,963,750	\$352,380	10.6
OPERATING SURPLUS/DEFICIT	(1,742,283)	\$114,241	6.6	\$0,000	\$0,000	-	(1,628,042)	\$114,241	6.6

Note: Totals may not add due to rounding

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

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

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE	
		Favorable (Unfavorable) Variance \$	Reason for Variance	Favorable (Unfavorable) Variance \$	Reason for Variance
Farebox Revenue	NR	(153.5)	Ridership was 49% below budget due to State directives limiting non-essential activities	(149.4)	Ridership was 49% below budget due to State directives limiting non-essential activities
Other Operating Revenue	NR	(4.2)	Due to lower paratransit subsidies, Metrocard surcharges, and rental concession revenues	(6.2)	Due to lower paratransit subsidies, Metrocard surcharges, and rental concession revenues
Payroll	NR	(8.3)	Primarily due to reimbursable project underruns hitting operating and Capital Track temporary charges, partially offset by vacancies	(11.1)	Primarily due to reimbursable project underruns hitting operating and Capital Track temporary charges, partially offset by vacancies
Overtime	NR	(2.9)	Reflects capital track charges temporarily being expensed to nonreimbursable, as well as COVID-19 related backfill requirements, partially offset by favorable weather underruns.	2.5	Due largely to favorable weather and management efforts to tighten controls over overtime spending, partly offset by capital track charges temporarily being expensed to nonreimbursable and COVID-19 related backfill requirements.
Health & Welfare (including OPEB current payment)	NR	0.9		15.1	Due largely to favorable rates, and vacancies
Pension	NR	(9.0)	Due primarily to incorrect budget timing to be corrected in the July Financial Plan	(27.8)	Due primarily to incorrect budget timing to be corrected in the July Financial Plan
Other Fringe Benefits	NR	(4.8)	Mostly from underruns in reimbursable expenses	(12.5)	Mostly from underruns in reimbursable expenses
Reimbursable Overhead	NR	(8.1)	Mostly from underruns in reimbursable expenses	(22.8)	Mostly from underruns in reimbursable expenses
Electric Power	NR	5.1	Largely due to favorable rates as well as lower consumption due to service reductions	13.0	Largely due to favorable rates as well as lower consumption due to service reductions and timing
Paratransit Service Contracts	NR	10.4	Largely due to reduced trips	11.5	Largely due to reduced trips

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

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE	
		Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance
Maintenance and Other Operating Contracts	NR	\$ (3.4) % (19.7)	Largely due to Covid-19 response - waste disposal, and the unfavorable timing of auto purchases	\$ (11.5) % (22.8)	Due primarily to accrual adjustments and the budgeted timing of auto purchases
Professional Service Contracts	NR	1.4 9.9	Due largely to the favorable timing of IT-related expenses, including Data Communications and service & maintenance requirements	6.9 16.5	Due largely to the favorable timing of IT- related expenses, including Data Communications and service & maintenance requirements
Materials & Supplies	NR	(0.4) (1.5)		(6.0) (7.3)	Due largely to obsolescence expense overruns
Capital Reimbursements	R	(29.4) (27.6)	Revenue offset to underruns below	(82.5) (25.7)	Revenue offset to underruns below
Labor Expenses	R	26.6 26.6	Timing of Capital Track charges and underruns in reimbursable work requirements	78.5 26.4	Timing of Capital Track charges and underruns in reimbursable work requirements
Non-Labor Expenses	R	2.9 43.1	Timing of Capital Track charges and underruns in reimbursable work requirements	4.0 17.0	Timing of Capital Track charges and underruns in reimbursable work requirements

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

Mar FY20
(\$ in Millions)

4/09/2020 03:27 PM

	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
			Percent			Percent
Receipts						
Farebox Revenue	\$401,394	\$253,907	(147,487)	\$1,137,074	\$1,010,993	(126,081)
Fare Reimbursement	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Paratransit Reimbursement	\$3,481	\$2,459	(1,022)	\$52,531	\$98,932	\$46,401
Other Operating Revenue	\$4,552	\$2,208	(2,344)	\$13,657	\$8,338	(5,319)
Other Revenue	\$8,033	\$4,667	(3,366)	\$66,188	\$107,270	\$41,082
Capital and Other Reimbursements	\$106,488	\$63,722	(42,766)	\$320,460	\$260,426	(60,034)
Total Revenue	\$515,915	\$322,296	(193,619)	\$1,523,722	\$1,378,689	(145,033)
Expenditures						
Labor :						
Payroll	\$296,206	\$291,302	\$4,904	\$923,093	\$885,865	\$37,228
Overtime	\$56,576	\$58,296	(1,720)	\$167,148	\$159,761	\$7,387
Total Salaries & Wages	\$352,782	\$349,598	\$3,184	\$1,090,241	\$1,045,626	\$44,615
Health and Welfare	\$84,670	\$93,321	(8,651)	\$254,036	\$236,965	\$17,071
OPEB Current Payment	\$45,232	\$39,969	\$5,263	\$135,696	\$130,515	\$5,181
Pensions	\$80,335	\$89,881	(9,546)	\$240,353	\$269,509	(29,156)
Other Fringe Benefits	\$42,518	\$45,467	(2,949)	\$127,751	\$120,863	\$6,888
Total Fringe Benefits	\$252,755	\$288,638	(15,883)	\$757,837	\$757,852	(0,015)
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	\$605,538	\$618,236	(12,698)	\$1,848,077	\$1,803,478	\$44,599
Non-Labor :						
Electric Power	\$25,137	\$22,288	\$2,849	\$81,223	\$69,639	\$11,584
Fuel	\$9,494	\$7,950	\$1,544	\$27,500	\$25,585	\$1,915
Insurance	\$0,000	\$3,232	(3,232)	\$32,028	\$23,753	\$8,275
Claims	\$11,989	\$3,032	\$8,957	\$35,967	\$25,872	\$10,095
Paratransit Service Contracts	\$40,164	\$46,107	(5,943)	\$116,169	\$119,259	(3,090)
Maintenance and Other Operating Contracts	\$20,824	\$19,697	\$1,127	\$60,809	\$61,058	(0,249)
Professional Service Contracts	\$14,927	\$10,300	\$4,627	\$41,853	\$43,835	(1,982)
Materials & Supplies	\$35,655	\$37,639	(1,984)	\$106,149	\$99,845	\$6,304
Other Business Expenses	\$4,895	\$6,386	(1,491)	\$19,259	\$20,727	(1,468)
Non-Labor	\$163,085	\$156,631	\$6,454	\$520,956	\$489,573	\$31,383
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 Expenditures before Depreciation and OPEB	\$768,623	\$774,867	(6,244)	\$2,369,034	\$2,293,051	\$75,983
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	\$768,623	\$774,867	(6,244)	\$2,369,034	\$2,293,051	\$75,983
Net Surplus(Deficit)	(252,708)	(452,571)	(199,863)	(845,312)	(914,362)	(69,050)

Note: Totals may not add due to rounding

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

	MONTH		YEAR TO DATE		Reason for Variance
	Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%	
Operating Receipts or Disbursements					
Farebox Receipts	\$ (147.5)	(36.7)	\$ (126.1)	(11.1)	Farebox receipts adversely impacted by steep ridership drop (48.8% below budget) due to COVID-19, partially buffered by early month and monthly pass receipts.
Other Operating Receipts	(3.4)	(41.9)	41.1	62.1	Mostly due to underruns in rental proceeds and MetroCard surcharges
Salaries & Wages	3.2	0.9	44.6	4.1	Due primarily to vacancies and favorable weather, partially offset by COVID-19 backfill
Health & Welfare/OPEB Current	(3.4)	(2.6)	22.3	5.7	Largely unfavorable timing of intercompany payment
Pension	(9.5)	(11.9)	(29.2)	(12.1)	Due to an incorrect budget allocation to be corrected in the July Financial Plan
Other Fringe Benefits	(2.9)	(6.9)	6.9	5.4	Unfavorable timing of payments
Electric Power	2.8	11.3	11.6	14.3	Largely the favorable timing of payments
Claims	9.0	74.7	10.1	28.1	Largely the favorable timing of payments
Insurance Expenses	(3.2)	-	8.3	25.8	Timing of the payments
Paratransit Service Contracts	(5.9)	(14.8)	(3.1)	(2.7)	Largely the unfavorable timing of payments
Professional Service Contracts	4.6	31.0	(2.0)	(4.7)	Largely the favorable timing of payments

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2020 Adopted
Cash Conversion (Cash Flow Adjustments)

Mar FY20
(\$ in Millions)

4/09/2020 03:29 PM

	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			(Unfavorable)
			Variance			Variance
			Percent			Percent
Revenue						
Farebox Revenue	\$0.000	\$6.054	\$6.054	\$0.000	\$23.341	\$23.341
Fare Reimbursement	(-P34)	(-P34)	\$0.000	(28.120)	(28.120)	\$0.000
Subsidy Reimbursement	(P8.291)	(PP.189)	\$P.9F8	\$8.4-1	\$8F.304	\$91.001
Other Revenue	(P0.00P)	(P0.661)	(0.663)	(80.009)	(80.3P6)	(0.3P2)
Capital and Other Reimbursements	(32.425)	(31.568)	\$0.857	(60.125)	(2.829)	\$47.296
	\$0.000	(P8.828)	(8.828)	\$0.000	\$22.94-	\$22.94-
Total Revenue	(32.425)	(38.837)	(6.413)	(60.125)	\$42.981	\$93.106
Expenses						
Labor:						
Sayroll	\$9P.084	\$92.034	\$P.090	\$18.46P	\$-6.8P1	\$PP.443
Other Labor	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Salaries & Wages	\$41.036	\$42.076	\$1.040	\$83.651	\$95.318	\$11.667
Health and Welfare	\$0.000	(9.310)	(9.310)	\$0.000	\$6.-3P	\$6.-3P
Other Labor	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Other Labor	\$0.000	(0.010)	(0.010)	\$0.000	(0.089)	(0.089)
Other Labor	\$P3.30-	\$P9.812	(8.823)	\$62.0-3	\$63.263	\$6.P40
Total Fringe Benefits	\$17.709	\$9.522	(8.187)	\$52.097	\$63.194	\$11.098
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Reimbursable Other	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Labor	\$58.745	\$51.597	(7.147)	\$135.747	\$158.512	\$22.765
Non-Labor:						
Electric Power	(2.38P)	(6.006)	(2.236)	(2.38P)	(9.P98)	(P.9P2)
Fuel	\$0.000	(0.32-)	(0.32-)	\$0.000	(P.P8P)	(P.P8P)
Insurance	\$6.340	\$2-96	(2.1P6)	(P8-82)	(9- - -)	\$1-88
Claims	\$3.P04	\$P4.048	\$1-63	\$2P.8P1	\$8P.9P8	\$P0.0-6
Subsidy	\$0.000	(P6.146)	(P4.846)	\$0.000	(P9.030)	(P9.630)
Maintenance and Other Contracts	\$0.000	\$8.399	\$8.399	\$0.000	\$- -2	\$- -2
Professional Service Contracts	\$0.000	\$2.118	\$2.118	\$2.260	(9-40)	(3.2P0)
Materials & Supplies	(8.961)	(-231)	(6.1P-)	(PP.961)	(3.286)	\$9.229
Other Business Expenses	\$0.000	(0.306)	(0.306)	\$0.000	(0.032)	(0.032)
Non-Labor	\$7.177	(5.946)	(13.123)	(4.053)	\$4.796	\$8.849
Other Expense Adjustments:						
Other Expense Adjustments	\$0.000	\$0.000	\$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	\$65.922	\$45.651	(20.270)	\$131.694	\$163.309	\$31.614
Depreciation	\$P40.432	\$P36.206	\$P9.688	\$912.0P4	\$6P0.966	\$21.98-
GASB 38 Other Expense Adjustment	\$884.960	\$0.000	(884.960)	\$884.960	(884.960)	(884.960)
GASB 41 Pension Adjustment	(8.049)	(8.049)	\$0.000	(8.049)	(8.049)	\$0.000
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$559.980	\$217.793	(342.187)	\$947.096	\$670.699	(276.397)
Total Cash Conversion Adjustments	\$527.555	\$178.955	(348.600)	\$896.971	\$713.680	(183.291)

Note: Totals may not add due to rounding

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

NYCT – Non-Reimbursable Overtime Variance

March 2020 and YTD budget vs. variance

\$M

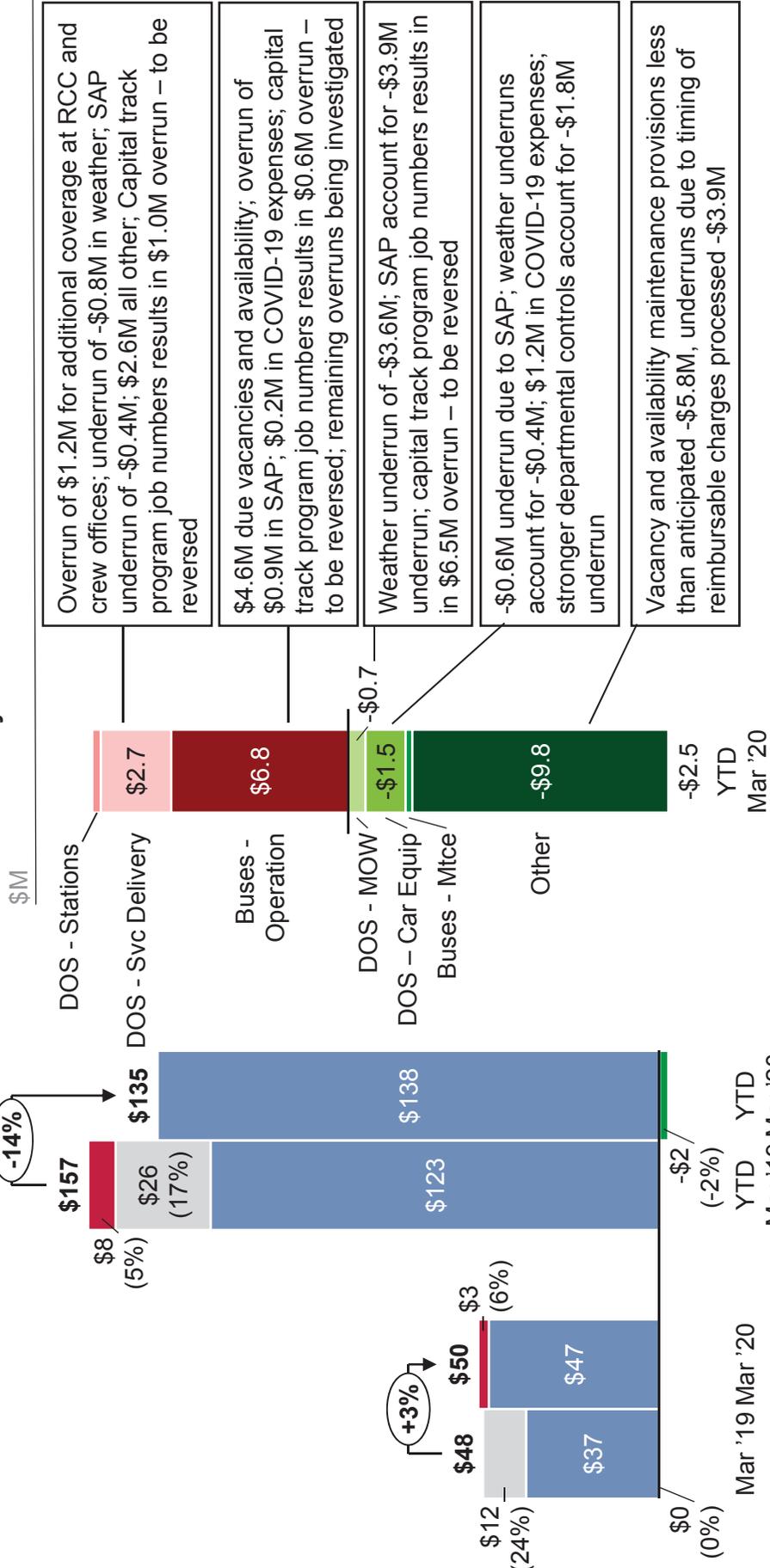
- Variance - Unfavorable
- Variance - Favorable
- SAP
- Budget

Annual budget: \$508M

Overview

- Overall decrease of \$22M or 14% compared to March YTD 2019
- 2% below 2020 YTD budget
- Subways -\$0.8M overrun; -\$7.6M weather; \$8.0M Capital Track delay, \$1.7M for COVID-19 response; -\$2.9M result of SAP
- Buses \$6.5M overrun; \$4.6M availability/vacancies; \$2.9M for COVID-19 response; \$0.9M capital track; \$1.7M SAP and other maintenance; -\$4.0M for weather overrun

YTD variance by division



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

NYCT – Reimbursable Overtime Variance

March 2020 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

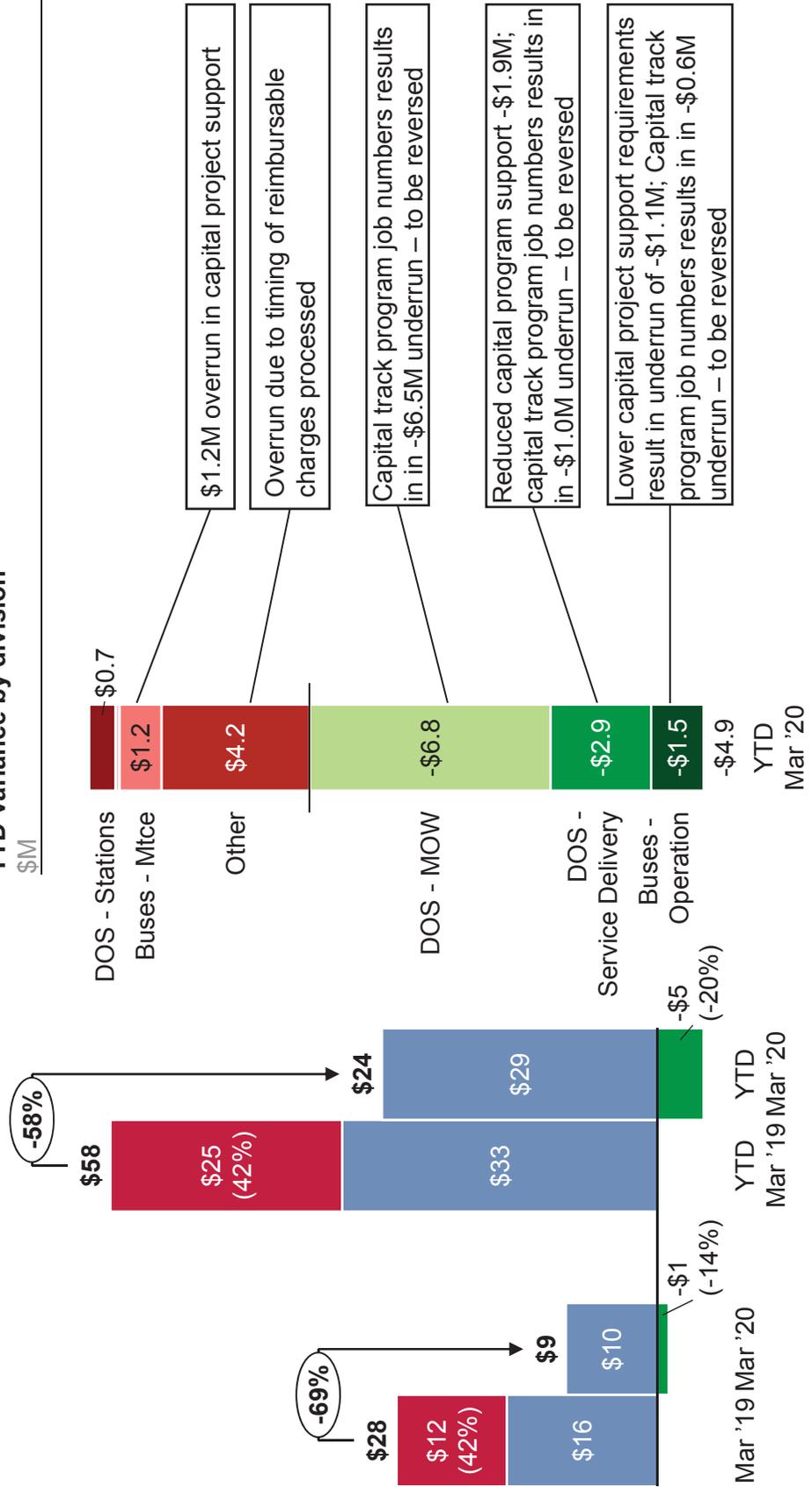
Annual budget: \$130M

Overview

- Overall decrease of \$34M or 58% compared to March YTD 2019
- 20% below 2020 YTD budget
- Subways -\$8.8M underrun: -\$8M underrun due to capital track program, -\$0.8M due to lower capital project support requirements
- Buses -\$0.3M underrun: mainly due to capital track program underrun.

YTD variance by division

\$M



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

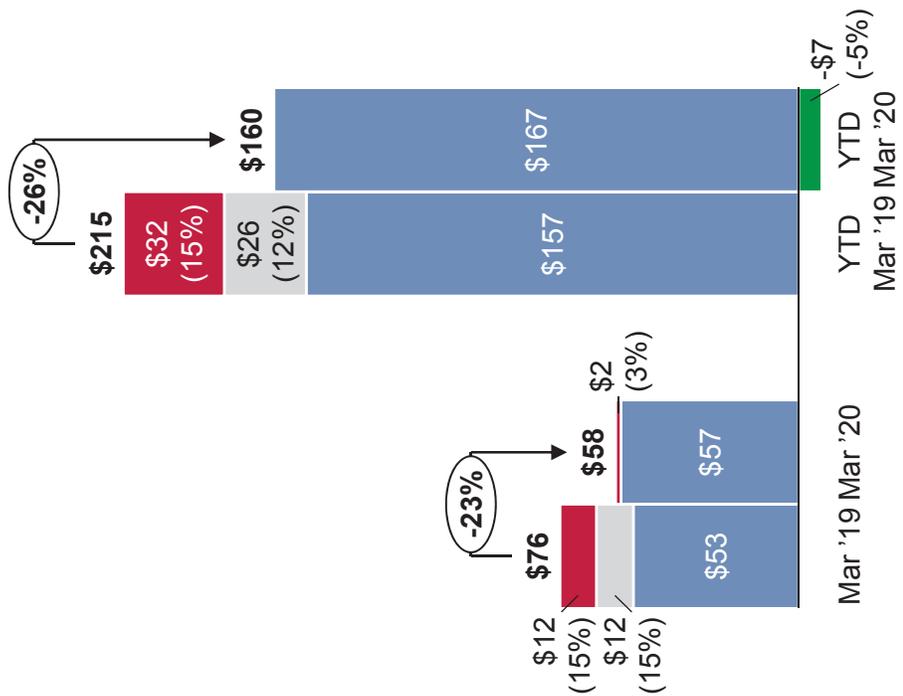
NYCT – Total Overtime Variance

March 2020 and YTD budget vs. variance

\$M

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

Annual budget: \$638M

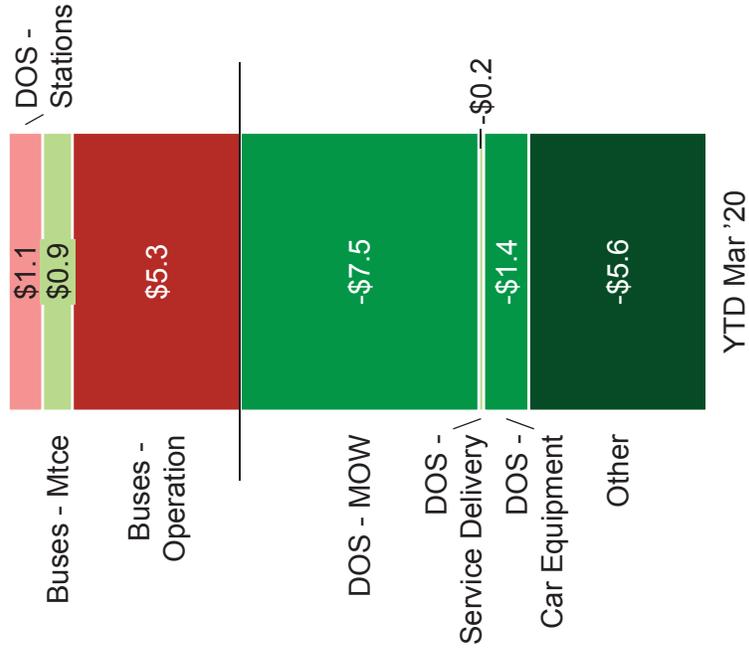


Overview

- Overall decrease of \$55M or 26% compared to March YTD 2019
- 5% below 2020 YTD budget

YTD variance by division

\$M



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

March 2020

	<u>Adopted</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<u>Administration:</u>				
Office of the President	25	25	0	
Law	282	253	29	
Office of the EVP	13	12	1	
Human Resources	220	201	19	
Office of Management and Budget	41	32	9	
Capital Planning and Budget	37	27	10	
Strategy & Customer Experience	188	188	0	
Non-Departmental	4	0	4	
Labor Relations	84	79	5	
Office of People & Business Transformation	18	14	4	
Materiel	238	215	23	
Controller	114	103	11	
Total Administration	1,264	1,149	115	
<u>Operations:</u>				
Subways Service Delivery	8,432	8,280	152	Vacancies mainly due to Supv and RVO.
Subways Operations Support/Admin	406	428	(22)	
Subways Stations	2,653	2,539	114	Vacancies mainly due to Station Agents.
Subtotal Subways	11,491	11,247	244	
Buses	11,059	11,035	24	
Paratransit	214	184	30	
Operations Planning	390	346	44	
Revenue Control	640	585	55	Vacancies mainly due to Mgr, PTE and Hourlies.
Non-Departmental	133	-	133	
Total Operations	23,927	23,397	530	
<u>Maintenance:</u>				
Subways Operations Support/Admin	123	94	29	
Subways Engineering	361	318	43	
Subways Car Equipment	5,093	4,936	157	Vacancies mainly due to Road Car Inspectors and Car Inspectors.
Subways Infrastructure	1,870	1,940	(70)	Excess mainly due to Supv and Mtr Trainee (Apprentice Program).
Subways Elevators & Escalators	474	480	(6)	
Subways Stations	3,506	3,408	98	Vacancies mainly due to Supt and Cleaners.
Subways Track	3,114	2,969	145	Vacancies mainly due to Supt, TEM, PDM, and Trackworkers.
Subways Power	684	673	11	
Subways Signals	1,708	1,689	19	
Subways Electronic Maintenance	1,619	1,539	80	Vacancies mainly due to PTEs
Subtotal Subways	18,552	18,046	506	
Buses	3,476	3,480	(4)	
Supply Logistics	548	546	2	
System Safety	93	81	12	
Non-Departmental	(118)	2	(120)	
Total Maintenance	22,551	22,155	396	
<u>Engineering:</u>				
Capital Program Management	1,450	1,194	256	Vacancies mainly due to Mgrs and PTEs
Total Engineering/Capital	1,450	1,194	256	
<u>Public Safety:</u>				
Security	657	635	22	
Total Public Safety	657	635	22	
Total Positions	49,849	48,530	1,319	
Non-Reimbursable	44,227	44,343	(115)	
Reimbursable	5,622	4,187	1,435	
Total Full-Time	49,658	48,382	1,276	
Total Full-Time Equivalents	191	148	43	

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

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	444	392	52	
Professional, Technical, Clerical	788	725	63	
Operational Hourlies	32	32	0	
Total Administration	1,264	1,149	115	
<u>Operations:</u>				
Managers/Supervisors	2,841	2,694	147	
Professional, Technical, Clerical	581	505	76	
Operational Hourlies	20,505	20,198	307	
Total Operations	23,927	23,397	530	
<u>Maintenance:</u>				
Managers/Supervisors	3,968	3,936	32	
Professional, Technical, Clerical	1,063	878	185	
Operational Hourlies	17,520	17,341	179	
Total Maintenance	22,551	22,155	396	
<u>Engineering/Capital:</u>				
Managers/Supervisors	364	295	69	
Professional, Technical, Clerical	1,084	897	187	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,450	1,194	256	
<u>Public Safety:</u>				
Managers/Supervisors	270	255	15	
Professional, Technical, Clerical	41	32	9	
Operational Hourlies	346	348	(2)	
Total Public Safety	657	635	22	
<u>Total Positions:</u>				
Managers/Supervisors	7,887	7,572	315	
Professional, Technical, Clerical	3,557	3,037	520	
Operational Hourlies	38,405	37,921	484	
Total Positions	49,849	48,530	1,319	

Preliminary March 2020 Report: Staten Island Railway

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

Summary of Preliminary Financial Results

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

- March 2020 Staten Island Railway ridership of 200,731 was 181,135 rides (47.4 percent) below budget. Average weekday ridership of 8,580 was 7,701 rides (47.3 percent) lower than March 2019. Underruns were the result to the COVID-19 crisis.
- Farebox revenue of \$0.3 million was \$0.26 million (43.7 percent) below budget. The underrun was due to steep ridership declines resulting from the COVID-19 crisis.
- Operating expenses of \$5.2 million slightly exceeded budget by \$0.04 million (0.7 percent).
 - Labor expenses were greater than budget by \$0.57 million (13.6 percent).
 - Non-labor expenses were less than budget by \$0.53 million (54.7 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

March 2020

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

March 2020 Staten Island Railway ridership of 201,731 was 181,135 rides (47.4 percent) below budget. Average weekday ridership of 8,580 was 7,701 rides (47.3 percent) lower than March 2019. Average weekday ridership for the twelve months ending March 2020 was 15,270, 784 rides (4.9 percent) lower than the twelve months ending March 2019. The underruns were due to the directive of traveling for essential purposes to help combat the COVID-19 crisis, which reduced trip requirements.

Farebox revenue of \$0.3 million was \$0.26 million (43.7 percent) below budget. The underrun was due to steep ridership decline resulting from COVID-19 crisis.

Operating revenue of \$0.5 million was below budget by \$0.3 million (35.3 percent). Year-to-date, operating revenue of \$2.1 million was \$0.2 million (8.4 percent) below budget.

Nonreimbursable expenses in March, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were over budget by \$0.04 million (0.7 percent).

- Labor expenses exceeded the budget by \$0.6 million (13.6 percent), of which health & welfare/OPEB current expenses exceeded budget by \$0.5 million (63.3 percent), due primarily to the unfavorable catch-up timing of expenses/credits. Payroll overruns of \$0.2 million (11.0 percent), due to RMB underruns resulting from project work cancellations also contributed. Favorable Overtime expense that was \$0.1 million (54.0 percent), below budget due to favorable weather and labor availability provided a partial offset.
- Non-labor expenses in total were below budget by \$0.5 million (54.7 percent), including an underrun in maintenance contract expenses of \$0.2 million (over 94.0 percent), and an underrun in materials and supplies of \$0.1 million (84.0 percent), both due primarily to the favorable timing of maintenance work and materials usage expense resulting from postponement under COVID-19 restrictions.

Year-to-date, expenses were below budget by \$2.0 million (12.6 percent), including underruns in labor expenses of \$1.5 million (11.7 percent), which were driven by several account underruns, primarily fringe benefits of \$0.9 million, (15.3 percent), and overtime underruns of \$0.4 million (45.4 percent) due to favorable weather. Non-labor expenses were also below budget by \$0.5 million (16.6 percent), due primarily to favorable results in maintenance contract expenses of \$0.4 million (66.6 percent).

Depreciation expenses of \$2.7 million year-to-date were below budget by \$0.3 million (9.2 percent). No GASB #75 OPEB Expense Adjustment results have been reported through preliminary March year-to-date causing a favorable timing \$1.9 million (N/M percent). Entries are expected to be booked in the first quarter post-close period. GASB 68 Pension Adjustment expenses reported a credit of \$0.1 million, which resulted in a favorable variance of \$0.1 million (over 100.0 percent). resulting in a \$336.5 million variance

The **operating cash deficit** (excluding subsidies) reported through March year-to-date was \$10.3 million, \$1.8 million (14.7 percent) favorable to budget.

MTA STATEN ISLAND RAILWAY

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

(\$ in Millions)

4/07/2020 01:07 PM

	Nonreimbursable			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance
			Percent			Percent			Percent
Revenue									
Farebox Revenue:									
FareBomb euen-e	\$0.P34	\$0.821	(0.2PP)	\$0.000	\$0.000	9	\$0.P34	\$0.821	(0.2PP)
6 tCbr beuen-e	\$0.20h	\$0.g32	(0.028)	\$0.000	\$0.000	9	\$0.20h	\$0.g32	(0.028)
v apital and 6 tCbr b eif7 R. rse7 ents	\$0.000	\$0.000	9	\$0.P15	\$0.40g	(0.g1h)	\$0.40g	\$0.40g	(0.g1h)
Total Revenue	\$0.790	\$0.511	(0.279)	\$0.597	\$0.401	(0.196)	\$1.387	\$0.912	(0.475)
			(35.3)			(32.8)			(84.2)
Expenses									
Labor :									
Cayroll	\$2.g90	\$2.842	(0.28g)	\$0.884	\$0.025	\$0.805	\$2.44P	\$2.8h1	\$0.05h
6 uerit7 e	\$0.243	\$0.g4h	\$0.g02	\$0.054	\$0.g48	(0.0h1)	\$0.822	\$0.231	\$0.082
Total Salaries & Wages	\$2.358	\$2.488	(0.130)	\$0.408	\$0.170	\$0.238	\$2.766	\$2.658	\$0.108
Health and Welfare	\$0.hgP	\$g.0P8	(0.483)	\$0.000	\$0.000	9	\$0.hgP	\$g.0P8	(0.483)
6 CEB v - ment Cay7 ent	\$0.225	\$0.822	(0.01P)	\$0.000	\$0.225	\$0.225	\$0.225	\$0.822	(0.01P)
Censions	\$0.h4P	\$0.h04	\$0.04g	\$0.000	\$0.000	9	\$0.h4P	\$0.h04	\$0.04g
6 tCbr FrinGe Benefits	\$0.815	\$0.422	(0.02P)	\$0.g99	\$0.000	\$0.g99	\$0.422	\$0.422	\$0.03P
Total Fringe Benefits	\$1.884	\$2.401	(0.518)	\$0.911	\$0.000	\$0.111	\$1.995	\$2.401	(0.407)
v ontriR: tion to SAcB F. nd	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
b eif7 R. rse7 e 6 uerQead	(0.053)	(0.gP1)	\$0.03g	\$0.053	\$0.g10	(0.032)	\$0.000	\$0.00g	(0.00g)
Labor	\$4.164	\$4.730	(0.567)	\$0.597	\$0.330	\$0.267	\$4.761	\$5.060	(0.299)
			(13.6)			44.7			(h.8)
Non-Labor :									
Elewriw/Col er	\$0.82P	\$0.2h1	\$0.0P5	\$0.000	\$0.000	9	\$0.82P	\$0.2h1	\$0.0P5
F- el	\$0.023	\$0.00g	\$0.025	\$0.000	\$0.000	9	\$0.023	\$0.00g	\$0.025
As- ranve	\$0.g00	\$0.0h1	\$0.082	\$0.000	\$0.000	9	\$0.g00	\$0.0h1	\$0.082
v lai7 s	\$0.003	\$0.030	(0.058)	\$0.000	\$0.000	9	\$0.003	\$0.030	(0.058)
Caratransit ceruive v ontraws	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Maintenance and 6 tCbr Operatinv ontraws	\$0.g19	\$0.09g	\$0.g30	\$0.000	\$0.000	9	\$0.g19	\$0.09g	\$0.g30
Professional ceruive v ontraws	\$0.033	\$0.05P	\$0.05P	\$0.000	\$0.00g	(0.00g)	\$0.033	\$0.09P	\$0.054
Materials x c - pples	\$0.g50	\$0.025	\$0.g48	\$0.000	\$0.050	(0.050)	\$0.g50	\$0.015	\$0.058
6 tCbr B- siness Expenses	\$0.0hg	(0.021)	\$0.010	\$0.000	\$0.000	9	\$0.0hg	(0.021)	\$0.010
Non-Labor	\$0.972	\$0.441	\$0.531	\$0.000	\$0.071	(0.071)	\$0.972	\$0.512	\$0.460
			54.7			-			45.8
Other Expense Adjustments:									
6 tCbr	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	\$5.135	\$5.171	(0.035)	\$0.597	\$0.401	\$0.196	\$5.733	\$5.572	\$0.161
			(0.7)			32.8			2.3
Depreciation	\$g.000	\$0.190	\$0.010	\$0.000	\$0.000	9	\$g.000	\$0.190	\$0.010
SAcB 5P 6 CEB Expense Adj- st7 ent	\$g.35P	\$0.000	\$g.35P	\$0.000	\$0.000	9	\$g.35P	\$0.000	\$g.35P
SAcB h3 Cension Adj- st7 ent	(0.02P)	(0.g93)	\$0.018	\$0.000	\$0.000	9	(0.02P)	(0.g93)	\$0.018
Enuiron7 ential be7 ediation	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Total Expenses	\$7.985	\$5.963	\$2.022	\$0.597	\$0.401	\$0.196	\$8.583	\$6.365	\$2.218
			25.3			32.8			2P.3
OPERATING SURPLUS/DEFICIT	(7.196)	(5.452)	\$1.743	\$0.000	\$0.000	\$0.000	(7.196)	(5.452)	\$1.743
			24.2			-			24.2

Note: Totals 7 ay not add d- e to ro- ndinG

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

MTA STATEN ISLAND RAILWAY

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

4/07/2020 01:07 PM

	Nonreimbursable			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance
			Percent			Percent			Percent
Revenue									
Farebox Revenue:									
FareBomb euen-e	\$g.h8P	\$g.808	(0.882)	\$0.000	\$0.000	9	\$g.h8P	\$g.808	(0.882)
6 tCbr beuen-e	\$0.hg5	\$0.5h0	28.9	\$0.000	\$0.000	9	\$0.hg5	\$0.5h0	28.9
v apital and 6 tCbr b eif7 R. rse7 ents	\$0.000	\$0.000	9	\$g.541	\$g.800	(0.443)	\$g.541	\$g.800	(0.443)
Total Revenue	\$2.252	\$2.063	(0.189)	\$1.749	\$1.300	(0.448)	\$4.001	\$3.363	(0.638)
			(8.4)			(25.6)			(9.1)
Expenses									
Labor :									
Cayroll	\$h.8h5	\$h.4FO	(0.038)	\$0.153	\$0.98g	9	\$5.84P	\$h.P3g	\$0.5h4
6 uerit7 e	\$0.300	\$0.485	\$0.8h8	\$0.228	\$0.4hh	(0.248)	\$g.028	\$0.102	\$0.920
Total Salaries & Wages	\$7.167	\$6.887	\$0.280	\$1.200	\$0.597	\$0.604	\$8.368	\$7.484	\$0.884
Health and Welfare	\$g.34h	\$g.88g	\$0.FgP	\$0.000	\$0.000	9	\$g.34h	\$g.88g	\$0.FgP
6 CEB v - ment Cay7 ent	\$0.h3g	\$0.P30	\$0.90g	\$0.000	\$0.00g	(0.00g)	\$0.h3g	\$0.P30	\$0.g00
Censions	\$g.184	\$g.392	\$0.928	\$0.000	\$0.000	9	\$g.184	\$g.392	\$0.928
6 tCbr FrinGe Benefits	\$g.28g	\$g.013	\$0.988	\$0.822	\$0.PP8	\$0.822	\$g.PP8	\$g.013	\$0.4FP
Total Fringe Benefits	\$5.692	\$4.820	\$0.871	\$0.322	\$0.001	\$0.321	\$6.014	\$4.821	\$1.193
v ontrR - tion to SAcB F. nd	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
b eif7 R. rse7 e 6 uerQead	(0.22h)	(0.PP3)	\$0.882	\$0.22h	\$0.PP3	(0.882)	\$0.000	\$0.00g	(0.00g)
Labor	\$12.633	\$11.150	\$1.483	\$1.749	\$1.156	\$0.592	\$14.381	\$12.306	\$2.076
			11.7			33.9			94.4
Non-Labor :									
Elewriw*Col er	\$0.15h	\$0.1h2	\$0.0g4	\$0.000	\$0.00g	(0.00g)	\$0.15h	\$0.1h8	\$0.068
F- el	\$0.038	\$0.050	\$0.068	\$0.000	\$0.000	9	\$0.038	\$0.050	\$0.068
As- rsnve	\$0.80g	\$0.822	(0.02g)	\$0.000	\$0.000	9	\$0.80g	\$0.822	(0.02g)
v laif7 s	\$0.028	\$0.240	(0.2g3)	\$0.000	\$0.000	9	\$0.028	\$0.240	(0.2g3)
Caratransit ceruive v ontraws	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Maintenance and 6 tCbr Operatinv ontraws	\$0.P54	\$0.g12	\$0.832	\$0.000	\$0.000	9	\$0.P54	\$0.g12	\$0.832
Professional ceruive v ontraws	\$0.2hP	\$0.088	\$0.282	\$0.000	\$0.004	(0.004)	\$0.2hP	\$0.083	\$0.225
Materials x c - pples	\$0.FgP	\$0.PPP	(0.044)	\$0.000	\$0.g81	(0.g81)	\$0.FgP	\$0.h14	(0.g38)
6 tCbr B- siness Empenses	\$0.g32	\$0.0P3	\$0.92P	\$0.000	\$0.000	9	\$0.g32	\$0.0P3	\$0.92P
Non-Labor	\$2.915	\$2.432	\$0.483	\$0.000	\$0.144	(0.144)	\$2.915	\$2.576	\$0.339
			16.6			-			99.h
Other Expense Adjustments:									
6 tCbr	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
			-			-			-
Total Expenses before Depreciation and OPEB	\$15.548	\$13.581	\$1.966	\$1.749	\$1.300	\$0.448	\$17.296	\$14.882	\$2.415
			12.6			25.6			94.0
Depreciation	\$8.000	\$2.528	\$0.255	\$0.000	\$0.000	9	\$8.000	\$2.528	\$0.255
SAcB 5P 6 CEB Empense Adj- st7 ent	\$g.35P	\$0.000	\$g.35P	\$0.000	\$0.000	9	\$g.35P	\$0.000	\$g.35P
SAcB h3 Cension Adj- st7 ent	(0.02P)	(0.993)	\$0.018	\$0.000	\$0.000	9	(0.02P)	(0.993)	\$0.018
Enuiron7 ential be7 ediation	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Total Expenses	\$20.398	\$16.187	\$4.211	\$1.749	\$1.300	\$0.448	\$22.146	\$17.487	\$4.659
			20.6			25.6			29.0
OPERATING SURPLUS/DEFICIT	(18.146)	(14.124)	\$4.022	\$0.000	\$0.000	\$0.000	(18.146)	(14.124)	\$4.022
			22.2			-			22.2

Note: Totals 7 ay not add d- e to ro- ndinG
 Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

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

Generic Revenue or Expense Category	Non Reimb. or Reimb.	MONTH		Reason for Variance	YEAR-TO-DATE		
		Favorable/ (Unfavorable) Variance \$	%		Favorable/ (Unfavorable) Variance \$	%	
Farebox Revenue	Non Reimb.	(0.255)	(43.7)	Ridership adversely impacted by the ongoing COVID-19 crisis	(0.332)	(20.3)	Lower ridership due most recently to the COVID crisis and weekend station shutdowns
Other Operating Revenue	Non Reimb.	(0.023)	(11.4)	Mainly the unfavorable timing of reimbursements and lower advertising	0.143	23.1	Mainly the favorable timing of reimbursements
Payroll	Non Reimb.	(0.231)	(11.0)	Unfavorable due to RMB underruns caused by projects work cancellation	(0.083)	(1.3)	RMB project underruns partially offset by vacancies
Overtime	Non Reimb.	0.102	54.0	Favorable weather and labor availability on straight time due to project work calculations	0.363	45.4	Lower adverse weather preparations than budgeted
Health and Welfare (including OPEB current payment)	Non Reimb.	(0.533)	(63.3)	Unfavorable timing of expenses	0.616	24.4	Primarily favorable timing of expenses/credits
Pension	Non Reimb.	0.041	6.3		0.123	6.3	
Other Fringe Benefits	Non Reimb.	(0.025)	(6.4)	Unfavorable FICA expense offset by lower actuarial accrual for Workers Compensation	0.133	10.8	Favorable actuarial accrual for Workers Compensation partially offset by unfavorable FICA
Reimbursable Overhead	Non Reimb.	0.081	over 100.0	Favorable overhead credits from RMB project work	0.332	over 100.0	Favorable overhead credits from RMB project work
Electric Power	Non Reimb.	0.057	17.5	Favorable due to reduced service usage due to COVID-19	0.014	1.4	
Fuel	Non Reimb.	0.027	97.3	Favorable timing of credits	0.013	16.0	
Insurance	Non Reimb.	0.032	31.6	Favorable timing of expenses	(0.021)	(6.9)	
Claims	Non Reimb.	(0.073)	over 100.0	Expense accruals based upon unfavorable claims activity	(0.218)	over 100.0	Expense accruals based upon unfavorable claims activity
Maintenance & Other Operating Contracts	Non Reimb.	0.180	94.0	Favorable timing of maintenance work postponed due COVID-19	0.382	66.6	Favorable timing of maintenance projects postponed due COVID-19
Professional Service Contracts	Non Reimb.	0.075	85.2	Favorable timing of contract costs postponed due COVID-19	0.232	87.5	Favorable timing of contract costs postponed due COVID-19
Materials and Supplies	Non Reimb.	0.143	84.0	Favorable timing of material usage due to COVID-19	(0.044)	(8.6)	Largely the timing of various material requirements due to prior year needs partially offset by COVID-19 impacts

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

4/08/2020 01:04 PM

	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			(Unfavorable)
			Variance			Variance
			Percent			Percent
Receipts						
Farebox Revenue	\$0.584	\$0.452	(0.132)	\$1.635	\$1.460	(0.175)
Other Revenue	\$0.070	\$0.070	\$0.000	\$0.211	\$0.228	\$0.017
Capital and Rtmbrnt	\$0.481	\$0.580	\$0.082	\$9.168	\$9.200	(0.469)
Total Revenue	\$1.252	\$1.212	(0.039)	\$3.594	\$2.895	(0.699)
			(22.5)			(10.7)
			0.0			8.1
			94.4			(10.8)
			(3.1)			(19.4)
Expenditures						
Labor :						
gavbill	\$2.054	\$9.012	\$0.98h	\$5.166	\$4.051	\$0.611
R7edit- e	\$0.122	\$0.298	\$0.90h	\$9.02h	\$0.805	\$0.991
Total Salaries & Wages	\$2.387	\$2.091	\$0.297	\$7.366	\$6.773	\$0.594
			12.4			8.1
Cealtmand y ellate	\$0.594	\$0.968	\$0.655	\$9.035	\$9.604	\$0.669
RgW r 3tbent gav- ent	\$0.221	\$0.028	\$0.980	\$0.309	\$0.200	\$0.61h
gensions	\$0.564	\$0.506	\$0.069	\$9.8h6	\$9.092	\$0.92h
RtmbFnEe f enetHs	\$0.128	\$0.150	(0.0h9)	\$9.021	\$0.118	\$0.260
Total Fringe Benefits	\$1.816	\$1.141	\$0.675	\$5.488	\$4.204	\$1.285
			37.1			23.4
r ontbP3tion to BAGf F3nd	\$0.000	\$0.000	\$	\$0.000	\$0.000	\$
uei- P3baPle R7ebread	\$0.000	\$0.000	\$	\$0.000	\$0.000	\$
Labor	\$4.203	\$3.232	\$0.971	\$12.854	\$10.976	\$1.878
			23.1			14.6
Non-Labor :						
Medic goweb	\$0.124	\$0.105	\$0.098	\$0.815	\$0.806	(0.000)
F3el	\$0.020	\$0.022	\$0.005	\$0.00h	\$0.088	(0.095)
Ins3tance	\$0.900	\$0.946	(0.046)	\$0.109	\$0.255	\$0.0h4
r lai- s	(0.0h6)	\$0.000	(0.0h6)	(0.90h)	\$0.000	(0.90h)
gabatansit Ceat'ice r ontacts	\$0.000	\$0.000	\$	\$0.000	\$0.000	\$
Maintenance and RtmbrntpetatinE r ontacts	\$0.989	\$0.085	\$0.085	\$0.416	\$0.940	\$0.626
gloHssional Ceat'ice r ontacts	\$0.000	\$0.020	\$0.050	\$0.254	\$0.080	\$0.951
Matetals & G3pplies	\$0.910	(0.068)	\$0.298	\$0.499	\$0.410	(0.048)
Rtmbf 3siness Wk'penses	\$0.059	\$0.000	\$0.04h	\$0.902	\$0.021	\$0.944
Non-Labor	\$0.930	\$0.565	\$0.365	\$2.790	\$2.194	\$0.596
			39.3			21.4
Other Expense Adjustments:						
Rtmb	\$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	\$5.133	\$3.797	\$1.336	\$15.644	\$13.171	\$2.474
			26.0			15.8
Dept'ciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
BAGf 14 RgWf Wk'pense Adj3st- ent	\$0.000	\$0.000	\$	\$0.000	\$0.000	\$
BAGf 50gension Adj3st- ent	\$0.000	\$0.000	\$	\$0.000	\$0.000	\$
Wh7itbn- ental ue- ediation	\$0.000	\$0.000	\$	\$0.000	\$0.000	\$
Total Expenditures	\$5.133	\$3.797	\$1.336	\$15.644	\$13.171	\$2.474
			26.0			15.8
Net Surplus/(Deficit)	(3.882)	(2.585)	\$1.297	(12.050)	(10.275)	\$1.775
			33.4			14.7

Note: Totals - av not add d3e to tb3ndline

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

	MONTH		YEAR TO DATE		Reason for Variance
	Favorable/ (Unfavorable) Variance	%	Favorable/ (Unfavorable) Variance	%	
<u>Operating Receipts or Disbursements</u>	\$		\$		
Farebox Receipts	(0.132)	(22.5%)	(0.175)	(10.7%)	Lower ridership due most recently to the COVID crisis and weekend station shutdowns
Other Operating Revenue	-	0.0%	0.017	8.1%	Favorable timing of reimbursements
Capital and Other Reimbursements	0.092	15.5%	(0.541)	(30.9%)	Mostly the unfavorable timing of reimbursements
Salaries & Wages	0.297	12.4%	0.594	8.1%	Favorable due to vacancies and reduced service, maintenance, and project work due to COVID-19
Health and Welfare (including OPEB current payment)	0.664	78.8%	0.914	36.0%	Favorable timing of interagency payments
Other Fringe Benefits	(0.031)	(9.3%)	0.248	24.1%	Favorable timing of interagency payments
Maintenance Contracts	0.096	50.0%	0.424	73.9%	Favorable timing of various maintenance work requirements
Professional Services Contr	0.060	67.8%	0.167	63.1%	Favorable timing of contract costs postponed due COVID-19
Materials & Supplies	0.219	over 100.0	(0.059)	(11.6%)	Largely the timing of various material requirements, including track ties

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

Mar FY20
(\$ in Millions)

4/08/2020 12:53 PM

	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
Revenue						
Farebox Revenue	\$0.000	\$0.123	\$0.123	\$0.000	\$0.157	\$0.157
Other Revenue	(0.135)	(0.112)	\$0.023	(0.406)	(0.532)	(0.126)
Capital and Rtrbuents	\$0.000	\$0.244	\$0.244	\$0.000	(0.015)	(0.015)
Total Revenue	(0.135)	\$0.300	\$0.435	(0.406)	(0.467)	(0.061)
Expenses						
Labor						
9a6bll	\$0.501	\$0.110	\$0.990	\$0.000	\$0.000	(0.240)
Rvettl-e	\$0.000	\$0.000	\$0.000	\$0.000	(0.005)	(0.005)
Total Salaries & Wages	\$0.379	\$0.568	\$0.188	-	\$0.711	(0.290)
7 realmand C elvle	\$0.000	\$0.10h	\$0.10h	\$0.000	(0.00h)	(0.00h)
R9Hwr 3trent 9a6- ent	\$0.000	\$0.215	\$0.215	\$0.000	\$0.505	\$0.505
9ensions	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
RtrbFbnt e Wenyfjs	\$0.001	\$0.0E2	(0.99E)	\$0.000	\$0.501	(0.200)
Total Fringe Benefits	\$0.179	\$1.260	\$1.081	\$0.526	\$0.617	\$0.092
r ontbP3tion to GASWF3nd	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
uei- P3bsaPle Rvettread	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Labor	\$0.558	\$1.828	\$1.270	\$1.527	\$1.329	(0.198)
Non-Labor						
Hlectbc 9oweb	\$0.000	(0.050)	(0.050)	\$0.000	(0.02g)	(0.02g)
F3el	\$0.000	(0.02g)	(0.02g)	\$0.000	(0.021)	(0.021)
Ins3bance	\$0.000	(0.04E)	(0.04E)	\$0.000	\$0.0BE	\$0.0BE
r lai- s	\$0.0h2	\$0.040	\$0.054	\$0.02B	\$0.2h0	\$0.99B
9atbtansit Sebvce r ontacts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and RtrbRpetatinf r ontacts	\$0.000	(0.04h)	(0.04h)	\$0.000	\$0.0h2	\$0.0h2
9byessional Sebvce r ontacts	\$0.000	(0.0gh)	(0.0gh)	\$0.000	(0.0E0)	(0.0E0)
Matelals & S3pplies	\$0.000	\$0.9hE	\$0.9hE	\$0.000	\$0.92h	\$0.92h
RtrbW8slness Hxpenses	\$0.000	(0.050)	(0.050)	\$0.000	\$0.050	\$0.050
Non-Labor	\$0.042	(0.053)	(0.095)	\$0.125	\$0.382	\$0.257
Other Expense Adjustments:						
Rtrb	\$0.000	\$0.000	8	\$0.000	\$0.000	8
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	\$0.599	\$1.775	\$1.176	\$1.652	\$1.711	\$0.059
Depreciation	\$0.000	\$0.1g0	(0.010)	\$5.000	\$2.0E5	(0.200)
GASWCB R9 HWHxpense Adj3st- ent	\$0.4CB	\$0.000	(g.4CB)	\$0.000	\$0.000	(g.4CB)
GASWE4 9ension Adj3st- ent	(0.02B)	(0.994)	(0.015)	(0.02B)	(0.994)	(0.015)
Hnvlbn- ental ue- ediatlon	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$3.449	\$2.568	(0.882)	\$6.502	\$4.317	(2.185)
Total Cash Conversion Adjustments	\$3.314	\$2.868	(0.446)	\$6.096	\$3.849	(2.247)

Note: Totals - a6 not add d3e to lb3ndinf

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

SIRTOA – Non-Reimbursable Overtime Variance

March 2020 and YTD budget vs. variance
\$K

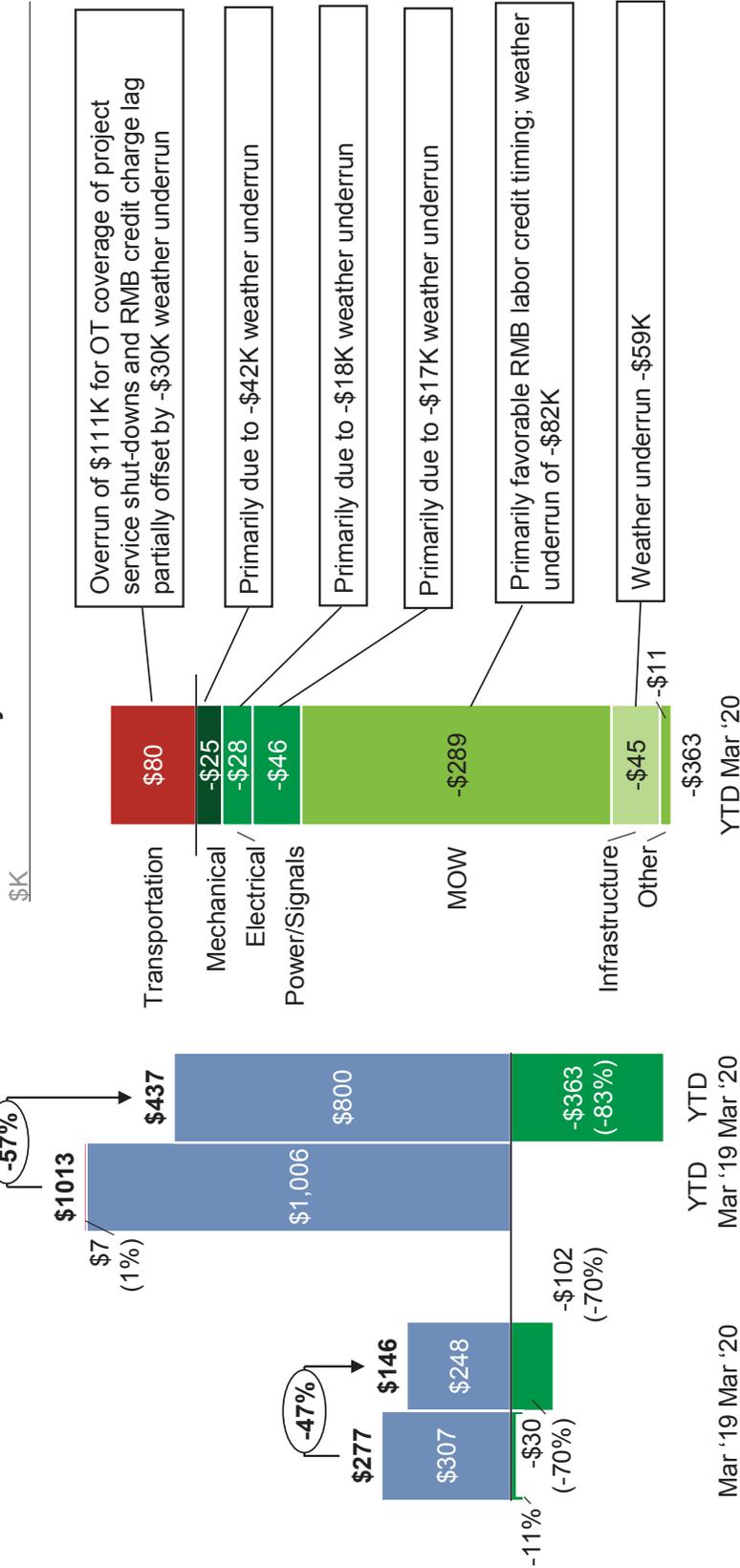
- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget: \$2,387K

Overview

- Overall decrease of \$576K or 57% compared to March YTD 2019
- 45% below 2020 YTD budget due primarily to favorable weather -\$248K
- Maintenance -\$433K underrun: -\$218K weather underrun, -\$215K favorable RMB labor credit timing
- Service \$80K overrun: \$111K overrun due to project related service shut-down work and unfavorable RMB credit timing lag; -\$30K weather underrun

YTD variance by division



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

SIRTOA – Reimbursable Overtime Variance

March 2020 and YTD budget vs. variance
\$K

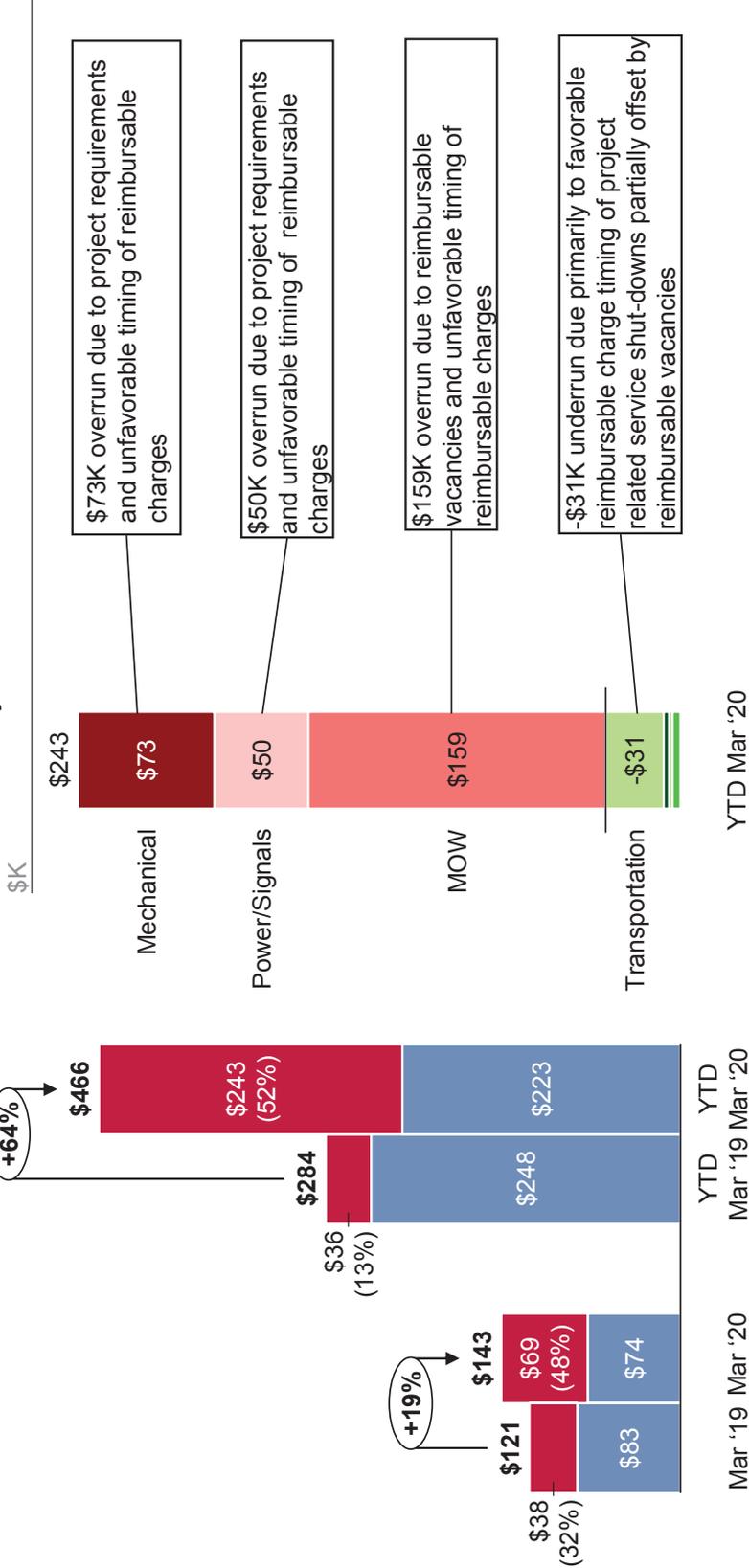
■ Variance - Unfavorable
■ Variance - Favorable
■ Budget

Annual budget: \$900K

Overview

- Overall increase of \$182K or 64% compared to March YTD 2019
- 109% above 2020 YTD budget due largely to RMB vacancies
- Maintenance \$278K overrun: due primarily to RMB vacancies and unfavorable timing of RMB charges
- Service -\$31K underrun: due primarily to favorable timing of RMB charging and project related service shut-downs partially offset by RMB vacancies

YTD variance by division

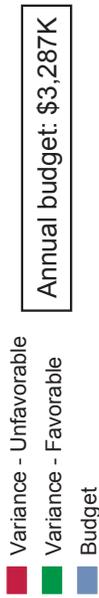


Source: Adopted (restated) budget. GL actuals for actual overtime spending.

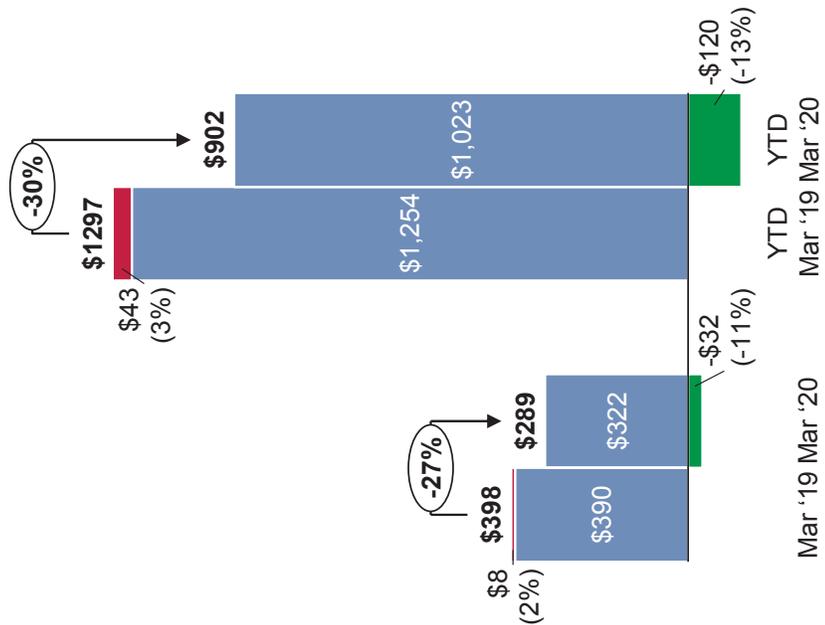
SIRTOA – Total Overtime Variance

March 2020 and YTD budget vs. variance

\$K



Annual budget: \$3,287K

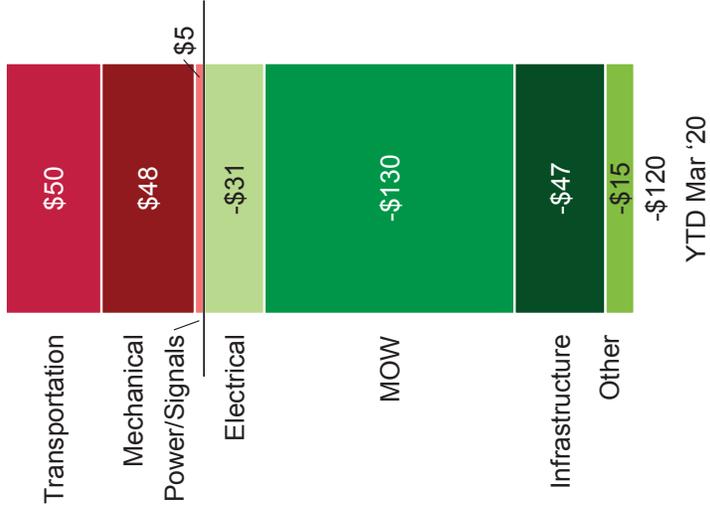


Overview

- Overall decrease of \$394K or 30% compared to March YTD 2019
- 12% below 2020 YTD budget
- Service \$50K YTD overrun: RMB vacancies partially offset by -\$30K weather underrun
- Maintenance -\$155K underrun: -\$218K weather underrun; partially offset by RMB vacancy coverage

YTD variance by division

\$K



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

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

<u>Function/Departments</u>	<u>Budget</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
Administration				
Executive	13	7	6	
General Office	9	9	0	
Purchasing/Stores	6	4	2	
Total Administration	28	20	8	
Operations				
Transportation	131	122	9	
Total Operations	131	122	9	
Maintenance				
Mechanical	53	54	(1)	
Electronics/Electrical	15	19	(4)	
Power/Signals	32	28	4	
Maintenance of Way	83	80	3	
Infrastructure	26	29	(3)	
Total Maintenance	209	210	(1)	
Engineering/Capital				
Capital Project Support	16	9	7	
Total Engineering Capital	16	9	7	
Total Positions	384	361	23	
Non-Reimbursable	334	321	13	
Reimbursable	50	40	10	
Total Full-Time	384	361	23	
Total Full-Time-Equivalents	0	0	0	

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

	<u>Budget</u>	<u>Actual</u>	Favorable (Unfavorable) <u>Variance</u>	<u>Explanation of Variances</u>
Administration				
Managers/Supervisors	16	10	6	
Professional, Technical, Clerical Operational Hourlies	12 0	10 0	2 0	
Total Administration	28	20	8	
Operations				
Managers/Supervisors	11	7	4	
Professional, Technical, Clerical Operational Hourlies	3 117	1 114	2 3	
Total Operations	131	122	9	
Maintenance				
Managers/Supervisors	17	27	(10)	
Professional, Technical, Clerical Operational Hourlies	6 186	7 176	(1) 10	
Total Maintenance	209	210	(1)	
Engineering/Capital				
Managers/Supervisors	3	3	0	
Professional, Technical, Clerical Operational Hourlies	4 9	0 6	4 3	
Total Engineering/Capital	16	9	7	
Total Positions				
Managers/Supervisors	47	47	0	
Professional, Technical, Clerical Operational Hourlies	25 312	18 296	7 16	
Total Positions	384	361	23	

Preliminary March 2020 Report: Bus Company

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

Summary of Preliminary Financial Results

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

March 2020 Bus Company ridership of 5.7 million was 5.0 million (46.3 percent) below budget.

- Farebox revenue of \$10.5 million was \$9.0 million (46.3 percent) below budget.
- Operating expenses of \$66.6 million were \$3.1 million (4.5 percent) below budget.
 - Labor expenses exceeded budget by \$1.0 million (2.1 percent), including overruns in Payroll expenses of \$0.9 million (3.8 percent), and Overtime expenses of \$0.7 million (13.0 percent). Other Fringe Benefits expenses were lower than budget by of \$0.8 (12.6 percent).
 - Non-labor expenses were lower than budget by \$4.2 million (21.0 percent), Maintenance Contracts by \$1.7 million (55.4 percent), Professional Service Contracts by \$1.6 million (41.0 percent), and Materials and Supplies expenses were favorable by \$0.7 million (17.4 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
March 2020

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

Operating Revenue was \$11.6 million in March, \$9.7 million (45.5 percent) below budget, caused primarily by an underrun in Farebox Revenue of \$9.0 million (46.3 percent), resulting from lower ridership due to the COVID-19 pandemic and the Governor's stay-at-home mandate for nonessential workers.

Total MTA Bus ridership was 5.7 million in March 2020, 5.0 million riders (46.3 percent) below budget due to the COVID-19 pandemic and the Governor's stay-at-home mandate for nonessential workers. March 2020 average weekday ridership was 0.2 million, a decrease of 0.2 million riders (45.9 percent) from March 2019. Average weekday ridership for the twelve months ending March 2020 is essentially flat from the twelve months ending March 2019.

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$66.6 million in March, \$3.1 million (4.5 percent) favorable to budget.

- Labor expenses exceeded budget by \$1.0 million (2.1 percent), including overruns in Payroll expenses of \$0.9 million (3.8 percent), primarily due to prior period interagency payment, and lower attrition. Higher Overtime expenses of \$0.7 million (13.0 percent), mainly due to Covid-19 bus disinfections, safety procedures and maintenance of the overage fleet. Other Fringe Benefits expenses were lower than budget by \$0.8 (12.6 percent) due to timing of interagency billing.
- Non-labor expenses were lower than budget by \$4.2 million (21.0 percent). Maintenance Contracts were favorable by \$1.7 million (55.4 percent), mainly due to timing of expenses in Facility maintenance, Security and Bus Technology. Professional Service Contracts were favorable by \$1.6 million (41.0 percent), due to timing of interagency billing and Bus Technology. Materials and Supplies expenses had favorable results of \$0.7 million (17.3 percent), due to the lower general maintenance material and the timing of radio equipment expenses.

Depreciation expenses were in line with the budget. No expenses nor credits were recorded in March regarding GASB 68 Pension Adjustment, and GASB 75 OPEB Expense adjustment.

The **operating cash deficit** (excluding subsidies) was \$30.7 million, \$10.1 million (24.7 percent) favorable to budget, due to timing of payments in Labor and Non-Labor Expenditures.

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

	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)			Favorable (Unfavorable)			Favorable (Unfavorable)		
	Adopted Budget	Actual	Variance Percent	Adopted Budget	Actual	Variance Percent	Adopted Budget	Actual	Variance Percent
Revenue									
Farebox Revenue	\$19,544	\$10,496	(\$9,049) (46.3)	\$0,000	\$0,000	\$0,000	\$19,544	\$10,496	(\$9,049) (46.3)
Other Operating Income	1,707	1,095	(0,612) (35.9)	-	-	-	1,707	1,095	(0,612) (35.9)
Capital and Other Reimbursement	-	-	-	0,466	(0,029)	(0,495) *	0,466	(0,029)	(0,495) *
Total Revenue	\$21,251	\$11,590	(\$9,661) (45.5)	\$0,466	(\$0,029)	(\$0,495)	\$21,717	\$11,561	(\$10,156) (46.8)
Expenses									
Labor:									
Payroll	\$24,287	\$25,201	(\$0,913) (3.8)	\$0,190	\$0,000	\$0,190	\$24,478	\$25,201	(\$0,723) (3.0)
Overtime	5,736	6,481	(0,745) (13.0)	-	(0,009)	0,009	5,736	6,472	(0,736) (12.8)
Health and Welfare	6,644	6,989	(0,345) (5.2)	0,106	-	0,106	6,750	6,989	(0,239) (3.5)
OPEB Current Payment	2,102	1,992	0,111 5.3	-	-	-	2,102	1,992	0,111 5.3
Pensions	5,168	4,981	0,187 3.6	-	-	-	5,168	4,981	0,187 3.6
Other Fringe Benefits	6,014	5,252	0,761 12.6	-	(0,006)	0,006	6,014	5,246	0,768 12.8
GASB Account	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,075)	0,013	(0,088) *	0,075	(0,013)	0,088 *	-	-	-
Total Labor Expenses	\$49,875	\$50,908	(\$1,033) (2.1)	\$0,372	(\$0,029)	\$0,400	\$50,247	\$50,879	(\$0,632) (1.3)
Non-Labor:									
Electric Power	\$0,155	\$0,136	\$0,019 12.3	\$0,000	\$0,000	\$0,000	\$0,155	\$0,136	\$0,019 12.3
Fuel	2,258	1,785	0,473 21.0	-	-	-	2,258	1,785	0,473 21.0
Insurance	0,617	0,374	0,243 39.4	-	-	-	0,617	0,374	0,243 39.4
Claims	5,288	6,000	(0,712) (13.5)	-	-	-	5,288	6,000	(0,712) (13.5)
Maintenance and Other Operat	3,009	1,343	1,666 55.4	0,020	-	0,020	3,030	1,343	1,686 55.6
Professional Service Contracts	3,872	2,285	1,586 41.0	-	-	-	3,872	2,285	1,586 41.0
Materials & Supplies	4,317	3,569	0,749 17.4	-	0,074	0,074	4,391	3,569	0,823 18.7
Other Business Expense	0,382	0,232	0,150 39.3	-	-	-	0,382	0,232	0,150 39.3
Total Non-Labor Expenses	\$19,898	\$15,724	\$4,174 21.0	\$0,094	\$0,000	\$0,094	\$19,993	\$15,724	\$4,268 21.3
Total Expenses before Non-C	\$69,773	\$66,632	\$3,141 4.5	\$0,466	(\$0,029)	\$0,495	\$70,240	\$66,604	\$3,636 5.2
Depreciation	\$4,559	\$4,532	\$0,026 0.6	\$0,000	\$0,000	\$0,000	\$4,559	\$4,532	\$0,026 0.6
GASB 75 OPEB Expense Adju	\$8,401	\$0,000	\$8,401 100.0	\$0,000	\$0,000	\$0,000	\$8,401	-	\$8,401 100.0
GASB 68 Pension Adjustment	3,867	-	3,867 100.0	-	-	-	3,867	-	3,867 100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-
Total Expenses	\$86,601	\$71,165	\$15,436 17.8	\$0,466	(\$0,029)	\$0,495	\$87,067	\$71,136	\$15,931 18.3
Net Surplus/(Deficit)	(\$65,349)	(\$59,575)	\$5,775 8.8	\$0,000	\$0,000	\$0,000	(\$65,349)	(\$59,575)	\$5,775 8.8

NOTE: Totals may not add due to rounding

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

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

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue	\$56,055	\$44,442	(\$11,613)	(20.7)	\$0,000	\$0,000	\$0,000	-	\$56,055	\$44,442	(\$11,613)	(20.7)
Other Operating Income	5,053	3,736	(1,318)	(26.1)	-	-	-	-	5,053	3,736	(1,318)	(26.1)
Capital and Other Reimbursements	-	-	-	-	1,379	1,146	(0,233)	(16.9)	1,379	1,146	(0,233)	(16.9)
Total Revenue	\$61,109	\$48,177	(\$12,931)	(21.2)	\$1,379	\$1,146	(\$0,233)	(16.9)	\$62,488	\$49,324	(\$13,164)	(21.1)
Expenses												
Labor:												
Payroll	\$72,899	\$76,374	(\$3,475)	(4.8)	\$0,563	\$0,722	(\$0,159)	(28.3)	\$73,462	\$77,096	(\$3,634)	(4.9)
Overtime	16,998	18,241	(1,242)	(7.3)	-	(0,009)	0,009	-	16,998	18,232	(1,234)	(7.3)
Health and Welfare	19,668	21,204	(1,536)	(7.8)	0,314	-	0,314	100.0	19,983	21,204	(1,222)	(6.1)
OPEB Current Payment	6,224	5,897	0,327	5.2	-	-	-	-	6,224	5,897	0,327	5.2
Pensions	15,298	14,942	0,356	2.3	-	-	-	-	15,298	14,942	0,356	2.3
Other Fringe Benefits	17,803	16,055	1,748	9.8	-	(0,006)	0,006	-	17,803	16,048	1,754	9.9
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,223)	(0,137)	(0,086)	(38.4)	0,223	0,439	(0,216)	(96.9)	-	0,302	(0,301)	-
Total Labor Expenses	\$148,668	\$152,575	(\$3,907)	(2.6)	\$1,100	\$1,146	(\$0,045)	(4.1)	\$149,769	\$153,722	(\$3,953)	(2.6)
Non-Labor:												
Electric Power	\$0,459	\$0,277	\$0,182	39.7	\$0,000	\$0,000	\$0,000	-	\$0,459	\$0,277	\$0,182	39.7
Fuel	6,686	4,956	1,730	25.9	-	-	-	-	6,686	4,956	1,730	25.9
Insurance	1,826	1,121	0,705	38.6	-	-	-	-	1,826	1,121	0,705	38.6
Claims	15,654	18,000	(2,346)	(15.0)	-	-	-	-	15,654	18,000	(2,346)	(15.0)
Maintenance and Other Operating Contr:	8,909	5,064	3,845	43.2	0,060	-	0,060	100.0	8,969	5,064	3,905	43.5
Professional Service Contracts	11,462	6,096	5,365	46.8	-	-	-	-	11,462	6,096	5,365	46.8
Materials & Supplies	12,781	10,502	2,279	17.8	0,219	-	0,219	100.0	12,999	10,502	2,498	19.2
Other Business Expense	1,132	0,799	0,332	29.3	-	-	-	-	1,132	0,799	0,332	29.3
Total Non-Labor Expenses	\$58,907	\$46,815	\$12,092	20.5	\$0,279	\$0,000	\$0,279	100.0	\$59,186	\$46,815	\$12,372	20.9
Total Expenses before Non-Cash Liab	\$207,575	\$199,390	\$8,185	3.9	\$1,379	\$1,146	\$0,234	17.0	\$208,955	\$200,537	\$8,419	4.0
Depreciation	\$13,495	\$11,389	\$2,106	15.6	\$0,000	\$0,000	\$0,000	-	\$13,495	\$11,389	\$2,106	15.6
GASB 75 OPEB Expense Adjustment	\$24,871	\$0,000	\$24,871	100.0	\$0,000	\$0,000	\$0,000	-	24,871	-	24,871	100.0
GASB 68 Pension Adjustment	11,448	-	11,448	100.0	-	-	-	-	11,448	-	11,448	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$257,390	\$210,779	\$46,611	18.1	\$1,379	\$1,146	\$0,233	16.9	\$258,769	\$211,926	\$46,844	18.1
Net Surplus/(Deficit)	(\$196,281)	(\$162,602)	\$33,680	17.2	\$0,000	\$0,000	\$0,000	-	(\$196,281)	(\$162,602)	\$33,680	17.2

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

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

Generic Revenue or Expense Category	Nonreimb or Reimb	March 2020		Year-To-Date			
		Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%		
		\$		\$			
Farebox Revenue	NR	\$ (9,049)	(46.3)	Lower ridership due to Covid-19	\$ (11,613)	(20.7)	Lower ridership due to Covid-19, and lower average fare
Other Operating Revenue	NR	\$ (0,612)	(35.9)	Lower Student and Senior fare reimbursement and less advertising revenue	\$ (1,318)	(26.1)	Lower Student and less advertising revenue
Capital and Other Reimbursements	R	\$ (0,495)			\$ (0,233)	(16.9)	0
Total Revenue Variance		\$ (10,156)	(46.8)		\$ (13,163)	(21.1)	
Payroll	NR	\$ (0,913)	(3.8)	Primarily due to the timing of a prior period interagency payment and lower attrition.	\$ (3,475)	(4.8)	Primarily due to the timing of prior period interagency payment, higher cash outs of sick and personal time, as well as lower attrition
Overtime	NR	\$ (0,745)	(13.0)	Higher programmatic maintenance due to Covid-19 bus disinfections, safety procedures, vacancy/absentee coverage requirements and maintenance of the average fleet.	\$ (1,242)	(7.3)	Higher programmatic maintenance due to Covid-19 bus disinfections, safety procedures, traffic, coverage requirements, safety/absentee coverage fleet/campaign work and medical hospitalization expenses
Health and Welfare (Including OPEB)	NR	\$ (0,234)	(2.7)	High prescription coverage and medical hospitalization expenses	\$ (1,209)	(4.7)	High prescription coverage and medical hospitalization expenses
Pension	NR	\$ 0,187	3.6	Lower expenses	\$ 0,356	2.3	Lower expenses
Other Fringe Benefits	NR	\$ 0,761	12.6	Timing of interagency billing	\$ 1,748	9.8	Timing of interagency billing
Reimbursable Overhead	NR	\$ (0,088)	*	(a)	\$ (0,086)	(38.4)	(a)
Electric Power	NR	\$ 0,019	12.3	Timing of expense	\$ 0,182	12.3	Timing of expense
Fuel	NR	\$ 0,473	21.0	Lower rates and usage	\$ 1,730	25.9	Lower rates and usage
Insurance	NR	\$ 0,243	39.4	Timing of expenses	\$ 0,705	38.6	Timing of expenses
Claims	NR	\$ (0,712)	(13.5)	Higher expenses	\$ (2,346)	(15.0)	Higher expenses
Maintenance and Other Operating Contracts	NR	\$ 1,666	55.4	Mainly the timing of facility maintenance, security and Bus Technology expenses	\$ 3,845	43.2	Mainly the timing of facility maintenance, security and Bus Technology expenses
Professional Service Contracts	NR	\$ 1,586	41.0	Timing of interagency billing and Bus Technology	\$ 5,365	46.8	Timing of interagency billing and Bus Technology
Materials & Supplies	NR	\$ 0,749	17.4	Lower general maintenance material and the timing of radio equipment expenses.	\$ 2,279	17.8	Lower general maintenance material and the timing of radio equipment expenses.
Other Business Expense	NR	\$ 0,150	39.3	Timing of Automatic Fare Collection (AFC) fees, mobility tax and other Misc. expenses	\$ 0,332	29.3	Timing of Automatic Fare Collection (AFC) fees, mobility tax and other Misc. expenses
Depreciation	NR	\$ 0,026	0.6	Timing of asset replacement	\$ 2,106	15.6	Timing of asset replacement
Other Post Employment Benefits	NR	\$ 8,401	100.0	(a)	\$ 24,871	100.0	
GASB 68 Pension Adjustment	NR	\$ 3,867	100.0	(a)	\$ 11,448	100.0	
Environmental Remediation	NR	\$ -	-	Non cash item	\$ -	-	
Payroll	R	\$ 0,190	100.0	(a)	\$ (0,159)	(28.3)	
Overtime	R	\$ 0,009	*	(a)	\$ 0,009	*	
Health and Welfare	R	\$ 0,106	100.0		\$ 0,314	100.0	
Pension	R	\$ -	-	Timing of charges	\$ -	-	
Other Fringe Benefits	R	\$ 0,006			\$ 0,006		
Professional Service Contracts	R	\$ -	-	(a)	\$ -	-	
Maintenance and Other Operating Contracts	R	\$ 0,020	*	Timing of charges	\$ 0,060	*	
Materials & Supplies	R	\$ 0,074	*	Timing of charges	\$ 0,219	*	
Total Expense Variance		\$ 15,930	18.3		\$ 46,845	18.1	
Net Variance		\$ 5,773	8.8		\$ 33,682	17.2	

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2020 Adopted Budget
CASH RECEIPTS AND EXPENDITURES

(\$ in millions)

	March 2020			Year-To-Date		
	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent
Receipts						
Farebox Revenue	\$19,544	\$ 14,731	(\$4,814) (24.6)	\$56,055	\$ 48,992	(\$7,063) (12.6)
Other Operating Revenue	1,707	1,245	(0,462) (27.1)	5,053	5,330	0,277 5.5
Capital and Other Reimbursements	0,917	0,644	(0,273) (29.8)	2,714	1,692	(1,023) (37.7)
Total Receipts	\$22,168	\$16,619	(\$5,549) (25.0)	\$63,823	\$56,014	(\$7,809) (12.2)
Expenditures						
Labor:						
Payroll	\$21,728	\$18,642	\$3,086 14.2	\$76,047	\$76,756	(\$7,009) (0.9)
Overtime	5,736	6,472	(0,736) (12.8)	16,999	18,232	(1,233) (7.3)
Health and Welfare	6,750	7,114	(0,364) (5.4)	19,983	21,971	(1,988) (9.9)
OPEB Current Payment	2,102	1,992	0,111 5.3	6,225	5,900	0,325 5.2
Pensions	5,153	4,981	0,172 3.3	15,255	14,942	0,313 2.1
Other Fringe Benefits	4,741	1,944	2,797 59.0	14,034	13,202	0,832 5.9
GASB Account	-	-	- -	-	-	- -
Reimbursable Overhead	-	-	- -	-	-	- -
Total Labor Expenditures	\$46,210	\$41,144	\$5,066 11.0	\$148,542	\$151,003	(\$2,461) (1.7)
Non-Labor:						
Electric Power	\$0,155	\$0,136	\$0,019 12.2	\$0,459	\$0,412	\$0,047 10.3
Fuel	2,139	1,879	0,260 12.2	6,332	5,456	0,876 13.8
Insurance	0,617	0,000	0,617 100.0	1,826	-	1,826 100.0
Claims	2,303	(2,791)	5,094 *	6,818	2,936	3,883 56.9
Maintenance and Other Operating Contracts	2,905	2,418	0,486 16.7	8,599	8,534	0,065 0.8
Professional Service Contracts	3,872	0,900	2,971 76.7	11,462	4,236	7,226 63.0
Materials & Supplies	4,391	3,419	0,972 22.1	12,999	10,815	2,184 16.8
Other Business Expenses	0,382	0,257	0,125 32.7	1,132	0,853	0,279 24.6
Total Non-Labor Expenditures	\$16,764	\$6,219	\$10,545 62.9	\$49,627	\$33,242	\$16,385 33.0
Total Expenditures	\$62,973	\$47,364	\$15,610 24.8	\$198,169	\$184,245	\$13,924 7.0
Operating Cash Surplus/(Deficit)	(\$40,805)	(\$30,744)	\$10,060 24.7	(\$134,346)	(\$128,231)	\$6,115 4.6

NOTE: Totals may not add due to rounding

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

	March 2020		Year-To-Date		Reason for Variance
	Favorable (Unfavorable) Variance \$	%	Favorable (Unfavorable) Variance \$	%	
Operating Receipts or Disbursements					
Farebox Revenue	\$ (4,814)	(24.6)	\$ (7,063)	(12.6)	Lower ridership due to Covid-19
Other Operating Revenue	(0.462)	(27.1)	0.277	5.5	Lower Student and Senior fare reimbursement and less advertising revenue
Capital and Other Reimbursements	(0.273)	(29.8)	(1,023)	(37.7)	Timing of reimbursement receipts
Total Receipts	\$ (5,549)	(25.0)	\$ (7,809)	(12.2)	
Payroll	\$ 3,086	14.2	\$ (0,709)	(0.9)	Timing of interagency payments
Overtime	(0,736)	(12.8)	(1,233)	(7.3)	Higher programmatic maintenance due to Covid-19 bus disinfections, safety procedures, vacancy/absentee coverage requirements and maintenance of the coverage fleet
Health and Welfare (including OPEB)	(0,253)	(2.9)	(1,663)	(6.3)	High prescription coverage and medical hospitalization expenses
Pension	0,172	3.3	0,313	2.1	Lower expenses
Other Fringe Benefits	2,797	59.0	0,832	5.9	Timing of payments
GASB	-	-	-	-	(a)
Electric Power	0,019	12.2	0,047	10.3	(a)
Fuel	0,260	12.2	0,876	13.8	Lower rates and usage
Insurance	0,617	100.0	1,826	100.0	Timing of payments
Claims	5,094	*	3,883	56.9	Timing of payments
Maintenance and Other Operating Contracts	0,486	16.7	0,065	0.8	Mainly the timing of facility maintenance, security and Bus Technology expenses
Professional Service Contracts	2,971	76.7	7,226	63.0	Timing of interagency billing and Bus Technology
Materials & Supplies	0,972	22.1	2,184	16.8	Lower general maintenance material and the timing of radio equipment expenses.
Other Business Expenditure	0,125	32.7	0,279	24.6	Timing of Automatic Fare Collection (AFC) fees, mobility tax and other Misc. expenses
Total Expenditures	\$ 15,609	24.8	\$ 13,923	7.0	
Net Cash Variance	\$ 10,060	24.7	\$ 6,115	4.6	

(a) - Variance less than 5%

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

	March 2020				Year-To-Date			
	Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Receipts								
Farebox Revenue	\$0.000	4.235	\$4.235	-	\$0.000	\$4.550	\$4.550	-
Other Operating Revenue	-	0.150	0.150	-	-	1.594	1.594	-
Capital and Other Reimbursements	0.451	0.673	0.222	49.2	1.335	0.545	(0.790)	(59.2)
Total Receipts	\$0.451	\$5.057	\$4.606	*	\$1.335	\$6.689	\$5.354	*
Expenditures								
<i>Labor:</i>								
Payroll	\$2.751	\$6.559	\$3.808	*	(\$2.585)	\$0.339	\$2.925	*
Overtime	-	0.000	0.000	-	(0.001)	(0.000)	0.001	70.9
Health and Welfare	(0.000)	(0.125)	(0.125)	*	-	(0.768)	(0.768)	-
OPEB Current Payment	-	0.000	0.000	-	(0.001)	(0.003)	(0.002)	*
Pensions	0.014	0.000	(0.014)	(97.5)	0.043	0.000	(0.043)	(99.2)
Other Fringe Benefits	1.273	3.302	2.029	*	3.769	2.845	(0.924)	(24.5)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	0.302	0.302	-
Total Labor Expenditures	\$4.038	\$9.737	\$5.699	*	\$1.225	\$2.717	\$1.492	*
<i>Non-Labor:</i>								
Electric Power	\$0.000	(\$0.000)	(\$0.000)	-	\$0.000	(\$0.135)	(\$0.135)	-
Fuel	0.119	(0.094)	(0.213)	*	0.353	(0.501)	(0.854)	*
Insurance	-	0.374	0.374	-	-	1.121	1.121	-
Claims	2.985	8.791	5.806	*	8.836	15.064	6.228	70.5
Maintenance and Other Operating Contracts	0.125	(1.075)	(1.200)	*	0.370	(3.470)	(3.840)	*
Professional Service Contracts	-	1.385	1.385	-	-	1.861	1.861	-
Materials & Supplies	(0.000)	0.150	0.150	*	(0.000)	(0.313)	(0.313)	*
Other Business Expenditures	-	(0.025)	(0.025)	-	-	(0.054)	(0.054)	-
Total Non-Labor Expenditures	\$3.229	\$9.505	\$6.276	*	\$9.559	\$13.573	\$4.013	42.0
Total Cash Conversion Adjustments before Non-Cash Liability Adjs.	\$7.718	\$24.299	\$16.581	*	\$12.119	\$22.979	\$10.860	89.6
Depreciation Adjustment	4.559	4.532	(0.027)	(0.6)	13.495	11.389	(2.106)	(15.6)
GASB 75 OPEB Expense Adjustment	8.401	-	(8.401)	(100.0)	24.871	-	(24.871)	(100.0)
GASB 68 Pension Adjustment	3.867	-	(3.867)	(100.0)	11.448	-	(11.448)	(100.0)
Environmental Remediation	-	-	-	-	-	-	-	-
Total Expenses/Expenditures	\$ 24.545	\$ 28.831	\$ 4.286	17.5	\$ 61.934	\$ 34.368	\$ (27.566)	(44.5)
Total Cash Conversion Adjustments	\$24.545	\$28.831	\$4.286	17.5	\$61.934	\$34.368	(\$27.566)	(44.5)

NOTE: Totals may not add due to rounding

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

FUNCTION/DEPARTMENT	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Office of the EVP	3	3	-	
Human Resources	17	17	-	
Office of Management and Budget	14	12	2	
Technology & Information Services	-	-	-	
Material	15	14	1	
Controller	18	18	-	
Office of the President	4	4	-	
System Safety Administration	2	-	2	
Law	20	19	1	
Corporate Communications	-	-	-	
Labor Relations	-	-	-	
Strategic Office	20	18	2	
Non-Departmental	3	-	3	
Total Administration	116	105	11	Vacancies
Operations				
Buses	2,332	2,379	(47)	Excess Bus Operators
Office of the Executive VP	5	4	1	
Safety & Training	65	70	(5)	Bus Operator training
Road Operations	141	138	3	
Transportation Support	22	22	-	
Operations Planning	34	32	2	
Revenue Control	6	6	-	
Total Operations	2,605	2,651	(46)	
Maintenance				
Buses	731	722	9	
Maintenance Support/CMF	230	240	(10)	
Facilities	83	75	8	
Supply Logistics	104	101	3	
Total Maintenance	1,148	1,138	10	Vacancies
Capital Program Management	35	26	9	
Total Engineering/Capital	35	26	9	Vacancies mainly Managers
Security	13	12	1	
Total Public Safety	13	12	1	
Total Positions	3,917	3,932	(15)	
Non-Reimbursable	3,879	3,894	(15)	
Reimbursable	38	38	-	
Total Full-Time	3,899	3,921	(22)	
Total Full-Time Equivalents	18	11	7	

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

FUNCTION/OCCUPATIONAL GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	48	44	4	
Professional, Technical, Clerical	65	61	4	
Operational Hourlies	3	-	3	
Total Administration	116	105	11	Vacancies
Operations				
Managers/Supervisors	317	311	6	
Professional, Technical, Clerical	44	48	(4)	
Operational Hourlies	2,244	2,292	(48)	
Total Operations	2,605	2,651	(46)	Excess Bus Operators
Maintenance				
Managers/Supervisors	241	238	3	
Professional, Technical, Clerical	34	35	(1)	
Operational Hourlies	873	865	8	
Total Maintenance	1,148	1,138	10	Vacancies
Engineering/Capital				
Managers/Supervisors	21	15	6	
Professional, Technical, Clerical	14	11	3	
Operational Hourlies	-	-	-	
Total Engineering/Capital	35	26	9	Vacancies mainly Managers
Public Safety				
Managers/Supervisors	8	6	2	
Professional, Technical, Clerical	5	6	(1)	
Operational Hourlies	-	-	-	
Total Public Safety	13	12	1	
Total Baseline Positions				
Managers/Supervisors	635	614	21	
Professional, Technical, Clerical	162	161	1	
Operational Hourlies	3,120	3,157	(37)	
Total Baseline Positions	3,917	3,932	(15)	

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

	<u>March 2020</u>		<u>Year-to-date as of March 2020</u>			
	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance
<u>Farebox Revenue</u>						
Fixed Route	\$19.544	\$10.496	(\$9.048)	\$56.055	\$44.442	(\$11.613)
Total Farebox Revenue	\$19.544	\$10.496	(\$9.048)	\$56.055	\$44.442	(\$11.613)
<u>Ridership</u>						
Fixed Route	10.684	5.734	(4.950)	30.405	24.756	(5.649)
Total Ridership	10.684	5.734	(4.950)	30.405	24.756	(5.649)

MTA Bus – Non-Reimbursable Overtime Variance

March 2020 and YTD budget vs. variance

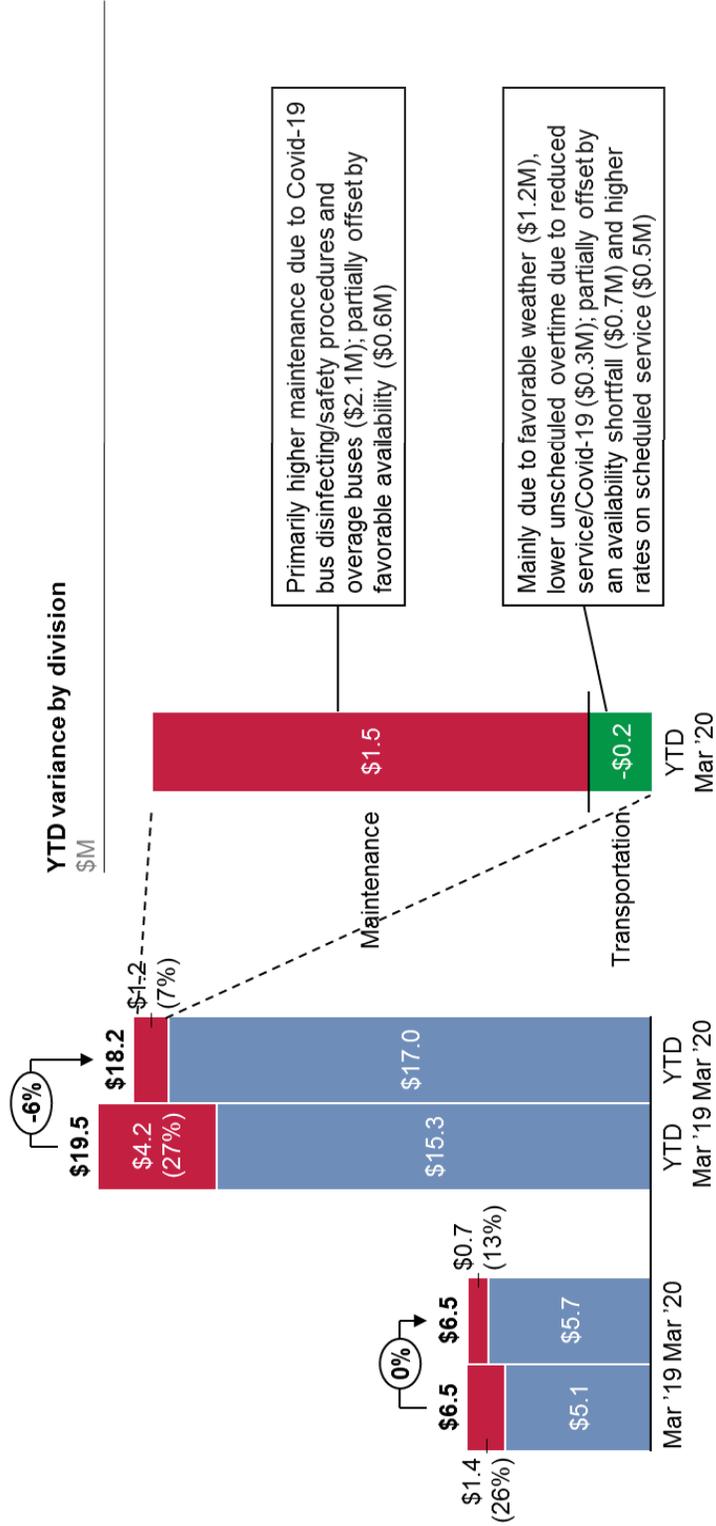
\$M

Annual budget: \$65M

- Favorable
- Unfavorable
- Budget

Overview

- March 2020 YTD decrease of \$1.3M or 6% compared to March YTD 2019
- March 2020 is 13% over budget; March YTD is 7% over budget



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



Capital Program

Alok Saha, Acting Senior Vice President

April 2020 Highlights: Capital Program Status

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

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

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

	<u>Planned</u>	<u>Achieved</u>	<u>%</u>
Construction Awards	\$1,618.0	\$1,148.1	71
Substantial Completions	\$576.7	\$403.7	70

In March 2020, \$30.3 million in Transit supported projects were awarded, including a rehabilitation project at the East New York Depot for \$17.2 million and wrap-up of a public address/customer information system (PA/CIS) upgrade at 89 stations system-wide for \$5.3 million.

Also in March, \$66.7 million in Transit projects were completed, including track and switch replacement projects on the Flushing Line for \$12.1 million and flooding mitigation projects at 8 stations for \$51.6 million.

Capital Program Status March 2020

Transit supported projects were awarded totaling \$30.3 million, including a rehabilitation project at the East New York Depot for \$17.2 million. The project will replace all exterior windows and repair or rehabilitate the entire brick façade of the depot.

Transit also awarded wrap-up of a public address/customer information system (PA/CIS) upgrade at 89 stations system-wide for \$5.3 million. This is the last subproject in the second phase of providing full local and remote audio announcements, and train arrival information from the Rail Control Center (RCC) to 89 additional stations system-wide.

Transit completed projects totaling \$66.7 million, including track and switch replacement projects on the Flushing Line for \$12.1 million. Track replacement work included replacing equipment and materials such as signals, contact rails and ballast. Switch replacement work included replacement of existing turnouts, track switches, switch valves, connecting rails, contact rails, ballast, signal and any associated signal equipment.

Lastly, Transit completed flooding mitigation projects at 8 stations for \$51.6 million. Superstorm Sandy exposed flooding vulnerabilities all over the transit system; these projects were part of two flood mitigation initiatives to seal vulnerable openings near stations and harden the most vulnerable stations. The stations that received hardening and had nearby openings sealed were Canal Street (six stations total: upper level and lower level complexes of the Broadway Line, the Lexington Avenue line, the 7th Avenue Line, the 8th Avenue Line and the Nassau Loop Line), Franklin Street on the Broadway-7th Avenue Line and 145th Street on the Broadway-7th Avenue line. Resiliency measures included providing waterproofing treatments like mechanical closure devices beneath sidewalk ventilation gratings, barriers within sidewalk manholes, deployable flexgate covers or stop logs at station entrances, watertight hatches and doors that lead to critical internal rooms. These resiliency solutions will ensure that the critical, low-lying stations will remain operational in a future storm event.

CAPITAL PROJECT MILESTONE SUMMARY*
2020

(Through March 31, 2020)

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

March

Construction Awards	833.0	18	30.3	3	3.6	16.7
Substantial Completions	210.9	17	66.7	6	31.6	35.3

2020 Year-To-Date

Construction Awards	1,618.0	18	1,148.1	25	71.0	138.9
Substantial Completions	576.7	17	403.7	31	70.0	182.4

2020 Projected To-Year-End

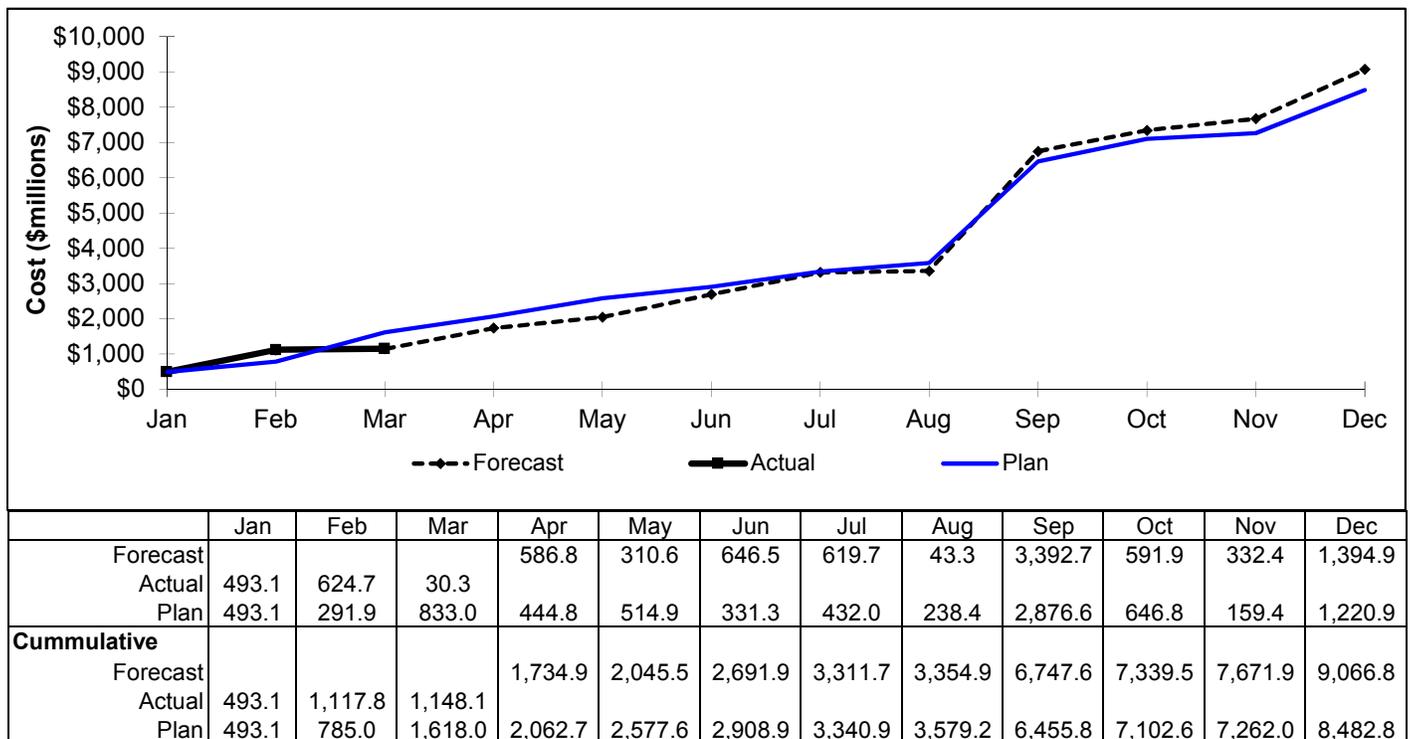
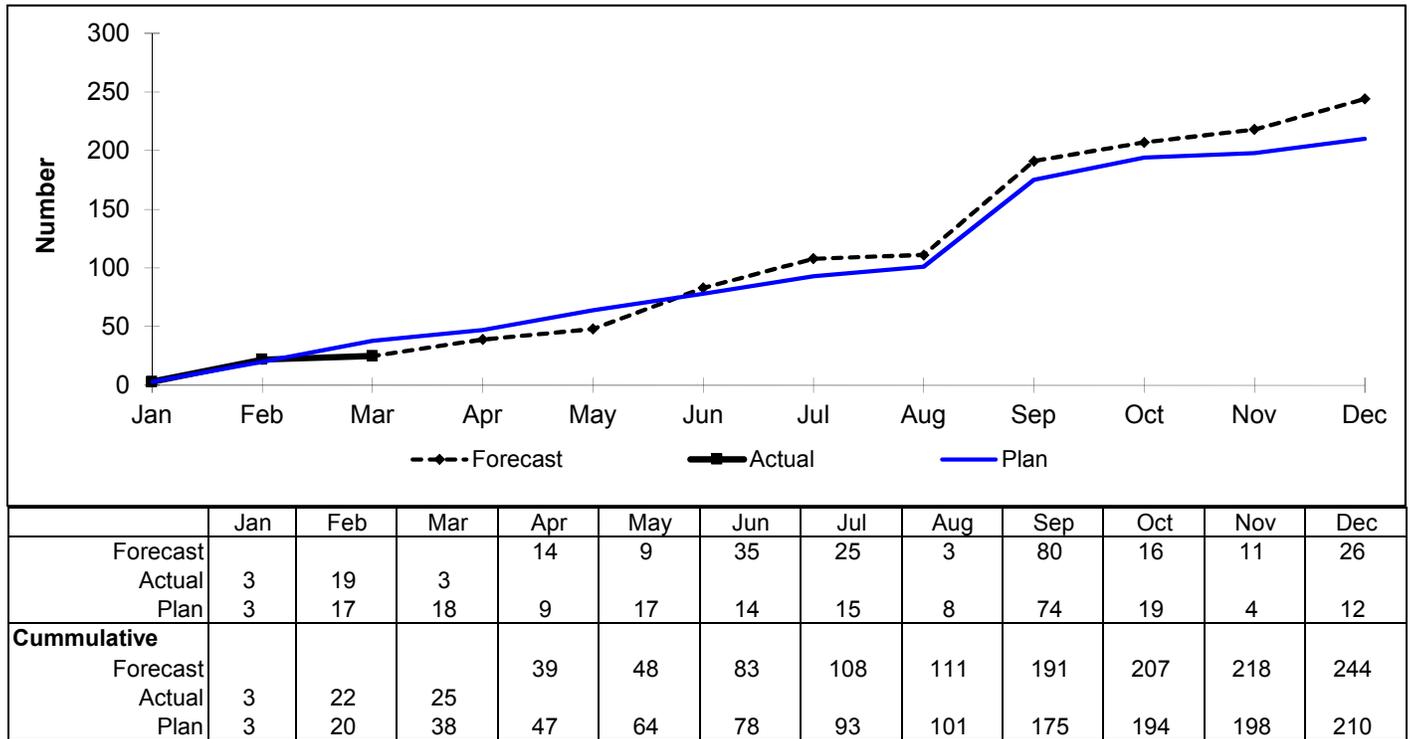
	Initial Plan		Current Forecast		%(\$)	%(#)
Construction Awards	8,482.9	210	9,066.8	244	106.9	116.2
Substantial Completions	2,890.2	174	2,896.9	171	100.2	98.3

*End of Year and Current forecast for March does not reflect the future impact of the 60 day agency-wide commitment hold.

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

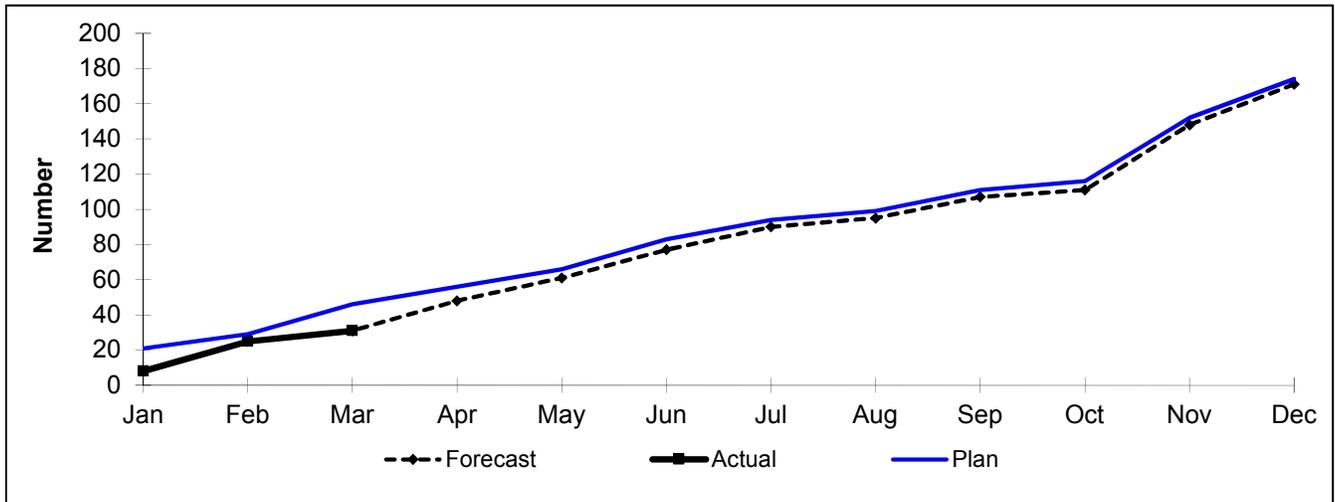
2020 Awards Charts

As of March 2020

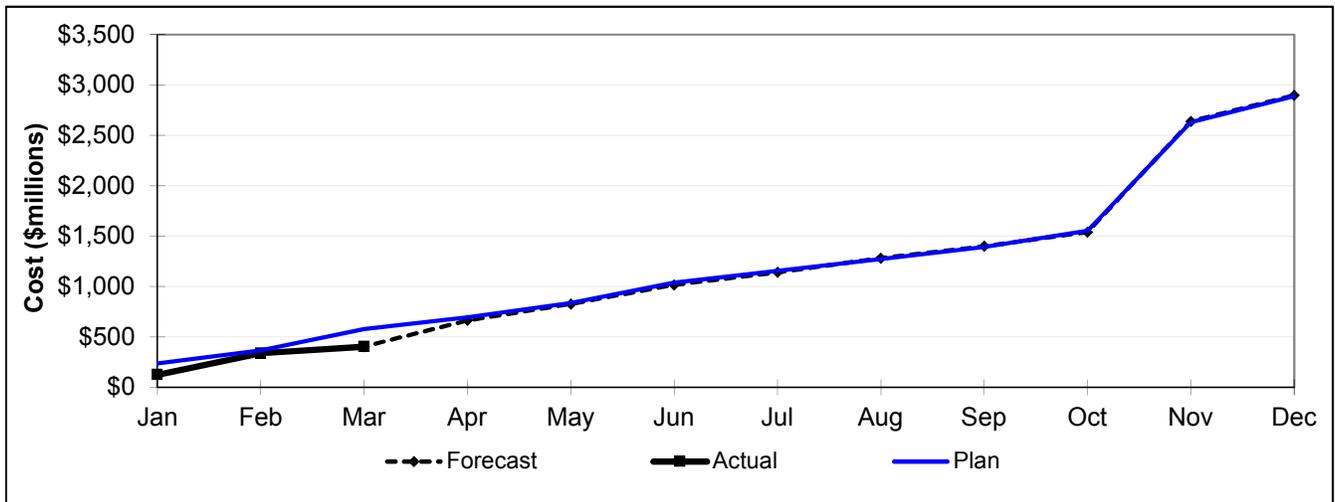


2020 Substantial Completions Charts

As of March 2020



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast				17	13	16	13	5	12	4	37	23
Actual	8	17	6									
Plan	21	8	17	10	10	17	11	5	12	5	36	22
Cummulative												
Forecast				48	61	77	90	95	107	111	148	171
Actual	8	25	31									
Plan	21	29	46	56	66	83	94	99	111	116	152	174



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast				259.8	162.9	189.4	125.0	140.0	119.3	140.8	1,097.5	258.5
Actual	123.5	213.5	66.7									
Plan	237.1	128.7	210.9	118.3	143.4	201.7	116.0	117.3	119.0	160.5	1,077.8	259.5
Cummulative												
Forecast				663.5	826.4	1,015.8	1,140.8	1,280.8	1,400.1	1,540.9	2,638.4	2,896.9
Actual	123.5	337.1	403.7									
Plan	237.1	365.8	576.7	695.0	838.5	1,040.2	1,156.2	1,273.5	1,392.5	1,553.0	2,630.7	2,890.2



New York City Transit

Sarah Feinberg
Interim President
New York City Transit



Bus Company

Craig Cipriano
Acting President
MTA Bus Company

2 Broadway
New York, NY 10004-2207