



Transit and Bus Committee Meeting January 2019

Committee Members

F. Ferrer, Committee Chairman

A. Albert

R. Glucksman

D. Jones

S. Metzger

C. Moerdler

S. Rechler

J. Samuelson

P. Trottenberg

V. Vanterpool

P. Ward

C. Weisbrod



NYCT senior staff rang in the New Year with visits to Midtown Manhattan subway stations where they greeted customers, thanked staff and the NYPD, monitored crowds, and observed station conditions throughout the busy New Year's Eve celebrations in Times Square.

New York City Transit and Bus Committee Meeting

2 Broadway, 20th Floor Conference Room

New York, NY 10004

Tuesday, 1/22/2019

10:30 AM - 12:00 PM ET

1. PUBLIC COMMENT PERIOD

2. APPROVAL OF MINUTES – December 10, 2018

December Meeting Minutes - Page 4

3. APPROVAL OF WORK PLAN

2019 Committee Work Plan - Page 11

4. PRESIDENT'S REPORT

President's Commentary - Page 19

a. Customer Service Report

i. Subway Report

Subway Report - Page 21

ii. NYCT, MTA Bus Report

NYCT, MTA Bus Report - Page 52

iii. Paratransit Report

Paratransit Report - Page 77

iv. Accessibility Update

Accessibility Update - Page 91

v. Strategy and Customer Experience Report

Strategy & Customer Experience Report - Page 93

b. Safety Report

Safety Report - Page 100

c. Crime Report

Crime - Page 104

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

Financial and Ridership Reports - Page 115

e. Capital Program Status Report

Capital Program Status Report - Page 174

5. PROCUREMENTS

Procurement Cover, Staff Summary, and Resolution - Page 186

a. Non-Competitive

NYCT Non-Competitive Actions - Page 191

b. Competitive

NYCT Competitive Actions - Page 197

c. Ratifications

NYCT Ratifications - Page 205

6. STANDARD FOLLOW UP REPORTS

a. MetroCard Report

MetroCard Report - Page 208

b. Quarterly Customer Satisfaction Report, 4th Quarter, 2018

Customer Satisfaction Report, Q4 2018 - Page 213

7. OUTSTANDING BUSINESS (No Materials)

8. EXECUTIVE OFFICE CONTACT INFORMATION

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**Minutes of Regular Meeting
Committee on Operations of the MTA New York City Transit Authority, Manhattan
and Bronx Surface Transit Operating Authority,
Staten Island Rapid Transit Operating Authority,
Capital Construction Company and Bus Company
December 10, 2018**

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

The following Members were present:

Hon. Fernando Ferrer, Committee Chair
Hon. Andrew Albert
Hon. Randolph Glucksman
Hon. David R. Jones
Hon. Susan G. Metzger
Hon. Charles G. Moerdler
Hon. Scott Rechler
Hon. John Samuelson
Hon. Polly Trottenberg
Hon. Veronica Vanterpool
Hon. Carl Weisbrod

Also present were:

Hon. Ira Greenberg, Board Member

Andy Byford, President
Joel Andrews, Vice President, EEO and Diversity
Craig Cipriano, Executive Vice President, MTA Bus
Michael Cosgrove, Vice President, Paratransit
Edward Delatorre, Chief, NYPD Transit Bureau
Robert Diehl, Senior Vice President, Safety and Security Department
Alex Elegudin, Senior Accessibility Advisor to the President
Gwen Harleston, Deputy Director of Compliance, MTA Bus
Darryl Irick, President MTA Bus Company & Senior Vice President NYCT Buses
Frank Jezycki, Chief Operating Officer, Subways
Robert Lai, Assistant Chief Officer, MTA Bus
Sally Librera, Senior Vice President, Subways
Judith McClain, Acting Chief, Operations Planning
Sarah Meyer, Chief Customer Officer
Tim Mulligan, Senior Vice President, Operations Support
John O'Grady, Senior Vice President, Capital Program Management
Jaibala Patel, Chief Financial Officer, Office of Management and Budget
Stephen Plochochi, Senior Vice President, Procurement & Supply Chain

Deborah Prato, Senior Vice President, Chief People Officer

I. Chairman Ferrer opened the meeting.

II. Public Speakers

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

III. Minutes and Work Plan

Upon motion duly made and seconded, the Committee approved the minutes of the November 13, 2018 meeting of the MTA New York City Transit Authority, Manhattan and Bronx Surface Transit Operating Authority, Staten Island Rapid Transit Operating Authority, Capital Construction Company and Bus Company.

There were no changes to the Work Plan.

IV. Agenda Items

President Byford delivered the President's Report.

A. Customer Service Operations Report

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

Member Albert noted the legacy indicators show a significant improvement in the terminal on time performance on the 1 2 4 and 5 lines and inquired whether this was due to recalibrating the schedules, the Subway Action Plan, or both. Ms. Librera responded it was a combination of both factors and confirmed significant changes were made to the subway schedules recently. This in turn has led to improvements in dispatching trains, merging trains, and managing dwell times. She expects to see those improvements continue.

Noting improvements are needed on the J and Z lines, Member Greenberg asked what is being done about it. Ms. Librera responded station work on those lines caused trains to move at slower speeds. As the station work concludes, those lines will improve. Member Greenberg further inquired when CBTC will be fully operative on the 7 line. Ms. Librera responded the line has been under CBTC since Thanksgiving weekend, however, the project is not yet complete, as there are some technical issues that NYCT is addressing with the vendor. CBTC will be completed in 2019, and Ms. Librera anticipates significant improvements on the 7 line.

Member Vanterpool noted that in May of 2017, NYCT announced a Six Point Plan which included how to better deal with sick customers and inquired whether the plan was still in effect. Ms. Librera responded the Six Point Plan was fully incorporated into

the Subway Action Plan. EMTs are now stationed at strategic locations to address sick passengers more quickly. This has led to some faster resolutions. Ms. Librera noted sick passengers are still a common and disruptive problem. In some cases, trains wait until help arrives, while in other cases, it is more effective to meet the EMTs down the line.

In noting the Subway Action Plan includes replacement of wiring for the signals, Member Moerdler inquired whether the worst lines will be replaced first. Ms. Librera responded in the affirmative. Member Moerdler asked what is being done with respect to platform screen doors, and in particular, the previously budgeted test site at Canarsie. President Byford responded he removed the platform door test site from the budget because platform doors would take many years and billions of dollars to install. Also, due to construction issues, the NYCT system would be very difficult to retrofit. Those funds were instead reallocated to making stations more accessible. Mr. Byford added platform doors would be beneficial going forward, and new construction projects might include the doors in the future.

Member Jones noted the Koch administration got local businesses to help improve the subways, because employers have an interest in getting their employees to work safely. He suggested NYCT explore that idea with respect to funding platform doors. President Byford stated he would like to have that discussion.

Darryl Irick, President MTA Bus Company & Senior Vice President NYCT Buses, delivered the Buses Report and the Paratransit Report.

Noting problems with the articulated buses during the last snowstorm, Member Jones inquired what can be done to better prepare in the event of inclement weather. Mr. Irick responded that NYCT makes plans based on the forecast, and the past storm was difficult due to the incorrect forecast. Member Trottenberg added the City is preparing an after-action report regarding the unique circumstances of the storm and what can be done in the future to make improvements.

Member Vanterpool noted her approval of the Bus Action Plan and the Staten Island Redesign, which has led to improvements in bus bunching and bus service speeds. She inquired about the status of the Clear Bus Lane initiative. Mr. Irick responded the program is ongoing and has been very positive. NYCT has created a new and unique relationship with the NYPD, and this has proven to be very beneficial. Member Vanterpool asked for more information with respect to how successful the program has been, how the corridors are chosen, and how long this program will last. Mr. Irick responded he will give a briefing next month.

Member Moerdler noted the DOT should also be included in the Clear Bus Lane discussions. He also inquired about the cost of the E-hail program. Mr. Irick responded that E-hail has been very popular. It has, however, come at a significant cost due to demand and volume of trips. Member Moerdler requested that a report on the E-hail cost be provided. He also inquired whether the NYPD Transit Bureau, which helps

prevent fare evasion on the subways, can be deployed to the buses as well. Mr. Irick agreed fare evasion on buses is a big problem and stated NYCT is looking at a number of initiatives. A dedicated police force for bus issues is being discussed. Mr. Byford agreed and noted the presence of NYCT and NYPD personnel acts as a visible deterrent to fare evaders.

Mr. Jones stated he wants equitable enforcement. He also inquired about the status of new touchless system and the anticipated impact on fare evasion. President Byford noted the new system will record proof of payment, which will be very helpful in detecting fare evaders.

Member Weisbrod inquired whether fare evasion statistics can be included in the monthly report. Tim Mulligan, Senior Vice President, Operations Support, responded they could be provided on a quarterly basis, and stated he would do so.

Member Glucksman inquired about the enforcement power of the Eagle Team. Robert Diehl, Senior Vice President, Safety and Security Department, stated Eagle Team members issue summonses but they are not police officers. Their main goal is to ensure people pay the fare.

Alex Elegudin, Senior Accessibility Advisor to the President, delivered the Accessibility Report.

Member Vanterpool asked if the Neighborhood Coordination Officers were a new initiative. Mr. Elegudin responded in the affirmative and noted the officers work on a variety of neighborhood oriented tasks. Edward Delatorre, Chief, NYPD Transit Bureau, added the program has been implemented in six districts already and he anticipates the program will be in effect in all twelve districts by the Spring. Member Vanterpool expressed approval for this program and its effort to assist the disabled.

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

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

Edward Delatorre, Chief, NYPD Transit Bureau, delivered the Crime Report.

Member Moerdler expressed disappointment in the increase in the number of hate crimes in the 34th District, and asked what, other than apprehension, can be done to combat bigotry. He expressed approval of the decrease in hate crimes in the 30th District. Mr. Delatorre suggested better educating children would help eliminate bigotry. With respect to physical violence, education can also be a deterrent with teenagers.

B. Financial Reports

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

John O'Grady, SVP, CPM, delivered the Capital Program Status Report.

In response to Member Greenberg's inquiry about the status of the fan plant on the Lexington Line, Mr. O'Grady stated he would provide an update at the next meeting.

C. Procurements

Stephen Plochochi, Senior Vice President, Procurement & Supply Chain, introduced the NYCT procurement package, which consisted of one item totaling \$1.1M in expenditures. The item is a modification to a construction contract for foundation work required to incorporate a new ADA elevator at the southbound 8th Avenue Station located on the Sea Beach line in Brooklyn. The base contract provides for the renewal of six stations along the line.

Motions were duly made and seconded to approve the procurement action items.

Member Weisbrod expressed dissatisfaction with ratifications and inquired whether the work has already been done and whether this is the last ratification under this contract. Mr. Plochochi responded the work is not complete and NYCT is working to develop a better way to report upcoming items to the Board, preferably before they are retroactive. Some items are reported retroactively in order to prevent stoppage in the work schedule. Member Weisbrod stated the Board should not be asked to ratify items already finished and inquired why everything can't be approved at one time. Mr. Plochochi noted NYCT is in the process of scoping out whether additional work on unanticipated problems will be needed. Member Weisbrod stated there will always be situations where undiscovered work emerges. He stated NYCT should have more flexibility in its contracts to account for this. Mr. Plochochi agreed and stated NYCT is working on that issue. Member Weisbrod noted the substantial completion date of the contract is eighteen days away, inquiring why NYCT did not know how much additional work may be needed at this point. Mr. O'Grady stated there will be an extension of time associated with this work. Member Weisbrod noted the contract was competitively bid. Any modifications would not be competitively bid. This puts NYCT at a disadvantage in negotiating a price with the contractor. Therefore, it is advantageous to provide for flexibility up front in the contracts.

In response to Chairman Ferrer's inquiry, Mr. Plochochi stated the RFP for the underlying contract was issued December 30, 2014. President Byford noted certain projects are in the pipeline and need to be finished. He agreed retrospective orders are undesirable. He stated NYCT has taken the lead in developing a system so there is no question of scope creep and no potential for design change.

Member Moerdler stated there are instances where having a contingency clause leads to potential for abuse. He stated he would prefer to have contingency issues brought back to the Board. Chairman Ferrer agreed. Member Weisbrod disagreed.

NYCT's ratification (Schedule K in the agenda) was approved, with Member Weisbrod abstaining.

Ms. Patel requested approval of the 2018 November Forecast, the 2019 Final Proposed Budget, and the Four Year Financial Plan for 2019-2022 for NYCT, SIR and MTA Bus.

Member Albert asked whether the fare box revenue projections account for any improvement in dealing with fare evasion or whether they assume it will get worse. Ms. Patel responded it is a baseline. Member Albert asked whether President Byford's cost cutting initiatives, such as not cleaning cars at the terminals, have been factored in. Ms. Patel responded in the affirmative.


Member Greenberg stated he heard a rumor that there will be a reduction in ADA services. Ms. Patel responded the budget actually includes a substantial increase in funding for ADA services.

Member Weisbrod stated that although he would support the budget at this time, he has serious reservations. Specifically, he objected to the reduction in Eagle Team members at a time when fare evasion is a major problem. He expressed concern that it is not a balanced budget, as there is no guarantee that the fare increase will pass.

Motions were duly made and seconded to approve the budget items.

The 2018 November Forecast, the 2019 Final Proposed Budget, and the Four Year Financial Plan for 2019-2022 for NYCT, SIR and MTA Bus was approved.

V. Service Changes

Judith McClain, Acting Chief, Operations Planning, delivered the Service Changes, which consisted of bus schedule changes to account for decreased traffic speed, effective Spring 2019. She also noted six new temporary bus routes will be added for the  project.

Member Albert expressed concern that there was no attempt to identify how run time can be improved. He also expressed dissatisfaction with service on the M72 being cut again. He inquired whether an analysis has been made to discern why ridership has been decreasing on the buses. Ms. McClain responded some of the decline in bus ridership is due to the Second Avenue Subway. She stated the M72 was only cut to 70%, and the impact of the changes will be monitored closely. Member Albert asked whether ridership was being counted by swipes or visually. Ms. McClain responded it is a combination of the two. There is also a fare evasion factor. Member Albert inquired when and where the visual checks are performed, i.e., whether they are performed on

one occasion or over many seasons. Ms. McClain stated it is not just one occasion but it is not over many seasons.

Member Moerdler noted the importance of involving Community Boards before making changes to the bus routes. He expressed disapproval that the Community Boards were not given sufficient notice of the service changes and stated at least thirty days notice must be given. President Byford agreed and stated the issue will be addressed.

VI. Special Reports and Action Items

President Byford noted three standard follow-up reports, which included the Monthly MetroCard Report, the third quarter Transit Recidivism Report, and the EEO and Diversity reports covering the third quarter for NYCT and MTA Bus.

Joel Andrews, Vice President, EEO and Diversity, delivered the NYCT EEO & Diversity Report.

Gwen Harleston, Deputy Director of Compliance, MTA Bus, delivered the MTA Bus EEO & Diversity Report.

Member Moerdler suggested an ombudsman be appointed to help mediate issues prior to an employee bringing an EEO complaint. Chairman Ferrer asked whether it is widely known that EEO is available for counseling and assistance with resolving issues prior to the filing of a formal complaint. Mr. Irick, Mr. Andrews and Ms. Harleston responded in the affirmative.

President Byford noted certain outstanding items, indicating Mr. O'Grady will be reporting to the Board on fan plants, and President Byford will be discussing efforts to increase diversity. President Byford thanked Member Greenberg for his outstanding work with the Board.

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

Respectfully submitted,



Kristen M. Nolan



2019 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
 MetroCard Report
 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
 AFC Program Mgmt & Sales
 Operations Planning
 Management & Budget
 Capital Planning & Budget
 As Listed

II. SPECIFIC AGENDA ITEMS

January 2019

Approval of 2019 NYCT Committee Work Plan
 Quarterly Customer Satisfaction Report, 4th Qtr, 2018

Responsibility

Committee Chair & Members
 Strategy & Customer
 Experience

February 2019

Preliminary Review of NYCT 2018 Operating Results
 Preliminary Review of SIR 2018 Operating Results
 Preliminary Review of MTA Bus 2018 Operating Results
 NYCT Adopted Budget/Financial Plan 2019-2022
 SIR Adopted Budget/Financial Plan 2019-2022
 MTA Bus Adopted Budget/Financial Plan 2019-2022
 Service Quality Indicators (including PES & MTA Bus PES)
 ADA Compliance Report, 4th Qtr, 2018
 Elevator & Escalator Service Report, 4th Qtr, 2018
 Transit Adjudication Bureau Report, 4th Qtr, 2018
 NYCT & MTA Bus EEO & Diversity Report, 2018 Yr End Rpt

Management & Budget
 Management & Budget
 Management & Budget
 Management & Budget
 Management & Budget
 Management & Budget
 Operations Planning
 Capital Program Management
 Subways
 Law
 EEO & Human Resources

March 2019

Transit Recidivism Report, 4th Qtr, 2018
 Fare Evasion Report, 4th Qtr, 2018

Law
 Management & Budget

April 2019

Homeless Outreach Report
 Final Review of NYCT 2018 Operating Results
 Final Review of SIR 2018 Operating Results
 Final Review of MTA Bus 2018 Operating Results
 Quarterly Customer Satisfaction Report, 1st Qtr, 2019

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

II. SPECIFIC AGENDA ITEMS (con't)

Responsibility

May 2019

Transit Adjudication Bureau Report, 1st Qtr, 2019
Elevator & Escalator Service Report, 1st Qtr, 2019
NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2019

Law
Subways
EEO & Human Resources

June 2019

Transit Recidivism Report, 1st Qtr, 2019
Fare Evasion Report, 1st Qtr, 2019

Law
Management & Budget

July 2019

Quarterly Customer Satisfaction Report, 2nd Qtr 2019

Strategy & Customer Experience

August 2019

No Meetings Held

September 2019

Public comment/Committee review of budget
2019 NYCT Mid-Year Forecast Monthly Allocation
2019 SIR Mid-Year Forecast Monthly Allocation
2019 MTA Bus Mid-Year Forecast Monthly Allocation
2020 Preliminary NYCT Budget
2020 Preliminary SIR Budget
2020 Preliminary MTA Bus Budget
Service Quality Indicators (including PES & MTA Bus PES)
Elevator & Escalator Service Report, 2nd Qtr, 2019
Transit Adjudication Bureau Report, 2nd Qtr, 2019
Transit Recidivism Report, 2nd Qtr, 2019
Fare Evasion Report, 2nd Qtr, 2019
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2019

Management & Budget
Management & Budget
Management & Budget
Management & Budget
Management & Budget
Management & Budget
Management & Budget
Operations Planning
Subways
Law
Law
Management & Budget
EEO & Human Resources

October 2019

Public Comment/Committee review of budget
Homeless Outreach Report
2020 Preliminary NYCT Budget
2020 Preliminary SIR Budget
2020 Preliminary MTA Bus Budget

MTA
Management & Budget
Management & Budget
Management & Budget

November 2019

Elevator & Escalator Service Report, 3rd Qtr, 2019
Transit Adjudication Bureau Report, 3rd Qtr, 2019

Subways
Law

December 2019

NYCT 2020 Adopted Budget/Financial Plan 2020-2023
SIR 2020 Adopted Budget/Financial Plan 2020-2023
MTA Bus 2020 Adopted Budget/Financial Plan 2020-2023
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2019
Transit Recidivism Report, 3rd Qtr, 2019
Fare Evasion Report, 3rd Qtr, 2019

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



2019 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.

MetroCard Report

Status Report on progress related to the implementation of the MetroCard fare collection system. Report provides information on MetroCard market share, the Reduced Fare Program, MetroCard sales initiatives and the Balance Protection Program.

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)

JANUARY 2019

Approval of Committee Work Plan

The Committee will be provided with the work plan for 2019 and will be asked to approve its use for the year.

Quarterly Customer Satisfaction Report, 4th Qtr 2018

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.

FEBRUARY 2019

Preliminary Review of NYCT's 2018 Operating Results

NYCT will present a brief review of its 2018 Budget results.

Preliminary Review of SIR 2018 Operating Results

SIR will present a brief review of SIR's 2018 Budget results.

Preliminary Review of MTA Bus 2018 Operating Results

MTA Bus will present a brief review of its 2018 Budget results.

Adopted Budget/Financial Plan 2019-2022

NYCT will present its revised 2019-2022 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2019-2022 reflecting the out- year impact of any changes incorporated into the 2018 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2019 by category.

SIR Adopted Budget/Financial Plan 2019-2022

NYCT will present SIR's revised 2019-2022 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2019-2022 reflecting the out- year impact of any changes incorporated into the 2018 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2019 by category.

MTA Bus Adopted Budget/Financial Plan 2019-2022

MTA Bus will present its revised 2019-2022 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2019-2022 reflecting the out- year impact of any changes incorporated into the 2018 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2019 by category.

Service Quality Indicators/PES Report

Bi-annual report which presents NYCT and MTA Bus Passenger Environment Survey results, which measure subway and bus cleanliness, customer information and operations.

II. SPECIFIC AGENDA ITEMS (con't)

ADA Compliance Report, 4th Qtr, 2018

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.

Elevator & Escalator Service Report, 4th Qtr, 2018

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

Transit Adjudication Bureau Report, 4th Qtr, 2018

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- 2018 Year-End Report

A detailed year-end 2018 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 2019

Transit Recidivism Report, 4th Qtr, 2018

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, 2018

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

APRIL 2019

Homeless Outreach Report

MTA report on progress with homeless outreach efforts.

Final Review of NYCT 2018 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 2018 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 2018 Operating Results

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

Quarterly Customer Satisfaction Report, 1st Qtr 2019

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)

MAY 2019

Transit Adjudication Bureau Report, 1st Qtr, 2019

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

Elevator & Escalator Service Report, 1st Qtr, 2019

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

EEO & Diversity Report, 1st Qtr, 2019

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 2019

Transit Recidivism Report, 1st Qtr, 2019

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

Fare Evasion Report, 1st Qtr, 2019

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

JULY 2019

Quarterly Customer Satisfaction Report, 2nd Qtr 2019

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

AUGUST 2019

No Meetings Held

SEPTEMBER 2019

2019 NYCT Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of its 2019 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2019 SIR Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of SIR's 2019 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

II. SPECIFIC AGENDA ITEMS (con't)

2019 MTA Bus Mid-Year Forecast Monthly Allocation

MTA Bus will present its monthly allocation of MTA Bus' 2019 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2020 NYCT Preliminary Budget

Public comments will be accepted on the 2020 Preliminary Budget.

2020 SIR Preliminary Budget

Public comments will be accepted on the 2020 Preliminary Budget.

2020 MTA Bus Preliminary Budget

Public comments will be accepted on the 2020 Preliminary Budget.

Service Quality Indicators/PES Report

Bi-annual report which presents NYCT and MTA Bus Passenger Environment Survey results, which measure subway and bus cleanliness, customer information and operations.

Elevator & Escalator Service Report, 2nd Qtr, 2019

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

Transit Adjudication Bureau Report, 2nd Qtr, 2019

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, 2019

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

EEO & Diversity Report, 2nd Qtr, 2019

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, 2019

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

OCTOBER 2019

Homeless Outreach Report

MTA report on progress with homeless outreach efforts.

2020 NYCT Preliminary Budget

Public comments will be accepted on the 2020 Preliminary Budget.

2020 SIR Preliminary Budget

II. SPECIFIC AGENDA ITEMS (con't)

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

2020 MTA Bus Preliminary Budget

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

NOVEMBER 2019

Elevator & Escalator Service Report, 3rd Qtr, 2019

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

Transit Adjudication Bureau Report, 3rd Qtr, 2019

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

DECEMBER 2019

NYCT 2020 Adopted Budget/Financial Plan 2020-2023

NYCT will present its revised 2019-2022 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2019-2022 reflecting the out-year impact of any changes incorporated into the 2019 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2019 by category.

SIR 2020 Adopted Budget/Financial Plan 2020-2023

SIR will present its revised 2019-2022 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2020-2023 reflecting the out-year impact of any changes incorporated into the 2019 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2019 by category.

MTA Bus 2020 Adopted Budget/Financial Plan 2020-2023

MTA Bus will present its revised 2019-2022 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2019-2022 reflecting the out-year impact of any changes incorporated into the 2019 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2019 by category.

EEO & Diversity Report, 3rd Qtr, 2019

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, 2019

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

Fare Evasion Report, 3rd Qtr, 2019

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

President's Report

Andy Byford, President



NYCT President Andy Byford offers thanks to NYPD officer and Army veteran Syed Ali who was on foot patrol at the East Broadway station on December 23. Ali calmly handled a tough situation when he was aggressively approached by a group of five men reported to be harassing a customer.



President's Commentary

This report marks my one-year anniversary at New York City Transit.

In the last twelve months, we have developed and launched a visionary plan that will transform transit in this city. *Fast Forward* sets out what needs to be done to modernize the subway within an unprecedented timeframe and it describes steps we are taking to reverse the decline in bus ridership and restore riders' faith in the system.

We have made accessibility a top priority, both in describing how rapid progress can be made in delivering an accessible subway station network, but also in delivering immediate improvements to existing service.

We have refreshed and strengthened our senior management team, with top quality leaders in the critical areas of accessibility, operations, customer service and people management. Our new subway station management team is fully in place, the positive effects of which are really beginning to be felt.

I am delighted to welcome Pete Tomlin aboard. As I mentioned last month, Pete is joining the team as VP Network Resignaling, bringing with him world-class experience and credibility from installing modern signaling systems in the UK, Hong Kong and Canada. So, this is a coup for NYCT. Pete will immediately take charge of our resignaling program, both the planned roll-out of CBTC and the emerging technology of Ultra-Wideband.

In parallel, we have applied intense focus to getting the basics right on delivery of existing service and in a relentless drive to improve. We have continued to deliver the Subway Action Plan but added what was missing - a complementary all-out focus on operational basics and safely harvesting maximum output from the existing bus and subway networks.

To that end, I am delighted to start 2019 on a highly positive note with very encouraging December subway statistics, with progress in tackling bus and accessibility challenges and with very positive customer survey statistics that show that our riders are noticing improvement.

My team will expand on these points as they make their reports. One year in, I am very proud of them and of all 50,000 men and women of Transit as we embark upon our second year together.

Andy Byford

President, New York City Transit

Subways

Sally Librera, Senior Vice President



NYCT's Subway Performance Evaluation, Education, and Development (SPEED) team is part of our Save Safe Seconds initiative to deliver faster, reliable, and safe service. The team - made up of Service Delivery personnel, engineers, planners, and safety experts - is working to identify places throughout the system where trains are running slower than they should be and to safely speed them up.

January 2019 Highlights: Department of Subways

January 2019 Highlights:
Department of Subways

December 2018 ended a successful year of stabilizing and improving service for subway customers. December was the fourth consecutive month in which Subways exceeded its goal of reducing 10,000 monthly delays. On-time performance on weekdays reached 72.6%, the highest performance in over four years. There were 52 major incidents on weekdays, matching the second lowest of any month in the past year. Our customer travel time metrics also improved significantly, showing that more customers are getting to their destinations when they expect to. The Subways team has worked hard throughout 2018 stabilizing the system under the Subway Action Plan, initiating Fast Forward efforts that involve a back-to-basics approach to service management, and embracing the Save Safe Seconds campaign to look for every opportunity to safely get riders to their destinations on time.

Work to stabilize the system has involved clearing thousands of defects for track, signals, and structures, upgrading stations and subway cars, and systemwide efforts to clear drains and remove debris from the system. Among the many benefits of this work is a reduction in fires in the system – overall fires were down about 9% in 2018, while fires related to debris on the roadbed were down 26%.

One example of how Save Safe Seconds has led to improved service is the Service Performance Evaluation, Education, and Development (SPEED) team. The team – made up of Service Delivery personnel, engineers, planners, and safety experts – is working to identify places throughout the system where train speeds can be safely increased. Recently, months of work led to an increase in speed limits in six areas of the system including locations along the Fourth Avenue (R), Jamaica (J, M, Z), Broadway (1, 2, 3), Brighton (B, Q), Eastern Parkway (2, 3, 4, 5), and Broadway (N, Q, R, W) Lines; twenty-four speed adjustments in all. Our safety committee has approved an additional 34 areas for speed limit increases which we will soon roll out.

Our Maintenance of Way teams are using new technologies made available through our Enterprise Asset Management system to streamline and improve inspections. As of December 15, over 400 Track and Signal personnel are now using mobile devices for monthly joint switch inspections. This effort has improved data quality and added efficiencies in both record keeping and report retrieval. It also helps us identify trends and target maintenance so we can reduce delays. This is a huge step forward for Subways and one of several areas where we are making big gains through more efficient use of technology.

I am proud of the progress made by Subways during 2018, and I know that the entire team is committed to building on this momentum to further improve service in the new year.

Sally Librera

Senior Vice President, Department of Subways

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	December 2018			12-Month Average		
	This Year	Last Year	% Diff	This Year	Last Year	% Diff
Weekday Customer-Focused Metrics						
Weekday Major Incidents (Chart 1) Unplanned incidents delaying 50+ trains	52	50	+4.0%	68.0	68.0	0.0%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	95.4%	93.8%	+1.6%	94.8%	94.5%	+0.3%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:18	0:01:28	-11.4%	0:01:18	N/A*	N/A*
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:01:10	0:01:28	-20.5%	0:01:19	N/A*	N/A*
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	80.2%	78.2%	+2.0%	79.4%	N/A*	N/A*
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of delays attributed to car-related causes	118,854	120,370	-1.3%	121,116	121,220	-0.1%
Elevator Availability** (Chart 14) % of time elevators are operational systemwide	96.9%	96.9%	0.0%	96.5%	95.9%	+0.6%
Escalator Availability** (Chart 14) % of time escalators are operational systemwide	93.1%	94.9%	-1.8%	93.6%	94.5%	-0.9%
Passenger Environment						
Subway Car PES-KPI (Chart 15) Composite indicator for subway car environment (cleanliness, condition, information) reflecting customer experience				94.4%	91.4%	3.0%
Stations PES-KPI (Chart 16) Composite indicator for station environment (cleanliness, condition, information) reflecting customer experience				91.2%	91.5%	-0.3%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 18)	72.2%	69.3%	+2.9%	70.8%	71.3%	-0.5%
Weekday Terminal On-Time Performance (Chart 20)	72.6%	62.9%	+9.7%	67.1%	63.4%	+3.7%
Weekday Trains Delayed (Chart 22)	45,418	61,441	-26.1%	57,774	62,479	-7.5%

*Systemwide data for the Additional Platform Time, Additional Train Time, and Customer Journey Time Performance indicators are available from March 2017. Data for the B Division is not available prior to March 2017.

** 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.)

The metrics in this report are preliminary and subject to change.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	December 2018			12-Month Average		
	This Year	Last Year	% Diff	This Year	Last Year	% Diff
Weekend Customer-Focused Metrics						
Weekend Major Incidents (Chart 2) Unplanned incidents delaying 50+ trains	8	13	-38.5%	8.1	7.5	+8.0%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	98.2%	94.2%	+4.0%	97.2%	97.3%	-0.1%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 19)	80.8%	73.7%	+7.1%	77.8%	78.2%	-0.4%
Weekend Terminal On-Time Performance (Chart 21)	78.7%	64.8%	+13.9%	70.3%	69.6%	+0.7%
Weekend Trains Delayed (Chart 23)	12,534	21,726	-42.3%	15,566	16,115	-3.4%

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	December 2018			12-Month Average		
	This Year	Last Year	% Diff	This Year	Last Year	% Diff
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	95.1%	94.6%	+0.5%	95.4%	96.7%	-1.3%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	97.4%	96.8%	+0.6%	96.1%	97.1%	-1.0%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	98.5%	93.8%	+4.7%	95.0%	96.1%	-1.1%
Percentage of Completed Trips						
Percentage of Completed Trips	100.0%	99.9%	0.1%	99.6%	99.9%	-0.3%
Passenger Environment						
Staten Island Railway PES-KPI (Chart 17)				91.5%	90.4%	+1.1%
Composite indicator for subway car and station environments reflecting customer experience						
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of delays attributed to car-related causes	221,234	217,421	+1.8%	70,950	59,871	+18.5%

The metrics in this report are preliminary and subject to change.

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 during the following times:

- Weekday Peak Hours – 7 a.m. to 10 a.m. and 4 p.m. to 7 p.m.
- Weekends - 10 a.m. to 6 p.m.

Additional Platform Time (APT)

The average added time that customers spend waiting on the platform for a train, compared with their scheduled wait time. Additional Platform Time is measured using a combination of customers' MetroCard entry data into stations and train departure times from those stations, using information from the real-time train tracking technologies that provide train arrival information. Data for the B Division is not available prior to March 2017.

Additional Train Time (ATT)

The average additional unanticipated time customers spend onboard the train due to various service issues. Additional Train Time is measured using a combination of customers' MetroCard entry data into their starting stations and customers' arrival times at their destination stations, using information from the real-time train tracking technologies that provide train arrival information. Data for the B Division is not available prior to March 2017.

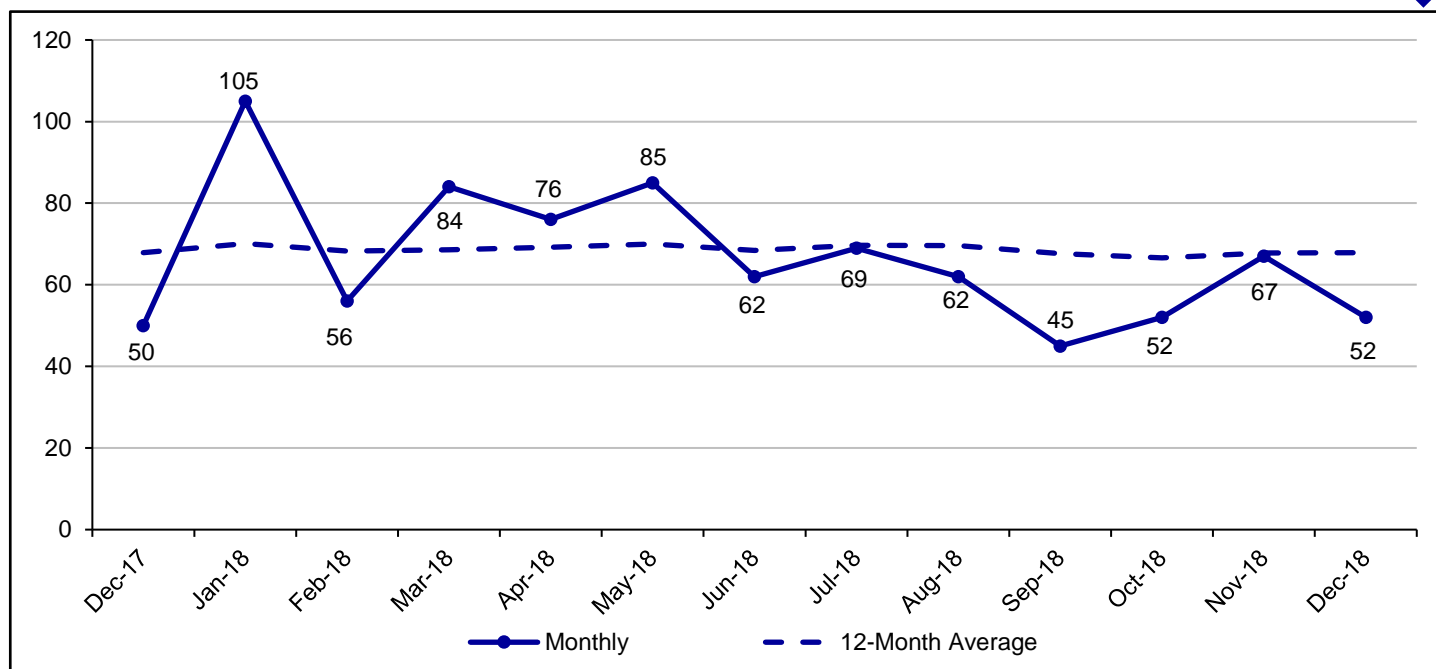
Customer Journey Time Performance (CJTP)

The percentage of customers whose journeys (waiting and travel time) are completed within five minutes of their scheduled journey time.

APT, ATT, and CJTP use ATS-A data (historical data available) for the A Division and beacon data calibrated with other sources for the B Division. B Division data is not available prior to March 2017. These are beta metrics and may change with further development.

Subway Weekday Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Track	11	7	+4	12.2	15.5	-3.3
Signals	13	23	-10	21.9	21.3	+0.6
Persons on Trackbed/Police/Medical	15	10	+5	13.7	14.7	-1.0
Stations & Structures	1	4	-3	5.8	4.8	+1.0
Subway Car	4	2	+2	4.1	4.3	-0.2
Other	8	4	+4	10.3	7.4	+2.9
Subdivision A	25	21	+4	31.7	34.3	-2.6
Subdivision B	27	29	-2	36.3	33.6	+2.7
Systemwide	52	50	+2	68.0	68.0	0.0
Avg Incident Duration (h:mm:ss)	0:16:36	0:19:06	-0:02:30	0:17:00	0:17:18	-0:00:18
Avg Trains Delayed per Incident	118	102	+16	105	111	-6.0

Major Incidents Discussion

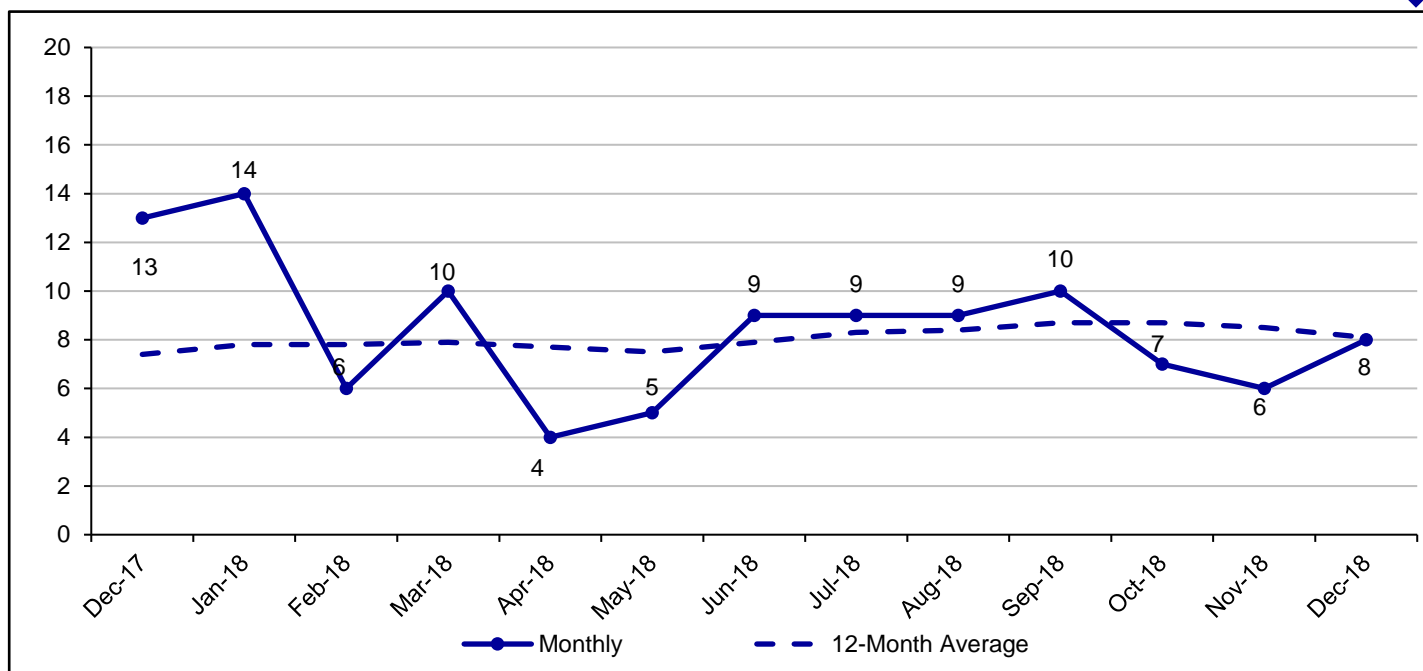
- There were 52 weekday Major Incidents in December 2018, a decrease from 67 the prior month.
- There were eight Major Incidents involving persons on the roadbed or struck by trains, some as the result of walking between subway cars.
 - NYCT launched an awareness campaign to communicate the danger of walking between subway cars. The new information is already on digital signage and we are creating new decals that will be added to subway cars.
- Signals Major Incidents decreased by 10 compared to last December and was significantly lower than the 12-month average.
- There were more Track incidents in December 2018 than the prior year, though fewer than the 2018 12-month average.

The metrics in this report are preliminary and subject to change.

Chart 1

Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Track	3	2	+1	1.4	1.2	+0.2
Signals	1	5	-4	2.3	2.5	-0.2
Persons on Trackbed/Police/Medical	1	2	-1	1.3	1.1	+0.2
Stations & Structure	2	1	+1	1.4	0.3	+1.1
Subway Car	0	0	0	0.2	0.2	0.0
Other	1	3	-2	1.5	2.2	-0.7
Subdivision A	5	4	+1	3.5	3.7	-0.2
Subdivision B	3	9	-6	4.6	3.8	0.8
Systemwide	8	13	-5	8.1	7.5	+0.6
Avg Incident Duration (h:mm:ss)	0:05:00	0:17:30	-0:12:30	0:18:54	0:17:06	+0:01:49
Avg Trains Delayed per Incident	76	74	+2	92	96	-4

Major Incidents Discussion

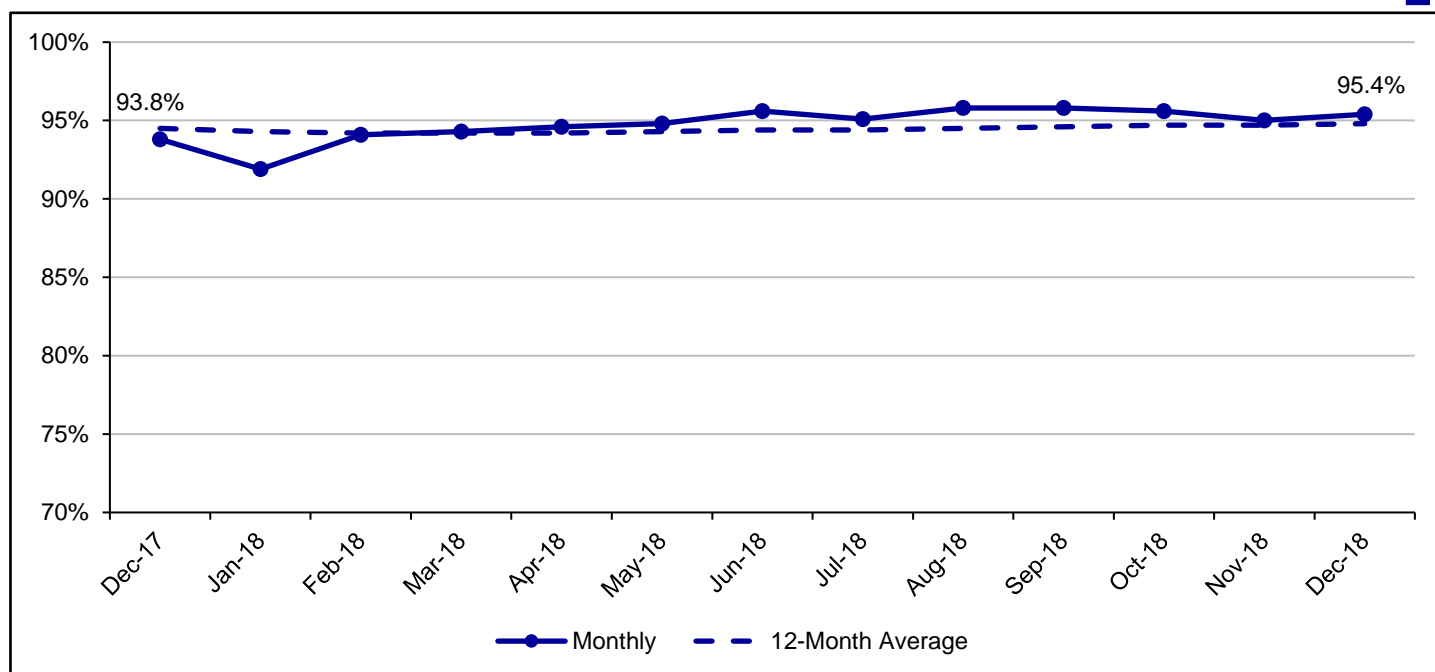
- Weekend Major Incidents decreased by five compared to last December, mostly due to fewer Signals incidents.

The metrics in this report are preliminary and subject to change.

Chart 2

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Subdivision A	94.9%	92.1%	+2.8%	93.4%	92.3%	+1.1%
Subdivision B	95.8%	95.1%	+0.7%	95.9%	96.1%	-0.2%
Systemwide	95.4%	93.8%	+1.6%	94.8%	94.5%	+0.3%

Weekday Service Delivered Discussion

- December 2018 weekend Service Delivered improved 1.6% year-over-year and 0.4% when compared to November 2018.
- The 6 and C continue a pattern of better service.
- The improvement on the 7 is due at least in part to the new CBTC signal system, which has become increasingly reliable over 2018.
- The increase on the 42nd Street Shuttle was mostly due to unusually low performance in December 2017 related to the Times Square explosion that suspended service on the line during an entire morning peak period.

The metrics in this report are preliminary and subject to change.

Chart 3

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

Desired trend 

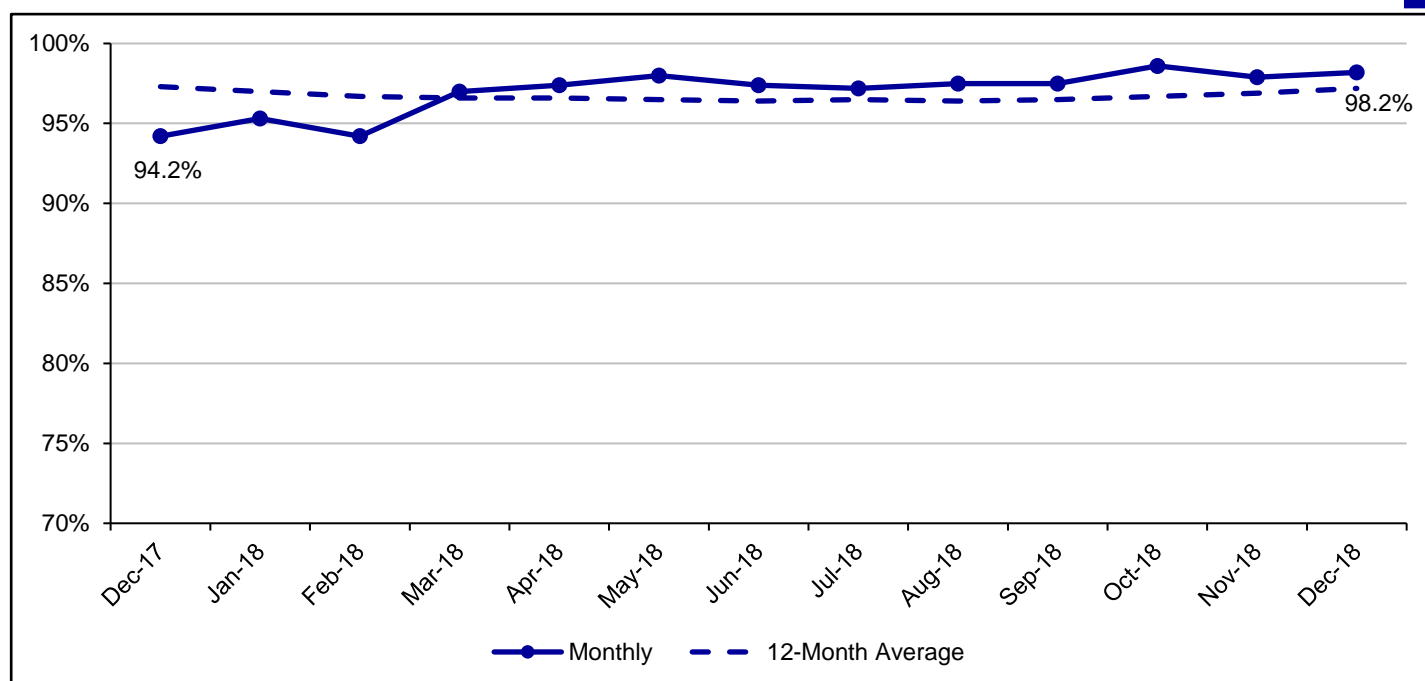
<u>Line</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
1	96.6%	98.3%	-1.7%
2	95.5%	93.7%	+1.8%
3	96.0%	95.4%	+0.6%
4	90.5%	87.5%	+3.0%
5	91.9%	88.6%	+3.3%
6	94.0%	88.7%	+5.3%
7	95.0%	90.6%	+4.4%
S 42nd	99.9%	96.0%	+3.9%
Subdivision A	94.9%	92.1%	+2.8%
A	94.4%	93.6%	+0.8%
B	97.8%	94.9%	+2.9%
C	97.0%	91.0%	+6.0%
D	98.6%	97.8%	+0.8%
E	93.0%	92.1%	+0.9%
F	93.4%	95.3%	-1.9%
S Fkln	99.4%	98.6%	+0.8%
G	102.0%	102.6%	-0.6%
S Rock	100.5%	99.3%	+1.2%
JZ	97.2%	97.0%	+0.2%
L	98.9%	96.9%	+2.0%
M	93.3%	90.0%	+3.3%
N	94.5%	95.4%	-0.9%
Q	93.3%	94.0%	-0.7%
R	95.3%	94.9%	+0.4%
W	94.2%	95.7%	-1.5%
Subdivision B	95.8%	95.1%	+0.7%
Systemwide	95.4%	93.8%	+1.6%

The metrics in this report are preliminary and subject to change.

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Subdivision A	97.5%	93.9%	+3.6%	96.0%	96.3%	-0.3%
Subdivision B	98.7%	94.5%	+4.2%	98.0%	97.9%	+0.1%
Systemwide	98.2%	94.2%	+4.0%	97.2%	97.3%	-0.1%

Weekend Service Delivered Discussion

- December 2018 weekend Service Delivered improved 4.0% year-over-year.
- The large improvements on several B Division lines were due in part to new schedules that better reflect travel times during planned work, allowing for greater reliability.

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

Desired trend



<u>Line</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
1	99.2%	92.3%	+6.9%
2	96.2%	85.6%	+10.6%
3	98.9%	94.2%	+4.7%
4	95.3%	92.3%	+3.0%
5	97.3%	94.7%	+2.6%
6	97.6%	98.5%	-0.9%
7	97.5%	97.9%	-0.4%
S 42nd	99.9%	100.0%	-0.1%
Subdivision A	97.5%	93.9%	+3.6%
A	99.2%	98.3%	+0.9%
C	98.0%	96.7%	+1.3%
D	98.1%	92.1%	+6.0%
E	99.9%	93.2%	+6.7%
F	99.4%	85.6%	+13.8%
S Fkln	99.3%	99.3%	0.0%
G	97.7%	99.7%	-2.0%
S Rock	98.5%	100.4%	-1.9%
JZ	99.7%	99.8%	-0.1%
L	98.1%	96.2%	+1.9%
M*	N/A	97.2%	N/A
N	99.7%	94.1%	+5.6%
Q	98.9%	93.4%	+5.5%
R	99.0%	93.3%	+5.7%
Subdivision B	98.7%	94.5%	+4.2%
Systemwide	98.2%	94.2%	+4.0%

*Weekend M service was suspended due to planned work in December 2018.

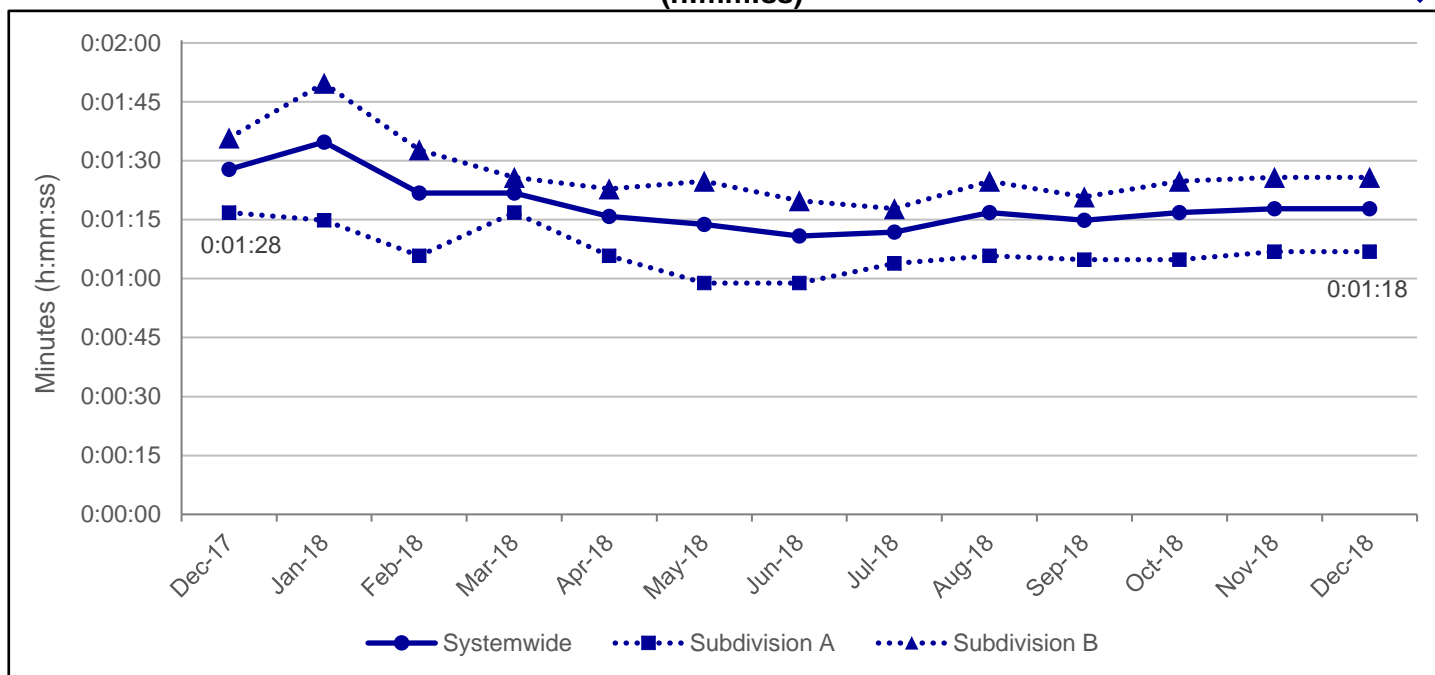
The metrics in this report are preliminary and subject to change.

Chart 6

Subway Weekday Average Additional Platform Time

Monthly (6 a.m. - midnight)
(h:mm:ss)

Desired trend



	Monthly			12-Month Average
	Dec 18	Dec 17	Difference	Dec 18
Subdivision A	0:01:07	0:01:17	-0:00:10	0:01:06
Subdivision B	0:01:26	0:01:36	-0:00:10	0:01:26
Systemwide	0:01:18	0:01:28	-0:00:10	0:01:18

Additional Platform Time Discussion

- Additional Platform Time (APT) improved by 10 seconds compared to the prior year and is unchanged from the prior month.
- The large improvement on the 42nd Street Shuttle was mostly due to unusually low performance in December 2017 related to the Times Sq explosion that suspended service on the line for several hours.

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. Data for the B Division is not available prior to March 2017.

The metrics in this report are preliminary and subject to change.

Chart 7

Subway Weekday Average Additional Platform Time
Monthly (6 a.m. - midnight)
(h:mm:ss)

Desired trend



<u>Line</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
1	0:01:05	0:01:14	-0:00:09
2	0:01:23	0:01:14	+0:00:09
3	0:01:01	0:01:04	-0:00:03
4	0:01:08	0:01:06	+0:00:02
5	0:01:12	0:01:07	+0:00:05
6	0:01:05	0:01:21	-0:00:16
7	0:01:04	0:01:19	-0:00:15
S 42nd	0:00:21	0:02:52	-0:02:31
Subdivision A	0:01:07	0:01:17	-0:00:10
A	0:01:19	0:01:35	-0:00:16
B	0:01:40	0:02:09	-0:00:29
C	0:01:44	0:02:05	-0:00:21
D	0:01:31	0:01:51	-0:00:20
E	0:01:16	0:01:26	-0:00:10
F	0:01:41	0:01:28	+0:00:13
S Fkln	0:00:43	0:01:02	-0:00:19
G	0:01:29	0:01:22	+0:00:07
S Rock	0:00:42	0:00:53	-0:00:11
JZ	0:01:28	0:01:40	-0:00:12
L	0:00:53	0:01:03	-0:00:10
M	0:01:49	0:02:38	-0:00:49
N	0:01:25	0:01:20	+0:00:05
Q	0:01:26	0:01:32	-0:00:06
R	0:01:29	0:01:37	-0:00:08
W	0:00:54	0:01:17	-0:00:23
Subdivision B	0:01:26	0:01:36	-0:00:10
Systemwide	0:01:18	0:01:28	-0:00:10

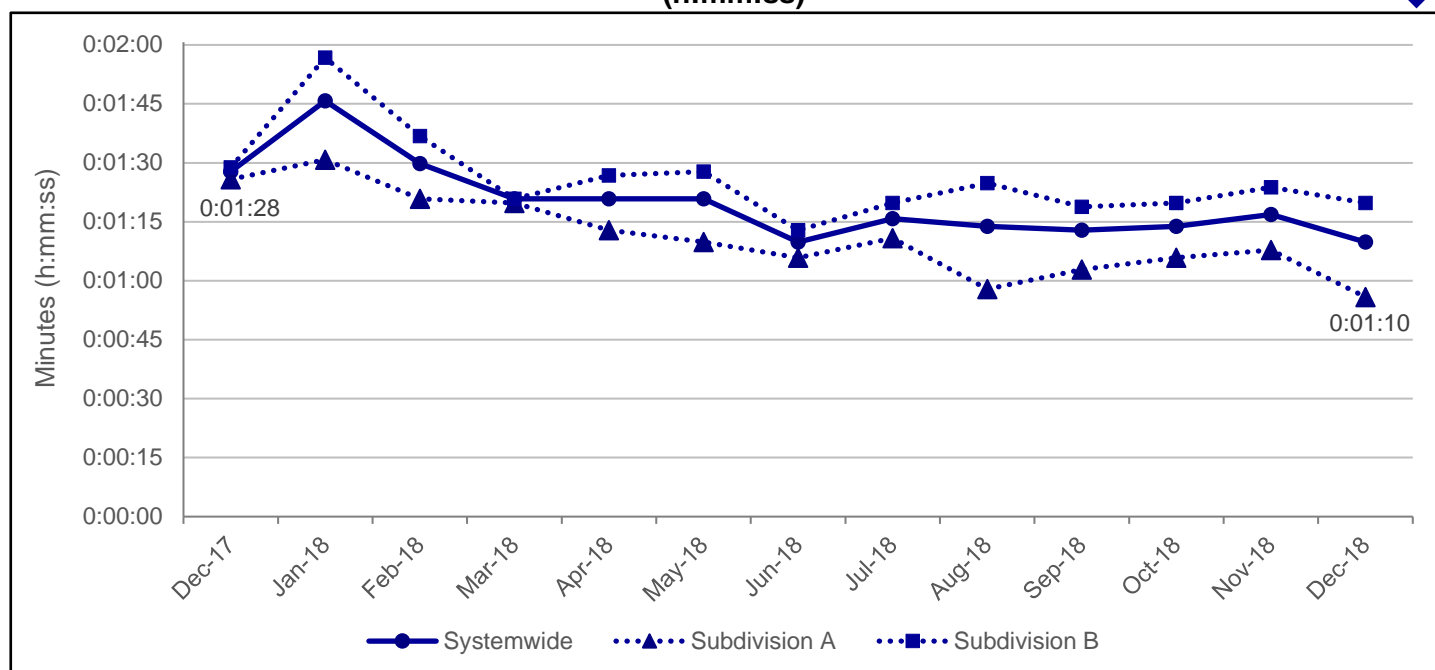
The metrics in this report are preliminary and subject to change.

Chart 8

Subway Weekday Average Additional Train Time

Monthly (6 a.m. - midnight)
(h:mm:ss)

Desired trend



	Monthly			12-Month Average
	Dec 18	Dec 17	Difference	Dec 18
Subdivision A	0:00:56	0:01:26	-0:00:30	0:01:10
Subdivision B	0:01:20	0:01:29	-0:00:09	0:01:26
Systemwide	0:01:10	0:01:28	-0:00:18	0:01:19

Additional Train Time Discussion

- Additional Train Time (ATT) improved by 18 seconds compared to the prior year, and by seven seconds compared to November 2018.
- Large ATT improvements on the 2, 3, 4 and 5 lines relative to one year ago are a continued reflection of schedule adjustments on those lines, which have allowed dispatchers to more precisely manage service.
 - Overall, the A Division improved by 30 seconds to 0:00:56.

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. Data for the B Division is not available prior to March 2017.

The metrics in this report are preliminary and subject to change.

Chart 9

Subway Weekday Average Additional Train Time **Monthly (6 a.m. - midnight)** **(h:mm:ss)**

Desired trend



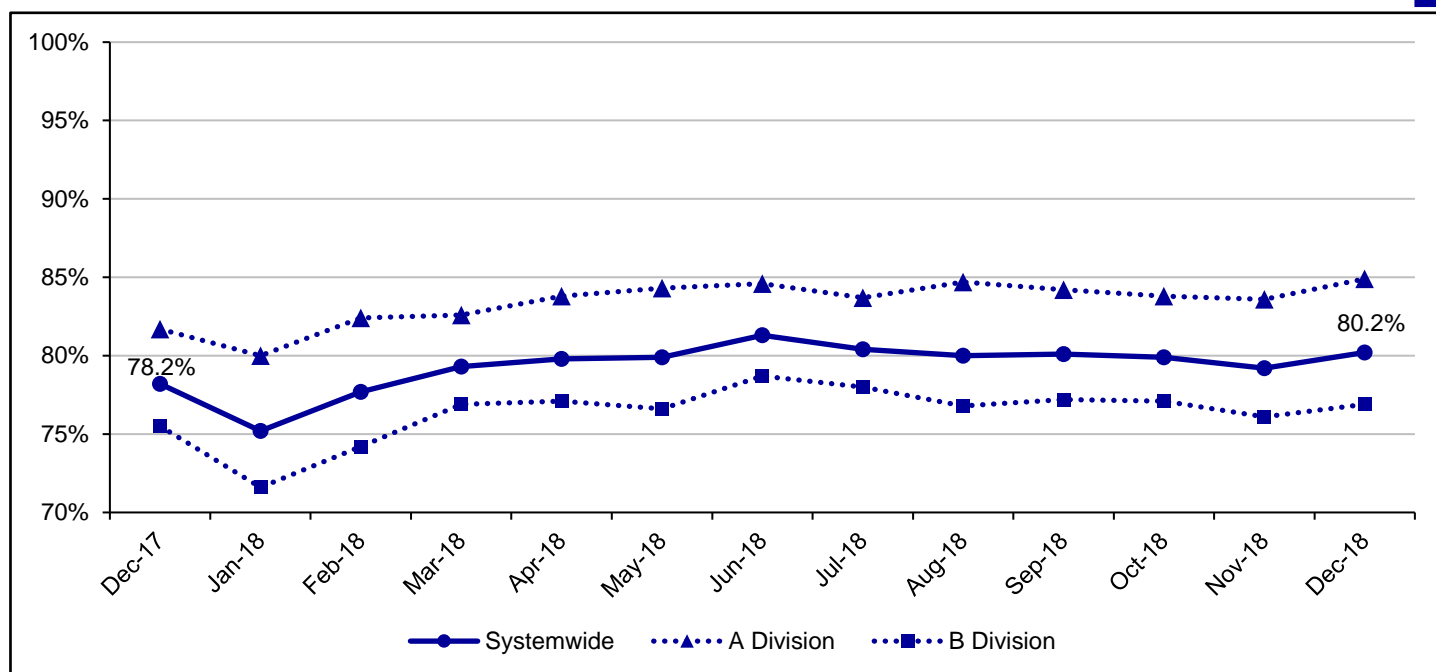
<u>Line</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
1	0:01:03	0:01:12	-0:00:09
2	0:00:54	0:01:26	-0:00:32
3	0:00:41	0:01:06	-0:00:25
4	0:01:08	0:01:41	-0:00:33
5	0:01:00	0:01:45	-0:00:45
6	0:00:56	0:01:30	-0:00:34
7	0:00:50	0:01:37	-0:00:47
S 42nd	0:00:27	0:00:30	-0:00:03
Subdivision A	0:00:56	0:01:26	-0:00:30
A	0:01:43	0:02:13	-0:00:30
B	0:01:42	0:02:04	-0:00:22
C	0:01:07	0:01:14	-0:00:07
D	0:01:37	0:02:03	-0:00:26
E	0:01:17	0:01:44	-0:00:27
F	0:01:50	0:01:50	0:00:00
S Fkln	0:00:35	0:00:43	-0:00:08
G	0:01:03	0:01:46	-0:00:43
S Rock	0:00:25	0:00:02	+0:00:23
JZ	0:02:05	0:01:53	+0:00:12
L	0:00:03	0:00:09	-0:00:06
M	0:01:23	0:01:00	+0:00:23
N	0:01:26	0:01:26	+0:00:00
Q	0:01:29	0:01:47	-0:00:18
R	0:00:59	0:00:45	+0:00:14
W	0:00:40	0:00:58	-0:00:18
Subdivision B	0:01:20	0:01:29	-0:00:09
Systemwide	0:01:10	0:01:28	-0:00:18

The metrics in this report are preliminary and subject to change.

Chart 10

Subway Customer Journey Time Performance Monthly (6 a.m. - midnight)

Desired trend



	Monthly			12-Month Average
	Dec 18	Dec 17	Difference	Dec 18
Subdivision A	84.9%	81.7%	+3.2%	83.6%
Subdivision B	76.9%	75.5%	+1.4%	76.4%
Systemwide	80.2%	78.2%	+2.0%	79.4%


Weekday Customer Journey Time Performance Discussion

- Customer Journey Time Performance (CJTP) systemwide improved by 2.0% compared to the prior year and by 0.3% compared to the prior month.
- Since CJTP serves as a composite measure of Additional Platform Time (APT) and Additional Train Time (ATT), line-by-line changes are due to the same factors affecting those metrics.

Subway Customer Journey Time Performance

Monthly

(6 a.m. - midnight)

Desired trend 

<u>Line</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
1	85.4%	86.6%	-1.2%
2	82.0%	80.3%	+1.7%
3	87.2%	86.0%	+1.2%
4	81.8%	78.7%	+3.1%
5	81.6%	78.8%	+2.8%
6	86.0%	79.1%	+6.9%
7	85.9%	79.3%	+6.6%
S 42nd	99.8%	94.6%	+5.2%
Subdivision A	84.9%	81.7%	+3.2%
A	74.9%	70.1%	+4.8%
B	71.5%	67.8%	+3.7%
C	75.1%	72.1%	+3.0%
D	73.1%	67.8%	+5.3%
E	79.5%	76.0%	+3.5%
F	71.2%	72.3%	-1.1%
S Fkln	94.3%	92.9%	+1.4%
G	82.6%	74.2%	+8.4%
S Rock	90.3%	87.4%	+2.9%
JZ	67.2%	70.3%	-3.1%
L	92.0%	92.1%	-0.1%
M	73.1%	75.4%	-2.3%
N	75.7%	77.4%	-1.7%
Q	75.2%	74.6%	+0.6%
R	79.3%	79.2%	+0.1%
W	87.7%	83.8%	+3.9%
Subdivision B	76.9%	75.5%	+1.4%
Systemwide	80.2%	78.2%	+2.0%

The metrics in this report are preliminary and subject to change.

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)

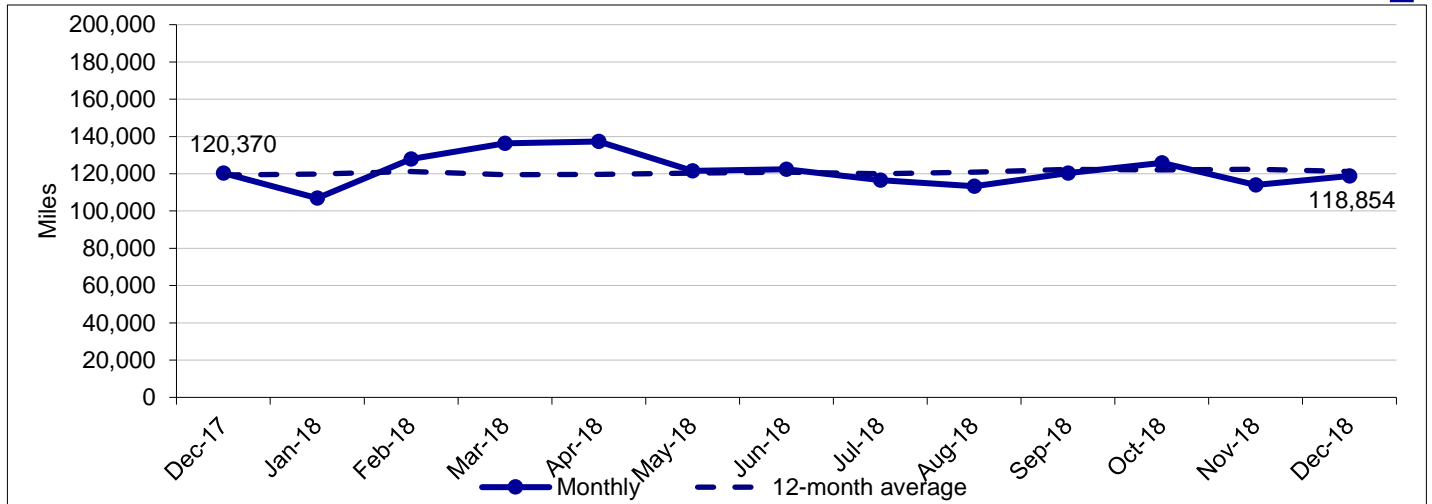
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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	Dec '18	Dec '17	% Diff
Subdivision A	2,895	140,565	141,380	-0.6%
Subdivision B*	3,651	106,565	108,441	-1.7%
Systemwide*	6,546	118,854	120,370	-1.3%
12-Month Average				
Car Class	# of Cars	Dec '18	Dec '17	% Diff
R32	222	34,890	34,391	+1.5%
R42	50	25,400	41,192	-38.3%
R46	752	68,714	73,212	-6.1%
R62	315	355,086	189,218	+87.7%
R62A	824	99,358	101,963	-2.6%
R68	425	81,675	106,133	-23.0%
R68A	200	99,255	96,584	+2.8%
R142	1,030	175,880	163,012	+7.9%
R142A	220	75,880	55,988	+35.5%
R143	212	97,152	90,858	+6.9%
R160	1,662	242,265	241,866	+0.2%
R188 - New	126	583,931	444,913	+31.2%
R188 - Conversion	380	198,413	165,167	+20.1%
Subdivision A	2,895	140,673	128,207	+9.7%
Subdivision B*	3,651	110,044	116,684	-5.7%
Systemwide*	6,546	121,116	121,220	-0.1%

MDBF Discussion

- December 2018 MDBF decreased year-over-year but the 12-month average was nearly unchanged.
- The R62 and R142A cars had large increases in MDBF due in part to completion of SMS cycles on these fleets.
- The largest decreases in MDBF were on the R42s, which are among the oldest cars in the system, and the R68s, which are currently entering an aggressive SMS program expected to improve their performance beginning in 2019.

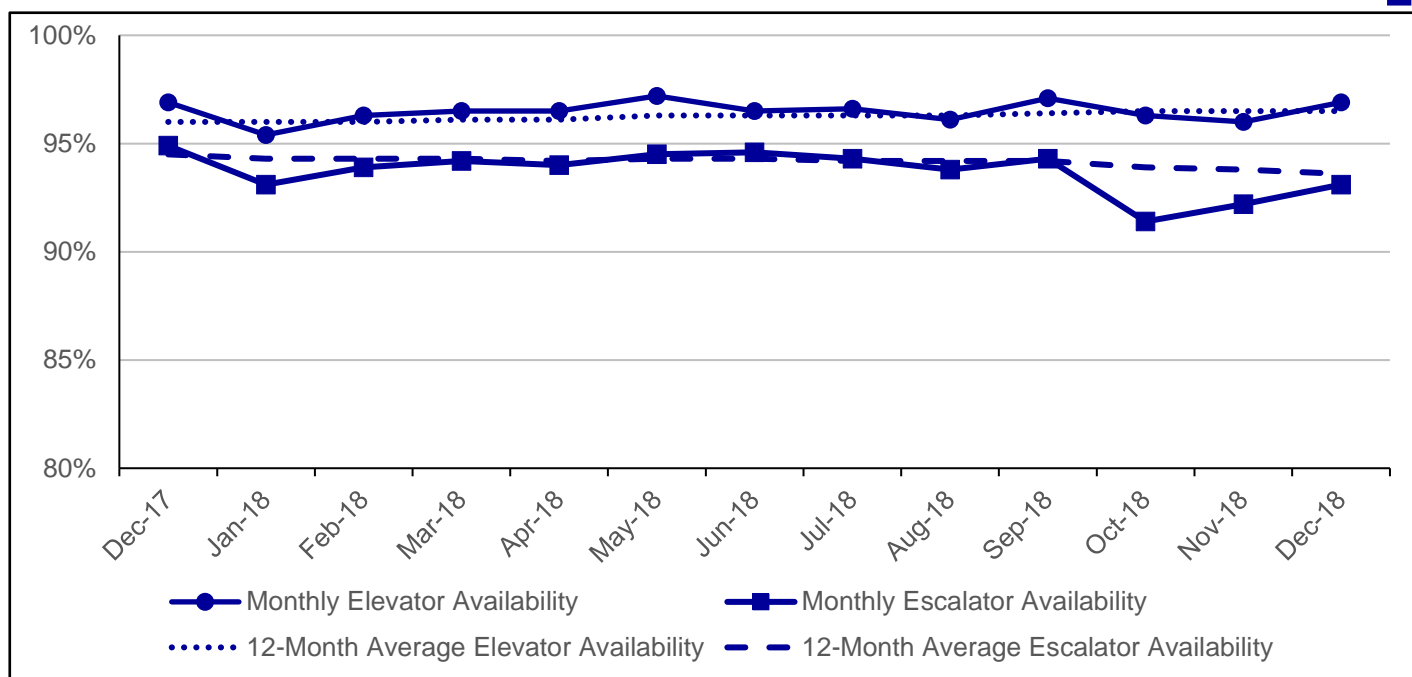
*Fleet MDBF includes 128 R179 cars. Reporting of separate R179 12-Month Average MDBF will begin in March 2019.

The metrics in this report are preliminary and subject to change.

Chart 13

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Elevator Availability	96.9%	96.9%	0.0%	96.5%	95.9%	+0.6%
Escalator Availability	93.1%	94.9%	-1.8%	93.6%	94.5%	-0.9%

Elevator and Escalator Availability Discussion

- Elevator availability in December was the second highest of any month in 2018.
- Escalator availability continues to recover from the special inspection program begun in October 2018 that required significant downtime to complete.

Section 3: Passenger Environment

The metrics in this section affect the customer experience in terms of cleanliness and the functionality of the equipment they encounter on their travels.

Performance Indicator Definitions

Subway Car PES-KPI

Subway Car PES-KPI is a composite indicator for subway car environments, which consists of three categories designed to reflect customer experience. The Appearance category accounts for 34% of the KPI calculation, and the Equipment and Information categories account for 33% each.

Appearance: Includes cleanliness and graffiti ratings in subway cars.

Equipment: Includes the functionality of door panels, lighting, and climate control.

Information: Includes the subway car announcements and signage.

Station PES-KPI

Station PES-KPI is a composite indicator for station environments. It consists of three categories designed to reflect customer experience. The Appearance category accounts for 37% of the KPI calculation, the Equipment category accounts for 31%, and the Information category accounts for 32%.

Appearance: Includes cleanliness and graffiti ratings for station.

Does not currently include peeling paint or missing tiles for stations.

Equipment: Includes the functionality of MetroCard Vending Machines, turnstiles and station attendant booths.

Information: Includes the ratings for maps, employees in proper uniforms and signage.

Staten Island Railway PES-KPI Definition

PES-KPI is a composite indicator for the Staten Island Railway car and station environments, which consists of three indicators designed to reflect customer experiences.

Appearance: Includes cleanliness, and graffiti ratings in cars and stations.

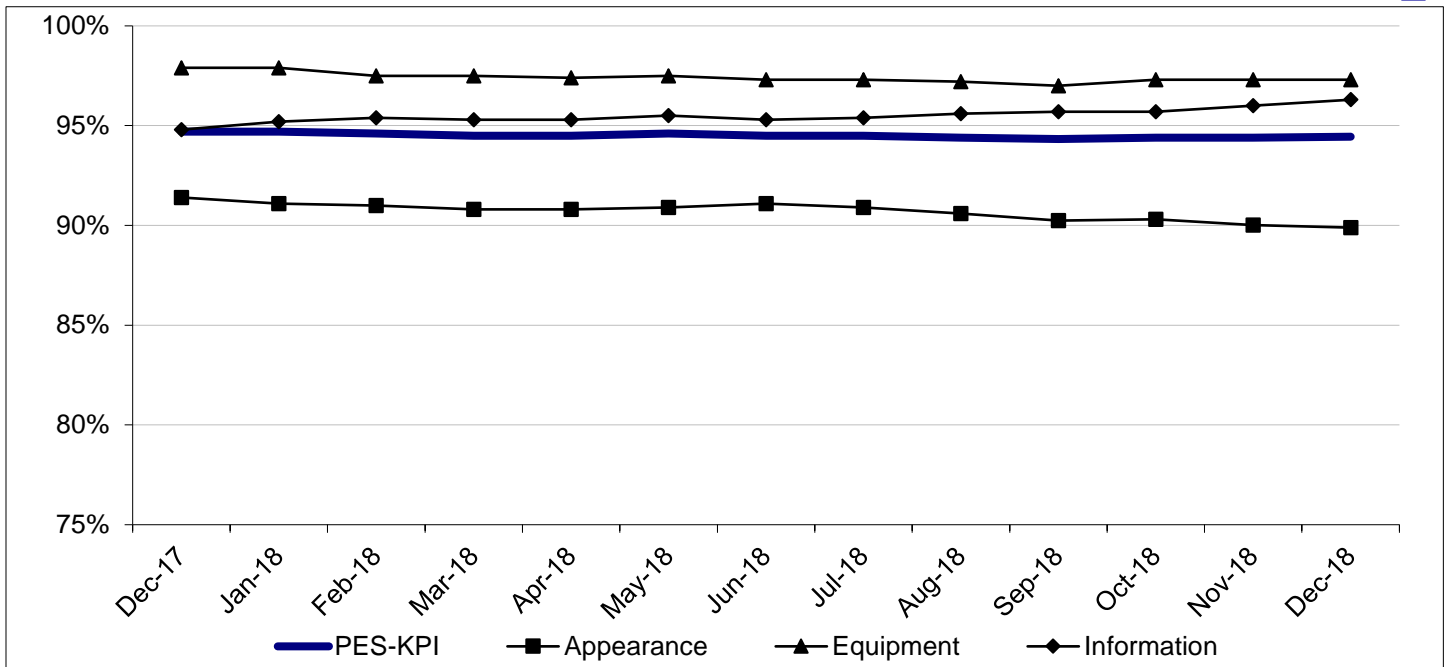
Equipment: Includes the functionality of door panels, lighting, and climate control in cars.

Information: Includes the ratings for maps, employees in proper uniforms, and subway car announcements and signage.

Subway Car Passenger Environment Survey (PES-KPI)

12-Month Rolling Average

Desired trend



	Jan 18 - Dec 18				Jan 17 - Dec 17				% Difference
	KPI	Appearance	Equipment	Information	KPI	Appearance	Equipment	Information	KPI
Subdivision A	94.6%	90.8%	97.2%	96.0%	93.1%	97.2%	94.1%	94.8%	+1.5%
Subdivision B	94.3%	89.4%	97.4%	96.4%	90.5%	98.3%	95.4%	94.7%	+3.8%
Systemwide	94.4%	89.9%	97.3%	96.3%	91.4%	97.9%	94.9%	94.7%	+3.0%

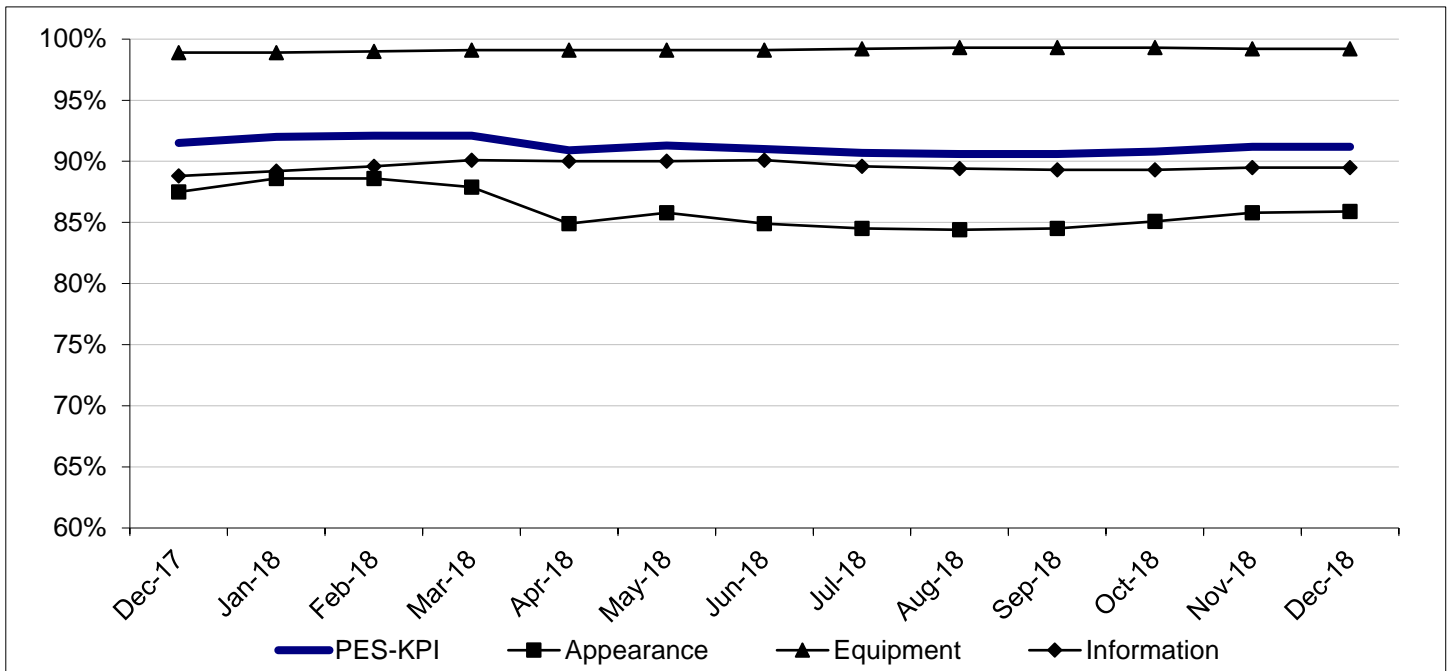
Subway Car Passenger Environment Survey Discussion

- The Subway Car PES KPI increased 3.0% overall despite some fluctuations among the categories.

Station Passenger Environment Survey (PES-KPI)

12-Month Rolling Average

Desired trend



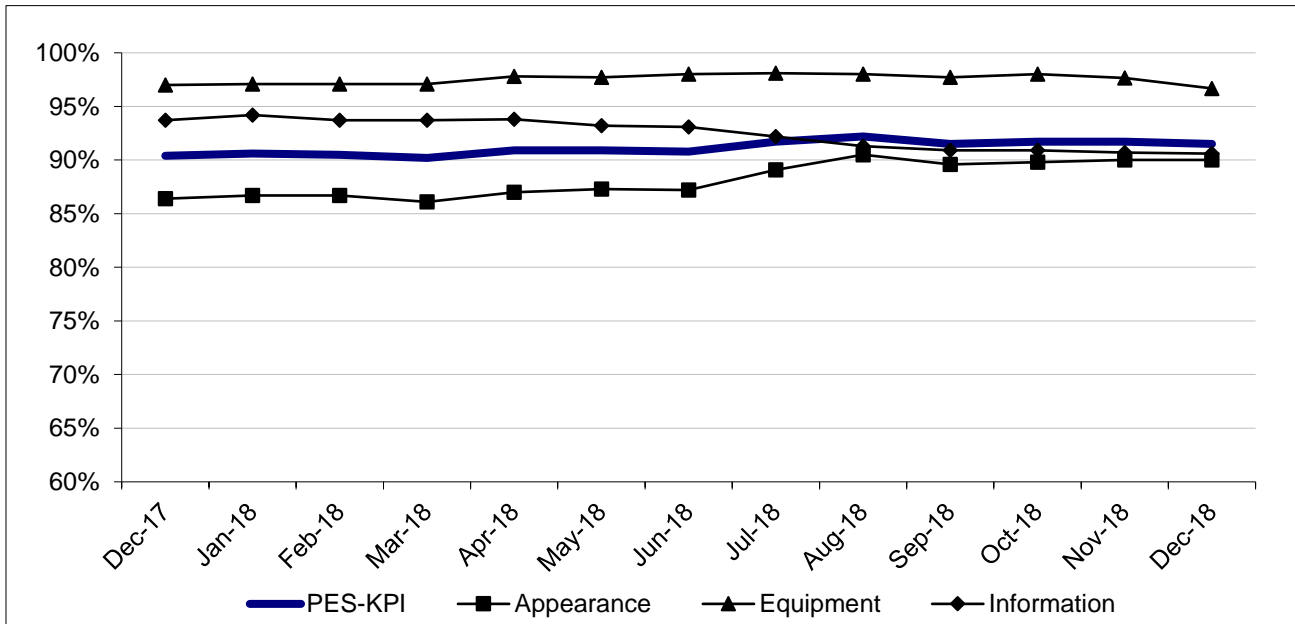
Borough	Jan 18 - Dec 18				Jan 17 - Dec 17				% Difference
	KPI	Appearance	Equipment	Information	KPI	Appearance	Equipment	Information	KPI
Bronx	90.2%	83.3%	99.0%	89.8%	89.8%	82.9%	98.9%	89.1%	+0.4%
Manhattan	92.0%	87.6%	99.1%	90.0%	92.2%	89.1%	98.9%	89.2%	-0.2%
Brooklyn	91.3%	85.7%	99.3%	89.9%	91.9%	87.7%	99.0%	90.0%	-0.6%
Queens	90.2%	85.3%	99.5%	87.0%	90.8%	88.7%	99.0%	85.4%	-0.6%
Systemwide	91.2%	85.9%	99.2%	89.5%	91.5%	87.5%	98.9%	88.8%	-0.3%

Station Passenger Environment Survey Discussion

- Station Passenger Environment Survey (PES-KPI) declined -0.3%.

Staten Island Railway Passenger Environment Survey (SIR PES-KPI) 12-Month Rolling Average

Desired trend



	PES-KPI	Appearance	Equipment	Information
Jan 18 - Dec 18:	91.5%	90.0%	96.7%	90.6%
Jan 17 - Dec 17:	90.4%	86.4%	97.0%	93.7%
% Difference:	+1.1%	+3.6%	-0.3%	-3.1%

SIR Discussion

- Staten Island Railway Passenger Environment Survey increased by 1.1%.

Section 4: 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 is measured as the percentage of intervals between trains that are no more than the scheduled interval plus 25%. 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. This is measured from 6am 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 am - midnight)

Line	Dec 18					Dec 17					Desired trend 
	Monthly				12 month	Monthly				12 month	Monthly
	Meets				Meets	Meets				Meets	Standard
	Standard	Monthly GAP			Standard	Standard	Monthly GAP			Standard	Difference
1	76.2%	9.7%	7.5%	6.6%	75.3%	77.4%	9.4%	7.6%	5.6%	76.5%	-1.2%
2	68.6%	11.1%	10.8%	9.6%	67.5%	66.9%	11.1%	11.8%	10.2%	66.4%	+1.7%
3	71.0%	11.8%	9.8%	7.4%	70.3%	70.4%	11.5%	10.2%	7.8%	70.6%	+0.6%
4	67.9%	10.5%	9.8%	11.8%	67.2%	64.2%	10.4%	10.8%	14.6%	66.5%	+3.7%
5	66.5%	10.8%	10.4%	12.4%	64.6%	63.2%	10.7%	11.5%	14.7%	61.2%	+3.3%
6	72.7%	9.3%	8.8%	9.2%	68.6%	62.7%	9.8%	12.1%	15.4%	67.8%	+10.0%
7	73.1%	11.0%	9.1%	6.7%	67.4%	67.9%	11.8%	10.5%	9.7%	70.6%	+5.2%
S 42nd	95.6%	2.9%	0.9%	0.5%	94.1%	90.7%	3.1%	2.3%	3.9%	94.2%	+4.9%
Subdivision A	71.7%	10.2%	9.1%	8.9%	69.6%	68.2%	10.3%	10.4%	11.1%	69.2%	+3.5%
A	68.9%	9.7%	9.8%	11.6%	67.1%	65.3%	9.4%	10.9%	14.3%	68.0%	+3.6%
B	73.8%	12.0%	8.8%	5.4%	72.4%	68.8%	11.6%	9.7%	9.8%	73.6%	+5.0%
C	73.5%	12.2%	9.5%	4.9%	71.7%	66.7%	12.9%	12.1%	8.3%	71.2%	+6.8%
D	73.8%	11.2%	8.5%	6.6%	70.9%	69.5%	12.1%	10.9%	7.5%	73.7%	+4.3%
E	67.8%	11.2%	10.9%	10.1%	66.8%	65.8%	11.2%	11.6%	11.3%	68.5%	+2.0%
F	67.5%	10.3%	10.5%	11.8%	68.7%	67.2%	9.8%	10.5%	12.5%	69.6%	+0.3%
S Fkln	97.1%	1.0%	0.2%	1.8%	97.8%	98.3%	0.6%	0.4%	0.6%	98.8%	-1.2%
G	80.1%	11.5%	5.8%	2.6%	80.2%	78.5%	11.1%	6.7%	3.6%	80.9%	+1.6%
S Rock	95.4%	2.8%	1.0%	0.8%	93.9%	90.3%	5.3%	2.3%	2.0%	94.2%	+5.1%
JZ	75.3%	11.4%	8.5%	4.9%	75.5%	75.1%	10.3%	8.2%	6.4%	76.5%	+0.2%
L	76.5%	11.5%	7.4%	4.5%	76.1%	76.1%	11.7%	7.8%	4.4%	78.0%	+0.4%
M	74.0%	10.5%	8.5%	7.0%	72.4%	67.9%	10.1%	10.5%	11.5%	72.4%	+6.1%
N	70.4%	11.4%	9.4%	8.8%	69.5%	70.2%	11.6%	9.9%	8.2%	72.5%	+0.2%
Q	72.9%	10.7%	9.1%	7.3%	73.9%	73.3%	11.1%	8.6%	7.1%	75.5%	-0.4%
R	72.4%	10.9%	9.3%	7.4%	69.9%	69.5%	11.6%	10.3%	8.7%	72.9%	+2.9%
W	72.7%	11.5%	8.4%	7.4%	70.7%	69.6%	11.3%	9.8%	9.2%	70.9%	+3.1%
Subdivision B	72.6%	10.9%	8.9%	7.6%	71.7%	70.3%	10.9%	9.8%	9.0%	73.1%	+2.3%
Systemwide	72.2%	10.6%	9.0%	8.2%	70.8%	69.3%	10.6%	10.1%	10.0%	71.3%	+2.9%


Weekday Wait Assessment Discussion

- December 2018 weekday Wait Assessment improved 2.9%.
- The largest improvement was on the 6 Line due in part to more precise service management made possible by better schedules.

The metrics in this report are preliminary and subject to change.

Chart 18

Subway Weekend Wait Assessment (6 am - midnight)

Line	Dec 18					Dec 17					Desired trend
	Monthly				12 month	Monthly				12 month	
	Meets				Meets	Meets				Meets	
	Standard	Monthly GAP			Standard	Standard	Monthly GAP			Standard	Standard Difference
1	88.5%	7.2%	3.3%	1.0%	83.8%	72.0%	11.8%	9.1%	7.0%	78.0%	+16.5%
2	73.5%	12.1%	9.6%	4.9%	70.7%	59.1%	11.7%	15.1%	14.1%	68.6%	+14.4%
3	84.6%	9.0%	4.1%	2.4%	84.4%	81.4%	9.2%	6.6%	2.9%	84.8%	+3.2%
4	72.8%	11.3%	9.9%	6.1%	68.1%	68.1%	12.5%	11.7%	7.7%	70.6%	+4.7%
5	86.9%	9.3%	2.7%	1.1%	75.5%	69.3%	13.3%	11.1%	6.3%	73.1%	+17.6%
6	84.3%	7.8%	4.8%	3.1%	80.7%	82.2%	8.7%	5.8%	3.3%	82.2%	+2.1%
7	79.8%	11.5%	5.9%	2.8%	77.5%	79.3%	10.8%	6.3%	3.5%	80.0%	+0.5%
S 42nd	99.5%	0.4%	0.1%	0.0%	98.6%	98.4%	0.7%	0.3%	0.6%	98.1%	+1.1%
Subdivision A	80.9%	9.6%	6.2%	3.3%	77.1%	73.1%	11.0%	9.4%	6.5%	76.9%	+7.8%
A	74.8%	11.1%	8.6%	5.5%	72.2%	71.7%	11.9%	9.5%	7.0%	73.1%	+3.1%
C	79.7%	12.0%	6.3%	2.0%	74.4%	74.9%	11.9%	8.5%	4.8%	78.0%	+4.8%
D	76.7%	12.2%	7.7%	3.4%	76.7%	67.3%	13.0%	12.0%	7.7%	77.8%	+9.4%
E	85.8%	9.3%	3.5%	1.5%	81.3%	75.2%	9.9%	7.7%	7.2%	81.0%	+10.6%
F	80.7%	10.1%	6.1%	3.0%	79.4%	68.1%	9.4%	9.5%	13.0%	77.7%	+12.6%
S Fkln	97.8%	0.2%	0.5%	1.4%	98.3%	98.9%	0.7%	0.2%	0.3%	98.7%	-1.1%
G	85.9%	9.1%	3.5%	1.5%	86.1%	87.2%	8.5%	2.4%	1.9%	86.0%	-1.3%
S Rock	96.2%	1.3%	0.6%	1.9%	94.1%	94.9%	2.3%	2.1%	0.7%	95.5%	+1.3%
JZ	88.3%	8.5%	2.3%	0.9%	84.7%	87.3%	7.6%	3.0%	2.1%	85.9%	+1.0%
L	80.2%	10.9%	5.7%	3.2%	79.2%	76.9%	10.5%	6.8%	5.8%	78.6%	+3.3%
M*	N/A	N/A	N/A	N/A	N/A	88.0%	4.9%	4.2%	3.0%	89.5%	N/A
N	79.1%	11.5%	6.9%	2.4%	73.1%	71.1%	13.0%	10.6%	5.3%	77.0%	+8.0%
Q	81.8%	10.2%	5.3%	2.7%	81.0%	71.7%	12.4%	11.1%	4.8%	81.7%	+10.1%
R	79.8%	11.0%	6.6%	2.6%	75.6%	67.8%	13.3%	12.2%	6.7%	73.2%	+12.0%
Subdivision B	80.8%	10.5%	5.9%	2.8%	78.4%	74.1%	10.8%	8.6%	6.4%	79.2%	+6.7%
Systemwide	80.8%	10.1%	6.0%	3.1%	77.8%	73.7%	10.9%	9.0%	6.5%	78.2%	+7.1%

Weekend Wait Assessment Discussion

- December 2018 weekend Wait Assessment improved 7.1%.
- Weekend performance by line fluctuates depending on the location and intensity of planned work around the system. Several of the lines with large improvements had fewer major service changes in December 2018 and/or schedules that better reflected the travel times during planned service changes.

*Weekend M service was suspended due to planned work in December 2018.

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

The metrics in this report are preliminary and subject to change.

Chart 19

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
1	78.0%	70.7%	+7.3%
2	61.9%	43.4%	+18.5%
3	74.0%	59.3%	+14.7%
4	61.7%	43.4%	+18.3%
5	70.1%	47.1%	+23.0%
6	72.5%	42.2%	+30.3%
7	85.7%	65.9%	+19.8%
S 42nd	99.8%	97.9%	+1.9%
Subdivision A	77.9%	61.5%	+16.4%
A	57.4%	48.5%	+8.9%
B	61.5%	49.0%	+12.5%
C	62.7%	53.4%	+9.3%
D	60.6%	45.6%	+15.0%
E	64.1%	52.4%	+11.7%
F	42.9%	40.3%	+2.6%
S Fkln	99.6%	99.6%	+0.0%
G	77.6%	64.1%	+13.5%
S Rock	96.3%	94.4%	+1.9%
JZ	59.4%	64.7%	-5.3%
L	90.0%	92.1%	-2.1%
M	66.5%	76.0%	-9.5%
NW	62.7%	66.1%	-3.4%
Q	78.5%	66.4%	+12.1%
R	58.5%	62.0%	-3.5%
Subdivision B	68.4%	63.9%	+4.5%
Systemwide	72.6%	62.9%	+9.7%

Weekday Terminal On-Time Performance Discussion

- December 2018 Weekday On-Time Performance improved 9.7% from a year ago and is now the highest level in over four years.
- The largest improvements were on A Division lines that had schedule adjustments that allowed for improved service management.
- Systemwide Fast Forward efforts have been under-way, such as Save Safe Seconds and the back to basics work of the Optimal Operations Task Force.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
1	89.6%	61.3%	+28.3%
2	46.5%	5.4%	+41.1%
3	59.2%	74.8%	-15.6%
4	56.4%	19.7%	+36.7%
5	78.0%	40.7%	+37.3%
6	75.6%	59.4%	+16.2%
7	89.6%	75.7%	+13.9%
S 42nd	100.0%	99.5%	+0.5%
Subdivision A	76.6%	58.1%	+18.5%
A	74.8%	64.7%	+10.1%
C	70.9%	66.8%	+4.1%
D	60.8%	36.3%	+24.5%
E	83.2%	68.6%	+14.6%
F	63.6%	28.8%	+34.8%
S Fkln	99.6%	100.0%	-0.4%
G	83.3%	84.7%	-1.4%
S Rock	94.4%	98.5%	-4.1%
JZ	88.6%	89.9%	-1.3%
L	91.9%	89.3%	+2.6%
M*	N/A	96.8%	N/A
N	63.2%	46.7%	+16.5%
Q	79.3%	66.4%	+12.9%
R	77.5%	41.9%	+35.6%
Subdivision B	80.2%	69.3%	+10.9%
Systemwide	78.7%	64.8%	+13.9%

Weekend Terminal On-Time Performance Discussion

- December 2018 Weekend On-Time Performance improved 13.9%.
- Weekend performance by line fluctuates depending on the location and intensity of planned work around the system. Several of the lines with large improvements had fewer major service changes in December 2018 and/or schedules that better reflected the travel times during planned service changes.

*Weekend M service was suspended due to planned work in December 2018.

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

Subway Weekday Trains Delayed
Monthly - December 2018
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day ()</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>2,731</u>	<u>137</u>	<u>6.0%</u>
Rail and Roadbed	2,464	123	5.4%
Fire, Smoke, Debris	267	13	0.6%
Signal Failures and Emergency Remediation	4,117	206	9.1%
Subway Car	<u>1,582</u>	<u>79</u>	<u>3.5%</u>
Door-Related	615	31	1.4%
Propulsion	234	12	0.5%
Braking	218	11	0.5%
Other	515	26	1.1%
Other Unplanned Disruptions (e.g. station defect)	474	24	1.1%
Train Brake Activation - cause unknown	243	12	0.5%
Service Delivery (e.g., crew performance)	1,143	57	2.5%
External	<u>9,950</u>	<u>498</u>	<u>21.9%</u>
Public Conduct, Crime, Police Response	3,214	161	7.1%
Sick/Injured Customer	2,300	115	5.1%
Persons on Roadbed (including persons struck by train)	1,688	84	3.7%
External Debris on Roadbed (e.g., trees, shopping cart)	112	6	0.3%
Other Passenger-Related (e.g., retrieval of property from track)	851	43	1.9%
Public Event (e.g., civil demonstration, parade)	454	23	1.0%
Inclement Weather	1,242	62	2.7%
Other External Disruptions	89	4	0.2%
Operating Environment	13,925	696	30.6%
Planned Right-of-Way Work	11,253	563	24.8%
Total Trains Delayed	45,418	2,271	100%

Baseline average daily delays for January-June 2018	2,939
Target average daily delays to achieve reduction of 10,000 monthly delays	2,570
% to Target	181%

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

The metrics in this report are preliminary and subject to change.

Chart 22

Subway Weekend Trains Delayed
Monthly - December 2018
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (11)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>634</u>	<u>58</u>	<u>5.1%</u>
Rail and Roadbed	479	44	3.8%
Fire, Smoke, Debris	155	14	1.2%
Signal Failures and Emergency Remediation	698	63	5.6%
Subway Car	<u>253</u>	<u>23</u>	<u>2.0%</u>
Door-Related	103	9	0.8%
Propulsion	18	2	0.1%
Braking	45	4	0.4%
Other	87	8	0.7%
Other Unplanned Disruptions (e.g. station defect)	185	17	1.5%
Train Brake Activation - cause unknown	199	18	1.6%
Service Delivery (e.g., crew performance)	324	29	2.6%
External	<u>2,289</u>	<u>208</u>	<u>18.3%</u>
Public Conduct, Crime, Police Response	844	77	6.7%
Sick/Injured Customer	424	39	3.4%
Persons on Roadbed (including persons struck by train)	377	34	3.0%
External Debris on Roadbed (e.g., trees, shopping cart)	19	2	0.2%
Other Passenger-Related (e.g., retrieval of property from track)	146	13	1.2%
Public Event (e.g., civil demonstration, parade)	61	6	0.5%
Inclement Weather	418	38	3.3%
Other External Disruptions	0	0	0.0%
Operating Environment	2,598	236	20.7%
Planned Right-of-Way Work	5,354	487	42.7%
Total Trains Delayed	12,534	1,139	100%

Baseline average daily delays for January-June 2018	1,944
Target average daily delays to achieve reduction of 10,000 monthly delays	1,700
% to Target	330%

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

The metrics in this report are preliminary and subject to change.

Chart 23

Customer Service Report: Buses

Darryl C. Irick, President, MTA Bus Company,
Senior Vice President, NYCT Department of Buses



MTA Bus President and SVP of NYCT Department of Buses Darryl C. Irick and Chief Maintenance Officer John Higgins paid a visit to the transit mechanical apprentices on December 21, 2018. The 18-month training program develops bus fleet maintenance skills. Working closely with the NYC Department of Education's Career and Technical Department, this unique program matches NYCT with the best automotive students while also providing opportunities for current staff to bolster their knowledge.

January 2019 Highlights: Buses

Overall performance in December remains stable. A continued focus on bus performance and the basics resulted in a 16.4% improvement in mean distance between failures (MDBF) for the month as compared to December 2017.

In 2018, we made significant strides towards our Fast Forward commitment to improve reliability. This included launching our first network redesign in Staten Island. In December, Staten Island express bus speeds improved by 12% when compared to the same month in 2017. Starting this month, even further improvements have been made to Staten Island express service, including adding new routes, extending service and adding bus stops where needed.

An integral part of the effort to improve bus speed is increased enforcement work by our partners at the New York Police Department (NYPD) to clear the right of way for buses. In 2018, we renewed and expanded our collaboration with NYPD to focus enforcement efforts where they can have the biggest impact. A prime example is the significant 30% improvement in express bus speeds at the Manhattan approach to the Hugh L. Carey Tunnel, thanks to targeted NYPD activities. Customers have noticed that the express ride experience has changed for the better.

In addition, Bus Service Management traffic liaisons and their counterparts in the NYPD traffic enforcement division meet regularly to identify priorities, report on results, share data, and refine enforcement strategies. A major outcome of this collaboration has been joint enforcement actions where MTA and NYPD staffs work together to provide heightened enforcement in key areas. Focusing on a problem intersection, a stretch of bus lane, or regularly blocked bus stops, MTA and NYPD staff monitor traffic and issue citations. Since August last year, almost 50 joint blitzes have been conducted.

In November 2018, the NYPD also launched a 'Clear Bus Lane' initiative to target high priority locations so that riders feel the benefits of sustained, ongoing, predictable enforcement. To provide this initial focus, Bus Service Management provided the NYPD with a list of 24 street segments on 12 major routes throughout the five boroughs, where traffic issues have had a significant impact on service.

Specific segments on these routes were chosen for targeted enforcement based on known hot spots, including major roads near commercial centers like Sutphin Boulevard in Jamaica, and problem intersections like Nostrand Avenue and Eastern Parkway. Issues on these routes range from bus lane blockages to double parking and severe congestion. The results so far have been promising: overall speeds on most of these routes have seen increases in peak periods, with some areas experiencing significant improvement.

For example, on Hillside Avenue in Queens, where illegal parking in the bus lane is a regular challenge for the 14,000 daily riders on the Q43, bus speeds have increased by as much as 7% in the AM peak. M2 riders have also experienced faster speeds on 5th Avenue in Manhattan between 110th and 96th streets by as much as 12%. B25 riders are getting a faster ride through downtown Brooklyn by over 3%.

We are encouraged by these improvements, but there is still more work to do, and we are stepping up our efforts in 2019. We will begin more detailed assessments to gather additional data to help pinpoint where and when traffic is heaviest and perform joint site visits with NYPD.

We will use that information to better target hotspots and work with the NYC Department of Transportation (NYC DOT) on street design or service planning changes as necessary.

In addition, NYPD traffic agents, police officers and their towing team will focus citywide on vehicles that are parked in bus stops and bus lanes in all boroughs. Police officers will continue to focus on keeping express buses moving in lower Manhattan and midtown including 57th street. And, the highway patrol will focus on the Staten Island Expressway HOV lane in the AM and PM as well as the Manhattan approach to the Hugh L. Carey Tunnel.

This is a continually evolving process, and achieving improvements in bus speeds requires broad, sustained collaboration among all stakeholders including the MTA, NYPD, and NYC DOT. We are confident that our ongoing efforts will achieve sustainable improvements and look forward to reporting back on progress as we move forward.

Darryl C. Irick

President, MTA Bus Company

Senior Vice President, NYCT Department of Buses

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: December 2018			12-Month Average		
		This Year	Last Year	% Diff	This Year	Last Year	% Diff
Customer Focused Metrics	Service Delivered (Chart 1)	97.1%	97.5%	-0.4%	97.0%	97.1%	-0.1%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)	0:01:48	0:01:46	0:00:02	0:01:47	N/A	N/A
	Additional Travel Time (h:mm:ss) (Chart 5)	0:00:47	0:00:56	-0:00:09	0:00:53	N/A	N/A
	Customer Journey Time Performance (Chart 7)	71.7%	71.5%	+0.2%	71.7%	N/A	N/A
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,216	7,059	+16.4%	6,503	6,484	+0.3%
	Speed (MPH) (Chart 11)	8.1	8.0	+1.3%	8.0	8.0	0.0%
Passenger Environment	Passenger Environment Survey (Chart 13)						
Legacy Indicators	Wait Assessment (Chart 14)	77.2%	77.9%	-0.7%	77.5%	77.7%	-0.2%
	System MDBSI (Chart 16)	2,940	2,880	+2.1%	2,787	2,837	-1.8%
	NYCT Bus	2,778	2,726	+1.9%	2,602	2,677	-2.8%
	MTA Bus	3,631	3,510	+3.4%	3,610	3,508	+2.9%
	System Trips Completed (Chart 17)	99.1%	99.2%	-0.1%	99.1%	99.2%	-0.1%
	NYCT Bus	99.2%	99.2%	0.0%	99.1%	99.2%	-0.1%
	MTA Bus	98.6%	99.4%	-0.8%	99.1%	99.2%	-0.1%
	System AM Pull Out (Chart 18)	99.6%	99.9%	-0.3%	99.8%	99.8%	0.0%
	NYCT Bus	99.7%	99.9%	-0.2%	99.8%	99.8%	0.0%
	MTA Bus	99.2%	99.8%	-0.6%	99.6%	99.6%	0.0%
	System PM Pull Out (Chart 19)	99.6%	99.9%	-0.3%	99.8%	99.9%	-0.1%
	NYCT Bus	99.8%	99.9%	-0.1%	99.8%	99.9%	-0.1%
	MTA Bus	99.2%	99.9%	-0.7%	99.7%	99.8%	-0.1%
	System Buses>=12 years	24.0%	23.2%				
	NYCT Bus	18.6%	22.7%				
	MTA Bus	42.0%	24.7%				
	System Fleet Age	8.2	8.1				
	NYCT Bus	7.7	7.6				
	MTA Bus	10.1	9.7				

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

The metrics in this report are preliminary and subject to change.

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. 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.

- Peak Hours – 7 a.m. to 9 a.m. and 4 p.m. to 7 p.m.

Additional Bus Stop Time (ABST)

Additional Bus Stop Time (ABST) is the average added 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 uniformly, 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, but is considered an industry best practice worldwide. ABST is measured using customers' MetroCard swipes on buses combined with GPS tracking data from buses. ABST is measured from 4 a.m. to 11 p.m.

Additional Travel Time (ATT)

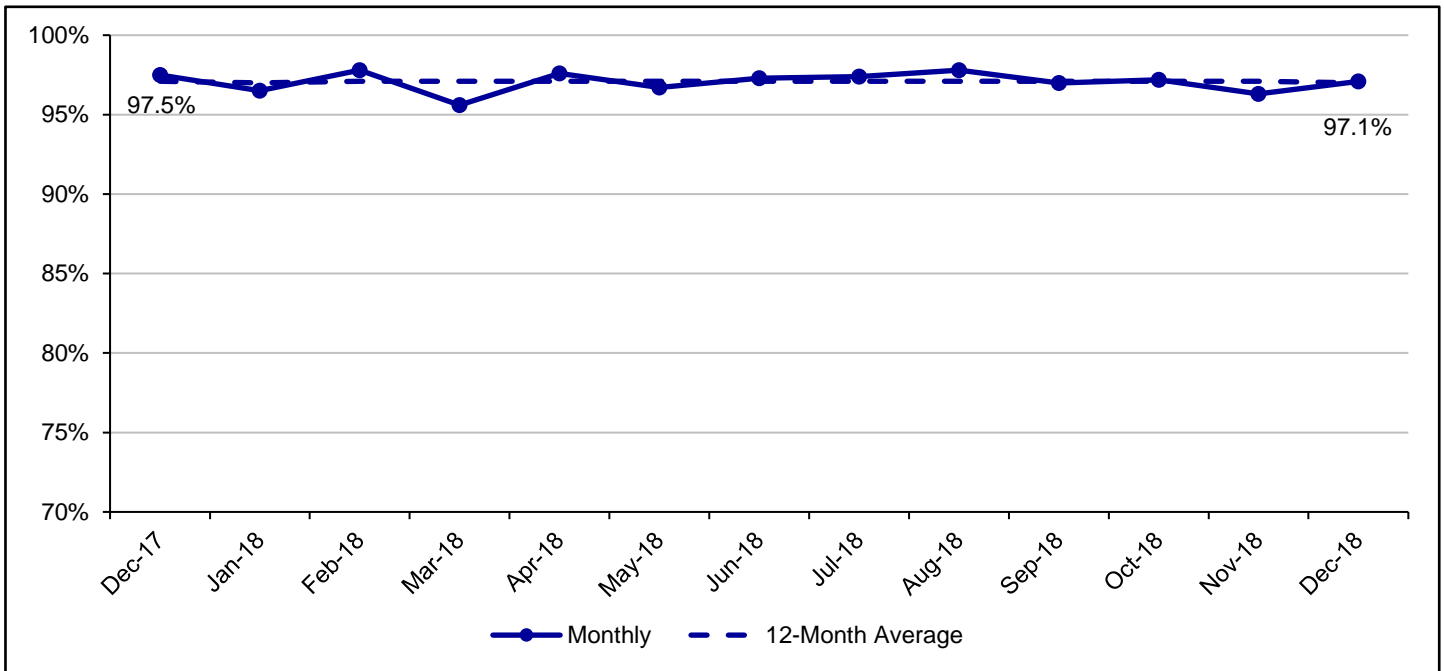
Additional Travel Time (ATT) is the average additional time customers are onboard the bus compared to the scheduled time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, but is considered an industry best practice worldwide. ATT is measured using customers' MetroCard swipes on buses combined with GPS tracking data from buses. ATT is measured from 4 a.m. to 11 p.m.

Customer Journey Time Performance (CJTP)

Customer Journey Time Performance (CJTP) measures 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 buses. CJTP is measured from 4 a.m. to 11 p.m.

Service Delivered (Peak Hours)

Desired trend 




	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Bronx	98.0%	98.3%	-0.3%	97.3%	97.8%	-0.5%
Brooklyn	97.3%	97.7%	-0.4%	97.3%	97.2%	+0.1%
Manhattan	97.7%	97.8%	-0.1%	97.2%	97.1%	+0.1%
Queens	96.7%	97.1%	-0.4%	96.8%	96.9%	-0.1%
Staten Island	96.0%	96.7%	-0.7%	96.7%	96.7%	0.0%
Systemwide	97.1%	97.5%	-0.4%	97.0%	97.1%	-0.1%

Service Delivered Discussion

- Service Delivered in December 2018 decreased by 0.4% as compared to December 2017 and slightly decreased on a 12-month average as compared to last year.

Service Delivered
Monthly
(Peak Hours)

Desired trend 

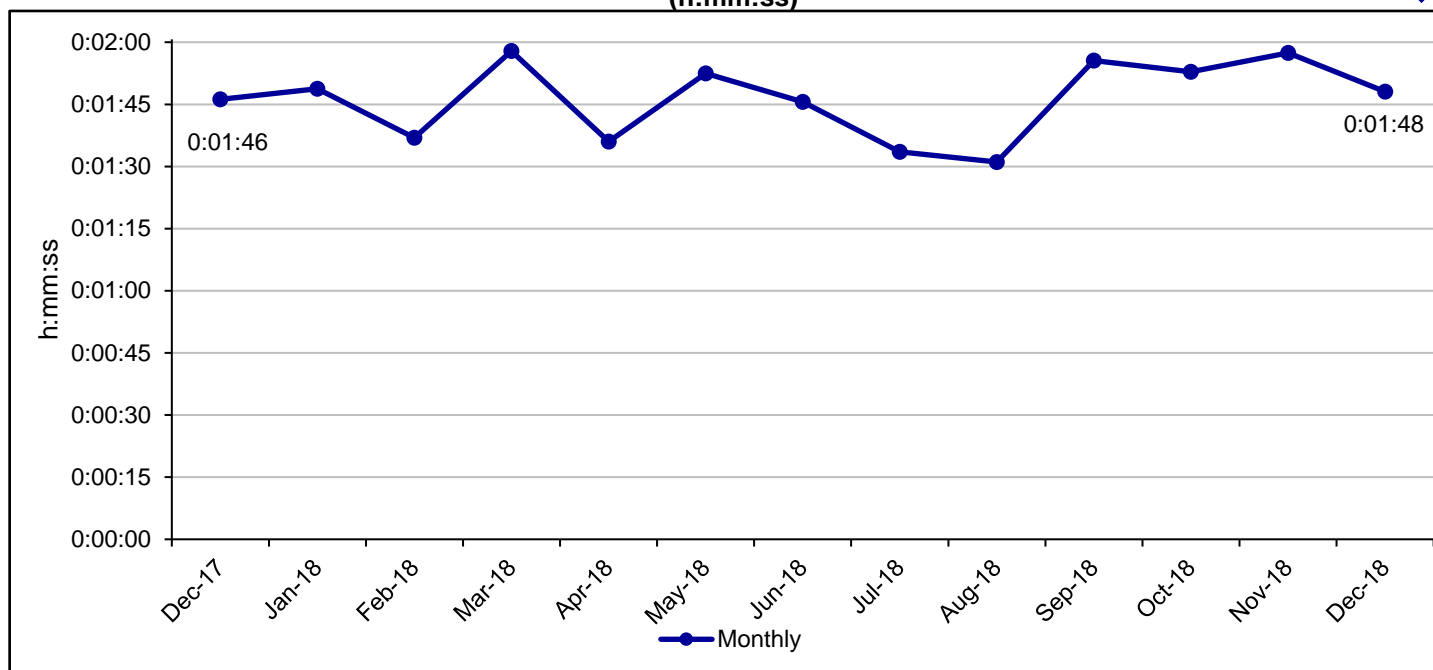
<u>Borough</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
Bronx	98.0%	98.3%	-0.3%
Local/Limited	97.9%	98.1%	-0.2%
Select Bus Service	99.3%	98.0%	+1.3%
Express	97.7%	99.3%	-1.6%
Brooklyn	97.3%	97.7%	-0.4%
Local/Limited	97.2%	97.8%	-0.6%
Select Bus Service	97.1%	96.2%	+0.9%
Express	98.3%	97.3%	+1.0%
Manhattan	97.7%	97.8%	-0.1%
Local/Limited	97.4%	97.6%	-0.2%
Select Bus Service	99.1%	98.6%	+0.5%
Express	N/A	N/A	N/A
Queens	96.7%	97.1%	-0.4%
Local/Limited	96.6%	97.0%	-0.4%
Select Bus Service	99.5%	98.8%	+0.7%
Express	96.9%	97.3%	-0.4%
Staten Island	96.0%	96.7%	-0.7%
Local/Limited	96.7%	97.4%	-0.7%
Select Bus Service	99.5%	98.1%	+1.4%
Express	94.9%	95.9%	-1.0%
Systemwide	97.1%	97.5%	-0.4%
Local/Limited	97.1%	97.5%	-0.4%
Select Bus Service	98.8%	98.0%	+0.8%
Express	96.4%	97.1%	-0.7%

The metrics in this report are preliminary and subject to change.

Chart 2

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

Desired trend ↓




	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Bronx	0:01:42	0:01:40	+0:00:02	0:01:42	N/A	N/A
Brooklyn	0:01:59	0:01:56	+0:00:03	0:01:56	N/A	N/A
Manhattan	0:01:31	0:01:30	+0:00:01	0:01:32	N/A	N/A
Queens	0:01:47	0:01:46	+0:00:01	0:01:46	N/A	N/A
Staten Island	0:02:21	0:02:14	+0:00:07	0:02:07	N/A	N/A
Systemwide	0:01:48	0:01:46	0:00:02	0:01:47	N/A	N/A

Additional Bus Stop Time Discussion

- Additional Bus Stop Time declined to 0:01:48 in December 2018 from 0:01:46 in December 2017.

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

Desired trend 

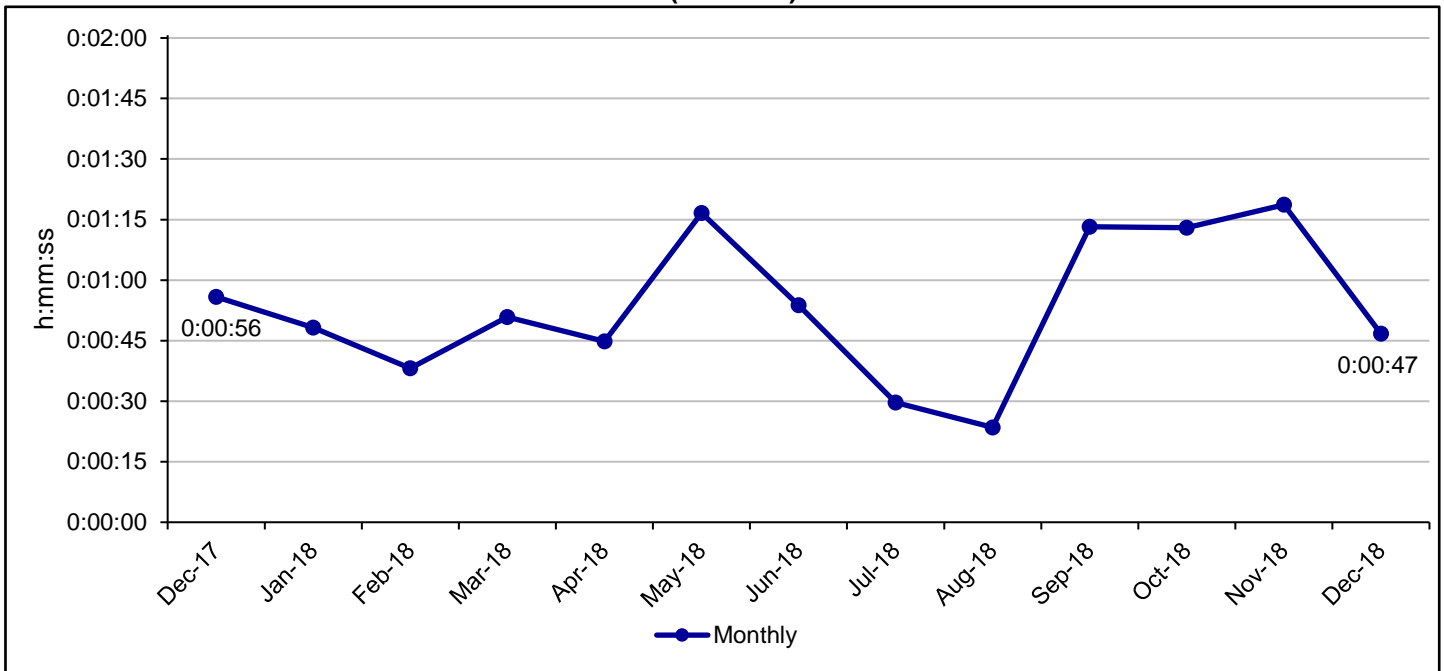
<u>Borough</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
Bronx	0:01:42	0:01:40	+0:00:02
Local/Limited	0:01:42	0:01:41	+0:00:01
Select Bus Service	0:01:22	0:01:16	+0:00:06
Express	0:02:40	0:02:40	0:00:00
Brooklyn	0:01:59	0:01:56	+0:00:03
Local/Limited	0:02:03	0:01:58	+0:00:05
Select Bus Service	0:01:26	0:01:12	+0:00:14
Express	0:02:27	0:02:22	+0:00:05
Manhattan	0:01:31	0:01:30	+0:00:01
Local/Limited	0:01:38	0:01:36	+0:00:02
Select Bus Service	0:01:11	0:01:16	-0:00:05
Express	N/A	N/A	N/A
Queens	0:01:47	0:01:46	+0:00:01
Local/Limited	0:01:48	0:01:48	0:00:00
Select Bus Service	0:01:21	0:01:11	+0:00:10
Express	0:02:19	0:02:25	-0:00:06
Staten Island	0:02:21	0:02:14	+0:00:07
Local/Limited	0:02:33	0:02:25	+0:00:08
Select Bus Service	0:01:36	0:01:28	+0:00:08
Express	0:02:04	0:01:56	+0:00:08
Systemwide	0:01:48	0:01:46	+0:00:02
Local/Limited	0:01:51	0:01:49	+0:00:02
Select Bus Service	0:01:19	0:01:15	+0:00:04
Express	0:02:16	0:02:14	+0:00:02

The metrics in this report are preliminary and subject to change.

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Bronx	0:00:57	0:00:59	-0:00:02	0:01:02	N/A	N/A
Brooklyn	0:00:45	0:00:56	-0:00:11	0:00:52	N/A	N/A
Manhattan	0:00:28	0:00:39	-0:00:11	0:00:29	N/A	N/A
Queens	0:00:54	0:01:02	-0:00:08	0:01:01	N/A	N/A
Staten Island	0:00:36	0:01:00	-0:00:24	0:00:51	N/A	N/A
Systemwide	0:00:47	0:00:56	-0:00:09	0:00:53	N/A	N/A

Additional Travel Time Discussion

- Additional Travel Time improved from 0:00:56 in December 2017 to 0:00:47 in December 2018.

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

Desired trend 

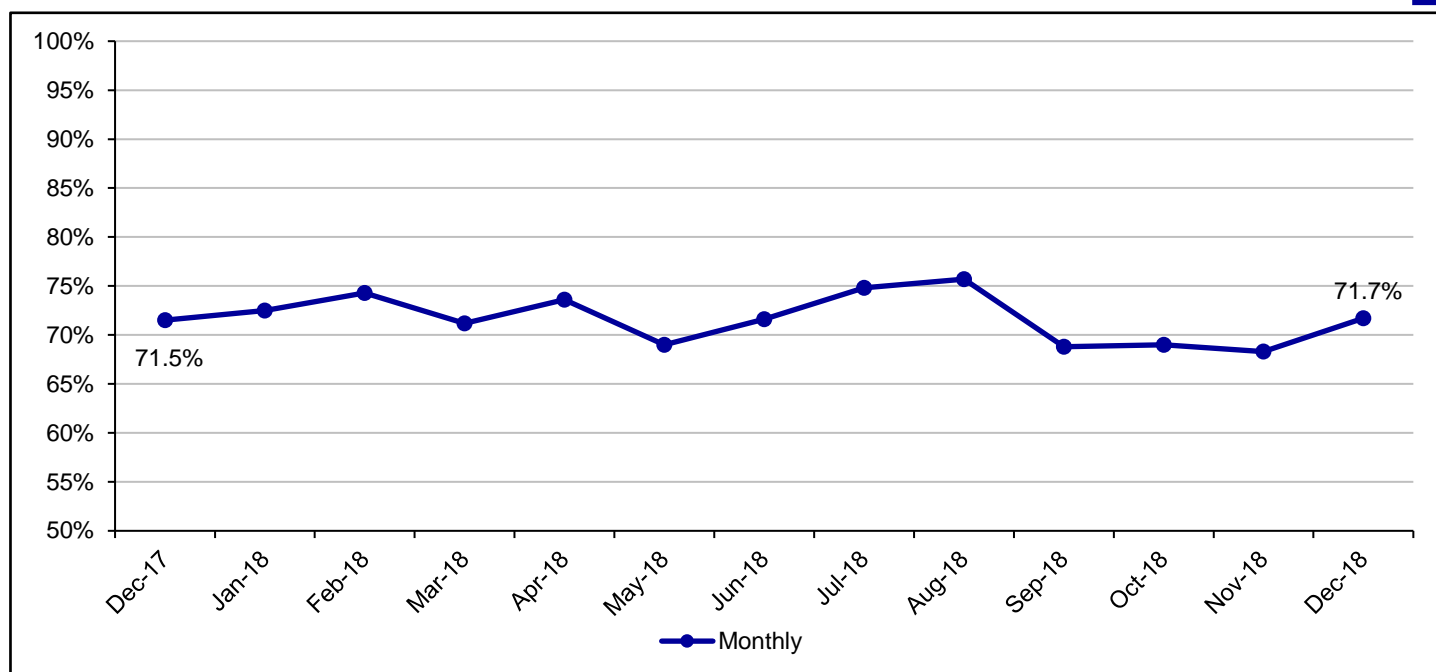
<u>Borough</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
Bronx	0:00:57	0:00:59	-0:00:02
Local/Limited	0:00:48	0:00:53	-0:00:05
Select Bus Service	0:01:23	0:01:02	+0:00:21
Express	0:04:44	0:05:02	-0:00:18
Brooklyn	0:00:45	0:00:56	-0:00:11
Local/Limited	0:00:45	0:00:57	-0:00:12
Select Bus Service	0:00:50	0:00:34	+0:00:16
Express	0:00:19	0:01:30	-0:01:11
Manhattan	0:00:28	0:00:39	-0:00:11
Local/Limited	0:00:35	0:00:45	-0:00:10
Select Bus Service	0:00:08	0:00:21	-0:00:13
Express	N/A	N/A	N/A
Queens	0:00:54	0:01:02	-0:00:08
Local/Limited	0:00:49	0:00:57	-0:00:08
Select Bus Service	0:00:49	0:01:03	-0:00:14
Express	0:04:35	0:04:50	-0:00:15
Staten Island	0:00:36	0:01:00	-0:00:24
Local/Limited	0:00:31	0:00:37	-0:00:06
Select Bus Service	0:00:56	0:00:52	+0:00:04
Express	0:00:41	0:02:14	-0:01:33
Systemwide	0:00:47	0:00:56	-0:00:09
Local/Limited	0:00:45	0:00:54	-0:00:09
Select Bus Service	0:00:40	0:00:40	0:00:00
Express	0:02:10	0:03:11	-0:01:01

The metrics in this report are preliminary and subject to change.

Chart 6

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

Desired trend



	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Bronx	71.6%	71.9%	-0.3%	71.6%	N/A	N/A
Brooklyn	70.3%	70.4%	-0.1%	70.6%	N/A	N/A
Manhattan	75.3%	74.9%	+0.4%	75.5%	N/A	N/A
Queens	71.8%	71.2%	+0.6%	71.5%	N/A	N/A
Staten Island	67.9%	67.1%	+0.8%	68.1%	N/A	N/A
Systemwide	71.7%	71.5%	+0.2%	71.7%	N/A	N/A

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in December 2018 increased by 0.2% as compared to December 2017.

Customer Journey Time Performance Monthly

Desired trend 

<u>Borough</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
Bronx	71.6%	71.9%	-0.3%
Local/Limited	72.5%	72.4%	+0.1%
Select Bus Service	69.2%	72.8%	-3.6%
Express	47.2%	45.2%	+2.0%
Brooklyn	70.3%	70.4%	-0.1%
Local/Limited	70.0%	70.0%	0.0%
Select Bus Service	73.9%	78.9%	-5.0%
Express	62.4%	59.3%	+3.1%
Manhattan	75.3%	74.9%	+0.4%
Local/Limited	73.7%	73.4%	+0.3%
Select Bus Service	79.7%	78.8%	+0.9%
Express	N/A	N/A	N/A
Queens	71.8%	71.2%	+0.6%
Local/Limited	72.2%	71.7%	+0.5%
Select Bus Service	72.4%	72.6%	-0.2%
Express	47.2%	46.7%	+0.5%
Staten Island	67.9%	67.1%	+0.8%
Local/Limited	69.9%	69.5%	+0.4%
Select Bus Service	71.2%	72.7%	-1.5%
Express	61.6%	57.8%	+3.8%
Systemwide	71.7%	71.5%	+0.2%
Local/Limited	71.8%	71.5%	+0.3%
Select Bus Service	74.9%	76.3%	-1.4%
Express	56.2%	53.4%	+2.8%

The metrics in this report are preliminary and subject to change.

Chart 8

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.

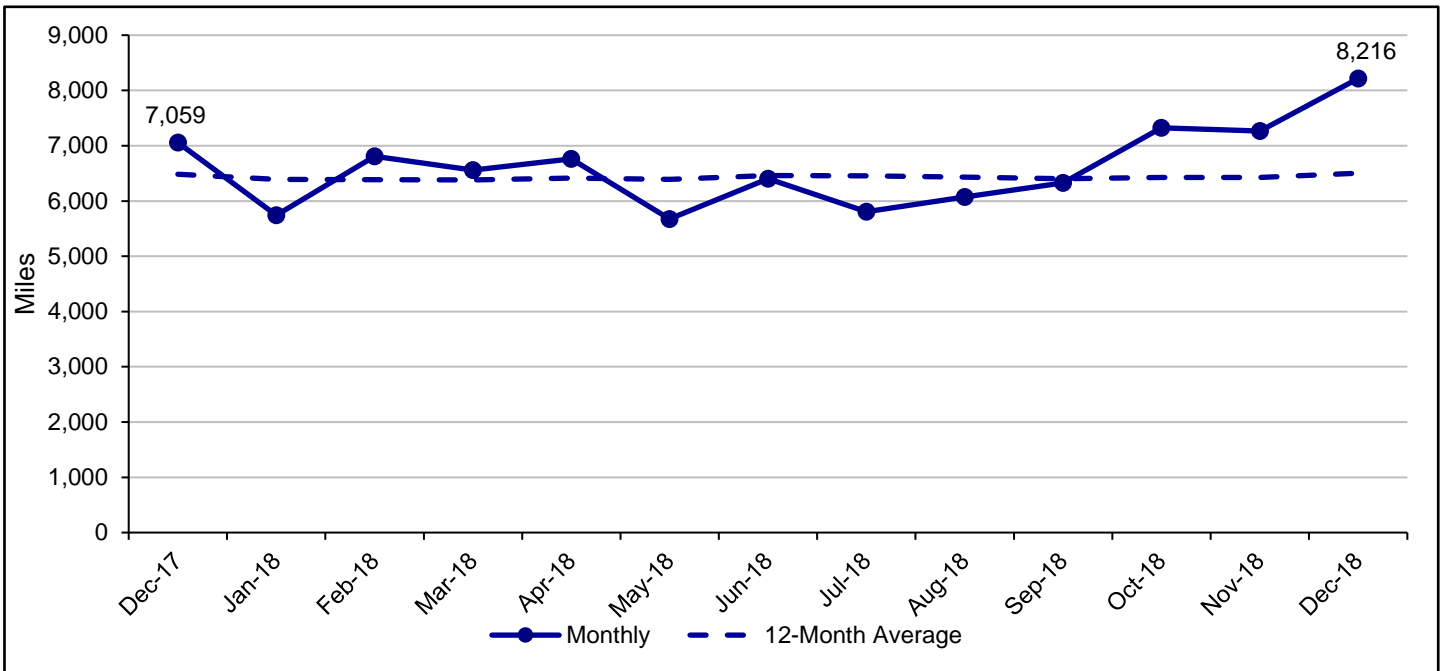
Bus Speeds

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		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Bronx	7,043	4,816	+46.2%	4,628	4,393	+5.3%
Brooklyn	8,889	7,317	+21.5%	6,350	6,791	-6.5%
Manhattan	5,001	3,722	+34.4%	3,889	3,609	+7.8%
Queens	7,308	8,456	-13.6%	7,140	7,230	-1.2%
Staten Island	23,784	20,570	+15.6%	19,514	21,716	-10.1%
Systemwide	8,216	7,059	+16.4%	6,503	6,484	+0.3%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures improved by 16.4% from 7,059 in December 2017 to 8,216 in December 2018.
- The 12-month rolling average through December 2018 slightly increased by 0.3%.

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

Desired trend 

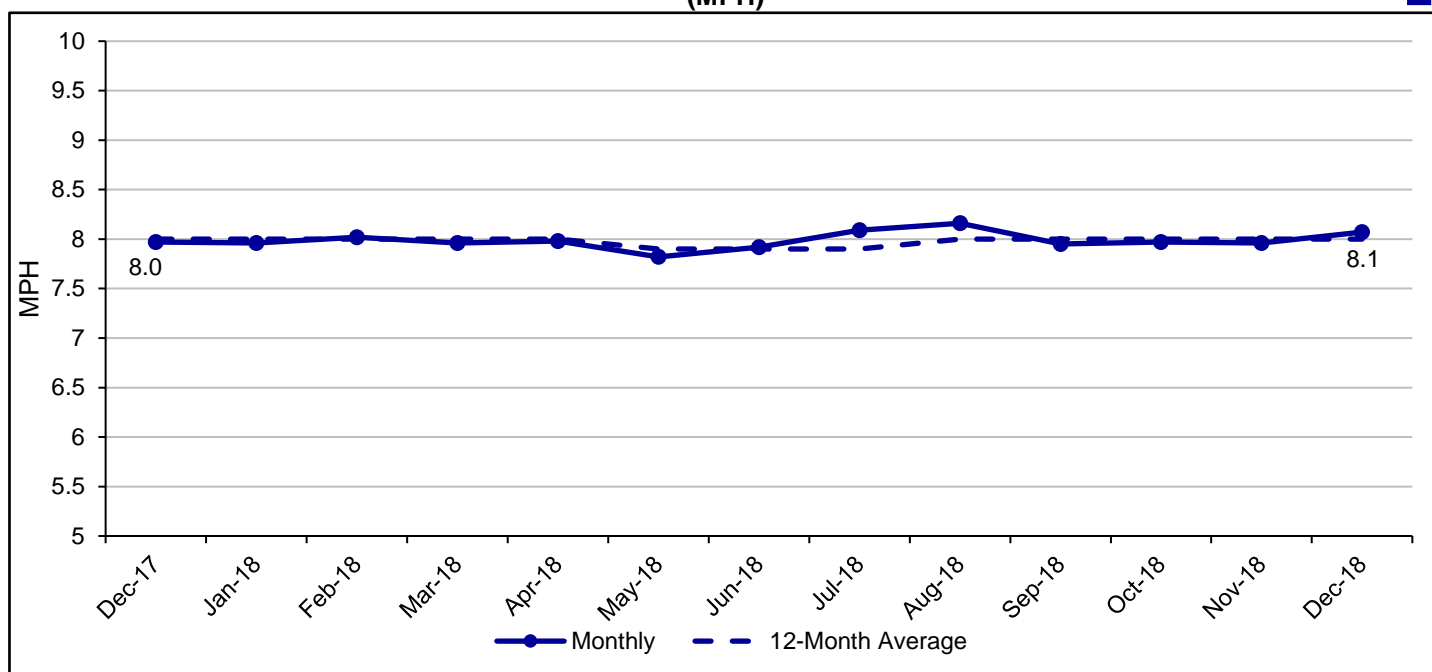
<u>Borough</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
Bronx	4,628	4,393	+5.3%
Local/Limited	3,920	3,676	+6.6%
Select Bus Service	5,879	5,386	+9.2%
Express	10,575	11,748	-10.0%
Brooklyn	6,350	6,791	-6.5%
Local/Limited	6,163	6,583	-6.4%
Select Bus Service	8,676	8,250	+5.2%
Express	8,576	11,969	-28.3%
Manhattan	3,889	3,609	+7.8%
Local/Limited	3,477	3,284	+5.9%
Select Bus Service	7,440	6,142	+21.1%
Express	N/A	N/A	N/A
Queens	7,140	7,230	-1.2%
Local/Limited	6,757	6,744	+0.2%
Select Bus Service	11,515	13,905	-17.2%
Express	7,837	9,278	-15.5%
Staten Island	19,514	21,716	-10.1%
Local/Limited	17,755	19,950	-11.0%
Select Bus Service	10,067	10,804	-6.8%
Express	23,378	26,161	-10.6%
Systemwide	6,503	6,484	+0.3%
Local/Limited	5,677	5,643	+0.6%
Select Bus Service	8,468	7,704	+9.9%
Express	12,318	14,245	-13.5%

The metrics in this report are preliminary and subject to change.

Chart 10

Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Bronx	7.4	7.5	-1.3%	7.4	7.5	-1.3%
Brooklyn	7.2	7.1	+1.4%	7.1	7.1	0.0%
Manhattan	6.0	6.0	0.0%	6.0	5.9	+1.7%
Queens	8.9	8.9	0.0%	8.9	8.9	0.0%
Staten Island	13.9	13.1	+6.1%	13.4	13.2	+1.5%
Systemwide	8.1	8.0	+1.3%	8.0	8.0	0.0%

Speed Discussion

- Bus Speeds improved by 1.3% from 8.0 mph in December 2017 to 8.1 mph in December 2018.
- Speeds on Staten Island express buses improved by 11.8% from 15.3mph in December 2017 to 17.1mph in December 2018.

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

<u>Borough</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
Bronx	7.4	7.5	-1.3%
Local/Limited	6.8	6.9	-1.4%
Select Bus Service	8.6	8.6	0.0%
Express	11.2	11.3	-0.9%
Brooklyn	7.2	7.1	+1.4%
Local/Limited	6.9	6.8	+1.5%
Select Bus Service	8.6	8.6	0.0%
Express	12.1	11.8	+2.5%
Manhattan	6.0	6.0	0.0%
Local/Limited	5.6	5.7	-1.8%
Select Bus Service	7.7	7.4	+4.1%
Express	N/A	N/A	N/A
Queens	8.9	8.9	0.0%
Local/Limited	8.5	8.6	-1.2%
Select Bus Service	11.4	11.3	+0.9%
Express	12.5	12.5	0.0%
Staten Island	13.9	13.1	+6.1%
Local/Limited	11.8	11.5	+2.6%
Select Bus Service	14.5	14.5	0.0%
Express	17.1	15.3	+11.8%
Systemwide	8.1	8.0	+1.3%
Local/Limited	7.5	7.4	+1.4%
Select Bus Service	9.4	9.4	0.0%
Express	13.9	13.0	+6.9%

The metrics in this report are preliminary and subject to change.

Chart 12

Section 3: Passenger Environment

The metrics in this section affect the customer experience in terms of cleanliness and the functionality of the equipment they encounter on their travels.

Performance Indicator Definitions

Passenger Environment Survey

Passenger Environment Survey (PES) indicators combine the results of surveys of a number of different aspects of bus vehicle and operating conditions in three categories:

Appearance: For example, do the buses appear clean? Are they free of graffiti?

Equipment: For example, do the heat, air conditioning, and wheelchair lift work?

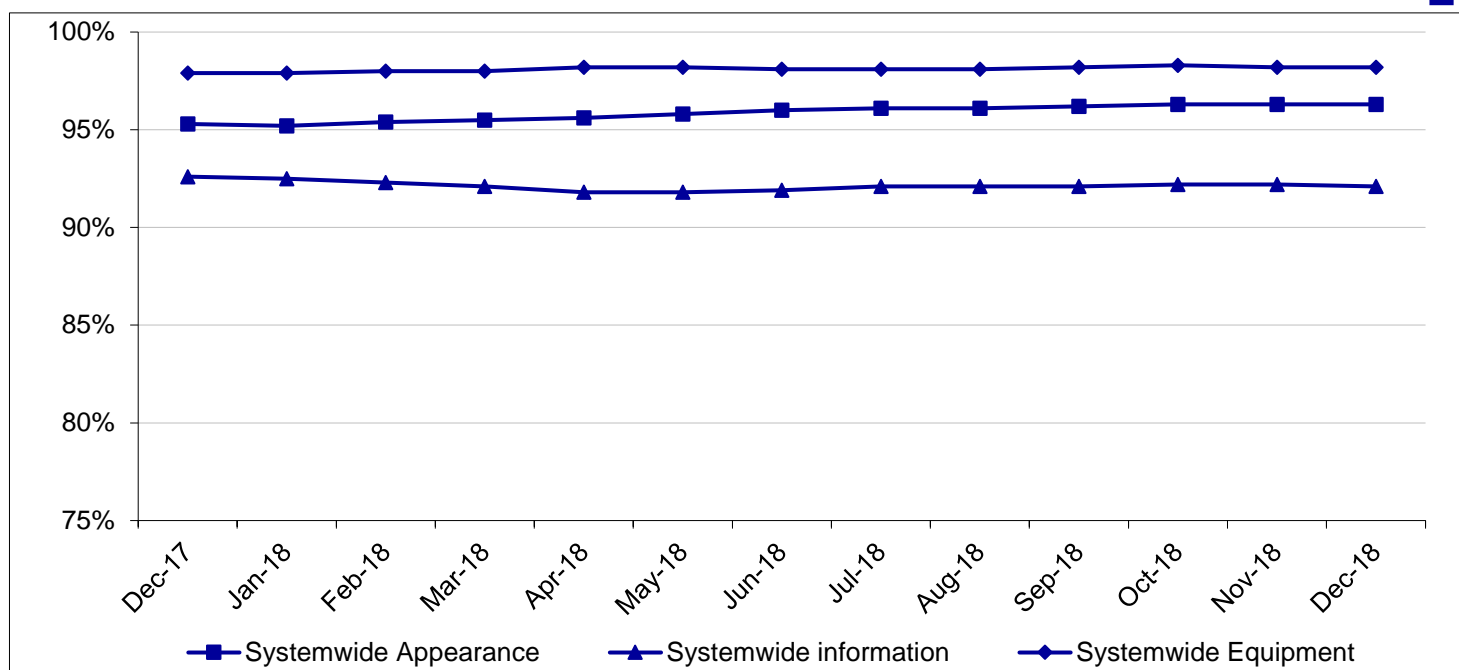
Information: For example, is the information helpful and appropriate? Are the electronic signs correct? Are the announcements clear?

Separate surveys are conducted for local and express buses. Express buses are only surveyed for appearance and equipment indicators.

Surveys are conducted between 4 a.m. and 11 p.m. on weekdays. This number is reported as a 12-month average.

Passenger Environment Survey 12-Month Rolling Average

Desired trend



Jan 18 - Dec 18

Jan 17 - Dec 17

	Appearance	Equipment	Information	Appearance	Equipment	Information
Bronx	95.9%	95.9%	95.9%	94.6%	94.6%	94.6%
Brooklyn	97.0%	97.0%	97.0%	95.3%	95.3%	95.3%
Manhattan	94.9%	94.9%	94.9%	91.9%	91.9%	91.9%
Queens	97.6%	97.6%	97.6%	97.5%	97.5%	97.5%
Staten Island	95.5%	95.5%	95.5%	95.2%	95.2%	95.2%
Systemwide	96.3%	98.2%	92.1%	95.3%	97.9%	92.6%

Passenger Environment Survey Discussion

- The information quality score decreased by 0.5% on a 12-month average due to a slight decline in bus map availability and bus announcements. As part of the Fast Forward Plan, digital information screens are now available on over 1,000 buses, and all new buses will be delivered with these screens. The digital screens offer audio and visual route information and display next stop information, service advisories, bus maps, and travel information, including transfers.
- Appearance improved by 1%, due to better litter and cleanliness scores.
- Equipment performance improved by 0.3% on a 12-month average.

Section 4: 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. 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 a.m.-9 a.m.) and afternoon (4 p.m.-7 p.m.) 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 metrics is the combined results of NYCT Bus and MTA Bus.

Bus AM Weekday Pull Out Performance

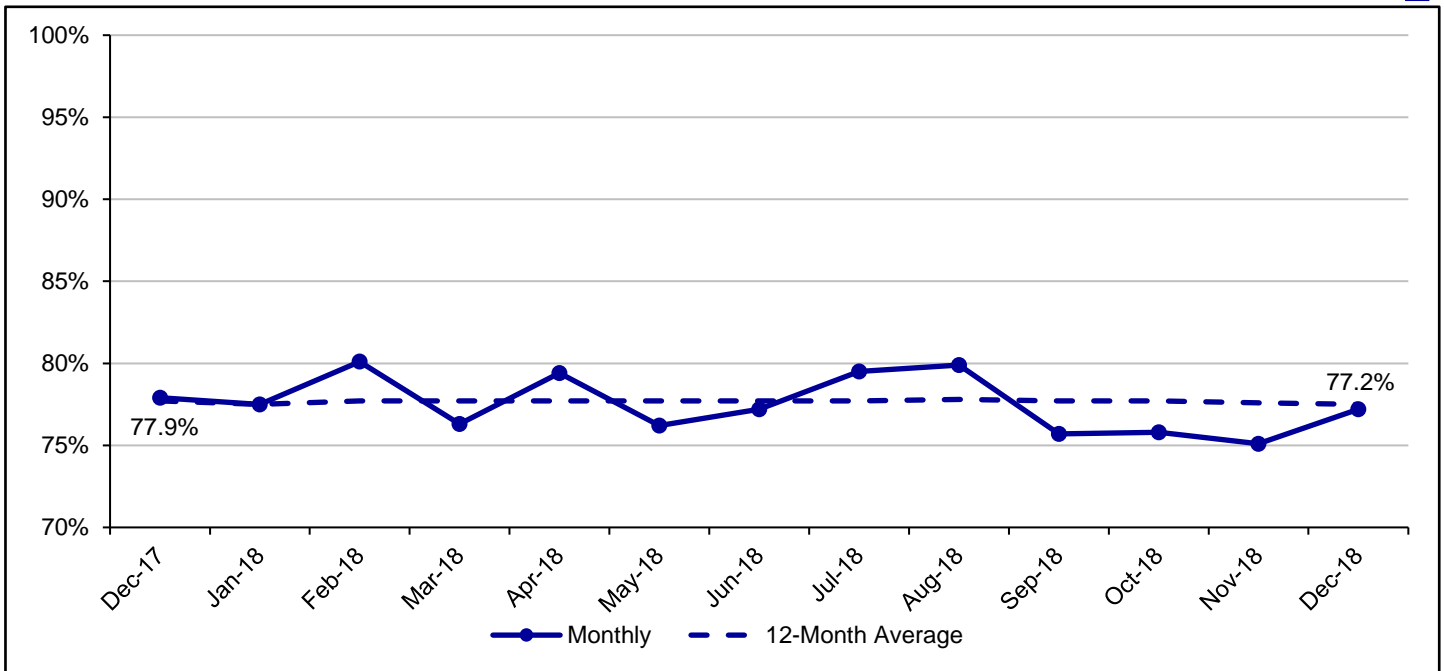
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

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		
	Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
Bronx	77.1%	77.7%	-0.6%	76.8%	77.4%	-0.6%
Brooklyn	75.0%	76.5%	-1.5%	76.0%	76.2%	-0.2%
Manhattan	76.4%	76.6%	-0.2%	76.2%	76.4%	-0.2%
Queens	78.6%	79.1%	-0.5%	79.0%	78.7%	+0.3%
Staten Island	79.3%	80.3%	-1.0%	80.2%	81.5%	-1.3%
Systemwide	77.2%	77.9%	-0.7%	77.5%	77.7%	-0.2%

The metrics in this report are preliminary and subject to change.

Chart 14

Wait Assessment Monthly

Desired trend 

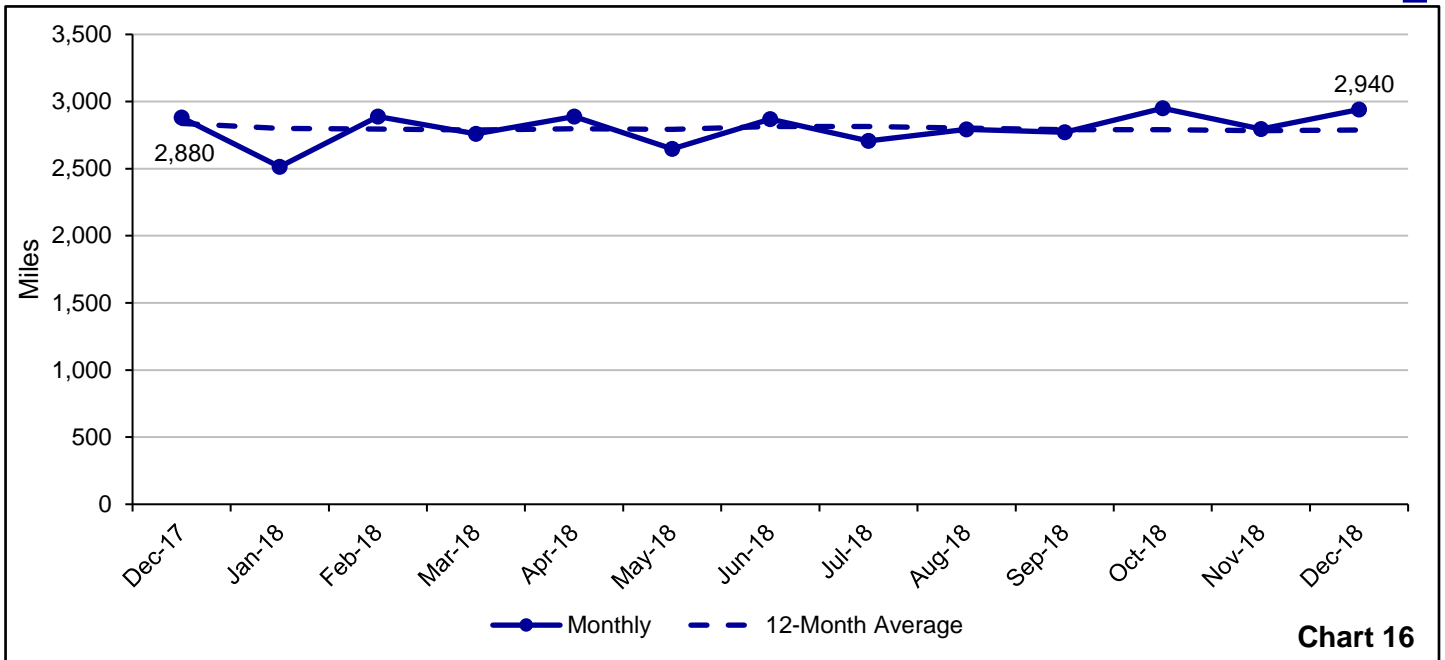
<u>Borough</u>	<u>Dec 18</u>	<u>Dec 17</u>	<u>Difference</u>
Bronx	77.1%	77.7%	-0.6%
Local/Limited	76.9%	77.5%	-0.6%
Select Bus Service	77.3%	80.7%	-3.4%
Express	80.7%	82.3%	-1.6%
Brooklyn	75.0%	76.5%	-1.5%
Local/Limited	74.9%	76.3%	-1.4%
Select Bus Service	79.8%	82.6%	-2.8%
Express	75.9%	76.7%	-0.8%
Manhattan	76.4%	76.6%	-0.2%
Local/Limited	76.1%	76.3%	-0.2%
Select Bus Service	80.9%	80.2%	+0.7%
Express	N/A	N/A	N/A
Queens	78.6%	79.1%	-0.5%
Local/Limited	78.5%	79.0%	-0.5%
Select Bus Service	81.0%	82.6%	-1.6%
Express	80.1%	79.9%	+0.2%
Staten Island	79.3%	80.3%	-1.0%
Local/Limited	78.9%	80.4%	-1.5%
Select Bus Service	77.8%	81.8%	-4.0%
Express	81.6%	79.5%	+2.1%
Systemwide	77.2%	77.9%	-0.7%
Local/Limited	76.9%	77.7%	-0.8%
Select Bus Service	80.0%	81.6%	-1.6%
Express	80.3%	79.8%	+0.5%

The metrics in this report are preliminary and subject to change.

Chart 15

Bus Mean Distance Between Service Interruptions

Desired trend ↑



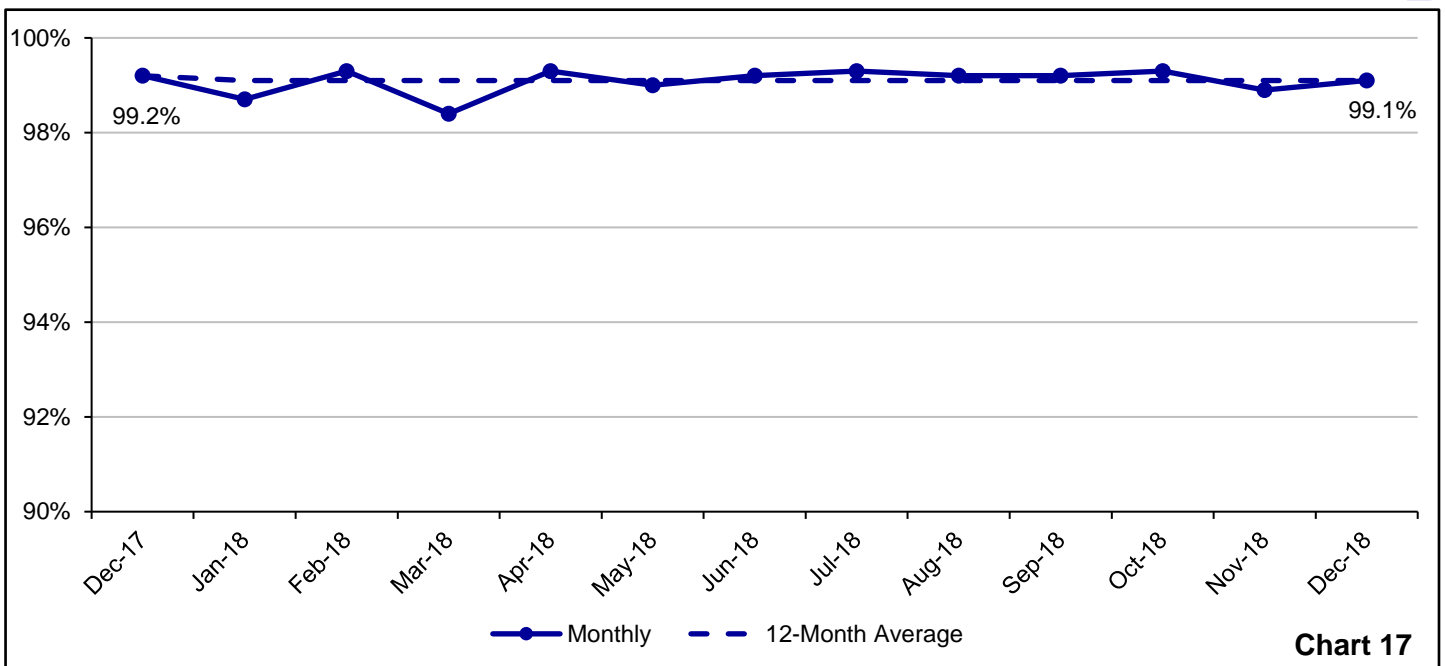
Systemwide

Monthly		
Dec 18	Dec 17	Difference
2,940	2,880	2.1%

12-Month Average		
Dec 18	Dec 17	Difference
2,787	2,837	-1.8%

Bus Percentage of Completed Trips

Desired trend ↑



Systemwide

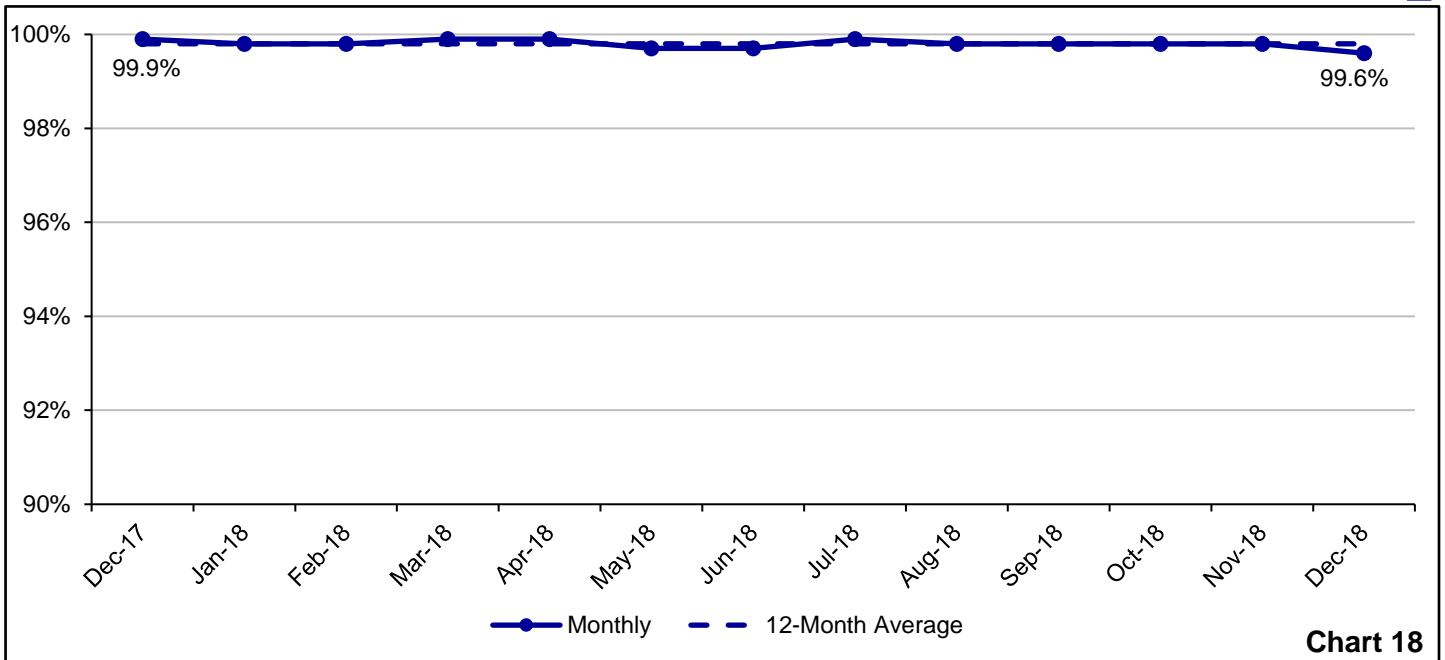
Monthly		
Dec 18	Dec 17	Difference
99.1%	99.2%	-0.1%

12-Month Average		
Dec 18	Dec 17	Difference
99.1%	99.2%	-0.1%

The metrics in this report are preliminary and subject to change.

Bus AM Weekday Pull Out Performance

Desired trend

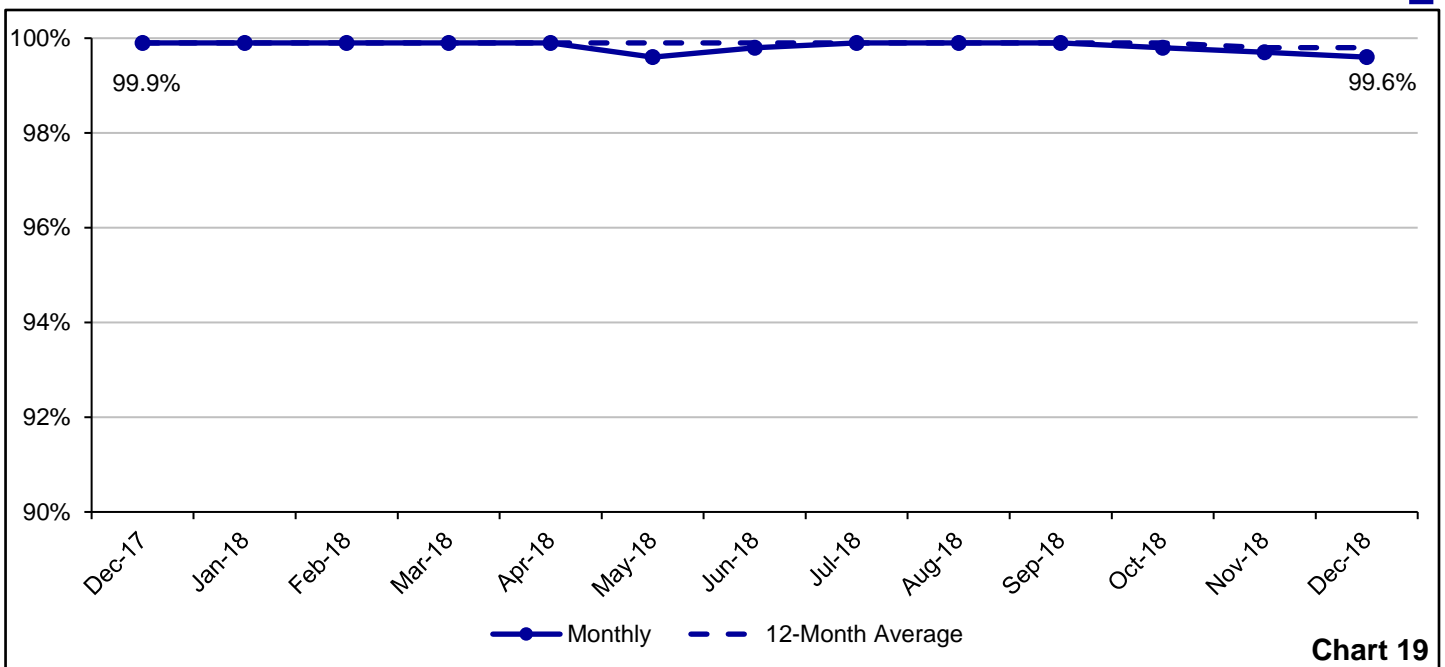


Systemwide

Monthly			12-Month Average		
Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
99.6%	99.9%	-0.3%	99.8%	99.8%	0.0%

Bus PM Weekday Pull Out Performance

Desired trend



Systemwide

Monthly			12-Month Average		
Dec 18	Dec 17	Difference	Dec 18	Dec 17	Difference
99.6%	99.9%	-0.3%	99.8%	99.9%	-0.1%

The metrics in this report are preliminary and subject to change.

Customer Service Report: Paratransit

Darryl C. Irick, President, MTA Bus Company;
Senior Vice President, NYCT Department of Buses



Qualified Access-A-Ride (AAR) customers, upon request, can take part in free travel training on MTA Buses and Subways. This integral component of Paratransit service was provided to retired school teacher and centenarian, Emily Manno, who successfully completed travel training recently.

January 2019 Highlights: Paratransit

Performance in November 2018 remained stable even as ridership grew 19% compared to last year. Our E-Hail pilot program, which currently includes both advance reservation and on-demand service, remains the primary driver of growth.

Making Paratransit responsive to our customers' needs in a sustainable, cost-effective way is a key tenet of our Fast Forward Plan. Our vision is for multi-modal service to offer different travel options and to match each customer with the best possible service option. To that end, this month we are requesting Board approval to award service contracts to three vendors for the provision of Broker Car Service. These contracts will significantly increase the broker vehicle fleet and provide greater flexibility and reliability for our customers in all five boroughs. Importantly, the new contracts will include the ability to provide non-ambulatory service utilizing wheelchair accessible vehicles, as well as the ability to deliver high-volume trips at lower costs than the primary carrier service.

In addition, this month we began the rollout of 400 new lift-equipped vans on our primary carrier service to replace vehicles that have exceeded their useful life. The new vans are quieter and have interiors with a higher ceiling clearance, bright LED lighting, and digital thermostat controls providing for a more comfortable ride and improving the customer experience. As an added benefit, the narrow body design is easier to maneuver on city streets compared to the older Paratransit vehicles.

Darryl C. Irick

President, MTA Bus Company

Senior Vice President, NYCT Department of Buses

Paratransit Report

Statistical results for the month of November 2018 are shown below.

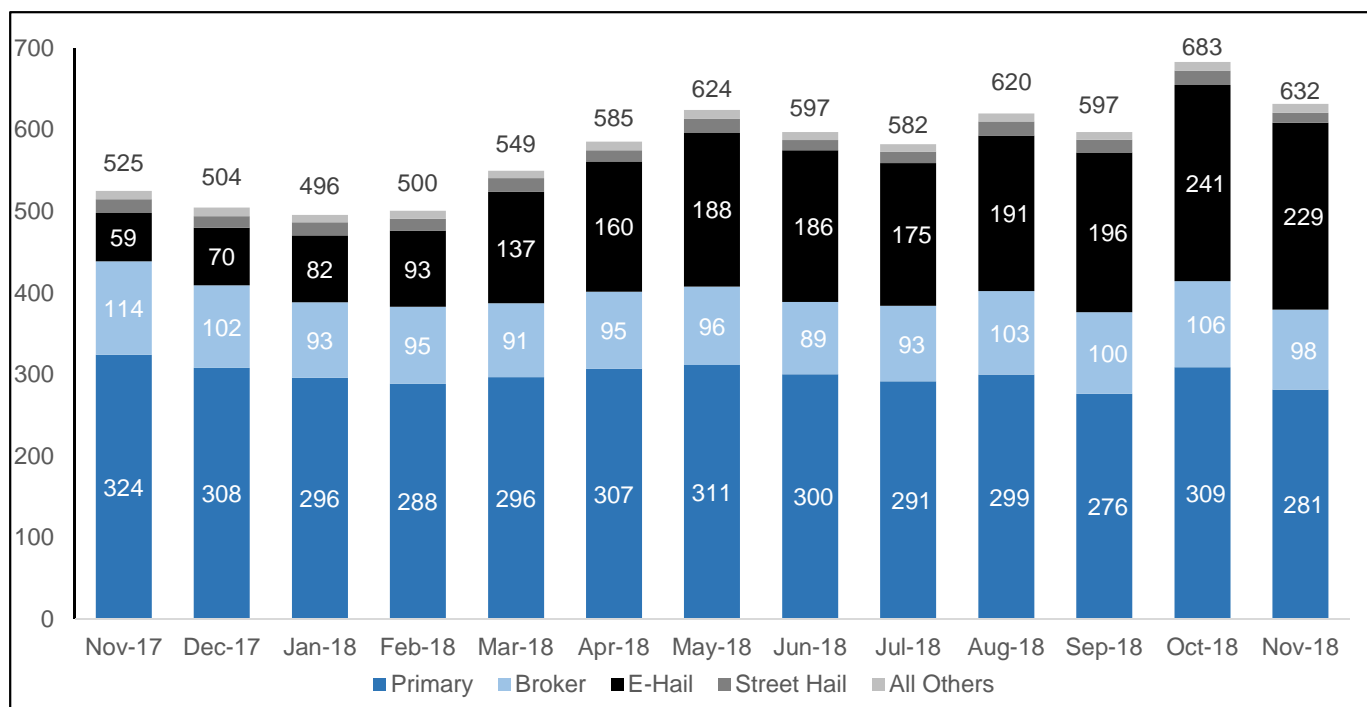
Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: November 2018			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Legacy Indicators	% of Trips Completed	92.9%	91.0%	+1.9%	92.4%	90.8%	+1.6%
	Trips Requested	778,228	663,926	+17.2%	722,660	652,278	+10.8%
	Trips Scheduled	679,629	576,748	+17.8%	628,017	560,579	+12.0%
	Trips Completed*	631,639	524,959	+20.3%	580,022	508,928	+14.0%
	Early Cancellations (Customer) as a Percentage of Trips Requested	12.1%	12.5%	-0.4%	12.5%	13.3%	-0.8%
	Late Cancellations (Customer) as a Percentage of Trips Scheduled	4.1%	3.5%	+0.6%	3.8%	3.5%	+0.3%
	No-Shows (Customer) as a Percentage of Trips Scheduled	2.2%	2.3%	-0.1%	2.0%	2.1%	-0.1%
	No-Shows (Carrier and No-Fault) as a Percentage of Trips Scheduled	0.6%	0.7%	-0.1%	0.6%	0.8%	-0.2%
	Denials (Capacity) as a Percentage of Trips Requested	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Customer Refusals as a Percentage of Trips Requested	0.6%	0.6%	0.0%	0.6%	0.8%	-0.2%
	New Applications Received	3,110	2,859	+8.8%	3,082	2,774	+11.1%

*November 2018 and the 12-month average completed trips are estimated based on reimbursement rates to exclude unredeemed authorized trips to make the values comparable to last year's value.

Note: 1) The percentage change may not be exact due to rounding.

2) Trip amounts will change due to reconciliation.

Total Trips

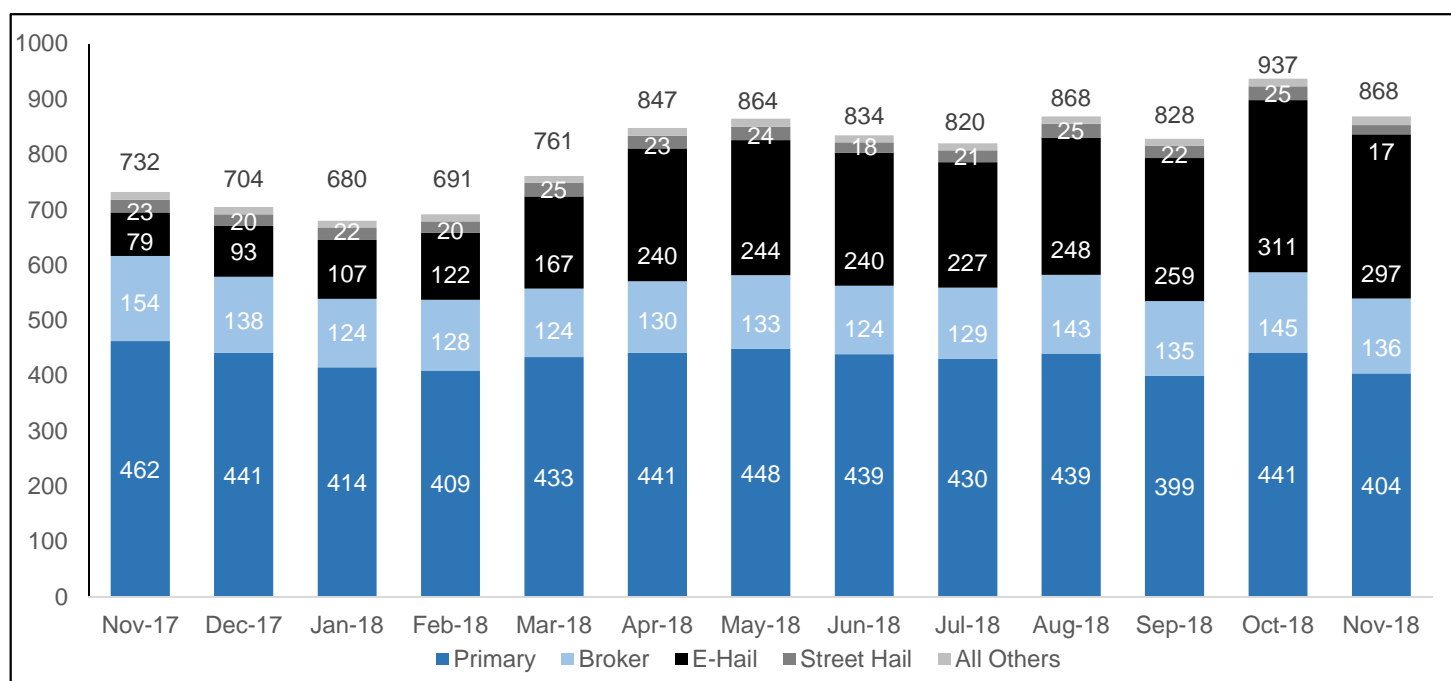


Total Trips Discussion

- Total Trips decreased by 51K (or 8%) in November 2018 when compared to October 2018, and increased by 107K (or 20%) when compared to November 2017.
- The decrease in overall trips is mainly attributed to weather related issues as well as the holidays in the month of November and one less business day when compared to October. As a result, E-Hail usage declined by 12K trips, Primary carriers declined by 28K trips, and Broker trips declined by 8K when compared to October 2018.
- August through October 2018 trips have been adjusted to reflect the most recent data submitted from the vendors.

Chart 1

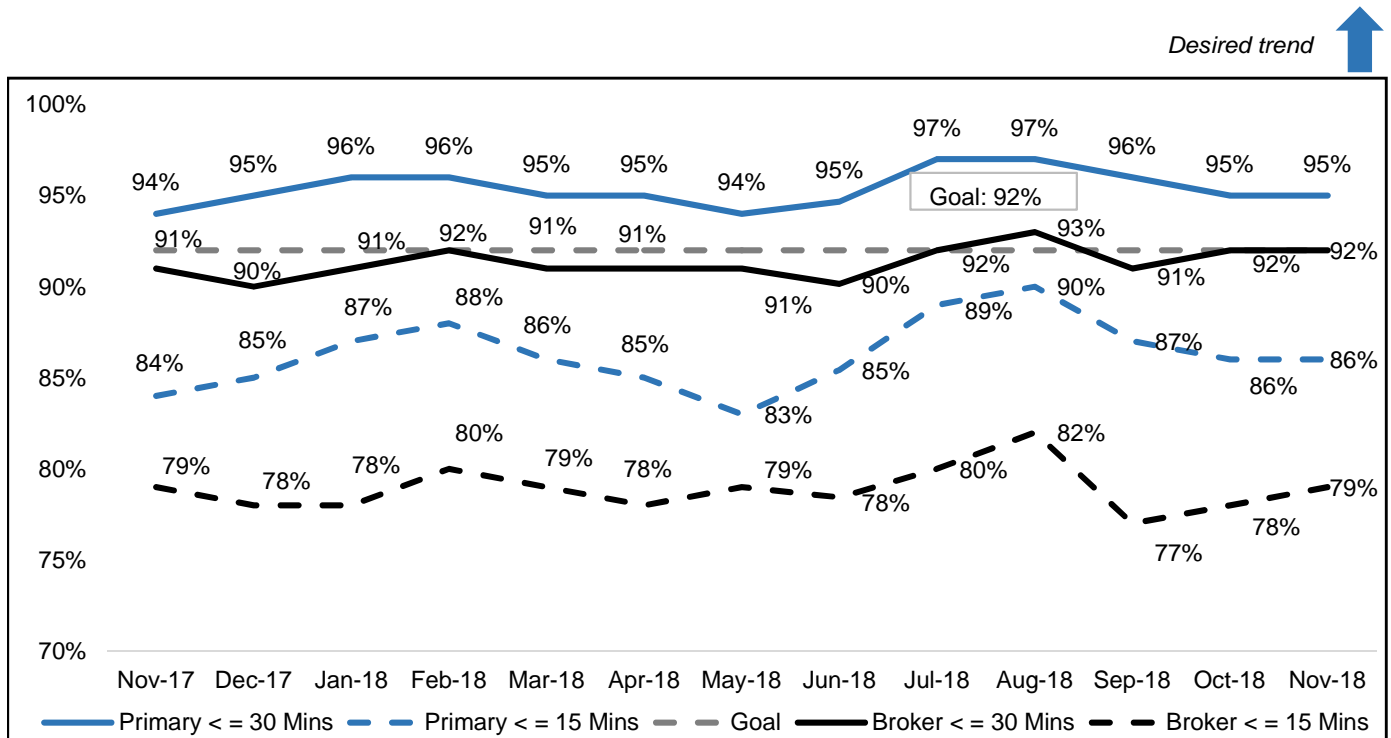
Total Ridership



Total Ridership Discussion

- Total Ridership decreased by 69K (or 7%) in November 2018 when compared to October 2018, and increased by 136K (or 19%) when compared to November 2017.
- The decrease in overall ridership is mainly attributed to weather related issues as well as holidays in the month of November and one less business day when compared to October. As a result, E-Hail usage declined by 14K riders, Primary carriers declined by 37K riders, and Broker ridership declined by 9K when compared to October 2018.
- August through October 2018 ridership has been adjusted to reflect the most recent data submitted from the vendors.

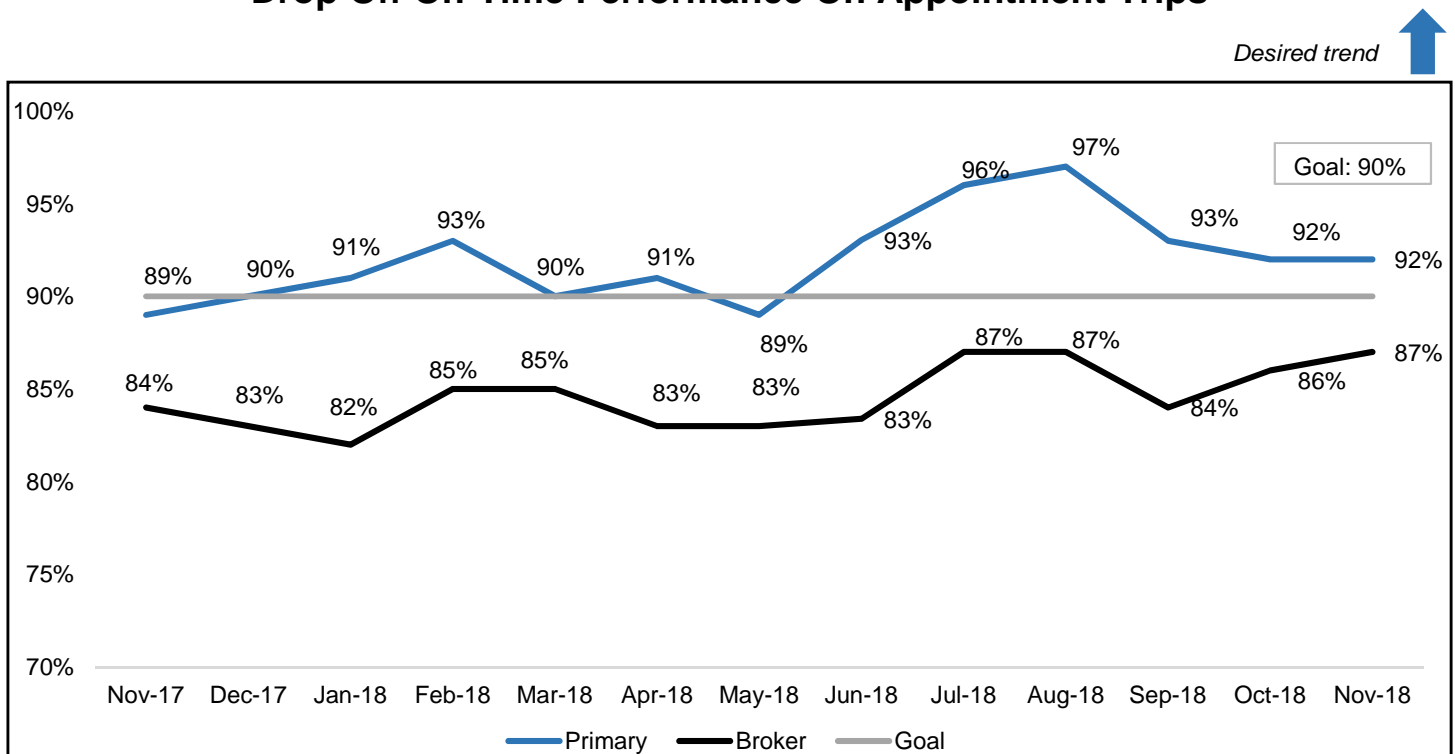
Pick Up On-Time Performance



Pick Up On-Time Performance Discussion

- Primary Carrier 30 minute P/U OTP remained flat at 95% in November 2018 when compared to October 2018, and improved by 1% when compared to November 2017.
- Primary Carrier 15 minute P/U OTP remained flat at 86% in November 2018 when compared to October 2018, and improved by 2% when compared to November 2017.
- Broker 30 minute P/U OTP remained flat at 92% in November 2018 when compared to October 2018, and improved by 1% when compared to November 2017.
- Broker 15 minute P/U OTP was 79% in November 2018, an improvement of 1% when compared to October 2018, and remained flat when compared to November 2017.

Drop Off On-Time Performance On Appointment Trips



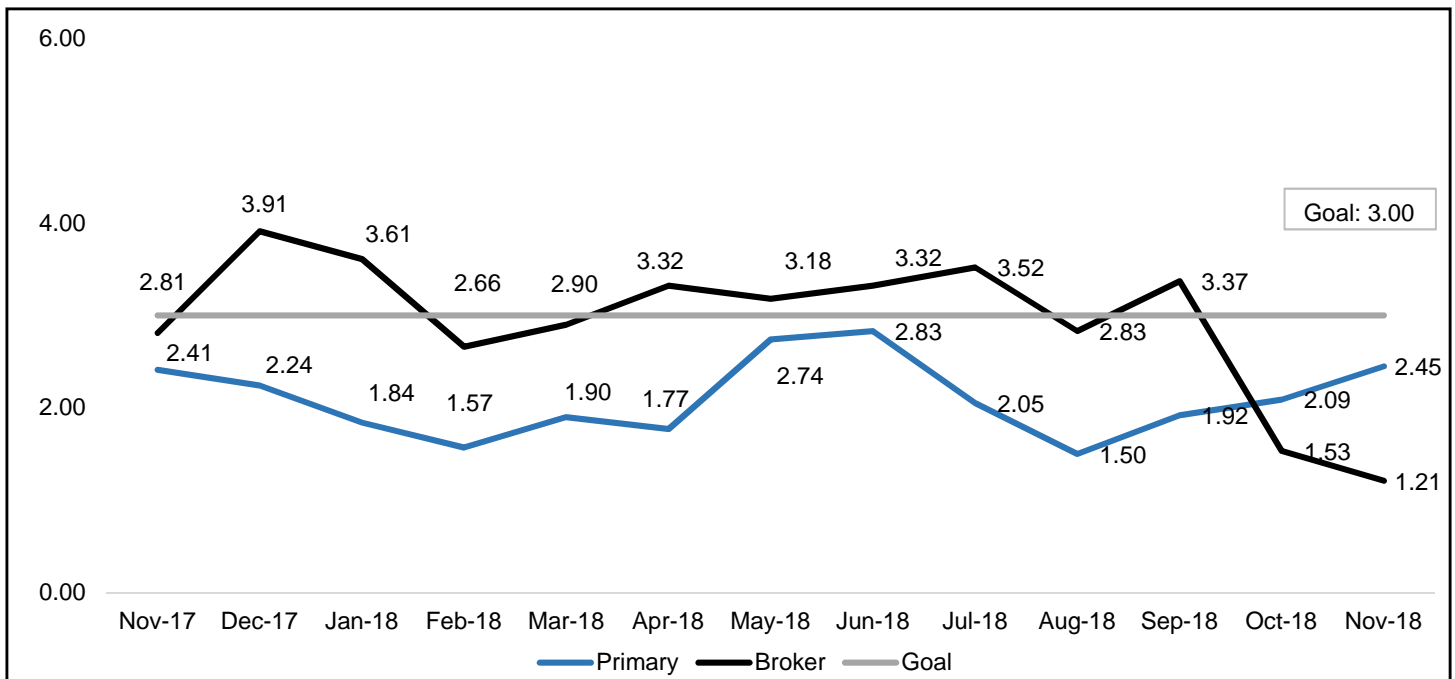
Drop Off On-Time Performance On Appointment Trips Discussion

- Primary Carrier D/O OTP remained flat at 92% in November 2018 as compared to October 2018, and improved by 3% when compared to November 2017.
- Broker D/O OTP improved by 1% in November 2018 as compared to October 2018, and also improved by 3% when compared to November 2017.

Chart 4

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

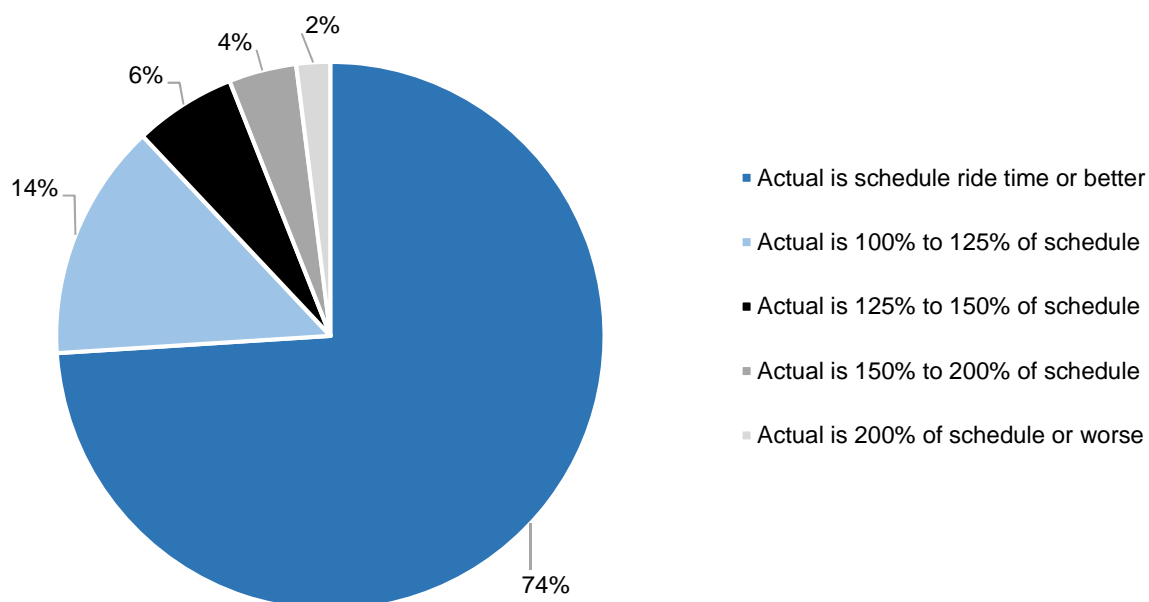


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary Carrier No-Shows performance declined by 0.36 per 1,000 trips in November 2018 when compared to October 2018, and showed a slight decline of 0.04 per 1,000 trips when compared to November 2017.
- Broker No-Shows performance improved by 0.32 per 1,000 trips in November 2018 when compared to October 2018, and also improved by 1.60 per 1,000 trips when compared to November 2017.

Chart 5

Access-A-Ride Carrier Ride Time Performance - Actual vs. Scheduled

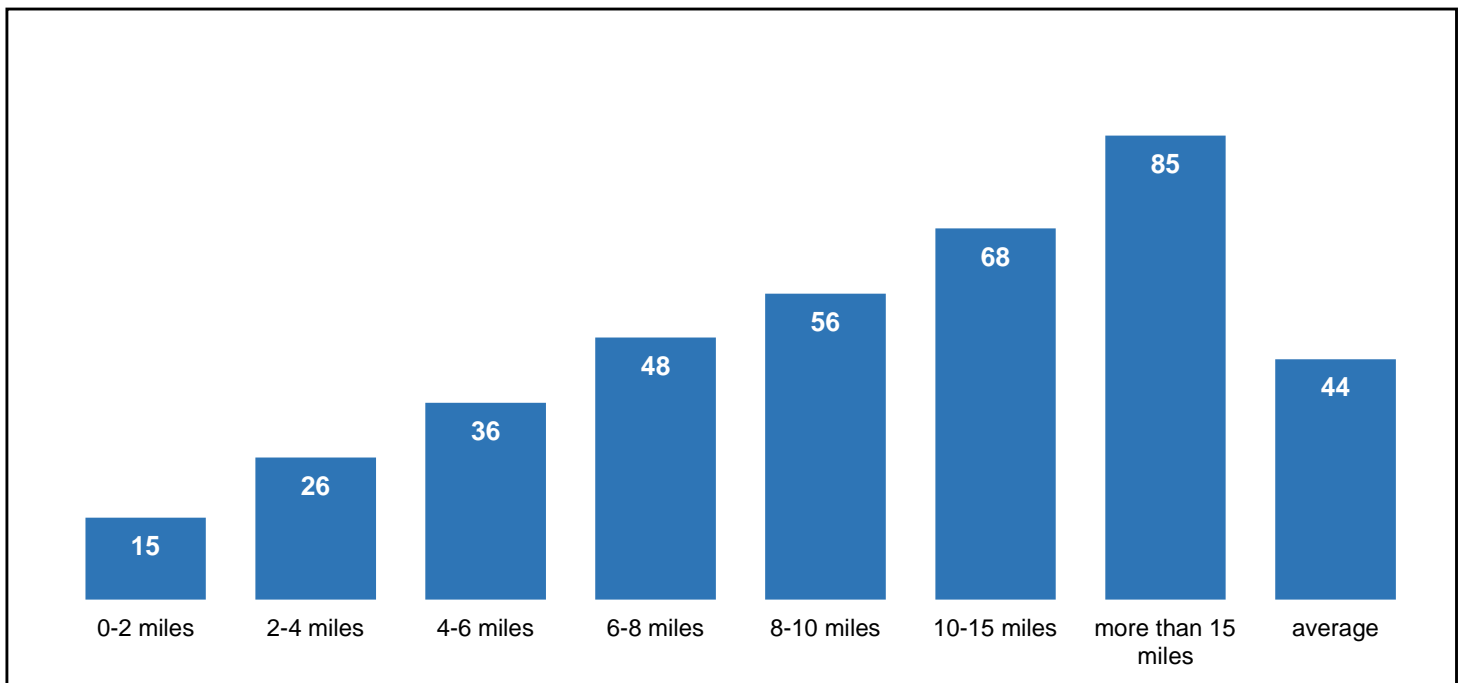


Access-A-Ride Carrier Ride Time Performance - Actual vs. Scheduled Discussion

- 74% of trips in November 2018 performed within the scheduled time or better, a decrease of 1% when compared to October 2018.

Note: Percentages may not be exact due to rounding.

Average Travel Time in Minutes by Trip Distance Category

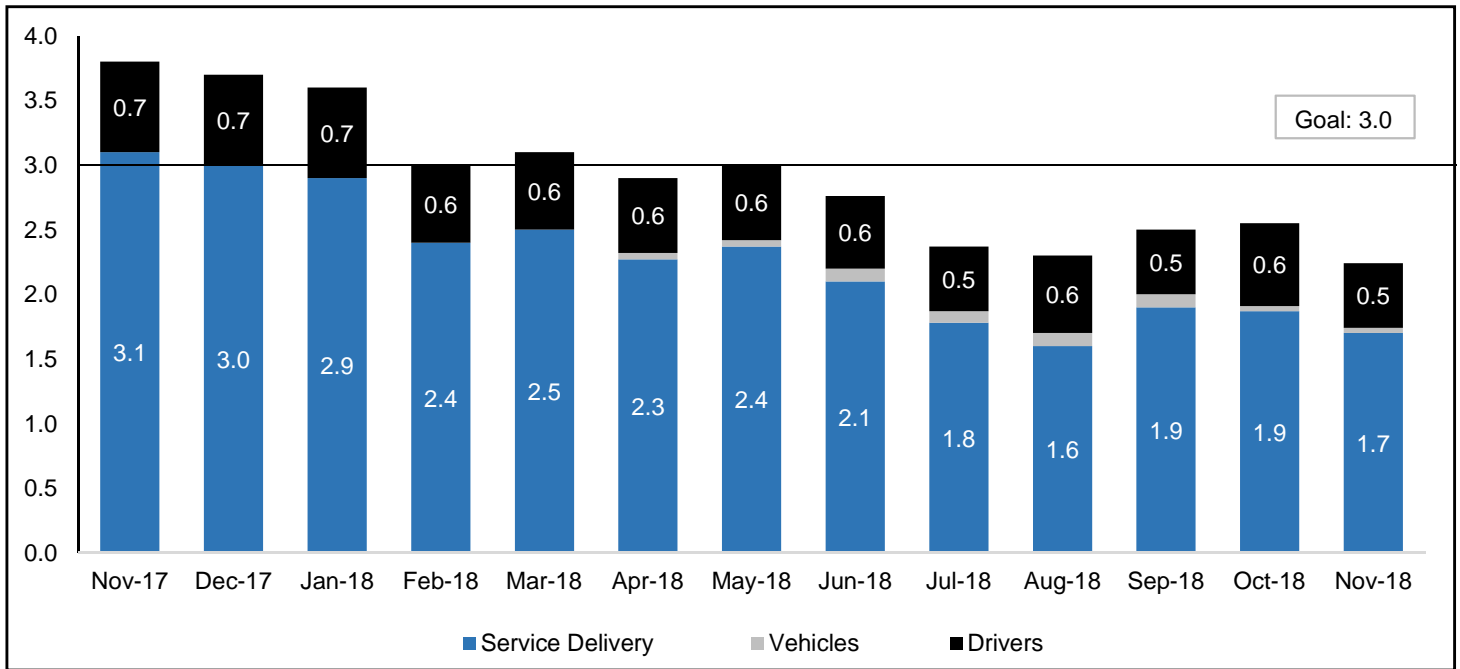


Average Travel Time in Minutes by Trip Distance Category Discussion

- The Average Travel Time for all categories remained flat at 44 minutes in November 2018 when compared to October 2018.

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

Desired trend



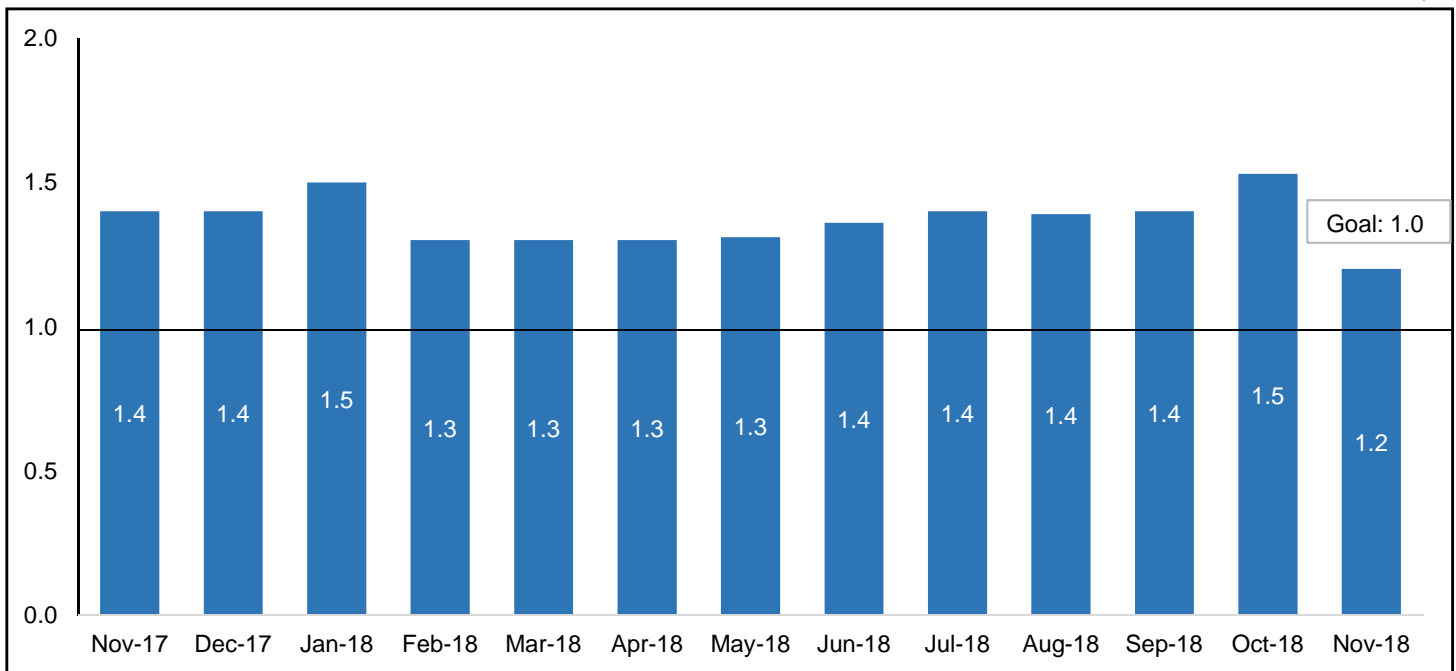
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips Discussion

- Transportation Service related passenger complaints improved (decreased) by 0.4 per 1,000 when compared to October 2018, and improved by 1.6 per 1,000 trips when compared to the November 2017.

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

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

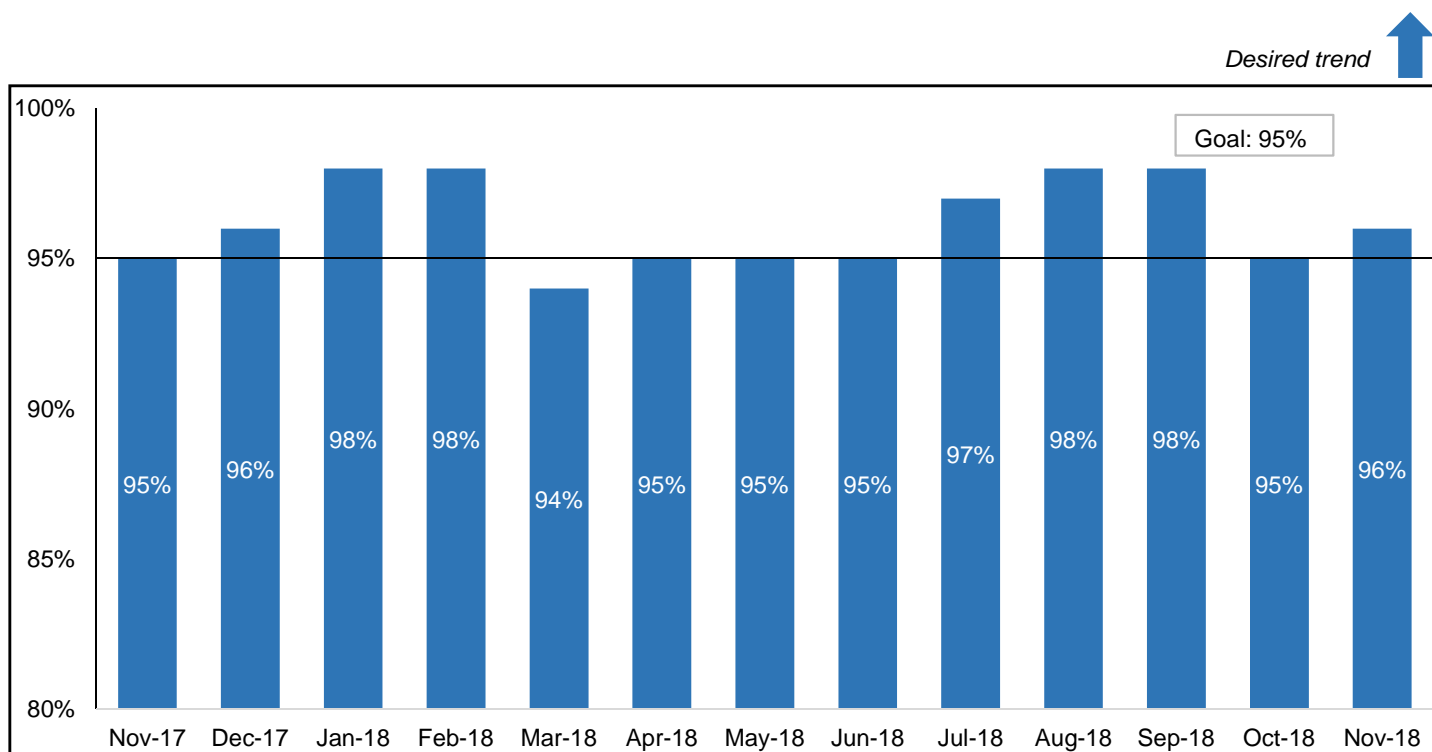
Desired trend



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

- Non-Transportation related passenger complaints improved by 0.3 per 1000 trips in November 2018 when compared to October 2018, and improved by 0.2 per 1000 trips in when compared to November 2017.

Percent of Calls Answered

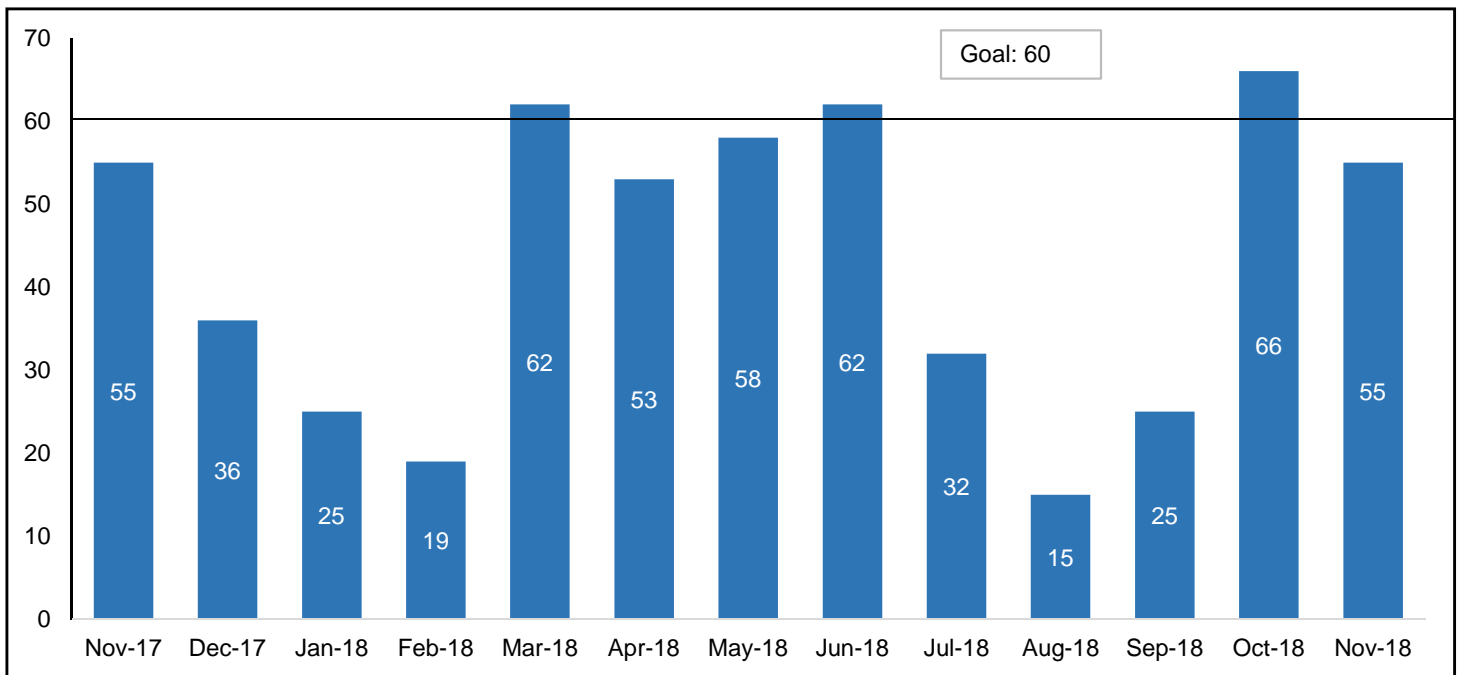


Percent of Calls Answered Discussion

- The Percent of Calls Answered improved by 1% when compared to October 2018, and improved by 1% when compared to November 2017.

Average Call Answer Speed in Seconds

Desired trend ↓



Average Call Answer Speed in Seconds Discussion

- Call answering speed improved by 11 seconds in November 2018 when compared to October 2018, and remained flat at 55 seconds when compared to November 2017.

Accessibility Update

Alex Elegudin, Senior Advisor for Systemwide Accessibility



Casey Stengel Depot and Corona Maintenance Facility had a special visitor on December 7, 2018 when six-year-old transit enthusiast Harry toured the facilities with NYCT President Andy Byford and Senior Advisor for Systemwide Accessibility Alex Elegudin (pictured). Harry is a regular bus user and loves NYCT. This year his Halloween costume was an M96.

January 2019 Highlights: Accessibility

I am excited to kick off 2019, my first full year at New York City Transit, with an update on our accessibility efforts in recent weeks and a bit of a preview of things to come this year.

In 2019, we will complete our study of the estimated cost, feasibility, and challenges of making every subway station in our system accessible. We met our goal of studying 150 stations in 2018 and will study the remaining stations this year. The findings of this study will inform the discussion on selecting the next 50 stations needed to meet our Fast Forward coverage goal, as one of many factors in station selection. As we also promised in Fast Forward, we will regularly engage the community on this and many other topics. To that end, we will be hosting a public event next month to gather input from disability advocates and riders on our next 50 ADA stations. We look forward to a productive discussion as we shape our approach to the next round of accessible stations.

When it comes to increasing systemwide station accessibility, I am also proud to stand with President Byford and all of NYCT in committing to continue as planned with work to make three stations on the Canarsie line accessible in the coming years. These projects will move forward as planned, providing vital points of accessibility and helping move us toward the Fast Forward coverage goal of ensuring all passengers are no more than two stops from an accessible station.

In addition to our essential station accessibility work, we continue to create new resources for our riders and to make our print and digital materials more accessible. We recently posted the fully screen-reader accessible digital version of our new Guide to Accessible Service, published in print last year. We are happy to share this resource with the Board and the thousands of passengers who can make use of the guide in planning their subway, bus, and paratransit travels.

Training also remains a priority for my group. We hosted our first in-person, interactive training for Transit staff in partnership with the Mayor's Office for People with Disabilities earlier this month. We gave dozens of Transit and MTA staff who work in customer service and communications a deeper understanding of accessibility issues and tips for dealing with everyday situations and common customer questions, and we plan to continue this training series partnership with MOPD as part of our broader effort to increase accessibility knowledge across the agency. We will be hosting sessions specifically for GSMs and elevator maintainers in the next two months, with others to follow.

Finally, I am happy to close with a recap of one of my favorite events of the 2018 holiday season – a visit President Byford and I took to Casey Stengel Bus Depot and Corona Maintenance Facility in December. What made this visit special is that we were joined by Harry, a six-year-old Manhattan resident and Transit enthusiast. We met Harry when he became a social media sensation for his Transit-themed Halloween costumes. He dressed up as an M96 bus last year, and a Q train car this year. Harry uses a wheelchair and his costumes highlight accessibility and the love of buses and trains that so many kids – and adults – share. We toured the depot and yard with Harry and appointed him Manager for a day and the smile on his face was a reminder of why we do this work every day, and the difference it makes in the lives of so many New Yorkers.

Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



In preparation for the upcoming 168 St 1 line elevator upgrades, NYCT teams staffed an information table in the station during the evening rush hours of December 20, 21, and 24 to answer customers' questions. The project includes the installation of four new elevator cars as well as upgraded elevator shafts, stairways, and replacement of mechanical components that will increase reliability at this station.

January 2019 Highlights: Strategy and Customer Experience

To All, Happy New Year!

I am proud to say that we ended 2018 very positively, meeting or exceeding expectations in several high impact customer initiatives.

Most notably, we met 19 of 22 of our fourth quarter 2018 Customer Commitments. We continue to make improvements throughout the system that have tangible customer impact. As highlights, we: replaced track with Continuous Welded Rail and performed critical switch repairs to improve subway reliability; implemented several tactical interventions to keep buses moving with the flow of traffic, in partnership with DOT and NYPD; launched a more customer-friendly Access-A-Ride policy and improved communication methods to give riders with disabilities better information about their travel options; and installed new countdown clocks on the Second Avenue Subway. Issues with permits, coordinating with unrelated, third party construction projects, and necessary additional customer testing prevented us from meeting the Q4 deadline for three commitments, and we are working to complete them.

Q4 Highlights:

- Repaired an additional 34 switches to maintain service reliability
- Installed PA systems at 15 stations that did not previously have them, primarily on the F in Brooklyn and the C in upper Manhattan
- Repaired areas within stations and reopened platforms at 121 St J/Z and 104 St J/Z (both Jamaica-bound) and 215 St 1 (Bronx-bound)
- Installed customer information screens at 30 more stations
- Equipped over 700 buses with on-board customer information screens that indicate the next stop and show other service information, bringing our 2018 total to 1,000
- Released the new MY AAR platform in the MYmta app
- Conducted four community workshops with customers to inform the Bronx Bus Network Redesign

This month we are releasing the results of our Q4 2018 Customer Satisfaction Survey. Details can be found in the full report.

Community outreach continues to remain a high priority, and we are proactively working with community boards, elected officials, and local organizations to ensure customers are up to date on service changes. In December, ten public meetings were held throughout the five boroughs on various topics. Beginning on December 20th, our teams were out in full force at the 168th Street station to be sure customers were aware of the January 2019 station closing and that M4 bus service would be available through the duration of the project. This was a coordinated effort among S&CE, the Group Station Manager, Wayfinders, and Service Delivery teams.

In mid-December, we also hosted a live Twitter chat to discuss and engage with customers about the new subway Service Performance Evaluation, Education, and Development (SPEED)

initiative. This virtual event earned 30,000 impressions for the one-hour session during which President Byford and members of the SPEED team responded to customer comments and inquiries. Overall, the chat was received very positively by our customers and by transit advocates.

We also closed out 2018 with outstanding results from our Customer Contact Center. The percentage of calls answered year over year increased by over 9%. And we exceeded our Fast Forward commitment to reduce telephone hold time by 25%. Average time to answer was 229 seconds in 2018, a 33% reduction and nearly 2 minutes less than in 2017. In December, call hold time was just 140 seconds. Similarly, incoming customer comments from social media increased 48% and responses to customers increased about 70% compared to last year. Emails from customers declined 4%. We also published over 15,000 informational messages to customers using our digital channels and printed 537 service notices, keeping customers informed and up to date on changes.

We are looking forward to doing even more in 2019.

Sarah Meyer

Senior Vice President and Chief Customer Officer
Strategy and Customer Experience

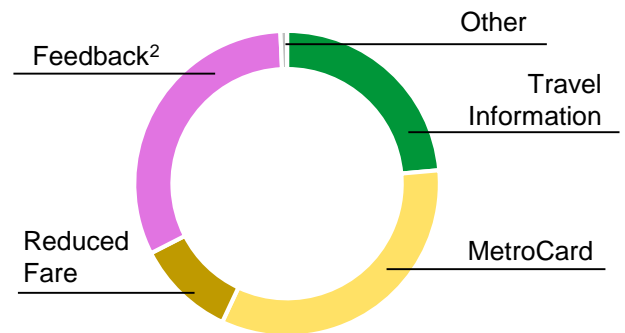
Customer engagement

Telephone

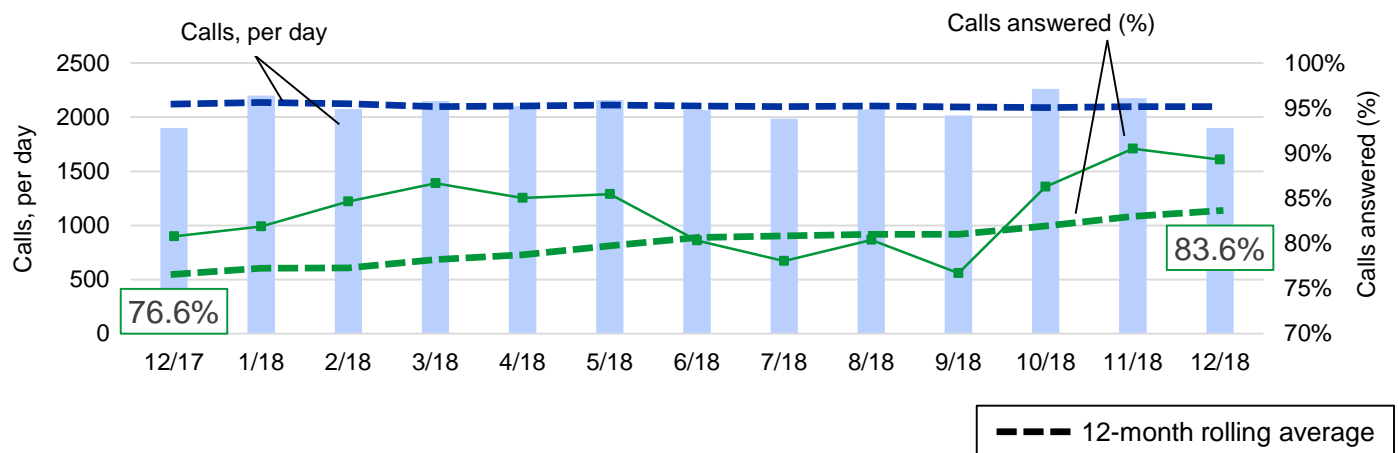
	Dec 2018	Dec 2017	Variance
Telephone calls	58,965	58,894	▼ 0.1%
Calls answered	89.3%	80.8%	▲ 10.6%
Average time to answer ¹ (seconds)	140	283	▼ 50.5%

1. Excludes automated self-service calls

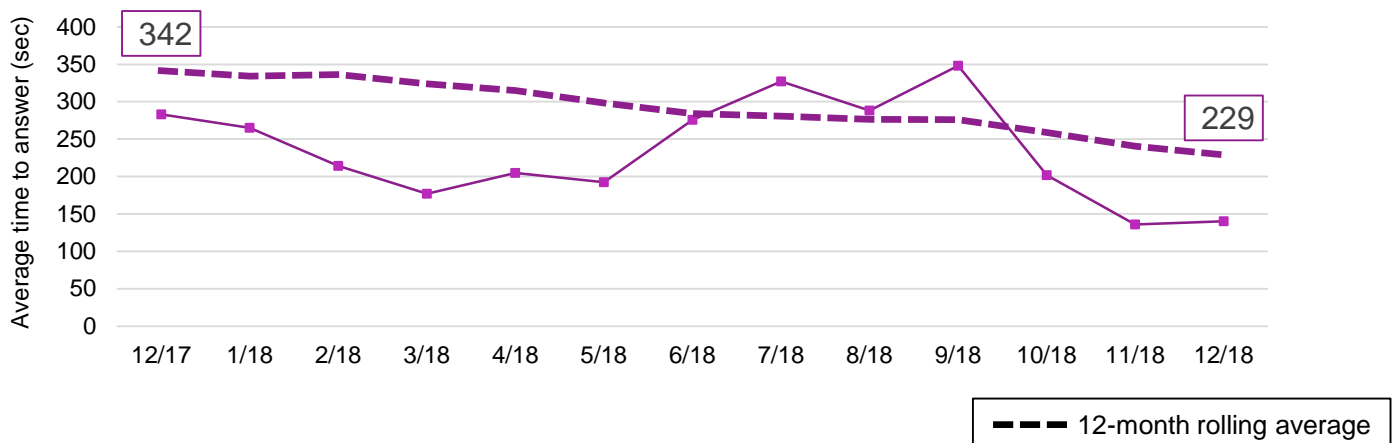
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



Telephone: average time to answer

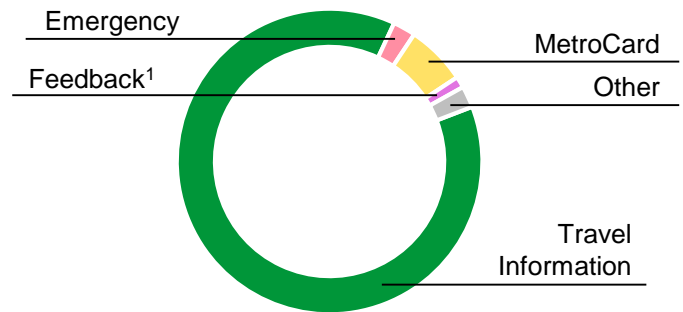


Customer engagement

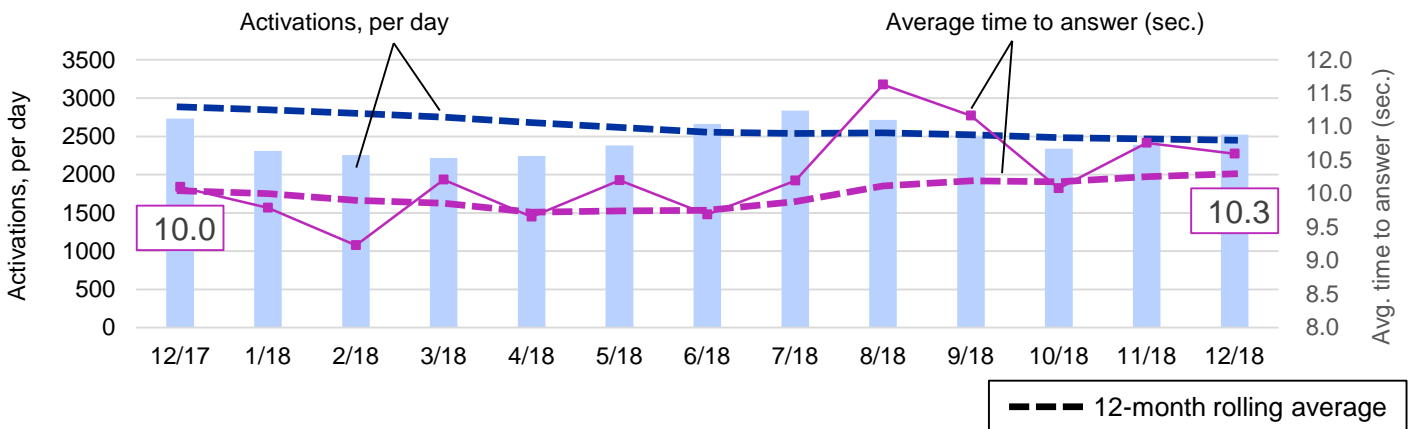
Help Point

	Dec 2018	Dec 2017	Variance
Help Point activations	78,200	84,754	▼ 7.7%
Average time to answer (seconds)	10.6	10.1	▲ 4.9%

1. Feedback is customers calling with comments or concerns



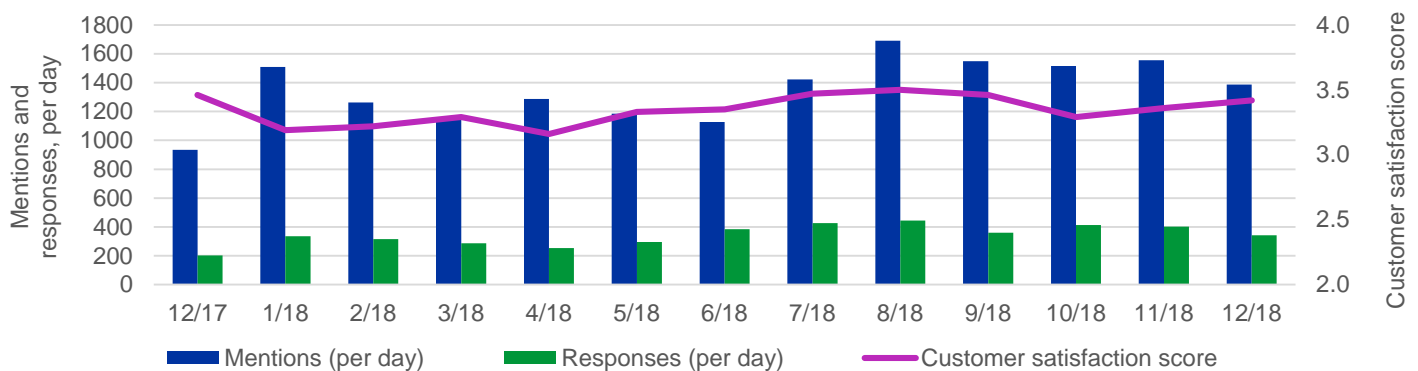
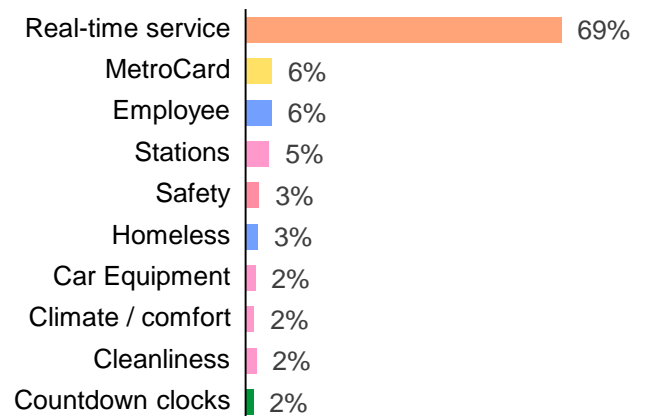
Help Point: activations and average time to answer



Social media

	Dec 2018	Dec 2017	Variance
Social media mentions ¹	42,958	28,970	▲ 48.3%
Responses sent	10,603	6,257	▲ 69.5%
Customer satisfaction score ²	3.42	3.46	▼ 1.2%

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



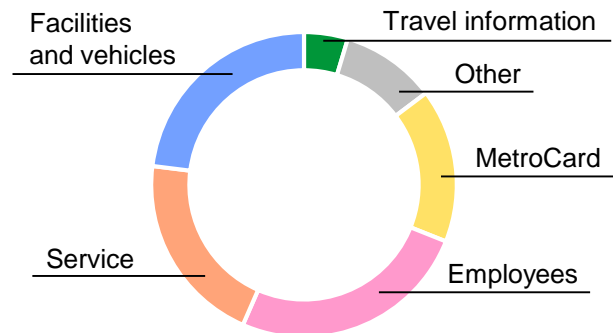
Customer engagement

Email and letters¹

	Dec 2018	Dec 2017	Variance
Received	5,343	5,589	▼ 4.4%
Responses sent ²	8,412	7,975	▲ 5.5%

1. Includes email, letters, and executive correspondence

2. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Dec 2018
Web	5,281
Twitter	3,352
Kiosks / Digital Displays ¹	2,897
Email and text alerts	
• Service	3,596
• Elevator and escalator status	10,007
Service Notice posters developed	537

1. Excludes countdown clocks

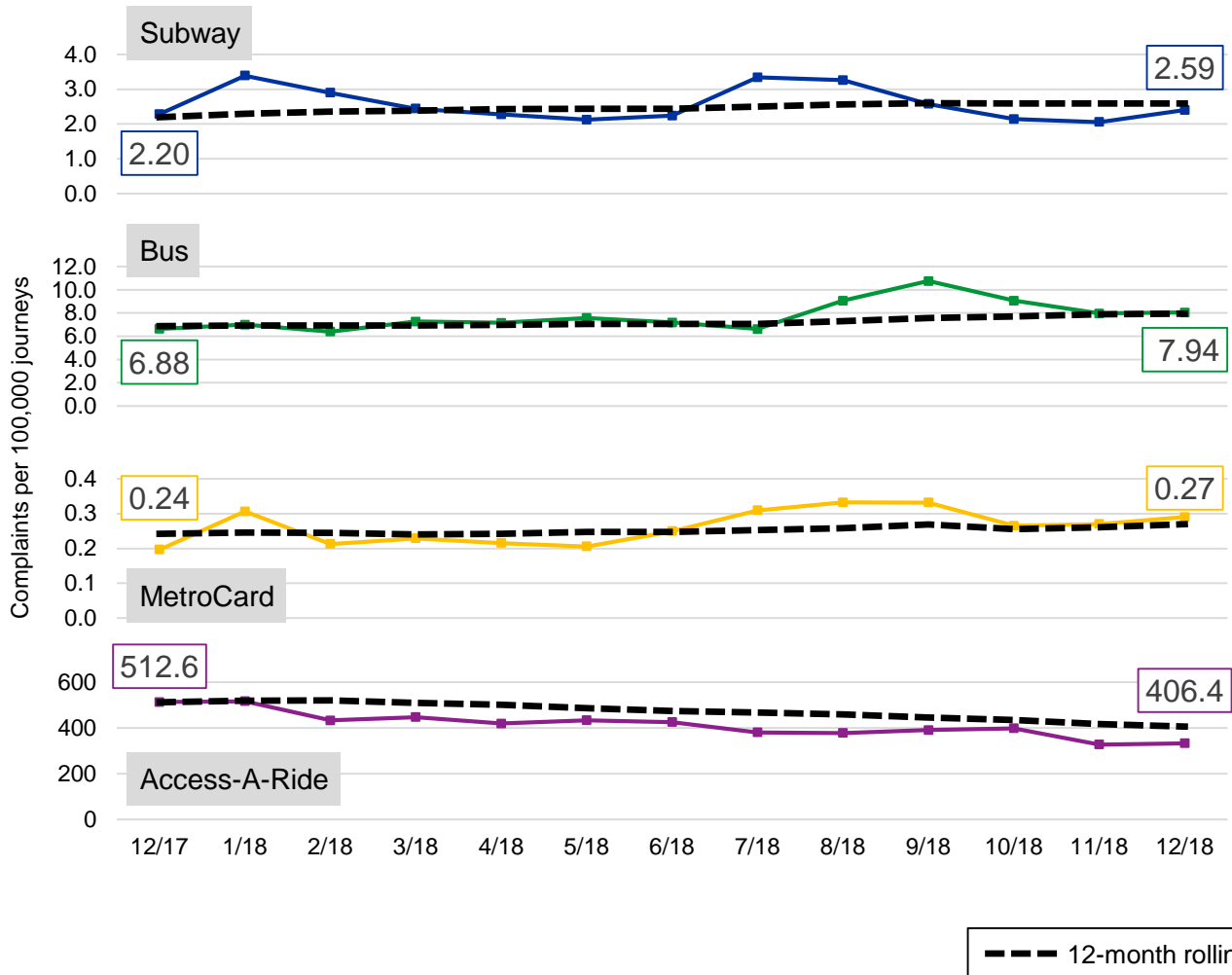
Social media followers

		Dec 2018	Dec 2017	Variance
Twitter	@NYCTSubway	957k	834k	▲ 15.2%
	@NYCTBus	21.9k	18k	▲ 23.3%
	@MTA	1,285k	1,104k	▲ 16.7%
Facebook	NYCT	61k	54k	▲ 13.7%
Instagram	@mtanyctransit	18k	-	

Customer feedback

Complaints per 100,000 journeys

	Dec 2018	Dec 2017	Variance
Subway	2.40	2.28	▲5.1%
Bus	8.05	6.64	▲21.3%
MetroCard	0.29	0.20	▲47.8%
Access-A-Ride	333.3	515.4	▼35.3%



Commendations per 100,000 journeys

	Dec 2018	Dec 2017	Variance
Subway	0.08	0.12	▼32.4%
Bus	0.4	0.3	▲40.0%
Access-A-Ride	111.3	168.9	▼34.1%

Safety

Robert Diehl

Senior Vice President, Safety & Security



Elevator and Escalator Maintainers and a System Safety Specialist, equipped with dosimeters that measure noise levels, recently participated in a noise exposure assessment at Hudson Yards station. This activity is a component of the Hearing Conservation Program, conducted in accordance with federal standards. It is a measure taken by the Office of System Safety to preserve the hearing of employees in the workplace.

January Highlights: Safety

The Office of System Safety (OSS) performs surveys and assessments required by regulatory agencies to ensure the safety of our employees. The pictures on the prior page show active monitoring of a work site to determine whether any tasks generate noise at a hazardous level, defined as levels at or above 85 decibels (dB-A) averaged over an 8-hour work shift. When those criteria are met, the affected workers must become part of the Hearing Conservation Program, which was developed to prevent occupationally related hearing loss. The program involves exposure monitoring, the institution of controls where feasible, changes to work practices, use of hearing protectors, baseline and annual audiograms, training and recordkeeping. Examples of tasks included in the program are brake drum rebuilding, track construction and tamping operations.

NYCT met or exceeded nearly all our leading indicator goals for 2018. Most notably, subway fires declined by 8.9% comparing the most-recent 12-month rolling period to the previous 12-months due to a significant decrease in December.

Bus Collisions and Collision Injuries are continuing to decrease, albeit slightly, when compared to the same period last year. Bus Customer Accidents showed an increase.

Subway Customer Accidents increased when comparing them between 12-month periods, and had a noticeable increase in November, the most-recent month available. These accidents were mostly due to slips, trips and falls on platforms and stairs. High incident stations are continuously monitored and inspected.

Robert Diehl

Senior Vice President, Safety and Security

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report

Performance Indicators	12-Month Average		
	Jan 16 - Dec 16	Jan 17 - Dec 17	Jan 18 - Dec 18
Subways			
Subway Customer Accidents per Million Customers ¹	2.53	2.83	3.00
Subway Collisions ²	0	0	0
Subway Derailments ²	1	7	0
Subway Fires ²	957	964	878
Buses			
Bus Collisions Per Million Miles Regional	56.73	55.11	53.91
Bus Collision Injuries Per Million Miles Regional	6.58	6.08	6.07
Bus Customer Accidents Per Million Customers ¹ Regional	1.23	1.25	1.32
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹	4.13	3.58	3.61

¹ 12-month Average data from December through November.

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

Leading Indicators

Subways	December	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	29	384	340	112.9%
Joint Track Safety Audits -- Compliance Rate	96.9%	98.3%	100.0%	98.3%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	5,876	99,302	72,000	137.9%
Friction Pad Installation	11,571	114,915	50,000	229.8%
Buses	December	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Warning System Pilot	46	322	339	95.0%
Vision Zero Employee Training	615	6,584	6,100	107.9%

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 Pilot 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 on-board 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 2017 and will run for two years until March 2019.



Crime Report

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



Police Department
City of New York

MTA Report

CRIME STATISTICS DECEMBER

	2018	2017	Diff	% Change
MURDER	0	0	0	0.0%
RAPE	1	0	1	***. *%
ROBBERY	52	40	12	30.0%
GL	171	143	28	19.6%
FELASSAULT	46	34	12	35.3%
BURGLARY	0	0	0	0.0%
<u>TOTAL MAJOR FELONIES</u>	<u>270</u>	<u>217</u>	<u>53</u>	<u>24.4%</u>

During December, the daily Robbery average increased from 1.3 to 1.7

During December, the daily Major Felony average increased from 7 to 8.7

CRIME STATISTICS JANUARY THRU DECEMBER

	2018	2017	Diff	% Change
MURDER	1	0	1	***. *%
RAPE	2	7	-5	-71.4%
ROBBERY	485	450	35	7.8%
GL	1700	1652	48	2.9%
FELASSAULT	370	340	30	8.8%
BURGLARY	11	25	-14	-56.0%
<u>TOTAL MAJOR FELONIES</u>	<u>2569</u>	<u>2474</u>	<u>95</u>	<u>3.8%</u>

Year to date the daily Robbery average increased from 1.2 to 1.3

Year to date the daily Major Felony average increased from 6.8 to 7

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



**Police Department
City of New York**

MTA Report

DECEMBER ACTIVITY

	2018	2017	Diff	% Change
Total Arrests	887	1611	-724	-44.9%
TOS Arrests	316	976	-660	-67.6%
Total Summons	7398	4387	3011	68.6%
TOS TABs	5945	3184	2761	86.7%
TOS C-Summ	221	0	221	***. *%

JANUARY THRU DECEMBER ACTIVITY

	2018	2017	Diff	% Change
Total Arrests	13803	26718	-12915	-48.3%
TOS Arrests	5904	17842	-11938	-66.9%
Total Summons	72799	73201	-402	-0.5%
TOS TABs	53142	54849	-1707	-3.1%
TOS C-Summ	1826	0	1826	***. *%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

REPORT

JANUARY-DECEMBER																						
	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Murder	4	1	5	2	2	2	4	3	5	2	4	2	2	2	1	2	1	2	2	2	0	1
Rape	3	14	1	6	2	0	3	3	3	4	1	3	2	1	3	10	5	5	1	0	7	2
Robbery	2216	1860	1708	1363	1200	1249	1126	1083	1097	975	794	831	710	714	787	785	612	439	527	464	450	485
Assault	501	418	411	357	268	303	257	281	229	192	209	183	155	192	203	205	198	228	260	313	340	370
Burglary	31	16	12	12	41	18	7	6	1	5	3	5	2	3	10	27	32	19	24	19	25	11
GL	3463	2483	2382	2522	2243	2133	1821	1910	1765	1525	1344	1304	1178	1281	1552	1705	1771	1562	1693	1636	1652	1700
TOTAL MAJOR FELONIES	6218	4792	4519	4262	3756	3705	3218	3286	3100	2703	2355	2328	2049	2193	2556	2734	2619	2255	2507	2434	2474	2569
Major Fel Per Day	17.04	13.13	12.38	11.68	10.29	10.15	8.82	9.00	8.49	7.41	6.45	6.38	5.61	6.01	7.00	7.49	7.18	6.18	6.87	6.67	6.78	7.04

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 12/30/2018)**

Motivation:

Motivation	2018	2017	Diff	% Change
ASIAN	1	0	1	***.*
BLACK	9	4	5	125%
ETHNIC	1	1	0	0%
HISPANIC	3	1	2	200%
MUSLIM	7	1	6	600%
OTHER	1	5	-4	-80%
SEMITIC	24	30	-6	-20%
SEXUAL ORIENTATION	4	10	-6	-60%
WHITE	4	2	2	100%
Grand Total	54	54	0	0%

Crime Name: Crime Name	2018	2017	Diff	% Change
Aggravated Harassment 1	7	2	5	250%
Aggravated Harassment 2	5	4	1	25%
Assault 2	4	2	2	100%
Assault 3	2	10	-8	-80%
Criminal Impersonation 1	1	0	1	***.*
Criminal Mischief 3	0	1	-1	-100%
Criminal Mischief 4	26	34	-8	-24%
Grand Larceny 4	1	0	1	***.*
Harassment 2	1	0	1	***.*
Menacing 2	1	1	0	0%
Public Lewdness	1	0	1	***.*
Reckless Endangerment 2	1	0	1	***.*
Robbery 2	2	0	2	***.*
Robbery 3	2	0	2	***.*
Grand Total	54	54	0	0%

Transit District by County & Motivation:

County	TD	Motivation	2018	2017	Diff	% Change
New York	TD 01	BLACK	1	1	0	0%
		MUSLIM	1	0	1	***.*
		OTHER	0	2	-2	-100%
		SEMITIC	2	4	-2	-50%
	TD 01 Total		4	7	-3	-43%
	TD 02	BLACK	0	1	-1	-100%
		MUSLIM	1	0	1	***.*
		SEMITIC	2	7	-5	-71%
		SEXUAL ORIENTATION	0	1	-1	-100%
		WHITE	1	0	1	***.*
	TD 02 Total		4	9	-5	-56%
	TD 03	BLACK	1	0	1	***.*
		HISPANIC	1	0	1	***.*
		MUSLIM	1	1	0	0%
		OTHER	0	1	-1	-100%
		SEMITIC	2	1	1	100%
	TD 03 Total		5	3	2	67%
	TD 04	BLACK	1	0	1	***.*
		HISPANIC	1	0	1	***.*
		SEMITIC	3	3	0	0%
		SEXUAL ORIENTATION	0	1	-1	-100%
	TD 04 Total		5	4	1	25%
Bronx	TD 03	OTHER	1	1	0	0%
	TD 03 Total		1	1	0	0%
	TD 11	ETHNIC	1	0	1	***.*
		HISPANIC	1	0	1	***.*
		MUSLIM	1	0	1	***.*
		OTHER	0	1	-1	-100%
	TD 11 Total		3	1	2	200%

	TD 12	BLACK	1	0	1	***.*
		SEMITIC	0	1	-1	-100%
		SEXUAL ORIENTATION	0	3	-3	-100%
		WHITE	0	1	-1	-100%
	TD 12 Total		1	5	-4	-80%
Kings	TD 30	BLACK	2	1	1	100%
		SEMITIC	0	6	-6	-100%
		SEXUAL ORIENTATION	0	4	-4	-100%
		WHITE	1	1	0	0%
	TD 30 Total		3	12	-9	-75%
	TD 32	BLACK	2	1	1	100%
		SEMITIC	0	3	-3	-100%
		SEXUAL ORIENTATION	2	0	2	***.*
	TD 32 Total		4	4	0	0%
	TD 33	HISPANIC	0	1	-1	-100%
		MUSLIM	1	0	1	***.*
		SEMITIC	3	0	3	***.*
		SEXUAL ORIENTATION	1	0	1	***.*
		WHITE	1	0	1	***.*
	TD 33 Total		6	1	5	500%
	TD 34	ASIAN	1	0	1	***.*
		BLACK	1	0	1	***.*
		MUSLIM	1	0	1	***.*
		SEMITIC	10	2	8	400%
	TD 34 Total		13	2	11	550%
Queens	TD 20	ETHNIC	0	1	-1	-100%
		MUSLIM	1	0	1	***.*
		SEMITIC	1	2	-1	-50%
		SEXUAL ORIENTATION	1	1	0	0%
		WHITE	1	0	1	***.*
	TD 20 Total		4	4	0	0%

	TD 33	SEMITIC	1	1	0	0%
	TD 33 Total		1	1	0	0%
Grand Total			54	54	0	0%

Transit District by Crime:

County	TD	Crime Name	2018	2017	Diff	% Change
New York	TD 01	Aggravated Harassment 1	1	0	1	***.*
		Aggravated Harassment 2	1	1	0	0%
		Criminal Mischief 4	1	6	-5	-83%
		Robbery 3	1	0	1	***.*
	TD 01 Total		4	7	-3	-43%
	TD 02	Aggravated Harassment 1	2	0	2	***.*
		Aggravated Harassment 2	1	1	0	0%
		Criminal Mischief 4	0	8	-8	-100%
		Grand Larceny 4	1	0	1	***.*
	TD 02 Total		4	9	-5	-56%
	TD 03	Aggravated Harassment 2	0	1	-1	-100%
		Criminal Mischief 4	5	2	3	150%
	TD 03 Total		5	3	2	67%
	TD 04	Aggravated Harassment 1	2	0	2	***.*
		Aggravated Harassment 2	1	0	1	***.*
		Assault 2	1	0	1	***.*
		Assault 3	0	1	-1	-100%
		Criminal Mischief 4	0	3	-3	-100%
		Robbery 2	1	0	1	***.*
	TD 04 Total		5	4	1	25%
Bronx	TD 03	Criminal Mischief 3	0	1	-1	-100%
		Criminal Mischief 4	1	0	1	***.*
	TD 03 Total		1	1	0	0%
	TD 11	Criminal Mischief 4	1	1	0	0%
		Reckless Endangerment 2	1	0	1	***.*
		Robbery 3	1	0	1	***.*

	TD 11 Total		3	1	2	200%
	TD 12	Assault 2	0	1	-1	-100%
		Assault 3	0	3	-3	-100%
		Criminal Mischief 4	1	1	0	0%
	TD 12 Total		1	5	-4	-80%
Kings	TD 30	Aggravated Harassment 1	0	1	-1	-100%
		Aggravated Harassment 2	0	1	-1	-100%
		Assault 2	0	1	-1	-100%
		Assault 3	1	3	-2	-67%
		Criminal Mischief 4	2	5	-3	-60%
		Menacing 2	0	1	-1	-100%
	TD 30 Total		3	12	-9	-75%
	TD 32	Aggravated Harassment 1	0	1	-1	-100%
		Aggravated Harassment 2	1	0	1	***. *
		Assault 2	1	0	1	***. *
		Criminal Mischief 4	2	3	-1	-33%
	TD 32 Total		4	4	0	0%
	TD 33	Aggravated Harassment 1	1	0	1	***. *
		Aggravated Harassment 2	1	0	1	***. *
		Assault 2	1	0	1	***. *
		Assault 3	0	1	-1	-100%
		Criminal Mischief 4	2	0	2	***. *
		Menacing 2	1	0	1	***. *
	TD 33 Total		6	1	5	500%
	TD 34	Aggravated Harassment 1	1	0	1	***. *
		Assault 3	1	0	1	***. *
		Criminal Mischief 4	9	2	7	350%
		Harassment 2	1	0	1	***. *
		Public Lewdness	1	0	1	***. *
	TD 34 Total		13	2	11	550%
Queens	TD 20	Assault 2	1	0	1	***. *
		Assault 3	0	2	-2	-100%
		Criminal Impersonation 1	1	0	1	***. *
		Criminal Mischief 4	1	2	-1	-50%

		Robbery 2	1	0	1	*** *
	TD 20 Total		4	4	0	0%
	TD 33	Criminal Mischief 4	1	1	0	0%
	TD 33 Total		1	1	0	0%
Grand Total			54	54	0	0%



METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

December 2018 vs. 2017

	2018	2017	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	1	-1	-100%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	0	1	-1	-100%

Year to Date 2018 vs. 2017

	2018	2017	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	3	8	-5	-63%
Felony Assault	2	4	-2	-50%
Burglary	0	0	0	0%
Grand Larceny	5	9	-4	-44%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	10	21	-11	-52%

Financial and Ridership

Jaibala Patel, Chief Financial Officer

Darryl C. Irick, President, MTA Bus Company

Senior Vice President, NYCT Department of Buses



To help reduce roadway congestion and facilitate travel during busy periods at LaGuardia Airport, the Q70 was fare-free for 12 days in November and throughout the Christmas and New Year's travel period from December 17 to January 1. The Port Authority of New York and New Jersey, which manages LaGuardia, funds these trips.

Preliminary November 2018 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary November 2018 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 Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

- November 2018 New York City Transit ridership of 187.3 million was 3.3 million (1.7 percent) below forecast, of which subway ridership of 140.7 million was 1.4 million (1.0 percent) below forecast, and bus ridership of 45.7 million was 2.1 million (4.3 percent) below forecast.
- Farebox revenue of \$369.0 million was \$0.8 million (0.2 percent) below forecast.
- Operating expenses of \$714.2 million were under forecast in November by \$40.9 million (5.4 percent). Labor expenses underran by \$48.6 million (8.3 percent), due largely to underruns in health & welfare/OPEB current expenses and other fringe benefits as well as favorable reimbursable overhead credits. Non-labor expenses overran by a net \$7.7 million (4.5 percent).

Preliminary financial results for November 2018 are presented in the table below and compared to the forecast.

Preliminary Financial Results Compared to Mid-Year Forecast						
Category (\$ in millions)	November Results		November Year-to-Date Results			
	Variance Fav/(Unfav)		Forecast	Prelim Actual	Variance Fav/(Unfav)	
	\$	%	\$	\$	\$	%
Total Farebox Revenue	(0.8)	(0.2)	4,094.6	4,092.0	(2.6)	(0.1)
Nonreimb. Exp. before Dep./OPEB	40.9	5.4	(7,836.5)	(7,762.8)	73.7	0.9
Net Cash Deficit*	171.9	39.8	(3,142.0)	(3,221.7)	(79.7)	(2.5)

*Excludes Subsidies and Debt Service

November 2018 **farebox revenue** was \$369.0 million, \$0.8 million (0.2 percent) below forecast. Subway revenue was \$0.2 million (0.1 percent) above forecast, bus revenue was \$1.3 million (1.8 percent) below forecast, and paratransit revenue was \$0.3 million (21.3 percent) above forecast. Accrued fare media liability was equal to forecast. Year-to-date revenue of \$4,092.0 million was \$2.6 million (0.1 percent) below forecast. The November 2018 non-student average fare of \$2.04 increased 0.03¢ from November 2017; the subway fare increased 0.03¢, the local bus fare increased 0.02¢, and the express bus fare declined 0.03¢.

Total **ridership** in November 2018 of 187.3 million was 3.3 million trips (1.7 percent) below forecast. Average weekday ridership in November 2018 was 7.4 million, 4.1 percent below November 2017. Average weekday ridership for the twelve months ending November 2018 was 7.3 million, 3.3 percent lower than the twelve months ending November 2017.

Nonreimbursable expenses, before depreciation, OPEB and GASB 68 Pension Adjustment, were under forecast in November by \$40.9 million (5.4 percent).

Labor expenses were below forecast by \$48.6 million (8.3 percent), due primarily to underruns in health & welfare/OPEB current expenses of \$19.3 million (16.3 percent) and other fringe benefit expenses of \$14.3 million (31.9 percent), along with favorable reimbursable overhead credits of \$8.5 million (41.8 percent).

Non-labor expenses overran on a net basis by \$7.7 million (4.5 percent).

Year-to-date, nonreimbursable expenses were less than forecast by a net \$73.7 million (0.9 percent), of which labor expenses were under forecast by \$86.3 million (1.4 percent), again including an underrun in health & welfare/OPEB current expenses of \$66.2 million (5.2 percent), due principally to greater-than-anticipated Express Script rebates. Other primary results included increased reimbursable overhead credits of \$51.7 million (19.1 percent) and lower payroll expenses of \$38.8 million (1.2 percent), largely offset by an overrun in overtime expenses of \$82.8 million (15.4 percent). Non-labor expenses were unfavorable on a net basis by \$12.6 million (0.7 percent), including unfavorable results in paratransit service contracts of \$36.6 million (9.6 percent) and higher accrued claims requirements of \$27.0 million (17.2 percent), mostly offset by favorable maintenance contract results of \$49.2 million (17.7 percent).

The **net cash deficit** for November year-to-date was \$3,221.7 million, unfavorable to forecast by \$79.7 million (2.5 percent).

Financial Results

Farebox Revenue

November 2018 Farebox Revenue - (\$ in millions)								
	November				November Year-to-Date			
	Forecast	Prelim Actual	Favorable/(Unfavorable)		Forecast	Actual	Favorable/(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	286.5	286.7	0.2	0.1%	3,150.3	3,145.4	(4.9)	(0.2%)
NYCT Bus	75.3	73.9	(1.3)	(1.8%)	855.5	856.1	0.5	0.1%
Paratransit	1.5	1.8	0.3	21.3%	16.8	18.7	1.8	10.9%
Subtotal	363.2	362.4	(0.8)	(0.2%)	4,022.6	4,020.1	(2.6)	(0.1%)
Fare Media Liability	6.5	6.5	0.0	0.0%	72.0	72.0	0.0	0.0%
Total - NYCT	369.8	369.0	(0.8)	(0.2%)	4,094.6	4,092.0	(2.6)	(0.1%)

Note: Totals may not add due to rounding.

- The negative revenue variance is driven by the continued downward trend in non-student bus ridership. Colder than expected weather during the Thanksgiving holiday also contributed to the revenue underrun.

Average Fare

November Non-Student Average Fare - (in \$)				
NYC Transit				
	2017	Prelim 2018	Change	
			Amount	Percent
Subway	2.100	2.125	0.025	1.2%
Local Bus	1.672	1.694	0.022	1.3%
Subway & Local Bus	1.996	2.025	0.028	1.4%
Express Bus	5.328	5.294	(0.034)	(0.6%)
Total	2.013	2.041	0.028	1.4%

- November 2018 total non-student subway and bus average fares were higher than November 2017, due in part to fewer trips per pass resulting in higher average fares for unlimited ride passes.

Other Operating Revenue

In the month, other operating revenue exceeded forecast by \$1.2 million (3.4 percent), due mostly to the favorable timing of student fare reimbursements. Year-to-date, other operating revenue was below forecast by a net \$3.1 million (0.8 percent), driven by lower real estate/advertising revenues, partly offset by higher Urban Tax revenues and the favorable timing of NYC paratransit reimbursements.

Nonreimbursable Expenses

Nonreimbursable expenses, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, underran forecast in the month by \$40.9 million (5.4 percent). Year-to-date, expenses were below forecast by \$73.7 million (0.9 percent).

Labor expenses in the month of November were under forecast by \$48.6 million (8.3 percent):

- Health & welfare/OPEB current expenses were less than forecast by \$19.3 million (16.3 percent), due primarily to lower claims volume and the favorable timing of expenses.
- Other fringe benefit expense were under by \$14.3 million (31.9 percent), due mainly to preliminary favorable Workers' Compensation reserve adjustments, lower FICA expenses and favorable overhead credits.
- Reimbursable overhead credits were favorable by \$8.5 million (41.8 percent), due mainly to increased reimbursable overtime work requirements.
- Payroll expenses were less by \$7.5 million (2.4 percent), due mostly to vacancies and the favorable timing of expenses.
- Overtime expenses were higher than forecast by \$2.3 million (4.8 percent), due primarily to subway service delays and adverse weather, partly offset by the favorable timing of expenses.

Year-to-date, labor expenses were below forecast by a net \$86.3 million (1.4 percent):

- Health & welfare/OPEB current expenses were less than forecast by \$66.2 million (5.2 percent), due principally to greater-than-anticipated Express Script rebates.
- Reimbursable overhead credits were favorable by \$51.7 million (19.1 percent), due mainly to increased reimbursable overtime work requirements.
- Payroll expenses were less than forecast by \$38.8 million (1.2 percent), due largely to vacancies.

- Other fringe benefit expense were under by \$15.8 million (3.4 percent), due mainly to favorable overhead credits, resulting from increased reimbursable labor requirements, and favorable Workers' Compensation reserve adjustments, partly offset by higher FICA expenses.
- Overtime expenses were higher than forecast by \$82.8 million (15.4 percent), due largely to subway service delays, increased vacancy/absentee coverage requirements, and additional requirements for car maintenance and cleaning, track-work, elevators & escalators, as well as bus maintainers and dispatchers.
- Pension expenses were over by \$3.4 million (0.4 percent), primarily the unfavorable timing of both NYCERS and MaBSTOA pension expenses.

Non-labor expenses were higher than forecast in November by a net \$7.7 million (4.5 percent):

- Claims accrued expenses increased by \$9.0 million (63.0 percent), representing additional reserve accruals in anticipation of the year-end reserve update.
- Paratransit expenses exceeded forecast by \$7.4 million (22.0 percent), due primarily to increased E-Hail related trip activity.
- Electric power expenses were higher by \$2.4 million (9.7 percent), due mostly to the unfavorable timing of expenses and higher consumption, partly offset by lower prices.
- Professional service contract expenses were over forecast by \$1.4 million (8.2 percent), mainly from the unfavorable timing of bond services expenses. .
- Materials & supplies expenses were below forecast by \$7.5 million (21.5 percent), due mainly to the favorable timing of maintenance material requirements.
- Maintenance contract expenses underran by \$3.8 million (15.0 percent), due essentially to the transfer of operating vehicles to be capitalized and the favorable timing of paratransit vehicle purchases.

Year-to-date, non-labor expenses were over forecast by a net \$12.6 million (0.7 percent), including the following:

- Paratransit expenses exceeded forecast by \$36.6 million (9.6 percent), due primarily to increased E-Hail related trip activity.
- Claims accrued expenses were increased by \$27.0 million (17.2 percent), representing additional reserve accruals in anticipation of the year-end reserve update.

- Professional service contract expenses exceeded forecast by \$4.4 million (2.6 percent), mainly from the unfavorable timing of various professional service contract requirements, partly offset by the favorable timing of bond services expenses
- Other business expenses were over by \$3.8 million (5.0 percent), due largely to various required purchases and supplies.
- Fuel expenses were over forecast by \$3.8 million (3.8 percent), due mainly to higher prices and consumption, partly offset by the favorable timing of expenses.
- Maintenance contract expenses underran by \$49.2 million (17.7 percent), due essentially to the transfer of operating vehicles to be capitalized, the favorable timing of paratransit vehicle purchases and the timing of revenue vehicle maintenance & repair expenses
- Electric power expenses were less by \$10.7 million (3.8 percent), due mainly to the favorable timing of expenses, lower prices and consumption.
- Materials & supplies expenses were under forecast by \$2.7 million (0.8 percent), due mainly to favorable scrap/surplus sales and inventory adjustments, partly offset by the timing of maintenance material requirements. .

Depreciation expenses were higher than forecast year-to-date by \$10.7 million (0.6 percent), due mainly to a year-end update of system capital assets reaching beneficial use.

GASB #45 Other Post-Employment Benefits was adopted by the MTA in 2007. Accrued expenses of \$785.9 million were recorded through November, \$226.8 million (22.4 percent) below forecast.

GASB #68 Pension Adjustment was adopted by the MTA in 2015. Accrued credits of \$6.6 million were recorded through November, equal to forecast.

Net Cash Deficit

The net cash deficit for November year-to-date was \$3,221.7 million, unfavorable to forecast by \$79.7 million (2.5 percent).

Incumbents

Excluding 225 temporary incumbents, caused by vacation buy-back payments, there were 49,669 full-time paid incumbents at the end of November, which resulted in 971 vacancies (1.9%) and a net vacancy decrease of 132 from the end of October.

Ridership Results

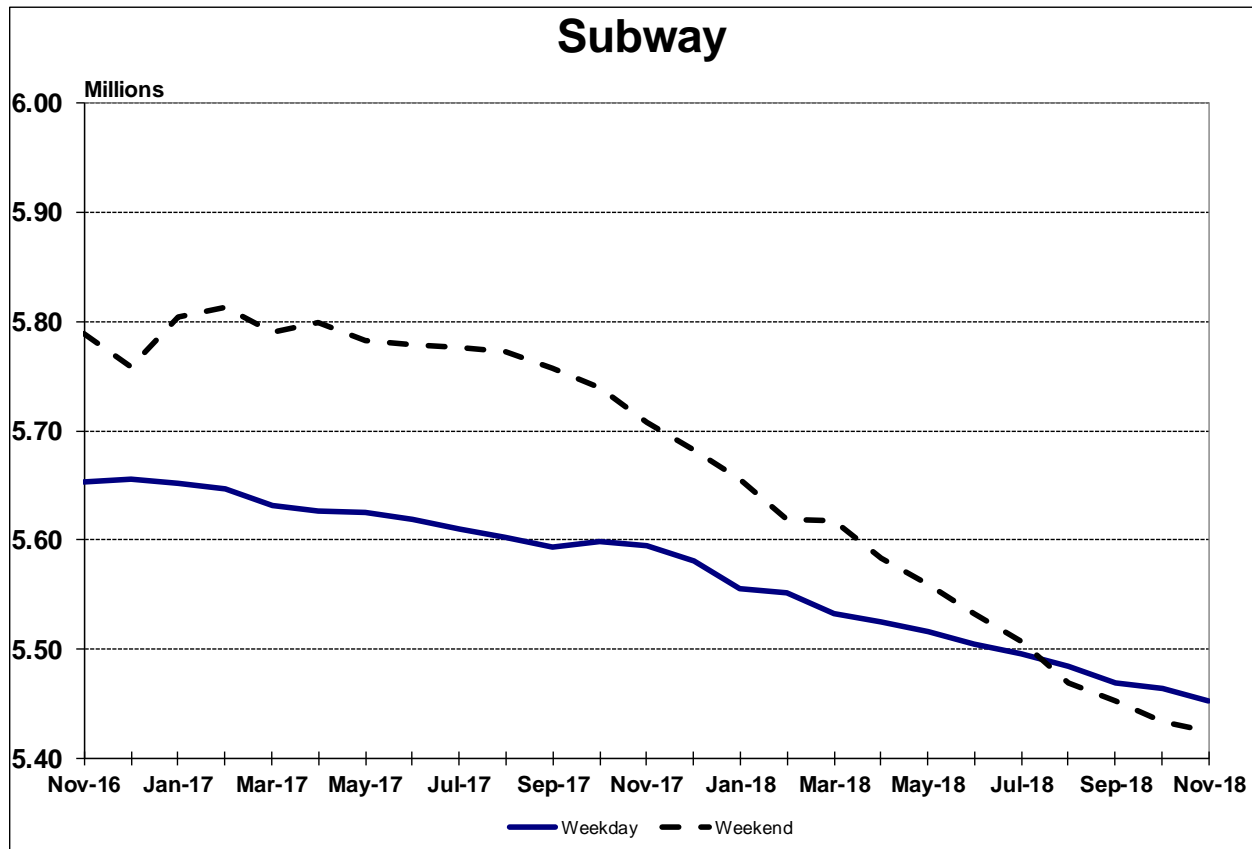
November 2018 Ridership vs. Forecast - (millions)									
	November					November Year-to-Date			
	More/(Less)					More/(Less)			
	Forecast	Prelim Actual	Amount	Percent		Forecast	Prelim Actual	Amount	Percent
Subway	142.1	140.7	(1.4)	(1.0%)		1,553.9	1,543.8	(10.1)	(0.6%)
NYCT Bus	47.8	45.7	(2.1)	(4.3%)		529.1	525.3	(3.9)	(0.7%)
Subtotal	189.9	186.4	(3.5)	(1.8%)		2,083.0	2,069.1	(13.9)	(0.7%)
Paratransit	0.7	0.9	0.2	21.3%		8.0	9.0	1.0	12.1%
Total - NYCT	190.6	187.3	(3.3)	(1.7%)		2,091.1	2,078.1	(13.0)	(0.6%)

Notes: Totals may not add due to rounding.

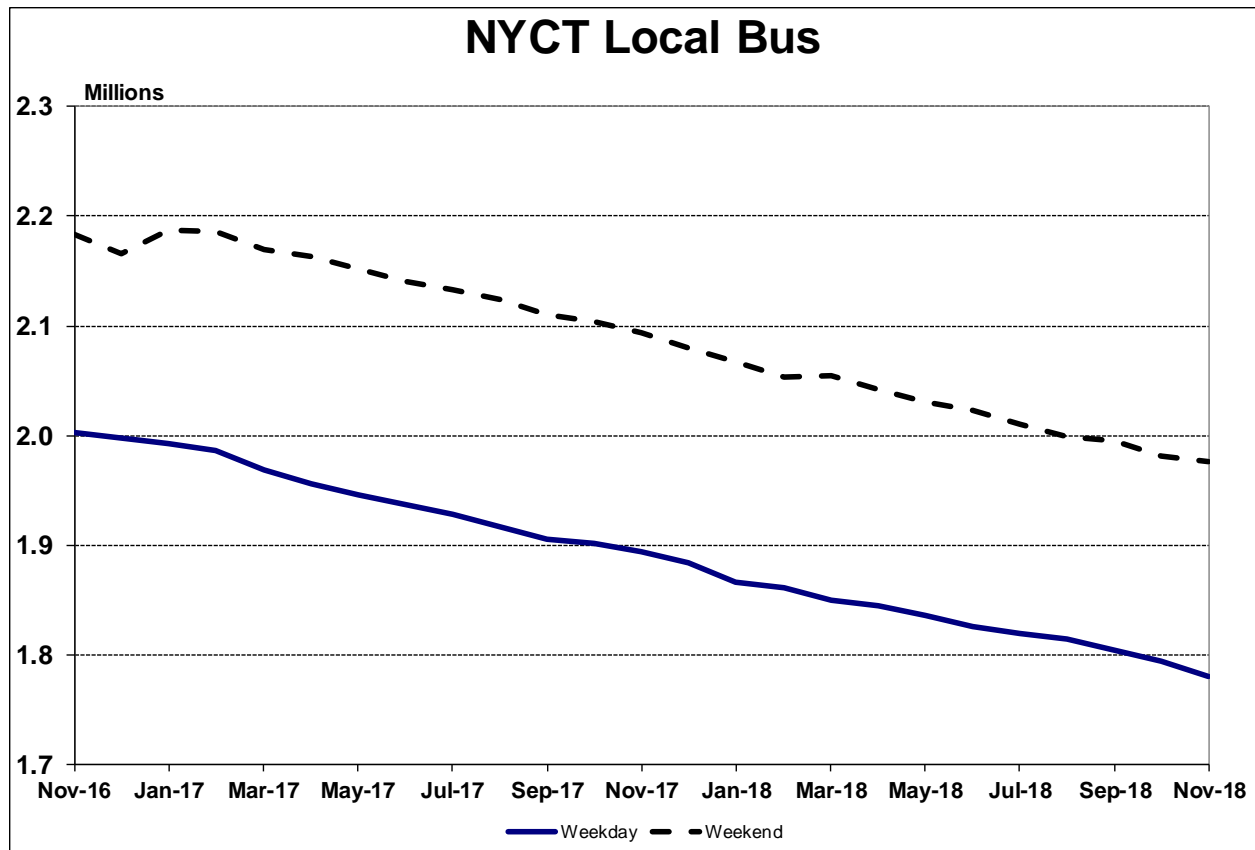
November Average Weekday and Weekend Ridership vs. Prior Year									
Month	Average Weekday - (thousands)					Average Weekend - (thousands)			
	Change					Change			
	2017	Prelim 2018	Amount	Percent		2017	Prelim 2018	Amount	Percent
Subway	5,698	5,555	(143)	-2.5%		5,645	5,523	(122)	-2.2%
NYCT Local Bus	1,910	1,735	(174)	-9.1%		2,018	1,947	(70)	-3.5%
NYCT Express Bus	40	39	(1)	-3.0%		12	13	0	+2.4%
Paratransit	28	32	4	+15.8%		33	40	7	+22.8%
TOTAL - NYCT	7,675	7,361	(314)	-4.1%		7,708	7,523	(184)	-2.4%
12-Month Rolling Average									
Subway	5,595	5,452	(142)	-2.5%		5,708	5,424	(284)	-5.0%
Local Bus	1,894	1,780	(114)	-6.0%		2,094	1,976	(117)	-5.6%
Express Bus	40	40	(0)	-0.2%		13	13	(0)	-0.9%
Paratransit	27	30	3	+12.9%		33	37	4	+13.1%
TOTAL - NYCT	7,556	7,303	(253)	-3.3%		7,848	7,451	(397)	-5.1%

- The negative trend in subway ridership, which began in 2017, and the long-term negative trend in bus ridership, continued in November 2018.
- Part of the decline in ridership compared to the prior year is a decline in student ridership, particularly on bus.

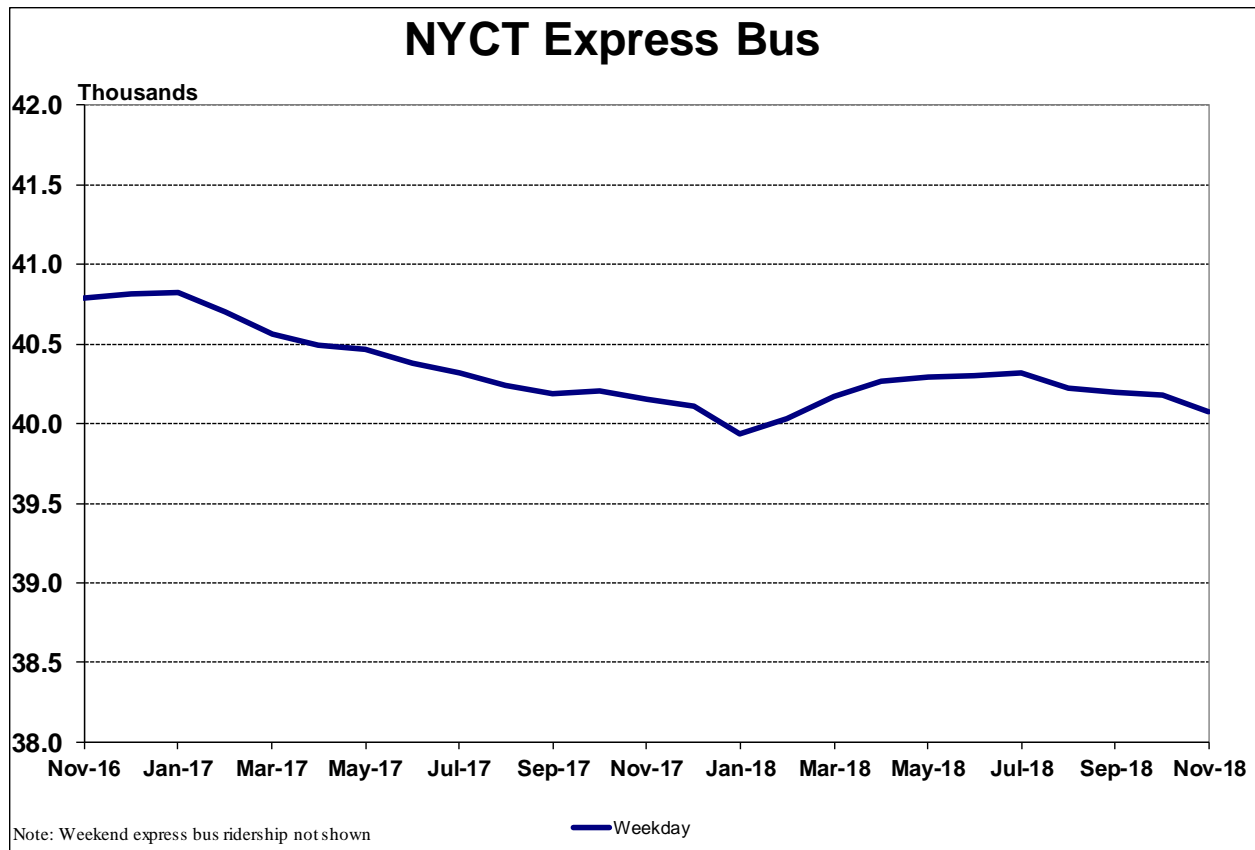
Average Weekday and Weekend Ridership
12-Month Rolling Averages



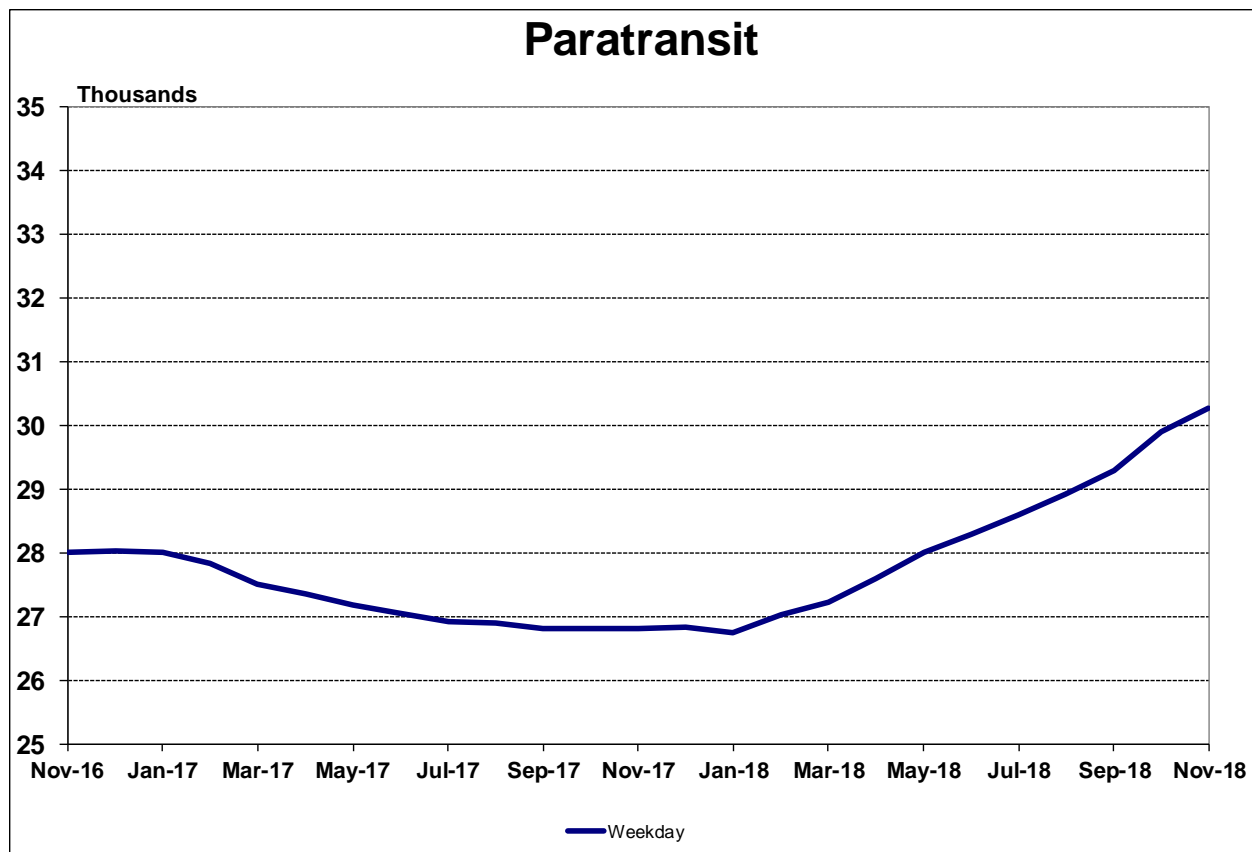
- Average weekday subway ridership was flat in 2016 and began to decline in 2017. November 2018 average weekday subway ridership was 2.5 percent lower than November 2017, contributing to the ongoing negative trend.
- Average weekend ridership decreased from 2015 to 2016, and from 2016 to 2017. The 12-month rolling average weekend subway ridership in November 2018 was 5.0 percent lower than November 2017.



- November 2018 average weekday local bus ridership was 1.7 million, a decrease of 9.1 percent from November 2017.
- November 2018 average weekend bus ridership was 1.9 million, a decrease of 3.5 percent from November 2017. The long-term downward trend in bus ridership accelerated in March 2017, possibly due to the fare increase, and has continued in 2018.



- 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 February 2018 to July 2018, returning to the 2016 ridership levels, ridership began to decline again in August of 2018.



- Paratransit ridership has been mostly stable for the last two years, and the increase in recent months is driven by a surge in E-Hail trips.

Ridership on New York Area Transit Services

From November 2017 to November 2018, average weekday ridership was mostly down across area services, the exceptions being Paratransit (up 15.8 percent) and Long Island Rail Road (up 1.2 percent). Weekend ridership was mixed across area services: Paratransit (up 22.8 percent) and MTA Express Bus (up 8.6 percent) again saw year-over-year increases, while SIR (down 26 percent) posted the largest decline. The SIR weekend ridership decline is due to no service between St. George and Grasmere during one weekend in November.

Bridges and Tunnels traffic increased on weekdays and weekends.

Ridership on Transit Services in the New York Area (thousands)				
Transit Service	Nov-17	Prelim Nov-18	Percent Change	12-Month Rolling Average Percent Change
Average Weekday				
NYCT Subway	5,698	5,555	-2.5%	-2.5%
NYCT Local Bus	1,910	1,735	-9.1%	-6.0%
NYCT Express Bus	40	39	-3.0%	-0.2%
NYCT Paratransit	28	32	+15.8%	+12.9%
Staten Island Railway	18	17	-6.0%	-1.4%
MTA Local Bus	377	367	-2.6%	-1.4%
MTA Express Bus	29	28	-3.7%	+5.1%
Long Island Rail Road	322	326	+1.2%	-0.0%
Metro-North Railroad	296	294	-0.7%	-0.4%
PATH	292	288	-1.3%	-0.6%
Average Weekend				
NYCT Subway	5,645	5,523	-2.2%	-5.0%
NYCT Local Bus	2,018	1,947	-3.5%	-5.6%
NYCT Express Bus	12	13	+2.4%	-0.9%
NYCT Paratransit	33	40	+22.8%	+13.1%
Staten Island Railway	9	7	-26.0%	-2.5%
MTA Local Bus	380	390	+2.6%	-1.5%
MTA Express Bus	11	12	+8.6%	+9.3%
Long Island Rail Road	203	209	+3.2%	+0.5%
Metro-North Railroad	248	247	-0.6%	-0.3%
PATH	203	200	-1.2%	-4.8%

MTA Bridges and Tunnels (thousands)				
Average Weekday	894	904	+1.1%	+3.5%
Average Weekend	1,580	1,684	+6.6%	+4.3%

Note: Percentages are based on unrounded data.

Economy

From November 2017 to November 2018, New York City employment increased 1.6 percent (72,400 jobs). Total private sector employment increased 1.8 percent (72,500 jobs) and government employment was relatively unchanged. All the private employment sectors increased over the prior year with the exception of the manufacturing sector (down 100 jobs, or 0.1 percent), Information (down 2,000 jobs, 1.0 percent) and Financial Activities (flat from the prior year). The sector with the largest absolute and percentage increase was educational and health services, up 38,500 jobs (3.9 percent).

NYC Employment by Sector - (thousands)					
Employment Sector	Nov-17	Nov-18	Change		
			Amount	%	% YTD
Construction	156.2	161.9	5.7	3.6%	4.2%
Manufacturing	72.5	72.4	-0.1	-0.1%	-1.6%
Trade & Transportation	652.7	655.5	2.8	0.4%	0.8%
Leisure & Hospitality	455.8	466.8	11.0	2.4%	1.8%
Financial Activities	473.3	473.2	-0.1	0.0%	0.7%
Information	201.3	199.3	-2.0	-1.0%	0.2%
Professional & Business Services	753.3	765.3	12.0	1.6%	1.9%
Educational & Health Services	994.1	1,032.6	38.5	3.9%	3.7%
Other Services	193.8	198.5	4.7	2.4%	1.2%
Total Private	3,953.0	4,025.5	72.5	1.8%	1.9%
Government	556.0	555.9	-0.1	0.0%	-0.3%
Total NYC Employment	4,509.0	4,581.4	72.4	1.6%	1.6%

MTA NEW YORK CITY TRANSIT

nov - 2018 Mid_Year
Accrual Statement of Operations By Category
Month - nov 2018
(\$ in Millions)

12/14/2018 09:33 AM

	Nonreimbursable			Reimbursable			Total		
	Forecast Mid_Year	Var Percent		Forecast Mid_Year	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable) Variance
		Actual	Percent		Variance	Percent			
Revenue									
Farebox Revenue:									
Subway	\$286.481	\$286.719	0.1	\$0.000	\$0.000	-	\$286.481	\$286.719	\$0.238
Bus	\$75.295	\$73.949	(1.8)	\$0.000	\$0.000	-	\$75.295	\$73.949	(1.346)
Paratransit	\$1.473	\$1.787	21.3	\$0.000	\$0.000	-	\$1.473	\$1.787	\$0.314
Fare Liability	\$6.541	\$6.542	0.0	\$0.000	\$0.000	-	\$6.541	\$6.542	\$0.001
Farebox Revenue	\$369.791	\$368.997	(0.2)	\$0.000	\$0.000	(0.2)	\$369.791	\$368.997	(0.793)
Fare Reimbursement	\$6.133	\$8.622	40.6	\$0.000	\$0.000	-	\$6.133	\$8.622	\$2.490
Paratransit Reimbursement	\$15.007	\$15.676	4.5	\$0.000	\$0.000	-	\$15.007	\$15.676	\$0.669
Other Operating Revenue	\$14.566	\$12.628	(13.3)	\$0.000	\$0.000	-	\$14.566	\$12.628	(1.938)
Other Revenue	\$35.706	\$36.927	3.4	\$0.000	\$0.000	-	\$35.706	\$36.927	\$1.221
Capital and Other Reimbursements	\$0.000	\$18.071	-	\$107.262	\$18.071	16.8	\$107.262	\$125.333	\$18.071
Total Revenue	\$405.497	\$405.924	0.1	\$107.262	\$125.333	16.8	\$512.759	\$531.257	\$18.498
Expenses									
Labor :									
Payroll	\$311.909	\$304.374	2.4	\$41.267	\$39.208	5.0	\$353.175	\$343.582	\$9.593
Overtime	\$48.027	\$50.330	(4.8)	\$9.284	\$19.475	-	\$37.311	\$69.805	(12.494)
Total Salaries & Wages	\$359.935	\$354.704	1.5	\$50.551	\$58.683	(16.1)	\$410.486	\$413.387	(2.902)
Health and Welfare	\$79.208	\$63.206	20.2	\$2.332	\$1.974	15.4	\$81.540	\$65.180	\$16.361
OPEB Current Payment	\$39.238	\$35.979	8.3	\$0.835	\$0.809	3.2	\$40.074	\$36.788	\$3.286
Pensions	\$79.975	\$78.714	1.6	\$3.041	\$3.156	(3.8)	\$83.016	\$81.871	\$1.146
Other Fringe Benefits	\$44.902	\$30.569	31.9	\$16.501	\$17.912	(8.6)	\$81.403	\$48.482	\$12.921
Total Fringe Benefits	\$243.324	\$208.469	14.3	\$22.709	\$13.851	(5.0)	\$266.033	\$232.320	\$33.713
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	(20.425)	(28.963)	41.8	\$20.425	\$28.963	(41.8)	\$0.000	\$0.000	\$0.000
Labor	\$582.833	\$534.210	8.3	\$93.685	\$111.497	(19.0)	\$676.519	\$645.707	\$30.811
Non-Labor :									
Electric Power	\$25.140	\$27.572	(9.7)	\$0.020	\$0.038	(84.4)	\$25.161	\$27.609	(2.449)
Fuel	\$9.305	\$8.659	6.9	\$0.000	\$0.000	-	\$9.305	\$8.659	\$0.646
Insurance	\$5.945	\$5.592	5.9	\$0.000	\$0.000	-	\$5.945	\$5.592	\$0.353
Claims	\$14.278	\$23.278	(63.0)	\$0.000	\$0.000	-	\$14.278	\$23.278	(9.000)
Paratransit Service Contracts	\$33.704	\$41.117	(22.0)	\$0.000	\$0.000	-	\$33.704	\$41.117	(7.414)
Maintenance and Other Operating Contracts	\$25.650	\$21.801	15.0	\$5.866	\$4.477	23.7	\$31.516	\$26.278	\$5.238
Professional Service Contracts	\$16.542	\$17.894	(8.2)	\$1.911	\$1.206	36.9	\$18.453	\$19.100	(0.647)
Materials & Supplies	\$34.856	\$27.367	21.5	\$5.620	\$7.709	(37.2)	\$40.476	\$35.076	\$5.401
Other Business Expenses	\$6.850	\$6.683	2.4	\$0.159	\$0.407	-	\$7.009	\$7.090	(0.081)
Non-Labor	\$172.270	\$179.963	(4.5)	\$13.577	\$13.836	(1.9)	\$185.847	\$193.799	(7.952)
Other Expense Adjustments:									
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	\$755.103	\$714.173	5.4	\$107.262	\$125.333	(16.8)	\$862.365	\$839.507	\$22.859
Depreciation	\$161.888	\$154.619	4.5	\$0.000	\$0.000	-	\$161.888	\$154.619	\$7.269
OPEB Liability	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000
GASB 68 Pension Adjustment	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000
Total Expenses	\$916.992	\$868.793	5.3	\$107.262	\$125.333	(16.8)	\$1,024.254	\$994.126	\$30.128
OPERATING SURPLUS/DEFICIT	(511.495)	(462.868)	9.5	\$0.000	\$0.000	-	(511.495)	(462.868)	\$48.626

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
nov - 2018 Mid_Year
Accrual Statement of Operations By Category
Year--To-Date - nov 2018
(\$ in Millions)

12/14/2018 09:33 AM

	Nonreimbursable			Reimbursable			Total		
	Var Percent			Favorable (Unfavorable)			Favorable (Unfavorable)		
	Forecast Mid_Year	Actual	Percent	Forecast Mid_Year	Actual	Percent	Forecast Mid_Year	Actual	Percent
Revenue									
Farebox Revenue:									
Subway	\$3,150,272	\$3,145,371	(0.2)	\$0,000	\$0,000	-	\$3,150,272	\$3,145,371	(0.2)
Bus	\$855,534	\$856,054	0.1	\$0,000	\$0,000	-	\$855,534	\$856,054	0.1
Paratransit	\$16,824	\$18,650	10.9	\$0,000	\$0,000	-	\$16,824	\$18,650	10.9
Fare Liability	\$71,959	\$71,962	0.0	\$0,000	\$0,000	-	\$71,959	\$71,962	0.0
Farebox Revenue	\$4,092,037	\$4,092,037	(0.1)	\$0,000	\$0,000	-	\$4,092,037	\$4,092,037	(0.1)
Fare Reimbursement	\$77,883	\$77,034	(1.1)	\$0,000	\$0,000	-	\$77,883	\$77,034	(1.1)
Paratransit Reimbursement	\$173,211	\$181,411	4.7	\$0,000	\$0,000	-	\$173,211	\$181,411	4.7
Other Operating Revenue	\$150,489	\$140,066	(6.9)	\$0,000	\$0,000	-	\$150,489	\$140,066	(6.9)
Other Revenue	\$401,583	\$398,511	(0.8)	\$0,000	\$0,000	-	\$401,583	\$398,511	(0.8)
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$1,301,510	\$1,376,887	5.8	\$1,301,510	\$1,376,887	5.8
Total Revenue	\$4,496,171	\$4,490,548	(0.1)	\$1,301,510	\$1,376,887	5.8	\$5,797,662	\$5,867,435	1.2
Expenses									
Labor :									
Payroll	\$3,151,046	\$3,112,216	1.2	\$491,448	\$463,413	5.7	\$3,642,494	\$3,575,630	1.8
Overtime	\$536,421	\$619,242	(15.4)	\$123,284	\$199,108	(61.5)	\$659,704	\$818,350	(24.0)
Total Salaries & Wages	\$3,687,467	\$3,731,458	(1.2)	\$614,732	\$662,522	(7.8)	\$4,302,199	\$4,393,980	(2.1)
Health and Welfare	\$851,911	\$799,771	6.1	\$22,310	\$22,310	1.4	\$874,528	\$822,081	6.0
OP&B Current Payment	\$422,911	\$408,659	3.3	\$9,088	\$8,543	6.0	\$431,999	\$417,402	3.4
Pensions	\$854,118	\$857,528	(0.4)	\$33,345	\$35,624	(6.8)	\$887,463	\$893,152	(0.6)
Other Fringe Benefits	\$461,807	\$446,030	3.4	\$198,738	\$209,949	(5.6)	\$660,545	\$655,979	0.7
Total Fringe Benefits	\$2,590,747	\$2,512,189	3.0	\$263,788	\$276,425	(4.8)	\$2,854,536	\$2,788,614	2.3
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	(271,062)	(322,775)	19.1	\$271,062	\$322,775	(19.1)	\$0,000	\$0,000	48.4
Labor	\$6,007,152	\$5,920,872	1.4	\$1,149,582	\$1,261,722	(9.8)	\$7,156,735	\$7,182,594	(0.4)
Non-Labor :									
Electric Power	\$283,317	\$272,631	3.8	\$0,231	\$0,348	(50.9)	\$283,547	\$272,979	3.7
Fuel	\$100,721	\$104,500	(3.8)	\$0,027	\$0,255	-	\$100,748	\$104,755	(4.0)
Insurance	\$62,041	\$61,721	0.5	\$0,000	\$0,000	-	\$62,041	\$61,721	0.5
Claims	\$157,055	\$184,005	(17.2)	\$0,000	\$0,000	-	\$157,055	\$184,005	(17.2)
Paratransit Service Contracts	\$379,148	\$415,731	(9.6)	\$0,000	\$0,000	-	\$379,148	\$415,731	(9.6)
Maintenance and Other Operating Contracts	\$277,309	\$228,117	17.7	\$65,724	\$43,912	33.2	\$343,033	\$272,029	20.7
Professional Service Contracts	\$172,708	\$177,157	(2.6)	\$20,994	\$9,968	52.5	\$193,702	\$187,125	3.4
Materials & Supplies	\$321,540	\$318,807	0.8	\$65,566	\$8,886	13.6	\$387,106	\$375,488	3.0
Other Business Expenses	\$75,477	\$79,266	(5.0)	(0,614)	\$4,001	-	\$74,863	\$83,267	(11.2)
Non-Labor	\$1,829,314	\$1,841,934	(0.7)	\$151,928	\$115,165	24.2	\$1,981,242	\$1,957,099	1.2
Other Expense Adjustments:									
Other	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Other Expense Adjustments	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses before Depreciation and OPEB	\$7,836,467	\$7,762,806	0.9	\$1,301,510	\$1,376,887	(5.8)	\$9,137,977	\$9,139,693	0.0
Depreciation	\$1,663,807	\$1,674,505	(0.6)	\$0,000	\$0,000	-	\$1,663,807	\$1,674,505	(0.6)
OPEB Liability	\$1,012,643	\$785,893	22.4	\$0,000	\$0,000	-	\$1,012,643	\$785,893	22.4
GASB 68 Pension Adjustment	(6,571)	(6,571)	0.0	\$0,000	\$0,000	-	(6,571)	(6,571)	0.0
Environmental Remediation	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses	\$10,506,346	\$10,216,634	2.8	\$1,301,510	\$1,376,887	(5.8)	\$11,807,857	\$11,593,521	1.8
OPERATING SURPLUS/DEFICIT	(6,010,175)	(5,726,086)	4.7	\$0,000	\$0,000	-	(6,010,175)	(5,726,086)	4.7

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current 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
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS
November 2018
(\$ 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	(0.8)	(0.2)	(2.6)	(0.1)
			Subways was above forecast by \$0.2 million (0.1 percent), buses was lower by \$1.3 million (1.8 percent), and paratransit was favorable by \$0.3 million (21.3 percent).		Subways was below forecast by \$4.9 million (0.2 percent), buses was higher by \$0.5 million (0.1 percent), and paratransit exceeded forecast by \$1.8 million (10.9 percent).
Other Operating Revenue	NR	1.2	3.4	(3.1)	(0.8)
			Mostly the favorable timing of student fare reimbursements of \$2.5 million and paratransit NYC reimbursements of \$0.7 million, partly offset by unfavorable real estate/advertising revenues of \$1.8 million		Mostly lower advertising/real estate revenues of \$10.6 million, partly offset by the favorable timing of NYC paratransit reimbursements of \$5.1 million and increased Urban Tax revenues of \$3.1 million
Payroll	NR	7.5	2.4	38.8	1.2
			Due mostly to vacancies and the favorable timing of expenses		Due largely to vacancies
Overtime	NR	(2.3)	(4.8)	(82.8)	(15.4)
			Due primarily to subway service delays and adverse weather, partly offset by the favorable timing of expenses		Due largely to subway service delays, increased vacancy/absentee coverage requirements, and additional requirements for car maintenance & cleaning, trackwork, elevators & escalators, as well as Bus maintainers and dispatchers
Health & Welfare (including OPEB current payment)	NR	19.3	16.3	66.2	5.2
			Due primarily to lower claims volume and the favorable timing of expenses		Due primarily to greater-than-anticipated Express Script rebates
Pension	NR	1.3	1.6	(3.4)	(0.4)
			Largely the favorable timing of NYCERS expenses		Primarily the unfavorable timing of both NYCERS and MaBSTOA pension expenses
Other Fringe Benefits	NR	14.3	31.9	15.8	3.4
			Due mainly to preliminary favorable Workers' Compensation reserve adjustments, lower FICA expenses and favorable overhead credits		Due mainly to favorable overhead credits, resulting largely from increased reimbursable labor requirements, and favorable Workers' Compensation reserve adjustments, partly offset by higher FICA expenses
Reimbursable Overhead	NR	8.5	41.8	51.7	19.1
			Due mainly to increased reimbursable overtime work requirements		Due mainly to increased reimbursable overtime work requirements
Electric Power	NR	(2.4)	(9.7)	10.7	3.8
			Due mostly to the unfavorable timing of expenses and higher consumption, partly offset by lower prices		Primarily the favorable timing of expenses, lower prices and consumption.
Fuel	NR			(3.8)	(3.8)
					Due mainly to higher prices and consumption, partly offset by the favorable timing of expenses

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS
November 2018
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE		
		Favorable (Unfavorable) Variance		Favorable (Unfavorable) Variance		
		\$	%	\$	%	
Claims	NR	(9.0)	(63.0)	(27.0)	(17.2)	Additional reserve accruals in anticipation of the year-end reserve update
Paratransit Service Contracts	NR	(7.4)	(22.0)	(36.6)	(9.6)	Due principally to increased E-hail related trip activity
Maintenance and Other Operating Contracts	NR	3.8	15.0	49.2	17.7	Due essentially to the transfer of operating vehicles to be capitalized, the favorable timing of paratransit vehicle purchases and the timing of revenue vehicle maintenance & repair expenses
Professional Service Contracts	NR	(1.4)	(8.2)	(4.4)	(2.6)	Mainly the unfavorable timing of various professional service contract requirements, partly offset by the favorable timing of bond services expenses
Materials & Supplies	NR	7.5	21.5	2.7	0.8	Principally favorable scrap/surplus sales and inventory adjustments, partly offset by the timing of maintenance material requirements
Other business Expenses	NR			(3.8)	(5.0)	Largely due to various required purchases and supplies
Capital and Other Reimbursements	R	18.1	16.8	75.4	5.8	Increased reimbursements, consistent with an increase in reimbursable expenses
Payroll	R	2.1	5.0	28.0	5.7	Mainly vacancies/absentees not available for non-capital and capital engineering requirements, partly offset by higher capital construction requirements
Overtime	R	(10.2)	over (100.0)	(75.8)	(61.5)	Due mainly to vacancy/absentee coverage requirements, SAP job overruns and additional capital support
Maintenance Contracts	R	1.4	23.7	21.8	33.2	Primarily lower non-vehicle maintenance & repair requirements
Professional Service Contracts	R			11.0	52.5	Primarily the favorable timing of engineering services expenses
Materials & Supplies	R	(2.1)	(37.2)	8.9	13.6	Mainly the favorable timing of non-vehicle maintenance requirements
Other Business Expenses	R			(4.6)	n/a	The unfavorable timing of reimbursable job closing adjustments and various miscellaneous expenses

MTA NEW YORK CITY TRANSIT
July Financial Plan - 2018 Mid_Year
Cash Receipts and Expenditures
nov FY18
(\$ in Millions)

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	Month			Year-To-Date		
	Forecast Mid_Year	Favorable (Unfavorable)		Forecast Mid_Year	Favorable (Unfavorable)	
		Actual	Variance		Actual	Percent
Receipts						
Farebox Revenue	\$369,791	\$377,372	\$7,581	\$4,094,789	\$4,114,039	\$19,250
Fare Reimbursement	\$4,848	\$6,313	\$1,465	\$35,402	\$32,739	(2,663)
Paratransit Reimbursement	\$3,251	\$4,308	\$1,057	\$184,848	\$145,422	(39,426)
Other Operating Revenue	\$4,734	\$3,361	(1,373)	\$45,673	\$40,505	(5,168)
Other Revenue	\$13,833	\$13,982	\$1,149	\$265,923	\$218,666	(47,257)
Capital and Other Reimbursements	\$138,964	\$282,033	\$143,069	\$1,409,086	\$1,346,821	(62,265)
Total Revenue	\$521,588	\$673,387	\$151,799	\$5,769,798	\$5,679,526	(90,272)
Expenditures						
Labor :						
Payroll	\$467,372	\$458,105	\$9,267	\$3,658,848	\$3,575,122	\$83,726
Overtime	\$57,311	\$69,805	(12,494)	\$659,704	\$818,350	(158,645)
Total Salaries & Wages	\$524,683	\$527,910	(3,227)	\$4,318,552	\$4,393,472	(74,920)
Health and Welfare	\$81,540	\$86,264	(4,724)	\$867,400	\$823,762	\$43,638
OPEB Current Payment	\$40,074	\$36,788	\$3,286	\$432,193	\$417,596	\$14,597
Pensions	\$83,016	\$81,856	\$1,160	\$887,399	\$892,986	(5,587)
Other Fringe Benefits	\$52,755	\$52,883	(128)	\$462,067	\$477,952	(15,885)
Total Fringe Benefits	\$257,385	\$257,791	(406)	\$2,649,059	\$2,612,296	\$36,763
Contribution to GASB Fund	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Reimbursable Overhead	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Labor	\$782,068	\$785,701	(3,633)	\$6,967,612	\$7,005,768	(38,156)
Non-Labor :						
Electric Power	\$25,161	\$27,937	(2,776)	\$283,547	\$285,176	(1,629)
Fuel	\$9,305	\$9,380	(75)	\$100,748	\$106,143	(5,395)
Insurance	\$0,000	\$0,000	\$0,000	\$67,569	\$67,429	\$140
Claims	\$9,893	\$10,832	(939)	\$120,224	\$128,847	(8,623)
Paratransit Service Contracts	\$33,704	\$29,035	\$4,669	\$377,148	\$402,598	(25,450)
Maintenance and Other Operating Contracts	\$31,516	\$22,697	\$8,819	\$353,665	\$265,922	\$87,743
Professional Service Contracts	\$18,453	\$5,485	\$12,968	\$187,034	\$174,884	\$12,150
Materials & Supplies	\$36,701	\$34,605	\$2,096	\$379,376	\$378,232	\$1,144
Other Business Expenses	\$7,009	\$7,991	(982)	\$74,863	\$86,236	(11,373)
Non-Labor	\$171,742	\$147,962	\$23,780	\$1,944,173	\$1,895,467	\$48,706
Other Expense Adjustments:						
Other	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Other Expense Adjustments	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenditures before Depreciation and OPEB	\$953,810	\$933,663	\$20,147	\$8,911,784	\$8,901,235	\$10,549
Depreciation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
OPEB Liability	\$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	\$953,810	\$933,663	\$20,147	\$8,911,784	\$8,901,235	\$10,549
Net Surplus/(Deficit)	(432,222)	(260,276)	\$171,946	(3,141,987)	(3,221,709)	(79,722)

Note: Totals may not add due to rounding

Table 5

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN THE MID-YEAR FORECAST AND ACTUAL CASH BASIS
November 2018
(\$ in millions)

	MONTH		YEAR TO DATE	
	Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance
	\$ 7.6 2.1 %		\$ 19.3 0.5 %	
Operating Receipts or Disbursements				
Farebox Receipts		Primarily the favorable timing of receipts		Primarily the favorable timing of receipts
Other Operating Receipts			(47.3)	Due principally to the unfavorable timing of Paratransit reimbursements
Capital and Other Reimbursements	143.1 over 100.0	Largely the favorable timing of capital reimbursements	(62.3)	Largely the unfavorable timing of capital reimbursements
Salaries & Wages	(3.2)	Mainly higher overtime expenditures	(74.9)	Mainly higher overtime expenditures
Health & Welfare (including OPEB current payment)			58.2	Due primarily to greater-than-anticipated Express Script rebates
Paratransit Service Contracts	4.7	Due principally to the favorable timing of payments, partly offset by increased E-Hail trip activity	(25.5)	Due principally to increased E-Hail related trip activity
Maintenance Contracts	8.8	Mainly the favorable timing of expenses and payments	87.7	Mainly expense underruns and the favorable timing of expenses and payments
Professional Service Contracts	13.0	Mainly the favorable timing of payments	12.2	Expense underruns and the favorable timing of payments

MTA NEW YORK CITY TRANSIT
July Financial Plan - 2018 Mid_Year
Cash Conversion (Cash Flow Adjustments)

nov FY18
(\$ in Millions)

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	Month			Year-To-Date		
	Forecast Mid_Year	Favorable (Unfavorable)		Forecast Mid_Year	Favorable (Unfavorable)	
		Actual	Variance		Actual	Percent
Revenue						
Farebox Revenue	\$0.000	\$8.375	\$8.375	\$0.200	\$22.002	-
Fare Reimbursement	(1.285)	(2.309)	(1.025)	(42.481)	(44.295)	(1.813)
Paratransit Reimbursement	(11.757)	(11.368)	\$0.388	\$0.388	(35.989)	(47.627)
Other Operating Revenue	(9.832)	(9.267)	\$0.565	(104.816)	(99.561)	\$5.255
Other Revenue	(22.873)	(22.873)	(0.072)	(135.660)	(179.845)	(32.6)
Capital and Other Reimbursements	\$31.702	\$156.700	\$124.998	\$107.576	(30.066)	(137.642)
Total Revenue	\$8.829	\$142.130	\$133.301	(27.884)	(187.909)	(160.025)
Expenses						
Labor :						
Payroll	(114.197)	(114.523)	(0.325)	(16.354)	\$0.508	\$16.861
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Salaries & Wages	(114.197)	(114.523)	(0.325)	(16.354)	\$0.508	\$16.861
Health and Welfare	\$0.000	(21.085)	(21.085)	\$7.128	(1.681)	(8.809)
OPEB Current Payment	\$0.000	\$0.000	\$0.000	(0.194)	(0.194)	\$0.000
Pensions	\$0.000	\$0.015	\$0.015	\$0.064	\$0.166	\$0.102
Other Fringe Benefits	\$8.648	(4.401)	(13.049)	\$198.479	\$178.027	(20.451)
Total Fringe Benefits	\$8.648	(25.471)	(34.119)	\$205.477	\$176.318	(29.158)
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	(105.549)	(139.994)	(34.444)	\$189.123	\$176.826	(12.297)
Non-Labor :						
Electric Power	\$0.000	(0.328)	(0.328)	\$0.000	(12.197)	(12.197)
Fuel	\$0.000	(0.721)	(0.721)	\$0.000	(1.388)	(1.388)
Insurance	\$5.945	\$5.592	(0.353)	(5.528)	(5.708)	(0.180)
Claims	\$4.384	\$12.446	\$8.061	\$36.832	\$55.158	\$18.326
Paratransit Service Contracts	\$0.000	\$12.082	\$12.082	\$2.000	\$13.133	\$11.133
Maintenance and Other Operating Contracts	\$0.000	\$3.581	\$3.581	(10.632)	\$6.107	\$16.739
Professional Service Contracts	\$0.000	\$13.615	\$13.615	\$6.668	\$12.241	\$5.573
Materials & Supplies	\$3.775	\$0.471	(3.305)	\$7.730	(2.744)	(10.474)
Other Business Expenses	\$0.000	(0.901)	(0.901)	\$0.000	(2.969)	(2.969)
Non-Labor	\$14.105	\$45.837	\$31.732	\$37.069	\$61.632	\$24.563
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	(91.445)	(94.156)	(2.712)	\$226.192	\$238.458	\$12.265
Depreciation	\$161.888	\$154.619	(7.269)	\$1,663.807	\$1,674.505	\$10.698
OPEB Liability	\$0.000	\$0.000	\$0.000	\$1,012.643	\$785.893	(226.750)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	(6.571)	(6.571)	\$0.000
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$70.444	\$60.463	(9.981)	\$2,896.072	\$2,692.286	(203.786)
Total Cash Conversion Adjustments	\$79.272	\$202.592	\$123.320	\$2,868.188	\$2,504.377	(363.811)

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
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
TOTAL POSITIONS by FUNCTION and DEPARTMENT
NON-REIMBURSABLE/REIMBURSABLE and FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS
November 2018

	<u>Mid-Year Forecast</u>	<u>Actual</u>	<u>Variance Fav./Unfav)</u>	<u>Explanation</u>
Administration				
Office of the President	38	38	0	
Law	320	287	33	
Office of the EVP	36	27	9	
Human Resources	252	244	8	
Office of Management and Budget	43	40	3	
Capital Planning & Budget	36	31	5	
Corporate Communications	214	195	19	
Non-Departmental	(25)	(1)	(24)	
Labor Relations	100	85	15	
Materiel	261	247	14	
Controller	125	115	10	
Total Administration	1,400	1,308	92	
Operations				
Subways Service Delivery	8,660	8,854	(194)	Excess mainly Train Operators/Conductors
Subways Operations Support/Admin	444	450	(6)	
Subways Stations	2,741	2,583	158	Mostly Station Supervisors & Agents
Sub-total Subways	11,845	11,887	(42)	
Buses	11,093	11,061	32	
Paratransit	213	200	13	
Operations Planning	407	378	29	
Revenue Control	643	614	29	
Non-Departmental	0	(1)	1	
Total Operations	24,201	24,139	62	
Maintenance				
Subways Operations Support/Admin	188	170	18	
Subways Engineering	398	345	53	Mostly PTEs
Subways Car Equipment	5,166	5,161	5	
Subways Infrastructure	1,842	1,808	34	
Subways Elevators & Escalators	482	423	59	Mainly Elev. & Escal. Maintainers
Subways Stations	3,454	3,300	154	Mostly Cleaners & Maintainers
Subways Track	3,348	3,232	116	Largely Maintainers
Subways Power	701	672	29	
Subways Signals	1,651	1,625	26	
Subways Electronic Maintenance	1,722	1,602	120	Primarily Maintainer/PTE shortage
Sub-total Subways	18,952	18,338	614	
Buses	3,662	3,623	39	
Supply Logistics	597	589	8	
System Safety	97	89	8	
Non-Departmental	(140)	(1)	(139)	
Total Maintenance	23,168	22,638	530	
Engineering/Capital				
Capital Program Management	1,438	1,386	52	Mostly PTEs
Total Engineering/Capital	1,438	1,386	52	
Public Safety				
Security	644	627	17	
Total Public Safety	644	627	17	
Total Positions	50,851	50,098	753	
Non-Reimbursable	45,270	45,056	214	
Reimbursable	5,581	5,042	539	
Total Full-Time	50,655	49,894	761	
Total Full-Time Equivalents	196	204	(8)	

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
November 2018

FUNCTION/OCCUPATION	Mid-Year Forecast	Actual	Variance Fav./(Unfav)	Explanation
Administration:				
Managers/Supervisors	523	435	88	
Professional, Technical, Clerical	841	846	(5)	
Operational Hourlies	36	27	9	
Total Administration	1,400	1,308	92	
Operations				
Managers/Supervisors	2,886	2,753	133	
Professional, Technical, Clerical	588	549	39	
Operational Hourlies	20,727	20,837	(110)	
Total Operations	24,201	24,139	62	
Maintenance				
Managers/Supervisors	4,177	4,081	96	
Professional, Technical, Clerical	1,159	1,019	140	
Operational Hourlies	17,832	17,538	294	
Total Maintenance	23,168	22,638	530	
Engineering/Capital				
Managers/Supervisors	360	339	21	
Professional, Technical, Clerical	1,076	1,045	31	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,438	1,386	52	
Public Safety				
Managers/Supervisors	264	259	5	
Professional, Technical, Clerical	44	37	7	
Operational Hourlies	336	331	5	
Total Public Safety	644	627	17	
Total Positions				
Managers/Supervisors	8,210	7,867	343	
Professional, Technical, Clerical	3,708	3,496	212	
Operational Hourlies	38,933	38,735	198	
Total Positions	50,851	50,098	753	

MTA New York City Transit
July Financial Plan - 2018 Mid-Year Forecast
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

	Nov				Nov Year-to-Date				Var. - Fav./(Unfav)	
	Forecast		Actuals		Forecast		Actuals		Hours	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
NON-REIMBURSABLE OVERTIME										
<u>Scheduled Service</u>	370,923	\$12,280	354,918	\$11,840	4,112,960	\$135,161	3,999,847	\$132,574	113,112	\$2,588 1.9%
<u>Unscheduled Service</u>	331,705	\$11,212	564,424	\$16,964	3,679,310	\$123,994	5,667,091	\$166,181	(1,987,781)	(\$42,188) -34.0%
<u>Programmatic/Routine Maintenance</u>	580,045	\$20,982	534,320	\$19,046	6,132,799	\$221,152	6,602,941	\$235,755	(470,143)	(\$14,603) -6.6%
<u>Vacancy/Absentee Coverage</u>	52,304	\$1,703	(20,197)	(\$0,642)	575,336	\$18,667	1,101,685	\$37,954	(526,348)	(\$19,287) *
<u>Weather Emergencies</u>	7,443	\$0,231	68,182	\$2,304	1,048,904	\$34,585	1,163,496	\$38,612	(114,592)	(\$4,027) -11.6%
<u>Safety/Security/Law Enforcement</u>	9,615	\$0,287	7,893	\$0,231	105,767	\$3,139	89,551	\$2,604	16,216	\$0,535 17.1%
<u>Other</u>	40,119	\$1,333	15,559	\$0,585	(17,734)	(\$0,278)	188,654	\$5,562	(206,388)	(\$5,840) *
Subtotal	1,392,153	\$48,027	1,525,098	\$50,328	15,637,342	\$536,421	18,813,266	\$619,242	(3,175,923)	(\$82,822) -15.4%
REIMBURSABLE OVERTIME	303,909	\$9,284	554,005	\$19,477	3,395,212	\$123,284	5,577,805	\$199,108	(2,182,593)	(\$75,824) -61.5%
TOTAL OVERTIME	1,696,063	\$57,311	2,079,103	\$69,805	19,032,554	\$659,704	24,391,070	\$818,350	(5,358,517)	(\$158,645) -24.0%

Totals may not add due to rounding
NOTE: Percentages are based on each type of overtime and not on total overtime.
* Exceeds 100%

MTA New York City Transit
July Financial Plan - 2018 Mid-Year Forecast
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

	Nov		Nov Year-to-Date	
	Var. - Fav./(Unfav) Hours	\$	Var. - Fav./(Unfav) Hours	\$
NON-REIMBURSABLE OVERTIME				
<u>Crew book/Regular Run/Shift hours (above 8</u>	16,005	\$0.4 (19.1%)	113,112	\$2.6 (3.1%)
<u>Unscheduled Service</u>	(232,719)	(\$5.8) 250.0%	(1,987,781)	(\$42.2) 50.9%
<u>Programmatic/Routine Maintenance</u>	45,725	\$1.9 (84.1%)	(470,143)	(\$14.6) 17.6%
<u>Vacancy/Absentee Coverage</u>	72,500	\$2.3 (101.9%)	(526,348)	(\$19.3) 23.3%
<u>Weather Emergencies</u>	(60,739)	(\$2.1) 90.1%	(114,592)	(\$4.0) 4.9%
<u>Safety/Security/Law Enforcement</u>	1,722	\$0.1 (2.4%)	16,216	\$0.5 (0.6%)
<u>Other</u>	24,560	\$0.7 (32.5%)	(206,388)	(\$5.8) 7.1%
Subtotal	(132,945)	(\$2.3) 18.4%	(3,175,923)	(\$82.8) 52.2%
REIMBURSABLE OVERTIME	(250,096)	(\$10.2) 81.6%	(2,182,593)	(\$75.8) 47.8%
TOTAL OVERTIME	(383,040)	(\$12.5)	(5,358,517)	(\$158.6)

Totals may not add due to rounding.
NOTE: Percentages are based on each type of overtime and not on total overtime.
* Exceeds 100%

METROPOLITAN TRANSPORTATION AUTHORITY
2018 Overtime Reporting
Overtime Legend

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

MTA NEW YORK CITY TRANSIT
MID-YEAR FORECAST AND NOVEMBER FORECAST vs. ACTUAL RESULTS (NON-REIMBURSABLE)
NOVEMBER 2018 YEAR-TO-DATE
(\$ in millions)

	November 2018 Year-to-Date			Favorable/(Unfavorable) Variance			
	<u>Mid-Year Forecast</u>	<u>November Forecast</u>	<u>Actual Results</u>	<u>Mid-Year Forecast</u>	<u>November Forecast</u>	<u>Variance</u>	
	\$	\$	\$	\$	\$	\$	%
Total Revenue	4,496.2	4,488.4	4,490.5	(5.7)	2.1	2.1	0.0
Total Expenses before Depreciation, OPEB and Environmental Remediation	7,836.5	7,826.6	7,762.8	73.7	63.8	63.8	0.8
Depreciation	1,663.8	1,663.8	1,674.5	(10.7)	(10.7)	(10.7)	(0.6)
OPEB Account	1,012.6	785.9	785.9	226.7	0.0	0.0	0.0
GASB 68 Pension Adjustment	(6.6)	(6.6)	(6.6)	0.0	0.0	0.0	0.0
Total Expenses	10,506.3	10,269.7	10,216.6	289.7	53.1	53.1	0.5
Net Surplus/(Deficit)	(6,010.1)	(5,781.3)	(5,726.1)	284.0	55.2	55.2	1.0

Note: Totals may not add due to rounding

MTA NEW YORK CITY TRANSIT
EXPLANATION OF VARIANCES BETWEEN NOVEMBER FORECAST AND ACTUAL RESULTS
NOVEMBER 2018 YEAR-TO-DATE
(\$ in millions)

		November 2018 Year-to-Date	
		Favorable (Unfavorable) Variance	Reason for Variance
		\$ %	
Total Revenue (Nonreimbursable)	2.1	0.0	Mostly higher subway revenue, partly offset by the timing of other revenue
Total Expenses (Nonreimbursable)	53.1	0.5	Operating expenses favorable by \$63.8M (0.8)%-mostly from increased Health & Welfare/OPEB current expenses, due largely to greater-than-estimated Express Script rebates.
			Depreciation expenses unfavorable by \$10.7M (0.6)%

NOTE: Regarding Mid-Year Forecast vs. Actual Results, variance explanations are provided in the monthly report to the Finance Committee.

Preliminary November 2018 Report: Staten Island Railway

The purpose of this report is to provide the preliminary November 2018 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

- November 2018 Staten Island Railway ridership of 386,701 riders was 20,898 riders (5.1 percent) below forecast. Average weekday ridership of 17,018 riders was 1,078 riders (6.0 percent) below November 2017.
- Farebox revenue of \$0.6 million was below forecast by \$0.04 million (6.6 percent).
- Operating expenses of \$4.6 million in November were below forecast by \$1.2 million (20.9 percent).
 - Labor expenses were below forecast by \$0.7 million (16.3 percent).
 - Non-labor expenses were under forecast by \$0.5 million (33.9%).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

November 2018

(All data are preliminary and subject to audit)

Total **ridership** in November 2018 was 386,701 riders, 5.1 percent (20,898 riders) below the Mid-Year Forecast (forecast). Year-to-date, ridership was 4,166,054 riders, 2.1 percent (88,213 riders) lower than forecast. November 2018 average weekday ridership was 17,018 riders, 6.0 percent (1,078 riders) lower than November 2017. Average weekday ridership for the twelve months ending November 2018 was 16,161 riders, 1.4 percent (226 riders) below the previous twelve-month period.

Operating revenue of \$0.8 million in November was \$0.1 million (8.2 percent) above forecast. Year-to-date, operating revenue of \$8.8 million was less than \$0.1 million (0.5 percent) over forecast.

Nonreimbursable expenses, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were lower than forecast in November by \$1.2 million (20.9 percent).

- Labor expenses were under forecast by \$0.7 million (16.3 percent), due primarily to underruns in health & welfare/OPEB current expenses of \$0.3 million (32.1 percent), resulting mostly from the favorable timing of expenses and vacancies, and payroll expenses of \$0.3 million (12.6 percent), due largely to vacancies.
- Non-labor expenses underran forecast by \$0.5 million (33.9 percent), due mainly to the favorable timing of expenses reported in maintenance contract expenses of \$0.5 million (89.0 percent), due largely to the timing of non-revenue vehicle purchases and various maintenance work requirements.

Year-to-date, expenses were below forecast by \$4.1 million (7.1 percent).

- Labor costs were below forecast by a net \$1.0 million (2.3 percent), including lower health & welfare/OPEB current expenses of \$1.3 million (15.5 percent), again due to the favorable timing of expenses and vacancies. Reimbursable overhead credits were favorable by \$0.6 million (over 100.0 percent). Partly offsetting these positive results are higher overtime expenses \$1.2 million (50.4 percent), due mainly to the unfavorable timing of project work and vacancy coverage requirements.
- Non-labor expenses were under by \$3.1 million (23.6 percent), due essentially to lower maintenance contract expenses of \$3.1 million (79.5 percent), again resulting from the favorable timing of non-revenue vehicle purchases and various maintenance work requirements.

Depreciation expenses of \$10.9 million year-to-date were above forecast by \$3.1 million (39.2 percent), due mainly to year-end updates of additional assets reaching beneficial use. OPEB Liability expenses of \$5.3 million were \$0.3 million (5.0 percent) below forecast. GASB #68 Pension Adjustment was favorable to forecast by \$0.9 million.

The **operating cash deficit** (excluding subsidies) was \$47.3 million year-to-date, \$2.9 million (5.7 percent) favorable to forecast

MTA STATEN ISLAND RAILWAY
July Financial Plan - 2018 Mid-Year Forecast
Accrual Statement of Operations by Category
November 2018 Monthly
(\$ in millions)

	Non-Reimbursable			Reimbursable			Total		
	Mid-Year Forecast	Actual	-Variance: Fav/(Unfav)- Dollars Percent	Mid-Year Forecast	Actual	-Variance: Fav/(Unfav)- Dollars Percent	Mid-Year Forecast	Actual	-Variance: Fav/(Unfav)- Dollars Percent
Revenue									
Farebox Revenue	\$0.594	\$0.555	(\$0.039) (6.6)	\$0.000	\$0.000	\$0.000 N/A	\$0.594	\$0.555	(\$0.039) (6.6)
Other Revenue	0.168	0.269	0.102 60.5	0.000	0.000	0.000 N/A	0.168	0.269	0.102 60.5
Capital and Other Reimbursements	0.000	0.000	N/A	0.121	0.416	0.295 > 100.0	0.121	0.416	0.295 > 100.0
Total Revenues	\$0.762	\$0.824	\$0.062 8.2	\$0.121	\$0.416	\$0.295 > 100.0	\$0.883	\$1.240	\$0.357 40.4
Expenses									
Labor:									
Payroll	\$2.280	\$1.993	\$0.287 12.6	\$0.031	\$0.078	(\$0.046) <(100.0)	\$2.312	\$2.071	\$0.241 10.4
Overtime	0.077	0.254	(0.177) <(100.0)	0.127	0.132	(0.005) (4.0)	0.205	0.387	(0.182) (89.0)
Health and Welfare	0.647	0.407	0.240 37.1	0.000	0.000	0.000 N/A	0.647	0.407	0.240 37.1
OPEB Current Payments	0.223	0.185	0.039 17.3	0.000	0.000	(0.001) <(100.0)	0.223	0.185	0.038 17.0
Pension	0.599	0.545	0.053 8.9	0.000	0.000	0.000 N/A	0.599	0.545	0.053 8.9
Other Fringe Benefits	0.480	0.393	0.087 18.1	0.000	0.000	0.000 N/A	0.480	0.393	0.087 18.1
Reimbursable Overhead	(0.026)	(0.197)	0.170 > 100.0	0.026	0.197	(0.170) <(100.0)	0.000	0.000	0.000 <(100.0)
Total Labor Expenses	\$4.280	\$3.581	\$0.699 16.3	\$0.185	\$0.407	(\$0.222) <(100.0)	\$4.465	\$3.988	\$0.477 10.7
Non-Labor:									
Electric Power	\$0.430	\$0.387	\$0.044 10.1	\$0.000	\$0.000	\$0.000 100.0	\$0.430	\$0.387	\$0.043 10.1
Fuel	0.015	0.017	(0.002) (15.7)	0.000	0.000	0.000 N/A	0.015	0.017	(0.002) (15.7)
Insurance	0.098	0.088	0.009 9.6	0.000	0.000	0.000 N/A	0.098	0.088	0.009 9.6
Claims	(0.002)	0.020	(0.022) <(100.0)	0.000	0.000	0.000 N/A	(0.002)	0.000	0.002 <(100.0)
Paratransit Service Contracts	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A
Maintenance and Other Operating Contracts	0.565	0.062	0.503 89.0	0.000	0.000	0.000 N/A	0.565	0.062	0.503 89.0
Professional Services Contracts	0.122	0.104	0.017 14.3	(0.002)	0.001	(0.003) <(100.0)	0.120	0.106	0.014 12.1
Materials and Supplies	0.277	0.307	(0.030) (11.0)	(0.062)	0.007	(0.069) <(100.0)	0.215	0.314	(0.099) (46.2)
Other Business Expenses	0.003	0.011	(0.008) <(100.0)	0.000	0.000	0.000 N/A	0.003	0.011	(0.008) <(100.0)
Total Non-Labor Expenses	\$1.507	\$0.997	\$0.510 33.9	(\$0.063)	\$0.009	(\$0.072) <(100.0)	\$1.443	\$1.005	\$0.438 30.4
Other Expense Adjustments									
Other	\$0.000	\$0.000	\$0.000 N/A	\$0.000	\$0.000	\$0.000 N/A	\$0.000	\$0.000	\$0.000 N/A
Total Other Expense Adjustments	\$0.000	\$0.000	\$0.000 N/A	\$0.000	\$0.000	\$0.000 N/A	\$0.000	\$0.000	\$0.000 N/A
Total Expenses Before Non-Cash Liability Adjs.	\$5.787	\$4.577	\$1.209 20.9	\$0.121	\$0.416	(\$0.295) <(100.0)	\$5.908	\$4.993	\$0.915 15.5
Depreciation	\$0.482	\$0.992	(\$0.511) <(100.0)	\$0.000	\$0.000	\$0.000 N/A	\$0.482	\$0.992	(\$0.511) <(100.0)
OPEB Liability Adjustment	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A
GASB 68 Pension Expense Adjustment	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A
Environmental Remediation	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A	0.000	0.000	0.000 N/A
Total Expenses After Non-Cash Liability Adjs.	\$6.268	\$5.570	\$0.699 11.1	\$0.121	\$0.416	(\$0.295) <(100.0)	\$6.390	\$5.986	\$0.404 6.3
Net Surplus/(Deficit)	(\$5.506)	(\$4.746)	\$0.761 13.8	\$0.000	\$0.000	\$0.000 <(100.0)	(\$5.506)	(\$4.746)	\$0.761 13.8

Notes: Totals may not add due to rounding

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

MTA STATEN ISLAND RAILWAY
July Financial Plan - 2018 Mid-Year Forecast
Accrual Statement of Operations by Category
November 2018 Year-to-Date
(\$ in millions)

	Non-Reimbursable			Reimbursable			Total		
	Mid-Year Forecast	Actual	-Variance: Fav/(Unfav)- Dollars Percent	Mid-Year Forecast	Actual	-Variance: Fav/(Unfav)- Dollars Percent	Mid-Year Forecast	Actual	-Variance: Fav/(Unfav)- Dollars Percent
Revenue									
Farebox Revenue	\$6,473	\$6,339	(\$0,134) (2.1)	\$0,000	\$0,000	\$0,000 N/A	\$6,473	\$6,339	(\$0,134) (2.1)
Other Revenue	2,280	2,457	0,177 7.8	0,000	0,000	0,000 N/A	2,280	2,457	0,177 7.8
Capital and Other Reimbursements	0,000	0,000	0,000 N/A	1,886	2,842	0,956 50.7	1,886	2,842	0,956 50.7
Total Revenues	\$8,754	\$8,797	\$0,043 0.5	\$1,886	\$2,842	\$0,956 50.7	\$10,639	\$11,639	\$0,999 9.4
Expenses									
Labor:									
Payroll	\$22,692	\$22,367	\$0,324 1.4	\$0,487	\$0,726	(\$0,239) (49.1)	\$23,179	\$23,093	\$0,086 0.4
Overtime	2,294	3,451	(1,157) (50.4)	0,872	0,554	0,318 36.5	3,166	4,005	(0,839) (26.5)
Health and Welfare	5,871	4,728	1,142 19.5	0,000	0,000	0,000 N/A	5,871	4,728	1,142 19.5
OP&B Current Payments	2,366	2,233	0,133 5.6	0,000	0,005	(0,004) <(100.0)	2,366	2,237	0,128 5.4
Pension	6,501	6,255	0,247 3.8	0,000	0,000	0,000 N/A	6,501	6,255	0,247 3.8
Other Fringe Benefits	5,268	5,557	(0,290) (5.5)	0,000	0,000	0,000 N/A	5,268	5,557	(0,290) (5.5)
Reimbursable Overhead	(0,463)	(1,079)	0,616 > 100.0	0,463	1,079	(0,616) <(100.0)	0,000	0,001	0,000 <(100.0)
Total Labor Expenses	\$44,528	\$43,513	\$1,015 2.3	\$1,822	\$2,364	(\$0,542) (29.7)	\$46,350	\$45,877	\$0,474 1.0
Non-Labor:									
Electric Power	\$4,582	\$4,090	\$0,492 10.7	\$0,000	\$0,008	(\$0,008) <(100.0)	\$4,582	\$4,098	\$0,484 10.6
Fuel	0,221	0,222	(0,001) (0.4)	0,000	0,000	0,000 N/A	0,221	0,222	(0,001) (0.4)
Insurance	1,096	0,987	0,109 9.9	0,000	0,000	0,000 N/A	1,096	0,987	0,109 9.9
Claims	0,089	0,220	(0,131) <(100.0)	0,000	0,000	0,000 N/A	0,089	0,220	(0,131) <(100.0)
Paratransit Service Contracts	0,000	0,000	0,000 N/A	0,000	0,000	0,000 N/A	0,000	0,000	0,000 N/A
Maintenance and Other Operating Contracts	3,909	0,803	3,106 79.5	0,000	0,000	0,000 N/A	3,909	0,803	3,106 79.5
Professional Services Contracts	0,917	0,747	0,170 18.6	0,002	0,021	(0,020) <(100.0)	0,919	0,768	0,151 16.4
Materials and Supplies	2,155	2,587	(0,432) (20.0)	0,062	0,449	(0,388) <(100.0)	2,217	3,036	(0,819) (37.0)
Other Business Expenses	0,187	0,397	(0,210) <(100.0)	0,000	0,000	0,000 N/A	0,187	0,397	(0,210) <(100.0)
Total Non-Labor Expenses	\$13,157	\$10,054	\$3,103 23.6	\$0,063	\$0,478	(\$0,415) <(100.0)	\$13,220	\$10,532	\$2,688 20.3
Other Expense Adjustments									
Other	\$0,000	\$0,000	\$0,000 N/A	\$0,000	\$0,000	\$0,000 N/A	\$0,000	\$0,000	\$0,000 N/A
Total Other Expense Adjustments	\$0,000	\$0,000	\$0,000 N/A	\$0,000	\$0,000	\$0,000 N/A	\$0,000	\$0,000	\$0,000 N/A
Total Expenses Before Non-Cash Liability Adjs.	\$57,685	\$53,567	\$4,118 7.1	\$1,886	\$2,842	(\$0,956) (50.7)	\$59,571	\$56,409	\$3,162 5.3
Depreciation	\$7,818	\$10,863	(\$3,064) (39.2)	\$0,000	\$0,000	\$0,000 N/A	\$7,818	\$10,863	(\$3,064) (39.2)
OP&B Liability Adjustment	5,618	5,337	0,281 5.0	0,000	0,000	0,000 N/A	5,618	5,337	0,281 5.0
GASB 68 Pension Expense Adjustment	0,329	(0,565)	0,894 > 100.0	0,000	0,000	0,000 N/A	0,329	(0,565)	0,894 >100.0
Environmental Remediation	0,000	0,000	0,000 N/A	0,000	0,000	0,000 N/A	0,000	0,000	0,000 N/A
Total Expenses After Non-Cash Liability Adjs.	\$71,450	\$69,221	\$2,229 3.1	\$1,886	\$2,842	(\$0,956) (50.7)	\$73,336	\$72,063	\$1,273 1.7
Net Surplus/(Deficit)	(\$62,697)	(\$60,424)	\$2,272 3.6	\$0,000	\$0,000	\$0,000 <(100.0)	(\$62,697)	(\$60,424)	\$2,272 3.6

Notes: Totals may not add due to rounding

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

Table 3

MTA STATEN ISLAND RAILWAY
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS
NOVEMBER 2018
(\$ in millions)

Generic Revenue or Expense Category	MONTH			YEAR-TO-DATE		
	Non Reimb. or Reimb.	Favorable/ \$ %		Reason for Variance	Favorable/ \$ %	
		\$	%		\$	%
Farebox Revenue	Non Reimb.	(0.039)	(6.6)	Lower ridership	(0.134)	(2.1)
						Due mostly to lower ridership along with a one day service suspension due to flooding and 8.5 inches of rain in August
Other Operating Revenue	Non Reimb.	0.102	60.5	Largely the favorable timing of student fare reimbursements	0.177	7.8
Payroll	Non Reimb.	0.287	12.6	Mostly vacancies	0.324	1.4
Overtime	Non Reimb.	(0.177)	over (100.0)	The unfavorable timing of project work requirements and vacancy coverage requirements	(1.157)	(50.4)
Health and Welfare (including OPEB current payment)	Non Reimb.	0.279	32.1	The favorable timing of expenses and vacancies	1.275	15.5
Pension	Non Reimb.	0.053	8.9	The favorable timing of expenses	0.247	3.8
Other Fringe Benefits	Non Reimb.	0.087	18.1	The favorable timing of expenses	(0.290)	(5.5)
Electric Power	Non Reimb.	0.044	10.1	Mostly lower prices than anticipated	0.492	10.7
Insurance	Non Reimb.				0.109	9.9
						The favorable timing of interagency billing with MTA
Maintenance & Other Operating Contracts	Non Reimb.	0.503	89.0	Mainly the favorable timing of non-revenue vehicle purchases and various maintenance work requirements	3.106	79.5
Professional Service Contracts	Non Reimb.				0.170	18.6
						Mostly the favorable timing of bridge inspections and other professional service contract expenses
Materials and Supplies	Non Reimb.				(0.432)	(20.0)
						Largely additional track ties, plates and fastener requirements
Other Business Expenses	Non Reimb.				(0.210)	over (100.0)
						Mainly various needs not foreseen in the forecast
Capital and Other Reimbursements	Reimb.	0.295	over 100.0	Timing of contractor requirements	0.956	50.7
Payroll	Reimb.	(0.046)	over (100.0)	Timing of contractor requirements	(0.239)	(49.1)
Overtime	Reimb.				0.318	36.5
						Timing of contractor requirements

MTA STATEN ISLAND RAILWAY
July Financial Plan - 2018 Mid-Year Forecast
Cash Receipts and Expenditures
November 2018

	Month				YTD			
	Mid-Year Forecast	Actual	-Variance:Fav/(Unfav)- Dollars	Percent	Mid-Year Forecast	Actual	-Variance:Fav/(Unfav)- Dollars	Percent
<u>Receipts</u>								
Farebox Revenue	\$0.594	\$0.623	\$0.029	4.9	\$6.416	\$6.319	(\$0.097)	(1.5)
Other Operating Revenue	0.168	0.010	(0.158)	(94.1)	1.381	2.300	0.919	66.5
Capital and Other Reimbursements	0.410	0.000	(0.410)	100.0	3.675	1.591	(2.084)	(56.7)
Total Receipts	\$1.172	\$0.633	(\$0.538)	(46.0)	\$11.473	\$10.209	(\$1.263)	(11.0)
<u>Expenditures</u>								
<u>Labor:</u>								
Payroll	\$2.312	\$2.724	(\$0.412)	(17.8)	\$24.742	\$22.258	\$2.484	10.0
Overtime	0.204	0.320	(0.116)	(56.8)	3.075	3.683	(0.608)	(19.8)
Health and Welfare	0.647	0.463	0.184	28.4	5.736	5.779	(0.043)	(0.8)
OPEB Current Payments	0.223	0.049	0.174	78.0	1.760	1.010	0.751	42.6
Pension	0.599	0.545	0.053	8.9	6.501	6.255	0.247	3.8
Other Fringe Benefits	0.265	1.127	(0.862)	<(100.0)	2.996	4.151	(1.155)	(38.5)
Contribution to GASB Fund	0.000	0.000	0.000	N/A	0.000	0.000	0.000	N/A
Reimbursable Overhead	0.000	0.000	0.000	N/A	0.000	0.000	0.000	N/A
Total Labor Expenditures	\$4.250	\$5.229	(\$0.979)	(23.0)	\$44.810	\$43.135	\$1.675	3.7
<u>Non-Labor:</u>								
Electric Power	\$0.423	(\$0.174)	\$0.597	> 100.0	\$4.588	\$4.612	(\$0.023)	(0.5)
Fuel	0.043	0.004	0.039	90.7	0.337	0.094	0.243	72.1
Insurance	0.074	0.166	(0.092)	<(100.0)	0.443	0.700	(0.257)	(58.1)
Claims	0.012	0.000	0.012	100.0	0.075	0.156	(0.081)	<(100.0)
Paratransit Service Contracts	0.000	0.000	0.000	N/A	0.000	0.000	0.000	N/A
Maintenance and Other Operating Contracts	0.565	0.048	0.517	91.6	7.615	4.366	3.249	42.7
Professional Services Contracts	0.120	0.034	0.086	71.5	0.889	0.392	0.497	55.9
Materials and Supplies	0.215	0.107	0.108	50.3	2.770	3.909	(1.139)	(41.1)
Other Business Expenses	0.003	0.007	(0.005)	<(100.0)	0.068	0.106	(0.038)	(55.1)
Total Non-Labor Expenditures	\$1.454	\$0.192	\$1.263	86.8	\$16.786	\$14.334	\$2.451	14.6
<u>Other Expenditure Adjustments</u>								
Other	\$0.000	\$0.000	\$0.000	N/A	\$0.000	\$0.000	\$0.000	N/A
Total Other Expenditure Adjustments	\$0.000	\$0.000	\$0.000	N/A	\$0.000	\$0.000	\$0.000	N/A
Total Expenditures	\$5.705	\$5.421	\$0.284	5.0	\$61.596	\$57.469	\$4.126	6.7
Net Cash Balance	(\$4.533)	(\$4.788)	(\$0.255)	(5.6)	(\$50.123)	(\$47.260)	\$2.863	5.7

Note: Totals may not add due to rounding

Table 5

MTA STATEN ISLAND RAILWAY
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL CASH BASIS
NOVEMBER 2018
(\$ in millions)

	MONTH		YEAR TO DATE	
	Favorable/ (Unfavorable) Variance	Reason for Variance	Favorable/ (Unfavorable) Variance	Reason for Variance
	\$	%	\$	%
Operating Receipts or Disbursements				
Farebox Receipts	0.029	4.9%	(0.097)	(1.5)
				The favorable timing of interagency cash settlements with NYCT
Other Operating Revenue	(0.158)	(94.1%)	0.919	66.5
				Mostly the unfavorable timing of student fare reimbursements
Capital and Other Reimbursements	(0.410)	(100.0%)	(2.084)	(56.7)
				The unfavorable timing of reimbursements
Salaries & Wages	(0.528)	(21.0%)	1.876	6.7
				Mostly the favorable timing of payments and vacancies
Health and Welfare (including OPEB current payment)	0.358	41.1%	0.708	9.3
				Largely lower expenditures
Other Fringe Benefits	(0.862)	over (100.0)	(1.155)	(38.5)
				Mainly the unfavorable timing of interagency payments
Electric Power	0.597	over 100.0		
				The favorable timing of payments
Maintenance Contracts	0.517	91.6%	3.249	42.7
				Mainly the favorable timing of non-revenue vehicle purchases and various maintenance work requirements
Materials & Supplies	0.108	50.3%	(1.139)	(41.1)
				Largely the favorable timing of various material requirements
				Largely additional track ties, plates and fastener requirements

MTA STATEN ISLAND RAILWAY
July Financial Plan - 2018 Mid-Year Forecast
Cash Conversion (Cash Flow Adjustments)
November 2018

	Month			YTD		
	Mid-Year Forecast	Actual	-Variance:Fav/(Unfav)- Dollars	Actual	-Variance:Fav/(Unfav)- Dollars	Percent
<u>Receipts</u>						
Farebox Revenue	(\$0.000)	\$0.068	\$0.068	(\$0.057)	\$0.037	64.4
Other Operating Revenue	(0.000)	(0.259)	(0.259)	(0.899)	0.741	82.5
Capital and Other Reimbursements	(0.288)	0.416	(0.704)	1.251	(3.041)	<(100.0)
Total Receipts	\$0.288	(\$0.607)	(\$0.895)	\$0.833	(\$1.429)	<(100.0)
<u>Expenditures</u>						
<u>Labor:</u>						
Payroll	\$0.000	(\$0.653)	(\$0.653)	(\$1.563)	\$0.835	> 100.0
Overtime	0.000	0.066	0.066	0.091	0.323	> 100.0
Health and Welfare	0.000	(0.056)	(0.056)	0.135	(1.186)	<(100.0)
OPEB Current Payments	0.000	0.136	0.136	0.606	1.228	> 100.0
Pension	0.000	0.000	0.000	0.000	0.000	N/A
Other Fringe Benefits	0.214	(0.734)	(0.949)	2.271	1.406	(38.1)
Contribution to GASB Fund	0.000	0.000	0.000	0.000	0.000	N/A
Reimbursable Overhead	0.000	0.000	0.000	0.001	0.000	> 100.0
Subtotal Labor Expenditures	\$0.214	(\$1.241)	(\$1.456)	\$1.540	\$2.742	78.0
<u>Non-Labor:</u>						
Electric Power	\$0.007	\$0.561	\$0.554	(\$0.007)	(\$0.514)	<(100.0)
Fuel	(0.028)	0.013	0.041	(0.116)	0.128	> 100.0
Insurance	0.024	(0.078)	(0.101)	0.654	0.287	(56.1)
Claims	(0.013)	0.020	0.033	0.014	0.064	> 100.0
Paratransit Service Contracts	0.000	0.000	0.000	0.000	0.000	N/A
Maintenance and Other Operating Contracts	0.000	0.015	0.015	(3.706)	(3.563)	3.9
Professional Services Contracts	0.000	0.071	0.071	0.030	0.376	> 100.0
Materials and Supplies	0.000	0.208	0.208	(0.553)	(0.873)	(57.8)
Other Business Expenses	0.000	0.004	0.004	0.119	0.173	> 100.0
Subtotal Non-Labor Expenditures	(\$0.011)	\$0.814	\$0.825	(\$3.565)	(\$0.237)	(6.6)
<u>Other Expenditure Adjustments</u>						
Other	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	N/A
Subtotal Other Expenditure Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	N/A
Total Expenditures	\$0.203	(\$0.428)	(\$0.631)	(\$2.025)	(\$1.060)	47.6
Depreciation	\$0.482	\$0.992	\$0.511	\$7.818	\$3.064	39.2
OPEB Liability Adjustment	0.000	0.000	0.000	5.618	(0.281)	(5.0)
GASB 68 Pension Expense Adjustment	0.000	0.000	0.000	0.329	(0.565)	<(100.0)
Environmental Remediation	0.000	0.000	0.000	0.000	0.000	N/A
Total Expenditures After Non-Cash Liabilities	\$0.685	\$0.565	(\$0.120)	\$11.740	\$14.594	24.3
Total Cash Conversion Adjustments	\$0.973	(\$0.042)	(\$1.015)	\$12.574	\$13.164	4.7

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
NOVEMBER 2018

<u>Function/Departments</u>	<u>Forecast</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>
Administration			
Executive	13	9	4
General Office	9	15	(6)
Purchasing/Stores	6	4	2
Total Administration	28	28	0
Operations			
Transportation	111	109	2
Total Operations	111	109	2
Maintenance			
Mechanical	52	50	2
Electronics/Electrical	15	12	3
Power/Signals	27	29	(2)
Maintenance of Way	69	70	(1)
Infrastructure	26	31	(5)
Total Maintenance	189	192	(3)
Engineering/Capital			
Capital Project Support	14	9	5
Total Engineering Capital	14	9	5
Total Positions	342	338	4
Non-Reimbursable	328	329	(1)
Reimbursable	14	9	5
Total Full-Time	342	338	4
Total Full-Time-Equivalents	0	0	0

MTA STATEN ISLAND RAILWAY
JULY FINANCIAL PLAN - 2018 MID-YEAR FORECAST
TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION
NOVEMBER 2018

	<u>Forecast</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
Administration				
Managers/Supervisors	16	15	1	
Professional, Technical, Clerical	12	13	(1)	
Operational Hourlies	0	0	0	
Total Administration	28	28	0	
Operations				
Managers/Supervisors	9	5	4	
Professional, Technical, Clerical	3	1	2	
Operational Hourlies	99	103	(4)	
Total Operations	111	109	2	
Maintenance				
Managers/Supervisors	16	24	(8)	
Professional, Technical, Clerical	6	5	1	
Operational Hourlies	167	163	4	
Total Maintenance	189	192	(3)	
Engineering/Capital				
Managers/Supervisors	3	3	0	
Professional, Technical, Clerical	2	0	2	
Operational Hourlies	9	6	3	
Total Engineering/Capital	14	9	5	
Total Positions				
Managers/Supervisors	44	47	(3)	
Professional, Technical, Clerical	23	19	4	
Operational Hourlies	275	272	3	
Total Positions	342	338	4	

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

<u>Month of November</u>		<u>Variance</u>		<u>Explanation</u>
<u>Forecast</u>	<u>Actual</u>	<u>Amount</u>	<u>Percent</u>	
0.408	0.387	(0.021)	(5.1%)	Positive trend used in forecast which reflected growing ridership driven by increased residential development, which has not continued

<u>Year-to-Date</u>			
4.254	4.166	(0.088)	(2.1%)

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

**MTA STATEN ISLAND RAILWAY
RIDERSHIP/TRAFFIC VOLUME (UTILIZATION)
2017 ACTUAL VERSUS 2018 PRELIMINARY ACTUAL
(in millions)**

	Month of November		Variance		Explanation
	<u>2017</u>	<u>2018</u>	<u>Amount</u>	<u>Percent</u>	
Average Weekday	0.018	0.017	(0.001)	(6.0%)	Due in part to colder weather and more rain in 2018 (4.2 inches) than 2017 (1.2 inches). Ridership on Veterans Day (Observed) and Black Friday was particularly low compared to the same days in the year prior.
Average Weekend	0.009	0.007	(0.002)	(26.0%)	
12-Month Rolling Average					
Average Weekday	0.016	0.016	(0.000)	(1.4%)	Driven primarily by no service between St. George and Grasmere during one weekend of 2018
Average Weekend	0.008	0.008	(0.000)	(2.5%)	

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

MTA STATEN ISLAND RAILWAY
MID-YEAR FORECAST AND NOVEMBER FORECAST vs. ACTUAL RESULTS (NON-REIMBURSABLE)
NOVEMBER 2018 YEAR-TO-DATE
(\$ in millions)

	November 2018 Year-to-Date			Favorable/(Unfavorable) Variance			
	<u>Mid-Year Forecast</u>	<u>November Forecast</u>	<u>Actual Results</u>	<u>Mid-Year Forecast</u>	<u>November Forecast</u>	<u>Variance</u>	
	\$	\$	\$	\$	\$	\$	%
Total Revenue	8.8	8.7	8.8	0.0	0.1	0.1	1.1
Total Expenses before Depreciation, OPEB and Environmental Remediation	57.7	56.0	53.6	4.1	2.4	2.4	4.3
Depreciation	7.8	11.2	10.9	(3.1)	0.3	0.3	2.7
OPEB Account/Gasb #68 Pension Adjustment	5.6	5.3	5.3	0.3	0.0	0.0	0.0
GASB 68 Pension	0.4	(0.6)	(0.6)				
Total Expenses	71.5	71.9	69.2	2.3	2.7	2.7	3.8
Net Surplus/(Deficit)	(62.7)	(63.2)	(60.4)	2.3	2.8	2.8	4.4

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
EXPLANATION OF VARIANCES BETWEEN NOVEMBER FORECAST AND ACTUAL RESULTS
NOVEMBER 2018 YEAR-TO-DATE
(\$ in millions)

		NOVEMBER 2018 Year-to-Date	
		Favorable (Unfavorable) Variance	Reason for Variance
		\$	%
Total Revenue (Nonreimbursable)		0.1	1.1
Total Expenses (Nonreimbursable)		2.7	3.8
			Labor expenses were lower by \$0.8M-H&W/OPEB Current expenses under by \$1.3M--timing; payroll under by \$0.3M-vacancies; overtime overrun \$1.3M-vacancy coverage, timing of work requirements; reimbursable overhead credits \$0.6M.
			Non-labor expenses were under by \$1.6M-Mostly Maint. Contracts Timing-non-revenue vehicle purchases and shop roof repair
			Depreciation expenses were less by \$0.3M.

NOTE: Regarding Mid-Year Forecast vs. Actual Results, variance explanations are provided in the monthly report to the Finance Committee.

Preliminary November 2018 Report: Bus Company

The purpose of this report is to provide the preliminary November 2018 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

- November 2018 Bus Company ridership of 10.0 million was 0.05 million (0.5 percent) above forecast.
- Farebox revenue of \$17.6 million was \$0.1 million (0.6 percent) below forecast.
- Operating expenses of \$63.9 million were \$6.7 million (9.4 percent) below forecast.
 - Labor expenses were above forecast by a net \$2.2 million (4.6 percent), including overruns in overtime expenses of \$3.3 million (64.1 percent) and health & welfare/OPEB current expenses of \$1.0 million (12.8 percent). These overruns were largely offset by an underrun in other fringe benefits of \$2.9 million (45.5 percent).
 - Non-labor expenses underran forecast by \$8.8 million (38.7 percent), including primarily favorable claims reserve timing adjustments of \$5.0 million (100.0 percent) and an underrun in materials & supplies of \$2.2 million (33.7 percent).

BUS COMPANY FINANCIAL AND RIDERSHIP REPORT

November 2018

(All data are preliminary and subject to audit)

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

Operating revenue was \$19.1 million in November, \$0.3 million (1.6 percent) below forecast. Year-to-date, operating revenue of \$219.7 million was over forecast by a net \$1.5 million (0.7 percent), due mostly to higher ridership, partly offset by the unfavorable timing of student fare reimbursements and advertising revenue.

Total MTA Bus **ridership** in November 2018 was 10.0 million, 0.5 million riders (0.5 percent) above forecast. Year-to-date, ridership was 111.8 million, 1.7 million riders (1.6 percent) above forecast. November 2018 average weekday ridership was 395,161, a decrease of 10,701 riders (2.6 percent) from November 2017. Average weekday ridership for the twelve months ending November 2018 was 393,096, a decrease of 3,898 riders (1.0 percent) from the twelve months ending November 2017.

Nonreimbursable expenses, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$63.9 million in November, \$6.7 million (9.4 percent) below forecast. Labor expenses were higher by a net \$2.2 million (4.6 percent), including overruns in overtime expenses of \$3.3 million (64.1 percent), due to vacancy coverage and traffic. Health & welfare/OPEB current expenses were also higher by \$1.0 million (12.9 percent), caused by higher expense levels and the unfavorable timing of expenses. These overruns were largely offset by underruns in other fringe benefit expenses of \$2.9 million (45.5 percent), driven by the timing of interagency expenses. Non-labor expenses underran forecast by \$8.8 million (38.7 percent), due largely to an underrun of \$5.0 million (100.0 percent) in claims expenses, caused by the timing of recording claims reserve adjustments. Materials & supplies expenses were favorable by \$2.2 million (33.7 percent), resulting from the timing of the new fare payment system implementation. Maintenance contract expenses also reported an underrun of \$2.0 million (40.0 percent), involving the timing of expenses pertaining to the Shop Program, bus technology, and Select Bus Service (SBS) rollouts. **Year-to-date**, expenses were under by a net \$34.8 million (4.7 percent), of which labor expenses were in excess of forecast by \$6.7 million (1.3 percent), with primary overruns reported in overtime of \$8.7 million (14.4 percent), due to vacancy coverage requirements and traffic, payroll of \$3.5 million (1.3 percent) attributable to the timing of interagency expenses, offset in part by lower other fringe benefit expenses of \$6.6 million (10.2 percent), involving the timing of interagency expenses. Non-labor expenses were less by \$41.5 million (19.0 percent), including favorable results in materials & supplies of \$16.6 million (29.0 percent) and maintenance contract expenses of \$14.7 million (36.2 percent). These results were driven by the same factors described in the month results reported above.

Depreciation expenses year-to-date of \$47.7 million were \$1.6 million (3.3 percent) below forecast. Other Post-Employment Benefit accrued expenses of \$60.6 million year-to-date were under forecast by \$29.5 million (32.8 percent). Regarding GASB #68 Pension Expense Adjustment, there were no accrued expenses or credits recorded year-to-date.

The **operating cash deficit** (excluding subsidies) was \$468.9 million year-to-date, \$30.5 million (6.1 percent) favorable to forecast.

MTA BUS COMPANY

Nov - 2018 Mid_Year
Accrual Statement of Operations By Category
Month - Nov 2018
(\$ in Millions)

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	Nonreimbursable			Var Percent			Reimbursable			Total		
	Forecast Mid_Year	Actual	Favorable (Unfavorable) Variance	Percent	Percent	Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable) Variance	Percent	Forecast Mid_Year	Actual
Revenue												
Farebox Revenue:												
Farebox Revenue	\$17,665	\$17,561	(0.105)	(0.6)			\$0.000	\$0.000	-	-	\$17,665	\$17,561
Other Revenue	\$1,710	\$1,496	(0.214)	(12.5)			\$0.000	\$0.000	-	-	\$1,710	\$1,496
Capital and Other Reimbursements	\$0.000	\$0.000	-	-			\$0.487	\$0.489	\$0.002	0.3	\$0.487	\$0.489
Total Revenue	\$19,375	\$19,057	(0.318)	(1.6)			\$0.487	\$0.489	\$0.002	0.3	\$19,862	\$19,546
Expenses												
Labor :												
Payroll	\$23,940	\$24,868	(0.928)	(3.9)			\$0.164	\$0.304	(0.140)	(85.3)	\$24.104	\$25.172
Overtime	\$5,125	\$8,412	(3.287)	(64.1)			\$0.000	\$0.000	-	-	\$5.125	\$8.412
Total Salaries & Wages	\$29,065	\$33,280	(4.214)	(14.5)			\$0.164	\$0.304	(0.140)	(85.3)	\$29,229	\$33,584
Health and Welfare	\$5,687	\$6,133	(0.446)	(7.8)			\$0.160	\$0.000	\$0.160	-	\$5.847	\$6.133
OPEB Current Payment	\$2,130	\$2,692	(0.561)	(26.4)			\$0.000	\$0.000	-	-	\$2.130	\$2,692
Pensions	\$4,512	\$4,536	(0.023)	(0.5)			\$0.000	\$0.000	\$0.000	-	\$4.512	\$4,536
Other Fringe Benefits	\$6,357	\$3,466	\$2,891	45.5			\$0.000	\$0.000	\$0.000	-	\$6.357	\$3,466
Total Fringe Benefits	\$18,686	\$16,827	\$1,860	10.0			\$0.160	-	\$0.160	-	\$18,846	\$16,827
Contribution to GASB Fund	\$0.000	\$0.000	-	-			\$0.000	\$0.000	-	-	\$0.000	\$0.000
Reimbursable Overhead	(0.006)	(0.185)	\$0.179	-			\$0.006	\$0.185	(0.179)	-	\$0.000	\$0.000
Labor	\$47,746	\$49,921	(2.175)	(4.6)			\$0.330	\$0.489	(0.159)	(48.3)	\$48,076	\$50,410
Non-Labor :												
Electric Power	\$0,179	\$0,151	\$0,028	15.4			\$0.000	\$0.000	-	-	\$0.179	\$0,151
Fuel	\$2,134	\$3,095	(0.961)	(45.0)			\$0.000	\$0.000	-	-	\$2,134	\$3,095
Insurance	\$0,507	\$0,387	\$0,120	23.7			\$0.000	\$0.000	-	-	\$0,507	\$0,387
Claims	\$5,013	\$0,000	\$5,013	-			\$0.000	\$0.000	-	-	\$5,013	\$0,000
Paratransit Service Contracts	\$0,000	\$0,000	-	-			\$0.000	\$0.000	-	-	\$0.000	\$0,000
Maintenance and Other Operating Contracts	\$4,911	\$2,948	\$1,963	40.0			\$0.034	\$0.000	\$0.034	-	\$4,945	\$2,948
Professional Service Contracts	\$3,027	\$2,704	\$0,323	10.7			\$0.000	\$0.000	-	-	\$3,027	\$2,704
Materials & Supplies	\$6,566	\$4,352	\$2,214	33.7			\$0.124	\$0.000	\$0.124	-	\$6,690	\$4,352
Other Business Expenses	\$0,514	\$0,371	\$0,144	27.9			\$0.000	\$0.000	-	-	\$0,514	\$0,371
Non-Labor	\$22,850	\$14,006	\$8,843	38.7			\$0.158	\$0.000	\$0.158	-	\$23,007	\$14,006
Other Expense Adjustments:												
Other	\$0.000	\$0.000	-	-			\$0.000	\$0.000	-	-	\$0.000	\$0.000
Other Expense Adjustments	\$0.000	\$0.000	-	-			\$0.000	\$0.000	-	-	\$0.000	\$0.000
Total Expenses before Depreciation and OPEB	\$70,596	\$63,927	\$6,668	9.4			\$0.487	\$0.489	(0.002)	(0.3)	\$71.083	\$64,416
Depreciation	\$4,490	\$4,184	\$0,305	6.8			\$0.000	\$0.000	-	-	\$4,490	\$4,184
OPEB Liability	\$10,088	\$5,200	\$4,888	48.5			\$0.000	\$0.000	-	-	\$10,088	\$5,200
GASB 68 Pension Adjustment	\$6,605	\$0.000	\$6,605	-			\$0.000	\$0.000	-	-	\$6,605	\$0.000
Environmental Remediation	\$0.000	\$0.000	-	-			\$0.000	\$0.000	-	-	\$0.000	\$0.000
Total Expenses	\$91,779	\$73,312	\$18,467	20.1			\$0.487	\$0.489	(0.002)	(0.3)	\$92,266	\$73,801
OPERATING SURPLUS/DEFICIT	(72,404)	(54,255)	\$18,149	25.1			\$0.000	\$0.000	\$0.000	-	(72,404)	(54,255)

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

Nov - 2018 Mid_Year
Accrual Statement of Operations By Category
Year-To-Date - Nov 2018
(\$ in Millions)

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	Nonreimbursable			Var Percent			Reimbursable			Total		
	Forecast Mid_Year	Actual	Favorable (Unfavorable) Variance	Percent	Percent	Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable) Variance	Percent	Forecast Mid_Year	Actual
Revenue												
Farebox Revenue:												
Farebox Revenue	\$199,367	\$202,172	\$2,805	1.4			\$0,000	\$0,000	-	-	\$199,367	\$202,172
Other Revenue	\$18,843	\$17,501	(1,342)	(7.1)			\$0,000	\$0,000	-	-	\$18,843	\$17,501
Capital and Other Reimbursements	\$0,000	\$0,000	-	-			\$5,478	\$5,490	\$0,012	0.2	\$5,478	\$5,490
Total Revenue	\$218,211	\$219,673	\$1,462	0.7			\$5,478	\$5,490	\$0,012	0.2	\$223,688	\$225,163
Expenses												
Labor :												
Payroll	\$263,118	\$266,602	(3,484)	(1.3)			\$2,569	\$3,413	(0,844)	(32.9)	\$265,687	\$270,015
Overtime	\$60,311	\$69,003	(8,693)	(14.4)			\$0,000	\$0,000	-	-	\$60,311	\$69,003
Total Salaries & Wages	\$323,428	\$335,605	(12,177)	(3.8)			\$2,569	\$3,413	(0,844)	(32.9)	\$325,997	\$339,019
Health and Welfare	\$67,446	\$69,924	(2,478)	(3.7)			\$0,963	\$0,000	\$0,963	-	\$68,409	\$69,924
OPEB Current Payment	\$21,337	\$20,960	\$0,377	1.8			\$0,000	\$0,000	-	-	\$21,337	\$20,960
Pensions	\$48,801	\$48,857	(0,056)	(0.1)			\$0,000	\$0,000	\$0,000	-	\$48,801	\$48,857
Other Fringe Benefits	\$64,471	\$57,918	\$6,552	10.2			\$0,000	\$0,000	\$0,000	-	\$64,471	\$57,918
Total Fringe Benefits	\$202,055	\$197,660	\$4,395	2.2			\$0,963	-	\$0,963	-	\$203,018	\$197,660
Contribution to GASB Fund	\$0,000	\$0,000	-	-			\$0,000	\$0,000	-	-	\$0,000	\$0,000
Reimbursable Overhead	(0,996)	(2,077)	\$1,080	-			\$0,996	\$2,077	(1,080)	-	\$0,000	\$0,000
Labor	\$524,487	\$531,188	(6,701)	(1.3)			\$4,528	\$5,490	(0,961)	(21.2)	\$529,016	\$536,678
Non-Labor :												
Electric Power	\$1,919	\$1,807	\$0,112	5.8			\$0,000	\$0,000	-	-	\$1,919	\$1,807
Fuel	\$24,304	\$24,557	(0,253)	(1.0)			\$0,000	\$0,000	-	-	\$24,304	\$24,557
Insurance	\$5,439	\$5,171	\$0,268	4.9			\$0,000	\$0,000	-	-	\$5,439	\$5,171
Claims	\$55,177	\$50,000	\$5,177	9.4			\$0,000	\$0,000	-	-	\$55,177	\$50,000
Paratransit Service Contracts	\$0,000	\$0,000	-	-			\$0,000	\$0,000	-	-	\$0,000	\$0,000
Maintenance and Other Operating Contracts	\$40,502	\$25,831	\$14,672	36.2			\$0,204	\$0,000	\$0,204	-	\$40,707	\$25,831
Professional Service Contracts	\$29,751	\$25,623	\$4,128	13.9			\$0,060	\$0,000	\$0,060	-	\$29,810	\$25,623
Materials & Supplies	\$57,091	\$40,541	\$16,550	29.0			\$0,758	\$0,000	\$0,758	-	\$57,848	\$40,541
Other Business Expenses	\$4,516	\$3,627	\$0,889	19.7			\$0,000	\$0,000	-	-	\$4,516	\$3,627
Non-Labor	\$218,698	\$177,156	\$41,542	19.0			\$1,022	\$0,000	\$1,022	-	\$219,720	\$177,156
Other Expense Adjustments:												
Other	\$0,000	\$0,000	-	-			\$0,000	\$0,000	-	-	\$0,000	\$0,000
Other Expense Adjustments	\$0,000	\$0,000	-	-			\$0,000	\$0,000	-	-	\$0,000	\$0,000
Total Expenses before Depreciation and OPEB	\$743,185	\$708,345	\$34,841	4.7			\$5,550	\$5,490	\$0,060	1.1	\$748,736	\$713,834
Depreciation	\$49,302	\$47,668	\$1,633	3.3			\$0,000	\$0,000	-	-	\$49,302	\$47,668
OPEB Liability	\$90,162	\$60,630	\$29,532	32.8			\$0,000	\$0,000	-	-	\$90,162	\$60,630
GASB 68 Pension Adjustment	\$39,761	\$0,000	\$39,761	-			\$0,000	\$0,000	-	-	\$39,761	\$0,000
Environmental Remediation	\$0,000	\$0,218	(0,218)	-			\$0,000	\$0,000	-	-	\$0,000	\$0,218
Total Expenses	\$922,411	\$816,860	\$105,550	11.4			\$5,550	\$5,490	\$0,060	1.1	\$927,961	\$822,350
OPERATING SURPLUS/DEFICIT	(704,200)	(597,187)	\$107,013	15.2			(0,073)	\$0,000	\$0,073	-	(704,273)	(597,187)

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
JULY FINANCIAL PLAN 2018 MID YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	November 2018		Year-To-Date	
		Favorable (Unfavorable) Variance		Favorable (Unfavorable) Variance	
		\$	%	\$	%
		Reason for Variance		Reason for Variance	
Farebox Revenue	NR	\$ (0.104)	(0.6)	\$ 2.805	1.4
Other Operating Revenue	NR	\$ (0.214)	(12.5)	\$ (1.342)	(7.1)
Capital and Other Reimbursements	R	\$ 0.002	0.4	\$ 0.013	0.2
			(a)		(a)
Total Revenue Variance		\$ (0.316)	(1.6)	\$ 1.475	0.7
Payroll	NR	\$ (0.927)	(3.9)	\$ (3.485)	(1.3)
Overtime	NR	\$ (3.287)	(64.1)	\$ (8.692)	(14.4)
Health and Welfare	NR	\$ (0.446)	(5.7)	\$ (2.479)	(3.7)
OPEB Current Payment	NR	\$ (0.562)	(26.4)	\$ 0.377	1.8
Pension	NR	\$ (0.024)	(0.5)	\$ (0.056)	(0.1)
Other Fringe Benefits	NR	\$ 2.891	45.5	\$ 6.553	10.2
Reimbursable Overhead	NR	\$ 0.179	-	\$ 1.081	-
Electric Power	NR	\$ 0.028	15.6	\$ 0.112	15.6
Fuel	NR	\$ (0.961)	(45.0)	\$ (0.253)	(1.0)
Insurance	NR	\$ 0.120	23.7	\$ 0.268	4.9
Claims	NR	\$ 5.013	100.0	\$ 5.177	9.4
Maintenance and Other Operating Contracts	NR	\$ 1.963	40.0	\$ 14.671	36.2
Professional Service Contracts	NR	\$ 0.323	10.7	\$ 4.128	13.9
Materials & Supplies	NR	\$ 2.214	33.7	\$ 16.550	29.0
Other Business Expense	NR	\$ 0.143	27.8	\$ 0.889	19.7
Depreciation	NR	\$ 0.306	6.8	\$ 1.634	3.3
Other Post Employment Benefits	NR	\$ 4.888	48.5	\$ 29.532	32.8

MTA BUS COMPANY
JULY FINANCIAL PLAN 2018 MID YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	November 2018		Year-To-Date	
		Favorable (Unfavorable) Variance		Favorable (Unfavorable) Variance	
		\$	%	\$	%
					Reason for Variance
GASB 68 Pension Adjustment	NR	\$ 6.605	100.0	\$ 39.761	100.0
Environmental Remediation	NR	\$ -	-	\$ (0.218)	-
Payroll	R	\$ (0.140)	(85.8)	\$ (0.844)	(32.8)
Health and Welfare	R	\$ 0.160	100.0	\$ 0.963	100.0
Pension	R	\$ -	.	\$ -	.
Other Fringe Benefits	R	\$ -	.	\$ -	.
Professional Service Contracts				\$ 0.060	-
Maintenance and Other Operating Contracts	R	\$ 0.034	*	\$ 0.204	*
Materials & Supplies	R	\$ 0.124	*	\$ 0.758	*
Total Expense Variance		\$ 18.466	20.0	\$ 105.611	11.4
Net Variance		\$ 18.150	25.1	\$ 107.086	15.2
(a) - Variance less than 100K					

MTA BUS COMPANY
July Financial Plan - 2018 Mid_Year
Cash Receipts and Expenditures
 Nov FY18
 (\$ in Millions)

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	Month			Year-To-Date		
	Forecast Mid_Year	Favorable (Unfavorable)		Forecast Mid_Year	Favorable (Unfavorable)	
		Actual	Variance		Actual	Variance
Receipts						
Farebox Revenue	\$17.665	\$16.087	(1.578)	\$201.373	\$203.116	\$1.743
Other Revenue	\$2.302	\$1.375	(0.927)	\$18.234	\$17.457	(0.777)
Capital and Other Reimbursements	\$0.796	\$0.015	(0.781)	\$7.246	\$5.039	(2.207)
Total Revenue	\$20.763	\$17.477	(3.286)	\$226.853	\$225.612	(1.241)
Expenditures						
Labor :						
Payroll	\$23.978	\$23.579	\$0.399	\$268.410	\$273.406	(4.996)
Overtime	\$5.125	\$8.411	(3.286)	\$60.310	\$69.003	(8.693)
Total Salaries & Wages	\$29.103	\$31.990	(2.887)	\$328.720	\$342.409	(13.689)
Health and Welfare	\$5.625	\$4.614	\$1.011	\$68.144	\$73.190	(5.046)
OPEB Current Payment	\$2.039	\$2.692	(0.653)	\$21.407	\$21.620	(0.213)
Pensions	\$4.530	\$4.536	(0.006)	\$48.565	\$48.605	(0.040)
Other Fringe Benefits	\$5.056	\$6.972	(1.916)	\$50.531	\$47.265	\$3.266
Total Fringe Benefits	\$17.250	\$18.814	(1.564)	\$188.647	\$190.680	(2.033)
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	-	\$0.297	\$0.297	\$0.000
Labor	\$46.352	\$50.804	(4.452)	\$517.664	\$533.386	(15.722)
Non-Labor :						
Electric Power	\$0.179	\$0.151	\$0.028	\$1.919	\$1.858	\$0.061
Fuel	\$2.120	\$2.656	(0.536)	\$24.317	\$25.066	(0.749)
Insurance	\$0.848	\$0.000	\$0.848	\$5.102	\$0.000	\$5.102
Claims	\$2.502	\$1.423	\$1.079	\$23.527	\$19.381	\$4.146
Paratransit Service Contracts	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$5.819	\$4.232	\$1.587	\$52.242	\$36.294	\$15.948
Professional Service Contracts	\$4.703	\$3.210	\$1.493	\$38.151	\$30.523	\$7.628
Materials & Supplies	\$6.010	\$4.408	\$1.602	\$58.760	\$44.271	\$14.489
Other Business Expenses	\$0.498	\$0.367	\$0.131	\$4.531	\$3.713	\$0.818
Non-Labor	\$22.678	\$16.447	\$6.231	\$208.550	\$161.106	\$47.444
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenditures before Depreciation and OPEB	\$69.031	\$67.251	\$1.780	\$726.214	\$694.492	\$31.722
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
OPEB Liability	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenditures	\$69.031	\$67.251	\$1.780	\$726.214	\$694.492	\$31.722
Net Surplus/(Deficit)	(48.267)	(49.774)	(1.507)	(493.361)	(468.880)	\$30.481

Note: Totals may not add due to rounding

Mid_Year_FinalFY18

MTA BUS COMPANY
JULY FINANCIAL PLAN 2018 MID YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS

(\$ in millions)

	November 2018		Year-To-Date	
	Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance
	\$	%	\$	%
Operating Receipts or Disbursements				
Farebox Revenue	\$ (1,578)	(8.9)	\$ 1,744	0.9 Higher ridership
Other Operating Revenue	(0.927)	(40.3)	(0.779)	(4.3) Timing of students reimbursements
Capital and Other Reimbursements	(0.781)	(98.1)	(2.206)	(30.4) Timing of reimbursement receipts
Total Receipts	\$ (3,286)	(15.8)	\$ (1,242)	(0.5)
Payroll	\$ 0.399	1.7	\$ (4,994)	(1.9) Reimbursement of interagency receipts from prior periods and RWA
Overtime	(3,286)	(64.1)	(8,693)	(14.4) Vacancies, traffic, and Retro payment
Health and Welfare	1,011	18.0	(5,045)	(7.4) Higher expenses
OPEB Current Payment	(0,653)	(32.0)	(0,212)	(1.0) Timing of expenses
Pension	(0,006)	(0.1)	(0,039)	(0.1) (a)
Other Fringe Benefits	(1,916)	(37.9)	3,263	6.5 Favorable interagency expenses
Reimbursable Overhead	-	-	-	(a)
Electric Power	0.028	15.6	0.059	3.1 (a)
Fuel	(0,536)	(25.3)	(0,750)	(3.1) Higher cost for diesel and CNG fuels offset by CNG rebate
Insurance	0.848	100.0	5.102	100.0 Timing of payments
Claims	1,079	43.1	4,148	17.6 Timing of Claim payments
Maintenance and Other Operating Contracts	1,587	27.3	15,946	30.5 Timing of Shop program, bus technology and SBS rollouts
Professional Service Contracts	1,493	31.7	7,630	20.0 Timing of inter-agency expenses
Materials & Supplies	1,602	26.7	14,490	24.7 Timing of new fare payment system and general maintenance expenses
Other Business Expenditure	0.131	26.2	0.819	18.1 Timing of expenses
Total Expenditures	\$ 1,780	2.6	\$ 31,726	4.4
Net Cash Variance	\$ (1,506)	(3.1)	\$ 30,484	6.1

(a) - Variance less than 100K

MTA BUS COMPANY
July Financial Plan - 2018 Mid_Year
Cash Conversion (Cash Flow Adjustments)
Nov FY18
(\$ in Millions)

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	Month			Year-To-Date		
	Forecast Mid_Year	Actual	Favorable (Unfavorable) Variance	Forecast Mid_Year	Actual	Favorable (Unfavorable) Variance
Revenue						
Farebox Revenue	\$0.000	(1.474)	(1.474)	\$2.006	\$0.944	(1.062)
Other Revenue	\$0.592	(0.121)	(0.713)	(0.609)	(0.044)	\$0.565
Capital and Other Reimbursements	\$0.309	(0.474)	(0.783)	\$1.768	(0.451)	(2.219)
Total Revenue	\$0.901	(2.069)	(2.969)	\$3.165	\$0.449	(2.716)
Expenses						
Labor :						
Payroll	\$0.127	\$1.593	\$1.466	(2.723)	(3.391)	(0.668)
Overtime	\$0.000	\$0.001	\$0.001	\$0.001	\$0.000	\$0.000
Total Salaries & Wages	\$0.127	\$1.594	\$1.467	(2.722)	(3.390)	(0.668)
Health and Welfare	\$0.222	\$1.519	\$1.297	\$0.265	(3.266)	(3.531)
OPEB Current Payment	\$0.091	\$0.000	(0.092)	(0.070)	(0.660)	(0.590)
Pensions	(0.017)	\$0.000	\$0.017	\$0.236	\$0.252	\$0.016
Other Fringe Benefits	\$1.301	(3.506)	(4.806)	\$13.940	\$10.653	(3.287)
Total Fringe Benefits	\$1.596	(1.987)	(3.584)	\$14.371	\$6.980	(7.391)
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	(0.297)	(0.297)	\$0.000
Labor	\$1.723	(0.394)	(2.117)	\$11.352	\$3.292	(8.059)
Non-Labor :						
Electric Power	\$0.000	\$0.000	\$0.000	\$0.000	(0.051)	(0.051)
Fuel	\$0.013	\$0.439	\$0.425	(0.013)	(0.509)	(0.496)
Insurance	(0.341)	\$0.387	\$0.727	\$0.337	\$5.171	\$4.833
Claims	\$2.511	(1.423)	(3.934)	\$31.649	\$30.619	(1.030)
Paratransit Service Contracts	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	(0.875)	(1.284)	(0.410)	(11.536)	(10.463)	\$1.072
Professional Service Contracts	(1.676)	(0.506)	\$1.170	(8.341)	(4.900)	\$3.441
Materials & Supplies	\$0.680	(0.056)	(0.736)	(0.912)	(3.730)	(2.818)
Other Business Expenses	\$0.017	\$0.004	(0.013)	(0.015)	(0.086)	(0.071)
Non-Labor	\$0.329	(2.441)	(2.770)	\$11.170	\$16.050	\$4.880
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	\$2.052	(2.835)	(4.887)	\$22.522	\$19.342	(3.179)
Depreciation	\$4.490	\$4.184	(0.305)	\$49.301	\$47.668	(1.633)
OPEB Liability	\$10.088	\$5.200	(4.888)	\$90.162	\$60.630	(29.532)
GASB 68 Pension Adjustment	\$6.605	\$0.000	(6.605)	\$39.761	\$0.000	(39.761)
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.218	\$0.218
Total Expenditures	\$23.236	\$6.550	(16.686)	\$201.747	\$127.858	(73.889)
Total Cash Conversion Adjustments	\$24.136	\$4.481	(19.655)	\$204.912	\$128.307	(76.605)

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
JULY FINANCIAL PLAN 2018 MID YEAR FORECAST
Utilization
(In millions)

	<u>November 2018</u>			<u>Year-to-date as of November 2018</u>		
	Mid Year Forecast	Actual	Favorable/ (Unfavorable) Variance	Mid Year Forecast	Actual	Favorable/ (Unfavorable) Variance
<u>Farebox Revenue</u>						
Fixed Route	\$ 17.665	\$ 17.561	\$ (0.104)	\$ 199.367	\$ 202.172	\$ 2.805
Total Farebox Revenue	\$ 17.665	\$ 17.561	\$ (0.104)	\$ 199.367	\$ 202.172	\$ 2.805
<u>Ridership</u>						
Fixed Route	9.986	10.031	0.045	110.115	111.825	1.710
Total Ridership	9.986	10.031	0.045	110.115	111.825	1.710

MTA BUS COMPANY
JULY FINANCIAL PLAN - 2018 MID - YEAR FORECAST
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL - TIME EQUIVALENTS
NOVEMBER 2018

FUNCTION/DEPARTMENT	Mid-Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Office of the EVP	3	3	-	
Human Resources	21	23	(2)	
Office of Management and Budget	16	15	1	
Technology & Information Services	-	-	-	
Material	17	16	1	
Controller	19	19	-	
Office of the President	5	1	4	
System Safety Administration	5	1	4	
Law	25	23	2	
Corporate Communications	-	-	-	
Labor Relations	-	-	-	
Strategic Office	30	26	4	
Non-Departmental	12	-	12	
Total Administration	153	127	26	Vacancies to be filled
Operations				
Buses	2,320	2,324	(4)	Bus Operator Excess
Office of the Executive VP	4	4	-	
Safety & Training	57	29	28	Students vacancies
Road Operations	123	125	(2)	
Transportation Support	22	25	(3)	
Operations Planning	33	33	-	
Revenue Control	4	6	(2)	
Total Operations	2,563	2,546	17	
Maintenance				
Buses	764	741	23	
Maintenance Support/CMF	270	261	9	
Facilities	77	73	4	
Supply Logistics	100	100	-	
Total Maintenance	1,211	1,175	36	Vacancies to be filled
Capital Program Management	37	27	10	
Total Engineering/Capital	37	27	10	Vacancies to be filled
Security	18	13	5	
Total Public Safety	18	13	5	Vacancies to be filled
Total Positions	3,982	3,888	94	
Non-Reimbursable	3,942	3,851	91	
Reimbursable	40	37	3	
Total Full-Time	3,964	3,877	87	
Total Full-Time Equivalents	18	11	7	

MTA BUS COMPANY
JULY FINANCIAL PLAN - 2018 MID - YEAR FORECAST
TOTAL FULL-TIME POSITIONS AND FTE'S BY FUNCTION AND OCCUPATION
NOVEMBER 2018

FUNCTION/OCCUPATIONAL GROUP	Mid-Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	66	54	12	
Professional, Technical, Clerical	77	73	4	
Operational Hourlies	10	-	10	
Total Administration	153	127	26	Vacancies to be filled
Operations				
Managers/Supervisors	307	312	(5)	
Professional, Technical, Clerical	51	50	1	
Operational Hourlies	2,205	2,184	21	
Total Operations	2,563	2,546	17	
Maintenance				
Managers/Supervisors	245	240	5	
Professional, Technical, Clerical	33	35	(2)	
Operational Hourlies	933	900	33	
Total Maintenance	1,211	1,175	36	Vacancies to be filled
Engineering/Capital				
Managers/Supervisors	21	14	7	
Professional, Technical, Clerical	16	13	3	
Operational Hourlies	-	-	-	
Total Engineering/Capital	37	27	10	Vacancies to be filled
Public Safety				
Managers/Supervisors	9	7	2	
Professional, Technical, Clerical	6	6	-	
Operational Hourlies	3	-	3	
Total Public Safety	18	13	5	Vacancies to be filled
Total Baseline Positions				
Managers/Supervisors	648	627	21	
Professional, Technical, Clerical	183	177	6	
Operational Hourlies	3,151	3,084	67	
Total Baseline Positions	3,982	3,888	94	

MTA Bus Company
2018 July Financial Plan Mid-Year Forecast
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

NON-REIMBURSABLE OVERTIME	November						November Year-To-Date					
	Mid-Year Budget		Actuals		Var. - Fav./(Unfav)		Mid-Year Budget		Actuals		Var. - Fav./(Unfav)	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
<u>Scheduled Service</u>	59,840	\$2,204	47,860	\$3,702	11,980 20.0%	(\$1,498) -68.0%	608,843	\$24,985	546,598	\$27,171	62,245 10.2%	(\$2,186) -8.7%
<u>Unscheduled Service</u>	13,522	\$0,250	13,541	\$0,774	(19) -0.1%	(\$0,523) -208.9%	133,208	\$6,191	121,042	\$9,028	12,166 9.1%	(\$2,837) -45.8%
<u>Programmatic/Routine Maintenance</u>	20,021	\$0,855	37,036	\$2,073	(17,015) -85.0%	(\$1,218) -142.6%	280,606	\$12,461	375,771	\$17,851	(95,165) -33.9%	(\$5,390) -43.3%
<u>Unscheduled Maintenance</u>	0	\$0,000	0	\$0,000	0 0.0%	- 0.0%	0	\$0,000	0	\$0,000	0 0.0%	(\$0,000) #DIV/0!
<u>Vacancy/Absentee Coverage</u>	26,542	\$1,798	32,647	\$1,668	(6,105) -23.0%	\$0,130 7.2%	280,283	\$14,633	318,653	\$12,524	(38,370) -13.7%	\$2,109 14.4%
<u>Weather Emergencies</u>	971	(\$0,021)	2,996	\$0,145	(2,025) *	(\$0,166)	44,448	\$1,637	43,717	\$2,022	732 *	(\$0,385)
<u>Safety/Security/Law Enforcement</u>	352	\$0,017	217	\$0,014	135 38.2%	\$0,003 17.7%	2,767	\$0,148	1,593	\$0,122	1,174 42.4%	\$0,026 17.3%
<u>Other</u>	286	\$0,022	372	\$0,036	(86) *	(\$0,013)	3,017	\$0,256	3,007	\$0,285	9 *	(\$0,029)
Subtotal	121,534	\$5,125	134,670	\$8,412	(13,136) -10.8%	(\$3,286) -64.1%	1,353,172	\$60,311	1,410,381	\$69,003	(57,209) -4.2%	(\$8,692) -14.4%
REIMBURSABLE OVERTIME	0	\$0,000	0	\$0,000	0	\$0,000	0	\$0,000	0	\$0,000	0	\$0,000
TOTAL OVERTIME	121,534	\$5,125	134,670	\$8,412	(13,136) -10.8%	(\$3,286) -64.1%	1,353,172	\$60,311	1,410,381	\$69,003	(57,209) -4.2%	(\$8,692) -14.4%

Totals may not add due to rounding.
NOTE: Percentages are based on each type of Overtime and not on Total Overtime.
* Exceeds 100%

MTA Bus Company
2018 July Financial Plan Mid-Year Forecast
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

	November		November Year-To - Date	
	Var. - Fav. (Unfav)		Var. - Fav. (Unfav)	
	Hours	\$	Hours	\$
NON-REIMBURSABLE OVERTIME				
<u>Scheduled Service</u>	11,980 20.0%	(\$1,498) -68.0%	62,245 10.2%	(\$2,186) -8.7%
		Less scheduled service operated		Less scheduled service operated due to weather
<u>Unscheduled Service</u>	(19) -0.1%	(\$0,523) -208.9%	12,166 9.1%	(\$2,837) -45.8%
		Unfavorable variance due to Traffic		Unfavorable variance due to Traffic
<u>Programmatic/Routine Maintenance</u>	(17,015) -85.0%	(\$1,218) -142.6%	(95,165) -33.9%	(\$5,390) -43.3%
		Overage buses offset by Bus Technology		Overage buses offset by Bus Technology
<u>Unscheduled Maintenance</u>	- 0.0%	\$0,000 0.0%	- 0.0%	(\$0,000) #DIV/0!
<u>Vacancy/Absentee Coverage</u>	(6,105) -23.0%	\$0,130 7.2%	(38,370) -13.7%	\$2,109 14.4%
		Vacancy/absentee coverage offset by favorable rates		Vacancy/absentee coverage offset by favorable rates
<u>Weather Emergencies</u>	(2,025) *	(\$0,166) *	732 *	(\$0,385) *
		Inclement Weather		Inclement Weather
<u>Safety/Security/Law Enforcement</u>	135 38.2%	\$0,003 17.7%	1,174 42.4%	\$0,026 17.3%
<u>Other</u>	(86) *	(\$0,013) *	9 *	(\$0,029) *
Subtotal	(13,136) -10.8%	(\$3,286) -64.1%	(57,209) -4.2%	(\$8,692) -14.4%
REIMBURSABLE OVERTIME				
	0 0.0%	\$0,000 0.0%	0 0.0%	\$0,000 0.0%
TOTAL OVERTIME	(13,136)	(\$3,286)	(57,209)	(\$8,692)

**MTA Bus Company
2018 Overtime Reporting
Overtime legend**

Type

Definition

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

MTA BUS COMPANY
EXPLANATION OF VARIANCES BETWEEN NOVEMBER FORECAST AND ACTUAL RESULTS
NON-REIMBURSABLE
NOVEMBER 2018 YEAR-TO-DATE
(\$ in millions)

	<u>Favorable/(Unfavorable)</u>		<u>Variance Explanation</u>
	<u>Variance</u>	<u>Percent</u>	
Total Revenue	\$0.3	0.1	(a)
Total Expenses	\$85.7	9.5	Favorable timing of the shop program, bus technology, SBS rollout, new fare payment system (NFS), interagency billings and GASB 68 Pension Expense Adjustment. This is partially offset by higher overtime expenses due to vacancies, traffic, shuttles, availability and Claims expense.

NOTE: Mid-Year Forecast vs. Actual Variance explanations are provided in the monthly report to the Finance Committee

(a) - Variance less than 5%

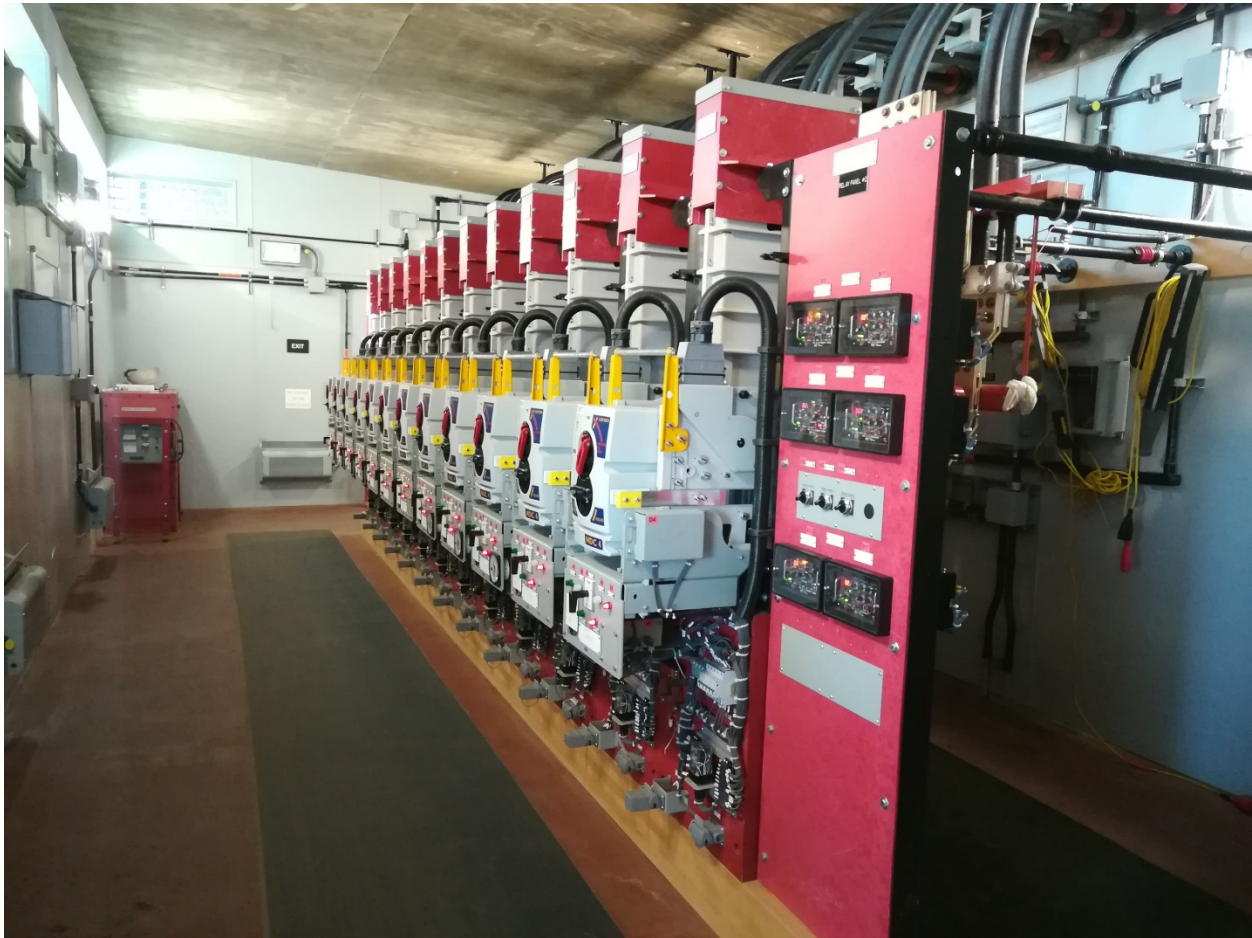
MTA BUS COMPANY
MID-YEAR FORECAST AND NOVEMBER FORECAST vs. ACTUAL RESULTS (NON-REIMBURSABLE)
NOVEMBER 2018 YEAR-TO-DATE
(\$ in millions)

	November Year-to-Date			Favorable(Unfavorable) Variance			
	Mid-Year Forecast	November Forecast	Actual	Mid-Year Forecast	November Forecast		
	\$	\$	\$	\$	\$	%	%
Total Revenue	218.2	219.4	219.7	1.5	0.3	0.7	0.1
Total Expenses before Non-Cash Liability Adjs	743.2	737.8	708.3	34.8	29.5	4.7	4.0
Depreciation	49.3	49.5	47.7	1.6	1.8	3.3	3.6
OPEB Obligation	90.2	83.8	60.6	29.5	23.2	32.8	27.7
GASB 68 Pension Expense Adjustment	39.8	31.2	-	39.8	31.2	100.0	100.0
Environmental Remediation		0.2	0.2	(0.2)	-	0.0	0.0
Total Expenses	922.4	902.5	816.9	105.6	85.7	11.4	9.5
Net Surplus/(Deficit)	(704.2)	(683.2)	(597.2)	107.0	86.0	15.2	12.6

Note: Totals may not add due to rounding

Capital Program

Alok Saha, Acting Senior Vice President



Rehabilitation of circuit breaker house (CBH) #210 on the 6 line in the Bronx was completed on November 30. The new above-grade CBH will improve the reliability of traction power distribution on that line.

January 2019 Highlights: Capital Program Status

The Capital Program Status Report provides a monthly and year-to-date overview of the progress of NYCT's Capital Program including a brief discussion of the reporting month's highlights. The report focuses primarily on providing a summary of achievements regarding project awards, project completions, and project closeouts for the period ending one month prior to the report. In addition, year-to-date performance for capital program milestones, as well as a quarterly report on fan plant status are presented.

Our year end achievement rate for planned awards in 2018 was 84%, with a value of \$5.9 billion. This commitment value and percentage of the plan is substantially higher than any recent year commitment.

NYCT's year-end performance against its 2018 Capital Project Milestones is shown below:

(\$ in Millions)

	<u>Planned</u>	<u>Achieved</u>	<u>%</u>
Design Starts	\$100.9	\$150.2	149
Design Completions	\$284.1	\$247.0	87
Construction Awards	\$6,964.8	\$5,873.8	84
Substantial Completions	\$4,422.5	\$2,964.8	67
Closeouts	8,571.0	1,889.4	22

In November and December of 2018, NYCT awarded projects totaling \$655.3 million. The November awards include an Americans with Disabilities Act (ADA) accessibility project at 59th Street station on the 4th Avenue Line for \$55.2 million and three Small Business Mentoring Program (SBMP) projects for \$8.6 million. The December awards include the rehabilitation of the Forsyth Street Fan Plant in Manhattan for \$84.4 million, an ADA accessibility project at Canarsie-Rockaway Parkway station with an intermodal bus facility upgrade on the L Line for \$21.2 million, mainline track rehabilitation for the Staten Island Railroad and a reconfiguration of the Clifton Yard track and switches for \$69.0 million. Also awarded in December was the replacement of the roofing assembly and component repair at the 207th Street Maintenance and Overhaul Shop in Manhattan for \$57.5 million, replacement of six traction elevators on the 8th Avenue Line for \$40.8 million and the purchase of 15 articulated electric buses and depot chargers for \$32.9 million.

Also in November and December, NYCT completed projects totaling \$1.5 billion, including the modernization of the 34th Street and West 4th Street interlockings on the 6th Avenue Line, which will facilitate the implementation of CBTC, for \$356.5 million, the Myrtle Line viaduct rehabilitation and track replacement for \$161.2 million, continuous welded rail (CWR) and mainline track switch projects on various lines for \$84.1 million, and the rehabilitation of circuit breaker house (CBH) #210 on the White Plains Road Line for \$20.3 million.

**Capital Program Status
November & December 2018**

NYCT awarded \$655.3 million in projects, including the rehabilitation of the Forsyth Street Fan Plant in Manhattan for \$84.4 million. The project will construct new fan chambers, fans, electrical distribution and control rooms with related equipment. The capability for local and remote supervisory control from the Rail Control Center (RCC) will also be established. The fan plant will enhance passenger safety in its adjacent tunnel segments in the event of fire or smoke conditions in tunnels by directing heat, smoke, and noxious fumes away from passengers and evacuation routes.

NYCT also awarded two Americans with Disabilities Act (ADA) accessibility projects: 59th Street station on the 4th Avenue Line for \$55.2 million and Canarsie-Rockaway Parkway station with an intermodal bus facility upgrade on the L Line for \$21.2 million. At 59th Street station, three ADA elevators will be installed; one from the street to the mezzanine and two from the mezzanine to the island platforms. The project will also include the installation of other ADA elements such as ADA boarding areas, tactile warning strips, and an Automated Farecard Access System (AFAS). Furthermore, platform stairs, street stairs and employee facilities will be relocated and reconfigured for ADA compliance.

At Canarsie-Rockaway Parkway station, a new ADA compliant ramp, platform expansion joints, platform edge warning strips and rubbing boards will be installed. Additionally, the control house will be modified to accommodate ADA compliant station rooms and the agent booth will be refurbished. This ADA project will also be coordinated with an intermodal bus facility update at the Canarsie-Rockaway Parkway station. The intermodal project will reconfigure the facility to improve customer circulation, enhance the efficient movement of buses entering and exiting the terminal, accommodate articulated B82 buses and electric bus charging for B42 buses, and provide full ADA compliance.

NYCT also awarded mainline track rehabilitation for the Staten Island Railroad and a reconfiguration of the Clifton Yard track and switches for \$69.0 million. This project includes the replacement of approximately 4.3 miles of mainline track and the reconfiguration of yard track and switches at Clifton Yard to support the new Clifton Shop.

NYCT also awarded the replacement of the roofing assembly and component repair at the 207th Street Maintenance and Overhaul Shop in Manhattan for \$57.5 million. The project will replace or repair all necessary roof elements in order to prevent leaks and bring the roofing system to a state of good repair. Elements that will be addressed include the roofing, drainage, roof access hatches, flashing/fascia, gutters/leaders, parapet, exterior wall masonry, windows, and coping.

NYCT also awarded the replacement of six traction elevators on the 8th Avenue Line for \$40.8 million. Three elevators will be replaced at 181st Street station and at 190th Street station each. Work will include replacement of the existing elevator cars, operating panels, electrical panels, communications system, smoke and fire detection system, governor, counterweights, roller guides, and transducers. An ethernet connection between status monitors and the Elevator & Escalator (E&E) Control Center will also be established.

NYCT also awarded the purchase of 15 articulated electric buses and depot chargers for \$32.9 million. These buses will be housed at the MJ Quill Depot in Manhattan and the chargers will be installed there. The electric buses will incorporate the latest in safety technology, environmental

sustainability and customer service amenities. Bus features include a pedestrian turn warning system, improved driver visibility, digital information screens with route and next stop information, Wi-Fi and USB charging ports, and traffic signal priority technology.

NYCT also awarded three Small Business Mentoring Program (SBMP) projects for \$8.6 million. The projects included a street stair replacement project at 57th Street station on the Broadway Line, paving at the Manhattanville Depot in Manhattan, and the replacement of two bus washers at the Queens Village Depot in Queens.

NYCT substantially completed projects totaling \$1.5 billion, including the modernization of the 34th Street interlocking and the West 4th Street interlocking on the 6th Avenue Line for \$356.5 million. Work included replacing the existing mechanical interlockings with new solid state interlocking systems and the construction of a new master tower, relay rooms, train control rooms and ancillary rooms to house all associated equipment. The completion of this project will improve service reliability and facilitate the future implementation of Communications Based Train Control (CBTC) on the line.

NYCT also completed the Myrtle Line viaduct rehabilitation and track replacement for \$161.2 million. Replacement of the elevated, open-deck steel structure and supporting concrete wall piers was necessary in order to bring the structure to a state of good repair. Work also included the installation of a new drainage system, replacement of track and the replacement of the thru-span bridge over the New York & Atlantic Railroad Right-of-Way.

NYCT also completed continuous welded rail (CWR) and mainline track switch projects on various lines for \$84.1 million. CWR was completed on the 8th Avenue and Queens Boulevard Lines while mainline track switches were replaced on the 6th Avenue and Culver Lines. The CWR program reduces the number of broken rails in subway tracks and improve the condition of track plates and ties in subways tunnels, extending their useful life. CWR work included surface preparation and replacement of obsolete plates, spikes, and jointed rails with new welded rails along with associated cables and signal work. Mainline track switch replacement work included replacement of existing turnouts, track switches, switch valves, connecting rails, contact rails, tires, ballasts, signal cable, and other associated signal equipment work.

NYCT completed the B-Division beacon train arrival system for \$83.4 million. Countdown clocks have been deployed at all B-Division stations, which utilize a fiber network and beacon/Bluetooth technology on the train cars to provide real-time train arrival data to customers. This project involved installing a minimum of one double-sided LCD customer information screen (CIS) in the center of each station platform and one single-sided LCD CIS per full-time control area for each station.

Lastly, NYCT also completed the rehabilitation of circuit breaker house (CBH) #210 on the White Plains Road Line for \$20.3 million. This rehabilitation will help maintain the power equalization needed to boost voltage at the rails and provide the ability to isolate sections of track while maintaining service on the line during emergency situations or scheduled maintenance periods.

In addition, NYCT started 14 design projects for \$16.8 million, completed 26 design projects for \$42.6 million, and closed out 28 projects for \$403.1 million.

The following table presents the base and current budget, closeout target date, and schedule variance for the projects that NYCT closed out through December.

Projects Closed in November & December 2018*

(\$ in millions)

Project	Base Budget	Current Budget	Original Date	Months Delay
Revenue Facil: Fire Alarm Modification	\$ 1.1	\$ 1.1	12/2010	95
Sandy Repairs: Security Equipment Montague Tube	\$ 2.5	\$ 3.2	12/2016	23
MTA-Indep Engineering Consultant 2009-2010	\$ 6.6	\$ 9.7	2/2017	21
Security: 2011-TSG: Electronic Security - URT Phase 2	\$ 16.7	\$ 33.1	04/2017	19
Electronic Security: 10TSG Boro Hall-Court St	\$ 18.2	\$ 18.2	11/2017	13
Replace 7 Hydraulic Elevators / Lexington	\$ 29.6	\$ 27.2	3/2018	8
Sandy Repairs: 200 St - 207 St Yard Tunnel Lighting	\$ 18.8	\$ 19.2	6/2018	6
Sandy Repairs: Pump #2057 / 8 Ave	\$ 3.5	\$ 7.3	6/2018	6
Mainline Track Switches 2017 / Lenox-White Plains Rd	\$ 11.1	\$ 11.1	6/2018	5
Sandy Mitigation: 2 Pump Rooms, Joralemon Tube	\$ 6.9	\$ 8.0	8/2018	4
Sandy Repairs: Comm/Power Cable & Ducts - Joralemon Tube	\$ 53.1	\$ 70.3	8/2018	4
Mainline Track Replacement 2017 / Brighton	\$ 6.8	\$ 9.6	09/2018	2
Jamaica Depot: Demolition at New Properties [SBMP Tier2]	\$ 1.4	\$ 1.5	10/2018	1
Yard Track - 2017	\$ 3.3	\$ 3.3	10/2018	1
Enhanced Stations: (Pkg #8) VENTS - 167 St / BXC	\$ 1.9	\$ 0.7	11/2018	1
SIR: Install Customer Information Signs	\$ 1.2	\$ 1.2	12/2018	0
ISIM B-Div Module 2: Comm Room Upgrades	\$ 2.8	\$ 2.5	12/2018	0
Comm Room Upgrade And Expansion-Phase 1	\$ 15.2	\$ 15.7	12/2018	0
Antenna Cable: In-house Replacement Priority Locations	\$ 9.7	\$ 9.7	12/2018	0
Track Force Account - 2017	\$ 35.0	\$ 35.0	12/2018	0
Help Point: 24 Stations	\$ 17.6	\$ 25.5	12/2018	0
Help Point: 23 Stations (Transit Wireless)	\$ 9.6	\$ 9.5	12/2018	0
Help Point: 2 Stations (2018 Goal)	\$ 0.9	\$ 0.9	12/2018	0
Rehab Substation Roof & Encl Stanton St [SBMP Tier2]	\$ 4.4	\$ 4.5	12/2018	(1)
CBH 275: Pearl Street / Clark	\$ 9.5	\$ 9.6	8/2019	(8)

*Table does not include the closeout of MTA independent consultant studies

**Status of Fan Plants and Fans
(as of December 29, 2018)**

Fan plants and fans enhance passenger safety in the event of fire or smoke conditions in tunnels by directing heat, smoke, and noxious fumes away from passengers and evacuation routes. The Capital Program Status Report examines fan plant data on a quarterly basis, compared to the previous year's quarter.

There are 189 operable fans plants; nine more in the NYCT system as of December 29, 2018 compared to 4th Quarter 2017. The number of inoperable fan plants in the system decreased to 6 from 12 compared to last year's quarter. Three inoperable fan plants are maintained by Capital Program Management and three by MOW/Hydraulics; there are no fan plants currently out of service for test section repair. There is now a total of 204 fan plants in the system; an increase in three compared to last year's quarter.

There are 426 operable fan units in the system, up from ten compared to 4th Quarter 2017. The number of inoperable fan units in the system is now 20, down from 25 compared to the same time period. 16 inoperable fan units are maintained by Capital Program Management and four by MOW/Hydraulics; there are no fan plant units currently out of service for test section repair. There is now a total of 446 fan units in the system; an increase in 5 compared to last year's quarter.

Fan Plants	Dec '17	Dec '18	More/(Less)
All	201	204	3
Operable	189	198	9
Inoperable	12	6	(6)
Reduced Capacity	0	0	-
Fan Units	Dec '17	Dec '18	More/(Less)
All	441	446	5
Operable	416	426	10
Inoperable	25	20	(5)
Reduced Capacity	0	0	-

**Inoperable Fan Plants and Fans
(as of December 29, 2018)**

Jurisdiction	Fan Plants	Fan Units
Capital Program Management	3	16
MOW / Hydraulics	3	4
Warranty Work, Test Section Repair, MTA-CC or Cable Sct.	0	0
Total	6	20

Capital Project Milestone Summary 2018

(Through December 31, 2018)

Milestones Planned		Milestones Accomplished		Percent Performance	
\$M	#	\$M	#	%(\$)	%(#)

December

Design Starts	\$1.9	1	\$5.2	6	277.0	600.0
Design Completions	10.3	9	13.3	13	128.5	144.4
Construction Awards	329.4	7	549.3	31	166.7	442.9
Substantial Completions	1,212.6	58	1,127.6	30	93.0	51.7
Closeouts	440.3	24	298.5	18	67.8	75.0

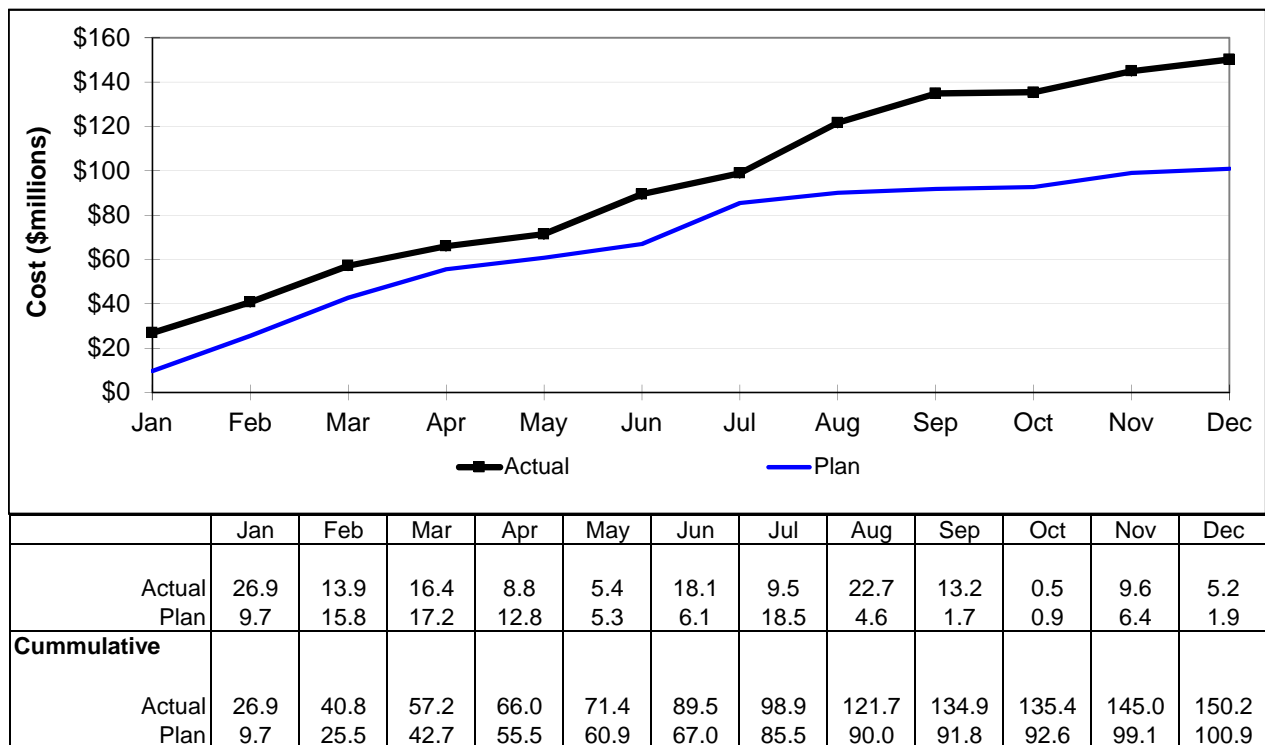
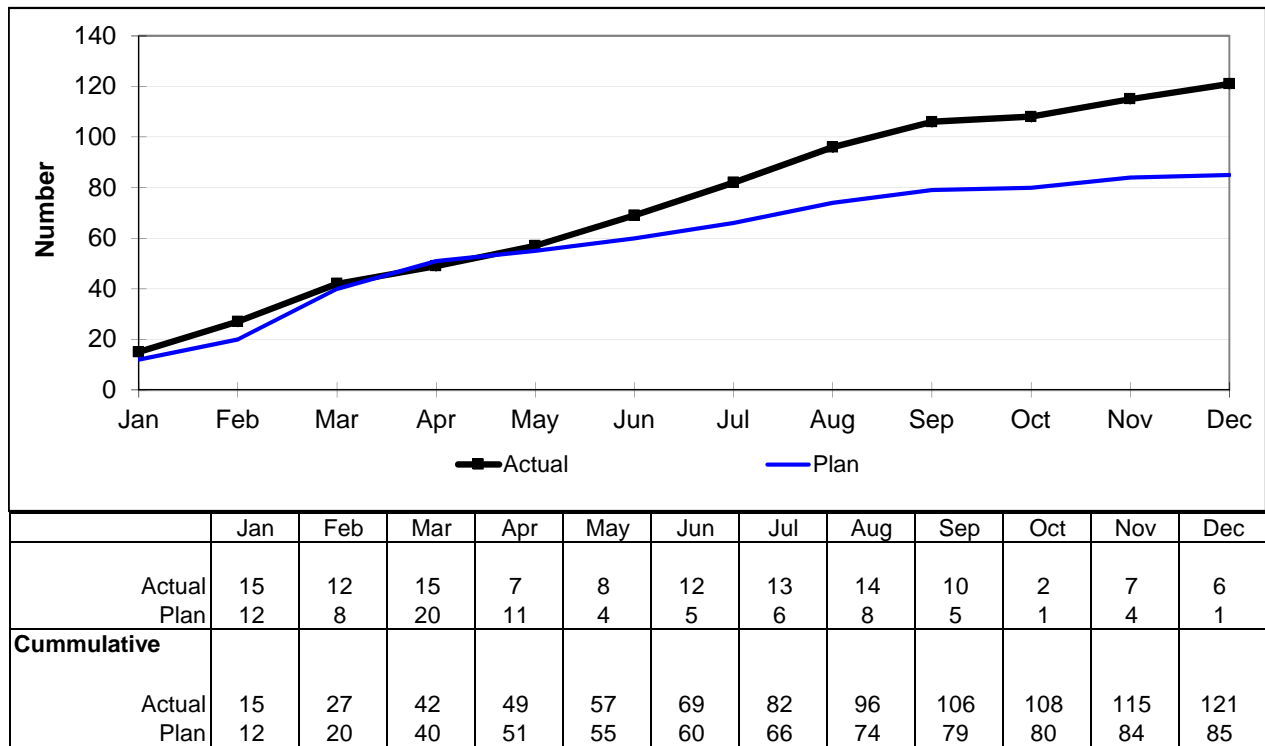
2018 Year-End

	Initial Plan		Actual		%(\$)	%(#)
Design Starts	\$100.9	85	\$150.2	121	148.8	142.4
Design Completions	284.1	192	247.0	151	87.0	78.6
Construction Awards	6,964.8	203	5,873.8	196	84.3	96.6
Substantial Completions	4,422.5	201	2,964.8	132	67.0	65.7
Closeouts	8,571.0	239	1,889.4	131	22.0	54.8

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

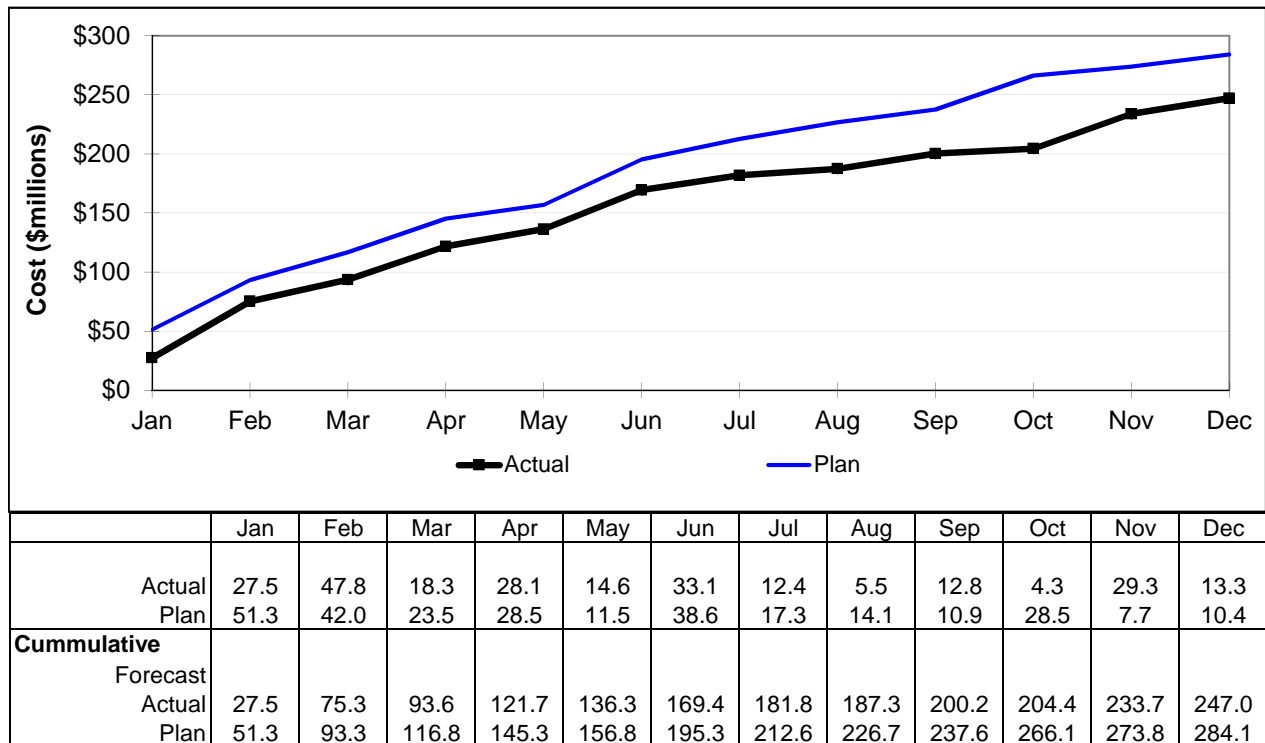
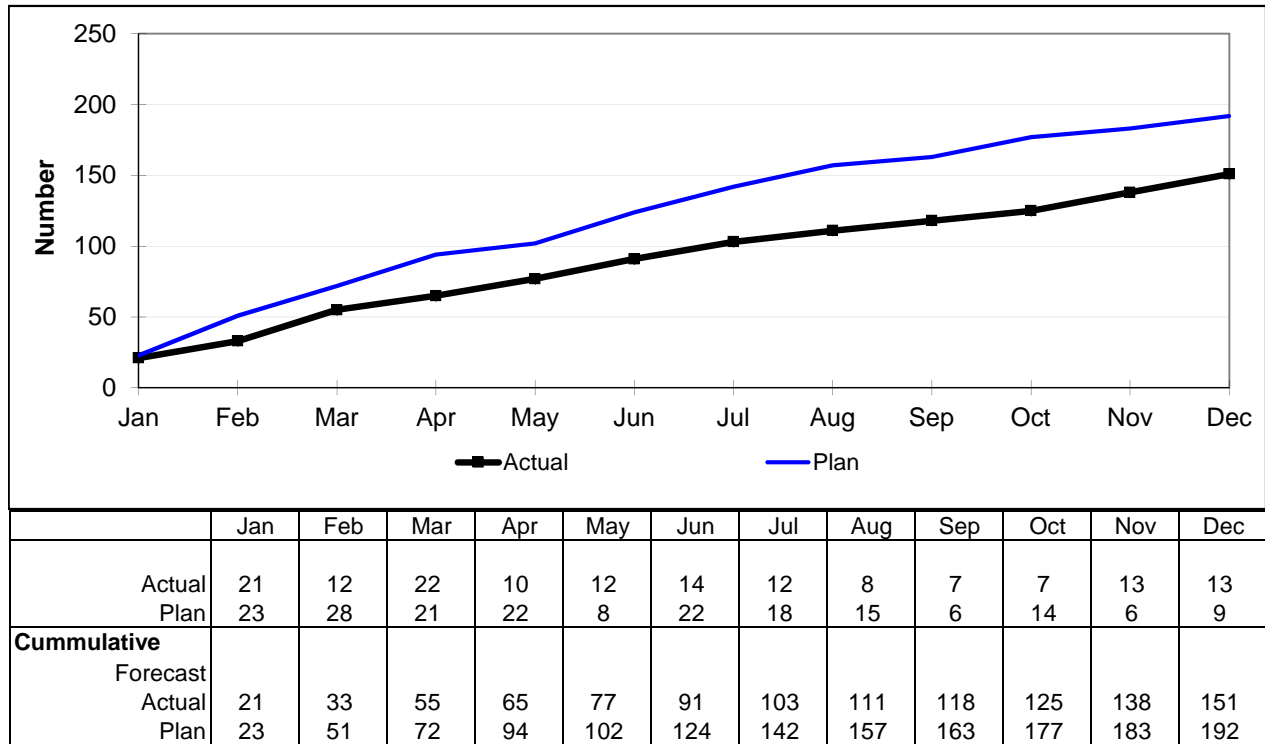
2018 Design Starts Charts

As of December 2018



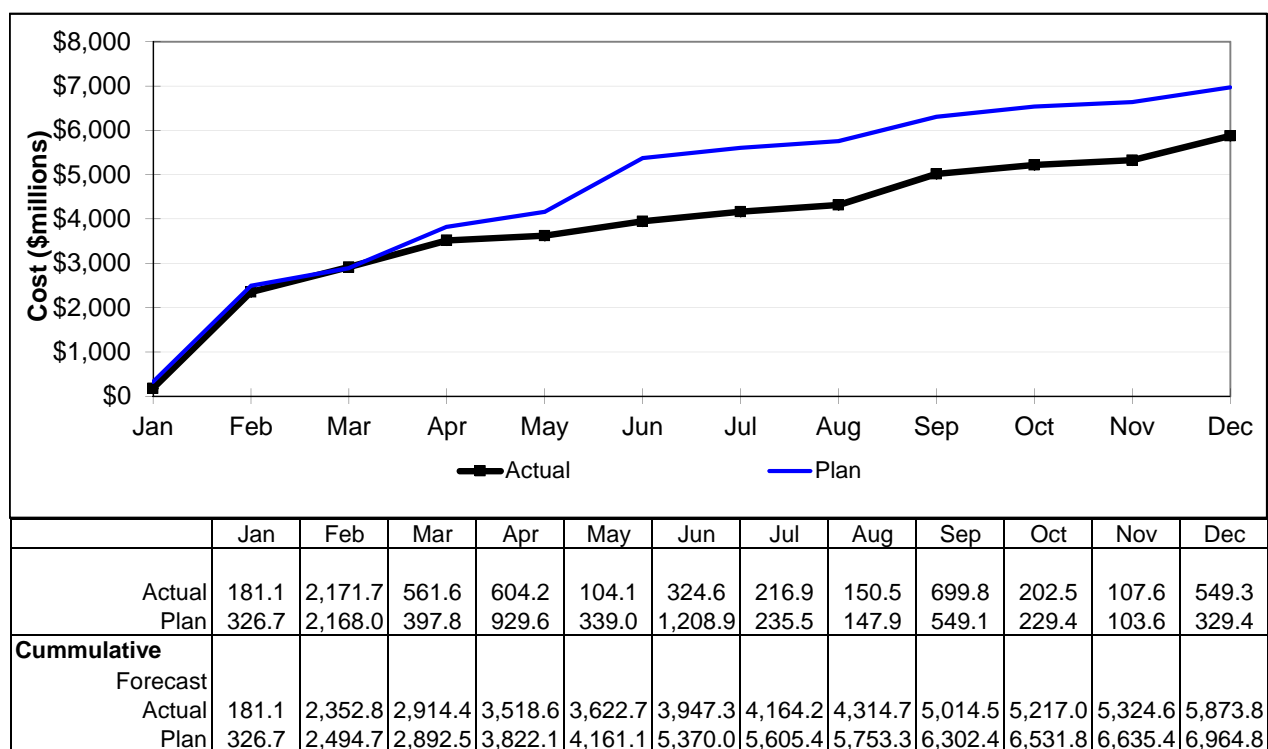
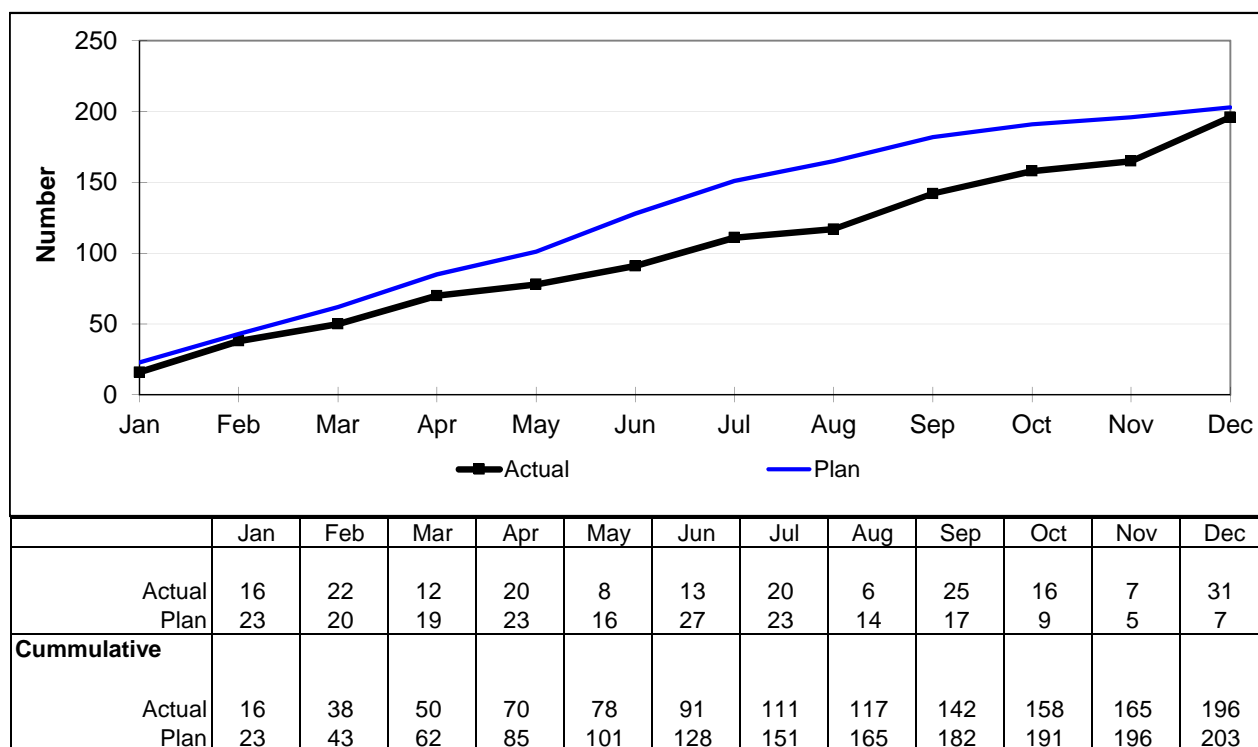
2018 Design Completions Charts

As of December 2018



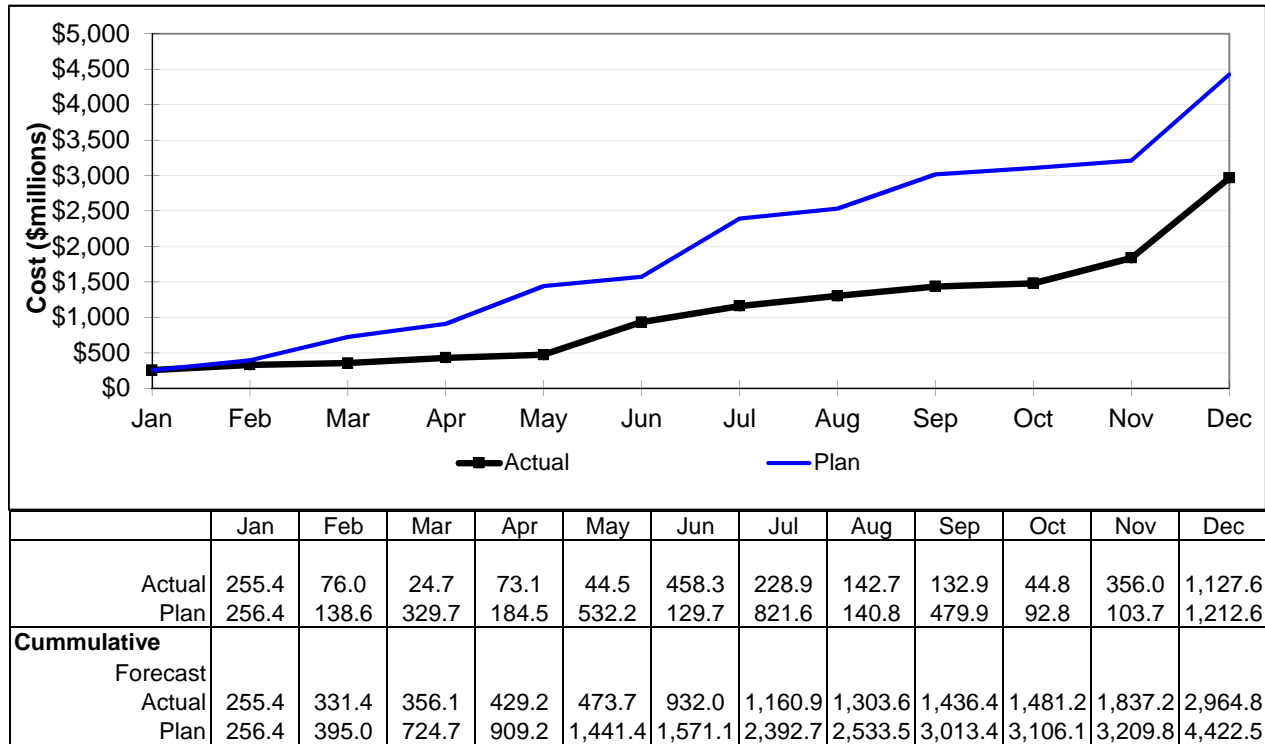
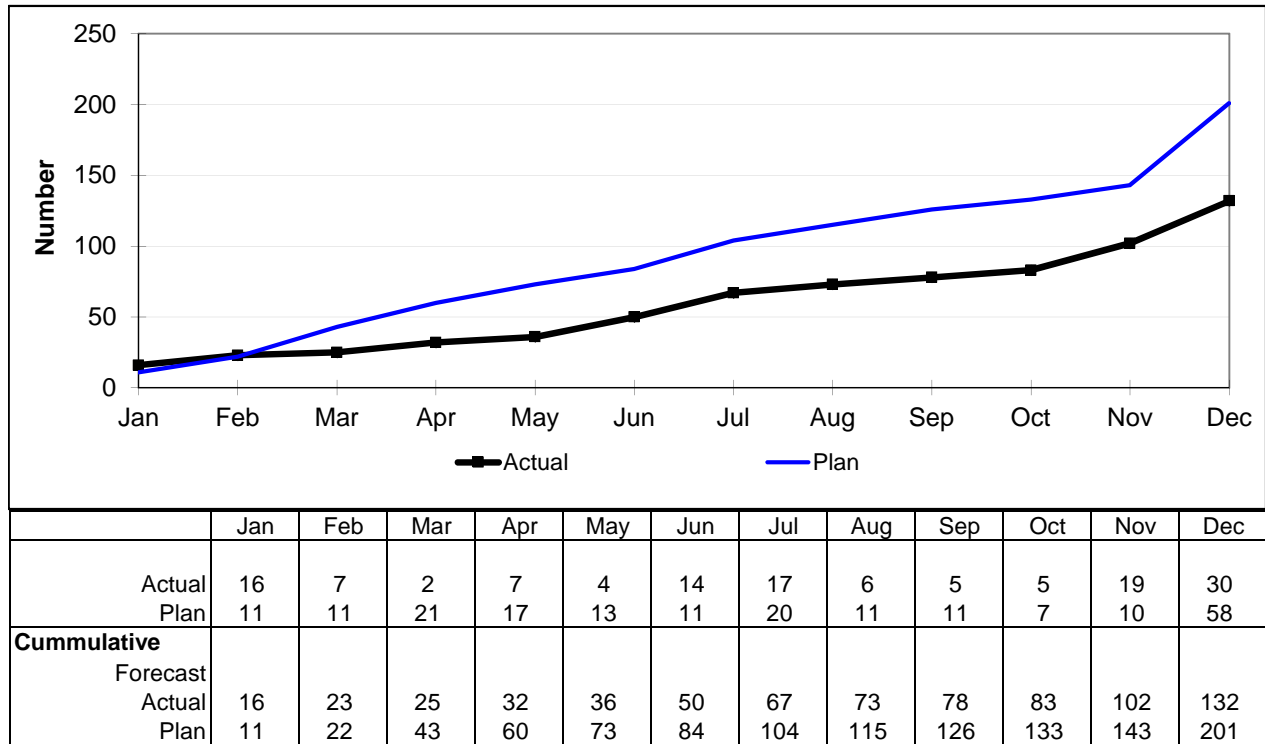
2018 Awards Charts

As of December 2018



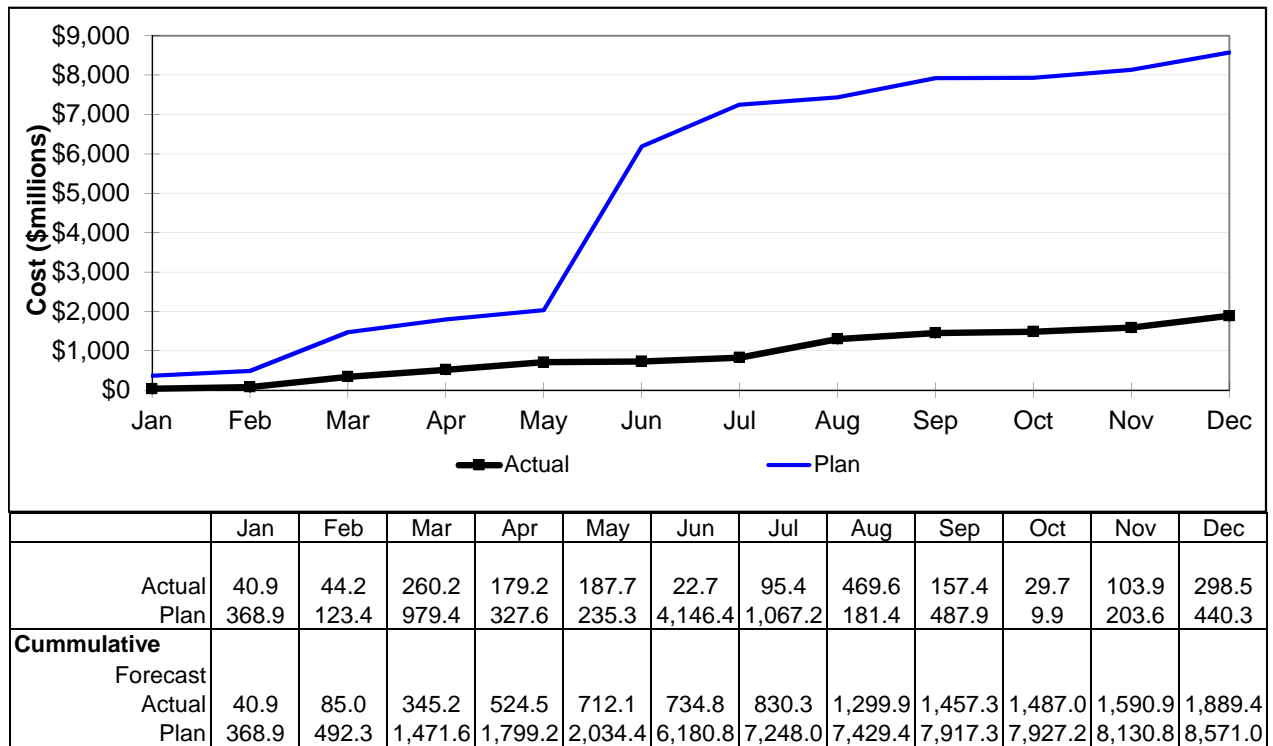
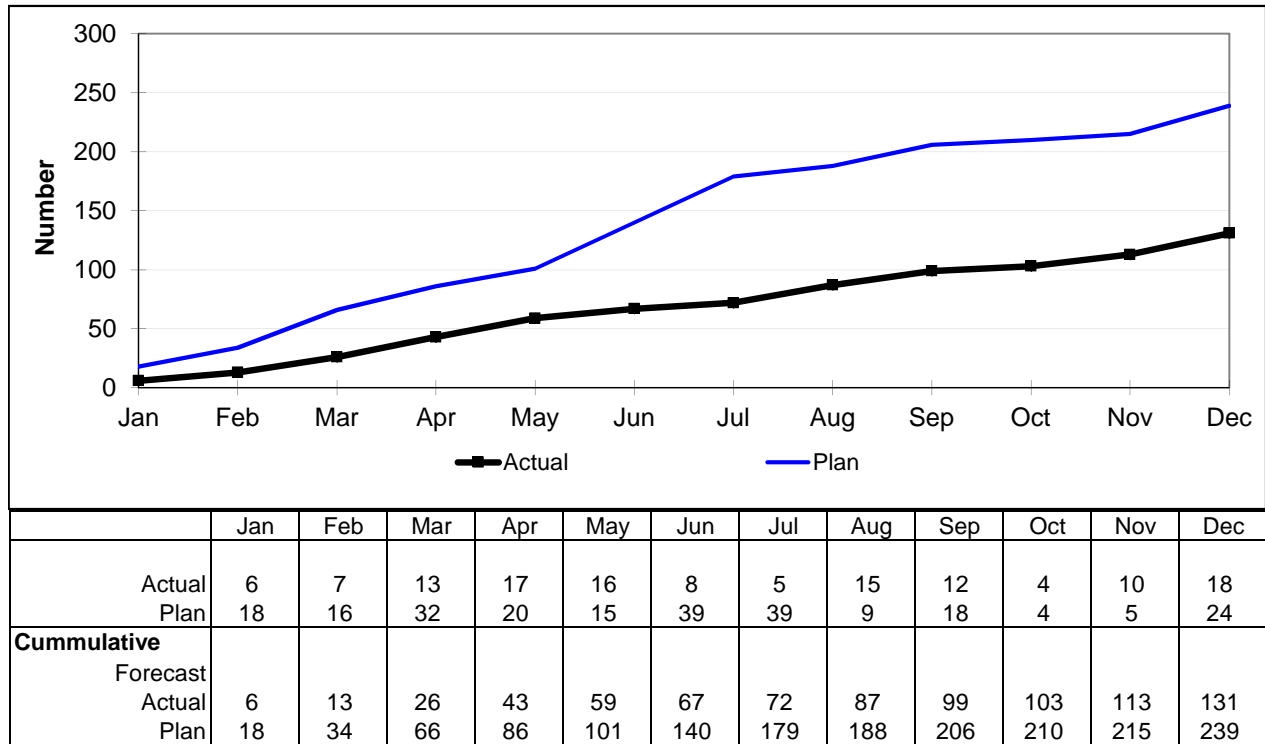
2018 Substantial Completions Charts

As of December 2018



2018 Closeouts Charts

As of December 2018



Procurement

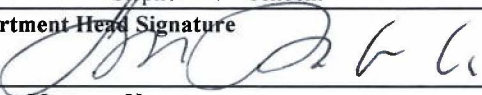
Steve Plochochi, Senior Vice President



The 40-foot all-electric bus shown above is one of 15 similar all-electric 60-foot buses purchased as part of our transition to a zero-emissions bus fleet. Compared to fossil-fueled buses, these are quieter and have the potential to lower lifecycle costs.

PROCUREMENTS

The Procurement Agenda this month includes 9 actions for a proposed expenditure of \$282.4 M.

Subject	Request for Authorization to Award Various Procurements				
Department	Procurement & Supply Chain – NYCT				
Department Head Name	Stephen M. Plochochi				
Department Head Signature					
Project Manager Name	Rose Davis				
Board Action					
Order	To	Date	Approval	Info	Other
1	Committee	1/22/19			
2	Board	1/24/19			

January 14, 2019			
Department			
Department Head Name			
Department Head Signature			
Internal Approvals			
	Approval		Approval
	President NYCT		President MTACC
	SVP Operations Support	X	Pres. MTA Bus/SVP DOB
	Capital Prog. Management	X	Subways
	Law	X	Diversity/Civil Rights

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

PURPOSE

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

DISCUSSION

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

Procurements Requiring Two-Thirds Vote:

	<u># of Actions</u>	<u>\$ Amount</u>
Schedule A: Noncompetitive Purchases and Public Work Contracts	2	\$ 22.7 M
• Alstom Signaling Operation, LLC		\$ 10.7 M
• Alstom Transportation, Inc.		\$ 12.0 M

Schedules Requiring Majority Vote:

Schedule L: Budget Adjustments to Estimated Quantity Contracts	1	\$ 3.7 M
• JBA Change Management Corp.		\$ 3.7 M
SUBTOTAL	3	\$ 26.4 M

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

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

MTA Capital Construction proposes to award Competitive procurements in the following categories: NONE			
MTA Bus Company proposes to award Competitive procurements in the following categories: NONE			
NYC Transit proposes to award Competitive procurements in the following categories:			
<u>Procurements Requiring Two-Thirds Vote:</u>		<u># of Actions</u>	<u>\$ Amount</u>
Schedule B:	Competitive Requests for Proposals (Solicitation of Purchase and Public Work Contracts)	1	\$ TBD M
<u>Schedules Requiring Majority Vote:</u>			
Schedule G:	Miscellaneous Service Contracts	3	\$ 210.3 M
Schedule H:	Modifications to Personal/Miscellaneous Service Contracts	1	\$ 18.4 M
	SUBTOTAL	5	\$ 228.7 M
NYC Transit proposes to award Ratifications in the following categories:			
<u>Schedules Requiring Two-Thirds Vote:</u>			
Schedule D:	Ratification of Completed Procurement Actions	1	\$ 27.3 M
	SUBTOTAL	1	\$ 27.3 M
	TOTAL	9	\$ 282.4 M
MTA Bus Company proposes to award Ratifications in the following categories: NONE			
MTA Capital Construction proposes to award Ratifications in the following categories: NONE			
NYC Transit proposes to award Ratifications in the following categories: NONE			
<p>COMPETITIVE BIDDING REQUIREMENTS: The procurement actions in Schedules A, B, C, and D are subject to the competitive bidding requirements of PAL 1209 or 1265-a relating to contracts for the purchase of goods or public work. Procurement actions in the remaining Schedules are not subject to these requirements.</p> <p>BUDGET IMPACT: The purchases/contracts will result in obligating funds in the amounts listed. Funds are available in the current operating/capital budgets for this purpose.</p> <p>RECOMMENDATION: That the purchases/contracts be approved as proposed. (Items are included in the resolution of approval at the beginning of the Procurement Section.)</p>			

BOARD RESOLUTION

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

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

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

NOW, the Board resolves as follows:

1. As to each purchase and public work contract set forth in annexed Schedule A, the Board declares competitive bidding to be impractical or inappropriate for the reasons specified therein and authorizes the execution of each such contract.

2. As to each request for proposals (for purchase and public work contracts) set forth in Schedule B for which authorization to solicit proposals is requested, for the reasons specified therein, the Board declares competitive bidding to be impractical or inappropriate, declares it is in the public interest to solicit competitive request for proposals, and authorizes the solicitation of such proposals.

3. As to each request for proposals (for purchase and public work contracts) set forth in Schedule C for which a recommendation is made to award the contract, the Board authorizes the execution of said contract.

4. As to each action set forth in Schedule D, the Board declares competitive bidding impractical or inappropriate for the reasons specified therein, and ratifies each action for which ratification is requested.

5. The Board authorizes the execution of each of the following for which Board authorization is required: (i) the miscellaneous procurement contracts set forth in Schedule E; (ii) the personal service contracts set forth in Schedule F; (iii) the miscellaneous service contracts set forth in Schedule G; (iv) the modifications to personal/miscellaneous service contracts set forth in Schedule H; (v) the contract modifications to purchase and public work contracts set forth in Schedule I; and (vi) the modifications to miscellaneous procurement contracts set forth in Schedule J.

6. The Board ratifies each action taken set forth in Schedule K for which ratification is requested.

7. The Board authorizes the budget adjustments to estimated contracts set forth in Schedule L.

JANUARY 2019**LIST OF NONCOMPETITIVE PROCUREMENTS FOR BOARD APPROVAL****Procurements Requiring Two-Thirds Vote:****A. Noncompetitive Purchases and Public Work Contracts**

(Staff Summaries required for all items greater than: \$100K Sole Source; \$750K Other Noncompetitive.)

1. **Alstom Signaling, Inc.** **\$10,700,000 (Est.)** **Staff Summary Attached**
Sole Source - Three-year omnibus
Multi-agency purchase of inventory and non-inventory replacement signal and switch system parts.
2. **Alstom Transportation, Inc.** **\$12,000,000 (Est.)** **Staff Summary Attached**
Sole Source - Three-year omnibus
Purchase of inventory and non-inventory replacement traction motor, propulsion controller, and car body parts for subway cars.

Procurements Requiring Majority Vote:**L. Budget Adjustments to Estimated Quantity Contracts**

(Expenditures anticipated to exceed the lesser of \$750,000 or \$250,000 in the event such expenditures exceed 15% of the adjusted contract budget, including any contract modifications.)

3. **JBA Change Management Corp.** **\$3,693,165 (Est.)** **Staff Summary Attached**
Noncompetitive
Contract# 179030
Consultant services contract for the Department of Subways, Division of Car Equipment and Division of Maintenance of Way (MOW) for NYC Transit Subway Service Improvement Assessment in support of the Subway Action Plan.

Item Number: 1

Vendor Name (Location) Alstom Signaling Operation, LLC (Grain Valley, Missouri)
Description Purchase of inventory and non-inventory replacement of signal and switch system parts
Contract Term (including Options, if any) March 1, 2019–February 28, 2022
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a
Procurement Type <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Noncompetitive
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Omnibus Sole-Source Approval

Contract Number NONE	Renewal? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Total Amount: \$10,700,000 (Est.) NYC Transit: \$8,200,000 (Est.) MNR: \$2,000,000 (Est.) LIRR: \$500,000 (Est.)	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	
Requesting Dept./Div., Dept./Div. Head Name: Procurement & Supply Chain, Stephen M. Plochochi	

Discussion

This is an omnibus approval request for items identified as obtainable only from Alstom Signaling Operation, LLC (“Alstom Signaling”) and will eliminate the need to advertise and prepare individual procurement staff summaries for Board approval for each procurement over the small purchase threshold. NYC Transit is not obligated to generate any purchase orders pursuant to an omnibus approval. Any purchases made under this approval will be made pursuant to paragraph 9(b) of Public Authorities Law 1209, which allows for purchases of items that are available from only a single responsible source to be conducted without competitive bidding.

There are approximately 652 NYC Transit items, 67 items for Long Island Rail Road (“LIRR”), and 50 items for Metro-North Railroad (“MNR”) covered by this approval for the purchase of signal and switch systems. These items are an integral part of the NYC Transit subway system and the MNR and LIRR railroad systems. These items are identified as obtainable only from Alstom Signaling for the following reasons: sole pre-qualified item on the Qualified Products List and not available from any distributor or other source, publicly advertised within a 12-month period without an acceptable alternate supplier, or proprietary to Alstom Signaling. These items are advertised a minimum of once every 12 months to seek competition. A list of Alstom Signaling’s sole-source items, as well as NYC Transit’s intention to purchase inventory and non-inventory items on the list without competitive bidding, is available for download from the NYC Transit website at any time by any prospective vendor.

These sole-source parts will be used by NYC Transit’s Division of Signals (“NYC Transit Signals”) for normal maintenance requirements and the Capital Track Program. Additional sole-source parts will also be used by MNR and LIRR for various projects including the Positive Train Control Parts Program.

The existing Alstom Signaling omnibus approval for \$5,275,000 was approved by the Board in January 2016 and expires February 28, 2019. From the commencement of the 2016 omnibus approval, the following amounts have been expended to date: NYC Transit’s approval amount was for \$4,000,000, of which \$2,269,846 or 57 percent was expended; MNR’s approval amount was for \$775,000 for which \$210,000 or 27 percent was expended; and LIRR’s approval amount was for \$500,000, of which \$288,190 or 58 percent was expended.

NYC Transit Procurement performed an analysis on the 12 NYC Transit Signals contracts issued during the term of the existing omnibus approval that exceeded the small purchase threshold, which have comparative price history. Expenditures for these 12 contracts amount to \$1,864,579, which represents 82.1 percent of the total expenditures during this omnibus approval. A comparative price analysis of nine items (three outliers were excluded) revealed an annual weighted average price increase of 6.4 percent. This compares favorably with the Producer Price Indices used for the analysis over the same time period, which shows an annual average increase of 7.4 percent. NYC Transit’s Cost Price Analysis Unit reviewed the comparative price analysis and concurred that the pricing offered by Alstom Signaling is fair and reasonable.

Alstom Signaling Operation, LLC Continued

Based on the current forecasts as well as projections for 2019 through 2022, it is anticipated that NYC Transit Signals will require \$8,200,000 (an increase of 105 percent from the current amount of \$4,000,000) for the purchase of Alstom Signaling items that exceed the small purchase threshold. When developing its requirements for this omnibus approval, NYC Transit Signals took into account normal maintenance requirements and the Capital Track Program, an annual program that replaces entire sections of track including signal equipment that is in need of an upgrade in order to reduce and/or eliminate train delays.

NYC Transit, MNR, and LIRR believe that the amount requested will be sufficient to procure all sole-source materials that exceed the small purchase threshold from Alstom Signaling for the next three-year period. NYC Transit, MNR, and LIRR will continue to research alternate sources of supply wherever possible. Under this new omnibus approval, pricing for any noncompetitive procurement is established by requesting a quotation for each item from Alstom on an as-required basis and each individual procurement is subject to a cost and/or price analysis, and a determination that the price is found to be fair and reasonable.

In connection with a previous contract awarded to Alstom Signaling, Alstom Signaling was found to be responsible notwithstanding significant adverse information (“SAI”) pursuant to the All-Agency Responsibility Guidelines, and such responsibility finding was approved by the MTA Chairman & Chief Executive Officer in consultation with the MTA General Counsel in May 2015. This memo was modified in a March 2016 update from Vendor Relations to the MTA General Counsel. No new SAI has been found relating to Alstom Signaling and Alstom Signaling has been found to be responsible.

Schedule A: Noncompetitive Purchases and Public Work Contracts



Item Number: 2

Vendor Name (Location) Alstom Transportation, Inc. (Naperville, Illinois)	
Description Purchase of traction motor, propulsion controller, and car body parts	
Contract Term (including Options, if any) February 1, 2019–January 31, 2022	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a	
Procurement Type <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Noncompetitive	
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Omnibus Sole-Source Approval	

Contract Number NONE	Renewal? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Total Amount: \$12,000,000 (Est.)	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	
Requesting Dept./Div., Dept./Div. Head Name: Procurement & Supply Chain, Stephen M. Plochochi	

Discussion

This is an omnibus approval request for items identified as obtainable only from Alstom Transportation, Inc. (“Alstom Transportation”) and will eliminate the need to advertise and prepare individual procurement staff summaries for Board approval for each procurement over the small purchase threshold. NYC Transit is not obligated to generate any purchase orders pursuant to an omnibus approval. Any purchases made under this approval will be made pursuant to paragraph 9(b) of Public Authorities Law 1209, which allows for purchases of items that are available from only a single responsible source to be conducted without competitive bidding.

There are approximately 1,062 items covered by this approval for the purchase of replacement traction motor, propulsion controller, and car body parts supplied by Alstom Transportation. These items are identified as obtainable only from Alstom Transportation for the following reasons: sole pre-qualified item on the Qualified Products List and not available from any distributors or other sources, publicly advertised within a 12-month period without an acceptable alternate supplier, or proprietary to Alstom Transportation. These items are advertised a minimum of once every 12 months to seek competition. A list of Alstom Transportation’s sole-source items, as well as NYC Transit’s intention to purchase items on the list without competitive bidding, is available for download from the NYC Transit website at any time by any prospective vendor. These sole-source replacement parts will be used by the Division of Car Equipment (“DCE”) for Scheduled Maintenance System and normal maintenance for 2,432 subway cars (1,030 R142 and 1,402 R160 cars) in the NYC Transit fleet. [Alstom Transportation was the propulsion supplier for all 1,030 R142 cars built and supplied to NYC Transit by Bombardier; the car builder and propulsion supplier for 1,002 R160 subway cars; and the propulsion supplier for 400 R160 subway cars built and supplied to NYC Transit by Kawasaki.] Metro-North Railroad and Long Island Rail Road do not have Alstom Transportation propulsion on their fleets.

The existing Alstom Transportation omnibus approval for \$12,000,000 was approved by the Board in March 2016 and expires March 31, 2019. A total of \$11,007,658 has been expended during this omnibus approval. There is a remaining balance of \$992,342 of unexpended funds on the existing omnibus approval.

Procurement performed an analysis on the 11 contracts issued during the term of the existing omnibus approval that exceeded the small purchase threshold, which have comparative price history. A price analysis of the 11 contracts revealed an annual weighted average price decrease of 4.99 percent. These 11 contracts amount to \$7,911,492 which represents 72 percent of total expenditures during this omnibus approval. This price decrease is attributed to economies of scale due to larger quantity procurements for nine of the 11 items. The price decrease of 4.99 percent compares favorably with the Producer Price Index used for the analysis over the same time period, which shows an annual average increase of 1.16 percent. NYC Transit’s Cost Price Analysis Unit reviewed the comparative price analysis and concurred that the pricing offered by Alstom Transportation is fair and reasonable.

Based on the current forecasts as well as projections for 2019 through 2022, it is anticipated that DCE will require approximately \$12 million for the purchase from Alstom Transportation of sole-source items exceeding the small purchase threshold. During the term of the new omnibus approval, 510 R142 subway cars will undergo a six-year overhaul, and 45 R142 and 1,015 R160 subway cars will undergo a 12-year overhaul.

Procurement, with the concurrence of DCE, believes that the amount requested will be sufficient to procure all sole-source materials that exceed the small purchase threshold from Alstom Transportation for the next three-year period. Procurement and DCE will continue to research alternate sources of supply wherever possible. Pricing for any noncompetitive procurement is established by requesting a quotation for each item from Alstom Transportation on an as-required basis, and each individual procurement is subject to a cost and/or price analysis and a determination that the price is fair and reasonable.

Alstom Transportation, Inc. Continued

In connection with a previous contract awarded to Alstom Transportation, Alstom Transportation was found to be responsible notwithstanding significant adverse information (“SAI”) pursuant to the All-Agency Responsibility Guidelines, and such responsibility finding was approved by the MTA Chairman and Chief Executive Officer in consultation with the MTA General Counsel in May 2015. The memo was modified in a March 2016 update from Vendor Relations to the MTA General Counsel. No new SAI has been found relating to Alstom Transportation and Alstom Transportation has been found to be responsible.

L. Budget Adjustments to Estimated Quantity Contracts

(Expenditures anticipated to exceed the lesser of \$750,000 or \$250,000 in the event such expenditures exceed 15% of the adjusted contract budget, including any contract modifications.)

3.	JBA Change Management Corp.	Original Amount: (including options)	\$	1,315,061
	Contract 179030	Prior Modifications:	\$	7,788,477
	October 19, 2017–October 18, 2019	Prior Budgetary Increases:	\$	185,474
		Current Amount:	\$	9,289,012
		This Request:	\$	3,693,165
		% of This Request to Current Amount:		39.8%
		% of Mods/Budget Adjustments (including This Request) to Original Amount:		887.2%

Discussion

NYC Transit is requesting approval from the Board to issue Budget Adjustment No. 3 to Contract 179030, Consultant Services for NYC Transit Subway System Improvement Assessment, Task Order No. 7, Signals Reliability, to JBA Change Management Corporation (“JBA”) in the total estimated value of \$3,693,165.

On October 19, 2017, pursuant to the New York State Governor’s Executive Order No. 168 issued on June 29, 2017, Procurement awarded a two-year Task Order Consulting Services contract to JBA to provide consulting services to the Department of Subways, Division of Car Equipment (“DCE”) and Division of Maintenance of Way (“MOW”) for NYC Transit Subway Service Improvement Assessment in support of the Subway Action Plan.

To date, there have been five Task Orders (Nos. 1, 2, 3, 4, and 7) and two Budget Adjustments issued under this contract to JBA in the total value of \$9,289,012. These actions were ratified by the April 2018 Board.

In December 2018, MOW requested this Budget Adjustment No. 3 for Task Order No. 7, Signals Reliability. JBA will continue to provide support to MOW under Task Order No. 7 to improve the reliability of five main areas of track and signals: switches, track wires, track circuits, train stops, and insulated joints. As part of the initial effort under Task Order No. 7, JBA focused on identifying mitigations to increase signal reliability within those five areas. For this continued support, JBA will provide specialized expertise to identify maintenance solutions to long term reliability issues, train NYC Transit staff on how to inspect infrastructure based on identifying reliability issues, implement a maintenance intervention database, and develop procedures for the maintenance of signal assets to ensure their long-term reliability.

JBA’s pricing is based on previously agreed upon hourly labor rates for specific labor titles as well as negotiated travel and expense costs. JBA’s labor rates compared favorably to the rates charged by other engineering consultants. As a result, JBA’s pricing was found to be fair and reasonable.

JBA is uniquely qualified to provide these consulting services based on a combination of its international rapid transit industry experience, immediate availability, and previous experience with NYC Transit, including JBA’s prior success as the best practices consultant to perform work as part of the pre-award consultant support for the R211 subway cars.

It is recommended that the Board approve the issuance of Budget Adjustment No. 3 to Contract 179030, Consultant Services for NYC Transit Subway System Improvement Assessment, Task Order No. 7, Signals Reliability, to JBA in the total estimated value of \$3,693,165.

JANUARY 2019

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

B. Competitive Requests for Proposals (Solicitation of Purchase and Public Work Contracts)
(Staff Summaries required for items estimated to be greater than \$1M.)

- | | | | |
|----|---|------------------------------|--------------------------------------|
| 1. | Contractor To Be Determined
Contract Term To Be Determined
Contract# B-40666 | Cost To Be Determined | <u>Staff Summary Attached</u> |
| | RFP Authorizing Resolution for the purchase of 275 low-floor 40-foot diesel-electric hybrid buses. | | |

Procurements Requiring Majority Vote:


G. Miscellaneous Service Contracts
(Staff Summaries required for all items greater than: \$100K Sole Source; \$750K Other Noncompetitive; \$1M RFP;
No Staff Summary required if sealed bid procurement.)

- | | | | |
|----|---|---------------|--------------------------------------|
| 2. | Curb Mobility, LLC | \$116,459,516 | <u>Staff Summary Attached</u> |
| 3. | Corporate Transportation Group, Ltd. | \$83,702,000 | ↓ |
| 4. | Bel-Linda, Inc. d/b/a Islander
Transportation
Three years with a two-year option
Contract# TBD | \$10,163,549 | ↓ |
| | Broker car services for Paratransit. | | |

H. Modifications to Personal Service Contracts and Miscellaneous Service Contracts Awarded as Contracts for Services
(Approvals/Staff Summaries required for substantial change orders and change orders that cause the original contract to equal or exceed the monetary or durational threshold required for Board approval.)

- | | | | |
|----|--|---------------------|--------------------------------------|
| 5. | PTM Management Corp.
Contract# 07H9751V.7 | \$18,378,056 | <u>Staff Summary Attached</u> |
| | Modification to the contract for Access-A-Ride Paratransit services, in order to extend the contract by twelve-months. | | |

Staff Summary

Item Number 1			
Department, Department Head Name SVP Procurement & Supply Chain, Stephen M. Plochochi			
			
Internal Approvals			
Order	Approval	Order	Approval
1	Materiel	6	President 1/16/19
2 X	Law		
3 X	CFO		
4 X	Buses		
5	OPS		

SUMMARY INFORMATION	
Vendor Name RFP Authorizing Resolution	Contract No. B-40666
Description Purchase of 275 low-floor 40-foot diesel-electric hybrid buses for NYC Transit	
Total Amount TBD	
Contract Term (including Options, if any) TBD	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Purpose

To request that the Board declare competitive bidding impractical or inappropriate for the procurement of low-floor 40-foot diesel-electric hybrid buses for NYC Transit and that it is in the public interest to issue a competitive Request for Proposals ("RFP") pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(g).

Discussion

The Public Authorities Law, Section 1209, Subdivision 9(g) permits NYC Transit to use the competitive RFP process in lieu of competitive bidding to award contracts based on a formal evaluation of characteristics such as quality, delivery, and cost against stated selection criteria. NYC Transit is desirous of utilizing such a procedure with respect to the procurement of 275 low floor 40-foot diesel-electric hybrid buses.

Utilizing the RFP process will allow NYC Transit to select the proposal(s) that offers the best overall value through negotiations and evaluation based on criteria that reflect the critical needs of the Authority. By utilizing the RFP process, NYC Transit will be able to (1) weigh factors such as overall project price, overall quality of proposer and product including delivery and NYS Content; (2) negotiate specific contract terms, such as warranty and payment terms; (3) negotiate technical matters as deemed appropriate; (4) include any other factors that NYC Transit deems relevant to its operation; and (5) potentially split the award in such a manner as deemed to be in the public interest provided that the terms and conditions offered by the proposers are commercially reasonable and the proposers' Best and Final Offers ("BAFOs") are deemed to be within a reasonable competitive range. NYC Transit reserves the right to award the entire contract to a single proposer if there are substantial differences between the BAFOs received.

These new buses will replace aging diesel-electric hybrid buses that have reached the end of their 12-year useful life. The 275 next-generation diesel-electric hybrid buses will be operated out of depots in the Bronx, Brooklyn, Queens, and Manhattan.

All of these buses will be outfitted with new features including improved driver visibility, pedestrian turn warning, Wi-Fi, USB charging ports, automatic passenger counters, digital information screens, and new branding.

Alternative

Issue competitive Invitations for Bid. Not recommended given the complexity of these procurements and the advantages offered by the RFP process.

Staff Summary

Impact on Funding

The procurement of 275 low-floor 40-foot diesel-electric hybrid buses is funded under SF02-2454 as part of the approved 2015–2019 Capital Program. It is anticipated that this project will be 100 percent locally funded.

Recommendation

That the Board declare competitive bidding impractical or inappropriate for the procurement of 275 low-floor 40-foot diesel-electric hybrid buses and that it is in the public interest to issue a competitive RFP pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(g) for NYC Transit.

Schedule G: Miscellaneous Service Contracts

Item Number: 2-4

Vendor Name (Location) Curb Mobility, LLC (Long Island City, New York) Corporate Transportation Group, Ltd (Brooklyn, New York) Bel-Linda, Inc. d/b/a Islander Transportation (Staten Island, New York)	
Description Broker Car Service for Paratransit	
Contract Term (including Options, if any) Three years with a two-year option	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> n/a	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	

Contract Numbers TBD	Renewal? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Total Estimated Amount: Curb \$116,459,516 CTG \$83,702,000 Islander \$10,163,549 \$210,325,065	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	
Requesting Dept./Div., Dept./Div. Head Name: Department of Buses, Darryl C. Irick	

Discussion

NYC Transit is seeking Board approval to award multiple three-year estimated quantity miscellaneous service contracts for the provision of Broker Car Service for Paratransit Access-A-Ride (“AAR”) customers to Curb Mobility, LLC (“Curb”), Corporate Transportation Group, Ltd. (“CTG”) and Bel-Linda, Inc. D/B/A Islander Transportation (“Islander”) in the estimated amounts of \$116,459,516; \$83,702,000; and \$10,163,549 respectively. The awards to Curb and CTG represent a 60/40 split award for all boroughs (except Staten Island) and the award to Islander is for all of Staten Island. The base term of the contracts is three years with an option to extend for up to an additional two years. Board approval will be sought if NYC Transit wishes to exercise its option. It is estimated that approximately 6.5 million trips will be completed for all boroughs, including Staten Island, within the three-year term.

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

In July 2018, Request for Proposal (“RFP”) No. 177567 was competitively solicited to continue the Broker Car Service mode of transportation (“Broker”) as an efficient and cost-effective option for Paratransit’s AAR program. The Broker model is a fully ADA-compliant mode of paratransit transportation that utilizes contractor(s) to schedule and dispatch prearranged trips for AAR customers through a non-dedicated subcontractor network of taxi, livery, and black car service providers. Unlike the previous Broker contracts, the new Broker contracts will include the ability to provide nonambulatory interborough (borough to borough) service utilizing Wheelchair Accessible Vehicles (“WAVs”). Historically, Broker pricing has been significantly lower than the Primary Carrier service. The cost for a Primary Carrier trip is approximately \$68.

The evaluation criteria for this RFP, listed in descending order of importance, were as follows: Proposer’s Overall Technical Qualifications regarding relevant experience and approach to the work, Overall Price and Other Relevant Matters. To ensure continuity of service and capacity, multiple awardees were sought. The solicitation was structured to make multiple awards based on a 60 percent and 40 percent split of the total number of trips originating in Manhattan, Queens, Brooklyn, and the Bronx; and one award based on 100 percent of the total number of trips originating in Staten Island. Previously, the Broker contracts served four of the five boroughs of NYC, excluding Staten Island, as Staten Island was serviced by the older model of service called the Voucher Car Service program (“Voucher”). However, to seek the inherent benefits offered by the Broker program in the other boroughs, including improved customer service and Global Positioning System (“GPS”) tracking through use of the My AAR application (e.g., visibility to vehicle location), online reservations, door-to-door service and access to WAVs for nonambulatory AAR customers, Staten Island was included as a separate class award in this RFP and is replacing the Staten Island Voucher program.

Broker Car Service continued:

Procurement performed an extensive outreach which resulted in 26 firms requesting RFP packages and 12 proposals being submitted in response to the RFP. Following the Selection Committee's review, three proposals were eliminated as the proposers failed to provide essential information about their respective companies, lacking one or more of the following items: drug and alcohol testing plans, a start-up plan, descriptions of proposed communication and technology systems, relative experience and key personnel, and a list of proposed network service providers. The remaining nine proposers were invited for oral presentations. After oral presentations, two proposers were eliminated as the Selection Committee determined that these proposers did not present a satisfactory management approach or lacked sufficient trip dispatching technology required to perform the work. The Selection Committee determined that the remaining seven companies were technically qualified and were invited to participate in negotiations. They were: Alfred Holdings, Inc. ("Alfred"), Islander, CTG, Curb, Fejost, LLC d/b/a Sentry Management Solutions ("Sentry"), LimoSys LLC ("LimoSys"), and MV Transportation, Inc. ("MVT"). During negotiations, the Selection Committee voted to eliminate Sentry. Despite NYC Transit's willingness to negotiate alternate terms and conditions, an agreement was not able to be reached with Sentry.

The proposers quoted pricing that enabled the calculation of a zone to zone price per trip ("PPT") based on distance. Through negotiations, NYC Transit was able to identify and understand the elements that make up the PPT and use these elements to negotiate price reductions. In order to analyze each proposer's pricing in comparison to the others, a weighted average cost per trip ("WACPT") was established for each proposer. Also through negotiations, flat rate fees for door-to-door service and nonambulatory service were secured. These fees were included in the WACPT of each respective proposer.

BAFOs were received on December 3, 2018. The total estimated three-year base pricing for 60 percent of the total number of trips and 40 percent of the total number of trips for "All Boroughs except Staten Island" and 100 percent of the trips for "Staten Island Only," including the corresponding WACPT for each proposer is as follows:

All Boroughs except Staten Island

Proposer	BASE YEARS 1–3 Extended Award Value		WACPT
	60%	40%	
Curb	\$116,459,516	\$78,033,836	\$31.52 (60%) / \$31.68 (40%)
CTG	\$123,223,573	\$83,702,000	\$33.37 (60%) / \$34.00 (40%)
Alfred Holdings	\$127,174,446	\$88,207,380	\$34.46 (60%) / \$35.85 (40%)
LimoSys	\$146,175,421	\$98,414,911	\$39.57 (60%) / \$39.96 (40%)
MVT	\$159,583,135	\$107,543,273	\$43.16 (60%) / \$43.63 (40%)

Staten Island Only

Proposer	BASE YEARS 1–3 Extended Award Value	WACPT
		100%
Islander		\$10,163,549
Curb		\$10,024,377
Alfred Holdings		\$11,410,713
MVT		\$14,687,799
LimoSys		\$15,562,549
		\$26.29
	\$25.93	
	\$29.52	
	\$37.99	
	\$40.20	

The Selection Committee evaluated the BAFOs in accordance with the evaluation criteria, including the pricing for the option years. Regarding contract awards for "All Boroughs except Staten Island," all proposers had high technical ratings with Curb ranked slightly higher than CTG. The Selection Committee unanimously voted that Curb was the superior proposer, providing the best value, and recommended to make a split award of 60 percent to Curb and 40 percent to CTG based on Curb's technical superiority, lower price, and higher overall ranking. Curb's 60 percent proposal has a WACPT of \$31.52 which is \$1.85 lower than CTG's 60 percent WACPT. CTG's 40 percent proposal has a WACPT of \$34, which is \$1.85 lower than the next lowest proposer's 40 percent WACPT of \$35.85.

Regarding a contract award for "Staten Island Only," the Selection Committee unanimously voted to award 100 percent of the contract to Islander, notwithstanding Curb's slightly lower price, as Islander was ranked technically superior to all the Staten Island proposers due to its key personnel's knowledge and relevant experience, and its approach to the work. Islander has a WACPT of \$26.29 which is \$0.36 higher than Curb's proposed Staten Island pricing.

Through negotiations and the competitive nature of this procurement, final pricing from Curb, CTG, and Islander is considered fair and reasonable.

Broker Car Service continued:

Curb did not satisfy NYC Transit's traditional financial qualification requirements however, given its ability to secure a performance bond for this contract, its consistent and reliable past performance providing AAR E-Hail service valued at approximately \$69 million since 2017, and its continuity of key personnel, an award to Curb was recommended based on a business decision. Islander did not satisfy the financial qualification requirements, however, a business decision was made. The business decision was based on Islander's proposed management and project team and associated experience, as well as the fact that payment is only made after services are rendered, which minimizes risk to NYC Transit. CTG was determined to be financially qualified to perform the work at the recommended award amount.

Through negotiations overall pricing for Curb and CTG were reduced by approximately \$10.4M and overall pricing for Islander was reduced by approximately \$700K. Based on the estimated 6.5 million trips (6,162,857 all Boroughs except Staten Island trips and 386,594 Staten Island trips) for the three-year terms, this represents a combined estimated savings of \$11.1M.

Item Number: 5

Vendor Name (Location) PTM Management Corp. (Queens, New York)	
Description: Access-A-Ride Paratransit Transportation Services	
Contract Term (including Options, if any) January 27, 2009–March 31, 2019	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> n/a	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other	
Requesting Dept./Div., Dept./Div. Head Name Department of Buses, Darryl C. Irick	

Contract Number: 07H9751V	AWO/Mod # 7
Original Amount:	\$ 281,072,030
Prior Modifications:	\$ (60,247,534)
Prior Budgetary Increases:	\$ 0
Current Amount:	\$ 220,824,496
This Request:	\$ 18,378,056
% of This Request to Current Amount:	8.3%
% of Modifications (including This Request) to Original Amount:	(14.9%)

Discussion

This modification will extend the term of Contract 07H9751V with PTM Management Corp. (“PTM”) for up to twelve months, from April 1, 2019 through March 31, 2020, to continue provision of Access-A-Ride Paratransit Transportation Services (“AAR”) for the Department of Buses, Division of Paratransit. This extension will allow sufficient time to conduct the renewal Request for Proposal (“RFP”) for dedicated Primary Carrier AAR service.

AAR service is provided through two different approaches, dedicated service and non-dedicated service. Dedicated service providers are known as Primary Carriers whose only business is to transport NYC Transit AAR customers. Non-dedicated service providers, such as Broker Car Service providers, perform AAR service in concert with their existing operations. Primary Carrier contracts were competitively solicited and awarded between 2007 and 2009. Awards were made to a series of contractors, which included PTM.

In order to conduct an RFP and award replacement contracts prior to the expirations of the existing contracts (beginning in September 2018), Paratransit and Procurement actively began work on developing the RFP for the new Primary Carrier contracts well in advance. However, while developing the replacement RFP, it was determined that the expanded use of Broker Car Service and emerging E-Hail service presented a series of opportunities that necessitated the re-evaluation of trip distribution to Primary Carriers. To further contain the cost of the Paratransit program while adding flexibility for customers, emphasis was placed on expanding the Broker model to reduce the reliance on dedicated Primary Carriers in the future. In the course of strategically analyzing these multimodal approaches, a decision was made to delay the commencement of the new Primary Carrier RFP and extend the terms of nine Primary Carrier contracts for up-to eighteen months, with various expiry dates occurring in 2020. None of these nine contracts required money to be added, as initial assumptions used to establish the original contract award values have not been fully met regarding one or more of the following cost-driving categories: reaching maximum vehicle capacity (thus less service hours billed), variability in fleet maintenance costs, or mobilization monies reserved for expansion plans that have not been expended on seven of the nine contracts extended. Extensions of the other three contracts are not anticipated. With the results of the Broker RFP and the experience from the E-Hail pilot, the RFP was released earlier this month.

Two significant efforts were carried out to reduce the costs of the Primary Carriers, one in 2010 through an MTA-wide action to reduce operational costs known as the Rapid Procurement Initiative (“RPI”) led by an outside consultant, whereby certain costs were lowered and the term of the PTM contract was reduced to a five-year base with two mutually agreeable options: one for five years and the second for 10 years. The second effort, conducted in 2014, was a Procurement initiative whereby insight was gained by means of an MTA Audit, and through negotiations with PTM, Procurement achieved significant price reductions totaling approximately \$15M. These savings will continue through this extension period.

PTM Management Corp. continued:

Procurement and NYC Transit's Cost Price Analysis Unit have determined the prices to be fair and reasonable as PTM is one of the least expensive and top performing Primary Carriers.

Based on the current fleet of 155 vehicles, it is estimated that approximately \$23.9 million will be spent during the modification period. Additional funding for approximately \$18.4M is being requested as approximately \$5.5M will remain in the contract as of March 31, 2019.

The Office of the Controller has performed a financial review and found there is reasonable assurance that PTM is financially qualified to perform this contract.

Approval by the Office of the State Comptroller ("OSC") is not required as the original contract 07H9751 was not subject to OSC approval. Procurement, however, will file the modification as required with the OSC within 60 days of execution.

JANUARY 2019

LIST OF RATIFICATIONS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

D. Ratification of Completed Procurement Actions

(Staff Summaries required for items requiring Board approval.) Note – in the following solicitations, NYC Transit attempted to secure a price reduction. No other substantive negotiations were held except as indicated for individual solicitations.

- | | | |
|--|---------------------|-------------------------------|
| 1. New Flyer of America, Inc.
Immediate Operating Need
Contract# B-40640 | \$27,287,264 (Est.) | <u>Staff Summary Attached</u> |
|--|---------------------|-------------------------------|

Purchase of 15 low-floor 60-foot articulated all-electric buses and related charging equipment.

Schedule D: Ratification of Completed Procurement Actions

Item Number: 1

Vendor Name (Location) New Flyer of America, Inc. (St. Cloud, Minnesota)		Contract Number B-40640	Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Description Purchase of 15 low-floor 60-foot articulated all-electric buses and related charging equipment		Total Amount: \$27,287,264 (Est.)	
Contract Term (including Options, if any) December 31, 2018–December 31, 2024		Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a		Requesting Dept./Div., Dept./Div. Head Name: Department of Buses, Darryl C. Irick	
Procurement Type <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Noncompetitive			
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Noncompetitive			

Discussion

It is requested that the Board ratify the declaration of an Immediate Operating Need (“ION”), which was requested by NYC Transit Department of Buses (“DOB”) and approved by the Senior Vice President, Procurement & Supply Chain waiving formal competitive bidding pursuant to Article III, paragraph B of the All-Agency Procurement Guidelines and subdivision 9(a) of Section 1209 of the Public Authorities Law and approve the purchase of 15 low-floor 60-foot articulated all-electric buses (“AEB”), 16 in-depot chargers, and one mobile charging unit from New Flyer of America, Inc. (“New Flyer”). The transition to AEBs is a key initiative in Fast Forward, and the operation of these AEBs will provide the knowledge and experience necessary to prepare for future AEB procurements that are slated for the next Capital Plan. The ION was declared to address the need for supplemental bus service along 14th Street during the L Project, assuming a 15 month closure. The new emission-free vehicles are still planned to serve the 14th Street corridor.

NYC Transit’s current bus fleet meets the existing state and federal emissions requirements; however, this purchase will achieve additional reductions in greenhouse gas emissions. AEBs offer zero tail-pipe emissions and reductions in noise typically emitted from other bus propulsion systems (i.e., Hybrid, Diesel, and CNG). AEB technology also has the potential to lower lifecycle costs compared to fossil-fueled buses.

The NYC Transit bus duty cycle is the optimal environment for maximizing the benefits available from an all-electric propulsion system. AEBs utilize an electric motor to power the drivetrain; electricity is supplied to the motor from a battery pack that must be charged via an external charging source either in-depot or en-route. This propulsion system achieves reductions in total energy usage by reusing energy that is normally wasted in braking (a process referred to as “regenerative braking”).

Significant improvements in AEB technology in the last 10 years have led to additional suppliers offering AEB capabilities and supporting charging infrastructure. After an extensive outreach, four companies were identified (BYD Motors, Inc.; New Flyer; Nova Bus, a division of Prevost Car (US), Inc.; and Proterra, Inc.) which are capable of manufacturing heavy duty AEBs for the North American market. All four companies were given the opportunity to provide an overview of their AEBs and charging systems, and answer questions from a panel of MTA personnel that included representatives from DOB and Procurement. Contracts were awarded to New Flyer and Proterra in 2017 to lease small fleets of 40-foot AEBs to gain experience in transit operations utilizing both in-depot (with five Proterra AEBs) and en-route (with five New Flyer AEBs) charging systems.

BYD, Nova Bus, Proterra, and New Flyer were subsequently contacted in 2018 once the need for 60-foot AEBs was identified. BYD indicated it has a 60-foot AEB that is not structurally qualified in the NYC Transit duty cycle; BYD is currently preparing its 40-foot and 60-foot AEBs for structural qualification testing in 2020. Both Nova Bus and Proterra indicated they do not manufacture 60-foot AEBs. New Flyer was identified as the only AEB manufacturer that has a 60-foot AEB which is structurally qualified in the NYC Transit duty cycle.

New Flyer of America, continued:

These 15 low-floor 60-foot AEBs will operate on the M14 (a crosstown route on 14th Street) out of Michael J. Quill depot in Manhattan, and will primarily use the 16 in-depot chargers purchased under this contract. In addition, one mobile charging unit will be purchased to allow NYC Transit to test these buses in different duty cycles in all five boroughs. It should be noted that these 15 AEBs are also compatible with the two en-route charging stations (East 41st Street between FDR Drive and 1st Avenue, and 12th Avenue between 42nd and 43rd streets) that were leased under the aforementioned agreement with New Flyer.

Installation of the in-depot chargers will begin in July 2019 and be completed prior to the delivery of the lead bus, which is scheduled for September 2019. Delivery of the production buses is scheduled to begin in November 2019 and be completed in January 2020. It should be noted that the contract includes an incentive for the early delivery of the buses.

The total contract award of \$27,287,264 will consist of \$20,827,500 for the 15 buses (\$1,388,500/bus); \$4,599,240 for the purchase and installation of 16 in-depot charging units; \$286,087 for the mobile charging unit; \$647,725 for manuals, diagnostic tools, and qualification testing; \$459,995 for an estimated quantity of training; and \$466,717 for capital spares. The final price has been deemed fair and reasonable by NYC Transit's Cost Price Analysis Unit based on both costing and pricing analysis with assistance from MTA Audit Services.

While all 15 buses will be manufactured in Anniston, Alabama, a portion of the work will be performed at New Flyer's recently opened facility in Jamestown, New York. New Flyer has committed to achieving 12.96 percent New York State Content on each of these buses.

Standard Follow-Up Reports: January 2019 MetroCard Report



This report was created to document monthly trends of Automated Fare Collection (AFC) payments from various sources offering internal or external MetroCard sales. Sales data shown is from the month ending two months prior to the report. Payment mechanisms are reported for revenue received from debit/credit, electronic settlements and cash transactions from automated sales.

Alan F. Putre

New Fare Payment Program Executive Director (MTA)
and VP & Chief Revenue Officer (NYCT)

MetroCard Market Share

Actual November 2018 fare media market share of non-student passenger trips compared to the previous year are summarized below:

<u>Fare Media</u>	<u>November 2017</u>	<u>November 2018*</u>	<u>Difference</u>
Cash	2.0%	1.8%	(0.2%)
Single-Ride Ticket	0.8%	0.8%	0.0%
Bonus Pay-Per-Ride	40.6%	41.3%	0.8%
Non-Bonus Pay-Per-Ride	4.5%	4.4%	(0.1%)
7-Day Farecard	22.1%	21.6%	(0.5%)
30-Day Farecard	<u>30.1%</u>	<u>30.0%</u>	(0.0%)
Total	100.0%	100.0%	

* Preliminary

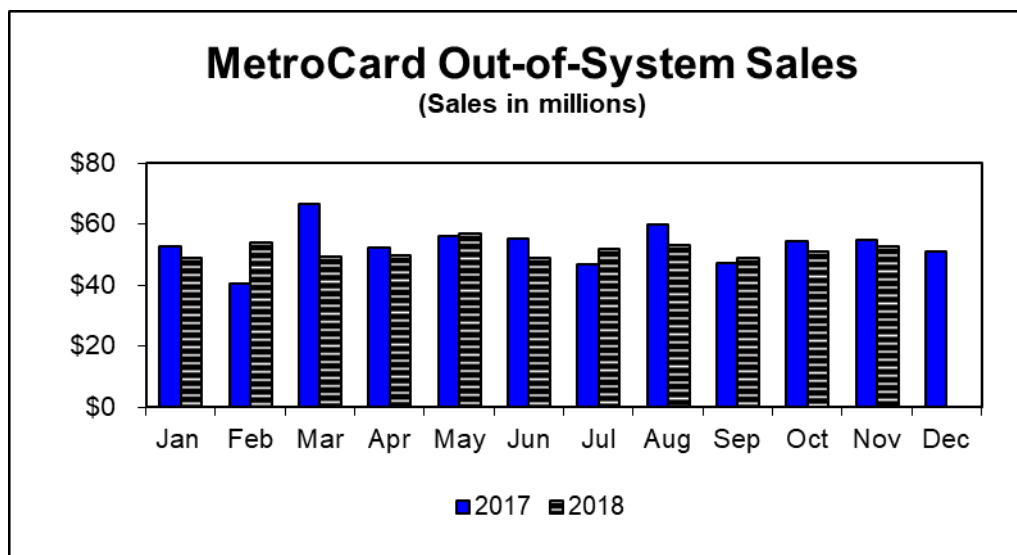
Note: Percentages may not add due to rounding.

Balance-Protection Program

MetroCard customers who purchase a 30-day Unlimited MetroCard or a 7-day Unlimited Express Bus Plus MetroCard using a debit or credit card at either a MetroCard Vending Machine or MetroCard Express Machine are protected from the loss or theft of their farecard. This program provides customers with a refund, on a pro-rated basis, for the unused value on their farecard. The number of validated balance-protection claims in November 2018 was 4,380, a 2.26 percent increase from the same period last year. The average value of a credit issued was \$72.84.

MetroCard Extended Sales

Out-of-system sales (retail, employer-based programs and joint ticket programs, plus other extended sales outlets) were \$52.9 million in November 2018, a 3.3 percent decrease compared to November of 2017. Year to date sales totaled \$565.3 million, a 3.7 percent decrease compared to the same period last year.



Retail Sales

There were 4,139 active out-of-system sales and distribution locations for MetroCards, generating \$20.4 million in sales revenue during November 2018.

Employer-based Sales of Pre-tax Transportation Benefits

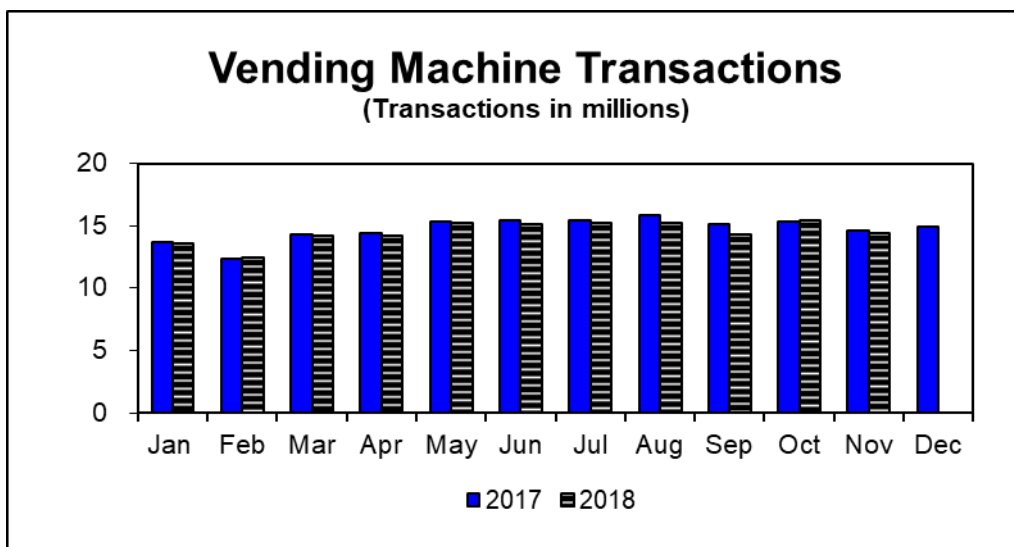
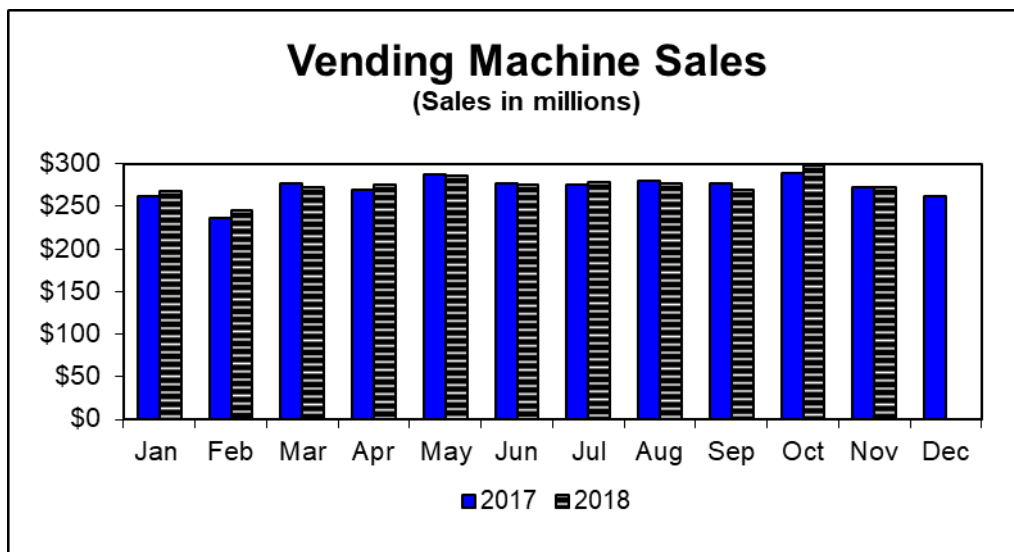
Sales of 162,565 MetroCards valued at approximately \$15.2 million were made in November 2018 to private, employer-based providers of pre-tax transportation benefits through agreements with MetroCard Extended Sales. The average value of MetroCards sold was \$93.48. In addition, the number of employees enrolled in the annual pre-tax MetroCard programs was 123,269 for November 2018, generating an additional \$14.9 million in sales. Year-to-date sales of all pre-tax MetroCard products totaled \$299.9 million, a 3 percent decrease when compared to last year.

Mobile Sales Program

In November 2018, the Mobile Sales unit completed 184 site visits, of which 124 were advertised locations. Fifty-four (54) of these visits were co-sponsored by an elected official or community organization. A total of \$105,047 in revenue was generated. In November 2018, the Mobile Sales unit assisted and enabled 1,552 new applicants to become Reduced-Fare customers. Mobile Sales also continued outreach efforts in Westchester County and local events such as support at the South Beach Psychiatric Center (Staten Island, NY).

In-System Automated Sales

Vending machine sales (MetroCard Vending Machines and MetroCard Express Machines) during November 2018 totaled \$272.8 million, on a base of 14.4 million customer transactions. This represents 1.5 percent decrease in vending machine transactions compared to the same period last year. During November 2018, MEMs accounted for 2,297,837 transactions resulting in \$60,296,299.06 in sales. Debit/credit card purchases accounted for 82.4 percent of total vending machine revenue, while cash purchases accounted for 17.6 percent. Debit/credit card transactions account for 61.8 percent of total vending machine transactions, while cash transactions account for 38.2 percent. The average credit sale was \$28.87, more than three times the average cash sale of \$8.73. The average debit sale was \$20.03.



Reduced-Fare Program

During November 2018, enrollment in the Reduced-Fare Program increased by 5,276 new customers. The total number of customers in the program is 1,178,348. Seniors account for 982,757 or 83 percent of the total Reduced-Fare customer base. Persons with disabilities comprise the remaining 17 percent or 195,591 customers. Of those, a total of 40,776 customers were enrolled in the program under the criterion of persons diagnosed with serious mental illness who receive Supplemental Security Income (SSI) benefits. Active Reduced-Fare customers added approximately \$8.4 million in value to their farecards during the month.

EasyPay Reduced Fare Program

In November 2018, the EasyPay Reduced Fare program enrollment totaled 180,695 accounts. During the month, active EasyPay customers accounted for approximately 2.5 million subway and bus rides with \$2.6 million charged to their accounts. Each active account averaged 27 trips per month, with an average monthly bill of \$14.

EasyPay Xpress Pay-Per-Ride Program

In November 2018, enrollment in the EasyPay Xpress PPR program totaled 121,784 accounts. During that month, active Xpress PPR customers accounted for approximately 2.0 million subway, express bus and local bus rides with \$5.5 million charged to their accounts. Each active account averaged 22 trips per month, with an average monthly bill of \$59.

EasyPay Xpress Unlimited Program

In November 2018, enrollment in the EasyPay Xpress Unlimited program totaled 24,983 accounts. During that month, active Xpress Unlimited customers accounted for approximately 1.1 million subway and local bus rides with \$2.4 million charged to their accounts. Each active account averaged 47 trips per month with a fixed monthly bill of \$121.00.



Customers Count

We're listening



**Customers Count
Customer Satisfaction Report, Q4 2018
January 2019**



Strategy and Customer Experience, Market Research

Executive Summary

Customers Count is NYC Transit's quarterly survey of customer satisfaction, which was launched in Q3 2018. This is the Q4 2018 Customers Count (CC) report.

Sample

Sample Statistics

- Nearly 8,200 customers viewed the survey.
- Almost 4,000 provided at least partial data.
- Over 2,800 customers completed the full survey: nearly 5,900 subway line evaluations, more than 4,400 subway station evaluations, and over 2,300 bus route evaluations.

Subway

Overall Satisfaction

- Overall customer satisfaction with both service and stations increased at a statistically significant rate from Q3 2018 to Q4 2018: overall satisfaction with service (55.3%) increased by 3.7 percentage points and overall satisfaction with stations (65.5%) increased by 2.8 percentage points.

Travel Time and Reliability

- Customers indicate that two of the three travel time and reliability service satisfaction attributes improved significantly: waiting time (57.9%) increased by 4.2 percentage points and satisfaction with the number of unexpected delays (32.9%) increased by 2.7 percentage points.
- Satisfaction with the number of unexpected delays (32.9%) continues to fall below the overall service satisfaction rate of 55.3%.

Time Periods

- Both evening (53.4) and weekend (37.0%) satisfaction improved statistically, by 4.7 percentage points from Q3 2018 to Q4 2018.
- Weekend and late night service continue to be rated the lowest at 37.0% and 31.9%, respectively.
- Midday service is rated the highest at 69.3% satisfaction.

Onboard Experience

- Customers report statistically significant improvements in temperature inside trains (8.6 percentage point improvement, to 78.7%) and announcements inside trains (3.7 percentage point improvement, to 56.0%).
- Service and delay communication on trains (40.2%) and crowding on trains (34.6%) continue to have the lowest satisfaction of all the onboard experience attributes.
- Train crews (79.3%) and temperature inside trains (78.7%) are rated highest.

Stations

- In stations, satisfaction improved significantly for cleanliness (4.5 percentage point improvement, 60.6%) and announcements inside stations (4.1 percentage point improvement, 58.8%).
- Cleanliness, announcements, crowding, elevators, and service and delay communication in stations are rated below the overall station satisfaction rate of 65.5%.
- Among station attributes, customers continue to be most satisfied with station staff (77.0%).
- Customers indicate statistically higher overall satisfaction with stations in the Midtown / Lower Manhattan district (4.3 percentage point improvement, 68.7%).
- Customers rate overall satisfaction with stations in Queens (59.1%) lower than other districts.

Bus

Overall Satisfaction

- Except for satisfaction with fare payment (53.6%), overall bus satisfaction rates remained consistent from Q3 2018 to Q4 2018 with no statistically significant increases or decreases. Overall satisfaction with bus service was 55.7% in Q4.
- Satisfaction with fare payment (53.6%) decreased by 3.7 percentage points, a statistically significant decline.

Travel Time and Reliability

- Customer satisfaction with waiting time (37.8%) decreased significantly by 3.5 percentage points.
- Customers remain less satisfied with waiting time (37.8%) and the number of unexpected delays (37.8%) compared to travel time (54.7%).

Time Periods

- Customers are less satisfied with service during each individual time period than with overall service.
- Though satisfaction with midday service (51.6%) experienced a statistically significant 6.7 percentage point decrease from Q3 2018 to Q4 2018, it is still the time period during which customers are the most satisfied.

Onboard Experience

- Satisfaction with bus drivers decreased by 3.4 percentage points from 78.1% to 74.7%, a significant decline.
- In Q4 2018, customers continued to report low satisfaction rates for service and delay communication on buses (47.1%) and crowding on buses (44.0%).
- Customer satisfaction with temperature onboard buses remains high at 82.8%.

Bus Stops

- Satisfaction with bus stop attributes did not change significantly from Q3 2018 to Q4 2018; all these attributes were rated higher than overall service.

Staten Island Railway (SIR)

We will continue to increase our base of SIR respondents and plan to include results in future reports.

Paratransit (Access-A-Ride)

This section of the CC survey was launched late in Q4 2018. We will track trends for this population in future reports and plan to increase outreach efforts to grow the base of respondents.

Sample

Sample Counts

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Customers who viewed survey	4,874	8,181			
Customers who started survey	2,949	3,951			
Customers from previous quarter who completed survey	---	921			
Newly recruited customers who completed survey	2,272	1,910			
Subway customers	1,606	2,742			
Subway line evaluations	3,310	5,874			
Subway station evaluations	2,532	4,431			
Bus customers ⁽¹⁾	965	1,591			
Bus route evaluations ⁽¹⁾	1,407	2,339			
Staten Island Railway customers	126	77			
Staten Island express bus customers ⁽²⁾	1,448	902			
Paratransit customers ⁽³⁾	---	84			

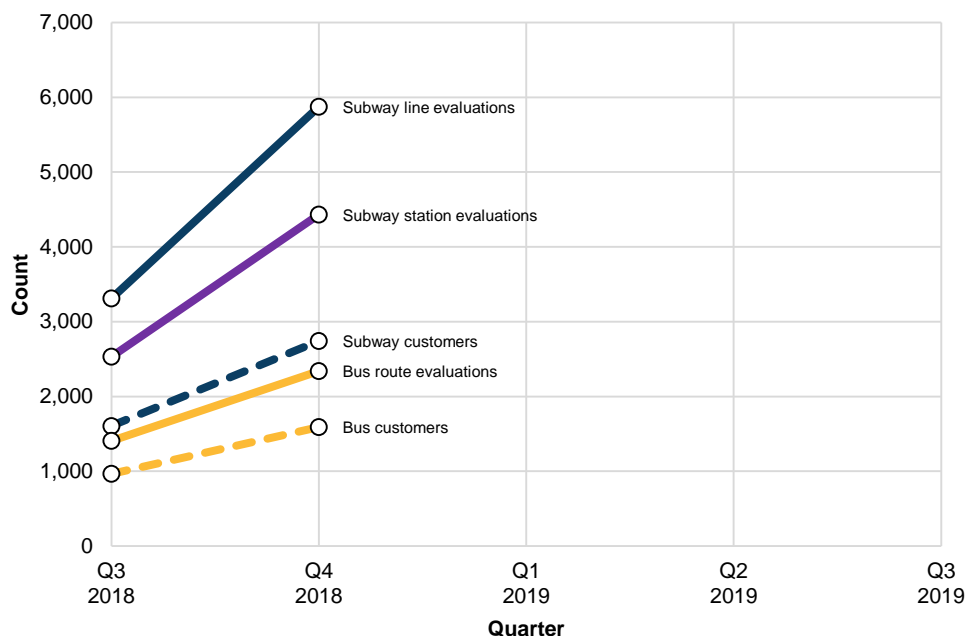
Notes:

(1) Does not include Staten Island express bus (SIM) routes.

(2) Staten Island express bus (SIM) customers are administered a different survey until 2019.

(3) The paratransit portion of the survey was launched in Q4 2018.

Subway and Bus Sample Counts



Subway

Subway Satisfaction Rates (%)

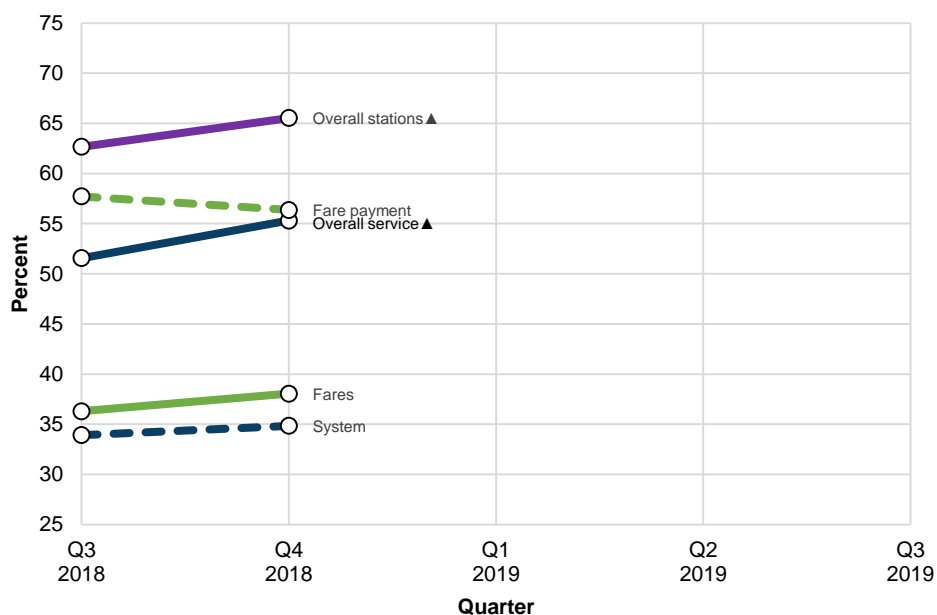
	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Overall service ⁽¹⁾	51.6	55.3 ▲			
Overall stations	62.7	65.5 ▲			
System ⁽²⁾	33.9	34.8			
Fares	36.3	38.0			
Fare payment	57.7	56.4			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 1.3% (overall service) to 2.1% (fare payment).

Notes:

- (1) Satisfaction with overall service is weighted by line-level ridership.
(2) In contrast to satisfaction with overall service, which is derived from individual subway line results, satisfaction with system is directly queried of all respondents. It is less a measure of actual experience and more a measure of overall impression.

Subway Satisfaction Rates

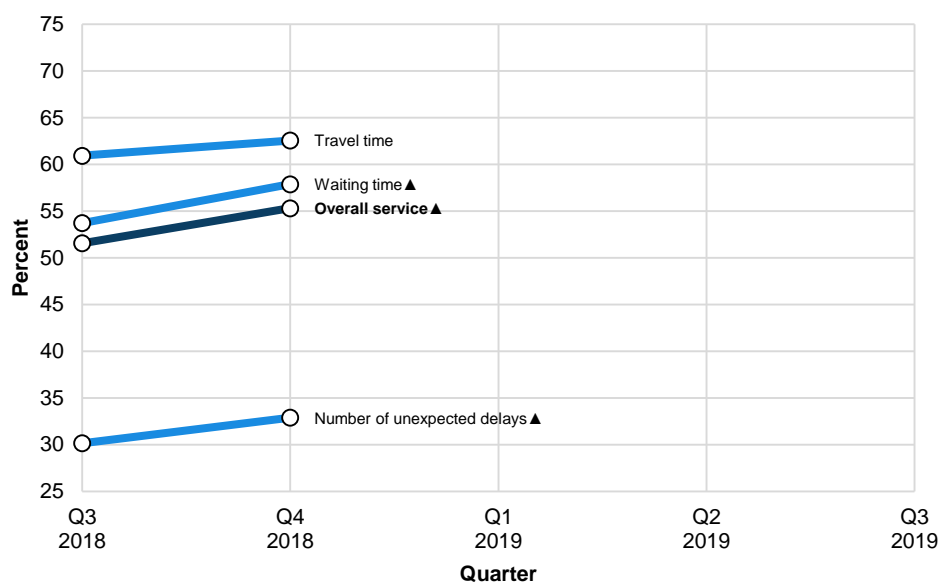


Subway Travel Time and Reliability Service Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Waiting time	53.7	57.9 ▲			
Travel time	60.9	62.6			
Number of unexpected delays	30.2	32.9 ▲			
Overall service	51.6	55.3 ▲			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 1.2% (number of unexpected delays) to 1.3% (waiting time).

Subway Travel Time and Reliability Service Satisfaction Rates

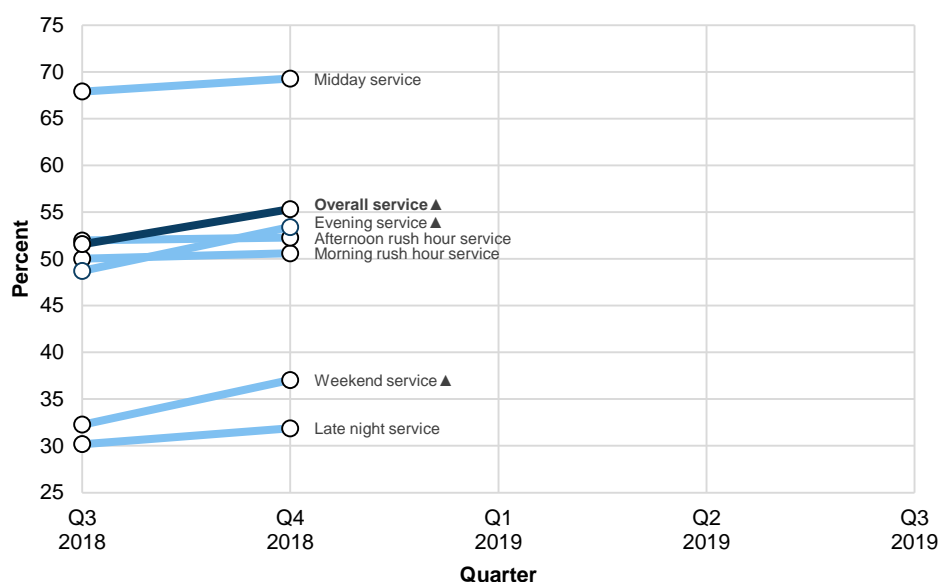


Subway Time Period Service Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Morning rush hour service	50.0	50.6			
Midday service	67.9	69.3			
Afternoon rush hour service	52.0	52.3			
Evening service	48.7	53.4 ▲			
Weekend service	32.3	37.0 ▲			
Late night service	30.2	31.9			
Overall service	51.6	55.3 ▲			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 1.6% (morning rush hour) to 2.9% (late night service).

Subway Time Period Service Satisfaction Rates

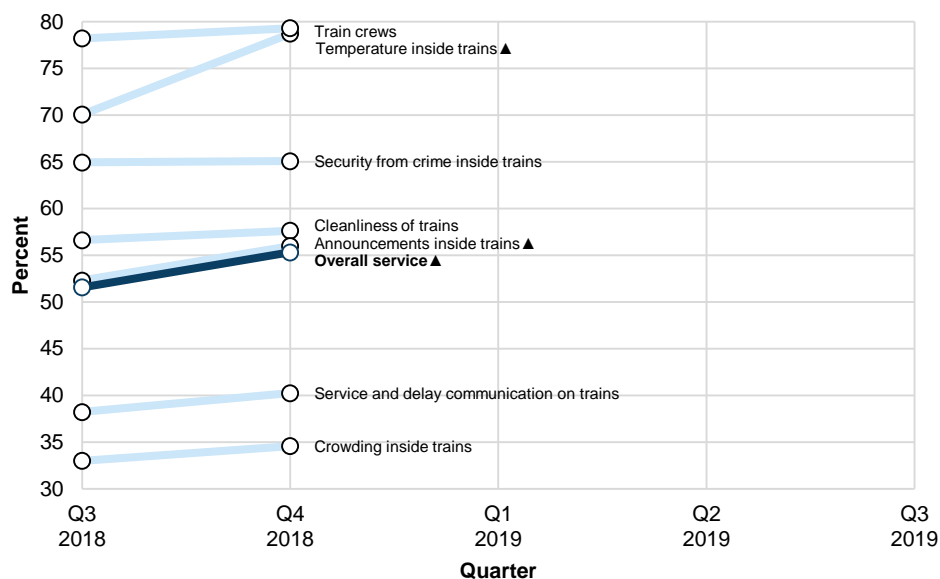


Subway Onboard Experience Service Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Cleanliness of trains	56.6	57.6			
Temperature inside trains	70.1	78.7 ▲			
Announcements inside trains	52.3	56.0 ▲			
Crowding inside trains	33.0	34.6			
Train crews	78.2	79.3			
Service and delay communication on trains	38.2	40.2			
Security from crime inside trains	64.9	65.1			
Overall service	51.6	55.3 ▲			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 1.1% (temperature) to 1.9% (security from crime).

Subway Onboard Experience Service Satisfaction Rates

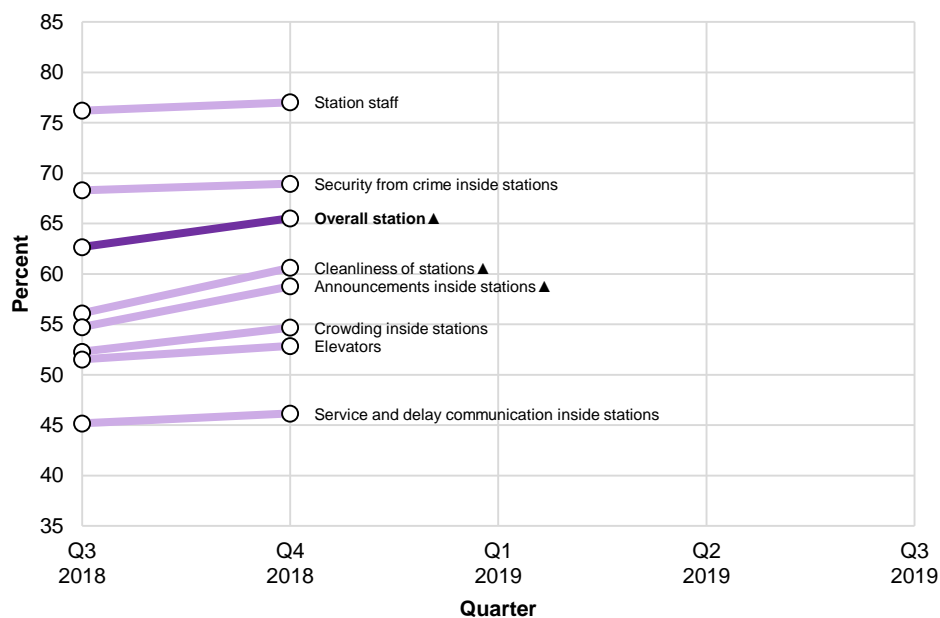


Subway Station Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Cleanliness of stations	56.1	60.6 ▲			
Announcements inside stations	54.7	58.8 ▲			
Crowding inside stations	52.3	54.7			
Station staff	76.2	77.0			
Service and delay communication inside stations	45.2	46.2			
Elevators	51.5	52.9			
Security from crime inside stations	68.3	69.0			
Overall station	62.7	65.5 ▲			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
 Margins of error range from 1.5% (cleanliness of stations) to 3.6% (elevators).

Subway Station Satisfaction Rates

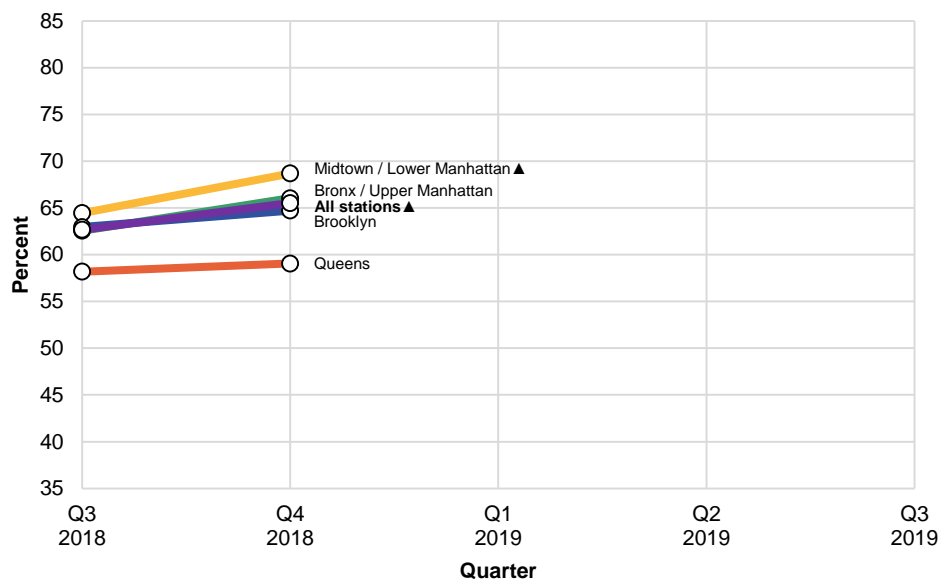


District Subway Station Overall Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Bronx / Upper Manhattan	62.6	66.0			
Midtown / Lower Manhattan	64.4	68.7 ▲			
Brooklyn	63.0	64.7			
Queens	58.2	59.1			
All stations	62.7	65.5 ▲			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 2.2% (Midtown / Lower Manhattan) to 3.5% (Queens).

District Subway Station Overall Satisfaction Rates



Bus

Bus Satisfaction Rates (%)

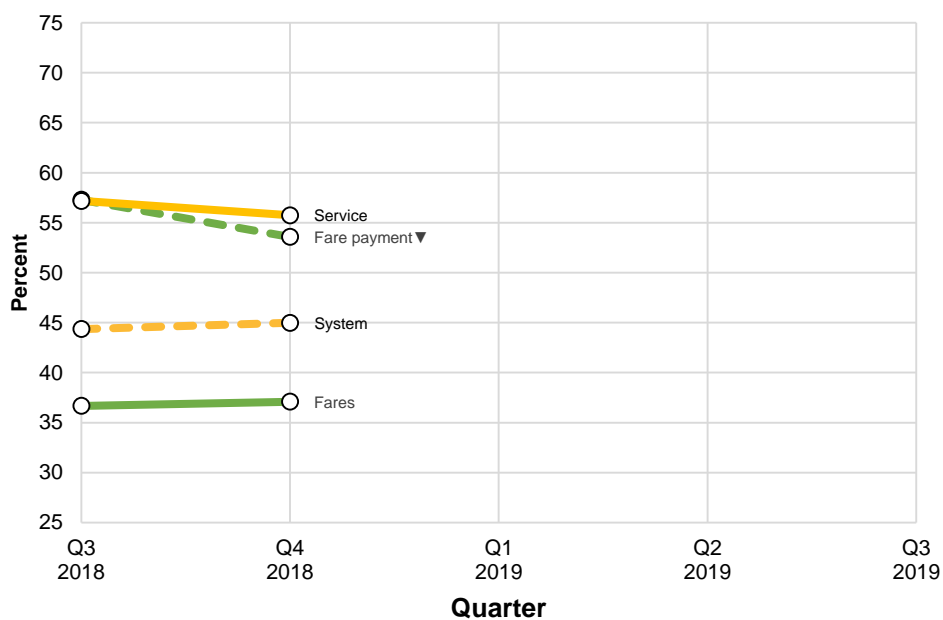
	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Service ^{(1) (2)}	57.2	55.7			
System ⁽³⁾	44.4	45.0			
Fares	36.7	37.1			
Fare payment	57.3	53.6 ▼			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 2.0% (fares) to 2.1% (service).

Notes:

- (1) Satisfaction with overall service is weighted by borough-level ridership.
- (2) Does not include Staten Island express bus (SIM) routes.
- (3) In contrast to satisfaction with overall service, which is derived from individual bus route results, satisfaction with system is directly queried of all respondents. It is less a measure of actual experience and more a measure of overall impression.

Bus Satisfaction Rates

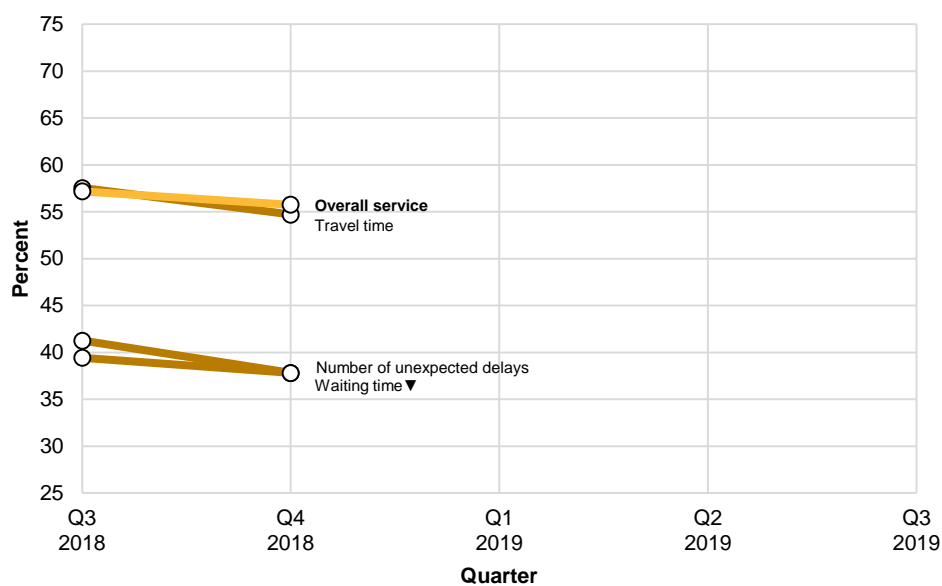


Bus Travel Time and Reliability Service Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Waiting time	41.3	37.8 ▼			
Travel time	57.5	54.7			
Number of unexpected delays	39.4	37.8			
Overall service	57.2	55.7			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 2.0% (waiting time) to 2.1% (number of unexpected delays).

Bus Travel Time and Reliability Service Satisfaction Rates

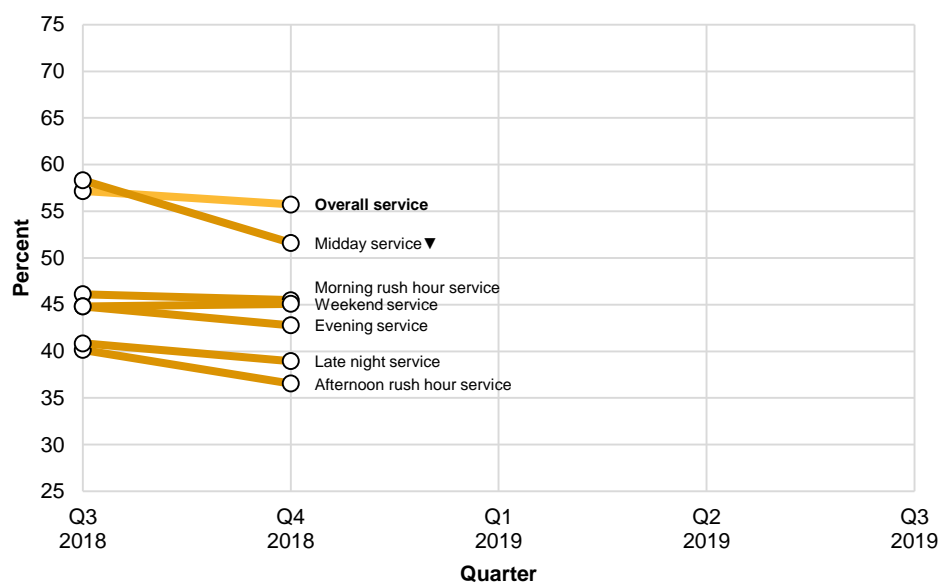


Bus Time Period Service Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Morning rush hour service	46.1	45.5			
Midday service	58.3	51.6 ▼			
Afternoon rush hour service	40.1	36.5			
Evening service	44.8	42.8			
Weekend service	44.8	45.1			
Late night service	40.9	38.9			
Overall service	57.2	55.7			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 2.9% (morning rush hour service) to 3.6% (midday service).

Bus Time Period Service Satisfaction Rates

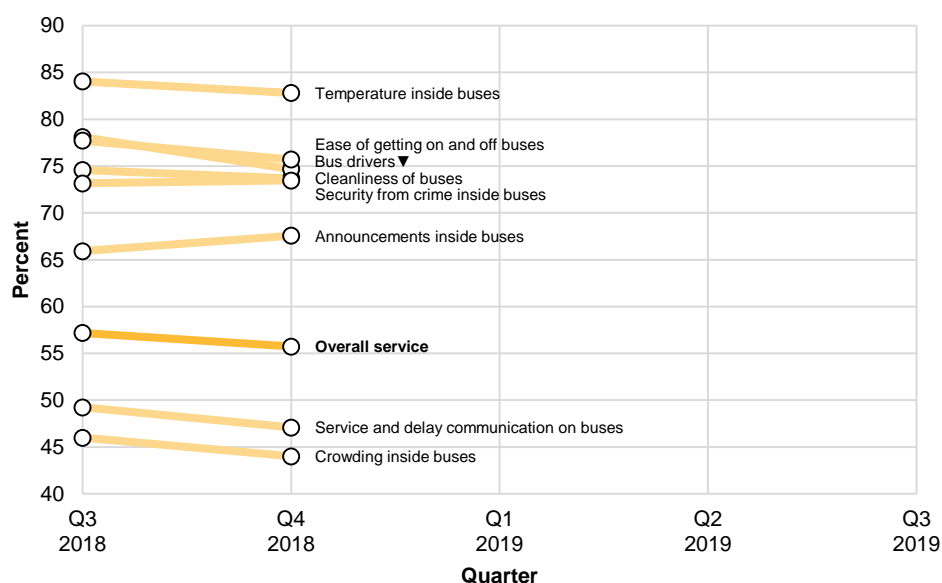


Bus Onboard Experience Service Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Cleanliness of buses	74.6	73.7			
Temperature inside buses	84.0	82.8			
Announcements inside buses	65.9	67.6			
Crowding inside buses	46.0	44.0			
Bus drivers	78.1	74.7 ▼			
Ease of getting on and off buses	77.7	75.7			
Service and delay communication on buses	49.2	47.1			
Security from crime inside buses	73.2	73.5			
Overall service	57.2	55.7			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 1.3% (cleanliness) to 2.3% (service and delay communication on buses).

Bus Onboard Experience Service Satisfaction Rates

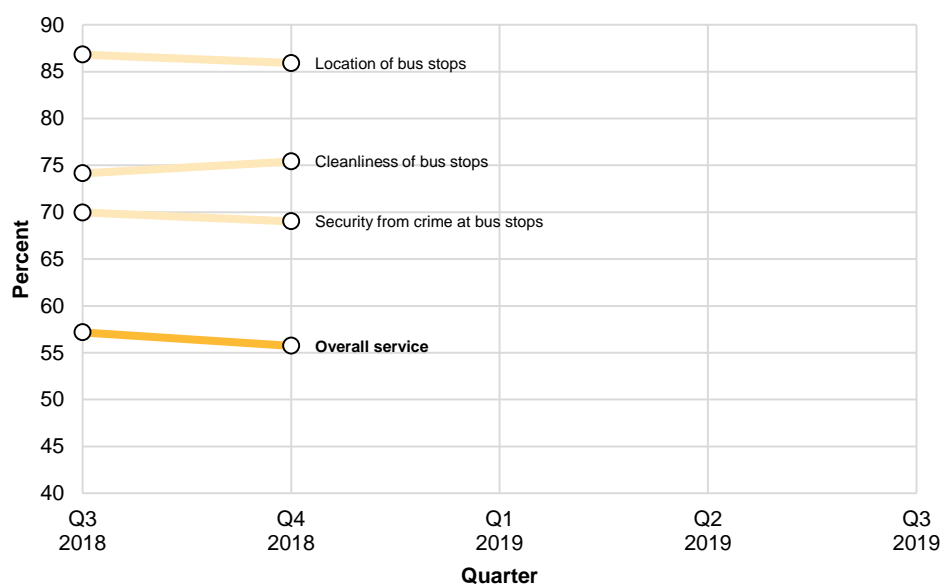


Bus Stop Service Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Cleanliness of bus stops	74.2	75.4			
Location of bus stops	86.8	85.9			
Security from crime at bus stops	70.0	69.0			
Overall service	57.2	55.7			

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.
Margins of error range from 1.5% (location of bus stops) to 2.2% (security from crime at bus stops).

Bus Stop Service Satisfaction Rates





New York City Transit

Andy Byford
President
New York City Transit



Bus Company

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