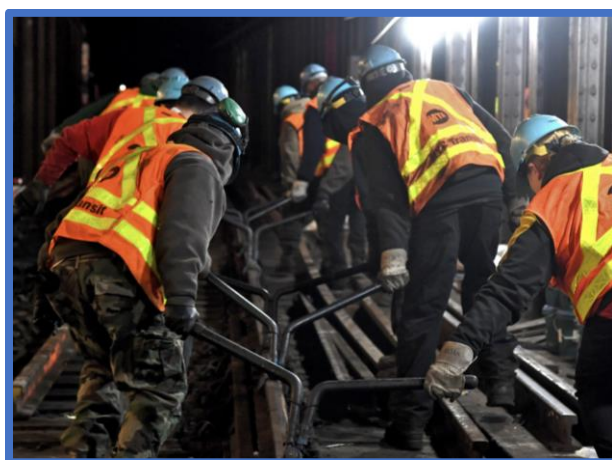




# Transit and Bus Committee Meeting

## April 2019

---



Performance metrics released in March demonstrate substantial positive gains since the launch of the Subway Action Plan in 2017 and the Save Safe Seconds campaign. This includes the highest weekday on-time performance the system has seen in over five years. These achievements are the direct result of NYCT employees working diligently every day to carry out the Subway Action Plan objectives of increasing on-time performance and reliability for our customers.

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

**2 Broadway, 20th Floor Conference Room**

**New York, NY 10004**

**Monday, 4/15/2019**

**10:30 AM - 12:00 PM ET**

## **1. PUBLIC COMMENT PERIOD**

## **2. APPROVAL OF MINUTES – MARCH 25, 2019**

*March Meeting Minutes - Page 4*

## **3. COMMITTEE WORK PLAN**

*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 51*

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

*Paratransit Report - Page 76*

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

*Accessibility Update - Page 90*

#### **v. Strategy and Customer Experience Report**

*Strategy and Customer Experience Report - Page 92*

### **b. Safety Report**

*Safety Report April - Page 99*

### **c. Crime Report**

*Crime Report - Page 103*

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

*Financial and Ridership Reports - Page 112*

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

*Capital Program Status Report - Page 164*

## **5. SPECIAL PRESENTATIONS**

### **a. L Project Update (No Materials)**

## **6. PROCUREMENTS**

*Procurement Cover, Staff Summary, and Resolution - Page 175*

**a. Non-Competitive (none)**

**b. Competitive**

*NYCT Competitive Actions - Page 180*

**c. Ratifications**

*NYCT Ratifications - Page 183*

**7. STANDARD FOLLOW UP REPORTS**

**a. MetroCard Report**

*MetroCard Report - Page 186*

**b. Final Review of NYCT, SIR, MTA Bus 2018 Operating Results**

*Final Review of NYCT, SIR, MTA Bus 2018 Operating Results - Page 191*

**c. Quarterly Customer Satisfaction Report, 1st Qtr 2019**

*Quarterly Customer Satisfaction Report, Subways and SIR - Page 255*

*Quarterly Customer Satisfaction Report, Buses - Page 279*

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

**9. EXECUTIVE OFFICE CONTACT INFORMATION**

*Contact Information - Page 303*

**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**

**March 25, 2019**

Meeting Held at:  
Metropolitan Transportation Authority  
Two Broadway  
New York, New York 10004  
10:30 AM

The following Members were present:

Hon. Fernando Ferrer, Committee Chair  
Hon. Andrew Albert  
Hon. Sarah Feinberg  
Hon. Randolph Glucksman  
Hon. David Jones  
Hon. Charles G. Moerdler  
Hon. John Samuelson  
Hon. Veronica Vanterpool  
Hon. Peter Ward

Also present were:

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, Accessibility Advisor to the President  
David Farber, Acting General Counsel  
Gwen Harleston, Deputy Director of Compliance, MTA Bus  
Janno Lieber, MTA Chief Development Officer, MTA Capital Construction  
Patricia Lodge, Vice President, Human Resources  
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  
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  
Alok Saha, Vice President and Chief Engineer

I. Chairman Ferrer opened the meeting.

## II. Public Speakers

There were thirty 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 February 25, 2019 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.

The February minutes are hereby corrected at pages 6-7 to reflect that Member Albert asked about the bus routes coming from Staten Island into Manhattan.

There were no changes to the Work Plan.

## IV. Agenda Items

President Byford delivered the President's Report.

Noting he was moved by the public speakers regarding the E-Hail program, Member Jones stated the Transit Authority must educate the public on the cost of expansion so a revenue stream can be generated. E-Hail advocates should join the Transit Authority in lobbying the legislature and the City for the necessary funding. Member Ferrer agreed.

Wayne Falkner, JMT Consulting for the Board's oversight of the **L** Consulting Project, delivered a presentation on JMT's experience and qualifications.

In response to Member Albert's inquiry, Mr. Falkner stated personnel from his organization can be working on site every weekend when one of the tubes is shut down. Member Albert inquired how soon after each visit JMT would report to the Chairman. Mr. Falkner responded the mode and frequency of reporting has not yet been established. Member Albert inquired whether Mr. Falkner walked the route in need of repair. Mr. Falkner responded he has walked portions of the route but not the entire tunnel.

Member Glucksman stated the **L** project should proceed as originally proposed. He expressed concerns about the new proposal – specifically – planned twenty minute headways and possible air quality problems. He believes the Board was never properly apprised of the changes.

Disagreeing with Member Glucksman, Chairman Ferrer stated the Board was given proper notice of the changes and the scope of work - and further - the scope as described by Member Glucksman is incorrect.

Member Vanterpool expressed approval that a new consultant who does not have previous business dealings with the Transit Authority was selected. She stated, however, that she is voting against the JMT contract because the scope of the contract in its current form is dramatically different from the scope that was originally presented to the Board.

Janno Lieber, MTA Chief Development Officer, MTA Capital Construction, delivered an update on the **L** construction project.

Member Albert inquired how flexible the service plan presented at the open house will be, should it be discovered that changes need to be made. President Byford responded it is flexible. Alternate subway routes and shuttle buses will be emphasized. Command and Control will be on site to supervise and make changes if necessary. In response to Member Albert's inquiry about the Travel Planner App, President Byford stated it will be updated to reflect any changes. In response to Member Albert's inquiry as to whether air quality will be monitored at adjacent stations should pollutants travel through the tunnels, Mr. Lieber stated he would look into that issue. He further stated there is no reason why air quality cannot be monitored.

Noting OSHA does not focus on people with compromised respiratory systems, Member Jones stated the Transit Authority should be mindful of that population. Mr. Lieber agreed and noted the Transit Authority utilizes a hyper conservative standard for air quality.

Noting problems with the old **L** plan, Member Jones expressed concerns about the credibility of the institution regarding the process, and questioned why techniques were not identified in the old plan which – perhaps – should have been. Chairman Ferrer expressed similar frustration. President Byford noted the positive development that the **L** train will not have to undergo a full shutdown. Progress does not mean the previous plan was bad. The previous plan was a good plan, but now there is a better plan.

In response to Member Moerdler's inquiry as to whether the Unions were being consulted on this project, Sally Librera, SVP of Subways, responded in the affirmative. Although there is no formal committee, there are daily conversations with the labor partners. Member Moerdler stated a formal committee should be created. Ms. Librera agreed.

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

Sally Librera, SVP of Subways, delivered the Subway Report and a presentation on Elevated Structure Inspections.

Member Albert noted the weekend service improvements are remarkable.

Member Vanterpool noted significant on-time performance improvements due to modified service adjustments on the 2 4 and 5 and questioned whether other lines are slated for similar improvements. Ms. Librera responded in the affirmative. President Byford expressed optimism that improvements in B Division performance will be forthcoming.

Member Vanterpool inquired how improvements due to the Subway Action Plan are distinguished from improvements due to schedule adjustments, if at all. President Byford responded both are equally important. He also advocated for Congestion Pricing, which will further improve the system.

Member Moerdler advocated for more detailed train delay statistics.

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

Citing to the problem of increasing fare evasion on the buses, Member Moerdler stated some of the ridership statistics presented by Mr. Irick are incorrect.

Member Vanterpool approved of the increase in tickets being issued to vehicles blocking bus lanes and voiced hope that this will increase bus speeds in the coming months. She further expressed approval of additional cameras being installed on the buses.

Member Feinberg asked for more detail regarding the outward facing bus cameras versus inward facing bus cameras. Mr. Irick responded the outward facing cameras photograph vehicles blocking bus lanes. A ticket is subsequently generated. This enforcement program is carried out in conjunction with the Department of Finance. There are also inward facing bus cameras, which are utilized for security purposes.

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

Member Vanterpool emphasized the importance of better communication with the public concerning the E-Hail program. This, she stated, should be an easy thing to do. She asked for an explanation as to why better communication has been lacking. Mr. Elegudin acknowledged there have been some communication challenges with the new E-Hail program but as the program evolves, the Transit Authority will be making every effort to communicate more effectively to its customers, perhaps by utilizing robocalls. President Byford praised Mr. Elegudin for his efforts and stated he himself would accept responsibility for the recent lag in communication.

With respect to the issue of choice of vehicle by E-Hail users, Mr. Elegudin stated customer vehicle preference is one of numerous criteria that are weighed. While everyone would prefer a personal taxi, unfortunately, it is not logistically possible.

Member Feinberg inquired whether the new E-Hail program is less expensive than the old one. Mr. Elegudin responded while the cost per car is lower, because so many more trips are being booked, there has not been a significant savings. When the Transit Authority is better able to rely on taxi service (which is driver owned) as opposed to its own fleet of vehicles, savings are anticipated. One of the issues with taxis is that many are not wheelchair accessible.

Member Moerdler, noting his firm has acted as *pro bono* counsel on behalf of the disabled, made three suggestions: (1) Accessibility is not just an issue for the disabled, it is also an issue for the elderly; (2) President Trump and his administration should be held accountable for the federal government's responsibility to take care of the disabled and elderly; and (3) The criticism by some of the morning's public speakers of the staff is misplaced and unfair. Member Moerdler acknowledged the hard work and compassion of the Transit Authority staff and called upon the public speakers to cease in their attacks.

Member Jones emphasized the cost of the new service must be laid out to the public. Advocates should join the Transit Authority in lobbying the legislature for funding so the services they seek can be financed.

Member Vanterpool asked whether there is a target date by which the industry might be able to accommodate the needs. Mr. Elegudin stated the enhanced broker service is expected to commence within the next two months. Drivers need to be trained in order to meet the Transit Authority's standard of service. An increase in capacity is expected to occur by the end of the summer.

In response to Member Vanterpool's inquiry as to when the list of remaining accessible stations for 2019 will be released, Mr. Elegudin stated next month. Member Vanterpool stated the new dashboard metrics are fantastic. She inquired whether there are other metrics besides the elevator metric to measure access to pathways. Mr. Elegudin stated there is a measurement for platform access. For example, one may need to use a ramp and then an elevator. Member Vanterpool stated she would like to know more about the new technologies in the system being used to assist the disabled. Mr. Elegudin responded he is working on a project that will showcase approximately a dozen new features. There will be a lab set up where people can see the new developments and provide comments.

Noting the particular difficulties of someone who is claustrophobic being trapped in an elevator, Member Moerdler stated elevator repair must be prioritized. He also stated announcers need to speak more slowly so everyone can understand them.

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.



President Byford delivered a presentation on Fare Evasion.

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

Chairman Ferrer thanked President Byford and Chief Delatorre for their thoughtful initiative in response to the fare evasion problem.

Member Albert agreed and asked whether there is any data available on fare evasion occurring at attended platforms versus non-attended platforms, and further, whether more cameras should be installed. President Byford responded there are now automatic passenger counters on buses. Judith McClain, Acting Chief, Operations Planning, stated people are sent into the field to conduct visual head counts. With respect to the attended versus non-attended stations, President Byford stated he would check on those statistics but it is probable that fare evasion is higher at non-attended stations.

Member Moerdler raised several points regarding the fare evasion issue. First, fare evasion is not a criticism of the Transit Authority. Second, neither bus operators nor conductors have law enforcement powers. Third, the NYPD needs to play a much greater role in combatting fare evasion. Should the NYPD not receive authorization to enforce fare evasion, the MTA police should be expanded and/or the New York State police should assist as well. Further, fare evasion occurs in affluent neighborhoods as well as impoverished neighborhoods. In addition, while cameras are helpful, there must be consequences. Fare evaders need to be penalized when caught, otherwise, they will not be deterred. Also, station agents should be returned to all stations. Finally, prosecutors need to prosecute fare evaders more vigorously and a special fare evasion prosecutor should be named.

Member Jones noted in the past, fare evasion was selectively enforced. He noted the importance of avoiding selective enforcement. He stated first time fare evaders should be treated leniently. They should be given the option to pay a \$100 fine or watch a video. He stated he is hopeful the new reduced fare MetroCard program will lead to a decrease in fare evasion.

In response to Member Moerdler's inquiry about anti-Semitic crime rates, Chief Delatorre stated it increased from four to twelve.

## **B. Financial Reports**

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

Alok Saha, Vice President and Chief Engineer, delivered the Capital Program Report.

### **C. Procurements**

Stephen Plochochi, Senior Vice President, Procurement & Supply Chain, introduced the procurement package representing NYCT procurements, which included eight actions totaling an estimated \$52.9M in expenditures, highlighting two actions: (1) the ratification of an award to Siemens Mobility, Inc. in the total estimated amount of \$6.2M for the purchase, installation, and maintenance of an Automated Bus Lane Enforcement (aka "ABLE") system to be installed on 123 new low-floor, 60-foot articulated buses and (2) a retroactive modification for additional steel repair/replacement as part of the ongoing 4<sup>th</sup> Avenue Subway Tunnel Structural Rehabilitation project (C-33835), which was competitively awarded in May 2017 to El Sol Contracting/ES II Enterprises JV for a bid price of \$61.4M.

Member Moerdler questioned why El Sol lowered its initial bid so significantly and asked whether the initial bid was genuine. Mr. Plococchi responded he believes so. The Transit Authority was able to identify some efficiencies that were passed on to El Sol.

In response to Member Albert's inquiry, Mr. Plococchi stated the JMT procurement is for up to two years.

A motion was duly made and seconded to approve NYCT's competitive procurement requiring majority vote (Schedule H in the agenda), MTA Capital Construction's competitive procurement requiring majority vote (Schedule I in the agenda) and NYCT's proposed ratification (Schedule K in the agenda).

The procurements and ratification were approved, with Members Vanterpool and Jones voting in opposition to the JMT procurement.

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

President Byford noted the standard follow-up reports in the Committee Book, which include the Monthly MetroCard Report, the Transit Recidivism Report for 4<sup>th</sup> Quarter 2018, and the Fare Evasion Report for 4<sup>th</sup> Quarter 2018.

**VI.** 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**

#### April 2019

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, 1<sup>st</sup> Qtr, 2019

#### Responsibility

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

#### May 2019

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

Law  
 Subways  
 EEO & Human Resources

#### June 2019

Transit Recidivism Report, 1<sup>st</sup> Qtr, 2019  
 Fare Evasion Report, 1<sup>st</sup> Qtr, 2019

Law  
 Management & Budget

#### July 2019

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

Management & Budget  
 Management & Budget  
 Management & Budget  
 Management & Budget  
 Management & Budget  
 Management & Budget

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

### Responsibility

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, 2<sup>nd</sup> Qtr, 2019  
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2019

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

### October 2019

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

Management & Budget  
Management & Budget  
Management & Budget

### November 2019

Elevator & Escalator Service Report, 3<sup>rd</sup> Qtr, 2019  
Transit Adjudication Bureau Report, 3<sup>rd</sup> 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

### January 2020

Approval of 2020 NYCT Committee Work Plan  
Quarterly Customer Satisfaction Report, 4<sup>th</sup> Qtr, 2019

Committee Chair & Members  
Strategy & Customer Experience

### February 2020

Preliminary Review of NYCT 2019 Operating Results  
Preliminary Review of SIR 2019 Operating Results  
Preliminary Review of MTA Bus 2019 Operating Results  
NYCT Adopted Budget/Financial Plan 2020-2023  
SIR Adopted Budget/Financial Plan 2020-2023  
MTA Bus Adopted Budget/Financial Plan 2020-2023  
Service Quality Indicators (including PES & MTA Bus PES)  
ADA Compliance Report  
Elevator & Escalator Service Report, 4<sup>th</sup> Qtr, 2019  
Transit Adjudication Bureau Report, 4<sup>th</sup> Qtr, 2019  
NYCT & MTA Bus EEO & Diversity Report, 2019 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 2020

Transit Recidivism Report, 4<sup>th</sup> Qtr, 2019  
Fare Evasion Report, 4<sup>th</sup> Qtr, 2019

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)**

### **APRIL 2019**

#### 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, 1<sup>st</sup> 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.

### **MAY 2019**

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

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

### Quarterly Customer Satisfaction Report, 2<sup>nd</sup> 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.

#### 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, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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, 2<sup>nd</sup> Qtr, 2019

Quarterly report to the Committee providing data on key EEO and Human Resources

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

indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

### Transit Recidivism Report, 2<sup>nd</sup> 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**

### 2020 NYCT Preliminary Budget

Public comments will be accepted on the 2020 Preliminary Budget.

### 2020 SIR Preliminary Budget

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

### 2020 MTA Bus Preliminary Budget

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

## **NOVEMBER 2019**

### Elevator & Escalator Service Report, 3<sup>rd</sup> 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, 3<sup>rd</sup> 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



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

category.

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

## **JANUARY 2020**

### Approval of Committee Work Plan

The Committee will be provided with the work plan for 2020 and will be asked to approve its use for the year.

### Quarterly Customer Satisfaction Report, 4<sup>th</sup> 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.

## **FEBRUARY 2020**

### Preliminary Review of NYCT's 2019 Operating Results

NYCT will present a brief review of its 2019 Budget results.

### Preliminary Review of SIR 2019 Operating Results

SIR will present a brief review of SIR's 2019 Budget results.

### Preliminary Review of MTA Bus 2019 Operating Results

MTA Bus will present a brief review of its 2019 Budget results.

### Adopted Budget/Financial Plan 2020-2023

NYCT will present its revised 2020-2023 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 2020 by category.

### SIR Adopted Budget/Financial Plan 2020-2023

NYCT will present SIR's revised 2020-2023 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 2020 by category.

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

### MTA Bus Adopted Budget/Financial Plan 2020-2023

MTA Bus will present its revised 2020-2023 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 2020 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.

### ADA Compliance Report

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

### Elevator & Escalator Service Report, 4<sup>th</sup> 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, 4<sup>th</sup> Qtr, 2019

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- 2019 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 2020**

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

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

### Fare Evasion Report, 4th Qtr, 2019

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

## President's Report

Andy Byford, President



Yankees fans took a ride back in time on the way to Opening Day. NYCT President Andy Byford joined riders before the baseball game on a special New York Transit Museum nostalgia train of Low Voltage (Lo-V) cars running from Grand Central-42 St to 161 St-Yankee Stadium on March 28, 2019.

## April 2019 President's Commentary

My team and I are hugely encouraged by the news from Albany that Congestion Pricing was passed by the Legislature and enacted, thereby delivering a huge boost for our Fast Forward plan to totally modernize New York City Transit in coming years. With funding secured, we can now advance with upgrading the system and I am populating key positions to ensure that our masterplan now becomes a reality.

In the meantime, we continue to extract better performance out of the existing subway, bus and Access-A-Ride network.

On the subway, it is very pleasing to report further good news in terms of performance which is now at its highest level in five years, the result of our intense focus on getting the basics right and our ongoing use of root cause analysis to identify and mitigate underlying causes of delay. It is to Sally Librera and her team's credit that the stretched target of 18,000 fewer delay incidents has already been met and I believe we can break through the 80% punctuality figure even before the benefits of whole-scale resignaling are realized. Of particular note is the sustained improved punctuality and service reliability on the 7 (Flushing) Line, now that the CBTC signal system is fully operational. The next step will be to move to full automatic train operation (ATO) and this will provide further performance improvements with the more even train spacing that automation brings.

Our new station management model, launched last September, is really gaining traction and delivering results. The Group Station Manager (GSM) team is focused on improving the look and feel of their respective stations, both the front and back-of-house. This is being achieved through better maintenance practices delivered by group and area-based maintenance teams and through attention to detail in terms of customer service. I have asked Rachelle Glazier and some of her stations team to give the Commissioners a flavor of the work in progress at an upcoming Committee meeting.

Bus performance remains steady and here again, I am confident of near-term improvement as our focus on corridor-specific improvements takes effect. We recently held the kick-off meeting for the third of our borough bus network reviews, the focus now turning to Queens.

Meanwhile, Alex Elegudin and the Accessibility Unit continue to work on improvements to the accessibility of our network and we will have a presentation on next steps in our E-Hail program at the Board meeting.

We are now making final preparations for the upcoming L Project tunnel rehabilitation. Staff training is underway and specific attention is going into establishing the new M14 SBS route, a key element in our alternative service plan. This will bring great benefit to the 14<sup>th</sup> street corridor which has long suffered from slow journey times, due to lack of dedicated bus lanes, and the other benefits that SBS brings.

Finally, we are proud to be able to acknowledge Train Operator Hopeton Kiffin at this month's Committee meeting. Hopeton recently took immediate action to rescue a young boy from the tracks. Hopeton's actions typify the professionalism and devotion to duty of New York City Transit personnel that keep our city moving safely, every day.

**Andy Byford**  
President, New York City Transit

## Customer Service Report: Subways

Sally Librera, Senior Vice President



Group Station Manager Lawrence Bigando and Stations District Manager Cynthia Davis along with NYPD Transit District officers greeted customers at a special meet-and-greet at 231 St. Station on the 1 line on March 22.



## April 2019 Highlights: Subways

March 2019 continued the recent trend of steady improvements in Subway performance over the past several months. Once again, all of our customer-focused metrics improved compared to one year ago and their average performance over the past year. Subways exceeded the goal of reducing at least 10,000 delays per month for the seventh consecutive month, and even met the new 18,000 delay reduction goal that begins in April. Weekday on-time performance was 78.2%, the highest in over five years, and a 13% improvement compared to last March. Weekday major incidents dropped to 50, among the lowest since this metric has been reported, and 34 fewer than last March. Service Delivered matched its record high of 96.8% last reached in April 2015. Customer Journey Time Performance was 82.9%, a 3.6% increase from last March and 2.3% better than the 12-month average.

Improving performance is a true team effort for Subways, and requires constant diligence to address all possible causes of delays. As the Subway Action Plan has greatly improved the physical condition of the system, we also continue to work on reducing the number of unplanned incidents and addressing them as quickly as possible when they do occur. To that end, leadership reviews service-affecting incidents every day to identify root causes and any areas for improvement. Similarly, our Save Safe Seconds and Fast Forward initiatives continue to drive down Operating Environment delays through safely increasing train speeds, targeted coaching and guidance for train crews on how small changes in how they operate trains can result in faster service, and a back-to-basics approach to service management.

The Track division provides an excellent example of how focused investment and management attention can dramatically improve service. As part of the Subway Action Plan, thousands of track defects were cleared, the entire track system was intensively cleaned, miles of Continuously Welded Rail were installed, and additional emergency response teams were added. Major incidents attributed to Track are down nearly 40% from a monthly average of 16.5 in the six months before the Subway Action Plan to 9.9 for the past year. In the past three months, we have averaged only 6.3 per month. We are also seeing the number of track-related delays per day on a downward trend over the past year. With continued investment and new protocols to maintain better conditions and cleanliness, we expect this strong performance to continue.

I am very proud of the efforts of the entire Subways team and look forward to continued improving performance.

**Sally Librera**

Senior Vice President, Department of Subways

# Subway Report (Weekday & Full Month)

| Subway Report Performance Indicators  |            |           |        |                  |           |        |
|---|------------|-----------|--------|------------------|-----------|--------|
| Performance Indicator   | March 2019 |           |        | 12-Month Average |           |        |
|   | This Year  | Last Year | % Diff | This Year        | Last Year | % Diff |
| <b>Weekday Customer-Focused Metrics</b>   |            |           |        |                  |           |        |
| <b>Weekday Major Incidents (Chart 1)</b><br>Unplanned incidents delaying 50+ trains   | 50         | 84        | -40.5% | 60.0             | 68.7      | -12.7% |
| <b>Weekday Service Delivered (Chart 3)</b><br>% of scheduled trains operated Weekday rush hours (7-10a and 4-7p)  | 96.8%      | 94.3%     | +2.5%  | 95.6%            | 94.2%     | +1.4%  |
| <b>Additional Platform Time (h:mm:ss) (Chart 7)</b><br>Average added time spent waiting for trains, compared with scheduled wait time                       | 0:01:09    | 0:01:22   | -15.9% | 0:01:14          | 0:01:23   | -10.8% |
| <b>Additional Train Time (h:mm:ss) (Chart 9)</b><br>Average additional unanticipated time spent onboard train compared to scheduled travel time             | 0:00:59    | 0:01:21   | -27.2% | 0:01:12          | 0:01:30   | -20.0% |
| <b>Customer Journey Time Performance (Chart 11)</b><br>% of customers whose journeys are completed within five minutes of schedule.                         | 82.9%      | 79.3%     | +3.6%  | 80.7%            | 78.4%     | +2.3%  |
| <b>Inputs to Operations</b>   |            |           |        |                  |           |        |
| <b>Mean Distance Between Failures (Chart 13)</b><br>Revenue car miles divided by the number of delays attributed to car-related causes                      | 134,869    | 136,259   | -1.0%  | 121,272          | 120,347   | +0.8%  |
| <b>Elevator Availability* (Chart 14)</b><br>% of time elevators are operational systemwide  | 97.3%      | 96.5%     | +0.8%  | 96.6%            | 96.1%     | +0.5%  |
| <b>Escalator Availability* (Chart 14)</b><br>% of time escalators are operational systemwide  | 85.1%      | 94.2%     | -9.1%  | 92.7%            | 94.3%     | -1.6%  |
| <b>Passenger Environment</b>  |            |           |        |                  |           |        |
| <b>Subway Car PES-KPI (Chart 15)</b><br>Composite indicator for subway car environment (cleanliness, condition, information) reflecting customer experience |            |           |        | 94.7%            | 94.5%     | +0.2%  |
| <b>Weekday Legacy Indicators</b>  |            |           |        |                  |           |        |
| <b>Weekday Wait Assessment (Chart 17)</b>   | 74.7%      | 70.3%     | +4.4%  | 72.2%            | 70.4%     | +1.8%  |
| <b>Weekday Terminal On-Time Performance (Chart 19)</b>  | 78.2%      | 65.2%     | +13.0% | 70.5%            | 62.9%     | +7.6%  |
| <b>Weekday Trains Delayed (Chart 21)</b>  | 37,667     | 63,210    | -40.4% | 50,873           | 63,957    | -20.5% |

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

# Subway Report (Weekend)

| Subway Report Performance Indicators  |            |           |        |                  |           |        |
|---|------------|-----------|--------|------------------|-----------|--------|
| Performance Indicator   | March 2019 |           |        | 12-Month Average |           |        |
|   | This Year  | Last Year | % Diff | This Year        | Last Year | % Diff |
| <b>Weekend Customer-Focused Metrics</b>   |            |           |        |                  |           |        |
| <b>Weekend Major Incidents (Chart 2)</b><br>Unplanned incidents delaying 50+ trains                   | 3          | 10        | -70.0% | 6.7              | 8.0       | -16.3% |
| <b>Weekend Service Delivered (Chart 5)</b><br>% of scheduled trains operated during Weekends (10a-6p) | 98.9%      | 97.0%     | +1.9%  | 98.0%            | 96.6%     | +1.4%  |
| <b>Weekend Legacy Indicators</b>  |            |           |        |                  |           |        |
| <b>Weekend Wait Assessment (Chart 18)</b>   | 82.8%      | 76.6%     | +6.2%  | 79.8%            | 76.9%     | +2.9%  |
| <b>Weekend Terminal On-Time Performance (Chart 20)</b>  | 82.7%      | 63.9%     | +18.8% | 73.9%            | 68.1%     | +5.8%  |
| <b>Weekend Trains Delayed (Chart 22)</b>  | 9,149      | 18,950    | -51.7% | 12,937           | 17,415    | -25.7% |

# Subway Report (Staten Island Railway)

| Subway Report Performance Indicators   |            |           |         |                  |           |        |
|--|------------|-----------|---------|------------------|-----------|--------|
| Performance Indicator  | March 2019 |           |         | 12-Month Average |           |        |
|  | This Year  | Last Year | % Diff  | This Year        | Last Year | % Diff |
| On-Time Performance  |            |           |         |                  |           |        |
| 24 Hour On-Time Performance<br>% of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period | 98.0%      | 96.9%     | +1.1%   | 95.5%            | 96.8%     | -1.3%  |
| AM Rush On-Time Performance<br>% of scheduled trains arriving within six minutes of their scheduled arrival time                         | 97.2%      | 96.9%     | +0.3%   | 96.4%            | 96.9%     | -0.5%  |
| PM Rush On-Time Performance<br>% of scheduled trains arriving within six minutes of their scheduled arrival time                         | 99.1%      | 94.9%     | +4.2%   | 95.0%            | 96.5%     | -1.5%  |
| Percentage of Completed Trips  |            |           |         |                  |           |        |
| Percentage of Completed Trips  | 99.9%      | 99.8%     | +0.1%   | 99.6%            | 99.9%     | -0.3%  |
| Passenger Environment  |            |           |         |                  |           |        |
| Staten Island Railway PES-KPI (Chart 16)<br>Composite indicator for subway car environment reflecting customer experience                |            |           |         | 91.7%            | 90.4%     | +1.3%  |
| Mean Distance Between Failures   |            |           |         |                  |           |        |
| Mean Distance Between Failures<br>Revenue car miles divided by the number of delays attributed to car-related causes                     | 220,446    | 56,646    | +289.2% | 89,865           | 60,014    | +49.7% |

The metrics in this report are preliminary.



# Section 1: Customer-Focused Metrics

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

## Performance Indicator Definitions

### Major Incidents (Weekday and Weekend)

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

### Service Delivered (Weekday and Weekend)

Measures NYCT's ability to deliver the service that's scheduled. Service Delivered is measured along the busiest part of the line, which reflects service across the entire line, and is reported as the percentage of scheduled trains that are provided 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.

### 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.

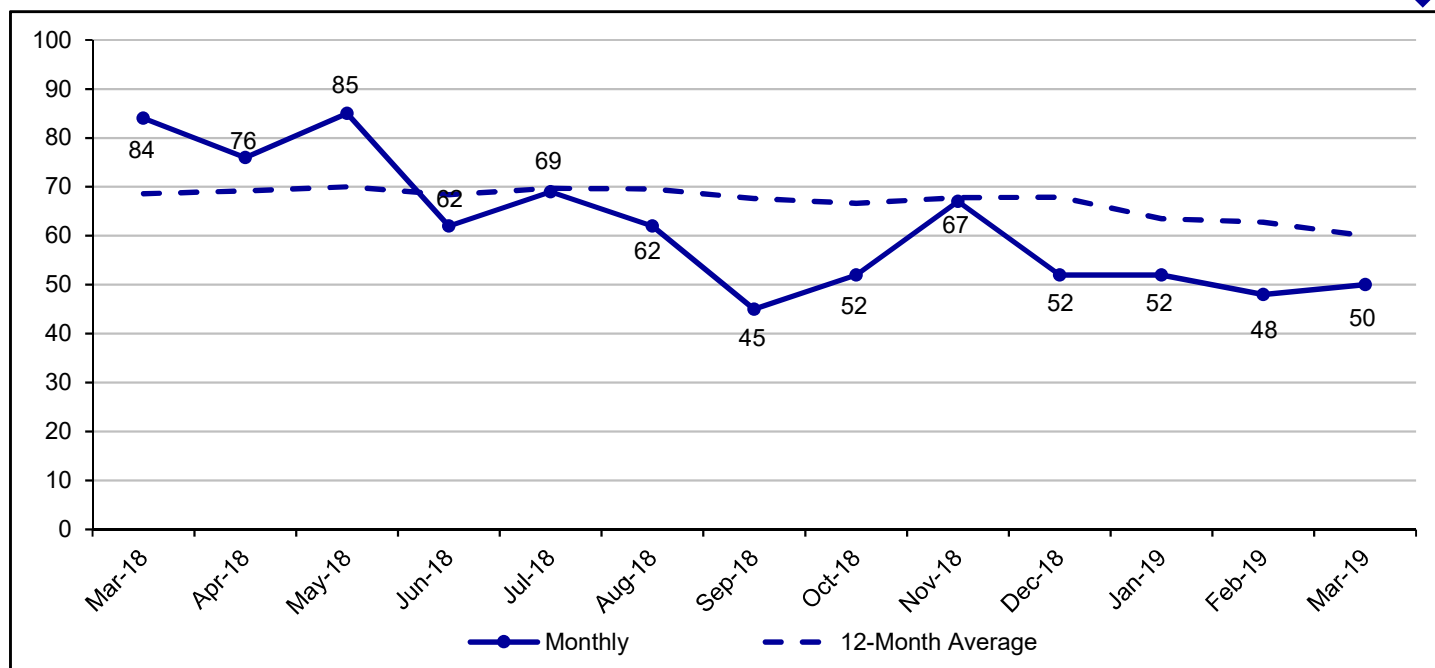
### Customer Journey Time Performance (CJTP)

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



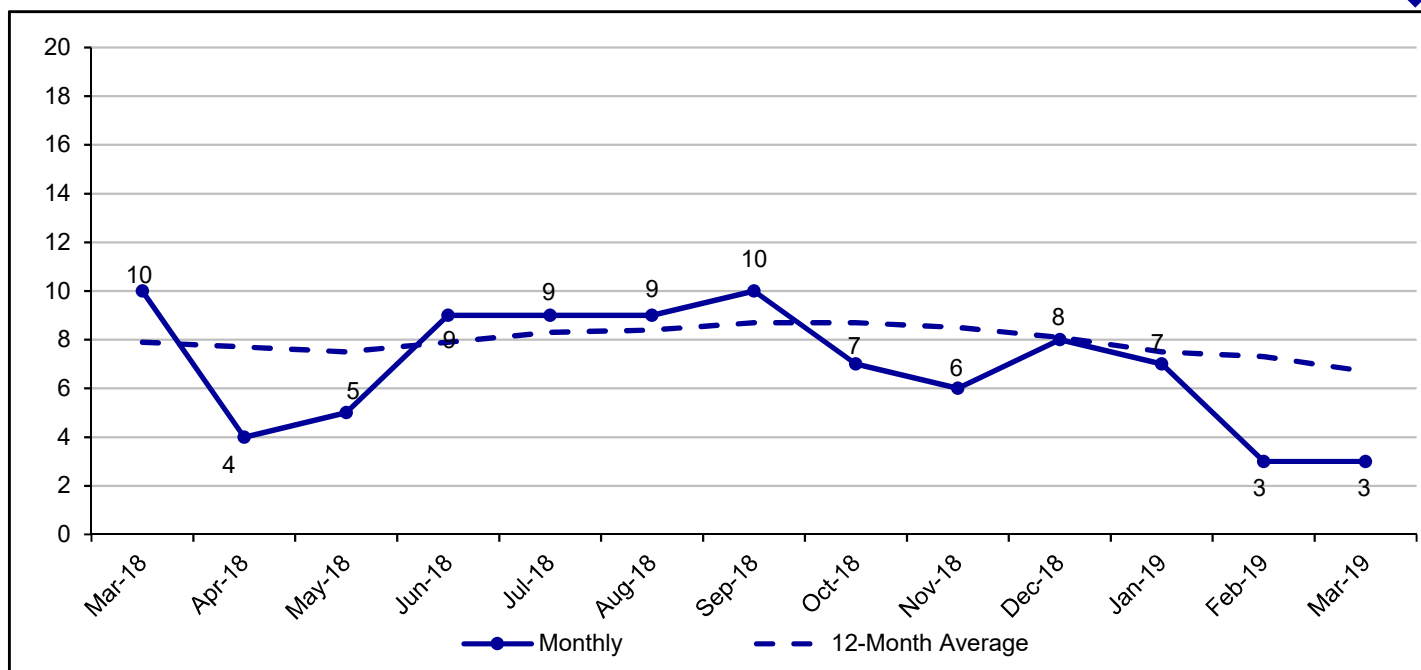
| Categories                         | Monthly   |           |            | 12-Month Average |             |             |
|------------------------------------|-----------|-----------|------------|------------------|-------------|-------------|
|                                    | Mar 19    | Mar 18    | Difference | Mar 19           | Mar 18      | Difference  |
| Track                              | 6         | 13        | -7         | 9.9              | 14.3        | -4.4        |
| Signals                            | 13        | 19        | -6         | 20.8             | 20.8        | +0.0        |
| Persons on Trackbed/Police/Medical | 16        | 18        | -2         | 12.3             | 15.6        | -3.3        |
| Stations & Structures              | 3         | 1         | +2         | 5.0              | 5.3         | -0.3        |
| Subway Car                         | 3         | 4         | -1         | 4.3              | 4.0         | +0.3        |
| Other                              | 9         | 29        | -20        | 7.7              | 8.7         | -1.0        |
| <b>Subdivision A</b>               | <b>28</b> | <b>38</b> | <b>-10</b> | <b>28.0</b>      | <b>33.6</b> | <b>-5.6</b> |
| <b>Subdivision B</b>               | <b>22</b> | <b>46</b> | <b>-24</b> | <b>31.9</b>      | <b>35.0</b> | <b>-3.1</b> |
| <b>Systemwide</b>                  | <b>50</b> | <b>84</b> | <b>-34</b> | <b>60.0</b>      | <b>68.7</b> | <b>-8.7</b> |
| Avg Incident Duration (h:mm:ss)    | 0:12:24   | 0:12:30   | -0:00:06   | 0:16:36          | 0:17:00     | -0:00:24    |
| Avg Trains Delayed per Incident    | 100       | 116       | -16        | 103              | 111         | -8          |

### Major Incidents Discussion

- Weekday major incidents dropped to 50, among the lowest since this metric has been reported, and 34 fewer than last March.
- Track and Signals decreased by seven and six respectively, and were significantly better than both last March and their 12-month averages.
- The large decrease in the Other category was due to fewer weather-related major incidents in March 2019.

## Subway Weekend Major Incidents (24 hours)

Desired trend



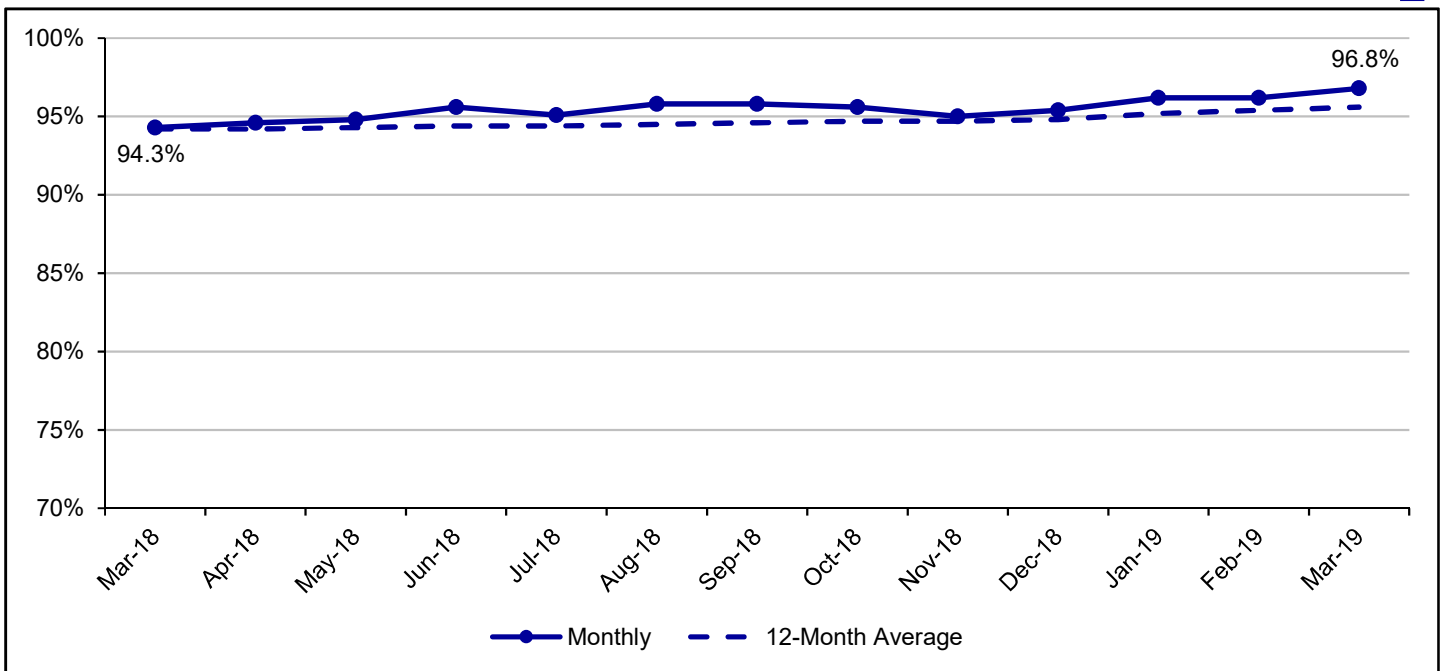
| Categories                         | Monthly  |           |            | 12-Month Average |            |             |
|------------------------------------|----------|-----------|------------|------------------|------------|-------------|
|                                    | Mar 19   | Mar 18    | Difference | Mar 19           | Mar 18     | Difference  |
| Track                              | 0        | 1         | -1         | 1.3              | 1.3        | 0.0         |
| Signals                            | 1        | 3         | -2         | 1.9              | 2.6        | -0.7        |
| Persons on Trackbed/Police/Medical | 0        | 1         | -1         | 1.2              | 1.1        | +0.1        |
| Stations & Structure               | 0        | 2         | -2         | 1.2              | 0.7        | +0.5        |
| Subway Car                         | 0        | 0         | 0          | 0.2              | 0.2        | 0.0         |
| Other                              | 2        | 3         | -1         | 1.0              | 2.2        | -1.2        |
| <b>Subdivision A</b>               | <b>1</b> | <b>5</b>  | <b>-4</b>  | <b>2.8</b>       | <b>3.8</b> | <b>-1.0</b> |
| <b>Subdivision B</b>               | <b>2</b> | <b>5</b>  | <b>-3</b>  | <b>3.9</b>       | <b>4.2</b> | <b>-0.3</b> |
| <b>Systemwide</b>                  | <b>3</b> | <b>10</b> | <b>-7</b>  | <b>6.7</b>       | <b>8.0</b> | <b>-1.3</b> |
| Avg Incident Duration (h:mm:ss)    | 0:14:42  | 0:38:00   | -0:23:19   | 0:14:12          | 0:20:54    | -0:06:42    |
| Avg Trains Delayed per Incident    | 51       | 100       | -49        | 83               | 98         | -15         |

### Major Incidents Discussion

- Weekend major incidents decreased by seven from March 2018.
- This matches the lowest total on record.

## Subway Weekday % Service Delivered (Peak Hours)

Desired trend



|               | Monthly |        |            | 12-Month Average |        |            |
|---------------|---------|--------|------------|------------------|--------|------------|
|               | Mar 19  | Mar 18 | Difference | Mar 19           | Mar 18 | Difference |
| Subdivision A | 96.0%   | 91.4%  | +4.6%      | 94.5%            | 92.0%  | +2.5%      |
| Subdivision B | 97.4%   | 96.4%  | +1.0%      | 96.4%            | 95.7%  | +0.7%      |
| Systemwide    | 96.8%   | 94.3%  | +2.5%      | 95.6%            | 94.2%  | +1.4%      |

### Weekday Service Delivered Discussion

- Service Delivered matched its record high of 96.8% last reached in April 2015.
- The largest improvement was on the 7 Line, due in part to newly installed CBTC signaling, which has increased reliability.
- The next largest improvements were on the 4, 5, and 6 lines, due in part to fewer disruptive incidents in March 2019.

# Subway Weekday % Service Delivered

## Monthly

### (Peak Hours)

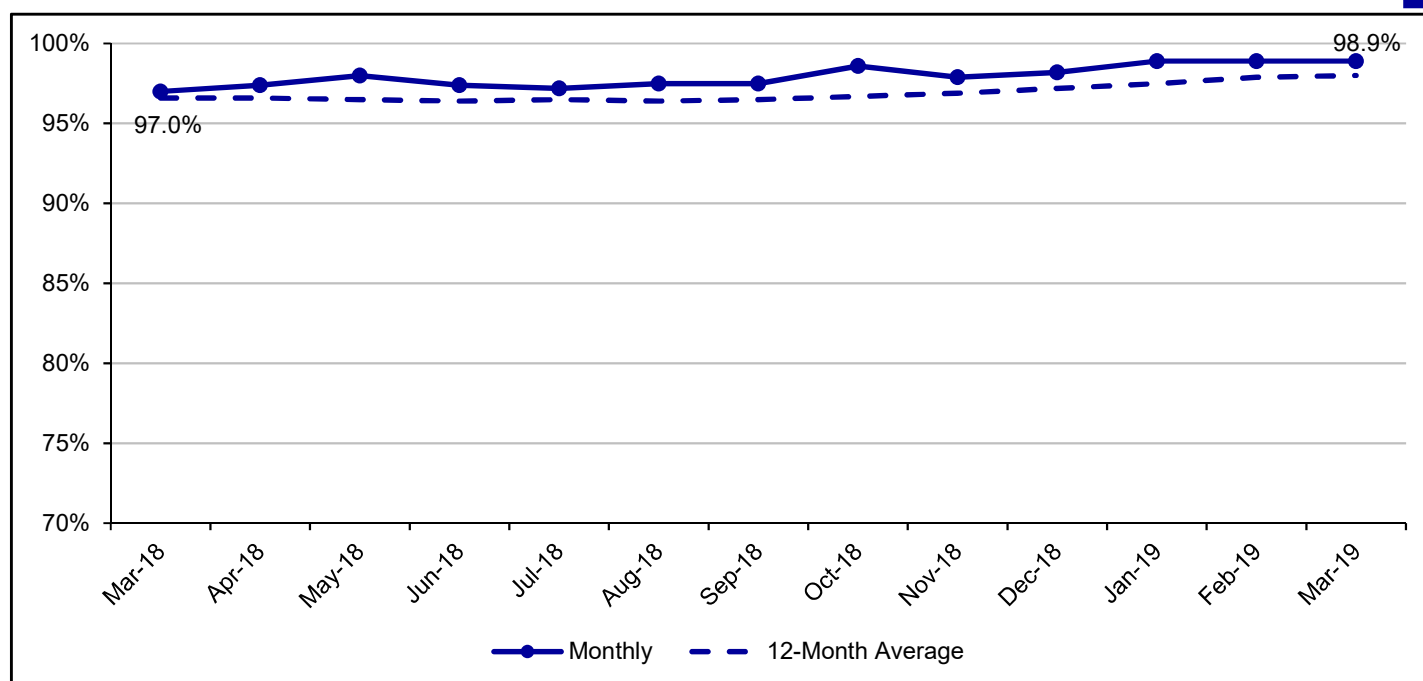
Desired trend



| <u>Line</u>          | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| 1                    | 98.8%         | 98.0%         | +0.8%             |
| 2                    | 96.0%         | 92.7%         | +3.3%             |
| 3                    | 97.3%         | 94.3%         | +3.0%             |
| 4                    | 92.6%         | 87.4%         | +5.2%             |
| 5                    | 94.2%         | 86.3%         | +7.9%             |
| 6                    | 94.4%         | 87.9%         | +6.5%             |
| 7                    | 96.8%         | 88.3%         | +8.5%             |
| S 42nd               | 98.7%         | 99.0%         | -0.3%             |
| <b>Subdivision A</b> | <b>96.0%</b>  | <b>91.4%</b>  | <b>+4.6%</b>      |
| A                    | 95.9%         | 96.4%         | -0.5%             |
| B                    | 98.9%         | 98.4%         | +0.5%             |
| C                    | 96.4%         | 97.1%         | -0.7%             |
| D                    | 99.0%         | 98.5%         | +0.5%             |
| E                    | 95.4%         | 92.8%         | +2.6%             |
| F                    | 96.6%         | 96.6%         | +0.0%             |
| S Fkln               | 99.7%         | 99.7%         | +0.0%             |
| G                    | 100.8%        | 100.4%        | +0.4%             |
| S Rock               | 100.4%        | 99.6%         | +0.8%             |
| JZ                   | 98.7%         | 97.6%         | +1.1%             |
| L                    | 98.0%         | 95.0%         | +3.0%             |
| M                    | 95.7%         | 95.3%         | +0.4%             |
| N                    | 97.0%         | 94.9%         | +2.1%             |
| Q                    | 97.8%         | 95.7%         | +2.1%             |
| R                    | 96.6%         | 95.8%         | +0.8%             |
| W                    | 98.0%         | 93.1%         | +4.9%             |
| <b>Subdivision B</b> | <b>97.4%</b>  | <b>96.4%</b>  | <b>+1.0%</b>      |
| <b>Systemwide</b>    | <b>96.8%</b>  | <b>94.3%</b>  | <b>+2.5%</b>      |

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

Desired trend



|                      | Monthly      |              |              | 12-Month Average |              |              |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
|                      | Mar 19       | Mar 18       | Difference   | Mar 19           | Mar 18       | Difference   |
| <b>Subdivision A</b> | 98.5%        | 94.8%        | +3.7%        | 97.4%            | 95.3%        | +2.1%        |
| <b>Subdivision B</b> | 99.2%        | 98.4%        | +0.8%        | 98.5%            | 97.5%        | +1.0%        |
| <b>Systemwide</b>    | <b>98.9%</b> | <b>97.0%</b> | <b>+1.9%</b> | <b>98.0%</b>     | <b>96.6%</b> | <b>+1.4%</b> |

### Weekend Service Delivered Discussion

- March 2019 weekend Service Delivered improved 1.9% year-over-year, and the 12-month average improved 1.4%.
- The largest improvements were on the A Division, due in part to the mix of service changes and better schedules for planned work.

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

Desired trend



| <u>Line</u>          | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| 1                    | 97.8%         | 98.1%         | -0.3%             |
| 2                    | 96.8%         | 91.7%         | +5.1%             |
| 3                    | 98.4%         | 98.1%         | +0.3%             |
| 4                    | 98.9%         | 91.2%         | +7.7%             |
| 5                    | 99.5%         | 93.1%         | +6.4%             |
| 6                    | 97.6%         | 96.8%         | +0.8%             |
| 7                    | 98.9%         | 95.6%         | +3.3%             |
| S 42nd               | 100.0%        | 99.9%         | +0.1%             |
| <b>Subdivision A</b> | <b>98.5%</b>  | <b>94.8%</b>  | <b>+3.7%</b>      |
| A                    | 99.3%         | 97.4%         | +1.9%             |
| C                    | 97.9%         | 97.6%         | +0.3%             |
| D                    | 99.2%         | 99.4%         | -0.2%             |
| E                    | 96.4%         | 96.8%         | -0.4%             |
| F                    | 99.9%         | 99.4%         | +0.5%             |
| S Fkln               | 99.8%         | 100.0%        | -0.2%             |
| G                    | 99.0%         | 100.0%        | -1.0%             |
| S Rock               | 99.8%         | 97.5%         | +2.3%             |
| JZ                   | 99.9%         | 98.9%         | +1.0%             |
| L                    | 98.6%         | 96.9%         | +1.7%             |
| M                    | 98.9%         | 99.5%         | -0.6%             |
| N                    | 99.7%         | 98.3%         | +1.4%             |
| Q                    | 100.0%        | 98.5%         | +1.5%             |
| R                    | 99.2%         | 98.5%         | +0.7%             |
| <b>Subdivision B</b> | <b>99.2%</b>  | <b>98.4%</b>  | <b>+0.8%</b>      |
| <b>Systemwide</b>    | <b>98.9%</b>  | <b>97.0%</b>  | <b>+1.9%</b>      |

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

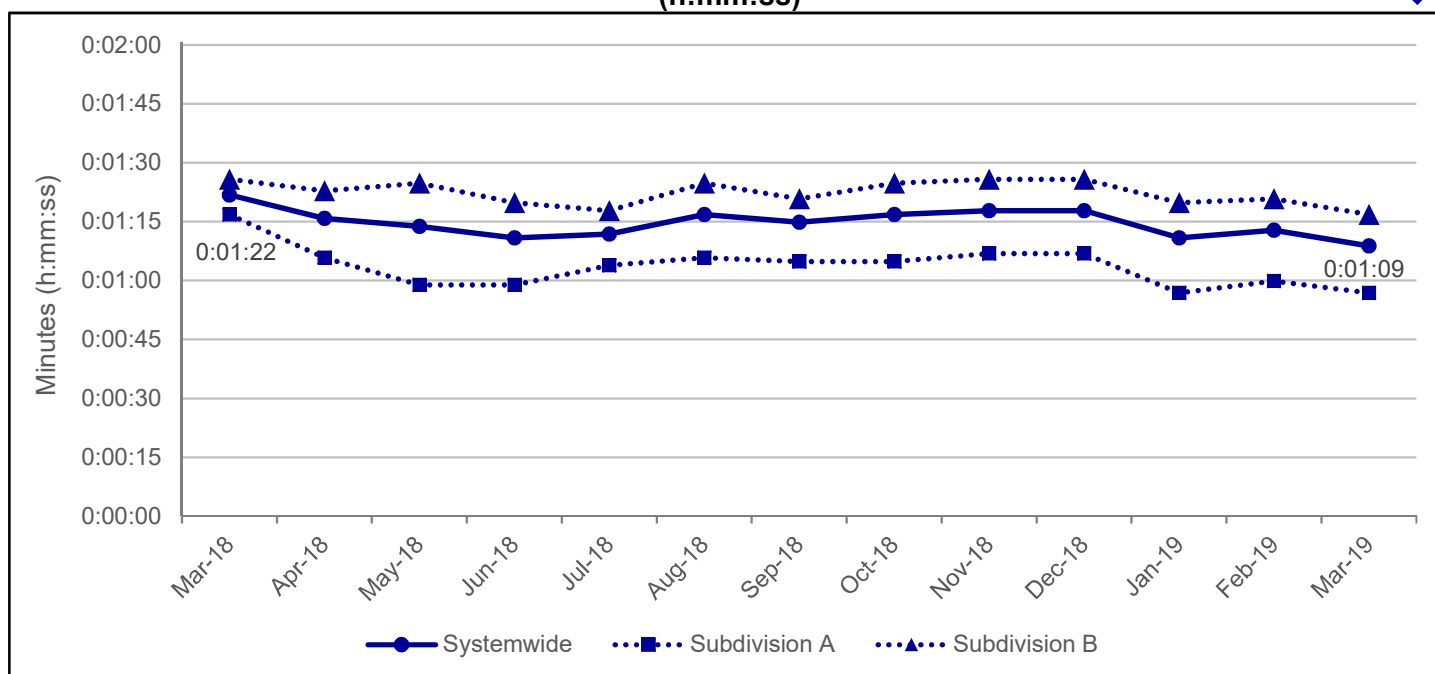
The metrics in this report are preliminary.

**Chart 6**

## Subway Weekday Average Additional Platform Time

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

Desired trend



|               | Monthly |         |            | 12-Month Average |         |            |
|---------------|---------|---------|------------|------------------|---------|------------|
|               | Mar 19  | Mar 18  | Difference | Mar 19           | Mar 18  | Difference |
| Subdivision A | 0:00:57 | 0:01:17 | -0:00:20   | 0:01:03          | 0:01:12 | -0:00:09   |
| Subdivision B | 0:01:17 | 0:01:26 | -0:00:09   | 0:01:22          | 0:01:31 | -0:00:09   |
| Systemwide    | 0:01:09 | 0:01:22 | -0:00:13   | 0:01:14          | 0:01:23 | -0:00:09   |

### Additional Platform Time Discussion

- March Additional Platform Time (APT) improved by 13 seconds compared to the prior year to 0:01:09.
- 12-month average APT improved by nine seconds compared to a year ago.
- The L and 4, 5, and 6 lines had the largest improvements due to fewer disruptive incidents compared to the prior year.

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



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

*Desired trend*

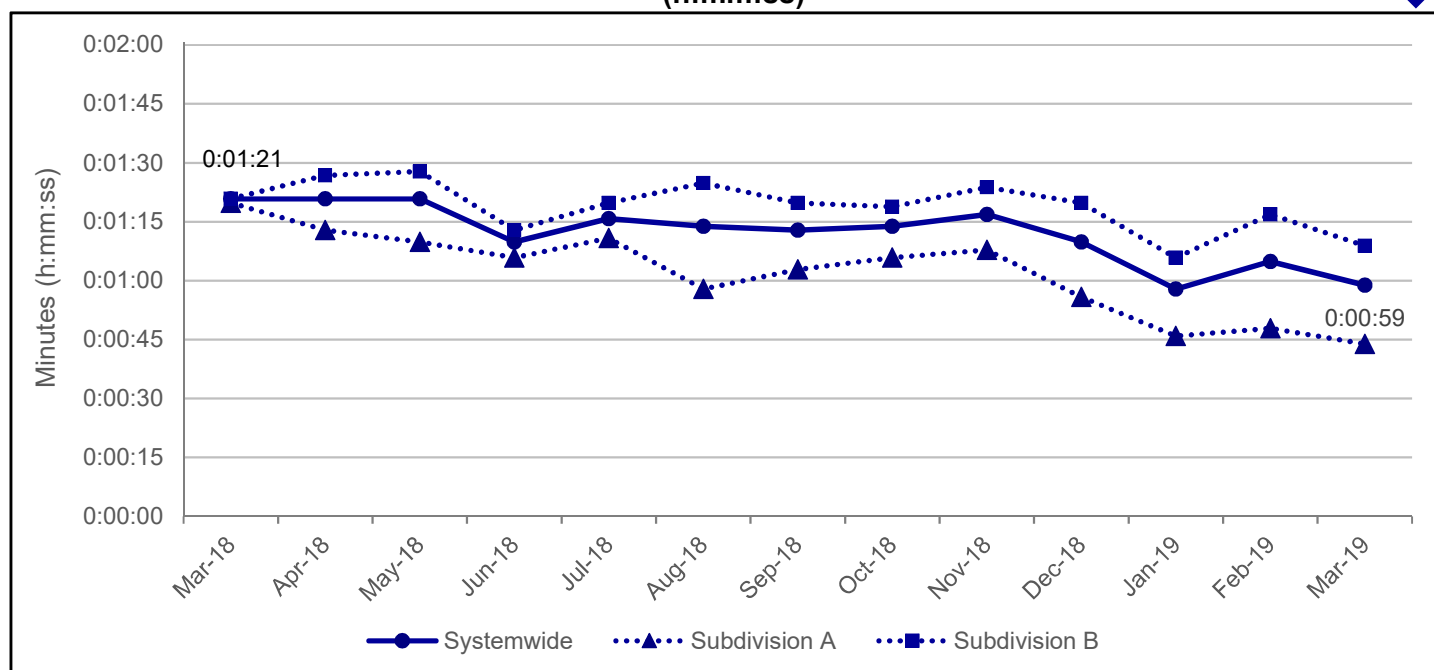


| <u>Line</u>          | <u>Mar 19</u>  | <u>Mar 18</u>  | <u>Difference</u> |
|----------------------|----------------|----------------|-------------------|
| 1                    | 0:00:49        | 0:00:54        | -0:00:05          |
| 2                    | 0:01:05        | 0:01:00        | +0:00:05          |
| 3                    | 0:00:53        | 0:00:48        | +0:00:05          |
| 4                    | 0:00:57        | 0:01:34        | -0:00:37          |
| 5                    | 0:01:03        | 0:01:36        | -0:00:33          |
| 6                    | 0:01:01        | 0:01:57        | -0:00:56          |
| 7                    | 0:00:56        | 0:01:12        | -0:00:16          |
| S 42nd               | 0:00:37        | 0:00:27        | +0:00:10          |
| <b>Subdivision A</b> | <b>0:00:57</b> | <b>0:01:17</b> | <b>-0:00:20</b>   |
| A                    | 0:01:16        | 0:01:17        | -0:00:01          |
| B                    | 0:01:35        | 0:01:33        | +0:00:02          |
| C                    | 0:01:44        | 0:01:44        | 0:00:00           |
| D                    | 0:01:24        | 0:01:35        | -0:00:11          |
| E                    | 0:01:06        | 0:01:10        | -0:00:04          |
| F                    | 0:01:18        | 0:01:31        | -0:00:13          |
| S Fkln               | 0:00:22        | 0:00:21        | +0:00:01          |
| G                    | 0:01:18        | 0:01:39        | -0:00:21          |
| S Rock               | 0:00:30        | 0:00:47        | -0:00:17          |
| JZ                   | 0:01:10        | 0:01:24        | -0:00:14          |
| L                    | 0:01:13        | 0:01:41        | -0:00:28          |
| M                    | 0:01:33        | 0:01:36        | -0:00:03          |
| N                    | 0:01:06        | 0:01:23        | -0:00:17          |
| Q                    | 0:01:11        | 0:01:13        | -0:00:02          |
| R                    | 0:01:18        | 0:01:25        | -0:00:07          |
| W                    | 0:00:43        | 0:01:05        | -0:00:22          |
| <b>Subdivision B</b> | <b>0:01:17</b> | <b>0:01:26</b> | <b>-0:00:09</b>   |
| <b>Systemwide</b>    | <b>0:01:09</b> | <b>0:01:22</b> | <b>-0:00:13</b>   |

## Subway Weekday Average Additional Train Time

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

Desired trend



|               | Monthly |         |            | 12-Month Average |         |            |
|---------------|---------|---------|------------|------------------|---------|------------|
|               | Mar 19  | Mar 18  | Difference | Mar 19           | Mar 18  | Difference |
| Subdivision A | 0:00:44 | 0:01:20 | -0:00:36   | 0:01:01          | 0:01:32 | -0:00:31   |
| Subdivision B | 0:01:09 | 0:01:21 | -0:00:12   | 0:01:19          | 0:01:29 | -0:00:10   |
| Systemwide    | 0:00:59 | 0:01:21 | -0:00:22   | 0:01:12          | 0:01:30 | -0:00:18   |

### Additional Train Time Discussion

- Additional Train Time (ATT) improved by 22 seconds from last March, while the 12-month average improved 18 seconds year-over-year.
- This was only the second time ATT has been below one minute since the metric first became available in 2015.
- The 7 improved by more than a minute due in part to the new CBTC signals.
- As with APT, the next largest improvements were on the 4 and 5 lines due to fewer disruptive incidents in March 2019.

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

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

*Desired trend*



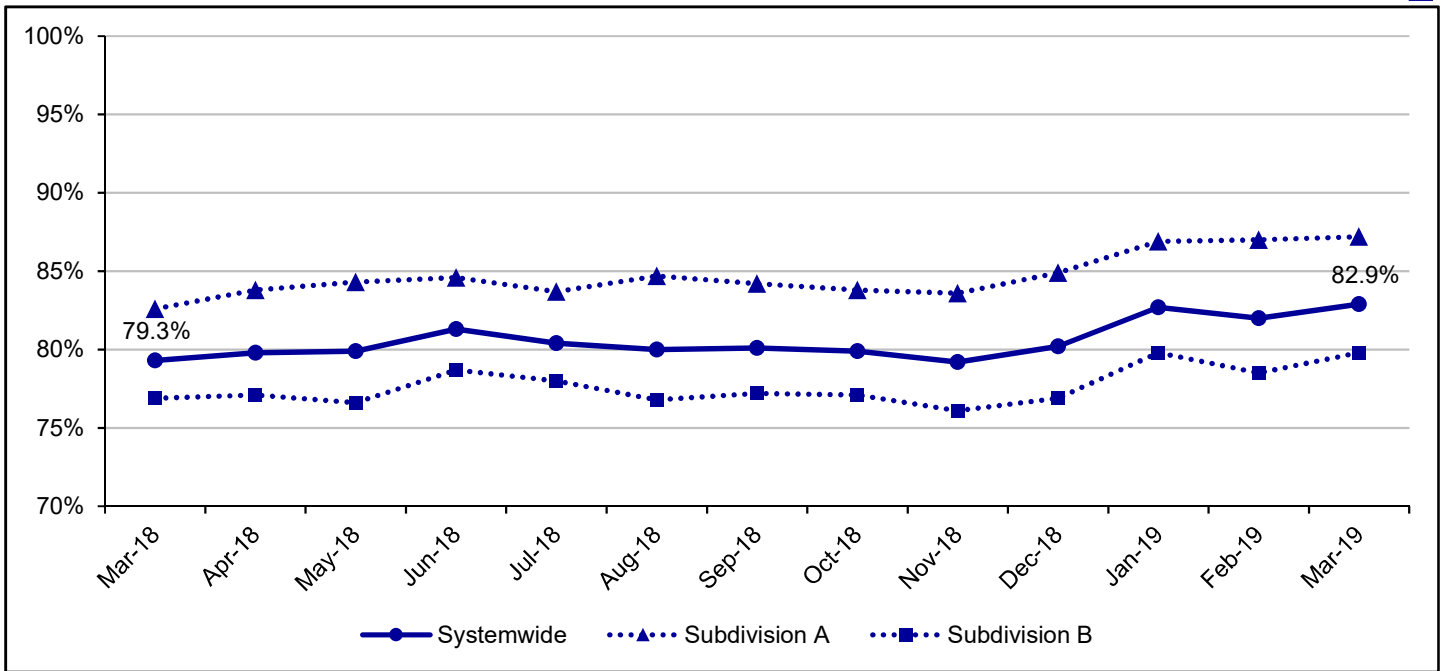
| <u>Line</u>          | <u>Mar 19</u>  | <u>Mar 18</u>  | <u>Difference</u> |
|----------------------|----------------|----------------|-------------------|
| 1                    | 0:00:52        | 0:01:03        | -0:00:11          |
| 2                    | 0:00:40        | 0:01:17        | -0:00:37          |
| 3                    | 0:00:37        | 0:00:59        | -0:00:22          |
| 4                    | 0:00:46        | 0:01:29        | -0:00:43          |
| 5                    | 0:00:34        | 0:01:32        | -0:00:58          |
| 6                    | 0:01:00        | 0:01:26        | -0:00:26          |
| 7                    | 0:00:31        | 0:01:52        | -0:01:21          |
| S 42nd               | 0:00:27        | 0:00:30        | -0:00:03          |
| <b>Subdivision A</b> | <b>0:00:44</b> | <b>0:01:20</b> | <b>-0:00:36</b>   |
| A                    | 0:01:37        | 0:01:46        | -0:00:09          |
| B                    | 0:01:38        | 0:01:38        | 0:00:00           |
| C                    | 0:01:07        | 0:01:07        | 0:00:00           |
| D                    | 0:01:28        | 0:01:38        | -0:00:10          |
| E                    | 0:00:55        | 0:01:10        | -0:00:15          |
| F                    | 0:01:06        | 0:01:36        | -0:00:30          |
| S Fkln               | 0:00:45        | 0:00:46        | -0:00:01          |
| G                    | 0:00:54        | 0:01:31        | -0:00:37          |
| S Rock               | 0:00:15        | 0:00:25        | -0:00:10          |
| JZ                   | 0:01:41        | 0:01:57        | -0:00:16          |
| L                    | 0:00:21        | 0:00:19        | +0:00:02          |
| M                    | 0:01:06        | 0:00:51        | +0:00:15          |
| N                    | 0:01:05        | 0:01:47        | -0:00:42          |
| Q                    | 0:01:21        | 0:01:52        | -0:00:31          |
| R                    | 0:00:51        | 0:00:56        | -0:00:05          |
| W                    | 0:00:40        | 0:00:45        | -0:00:05          |
| <b>Subdivision B</b> | <b>0:01:09</b> | <b>0:01:21</b> | <b>-0:00:12</b>   |
| <b>Systemwide</b>    | <b>0:00:59</b> | <b>0:01:21</b> | <b>-0:00:22</b>   |

The metrics in this report are preliminary.

**Chart 10**

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

Desired trend



|                      | Monthly |        |            | 12-Month Average |        |            |
|----------------------|---------|--------|------------|------------------|--------|------------|
|                      | Mar 19  | Mar 18 | Difference | Mar 19           | Mar 18 | Difference |
| <b>Subdivision A</b> | 87.2%   | 82.6%  | +4.6%      | 84.9%            | 81.5%  | +3.4%      |
| <b>Subdivision B</b> | 79.8%   | 76.9%  | +2.9%      | 77.7%            | 76.0%  | +1.7%      |
| <b>Systemwide</b>    | 82.9%   | 79.3%  | +3.6%      | 80.7%            | 78.4%  | +2.3%      |


### Weekday Customer Journey Time Performance Discussion

- Customer Journey Time Performance (CJTP) systemwide improved by 3.6% compared to the prior year.
  - March 2019 CJTP was higher than every other month in the past two years.
- 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>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| 1                    | 89.5%         | 88.2%         | +1.3%             |
| 2                    | 84.6%         | 81.3%         | +3.3%             |
| 3                    | 88.4%         | 86.9%         | +1.5%             |
| 4                    | 85.4%         | 80.0%         | +5.4%             |
| 5                    | 85.6%         | 79.9%         | +5.7%             |
| 6                    | 86.6%         | 80.7%         | +5.9%             |
| 7                    | 87.7%         | 75.9%         | +11.8%            |
| S 42nd               | 98.4%         | 98.9%         | -0.5%             |
| <b>Subdivision A</b> | <b>87.2%</b>  | <b>82.6%</b>  | <b>+4.6%</b>      |
| A                    | 77.0%         | 72.9%         | +4.1%             |
| B                    | 73.7%         | 72.1%         | +1.6%             |
| C                    | 76.4%         | 74.2%         | +2.2%             |
| D                    | 75.4%         | 70.6%         | +4.8%             |
| E                    | 82.3%         | 79.2%         | +3.1%             |
| F                    | 78.9%         | 73.3%         | +5.6%             |
| S Fkln               | 95.5%         | 95.1%         | +0.4%             |
| G                    | 83.5%         | 78.1%         | +5.4%             |
| S Rock               | 92.5%         | 90.7%         | +1.8%             |
| JZ                   | 74.5%         | 72.0%         | +2.5%             |
| L                    | 91.0%         | 90.3%         | +0.7%             |
| M                    | 77.4%         | 79.3%         | -1.9%             |
| N                    | 78.4%         | 74.4%         | +4.0%             |
| Q                    | 79.6%         | 75.1%         | +4.5%             |
| R                    | 81.8%         | 79.6%         | +2.2%             |
| W                    | 89.0%         | 84.9%         | +4.1%             |
| <b>Subdivision B</b> | <b>79.8%</b>  | <b>76.9%</b>  | <b>+2.9%</b>      |
| <b>Systemwide</b>    | <b>82.9%</b>  | <b>79.3%</b>  | <b>+3.6%</b>      |

## Section 2: Inputs to Operations

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

### **Performance Indicator Definitions**

#### **Mean Distance Between Failures (MDBF)**

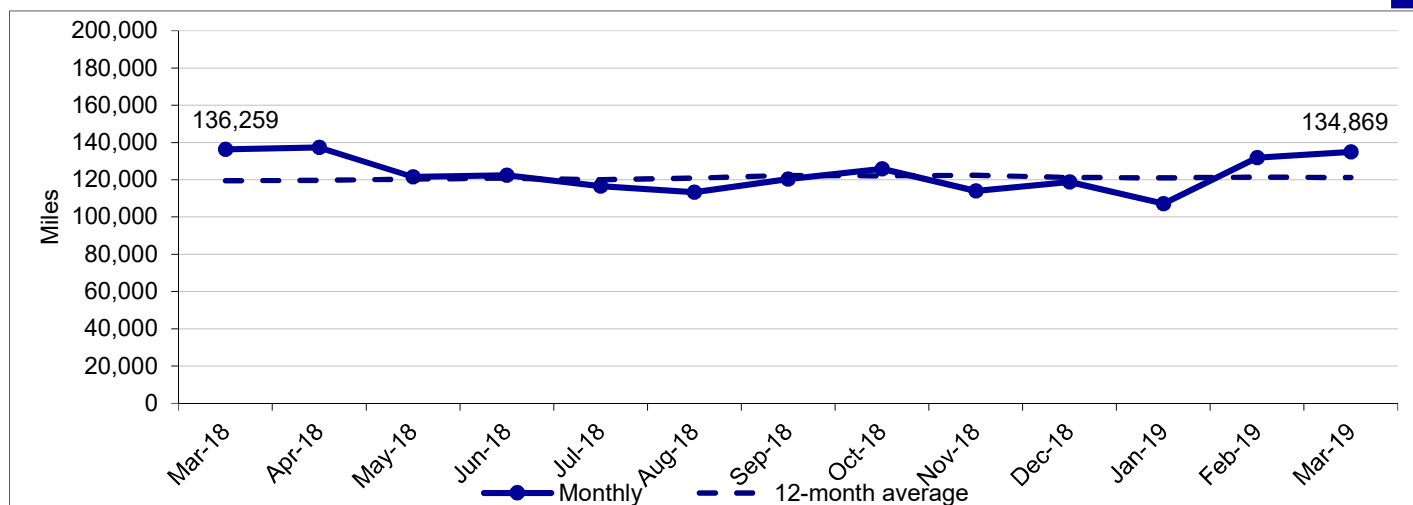
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

#### **Elevator and Escalator Availability**

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

## Subway Mean Distance Between Failures

Desired trend



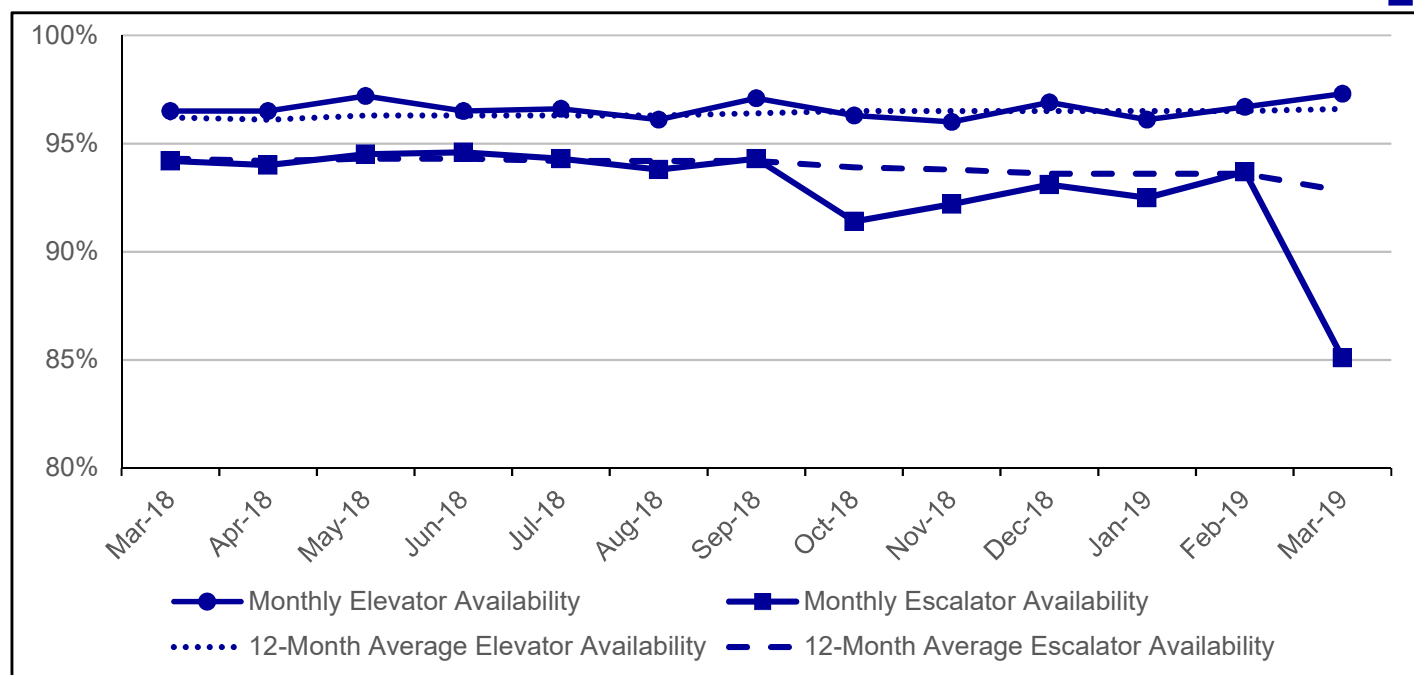
| Monthly           |           |         |         |        |
|-------------------|-----------|---------|---------|--------|
|                   | # of Cars | Mar 19  | Mar 18  | % Diff |
| Subdivision A     | 2,895     | 218,498 | 148,758 | +46.9% |
| Subdivision B     | 3,701     | 104,927 | 128,574 | -18.4% |
| Systemwide        | 6,596     | 134,869 | 136,259 | -1.0%  |
| 12-Month Average  |           |         |         |        |
| Car Class         | # of Cars | Mar 19  | Mar 18  | % Diff |
| R32               | 222       | 36,258  | 32,383  | +12.0% |
| R42               | 50        | 24,268  | 38,065  | -36.2% |
| R46               | 752       | 66,834  | 70,538  | -5.3%  |
| R62               | 315       | 296,979 | 201,380 | +47.5% |
| R62A              | 824       | 106,389 | 103,858 | +2.4%  |
| R68               | 425       | 70,819  | 99,325  | -28.7% |
| R68A              | 200       | 93,379  | 95,994  | -2.7%  |
| R142              | 1,030     | 173,003 | 163,186 | +6.0%  |
| R142A             | 220       | 97,670  | 59,170  | +65.1% |
| R143              | 212       | 96,309  | 95,365  | +1.0%  |
| R160              | 1,662     | 237,565 | 252,639 | -6.0%  |
| R179              | 178       | 91,179  | N/A     | N/A    |
| R188 - New        | 126       | 586,702 | 411,665 | +42.5% |
| R188 - Conversion | 380       | 207,656 | 165,100 | +25.8% |
| Subdivision A     | 2,895     | 148,607 | 129,908 | +14.4% |
| Subdivision B     | 3,701     | 106,955 | 114,327 | -6.4%  |
| Systemwide        | 6,596     | 121,272 | 120,347 | +0.8%  |

### MDBF Discussion

- March MDBF decreased slightly from last year and increased slightly from February 2019. The large improvement on the A Division offset by a decrease on the B Division illustrates how monthly results can be influenced by a small number of incidents; the 12-month averages provide better insight into performance trends by division and car class.
- There were significant improvements on several A Division car classes, including the R142A, R188, and R62 fleets. A Division MDBF was its highest since May 2011.
- The largest decreases were on the R42 fleet, which is expected to be retired in the near term, and the R68 fleet, which is being addressed by SMS and other improvement plans.

## Elevator and Escalator Availability (24 Hours)

Desired trend



|                               | Monthly |        |            | 12-Month Average |        |            |
|-------------------------------|---------|--------|------------|------------------|--------|------------|
|                               | Mar 19  | Mar 18 | Difference | Mar 19           | Mar 18 | Difference |
| <b>Elevator Availability</b>  | 97.3%   | 96.5%  | +0.8%      | 96.6%            | 96.1%  | +0.5%      |
| <b>Escalator Availability</b> | 85.1%   | 94.2%  | -9.1%      | 92.7%            | 94.3%  | -1.6%      |

### Elevator and Escalator Availability Discussion

- Elevator availability continued its trend of year-over-year improvements.
- Escalator performance decreased significantly in March. This was due to safety checks of all escalators which lasted until mid-March. Many escalators were out of service at length for required repairs.



## 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.

#### Staten Island Railway PES-KPI Definition

Staten Island Railway PES-KPI is a composite indicator for subway car environments, which consists of three categories designed to reflect customer experience.

*Appearance:* Includes cleanliness and graffiti ratings in subway cars.

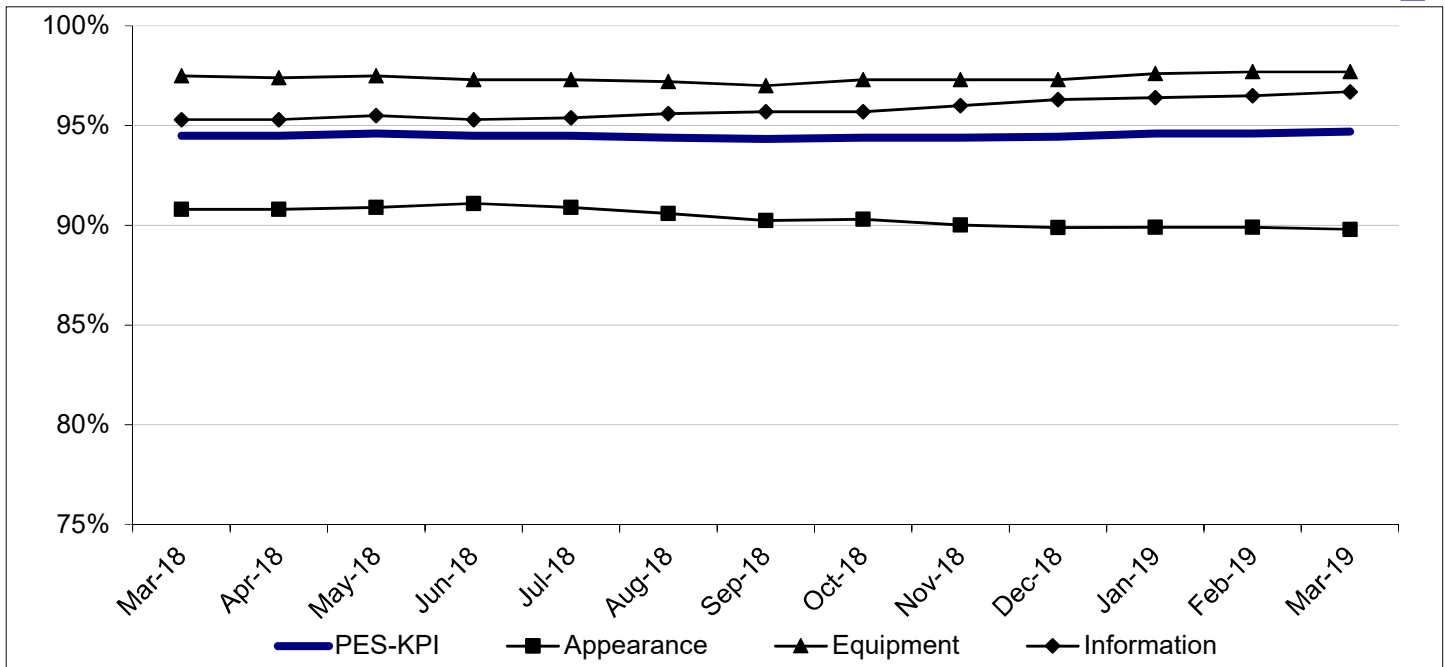
*Equipment:* Includes the functionality of door panels, lighting, and climate control.

*Information:* Includes the subway car announcements and signage.

## Subway Car Passenger Environment Survey (PES-KPI)

12-Month Rolling Average

Desired trend



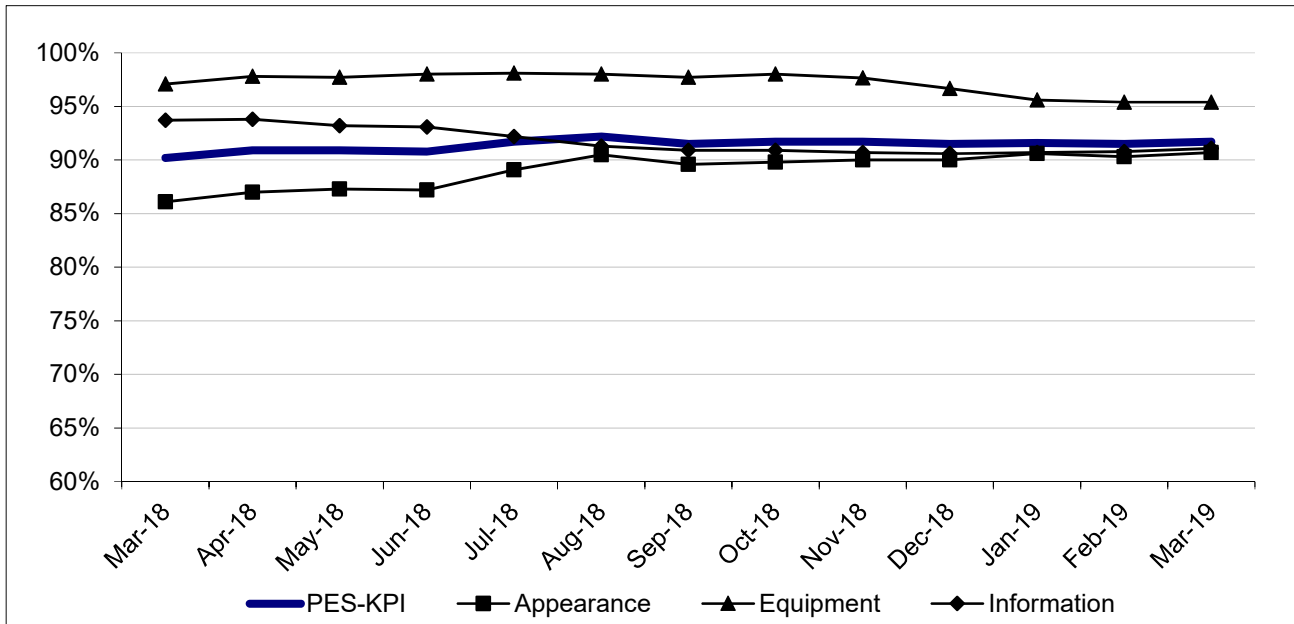
|                      | Apr 18 - Mar 19 |              |              |              | Apr 17 - Mar 18 |              |              |              | % Difference |
|----------------------|-----------------|--------------|--------------|--------------|-----------------|--------------|--------------|--------------|--------------|
|                      | KPI             | Appearance   | Equipment    | Information  | KPI             | Appearance   | Equipment    | Information  | KPI          |
| <b>Subdivision A</b> | 94.7%           | 90.4%        | 97.2%        | 96.5%        | 94.8%           | 92.4%        | 97.1%        | 94.8%        | <b>-0.1%</b> |
| <b>Subdivision B</b> | 94.7%           | 89.5%        | 98.0%        | 96.9%        | 94.4%           | 90.0%        | 97.7%        | 95.6%        | <b>+0.3%</b> |
| <b>Systemwide</b>    | <b>94.7%</b>    | <b>89.8%</b> | <b>97.7%</b> | <b>96.7%</b> | <b>94.5%</b>    | <b>90.8%</b> | <b>97.5%</b> | <b>95.3%</b> | <b>+0.2%</b> |

### Subway Car Passenger Environment Survey Discussion

- The Subway Car PES KPI saw a slight increase compared to a year ago. The B Division performed slightly better than the A Division.
- The subcategories of Equipment and Information saw overall increases in the past year, while Appearance decreased slightly.

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

*Desired trend*



|                         | PES-KPI      | Appearance   | Equipment    | Information  |
|-------------------------|--------------|--------------|--------------|--------------|
| <b>Apr 18 - Mar 19:</b> | <b>91.7%</b> | 90.7%        | 95.4%        | 91.1%        |
| <b>Apr 17 - Mar 18:</b> | <b>90.4%</b> | 86.5%        | 97.1%        | 93.5%        |
| <b>% Difference:</b>    | <b>+1.3%</b> | <b>+4.2%</b> | <b>-1.7%</b> | <b>-2.4%</b> |

## **SIR Discussion**

- Staten Island Railway PES-KPI increased by 1.3% due to an increase in the Appearance score.

## 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)

| <u>Mar 19</u>        |                 |                    |               |              |                 | <u>Mar 18</u>   |                    |               |              |                 | <i>Desired trend</i> |
|----------------------|-----------------|--------------------|---------------|--------------|-----------------|-----------------|--------------------|---------------|--------------|-----------------|----------------------|
| <u>Line</u>          | <u>Monthly</u>  | <u>Monthly GAP</u> |               |              | <u>12 month</u> | <u>Monthly</u>  | <u>Monthly GAP</u> |               |              | <u>12 month</u> | <u>Monthly</u>       |
|                      | <u>Meets</u>    |                    |               |              | <u>Meets</u>    | <u>Meets</u>    |                    |               |              | <u>Meets</u>    | <u>Standard</u>      |
|                      | <u>Standard</u> | <u>Minor</u>       | <u>Medium</u> | <u>Major</u> | <u>Standard</u> | <u>Standard</u> | <u>Minor</u>       | <u>Medium</u> | <u>Major</u> | <u>Standard</u> | <u>Difference</u>    |
| 1                    | 81.2%           | 8.9%               | 5.8%          | 4.1%         | 76.2%           | 78.1%           | 9.4%               | 7.5%          | 5.0%         | 76.3%           | +3.1%                |
| 2                    | 71.4%           | 11.4%              | 9.7%          | 7.5%         | 69.4%           | 66.9%           | 11.2%              | 11.1%         | 10.8%        | 65.6%           | +4.5%                |
| 3                    | 74.6%           | 11.4%              | 8.2%          | 5.8%         | 72.2%           | 69.9%           | 11.5%              | 10.2%         | 8.4%         | 69.5%           | +4.7%                |
| 4                    | 71.3%           | 10.7%              | 8.9%          | 9.1%         | 68.8%           | 65.0%           | 10.1%              | 10.3%         | 14.6%        | 65.7%           | +6.3%                |
| 5                    | 70.4%           | 10.6%              | 9.6%          | 9.4%         | 67.0%           | 61.4%           | 10.9%              | 11.7%         | 16.0%        | 60.8%           | +9.0%                |
| 6                    | 74.7%           | 9.5%               | 7.8%          | 8.0%         | 70.9%           | 64.4%           | 9.7%               | 10.8%         | 15.1%        | 67.0%           | +10.3%               |
| 7                    | 75.4%           | 10.9%              | 8.0%          | 5.7%         | 69.7%           | 64.4%           | 11.5%              | 12.2%         | 11.8%        | 69.3%           | +11.0%               |
| S 42nd               | 94.8%           | 2.8%               | 1.2%          | 1.2%         | 94.2%           | 94.2%           | 3.1%               | 1.4%          | 1.3%         | 94.3%           | +0.6%                |
| <b>Subdivision A</b> | <b>74.8%</b>    | <b>10.2%</b>       | <b>8.0%</b>   | <b>7.0%</b>  | <b>71.4%</b>    | <b>68.1%</b>    | <b>10.3%</b>       | <b>10.2%</b>  | <b>11.5%</b> | <b>68.5%</b>    | <b>+6.7%</b>         |
| A                    | 69.8%           | 9.8%               | 9.5%          | 10.9%        | 68.2%           | 67.2%           | 9.7%               | 10.9%         | 12.1%        | 67.0%           | +2.6%                |
| B                    | 75.6%           | 11.6%              | 8.1%          | 4.7%         | 73.8%           | 74.0%           | 11.9%              | 9.0%          | 5.0%         | 72.4%           | +1.6%                |
| C                    | 74.9%           | 12.3%              | 8.3%          | 4.5%         | 73.5%           | 72.3%           | 12.0%              | 9.7%          | 5.9%         | 69.5%           | +2.6%                |
| D                    | 74.5%           | 11.3%              | 8.2%          | 6.0%         | 72.0%           | 72.3%           | 12.1%              | 10.2%         | 5.4%         | 72.3%           | +2.2%                |
| E                    | 69.9%           | 11.4%              | 10.2%         | 8.6%         | 68.3%           | 66.4%           | 11.6%              | 11.6%         | 10.4%        | 66.9%           | +3.5%                |
| F                    | 70.4%           | 10.8%              | 9.6%          | 9.2%         | 69.7%           | 67.7%           | 10.4%              | 10.8%         | 11.2%        | 68.2%           | +2.7%                |
| S Fkn                | 98.7%           | 0.4%               | 0.4%          | 0.5%         | 98.1%           | 98.0%           | 1.2%               | 0.5%          | 0.3%         | 98.3%           | +0.7%                |
| G                    | 80.6%           | 10.9%              | 5.6%          | 2.8%         | 80.7%           | 80.0%           | 10.1%              | 5.9%          | 3.9%         | 80.1%           | +0.6%                |
| S Rock               | 95.6%           | 2.7%               | 1.0%          | 0.6%         | 94.6%           | 94.6%           | 2.7%               | 1.2%          | 1.6%         | 93.9%           | +1.0%                |
| JZ                   | 81.4%           | 9.9%               | 6.2%          | 2.5%         | 76.6%           | 76.7%           | 10.7%              | 7.7%          | 5.0%         | 76.0%           | +4.7%                |
| L                    | 75.7%           | 10.7%              | 7.7%          | 6.0%         | 76.8%           | 74.6%           | 11.3%              | 7.9%          | 6.2%         | 76.5%           | +1.1%                |
| M                    | 76.7%           | 10.3%              | 7.7%          | 5.4%         | 73.7%           | 74.8%           | 10.5%              | 8.0%          | 6.7%         | 71.4%           | +1.9%                |
| N                    | 74.5%           | 11.3%              | 8.5%          | 5.7%         | 70.6%           | 70.1%           | 11.7%              | 10.1%         | 8.1%         | 71.4%           | +4.4%                |
| Q                    | 76.7%           | 11.0%              | 7.7%          | 4.7%         | 74.7%           | 77.3%           | 10.9%              | 7.7%          | 4.1%         | 75.1%           | -0.6%                |
| R                    | 73.7%           | 10.9%              | 9.0%          | 6.4%         | 71.2%           | 71.1%           | 11.2%              | 9.4%          | 8.3%         | 71.2%           | +2.6%                |
| W                    | 75.4%           | 10.8%              | 8.4%          | 5.4%         | 71.8%           | 71.9%           | 11.5%              | 8.4%          | 8.2%         | 71.2%           | +3.5%                |
| <b>Subdivision B</b> | <b>74.6%</b>    | <b>10.7%</b>       | <b>8.3%</b>   | <b>6.4%</b>  | <b>72.8%</b>    | <b>72.2%</b>    | <b>10.9%</b>       | <b>9.2%</b>   | <b>7.7%</b>  | <b>72.0%</b>    | <b>+2.4%</b>         |
| <b>Systemwide</b>    | <b>74.7%</b>    | <b>10.5%</b>       | <b>8.2%</b>   | <b>6.7%</b>  | <b>72.2%</b>    | <b>70.3%</b>    | <b>10.6%</b>       | <b>9.6%</b>   | <b>9.4%</b>  | <b>70.4%</b>    | <b>+4.4%</b>         |

### Weekday Wait Assessment Discussion

- March 2019 weekday Wait Assessment improved 4.4%.
- Every line except the Q had improved Wait Assessment.
- The 7 Line had the largest improvement due in part to the new CBTC signal system.
- The next largest improvements were on the 4, 5, and 6 lines due to fewer disruptive incidents.

## Subway Weekend Wait Assessment (6 am - midnight)

| Line                 | Mar 19       |             |             |             |              | Mar 18       |              |             |             |              | Desired trend  |
|----------------------|--------------|-------------|-------------|-------------|--------------|--------------|--------------|-------------|-------------|--------------|---|
|                      | Monthly      |             |             |             | 12 month     | Monthly      |              |             |             | 12 month     | Monthly   |
|                      | Meets        |             |             |             | Meets        | Meets        |              |             |             | Meets        | Standard  |
|                      | Standard     | Monthly GAP |             |             | Standard     | Standard     | Monthly GAP  |             |             | Standard     | Difference  |
| 1                    | 88.7%        | 6.9%        | 2.9%        | 1.5%        | 86.4%        | 82.0%        | 9.7%         | 5.9%        | 2.5%        | 78.5%        | +6.7%   |
| 2                    | 78.6%        | 11.3%       | 7.1%        | 3.0%        | 73.5%        | 68.9%        | 11.4%        | 10.2%       | 9.5%        | 66.8%        | +9.7%   |
| 3                    | 84.3%        | 9.1%        | 4.7%        | 1.8%        | 84.3%        | 87.0%        | 7.5%         | 3.3%        | 2.3%        | 87.1%        | -2.7%   |
| 4                    | 77.8%        | 9.9%        | 8.0%        | 4.4%        | 72.0%        | 64.1%        | 11.4%        | 12.6%       | 11.9%       | 67.9%        | +13.7%  |
| 5                    | 86.2%        | 8.3%        | 3.7%        | 1.8%        | 80.5%        | 69.6%        | 12.7%        | 11.7%       | 6.0%        | 71.3%        | +16.6%  |
| 6                    | 83.1%        | 8.8%        | 4.0%        | 4.0%        | 82.4%        | 75.5%        | 11.0%        | 8.6%        | 4.9%        | 80.1%        | +7.6%   |
| 7                    | 83.0%        | 10.1%       | 4.8%        | 2.1%        | 79.6%        | 76.6%        | 10.4%        | 8.5%        | 4.5%        | 78.4%        | +6.4%   |
| S 42nd               | 98.4%        | 0.7%        | 0.3%        | 0.7%        | 98.5%        | 98.4%        | 0.3%         | 0.2%        | 1.1%        | 98.2%        | 0.0%  |
| <b>Subdivision A</b> | <b>83.0%</b> | <b>9.0%</b> | <b>5.2%</b> | <b>2.8%</b> | <b>79.8%</b> | <b>73.9%</b> | <b>10.5%</b> | <b>9.2%</b> | <b>6.4%</b> | <b>75.5%</b> | <b>+9.1%</b>  |
| A                    | 77.8%        | 10.8%       | 7.8%        | 3.6%        | 73.6%        | 71.9%        | 11.0%        | 10.7%       | 6.4%        | 72.0%        | +5.9%   |
| C                    | 81.8%        | 10.8%       | 4.8%        | 2.5%        | 76.8%        | 76.5%        | 13.0%        | 7.3%        | 3.2%        | 75.7%        | +5.3%   |
| D                    | 80.9%        | 10.9%       | 6.0%        | 2.2%        | 78.4%        | 74.3%        | 12.7%        | 8.9%        | 4.0%        | 76.8%        | +6.6%   |
| E                    | 82.3%        | 9.6%        | 5.9%        | 2.2%        | 82.0%        | 79.0%        | 11.0%        | 6.6%        | 3.5%        | 80.1%        | +3.3%   |
| F                    | 83.4%        | 9.8%        | 5.2%        | 1.6%        | 80.1%        | 79.8%        | 10.8%        | 7.0%        | 2.4%        | 77.2%        | +3.6%   |
| S Fkln               | 99.4%        | 0.4%        | 0.2%        | 0.1%        | 98.6%        | 98.7%        | 0.7%         | 0.4%        | 0.2%        | 98.5%        | +0.7%   |
| G                    | 87.3%        | 8.7%        | 2.8%        | 1.2%        | 87.1%        | 86.8%        | 9.9%         | 2.8%        | 0.5%        | 85.0%        | +0.5%   |
| S Rock               | 96.8%        | 1.2%        | 0.5%        | 1.5%        | 94.7%        | 93.8%        | 2.8%         | 2.6%        | 0.8%        | 94.9%        | +3.0%   |
| JZ                   | 90.2%        | 6.7%        | 2.4%        | 0.7%        | 85.5%        | 85.1%        | 8.2%         | 5.0%        | 1.7%        | 84.9%        | +5.1%   |
| L                    | 83.2%        | 8.0%        | 4.3%        | 4.4%        | 79.8%        | 78.5%        | 11.0%        | 6.9%        | 3.5%        | 77.9%        | +4.7%   |
| M                    | 81.5%        | 9.5%        | 6.4%        | 2.7%        | 83.9%        | 92.7%        | 3.4%         | 2.7%        | 1.3%        | 89.0%        | -11.2%  |
| N                    | 80.0%        | 11.0%       | 6.0%        | 3.0%        | 75.2%        | 76.1%        | 12.1%        | 8.2%        | 3.6%        | 75.4%        | +3.9%   |
| Q                    | 83.3%        | 9.9%        | 5.1%        | 1.6%        | 82.7%        | 77.5%        | 10.7%        | 7.7%        | 4.0%        | 80.5%        | +5.8%   |
| R                    | 79.7%        | 10.4%       | 6.3%        | 3.6%        | 77.2%        | 75.9%        | 11.6%        | 7.9%        | 4.5%        | 71.8%        | +3.8%   |
| <b>Subdivision B</b> | <b>82.5%</b> | <b>9.6%</b> | <b>5.3%</b> | <b>2.5%</b> | <b>79.8%</b> | <b>78.7%</b> | <b>10.8%</b> | <b>7.1%</b> | <b>3.4%</b> | <b>78.0%</b> | <b>+3.8%</b>  |
| <b>Systemwide</b>    | <b>82.8%</b> | <b>9.3%</b> | <b>5.3%</b> | <b>2.6%</b> | <b>79.8%</b> | <b>76.6%</b> | <b>10.7%</b> | <b>8.0%</b> | <b>4.7%</b> | <b>76.9%</b> | <b>+6.2%</b>  |

### Weekend Wait Assessment Discussion

- March 2019 weekend Wait Assessment improved 6.2%. The A Division improved the most at 9.1%.
- Many of the improvements were related to better processes for planning and scheduling trains around weekend construction work.
- The largest decrease was on the M line due to its longer route every weekend as it provided alternate service for the L line, which operated as a shuttle in Brooklyn only.

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

# Subway Weekday Terminal On-Time Performance

Monthly  
(24 hours)

Desired trend



| <u>Line</u>          | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| 1                    | 86.0%         | 74.4%         | +11.6%            |
| 2                    | 71.9%         | 46.6%         | +25.3%            |
| 3                    | 79.6%         | 62.4%         | +17.2%            |
| 4                    | 73.9%         | 47.4%         | +26.5%            |
| 5                    | 78.8%         | 53.1%         | +25.7%            |
| 6                    | 75.5%         | 50.5%         | +25.0%            |
| 7                    | 91.0%         | 55.5%         | +35.5%            |
| S 42nd               | 99.7%         | 98.8%         | +0.9%             |
| <b>Subdivision A</b> | <b>83.8%</b>  | <b>63.3%</b>  | <b>+20.5%</b>     |
| A                    | 63.0%         | 55.2%         | +7.8%             |
| B                    | 60.8%         | 52.8%         | +8.0%             |
| C                    | 68.5%         | 54.8%         | +13.7%            |
| D                    | 61.2%         | 51.0%         | +10.2%            |
| E                    | 69.8%         | 58.4%         | +11.4%            |
| F                    | 56.0%         | 47.1%         | +8.9%             |
| S Fkln               | 99.6%         | 99.8%         | -0.2%             |
| G                    | 78.1%         | 69.2%         | +8.9%             |
| S Rock               | 97.6%         | 93.9%         | +3.7%             |
| JZ                   | 73.8%         | 70.4%         | +3.4%             |
| L                    | 90.8%         | 89.3%         | +1.5%             |
| M                    | 70.5%         | 77.5%         | -7.0%             |
| NW                   | 72.1%         | 59.1%         | +13.0%            |
| Q                    | 81.8%         | 69.7%         | +12.1%            |
| R                    | 67.8%         | 64.6%         | +3.2%             |
| <b>Subdivision B</b> | <b>73.7%</b>  | <b>66.7%</b>  | <b>+7.0%</b>      |
| <b>Systemwide</b>    | <b>78.2%</b>  | <b>65.2%</b>  | <b>+13.0%</b>     |

## Weekday Terminal On-Time Performance Discussion

- March 2019 weekday On-Time Performance (OTP) was 78.2%, the highest in over five years and an increase of 13.0% from last March.
- The largest improvement was on the 7 Line, due in part to the new CBTC signals. 7 Line OTP was higher than every other line except the shuttles.
- Every mainline route improved except for the M, which operated a different service pattern in March 2018 to accommodate construction on the Myrtle Viaduct.

# Subway Weekend Terminal On-Time Performance

Monthly  
(24 hours)

Desired trend



| <u>Line</u>          | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| 1                    | 92.7%         | 68.0%         | +24.7%            |
| 2                    | 45.5%         | 52.1%         | -6.6%             |
| 3                    | 60.4%         | 84.8%         | -24.4%            |
| 4                    | 70.8%         | 23.5%         | +47.3%            |
| 5                    | 86.6%         | 38.0%         | +48.6%            |
| 6                    | 74.4%         | 38.9%         | +35.5%            |
| 7                    | 89.5%         | 69.3%         | +20.2%            |
| S 42nd               | 100.0%        | 99.7%         | +0.3%             |
| <b>Subdivision A</b> | <b>79.5%</b>  | <b>61.3%</b>  | <b>+18.2%</b>     |
| A                    | 83.2%         | 59.4%         | +23.8%            |
| C                    | 81.9%         | 58.0%         | +23.9%            |
| D                    | 86.5%         | 41.5%         | +45.0%            |
| E                    | 67.6%         | 65.8%         | +1.8%             |
| F                    | 69.2%         | 32.4%         | +36.8%            |
| S Fkln               | 100.0%        | 100.0%        | +0.0%             |
| G                    | 77.8%         | 70.7%         | +7.1%             |
| S Rock               | 98.1%         | 94.9%         | +3.2%             |
| JZ                   | 89.9%         | 84.7%         | +5.2%             |
| L                    | 92.7%         | 92.2%         | +0.5%             |
| M                    | 94.2%         | 97.8%         | -3.6%             |
| N                    | 85.2%         | 34.6%         | +50.6%            |
| Q                    | 86.4%         | 56.0%         | +30.4%            |
| R                    | 76.0%         | 36.1%         | +39.9%            |
| <b>Subdivision B</b> | <b>85.0%</b>  | <b>65.7%</b>  | <b>+19.3%</b>     |
| <b>Systemwide</b>    | <b>82.7%</b>  | <b>63.9%</b>  | <b>+18.8%</b>     |

## Weekend Terminal On-Time Performance Discussion

- March 2019 Weekend On-Time Performance improved 18.8%.
- The improvements in weekend OTP were due in part to differences in planned work and more accurate schedules for planned service changes.

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



**Subway Weekday Trains Delayed**  
**Monthly - March 2019**  
**(24 hours)**

| <b><u>Delay Categories</u></b>                                   | <b><u>Trains<br/>Delayed</u></b> | <b><u>Delayed<br/>Trains Per<br/>Day (21)</u></b> | <b><u>% of<br/>Delayed<br/>Trains</u></b> |
|--|----------------------------------|---|---|
| Track Failures and Emergency Remediation                         | <u>1,610</u>                     | <u>77</u>   | <u>4.3%</u>                               |
| Rail and Roadbed   | 1,071                            | 51  | 2.8%                                      |
| Fire, Smoke, Debris  | 539                              | 26  | 1.4%                                      |
| Signal Failures and Emergency Remediation                        | 3,456                            | 165   | 9.2%                                      |
| Subway Car   | <u>1,620</u>                     | <u>77</u>   | <u>4.3%</u>                               |
| Door-Related   | 529                              | 25  | 1.4%                                      |
| Propulsion   | 277                              | 13  | 0.7%                                      |
| Braking  | 246                              | 12  | 0.7%                                      |
| Other  | 568                              | 27  | 1.5%                                      |
| Other Unplanned Disruptions (e.g. station defect)                | 770                              | 37  | 2.1%                                      |
| Train Brake Activation - cause unknown                           | 320                              | 15  | 0.8%                                      |
| Service Delivery (e.g., crew performance)                        | 1,055                            | 50  | 2.8%                                      |
| External   | <u>8,858</u>                     | <u>422</u>  | <u>23.5%</u>                              |
| Public Conduct, Crime, Police Response                           | 4,083                            | 194   | 10.8%                                     |
| Sick/Injured Customer  | 1,802                            | 86  | 4.8%                                      |
| Persons on Roadbed (including persons struck by train)           | 1,091                            | 52  | 2.9%                                      |
| External Debris on Roadbed (e.g., trees, shopping cart)          | 75                               | 4   | 0.2%                                      |
| Other Passenger-Related (e.g., retrieval of property from track) | 701                              | 33  | 1.8%                                      |
| Public Event (e.g., civil demonstration, parade)                 | 196                              | 9   | 0.5%                                      |
| Inclement Weather  | 717                              | 34  | 1.9%                                      |
| Other External Disruptions                                       | 193                              | 9   | 0.5%                                      |
| Operating Environment  | 10,800                           | 514   | 28.7%                                     |
| Planned Right-of-Way Work  | 9,178                            | 437   | 24.4%                                     |
| <b>Total Trains Delayed</b>                                      | <b>37,667</b>                    | <b>1,794</b>                                      | <b>100%</b>                               |

|   |       |
|---|-------|
| 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   | 310%  |

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

**Subway Weekend Trains Delayed**  
**Monthly - March 2019**  
**(24 hours)**

| <b><u>Delay Categories</u></b>                                   | <b><u>Trains<br/>Delayed</u></b> | <b><u>Delayed<br/>Trains Per<br/>Day (10)</u></b> | <b><u>% of<br/>Delayed<br/>Trains</u></b> |
|--|----------------------------------|---|---|
| Track Failures and Emergency Remediation                         | <u>205</u>                       | <u>21</u>   | <u>2.2%</u>                               |
| Rail and Roadbed   | 106                              | 11  | 1.2%                                      |
| Fire, Smoke, Debris  | 99                               | 10  | 1.1%                                      |
| Signal Failures and Emergency Remediation                        | 537                              | 54  | 5.9%                                      |
| Subway Car   | <u>272</u>                       | <u>27</u>   | <u>3.0%</u>                               |
| Door-Related   | 51                               | 5   | 0.6%                                      |
| Propulsion   | 60                               | 6   | 0.7%                                      |
| Braking  | 38                               | 4   | 0.4%                                      |
| Other  | 123                              | 12  | 1.3%                                      |
| Other Unplanned Disruptions (e.g. station defect)                | 136                              | 14  | 1.5%                                      |
| Train Brake Activation - cause unknown                           | 42                               | 4   | 0.5%                                      |
| Service Delivery (e.g., crew performance)                        | 218                              | 22  | 2.4%                                      |
| External   | <u>1,676</u>                     | <u>168</u>  | <u>18.3%</u>                              |
| Public Conduct, Crime, Police Response                           | 702                              | 70  | 7.7%                                      |
| Sick/Injured Customer  | 256                              | 26  | 2.8%                                      |
| Persons on Roadbed (including persons struck by train)           | 210                              | 21  | 2.3%                                      |
| External Debris on Roadbed (e.g., trees, shopping cart)          | 3                                | 0   | 0.0%                                      |
| Other Passenger-Related (e.g., retrieval of property from track) | 85                               | 9   | 0.9%                                      |
| Public Event (e.g., civil demonstration, parade)                 | 127                              | 13  | 1.4%                                      |
| Inclement Weather  | 285                              | 29  | 3.1%                                      |
| Other External Disruptions                                       | 8                                | 1   | 0.1%                                      |
| Operating Environment  | 1,294                            | 129   | 14.1%                                     |
| Planned Right-of-Way Work  | 4,769                            | 477   | 52.1%                                     |
| <b>Total Trains Delayed</b>                                      | <b>9,149</b>                     | <b>915</b>  | <b>100%</b>                               |

|   |       |
|---|-------|
| 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   | 422%  |

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

## Customer Service Report: Buses



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



Participants from the Transit Technology Lab visited East New York Depot and the Bus Command Center on February 28 as part of an eight-week incubator. The four companies are working with the Department of Buses on projects to better leverage maintenance data, use video camera footage to improve traffic enforcement, and simplify bus network planning and outreach. The Transit Tech Lab is an accelerator program for startups solving public transportation challenges. Companies selected have an opportunity to pilot their technology with the MTA and help transform the network.

## April 2019 Highlights: Buses

March results showed our continued significant improvement in Mean Distance Between Failures (MDBF) with a 26% improvement compared to last year. The MDBF of 8,267 miles reflects the improvements we have achieved through our maintenance initiatives at the depots and shop, and our efforts to work with bus manufacturers to improve reliability.

A significant milestone this month was the official launch on April 5th of the Queens Network redesign at a kick-off meeting with over 40 elected officials at Queens Borough Hall. Chairman Foye, President Byford, Commissioner Trottenberg and I attended the meeting, accompanied by several senior staff members.

The Queens bus network, with over 100 local and express routes serving over 700,000 average weekday customers, has not substantially changed in decades. Yet Queens itself has seen major and exciting changes in all sectors—residential, commercial, and institutional. Flushing and Long Island City are booming. Job growth is also accelerating, specifically at venues located further away from the subway (like universities, hospitals, and airports). Of course, this means new homes and new job centers that our customers are traveling to and from.

As our customers' needs change, we must change with them. The launch of the Queens network redesign was met with great excitement by the community and our elected partners, who recognize this as a great opportunity. As with the Staten Island and Bronx redesigns, this will be a customer-driven process with significant outreach efforts including public workshops, online and in-person surveys, open houses and community board meetings. All of our efforts will focus on improving the customer experience, including expanding bus priority improvements, and providing high frequency, high capacity bus service on major corridors. And, of course, every step of this redesign will be done in close collaboration with our Union partners, NYC DOT, and NYPD. Over the next several weeks, multiple public workshops will be held in Queens. Stay tuned for the announcements on our newly launched Queens Network Redesign website, which can be found at <https://new.mta.info/queensbusredesign>.

Turning to the subject of bus lane enforcement, we wish to thank our partners at NYPD for their continued efforts. Through April 9<sup>th</sup>, the NYPD issued over 18,000 bus lane parking and moving violations—almost double the violations for the same period last year. In addition, they issued over 86,000 bus stop parking violations, an 8% increase over the same period last year.

The Fast Forward Plan remains a key priority. As an integral part of this plan, we are constantly looking for ways to improve bus service on targeted corridors with the help of our partners at the NYPD and NYC DOT. Specifically, the NYPD is targeting high-priority locations so riders feel the benefits of sustained, ongoing, predictable enforcement on 24 street segments throughout the five boroughs where traffic issues have significantly impacted service. This effort has resulted in average speed improvements of over 4% for these corridors with some as high as 17%. We are currently transitioning our focus to additional high priority corridors across all five boroughs to provide extra attention to performance management, enforcement and priority treatments in coordination with our partners at the NYPD and NYC DOT.

Finally, Earth Day is on April 22nd. We are committed to environmental sustainability, whether it is a bus route that allows more people to leave their cars at home and take public transportation, or state-of-the-art facilities and new buses that minimize our energy footprint. As part of Fast Forward, we are committed to transitioning to a zero-emissions fleet. We currently have 10 all-electric buses in service, with another 15 planned for delivery by the end of the year, and 45 more funded in the current Capital Program. All of this will set the stage for the purchase of up to 500 all-electric buses in the next five years as called for in Fast Forward. We know that making this transition will be extremely challenging, but we are proud to be doing the right thing for our community and our planet.

**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: March 2019 |           |          | 12-Month Average |           |        |
|                                   |  | This Year                 | Last Year | % Diff   | This Year        | Last Year | % Diff |
| Customer Focused Metrics          | Service Delivered (Chart 1)                  | 97.2%                     | 95.6%     | +1.6%    | 97.3%            | 97.1%     | +0.2%  |
|                                   | Additional Bus Stop Time (h:mm:ss) (Chart 3) | 0:01:45                   | 0:01:58   | -0:00:13 | 0:01:44          | N/A       | N/A    |
|                                   | Additional Travel Time (h:mm:ss) (Chart 5)   | 0:00:47                   | 0:00:51   | -0:00:04 | 0:00:51          | N/A       | N/A    |
|                                   | Customer Journey Time Performance (Chart 7)  | 72.4%                     | 71.2%     | +1.2%    | 72.1%            | N/A       | N/A    |
| Inputs To Operations              | Mean Distance Between Failures (Chart 9)     | 8,267                     | 6,561     | +26.0%   | 6,903            | 6,381     | +8.2%  |
|                                   | Speed (MPH) (Chart 11)                       | 8.0                       | 8.0       | 0.0%     | 8.0              | 8.0       | 0.0%   |
| Passenger Environment             | Passenger Environment Survey (Chart 13)      |                           |           |          |                  |           |        |
| Legacy Indicators                 | Wait Assessment (Chart 14)                   | 77.9%                     | 76.3%     | +1.6%    | 77.8%            | 77.7%     | 0.1%   |
|                                   | System MDBSI (Chart 16)                      | 3,089                     | 2,759     | +12.0%   | 2,862            | 2,787     | +2.7%  |
|                                   | NYCT Bus                                     | 2,964                     | 2,594     | +14.3%   | 2,677            | 2,632     | +1.7%  |
|                                   | MTA Bus                                      | 3,594                     | 3,459     | +3.9%    | 3,688            | 3,430     | +7.5%  |
|                                   | System Trips Completed (Chart 17)            | 99.0%                     | 98.4%     | +0.6%    | 99.2%            | 99.1%     | +0.1%  |
|                                   | NYCT Bus                                     | 99.2%                     | 98.3%     | +0.9%    | 99.2%            | 99.1%     | +0.1%  |
|                                   | MTA Bus                                      | 98.3%                     | 98.9%     | -0.6%    | 99.0%            | 99.2%     | -0.2%  |
|                                   | System AM Pull Out (Chart 18)                | 99.8%                     | 99.9%     | -0.1%    | 99.8%            | 99.8%     | 0.0%   |
|                                   | NYCT Bus                                     | 99.9%                     | 99.9%     | 0.0%     | 99.8%            | 99.8%     | 0.0%   |
|                                   | MTA Bus                                      | 99.5%                     | 99.6%     | -0.1%    | 99.5%            | 99.7%     | -0.2%  |
|                                   | System PM Pull Out (Chart 19)                | 99.8%                     | 99.9%     | -0.1%    | 99.8%            | 99.9%     | -0.1%  |
|                                   | NYCT Bus                                     | 100.0%                    | 100.0%    | 0.0%     | 99.8%            | 99.9%     | -0.1%  |
|                                   | MTA Bus                                      | 99.1%                     | 99.7%     | -0.6%    | 99.6%            | 99.8%     | -0.2%  |
|                                   | System Buses>=12 years                       | 23.4%                     | 23.2%     |          |                  |           |        |
|                                   | NYCT Bus                                     | 15.5%                     | 21.7%     |          |                  |           |        |
|                                   | MTA Bus                                      | 50.6%                     | 28.3%     |          |                  |           |        |
|                                   | System Fleet Age                             | 7.9                       | 8.1       |          |                  |           |        |
|                                   | NYCT Bus                                     | 7.2                       | 7.7       |          |                  |           |        |
|                                   | MTA Bus                                      | 10.3                      | 9.5       |          |                  |           |        |

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

The metrics in this report are preliminary.

# Section 1: Customer Focused Metrics

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

## Performance Indicator Definitions

### Service Delivered

Service Delivered (sometimes referred to as throughput) measures our ability to deliver the scheduled service. It is calculated as the percentage of scheduled bus trips that are actually provided during peak hours. 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)

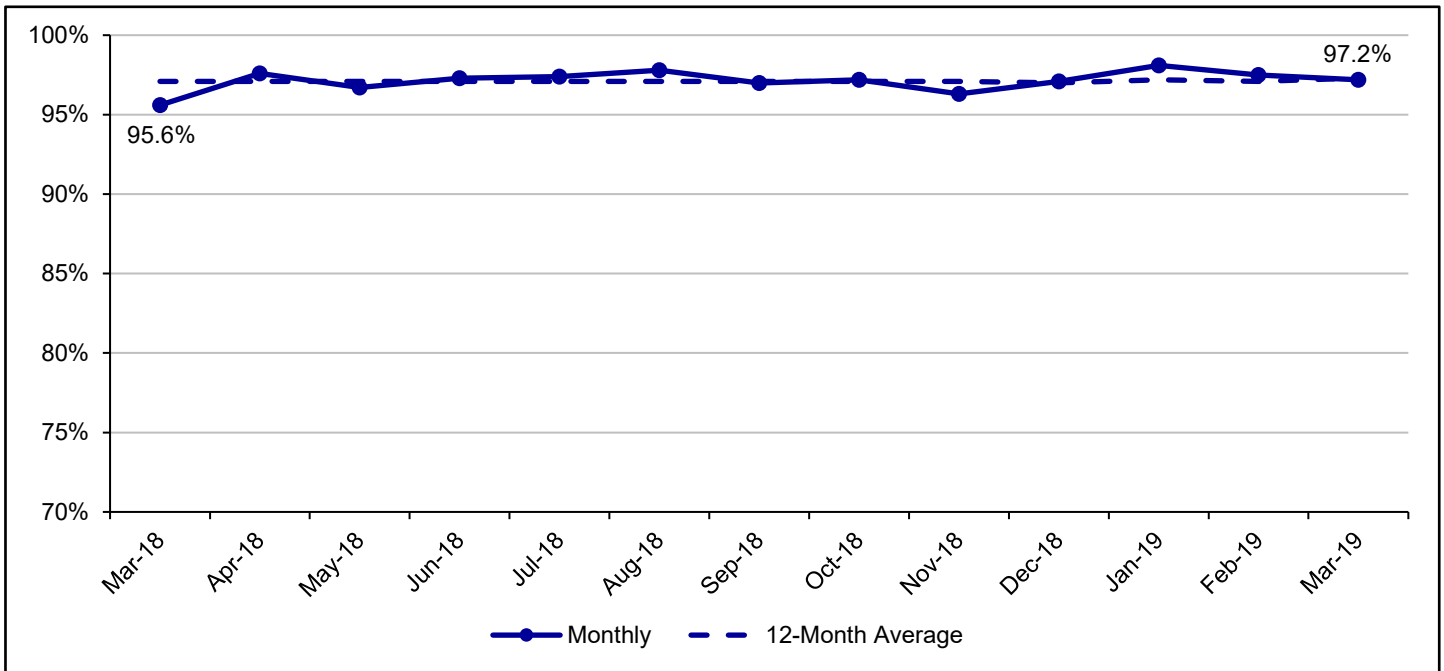
Additional Travel Time (ATT) is the average additional time customers are onboard the bus compared to the scheduled time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, but is considered an industry best practice worldwide. ATT is measured using customers' 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 |              |              |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
|                      | Mar 19       | Mar 18       | Difference   | Mar 19           | Mar 18       | Difference   |
| <b>Bronx</b>         | 97.4%        | 95.5%        | +1.9%        | 97.6%            | 97.7%        | -0.1%        |
| <b>Brooklyn</b>      | 97.4%        | 96.0%        | +1.4%        | 97.5%            | 97.3%        | +0.2%        |
| <b>Manhattan</b>     | 97.4%        | 95.9%        | +1.5%        | 97.4%            | 97.2%        | +0.2%        |
| <b>Queens</b>        | 96.4%        | 95.0%        | +1.4%        | 97.0%            | 96.8%        | +0.2%        |
| <b>Staten Island</b> | 98.6%        | 96.2%        | +2.4%        | 97.2%            | 96.7%        | +0.5%        |
| <b>Systemwide</b>    | <b>97.2%</b> | <b>95.6%</b> | <b>+1.6%</b> | <b>97.3%</b>     | <b>97.1%</b> | <b>+0.2%</b> |

### Service Delivered Discussion

- Service Delivered in March 2019 improved by 1.6% compared to March 2018.
- Service Delivered improved slightly by 0.2% on a 12-month average.



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

Desired trend



| <b><u>Borough</u></b> | <b><u>Mar 19</u></b> | <b><u>Mar 18</u></b> | <b><u>Difference</u></b> |
|-----------------------|----------------------|----------------------|--------------------------|
| <b>Bronx</b>          | <b>97.4%</b>         | <b>95.5%</b>         | <b>+1.9%</b>             |
| Local/Limited         | 96.9%                | 95.1%                | +1.8%                    |
| Select Bus Service    | 98.1%                | 95.5%                | +2.6%                    |
| Express               | 99.7%                | 98.3%                | +1.4%                    |
| <b>Brooklyn</b>       | <b>97.4%</b>         | <b>96.0%</b>         | <b>+1.4%</b>             |
| Local/Limited         | 97.2%                | 95.9%                | +1.3%                    |
| Select Bus Service    | 97.5%                | 95.1%                | +2.4%                    |
| Express               | 99.3%                | 97.2%                | +2.1%                    |
| <b>Manhattan</b>      | <b>97.4%</b>         | <b>95.9%</b>         | <b>+1.5%</b>             |
| Local/Limited         | 97.1%                | 95.5%                | +1.6%                    |
| Select Bus Service    | 98.4%                | 97.3%                | +1.1%                    |
| Express               | N/A                  | N/A                  | N/A                      |
| <b>Queens</b>         | <b>96.4%</b>         | <b>95.0%</b>         | <b>+1.4%</b>             |
| Local/Limited         | 96.1%                | 94.6%                | +1.5%                    |
| Select Bus Service    | 99.8%                | 98.1%                | +1.7%                    |
| Express               | 97.6%                | 97.0%                | +0.6%                    |
| <b>Staten Island</b>  | <b>98.6%</b>         | <b>96.2%</b>         | <b>+2.4%</b>             |
| Local/Limited         | 97.9%                | 95.8%                | +2.1%                    |
| Select Bus Service    | 101.9%               | 97.0%                | +4.9%                    |
| Express               | 98.9%                | 96.6%                | +2.3%                    |
| <b>Systemwide</b>     | <b>97.2%</b>         | <b>95.6%</b>         | <b>+1.6%</b>             |
| Local/Limited         | 96.8%                | 95.2%                | +1.6%                    |
| Select Bus Service    | 98.6%                | 96.7%                | +1.9%                    |
| Express               | 98.7%                | 97.1%                | +1.6%                    |

The metrics in this report are preliminary.

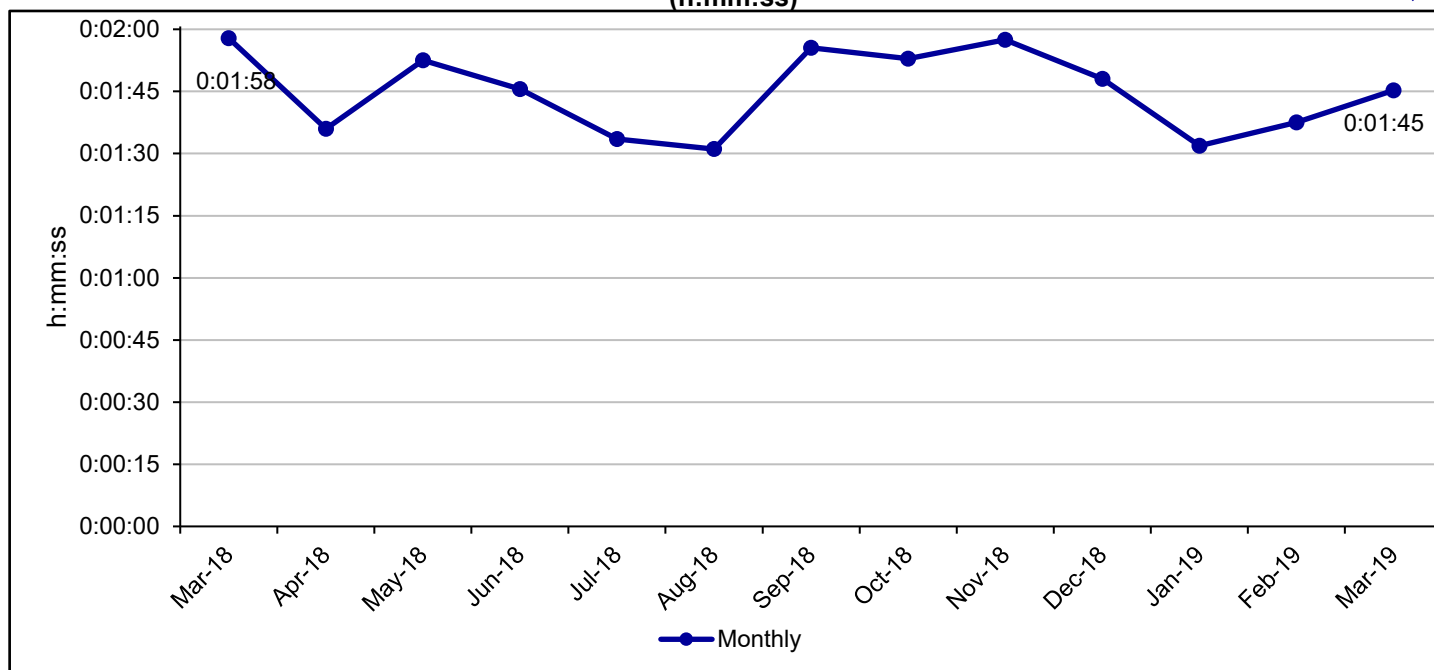
**Chart 2**

## Additional Bus Stop Time

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

(h:mm:ss)

Desired trend



### Monthly

### 12-Month Average

|                      | Mar 19         | Mar 18         | Difference      | Mar 19         | Mar 18 | Difference |
|----------------------|----------------|----------------|-----------------|----------------|--------|------------|
| <b>Bronx</b>         | 0:01:45        | 0:01:51        | -0:00:06        | 0:01:41        | N/A    | N/A        |
| <b>Brooklyn</b>      | 0:01:56        | 0:02:05        | -0:00:09        | 0:01:54        | N/A    | N/A        |
| <b>Manhattan</b>     | 0:01:26        | 0:01:33        | -0:00:07        | 0:01:30        | N/A    | N/A        |
| <b>Queens</b>        | 0:01:46        | 0:02:07        | -0:00:21        | 0:01:43        | N/A    | N/A        |
| <b>Staten Island</b> | 0:01:54        | 0:02:16        | -0:00:22        | 0:02:04        | N/A    | N/A        |
| <b>Systemwide</b>    | <b>0:01:45</b> | <b>0:01:58</b> | <b>-0:00:13</b> | <b>0:01:44</b> | N/A    | N/A        |

### Additional Bus Stop Time Discussion

- Additional Bus Stop Time improved from 0:01:58 in March 2018 to 0:01:45 in March 2019.

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

Desired trend



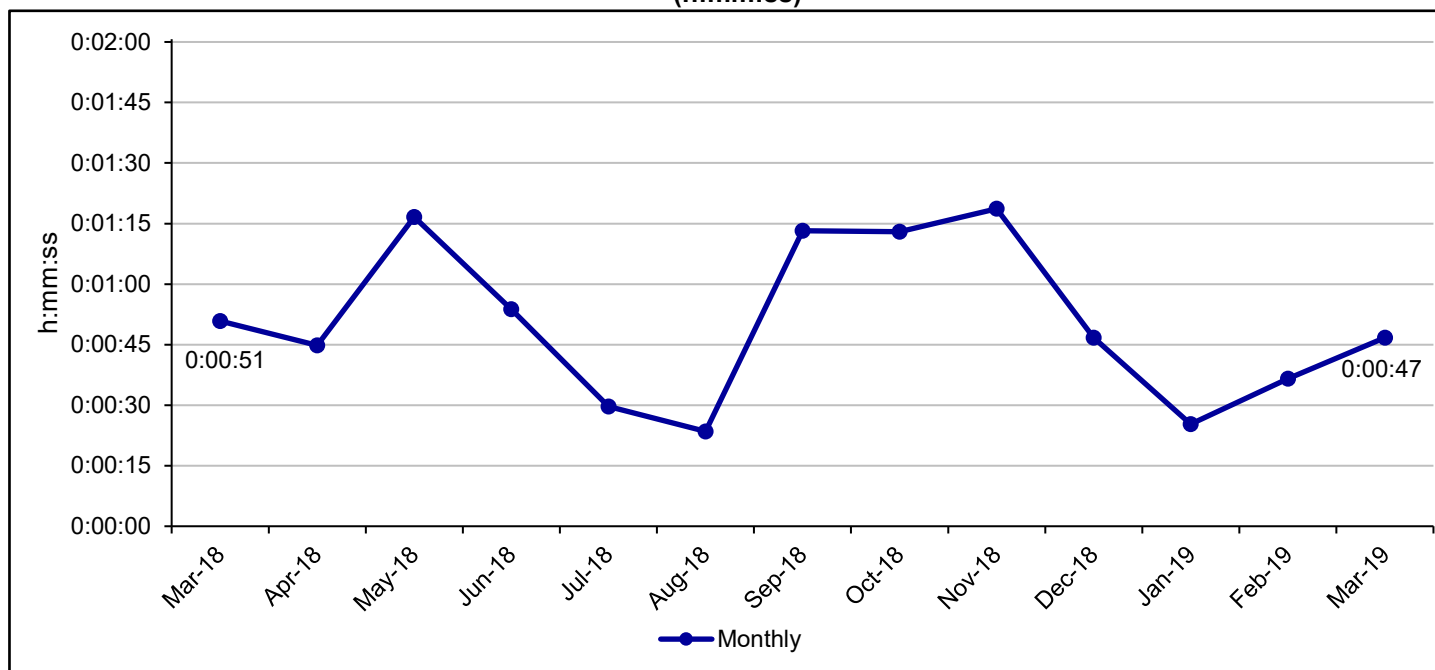
| <u>Borough</u>       | <u>Mar 19</u>  | <u>Mar 18</u>  | <u>Difference</u> |
|----------------------|----------------|----------------|-------------------|
| <b>Bronx</b>         | <b>0:01:45</b> | <b>0:01:51</b> | <b>-0:00:06</b>   |
| Local/Limited        | 0:01:46        | 0:01:53        | -0:00:07          |
| Select Bus Service   | 0:01:23        | 0:01:20        | +0:00:03          |
| Express              | 0:02:06        | 0:02:39        | -0:00:33          |
| <b>Brooklyn</b>      | <b>0:01:56</b> | <b>0:02:05</b> | <b>-0:00:09</b>   |
| Local/Limited        | 0:01:59        | 0:02:07        | -0:00:08          |
| Select Bus Service   | 0:01:27        | 0:01:27        | +0:00:00          |
| Express              | 0:02:03        | 0:02:30        | -0:00:27          |
| <b>Manhattan</b>     | <b>0:01:26</b> | <b>0:01:33</b> | <b>-0:00:07</b>   |
| Local/Limited        | 0:01:33        | 0:01:39        | -0:00:06          |
| Select Bus Service   | 0:01:08        | 0:01:16        | -0:00:08          |
| Express              | N/A            | N/A            | N/A               |
| <b>Queens</b>        | <b>0:01:46</b> | <b>0:02:07</b> | <b>-0:00:21</b>   |
| Local/Limited        | 0:01:47        | 0:02:09        | -0:00:21          |
| Select Bus Service   | 0:01:16        | 0:01:29        | -0:00:13          |
| Express              | 0:01:59        | 0:02:48        | -0:00:49          |
| <b>Staten Island</b> | <b>0:01:54</b> | <b>0:02:16</b> | <b>-0:00:22</b>   |
| Local/Limited        | 0:02:14        | 0:02:34        | -0:00:20          |
| Select Bus Service   | 0:01:15        | 0:01:25        | -0:00:10          |
| Express              | 0:01:17        | 0:01:46        | -0:00:29          |
| <b>Systemwide</b>    | <b>0:01:45</b> | <b>0:01:58</b> | <b>-0:00:13</b>   |
| Local/Limited        | 0:01:49        | 0:02:02        | -0:00:13          |
| Select Bus Service   | 0:01:16        | 0:01:21        | -0:00:05          |
| Express              | 0:01:41        | 0:02:15        | -0:00:34          |

The metrics in this report are preliminary.

**Chart 4**

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

*Desired trend*



|                      | Monthly        |                |                 | 12-Month Average |        |            |
|----------------------|----------------|----------------|-----------------|------------------|--------|------------|
|                      | Mar 19         | Mar 18         | Difference      | Mar 19           | Mar 18 | Difference |
| <b>Bronx</b>         | 0:01:00        | 0:00:59        | +0:00:01        | 0:01:01          | N/A    | N/A        |
| <b>Brooklyn</b>      | 0:00:50        | 0:00:54        | -0:00:04        | 0:00:49          | N/A    | N/A        |
| <b>Manhattan</b>     | 0:00:16        | 0:00:15        | +0:00:01        | 0:00:28          | N/A    | N/A        |
| <b>Queens</b>        | 0:00:53        | 0:01:01        | -0:00:08        | 0:00:58          | N/A    | N/A        |
| <b>Staten Island</b> | 0:00:41        | 0:00:51        | -0:00:10        | 0:00:47          | N/A    | N/A        |
| <b>Systemwide</b>    | <b>0:00:47</b> | <b>0:00:51</b> | <b>-0:00:04</b> | <b>0:00:51</b>   | N/A    | N/A        |

### Additional Travel Time Discussion

- Additional Travel Time improved from 0:00:51 in March 2018 to 0:00:47 in March 2019.

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

Desired trend



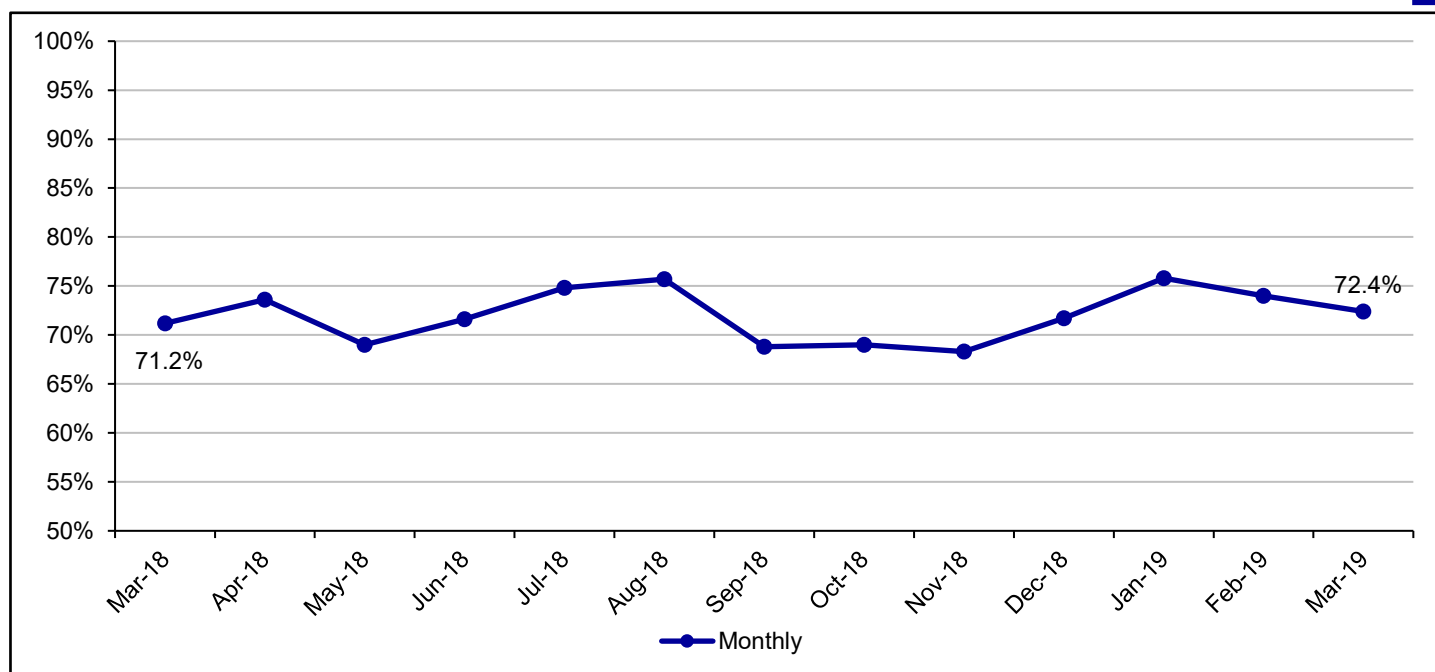
| <u>Borough</u>       | <u>Mar 19</u>  | <u>Mar 18</u>  | <u>Difference</u> |
|----------------------|----------------|----------------|-------------------|
| <b>Bronx</b>         | <b>0:01:00</b> | <b>0:00:59</b> | <b>+0:00:01</b>   |
| Local/Limited        | 0:00:53        | 0:00:51        | +0:00:02          |
| Select Bus Service   | 0:01:27        | 0:01:09        | +0:00:18          |
| Express              | 0:03:34        | 0:05:09        | -0:01:35          |
| <b>Brooklyn</b>      | <b>0:00:50</b> | <b>0:00:54</b> | <b>-0:00:04</b>   |
| Local/Limited        | 0:00:49        | 0:00:54        | -0:00:05          |
| Select Bus Service   | 0:00:52        | 0:00:51        | +0:00:01          |
| Express              | 0:01:07        | 0:00:57        | +0:00:10          |
| <b>Manhattan</b>     | <b>0:00:16</b> | <b>0:00:15</b> | <b>+0:00:01</b>   |
| Local/Limited        | 0:00:20        | 0:00:20        | -0:00:00          |
| Select Bus Service   | 0:00:04        | -0:00:01       | +0:00:03          |
| Express              | N/A            | N/A            | N/A               |
| <b>Queens</b>        | <b>0:00:53</b> | <b>0:01:01</b> | <b>-0:00:08</b>   |
| Local/Limited        | 0:00:47        | 0:00:58        | -0:00:11          |
| Select Bus Service   | 0:00:36        | 0:00:18        | +0:00:18          |
| Express              | 0:06:04        | 0:05:06        | +0:00:58          |
| <b>Staten Island</b> | <b>0:00:41</b> | <b>0:00:51</b> | <b>-0:00:10</b>   |
| Local/Limited        | 0:00:40        | 0:00:46        | -0:00:06          |
| Select Bus Service   | 0:01:12        | 0:00:50        | +0:00:22          |
| Express              | 0:00:34        | 0:01:02        | -0:00:28          |
| <b>Systemwide</b>    | <b>0:00:47</b> | <b>0:00:51</b> | <b>-0:00:04</b>   |
| Local/Limited        | 0:00:45        | 0:00:50        | -0:00:05          |
| Select Bus Service   | 0:00:37        | 0:00:28        | +0:00:09          |
| Express              | 0:02:21        | 0:02:38        | -0:00:17          |

The metrics in this report are preliminary.

**Chart 6**

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

Desired trend



|                      | Monthly      |              |              | 12-Month Average |        |            |
|----------------------|--------------|--------------|--------------|------------------|--------|------------|
|                      | Mar 19       | Mar 18       | Difference   | Mar 19           | Mar 18 | Difference |
| <b>Bronx</b>         | 71.3%        | 71.1%        | +0.2%        | 71.8%            | N/A    | N/A        |
| <b>Brooklyn</b>      | 70.7%        | 69.8%        | +0.9%        | 70.9%            | N/A    | N/A        |
| <b>Manhattan</b>     | 77.8%        | 77.0%        | +0.8%        | 75.7%            | N/A    | N/A        |
| <b>Queens</b>        | 72.0%        | 70.1%        | +1.9%        | 71.9%            | N/A    | N/A        |
| <b>Staten Island</b> | 70.0%        | 67.8%        | +2.2%        | 68.5%            | N/A    | N/A        |
| <b>Systemwide</b>    | <b>72.4%</b> | <b>71.2%</b> | <b>+1.2%</b> | <b>72.1%</b>     | N/A    | N/A        |

### Customer Journey Time Performance Discussion

- Customer Journey Time Performance in March 2019 improved by 1.2% compared to March 2018.

## Customer Journey Time Performance Monthly

Desired trend



| <u>Borough</u>       | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| <b>Bronx</b>         | <b>71.3%</b>  | <b>71.1%</b>  | <b>+0.2%</b>      |
| Local/Limited        | 72.1%         | 71.8%         | +0.3%             |
| Select Bus Service   | 69.0%         | 71.3%         | -2.3%             |
| Express              | 51.5%         | 45.2%         | +6.3%             |
| <b>Brooklyn</b>      | <b>70.7%</b>  | <b>69.8%</b>  | <b>+0.9%</b>      |
| Local/Limited        | 70.5%         | 69.6%         | +0.9%             |
| Select Bus Service   | 73.9%         | 75.0%         | -1.1%             |
| Express              | 63.6%         | 62.0%         | +1.6%             |
| <b>Manhattan</b>     | <b>77.8%</b>  | <b>77.0%</b>  | <b>+0.8%</b>      |
| Local/Limited        | 76.3%         | 75.7%         | +0.6%             |
| Select Bus Service   | 82.0%         | 81.0%         | +1.0%             |
| Express              | N/A           | N/A           | N/A               |
| <b>Queens</b>        | <b>72.0%</b>  | <b>70.1%</b>  | <b>+1.9%</b>      |
| Local/Limited        | 72.5%         | 70.2%         | +2.3%             |
| Select Bus Service   | 74.9%         | 75.6%         | -0.7%             |
| Express              | 42.5%         | 45.7%         | -3.2%             |
| <b>Staten Island</b> | <b>70.0%</b>  | <b>67.8%</b>  | <b>+2.2%</b>      |
| Local/Limited        | 70.9%         | 68.5%         | +2.4%             |
| Select Bus Service   | 72.7%         | 74.0%         | -1.3%             |
| Express              | 67.1%         | 64.3%         | +2.8%             |
| <b>Systemwide</b>    | <b>72.4%</b>  | <b>71.2%</b>  | <b>+1.2%</b>      |
| Local/Limited        | 72.3%         | 71.1%         | +1.2%             |
| Select Bus Service   | 76.4%         | 76.6%         | -0.2%             |
| Express              | 58.5%         | 56.6%         | +1.9%             |

The metrics in this report are preliminary.

**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.

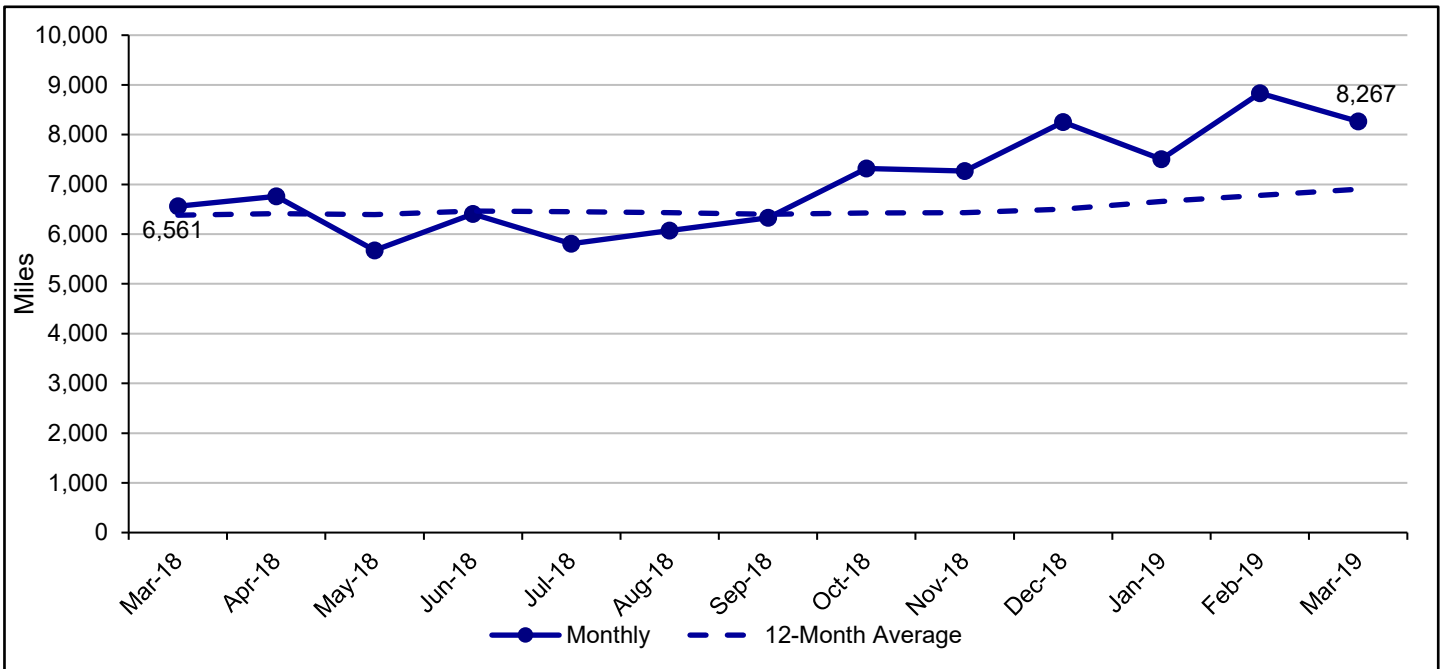


## Mean Distance Between Failures

(24 Hours)

Miles

Desired trend



|               | Monthly |        |            | 12-Month Average |        |            |
|---------------|---------|--------|------------|------------------|--------|------------|
|               | Mar 19  | Mar 18 | Difference | Mar 19           | Mar 18 | Difference |
| Bronx         | 6,352   | 4,831  | +31.5%     | 5,127            | 4,290  | +19.5%     |
| Brooklyn      | 9,325   | 6,717  | +38.8%     | 6,755            | 6,616  | +2.1%      |
| Manhattan     | 4,774   | 3,724  | +28.2%     | 4,108            | 3,658  | +12.3%     |
| Queens        | 7,704   | 7,114  | +8.3%      | 7,278            | 7,140  | +1.9%      |
| Staten Island | 24,304  | 18,128 | +34.1%     | 20,596           | 20,697 | -0.5%      |
| Systemwide    | 8,267   | 6,561  | +26.0%     | 6,903            | 6,381  | +8.2%      |

### Mean Distance Between Failures Discussion

- Mean Distance Between Failures improved by 26.0% from 6,561 in March 2018 to 8,267 in March 2019.
- The 12-month average through March 2019 improved by 8.2%.

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

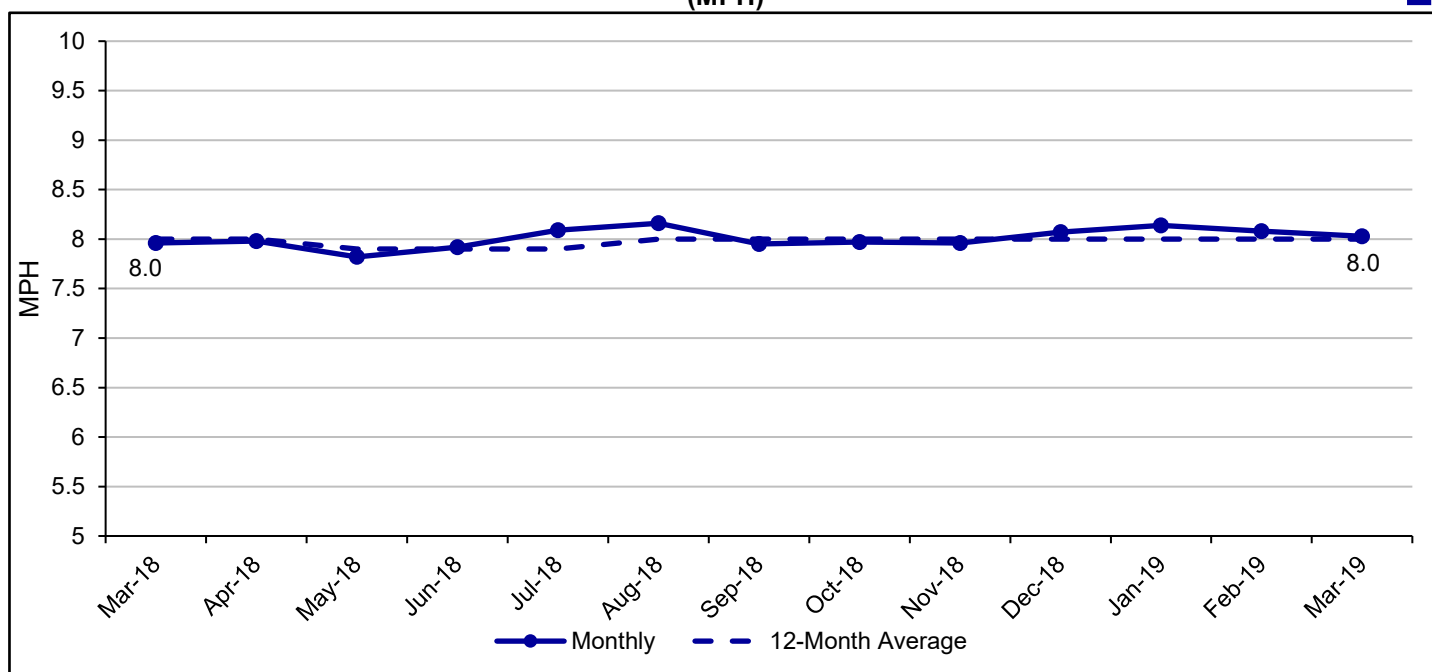
Desired trend



| <u>Borough</u>       | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| <b>Bronx</b>         | <b>5,127</b>  | <b>4,290</b>  | <b>+19.5%</b>     |
| Local/Limited        | 4,345         | 3,586         | +21.2%            |
| Select Bus Service   | 6,809         | 5,554         | +22.6%            |
| Express              | 11,450        | 11,024        | +3.9%             |
| <b>Brooklyn</b>      | <b>6,755</b>  | <b>6,616</b>  | <b>+2.1%</b>      |
| Local/Limited        | 6,527         | 6,415         | +1.7%             |
| Select Bus Service   | 9,677         | 8,473         | +14.2%            |
| Express              | 9,305         | 10,499        | -11.4%            |
| <b>Manhattan</b>     | <b>4,108</b>  | <b>3,658</b>  | <b>+12.3%</b>     |
| Local/Limited        | 3,635         | 3,356         | +8.3%             |
| Select Bus Service   | 8,512         | 5,797         | +46.8%            |
| Express              | N/A           | N/A           | N/A               |
| <b>Queens</b>        | <b>7,278</b>  | <b>7,140</b>  | <b>+1.9%</b>      |
| Local/Limited        | 6,855         | 6,716         | +2.1%             |
| Select Bus Service   | 11,812        | 13,837        | -14.6%            |
| Express              | 8,181         | 8,379         | -2.4%             |
| <b>Staten Island</b> | <b>20,596</b> | <b>20,697</b> | <b>-0.5%</b>      |
| Local/Limited        | 19,363        | 18,157        | +6.6%             |
| Select Bus Service   | 10,583        | 12,610        | -16.1%            |
| Express              | 23,804        | 25,195        | -5.5%             |
| <b>Systemwide</b>    | <b>6,903</b>  | <b>6,381</b>  | <b>+8.2%</b>      |
| Local/Limited        | 6,008         | 5,567         | +7.9%             |
| Select Bus Service   | 9,352         | 7,843         | +19.2%            |
| Express              | 12,994        | 13,154        | -1.2%             |

## Bus Speeds (24 Hours) (MPH)

Desired trend



|                      | Monthly |        |            | 12-Month Average |        |            |
|----------------------|---------|--------|------------|------------------|--------|------------|
|                      | Mar 19  | Mar 18 | Difference | Mar 19           | Mar 18 | Difference |
| <b>Bronx</b>         | 7.4     | 7.5    | -1.3%      | 7.4              | 7.5    | -1.3%      |
| <b>Brooklyn</b>      | 7.1     | 7.1    | 0.0%       | 7.1              | 7.1    | 0.0%       |
| <b>Manhattan</b>     | 5.9     | 6.0    | -1.7%      | 6.0              | 5.9    | +1.7%      |
| <b>Queens</b>        | 8.9     | 8.9    | 0.0%       | 8.9              | 8.9    | 0.0%       |
| <b>Staten Island</b> | 13.9    | 13.2   | +5.3%      | 13.6             | 13.2   | +3.0%      |
| <b>Systemwide</b>    | 8.0     | 8.0    | 0.0%       | 8.0              | 8.0    | 0.0%       |

### Speed Discussion

- Bus Speeds remained the same at 8.0 mph in March 2019 as compared to the same month last year and to the 12-month average.
- March 2019 Staten Island average express bus speed was 17.3 mph, an improvement of 9.5% compared to March 2018, and better than the systemwide Express average of 14 mph.

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

*Desired trend* 

| <u>Borough</u>       | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| <b>Bronx</b>         | <b>7.4</b>    | <b>7.5</b>    | <b>-1.3%</b>      |
| Local/Limited        | 6.8           | 6.8           | 0.0%              |
| Select Bus Service   | 8.5           | 8.7           | -2.3%             |
| Express              | 11.6          | 11.6          | 0.0%              |
| <b>Brooklyn</b>      | <b>7.1</b>    | <b>7.1</b>    | <b>0.0%</b>       |
| Local/Limited        | 6.8           | 6.8           | 0.0%              |
| Select Bus Service   | 8.5           | 8.5           | 0.0%              |
| Express              | 12.1          | 12.0          | +0.8%             |
| <b>Manhattan</b>     | <b>5.9</b>    | <b>6.0</b>    | <b>-1.7%</b>      |
| Local/Limited        | 5.7           | 5.7           | 0.0%              |
| Select Bus Service   | 7.2           | 7.4           | -2.7%             |
| Express              | N/A           | N/A           | N/A               |
| <b>Queens</b>        | <b>8.9</b>    | <b>8.9</b>    | <b>0.0%</b>       |
| Local/Limited        | 8.5           | 8.6           | -1.2%             |
| Select Bus Service   | 11.3          | 11.4          | -0.9%             |
| Express              | 12.4          | 12.6          | -1.6%             |
| <b>Staten Island</b> | <b>13.9</b>   | <b>13.2</b>   | <b>+5.3%</b>      |
| Local/Limited        | 11.7          | 11.4          | +2.6%             |
| Select Bus Service   | 14.5          | 14.6          | -0.7%             |
| Express              | 17.3          | 15.8          | +9.5%             |
| <b>Systemwide</b>    | <b>8.0</b>    | <b>8.0</b>    | <b>0.0%</b>       |
| Local/Limited        | 7.4           | 7.4           | 0.0%              |
| Select Bus Service   | 9.3           | 9.4           | -1.1%             |
| Express              | 14.0          | 13.4          | +4.5%             |

## 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?

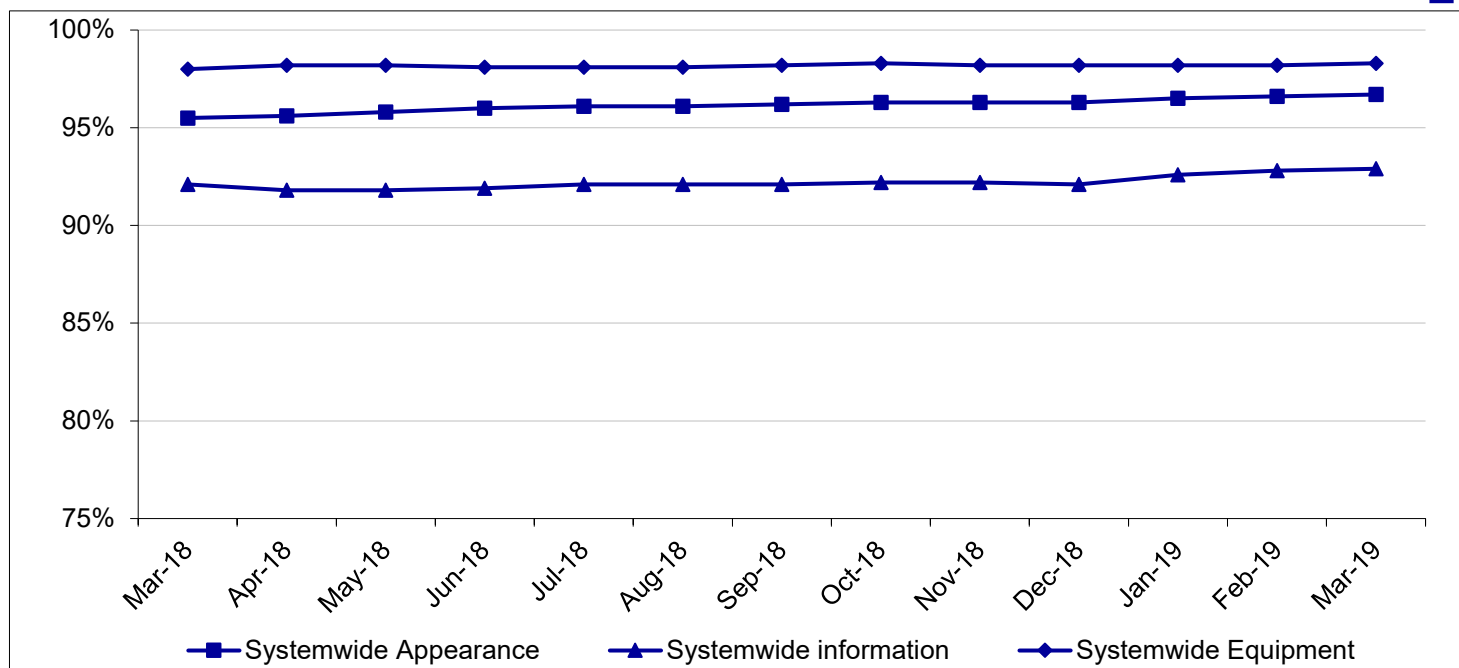
*Information:* For example, is the information helpful and appropriate? Are the electronic signs correct? Are the announcements clear?

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



### Apr 18 - Mar 19

### Apr 17 - Mar 18

|                      | Appearance   | Equipment    | Information  | Appearance   | Equipment    | Information  |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>Bronx</b>         | 96.2%        | 96.2%        | 96.2%        | 94.6%        | 94.6%        | 94.6%        |
| <b>Brooklyn</b>      | 97.4%        | 97.4%        | 97.4%        | 95.8%        | 95.8%        | 95.8%        |
| <b>Manhattan</b>     | 95.7%        | 95.7%        | 95.7%        | 92.4%        | 92.4%        | 92.4%        |
| <b>Queens</b>        | 97.6%        | 97.6%        | 97.6%        | 97.6%        | 97.6%        | 97.6%        |
| <b>Staten Island</b> | 96.0%        | 96.0%        | 96.0%        | 95.6%        | 95.6%        | 95.6%        |
| <b>Systemwide</b>    | <b>96.7%</b> | <b>98.3%</b> | <b>92.9%</b> | <b>95.5%</b> | <b>98.0%</b> | <b>92.1%</b> |

### Passenger Environment Survey Discussion

- Information quality improved by 0.8% on a 12-month average. Digital information screens are now available on over 1,400 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 1.2%, 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

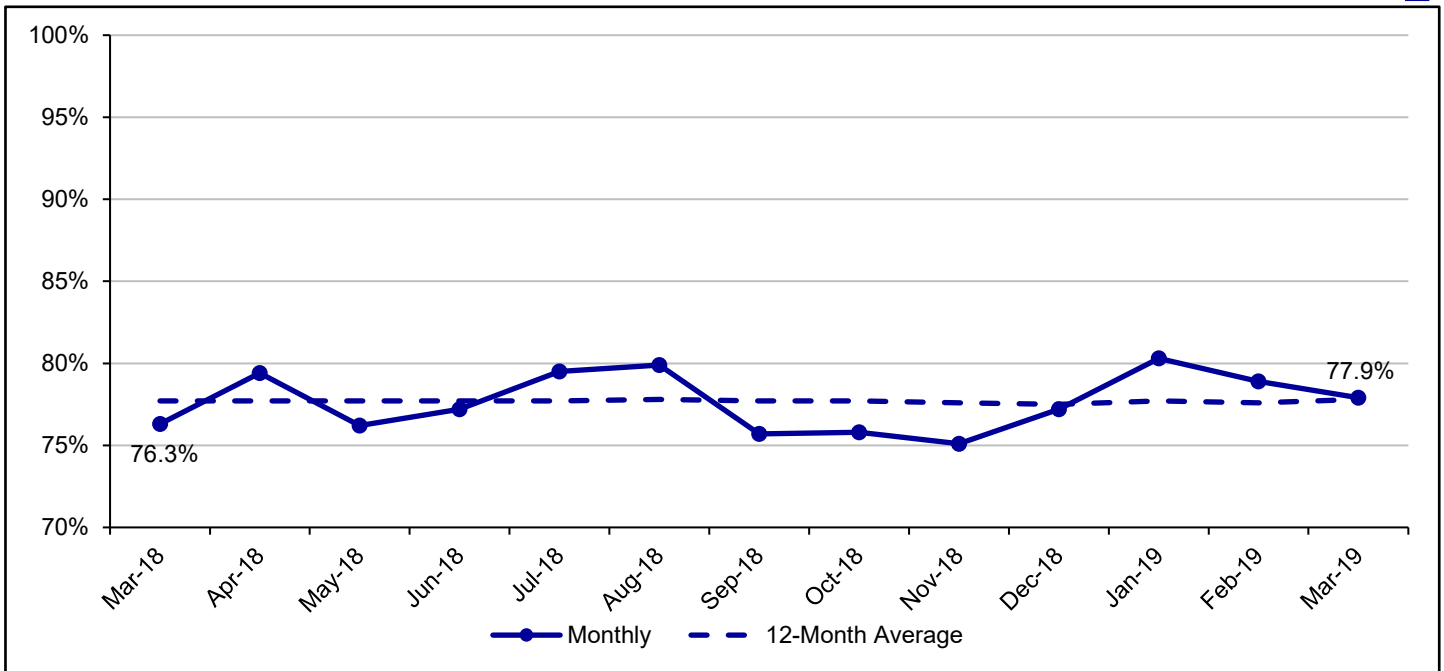
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

#### 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 |              |              |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
|                      | Mar 19       | Mar 18       | Difference   | Mar 19           | Mar 18       | Difference   |
| <b>Bronx</b>         | 76.8%        | 75.7%        | +1.1%        | 77.0%            | 77.4%        | -0.4%        |
| <b>Brooklyn</b>      | 75.9%        | 74.9%        | +1.0%        | 76.2%            | 76.3%        | -0.1%        |
| <b>Manhattan</b>     | 78.1%        | 76.2%        | +1.9%        | 76.5%            | 76.5%        | 0.0%         |
| <b>Queens</b>        | 78.9%        | 77.0%        | +1.9%        | 79.3%            | 78.8%        | +0.5%        |
| <b>Staten Island</b> | 82.2%        | 79.3%        | +2.9%        | 80.4%            | 81.2%        | -0.8%        |
| <b>Systemwide</b>    | <b>77.9%</b> | <b>76.3%</b> | <b>+1.6%</b> | <b>77.8%</b>     | <b>77.7%</b> | <b>+0.1%</b> |



## Wait Assessment Monthly

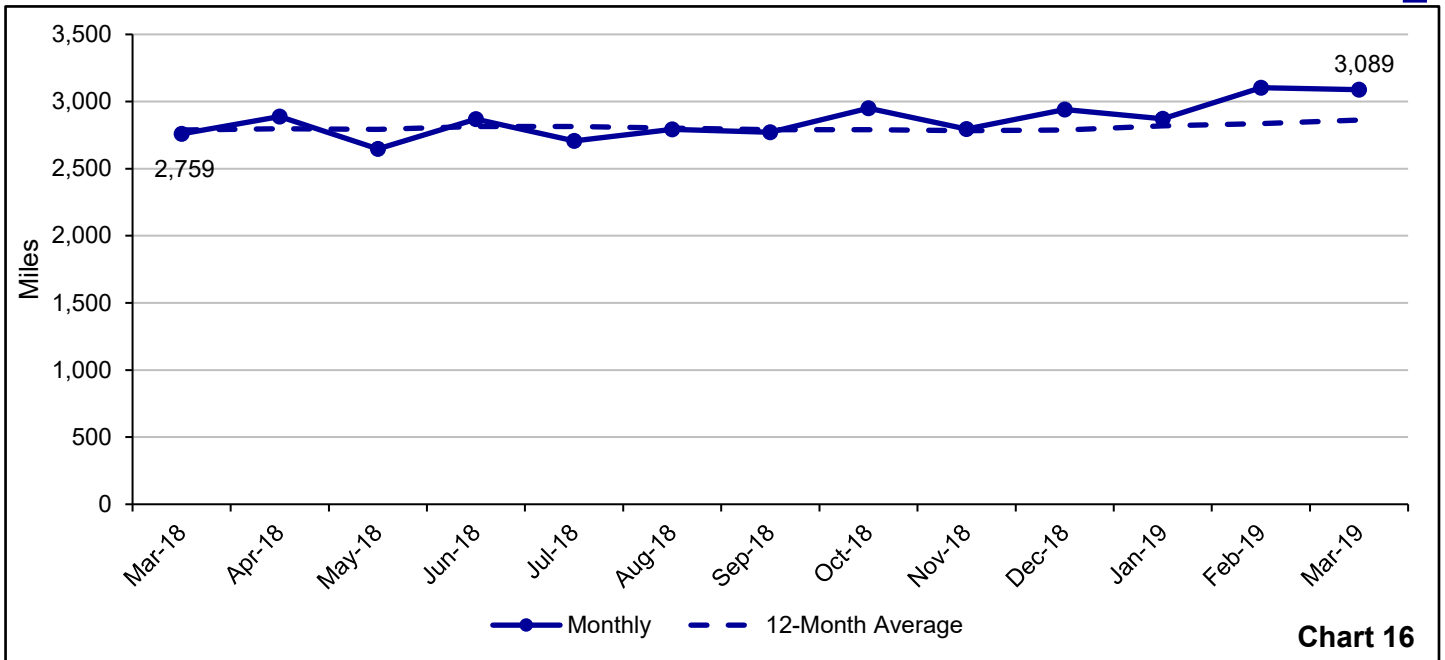
Desired trend



| <u>Borough</u>       | <u>Mar 19</u> | <u>Mar 18</u> | <u>Difference</u> |
|----------------------|---------------|---------------|-------------------|
| <b>Bronx</b>         | <b>76.8%</b>  | <b>75.7%</b>  | <b>+1.1%</b>      |
| Local/Limited        | 76.4%         | 75.3%         | +1.1%             |
| Select Bus Service   | 78.2%         | 79.0%         | -0.8%             |
| Express              | 85.5%         | 83.5%         | +2.0%             |
| <b>Brooklyn</b>      | <b>75.9%</b>  | <b>74.9%</b>  | <b>+1.0%</b>      |
| Local/Limited        | 75.7%         | 74.8%         | +0.9%             |
| Select Bus Service   | 80.1%         | 79.2%         | +0.9%             |
| Express              | 79.4%         | 78.5%         | +0.9%             |
| <b>Manhattan</b>     | <b>78.1%</b>  | <b>76.2%</b>  | <b>+1.9%</b>      |
| Local/Limited        | 77.8%         | 76.0%         | +1.8%             |
| Select Bus Service   | 81.6%         | 78.9%         | +2.7%             |
| Express              | N/A           | N/A           | N/A               |
| <b>Queens</b>        | <b>78.9%</b>  | <b>77.0%</b>  | <b>+1.9%</b>      |
| Local/Limited        | 78.7%         | 76.7%         | +2.0%             |
| Select Bus Service   | 82.4%         | 81.3%         | +1.1%             |
| Express              | 80.7%         | 79.6%         | +1.1%             |
| <b>Staten Island</b> | <b>82.2%</b>  | <b>79.3%</b>  | <b>+2.9%</b>      |
| Local/Limited        | 81.0%         | 78.6%         | +2.4%             |
| Select Bus Service   | 83.1%         | 80.5%         | +2.6%             |
| Express              | 86.8%         | 81.7%         | +5.1%             |
| <b>Systemwide</b>    | <b>77.9%</b>  | <b>76.3%</b>  | <b>+1.6%</b>      |
| Local/Limited        | 77.5%         | 76.0%         | +1.5%             |
| Select Bus Service   | 81.5%         | 79.9%         | +1.6%             |
| Express              | 84.2%         | 81.3%         | +2.9%             |

## Bus Mean Distance Between Service Interruptions

Desired trend



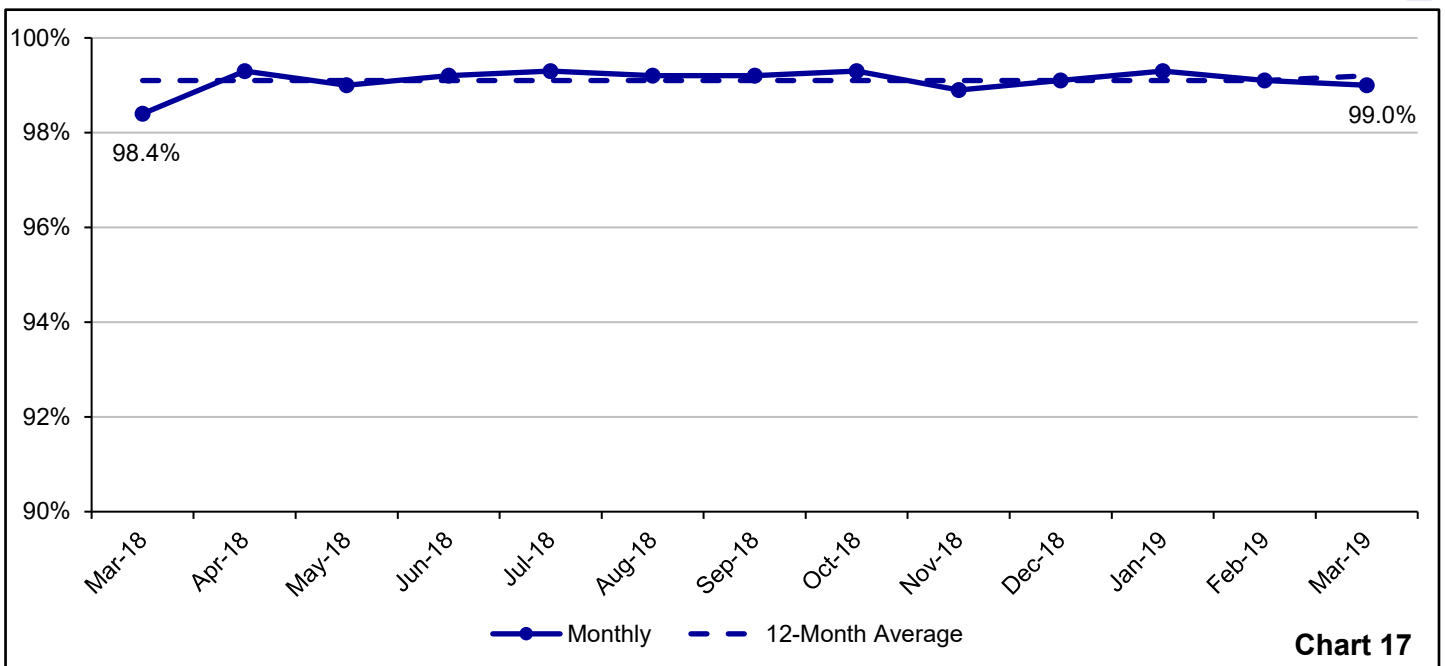
Systemwide

| Monthly |        |            |
|---------|--------|------------|
| Mar 19  | Mar 18 | Difference |
| 3,089   | 2,759  | 12.0%      |

| 12-Month Average |        |            |
|------------------|--------|------------|
| Mar 19           | Mar 18 | Difference |
| 2,862            | 2,787  | 2.7%       |

## Bus Percentage of Completed Trips

Desired trend



Systemwide

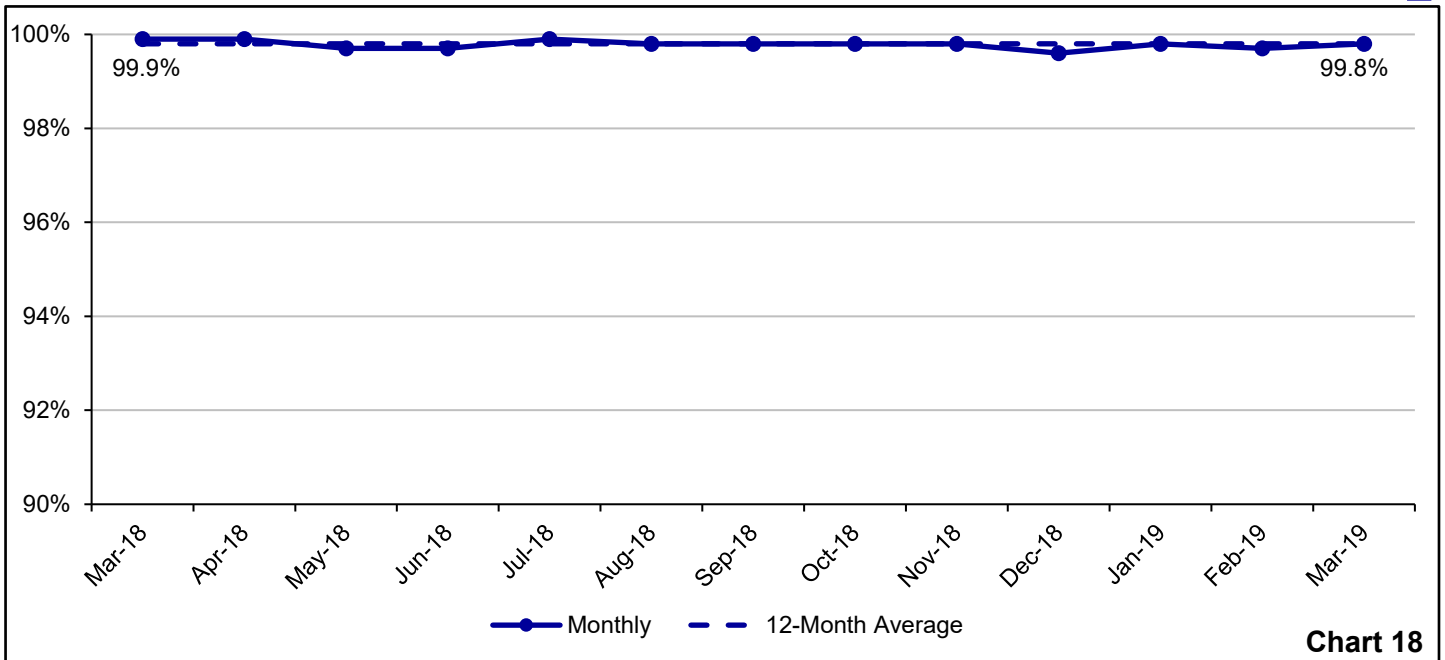
| Monthly |        |            |
|---------|--------|------------|
| Mar 19  | Mar 18 | Difference |
| 99.0%   | 98.4%  | 0.6%       |

| 12-Month Average |        |            |
|------------------|--------|------------|
| Mar 19           | Mar 18 | Difference |
| 99.2%            | 99.1%  | 0.1%       |

The metrics in this report are preliminary.

## Bus AM Weekday Pull Out Performance

Desired trend

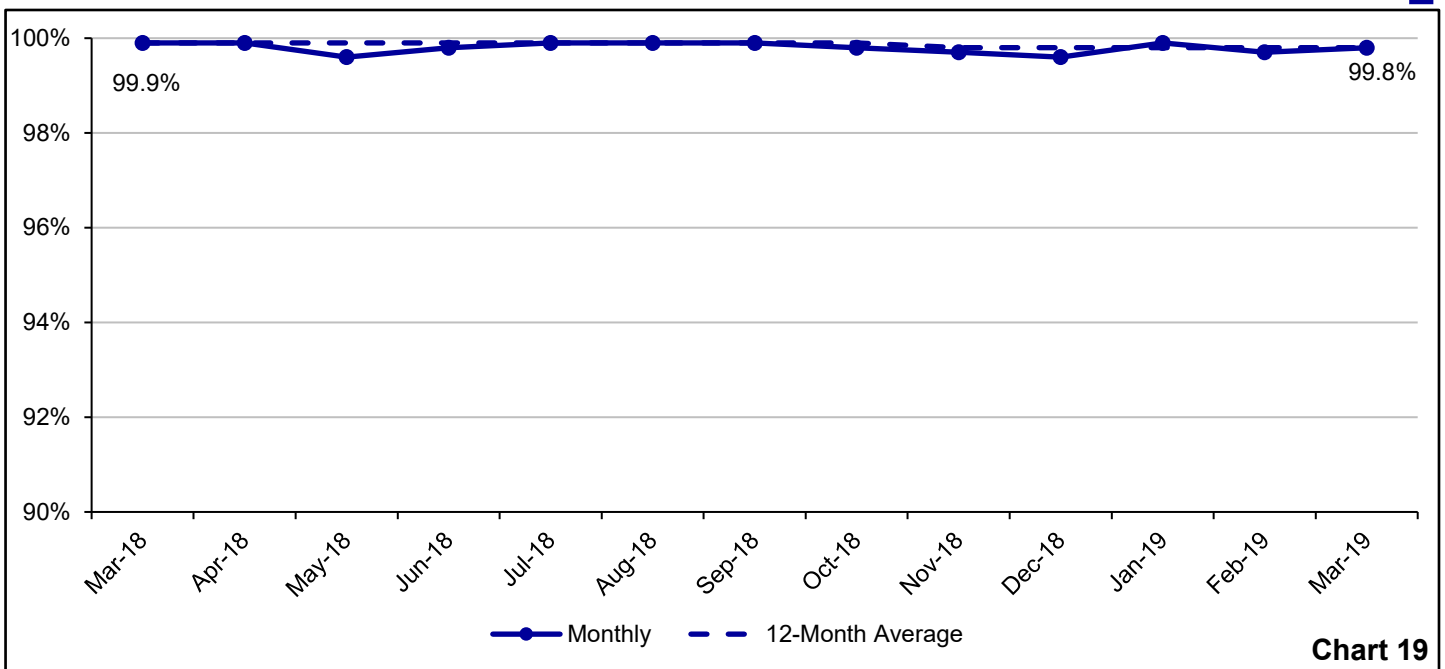


Systemwide

| Monthly |        |            | 12-Month Average |        |            |
|---------|--------|------------|------------------|--------|------------|
| Mar 19  | Mar 18 | Difference | Mar 19           | Mar 18 | Difference |
| 99.8%   | 99.9%  | -0.1%      | 99.8%            | 99.8%  | 0.0%       |

## Bus PM Weekday Pull Out Performance

Desired trend



Systemwide

| Monthly |        |            | 12-Month Average |        |            |
|---------|--------|------------|------------------|--------|------------|
| Mar 19  | Mar 18 | Difference | Mar 19           | Mar 18 | Difference |
| 99.8%   | 99.9%  | -0.1%      | 99.8%            | 99.9%  | -0.1%      |

The metrics in this report are preliminary.

## Customer Service Report: Paratransit

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



The March Paratransit Advisory Committee (PAC) participated in a demonstration of Wheelchair Accessible Vehicles (WAV's) provided by Corporate Transportation Group (CTG). CTG, one of the new broker providers, also presented to the PAC an overview of services under the new broker contract. The PAC is comprised of advocates that provide feedback and recommendations on our services.

## April 2019 Highlights: Paratransit

Performance in February remained stable amidst more than 20% growth in trips and ridership when compared to February of last year. This growth was primarily driven by E-Hail usage. Primary and Broker pick-up-on-time performance improved by 2% when compared to the same period last year. Primary drop-off-on-time performance continues to outperform our goal by 5%, and Broker drop-off-on-time performance improved by 4% compared to the same period last year. Provider no-shows also decreased compared to last year.

We continue the transition to our “enhanced broker service”. This service, which makes taxis and for-hire vehicles (or FHV’s) an integral part of our program improves upon a pilot program we called “advance reservation E-Hail”. It will allow us to provide more trips using taxis and FHV’s in coming years, improving the customer experience and reducing journey time. We are expanding the program daily, as new drivers become qualified. While we expect some transition issues, the many benefits of the enhanced broker program at the end of the current transition period will be a net positive for our customers. This will include the ability to use taxis for door-to-door assisted service by specially trained operators, as opposed to curb-to-curb pickups and drop-offs of traditional taxis. We are ensuring that taxi drivers who perform AAR trips go through specialized training, including wheelchair accessible vehicle training and FTA-regulated drug and alcohol testing. Customers will also have the ability to book and track the location of vehicles – whether taxi, FHV or dedicated AAR vehicles – via myAAR, a feature in the MYmta app.

As a reminder, we are extending our popular “on-demand E-Hail” pilot program, allowing 1,200 participating customers to electronically hail yellow or green taxicabs on demand, similar to popular publicly available on-demand ride services. The existing pilot project period, which was intended to last through the end of this month, will now be extended through the end of the year. During this period, we will continue to explore the feasibility of expanding this service in a more sustainable manner.

### **Darryl C. Irick**

President, MTA Bus Company

Senior Vice President, NYCT Department of Buses

# Paratransit Report

Statistical results for the month of February 2019 are shown below.

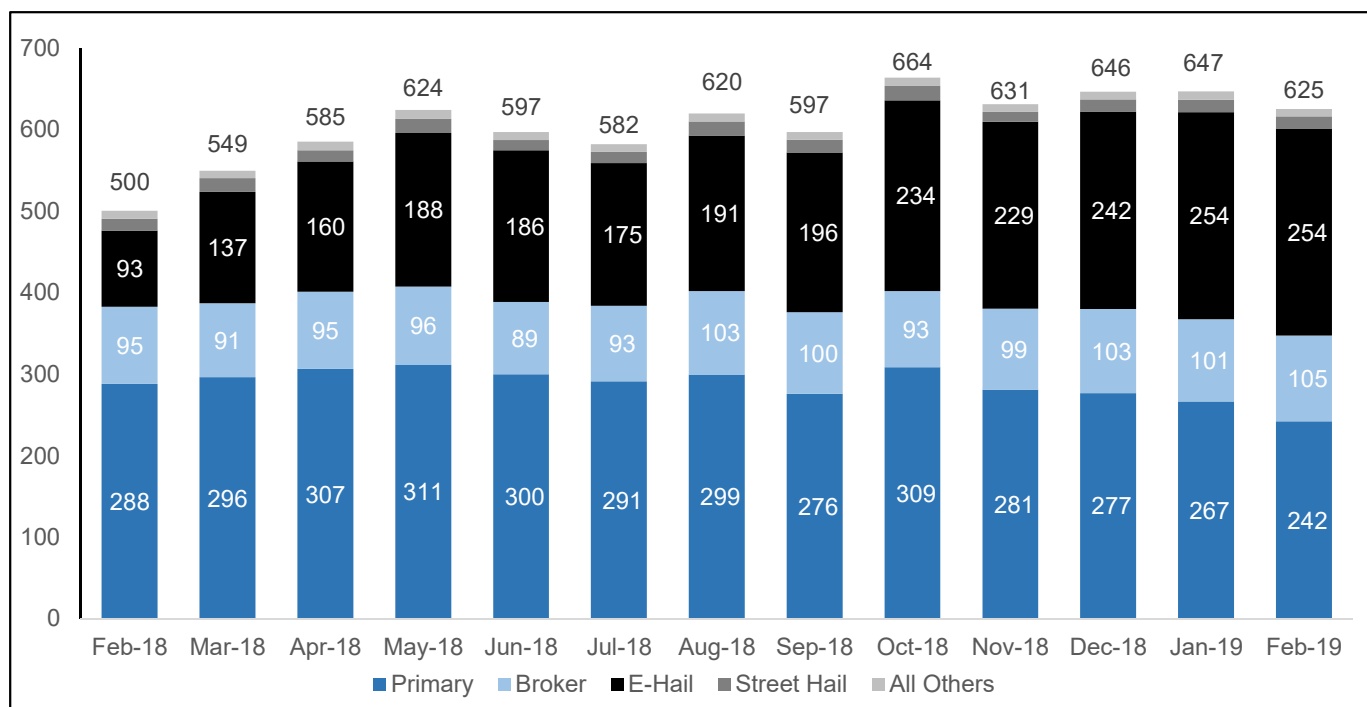
| Paratransit Operations - Monthly Operations Report Service Indicators |  |                              |           |          |                  |           |          |
|---|--|------------------------------|-----------|----------|------------------|-----------|----------|
| Category  | Performance Indicator  | Current Month: February 2019 |           |          | 12-Month Average |           |          |
|   |  | This Year                    | Last Year | % Change | This Year        | Last Year | % Change |
| Legacy Indicators   | % of Trips Completed   | 93.4%                        | 91.7%     | +1.7%    | 93.1%            | 90.7%     | +2.4%    |
|   | Trips Requested  | 763,036                      | 628,638   | +21.4%   | 755,597          | 659,133   | +14.6%   |
|   | Trips Scheduled  | 669,857                      | 545,973   | +22.7%   | 660,035          | 567,669   | +16.3%   |
|   | Trips Completed*   | 625,416                      | 500,490   | +25.0%   | 614,611          | 515,072   | +19.3%   |
|   | Early Cancellations (Customer) as a Percentage of Trips Requested  | 11.8%                        | 12.6%     | -0.8%    | 12.1%            | 13.2%     | -1.1%    |
|   | Late Cancellations (Customer) as a Percentage of Trips Scheduled   | 4.2%                         | 3.4%      | +0.8%    | 3.8%             | 3.5%      | +0.3%    |
|   | No-Shows (Customer) as a Percentage of Trips Scheduled             | 2.0%                         | 2.1%      | -0.1%    | 2.0%             | 2.1%      | -0.1%    |
|   | No-Shows (Carrier and No-Fault) as a Percentage of Trips Scheduled | 0.3%                         | 0.5%      | -0.2%    | 0.5%             | 0.8%      | -0.3%    |
|   | 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               | 0.4%                         | 0.5%      | -0.1%    | 0.6%             | 0.7%      | -0.1%    |
|   | New Applications Received  | 3,219                        | 2,580     | +24.8%   | 3,241            | 2,760     | +17.4%   |

\*February 2019 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

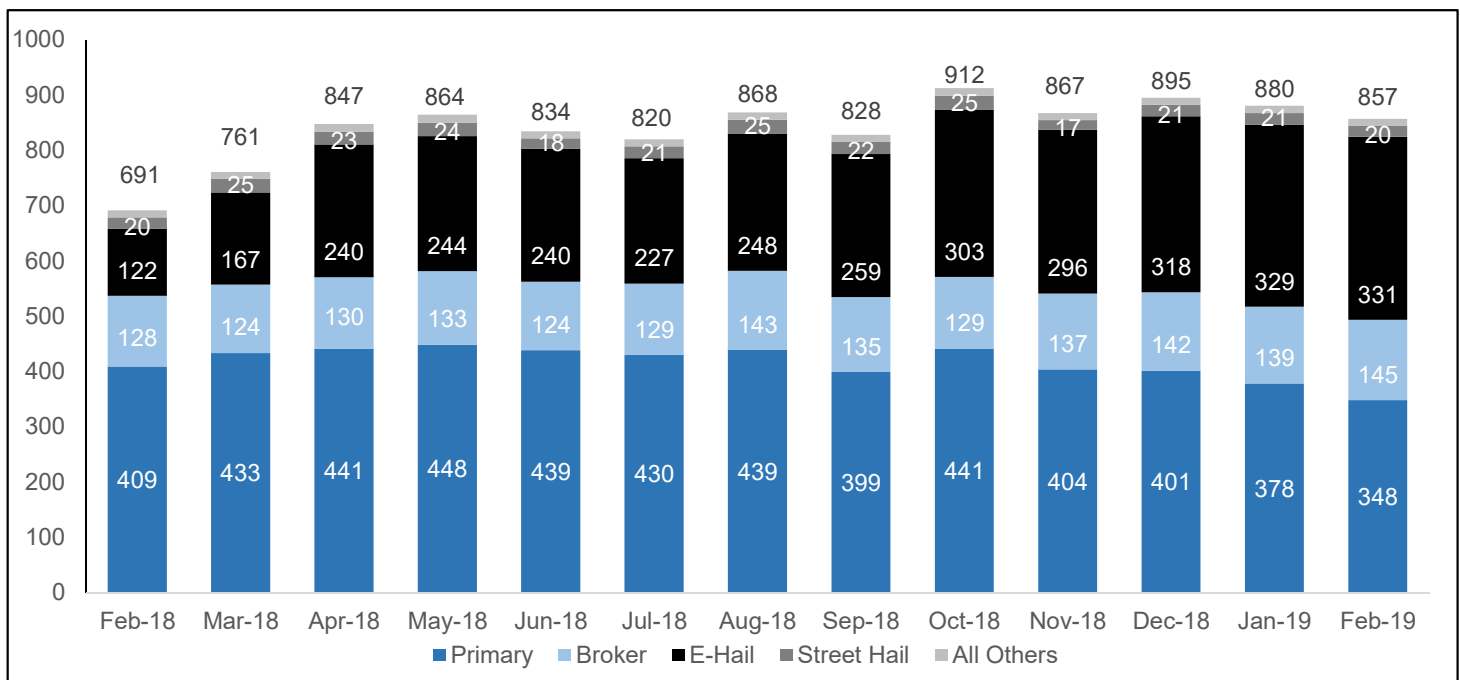


### Total Trips Discussion

- Total Trips increased by 125K (or 25%) in February 2019 as compared to February 2018. This is primarily due to an increase in E-Hail trips.

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

## Total Ridership



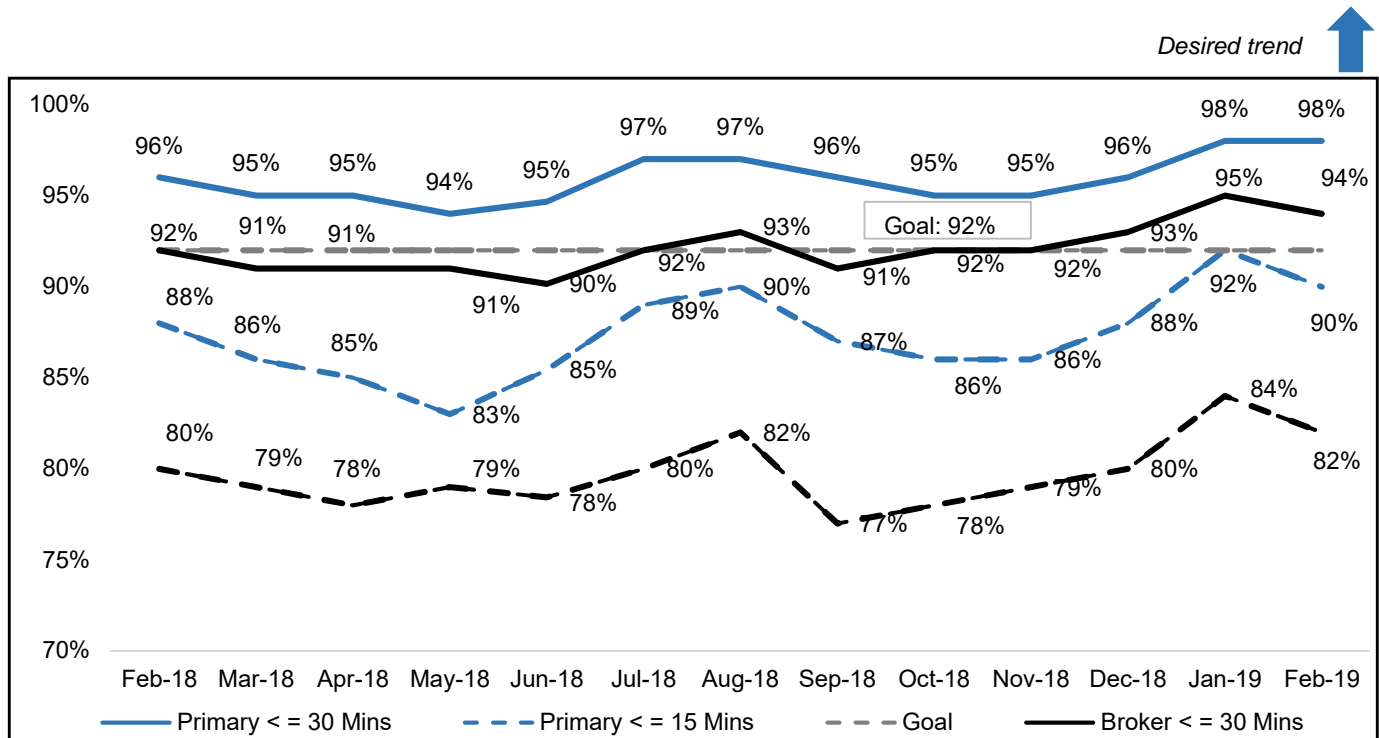
### Total Ridership Discussion

- Total Ridership increased by 166K (or 24%) in February 2019 as compared to February 2018. This is primarily due to an increase in E-Hail ridership.

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



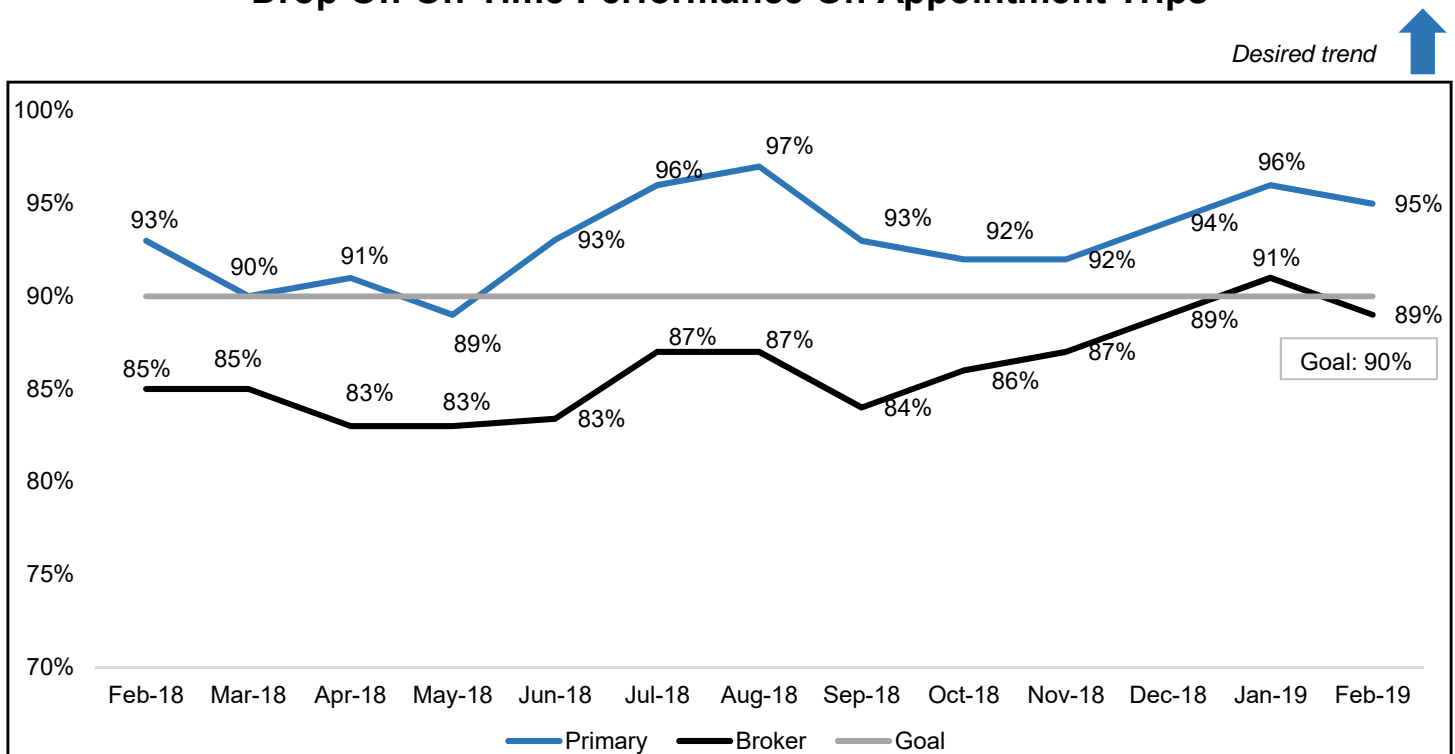
## Pick Up On-Time Performance



### Pick Up On-Time Performance Discussion

- February 2019 Primary 30 minute P/U OTP result of 98% improved by 2% as compared to February 2018.
- February 2019 Primary 15 minute P/U OTP result of 90% improved by 2% as compared to February 2018.
- February 2019 Broker 30 minute P/U OTP result of 94% improved by 2% as compared to February 2018.
- February 2019 Broker 15 minute P/U OTP result of 82% improved by 2% as compared to February 2018.

## Drop Off On-Time Performance On Appointment Trips

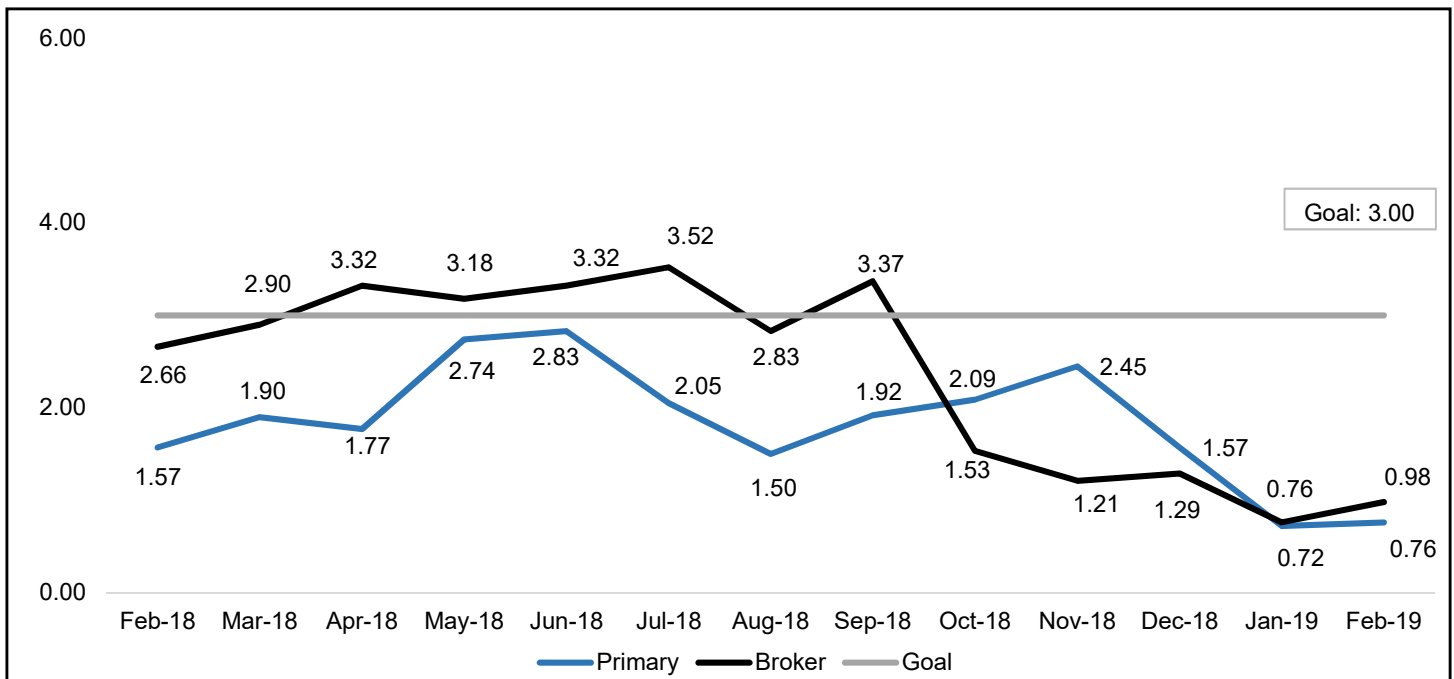


### Drop Off On-Time Performance On Appointment Trips Discussion

- February 2019 Primary D/O OTP result of 95% improved by 2% as compared to February 2018.
- February 2019 Broker D/O OTP result of 89% improved by 4% as compared to February 2018.

## Provider No Shows Per 1,000 Scheduled Trips

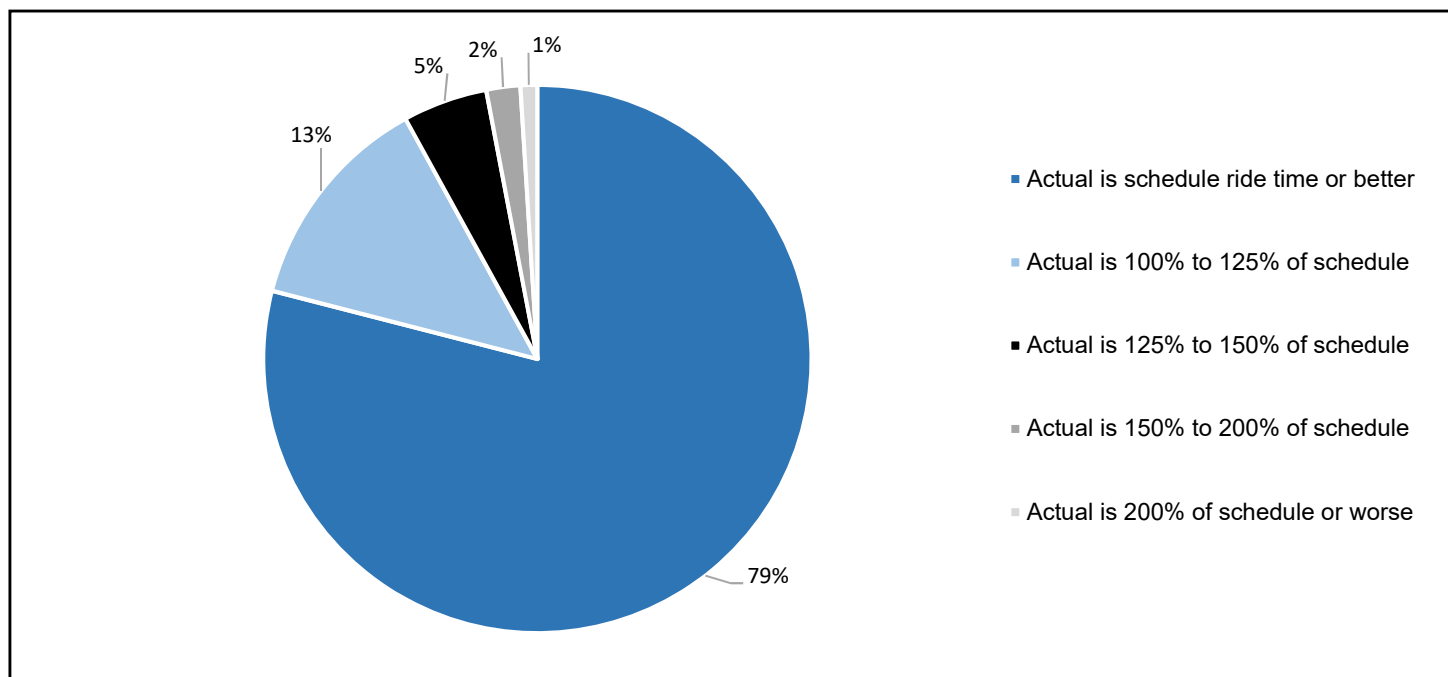
Desired trend



### Provider No Shows Per 1000 Scheduled Trips Discussion

- February 2019 Primary No-Shows improved by 0.81 per 1,000 trips as compared to February 2018.
- February 2019 Broker No-Shows improved by 1.68 per 1,000 trips as compared to February 2018.

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

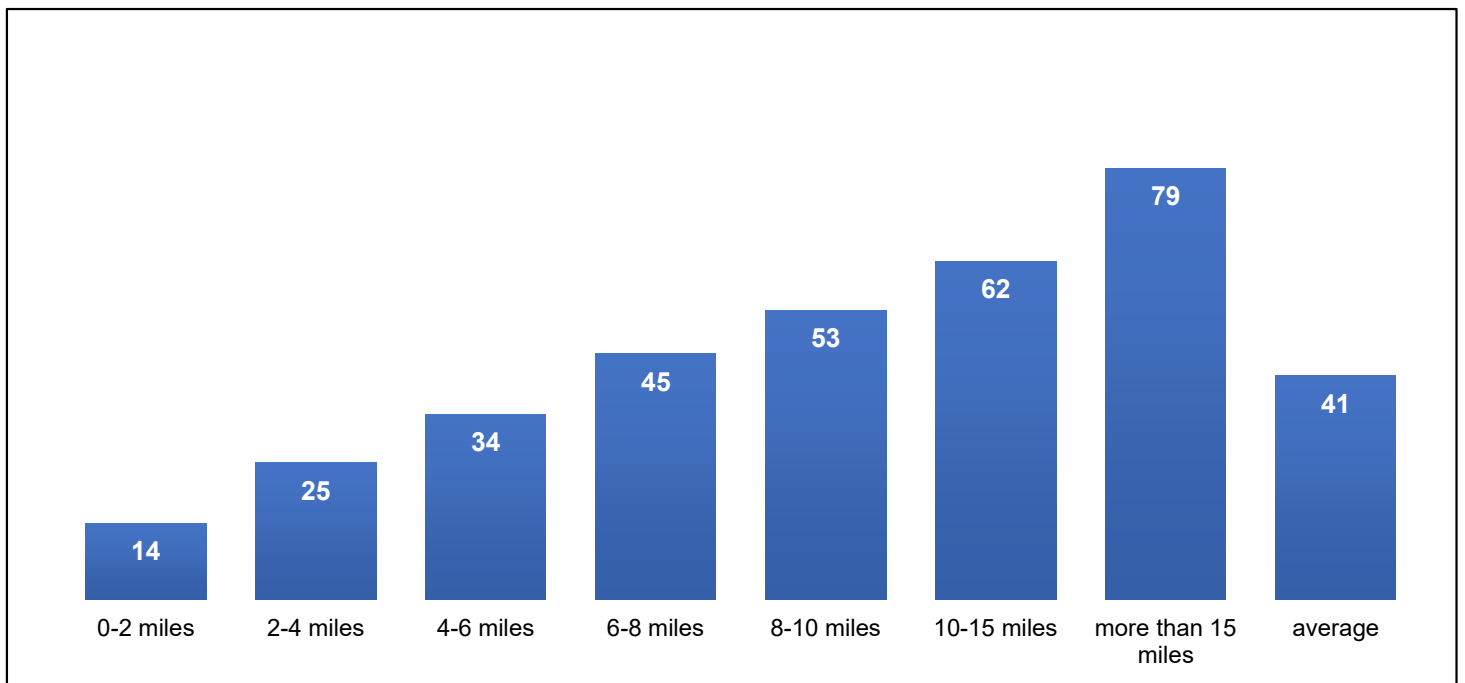


### Access-A-Ride Carrier Ride Time Performance - Actual vs. Scheduled Discussion

- 79% of trips in February 2019 performed within the scheduled time or better, an improvement of 6% as compared to February 2018.

Note: Percentages may not be exact due to rounding.

## Average Travel Time in Minutes by Trip Distance Category

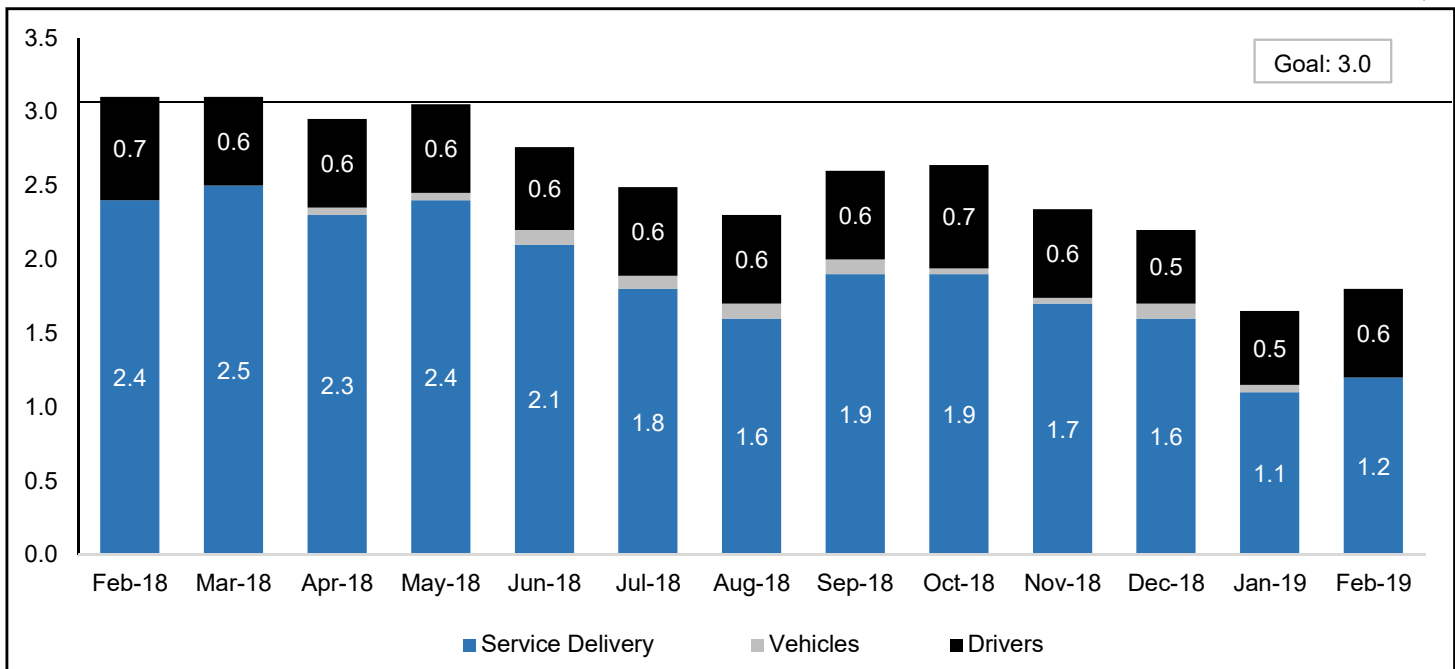


### Average Travel Time in Minutes by Trip Distance Category Discussion

- The average travel time for all categories improved by 2 minutes in February 2019 as compared to February 2018.

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

Desired trend



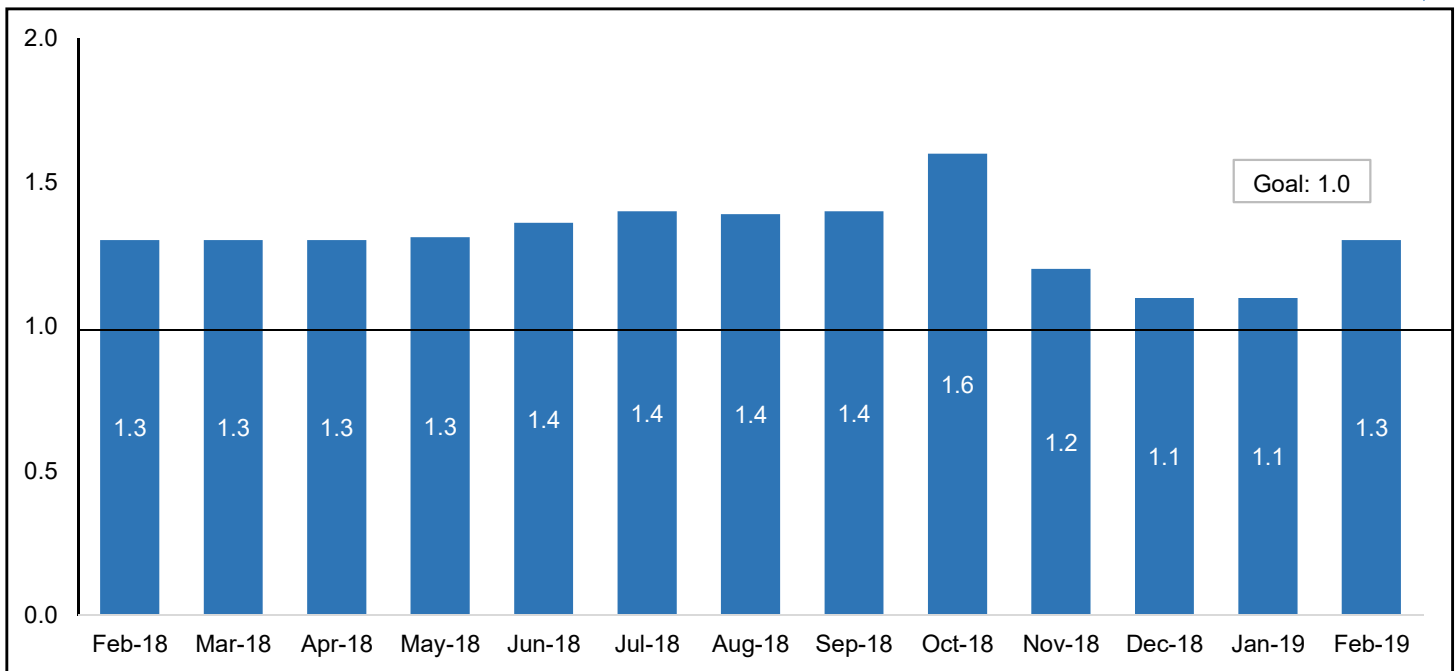
### Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips Discussion

- Transportation Service related passenger complaints improved by 1.3 per 1,000 trips in February 2019 as compared to February 2018.

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

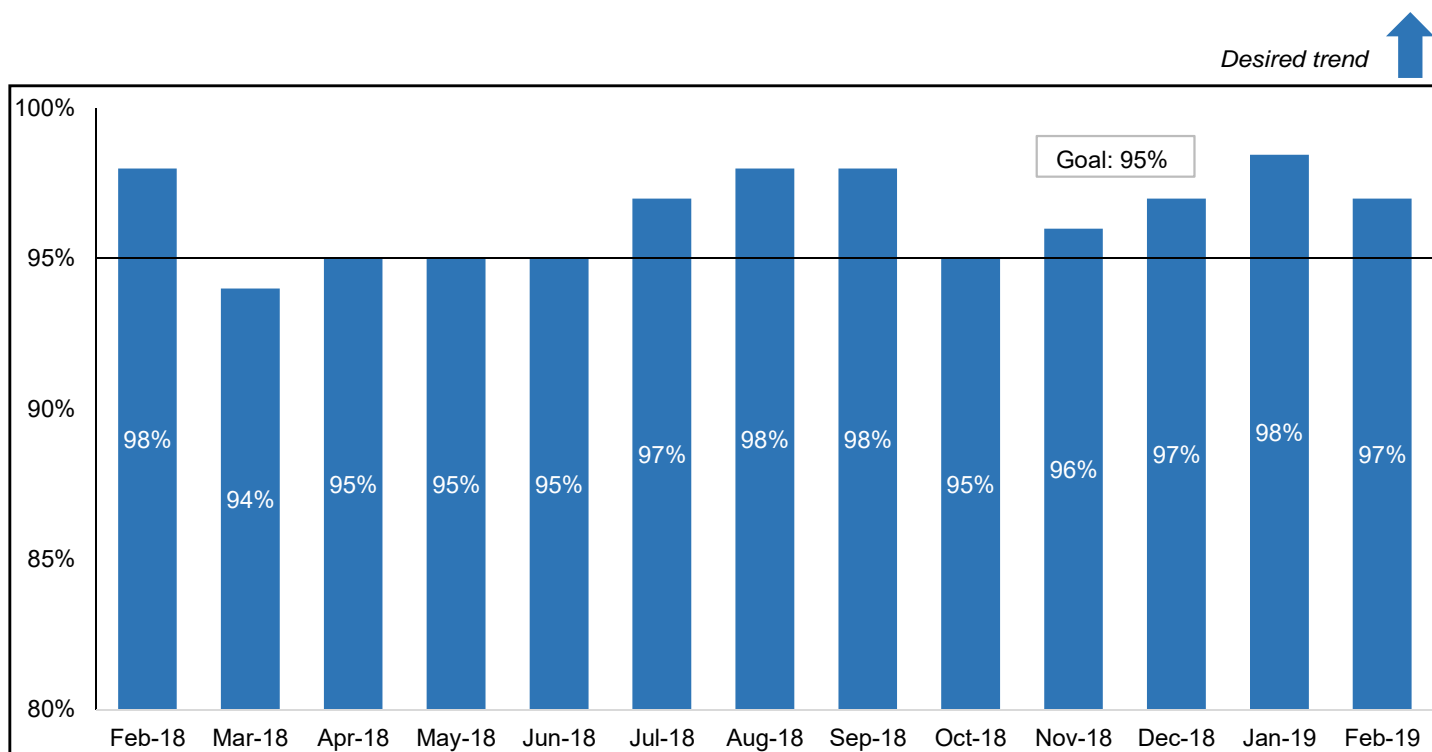


### Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Non-Transportation related passenger remained the same in February 2019 as compared to February 2018.

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

## Percent of Calls Answered



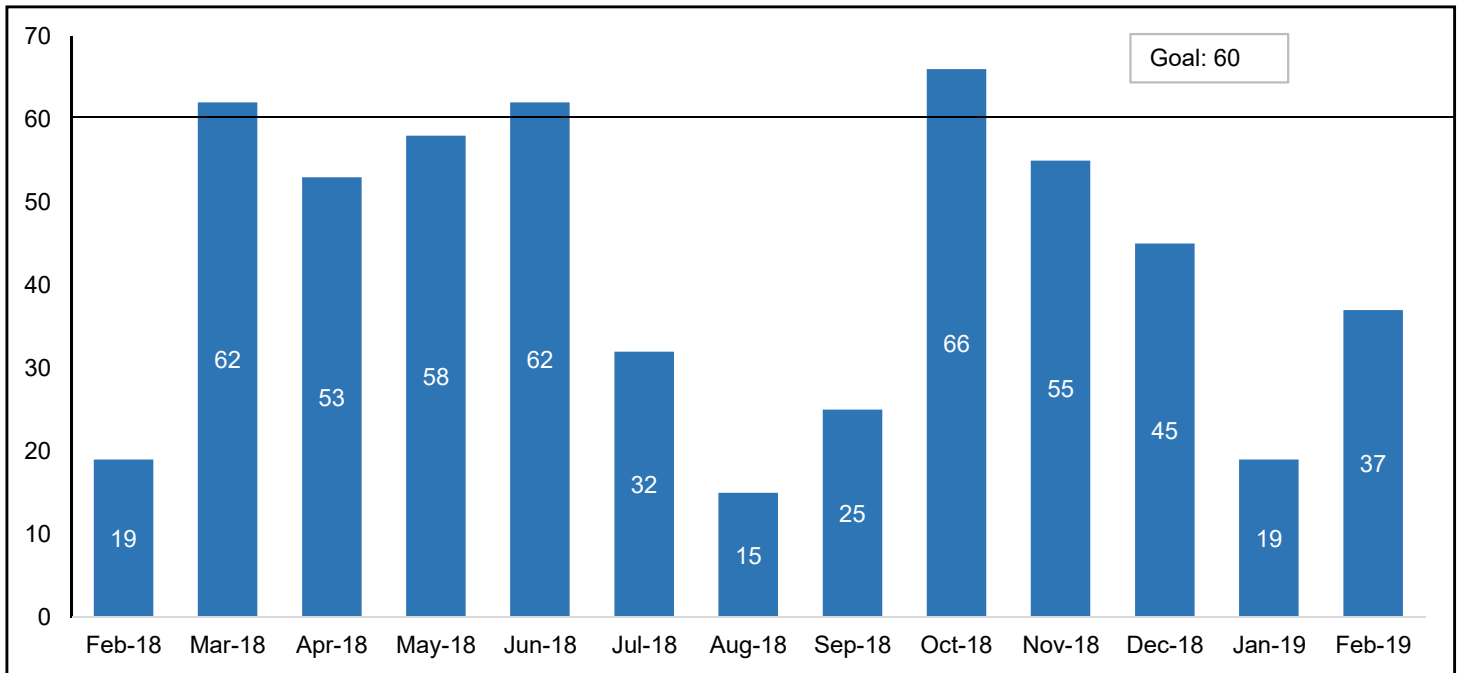
### Percent of Calls Answered Discussion

- The Percent of Calls Answered declined by 1% in February 2019 as compared to February 2018.



## Average Call Answer Speed in Seconds

Desired trend



### Average Call Answer Speed in Seconds Discussion

- Average Call Answer Speed declined (increased) by 18 seconds in February 2019 as compared to February 2018.

## Customer Service Report: Accessibility

Alex Elegudin, Senior Advisor for Systemwide Accessibility



The Systemwide Accessibility Unit hosted a workshop for members of the blind and low-vision community at 2 Broadway on March 15, 2019. Representatives from Capital Program Management, NYCT Marketing, MTA HQ Marketing, NYCT Digital Content, and NYCT Operations Planning listened to input from the community about potential projects designed to help people who are blind or low-vision navigate NYCT's system.

## April 2019 Highlights: Accessibility

In recent weeks the Systemwide Accessibility team has focused on expanding our training efforts. We hosted our second in-person training for NYCT and MTA staff in partnership with the Mayor's Office for People with Disabilities, in which we trained more than 40 people from our Government and Community Relations, HR, and Call Center teams on disability etiquette and how to assist Transit riders with a range of disabilities whether in-person or by phone. We also hosted the first disability etiquette training session for managers and supervisors from our Elevator and Escalator maintenance department, who play a critical role in keeping our subway system accessible for those with limited mobility.

These trainings provide a deep dive into how to assist customers with mobility, sight, hearing, and cognitive disabilities based on real-life accounts from Transit riders. These in-person trainings are one of the most important tools at our disposal to truly create a culture of accessibility at our agency and in our operating systems. Still, since we cannot reach all 50,000 Transit employees in person, we are also preparing to launch an e-learning module that provides an overview on disability etiquette and accessibility features across our systems, in a short, interactive video format. The content for this course was recently completed and we will launch the course soon, fulfilling a major Fast Forward commitment.

My team continues to regularly spend time in the field with Transit riders to better understand how the features of our system do – or do not – work for those with disabilities, particularly subway and bus riders who have limited sight or hearing. We are working to maximize the visual accessibility of our new OutFront screens as they are deployed across subway stations, to ensure that we take advantage of this technology to get important service information to all of our customers. We have also completed accessibility surveys of more than 20 stations and are working with departments across the agency to address issues with signage, elevator call buttons, and other places where we can find “quick wins” to make existing accessible stations easier for all Transit riders to navigate. We continue to study all remaining inaccessible stations and will finish the study by the end of the year.

We recently updated our elevator and escalator outage alerts system so that customers who use elevators receive more accurate and timely alert information about both planned and unplanned elevator outages. We are always working to make our communications clearer, and this small change can make a big difference for customers with disabilities who need clear, concise information about elevator status to plan their travels.

Finally, we continue to work with our partners at the City Department of Transportation and Department of City Planning to find synergies, whether through zoning, real estate, or otherwise, to help facilitate future elevator projects. This work helps lay the ground work for the Fast Forward plan and we are grateful for their partnership.

**Alex Elegudin**

Senior Advisor for Systemwide Accessibility

## Customer Service Report: Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



NYCT's Lost & Found, also known as the Lost Property Unit, recently got some small but impactful upgrades to the customer waiting area and improved wayfinding signage. With a fresh and brightened look, the office, located in the lower mezzanine of the 34 St-Penn Station A/C/E station, successfully continues to reunite customers with their misplaced or forgotten possessions left on subways and buses.



# April 2019 Highlights: Strategy and Customer Experience

In March, we continued working towards providing the best possible customer experience during the L project, including ensuring that our data infrastructure feeds that support train arrival on digital displays are accurate in any service situation. We also met extensively with L Line customers and community leaders about the service plan and had several meetings specific to the M14SBS route to ensure our customers have the fastest options available. Our weekly digital newsletter and project web page have been essential to keeping customers in the loop who may have been unable to attend these meetings. You will be seeing newly branded, targeted signage about the service plan along the line.

I'm also excited to update you on the strides we've already made this year, including the completion of several Q1 Customer Commitment commitments. Please see <https://new.mta.info/customercommitment/q1-2019> for the full list.

## **Customer Commitment Q1 Highlights:**

- Increased speed limits at 53 locations throughout the system for a faster, more reliable customer experience.
- Fully restored service at three stations that were deteriorating and in need of structural repair: 167 St (B, D); 39 Av (N, W); Broadway (N, W).
- Added off-peak service on the S93 bus route, now running every 12 minutes.
- Created a tailored accessible subway station map and updated the accessible station wallet guide to help people with disabilities plan travel more quickly and easily.
- Equipped over 400 buses with on-board customer information screens that announce the next stop, both visually and audibly. We have also started to roll out bus and subway transfer information on these screens (new).
- Upgraded our Lost and Found customer area with modern and bright wall covering, installed new wayfinding signage to the location, and dramatically expanded customer contact hours to 6am – 10pm, seven days a week (up from limited availability, Monday – Friday).

We are also deeply committed to nailing the basics to improve your service, and we continue to make strides on this front. As shown in this month's customer engagement results,

- Over 16,000 proactive messages were written and pushed through our digital channels, plus an additional 10,500 email/text alerts were sent about elevator and escalator status.
- The average time to answer customer telephone calls reached a low - at just 128 seconds, 28% lower than this month last year. Average time to answer Help Point calls was again less than ten seconds.
- Our responses to customers on social media were up over 60% compared to March 2018. And, customer post-response surveys remained strong at 3.7 (out of 5), 13% higher than this month last year.
- Subway and MetroCard complaints per journey were down 5% and 27% versus this month last year, continuing the trends we saw last month.
- Commendations about Subway and Bus service (primarily employee acts) were up 40% and 16%, respectively.
- Bus and Access-A-Ride complaints per journey were up 10% and 16% versus March 2018. Our operations teams are targeting the key complaint areas to address customer concerns.

I am also pleased to present the results for Q1 **Customers Count** survey, our quarterly subway and bus customer satisfaction report. The results were very revealing.

## **Customer Satisfaction Q1 Highlights:**

### **I. Subway**

Subway riders told us they are seeing some positive changes, with improvement ratings in overall service and in station environment. This indicates that customers are taking notice of performance improvements resulting from the *Subway Action Plan*, and *Save Safe Seconds* and *Group Station Manager* initiatives, with increased satisfaction in almost every attribute.

- Overall service satisfaction, obtained by asking customers to evaluate individual subway lines and then weighting the results by ridership, increased by 6.1 percentage-points to 61.4%, and increased on nearly half the lines in the system.
- Overall station satisfaction increased by 4.4 percentage-points to 70.0%.
- System satisfaction, which is obtained by asking customers to directly rate the entire subway system, increased by 6.2 percentage-points to 41.4%.
- Satisfaction also increased for journey time and reliability attributes: waiting time (+5.8 percentage-points), travel time (+6.5 percentage-points) and number of unexpected delays (+5.1 percentage-points).
- Staten Island Railway customers are 75.8% are satisfied with overall service and 74.0% are satisfied with overall stations; and customers report more satisfaction with travel time (75.6%) than with waiting time (67.2%), and more satisfaction with waiting time than with the number of unexpected delays (62.7%).

### **II. Bus**

System-wide, 57.7% of local, limited and select bus customers are satisfied, and did not change by a statistically significant margin compared to last quarter. Similarly, overall service satisfaction for express bus customers remain constant at 64.1%.

- Satisfaction increased for journey time and reliability attributes: waiting time (+5.0 percentage-points), travel time (+7.6 percentage-points) and number of unexpected delays (+2.9 percentage-points).
- Satisfaction increased for four of the six service periods: morning rush hour (+5.6 percentage-points), midday (+7.6 percentage-points), afternoon rush hour (+8.2 percentage-points) and evening (+5.2 percentage-points).
- Satisfaction increased for all eight onboard experience attributes: cleanliness (+2.5 percentage-points), temperature (+2.5 percentage-points), announcements (+3.0 percentage-points), crowding (+2.9 percentage-points), bus drivers (+3.4 percentage-points), ease of getting on and off (+2.6 percentage-points), service delay and communication (+5.0 percentage-points), and security from crime (+4.3 percentage-points).

You will find the full Q1 2019 *Customer Count* survey results in the customer satisfaction report in the last section of this Committee book.

### **Sarah Meyer**

Senior Vice President and Chief Customer Officer  
Strategy and Customer Experience

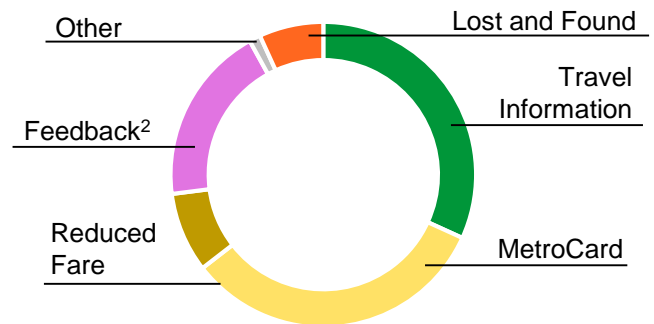
# Customer engagement

## Telephone

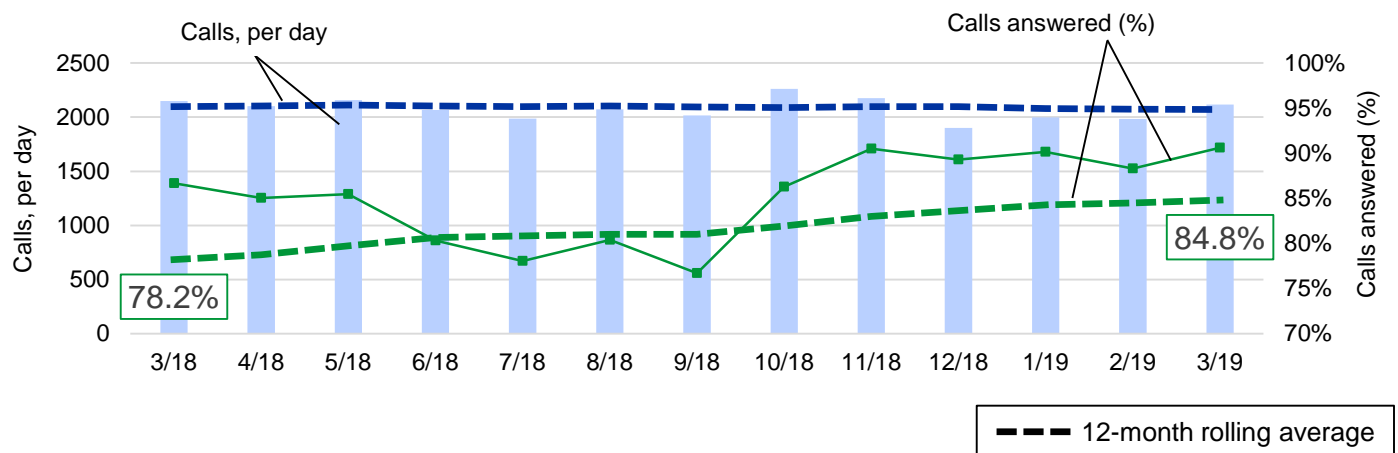
|   | Mar 2019 | Mar 2018 | Variance |
|---|----------|----------|----------|
| Telephone calls                               | 65,596   | 66,646   | ▼1.6%    |
| Calls answered                                | 90.6%    | 86.7%    | ▲4.5%    |
| Average time to answer <sup>1</sup> (seconds) | 128      | 177      | ▼27.7%   |

1. Excludes automated self-service calls

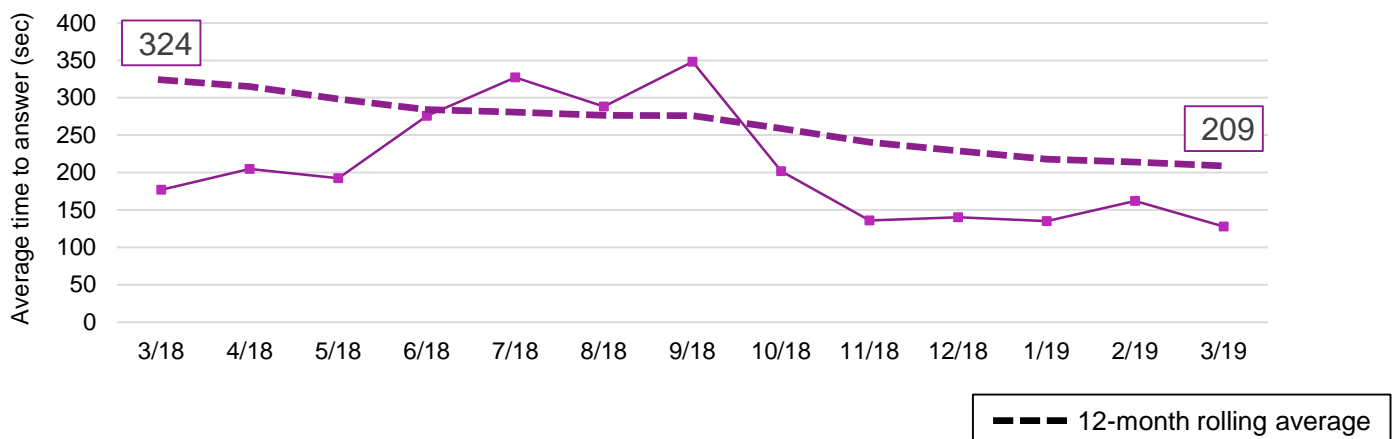
2. Feedback is customers calling with comments or concerns



## Telephone: calls received and answered



## Telephone: average time to answer

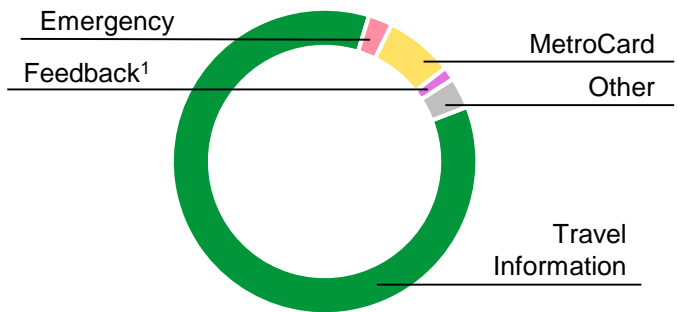


# Customer engagement

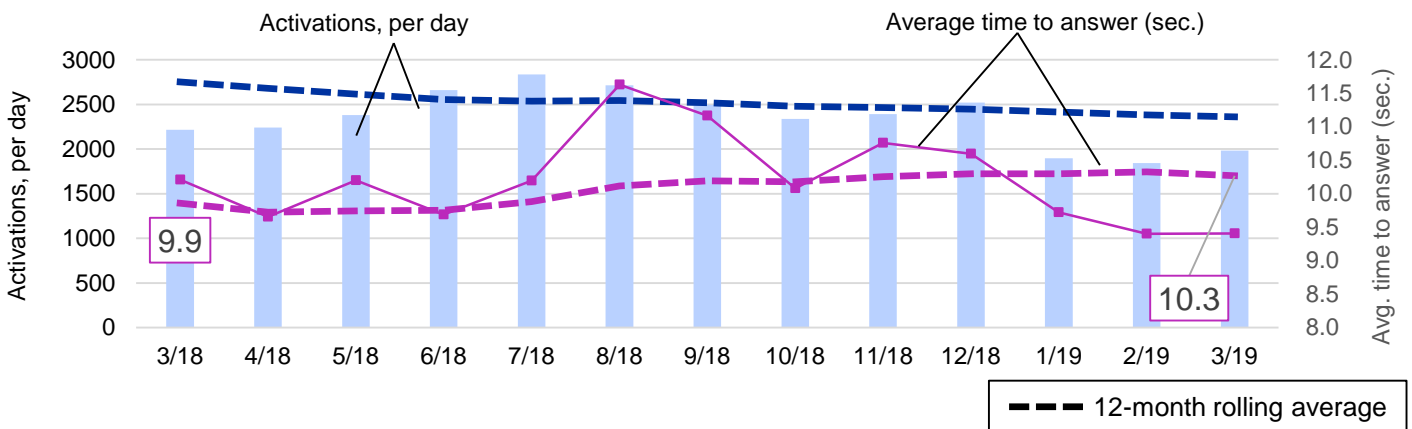
## Help Point

|                                  | Mar 2019 | Mar 2018 | Variance |
|----------------------------------|----------|----------|----------|
| Help Point activations           | 61,475   | 68,706   | ▼10.5%   |
| Average time to answer (seconds) | 9.4      | 10.2     | ▼7.9%    |

1. Feedback is customers calling with comments or concerns



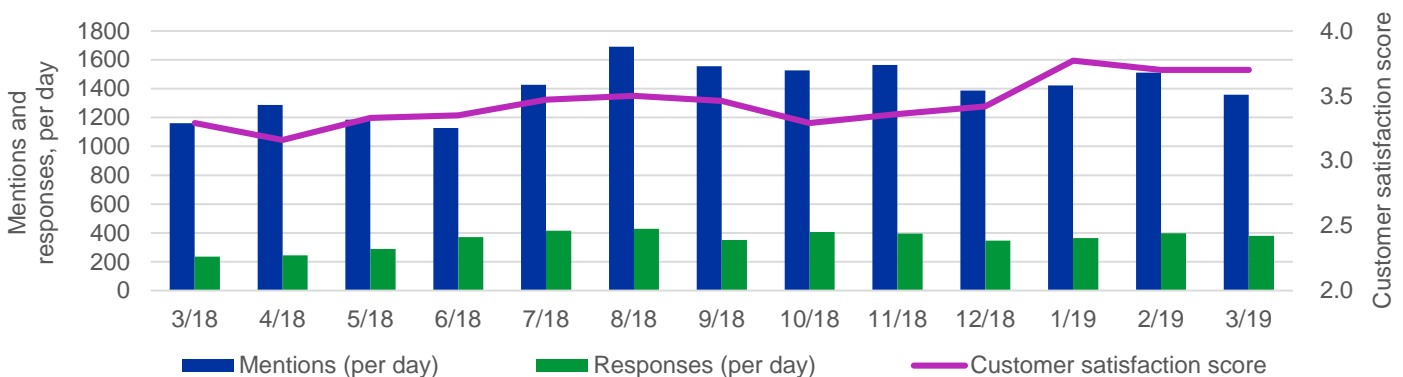
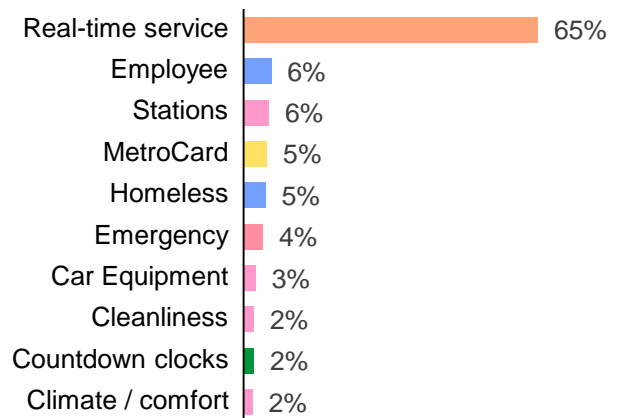
## Help Point: activations and average time to answer



## Social media

|  | Mar 2019 | Mar 2018 | Variance |
|--|----------|----------|----------|
| Social media mentions <sup>1</sup>       | 42,059   | 36,012   | ▲16.8%   |
| Responses sent                           | 11,810   | 7,317    | ▲61.4%   |
| Customer satisfaction score <sup>2</sup> | 3.70     | 3.29     | ▲12.5%   |

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



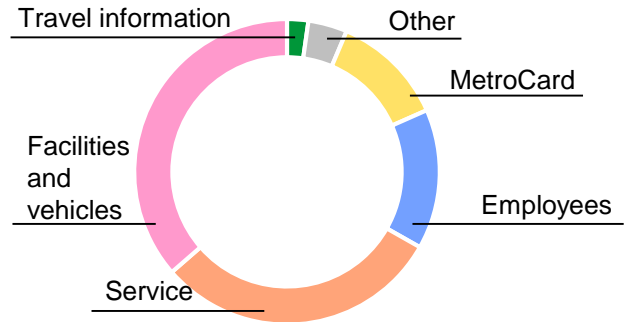


# Customer engagement

## Web, mobile app, and written feedback

|                             | Mar 2019 | Mar 2018 | Variance |
|-----------------------------|----------|----------|----------|
| Received                    | 5,743    | 5,662    | ▲ 1.4%   |
| Responses sent <sup>1</sup> | 6,166    | 8,514    | ▼ 27.6%  |

1. Includes automated and manual responses



## Keeping customers informed

### Alerts and service notices

|  | Mar 2019 |
|--|----------|
| Web                                    | 6,185    |
| Twitter                                | 3,322    |
| Kiosks / Digital Displays <sup>1</sup> | 3,263    |
| Email and text alerts                  |          |
| • Service                              | 3,722    |
| • Elevator and escalator status        | 10,498   |
| Service Notice posters developed       | 480      |

1. Excludes countdown clocks

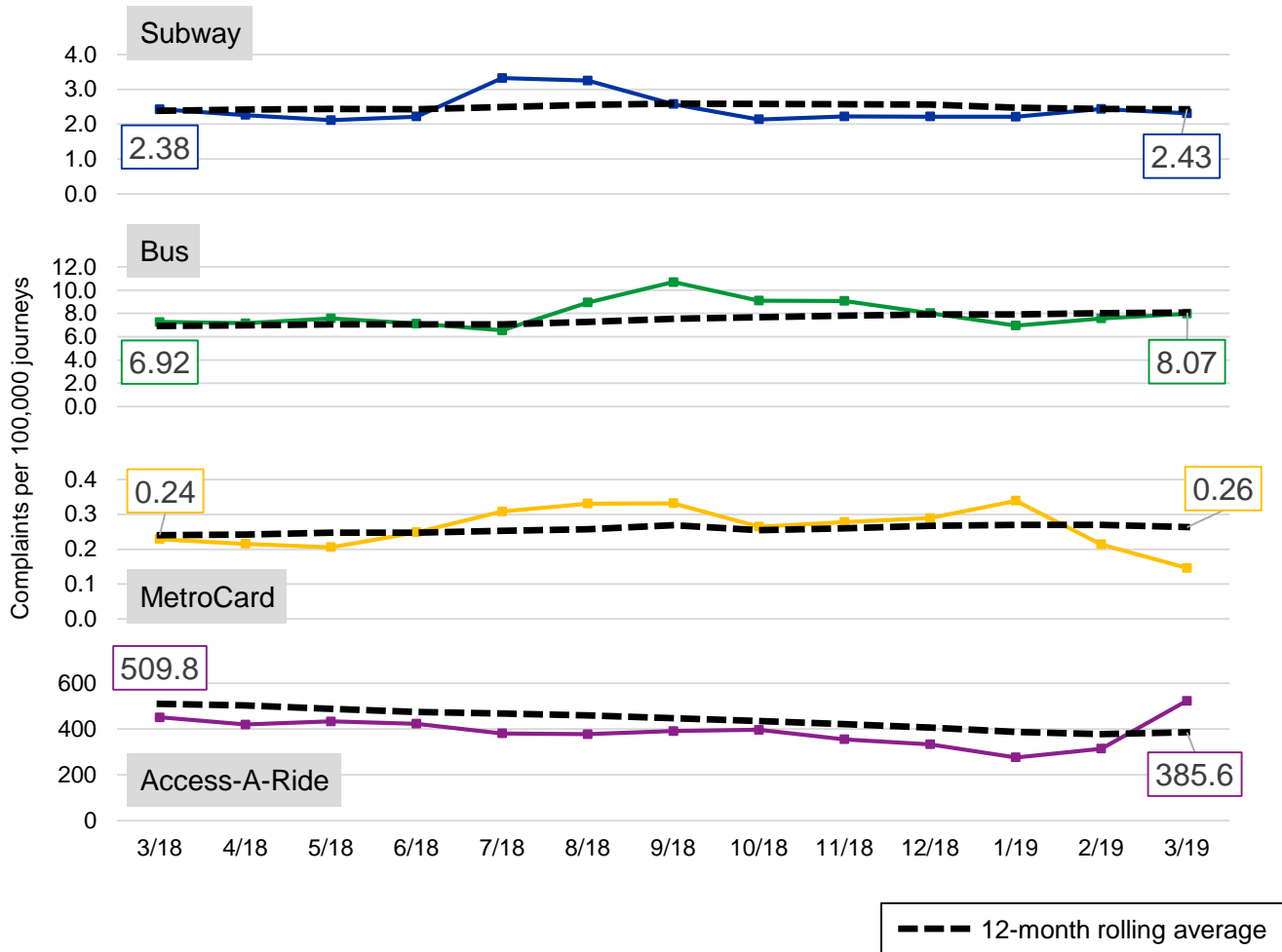
### Social media followers

|           |                | Mar 2019 | Mar 2018 | Variance |
|-----------|----------------|----------|----------|----------|
| Twitter   | @NYCTSubway    | 973k     | 921k     | ▲ 5.6%   |
|           | @NYCTBus       | 23k      | 19.8k    | ▲ 16.2%  |
|           | @MTA           | 1,300k   | 1,176k   | ▲ 10.5%  |
| Facebook  | NYCT           | 62.2k    | 56k      | ▲ 11.1%  |
| Instagram | @mtanyctransit | 19.9k    | -        |          |

# Customer feedback

## Complaints per 100,000 journeys

|               | Mar 2019 | Mar 2018 | Variance |
|---------------|----------|----------|----------|
| Subway        | 2.31     | 2.42     | ▼ 4.8%   |
| Bus           | 7.98     | 7.27     | ▲ 9.8%   |
| MetroCard     | 0.15     | 0.23     | ▼ 36.1%  |
| Access-A-Ride | 523.1    | 451.0    | ▲ 16.0%  |



## Commendations per 100,000 journeys

|               | Mar 2019 | Mar 2018 | Variance |
|---------------|----------|----------|----------|
| Subway        | 0.12     | 0.09     | ▲ 40.4%  |
| Bus           | 0.49     | 0.42     | ▲ 15.9%  |
| Access-A-Ride | 117.5    | 154.7    | ▼ 24.0%  |

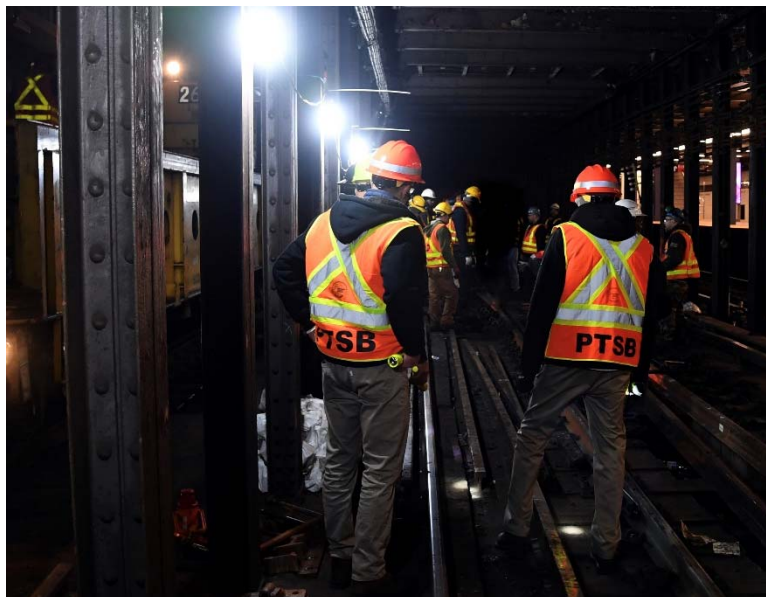
## Safety

**Robert Diehl**

Senior Vice President, Safety & Security



System Safety met with the New York State Public Transportation Safety Board (PTSB) on March 26. PTSB was recently FTA safety certified, giving them increased oversight over NYCT.



PTSB Inspectors and a System Safety Superintendent performed on-site observations during *FastTrack* operations along the A line between 59 St-Columbus Circle and Jay St-Metrotech.

## April 2019 Highlights: Safety

Included in this month's report are photos of the first meeting between the Office of System Safety and the New York State Public Transportation Board (PTSB). The PTSB was recently Safety certified by the FTA. As discussed during previous meetings, this gives the PTSB more authority and responsibility as NYCT's State Safety Oversight Agency. With this development, Public Transportation Agencies in New York State (such as MTA New York City Transit) will continue to be eligible for various streams of Federal funding.

As for our statistics, Subway Customer Accidents were relatively flat when comparing them between consecutive 12-month periods.

Subway Fires declined by 21.4% when comparing the most-recent 12-month rolling period to the previous 12-months.

Bus Collisions continued to decrease, however Bus Collision Injuries and Customer Accidents showed increases. Bus's Undercover Check Ride Program continues to be deployed to address high-collision routes and locations. The Bus Safety & Training Unit continues to share trends with Road Operations, and our Union partners. Additionally, they incorporate all current trends into their daily training classes where information is shared with new Bus Operators.

Employee Lost Time Accidents were relatively flat when comparing them between 12-month periods.

Lastly, we are making steady progress on our Leading Indicator Goals and it is worth noting that we have achieved most of our goals regarding Friction Pad Installations and Continuous Welded Rail Initiative.

**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 |                 |                 |
|   | Apr 16 - Mar 17  | Apr 17 - Mar 18 | Apr 18 - Mar 19 |
| <b>Subways</b>  |                  |                 |                 |
| Subway Customer Accidents per Million Customers <sup>1</sup>              | 2.60             | 2.92            | 2.93            |
| Subway Collisions <sup>2</sup>  |                  |                 |                 |
| <b>Total</b>  | 0                | 2               | 1               |
| Mainline  | 0                | 0               | 0               |
| Yard  | 0                | 2               | 1               |
| Subway Derailments <sup>2</sup>   |                  |                 |                 |
| <b>Total</b>  | 6                | 6               | 4               |
| Mainline  | 3                | 4               | 0               |
| Yard  | 3                | 2               | 4               |
| Subway Fires <sup>2</sup>   | 963              | 986             | 775             |
| <b>Buses</b>  |                  |                 |                 |
| Bus Collisions Per Million Miles Regional                                 | 56.18            | 54.71           | 53.74           |
| Bus Collision Injuries Per Million Miles Regional                         | 6.56             | 6.07            | 6.16            |
| Bus Customer Accidents Per Million Customers <sup>1</sup> Regional        | 1.28             | 1.24            | 1.37            |
|   |                  |                 |                 |
| Total NYCT and MTA Bus Lost Time Accidents per 100 Employees <sup>1</sup> | 3.97             | 3.64            | 3.66            |

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

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

| Leading Indicators                                  |              |            |             |                         |
|---|--------------|------------|-------------|-------------------------|
| Subways   | March        | YTD        | Goal        | YTD as % of Goal        |
| <b>Roadway Worker Protection</b>                    |              |            |             |                         |
| Joint Track Safety Audits -- Actual Count           | 34           | 102        | 340         | 30.0%                   |
| Joint Track Safety Audits -- Compliance Rate        | 98.2%        | 98.7%      | 100.0%      | 98.7%                   |
|   |              |            |             |                         |
| <b>Mainline Collision/Derailment Prevention</b>     |              |            |             |                         |
| Continuous Welded Rail Initiative (# of Track Feet) | 13,193       | 30,614     | 47,520      | 64.4%                   |
| Friction Pad Installation                           | 9,612        | 27,463     | 33,500      | 82.0%                   |
| <b>Buses</b>  | <b>March</b> | <b>YTD</b> | <b>Goal</b> | <b>YTD as % of Goal</b> |
| <b>Collision Prevention</b>                         |              |            |             |                         |
| Audible Pedestrian Warning System                   | 72           | 156        | 630         | 24.8%                   |
| Vision Zero Employee Training                       | 568          | 1,720      | 6,200       | 27.7%                   |

# Monthly Operations Report

## **Safety Report Definitions:**

**Joint Track Safety Audits** are conducted by a joint team of personnel from the Office of System Safety, the Transport Workers Union, and the Subway Surface Supervisors Association (SSSA). The teams look at critical items for on-track safety such as flagging, third rail safety and lighting. These reviews are conducted at various Department of Subways, Capital Program Management and MTA Capital Construction work sites along the right of way to assess compliance with the rules and procedures, identify deficiencies in training and equipment, and improve on-track safety.

**Continuous Welded Rail (CWR)** significantly reduces the number of rail joints, which lessens the occurrence of broken rails while also providing a smoother ride. Track Engineering analyzed system-wide broken rail data and set forth a CWR installation plan to help reduce broken rails and improve track conditions. We anticipate expanded use of the Critter Rail Stringer and "E" Clip installer to help us achieve this goal.

**Friction Pad Installations** will increase resiliency of the rail, resulting in reduced broken rail incidents and, overall, will reduce the potential for development of rail defects.

**Audible Pedestrian Warning System** technology produces an audible voice alert to pedestrians when a bus is making a left- or a right-hand turn. The system turns on automatically without a bus operator's intervention and alerts pedestrians with a street- and curb-side speaker. Volume automatically adjusts based on outside ambient noise.

**Vision Zero Training** provides focused Safety Awareness Training to all Bus Operators which engages them on all aspects of Pedestrian Safety issues, emphasizing the current challenges of managing their Buses in an environment with distracted Pedestrians, Motorists and Cyclists. The program incorporates testimonial videos from "Families for Safer Streets" along with a series of videos of serious Bus and Pedestrian accidents secured from 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.



## April 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 for the month ending two months prior to the reporting period.



Police Department  
City of New York

MTA Report

CRIME STATISTICS MARCH

|                                    | 2019              | 2018              | Diff              | % Change            |
|------------------------------------|-------------------|-------------------|-------------------|---------------------|
| MURDER                             | 0                 | 0                 | 0                 | 0.0%                |
| RAPE                               | 0                 | 0                 | 0                 | 0.0%                |
| ROBBERY                            | 33                | 45                | -12               | -26.7%              |
| GL                                 | 107               | 108               | -1                | -0.9%               |
| FELASSAULT                         | 33                | 29                | 4                 | 13.8%               |
| BURGLARY                           | 0                 | 1                 | -1                | -100.0%             |
| <b><u>TOTAL MAJOR FELONIES</u></b> | <b><u>173</u></b> | <b><u>183</u></b> | <b><u>-10</u></b> | <b><u>-5.5%</u></b> |

During March, the daily Robbery average decreased from 1.5 to 1.1

During March, the daily Major Felony average decreased from 5.9 to 5.6

CRIME STATISTICS JANUARY THRU MARCH

|                                    | 2019              | 2018              | Diff             | % Change            |
|------------------------------------|-------------------|-------------------|------------------|---------------------|
| MURDER                             | 1                 | 0                 | 1                | ***. *%             |
| RAPE                               | 1                 | 0                 | 1                | ***. *%             |
| ROBBERY                            | 116               | 121               | -5               | -4.1%               |
| GL                                 | 348               | 357               | -9               | -2.5%               |
| FELASSAULT                         | 91                | 81                | 10               | 12.3%               |
| BURGLARY                           | 2                 | 3                 | -1               | -33.3%              |
| <b><u>TOTAL MAJOR FELONIES</u></b> | <b><u>559</u></b> | <b><u>562</u></b> | <b><u>-3</u></b> | <b><u>-0.5%</u></b> |

Year to date the daily Robbery average *increased* from 1.26 to 1.31

Year to date the daily Major Felony average decreased from 6.24 to 6.21

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION





**Police Department  
City of New York**

**MTA Report**

**MARCH ACTIVITY**

|               | <b>2019</b> | <b>2018</b> | <b>Diff</b> | <b>% Change</b> |
|---------------|-------------|-------------|-------------|-----------------|
| Total Arrests | 970         | 1272        | -302        | -23.7%          |
| TOS Arrests   | 385         | 504         | -119        | -23.6%          |
| Total Summons | 8542        | 5142        | 3400        | 66.1%           |
| TOS TABs      | 6790        | 3202        | 3588        | 112.1%          |
| TOS C-Summ    | 216         | 133         | 83          | 62.4%           |

**JANUARY THRU MARCH ACTIVITY**

|               | <b>2019</b> | <b>2018</b> | <b>Diff</b> | <b>% Change</b> |
|---------------|-------------|-------------|-------------|-----------------|
| Total Arrests | 3107        | 4959        | -1852       | -37.3%          |
| TOS Arrests   | 1144        | 2599        | -1455       | -56.0%          |
| Total Summons | 27044       | 16201       | 10843       | 66.9%           |
| TOS TABs      | 21127       | 10522       | 10605       | 100.8%          |
| TOS C-Summ    | 757         | 283         | 474         | 167.5%          |

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



Police Department  
City of New York

## REPORT

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

**Hate Crime Task Force  
Transit Bureau  
HCTF Statistical Data  
(As of 4/7/2019)**

**Motivation:**

| Motivation            | 2019 | 2018 | Diff | % Change |
|-----------------------|------|------|------|----------|
| BLACK                 | 2    | 2    | 0    | 0%       |
| GENDER                | 1    | 0    | 1    | ***.*    |
| MUSLIM                | 1    | 3    | -2   | -67%     |
| OTHER                 | 2    | 0    | 2    | ***.*    |
| SEMITIC               | 16   | 6    | 10   | 167%     |
| SEXUAL<br>ORIENTATION | 1    | 0    | 1    | ***.*    |
| WHITE                 | 3    | 1    | 2    | 200%     |
| Grand Total           | 26   | 12   | 14   | 117%     |

**Crime Name:**

| Crime Name                  | 2019 | 2018 | Diff | % Change |
|-----------------------------|------|------|------|----------|
| Aggravated<br>Harassment 1  | 6    | 1    | 5    | 500%     |
| Aggravated<br>Harassment 2  | 2    | 0    | 2    | ***.*    |
| Assault 2                   | 3    | 0    | 3    | ***.*    |
| Assault 3                   | 2    | 1    | 1    | 100%     |
| Criminal<br>Impersonation 1 | 0    | 1    | -1   | -100%    |
| Criminal<br>Mischief 4      | 13   | 9    | 4    | 44%      |
| Grand Total                 | 26   | 12   | 14   | 117%     |

# Transit District by County & Motivation:

| County   | TD             | Motivation           | 2019 | 2018 | Diff | % Change |
|----------|----------------|----------------------|------|------|------|----------|
| New York | TD 01          | SEMITIC              | 3    | 0    | 3    | ***. *   |
|          |                | WHITE                | 1    | 0    | 1    | ***. *   |
|          | TD 01<br>Total |                      | 4    | 0    | 4    | ***. *   |
|          | TD 02          | OTHER                | 1    | 0    | 1    | ***. *   |
|          |                | SEMITIC              | 2    | 1    | 1    | 100%     |
|          | TD 02<br>Total |                      | 3    | 1    | 2    | 200%     |
|          | TD 03          | MUSLIM               | 0    | 1    | -1   | -100%    |
|          |                | OTHER                | 1    | 0    | 1    | ***. *   |
|          |                | SEMITIC              | 3    | 0    | 3    | ***. *   |
|          |                | WHITE                | 1    | 0    | 1    | ***. *   |
|          | TD 03<br>Total |                      | 5    | 1    | 4    | 400%     |
|          | TD 04          | MUSLIM               | 1    | 0    | 1    | ***. *   |
|          | TD 04<br>Total |                      | 1    | 0    | 1    | ***. *   |
| Bronx    | TD 11          | MUSLIM               | 0    | 1    | -1   | -100%    |
|          | TD 11<br>Total |                      | 0    | 1    | -1   | -100%    |
|          | TD 12          | SEMITIC              | 1    | 0    | 1    | ***. *   |
|          |                | WHITE                | 1    | 0    | 1    | ***. *   |
|          | TD 12<br>Total |                      | 2    | 0    | 2    | ***. *   |
| Kings    | TD 30          | BLACK                | 1    | 1    | 0    | 0%       |
|          |                | SEMITIC              | 2    | 0    | 2    | ***. *   |
|          |                | SEXUAL<br>ORIENTATIO | 1    | 0    | 1    | ***. *   |
|          |                | WHITE                | 0    | 1    | -1   | -100%    |
|          | TD 30<br>Total |                      | 4    | 2    | 2    | 100%     |
|          | TD 32          | BLACK                | 0    | 1    | -1   | -100%    |
|          |                | GENDE                | 1    | 0    | 1    | ***. *   |
|          |                | SEMITIC              | 2    | 0    | 2    | ***. *   |
|          | TD 32<br>Total |                      | 3    | 1    | 2    | 200%     |
|          | TD 33          | SEMITIC              | 1    | 1    | 0    | 0%       |

|             |                |         |    |    |    |              |
|-------------|----------------|---------|----|----|----|--------------|
|             | TD 33<br>Total |         | 1  | 1  | 0  | <b>0%</b>    |
|             | TD 34          | SEMITIC | 1  | 4  | -3 | <b>-75%</b>  |
|             | TD 34<br>Total |         | 1  | 4  | -3 | <b>-75%</b>  |
| Queens      | TD 20          | BLACK   | 1  | 0  | 1  | ***.*        |
|             |                | MUSLIM  | 0  | 1  | -1 | <b>-100%</b> |
|             | TD 20<br>Total |         | 1  | 1  | 0  | <b>0%</b>    |
|             | TD 33          | SEMITIC | 1  | 0  | 1  | ***.*        |
|             | TD 33<br>Total |         | 1  | 0  | 1  | ***.*        |
| Grand Total |                |         | 26 | 12 | 14 | <b>117%</b>  |

### Transit District by County, TD And Crime:

| County   | TD             | Crime Name              | 201 | 2018 | Diff | %           |
|----------|----------------|-------------------------|-----|------|------|-------------|
| New York | TD 01          | Aggravated Harassment 1 | 1   | 0    | 1    | ***.*       |
|          |                | Aggravated Harassment 2 | 1   | 0    | 1    | ***.*       |
|          |                | Assault 2               | 1   | 0    | 1    | ***.*       |
|          |                | Criminal Mischief 4     | 1   | 0    | 1    | ***.*       |
|          | TD 01<br>Total |                         | 4   | 0    | 4    | ***.*       |
|          | TD 02          | Aggravated Harassment 1 | 1   | 1    | 0    | <b>0%</b>   |
|          |                | Criminal Mischief 4     | 2   | 0    | 2    | ***.*       |
|          | TD 02<br>Total |                         | 3   | 1    | 2    | <b>200%</b> |
|          | TD 03          | Aggravated Harassment 1 | 2   | 0    | 2    | ***.*       |
|          |                | Aggravated Harassment 2 | 1   | 0    | 1    | ***.*       |
|          |                | Assault 3               | 1   | 0    | 1    | ***.*       |
|          |                | Criminal Mischief 4     | 1   | 1    | 0    | <b>0%</b>   |
|          | TD 03<br>Total |                         | 5   | 1    | 4    | <b>400%</b> |
|          | TD 04          | Assault 2               | 1   | 0    | 1    | ***.*       |

|                    |                |                             |           |           |           |              |
|--------------------|----------------|-----------------------------|-----------|-----------|-----------|--------------|
|                    | TD 04<br>Total |                             | 1         | 0         | 1         | ***.*        |
| Bronx              | TD 11          | Criminal<br>Mischief 4      | 0         | 1         | -1        | <b>-100%</b> |
|                    | TD 11<br>Total |                             | 0         | 1         | -1        | <b>-100%</b> |
|                    | TD 12          | Criminal<br>Mischief 4      | 2         | 0         | 2         | ***.*        |
|                    | TD 12<br>Total |                             | 2         | 0         | 2         | ***.*        |
| Kings              | TD 30          | Aggravated<br>Harassment 1  | 1         | 0         | 1         | ***.*        |
|                    |                | Assault 3                   | 1         | 1         | 0         | <b>0%</b>    |
|                    |                | Criminal<br>Mischief 4      | 2         | 1         | 1         | <b>100%</b>  |
|                    | TD 30<br>Total |                             | 4         | 2         | 2         | <b>100%</b>  |
|                    | TD 32          | Aggravated<br>Harassment 1  | 1         | 0         | 1         | ***.*        |
|                    |                | Assault 2                   | 1         | 0         | 1         | ***.*        |
|                    |                | Criminal<br>Mischief 4      | 1         | 1         | 0         | <b>0%</b>    |
|                    | TD 32<br>Total |                             | 3         | 1         | 2         | <b>200%</b>  |
|                    | TD 33          | Criminal<br>Mischief 4      | 1         | 1         | 0         | <b>0%</b>    |
|                    | TD 33<br>Total |                             | 1         | 1         | 0         | <b>0%</b>    |
|                    | TD 34          | Criminal<br>Mischief 4      | 1         | 4         | -3        | <b>-75%</b>  |
|                    | TD 34<br>Total |                             | 1         | 4         | -3        | <b>-75%</b>  |
|                    |                |                             |           |           |           |              |
| Queens             | TD 20          | Criminal<br>Impersonation 1 | 0         | 1         | -1        | <b>-100%</b> |
|                    |                | Criminal<br>Mischief 4      | 1         | 0         | 1         | ***.*        |
|                    | TD 20<br>Total |                             | 1         | 1         | 0         | <b>0%</b>    |
|                    | TD 33          | Criminal<br>Mischief 4      | 1         | 0         | 1         | ***.*        |
|                    | TD 33<br>Total |                             | 1         | 0         | 1         | ***.*        |
| <b>Grand Total</b> |                |                             | <b>26</b> | <b>12</b> | <b>14</b> | <b>117%</b>  |



# **METROPOLITAN TRANSPORTATION AUTHORITY**

## **Police Department Staten Island Rapid Transit**

### **March 2019 vs. 2018**

|                             | <b>2019</b> | <b>2018</b> | <b>Diff</b> | <b>% Change</b> |
|-----------------------------|-------------|-------------|-------------|-----------------|
| <b>Murder</b>               | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Rape</b>                 | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Robbery</b>              | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Felony Assault</b>       | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Burglary</b>             | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Grand Larceny</b>        | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Grand Larceny Auto</b>   | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Total Major Felonies</b> | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |

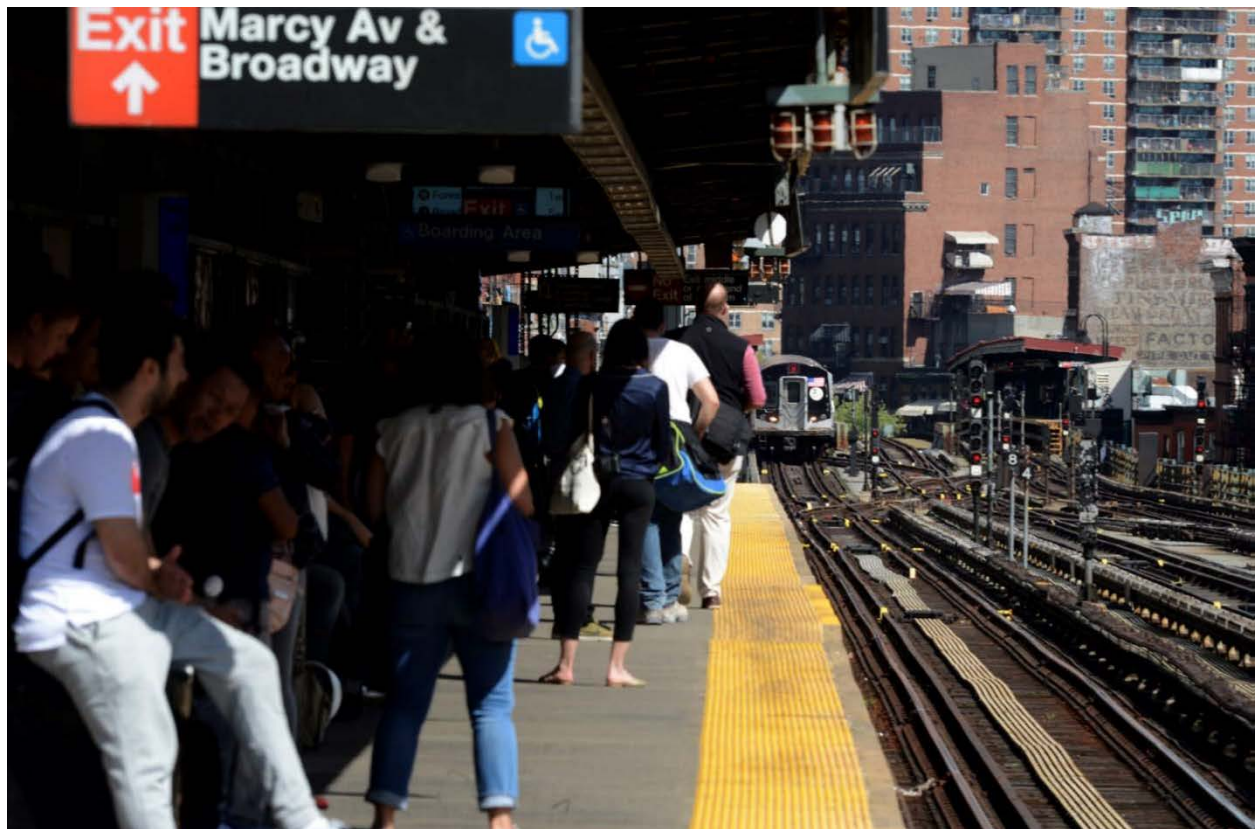
### **Year to Date 2019 vs. 2018**

|                             | <b>2019</b> | <b>2018</b> | <b>Diff</b> | <b>% Change</b> |
|-----------------------------|-------------|-------------|-------------|-----------------|
| <b>Murder</b>               | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Rape</b>                 | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Robbery</b>              | <b>1</b>    | <b>1</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Felony Assault</b>       | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Burglary</b>             | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Grand Larceny</b>        | <b>1</b>    | <b>0</b>    | <b>1</b>    | <b>100%</b>     |
| <b>Grand Larceny Auto</b>   | <b>0</b>    | <b>0</b>    | <b>0</b>    | <b>0%</b>       |
| <b>Total Major Felonies</b> | <b>2</b>    | <b>1</b>    | <b>1</b>    | <b>100%</b>     |

## Financial and Ridership Reports

**Jaibala Patel**, Chief Financial Officer

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



The Marcy Av station along the J/M/Z lines experienced the largest monthly increase in total ridership for the month of February 2019 compared to February 2018. This is credited in large part to an increase in weekend customers diverted from the L line because of weekend closures for reliability improvements. Preliminary ridership for February 2019 is 395,000 customers. This is an increase of 107,000 customers from February 2018.



# Preliminary February 2019 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary February 2019 financial results, on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

## **Summary of Preliminary Financial Results**

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

- February 2019 New York City Transit ridership of 169.4 million was 0.4 million (0.3 percent) above budget, of which subway ridership of 126.4 million was 1.2 million (1 percent) above budget, and bus ridership of 42.2 million was 0.9 million (2 percent) below budget.
- February 2019 farebox revenue of \$335.5 million was \$2.4 million (0.7 percent) above budget.
- Operating expenses of \$719.9 million were above budget in February by \$11.9 million (1.7 percent). Labor expenses were higher by \$18.6 million (3.5 percent), due largely to overruns in overtime and health & welfare/OPEB current expenses, partly offset by favorable results in reimbursable overhead credits and payroll. Non-labor expenses were below budget by a net \$6.8 million (3.9 percent).

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

| <b>Preliminary Financial Results Compared to Budget</b> |                         |       |                                      |               |                      |      |
|---|-------------------------|-------|--------------------------------------|---------------|----------------------|------|
| <b>Category</b><br>(\$ in millions)                     | <b>February Results</b> |       | <b>February Year-to-Date Results</b> |               |                      |      |
|   | Variance Fav/(Unfav)    |       | Budget                               | Prelim Actual | Variance Fav/(Unfav) |      |
|   | \$                      | %     | \$                                   | \$            | \$                   | %    |
| Total Farebox Revenue                                   | 2.4                     | 0.7   | 691.9                                | 692.8         | 0.9                  | 0.1  |
| Nonreimb. Exp. before Dep./OPEB                         | (11.9)                  | (1.7) | (1,457.9)                            | (1,432.9)     | 25.0                 | 1.7  |
| Net Cash Deficit*                                       | 72.2                    | 22.3  | (674.1)                              | (554.1)       | 120.0                | 17.8 |

February 2019 farebox revenue of \$335.5 million was \$2.4 million (0.7 percent) above budget. Subway revenue was \$2.8 million (1.1 percent) above budget, bus revenue was \$0.6 million (0.9 percent) below budget, and Paratransit revenue was \$0.2 million (9.8 percent) above budget. Accrued fare media liability was equal to budget. The February 2019 non-student average fare of \$2.04 increased 0.01¢ from February 2018; subway fare increased 0.01¢; local and express bus fare changes were immaterial.

Total ridership in February 2019 of 169.4 million was 0.4 million (0.3 percent) above budget. Average weekday ridership in February 2019 was 7.2 million, 2.3 percent below February 2018. Average weekday ridership for the twelve months ending February 2019 was 7.3 million, 2.9 percent lower than the twelve months ending February 2018.

**Nonreimbursable expenses**, before depreciation, OPEB and GASB 68 Pension Adjustment, were over budget in February by \$11.9 million (1.7 percent).

**Labor expenses** were above budget by \$18.6 million (3.5 percent), due primarily to overruns in overtime expenses of \$13.9 million (34.7 percent) and health & welfare/OPEB current expenses of \$9.9 million (7.9 percent).

**Non-labor expenses** were below budget on a net basis by \$6.8 million (3.9 percent).

The **net cash deficit** for February was \$251.8 million, favorable to budget by \$72.2 million (22.3 percent).

## Financial Results

### Farebox Revenue

| February 2019 Farebox Revenue - (\$ in millions) |              |               |                                |             |  |                       |               |                                |             |
|--|--------------|---------------|--------------------------------|-------------|--|-----------------------|---------------|--------------------------------|-------------|
|  | February     |               |                                |             |  | February Year-to-Date |               |                                |             |
|  | Budget       | Prelim Actual | Favorable/(Unfavorable) Amount | Percent     |  | Budget                | Prelim Actual | Favorable/(Unfavorable) Amount | Percent     |
| Subway   | 255.2        | 258.0         | 2.8                            | 1.1%        |  | 532.4                 | 533.8         | 1.5                            | 0.3%        |
| NYCT Bus   | 69.8         | 69.1          | (0.6)                          | (0.9%)      |  | 143.1                 | 142.2         | (0.9)                          | (0.6%)      |
| Paratransit                                      | 1.6          | 1.8           | 0.2                            | 9.8%        |  | 3.3                   | 3.7           | 0.3                            | 10.4%       |
|  |              |               |                                |             |  |                       |               |                                |             |
| Subtotal   | 326.6        | 329.0         | 2.4                            | 0.7%        |  | 678.8                 | 679.7         | 0.9                            | 0.1%        |
|  |              |               |                                |             |  |                       |               |                                |             |
| Fare Media Liability                             | 6.5          | 6.5           | 0.0                            | 0.0%        |  | 13.1                  | 13.1          | 0.0                            | 0.0%        |
|  |              |               |                                |             |  |                       |               |                                |             |
| <b>Total - NYCT</b>                              | <b>333.1</b> | <b>335.5</b>  | <b>2.4</b>                     | <b>0.7%</b> |  | <b>691.9</b>          | <b>692.8</b>  | <b>0.9</b>                     | <b>0.1%</b> |

Note: Totals may not add due to rounding.

- The positive revenue variance is driven by milder weather and higher average fares than assumed in the budget.

### Average Fare

| February Non-Student Average Fare - (in \$) |              |              |              |             |
|---|--------------|--------------|--------------|-------------|
| NYC Transit                                 |              |              |              |             |
|   | 2018         | Prelim 2019  | Change       |             |
|   |              |              | Amount       | Percent     |
| Subway                                      | 2.111        | 2.123        | 0.011        | 0.5%        |
| Local Bus                                   | 1.698        | 1.701        | 0.003        | 0.2%        |
|   |              |              |              |             |
| Subway & Local Bus                          | 2.010        | 2.022        | 0.013        | 0.6%        |
|   |              |              |              |             |
| Express Bus                                 | 5.356        | 5.352        | (0.004)      | (0.1%)      |
|   |              |              |              |             |
| <b>Total</b>                                | <b>2.027</b> | <b>2.039</b> | <b>0.012</b> | <b>0.6%</b> |

- February 2019 total non-student subway and local bus average fares were higher than February 2018, 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 was less than budget by \$3.5 million (8.6 percent), largely from lower real estate and Urban Tax revenues. Year-to date, other operating revenue was below budget by \$3.2 million (3.9 percent), due primarily to underruns in real estate and advertising revenues, partly offset by higher Urban Tax revenue.

### **Nonreimbursable Expenses**

Nonreimbursable expenses, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, overran budget in the month by \$11.9 million (1.7 percent).

*Labor* expenses in the month of February were higher than budget by \$18.6 million (3.5 percent):

- Overtime expenses were higher than budget by \$13.9 million (34.7 percent), due primarily to Subway Action Plan (SAP) job overruns, RTO service delays, vacancy/absentee coverage requirements and adverse weather.
- Health & welfare/OPEB current expenses were above budget by \$9.9 million (7.9 percent), due largely to the unfavorable timing of credits.
- Pension expenses were over by \$3.3 million (4.4 percent), due primarily to the unfavorable timing of both NYCERS and MaBSTOA expenses.
- Other fringe benefit expenses were higher by \$1.1 million (2.7 percent), caused mainly by higher Social Security costs.
- Reimbursable overhead credits were favorable by \$5.5 million (28.7 percent), due mainly to higher reimbursable labor requirements.
- Payroll expenses underran by \$4.0 million (1.5 percent), due mostly to vacancies, partly offset by the unfavorable timing of expenses.

*Non-labor* expenses were below budget in February by \$6.8 million (3.9 percent):

- Maintenance contract expenses underran by \$14.3 million (42.7 percent), due essentially to the favorable timing of non-vehicle maintenance & repair expenses and auto purchases.
- Electric power expenses were higher by \$4.0 million (16.1 percent), due mostly to higher prices and consumption.
- Paratransit service contract expenses were over budget by \$3.3 million (9.2 percent), resulting from additional E-Hail activity.

Year-to-date, operating expenses were below budget by \$25.0 million (1.7 percent).

*Labor* expenses year-to-date were lower than budget by a net \$10.9 million (1.0 percent):

- Health & welfare/OPEB current expenses were under budget by \$31.1 million (12.4 percent), due largely to favorable results in health & welfare expenses and an underrun in OPEB current expenses, due principally to quarterly rate discount credits pertaining to prescription drugs.
- Reimbursable overhead credits were favorable by \$6.1 million (15.3 percent), due mainly to higher reimbursable labor requirements.
- Payroll expenses underran by \$3.6 million (0.6 percent), due mostly to vacancies, partly offset by the unfavorable timing of expenses.
- Overtime expenses were higher than budget by \$22.0 million (25.4 percent), due primarily to Subway Action Plan (SAP) job overruns, RTO service delays, and vacancy/absentee coverage requirements.
- Other fringe benefit expenses were higher by \$5.3 million (6.7 percent), caused mainly by higher Social Security costs and unfavorable fringe benefit overhead credits.
- Pension expenses were over by \$2.5 million (1.6 percent), due primarily to the unfavorable timing of both NYCERS and MaBSTOA expenses.

*Non-labor* expenses year-to-date were below budget by \$14.1 million (4.0 percent):

- Maintenance contract expenses underran by \$26.5 million (40.7 percent), due primarily to the favorable timing of vehicle purchases and facility & vehicle maintenance & repair expenses.
- Professional service contract expenses were under by \$2.4 million (8.2 percent), principally due to the favorable timing of bond services and Information Technology-related expenses
- Paratransit service contract expenses were over budget by \$7.6 million (10.4 percent), resulting from additional E-Hail activity.
- Electric power expenses were higher by \$7.4 million (14.9 percent), due mostly to higher prices and consumption.
- Materials & supplies expenses were above budget by \$1.5 million (2.8 percent), due mostly to higher inventory obsolescence adjustments.

Depreciation expenses were higher than budget by \$9.4 million (3.0 percent).

GASB #45 Other Post-Employment Benefits was adopted by the MTA in 2007. No accrued expenses nor budget were recorded through February year-to-date.

GASB #68 Pension Adjustment was adopted by the MTA in 2015. No accrued expenses nor budget were recorded through February year-to-date.

### **Net Cash Deficit**

The net cash deficit for February year-to-date was \$554.1 million, favorable to budget by \$120.0 million (17.8 percent), due mostly to the favorable timing of receipts.

### **Incumbents**

There were 49,584 full-time paid incumbents at the end of February, which resulted in a net decrease of 136 incumbents from January 2019.

## Ridership Results

| February 2019 Ridership vs. Budget - (millions) |              |               |             |             |                       |               |              |               |
|---|--------------|---------------|-------------|-------------|-----------------------|---------------|--------------|---------------|
|   | February     |               |             |             | February Year-to-Date |               |              |               |
|   | Budget       | Prelim Actual | More/(Less) |             | Budget                | Prelim Actual | More/(Less)  |               |
|   |              |               | Amount      | Percent     |                       |               | Amount       | Percent       |
| Subway  | 125.1        | 126.4         | 1.2         | 1.0%        | 260.9                 | 260.9         | (0.0)        | (0.0%)        |
| NYCT Bus  | 43.0         | 42.2          | (0.9)       | (2.0%)      | 88.5                  | 86.7          | (1.8)        | (2.0%)        |
| Paratransit                                     | 0.8          | 0.9           | 0.1         | 10.0%       | 1.6                   | 1.7           | 0.2          | 9.7%          |
|   |              |               |             |             |                       |               |              |               |
| <b>Total - NYCT</b>                             | <b>168.9</b> | <b>169.4</b>  | <b>0.4</b>  | <b>0.3%</b> | <b>350.9</b>          | <b>349.3</b>  | <b>(1.7)</b> | <b>(0.5%)</b> |

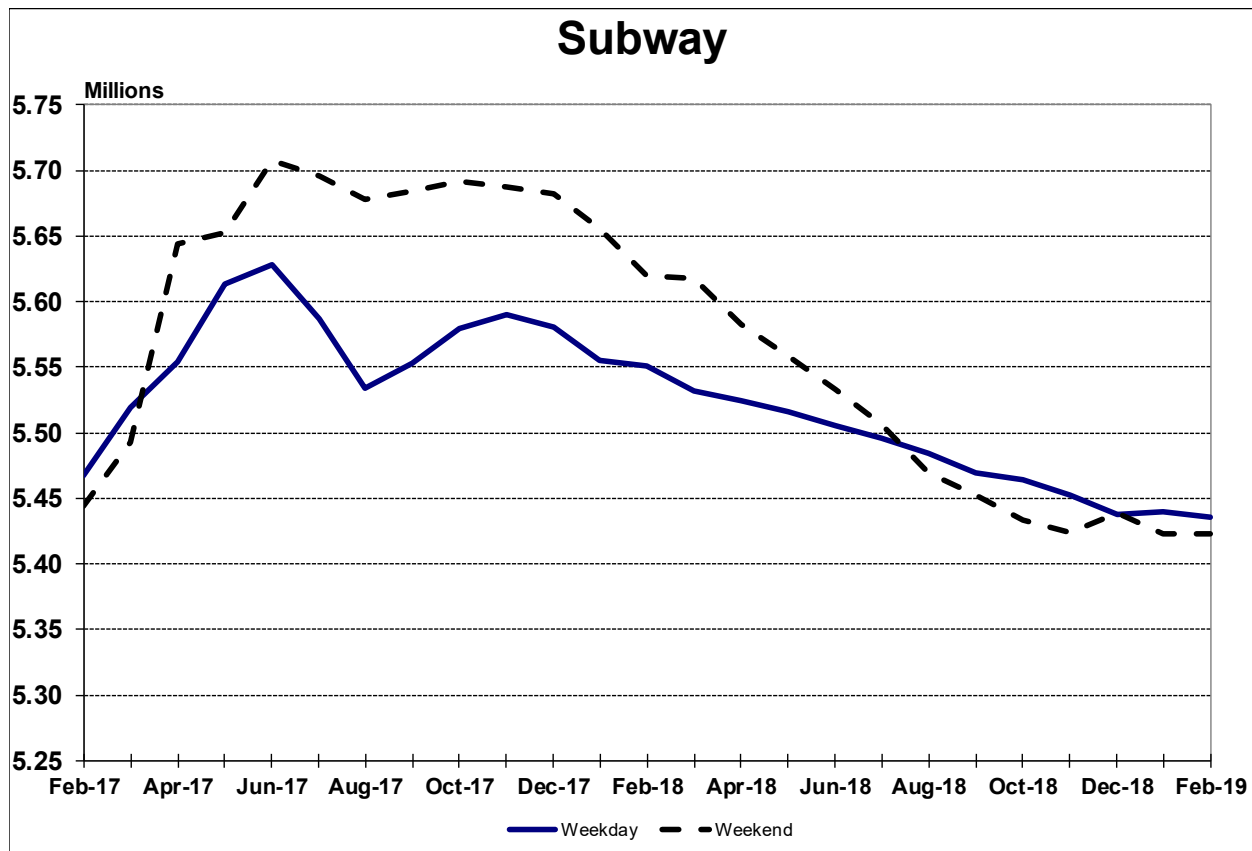
Notes: Totals may not add due to rounding.

| February Average Weekday and Weekend Ridership vs. Prior Year |                               |              |              |              |                               |              |              |              |
|---|-------------------------------|--------------|--------------|--------------|-------------------------------|--------------|--------------|--------------|
| Month   | Average Weekday - (thousands) |              |              |              | Average Weekend - (thousands) |              |              |              |
|   | 2018                          | 2019         | Change       |              | 2018                          | 2019         | Change       |              |
|   |                               |              | Amount       | Percent      |                               |              | Amount       | Percent      |
| Subway  | 5,479                         | 5,422        | (57)         | -1.0%        | 5,056                         | 5,060        | 4            | +0.1%        |
| NYCT Local Bus  | 1,847                         | 1,726        | (121)        | -6.6%        | 1,895                         | 1,859        | (37)         | -1.9%        |
| NYCT Express Bus  | 42                            | 41           | (1)          | -2.6%        | 12                            | 12           | 0            | +0.2%        |
| Paratransit   | 29                            | 35           | 6            | +20.7%       | 31                            | 43           | 12           | +38.6%       |
|   |                               |              |              |              |                               |              |              |              |
| <b>TOTAL - NYCT</b>   | <b>7,397</b>                  | <b>7,224</b> | <b>(174)</b> | <b>-2.3%</b> | <b>6,995</b>                  | <b>6,974</b> | <b>(21)</b>  | <b>-0.3%</b> |
|   |                               |              |              |              |                               |              |              |              |
| <b>12-Month Rolling Average</b>                               |                               |              |              |              |                               |              |              |              |
| Subway  | 5,551                         | 5,435        | (116)        | -2.1%        | 5,619                         | 5,423        | (197)        | -3.5%        |
| Local Bus   | 1,862                         | 1,758        | (103)        | -5.5%        | 2,054                         | 1,972        | (82)         | -4.0%        |
| Express Bus   | 40                            | 40           | (0)          | -0.2%        | 13                            | 13           | (0)          | -0.2%        |
| Paratransit   | 27                            | 32           | 5            | +18.0%       | 33                            | 39           | 7            | +19.8%       |
|   |                               |              |              |              |                               |              |              |              |
| <b>TOTAL - NYCT</b>   | <b>7,480</b>                  | <b>7,265</b> | <b>(215)</b> | <b>-2.9%</b> | <b>7,719</b>                  | <b>7,447</b> | <b>(272)</b> | <b>-3.5%</b> |

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

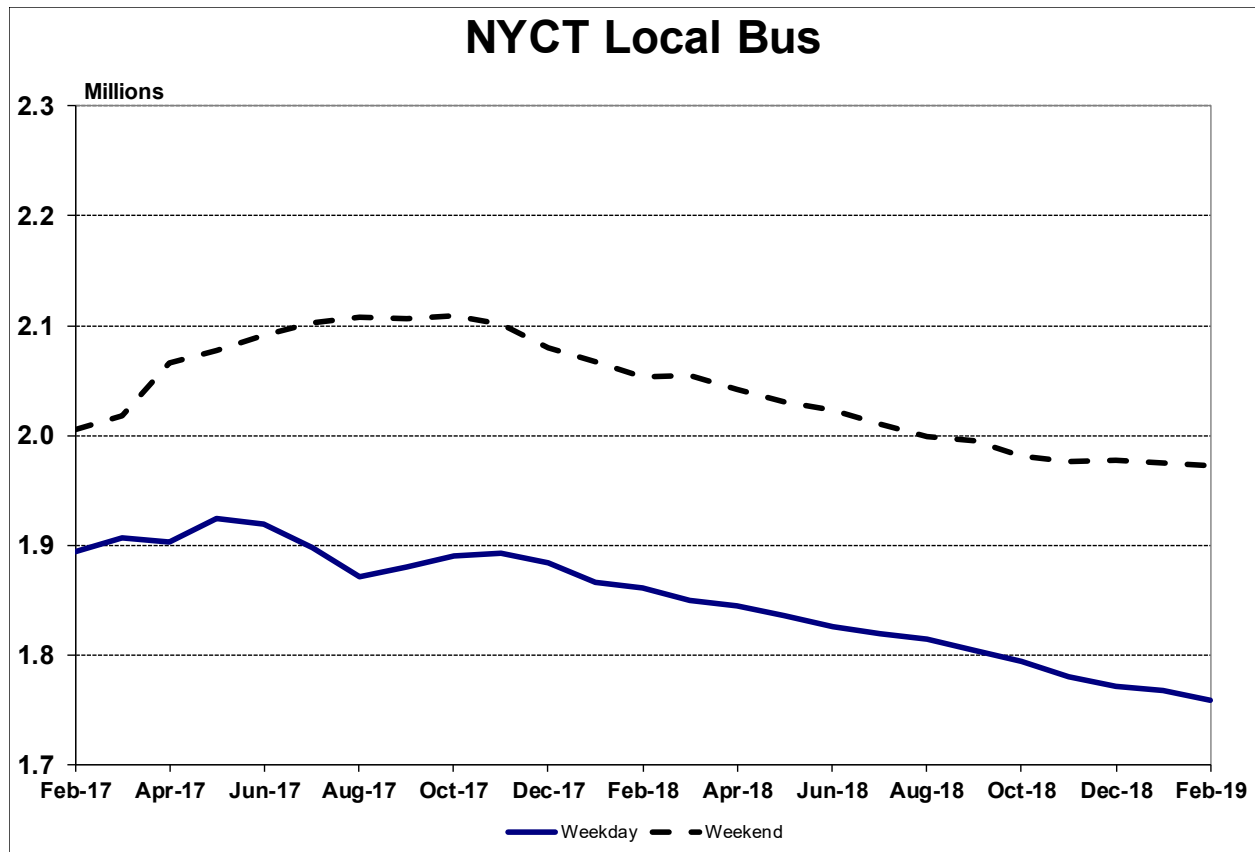
- The decline in local bus ridership compared to the prior year is driven primarily by a reduction in Bronx weekday non-student ridership.

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

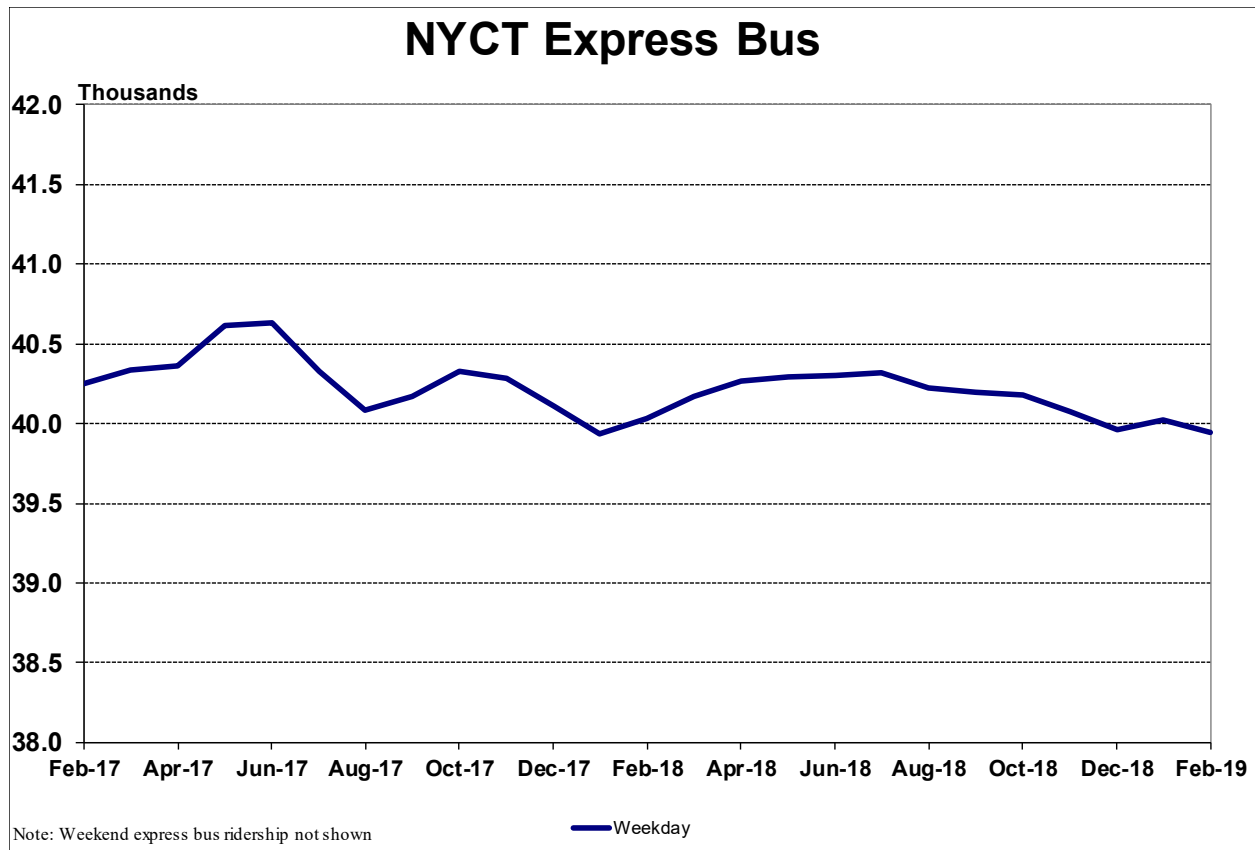


- Average weekday subway ridership was flat in 2016 and began to decline in 2017. February 2019 average weekday subway ridership was 1.0 percent lower than the year prior.
- Average weekend ridership decreased from 2015 to 2016, and from 2016 to 2017. The 12-month rolling average weekend subway ridership in February 2019 was 3.5 percent lower than February 2018.

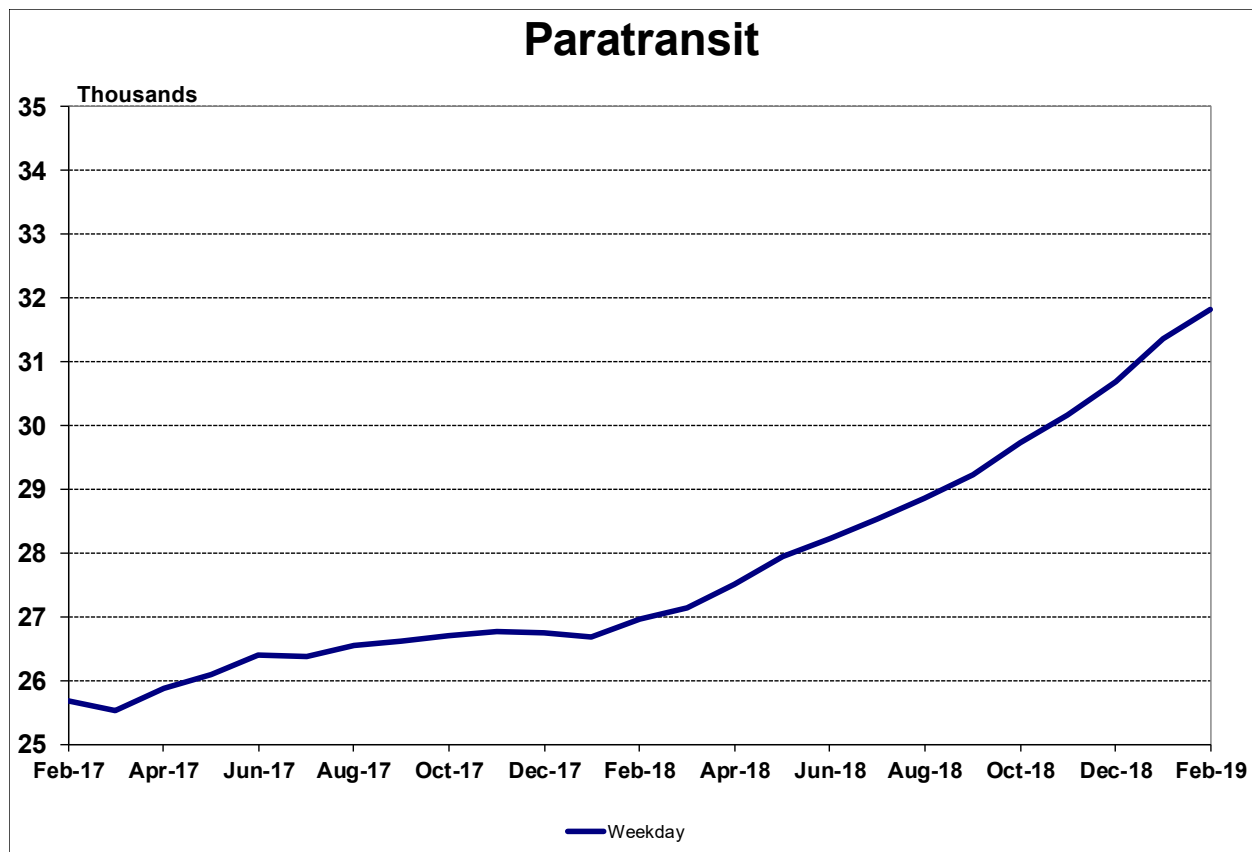




- The long-term downward trend in bus ridership accelerated in March 2017, possibly due to the fare increase, and has continued in 2019.



- 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.



- The increase in Paratransit ridership is driven by a surge in E-Hail trips.

## **Ridership on New York Area Transit Services**

From February 2018 to February 2019, average weekday ridership was largely down across area services, with Paratransit as a notable exception (up 20.7 percent). Weekend ridership was mixed, with Paratransit (up 38.6 percent) showing the largest gain. The SIR weekend ridership decline (down 37.1 percent) is due to no service between St. George and Grasmere during one weekend in February.

Bridges and Tunnels traffic increased on weekdays and weekends.

| <b>Ridership on Transit Services in the New York Area<br/>(thousands)</b> |               |                      |                       |                               |                                 |  |
|---|---------------|----------------------|-----------------------|-------------------------------|---------------------------------|--|
| <b>Transit Service</b>  | <b>Feb-18</b> | <b>Prelim Feb-19</b> | <b>Percent Change</b> | <b>Rolling Avg Prior Year</b> | <b>Rolling Avg Current Year</b> | <b>12-Month Rolling Average Percent Change</b> |
| <b>Average Weekday</b>  |               |                      |                       |                               |                                 |  |
| NYCT Subway   | 5,479         | 5,422                | -1.0%                 | 5,551                         | 5,435                           | -2.1%  |
| NYCT Local Bus  | 1,847         | 1,726                | -6.6%                 | 1,862                         | 1,758                           | -5.5%  |
| NYCT Express Bus  | 42            | 41                   | -2.6%                 | 40                            | 40                              | -0.2%  |
| NYCT Paratransit  | 29            | 35                   | +20.7%                | 27                            | 32                              | +18.0%   |
| Staten Island Railway   | 16            | 16                   | -0.7%                 | 16                            | 16                              | -2.3%  |
| MTA Local Bus   | 364           | 355                  | -2.3%                 | 365                           | 363                             | -0.5%  |
| MTA Express Bus   | 31            | 29                   | -5.1%                 | 29                            | 30                              | +2.9%  |
| Long Island Rail Road   | 299           | 303                  | +1.1%                 | 309                           | 313                             | +1.2%  |
| Metro-North Railroad  | 273           | 271                  | -0.7%                 | 285                           | 285                             | -0.0%  |
| PATH  | 280           | 278                  | -0.6%                 | 285                           | 281                             | -1.2%  |
| <b>Average Weekend</b>  |               |                      |                       |                               |                                 |  |
| NYCT Subway   | 5,056         | 5,060                | +0.1%                 | 5,619                         | 5,423                           | -3.5%  |
| NYCT Local Bus  | 1,895         | 1,859                | -1.9%                 | 2,054                         | 1,972                           | -4.0%  |
| NYCT Express Bus  | 12            | 12                   | +0.2%                 | 13                            | 13                              | -0.2%  |
| NYCT Paratransit  | 31            | 43                   | +38.6%                | 33                            | 39                              | +19.8%   |
| Staten Island Railway   | 7             | 4                    | -37.1%                | 8                             | 8                               | -7.5%  |
| MTA Local Bus   | 342           | 360                  | +5.1%                 | 381                           | 386                             | +1.2%  |
| MTA Express Bus   | 11            | 11                   | -0.9%                 | 11                            | 12                              | +8.9%  |
| Long Island Rail Road   | 170           | 172                  | +0.8%                 | 204                           | 208                             | +2.0%  |
| Metro-North Railroad  | 212           | 215                  | +1.5%                 | 235                           | 236                             | +0.6%  |
| PATH  | 176           | 164                  | -7.0%                 | 205                           | 193                             | -5.7%  |

| <b>MTA Bridges and Tunnels<br/>(thousands)</b> |       |       |        |       |       |       |
|--|-------|-------|--------|-------|-------|-------|
| Average Weekday                                | 860   | 870   | +1.1%  | 880   | 910   | +3.4% |
| Average Weekend                                | 1,412 | 1,561 | +10.6% | 1,585 | 1,682 | +6.1% |

Note: Percentages are based on unrounded data.

## **Economy**

From February 2018 to February 2019, New York City employment increased 1.7 percent (76,400 jobs). Total private sector employment increased 1.8 percent (68,700 jobs) and government employment increased 1.3 percent (7,700 jobs). All the private employment sectors increased over the prior year with the exception of the leisure and hospitality (down 1,600 jobs, or 0.4 percent) and the manufacturing sectors (down 1,500 jobs, or 2.1 percent). The sector with the largest absolute and percentage increase was educational and health services, up 43,900 jobs (4.4 percent).

| <b>NYC Employment by Sector - (thousands)</b> |                |                |               |               |              |
|---|----------------|----------------|---------------|---------------|--------------|
| <b>Employment Sector</b>                      | <b>Feb-18</b>  | <b>Feb-19</b>  | <b>Amount</b> | <b>Change</b> |              |
|   |                |                |               | <b>%</b>      | <b>% YTD</b> |
| Construction                                  | 152.1          | 155.2          | 3.1           | 2.0%          | 3.5%         |
| Manufacturing                                 | 71.2           | 69.7           | -1.5          | -2.1%         | -3.6%        |
| Trade & Transportation                        | 624.4          | 629.3          | 4.9           | 0.8%          | -0.1%        |
| Leisure & Hospitality                         | 450.2          | 448.6          | -1.6          | -0.4%         | 1.0%         |
| Financial Activities                          | 469.6          | 469.5          | -0.1          | 0.0%          | 1.5%         |
| Information                                   | 201.3          | 203.6          | 2.3           | 1.1%          | 1.9%         |
| Professional & Business Services              | 749.0          | 760.6          | 11.6          | 1.5%          | 2.6%         |
| Educational & Health Services                 | 1,003.2        | 1,047.1        | 43.9          | 4.4%          | 4.6%         |
| Other Services                                | 191.0          | 197.1          | 6.1           | 3.2%          | 0.8%         |
|   |                |                |               |               |              |
| <b>Total Private</b>                          | <b>3,912.0</b> | <b>3,980.7</b> | <b>68.7</b>   | <b>1.8%</b>   | <b>2.1%</b>  |
|   |                |                |               |               |              |
| Government                                    | 581.0          | 588.7          | 7.7           | 1.3%          | 0.6%         |
|   |                |                |               |               |              |
| <b>Total NYC Employment</b>                   | <b>4,493.0</b> | <b>4,569.4</b> | <b>76.4</b>   | <b>1.7%</b>   | <b>1.9%</b>  |

**MTA NEW YORK CITY TRANSIT**  
Feb - 2019 Adopted  
Accrual Statement of Operations By Category  
Month - Feb 2019  
(\$ in Millions)

3/25/2019 05:46 PM

|  | Nonreimbursable            |                      |                  | Var Percent   |                  |                  | Reimbursable               |                    |                  | Total                      |               |  |
|--|----------------------------|----------------------|------------------|---------------|------------------|------------------|----------------------------|--------------------|------------------|----------------------------|---------------|--|
|  | Favorable<br>(Unfavorable) |                      | Actual           | Percent       |                  | Actual           | Favorable<br>(Unfavorable) |                    | Actual           | Favorable<br>(Unfavorable) |               |  |
|  | Adopted                    | Variance             |                  | Percent       | Adopted          |                  | Variance                   | Percent            |                  |                            |               |  |
| <b>Revenue</b>                                     |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| <b>Farebox Revenue:</b>                            |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| Subway   | \$255.192                  | \$2,848<br>(0.640)   | \$258.040        | 1.1<br>(0.9)  | \$0.000          | \$0.000          | -                          | \$255.192          | \$258.040        | \$2,848<br>(0.640)         | 1.1<br>(0.9)  |  |
| Bus  | \$69.760                   | \$1,631<br>(0.159)   | \$69.120         | 9.7           | \$0.000          | \$0.000          | -                          | \$69.760           | \$69.120         | \$1,631<br>(0.159)         | 9.7           |  |
| Paratransit  | \$1.631                    | \$0.000              | \$1.790          | 0.0           | \$0.000          | \$0.000          | -                          | \$1.631            | \$1.790          | \$0.000                    | 0.0           |  |
| Fare Liability                                     | \$6.542                    | \$0.000              | \$6.542          | 0.0           | \$0.000          | \$0.000          | -                          | \$6.542            | \$6.542          | \$0.000                    | 0.0           |  |
| <b>Farebox Revenue</b>                             |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| Fare Reimbursement                                 | \$333.126                  | \$2,367<br>(0.000)   | \$335.492        | 0.7           | \$0.000          | \$0.000          | -                          | \$333.126          | \$335.492        | \$2,367<br>(0.000)         | 0.7           |  |
| Paratransit Reimbursement                          | \$7.250                    | \$0.000              | \$7.250          | 0.0           | \$0.000          | \$0.000          | -                          | \$7.250            | \$7.250          | \$0.000                    | 0.0           |  |
| Other Operating Revenue                            | \$17.916                   | (0.724)              | \$17.192         | (4.0)         | \$0.000          | \$0.000          | -                          | \$17.916           | \$17.192         | (0.724)                    | (4.0)         |  |
| Other Operating Revenue                            | \$15.015                   | (2.731)              | \$12.284         | (18.2)        | \$0.000          | \$0.000          | -                          | \$15.015           | \$12.284         | (2.731)                    | (18.2)        |  |
| <b>Other Revenue</b>                               |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| Capital and Other Reimbursements                   | \$40.181                   | (3,455)              | \$36,726         | (8.6)         | \$0.000          | \$0.000          | -                          | \$40.181           | \$36,726         | (3,455)                    | (8.6)         |  |
| Capital and Other Reimbursements                   | \$0.000                    | -                    | \$0.000          | -             | \$101,350        | \$108,583        | 7.1                        | \$7,233            | \$108,583        | \$7,233                    | 7.1           |  |
| <b>Total Revenue</b>                               | <b>\$373.307</b>           | <b>(1,088)</b>       | <b>\$372,218</b> | <b>(0.3)</b>  | <b>\$101,350</b> | <b>\$108,583</b> | <b>7.1</b>                 | <b>\$7,233</b>     | <b>\$480,801</b> | <b>\$6,145</b>             | <b>1.3</b>    |  |
| <b>Expenses</b>                                    |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| <b>Labor :</b>                                     |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| Payroll  | \$273.355                  | \$3,997<br>(13,944)  | \$269,358        | 1.5<br>(34.7) | \$41,041         | \$36,657         | 10.7<br>(94.4)             | \$4,384<br>(8,250) | \$306,016        | \$8,381<br>(22,194)        | 2.7<br>(45.3) |  |
| Overtime   | \$40.232                   | \$54,177<br>(9,947)  | \$54,177         | (3.2)         | \$8,735          | \$16,984         | (7.8)                      | (3,866)            | \$71,161         | (22,194)                   | (45.3)        |  |
| <b>Total Salaries &amp; Wages</b>                  | <b>\$313.588</b>           | <b>(9,947)</b>       | <b>\$323,535</b> | <b>(3.2)</b>  | <b>\$49,776</b>  | <b>\$53,641</b>  | <b>(7.8)</b>               | <b>(3,866)</b>     | <b>\$377,176</b> | <b>(13,813)</b>            | <b>(3.8)</b>  |  |
| Health and Welfare                                 | \$82.669                   | \$6,901<br>(16,756)  | \$75,768         | 8.3<br>(39.5) | \$2,250          | \$2,203          | 2.1                        | \$0.047            | \$77,971         | \$6,948<br>(16,648)        | 8.2<br>(38.4) |  |
| OPEB Current Payment                               | \$42.413                   | \$59,169<br>(3,311)  | \$59,169         | (4.4)         | \$0.933          | \$0.825          | 11.5                       | \$0.108            | \$59,994         | (16,648)                   | (38.4)        |  |
| Pensions   | \$74.871                   | \$38,708<br>(1,051)  | \$74,871         | (2.7)         | \$3,112          | \$3,203          | (2.9)                      | (0.091)            | \$81,385         | (3,402)                    | (4.4)         |  |
| Other Fringe Benefits                              | \$38.708                   | \$14,217<br>(14,217) | \$39,759         | (6.0)         | \$16,206         | \$16,529         | (1.1)                      | (0.323)            | \$56,288         | (1,374)                    | (2.5)         |  |
| <b>Total Fringe Benefits</b>                       | <b>\$238.662</b>           | <b>(14,217)</b>      | <b>\$252,878</b> | <b>(6.0)</b>  | <b>\$22,501</b>  | <b>\$22,760</b>  | <b>(1.1)</b>               | <b>(0,259)</b>     | <b>\$275,638</b> | <b>(14,475)</b>            | <b>(5.5)</b>  |  |
| Contribution to GASB Fund                          | \$0.000                    | -                    | \$0.000          | -             | \$0.000          | \$0.000          | -                          | -                  | \$0.000          | -                          | -             |  |
| Reimbursable Overhead                              | (19.257)                   | \$5,535<br>(18,629)  | (24,792)         | 28.7<br>(3.5) | \$19,257         | \$24,792         | (28.7)                     | (5,535)            | \$0.000          | \$0.000                    | -             |  |
| <b>Labor</b>                                       | <b>\$532.992</b>           | <b>(18,629)</b>      | <b>\$551,621</b> | <b>(3.5)</b>  | <b>\$91,534</b>  | <b>\$101,193</b> | <b>(10.6)</b>              | <b>(9,659)</b>     | <b>\$652,815</b> | <b>(28,289)</b>            | <b>(4.5)</b>  |  |
| <b>Non-Labor :</b>                                 |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| Electric Power                                     | \$24.624                   | (3,974)              | \$28,598         | (16.1)        | \$0.021          | \$0.033          | (52.5)                     | (0.011)            | \$28,631         | (3,986)                    | (16.2)        |  |
| Fuel   | \$9.124                    | \$1,062              | \$8,061          | 11.6          | \$0.000          | \$0.000          | -                          | \$9,124            | \$8,061          | \$1,062                    | 11.6          |  |
| Insurance  | \$5.861                    | \$0.269              | \$5,592          | 4.6           | \$0.000          | \$0.000          | -                          | \$0.000            | \$5,592          | \$0.269                    | 4.6           |  |
| Claims   | \$17.409                   | (0.867)              | \$18,276         | (5.0)         | \$0.000          | \$0.000          | -                          | \$17,409           | \$18,276         | (0.867)                    | (5.0)         |  |
| Paratransit Service Contracts                      | \$35.950                   | (3,318)              | \$39,268         | (9.2)         | \$0.000          | \$0.000          | -                          | \$0.000            | \$39,268         | (3,318)                    | (9.2)         |  |
| Maintenance and Other Operating Contracts          | \$33.458                   | \$14,297             | \$19,161         | 42.7          | \$3,664          | \$3,461          | 5.5                        | \$0.202            | \$22,622         | \$14,500                   | 39.1          |  |
| Professional Service Contracts                     | \$13.944                   | (1,323)              | \$15,268         | (9.5)         | \$0.550          | \$0.872          | (58.7)                     | (0.322)            | \$16,140         | (1,646)                    | (11.4)        |  |
| Materials & Supplies                               | \$27.463                   | \$0.474              | \$26,989         | 1.7           | \$5,422          | \$2,790          | 48.5                       | \$2,632            | \$29,779         | \$3,105                    | 9.4           |  |
| Other Business Expenses                            | \$7.247                    | \$0.135              | \$7,113          | 1.9           | \$0.159          | \$0.233          | (46.8)                     | (0.074)            | \$7,346          | \$0.060                    | 0.8           |  |
| <b>Non-Labor</b>                                   | <b>\$175.081</b>           | <b>\$6,754</b>       | <b>\$168,326</b> | <b>3.9</b>    | <b>\$9,816</b>   | <b>\$7,390</b>   | <b>24.7</b>                | <b>\$2,426</b>     | <b>\$175,716</b> | <b>\$9,180</b>             | <b>5.0</b>    |  |
| <b>Other Expense Adjustments:</b>                  |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
| Other  | \$0.000                    | -                    | \$0.000          | -             | \$0.000          | \$0.000          | -                          | -                  | \$0.000          | -                          | -             |  |
| <b>Other Expense Adjustments</b>                   | <b>\$0.000</b>             | <b>-</b>             | <b>\$0.000</b>   | <b>-</b>      | <b>\$0.000</b>   | <b>\$0.000</b>   | <b>-</b>                   | <b>\$0.000</b>     | <b>\$0.000</b>   | <b>-</b>                   | <b>-</b>      |  |
| <b>Total Expenses before Depreciation and OPEB</b> |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
|  | \$708.073                  | (11,875)             | \$719,948        | (1.7)         | \$101,350        | \$108,583        | (7.1)                      | (7.233)            | \$828,531        | (19,108)                   | (2.4)         |  |
| Depreciation                                       | \$156.505                  | (4,719)              | \$161,224        | (3.0)         | \$0.000          | \$0.000          | -                          | -                  | \$161,224        | (4,719)                    | (3.0)         |  |
| OPEB Liability                                     | \$0.000                    | -                    | \$0.000          | -             | \$0.000          | \$0.000          | -                          | -                  | \$0.000          | -                          | -             |  |
| GASB 68 Pension Adjustment                         | \$0.000                    | -                    | \$0.000          | -             | \$0.000          | \$0.000          | -                          | -                  | \$0.000          | -                          | -             |  |
| Environmental Remediation                          | \$0.000                    | -                    | \$0.000          | -             | \$0.000          | \$0.000          | -                          | -                  | \$0.000          | -                          | -             |  |
| <b>Total Expenses</b>                              | <b>\$864.578</b>           | <b>(16,594)</b>      | <b>\$881,172</b> | <b>(1.9)</b>  | <b>\$101,350</b> | <b>\$108,583</b> | <b>(7.1)</b>               | <b>(7,233)</b>     | <b>\$989,755</b> | <b>(23,827)</b>            | <b>(2.5)</b>  |  |
| <b>OPERATING SURPLUS/DEFICIT</b>                   |                            |                      |                  |               |                  |                  |                            |                    |                  |                            |               |  |
|  | (491.271)                  | (17,683)             | (508,954)        | (3.6)         | \$0.000          | \$0.000          | 0.0                        | \$0.000            | (508,954)        | (17,683)                   | (3.6)         |  |

Note: Totals may not add due to rounding

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

**MTA NEW YORK CITY TRANSIT**

Feb - 2019 Adopted

Accrual Statement of Operations By Category

Year-To-Date - Feb 2019

(\$ in Millions)

3/25/2019 05:46 PM

|  | Nonreimbursable            |                 |                    | Var Percent  |                  |                  | Reimbursable               |                    |                    | Total                      |              |  |
|--|----------------------------|-----------------|--------------------|--------------|------------------|------------------|----------------------------|--------------------|--------------------|----------------------------|--------------|--|
|  | Favorable<br>(Unfavorable) |                 | Actual             | Percent      |                  | Actual           | Favorable<br>(Unfavorable) |                    | Actual             | Favorable<br>(Unfavorable) |              |  |
|  | Adopted                    | Variance        |                    | Percent      | Adopted          |                  | Variance                   | Percent            |                    |                            |              |  |
| <b>Revenue</b>                                     |                            |                 |                    |              |                  |                  |                            |                    |                    |                            |              |  |
| <b>Farebox Revenue:</b>                            |                            |                 |                    |              |                  |                  |                            |                    |                    |                            |              |  |
| Subway   | \$532,372                  | \$1,453         | \$533,825          | 0.3          | \$0,000          | \$0,000          | -                          | \$532,372          | \$533,825          | \$1,453                    | 0.3          |  |
| Bus  | \$143,116                  | (0,882)         | \$142,233          | (0.6)        | \$0,000          | \$0,000          | -                          | \$143,116          | \$142,233          | (0,882)                    | (0.6)        |  |
| Paratransit  | \$3,317                    | \$0,344         | \$3,661            | 10.4         | \$0,000          | \$0,000          | -                          | \$3,317            | \$3,661            | \$0,344                    | 10.4         |  |
| Fare Liability                                     | \$13,084                   | \$0,000         | \$13,084           | 0.0          | \$0,000          | \$0,000          | -                          | \$13,084           | \$13,084           | \$0,000                    | 0.0          |  |
| <b>Farebox Revenue</b>                             | <b>\$691,889</b>           | <b>\$0,914</b>  | <b>\$692,803</b>   | <b>0.1</b>   | <b>\$0,000</b>   | <b>\$0,000</b>   | <b>-</b>                   | <b>\$691,889</b>   | <b>\$692,803</b>   | <b>\$0,914</b>             | <b>0.1</b>   |  |
| Fare Reimbursement                                 | \$15,604                   | \$0,000         | \$15,604           | 0.0          | \$0,000          | \$0,000          | -                          | \$15,604           | \$15,604           | \$0,000                    | 0.0          |  |
| Paratransit Reimbursement                          | \$35,832                   | \$2,554         | \$38,386           | 7.1          | \$0,000          | \$0,000          | -                          | \$35,832           | \$38,386           | \$2,554                    | 7.1          |  |
| Other Operating Revenue                            | \$30,029                   | (5,720)         | \$24,309           | (19.0)       | \$0,000          | \$0,000          | -                          | \$30,029           | \$24,309           | (5,720)                    | (19.0)       |  |
| <b>Other Revenue</b>                               | <b>\$81,465</b>            | <b>(3,166)</b>  | <b>\$78,299</b>    | <b>(3.9)</b> | <b>\$0,000</b>   | <b>\$0,000</b>   | <b>-</b>                   | <b>\$81,465</b>    | <b>\$78,299</b>    | <b>(3,166)</b>             | <b>(3.9)</b> |  |
| Capital and Other Reimbursements                   | \$0,000                    | -               | \$0,000            | -            | \$208,671        | \$210,240        | 0.8                        | \$208,671          | \$210,240          | \$1,569                    | 0.8          |  |
| <b>Total Revenue</b>                               | <b>\$773,354</b>           | <b>(2,251)</b>  | <b>\$771,102</b>   | <b>(0.3)</b> | <b>\$208,671</b> | <b>\$210,240</b> | <b>0.8</b>                 | <b>\$982,025</b>   | <b>\$981,342</b>   | <b>(0,683)</b>             | <b>(0.1)</b> |  |
| <b>Expenses</b>                                    |                            |                 |                    |              |                  |                  |                            |                    |                    |                            |              |  |
| <b>Labor :</b>                                     |                            |                 |                    |              |                  |                  |                            |                    |                    |                            |              |  |
| Payroll  | \$575,782                  | \$3,604         | \$572,178          | 0.6          | \$85,698         | \$72,520         | 15.4                       | \$661,480          | \$644,698          | \$16,782                   | 2.5          |  |
| Overtime   | \$86,673                   | (22,033)        | \$108,706          | (25.4)       | \$17,512         | \$30,420         | (73.7)                     | \$104,184          | \$139,126          | (34,942)                   | (33.5)       |  |
| <b>Total Salaries &amp; Wages</b>                  | <b>\$662,455</b>           | <b>(18,429)</b> | <b>\$680,883</b>   | <b>(2.8)</b> | <b>\$103,210</b> | <b>\$102,941</b> | <b>0.3</b>                 | <b>\$765,664</b>   | <b>\$783,824</b>   | <b>(18,159)</b>            | <b>(2.4)</b> |  |
| Health and Welfare                                 | \$165,337                  | \$18,476        | \$146,861          | 11.2         | \$4,554          | \$4,325          | 5.0                        | \$169,891          | \$151,186          | \$18,705                   | 11.0         |  |
| OPEB Current Payment                               | \$84,827                   | \$72,244        | \$12,583           | 14.8         | \$1,865          | \$1,646          | 11.7                       | \$86,692           | \$73,890           | \$12,802                   | 14.8         |  |
| Pensions   | \$153,935                  | (2,506)         | \$156,441          | (1.6)        | \$6,224          | \$6,335          | (1.8)                      | \$160,159          | \$162,777          | (2,618)                    | (1.6)        |  |
| Other Fringe Benefits                              | \$79,136                   | (5,336)         | \$84,471           | (6.7)        | \$33,573         | \$31,368         | 6.6                        | \$112,708          | \$115,840          | (3,131)                    | (2.8)        |  |
| <b>Total Fringe Benefits</b>                       | <b>\$463,234</b>           | <b>\$23,217</b> | <b>\$460,017</b>   | <b>4.8</b>   | <b>\$46,216</b>  | <b>\$43,675</b>  | <b>5.5</b>                 | <b>\$529,450</b>   | <b>\$503,693</b>   | <b>\$25,757</b>            | <b>4.9</b>   |  |
| Contribution to GASB Fund                          | \$0,000                    | -               | \$0,000            | -            | \$0,000          | \$0,000          | -                          | \$0,000            | \$0,000            | -                          | -            |  |
| Reimbursable Overhead                              | (39,969)                   | \$6,122         | (46,091)           | 15.3         | \$39,969         | \$46,091         | (15.3)                     | \$0,000            | \$0,000            | \$0,000                    | 14.1         |  |
| <b>Labor</b>                                       | <b>\$1,105,719</b>         | <b>\$10,910</b> | <b>\$1,094,809</b> | <b>1.0</b>   | <b>\$189,395</b> | <b>\$192,707</b> | <b>(1.7)</b>               | <b>\$1,295,114</b> | <b>\$1,287,516</b> | <b>\$7,598</b>             | <b>0.6</b>   |  |
| <b>Non-Labor :</b>                                 |                            |                 |                    |              |                  |                  |                            |                    |                    |                            |              |  |
| Electric Power                                     | \$49,959                   | (7,441)         | \$57,400           | (14.9)       | \$0,043          | \$0,059          | (37.4)                     | \$50,002           | \$57,459           | (7,457)                    | (14.9)       |  |
| Fuel   | \$19,508                   | \$1,248         | \$18,260           | 6.4          | \$0,000          | \$0,000          | -                          | \$19,508           | \$18,260           | \$1,248                    | 6.4          |  |
| Insurance  | \$11,723                   | \$0,538         | \$11,185           | 4.6          | \$0,000          | \$0,000          | -                          | \$11,723           | \$11,185           | \$0,538                    | 4.6          |  |
| Claims   | \$34,818                   | \$0,000         | \$34,818           | 0.0          | \$0,000          | \$0,000          | -                          | \$34,818           | \$34,818           | \$0,000                    | 0.0          |  |
| Paratransit Service Contracts                      | \$72,741                   | (7,584)         | \$80,325           | (10.4)       | \$0,000          | \$0,000          | -                          | \$72,741           | \$80,325           | (7,584)                    | (10.4)       |  |
| Maintenance and Other Operating Contracts          | \$65,085                   | \$26,493        | \$38,592           | 40.7         | \$7,156          | \$8,937          | (24.9)                     | \$72,241           | \$47,530           | \$24,711                   | 34.2         |  |
| Professional Service Contracts                     | \$29,705                   | \$2,421         | \$27,284           | 8.2          | \$1,096          | \$1,109          | (1.1)                      | \$30,801           | \$28,392           | \$2,409                    | 7.8          |  |
| Materials & Supplies                               | \$54,948                   | (1,523)         | \$56,471           | (2.8)        | \$10,667         | \$6,998          | 34.4                       | \$65,615           | \$63,469           | \$2,146                    | 3.3          |  |
| Other Business Expenses                            | \$13,733                   | (0,019)         | \$13,752           | (0.1)        | \$0,315          | \$0,430          | (36.5)                     | \$14,047           | \$14,181           | (0,134)                    | (1.0)        |  |
| <b>Non-Labor</b>                                   | <b>\$352,220</b>           | <b>\$14,133</b> | <b>\$338,087</b>   | <b>4.0</b>   | <b>\$19,276</b>  | <b>\$17,532</b>  | <b>9.0</b>                 | <b>\$371,495</b>   | <b>\$355,619</b>   | <b>\$15,876</b>            | <b>4.3</b>   |  |
| <b>Other Expense Adjustments:</b>                  |                            |                 |                    |              |                  |                  |                            |                    |                    |                            |              |  |
| Other  | \$0,000                    | -               | \$0,000            | -            | \$0,000          | \$0,000          | -                          | \$0,000            | \$0,000            | -                          | -            |  |
| <b>Other Expense Adjustments</b>                   | <b>\$0,000</b>             | <b>-</b>        | <b>\$0,000</b>     | <b>-</b>     | <b>\$0,000</b>   | <b>\$0,000</b>   | <b>-</b>                   | <b>\$0,000</b>     | <b>\$0,000</b>     | <b>-</b>                   | <b>-</b>     |  |
| <b>Total Expenses before Depreciation and OPEB</b> | <b>\$1,457,939</b>         | <b>\$25,043</b> | <b>\$1,432,896</b> | <b>1.7</b>   | <b>\$208,671</b> | <b>\$210,240</b> | <b>(0.8)</b>               | <b>\$1,666,610</b> | <b>\$1,643,136</b> | <b>\$23,474</b>            | <b>1.4</b>   |  |
| Depreciation                                       | \$313,010                  | (9,438)         | \$322,448          | (3.0)        | \$0,000          | \$0,000          | -                          | \$313,010          | \$322,448          | (9,438)                    | (3.0)        |  |
| 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            | -                          | -            |  |
| <b>Total Expenses</b>                              | <b>\$1,770,949</b>         | <b>\$15,605</b> | <b>\$1,755,344</b> | <b>0.9</b>   | <b>\$208,671</b> | <b>\$210,240</b> | <b>(0.8)</b>               | <b>\$1,979,620</b> | <b>\$1,965,584</b> | <b>\$14,036</b>            | <b>0.7</b>   |  |
| <b>OPERATING SURPLUS/DEFICIT</b>                   |                            |                 |                    |              |                  |                  |                            |                    |                    |                            |              |  |
|  | (997,596)                  | \$13,353        | (984,242)          | 1.3          | \$0,000          | \$0,000          | -                          | (997,596)          | (984,242)          | \$13,353                   | 1.3          |  |

Note: Totals may not add due to rounding

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

**MTA NEW YORK CITY TRANSIT**  
**FEBRUARY FINANCIAL PLAN - 2019 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS**  
**February 2019**  
**(\$ in millions)**

| Generic Revenue<br>or Expense Category            | Nonreimb<br>or Reimb | MONTH                                  |  | YEAR TO DATE                           |  |
|---|----------------------|--|--|--|--|
|   |                      | Favorable<br>(Unfavorable)<br>Variance |  | Favorable<br>(Unfavorable)<br>Variance |  |
|   |                      | \$                                     | %  | \$                                     | %  |
|   |                      |  | Reason for Variance  |  | Reason for Variance  |
| Farebox Revenue                                   | NR                   | 2.4                                    | 0.7  | 0.9                                    | 0.1  |
|   |                      |  | Due primarily to favorable results in subway revenue of \$2.8 million (1.1 percent).                             |  | Due primarily to favorable results in subway revenue of \$1.5 million (0.3 percent).   |
| Other Operating Revenue                           | NR                   | (3.5)                                  | (8.6)  | (3.2)                                  | (3.9)  |
|   |                      |  | Largely from lower real estate and Urban Tax revenues  |  | Due primarily to underruns in real estate and advertising revenues, partly offset by higher Urban Tax revenue  |
| Payroll   | NR                   | 4.0                                    | 1.5  | 3.6                                    | 0.6  |
|   |                      |  | Mostly vacancies, partly offset by the unfavorable timing of expenses  |  | Mostly vacancies, partly offset by the unfavorable timing of expenses  |
| Overtime  | NR                   | (13.9)                                 | (34.7)   | (22.0)                                 | (25.4)   |
|   |                      |  | Due largely to SAP job overruns, RTO service delays, vacancy/absentee coverage requirements, and adverse weather |  | Due largely to SAP job overruns, RTO service delays, and vacancy/absentee coverage requirements  |
| Health & Welfare (including OPEB current payment) | NR                   | (9.9)                                  | (7.9)  | 31.1                                   | 12.4   |
|   |                      |  | Due largely to the unfavorable timing of credits   |  | Due largely to favorable results in health & welfare expenses and an underrun in OPEB current expenses, due principally to quarterly rate discount credits pertaining to prescription drugs. |
| Pension   | NR                   | (3.3)                                  | (4.4)  | (2.5)                                  | (1.6)  |
|   |                      |  | Primarily the unfavorable timing of both NYCERS and MaBSTOA expenses   |  | Primarily the unfavorable timing of both NYCERS and MaBSTOA expenses   |
| Other Fringe Benefits                             | NR                   | (1.1)                                  | (2.7)  | (5.3)                                  | (6.7)  |
|   |                      |  | Largely higher Social Security costs   |  | Caused mainly by higher Social Security costs and unfavorable fringe benefit overhead credits  |
| Reimbursable Overhead                             | NR                   | 5.5                                    | 28.7   | 6.1                                    | 15.3   |
|   |                      |  | Due largely to higher reimbursable labor requirements  |  | Due largely to higher reimbursable labor requirements  |
| Electric Power                                    | NR                   | (4.0)                                  | (16.1)   | (7.4)                                  | (14.9)   |
|   |                      |  | Primarily higher prices and consumption  |  | Primarily higher prices and consumption  |



**MTA NEW YORK CITY TRANSIT**  
**FEBRUARY FINANCIAL PLAN - 2019 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS**  
**February 2019**  
**(\$ in millions)**

| Generic Revenue<br>or Expense Category       | Nonreimb<br>or Reimb | MONTH                                  |        | YEAR TO DATE                           |        |  |
|--|----------------------|--|--------|--|--------|--|
|  |                      | Favorable<br>(Unfavorable)<br>Variance |        | Favorable<br>(Unfavorable)<br>Variance |        |  |
|  |                      | \$                                     | %      | \$                                     | %      |  |
| Paratransit Service Contracts                | NR                   | (3.3)                                  | (9.2)  | (7.6)                                  | (10.4) | Resulting from additional E-Hail activity  |
| Maintenance and Other Operating<br>Contracts | NR                   | 14.3                                   | 42.7   | 26.5                                   | 40.7   | Primarily the favorable timing of vehicle<br>purchases and facility & vehicle<br>maintenance & repair expenses               |
| Professional Service Contracts               | NR                   |  |        | 2.4                                    | 8.2    | Primically the favorable timing of bond<br>services and Information Technology-related<br>expenses                           |
| Materials and Supplies                       | NR                   |  |        | (1.5)                                  | (2.8)  | Mostly higher inventory obsolescence<br>adjustments  |
| Capital and Other Reimbursements             | R                    | 7.2                                    | 7.1    | 1.6                                    | 0.8    | Increased reimbursements, consistent with<br>an increase in reimbursable work<br>requirements                                |
| Payroll                                      | R                    | 4.4                                    | 10.7   | 13.2                                   | 15.4   | Primically vacancies and the favorable<br>timing of capital engineering work and non-<br>capital transactions.               |
| Overtime                                     | R                    | (8.3)                                  | (94.4) | (12.9)                                 | (73.7) | Due mostly to vacancy/absentee coverage<br>requirements, SAP job overruns and<br>additional Capital support                  |
| Other Fringe Benefits                        | R                    |  |        | 2.2                                    | 6.6    | Mostly the favorable timing of expenses  |
| Maintenance and Other Operating<br>Contracts | R                    |  |        | (1.8)                                  | (24.9) | Mainly the unfavorable timing of revenue-<br>vehicle maintenance & repair and<br>construction services material requirements |
| Materials & Supplies                         | R                    | 2.6                                    | 48.5   | 3.7                                    | 34.4   | Largely the favorable timing of non-vehicle<br>maintenance material requirements   |

**MTA NEW YORK CITY TRANSIT**  
**February Financial Plan - 2019 Adopted**  
**Cash Receipts and Expenditures**  
Feb FY19  
(\$ in Millions)

3/25/2019 05:53 PM

|  | Month            |                  |  | Year-To-Date       |                    |  |
|--|------------------|------------------|--|--------------------|--------------------|--|
|  | Adopted          | Actual           | Favorable<br>(Unfavorable)<br>Variance | Adopted            | Actual             | Favorable<br>(Unfavorable)<br>Variance |
|  |                  |                  |  |                    |                    |  |
| <b>Receipts</b>  |                  |                  |  |                    |                    |  |
| <b>Farebox Revenue</b>                                 | <b>\$333.126</b> | <b>\$335.074</b> | <b>\$1.948</b>                         | <b>\$691.889</b>   | <b>\$706.675</b>   | <b>\$14.786</b>                        |
| Fare Reimbursement                                     | \$17.563         | \$0.000          | (17.563)                               | \$17.563           | \$0.000            | (17.563)                               |
| Paratransit Reimbursement                              | \$3.480          | \$6.808          | \$3.328                                | \$6.960            | \$57.999           | \$51.039                               |
| Other Operating Revenue                                | \$5.245          | \$2.702          | (2.542)                                | \$10.489           | \$6.016            | (4.473)                                |
| <b>Other Revenue</b>                                   | <b>\$26.287</b>  | <b>\$9.510</b>   | <b>(16.777)</b>                        | <b>\$35.012</b>    | <b>\$79.015</b>    | <b>\$44.003</b>                        |
| Capital and Other Reimbursements                       | \$101.350        | \$203.012        | \$101.662                              | \$208.671          | \$230.462          | \$21.791                               |
| <b>Total Revenue</b>                                   | <b>\$460.763</b> | <b>\$547.596</b> | <b>\$86.833</b>                        | <b>\$935.572</b>   | <b>\$1,016.152</b> | <b>\$80.580</b>                        |
| <b>Expenditures</b>                                    |                  |                  |  |                    |                    |  |
| <b>Labor :</b>   |                  |                  |  |                    |                    |  |
| Payroll  | \$312.907        | \$305.220        | \$7.687                                | \$633.315          | \$609.806          | \$23.509                               |
| Overtime   | \$48.967         | \$71.161         | (22.194)                               | \$104.184          | \$139.126          | (34.942)                               |
| <b>Total Salaries &amp; Wages</b>                      | <b>\$361.874</b> | <b>\$376.381</b> | <b>(14.507)</b>                        | <b>\$737.499</b>   | <b>\$748.932</b>   | <b>(11.433)</b>                        |
| Health and Welfare                                     | \$84.919         | \$61.994         | \$22.925                               | \$169.891          | \$144.235          | \$25.656                               |
| OPEB Current Payment                                   | \$43.346         | \$59.994         | (16.648)                               | \$86.692           | \$73.890           | \$12.802                               |
| Pensions   | \$77.983         | \$91.365         | (13.382)                               | \$160.159          | \$162.693          | (2.534)                                |
| Other Fringe Benefits                                  | \$40.747         | \$41.674         | (0.927)                                | \$81.458           | \$82.646           | (1.188)                                |
| <b>Total Fringe Benefits</b>                           | <b>\$246.995</b> | <b>\$245.027</b> | <b>\$1.968</b>                         | <b>\$498.200</b>   | <b>\$463.464</b>   | <b>\$34.736</b>                        |
| Contribution to GASB Fund                              | \$0.000          | \$0.000          | \$0.000                                | \$0.000            | \$0.000            | \$0.000                                |
| Reimbursable Overhead                                  | \$0.000          | \$0.000          | \$0.000                                | \$0.000            | \$0.000            | \$0.000                                |
| <b>Labor</b>   | <b>\$608.869</b> | <b>\$621.408</b> | <b>(12.539)</b>                        | <b>\$1,235.699</b> | <b>\$1,212.396</b> | <b>\$23.303</b>                        |
| <b>Non-Labor :</b>                                     |                  |                  |  |                    |                    |  |
| Electric Power   | \$24.645         | \$29.391         | (4.746)                                | \$50.002           | \$60.459           | (10.457)                               |
| Fuel   | \$9.124          | \$8.629          | \$0.495                                | \$19.508           | \$18.660           | \$0.848                                |
| Insurance  | \$0.000          | \$3.219          | (3.219)                                | \$23.563           | \$26.781           | (3.218)                                |
| Claims   | \$10.226         | \$8.645          | \$1.581                                | \$20.452           | \$24.011           | (3.559)                                |
| Paratransit Service Contracts                          | \$35.950         | \$43.215         | (7.265)                                | \$72.741           | \$79.183           | (6.442)                                |
| Maintenance and Other Operating Contracts              | \$37.122         | \$21.137         | \$15.985                               | \$72.241           | \$46.607           | \$25.634                               |
| Professional Service Contracts                         | \$14.494         | \$19.079         | (4.585)                                | \$27.801           | \$25.431           | \$2.370                                |
| Materials & Supplies                                   | \$36.885         | \$36.902         | (0.017)                                | \$73.615           | \$61.960           | \$11.655                               |
| Other Business Expenses                                | \$7.406          | \$7.756          | (0.350)                                | \$14.047           | \$14.802           | (0.755)                                |
| <b>Non-Labor</b>                                       | <b>\$175.852</b> | <b>\$177.973</b> | <b>(2.121)</b>                         | <b>\$373.969</b>   | <b>\$357.894</b>   | <b>\$16.075</b>                        |
| <b>Other Expense Adjustments:</b>                      |                  |                  |  |                    |                    |  |
| Other  | \$0.000          | \$0.000          | \$0.000                                | \$0.000            | \$0.000            | \$0.000                                |
| <b>Other Expense Adjustments</b>                       | <b>\$0.000</b>   | <b>\$0.000</b>   | <b>\$0.000</b>                         | <b>\$0.000</b>     | <b>\$0.000</b>     | <b>\$0.000</b>                         |
| <b>Total Expenditures before Depreciation and OPEB</b> | <b>\$784.722</b> | <b>\$799.381</b> | <b>(14.659)</b>                        | <b>\$1,609.669</b> | <b>\$1,570.290</b> | <b>\$39.379</b>                        |
| 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                                |
| <b>Total Expenditures</b>                              | <b>\$784.722</b> | <b>\$799.381</b> | <b>(14.659)</b>                        | <b>\$1,609.669</b> | <b>\$1,570.290</b> | <b>\$39.379</b>                        |
| <b>Net Surplus/(Deficit)</b>                           | <b>(323.959)</b> | <b>(251.785)</b> | <b>\$72.174</b>                        | <b>(674.097)</b>   | <b>(554.138)</b>   | <b>\$119.959</b>                       |

Note: Totals may not add due to rounding

**MTA NEW YORK CITY TRANSIT**  
**FEBRUARY FINANCIAL PLAN - 2019 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL CASH BASIS**  
**February 2019**  
**(\$ in millions)**

|   | MONTH                                  |            |  | YEAR TO DATE                           |            |  |
|---|--|------------|--|--|------------|--|
|   | Favorable<br>(Unfavorable)<br>Variance | %          | Reason for Variance  | Favorable<br>(Unfavorable)<br>Variance | %          | Reason for Variance  |
|   | \$                                     |            |  | \$                                     |            |  |
| <b>Operating Receipts<br/>or Disbursements</b>    |  |            |  |  |            |  |
| Farebox Receipts                                  | 1.9                                    | 0.6        | The favorable timing of receipts                                       | 14.8                                   | 2.1        | The favorable timing of receipts   |
| Other Operating Receipts                          | (16.8)                                 | (63.8)     | Due primarily to the unfavorable timing of student fare reimbursements | 44.0                                   | over 100.0 | Due primarily to the favorable timing of NYC partial reimbursement of paratransit expenses   |
| Capital and Other Reimbursements                  | 101.7                                  | over 100.0 | Due largely to the favorable timing of capital reimbursements          | 21.8                                   | 10.4       | Due largely to the favorable timing of capital reimbursements  |
| Salaries & Wages                                  | (14.5)                                 | (4.0)      | Mostly additional overtime requirements , partly offset by vacancies   | (11.4)                                 | (1.6)      | Mostly additional overtime requirements , partly offset by vacancies   |
| Health & Welfare (including OPEB current payment) |  |            |  | 38.5                                   | 15.1       | Due largely to favorable results in health & welfare expenses and an underrun in OPEB current expenses, due principally to quarterly rate discount credits pertaining to prescription drugs. |
| Electric Power                                    | (4.7)                                  | (19.3)     | Due to higher expenses and the unfavorable timing of payments          | (10.5)                                 | 20.9       | Due to higher expenses and the unfavorable timing of payments  |
| Maintenance Contracts                             | 16.0                                   | 43.1       | Primarily the favorable timing of expenses                             | 25.6                                   | 35.5       | Primarily the favorable timing of expenses   |
| Professional Service Contracts                    | (4.6)                                  | (31.6)     | The unfavorable timing of payments                                     |  |            |  |
| Materials & Supplies                              |  |            |  | 11.7                                   | 15.8       | Largely the favorable timing of payments   |

**MTA NEW YORK CITY TRANSIT**  
**February Financial Plan - 2019 Adopted**  
**Cash Conversion (Cash Flow Adjustments)**

Feb FY19  
(\$ in Millions)

4/08/2019 12:56 PM

|  | Month                      |                  |                 | Year-To-Date               |                  |             |
|--|----------------------------|------------------|-----------------|----------------------------|------------------|-------------|
|  | Favorable<br>(Unfavorable) |                  | Percent         | Favorable<br>(Unfavorable) |                  | Percent     |
|  | Adopted                    | Actual           |                 | Adopted                    | Actual           |             |
| <b>Revenue</b>                                     |                            |                  |                 |                            |                  |             |
| <b>Farebox Revenue</b>                             | <b>\$0.000</b>             | <b>(0.418)</b>   | <b>(0.418)</b>  | <b>\$0.000</b>             | <b>\$13.872</b>  | <b>-</b>    |
| Fare Reimbursement                                 | \$10.312                   | (7.250)          | (7.562)         | \$1.959                    | (0.604)          | -           |
| Paratransit Reimbursement                          | (14.436)                   | (10.384)         | 28.1            | (28.872)                   | \$19.613         | -           |
| Other Operating Revenue                            | (9.770)                    | (9.582)          | 1.9             | (19.540)                   | (18.293)         | 6.4         |
| <b>Other Revenue</b>                               | <b>(13.894)</b>            | <b>(27.216)</b>  | <b>(95.9)</b>   | <b>(46.453)</b>            | <b>\$0.716</b>   | <b>-</b>    |
| Capital and Other Reimbursements                   | \$0.000                    | \$94.429         | -               | \$0.000                    | \$20.222         | -           |
| <b>Total Revenue</b>                               | <b>(13.894)</b>            | <b>\$66.795</b>  | <b>\$80.689</b> | <b>(46.453)</b>            | <b>\$34.810</b>  | <b>-</b>    |
| <b>Expenses</b>                                    |                            |                  |                 |                            |                  |             |
| <b>Labor :</b>                                     |                            |                  |                 |                            |                  |             |
| Payroll  | \$1.489                    | \$0.795          | (0.694)         | \$28.165                   | \$34.892         | 23.9        |
| Overtime   | \$0.000                    | \$0.000          | -               | \$0.000                    | \$0.000          | -           |
| <b>Total Salaries &amp; Wages</b>                  | <b>\$1.489</b>             | <b>\$0.795</b>   | <b>(0.694)</b>  | <b>\$28.165</b>            | <b>\$34.892</b>  | <b>23.9</b> |
| Health and Welfare                                 | \$0.000                    | \$15.977         | \$15.977        | \$0.000                    | \$6.951          | -           |
| OPEB Current Payment                               | \$0.000                    | \$0.000          | -               | \$0.000                    | \$0.000          | -           |
| Pensions   | \$0.000                    | \$0.020          | \$0.020         | \$0.000                    | \$0.084          | -           |
| Other Fringe Benefits                              | \$14.168                   | \$14.614         | \$0.446         | \$31.250                   | \$33.194         | 6.2         |
| <b>Total Fringe Benefits</b>                       | <b>\$14.168</b>            | <b>\$30.611</b>  | <b>\$16.443</b> | <b>\$31.250</b>            | <b>\$8.978</b>   | <b>28.7</b> |
| Contribution to GASB Fund                          | \$0.000                    | \$0.000          | \$0.000         | \$0.000                    | \$0.000          | -           |
| Reimbursable Overhead                              | \$0.000                    | \$0.000          | \$0.000         | \$0.000                    | \$0.000          | -           |
| <b>Labor</b>                                       | <b>\$15.657</b>            | <b>\$31.407</b>  | <b>\$15.750</b> | <b>\$59.415</b>            | <b>\$75.120</b>  | <b>26.4</b> |
| <b>Non-Labor :</b>                                 |                            |                  |                 |                            |                  |             |
| Electric Power                                     | \$0.000                    | (0.760)          | (0.760)         | \$0.000                    | (3.000)          | -           |
| Fuel   | \$0.000                    | (0.568)          | (0.568)         | \$0.000                    | (0.400)          | -           |
| Insurance  | \$5.861                    | \$2.373          | (3.488)         | (11.840)                   | (15.596)         | (31.7)      |
| Claims   | \$7.183                    | \$9.631          | \$2.448         | \$14.366                   | \$10.807         | (24.8)      |
| Paratransit Service Contracts                      | \$0.000                    | (3.947)          | (3.947)         | \$0.000                    | \$1.142          | -           |
| Maintenance and Other Operating Contracts          | \$0.000                    | \$1.485          | \$1.485         | \$0.000                    | \$0.923          | -           |
| Professional Service Contracts                     | \$0.000                    | (2.939)          | (2.939)         | \$3.000                    | \$2.961          | (1.3)       |
| Materials & Supplies                               | (4.000)                    | (7.123)          | (3.123)         | (8.000)                    | \$1.509          | -           |
| Other Business Expenses                            | \$0.000                    | (0.410)          | (0.410)         | \$0.000                    | (0.621)          | -           |
| <b>Non-Labor</b>                                   | <b>\$9.044</b>             | <b>(2.257)</b>   | <b>(11.301)</b> | <b>(2.474)</b>             | <b>\$0.199</b>   | <b>8.1</b>  |
| <b>Other Expense Adjustments:</b>                  |                            |                  |                 |                            |                  |             |
| Other  | \$0.000                    | \$0.000          | -               | \$0.000                    | \$0.000          | -           |
| <b>Other Expense Adjustments</b>                   | <b>\$0.000</b>             | <b>\$0.000</b>   | <b>-</b>        | <b>\$0.000</b>             | <b>-</b>         | <b>-</b>    |
| <b>Total Expenses before Depreciation and OPEB</b> | <b>\$24.701</b>            | <b>\$29.150</b>  | <b>\$4.449</b>  | <b>\$56.941</b>            | <b>\$72.846</b>  | <b>27.9</b> |
| Depreciation                                       | \$156.505                  | \$161.224        | \$4.719         | \$313.010                  | \$322.448        | 3.0         |
| OPEB Liability                                     | \$0.000                    | \$0.000          | \$0.000         | \$0.000                    | \$0.000          | -           |
| GASB 68 Pension Adjustment                         | \$0.000                    | \$0.000          | \$0.000         | \$0.000                    | \$0.000          | -           |
| Environmental Remediation                          | \$0.000                    | \$0.000          | \$0.000         | \$0.000                    | \$0.000          | -           |
| <b>Total Expenditures</b>                          | <b>\$181.206</b>           | <b>\$190.374</b> | <b>\$9.168</b>  | <b>\$369.951</b>           | <b>\$395.294</b> | <b>6.9</b>  |
| <b>Total Cash Conversion Adjustments</b>           | <b>\$167.312</b>           | <b>\$257.169</b> | <b>\$89.856</b> | <b>\$323.498</b>           | <b>\$430.104</b> | <b>33.0</b> |

Note: Totals may not add due to rounding

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

**MTA NEW YORK CITY TRANSIT  
FEBRUARY FINANCIAL PLAN - 2019**

**NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**

Feb. 2019

|  | <u>Adopted</u> | <u>Actual</u> | <u>Variance</u><br><u>Fav./(Unfav)</u> | <u>Explanation</u>                                   |
|--|----------------|---------------|--|--|
| <b><u>Administration:</u></b>              |                |               |  |  |
| Office of the President                    | 32             | 26            | 6                                      |  |
| Law  | 307            | 280           | 27                                     |  |
| Office of the EVP                          | 18             | 13            | 5                                      |  |
| Human Resources                            | 254            | 239           | 15                                     |  |
| Office of Management and Budget            | 43             | 39            | 4                                      |  |
| Capital Planning and Budget                | 37             | 31            | 6                                      |  |
| Strategy & Customer Experience             | 211            | 193           | 18                                     |  |
| Non-Departmental                           | 7              | 0             | 7                                      |  |
| Labor Relations                            | 99             | 88            | 11                                     |  |
| Office of People & Business Transformation | 23             | 20            | 3                                      |  |
| Materiel                                   | 276            | 240           | 36                                     |  |
| Controller                                 | 123            | 115           | 8                                      |  |
| <b>Total Administration</b>                | <b>1,430</b>   | <b>1,285</b>  | <b>145</b>                             |  |
| <b><u>Operations:</u></b>                  |                |               |  |  |
| Subways Service Delivery                   | 8,664          | 8,605         | 59                                     | Vacancies mainly due to RVO & Superintendents        |
| Subways Operations Support/Admin           | 412            | 444           | (32)                                   |  |
| Subways Stations                           | 2,709          | 2,576         | 133                                    | Vacancies mainly due to Station Agents               |
| <b>Subtotal Subways</b>                    | <b>11,785</b>  | <b>11,625</b> | <b>160</b>                             |  |
| Buses                                      | 11,146         | 11,112        | 34                                     |  |
| Paratransit                                | 209            | 199           | 10                                     |  |
| Operations Planning                        | 397            | 381           | 16                                     |  |
| Revenue Control                            | 643            | 622           | 21                                     |  |
| Non-Departmental                           | (169)          | 0             | (169)                                  |  |
| <b>Total Operations</b>                    | <b>24,011</b>  | <b>23,938</b> | <b>73</b>                              |  |
| <b><u>Maintenance:</u></b>                 |                |               |  |  |
| Subways Operations Support/Admin           | 35             | 111           | (76)                                   | Excesses mainly due to General Superintendents       |
| Subways Engineering                        | 391            | 339           | 52                                     | Vacancies mainly due to Civil and Mech Engineers     |
| Subways Car Equipment                      | 4,977          | 5,101         | (124)                                  | Excesses mainly due to Car Inspectors & Car Cleaners |
| Subways Infrastructure                     | 1,998          | 1,902         | 96                                     | Vacancies mainly due to Maintainers                  |
| Subways Elevators & Escalators             | 462            | 420           | 42                                     |  |
| Subways Stations                           | 3,523          | 3,307         | 216                                    | Vacancies mainly due to Cleaners & Maintainers       |
| Subways Track                              | 3,189          | 3,198         | (9)                                    |  |
| Subways Power                              | 709            | 663           | 46                                     |  |
| Subways Signals                            | 1,641          | 1,618         | 23                                     |  |
| Subways Electronic Maintenance             | 1,710          | 1,605         | 105                                    | Vacancies mainly due to Maintainers & PTEs           |
| <b>Subtotal Subways</b>                    | <b>18,635</b>  | <b>18,265</b> | <b>371</b>                             |  |
| Buses                                      | 3,565          | 3,597         | (32)                                   |  |
| Supply Logistics                           | 578            | 581           | (3)                                    |  |
| System Safety                              | 93             | 87            | 6                                      |  |
| Non-Departmental                           | 196            | 0             | 196                                    |  |
| <b>Total Maintenance</b>                   | <b>23,068</b>  | <b>22,530</b> | <b>538</b>                             |  |
| <b><u>Engineering:</u></b>                 |                |               |  |  |
| Capital Program Management                 | 1,471          | 1,361         | 110                                    | Vacancies mainly due to PTEs                         |
| <b>Total Engineering/Capital</b>           | <b>1,471</b>   | <b>1,361</b>  | <b>110</b>                             |  |
| <b><u>Public Safety:</u></b>               |                |               |  |  |
| Security                                   | 665            | 666           | (1)                                    |  |
| <b>Total Public Safety</b>                 | <b>665</b>     | <b>666</b>    | <b>(1)</b>                             |  |
| <b>Total Positions</b>                     | <b>50,645</b>  | <b>49,780</b> | <b>865</b>                             |  |
| Non-Reimbursable                           | 44,963         | 44,759        | 204                                    |  |
| Reimbursable                               | 5,681          | 5,021         | 660                                    |  |
| <b>Total Full-Time</b>                     | <b>50,400</b>  | <b>49,584</b> | <b>816</b>                             |  |
| <b>Total Full-Time Equivalents</b>         | <b>245</b>     | <b>196</b>    | <b>49</b>                              |  |

**MTA NEW YORK TRANSIT**  
**FEBRUARY FINANCIAL PLAN - 2019**  
**TOTAL POSITIONS by FUNCTION and OCCUPATION**  
**FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**  
**Feb. 2019**

| FUNCTION/OCCUPATION                | Adopted       | Actual        | Variance<br>Fav./(Unfav) | Explanation |
|------------------------------------|---------------|---------------|--------------------------|-------------|
| <b><u>Administration:</u></b>      |               |               |                          |             |
| Managers/Supervisors               | 520           | 427           | 93                       |             |
| Professional, Technical, Clerical  | 874           | 830           | 44                       |             |
| Operational Hourlies               | 36            | 28            | 8                        |             |
| <b>Total Administration</b>        | <b>1,430</b>  | <b>1,285</b>  | <b>145</b>               |             |
| <b><u>Operations:</u></b>          |               |               |                          |             |
| Managers/Supervisors               | 2,809         | 2,758         | 51                       |             |
| Professional, Technical, Clerical  | 587           | 553           | 34                       |             |
| Operational Hourlies               | 20,615        | 20,627        | (12)                     |             |
| <b>Total Operations</b>            | <b>24,011</b> | <b>23,938</b> | <b>73</b>                |             |
| <b><u>Maintenance:</u></b>         |               |               |                          |             |
| Managers/Supervisors               | 4,067         | 4,092         | (25)                     |             |
| Professional, Technical, Clerical  | 1,097         | 995           | 102                      |             |
| Operational Hourlies               | 17,904        | 17,443        | 461                      |             |
| <b>Total Maintenance</b>           | <b>23,068</b> | <b>22,530</b> | <b>538</b>               |             |
| <b><u>Engineering/Capital:</u></b> |               |               |                          |             |
| Managers/Supervisors               | 379           | 330           | 49                       |             |
| Professional, Technical, Clerical  | 1,090         | 1,029         | 61                       |             |
| Operational Hourlies               | 2             | 2             | 0                        |             |
| <b>Total Engineering/Capital</b>   | <b>1,471</b>  | <b>1,361</b>  | <b>110</b>               |             |
| <b><u>Public Safety:</u></b>       |               |               |                          |             |
| Managers/Supervisors               | 271           | 255           | 16                       |             |
| Professional, Technical, Clerical  | 40            | 38            | 2                        |             |
| Operational Hourlies               | 354           | 373           | (19)                     |             |
| <b>Total Public Safety</b>         | <b>665</b>    | <b>666</b>    | <b>(1)</b>               |             |
| <b><u>Total Positions:</u></b>     |               |               |                          |             |
| Managers/Supervisors               | 8,046         | 7,862         | 184                      |             |
| Professional, Technical, Clerical  | 3,688         | 3,444         | 244                      |             |
| Operational Hourlies               | 38,911        | 38,474        | 437                      |             |
| <b>Total Positions</b>             | <b>50,645</b> | <b>49,780</b> | <b>865</b>               |             |

**MTA New York City Transit**  
**2019 February Financial Plan**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

|   | Feb              |                 |                  |                 | Feb Year-to-Date |                  |                    |                   |
|---|------------------|-----------------|------------------|-----------------|------------------|------------------|--------------------|-------------------|
|   | Adopted          |                 | Actuals          |                 | Adopted          |                  | Actuals            |                   |
|   | Hours            | \$              | Hours            | \$              | Hours            | \$               | Hours              | \$                |
| <b>NON-REIMBURSABLE OVERTIME</b>        |                  |                 |                  |                 |                  |                  |                    |                   |
| <u>Scheduled Service</u>                | 353,193          | \$11,714        | 344,915          | \$11,455        | 747,156          | \$24,734         | 710,749            | \$23,548          |
|   |                  |                 |                  | 2.2%            |                  |                  |                    |                   |
| <u>Unscheduled Service</u>              | 294,674          | \$9,924         | 492,330          | \$14,467        | 610,117          | \$20,529         | 944,371            | \$27,969          |
|   |                  |                 |                  | 45.8%           |                  |                  |                    |                   |
| <u>Programmatic/Routine Maintenance</u> | 330,971          | \$11,581        | 419,540          | \$15,212        | 681,397          | \$23,852         | 1,060,644          | \$37,944          |
|   |                  |                 |                  | 31.3%           |                  |                  |                    |                   |
| <u>Vacancy/Absentee Coverage</u>        | 43,730           | \$1,407         | 124,737          | \$4,165         | 87,460           | \$2,814          | 233,873            | \$7,796           |
|   |                  |                 |                  | *               |                  |                  |                    |                   |
| <u>Weather Emergencies</u>              | 102,714          | \$3,593         | 251,753          | \$8,027         | 308,703          | \$10,645         | 303,015            | \$9,780           |
|   |                  |                 |                  | *               |                  |                  |                    |                   |
| <u>Safety/Security/Law Enforcement</u>  | 7,986            | \$0,234         | 11,035           | \$0,318         | 15,962           | \$0,468          | 20,657             | \$0,588           |
|   |                  |                 |                  | -35.7%          |                  |                  |                    |                   |
| <u>Other<sup>11</sup></u>               | 13,208           | \$1,778         | 14,120           | \$0,533         | 28,304           | \$3,630          | 28,394             | \$1,080           |
|   |                  |                 |                  | 70.0%           |                  |                  |                    |                   |
| Subtotal                                | 1,146,476        | \$40,232        | 1,658,431        | \$54,177        | 2,479,098        | \$86,673         | 3,301,704          | \$108,706         |
|   |                  |                 |                  | -34.7%          |                  |                  |                    |                   |
| <b>REIMBURSABLE OVERTIME</b>            | 286,253          | \$8,735         | 477,896          | \$16,984        | 573,393          | \$17,512         | 858,904            | \$30,420          |
|   |                  |                 |                  | -94.4%          |                  |                  |                    |                   |
| <b>TOTAL OVERTIME</b>                   | <b>1,432,728</b> | <b>\$48,967</b> | <b>2,136,327</b> | <b>\$71,161</b> | <b>3,052,491</b> | <b>\$104,184</b> | <b>4,160,608</b>   | <b>\$139,126</b>  |
|   |                  |                 |                  | -45.3%          |                  |                  |                    |                   |
|   |                  |                 |                  |                 |                  |                  | <b>(1,108,117)</b> | <b>(\$34,942)</b> |
|   |                  |                 |                  |                 |                  |                  |                    | -33.5%            |

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**  
**2019 February Financial Plan**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

|   | Feb                 |                   | Feb Year-to-Date    |                   |
|---|---------------------|-------------------|---------------------|-------------------|
|   | Var. - Fav./(Unfav) |                   | Var. - Fav./(Unfav) |                   |
|   | Hours               | \$                | Hours               | \$                |
| <b>NON-REIMBURSABLE OVERTIME</b>        |                     |                   |                     |                   |
| <u>Scheduled Service</u>                | 8,278               | \$0.3<br>(1.9%)   | 36,407              | \$1.2<br>(5.4%)   |
| <u>Unscheduled Service</u>              | (197,657)           | (\$4.5)<br>32.6%  | (334,254)           | (\$7.4)<br>33.8%  |
| <u>Programmatic/Routine Maintenance</u> | (88,570)            | (\$3.6)<br>26.0%  | (379,247)           | (\$14.1)<br>64.0% |
| <u>Vacancy/Absentee Coverage</u>        | (81,007)            | (\$2.8)<br>19.8%  | (146,413)           | (\$5.0)<br>22.6%  |
| <u>Weather Emergencies</u>              | (149,039)           | (\$4.4)<br>31.8%  | 5,687               | \$0.9<br>(3.9%)   |
| <u>Safety/Security/Law Enforcement</u>  | (3,049)             | (\$0.1)<br>.6%    | (4,695)             | (\$0.1)<br>.5%    |
| <u>Other</u>                            | (912)               | \$1.2<br>(8.9%)   | (90)                | \$2.6<br>(11.6%)  |
| <b>Subtotal</b>                         | (511,955)           | (\$13.9)<br>62.8% | (822,605)           | (\$22.0)<br>63.1% |
| <b>REIMBURSABLE OVERTIME</b>            | (191,644)           | (\$8.2)<br>37.2%  | (285,511)           | (\$12.9)<br>36.9% |
| <b>TOTAL OVERTIME</b>                   | <b>(703,599)</b>    | <b>(\$22.2)</b>   | <b>(1,108,117)</b>  | <b>(\$34.9)</b>   |

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**  
**2019 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 <i>Routine Maintenance</i> work for which OT has been planned, as well as all other maintenance not 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.   |

# Preliminary February 2019 Report: Staten Island Railway

The purpose of this report is to provide the preliminary February 2019 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

## **Summary of Preliminary Financial Results**

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

- February 2019 Staten Island Railway ridership of 328,976 was 13,309 rides (3.9 percent) below budget. Average weekday ridership of 16,057 was 109 rides (0.7 percent) below February 2018.
- Farebox revenue of \$0.5 million was below budget by less than \$0.1 million (8.5 percent).
- Operating expenses of \$3.9 million in February were below budget by \$1.2 million (23.5 percent).
  - Labor expenses were less than budget by \$0.5 million (12.7 percent).
  - Non-labor expenses were under budget by \$0.7 million (66.2 percent).

## STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

### February 2019

(All data are preliminary and subject to audit)

Total **ridership** in February 2019 was 328,976, 13,309 rides (3.9 percent) below the Adopted Budget (budget). February 2019 average weekday ridership was 16,057, 109 rides (0.7 percent) lower than February 2018. Average weekday ridership for the twelve months ending February 2019 was 16,064, 372 rides (2.3 percent) below the previous twelve-month period.

**Operating revenue** of \$0.7 million in February was less than \$0.1 million (5.2 percent) below budget, due mostly to lower ridership. Year-to-date, operating revenue of \$1.6 million increased by \$0.1 million (5.0 percent), due mostly to favorable other revenue results, partly offset by the impact of lower ridership.

**Nonreimbursable expenses** in February, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were lower than budget by \$1.2 million (23.5 percent).

- Labor expenses were under budget by \$0.5 million (12.7 percent). Payroll expenses were favorable by \$0.3 million (12.5 percent), due primarily to vacancies and the timing of expenses including interagency charges. Other fringe benefits were favorable by \$0.2 million (38.6 percent), due also to vacancies and the timing of expenses. Partly offsetting these results was an overrun in overtime expenses of \$0.1 million (39.4 percent), resulting from additional project requirements and vacancy coverage.
- Non-labor expenses were below budget by \$0.7 million (66.2 percent), including an underrun in materials & supplies expenses of \$0.4 million, largely from the favorable timing of maintenance material requirements. Professional service contracts were below budget by \$0.2 million, also driven by the favorable timing of expenses.

Year-to-date, expenses were below budget by \$2.0 million (19.3 percent), including underruns in labor expenses of \$1.5 million (17.1 percent) and non-labor expenses of \$0.6 million (28.3 percent). These variances were caused mostly by the same factors presented in the month results above.

Depreciation expenses of \$2.0 million year-to-date were slightly above budget. There were no OPEB Liability nor GASB 68 pension adjustment expenses recorded in February.

The **operating cash deficit** (excluding subsidies) reported in February year-to-date was \$8.7 million, \$0.5 million (6.2 percent) unfavorable to budget, mostly from the unfavorable timing of capital reimbursements.

**MTA STATEN ISLAND RAILWAY**  
**Feb - 2019 Adopted**  
**Accrual Statement of Operations By Category**  
**Month - Feb 2019**  
(\$ in Millions)

4/05/2019 11:54 AM

|  | Nonreimbursable         |                |                | Var Percent             |                |                | Reimbursable            |                |                | Total                   |                |                |
|--|-------------------------|----------------|----------------|-------------------------|----------------|----------------|-------------------------|----------------|----------------|-------------------------|----------------|----------------|
|  | Favorable (Unfavorable) |                |                | Favorable (Unfavorable) |                |                | Favorable (Unfavorable) |                |                | Favorable (Unfavorable) |                |                |
|  | Adopted                 | Actual         | Variance       | Percent                 | Adopted        | Actual         | Adopted                 | Actual         | Variance       | Percent                 | Adopted        | Actual         |
| <b>Revenue</b>                                     |                         |                |                |                         |                |                |                         |                |                |                         |                |                |
| <b>Farebox Revenue:</b>                            |                         |                |                |                         |                |                |                         |                |                |                         |                |                |
| Farebox Revenue                                    | \$0.524                 | \$0.480        | (0.044)        | (8.5)                   | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.524        | \$0.480        |
| Other Revenue                                      | \$0.206                 | \$0.212        | \$0.006        | 3.1                     | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.206        | \$0.212        |
| Capital and Other Reimbursements                   | \$0.000                 | \$0.000        | -              | -                       | \$0.349        | \$0.251        | \$0.000                 | \$0.349        | (0.098)        | (28.0)                  | \$0.349        | \$0.251        |
| <b>Total Revenue</b>                               | <b>\$0.730</b>          | <b>\$0.692</b> | <b>(0.038)</b> | <b>(5.2)</b>            | <b>\$0.349</b> | <b>\$0.251</b> | <b>\$0.349</b>          | <b>\$0.251</b> | <b>(0.098)</b> | <b>(28.0)</b>           | <b>\$1.079</b> | <b>\$0.943</b> |
| <b>Expenses</b>                                    |                         |                |                |                         |                |                |                         |                |                |                         |                |                |
| <b>Labor :</b>                                     |                         |                |                |                         |                |                |                         |                |                |                         |                |                |
| Payroll  | \$1.993                 | \$1.743        | \$0.250        | 12.5                    | \$0.128        | \$0.047        | \$0.000                 | \$0.047        | \$0.081        | 63.2                    | \$2.121        | \$1.790        |
| Overtime   | \$0.316                 | \$0.440        | (0.124)        | (39.4)                  | \$0.083        | \$0.079        | \$0.000                 | \$0.079        | \$0.003        | 4.1                     | \$0.398        | \$0.519        |
| <b>Total Salaries &amp; Wages</b>                  | <b>\$2.309</b>          | <b>\$2.183</b> | <b>\$0.126</b> | <b>5.4</b>              | <b>\$0.210</b> | <b>\$0.126</b> | <b>\$0.210</b>          | <b>\$0.126</b> | <b>\$0.084</b> | <b>40.0</b>             | <b>\$2.519</b> | <b>\$2.309</b> |
| Health and Welfare                                 | \$0.575                 | \$0.494        | \$0.081        | 14.1                    | \$0.023        | \$0.000        | \$0.000                 | \$0.000        | \$0.023        | -                       | \$0.598        | \$0.494        |
| OPEB Current Payment                               | \$0.215                 | \$0.198        | \$0.017        | 7.9                     | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | \$0.000        | -                       | \$0.215        | \$0.199        |
| Pensions   | \$0.610                 | \$0.545        | \$0.064        | 10.6                    | \$0.010        | \$0.000        | \$0.000                 | \$0.000        | \$0.010        | -                       | \$0.620        | \$0.545        |
| Other Fringe Benefits                              | \$0.477                 | \$0.293        | \$0.184        | 38.6                    | \$0.039        | \$0.000        | \$0.000                 | \$0.000        | \$0.039        | -                       | \$0.517        | \$0.293        |
| <b>Total Fringe Benefits</b>                       | <b>\$1.877</b>          | <b>\$1.530</b> | <b>\$0.347</b> | <b>18.5</b>             | <b>\$0.073</b> | <b>\$0.000</b> | <b>\$0.073</b>          | <b>\$0.000</b> | <b>\$0.072</b> | <b>-</b>                | <b>\$1.950</b> | <b>\$1.531</b> |
| Contribution to GASB Fund                          | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        |
| Reimbursable Overhead                              | (0.066)                 | (0.118)        | \$0.052        | 78.4                    | \$0.066        | \$0.117        | \$0.000                 | \$0.117        | (0.051)        | (77.7)                  | \$0.000        | \$0.000        |
| <b>Labor</b>                                       | <b>\$4.120</b>          | <b>\$3.596</b> | <b>\$0.524</b> | <b>12.7</b>             | <b>\$0.349</b> | <b>\$0.243</b> | <b>\$0.349</b>          | <b>\$0.243</b> | <b>\$0.105</b> | <b>30.2</b>             | <b>\$4.469</b> | <b>\$3.839</b> |
| <b>Non-Labor :</b>                                 |                         |                |                |                         |                |                |                         |                |                |                         |                |                |
| Electric Power                                     | \$0.367                 | \$0.412        | (0.045)        | (12.4)                  | \$0.000        | \$0.001        | \$0.000                 | \$0.001        | (0.001)        | -                       | \$0.367        | \$0.413        |
| Fuel   | \$0.023                 | (0.007)        | \$0.030        | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.023        | (0.007)        |
| Insurance  | \$0.103                 | \$0.083        | \$0.020        | 19.2                    | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.103        | \$0.083        |
| Claims   | \$0.007                 | \$0.063        | (0.055)        | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.007        | \$0.063        |
| Paratransit Service Contracts                      | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        |
| Maintenance and Other Operating Contracts          | \$0.177                 | \$0.043        | \$0.134        | 75.6                    | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.177        | \$0.043        |
| Professional Service Contracts                     | \$0.087                 | (0.105)        | \$0.192        | -                       | \$0.000        | \$0.001        | \$0.000                 | \$0.001        | (0.001)        | -                       | \$0.087        | (0.104)        |
| Materials & Supplies                               | \$0.216                 | (0.149)        | \$0.364        | -                       | \$0.000        | \$0.006        | \$0.000                 | \$0.006        | (0.006)        | -                       | \$0.216        | (0.143)        |
| Other Business Expenses                            | \$0.061                 | \$0.012        | \$0.049        | 80.7                    | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.061        | \$0.049        |
| <b>Non-Labor</b>                                   | <b>\$1.040</b>          | <b>\$0.352</b> | <b>\$0.688</b> | <b>66.2</b>             | <b>\$0.000</b> | <b>\$0.008</b> | <b>\$0.000</b>          | <b>\$0.008</b> | <b>(0.008)</b> | <b>-</b>                | <b>\$1.040</b> | <b>\$0.360</b> |
| <b>Other Expense Adjustments:</b>                  |                         |                |                |                         |                |                |                         |                |                |                         |                |                |
| Other  | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        |
| <b>Other Expense Adjustments</b>                   | <b>\$0.000</b>          | <b>\$0.000</b> | <b>-</b>       | <b>-</b>                | <b>\$0.000</b> | <b>\$0.000</b> | <b>\$0.000</b>          | <b>\$0.000</b> | <b>-</b>       | <b>-</b>                | <b>\$0.000</b> | <b>\$0.000</b> |
| <b>Total Expenses before Depreciation and OPEB</b> | <b>\$5.161</b>          | <b>\$3.948</b> | <b>\$1.213</b> | <b>23.5</b>             | <b>\$0.349</b> | <b>\$0.251</b> | <b>\$0.349</b>          | <b>\$0.251</b> | <b>\$0.098</b> | <b>28.0</b>             | <b>\$5.509</b> | <b>\$4.199</b> |
| Depreciation                                       | \$1.000                 | \$1.004        | (0.004)        | (0.4)                   | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$1.000        | \$1.004        |
| OPEB Liability                                     | \$0.000                 | \$0.000        | \$0.000        | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        |
| GASB 68 Pension Adjustment                         | \$0.000                 | \$0.000        | \$0.000        | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        |
| Environmental Remediation                          | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        | \$0.000                 | \$0.000        | -              | -                       | \$0.000        | \$0.000        |
| <b>Total Expenses</b>                              | <b>\$6.161</b>          | <b>\$4.952</b> | <b>\$1.208</b> | <b>19.6</b>             | <b>\$0.349</b> | <b>\$0.251</b> | <b>\$0.349</b>          | <b>\$0.251</b> | <b>\$0.098</b> | <b>28.0</b>             | <b>\$6.509</b> | <b>\$5.203</b> |
| <b>OPERATING SURPLUS/DEFICIT</b>                   | <b>(5.431)</b>          | <b>(4.260)</b> | <b>\$1.170</b> | <b>21.6</b>             | <b>\$0.000</b> | <b>\$0.000</b> | <b>\$0.000</b>          | <b>\$0.000</b> | <b>\$0.000</b> | <b>-</b>                | <b>(5.431)</b> | <b>(4.260)</b> |

Note: Totals may not add due to rounding

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

**MTA STATEN ISLAND RAILWAY**  
Feb - 2019 Adopted  
Accrual Statement of Operations By Category  
Year-To-Date - Feb 2019  
(\$ in Millions)

4/05/2019 11:54 AM

|  | Nonreimbursable            |                 |                | Var Percent |  |  | Reimbursable               |                |                | Total                      |                 |                |
|--|----------------------------|-----------------|----------------|-------------|--|--|----------------------------|----------------|----------------|----------------------------|-----------------|----------------|
|  | Favorable<br>(Unfavorable) |                 |                | Percent     |  |  | Favorable<br>(Unfavorable) |                |                | Favorable<br>(Unfavorable) |                 |                |
|  | Adopted                    | Actual          | Variance       |             |  |  | Adopted                    | Actual         | Variance       | Adopted                    | Actual          | Variance       |
| <b>Revenue</b>                                     |                            |                 |                |             |  |  |                            |                |                |                            |                 |                |
| <b>Farebox Revenue:</b>                            |                            |                 |                |             |  |  |                            |                |                |                            |                 |                |
| Farebox Revenue                                    | \$1,090                    | \$1,011         | (0,079)        | (7.2)       |  |  | \$0,000                    | \$0,000        | -              | \$1,090                    | \$1,011         | (0,079)        |
| Other Revenue                                      | \$0,411                    | \$0,565         | \$0,154        | 37.3        |  |  | \$0,000                    | \$0,000        | -              | \$0,411                    | \$0,565         | \$0,154        |
| Capital and Other Reimbursements                   | \$0,000                    | \$0,000         | -              | -           |  |  | \$0,736                    | \$0,736        | (0,217)        | \$0,736                    | \$0,519         | (0,217)        |
| <b>Total Revenue</b>                               | <b>\$1,502</b>             | <b>\$1,576</b>  | <b>\$0,075</b> | <b>5.0</b>  |  |  | <b>\$0,736</b>             | <b>\$0,519</b> | <b>(0,217)</b> | <b>\$2,237</b>             | <b>\$2,095</b>  | <b>(0,142)</b> |
| <b>Expenses</b>                                    |                            |                 |                |             |  |  |                            |                |                |                            |                 |                |
| <b>Labor :</b>                                     |                            |                 |                |             |  |  |                            |                |                |                            |                 |                |
| Payroll  | \$4,189                    | \$3,815         | \$0,374        | 8.9         |  |  | \$0,277                    | \$0,100        | \$0,177        | \$4,466                    | \$3,915         | \$0,551        |
| Overtime   | \$0,698                    | \$0,735         | (0,037)        | (5.3)       |  |  | \$0,165                    | \$0,163        | \$0,002        | \$0,864                    | \$0,899         | (0,035)        |
| <b>Total Salaries &amp; Wages</b>                  | <b>\$4,888</b>             | <b>\$4,551</b>  | <b>\$0,337</b> | <b>6.9</b>  |  |  | <b>\$0,442</b>             | <b>\$0,263</b> | <b>\$0,179</b> | <b>\$5,329</b>             | <b>\$4,814</b>  | <b>\$0,516</b> |
| Health and Welfare                                 | \$1,150                    | \$0,614         | \$0,536        | 46.6        |  |  | \$0,047                    | \$0,000        | \$0,047        | \$1,196                    | \$0,614         | \$0,583        |
| OPEB Current Payment                               | \$0,431                    | \$0,332         | \$0,099        | 22.9        |  |  | \$0,000                    | \$0,001        | (0,001)        | \$0,431                    | \$0,333         | \$0,098        |
| Pensions   | \$1,219                    | \$1,090         | \$0,129        | 10.6        |  |  | \$0,020                    | \$0,000        | \$0,020        | \$1,240                    | \$1,090         | \$0,149        |
| Other Fringe Benefits                              | \$0,937                    | \$0,693         | \$0,244        | 26.0        |  |  | \$0,088                    | \$0,000        | \$0,088        | \$1,025                    | \$0,693         | \$0,332        |
| <b>Total Fringe Benefits</b>                       | <b>\$3,737</b>             | <b>\$2,730</b>  | <b>\$1,008</b> | <b>27.0</b> |  |  | <b>\$0,155</b>             | <b>\$0,001</b> | <b>\$0,154</b> | <b>\$3,892</b>             | <b>\$2,730</b>  | <b>\$1,162</b> |
| Contribution to GASB Fund                          | \$0,000                    | \$0,000         | -              | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,000                    | \$0,000         | -              |
| Reimbursable Overhead                              | (0,139)                    | (0,245)         | \$0,106        | 76.3        |  |  | \$0,139                    | \$0,245        | (0,106)        | \$0,000                    | \$0,001         | (0,001)        |
| <b>Labor</b>                                       | <b>\$8,486</b>             | <b>\$7,036</b>  | <b>\$1,450</b> | <b>17.1</b> |  |  | <b>\$0,736</b>             | <b>\$0,509</b> | <b>\$0,227</b> | <b>\$9,222</b>             | <b>\$7,544</b>  | <b>\$1,677</b> |
| <b>Non-Labor :</b>                                 |                            |                 |                |             |  |  |                            |                |                |                            |                 |                |
| Electric Power                                     | \$0,734                    | \$0,813         | (0,079)        | (10.8)      |  |  | \$0,000                    | \$0,001        | (0,001)        | \$0,734                    | \$0,814         | (0,080)        |
| Fuel   | \$0,046                    | \$0,032         | \$0,014        | 30.7        |  |  | \$0,000                    | \$0,000        | -              | \$0,046                    | \$0,032         | \$0,014        |
| Insurance  | \$0,205                    | \$0,268         | (0,063)        | (30.7)      |  |  | \$0,000                    | \$0,000        | -              | \$0,205                    | \$0,268         | (0,063)        |
| Claims   | \$0,015                    | \$0,083         | (0,068)        | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,015                    | \$0,083         | (0,068)        |
| Paratransit Service Contracts                      | \$0,000                    | \$0,000         | -              | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,000                    | \$0,000         | -              |
| Maintenance and Other Operating Contracts          | \$0,354                    | \$0,089         | \$0,265        | 74.8        |  |  | \$0,000                    | \$0,000        | -              | \$0,354                    | \$0,089         | \$0,265        |
| Professional Service Contracts                     | \$0,174                    | \$0,026         | \$0,148        | 85.1        |  |  | \$0,000                    | \$0,003        | (0,003)        | \$0,174                    | \$0,029         | \$0,145        |
| Materials & Supplies                               | \$0,431                    | \$0,203         | \$0,228        | 52.9        |  |  | \$0,000                    | \$0,006        | (0,006)        | \$0,431                    | \$0,209         | \$0,222        |
| Other Business Expenses                            | \$0,122                    | (0,022)         | \$0,144        | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,122                    | \$0,144         | -\$0,022       |
| <b>Non-Labor</b>                                   | <b>\$2,081</b>             | <b>\$1,492</b>  | <b>\$0,589</b> | <b>28.3</b> |  |  | <b>\$0,000</b>             | <b>\$0,010</b> | <b>(0,010)</b> | <b>\$2,081</b>             | <b>\$1,502</b>  | <b>\$0,579</b> |
| <b>Other Expense Adjustments:</b>                  |                            |                 |                |             |  |  |                            |                |                |                            |                 |                |
| Other  | \$0,000                    | \$0,000         | -              | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,000                    | \$0,000         | -              |
| <b>Other Expense Adjustments</b>                   | <b>\$0,000</b>             | <b>\$0,000</b>  | <b>-</b>       | <b>-</b>    |  |  | <b>\$0,000</b>             | <b>\$0,000</b> | <b>-</b>       | <b>\$0,000</b>             | <b>\$0,000</b>  | <b>-</b>       |
| <b>Total Expenses before Depreciation and OPEB</b> | <b>\$10,567</b>            | <b>\$8,528</b>  | <b>\$2,039</b> | <b>19.3</b> |  |  | <b>\$0,736</b>             | <b>\$0,519</b> | <b>\$0,217</b> | <b>\$11,302</b>            | <b>\$9,046</b>  | <b>\$2,256</b> |
| Depreciation                                       | \$2,000                    | \$2,008         | (0,008)        | (0.4)       |  |  | \$0,000                    | \$0,000        | -              | \$2,000                    | \$2,008         | (0,008)        |
| OPEB Liability                                     | \$0,000                    | \$0,000         | \$0,000        | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,000                    | \$0,000         | \$0,000        |
| GASB 68 Pension Adjustment                         | \$0,000                    | \$0,000         | \$0,000        | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,000                    | \$0,000         | \$0,000        |
| Environmental Remediation                          | \$0,000                    | \$0,000         | -              | -           |  |  | \$0,000                    | \$0,000        | -              | \$0,000                    | \$0,000         | -              |
| <b>Total Expenses</b>                              | <b>\$12,567</b>            | <b>\$10,536</b> | <b>\$2,031</b> | <b>16.2</b> |  |  | <b>\$0,736</b>             | <b>\$0,519</b> | <b>\$0,217</b> | <b>\$13,302</b>            | <b>\$11,055</b> | <b>\$2,248</b> |
| <b>OPERATING SURPLUS/DEFICIT</b>                   | <b>(11,065)</b>            | <b>(8,960)</b>  | <b>\$2,105</b> | <b>19.0</b> |  |  | <b>\$0,000</b>             | <b>\$0,000</b> | <b>\$0,000</b> | <b>(11,065)</b>            | <b>(8,960)</b>  | <b>\$2,105</b> |

Note: Totals may not add due to rounding

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

Table 3

**MTA STATEN ISLAND RAILWAY**  
**FEBRUARY FINANCIAL PLAN - 2019 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS**  
**FEBRUARY 2019**

|   |            | MONTH                                   |  | YEAR-TO-DATE                            |  |
|---|------------|---|--|---|--|
|   |            | Favorable/<br>(Unfavorable)<br>Variance |  | Favorable/<br>(Unfavorable)<br>Variance |  |
|   |            | Non Reimb.<br>or Reimb.                 | \$ %<br>Reason for Variance  | \$ %<br>Reason for Variance             | \$ %<br>Reason for Variance  |
| Generic Revenue<br>or Expense Category              |            |   |  |   |  |
| Farebox Revenue                                     | Non Reimb. | (0.044)                                 | (8.5) Lower than expected non-student ridership, due in part to no service between St George and Grasmere on 2/2/19-2/4/19 | (0.079)                                 | (7.2) Mostly lower than expected student ridership during January, free shuttle buses replacing some service on two weekends, and lower ridership during the MLK holiday weekend |
| Other Operating Revenue                             | Non Reimb. |   |  | 0.154                                   | 37.3 Mainly the favorable timing of reimbursements   |
| Payroll   | Non Reimb. | 0.250                                   | 12.5 Primarily vacancies and the timing of expenses including interagency charges  | 0.374                                   | 8.9 Primarily vacancies and the timing of expenses including interagency charges   |
| Overtime  | Non Reimb. | (0.124)                                 | (39.4) Additional project requirements and vacancy coverage  |   |  |
| Health and Welfare (including OPEB current payment) | Non Reimb. | 0.098                                   | 12.4 The favorable timing of expenses/lower expenses   | 0.635                                   | 40.2 The favorable timing of expenses/lower expenses   |
| Other Fringe Benefits                               | Non Reimb. | 0.184                                   | 38.6 Vacancies and the timing of expenses  | 0.244                                   | 26.0 Vacancies and the timing of expenses  |
| Electric Power                                      | Non Reimb. |   |  | (0.079)                                 | (10.8) Mostly the unfavorable timing of expenses   |
| Insurance   | Non Reimb. |   |  | (0.063)                                 | (30.7) The unfavorable timing of interagency billing   |
| Maintenance & Other Operating Contracts             | Non Reimb. | 0.134                                   | 75.6 Mainly the favorable timing of maintenance requirements   | 0.265                                   | 74.8 Mainly the favorable timing of maintenance requirements   |
| Professional Service Contracts                      | Non Reimb. | 0.192                                   | n/a The favorable timing of expenses   | 0.148                                   | 85.1 The favorable timing of expenses  |
| Materials and Supplies                              | Non Reimb. | 0.364                                   | n/a Primarily the favorable timing of maintenance material requirements  | 0.228                                   | 52.9 Primarily the favorable timing of maintenance material requirements   |
| Capital and Other Reimbursements                    | Reimb.     | (0.098)                                 | (28.0) Timing of contractor requirements   | (0.217)                                 | (29.5) Timing of contractor requirements   |
| Payroll   | Reimb.     | 0.081                                   | 63.2 Timing of contractor requirements   | 0.177                                   | 64.0 Timing of contractor requirements   |

**MTA STATEN ISLAND RAILWAY**  
**February Financial Plan - 2019 Adopted**  
**Cash Receipts and Expenditures**  
**Feb FY19**  
(\$ in Millions)

3/25/2019 06:02 PM

|  | Month          |                |  | Year-To-Date    |                 |  |
|--|----------------|----------------|--|-----------------|-----------------|--|
|  | Adopted        | Actual         | Favorable<br>(Unfavorable)<br>Variance | Adopted         | Actual          | Favorable<br>(Unfavorable)<br>Variance |
|  |                |                |  |                 |                 |  |
| <b>Receipts</b>  |                |                |  |                 |                 |  |
| Farebox Revenue  | \$0.524        | \$0.518        | (0.006)                                | \$1.090         | \$1.065         | (0.026)                                |
| Other Revenue  | \$0.206        | \$0.056        | (0.149)                                | \$0.411         | \$0.196         | (0.215)                                |
| Capital and Other Reimbursements                       | \$0.349        | \$0.142        | (0.207)                                | \$0.736         | \$0.142         | (0.594)                                |
| <b>Total Revenue</b>                                   | <b>\$1.079</b> | <b>\$0.717</b> | <b>(0.362)</b>                         | <b>\$2.237</b>  | <b>\$1.403</b>  | <b>(0.834)</b>                         |
| <b>Expenditures</b>                                    |                |                |  |                 |                 |  |
| <b>Labor :</b>   |                |                |  |                 |                 |  |
| Payroll  | \$2.020        | \$2.060        | (0.039)                                | \$4.043         | \$4.016         | \$0.027                                |
| Overtime   | \$0.398        | \$0.458        | (0.059)                                | \$0.864         | \$0.748         | \$0.116                                |
| <b>Total Salaries &amp; Wages</b>                      | <b>\$2.419</b> | <b>\$2.517</b> | <b>(0.099)</b>                         | <b>\$4.906</b>  | <b>\$4.764</b>  | <b>\$0.143</b>                         |
| Health and Welfare                                     | \$0.598        | \$0.574        | \$0.024                                | \$1.196         | \$1.400         | (0.204)                                |
| OPEB Current Payment                                   | \$0.215        | \$0.101        | \$0.115                                | \$0.431         | \$0.177         | \$0.254                                |
| Pensions   | \$0.620        | \$0.545        | \$0.075                                | \$1.240         | \$1.090         | \$0.149                                |
| Other Fringe Benefits                                  | \$0.299        | \$0.437        | (0.138)                                | \$0.573         | \$0.792         | (0.219)                                |
| <b>Total Fringe Benefits</b>                           | <b>\$1.732</b> | <b>\$1.656</b> | <b>\$0.076</b>                         | <b>\$3.440</b>  | <b>\$3.460</b>  | <b>(0.020)</b>                         |
| Contribution to GASB Fund                              | \$0.000        | \$0.000        | \$0.000                                | \$0.000         | \$0.000         | \$0.000                                |
| Reimbursable Overhead                                  | \$0.000        | \$0.000        | -                                      | \$0.000         | \$0.000         | -                                      |
| <b>Labor</b>   | <b>\$4.151</b> | <b>\$4.174</b> | <b>(0.023)</b>                         | <b>\$8.347</b>  | <b>\$8.224</b>  | <b>\$0.123</b>                         |
| <b>Non-Labor :</b>                                     |                |                |  |                 |                 |  |
| Electric Power   | \$0.367        | \$0.407        | (0.040)                                | \$0.734         | \$0.671         | \$0.063                                |
| Fuel   | \$0.023        | \$0.022        | \$0.001                                | \$0.046         | \$0.046         | \$0.000                                |
| Insurance  | \$0.103        | \$0.156        | (0.053)                                | \$0.205         | \$0.167         | \$0.038                                |
| Claims   | (0.013)        | \$0.000        | (0.013)                                | (0.025)         | \$0.000         | (0.025)                                |
| Paratransit Service Contracts                          | \$0.000        | \$0.000        | \$0.000                                | \$0.000         | \$0.000         | \$0.000                                |
| Maintenance and Other Operating Contracts              | \$0.177        | \$0.035        | \$0.142                                | \$0.354         | \$0.074         | \$0.280                                |
| Professional Service Contracts                         | \$0.087        | \$0.016        | \$0.071                                | \$0.174         | \$0.043         | \$0.130                                |
| Materials & Supplies                                   | \$0.216        | \$0.116        | \$0.099                                | \$0.431         | \$0.802         | (0.371)                                |
| Other Business Expenses                                | \$0.061        | \$0.020        | \$0.040                                | \$0.122         | \$0.032         | \$0.089                                |
| <b>Non-Labor</b>                                       | <b>\$1.020</b> | <b>\$0.773</b> | <b>\$0.248</b>                         | <b>\$2.041</b>  | <b>\$1.837</b>  | <b>\$0.204</b>                         |
| <b>Other Expense Adjustments:</b>                      |                |                |  |                 |                 |  |
| Other  | \$0.000        | \$0.000        | -                                      | \$0.000         | \$0.000         | -                                      |
| <b>Other Expense Adjustments</b>                       | <b>\$0.000</b> | <b>\$0.000</b> | <b>-</b>                               | <b>\$0.000</b>  | <b>\$0.000</b>  | <b>-</b>                               |
| <b>Total Expenditures before Depreciation and OPEB</b> | <b>\$5.172</b> | <b>\$4.947</b> | <b>\$0.225</b>                         | <b>\$10.387</b> | <b>\$10.061</b> | <b>\$0.327</b>                         |
| 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                                |
| <b>Total Expenditures</b>                              | <b>\$5.172</b> | <b>\$4.947</b> | <b>\$0.225</b>                         | <b>\$10.387</b> | <b>\$10.061</b> | <b>\$0.327</b>                         |
| <b>Net Surplus/(Deficit)</b>                           | <b>(4.093)</b> | <b>(4.230)</b> | <b>(0.137)</b>                         | <b>(8.150)</b>  | <b>(8.658)</b>  | <b>(0.508)</b>                         |

Note: Totals may not add due to rounding

Table 5

**MTA STATEN ISLAND RAILWAY**  
**FEBRUARY FINANCIAL PLAN - 2019 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL CASH BASIS**  
**FEBRUARY 2019**  
**(\$ in millions)**

|   | <b>MONTH</b>                             |          | <b>YEAR TO DATE</b>                      |          |
|---|--|----------|--|----------|
|   | <b>Favorable/ (Unfavorable) Variance</b> |          | <b>Favorable/ (Unfavorable) Variance</b> |          |
|   | <b>\$</b>                                | <b>%</b> | <b>\$</b>                                | <b>%</b> |
| <b><u>Operating Receipts or Disbursements</u></b>   |  |          |  |          |
| Farebox Receipts                                    |  |          |  |          |
|   |  |          |  |          |
| Other Operating Revenue                             | (0.149)                                  | (72.5)   | (0.215)                                  | (52.3)   |
|   |  |          |  |          |
| Salaries & Wages                                    | (0.099)                                  | (4.1)    | 0.143                                    | 2.9      |
|   |  |          |  |          |
| Health and Welfare (including OPEB current payment) | 0.139                                    | 17.1     |  |          |
|   |  |          |  |          |
| Maintenance Contracts                               | 0.142                                    | 80.0     | 0.280                                    | 79.0     |
|   |  |          |  |          |
| Materials and Supplies                              | 0.099                                    | 46.1     | (0.371)                                  | (86.0)   |
|   |  |          |  |          |

Primarily the unfavorable timing of cash settlements with NYCT

Mostly the unfavorable timing of reimbursements

Lower expenses, mostly offset by the higher payments

The favorable timing of maintenance requirements

The unfavorable timing of additional material requirements



**MTA STATEN ISLAND RAILWAY**  
**February Financial Plan - 2019 Adopted**  
**Cash Conversion (Cash Flow Adjustments)**  
Feb FY19  
(\$ in Millions)

4/01/2019 04:32 PM

|   | Month   |         |                            | Year-To-Date |         |         |                            |         |
|---|---------|---------|----------------------------|--------------|---------|---------|----------------------------|---------|
|   | Adopted | Actual  | Favorable<br>(Unfavorable) |              | Adopted | Actual  | Favorable<br>(Unfavorable) |         |
|   |         |         | Variance                   | Percent      |         |         | Variance                   | Percent |
| Revenue                                     |         |         |                            |              |         |         |                            |         |
| Farebox Revenue                             | \$0.000 | \$0.039 | \$0.039                    | -            | \$0.000 | \$0.053 | \$0.053                    | -       |
| Other Revenue                               | \$0.000 | (0.156) | (0.156)                    | -            | \$0.000 | (0.369) | (0.369)                    | -       |
| Capital and Other Reimbursements            | \$0.000 | (0.109) | (0.109)                    | -            | \$0.000 | (0.377) | (0.377)                    | -       |
| Total Revenue                               | \$0.000 | (0.226) | (0.226)                    | -            | \$0.000 | (0.692) | (0.692)                    | -       |
| Expenses                                    |         |         |                            |              |         |         |                            |         |
| Labor :                                     |         |         |                            |              |         |         |                            |         |
| Payroll                                     | \$0.100 | (0.270) | (0.370)                    | -            | \$0.423 | (0.101) | (0.524)                    | -       |
| Overtime                                    | \$0.000 | \$0.062 | \$0.062                    | -            | \$0.000 | \$0.151 | \$0.151                    | -       |
| Total Salaries & Wages                      | \$0.100 | (0.208) | (0.308)                    | -            | \$0.423 | \$0.050 | (0.373)                    | (88.2)  |
| Health and Welfare                          | \$0.000 | (0.080) | (0.080)                    | -            | \$0.000 | (0.787) | (0.787)                    | -       |
| OPEB Current Payment                        | \$0.000 | \$0.098 | \$0.098                    | -            | \$0.000 | \$0.156 | \$0.156                    | -       |
| Pensions                                    | \$0.000 | \$0.000 | \$0.000                    | -            | \$0.000 | \$0.000 | \$0.000                    | -       |
| Other Fringe Benefits                       | \$0.218 | (0.144) | (0.361)                    | -            | \$0.452 | (0.099) | (0.551)                    | -       |
| Total Fringe Benefits                       | \$0.218 | (0.126) | (0.343)                    | -            | \$0.452 | (0.730) | (1.182)                    | -       |
| 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 | \$0.001 | \$0.001                    | -       |
| Labor                                       | \$0.318 | (0.334) | (0.652)                    | -            | \$0.875 | (0.680) | (1.555)                    | -       |
| Non-Labor :                                 |         |         |                            |              |         |         |                            |         |
| Electric Power                              | \$0.000 | \$0.006 | \$0.006                    | -            | \$0.000 | \$0.143 | \$0.143                    | -       |
| Fuel  | \$0.000 | (0.029) | (0.029)                    | -            | \$0.000 | (0.014) | (0.014)                    | -       |
| Insurance                                   | \$0.000 | (0.073) | (0.073)                    | -            | \$0.000 | \$0.102 | \$0.102                    | -       |
| Claims                                      | \$0.020 | \$0.063 | \$0.043                    | -            | \$0.040 | \$0.083 | \$0.043                    | -       |
| Paratransit Service Contracts               | \$0.000 | \$0.000 | \$0.000                    | -            | \$0.000 | \$0.000 | \$0.000                    | -       |
| Maintenance and Other Operating Contracts   | \$0.000 | \$0.008 | \$0.008                    | -            | \$0.000 | \$0.015 | \$0.015                    | -       |
| Professional Service Contracts              | \$0.000 | (0.120) | (0.120)                    | -            | \$0.000 | (0.014) | (0.014)                    | -       |
| Materials & Supplies                        | \$0.000 | (0.259) | (0.259)                    | -            | \$0.000 | (0.593) | (0.593)                    | -       |
| Other Business Expenses                     | \$0.000 | (0.009) | (0.009)                    | -            | \$0.000 | (0.055) | (0.055)                    | -       |
| Non-Labor                                   | \$0.020 | (0.413) | (0.433)                    | -            | \$0.040 | (0.335) | (0.375)                    | -       |
| Other Expense Adjustments:                  |         |         |                            |              |         |         |                            |         |
| Other                                       | \$0.000 | \$0.000 | -                          | -            | \$0.000 | \$0.000 | -                          | -       |
| Other Expense Adjustments                   | \$0.000 | \$0.000 | -                          | -            | \$0.000 | \$0.000 | -                          | -       |
| Total Expenses before Depreciation and OPEB | \$0.338 | (0.747) | (1.085)                    | -            | \$0.915 | (1.014) | (1.929)                    | -       |
| Depreciation                                | \$1.000 | \$1.004 | \$0.004                    | 0.4          | \$2.000 | \$2.008 | \$0.008                    | 0.4     |
| 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                          | \$1.338 | \$0.257 | (1.081)                    | (80.8)       | \$2.915 | \$0.994 | (1.921)                    | (65.9)  |
| Total Cash Conversion Adjustments           | \$1.338 | \$0.031 | (1.307)                    | (97.7)       | \$2.915 | \$0.302 | (2.613)                    | (89.6)  |

Note: Totals may not add due to rounding

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

**MTA STATEN ISLAND RAILWAY**  
**FEBRUARY FINANCIAL PLAN - 2019 ADOPTED BUDGET**  
**TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**  
**FEBRUARY 2019**

| <u>Function/Departments</u>      | <u>Adopted<br/>Budget</u> | <u>Actual</u> | <u>Favorable<br/>(Unfavorable)<br/>Variance</u> |
|----------------------------------|---------------------------|---------------|---|
| <b>Administration</b>            |                           |               |   |
| Executive                        | 13                        | 8             | 5   |
| General Office                   | 9                         | 15            | (6)   |
| Purchasing/Stores                | 6                         | 4             | 2   |
| <b>Total Administration</b>      | <b>28</b>                 | <b>27</b>     | <b>1</b>  |
| <b>Operations</b>                |                           |               |   |
| Transportation                   | 119                       | 114           | 5   |
| <b>Total Operations</b>          | <b>119</b>                | <b>114</b>    | <b>5</b>  |
| <b>Maintenance</b>               |                           |               |   |
| Mechanical                       | 53                        | 48            | 5   |
| Electronics/Electrical           | 15                        | 13            | 2   |
| Power/Signals                    | 29                        | 29            | 0   |
| Maintenance of Way               | 70                        | 66            | 4   |
| Infrastructure                   | 26                        | 31            | (5)   |
| <b>Total Maintenance</b>         | <b>193</b>                | <b>187</b>    | <b>6</b>  |
| <b>Engineering/Capital</b>       |                           |               |   |
| Capital Project Support          | 16                        | 9             | 7   |
| <b>Total Engineering Capital</b> | <b>16</b>                 | <b>9</b>      | <b>7</b>  |
| <b>Total Positions</b>           | <b>356</b>                | <b>337</b>    | <b>19</b>                                       |
| Non-Reimbursable                 | 328                       | 324           | 4   |
| Reimbursable                     | 28                        | 13            | 15  |
| Total Full-Time                  | 356                       | 337           | 19  |
| Total Full-Time-Equivalents      | 0                         | 0             | 0   |

**MTA STATEN ISLAND RAILWAY**  
**FEBRUARY FINANCIAL PLAN - 2019 ADOPTED BUDGET**  
**TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION**  
**FEBRUARY 2019**

|   | <u>Adopted<br/>Budget</u> | <u>Actual</u> | <u>Favorable<br/>(Unfavorable)<br/>Variance</u> | <u>Explanation of Variances</u> |
|---|---------------------------|---------------|---|---------------------------------|
| <b>Administration</b>                       |                           |               |   |                                 |
| Managers/Supervisors                        | 16                        | 14            | 2   |                                 |
| Professional, Technical, Clerical           | 12                        | 13            | (1)   |                                 |
| Operational Hourlies                        | 0                         | 0             | 0   |                                 |
| <b>Total Administration</b>                 | <b>28</b>                 | <b>27</b>     | <b>1</b>  |                                 |
| <b>Operations</b>                           |                           |               |   |                                 |
| Managers/Supervisors                        | 11                        | 7             | 4   |                                 |
| Professional, Technical, Clerical           | 3                         | 1             | 2   |                                 |
| Operational Hourlies                        | 105                       | 106           | (1)   |                                 |
| <b>Total Operations</b>                     | <b>119</b>                | <b>114</b>    | <b>5</b>  |                                 |
| <b>Maintenance</b>                          |                           |               |   |                                 |
| Managers/Supervisors                        | 16                        | 23            | (7)   |                                 |
| Professional, Technical, Clerical           | 6                         | 5             | 1   |                                 |
| Operational Hourlies                        | 171                       | 159           | 12  |                                 |
| <b>Total Maintenance</b>                    | <b>193</b>                | <b>187</b>    | <b>6</b>  |                                 |
| <b>Engineering/Capital (Sandy Recovery)</b> |                           |               |   |                                 |
| Managers/Supervisors                        | 3                         | 3             | 0   |                                 |
| Professional, Technical, Clerical           | 4                         | 0             | 4   |                                 |
| Operational Hourlies                        | 9                         | 6             | 3   |                                 |
| <b>Total Engineering/Capital</b>            | <b>16</b>                 | <b>9</b>      | <b>7</b>  |                                 |
| <b>Total Positions</b>                      |                           |               |   |                                 |
| Managers/Supervisors                        | 46                        | 47            | (1)   |                                 |
| Professional, Technical, Clerical           | 25                        | 19            | 6   |                                 |
| Operational Hourlies                        | 285                       | 271           | 14  |                                 |
| <b>Total Positions</b>                      | <b>356</b>                | <b>337</b>    | <b>19</b>                                       |                                 |

**MTA STATEN ISLAND RAILWAY  
RIDERSHIP/TRAFFIC VOLUME (UTILIZATION)  
2019 BUDGET VERSUS 2019 PRELIMINARY ACTUAL  
(in millions)**

| <u>Month of February</u> |               | <u>Variance</u> |                | <u>Explanation</u>  |
|--------------------------|---------------|-----------------|----------------|---|
| <u>Budget</u>            | <u>Actual</u> | <u>Amount</u>   | <u>Percent</u> |   |
| 0.342                    | 0.329         | (0.013)         | (3.9%)         | Driven by lower than expected non-student ridership, due in part to no service between St. George and Grasmere 2/02/19 - 2/04/19  |
| <u>Year-to-Date</u>      |               |                 |                |   |
| 0.748                    | 0.709         | (0.039)         | (5.2%)         | Driven by several factors: lower than expected student ridership during January 2019, free shuttle buses replacing service between St. George and Grasmere the weekends of 1/12/19 - 1/13/19 and 2/02/19 - 2/04/19, and lower than expected ridership during the MLK holiday weekend. |

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

**MTA STATEN ISLAND RAILWAY  
RIDERSHIP/TRAFFIC VOLUME (UTILIZATION)  
2019 ACTUAL VERSUS 2019 PRELIMINARY ACTUAL  
(in millions)**

|  | <u>Month of February</u> |             | <u>Variance</u> |                | <u>Explanation</u>   |
|--|--------------------------|-------------|-----------------|----------------|--|
|  | <u>2018</u>              | <u>2019</u> | <u>Amount</u>   | <u>Percent</u> |  |
| Average Weekday                        | 0.016                    | 0.016       | (0.000)         | (0.7%)         | Driven in part by no service between St. George and Grasmere 2/02/19 - 2/04/19 |
| Average Weekend                        | 0.007                    | 0.004       | (0.002)         | (35.3%)        |  |
| <b><u>12-Month Rolling Average</u></b> |                          |             |                 |                |  |
| Average Weekday                        | 0.016                    | 0.016       | (0.000)         | (2.3%)         |  |
| Average Weekend                        | 0.008                    | 0.008       | (0.000)         | (2.4%)         |  |

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

# Preliminary February 2019 Report: Bus Company

The purpose of this report is to provide the preliminary February 2019 financial results on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

## **Summary of Preliminary Financial Results**

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

- February 2019 Bus Company ridership of 9.0 million was 0.4 million (4.2 percent) below budget.
- Farebox revenue of \$15.8 million was \$1.1 million (6.6 percent) below budget.
- Operating expenses of \$63.5 million were below budget by \$0.2 million (0.3 percent).
  - Labor expenses exceeded budget by a net \$3.1 million (6.9 percent), including overruns in overtime expenses of \$1.5 million (31.9 percent) and payroll expenses of \$1.2 million (5.5 percent).
  - Non-labor expenses were lower than budget by \$3.2 million (16.5 percent), including favorable results in materials & supplies of \$1.3 million (27.7 percent), professional service contracts of \$1.0 million (34.4 percent), and maintenance contracts of \$0.9 million (23.3 percent).

## MTA BUS FINANCIAL AND RIDERSHIP REPORT February 2019

(All data are preliminary and subject to audit)

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

**Operating revenue** was \$16.9 million in February, \$1.6 million (8.9 percent) below budget, caused primarily by an underrun in farebox revenue of \$1.1 million (6.6 percent), resulting mostly from lower ridership. Year-to-date, operating revenue of \$35.6 million was \$2.5 million (6.6 percent) below budget, due largely to lower ridership.

Total MTA Bus **ridership** in February 2019 was 9.0 million, 4.2 percent (0.4 million riders) below budget. February 2019 average weekday ridership was 384,844, a decrease of 2.5 percent (9,908 riders) from February 2018. Average weekday ridership for the twelve months ending February 2019 was 392,757, a decrease of 0.3 percent (1,148 riders) from the twelve months ending February 2018.

**Nonreimbursable expenses**, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$63.5 million in February, \$0.2 million (0.3 percent) favorable to budget.

- Labor expenses were in excess of budget by a net \$3.1 million (6.9 percent), of which overtime expenses were over budget by \$1.5 million (31.9 percent), due largely to running time/traffic, inclement winter weather and maintenance/campaign work. Payroll expenses were also higher by \$1.2 million (5.5 percent), due to the payment of prior year interagency billings and higher headcount.
- Non-labor expenses underran budget by \$3.2 million (16.5 percent), caused by lower materials & supplies expenses of \$1.3 million (27.7 percent), due to the timing of the New Fare Payment System and Select Bus Service (SBS) rollouts along with lower general maintenance expenses. Professional service contract expenses also were below budget by \$1.0 million (34.4 percent), involving the timing of interagency billing and SBS rollouts.

Year-to-date, expenses of \$128.9 million were \$6.7 million (5.0 percent) under budget.

- Labor expenses were again in excess of budget by a net \$4.7 million (5.0 percent), resulting from the same factors impacting the month, with higher overtime expenses of \$2.8 million (27.8 percent) and increased payroll expenses of \$2.9 million (6.3 percent).
- Non-labor expenses underran budget by \$11.5 million (27.5 percent), caused by lower maintenance contract expenses of \$3.5 million (42.1 percent), largely from the timing of the Shop Program and bus technology. Materials & supplies expenses were favorable by \$3.1 million (29.9 percent), due to the timing of the New Fare Payment System and Select Bus Service (SBS) rollouts along with lower general maintenance expenses. Professional service contract expenses also were below budget by \$2.3 million (36.6 percent), involving the timing of interagency billing and also SBS rollouts.

Depreciation expenses of \$10.7 million YTD exceeded budget by \$1.8 million (20.3 percent). Regarding GASB #45 Other Post-Employment Benefits, \$10.4 million of accrued expenses were recorded, \$6.0 million (36.4 percent) below budget.

The **operating cash deficit** (excluding subsidies) was \$95.6 million, \$8.5 million (9.8 percent) above budget, due mainly to the unfavorable timing of payroll expenditures.

**MTA BUS COMPANY**  
**FEBRUARY FINANCIAL PLAN 2019 ADOPTED BUDGET**  
**ACCRUAL STATEMENT OF OPERATIONS by CATEGORY**  
**February 2019**  
(\$ in millions)

|   | Noneimbursable     |                    |              | Reimbursable      |                 |               | Total              |                    |              |
|---|--------------------|--------------------|--------------|-------------------|-----------------|---------------|--------------------|--------------------|--------------|
|   | Favorable          |                    |              | Favorable         |                 |               | Favorable          |                    |              |
|   | Adopted Budget     | Actual             | Percent      | Adopted Budget    | Actual          | Percent       | Adopted Budget     | Actual             | Percent      |
| <b>Revenue</b>  |                    |                    |              |                   |                 |               |                    |                    |              |
| Farebox Revenue                                       | \$ 16,937          | \$ 15,821          | (6.6)        | \$ -              | \$ -            | -             | \$ 16,937          | \$ 15,821          | (6.6)        |
| Other Operating Income                                | 1,584              | 1,057              | (33.2)       | -                 | -               | -             | 1,584              | 1,057              | (33.2)       |
| Capital and Other Reimbursements                      | -                  | -                  | -            | 0.454             | 0.542           | 19.4          | 0.454              | 0.542              | 19.4         |
| <b>Total Revenue</b>                                  | <b>\$ 18,520</b>   | <b>\$ 16,878</b>   | <b>(8.9)</b> | <b>\$ 0.454</b>   | <b>\$ 0.542</b> | <b>19.4</b>   | <b>\$ 18,974</b>   | <b>\$ 17,420</b>   | <b>(8.2)</b> |
|   |                    |                    |              |                   |                 |               |                    |                    | -8.2%        |
| <b>Labor:</b>   |                    |                    |              |                   |                 |               |                    |                    |              |
| Payroll   | \$ 21,857          | \$ 23,053          | (5.5)        | \$ 0.198          | \$ 0.334        | (69.0)        | \$ 22,055          | \$ 23,387          | (6.0)        |
| Overtime  | 4,776              | 6,300              | (31.9)       | -                 | -               | -             | 4,776              | 6,300              | (31.9)       |
| Health and Welfare                                    | 5,884              | 6,105              | (0.221)      | 0.093             | -               | 100.0         | 5,977              | 6,105              | (0.128)      |
| OPEB Current Payment                                  | 1,934              | 1,787              | 0.147        | -                 | -               | -             | 1,934              | 1,787              | 7.6          |
| Pensions  | 4,271              | 4,537              | (0.266)      | -                 | -               | -             | 4,271              | 4,537              | (0.266)      |
| Other Fringe Benefits                                 | 5,494              | 5,628              | (0.134)      | -                 | -               | -             | 5,494              | 5,628              | (0.134)      |
| GASB Account  | -                  | -                  | -            | -                 | -               | -             | -                  | -                  | (2.4)        |
| Reimbursable Overhead                                 | (0.077)            | (0.208)            | 0.131        | 0.077             | 0.208           | (0.131)       | -                  | -                  | -            |
| <b>Total Labor Expenses</b>                           | <b>\$ 44,139</b>   | <b>\$ 47,200</b>   | <b>(6.9)</b> | <b>\$ 0.367</b>   | <b>\$ 0.542</b> | <b>(47.6)</b> | <b>\$ 44,506</b>   | <b>\$ 47,742</b>   | <b>(7.3)</b> |
|   |                    |                    |              |                   |                 |               |                    |                    | -7.3%        |
| <b>Non-Labor:</b>                                     |                    |                    |              |                   |                 |               |                    |                    |              |
| Electric Power  | \$ 0.150           | \$ 0.175           | (0.025)      | \$ -              | \$ -            | -             | \$ 0.150           | \$ 0.175           | (0.025)      |
| Fuel  | 2,111              | 1,934              | 0.177        | -                 | -               | -             | 2,111              | 1,934              | 0.177        |
| Insurance   | 0.514              | 0.387              | 0.127        | -                 | -               | -             | 0.514              | 0.387              | 0.127        |
| Claims  | 4,702              | 5,150              | (0.448)      | -                 | -               | -             | 4,702              | 5,150              | (0.448)      |
| Maintenance and Other Operating Contracts             | 3,871              | 2,970              | 0.901        | 0.019             | -               | 100.0         | 3,890              | 2,970              | 0.920        |
| Professional Service Contracts                        | 2,987              | 1,961              | 1.026        | -                 | -               | -             | 2,987              | 1,961              | 1.026        |
| Materials & Supplies                                  | 4,798              | 3,468              | 1.330        | 0.068             | -               | 100.0         | 4,866              | 3,468              | 1.398        |
| Other Business Expense                                | 0.408              | 0.274              | 0.134        | -                 | -               | -             | 0.408              | 0.274              | 0.134        |
| <b>Total Non-Labor Expenses</b>                       | <b>\$ 19,543</b>   | <b>\$ 16,319</b>   | <b>3.224</b> | <b>\$ 0.087</b>   | <b>\$ -</b>     | <b>100.0</b>  | <b>\$ 19,630</b>   | <b>\$ 16,319</b>   | <b>16.9</b>  |
|   |                    |                    |              |                   |                 |               |                    |                    | 16.9%        |
| <b>Total Expenses before Non-Cash Liability Adjs.</b> | <b>\$ 63,682</b>   | <b>\$ 63,519</b>   | <b>0.3</b>   | <b>\$ 0.454</b>   | <b>\$ 0.542</b> | <b>(19.3)</b> | <b>\$ 64,136</b>   | <b>\$ 64,061</b>   | <b>0.075</b> |
| Depreciation  | 4,166              | 5,337              | (1.171)      | -                 | -               | -             | 4,166              | 5,337              | (1.171)      |
| OPEB Obligation                                       | 7,678              | 5,200              | 2.478        | -                 | -               | -             | 7,678              | 5,200              | 2.478        |
| GASB 68 Pension Adjustment                            | 6,586              | -                  | 6,586        | -                 | -               | -             | 6,586              | -                  | 6,586        |
| Environmental Remediation                             | -                  | -                  | -            | -                 | -               | -             | -                  | -                  | -            |
| <b>Total Expenses</b>                                 | <b>\$ 82,112</b>   | <b>\$ 74,057</b>   | <b>8.055</b> | <b>\$ 0.454</b>   | <b>\$ 0.542</b> | <b>(19.3)</b> | <b>\$ 82,566</b>   | <b>\$ 74,599</b>   | <b>7.967</b> |
| <b>Net Surplus/(Deficit)</b>                          | <b>\$ (63,592)</b> | <b>\$ (57,179)</b> | <b>6.413</b> | <b>\$ (0.000)</b> | <b>\$ -</b>     | <b>100.0</b>  | <b>\$ (63,592)</b> | <b>\$ (57,179)</b> | <b>6.413</b> |
|   |                    |                    |              |                   |                 |               |                    |                    | 10.1         |

NOTE: Totals may not add due to rounding



**MTA BUS COMPANY**  
**FEBRUARY FINANCIAL PLAN 2019 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**February 2019 Year-To-Date**  
(\$ in millions)

|   | Nonreimbursable     |                     |                   |              | Reimbursable    |                 |                   |               | Total               |                     |                   |              |
|---|---------------------|---------------------|-------------------|--------------|-----------------|-----------------|-------------------|---------------|---------------------|---------------------|-------------------|--------------|
|   | Favorable           |                     |                   |              | Favorable       |                 |                   |               | Favorable           |                     |                   |              |
|   | (Unfavorable)       |                     |                   |              | (Unfavorable)   |                 |                   |               | (Unfavorable)       |                     |                   |              |
|   | Adopted Budget      | Actual              | Variance          | Percent      | Adopted Budget  | Actual          | Variance          | Percent       | Adopted Budget      | Actual              | Variance          | Percent      |
| <b>Revenue</b>  |                     |                     |                   |              |                 |                 |                   |               |                     |                     |                   |              |
| Farebox Revenue                                       | \$ 34,784           | \$ 32,405           | \$ (2,379)        | (6.8)        | \$ -            | \$ -            | \$ -              | -             | \$ 34,784           | \$ 32,405           | \$ (2,379)        | (6.8)        |
| Other Operating Income                                | 3,374               | 3,233               | (0,141)           | (4.2)        | -               | -               | -                 | -             | 3,374               | 3,233               | (0,141)           | (4.2)        |
| Capital and Other Reimbursements                      | -                   | -                   | -                 | -            | 0.968           | 0.542           | (0,426)           | (44.0)        | 0.968               | 0.542               | (0,426)           | (44.0)       |
| <b>Total Revenue</b>                                  | <b>\$ 38,158</b>    | <b>\$ 35,638</b>    | <b>\$ (2,520)</b> | <b>(6.6)</b> | <b>\$ 0.968</b> | <b>\$ 0.542</b> | <b>\$ (0,426)</b> | <b>(44.0)</b> | <b>\$ 39,126</b>    | <b>\$ 36,180</b>    | <b>\$ (2,946)</b> | <b>(7.5)</b> |
|   |                     |                     |                   |              |                 |                 |                   | -44.0%        |                     |                     |                   |              |
| <b>Expenses</b>                                       |                     |                     |                   |              |                 |                 |                   |               |                     |                     |                   |              |
| <b>Labor:</b>   |                     |                     |                   |              |                 |                 |                   |               |                     |                     |                   |              |
| Payroll   | \$ 46,564           | \$ 49,512           | \$ (2,949)        | (6.3)        | \$ 0.422        | \$ 0.334        | \$ 0.088          | 20.9          | \$ 46,986           | \$ 49,846           | \$ (2,861)        | (6.1)        |
| Overtime  | 10,175              | 13,007              | (2,832)           | (27.8)       | -               | -               | -                 | -             | 10,175              | 13,007              | (2,832)           | (27.8)       |
| Health and Welfare                                    | 12,536              | 12,293              | 0,243             | 1.9          | 0.198           | -               | 0.198             | 100.0         | 12,734              | 12,293              | 0,441             | 3.5          |
| OPEB Current Payment                                  | 4,121               | 3,575               | 0,546             | 13.2         | -               | -               | -                 | -             | 4,121               | 3,575               | 0,546             | 13.2         |
| Pensions  | 9,098               | 9,546               | (0,448)           | (4.9)        | -               | -               | -                 | -             | 9,098               | 9,546               | (0,448)           | (4.9)        |
| Other Fringe Benefits                                 | 11,706              | 11,033              | 0,673             | 5.7          | -               | -               | -                 | -             | 11,706              | 11,033              | 0,673             | 5.7          |
| GASB Account  | -                   | -                   | -                 | -            | -               | -               | -                 | -             | -                   | -                   | -                 | -            |
| Reimbursable Overhead                                 | (0,164)             | (0,208)             | 0,044             | 26.8         | 0.164           | 0.208           | (0,044)           | (26.8)        | -                   | -                   | -                 | -            |
| <b>Total Labor Expenses</b>                           | <b>\$ 94,036</b>    | <b>\$ 98,759</b>    | <b>\$ (4,723)</b> | <b>(5.0)</b> | <b>\$ 0.784</b> | <b>\$ 0.542</b> | <b>\$ 0.242</b>   | <b>30.9</b>   | <b>\$ 94,820</b>    | <b>\$ 99,301</b>    | <b>\$ (4,481)</b> | <b>(4.7)</b> |
| <b>Non-Labor:</b>                                     |                     |                     |                   |              |                 |                 |                   |               |                     |                     |                   |              |
| Electric Power  | \$ 0,320            | \$ 0,346            | \$ (0,026)        | (8.1)        | \$ -            | \$ -            | \$ -              | -             | \$ 0,320            | \$ 0,346            | \$ (0,026)        | (8.1)        |
| Fuel  | 4,498               | 3,621               | 0,877             | 19.5         | -               | -               | -                 | -             | 4,498               | 3,621               | 0,877             | 19.5         |
| Insurance   | 1,095               | 0,773               | 0,322             | 29.4         | -               | -               | -                 | -             | 1,095               | 0,773               | 0,322             | 29.4         |
| Claims  | 10,018              | 8,900               | 1,118             | 11.2         | -               | -               | -                 | -             | 10,018              | 8,900               | 1,118             | 11.2         |
| Maintenance and Other Operating Contracts             | 8,248               | 4,778               | 3,470             | 42.1         | 0,040           | -               | 0,040             | 100.0         | 8,288               | 4,778               | 3,510             | 42.4         |
| Professional Service Contracts                        | 6,364               | 4,037               | 2,328             | 36.6         | -               | -               | -                 | -             | 6,364               | 4,037               | 2,328             | 36.6         |
| Materials & Supplies                                  | 10,223              | 7,171               | 3,052             | 29.9         | 0,144           | -               | 0,144             | 100.0         | 10,367              | 7,171               | 3,196             | 30.8         |
| Other Business Expense                                | 0,869               | 0,550               | 0,319             | 36.7         | -               | -               | -                 | -             | 0,869               | 0,550               | 0,319             | 36.7         |
| <b>Total Non-Labor Expenses</b>                       | <b>\$ 41,635</b>    | <b>\$ 30,175</b>    | <b>\$ 11,460</b>  | <b>27.5</b>  | <b>\$ 0.184</b> | <b>\$ -</b>     | <b>\$ 0.184</b>   | <b>100.0</b>  | <b>\$ 41,819</b>    | <b>\$ 30,175</b>    | <b>\$ 11,644</b>  | <b>27.8</b>  |
| <b>Total Expenses before Non-Cash Liability Adjs.</b> | <b>\$ 135,670</b>   | <b>\$ 128,934</b>   | <b>\$ 6,736</b>   | <b>5.0</b>   | <b>\$ 0.968</b> | <b>\$ 0.542</b> | <b>\$ 0.426</b>   | <b>44.0</b>   | <b>\$ 136,638</b>   | <b>\$ 129,476</b>   | <b>\$ 7,162</b>   | <b>5.2</b>   |
| Depreciation  | 8,876               | 10,675              | (1,799)           | (20.3)       | -               | -               | -                 | -             | 8,876               | 10,675              | (1,799)           | (20.3)       |
| OPEB Obligation                                       | 16,358              | 10,400              | 5,958             | 36.4         | -               | -               | -                 | -             | 16,358              | 10,400              | 5,958             | 36.4         |
| GASB 68 Pension Adjustment                            | 14,031              | -                   | 14,031            | 100.0        | -               | -               | -                 | -             | 14,031              | -                   | 14,031            | 100.0        |
| Environmental Remediation                             | -                   | -                   | -                 | -            | -               | -               | -                 | -             | -                   | -                   | -                 | -            |
| <b>Total Expenses</b>                                 | <b>\$ 174,935</b>   | <b>\$ 150,009</b>   | <b>\$ 24,926</b>  | <b>14.2</b>  | <b>\$ 0.968</b> | <b>\$ 0.542</b> | <b>\$ 0.426</b>   | <b>44.0</b>   | <b>\$ 175,903</b>   | <b>\$ 150,551</b>   | <b>\$ 25,352</b>  | <b>14.4</b>  |
| <b>Net Surplus/(Deficit)</b>                          | <b>\$ (136,777)</b> | <b>\$ (114,371)</b> | <b>\$ 22,406</b>  | <b>16.4</b>  | <b>\$ -</b>     | <b>\$ -</b>     | <b>\$ -</b>       | <b>-</b>      | <b>\$ (136,777)</b> | <b>\$ (114,371)</b> | <b>\$ 22,406</b>  | <b>16.4</b>  |

NOTE: Totals may not add due to rounding

**MTA BUS COMPANY**  
**FEBRUARY FINANCIAL PLAN 2019 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS**  
(\$ in millions)

| Generic Revenue<br>or Expense Category    | Nonreimb<br>or Reimb | February 2019                          |                     | Year-To-Date                           |                     |
|---|----------------------|--|---------------------|--|---------------------|
|   |                      | Favorable<br>(Unfavorable)<br>Variance | Reason for Variance | Favorable<br>(Unfavorable)<br>Variance | Reason for Variance |
|   |                      | \$                                     | %                   | \$                                     | %                   |
| Farebox Revenue                           | NR                   | \$ (1,116)                             | (6.6)               | \$ (2,379)                             | (6.8)               |
| Other Operating Revenue                   | NR                   | \$ (0,527)                             | (33.2)              | \$ (0,141)                             | (4.2)               |
| Capital and Other Reimbursements          | R                    | \$ 0,088                               | 19.4 (a)            | \$ (0,426)                             | (44.0)              |
| <b>Total Revenue Variance</b>             |                      | <b>\$ (1,554)</b>                      | <b>(8.2)</b>        | <b>\$ (2,946)</b>                      | <b>(7.5)</b>        |
| Payroll                                   | NR                   | \$ (1,196)                             | (5.5)               | \$ (2,949)                             | (6.3)               |
| Overtime                                  | NR                   | \$ (1,524)                             | (31.9)              | \$ (2,832)                             | (27.8)              |
| Health and Welfare (including OFEB)       | NR                   | \$ (0,074)                             | (0.9) (a)           | \$ 0,789                               | 4.7                 |
| Pension                                   | NR                   | \$ (0,266)                             | (6.2)               | \$ (0,448)                             | (4.9)               |
| Other Fringe Benefits                     | NR                   | \$ (0,134)                             | (2.4)               | \$ 0,673                               | 5.7                 |
| Reimbursable Overhead                     | NR                   | \$ 0,131                               | -                   | \$ 0,131                               | -                   |
| Electric Power                            | NR                   | \$ (0,025)                             | (16.7) (a)          | \$ (0,026)                             | (16.7) (a)          |
| Fuel                                      | NR                   | \$ 0,177                               | 8.4                 | \$ 0,877                               | 19.5                |
| Insurance                                 | NR                   | \$ 0,127                               | 24.7                | \$ 0,322                               | 29.4                |
| Claims                                    | NR                   | \$ (0,448)                             | (9.5)               | \$ 1,118                               | 11.2                |
| Maintenance and Other Operating Contracts | NR                   | \$ 0,901                               | 23.3                | \$ 3,470                               | 42.1                |
| Professional Service Contracts            | NR                   | \$ 1,026                               | 34.4                | \$ 2,328                               | 36.6                |
| Materials & Supplies                      | NR                   | \$ 1,330                               | 27.7                | \$ 3,052                               | 29.9                |
| Other Business Expense                    | NR                   | \$ 0,134                               | 32.8                | \$ 0,319                               | 36.7                |
| Depreciation                              | NR                   | \$ (1,171)                             | (28.1)              | \$ (1,799)                             | (20.3)              |
| Other Post Employment Benefits            | NR                   | \$ 2,478                               | 32.3                | \$ 5,958                               | 36.4                |
| GASB 68 Pension Adjustment                | NR                   | \$ 6,586                               | 100.0               | \$ 6,586                               | 100.0               |
| Environmental Remediation                 |                      | \$ -                                   | -                   | \$ -                                   | -                   |
| Payroll                                   | R                    | \$ (0,136)                             | (69.0)              | \$ 0,088                               | 20.9                |
| Health and Welfare                        | R                    | \$ 0,093                               | 100.0               | \$ 0,198                               | 100.0               |
| Pension                                   | R                    | \$ -                                   | -                   | \$ -                                   | -                   |
| Other Fringe Benefits                     | R                    | \$ -                                   | -                   | \$ -                                   | -                   |
| Maintenance and Other Operating Contracts | R                    | \$ 0,019                               | *                   | \$ 0,040                               | *                   |
| Materials & Supplies                      | R                    | \$ 0,068                               | *                   | \$ 0,144                               | *                   |
| <b>Total Expense Variance</b>             |                      | <b>\$ 7,967</b>                        | <b>9.6</b>          | <b>\$ 17,994</b>                       | <b>14.4</b>         |
| <b>Net Variance</b>                       |                      | <b>\$ 6,413</b>                        | <b>10.1</b>         | <b>\$ 15,048</b>                       | <b>16.4</b>         |

(a) - Variance less than 5%

**MTA BUS COMPANY**  
**FEBRUARY FINANCIAL PLAN 2019 ADOPTED BUDGET**  
**CASH RECEIPTS AND EXPENDITURES**

(\$ in millions)

|  | February 2019      |                    |                   |                            | Year-To-Date       |                    |                    |                            |
|--|--------------------|--------------------|-------------------|----------------------------|--------------------|--------------------|--------------------|----------------------------|
|  |                    |                    |                   | Favorable<br>(Unfavorable) |                    |                    |                    | Favorable<br>(Unfavorable) |
|  | Adopted<br>Budget  | Actual             | Variance          | Percent                    | Adopted Budget     | Actual             | Variance           | Percent                    |
| <b><u>Receipts</u></b>                       |                    |                    |                   |                            |                    |                    |                    |                            |
| Farebox Revenue                              | \$ 16,937          | \$ 15,665          | \$ (1,272)        | (7.5)                      | \$ 34,785          | \$ 35,658          | \$ 0,873           | 2.5                        |
| Other Operating Revenue                      | 1,721              | 0,255              | (1,466)           | (85.2)                     | 3,442              | 1,201              | (2,241)            | (65.1)                     |
| Capital and Other Reimbursements             | 0,942              | 0,783              | (0,159)           | (16.9)                     | 1,884              | 0,783              | (1,101)            | (58.4)                     |
| <b>Total Receipts</b>                        | <b>\$ 19,600</b>   | <b>\$ 16,703</b>   | <b>\$ (2,897)</b> | <b>(14.8)</b>              | <b>\$ 40,111</b>   | <b>\$ 37,642</b>   | <b>\$ (2,469)</b>  | <b>(6.2)</b>               |
| <b><u>Expenditures</u></b>                   |                    |                    |                   |                            |                    |                    |                    |                            |
| <b><u>Labor:</u></b>                         |                    |                    |                   |                            |                    |                    |                    |                            |
| Payroll                                      | \$ 22,485          | \$ 24,318          | \$ (1,833)        | (8.2)                      | \$ 45,470          | \$ 57,197          | \$ (11,726)        | (25.8)                     |
| Overtime                                     | 4,776              | 6,300              | (1,524)           | (31.9)                     | 10,175             | 13,007             | (2,832)            | (27.8)                     |
| Health and Welfare                           | 6,497              | 6,479              | 0,018             | 0.3                        | 12,995             | 12,747             | 0,248              | 1.9                        |
| OPEB Current Payment                         | 2,102              | 1,788              | 0,314             | 14.9                       | 4,204              | 3,578              | 0,626              | 14.9                       |
| Pensions                                     | 4,627              | 4,772              | (0,145)           | (3.1)                      | 9,255              | 9,546              | (0,291)            | (3.1)                      |
| Other Fringe Benefits                        | 4,345              | 5,967              | (1,622)           | (37.3)                     | 8,690              | 11,132             | (2,442)            | (28.1)                     |
| GASB Account                                 | -                  | -                  | -                 | -                          | -                  | -                  | -                  | -                          |
| Reimbursable Overhead                        | -                  | -                  | -                 | -                          | -                  | -                  | -                  | -                          |
| <b>Total Labor Expenditures</b>              | <b>\$ 44,833</b>   | <b>\$ 49,624</b>   | <b>\$ (4,791)</b> | <b>(10.7)</b>              | <b>\$ 90,789</b>   | <b>\$ 107,208</b>  | <b>\$ (16,419)</b> | <b>(18.1)</b>              |
| <b><u>Non-Labor:</u></b>                     |                    |                    |                   |                            |                    |                    |                    | <b>-18.1%</b>              |
| Electric Power                               | \$ 0,163           | \$ 0,175           | \$ (0,012)        | (7.6)                      | \$ 0,326           | \$ 0,346           | \$ (0,020)         | (6.0)                      |
| Fuel   | 2,176              | 1,855              | 0,321             | 14.8                       | 4,352              | 3,586              | 0,766              | 17.6                       |
| Insurance                                    | 0,558              | -                  | 0,558             | 100.0                      | 1,117              | -                  | 1,117              | 100.0                      |
| Claims                                       | 2,217              | 2,287              | (0,070)           | (3.2)                      | 4,434              | 7,108              | (2,674)            | (60.3)                     |
| Maintenance and Other Operating Contracts    | 4,103              | 2,172              | 1,931             | 47.1                       | 8,207              | 4,973              | 3,234              | 39.4                       |
| Professional Service Contracts               | 3,247              | 1,797              | 1,450             | 44.7                       | 6,494              | 3,334              | 3,160              | 48.7                       |
| Materials & Supplies                         | 5,289              | 2,924              | 2,365             | 44.7                       | 10,578             | 6,098              | 4,480              | 42.4                       |
| Other Business Expenses                      | 0,444              | 0,265              | 0,179             | 40.3                       | 0,888              | 0,607              | 0,281              | 31.6                       |
| <b>Total Non-Labor Expenditures</b>          | <b>\$ 18,198</b>   | <b>\$ 11,476</b>   | <b>\$ 6,722</b>   | <b>36.9</b>                | <b>\$ 36,397</b>   | <b>\$ 26,052</b>   | <b>\$ 10,344</b>   | <b>28.4</b>                |
| <b><u>Other Expenditure Adjustments:</u></b> |                    |                    |                   |                            |                    |                    |                    |                            |
| Other  | -                  | -                  | -                 | -                          | -                  | -                  | -                  | -                          |
| <b>Total Other Expenditure Adjustments</b>   | <b>\$ -</b>        | <b>\$ -</b>        | <b>\$ -</b>       | <b>-</b>                   | <b>\$ -</b>        | <b>\$ -</b>        | <b>\$ -</b>        | <b>-</b>                   |
| <b>Total Expenditures</b>                    | <b>\$ 63,031</b>   | <b>\$ 61,100</b>   | <b>\$ 1,931</b>   | <b>3.1</b>                 | <b>\$ 127,186</b>  | <b>\$ 133,260</b>  | <b>\$ (6,074)</b>  | <b>(4.8)</b>               |
| <b>Operating Cash Surplus/(Deficit)</b>      | <b>\$ (43,431)</b> | <b>\$ (44,397)</b> | <b>\$ (0,966)</b> | <b>(2.2)</b>               | <b>\$ (87,075)</b> | <b>\$ (95,618)</b> | <b>\$ (8,543)</b>  | <b>(9.8)</b>               |

NOTE: Totals may not add due to rounding

**MTA BUS COMPANY**  
**FEBRUARY FINANCIAL PLAN 2019 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS**  
(\$ in millions)

|  | February 2019                    |               | Year-To-Date                     |   |
|--|----------------------------------|---------------|----------------------------------|---|
|  | Favorable (Unfavorable) Variance |               | Favorable (Unfavorable) Variance |   |
|  | \$                               | %             | \$                               | %   |
| <b>Operating Receipts or Disbursements</b> |                                  |               |                                  |   |
| Farebox Revenue                            | \$ (1,272)                       | (7.5)         | \$ 0,873                         | 2.5   |
|  |                                  |               |                                  | Receipt of prior period fares   |
| Other Operating Revenue                    | (1,466)                          | (85.2)        | (2,241)                          | (65.1)  |
|  |                                  |               |                                  | Timing of Student's and Senior Citizen's reimbursements                                 |
| Capital and Other Reimbursements           | (0,159)                          | (16.9)        | (1,101)                          | (58.4)  |
|  | <b>\$ (2,897)</b>                | <b>(14.8)</b> | <b>\$ (2,469)</b>                | <b>(6.2)</b>  |
|  |                                  |               |                                  | Timing of reimbursement receipts  |
| Payroll                                    | \$ (1,833)                       | (8.2)         | \$ (11,726)                      | (25.8)  |
|  |                                  |               |                                  | Timing of payroll funding and higher interagency billings                               |
| Overtime                                   | (1,524)                          | (31.9)        | (2,832)                          | (27.8)  |
|  |                                  |               |                                  | Mainly due to running time/traffic, inclement winter weather, maintenance/campaign work |
| Health and Welfare (including OPEB)        | 0,332                            | 3.9           | 0,874                            | 5.1   |
|  |                                  |               |                                  | Favorable timing of payments  |
| Pension                                    | (0,145)                          | (3.1)         | (0,291)                          | (3.1)   |
|  |                                  |               |                                  | Payments for prior periods  |
| Other Fringe Benefits                      | (1,622)                          | (37.3)        | (2,442)                          | (28.1)  |
|  |                                  |               |                                  | Payments for prior periods  |
| GASB                                       | -                                | -             | -                                | -   |
| Electric Power                             | (0,012)                          | (7.6)         | (0,020)                          | (6.0)   |
|  |                                  |               |                                  | (a)   |
| Fuel                                       | 0,321                            | 14.8          | 0,766                            | 17.6  |
|  |                                  |               |                                  | Lower diesel rates partially offset by higher CNG rates                                 |
| Insurance                                  | 0,558                            | 100.0         | 1,117                            | 100.0   |
|  |                                  |               |                                  | Favorable timing of payments  |
| Claims                                     | (0,070)                          | (3.2)         | (2,674)                          | (60.3)  |
|  |                                  |               |                                  | Higher claim payments   |
| Maintenance and Other Operating Contracts  | 1,931                            | 47.1          | 3,234                            | 39.4  |
|  |                                  |               |                                  | Timing of Shop program, and Bus Technology  |
| Professional Service Contracts             | 1,450                            | 44.7          | 3,160                            | 48.7  |
|  |                                  |               |                                  | Timing of interagency billing and SBS Rollout   |
| Materials & Supplies                       | 2,365                            | 44.7          | 4,480                            | 42.4  |
|  |                                  |               |                                  | Timing of New Fare System (NFS), SBS rollout and lower general maintenance expenses     |
| Other Business Expenditure                 | 0,179                            | 40.3          | 0,281                            | 31.6  |
|  |                                  |               |                                  | Timing of AFC fees and other Misc. expenses   |
| <b>Total Expenditures</b>                  | <b>\$ 1,931</b>                  | <b>3.1</b>    | <b>\$ (6,074)</b>                | <b>(4.8)</b>  |
| <b>Net Cash Variance</b>                   | <b>\$ (0,966)</b>                | <b>(2.2)</b>  | <b>\$ (8,543)</b>                | <b>(9.8)</b>  |

(a) - Variance less than 5%

**MTA BUS COMPANY**  
**FEBRUARY FINANCIAL PLAN 2019 ADOPTED BUDGET**  
**CASH CONVERSION (CASH FLOW ADJUSTMENTS)**

(\$ in millions)

|  | February 2019     |                   |                         |                  | Year-To-Date     |                   |                         |                  |
|--|-------------------|-------------------|-------------------------|------------------|------------------|-------------------|-------------------------|------------------|
|  | Adopted Budget    |                   | Favorable (Unfavorable) |                  | Adopted Budget   |                   | Favorable (Unfavorable) |                  |
|  |                   |                   | Actual                  | Variance         |                  |                   | Actual                  | Variance         |
| <b>Receipts</b>  |                   |                   |                         |                  |                  |                   |                         |                  |
| Farebox Revenue  | \$ 0.001          | \$ (0.156)        | \$ (0.157)              | \$ (0.157)       | \$ 0.001         | \$ 3.253          | \$ 3.252                | \$ *             |
| Other Operating Revenue  | 0.138             | (0.802)           | (0.940)                 | (0.940)          | 0.088            | (2.032)           | (2.100)                 | (0.068)          |
| Capital and Other Reimbursements   | 0.488             | 0.241             | (0.247)                 | (50.6)           | 0.916            | 0.241             | (0.675)                 | (73.7)           |
| <b>Total Receipts</b>  | <b>\$ 0.626</b>   | <b>\$ (0.717)</b> | <b>\$ (1.343)</b>       | <b>\$ *</b>      | <b>\$ 0.985</b>  | <b>\$ 1.462</b>   | <b>\$ 0.477</b>         | <b>\$ 48.5</b>   |
| <b>Expenditures</b>  |                   |                   |                         |                  |                  |                   |                         |                  |
| <i>Labor:</i>  |                   |                   |                         |                  |                  |                   |                         |                  |
| Payroll  | \$ (0.430)        | \$ (0.932)        | \$ (0.502)              | \$ *             | \$ 1.515         | \$ (7.350)        | \$ (8.865)              | \$ *             |
| Overtime   | -                 | -                 | -                       | -                | -                | (0.000)           | (0.000)                 | -                |
| Health and Welfare   | (0.521)           | (0.374)           | 0.147                   | 28.2             | (0.261)          | (0.454)           | (0.193)                 | (74.0)           |
| OPEB Current Payment   | (0.168)           | (0.001)           | 0.167                   | 99.4             | (0.083)          | (0.003)           | 0.080                   | 95.9             |
| Pensions   | (0.357)           | (0.236)           | 0.121                   | 34.0             | (0.157)          | -                 | 0.157                   | 100.0            |
| Other Fringe Benefits  | 1.149             | (0.339)           | (1.488)                 | *                | 3.016            | (0.099)           | (3.115)                 | *                |
| GASB Account   | -                 | -                 | -                       | -                | -                | -                 | -                       | -                |
| Reimbursable Overhead  | -                 | -                 | -                       | -                | -                | -                 | -                       | -                |
| <b>Total Labor Expenditures</b>  | <b>\$ (0.327)</b> | <b>\$ (1.882)</b> | <b>\$ (1.555)</b>       | <b>\$ *</b>      | <b>\$ 4.031</b>  | <b>\$ (7.907)</b> | <b>\$ (11.937)</b>      | <b>\$ *</b>      |
| <i>Non-Labor:</i>  |                   |                   |                         |                  |                  |                   |                         |                  |
| Traction and Propulsion Power  | \$ (0.013)        | \$ (0.000)        | 0.013                   | 97.3             | (0.006)          | 0.000             | 0.006                   | *                |
| Fuel for Buses and Trains  | (0.065)           | 0.079             | 0.144                   | *                | 0.146            | 0.035             | (0.111)                 | (76.1)           |
| Insurance  | (0.044)           | 0.387             | 0.431                   | *                | (0.022)          | 0.773             | 0.795                   | *                |
| Claims   | 2.485             | 2.863             | 0.377                   | 15.2             | 5.584            | 1.792             | (3.792)                 | (67.9)           |
| Maintenance and Other Operating Contracts                                | (0.213)           | 0.798             | 1.011                   | *                | 0.081            | (0.195)           | (0.276)                 | *                |
| Professional Service Contracts   | (0.260)           | 0.164             | 0.424                   | *                | (0.130)          | 0.703             | 0.833                   | *                |
| Materials & Supplies   | (0.423)           | 0.544             | 0.967                   | *                | (0.212)          | 1.072             | 1.284                   | *                |
| Other Business Expenditures  | (0.036)           | 0.009             | 0.045                   | *                | (0.019)          | (0.057)           | (0.038)                 | *                |
| <b>Total Non-Labor Expenditures</b>                                      | <b>\$ 1.432</b>   | <b>\$ 4.843</b>   | <b>\$ 3.411</b>         | <b>\$ *</b>      | <b>\$ 5.422</b>  | <b>\$ 4.123</b>   | <b>\$ (1.299)</b>       | <b>\$ (24.0)</b> |
| <i>Other Expenditure Adjustments:</i>                                    |                   |                   |                         |                  |                  |                   |                         |                  |
| Other  | -                 | -                 | -                       | -                | -                | -                 | -                       | -                |
| <b>Total Other Expenditure Adjustments</b>                               | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>             | <b>\$ -</b>      | <b>\$ -</b>      | <b>\$ -</b>       | <b>\$ -</b>             | <b>\$ -</b>      |
| <b>Gap Closing Expenditures:</b>   |                   |                   |                         |                  |                  |                   |                         |                  |
| Additional Actions for Budget Balance: Expenditure                       | -                 | -                 | -                       | -                | -                | -                 | -                       | -                |
| <b>Total Gap Closing Expenditures</b>                                    | <b>\$ -</b>       | <b>\$ -</b>       | <b>\$ -</b>             | <b>\$ -</b>      | <b>\$ -</b>      | <b>\$ -</b>       | <b>\$ -</b>             | <b>\$ -</b>      |
| <b>Total Cash Conversion Adjustments before Non-Cash Liability Adjs.</b> | <b>\$ 1.731</b>   | <b>\$ 2.244</b>   | <b>\$ 0.513</b>         | <b>\$ 29.7</b>   | <b>\$ 10.437</b> | <b>\$ (2.322)</b> | <b>\$ (12.759)</b>      | <b>\$ *</b>      |
| Depreciation Adjustment  | 4.166             | 5.337             | 1.171                   | 28.1             | 8.876            | 10.675            | 1.799                   | 20.3             |
| Other Post Employment Benefits   | 7.678             | 5.200             | (2.478)                 | (32.3)           | 16.358           | 10.400            | (5.958)                 | (36.4)           |
| GASB 68 Pension Adjustment   | 6.586             | -                 | (6.586)                 | (100.0)          | 14.031           | -                 | (14.031)                | (100.0)          |
| Environmental Remediation  | -                 | -                 | -                       | -                | -                | -                 | -                       | -                |
| <b>Total Cash Conversion Adjustments</b>                                 | <b>\$ 20.161</b>  | <b>\$ 12.782</b>  | <b>\$ (7.379)</b>       | <b>\$ (36.6)</b> | <b>\$ 49.702</b> | <b>\$ 18.753</b>  | <b>\$ (30.949)</b>      | <b>\$ (62.3)</b> |

NOTE: Totals may not add due to rounding

**MTA BUS COMPANY**  
**FEBRUARY FINANCIAL PLAN 2019 ADOPTED BUDGET**  
**Utilization**  
(In millions)

|                               | <u>February 2019</u> |                  | <u>Year-to-date as of February 2019</u> |                   |   |
|-------------------------------|----------------------|------------------|---|-------------------|---|
|                               | Adopted<br>Budget    | Actual           | Favorable/<br>(Unfavorable)<br>Variance | Adopted<br>Budget | Actual                                  |
|                               |                      |                  |   |                   | Favorable/<br>(Unfavorable)<br>Variance |
| <b><u>Farebox Revenue</u></b> |                      |                  |   |                   |   |
| Fixed Route                   | \$ 16.937            | \$ 15.821        | \$ (1.116)                              | \$ 34.784         | \$ 32.405                               |
| <b>Total Farebox Revenue</b>  | <b>\$ 16.937</b>     | <b>\$ 15.821</b> | <b>\$ (1.116)</b>                       | <b>\$ 34.784</b>  | <b>\$ 32.405</b>                        |
|                               |                      |                  |   |                   | <b>(2.379)</b>                          |
| <b><u>Ridership</u></b>       |                      |                  |   |                   |   |
| Fixed Route                   | 9.422                | 9.025            | (0.397)                                 | 19.390            | 18.692                                  |
| <b>Total Ridership</b>        | <b>9.422</b>         | <b>9.025</b>     | <b>(0.397)</b>                          | <b>19.390</b>     | <b>18.692</b>                           |
|                               |                      |                  |   |                   | <b>(0.698)</b>                          |

**MTA BUS COMPANY**  
**2019 Adopted Budget vs Actual**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS**  
**FEBRUARY 2019**

| FUNCTION/DEPARTMENT               | Adopted<br>Budget | Actual       | Favorable<br>(Unfavorable)<br>Variance | Explanation of Variances |
|-----------------------------------|-------------------|--------------|--|--------------------------|
| <b>Administration</b>             |                   |              |  |                          |
| Office of the EVP                 | 3                 | 3            | -                                      |                          |
| Human Resources                   | 21                | 21           | -                                      |                          |
| Office of Management and Budget   | 16                | 14           | 2                                      |                          |
| Technology & Information Services | -                 | -            | -                                      |                          |
| Material                          | 17                | 16           | 1                                      |                          |
| Controller                        | 19                | 19           | -                                      |                          |
| Office of the President           | 5                 | 4            | 1                                      |                          |
| System Safety Administration      | 5                 | 1            | 4                                      |                          |
| Law                               | 25                | 20           | 5                                      |                          |
| Corporate Communications          | -                 | -            | -                                      |                          |
| Labor Relations                   | -                 | -            | -                                      |                          |
| Strategic Office                  | 31                | 28           | 3                                      |                          |
| Non-Departmental                  | 4                 | -            | 4                                      |                          |
| <b>Total Administration</b>       | <b>146</b>        | <b>126</b>   | <b>20</b>                              | Vacancies to be filled   |
| <b>Operations</b>                 |                   |              |  |                          |
| Buses                             | 2,336             | 2,312        | 24                                     | Vacancies to be filled   |
| Office of the Executive VP        | 4                 | 4            | -                                      |                          |
| Safety & Training                 | 57                | 140          | (83)                                   | Students in training     |
| Road Operations                   | 141               | 119          | 22                                     |                          |
| Transportation Support            | 22                | 24           | (2)                                    |                          |
| Operations Planning               | 34                | 33           | 1                                      |                          |
| Revenue Control                   | 7                 | 5            | 2                                      |                          |
| <b>Total Operations</b>           | <b>2,601</b>      | <b>2,637</b> | <b>(36)</b>                            |                          |
| <b>Maintenance</b>                |                   |              |  |                          |
| Buses                             | 738               | 742          | (4)                                    |                          |
| Maintenance Support/CMF           | 236               | 255          | (19)                                   |                          |
| Facilities                        | 80                | 73           | 7                                      |                          |
| Supply Logistics                  | 103               | 100          | 3                                      |                          |
| <b>Total Maintenance</b>          | <b>1,157</b>      | <b>1,170</b> | <b>(13)</b>                            | Change in Shop Program   |
| Capital Program Management        | 37                | 27           | 10                                     |                          |
| <b>Total Engineering/Capital</b>  | <b>37</b>         | <b>27</b>    | <b>10</b>                              | Vacancies to be filled   |
| Security                          | 15                | 13           | 2                                      |                          |
| <b>Total Public Safety</b>        | <b>15</b>         | <b>13</b>    | <b>2</b>                               | Vacancies to be filled   |
| <b>Total Positions</b>            | <b>3,956</b>      | <b>3,973</b> | <b>(17)</b>                            |                          |
| Non-Reimbursable                  | 3,916             | 3,936        | (20)                                   |                          |
| Reimbursable                      | 40                | 37           | 3                                      |                          |
| <b>Total Full-Time</b>            | <b>3,938</b>      | <b>3,962</b> | <b>(24)</b>                            |                          |
| Total Full-Time Equivalents       | 18                | 11           | 7                                      |                          |

**MTA BUS COMPANY**  
**2019 Adopted Budget vs Actual**  
**TOTAL FULL - TIME POSITIONS AND FTE's BY FUNCTION AND OCCUPATION**  
**FEBRUARY 2019**

| FUNCTION/OCCUPATIONAL GROUP       | Adopted<br>Budget | Actual       | Favorable<br>(Unfavorable)<br>Variance | Explanation of Variances |
|-----------------------------------|-------------------|--------------|--|--------------------------|
| <b>Administration</b>             |                   |              |  |                          |
| Managers/Supervisors              | 65                | 56           | 9                                      |                          |
| Professional, Technical, Clerical | 78                | 70           | 8                                      |                          |
| Operational Hourlies              | 3                 | -            | 3                                      |                          |
| <b>Total Administration</b>       | <b>146</b>        | <b>126</b>   | <b>20</b>                              | Vacancies to be filled   |
| <b>Operations</b>                 |                   |              |  |                          |
| Managers/Supervisors              | 306               | 309          | (3)                                    |                          |
| Professional, Technical, Clerical | 44                | 49           | (5)                                    |                          |
| Operational Hourlies              | 2,251             | 2,279        | (28)                                   | Students in training     |
| <b>Total Operations</b>           | <b>2,601</b>      | <b>2,637</b> | <b>(36)</b>                            |                          |
| <b>Maintenance</b>                |                   |              |  |                          |
| Managers/Supervisors              | 250               | 235          | 15                                     |                          |
| Professional, Technical, Clerical | 33                | 35           | (2)                                    |                          |
| Operational Hourlies              | 874               | 900          | (26)                                   |                          |
| <b>Total Maintenance</b>          | <b>1,157</b>      | <b>1,170</b> | <b>(13)</b>                            | Change in Shop Program   |
| <b>Engineering/Capital</b>        |                   |              |  |                          |
| Managers/Supervisors              | 21                | 14           | 7                                      |                          |
| Professional, Technical, Clerical | 16                | 13           | 3                                      |                          |
| Operational Hourlies              | -                 | -            | -                                      |                          |
| <b>Total Engineering/Capital</b>  | <b>37</b>         | <b>27</b>    | <b>10</b>                              | Vacancies to be filled   |
| <b>Public Safety</b>              |                   |              |  |                          |
| Managers/Supervisors              | 9                 | 7            | 2                                      |                          |
| Professional, Technical, Clerical | 6                 | 6            | -                                      |                          |
| Operational Hourlies              | -                 | -            | -                                      |                          |
| <b>Total Public Safety</b>        | <b>15</b>         | <b>13</b>    | <b>2</b>                               | Vacancies to be filled   |
| <b>Total Baseline Positions</b>   |                   |              |  |                          |
| Managers/Supervisors              | 651               | 621          | 30                                     |                          |
| Professional, Technical, Clerical | 177               | 173          | 4                                      |                          |
| Operational Hourlies              | 3,128             | 3,179        | (51)                                   |                          |
| <b>Total Baseline Positions</b>   | <b>3,956</b>      | <b>3,973</b> | <b>(17)</b>                            |                          |



MTA Bus Company  
**FEBRUARY FINANCIAL PLAN**  
**2019 ADOPTED BUDGET**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

|   | February       |                |                |                |                     |                  | February Year- To -Date |                 |                |                 |                     |                  |
|---|----------------|----------------|----------------|----------------|---------------------|------------------|-------------------------|-----------------|----------------|-----------------|---------------------|------------------|
|   | Adopted Budget |                | Actuals        |                | Var. - Fav./(Unfav) |                  | Adopted Budget          |                 | Actuals        |                 | Var. - Fav./(Unfav) |                  |
|   | Hours          | \$             | Hours          | \$             | Hours               | \$               | Hours                   | \$              | Hours          | \$              | Hours               | \$               |
| <b>NON-REIMBURSABLE OVERTIME</b>        |                |                |                |                |                     |                  |                         |                 |                |                 |                     |                  |
| <u>Scheduled Service</u>                | 50,481         | \$2,020        | 46,646         | \$2,392        | 3,835               | (\$0,372)        | 107,546                 | \$4,304         | 98,260         | \$5,046         | 9,286               | (\$0,742)        |
|   |                |                |                |                | 7.6%                | -18.4%           |                         |                 |                |                 | 8.6%                | -17.2%           |
| <u>Unscheduled Service</u>              | 10,239         | \$0,448        | 9,093          | \$0,451        | 1,146               | (\$0,002)        | 21,814                  | \$0,955         | 16,923         | \$0,848         | 4,891               | \$0,107          |
|   |                |                |                |                | 11.2%               | -0.5%            |                         |                 |                |                 | 22.4%               | 11.2%            |
| <u>Programmatic/Routine Maintenance</u> | 19,758         | \$0,868        | 31,429         | \$1,576        | (11,671)            | (\$0,708)        | 42,093                  | \$1,850         | 67,766         | \$3,385         | (25,673)            | (\$1,536)        |
|   |                |                |                |                | -59.1%              | -81.5%           |                         |                 |                |                 | -61.0%              | -83.0%           |
| <u>Unscheduled Maintenance</u>          | 0              | \$0,000        | 0              | \$0,000        | 0                   | -                | 0                       | \$0,000         | 0              | \$0,000         | 0                   | \$0,000          |
|   |                |                |                |                | 0.0%                | 0.0%             |                         |                 |                |                 | 0.0%                | 0.0%             |
| <u>Vacancy/Absentee Coverage</u>        | 23,618         | \$1,273        | 31,581         | \$1,524        | (7,963)             | (\$0,251)        | 50,317                  | \$2,712         | 57,504         | \$2,757         | (7,187)             | (\$0,045)        |
|   |                |                |                |                | -33.7%              | -19.7%           |                         |                 |                |                 | -14.3%              | -1.7%            |
| <u>Weather Emergencies</u>              | 3,460          | \$0,132        | 6,386          | \$0,315        | (2,926)             | (\$0,183)        | 7,371                   | \$0,281         | 18,054         | \$0,882         | (10,683)            | (\$0,601)        |
|   |                |                |                |                | *                   | *                |                         |                 |                |                 | *                   | *                |
| <u>Safety/Security/Law Enforcement</u>  | 240            | \$0,013        | 186            | \$0,016        | 54                  | (\$0,003)        | 511                     | \$0,027         | 341            | \$0,028         | 170                 | (\$0,001)        |
|   |                |                |                |                | 22.4%               | -23.9%           |                         |                 |                |                 | 33.3%               | -4.9%            |
| <u>Other</u>                            | 254            | \$0,021        | 285            | \$0,027        | (31)                | (\$0,006)        | 542                     | \$0,046         | 639            | \$0,061         | (98)                | (\$0,015)        |
|   |                | \$0,166        |                | \$0,358        | *                   | *                |                         |                 |                |                 | *                   | *                |
| <b>REIMBURSABLE OVERTIME</b>            |                |                |                |                |                     |                  |                         |                 |                |                 |                     |                  |
| Subtotal                                | 108,050        | \$4,776        | 125,605        | \$6,300        | (17,555)            | (\$1,525)        | 230,193                 | \$10,175        | 259,487        | \$13,007        | (29,293)            | (\$2,833)        |
|   |                |                |                |                | -16.2%              | -31.9%           |                         |                 |                |                 | -12.7%              | -27.8%           |
|   | 0              | \$0,000        | 0              | \$0,000        | 0                   | \$0,000          | 0                       | \$0,000         | 0              | \$0,000         | 0                   | \$0,000          |
| <b>TOTAL OVERTIME</b>                   | <b>108,050</b> | <b>\$4,776</b> | <b>125,605</b> | <b>\$6,300</b> | <b>(17,555)</b>     | <b>(\$1,525)</b> | <b>230,193</b>          | <b>\$10,175</b> | <b>259,487</b> | <b>\$13,007</b> | <b>(29,293)</b>     | <b>(\$2,833)</b> |
|   |                |                |                |                | -16.2%              | -31.9%           |                         |                 |                |                 | -12.7%              | -27.8%           |

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  
**FEBRUARY FINANCIAL PLAN**  
**2019 ADOPTED BUDGET**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

|   | February                  |                            |   | February Year- To - Date  |                            |   |
|---|---------------------------|----------------------------|---|---------------------------|----------------------------|---|
|   | Var. - Fav./ (Unfav)      |                            | Explanations  | Var. - Fav./ (Unfav)      |                            | Explanations  |
|   | Hours                     | \$                         |   | Hours                     | \$                         |   |
| <b>NON-REIMBURSABLE OVERTIME</b>        |                           |                            |   |                           |                            |   |
| <u>Scheduled Service</u>                | 3,835<br>7.6%             | (\$0.372)<br>-18.4%        | Less scheduled service operated due to running time | 9,286<br>8.6%             | (\$0.742)<br>-17.2%        | Running Time/Traffic and scheduled service operated |
| <u>Unscheduled Service</u>              | 1,146<br>11.2%            | (\$0.002)<br>-0.5%         |   | 4,891<br>22.4%            | \$0.107<br>11.2%           |   |
| <u>Programmatic/Routine Maintenance</u> | (11,671)<br>-59.1%        | (\$0.708)<br>-81.5%        | Program and Campaign work                           | (25,673)<br>-61.0%        | (\$1.536)<br>-83.0%        | Program, Campaign work and weather backfill         |
| <u>Unscheduled Maintenance</u>          | -<br>0.0%                 | \$0.000<br>0.0%            |   | -<br>0.0%                 | \$0.000<br>0.0%            |   |
| <u>Vacancy/Absentee Coverage</u>        | (7,963)<br>-33.7%         | (\$0.251)<br>-19.7%        | Vacancy and absentee coverage                       | (7,187)<br>-14.3%         | (\$0.045)<br>-1.7%         |   |
| <u>Weather Emergencies</u>              | (2,926)<br>*              | (\$0.183)<br>*             | Inclement Weather                                   | (10,683)<br>*             | (\$0.601)<br>*             | Inclement Weather                                   |
| <u>Safety/Security/Law Enforcement</u>  | 54<br>22.4%               | (\$0.003)<br>-23.9%        |   | 170<br>33.3%              | (\$0.001)<br>-4.9%         |   |
| <u>Other</u>                            | (31)<br>*                 | (\$0.006)<br>*             |   | (98)<br>*                 | (\$0.015)<br>*             |   |
| <b>Subtotal</b>                         | <b>(17,555)</b><br>-16.2% | <b>(\$1.525)</b><br>-31.9% |   | <b>(29,293)</b><br>-12.7% | <b>(\$2.833)</b><br>-27.8% |   |
| <b>REIMBURSABLE OVERTIME</b>            | 0<br>0.0%                 | \$0.000<br>0.0%            |   | 0<br>0.0%                 | \$0.000<br>0.0%            |   |
| <b>TOTAL OVERTIME</b>                   | <b>(17,555)</b>           | <b>(\$1.525)</b>           |   | <b>(29,293)</b>           | <b>(\$2.833)</b>           |   |

NOTE: Percentages are based on each type of Overtime and not on Total Overtime.  
\* Exceeds 100%

**MTA Bus Company  
2019 Overtime Reporting  
Overtime legend**

| <b><u>Type</u></b>                      | <b><u>Definition</u></b>  |
|---|---|
| <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 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> |
| <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.   |

## Capital Program

Alok Saha, Acting Senior Vice President



Implementation of Communications Based Train Control (CBTC) on the Flushing line was completed on March 7. The CBTC overlay serves the 7 train from 34th Street Station in Manhattan to Flushing-Main Street Station in Queens and replaced the line's fixed-block signal systems with electric equipment that allows for centralized management and control of service. CBTC will provide the Flushing line with improved reliability in support of NYCT's Fast Forward goals.

## April 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 presentation of the report. In addition, year-to-date performance for all five major capital program milestones, as well as a quarterly report on fan plant status are presented.

Through March 31, 2019, NYCT's performance against its 2019 Capital Project Milestones was:

(\$ in Millions)

|                         | <u>Planned</u> | <u>Achieved</u> | <u>%</u> |
|-------------------------|----------------|-----------------|----------|
| Design Starts           | \$26.8         | \$30.6          | 114      |
| Design Completions      | \$61.0         | \$40.4          | 66       |
| Construction Awards     | \$928.2        | \$890.4         | 96       |
| Substantial Completions | \$1,843.7      | \$1,532.1       | 83       |
| Closeouts               | \$5,242.0      | \$255.1         | 5        |

In March 2019, NYCT awarded projects totaling \$348.4 million, including station reconstruction and Americans with Disabilities (ADA) accessibility projects at the Times Square Shuttle for \$201.5 million and internal station hardening at six stations on various lines for \$14.6 million. The Times Square Shuttle project will make the shuttle and complex fully accessible and greatly improve how the shuttle operates.

Also in March, NYCT completed projects totaling \$780.6 million, including Communication Based Train Control (CBTC) on the Flushing line for \$562.8 million and three station renewal projects on the Sea Beach line in Brooklyn for \$121.2 million. The completion of CBTC on the Flushing line will provide improved capacity and reliability for our customers and is consistent with our Fast Forward goals. The Sea Beach line stations that received renewals are 86<sup>th</sup> St, Avenue U and Kings Highway.

## **Capital Program Status March 2019**

NYCT awarded \$348.4 million in projects, including station reconstruction and Americans with Disabilities Act (ADA) accessibility projects at the Times Square Shuttle for \$201.5 million (Phase 3). Phases 1 and 2 reconstructed the station areas for the other lines in the Times Square Complex; the Times Square Shuttle station area is the final line that needs to be reconfigured and brought into ADA compliance. A complete reconstruction of the shuttle station area will occur, which will include the opening of a new transfer concourse, construction of a new ADA compliant platform area, repair or replacement of all associated components, such as stairways, tile, and lighting. Additionally, columns will be removed and a new staircase will be constructed from the shuttle mezzanine to the street level for improved customer circulation. Lastly, track will be replaced along the shuttle line, which includes replacement of existing rails, tie plates, ties and tie blocks.

NYCT also awarded internal station hardening at six stations on various lines for \$14.6 million. Flood risk at these vulnerable stations will be mitigated by hardening their critical rooms with resiliency solutions such as wall reinforcement, wall construction, watertight doors or stop logs, debris shields, drainage improvements, equipment elevation and application of sealants to other openings. The stations that will receive internal hardening are 86<sup>th</sup> Street station on the Sea Beach line, the Stillwell Avenue-Coney Island Avenue station complex, Harlem-148<sup>th</sup> Street on the Lenox line and Howard Beach, Broad Channel and Rockaway Park-Beach 116<sup>th</sup> Street stations on the Rockaway line.

NYCT substantially completed projects totaling \$780.6 million, including Communications Based Train Control on the Flushing line for \$563.1 million. The CBTC overlay was commissioned from 34<sup>th</sup> Street station in Manhattan to Flushing-Main Street station in Queens. Work included replacing the fixed-block signal systems with electric equipment in the Times Square and 1st Avenue interlocking area, allowing for centralized management and control of service. Implementation of the CBTC improvements will provide the Flushing line with improved reliability in support of NYCT's Fast Forward goals.

NYCT also completed three station renewal projects on the Sea Beach line in Brooklyn for \$121.2 million. The completed stations are 86<sup>th</sup> Street, Avenue U and Kings Highway. All major station elements were repaired or replaced, including street level control houses, tunnel structures supporting the control houses, passageway enclosures between platform stairs, platform stairs, enclosures, platforms and canopy structures. Additionally, the stations have new artwork to add to the customer experience. The project also included rehabilitation of retaining walls along the southern end of the line.

In addition, NYCT started ten design projects for \$10.8 million, completed 22 design projects for \$28.5 million, and closed out 11 projects for \$155.3 million

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

**Projects Closed in March 2019**

(\$ in millions)

| <b>Project</b>   | <b>Base Budget</b> | <b>Current Budget</b> | <b>Original Date</b> | <b>Months Delay</b> |
|--|--------------------|-----------------------|----------------------|---------------------|
| East NY Depot 2nd Floor Locker Room (at 1 Jamaica Av)        | \$2.8              | \$2.8                 | 12/2017              | 15                  |
| Mainline Track Replacement 2015 / Queens Blvd                | \$78.6             | \$78.8                | 12/2017              | 15                  |
| Mainline Track Replacement 2017 / Canarsie                   | \$13.5             | \$12.2                | 4/2018               | 11                  |
| Mainline Track Switches 2017 / Broadway-7th Ave              | \$9.3              | \$9.3                 | 8/2018               | 7                   |
| Mainline Track Switches 2017 / Brighton                      | \$4.6              | \$6.8                 | 11/2018              | 4                   |
| Mainline Track Switches 2017 / Astoria                       | \$15.5             | \$15.5                | 12/2018              | 3                   |
| ADA: Court Square / Crosstown (Stairs Phase)                 | \$12.4             | \$13.1                | 1/2019               | 2                   |
| Mainline Switches - 2017 DES/EFA                             | \$7.8              | \$7.5                 | 3/2019               | 0                   |
| Mainline Track - 2017 DES/EFA                                | \$4.7              | \$5.8                 | 3/2019               | 0                   |
| Chassis Wash Lift Replacement @ MJQ- Outstanding Work [SBFP] | \$0.5              | \$0.5                 | 3/14/19              | 0                   |
| Kingsbridge Depot Annex Roof [SBMP Tier2]                    | \$3.4              | \$3.3                 | 7/2019               | (4)                 |

**Status of Fan Plants and Fans  
(as of March 30, 2019)**

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; three more in the NYCT system as of March 30, 2019 compared to 1<sup>st</sup> Quarter 2018. The number of inoperable fan plants in the system decreased to 10 from 12 compared to last year's quarter. Four inoperable fan plants are maintained by Capital Program Management and six 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 446 operable fan units in the system, an increase of five compared to 4<sup>th</sup> Quarter 2017. The number of inoperable fan units in the system is now 33, down a decrease of two compared to the same time period. 18 inoperable fan units are maintained by Capital Program Management and 15 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 of 5 compared to last year's quarter.

| <b>Fan Plants</b> | <b>Mar '18</b> | <b>Mar '19</b> | <b>More/(Less)</b> |
|-------------------|----------------|----------------|--------------------|
| All               | 201            | 204            | 3                  |
| Operable          | 189            | 194            | 5                  |
| Inoperable        | 12             | 10             | (2)                |
| Reduced Capacity  | 0              | 0              | -                  |
| <b>Fan Units</b>  | <b>Mar '18</b> | <b>Mar '19</b> | <b>More/(Less)</b> |
| All               | 441            | 446            | 5                  |
| Operable          | 406            | 413            | 7                  |
| Inoperable        | 35             | 33             | (2)                |
| Reduced Capacity  | 0              | 0              | -                  |

**Inoperable Fan Plants and Fans  
(as of March 30, 2019)**

| <b>Jurisdiction</b>                                      | <b>Fan Plants</b> | <b>Fan Units</b> |
|--|-------------------|------------------|
| Capital Program Management                               | 4                 | 18               |
| MOW / Hydraulics   | 6                 | 15               |
| Warranty Work, Test Section Repair, MTA-CC or Cable Sct. | 0                 | 0                |
| <b>Total</b>   | <b>10</b>         | <b>33</b>        |



## Capital Project Milestone Summary 2019

(Through March 31, 2019)

| Milestones<br>Planned |   | Milestones<br>Accomplished |   | Percent<br>Performance |      |
|-----------------------|---|----------------------------|---|------------------------|------|
| \$M                   | # | \$M                        | # | %(\$)                  | %(#) |

### March

|                         |         |    |        |    |       |       |
|-------------------------|---------|----|--------|----|-------|-------|
| Design Starts           | \$0.0   | 0  | \$10.8 | 10 | N/A   | N/A   |
| Design Completions      | 38.0    | 29 | 28.5   | 22 | 74.9  | 75.9  |
| Construction Awards     | 249.5   | 15 | 348.4  | 15 | 139.6 | 100.0 |
| Substantial Completions | 710.1   | 24 | 780.6  | 20 | 109.9 | 83.3  |
| Closeouts               | 4,367.1 | 42 | 155.3  | 11 | 3.6   | 26.2  |

### 2019 Year-To-Date

|                         |         |    |         |    |       |       |
|-------------------------|---------|----|---------|----|-------|-------|
| Design Starts           | \$26.8  | 17 | \$30.6  | 23 | 114.4 | 135.3 |
| Design Completions      | 61.0    | 48 | 40.4    | 30 | 66.3  | 62.5  |
| Construction Awards     | 928.2   | 33 | 890.4   | 25 | 95.9  | 75.8  |
| Substantial Completions | 1,843.7 | 76 | 1,532.1 | 49 | 83.1  | 64.5  |
| Closeouts               | 5,242.0 | 71 | 255.1   | 20 | 4.9   | 28.2  |

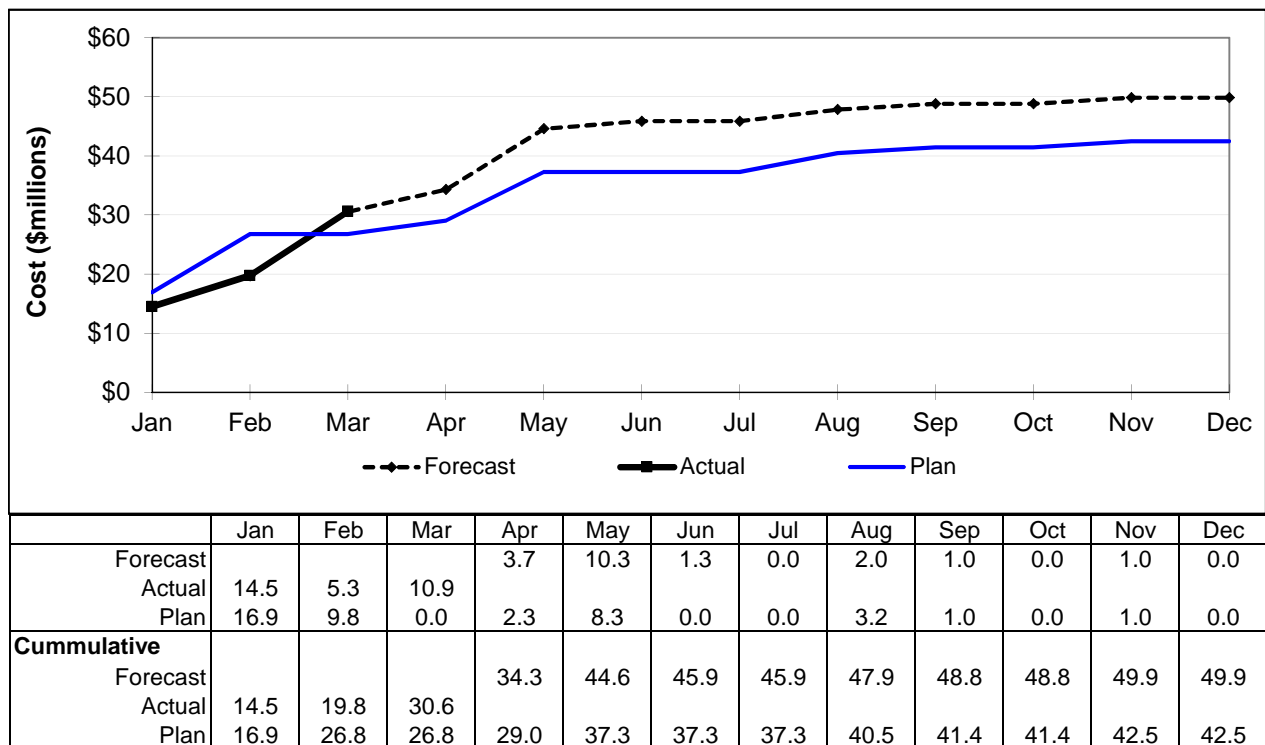
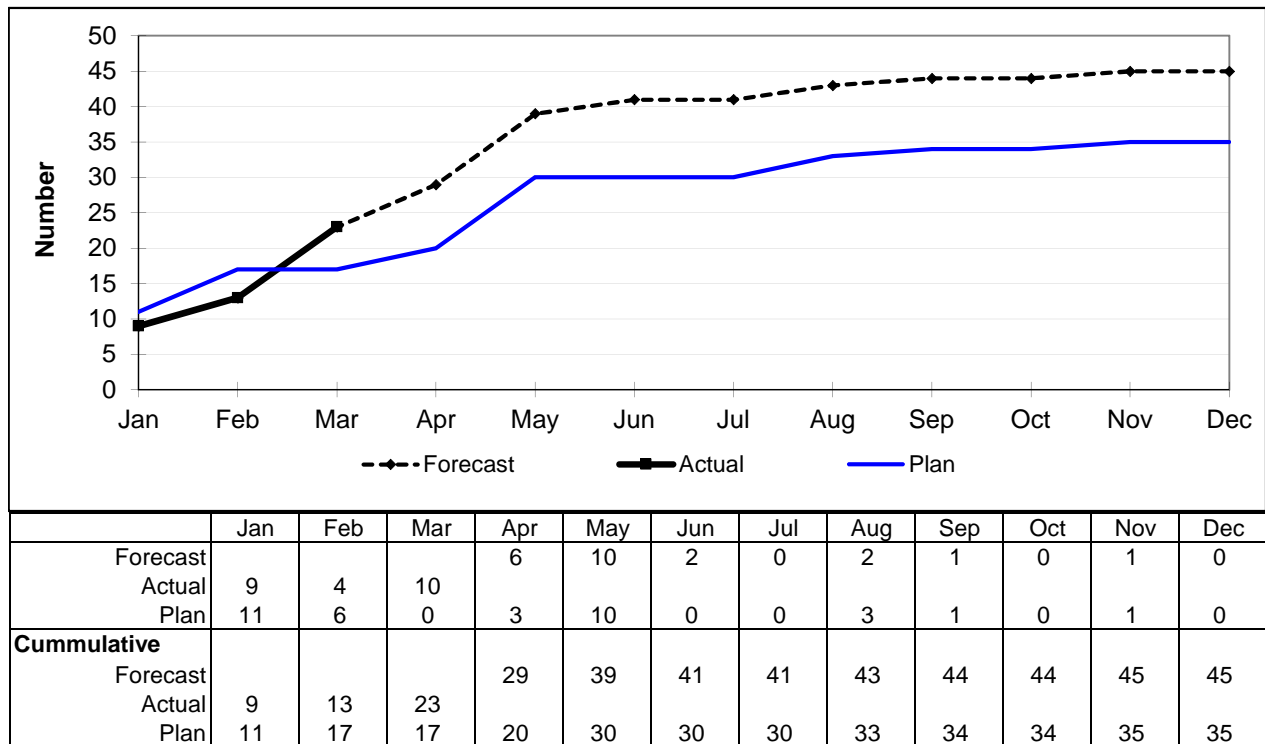
### 2019 Projected To-Year-End

|                         | Initial Plan |     | Current Forecast |     | %(\$) | %(#)  |
|-------------------------|--------------|-----|------------------|-----|-------|-------|
| Design Starts           | \$42.5       | 35  | \$49.9           | 45  | 117.4 | 128.6 |
| Design Completions      | 158.5        | 131 | 160.8            | 131 | 101.4 | 100.0 |
| Construction Awards     | 3,719.5      | 144 | 4,157.4          | 145 | 111.8 | 100.7 |
| Substantial Completions | 4,176.7      | 207 | 4,299.5          | 205 | 102.9 | 99.0  |
| Closeouts               | 10,213.7     | 264 | 9,463.8          | 257 | 92.7  | 97.3  |

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

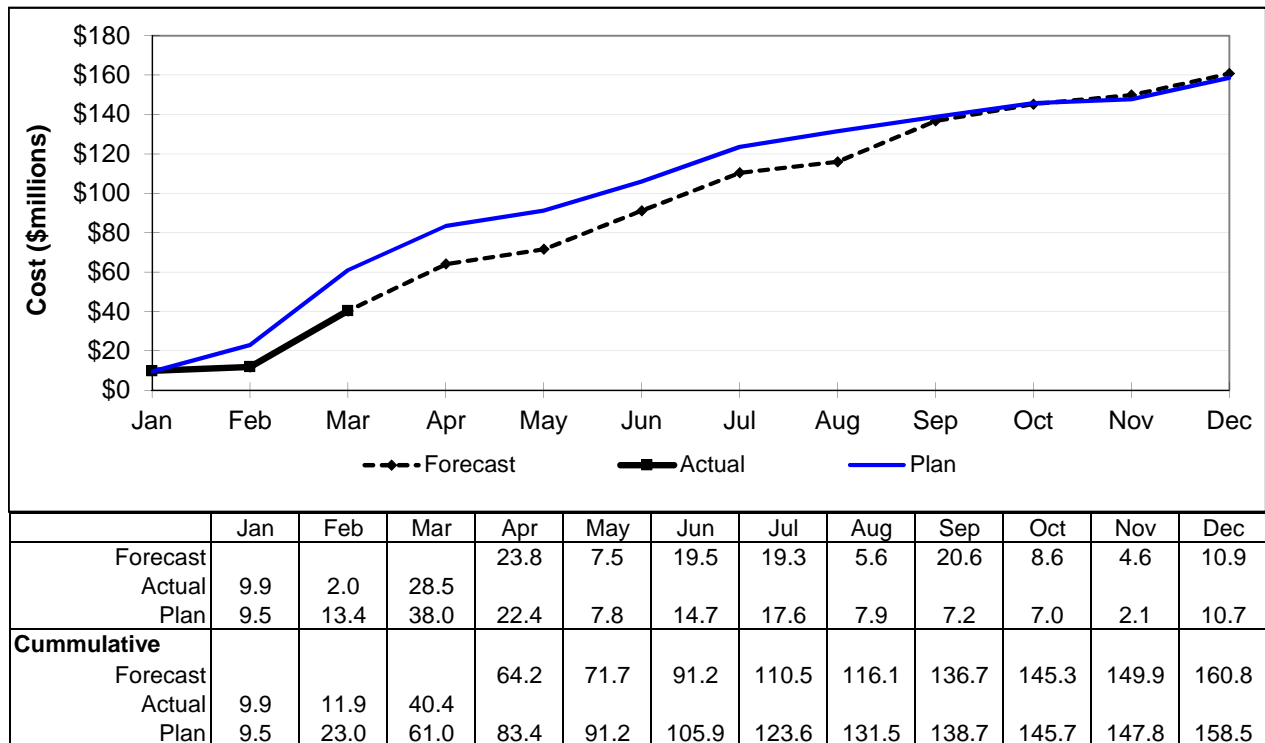
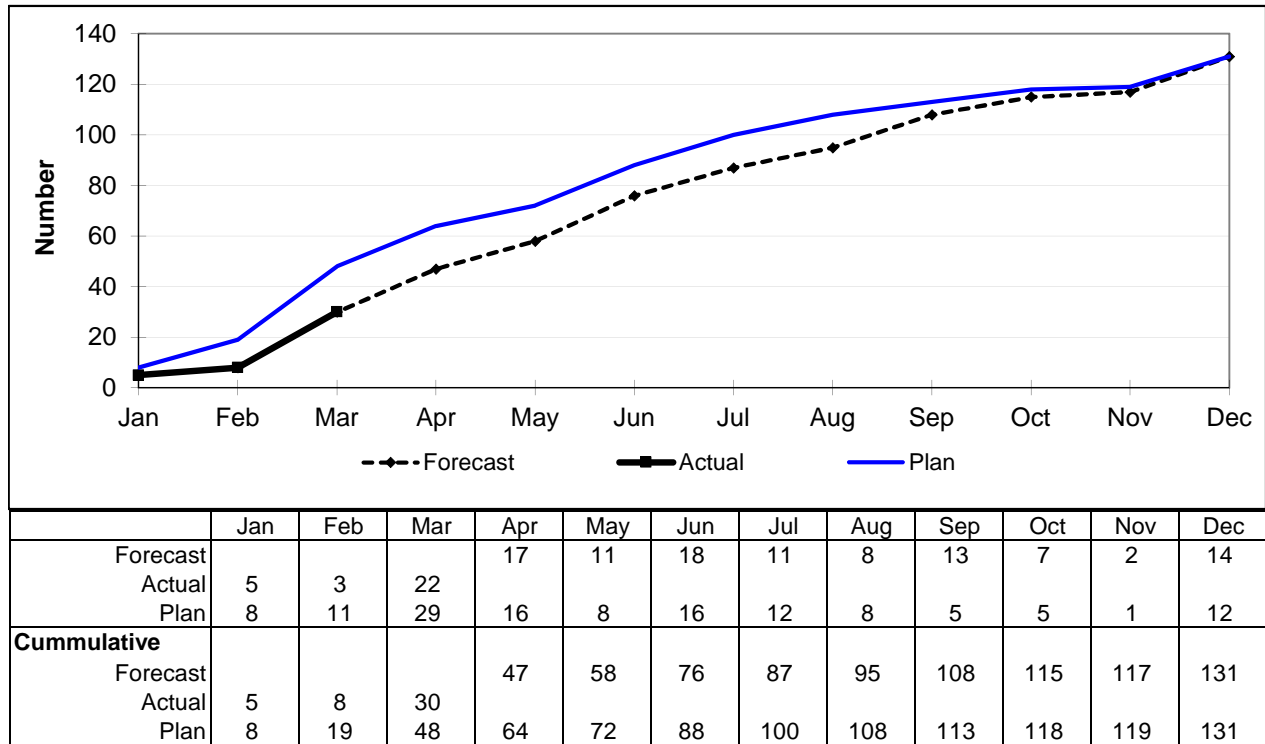
## 2019 Design Starts Charts

As of March 2019



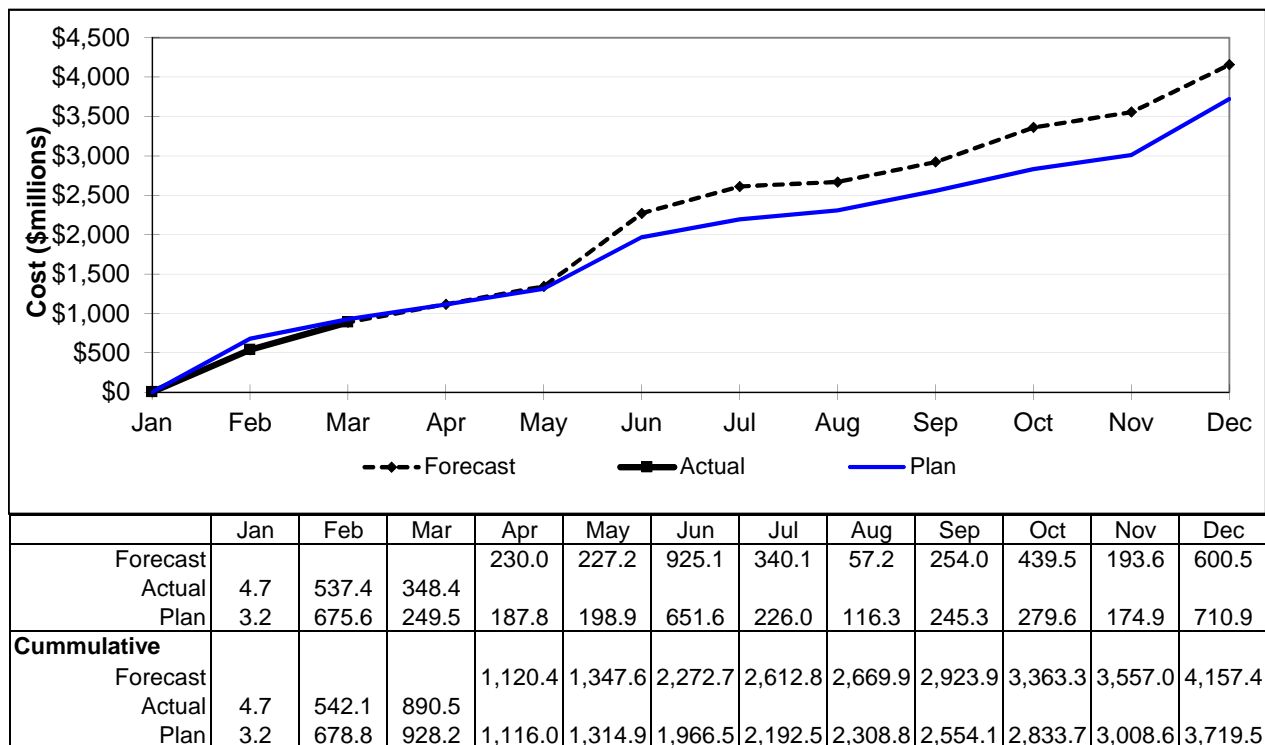
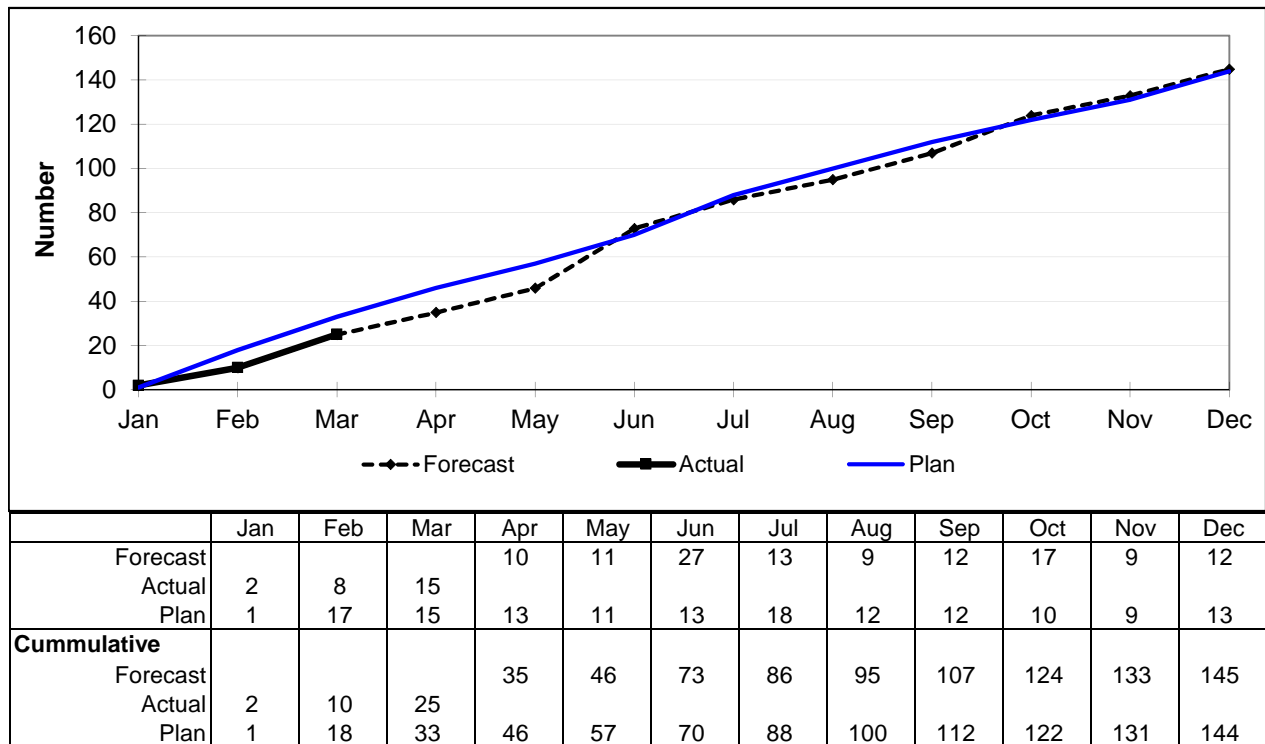
## 2019 Design Completions Charts

As of March 2019



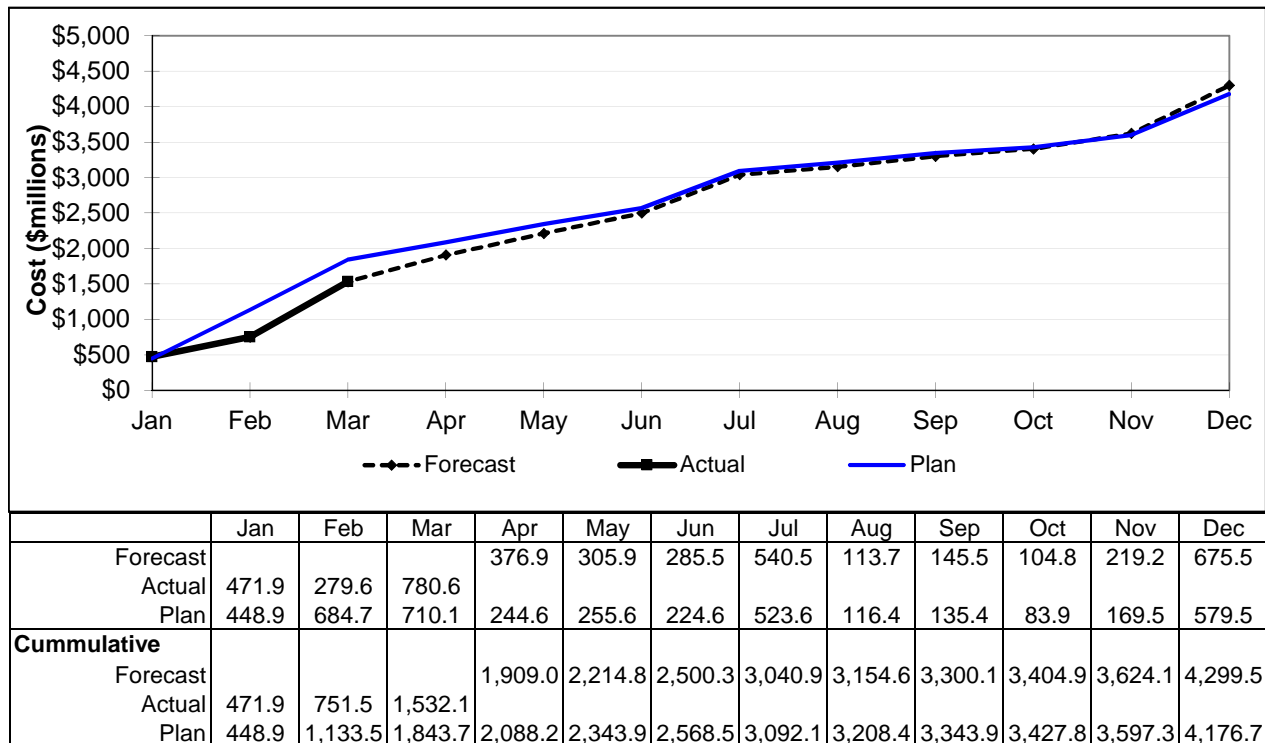
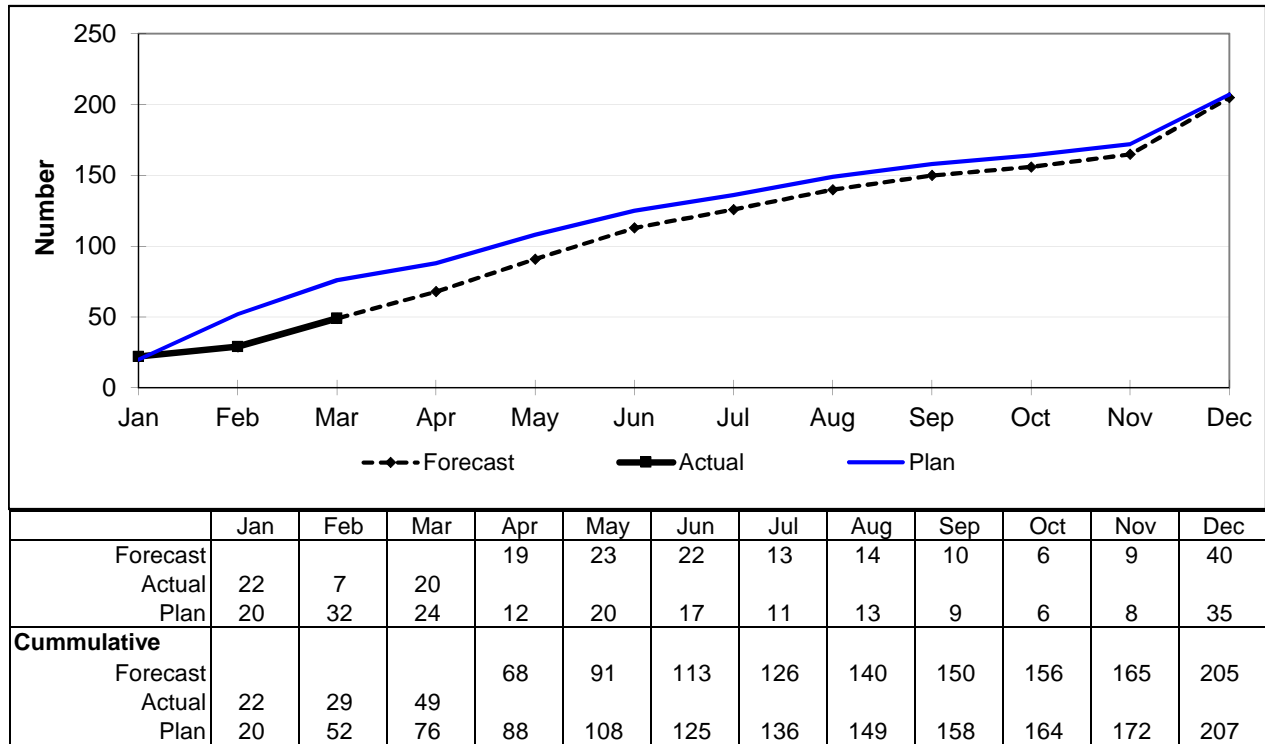
## 2019 Awards Charts

As of March 2019



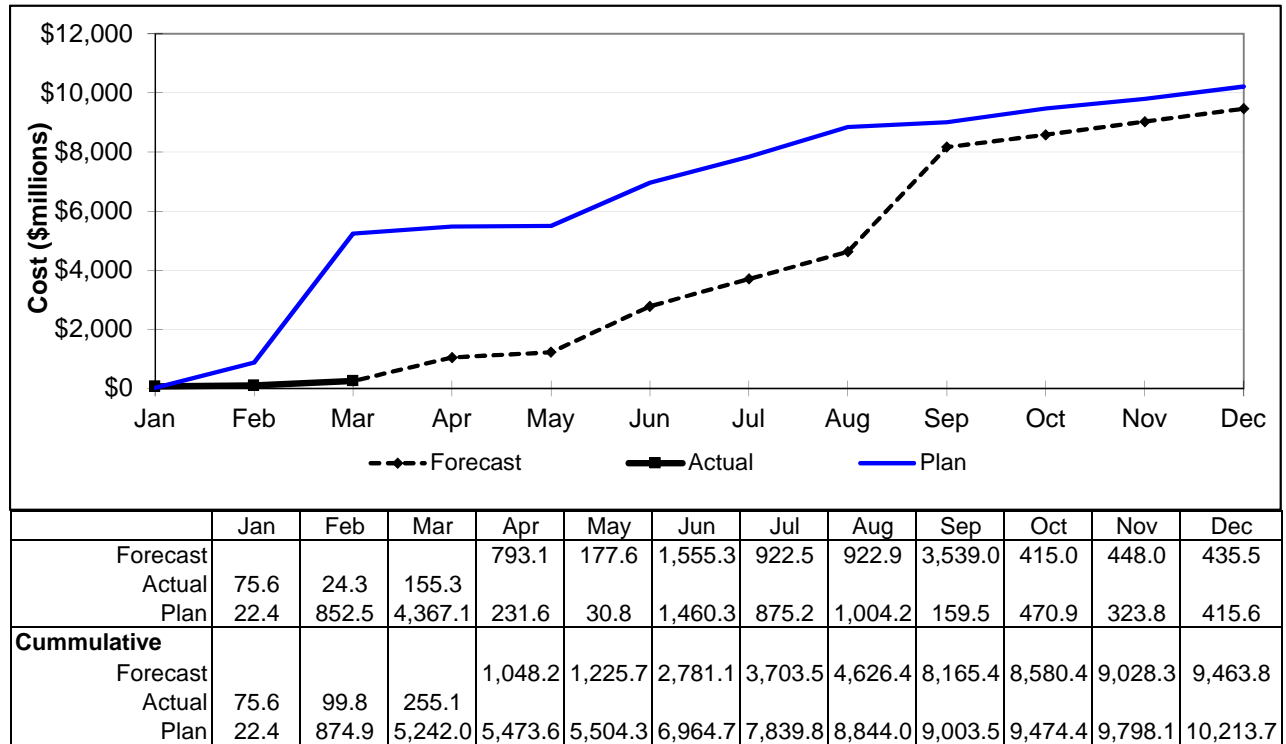
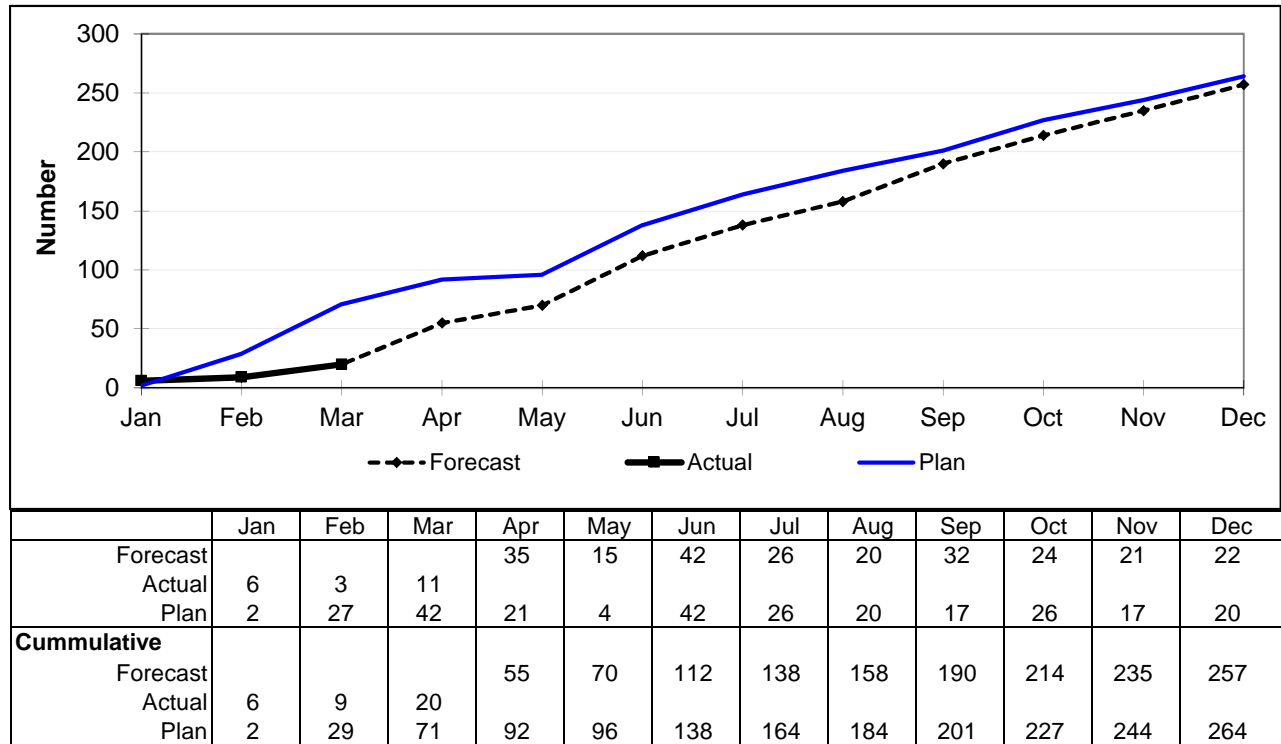
## 2019 Substantial Completions Charts

As of March 2019



## 2019 Closeouts Charts

As of March 2019



## Procurement

Steve Plochochi, Senior Vice President




For most organizations, Earth Day is a single day. For NYCT, because we transport millions of riders in an eco-friendly way, every day is Earth Day. NYCT performs a myriad of activities that directly support Earth Day such as the Materiel Division's Asset Recovery group (pictured) at the 2018 Earth Day event. Asset Recovery regularly addresses disposal and, more importantly, recycling for all kinds of materials. This reduces our environmental impact and sometimes generates revenue as well. In 2018, 72% of all waste material handled through Asset Recovery-managed programs was diverted from disposal in landfills. This year's Earth Day event will take place on April 22.

### PROCUREMENTS

The Procurement Agenda this month includes 3 actions for a proposed expenditure of \$45.3M.



|                                  |  |             |                 |             |              |
|----------------------------------|--|-------------|-----------------|-------------|--------------|
| <b>Subject</b>                   | Request for Authorization to Award Various Procurements                          |             |                 |             |              |
| <b>Department</b>                | Procurement & Supply Chain – NYCT  |             |                 |             |              |
| <b>Department Head Name</b>      | Stephen M. Plochochi   |             |                 |             |              |
| <b>Department Head Signature</b> |  |             |                 |             |              |
| <b>Project Manager Name</b>      | Rose Davis   |             |                 |             |              |
| <b>Board Action</b>              |  |             |                 |             |              |
| <b>Order</b>                     | <b>To</b>  | <b>Date</b> | <b>Approval</b> | <b>Info</b> | <b>Other</b> |
| 1                                | Committee  | 4/15/19     |                 |             |              |
| 2                                | Board  | 4/17/19     |                 |             |              |
|                                  |  |             |                 |             |              |
|                                  |  |             |                 |             |              |

|   |                          |   |                        |
|---|--------------------------|---|------------------------|
| April 8, 2019   |                          |   |                        |
| <b>Department</b>   |                          |   |                        |
| <b>Department Head Name</b>   |                          |   |                        |
| <b>Department Head Signature</b>  |                          |   |                        |
| <b>Internal Approvals</b>   |                          |   |                        |
|  | <b>Approval</b>          |   | <b>Approval</b>        |
|   | President NYCT           | X | Subways                |
|   | SVP Operations Support   | X | Diversity/Civil Rights |
| X   | Capital Prog. Management |   |                        |
|   | Law                      |   |                        |

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

### **PURPOSE**

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

### **DISCUSSION**

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

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

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

Schedules Requiring Majority Vote:

|  |                 |    |          |
|--|-----------------|----|----------|
| Schedule F: Personal Service Contracts | 1               | \$ | 1.3 M    |
|  | <b>SUBTOTAL</b> | 1  | \$ 1.3 M |

**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**

**MTA Capital Construction proposes to award Ratifications in the following categories: NONE**

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

**NYC Transit proposes to award Ratifications in the following categories:**

Schedules Requiring Two-Thirds Vote:

|   |                 |    |           |
|---|-----------------|----|-----------|
| Schedule D: Ratification of Completed Procurement Actions | 2               | \$ | 44.0 M    |
|   | <b>SUBTOTAL</b> | 2  | \$ 44.0 M |
|   | <b>TOTAL</b>    | 3  | \$ 45.3 M |

**COMPETITIVE BIDDING REQUIREMENTS:** The procurement actions in Schedules A, B, C, and D are subject to the competitive bidding requirements of PAL 1209 or 1265-a relating to contracts for the purchase of goods or public work. Procurement actions in the remaining Schedules are not subject to these requirements.

**BUDGET IMPACT:** The purchases/contracts will result in obligating funds in the amounts listed. Funds are available in the current operating/capital budgets for this purpose.

**RECOMMENDATION:** That the purchases/contracts be approved as proposed. (Items are included in the resolution of approval at the beginning of the Procurement Section.)

## **BOARD RESOLUTION**

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

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

**APRIL 2019**

**LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL**

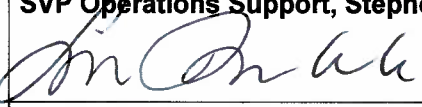

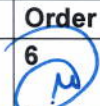

**Procurements Requiring Majority Vote:**

**F. Personal Service Contracts**

(Staff Summaries required for all items greater than: \$100K Sole Source; \$750K Other Noncompetitive; \$1M Competitive.)

- |   |                    |                                      |
|---|--------------------|--------------------------------------|
| <b>1. FPM Engineering Group, P.C.</b>     | <b>\$1,248,767</b> | <b><u>Staff Summary Attached</u></b> |
| <b>Two Proposals – 60-month contract</b>  |                    |                                      |
| <b>Contract# CM-1586</b>                  |                    |                                      |
| Perform hydrological consultant services. |                    |                                      |

# Staff Summary

|  |  |   |   |
|--|--|---|---|
| <b>Item Number 1</b>   |  |   |   |
| <b>Department, Department Head Name:</b><br>SVP Operations Support, Stephen M. Plochochi |  |   |   |
|         |  |   |   |
| <b>Internal Approvals</b>  |  |   |   |
| <b>Order</b>   | <b>Approval</b>  | <b>Order</b>  | <b>Approval</b>   |
| 1  |  Materiel<br>4/8/19 | 6   |  OPS<br>4/8/19 |
| 2 X  | Law  |  | President<br>4/9/19   |
| 3 X  | DDCR   |   |   |
| 4 X  | CPM  |   |   |
| 5 X  | CFO  |   |   |

|  |                                |
|--|--------------------------------|
| <b>SUMMARY INFORMATION</b>   |                                |
| <b>Vendor Name</b><br>FPM Engineering Group, P.C.  | <b>Contract No.</b><br>CM-1586 |
| <b>Description</b><br>Hydrology Consultant Services  |                                |
| <b>Total Amount</b><br>\$1,248,767   |                                |
| <b>Contract Term</b><br>60 Months  |                                |
| <b>Option(s) included in Total Amount?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   |                                |
| <b>Renewal?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  |                                |
| <b>Procurement Type</b><br><input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive   |                                |
| <b>Solicitation Type</b><br><input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:   |                                |
| <b>Funding Source</b><br><input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other: |                                |

## Purpose

To obtain Board approval to award a competitively solicited Indefinite Quantity consultant contract, CM-1586, to FPM Engineering Group, P.C. ("FPM") to perform hydrological and related water intrusion studies on NYC Transit construction project sites on an as-needed basis over a 60-month period for a not-to-exceed amount of \$1,248,767.

## Discussion

Consultant services under this contract include (1) review of groundwater data, (2) evaluation of borings and other hydrological materials, (3) analysis of water leakage into subway structures and recommendations for solutions, (4) analysis and design recommendations of water sources for new well installations, (5) preparation of applications for permits and environmental assessments, (6) assistance to NYC Transit in defense against claims or suits related to hydrological conditions, and (7) assistance in the development of instrumentation programs based upon the evaluation and interpretation of reports.

A one-step Request for Proposal ("RFP") was issued requiring the submission of technical and cost proposals. Two firms submitted proposals: FPM, the incumbent, and Mueser Rutledge Consulting Engineers ("MRCE"). The Selection Committee ("SC") reviewed the written technical proposals in accordance with the established evaluation criteria, which included evaluation of the proposer's plan of approach, relevant experience, current workload of key personnel, diversity practices, and past performance on similar projects. Oral presentations were also conducted with both respondents to the RFP. A survey was conducted, which confirmed that the market for this specialized field is limited.

After oral presentations, the SC rated FPM technically superior and unanimously voted to conduct negotiations with FPM. MRCE was also rated favorably by the SC but was not selected for negotiations because of its involvement on other NYC Transit contracts. The potential for conflicts of interest exist should a location at which MRCE is providing design or construction services also require independent hydrological services.

The initial proposal from FPM was \$1,256,293. The in-house estimate was \$1,496,962. Negotiations were conducted, focusing on work scope, direct labor rates, overhead, and fixed fee. Overhead rates were reviewed and approved by MTA Audit.

After negotiations, FPM submitted a Best and Final Offer ("BAFO") of \$1,248,767. The SC evaluated FPM's BAFO in accordance with the evaluation criteria and unanimously voted to recommend FPM for award. The SC considered FPM's demonstrated knowledge and the extensive experience of its proposed team in their determination.

# Staff Summary

FPM has extensive experience providing hydrology services for agencies including NYC Transit; New York State Office of Parks, Recreation and Historic Preservation; General Services Administration; United States Postal Service; and the Dormitory Authority of the State of New York.

FPM's Best and Final Offer ("BAFO") provides a favorable value to NYC Transit when compared to the in-house estimate. Their BAFO of \$1,248,767 is \$248,195 or 16.58 percent less than the in-house estimate and represents a reduction of \$7,526 from its initial proposal. FPM's BAFO was determined to be fair and reasonable.

## **M/W/DBE Information**

The MTA Department of Diversity and Civil Rights ("DDCR") has established 15 percent MBE, 15 percent WBE and 6 percent Service-Disabled Veteran-Owned Business ("SDVOB") goals on this contract. FPM submitted a utilization plan projected to meet the 36 percent MWBE/SDVOB goal requirement. FPM has not completed any MTA contracts with goals, therefore no assessment of the firm's goal performance can be determined at this time.

## **Alternatives**

None. NYC Transit Capital Program Management lacks the in-house technical personnel to perform the specific tasks required under the scope of work for this contract.

## **Impact on Funding**

This contract will be funded with 100 percent MTA funds. No award will be made until a WAR Certificate is received.

## **Capital Program Reporting**

This contract has been reviewed for compliance with the requirements of the 1986 legislation applicable to Capital Contract Awards and the necessary inputs have been secured from the responsible functional departments.

## **Recommendation**

That the Board approve the award of competitively solicited Indefinite Quantity consultant contract CM-1586 to FPM to perform hydrological and related water intrusion studies on NYC Transit projects on an as-needed basis over a 60-month period for a not-to-exceed amount of \$1,248,767.

**APRIL 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.)

|    |  |                                 |                                      |
|----|--|---------------------------------|--------------------------------------|
|    | <b>Siemens Mobility, Inc. and<br/>Thales Transport and Security, Inc.</b>                      | <b>\$44,001,315 (Aggregate)</b> | <b><u>Staff Summary Attached</u></b> |
| 2. | <b>Contract# S-48013-1 (Siemens)</b>   | <b>\$20,675,413</b>             | ↓                                    |
| 3  | <b>Contract# S-48013-2 (Thales)</b>  | <b>\$23,325,902</b>             | ↓                                    |
|    | <b>Immediate Operating Need</b>  |                                 |                                      |
|    | R179/R211 Carborne Equipment for Communications-Based Train Control on the Eighth Avenue Line. |                                 |                                      |

## Schedule D: Ratification of Completed Procurement Actions

### Item Number: 2-3

|  |  |  |
|--|--|--|
| <b>Vendor Names (Locations)</b><br>Siemens Mobility, Inc. (New York, New York)<br>Thales Transport and Security, Inc. (Pittsburgh, Pennsylvania) | <b>Contract Numbers</b><br>S-48013-1 (Siemens)<br>S-48013-2 (Thales)   | <b>Renewal?</b><br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>Description</b><br>R179/R211 Carborne Equipment for Communications-Based Train Control on the Eighth Avenue Line                              | <b>Total Amount:</b> \$44,001,315<br>Siemens: R179 \$20,675,413<br>Thales: R211 (base) \$23,325,902  |  |
| <b>Contract Terms (including Options, if any)</b><br><br>Siemens R179: 48 Months<br>Thales R211: 60 months                                       | <b>Funding Source</b><br><br><input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other: |  |
| <b>Option(s) included in Total Amount?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> n/a      | <b>Requesting Dept./Div., Dept./Div. Head Name:</b><br><br>Capital Program Management, Alok Saha   |  |
| <b>Procurement Type</b><br><input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive                               |  |  |
| <b>Solicitation Type</b><br><input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:                 |  |  |

### Discussion

It is requested that the Board ratify the contract awards made on March 27, 2019 pursuant to the declaration of an Immediate Operating Need ("ION") requested by NYC Transit Capital Program Management ("CPM") and approved by the VP, Materiel, for procurement of Communications-Based Train Control ("CBTC") Carborne Equipment for the Eighth Avenue Line: S-48013-1 in the amount of \$20,675,413 to Siemens Mobility, Inc. ("Siemens") for R179 subway cars; and S-48013-2 to Thales Transport and Security, Inc. ("Thales") in the amount of \$23,325,902 for R211 subway cars.

The contract for the R211 CBTC carborne equipment includes options for additional carborne equipment that corresponds with the R211 Kawasaki subway car procurement: the first option for 128 (five-car) operating units and the second option for 89 (four- and five-car) operating units. In addition, both the R179 and R211 CBTC carborne equipment contracts have options for long-term maintenance where, after the expiration of the warranty, NYC Transit employees will perform the diagnoses, removal, and repair of certain designated components, while the contractor will perform repair of other designated components. In all instances, NYC Transit will re-install the repaired equipment on the car. Maintenance for the 20-year useful life of the equipment will be covered in the form of four 5-year option periods. All options, if exercised, will require future Board approval.

CBTC is a train control system that uses equipment, installed along the wayside and on the subway cars, that provides improved safety and shorter headways between trains, allowing for increased passenger capacity through a more efficient use of the track and car fleet. There are currently two companies whose systems have been pre-qualified to participate on this project: Siemens and Thales. Siemens' CBTC system is currently in use on the Canarsie line, and Thales completed the installation of its CBTC system on the Flushing line in November 2018; that system is currently in service. Both Siemens and Thales have successfully demonstrated interoperability between their CBTC systems under the Culver Test Track project. As a result, both Siemens and Thales are providing equipment for the Queens Boulevard Line ("QBL") Signal System Modernization project. In October 2018 the Board authorized the use of a streamlined competitive Request for Proposal ("RFP") to facilitate the procurement of R179/R211 Eighth Avenue line CBTC carborne equipment from the only two qualified CBTC suppliers: Siemens and Thales.

This streamlined RFP for CBTC carborne equipment for the new R179 and new R211 subway cars (base and options) utilized the terms and conditions of the existing QBL contracts, and are implemented as separate supplemental agreements under those respective contracts. The CBTC carborne equipment purchase for the R179 subway cars will provide CBTC equipment to outfit 73 (four- and five-car) operating units that will be installed by NYC Transit personnel in NYC Transit facilities. The R179 subway car specification required that the subway cars be built to later accommodate CBTC equipment. The R211 CBTC carborne equipment purchase will furnish CBTC equipment to outfit 92 (five-car) operating units under the base car builder contract (with Kawasaki Rail Car, Inc.), 128 (five-car) operating units under Option 1 and 89 (four- and five-car) operating units under Option 2 to the car builder contract. The R211 subway cars are being designed to have CBTC equipment installed by Kawasaki at its U.S. manufacturing facilities. The CBTC contractors under the subject awards will conduct training for installation personnel and will support installation of all the purchased units. Long-term maintenance provisions for CBTC carborne equipment were included in the RFP and have been negotiated and included as options to the respective contracts.



## Schedule D: Ratification of Completed Procurement Actions



The declaration of an ION was made on January 24, 2019, as a result of the request by the VP, Network and Resignaling, Capital Program Management. The ION was needed in order to expeditiously award this contract, as Kawasaki, the R211 subway car manufacturer, had reached a critical point in its accelerated design whereby detailed CBTC design input from the actual CBTC supplier was needed in order for Kawasaki to advance the R211 car design and hold its extremely aggressive delivery schedule. The award to Thales for the R211 carborne equipment allowed Kawasaki and Thales to engage in meaningful technical discussions. The ION allowed Procurement to take appropriate actions to accelerate the award of these contracts.

Technical proposals were received from Siemens and Thales in January 2019, followed by price proposals in February 2019. Both firms submitted initial proposals for the CBTC carborne equipment, including the options for additional quantities of carborne equipment for the corresponding R211 subway car options. Pricing for long-term maintenance from both proposers was initially incomplete and required further discussions resulting in each proposer offering two variations of long-term maintenance plans. Negotiations were conducted that centered on price and schedule as well as firming up the details and pricing for long term maintenance.

Best and Final Offers (“BAFOs”) were received in March 2019 as indicated in the following table and were found to be fair and reasonable based on adequate price competition and in comparison with the estimate.

|                       | Siemens             | Thales              |
|-----------------------|---------------------|---------------------|
| R179                  | \$20,675,413        | \$17,209,565        |
| Long-Term Maintenance | <u>\$3,950,863</u>  | <u>\$6,027,000</u>  |
| Total                 | <b>\$24,626,276</b> | \$23,236,565        |
|                       |                     |                     |
| R211 (Base)           | \$21,228,070        | \$23,325,902        |
| R211 (Options 1 & 2)  | \$29,083,037        | \$23,848,665        |
| Long-Term Maintenance | <u>\$11,471,567</u> | <u>\$14,784,000</u> |
| Total                 | \$61,782,674        | <b>\$61,958,567</b> |

**\*Bold** indicates the recommended award inclusive of options for long-term maintenance and additional carborne equipment for the R211 subway car options. Maintenance pricing represents the highest level of support offered by each proposer.

Both companies were deemed technically competent and capable of performing the work. The Selection Committee (“SC”) unanimously deemed the proposal from Thales to be technically superior based on the evaluation criteria, which included previous experience, schedule, approach to the work, and other technical matters. Thales’ proposed schedule for the delivery of CBTC equipment for the R211 prototype trains was in full compliance with the schedules outlined in the solicitation and Kawasaki’s specified dates for receipt of CBTC carborne equipment for the prototype subway cars. Siemens was unable to fully comport with this critical requirement. Additionally, the SC evaluated the maintenance plans from each proposer and determined that while both provided compliant maintenance plans, Thales’ full repair service plan offered additional features that demonstrated a more comprehensive approach to maintenance and obsolescence management. After consideration of the technical and price proposals for the base contract and all options, the SC unanimously determined that the award strategy affording best value to NYC Transit was to split the award, recommending Siemens for the R179 requirements and Thales for the R211 requirements. This approach mitigates the risk of potential delays in the completion of the overall work for the Eighth Avenue line and provides a higher degree of delivery certainty for the critical R211 subway car contract. Accordingly, Thales will focus solely on supporting Kawasaki in meeting its aggressive delivery schedule for the R211 subway cars, the first fleet to be provided to NYC Transit with CBTC equipment installed by the car builder. Siemens will focus solely on the R179 subway car requirements.

In connection with a previous contract awarded to Siemens, Siemens was found to be responsible notwithstanding significant adverse information (“SAI”) pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman and Chief Executive Officer in consultation with the MTA General Counsel in August 2016. No new SAI has been found relating to Siemens and Siemens has been found to be responsible. A Contractor Compliance Program was put in place for Siemens in April 2018.

# Standard Follow-Up Reports: April 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 February 2019 fare media market share of non-student passenger trips compared to the previous year are summarized below:

| <u>Fare Media</u>      | <u>February 2018</u> | <u>February 2019*</u> | <u>Difference</u> |
|------------------------|----------------------|-----------------------|-------------------|
| Cash                   | 2.0%                 | 1.9%                  | (0.1%)            |
| Single-Ride Ticket     | 0.7%                 | 0.7%                  | 0.0%              |
| Bonus Pay-Per-Ride     | 39.7%                | 40.2%                 | 0.5%              |
| Non-Bonus Pay-Per-Ride | 4.6%                 | 4.4%                  | (0.2%)            |
| 7-Day Farecard         | 21.7%                | 21.8%                 | 0.1%              |
| 30-Day Farecard        | <u>31.4%</u>         | <u>31.0%</u>          | (0.4)%            |
| Total                  | 100.0%               | 100.0%                |                   |

\* Preliminary

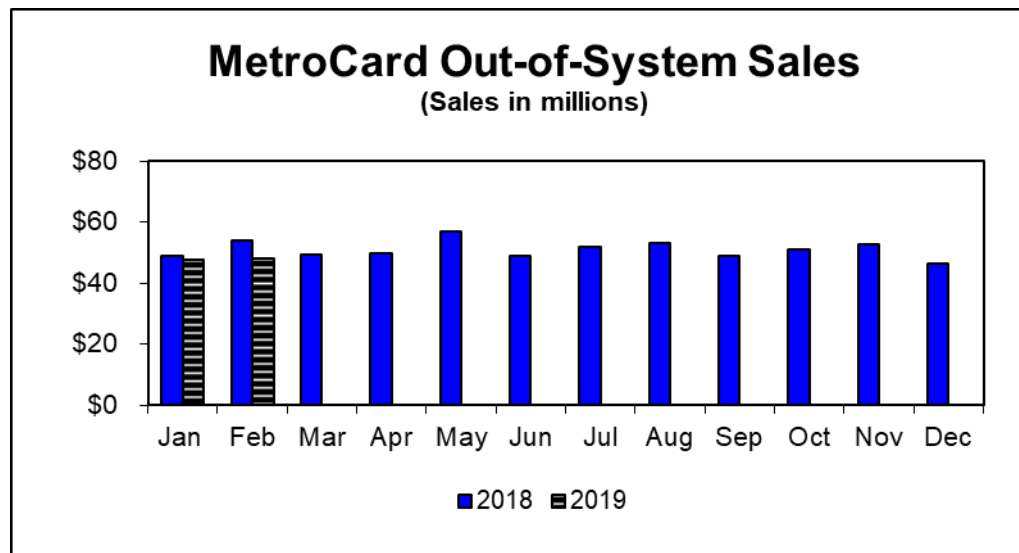
*Note: Percentages may not add due to rounding.*

### **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 February 2019 was 3,958, an 8.82 percent decrease from the same period last year. The average value of a credit issued was \$75.00.

### **MetroCard Extended Sales**

Out-of-system sales (retail, employer-based programs and joint ticket programs, plus other extended sales outlets) were \$48.1 million in February 2019, a 10.9 percent decrease compared to February of 2018. Year to date sales totaled \$95.6 million, a 7.1 percent decrease compared to the same period last year.



### *Retail Sales*

There were 4,078 active out-of-system sales and distribution locations for MetroCards, generating \$17.9 million in sales revenue during February 2019.

### *Employer-based Sales of Pre-tax Transportation Benefits*

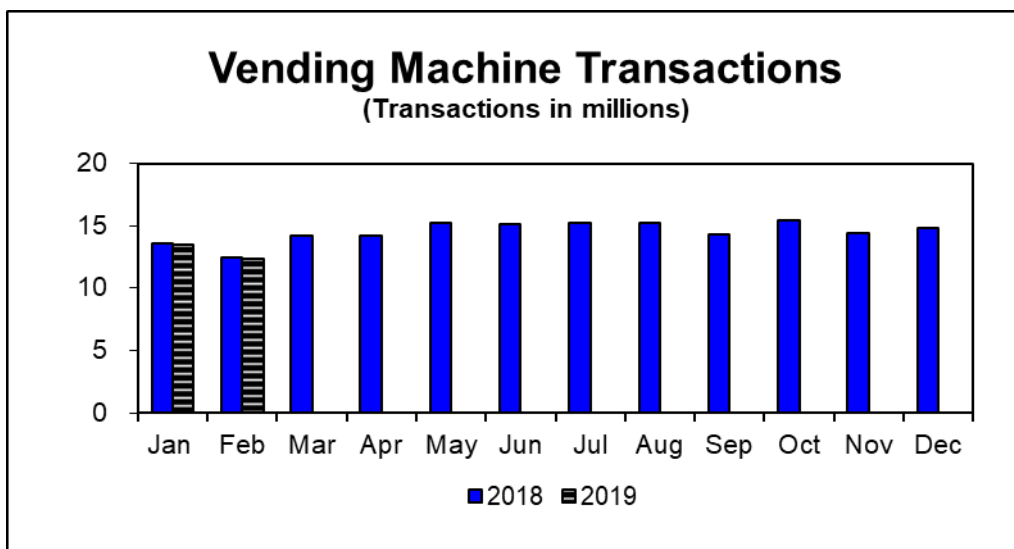
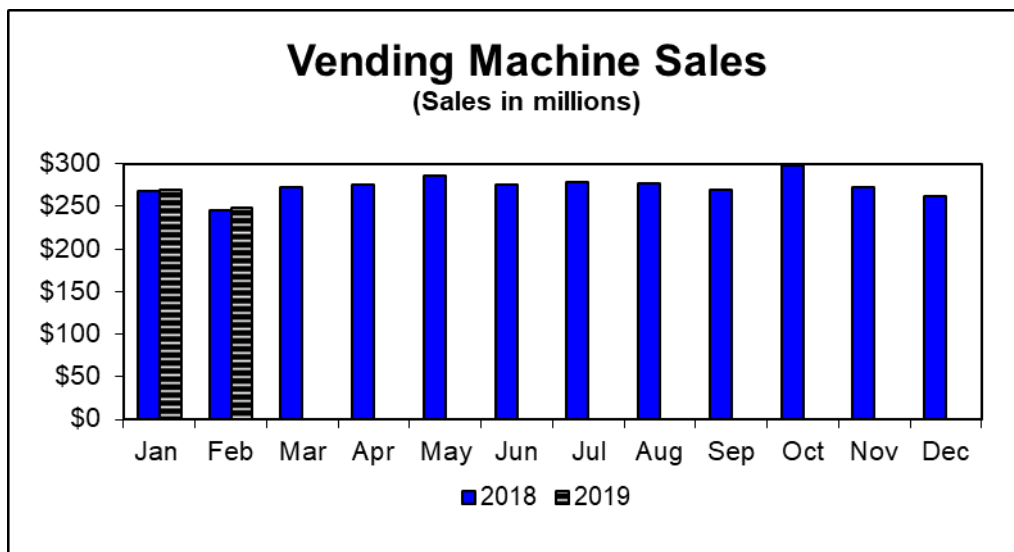
Sales of 139,150 MetroCards valued at approximately \$13.3 million were made in February 2019 to private, employer-based providers of pre-tax transportation benefits through agreements with MetroCard Extended Sales. The average value of MetroCards sold was \$95.35. In addition, the number of employees enrolled in the annual pre-tax MetroCard programs was 122,151 for February 2019, generating an additional \$14.8 million in sales. Year-to-date sales of all pre-tax MetroCard products totaled \$53 million, a 6.6 percent decrease when compared to last year.

### **Mobile Sales Program**

In February 2019, the Mobile Sales unit completed 178 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 \$79,095 in revenue was generated. In February 2019, the Mobile Sales unit assisted and enabled 1,430 new applicants to become Reduced-Fare customers. Mobile Sales also continued outreach efforts in Westchester County and local events such as support at Lexington School for the Deaf (Queens, NY).

### In-System Automated Sales

Vending machine sales (MetroCard Vending Machines and MetroCard Express Machines) during February 2019 totaled \$248.8 million, on a base of 12.4 million customer transactions. This represents 0.8 percent decrease in vending machine transactions compared to the same period last year. During February 2019, MEMs accounted for 1,939,489 transactions resulting in \$53,551,295.70 in sales. Debit/credit card purchases accounted for 83.2 percent of total vending machine revenue, while cash purchases accounted for 16.8 percent. Debit/credit card transactions account for 62.1 percent of total vending machine transactions, while cash transactions account for 37.9 percent. The average credit sale was \$31.07, more than three times the average cash sale of \$8.87. The average debit sale was \$20.76.



### **Reduced-Fare Program**

During February 2019, enrollment in the Reduced-Fare Program increased by 5,425 new customers. The total number of customers in the program is 1,192,022. Seniors account for 995,495 or 84 percent of the total Reduced-Fare customer base. Persons with disabilities comprise the remaining 16 percent or 196,527 customers. Of those, a total of 40,841 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 \$7.6 million in value to their farecards during the month.

### **EasyPay Reduced Fare Program**

In February 2019, the EasyPay Reduced Fare program enrollment totaled 183,820 accounts. During the month, active EasyPay customers accounted for approximately 2.2 million subway and bus rides with \$2.3 million charged to their accounts. Each active account averaged 28 trips per month, with an average monthly bill of \$14.

### **EasyPay Xpress Pay-Per-Ride Program**

In February 2019, enrollment in the EasyPay Xpress PPR program totaled 124,215 accounts. During that month, active Xpress PPR customers accounted for approximately 1.9 million subway, express bus and local bus rides with \$5.3 million charged to their accounts. Each active account averaged 21 trips per month, with an average monthly bill of \$57.

### **EasyPay Xpress Unlimited Program**

In February 2019, enrollment in the EasyPay Xpress Unlimited program totaled 25,767 accounts. During that month, active Xpress Unlimited customers accounted for approximately 1.1 million subway and local bus rides with \$2.3 million charged to their accounts. Each active account averaged 46 trips per month with a fixed monthly bill of \$121.00.



# Standard Follow-Up Reports:

## NYCT 2018 Year-End Report Summary

### **2018 ACCRUAL RESULTS-ACTUAL VERSUS FINAL ESTIMATE**

Accrued Operating results before other expense adjustments were favorable to the Estimate by \$122.5 million. Operating revenues exceeded the Estimate by \$8.8 million (0.2 percent) and operating expenses before expense adjustments underran the Estimate by \$113.8 million (1.3 percent).

The major factors contributing to these favorable results were as follows:

- Farebox revenue exceeded the Estimate by \$8.2 million (0.2 percent).
- Health & welfare/OPEB current expenses underran the Estimate by \$91.6 million (6.6 percent).
- Reimbursable overhead credits were favorable by \$22.0 million (6.8 percent).
- Payroll expenses were under by \$18.8 million (0.5 percent).
- Electric power expenses were higher by \$10.3 million (3.5 percent).
- Maintenance contract expenses underran by \$27.6 million (10.5 percent).

### **2018 CASH RESULTS- ACTUAL VERSUS FINAL ESTIMATE**

Cash results were even more favorable than accrual. The 2018 net cash deficit, excluding subsidies and debt service was \$3,298.8 million, \$279.3 million (7.8 percent) favorable to the Estimate. This favorable variance consisted of \$131.8 million of favorable real variances and \$147.5 million of favorable timing variances, which will be offset in 2019. These variances are detailed in subsequent sections of this report.

**MTA NEW YORK CITY TRANSIT  
2018 YEAR-END REPORT  
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES  
ACCRUAL BASIS**

**2018 ACTUALS VS. FINAL ESTIMATE**

**Non-Reimbursable**

**Operating Revenues**

**Farebox Revenue.** Farebox revenue of \$4,446.5 million was \$8.2 million (0.2 percent) above the Estimate. Subway revenue was higher by \$13.6 million (0.4 percent) and bus revenue was higher by \$3.0 million (0.3 percent). Fare media liability revenue, reflecting the residual values of expired MetroCards, underran the Estimate by \$8.1 million (10.3 percent). Total 2018 ridership of 2.26 billion was essentially flat with the Final Estimate.

**Other Operating Revenue.** Other operating revenue of \$446.1 million exceeded the Estimate by \$0.5 million (0.1 percent).

**Operating Expenses**

**Labor Expenses**

**Payroll.** Payroll expenses of \$3,409.0 million were under the Estimate by \$18.8 million (0.5 percent), mainly due to vacancies and lower than projected pay associated with terminal leave.

**Overtime.** Overtime expenses of \$684.3 million were essentially equal to the Estimate, with an overrun of just \$0.5 million (0.1 percent).

**Health & Welfare (including OPEB Current expenses).** Health & Welfare/OPEB Current expenses of \$1,300.0 million were under the Estimate by \$91.6 million (6.6 percent), due to significant underruns in operating employee medical and prescription drug costs.

**Pension.** Pension expenses of \$933.3 million were slightly lower than the Estimate by 0.6 million (0.1 percent).

**Other Fringe Benefits.** Other fringe benefit expenses of \$488.2 million exceeded the Estimate by \$15.9 million (3.4 percent), due primarily to Workers' Compensation reserve adjustments.

**Reimbursable Overhead.** Reimbursable overhead credits were favorable by \$22.0 million (6.8 percent), due to increased reimbursable labor requirements.



## **Non-Labor Expenses**

**Electric Power.** Power expenses of \$301.0 million were above the Estimate by \$10.3 million (3.5 percent), due to both higher consumption and higher prices.

**Claims.** Public liability claims expenses of \$225.7 million exceeded the Estimate by \$18.3 million (8.8 percent), resulting from additional reserve requirements based on the year-end actuarial valuation.

**Paratransit Service Contracts.** Paratransit service contract expenses of \$455.5 million exceeded the Estimate by \$3.3 million (0.7 percent), due to increased E-Hail trips and trip scheduling expenses.

**Maintenance Contracts.** Maintenance contract expenses of \$234.0 million underran the Estimate by \$27.6 million (10.5 percent), due mainly to the favorable timing of paratransit vehicle purchases and non-vehicle maintenance & repair expenses.

**Professional Service Contracts.** Professional service contract expenses of \$197.4 million underran the Estimate by \$9.1 million (4.4 percent), due mainly to the favorable timing of a number of professional contracts, including priority initiatives such as electric bus, bus plan projects, and Subway Action Plan (SAP) construction management contracts for drain and enhanced station initiatives.

**Materials and Supplies.** Materials and supplies expenses of \$353.3 million exceeded the Estimate by \$5.9 million (1.7 percent), mainly due to the installation of turnstiles and other fare control equipment.

## **Non-Operating Expenses**

**Depreciation expenses** were higher than the Estimate by \$23.9 million (1.3 percent), due to updated accounting of additional assets reaching beneficial use.

**GASB #45 Other Post-Employment Benefits** was adopted by the MTA in 2007. This expense was favorable to the Estimate based on the preliminary December close but will be adjusted when new accounting rule changes are reflected in the final close.

**GASB #68 Pension Adjustment** was adopted by the MTA in 2015. Consistent with its requirements, MTA New York City Transit recorded an accrued credit of \$334.8 million, favorable to the Estimate by \$29.2 million (9.6 percent).

**Environmental Remediation** expense overran the Estimate by \$84.1 million based on an updated analysis of environmental remediation projects and outstanding liabilities.

**MTA NEW YORK CITY TRANSIT  
2018 YEAR-END REPORT  
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES  
ACCRUAL BASIS**

**2018 ACTUALS VS. ADOPTED BUDGET**

**Non-Reimbursable**

**Operating revenues** were lower than Budget by \$102.8 million (2.1 percent), due primarily to lower farebox revenue of \$103.8 million (2.3 percent), including underruns in subway revenue of \$68.1 million (1.9 percent) and bus revenue of \$28.9 million (3.0 percent). These results reflect an overall downward ridership trend, particularly on buses and is indicative of a significant shift in ridership to for-hire vehicles and increases in fare evasion.

**Operating expenses** were over Budget by \$84.4 million (1.0 percent).

**Labor expenses** were less than Budget by \$34.3 million (0.5 percent), including:

- **Health & welfare/OPEB** current expenses under Budget by \$98.7 million (7.1 percent), due mostly to lower operating employee medical and prescription drug expenses.
- **Reimbursable overhead** credits were favorable by \$71.2 million (25.8 percent), reflecting increased reimbursable work requirements.
- **Payroll** expenses underran by \$47.2 million (1.4 percent), due largely to vacancies.
- **Overtime** expenses overran budget by \$218.9 million (47.0 percent), caused primarily by Subway Action Plan (SAP) requirements for track, signals, infrastructure, station maintenance and car equipment initiatives, as well as vacancy/absentee and weather-related coverage requirements.
- **Pension** expenses were favorable by \$21.8 million (2.3 percent), resulting from lower NYCERS expenses.

**Non-labor** expenses exceeded Budget by \$118.8 million (6.2 percent), including:

- **Public liability claims** expenses increased by \$54.3 million (31.7 percent), reflecting increased claim reserve requirements based on the year-end actuarial valuation.
- **Paratransit service contract** expenses overran by \$39.0 million (9.4 percent), due mainly to a significant increase in E-Hail trips.
- **Materials & supplies** expenses were higher by \$35.1 million (11.0 percent), due to additional maintenance material requirements, largely connected to the expanded scope of SAP initiatives, which will be fully reimbursed.

## **Reimbursable Results**

Total reimbursable expenses of \$1,491.7 million were fully funded by capital and other reimbursements. Reimbursable expenses exceeded Estimate by \$74.8 million (5.3 percent) and the Adopted Budget by \$132.0 million (9.7 percent). These overruns were mainly due to increased overtime and related fringe benefit and overhead expenses in support of expanded capital project work requirements.

**MTA NEW YORK CITY TRANSIT**  
**2018 YEAR-END REPORT**  
**EXPLANATIONS OF OPERATING CASH RECEIPTS AND EXPENDITURE**  
**VARIANCES**

**2018 ACTUALS VS. FINAL ESTIMATE**

**Operating Receipts**

- **Farebox Receipts.** Farebox revenue receipts of \$4,490.4 million were higher than the Estimate by a favorable real variance of \$51.9 million. This variance was partly due to a payment from the City of \$14.0 million to establish a reserve for the Fair Fares program, as well as favorable increases in fare media liability reserves for fares paid but not used.
- **Other Operating Receipts.** Receipts of \$286.5 million underran the Estimate by a \$9.7 million unfavorable real variance, largely due to reduced Real Estate rental receipts.

**Operating Expenditures**

- **Total Salaries & Wages.** Salary & wage expenditures of \$4,060.8 million were less than the Estimate by \$23.5 million, of which \$10.6 million represents a real favorable variance and \$12.9 million represents favorable timing mainly due to delays in the implementation of general wage increases associated with labor agreements.
- **Health and Welfare.** Health and welfare expenditures (including OPEB current payments) of \$1,308.5 million underran the Estimate by \$64.3 million, including a \$65.4 million real underrun due mostly to lower medical and prescription drug costs, and an unfavorable timing variance of \$1.1 million.
- **Pension.** Pension expenditures of \$936.1 million were unfavorable by \$2.2 million to the Estimate, of which \$0.7 million is a favorable real variance and \$2.9 million represents an unfavorable timing variance due to advance payments to the MaBSTOA Pension fund.
- **Other Fringe Benefits.** Other fringe benefit expenditures of \$290.8 million underran the Estimate by \$12.7 million, including a favorable real variance of \$11.6 million, largely due to additional fringe benefit overhead credits, as well as a favorable timing variance of \$1.1 million.
- **Reimbursable Overhead Credits.** Reimbursable overhead credits of \$347.5 million exceeded the Estimate by a favorable real variance of \$22.0 million.
- **Electric Power.** Power operating expenditures of \$304.0 million overran the Estimate by an unfavorable real variance of \$13.3 million, consistent with the accrued results.
- **Fuel.** Fuel operating expenditures of \$114.4 million exceeded the Estimate by an unfavorable real variance of \$2.1 million.

- **Insurance.** Insurance expenditures of \$67.4 million was basically on target to the Estimate.
- **Claims.** Claims expenditures of \$137.3 million were under the Estimate by \$3.9 million, including a favorable real variance of \$0.6 million and a favorable timing variance of \$3.3 million, reflecting an increase in the value of settled but not paid claims.
- **Paratransit Service Contracts.** Paratransit service contract expenditures of \$450.2 million were equal to the Estimate.
- **Maintenance and Other Operating Contracts.** Maintenance contract expenditures of \$246.0 million underran by \$40.5 million, of which \$16.2 million represents a real favorable variance and \$24.3 million are favorable timing-related variances.
- **Professional Service Contracts.** Professional service contract expenditures of \$189.0 million were below the Estimate by \$10.7 million, including an unfavorable real variance of \$10.4 million and a favorable timing variance of \$21.1 million.
- **Materials & Supplies.** Materials & supplies expenditures of \$350.5 million overran the Estimate by \$4.7 million. This variance included an unfavorable real variance of \$8.9 million and a favorable timing variance of \$4.3 million.
- **Other Business Expenditures.** Other business expenditures of \$88.0 million were \$2.3 million above the Estimate, of which \$1.9 million represents an unfavorable real variance and \$0.4 million an unfavorable timing variance.

#### **Reimbursable Cash Results-Reimbursements Net of Expenditures**

Actual capital reimbursements net of expenditures was favorable by \$84.0 million versus the Estimate, including an unfavorable real variance of \$1.0 million and a favorable timing variance of \$85.0 million, largely reflecting the expediting of reimbursements for job overruns that have been resolved through changes in project funding.

**MTA NEW YORK CITY TRANSIT  
2018 YEAR-END REPORT  
EXPLANATIONS OF VARIANCES ON POSITIONS  
BY FUNCTION AND DEPARTMENT  
NON-REIMBURSABLE-REIMBURSABLE and FULL-TIME/FULL-TIME  
EQUIVALENTS**

**2018 Actuals vs. Final Estimate**

2018 year-end total full-time equivalents were 50,116, which was 666 positions (1.3 percent) below the Estimate.

**2018 Actuals vs. Adopted Budget**

2018 year-end total full-time equivalents were 50,116, which was 12 positions below the Budget.

**MTA NEW YORK CITY TRANSIT**  
**2018 YEAR-END REPORT**  
**EXPLANATION OF VARIANCES IN RIDERSHIP (UTILIZATION)**

**Ridership**

2018 total ridership of 2.26 billion was flat to the Final Estimate. Subway ridership was 0.1 percent (1.0 million trips) above the Estimate, while bus ridership was 0.3 percent (1.9 million trips) below. Paratransit ridership was 0.5 percent (0.05 million passenger trips) below the Estimate.

2018 total ridership was 4.9 percent (117.0 million trips) below the 2018 Adopted Budget. Subway ridership was 4.4 percent (76.5 million trips) below Budget, bus ridership was 6.7 percent (40.8 million trips) below, while paratransit ridership was 3.0 percent (0.3 million passenger trips) above Budget.

2018 total ridership was 3.4 percent (79.3 million trips) below 2017 ridership.

**Annual Ridership by Mode**

2018 subway ridership was 1.680 billion. Subway ridership decreased 2.7 percent (47.3 million trips) from 2017 to 2018. This is the third consecutive year of subway ridership decline, with decreases of 0.3% in 2016 and 1.7% in 2017. A shift in trips to for-hire vehicles, an increase in fare evasion, and service disruptions due to elevated levels of capital reconstruction and intensive maintenance are the major factors.

2018 bus ridership was 569.4 million, a decrease of 5.5 percent (33.3 million trips) from 2017. Bus ridership has declined in every year since 2014 with the cumulative decline since 2015 at 12.5%. A shift in trips to for-hire vehicles and significant increases in fare evasion are the major factors.

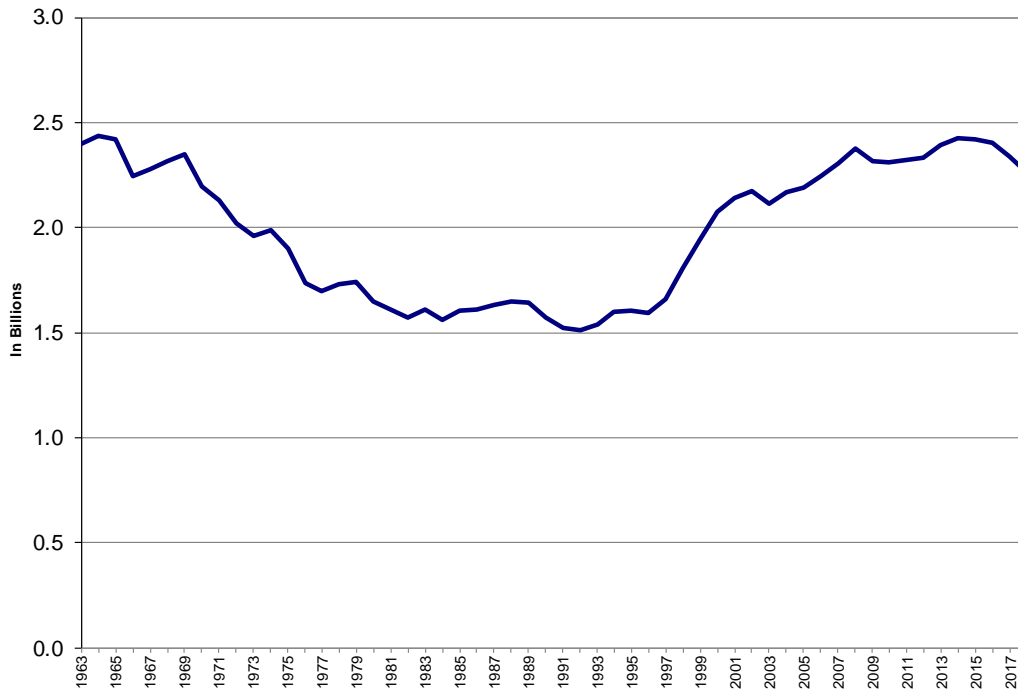
2018 paratransit ridership was 9.9 million, an increase of 14.9 percent (1.28 million passenger trips) from 2017. Paratransit ridership remained approximately at the level experienced from 2010 through 2017, then began increasing during the fourth quarter of 2017, with accelerated growth since April 2018, due to the popularity of E-Hail services.

**Weekday and Weekend Ridership**

Average weekday total ridership decreased by 3.4 percent from 2017 to 2018. Subway ridership decreased by 2.6 percent, bus ridership decreased by 6.0 percent, while paratransit ridership increased by 14.7 percent.

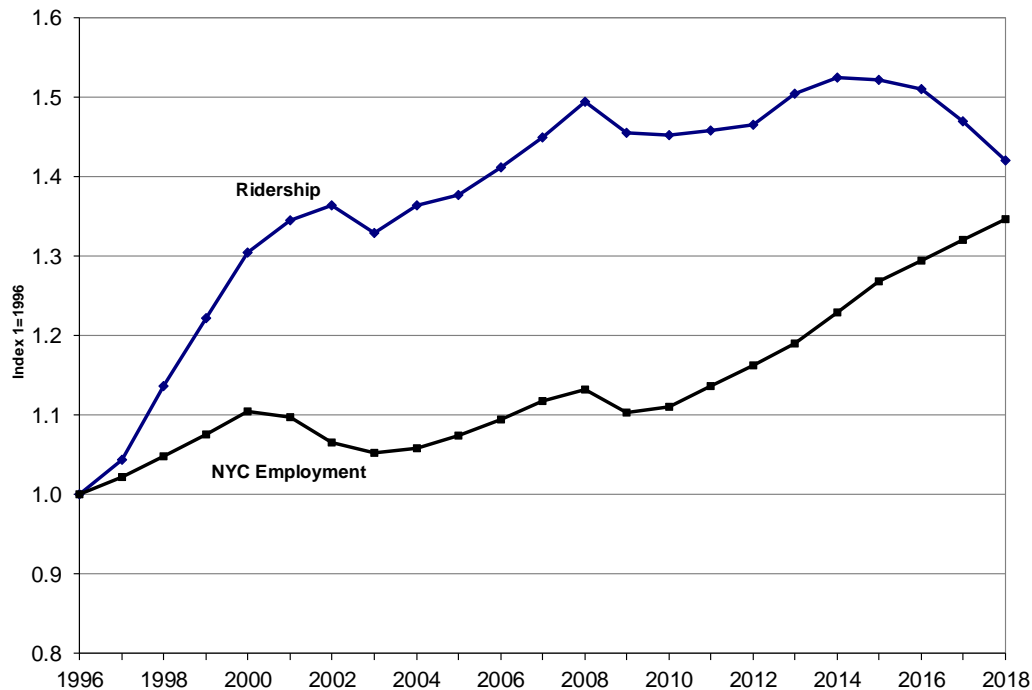
Average weekend total ridership (Saturday and Sunday combined) decreased 4.4 percent. Subway ridership decreased by 4.3 percent, bus ridership decreased by 4.9 percent, while paratransit ridership increased by 15.3 percent.

**Chart 1: Annual NYC Transit Ridership**



*Despite a 3.4 percent decrease in 2018, ridership has increased 49.7 percent compared to its low point in 1992, including a period of rapid growth following the introduction of fare incentives and free bus to subway transfers in 1997 and 1998.*

**Chart 2: NYC Employment and Total Ridership Index**

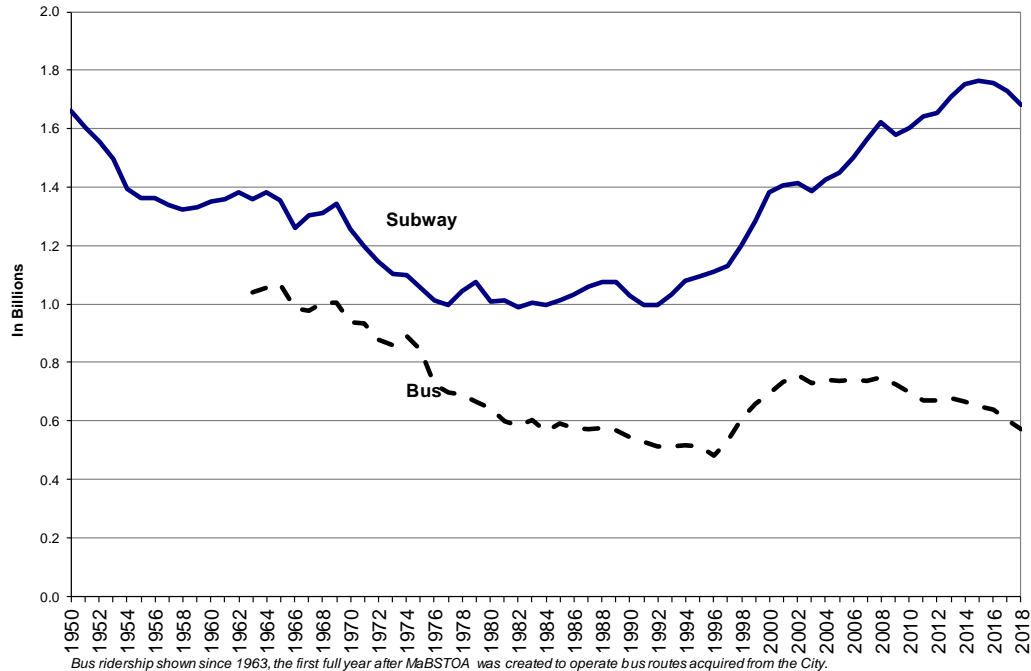


*New York City employment has historically been an important factor in ridership changes. Ridership decreased in 2003 and 2009 due at least in part to declining employment.*



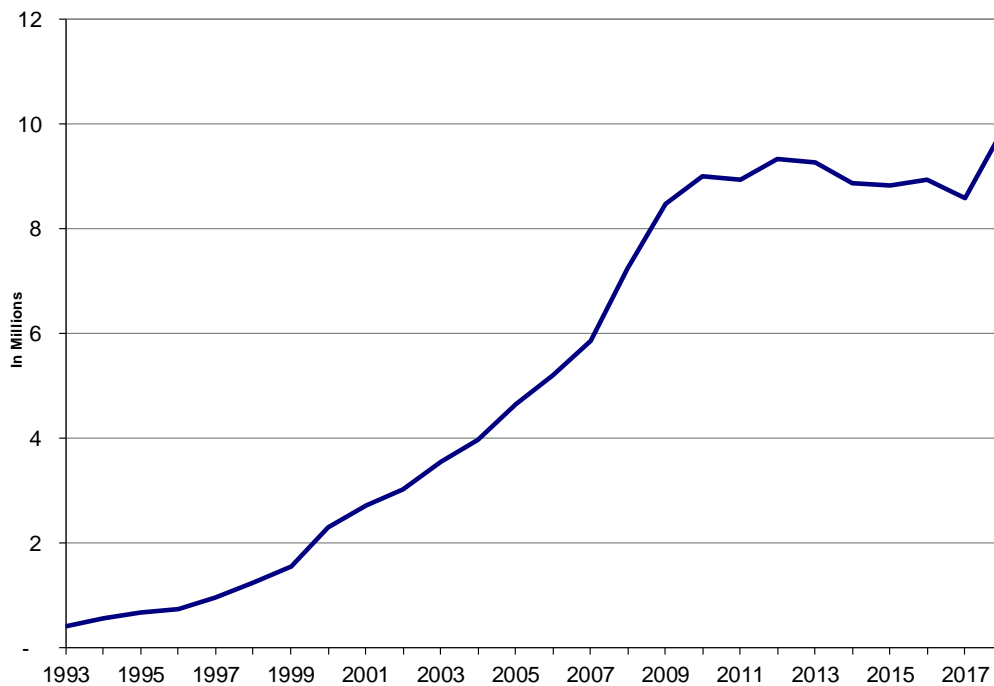
However, ridership growth outpaced employment growth by a wide margin between 1996 and 2002, and to a lesser extent between 2003 and 2008. Employment has increased 22.0 percent since the 2009 recession, compared to a 4.7 percent increase in subway ridership.

**Chart 3: Annual Subway and Bus Ridership**



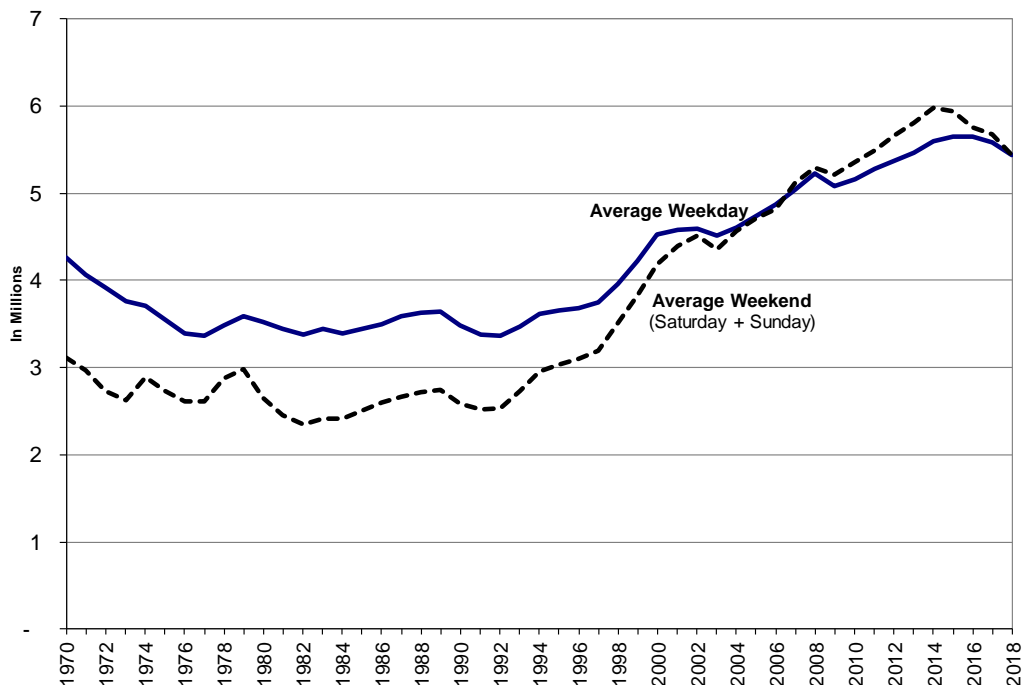
From 2017 to 2018, subway ridership decreased by 2.7 percent, while bus ridership decreased 5.5 percent. Both subway and bus ridership had a period of rapid growth from 1997 to 2003 due to the introduction of free bus and subway intermodal transfers. Subway ridership also grew rapidly from 2003 to 2008, while bus ridership was stable during that period. Since 1992, subway ridership increased 68.6 percent and bus ridership grew 11.2 percent.

**Chart 4: Annual Paratransit Ridership**



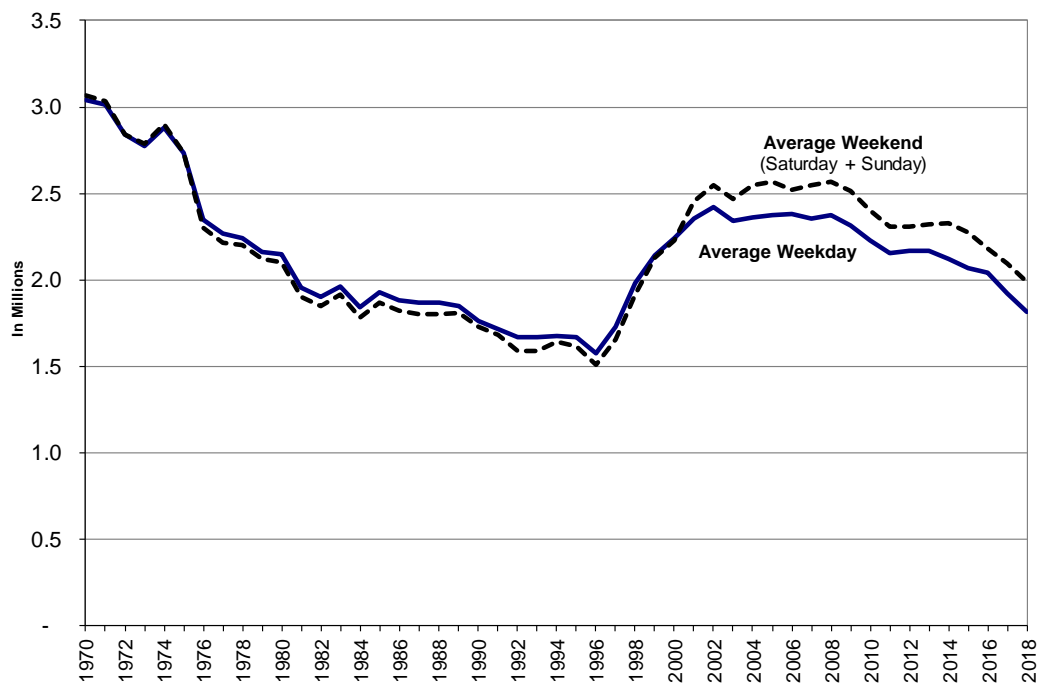
*Paratransit ridership has grown rapidly since NYC Transit became responsible for the service in 1993. Growth slowed in 2010 and remained relatively stable until surging again in 2018.*

**Chart 5: Weekday and Weekend Subway Ridership**



*Historically, subway ridership was much higher on weekdays than weekends (Saturday plus Sunday combined). However, weekend ridership grew rapidly between 2007 and 2014; during that time weekend ridership growth had averaged higher than weekdays. Since 2014, ridership has declined on weekends which may be related to increasing system repair and maintenance. Compared to 1992, weekday ridership grew by 61.8 percent, while weekend ridership more than doubled (up 114.9 percent).*

**Chart 6: Weekday and Weekend Bus Ridership**



*Weekday and weekend bus ridership were historically similar, but weekends had faster growth following the 1997-1998 fare incentives and the introduction of free transfers, and ridership has been higher than on weekdays since 2001. Both weekday and weekend ridership was stable from 2003 to 2008. Even with decreases since 2008, weekday ridership grew 15.1 percent and weekend ridership grew 31.9 percent compared to their low points in 1996.*

**MTA NEW YORK CITY TRANSIT**  
**2018 Year-End Report**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

| <b>NON-REIMBURSABLE</b>                       | <b>December 2018 Year-to-Date</b> |                                 |                     | <b>Favorable/(Unfavorable) Variance</b> |              |                             |              |
|---|-----------------------------------|---------------------------------|---------------------|---|--------------|-----------------------------|--------------|
|   | <u>Adopted<br/>Budget</u><br>\$   | <u>Final<br/>Estimate</u><br>\$ | <u>Actual</u><br>\$ | <u>Adopted Budget</u><br>\$             | <u>%</u>     | <u>Final Estimate</u><br>\$ | <u>%</u>     |
| <b>Revenue</b>                                |                                   |                                 |                     |   |              |                             |              |
| Farebox Revenue:                              |                                   |                                 |                     |   |              |                             |              |
| Subway  | 3,494.944                         | 3,413.257                       | 3,426.813           | (68.131)                                | (1.9)        | 13.556                      | 0.4          |
| Bus   | 957.641                           | 925.789                         | 928.768             | (28.873)                                | (3.0)        | 2.979                       | 0.3          |
| Paratransit                                   | 19.276                            | 20.763                          | 20.546              | 1.270                                   | 6.6          | (0.217)                     | (1.0)        |
| Fare Media Liability                          | 78.500                            | 78.500                          | 70.414              | (8.086)                                 | (10.3)       | (8.086)                     | (10.3)       |
| <b>Total Farebox Revenue</b>                  | <b>4,550.361</b>                  | <b>4,438.309</b>                | <b>4,446.541</b>    | <b>(103.820)</b>                        | <b>(2.3)</b> | <b>8.232</b>                | <b>0.2</b>   |
| Other Operating Revenue:                      |                                   |                                 |                     |   |              |                             |              |
| Fare Reimbursement                            | 84.016                            | 84.016                          | 84.016              | 0.000                                   | -            | 0.000                       | -            |
| Paratransit Reimbursement                     | 188.649                           | 196.322                         | 196.794             | 8.145                                   | 4.3          | 0.472                       | 0.2          |
| Other   | 172.428                           | 165.280                         | 165.336             | (7.092)                                 | (4.1)        | 0.056                       | 0.0          |
| Total Other Operating Revenue                 | 445.093                           | 445.618                         | 446.146             | 1.053                                   | 0.2          | 0.528                       | 0.1          |
| Capital and Other Reimbursements              | 0.000                             | 0.000                           | 0.000               | 0.000                                   | -            | 0.000                       | -            |
| <b>Total Revenue</b>                          | <b>4,995.454</b>                  | <b>4,883.927</b>                | <b>4,892.687</b>    | <b>(102.767)</b>                        | <b>(2.1)</b> | <b>8.760</b>                | <b>0.2</b>   |
| <b>Expenses</b>                               |                                   |                                 |                     |   |              |                             |              |
| Labor:  |                                   |                                 |                     |   |              |                             |              |
| Payroll                                       | 3,456.188                         | 3,427.795                       | 3,408.977           | 47.211                                  | 1.4          | 18.818                      | 0.5          |
| Overtime                                      | 465.434                           | 683.852                         | 684.331             | (218.897)                               | (47.0)       | (0.479)                     | (0.1)        |
| Total Salaries & Wages                        | 3,921.622                         | 4,111.647                       | 4,093.308           | (171.686)                               | (4.4)        | 18.339                      | 0.4          |
| Health and Welfare                            | 936.302                           | 937.610                         | 855.910             | 80.392                                  | 8.6          | 81.700                      | 8.7          |
| OPEB Current Payment                          | 462.463                           | 453.997                         | 444.137             | 18.326                                  | 4.0          | 9.860                       | 2.2          |
| Pensions                                      | 955.159                           | 933.899                         | 933.318             | 21.841                                  | 2.3          | 0.581                       | 0.1          |
| Other Fringe Benefits                         | 502.462                           | 472.303                         | 488.227             | 14.235                                  | 2.8          | (15.924)                    | (3.4)        |
| Total Fringe Benefits                         | 2,856.386                         | 2,797.809                       | 2,721.592           | 134.794                                 | 4.7          | 76.217                      | 2.7          |
| Reimbursable Overhead                         | (276.222)                         | (325.431)                       | (347.451)           | 71.229                                  | 25.8         | 22.020                      | 6.8          |
| <b>Total Labor Expenses</b>                   | <b>6,501.786</b>                  | <b>6,584.025</b>                | <b>6,467.449</b>    | <b>34.337</b>                           | <b>0.5</b>   | <b>116.576</b>              | <b>1.8</b>   |
| Non-Labor:                                    |                                   |                                 |                     |   |              |                             |              |
| Electric Power                                | 309.042                           | 290.682                         | 301.001             | 8.041                                   | 2.6          | (10.319)                    | (3.5)        |
| Fuel  | 91.345                            | 112.275                         | 112.183             | (20.838)                                | (22.8)       | 0.092                       | 0.1          |
| Insurance                                     | 75.712                            | 67.988                          | 67.313              | 8.399                                   | 11.1         | 0.675                       | 1.0          |
| Claims  | 171.333                           | 207.333                         | 225.666             | (54.333)                                | (31.7)       | (18.333)                    | (8.8)        |
| Paratransit Service Contracts                 | 416.481                           | 452.190                         | 455.471             | (38.990)                                | (9.4)        | (3.281)                     | (0.7)        |
| Maintenance and Other Operating Contracts     | 235.929                           | 261.543                         | 233.963             | 1.966                                   | 0.8          | 27.580                      | 10.5         |
| Professional Service Contracts                | 214.389                           | 206.429                         | 197.373             | 17.016                                  | 7.9          | 9.056                       | 4.4          |
| Materials & Supplies                          | 318.160                           | 347.363                         | 353.250             | (35.090)                                | (11.0)       | (5.887)                     | (1.7)        |
| Other Business Expenses                       | 83.169                            | 85.718                          | 88.095              | (4.926)                                 | (5.9)        | (2.377)                     | (2.8)        |
| <b>Total Non-Labor Expenses</b>               | <b>1,915.560</b>                  | <b>2,031.521</b>                | <b>2,034.315</b>    | <b>(118.755)</b>                        | <b>(6.2)</b> | <b>(2.794)</b>              | <b>(0.1)</b> |
| Other Expense Adjustments:                    |                                   |                                 |                     |   |              |                             |              |
| Other   | 0.000                             | 0.000                           | 0.000               | 0.000                                   | -            | 0.000                       | -            |
| <b>Total Other Expense Adjustments</b>        | <b>0.000</b>                      | <b>0.000</b>                    | <b>0.000</b>        | <b>0.000</b>                            | <b>-</b>     | <b>0.000</b>                | <b>-</b>     |
| <b>Total Expenses Before GASB Adjs.</b>       | <b>8,417.346</b>                  | <b>8,615.546</b>                | <b>8,501.764</b>    | <b>(84.418)</b>                         | <b>(1.0)</b> | <b>113.782</b>              | <b>1.3</b>   |
| Depreciation                                  | 1,828.062                         | 1,828.062                       | 1,851.972           | (23.910)                                | (1.3)        | (23.910)                    | (1.3)        |
| Other Post Employment Benefits                | 1,350.191                         | 1,350.191                       | 1,065.251           | 284.940                                 | 21.1         | 284.940                     | 21.1         |
| GASB 68 Pension Adjustment                    | (305.534)                         | (305.534)                       | (334.779)           | 29.245                                  | -            | 29.245                      | (9.6)        |
| Environmental Remediation                     | 0.000                             | 0.000                           | 84.138              | (84.138)                                | -            | (84.138)                    | -            |
| <b>Total Expenses</b>                         | <b>11,290.065</b>                 | <b>11,488.265</b>               | <b>11,168.346</b>   | <b>121.719</b>                          | <b>1.1</b>   | <b>319.919</b>              | <b>2.8</b>   |
| <b>Net Surplus/(Deficit)</b>                  |                                   |                                 |                     |   |              |                             |              |
| <i>(Excluding Subsidies and Debt Service)</i> | <b>(6,294.611)</b>                | <b>(6,604.338)</b>              | <b>(6,275.659)</b>  | <b>18.952</b>                           | <b>0.3</b>   | <b>328.679</b>              | <b>5.0</b>   |

Totals may not add due to rounding.

**MTA NEW YORK CITY TRANSIT**  
**2018 Year-End Report**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

**REIMBURSABLE**

|   | December 2018 Year-to-Date |                  |                  | Favorable/(Unfavorable) Variance |               |                 |              |
|---|----------------------------|------------------|------------------|----------------------------------|---------------|-----------------|--------------|
|   | Adopted                    | Final            | Actual           | Adopted Budget                   |               | Final Estimate  |              |
|   | <u>Budget</u>              | <u>Estimate</u>  |                  | <u>\$</u>                        | <u>%</u>      | <u>\$</u>       | <u>%</u>     |
|   | \$                         | \$               | \$               |                                  |               |                 |              |
| <b>Revenue</b>                                |                            |                  |                  |                                  |               |                 |              |
| Farebox Revenue                               | 0.000                      | 0.000            | 0.000            | 0.000                            | -             | 0.000           | -            |
| Other Operating Revenue                       | 0.000                      | 0.000            | 0.000            | 0.000                            | -             | 0.000           | -            |
| Capital and Other Reimbursements              | 1,359.683                  | 1,416.893        | 1,491.687        | 132.004                          | 9.7           | 74.794          | 5.3          |
| <b>Total Revenue</b>                          | <b>1,359.683</b>           | <b>1,416.893</b> | <b>1,491.687</b> | <b>132.004</b>                   | <b>9.7</b>    | <b>74.794</b>   | <b>5.3</b>   |
| <b>Expenses</b>                               |                            |                  |                  |                                  |               |                 |              |
| Labor:  |                            |                  |                  |                                  |               |                 |              |
| Payroll                                       | 515.508                    | 499.814          | 501.540          | 13.968                           | 2.7           | (1.726)         | (0.3)        |
| Overtime                                      | 123.793                    | 187.569          | 214.889          | (91.096)                         | (73.6)        | (27.320)        | (14.6)       |
| Total Salaries & Wages                        | 639.301                    | 687.383          | 716.429          | (77.128)                         | (12.1)        | (29.046)        | (4.2)        |
| Health and Welfare                            | 24.454                     | 25.364           | 24.350           | 0.104                            | 0.4           | 1.014           | 4.0          |
| OPEB Current Payment                          | 10.140                     | 10.396           | 9.341            | 0.799                            | -             | 1.055           | -            |
| Pensions                                      | 37.637                     | 38.814           | 38.780           | (1.143)                          | (3.0)         | 0.034           | 0.1          |
| Other Fringe Benefits                         | 208.163                    | 211.770          | 226.791          | (18.628)                         | (8.9)         | (15.021)        | (7.1)        |
| Total Fringe Benefits                         | 280.394                    | 286.344          | 299.262          | (18.868)                         | (6.7)         | (12.918)        | (4.5)        |
| Reimbursable Overhead                         | 276.222                    | 325.431          | 347.451          | (71.229)                         | (25.8)        | (22.020)        | (6.8)        |
| <b>Total Labor Expenses</b>                   | <b>1,195.917</b>           | <b>1,299.158</b> | <b>1,363.142</b> | <b>(167.225)</b>                 | <b>(14.0)</b> | <b>(63.984)</b> | <b>(4.9)</b> |
| Non-Labor:                                    |                            |                  |                  |                                  |               |                 |              |
| Electric Power                                | 0.252                      | 0.252            | 0.373            | (0.121)                          | (48.0)        | (0.121)         | (48.0)       |
| Fuel  | 0.027                      | 0.235            | 0.255            | (0.228)                          | -             | (0.020)         | -            |
| Insurance                                     | 0.000                      | 0.000            | 0.000            | 0.000                            | -             | 0.000           | -            |
| Claims  | 0.000                      | 0.000            | 0.000            | 0.000                            | -             | 0.000           | -            |
| Paratransit Service Contracts                 | 0.000                      | 0.000            | 0.000            | 0.000                            | -             | 0.000           | -            |
| Maintenance and Other Operating Contracts     | 69.087                     | 38.557           | 48.455           | 20.632                           | 29.9          | (9.898)         | (25.7)       |
| Professional Service Contracts                | 23.664                     | 13.033           | 12.843           | 10.821                           | 45.7          | 0.190           | 1.5          |
| Materials & Supplies                          | 71.178                     | 62.700           | 62.017           | 9.161                            | 12.9          | 0.683           | 1.1          |
| Other Business Expenses                       | (0.442)                    | 2.958            | 4.602            | (5.044)                          | 1,141.2       | (1.644)         | (55.6)       |
| <b>Total Non-Labor Expenses</b>               | <b>163.766</b>             | <b>117.735</b>   | <b>128.545</b>   | <b>35.221</b>                    | <b>21.5</b>   | <b>(10.810)</b> | <b>(9.2)</b> |
| Other Expense Adjustments:                    |                            |                  |                  |                                  |               |                 |              |
| Other   | 0.000                      | 0.000            | 0.000            | 0.000                            | -             | 0.000           | -            |
| <b>Total Other Expense Adjustments</b>        | <b>0.000</b>               | <b>0.000</b>     | <b>0.000</b>     | <b>0.000</b>                     | <b>-</b>      | <b>0.000</b>    | <b>-</b>     |
| <b>Total Expenses</b>                         | <b>1,359.683</b>           | <b>1,416.893</b> | <b>1,491.687</b> | <b>(132.004)</b>                 | <b>(9.7)</b>  | <b>(74.794)</b> | <b>(5.3)</b> |
| <b>Net Surplus/(Deficit)</b>                  |                            |                  |                  |                                  |               |                 |              |
| <i>(Excluding Subsidies and Debt Service)</i> | <b>0.000</b>               | <b>0.000</b>     | <b>0.000</b>     | <b>0.000</b>                     | <b>-</b>      | <b>0.000</b>    | <b>-</b>     |

Totals may not add due to rounding.

**MTA NEW YORK CITY TRANSIT**  
**2018 Year-End Report**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

| <b>NON-REIMBURSABLE &amp; REIMBURSABLE</b>    | <b>December 2018 Year-to-Date</b> |                       |                    | <b>Favorable/(Unfavorable) Variance</b> |              |                       |              |
|---|-----------------------------------|-----------------------|--------------------|---|--------------|-----------------------|--------------|
|   | <u>Adopted Budget</u>             | <u>Final Estimate</u> | <u>Actual</u>      | <u>Adopted Budget</u>                   | <u>%</u>     | <u>Final Estimate</u> | <u>%</u>     |
|   | \$                                | \$                    | \$                 | \$                                      | %            | \$                    | %            |
| <b>Revenue</b>                                |                                   |                       |                    |   |              |                       |              |
| Farebox Revenue:                              |                                   |                       |                    |   |              |                       |              |
| Subway  | 3,494.944                         | 3,413.257             | 3,426.813          | (68.131)                                | (1.9)        | 13.556                | 0.4          |
| Bus   | 957.641                           | 925.789               | 928.768            | (28.873)                                | (3.0)        | 2.979                 | 0.3          |
| Paratransit                                   | 19.276                            | 20.763                | 20.546             | 1.270                                   | 6.6          | (0.217)               | (1.0)        |
| Fare Media Liability                          | 78.500                            | 78.500                | 70.414             | (8.086)                                 | (10.3)       | (8.086)               | (10.3)       |
| <b>Total Farebox Revenue</b>                  | <b>4,550.361</b>                  | <b>4,438.309</b>      | <b>4,446.541</b>   | <b>(103.820)</b>                        | <b>(2.3)</b> | <b>8.232</b>          | <b>0.2</b>   |
| Other Operating Revenue:                      |                                   |                       |                    |   |              |                       |              |
| Fare Reimbursement                            | 84.016                            | 84.016                | 84.016             | 0.000                                   | -            | 0.000                 | -            |
| Paratransit Reimbursement                     | 188.649                           | 196.322               | 196.794            | 8.145                                   | 4.3          | 0.472                 | 0.2          |
| Other   | 172.428                           | 165.280               | 165.336            | (7.092)                                 | (4.1)        | 0.056                 | 0.0          |
| Total Other Operating Revenue                 | 445.093                           | 445.618               | 446.146            | 1.053                                   | 0.2          | 0.528                 | 0.1          |
| Capital and Other Reimbursements              | 1,359.683                         | 1,416.893             | 1,491.687          | 132.004                                 | 9.7          | 74.794                | 5.3          |
| <b>Total Revenue</b>                          | <b>6,355.137</b>                  | <b>6,300.820</b>      | <b>6,384.374</b>   | <b>29.237</b>                           | <b>0.5</b>   | <b>83.554</b>         | <b>1.3</b>   |
| <b>Expenses</b>                               |                                   |                       |                    |   |              |                       |              |
| Labor:  |                                   |                       |                    |   |              |                       |              |
| Payroll                                       | 3,971.696                         | 3,927.609             | 3,910.517          | 61.179                                  | 1.5          | 17.092                | 0.4          |
| Overtime                                      | 589.227                           | 871.421               | 899.220            | (309.993)                               | (52.6)       | (27.799)              | (3.2)        |
| Total Salaries & Wages                        | 4,560.923                         | 4,799.030             | 4,809.737          | (248.814)                               | (5.5)        | (10.707)              | (0.2)        |
| Health and Welfare                            | 960.756                           | 962.974               | 880.260            | 80.496                                  | 8.4          | 82.714                | 8.6          |
| OPEB Current Payment                          | 472.603                           | 464.393               | 453.478            | 19.125                                  | 4.0          | 10.915                | 2.4          |
| Pensions                                      | 992.796                           | 972.713               | 972.098            | 20.698                                  | 2.1          | 0.615                 | 0.1          |
| Other Fringe Benefits                         | 710.625                           | 684.073               | 715.018            | (4.393)                                 | (0.6)        | (30.945)              | (4.5)        |
| Total Fringe Benefits                         | 3,136.780                         | 3,084.153             | 3,020.854          | 115.926                                 | 3.7          | 63.299                | 2.1          |
| Reimbursable Overhead                         | 0.000                             | 0.000                 | 0.000              | 0.000                                   | -            | 0.000                 | -            |
| <b>Total Labor Expenses</b>                   | <b>7,697.703</b>                  | <b>7,883.183</b>      | <b>7,830.591</b>   | <b>(132.888)</b>                        | <b>(1.7)</b> | <b>52.592</b>         | <b>0.7</b>   |
| Non-Labor:                                    |                                   |                       |                    |   |              |                       |              |
| Electric Power                                | 309.294                           | 290.934               | 301.374            | 7.920                                   | 2.6          | (10.440)              | (3.6)        |
| Fuel  | 91.372                            | 112.510               | 112.438            | (21.066)                                | (23.1)       | 0.072                 | 0.1          |
| Insurance                                     | 75.712                            | 67.988                | 67.313             | 8.399                                   | 11.1         | 0.675                 | 1.0          |
| Claims  | 171.333                           | 207.333               | 225.666            | (54.333)                                | (31.7)       | (18.333)              | (8.8)        |
| Paratransit Service Contracts                 | 416.481                           | 452.190               | 455.471            | (38.990)                                | (9.4)        | (3.281)               | (0.7)        |
| Maintenance and Other Operating Contracts     | 305.016                           | 300.100               | 282.418            | 22.598                                  | 7.4          | 17.682                | 5.9          |
| Professional Service Contracts                | 238.053                           | 219.462               | 210.216            | 27.837                                  | 11.7         | 9.246                 | 4.2          |
| Materials & Supplies                          | 389.338                           | 410.063               | 415.267            | (25.929)                                | (6.7)        | (5.204)               | (1.3)        |
| Other Business Expenses                       | 82.727                            | 88.676                | 92.697             | (9.970)                                 | (12.1)       | (4.021)               | (4.5)        |
| <b>Total Non-Labor Expenses</b>               | <b>2,079.326</b>                  | <b>2,149.256</b>      | <b>2,162.860</b>   | <b>(83.534)</b>                         | <b>(4.0)</b> | <b>(13.604)</b>       | <b>(0.6)</b> |
| Other Expense Adjustments:                    |                                   |                       |                    |   |              |                       |              |
| Other   | 0.000                             | 0.000                 | 0.000              | 0.000                                   | -            | 0.000                 | -            |
| <b>Total Other Expense Adjustments</b>        | <b>0.000</b>                      | <b>0.000</b>          | <b>0.000</b>       | <b>0.000</b>                            | <b>-</b>     | <b>0.000</b>          | <b>-</b>     |
| <b>Total Expenses Before GASB Adjs.</b>       | <b>9,777.029</b>                  | <b>10,032.439</b>     | <b>9,993.451</b>   | <b>(216.422)</b>                        | <b>(2.2)</b> | <b>38.988</b>         | <b>0.4</b>   |
| Depreciation                                  | 1,828.062                         | 1,828.062             | 1,851.972          | (23.910)                                | (1.3)        | (23.910)              | (1.3)        |
| Other Post Employment Benefits                | 1,350.191                         | 1,350.191             | 1,065.251          | 284.940                                 | 21.1         | 284.940               | 21.1         |
| GASB 68 Pension Adjustment                    | (305.534)                         | (305.534)             | (334.779)          | 29.245                                  | -            | 29.245                | (9.6)        |
| Environmental Remediation                     | 0.000                             | 0.000                 | 84.138             | (84.138)                                | -            | (84.138)              | -            |
| <b>Total Expenses</b>                         | <b>12,649.748</b>                 | <b>12,905.158</b>     | <b>12,660.033</b>  | <b>(10.285)</b>                         | <b>(0.1)</b> | <b>245.125</b>        | <b>1.9</b>   |
| <b>Net Surplus/(Deficit)</b>                  |                                   |                       |                    |   |              |                       |              |
| <i>(Excluding Subsidies and Debt Service)</i> | <b>(6,294.611)</b>                | <b>(6,604.338)</b>    | <b>(6,275.659)</b> | <b>18.952</b>                           | <b>0.3</b>   | <b>328.679</b>        | <b>5.0</b>   |

**MTA NEW YORK CITY TRANSIT**  
**2018 Year-End Report**  
**Cash Receipts and Expenditures**  
**2018 Adopted Budget and Final Estimate vs Actual**  
**(\$ in millions)**

|   | December 2018 Year-to-Date |                    |                    | Favorable/(Unfavorable) Variance |              |                |            |
|---|----------------------------|--------------------|--------------------|----------------------------------|--------------|----------------|------------|
|   | Adopted<br>Budget          | Final<br>Estimate  | Actual             | Adopted Budget                   |              | Final Estimate |            |
|   | \$                         | \$                 | \$                 | \$                               | %            | \$             | %          |
| <b>Receipts</b>                               |                            |                    |                    |                                  |              |                |            |
| Farebox Revenue                               | 4,550.562                  | 4,438.509          | 4,490.421          | (60.141)                         | (1.3)        | 51.912         | 1.2        |
| Other Operating Revenue:                      |                            |                    |                    |                                  |              |                |            |
| Fare Reimbursement                            | 40.250                     | 40.250             | 39.052             | (1.198)                          | (3.0)        | (1.198)        | (3.0)      |
| Paratransit Reimbursement                     | 188.530                    | 195.709            | 193.821            | 5.291                            | 2.8          | (1.888)        | (1.0)      |
| Other   | 69.687                     | 60.207             | 53.585             | (16.102)                         | (23.1)       | (6.622)        | (11.0)     |
| Total Other Operating Revenue                 | 298.467                    | 296.166            | 286.458            | (12.009)                         | (4.0)        | (9.708)        | (3.3)      |
| Capital and Other Reimbursements              | 1,462.493                  | 1,453.035          | 1,611.794          | 149.301                          | 10.2         | 158.759        | 10.9       |
| <b>Total Receipts</b>                         | <b>6,311.522</b>           | <b>6,187.710</b>   | <b>6,388.673</b>   | <b>77.151</b>                    | <b>1.2</b>   | <b>200.963</b> | <b>3.2</b> |
| <b>Expenditures</b>                           |                            |                    |                    |                                  |              |                |            |
| Labor:  |                            |                    |                    |                                  |              |                |            |
| Payroll                                       | 3,939.684                  | 3,900.281          | 3,878.017          | 61.667                           | 1.6          | 22.264         | 0.6        |
| Overtime                                      | 589.227                    | 871.421            | 899.220            | (309.993)                        | (52.6)       | (27.799)       | (3.2)      |
| Total Salaries & Wages                        | 4,528.911                  | 4,771.702          | 4,777.237          | (248.326)                        | (5.5)        | (5.535)        | (0.1)      |
| Health and Welfare                            | 952.952                    | 944.140            | 888.766            | 64.186                           | 6.7          | 55.374         | 5.9        |
| OPEB Current Payment                          | 472.603                    | 464.392            | 453.477            | 19.126                           | 4.0          | 10.915         | 2.4        |
| Pensions                                      | 992.796                    | 972.713            | 974.880            | 17.916                           | 1.8          | (2.167)        | (0.2)      |
| Other Fringe Benefits                         | 483.232                    | 515.232            | 517.496            | (34.264)                         | (7.1)        | (2.264)        | (0.4)      |
| Total Fringe Benefits                         | 2,901.583                  | 2,896.477          | 2,834.619          | 66.964                           | 2.3          | 61.858         | 2.1        |
| GASB Account                                  | 6.296                      | 0.000              | 0.000              | 6.296                            | -            | 0.000          | -          |
| Reimbursable Overhead                         | 0.000                      | 0.000              | 0.000              | 0.000                            | -            | 0.000          | -          |
| <b>Total Labor Expenditures</b>               | <b>7,436.790</b>           | <b>7,668.179</b>   | <b>7,611.856</b>   | <b>(175.066)</b>                 | <b>(2.4)</b> | <b>56.323</b>  | <b>0.7</b> |
| Non-Labor:                                    |                            |                    |                    |                                  |              |                |            |
| Electric Power                                | 309.294                    | 290.934            | 304.395            | 4.899                            | 1.6          | (13.461)       | (4.6)      |
| Fuel  | 91.372                     | 112.510            | 114.654            | (23.282)                         | (25.5)       | (2.144)        | (1.9)      |
| Insurance                                     | 74.730                     | 67.659             | 67.429             | 7.301                            | 9.8          | 0.230          | 0.3        |
| Claims  | 120.367                    | 141.193            | 137.336            | (16.969)                         | (14.1)       | 3.857          | 2.7        |
| Paratransit Service Contracts                 | 414.481                    | 450.190            | 450.203            | (35.722)                         | (8.6)        | (0.013)        | (0.0)      |
| Maintenance and Other Operating Contracts     | 313.946                    | 325.101            | 294.500            | 19.446                           | 6.2          | 30.601         | 9.4        |
| Professional Service Contracts                | 226.053                    | 212.793            | 201.881            | 24.172                           | 10.7         | 10.912         | 5.1        |
| Materials & Supplies                          | 387.837                    | 408.564            | 412.543            | (24.706)                         | (6.4)        | (3.979)        | (1.0)      |
| Other Business Expenses                       | 82.728                     | 88.677             | 92.648             | (9.920)                          | (12.0)       | (3.971)        | (4.5)      |
| <b>Total Non-Labor Expenditures</b>           | <b>2,020.808</b>           | <b>2,097.621</b>   | <b>2,075.589</b>   | <b>(54.781)</b>                  | <b>(2.7)</b> | <b>22.032</b>  | <b>1.1</b> |
| Other Expenditure Adjustments:                |                            |                    |                    |                                  |              |                |            |
| Other   | 0.000                      | 0.000              | 0.000              | 0.000                            | -            | 0.000          | -          |
| <b>Total Other Expenditure Adjustments</b>    | <b>0.000</b>               | <b>0.000</b>       | <b>0.000</b>       | <b>0.000</b>                     | <b>-</b>     | <b>0.000</b>   | <b>-</b>   |
| <b>Total Expenditures</b>                     | <b>9,457.598</b>           | <b>9,765.800</b>   | <b>9,687.445</b>   | <b>(229.847)</b>                 | <b>(2.4)</b> | <b>78.355</b>  | <b>0.8</b> |
| <b>Net Surplus/(Deficit)</b>                  |                            |                    |                    |                                  |              |                |            |
| <i>(Excluding Subsidies and Debt Service)</i> | <b>(3,146.076)</b>         | <b>(3,578.090)</b> | <b>(3,298.772)</b> | <b>(152.696)</b>                 | <b>(4.9)</b> | <b>279.318</b> | <b>7.8</b> |

Totals may not add due to rounding.

**MTA NEW YORK CITY TRANSIT**  
**2018 Year-End Report**  
**Cash Conversion (Cash Flow Adjustments)**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

|   | December 2018 Year-to-Date |                  |                  | Favorable/(Unfavorable) Variance |                |                  |              |
|---|----------------------------|------------------|------------------|----------------------------------|----------------|------------------|--------------|
|   | Adopted                    | Final            | Actual           | Adopted Budget                   |                | Final Estimate   |              |
|   | Budget                     | Estimate         |                  | \$                               | %              | \$               | %            |
| <b>Receipts</b>                               |                            |                  |                  |                                  |                |                  |              |
| Farebox Revenue                               | 0.201                      | 0.200            | 43.880           | 43.679                           | 21,730.8       | 43.680           | 21,840.0     |
| Other Operating Revenue:                      |                            |                  |                  |                                  |                |                  |              |
| Fare Reimbursement                            | (43.766)                   | (43.766)         | (44.964)         | (1.198)                          | -              | (1.198)          | -            |
| Paratransit Reimbursement                     | (0.119)                    | (0.613)          | (2.973)          | (2.854)                          | 2,398.3        | (2.360)          | 385.0        |
| Other   | (102.741)                  | (105.073)        | (111.751)        | (9.010)                          | 8.8            | (6.678)          | 6.4          |
| Total Other Operating Revenue                 | (146.626)                  | (149.452)        | (159.688)        | (13.062)                         | 8.9            | (10.236)         | 6.8          |
| Capital and Other Reimbursements              | 102.810                    | 36.142           | 120.107          | 17.297                           | 16.8           | 83.965           | (232.3)      |
| <b>Total Receipts</b>                         | <b>(43.615)</b>            | <b>(113.110)</b> | <b>4.299</b>     | <b>47.914</b>                    | <b>(109.9)</b> | <b>117.409</b>   | <b>103.8</b> |
| <b>Expenditures</b>                           |                            |                  |                  |                                  |                |                  |              |
| Labor:  |                            |                  |                  |                                  |                |                  |              |
| Payroll                                       | 32.012                     | 27.328           | 32.500           | 0.488                            | 1.5            | 5.172            | 18.9         |
| Overtime                                      | 0.000                      | 0.000            | 0.000            | 0.000                            | -              | 0.000            | -            |
| Total Salaries & Wages                        | 32.012                     | 27.328           | 32.500           | 0.488                            | 1.5            | 5.172            | 18.9         |
| Health and Welfare                            | 7.804                      | 18.834           | (8.506)          | (16.310)                         | (209.0)        | (27.340)         | 145.2        |
| OPEB Current Payment                          | 0.000                      | 0.001            | 0.001            | 0.001                            | -              | 0.000            | -            |
| Pensions                                      | 0.000                      | 0.000            | (2.782)          | (2.782)                          | #DIV/0!        | (2.782)          | #DIV/0!      |
| Other Fringe Benefits                         | 227.393                    | 168.841          | 197.522          | (29.871)                         | (13.1)         | 28.681           | 17.0         |
| Total Fringe Benefits                         | 235.197                    | 187.676          | 186.235          | (48.962)                         | (20.8)         | (1.441)          | (0.8)        |
| GASB Account                                  | (6.296)                    | 0.000            | 0.000            | 6.296                            | -              | 0.000            | -            |
| Reimbursable Overhead                         | 0.000                      | 0.000            | 0.000            | 0.000                            | -              | 0.000            | -            |
| <b>Total Labor Expenditures</b>               | <b>260.913</b>             | <b>215.004</b>   | <b>218.735</b>   | <b>(42.178)</b>                  | <b>(16.2)</b>  | <b>3.731</b>     | <b>1.7</b>   |
| Non-Labor:                                    |                            |                  |                  |                                  |                |                  |              |
| Electric Power                                | 0.000                      | 0.000            | (3.021)          | (3.021)                          | -              | (3.021)          | -            |
| Fuel  | 0.000                      | 0.000            | (2.216)          | (2.216)                          | -              | (2.216)          | -            |
| Insurance                                     | 0.982                      | 0.329            | (0.116)          | (1.098)                          | 111.8          | (0.445)          | (135.3)      |
| Claims  | 50.966                     | 66.140           | 88.330           | 37.364                           | 73.3           | 22.190           | 33.6         |
| Paratransit Service Contracts                 | 2.000                      | 2.000            | 5.268            | 3.268                            | (163.4)        | 3.268            | 163.4        |
| Maintenance and Other Operating Contracts     | (8.930)                    | (25.001)         | (12.082)         | (3.152)                          | (35.3)         | 12.919           | 51.7         |
| Professional Service Contracts                | 12.000                     | 6.669            | 8.335            | (3.665)                          | (30.5)         | 1.666            | 25.0         |
| Materials & Supplies                          | 1.501                      | 1.499            | 2.724            | 1.223                            | 81.5           | 1.225            | (81.7)       |
| Other Business Expenses                       | (0.001)                    | (0.001)          | 0.049            | 0.050                            | -              | 0.050            | -            |
| <b>Total Non-Labor Expenditures</b>           | <b>58.518</b>              | <b>51.635</b>    | <b>87.271</b>    | <b>28.753</b>                    | <b>49.1</b>    | <b>35.636</b>    | <b>69.0</b>  |
| Other Expenditure Adjustments:                |                            |                  |                  |                                  |                |                  |              |
| Other   | 0.000                      | 0.000            | 0.000            | 0.000                            | -              | 0.000            | -            |
| <b>Total Other Expenditure Adjustments</b>    | <b>0.000</b>               | <b>0.000</b>     | <b>0.000</b>     | <b>0.000</b>                     | <b>-</b>       | <b>0.000</b>     | <b>-</b>     |
| <b>Total Expenditures Before GASB Adjs.</b>   | <b>319.431</b>             | <b>266.639</b>   | <b>306.006</b>   | <b>(13.425)</b>                  | <b>(4.2)</b>   | <b>39.367</b>    | <b>14.8</b>  |
| Depreciation                                  | 1,828.062                  | 1,828.062        | 1,851.972        | 23.910                           | 1.3            | 23.910           | 1.3          |
| Other Post Employment Benefits                | 1,350.191                  | 1,350.191        | 1,065.251        | (284.940)                        | (21.1)         | (284.940)        | (21.1)       |
| GASB 68 Pension Adjustment                    | (305.534)                  | (305.534)        | (334.779)        | (29.245)                         | -              | (29.245)         | 9.6          |
| Environmental Remediation                     | 0.000                      | 0.000            | 84.138           | 84.138                           | -              | 84.138           | -            |
| <b>Total Expenditures</b>                     | <b>3,192.150</b>           | <b>3,139.358</b> | <b>2,972.588</b> | <b>(219.562)</b>                 | <b>(6.9)</b>   | <b>(166.770)</b> | <b>(5.3)</b> |
| <b>Net Surplus/(Deficit)</b>                  |                            |                  |                  |                                  |                |                  |              |
| <i>(Excluding Subsidies and Debt Service)</i> | <b>3,148.535</b>           | <b>3,026.248</b> | <b>2,976.887</b> | <b>(171.648)</b>                 | <b>(5.5)</b>   | <b>(49.361)</b>  | <b>(1.6)</b> |

Totals may not add due to rounding.



**MTA NEW YORK CITY TRANSIT**  
**2018 Year-End Report**  
**Ridership/Traffic Volume (Utilization)**  
(ridership in millions)

|                          | <b>December 2018 Year-to-Date</b> |                  |                  | <b>Favorable/(Unfavorable)</b> |                |                       |                |
|--------------------------|-----------------------------------|------------------|------------------|--------------------------------|----------------|-----------------------|----------------|
|                          | <b>Adopted</b>                    | <b>Final</b>     | <b>Actual</b>    | <b>Adopted Budget</b>          |                | <b>Final Estimate</b> |                |
|                          | <b>Budget</b>                     | <b>Estimate</b>  |                  | <b>Variance</b>                | <b>Percent</b> | <b>Variance</b>       | <b>Percent</b> |
| Subway                   | 1,756.538                         | 1,679.059        | 1,680.060        | (76.478)                       | (4.4%)         | 1.001                 | 0.1%           |
| Bus                      | 610.190                           | 571.305          | 569.361          | (40.829)                       | (6.7%)         | (1.944)               | (0.3%)         |
| Paratransit              | 9.576                             | 9.915            | 9.867            | 0.292                          | 3.0%           | (0.048)               | (0.5%)         |
| <b>Total Utilization</b> | <b>2,376.304</b>                  | <b>2,260.279</b> | <b>2,259.289</b> | <b>(117.015)</b>               | <b>(4.9%)</b>  | <b>(0.990)</b>        | <b>(0.0%)</b>  |

Notes: Paratransit ridership includes guests and personal care attendants.

Totals may not add due to rounding.

MTA New York City Transit  
2018 Year-End  
2018 Adopted Budget and Final Estimate vs. Actual  
Non-Reimbursable/Reimbursable Overtime  
(\$ in millions)

|   | 2018                |                  |                     |                  | 2018              |                  |                     |                    | 2018                       |                   |                     |         |
|---|---------------------|------------------|---------------------|------------------|-------------------|------------------|---------------------|--------------------|----------------------------|-------------------|---------------------|---------|
|   | 2018 Adopted Budget |                  | 2018 Final Estimate |                  | Actuals           |                  | Adopted vs. Actuals |                    | Final Estimate vs. Actuals |                   | Var. - Fav./(Unfav) |         |
|   | Hours               | \$               | Hours               | \$               | Hours             | \$               | Hours               | \$                 | Hours                      | \$                |                     |         |
| <b>NON-REIMBURSABLE OVERTIME</b>        |                     |                  |                     |                  |                   |                  |                     |                    |                            |                   |                     |         |
| <u>Scheduled Service</u>                | 4,456,687           | \$147,067        | 4,405,836           | \$145,477        | 4,438,958         | \$145,829        | 17,729              | \$1,237            | (33,122)                   | (\$0,353)         |                     | -0.2%   |
|   |                     |                  |                     |                  |                   |                  |                     | 0.8%               |                            |                   |                     |         |
| <u>Unscheduled Service</u>              | 3,702,699           | \$124,998        | 5,846,470           | \$201,022        | 5,382,528         | \$185,070        | (1,679,829)         | (\$60,072)         | 463,942                    | \$15,952          |                     | 7.9%    |
|   |                     |                  |                     |                  |                   |                  |                     | (48.1%)            |                            |                   |                     |         |
| <u>Programmatic/Routine Maintenance</u> | 4,149,157           | \$147,149        | 7,270,991           | \$263,402        | 7,267,552         | \$263,278        | (3,118,394)         | (\$116,129)        | 3,439                      | \$0,125           |                     | %       |
|   |                     |                  |                     |                  |                   |                  |                     | (78.9%)            |                            |                   |                     |         |
| <u>Vacancy/Absentee Coverage</u>        | 627,640             | \$20,370         | 981,494             | \$34,254         | 1,151,052         | \$39,591         | (523,412)           | (\$19,221)         | (169,557)                  | (\$5,337)         |                     | (15.6%) |
|   |                     |                  |                     |                  |                   |                  |                     | *                  |                            |                   |                     |         |
| <u>Weather Emergencies</u>              | 533,358             | \$17,459         | 931,407             | \$30,874         | 1,200,890         | \$39,844         | (667,533)           | (\$22,385)         | (269,483)                  | (\$8,970)         |                     | (29.1%) |
|   |                     |                  |                     |                  |                   |                  |                     | (128.2%)           |                            |                   |                     |         |
| <u>Safety/Security/Law Enforcement</u>  | 116,157             | \$3,447          | 105,390             | \$3,079          | 97,805            | \$2,848          | 18,352              | \$0,599            | 7,585                      | \$0,231           |                     | 7.5%    |
|   |                     |                  |                     |                  |                   |                  |                     | 17.4%              |                            |                   |                     |         |
| <u>Other</u>                            | 163,190             | \$4,945          | 187,312             | \$5,743          | 208,263           | \$7,872          | (45,073)            | (\$2,927)          | (20,952)                   | (\$2,128)         |                     | (37.1%) |
|   |                     |                  |                     |                  |                   |                  |                     | (59.2%)            |                            |                   |                     |         |
| <b>Sub-Total</b>                        | <b>13,748,888</b>   | <b>\$465,434</b> | <b>19,728,900</b>   | <b>\$683,852</b> | <b>19,747,048</b> | <b>\$684,332</b> | <b>(5,998,160)</b>  | <b>(\$218,898)</b> | <b>(18,148)</b>            | <b>(\$0,480)</b>  |                     | (0.1%)  |
|   |                     |                  |                     |                  |                   |                  |                     | (47.0%)            |                            |                   |                     |         |
| <b>REIMBURSABLE OVERTIME</b>            |                     |                  |                     |                  |                   |                  |                     |                    |                            |                   |                     |         |
|   | 3,570,650           | \$123,793        | 5,169,895           | \$187,569        | 6,016,317         | \$214,889        | (2,445,667)         | (\$91,096)         | (846,422)                  | (\$27,319)        |                     | -14.6%  |
|   |                     |                  |                     |                  |                   |                  |                     | (73.6%)            |                            |                   |                     |         |
| <b>TOTAL NR &amp; R OVERTIME</b>        | <b>17,319,538</b>   | <b>\$589,227</b> | <b>24,898,795</b>   | <b>\$871,421</b> | <b>25,763,365</b> | <b>\$899,220</b> | <b>(8,443,827)</b>  | <b>(\$309,994)</b> | <b>(864,570)</b>           | <b>(\$27,799)</b> |                     | (3.2%)  |
|   |                     |                  |                     |                  |                   |                  |                     | (52.6%)            |                            |                   |                     |         |

\* Above 100%

MTA New York City Transit  
2018 Year-End  
2018 Adopted Budget and Final Estimate vs. Actual  
Non-Reimbursable/Reimbursable Overtime  
(\$ in millions)

| December 2018 Year-to-Date              |                     |                                |  |
|---|---------------------|--------------------------------|--|
|   | Var. - Fav./(Unfav) |                                | Explanations   |
|   | Hours               | \$                             |  |
| <b><u>NON-REIMBURSABLE OVERTIME</u></b> |                     |                                |  |
| <u>Scheduled Service</u>                | (33,122)            | (0.4)<br>-0.2%                 |  |
| <u>Unscheduled Service</u>              | 463,942             | 16.0<br>7.9%                   | Favorable variance due to less than forecasted delay mitigation overtime required.   |
| <u>Programmatic/Routine Maintenance</u> | 3,439               | 0.1<br>%                       |  |
| <u>Unscheduled Maintenance</u>          | -                   | -<br>0.0%                      |  |
| <u>Vacancy/Absentee Coverage</u>        | (169,557)           | (5.3)<br>(15.6%)               | Unfavorable variance mainly due to vacancy/absentee coverage for Station Agents, Bus operators and Track and Signal hourly employees |
| <u>Weather Emergencies</u>              | (269,483)           | (9.0)<br>(29.1%)               | Unfavorable weather in summer months due to heat-related issues and water conditions and December weather requirements.              |
| <u>Safety/Security/Law Enforcement</u>  | 7,585               | 0.2<br>7.5%                    |  |
| <u>Other</u>                            | (20,952)            | (2.1)<br>(37.1%)               | Unfavorable variance mainly due to timing lag of reimbursable charges  |
| <b>Sub-Total</b>                        | <b>(18,148)</b>     | <b>(0.5)</b><br><b>(0.1%)</b>  |  |
| <b><u>REIMBURSABLE OVERTIME</u></b>     |                     |                                |  |
|   | (846,422)           | (27.3)                         | Unfavorable variance mainly due to vacancy/absentee Coverage, SAP Job overrun and additional Capital support                         |
|   |                     | -14.6%                         |  |
| <b>TOTAL OVERTIME</b>                   | <b>(864,570)</b>    | <b>(27.8)</b><br><b>(3.2%)</b> |  |

<sup>1</sup> All other & reimbursable budget and actual includes PTE \$'s only. Does not include hours.

\* Above 100%

**MTA NEW YORK CITY TRANSIT**  
**2018 YEAR-END REPORT**  
**2018 CASH RESULTS - ACTUAL vs. FINAL ESTIMATE**  
(\$ in millions)

|  |                    |                    | Favorable/(Unfavorable) Variance |                |                |
|--|--------------------|--------------------|----------------------------------|----------------|----------------|
|  | Final<br>Estimate  | Actual             | Total                            | Real           | Timing         |
| <b><u>Receipts</u></b>                     |                    |                    |                                  |                |                |
| Farebox Revenue                            | \$4,438.5          | \$4,490.4          | \$51.9                           | \$51.9         | \$0.0          |
| Vehicle Toll Revenue                       | 0.0                | 0.0                | 0.0                              | 0.0            | 0.0            |
| Other Operating Revenue                    | 296.2              | 286.5              | (9.7)                            | (9.7)          | 0.0            |
| Capital and Other Reimbursements           | 1,453.0            | 1,611.8            | 158.8                            | 75.1           | 83.7           |
| <b>Total Receipts</b>                      | <b>6,187.7</b>     | <b>6,388.7</b>     | <b>201.0</b>                     | <b>117.3</b>   | <b>83.7</b>    |
| <b><u>Expenditures</u></b>                 |                    |                    |                                  |                |                |
| Labor:                                     |                    |                    |                                  |                |                |
| Payroll                                    | 3,900.3            | 3,878.0            | 22.3                             | 9.3            | 12.9           |
| Overtime                                   | 871.4              | 899.2              | (27.8)                           | (27.8)         | 0.0            |
| Health and Welfare                         | 944.1              | 888.8              | 55.4                             | 56.5           | (1.1)          |
| OPEB Current Payment                       | 464.4              | 453.5              | 10.9                             | 10.9           | 0.0            |
| Pensions                                   | 972.7              | 974.9              | (2.2)                            | 0.8            | (2.9)          |
| Other Fringe Benefits                      | 515.2              | 517.5              | (2.3)                            | (3.4)          | 1.1            |
| GASB Account                               | 0.0                | 0.0                | 0.0                              | 0.0            | 0.0            |
| Reimbursable Overhead                      | 0.0                | 0.0                | 0.0                              | 0.0            | 0.0            |
| <b>Total Labor Expenditures</b>            | <b>7,668.2</b>     | <b>7,611.9</b>     | <b>56.3</b>                      | <b>46.3</b>    | <b>10.0</b>    |
| Non-Labor:                                 |                    |                    |                                  |                |                |
| Electric Power                             | 290.9              | 304.4              | (13.5)                           | (13.5)         | 0.0            |
| Fuel                                       | 112.5              | 114.7              | (2.1)                            | (2.1)          | 0.0            |
| Insurance                                  | 67.7               | 67.4               | 0.2                              | 0.2            | 0.0            |
| Claims                                     | 141.2              | 137.3              | 3.9                              | 0.6            | 3.3            |
| Paratransit Service Contracts              | 450.2              | 450.2              | (0.0)                            | (0.0)          | 0.0            |
| Maintenance and Other Operating Contracts  | 325.1              | 294.5              | 30.6                             | 5.8            | 24.8           |
| Professional Service Contracts             | 212.8              | 201.9              | 10.9                             | (10.2)         | 21.1           |
| Materials & Supplies                       | 408.6              | 412.5              | (4.0)                            | (9.0)          | 5.0            |
| Other Business Expenses                    | 88.7               | 92.6               | (4.0)                            | (3.6)          | (0.4)          |
| <b>Total Non-Labor Expenditures</b>        | <b>2,097.6</b>     | <b>2,075.6</b>     | <b>22.0</b>                      | <b>(31.8)</b>  | <b>53.8</b>    |
| Other Expenditure Adjustments:             |                    |                    |                                  |                |                |
| Other                                      | 0.0                | 0.0                | 0.0                              | 0.0            | 0.0            |
| <b>Total Other Expenditure Adjustments</b> | <b>0.0</b>         | <b>0.0</b>         | <b>0.0</b>                       | <b>0.0</b>     | <b>0.0</b>     |
| <b>Total Expenditures</b>                  | <b>9,765.8</b>     | <b>9,687.4</b>     | <b>78.4</b>                      | <b>14.5</b>    | <b>63.8</b>    |
| <b>Baseline Net Cash Deficit</b>           | <b>(\$3,578.1)</b> | <b>(\$3,298.7)</b> | <b>\$279.4</b>                   | <b>\$131.8</b> | <b>\$147.5</b> |

Totals may not agree due to rounding.

**MTA NEW YORK CITY TRANSIT**  
**2018 YEAR-END REPORT**  
**2018 OPERATING CASH RESULTS - ACTUAL vs. FINAL ESTIMATE**  
(\$ in millions)

|   | <u>Final</u>     |                  | <u>Favorable/(Unfavorable) Variance</u> |               |               |
|---|------------------|------------------|---|---------------|---------------|
|   | <u>Estimate</u>  | <u>Actual</u>    | <u>Total</u>                            | <u>Real</u>   | <u>Timing</u> |
|   | \$               | \$               | \$                                      | \$            | \$            |
| <b><u>Operating Receipts</u></b>            |                  |                  |   |               |               |
| Farebox Revenue                             | 4,438.5          | 4,490.4          | 51.9                                    | 51.9          | 0.0           |
| Vehicle Toll Revenue                        | 0.0              | 0.0              | 0.0                                     | 0.0           | 0.0           |
| Other Operating Revenue:                    |                  |                  |   |               |               |
| Fare Reimbursement                          | 40.3             | 39.1             | (1.2)                                   | (1.2)         | 0.0           |
| Paratransit Reimbursement                   | 195.7            | 193.8            | (1.9)                                   | (1.9)         | 0.0           |
| Other                                       | 60.2             | 53.6             | (6.6)                                   | (6.6)         | 0.0           |
| Total Other Operating Revenue               | 296.2            | 286.5            | (9.7)                                   | (9.7)         | 0.0           |
| <b>Total Operating Receipts</b>             | <b>4,734.7</b>   | <b>4,776.9</b>   | <b>42.2</b>                             | <b>42.2</b>   | <b>0.0</b>    |
| <b><u>Operating Expenditures</u></b>        |                  |                  |   |               |               |
| Labor:                                      |                  |                  |   |               |               |
| Total Salaries & Wages                      | 4,084.3          | 4,060.8          | 23.5                                    | 10.6          | 12.9          |
| Health and Welfare (including OPEB)         | 1,372.8          | 1,308.5          | 64.3                                    | 65.4          | (1.1)         |
| Pensions                                    | 933.9            | 936.1            | (2.2)                                   | 0.7           | (2.9)         |
| Other Fringe Benefits                       | 303.5            | 290.8            | 12.7                                    | 11.6          | 1.1           |
| Total Fringe Benefits                       | 2,610.1          | 2,535.4          | 74.8                                    | 77.6          | (2.9)         |
| GASB Account                                | 0.0              | 0.0              | 0.0                                     | 0.0           | 0.0           |
| Reimbursable Overhead                       | (325.4)          | (347.5)          | 22.0                                    | 22.0          | 0.0           |
| <b>Total Labor Expenditures</b>             | <b>6,369.0</b>   | <b>6,248.7</b>   | <b>120.3</b>                            | <b>110.3</b>  | <b>10.0</b>   |
| Non-Labor:                                  |                  |                  |   |               |               |
| Electric Power                              | 290.7            | 304.0            | (13.3)                                  | (13.3)        | 0.0           |
| Fuel  | 112.3            | 114.4            | (2.1)                                   | (2.1)         | 0.0           |
| Insurance                                   | 67.7             | 67.4             | 0.2                                     | 0.2           | 0.0           |
| Claims                                      | 141.2            | 137.3            | 3.9                                     | 0.6           | 3.3           |
| Paratransit Service Contracts               | 450.2            | 450.2            | (0.0)                                   | (0.0)         | 0.0           |
| Maintenance and Other Operating Contracts   | 286.5            | 246.0            | 40.5                                    | 16.2          | 24.3          |
| Professional Service Contracts              | 199.8            | 189.0            | 10.7                                    | (10.4)        | 21.1          |
| Materials & Supplies                        | 345.9            | 350.5            | (4.7)                                   | (8.9)         | 4.3           |
| Other Business Expenses                     | 85.7             | 88.0             | (2.3)                                   | (1.9)         | (0.4)         |
| <b>Total Non-Labor Expenditures</b>         | <b>1,979.9</b>   | <b>1,947.0</b>   | <b>32.8</b>                             | <b>(19.7)</b> | <b>52.6</b>   |
| Other Expenditure Adjustments:              |                  |                  |   |               |               |
| Other                                       | 0.0              | 0.0              | 0.0                                     | 0.0           | 0.0           |
| <b>Total Other Expenditure Adjustments</b>  | <b>0.0</b>       | <b>0.0</b>       | <b>0.0</b>                              | <b>0.0</b>    | <b>0.0</b>    |
| <b>Total Operating Expenditures</b>         | <b>8,348.9</b>   | <b>8,195.8</b>   | <b>153.1</b>                            | <b>90.6</b>   | <b>62.6</b>   |
| Capital and Other Reimbursements            | 1,453.0          | 1,611.8          | 158.8                                   | 75.1          | 83.7          |
| Capital and Other Reimbursable Expenditures | 1,416.9          | 1,491.7          | (74.8)                                  | (76.0)        | 1.3           |
| <b>Net Capital and Other Reimbursements</b> | <b>36.1</b>      | <b>120.1</b>     | <b>84.0</b>                             | <b>(1.0)</b>  | <b>85.0</b>   |
| <b>Net Cash Deficit</b>                     | <b>(3,578.1)</b> | <b>(3,298.8)</b> | <b>279.3</b>                            | <b>131.7</b>  | <b>147.6</b>  |

Totals may not add due to rounding.

**MTA NEW YORK CITY TRANSIT**  
**2018 YEAR-END REPORT**  
**2018 OPERATING CASH RESULTS - ACTUAL vs. ADOPTED BUDGET**  
(\$ in millions)

|   | <u>Adopted<br/>Budget</u><br>\$ | <u>Actual</u><br>\$ | <u>Favorable<br/>(Unfavorable)<br/>Variance</u><br>\$ |
|---|---------------------------------|---------------------|---|
| <b><u>Operating Receipts</u></b>            |                                 |                     |   |
| Farebox Revenue                             | 4,550.6                         | 4,490.4             | (60.2)  |
| Vehicle Toll Revenue                        | 0.0                             | 0.0                 | 0.0   |
| Other Operating Revenue:                    |                                 |                     |   |
| Fare Reimbursement                          | 40.3                            | 39.1                | (1.2)   |
| Paratransit Reimbursement                   | 188.5                           | 193.8               | 5.3   |
| Other                                       | 69.7                            | 53.6                | (16.1)  |
| Total Other Operating Revenue               | 298.5                           | 286.5               | (12.0)  |
| <b>Total Operating Receipts</b>             | <b>4,849.0</b>                  | <b>4,776.9</b>      | <b>(72.2)</b>   |
| <b><u>Operating Expenditures</u></b>        |                                 |                     |   |
| Labor:                                      |                                 |                     |   |
| Total Salaries & Wages                      | 3,889.6                         | 4,060.8             | (171.2)   |
| Health and Welfare (including OPEB)         | 1,391.0                         | 1,308.5             | 82.5  |
| Pensions                                    | 955.2                           | 936.1               | 19.0  |
| Other Fringe Benefits                       | 275.1                           | 290.8               | (15.7)  |
| Total Fringe Benefits                       | 2,621.2                         | 2,535.4             | 85.8  |
| GASB Account                                | 6.3                             | 0.0                 | 6.3   |
| Reimbursable Overhead                       | (276.2)                         | (347.5)             | 71.2  |
| <b>Total Labor Expenditures</b>             | <b>6,240.9</b>                  | <b>6,248.8</b>      | <b>(7.9)</b>  |
| Non-Labor:                                  |                                 |                     |   |
| Electric Power                              | 309.0                           | 304.0               | 5.0   |
| Fuel  | 91.3                            | 114.4               | (23.1)  |
| Insurance                                   | 74.7                            | 67.4                | 7.3   |
| Claims                                      | 120.4                           | 137.3               | (17.0)  |
| Paratransit Service Contracts               | 414.5                           | 450.2               | (35.7)  |
| Maintenance and Other Operating Contracts   | 244.9                           | 246.0               | (1.2)   |
| Professional Service Contracts              | 202.4                           | 189.0               | 13.4  |
| Materials & Supplies                        | 316.7                           | 350.5               | (33.9)  |
| Other Business Expenses                     | 83.2                            | 88.0                | (4.9)   |
| <b>Total Non-Labor Expenditures</b>         | <b>1,857.0</b>                  | <b>1,947.0</b>      | <b>(90.0)</b>   |
| Other Expenditure Adjustments:              |                                 |                     |   |
| Other                                       | 0.0                             | 0.0                 | 0.0   |
| <b>Total Other Expenditure Adjustments</b>  | <b>0.0</b>                      | <b>0.0</b>          | <b>0.0</b>  |
| <b>Total Operating Expenditures</b>         | <b>8,097.9</b>                  | <b>8,195.8</b>      | <b>(97.9)</b>   |
| Capital and Other Reimbursements            | 1,462.5                         | 1,611.8             | 149.3   |
| Capital and Other Reimbursable Expenditures | 1,359.7                         | 1,491.7             | (132.0)   |
| <b>Net Capital and Other Reimbursements</b> | <b>102.8</b>                    | <b>120.1</b>        | <b>17.3</b>   |
| <b>Net Cash Deficit</b>                     | <b>(3,146.1)</b>                | <b>(3,298.8)</b>    | <b>(152.7)</b>  |

Totals may not add due to rounding.

**MTA NEW YORK CITY TRANSIT**  
**2018 Year-End Report**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**

|  | December 2018 Year-to-Date |               |               | Favorable/(Unfavorable) Variance |              |                |              |
|--|----------------------------|---------------|---------------|----------------------------------|--------------|----------------|--------------|
|  | Adopted                    | Final         |               | Adopted Budget                   |              | Final Estimate |              |
|  | Budget                     | Estimate      | Actual        | Variance                         | Percent      | Variance       | Percent      |
| <b>Administration:</b>                     |                            |               |               |                                  |              |                |              |
| Office of the President                    | 33                         | 30            | 28            | 5                                | 15.2%        | 2              | 6.7%         |
| Law  | 320                        | 320           | 280           | 40                               | 12.4%        | 40             | 12.4%        |
| Office of the EVP                          | 53                         | 18            | 14            | 39                               | 73.6%        | 4              | 22.2%        |
| Human Resources                            | 255                        | 252           | 242           | 13                               | 5.1%         | 10             | 4.0%         |
| Office of Management and Budget            | 43                         | 43            | 40            | 3                                | 7.0%         | 3              | 7.0%         |
| Capital Planning and Budget                | 35                         | 36            | 31            | 4                                | 11.4%        | 5              | 13.9%        |
| Strategy & Customer Experience             | 278                        | 215           | 196           | 82                               | 29.5%        | 19             | 8.8%         |
| Non-Departmental                           | (26)                       | (33)          | 0             | (26)                             | 100.0%       | (33)           | 100.0%       |
| Labor Relations                            | 102                        | 100           | 87            | 15                               | 14.7%        | 13             | 13.0%        |
| Office of People & Business Transformation | 0                          | 24            | 20            | (20)                             | -            | 4              | 16.7%        |
| Material                                   | 241                        | 261           | 247           | (6)                              | -2.5%        | 14             | 5.4%         |
| Controller                                 | 128                        | 125           | 115           | 13                               | 10.2%        | 10             | 8.0%         |
| <b>Total Administration</b>                | <b>1,462</b>               | <b>1,391</b>  | <b>1,300</b>  | <b>162</b>                       | <b>11.1%</b> | <b>91</b>      | <b>6.5%</b>  |
| <b>Operations:</b>                         |                            |               |               |                                  |              |                |              |
| Subways Service Delivery                   | 8,707                      | 8,607         | 8,696         | 11                               | 0.1%         | (89)           | -1.0%        |
| Subways Operations Support/Admin           | 410                        | 411           | 453           | (43)                             | -10.5%       | (42)           | -10.2%       |
| Subways Stations                           | 2,741                      | 2,741         | 2,589         | 152                              | 5.5%         | 152            | 5.5%         |
| <b>Subtotal Subways</b>                    | <b>11,858</b>              | <b>11,759</b> | <b>11,738</b> | <b>120</b>                       | <b>1.0%</b>  | <b>21</b>      | <b>0.2%</b>  |
| Buses                                      | 10,983                     | 11,049        | 11,211        | (228)                            | -2.1%        | (162)          | -1.5%        |
| Paratransit                                | 213                        | 213           | 200           | 13                               | 6.1%         | 13             | 6.1%         |
| Operations Planning                        | 404                        | 407           | 383           | 21                               | 5.2%         | 24             | 5.9%         |
| Revenue Control                            | 575                        | 643           | 610           | (35)                             | -6.1%        | 33             | 5.1%         |
| Non-Departmental                           | 0                          | 0             | 0             | 0                                | -            | 0              | -            |
| <b>Total Operations</b>                    | <b>24,033</b>              | <b>24,071</b> | <b>24,141</b> | <b>(109)</b>                     | <b>-0.5%</b> | <b>(71)</b>    | <b>-0.3%</b> |
| <b>Maintenance:</b>                        |                            |               |               |                                  |              |                |              |
| Subways Operations Support/Admin           | 200                        | 188           | 118           | 82                               | 41.0%        | 70             | 37.2%        |
| Subways Engineering                        | 398                        | 398           | 342           | 56                               | 14.1%        | 56             | 14.1%        |
| Subways Car Equipment                      | 5,083                      | 5,165         | 5,156         | (73)                             | -1.4%        | 9              | 0.2%         |
| Subways Infrastructure                     | 1,660                      | 1,842         | 1,838         | (178)                            | -10.7%       | 4              | 0.2%         |
| Subways Elevators & Escalators             | 478                        | 482           | 428           | 50                               | 10.5%        | 54             | 11.2%        |
| Subways Stations                           | 3,269                      | 3,480         | 3,349         | (80)                             | -2.5%        | 131            | 3.8%         |
| Subways Track                              | 3,286                      | 3,348         | 3,229         | 57                               | 1.7%         | 119            | 3.6%         |
| Subways Power                              | 686                        | 723           | 663           | 23                               | 3.4%         | 60             | 8.3%         |
| Subways Signals                            | 1,643                      | 1,652         | 1,622         | 21                               | 1.3%         | 30             | 1.8%         |
| Subways Electronic Maintenance             | 1,651                      | 1,715         | 1,590         | 61                               | 3.7%         | 125            | 7.3%         |
| <b>Subtotal Subways</b>                    | <b>18,354</b>              | <b>18,993</b> | <b>18,336</b> | <b>19</b>                        | <b>0.1%</b>  | <b>658</b>     | <b>3.5%</b>  |
| Buses                                      | 3,674                      | 3,656         | 3,659         | 15                               | 0.4%         | (3)            | -0.1%        |
| Supply Logistics                           | 571                        | 597           | 588           | (17)                             | -3.0%        | 9              | 1.5%         |
| System Safety                              | 98                         | 97            | 88            | 10                               | 10.2%        | 9              | 9.3%         |
| Non-Departmental                           | (91)                       | (104)         | 0             | (91)                             | 100.0%       | (104)          | 100.0%       |
| <b>Total Maintenance</b>                   | <b>22,606</b>              | <b>23,239</b> | <b>22,670</b> | <b>(65)</b>                      | <b>-0.3%</b> | <b>569</b>     | <b>2.4%</b>  |
| <b>Engineering:</b>                        |                            |               |               |                                  |              |                |              |
| Capital Program Management                 | 1,368                      | 1,438         | 1,375         | (7)                              | -0.5%        | 63             | 4.4%         |
| <b>Total Engineering/Capital</b>           | <b>1,368</b>               | <b>1,438</b>  | <b>1,375</b>  | <b>(7)</b>                       | <b>-0.5%</b> | <b>63</b>      | <b>4.4%</b>  |
| <b>Public Safety:</b>                      |                            |               |               |                                  |              |                |              |
| Security                                   | 660                        | 644           | 629           | 31                               | 4.7%         | 15             | 2.3%         |
| <b>Total Public Safety</b>                 | <b>660</b>                 | <b>644</b>    | <b>629</b>    | <b>31</b>                        | <b>4.7%</b>  | <b>15</b>      | <b>2.3%</b>  |
| <b>Total Positions</b>                     | <b>50,129</b>              | <b>50,783</b> | <b>50,116</b> | <b>12</b>                        | <b>0.0%</b>  | <b>666</b>     | <b>1.3%</b>  |
| Non-Reimbursable                           | 44,752                     | 45,201        | 45,285        | (533)                            | -1.2%        | (84)           | -0.2%        |
| Reimbursable                               | 5,377                      | 5,582         | 4,831         | 546                              | 10.2%        | 751            | 13.5%        |
| Total Full-Time                            | 49,927                     | 50,587        | 49,906        | 21                               | 0.0%         | 681            | 1.3%         |
| Total Full-Time Equivalents                | 202                        | 196           | 210           | (8)                              | -4.0%        | (14)           | -7.1%        |

Mid\_Year\_FinalFY18

Mid\_Year. FinalFY18

**MTA NEW YORK TRANSIT**  
**2018 YEAR-END REPORT**  
**TOTAL POSITIONS by FUNCTION and OCCUPATION**  
**FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**

| FUNCTION/OCCUPATION                | December 2018 Year-to-Date |                |               | Favorable/(Unfavorable) Variance |              |                         |              |
|------------------------------------|----------------------------|----------------|---------------|----------------------------------|--------------|-------------------------|--------------|
|                                    | Adopted Budget             | Final Estimate | Actual        | Adopted Budget Variance          | Percent      | Final Estimate Variance | Percent      |
| <b><u>Administration:</u></b>      |                            |                |               |                                  |              |                         |              |
| Managers/Supervisors               | 515                        | 521            | 436           | 79                               | 15.3%        | 85                      | 16.3%        |
| Professional, Technical, Clerical  | 918                        | 834            | 835           | 83                               | 9.0%         | (1)                     | -0.2%        |
| Operational Hourlies               | 29                         | 36             | 29            | -                                | 0.0%         | 7                       | 19.4%        |
| <b>Total Administration</b>        | <b>1,462</b>               | <b>1,391</b>   | <b>1,300</b>  | <b>162</b>                       | <b>11.1%</b> | <b>91</b>               | <b>6.5%</b>  |
| <b><u>Operations:</u></b>          |                            |                |               |                                  |              |                         |              |
| Managers/Supervisors               | 2,842                      | 2,850          | 2,771         | 71                               | 2.5%         | 79                      | 2.8%         |
| Professional, Technical, Clerical  | 508                        | 588            | 550           | (42)                             | -8.3%        | 38                      | 6.4%         |
| Operational Hourlies               | 20,683                     | 20,633         | 20,820        | (137)                            | -0.7%        | (187)                   | -0.9%        |
| <b>Total Operations</b>            | <b>24,033</b>              | <b>24,071</b>  | <b>24,141</b> | <b>(108)</b>                     | <b>-0.5%</b> | <b>71</b>               | <b>-0.3%</b> |
| <b><u>Maintenance:</u></b>         |                            |                |               |                                  |              |                         |              |
| Managers/Supervisors               | 4,067                      | 4,169          | 4,126         | (59)                             | -1.5%        | 43                      | 1.0%         |
| Professional, Technical, Clerical  | 1,164                      | 1,150          | 1,020         | 144                              | 12.3%        | 130                     | 11.3%        |
| Operational Hourlies               | 17,375                     | 17,920         | 17,524        | (149)                            | -0.9%        | 396                     | 2.2%         |
| <b>Total Maintenance</b>           | <b>22,606</b>              | <b>23,239</b>  | <b>22,670</b> | <b>(64)</b>                      | <b>-0.3%</b> | <b>569</b>              | <b>2.4%</b>  |
| <b><u>Engineering/Capital:</u></b> |                            |                |               |                                  |              |                         |              |
| Managers/Supervisors               | 340                        | 360            | 334           | 6                                | 1.8%         | 26                      | 7.2%         |
| Professional, Technical, Clerical  | 1,026                      | 1,076          | 1,039         | (13)                             | -1.2%        | 37                      | 3.5%         |
| Operational Hourlies               | 2                          | 2              | 2             | -                                | 0.0%         | 0                       | 0.0%         |
| <b>Total Engineering/Capital</b>   | <b>1,368</b>               | <b>1,438</b>   | <b>1,375</b>  | <b>(7)</b>                       | <b>-0.5%</b> | <b>63</b>               | <b>4.4%</b>  |
| <b><u>Public Safety:</u></b>       |                            |                |               |                                  |              |                         |              |
| Managers/Supervisors               | 281                        | 264            | 259           | 22                               | 7.8%         | 5                       | 1.9%         |
| Professional, Technical, Clerical  | 42                         | 44             | 38            | 4                                | 9.5%         | 6                       | 13.6%        |
| Operational Hourlies               | 337                        | 336            | 332           | 5                                | 1.5%         | 4                       | 1.2%         |
| <b>Total Public Safety</b>         | <b>660</b>                 | <b>644</b>     | <b>629</b>    | <b>31</b>                        | <b>4.7%</b>  | <b>15</b>               | <b>2.3%</b>  |
| <b><u>Total Positions:</u></b>     |                            |                |               |                                  |              |                         |              |
| Managers/Supervisors               | 8,045                      | 8,164          | 7,926         | 119                              | 1.5%         | 238                     | 2.9%         |
| Professional, Technical, Clerical  | 3,658                      | 3,692          | 3,483         | 175                              | 4.8%         | 209                     | 5.7%         |
| Operational Hourlies               | 38,426                     | 38,927         | 38,707        | (281)                            | -0.7%        | 220                     | 0.6%         |
| <b>Total Positions</b>             | <b>50,129</b>              | <b>50,783</b>  | <b>50,116</b> | <b>13</b>                        | <b>0.0%</b>  | <b>666</b>              | <b>1.3%</b>  |





# Standard Follow-Up Reports:

## SIR 2018 Year-End Report Summary

### 2018 Final Estimate vs. Actual

#### Accrual / Non-Reimbursable

Operating revenues in 2018 of \$9.475 million were favorable to the Estimate by \$0.064 million (0.7 percent).

Operating expenses of \$59.699 million, before non-cash adjustments were below the Estimate by \$1.635 million (2.7 percent).

- Labor expenses were lower by a net \$0.953 million (2.0 percent), including an underrun in Health & Welfare/OPEB current expenses of \$0.864 million (9.5 percent), due mostly to an implementation of a “market check” that resulted in lower prices/rates, primarily involving medications, thus triggering credits to SIR’s projected higher expenses. Payroll expenses were below the Estimate by \$0.535 million (2.2 percent), due mostly to vacancies. Reimbursable overhead credits were favorable by \$0.739 million (over 100.0 percent), due largely to higher reimbursable work requirements. Other fringe benefits were less than the Estimate by \$0.970 million (17.1 percent), due primarily to lower Workers’ Compensation reserve requirements, based on a current actuarial update. Overtime expenses exceeded the Estimate by \$1.494 million (70.4 percent), due to additional project work requirements and vacancy coverage.
- Non-labor expenses were below the Estimate by \$0.682 million (5.3 percent). Maintenance contract expenses were below the Estimate by \$2.548 million (75.5 percent), resulting primarily from a reclassification of fleet maintenance costs budgeted in maintenance contracts but appropriately recorded in the materials & supplies account. Electric power expenses were less than the Estimate by \$0.637 million (12.7 percent), due mainly to lower prices. Claims expenses overran by \$1.117 million (over 100.0 percent), based on a current public liability actuarial valuation.

Depreciation expenses of \$12.265 million were \$0.265 million (2.2 percent) above the Estimate. Other Post-Employment Benefit expenses of \$7.221 million were \$0.279 million (3.7 percent) below the Estimate, based on current actuarial information. GASB 68 Pension Expense Adjustment credits of \$2.374 million were \$2.974 million (over 100.0 percent) favorable to the Estimate. Based on GASB 49, environmental remediation accrued expenses of \$1.973 million were recorded.

## **Cash Results – Final Estimate vs. Actual**

The MTA Staten Island Railway's net cash deficit (excluding subsidies and loans) at the end of 2018 was \$51.356 million, \$3.593 million (6.5 percent) favorable to the Estimate. This variance consisted of a favorable real variance of \$2.205 million and a favorable timing variance of \$1.388 million.

The favorable net real variance of \$2.205 million (see attached table) included a favorable labor variance of \$0.739 million, largely from a favorable other fringe benefits variance of \$1.244 million, arising from a Workers' Compensation reserve valuation adjustment. Non-labor expenses also generated a net favorable variance of \$0.249 million, included essentially offsetting classification adjustments between maintenance contracts and materials & supplies results. The favorable variance of \$1.388 million is attributed to the timing of payroll and health & welfare/OPEB current payments.

## **2018 Adopted Budget vs. Actual**

### **Accrual Results - Non-Reimbursable**

Operating revenues in 2018 of \$9.475 million exceeded budget by \$0.158 million (1.7 percent).

Operating expenses of \$59.699 million were below budget by \$0.480 million (0.8 percent).

- Labor expenses were lower by a net \$0.621 million (1.3 percent), including an underrun in Health & Welfare/OPEB current expenses of \$0.835 million (9.2 percent), due mostly to an implementation of a "market check" that resulted in lower prices/rates, primarily involving medications, thus triggering credits to SIR's projected higher expenses. Payroll expenses were below budget by \$0.647 million (2.6 percent), due mostly to vacancies. Reimbursable overhead credits were favorable by \$0.790 million (over 100.0 percent), due largely to higher reimbursable work requirements. Other fringe benefits were less than budget by \$0.998 million (17.5 percent), due primarily to lower Workers' Compensation reserve requirements, based on a current actuarial update. Overtime expenses exceeded budget by \$1.752 million (94.0 percent), due to additional project work requirements and vacancy coverage.
- Non-labor expenses were slightly over budget by a net \$0.141 million (1.2 percent). Claims expenses overran by \$1.117 million (over 100.0 percent), based on the current actuarial valuation. Maintenance contract expenses were below the Budget by \$2.542 million (75.5 percent), resulting in part from a reclassification of fleet maintenance costs budgeted in maintenance contracts but appropriately recorded in the materials & supplies account.

**MTA STATEN ISLAND RAILWAY  
2018 YEAR-END REPORT  
Explanation of Variances on Positions by  
Function and Department  
Non-Reimbursable-Reimbursable and Full-Time/Full-Time Equivalents**

**2018 Final Estimate vs. Actual**

At the end of 2018, there were 338 actual incumbents, 18 less than the Estimate.

**2018 Adopted Budget vs. Actual**

At the end of 2018, there were 338 actual incumbents, 5 less than the 2018 budget.

**MTA STATEN ISLAND RAILWAY  
2018 YEAR-END REPORT  
EXPLANATIONS OF VARIANCES ON RIDERSHIP/TRAFFIC VOLUME (UTILIZATION)**

**Annual Ridership**

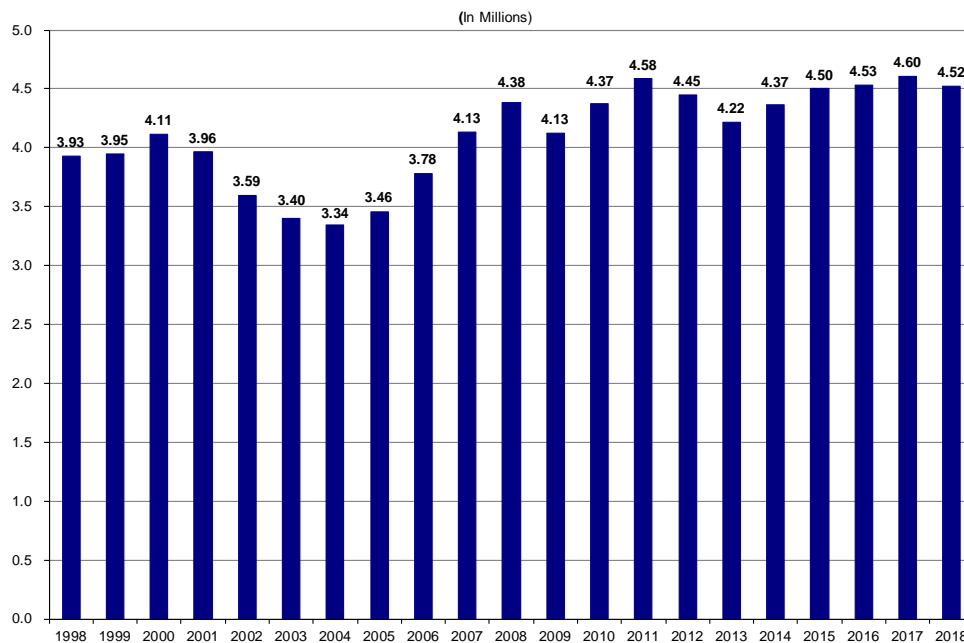
2018 total ridership of 4.522 million was 1.3 percent (59,160 trips) below the 2018 Estimate and 1.3 percent (57,810 trips) below the 2018 Adopted Budget.

2018 total ridership was 1.8 percent (82,061 trips) below 2017.

**Weekday and Weekend ridership**

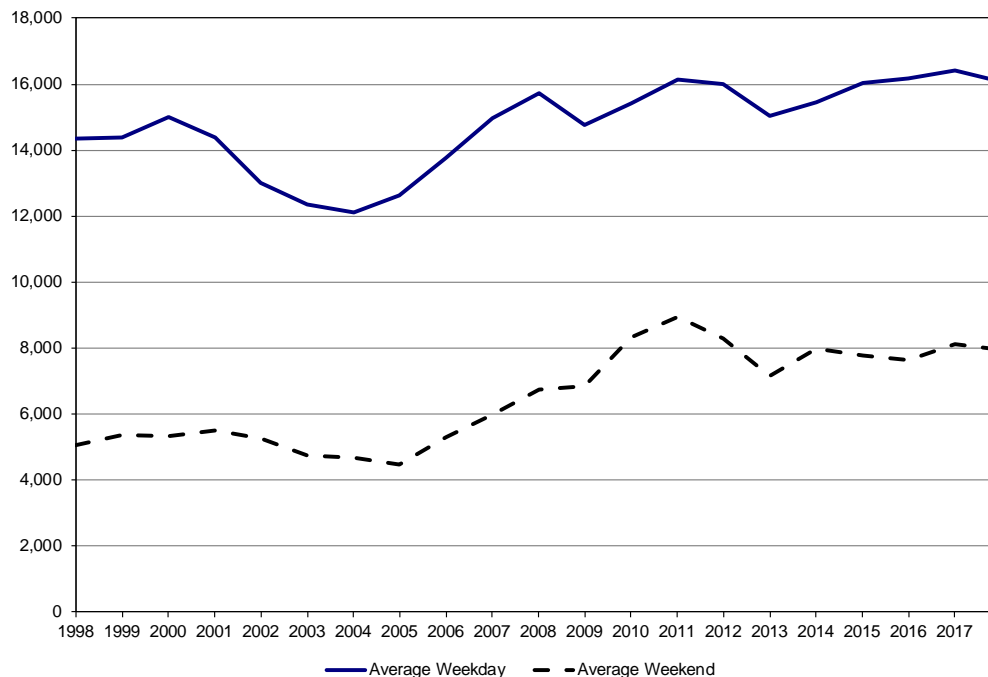
2018 average weekday ridership decreased 2.0 percent from 2017 and average weekend ridership (Saturday and Sunday combined) decreased 2.1 percent. Average weekday ridership increased 32.7 percent from 2004 to 2018 and average weekend ridership was up 69.7 percent over the same period.

**Chart 1: SIR Annual Ridership**



*2018 SIR ridership decreased 1.8 percent from 2016. SIR ridership has increased 15.1 percent since 1998 and 35.3 percent since 2004.*

**Chart 2: SIR Average Weekday and Weekend Ridership**



*From 2017 to 2018, SIR ridership decreased 2.0 percent on weekdays and decreased 2.1 percent on weekends. Since 1998, SIR ridership increased 12.0 percent on weekdays and 56.8 percent on weekends.*

**MTA STATEN ISLAND RAILWAY**  
**2018 Year-End Report**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

| <b>NON-REIMBURSABLE</b>                       |                       | <b>December 2018 Year-to-Date</b> |                   |                       | <b>Favorable/(Unfavorable) Variance</b> |                |            |
|---|-----------------------|-----------------------------------|-------------------|-----------------------|---|----------------|------------|
|   | <b>Adopted Budget</b> | <b>Final Estimate</b>             | <b>Actual</b>     | <b>Adopted Budget</b> | <b>Final Estimate</b>                   |                |            |
|   | <b>\$</b>             |                                   |                   | <b>\$</b>             | <b>%</b>                                | <b>\$</b>      | <b>%</b>   |
| <b>Revenue</b>                                |                       |                                   |                   |                       |   |                |            |
| Farebox Revenue                               | \$6.933               | \$6.964                           | \$6.861           | (\$0.072)             | (1.0)                                   | (\$0.103)      | (1.5)      |
| Vehicle Toll Revenue                          | 0.000                 | 0.000                             | 0.000             | 0.000                 | -                                       | 0.000          | -          |
| Other Operating Revenue                       | 2.384                 | 2.447                             | 2.614             | 0.230                 | 9.6                                     | 0.167          | 6.8        |
| Capital and Other Reimbursements              | 0.000                 | 0.000                             | 0.000             | 0.000                 | -                                       | 0.000          | -          |
| <b>Total Revenue</b>                          | <b>\$9.317</b>        | <b>\$9.411</b>                    | <b>\$9.475</b>    | <b>\$0.158</b>        | <b>1.7</b>                              | <b>\$0.064</b> | <b>0.7</b> |
| <b>Expenses</b>                               |                       |                                   |                   |                       |   |                |            |
| Labor:  |                       |                                   |                   |                       |   |                |            |
| Payroll                                       | \$24.962              | \$24.850                          | \$24.315          | \$0.647               | 2.6                                     | \$0.535        | 2.2        |
| Overtime                                      | 1.863                 | 2.121                             | 3.615             | (1.752)               | (94.0)                                  | (1.494)        | (70.4)     |
| Health and Welfare                            | 6.525                 | 6.550                             | 5.731             | 0.794                 | 12.2                                    | 0.819          | 12.5       |
| OPEB Current Payment                          | 2.585                 | 2.589                             | 2.544             | 0.041                 | 1.6                                     | 0.045          | 1.7        |
| Pensions                                      | 6.979                 | 7.215                             | 7.876             | (0.897)               | (12.9)                                  | (0.661)        | (9.2)      |
| Other Fringe Benefits                         | 5.701                 | 5.673                             | 4.703             | 0.998                 | 17.5                                    | 0.970          | 17.1       |
| Reimbursable Overhead                         | (0.489)               | (0.540)                           | (1.279)           | 0.790                 | *                                       | 0.739          | *          |
| <b>Total Labor Expenses</b>                   | <b>\$48.126</b>       | <b>\$48.458</b>                   | <b>\$47.505</b>   | <b>\$0.621</b>        | <b>1.3</b>                              | <b>\$0.953</b> | <b>2.0</b> |
| Non-Labor:                                    |                       |                                   |                   |                       |   |                |            |
| Electric Power                                | \$4.282               | \$5.012                           | \$4.375           | (\$0.093)             | (2.2)                                   | \$0.637        | 12.7       |
| Fuel  | 0.218                 | 0.236                             | 0.292             | (0.074)               | (33.9)                                  | (0.056)        | (23.7)     |
| Insurance                                     | 1.185                 | 1.194                             | 1.058             | 0.127                 | 10.7                                    | 0.136          | 11.4       |
| Claims  | 0.087                 | 0.087                             | 1.204             | (1.117)               | *                                       | (1.117)        | *          |
| Paratransit Service Contracts                 | 0.000                 | 0.000                             | 0.000             | 0.000                 | -                                       | 0.000          | -          |
| Maintenance and Other Operating Contracts     | 3.368                 | 3.374                             | 0.826             | 2.542                 | 75.5                                    | 2.548          | 75.5       |
| Professional Service Contracts                | 1.037                 | 1.039                             | 0.962             | 0.075                 | 7.2                                     | 0.077          | 7.4        |
| Materials & Supplies                          | 1.846                 | 1.904                             | 3.072             | (1.226)               | (66.4)                                  | (1.168)        | (61.3)     |
| Other Business Expenses                       | 0.030                 | 0.030                             | 0.405             | (0.375)               | *                                       | (0.375)        | *          |
| <b>Total Non-Labor Expenses</b>               | <b>\$12.053</b>       | <b>\$12.876</b>                   | <b>\$12.194</b>   | <b>(\$0.141)</b>      | <b>(1.2)</b>                            | <b>\$0.682</b> | <b>5.3</b> |
| Other Expense Adjustments:                    |                       |                                   |                   |                       |   |                |            |
| Other   | \$0.000               | \$0.000                           | \$0.000           | \$0.000               | -                                       | \$0.000        | -          |
| <b>Total Other Expense Adjustments</b>        | <b>\$0.000</b>        | <b>\$0.000</b>                    | <b>\$0.000</b>    | <b>\$0.000</b>        | <b>-</b>                                | <b>\$0.000</b> | <b>-</b>   |
| <b>Total Expenses Before Depreciation</b>     | <b>\$60.179</b>       | <b>\$61.334</b>                   | <b>\$59.699</b>   | <b>\$0.480</b>        | <b>0.8</b>                              | <b>\$1.635</b> | <b>2.7</b> |
| Depreciation                                  | 8.300                 | 12.000                            | 12.265            | (3.965)               | (47.8)                                  | (0.265)        | (2.2)      |
| Other Post Employment Benefits                | 7.500                 | 7.500                             | 7.221             | 0.279                 | 3.7                                     | 0.279          | 3.7        |
| GASB 68 Pension Adjustment                    | 0.600                 | 0.600                             | (2.374)           | 2.974                 | *                                       | 2.974          | *          |
| Environmental Remediation                     | 0.000                 | 0.000                             | 1.973             | (1.973)               | -                                       | (1.973)        | -          |
| <b>Total Expenses</b>                         | <b>\$76.579</b>       | <b>\$81.434</b>                   | <b>\$78.784</b>   | <b>(\$2.205)</b>      | <b>(2.9)</b>                            | <b>\$2.650</b> | <b>3.4</b> |
| <b>Net Surplus/(Deficit)</b>                  |                       |                                   |                   |                       |   |                |            |
| <i>(Excluding Subsidies and Debt Service)</i> | <b>(\$67.262)</b>     | <b>(\$72.023)</b>                 | <b>(\$69.309)</b> | <b>(\$2.047)</b>      | <b>(3.0)</b>                            | <b>\$2.714</b> | <b>3.8</b> |

Totals may not add due to rounding

**MTA STATEN ISLAND RAILWAY**  
**2018 Year-End Report**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

| <b>REIMBURSABLE</b>   |                           |                           | <b>December 2018 Year-to-Date</b> |                       |               | <b>Favorable/(Unfavorable) Variance</b> |               |
|---|---------------------------|---------------------------|-----------------------------------|-----------------------|---------------|---|---------------|
|   | <b>Adopted<br/>Budget</b> | <b>Final<br/>Estimate</b> | <b>Actual</b>                     | <b>Adopted Budget</b> |               | <b>Final Estimate</b>                   |               |
|   |                           |                           |                                   | <b>\$</b>             | <b>%</b>      | <b>\$</b>                               | <b>%</b>      |
| <b>Revenue</b>  |                           |                           |                                   |                       |               |   |               |
| Farebox Revenue   | \$0.000                   | \$0.000                   | \$0.000                           | \$0.000               | -             | \$0.000                                 | -             |
| Vehicle Toll Revenue  | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Other Operating Revenue   | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Capital and Other Reimbursements  | 2.010                     | 2.118                     | 3.298                             | 1.288                 | 64.1          | 1.180                                   | 55.7          |
| <b>Total Revenue</b>  | <b>\$2.010</b>            | <b>\$2.118</b>            | <b>\$3.298</b>                    | <b>\$1.288</b>        | <b>64.1</b>   | <b>\$1.180</b>                          | <b>55.7</b>   |
| <b>Expenses</b>   |                           |                           |                                   |                       |               |   |               |
| Labor:  |                           |                           |                                   |                       |               |   |               |
| Payroll   | \$0.521                   | \$0.520                   | \$0.811                           | (\$0.290)             | (55.7)        | (\$0.291)                               | (56.0)        |
| Overtime  | 1.000                     | 1.000                     | 0.689                             | 0.311                 | 31.1          | 0.311                                   | 31.1          |
| Health and Welfare  | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| OPEB Current Payment  | 0.000                     | 0.000                     | 0.005                             | (0.005)               | -             | (0.005)                                 | -             |
| Pensions  | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Other Fringe Benefits   | 0.000                     | 0.058                     | 0.000                             | 0.000                 | -             | 0.058                                   | 100.0         |
| Reimbursable Overhead   | 0.489                     | 0.540                     | 1.279                             | (0.790)               | *             | (0.739)                                 | *             |
| <b>Total Labor Expenses</b>   | <b>\$2.010</b>            | <b>\$2.118</b>            | <b>\$2.784</b>                    | <b>(\$0.774)</b>      | <b>(38.5)</b> | <b>(\$0.666)</b>                        | <b>(31.4)</b> |
| Non-Labor:  |                           |                           |                                   |                       |               |   |               |
| Electric Power  | \$0.000                   | \$0.000                   | \$0.000                           | \$0.000               | -             | \$0.000                                 | -             |
| Fuel  | 0.000                     | 0.000                     | 0.002                             | (0.002)               | -             | (0.002)                                 | -             |
| Insurance   | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Claims  | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Paratransit Service Contracts   | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Maintenance and Other Operating Contracts                                     | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Professional Service Contracts  | 0.000                     | 0.000                     | 0.029                             | (0.029)               | -             | (0.029)                                 | -             |
| Materials & Supplies  | 0.000                     | 0.000                     | 0.470                             | (0.470)               | -             | (0.470)                                 | -             |
| Other Business Expenses   | 0.000                     | 0.000                     | 0.013                             | (0.013)               | -             | (0.013)                                 | -             |
| <b>Total Non-Labor Expenses</b>   | <b>\$0.000</b>            | <b>\$0.000</b>            | <b>\$0.514</b>                    | <b>(\$0.514)</b>      | <b>-</b>      | <b>(\$0.514)</b>                        | <b>-</b>      |
| Other Expense Adjustments:  |                           |                           |                                   |                       |               |   |               |
| Other   | \$0.000                   | \$0.000                   | \$0.000                           | \$0.000               | -             | \$0.000                                 | -             |
| <b>Total Other Expense Adjustments</b>  | <b>\$0.000</b>            | <b>\$0.000</b>            | <b>\$0.000</b>                    | <b>\$0.000</b>        | <b>-</b>      | <b>\$0.000</b>                          | <b>-</b>      |
| <b>Total Expenses Before Depreciation</b>                                     | <b>\$2.010</b>            | <b>\$2.118</b>            | <b>\$3.298</b>                    | <b>(\$1.288)</b>      | <b>(64.1)</b> | <b>(\$1.180)</b>                        | <b>(55.7)</b> |
| Depreciation  | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Other Post Employment Benefits  | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| GASB 68 Pension Adjustment  | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| Environmental Remediation   | 0.000                     | 0.000                     | 0.000                             | 0.000                 | -             | 0.000                                   | -             |
| <b>Total Expenses</b>   | <b>\$2.010</b>            | <b>\$2.118</b>            | <b>\$3.298</b>                    | <b>(\$1.288)</b>      | <b>(64.1)</b> | <b>(\$1.180)</b>                        | <b>(55.7)</b> |
| <b>Net Surplus/(Deficit)</b><br><i>(Excluding Subsidies and Debt Service)</i> | <b>\$0.000</b>            | <b>\$0.000</b>            | <b>\$0.000</b>                    | <b>\$0.000</b>        | <b>-</b>      | <b>\$0.000</b>                          | <b>-</b>      |

Totals may not add due to rounding

**MTA STATEN ISLAND RAILWAY**  
**2018 Year-End Report**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

| NON-REIMBURSABLE/<br>REIMBURSABLE   | December 2018 Year-to-Date |                   |                   | Favorable/(Unfavorable) Variance |              |                |             |
|---|----------------------------|-------------------|-------------------|----------------------------------|--------------|----------------|-------------|
|   | Adopted<br>Budget          | Final<br>Estimate | Actual            | Adopted Budget                   |              | Final Estimate |             |
|   |                            |                   |                   | \$                               | %            | \$             | %           |
| <b>Revenue</b>  |                            |                   |                   |                                  |              |                |             |
| Farebox Revenue   | \$6.933                    | \$6.964           | \$6.861           | (\$0.072)                        | (1.0)        | (\$0.103)      | (1.5)       |
| Vehicle Toll Revenue  | 0.000                      | 0.000             | 0.000             | 0.000                            | -            | 0.000          | -           |
| Other Operating Revenue   | 2.384                      | 2.447             | 2.614             | 0.230                            | 9.6          | 0.167          | 6.8         |
| Capital and Other Reimbursements  | 2.010                      | 2.118             | 3.298             | 1.288                            | 64.1         | 1.180          | 55.7        |
| <b>Total Revenue</b>  | <b>\$11.327</b>            | <b>\$11.529</b>   | <b>\$12.773</b>   | <b>\$1.446</b>                   | <b>12.8</b>  | <b>\$1.244</b> | <b>10.8</b> |
| <b>Expenses</b>   |                            |                   |                   |                                  |              |                |             |
| Labor:  |                            |                   |                   |                                  |              |                |             |
| Payroll   | \$25.483                   | \$25.370          | \$25.126          | \$0.357                          | 1.4          | \$0.244        | 1.0         |
| Overtime  | 2.863                      | 3.121             | 4.304             | (1.441)                          | (50.3)       | (1.183)        | (37.9)      |
| Health and Welfare  | 6.525                      | 6.550             | 5.731             | 0.794                            | 12.2         | 0.819          | 12.5        |
| OPEB Current Payment  | 2.585                      | 2.589             | 2.549             | 0.036                            | 1.4          | 0.040          | 1.5         |
| Pensions  | 6.979                      | 7.215             | 7.876             | (0.897)                          | (12.9)       | (0.661)        | (9.2)       |
| Other Fringe Benefits   | 5.701                      | 5.731             | 4.703             | 0.998                            | 17.5         | 1.028          | 17.9        |
| Reimbursable Overhead   | 0.000                      | 0.000             | 0.000             | 0.000                            | -            | 0.000          | -           |
| <b>Total Labor Expenses</b>   | <b>\$50.136</b>            | <b>\$50.576</b>   | <b>\$50.289</b>   | <b>(\$0.153)</b>                 | <b>(0.3)</b> | <b>\$0.287</b> | <b>0.6</b>  |
| Non-Labor:  |                            |                   |                   |                                  |              |                |             |
| Electric Power  | \$4.282                    | \$5.012           | \$4.375           | (\$0.093)                        | (2.2)        | \$0.637        | 12.7        |
| Fuel  | 0.218                      | 0.236             | 0.294             | (0.076)                          | (34.9)       | (0.058)        | (24.6)      |
| Insurance   | 1.185                      | 1.194             | 1.058             | 0.127                            | 10.7         | 0.136          | 11.4        |
| Claims  | 0.087                      | 0.087             | 1.204             | (1.117)                          | *            | (1.117)        | *           |
| Paratransit Service Contracts   | 0.000                      | 0.000             | 0.000             | 0.000                            | -            | 0.000          | -           |
| Maintenance and Other Operating Contracts                                     | 3.368                      | 3.374             | 0.826             | 2.542                            | 75.5         | 2.548          | 75.5        |
| Professional Service Contracts  | 1.037                      | 1.039             | 0.991             | 0.046                            | 4.4          | 0.048          | 4.6         |
| Materials & Supplies  | 1.846                      | 1.904             | 3.542             | (1.696)                          | (91.9)       | (1.638)        | (86.0)      |
| Other Business Expenses   | 0.030                      | 0.030             | 0.418             | (0.388)                          | *            | (0.388)        | *           |
| <b>Total Non-Labor Expenses</b>   | <b>\$12.053</b>            | <b>\$12.876</b>   | <b>\$12.708</b>   | <b>(\$0.655)</b>                 | <b>(5.4)</b> | <b>\$0.168</b> | <b>1.3</b>  |
| Other Expense Adjustments:  |                            |                   |                   |                                  |              |                |             |
| Other   | \$0.000                    | \$0.000           | \$0.000           | \$0.000                          | -            | \$0.000        | -           |
| <b>Total Other Expense Adjustments</b>  | <b>\$0.000</b>             | <b>\$0.000</b>    | <b>\$0.000</b>    | <b>\$0.000</b>                   | <b>-</b>     | <b>\$0.000</b> | <b>-</b>    |
| <b>Total Expenses Before Depreciation</b>                                     | <b>\$62.189</b>            | <b>\$63.452</b>   | <b>\$62.997</b>   | <b>(\$0.808)</b>                 | <b>(1.3)</b> | <b>\$0.455</b> | <b>0.7</b>  |
| Depreciation  | 8.300                      | 12.000            | 12.265            | (3.965)                          | (47.8)       | (0.265)        | (2.2)       |
| Other Post Employment Benefits  | 7.500                      | 7.500             | 7.221             | 0.279                            | 3.7          | 0.279          | 3.7         |
| GASB 68 Pension Adjustment  | 0.600                      | 0.600             | (2.374)           | 2.974                            | *            | 2.974          | *           |
| Environmental Remediation   | 0.000                      | 0.000             | 1.973             | (1.973)                          | -            | (1.973)        | -           |
| <b>Total Expenses</b>   | <b>\$78.589</b>            | <b>\$83.552</b>   | <b>\$82.082</b>   | <b>(\$3.493)</b>                 | <b>(4.4)</b> | <b>\$1.470</b> | <b>1.8</b>  |
| <b>Net Surplus/(Deficit)</b><br><i>(Excluding Subsidies and Debt Service)</i> | <b>(\$67.262)</b>          | <b>(\$72.023)</b> | <b>(\$69.309)</b> | <b>(\$2.047)</b>                 | <b>(3.0)</b> | <b>\$2.714</b> | <b>3.8</b>  |

Totals may not add due to rounding



**MTA STATEN ISLAND RAILWAY**  
**2018 Year-End Report**  
**Cash Receipts and Expenditures**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

|  | <u>December 2018 Year-to-Date</u> |                           |                   | <u>Favorable/(Unfavorable) Variance</u> |               |                       |            |
|--|-----------------------------------|---------------------------|-------------------|---|---------------|-----------------------|------------|
|  | <u>Adopted<br/>Budget</u>         | <u>Final<br/>Estimate</u> | <u>Actual</u>     | <u>Adopted Budget</u>                   |               | <u>Final Estimate</u> |            |
|  |                                   |                           |                   | <u>\$</u>                               | <u>%</u>      | <u>\$</u>             | <u>%</u>   |
| <b>Receipts</b>                            |                                   |                           |                   |   |               |                       |            |
| Farebox Revenue                            | \$6.933                           | \$6.963                   | \$6.862           | (\$0.071)                               | (1.0)         | (\$0.101)             | (1.5)      |
| Vehicle Toll Revenue                       | 0.000                             | 0.000                     | 0.000             | 0.000                                   | -             | 0.000                 | -          |
| Other Operating Revenue                    | 2.384                             | 2.447                     | 2.323             | (0.061)                                 | (2.6)         | (0.124)               | (5.1)      |
| Capital and Other Reimbursements           | 2.010                             | 2.118                     | 2.560             | 0.550                                   | 27.4          | 0.442                 | 20.9       |
| <b>Total Receipts</b>                      | <b>\$11.327</b>                   | <b>\$11.528</b>           | <b>\$11.745</b>   | <b>\$0.418</b>                          | <b>3.7</b>    | <b>\$0.217</b>        | <b>1.9</b> |
| <b>Expenditures</b>                        |                                   |                           |                   |   |               |                       |            |
| Labor:                                     |                                   |                           |                   |   |               |                       |            |
| Payroll                                    | \$25.483                          | \$25.370                  | \$24.151          | \$1.332                                 | 5.2           | \$1.219               | 4.8        |
| Overtime                                   | 2.863                             | 3.121                     | 3.921             | (1.058)                                 | (37.0)        | (0.800)               | (25.6)     |
| Health and Welfare                         | 6.525                             | 6.550                     | 6.250             | 0.275                                   | 4.2           | 0.300                 | 4.6        |
| OPEB Current Payment                       | 2.585                             | 2.589                     | 1.103             | 1.482                                   | 57.3          | 1.486                 | 57.4       |
| Pensions                                   | 6.979                             | 7.215                     | 7.876             | (0.897)                                 | (12.9)        | (0.661)               | (9.2)      |
| Other Fringe Benefits                      | 4.201                             | 5.731                     | 4.487             | (0.286)                                 | (6.8)         | 1.244                 | 21.7       |
| GASB Account                               | 0.042                             | 0.000                     | 0.000             | 0.042                                   | 100.0         | 0.000                 | -          |
| Reimbursable Overhead                      | 0.000                             | 0.000                     | 0.000             | 0.000                                   | -             | 0.000                 | -          |
| <b>Total Labor Expenditures</b>            | <b>\$48.678</b>                   | <b>\$50.576</b>           | <b>\$47.788</b>   | <b>\$0.890</b>                          | <b>1.8</b>    | <b>\$2.788</b>        | <b>5.5</b> |
| Non-Labor:                                 |                                   |                           |                   |   |               |                       |            |
| Electric Power                             | \$4.282                           | \$5.012                   | \$5.013           | (\$0.731)                               | (17.1)        | (\$0.001)             | 0.0        |
| Fuel                                       | 0.218                             | 0.236                     | 0.109             | 0.109                                   | 50.0          | 0.127                 | 53.8       |
| Insurance                                  | 1.185                             | 1.194                     | 0.855             | 0.330                                   | 27.8          | 0.339                 | 28.4       |
| Claims                                     | 0.087                             | 0.087                     | 0.201             | (0.114)                                 | *             | (0.114)               | *          |
| Paratransit Service Contracts              | 0.000                             | 0.000                     | 0.000             | 0.000                                   | -             | 0.000                 | -          |
| Maintenance and Other Operating Contracts  | 3.368                             | 3.374                     | 4.409             | (1.041)                                 | (30.9)        | (1.035)               | (30.7)     |
| Professional Service Contracts             | 1.037                             | 1.039                     | 0.495             | 0.542                                   | 52.3          | 0.544                 | 52.4       |
| Materials & Supplies                       | 1.845                             | 4.929                     | 4.117             | (2.272)                                 | *             | 0.812                 | 16.5       |
| Other Business Expenses                    | 0.030                             | 0.030                     | 0.114             | (0.084)                                 | *             | (0.084)               | *          |
| <b>Total Non-Labor Expenditures</b>        | <b>\$12.052</b>                   | <b>\$15.901</b>           | <b>\$15.313</b>   | <b>(\$3.261)</b>                        | <b>(27.1)</b> | <b>\$0.588</b>        | <b>3.7</b> |
| Other Expense Adjustments:                 |                                   |                           |                   |   |               |                       |            |
| Other                                      | 0.000                             | 0.000                     | 0.000             | 0.000                                   | -             | 0.000                 | -          |
| <b>Total Other Expenditure Adjustments</b> | <b>\$0.000</b>                    | <b>\$0.000</b>            | <b>\$0.000</b>    | <b>\$0.000</b>                          | <b>-</b>      | <b>\$0.000</b>        | <b>-</b>   |
| <b>Total Expenditures</b>                  | <b>\$60.730</b>                   | <b>\$66.477</b>           | <b>\$63.101</b>   | <b>(\$2.371)</b>                        | <b>(3.9)</b>  | <b>\$3.376</b>        | <b>5.1</b> |
| <b>Operating Cash Deficit</b>              | <b>(\$49.403)</b>                 | <b>(\$54.949)</b>         | <b>(\$51.356)</b> | <b>(\$1.953)</b>                        | <b>(4.0)</b>  | <b>\$3.593</b>        | <b>6.5</b> |

Totals may not add due to rounding

**MTA STATEN ISLAND RAILWAY**  
**2018 Year-End Report**  
**Cash Conversion (Cash Flow Adjustments)**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

|   | <u>December 2018 Year-to-Date</u> |                       |                  | <u>Favorable/(Unfavorable) Variance</u> |            |                       |             |
|---|-----------------------------------|-----------------------|------------------|---|------------|-----------------------|-------------|
|   | <u>Adopted Budget</u>             | <u>Final Estimate</u> | <u>Actual</u>    | <u>Adopted Budget</u>                   |            | <u>Final Estimate</u> |             |
|   |                                   |                       |                  | <u>\$</u>                               | <u>%</u>   | <u>\$</u>             | <u>%</u>    |
| <b>Receipts</b>                               |                                   |                       |                  |   |            |                       |             |
| Farebox Revenue                               | \$0.000                           | (\$0.001)             | \$0.001          | \$0.001                                 | -          | 0.002                 | *           |
| Vehicle Toll Revenue                          | 0.000                             | 0.000                 | 0.000            | 0.000                                   | -          | 0.000                 | -           |
| Other Operating Revenue                       | 0.000                             | 0.000                 | (0.291)          | (0.291)                                 | -          | (0.291)               | -           |
| Capital and Other Reimbursements              | 0.000                             | 0.000                 | (0.738)          | (0.738)                                 | -          | (0.738)               | -           |
| <b>Total Receipts</b>                         | <b>\$0.000</b>                    | <b>(\$0.001)</b>      | <b>(\$1.028)</b> | <b>(\$1.028)</b>                        | -          | <b>(\$1.027)</b>      | *           |
| <b>Expenditures</b>                           |                                   |                       |                  |   |            |                       |             |
| Labor:  |                                   |                       |                  |   |            |                       |             |
| Payroll                                       | \$0.000                           | \$0.000               | \$0.975          | 0.975                                   | -          | 0.975                 | -           |
| Overtime                                      | 0.000                             | 0.000                 | 0.383            | 0.383                                   | -          | 0.383                 | -           |
| Health and Welfare                            | 0.000                             | 0.000                 | (0.519)          | (0.519)                                 | -          | (0.519)               | -           |
| OPEB Current Payment                          | 0.000                             | 0.000                 | 1.446            | 1.446                                   | -          | 1.446                 | -           |
| Pensions                                      | 0.000                             | 0.000                 | 0.000            | 0.000                                   | -          | 0.000                 | -           |
| Other Fringe Benefits                         | 1.500                             | 0.000                 | 0.216            | (1.284)                                 | (85.6)     | 0.216                 | -           |
| GASB Account                                  | (0.042)                           | 0.000                 | 0.000            | 0.042                                   | 100.0      | 0.000                 | -           |
| Reimbursable Overhead                         | 0.000                             | 0.000                 | 0.000            | 0.000                                   | -          | 0.000                 | -           |
| <b>Total Labor Expenditures</b>               | <b>\$1.458</b>                    | <b>\$0.000</b>        | <b>\$2.501</b>   | <b>\$1.043</b>                          | 71.5       | <b>\$2.501</b>        | -           |
| Non-Labor:                                    |                                   |                       |                  |   |            |                       |             |
| Electric Power                                | \$0.000                           | \$0.000               | (\$0.638)        | (0.638)                                 | -          | (0.638)               | -           |
| Fuel  | 0.000                             | 0.000                 | 0.185            | 0.185                                   | -          | 0.185                 | -           |
| Insurance                                     | 0.000                             | 0.000                 | 0.203            | 0.203                                   | -          | 0.203                 | -           |
| Claims  | 0.000                             | 0.000                 | 1.003            | 1.003                                   | -          | 1.003                 | -           |
| Paratransit Service Contracts                 | 0.000                             | 0.000                 | 0.000            | 0.000                                   | -          | 0.000                 | -           |
| Maintenance and Other Operating Contracts     | 0.000                             | 0.000                 | (3.583)          | (3.583)                                 | -          | (3.583)               | -           |
| Professional Service Contracts                | 0.000                             | 0.000                 | 0.496            | 0.496                                   | -          | 0.496                 | -           |
| Materials & Supplies                          | 0.001                             | (3.025)               | (0.575)          | (0.576)                                 | *          | 2.450                 | 81.0        |
| Other Business Expenses                       | 0.000                             | 0.000                 | 0.304            | 0.304                                   | -          | 0.304                 | -           |
| <b>Total Non-Labor Expenditures</b>           | <b>\$0.001</b>                    | <b>(\$3.025)</b>      | <b>(\$2.605)</b> | <b>(\$2.606)</b>                        | *          | <b>\$0.420</b>        | <b>13.9</b> |
| Other Expense Adjustments:                    |                                   |                       |                  |   |            |                       |             |
| Other   | 0.000                             | 0.000                 | 0.000            | 0.000                                   | -          | 0.000                 | -           |
| <b>Total Other Expenditure Adjustments</b>    | <b>\$0.000</b>                    | <b>\$0.000</b>        | <b>\$0.000</b>   | <b>\$0.000</b>                          | -          | <b>\$0.000</b>        | -           |
| <b>Total Expenditures Before Depreciation</b> | <b>\$1.459</b>                    | <b>(\$3.025)</b>      | <b>(\$0.104)</b> | <b>(\$1.563)</b>                        | *          | <b>\$2.921</b>        | 96.6        |
| Depreciation                                  | 8.300                             | 12.000                | 12.265           | 3.965                                   | 47.8       | 0.265                 | 2.2         |
| Other Post Employment Benefits                | 7.500                             | 7.500                 | 7.221            | (0.279)                                 | (3.7)      | (0.279)               | (3.7)       |
| GASB 68 Pension Adjustment                    | 0.600                             | 0.600                 | (2.374)          | (2.974)                                 | *          | (2.974)               | *           |
| Environmental Remediation                     | 0.000                             | 0.000                 | 1.973            | 1.973                                   | -          | 1.973                 | -           |
| <b>Total Expenditures</b>                     | <b>\$17.859</b>                   | <b>\$17.075</b>       | <b>\$18.981</b>  | <b>\$1.122</b>                          | <b>6.3</b> | <b>\$1.906</b>        | <b>11.2</b> |
| <b>Net Surplus/(Deficit)</b>                  |                                   |                       |                  |   |            |                       |             |
| <i>(Excluding Subsidies and Debt Service)</i> | <b>\$17.859</b>                   | <b>\$17.074</b>       | <b>\$17.953</b>  | <b>\$0.094</b>                          | <b>0.5</b> | <b>\$0.879</b>        | <b>5.1</b>  |

Totals may not add due to rounding

**MTA STATEN ISLAND RAILWAY**  
**2018 ADOPTED BUDGET and FINAL ESTIMATE vs. ACTUAL**  
**Ridership (Utilization)**

|                               | December 2018 Year-to-Date |                   |                | Favorable/(Unfavorable) |                  |                  |                  |
|-------------------------------|----------------------------|-------------------|----------------|-------------------------|------------------|------------------|------------------|
|                               | Adopted<br>Budget          | Final<br>Estimate | Actual         | Adopted Budget          |                  | Final Estimate   |                  |
|                               |                            |                   |                | Variance                | Percent          | Variance         | Percent          |
| <b><u>RIDERSHIP</u></b>       |                            |                   |                |                         |                  |                  |                  |
| Ridership                     | 4.585                      | 4.582             | 4.522          | (0.063)                 | (1.4%)           | (0.060)          | (1.3%)           |
| <b>Total Utilization</b>      | <b>4.585</b>               | <b>4.582</b>      | <b>4.522</b>   | <b>(0.063)</b>          | <b>(1.4%)</b>    | <b>(0.060)</b>   | <b>(1.3%)</b>    |
| <b><u>FAREBOX REVENUE</u></b> |                            |                   |                |                         |                  |                  |                  |
| Total Farebox Revenue         | 6.933                      | 6.964             | 6.864          | (0.069)                 | (1.0%)           | (0.100)          | (1.4%)           |
| <b>Total Revenue</b>          | <b>\$6.933</b>             | <b>\$6.964</b>    | <b>\$6.864</b> | <b>(\$0.069)</b>        | <b>(\$0.010)</b> | <b>(\$0.100)</b> | <b>(\$0.014)</b> |

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

|                          | Month of December |       | Variance |         | Explanation   |
|--------------------------|-------------------|-------|----------|---------|---|
|                          | 2017              | 2018  | Amount   | Percent |   |
| Average Weekday          | 0.017             | 0.016 | (0.001)  | (6.1%)  | Driven in part by lower student ridership compared to December 2017, as well as calendar differences: New Year's Eve and Christmas Eve, typically low ridership days, were weekdays in 2018 but fell on Sundays in 2017 |
| Average Weekend          | 0.008             | 0.008 | 0.001    | 11.4%   |   |
| 12-Month Rolling Average |                   |       |          |         | Driven in part by calendar differences: New Year's Eve and Christmas Eve, typically low ridership days, were weekdays in 2018 but fell on Sundays in 2017   |
| Average Weekday          | 0.016             | 0.016 | (0.000)  | (2.0%)  |   |
| Average Weekend          | 0.008             | 0.008 | (0.000)  | (2.1%)  |   |

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

**MTA STATEN ISLAND RAILWAY**  
**2018 YEAR-END RESULTS**  
**CASH RESULTS - ACTUAL UPDATE vs. FINAL ESTIMATE**  
**(\$ in millions)**

|  | <b>2018</b>               |                   | <b>Favorable/(Unfavorable) Variance</b> |                |                  |
|--|---------------------------|-------------------|---|----------------|------------------|
|  | <b>Final<br/>Estimate</b> | <b>Actual</b>     | <b>Total</b>                            | <b>Real</b>    | <b>Timing</b>    |
| <b><u>Receipts</u></b>                     |                           |                   |   |                |                  |
| Farebox Revenue                            | \$6.963                   | \$6.862           | (\$0.101)                               | (\$0.101)      | \$0.000          |
| Vehicle Toll Revenue                       | 0.000                     | 0.000             | 0.000                                   | 0.000          | 0.000            |
| Other Operating Revenue                    | 2.447                     | 2.323             | (0.124)                                 | 0.876          | (1.000)          |
| Capital and Other Reimbursements           | 2.118                     | 2.560             | 0.442                                   | 0.442          | 0.000            |
| <b>Total Receipts</b>                      | <b>\$11.528</b>           | <b>\$11.745</b>   | <b>\$0.217</b>                          | <b>\$1.217</b> | <b>(\$1.000)</b> |
| <b><u>Expenditures</u></b>                 |                           |                   |   |                |                  |
| <b>Labor:</b>                              |                           |                   |   |                |                  |
| Payroll                                    | 25.370                    | 24.151            | 1.219                                   | 0.000          | 1.219            |
| Overtime                                   | 3.121                     | 3.921             | (0.800)                                 | (0.800)        | 0.000            |
| Health and Welfare                         | 6.550                     | 6.250             | 0.300                                   | (0.100)        | 0.400            |
| OPEB Current Payment                       | 2.589                     | 1.103             | 1.486                                   | 1.056          | 0.430            |
| Pensions                                   | 7.215                     | 7.876             | (0.661)                                 | (0.661)        | 0.000            |
| Other Fringe Benefits                      | 5.731                     | 4.487             | 1.244                                   | 1.244          | 0.000            |
| GASB Account                               | 0.000                     | 0.000             | 0.000                                   | 0.000          | 0.000            |
| Reimbursable Overhead                      | 0.000                     | 0.000             | 0.000                                   | 0.000          | 0.000            |
| <b>Total Labor Expenditures</b>            | <b>\$50.576</b>           | <b>\$47.788</b>   | <b>\$2.788</b>                          | <b>\$0.739</b> | <b>\$2.049</b>   |
| <b>Non-Labor:</b>                          |                           |                   |   |                |                  |
| Traction and Propulsion Power              | \$5.012                   | \$5.013           | (0.001)                                 | (0.001)        | \$0.000          |
| Fuel for Buses and Trains                  | 0.236                     | 0.109             | 0.127                                   | 0.127          | 0.000            |
| Insurance                                  | 1.194                     | 0.855             | 0.339                                   | 0.000          | 0.339            |
| Claims                                     | 0.087                     | 0.201             | (0.114)                                 | (0.114)        | 0.000            |
| Paratransit Service Contracts              | 0.000                     | 0.000             | 0.000                                   | 0.000          | 0.000            |
| Maintenance and Other Operating Contracts  | 3.374                     | 4.409             | (1.035)                                 | (1.035)        | 0.000            |
| Professional Service Contracts             | 1.039                     | 0.495             | 0.544                                   | 0.544          | 0.000            |
| Materials & Supplies                       | 4.929                     | 4.117             | 0.812                                   | 0.812          | 0.000            |
| Other Business Expenses                    | 0.030                     | 0.114             | (0.084)                                 | (0.084)        | 0.000            |
| <b>Total Non-Labor Expenditures</b>        | <b>\$15.901</b>           | <b>\$15.313</b>   | <b>\$0.588</b>                          | <b>\$0.249</b> | <b>\$0.339</b>   |
| <b>Other Expenditure Adjustments:</b>      |                           |                   |   |                |                  |
| Other                                      | 0.000                     | 0.000             | 0.000                                   | 0.000          | 0.000            |
| <b>Total Other Expenditure Adjustments</b> | <b>\$0.000</b>            | <b>\$0.000</b>    | <b>\$0.000</b>                          | <b>\$0.000</b> | <b>\$0.000</b>   |
| <b>Total Expenditures</b>                  | <b>\$66.477</b>           | <b>\$63.101</b>   | <b>\$3.376</b>                          | <b>\$0.988</b> | <b>\$2.388</b>   |
| <b>Baseline Cash Deficit</b>               | <b>(\$54.949)</b>         | <b>(\$51.356)</b> | <b>\$3.593</b>                          | <b>\$2.205</b> | <b>\$1.388</b>   |

**MTA Staten Island Railway  
2018 Year-End Report  
Non-Reimbursable-Reimbursable Positions by Function and Department  
Full-Time Positions and Full-Time Equivalents**

|                             | December 31, 2018         |                           |               | Favorable/(Unfavorable) Variance   |                                    |                |                |
|-----------------------------|---------------------------|---------------------------|---------------|------------------------------------|------------------------------------|----------------|----------------|
|                             | <u>Adopted<br/>Budget</u> | <u>Final<br/>Estimate</u> | <u>Actual</u> | <u>Adopted Budget<br/>Variance</u> | <u>Final Estimate<br/>Variance</u> | <u>Percent</u> | <u>Percent</u> |
| <b>Administration</b>       |                           |                           |               |                                    |                                    |                |                |
| Executive                   | 14                        | 13                        | 9             | 5                                  | 4                                  | 35.7           | 30.8           |
| General Office              | 9                         | 9                         | 15            | (6)                                | (6)                                | (66.7)         | (66.7)         |
| Purchasing/Stores           | 6                         | 6                         | 4             | 2                                  | 2                                  | 33.3           | 33.3           |
| <b>Total Administration</b> | <b>29</b>                 | <b>28</b>                 | <b>28</b>     | <b>1</b>                           | <b>0</b>                           | <b>3.4</b>     | <b>0.0</b>     |
| <b>Operations</b>           |                           |                           |               |                                    |                                    |                |                |
| Transportation              | 111                       | 119                       | 110           | 1                                  | 9                                  | 0.9            | 7.6            |
| <b>Total Operations</b>     | <b>111</b>                | <b>119</b>                | <b>110</b>    | <b>1</b>                           | <b>9</b>                           | <b>0.9</b>     | <b>7.6</b>     |
| <b>Maintenance</b>          |                           |                           |               |                                    |                                    |                |                |
| Mechanical                  | 52                        | 53                        | 50            | 2                                  | 3                                  | 3.8            | 5.7            |
| Electronics/Electrical      | 15                        | 15                        | 12            | 3                                  | 3                                  | 20.0           | 20.0           |
| Power/Signals               | 27                        | 29                        | 29            | (2)                                | 0                                  | (7.4)          | 0.0            |
| Maintenance of Way          | 69                        | 70                        | 69            | 0                                  | 1                                  | 0.0            | 1.4            |
| Infrastructure              | 26                        | 26                        | 31            | (5)                                | (5)                                | (19.2)         | (19.2)         |
| <b>Total Maintenance</b>    | <b>189</b>                | <b>193</b>                | <b>191</b>    | <b>(2)</b>                         | <b>2</b>                           | <b>(1.1)</b>   | <b>1.0</b>     |
| <b>Engineering/Capital</b>  |                           |                           |               |                                    |                                    |                |                |
| Capital Project Support     | 14                        | 16                        | 9             | 5                                  | 7                                  | 0.0            | 0.0            |
| <b>Public Safety</b>        |                           |                           |               |                                    |                                    |                |                |
| Total Public Safety         | 0                         | 0                         | 0             | 0                                  | 0                                  | 0.0            | 0.0            |
| <b>Grand Total</b>          | <b>343</b>                | <b>356</b>                | <b>338</b>    | <b>5</b>                           | <b>18</b>                          | <b>1.5</b>     | <b>5.1</b>     |
| Non-Reimbursable            | 329                       | 340                       | 329           | 0                                  | 11                                 | 0.0            | 3.2            |
| Reimbursable                | 14                        | 16                        | 9             | 5                                  | 7                                  | 35.7           | 43.8           |
| Total Full-Time             | 343                       | 356                       | 338           | 5                                  | 18                                 | 1.5            | 5.1            |
| Total Full-Time Equivalents | 0                         | 0                         | 0             | 0                                  | 0                                  | 0.0            | 0.0            |

**MTA Staten Island Railway**  
**2018 Year-End Report**  
**Full-Time Positions and Full-Time Equivalents by Function and Occupational Group**

| December 31, 2018                   |                |                |        | Favorable/(Unfavorable) Variance |         |                |         |
|-------------------------------------|----------------|----------------|--------|----------------------------------|---------|----------------|---------|
|                                     | Adopted Budget | Final Estimate | Actual | Adopted Budget                   |         | Final Estimate |         |
|                                     |                |                |        | Variance                         | Percent | Variance       | Percent |
| Administration                      |                |                |        |                                  |         |                |         |
| Managers/Supervisors                | 17             | 16             | 15     | 2                                | 11.8    | 1              | 6.3     |
| Professional, Technical, Clerical   | 12             | 12             | 13     | (1)                              | (8.3)   | (1)            | (8.3)   |
| Operational Hourlies                | -              | -              | -      | 0                                | 0.0     | 0              | 0.0     |
| Total Administration                | 29             | 28             | 28     | 1                                | 3.4     | 0              | 0.0     |
| Operations                          |                |                |        |                                  |         |                |         |
| Managers/Supervisors                | 9              | 11             | 5      | 4                                | 44.4    | 6              | 54.5    |
| Professional, Technical, Clerical   | 3              | 3              | 1      | 2                                | 66.7    | 2              | 66.7    |
| Operational Hourlies                | 99             | 105            | 104    | (5)                              | (5.1)   | 1              | 1.0     |
| Total Operations                    | 111            | 119            | 110    | 1                                | 0.9     | 9              | 7.6     |
| Maintenance                         |                |                |        |                                  |         |                |         |
| Managers/Supervisors                | 16             | 16             | 24     | (8)                              | (50.0)  | (8)            | (50.0)  |
| Professional, Technical, Clerical   | 6              | 6              | 5      | 1                                | 16.7    | 1              | 16.7    |
| Operational Hourlies                | 167            | 171            | 162    | 5                                | 3.0     | 9              | 5.3     |
| Total Maintenance                   | 189            | 193            | 191    | (2)                              | (1.1)   | 2              | 1.0     |
| Engineering/Capital Projects        |                |                |        |                                  |         |                |         |
| Managers/Supervisors                | 3              | 3              | 3      | 0                                | 0.0     | 0              | 0.0     |
| Professional, Technical, Clerical   | 2              | 4              | -      | 2                                | 0.0     | 4              | 0.0     |
| Operational Hourlies                | 9              | 9              | 6      | 3                                | 0.0     | 3              | 0.0     |
| Total Engineering/Capital           | 14             | 16             | 9      | 5                                | 0.0     | 7              | 0.0     |
| Public Safety                       |                |                |        |                                  |         |                |         |
| Managers/Supervisors                | -              | -              | -      | 0                                | 0.0     | 0              | 0.0     |
| Professional, Technical, Clerical   | -              | -              | -      | 0                                | 0.0     | 0              | 0.0     |
| Operational Hourlies (other than un | -              | -              | -      | 0                                | 0.0     | 0              | 0.0     |
| Total Public Safety                 | 0              | 0              | 0      | 0                                | 0.0     | 0              | 0.0     |
| Total Positions                     |                |                |        |                                  |         |                |         |
| Managers/Supervisors                | 45             | 46             | 47     | (2)                              | (4.4)   | (1)            | (2.2)   |
| Professional, Technical, Clerical   | 23             | 25             | 19     | 4                                | 17.4    | 6              | 24.0    |
| Operational Hourlies                | 275            | 285            | 272    | 3                                | 1.1     | 13             | 4.6     |
| Total Positions                     | 343            | 356            | 338    | 5                                | 1.5     | 18             | 5.1     |

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
SUMMARY**

**2018 Final Estimate vs. Actual**

**Accrual / Non- Reimbursable and Reimbursable**

Total revenues had an unfavorable variance of \$0.7 million (0.3 percent). This was due to lower Other Operating Revenue of \$1.9 million (9.1 percent), primarily due to lower student reimbursements and advertising receipts; and lower Capital and Other Reimbursement revenue of \$0.1 million (1.0 percent) reflecting the impact of revised timing assumptions for scheduled capital project activity. These results were partially offset by higher Farebox Revenue of \$1.2 million (0.6 percent) due to higher ridership.

Total expenses before Depreciation and GASB adjustments were lower than the Final Estimate by \$31.8 million (3.9 percent).

Total Labor Expenses were unfavorable by \$12.3 million (2.1 percent). This was largely due to higher Payroll of \$9.1 million (3.2 percent) mainly due to the timing of bus technology, inter-agency billings, retroactive wage adjustment (RWA) payments, and the timing of reimbursable projects; Overtime expenses of \$8.2 million (12.4 percent) mainly due to vacancies, traffic and RWA payments; and Health & Welfare/OPEB expenses of \$0.9 million (0.9 percent). These unfavorable variances were partially offset by lower Other Fringe Benefits of \$6.8 million (9.8 percent) due to the timing of inter-agency billings.

Total Non-Labor expenses were favorable by \$44.1 million (19.4 percent), primarily due to lower Claims of \$15.8 million (26.2 percent), Maintenance and Other Operating expenses of \$14.5 million (33.3 percent) mainly due to the timing of planned work, facility maintenance, and Select Bus Service (SBS) rollout; lower Materials & Supplies of \$10.9 million (20.0 percent), attributable to lower general maintenance material expenses; and lower Professional Services of \$1.1 million (3.7 percent), due to the timing of inter-agency billings.

The GASB 68 Pension Expense adjustment was favorable by \$46.3 million (100.0 percent) pending the completion of the actuarial review. MTABC's final audited 2018 financials will be updated to reflect the actuary's adjustment. Other Post Employment Benefit Obligation expenses were favorable by \$34.3 million (34.3 percent), and Depreciation was lower by \$1.3 million (2.5 percent).



**MTA BUS COMPANY  
2018 YEAR-END REPORT  
SUMMARY**

**2018 Final Estimate vs. Actual**

**Cash**

The baseline cash deficit was \$17.9 million (3.3 percent) favorable to the Final Estimate, of which \$37.8 million (17.5 percent) was due to lower Non-Labor costs, partially offset by higher Labor costs of \$17.2 million (3.0 percent) and by \$2.8 million (1.1 percent) in lower Receipts.

Cash receipts of \$245.1 million were \$2.8 million (1.1 percent) lower than the 2018 Final Estimate. The unfavorable variance was mainly due to lower Capital and Other Reimbursements of \$2.0 million (24.3 percent) reflective of schedule changes to capital projects; and Other Operating Revenue of \$1.4 million (6.6 percent) due to lower student reimbursements and advertising revenue.

Total Expenditures of \$761.7 million were \$20.7 million (2.6 percent) favorable to the 2018 Final Estimate.

Total Labor expenses were \$17.2 million (3.0 percent) unfavorable, reflecting higher Payroll expense of \$10.2 million (3.5 percent) attributable to retroactive wage adjustment payments and prior period inter-agency charges; Overtime of \$8.2 million (12.4 percent) mainly due to vacancies, traffic and RWA payments; Pension of \$0.8 million (1.4 percent) due to changes in retirement benefits; and Other Fringe Benefits of \$0.7 million (1.3 percent). These results were partly offset by lower Health and Welfare/OPEB expenses of \$3.0 million (3.1 percent).

Total Non-Labor expenses were \$37.8 million (17.5 percent) favorable due to lower Maintenance and Other Operating Contracts of \$16.9 million (30.2 percent), due mostly to the timing of the shop program, bus technology, and SBS rollouts; Material & Supplies of \$7.7 million (14.0 percent), mainly due to the timing of the New Fare System, SBS rollouts and lower general maintenance expenses; and Professional Service Contracts of \$6.9 million (17.7 percent), primarily due to the timing of inter-agency billings. These results were partially offset by higher Claims expenses of \$0.7 million (2.5 percent).

**Ridership**

Overall, 2018 ridership of 121.4 million was higher than the Final Estimate by 0.5 million or 0.4 percent.

**Positions**

As of December 31, 2018, total actual headcount was 3,936, 45 less than the Final Estimate.

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES  
ACCRUAL BASIS**

**2018 Final Estimate vs. Actual**

- **Non-Reimbursable:**
  - **Operating Revenue** was \$0.6 million (0.3 percent) unfavorable, primarily due to lower student reimbursements and advertising receipts, partially offset by higher farebox revenue due to higher ridership.
  - **Labor Costs** were \$11.3 million (2.0 percent) unfavorable, due to higher Payroll and Overtime costs. Payroll expenses exceeded the Final Estimate by \$8.2 million (2.9 percent), mainly due to the timing of bus technology, inter-agency billings, RWA payments and the timing of reimbursable projects. Overtime expenses exceeded the Final Estimate by \$8.2 million (12.4 percent), primarily due to running time/traffic and RWA payments. Health & Welfare/OPEB current payments exceeded the Final Estimate by \$2.0 million (0.2 percent). These results were partially offset by lower Other Fringe Benefits of \$6.8 million (9.8 percent) due to the timing of inter-agency billings and higher Reimbursable Overhead of \$1.2 million.
  - **Non-Labor Costs** were \$43.0 million (19.0 percent) favorable to the Final Estimate. This was primarily due to lower Claims expenses of \$15.8 million (26.2 percent); lower Maintenance and Other Operating Contracts of \$14.3 million (33.0 percent), mainly due to the timing of planned work, facility maintenance and SBS rollout; lower Materials & Supplies of \$10.0 million (18.7 percent), primarily due to lower general maintenance material expenses and lower Professional Services of \$1.1 million (3.7 percent), due to the timing of inter-agency billings. Other Business Expenses were favorable by \$0.7 million (15.8 percent), due to lower Automatic Fare Collection (AFC) fees.
  - **Ridership** of 121.4 million was higher than the Final Estimate by 0.5 million, or 0.4 percent.
- **Reimbursable:**
  - **Capital and Other Reimbursements** were \$0.1 million (1.0 percent) unfavorable, reflecting the impact of revised timing assumptions for scheduled capital project activity. Accordingly, reimbursable expenses were lower by the same amount. Labor expenses were unfavorable by \$1.0 million (21.6 percent) and Non-Labor expenses were favorable \$1.1 million (100.0 percent).

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES  
ACCRUAL BASIS**

**2018 Adopted Budget vs. Actual**

- **Non-Reimbursable:**

- **Operating Revenue** of \$239.2 million was below the Adopted Budget by \$0.4 million (0.1 percent). Other Operating Revenue was lower by \$1.9 million (9.1 percent), due to lower student reimbursements, senior citizen reimbursements, and advertising revenue. This was partially offset by higher Farebox Revenue of \$1.5 million (0.7 percent), due to higher average fares.
- **Labor Costs** were \$14.2 million (2.5 percent) unfavorable. Overtime expenses exceeded the Adopted Budget by \$10.1 million (15.6 percent), primarily due to running time/traffic and RWA payments. Payroll expenses were \$8.2 million (2.9 percent) higher, mainly due to the timing of inter-agency billings, RWA payments and the timing of reimbursable projects. Pension expenses were \$4.3 million (8.0 percent) unfavorable and reflect actuarial re-estimates. Health & Welfare/OPEB expenses were \$2.0 million (3.1 percent) unfavorable. These results were partially offset by lower Other Fringe Benefits of \$8.1 million (11.6 percent) due to the timing of inter-agency billings and favorable reimbursable overhead of \$2.2 million.
- **Non-Labor Costs** were \$18.5 million (9.2 percent) favorable to the Adopted Budget. This was due to lower Materials & Supplies of \$19.1 million (30.4 percent), primarily due to lower general maintenance material expenses; lower Maintenance and Other Operating Contracts of \$14.2 million (32.8 percent), due to the timing of planned work, facility maintenance and SBS rollouts; lower Professional Service Contracts of \$1.9 million (6.4 percent), due to the timing of inter-agency billings; and lower Other Business Expenses of \$1.1 million (22.0 percent), due to lower Automatic Fare Collection (AFC) fees. These results were partially offset by higher Claims expenses of \$14.4 million (48.0 percent), based on actuarial re-estimates, and higher Fuel expenses of \$4.6 million (21.2 percent) mainly due to higher fuel costs.
- **Ridership** was unfavorable to the Adopted Budget by 2.9 million, or 2.4 percent primarily due to inclement weather and the use of alternative modes of transportation.

- **Reimbursable:**

- **Capital and Other Reimbursements** were \$0.1 million (1.0 percent) unfavorable, reflecting the impact of revised timing assumptions for scheduled capital project activity. Accordingly, reimbursable expenses were lower by the same amount. Labor expenses were unfavorable by \$1.0 million (21.6 percent), and Non-Labor expenses were favorable \$1.1 million (100.0 percent).

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
EXPLANATIONS OF CASH RECEIPT AND EXPENDITURE VARIANCES**

**2018 Final Estimate vs. Actual**

**Receipts:** Total Receipts were unfavorable by \$2.8 million (1.1 percent).

- **Farebox Receipts:** Favorable variance of \$0.5 million (0.2 percent), due to higher ridership.
- **Other Operating Revenue:** Unfavorable variance of \$1.4 million (6.6 percent), due to lower student reimbursements and advertising revenue.
- **Capital and Other Reimbursements:** Unfavorable variance of \$2.0 million (24.3 percent), mainly due to schedule changes to capital projects.

**Expenditures/Labor:** Total Labor Expenditures were unfavorable by \$17.2 million (3.0 percent). Major contributors were:

- **Payroll:** Unfavorable variance of \$10.2 million (3.5 percent), mainly due to RWA payments and prior period inter-agency charges.
- **Overtime:** Unfavorable variance of \$8.2 million (12.4 percent), mainly due to vacancies, traffic, and RWA payments.
- **Health & Welfare/OPEB:** Favorable variance of \$3.0 million (2.1 percent), due to the timing of payments.
- **Pension:** Unfavorable variance of \$0.8 million (1.4 percent), due to changes in retirement benefits.
- **Other Fringe Benefits:** Unfavorable variance of \$1.0 million (1.8 percent), due to the timing of payments.

**Expenditures/Non-Labor:** Total Non-Labor Expenditures were \$37.8 million (17.5 percent) favorable. Major contributors were:

- **Fuel:** Favorable variance of \$0.2 million (0.7 percent), primarily due to the receipt of the CNG fuel rebate and the timing of payments, partially offset by higher diesel fuel costs.
- **Insurance:** Favorable variance of \$6.0 million (100.0 percent), due to the timing of payments.
- **Claims:** Unfavorable variance of \$0.6 million (2.5 percent), due to higher-than-anticipated claim payouts.

- **Maintenance and Other Operating Contracts:** Favorable variance of \$16.9 million (30.2 percent), primarily due to the timing of Shop Program, Bus Technology, and SBS rollouts.
- **Professional Service Contracts:** Favorable variance of \$6.9 million (17.7 percent), mostly attributable to the timing of inter-agency billings.
- **Materials and Supplies:** Favorable variance of \$7.7 million (14.0 percent), mainly due to the timing of the New Fare System, SBS rollouts and lower general maintenance expenses.
- **Other Business Expenses:** Favorable variance of \$0.7 million (15.2 percent), primarily due to the timing of payments.

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
EXPLANATIONS OF CASH RECEIPT AND EXPENDITURE VARIANCES**

**2018 Adopted Budget vs. Actual**

**Receipts:** Total Receipts were \$2.5 million (1.0 percent) unfavorable.

- **Farebox Receipts:** Favorable variance of \$0.8 million (0.4 percent), due to higher average fares.
- **Other Operating Receipts:** Unfavorable by \$1.4 million (6.6 percent), primarily due to lower student reimbursements and advertising revenue.
- **Capital and Other Reimbursements:** Unfavorable variance of \$2.0 million (24.3 percent), mainly due to schedule changes to capital projects.

**Expenditures/Labor:** Total Labor Expenditures were unfavorable by \$25.0 million (4.5 percent). Major contributors were:

- **Payroll:** Unfavorable variance of \$15.1 million (5.3 percent), mainly due to RWA payments.
- **Overtime:** Unfavorable variance of \$10.1 million (15.6 percent), mainly due to vacancies, traffic, RWA payments, and maintenance work on the aging fleet.
- **Health & Welfare/OPEB:** Favorable variance of \$3.0 million (2.3 percent), due to the timing of payments.
- **Pensions:** Unfavorable variance of \$3.7 million (6.9 percent), due to changes in retirement benefits.
- **Other Fringe Benefits:** Favorable variance of \$0.9 million (1.5 percent), due to the timing of payments.

## 2018 Adopted Budget vs. Actual

**Expenditures/Non-Labor:** Total Non-Labor Expenditures were \$20.2 million (10.2 percent) favorable. Major contributors were:

- **Fuel:** Unfavorable variance of \$5.0 million (22.9 percent), primarily due to higher fuel prices, partially offset by the receipt of a CNG fuel rebate.
- **Insurance:** Favorable variance of \$6.6 million (100.0 percent), due to the timing of payments.
- **Claims:** Unfavorable variance of \$0.8 million (3.1 percent), due to higher claims payouts.
- **Maintenance and Other Operating Contracts:** Favorable variance of \$4.3 million (9.9 percent), primarily due to the timing of Shop Program, Bus Technology, and SBS rollouts.
- **Professional Service Contracts:** Unfavorable variance of \$2.2 million (7.5 percent), primarily due to the timing of Bus Technology and inter-agency billings.
- **Materials and Supplies:** Favorable variance of \$16.2 million (25.4 percent), mainly due to the timing of New Fare System, SBS rollouts and lower general maintenance expenses.
- **Other Business Expenses:** Favorable variance of \$1.1 million (21.5 percent), primarily due to the timing of payments.

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
Explanation of Variances on Positions  
Non-Reimbursable-Reimbursable and Full-Time/Full-Time Equivalents**

**By Function and Department:**

**2018 Final Estimate vs. Actual**

There was a total of 3,936 employees, 45 fewer than the Final Estimate. By function, the vacancies/(excess) were in the following categories:

- 25 Administration
- (17) Operations
- 25 Maintenance
- 10 Engineering/Capital
- 2 Public Safety

**By Function and Occupation Group:**

**2018 Final Estimate vs. Actual**

At year-end, there was a total of 3,936 employees, 45 fewer than the Final Estimate. By Occupational Group (OG), the vacancies/(excess) were in the following categories:

- 22 Managers/Supervisors
- 6 Professional /Technical/Clerical
- 17 Operation Hourlies



**MTA BUS COMPANY  
2018 YEAR-END REPORT  
EXPLANATIONS OF VARIANCES ON RIDERSHIP (UTILIZATION)**

Revenue was lower than the Final Estimate by 0.6% and higher than 2017 Actuals by 1.6%.

**Financial Summary**

| Passenger Revenue          | 2018<br>Actuals | 2017<br>Actuals | Percent Change<br>+ More / - Less Than |                        |
|----------------------------|-----------------|-----------------|--|------------------------|
|                            |                 |                 | 2017<br>Actual                         | 2018 Final<br>Estimate |
| <b>Fixed Route Revenue</b> | 220,547,814     | 217,164,459     | 1.6%                                   | 0.6%                   |

**2018 Final Estimate vs. Actual**

MTA Bus Company Ridership was 0.5 million, or 0.4% higher than the Final Estimate, and unfavorable by 0.8 million, or 0.6 % lower than 2017 Actuals.

|                             | 2018<br>Actuals | 2017<br>Actuals | Percent Change<br>+ More / - Less Than |                        |
|-----------------------------|-----------------|-----------------|--|------------------------|
|                             |                 |                 | 2017<br>Actuals                        | 2018 Final<br>Estimate |
| <b>Total Riders</b>         | 121,448,277     | 122,214,327     | -0.6%                                  | 0.4%                   |
| <b>Avg. Weekday</b>         | 392,617         | 396,229         | -0.9%                                  | n/a                    |
| <b>Avg. Weekend</b>         | 395,643         | 396,398         | -0.2%                                  | n/a                    |
| <b>Avg. Weekday Local</b>   | 362,982         | 364,800         | -0.5%                                  | n/a                    |
| <b>Avg. Weekday Express</b> | 29,635          | 28,425          | 4.3%                                   | n/a                    |

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
RESULTS OF OPERATIONS**

Weekday AM pullouts was virtually the same as the 2017 Actuals and 0.3% higher than 2018 Final Estimate.

Weekday PM Pullouts were 0.1% lower than 2017 Actuals and 0.4% higher than 2018 Final Estimate.

Completed Trips were 0.1% lower than 2017 Actuals and 0.3% lower than 2018 Final Estimate.

The 2018 Mean Distance Between Failures (MDBF) of 7,497 was 0.2% higher than the 2017 Actuals and 9.0% higher than the Final Estimate.

**MTA BUS COMPANY  
2018 YEAR-END REPORT  
RESULTS OF OPERATIONS**

| <b>Performance</b>                                     | <b>Final Estimate</b> | <b>2018 Actuals</b> | <b>2017 Actuals</b> | <b>2018 vs 2017 Variance</b> | <b>2018 Final Estimate Variance</b> |
|--|-----------------------|---------------------|---------------------|------------------------------|-------------------------------------|
| <b>Bus</b>   |                       |                     |                     |                              |                                     |
| AM Weekday Pullout Performance                         | 99.36%                | 99.62%              | 99.61%              | 0.01%                        | 0.26%                               |
| PM Weekday Pullout Performance                         | 99.36%                | 99.73%              | 99.82%              | -0.09%                       | 0.37%                               |
| Percentage of Completed Trips                          | 99.36%                | 99.09%              | 99.17%              | -0.08%                       | -0.27%                              |
| Mean Distance Between Failures                         | 6,880                 | 7,497               | 7,479               | 0.24%                        | 8.97%                               |
| Mean Distance Between Service Interruptions            | 2,778                 | 3,508               | 3,443               | 1.89%                        | 26.28%                              |
| <b>Safety</b>  |                       |                     |                     |                              |                                     |
| Customer Accidents/Million Customers                   | 1.20                  | 1.08                | 0.97                | -11.34%                      | 10.00%                              |
| Customer Accidents Injuries/Million Customers          | N/A                   | 1.12                | 1.12                | 15.15%                       | 0.00%                               |
| Collision/Million Miles                                | 40.37                 | 44.72               | 47.43               | 5.71%                        | -10.78%                             |
| Collision Injuries/Million Miles                       | N/A                   | 4.30                | 3.34                | -28.74%                      | 0.00%                               |
| Employee On-Duty Lost-Time Accidents per 100 Employees | 6.67                  | N/A                 | 7.32                | N/A                          | N/A                                 |

**MTA BUS COMPANY**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

|                         |
|-------------------------|
| <b>NON-REIMBURSABLE</b> |
|-------------------------|

|   | 2018                |                     |                     | Favorable/(Unfavorable) Variance |              |                    |              |
|---|---------------------|---------------------|---------------------|----------------------------------|--------------|--------------------|--------------|
|   | Adopted Budget      | Final Estimate      | Actual              | Adopted Budget                   |              | Final Estimate     |              |
|   |                     |                     |                     | \$                               | %            | \$                 | %            |
| <b>Operating Revenue</b>                              |                     |                     |                     |                                  |              |                    |              |
| Farebox Revenue                                       | \$219.031           | \$ 219.317          | \$ 220.548          | \$ 1.517                         | 0.7          | \$ 1.231           | 0.6          |
| Other Operating Revenue                               | 20.536              | 20.536              | 18.660              | (1.876)                          | (9.1)        | (1.876)            | (9.1)        |
| Capital and Other Reimbursements                      | -                   | -                   | -                   | -                                | -            | -                  | -            |
| <b>Total Revenue</b>                                  | <b>\$ 239.567</b>   | <b>\$ 239.853</b>   | <b>\$ 239.208</b>   | <b>\$ (0.359)</b>                | <b>(0.1)</b> | <b>\$ (0.645)</b>  | <b>(0.3)</b> |
| <b>Operating Expenses</b>                             |                     |                     |                     |                                  |              |                    |              |
| <b><u>Labor:</u></b>                                  |                     |                     |                     |                                  |              |                    |              |
| Payroll   | \$ 286.731          | \$ 286.747          | \$ 294.935          | \$ (8.204)                       | (2.9)        | \$ (8.188)         | (2.9)        |
| Overtime  | 64.551              | 66.394              | 74.642              | (10.092)                         | (15.6)       | (8.248)            | (12.4)       |
| Health and Welfare                                    | 68.738              | 73.056              | 75.591              | (6.853)                          | (10.0)       | (2.535)            | (3.5)        |
| OPEB Current Payment                                  | 27.825              | 23.446              | 22.939              | 4.886                            | 17.6         | 0.507              | 2.2          |
| Pensions  | 53.282              | 56.714              | 57.556              | (4.274)                          | (8.0)        | (0.842)            | (1.5)        |
| Other Fringe Benefits                                 | 70.159              | 68.825              | 62.047              | 8.112                            | 11.6         | 6.778              | 9.8          |
| GASB Account  | -                   | -                   | -                   | -                                | -            | -                  | -            |
| Reimbursable Overhead                                 | -                   | (1.002)             | (2.232)             | 2.232                            | -            | 1.230              | *            |
| <b>Total Labor Expenses</b>                           | <b>\$ 571.285</b>   | <b>\$ 574.178</b>   | <b>\$ 585.478</b>   | <b>\$ (14.193)</b>               | <b>(2.5)</b> | <b>\$ (11.300)</b> | <b>(2.0)</b> |
| <b><u>Non-Labor:</u></b>                              |                     |                     |                     |                                  |              |                    |              |
| Traction and Propulsion Power                         | \$ 2.162            | \$ 2.150            | \$ 1.968            | \$ 0.194                         | 9.0          | \$ 0.182           | 8.5          |
| Fuel for Buses and Trains                             | 21.933              | 27.144              | 26.573              | (4.640)                          | (21.2)       | 0.571              | 2.1          |
| Insurance   | 6.578               | 5.940               | 5.557               | 1.021                            | 15.5         | 0.383              | 6.4          |
| Claims  | 29.977              | 60.139              | 44.370              | (14.393)                         | (48.0)       | 15.769             | 26.2         |
| Maintenance and Other Operating Contracts             | 43.201              | 43.276              | 29.011              | 14.190                           | 32.8         | 14.265             | 33.0         |
| Professional Service Contracts                        | 30.034              | 29.200              | 28.119              | 1.915                            | 6.4          | 1.081              | 3.7          |
| Materials & Supplies                                  | 62.707              | 53.639              | 43.620              | 19.087                           | 30.4         | 10.019             | 18.7         |
| Other Business Expenses                               | 5.120               | 4.742               | 3.994               | 1.126                            | 22.0         | 0.748              | 15.8         |
| <b>Total Non-Labor Expenses</b>                       | <b>\$ 201.711</b>   | <b>\$ 226.230</b>   | <b>\$ 183.212</b>   | <b>\$ 18.499</b>                 | <b>9.2</b>   | <b>\$ 43.018</b>   | <b>19.0</b>  |
| <b>Total Expenses before Non-Cash Liability Adjs.</b> | <b>\$ 772.996</b>   | <b>\$ 800.408</b>   | <b>\$ 768.690</b>   | <b>\$ 4.306</b>                  | <b>0.6</b>   | <b>\$ 31.718</b>   | <b>4.0</b>   |
| Depreciation  | \$ 54.341           | \$ 54.341           | \$ 53.006           | \$ 1.335                         | 2.5          | \$ 1.335           | 2.5          |
| OPEB Obligation                                       | 100.150             | 100.150             | 65.830              | 34.320                           | 34.3         | 34.320             | 34.3         |
| GASB 68 Pension Expense Adjustment                    | 45.600              | 46.300              | -                   | 45.600                           | 100.0        | 46.300             | 100.0        |
| Environmental Remediation                             | -                   | -                   | 0.218               | (0.218)                          | -            | (0.218)            | -            |
| <b>Total Expenses</b>                                 | <b>\$ 973.087</b>   | <b>\$ 1,001.199</b> | <b>\$ 887.743</b>   | <b>\$ 85.344</b>                 | <b>8.8</b>   | <b>\$ 113.456</b>  | <b>11.3</b>  |
| <b>Baseline Surplus/(Deficit)</b>                     | <b>\$ (733.520)</b> | <b>\$ (761.346)</b> | <b>\$ (648.535)</b> | <b>\$ 84.985</b>                 | <b>11.6</b>  | <b>\$ 112.811</b>  | <b>14.8</b>  |

\*Totals may not add due to rounding  
Results are subject to audit

**MTA BUS COMPANY**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

| <b>REIMBURSABLE</b>                       |                       |                       |                 |   |               |                       |               |  |
|---|-----------------------|-----------------------|-----------------|---|---------------|-----------------------|---------------|--|
|   | <b>2018</b>           |                       |                 | <b>Favorable/(Unfavorable) Variance</b> |               |                       |               |  |
|   | <b>Adopted Budget</b> | <b>Final Estimate</b> | <b>Actual</b>   | <b>Adopted Budget</b>                   |               | <b>Final Estimate</b> |               |  |
|   | <b>\$</b>             | <b>\$</b>             | <b>\$</b>       | <b>\$</b>                               | <b>%</b>      | <b>\$</b>             | <b>%</b>      |  |
| <b>Revenue</b>                            |                       |                       |                 |   |               |                       |               |  |
| Farebox Revenue                           | \$ -                  | \$ -                  | \$ -            | \$ -                                    | -             | \$ -                  | -             |  |
| Other Operating Revenue                   |                       |                       |                 |   |               |                       |               |  |
| Capital and Other Reimbursements          | 5.960                 | 5.960                 | 5.902           | (0.058)                                 | (1.0)         | (0.058)               | (1.0)         |  |
| <b>Total Revenue</b>                      | <b>\$ 5.960</b>       | <b>\$ 5.960</b>       | <b>\$ 5.902</b> | <b>\$ (0.058)</b>                       | <b>(1.0)</b>  | <b>\$ (0.058)</b>     | <b>(1.0)</b>  |  |
| <b>Expenses</b>                           |                       |                       |                 |   |               |                       |               |  |
| <b><u>Labor:</u></b>                      |                       |                       |                 |   |               |                       |               |  |
| Payroll                                   | \$ 2.731              | \$ 2.731              | \$ 3.669        | \$ (0.938)                              | (34.4)        | \$ (0.938)            | (34.3)        |  |
| Overtime                                  | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Health and Welfare                        | 1.121                 | 1.121                 | -               | 1.121                                   | 100.0         | 1.121                 | 100.0         |  |
| OPEB Current Payment                      | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Pensions                                  | 0.508                 | -                     | -               | 0.508                                   | 100.0         | -                     | -             |  |
| Other Fringe Benefits                     | 0.495                 | -                     | -               | 0.495                                   | 100.0         | -                     | -             |  |
| GASB Account                              | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Reimbursable Overhead                     | -                     | 1.002                 | 2.232           | (2.232)                                 | -             | (1.230)               | *             |  |
| <b>Total Labor Expenses</b>               | <b>\$ 4.855</b>       | <b>\$ 4.855</b>       | <b>\$ 5.901</b> | <b>\$ (1.047)</b>                       | <b>(21.6)</b> | <b>\$ (1.047)</b>     | <b>(21.6)</b> |  |
| <b><u>Non-Labor:</u></b>                  |                       |                       |                 |   |               |                       |               |  |
| Traction and Propulsion Power             | \$ -                  | \$ -                  | \$ -            | \$ -                                    | -             | \$ -                  | -             |  |
| Fuel for Buses and Trains                 | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Insurance                                 | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Claims                                    | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Paratransit Service Contracts             | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Maintenance and Other Operating Contracts | 0.238                 | 0.238                 | -               | 0.238                                   | 100.0         | 0.238                 | 100.0         |  |
| Professional Service Contracts            | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Materials & Supplies                      | 0.867                 | 0.867                 | -               | 0.867                                   | 100.0         | 0.867                 | 100.0         |  |
| Other Business Expenses                   | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| <b>Total Non-Labor Expenses</b>           | <b>\$ 1.105</b>       | <b>\$ 1.105</b>       | <b>\$ -</b>     | <b>\$ 1.105</b>                         | <b>100.0</b>  | <b>\$ 1.105</b>       | <b>100.0</b>  |  |
| <b><u>Other Expense Adjustments:</u></b>  |                       |                       |                 |   |               |                       |               |  |
| Other                                     | \$ -                  | \$ -                  | \$ -            | \$ -                                    | -             | \$ -                  | -             |  |
| <b>Total Other Expense Adjustments</b>    | <b>-</b>              | <b>-</b>              | <b>-</b>        | <b>-</b>                                | <b>-</b>      | <b>-</b>              | <b>-</b>      |  |
| <b>Total Expenses Before Depreciation</b> | <b>\$ 5.960</b>       | <b>\$ 5.960</b>       | <b>\$ 5.901</b> | <b>\$ 0.058</b>                         | <b>1.0</b>    | <b>\$ 0.058</b>       | <b>1.0</b>    |  |
| Depreciation                              | \$ -                  | \$ -                  | \$ -            | \$ -                                    | -             | \$ -                  | -             |  |
| OPEB Obligation                           | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| GASB 68 Pension Expense Adjustment        | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| Environmental Remediation                 | -                     | -                     | -               | -                                       | -             | -                     | -             |  |
| <b>Total Expenses</b>                     | <b>\$ 5.960</b>       | <b>\$ 5.960</b>       | <b>\$ 5.901</b> | <b>\$ 0.058</b>                         | <b>1.0</b>    | <b>\$ 0.058</b>       | <b>1.0</b>    |  |
| <b>Net Surplus/(Deficit)</b>              | <b>\$ 0.000</b>       | <b>\$ 0.000</b>       | <b>\$ 0.001</b> | <b>\$ 0.000</b>                         | <b>27.7</b>   | <b>\$ 0.000</b>       | <b>*</b>      |  |

\*Totals may not add due to rounding

**MTA BUS COMPANY**  
**Accrual Statement of Operations by Category**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

| NON-REIMBURSABLE/<br>REIMBURSABLE                        | 2018                |                     |                     | Favorable/(Unfavorable) Variance |              |                   |              |
|--|---------------------|---------------------|---------------------|----------------------------------|--------------|-------------------|--------------|
|  | Adopted<br>Budget   | Final<br>Estimate   | Actual              | Adopted Budget                   |              | Final Estimate    |              |
|  |                     |                     |                     | \$                               | %            | \$                | %            |
| <b>Revenue</b>   |                     |                     |                     |                                  |              |                   |              |
| Farebox Revenue  | \$ 219.031          | \$ 219.317          | \$ 220.548          | \$ 1.517                         | 0.7          | \$ 1.231          | 0.6          |
| Other Operating Revenue                                  | 20.536              | 20.536              | 18.660              | (1.876)                          | (9.1)        | (1.876)           | (9.1)        |
| Capital and Other Reimbursements                         | 5.960               | 5.960               | 5.902               | (0.058)                          | (1.0)        | (0.058)           | (1.0)        |
| <b>Total Revenue</b>                                     | <b>\$ 245.527</b>   | <b>\$ 245.813</b>   | <b>\$ 245.110</b>   | <b>\$ (0.417)</b>                | <b>(0.2)</b> | <b>\$ (0.703)</b> | <b>(0.3)</b> |
| <b>Expenses</b>  |                     |                     |                     |                                  |              |                   |              |
| <b><u>Labor:</u></b>                                     |                     |                     |                     |                                  |              |                   |              |
| Payroll  | \$ 289.462          | \$ 289.478          | \$ 298.604          | \$ (9.143)                       | (3.2)        | \$ (9.126)        | (3.2)        |
| Overtime   | 64.551              | 66.394              | 74.642              | (10.092)                         | (15.6)       | (8.248)           | (12.4)       |
| Health and Welfare                                       | 69.859              | 74.177              | 75.591              | (5.732)                          | (8.2)        | (1.414)           | (1.9)        |
| OPEB Current Payment                                     | 27.825              | 23.446              | 22.939              | 4.886                            | 17.6         | 0.507             | 2.2          |
| Pensions   | 53.790              | 56.714              | 57.556              | (3.766)                          | (7.0)        | (0.842)           | (1.5)        |
| Other Fringe Benefits                                    | 70.654              | 68.825              | 62.047              | 8.607                            | 12.2         | 6.778             | 9.8          |
| Reimbursable Overhead                                    | -                   | -                   | -                   | -                                | -            | -                 | -            |
| <b>Total Labor Expenses</b>                              | <b>576.140</b>      | <b>579.033</b>      | <b>591.379</b>      | <b>(15.240)</b>                  | <b>(2.6)</b> | <b>(12.346)</b>   | <b>(2.1)</b> |
| <b><u>Non-Labor:</u></b>                                 |                     |                     |                     |                                  |              |                   |              |
| Traction and Propulsion Power                            | \$ 2.162            | \$ 2.150            | \$ 1.968            | \$ 0.194                         | 9.0          | \$ 0.182          | 8.5          |
| Fuel for Buses and Trains                                | 21.933              | 27.144              | 26.573              | (4.640)                          | (21.2)       | 0.571             | 2.1          |
| Insurance  | 6.578               | 5.940               | 5.557               | 1.021                            | 15.5         | 0.383             | 6.4          |
| Claims   | 29.977              | 60.139              | 44.370              | (14.393)                         | (48.0)       | 15.769            | 26.2         |
| Maintenance and Other Operating Contracts                | 43.439              | 43.514              | 29.011              | 14.428                           | 33.2         | 14.503            | 33.3         |
| Professional Service Contracts                           | 30.034              | 29.200              | 28.119              | 1.915                            | 6.4          | 1.081             | 3.7          |
| Materials & Supplies                                     | 63.574              | 54.506              | 43.620              | 19.954                           | 31.4         | 10.886            | 20.0         |
| Other Business Expenses                                  | 5.120               | 4.742               | 3.994               | 1.126                            | 22.0         | 0.748             | 15.8         |
| <b>Total Non-Labor Expenses</b>                          | <b>202.816</b>      | <b>227.335</b>      | <b>183.212</b>      | <b>19.604</b>                    | <b>9.7</b>   | <b>44.123</b>     | <b>19.4</b>  |
| <b>Total Expenses Before Depreciation and GASB Adjs.</b> | <b>\$ 778.956</b>   | <b>\$ 806.368</b>   | <b>\$ 774.591</b>   | <b>\$ 4.364</b>                  | <b>0.6</b>   | <b>\$ 31.776</b>  | <b>3.9</b>   |
| Depreciation   | \$ 54.341           | \$ 54.341           | \$ 53.006           | \$ 1.335                         | 2.5          | \$ 1.335          | 2.5          |
| OPEB Obligation  | 100.150             | 100.150             | 65.830              | 34.320                           | 34.3         | 34.320            | 34.3         |
| GASB 68 Pension Expense Adjustment                       | 45.600              | 46.300              | -                   | 45.600                           | 0.0          | 46.300            | 100.0        |
| Environmental Remediation                                | -                   | -                   | 0.218               | (0.218)                          | -            | (0.218)           | -            |
| <b>Total Expenses</b>                                    | <b>\$ 979.047</b>   | <b>\$ 1,007.159</b> | <b>\$ 893.645</b>   | <b>\$ 85.402</b>                 | <b>8.7</b>   | <b>\$ 113.514</b> | <b>11.3</b>  |
| <b>Baseline Surplus/(Deficit)</b>                        | <b>\$ (733.519)</b> | <b>\$ (761.346)</b> | <b>\$ (648.535)</b> | <b>\$ 84.985</b>                 | <b>11.6</b>  | <b>\$ 112.811</b> | <b>14.8</b>  |

\*Totals may not add due to rounding  
Results are subject to audit

**MTA BUS COMPANY**  
**Cash Receipts and Expenditures**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**(\$ in millions)**

|   | 2018                |                     |                     | Favorable/(Unfavorable) Variance |              |                    |              |
|---|---------------------|---------------------|---------------------|----------------------------------|--------------|--------------------|--------------|
|   | Adopted Budget      | Final Estimate      | Actual              | Adopted Budget                   |              | Final Estimate     |              |
|   |                     |                     |                     | \$                               | %            | \$                 | %            |
| <b>Receipts</b>                               |                     |                     |                     |                                  |              |                    |              |
| Farebox Revenue                               | \$ 219.031          | \$ 219.319          | \$ 219.831          | \$ 0.800                         | 0.4          | \$ 0.512           | 0.2          |
| Other Operating Revenue                       | 20.536              | 20.536              | 19.176              | (1.360)                          | (6.6)        | (1.360)            | (6.6)        |
| Capital and Other Reimbursements              | 8.042               | 8.042               | 6.088               | (1.954)                          | (24.3)       | (1.954)            | (24.3)       |
| <b>Total Receipts</b>                         | <b>\$ 247.609</b>   | <b>\$ 247.897</b>   | <b>\$ 245.095</b>   | <b>\$ (2.514)</b>                | <b>(1.0)</b> | <b>\$ (2.802)</b>  | <b>(1.1)</b> |
| <b>Expenditures</b>                           |                     |                     |                     |                                  |              |                    |              |
| <u><b>Labor:</b></u>                          |                     |                     |                     |                                  |              |                    |              |
| Payroll                                       | \$ 287.383          | \$ 292.316          | \$ 302.474          | \$ (15.092)                      | (5.3)        | \$ (10.159)        | (3.5)        |
| Overtime                                      | 64.551              | 66.394              | 74.641              | (10.090)                         | (15.6)       | (8.247)            | (12.4)       |
| Health and Welfare                            | 69.431              | 73.749              | 70.618              | (1.187)                          | (1.7)        | 3.130              | 4.2          |
| OPEB Current Payment                          | 27.825              | 23.446              | 23.599              | 4.226                            | 15.2         | (0.153)            | (0.7)        |
| Pensions                                      | 53.616              | 56.540              | 57.304              | (3.688)                          | (6.9)        | (0.764)            | (1.4)        |
| Other Fringe Benefits                         | 55.477              | 53.647              | 54.625              | 0.852                            | 1.5          | (0.978)            | (1.8)        |
| GASB Account                                  | -                   | -                   | -                   | -                                | -            | -                  | -            |
| Reimbursable Overhead                         | -                   | -                   | -                   | -                                | -            | -                  | -            |
| <b>Total Labor Expenditures</b>               | <b>\$ 558.282</b>   | <b>\$ 566.091</b>   | <b>\$ 583.262</b>   | <b>\$ (24.980)</b>               | <b>(4.5)</b> | <b>\$ (17.171)</b> | <b>(3.0)</b> |
| <u><b>Non-Labor:</b></u>                      |                     |                     |                     |                                  |              |                    |              |
| Traction and Propulsion Power                 | \$ 2.162            | \$ 2.150            | \$ 2.019            | \$ 0.143                         | 6.6          | \$ 0.131           | 6.1          |
| Fuel for Buses and Trains                     | 21.933              | 27.144              | 26.964              | (5.032)                          | (22.9)       | 0.179              | 0.7          |
| Insurance                                     | 6.578               | 5.941               | -                   | 6.578                            | 100.0        | 5.941              | 100.0        |
| Claims  | 25.842              | 26.004              | 26.652              | (0.810)                          | (3.1)        | (0.648)            | (2.5)        |
| Maintenance and Other Operating Contracts     | 43.439              | 56.015              | 39.121              | 4.317                            | 9.9          | 16.893             | 30.2         |
| Professional Service Contracts                | 30.034              | 39.200              | 32.280              | (2.246)                          | (7.5)        | 6.920              | 17.7         |
| Materials & Supplies                          | 63.574              | 55.106              | 47.396              | 16.178                           | 25.4         | 7.710              | 14.0         |
| Other Business Expenses                       | 5.119               | 4.740               | 4.018               | 1.101                            | 21.5         | 0.722              | 15.2         |
| <b>Total Non-Labor Expenditures</b>           | <b>\$ 198.679</b>   | <b>\$ 216.298</b>   | <b>\$ 178.451</b>   | <b>\$ 20.229</b>                 | <b>10.2</b>  | <b>\$ 37.847</b>   | <b>17.5</b>  |
| <b>Total Expenditures Before Depreciation</b> | <b>\$ 756.962</b>   | <b>\$ 782.389</b>   | <b>\$ 761.713</b>   | <b>\$ (4.751)</b>                | <b>(0.6)</b> | <b>\$ 20.676</b>   | <b>2.6</b>   |
| Depreciation                                  | \$ -                | \$ -                | \$ -                | \$ -                             | -            | \$ -               | -            |
| OPEB Obligation                               | -                   | -                   | -                   | -                                | -            | -                  | -            |
| GASB 68 Pension Expense Adjustment            | -                   | -                   | -                   | -                                | -            | -                  | -            |
| Environmental Remediation                     | -                   | -                   | -                   | -                                | -            | -                  | -            |
| <b>Total Expenditures</b>                     | <b>\$ 756.962</b>   | <b>\$ 782.389</b>   | <b>\$ 761.713</b>   | <b>\$ (4.751)</b>                | <b>(0.6)</b> | <b>\$ 20.676</b>   | <b>2.6</b>   |
| <b>Baseline Cash Deficit</b>                  | <b>\$ (509.353)</b> | <b>\$ (534.492)</b> | <b>\$ (516.618)</b> | <b>\$ (7.265)</b>                | <b>(1.4)</b> | <b>\$ 17.874</b>   | <b>3.3</b>   |

\*Totals may not add due to rounding

**MTA BUS COMPANY**  
**2018 Adopted Budget and Final Estimate vs. Actual**  
**Cash Conversion (Cash Flow Adjustments)**  
(\$ in millions)

|   | 2018              |                   |                   | Favorable/(Unfavorable) Variance |               |                    |               |
|---|-------------------|-------------------|-------------------|----------------------------------|---------------|--------------------|---------------|
|   | Adopted Budget    | Final Estimate    | Actual            | Adopted Budget                   |               | Final Estimate     |               |
|   |                   |                   |                   | \$                               | %             | \$                 | %             |
|   |                   |                   |                   |                                  |               |                    |               |
| <b>Receipts</b>   |                   |                   |                   |                                  |               |                    |               |
| Farebox Revenue   | \$ (0.000)        | \$ 0.002          | \$ (0.717)        | \$ (0.717)                       | *             | \$ (0.719)         | *             |
| Other Operating Revenue   | -                 | -                 | 0.516             | 0.516                            | -             | 0.516              | -             |
| Capital and Other Reimbursements  | 2.082             | 2.082             | 0.186             | (1.896)                          | (91.1)        | (1.896)            | (91.1)        |
| <b>Total Receipts</b>   | <b>\$ 2.082</b>   | <b>\$ 2.084</b>   | <b>\$ (0.015)</b> | <b>\$ (2.097)</b>                | <b>*</b>      | <b>\$ (2.099)</b>  | <b>*</b>      |
| <b>Expenditures</b>   |                   |                   |                   |                                  |               |                    |               |
| <b>Labor:</b>   |                   |                   |                   |                                  |               |                    |               |
| Payroll   | \$ 2.079          | \$ (2.838)        | \$ (3.870)        | \$ (5.949)                       | *             | \$ (1.032)         | (36.4)        |
| Overtime  | (0.001)           | (0.000)           | 0.001             | 0.002                            | *             | 0.001              | *             |
| Health and Welfare  | 0.428             | 0.428             | 4.973             | 4.545                            | *             | 4.544              | *             |
| OPEB Current Payment  | 0.000             | 0.000             | (0.660)           | (0.660)                          | *             | (0.660)            | *             |
| Pensions  | 0.174             | 0.174             | 0.252             | 0.078                            | 44.8          | 0.078              | 44.8          |
| Other Fringe Benefits   | 15.177            | 15.178            | 7.422             | (7.755)                          | (51.1)        | (7.756)            | (51.1)        |
| GASB Account  | -                 | -                 | -                 | -                                | -             | -                  | -             |
| Reimbursable Overhead   | -                 | -                 | -                 | -                                | -             | -                  | -             |
| <b>Total Labor Expenditures</b>   | <b>\$ 17.858</b>  | <b>\$ 12.942</b>  | <b>\$ 8.118</b>   | <b>\$ (9.740)</b>                | <b>(54.5)</b> | <b>\$ (4.825)</b>  | <b>(37.3)</b> |
| <b>Non-Labor:</b>   |                   |                   |                   |                                  |               |                    |               |
| Traction and Propulsion Power   | \$ -              | \$ -              | \$ (0.051)        | \$ 0.051                         | -             | \$ 0.051           | -             |
| Fuel for Buses and Trains   | 0.000             | 0.000             | (0.391)           | (0.392)                          | *             | (0.392)            | *             |
| Insurance   | -                 | (0.001)           | 5.557             | 5.557                            | -             | 5.558              | *             |
| Claims  | 4.135             | 34.135            | 17.718            | 13.583                           | *             | (16.417)           | (48.1)        |
| Maintenance and Other Operating Contracts                                   | 0.000             | (12.501)          | (10.110)          | (10.111)                         | *             | 2.390              | 19.1          |
| Professional Service Contracts  | (0.000)           | (10.000)          | (4.161)           | (4.161)                          | *             | 5.839              | 58.4          |
| Materials & Supplies  | (0.000)           | (0.600)           | (3.776)           | (3.776)                          | *             | (3.176)            | *             |
| Other Business Expenses   | 0.001             | 0.002             | (0.024)           | (0.025)                          | *             | (0.026)            | *             |
| <b>Total Non-Labor Expenditures</b>   | <b>\$ 4.136</b>   | <b>\$ 11.037</b>  | <b>\$ 4.761</b>   | <b>\$ 0.625</b>                  | <b>15.1</b>   | <b>\$ (6.275)</b>  | <b>(56.9)</b> |
| <b>Total Cash Conversion Adjustments before Depreciation and GASB Adjs.</b> | <b>\$ 24.076</b>  | <b>\$ 26.063</b>  | <b>\$ 12.864</b>  | <b>\$ (11.212)</b>               | <b>(46.6)</b> | <b>\$ (13.199)</b> | <b>(50.6)</b> |
| Depreciation  | \$ 54.341         | \$ 54.341         | \$ 53.006         | \$ (1.335)                       | (2.5)         | \$ (1.335)         | (2.5)         |
| OPEB Obligation   | 100.150           | 100.150           | 65.830            | (34.320)                         | (34.3)        | (34.320)           | (34.3)        |
| GASB 68 Pension Expense Adjustment  | 45.600            | 46.300            | -                 | (45.600)                         | (100.0)       | (46.300)           | (100.0)       |
| Environmental Remediation   | -                 | -                 | 0.218             | (0.218)                          | -             | 0.218              | -             |
| <b>Baseline Total Cash Conversion Adjustments</b>                           | <b>\$ 224.167</b> | <b>\$ 226.854</b> | <b>\$ 131.917</b> | <b>\$ (92.250)</b>               | <b>(41.2)</b> | <b>\$ (94.937)</b> | <b>(41.8)</b> |

\*Totals may not add due to rounding



**MTA BUS COMPANY  
2018 YEAR-END REPORT  
UTILIZATION  
(in millions)**

|                               | December Year-to-Date     |                           |                | Favorable/(Unfavorable) Variance |              |              |            |
|-------------------------------|---------------------------|---------------------------|----------------|----------------------------------|--------------|--------------|------------|
|                               | 2018<br>Adopted<br>Budget | 2018<br>Final<br>Estimate | Actual         | \$                               | %            | \$           | %          |
| <b><u>Farebox Revenue</u></b> |                           |                           |                |                                  |              |              |            |
| Fixed Route                   | \$ 219.031                | \$ 219.317                | \$ 220.548     | \$ 1.517                         | 0.7          | \$ 1.231     | 0.6        |
| <b>Total Farebox Revenue</b>  | <b>219.031</b>            | <b>219.317</b>            | <b>220.548</b> | <b>1.517</b>                     | <b>0.7</b>   | <b>1.231</b> | <b>0.6</b> |
| <b><u>Ridership</u></b>       |                           |                           |                |                                  |              |              |            |
| Fixed Route                   | 124.393                   | 120.917                   | 121.448        | (2.945)                          | (2.4)        | 0.531        | 0.4        |
| <b>Total Ridership</b>        | <b>124.393</b>            | <b>120.917</b>            | <b>121.448</b> | <b>(2.945)</b>                   | <b>(2.4)</b> | <b>0.531</b> | <b>0.4</b> |

**MTA Bus Company**  
**Preliminary 2018 Overtime Results**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

|   | 2018                |                 |                     |                 | 2018             |                 |                     |                         | 2018                       |                        |       |    |
|---|---------------------|-----------------|---------------------|-----------------|------------------|-----------------|---------------------|-------------------------|----------------------------|------------------------|-------|----|
|   | 2018 Adopted Budget |                 | 2018 Final Estimate |                 | Actuals          |                 | Adopted vs. Actuals |                         | Final Estimate vs. Actuals |                        |       |    |
|   | Hours               | \$              | Hours               | \$              | Hours            | \$              | Hours               | Var. - Fav./(Unfav)     | Hours                      | Var. - Fav./(Unfav)    | Hours | \$ |
| <b>NON-REIMBURSABLE OVERTIME</b>          |                     |                 |                     |                 |                  |                 |                     |                         |                            |                        |       |    |
| <u>Scheduled Service</u>                  | 658,270             | \$26.693        | 677,237             | \$27.577        | 594,471          | \$28.808        | 63,799              | 9.7% (\$2.115)          | 82,766                     | 12.2% (\$1.231)        |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -7.9%                   |                            | -4.5%                  |       |    |
| <u>Unscheduled Service</u>                | 147,257             | \$6.469         | 147,256             | \$6.469         | 131,051          | \$9.490         | 16,206              | 11.0% (\$3.021)         | 16,205                     | 11.0% (\$3.021)        |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -46.7%                  |                            | -46.7%                 |       |    |
| <u>Programmatic/Routine Maintenance</u>   | 287,264             | \$12.756        | 307,685             | \$13.715        | 410,761          | \$19.425        | (123,497)           | -43.0% (\$6.668)        | (103,076)                  | -33.5% (\$5.710)       |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -52.3%                  |                            | -41.6%                 |       |    |
| <u>Unscheduled Maintenance</u>            | 0                   | \$0.000         | 0                   | \$0.000         | 0                | \$0.000         | -                   | 0.0% (\$0.000)          | -                          | 0.0% (\$0.000)         |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | 0.0%                    |                            | 0.0%                   |       |    |
| <u>Vacancy/Absentee Coverage</u>          | 307,560             | \$16.470        | 307,560             | \$16.471        | 356,119          | \$14.265        | (48,559)            | -15.8% (\$2.205)        | (48,559)                   | -15.8% (\$2.205)       |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | 13.4%                   |                            | 13.4%                  |       |    |
| <u>Weather Emergencies</u>                | 45,130              | \$1.718         | 45,129              | \$1.718         | 47,261           | \$2.192         | (2,131)             | -4.7% (\$0.473)         | (2,132)                    | -4.7% (\$0.474)        |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | *                       |                            | *                      |       |    |
| <u>Safety/Security/Law Enforcement</u>    | 2,641               | \$0.128         | 3,127               | \$0.166         | 1,806            | \$0.140         | 835                 | 31.6% (\$0.012)         | 1,321                      | 50.0% (\$0.025)        |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -9.6%                   |                            | 15.4%                  |       |    |
| <u>Other</u>                              | 3,802               | \$0.316         | 3,316               | \$0.279         | 3,387            | \$0.322         | 415                 | 12.5% (\$0.006)         | (71)                       | -2.1% (\$0.043)        |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -1.9%                   |                            | -15.5%                 |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -6.4%                   |                            | -3.6%                  |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -15.6%                  |                            | -12.4%                 |       |    |
| <b>TOTAL NON-REIMBURSABLE OVERTIME:</b>   | <b>1,451,923</b>    | <b>\$64.551</b> | <b>1,491,309</b>    | <b>\$66.394</b> | <b>1,544,856</b> | <b>\$74.642</b> | <b>(92,933)</b>     | <b>-6.4% (\$10.091)</b> | <b>(53,547)</b>            | <b>-3.6% (\$8.248)</b> |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -15.6%                  |                            | -12.4%                 |       |    |
| <b>REIMBURSABLE OVERTIME <sup>1</sup></b> | <b>0</b>            | <b>\$0.000</b>  | <b>0</b>            | <b>\$0.000</b>  | <b>0</b>         | <b>\$0.000</b>  | <b>-</b>            | <b>\$0.000</b>          | <b>-</b>                   | <b>\$0.000</b>         |       |    |
| <b>TOTAL OVERTIME</b>                     | <b>1,451,923</b>    | <b>\$64.551</b> | <b>1,491,309</b>    | <b>\$66.394</b> | <b>1,544,856</b> | <b>\$74.642</b> | <b>(92,933)</b>     | <b>(10.091)</b>         | <b>(53,547)</b>            | <b>(8.248)</b>         |       |    |
|   |                     |                 |                     |                 |                  |                 |                     | -15.6%                  |                            | -12.4%                 |       |    |

<sup>1</sup> All other & reimbursable budget and actual includes PTE \$'s only. Does not include hours.

\* Above 100%

MTA Bus Company  
Preliminary 2018 Overtime Results  
Non-Reimbursable/Reimbursable Overtime  
(\$ in millions)

December 2018 Year-to-Date vs. Final Estimate

|   | Var. - Fav./(Unfav)       |                             |
|---|---------------------------|-----------------------------|
|   | Hours                     | \$                          |
| <u>Scheduled Service</u>                  | 82,766<br>12.2%           | (\$1,231)<br>-4.5%          |
| <u>Unscheduled Service</u>                | 16,205<br>11.0%           | (\$3,021)<br>-46.7%         |
| <u>Programmatic/Routine Maintenance</u>   | (103,076)<br>-33.5%       | (5,710)<br>-41.6%           |
| <u>Unscheduled Maintenance</u>            | -<br>0.0%                 | (0,000)<br>0.0%             |
| <u>Vacancy/Absentee Coverage</u>          | (48,559)<br>0.0%          | \$2,206<br>0.0%             |
| <u>Weather Emergencies</u>                | (2,132)<br>0.0%           | (\$0,474)<br>0.0%           |
| <u>Safety/Security/Law Enforcement</u>    | 1,321<br>42.2%            | \$0,025<br>15.4%            |
| <u>Other</u>                              | (71)<br>-2.1%             | (\$0,043)<br>-15.5%         |
| Total Unscheduled                         | (53,547)<br>-3.6%         | (\$8,248)<br>-12.4%         |
| <b>TOTAL NON-REIMBURSABLE OVERTIME:</b>   | <b>(53,547)<br/>-3.6%</b> | <b>(\$8,248)<br/>-12.4%</b> |
| <b>REIMBURSABLE OVERTIME <sup>1</sup></b> | -                         | \$0,000                     |
| <b>TOTAL OVERTIME</b>                     | <b>(53,547)<br/>-3.6%</b> | <b>(\$8,248)<br/>-12.4%</b> |

<sup>1</sup> All other & reimbursable budget and actual includes PTE \$'s only. Does not include hours.

\* Above 100%

**MTA BUS COMPANY**  
**2018 YEAR-END REPORT**  
**2018 CASH RESULTS - ACTUAL vs. FINAL ESTIMATE**  
(\$ in millions)

|  | Final            |                  | Favorable/(Unfavorable) Variance |               |              |
|--|------------------|------------------|----------------------------------|---------------|--------------|
|  | Estimate         | Actual           | Total                            | Real          | Timing       |
| <b><u>Receipts</u></b>                     |                  |                  |                                  |               |              |
| Farebox Revenue                            | \$219.3          | \$219.8          | \$0.5                            | \$0.5         | \$0.0        |
| Vehicle Toll Revenue                       | 0.0              |                  | 0.0                              | 0.0           | 0.0          |
| Other Operating Revenue                    | 20.5             | 19.2             | (1.4)                            | (1.4)         | 0.0          |
| Capital and Other Reimbursements           | 8.0              | 6.1              | (2.0)                            | (2.0)         | 0.0          |
| <b>Total Receipts</b>                      | <b>247.9</b>     | <b>245.1</b>     | <b>(2.8)</b>                     | <b>(2.8)</b>  | <b>0.0</b>   |
| <b><u>Expenditures</u></b>                 |                  |                  |                                  |               |              |
| Labor:                                     |                  |                  |                                  |               |              |
| Payroll                                    | 292.3            | 302.5            | (10.2)                           | (10.2)        | 0.0          |
| Overtime                                   | 66.4             | 74.6             | (8.2)                            | (8.2)         | 0.0          |
| Health and Welfare                         | 73.7             | 70.6             | 3.1                              | 3.1           | 0.0          |
| OPEB Current Payment                       | 23.4             | 23.6             | (0.2)                            | (0.2)         | 0.0          |
| Pensions                                   | 56.5             | 57.3             | (0.8)                            | (0.8)         | 0.0          |
| Other Fringe Benefits                      | 53.6             | 54.6             | (1.0)                            | (1.0)         | 0.0          |
| GASB Account                               | 0.0              | 0.0              | 0.0                              | 0.0           | 0.0          |
| Reimbursable Overhead                      | 0.0              | 0.0              | 0.0                              | 0.0           | 0.0          |
| <b>Total Labor Expenditures</b>            | <b>566.1</b>     | <b>583.3</b>     | <b>(17.2)</b>                    | <b>(17.2)</b> | <b>0.0</b>   |
| Non-Labor:                                 |                  |                  |                                  |               |              |
| Electric Power                             | 2.2              | 2.0              | 0.1                              | 0.1           | 0.0          |
| Traction Power                             | 0.0              | 0.0              | 0.0                              | 0.0           | 0.0          |
| Non-Traction Power                         | 2.2              | 2.0              | 0.1                              | 0.1           | 0.0          |
| Fuel                                       | 27.1             | 27.0             | 0.2                              | 0.2           | 0.0          |
| Revenue Vehicle Fuel                       | 25.5             | 25.8             | (0.2)                            | (0.2)         | 0.0          |
| Non-Revenue Fuel                           | 1.6              | 1.2              | 0.4                              | 0.4           | 0.0          |
| Insurance                                  | 5.9              | 0.0              | 5.9                              | 5.9           | 0.0          |
| Claims                                     | 26.0             | 26.7             | (0.6)                            | (0.6)         | 0.0          |
| Paratransit Service Contracts              |                  |                  | 0.0                              | 0.0           | 0.0          |
| Maintenance and Other Operating Contracts  | 56.0             | 39.1             | 16.9                             | 16.9          | 0.0          |
| Professional Service Contracts             | 39.2             | 32.3             | 6.9                              | 6.9           | 0.0          |
| Materials & Supplies                       | 55.1             | 47.4             | 7.7                              | 7.7           | 0.0          |
| Other Business Expenses                    | 4.7              | 4.0              | 0.7                              | 0.7           | 0.0          |
| <b>Total Non-Labor Expenditures</b>        | <b>216.3</b>     | <b>178.4</b>     | <b>37.8</b>                      | <b>37.8</b>   | <b>0.0</b>   |
| Other Expenditure Adjustments:             |                  |                  |                                  |               |              |
| Other                                      | 0.0              | 0.0              | 0.0                              | 0.0           | 0.0          |
| <b>Total Other Expenditure Adjustments</b> | <b>0.0</b>       | <b>0.0</b>       | <b>0.0</b>                       | <b>0.0</b>    | <b>0.0</b>   |
| <b>Total Expenditures</b>                  | <b>782.4</b>     | <b>761.7</b>     | <b>20.7</b>                      | <b>20.7</b>   | <b>0.0</b>   |
| <b>Baseline Net Cash Deficit</b>           | <b>(\$534.5)</b> | <b>(\$516.6)</b> | <b>\$17.9</b>                    | <b>\$17.9</b> | <b>\$0.0</b> |

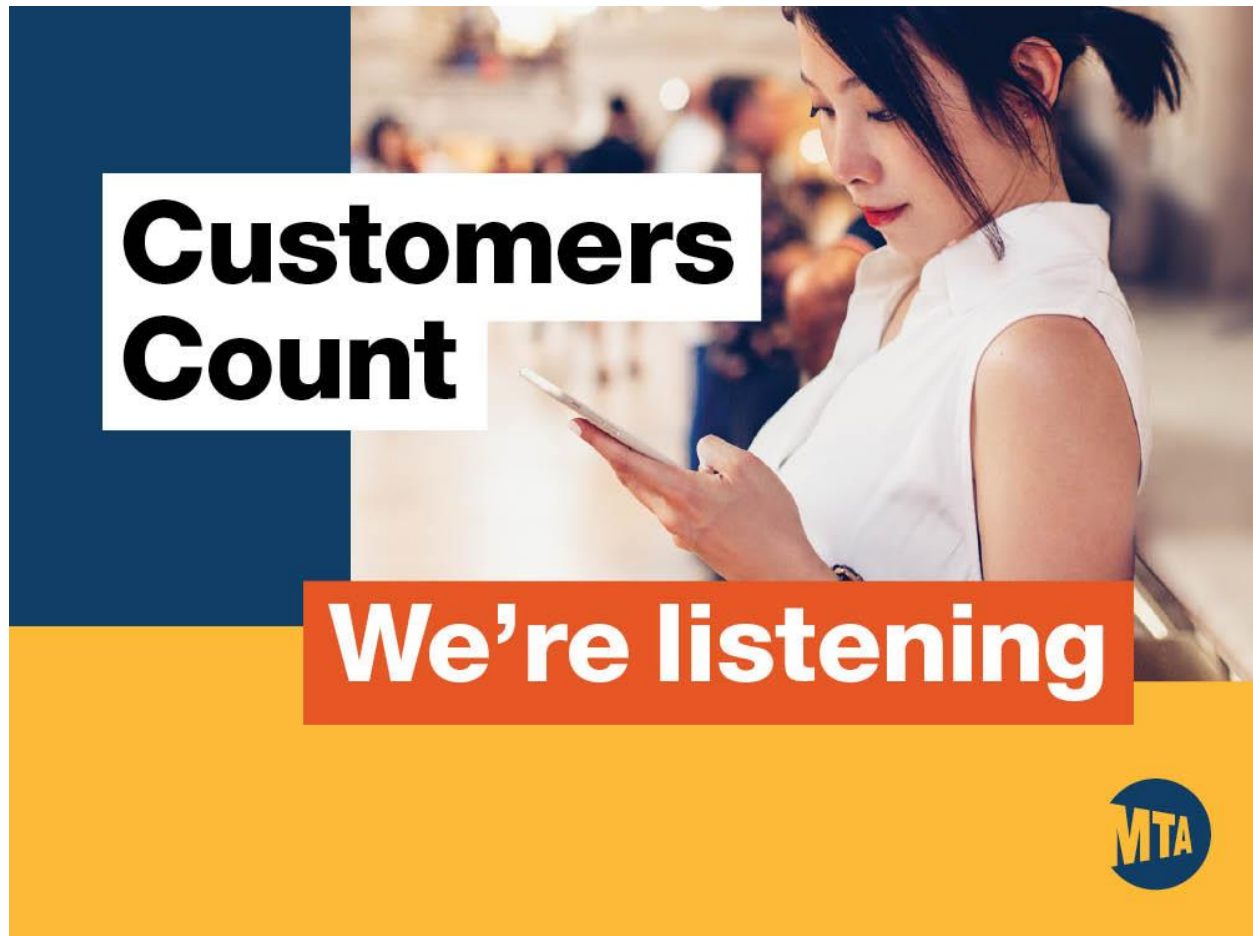
Totals may not agree due to rounding.  
Results are subject to audit

**MTA BUS COMPANY**  
**Non-Reimbursable and Reimbursable by Function and Department**  
**Full - Time Positions and Full - Time Equivalents**  
**December 2018 Year-to-Date**

| December Year-to-Date             |                           |                   |              | Favorable/(Unfavorable) Variance |                        |                          |
|-----------------------------------|---------------------------|-------------------|--------------|----------------------------------|------------------------|--------------------------|
| FUNCTION/DEPARTMENT               | 2018<br>Adopted<br>Budget | Final<br>Estimate | Actual       | 2018<br>Adopted<br>Budget        | 2018 Final<br>Estimate | Explanation of Variances |
| <b>Administration</b>             |                           |                   |              |                                  |                        |                          |
| Office of the EVP                 | 3                         | 3                 | 3            | -                                | -                      |                          |
| Human Resources                   | 18                        | 21                | 21           | (3)                              | -                      |                          |
| Office of Management and Budget   | 13                        | 16                | 15           | (2)                              | 1                      |                          |
| Technology & Information Services | -                         | -                 | -            | -                                | -                      |                          |
| Material                          | 17                        | 17                | 16           | 1                                | 1                      |                          |
| Controller                        | 17                        | 19                | 19           | (2)                              | -                      |                          |
| Office of the President           | 7                         | 5                 | 4            | 3                                | 1                      |                          |
| System Safety Administration      | 5                         | 5                 | 1            | 4                                | 4                      |                          |
| Law                               | 25                        | 25                | 23           | 2                                | 2                      |                          |
| Corporate Communications          | -                         | -                 | -            | -                                | -                      |                          |
| Labor Relations                   | 4                         | -                 | -            | 4                                | -                      |                          |
| Strategic Office                  | 30                        | 30                | 25           | 5                                | 5                      |                          |
| Non-Departmental                  | 7                         | 11                | -            | 7                                | 11                     |                          |
| <b>Total Administration</b>       | <b>146</b>                | <b>152</b>        | <b>127</b>   | <b>19</b>                        | <b>25</b>              | Vacancies to be filled   |
| <b>Operations</b>                 |                           |                   |              |                                  |                        |                          |
| Buses                             | 2,328                     | 2,320             | 2,313        | 15                               | 7                      | Vacancies to be filled   |
| Office of the Executive VP        | 4                         | 4                 | 4            | -                                | -                      |                          |
| Safety & Training                 | 56                        | 57                | 78           | (22)                             | (21)                   | Students in training     |
| Road Operations                   | 123                       | 123               | 124          | (1)                              | (1)                    |                          |
| Transportation Support            | 22                        | 22                | 25           | (3)                              | (3)                    |                          |
| Operations Planning               | 33                        | 33                | 33           | -                                | -                      |                          |
| Revenue Control                   | 30                        | 7                 | 6            | 24                               | 1                      |                          |
| <b>Total Operations</b>           | <b>2,596</b>              | <b>2,566</b>      | <b>2,583</b> | <b>13</b>                        | <b>(17)</b>            |                          |
| <b>Maintenance</b>                |                           |                   |              |                                  |                        |                          |
| Buses                             | 765                       | 764               | 750          | 15                               | 14                     |                          |
| Maintenance Support/CMF           | 233                       | 270               | 262          | (29)                             | 8                      |                          |
| Facilities                        | 78                        | 77                | 74           | 4                                | 3                      |                          |
| Supply Logistics                  | 99                        | 100               | 100          | (1)                              | -                      |                          |
| <b>Total Maintenance</b>          | <b>1,175</b>              | <b>1,211</b>      | <b>1,186</b> | <b>(11)</b>                      | <b>25</b>              | Vacancies to be filled   |
| Capital Program Management        | 37                        | 37                | 27           | 10                               | 10                     |                          |
| <b>Total Engineering/Capital</b>  | <b>37</b>                 | <b>37</b>         | <b>27</b>    | <b>10</b>                        | <b>10</b>              | Vacancies to be filled   |
| Security                          | 30                        | 15                | 13           | 17                               | 2                      |                          |
| <b>Total Public Safety</b>        | <b>30</b>                 | <b>15</b>         | <b>13</b>    | <b>17</b>                        | <b>2</b>               | Vacancies to be filled   |
| <b>Total Positions</b>            | <b>3,984</b>              | <b>3,981</b>      | <b>3,936</b> | <b>48</b>                        | <b>45</b>              |                          |
| Non-Reimbursable                  | 3,944                     | 3,941             | 3,899        | 45                               | 42                     |                          |
| Reimbursable                      | 40                        | 40                | 37           | 3                                | 3                      |                          |
| <b>Total Full-Time</b>            | <b>3,969</b>              | <b>3,963</b>      | <b>3,925</b> | <b>44</b>                        | <b>38</b>              |                          |
| Total Full-Time Equivalents       | 15                        | 18                | 11           | 4                                | 7                      |                          |

**MTA BUS COMPANY**  
**Non-Reimbursable and Reimbursable by Function and Department**  
**Full - Time Positions and Full - Time Equivalents**  
**December 2018 Year-to-Date**

| FUNCTION/OCCUPATIONAL GROUP       | December Year-to-Date  |                        |              | Favorable/(Unfavorable) Variance |                        |
|-----------------------------------|------------------------|------------------------|--------------|----------------------------------|------------------------|
|                                   | 2018<br>Adopted Budget | 2018 Final<br>Estimate | Actual       | 2018 Adopted<br>Budget           | 2018 Final<br>Estimate |
| <b>Administration</b>             |                        |                        |              |                                  |                        |
| Managers/Supervisors              | 67                     | 66                     | 54           | 13                               | 12                     |
| Professional, Technical, Clerical | 75                     | 77                     | 73           | 2                                | 4                      |
| Operational Hourlies              | 4                      | 9                      | -            | 4                                | 9                      |
| <b>Total Administration</b>       | <b>146</b>             | <b>152</b>             | <b>127</b>   | <b>19</b>                        | <b>25</b>              |
|                                   |                        |                        |              |                                  | Vacancies to be filled |
| <b>Operations</b>                 |                        |                        |              |                                  |                        |
| Managers/Supervisors              | 310                    | 307                    | 309          | 1                                | (2)                    |
| Professional, Technical, Clerical | 51                     | 51                     | 50           | 1                                | 1                      |
| Operational Hourlies              | 2,235                  | 2,208                  | 2,224        | 11                               | (16)                   |
| <b>Total Operations</b>           | <b>2,596</b>           | <b>2,566</b>           | <b>2,583</b> | <b>13</b>                        | <b>(17)</b>            |
|                                   |                        |                        |              |                                  | Students in training   |
| <b>Maintenance</b>                |                        |                        |              |                                  |                        |
| Managers/Supervisors              | 230                    | 245                    | 242          | (12)                             | 3                      |
| Professional, Technical, Clerical | 29                     | 33                     | 35           | (6)                              | (2)                    |
| Operational Hourlies              | 916                    | 933                    | 909          | 7                                | 24                     |
| <b>Total Maintenance</b>          | <b>1,175</b>           | <b>1,211</b>           | <b>1,186</b> | <b>(11)</b>                      | <b>25</b>              |
|                                   |                        |                        |              |                                  | Vacancies to be filled |
| <b>Engineering/Capital</b>        |                        |                        |              |                                  |                        |
| Managers/Supervisors              | 21                     | 21                     | 14           | 7                                | 7                      |
| Professional, Technical, Clerical | 16                     | 16                     | 13           | 3                                | 3                      |
| Operational Hourlies              | -                      | -                      | -            | -                                | -                      |
| <b>Total Engineering/Capital</b>  | <b>37</b>              | <b>37</b>              | <b>27</b>    | <b>10</b>                        | <b>10</b>              |
|                                   |                        |                        |              |                                  | Vacancies to be filled |
| <b>Public Safety</b>              |                        |                        |              |                                  |                        |
| Managers/Supervisors              | 19                     | 9                      | 7            | 12                               | 2                      |
| Professional, Technical, Clerical | 8                      | 6                      | 6            | 2                                | -                      |
| Operational Hourlies              | 3                      | -                      | -            | 3                                | -                      |
| <b>Total Public Safety</b>        | <b>30</b>              | <b>15</b>              | <b>13</b>    | <b>17</b>                        | <b>2</b>               |
|                                   |                        |                        |              |                                  | Vacancies to be filled |
| <b>Total Baseline Positions</b>   |                        |                        |              |                                  |                        |
| Managers/Supervisors              | 647                    | 648                    | 626          | 21                               | 22                     |
| Professional, Technical, Clerical | 179                    | 183                    | 177          | 2                                | 6                      |
| Operational Hourlies              | 3,158                  | 3,150                  | 3,133        | 25                               | 17                     |
| <b>Total Baseline Positions</b>   | <b>3,984</b>           | <b>3,981</b>           | <b>3,936</b> | <b>48</b>                        | <b>45</b>              |



## Subway and Staten Island Railroad

## **Customers Count Q1 2019: Subway and SIR**

---

**1**

### **Executive Summary**

In Q1 2019, customers took notice of continuing service improvements and their satisfaction with almost every attribute measured by the Customers Count Survey improved by statistically significant margins.

We nearly doubled our Q4 2018 sample size. 3,834 customers provided us with 10,367 individual line evaluations. We nearly doubled our SIR sample as well.

#### *Subway*

- Overall service satisfaction, which is obtained by asking customers to evaluate individual subway lines and weighting the results by ridership, increased by 6.1 percentage-points to 61.4%, and increased on nearly half the lines in the system.
- Overall station satisfaction increased by 4.4 percentage-points to 70.0%.
- System satisfaction, which is obtained by asking customers to directly rate the entire subway system, increased by 6.2 percentage-points to 41.4%.
- Satisfaction increased for all three journey time and reliability attributes: waiting time (+5.8 percentage-points), travel time (+6.5 percentage-points) and number of unexpected delays (+5.1 percentage-points).
- Satisfaction increased for all six service periods: morning rush hour (+7.4 percentage-points), midday (+4.5 percentage-points), afternoon rush hour (+5.8 percentage-points), evening (+6.5 percentage-points), weekend (+5.6 percentage-points) and late night (+6.2 percentage points).
- Satisfaction increased for six of the seven onboard experience attributes: temperature (+3.4 percentage-points), announcements (+3.9 percentage-points), crowding (+3.5 percentage-points), train crews (+4.0 percentage-points), service delay and communication (+7.1 percentage-points), and security from crime (+2.3 percentage-points).
- Satisfaction increased for five of the seven station attributes: announcements (+4.4 percentage-points), crowding (+4.6 percentage-points), station staff (+2.3 percentage-points), service and delay communication (+6.4 percentage-points) and security from crime (+2.5 percentage-points).
- Customers consider waiting time (63.0%), number of unexpected delays (55.4%), crowding (40.8%), fares (34.7%) travel time (30.8%), onboard cleanliness (29.6%), morning rush hour service (27.8%) and weekend service (23.4%) to be the most important to improve.

#### *SIR*

- 75.8% are satisfied with overall service and 74.0% are satisfied with overall stations.
- Customers report more satisfaction with travel time (75.6%) than with waiting time (67.2%), and more satisfaction with waiting time than with the number of unexpected delays (62.7%).
- Customers are most satisfied with morning rush hour service (80.4%) and least satisfied with weekend service (52.5%). Satisfaction rates for other service periods vary from 66.7 % to 71.4%.



**Customers Count Q1 2019: Subway and SIR**

---







**2**

- Satisfaction increased for four of the seven onboard experience attributes: cleanliness (+17.2 percentage-points), announcements (+22.3 percentage-points), service and delay communication (+15.6 percentage-points) and security from crime (+19.8 percentage-points).
- Customers consider waiting time (61.2%), fares (53.5%), travel time (48.1%) and number of unexpected delays (43.4%) to be the most important to improve.

## **Customers Count Q1 2019**

---

**Notes:**

- Results for the   and  are incorporated into results for the   and .
- Subway system-wide results do not include SIR results.

## Customers Count Q1 2019: Subway and SIR

4

### Introduction

Early 2019 operating statistics show the continued dramatic performance improvements that have been achieved since the launch of the Subway Action Plan and Save Safe Seconds, including the fewest number of weekday delays that the system has seen in almost five years. According to data, weekday on-time performance continues to improve, weekday major incidents are declining steadily, and mean distance between failure for rolling stock is trending in a positive direction.

In Q1 2019, customers took notice and their satisfaction with almost every attribute measured by the Customers Count Survey improved by statistically significant margins.

### Overall Satisfaction

Overall system-wide service satisfaction, which is obtained by asking customers to evaluate individual subway lines and weighting the results by ridership, increased by 6.1 percentage-points from 55.3% to 61.4%. Overall service satisfaction increased on nearly half the lines in the system, with improvement on the **A B C G N R 1 2 3** and **7**. Overall service satisfaction on the **Q 1 2** and **3** is above average and overall service satisfaction on the **A C F** and **R** is below average.

Overall system-wide station satisfaction increased by 4.4 percentage-points from 65.6 to 70.0%. Overall station satisfaction increased in seven of the twenty-two station zones with improvement in zones 1, 2, 7, 12, 13, 16 and 18. Overall station satisfaction in zones 11, 13 and 17 is above average and overall station satisfaction in zones 10, 14 and 19 is below average.

System satisfaction, which is obtained by asking customers to rate the entire subway system, and influenced by perceptions of service, media coverage and recent events, increased by 6.2 percentage-points from 35.2% to 41.4%.

Customer satisfaction with fares and fare payment remained statistically unchanged. With a consistently low rate of satisfaction at 38.1%, most of our customers are dissatisfied with fares. 34.7% think avoiding fare increases should be a priority, which is the fourth most important among all attributes.

### Journey Time and Reliability

#### *Waiting Time*

Satisfaction increased by 5.8 percentage-points from 57.9% to 63.7% with improvement on the **A B C F N R 1** and **7**. Satisfaction on the **L 1 2 3 4** and **6** is above average and satisfaction on the **A C D G J M** and **R** is below average. Most customers are satisfied, yet a majority think we should prioritize improvement. In fact, 63.0% of customers consider waiting time to be an important attribute to improve, the most of any attribute.

#### *Travel Time*

Satisfaction increased by 6.5 percentage-points from 62.6% to 69.1% with improvement on the **A D E N Q R W 1 2** and **7**. Satisfaction on the **G L 1** and **3** is above average and satisfaction on the **F** and **R** is below average. Most customers are satisfied, and a minority think we should prioritize

## Customers Count Q1 2019: Subway and SIR

5

improvement. 30.8% of customers consider travel time to be among the most important subway attributes to improve.

### *Number of Unexpected Delays*

Satisfaction increased by 5.1 percentage-points from 32.9% to 38.0% with improvement on the **A D Q R 1** and **7**. Satisfaction on the **Q 1** and **3** is above average and satisfaction on the **A F** and **7** is below average. A minority of customers are satisfied with the number of unexpected delays, and a majority think we should prioritize improvement. 55.4% of customers consider the number of unexpected delays to be among the most important subway attributes to improve, the second most important of any attribute.

### **Service Period**

#### *Morning Rush Hour*

Satisfaction increased by 7.4 percentage-points from 50.6% to 58.0% with improvement on the **A B C N Q R 2** and **7**. Satisfaction on the **1 2** and **3** is above average and satisfaction on the **F** and **G** is below average. Most customers are satisfied, and a minority of customers think we should prioritize improvement. However, the improvement of morning rush hour service is a priority to more customers than any other service period.

#### *Midday*

Satisfaction increased by 4.5 percentage-points from 69.3% to 73.8%. Satisfaction on the **1 2** and **6** is above average and satisfaction on the **R** and **W** is below average. A large majority of customers are satisfied with midday service, the most of any service period, and few customers prioritize improvement of service during this period.

#### *Afternoon Rush Hour*

Satisfaction increased by 5.8 percentage-points from 52.3% to 58.1% with improvement on the **B 1** and **7**. Satisfaction on the **L 1** and **3** is above average and satisfaction on the **A C D** and **R** is below average. Most customers are satisfied with afternoon rush hour service, and a small minority (13.9%), think we should prioritize improvement.

#### *Evening*

Satisfaction increased by 6.5 percentage-points from 53.4% to 59.9% with improvement on the **A C** and **5**. Satisfaction on the **1** and **3** is above average and satisfaction on the **B F M** and **R** is below average. Most customers are satisfied with evening service, and a small minority (6.7%) think we should prioritize improvement.

#### *Weekend*

Satisfaction increased by 5.6 percentage-points from 37.0% to 42.6% with improvement on the **A**. Satisfaction on the **Q 1 2** and **6** is above average and satisfaction on the **F L N** and **R** is below average. More customers are dissatisfied than satisfied and consider it among the most important periods in which to improve service, second only to morning rush hour.

## Customers Count Q1 2019: Subway and SIR

6

### *Late Night*

Satisfaction increased by 6.2 percentage-points from 31.9% to 38.1% with improvement on the **R**. Note that **R** service only operates between Whitehall St–South Ferry and Bay Ridge–95 St during this time. Satisfaction on the **1** and **6** is above average. Late night has the lowest satisfaction rate of any period, but it is also the period with the fewest riders, and longer headways to match lower ridership. It is also the time during which necessary track and station maintenance tend to occur so as not to disrupt service during higher-volume periods.

### **Onboard Experience**

#### *Cleanliness*

Satisfaction decreased by 1.9 percentage-points from 57.6% to 55.7% with a decline on the **4**. This is the only subway attribute that saw satisfaction decrease by a statistically significant margin. Satisfaction on the **B G L M Q W** and **7** is above average and satisfaction on the **A D E** and **F** is below average. Though most customers are satisfied, cleanliness is second only to crowding among onboard experience attributes customers think are important to improve, and improvement is prioritized by customers at rates similar to reducing travel time, improvement morning rush hour service and keeping fares down.

#### *Temperature*

Satisfaction increased by 3.4 percentage-points from 78.7% to 82.1% with improvement on the **G R** and **1**. Satisfaction on the **Q** is above average and satisfaction on the **D 1** and **6** is below average. A large majority of customers are satisfied and very few, only 6.1% prioritize improvement. The increased failure rate of air conditioning systems on the **1** and **6** R62 fleet is well-known, but this quarter marks the first customer-driven evidence of increased heating system failures on the **D** R68 fleet.

#### *Announcements*

Satisfaction increased by 3.9 percentage-points from 56.0% to 59.9% with improvement on the **D N** and **R** and a decline on the **4**. Satisfaction on the **L N Q 2 5** and **7** is above average and satisfaction on the **A B C D F G R** is below average. Lines with above average satisfaction utilize newer rolling stock with automated announcements such as R142, R143, R160 and R188 trainsets, compared to the lines with below average satisfaction, which use older rolling stock such as the R32, R46 and R68 trainsets, and do not have automated announcements. Most customers are satisfied and 15.3% prioritize improvement over other attributes.

#### *Crowding*

Satisfaction increased by 3.5 percentage-points from 34.6 to 38.1 with improvement on the **C Q** and **R**. Satisfaction on the **B J M Q R** and **W** is above average and satisfaction on the **A E L 4 5 6** and **7** is below average. Reducing crowding is the most important onboard experience priority for customers and the third most important attribute to improve of all. Slightly more than two in five customers prioritize the reduction of crowding and it has the lowest satisfaction rate of the seven onboard experience attributes.

## Customers Count Q1 2019: Subway and SIR

7

### *Train Crews*

Satisfaction increased by 4.0 percentage-points from 79.3% to 83.3% with improvement on the **A C** and **L**. Satisfaction on the **L** and **Q** is above average. Customers are more satisfied with train crews than they are with any other attribute and very few (only 3.3%) think they need improvement.

### *Service and Delay Communication*

Satisfaction increased by 7.1 percentage-points from 40.2% to 47.3% with improvement on the **A B C E N Q R 1 2** and **3**, nearly half the lines in the system. Satisfaction on the **1** is above average and satisfaction on the **F** is below average. System-wide, more customers are dissatisfied than satisfied and 18.5% consider improvement a priority.

### *Security from Crime*

Satisfaction increased by 2.3 percentage-points from 65.1% to 67.4% with improvement on the **C J M** and **3**, and a decline on the **4**. Satisfaction on the **L M Q** and **1** are above average and satisfaction on the **D** and **4** are below average. Slightly more than two-thirds of customers are satisfied and only 14.7% prioritize improvement.

## **Stations**

### *Cleanliness*

System-wide satisfaction did not change, however, there was improvement in zones 6 and 21. Satisfaction in zones 9, 11, 13, 16 and 17 is above average and satisfaction in zones 6, 7, 10, 14 and 19 is below average. 17.0% of customers think improving station cleanliness is a priority.

### *Announcements*

Satisfaction increased by 4.4 percentage-points from 58.9% to 63.3% with improvement in zones 11 and 13. Satisfaction in zones 2, 3, 4, 5, 11, 15 and 21 is above average and satisfaction in zones 10, 13, 14 and 19 is below average. Only 6.3% of customers consider improvement to be among priorities.

### *Crowding*

Satisfaction increased by 4.6 percentage-points from 54.9% to 59.5% with improvement in zones 2, 4, 13, 17 and 18. Satisfaction in zones 1, 2, 11, 12, 13, 17 and 22 is above average and satisfaction in zones 8 and 18 is below average. 9.4% of customers list reducing station crowding among the priorities for improvement, the third most of station attributes.

### *Station Staff*

Satisfaction increased by 2.3 percentage-points from 77.1% to 79.4% with improvement in zones 6 and 14. Satisfaction in zone 18 is below average. This attribute is rated the best among the station attributes and very few (2.5%) cite improvement as a priority.

### *Service and Delay Communication*

Satisfaction increased by 6.4 percentage-points from 46.3% to 52.7% with improvement in zones 2, 4, 7, 8, 9, 11, 13, 14 and 16. Satisfaction in zones 2, 4, 5, 11 and 15 is above average and satisfaction in

---

**Customers Count Q1 2019: Subway and SIR****8**

zones 10 and 18 is below average. Among the station attributes, customers are least satisfied with service and delay communication with slightly more than half saying they are satisfied. 12.4% consider improvement to be a priority.

*Elevators*

System-wide satisfaction did not change. Satisfaction in zones 9, 11, 13 and 16 is above average and satisfaction in zones 10, 18 and 19 is below average. Though only 6.9% of customers think it is important for us to improve the elevators, that percentage is likely to be much greater among customers who regularly rely on elevators.

*Security from Crime*

Satisfaction increased by 2.5 percentage-points from 69.0% to 71.5% with improvement in zones 5, 12, 13, 19 and 22. Satisfaction in zones 8, 9, 11 and 13 is above average and satisfaction in zones 3, 4, 5 and 19 is below average. With a good satisfaction rate, and only 7.8% of customers prioritizing improvement, customers feel safe in our stations.

**Staten Island Railway**

We intend to specifically target SIR customers in Q2 2019 to expand our sample and produce results with smaller margins of error. In general, customers are satisfied with the SIR. 75.8% of customers are satisfied with overall service and 74.0% are satisfied with overall stations. Changes from Q4 2018 to Q1 2019 were not statistically significant.

53.5% of SIR customers think it is important for us to keep fares as low as possible when asked to select among other attributes. Only 30.2% of customers are satisfied with fares.

Customers report more satisfaction with travel time (75.6%) than with waiting time (67.2%), and more satisfaction with waiting time than with the number of unexpected delays (62.7%). A large majority of customers (80.0%) are satisfied with the connection to and from the Staten Island Ferry. Though the majority of customers are satisfied, 61.2% think reducing waiting time on the SIR is a priority, the most of any SIR attribute.

Customers are most satisfied with morning rush hour service (80.4%) and least satisfied with weekend service (52.5%). Satisfaction rates for other service periods vary from 66.7 % to 71.4%.

Satisfaction with onboard cleanliness increased by 17.2 percentage-points 58.6% to 75.8%. Satisfaction with onboard announcements increased by 22.3 percentage-points from 50.0% to 72.3%. Satisfaction with onboard service and delay communication increased by 15.6 percentage-points from 42.0% to 57.6%. Satisfaction with onboard security from crime increased by 19.8 percentage-points from 57.7% to 77.5%. SIR customers are most satisfied with train crews, which have a 90.4% satisfaction rating. Among onboard experience attributes, customers are least satisfied with service and delay communication.

Satisfaction with station announcements increased by 15.9 percentage-points from 45.1% to 61.0%. A large majority of customers (80.4%) are satisfied with crowding in SIR stations, which has the best rating of the SIR station attributes. In-station service and delay communication is rated the lowest with just about half the customers saying they are satisfied (50.4%).

## Customers Count Q1 2019: Subway and SIR

**9**

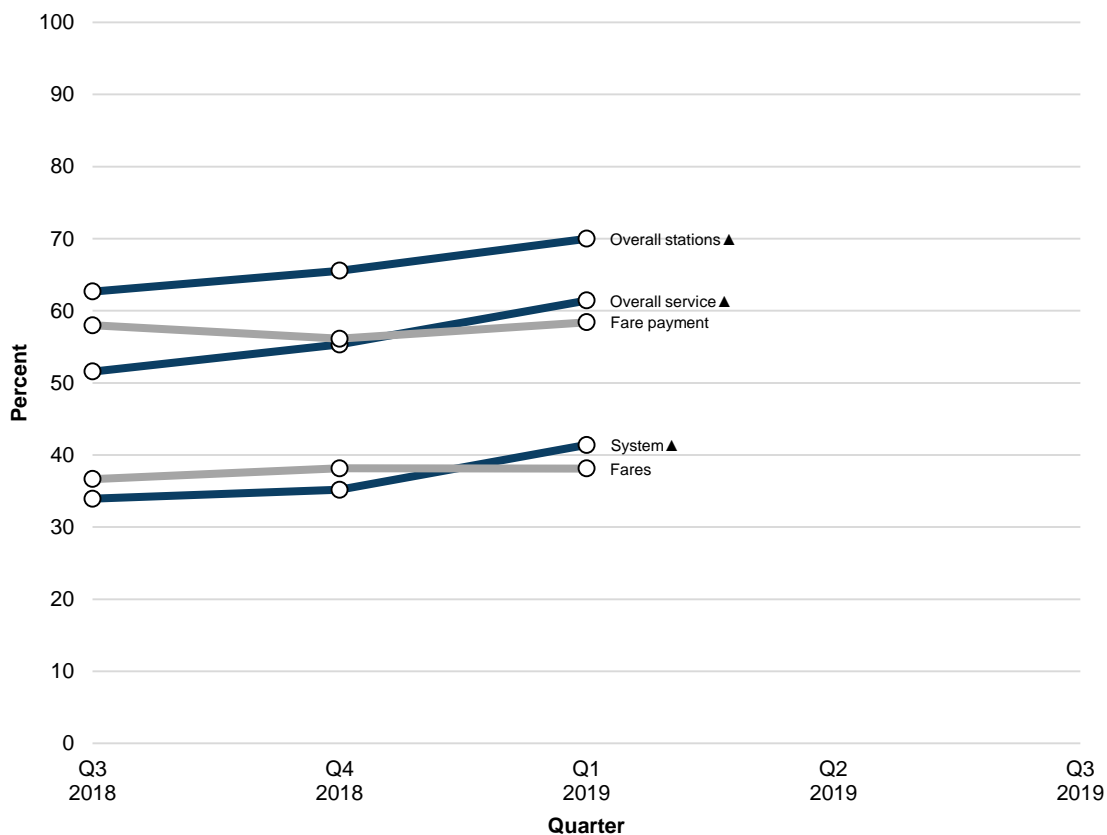
### Subway System-Wide Overall Satisfaction Rates (%)

|                                | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|--------------------------------|------------|------------|------------|------------|------------|
| Overall service <sup>(1)</sup> | 51.6       | 55.3       | 61.4 ▲     |            |            |
| Overall stations               | 62.7       | 65.6       | 70.0 ▲     |            |            |
| System <sup>(2)</sup>          | 33.9       | 35.2       | 41.4 ▲     |            |            |
| Fares                          | 36.7       | 38.1       | 38.1       |            |            |
| Fare payment                   | 58.0       | 56.1       | 58.4       |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.0% (overall service) to 1.6% (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.





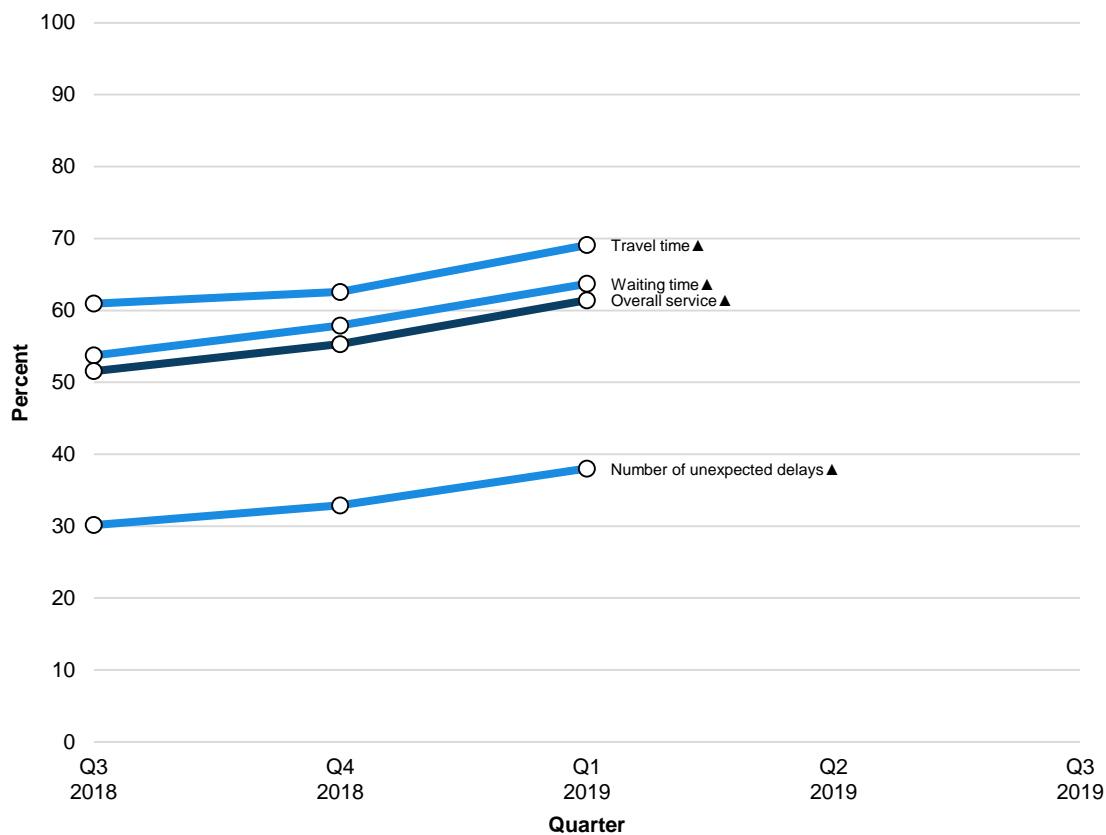
## Customers Count Q1 2019: Subway and SIR

**10**

### Subway System-Wide Journey Time and Reliability Satisfaction Rates (%)

|                             | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|-----------------------------|------------|------------|------------|------------|------------|
| Waiting time                | 53.7       | 57.9       | 63.7 ▲     |            |            |
| Travel time                 | 60.9       | 62.6       | 69.1 ▲     |            |            |
| Number of unexpected delays | 30.2       | 32.9       | 38.0 ▲     |            |            |
| Overall service             | 51.6       | 55.3       | 61.4 ▲     |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 0.9% (travel time) to 1.0% (number of unexpected delays)



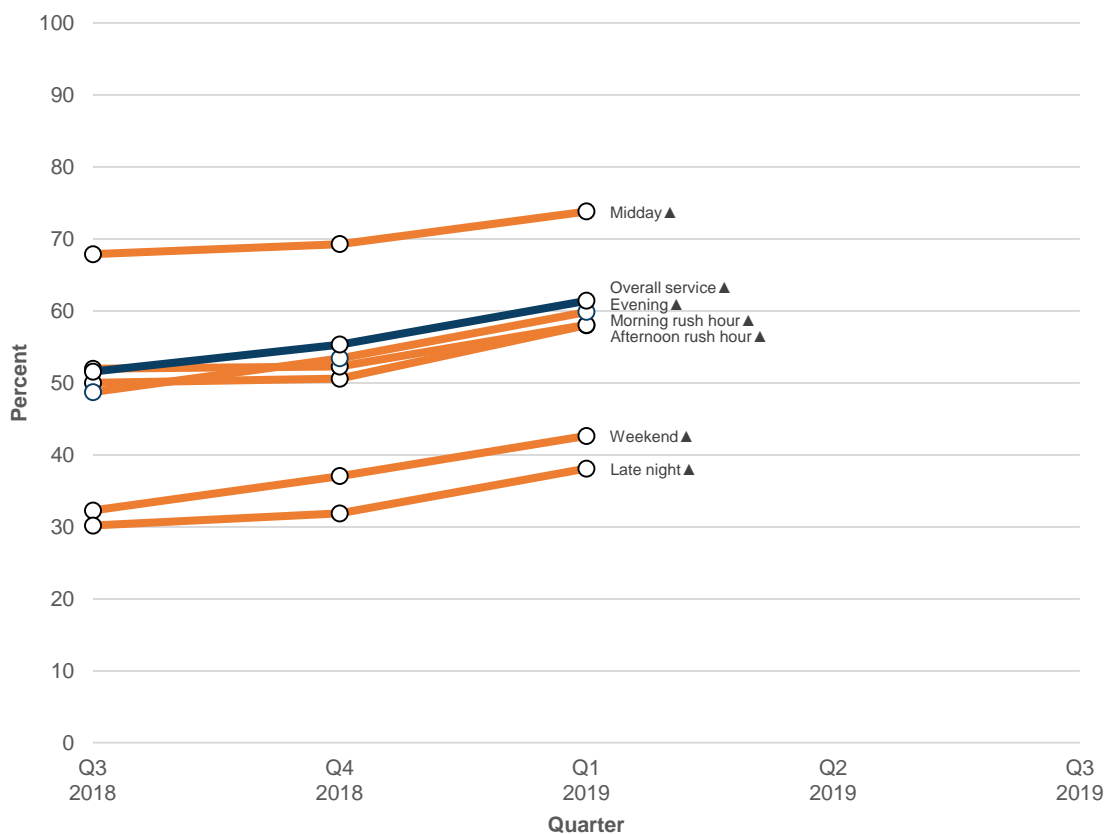
## Customers Count Q1 2019: Subway and SIR

**11**

### Subway System-Wide Service Period Satisfaction Rates (%)

|                     | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------|------------|------------|------------|------------|------------|
| Morning rush hour   | 50.0       | 50.6       | 58.0 ▲     |            |            |
| Midday              | 67.9       | 69.3       | 73.8 ▲     |            |            |
| Afternoon rush hour | 52.0       | 52.3       | 58.1 ▲     |            |            |
| Evening             | 48.7       | 53.4       | 59.9 ▲     |            |            |
| Weekend             | 32.3       | 37.0       | 42.6 ▲     |            |            |
| Late night          | 30.2       | 31.9       | 38.1 ▲     |            |            |
| Overall service     | 51.6       | 55.3       | 61.4 ▲     |            |            |

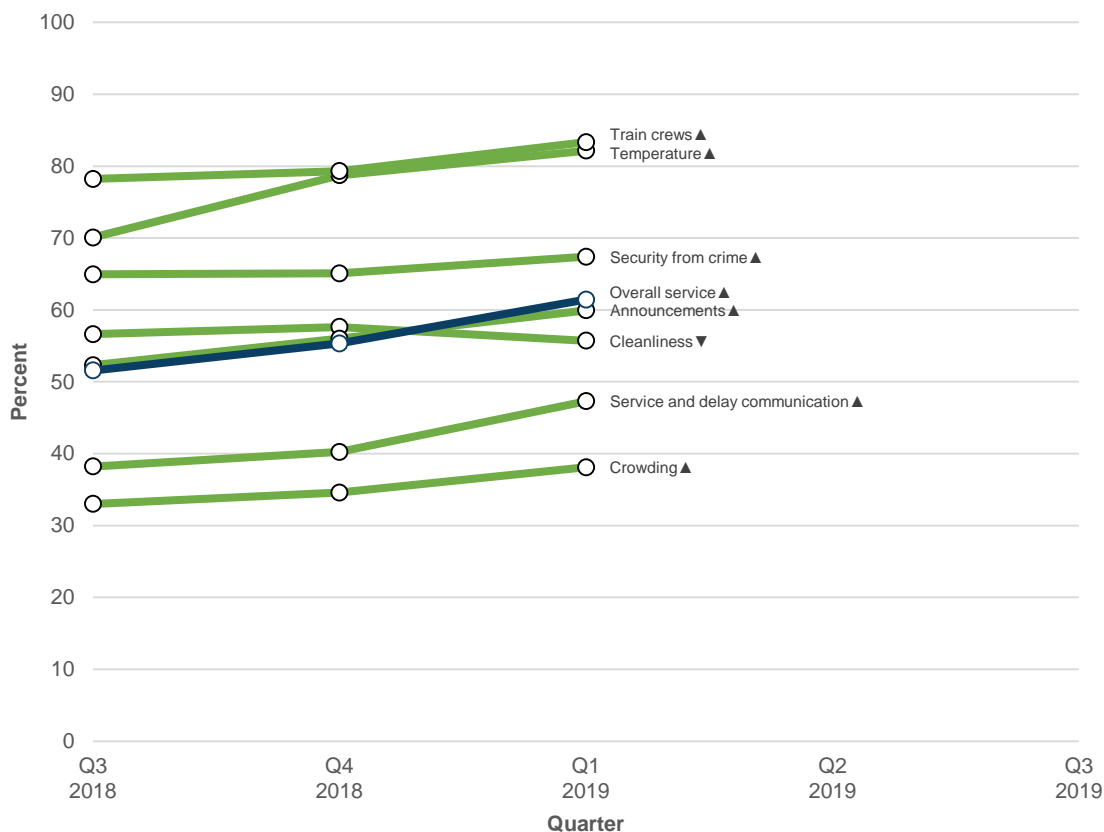
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.2% (morning rush hour) to 2.2% (late night)



**Customers Count Q1 2019: Subway and SIR**
**12**
**Subway System-Wide Onboard Experience Satisfaction Rates (%)**

|                                 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------------------|------------|------------|------------|------------|------------|
| Cleanliness                     | 56.6       | 57.6       | 55.7 ▼     |            |            |
| Temperature                     | 70.1       | 78.7       | 82.1 ▲     |            |            |
| Announcements                   | 52.3       | 56.0       | 59.9 ▲     |            |            |
| Crowding                        | 33.0       | 34.6       | 38.1 ▲     |            |            |
| Train crews                     | 78.2       | 79.3       | 83.3 ▲     |            |            |
| Service and delay communication | 38.2       | 40.2       | 47.3 ▲     |            |            |
| Security from crime             | 64.9       | 65.1       | 67.4 ▲     |            |            |
| Overall service                 | 51.6       | 55.3       | 61.4 ▲     |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 0.8% (temperature) to 1.0% (service and delay communication)



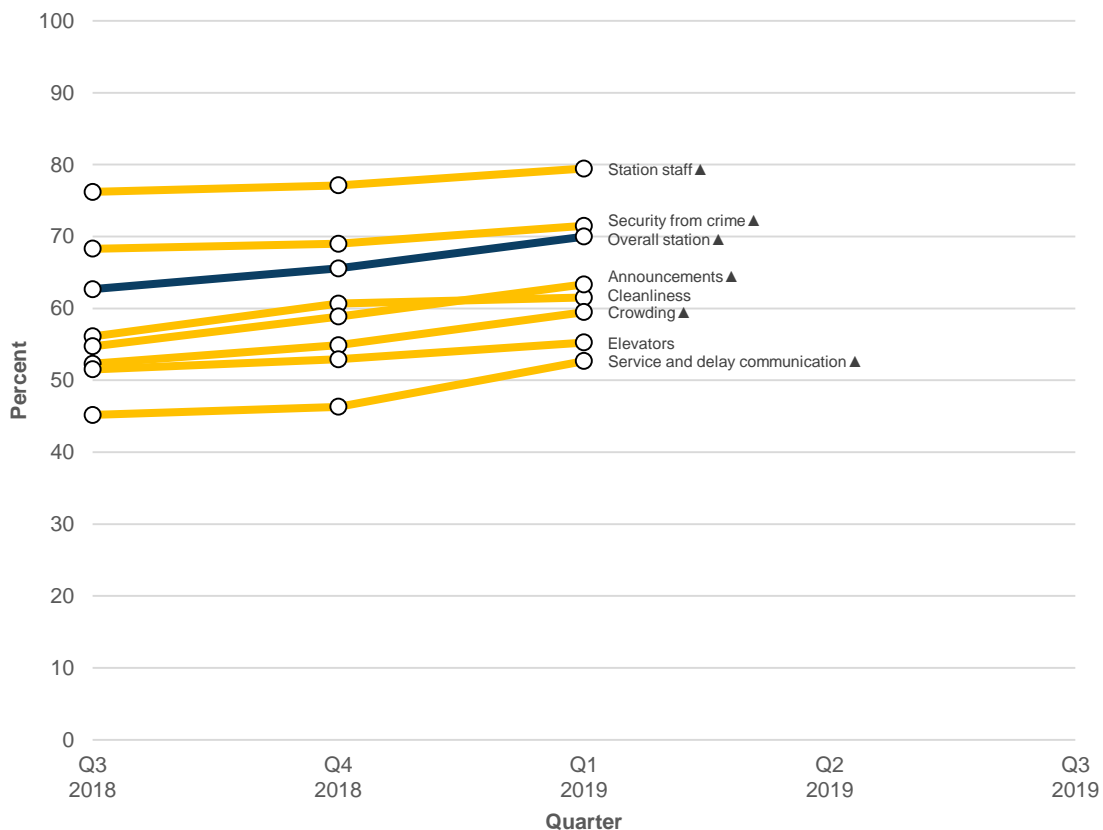
## Customers Count Q1 2019: Subway and SIR

13

### Subway System-Wide Station Satisfaction Rates (%)

|                                 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------------------|------------|------------|------------|------------|------------|
| Cleanliness                     | 56.1       | 60.7       | 61.5       |            |            |
| Announcements                   | 54.7       | 58.9       | 63.3 ▲     |            |            |
| Crowding                        | 52.3       | 54.9       | 59.5 ▲     |            |            |
| Station staff                   | 76.2       | 77.1       | 79.4 ▲     |            |            |
| Service and delay communication | 45.2       | 46.3       | 52.7 ▲     |            |            |
| Elevators                       | 51.5       | 52.9       | 55.3       |            |            |
| Security from crime             | 68.3       | 69.0       | 71.5 ▲     |            |            |
| Overall station                 | 62.7       | 65.6       | 70.0 ▲     |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.1% (cleanliness) to 2.6% (elevators)



**Customers Count Q1 2019: Subway and SIR**
**14**
**Subway Lines with Increased or Decreased Satisfaction from Q4 2018 to Q1 2019**

|                                 | Increased <sup>(1)</sup> | Decreased <sup>(2)</sup> |
|---------------------------------|--------------------------|--------------------------|
| Waiting time                    | A B C F N R 1 7          |                          |
| Travel time                     | A D E N Q R W 1 2 7      |                          |
| Number of unexpected delays     | A D Q R 1 7              |                          |
| Morning rush hour               | A B C N Q R 2 7          |                          |
| Midday                          |                          |                          |
| Afternoon rush hour             | B 1 7                    |                          |
| Evening                         | A C 5                    |                          |
| Weekend                         | A                        |                          |
| Late night                      | R                        |                          |
| Cleanliness                     |                          | 4                        |
| Temperature                     | G R 1                    |                          |
| Announcements                   | D N R                    | 4                        |
| Crowding                        | C Q R                    |                          |
| Train crews                     | A C L                    |                          |
| Service and delay communication | A B C E N Q R 1 2 3      |                          |
| Security from crime             | C J M 3                  | 4                        |
| Overall service                 | A B C G N R 1 2 3 7      |                          |

**Notes:**

(1) Line rating increased by a statistically significant margin at the 95% confidence-level.

(2) Line rating decreased by a statistically significant margin at the 95% confidence-level.

**Subway Station Zones with Increased or Decreased Satisfaction from Q4 2018 to Q1 2019**

|                                 | Increased <sup>(3)</sup> | Decreased <sup>(4)</sup> |
|---------------------------------|--------------------------|--------------------------|
| Cleanliness                     | 6 21                     |                          |
| Announcements                   | 11 13                    |                          |
| Crowding                        | 2 4 13 17 18             |                          |
| Station staff                   | 6 14                     |                          |
| Service and delay communication | 2 4 7 8 9 11 13 14 16    |                          |
| Elevators                       |                          |                          |
| Security from crime             | 5 12 13 19 22            |                          |
| Overall station                 | 1 2 7 12 13 16 18        |                          |

**Notes:**

(1) Zone rating increased by a statistically significant margin at the 95% confidence-level.

(2) Zone rating decreased by a statistically significant margin at the 95% confidence-level.

**Customers Count Q1 2019: Subway and SIR**
**15**
**Subway Lines with Satisfaction Above or Below System-Wide Averages in Q1 2019**

|                                 | Above Average <sup>(1)</sup> | Below Average <sup>(2)</sup> |
|---------------------------------|------------------------------|------------------------------|
| Waiting time                    | L 1 2 3 4 6                  | A C D G J M R                |
| Travel time                     | G L 1 3                      | F R                          |
| Number of unexpected delays     | Q 1 3                        | A F 7                        |
| Morning rush hour               | 1 2 3                        | F G                          |
| Midday                          | 1 2 6                        | R W                          |
| Afternoon rush hour             | L 1 3                        | A C D R                      |
| Evening                         | 1 3                          | B F M R                      |
| Weekend                         | Q 1 2 6                      | F L N R                      |
| Late night                      | 1 6                          |                              |
| Cleanliness                     | B G L M Q W 7                | A D E F                      |
| Temperature                     | Q                            | D 1 6                        |
| Announcements                   | L N Q 2 5 7                  | A B C D F G R                |
| Crowding                        | B J M Q R W                  | A E L 4 5 6 7                |
| Train crews                     | L Q                          |                              |
| Service and delay communication | 1                            | F                            |
| Security from crime             | L M Q 1                      | D 4                          |
| Overall service                 | Q 1 2 3                      | A C F R                      |

**Notes:**

(1) Line is rated above system-wide average by a statistically significant margin at the 95% confidence-level.

(2) Line is rated below system-wide average by a statistically significant margin at the 95% confidence-level.

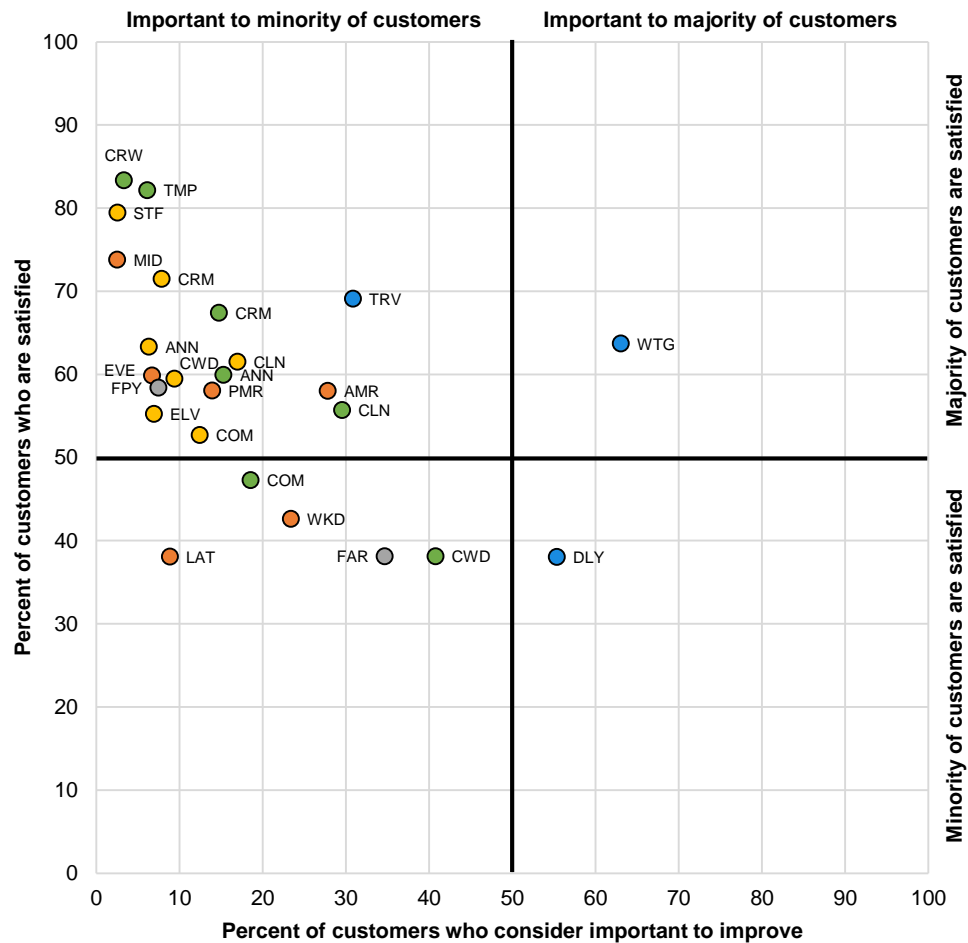
**Subway Station Zones with Satisfaction Above or Below System-Wide Averages in Q1 2019**

|                                 | Above Average <sup>(1)</sup> | Below Average <sup>(2)</sup> |
|---------------------------------|------------------------------|------------------------------|
| Cleanliness                     | 9 11 13 16 17                | 6 7 10 14 19                 |
| Announcements                   | 2 3 4 5 11 15 21             | 10 13 14 19                  |
| Crowding                        | 1 2 11 12 13 17 22           | 8 18                         |
| Station staff                   |                              | 18                           |
| Service and delay communication | 2 4 5 11 15                  | 10 18                        |
| Elevators                       | 9 11 13 16                   | 10 18 19                     |
| Security from crime             | 8 9 11 13                    | 3 4 5 19                     |
| Overall station                 | 11 13 17                     | 10 14 19                     |

**Notes:**

(1) Zone is rated above system-wide average by a statistically significant margin at the 95% confidence-level.

(2) Zone is rated below system-wide average by a statistically significant margin at the 95% confidence-level.

**Subway Gap Analysis for Q1 2019: Satisfaction vs. Importance**

**Journey Time and Reliability**

- WTG Waiting time
- TRV Travel time
- DLY Number of unexpected delays

**Service Period**

- AMR Morning rush hour service
- MID Midday service
- PMR Afternoon rush hour service
- EVE Evening service
- WKD Weekend service
- LAT Late night service

**Onboard Experience**

- CLN Cleanliness
- TMP Temperature
- ANN Announcements
- CWD Crowding
- CRW Train crews
- COM Service and delay communication
- CRM Security from crime

**Fares and Fare Payment**

- FAR Fares
- FPY Fare payment

**Stations**

- CLN Cleanliness
- ANN Announcements
- CWD Crowding
- STF Station staff
- COM Service and delay communication
- ELV Elevators
- CRM Security from crime

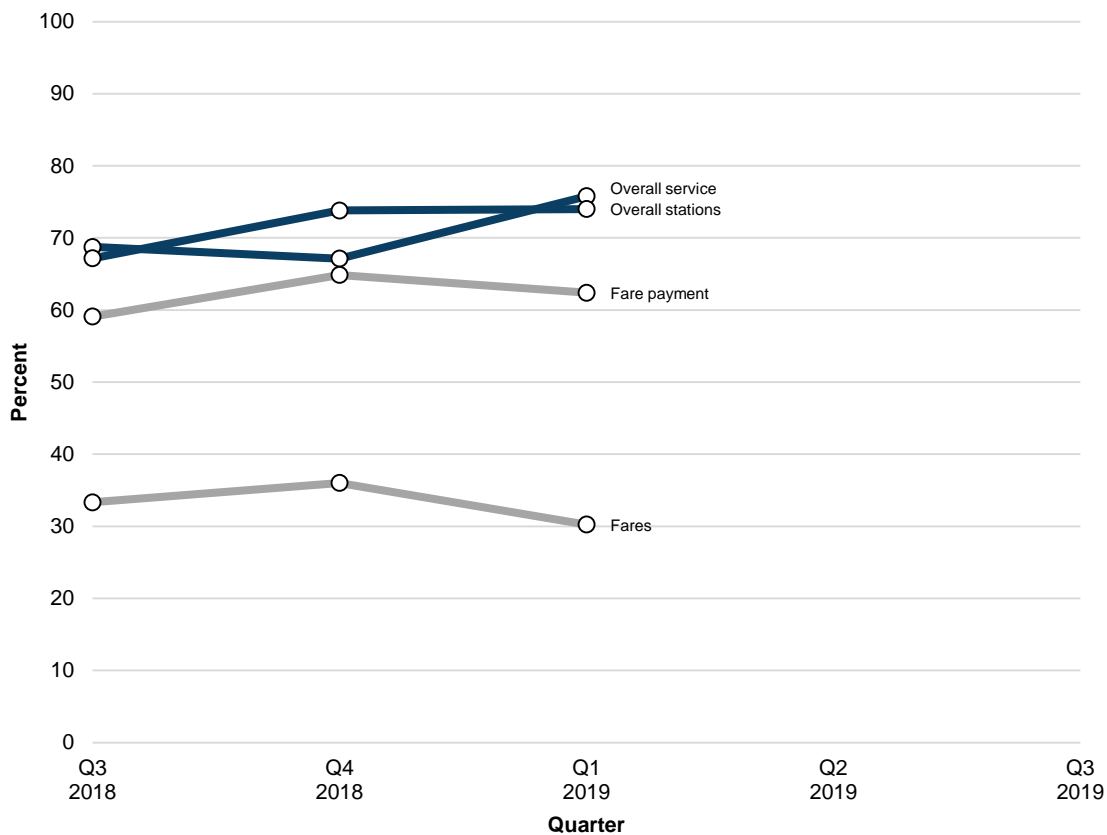
## Customers Count Q1 2019: Subway and SIR

17

**SIR Overall Satisfaction Rates (%)**

|                  | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|------------------|------------|------------|------------|------------|------------|
| Overall service  | 68.8       | 67.1       | 75.8       |            |            |
| Overall stations | 67.2       | 73.8       | 74.0       |            |            |
| Fares            | 33.3       | 36.0       | 30.2       |            |            |
| Fare payment     | 59.1       | 64.9       | 62.4       |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 7.0% (overall stations) to 8.5% (fare payment)

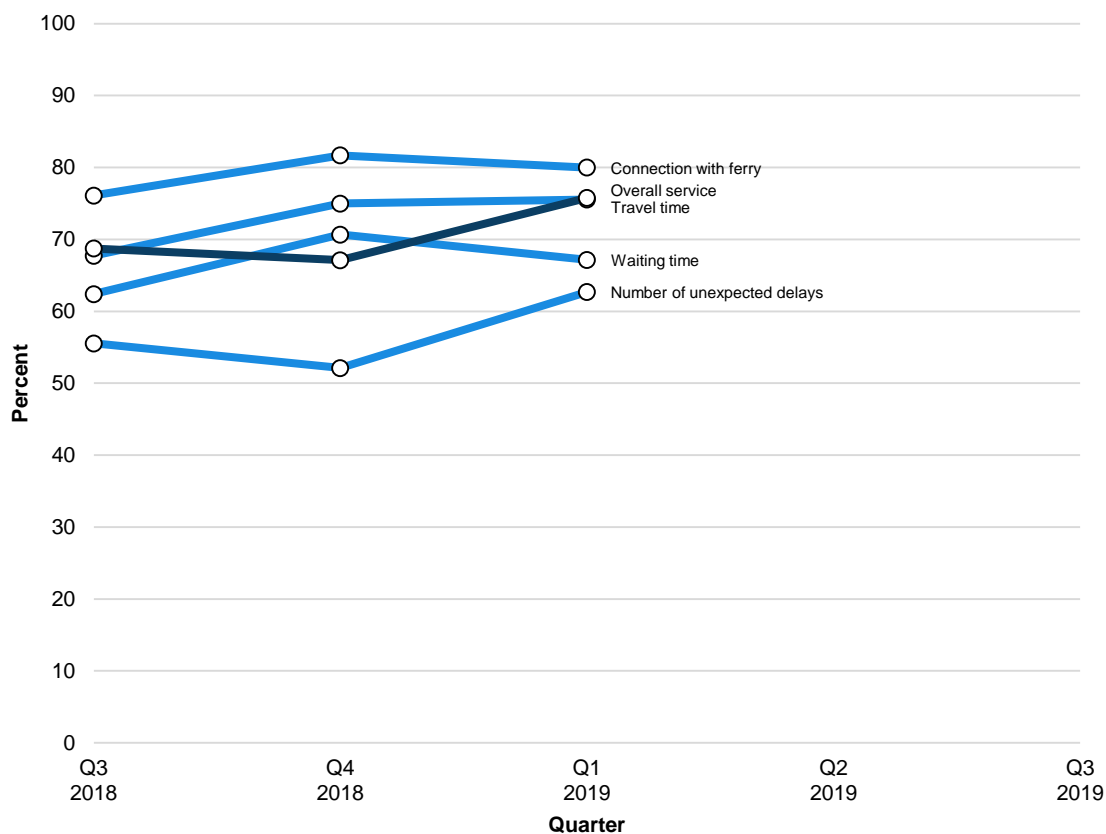




**Customers Count Q1 2019: Subway and SIR**
**18**
**SIR Journey Time and Reliability Satisfaction Rates (%)**

|                             | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|-----------------------------|------------|------------|------------|------------|------------|
| Waiting time                | 62.4       | 70.7       | 67.2       |            |            |
| Travel time                 | 67.7       | 75.0       | 75.6       |            |            |
| Number of unexpected delays | 55.6       | 52.1       | 62.7       |            |            |
| Connection with ferry       | 76.1       | 81.7       | 80.0       |            |            |
| Overall service             | 68.8       | 67.1       | 75.8       |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 7.2% (travel time) to 8.2% (number of unexpected delays)



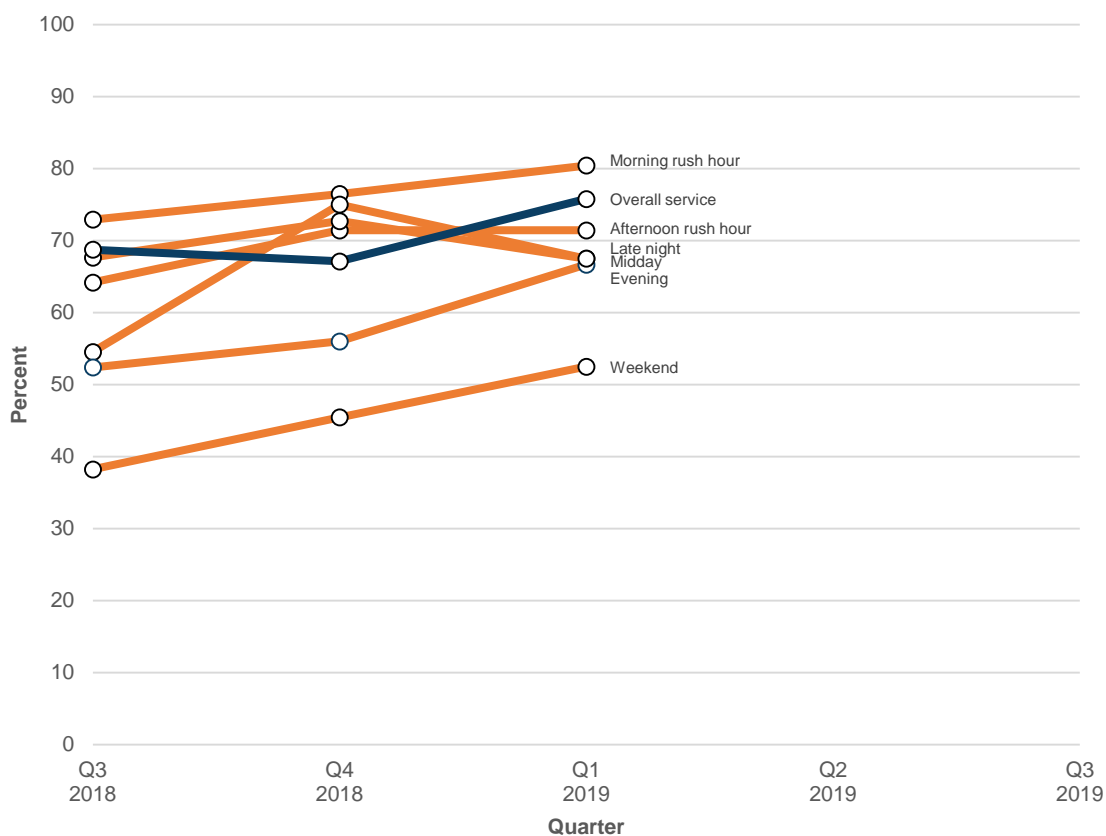
## Customers Count Q1 2019: Subway and SIR

19

**SIR Service Period Satisfaction Rates (%)**

|                     | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------|------------|------------|------------|------------|------------|
| Morning rush hour   | 72.9       | 76.5       | 80.4       |            |            |
| Midday              | 54.5       | 75.0       | 67.5       |            |            |
| Afternoon rush hour | 64.2       | 71.4       | 71.4       |            |            |
| Evening             | 52.4       | 56.0       | 66.7       |            |            |
| Weekend             | 38.2       | 45.5       | 52.5       |            |            |
| Late night          | 67.6       | 72.7       | 67.5       |            |            |
| Overall service     | 68.8       | 67.1       | 75.8       |            |            |

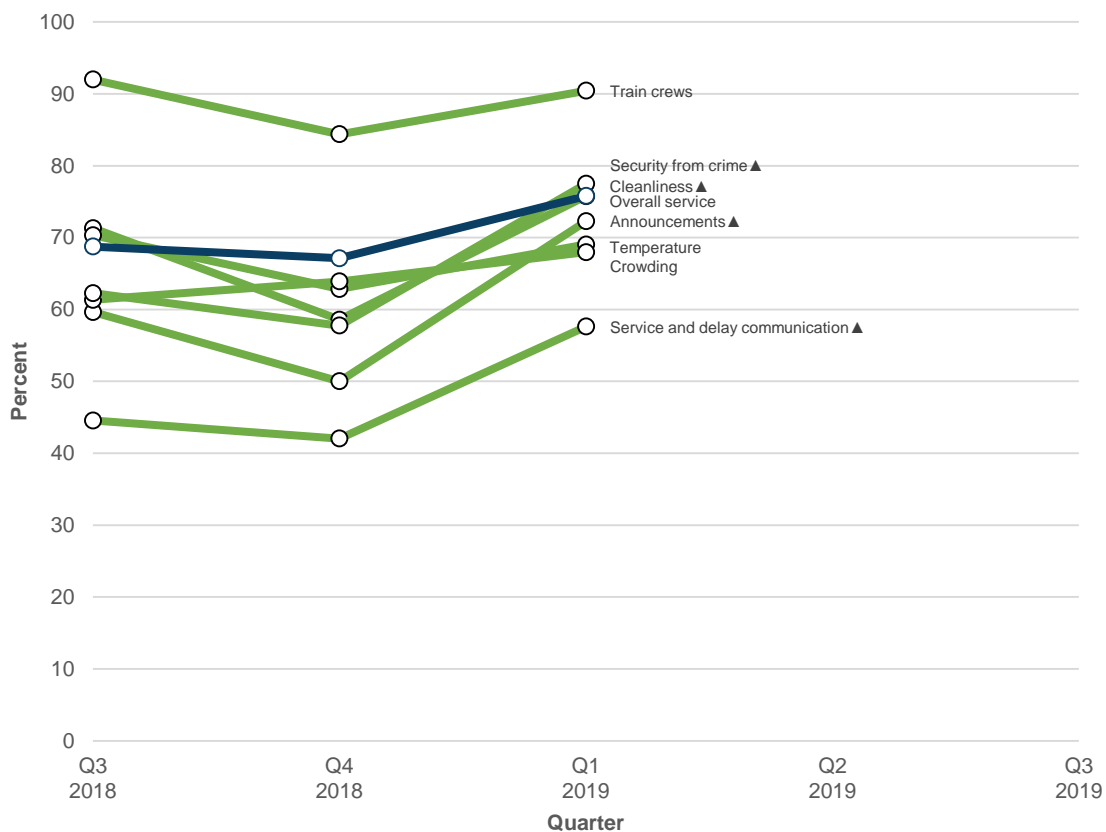
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 8.1% (morning rush hour) to 19.6% (late night)



**Customers Count Q1 2019: Subway and SIR**
**20**
**SIR Onboard Experience Satisfaction Rates (%)**

|                                 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------------------|------------|------------|------------|------------|------------|
| Cleanliness                     | 71.3       | 58.6       | 75.8 ▲     |            |            |
| Temperature                     | 70.3       | 62.9       | 69.0       |            |            |
| Announcements                   | 59.6       | 50.0       | 72.3 ▲     |            |            |
| Crowding                        | 61.3       | 63.9       | 68.0       |            |            |
| Train crews                     | 92.0       | 84.4       | 90.4       |            |            |
| Service and delay communication | 44.5       | 42.0       | 57.6 ▲     |            |            |
| Security from crime             | 62.3       | 57.7       | 77.5 ▲     |            |            |
| Overall service                 | 68.8       | 67.1       | 75.8       |            |            |

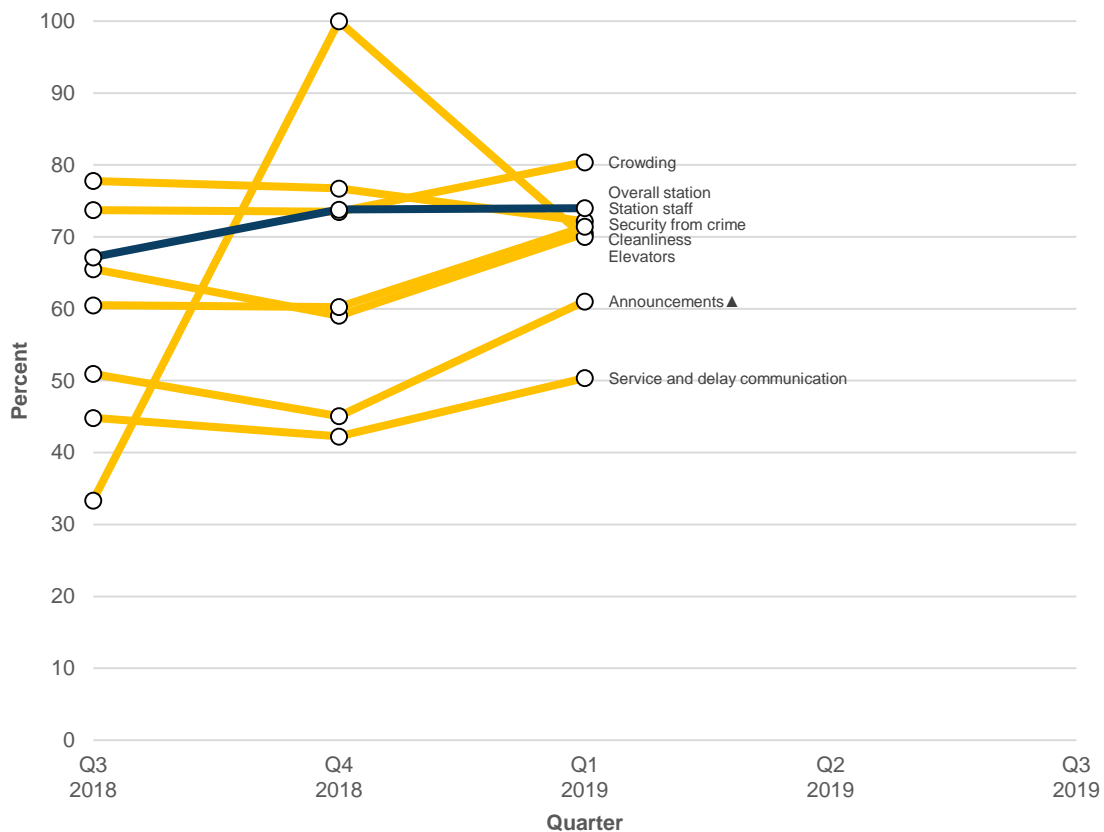
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 5.4% (train crews) to 8.9% (service and delay communication)

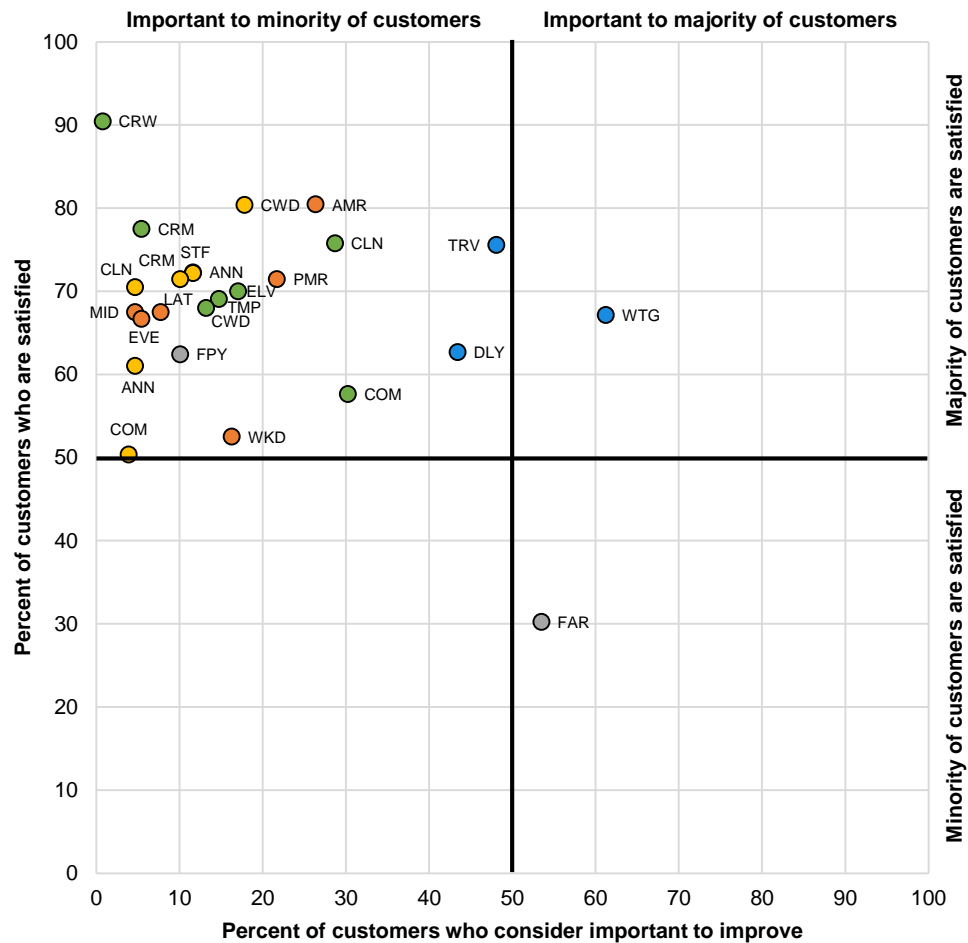


**Customers Count Q1 2019: Subway and SIR**
**21**
**SIR Station Satisfaction Rates (%)**

|                                 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------------------|------------|------------|------------|------------|------------|
| Cleanliness                     | 65.5       | 59.0       | 70.5       |            |            |
| Announcements                   | 50.9       | 45.1       | 61.0 ▲     |            |            |
| Crowding                        | 73.7       | 73.5       | 80.4       |            |            |
| Station staff                   | 77.8       | 76.7       | 72.2       |            |            |
| Service and delay communication | 44.8       | 42.3       | 50.4       |            |            |
| Elevators                       | 33.3       | 100.0      | 70.0       |            |            |
| Security from crime             | 60.5       | 60.3       | 71.4       |            |            |
| Overall station                 | 67.2       | 73.8       | 74.0       |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 6.2% (crowding) to 28.4% (elevators)



**SIR Gap Analysis for Q1 2019: Satisfaction vs. Importance**

**Journey Time and Reliability**

- WTG Waiting time
- TRV Travel time
- DLY Number of unexpected delays

**Service Period**

- AMR Morning rush hour service
- MID Midday service
- PMR Afternoon rush hour service
- EVE Evening service
- WKD Weekend service
- LAT Late night service

**Onboard Experience**

- CLN Cleanliness
- TMP Temperature
- ANN Announcements
- CWD Crowding
- CRW Train crews
- COM Service and delay communication
- CRM Security from crime

**Fares and Fare Payment**

- FAR Fares
- FPY Fare payment

**Stations**

- CLN Cleanliness
- ANN Announcements
- CWD Crowding
- STF Station staff
- COM Service and delay communication
- ELV Elevators
- CRM Security from crime

**Customers Count Q1 2019: Subway and SIR Appendix**
**23**
**Subway Customer Evaluations**

| Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|------------|------------|------------|------------|------------|
| 737        | 1,476      | 3,834      |            |            |

**Subway Line Evaluations**

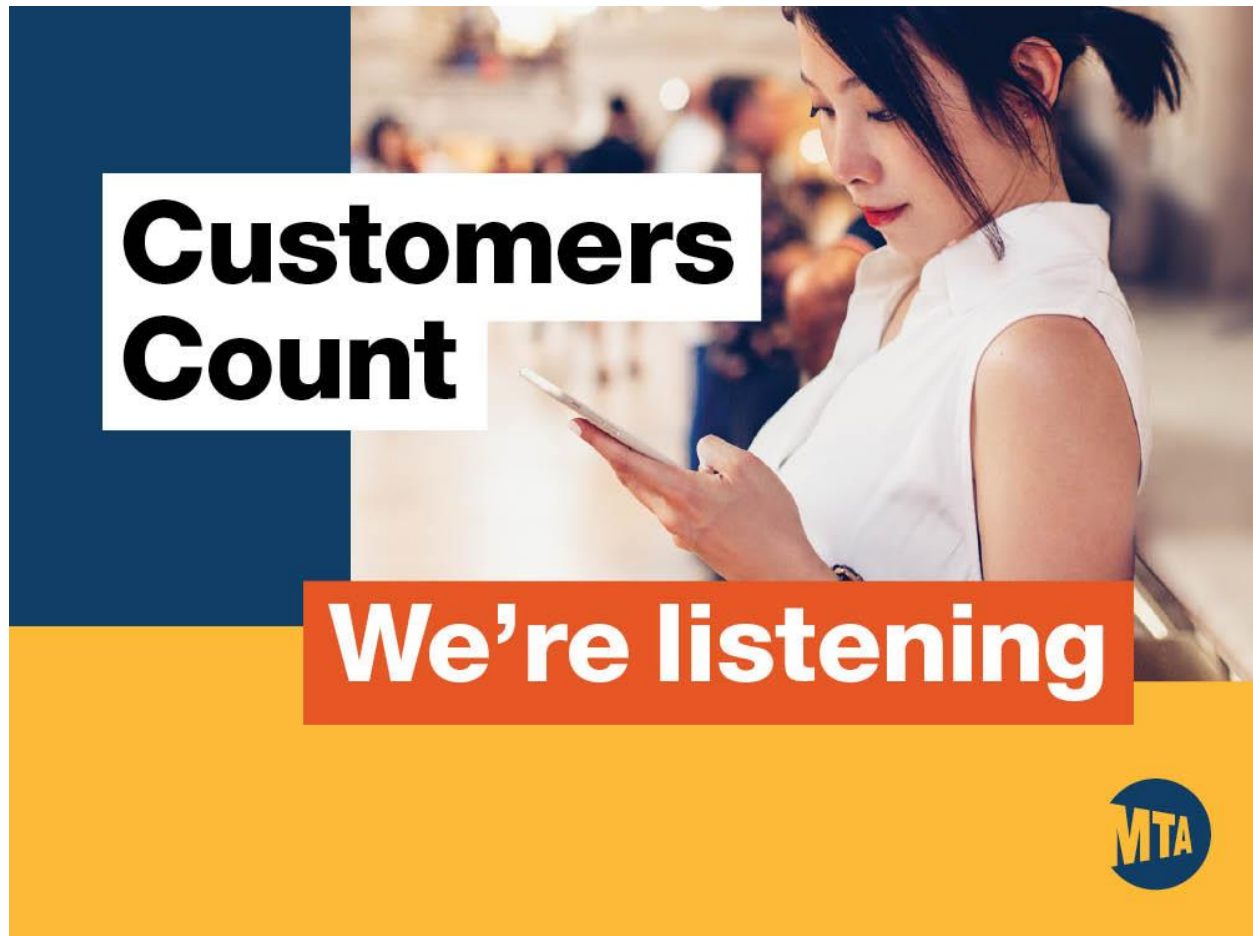
|          | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|----------|------------|------------|------------|------------|------------|
| <b>A</b> | 260        | 484        | 780        |            |            |
| <b>B</b> | 88         | 200        | 349        |            |            |
| <b>C</b> | 118        | 242        | 391        |            |            |
| <b>D</b> | 134        | 230        | 488        |            |            |
| <b>E</b> | 188        | 293        | 522        |            |            |
| <b>F</b> | 182        | 376        | 706        |            |            |
| <b>G</b> | 57         | 121        | 252        |            |            |
| <b>J</b> | 68         | 130        | 309        |            |            |
| <b>L</b> | 74         | 188        | 461        |            |            |
| <b>M</b> | 86         | 143        | 279        |            |            |
| <b>N</b> | 130        | 236        | 410        |            |            |
| <b>Q</b> | 216        | 363        | 549        |            |            |
| <b>R</b> | 288        | 366        | 667        |            |            |
| <b>W</b> | 90         | 95         | 145        |            |            |
| <b>1</b> | 266        | 377        | 644        |            |            |
| <b>2</b> | 217        | 399        | 714        |            |            |
| <b>3</b> | 99         | 229        | 375        |            |            |
| <b>4</b> | 271        | 419        | 712        |            |            |
| <b>5</b> | 234        | 335        | 550        |            |            |
| <b>6</b> | 177        | 359        | 591        |            |            |
| <b>7</b> | 186        | 293        | 473        |            |            |
|          | 3,429      | 5,878      | 10,367     |            |            |

**Subway Station Zone Evaluations**

|           | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|-----------|------------|------------|------------|------------|------------|
| <b>1</b>  | 124        | 196        | 330        |            |            |
| <b>2</b>  | 117        | 250        | 468        |            |            |
| <b>3</b>  | 47         | 124        | 234        |            |            |
| <b>4</b>  | 77         | 119        | 201        |            |            |
| <b>5</b>  | 86         | 193        | 382        |            |            |
| <b>6</b>  | 157        | 255        | 461        |            |            |
| <b>7</b>  | 153        | 277        | 487        |            |            |
| <b>8</b>  | 198        | 377        | 649        |            |            |
| <b>9</b>  | 124        | 246        | 441        |            |            |
| <b>10</b> | 83         | 156        | 344        |            |            |
| <b>11</b> | 382        | 434        | 604        |            |            |
| <b>12</b> | 129        | 164        | 348        |            |            |
| <b>13</b> | 87         | 175        | 305        |            |            |
| <b>14</b> | 59         | 133        | 269        |            |            |
| <b>15</b> | 94         | 180        | 310        |            |            |
| <b>16</b> | 46         | 74         | 188        |            |            |
| <b>17</b> | 49         | 172        | 279        |            |            |
| <b>18</b> | 205        | 321        | 553        |            |            |
| <b>19</b> | 167        | 252        | 520        |            |            |
| <b>20</b> | 15         | 44         | 163        |            |            |
| <b>21</b> | 42         | 108        | 288        |            |            |
| <b>22</b> | 28         | 64         | 115        |            |            |
|           | 2,469      | 4,314      | 7,939      |            |            |

**SIR Customer Evaluations**

| Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|------------|------------|------------|------------|------------|
| 113        | 71         | 130        |            |            |



## Buses

## **Customers Count Q1 2019: Bus**

---

**1**

### **Executive Summary**

In Q1 2019, we more than doubled our Q4 2018 sample size. 4,889 customers provided us with 5,635 individual route evaluations.

#### *Local, Limited and Select*

- Overall service satisfaction, which is obtained by asking customers to evaluate individual bus routes and weighting the results by borough-level ridership, did not change by a statistically significant margin. 57.7% of customers are satisfied with overall service.
- System satisfaction, which is obtained by asking customers to directly rate the entire bus system, increased by 6.2 percentage-points to 50.0%.
- Satisfaction with fare payment increased by 4.3 percentage-points to 57.3%.
- Satisfaction increased for all three journey time and reliability attributes: waiting time (+5.0 percentage-points), travel time (+7.6 percentage-points) and number of unexpected delays (+2.9 percentage-points).
- Satisfaction increased for four of the six service periods: morning rush hour (+5.6 percentage-points), midday (+7.6 percentage-points), afternoon rush hour (+8.2 percentage-points) and evening (+5.2 percentage-points).
- Satisfaction increased for all eight onboard experience attributes: cleanliness (+2.5 percentage-points), temperature (+2.5 percentage-points), announcements (+3.0 percentage-points), crowding (+2.9 percentage-points), bus drivers (+3.4 percentage-points), ease of getting on and off (+2.6 percentage-points), service delay and communication (+5.0 percentage-points), and security from crime (+4.3 percentage-points).
- Customers consider waiting time (80.9%), crowding (39.9%), travel time (37.7%), fares (31.5%) and number of unexpected delays (29.2%) to be the most important to improve.

#### *Express*

- Overall service satisfaction did not change by a statistically significant margin. 64.1% of customers are satisfied with overall service.
- System satisfaction did not change by a statistically significant margin. 35.8% of customers are satisfied.
- Customer satisfaction with fares decreased by 9.7 percentage-points to 20.7%.
- Satisfaction with security from crime on buses increased by 8.0 percentage-points to 89.0%.
- Satisfied with onboard crowding decreased by 11.2 percentage-points to 60.1%.
- Customers consider waiting time (68.5%), fares (56.1%), travel time (46.9%), crowding (41.0%), evening rush hour service (35.3%) and morning rush hour service (32.8%) to be the most important to improve.



**Customers Count Q1 2019****2****Notes:**

- Results for the X27, X28, X37 and X38 are included in BM results.
- Results for the X63, X64 and X68 are included in QM results.
- Q3 2018 and Q4 2018 results do not include Staten Island express bus (SIM) customers or routes.

## **Introduction**

Local, limited and select bus customers became more satisfied with all three journey time and reliability attributes: waiting time, travel time and number of unexpected delays. Customers became more satisfied with four of the six service periods: morning rush hour, midday, afternoon rush hour and evening. Customers became more satisfied with all eight onboard experience attributes: cleanliness, temperature, announcements, crowding, bus drivers, ease of getting on and off, service and delay communication, and security from crime. Local, limited and select bus customers also became more satisfied with the entire bus system and fare payment.

Express bus customers became more satisfied with security from crime on buses, and less satisfied with fares and crowding.

Reducing waiting time is the most important improvement for all bus customers.

## **Overall Satisfaction**

Overall local, limited and select bus service satisfaction, which is obtained by asking customers to evaluate individual bus routes and weighting the results by borough-level ridership, did not change by a statistically significant margin and remains above average in Manhattan. System-wide, 57.7% of local, limited and select bus customers are satisfied with overall service.

Overall express bus service satisfaction also did not change by a statistically significant margin from Q4 2019 to Q1 2019. 64.1% of customers are satisfied with overall service.

Local, limited and select bus system satisfaction, which is obtained by asking customers to rate the entire bus system, and influenced by perceptions of service, media coverage and recent events, increased by 6.2 percentage-points from 43.8% to 50.0%.

Express bus system satisfaction did not change by a statistically significant margin with a Q1 2019 satisfaction rating of 35.8%.

Customer satisfaction with local, limited and select fares remained statistically unchanged. With a consistently low rate of satisfaction (38.3% in Q1 2019), most of our local, limited and select bus customers are dissatisfied with fares. 31.5% of customers think keeping fares low is a priority, which is the fourth most important among all attributes.

Customer satisfaction with express bus fares decreased by 9.7 percentage-points from 30.4% to 20.7%. Since this decline occurred concurrently with the addition of Staten Island express bus (SIM) customers to the survey sample in Q1 2019, this change seems likely attributable to a lower level of satisfaction among SIM customers. Customers also place a high degree of importance (56.1%) on keeping fares down, second only to waiting time.

Satisfaction with Local, limited and select bus fare payment increased by 4.3 percentage-points from 53.0% to 57.3%. 15.5% of local, limited and select bus customers think fare payment is important to improve.

Satisfaction with express bus fare payment did not change by a statistically significant margin and is at 51.9% for the quarter. 13.9% of express bus customers think fare payment is important to improve.

**Journey Time and Reliability***Waiting Time*

Local, limited and select bus satisfaction increased by 5.0 percentage-points from 37.6% to 42.6% with improvement in Manhattan and Queens. By more than twice the rate of any other attribute, 80.9% of local, limited and select bus customers prioritize the reduction of waiting time. This is a priority to many of our customers.

Express bus satisfaction did not change by a statistically significant margin with slightly more than half of customers indicating they are satisfied. Express bus waiting time is the most important attribute to improve for customers with 68.5% selecting it as a priority.

*Travel Time*

Local, limited and select bus satisfaction increased by 7.6 percentage-points from 54.7% to 62.3% with improvement in every borough except Manhattan. Though most customers are satisfied, many also feel we should prioritize improvement. 37.7% indicate decreasing travel time is a priority. According to local, limited and select bus customers, this is the third most important attribute to improve.

Express bus satisfaction did not change by a statistically significant margin. Travel time is the best rated of the three journey time and reliability attributes with a 61.4% satisfaction rate in Q1 2019. At 46.9%, it is the second most important attribute to improve for express bus customers.

*Number of Unexpected Delays*

Local, limited and select bus satisfaction increased by 2.9 percentage-points from 37.6% to 40.5% with improvement in Queens. Almost three in ten customers (29.2%) prioritize reducing the number of delays as a needed improvement.

Express bus satisfaction did not change by a statistically significant margin and about half of our customers continue to be satisfied. Only 17.5% of express bus customers prioritize a reduction in the number of unexpected delays, fewer than prioritize other journey and travel time attributes.

**Service Period***Morning Rush Hour*

Local, limited and select bus satisfaction increased by 5.6 percentage-points from 45.0% to 50.6% with improvement on Staten Island. Improvement of service is prioritized by 22.5% of customers.

Express bus satisfaction did not change by a statistically significant margin and morning rush hour remains the best rated service period at 62.1%. Just under one-third of customers (32.8%) think we should improve service during the morning rush hour, the sixth most important attribute to improve for express bus customers.

*Midday*

Local, limited and select bus satisfaction increased by 7.6 percentage-points from 51.7% to 59.3% with improvement in Queens. Of the six periods, customers are most satisfied with midday service and few

---

**Customers Count Q1 2019: Bus****5**

prioritize improvements.

Express bus satisfaction did not change by a statistically significant margin. About half express bus customers are satisfied with midday service and few mention it as an important improvement target.

*Afternoon Rush Hour*

Local, limited and select bus satisfaction increased by 8.2 percentage-points from 36.5% to 44.7% with improvement in Brooklyn and Queens. Though more customers are dissatisfied than are satisfied, only 13.8% consider improvement of service during this period a priority.

Express bus satisfaction did not change by a statistically significant margin. 45.0% of customers are satisfied with service during this period. 35.3% prioritize improvement, which is the fifth most important attribute to improve for express bus customers.

*Evening*

Local, limited and select bus satisfaction increased by 5.2 percentage-points from 42.6% to 47.8%. Though a minority are satisfied, only 10.6% of customers prioritize improvement of service during the evening, which reflects lower ridership during this time.

Express bus satisfaction did not change by a statistically significant margin, but the 48.1% satisfaction rate for the quarter marks the first time this rate has dropped below 50.0%. 18.9% of express bus customers indicate we should prioritize improvement of service during this period.

*Weekend*

System-wide local, limited and select bus satisfaction did not change by a statistically significant margin with just under half of our customers (45.5%) satisfied with service. There was a satisfaction decrease in weekend Manhattan service. Nearly the same percentage of customers (22.4%) think we should improve weekend service than think we should improve morning rush hour service (22.5%).

Express bus satisfaction did not change by a statistically significant margin. 54.6% of express bus customers are satisfied with weekend service. 13.6% prioritize improvement during this period.

*Late Night*

Local, limited and select satisfaction did not change by a statistically significant margin. This remains the lowest rated service period with only 36.6% of customers reporting they are satisfied, but also the period with the lowest ridership. Only 11.5% of customers prioritize improvement during this period.

Express bus satisfaction did not change by a statistically significant amount with 50.5% of customers satisfied with service. Very few express bus routes operate during this time. 12.4% of express bus customers would like to see service improved during this time.

**Onboard Experience***Cleanliness*

Local, limited and select bus satisfaction increased by 2.5 percentage-points from 73.6% to 76.1%. Satisfaction is above average in Manhattan and below average in the Bronx and on Staten Island.

---

**Customers Count Q1 2019: Bus****6**

About one in five (20.8%) think we should prioritize improvement of onboard cleanliness.

Express bus satisfaction did not change by a statistically significant margin. Nearly three-quarters (74.7%) of express bus customers are satisfied with onboard cleanliness and few, only 14.7% prioritize improvement.

*Temperature*

Local, limited and select bus satisfaction increased by 2.5 percentage-points from 82.9% to 85.4% with improvement in the Bronx. Only 8.5% of customers feel improving onboard temperature is a priority.

Express bus satisfaction did not change by a statistically significant margin. 77.7% of customers are satisfied with onboard temperature. Only 8.1% think we should prioritize improvement.

*Announcements*

Local, limited and select bus satisfaction increased by 3.0 percentage-points from 67.6% to 70.6% with improvement in Brooklyn. Slightly more than one in ten customers (10.2%) would like us to focus on improving onboard announcements.

Satisfaction on express bus routes did not change by a statistically significant amount. 62.9% of customers are satisfied. Improving onboard announcements is not much of a priority for express bus customers with only 7.6% who cite it as an area for attention.

*Crowding*

Local, limited and select bus satisfaction increased by 2.9 percentage-points from 43.6% to 46.5% with improvement in Queens. Satisfaction is above average in Manhattan and below average in the Bronx. Nearly two in five customers (39.9%) think crowding reduction is important, second only to waiting time.

Express bus satisfaction decreased by 11.2 percentage-points from 71.3% to 60.1%. Much of that decline is likely due to the addition of Staten Island express bus (SIM) customers to the sample. It is an indication that SIM customers experience more crowded buses than express bus customers in other boroughs. Reduction in crowding on express buses is the fourth most important to customers with 41.0% prioritizing improvement.

*Bus drivers*

Local, limited and select bus satisfaction increased by 3.4 percentage-points from 74.6% to 78.0% with improvement in Queens. Satisfaction is above average in Manhattan. 20.1% of customers think improving bus drivers is a priority.

Express bus satisfaction did not change by a statistically significant margin. 83.8% of customers are satisfied with bus drivers and only 17.3% think improvement is a priority.

*Ease of Getting On and Off*

Local, limited and select bus customers satisfaction increased by 2.6 percentage-points from 75.6% to 78.2%. Satisfaction in Manhattan is above average. 12.8% of customers prioritize improvement.

## **Customers Count Q1 2019: Bus**

---

**7**

Express bus customer satisfaction did not change by a statistically significant margin with an 83.8% satisfaction rate in Q1 2019. Only 3.5% of customers prioritize improvement.

### *Service and Delay Communication*

Local, limited and select bus satisfaction increased by 5.0 percentage-points from 47.0% to 52.0% with improvement in Brooklyn. With crowding, it remains the one of the two lowest rated onboard attributes, yet only 13.4% of customers think improvement is an important priority.

Express bus customer satisfaction did not change by a statistically significant margin. Just under half of express bus customers (49.7%) are satisfied. Only 10.8% think it is a priority area for improvement.

### *Security from Crime*

Local, limited and select bus customer satisfaction increased by 4.3 percentage-points from 73.4% to 77.7% with improvement in the Bronx. Satisfaction is above average in Manhattan, and despite improvement, still below average in the Bronx. Only 7.5% of customers consider this an important attribute to improve.

Express bus satisfaction increased by 8.0 percentage-points from 81.0% to 89.0% and remains the best rated onboard attribute. Only 2.5% of customers think this is an improvement priority area.

## **Bus Stops**

### *Cleanliness*

Local, limited and select bus customer satisfaction did not change by a statistically significant margin system-wide, but did improve in Brooklyn. Throughout the city, 77.4% of customers are satisfied with bus stop cleanliness. Satisfaction is above average in Manhattan and below average in the Bronx and on Staten Island. Very few, only 3.8% consider this a priority for improvement.

Express bus customer satisfaction did not change by a statistically significant margin. 76.0% of customers are satisfied with bus stop cleanliness and only 2.0% think improvement is important.

### *Location*

Local, limited and select bus customer satisfaction did not change by a statistically significant margin. A large majority, 87.4% of customers, are satisfied with bus stop location. 11.3% think this is an improvement priority area.

Express bus customer satisfaction did not change by a statistically significant margin. 72.1% of customers are satisfied with the location of stops. This attribute is more important to express bus customers since they often must travel greater distances from their origins to reach bus stops. 27.0% think we should improve the location of express bus stops, which is the sixth most important express bus attribute of all.

### *Security from Crime*

Local, limited and select bus customers satisfaction increased by 4.6 percentage-points from 68.9% to 73.5% with improvement in the Bronx. Satisfaction is above average in Manhattan and despite

**Customers Count Q1 2019: Bus****8**

improvement, below average in the Bronx. Only 4.9% cite security from crime at bus stops as a priority improvement.

Express bus customer satisfaction did not change by a statistically significant margin. Customers feel safe at our express bus stops with 83.7% indicated they are satisfied with security from crime. Very few, only 2.4%, think this is a priority for improvement.

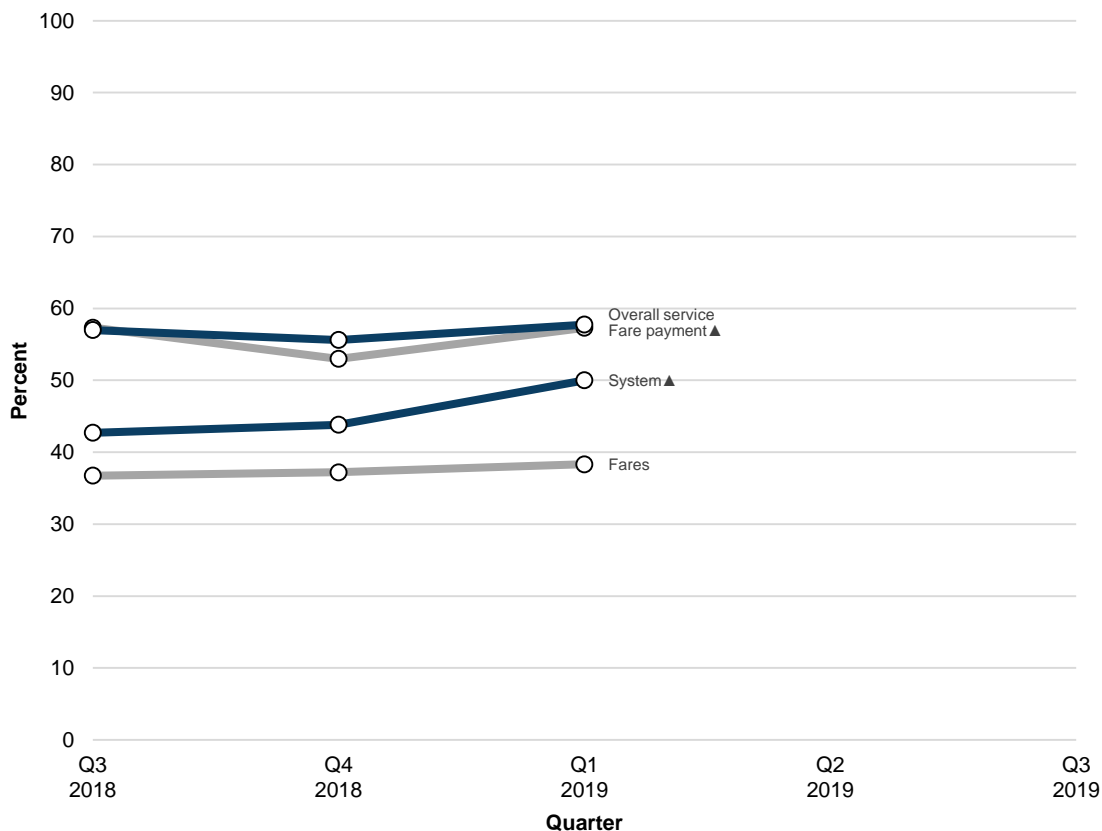
**Customers Count Q1 2019: Bus**
**9**
**Local, Limited and Select Bus Overall Satisfaction Rates (%)**

|                                | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|--------------------------------|------------|------------|------------|------------|------------|
| Overall service <sup>(1)</sup> | 57.0       | 55.6       | 57.7       |            |            |
| System <sup>(2)</sup>          | 42.7       | 43.8       | 50.0 ▲     |            |            |
| Fares                          | 36.7       | 37.2       | 38.3       |            |            |
| Fare payment                   | 57.3       | 53.0       | 57.3 ▲     |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.5% (overall service) to 1.6% (fare payment)

**Notes:**

- (1) Satisfaction with overall service is weighted by borough-level ridership.  
(2) 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.

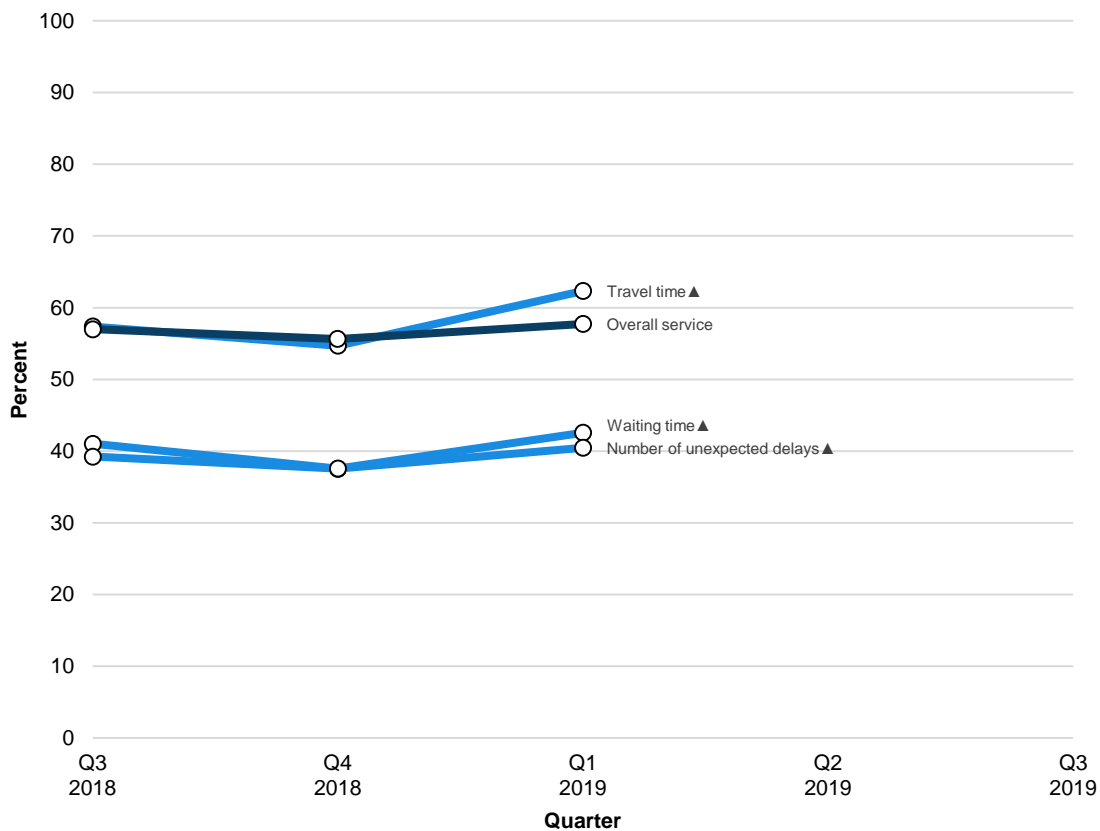




**Customers Count Q1 2019: Bus**
**10**
**Local, Limited and Select Bus Journey Time and Reliability Satisfaction Rates (%)**

|                             | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|-----------------------------|------------|------------|------------|------------|------------|
| Waiting time                | 41.0       | 37.6       | 42.6 ▲     |            |            |
| Travel time                 | 57.4       | 54.7       | 62.3 ▲     |            |            |
| Number of unexpected delays | 39.2       | 37.6       | 40.5 ▲     |            |            |
| Overall service             | 57.0       | 55.6       | 57.7       |            |            |

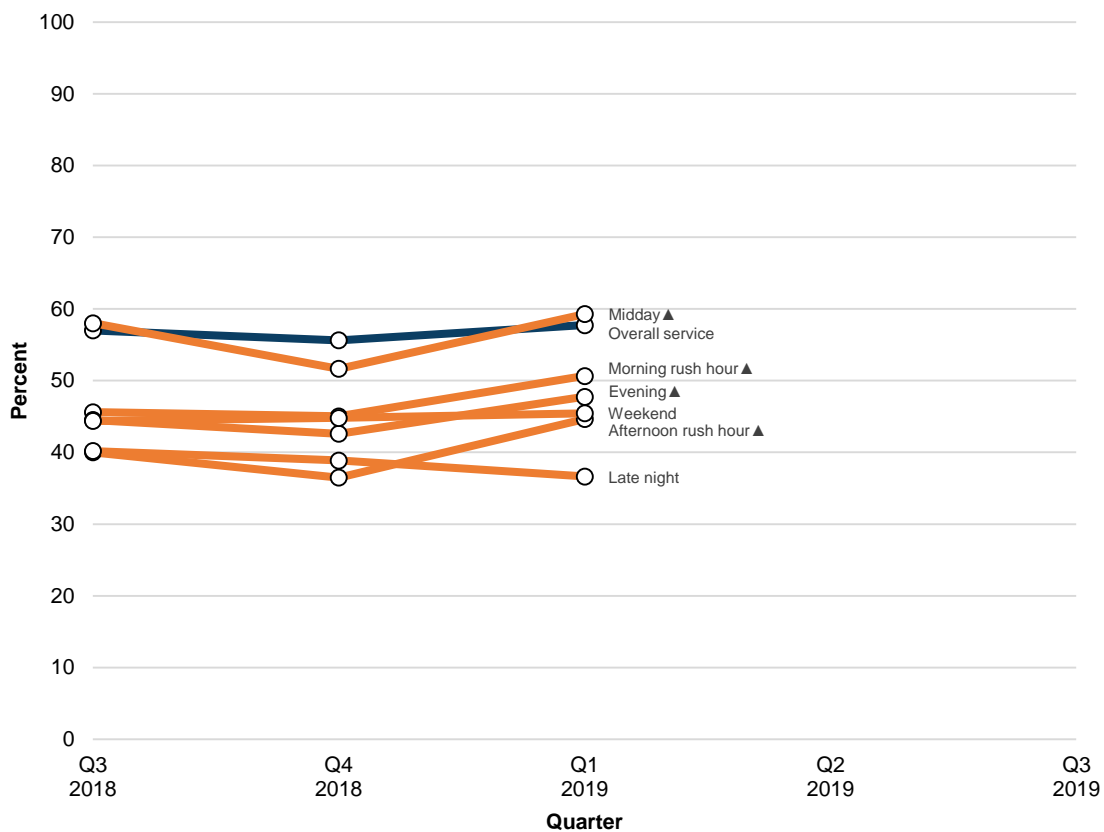
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.4% (travel time) to 1.5% (number of unexpected delays)



**Customers Count Q1 2019: Bus**
**11**
**Local, Limited and Select Bus Service Period Satisfaction Rates (%)**

|                     | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------|------------|------------|------------|------------|------------|
| Morning rush hour   | 45.6       | 45.0       | 50.6 ▲     |            |            |
| Midday              | 58.0       | 51.7       | 59.3 ▲     |            |            |
| Afternoon rush hour | 40.0       | 36.5       | 44.7 ▲     |            |            |
| Evening             | 44.5       | 42.6       | 47.8 ▲     |            |            |
| Weekend             | 44.4       | 44.8       | 45.5       |            |            |
| Late night          | 40.2       | 38.9       | 36.6       |            |            |
| Overall service     | 57.0       | 55.6       | 57.7       |            |            |

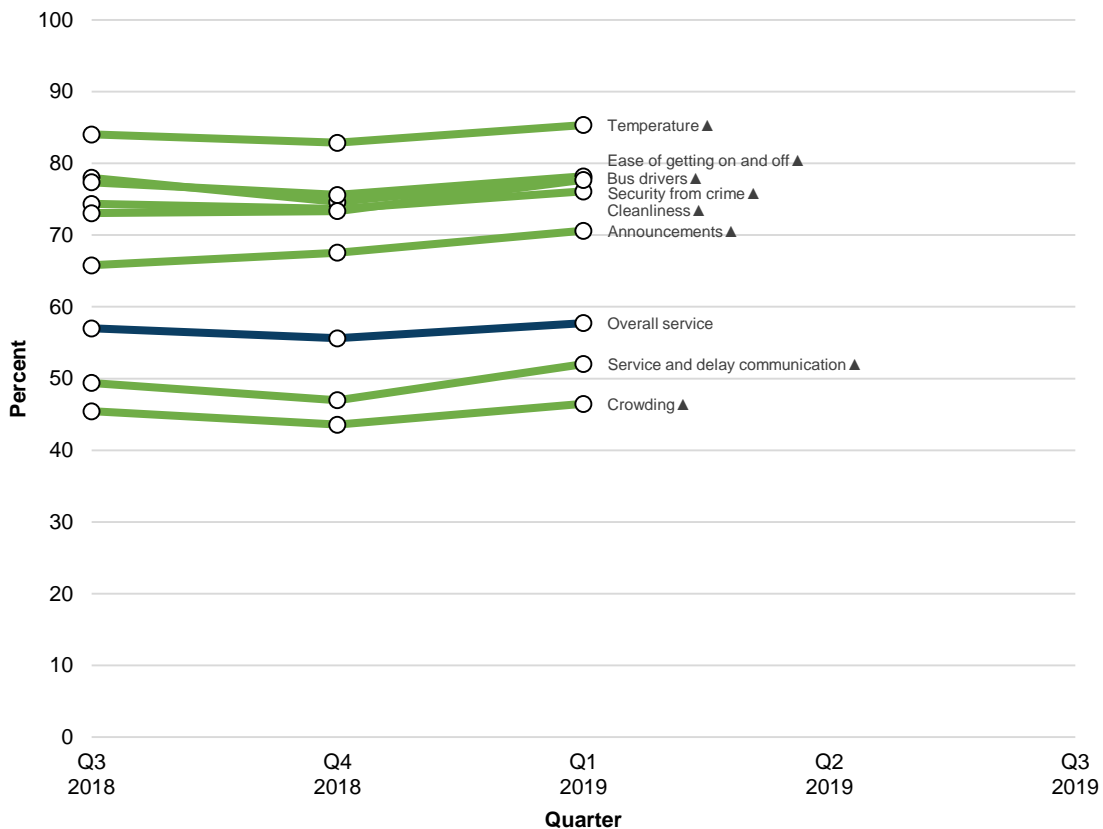
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 2.0% (morning rush hour) to 3.5% (late night)



**Customers Count Q1 2019: Bus**
**12**
**Local, Limited and Select Bus Onboard Experience Satisfaction Rates (%)**

|                                 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------------------|------------|------------|------------|------------|------------|
| Cleanliness                     | 74.4       | 73.6       | 76.1 ▲     |            |            |
| Temperature                     | 84.0       | 82.9       | 85.4 ▲     |            |            |
| Announcements                   | 65.8       | 67.6       | 70.6 ▲     |            |            |
| Crowding                        | 45.4       | 43.6       | 46.5 ▲     |            |            |
| Bus drivers                     | 78.0       | 74.6       | 78.0 ▲     |            |            |
| Ease of getting on and off      | 77.4       | 75.6       | 78.2 ▲     |            |            |
| Service and delay communication | 49.4       | 47.0       | 52.0 ▲     |            |            |
| Security from crime             | 73.1       | 73.4       | 77.7 ▲     |            |            |
| Overall service                 | 57.0       | 55.6       | 57.7       |            |            |

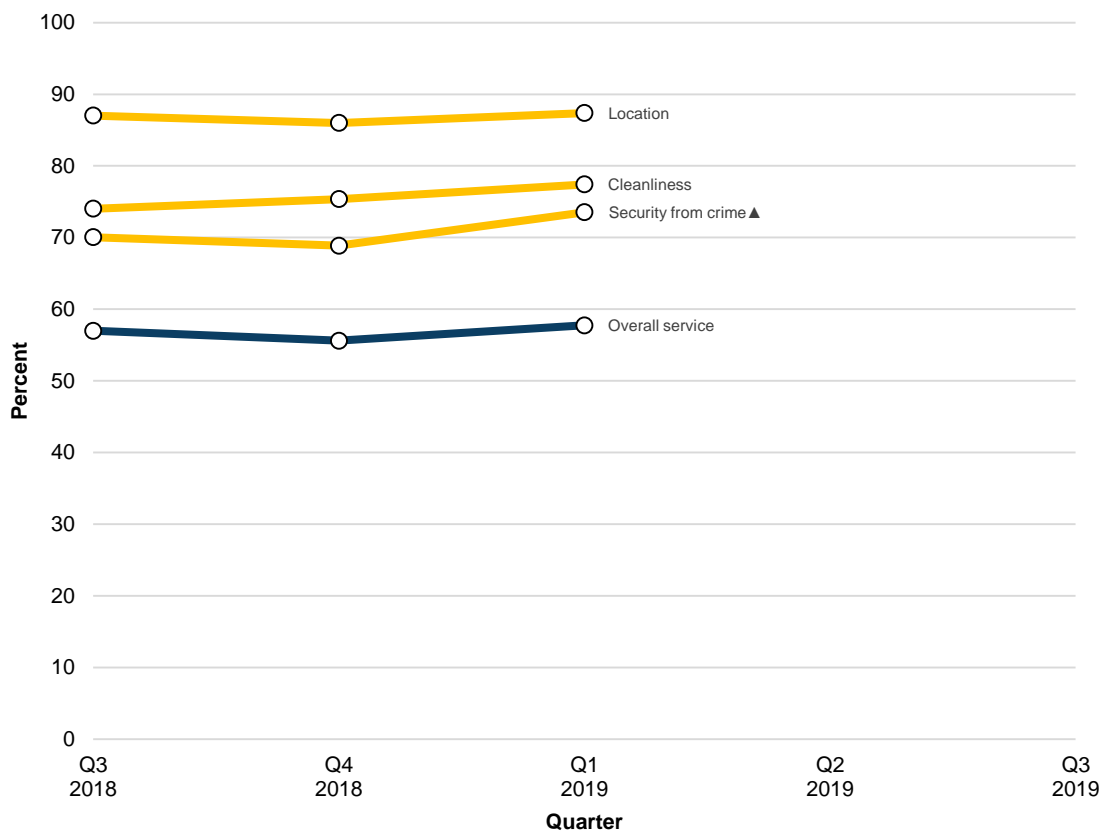
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.1% (temperature) to 1.7% (service and delay communication)



**Local, Limited and Select Bus Stop Satisfaction Rates (%)**

|                     | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------|------------|------------|------------|------------|------------|
| Cleanliness         | 74.0       | 75.4       | 77.4       |            |            |
| Location            | 87.0       | 86.0       | 87.4       |            |            |
| Security from crime | 70.1       | 68.9       | 73.5 ▲     |            |            |
| Overall service     | 57.0       | 55.6       | 57.7       |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.0% (location) to 1.5% (security from crime)



**Customers Count Q1 2019: Bus**
**14**
**Local, Limited and Select Bus Change in Satisfaction by Borough from Q4 2018 to Q1 2019**

|                                 | Increased <sup>(1)</sup> | Decreased <sup>(2)</sup> |
|---------------------------------|--------------------------|--------------------------|
| Waiting time                    | M Q                      |                          |
| Travel time                     | Bx B Q S                 |                          |
| Number of unexpected delays     | Q                        |                          |
| Morning rush hour               | S                        |                          |
| Midday                          | Q                        |                          |
| Afternoon rush hour             | B Q                      |                          |
| Evening                         |                          |                          |
| Weekend                         |                          | M                        |
| Late night                      |                          |                          |
| Cleanliness                     |                          |                          |
| Temperature                     | Bx                       |                          |
| Announcements                   | B                        |                          |
| Crowding                        | Q                        |                          |
| Bus drivers                     | Q                        |                          |
| Ease of getting on and off      |                          |                          |
| Service and delay communication | B                        |                          |
| Security from crime             | Bx                       |                          |
| Cleanliness of stops            | B                        |                          |
| Location of stops               |                          |                          |
| Security from crime at stops    | Bx                       |                          |
| Overall service                 |                          |                          |

Notes:

(1) Borough rating increased by a statistically significant margin at the 95% confidence-level.

(2) Borough rating decreased by a statistically significant margin at the 95% confidence-level.

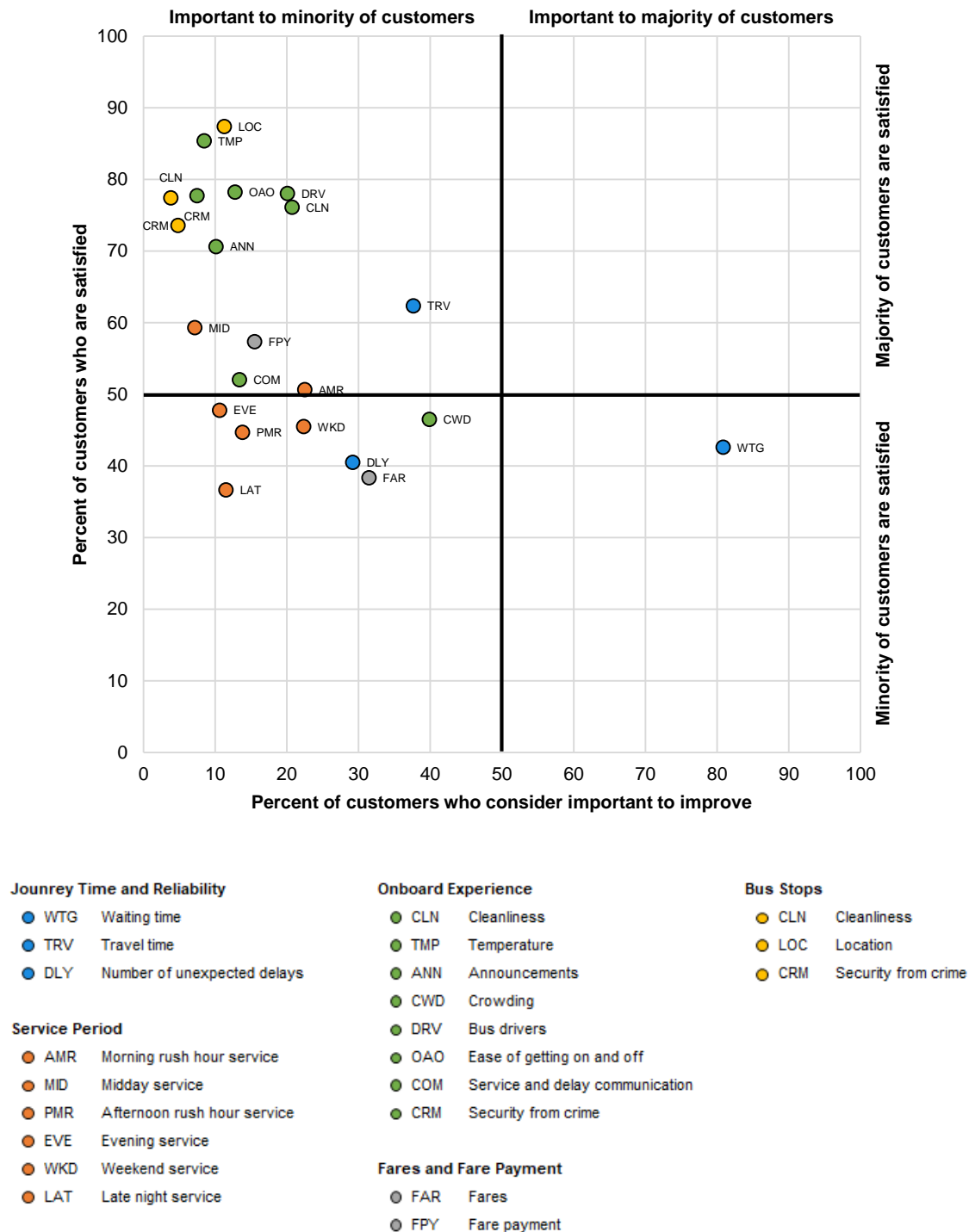
**Local, Limited and Select Bus Above or Below Satisfaction by Borough in Q1 2019**

|                                 | <b>Above<br/>Average <sup>(1)</sup></b> | <b>Below<br/>Average <sup>(2)</sup></b> |
|---------------------------------|---|---|
| Waiting time                    |   |   |
| Travel time                     |   |   |
| Number of unexpected delays     |   |   |
| Morning rush hour               |   |   |
| Midday                          |   |   |
| Afternoon rush hour             |   |   |
| Evening                         |   |   |
| Weekend                         |   |   |
| Late night                      |   |   |
| Cleanliness                     | M                                       | Bx S                                    |
| Temperature                     |   |   |
| Announcements                   |   |   |
| Crowding                        | M                                       | Bx                                      |
| Bus drivers                     | M                                       |   |
| Ease of getting on and off      | M                                       |   |
| Service and delay communication |   |   |
| Security from crime             | M                                       | Bx                                      |
| Cleanliness of stops            | M                                       | Bx S                                    |
| Location of stops               |   |   |
| Security from crime at stops    | M                                       | Bx                                      |
| Overall service                 | M                                       |   |

**Notes:**

(1) Borough is rated above system-wide average by a statistically significant margin at the 95% confidence-level.

(2) Borough is rated below system-wide average by a statistically significant margin at the 95% confidence-level.

**Local, Limited and Select Bus Gap Analysis for Q1 2019: Satisfaction vs. Importance**


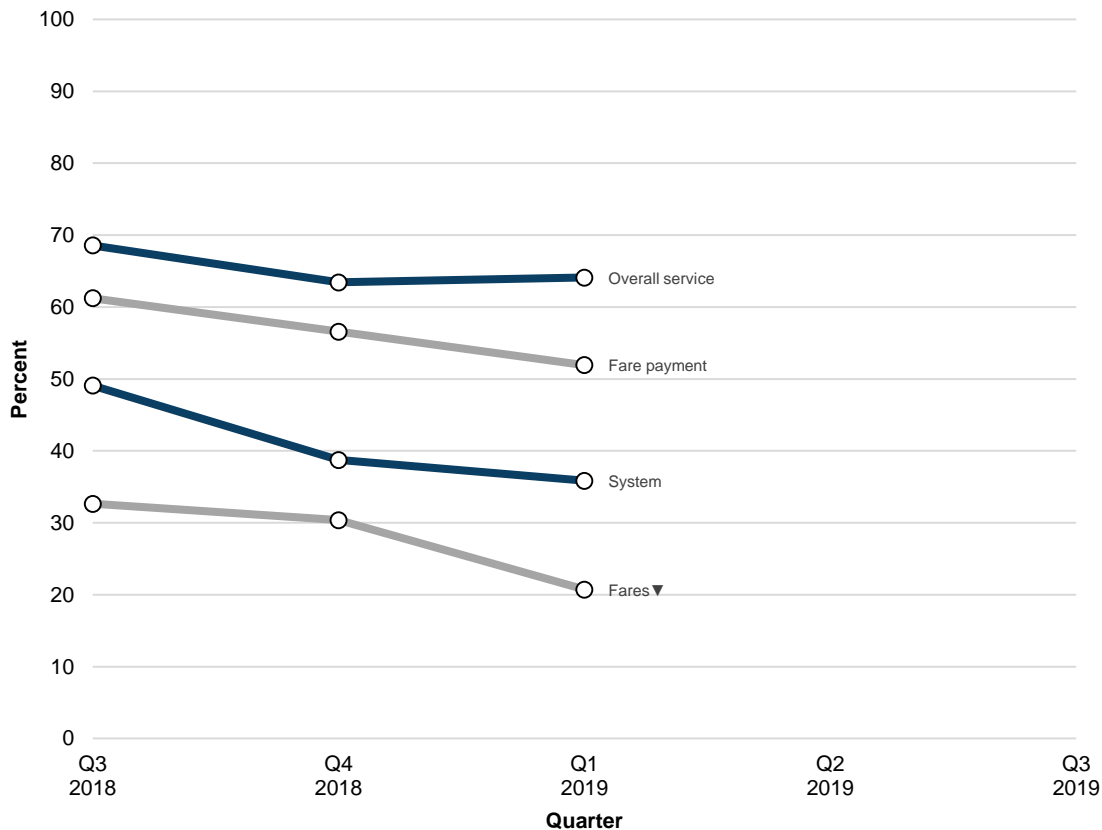
**Express Bus Overall Satisfaction Rates (%)**

|                                | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|--------------------------------|------------|------------|------------|------------|------------|
| Overall service <sup>(1)</sup> | 68.6       | 63.4       | 64.1       |            |            |
| System <sup>(2)</sup>          | 49.1       | 38.8       | 35.8       |            |            |
| Fares                          | 32.7       | 30.4       | 20.7 ▼     |            |            |
| Fare payment                   | 61.2       | 56.6       | 51.9       |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 2.4% (fares) to 3.0% (fare payment)

**Notes:**

- (1) Satisfaction with overall service is derived from the aggregation of individual route results.  
(2) 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.

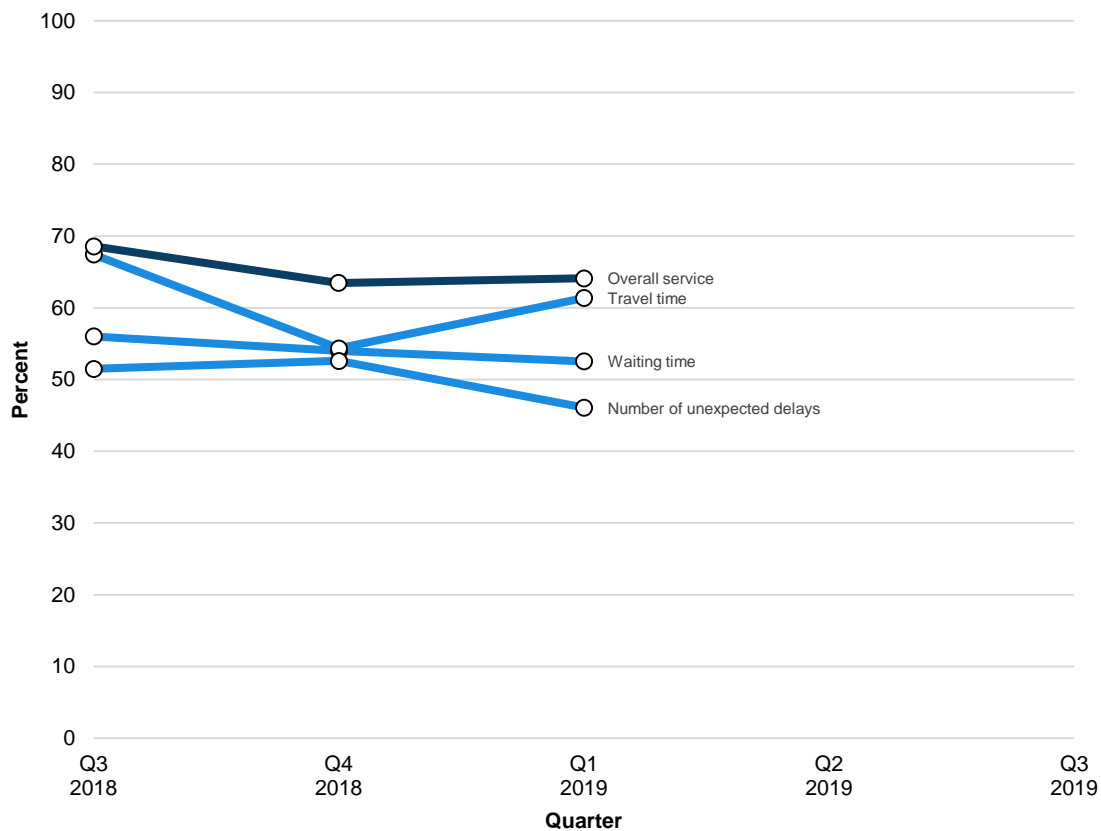




**Express Bus Journey Time and Reliability Satisfaction Rates (%)**

|                             | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|-----------------------------|------------|------------|------------|------------|------------|
| Waiting time                | 56.0       | 54.0       | 52.5       |            |            |
| Travel time                 | 67.4       | 54.3       | 61.4       |            |            |
| Number of unexpected delays | 51.5       | 52.6       | 46.1       |            |            |
| Overall service             | 68.6       | 63.4       | 64.1       |            |            |

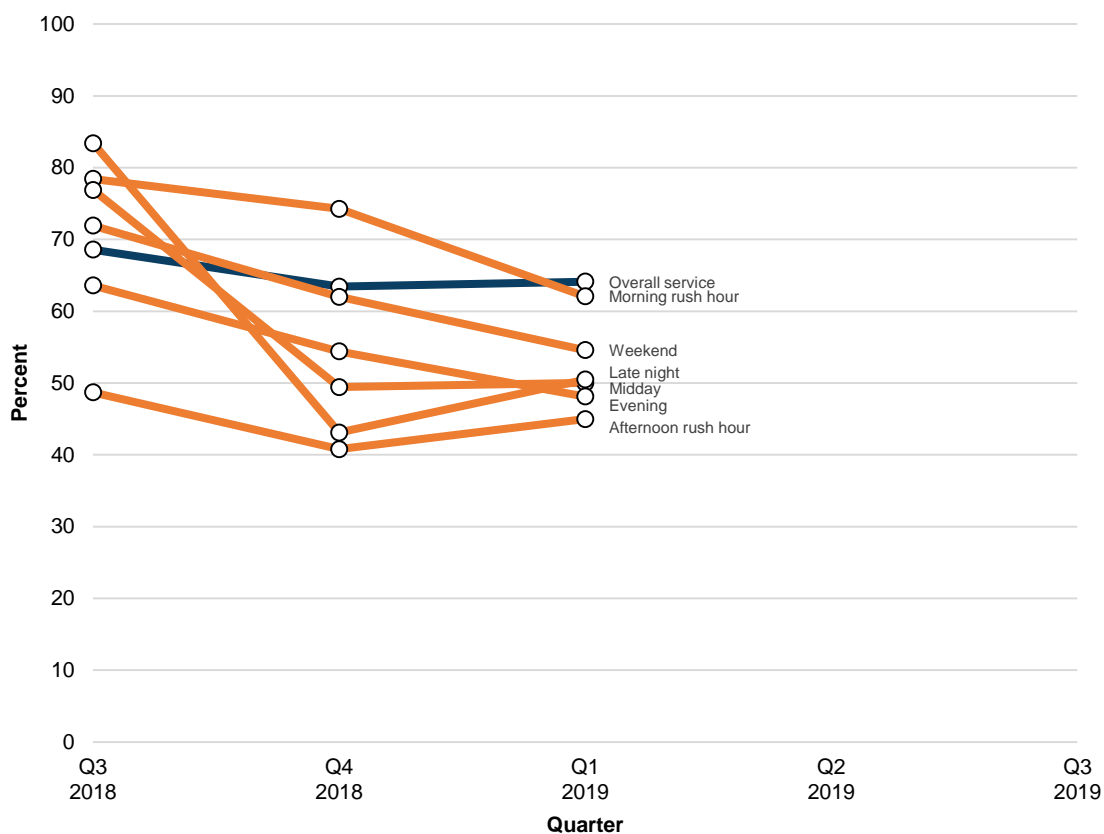
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 2.8% (travel time) to 2.9% (number of unexpected delays)



**Customers Count Q1 2019: Bus**
**19**
**Express Bus Service Period Satisfaction Rates (%)**

|                     | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------|------------|------------|------------|------------|------------|
| Morning rush hour   | 78.4       | 74.3       | 62.1       |            |            |
| Midday              | 76.9       | 49.4       | 50.0       |            |            |
| Afternoon rush hour | 48.7       | 40.8       | 45.0       |            |            |
| Evening             | 63.6       | 54.4       | 48.1       |            |            |
| Weekend             | 71.9       | 62.0       | 54.6       |            |            |
| Late night          | 83.4       | 43.1       | 50.5       |            |            |
| Overall service     | 68.6       | 63.4       | 64.1       |            |            |

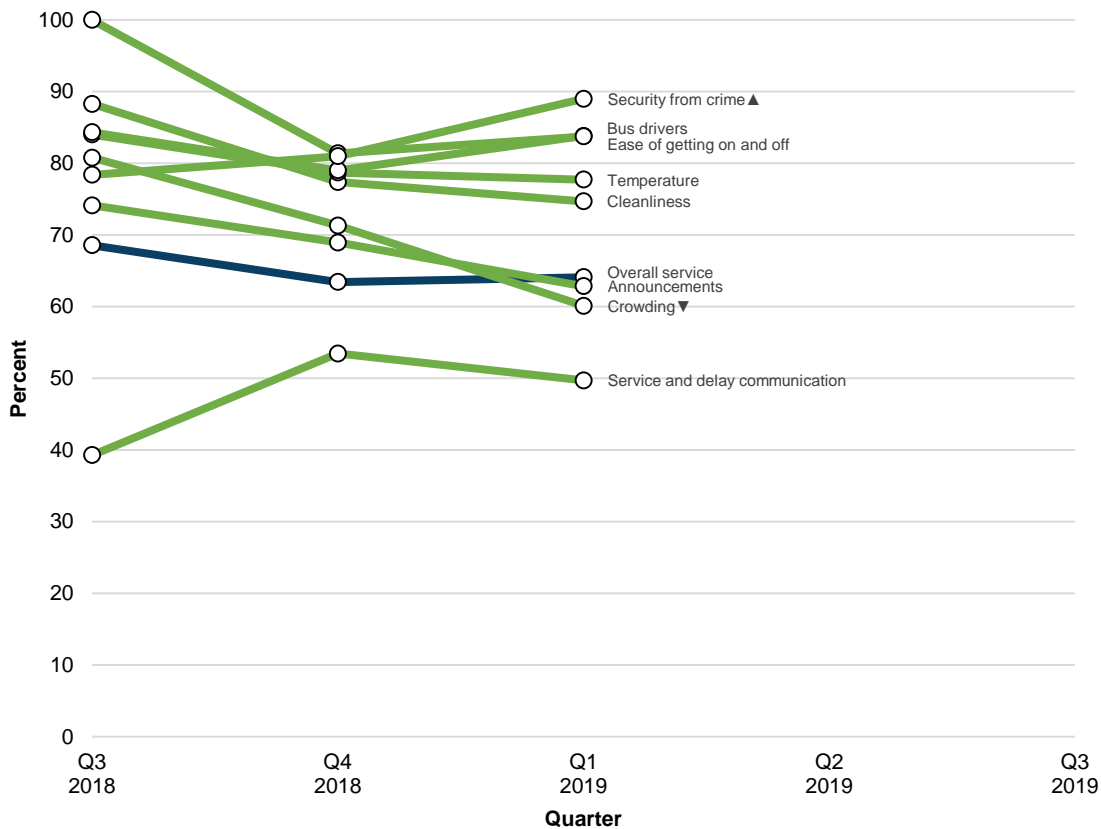
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 3.2% (morning rush hour) to 7.2% (midday)



**Customers Count Q1 2019: Bus**
**20**
**Express Bus Onboard Experience Satisfaction Rates (%)**

|                                 | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------------------|------------|------------|------------|------------|------------|
| Cleanliness                     | 88.3       | 77.4       | 74.7       |            |            |
| Temperature                     | 84.0       | 78.7       | 77.7       |            |            |
| Announcements                   | 74.1       | 68.9       | 62.9       |            |            |
| Crowding                        | 80.8       | 71.3       | 60.1 ▼     |            |            |
| Bus drivers                     | 84.3       | 79.0       | 83.8       |            |            |
| Ease of getting on and off      | 100.0      | 81.4       | 83.8       |            |            |
| Service and delay communication | 39.3       | 53.5       | 49.7       |            |            |
| Security from crime             | 78.4       | 81.0       | 89.0 ▲     |            |            |
| Overall service                 | 68.6       | 63.4       | 64.1       |            |            |

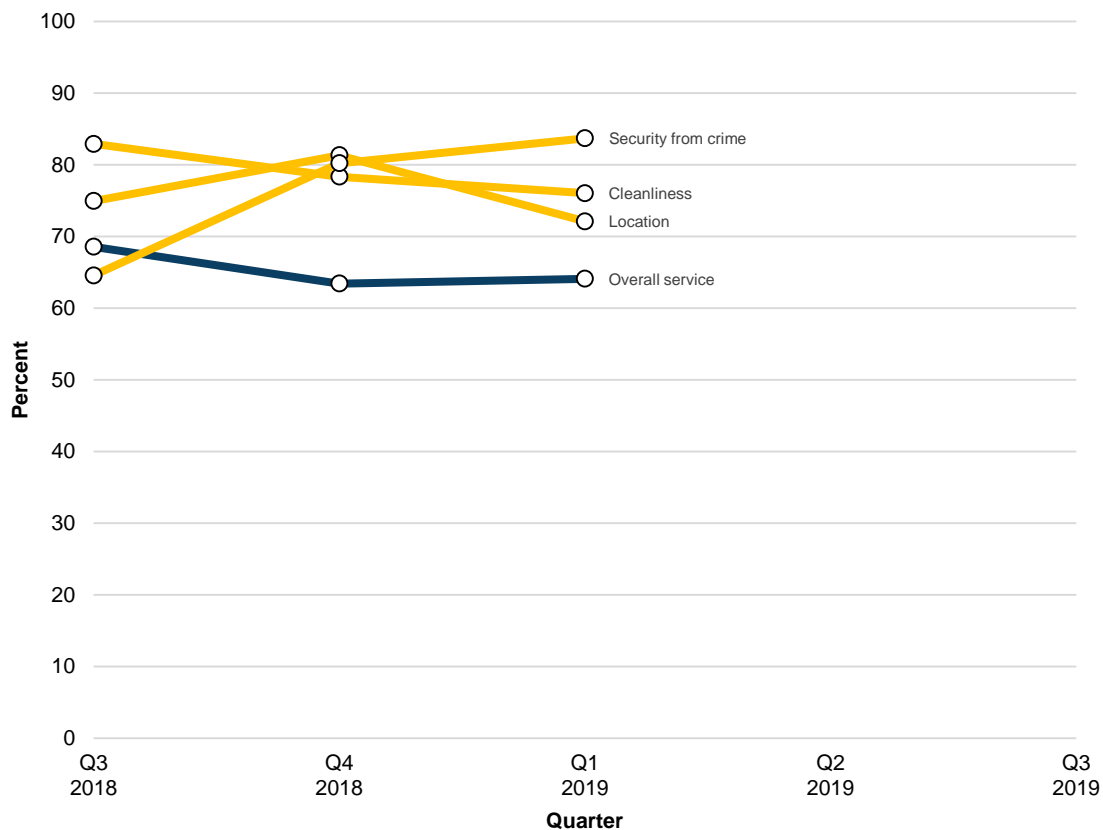
▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 1.9% (security from crime) to 3.1% (service and delay communication)



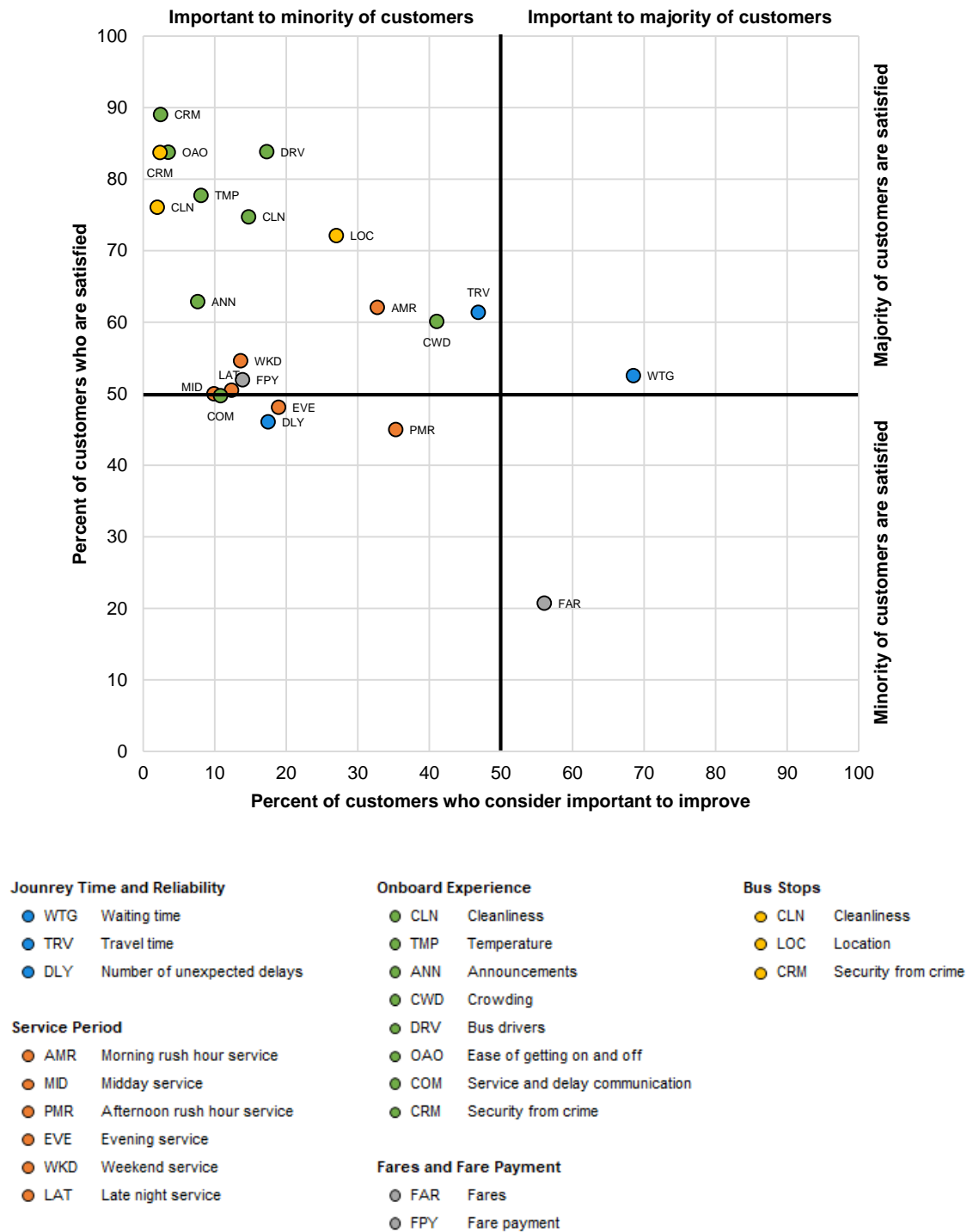
**Express Bus Stop Satisfaction Rates (%)**

|                     | Q3<br>2018 | Q4<br>2018 | Q1<br>2019 | Q2<br>2019 | Q3<br>2019 |
|---------------------|------------|------------|------------|------------|------------|
| Cleanliness         | 82.9       | 78.3       | 76.0       |            |            |
| Location            | 74.9       | 81.3       | 72.1       |            |            |
| Security from crime | 64.6       | 80.2       | 83.7       |            |            |
| Overall service     | 68.6       | 63.4       | 64.1       |            |            |

▲ and ▼ indicate a statistically significant increase or decrease at the 95% confidence level.  
Margin of error: 2.4% (security from crime) to 2.8% (location)



Express Bus Gap Analysis for Q1 2019: Satisfaction vs. Importance



**Customers Count Q1 2019: Bus Appendix**
**23**
**Bus Customer Evaluations**

|                                  | <b>Q3<br/>2018</b> | <b>Q4<br/>2018</b> | <b>Q1<br/>2019</b> | <b>Q2<br/>2019</b> | <b>Q3<br/>2019</b> |
|----------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| <b>Local, Limited and Select</b> | 1,152              | 1,937              | 3,854              |                    |                    |
| <b>Express</b>                   | 55                 | 80                 | 1,035              |                    |                    |
|                                  | 1,207              | 2,017              | 4,889              |                    |                    |

**Bus Route Evaluations**

|            | <b>Q3<br/>2018</b> | <b>Q4<br/>2018</b> | <b>Q1<br/>2019</b> | <b>Q2<br/>2019</b> | <b>Q3<br/>2019</b> |
|------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| <b>Bx</b>  | 130                | 313                | 665                |                    |                    |
| <b>B</b>   | 281                | 601                | 1,434              |                    |                    |
| <b>M</b>   | 227                | 502                | 1,002              |                    |                    |
| <b>Q</b>   | 336                | 520                | 1,075              |                    |                    |
| <b>SI</b>  | 337                | 240                | 292                |                    |                    |
| <b>BxM</b> | 13                 | 28                 | 68                 |                    |                    |
| <b>BM</b>  | 26                 | 33                 | 65                 |                    |                    |
| <b>QM</b>  | 21                 | 31                 | 75                 |                    |                    |
| <b>SIM</b> | ---                | ---                | 959                |                    |                    |
|            | 1,371              | 2,268              | 5,635              |                    |                    |



## **New York City Transit**

**Andy Byford**  
President  
New York City Transit

---



## **Bus Company**

**Darryl C. Irick**  
President  
MTA Bus Company

---

**2 Broadway**  
**New York, NY 10004-2207**