



Transit and Bus Committee Meeting

June 2019



NYCT President Andy Byford joined Transit Veterans at the WWII Memorial located in the lobby of New York City Transit's Downtown Brooklyn headquarters on June 6 to commemorate the 75th anniversary of D-Day. Three Transit employees made the ultimate sacrifice for their country in the ensuing Normandy campaign that began in June 1944.

New York City Transit and Bus Committee Meeting

2 Broadway, 20th Floor Conference Room

New York, NY 10004

Monday, 6/24/2019

10:30 AM - 12:00 PM ET

1. PUBLIC COMMENT PERIOD

2. APPROVAL OF MINUTES – MAY 20, 2019

Meeting Minutes - Page 4

3. COMMITTEE WORK PLAN

Work Plan - Page 15

4. PRESIDENT'S REPORT

a. Customer Service Report

i. President's Commentary

President's Commentary - Page 23

ii. Subway Report

Subway Report - Page 26

iii. NYCT, MTA Bus Report

NYCT, MTA Bus Report - Page 57

iv. Paratransit Report

Paratransit Report - Page 81

v. Accessibility Update

Accessibility Update - Page 95

vi. Strategy & Customer Experience

Strategy & Customer Experience - Page 97

b. Safety Report

Safety Report - Page 103

c. Crime Report

Crime Report - Page 107

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

NYCT, SIR, MTA Bus Financial and Ridership Reports - Page 118

e. Capital Program Status Report

Capital Program Status Report - Page 169

5. SPECIAL PRESENTATIONS (No Materials)

a. Fast Forward - One Year Update

b. L Project Update- JMT Consulting

6. PROCUREMENTS

Procurement Cover, Staff Summary, Resolution - Page 179

a. Non-Competitive

NYCT Non-Competitive Actions - Page 184

b. Competitive

NYCT Competitive Actions - Page 186

c. Ratifications

NYCT Ratifications - Page 191

7. SERVICE CHANGES

a. Subway Schedule Changes, Effective November 2019

Subway Schedule Changes, Effective November 2019 - Page 194

b. MTA Bus Schedule Change, Q10 Travel Path Revision

MTA Bus Schedule Change, Q10 Travel Path Revision - Page 198

8. STANDARD FOLLOW UP REPORTS

a. MetroCard Report

MetroCard Report - Page 202

b. EEO & Diversity Report, 1st Quarter 2019

EEO & Diversity Reports- NYCT, MTA Bus, 1st Qtr 2019 - Page 207

c. Transit Recidivism Report, 1st Quarter 2019

Transit Recidivism Report, 1st Qtr 2019 - Page 241

d. Fare Evasion Report, 1st Quarter 2019

Fare Evasion Report, 1st Qtr 2019 - Page 243

9. OUTSTANDING BUSINESS (No Materials)

10. EXECUTIVE OFFICE CONTACT INFORMATION

Contact Information - Page 245

**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
May 20, 2019**

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

The following Members were present:

Hon. Sarah Feinberg, Committee Chair
Hon. Polly Trottenberg, Vice Chair
Hon. Andrew Albert
Hon. Fernando Ferrer
Hon. Randolph Glucksman
Hon. David Jones
Hon. Haeda Mihaltses
Hon. John Samuelsen
Hon. Lawrence Schwartz
Hon. Veronica Vanterpool

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
Raymond Porteus, Inspector, NYPD Transit Bureau
Robert Diehl, Senior Vice President, Safety and Security Department
Alex Elegudin, Senior Advisor for Systemwide Accessibility
David Farber, Acting General Counsel
Gwen Harleston, Deputy Director of Compliance, MTA Bus
Janno Lieber, MTA Chief Development Officer, President, MTA Capital Construction
Patricia Lodge, Vice President, Human Resources
Darryl Irick, President MTA Bus Company & Senior Vice President, NYCT Buses
Frank Jezycki, Executive Vice President and 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
Stephen Plochochi, Senior Vice President, Procurement & Supply Chain
Deborah Prato, Senior Vice President, Chief People Officer
Alok Saha, Acting Senior Vice President, Capital Program Management

I. Chair Feinberg Opens the Meeting

II. Chair Feinberg's and Vice Chair Trottenberg's Remarks

Chair Feinberg opened the meeting by noting Committee priorities for the upcoming months, including continued improvement in subway and bus service. She congratulated President Byford and his team for the significant improvements in subway service and reliability. Chair Feinberg also highlighted the continued improvement of bus service and expressed the importance of clearing bus lanes. She expressed the intent to move quickly on the plan for forward facing cameras that will capture bus lane violators to assist in the ticketing process. Chair Feinberg also stated as priorities outstanding issues relating to overtime and time and attendance, and starting a discussion about a comprehensive fare evasion strategy and a strategy to improve safety in the system overall. Finally, she stated that NYCT intends to provide the community an update on the future of the E-Hail Pilot Program.

Vice Chair Trottenberg joined Chair Feinberg in congratulating President Byford and Ms. Librera and their teams for the subway performance improvements. She expressed her appreciation for Mr. Irick in advance of his upcoming retirement. She noted, among other things, that it was an immense pleasure to work with him, that he is a consummate professional, and that he has left a huge mark on the agency. She wished him the best in his retirement. Vice Chair Trottenberg also stated that there would be a future discussion on cuts to bus service given the Agency's financial circumstances.

III. Public Speakers

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

In response to accessibility concerns raised by the initial public speakers and because the Committee Meeting was running behind schedule, Chair Feinberg suggested a pause in hearing from public speakers so that Alex Elegudin could deliver his accessibility presentation before some members of the public needed to leave due to their scheduled pick up times. Based on input from members of the public, Chair Feinberg then asked Mr. Elegudin to deliver his Accessibility Report, and indicated that the public speaker session would resume after his report.

IV. Accessibility Report

Alex Elegudin, Senior Advisor for Systemwide Accessibility, delivered the Accessibility Report.

Chair Feinberg inquired how customers can report drivers who do not show up for pickup and how NYCT obtains such information. Mr. Elegudin responded that customers can report drivers to NYCT, and that Paratransit responds to problems raised in calls made

by customers to the command center, including during customer trips. For brokered trips, if a driver does not show up, NYCT works directly with the same broker to dispatch another vehicle or, if none is available from that broker, NYCT arranges for another vehicle to be dispatched to pick up the customer. Both brokers and dedicated vendors can be penalized for poor performance, and, if problems rise to a certain level, NYCT can take further remedial actions. Mr. Elegudin noted that weekly performance of the vendors is discussed and that underperforming drivers can be immediately removed from the system.

Chair Feinberg asked whether Mr. Elegudin or members of his team have examined accessibility programs in other cities, such as those along the Northeast Corridor, and what lessons could be learned to improve NYCT operations. Mr. Elegudin indicated that NYCT had examined other cities' on-demand service programs, which were past their pilot phases, noting that NYCT's E-Hail Pilot Program was continuing through the end of the 2019 calendar year with future phases still to be determined. With respect to Access-A-Ride service, Mr. Elegudin advised that he has spoken with Boston and other cities about developing the correct formula to balance dedicated service and on-demand taxi service. He stated that the main thing they learned is that there is a right recipe for how many dedicated service vehicles are needed. On-demand taxi service, which is in use more than ever before, requires additional vehicle availability. Mr. Elegudin stated that NYCT is in the middle of a procurement for dedicated service, which he hoped would assist in the development of the right formula to balance the needs of the different vehicle types.

Member Schwartz stated that he has heard the frustrations of Access-A-Ride users, and its impact on their quality of life, throughout his years as a Board Member. He acknowledged that the MTA has attempted to develop solutions such as E-Hail and enhanced broker service, but suggested that the Committee receive data updates monthly to monitor accessibility, to learn about how NYCT is meeting its goals, and to help identify solutions to any challenges that arise.

Member Vanterpool advised the Committee that a paratransit taskforce had previously been created, though it had not met recently, and encouraged other Committee Members to be added. Reinvigorating this taskforce would not take the place of a fuller discussion among the Committee members, but would allow for substantive discussions among participating members.

Chair Feinberg encouraged Member Vanterpool to re-assemble the paratransit and accessibility task forces, to hold hearings, and to keep her apprised of developments. She also indicated her desire to attend the hearings. Responding to Member Schwartz's comment, Chair Feinberg stated that the Committee is working to improve its overall internal processes, such as incorporating Member Schwartz's suggestion to lead the book compilations with executive summaries indicating how things are going, thereby avoiding the need to parse out numbers from voluminous reports.

Chair Feinberg thanked Mr. Elegudin for his presentation and referred back to the public speakers. A member of the public asked whether the public would be permitted to ask questions of Mr. Elegudin. Chair Feinberg stated that questions would be asked by Committee Members, and advised that the senior staff of the MTA and NYCT was there in the room, and frequently meets with individuals prior to and after the Committee meeting and is available to take questions and comments. She noted that if people did not get a chance to speak or had further questions, they would also have an opportunity to talk to staff following the Committee meeting.

V. Public Speaker Session Resumed

The public speakers then resumed their statements.

Chair Feinberg thanked the public speakers for their comments. In response to public speakers' comments, President Byford explained that while the per-unit cost of the E-Hail program is less than the per-unit cost of Access-A-Ride, the overall program cost for E-Hail is more expensive because of the overwhelming demand for E-Hail service.

VI. Minutes and Work Plan

Upon motion duly made and seconded, the Committee conditionally approved the minutes of the March 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 Committee conditioned its approval of the minutes on the addition of Chair Feinberg's and Vice-Chair Trottenberg's remarks at the March 25, 2019 meeting and other corrections specified by Committee Members.

The Work Plan was modified to reflect that the EEO and Diversity Reports will now be presented in June.

VII. Agenda Items

President Byford delivered the President's Report.

Member Vanterpool asked what percentage of time the trains operate in Automatic Train Operation (ATO). President Byford explained that there are circumstances where trains will not operate in ATO, such as when work is being performed on the track, and the trains are instead operated in ATP manual with automatic capability restricted. He said the intention, however, is to run ATO for the majority of the traffic day.

Member Albert inquired whether NYCT has received any updated information regarding the status of the R179 subway cars. President Byford advised that NYCT and Bombardier have daily conference calls, and there is now an understanding where the weld defects occurred. NYCT gave Bombardier approval to resume production of new side-impact pillars with a revised welding technique based on its effectiveness.

Additionally, Bombardier is developing a final check regime for pillars on the production line and for those in service. President Byford expressed confidence that the fleet is safe to remain in service. He stated that what needed to be established was how the units are checked. He noted that NYCT and Bombardier are considering a method of removing seats and internal paneling to inspect the pillars. Member Albert asked whether this method of inspection would require taking subway cars out of service to be remanufactured. President Byford responded that subway cars would not be remanufactured, but would be taken out of service for inspection, likely by using a statistically valid sample, and noted that spare parts were available to reduce the impact to customers.

Member Mihaltses requested additional details on fare evasion. President Byford advised that the Authority has multiple ongoing efforts. He reported that NYCT is checking service gates to ensure they are closing properly and has implemented a campaign with visible signage to reinforce the consequences of fare evasion. NYCT and NYPD personnel have been deployed on the fare gate lines. Robert Diehl, Senior Vice President, Safety and Security Department, is working to provide additional closed-circuit television (CCTV) screens at the entrances to stations. President Byford additionally cited the deployment of Eagle teams on buses and noted that he is working with the NYPD, MTAPD, and Bridges & Tunnels for additional policing efforts. President Byford expressed that these measures are only a snapshot of the steps being taken by NYCT to address fare evasion.



Member Jones expressed concern that there is a racial disparity in the number of arrests made for fare evasion, with 87 percent of those arrested being black or Latino, despite the fact that fare evasion is more prevalent on buses and in Staten Island which have different demographics. Member Jones reiterated his apprehension of the impact on poor communities, rather than prevention of fare evasion where it is more prevalent.

Chair Feinberg thanked Member Jones for his comment and noted her intent to have a more robust discussion at an upcoming Committee Meeting on racial disparity concerns relating to fare evasion initiatives. Chair Feinberg noted her goal of developing a meaningful plan to address fare evasion and racial disparity once the Committee Members have an opportunity to review the existing plan.

A. Customer Service Operations Report

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

Noting the remarkable progress in subway service, Member Vanterpool thanked the NYCT men and women who were responsible for this progress, as well as Governor Cuomo for his leadership in developing the plan implemented by the Authority.

President Byford provided an update on alternate service options available while the  Project is ongoing. Janno Lieber, MTA Chief Development Officer, President, MTA Capital Construction, delivered a presentation on the progress of the  Project.

Prior to the commencement of the Buses Report, Chair Feinberg thanked Darryl Irick, President MTA Bus Company & Senior Vice President NYCT Buses, for his years of service and congratulated him on his retirement. Mr. Irick thanked, among others, the Board and Committee Members, the funding stakeholders, the NYPD, and Chair Trottenberg, for all of their work and efforts over the years. He noted the agency's effort to retire its old fleet and move towards establishing an all-electric fleet, and he reiterated the importance of FTA funding specifically as it relates to the MTA Bus Company. He also noted that the DOT adopted a new rule to allow dedicated vehicles to use City Bus lanes, effective May 30th, to improve efficiency.

Mr. Irick then delivered the Buses Report and the Paratransit Report.

Member Ferrer expressed that both he and Mr. Irick are originally from the South Bronx and have not veered far from where they started. He stated that it has been a pleasure working with Mr. Irick and recalled his time as Acting President of the Authority. Member Ferrer further stated that Mr. Irick would be missed on both a professional and personal level and that his service to NYC riders has not gone unnoticed.

Member Glucksman praised Mr. Irick for following in his father's footsteps and for all his professional accomplishments, and wished him the best in his retirement.

Member Vanterpool highlighted Mr. Irick's involvement with the advocacy community, and thanked him for helping her understand operations on a granular level and for helping her to become a better board member.

President Byford and Craig Cipriano, Executive Vice President, MTA Bus, presented the Bus Plan.

Chair Feinberg noted that the Committee was almost twenty minutes into the next committee meeting's schedule and requested that the Committee Meeting continue as expeditiously as possible.

Chair Feinberg asked Mr. Irick whether he had additional information regarding the Paratransit Report. Mr. Irick advised that he had discussed additional collaboration with DOT, and noted that he was keeping his remarks brief in the interest of time.

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.

Chair Feinberg inquired as to the reason for the dramatic reduction in subway fires. Mr. Diehl explained that clean-up of the subways, including the use of portable vacuums, is responsible for the decrease and credited the Department of Subways employees for

spearheading this initiative. Ms. Librera added that all three vacuum-powered trains are operational, which will lead to continued maintenance and improvements.

Inspector Porteus, NYPD Transit Bureau, delivered the Crime Report.

Member Albert noted that Mr. Moerdler would have raised concerns regarding the increasing number of anti-Semitic incidents. Member Albert inquired whether these incidents were occurring in a particular transit district and whether cameras are present at these locations. Inspector Porteus responded that there were thirty-three bias incidents in the subway, an increase of nineteen incidents. Twenty-six of those incidents were graffiti related, twenty-three of which were swastikas, one anti-news, one anti-police, and one anti-Semitic, all of which are being thoroughly investigated by the Hate Crimes Unit. Inspector Porteus stated that additional MTA and NYPD covert cameras are being leveraged throughout the system to make progress on arrests. In addition to the graffiti-related incidents, there were seven bias incidents against persons, five of which have resulted in arrests – two were gender-based (assault and menacing), one was anti-Muslim, one anti-white, and one involving sexual orientation. Inspector Porteus advised that improvements were needed to address graffiti, particularly the swastikas, throughout the subway system.

Directing a comment to the news media, Chair Feinberg noted that Member Albert had asked an important question about investigating, capturing, and prosecuting the people responsible for the graffiti, and hoped this message would be conveyed in their reporting.

B. Financial Reports

Tim Mulligan, Senior Vice President, Operations Support, delivered the NYCT, SIR and MTA Bus Finance Report.

Returning to safety issues, Member Ferrer asked Inspector Porteus about removing individuals from the subway system who attack women and engage in other reprehensible acts. Chair Feinberg added that these were serial offenders. Member Ferrer concurred and stated that he would like clarity on what actions the MTA needs to take in order to be able to remove such individuals from the system.

President Byford agreed that individuals who behave in this anti-social manner should not have the luxury of riding the subways and buses. He noted that in London, individuals who commit crimes or behave anti-socially can be banned from the system and arrested if they reenter after a ban. At NYCT, proposed legislation is being explored to prevent such individuals from accessing the system.

Member Ferrer commented that police and the District Attorneys have stated in the media that action could be taken directly by NYCT without the need for legislation. President Byford stated that he had received different legal advice internally and was

working with the District Attorneys and police on the best way to remove such individuals from the system.

Chair Feinberg stated that she would speak with the NYCT General Counsel team to confirm that all possible actions are being taken. If the Board could take action without legislation, she would support that path forward, otherwise she advocated seeking permission from Albany as soon as possible. Member Albert stated that additional cameras would also help with this effort.

Alok Saha, Acting Senior Vice President, delivered the Capital Program Report.

C. Procurements

Stephen Plochochi, Senior Vice President, Procurement & Supply Chain, discussed the NYCT procurement package comprised of thirteen actions in the estimated amount of \$171.9M, and highlighted two items.

First, he discussed a competitively-solicited seven-year contract for a tire leasing program, and related services, to be awarded to Goodyear Tire Company in the total estimated amount of \$138.7M, with the NYCT portion totaling approximately \$106M and the MTA Bus portion totaling approximately \$32M. Two proposals were received in response to the RFP. The Selection Committee unanimously recommended Goodyear based on the technical superiority of its program and its existing excellent performance as the incumbent.

Second, Mr. Plochochi discussed the ratification of nine Additional Work Orders (AWOs) for the Enhanced Station Initiative Program in the total estimated amount of \$17.8M. The AWOs were being awarded on a retroactive basis in order to maintain the schedule of station openings as well as to minimize impacts to customers. All work had been completed, with the exception of structural steel work at the 28th Street Station.

A motion was duly made and seconded to approve these competitive procurements, which require a majority vote (Schedule E & Schedule K in the Agenda).

Member Vanterpool, Vice Chair Trottenberg, and Member Jones voted against the Enhanced Station Initiative procurement. Member Schwartz requested a count of the votes to determine whether his vote was needed for the procurement to go before the full MTA Board. Member Schwartz subsequently voted in favor of the Enhanced Station Initiative procurement.

The ESI procurement was approved with a majority vote. All other procurements were approved with all votes in favor.

D. Tariff Revision

Ms. Meyer presented an action authorizing a tariff change to replace the existing half-fare student MetroCard with a three full-fare trip MetroCard.

Chair Feinberg inquired whether there is a mechanism to ensure that those using the student MetroCards are, in fact, the students who were given such MetroCards. Ms. Meyer advised that there are visual cues for bus operators and for those watching the subway gates. For example, when swiped at subway turnstiles, there are different colored lights corresponding to different types of MetroCards, which helps with enforcement. The NYPD and others are also paying attention to their usage. Inspector Porteus added that the NYPD encourages the students to use their MetroCards at the turnstiles so those swipes will be registered, which helps to avoid a perception of fare evasion and to enhance a sense of law and order on the subway.

Chair Feinberg agreed that tracking the usage of student MetroCards was beneficial. Ms. Meyer also pointed out that correct tracking enables NYCT to better identify and address where and when service is needed. Member Vanterpool asked what would happen if someone who is not a student is found using a student MetroCard. Inspector Porteus advised that the MetroCard would be confiscated and the person may be subject to police action, which may include a summons or an arrest.

Member Schwartz asked whether the student MetroCards were set up to allow students to commute from home to school and from school to home. Chair Feinberg responded that the MetroCard allows students to go from home to school, from school to afterschool, and from afterschool to home.

Member Schwartz questioned if NYCT is able to track the use of student passes at unusual hours to identify abuse in real time and rectify any issues. Ms. Meyer stated that she believed there were time restrictions on the student MetroCards, but would provide additional information to the Committee Members. Chair Feinberg added that the use of student MetroCards ended at a reasonable hour throughout the week and on weekends for those who may have weekend classes. Ms. Meyer emphasized that all students should have the number of swipes needed to attend their classes and all activities to ensure they would use their MetroCards.

In response to a question from Member Albert, Ms. Meyer responded that student MetroCards were not a different color than other MetroCards. Member Albert noted that enforcement would be difficult if one needed to be in close proximity to determine if the MetroCard was a student or full-fare card. Ms. Meyer responded that the same issue applies to a reduced-fare MetroCard. Member Albert asked if any plans were being developed to ensure the student MetroCard stood out from other MetroCards. Because of the rapid implementation of OMNY, Ms. Meyer advised that NYCT was focusing its efforts to ensure that OMNY had appropriate safeguards in place.

Member Albert inquired what would occur if another family member attempted to use the student MetroCard after the student had used it three times that same day. Ms. Meyer confirmed that there was a three-swipe limit per day, but noted that another

individual could make an unauthorized use of the student MetroCard if the limit for that day had not been reached. Member Albert asked what the message at the turnstile would be if a student exceeded the three-swipe limit and attempted to swipe again. Mr. Mulligan answered that he was not sure of the exact message, but that he could obtain that information. He said that the swipe over the limit would not release the turnstile.

A motion was duly made and seconded to approve this tariff change, with all votes in favor.

VIII. Service Change

Judith McClain, Acting Chief, Operations Planning, presented the Bus Schedule Changes effective summer of 2019.

Member Vanterpool questioned whether this was the right time to be re-evaluating and revising bus schedules since NYCT is undergoing a bus redesign and trying to attract ridership. She noted there have been prior comments from Board Members about a cycle of reductions in service that lead to a reduction in ridership that are then followed by efforts to regain that ridership.

Ms. McClain responded that the bus redesign is a much larger endeavor than the summer bus schedule changes, which represent those changes that are made on a quarterly basis. In particular, the summer service changes reflect the elimination of specific school trips. These summer changes allow for additional service on routes like the B63 that have been requested by the community. Ms. McClain stated that NYCT does not believe these gradual changes need to wait for the full redesign.

Member Jones asked how the thirty-two bus schedule changes on the nineteen routes are selected and whether the changes are equitably distributed. He also asked whether there was a comment period when impacted community members could raise concerns.

Ms. McClain advised that the Committee materials include a list of the specific schedules and routes impacted by the service changes, which were primarily in Brooklyn and Manhattan. She explained that in addition to the quarterly reviews, every two years, NYCT reviews every route in the entire system. Ms. McClain stated that notification of the proposed changes was provided thirty days in advance to community boards and elected officials and the notification invited them to today's Committee Meeting. Member Albert stated that adjusting the bus schedules to reflect actual usage is a positive step toward ensuring that communities are not deprived of bus service.

IX. 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 Adjudication Bureau Report for 1st Quarter 2019, and the Elevator and Escalator Report for 1st Quarter 2019.

President Byford stated there was one outstanding item, which is providing regular updates on the Subway Action plan. The annual data for 2018 and 2019 to date is included in the Subway Report. The Subway Report at the next Committee Meeting will include monthly data regarding the Subway Action plan.

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

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'J. Goldstein', with a stylized flourish extending to the right.

Jessica Goldstein



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

June 2019

NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2019
 Transit Recidivism Report, 1st Qtr, 2019
 Fare Evasion Report, 1st Qtr, 2019

Responsibility

EEO & Human Resources
 Law
 Management & Budget

July 2019

Quarterly Customer Satisfaction Report, 2nd Qtr 2019

Strategy & Customer Experience

August 2019

No Meetings Held

September 2019

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

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

II. SPECIFIC AGENDA ITEMS (con't)

Responsibility

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, 3rd Qtr, 2019
Transit Adjudication Bureau Report, 3rd Qtr, 2019

Subways
Law

December 2019

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

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

January 2020

Approval of 2020 NYCT Committee Work Plan
Quarterly Customer Satisfaction Report, 4th 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, 4th Qtr, 2019
Transit Adjudication Bureau Report, 4th 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, 4th Qtr, 2019
Fare Evasion Report, 4th Qtr, 2019

Law
Management & Budget

April 2020

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

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

May 2020

Transit Adjudication Bureau Report, 1st Qtr, 2020
Elevator & Escalator Service Report, 1st Qtr, 2020

Law
Subways



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)

JUNE 2019

EEO & Diversity Report, 1st Qtr, 2019

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

Transit Recidivism Report, 1st Qtr, 2019

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

Fare Evasion Report, 1st Qtr, 2019

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

JULY 2019

Quarterly Customer Satisfaction Report, 2nd Qtr 2019

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

AUGUST 2019

No Meetings Held

SEPTEMBER 2019

2019 NYCT Mid-Year Forecast Monthly Allocation

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

2019 SIR Mid-Year Forecast Monthly Allocation

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

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

II. SPECIFIC AGENDA ITEMS (con't)

Public comments will be accepted on the 2020 Preliminary Budget.

Service Quality Indicators/PES Report

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

Elevator & Escalator Service Report, 2nd Qtr, 2019

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

Transit Adjudication Bureau Report, 2nd Qtr, 2019

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

Fare Evasion Report, 2nd Qtr, 2019

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

EEO & Diversity Report, 2nd Qtr, 2019

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

Transit Recidivism Report, 2nd Qtr, 2019

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

OCTOBER 2019

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, 3rd Qtr, 2019

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

Transit Adjudication Bureau Report, 3rd Qtr, 2019

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

II. SPECIFIC AGENDA ITEMS (con't)

DECEMBER 2019

NYCT 2020 Adopted Budget/Financial Plan 2020-2023

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

SIR 2020 Adopted Budget/Financial Plan 2020-2023

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

MTA Bus 2020 Adopted Budget/Financial Plan 2020-2023

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

EEO & Diversity Report, 3rd Qtr, 2019

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

Transit Recidivism Report, 3rd Qtr, 2019

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

Fare Evasion Report, 3rd Qtr, 2019

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

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, 4th 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

II. SPECIFIC AGENDA ITEMS (con't)

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.

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, 4th 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, 4th 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.

II. SPECIFIC AGENDA ITEMS (con't)

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.

APRIL 2020

Final Review of NYCT 2019 Operating Results

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

Final Review of SIR 2019 Operating Results

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

Final Review of MTA Bus 2019 Operating Results

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

Quarterly Customer Satisfaction Report, 1st Qtr 2020

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

MAY 2020

Transit Adjudication Bureau Report, 1st Qtr, 2020

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

Elevator & Escalator Service Report, 1st Qtr, 2020

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

President's Report

Andy Byford, President



Employees spoke, and we listened. The recently improved employee facility room at the Borough Hall station was reopened on May 30 and now features a new Mamava lactation pod for nursing mothers. The pod provides a private, clean, comfortable place to pump or nurse. A second one was installed for staff at Parsons-Archer/Jamaica station. The new pods are part of the more than one hundred designated lactation rooms for staff throughout NYCT employee facilities.

June 2019 President's Commentary

We have just passed the one-year anniversary of the launch of Fast Forward, our bold plan to modernize every aspect of New York City Transit in an unprecedented timeframe.

A huge amount has been achieved in the last twelve months. As our positive trends in significantly improved performance metrics demonstrate, we have delivered on “quick wins”- near term improvements that matter to our customers. At the same time, we have been steadily building a highly capable team that will deliver the key elements of our plan as additional funding comes on-stream.

On subways, we have driven up punctuality by around 20% in one year, an achievement that reflects the benefits of the Subway Action Plan and the complementary Save Safe Seconds campaign to focus on and eliminate, root causes of delays and to make a concerted push to safely raise train speeds across the subway, wherever possible.

A further achievement in subways is the successful launch of a fully accountable, highly visible station management team based on a role I once held at the London Underground. Our Group Station Managers have already made extensive improvements to both front-of-house and back-of-house activity and they have led both our station cleaning initiative and successful delivery to date of L Project station operations.

On our bus network, the focus has been on redesigning the network in all five boroughs via customer and stakeholder-led workshops to design service that meets modern-day needs and that will attract New Yorkers back on board. In addition, targeted action is being taken on existing routes to drive up punctuality and to eliminate bottlenecks. Early results on the first borough redesign to go live are extremely encouraging: average journey times have decreased; average speed is up; and customer metrics such as wait time are improving.

The third equal priority of Fast Forward is achieving systemwide accessibility. From the start, we created a highly capable Accessibility Unit to improve every aspect of our current service for people with disabilities and to create a master plan to make the subway accessible. The team has worked with community advocates and members of the public to draw up a list of the next 50 stations to be made accessible to deliver on our promise that you will be no more than two stops from an accessible station within five years, as part of the 2020-2024 Capital Plan. In parallel, we are well advanced with the survey of every remaining inaccessible station so that the cost and complexity of what it will take to make them accessible is understood.

Our fourth equal priority has seen similar progress. This workstream is focused on creating a modern organization that truly values, equips and empowers its employees to succeed and to achieve their full potential. While culture change takes time, we are creating a more open and engaged relationship with our people. In holding everyone to account and asking all to up their game, we recognize that the vast majority of Transit staff are hard-working, honest New Yorkers that care about what they do and that set out every day to do a great job.

Underpinning our four objectives are the threads of safety, customer service and accountability. Here again, good progress has been made. It is heartening to receive regular feedback from customers that they are noticing service improvements, and this is reflected in the results of our new customer survey.

Of course, there is a long way to go until the task is complete and when our service matches customer expectations. We are hampered by old systems and processes, all of which must be upgraded or replaced. Many of our assets need to be replaced and it will take time and effort to rebuild our subway to deliver the service that New Yorkers rightly expect. Our plan addresses all of these points.

With increased funding on the near horizon from Central Business District Tolling and other new revenue sources, the right plan and a restructured management team now in place, I am very confident that we can build on the successes of the first twelve months. Year two will see further all-out focus on driving up basic performance and the start of wholesale resignaling of the subway, which, along with making the system fully accessible, is the single most transformative element of Fast Forward.

My Executive Team and I are up for the challenge, as are the 50,000 men and women of Transit that keep this great city moving, 24 hours a day.

Andy Byford

President, New York City Transit

Customer Service Report: Subways

Sally Librera, Senior Vice President



As part of the Subway Action Plan, Subways has contracted to use three rail grinders like the one shown here to remove surface defects, improve ride quality, and extend the life of the rails.

June 2019 Highlights: Department of Subways

Subway performance continued to improve in May 2019, with every weekday metric better than both May 2018 and the average of the past twelve months. Weekday major incidents decreased by 43.5%, reaching the lowest number per weekday since this metric has been reported. Weekday Trains Delayed decreased 38.3% compared to last May, while weekday on-time performance increased to 79.3%. Service Delivered was only 0.1% below its best ever, while Additional Train Time matched its record low of only 53 seconds. Customer Journey Time Performance of 83.5% matched April, which was the highest since August 2016. Finally, subway car Mean Distance Between Failures (MDBF) improved nearly 12% compared to last May.

There were 48 weekday major incidents in May 2019, or only 2.2 per weekday, the lowest per-weekday number of any month since this metric has been tracked. Many of the initiatives in the Subway Action Plan were designed to address the root causes of major incidents by improving the condition of subway assets and adding additional emergency response resources to more quickly address problems when they do occur. Track improvements are an excellent example of the benefits of this investment, with only two major incidents in May 2019 compared to 18 last May; 12-month average Track major incidents have decreased by over 45%. Signal incidents decreased by more than half compared to last May, which was a particularly challenging month, while 12-month average was down over 15%. The Persons on Trackbed/Police/Medical category increased by three major incidents, due in part to an individual who intentionally activated emergency brakes on multiple trains and was subsequently apprehended by the NYPD. While Subways does its best to minimize the impact of these types of incidents, we also rely on support from our partners at the NYPD, FDNY, and EMS, and have been working with them to improve response and resolution times.

As part of both the Subway Action Plan and Fast Forward, Subways is also modernizing our processes to maximize the efficiency and effectiveness of our work teams. For example, Subways has dramatically improved the productivity of weeknight work not only by moving start times earlier, but also more efficiently removing power and getting work trains in place to maximize the time available for maintenance and repair work. Where appropriate, outside experts are used to review processes and make recommendations based on the experience of other agencies. Such projects have included improving maintenance schedules for elevators and escalators, reviewing station cleaning tools and procedures, and optimizing our rail grinding program.

During the summer months, there are many special events around New York City that we expect to generate high ridership, especially on weekends. I encourage our customers to plan ahead and use information on the MTA website (www.mta.info) to choose the best routes as critical maintenance and repair work – including the L Project – continues to improve the overall performance of the system.

Sally Librera

Senior Vice President, Department of Subways

Subway Report (Weekday & Full Month)

| Subway Report Performance Indicators | | | | | | |
|---|-----------|-----------|----------|------------------|-----------|----------|
| Performance Indicator | May 2019 | | | 12-Month Average | | |
| | This Year | Last Year | % Change | This Year | Last Year | % Change |
| Weekday Customer-Focused Metrics | | | | | | |
| Weekday Major Incidents (Chart 1) Unplanned incidents delaying 50+ trains | 48 | 85 | -43.5% | 54.9 | 70.0 | -21.6% |
| Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p) | 96.9% | 94.8% | +2.2% | 96.0% | 94.3% | +1.8% |
| Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time | 0:01:08 | 0:01:14 | -8.1% | 0:01:13 | 0:01:21 | -9.9% |
| Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time | 0:00:53 | 0:01:21 | -34.6% | 0:01:07 | 0:01:28 | -23.9% |
| Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule. | 83.5% | 79.9% | +4.5% | 81.3% | 78.6% | +3.4% |
| Inputs to Operations | | | | | | |
| Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of delays attributed to car-related causes | 135,865 | 121,535 | +11.8% | 122,831 | 119,949 | +2.4% |
| Elevator Availability* (Chart 14) % of time elevators are operational systemwide | 97.5% | 97.2% | +0.3% | 96.7% | 96.3% | +0.4% |
| Escalator Availability* (Chart 14) % of time escalators are operational systemwide | 87.4% | 94.5% | -7.5% | 91.5% | 94.3% | -3.0% |
| Passenger Environment | | | | | | |
| Subway Car PES-KPI (Chart 15) Composite indicator for subway car environment (cleanliness, condition, information) reflecting customer experience | | | | 94.8% | 94.6% | +0.2% |
| Weekday Legacy Indicators | | | | | | |
| Weekday Wait Assessment (Chart 17) | 74.7% | 71.2% | +4.9% | 72.8% | 70.3% | +3.6% |
| Weekday Terminal On-Time Performance (Chart 19) | 79.3% | 66.3% | +19.6% | 73.0% | 63.8% | +14.4% |
| Weekday Trains Delayed (Chart 21) | 37,470 | 60,681 | -38.3% | 47,302 | 63,187 | -25.1% |

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

Subway Report (Weekend)

| Subway Report Performance Indicators | | | | | | |
|---|-----------|-----------|----------|------------------|-----------|----------|
| Performance Indicator | May 2019 | | | 12-Month Average | | |
| | This Year | Last Year | % Change | This Year | Last Year | % Change |
| Weekend Customer-Focused Metrics | | | | | | |
| Weekend Major Incidents (Chart 2) Unplanned incidents delaying 50+ trains | 4 | 5 | -20.0% | 6.5 | 7.5 | -13.3% |
| Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p) | 98.9% | 98.0% | +0.9% | 98.2% | 96.5% | +1.8% |
| Weekend Legacy Indicators | | | | | | |
| Weekend Wait Assessment (Chart 18) | 82.7% | 79.4% | +4.2% | 80.3% | 76.6% | +4.8% |
| Weekend Terminal On-Time Performance (Chart 20) | 85.0% | 69.7% | +22.0% | 76.9% | 67.6% | +13.8% |
| Weekend Trains Delayed (Chart 22) | 7,256 | 15,385 | -52.8% | 12,260 | 17,362 | -29.4% |

Subway Report (Staten Island Railway)

| Subway Report Performance Indicators | | | | | | |
|--|-----------|-----------|----------|------------------|-----------|----------|
| Performance Indicator | May 2019 | | | 12-Month Average | | |
| | This Year | Last Year | % Change | This Year | Last Year | % Change |
| On-Time Performance | | | | | | |
| 24 Hour On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period | 96.7% | 97.7% | -1.0% | 95.4% | 96.7% | -1.3% |
| AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time | 100.0% | 99.3% | +0.7% | 96.6% | 96.7% | -0.1% |
| PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time | 90.7% | 96.2% | -5.7% | 94.3% | 96.6% | -2.4% |
| Percentage of Completed Trips | | | | | | |
| Percentage of Completed Trips | 99.7% | 99.7% | 0.0% | 99.6% | 99.9% | -0.3% |
| Passenger Environment | | | | | | |
| Staten Island Railway PES-KPI (Chart 16) Composite indicator for subway car environment reflecting customer experience | | | | 91.8% | 91.0% | +0.9% |
| | | | | | | |
| Mean Distance Between Failures Revenue car miles divided by the number of delays attributed to car-related causes | 220,362 | 75,302 | +192.6% | 123,826 | 55,012 | +125.1% |

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.

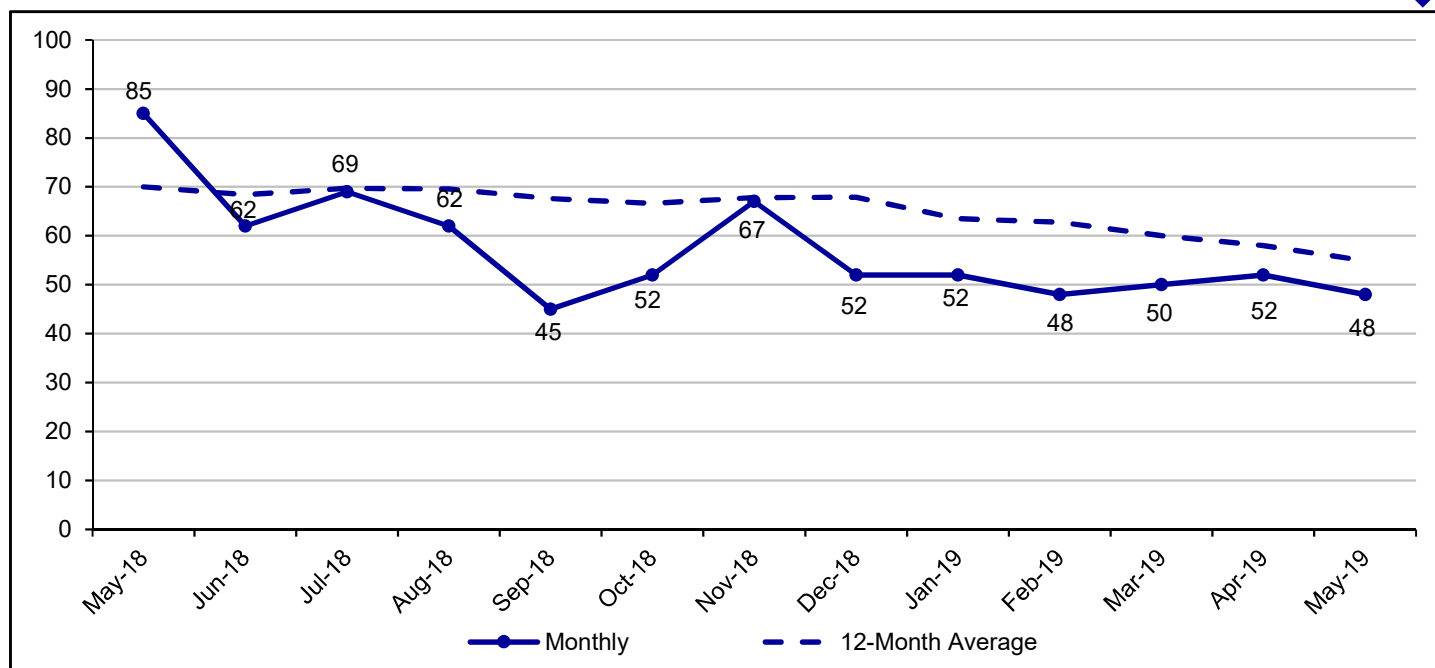
Customer Journey Time Performance (CJTP)

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



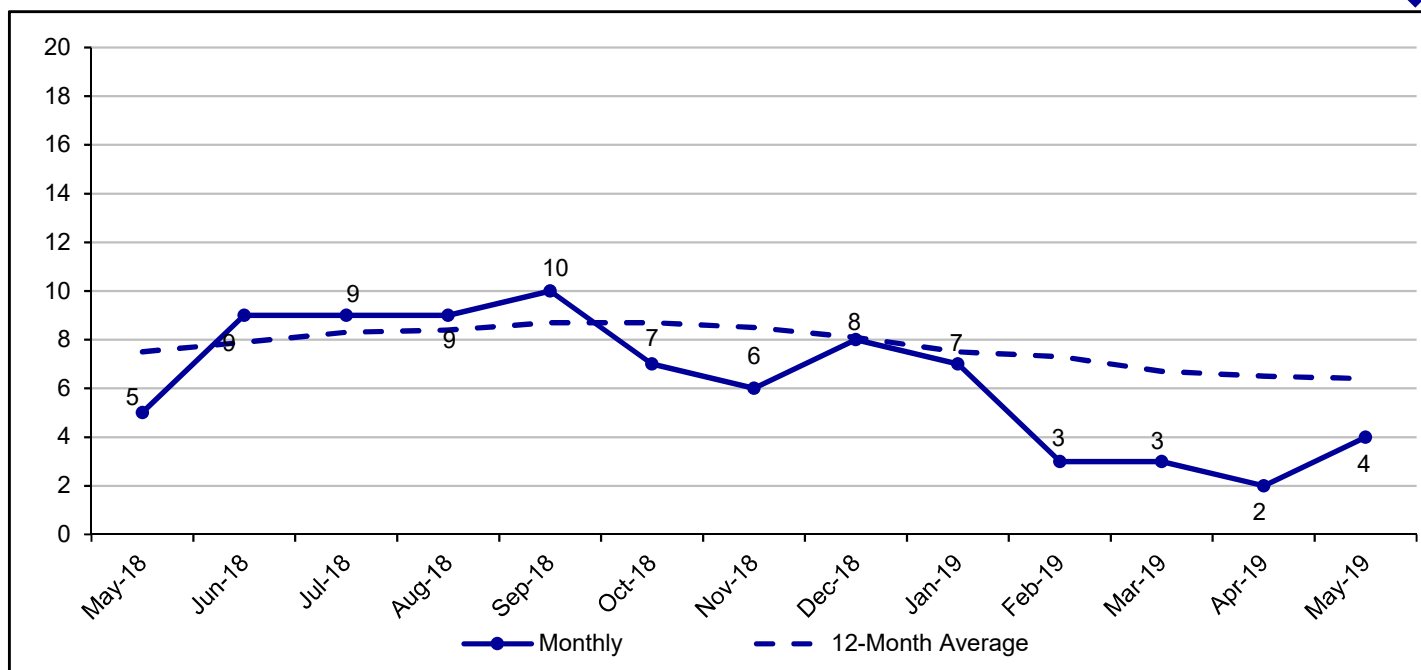
| Categories | Monthly | | | 12-Month Average | | |
|------------------------------------|-----------|-----------|---------------|------------------|-------------|---------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Track | 2 | 18 | -88.9% | 8.3 | 15.4 | -46.1% |
| Signals | 17 | 35 | -51.4% | 18.4 | 21.7 | -15.2% |
| Persons on Trackbed/Police/Medical | 14 | 11 | +27.3% | 13.1 | 14.3 | -8.4% |
| Stations & Structures | 1 | 9 | -88.9% | 4.1 | 5.1 | -19.6% |
| Subway Car | 7 | 2 | +250.0% | 4.4 | 3.9 | +12.8% |
| Other | 7 | 10 | -30.0% | 6.6 | 9.6 | -31.3% |
| Subdivision A | 21 | 41 | -48.8% | 25.3 | 33.8 | -25.1% |
| Subdivision B | 27 | 44 | -38.6% | 29.5 | 36.2 | -18.5% |
| Systemwide | 48 | 85 | -43.5% | 54.9 | 70.0 | -21.6% |
| Avg Incident Duration (h:mm:ss) | 0:14:06 | 0:18:00 | -21.7% | 0:15:48 | 0:17:00 | -7.0% |
| Avg Trains Delayed per Incident | 97 | 99 | -2.0% | 103 | 108 | -4.6% |

Major Incidents Discussion

- Weekday major incidents decreased to the lowest number per weekday since measurement began in 2015.
- There were only two Track major incidents compared to 18 last May.
- Signal major incidents also decreased by more than half.
- The Persons on Trackbed/Police/Medical category increased by three major incidents, due in part to an individual who intentionally activated emergency brakes on multiple trains.

Subway Weekend Major Incidents (24 hours)

Desired trend



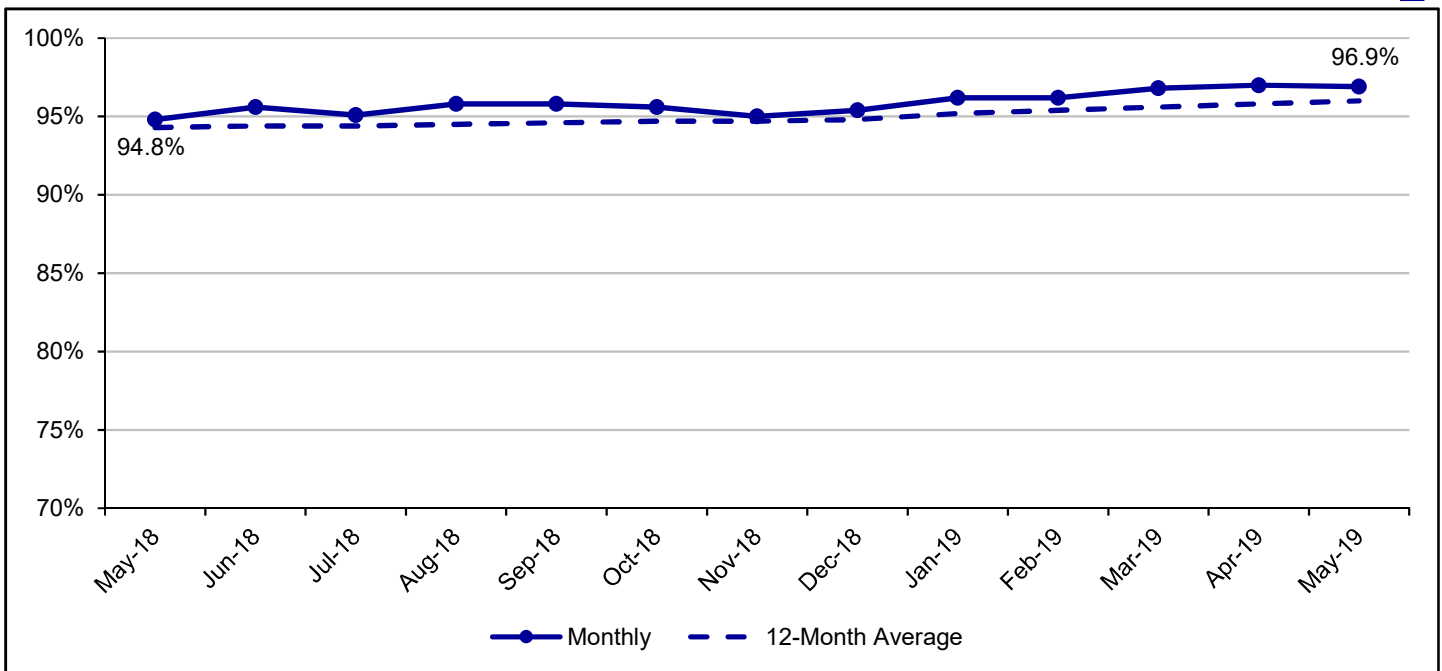
| Categories | Monthly | | | 12-Month Average | | |
|------------------------------------|----------|----------|---------------|------------------|------------|---------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Track | 0 | 1 | -100.0% | 1.2 | 1.3 | -7.7% |
| Signals | 0 | 2 | -100.0% | 1.8 | 2.3 | -21.7% |
| Persons on Trackbed/Police/Medical | 2 | 1 | +100.0% | 1.3 | 1.3 | 0.0% |
| Stations & Structure | 0 | 0 | N/A | 1.1 | 0.7 | +57.1% |
| Subway Car | 1 | 1 | 0.0% | 0.2 | 0.2 | 0.0% |
| Other | 1 | 0 | N/A | 1.0 | 1.9 | -47.4% |
| Subdivision A | 1 | 1 | 0.0% | 2.8 | 3.4 | -17.6% |
| Subdivision B | 3 | 4 | -25.0% | 3.7 | 4.1 | -9.8% |
| Systemwide | 4 | 5 | -20.0% | 6.5 | 7.5 | -13.3% |
| Avg Incident Duration (h:mm:ss) | 0:21:30 | 0:09:12 | +133.7% | 0:12:54 | 0:20:42 | -37.7% |
| Avg Trains Delayed per Incident | 67 | 64 | +4.7% | 83 | 98 | -15.3% |

Major Incidents Discussion

- Weekend major incidents decreased by one from May 2018 and were below the 12-month average.
- There were no Track or Signal major incidents on May 2019 weekends.

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Subdivision A | 96.8% | 93.0% | +4.1% | 95.1% | 92.2% | +3.1% |
| Subdivision B | 96.9% | 96.2% | +0.7% | 96.5% | 95.8% | +0.7% |
| Systemwide | 96.9% | 94.8% | +2.2% | 96.0% | 94.3% | +1.8% |

Weekday Service Delivered Discussion

- Service Delivered was 96.9%, within 0.1% of the record set in April 2019.
- 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 2, 4, 5 and E lines.

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

Desired trend



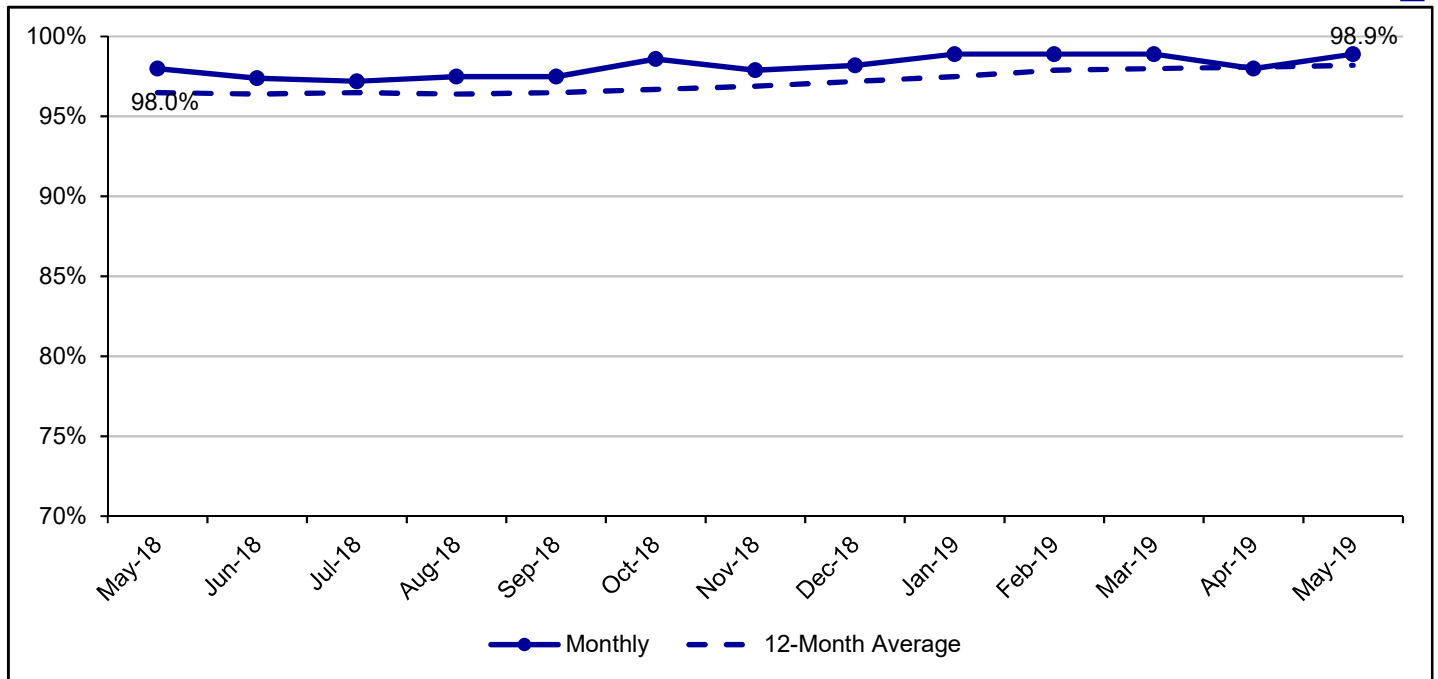
| <u>Line</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| 1 | 98.6% | 97.0% | +1.6% |
| 2 | 96.7% | 93.1% | +3.9% |
| 3 | 97.4% | 94.8% | +2.7% |
| 4 | 94.6% | 90.5% | +4.5% |
| 5 | 96.0% | 88.9% | +8.0% |
| 6 | 94.8% | 91.6% | +3.5% |
| 7 | 96.9% | 89.4% | +8.4% |
| S 42nd | 99.4% | 99.4% | 0.0% |
| Subdivision A | 96.8% | 93.0% | +4.1% |
| A | 96.0% | 96.3% | -0.3% |
| B | 97.1% | 97.7% | -0.6% |
| C | 97.1% | 96.9% | +0.2% |
| D | 97.8% | 96.5% | +1.3% |
| E | 95.5% | 91.9% | +3.9% |
| F | 96.9% | 96.9% | 0.0% |
| S Fkln | 99.7% | 98.9% | +0.8% |
| G | 101.3% | 103.8% | -2.4% |
| S Rock | 99.4% | 100.3% | -0.9% |
| JZ | 98.2% | 98.0% | +0.2% |
| L | 96.6% | 98.1% | -1.5% |
| M | 95.0% | 93.4% | +1.7% |
| N | 96.7% | 94.6% | +2.2% |
| Q | 97.8% | 94.5% | +3.5% |
| R | 95.5% | 95.2% | +0.3% |
| W | 96.7% | 93.6% | +3.3% |
| Subdivision B | 96.9% | 96.2% | +0.7% |
| Systemwide | 96.9% | 94.8% | +2.2% |

Chart 4

The metrics in this report are preliminary.

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Subdivision A | 98.2% | 97.6% | +0.6% | 97.6% | 95.1% | +2.6% |
| Subdivision B | 99.3% | 98.3% | +1.0% | 98.5% | 97.4% | +1.1% |
| Systemwide | 98.9% | 98.0% | +0.9% | 98.2% | 96.5% | +1.8% |

Weekend Service Delivered Discussion

- May 2019 weekend Service Delivered improved by 0.9% year-over-year, and the 12-month average improved 1.8%.

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

Desired trend



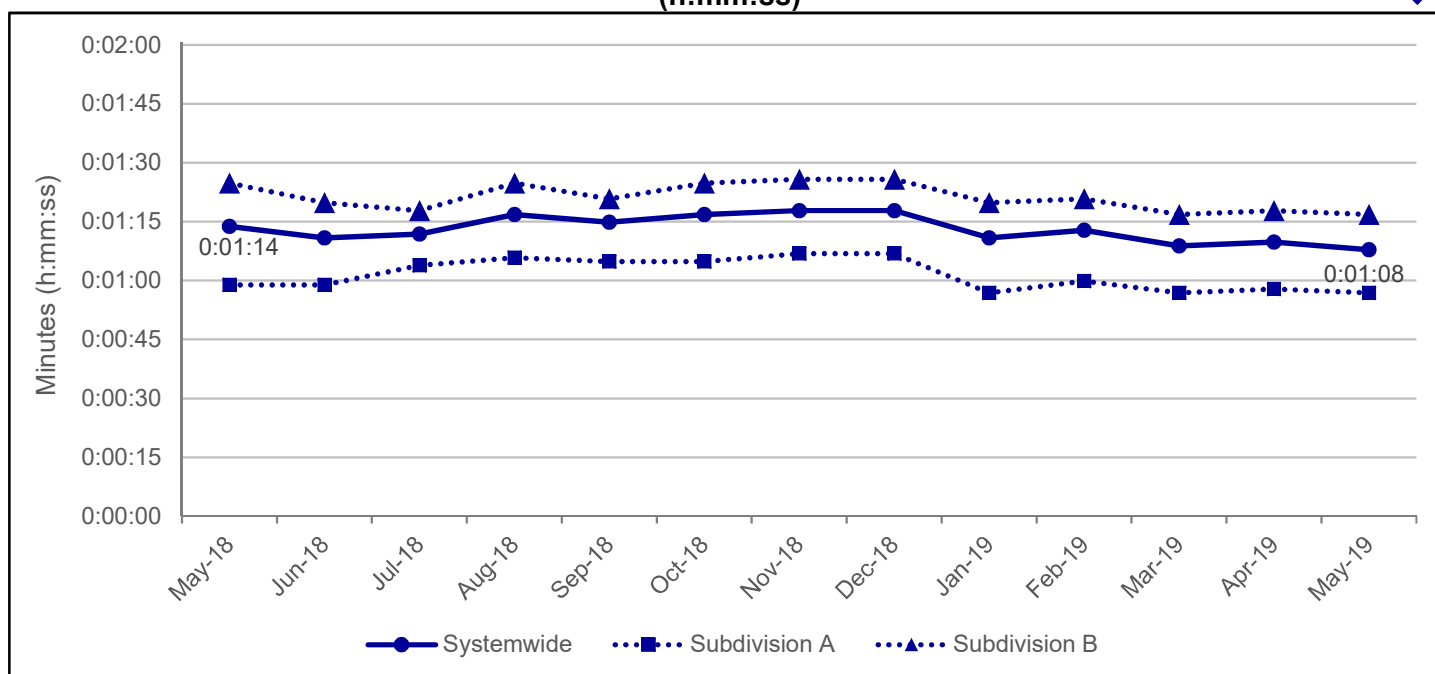
| Line | May 19 | May 18 | % Change |
|----------------------|---------------|---------------|-----------------|
| 1 | 99.3% | 98.0% | +1.3% |
| 2 | 96.2% | 96.7% | -0.5% |
| 3 | 99.0% | 100.0% | -1.0% |
| 4 | 96.2% | 95.2% | +1.1% |
| 5 | 98.9% | 96.6% | +2.4% |
| 6 | 98.2% | 100.0% | -1.8% |
| 7 | 99.7% | 98.1% | +1.6% |
| S 42nd | 100.0% | 99.8% | +0.2% |
| Subdivision A | 98.2% | 97.6% | +0.6% |
| A | 99.5% | 98.3% | +1.2% |
| C | 98.7% | 98.0% | +0.7% |
| D | 100.1% | 99.9% | +0.2% |
| E | 99.7% | 99.2% | +0.5% |
| F | 99.3% | 100.5% | -1.2% |
| S Fkln | 99.9% | 99.7% | +0.2% |
| G | 98.7% | 98.4% | +0.3% |
| S Rock | 99.4% | 99.6% | -0.2% |
| JZ | 100.0% | 100.4% | -0.4% |
| L | 100.5% | 97.3% | +3.3% |
| M | 97.2% | 98.5% | -1.3% |
| N | 99.5% | 96.3% | +3.3% |
| Q | 99.8% | 98.0% | +1.8% |
| R | 99.3% | 97.2% | +2.2% |
| Subdivision B | 99.3% | 98.3% | +1.0% |
| Systemwide | 98.9% | 98.0% | +0.9% |

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

Subway Weekday Average Additional Platform Time

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|---------------|---------|---------|----------|------------------|---------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Subdivision A | 0:00:57 | 0:00:59 | -3.4% | 0:01:02 | 0:01:10 | -11.4% |
| Subdivision B | 0:01:17 | 0:01:25 | -9.4% | 0:01:21 | 0:01:30 | -10.0% |
| Systemwide | 0:01:08 | 0:01:14 | -8.1% | 0:01:13 | 0:01:21 | -9.9% |

Additional Platform Time Discussion

- Additional Platform Time improved compared to both May 2018 and the average of the last 12 months.
- This was the lowest APT since October 2016.
- The largest improvement in the A Division was on the 7 line due to the benefits of CBTC signals.
- Worsened APT on the L line was due in part to one particularly disruptive incident on May 17.

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

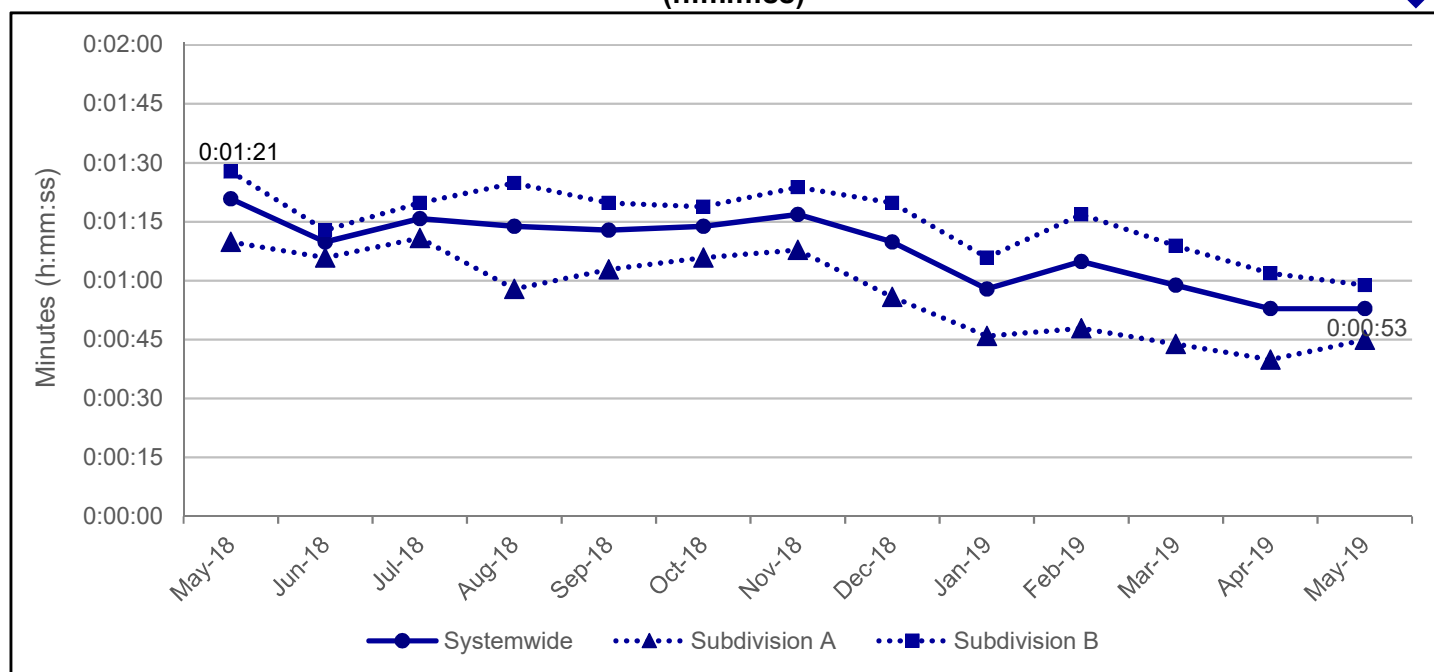


| <u>Line</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|----------------|----------------|-----------------|
| 1 | 0:00:52 | 0:00:57 | -8.8% |
| 2 | 0:01:03 | 0:00:59 | +6.8% |
| 3 | 0:00:51 | 0:00:42 | +21.4% |
| 4 | 0:00:48 | 0:00:53 | -9.4% |
| 5 | 0:01:06 | 0:00:57 | +15.8% |
| 6 | 0:01:07 | 0:01:08 | -1.5% |
| 7 | 0:00:57 | 0:01:13 | -21.9% |
| S 42nd | 0:00:23 | 0:00:22 | +4.5% |
| Subdivision A | 0:00:57 | 0:00:59 | -3.4% |
| A | 0:01:10 | 0:01:18 | -10.3% |
| B | 0:01:34 | 0:01:38 | -4.1% |
| C | 0:01:41 | 0:01:40 | +1.0% |
| D | 0:01:28 | 0:01:48 | -18.5% |
| E | 0:01:05 | 0:01:32 | -29.3% |
| F | 0:01:18 | 0:01:40 | -22.0% |
| S Fkln | 0:00:11 | 0:00:20 | -45.0% |
| G | 0:01:28 | 0:01:10 | +25.7% |
| S Rock | 0:00:48 | 0:00:20 | +140.0% |
| JZ | 0:01:18 | 0:01:13 | +6.8% |
| L | 0:01:06 | 0:00:48 | +37.5% |
| M | 0:01:33 | 0:01:12 | +29.2% |
| N | 0:01:08 | 0:01:27 | -21.8% |
| Q | 0:01:08 | 0:01:20 | -15.0% |
| R | 0:01:19 | 0:01:35 | -16.8% |
| W | 0:00:48 | 0:01:15 | -36.0% |
| Subdivision B | 0:01:17 | 0:01:25 | -9.4% |
| Systemwide | 0:01:08 | 0:01:14 | -8.1% |

Subway Weekday Average Additional Train Time

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|---------------|---------|---------|----------|------------------|---------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Subdivision A | 0:00:45 | 0:01:10 | -35.7% | 0:00:56 | 0:01:28 | -36.4% |
| Subdivision B | 0:00:59 | 0:01:28 | -33.0% | 0:01:14 | 0:01:29 | -16.9% |
| Systemwide | 0:00:53 | 0:01:21 | -34.6% | 0:01:07 | 0:01:28 | -23.9% |

Additional Train Time Discussion

- Additional Train Time (ATT) improved by 28 seconds from last May, while the 12-month average improved 21 seconds year-over-year.
- This was the fourth time ATT has been below one minute since the metric first became available in 2015. It matches last month's result, which was the best since the metric was introduced.
- The largest improvements were on the E and F lines, due in part to increased speed limits on the Queens Boulevard line.
- Only three non-shuttle lines had increases in ATT, all six seconds or less.

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



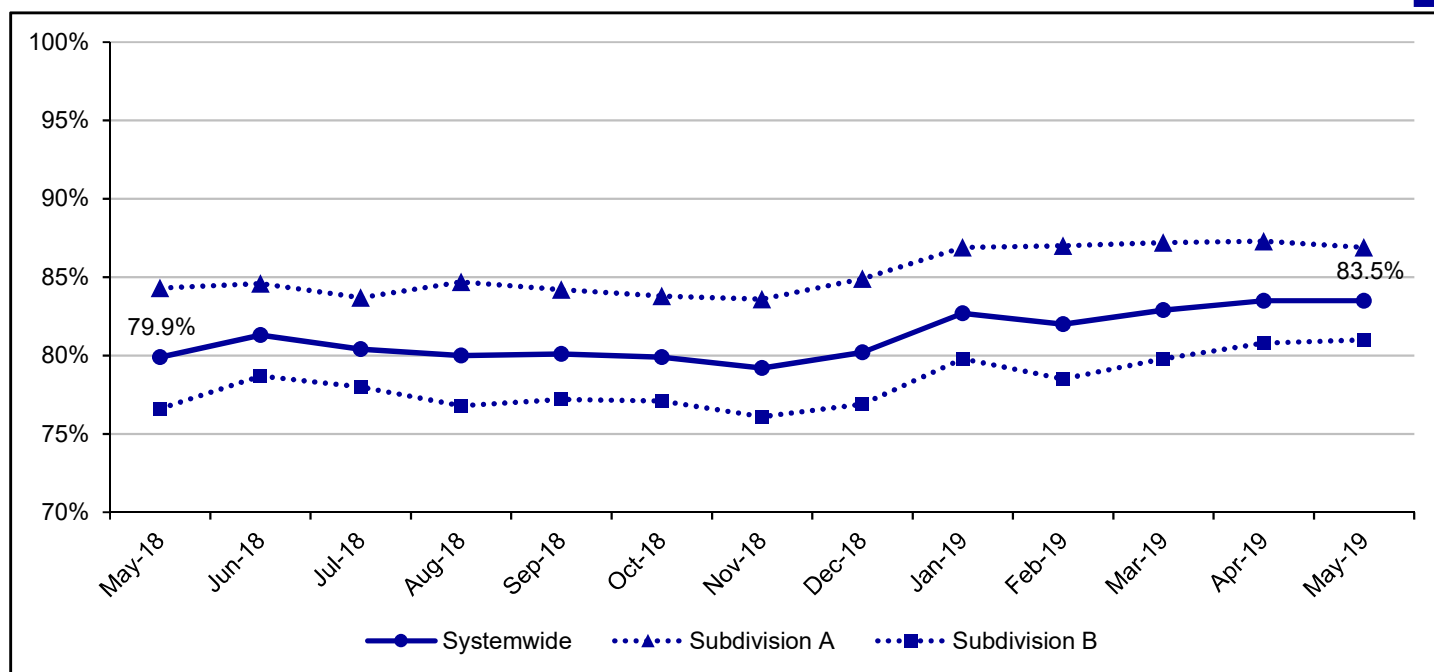
| <u>Line</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|----------------|----------------|-----------------|
| 1 | 0:00:54 | 0:01:07 | -19.4% |
| 2 | 0:00:38 | 0:01:06 | -42.4% |
| 3 | 0:00:29 | 0:00:51 | -43.1% |
| 4 | 0:00:49 | 0:01:15 | -34.7% |
| 5 | 0:00:32 | 0:01:13 | -56.2% |
| 6 | 0:00:58 | 0:01:09 | -15.9% |
| 7 | 0:00:44 | 0:01:33 | -52.7% |
| S 42nd | 0:00:26 | 0:00:27 | -3.7% |
| Subdivision A | 0:00:45 | 0:01:10 | -35.7% |
| A | 0:01:12 | 0:01:58 | -39.0% |
| B | 0:01:25 | 0:01:38 | -13.3% |
| C | 0:00:46 | 0:01:15 | -38.7% |
| D | 0:01:16 | 0:01:50 | -30.9% |
| E | 0:00:23 | 0:01:37 | -76.3% |
| F | 0:00:49 | 0:01:46 | -53.8% |
| S Fkln | 0:00:48 | 0:00:44 | +9.1% |
| G | 0:00:59 | 0:01:19 | -25.3% |
| S Rock | 0:00:24 | 0:00:03 | +700.0% |
| JZ | 0:01:47 | 0:01:44 | +2.9% |
| L | 0:00:11 | 0:00:10 | +10.0% |
| M | 0:01:01 | 0:01:24 | -27.4% |
| N | 0:01:24 | 0:01:39 | -15.2% |
| Q | 0:01:12 | 0:01:56 | -37.9% |
| R | 0:00:52 | 0:00:58 | -10.3% |
| W | 0:00:54 | 0:00:48 | +12.5% |
| Subdivision B | 0:00:59 | 0:01:28 | -33.0% |
| Systemwide | 0:00:53 | 0:01:21 | -34.6% |

Chart 10

The metrics in this report are preliminary.

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|---------|--------|----------|------------------|--------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Subdivision A | 86.9% | 84.3% | +3.1% | 85.4% | 81.9% | +4.3% |
| Subdivision B | 81.0% | 76.6% | +5.7% | 78.4% | 76.1% | +3.0% |
| Systemwide | 83.5% | 79.9% | +4.5% | 81.3% | 78.6% | +3.4% |


Weekday Customer Journey Time Performance Discussion

- May 2019 CJTP remained at 83.5%, matching April, which had been 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>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| 1 | 88.6% | 87.5% | +1.3% |
| 2 | 84.6% | 82.8% | +2.2% |
| 3 | 88.8% | 88.3% | +0.6% |
| 4 | 84.9% | 82.7% | +2.7% |
| 5 | 85.1% | 82.9% | +2.7% |
| 6 | 85.9% | 83.6% | +2.8% |
| 7 | 87.7% | 79.6% | +10.2% |
| S 42nd | 99.6% | 99.6% | 0.0% |
| Subdivision A | 86.9% | 84.3% | +3.1% |
| A | 79.9% | 72.9% | +9.6% |
| B | 75.6% | 72.6% | +4.1% |
| C | 79.5% | 74.7% | +6.4% |
| D | 76.4% | 69.5% | +9.9% |
| E | 85.2% | 76.8% | +10.9% |
| F | 80.8% | 72.5% | +11.4% |
| S Fkln | 96.8% | 95.4% | +1.5% |
| G | 83.6% | 81.0% | +3.2% |
| S Rock | 90.0% | 88.5% | +1.7% |
| JZ | 72.9% | 74.0% | -1.5% |
| L | 90.8% | 92.9% | -2.3% |
| M | 78.0% | 77.6% | +0.5% |
| N | 78.9% | 74.9% | +5.3% |
| Q | 80.5% | 73.7% | +9.2% |
| R | 82.1% | 79.8% | +2.9% |
| W | 87.6% | 84.8% | +3.3% |
| Subdivision B | 81.0% | 76.6% | +5.7% |
| Systemwide | 83.5% | 79.9% | +4.5% |

Chart 12

The metrics in this report are preliminary.

Section 2: Inputs to Operations

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

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

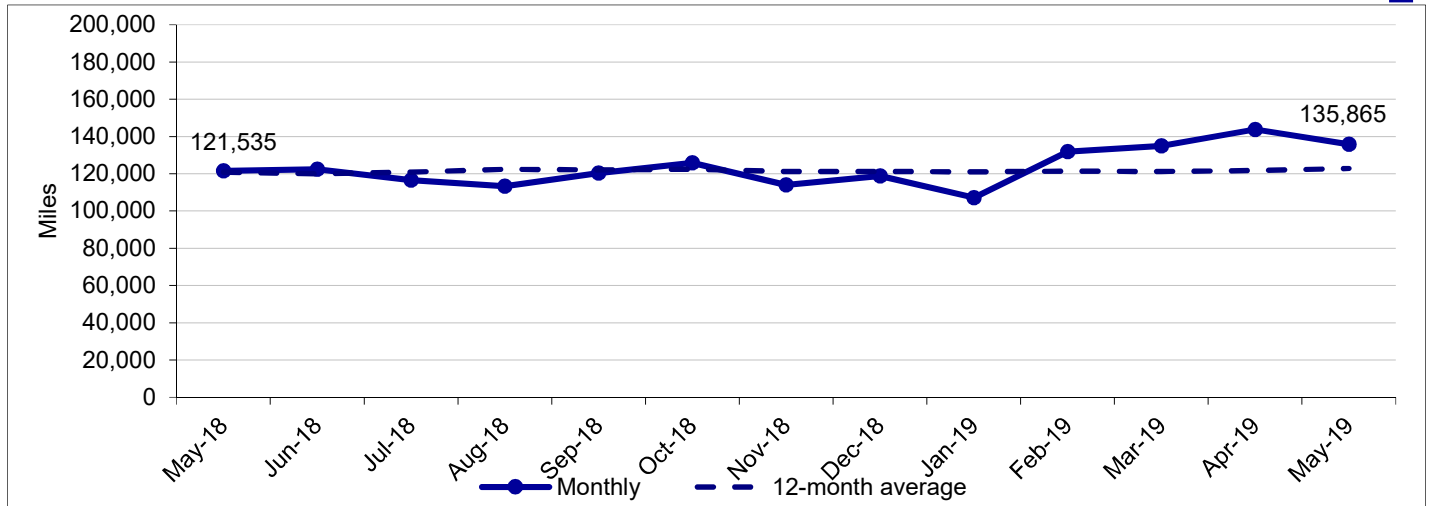
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

Elevator and Escalator Availability

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

Subway Mean Distance Between Failures

Desired trend



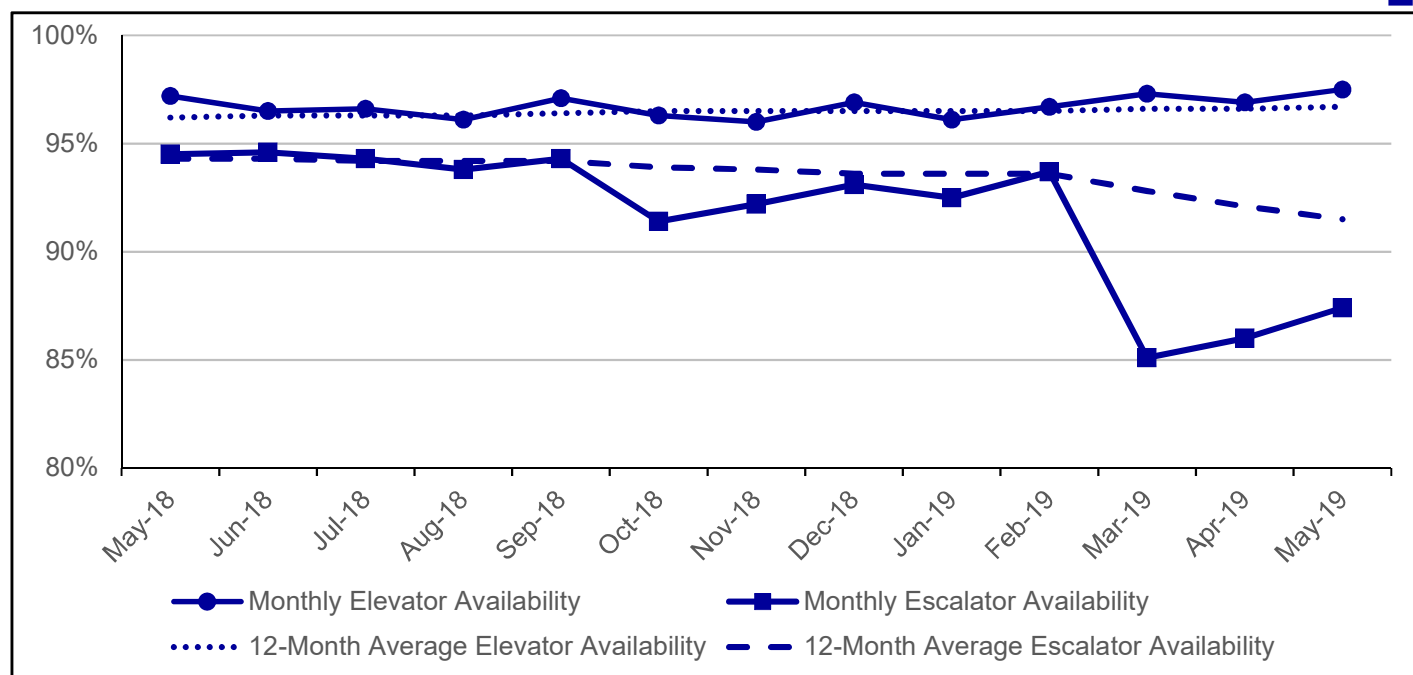
| Monthly | | | | |
|-------------------|--------------|----------------|----------------|---------------|
| | # of Cars | May '19 | May '18 | % Change |
| Subdivision A | 2,895 | 181,842 | 130,620 | +39.2% |
| Subdivision B | 3,731 | 114,669 | 115,682 | -0.9% |
| Systemwide | 6,626 | 135,865 | 121,535 | +11.8% |
| 12-Month Average | | | | |
| Car Class | # of Cars | May '19 | May '18 | % Change |
| R32 | 222 | 35,957 | 31,560 | +13.9% |
| R42 | 50 | 26,082 | 35,216 | -25.9% |
| R46 | 752 | 63,169 | 72,700 | -13.1% |
| R62 | 315 | 275,585 | 199,957 | +37.8% |
| R62A | 824 | 108,674 | 102,773 | +5.7% |
| R68 | 425 | 70,154 | 95,531 | -26.6% |
| R68A | 200 | 99,088 | 94,980 | +4.3% |
| R142 | 1,030 | 190,465 | 161,074 | +18.2% |
| R142A | 220 | 97,577 | 62,622 | +55.8% |
| R143 | 212 | 96,784 | 97,235 | -0.5% |
| R160 | 1,662 | 240,879 | 246,897 | -2.4% |
| R179 | 208 | 108,203 | N/A | N/A |
| R188 - New | 126 | 452,133 | 441,333 | +2.4% |
| R188 - Conversion | 380 | 232,418 | 164,116 | +41.6% |
| Subdivision A | 2,895 | 154,927 | 129,600 | +19.5% |
| Subdivision B | 3,731 | 106,673 | 113,875 | -6.3% |
| Systemwide | 6,626 | 122,831 | 119,949 | +2.4% |

MDBF Discussion

- May 2019 MDBF of 135,865 was close to the recent high achieved in April.
- The largest increases were on A Division fleets, including the R62, R142A, and R188 Conversion cars.
- The poorest performing cars continue to be the R42s, which operate very limited service until their retirement.
- Correction: Last month's report inadvertently listed the monthly MDBF (185,332) instead of the 12-month average MDBF (97,995) for the R179 car class.

Elevator and Escalator Availability (24 Hours)

Desired trend



| | Monthly | | | 12-Month Average | | |
|-------------------------------|---------|--------|----------|------------------|--------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Elevator Availability | 97.5% | 97.2% | +0.3% | 96.7% | 96.3% | +0.4% |
| Escalator Availability | 87.4% | 94.5% | -7.5% | 91.5% | 94.3% | -3.0% |

Elevator and Escalator Availability Discussion

- Elevator availability in May 2019 increased compared to both last May and the 12-month average.
- Elevator availability reached its highest level since 2013.
- Escalator availability improved from last month, but remained substantially reduced as machines were removed from service as part of a systemwide inspection and repair campaign.

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.

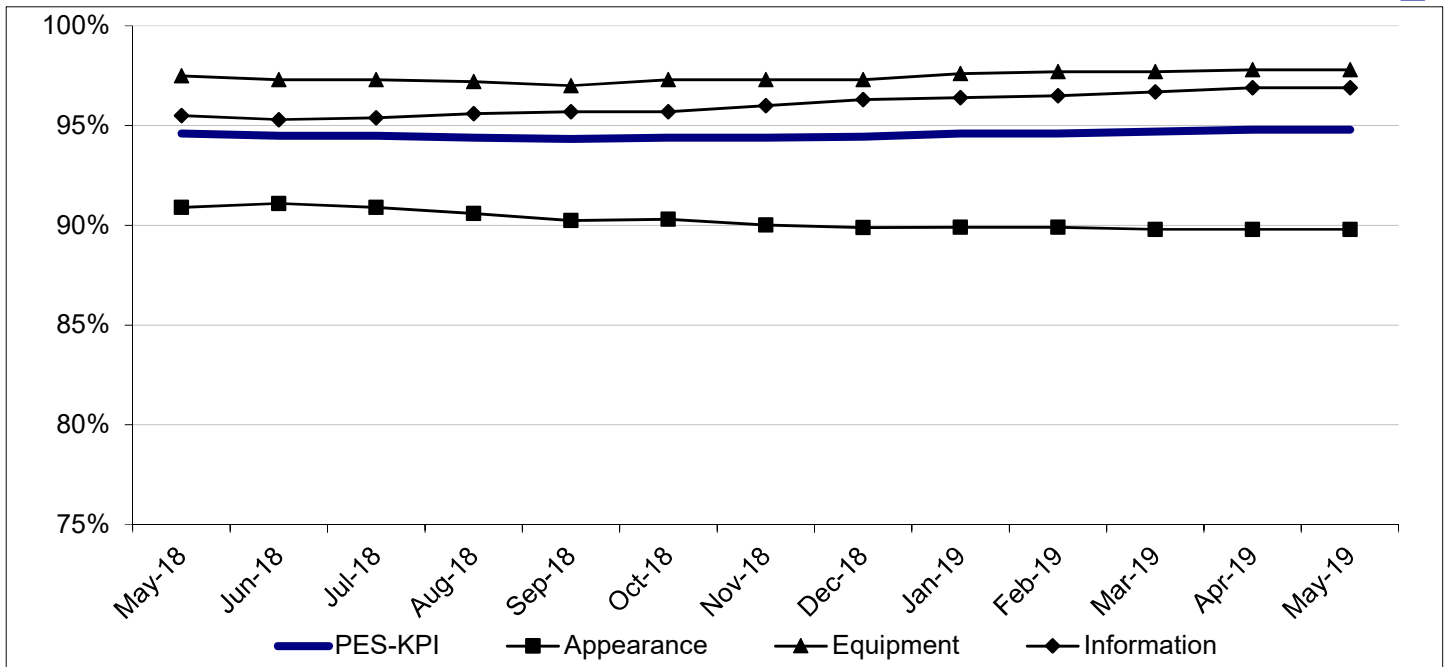
Equipment: Includes the functionality of door panels, lighting, and climate control.

Information: Includes the subway car announcements and signage.

Subway Car Passenger Environment Survey (PES-KPI)

12-Month Rolling Average

Desired trend



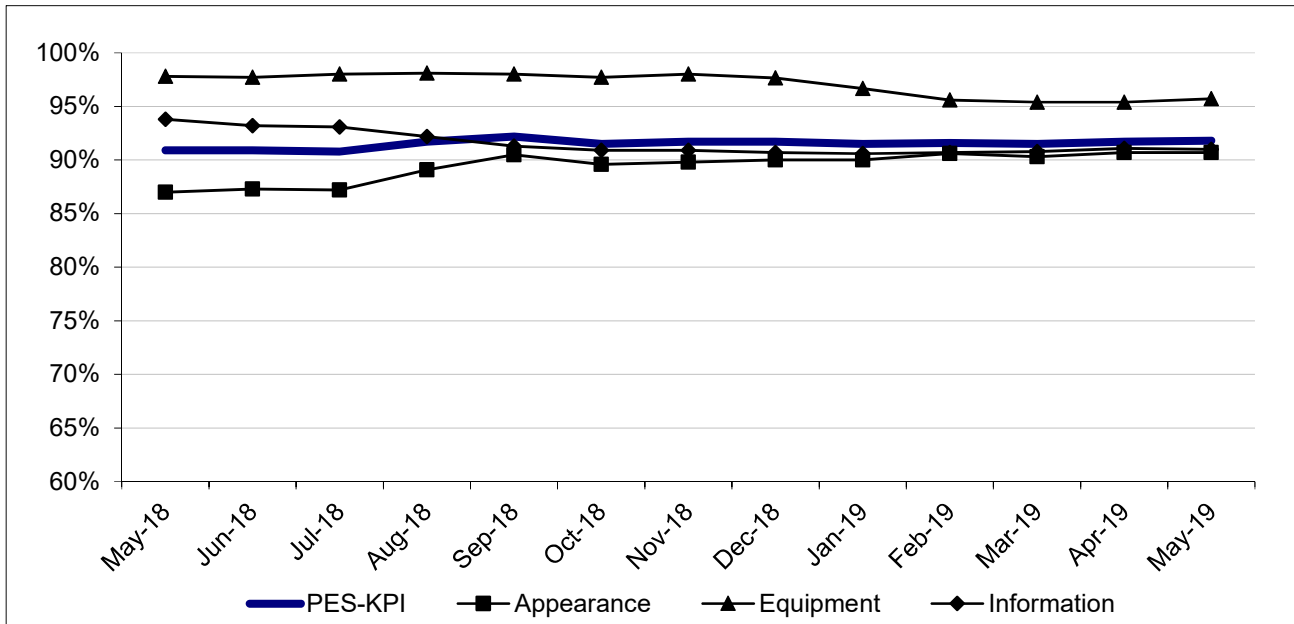
| | Jun 18 - May 19 | | | | Jun 17 - May 18 | | | | % Change |
|----------------------|-----------------|--------------|--------------|--------------|-----------------|--------------|--------------|--------------|--------------|
| | KPI | Appearance | Equipment | Information | KPI | Appearance | Equipment | Information | KPI |
| Subdivision A | 94.7% | 90.0% | 97.5% | 96.8% | 94.7% | 92.2% | 97.1% | 94.8% | 0.0% |
| Subdivision B | 94.8% | 89.7% | 97.9% | 97.0% | 94.6% | 90.2% | 97.7% | 95.9% | +0.2% |
| Systemwide | 94.8% | 89.8% | 97.8% | 96.9% | 94.6% | 90.9% | 97.5% | 95.5% | +0.2% |

Subway Car Passenger Environment Survey Discussion

- The Subway Car PES KPI increased by 0.2% year-over-year.

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

Desired trend



| | PES-KPI | Appearance | Equipment | Information |
|-------------------------|--------------|--------------|--------------|--------------|
| Jun 18 - May 19: | 91.8% | 90.7% | 95.7% | 91.0% |
| Jun 17 - May 18: | 91.0% | 87.4% | 97.9% | 93.5% |
| % Change: | +0.9% | +3.8% | -2.2% | -2.7% |

SIR Discussion

- May 2019 Staten Island Railway PES-KPI increased by 0.9%.

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>May 19</u> | | | | | | <u>May 18</u> | | | | <i>Desired trend</i>  | |
|----------------------|-----------------|--------------------|---------------|--------------|-----------------|-----------------|--------------------|---------------|--------------|--|-----------------|
| <u>Line</u> | <u>Monthly</u> | | | | <u>12 month</u> | <u>Monthly</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>Monthly GAP</u> | | | <u>Standard</u> | <u>Standard</u> | <u>Monthly GAP</u> | | | <u>Standard</u> | <u>% Change</u> |
| | | <u>Minor</u> | <u>Medium</u> | <u>Major</u> | | | <u>Minor</u> | <u>Medium</u> | <u>Major</u> | | |
| 1 | 79.2% | 9.1% | 6.7% | 4.9% | 76.6% | 76.6% | 10.1% | 7.6% | 5.8% | 76.3% | +3.4% |
| 2 | 70.2% | 11.3% | 10.1% | 8.3% | 70.0% | 68.2% | 11.6% | 10.9% | 9.3% | 65.7% | +2.9% |
| 3 | 74.7% | 11.6% | 8.8% | 5.0% | 72.9% | 71.0% | 11.6% | 10.3% | 7.0% | 69.3% | +5.2% |
| 4 | 72.3% | 10.2% | 9.0% | 8.5% | 69.5% | 67.7% | 10.6% | 10.2% | 11.5% | 66.0% | +6.8% |
| 5 | 70.6% | 10.7% | 9.6% | 9.2% | 68.0% | 65.3% | 11.1% | 10.6% | 13.0% | 61.4% | +8.1% |
| 6 | 73.7% | 9.0% | 8.1% | 9.2% | 71.9% | 68.4% | 9.5% | 9.7% | 12.4% | 66.9% | +7.7% |
| 7 | 76.3% | 11.2% | 7.8% | 4.7% | 71.5% | 66.8% | 12.0% | 11.2% | 10.0% | 68.4% | +14.2% |
| S 42nd | 94.5% | 2.9% | 1.5% | 1.1% | 94.3% | 95.0% | 2.8% | 1.2% | 1.1% | 94.4% | -0.5% |
| Subdivision A | 74.5% | 10.1% | 8.3% | 7.1% | 72.3% | 70.1% | 10.5% | 9.7% | 9.7% | 68.6% | +6.3% |
| A | 70.3% | 9.8% | 9.6% | 10.2% | 68.7% | 67.2% | 10.0% | 10.7% | 12.1% | 66.8% | +4.6% |
| B | 74.3% | 11.3% | 8.9% | 5.5% | 74.0% | 73.0% | 11.1% | 9.0% | 6.9% | 72.3% | +1.8% |
| C | 77.3% | 11.4% | 7.6% | 3.8% | 74.3% | 73.2% | 12.2% | 9.7% | 4.9% | 69.5% | +5.6% |
| D | 73.4% | 12.1% | 9.3% | 5.2% | 72.5% | 69.5% | 11.8% | 10.5% | 8.3% | 72.0% | +5.6% |
| E | 72.4% | 11.2% | 9.5% | 6.9% | 69.4% | 66.4% | 11.2% | 11.1% | 11.3% | 66.4% | +9.0% |
| F | 72.2% | 10.2% | 9.3% | 8.4% | 70.3% | 68.3% | 10.2% | 10.3% | 11.2% | 68.2% | +5.7% |
| S Fkn | 98.9% | 0.5% | 0.3% | 0.4% | 98.3% | 97.6% | 0.9% | 0.6% | 0.9% | 98.2% | +1.3% |
| G | 78.5% | 11.4% | 6.1% | 4.0% | 80.6% | 80.8% | 10.5% | 6.3% | 2.4% | 80.0% | -2.8% |
| S Rock | 93.5% | 2.6% | 2.1% | 1.8% | 94.5% | 94.8% | 2.9% | 1.0% | 1.3% | 93.9% | -1.4% |
| JZ | 79.0% | 11.1% | 6.9% | 3.0% | 77.1% | 77.9% | 10.4% | 7.3% | 4.4% | 76.0% | +1.4% |
| L | 76.9% | 10.6% | 7.3% | 5.3% | 76.7% | 76.6% | 11.5% | 7.7% | 4.2% | 76.3% | +0.4% |
| M | 75.6% | 10.8% | 8.2% | 5.5% | 74.5% | 73.5% | 10.9% | 8.3% | 7.4% | 71.1% | +2.9% |
| N | 74.4% | 11.1% | 8.6% | 5.9% | 71.1% | 70.4% | 11.6% | 9.4% | 8.6% | 71.1% | +5.7% |
| Q | 77.5% | 10.4% | 7.4% | 4.7% | 75.0% | 74.9% | 11.1% | 8.4% | 5.5% | 75.1% | +3.5% |
| R | 74.0% | 11.2% | 8.5% | 6.3% | 71.7% | 69.4% | 11.6% | 10.2% | 8.9% | 70.7% | +6.6% |
| W | 75.2% | 11.3% | 7.7% | 5.7% | 72.4% | 70.9% | 11.6% | 8.9% | 8.6% | 71.4% | +6.1% |
| Subdivision B | 74.9% | 10.7% | 8.3% | 6.1% | 73.3% | 72.0% | 10.9% | 9.2% | 7.9% | 71.8% | +4.0% |
| Systemwide | 74.7% | 10.4% | 8.3% | 6.5% | 72.8% | 71.2% | 10.7% | 9.4% | 8.7% | 70.3% | +4.9% |

Weekday Wait Assessment Discussion

- May 2019 weekday Wait Assessment improved year-over-year to 74.7%, but was down from April.
- Every non-shuttle line had improved Wait Assessment except the G, which declined due to emergency repair work on several weekdays.
- The 7 line had the largest improvement due in part to the new CBTC signal system.

Subway Weekend Wait Assessment (6 am - midnight)

| Line | May 19 | | | | | May 18 | | | | | Desired trend |
|----------------------|--------------|--------------|-------------|-------------|--------------|--------------|--------------|-------------|-------------|--------------|---------------|
| | Monthly | Monthly GAP | | | 12 month | Monthly | Monthly GAP | | | 12 month | Monthly |
| | Meets | | | | Meets | Meets | | | | Meets | Standard |
| | Standard | Minor | Medium | Major | Standard | Standard | Minor | Medium | Major | Standard | % Change |
| 1 | 89.3% | 6.7% | 2.7% | 1.3% | 86.8% | 86.7% | 7.2% | 3.7% | 2.4% | 79.3% | +3.0% |
| 2 | 74.4% | 13.2% | 9.0% | 3.4% | 73.7% | 75.0% | 11.2% | 8.5% | 5.3% | 65.8% | -0.8% |
| 3 | 84.2% | 9.8% | 4.0% | 2.0% | 83.4% | 92.3% | 4.7% | 1.5% | 1.4% | 88.4% | -8.8% |
| 4 | 75.7% | 10.9% | 8.2% | 5.2% | 73.4% | 70.4% | 12.7% | 10.7% | 6.2% | 67.2% | +7.5% |
| 5 | 84.0% | 10.1% | 4.4% | 1.5% | 83.0% | 75.8% | 12.6% | 8.2% | 3.3% | 71.4% | +10.8% |
| 6 | 87.2% | 6.7% | 2.9% | 3.1% | 82.5% | 90.1% | 7.2% | 2.4% | 0.3% | 80.6% | -3.2% |
| 7 | 83.4% | 10.1% | 5.1% | 1.3% | 79.9% | 81.3% | 10.2% | 6.2% | 2.3% | 79.0% | +2.6% |
| S 42nd | 99.5% | 0.2% | 0.1% | 0.2% | 98.5% | 99.3% | 0.6% | 0.1% | 0.1% | 98.2% | +0.2% |
| Subdivision A | 82.3% | 9.5% | 5.4% | 2.8% | 80.2% | 80.3% | 9.8% | 6.5% | 3.4% | 75.3% | +2.5% |
| A | 79.7% | 10.7% | 6.7% | 2.9% | 74.3% | 73.5% | 11.3% | 10.2% | 5.0% | 71.2% | +8.4% |
| C | 82.5% | 10.6% | 4.7% | 2.2% | 78.2% | 75.2% | 12.3% | 9.2% | 3.2% | 74.4% | +9.7% |
| D | 82.3% | 10.7% | 5.1% | 1.9% | 79.2% | 74.2% | 12.7% | 9.1% | 4.0% | 75.8% | +10.9% |
| E | 86.8% | 9.0% | 3.4% | 0.8% | 82.5% | 84.3% | 9.8% | 4.4% | 1.6% | 80.3% | +3.0% |
| F | 81.7% | 11.2% | 5.5% | 1.6% | 79.9% | 82.9% | 10.3% | 5.0% | 1.7% | 77.2% | -1.4% |
| S Fkln | 99.5% | 0.4% | 0.1% | 0.0% | 98.5% | 99.0% | 0.3% | 0.3% | 0.4% | 98.5% | +0.5% |
| G | 84.0% | 10.1% | 4.5% | 1.4% | 87.0% | 84.3% | 11.2% | 3.7% | 0.8% | 84.9% | -0.4% |
| S Rock | 95.5% | 3.1% | 0.8% | 0.5% | 94.9% | 95.6% | 2.7% | 1.1% | 0.6% | 94.5% | -0.1% |
| JZ | 90.7% | 6.8% | 1.9% | 0.7% | 86.1% | 84.9% | 8.4% | 4.5% | 2.2% | 84.9% | +6.8% |
| L | 93.6% | 4.6% | 1.4% | 0.3% | 80.9% | 78.5% | 11.0% | 6.7% | 3.8% | 77.9% | +19.2% |
| M | 78.5% | 11.2% | 6.8% | 3.5% | 82.1% | 89.0% | 5.3% | 2.2% | 3.5% | 90.2% | -11.8% |
| N | 80.4% | 11.0% | 6.2% | 2.4% | 76.2% | 72.1% | 13.6% | 9.7% | 4.6% | 74.0% | +11.5% |
| Q | 81.5% | 10.6% | 5.5% | 2.5% | 83.0% | 80.0% | 11.6% | 6.2% | 2.2% | 80.1% | +1.9% |
| R | 81.0% | 11.1% | 5.8% | 2.1% | 78.1% | 71.4% | 13.9% | 9.9% | 4.7% | 71.6% | +13.4% |
| Subdivision B | 83.0% | 10.0% | 5.0% | 1.9% | 80.3% | 78.6% | 11.1% | 7.0% | 3.2% | 77.6% | +5.6% |
| Systemwide | 82.7% | 9.8% | 5.2% | 2.3% | 80.3% | 79.4% | 10.5% | 6.8% | 3.3% | 76.6% | +4.2% |

Weekend Wait Assessment Discussion

- May 2019 weekend Wait Assessment improved to 82.7%, up from last month and the prior year.
- Many of the improvements were related to better processes for planning and scheduling trains around weekend construction work.

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

Chart 18

The metrics in this report are preliminary.

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



| <u>Line</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| 1 | 83.8% | 71.9% | +16.6% |
| 2 | 73.6% | 53.4% | +37.8% |
| 3 | 82.0% | 68.8% | +19.2% |
| 4 | 74.0% | 54.7% | +35.3% |
| 5 | 79.6% | 62.7% | +27.0% |
| 6 | 76.2% | 56.1% | +35.8% |
| 7 | 90.5% | 63.3% | +43.0% |
| S 42nd | 99.7% | 99.6% | +0.1% |
| Subdivision A | 84.1% | 68.0% | +23.7% |
| A | 66.0% | 55.7% | +18.5% |
| B | 63.5% | 56.8% | +11.8% |
| C | 74.8% | 60.8% | +23.0% |
| D | 63.1% | 47.6% | +32.6% |
| E | 78.3% | 55.4% | +41.3% |
| F | 64.7% | 40.0% | +61.8% |
| S Fkln | 99.7% | 99.6% | +0.1% |
| G | 74.0% | 69.7% | +6.2% |
| S Rock | 95.4% | 96.8% | -1.4% |
| JZ | 69.5% | 71.5% | -2.8% |
| L | 91.6% | 92.0% | -0.4% |
| M | 69.5% | 64.3% | +8.1% |
| NW | 72.0% | 59.2% | +21.6% |
| Q | 86.1% | 60.7% | +41.8% |
| R | 69.6% | 58.6% | +18.8% |
| Subdivision B | 75.5% | 65.0% | +16.2% |
| Systemwide | 79.3% | 66.3% | +19.6% |

Weekday Terminal On-Time Performance Discussion

- May 2019 weekday On-Time Performance (OTP) was 79.3%, staying close to last month's recent high.
- Most lines in both divisions saw large improvements.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



| <u>Line</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| 1 | 90.2% | 85.2% | +5.9% |
| 2 | 45.4% | 53.0% | -14.3% |
| 3 | 66.3% | 92.8% | -28.6% |
| 4 | 64.6% | 26.0% | +148.5% |
| 5 | 84.5% | 56.1% | +50.6% |
| 6 | 85.8% | 85.9% | -0.1% |
| 7 | 85.7% | 77.9% | +10.0% |
| S 42nd | 100.0% | 99.9% | +0.1% |
| Subdivision A | 80.5% | 72.8% | +10.6% |
| A | 87.8% | 55.7% | +57.6% |
| C | 86.4% | 28.8% | +200.0% |
| D | 84.8% | 36.0% | +135.6% |
| E | 92.6% | 69.9% | +32.5% |
| F | 90.0% | 52.6% | +71.1% |
| S Fkln | 100.0% | 100.0% | +0.0% |
| G | 78.3% | 68.2% | +14.8% |
| S Rock | 97.0% | 97.3% | -0.3% |
| JZ | 92.3% | 79.1% | +16.7% |
| L | 98.3% | 91.4% | +7.5% |
| M | 88.6% | 96.0% | -7.7% |
| N | 76.9% | 40.4% | +90.3% |
| Q | 86.9% | 72.3% | +20.2% |
| R | 79.0% | 32.8% | +140.9% |
| Subdivision B | 88.3% | 67.6% | +30.6% |
| Systemwide | 85.0% | 69.7% | +22.0% |

Weekend Terminal On-Time Performance Discussion

- May 2019 Weekend On-Time Performance improved to 85.0%.
- The improvements in weekend OTP were due in part to differences in planned work and more accurate schedules for planned service changes.
- The large decreases on the 2 and 3 lines were due to challenging reroutes for planned work on multiple weekends, while the decrease on the M line was due to its longer route while it provides alternative service during the L Project.

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

Chart 20

The metrics in this report are preliminary.

Subway Weekday Trains Delayed
Monthly - May 2019
(24 hours)

| <u>Delay Categories</u> | <u>Trains Delayed</u> | <u>Delayed Trains Per Day (22)</u> | <u>% of Delayed Trains</u> |
|--|----------------------------------|---|---|
| Track Failures and Emergency Remediation | <u>1,507</u> | <u>69</u> | <u>4.1%</u> |
| Rail and Roadbed | 971 | 44 | 2.6% |
| Fire, Smoke, Debris | 536 | 24 | 1.4% |
| Signal Failures and Emergency Remediation | 3,704 | 168 | 9.9% |
| Subway Car | <u>2,152</u> | <u>98</u> | <u>5.8%</u> |
| Door-Related | 494 | 22 | 1.3% |
| Propulsion | 353 | 16 | 0.9% |
| Braking | 511 | 23 | 1.4% |
| Other | 794 | 36 | 2.1% |
| Other Unplanned Disruptions (e.g. station defect) | 522 | 24 | 1.4% |
| Train Brake Activation - cause unknown | 314 | 14 | 0.8% |
| Service Delivery (e.g., crew performance) | 1,549 | 70 | 4.1% |
| External | <u>8,010</u> | <u>364</u> | <u>21.4%</u> |
| Public Conduct, Crime, Police Response | 3,494 | 159 | 9.3% |
| Sick/Injured Customer | 1,647 | 75 | 4.4% |
| Persons on Roadbed (including persons struck by train) | 1,166 | 53 | 3.1% |
| External Debris on Roadbed (e.g., trees, shopping cart) | 96 | 4 | 0.2% |
| Other Passenger-Related (e.g., retrieval of property from track) | 580 | 26 | 1.5% |
| Public Event (e.g., civil demonstration, parade) | 323 | 15 | 0.9% |
| Inclement Weather | 696 | 32 | 1.9% |
| Other External Disruptions | 8 | 0 | 0.0% |
| Operating Environment | 9,920 | 451 | 26.5% |
| Planned Right-of-Way Work | 9,792 | 445 | 26.1% |
| Total Trains Delayed | 37,470 | 1,703 | 100% |

| | |
|---|-------|
| Baseline average daily delays for January-June 2018 | 2,939 |
| Target average daily delays to achieve reduction of 18,000 monthly delays | 2,346 |
| % to Target | 208% |

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

Chart 21

The metrics in this report are preliminary.

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

| <u>Delay Categories</u> | <u>Trains Delayed</u> | <u>Delayed Trains Per Day (9)</u> | <u>% of Delayed Trains</u> |
|--|----------------------------------|--|---|
| Track Failures and Emergency Remediation | <u>134</u> | <u>15</u> | <u>1.8%</u> |
| Rail and Roadbed | 94 | 10 | 1.3% |
| Fire, Smoke, Debris | 40 | 4 | 0.6% |
| Signal Failures and Emergency Remediation | 281 | 31 | 3.9% |
| Subway Car | <u>187</u> | <u>21</u> | <u>2.6%</u> |
| Door-Related | 40 | 4 | 0.6% |
| Propulsion | 33 | 4 | 0.5% |
| Braking | 60 | 7 | 0.8% |
| Other | 54 | 6 | 0.7% |
| Other Unplanned Disruptions (e.g. station defect) | 51 | 6 | 0.7% |
| Train Brake Activation - cause unknown | 27 | 3 | 0.4% |
| Service Delivery (e.g., crew performance) | 380 | 42 | 5.2% |
| External | <u>1,325</u> | <u>147</u> | <u>18.3%</u> |
| Public Conduct, Crime, Police Response | 607 | 67 | 8.4% |
| Sick/Injured Customer | 205 | 23 | 2.8% |
| Persons on Roadbed (including persons struck by train) | 184 | 20 | 2.5% |
| External Debris on Roadbed (e.g., trees, shopping cart) | 17 | 2 | 0.2% |
| Other Passenger-Related (e.g., retrieval of property from track) | 72 | 8 | 1.0% |
| Public Event (e.g., civil demonstration, parade) | 56 | 6 | 0.8% |
| Inclement Weather | 184 | 20 | 2.5% |
| Other External Disruptions | 0 | 0 | 0.0% |
| Operating Environment | 1,514 | 168 | 20.9% |
| Planned Right-of-Way Work | 3,357 | 373 | 46.3% |
| Total Trains Delayed | 7,256 | 806 | 100% |

| | |
|---|-------|
| Baseline average daily delays for January-June 2018 | 1,944 |
| Target average daily delays to achieve reduction of 18,000 monthly delays | 1,261 |
| % to Target | 167% |

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

Subway Action Plan Accomplishments July 2017 - May 2019

Phase I of the Subway Action Plan represented a surge of activity in 2017-18 to improve the reliability of subway assets, enhance response to delay-causing incidents, and improve the customer environment. 2019 targets reflect continued focus in strategic areas consistent with the ongoing SAP financial plan.

| TRACK: Clean track and improve ride quality | Phase I SAP Jul 2017- Dec 2018 | This Month May 2019 | Ongoing SAP YTD Jan - May 2019 | Full Campaign to date Jul 2017- May 2019 |
|---|---|--------------------------------|---|---|
| Clean underground subway track (in miles) | 467 | 5 | 95 | 561 |
| High priority track repairs (in number of defects cleared) | 19,138 | 796 | 4,669 | 23,807 |
| Rail grinding to improve ride quality and reduce defects (in miles) | - | 18 | 52 | 52 |
| Install Continuous Welded Rail to provide strong tracks and a smoother ride for customers (in miles) | 40 | 1 | 10 | 50 |
| Add 16 specialized, multidisciplinary teams (for a total of 24) to improve incident response and recovery times | Established | Ongoing | Ongoing | Ongoing |

| INFRASTRUCTURE: Remediate conditions that damage track, signals and power sources | Jul 2017- Dec 2018 | This Month May 2019 | Jan - May 2019 | Jul 2017- May 2019 |
|--|-------------------------------|--------------------------------|---------------------------|-------------------------------|
| Clean street grates systemwide (number of grates) | 40,987 | 5,922 | 9,497 | 50,484 |
| Seal leaks (number of leaks addressed) | 3,925 | 711 | 2,017 | 5,942 |
| Clear drain boxes and pipes, including repairs (in track miles) | 385 | 3 | 27 | 412 |

| POWER: Ensure supporting infrastructure reliability | Jul 2017- Dec 2018 | This Month May 2019 | Jan - May 2019 | Jul 2017- May 2019 |
|--|-------------------------------|--------------------------------|---------------------------|-------------------------------|
| Install "SAGs" to mitigate the impact of electric voltage variations that could cause signal failures (number of SAGs) | 384 | Ongoing maintenance | Ongoing maintenance | 384 |
| Install new third rail insulators in high fire areas (number of locations) | - | 21 | 275 | 275 |

| CARS: Reduce downtime and upgrade critical components | Jul 2017- Dec 2018 | This Month May 2019 | Jan - May 2019 | Jul 2017- May 2019 |
|---|-------------------------------|--------------------------------|---------------------------|-------------------------------|
| Accelerate the major car overhaul cycle from 7 years to 6 years (number of cars overhauled) | 2,278 | 78 | 322 | 2,600 |
| Install LED lighting and double-loop stanchions (in cars upgraded) | 1,228 | - | Begins in 3Q2019 | 1,228 |
| Deep cleaning of subway cars (in cars cleaned) | - | 601 | 1,902 | 1,902 |
| Add 20 Emergency Car Response teams for in-service car incidents | Established | Ongoing | Ongoing | Ongoing |

| SIGNALS: Improve signal reliability | Jul 2017- Dec 2018 | This Month May 2019 | Jan - May 2019 | Jul 2017- May 2019 |
|--|-------------------------------|--------------------------------|---------------------------|-------------------------------|
| Rebuild signal stops, air lines and cables (in assets repaired) | 224 | 29 | 83 | 307 |
| Priority maintenance and repair tasks to improve reliability of signal and switch equipment (in number of tasks) | - | 167 | 1,022 | 1,022 |

| STATIONS: Improve overall Station environment | Jul 2017- Dec 2018 | This Month May 2019 | Jan - May 2019 | Jul 2017- May 2019 |
|---|-------------------------------|--------------------------------|---------------------------|-------------------------------|
| Deep cleaning of subway stations (in stations cleaned) | - | 24 | 80 | 80 |
| Focused cleaning and repair campaign led by Group Station Managers (in stations enhanced) | - | 55 | 125 | 125 |
| Expand dedicated EMT deployment by 7 teams for a total of 12 | Established | Ongoing | Ongoing | Ongoing |

| COMMUNICATIONS | Jul 2017- Dec 2018 | This Month May 2019 | Jan - May 2019 | Jul 2017- May 2019 |
|--|-------------------------------|--------------------------------|---------------------------|-------------------------------|
| Add Dedicated Announcers to better inform customers regarding current service status | Established | Ongoing | Ongoing | Ongoing |

Customer Service Report: Buses

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



The entire Buses family – over 18,000 of us – congratulates Darryl Irick on his retirement after 33 illustrious years of service to the organization and to the City of New York. Darryl demonstrated exceptional leadership, successfully guiding Buses through untold challenges, pioneering the introduction of new technologies, and instilling a business culture and methodologies throughout the organization. We have all benefitted greatly from Darryl's leadership, and will strive to continue his exemplary work. The team wishes him a long, happy, and healthy retirement.

June 2019 Highlights: Buses

On July 1, the MTA, alongside our partners at the NYC Department of Transportation, will launch Select Bus Service (SBS) on the M14, the 19th SBS route. This will bring faster, more reliable service to the 27,000 daily riders on the M14A and M14D.

Improvements for the M14 SBS will include:

- Off-board fare payment and all-door boarding, so customers can board the bus faster, and buses spend less time at the stop.
- Better bus stop spacing, so buses spend less time leaving and re-entering traffic, keeping them moving along the route.
- Dedicated bus lanes, enforced by cameras, which will mean fewer cars blocking lanes.
- Converting the core area of 14th Street to a pilot “Transit and Truck Priority” street, with other traffic only allowed for local access.

M14 SBS will also include these improvements at bus stops:

- Bus boarding curb extensions for more pedestrian space (implemented after July)
- New leaning bars and benches, for a more comfortable waiting experience.
- Real-time bus arrival signs.

We have found that our SBS customers across the five boroughs are 10% to 15% more satisfied than local or limited bus customers. SBS has shown to improve travel time by 10% to 30%. Citywide, SBS routes are 27% faster than other local or limited-stop bus routes.

We have also made significant progress on network redesign -- the core of the Bus Plan. The goal is to complete the redesign of the entire network by 2021. This past year, we implemented our first redesign in Staten Island and began two more. As a result of listening to our Staten Island express bus customers and making adjustments to the network, travel times are shorter, and speeds have increased. In May, express bus customer journey time was up 21% and speeds were up 9%. Also, additional bus stop time improved 35% and additional travel time onboard the bus improved by over 3 minutes.

Redesigns have also begun in the Bronx and Queens. The Bronx Bus Network Redesign draft plan was published at the end of May. The changes proposed in this Draft Plan are not set in stone. Redesigning a bus network is a collaborative process. Eight open houses are taking place this month to allow community feedback. In addition, customers and stakeholders are encouraged to provide feedback via our online survey on our website at:

<https://new.mta.info/bronxbusredesign>. The final plan will be released in September, after which we look forward to another round of community outreach and public open houses.

Regarding the Queens Bus Network Redesign, we have been busy wrapping up our nine Open Houses and will review all the input we received as we continue to work on the next step in the process: developing a thorough report of the existing conditions of the Queens Bus Network, which is due in August.

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: May 2019 | | | 12-Month Average | | |
| | | This Year | Last Year | % Change | This Year | Last Year | % Change |
| Customer Focused Metrics | Service Delivered (Chart 1) | 97.1% | 96.7% | +0.4% | 97.3% | 97.1% | +0.2% |
| | Additional Bus Stop Time (h:mm:ss) (Chart 3) | 0:01:49 | 0:01:53 | -3.5% | 0:01:44 | N/A | N/A |
| | Additional Travel Time (h:mm:ss) (Chart 5) | 0:01:05 | 0:01:17 | -15.6% | 0:00:49 | N/A | N/A |
| | Customer Journey Time Performance (Chart 7) | 70.2% | 69.0% | +1.7% | 72.1% | N/A | N/A |
| Inputs To Operations | Mean Distance Between Failures (Chart 9) | 7,277 | 5,675 | +28.2% | 7,182 | 6,395 | +12.3% |
| | Speed (MPH) (Chart 11) | 7.9 | 7.8 | +1.3% | 8.0 | 7.9 | +1.3% |
| Passenger Environment | Passenger Environment Survey (Chart 13) | | | | | | |
| Legacy Indicators | Wait Assessment (Chart 14) | 76.6% | 76.2% | +0.5% | 77.7% | 77.7% | 0.0% |
| | System MDBSI (Chart 16) | 2,997 | 2,647 | +13.2% | 2,913 | 2,792 | +4.3% |
| | NYCT Bus | 2,860 | 2,486 | +15.0% | 2,729 | 2,626 | +3.9% |
| | MTA Bus | 3,544 | 3,339 | +6.1% | 3,727 | 3,488 | +6.9% |
| | System Trips Completed (Chart 17) | 99.2% | 99.0% | +0.2% | 99.2% | 99.1% | +0.1% |
| | NYCT Bus | 99.2% | 99.0% | +0.2% | 99.2% | 99.1% | +0.1% |
| | MTA Bus | 99.2% | 99.2% | 0.0% | 98.9% | 99.2% | -0.3% |
| | System AM Pull Out (Chart 18) | 99.8% | 99.7% | +0.1% | 99.8% | 99.8% | 0.0% |
| | NYCT Bus | 99.7% | 99.7% | 0.0% | 99.8% | 99.8% | 0.0% |
| | MTA Bus | 99.8% | 99.7% | +0.1% | 99.5% | 99.7% | -0.2% |
| | System PM Pull Out (Chart 19) | 99.8% | 99.6% | +0.2% | 99.8% | 99.9% | -0.1% |
| | NYCT Bus | 99.8% | 99.6% | +0.2% | 99.9% | 99.9% | 0.0% |
| | MTA Bus | 99.7% | 99.8% | -0.1% | 99.6% | 99.8% | -0.2% |
| | System Buses >= 12 years | 20.8% | 22.5% | | | | |
| | NYCT Bus | 11.9% | 20.8% | | | | |
| | MTA Bus | 51.4% | 28.2% | | | | |
| | System Fleet Age | 7.4 | 8.2 | | | | |
| | NYCT Bus | 6.5 | 7.8 | | | | |
| | MTA Bus | 10.5 | 9.7 | | | | |

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

Note: In this month's report the percentage comparisons between periods have all been updated to reflect the percentage change instead of the percentage point change.

Section 1: Customer Focused Metrics

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

Performance Indicator Definitions

Service Delivered

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

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

Additional Bus Stop Time (ABST)

Additional Bus Stop Time (ABST) is the average added time that customers wait at a stop for a bus, compared with their scheduled wait time. The measure assumes customers arrive at the bus stop uniformly, except for routes with longer headways, where customers arrive more closely aligned to the schedule. ABST (sometimes referred to as Excess Wait Time) is a new indicator for the MTA, but is considered an industry best practice worldwide. ABST is measured using customers' MetroCard swipes on buses combined with GPS tracking data from buses. ABST is measured from 4 a.m. to 11 p.m.

Additional Travel Time (ATT)

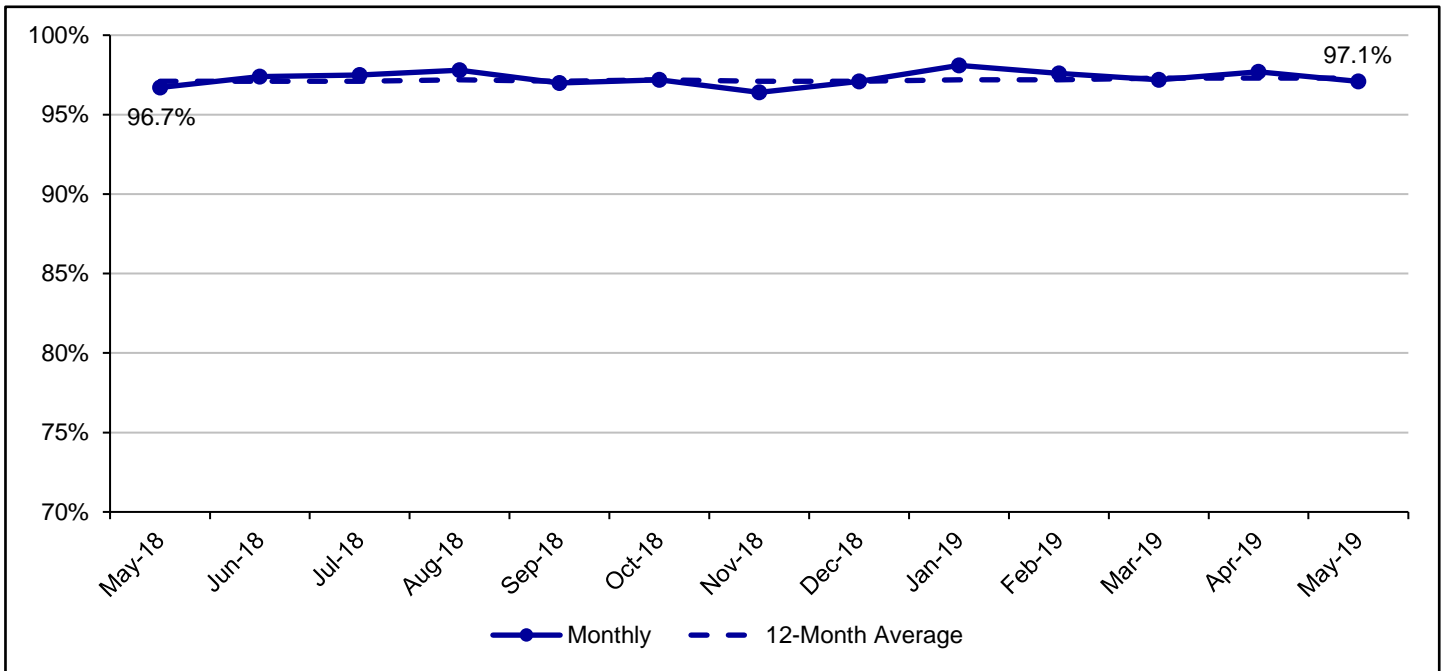
Additional Travel Time (ATT) is the average additional time customers are onboard the bus compared to the scheduled time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, but is considered an industry best practice worldwide. ATT is measured using customers'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

Customer Journey Time Performance (CJTP)

Customer Journey Time Performance (CJTP) measures the percentage of customers who complete their journey (ABST + ATT) within 5 minutes of the scheduled time. This is a new indicator for the MTA, but is used by other transit agencies to measure service. CJTP is measured using customers' MetroCard swipes on buses combined with GPS tracking data from buses. CJTP is measured from 4 a.m. to 11 p.m.

Service Delivered (Peak Hours)

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|---------|--------|----------|------------------|--------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Bronx | 97.1% | 96.9% | +0.2% | 97.6% | 97.5% | +0.1% |
| Brooklyn | 97.2% | 97.0% | +0.2% | 97.6% | 97.3% | +0.3% |
| Manhattan | 97.3% | 97.0% | +0.3% | 97.5% | 97.2% | +0.3% |
| Queens | 96.9% | 96.8% | +0.1% | 97.0% | 96.8% | +0.2% |
| Staten Island | 97.2% | 95.7% | +1.6% | 97.4% | 96.7% | +0.7% |
| Systemwide | 97.1% | 96.7% | +0.4% | 97.3% | 97.1% | +0.2% |

Service Delivered Discussion

- May 2019 Service Delivered improved by 0.4% compared to May 2018.
- Service Delivered improved by 0.2% on a 12-month average.

Service Delivered
Monthly
(Peak Hours)

Desired trend 

| <u>Borough</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|-----------------------|----------------------|----------------------|------------------------|
| Bronx | 97.1% | 96.9% | +0.2% |
| Local/Limited | 96.8% | 96.8% | +0.0% |
| Select Bus Service | 98.4% | 96.8% | +1.7% |
| Express | 97.7% | 97.6% | +0.1% |
| Brooklyn | 97.2% | 97.0% | +0.2% |
| Local/Limited | 97.0% | 97.1% | -0.1% |
| Select Bus Service | 97.1% | 95.9% | +1.3% |
| Express | 99.5% | 96.8% | +2.8% |
| Manhattan | 97.3% | 97.0% | +0.3% |
| Local/Limited | 96.7% | 96.3% | +0.4% |
| Select Bus Service | 99.3% | 99.0% | +0.3% |
| Express | N/A | N/A | N/A |
| Queens | 96.9% | 96.8% | +0.1% |
| Local/Limited | 96.8% | 96.6% | +0.2% |
| Select Bus Service | 98.0% | 100.6% | -2.6% |
| Express | 97.2% | 97.1% | +0.1% |
| Staten Island | 97.2% | 95.7% | +1.6% |
| Local/Limited | 97.2% | 96.6% | +0.6% |
| Select Bus Service | 100.2% | 96.8% | +3.5% |
| Express | 97.0% | 94.6% | +2.5% |
| Systemwide | 97.1% | 96.7% | +0.4% |
| Local/Limited | 96.9% | 96.7% | +0.2% |
| Select Bus Service | 98.5% | 98.2% | +0.3% |
| Express | 97.5% | 96.1% | +1.5% |

Chart 2

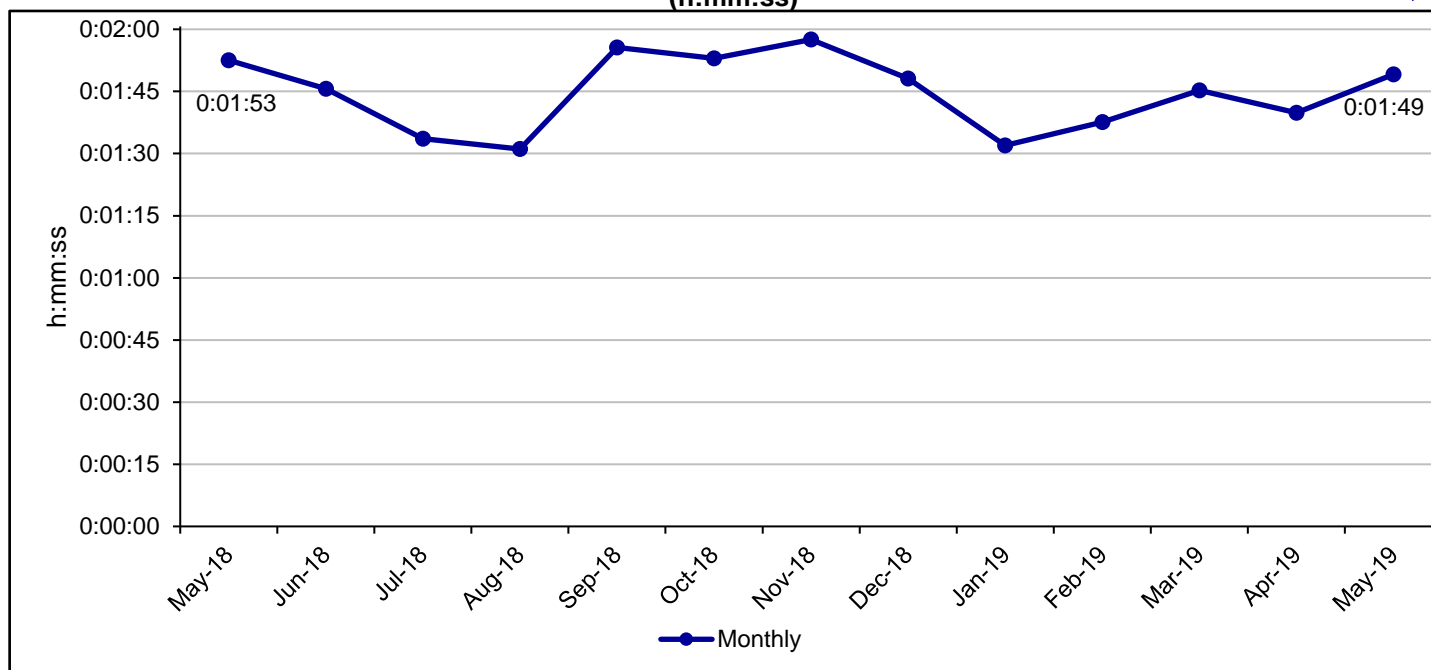
The metrics in this report are preliminary.

Additional Bus Stop Time

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

(h:mm:ss)

Desired trend



Monthly

12-Month Average

| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
|----------------------|----------------|----------------|--------------|----------------|--------|----------|
| Bronx | 0:01:50 | 0:01:50 | 0.0% | 0:01:41 | N/A | N/A |
| Brooklyn | 0:02:00 | 0:02:03 | -2.4% | 0:01:54 | N/A | N/A |
| Manhattan | 0:01:32 | 0:01:36 | -4.2% | 0:01:30 | N/A | N/A |
| Queens | 0:01:47 | 0:01:51 | -3.6% | 0:01:42 | N/A | N/A |
| Staten Island | 0:01:59 | 0:02:11 | -9.2% | 0:02:03 | N/A | N/A |
| Systemwide | 0:01:49 | 0:01:53 | -3.5% | 0:01:44 | N/A | N/A |

Additional Bus Stop Time Discussion

- Additional Bus Stop Time improved by four seconds (or 3.5%) in May 2019 compared to May 2018.
- Additional Bus Stop Time is a new metric for which no data is available prior to August 2017.

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

Desired trend



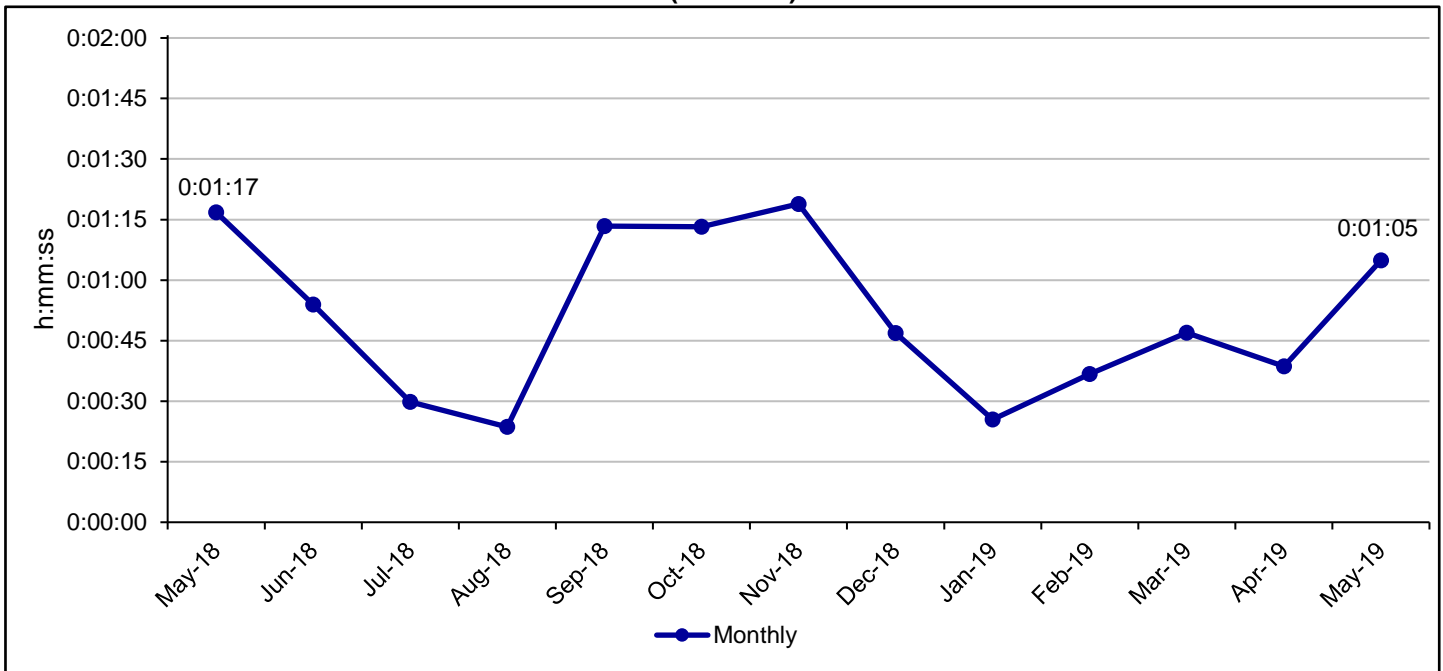
| <u>Borough</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|----------------|----------------|-----------------|
| Bronx | 0:01:50 | 0:01:50 | 0.0% |
| Local/Limited | 0:01:52 | 0:01:51 | +0.9% |
| Select Bus Service | 0:01:25 | 0:01:30 | -5.6% |
| Express | 0:02:30 | 0:02:13 | +12.8% |
| Brooklyn | 0:02:00 | 0:02:03 | -2.4% |
| Local/Limited | 0:02:04 | 0:02:06 | -1.6% |
| Select Bus Service | 0:01:24 | 0:01:19 | +6.3% |
| Express | 0:02:06 | 0:02:14 | -6.0% |
| Manhattan | 0:01:32 | 0:01:36 | -4.2% |
| Local/Limited | 0:01:39 | 0:01:44 | -4.8% |
| Select Bus Service | 0:01:13 | 0:01:15 | -2.7% |
| Express | N/A | N/A | N/A |
| Queens | 0:01:47 | 0:01:51 | -3.6% |
| Local/Limited | 0:01:49 | 0:01:53 | -3.5% |
| Select Bus Service | 0:01:13 | 0:01:17 | -5.2% |
| Express | 0:02:04 | 0:02:14 | -7.5% |
| Staten Island | 0:01:59 | 0:02:11 | -9.2% |
| Local/Limited | 0:02:19 | 0:02:23 | -2.8% |
| Select Bus Service | 0:01:22 | 0:01:21 | +1.2% |
| Express | 0:01:16 | 0:01:56 | -34.5% |
| Systemwide | 0:01:49 | 0:01:53 | -3.5% |
| Local/Limited | 0:01:53 | 0:01:56 | -2.6% |
| Select Bus Service | 0:01:18 | 0:01:19 | -1.3% |
| Express | 0:01:46 | 0:02:05 | -15.2% |

Chart 4

The metrics in this report are preliminary.

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|----------------|----------------|---------------|------------------|--------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Bronx | 0:01:18 | 0:01:32 | -15.2% | 0:00:59 | N/A | N/A |
| Brooklyn | 0:01:03 | 0:01:10 | -10.0% | 0:00:49 | N/A | N/A |
| Manhattan | 0:00:49 | 0:00:49 | 0.0% | 0:00:28 | N/A | N/A |
| Queens | 0:01:09 | 0:01:22 | -15.9% | 0:00:56 | N/A | N/A |
| Staten Island | 0:00:48 | 0:01:38 | -51.0% | 0:00:40 | N/A | N/A |
| Systemwide | 0:01:05 | 0:01:17 | -15.6% | 0:00:49 | N/A | N/A |

Additional Travel Time Discussion

- Additional Travel Time improved by 12 seconds (or 15.6%) in May 2019 as compared to May 2018.
- Additional Travel Time is a new metric for which no data is available prior to August 2017.

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

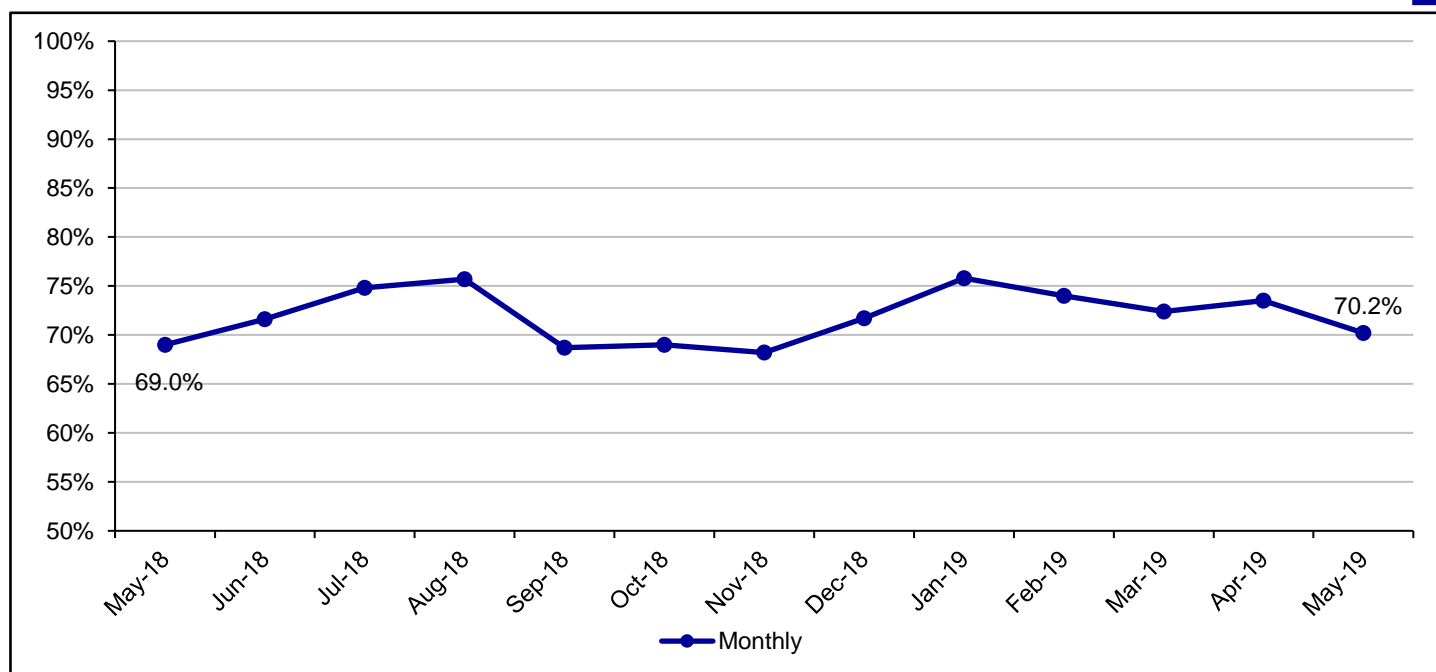
Desired trend



| <u>Borough</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|----------------|----------------|-----------------|
| Bronx | 0:01:18 | 0:01:32 | -15.2% |
| Local/Limited | 0:01:07 | 0:01:19 | -15.2% |
| Select Bus Service | 0:01:50 | 0:01:54 | -3.5% |
| Express | 0:06:44 | 0:08:24 | -19.8% |
| Brooklyn | 0:01:03 | 0:01:10 | -10.0% |
| Local/Limited | 0:01:02 | 0:01:10 | -11.4% |
| Select Bus Service | 0:01:08 | 0:01:03 | +7.9% |
| Express | 0:02:08 | 0:02:31 | -15.2% |
| Manhattan | 0:00:49 | 0:00:49 | 0.0% |
| Local/Limited | 0:00:53 | 0:01:00 | -11.7% |
| Select Bus Service | 0:00:41 | 0:00:20 | +433.3% |
| Express | N/A | N/A | N/A |
| Queens | 0:01:09 | 0:01:22 | -15.9% |
| Local/Limited | 0:00:59 | 0:01:16 | -22.4% |
| Select Bus Service | 0:01:43 | 0:00:58 | +77.6% |
| Express | 0:06:38 | 0:07:56 | -16.4% |
| Staten Island | 0:00:48 | 0:01:38 | -51.0% |
| Local/Limited | 0:01:00 | 0:01:04 | -6.2% |
| Select Bus Service | 0:02:04 | 0:00:59 | +110.2% |
| Express | -0:00:01 | 0:03:19 | -129.6% |
| Systemwide | 0:01:05 | 0:01:17 | -15.6% |
| Local/Limited | 0:01:01 | 0:01:12 | -15.3% |
| Select Bus Service | 0:01:11 | 0:00:55 | +29.1% |
| Express | 0:02:54 | 0:05:03 | -42.6% |

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|--------------|--------------|--------------|------------------|------------|------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Bronx | 69.2% | 68.2% | +1.5% | 71.8% | N/A | N/A |
| Brooklyn | 69.0% | 68.4% | +0.9% | 70.8% | N/A | N/A |
| Manhattan | 73.8% | 73.0% | +1.1% | 75.9% | N/A | N/A |
| Queens | 70.4% | 68.9% | +2.2% | 72.1% | N/A | N/A |
| Staten Island | 67.7% | 64.7% | +4.6% | 68.8% | N/A | N/A |
| Systemwide | 70.2% | 69.0% | +1.7% | 72.1% | N/A | N/A |

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in May 2019 improved by 1.7% compared to May 2018.
- Customer Journey Time Performance on Staten Island express buses in May 2019 improved by 20.5% compared to May 2018.
- Customer Journey Time is a new metric for which no data is available prior to August 2017.

Customer Journey Time Performance Monthly

Desired trend



| <u>Borough</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| Bronx | 69.2% | 68.2% | +1.5% |
| Local/Limited | 70.2% | 69.3% | +1.3% |
| Select Bus Service | 66.4% | 65.8% | +0.9% |
| Express | 39.5% | 35.3% | +11.9% |
| Brooklyn | 69.0% | 68.4% | +0.9% |
| Local/Limited | 68.8% | 68.1% | +1.0% |
| Select Bus Service | 71.6% | 74.9% | -4.4% |
| Express | 60.8% | 58.9% | +3.2% |
| Manhattan | 73.8% | 73.0% | +1.1% |
| Local/Limited | 72.3% | 71.2% | +1.5% |
| Select Bus Service | 77.8% | 78.1% | -0.4% |
| Express | N/A | N/A | N/A |
| Queens | 70.4% | 68.9% | +2.2% |
| Local/Limited | 71.2% | 69.3% | +2.7% |
| Select Bus Service | 67.6% | 72.4% | -6.6% |
| Express | 42.6% | 36.6% | +16.4% |
| Staten Island | 67.7% | 64.7% | +4.6% |
| Local/Limited | 67.5% | 66.7% | +1.2% |
| Select Bus Service | 67.2% | 73.4% | -8.4% |
| Express | 68.3% | 56.7% | +20.5% |
| Systemwide | 70.2% | 69.0% | +1.7% |
| Local/Limited | 70.3% | 69.1% | +1.7% |
| Select Bus Service | 72.5% | 73.8% | -1.8% |
| Express | 56.6% | 49.1% | +15.3% |

Chart 8

The metrics in this report are preliminary.

Section 2: Inputs to Operations

The metrics in this section address how NYCT provides service to its customers by measuring the reliability of bus performance and the impact of bus speed on operations.

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

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

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

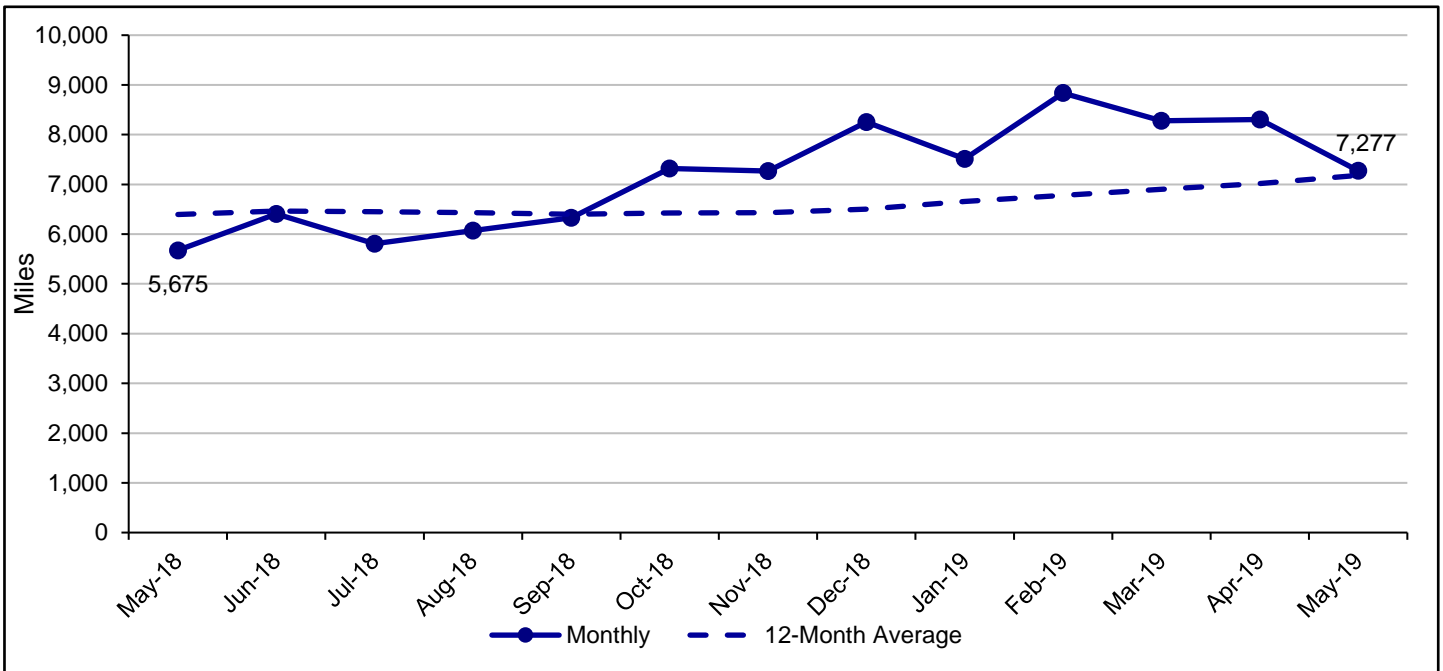
Bus Speeds

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

Mean Distance Between Failures (24 Hours)

Miles

Desired trend 



| | Monthly | | | 12-Month Average | | |
|-------------------|--------------|--------------|---------------|------------------|--------------|---------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Bronx | 5,994 | 4,143 | +44.7% | 5,414 | 4,394 | +23.2% |
| Brooklyn | 8,458 | 5,154 | +64.1% | 7,278 | 6,417 | +13.4% |
| Manhattan | 4,149 | 3,575 | +16.1% | 4,242 | 3,742 | +13.4% |
| Queens | 6,752 | 6,366 | +6.1% | 7,332 | 7,152 | +2.5% |
| Staten Island | 16,613 | 16,393 | +1.3% | 20,635 | 20,356 | +1.4% |
| Systemwide | 7,277 | 5,675 | +28.2% | 7,182 | 6,395 | +12.3% |

Mean Distance Between Failures Discussion

- Mean Distance Between Failures improved by 28.2% from 5,675 in May 2018 to 7,277 in May 2019.
- The 12-month average through May 2019 also improved by 12.3%.

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

Desired trend 

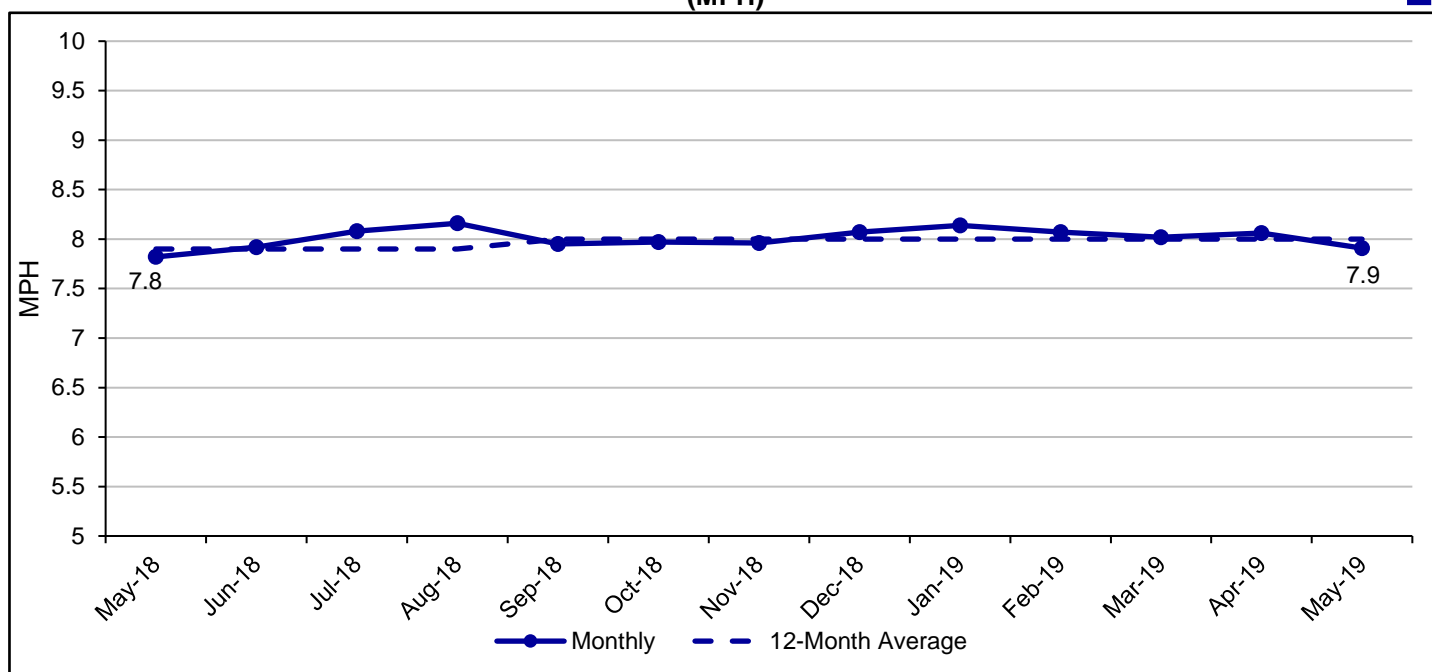
| <u>Borough</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| Bronx | 5,414 | 4,394 | +23.2% |
| Local/Limited | 4,626 | 3,662 | +26.3% |
| Select Bus Service | 7,234 | 6,117 | +18.3% |
| Express | 11,249 | 10,918 | +3.0% |
| Brooklyn | 7,278 | 6,417 | +13.4% |
| Local/Limited | 7,056 | 6,232 | +13.2% |
| Select Bus Service | 10,026 | 8,125 | +23.4% |
| Express | 9,422 | 9,850 | -4.3% |
| Manhattan | 4,242 | 3,742 | +13.4% |
| Local/Limited | 3,742 | 3,432 | +9.0% |
| Select Bus Service | 8,555 | 5,917 | +44.6% |
| Express | N/A | N/A | N/A |
| Queens | 7,332 | 7,152 | +2.5% |
| Local/Limited | 6,907 | 6,732 | +2.6% |
| Select Bus Service | 11,312 | 13,275 | -14.8% |
| Express | 8,369 | 8,227 | +1.7% |
| Staten Island | 20,635 | 20,356 | +1.4% |
| Local/Limited | 19,122 | 18,430 | +3.8% |
| Select Bus Service | 11,231 | 12,394 | -9.4% |
| Express | 23,858 | 23,932 | -0.3% |
| Systemwide | 7,182 | 6,395 | +12.3% |
| Local/Limited | 6,275 | 5,583 | +12.4% |
| Select Bus Service | 9,479 | 8,015 | +18.3% |
| Express | 13,150 | 12,784 | +2.9% |

Chart 10

The metrics in this report are preliminary.

Bus Speeds (24 Hours) (MPH)

Desired trend




| | Monthly | | | 12-Month Average | | |
|----------------------|------------|------------|--------------|------------------|------------|--------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Bronx | 7.3 | 7.3 | 0.0% | 7.4 | 7.5 | -1.3% |
| Brooklyn | 7.0 | 7.0 | 0.0% | 7.1 | 7.1 | 0.0% |
| Manhattan | 5.8 | 5.8 | 0.0% | 5.9 | 5.9 | 0.0% |
| Queens | 8.8 | 8.7 | +1.1% | 8.9 | 8.9 | 0.0% |
| Staten Island | 13.4 | 12.9 | +3.9% | 13.7 | 13.2 | +3.8% |
| Systemwide | 7.9 | 7.8 | +1.3% | 8.0 | 7.9 | +1.3% |

Speed Discussion

- May 2019 Bus Speeds improved 1.3% compared to May 2018 and on a 12-month average.
- Speeds on Staten Island express buses improved 8.6% in May 2019 compared to May 2018.

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

| <u>Borough</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| Bronx | 7.3 | 7.3 | 0.0% |
| Local/Limited | 6.7 | 6.7 | 0.0% |
| Select Bus Service | 8.4 | 8.4 | 0.0% |
| Express | 11.0 | 10.8 | +1.9% |
| Brooklyn | 7.0 | 7.0 | 0.0% |
| Local/Limited | 6.7 | 6.7 | 0.0% |
| Select Bus Service | 8.4 | 8.4 | 0.0% |
| Express | 12.0 | 11.7 | +2.6% |
| Manhattan | 5.8 | 5.8 | 0.0% |
| Local/Limited | 5.5 | 5.5 | 0.0% |
| Select Bus Service | 7.0 | 7.5 | -6.7% |
| Express | N/A | N/A | N/A |
| Queens | 8.8 | 8.7 | +1.1% |
| Local/Limited | 8.4 | 8.4 | 0.0% |
| Select Bus Service | 11.2 | 11.2 | 0.0% |
| Express | 12.2 | 12.1 | +0.8% |
| Staten Island | 13.4 | 12.9 | +3.9% |
| Local/Limited | 11.5 | 11.2 | +2.7% |
| Select Bus Service | 14.0 | 14.5 | -3.4% |
| Express | 16.5 | 15.2 | +8.6% |
| Systemwide | 7.9 | 7.8 | +1.3% |
| Local/Limited | 7.3 | 7.3 | 0.0% |
| Select Bus Service | 9.1 | 9.4 | -3.2% |
| Express | 13.4 | 12.7 | +5.5% |

Chart 12

The metrics in this report are preliminary.

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?

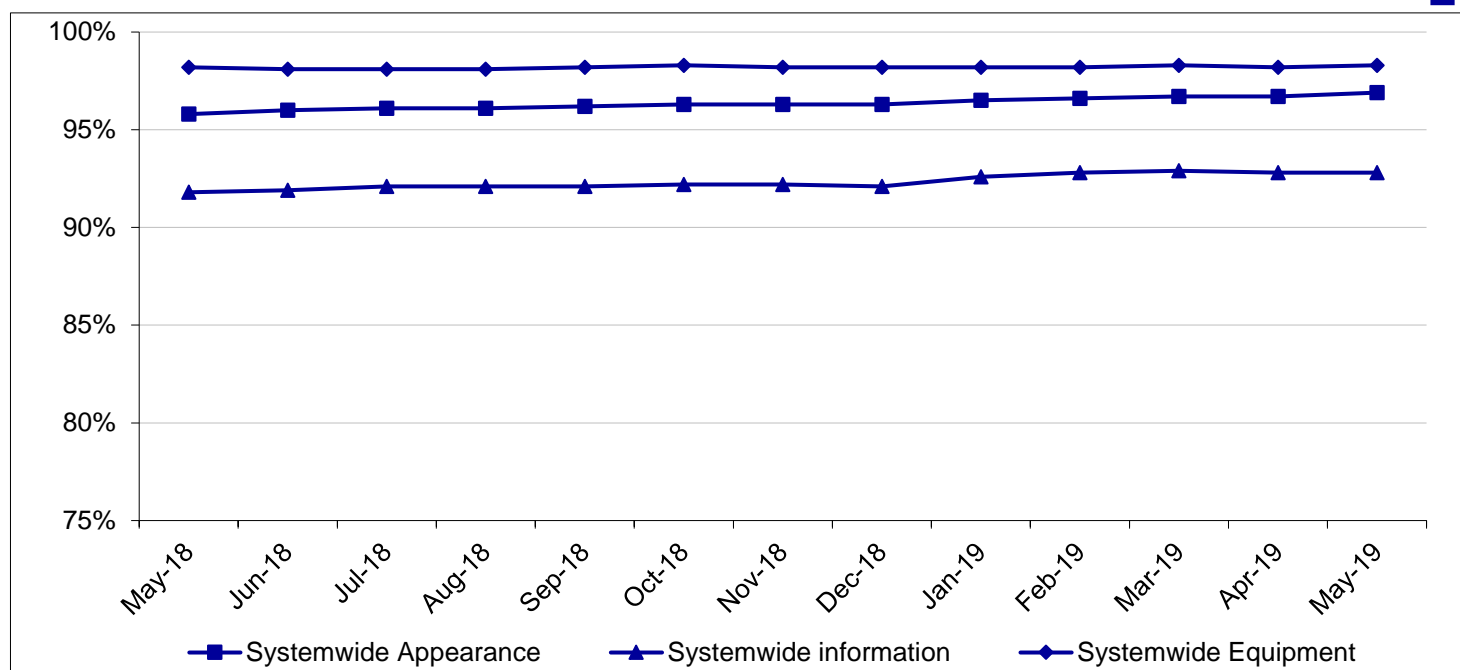
Information: For example, is the information helpful and appropriate? Are the electronic signs correct? Are the announcements clear?

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



Jun 18 - May 19

Jun 17 - May 18

| | Appearance | Equipment | Information | Appearance | Equipment | Information |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Bronx | 96.2% | 96.2% | 96.2% | 95.2% | 95.2% | 95.2% |
| Brooklyn | 97.6% | 97.6% | 97.6% | 96.2% | 96.2% | 96.2% |
| Manhattan | 96.1% | 96.1% | 96.1% | 93.5% | 93.5% | 93.5% |
| Queens | 97.7% | 97.7% | 97.7% | 97.4% | 97.4% | 97.4% |
| Staten Island | 96.5% | 96.5% | 96.5% | 95.5% | 95.5% | 95.5% |
| Systemwide | 96.9% | 98.3% | 92.8% | 95.8% | 98.2% | 91.8% |

Passenger Environment Survey Discussion

- The information quality score improved by 1.0% on a 12-month average and is expected to continue to improve as more digital information screens are available on buses.
- Appearance improved by 1.1% due to better litter and cleanliness scores.
- Equipment performance improved slightly by 0.1% 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 metric is the combined results of NYCT Bus and MTA Bus.

Bus AM Weekday Pull Out Performance

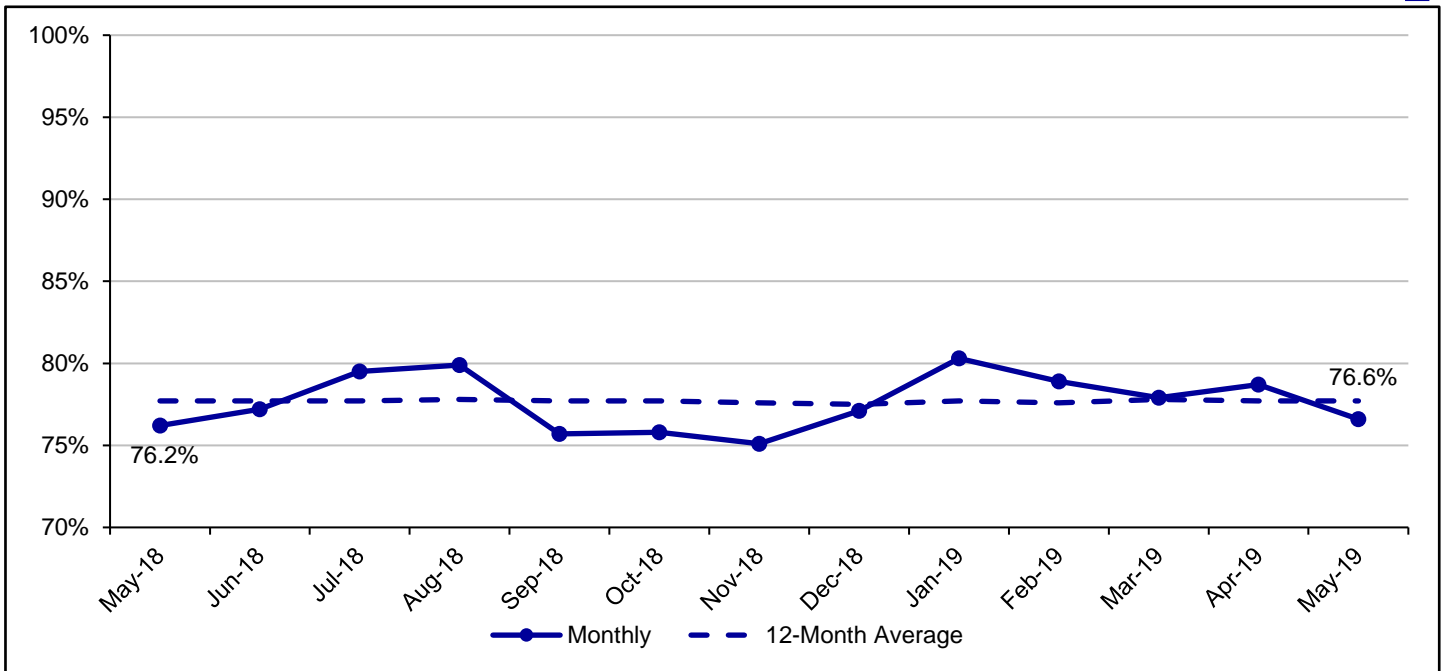
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

Bus PM Weekday Pull Out Performance

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


Wait Assessment

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|-------------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Bronx | 75.5% | 74.7% | +1.1% | 77.0% | 77.2% | -0.3% |
| Brooklyn | 74.8% | 75.1% | -0.4% | 76.0% | 76.3% | -0.4% |
| Manhattan | 75.6% | 74.8% | +1.1% | 76.6% | 76.4% | +0.3% |
| Queens | 78.2% | 77.7% | +0.6% | 79.3% | 78.8% | +0.6% |
| Staten Island | 80.1% | 79.1% | +1.3% | 80.5% | 81.0% | -0.6% |
| Systemwide | 76.6% | 76.2% | +0.5% | 77.7% | 77.7% | 0.0% |

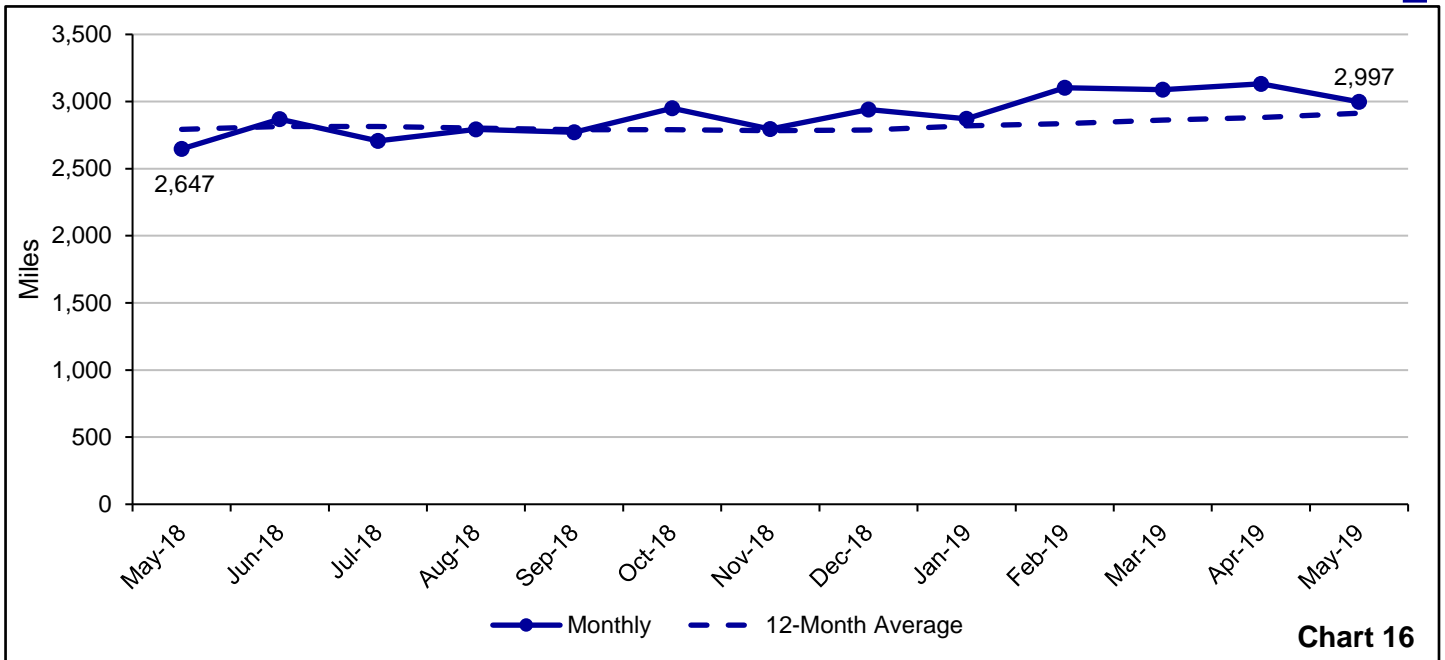
Wait Assessment Monthly

Desired trend 

| <u>Borough</u> | <u>May 19</u> | <u>May 18</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| Bronx | 75.5% | 74.7% | +1.1% |
| Local/Limited | 75.2% | 74.4% | +1.1% |
| Select Bus Service | 76.4% | 77.4% | -1.3% |
| Express | 81.5% | 80.6% | +1.1% |
| Brooklyn | 74.8% | 75.1% | -0.4% |
| Local/Limited | 74.6% | 74.9% | -0.4% |
| Select Bus Service | 80.8% | 80.6% | +0.2% |
| Express | 77.5% | 77.3% | +0.3% |
| Manhattan | 75.6% | 74.8% | +1.1% |
| Local/Limited | 75.2% | 74.4% | +1.1% |
| Select Bus Service | 80.2% | 79.1% | +1.4% |
| Express | N/A | N/A | N/A |
| Queens | 78.2% | 77.7% | +0.6% |
| Local/Limited | 78.1% | 77.6% | +0.6% |
| Select Bus Service | 80.5% | 80.3% | +0.2% |
| Express | 80.5% | 79.9% | +0.8% |
| Staten Island | 80.1% | 79.1% | +1.3% |
| Local/Limited | 79.4% | 78.9% | +0.6% |
| Select Bus Service | 79.5% | 81.5% | -2.5% |
| Express | 83.0% | 79.2% | +4.8% |
| Systemwide | 76.6% | 76.2% | +0.5% |
| Local/Limited | 76.3% | 75.9% | +0.5% |
| Select Bus Service | 79.9% | 79.8% | +0.1% |
| Express | 81.4% | 79.4% | +2.5% |

Bus Mean Distance Between Service Interruptions

Desired trend



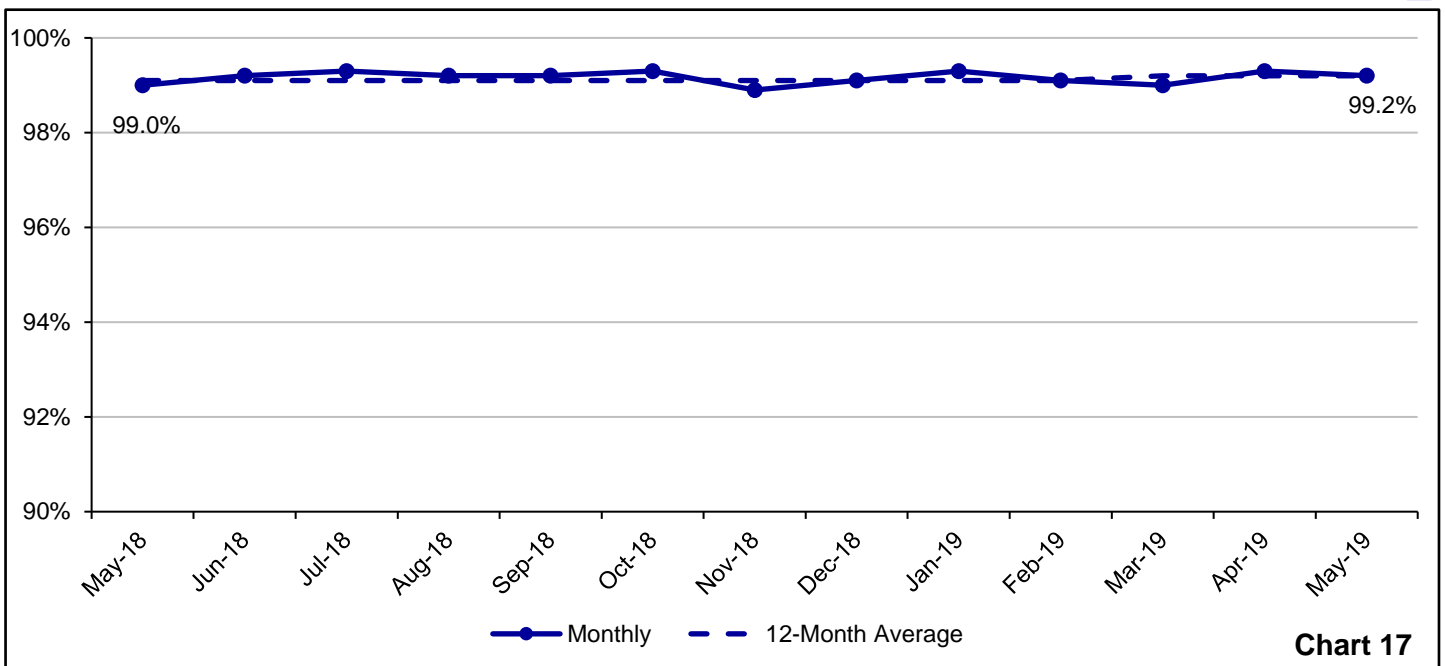
Systemwide

| Monthly | | |
|---------|--------|----------|
| May 19 | May 18 | % Change |
| 2,997 | 2,647 | +13.2% |

| 12-Month Average | | |
|------------------|--------|----------|
| May 19 | May 18 | % Change |
| 2,913 | 2,792 | +4.3% |

Bus Percentage of Completed Trips

Desired trend



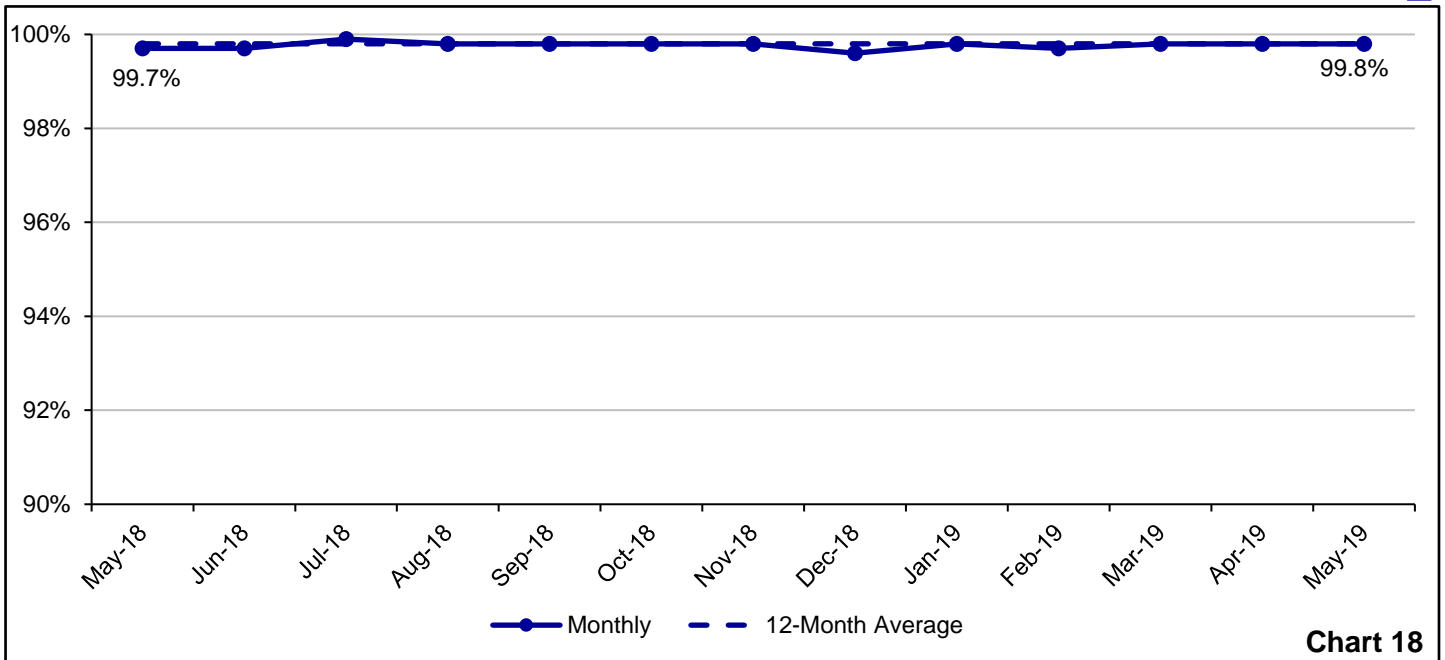
Systemwide

| Monthly | | |
|---------|--------|----------|
| May 19 | May 18 | % Change |
| 99.2% | 99.0% | +0.2% |

| 12-Month Average | | |
|------------------|--------|----------|
| May 19 | May 18 | % Change |
| 99.2% | 99.1% | +0.1% |

Bus AM Weekday Pull Out Performance

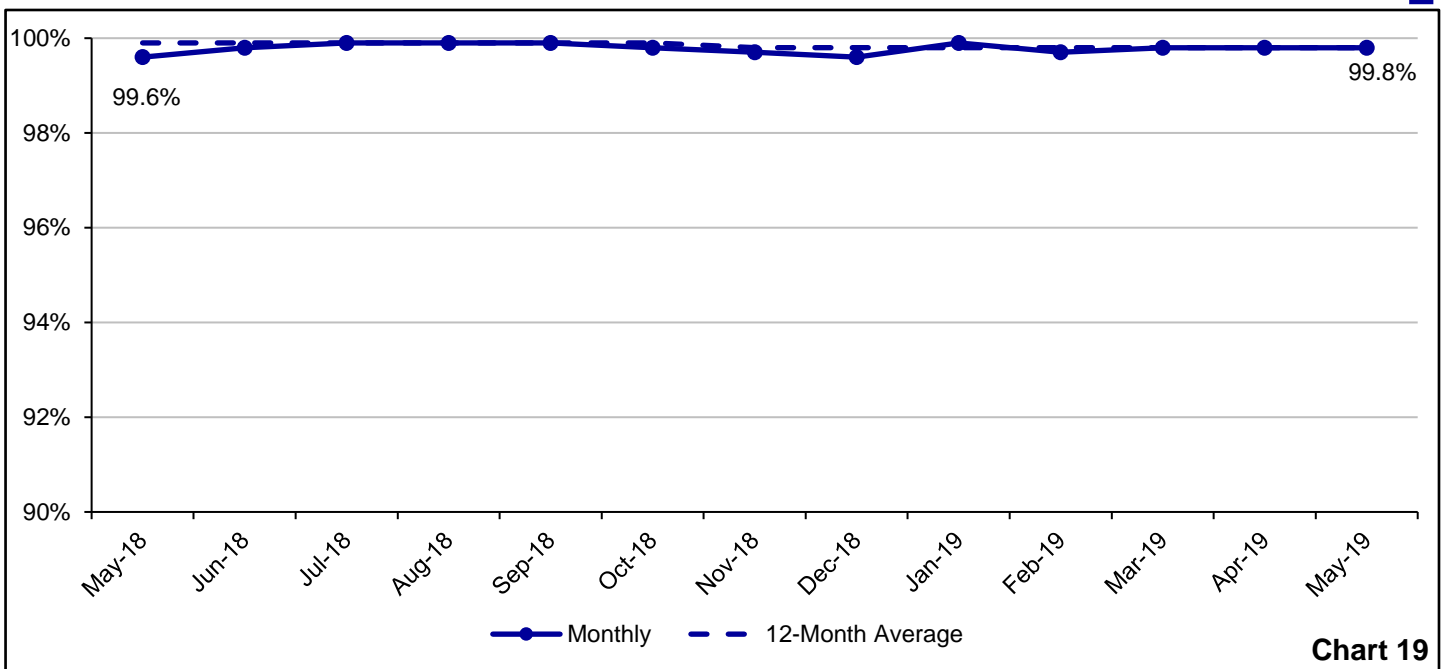
Desired trend



| | Monthly | | | 12-Month Average | | |
|------------|---------|--------|----------|------------------|--------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Systemwide | 99.8% | 99.7% | +0.1% | 99.8% | 99.8% | 0.0% |

Bus PM Weekday Pull Out Performance

Desired trend



| | Monthly | | | 12-Month Average | | |
|------------|---------|--------|----------|------------------|--------|----------|
| | May 19 | May 18 | % Change | May 19 | May 18 | % Change |
| Systemwide | 99.8% | 99.6% | +0.2% | 99.8% | 99.9% | -0.1% |

Customer Service Report: Paratransit

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



Access-A-Ride (AAR) provides intensive, instructional session(s) designed to teach people with disabilities how to independently navigate and travel safely using public transportation within their community. In May, AAR conducted a bus demo at PS11Q Marathon School in District 75, where they provide highly specialized instructional support for students with significant challenges enabling them to maximize their potential.

Pictured: Travel Trainer David Abrahams, Queens Village Bus Operator Nigel Payne, AAR's Shirley Teran-Marty, Travel Trainer Phillipe Jean-Louis & Travel Trainer Johnye Louis.

June 2019 Highlights: Paratransit

Year over year, ridership continues to grow. April 2019 increased by 10% compared to April of last year. Performance has continued to be strong in most categories and has even improved slightly in some areas such as on-time performance.

In April, we completed the transition from advanced reservation E-Hail to our enhanced broker service. We continue to receive valuable customer feedback concerning the transition and are sharing this feedback with our vendors. We are monitoring the service daily and beginning to see improvements.

The new transportation rule announced by the NYC Department of Transportation (DOT) allowing select dedicated Access-A-Ride (AAR) vehicles to travel in dedicated bus lanes officially took effect on May 30th. This new allowance originated as a recommendation from our advocate and customer community and was made possible through a strong collaboration with NYC DOT.

We recently began testing Mobile Data Terminals (MDTS) in dedicated vehicles. This is part of a larger program to replace outdated GPS, scheduling and dispatch systems with new state-of-the-art equipment. Real-time dispatching with day of service optimization will soon be possible. We will continue working with our vendor towards the goal of beneficial use in early 2020.

We continue to replace older dedicated lift-equipped vehicles that have exceeded their useful life. The new vans are quieter, and have interiors with a higher ceiling clearance, bright LED lighting, and digital thermostat controls providing for a more comfortable ride and improving the customer experience. As an added benefit, the narrow body design is easier to maneuver on city streets compared to the older Paratransit vehicles. To date, 346 of these new vehicles are in service, and we expect to have a total of 700 by the end of this year.

Darryl C. Irick

President, MTA Bus Company

Senior Vice President, NYCT Department of Buses

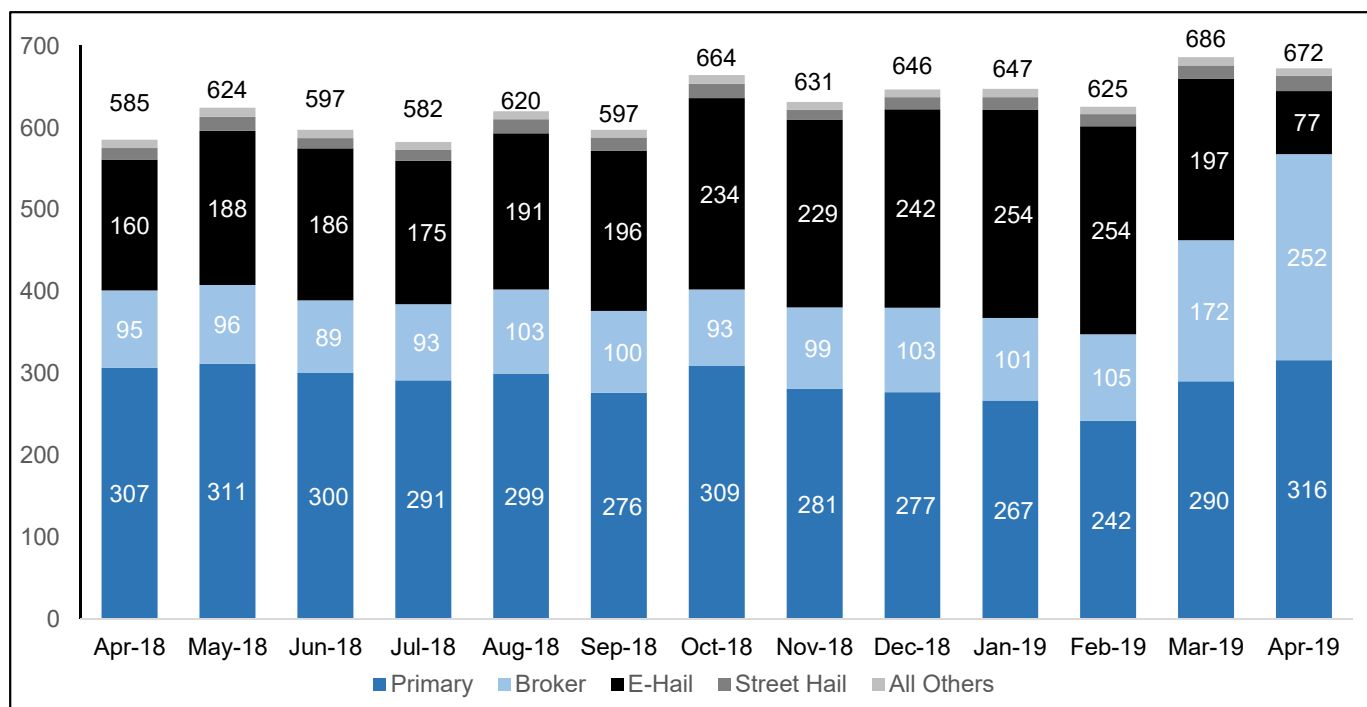
Paratransit Report

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

| Paratransit Operations - Monthly Operations Report Service Indicators | | | | | | | |
|---|--|---------------------------|-----------|----------|------------------|-----------|----------|
| Category | Performance Indicator | Current Month: April 2019 | | | 12-Month Average | | |
| | | This Year | Last Year | % Change | This Year | Last Year | % Change |
| Legacy Indicators | % of Trips Completed | 91.6% | 92.5% | -1.0% | 93.0% | 91.0% | +2.2% |
| | Trips Requested | 842,290 | 722,303 | +16.6% | 778,404 | 668,446 | +16.4% |
| | Trips Scheduled | 733,974 | 632,829 | +16.0% | 680,566 | 576,634 | +18.0% |
| | Trips Completed | 672,270 | 585,173 | +14.9% | 633,223 | 524,851 | +20.6% |
| | Early Cancellations (Customer) as a Percentage of Trips Requested | 12.1% | 12.0% | +0.8% | 12.0% | 13.1% | -8.4% |
| | Late Cancellations (Customer) as a Percentage of Trips Scheduled | 4.5% | 3.4% | +32.4% | 4.0% | 3.5% | +14.3% |
| | No-Shows (Customer) as a Percentage of Trips Scheduled | 3.4% | 1.8% | +88.9% | 2.1% | 2.1% | 0.0% |
| | No-Shows (Carrier and No-Fault) as a Percentage of Trips Scheduled | 0.5% | 0.5% | 0.0% | 0.5% | 0.7% | -28.6% |
| | 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 | 0.8% | 0.4% | +100.0% | 0.6% | 0.7% | -14.3% |
| | New Applications Received | 3,748 | 3,429 | +9.3% | 3,273 | 2,803 | +16.8% |

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

Total Trips

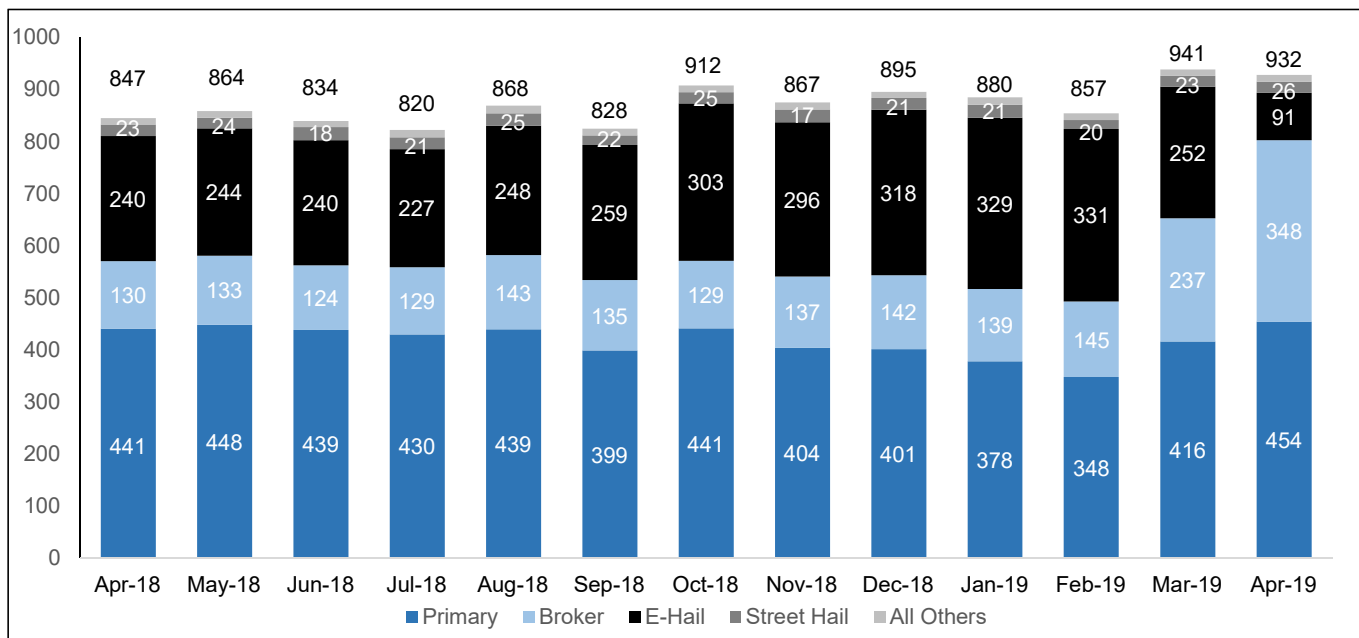


Total Trips Discussion

- Total Trips in April 2019 increased by 87K (or 15%) when compared to April 2018, and decreased by 14K (or 2%) when compared to the previous month.
- The increase in overall trips from last year is mainly attributed to advanced reservation E-Hail which began the transition to enhanced broker services in March 2019.

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

Total Ridership



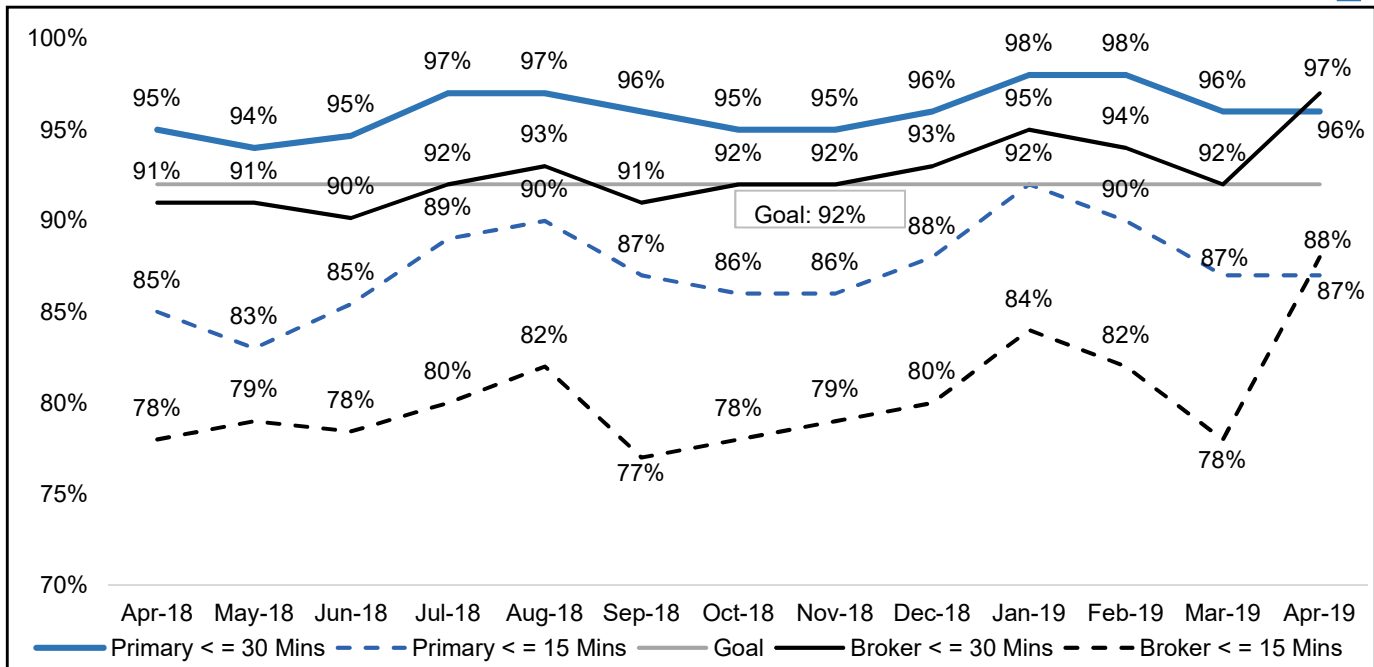
Total Ridership Discussion

- Total Ridership in April 2019 increased by 85K (or 10%) when compared to April 2018, and decreased by 9K (or 1%) when compared to March 2019.
- The increase in overall ridership from last year is mainly attributed to advanced reservation E-Hail which began the transition to enhanced broker services in March 2019.

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

Pick Up On-Time Performance

Desired trend

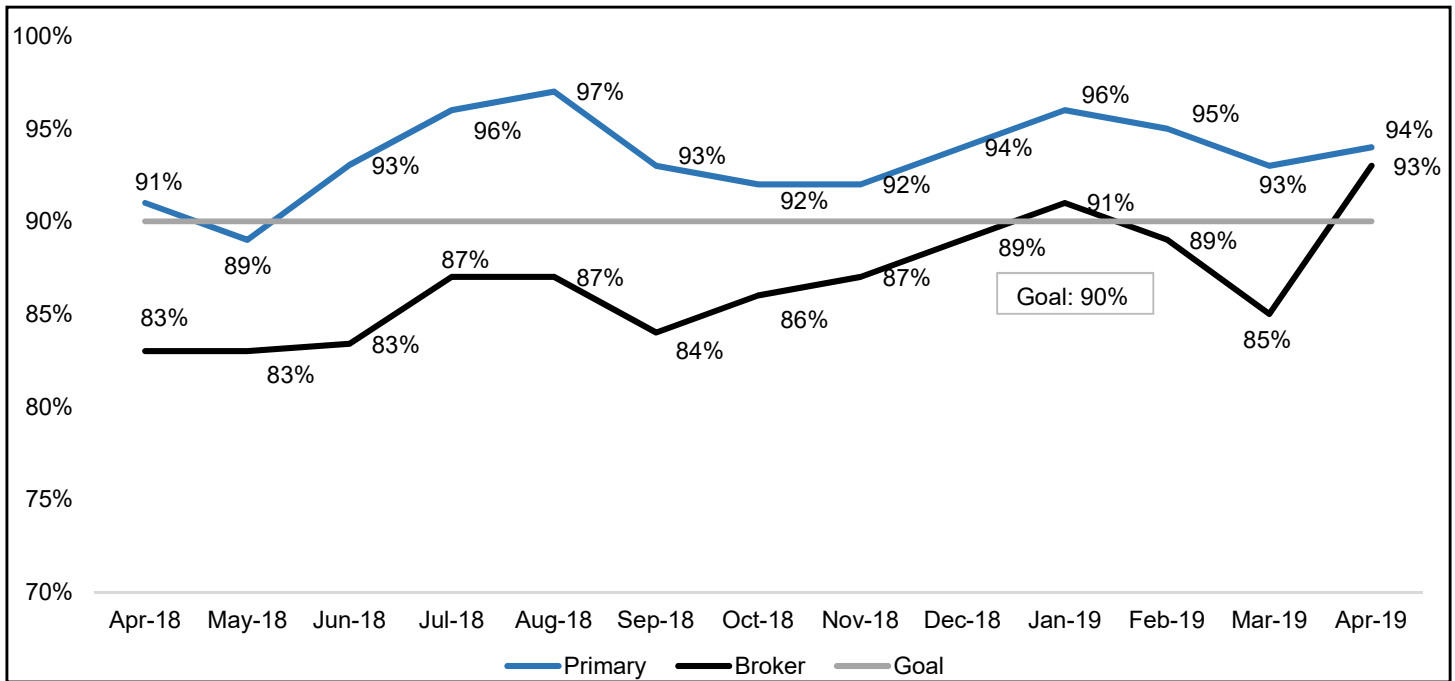


Pick Up On-Time Performance Discussion

- April 2019 Primary 30 minute P/U, OTP result of 96% remained flat when compared to March 2019 and improved by 1% as compared to April 2018.
- April 2019 Primary 15 minute P/U, OTP result of 87% remained flat when compared to March 2019 and improved by 2% as compared to April 2018.
- April 2019 Broker 30 minute P/U, OTP result of 97% indicates an increase of 5% when compared to March 2019 and improved by 7% as compared to April 2018.
- April 2019 Broker 15 minute P/U, OTP result of 88% indicates an increase of 13% when compared to March 2019 and April 2018.

Drop Off On-Time Performance On Appointment Trips

Desired trend

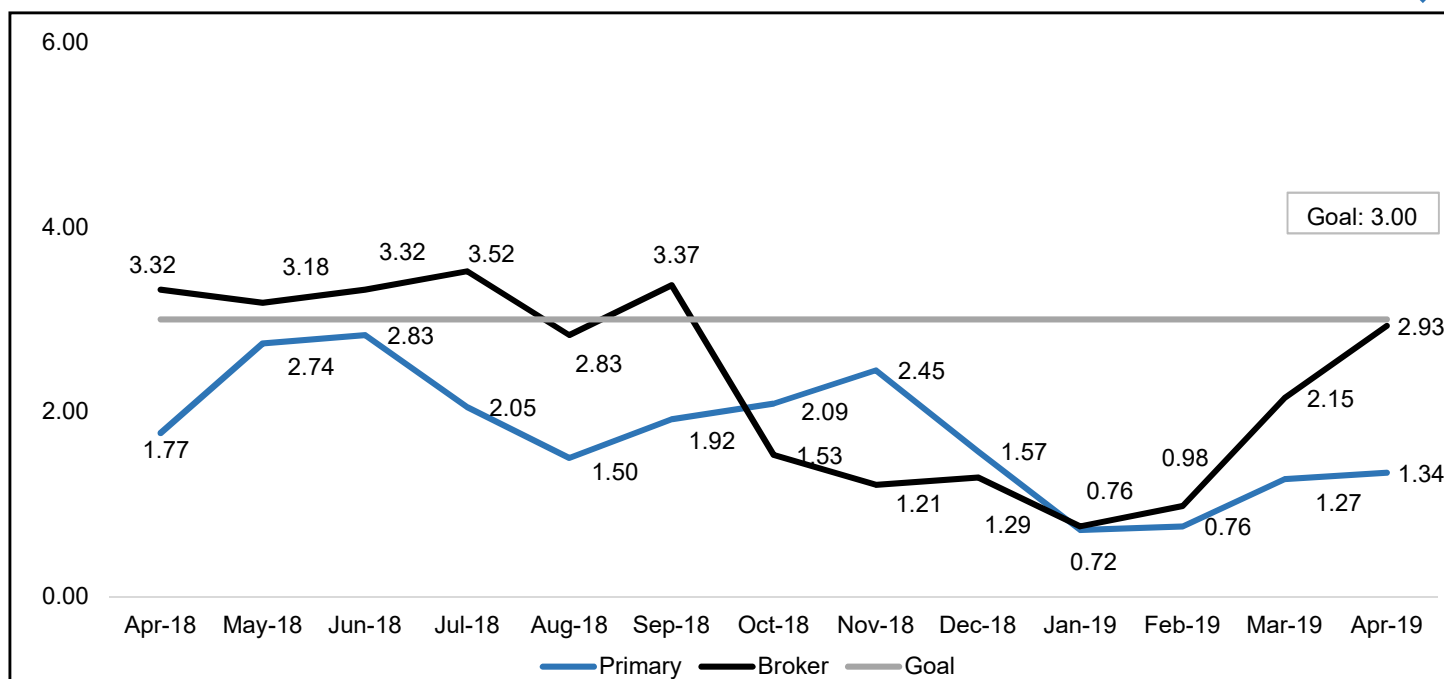


Drop Off On-Time Performance On Appointment Trips Discussion

- April 2019 Primary D/O OTP result of 94% indicates an increase of 1% when compared to March 2019 and an improvement of 3% when compared to April 2018.
- April 2019 Broker D/O OTP result of 93% indicates an increase of 9% when compared to March 2019 and an improvement of 12% when compared to April 2018.

Provider No Shows Per 1,000 Scheduled Trips

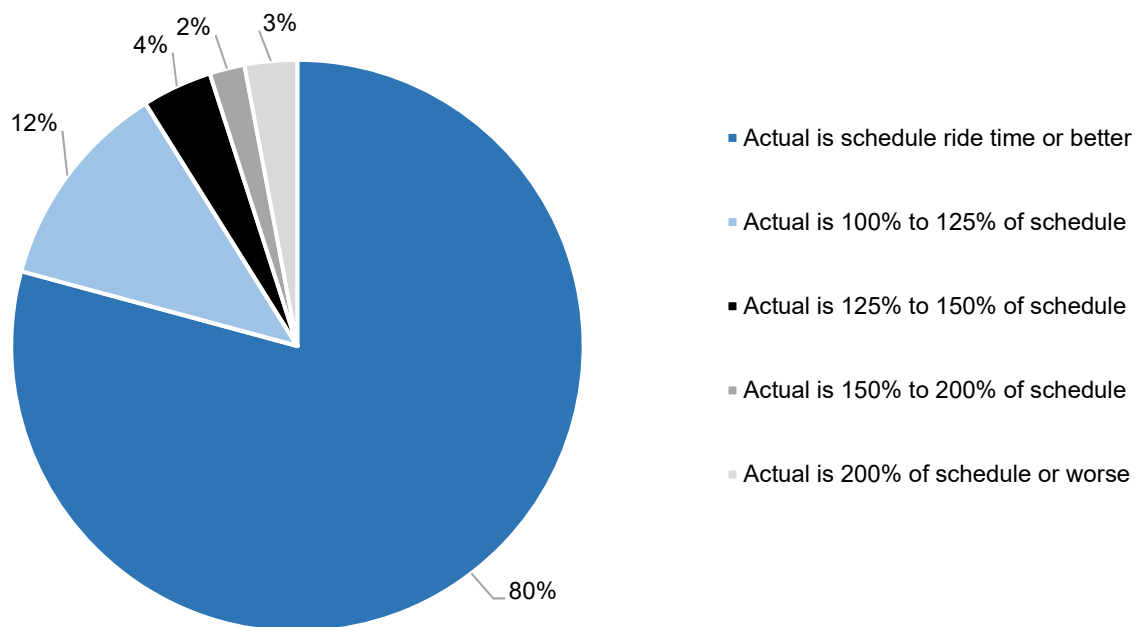
Desired trend



Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.07 per 1,000 trips (or 6%) in April 2019 when compared to March 2019 and improved by 0.43 per 1,000 trips (or 24%) in April 2019 when compared to the same month last year.
- Broker No-Shows increased by 0.78 per 1,000 trips (or 36%) in April 2019 when compared to March 2019 and improved by 0.39 per 1,000 trips (or 12%) in April 2019 when compared to the same month last year.
- Provider No-Shows were impacted by the transition from advanced reservation E-Hail to enhanced broker service.

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

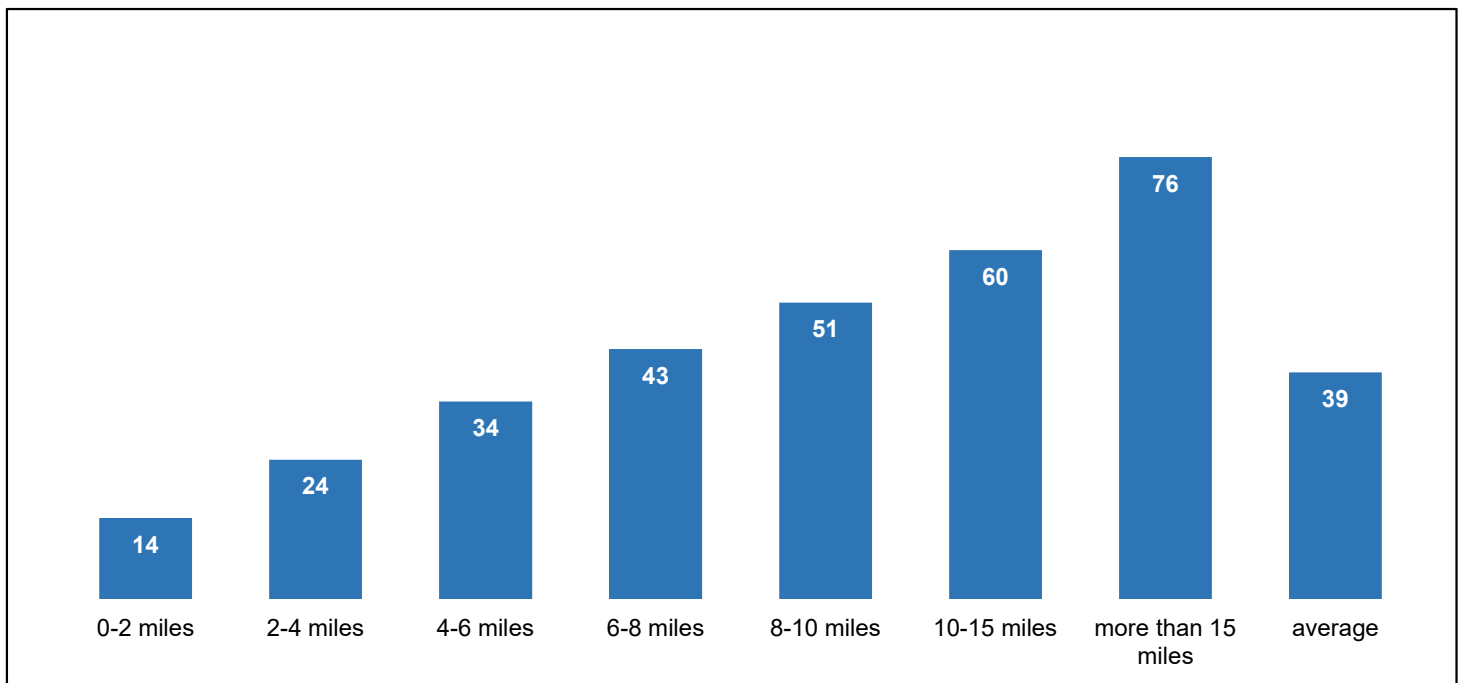


Access-A-Ride Carrier Ride Time Performance - Actual vs. Scheduled Discussion

- 80% of trips in April 2019 performed within the scheduled time or better, improved by 4% when compared to March 2019 and improved by 14% when compared to April 2018 result of 70%.

Note: Percentages may not be exact due to rounding.

Average Travel Time in Minutes by Trip Distance Category

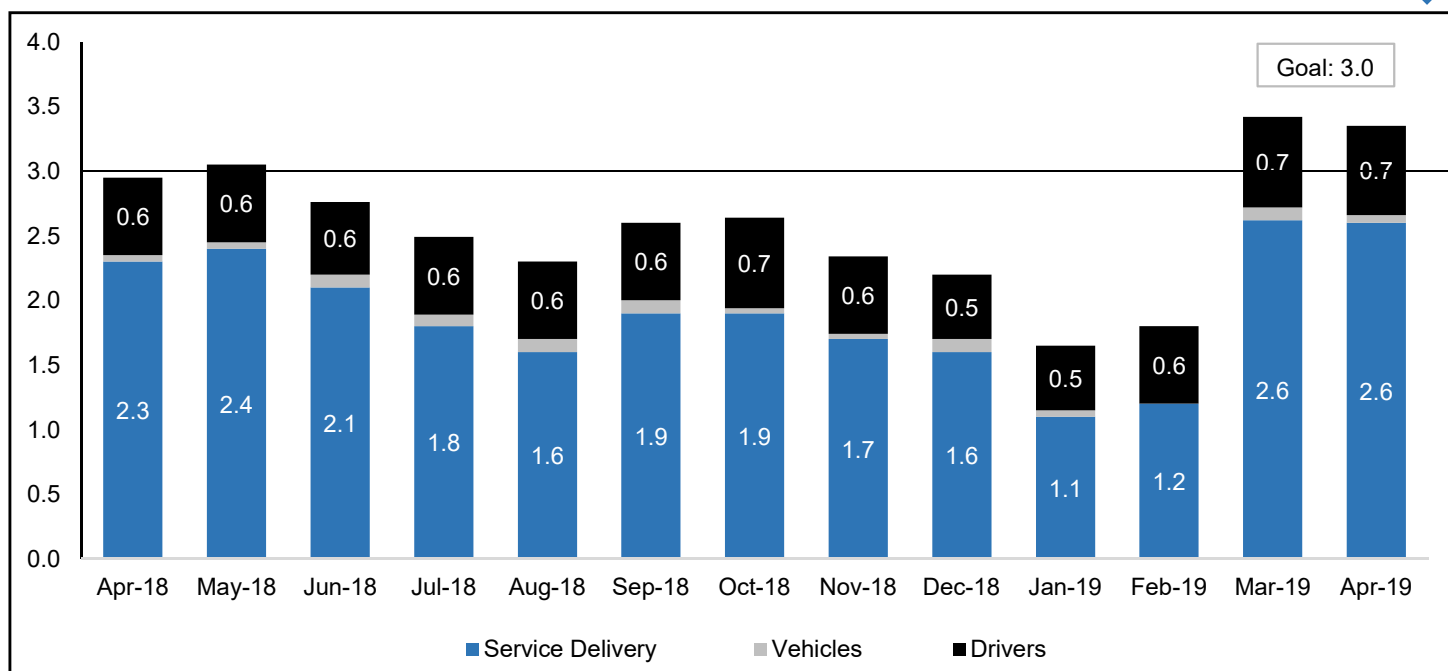


Average Travel Time in Minutes by Trip Distance Category Discussion

- April 2019 average travel time for all categories improved by 3 minutes (or 7%) when compared to March 2019 and improved by 7 minutes (or 15%) when compared to April 2018.

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

Desired trend

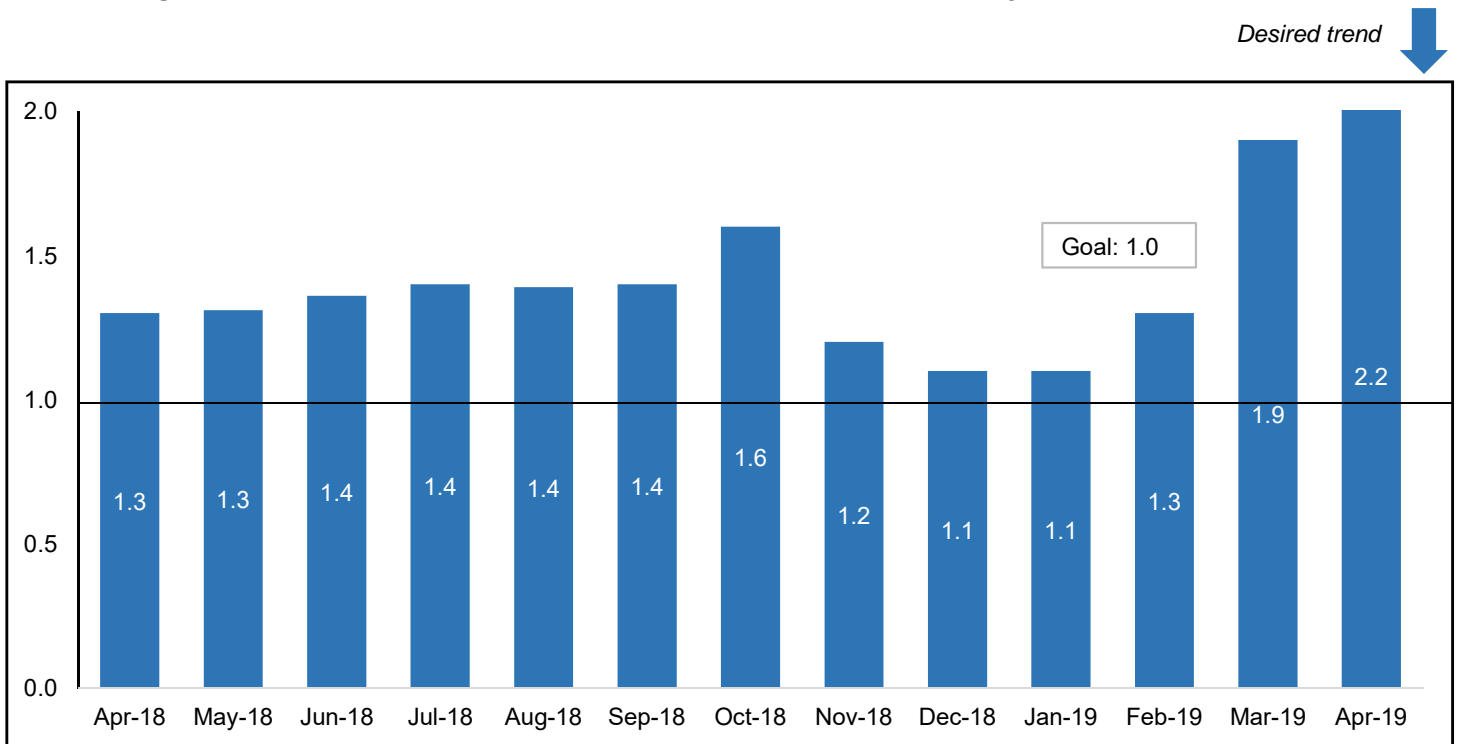


Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips Discussion

- Passenger complaints related to transportation service remained relatively flat in April 2019 when compared to March 2019 and increased 0.4 per 1,000 trips (or 13%) when compared to April 2018.
- Passenger complaints related to both transportation and non-transportation services were impacted by the transition from advanced reservation E-Hail to enhanced broker services.

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

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

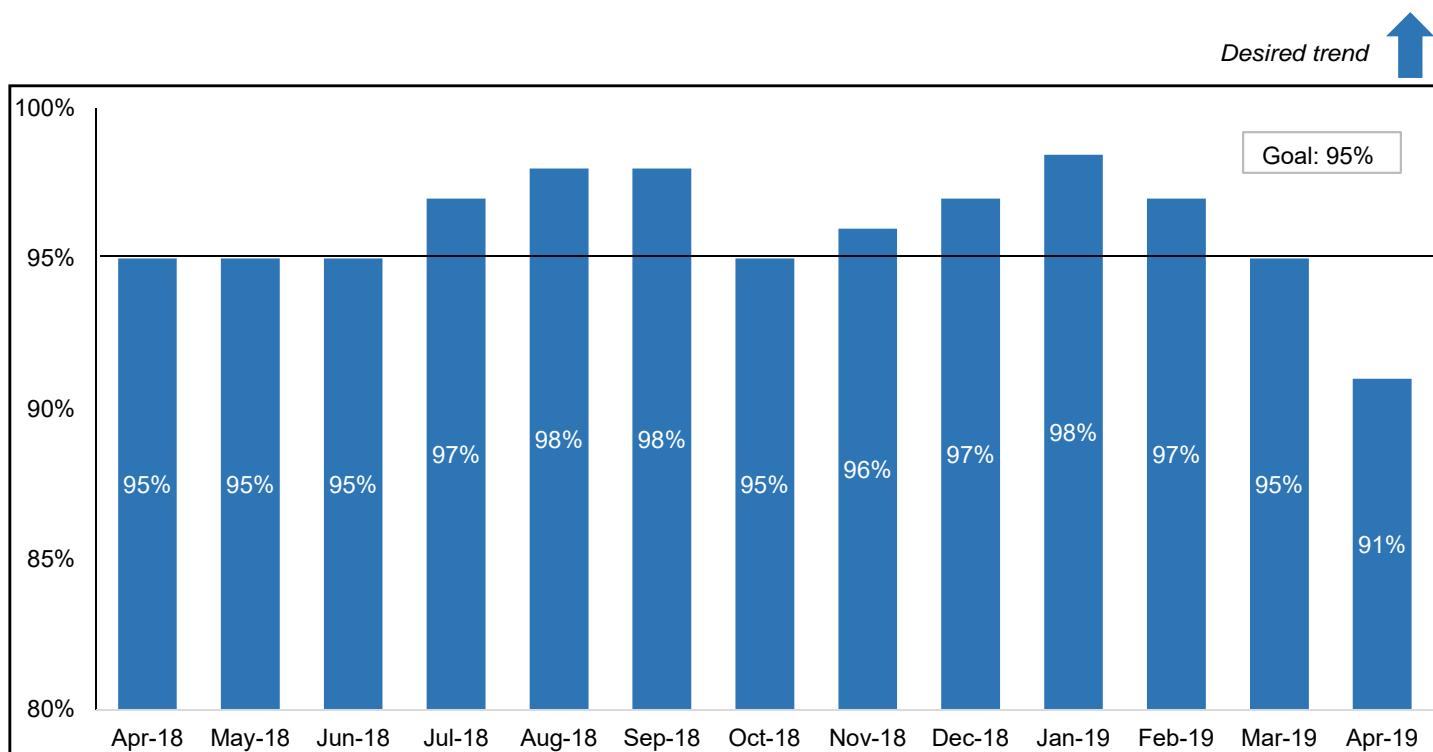


Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger complaints related to non-transportation service increased 0.3 (or 16%) in April 2019 when compared to March 2019 and increased by 0.9 per 1,000 trips (or 69%) when compared to April 2018.
- Passenger complaints related to both transportation and non-transportation services were impacted by the transition from advanced reservation E-Hail to enhanced broker services.

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

Percent of Calls Answered

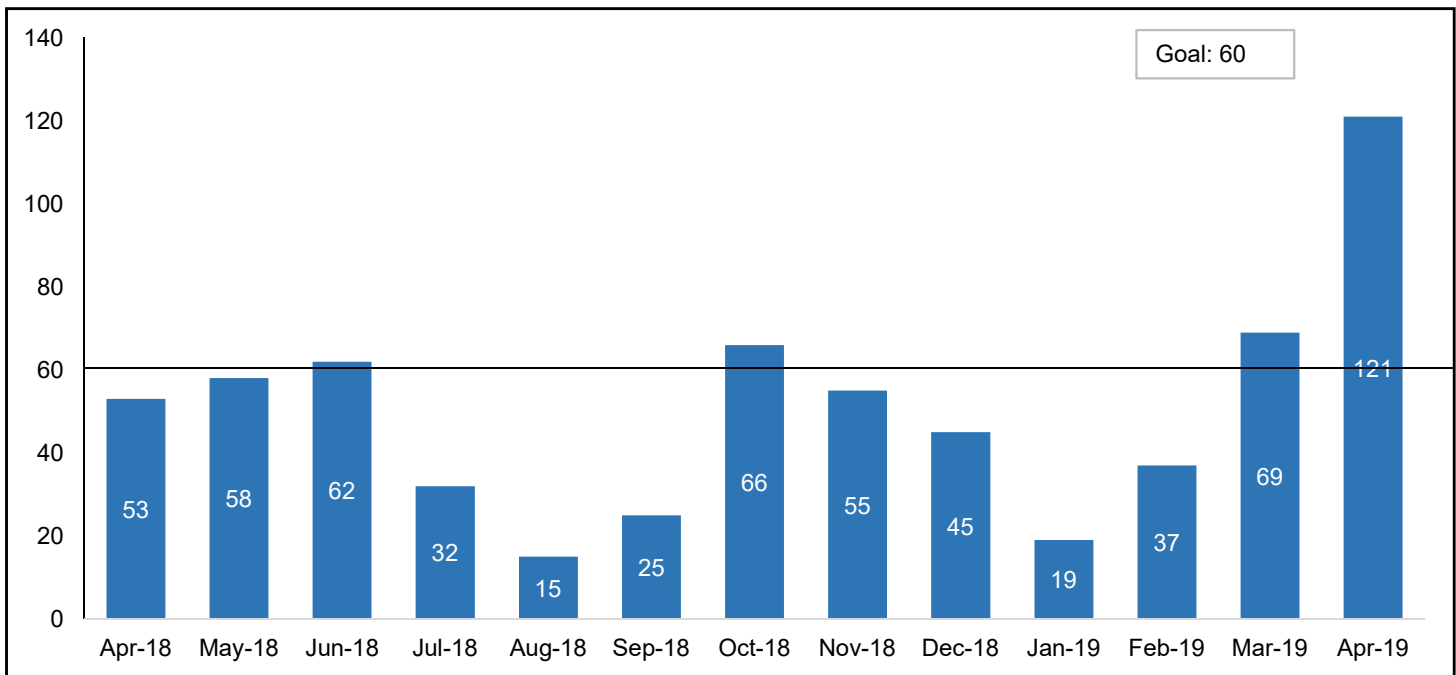


Percent of Calls Answered Discussion

- The Percent of Calls Answered in April 2019 declined by 4% when compared to March 2019 and April 2018.
- The decline is primarily due to the E-Hail ramp down and transition to enhanced broker service.

Average Call Answer Speed in Seconds

Desired trend



Average Call Answer Speed in Seconds Discussion

- Average Call Answer Speed in April 2019 declined (increased) by 52 seconds (or 75%) when compared to March 2019 and declined (increased) by 68 seconds (or 128%) when compared to April 2018.
- The decline is primarily due to the E-Hail ramp down and transition to enhanced broker service.

Customer Service Report: Accessibility

Alex Elegudin, Senior Advisor for Systemwide Accessibility



On May 13 the Systemwide Accessibility team worked with the Transit Center to host the first Transit Accessibility Forum. They were joined by the leaders of several large transit agencies (BART, SFMTA, WMATA, Metro Saint Louis, LA Metro, CTA, MBTA) to share and discuss accessibility challenges and successes. NYCT Accessibility Outreach Coordinator Sara Bahri (top) presents alongside Senior Advisor for Systemwide Accessibility Alex Elegudin on NYCT's Digital Communications for customers with disabilities. Elegudin (lower left) also spoke with representatives from CTA and SFMTA about accessibility at Fulton Center. President Andy Byford (lower right) kicks off an evening panel during which Elegudin, Laura Brelsford of MBTA and Sonali Tandon of CTA, answered questions from the public regarding the improvement of elevator maintenance, wayfinding for blind and low-vision customers, and a wide range of additional accessibility topics.

June 2019 Accessibility Update

In May, we partnered with the Transit Center, a local non-profit and advocacy group, to host the first National Transit Accessibility Summit. The Summit brought together accessibility leaders from most of the largest U.S. transit systems to discuss approaches to making their bus and subway systems accessible to all. The event covered topics from technologies to reduce subway platform gaps to priority seating on buses to making our systems more family-friendly, and we are already working to implement a number of lessons learned here at NYCT.

This month I am excited to announce the formation and successful first meeting of our new Advisory Committee for Transit Accessibility (ACTA). Our 18-member committee, which represents the diversity of Transit riders with disabilities, met on June 19 and had a frank and productive conversation about needs and priorities to make our systems accessible to all. My team and I are excited to work more with this new group and embrace their feedback in our future accessibility decisions. You can also learn more about the committee members on the Accessibility page of our website.

Our efforts to engage the community go far beyond the 18 members selected for ACTA. This month, my team and I joined several other Transit departments for ride-alongs with members of the disability community to get feedback on new solutions we are exploring for tactile edge warnings, signage for the accessible pathways through some complex subway stations, and the new Customer Information Center screens being installed. We value this feedback to ensure new features are accessible to Transit users of all abilities and that our accessibility features meet the needs of our customers with disabilities. If you have feedback about your experience navigating the Transit system as a rider with a disability, or experiences you have had with our accessibility features, I hope you'll share it with our team. In fact, we've created a new Contact Page linked from the main Accessibility page at new.mta.info/accessibility to help you direct your feedback to the right place. We look forward to hearing from you.

We continue to study the remaining inaccessible stations and have studied nearly 250 of them to evaluate the feasibility of ADA upgrades. That study is still on pace to finish by the end of this year.

Finally, I hope everyone knows that July is disability awareness month, which includes the celebration of the anniversary of the ADA and NYC's Disability Pride Parade. NYCT plans to march in the parade and will be inviting employees to join us shortly. We have some great things planned for the month, including launching new training initiatives and advancing our accessible subway station plans. Stay tuned for more updates.

Alex Elegudin

Senior Advisor for Systemwide Accessibility

Customer Service Report: Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



NYCT is celebrating customer and employee diversity and inclusion for World Pride Month. The Strategy and Customer Experience team custom designed a commemorative NYCT Pride logo. The decals were manufactured and installed recently at no cost to the MTA thanks to sponsorship by OUTFRONT Media. Customers can catch a glimpse of them on five number 1 line trains that provide service to the Christopher St station, closest to the Stonewall Inn, the site of the 1969 uprising.

June 2019 Highlights: Strategy and Customer Experience

Over the past month, SCE made significant changes to the “Service Status” information on the MTA website, on digital screens, on apps and syndicated to third parties. Customers are responding positively. Officially, we retired the phrase “Service Changes” to help customers better understand the impacts of incidents. Now, we’re using new language to describe the actual conditions customers experience such as “Trains Rerouted,” “Local to Express,” or “Part Suspended.” This is another step in a larger initiative to rethink how we communicate in Real-time to help customers plan their trips. It is always our goal to reduce inconveniences for customers and provide more rich, transparent information.

Last month’s launch of OMNY was truly one of the highlights of my short tenure here at Transit. This new account-based fare system will move us more rapidly to customer-centric services and improved experiences. Transit was fortunate to help lead the branding and marketing effort. We have exceeded our forecasted numbers, and everyday OMNY usage grows. SCE also launched a new anti-Fare Evasion communications campaign, with assets now live on subways and buses. Floor decals and other materials will be rolling out over the coming month.

June is World Pride month and we are very proudly celebrating New York City and its wonderful diversity. The SCE team created a World Pride program in recognition of New York City Transit customers and employees. We released two commemorative Metro Cards at ten subway stations and produced a custom-designed NYCT Pride logo that can be seen on select #1 trains. The Transit Museum and its merchandise partners used the logo to produce t-shirts, magnets and bandanas (proceeds are put towards the Transit Museum’s education programs).

I am very happy to report the continuing enthusiasm we are seeing from customers in support of on-going efforts to redesign the bus network. In May we hosted 9 Open Houses. The Bronx Redesign Draft Plan is now available on our website and we encourage customers to review and provide feedback as soon as possible, <https://new.mta.info/bronxbusredesign>. We also launched a survey for customers to share feedback and ideas for the new Queens Bus Network, <https://new.mta.info/queensbusredesign>. We’ve received over 600 survey responses to date and encourage anyone who lives in Queens to participate. We are also engaging with more than 16 civic associations to ensure the survey is marketed appropriately.

Operationally, our social media team continues to stay on top of activity, with tweets up 27% and responses up 40% compared to May 2018. However, we did experience decreases in average time to answer phone calls, because of software challenges with our automated Interactive Voice Response (IVR) system and staff turnover. We are working to modernize our call center and address these issues. We hope to see improvement in the next few months.

Complaints about our transit services were up this month: Subway, Bus, and Access-A-Ride complaints per journey were up 12.3%, 18.0%, and 40.2% compared to May last year, showing us how much work we still have to do. MetroCard complaints were down. Personally, I am pleased customers are reaching out to us, so that we can investigate their issues, identify and fix root cause and adjust our system moving forward. Commendations about Subway and Bus service were up 42% and 21%, respectively.

Sarah Meyer

Senior Vice President and Chief Customer Officer
Strategy and Customer Experience

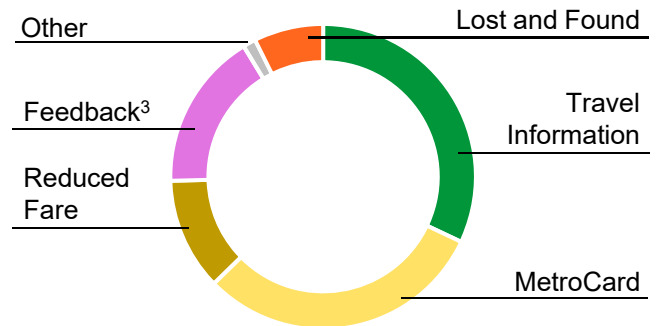
Customer engagement

Telephone

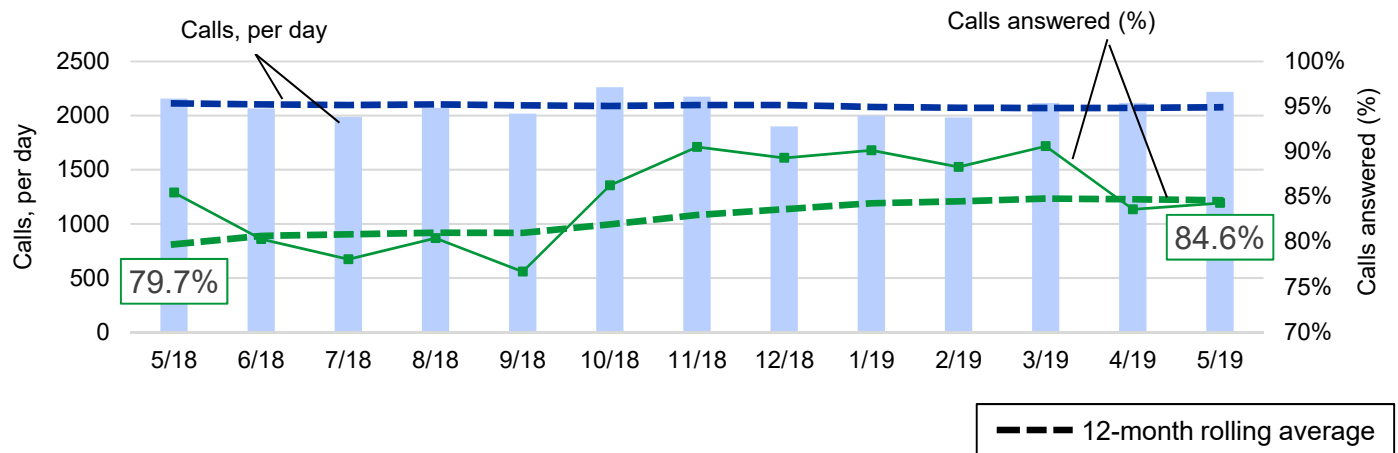
| | May 2019 | May 2018 | Variance |
|---|----------|----------|----------|
| Telephone calls | 68,794 | 66,856 | ▲2.9% |
| Calls answered | 84.3% | 85.5% | ▼1.4% |
| Average time to answer ¹ (seconds) | 232 | 192 | ▲20.6% |

1. Excludes automated self-service calls

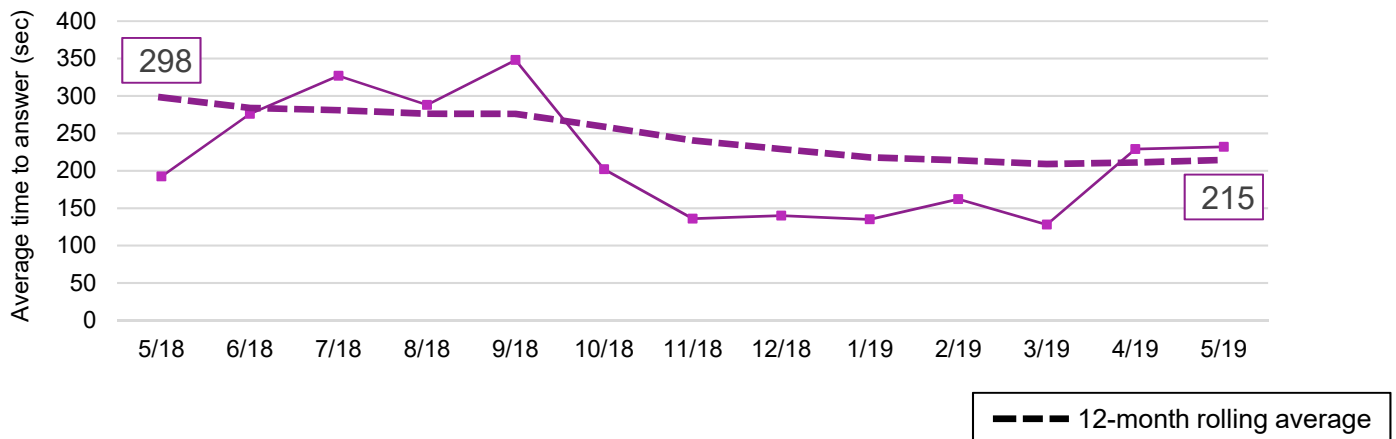
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



Telephone: average time to answer

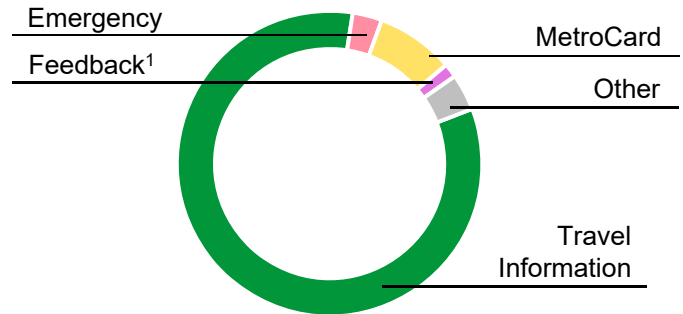


Customer engagement

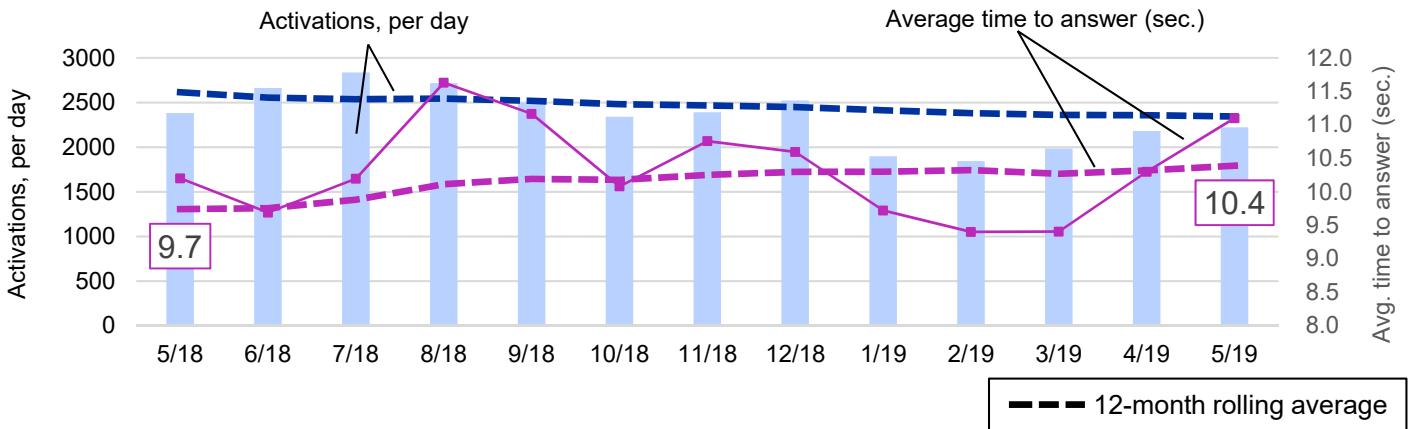
Help Point

| | May 2019 | May 2018 | Variance |
|----------------------------------|----------|----------|----------|
| Help Point activations | 68,897 | 73,819 | ▼6.7% |
| Average time to answer (seconds) | 11.1 | 10.2 | ▲8.5% |

1. Feedback is customers calling with comments or concerns



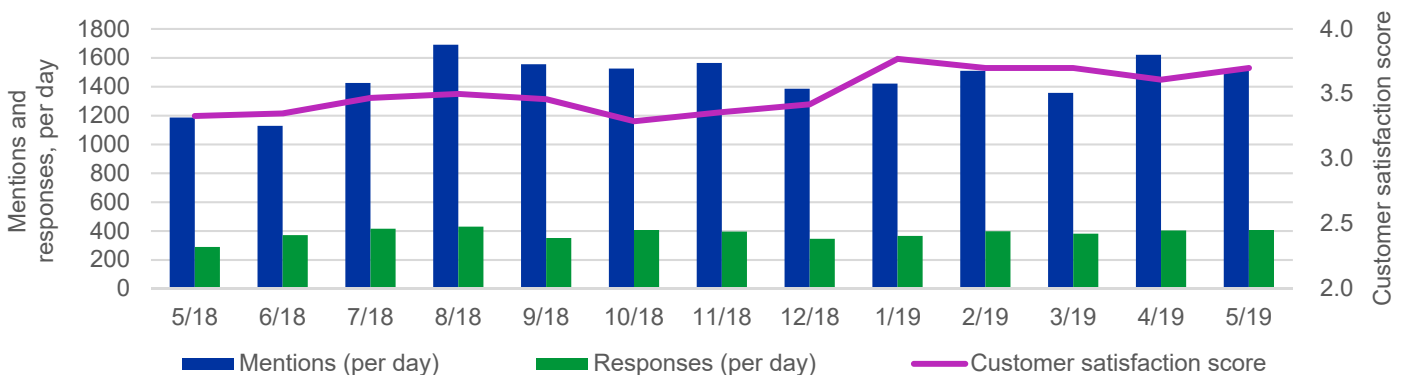
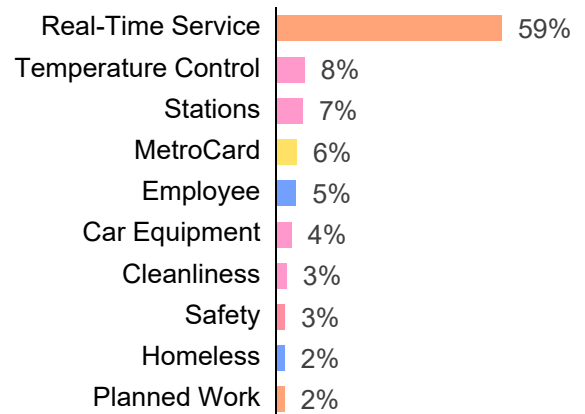
Help Point: activations and average time to answer



Social media

| | May 2019 | May 2018 | Variance |
|--|----------|----------|----------|
| Social media mentions ¹ | 46,788 | 36,760 | ▲27.3% |
| Responses sent | 12,610 | 8,981 | ▲40.4% |
| Customer satisfaction score ² | 3.70 | 3.33 | ▲11.1% |

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

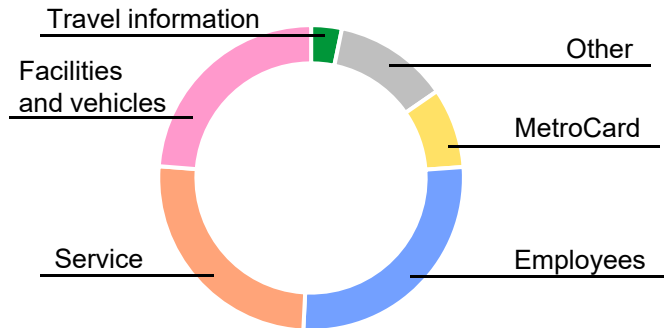


Customer engagement

Web, mobile app, and written feedback

| | May 2019 | May 2018 | Variance |
|-----------------------------|----------|----------|----------|
| Received | 6,472 | 5,951 | ▲8.8% |
| Responses sent ¹ | 9,063 | 9,085 | ▼0.2% |

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

| | May 2019 |
|--|----------|
| Web | 6,791 |
| Twitter | 3,401 |
| Kiosks / Digital Displays ¹ | 3,866 |
| Email and text alerts | |
| • Service | 3,899 |
| • Elevator and escalator status | 12,316 |
| Service Notice posters developed | 600 |

1. Excludes countdown clocks

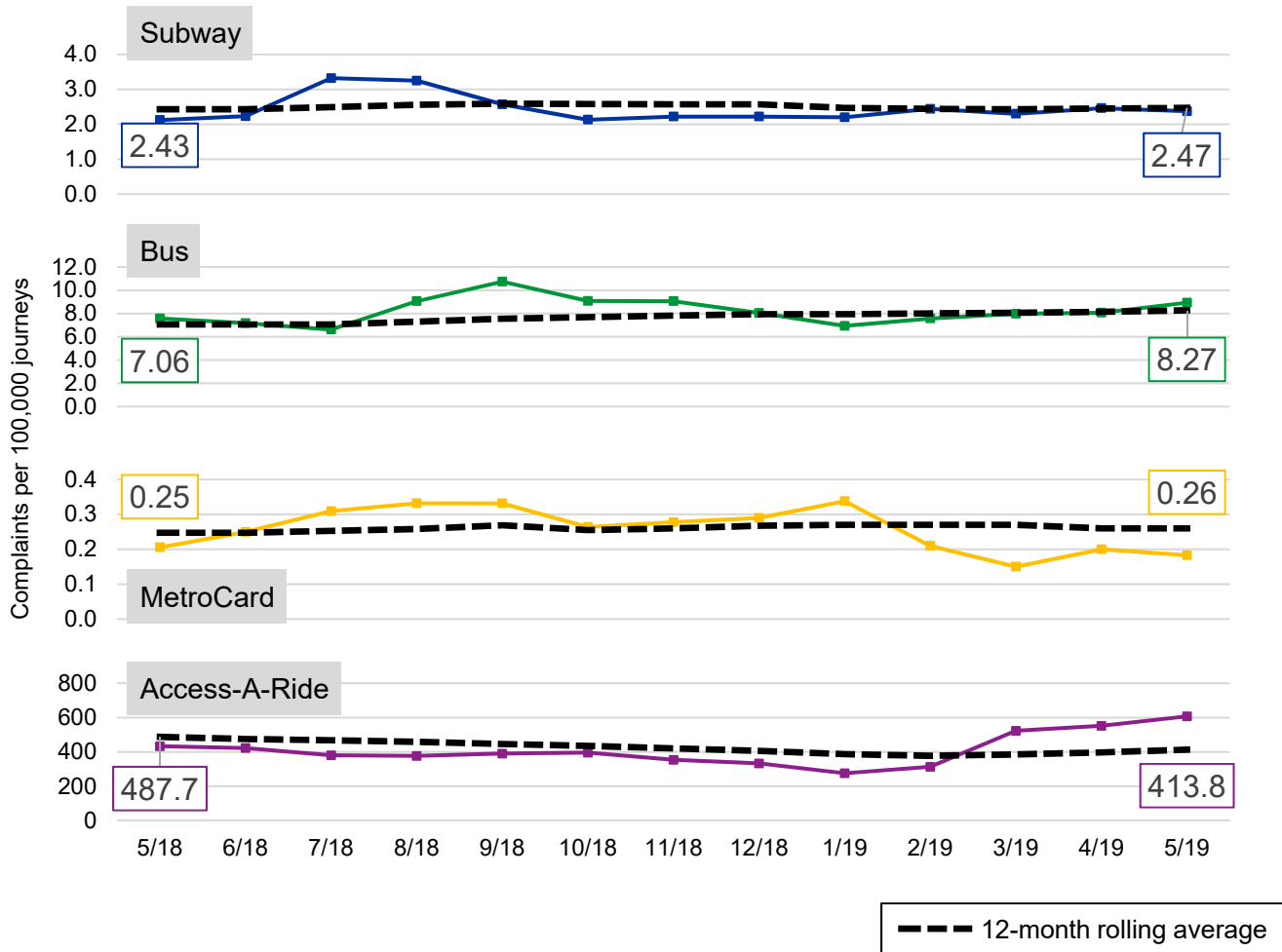
Social media followers

| | | May 2019 | May 2018 | Variance |
|-----------|----------------|----------|----------|----------|
| Twitter | @NYCTSubway | 979.0k | 948.0k | ▲3.3% |
| | @NYCTBus | 23.5k | 20.0k | ▲17.5% |
| | @MTA | 1,302.3k | 1,290.0k | ▲1.0% |
| Facebook | NYCT | 62.7k | 58.0k | ▲8.1% |
| Instagram | @mtanyctransit | 20.9k | 16.0k | ▲30.6% |

Customer feedback

Complaints per 100,000 journeys

| | May 2019 | May 2018 | Variance |
|---------------|----------|----------|----------|
| Subway | 2.37 | 2.11 | ▲12.3% |
| Bus | 8.93 | 7.57 | ▲18.0% |
| MetroCard | 0.18 | 0.21 | ▼10.8% |
| Access-A-Ride | 607.4 | 433.3 | ▲40.2% |



Commendations per 100,000 journeys

| | May 2019 | May 2018 | Variance |
|---------------|----------|----------|----------|
| Subway | 0.11 | 0.08 | ▲42.4% |
| Bus | 0.49 | 0.40 | ▲21.4% |
| Access-A-Ride | 138.3 | 147.0 | ▼5.9% |

Safety

Robert Diehl

Senior Vice President, Safety & Security



The Office of System Safety held an Employee Appreciation Ceremony on Friday, May 31, 2019 as part of a Transit-wide effort to Engage and Empower Employees, a pillar of the Fast Forward plan.



June 2019 Highlights: Safety

Included in this month's report are photos of the Office of System Safety Employee Appreciation Ceremony that was held on Friday, May 31, 2019.

In line with President Byford's Fast Forward plan, this event was held to appreciate and recognize the hard work and dedication of the employees that work for the Office of System Safety. Individuals were recognized both for their efforts and years of service to the organization. They continue to rise to the occasion.

As for our safety statistics, subway customer accidents have shown a decrease when comparing them between consecutive 12-month periods.

Subway fires again declined by 20% when comparing the most-recent 12-month rolling period to the previous 12-months.

Bus collisions & collision injuries have shown a decrease; however, bus customer accidents continue to show an increase.

Employee lost time accidents have shown a slight increase when comparing them between 12-month periods.

Lastly, we continue to make steady progress on our leading indicator goals.

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 | | |
| | Jun 16 - May 17 | Jun 17 - May 18 | Jun 18 - May 19 |
| Subways | | | |
| Subway Customer Accidents per Million Customers ¹ | 2.69 | 2.96 | 2.94 |
| Subway Collisions ² | | | |
| Total | 0 | 3 | 0 |
| Mainline | 0 | 0 | 0 |
| Yard | 0 | 3 | 0 |
| Subway Derailments ² | | | |
| Total | 7 | 6 | 5 |
| Mainline | 3 | 4 | 0 |
| Yard | 4 | 2 | 5 |
| Subway Fires ² | 974 | 955 | 764 |
| Buses | | | |
| Bus Collisions Per Million Miles Regional | 55.52 | 54.60 | 54.02 |
| Bus Collision Injuries Per Million Miles Regional | 6.21 | 6.42 | 5.88 |
| Bus Customer Accidents Per Million Customers ¹ Regional | 1.29 | 1.23 | 1.42 |
| | | | |
| Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹ | 3.87 | 3.67 | 3.73 |

¹ 12-month Average data from May through April.

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

| Leading Indicators | | | | |
|---|-------|--------|--------|------------------|
| Subways | May | YTD | Goal | YTD as % of Goal |
| Roadway Worker Protection | | | | |
| Joint Track Safety Audits -- Actual Count | 35 | 163 | 340 | 47.9% |
| Joint Track Safety Audits -- Compliance Rate | 98.4% | 98.5% | 100.0% | 98.5% |
| | | | | |
| Mainline Collision/Derailment Prevention | | | | |
| Continuous Welded Rail Initiative (# of Track Feet) | 9,909 | 53,076 | 47,520 | 111.7% |
| Friction Pad Installation | 8,576 | 45,948 | 33,500 | 137.2% |
| | | | | |
| Buses | May | YTD | Goal | YTD as % of Goal |
| Collision Prevention | | | | |
| Audible Pedestrian Turn Warning System | 103 | 361 | 630 | 57.3% |
| Vision Zero Employee Training | 660 | 2,966 | 6,200 | 47.8% |

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 Phase IV Training (Acknowledge & Adapt) provides focused Safety Awareness Training to all Bus Operators, which engages them on all aspects of Pedestrian Safety issues, emphasizing the current challenges of managing their buses in an environment with distracted pedestrians, motorists and cyclists. The program incorporates testimonial videos from "Families for Safer Streets" along with a series of videos of serious bus and pedestrian accidents secured from onboard bus cameras as well as external traffic and security cameras. The training, which will be delivered over two years, is in the midst of a new cycle that began in April 2019 and will run through March 2021.



June 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 MAY

| | 2019 | 2018 | Diff | % Change |
|------------------------------------|-------------------|-------------------|-------------------|---------------------|
| MURDER | 0 | 0 | 0 | 0.0% |
| RAPE | 1 | 0 | 1 | ***. *% |
| ROBBERY | 37 | 43 | -6 | -14.0% |
| GL | 126 | 141 | -15 | -10.6% |
| FELASSAULT | 35 | 29 | 6 | 20.7% |
| BURGLARY | 0 | 1 | -1 | -100.0% |
| <u>TOTAL MAJOR FELONIES</u> | <u>199</u> | <u>214</u> | <u>-15</u> | <u>-7.0%</u> |

During May, the daily Robbery average decreased from 1.4 to 1.2

During May, the daily Major Felony average decreased from 6.9 to 6.4

CRIME STATISTICS JANUARY THRU MAY

| | 2019 | 2018 | Diff | % Change |
|------------------------------------|-------------------|-------------------|-------------------|---------------------|
| MURDER | 1 | 0 | 1 | ***. *% |
| RAPE | 2 | 0 | 2 | ***. *% |
| ROBBERY | 189 | 194 | -5 | -2.6% |
| GL | 587 | 629 | -42 | -6.7% |
| FELASSAULT | 158 | 135 | 23 | 17.0% |
| BURGLARY | 3 | 4 | -1 | -25.0% |
| <u>TOTAL MAJOR FELONIES</u> | <u>940</u> | <u>962</u> | <u>-22</u> | <u>-2.3%</u> |

Year to date the daily Robbery average decreased from 1.3 to 1.3

Year to date the daily Major Felony average decreased from 6.4 to 6.2

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



**Police Department
City of New York**

MTA Report

MAY ACTIVITY

| | 2019 | 2018 | Diff | % Change |
|---------------|-------------|-------------|-------------|-----------------|
| Total Arrests | 927 | 1186 | -259 | -21.8% |
| TOS Arrests | 276 | 431 | -155 | -36.0% |
| Total Summons | 7684 | 5577 | 2107 | 37.8% |
| TOS TABs | 6142 | 3936 | 2206 | 56.0% |
| TOS C-Summ | 214 | 122 | 92 | 75.4% |

JANUARY THRU MAY ACTIVITY

| | 2019 | 2018 | Diff | % Change |
|---------------|-------------|-------------|-------------|-----------------|
| Total Arrests | 5049 | 7249 | -2200 | -30.3% |
| TOS Arrests | 1718 | 3434 | -1716 | -50.0% |
| Total Summons | 42578 | 26654 | 15924 | 59.7% |
| TOS TABs | 33555 | 17478 | 16077 | 92.0% |
| TOS C-Summ | 1180 | 557 | 623 | 111.8% |

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

REPORT

| | JANUARY-MAY | | | | | | | | | | | | | | | | | | | | | | |
|----------------------|-------------|-------|-------|-------|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| | 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 | 1 | 1 | 4 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Rape | 1 | 6 | 0 | 1 | 1 | 0 | 2 | 1 | 2 | 3 | 0 | 2 | 0 | 0 | 1 | 4 | 3 | 5 | 0 | 0 | 1 | 0 | 1 |
| Robbery | 890 | 843 | 697 | 560 | 547 | 536 | 480 | 444 | 514 | 403 | 306 | 317 | 292 | 310 | 301 | 368 | 251 | 187 | 195 | 202 | 169 | 194 | 189 |
| Assault | 188 | 213 | 168 | 151 | 110 | 127 | 116 | 118 | 108 | 81 | 83 | 78 | 71 | 92 | 92 | 73 | 76 | 78 | 101 | 130 | 145 | 135 | 158 |
| Burglary | 17 | 10 | 1 | 4 | 8 | 3 | 674 | 4 | 0 | 1 | 0 | 4 | 0 | 2 | 0 | 11 | 7 | 7 | 6 | 10 | 10 | 4 | 3 |
| GL | 1313 | 1056 | 918 | 963 | 873 | 837 | 393 | 746 | 755 | 528 | 503 | 527 | 480 | 455 | 560 | 687 | 640 | 628 | 640 | 629 | 687 | 629 | 587 |
| TOTAL MAJOR FELONIES | 2410 | 2128 | 1787 | 1680 | 1539 | 1503 | 1276 | 1314 | 1383 | 1017 | 893 | 929 | 844 | 859 | 954 | 1143 | 977 | 905 | 942 | 972 | 1012 | 962 | 940 |
| Major Fel Per Day | 15.96 | 14.09 | 11.83 | 11.13 | 10.19 | 9.95 | 8.45 | 8.70 | 9.16 | 6.74 | 5.91 | 6.11 | 5.59 | 5.69 | 6.32 | 7.52 | 6.47 | 5.99 | 6.24 | 6.39 | 6.70 | 6.37 | 6.23 |

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 5/26/2019)**

Motivation:

| Crime Name | 2019 | 2018 | Diff | % Change |
|--------------------------|------|------|------|----------|
| Aggravated Harassment 1 | 9 | 3 | 6 | 200% |
| Aggravated Harassment 2 | 2 | 1 | 1 | 100% |
| Assault 2 | 3 | 1 | 2 | 200% |
| Assault 3 | 3 | 2 | 1 | 50% |
| Criminal Impersonation 1 | 0 | 1 | -1 | -100% |
| Criminal Mischief 3 | 2 | 0 | 2 | *** * |
| Criminal Mischief 4 | 19 | 9 | 10 | 111% |
| Grand Larceny 4 | 0 | 1 | -1 | -100% |
| Menacing 3 | 1 | 0 | 1 | *** * |
| Public Lewdness | 0 | 1 | -1 | -100% |
| Grand Total | 39 | 19 | 20 | 105% |

Crime Name:

| Crime Name | 2019 | 2018 | Diff | % Change |
|--------------------------|------|------|------|----------|
| Aggravated Harassment 1 | 9 | 3 | 6 | 200% |
| Aggravated Harassment 2 | 2 | 1 | 1 | 100% |
| Assault 2 | 3 | 1 | 2 | 200% |
| Assault 3 | 3 | 2 | 1 | 50% |
| Criminal Impersonation 1 | 0 | 1 | -1 | -100% |
| Criminal Mischief 3 | 2 | 0 | 2 | *** * |

| | | | | |
|---------------------|----|----|----|---------------|
| Criminal Mischief 4 | 19 | 9 | 10 | 111% |
| Grand Larceny 4 | 0 | 1 | -1 | -100% |
| Menacing 3 | 1 | 0 | 1 | ***. * |
| Public Lewdness | 0 | 1 | -1 | -100% |
| Grand Total | 39 | 19 | 20 | 105% |

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 Total | | 4 | 0 | 4 | ***. * |
| | TD 02 | BLACK | 1 | 0 | 1 | ***. * |
| | | MUSLIM | 0 | 1 | -1 | -100% |
| | | OTHER | 1 | 0 | 1 | ***. * |
| | | SEMITIC | 3 | 1 | 2 | 200% |
| | TD 02 Total | | 5 | 2 | 3 | 150% |
| | TD 03 | MUSLIM | 0 | 1 | -1 | -100% |
| | | OTHER | 1 | 0 | 1 | ***. * |
| | | SEMITIC | 3 | 0 | 3 | ***. * |
| | | WHITE | 1 | 0 | 1 | ***. * |
| | TD 03 Total | | 5 | 1 | 4 | 400% |
| | TD 04 | HISPANIC | 0 | 1 | -1 | -100% |
| | | MUSLIM | 1 | 0 | 1 | ***. * |
| | | SEMITIC | 1 | 0 | 1 | ***. * |
| | TD 04 Total | | 2 | 1 | 1 | 100% |
| Bronx | TD 11 | MUSLIM | 0 | 1 | -1 | -100% |
| | TD 11 Total | | 0 | 1 | -1 | -100% |
| | TD 12 | SEMITIC | 1 | 0 | 1 | ***. * |
| | | WHITE | 1 | 0 | 1 | ***. * |

| | | | | | | |
|-------------|----------------|-----------------------|----|----|----|--------------|
| | TD 12 Total | | 2 | 0 | 2 | ***. * |
| Kings | TD 30 | BLACK | 1 | 1 | 0 | 0% |
| | | SEMITIC | 6 | 0 | 6 | ***. * |
| | | SEXUAL ORIENTATION | 1 | 0 | 1 | ***. * |
| | | WHITE | 0 | 1 | -1 | -100% |
| | TD 30 Total | | 8 | 2 | 6 | 300% |
| | TD 32 | BLACK | 0 | 1 | -1 | -100% |
| | | GENDER | 1 | 0 | 1 | ***. * |
| | | SEMITIC | 3 | 0 | 3 | ***. * |
| | TD 32 Total | | 4 | 1 | 3 | 300% |
| | TD 33 | SEMITIC | 3 | 2 | 1 | 50% |
| | | WHITE | 0 | 1 | -1 | -100% |
| | TD 33 Total | | 3 | 3 | 0 | 0% |
| | TD 34 | MUSLIM | 0 | 1 | -1 | -100% |
| | | SEMITIC | 3 | 6 | -3 | -50% |
| | TD 34 Total | | 3 | 7 | -4 | -57% |
| Queens | TD 20 | BLACK | 1 | 0 | 1 | ***. * |
| | | GENDER | 1 | 0 | 1 | ***. * |
| | | MUSLIM | 0 | 1 | -1 | -100% |
| | TD 20 Total | | 2 | 1 | 1 | 100% |
| | TD 33 | SEMITIC | 1 | 0 | 1 | ***. * |
| | TD 33 Total | | 1 | 0 | 1 | ***. * |
| Grand Total | | | 39 | 19 | 20 | 105% |

Transit District by County, TD And Crime:

| County | TD | Crime Name | 2019 | 2018 | Diff | % Change |
|----------|-------------|-------------------------|------|------|------|----------|
| 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 Total | | 4 | 0 | 4 | ***.* |
| | TD 02 | Aggravated Harassment 1 | 1 | 1 | 0 | 0% |
| | | Criminal Mischief 3 | 1 | 0 | 1 | ***.* |
| | | Criminal Mischief 4 | 3 | 0 | 3 | ***.* |
| | | Grand Larceny 4 | 0 | 1 | -1 | -100% |
| | TD 02 Total | | 5 | 2 | 3 | 150% |
| | 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 | 0% |
| | TD 03 Total | | 5 | 1 | 4 | 400% |
| | TD 04 | Assault 2 | 1 | 1 | 0 | 0% |
| | | Criminal Mischief 4 | 1 | 0 | 1 | ***.* |
| | TD 04 Total | | 2 | 1 | 1 | 100% |
| Bronx | TD 11 | Criminal Mischief 4 | 0 | 1 | -1 | -100% |
| | TD 11 Total | | 0 | 1 | -1 | -100% |

| | | | | | | |
|--------|-------------|--------------------------|---|---|----|--------------|
| | TD 12 | Criminal Mischief 4 | 2 | 0 | 2 | ***. * |
| | TD 12 Total | | 2 | 0 | 2 | ***. * |
| Kings | TD 30 | Aggravated Harassment 1 | 3 | 0 | 3 | ***. * |
| | | Assault 3 | 1 | 1 | 0 | 0% |
| | | Criminal Mischief 4 | 4 | 1 | 3 | 300% |
| | TD 30 Total | | 8 | 2 | 6 | 300% |
| | TD 32 | Aggravated Harassment 1 | 1 | 0 | 1 | ***. * |
| | | Assault 2 | 1 | 0 | 1 | ***. * |
| | | Assault 3 | 1 | 0 | 1 | ***. * |
| | | Criminal Mischief 4 | 1 | 1 | 0 | 0% |
| | TD 32 Total | | 4 | 1 | 3 | 300% |
| | TD 33 | Aggravated Harassment 1 | 0 | 1 | -1 | -100% |
| | | Aggravated Harassment 2 | 0 | 1 | -1 | -100% |
| | | Criminal Mischief 3 | 1 | 0 | 1 | ***. * |
| | | Criminal Mischief 4 | 2 | 1 | 1 | 100% |
| | TD 33 Total | | 3 | 3 | 0 | 0% |
| | TD 34 | Aggravated Harassment 1 | 1 | 1 | 0 | 0% |
| | | Assault 3 | 0 | 1 | -1 | -100% |
| | | Criminal Mischief 4 | 2 | 4 | -2 | -50% |
| | | Public Lewdness | 0 | 1 | -1 | -100% |
| | TD 34 Total | | 3 | 7 | -4 | -57% |
| Queens | TD 20 | Criminal Impersonation 1 | 0 | 1 | -1 | -100% |
| | | Criminal Mischief 4 | 1 | 0 | 1 | ***. * |
| | | Menacing 3 | 1 | 0 | 1 | ***. * |

| | | | | | | |
|-------------|----------------|------------------------|----|----|----|-------------|
| | TD 20 Total | | 2 | 1 | 1 | 100% |
| | TD 33 | Criminal Mischief 4 | 1 | 0 | 1 | ***.* |
| | TD 33 Total | | 1 | 0 | 1 | ***.* |
| Grand Total | | | 39 | 19 | 20 | 105% |



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department Staten Island Rapid Transit

May 2019 vs. 2018

| | 2019 | 2018 | Diff | % Change |
|-----------------------------|-------------|-------------|-------------|-----------------|
| Murder | 0 | 0 | 0 | 0% |
| Rape | 0 | 0 | 0 | 0% |
| Robbery | 1 | 0 | 1 | 100% |
| Felony Assault | 0 | 1 | -1 | -100% |
| Burglary | 0 | 0 | 0 | 0% |
| Grand Larceny | 0 | 2 | -2 | -100% |
| Grand Larceny Auto | 0 | 0 | 0 | 0% |
| Total Major Felonies | 1 | 3 | -2 | -67% |

Year to Date 2019 vs. 2018

| | 2019 | 2018 | Diff | % Change |
|-----------------------------|-------------|-------------|-------------|-----------------|
| Murder | 0 | 0 | 0 | 0% |
| Rape | 0 | 0 | 0 | 0% |
| Robbery | 2 | 1 | 1 | 100% |
| Felony Assault | 1 | 2 | -1 | -50% |
| Burglary | 0 | 0 | 0 | 0% |
| Grand Larceny | 1 | 2 | -1 | -50% |
| Grand Larceny Auto | 0 | 0 | 0 | 0% |
| Total Major Felonies | 4 | 5 | -1 | -20% |

Financial and Ridership Reports

Jaibala Patel, Chief Financial Officer

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



Weekday ridership at the 34th Street – Hudson Yards station has rapidly increased since the opening of the Shops & Restaurants at Hudson Yards on March 15, 2019. In April 2019, average weekday ridership increased 91% to ~21,000 riders compared to April 2018.

Preliminary April 2019 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary April 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:

- April 2019 New York City Transit ridership of 193.2 million was 0.7 million (0.4 percent) above budget, of which subway ridership of 145 million was 1.8 million (1.2 percent) above budget, and bus ridership of 47.2 million was 1.1 million (2.3 percent) below budget.
- April 2019 farebox revenue of \$381.0 million was \$4.2 million (1.1 percent) above budget.
- Operating expenses of \$726.8 million exceeded budget in April by \$6.6 million (0.9 percent). Labor expenses were under budget by a net \$1.1 million (0.2 percent), as favorable results in health & welfare/OPEB current expenses of \$18.1 million (14.3 percent) - due largely to lower rates, favorable credits, and vacancies - were mostly offset by higher overtime expenses of \$14.3 million (36.0 percent), due to unfavorable SAP (Subways Action Plan) job overruns and vacancy/absentee coverage requirements. Non-labor expenses overran budget by \$7.7 million (4.4 percent), including higher electric power expenses of \$3.8 million (17.8 percent) - driven mostly by the unfavorable timing of expenses - and an overrun in materials & supplies of \$1.9 million (6.9 percent) - involving unfavorable obsolescence adjustments.

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

| Preliminary Financial Results Compared to Budget | | | | | | |
|--|----------------------|-------|-----------|----------------------------|----------------------|-------|
| Category (\$ in millions) | April Results | | Budget | April Year-to-Date Results | | |
| | Variance Fav/(Unfav) | | | Prelim Actual | Variance Fav/(Unfav) | |
| | \$ | % | \$ | \$ | \$ | % |
| Total Farebox Revenue | 4.2 | 1.1 | 1,447.1 | 1,448.7 | 1.5 | 0.1 |
| Nonreimb. Exp. before Dep./OPEB | (6.6) | (0.9) | (2,886.8) | (2,865.8) | 21.0 | 0.7 |
| Net Cash Deficit* | 13.1 | 4.5 | (1,177.2) | (1,186.7) | (9.5) | (0.8) |

*Excludes Subsidies and Debt Service

April 2019 farebox revenue of \$381.0 million was \$4.2 million (1.1 percent) above budget. Subway revenue was \$4.5 million (1.5 percent) above budget, bus revenue was \$0.4 million (0.5 percent) below budget, and Paratransit revenue was less than \$0.1 million (1.8 percent) above budget. Accrued fare media liability was equal to budget. The April 2019 non-student average fare of \$2.04 increased 3.4¢ from April 2018; subway fare increased 3.1¢; local bus fare increased 2.8¢; express bus fare increased 17.3¢.

Total ridership in April 2019 of 193.2 million was 0.7 million (0.4 percent) above budget. Average weekday ridership in April 2019 was 7.4 million, 0.9 percent below April 2018. Average weekday ridership for the twelve months ending April 2019 was 7.3 million, 2.1 percent lower than the twelve months ending April 2018.

Nonreimbursable expenses, before depreciation, OPEB and GASB 68 Pension Adjustment, were above budget in April by \$6.6 million (0.9 percent).

Labor expenses were less than budget by a net \$1.1 million (0.2 percent), including favorable results in health & welfare/OPEB current expenses of \$18.1 million (14.3 percent) - due primarily to lower rates, favorable credits, and vacancies. Largely offsetting this result were higher overtime expenses of \$14.3 million (36.0 percent), due largely to various SAP (Subway Action Plan) job overruns and vacancy/absentee coverage requirements.

Non-labor expenses were in excess of budget by \$7.7 million (4.4 percent), in large part due to higher electric power expenses of \$3.8 million (17.8 percent) and materials & supplies expenses of \$1.9 million (6.9 percent).

Year-to-date, nonreimbursable expenses underran budget by \$21.0 million (0.7 percent), of which labor expenses were lower by a net \$6.2 million (0.3 percent) - including lower health & welfare/OPEB current expenses of \$48.6 million (9.7 percent), largely offset by higher overtime expenses of \$47.9 million (29.4 percent). Non-labor expenses were favorable by \$14.8 million (2.1 percent).

The **net cash deficit** for April year-to-date was \$1,186.7 million, unfavorable to budget by \$9.5 million (0.8 percent).

Financial Results

Farebox Revenue

| April 2019 Farebox Revenue - (\$ in millions) | | | | | | | | | |
|---|--------------|---------------|-----------------------------------|-------------|--------------------|----------------|-----------------------------------|-------------|--|
| | April | | | | April Year-to-Date | | | | |
| | Budget | Prelim Actual | Favorable/(Unfavorable) Amount | Percent | Budget | Prelim Actual | Favorable/(Unfavorable) Amount | Percent | |
| Subway | 290.6 | 295.1 | 4.5 | 1.5% | 1,114.4 | 1,117.7 | 3.3 | 0.3% | |
| NYCT Bus | 77.8 | 77.5 | (0.4) | (0.5%) | 299.5 | 297.3 | (2.2) | (0.7%) | |
| Paratransit | 1.9 | 1.9 | 0.0 | 1.8% | 7.1 | 7.6 | 0.5 | 6.6% | |
| | | | | | | | | | |
| Subtotal | 370.3 | 374.5 | 4.2 | 1.1% | 1,421.0 | 1,422.5 | 1.5 | 0.1% | |
| | | | | | | | | | |
| Fare Media Liability | 6.5 | 6.5 | 0.0 | 0.0% | 26.2 | 26.2 | 0.0 | 0.0% | |
| | | | | | | | | | |
| Total - NYCT | 376.9 | 381.0 | 4.2 | 1.1% | 1,447.1 | 1,448.6 | 1.5 | 0.1% | |

Note: Totals may not add due to rounding.

The positive revenue variance is mainly due to favorable subway ridership and a higher average fare than adopted in the budget.

Average Fare

| April Non-Student Average Fare - (in \$) | | | | |
|--|--------------|--------------|--------------|-------------|
| NYC Transit | | | | |
| | 2018 | Prelim 2019 | Change | |
| | | | Amount | Percent |
| Subway | 2.085 | 2.116 | 0.031 | 1.5% |
| Local Bus | 1.669 | 1.696 | 0.028 | 1.7% |
| | | | | |
| Subway & Local Bus | 1.984 | 2.018 | 0.034 | 1.7% |
| | | | | |
| Express Bus | 5.272 | 5.445 | 0.173 | 3.3% |
| | | | | |
| Total | 2.001 | 2.035 | 0.034 | 1.7% |

The increase in the non-student average fare from the prior year is due to the April 21st fare increase, as well as fewer trips per pass resulting in higher average fares for unlimited ride passes.

Other Operating Revenue

In the month, other operating revenue was below budget by \$1.7 million (4.1 percent), largely from underruns in real estate and Urban Tax revenues. Year-to-date, other operating revenue was below budget by \$2.6 million (1.6 percent), due primarily to an underrun in real estate revenue, partly offset by higher Transit Adjudication Bureau (TAB) and Urban Tax revenues.

Nonreimbursable Expenses

Nonreimbursable expenses, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were over budget in the month by \$6.6 million (0.9 percent).

Labor expenses in the month of April were lower than budget by a net \$1.1 million (0.2 percent):

- Health & welfare (including OPEB current expenses) were favorable by \$18.1 million (14.3 percent), due largely to lower rates, favorable credits, and vacancies.
- Overtime expenses were higher than budget by \$14.3 million (36.0 percent), due largely to various unfavorable SAP job overruns and vacancy/absentee coverage requirements for Station Agents, Station Cleaners and Bus Operators.
- Other Fringe Benefit expenses were over by \$3.8 million (10.2 percent), mainly from unfavorable Fringe Benefit overhead results - due to lower reimbursable labor requirements.
- Pension expenses were unfavorable by \$1.9 million (2.4 percent), primarily from the unfavorable timing of NYCERS expenses.

Non-labor expenses exceeded budget in April by \$7.7 million (4.4 percent):

- Electric power expenses were higher by \$3.8 million (17.8 percent), caused by the unfavorable timing of expenses, partly offset by lower prices.
- Materials & supplies expenses overran by \$1.9 million (6.9 percent), due mainly to unfavorable obsolescence adjustments.
- Paratransit service contract expenses were over budget by \$1.2 million (2.9 percent), resulting from additional E-Hail activity.

Year-to-date, operating expenses were below budget by \$21.0 million (0.7 percent).

Labor expenses year-to-date were favorable to budget by a net \$6.2 million (0.3 percent):

- Health & welfare/OPEB current expenses underran budget by \$48.6 million (9.7 percent), due largely to lower rates, favorable credits, and vacancies.
- Reimbursable overhead credits were favorable by \$14.9 million (15.7 percent), due mainly to higher reimbursable labor requirements.

- Payroll expenses underran by \$4.8 million (0.4 percent), mostly from vacancies, partly offset by the unfavorable timing of expenses.
- Overtime expenses were higher than budget by \$47.9 million (29.4 percent), due primarily to Subway Action Plan (SAP) job overruns and vacancy/absentee coverage requirements for Station Agents, Station Cleaners, and Bus Operators.
- Pension expenses were over budget by \$4.7 million (1.5 percent), due primarily to the unfavorable timing of NYCERS expenses.
- Other fringe benefit expenses were higher by \$9.5 million (6.3 percent), caused mainly by higher FICA costs and unfavorable fringe benefit overhead results - due to lower reimbursable labor requirements.

Non-labor expenses year-to-date were below budget by \$14.8 million (2.1 percent):

- Maintenance contract expenses underran by \$38.1 million (30.1 percent), due primarily to the favorable timing of maintenance & repair expenses and auto purchases.
- Paratransit service contract expenses were over budget by \$10.8 million (7.1 percent), resulting from additional E-Hail activity.
- Electric power expenses were higher by \$9.3 million (9.9 percent), due mostly to higher consumption and the unfavorable timing of expenses.
- Materials & supplies expenses were above budget by \$2.6 million (1.1 percent), due mostly to the unfavorable timing of maintenance material requirements.

Depreciation expenses year-to-date were higher than budget by \$16.3 million (2.6 percent).

No GASB #45 Other Post-Employment Benefit expenses were recorded through April.

GASB 68 Pension Adjustment expenses of \$1.5 million were recorded through April.

Net Cash Deficit

The net cash deficit for April year-to-date was \$1,186.7 million, unfavorable to budget by \$9.5 million (0.8 percent).

Incumbents

There were 49,469 full-time paid incumbents at the end of April, a net increase of 55 incumbents from March 2019.

Ridership Results

| April 2019 Ridership vs. Budget - (millions) | | | | | | | | |
|--|--------------|---------------|-------------|-------------|--------------------|---------------|--------------|---------------|
| | April | | | | April Year-to-Date | | | |
| | Budget | Prelim Actual | More/(Less) | | Budget | Prelim Actual | More/(Less) | |
| | | | Amount | Percent | | | Amount | Percent |
| Subway | 143.2 | 145.0 | 1.8 | 1.2% | 547.5 | 549.6 | 2.1 | 0.4% |
| NYCT Bus | 48.4 | 47.2 | (1.1) | (2.3%) | 185.7 | 182.2 | (3.4) | (1.8%) |
| Paratransit | 0.9 | 0.9 | 0.0 | 2.2% | 3.4 | 3.6 | 0.2 | 6.5% |
| | | | | | | | | |
| Total - NYCT | 192.5 | 193.2 | 0.7 | 0.4% | 736.5 | 735.5 | (1.1) | (0.1%) |

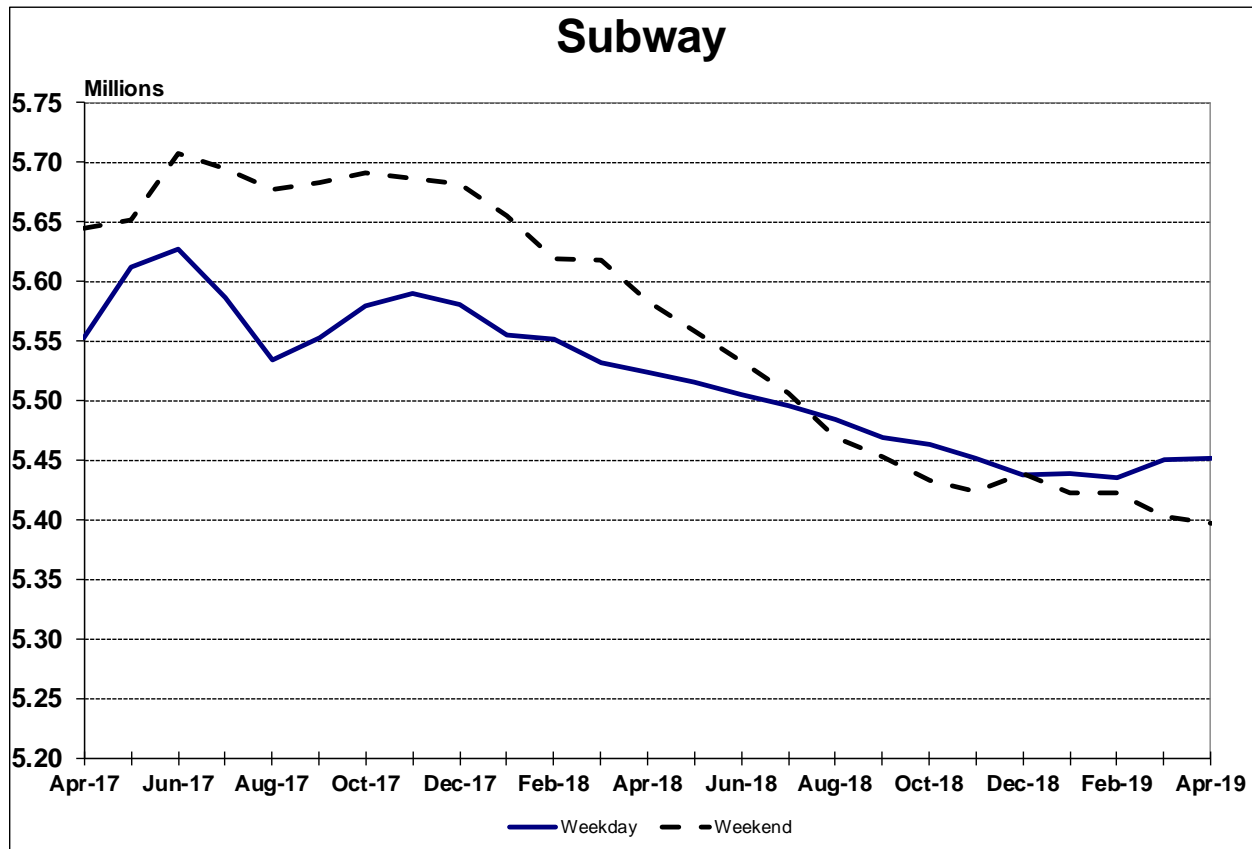
Notes: Totals may not add due to rounding.

| April Average Weekday and Weekend Ridership vs. Prior Year | | | | | | | | |
|--|-------------------------------|--------------|--------------|--------------|-------------------------------|--------------|--------------|--------------|
| Month | Average Weekday - (thousands) | | | | Average Weekend - (thousands) | | | |
| | 2018 | Preliminary | | Change | 2018 | Preliminary | | Change |
| | | 2019 | Amount | | | 2019 | Amount | |
| Subway | 5,565 | 5,573 | 8 | +0.1% | 5,671 | 5,593 | (78) | -1.4% |
| NYCT Local Bus | 1,831 | 1,755 | (77) | -4.2% | 2,069 | 1,922 | (147) | -7.1% |
| NYCT Express Bus | 42 | 40 | (1) | -3.0% | 13 | 13 | (0) | -3.1% |
| Paratransit | 31 | 35 | 3 | +10.4% | 41 | 42 | 1 | +1.7% |
| | | | | | | | | |
| TOTAL - NYCT | 7,469 | 7,403 | (66) | -0.9% | 7,795 | 7,570 | (225) | -2.9% |
| | | | | | | | | |
| 12-Month Rolling Average | | | | | | | | |
| Subway | 5,524 | 5,451 | (73) | -1.3% | 5,583 | 5,397 | (186) | -3.3% |
| Local Bus | 1,845 | 1,753 | (92) | -5.0% | 2,043 | 1,950 | (93) | -4.6% |
| Express Bus | 40 | 40 | (0) | -0.4% | 13 | 13 | (0) | -1.7% |
| Paratransit | 28 | 33 | 5 | +19.1% | 34 | 40 | 6 | +17.4% |
| | | | | | | | | |
| TOTAL - NYCT | 7,437 | 7,277 | (159) | -2.1% | 7,673 | 7,399 | (274) | -3.6% |

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

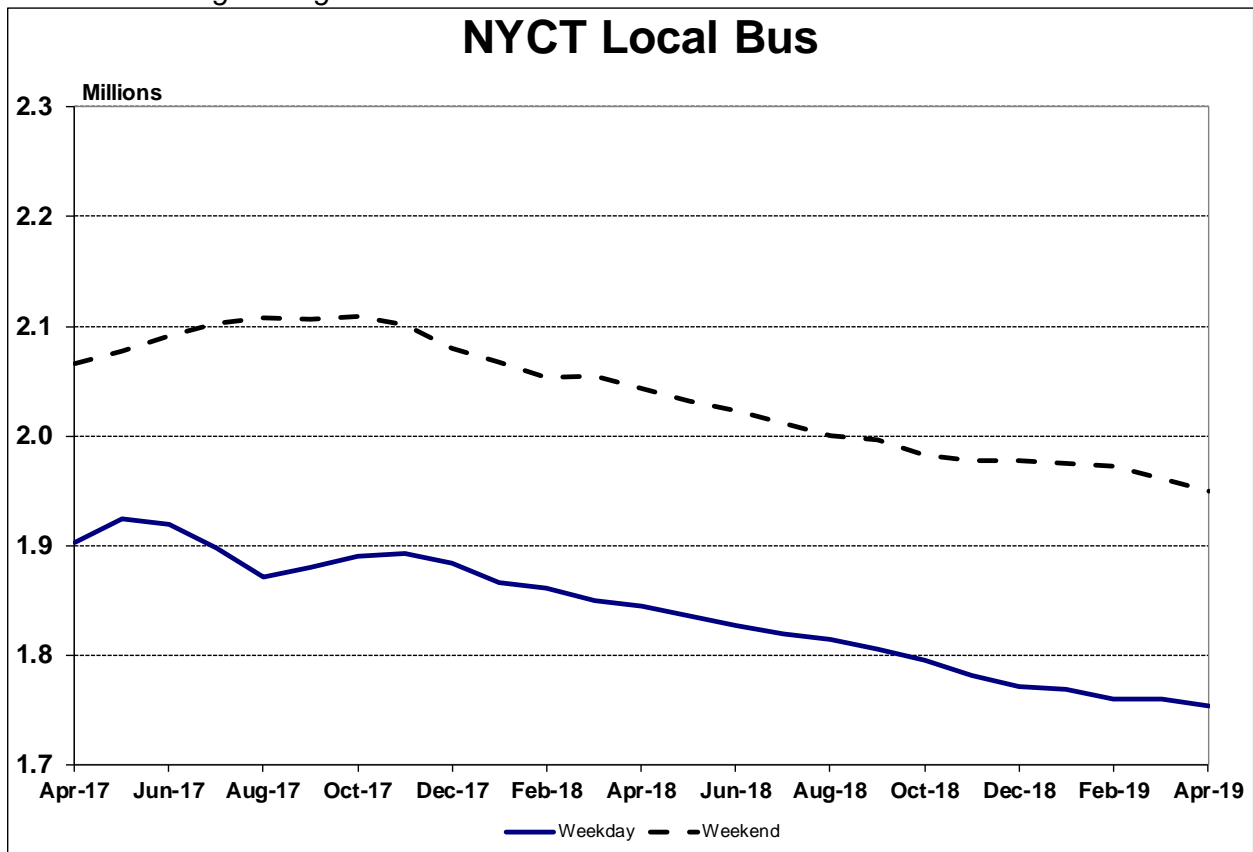
Bus ridership in April 2019 was below budget, including a large decrease in student ridership, consistent with the unfavorable ridership trend in 2019. The better than expected weather in the first few months of 2019 has driven the positive year-to-date variance from budget in subway ridership, as well as reduced the negative variance on bus.

Average Weekday and Weekend Ridership
12-Month Rolling Averages



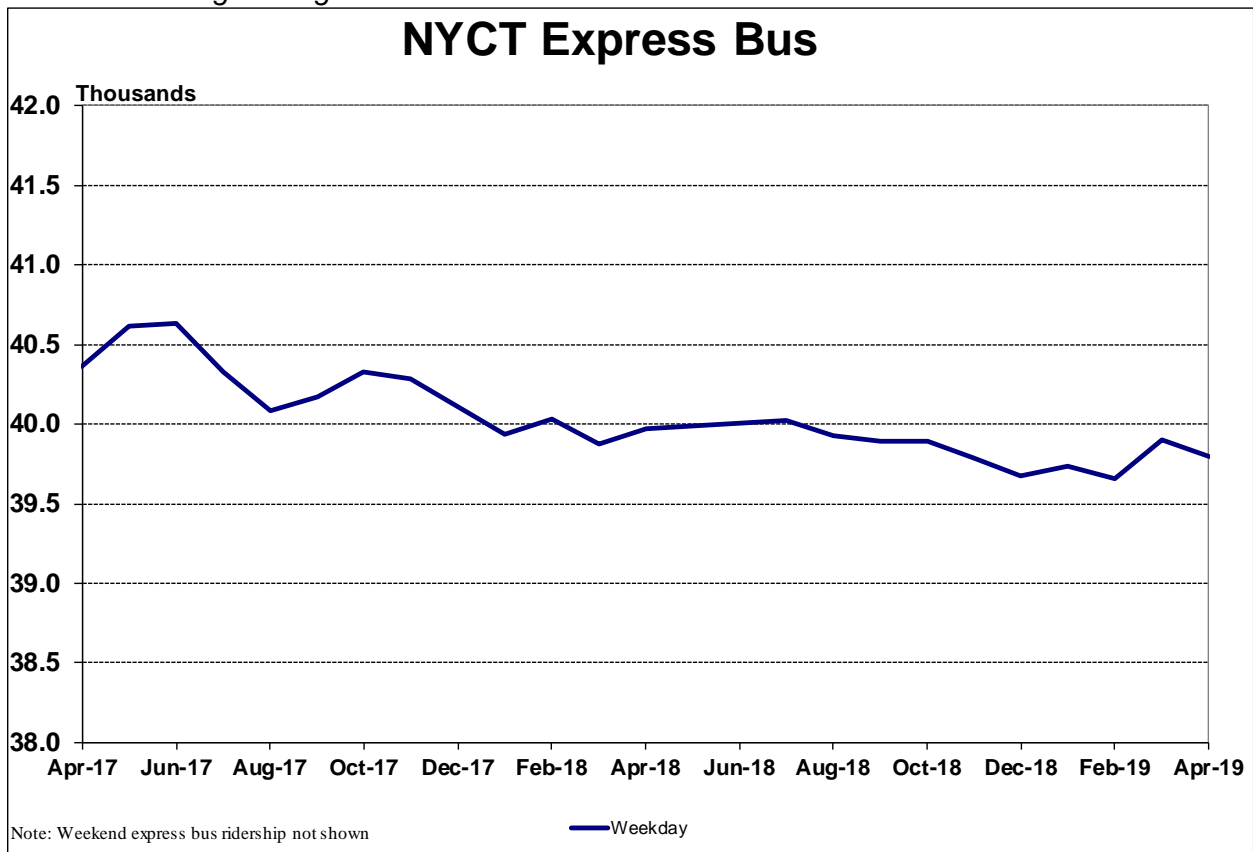
- Average weekday subway ridership was flat in 2016 and began to decline in 2017. April 2019 average weekday subway ridership was slightly higher (0.1 percent) than the prior year.
- Average weekend ridership decreased from 2015 to 2016, and from 2016 to 2017. The 12-month rolling average weekend subway ridership in April 2019 was 3.3 percent lower than April 2018.

12-Month Rolling Averages



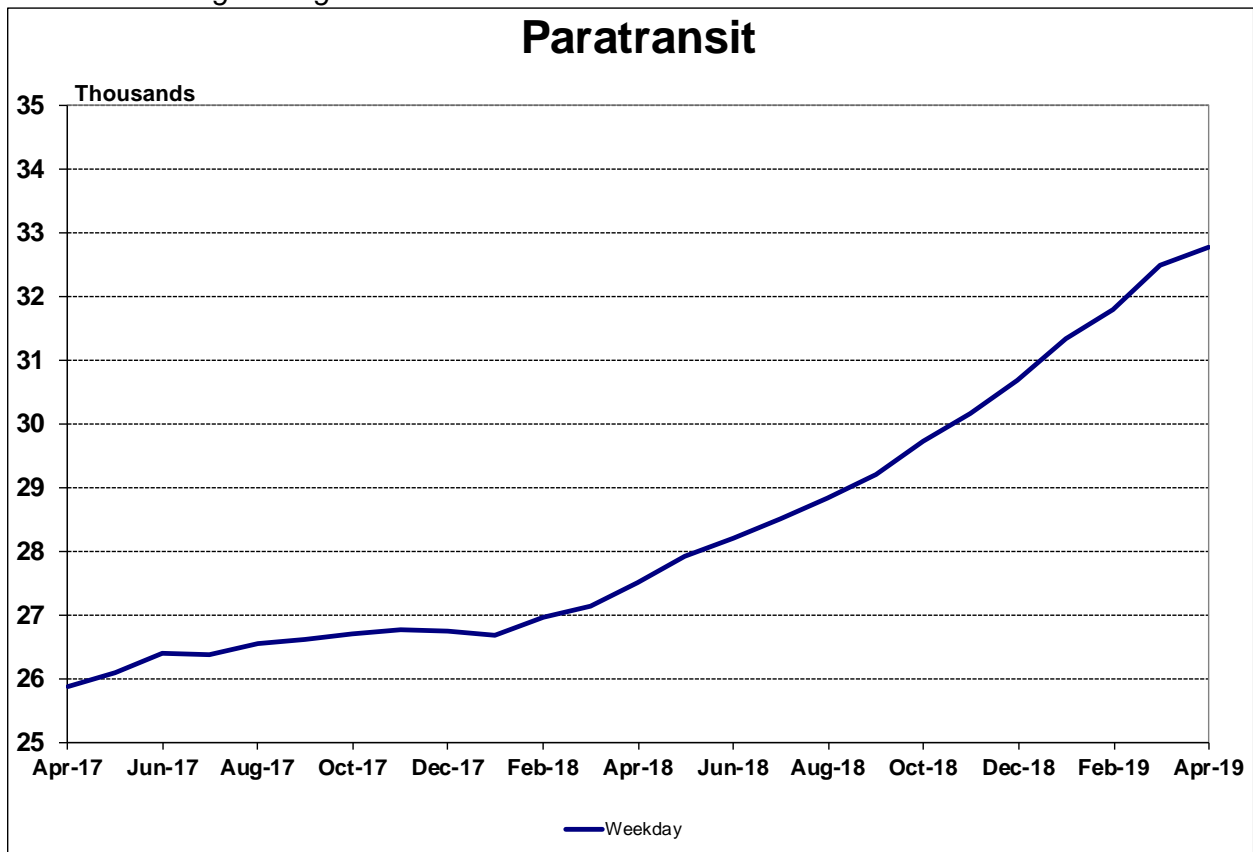
- The long-term downward trend in bus ridership accelerated in March 2017 and has continued in 2019.

12-Month Rolling Averages



- After a period of stable ridership, express bus ridership has been declining since the March 2017 fare increase. Though ridership increased year-over-year from April 2018 to July 2018, returning to the 2016 ridership levels, ridership began to decline again in August of 2018.

12-Month Rolling Averages



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

Ridership on New York Area Transit Services

From April 2018 to April 2019, average weekday ridership was mixed across area services. NYCT Paratransit (up 10.4 percent) saw the largest increase, while MTA Express Bus (down 17.2 percent) saw the largest decrease. Weekend ridership was down, with MTA Express Bus (down 22.3 percent) posting the largest loss.

Bridges and Tunnels traffic increased on weekdays and weekends.

| Ridership on Transit Services in the New York Area (thousands) | | | | | | |
|---|---------------|----------------------|-----------------------|-------------------------------|---------------------------------|--|
| Transit Service | Apr-18 | Prelim Apr-19 | Percent Change | Rolling Avg Prior Year | Rolling Avg Current Year | 12-Month Rolling Average Percent Change |
| Average Weekday | | | | | | |
| NYCT Subway | 5,565 | 5,573 | +0.1% | 5,524 | 5,451 | -1.3% |
| NYCT Local Bus | 1,831 | 1,755 | -4.2% | 1,845 | 1,753 | -5.0% |
| NYCT Express Bus | 42 | 40 | -3.0% | 40 | 40 | -0.4% |
| NYCT Paratransit | 31 | 35 | +10.4% | 28 | 33 | +19.1% |
| Staten Island Railway | 16 | 15 | -5.1% | 16 | 16 | -3.0% |
| MTA Local Bus | 368 | 365 | -0.8% | 364 | 364 | -0.0% |
| MTA Express Bus | 31 | 26 | -17.2% | 29 | 29 | -0.6% |
| Long Island Rail Road | 304 | 310 | +2.2% | 309 | 315 | +2.0% |
| Metro-North Railroad | 284 | 288 | +1.7% | 284 | 285 | +0.4% |
| PATH | 284 | 286 | +0.6% | 284 | 283 | -0.5% |
| Average Weekend | | | | | | |
| NYCT Subway | 5,671 | 5,593 | -1.4% | 5,583 | 5,397 | -3.3% |
| NYCT Local Bus | 2,069 | 1,922 | -7.1% | 2,043 | 1,950 | -4.6% |
| NYCT Express Bus | 13 | 13 | -3.1% | 13 | 13 | -1.7% |
| NYCT Paratransit | 41 | 42 | +1.7% | 34 | 40 | +17.4% |
| Staten Island Railway | 8 | 8 | -5.3% | 8 | 7 | -10.9% |
| MTA Local Bus | 385 | 381 | -1.1% | 381 | 385 | +1.1% |
| MTA Express Bus | 13 | 10 | -22.3% | 12 | 12 | +4.1% |
| Long Island Rail Road | 197 | 206 | +4.6% | 204 | 210 | +2.8% |
| Metro-North Railroad | 230 | 244 | +6.0% | 235 | 238 | +1.3% |
| PATH | 213 | 193 | -9.1% | 206 | 189 | -8.1% |

| MTA Bridges and Tunnels (thousands) | | | | | | |
|--|-------|-------|-------|-------|-------|-------|
| Average Weekday | 900 | 927 | +3.0% | 885 | 918 | +3.8% |
| Average Weekend | 1,700 | 1,755 | +3.2% | 1,604 | 1,699 | +5.9% |

Note: Percentages are based on unrounded data.

Economy

From April 2018 to April 2019, New York City employment increased 2.3 percent (106,100 jobs). Total private sector employment increased 2.5 percent (97,900 jobs) and government employment increased 1.4 percent (8,200 jobs). Private employment sectors largely increased over the prior year. The sector with the largest absolute increase was educational and health services, up 48,000 jobs (4.7 percent). The sector with the largest percentage increase was information, up 5.6 percent (11,200 jobs).

| NYC Employment by Sector - (thousands) | | | | | |
|--|----------------|----------------|--------------|-------------|-------------|
| Employment Sector | Apr-18 | Apr-19 | Amount | Change | |
| | | | | % | % YTD |
| Construction | 156.2 | 160.9 | 4.7 | 3.0% | 3.1% |
| Manufacturing | 71.1 | 68.8 | -2.3 | -3.2% | -2.6% |
| Trade & Transportation | 623.5 | 631.0 | 7.5 | 1.2% | 1.0% |
| Leisure & Hospitality | 464.6 | 467.8 | 3.2 | 0.7% | -0.4% |
| Financial Activities | 468.5 | 471.2 | 2.7 | 0.6% | 0.3% |
| Information | 199.7 | 210.9 | 11.2 | 5.6% | 3.2% |
| Professional & Business Services | 753.8 | 772.3 | 18.5 | 2.5% | 1.9% |
| Educational & Health Services | 1,015.1 | 1,063.1 | 48.0 | 4.7% | 4.8% |
| Other Services | 193.2 | 197.6 | 4.4 | 2.3% | 2.5% |
| | | | | | |
| Total Private | 3,945.7 | 4,043.6 | 97.9 | 2.5% | 2.1% |
| | | | | | |
| Government | 586.5 | 594.7 | 8.2 | 1.4% | 1.3% |
| | | | | | |
| Total NYC Employment | 4,532.2 | 4,638.3 | 106.1 | 2.3% | 2.0% |

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

5/30/2019 12:37 PM

| | Nonreimbursable | | Var Percent | | Reimbursable | | | | Total | | | |
|--|------------------|------------------|----------------------------|--------------|------------------|------------------|----------------------------|--------------|------------------|------------------|----------------------------|--------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Subway | \$290.564 | \$295.061 | \$4.496 | 1.5 | \$0.000 | \$0.000 | - | - | \$290.564 | \$295.061 | \$4.496 | 1.5 |
| Bus | \$77.845 | \$77.467 | (0.378) | (0.5) | \$0.000 | \$0.000 | - | - | \$77.845 | \$77.467 | (0.378) | (0.5) |
| Paratransit | \$1.910 | \$1.945 | \$0.034 | 1.8 | \$0.000 | \$0.000 | - | - | \$1.910 | \$1.945 | \$0.034 | 1.8 |
| Fare Liability | \$6.542 | \$6.542 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$6.542 | \$6.542 | \$0.000 | 0.0 |
| Farebox Revenue | \$376.862 | \$381.014 | \$4.153 | 1.1 | \$0.000 | \$0.000 | - | - | \$376.862 | \$381.014 | \$4.153 | 1.1 |
| Fare Reimbursement | \$8.088 | \$8.088 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$8.088 | \$8.088 | \$0.000 | 0.0 |
| Paratransit Reimbursement | \$17.916 | \$17.474 | (0.442) | (2.5) | \$0.000 | \$0.000 | - | - | \$17.916 | \$17.474 | (0.442) | (2.5) |
| Other Operating Revenue | \$15.015 | \$13.766 | (1.248) | (8.3) | \$0.000 | \$0.000 | - | - | \$15.015 | \$13.766 | (1.248) | (8.3) |
| Other Revenue | \$41.019 | \$39.329 | (1.690) | (4.1) | \$0.000 | \$0.000 | - | - | \$41.019 | \$39.329 | (1.690) | (4.1) |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$116.528 | \$110.266 | (6.262) | (5.4) | \$116.528 | \$110.266 | (6.262) | (5.4) |
| Total Revenue | \$417.880 | \$420.343 | \$2.463 | 0.6 | \$116.528 | \$110.266 | (6.262) | (5.4) | \$534.409 | \$530.609 | (3.799) | (0.7) |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$285.571 | \$284.855 | \$0.716 | 0.3 | \$49.239 | \$36.967 | \$12.272 | 24.9 | \$334.809 | \$321.822 | \$12.988 | 3.9 |
| Overtime | \$39.647 | \$53.930 | (14.283) | (36.0) | \$8.753 | \$16.337 | (7.584) | (86.6) | \$48.400 | \$70.267 | (21.867) | (45.2) |
| Total Salaries & Wages | \$325.218 | \$338.785 | (13.568) | (4.2) | \$57.992 | \$53.304 | \$4.688 | 8.1 | \$383.209 | \$392.089 | (8.880) | (2.3) |
| Health and Welfare | \$83.858 | \$74.358 | \$9.501 | 11.3 | \$2.250 | \$1.989 | \$0.262 | 11.6 | \$86.109 | \$76.347 | \$9.762 | 11.3 |
| OPEB Current Payment | \$42.413 | \$33.786 | \$8.627 | 20.3 | \$0.933 | \$0.829 | \$0.104 | 11.1 | \$43.346 | \$34.616 | \$8.731 | 20.1 |
| Pensions | \$76.987 | \$78.843 | (1.856) | (2.4) | \$3.112 | \$4.160 | (1.048) | (33.7) | \$80.099 | \$83.003 | (2.904) | (3.6) |
| Other Fringe Benefits | \$37.343 | \$41.143 | (3.799) | (10.2) | \$19.527 | \$15.947 | \$3.580 | 18.3 | \$56.870 | \$57.089 | (0.219) | (0.4) |
| Total Fringe Benefits | \$240.602 | \$228.130 | \$12.472 | 5.2 | \$25.822 | \$22.924 | \$2.898 | 11.2 | \$266.424 | \$251.054 | \$15.370 | 5.8 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | (21.798) | (23.994) | \$2.195 | 10.1 | \$21.798 | \$23.994 | (2.195) | (10.1) | \$0.000 | \$0.000 | \$0.000 | - |
| Labor | \$544.022 | \$542.922 | \$1.100 | 0.2 | \$105.611 | \$100.222 | \$5.390 | 5.1 | \$649.633 | \$643.143 | \$6.490 | 1.0 |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$21.310 | \$25.095 | (3.784) | (17.8) | \$0.021 | \$0.029 | (0.007) | (34.3) | \$21.332 | \$25.123 | (3.791) | (17.8) |
| Fuel | \$10.657 | \$9.976 | \$0.680 | 6.4 | \$0.000 | \$0.000 | - | - | \$10.657 | \$9.976 | \$0.680 | 6.4 |
| Insurance | \$5.940 | \$6.130 | (0.190) | (3.2) | \$0.000 | \$0.000 | - | - | \$5.940 | \$6.130 | (0.190) | (3.2) |
| Claims | \$17.409 | \$17.409 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$17.409 | \$17.409 | \$0.000 | 0.0 |
| Paratransit Service Contracts | \$40.207 | \$41.361 | (1.153) | (2.9) | \$0.000 | \$0.000 | - | - | \$40.207 | \$41.361 | (1.153) | (2.9) |
| Maintenance and Other Operating Contracts | \$28.052 | \$29.032 | (0.980) | (3.5) | \$3.532 | \$3.417 | \$0.116 | 3.3 | \$31.584 | \$32.449 | (0.865) | (2.7) |
| Professional Service Contracts | \$17.360 | \$17.763 | (0.404) | (2.3) | \$0.714 | \$1.679 | (0.966) | - | \$18.073 | \$19.443 | (1.369) | (7.6) |
| Materials & Supplies | \$27.867 | \$29.796 | (1.929) | (6.9) | \$6.481 | \$4.364 | \$2.116 | 32.7 | \$34.348 | \$34.161 | \$0.187 | 0.5 |
| Other Business Expenses | \$7.378 | \$7.335 | \$0.043 | 0.6 | \$0.169 | \$0.556 | (0.387) | - | \$7.547 | \$7.890 | (0.344) | (4.6) |
| Non-Labor | \$176.180 | \$183.898 | (7.717) | (4.4) | \$10.917 | \$10.045 | \$0.872 | 8.0 | \$187.097 | \$193.942 | (6.845) | (3.7) |
| Other Expense Adjustments: | | | | | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses before Depreciation and OPEB | \$720.202 | \$726.819 | (6.617) | (0.9) | \$116.528 | \$110.266 | \$6.262 | 5.4 | \$836.731 | \$837.085 | (0.355) | 0.0 |
| Depreciation | \$156.505 | \$161.582 | (5.076) | (3.2) | \$0.000 | \$0.000 | - | - | \$156.505 | \$161.582 | (5.076) | (3.2) |
| 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 Expenses | \$876.707 | \$888.401 | (11.693) | (1.3) | \$116.528 | \$110.266 | \$6.262 | 5.4 | \$993.236 | \$998.667 | (5.431) | (0.5) |
| OPERATING SURPLUS/DEFICIT | (458.827) | (468.058) | (9.230) | (2.0) | \$0.000 | \$0.000 | \$0.000 | 0.0 | (458.827) | (468.058) | (9.230) | (2.0) |

Note: Totals may not add due to rounding

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

MTA NEW YORK CITY TRANSIT
Apr - 2019 Adopted
Accrual Statement of Operations By Category
Year-To-Date - Apr 2019
(\$ in Millions)

5/30/2019 12:37 PM

| | Nonreimbursable | | Var Percent | | Reimbursable | | | | Total | | | |
|--|--------------------|--------------------|----------------------------|--------------|------------------|------------------|----------------------------|--------------|--------------------|--------------------|----------------------------|--------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Subway | \$1,114.370 | \$1,117.660 | \$3.289 | 0.3 | \$0.000 | \$0.000 | - | - | \$1,114.370 | \$1,117.660 | \$3.289 | 0.3 |
| Bus | \$299.480 | \$297.253 | (2.227) | (0.7) | \$0.000 | \$0.000 | - | - | \$299.480 | \$297.253 | (2.227) | (0.7) |
| Paratransit | \$7.099 | \$7.570 | \$0.471 | 6.6 | \$0.000 | \$0.000 | - | - | \$7.099 | \$7.570 | \$0.471 | 6.6 |
| Fare Liability | \$26.168 | \$26.168 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$26.168 | \$26.168 | \$0.000 | 0.0 |
| Farebox Revenue | \$1,447.118 | \$1,448.650 | \$1.533 | 0.1 | \$0.000 | \$0.000 | - | - | \$1,447.118 | \$1,448.650 | \$1.533 | 0.1 |
| Fare Reimbursement | \$32.616 | \$32.616 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$32.616 | \$32.616 | \$0.000 | 0.0 |
| Paratransit Reimbursement | \$71.664 | \$72.595 | \$0.931 | 1.3 | \$0.000 | \$0.000 | - | - | \$71.664 | \$72.595 | \$0.931 | 1.3 |
| Other Operating Revenue | \$60.058 | \$56.563 | (3.495) | (5.8) | \$0.000 | \$0.000 | - | - | \$60.058 | \$56.563 | (3.495) | (5.8) |
| Other Revenue | \$164.338 | \$161.774 | (2.564) | (1.6) | \$0.000 | \$0.000 | - | - | \$164.338 | \$161.774 | (2.564) | (1.6) |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$468.228 | \$483.850 | \$15.622 | 3.3 | \$468.228 | \$483.850 | \$15.622 | 3.3 |
| Total Revenue | \$1,611.455 | \$1,610.424 | (1.031) | (0.1) | \$468.228 | \$483.850 | \$15.622 | 3.3 | \$2,079.684 | \$2,094.274 | \$14.590 | 0.7 |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$1,151.352 | \$1,146.559 | \$4.793 | 0.4 | \$191.478 | \$161.425 | \$30.052 | 15.7 | \$1,342.830 | \$1,307.984 | \$34.845 | 2.6 |
| Overtime | \$163.002 | \$210.933 | (47.930) | (29.4) | \$42.252 | \$74.465 | (32.213) | (76.2) | \$205.255 | \$285.398 | (80.144) | (39.0) |
| Total Salaries & Wages | \$1,314.354 | \$1,357.492 | (43.138) | (3.3) | \$233.730 | \$235.891 | (2.161) | (0.9) | \$1,548.084 | \$1,593.383 | (45.298) | (2.9) |
| Health and Welfare | \$331.864 | \$299.081 | \$32.783 | 9.9 | \$9.055 | \$8.337 | \$0.718 | 7.9 | \$340.919 | \$307.418 | \$33.501 | 9.8 |
| OPEB Current Payment | \$169.653 | \$153.813 | \$15.840 | 9.3 | \$3.731 | \$3.331 | \$0.400 | 10.7 | \$173.384 | \$157.144 | \$16.241 | 9.4 |
| Pensions | \$309.642 | \$314.353 | (4.711) | (1.5) | \$12.447 | \$12.819 | (0.372) | (3.0) | \$322.090 | \$327.172 | (5.083) | (1.6) |
| Other Fringe Benefits | \$150.668 | \$160.194 | (9.526) | (6.3) | \$76.470 | \$72.670 | \$3.800 | 5.0 | \$227.138 | \$232.864 | (5.726) | (2.5) |
| Total Fringe Benefits | \$961.828 | \$927.441 | \$34.387 | 3.6 | \$101.704 | \$97.157 | \$4.546 | 4.5 | \$1,063.532 | \$1,024.598 | \$38.933 | 3.7 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | (95.007) | (109.952) | \$14.945 | 15.7 | \$95.007 | \$109.952 | (14.945) | (15.7) | \$0.000 | \$0.000 | \$0.000 | - |
| Labor | \$2,181.175 | \$2,174.981 | \$6.195 | 0.3 | \$430.441 | \$443.000 | (12.559) | (2.9) | \$2,611.616 | \$2,617.981 | (6.365) | (0.2) |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$93.532 | \$102.832 | (9.300) | (9.9) | \$0.085 | \$0.116 | (0.031) | (36.1) | \$93.617 | \$102.949 | (9.331) | (10.0) |
| Fuel | \$40.047 | \$39.577 | \$0.470 | 1.2 | \$0.000 | \$0.000 | - | - | \$40.047 | \$39.577 | \$0.470 | 1.2 |
| Insurance | \$23.602 | \$23.447 | \$0.155 | 0.7 | \$0.000 | \$0.000 | - | - | \$23.602 | \$23.447 | \$0.155 | 0.7 |
| Claims | \$69.636 | \$69.636 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$69.636 | \$69.636 | \$0.000 | 0.0 |
| Paratransit Service Contracts | \$152.249 | \$163.000 | (10.751) | (7.1) | \$0.000 | \$0.000 | - | - | \$152.249 | \$163.000 | (10.751) | (7.1) |
| Maintenance and Other Operating Contracts | \$126.630 | \$88.556 | \$38.073 | 30.1 | \$14.220 | \$16.145 | (1.924) | (13.5) | \$140.850 | \$104.701 | \$36.149 | 25.7 |
| Professional Service Contracts | \$61.059 | \$61.547 | (0.489) | (0.8) | \$2.599 | \$5.245 | (2.646) | - | \$63.658 | \$66.793 | (3.135) | (4.9) |
| Materials & Supplies | \$110.793 | \$113.635 | (2.843) | (2.6) | \$22.628 | \$17.928 | \$4.700 | 20.8 | \$133.420 | \$131.563 | \$1.857 | 1.4 |
| Other Business Expenses | \$28.077 | \$28.604 | (0.527) | (1.9) | (1.745) | \$1.416 | (3.161) | - | \$26.332 | \$30.021 | (3.688) | (14.0) |
| Non-Labor | \$705.624 | \$690.836 | \$14.788 | 2.1 | \$37.788 | \$40.850 | (3.062) | (8.1) | \$743.412 | \$731.686 | \$11.726 | 1.6 |
| Other Expense Adjustments: | | | | | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses before Depreciation and OPEB | \$2,886.799 | \$2,865.817 | \$20.983 | 0.7 | \$468.228 | \$483.850 | (15.622) | (3.3) | \$3,355.028 | \$3,349.667 | \$5.361 | 0.2 |
| Depreciation | \$626.021 | \$642.368 | (16.347) | (2.6) | \$0.000 | \$0.000 | - | - | \$626.021 | \$642.368 | (16.347) | (2.6) |
| OPEB Liability | \$260.167 | \$0.000 | \$260.167 | - | \$0.000 | \$0.000 | - | - | \$260.167 | \$0.000 | \$260.167 | - |
| GASB 68 Pension Adjustment | \$0.000 | \$1.464 | (1.464) | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$1.464 | (1.464) | - |
| Environmental Remediation | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses | \$3,772.987 | \$3,509.648 | \$263.339 | 7.0 | \$468.228 | \$483.850 | (15.622) | (3.3) | \$4,241.215 | \$3,993.498 | \$247.717 | 5.8 |
| OPERATING SURPLUS/DEFICIT | (2,161.531) | (1,899.224) | \$262.308 | 12.1 | \$0.000 | \$0.000 | \$0.000 | - | (2,161.531) | (1,899.224) | \$262.308 | 12.1 |

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current months' 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
April 2019
(\$ in millions)

| Generic Revenue or Expense Category | Nonreimb or Reimb | MONTH | | | YEAR TO DATE | | |
|---|----------------------|--|--------|---|--|--------|--|
| | | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance |
| | | \$ | % | | \$ | % | |
| Farebox Revenue | NR | 4.2 | 1.1 | Due primarily to favorable results in subway revenue of \$4.5 million (1.5 percent-mostly higher ridership and average fare) partly offset by lower bus revenue of \$0.4 million (0.5 percent). | 1.5 | 0.1 | Due primarily to favorable results in subway revenue of \$3.3 million (0.3 percent) and paratransit revenue of \$0.5 million (6.6 percent), partly offset by an unfavorable result in bus revenue of \$2.2 million (0.7 percent) |
| Other Operating Revenue | NR | (1.7) | (4.1) | Largely from underruns in real estate and Urban Tax revenues | (2.6) | (1.6) | Due primarily to an underrun in real estate revenue, partly offset by higher Transit Adjudication Bureau (TAB) and Urban Tax revenues |
| Payroll | NR | | | | 4.8 | 0.4 | Mostly vacancies, partly offset by the unfavorable timing of expenses |
| Overtime | NR | (14.3) | (36.0) | Due largely to various unfavorable SAP job overruns and vacancy/absentee coverage requirements for Station Agents, Station Cleaners and Bus Operators | (47.9) | (29.4) | Due largely to the various unfavorable SAP job overruns and vacancy/absentee coverage requirements for Station Agents, Station Cleaners and Bus Operators |
| Health & Welfare (including OPEB current payment) | NR | 18.1 | 14.3 | Due largely to lower rates, favorable credits and vacancies | 48.6 | 9.7 | Due largely to lower rates, favorable credits and vacancies |
| Pension | NR | (1.9) | (2.4) | Primarily the unfavorable timing of NYCERS expenses | (4.7) | (1.5) | Primarily the unfavorable timing of NYCERS expenses |
| Other Fringe Benefits | NR | (3.8) | (10.2) | Mainly unfavorable Fringe Benefit overhead results, due to lower reimbursable labor requirements | (9.5) | (6.3) | Caused mainly by higher FICA costs and unfavorable Fringe benefit results, due to lower reimbursable labor requirements |
| Reimbursable Overhead | NR | | | | 14.9 | 15.7 | Due largely to higher reimbursable labor requirements |
| Electric Power | NR | (3.8) | (17.8) | The unfavorable timing of expenses, partly offset by lower prices | (9.3) | (9.9) | Primarily higher consumption and the unfavorable timing of expenses |
| Paratransit Service Contracts | NR | (1.2) | (2.9) | Resulting from additional E-Hail activity | (10.8) | (7.1) | Resulting from additional E-Hail activity |

Table 3

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

| Generic Revenue or Expense Category | Nonreimb or Reimb | MONTH | | | YEAR TO DATE | | |
|---|----------------------|--|--------|---|--|--------|---|
| | | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance |
| | | \$ | % | | \$ | % | |
| Maintenance and Other Operating Contracts | NR | | | | 38.1 | 30.1 | Primarily the favorable timing of maintenance & repair expenses, and auto purchases |
| Materials and Supplies | NR | (1.9) | (6.9) | Mainly unfavorable obsolescence adjustments | (2.8) | (2.6) | Mostly the unfavorable timing of maintenance material requirements |
| Capital and Other Reimbursements | R | (6.3) | (5.4) | Decreased reimbursements, consistent with a decrease in reimbursable work requirements | 15.6 | 3.3 | Increased reimbursements, consistent with an increase in reimbursable work requirements |
| Payroll | R | 12.3 | 24.9 | Principally vacancies and the favorable timing of capital engineering work and non-capital transactions. | 30.1 | 15.7 | Principally vacancies and the favorable timing of capital engineering work and non-capital transactions. |
| Overtime | R | (7.6) | (86.6) | Unfavorable variance mainly due to vacancy/absentee coverage, SAP Job overrun in Power initiatives and SAP CRW IHC Initiative, and additional Capital support | (32.3) | (76.2) | Unfavorable variance mainly due to vacancy/absentee coverage, SAP Job overrun in Power initiatives and SAP CRW IHC Initiative, and additional Capital support |
| Other Fringe Benefits | R | 3.6 | 18.3 | Mostly favorable overhead results, due to lower reimbursable work requirements | 3.8 | 5.0 | Mostly favorable overhead results, due to lower reimbursable work requirements |
| Maintenance and Other Operating Contracts | R | | | | (1.9) | (13.5) | Mainly the unfavorable timing of vehicle maintenance & repair and construction services work requirements |
| Materials & Supplies | R | 2.1 | 32.7 | Largely the favorable timing of material requirements | 4.7 | 20.8 | Largely the favorable timing of various maintenance material requirements |

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

5/30/2019 12:41 PM

| | Month | | | | Year-To-Date | | | |
|---|-----------|-----------|----------------------------|---------|--------------|-------------|----------------------------|---------|
| | | | Favorable (Unfavorable) | | | | Favorable (Unfavorable) | |
| | Adopted | Actual | Variance | Percent | Adopted | Actual | Variance | Percent |
| Receipts | | | | | | | | |
| Farebox Revenue | \$376.862 | \$377.160 | \$0.298 | 0.1 | \$1,447.118 | \$1,456.181 | \$9.063 | 0.6 |
| Fare Reimbursment | \$0.000 | \$0.000 | \$0.000 | - | \$17.563 | \$15.000 | (2.563) | (14.6) |
| Paratransit Reimbursment | \$3.480 | \$42.983 | \$39.503 | - | \$57.270 | \$103.668 | \$46.398 | 81.0 |
| Other Operating Revenue | \$5.245 | \$3.001 | (2.244) | (42.8) | \$20.978 | \$12.971 | (8.007) | (38.2) |
| Other Revenue | \$8.725 | \$45.984 | \$37.259 | - | \$95.811 | \$131.639 | \$35.828 | 37.4 |
| Capital and Other Reimbursements | \$116.528 | \$83.726 | (32.802) | (28.1) | \$468.228 | \$395.945 | (72.283) | (15.4) |
| Total Revenue | \$502.114 | \$506.870 | \$4.756 | 0.9 | \$2,011.157 | \$1,983.765 | (27.392) | (1.4) |
| Expenditures | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$307.249 | \$295.232 | \$12.017 | 3.9 | \$1,246.508 | \$1,216.097 | \$30.412 | 2.4 |
| Overtime | \$48.400 | \$70.267 | (21.867) | (45.2) | \$205.255 | \$285.398 | (80.144) | (39.0) |
| Total Salaries & Wages | \$355.649 | \$365.499 | (9.850) | (2.8) | \$1,451.763 | \$1,501.495 | (49.732) | (3.4) |
| Health and Welfare | \$86.109 | \$67.593 | \$18.515 | 21.5 | \$340.919 | \$297.270 | \$43.649 | 12.8 |
| OPEB Current Payment | \$43.346 | \$34.616 | \$8.731 | 20.1 | \$173.384 | \$157.144 | \$16.241 | 9.4 |
| Pensions | \$80.099 | \$82.985 | (2.886) | (3.6) | \$322.090 | \$327.043 | (4.953) | (1.5) |
| Other Fringe Benefits | \$40.734 | \$39.698 | \$1.036 | 2.5 | \$163.644 | \$166.682 | (3.038) | (1.9) |
| Total Fringe Benefits | \$250.288 | \$224.892 | \$25.396 | 10.1 | \$1,000.037 | \$948.139 | \$51.898 | 5.2 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Reimbursable Overhead | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Labor | \$605.937 | \$590.391 | \$15.546 | 2.6 | \$2,451.800 | \$2,449.634 | \$2.166 | 0.1 |
| Non-Labor : | | | | | | | | |
| Electric Power | \$21.332 | \$25.972 | (4.640) | (21.8) | \$93.617 | \$109.145 | (15.528) | (16.6) |
| Fuel | \$10.657 | \$9.326 | \$1.331 | 12.5 | \$40.047 | \$39.448 | \$0.599 | 1.5 |
| Insurance | \$10.268 | \$45.477 | (35.209) | - | \$37.049 | \$72.258 | (35.209) | (95.0) |
| Claims | \$10.226 | \$20.739 | (10.513) | - | \$40.904 | \$52.117 | (11.213) | (27.4) |
| Paratransit Service Contracts | \$40.207 | \$25.899 | \$14.308 | 35.6 | \$151.749 | \$142.586 | \$9.163 | 6.0 |
| Maintenance and Other Operating Contracts | \$31.584 | \$16.375 | \$15.209 | 48.2 | \$140.850 | \$85.595 | \$55.255 | 39.2 |
| Professional Service Contracts | \$15.073 | \$8.072 | \$7.001 | 46.4 | \$57.658 | \$49.297 | \$8.361 | 14.5 |
| Materials & Supplies | \$37.806 | \$40.036 | (2.230) | (5.9) | \$148.336 | \$147.686 | \$0.650 | 0.4 |
| Other Business Expenses | \$7.547 | \$0.000 | \$7.547 | - | \$26.332 | \$22.710 | \$3.622 | 13.8 |
| Non-Labor | \$184.700 | \$191.896 | (7.196) | (3.9) | \$736.543 | \$720.842 | \$15.701 | 2.1 |
| Other Expense Adjustments: | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenditures before Depreciation and OPEB | \$790.637 | \$782.287 | \$8.350 | 1.1 | \$3,188.343 | \$3,170.476 | \$17.867 | 0.6 |
| Depreciation | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| OPEB Liability | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| GASB 68 Pension Adjustment | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Environmental Remediation | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenditures | \$790.637 | \$782.287 | \$8.350 | 1.1 | \$3,188.343 | \$3,170.476 | \$17.867 | 0.6 |
| Net Surplus/(Deficit) | (288.523) | (275.417) | \$13.106 | 4.5 | (1,177.186) | (1,186.711) | (9.525) | (0.8) |

Note: Totals may not add due to rounding

Table 5

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

| Operating Receipts or Disbursements | MONTH | | | YEAR TO DATE | | |
|---|--|------------|---|--|--------|---|
| | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance |
| | \$ | % | | \$ | % | |
| Farebox Receipts | | | | 9.1 | 0.6 | The favorable timing of receipts |
| Other Operating Receipts | 37.3 | over 100.0 | Due primarily to the favorable timing of NYC paratransit reimbursements | 35.8 | 37.4 | Due primarily to the favorable timing of NYC paratransit reimbursements |
| Capital and Other Reimbursements | (32.8) | (28.1) | Due largely to the unfavorable timing of capital reimbursements | (72.3) | (15.4) | Due largely to the unfavorable timing of capital reimbursements |
| Salaries & Wages | (9.9) | (2.8) | Mostly additional overtime requirements , partly offset by vacancies | (49.7) | (3.4) | Mostly additional overtime requirements , partly offset by vacancies |
| Health & Welfare (including OPEB current payment) | 27.3 | 21.2 | Due largely to lower rates, favorable credits and vacancies | 59.9 | 11.7 | Due largely to lower rates, favorable credits and vacancies |
| Electric Power | (4.6) | (21.8) | The unfavorable timing of expenses, partly offset by lower prices | (15.5) | (16.6) | Primarily higher consumption and the unfavorable timing of expenses |
| Maintenance Contracts | 15.2 | 48.2 | Primarily the favorable timing of payments | 55.3 | 39.2 | Primarily the favorable timing of maintenance & repair expenses, auto purchases, and payments |
| Materials & Supplies | (2.2) | (5.9) | Mainly the unfavorable timing of payments | | | |

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2019 Adopted
Cash Conversion (Cash Flow Adjustments)
Apr FY19
(\$ in Millions)

5/30/2019 12:44 PM

| | Month | | | | Year-To-Date | | | |
|---|-----------|-----------|----------------------------|---------|--------------|-----------|----------------------------|---------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | |
| Farebox Revenue | \$0.000 | (3.854) | (3.854) | - | \$0.000 | \$7.531 | \$7.531 | - |
| Fare Reimbursement | (8.088) | (8.088) | \$0.000 | 0.0 | (15.053) | (17.616) | (2.562) | (17.0) |
| Paratransit Reimbursement | (14.436) | \$25.509 | \$39.945 | - | (14.394) | \$31.073 | \$45.467 | - |
| Other Operating Revenue | (9.770) | (10.765) | (0.995) | (10.2) | (39.080) | (43.592) | (4.512) | (11.5) |
| Other Revenue | (32.294) | \$6.655 | \$38.949 | - | (68.527) | (30.135) | \$38.392 | 56.0 |
| Capital and Other Reimbursements | \$0.000 | (26.540) | (26.540) | - | \$0.000 | (87.905) | (87.905) | - |
| Total Revenue | (32.294) | (23.739) | \$8.555 | 26.5 | (68.527) | (110.509) | (41.982) | (61.3) |
| Expenses | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$27.560 | \$26.590 | (0.970) | (3.5) | \$96.322 | \$91.888 | (4.434) | (4.6) |
| Overtime | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Total Salaries & Wages | \$27.560 | \$26.590 | (0.970) | (3.5) | \$96.322 | \$91.888 | (4.434) | (4.6) |
| Health and Welfare | \$0.000 | \$8.753 | \$8.753 | - | \$0.000 | \$10.148 | \$10.148 | - |
| OPEB Current Payment | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Pensions | \$0.000 | \$0.018 | \$0.018 | - | \$0.000 | \$0.129 | \$0.129 | - |
| Other Fringe Benefits | \$16.136 | \$17.391 | \$1.255 | 7.8 | \$63.494 | \$66.182 | \$2.688 | 4.2 |
| Total Fringe Benefits | \$16.136 | \$26.162 | \$10.026 | 62.1 | \$63.494 | \$76.459 | \$12.965 | 20.4 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Reimbursable Overhead | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Labor | \$43.697 | \$52.752 | \$9.056 | 20.7 | \$159.816 | \$168.347 | \$8.531 | 5.3 |
| Non-Labor : | | | | | | | | |
| Electric Power | \$0.000 | (0.849) | (0.849) | - | \$0.000 | (6.196) | (6.196) | - |
| Fuel | \$0.000 | \$0.650 | \$0.650 | - | \$0.000 | \$0.129 | \$0.129 | - |
| Insurance | (4.328) | (39.347) | (35.019) | - | (13.447) | (48.811) | (35.364) | - |
| Claims | \$7.183 | (3.330) | (10.513) | - | \$28.732 | \$17.519 | (11.213) | (39.0) |
| Paratransit Service Contracts | \$0.000 | \$15.462 | \$15.462 | - | \$0.500 | \$20.414 | \$19.914 | - |
| Maintenance and Other Operating Contracts | \$0.000 | \$16.074 | \$16.074 | - | \$0.000 | \$19.106 | \$19.106 | - |
| Professional Service Contracts | \$3.000 | \$11.371 | \$8.371 | - | \$6.000 | \$17.496 | \$11.496 | - |
| Materials & Supplies | (3.458) | (5.875) | (2.417) | (69.9) | (14.916) | (16.123) | (1.207) | (8.1) |
| Other Business Expenses | \$0.000 | \$7.890 | \$7.890 | - | \$0.000 | \$7.311 | \$7.311 | - |
| Non-Labor | \$2.397 | \$2.046 | (0.351) | (14.6) | \$6.869 | \$10.844 | \$3.975 | 57.9 |
| 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 | \$46.094 | \$54.798 | \$8.705 | 18.9 | \$166.685 | \$179.191 | \$12.506 | 7.5 |
| Depreciation | \$156.505 | \$161.582 | \$5.076 | 3.2 | \$626.021 | \$642.368 | \$16.347 | 2.6 |
| OPEB Liability | \$0.000 | \$0.000 | \$0.000 | - | \$260.167 | \$0.000 | (260.167) | - |
| GASB 68 Pension Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$1.464 | \$1.464 | - |
| Environmental Remediation | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Total Expenditures | \$202.599 | \$216.380 | \$13.781 | 6.8 | \$1,052.872 | \$823.022 | (229.850) | (21.8) |
| Total Cash Conversion Adjustments | \$170.305 | \$192.641 | \$22.336 | 13.1 | \$984.345 | \$712.513 | (271.832) | (27.6) |

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 NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN - 2019
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS

Apr. 2019

| | <u>Adopted</u> | <u>Actual</u> | <u>Variance</u> <u>Fav./(Unfav)</u> | <u>Explanation</u> |
|--|-----------------|-----------------|--|--|
| <u>Administration:</u> | | | | |
| Office of the President | 31.8 | 25.3 | 6.5 | |
| Law | 307.3 | 278.1 | 29.2 | |
| Office of the EVP | 17.8 | 12.0 | 5.8 | |
| Human Resources | 253.5 | 237.2 | 16.3 | |
| Office of Management and Budget | 43.2 | 38.0 | 5.2 | |
| Capital Planning and Budget | 37.0 | 29.0 | 8.0 | |
| Strategy & Customer Experience | 210.8 | 192.4 | 18.4 | |
| Non-Departmental | 31.0 | 0.0 | 31.0 | |
| Labor Relations | 98.9 | 87.0 | 11.9 | |
| Office of People & Business Transformation | 23.1 | 20.3 | 2.8 | |
| Materiel | 275.7 | 238.7 | 37.0 | |
| Controller | 123.4 | 113.3 | 10.1 | |
| Total Administration | 1,453.5 | 1,271.3 | 182.2 | |
| <u>Operations:</u> | | | | |
| Subways Service Delivery | 8,629.4 | 8,564.0 | 65.4 | Vacancies mainly due to Superintendents. |
| Subways Operations Support/Admin | 411.7 | 448.6 | (36.9) | |
| Subways Stations | 2,709.0 | 2,615.0 | 94.0 | Vacancies mainly due to Station Supervisors & Station Agents. |
| Subtotal Subways | 11,750.1 | 11,627.6 | 122.5 | |
| Buses | 11,146.0 | 11,147.0 | (1.0) | |
| Paratransit | 209.0 | 198.0 | 11.0 | |
| Operations Planning | 396.7 | 371.1 | 25.6 | |
| Revenue Control | 643.2 | 612.9 | 30.3 | |
| Non-Departmental | 594.0 | - | 594.0 | |
| Total Operations | 24,739.0 | 23,956.6 | 782.4 | |
| <u>Maintenance:</u> | | | | |
| Subways Operations Support/Admin | 34.9 | 106.7 | (71.8) | Excesses mainly due to provision for estimated vacant positions. |
| Subways Engineering | 391.3 | 333.9 | 57.4 | Vacancies mainly due to Civil and Mech Engineers |
| Subways Car Equipment | 4,978.2 | 5,046.0 | (67.8) | Excesses mainly due to Car Inspectors & Car Cleaners |
| Subways Infrastructure | 1,998.0 | 1,956.3 | 41.7 | |
| Subways Elevators & Escalators | 461.9 | 417.0 | 44.9 | |
| Subways Stations | 3,523.0 | 3,297.0 | 226.0 | Vacancies mainly due to Cleaners & Maintainers |
| Subways Track | 3,188.9 | 3,166.0 | 22.9 | |
| Subways Power | 709.5 | 664.6 | 44.9 | |
| Subways Signals | 1,641.0 | 1,617.0 | 24.0 | |
| Subways Electronic Maintenance | 1,709.7 | 1,592.2 | 117.5 | Vacancies mainly due to Maintainers & PTEs |
| Subtotal Subways | 18,636.4 | 18,196.7 | 439.7 | |
| Buses | 3,565.4 | 3,548.1 | 17.3 | |
| Supply Logistics | 578.0 | 578.0 | 0.0 | |
| System Safety | 93.0 | 88.0 | 5.0 | |
| Non-Departmental | 177.0 | 28.1 | 148.9 | |
| Total Maintenance | 23,049.8 | 22,438.9 | 610.9 | |
| <u>Engineering:</u> | | | | |
| Capital Program Management | 1,471.4 | 1,339.0 | 132.4 | Vacancies mainly due to Mgrs and PTEs |
| Total Engineering/Capital | 1,471.4 | 1,339.0 | 132.4 | |
| <u>Public Safety:</u> | | | | |
| Security | 665.0 | 660.0 | 5.0 | |
| Total Public Safety | 665.0 | 660.0 | 5.0 | |
| Total Positions | 51,378.8 | 49,665.8 | 1,713.0 | |
| Non-Reimbursable | 44,805.4 | 44,878.5 | (73.1) | |
| Reimbursable | 6,573.4 | 4,787.3 | 1,786.1 | |
| Total Full-Time | 51,098.0 | 49,469.0 | 1,629.0 | |
| Total Full-Time Equivalents | 280.8 | 196.8 | 84.0 | |

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

| FUNCTION/OCCUPATION | Adopted | Actual | Variance Fav./(Unfav) | Explanation |
|------------------------------------|-----------------|-----------------|--------------------------|-------------|
| <u>Administration:</u> | | | | |
| Managers/Supervisors | 520.0 | 422.0 | 98.0 | |
| Professional, Technical, Clerical | 897.5 | 822.3 | 75.2 | |
| Operational Hourlies | 36.0 | 27.0 | 9.0 | |
| Total Administration | 1,453.5 | 1,271.3 | 182.2 | |
| <u>Operations:</u> | | | | |
| Managers/Supervisors | 2,809.0 | 2,736.0 | 73.0 | |
| Professional, Technical, Clerical | 586.9 | 545.1 | 41.8 | |
| Operational Hourlies | 21,343.1 | 20,675.5 | 667.6 | |
| Total Operations | 24,739.0 | 23,956.6 | 782.4 | |
| <u>Maintenance:</u> | | | | |
| Managers/Supervisors | 4,131.0 | 4,031.0 | 100.0 | |
| Professional, Technical, Clerical | 1,096.8 | 989.8 | 107.0 | |
| Operational Hourlies | 17,822.0 | 17,418.1 | 403.9 | |
| Total Maintenance | 23,049.8 | 22,438.9 | 610.9 | |
| <u>Engineering/Capital:</u> | | | | |
| Managers/Supervisors | 379.0 | 322.0 | 57.0 | |
| Professional, Technical, Clerical | 1,090.4 | 1,015.0 | 75.4 | |
| Operational Hourlies | 2.0 | 2.0 | 0.0 | |
| Total Engineering/Capital | 1,471.4 | 1,339.0 | 132.4 | |
| <u>Public Safety:</u> | | | | |
| Managers/Supervisors | 271.0 | 259.0 | 12.0 | |
| Professional, Technical, Clerical | 40.0 | 37.0 | 3.0 | |
| Operational Hourlies | 354.0 | 364.0 | (10.0) | |
| Total Public Safety | 665.0 | 660.0 | 5.0 | |
| <u>Total Positions:</u> | | | | |
| Managers/Supervisors | 8,110.0 | 7,770.0 | 340.0 | |
| Professional, Technical, Clerical | 3,711.6 | 3,409.2 | 302.4 | |
| Operational Hourlies | 39,557.2 | 38,486.6 | 1070.6 | |
| Total Positions | 51,378.8 | 49,665.8 | 1713.0 | |

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

| | Apr | | | | | | Apr Year-to-Date | | | | | |
|---|------------------|-----------------|------------------|-----------------|---------------------|-----------------------------|------------------|------------------|------------------|------------------|---------------------|-----------------------------|
| | Adopted | | Actuals | | Var. - Fav./(Unfav) | | Adopted | | Actuals | | Var. - Fav./(Unfav) | |
| | Hours | \$ | Hours | \$ | Hours | \$ | Hours | \$ | Hours | \$ | Hours | \$ |
| NON-REIMBURSABLE OVERTIME | | | | | | | | | | | | |
| <u>Scheduled Service</u> | 385,482 | \$12.749 | 370,872 | \$12.390 | 14,610 | \$0.358 2.8% | 1,519,667 | \$50.281 | 1,460,731 | \$48.536 | 58,936 | \$1.745 3.5% |
| <u>Unscheduled Service</u> | 323,797 | \$10.902 | 291,542 | \$8.484 | 32,255 | \$2.419 22.2% | 1,257,826 | \$42.347 | 1,633,862 | \$48.203 | (376,036) | (\$5.856) -13.8% |
| <u>Programmatic/Routine Maintenance</u> | 342,203 | \$12.016 | 903,671 | \$25.644 | (561,468) | (\$13.628) * | 1,373,133 | \$48.103 | 2,330,079 | \$76.724 | (956,946) | (\$28.622) -59.5% |
| <u>Vacancy/Absentee Coverage</u> | 43,730 | \$1.407 | 189,230 | \$6.466 | (145,500) | (\$5.059) * | 174,920 | \$5.628 | 547,840 | \$18.427 | (372,920) | (\$12.799) * |
| <u>Weather Emergencies</u> | 18,603 | \$0.532 | 7,102 | \$0.217 | 11,501 | \$0.315 59.2% | 459,401 | \$15.683 | 501,752 | \$16.069 | (42,351) | (\$0.386) -2.5% |
| <u>Safety/Security/Law Enforcement</u> | 7,984 | \$0.234 | 6,783 | \$0.202 | 1,201 | \$0.032 13.7% | 31,929 | \$0.937 | 33,931 | \$0.976 | (2,002) | (\$0.039) -4.1% |
| <u>Other[1]</u> | 13,556 | \$1.806 | 13,155 | \$0.527 | 401 | \$1.279 70.8% | 54,953 | \$0.023 | 52,057 | \$1.998 | 2,896 | (\$1.974) * |
| Subtotal | 1,135,355 | \$39.647 | 1,782,354 | \$53.930 | (646,999) | (\$14.283) -36.0% | 4,871,830 | \$163.002 | 6,560,253 | \$210.933 | (1,688,423) | (\$47.930) -29.4% |
| REIMBURSABLE OVERTIME | 286,900 | \$8.753 | 450,715 | \$16.337 | (163,815) | (\$7.584) -86.6% | 1,147,948 | \$42.252 | 2,088,347 | \$74.465 | (940,399) | (\$32.213) -76.2% |
| TOTAL OVERTIME | 1,422,256 | \$48.400 | 2,233,070 | \$70.267 | (810,814) | (\$21.867) -45.2% | 6,019,777 | \$205.255 | 8,648,600 | \$285.398 | (2,628,822) | (\$80.144) -39.0% |

Totals may not add due to rounding

NOTE: Percentages are based on each type of overtime and not on total overtime.

* Exceeds 100%

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

| | Apr | | | Apr Year-to-Date | | |
|---|---------------------|-----------------|---|---------------------|-----------------|---|
| | Var. - Fav./(Unfav) | | Explanations | Var. - Fav./(Unfav) | | Explanations |
| | Hours | \$ | | Hours | \$ | |
| NON-REIMBURSABLE OVERTIME | | | | | | |
| <u>Scheduled Service</u> | 14,610 | \$0.4 | | 58,936 | \$1.7 | Favorable variance is related to Vacancy in Bus Operators |
| | | (2.5%) | | | (3.6%) | |
| <u>Unscheduled Service</u> | 32,255 | \$2.4 | Favorable variance due to timing of expense offset by SAP job overruns related to Water Management Initiative, Accelerate track repairs and Station Deep cleaning projects in addition to RTO service delays. | (376,036) | (\$5.9) | Unfavorable variance due to SAP job overruns related to Water Management Initiative, Accelerate track repairs and Station Deep cleaning projects in addition to RTO service delays |
| | | (16.9%) | | | 12.2% | |
| <u>Programmatic/Routine Maintenance</u> | (561,468) | (\$13.6) | Unfavorable variance mainly due to SAP job overruns related to Improving Station Environment, Accelerate track repairs, Water Management Initiative and Subway car and Station Deep cleaning projects. | (956,946) | (\$28.6) | Unfavorable variance mainly due to SAP job overruns related to Improving Station Environment, Accelerate track repairs, Water Management Initiative and Subway car and Station Deep cleaning projects |
| | | 95.4% | | | 59.7% | |
| <u>Vacancy/Absentee Coverage</u> | (145,500) | (\$5.1) | Unfavorable variance mainly due to vacancy/absentee coverage for Station Agents, Station cleaners and Bus operators | (372,920) | (\$12.8) | Unfavorable variance mainly due to vacancy/absentee coverage for Station Agents, Station cleaner and Bus operators |
| | | 35.4% | | | 26.7% | |
| <u>Weather Emergencies</u> | 11,501 | \$0.3 | | (42,351) | (\$0.4) | |
| | | (2.2%) | | | .8% | |
| <u>Safety/Security/Law Enforcement</u> | 1,201 | \$0.0 | | (2,002) | (\$0.0) | |
| | | (0.2%) | | | .1% | |
| <u>Other</u> | 401 | \$1.3 | Favorable variance is related to timing of recording of reimbursable expenses | 2,896 | (\$2.0) | Unfavorable variance is related to timing of recording of reimbursable expenses |
| | | (9.0%) | | | 4.1% | |
| Subtotal | (646,999) | (\$14.3) | | (1,688,423) | (\$47.9) | |
| | | 65.3% | | | 59.8% | |
| REIMBURSABLE OVERTIME | (163,815) | (\$7.6) | Unfavorable variance mainly due to vacancy/absentee Coverage, SAP Job overrun in Power initiatives and SAP CRW IHC Initiative, and additional Capital support | (940,399) | (\$32.2) | Unfavorable variance mainly due to vacancy/absentee Coverage, SAP Job overrun in Power initiatives and SAP CRW IHC Initiative, and additional Capital support |
| | | 34.7% | | | 40.2% | |
| TOTAL OVERTIME | (810,814) | (\$21.9) | | (2,628,822) | (\$80.1) | |

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

| <u>Type</u> | <u>Definition</u> |
|---|---|
| <i>Scheduled Service</i> | Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays). |
| <i>Unscheduled Service</i> | Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related. |
| <i>Programmatic/Routine Maintenance</i> | <i>Program Maintenance</i> work for which overtime is planned (e.g. Railroad Tie Replacement, Sperry Rail Testing, Running Board Replacement Programs). This also includes <i>Routine Maintenance</i> work for which OT has been planned, as well as all other maintenance <u>not resulting from extraordinary events</u> , including running repairs. Program/Routine maintenance work is usually performed during hours that are deemed more practical in order to minimize service disruptions, and includes contractual scheduled pay over 8 hours. |
| <i>Unscheduled Maintenance</i> | Resulting from an <u>extraordinary event</u> (not weather-related) requiring the use of unplanned maintenance to perform repairs on trains, buses, subway and bus stations, depots, tracks and administrative and other facilities, including derailments, tour length and weekend coverage. |
| <i>Vacancy/Absentee Coverage</i> | Provides coverage for an absent employee or a vacant position. |
| <i>Weather Emergencies</i> | Coverage necessitated by extreme weather conditions (e.g. snow, flooding, hurricane, and tornadoes), as well as preparatory and residual costs. |
| <i>Safety/Security/Law Enforcement</i> | Coverage required to provide additional customer & employee protection and to secure MTA fleet facilities, transportation routes, and security training. |
| <i>Other</i> | Includes overtime coverage for clerical, administrative positions that are eligible for overtime, 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 April 2019 Report: Staten Island Railway

The purpose of this report is to provide the preliminary April 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:

- April 2019 Staten Island Railway ridership of 356,288 was 32,401 rides (8.3 percent) below budget. Average weekday ridership of 15,397 was 828 rides (5.1 percent) below April 2018.
- Farebox revenue of \$0.6 million was below budget by less than \$0.1 million (3.1 percent).
- Operating expenses of \$4.6 million in April were below budget by \$0.8 million (14.4 percent).
 - Labor expenses were under budget by \$0.7 million (17.1 percent).
 - Non-labor expenses were under budget by \$0.1 million (6.5 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

April 2019

(All data are preliminary and subject to audit)

Total **ridership** in April 2019 was 356,288, 8.3 percent (32,401 rides) below the Adopted Budget (budget). April 2019 average weekday ridership was 15,397, 828 rides (5.1 percent) lower than April 2018. Average weekday ridership for the twelve months ending April 2019 was 15,971, 490 rides (3.0 percent) below the previous twelve-month period.

Operating revenue of \$0.7 million in April was \$0.1 million (12.9 percent) under budget. Year-to-date, operating revenue of \$3.0 million was \$0.1 million (1.9 percent) below budget, due mostly to lower farebox revenue results.

Nonreimbursable expenses in April, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were lower than budget by \$0.8 million (14.4 percent).

- Labor expenses were less than budget by \$0.7 million (17.1 percent), of which payroll expenses were lower by \$0.2 million (7.8 percent), due primarily to vacancies and the favorable timing of expenses. Health & welfare/OPEB current expenses were also below budget by \$0.3 million (41.6 percent), due to the unfavorable timing of expenses and expense underruns.
- Non-labor expenses were below budget by \$0.1 million (6.5 percent), including an underrun in maintenance contract expenses of \$0.3 million (74.5 percent), primarily from the favorable timing of projected maintenance requirements. Materials & supplies expenses were over budget by \$0.3 million (over 100.0 percent), due largely to the unfavorable timing of maintenance material requirements.

Year-to-date, expenses were below budget by \$2.8 million (13.3 percent), including underruns in labor expenses of \$1.5 million (9.3 percent) which were driven by several account underruns. Non-labor expenses were also below budget by \$1.3 million (27.3 percent), of which most accounts contributed to these positive results.

Depreciation expenses of \$4.1 million year-to-date were \$0.1 million (2.2 percent) above budget. OPEB Liability expenses year-to-date were \$0.3 million, \$1.6 million (86.5 percent) below budget GASB 68 pension adjustment expenses recorded through April were \$0.1 million, (58.7 percent) below budget.

The **operating cash deficit** (excluding subsidies) reported in April year-to-date was \$12.6 million, \$3.7 million (22.8 percent) favorable to budget.

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

6/04/2019 03:26 PM

| | Nonreimbursable | | Var Percent | | Reimbursable | | | | Total | | | |
|--|-----------------|----------------|----------------------------|---------------|----------------|----------------|----------------------------|--------------|----------------|----------------|----------------------------|--------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Farebox Revenue | \$0.599 | \$0.581 | (0.018) | (3.1) | \$0.000 | \$0.000 | - | - | \$0.599 | \$0.581 | (0.018) | (3.1) |
| Other Revenue | \$0.206 | \$0.120 | (0.086) | (41.8) | \$0.000 | \$0.000 | - | - | \$0.206 | \$0.120 | (0.086) | (41.8) |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$0.380 | \$0.398 | \$0.018 | 4.7 | \$0.380 | \$0.398 | \$0.018 | 4.7 |
| Total Revenue | \$0.805 | \$0.701 | (0.104) | (12.9) | \$0.380 | \$0.398 | \$0.018 | 4.7 | \$1.185 | \$1.099 | (0.086) | (7.3) |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$2.031 | \$1.872 | \$0.159 | 7.8 | \$0.145 | \$0.088 | \$0.057 | 39.5 | \$2.176 | \$1.960 | \$0.216 | 9.9 |
| Overtime | \$0.167 | \$0.207 | (0.040) | (24.3) | \$0.083 | \$0.111 | (0.029) | (34.7) | \$0.249 | \$0.318 | (0.069) | (27.7) |
| Total Salaries & Wages | \$2.198 | \$2.079 | \$0.119 | 5.4 | \$0.228 | \$0.199 | \$0.029 | 12.6 | \$2.426 | \$2.278 | \$0.147 | 6.1 |
| Health and Welfare | \$0.575 | \$0.356 | \$0.218 | 38.0 | \$0.023 | \$0.000 | \$0.023 | - | \$0.598 | \$0.356 | \$0.242 | 40.4 |
| OPEB Current Payment | \$0.215 | \$0.105 | \$0.111 | 51.4 | \$0.000 | \$0.000 | \$0.000 | - | \$0.215 | \$0.105 | \$0.110 | 51.3 |
| Pensions | \$0.610 | \$0.604 | \$0.006 | 0.9 | \$0.010 | \$0.000 | \$0.010 | - | \$0.620 | \$0.604 | \$0.016 | 2.6 |
| Other Fringe Benefits | \$0.438 | \$0.326 | \$0.112 | 25.6 | \$0.047 | \$0.000 | \$0.047 | - | \$0.485 | \$0.326 | \$0.159 | 32.8 |
| Total Fringe Benefits | \$1.838 | \$1.391 | \$0.447 | 24.3 | \$0.080 | \$0.000 | \$0.080 | - | \$1.918 | \$1.391 | \$0.527 | 27.5 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | (0.072) | (0.186) | \$0.114 | - | \$0.072 | \$0.186 | (0.114) | - | \$0.000 | \$0.000 | \$0.000 | - |
| Labor | \$3.964 | \$3.284 | \$0.680 | 17.1 | \$0.380 | \$0.385 | (0.005) | (1.4) | \$4.344 | \$3.669 | \$0.674 | 15.5 |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$0.367 | \$0.401 | (0.034) | (9.3) | \$0.000 | \$0.003 | (0.003) | - | \$0.367 | \$0.404 | (0.037) | (10.1) |
| Fuel | \$0.023 | \$0.064 | (0.041) | - | \$0.000 | \$0.000 | - | - | \$0.023 | \$0.064 | (0.041) | - |
| Insurance | \$0.103 | \$0.077 | \$0.026 | 24.9 | \$0.000 | \$0.000 | - | - | \$0.103 | \$0.077 | \$0.026 | 24.9 |
| Claims | \$0.007 | \$0.041 | (0.034) | - | \$0.000 | \$0.000 | - | - | \$0.007 | \$0.041 | (0.034) | - |
| Paratransit Service Contracts | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Maintenance and Other Operating Contracts | \$0.440 | \$0.112 | \$0.328 | 74.5 | \$0.000 | \$0.000 | - | - | \$0.440 | \$0.112 | \$0.328 | 74.5 |
| Professional Service Contracts | \$0.087 | \$0.021 | \$0.065 | 75.4 | \$0.000 | \$0.002 | (0.002) | - | \$0.087 | \$0.023 | \$0.063 | 73.0 |
| Materials & Supplies | \$0.237 | \$0.543 | (0.305) | - | \$0.000 | \$0.007 | (0.007) | - | \$0.237 | \$0.550 | (0.313) | - |
| Other Business Expenses | \$0.097 | \$0.013 | \$0.084 | 87.0 | \$0.000 | \$0.000 | - | - | \$0.097 | \$0.013 | \$0.084 | 87.0 |
| Non-Labor | \$1.361 | \$1.272 | \$0.089 | 6.5 | \$0.000 | \$0.013 | (0.013) | - | \$1.361 | \$1.285 | \$0.076 | 5.6 |
| Other Expense Adjustments: | | | | | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses before Depreciation and OPEB | \$5.325 | \$4.556 | \$0.769 | 14.4 | \$0.380 | \$0.398 | (0.018) | (4.7) | \$5.705 | \$4.954 | \$0.751 | 13.2 |
| Depreciation | \$1.000 | \$1.023 | (0.023) | (2.3) | \$0.000 | \$0.000 | - | - | \$1.000 | \$1.023 | (0.023) | (2.3) |
| 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 Expenses | \$6.325 | \$5.579 | \$0.746 | 11.8 | \$0.380 | \$0.398 | (0.018) | (4.7) | \$6.705 | \$5.977 | \$0.728 | 10.9 |
| OPERATING SURPLUS/DEFICIT | (5.520) | (4.878) | \$0.642 | 11.6 | \$0.000 | \$0.000 | \$0.000 | - | (5.520) | (4.878) | \$0.642 | 11.6 |

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
Apr - 2019 Adopted
Accrual Statement of Operations By Category
Year-To-Date - Apr 2019
(\$ in Millions)

6/04/2019 03:26 PM

| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|--|-----------------|-----------------|----------------------------|--------------|----------------|----------------|----------------------------|--------------|-----------------|-----------------|----------------------------|--------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Farebox Revenue | \$2.270 | \$2.148 | (0.122) | (5.4) | \$0.000 | \$0.000 | - | - | \$2.270 | \$2.148 | (0.122) | (5.4) |
| Other Revenue | \$0.823 | \$0.884 | \$0.062 | 7.5 | \$0.000 | \$0.000 | - | - | \$0.823 | \$0.884 | \$0.062 | 7.5 |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$1.506 | \$1.531 | \$0.025 | 1.7 | \$1.506 | \$1.531 | \$0.025 | 1.7 |
| Total Revenue | \$3.092 | \$3.032 | (0.060) | (1.9) | \$1.506 | \$1.531 | \$0.025 | 1.7 | \$4.598 | \$4.564 | (0.035) | (0.8) |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$8.262 | \$8.018 | \$0.244 | 3.0 | \$0.573 | \$0.283 | \$0.290 | 50.6 | \$8.835 | \$8.301 | \$0.534 | 6.0 |
| Overtime | \$1.173 | \$1.220 | (0.047) | (4.0) | \$0.330 | \$0.395 | (0.065) | (19.7) | \$1.503 | \$1.615 | (0.112) | (7.5) |
| Total Salaries & Wages | \$9.434 | \$9.237 | \$0.197 | 2.1 | \$0.903 | \$0.678 | \$0.225 | 24.9 | \$10.338 | \$9.916 | \$0.422 | 4.1 |
| Health and Welfare | \$2.300 | \$1.705 | \$0.595 | 25.9 | \$0.093 | \$0.000 | \$0.093 | - | \$2.393 | \$1.705 | \$0.688 | 28.7 |
| OPEB Current Payment | \$0.862 | \$0.635 | \$0.226 | 26.3 | \$0.000 | \$0.001 | (0.001) | - | \$0.862 | \$0.637 | \$0.225 | 26.1 |
| Pensions | \$2.439 | \$2.298 | \$0.140 | 5.8 | \$0.041 | \$0.000 | \$0.041 | - | \$2.479 | \$2.298 | \$0.181 | 7.3 |
| Other Fringe Benefits | \$1.820 | \$1.789 | \$0.031 | 1.7 | \$0.185 | \$0.000 | \$0.185 | - | \$2.004 | \$1.789 | \$0.215 | 10.7 |
| Total Fringe Benefits | \$7.420 | \$6.428 | \$0.992 | 13.4 | \$0.318 | \$0.001 | \$0.317 | - | \$7.738 | \$6.429 | \$1.309 | 16.9 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | (0.284) | (0.632) | \$0.348 | - | \$0.284 | \$0.633 | (0.349) | - | \$0.000 | \$0.001 | (0.001) | - |
| Labor | \$16.570 | \$15.033 | \$1.537 | 9.3 | \$1.506 | \$1.313 | \$0.193 | 12.8 | \$18.076 | \$16.346 | \$1.730 | 9.6 |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$1.468 | \$1.460 | \$0.008 | 0.6 | \$0.000 | \$0.006 | (0.006) | - | \$1.468 | \$1.466 | \$0.002 | 0.2 |
| Fuel | \$0.092 | \$0.115 | (0.023) | (24.6) | \$0.000 | \$0.000 | - | - | \$0.092 | \$0.115 | (0.023) | (24.6) |
| Insurance | \$0.411 | \$0.427 | (0.017) | (4.1) | \$0.000 | \$0.000 | - | - | \$0.411 | \$0.427 | (0.017) | (4.1) |
| Claims | \$0.029 | \$0.121 | (0.091) | - | \$0.000 | \$0.000 | - | - | \$0.029 | \$0.121 | (0.091) | - |
| Paratransit Service Contracts | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Maintenance and Other Operating Contracts | \$1.196 | \$0.254 | \$0.942 | 78.8 | \$0.000 | \$0.000 | - | - | \$1.196 | \$0.254 | \$0.942 | 78.8 |
| Professional Service Contracts | \$0.347 | \$0.228 | \$0.119 | 34.3 | \$0.000 | \$0.007 | (0.007) | - | \$0.347 | \$0.235 | \$0.112 | 32.3 |
| Materials & Supplies | \$0.884 | \$0.838 | \$0.046 | 5.2 | \$0.000 | \$0.206 | (0.206) | - | \$0.884 | \$1.044 | (0.160) | (18.1) |
| Other Business Expenses | \$0.316 | \$0.006 | \$0.310 | 98.2 | \$0.000 | \$0.000 | - | - | \$0.316 | \$0.006 | \$0.310 | 98.2 |
| Non-Labor | \$4.743 | \$3.449 | \$1.295 | 27.3 | \$0.000 | \$0.218 | (0.218) | - | \$4.743 | \$3.667 | \$1.076 | 22.7 |
| Other Expense Adjustments: | | | | | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses before Depreciation and OPEB | \$21.313 | \$18.481 | \$2.832 | 13.3 | \$1.506 | \$1.531 | (0.025) | (1.7) | \$22.819 | \$20.013 | \$2.806 | 12.3 |
| Depreciation | \$4.000 | \$4.087 | (0.087) | (2.2) | \$0.000 | \$0.000 | - | - | \$4.000 | \$4.087 | (0.087) | (2.2) |
| OPEB Liability | \$1.875 | \$0.253 | \$1.622 | 86.5 | \$0.000 | \$0.000 | - | - | \$1.875 | \$0.253 | \$1.622 | 86.5 |
| GASB 68 Pension Adjustment | \$0.125 | \$0.052 | \$0.073 | 58.7 | \$0.000 | \$0.000 | - | - | \$0.125 | \$0.052 | \$0.073 | 58.7 |
| Environmental Remediation | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses | \$27.313 | \$22.874 | \$4.439 | 16.3 | \$1.506 | \$1.531 | (0.025) | (1.7) | \$28.819 | \$24.405 | \$4.414 | 15.3 |
| OPERATING SURPLUS/DEFICIT | (24.221) | (19.842) | \$4.379 | 18.1 | \$0.000 | \$0.000 | \$0.000 | - | (24.221) | (19.842) | \$4.379 | 18.1 |

Note: Totals may not add due to rounding

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

Table 3

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

| <u>Generic Revenue or Expense Category</u> | <u>Non Reimb. or Reimb.</u> | <u>MONTH</u> | | | <u>YEAR-TO-DATE</u> | | |
|--|---------------------------------|--|-----------------|--|--|----------|---|
| | | <u>Favorable/ (Unfavorable) Variance</u> | | <u>Reason for Variance</u> | <u>Favorable/ (Unfavorable) Variance</u> | | <u>Reason for Variance</u> |
| | | <u>\$</u> | <u>%</u> | | <u>\$</u> | <u>%</u> | |
| Farebox Revenue | Non Reimb. | (0.018) | (3.1) | Primarily lower than expected ridership | (0.122) | (5.4) | Mostly lower than expected ridership as well as free shuttle buses replacing some service between St. George and Grasmere on two weekends |
| Other Operating Revenue | Non Reimb. | (0.086) | (41.8) | Mainly the unfavorable timing of reimbursements | 0.062 | 7.5 | Mainly the favorable timing of reimbursements |
| Payroll | Non Reimb. | 0.159 | 7.8 | Primarily vacancies and the timing of expenses including interagency charges | 0.244 | 3.0 | Primarily vacancies and the timing of expenses including interagency charges |
| Overtime | Non Reimb. | (0.040) | (24.3) | Mostly vacancy coverage requirements | (0.047) | (4.0) | Mostly vacancy coverage requirements |
| Health and Welfare (including OPEB current payment)) | Non Reimb. | 0.329 | 41.6 | The favorable timing of expenses/expense underruns | 0.821 | 26.0 | The favorable timing of expenses/expense underruns |
| Other Fringe Benefits | Non Reimb. | 0.112 | 25.6 | Mostly vacancies the favorable timing of expenses/interagency billings | | | |
| Electric Power | Non Reimb. | (0.034) | (9.3) | Primarily the unfavorable timing of expenses | | | |
| Insurance | Non Reimb. | 0.026 | 24.9 | The favorable timing of interagency billing from MTA | | | |
| Maintenance & Other Operating Contracts | Non Reimb. | 0.328 | 74.5 | Mainly the favorable timing of projected maintenance requirements | 0.942 | 78.8 | Mainly the favorable timing of projected maintenance requirements |
| Professional Service Contracts | Non Reimb. | 0.065 | 75.4 | The favorable timing of expenses, including engineering services | 0.119 | 34.3 | The favorable timing of expenses, including engineering services |
| Materials and Supplies | Non Reimb. | (0.305) | over (100.0) | Primarily the unfavorable timing of maintenance material requirements | 0.046 | 5.2 | Primarily the favorable timing of maintenance material requirements |
| Capital and Other Reimbursements | Reimb. | 0.018 | 4.7 | Timing of contractor requirements | 0.025 | 1.7 | Timing of contractor requirements |
| Payroll | Reimb. | 0.057 | 39.5 | Timing of contractor requirements | 0.290 | 50.6 | Timing of contractor requirements |

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

6/04/2019 03:32 PM

| | Month | | | | Year-To-Date | | | |
|--|----------------|----------------|----------------------------|-------------|-----------------|-----------------|----------------------------|-------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Receipts | | | | | | | | |
| Farebox Revenue | \$0.599 | \$0.546 | (0.053) | (8.9) | \$2.270 | \$2.080 | (0.190) | (8.4) |
| Other Revenue | \$0.206 | \$0.995 | \$0.790 | - | \$0.823 | \$2.691 | \$1.868 | - |
| Capital and Other Reimbursements | \$0.380 | \$0.590 | \$0.210 | 55.3 | \$1.506 | \$1.196 | (0.310) | (20.6) |
| Total Revenue | \$1.185 | \$2.132 | \$0.947 | 79.9 | \$4.598 | \$5.967 | \$1.368 | 29.8 |
| Expenditures | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$1.943 | \$1.861 | \$0.082 | 4.2 | \$7.868 | \$7.697 | \$0.171 | 2.2 |
| Overtime | \$0.249 | \$0.277 | (0.028) | (11.4) | \$1.503 | \$1.483 | \$0.020 | 1.3 |
| Total Salaries & Wages | \$2.192 | \$2.139 | \$0.053 | 2.4 | \$9.371 | \$9.180 | \$0.190 | 2.0 |
| Health and Welfare | \$0.598 | \$0.011 | \$0.588 | 98.2 | \$2.393 | \$2.012 | \$0.381 | 15.9 |
| OPEB Current Payment | \$0.215 | \$0.007 | \$0.208 | 96.6 | \$0.862 | \$0.272 | \$0.589 | 68.4 |
| Pensions | \$0.620 | \$0.604 | \$0.016 | 2.6 | \$2.479 | \$2.298 | \$0.181 | 7.3 |
| Other Fringe Benefits | \$0.257 | \$0.385 | (0.128) | (49.7) | \$1.091 | \$1.486 | (0.394) | (36.1) |
| Total Fringe Benefits | \$1.691 | \$1.007 | \$0.684 | 40.5 | \$6.825 | \$6.068 | \$0.757 | 11.1 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Labor | \$3.883 | \$3.146 | \$0.737 | 19.0 | \$16.196 | \$15.249 | \$0.947 | 5.8 |
| Non-Labor : | | | | | | | | |
| Electric Power | \$0.367 | \$0.364 | \$0.003 | 0.9 | \$1.468 | \$1.362 | \$0.106 | 7.2 |
| Fuel | \$0.023 | \$0.067 | (0.043) | - | \$0.092 | \$0.132 | (0.039) | (42.7) |
| Insurance | \$0.103 | \$0.000 | \$0.102 | - | \$0.411 | \$0.167 | \$0.243 | 59.3 |
| Claims | (0.013) | \$0.000 | (0.013) | - | (0.051) | \$0.003 | (0.053) | - |
| Paratransit Service Contracts | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Maintenance and Other Operating Contracts | \$0.440 | \$0.077 | \$0.363 | 82.6 | \$1.196 | \$0.179 | \$1.017 | 85.1 |
| Professional Service Contracts | \$0.087 | \$0.104 | (0.017) | (19.8) | \$0.347 | \$0.222 | \$0.125 | 36.1 |
| Materials & Supplies | \$0.237 | \$0.216 | \$0.022 | 9.2 | \$0.884 | \$1.159 | (0.275) | (31.1) |
| Other Business Expenses | \$0.097 | \$0.009 | \$0.088 | 91.0 | \$0.316 | \$0.050 | \$0.266 | 84.3 |
| Non-Labor | \$1.341 | \$0.835 | \$0.506 | 37.7 | \$4.663 | \$3.273 | \$1.391 | 29.8 |
| Other Expense Adjustments: | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenditures before Depreciation and OPEB | \$5.224 | \$3.981 | \$1.243 | 23.8 | \$20.859 | \$18.521 | \$2.338 | 11.2 |
| Depreciation | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| OPEB Liability | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| GASB 68 Pension Adjustment | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Environmental Remediation | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenditures | \$5.224 | \$3.981 | \$1.243 | 23.8 | \$20.859 | \$18.521 | \$2.338 | 11.2 |
| Net Surplus/(Deficit) | (4.039) | (1.850) | \$2.189 | 54.2 | (16.261) | (12.554) | \$3.706 | 22.8 |

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
APRIL 2019
(\$ in millions)

| Operating Receipts or Disbursements | MONTH | | | YEAR TO DATE | | |
|---|--|---------------|--|--|---------------|--|
| | Favorable/ (Unfavorable) Variance | | Reason for Variance | Favorable/ (Unfavorable) Variance | | Reason for Variance |
| | \$ | % | | \$ | % | |
| Farebox Receipts | (0.053) | (8.9) | Primarily the unfavorable timing of cash settlements with NYCT | (0.190) | (8.4) | Primarily the unfavorable timing of cash settlements with NYCT |
| Other Operating Revenue | 0.790 | over 100.0 | Mostly the favorable timing of reimbursements | 1.868 | over 100.0 | Mostly the favorable timing of reimbursements |
| Salaries & Wages | 0.053 | 2.4 | Mostly vacancies not offset by overtime | 0.190 | 2.0 | Mostly vacancies not offset by overtime |
| Health and Welfare (including OPEB current payment) | 0.797 | 98.0 | Primarily unanticipated expense underruns and the favorable timing of expenses | 0.970 | 29.8 | Primarily unanticipated expense underruns and the favorable timing of expenses |
| Maintenance Contracts | 0.363 | 82.6 | Largely the favorable timing of maintenance requirements | 1.017 | 85.1 | Largely the favorable timing of maintenance requirements |
| Materials and Supplies | | | | (0.275) | (31.1) | The unfavorable timing of material payments |

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

6/10/2019 12:13 PM

| | Month | | | | Year-To-Date | | | |
|--|----------------|----------------|----------------------------|---------------|----------------|----------------|----------------------------|---------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | |
| Farebox Revenue | \$0.000 | (0.035) | (0.035) | - | \$0.000 | (0.068) | (0.068) | - |
| Other Revenue | \$0.000 | \$0.876 | \$0.876 | - | \$0.000 | \$1.807 | \$1.807 | - |
| Capital and Other Reimbursements | \$0.000 | \$0.192 | \$0.192 | - | \$0.000 | (0.336) | (0.336) | - |
| Total Revenue | \$0.000 | \$1.033 | \$1.033 | - | \$0.000 | \$1.403 | \$1.403 | - |
| Expenses | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$0.233 | \$0.099 | (0.135) | (57.7) | \$0.967 | \$0.604 | (0.363) | (37.6) |
| Overtime | \$0.000 | \$0.041 | \$0.041 | - | \$0.000 | \$0.132 | \$0.132 | - |
| Total Salaries & Wages | \$0.233 | \$0.139 | (0.094) | (40.3) | - | \$0.735 | (0.232) | (23.9) |
| Health and Welfare | \$0.000 | \$0.346 | \$0.346 | - | \$0.000 | (0.307) | (0.307) | - |
| OPEB Current Payment | \$0.000 | \$0.098 | \$0.098 | - | \$0.000 | \$0.364 | \$0.364 | - |
| Pensions | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Other Fringe Benefits | \$0.228 | (0.059) | (0.287) | - | \$0.913 | \$0.304 | (0.609) | (66.8) |
| Total Fringe Benefits | \$0.228 | \$0.384 | \$0.157 | 68.9 | \$0.913 | \$0.361 | (0.552) | (60.5) |
| 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 | \$0.461 | \$0.524 | \$0.063 | 13.6 | \$1.880 | \$1.097 | (0.783) | (41.6) |
| Non-Labor : | | | | | | | | |
| Electric Power | \$0.000 | \$0.040 | \$0.040 | - | \$0.000 | \$0.104 | \$0.104 | - |
| Fuel | \$0.000 | (0.003) | (0.003) | - | \$0.000 | (0.017) | (0.017) | - |
| Insurance | \$0.000 | \$0.077 | \$0.077 | - | \$0.000 | \$0.260 | \$0.260 | - |
| Claims | \$0.020 | \$0.041 | \$0.021 | - | \$0.080 | \$0.118 | \$0.038 | 47.5 |
| Paratransit Service Contracts | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Maintenance and Other Operating Contracts | \$0.000 | \$0.036 | \$0.036 | - | \$0.000 | \$0.075 | \$0.075 | - |
| Professional Service Contracts | \$0.000 | (0.080) | (0.080) | - | \$0.000 | \$0.013 | \$0.013 | - |
| Materials & Supplies | \$0.000 | \$0.335 | \$0.335 | - | \$0.000 | (0.115) | (0.115) | - |
| Other Business Expenses | \$0.000 | \$0.004 | \$0.004 | - | \$0.000 | (0.044) | (0.044) | - |
| Non-Labor | \$0.020 | \$0.449 | \$0.429 | - | \$0.080 | \$0.394 | \$0.314 | - |
| 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 | \$0.481 | \$0.973 | \$0.492 | - | \$1.960 | \$1.492 | (0.468) | (23.9) |
| Depreciation | \$1.000 | \$1.023 | \$0.023 | 2.3 | \$4.000 | \$4.087 | \$0.087 | 2.2 |
| OPEB Liability | \$0.000 | \$0.000 | \$0.000 | - | \$1.875 | \$0.253 | (1.622) | (86.5) |
| GASB 68 Pension Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$0.125 | \$0.052 | (0.073) | (58.7) |
| Environmental Remediation | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Total Expenditures | \$1.481 | \$1.996 | \$0.515 | 34.7 | \$7.960 | \$5.884 | (2.076) | (26.1) |
| Total Cash Conversion Adjustments | \$1.481 | \$3.028 | \$1.547 | - | \$7.960 | \$7.287 | (0.673) | (8.5) |

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note 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
APRIL 2019

| <u>Function/Departments</u> | <u>Adopted Budget</u> | <u>Actual</u> | <u>Favorable (Unfavorable) Variance</u> |
|----------------------------------|---------------------------|---------------|---|
| Administration | | | |
| Executive | 13 | 8 | 5 |
| General Office | 9 | 15 | (6) |
| Purchasing/Stores | 6 | 4 | 2 |
| Total Administration | 28 | 27 | 1 |
| Operations | | | |
| Transportation | 119 | 117 | 2 |
| Total Operations | 119 | 117 | 2 |
| Maintenance | | | |
| Mechanical | 53 | 48 | 5 |
| Electronics/Electrical | 15 | 14 | 1 |
| Power/Signals | 29 | 30 | (1) |
| Maintenance of Way | 70 | 70 | 0 |
| Infrastructure | 26 | 30 | (4) |
| Total Maintenance | 193 | 192 | 1 |
| Engineering/Capital | | | |
| Capital Project Support | 16 | 9 | 7 |
| Total Engineering Capital | 16 | 9 | 7 |
| Total Positions | 356 | 345 | 11 |
| Non-Reimbursable | 328 | 332 | (4) |
| Reimbursable | 28 | 13 | 15 |
| Total Full-Time | 356 | 345 | 11 |
| 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
APRIL 2019

| | <u>Adopted Budget</u> | <u>Actual</u> | <u>Favorable (Unfavorable) Variance</u> | <u>Explanation of Variances</u> |
|---|---------------------------|---------------|---|---------------------------------|
| Administration | | | | |
| Managers/Supervisors | 16 | 14 | 2 | |
| Professional, Technical, Clerical | 12 | 13 | (1) | |
| Operational Hourlies | 0 | 0 | 0 | |
| Total Administration | 28 | 27 | 1 | |
| Operations | | | | |
| Managers/Supervisors | 11 | 7 | 4 | |
| Professional, Technical, Clerical | 3 | 1 | 2 | |
| Operational Hourlies | 105 | 109 | (4) | |
| Total Operations | 119 | 117 | 2 | |
| Maintenance | | | | |
| Managers/Supervisors | 16 | 23 | (7) | |
| Professional, Technical, Clerical | 6 | 5 | 1 | |
| Operational Hourlies | 171 | 164 | 7 | |
| Total Maintenance | 193 | 192 | 1 | |
| Engineering/Capital (Sandy Recovery) | | | | |
| Managers/Supervisors | 3 | 3 | 0 | |
| Professional, Technical, Clerical | 4 | 0 | 4 | |
| Operational Hourlies | 9 | 6 | 3 | |
| Total Engineering/Capital | 16 | 9 | 7 | |
| Total Positions | | | | |
| Managers/Supervisors | 46 | 47 | (1) | |
| Professional, Technical, Clerical | 25 | 19 | 6 | |
| Operational Hourlies | 285 | 279 | 6 | |
| Total Positions | 356 | 345 | 11 | |

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

| Month of April | | | | |
|-----------------------|---------------|-----------------|----------------|---|
| <u>Budget</u> | <u>Actual</u> | <u>Variance</u> | | <u>Explanation</u> |
| | | <u>Amount</u> | <u>Percent</u> | |
| 0.389 | 0.356 | (0.032) | (8.3%) | Driven primarily by lower than expected student ridership per the Spring survey results. |
| Year-to-Date | | | | |
| 1.533 | 1.446 | (0.087) | (5.7%) | Driven by lower than expected student ridership, as well as free shuttle buses replacing service between St. George and Grasmere on two weekends. |

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)**

| | Month of April | | | | <u>Explanation</u> |
|--------------------------|----------------|-------------|---------------|----------------|--|
| | <u>2018</u> | <u>2019</u> | Variance | | |
| | | | <u>Amount</u> | <u>Percent</u> | |
| Average Weekday | 0.016 | 0.015 | (0.001) | (5.1%) | Driven primarily by lower student ridership |
| Average Weekend | 0.008 | 0.008 | (0.000) | (5.3%) | Driven primarily by lower ridership on Saturdays |
| 12-Month Rolling Average | | | | | |
| Average Weekday | 0.016 | 0.016 | (0.000) | (3.0%) | Lower student ridership during the first four months of 2019 |
| Average Weekend | 0.008 | 0.007 | (0.001) | (10.9%) | More weekends with service changes in the current 12-month period than in the prior 12-month period. |

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

Preliminary April 2019 Report: Bus Company

The purpose of this report is to provide the preliminary April 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:

- April 2019 Bus Company ridership of 10.2 million was 0.2 million (1.6 percent) below budget.
- Farebox revenue of \$18.0 million was \$1.2 million (6.0 percent) below budget.
- Operating expenses in April of \$66.1 million were below budget by \$3.1 million (4.4 percent).
 - Labor expenses were higher than budget by \$1.3 million (2.8 percent), including overruns in overtime expenses of \$1.1 million (20.4 percent) and payroll expenses of \$0.3 million (1.3 percent).
 - Non-labor expenses were lower than budget by \$4.4 million (20.8 percent), including favorable results in materials & supplies of \$1.3 million (25.8 percent) and maintenance contract expenses of \$1.2 million (29.0 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT April 2019

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

Operating revenue was \$19.4 million in April, \$1.5 million (7.1 percent) below budget, caused primarily by an underrun in farebox revenue of \$1.2 million (6.0 percent), resulting mostly from lower ridership. Year-to-date, operating revenue of \$74.6 million was \$5.3 million (6.6 percent) below budget, due largely to lower ridership.

Total MTA Bus **ridership** in April 2019 was 10.2 million, 1.6 percent (0.2 million riders) below budget. Year-to-date, ridership was 39.3 million, 3.0 percent (1.2 million riders) below budget. April 2019 average weekday ridership was 390,950, a decrease of 2.1 percent (8,262 riders) from April 2018. Average weekday ridership for the twelve months ending April 2019 was 390,594, a decrease of 0.7 percent (2,811 riders) from the twelve months ending April 2018.

Nonreimbursable expenses, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$66.1 million in April, \$3.1 million (4.4 percent) below budget.

- Labor expenses were in excess of budget by \$1.3 million (2.8 percent), of which overtime expenses were over budget by \$1.1 million (20.4 percent), due largely to running time/traffic, and maintenance/campaign work. Payroll expenses exceeded budget by \$0.3 million (1.3%), due largely to excess headcount.
- Non-labor expenses underran budget by \$4.4 million (20.8 percent), including an underrun in materials & supplies of \$1.3 million (25.8 percent), resulting from the timing of the New Fare Payment system, Select Bus Service (SBS) rollouts and lower general maintenance expenses. Maintenance contract expenses were also favorable by \$1.2 million (29.0 percent), caused by the timing of Shop Program expenses and Bus Technology costs. Professional service contract expenses underran by \$1.1 million (35.1 percent), related to the timing of interagency billing.

Year-to-date, expenses of \$264.2 million were \$9.2 million (3.4 percent) under budget.

- Labor expenses were again in excess of budget by \$11.4 million (6.0 percent), including higher payroll expenses of \$6.4 million (6.8 percent), resulting from prior period interagency billings, higher cash-out of a banked holiday, higher sick/personal time, and excess headcount. Overtime expenses exceeded budget by \$5.3 million (25.6 percent), due mostly to running time/traffic and inclement weather.
- Non-labor expenses underran budget by \$20.5 million (24.5 percent), caused by lower maintenance contract expenses of \$6.8 million (41.0 percent), largely from the timing of the Shop Program and bus technology expenses. Materials & supplies expenses were favorable by \$5.8 million (28.2 percent), due to the timing of the New Fare Payment System and SBS rollouts along with lower general maintenance expenses. Professional service contract expenses also were below budget by \$4.1 million (32.1 percent), involving the timing of interagency billing.

Depreciation expenses of \$15.1 million YTD were below budget by \$2.8 million (15.7 percent). Regarding GASB #45 Other Post-Employment Benefits and GASB #68 Pension Adjustment, no expenses were recorded year-to-date.

The **operating cash deficit** year-to-date was \$198.1 million, \$26.1 million (15.2 percent) above budget, due mostly to higher payroll expenditures of \$23.4 million (26.0 percent), caused by the timing of payroll funding, higher interagency billings and retro-wage payouts.

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

| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|---|--------------------|--------------------|----------------------------|--------------|-------------------|-----------------|----------------------------|---------------|--------------------|--------------------|----------------------------|--------------|
| | Adopted Budget | Actual | Favorable (Unfavorable) | | Adopted Budget | Actual | Favorable (Unfavorable) | | Adopted Budget | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue | \$ 19.135 | \$ 17.978 | \$ (1.157) | (6.0) | \$ - | \$ - | \$ - | - | \$ 19.135 | \$ 17.978 | \$ (1.157) | (6.0) |
| Other Operating Income | 1.721 | 1.395 | (0.326) | (18.9) | - | - | - | - | 1.721 | 1.395 | (0.326) | (18.9) |
| Capital and Other Reimbursements | - | - | - | - | 0.494 | 0.529 | 0.035 | 7.1 | 0.494 | 0.529 | 0.035 | 7.1 |
| Total Revenue | \$ 20.856 | \$ 19.373 | \$ (1.483) | (7.1) | \$ 0.494 | \$ 0.529 | \$ 0.035 | 7.1 | \$ 21.350 | \$ 19.902 | \$ (1.448) | (6.8) |
| | | | | | | | | | | | | -6.8% |
| Labor: | | | | | | | | | | | | |
| Payroll | \$ 23.757 | \$ 24.065 | \$ (0.308) | (1.3) | \$ 0.215 | \$ 0.289 | \$ (0.074) | (34.4) | \$ 23.973 | \$ 24.354 | \$ (0.382) | (1.6) |
| Overtime | 5.191 | 6.252 | (1.061) | (20.4) | - | 0.018 | (0.018) | - | 5.191 | 6.270 | (1.079) | (20.8) |
| Health and Welfare | 6.396 | 7.008 | (0.612) | (9.6) | 0.101 | - | 0.101 | 100.0 | 6.497 | 7.008 | (0.511) | (7.9) |
| OPEB Current Payment | 2.102 | 1.856 | 0.246 | 11.7 | - | - | - | - | 2.102 | 1.856 | 0.246 | 11.7 |
| Pensions | 4.642 | 4.879 | (0.237) | (5.1) | - | - | - | - | 4.642 | 4.879 | (0.237) | (5.1) |
| Other Fringe Benefits | 5.972 | 5.459 | 0.513 | 8.6 | - | 0.014 | (0.014) | - | 5.972 | 5.473 | 0.499 | 8.4 |
| GASB Account | - | - | - | - | - | - | - | - | - | - | - | - |
| Reimbursable Overhead | (0.084) | (0.207) | 0.123 | * | 0.084 | 0.207 | (0.123) | * | 0.000 | - | 0.000 | 100.0 |
| Total Labor Expenses | \$ 47.977 | \$ 49.312 | \$ (1.335) | (2.8) | \$ 0.401 | \$ 0.529 | \$ (0.128) | (31.9) | \$ 48.378 | \$ 49.841 | \$ (1.463) | (3.0) |
| Non-Labor: | | | | | | | | | | | | |
| Electric Power | \$ 0.162 | \$ 0.164 | \$ (0.002) | (1.2) | \$ - | \$ - | \$ - | - | \$ 0.162 | \$ 0.164 | \$ (0.002) | (1.2) |
| Fuel | 2.295 | 2.004 | 0.291 | 12.7 | - | - | - | - | 2.295 | 2.004 | 0.291 | 12.7 |
| Insurance | 0.558 | 0.386 | 0.172 | 30.8 | - | - | - | - | 0.558 | 0.386 | 0.172 | 30.8 |
| Claims | 5.111 | 5.000 | 0.111 | 2.2 | - | - | - | - | 5.111 | 5.000 | 0.111 | 2.2 |
| Maintenance and Other Operating Contracts | 4.207 | 2.988 | 1.219 | 29.0 | 0.020 | - | 0.020 | 100.0 | 4.227 | 2.988 | 1.239 | 29.3 |
| Professional Service Contracts | 3.247 | 2.108 | 1.139 | 35.1 | - | - | - | - | 3.247 | 2.108 | 1.139 | 35.1 |
| Materials & Supplies | 5.216 | 3.868 | 1.348 | 25.8 | 0.073 | - | 0.073 | 100.0 | 5.289 | 3.868 | 1.421 | 26.9 |
| Other Business Expense | 0.444 | 0.309 | 0.135 | 30.5 | - | - | - | - | 0.444 | 0.309 | 0.135 | 30.5 |
| Total Non-Labor Expenses | \$ 21.240 | \$ 16.826 | \$ 4.414 | 20.8 | \$ 0.093 | \$ - | \$ 0.093 | 100.0 | \$ 21.333 | \$ 16.826 | \$ 4.507 | 21.1 |
| Total Expenses before Non-Cash Liability Adjs. | \$ 69.217 | \$ 66.138 | \$ 3.078 | 4.4 | \$ 0.494 | \$ 0.529 | \$ (0.035) | (7.1) | \$ 69.711 | \$ 66.667 | \$ 3.044 | 4.4 |
| Depreciation | 4.528 | 3.643 | 0.885 | 19.5 | - | - | - | - | 4.528 | 3.643 | 0.885 | 19.5 |
| OPEB Obligation | 8.346 | - | 8.346 | 100.0 | - | - | - | - | 8.346 | - | 8.346 | 100.0 |
| GASB 68 Pension Adjustment | 7.158 | - | 7.158 | 100.0 | - | - | - | - | 7.158 | - | 7.158 | 100.0 |
| Environmental Remediation | - | - | - | - | - | - | - | - | - | - | - | - |
| Total Expenses | \$ 89.249 | \$ 69.781 | \$ 19.468 | 21.8 | \$ 0.494 | \$ 0.529 | \$ (0.035) | (7.1) | \$ 89.743 | \$ 70.310 | \$ 19.433 | 21.7 |
| Net Surplus/(Deficit) | \$ (68.393) | \$ (50.408) | \$ 17.985 | 26.3 | \$ 0.000 | \$ 0.000 | \$ - | 0.0 | \$ (68.393) | \$ (50.408) | \$ 17.985 | 26.3 |

NOTE: Totals may not add due to rounding

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

| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|---|---------------------|---------------------|----------------------------|--------------|-------------------|-----------------|----------------------------|---------------|---------------------|---------------------|----------------------------|--------------|
| | Adopted Budget | Actual | Favorable (Unfavorable) | | Adopted Budget | Actual | Favorable (Unfavorable) | | Adopted Budget | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue | \$ 73.018 | \$ 68.124 | \$ (4.894) | (6.7) | \$ - | \$ - | \$ - | - | \$ 73.018 | \$ 68.124 | \$ (4.894) | (6.7) |
| Other Operating Income | 6.800 | 6.431 | (0.369) | (5.4) | - | - | - | - | 6.800 | 6.431 | (0.369) | (5.4) |
| Capital and Other Reimbursements | - | - | - | - | 1.950 | 1.309 | (0.641) | (32.9) | 1.950 | 1.309 | (0.641) | (32.9) |
| Total Revenue | \$ 79.818 | \$ 74.555 | \$ (5.263) | (6.6) | \$ 1.950 | \$ 1.309 | \$ (0.641) | (32.9) | \$ 81.768 | \$ 75.864 | \$ (5.904) | (7.2) |
| | | | | | | | | -32.9% | | | | |
| Expenses | | | | | | | | | | | | |
| <i>Labor:</i> | | | | | | | | | | | | |
| Payroll | \$ 93.841 | \$ 100.230 | \$ (6.389) | (6.8) | \$ 0.851 | \$ 0.769 | \$ 0.081 | 9.5 | \$ 94.692 | \$ 101.000 | \$ (6.308) | (6.7) |
| Overtime | 20.505 | 25.757 | (5.252) | (25.6) | - | 0.018 | (0.018) | - | 20.505 | 25.775 | (5.270) | (25.7) |
| Health and Welfare | 25.264 | 25.699 | (0.435) | (1.7) | 0.400 | - | 0.400 | 100.0 | 25.664 | 25.699 | (0.035) | (0.1) |
| OPEB Current Payment | 8.304 | 7.241 | 1.063 | 12.8 | - | - | - | - | 8.304 | 7.241 | 1.063 | 12.8 |
| Pensions | 18.336 | 19.303 | (0.967) | (5.3) | - | - | - | - | 18.336 | 19.303 | (0.967) | (5.3) |
| Other Fringe Benefits | 23.590 | 23.138 | 0.452 | 1.9 | - | 0.014 | (0.014) | - | 23.590 | 23.152 | 0.438 | 1.9 |
| GASB Account | - | - | - | - | - | - | - | - | - | - | - | - |
| Reimbursable Overhead | (0.330) | (0.507) | 0.177 | 53.6 | 0.330 | 0.507 | (0.177) | (53.6) | - | - | - | - |
| Total Labor Expenses | \$ 189.510 | \$ 200.862 | \$ (11.352) | (6.0) | \$ 1.581 | \$ 1.309 | \$ 0.272 | 17.2 | \$ 191.091 | \$ 202.171 | \$ (11.080) | (5.8) |
| <i>Non-Labor:</i> | | | | | | | | | | | | |
| Electric Power | \$ 0.645 | \$ 0.647 | \$ (0.002) | (0.3) | \$ - | \$ - | \$ - | - | \$ 0.645 | \$ 0.647 | \$ (0.002) | (0.3) |
| Fuel | 9.064 | 7.757 | 1.307 | 14.4 | - | - | - | - | 9.064 | 7.757 | 1.307 | 14.4 |
| Insurance | 2.206 | 1.546 | 0.660 | 29.9 | - | - | - | - | 2.206 | 1.546 | 0.660 | 29.9 |
| Claims | 20.189 | 18.900 | 1.289 | 6.4 | - | - | - | - | 20.189 | 18.900 | 1.289 | 6.4 |
| Maintenance and Other Operating Contracts | 16.620 | 9.798 | 6.822 | 41.0 | 0.080 | - | 0.080 | 100.0 | 16.700 | 9.798 | 6.902 | 41.3 |
| Professional Service Contracts | 12.826 | 8.713 | 4.113 | 32.1 | - | - | - | - | 12.826 | 8.713 | 4.113 | 32.1 |
| Materials & Supplies | 20.602 | 14.788 | 5.814 | 28.2 | 0.290 | - | 0.290 | 100.0 | 20.892 | 14.788 | 6.104 | 29.2 |
| Other Business Expense | 1.752 | 1.238 | 0.514 | 29.3 | - | - | - | - | 1.752 | 1.238 | 0.514 | 29.3 |
| Total Non-Labor Expenses | \$ 83.904 | \$ 63.387 | \$ 20.517 | 24.5 | \$ 0.370 | \$ - | \$ 0.370 | 100.0 | \$ 84.274 | \$ 63.387 | \$ 20.886 | 24.8 |
| Total Expenses before Non-Cash Liability Adjs. | \$ 273.414 | \$ 264.249 | \$ 9.165 | 3.4 | \$ 1.950 | \$ 1.309 | \$ 0.641 | 32.9 | \$ 275.364 | \$ 265.558 | \$ 9.806 | 3.6 |
| Depreciation | 17.887 | 15.083 | 2.804 | 15.7 | - | - | - | - | 17.887 | 15.083 | 2.804 | 15.7 |
| OPEB Obligation | 32.966 | - | 32.966 | 100.0 | - | - | - | - | 32.966 | - | 32.966 | 100.0 |
| GASB 68 Pension Adjustment | 28.276 | - | 28.276 | 100.0 | - | - | - | - | 28.276 | - | 28.276 | 100.0 |
| Environmental Remediation | - | 0.749 | (0.749) | - | - | - | - | - | - | 0.749 | (0.749) | - |
| Total Expenses | \$ 352.543 | \$ 280.082 | \$ 72.461 | 20.6 | \$ 1.950 | \$ 1.309 | \$ 0.641 | 32.9 | \$ 354.493 | \$ 281.390 | \$ 73.103 | 20.6 |
| Net Surplus/(Deficit) | \$ (272.725) | \$ (205.527) | \$ 67.198 | 24.6 | \$ (0.000) | \$ 0.000 | \$ 0.000 | * | \$ (272.725) | \$ (205.526) | \$ 67.199 | 24.6 |

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 or Expense Category | Nonreimb or Reimb | April 2019 | | | Year-To-Date | | |
|---|----------------------|--|--------------|---|--|--------------|--|
| | | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance |
| | | \$ | % | | \$ | % | |
| Farebox Revenue | NR | \$ (1.157) | (6.0) | Lower ridership and timing of receipts | \$ (4.894) | (6.7) | Lower ridership and timing of receipts |
| Other Operating Revenue | NR | \$ (0.326) | (18.9) | Lower miscellaneous income, partially offset by higher advertising revenue | \$ (0.369) | (5.4) | Lower miscellaneous income, partially offset by higher advertising revenue |
| Capital and Other Reimbursements | R | \$ 0.035 | 7.1 | Timing of reimbursement receipts and shuttle work offset by vacancies | \$ (0.641) | (32.9) | Timing of reimbursement receipts due to a revision to the overhead rate on interagency forms (Jan); and shuttle work offset by vacancies |
| Total Revenue Variance | | \$ (1.448) | (6.8) | | \$ (5.904) | (7.2) | |
| Payroll | NR | \$ (0.308) | (1.3) | Excess headcount | \$ (6.389) | (6.8) | Payment of interagency billings from a prior period, higher cash out of banked holiday, sick and personal time than budgeted as well as excess headcount |
| Overtime | NR | \$ (1.061) | (20.4) | Mainly due to running time/traffic, and maintenance/campaign work | \$ (5.252) | (25.6) | Mainly due to running time/traffic, inclement winter weather, maintenance/campaign work |
| Health and Welfare (including OPEB) | NR | \$ (0.366) | (4.3) | Higher expenses | \$ 0.628 | 1.9 | Higher expenses |
| Pension | NR | \$ (0.237) | (5.1) | Higher expenses | \$ (0.967) | (5.3) | Higher expenses |
| Other Fringe Benefits | NR | \$ 0.513 | 8.6 | Timing of interagency billings | \$ 0.452 | 1.9 | Timing of interagency billings |
| Reimbursable Overhead | NR | \$ 0.123 | - | Higher reimbursements | \$ 0.177 | - | Higher reimbursements |
| Electric Power | NR | \$ (0.002) | (1.2) | (a) | \$ (0.002) | (1.2) | (a) |
| Fuel | NR | \$ 0.291 | 12.7 | Lower diesel rates partially offset by higher CNG rates | \$ 1.307 | 14.4 | Lower diesel rates partially offset by higher CNG rates |
| Insurance | NR | \$ 0.172 | 30.8 | Timing of expenses | \$ 0.660 | 29.9 | Timing of expenses |
| Claims | NR | \$ 0.111 | 2.2 | Timing of expenses | \$ 1.289 | 6.4 | Timing of expenses |
| Maintenance and Other Operating Contracts | NR | \$ 1.219 | 29.0 | Timing of Shop Program, and Bus Technology | \$ 6.822 | 41.0 | Timing of Shop program, and Bus Technology |
| Professional Service Contracts | NR | \$ 1.139 | 35.1 | Timing of interagency billing | \$ 4.113 | 32.1 | Timing of interagency billing |
| Materials & Supplies | NR | \$ 1.348 | 25.8 | Timing of New Fare System (NFS), SBS rollout and lower general maintenance expenses | \$ 5.814 | 28.2 | Timing of New Fare System (NFS), SBS rollout and lower general maintenance expenses |
| Other Business Expense | NR | \$ 0.135 | 30.5 | Timing of AFC fees and other Misc. expenses | \$ 0.514 | 29.3 | Timing of AFC fees and other Misc. expenses |
| Depreciation | NR | \$ 0.885 | 19.5 | Adjustment in computer equipment depreciation | \$ 2.804 | 15.7 | Adjustment in computer equipment depreciation |
| Other Post Employment Benefits | NR | \$ 8.346 | 100.0 | New GASB 75, monthly accrual no longer necessary | \$ 32.966 | 100.0 | New GASB 75, monthly accrual no longer necessary |
| GASB 68 Pension Adjustment | NR | \$ 7.158 | 100.0 | Timing of expenses | \$ 28.276 | 100.0 | Timing of expenses |
| Environmental Remediation | NR | \$ - | - | Non cash item | \$ (0.749) | - | Non cash item |
| Payroll | R | \$ (0.074) | (34.4) | Timing of charges and shuttle work | \$ 0.081 | 9.5 | Timing of charges and shuttle work |
| Overtime | R | \$ (0.018) | * | (a) | \$ (0.018) | * | (a) |
| Health and Welfare | R | \$ 0.101 | 100.0 | | \$ 0.400 | 100.0 | |
| Pension | R | \$ - | . | Timing of charges | \$ - | . | Timing of charges |
| Other Fringe Benefits | R | \$ (0.014) | . | | \$ (0.014) | . | |
| Maintenance and Other Operating Contracts | R | \$ 0.020 | * | Timing of charges | \$ 0.080 | * | Timing of charges |
| Materials & Supplies | R | \$ 0.073 | * | Timing of charges | \$ 0.290 | * | Timing of charges |
| Total Expense Variance | | \$ 19.433 | 21.7 | | \$ 73.103 | 20.6 | |
| Net Variance | | \$ 17.985 | 26.3 | | \$ 67.199 | 24.6 | |

(a) - Variance less than 5%

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

(\$ in millions)

| | April 2019 | | | | | Year-To-Date | | | | |
|---|--------------------|--------------------|----------------------------|---------------|---------------------|---------------------|--------------------|----------------------------|--|--|
| | | | Favorable (Unfavorable) | | | | | Favorable (Unfavorable) | | |
| | Adopted Budget | Actual | Variance | Percent | Adopted Budget | Actual | Variance | Percent | | |
| Receipts | | | | | | | | | | |
| Farebox Revenue | \$ 19.136 | \$ 20.344 | \$ 1.208 | 6.3 | \$ 73.019 | \$ 72.411 | \$ (0.608) | (0.8) | | |
| Other Operating Revenue | 1.721 | 0.169 | (1.552) | (90.2) | 6.884 | 1.773 | (5.111) | (74.2) | | |
| Capital and Other Reimbursements | 0.942 | 0.238 | (0.704) | (74.7) | 3.768 | 1.563 | (2.205) | (58.5) | | |
| Total Receipts | \$ 21.799 | \$ 20.751 | \$ (1.048) | (4.8) | \$ 83.671 | \$ 75.747 | \$ (7.924) | (9.5) | | |
| Expenditures | | | | | | | | | | |
| <i>Labor:</i> | | | | | | | | | | |
| Payroll | \$ 22.235 | \$ 24.710 | \$ (2.475) | (11.1) | \$ 89.940 | \$ 113.306 | \$ (23.365) | (26.0) | | |
| Overtime | 5.191 | 6.271 | (1.080) | (20.8) | 20.505 | 25.776 | (5.271) | (25.7) | | |
| Health and Welfare | 6.497 | 7.690 | (1.193) | (18.4) | 25.990 | 28.034 | (2.044) | (7.9) | | |
| OPEB Current Payment | 2.102 | 1.856 | 0.246 | 11.7 | 8.408 | 7.244 | 1.164 | 13.8 | | |
| Pensions | 4.627 | 4.879 | (0.252) | (5.4) | 18.509 | 19.303 | (0.794) | (4.3) | | |
| Other Fringe Benefits | 4.345 | 5.202 | (0.857) | (19.7) | 19.553 | 22.237 | (2.684) | (13.7) | | |
| GASB Account | - | - | - | - | - | - | - | - | | |
| Reimbursable Overhead | - | - | - | - | - | - | - | - | | |
| Total Labor Expenditures | \$ 44.998 | \$ 50.608 | \$ (5.610) | (12.5) | \$ 182.905 | \$ 215.901 | \$ (32.995) | (18.0) | | |
| <i>Non-Labor:</i> | | | | | | | | | | |
| Electric Power | \$ 0.163 | \$ 0.164 | \$ (0.001) | (0.6) | \$ 0.652 | \$ 0.648 | \$ 0.004 | 0.7 | | |
| Fuel | 2.176 | 1.963 | 0.213 | 9.8 | 8.704 | 7.873 | 0.831 | 9.5 | | |
| Insurance | 0.558 | - | 0.558 | 100.0 | 2.233 | - | 2.233 | 100.0 | | |
| Claims | 2.217 | 1.690 | 0.527 | 23.7 | 8.868 | 11.112 | (2.244) | (25.3) | | |
| Maintenance and Other Operating Contracts | 4.103 | 3.759 | 0.344 | 8.4 | 16.413 | 14.167 | 2.246 | 13.7 | | |
| Professional Service Contracts | 3.247 | 1.502 | 1.745 | 53.7 | 12.989 | 6.511 | 6.478 | 49.9 | | |
| Materials & Supplies | 5.289 | 4.161 | 1.128 | 21.3 | 21.157 | 16.312 | 4.846 | 22.9 | | |
| Other Business Expenses | 0.444 | 0.380 | 0.064 | 14.4 | 1.776 | 1.343 | 0.433 | 24.4 | | |
| Total Non-Labor Expenditures | \$ 18.198 | \$ 13.620 | \$ 4.578 | 25.2 | \$ 72.792 | \$ 57.966 | \$ 14.827 | 20.4 | | |
| <i>Other Expenditure Adjustments :</i> | | | | | | | | | | |
| Other | - | - | - | - | - | - | - | - | | |
| Total Other Expenditure Adjustments | \$ - | \$ - | \$ - | - | \$ - | \$ - | \$ - | - | | |
| Total Expenditures | \$ 63.196 | \$ 64.228 | \$ (1.033) | (1.6) | \$ 255.698 | \$ 273.866 | \$ (18.169) | (7.1) | | |
| Operating Cash Surplus/(Deficit) | \$ (41.397) | \$ (43.477) | \$ (2.081) | (5.0) | \$ (172.027) | \$ (198.119) | \$ (26.092) | (15.2) | | |

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)

| Operating Receipts or Disbursements | April 2019 | | | Year-To-Date | | | | |
|---|--|---------|---------------------|---|----|---------------------|--------|--|
| | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance | | |
| | \$ | % | | \$ | % | | | |
| Farebox Revenue | \$ | 1.208 | 6.3 | Receipts from a prior period | \$ | (0.608) | (0.8) | Lower ridership and delay in receipts |
| Other Operating Revenue | | (1.552) | (90.2) | Timing of Student's and Senior Citizen's reimbursements | | (5.111) | (74.2) | Timing of Student's and Senior Citizen's reimbursements |
| Capital and Other Reimbursements | | (0.704) | (74.7) | Timing of reimbursement receipts | | (2.205) | (58.5) | Timing of reimbursement receipts |
| Total Receipts | \$ | (1.048) | (4.8) | | \$ | (7.924) | (9.5) | |
| Payroll | \$ | (2.475) | (11.1) | Higher interagency payments | \$ | (23.365) | (26.0) | Timing of payroll funding, higher interagency billings and RWA Payout |
| Overtime | | (1.080) | (20.8) | Mainly due to running time/traffic, and maintenance/campaign work | | (5.271) | (25.7) | Mainly due to running time/traffic, inclement winter weather, maintenance/campaign work |
| Health and Welfare (including OPEB) | | (0.947) | (11.0) | Timing of payments | | (0.881) | (2.6) | (a) |
| Pension | | (0.252) | (5.4) | Higher expenses | | (0.794) | (4.3) | Higher expenses |
| Other Fringe Benefits | | (0.857) | (19.7) | Favorable timing of payments | | (2.684) | (13.7) | Payments for prior periods |
| GASB | | - | - | | | - | - | |
| Electric Power | | (0.001) | (0.6) | (a) | | 0.004 | 0.7 | (a) |
| Fuel | | 0.213 | 9.8 | Primarily lower diesel rates | | 0.831 | 9.5 | Lower diesel rates partially offset by higher CNG rates |
| Insurance | | 0.558 | 100.0 | Favorable timing of payments | | 2.233 | 100.0 | Favorable timing of payments |
| Claims | | 0.527 | 23.7 | (a) | | (2.244) | (25.3) | Higher claim payments |
| Maintenance and Other Operating Contracts | | 0.344 | 8.4 | Payments for prior period expenses | | 2.246 | 13.7 | Timing of Shop program, and Bus Technology |
| Professional Service Contracts | | 1.745 | 53.7 | Timing of interagency billing | | 6.478 | 49.9 | Timing of interagency billing |
| Materials & Supplies | | 1.128 | 21.3 | Timing of New Fare System (NFS), SBS rollout and lower general maintenance expenses | | 4.846 | 22.9 | Prior Period expenses, offset by timing of New Fare System (NFS), SBS rollout and lower general maintenance expenses |
| Other Business Expenditure | | 0.064 | 14.4 | (a) | | 0.433 | 24.4 | Timing of AFC fees and other Misc. expenses |
| Total Expenditures | \$ | (1.033) | (1.6) | | \$ | (18.169) | (7.1) | |
| Net Cash Variance | \$ | (2.081) | (5.0) | | \$ | (26.092) | (15.2) | |

(a) - Variance less than 5%

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

(\$ in millions)

| | April 2019 | | | | Year-To-Date | | | |
|--|----------------------------|-------------------|--------------------|---------------|----------------------------|--------------------|--------------------|---------------|
| | Favorable (Unfavorable) | | | | Favorable (Unfavorable) | | | |
| | Adopted Budget | Actual | Variance | Percent | Adopted Budget | Actual | Variance | Percent |
| Receipts | | | | | | | | |
| Farebox Revenue | \$ 0.001 | \$ 2.366 | \$ 2.365 | * | \$ 0.001 | \$ 4.287 | \$ 4.286 | * |
| Other Operating Revenue | - | (1.226) | (1.226) | - | 0.084 | (4.658) | (4.742) | * |
| Capital and Other Reimbursements | 0.448 | (0.291) | (0.739) | * | 1.818 | 0.254 | (1.564) | (86.0) |
| Total Receipts | \$ 0.449 | \$ 0.849 | \$ 0.400 | 89.1 | \$ 1.903 | \$ (0.117) | \$ (2.020) | * |
| Expenditures | | | | | | | | |
| <i>Labor:</i> | | | | | | | | |
| Payroll | \$ 1.738 | \$ (0.356) | \$ (2.094) | * | \$ 4.751 | \$ (12.306) | \$ (17.057) | * |
| Overtime | - | (0.001) | (0.001) | - | - | (0.001) | (0.001) | - |
| Health and Welfare | (0.001) | (0.682) | (0.681) | * | (0.326) | (2.335) | (2.009) | * |
| OPEB Current Payment | - | - | - | - | (0.104) | (0.003) | 0.101 | 96.7 |
| Pensions | 0.015 | - | (0.015) | (100.0) | (0.173) | - | 0.173 | 100.0 |
| Other Fringe Benefits | 1.627 | 0.271 | (1.356) | (83.3) | 4.037 | 0.915 | (3.122) | (77.3) |
| GASB Account | - | - | - | - | - | - | - | - |
| Reimbursable Overhead | 0.000 | - | (0.000) | (100.0) | - | - | - | - |
| Total Labor Expenditures | \$ 3.380 | \$ (0.767) | \$ (4.147) | * | \$ 8.185 | \$ (13.730) | \$ (21.915) | * |
| <i>Non-Labor:</i> | | | | | | | | |
| Traction and Propulsion Power | \$ (0.001) | \$ - | 0.001 | 100.0 | \$ (0.007) | \$ (0.001) | 0.006 | 91.6 |
| Fuel for Buses and Trains | 0.119 | 0.041 | (0.078) | (65.5) | 0.360 | (0.116) | (0.476) | * |
| Insurance | - | 0.386 | 0.386 | - | (0.027) | 1.546 | 1.573 | * |
| Claims | 2.894 | 3.310 | 0.416 | 14.4 | 11.321 | 7.788 | (3.533) | (31.2) |
| Maintenance and Other Operating Contracts | 0.124 | (0.771) | (0.895) | * | 0.287 | (4.369) | (4.656) | * |
| Professional Service Contracts | (0.000) | 0.606 | 0.606 | * | (0.163) | 2.202 | 2.365 | * |
| Materials & Supplies | (0.000) | (0.293) | (0.293) | * | (0.266) | (1.524) | (1.258) | * |
| Other Business Expenditures | - | (0.071) | (0.071) | - | (0.024) | (0.105) | (0.081) | * |
| Total Non-Labor Expenditures | \$ 3.135 | \$ 3.206 | \$ 0.071 | 2.3 | \$ 11.481 | \$ 5.422 | \$ (6.059) | (52.8) |
| Total Cash Conversion Adjustments before Non-Cash Liability Adjs. | | | | | | | | |
| | \$ 6.964 | \$ 3.288 | \$ (3.676) | (52.8) | \$ 21.569 | \$ (8.425) | \$ (29.995) | * |
| Depreciation Adjustment | 4.528 | 3.643 | (0.885) | (19.5) | 17.887 | 15.083 | (2.804) | (15.7) |
| Other Post Employment Benefits | 8.346 | - | (8.346) | (100.0) | 32.966 | - | (32.966) | (100.0) |
| GASB 68 Pension Adjustment | 7.158 | - | (7.158) | (100.0) | 28.276 | - | (28.276) | (100.0) |
| Environmental Remediation | - | - | - | - | - | 0.749 | 0.749 | |
| Total Cash Conversion Adjustments | \$ 26.996 | \$ 6.931 | \$ (20.065) | (74.3) | \$ 100.698 | \$ 7.407 | \$ (93.291) | (92.6) |

NOTE: Totals may not add due to rounding

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

| | <u>April 2019</u> | | | <u>Year-to-date as of April 2019</u> | | |
|-------------------------------|-------------------|------------------|---|--------------------------------------|------------------|---|
| | Adopted Budget | Actual | Favorable/ (Unfavorable) Variance | Adopted Budget | Actual | Favorable/ (Unfavorable) Variance |
| <u>Farebox Revenue</u> | | | | | | |
| Fixed Route | \$ 19.135 | \$ 17.978 | \$ (1.157) | \$ 73.018 | \$ 68.124 | \$ (4.894) |
| Total Farebox Revenue | \$ 19.135 | \$ 17.978 | \$ (1.157) | \$ 73.018 | \$ 68.124 | \$ (4.894) |
| | | | | | | |
| <u>Ridership</u> | | | | | | |
| Fixed Route | 10.401 | 10.235 | (0.166) | 40.494 | 39.277 | (1.217) |
| Total Ridership | 10.401 | 10.235 | (0.166) | 40.494 | 39.277 | (1.217) |

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

| FUNCTION/DEPARTMENT | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Explanation of Variances |
|-----------------------------------|----------------|--------------|----------------------------------|--------------------------|
| Administration | | | | |
| Office of the EVP | 3 | 3 | - | |
| Human Resources | 21 | 18 | 3 | |
| Office of Management and Budget | 16 | 14 | 2 | |
| Technology & Information Services | - | - | - | |
| Material | 17 | 16 | 1 | |
| Controller | 19 | 19 | - | |
| Office of the President | 5 | 5 | - | |
| System Safety Administration | 5 | 1 | 4 | |
| Law | 25 | 20 | 5 | |
| Corporate Communications | - | - | - | |
| Labor Relations | - | - | - | |
| Strategic Office | 31 | 24 | 7 | |
| Non-Departmental | 4 | - | 4 | |
| Total Administration | 146 | 120 | 26 | Vacancies to be filled |
| Operations | | | | |
| Buses | 2,336 | 2,365 | (29) | Excess Bus Operators |
| Office of the Executive VP | 4 | 4 | - | |
| Safety & Training | 57 | 82 | (25) | Students in training |
| Road Operations | 141 | 123 | 18 | |
| Transportation Support | 22 | 23 | (1) | |
| Operations Planning | 34 | 33 | 1 | |
| Revenue Control | 7 | 5 | 2 | |
| Total Operations | 2,601 | 2,635 | (34) | |
| Maintenance | | | | |
| Buses | 738 | 766 | (28) | |
| Maintenance Support/CMF | 236 | 241 | (5) | |
| Facilities | 80 | 74 | 6 | |
| Supply Logistics | 103 | 97 | 6 | |
| Total Maintenance | 1,157 | 1,178 | (21) | Change in Shop Program |
| Capital Program Management | 37 | 27 | 10 | |
| Total Engineering/Capital | 37 | 27 | 10 | Vacancies to be filled |
| Security | 15 | 13 | 2 | |
| Total Public Safety | 15 | 13 | 2 | Vacancies to be filled |
| Total Positions | 3,956 | 3,973 | (17) | |
| Non-Reimbursable | 3,916 | 3,936 | (20) | |
| Reimbursable | 40 | 37 | 3 | |
| Total Full-Time | 3,938 | 3,962 | (24) | |
| 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
APRIL 2019

| FUNCTION/OCCUPATIONAL GROUP | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Explanation of Variances |
|-----------------------------------|-------------------|--------------|--|--------------------------|
| Administration | | | | |
| Managers/Supervisors | 65 | 53 | 12 | |
| Professional, Technical, Clerical | 78 | 67 | 11 | |
| Operational Hourlies | 3 | - | 3 | |
| Total Administration | 146 | 120 | 26 | Vacancies to be filled |
| Operations | | | | |
| Managers/Supervisors | 306 | 316 | (10) | |
| Professional, Technical, Clerical | 44 | 49 | (5) | |
| Operational Hourlies | 2,251 | 2,270 | (19) | Students in training |
| Total Operations | 2,601 | 2,635 | (34) | |
| Maintenance | | | | |
| Managers/Supervisors | 250 | 236 | 14 | |
| Professional, Technical, Clerical | 33 | 36 | (3) | |
| Operational Hourlies | 874 | 906 | (32) | |
| Total Maintenance | 1,157 | 1,178 | (21) | Change in Shop Program |
| Engineering/Capital | | | | |
| Managers/Supervisors | 21 | 14 | 7 | |
| Professional, Technical, Clerical | 16 | 13 | 3 | |
| Operational Hourlies | - | - | - | |
| Total Engineering/Capital | 37 | 27 | 10 | Vacancies to be filled |
| Public Safety | | | | |
| Managers/Supervisors | 9 | 7 | 2 | |
| Professional, Technical, Clerical | 6 | 6 | - | |
| Operational Hourlies | - | - | - | |
| Total Public Safety | 15 | 13 | 2 | Vacancies to be filled |
| Total Baseline Positions | | | | |
| Managers/Supervisors | 651 | 626 | 25 | |
| Professional, Technical, Clerical | 177 | 171 | 6 | |
| Operational Hourlies | 3,128 | 3,176 | (48) | |
| Total Baseline Positions | 3,956 | 3,973 | (17) | |

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

| | April | | | | | | April Year- To - Date | | | | | |
|---|----------------|----------------|----------------|----------------|-------------------------|----------------------------|-----------------------|-----------------|----------------|-----------------|---------------------------|----------------------------|
| | Adopted Budget | | Actuals | | Var. - Fav./(Unfav) | | Adopted Budget | | Actuals | | Var. - Fav./(Unfav) | |
| | Hours | \$ | Hours | \$ | Hours | \$ | Hours | \$ | Hours | \$ | Hours | \$ |
| NON-REIMBURSABLE OVERTIME | | | | | | | | | | | | |
| <u>Scheduled Service</u> | 54,870 | \$2.196 | 53,077 | \$2.704 | 1,793 3.3% | (\$0.507) -23.1% | 216,738 | \$8.674 | 203,318 | \$10.295 | 13,420 6.2% | (\$1.620) -18.7% |
| <u>Unscheduled Service</u> | 11,130 | \$0.487 | 11,661 | \$0.553 | (532) -4.8% | (\$0.066) -13.5% | 43,962 | \$1.926 | 39,838 | \$1.942 | 4,124 9.4% | (\$0.016) -0.8% |
| <u>Programmatic/Routine Maintenance</u> | 21,476 | \$0.944 | 29,824 | \$1.505 | (8,348) -38.9% | (\$0.562) -59.5% | 84,830 | \$3.728 | 129,612 | \$6.473 | (44,782) -52.8% | (\$2.745) -73.6% |
| <u>Unscheduled Maintenance</u> | 0 | \$0.000 | 0 | \$0.000 | 0 0.0% | - 0.0% | 0 | \$0.000 | 0 | \$0.000 | 0 0.0% | \$0.000 0.0% |
| <u>Vacancy/Absentee Coverage</u> | 25,672 | \$1.384 | 30,410 | \$1.445 | (4,738) -18.5% | (\$0.061) -4.4% | 101,405 | \$5.465 | 119,405 | \$5.700 | (18,000) -17.8% | (\$0.235) -4.3% |
| <u>Weather Emergencies</u> | 3,761 | \$0.143 | 135 | \$0.007 | 3,626 96.4% | \$0.137 95.3% | 14,855 | \$0.566 | 24,171 | \$1.181 | (9,316) * | (\$0.616) * |
| <u>Safety/Security/Law Enforcement</u> | 261 | \$0.014 | 125 | \$0.011 | 135 51.9% | \$0.003 21.0% | 1,029 | \$0.055 | 601 | \$0.051 | 428 41.6% | \$0.003 6.0% |
| <u>Other</u> | 276 | \$0.023 | 264 | \$0.027 | 12 | (\$0.004) | 1,091 | \$0.092 | 1,197 | \$0.116 | (106) | (\$0.024) |
| Subtotal | 117,446 | \$5.191 | 125,497 | \$6.252 | (8,051) -6.9% | (\$1.060) -20.4% | 463,910 | \$20.505 | 518,143 | \$25.757 | (54,233) -11.7% | (\$5.252) -25.6% |
| REIMBURSABLE OVERTIME | 0 | \$0.000 | 545 | \$0.018 | (545) | (\$0.018) | 0 | \$0.000 | 545 | \$0.018 | (545) | (\$0.018) |
| TOTAL OVERTIME | 117,446 | \$5.191 | 126,042 | \$6.270 | (8,596) -7.3% | (\$1.079) -20.8% | 463,910 | \$20.505 | 518,688 | \$25.775 | (54,778) -11.8% | (\$5.270) -25.7% |

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)

| | April | | | April Year- To - Date | | |
|---|--------------------------|-----------------------------|--------------------------------------|----------------------------|-----------------------------|---|
| | Var. - Fav./(Unfav) | | Explanations | Var. - Fav./(Unfav) | | Explanations |
| | Hours | \$ | | Hours | \$ | |
| NON-REIMBURSABLE OVERTIME | | | | | | |
| <u>Scheduled Service</u> | 1,793 3.3% | (\$0.507) -23.1% | Scheduled service operated | 13,420 6.2% | (\$1.620) -18.7% | Running Time/Traffic and scheduled service operated |
| <u>Unscheduled Service</u> | (532) -4.8% | (\$0.066) -13.5% | Shuttle Service | 4,124 9.4% | (\$0.016) -0.8% | Shuttle Service |
| <u>Programmatic/Routine Maintenance</u> | (8,348) -38.9% | (\$0.562) -59.5% | Program and Campaign work | (44,782) -52.8% | (\$2.745) -73.6% | Program, Campaign work and weather backfill |
| <u>Unscheduled Maintenance</u> | - 0.0% | \$0.000 0.0% | | - 0.0% | \$0.000 0.0% | |
| <u>Vacancy/Absentee Coverage</u> | (4,738) -18.5% | (\$0.061) -4.4% | Vacancy and absentee coverage | (18,000) -17.8% | (\$0.235) -4.3% | Vacancy and absentee coverage |
| <u>Weather Emergencies</u> | 3,626 96.4% | \$0.137 95.3% | Inclement Weather pending adjustment | (9,316) * | (\$0.616) * | Inclement Weather |
| <u>Safety/Security/Law Enforcement</u> | 135 51.9% | \$0.003 21.0% | | 428 41.6% | \$0.003 6.0% | |
| <u>Other</u> | 12 0.0% | (\$0.004) 0.0% | | (106) 0.0% | (\$0.024) 0.0% | |
| Subtotal | (8,051) -6.9% | (\$1.060) -20.4% | | (54,233) -11.7% | (\$5.252) -25.6% | |
| REIMBURSABLE OVERTIME | (545) 0.0% | (\$0.018) 0.0% | | (545) 0.0% | (\$0.018) 0.0% | |
| TOTAL OVERTIME | (8,596) | (\$1.079) | | (54,778) | (\$5.270) | |

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

MTA Bus Company
2019 Overtime Reporting
Overtime legend

| <u>Type</u> | <u>Definition</u> |
|---|---|
| <i>Scheduled Service</i> | Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays). |
| <i>Unscheduled Service</i> | Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related. |
| <i>Programmatic/Routine Maintenance</i> | <i>Program Maintenance 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



In May, NYCT completed mainline track replacement projects for \$82 million on the West End Line, Dyre Line, Crosstown Line and the 8th Avenue Line. \$156 million of track replacement in the 2019 plan has been completed to date. Pictured is completed track replacement in the Clark Street Tube, where cable, signal, hydraulic, and track components were damaged during Superstorm Sandy in 2012.

June 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 May 31, 2019, NYCT's performance against its 2019 Capital Project Milestones was:

(\$ in Millions)

| | <u>Planned</u> | <u>Achieved</u> | <u>%</u> |
|-------------------------|----------------|-----------------|----------|
| Design Starts | \$35.5 | \$42.1 | 119 |
| Design Completions | \$89.0 | \$65.7 | 74 |
| Construction Awards | \$1,314.9 | \$1,194.6 | 91 |
| Substantial Completions | \$2,343.8 | \$2,002.5 | 85 |
| Closeouts | \$5,503.1 | \$571.3 | 10 |

In May 2019, NYCT awarded projects totaling \$120.5 million, including station improvement projects at five stations on various lines for \$42.2 million, a column structure repair project on the White Plains line for \$16.8 million, and a roof replacement project at the Queens Village Depot for \$6.0 million.

Also in May, NYCT completed projects totaling \$119.1 million, including track replacement projects on four lines for \$82.1 million, the acceptance of eight R179 cars for the B Division for \$19.8 million and seven Small Business Mentoring Program (SBMP) projects for \$11.5 million.

Alok Saha

Acting Senior Vice President
Capital Program Management

Capital Program Status May 2019

NYCT awarded projects totaling \$120.5 million, including station improvement projects for \$42.2 million. 138th Street-Grand Concourse station on the Jerome Line will receive a full station renewal for \$22.8 million; the renewal will include repair or replacement of street stairs, platform stairs, platform components, mezzanine components, and lighting. Platform component repair projects were also awarded at Longwood Avenue station on the Pelham Line for \$9.6 million, 148th Street and Central Park North (110th Street) stations on the Lenox Line for \$7.1 million, and Freeman Street station on the White Plains Road line for \$2.5 million. These projects will repair or replace components such as platform edges, column bases, platform wall tiles, and platform floors.

NYCT also awarded a column structure repair project on the White Plains line for \$16.8 million. Select column defects will be repaired on the line north of Bronx Park East station to bring the infrastructure to a state of good repair and provide a safer riding environment for customers.

Lastly, NYCT awarded a roof replacement project at the Queens Village Depot for \$6.0 million. Work will include removing the existing built-up roofing system and installing a new EPDM roofing system with associated components such as flashing, curbs, expansion joints and roof drains. The new roofing system will decrease operating costs and operation disruptions at the depot by preventing interior damage from water infiltration.

Also in May 2019, NYCT completed projects totaling \$119.1 million, including track replacement projects for \$82.1 million. The lines that received track replacement are the West End Line, the Dyre Line, the Crosstown Line and the 8th Avenue Line. Work included replacement of track and associated equipment and materials such as signals, contact rails, and ballast.

NYCT also completed the acceptance of eight R179 cars for the B Division. The procurement of these cars will allow for the retirement of 272 R32 and R42 cars, and provide a modern fleet with improved customer amenities and operational and performance efficiencies to the B Division.

Lastly, NYCT completed seven Small Business Mentoring Program (SBMP) projects for \$11.5 million. Subway stairs and their associated components were repaired or replaced as needed at Winthrop Street station on the Nostrand Line, 155th Street station on the 8th Avenue line, Grand Avenue-Newtown station on the Queens Boulevard line, and at 2nd Avenue and Church Avenue stations on the 6th Avenue line. Yukon Depot in Staten Island, which was damaged in Superstorm Sandy, received flood mitigation improvements such as flood doors, reinforced concrete walls and an improved drainage system to protect against the next major storm. A substation rehabilitation project also replaced the roof, enclosure gates and select components at the Gates Ridgewood Substation in Brooklyn.

In addition, NYCT started nine design projects for \$7.6 million, completed seven design projects for \$6.5 million, and closed out six projects for \$69.6 million.

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

Projects Closed in May 2019
(\$ in millions)

| Project | Base Budget | Current Budget | Original Date | Months Delay |
|---|--------------------|-----------------------|----------------------|---------------------|
| Elevated Street Stairs: 238th St / BW7 (S2/S3) [SBMP Tier2] | \$2.5 | \$2.7 | 1/2019 | 4 |
| Roof: Gun Hill Depot | \$12.2 | \$12.2 | 5/2019 | 0 |
| Overcoating: Portal to 162 Street / Jerome | \$11.4 | \$11.7 | 5/2019 | 0 |
| Signal Circuit Modifications Phase 6 - Part 1 | \$15.2 | \$15.2 | 6/2019 | -1 |
| Station Ventilators: Ph 10 - 4 Loc / North Brooklyn | \$5.0 | \$5.3 | 6/2019 | -1 |
| CBH # 210 at 239th Street / WPR | \$21.6 | \$22.5 | 7/2019 | -2 |

Capital Project Milestone Summary 2019

(Through May 31, 2019)

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

May

| | | | | | | |
|-------------------------|-------|----|-------|----|-------|-------|
| Design Starts | \$6.4 | 8 | \$7.6 | 9 | 118.5 | 112.5 |
| Design Completions | 5.6 | 7 | 6.5 | 7 | 115.4 | 100.0 |
| Construction Awards | 198.9 | 11 | 120.5 | 9 | 60.6 | 81.8 |
| Substantial Completions | 255.6 | 20 | 119.1 | 13 | 46.6 | 65.0 |
| Closeouts | 30.8 | 4 | 69.6 | 6 | 226.4 | 150.0 |

2019 Year-To-Date

| | | | | | | |
|-------------------------|---------|-----|---------|----|-------|-------|
| Design Starts | \$35.5 | 28 | \$42.1 | 41 | 118.8 | 146.4 |
| Design Completions | 89.0 | 71 | 65.7 | 48 | 73.8 | 67.6 |
| Construction Awards | 1,314.9 | 57 | 1,194.6 | 40 | 90.8 | 70.2 |
| Substantial Completions | 2,343.8 | 108 | 2,002.5 | 79 | 85.4 | 73.1 |
| Closeouts | 5,503.1 | 95 | 571.3 | 41 | 10.4 | 43.2 |

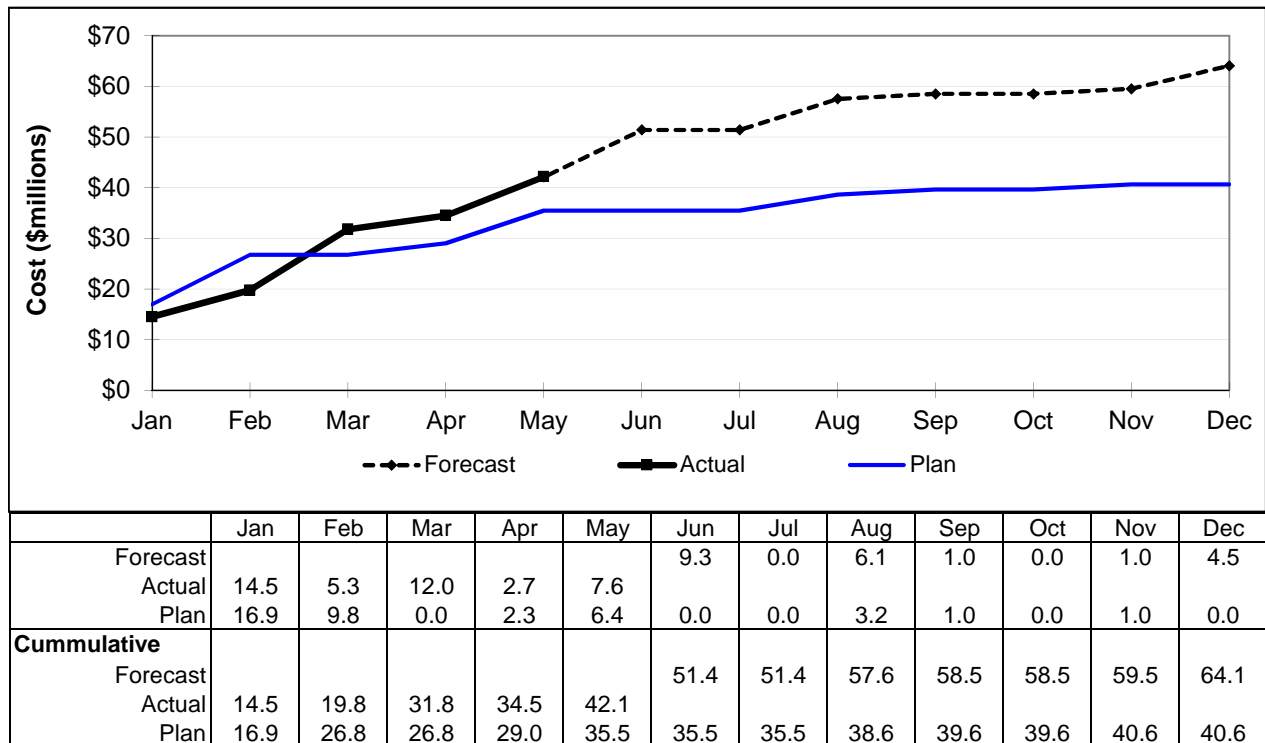
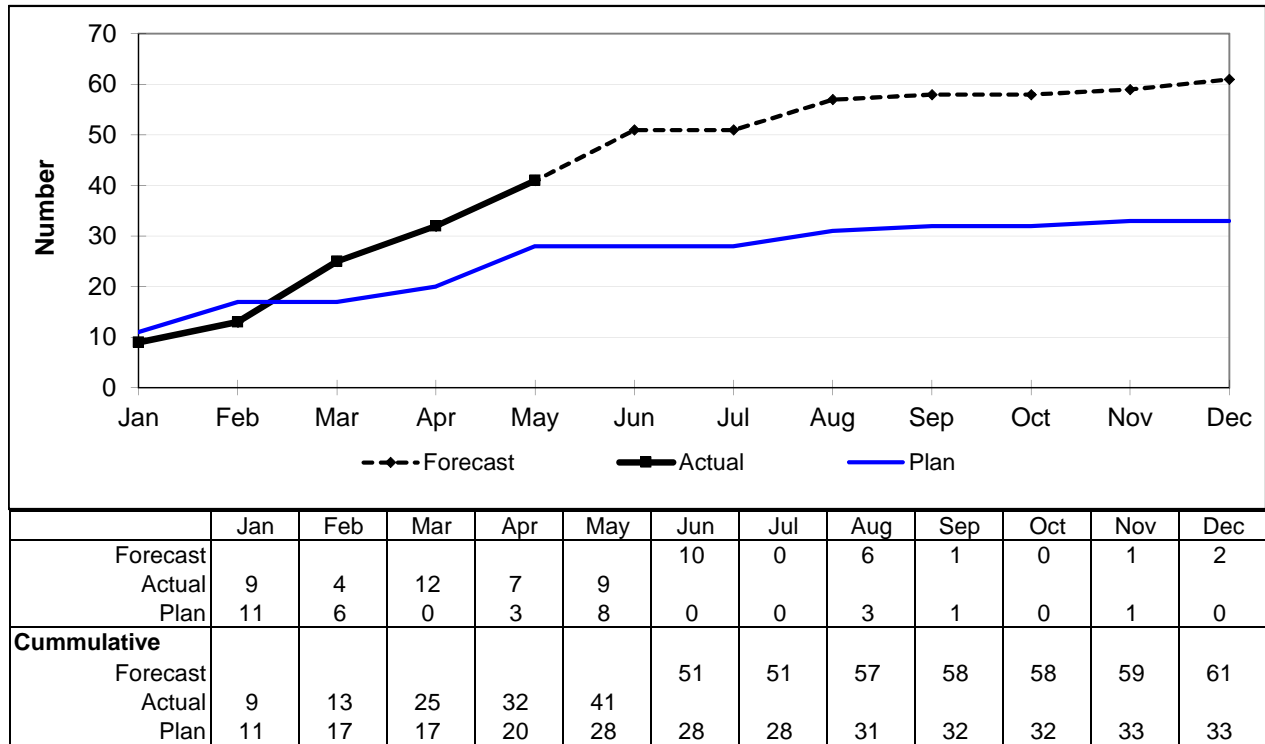
2019 Projected To-Year-End

| | Initial Plan | | Current Forecast | | %(\$) | %(#) |
|-------------------------|--------------|-----|------------------|-----|-------|-------|
| Design Starts | \$40.6 | 33 | \$64.1 | 61 | 157.6 | 184.8 |
| Design Completions | 155.8 | 128 | 149.9 | 127 | 96.2 | 99.2 |
| Construction Awards | 3,719.5 | 144 | 4,250.5 | 155 | 114.3 | 107.6 |
| Substantial Completions | 4,176.7 | 207 | 4,283.9 | 204 | 102.6 | 98.6 |
| Closeouts | 10,213.7 | 264 | 9,474.1 | 256 | 92.8 | 97.0 |

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

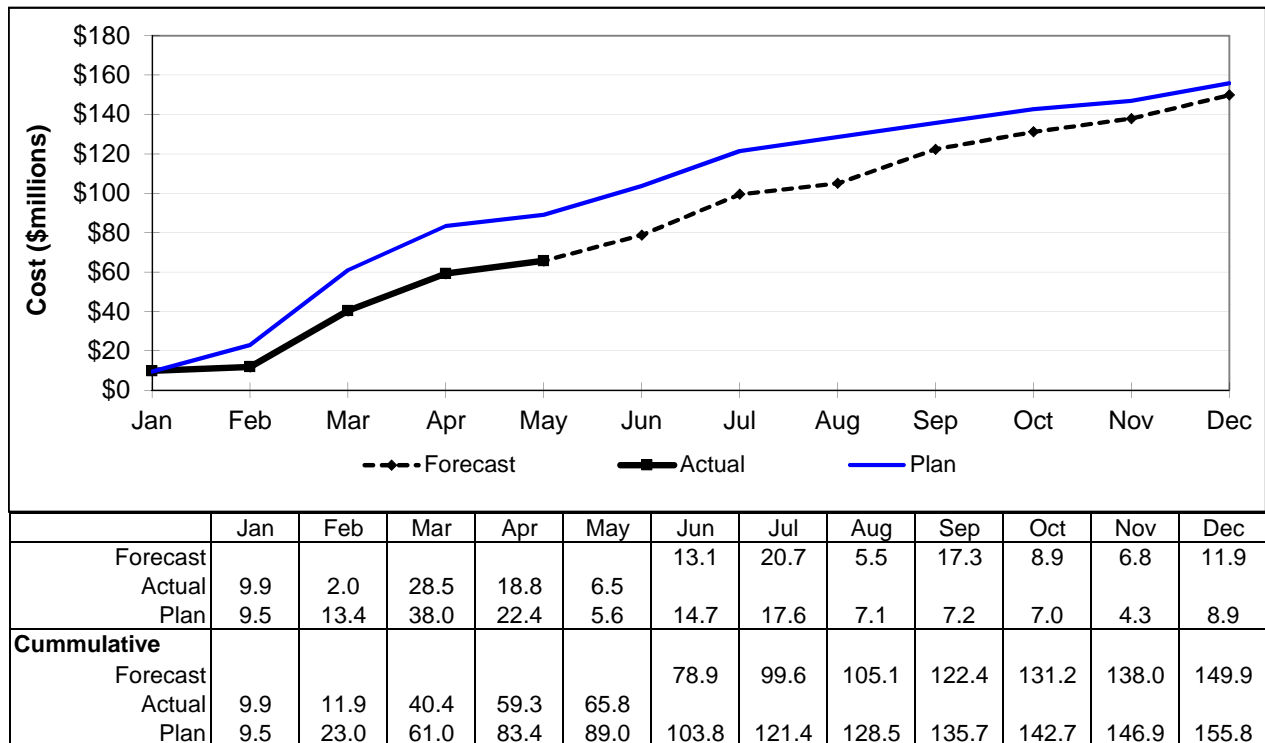
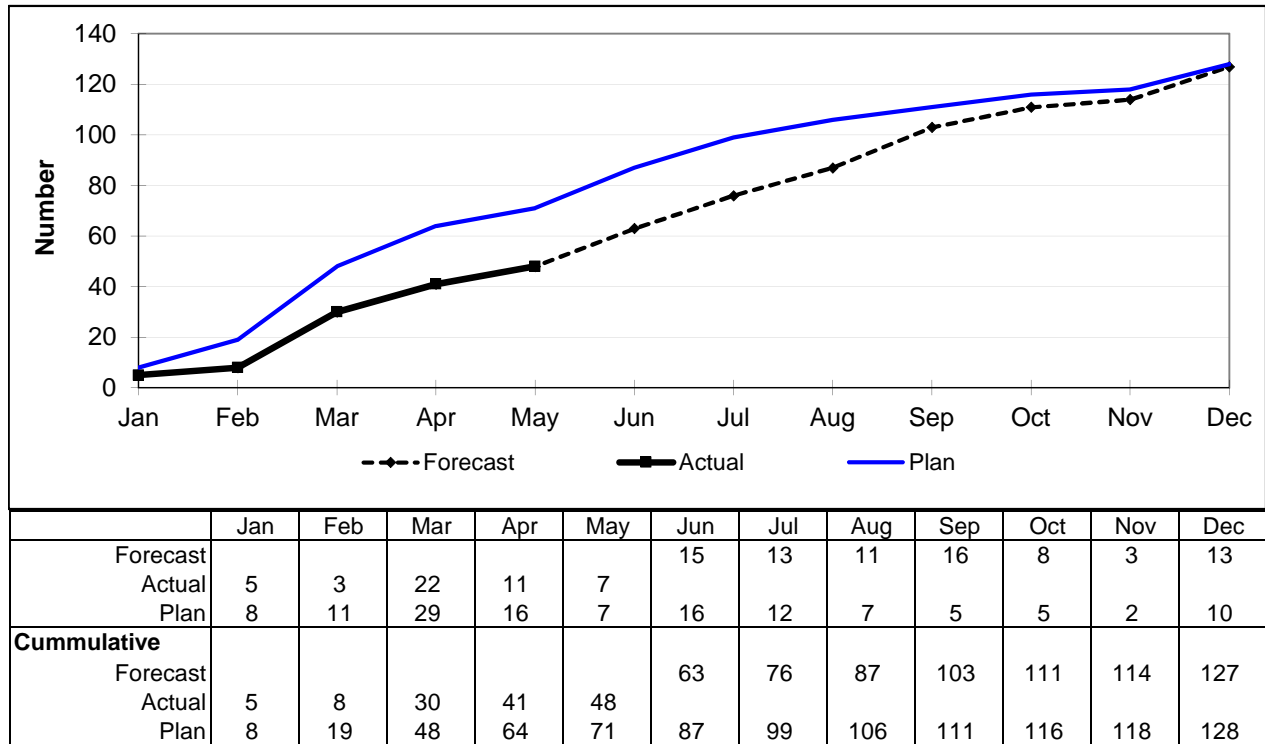
2019 Design Starts Charts

As of May 2019



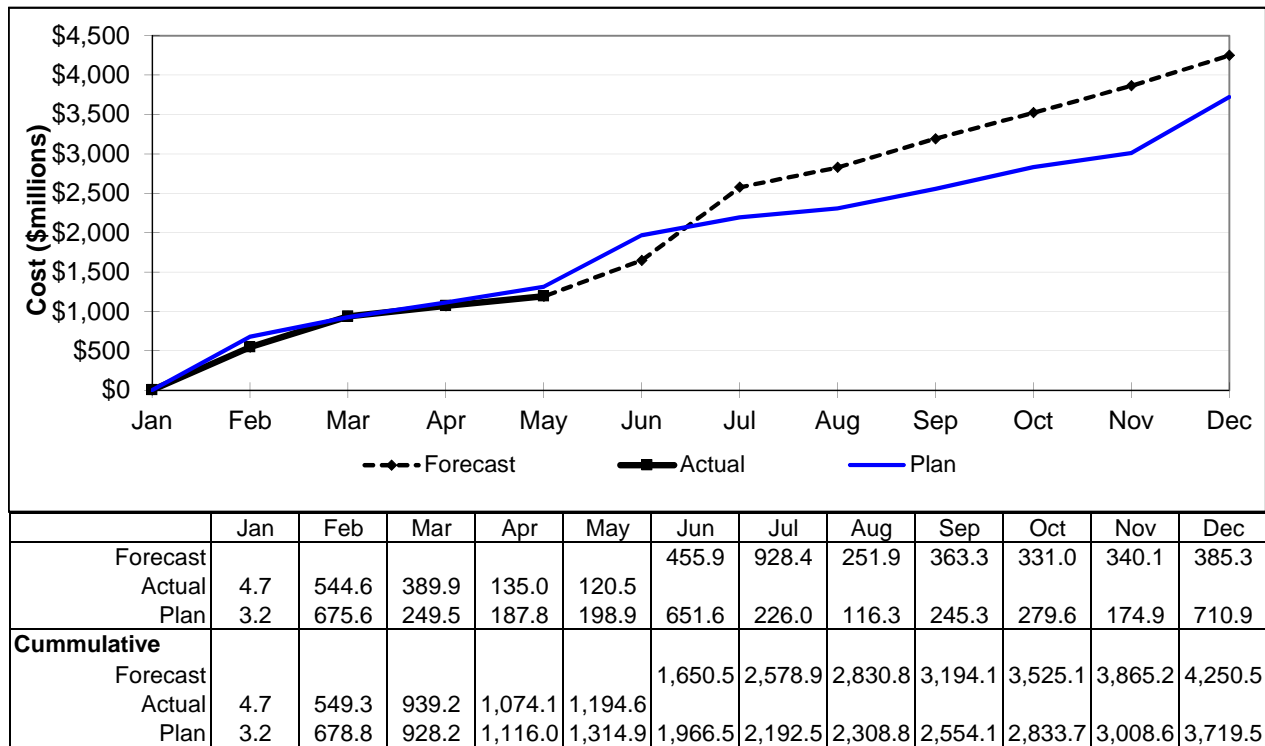
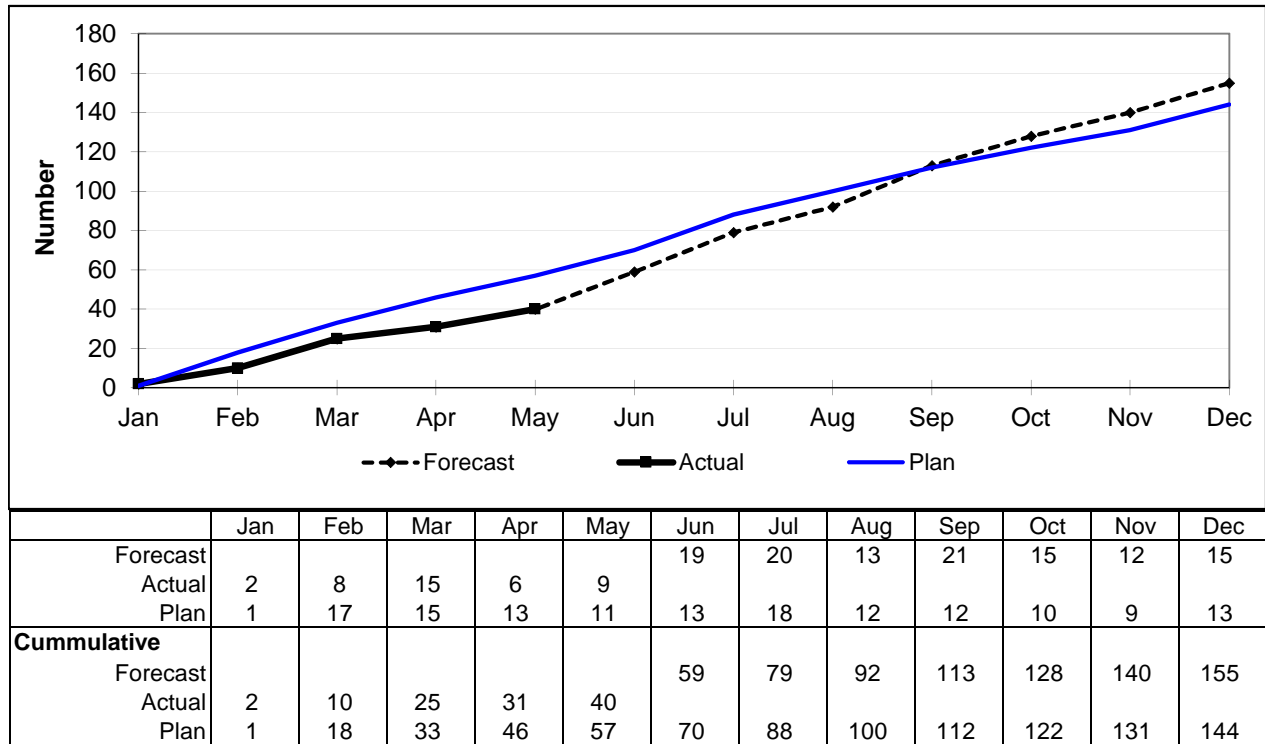
2019 Design Completions Charts

As of May 2019



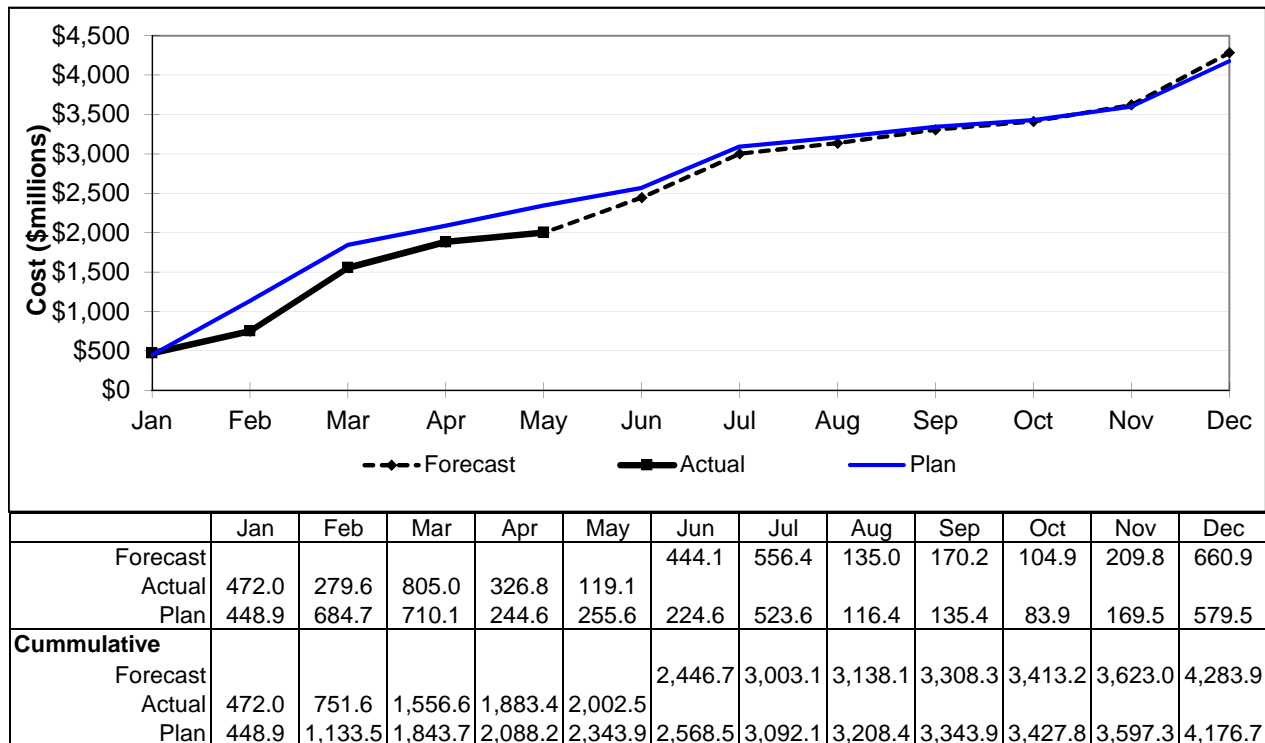
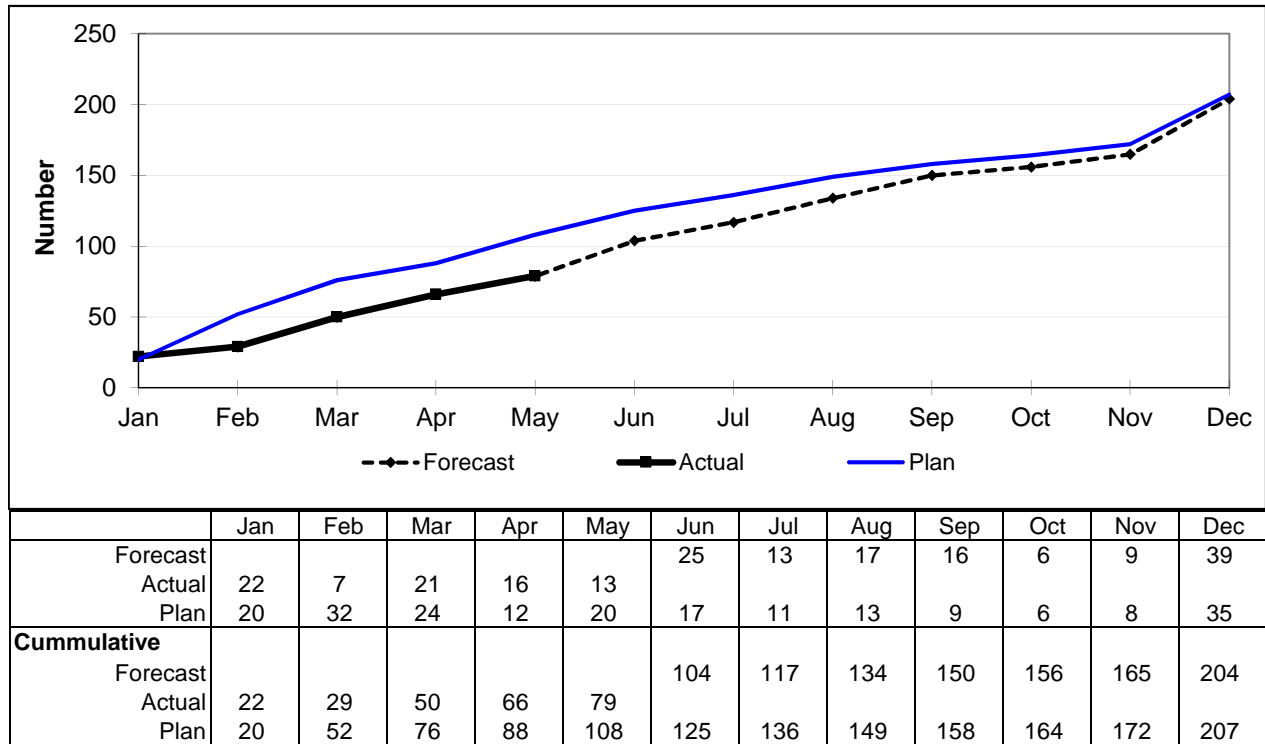
2019 Awards Charts

As of May 2019



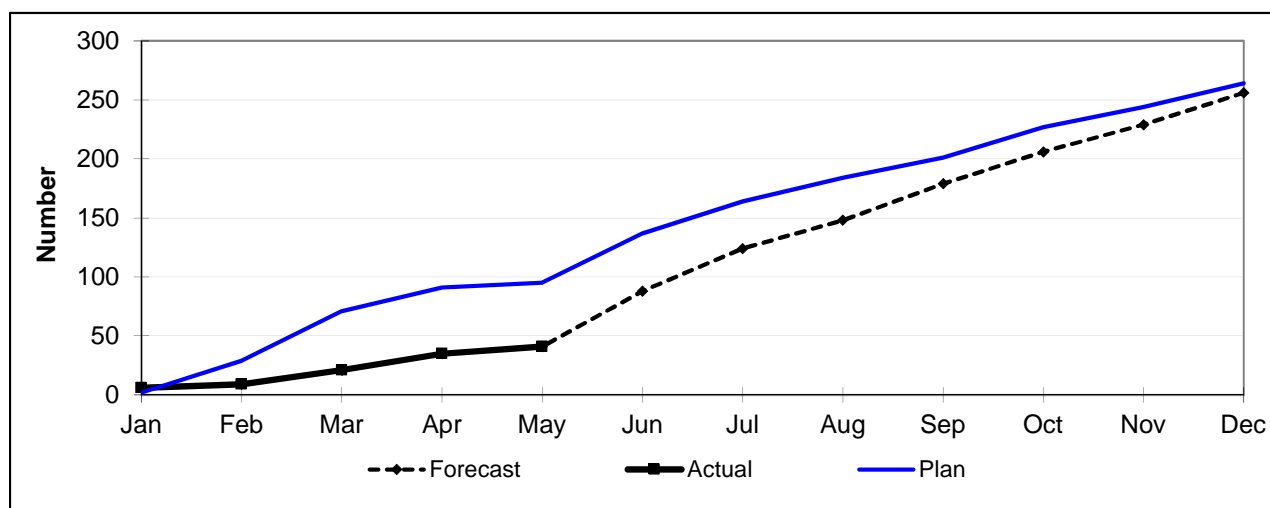
2019 Substantial Completions Charts

As of May 2019

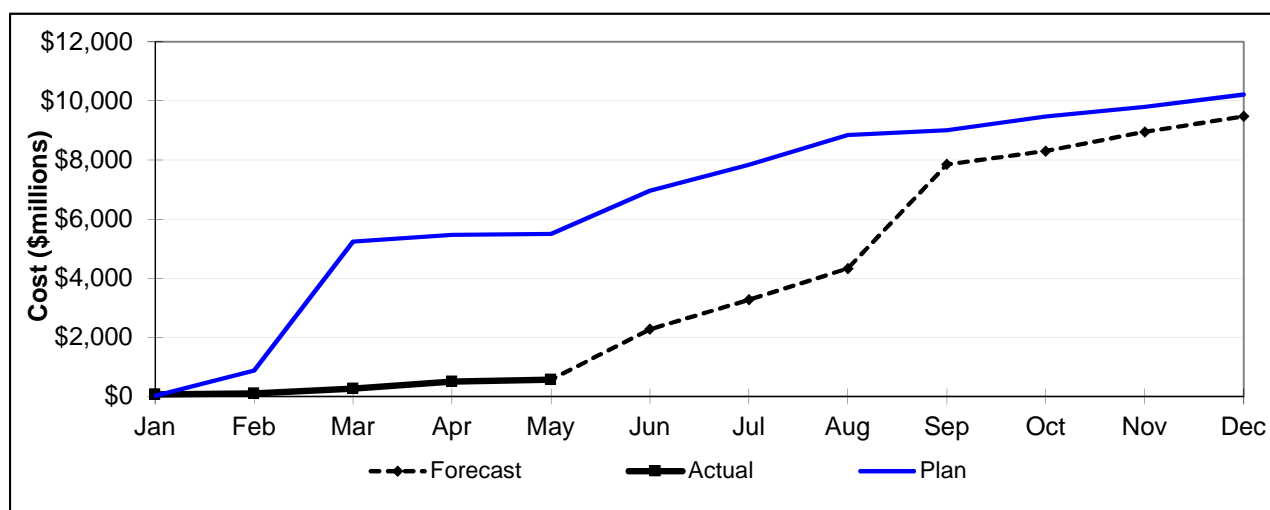


2019 Closeouts Charts

As of May 2019



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Forecast | | | | | | 47 | 36 | 24 | 31 | 27 | 23 | 27 |
| Actual | 6 | 3 | 12 | 14 | 6 | | | | | | | |
| Plan | 2 | 27 | 42 | 20 | 4 | 42 | 27 | 20 | 17 | 26 | 17 | 20 |
| Cummulative | | | | | | | | | | | | |
| Forecast | | | | | | 88 | 124 | 148 | 179 | 206 | 229 | 256 |
| Actual | 6 | 9 | 21 | 35 | 41 | | | | | | | |
| Plan | 2 | 29 | 71 | 91 | 95 | 137 | 164 | 184 | 201 | 227 | 244 | 264 |



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------|------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|
| Forecast | | | | | | 1,705.7 | 996.5 | 1,056.1 | 3,524.4 | 446.9 | 650.6 | 522.6 |
| Actual | 75.6 | 24.3 | 163.5 | 238.3 | 69.6 | | | | | | | |
| Plan | 22.4 | 852.5 | 4,367.1 | 230.4 | 30.8 | 1,460.3 | 876.4 | 1,004.2 | 159.5 | 470.9 | 323.8 | 415.6 |
| Cummulative | | | | | | | | | | | | |
| Forecast | | | | | | 2,277.0 | 3,273.5 | 4,329.6 | 7,854.0 | 8,300.9 | 8,951.5 | 9,474.1 |
| Actual | 75.6 | 99.9 | 263.4 | 501.6 | 571.3 | | | | | | | |
| Plan | 22.4 | 874.9 | 5,242.0 | 5,472.4 | 5,503.1 | 6,963.5 | 7,839.8 | 8,844.0 | 9,003.5 | 9,474.4 | 9,798.1 | 10,213.7 |

Procurement

Steve Plochochi, Senior Vice President




Pictured above is one four Track Geometry Cars, self-propelled diesel railcars capable of measuring rail, track and tunnel geometry under dynamic loading conditions. The cars have a series of onboard measuring and analyzing systems, as well as propulsion, braking and power generation units that enable them to perform their measuring and inspection tasks at allowable train speeds. These cars measure and confirm important components of track safety.

PROCUREMENTS

The Procurement Agenda this month includes 11 actions for a proposed expenditure of \$108.0M.

| | | | | | |
|---|-----------|-------------|-----------------|-------------|--------------|
| Subject Request for Authorization to Award Various Procurements | | | | | |
| Department Procurement & Supply Chain – NYCT | | | | | |
| Department Head Name Stephen M. Plochochi | | | | | |
| Department Head Signature  | | | | | |
| Project Manager Name Rose Davis | | | | | |
| Board Action | | | | | |
| Order | To | Date | Approval | Info | Other |
| 1 | Committee | 6/24/19 | | | |
| 2 | Board | 6/26/19 | | | |
| | | | | | |
| | | | | | |

| | | | |
|---|--------------------------|--------------|------------------------|
| June 12, 2019 | | | |
| Department | | | |
| Department Head Name | | | |
| Department Head Signature | | | |
| Internal Approvals | | | |
|  | Approval | | Approval |
| | President NYCT | X | Pres. MTA Bus/SVP DOB |
| | SVP Operations Support | X | Subways |
| X | Capital Prog. Management | X | Diversity/Civil Rights |
| X | Law | | |
| Internal Approvals (cont.) | | | |
| Order | Approval | Order | Approval |
| | | | |

PURPOSE

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

DISCUSSION

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

| Procurements Requiring Majority Vote: | | # of Actions | \$ Amount |
|---------------------------------------|--|--------------|-----------|
| Schedule L: | Budget Adjustments to Estimated Quantity Contracts | 1 | \$ 0.5 M |
| | • Network Rail Consulting, Inc. | | \$ 0.5 M |
| SUBTOTAL | | 1 | \$ 0.5 M |

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

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

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

Procurements Requiring Two-Thirds Vote:

| | <u># of Actions</u> | <u>\$ Amount</u> |
|---|---------------------|------------------|
| Schedule B: Competitive Requests for Proposals (Solicitation of Purchase and Public Work Contracts) | 1 | \$ TBD M |

Schedules Requiring Majority Vote:

| | | |
|--|----------|-------------------|
| Schedule L: Budget Adjustments to Estimated Quantity Contracts | 8 | \$ 100.0 M |
| SUBTOTAL | 9 | \$ 100.0 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 Majority Vote:

| | | |
|---|-----------|-------------------|
| Schedule K: Ratification of Completed Procurement Actions | 1 | \$ 7.5 M |
| SUBTOTAL | 1 | \$ 7.5 M |
| TOTAL | 11 | \$ 108.0 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.

JUNE 2019

LIST OF NONCOMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

L. Budget Adjustments to Estimated Quantity Contracts

(Expenditures which are anticipated to exceed the lesser of \$750,000 or \$50,000 in the event such expenditures exceed 15% of the adjusted contract budget, including any contract modifications.)

- | | | |
|---|-------------------------|--------------------------------------|
| 1. Network Rail Consulting, Inc. | \$519,000 (Est.) | <u>Staff Summary Attached</u> |
| Contract# 20019 | | |
| Noncompetitive | | |

Consultant contract for NYC Transit Subway Action Plan Improvement Assessment.

L. Budget Adjustments to Estimated Quantity Contracts

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

| | | | | |
|----|--|--|-----------|------------------|
| 1. | Network Rail Consulting, Inc. | Original Amount: | \$ | 2,700,000 |
| | Contract# 20019 | Prior Modifications: | \$ | 0 |
| | February 7, 2018 – September 30, 2019 | Prior Budgetary Increases: | \$ | 250,000 |
| | | Current Amount: | \$ | 2,950,000 |
| | | | | |
| | | This Request: | \$ | 519,000 |
| | | | | |
| | | % of This Request to Current Amount: | | 17.6% |
| | | % of Mods/Budget Adjustments (including This Request) to Original Amount: | | 28.5% |

Discussion:

NYC Transit is requesting approval from the Board to issue Budget Adjustment No. 2 to Contract 20019, Consultant Services for NYC Transit Subway Action Plan Improvement Assessment, to Network Rail Consulting (“NRC”) in the total estimated value of \$519,000.

On February 7, 2018, pursuant to the New York State Governor’s Executive Order No. 168 issued on June 29, 2017, Procurement awarded a Task Order Consulting Services contract to NRC to provide consulting services to the Department of Subways (“Subways”) for NYC Transit Subway Action Plan Improvement Assessment.

To date, there have been six task orders and a budget adjustment issued under this contract to NRC in the total value of \$2,950,000. In April 2018, the Board ratified the original contract value of \$2,700,000.

Subways requested this Budget Adjustment to provide NRC’s continued support for scheduling of mobile wash units to improve the efficiency of the station cleaning program. Subways also anticipates utilizing the expertise of NRC to provide a near-term diagnostic analysis of current practices relating to the tracking of rail conditions, in order to achieve maximum efficiencies and accuracy and to facilitate rollout of a new rail conditions tracking system.

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

NRC is uniquely qualified to provide these consulting services based on a combination of its international rapid transit industry experience (NRC is a consulting arm of Network Rail, the owner and operator Great Britain’s main railway infrastructure with comparable operating environment and challenges to NYC Transit), proven track record of operational efficiencies achieved by NYC Transit as a result of work performed by NRC under this contract, expertise in strategic planning, systems analysis, and management of service maintenance outages to minimize the impact on the riding public.

It is recommended that the Board approve the issuance of Budget Adjustment No. 2 to Contract 20019, Consultant Services for NYC Transit Subway Action Plan Improvement Assessment, to NRC in the total estimated value of \$519,000.

JUNE 2019

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

B. Competitive Requests for Proposals (Solicitation of Purchase and Public Work Contracts)

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

- | | | |
|---|------------------------------|--------------------------------------|
| 1. Contractor To Be Determined Contract Term To Be Determined Contract# B-40676 RFP Authorizing Resolution for the purchase of 45 low-floor 40-foot all-electric buses for NYC Transit. | Cost To Be Determined | <u>Staff Summary Attached</u> |
|---|------------------------------|--------------------------------------|

Procurements Requiring Majority Vote:

L. Budget Adjustments to Estimated Quantity Contracts

(Expenditures which are anticipated to exceed the lesser of \$750,000 or \$50,000 in the event such expenditures exceed 15% of the adjusted contract budget, including any contract modifications.)

- | | | |
|--|---------------------------------------|--|
| 2. AECOM USA, Inc. 3. Stantec Consulting Services, Inc. 4. Henningson Durham & Richardson Architecture and Engineering, P.C. 5. HNTB New York Engineering and Architecture PC 6. Jacobs Civil Consultants, Inc. 7. WSP USA, Inc. 8. Parsons Transportation Group of New York, Inc. 9. Urbahn Architects PLLC Contracts# CM-1544 - CM-1551 State-funded Indefinite Quantity consultant contracts for architectural/engineering design services on miscellaneous MTA-funded construction projects. | \$100,000,000 (Est. Aggregate) | <u>Staff Summary Attached</u> ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ |
|--|---------------------------------------|--|

Staff Summary

| | | | | | | | |
|---|--------------------------------|--------------|-----------------|--|--|--|--------------------------------|
| Item Number 1 | | | | SUMMARY INFORMATION | | | |
| Department, Department Head Name SVP Procurement & Supply Chain, Stephen M. Plochochi | | | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; padding: 5px;"> Vendor Name RFP Authorizing Resolution </td> <td style="width: 30%; padding: 5px;"> Contract No. B-40676 </td> </tr> </table> | | Vendor Name RFP Authorizing Resolution | Contract No. B-40676 |
| Vendor Name RFP Authorizing Resolution | Contract No. B-40676 | | | | | | |
| Internal Approvals | | | | Description Purchase of 45 low-floor 40-foot all-electric buses for NYC Transit | | | |
| Order | Approval | Order | Approval | Total Amount TBD | | | |
| 1 6/14/19 | Materiel | 6 6/17/19 | President | Contract Term (including Options, if any) TBD | | | |
| 2 X | Law | | | Option(s) included in Total Amt? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | |
| 3 X | CFO | | | Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | |
| 4 X | Buses | | | Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive | | | |
| 5 | OPS | | | Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other: | | | |
| | | | | Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input checked="" type="checkbox"/> Federal <input type="checkbox"/> Other: | | | |

Purpose

To request that the Board declare competitive bidding impractical or inappropriate for the federally funded procurement of 45 low-floor 40-foot all-electric buses for NYC Transit, and that it is in the public interest to issue a competitive Request for Proposals ("RFP") pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(g).

Discussion

The Public Authorities Law, Section 1209, subdivision 9(g) permits NYC Transit to use the competitive RFP process in lieu of competitive bidding to award contracts based on a formal evaluation of characteristics such quality, delivery, and cost against stated selection criteria. NYC Transit is desirous of utilizing such a procedure with respect to the procurement of 45 low-floor 40-foot all-electric buses.

Utilizing the RFP process will allow NYC Transit to select the proposal that offers the best overall value through negotiations and evaluation based on criteria that reflect the critical needs of the Authority. By utilizing the RFP process, NYC Transit will be able to (1) weigh factors such as overall project price, overall quality of proposer and product including delivery; (2) negotiate specific contract terms, such as warranty and payment; (3) negotiate technical matters as deemed appropriate; and (4) include any other factors that NYC Transit deems relevant to its operation.

These buses will augment NYC Transit's growing fleet of all-electric vehicles. Findings from this project will further shape NYC Transit's strategy for future competitive all-electric bus procurements, and provide the Department of Buses with additional operational experience, which will be crucial in allowing NYC Transit to effectively purchase, own, and operate larger fleets of all-electric buses in the next Capital Plan. These 45 all-electric buses, will be strategically deployed on routes in Brooklyn, Queens, and the Bronx to maximize NYC Transit's experience with these vehicles across multiple duty cycles.

All of these buses will be outfitted with new features including all-electric accessories (e.g., heating, ventilation, and air-conditioning; doors), improved driver visibility, pedestrian turn warning, Wi-Fi, USB charging ports, automatic passenger counters, digital information screens, and new branding.

Alternative

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

Impact on Funding

The procurement of 45 low-floor 40-foot all-electric buses is funded under SF02-8129 as part of the approved 2015–2019 Capital Program. This project will be federally funded.

Recommendation

It is recommended that the Board declare competitive bidding impractical or inappropriate for the federally funded procurement of 45 low-floor 40-foot all-electric buses and that it is in the public interest to issue a competitive RFP pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(g) for NYC Transit.

L. Budget Adjustments to Estimated Quantity Contracts

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

| | | | | |
|-----|--|---|----|-------------|
| 2-9 | AECOM USA, Inc.; Stantec Consulting Services, Inc.; Henningson, Durham & Richardson Architecture and Engineering, P.C.; HNTB New York Engineering and Architecture, PC; Jacobs Civil Consultants, Inc.; WSP USA, Inc.; Parsons Transportation Group of New York, Inc.; Urbahn Architects, PLLC | Original Amount: (including options) | \$ | 100,000,000 |
| | | Prior Modifications: | \$ | 0 |
| | | Prior Budgetary Increases: | \$ | 0 |
| | | Current Amount: | \$ | 100,000,000 |
| | | | | |
| | | This Request: | \$ | 100,000,000 |
| | Contracts CM-1544–CM-1551 | % of This Request to Current Amount: | | 100.0% |
| | October 9, 2015–October 8, 2020 | % of Mods/Budget Adjustments (including This Request) to Original Amount: | | 100.0% |

Discussion:

NYC Transit is requesting approval from the Board to issue Budget Adjustment No. 1 to eight state-funded Indefinite Quantity (“IQ”) consultant contracts for Architectural/Engineering (“A/E”) Design Services on miscellaneous MTA-funded construction projects in the total estimated aggregate value of \$100 million.

On September 24, 2015, the Board approved the award of eight competitively negotiated IQ contracts to provide A/E design services for miscellaneous MTA-funded construction projects on an as-needed basis for a period of 60 months with a total estimated aggregate cost of \$100 million. The eight awardees were: AECOM USA, Inc. (“AECOM”) (CM-1544); Stantec Consulting Services, Inc. (formerly Fay, Spofford & Thorndike of New York, Inc.)¹ (CM-1545); Henningson, Durham & Richardson Architecture and Engineering, P.C. (CM-1546); HNTB New York Engineering and Architecture, PC (CM-1547); Jacobs Civil Consultants, Inc. (CM-1548); WSP USA, Inc. (formerly Parsons Brinkerhoff, Inc.) (CM-1549); Parsons Transportation Group of New York, Inc. (CM-1550); and Urbahn Architects, PLLC (CM-1551).

These contracts form a pool of eight pre-qualified design teams through which task orders are competed to provide the required architectural and engineering design services, which may include disciplines such as architectural, electrical, communications engineering, specification development, cost estimating, and scheduling for various projects. Additionally, consultants provide support during construction and closeout services. To date, 119 task orders have been issued with a total expenditure in excess of \$99 million. This pool concept allows for competitive awards to be made on an expedited basis.

This budget adjustment will cover the additional capacity needed due to unprecedented demands for IQ A/E design services in response to several high-profile projects under the Fast Forward Program such as Americans with Disabilities Act task orders for systemwide accessibility analyses, feasibility studies, preparation of design/build RFP documents; and CBTC-related task orders related to traction power evaluation, as well as other critical initiatives not anticipated when the base contracts were awarded. The additional \$100 million across the eight contracts will provide the capacity necessary to permit the continued use of these contracts until their expiration, which is in October 2020. All future work issued under these contracts will be performed at the current competitively negotiated contract prices. Award of the replacement contracts for A/E design services is anticipated in third quarter 2020 in order to make a seamless transition to the replacement contracts. This budget adjustment will allow time to solicit, negotiate, and award the replacement contracts.

It is recommended that the Board approve the issuance of Budget Adjustment No. 1 to eight state-funded IQ consultant contracts for A/E design services on miscellaneous MTA-funded construction projects in the total estimated aggregate value of \$100 million.

¹Stantec Consulting Services, Inc. acquired the assets and liabilities of Fay, Spofford & Thorndike LLC in October 2015. Fay, Spofford & Thorndike LLC was dissolved effective November 2015. Contract CM-1545 was originally awarded to Fay, Spofford & Thorndike of New York, Inc.

In connection with previous contracts awarded to AECOM, AECOM 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 Managing Director in consultation with the MTA General Counsel in November 2017. No new SAI has been found relating to AECOM and AECOM has been found to be responsible. A Contractor Compliance Program was put in place for AECOM in September 2018.

In connection with a previous contract awarded to Jacobs, Jacobs was found to be responsible notwithstanding SAI pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Managing Director in consultation with the MTA General Counsel in October 2018. No new SAI has been found relating to Jacobs and Jacobs has been found to be responsible.²

In connection with a previous contract awarded to The Louis Berger Group, Inc. (“LBG”)³, LBG was found to be responsible notwithstanding SAI pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by MTA Chairman and Chief Executive Officer in consultation with the MTA General Counsel in November 2015. No new SAI has been found relating to LBG or WSP. WSP has no SAI except that stemming from its acquisition of LBG. WSP has been found to be responsible.

²While Jacobs has no direct SAI, its acquisition of CH2M Hill Companies Ltd. (“CH2M”) in December 2017 mandates reporting of CH2M’s SAI. CH2M, notwithstanding its SAI, was found responsible by the MTA Chairman in December 2013; this approval may be relied upon by Jacobs.

³LBG was acquired by WSP in December 2018 and that acquisition carries with it LBG’s SAI.

JUNE 2019

LIST OF RATIFICATIONS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

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

- | | | |
|------------------------------------|--------------------|--------------------------------------|
| 1. Systra Engineering, Inc. | \$7,480,944 | <u>Staff Summary Attached</u> |
| Contract# CM-1539.2 | | |

Modification to the contract for consultant services to support the construction of Communications-Based Train Control (CBTC) and Auxiliary Wayside Signal (AWS) signal systems for the Queens Boulevard Line (QBL) West; pursuant to an Immediate Operating Need for additional consultant services and to extend the contract term by 23 months.

Schedule K: Ratification of Completed Procurement Action

Item Number: 1

| | | |
|---|--|------------------------|
| Vendor Name (Location) Systra Engineering, Inc. (New York, New York) | Contract Numbers CM-1539 | AWO/Mod. # 2 |
| Description Consultant Services to Support Construction of the Communications-Based Train Control (CBTC) and Auxiliary Wayside Signal (AWS) Signal Systems for the Queens Boulevard Line (QBL) West | Original Amount: | \$ 12,555,698 |
| Contract Term (including Options, if any) December 15, 2014–January 15, 2021 | Prior Modifications: | \$ 0 |
| Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a | Prior Budgetary Increases: | \$ 0 |
| Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive | Current Amount: | \$ 12,555,698 |
| Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification | This Request: | \$ 7,480,944 |
| Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other: | % of This Request to Current Amount: | 59.6% |
| Requesting Dept./Div., Dept./Div. Head Name: Capital Program Management, Alok Saha | % of Modifications (including This Request) to Original Amount: | 59.6% |

Discussion:

It is requested that the Board ratify this modification, which was awarded on March 26, 2019, to Systra Engineering, Inc. (“Systra”) pursuant to the declaration of an Immediate Operating Need (“ION”) requested by NYC Transit Capital Program Management (“CPM”) and approved by the Vice President, Materiel Division. This modification is for consultant services for the design, procurement, and construction support for Communications-Based Train Control (“CBTC”) and Auxiliary Wayside Signaling (“AWS”) signal systems for Queens Boulevard Line (“QBL”) East for a duration of 45 months. This modification will extend the contract for an additional 23 months, from January 15, 2021, through December 31, 2022.

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 qualified CBTC suppliers: Siemens Mobility, Inc (“Siemens”) and Thales Transport and Security, Inc. (“Thales”). Both companies have successfully demonstrated interoperability between their CBTC systems under the Culver Test Track project. As a result, Siemens and Thales were each awarded a contract to provide CBTC carborne and wayside equipment for the QBL Signal System Modernization project from south of Union Turnpike to north of 47-50 Street on the Sixth Avenue line and south of 50 Street on the Eighth Avenue line (“QBL West”). The carborne equipment is installed by NYC Transit in-house labor and a contract for the installation of wayside equipment was awarded to L.K. Comstock & Co. Inc. in December 2016 with substantial completion anticipated in July 2022. When completed, QBL West will support an interoperable CBTC/AWS signal system.

In December 2014, Systra was awarded a competitively solicited contract to provide consultant services to support the construction of the CBTC/AWS signal system for QBL West. Systra was unanimously recommended for this award and their performance on the project has been marked by a strong project team with a high level of expertise in the areas of management, engineering, signaling and CBTC design.

The declaration of an ION was made on January 30, 2019, as a result of the request by the VP, Network and Resignaling, CPM. The ION was needed to support the Fast Forward Plan of improving on-time performance and increasing reliability. Under this initiative, Systra will have the final conceptual design completed by July 2019 for inclusion in the design-build RFP documents for QBL East. Considering their knowledge gained on the QBL West project including lessons learned, the fact that QBL East is a continuation of the CBTC territory developed under QBL West, their familiarity with NYC Transit’s unique design utilizing Interoperability Interface Specifications, and their strong performance in supporting QBL West; it was determined that Systra was strategically positioned to provide the most advantageous and cost-effective design to meet the aggressive schedule for QBL East. Accordingly, CPM recommended that the conceptual design, procurement, and construction support of QBL East be handled as a modification to Systra’s QBL West contract as opposed to a new competitive procurement.

Under this modification, Systra will provide the conceptual design, procurement and construction support during the installation, testing, and commissioning of the CBTC system from north of Union Turnpike to 179 Street on the QBL and to Parsons-Archer on the Archer Avenue Line. Services also include tasks related to development of functional and system requirements, modifying specifications, witnessing of equipment factory and field testing, approval of plans and drawings, cost estimating, resolving technical issues and monitoring schedule compliance.

In response to NYC Transit's comments to their initial proposal, Systra submitted its price proposal of \$7,480,944 and 39,158 labor hours, which is \$811,322 below the revised in-house estimate of \$8,292,266 and is based on the previously negotiated Terms and Conditions, labor rates, overhead and fee of the base contract. After evaluation, Procurement determined that Systra's proposal was fair and reasonable. CPM concurred with this determination and recommended award of this modification to Systra.



Service Changes: A Division Subway Schedule Changes Effective November 2019

Judith McClain, Acting Chief, Operations Planning

Service Issue

NYC Transit is proposing to make changes to some evening and late-night schedules on the ③, ④ and ⑤ subway lines in November 2019 to accommodate the rigorous maintenance, repair and construction projects associated with the Subway Action Plan and other efforts to improve service, while also operating the best service possible for our customers as this essential work is underway.

The schedule changes would reduce the span of weekday evening service on the ③ and ⑤ subway lines by under one hour and extend the span of service to New Lots Av on the ④ by under one hour to facilitate track replacement, signal and power cable upgrades, and drain cleaning that requires transitioning to the overnight service pattern earlier than previously scheduled. These changes – already implemented regularly via temporary schedules most weeknights – will help customers plan ahead with a stable and reliable schedule. Incorporating these schedule revisions in our base timetables will result in more efficient and less costly service, while providing more consistent evening and late-night service for our customers.

Recommendation

Implement schedule adjustments for the ③, ④ and ⑤ routes on weekday evenings to accommodate long-term construction and maintenance work.

Budget Impact

Implementation of the proposed ③, ④ and ⑤ schedule changes would save approximately \$0.9 million annually, and reduce the need for overtime, by moving the transition from evening to overnight service earlier by less than one hour.

Proposed Implementation Date

③, ④ and ⑤ schedule changes would be implemented in November 2019.

Staff Summary

DRAFT



| | |
|----------------------------------|---|
| Subject | NYCT COMMITTEE STAFF SUMMARY: Subway Schedule Changes Effective November 2019 |
| Department | Operations Planning |
| Department Head Name | Judith McClain |
| Department Head Signature | |
| Project Manager Name | Glenn Lunden |

| | |
|--------------------------------|--------------|
| Date | June 4, 2019 |
| Vendor Name | N/A |
| Contract Number | N/A |
| Contract Manager Name | N/A |
| Table of Contents Ref # | N/A |

| Board Action | | | | | |
|--------------|-----------|------|----------|------|-------|
| Order | To | Date | Approval | Info | Other |
| 1 | President | | X | | |
| 2 | NYCT Comm | | | X | |
| 3 | MTA Board | | | X | |
| | | | | | |

| Internal Approvers | | | |
|---------------------|----------|-----------------|----------|
| Title | Approved | Title | Approved |
| President | X | VP GC Law | X |
| Executive VP | X | Dir. OMB | X |
| SVP Subways | X | Acting VP GCR | X |
| Chief Cust. Officer | X | Acting Chief OP | X |

Purpose

To obtain Presidential approval, and to inform the NYC Transit and MTA Bus Committee, of schedule adjustments on the ③, ④ and ⑤ routes. Adjustments are warranted on the ③, ④ and ⑤ to accommodate planned maintenance and construction work on the right-of-way.

Discussion

NYC Transit is proposing to make changes to some evening and late-night schedules on the ③, ④ and ⑤ subway lines in November 2019 to accommodate the rigorous maintenance, repair and construction projects associated with the Subway Action Plan and other efforts to improve service, while also operating the best service possible for our customers as this essential work is underway.

Over the past two years, NYC Transit has been working intensively to improve the reliability of the service we provide to our customers. This work includes clearing tens of thousands of grates and drains, sealing thousands of leaks, repairing or replacing miles of track, removing tons of debris, and rebuilding thousands of signal components. Our most recent statistics show continued dramatic improvement in subway performance, with the highest on-time performance numbers in more than half a decade. This demonstrates that the State and City's substantial investment in infrastructure and maintenance improvements under the Subway Action Plan are yielding remarkably positive results, and illustrates the rewards of the planned service changes. Subway on-time performance for April reached its highest level since October 2013—nearly 80 percent. In addition, major incidents decreased 32 percent from last April, matching the fewest since measurement began in 2015. Furthermore, weekday delays decreased 35 percent from last April, reaching the lowest level since December 2013. One of the contributing factors to the reduction in subway delays has been the significant progress made in reducing track debris fires. Year-to-date track fires have dropped by 52 percent compared to 2018.

Staff Summary

As much of our repair, upgrade, and intensified maintenance activities are performed during evening and late-night hours, we are seeking to maximize the productivity of our workforce during those times. This necessitates adjustments in our operations to accommodate the unprecedented level of work that is underway.

The schedule changes would reduce the span of weekday evening service on the ③ and ⑤ subway lines by under one hour and extend the span of service to New Lots Av on the ④ by under one hour to facilitate track replacement, signal and power cable upgrades, and drain cleaning that requires transitioning to the overnight service pattern earlier than previously scheduled. These changes – already implemented regularly via temporary schedules most weeknights – will help customers plan ahead with a stable and reliable schedule. Incorporating these schedule revisions in our base timetables will result in more efficient and less costly service, while providing more consistent evening and late-night service for our customers.

Basic information about these schedule adjustments are below:

- Five ③ line roundtrips, operating on weekdays from approximately 10:30 p.m. to 11:30 p.m. between Harlem-148 St and New Lots Ave, will change to operations between Harlem-148 St and Times Square. Service to and from New Lots Ave during these times will be delivered by the ④ line.
- Four ④ line roundtrips, operating on weekdays from approximately 10:30 p.m. to 11:30 p.m. between Woodlawn and Crown Heights-Utica Ave, will extend to operations between Woodlawn and New Lots Ave.
- Five ⑤ line roundtrips, operating weekdays from approximately 10:00 p.m. to 11:00 p.m. between Eastchester-Dyre Ave and Bowling Green, will be replaced by four roundtrips between Eastchester-Dyre Ave and E 180 St. Customers traveling between Manhattan and E 180 St may take the ② line and connecting services.

Service Plan

NYCT routinely evaluates the impact of capital construction and ongoing maintenance work on train operations and adjusts schedules to accommodate this necessary work.

Frequent maintenance and construction work on A Division lines (numbered routes) often require curtailment via supplement schedules of normal weekday evening service, transitioning to the overnight service pattern earlier than in the base timetables. Under these situations, the ③, which normally operates between Harlem-148 St and New Lots Avenue evenings, begins its overnight service pattern less than one hour earlier, operating between Harlem-148 St and Times Square only. The ④, which normally operates evenings between Woodlawn and Crown Heights-Utica Avenue, is extended out to New Lots Avenue to replace the ③ in Brooklyn. The ⑤, which normally operates evenings between Eastchester-Dyre Avenue and Bowling Green, becomes a shuttle between Eastchester-Dyre Avenue and East 180 St in the Bronx less than one hour earlier.

Recommendation

Implement schedule adjustments on ③, ④ and ⑤ routes to accommodate maintenance and capital projects.

Alternatives

NYCT would not make routine schedule adjustments to accommodate maintenance and capital projects on ③, ④ and ⑤.

Staff Summary

Budget Impact

Implementation of the proposed ③, ④ and ⑤ schedule changes would save approximately \$0.9 million annually in the operating budget and reduce the need for overtime.

Implementation Date

③, ④ and ⑤ schedule changes would be implemented in November 2019.



Service Changes: Q10 Southbound Travel Path Revision in South Ozone Park, Queens

Darryl C. Irick, President, MTA Bus Company

Service Issue

The Q10 provides local and limited-stop bus service between Kew Gardens, Queens and JFK Airport. The current southbound Q10 local bus travel path uses 130th Street south and then turns east onto 150th Avenue to 149th Avenue, and south on 134th Street. Within this area, the bus stop on 149th Avenue at 134th Street is in very poor condition with no sidewalk. In addition, 150th Avenue is heavily used by the NYC Department of Sanitation vehicles, where there are road blockages and delays.

Recommendation

Revise the travel path of the southbound Q10 local bus route in order to access a more suitable bus stop on 134th Street at 149th Avenue, and avoid delays along 150th Avenue. The southbound Q10 would turn east on South Conduit Avenue from 130th Street, and south on 134th Street, where it would resume its regular route after crossing 149th Avenue. In total, this revision would relocate two bus stops, but both bus stops would be relocated within their same intersections.

Budget Impact

The net result of the recommended revision would be no change in annual operating cost, as there would be no change to travel time or travel distance.

Proposed Implementation Date

Late June 2019

Staff Summary

| | |
|----------------------------------|---|
| Subject | Q10 Southbound Travel Path Revision in South Ozone Park, Queens |
| Department | Operations Planning |
| Department Head Name | Mark A. Holmes |
| Department Head Signature | X |
| Project Manager Name | Jason R. Dasrath |

| | |
|--------------------------------|---------------|
| Date | June 13, 2019 |
| Vendor Name | N/A |
| Contract Number | N/A |
| Contract Manager Name | N/A |
| Table of Contents Ref # | N/A |

| Board Action | | | | | |
|--------------|-------------------|------|----------|------|-------|
| Order | To | Date | Approval | Info | Other |
| 1 | President | | X | | |
| 2 | NYCT/MTA Bus Comm | | | X | |
| | | | | | |
| | | | | | |

| Internal Approvals | | | |
|--|----------|-------|----------|
| Title | Approved | Title | Approved |
| President | X | | |
| Executive Vice President | X | | |
| Acting VP, Govt. and Community Relations | X | | |
| Chief Officer, Operations Planning | X | | |

PURPOSE:

The purpose of this staff summary is to gain presidential approval for and to inform the MTA Bus Committee of a recommendation to revise the travel path of the southbound Q10 local bus route to access a better bus stop and avoid traffic delays.

DISCUSSION:

The Q10 provides full-time local and limited-stop bus service on weekdays, Saturdays, and Sundays between Kew Gardens and John F. Kennedy (JFK) International Airport via the intermediate neighborhoods of Richmond Hill, Ozone Park, and South Ozone Park. The Q10 travels a one-way distance of approximately 8 miles, transporting approximately 22,870 passengers on weekdays, approximately 15,250 passengers on Saturdays, and approximately 12,430 passengers on Sundays.

In South Ozone Park, the southbound Q10 local travel path uses 150th Avenue to 149th Avenue from 130th Street to 134th Street through an industrial area. Along this stretch, the bus stop on 149th Avenue at 134th Street is problematic. It has no sidewalk and the standing surface is in poor condition consisting of dirt. There are no other suitable locations to relocate the bus stop along its current travel path in the vicinity, as the south side of 149th and 150th avenues have no sidewalk, and are lined with jersey barriers that separate the road from a NYC Department of Sanitation (DSNY) truck storage yard and salt storage mound. Additionally, there is a lot of DSNY truck activity along 150th Avenue, including sanitation trucks, dump trucks and other heavy machinery, which blocks the roads and can cause lengthy delays.

In seeking a suitable location for a bus stop in the vicinity of 149th Avenue at 134th Street, the only nearby location is on 134th Street at 149th Avenue, within the same intersection, which would require the

The legal name of MTA Bus is MTA Bus Company.

Staff Summary

southbound travel path to be adjusted. Under this travel path revision, the southbound Q10 would turn east from 130th Street to South Conduit Avenue, and then turn south on 134th Street, where it would return to its current travel path after crossing 149th Avenue. See the attached map. The relocated bus stop on 134th Street north of 149th Avenue has a concrete standard sidewalk for customers to wait for the bus, board and exit. This revised travel path also presents an opportunity to improve service and reduce delays by avoiding the traffic activity on this problematic stretch of 150th Avenue.

This travel path revision would also relocate the current southbound Q10 bus stop on 130th Street at South Conduit Avenue within the same intersection on South Conduit Avenue at 130th Street.

The northbound Q10 local travel path and bus stops would remain unchanged, as the roadway network in this area does not allow other alternatives. Additionally, the northbound Q10 local bus stops all have sidewalks and adequate space for customers waiting, boarding and exiting. The Q10 limited-stop service would also remain unchanged in both directions, as it uses different roads (Lefferts Boulevard and Pan Am Road), and doesn't travel in this area.

RECOMMENDATION:

Revise the travel path of the southbound Q10 local bus route in order to access a more suitable bus stop on 134th Street at 149th Avenue, and avoid delays along 150th Avenue. The southbound Q10 would turn east on South Conduit Avenue from 130th Street, and south on 134th Street, where it would resume its regular route after crossing 149th Avenue. In total, this revision would relocate two bus stops, but both bus stops would be relocated within their same intersections.

ALTERNATIVES TO THE PROPOSED SERVICE CHANGE:

The only alternative would be to leave the current southbound travel path unchanged. This would forego the opportunity to provide safer bus stop, and more efficient service for passengers.

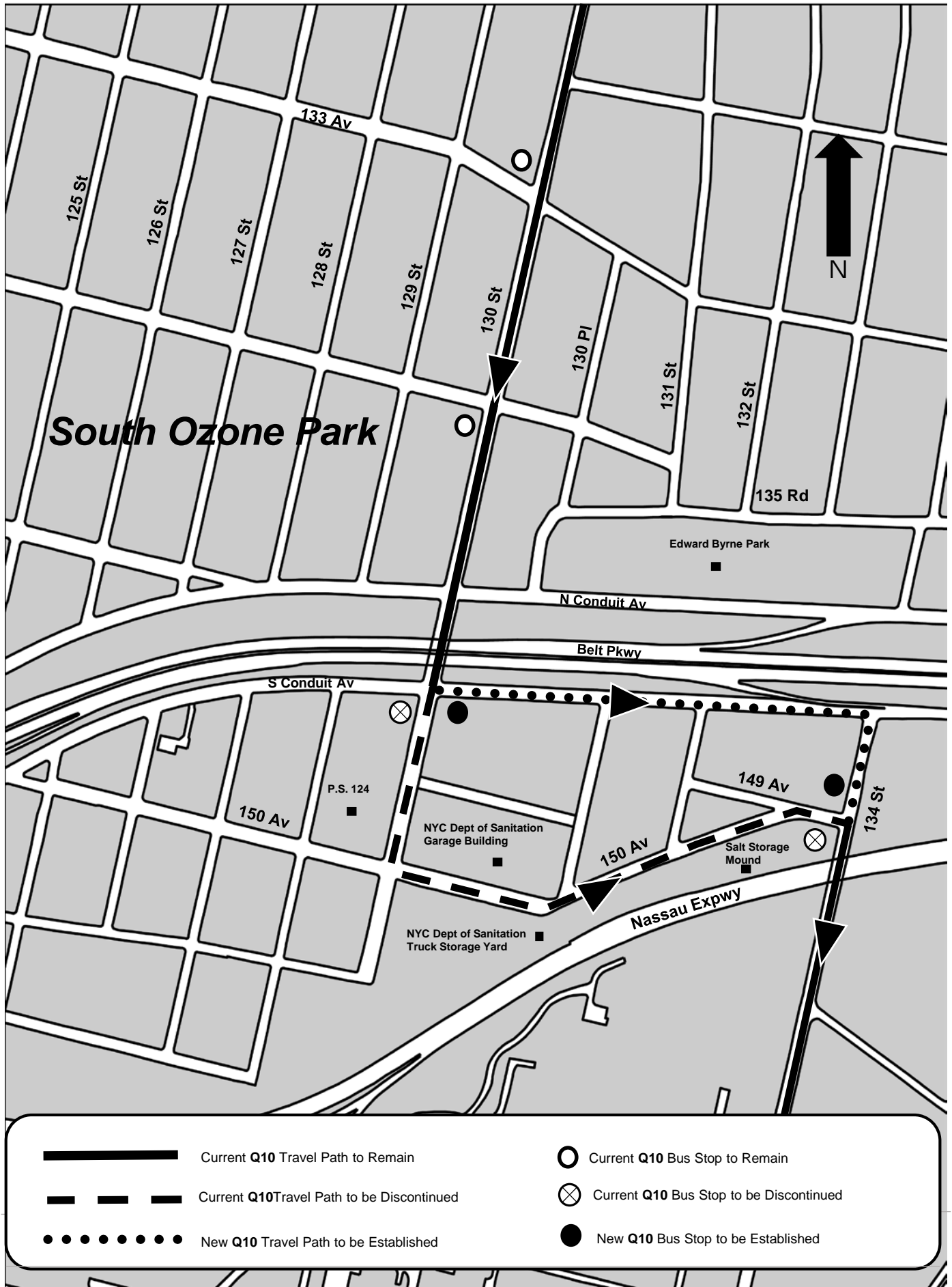
BUDGET IMPACT:

The net result of the recommended revision would be no change in annual operating cost, as there would be no change to travel time or travel distance.

PROPOSED IMPLEMENTATION DATE:

Implementation is planned for late June 2019.

Q10 Southbound Travel Path Revision in South Ozone Park



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

| <u>Fare Media</u> | <u>April 2018</u> | <u>April 2019*</u> | <u>Difference</u> |
|------------------------|-------------------|--------------------|-------------------|
| Cash | 1.9% | 1.8% | (0.1%) |
| Single-Ride Ticket | 0.8% | 0.8% | 0.0% |
| Bonus Pay-Per-Ride | 40.3% | 40.8% | 0.5% |
| Non-Bonus Pay-Per-Ride | 4.3% | 4.2% | (0.1%) |
| 7-Day Farecard | 22.1% | 22.0% | (0.1%) |
| 30-Day Farecard | <u>30.6%</u> | <u>30.3%</u> | (0.2%) |
| Total | 100.0% | 100.0% | |

* Preliminary

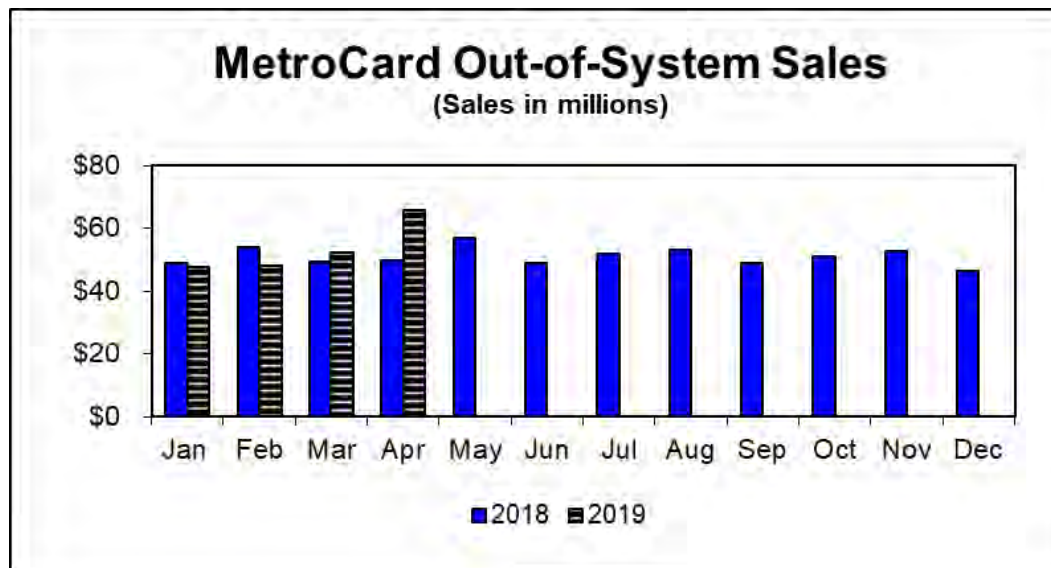
Note: Percentages may not add due to rounding.

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 April 2019 was 4,040, a 0.32 percent increase from the same period last year. The average value of a credit issued was \$74.54.

MetroCard Extended Sales

Out-of-system sales (retail, employer-based programs and joint ticket programs, plus other extended sales outlets) were \$65.6 million in April 2019, a 32 percent increase compared to April of 2018. Year to date sales totaled \$213.7 million, a 5.7 percent increase compared to the same period last year. 2019 fare increase was implemented on April 21st.



Retail Sales

There were 4,057 active out-of-system sales and distribution locations for MetroCards, generating \$24 million in sales revenue during April 2019.

Employer-based Sales of Pre-tax Transportation Benefits

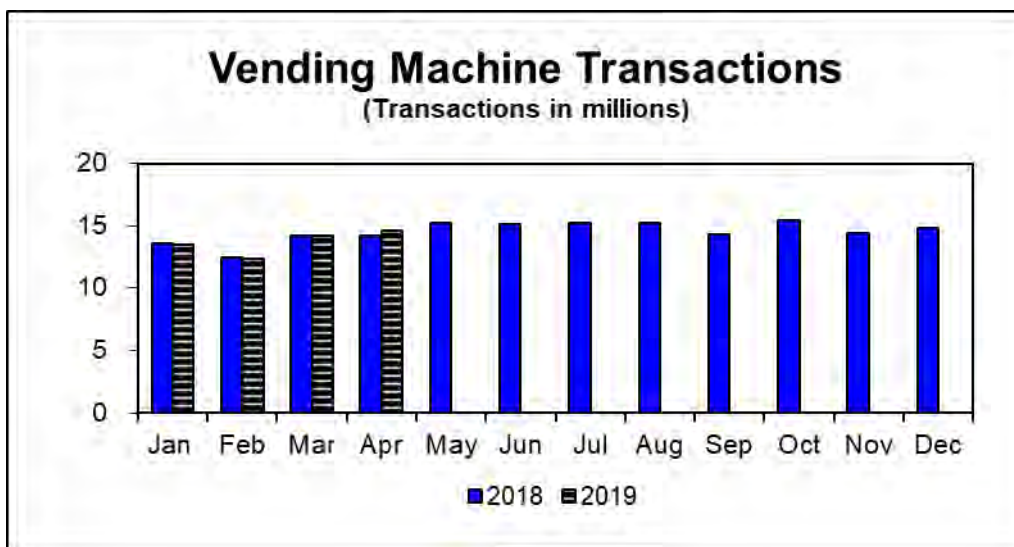
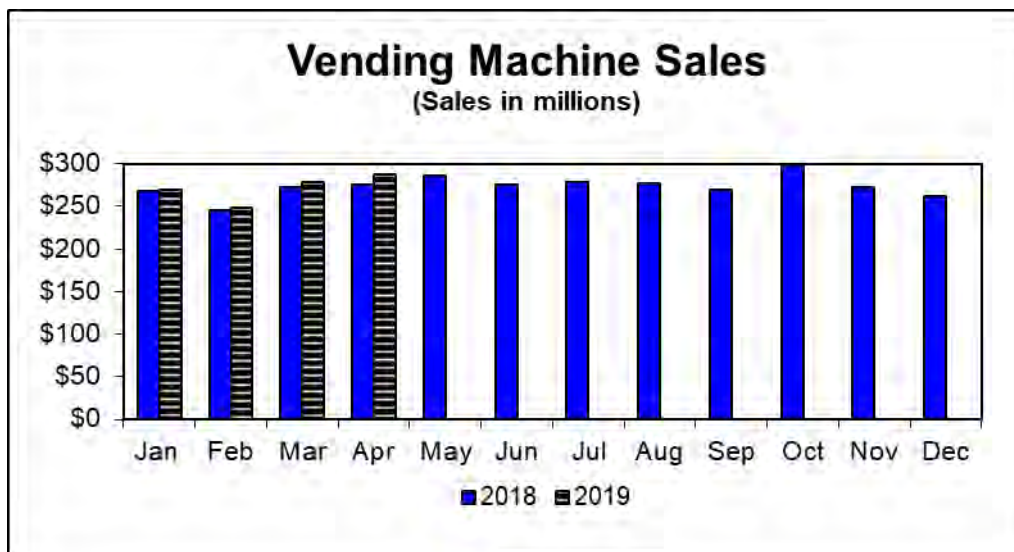
Sales of 93,370 MetroCards valued at approximately \$8.5 million were made in April 2019 to private, employer-based providers of pre-tax transportation benefits through agreements with MetroCard Extended Sales. The average value of MetroCards sold was \$91.48. In addition, the number of employees enrolled in the annual pre-tax MetroCard programs was 123,497 for April 2019, generating an additional \$14.9 million in sales. Year-to-date sales of all pre-tax MetroCard products totaled \$113.5 million, a 5 percent increase when compared to last year.

Mobile Sales Program

In April 2019, the Mobile Sales unit completed 198 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 \$91,339 in revenue was generated. In April 2019, the Mobile Sales unit assisted and enabled 1,939 new applicants to become Reduced-Fare customers. Mobile Sales also continued outreach efforts in Westchester County and local events such as support at the New York City L Line Renovation Project (Brooklyn, NY).

In-System Automated Sales

Vending machine sales (MetroCard Vending Machines and MetroCard Express Machines) during April 2019 totaled \$287.8 million, on a base of 14.6 million customer transactions. This represents 2.2 percent increase in vending machine transactions compared to the same period last year. During April 2019, MEMs accounted for 2,343,408 transactions resulting in \$63,928,033.80 in sales. Debit/credit card purchases accounted for 82.6 percent of total vending machine revenue, while cash purchases accounted for 17.4 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 \$29.92, more than three times the average cash sale of \$9.03. The average debit sale was \$20.58.



Reduced-Fare Program

During April 2019, enrollment in the Reduced-Fare Program increased by 5,978 new customers. The total number of customers in the program is 1,202,559. Seniors account for 1,005,232 or 84 percent of the total Reduced-Fare customer base. Persons with disabilities comprise the remaining 16 percent or 197,327 customers. Of those, a total of 40,923 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 \$9.1 million in value to their farecards during the month.

EasyPay Reduced Fare Program

In April 2019, the EasyPay Reduced Fare program enrollment totaled 185,760 accounts. During the month, active EasyPay customers accounted for approximately 2.6 million subway and bus rides with \$2.7 million charged to their accounts. Each active account averaged 30 trips per month, with an average monthly bill of \$15.

EasyPay Xpress Pay-Per-Ride Program

In April 2019, enrollment in the EasyPay Xpress PPR program totaled 126,841 accounts. During that month, active Xpress PPR customers accounted for approximately 2.2 million subway, express bus and local bus rides with \$5.8 million charged to their accounts. Each active account averaged 22 trips per month, with an average monthly bill of \$59.

EasyPay Xpress Unlimited Program

In April 2019, enrollment in the EasyPay Xpress Unlimited program totaled 26,205 accounts. During that month, active Xpress Unlimited customers accounted for approximately 1.2 million subway and local bus rides with \$2.6 million charged to their accounts. Each active account averaged 50 trips per month with a fixed monthly bill of \$121.00 or \$127.00 (4/21 fare increase).



Standard Follow-Up Report: June 2019 NYCT and MTA Bus Company Equal Employment Opportunity (EEO) Reports

Since 2012, MTA Agencies submit quarterly reports to the MTA Board of Directors that provide race, gender and ethnic statistical data on the respective agencies' workforces, new hires, and utilization of members of protected groups. The quarterly reports also provide information on the number, types and disposition of various complaints of discrimination and/or harassment filed by employees, job applicants and customers.

The data provides the Board with useful information that sheds light on the strategies and efforts undertaken by MTA Agencies to promote a diverse and inclusive workforce and to maintain a work environment that is free from all forms of discrimination, harassment and disrespectful conduct.

Joel C. Andrews

Vice President, EEO & Diversity, NYCT

Gwen Harleston

Chief EEO Officer, MTA Bus Company

Patricia Lodge

Vice President, Human Resources, NYCT

Jennifer Buchanan

Director, EEO Outreach, Training and Diversity
MTA Bus Company

New York City Transit NYCT

EEO Report – 1st Quarter 2019

June 24, 2019



Executive Summary

■ EEO

As of **March 31, 2019**, NYCT workforce included 51,871 total employees. This represents a 0.03% increase from the first quarter 2018 (1Q18) workforce.

- Females represent 19% (9,608) of our workforce and remained constant when compared to 1Q18 due to curtailed recruitment/networking activities related to funding cuts, hiring restrictions and attrition.
- Females were hired above their current representation due to continuing targeted outreach efforts.
- Minorities represent 78% (40,559) of our workforce and remained constant when compared to 1Q18 partly due to the on-going enterprise-wide funding cuts for recruitment and to the continued hiring restrictions.
- Minorities were hired above their current representation due to 18 external recruitment events, many of which were held at specialized high schools, and/or sponsored by not-for-profit organizations, NYS Department of Labor, NYC Department of Education, and various community representatives



Executive Summary

NYCT conducted a **utilization analysis*** of females and minorities in its workforce as of March 31, 2019. Based on the analysis, the underrepresentation for females and minorities occurred in the following EEO categories:

Females:

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

Minorities:

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



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

Executive Summary

■ Diversity Initiatives to increasing representation

■ Initiatives to addressing under-representation for females and minorities

- **Female** – Continued recruitment efforts at CTE/Vocational schools to target females and minorities to promote interest in Civil Service exams for entry skilled trade positions. HR Recruitment participated in 18 events in this first quarter.
- **Minority** – In collaboration with the Examinations Administrative unit, HR implemented a sourcing survey to determine & measure which advertising platforms provide the best yield of open competitive & promotional exam test takers. Also, in collaboration with the Digital Content team, HR expanded the use of internal platforms by using 200+ televisions to inform employees of employment opportunities.

■ Initiatives to increase representation for veterans and persons with disabilities

- **Veteran** - Twenty-two percent of the outreach activities focused on women, veterans and/or active military and people with disabilities.
- **Persons with disability** - Continue working closely with the Mayor's Office for People with Disabilities and the CUNY Leads program.



NYCT

Workforce

as of March 31, 2019



Definitions of EEO Job Categories

Officials & Administrators

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

Professionals

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

Technicians

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

Protective Services

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

Paraprofessionals

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

Administrative Support

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

Skilled Craft

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

Service Maintenance

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



NYCT Workforce

| JOB CATEGORY | TOTAL ¹ | | Minorities | | WHITES | | BLACKS | | HISPANICS | | ASIANS | | AI/AN* | | NHOP** | | 2+ RACES | | VETERANS | |
|---------------------------------------|--------------------|-----|---------------|-----|---------------|-----|---------------|-----|--------------|-----|--------------|-----|------------|----|-----------|----|--------------|----|------------|-----|
| | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % |
| Officials & Administrators | 2,456 | | 1472 | 60% | 984 | 40% | 740 | 30% | 282 | 11% | 331 | 13% | 7 | 0% | 2 | 0% | 110 | 4% | 52 | 2% |
| F | 591 | 24% | 436 | 18% | 155 | 6% | 285 | 12% | 58 | 2% | 64 | 3% | 0 | 0% | 0 | 0% | 29 | 1% | 5 | 10% |
| M | 1,865 | 76% | 1036 | 42% | 829 | 34% | 455 | 19% | 224 | 9% | 267 | 11% | 7 | 0% | 2 | 0% | 81 | 3% | 47 | 90% |
| Professionals | 2,938 | | 2115 | 72% | 823 | 28% | 902 | 31% | 300 | 10% | 792 | 27% | 4 | 0% | 0 | 0% | 117 | 4% | 29 | 1% |
| F | 1,127 | 38% | 901 | 31% | 226 | 8% | 476 | 16% | 144 | 5% | 222 | 8% | 2 | 0% | 0 | 0% | 57 | 2% | 6 | 21% |
| M | 1,811 | 62% | 1214 | 41% | 597 | 20% | 426 | 14% | 156 | 5% | 570 | 19% | 2 | 0% | 0 | 0% | 60 | 2% | 23 | 79% |
| Technicians | 201 | | 145 | 72% | 56 | 28% | 85 | 42% | 21 | 10% | 30 | 15% | 0 | 0% | 0 | 0% | 9 | 4% | 4 | 2% |
| F | 68 | 34% | 56 | 28% | 12 | 6% | 43 | 21% | 8 | 4% | 3 | 1% | 0 | 0% | 0 | 0% | 2 | 1% | 1 | 25% |
| M | 133 | 66% | 89 | 44% | 44 | 22% | 42 | 21% | 13 | 6% | 27 | 13% | 0 | 0% | 0 | 0% | 7 | 3% | 3 | 75% |
| Protective Services | 622 | | 493 | 79% | 129 | 21% | 312 | 50% | 127 | 20% | 36 | 6% | 0 | 0% | 0 | 0% | 18 | 3% | 51 | 8% |
| F | 129 | 21% | 119 | 19% | 10 | 2% | 94 | 15% | 18 | 3% | 1 | 0% | 0 | 0% | 0 | 0% | 6 | 1% | 4 | 8% |
| M | 493 | 79% | 374 | 60% | 119 | 19% | 218 | 35% | 109 | 18% | 35 | 6% | 0 | 0% | 0 | 0% | 12 | 2% | 47 | 92% |
| Paraprofessionals | 60 | | 54 | 90% | 6 | 10% | 31 | 52% | 13 | 22% | 6 | 10% | 0 | 0% | 0 | 0% | 4 | 7% | 0 | 0% |
| F | 38 | 63% | 36 | 60% | 2 | 3% | 19 | 32% | 10 | 17% | 4 | 7% | 0 | 0% | 0 | 0% | 3 | 5% | 0 | 0% |
| M | 22 | 37% | 18 | 30% | 4 | 7% | 12 | 20% | 3 | 5% | 2 | 3% | 0 | 0% | 0 | 0% | 1 | 2% | 0 | 0% |
| Administrative Support | 4,817 | | 4330 | 90% | 487 | 10% | 2,589 | 54% | 712 | 15% | 891 | 18% | 13 | 0% | 4 | 0% | 121 | 3% | 41 | 1% |
| F | 2,124 | 44% | 2002 | 42% | 122 | 3% | 1,504 | 31% | 285 | 6% | 144 | 3% | 7 | 0% | 2 | 0% | 60 | 1% | 14 | 34% |
| M | 2,693 | 56% | 2328 | 48% | 365 | 8% | 1,085 | 23% | 427 | 9% | 747 | 16% | 6 | 0% | 2 | 0% | 61 | 1% | 27 | 66% |
| Skilled Craft | 18,155 | | 12386 | 68% | 5,769 | 32% | 6,707 | 37% | 2,304 | 13% | 2,819 | 16% | 47 | 0% | 7 | 0% | 502 | 3% | 262 | 1% |
| F | 1,001 | 6% | 948 | 5% | 53 | 0% | 760 | 4% | 125 | 1% | 25 | 0% | 4 | 0% | 0 | 0% | 34 | 0% | 12 | 5% |
| M | 17,154 | 94% | 11438 | 63% | 5,716 | 31% | 5,947 | 33% | 2,179 | 12% | 2,794 | 15% | 43 | 0% | 7 | 0% | 468 | 3% | 250 | 95% |
| Service Maintenance | 22,622 | | 19564 | 86% | 3,058 | 14% | 12,736 | 56% | 4,989 | 22% | 1,310 | 6% | 37 | 0% | 8 | 0% | 484 | 2% | 309 | 1% |
| F | 4,530 | 20% | 4349 | 19% | 181 | 1% | 3,359 | 15% | 834 | 4% | 57 | 0% | 6 | 0% | 1 | 0% | 92 | 0% | 22 | 7% |
| M | 18,092 | 80% | 15215 | 67% | 2,877 | 13% | 9,377 | 41% | 4,155 | 18% | 1,253 | 6% | 31 | 0% | 7 | 0% | 392 | 2% | 287 | 93% |
| Total | 51,871 | | 40,559 | 78% | 11,312 | 22% | 24,102 | 46% | 8,748 | 17% | 6,215 | 12% | 108 | 0% | 21 | 0% | 1,365 | 3% | 748 | 1% |

*American Indian/Alaskan Native

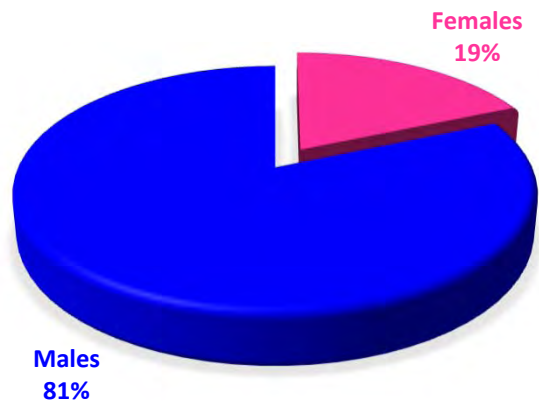
**Native Hawaiian Other Pacific Islander



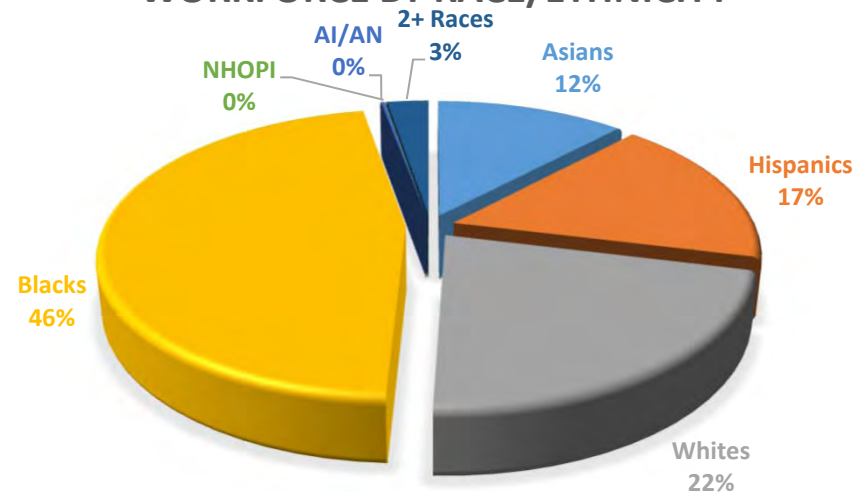
Note: All percentages have been rounded to the nearest whole number.

NYCT Workforce

WORKFORCE BY GENDER



WORKFORCE BY RACE/ETHNICITY



NYCT workforce consists of **51,871** employees

- ❑ **19%** females, **78%** minorities, and **1%** veterans
- ❑ The percentage of females employed **remains constant** when compared to 1Q18.
- ❑ The percentage of minorities **remains constant** as it relates to race and ethnicity when compared to 1Q18.



Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in NYCT's workforce. This analysis consists of comparing **March 31, 2019** workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80% of their expected estimated availability.

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



NYCT Underutilization Analysis

| JOB CATEGORY | Gender | BLACKS | | HISPANIC | | ASIANS | | AI/AN* | | NHOPI** | | 2+ RACES | | WHITES | |
|----------------------------|--------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|
| | | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % |
| Officials & Administrators | F | 7% | 12% | 2% | 2% | 2% | 3% | 0% | 0% | 0% | 0% | 1% | 1% | 9% | 6% |
| | M | 14% | 19% | 7% | 9% | 8% | 11% | 0% | 0% | 0% | 0% | 1% | 3% | | |
| Professionals | F | 6% | 15% | 4% | 15% | 4% | 15% | 0% | 0% | 0% | 0% | 0% | 2% | 18% | 8% |
| | M | 7% | 14% | 5% | 5% | 8% | 19% | 0% | 0% | 0% | 0% | 1% | 2% | | |
| Technicians | F | 4% | 21% | 3% | 4% | 3% | 1% | 0% | 0% | 0% | 0% | 0% | 1% | 13% | 6% |
| | M | 10% | 21% | 6% | 6% | 9% | 13% | 0% | 0% | 0% | 0% | 1% | 3% | | |
| Protective Services | F | 9% | 15% | 3% | 3% | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 1% | 3% | 2% |
| | M | 27% | 35% | 15% | 18% | 4% | 6% | 0% | 0% | 0% | 0% | 0% | 2% | | |

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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



NYCT Underutilization Analysis

| JOB CATEGORY | Gender | BLACKS | | HISPANIC | | ASIANS | | AI/AN* | | NHOPI** | | 2+ RACES | | WHITES | |
|------------------------|--------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|
| | | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % |
| Paraprofessionals | F | 10% | 32% | 10% | 17% | 4% | 7% | 0% | 0% | 0% | 0% | 1% | 5% | 31% | 3% |
| | M | 4% | 20% | 3% | 5% | 2% | 3% | 0% | 0% | 0% | 0% | 0% | 2% | | |
| Administrative Support | F | 14% | 31% | 15% | 6% | 6% | 3% | 0% | 0% | 0% | 0% | 0% | 1% | 17% | 3% |
| | M | 7% | 23% | 9% | 9% | 4% | 16% | 0% | 0% | 0% | 0% | 0% | 1% | | |
| Skilled Craft | F | 6% | 4% | 3% | 1% | 2% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 8% | 0% |
| | M | 16% | 33% | 12% | 12% | 7% | 15% | 0% | 0% | 0% | 0% | 1% | 3% | | |
| Service Maintenance | F | 5% | 15% | 8% | 4% | 2% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 6% | 1% |
| | M | 14% | 41% | 23% | 18% | 4% | 6% | 0% | 0% | 0% | 0% | 0% | 2% | | |

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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



NYCT

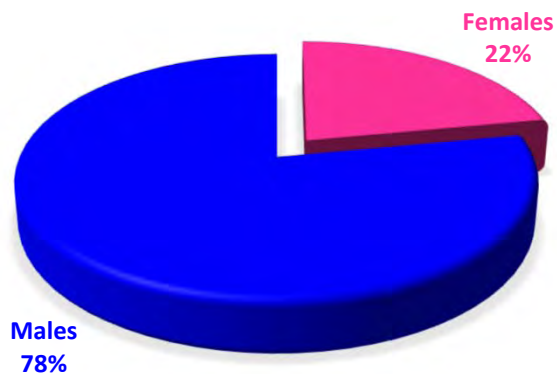
New Hires and Veterans

January 1, 2019 – March 31, 2019

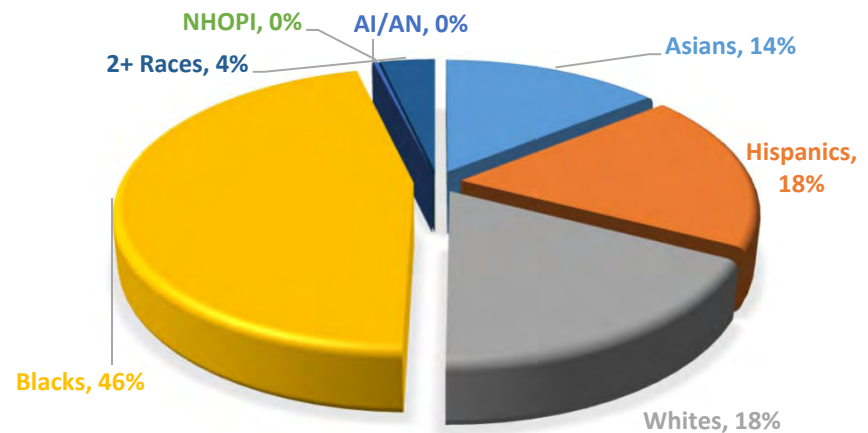


NYCT New Hires and Veterans

NEW HIRE BY GENDER



NEW HIRE BY RACE/ETHNICITY



We added **696** employees including **23** veterans

- ❑ **22%** females of which **3%** were female veterans.
- ❑ Female hires exceeded their current representation in the NYCT workforce.
- ❑ **82%** minorities of which **3%** were minority veterans.
- ❑ Minority hires exceeded their current representation in the NYCT workforce.



NYCT

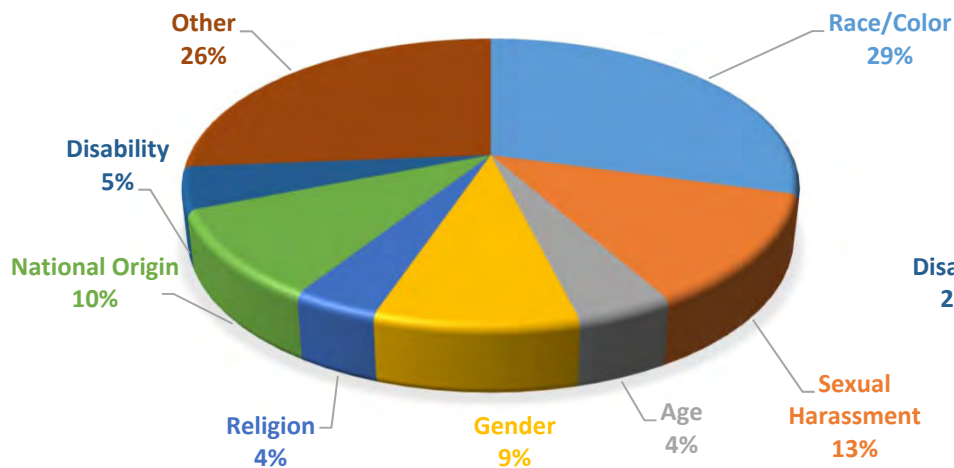
Complaints and Lawsuits

January 1, 2019 – March 31, 2019

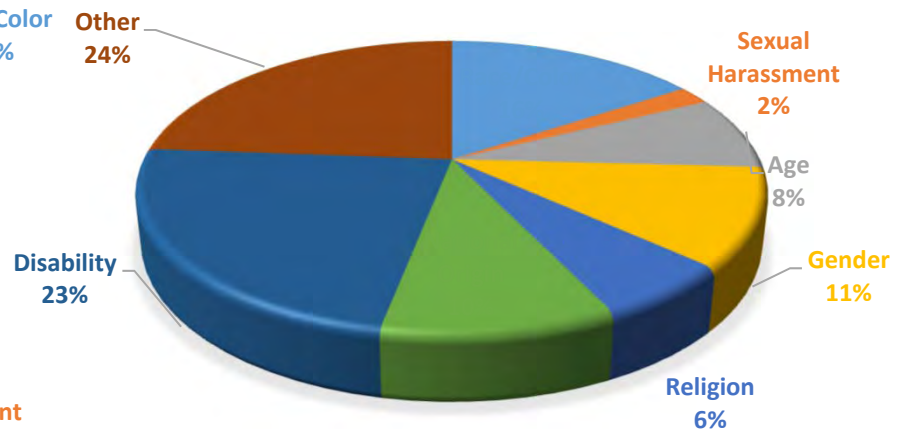


NYCT Internal/External EEO Complaints and Lawsuits

INTERNAL EEO COMPLAINTS



EXTERNAL EEO COMPLAINTS



NYCT handled **179** EEO complaints, citing **379** separate allegations, and **56** lawsuits

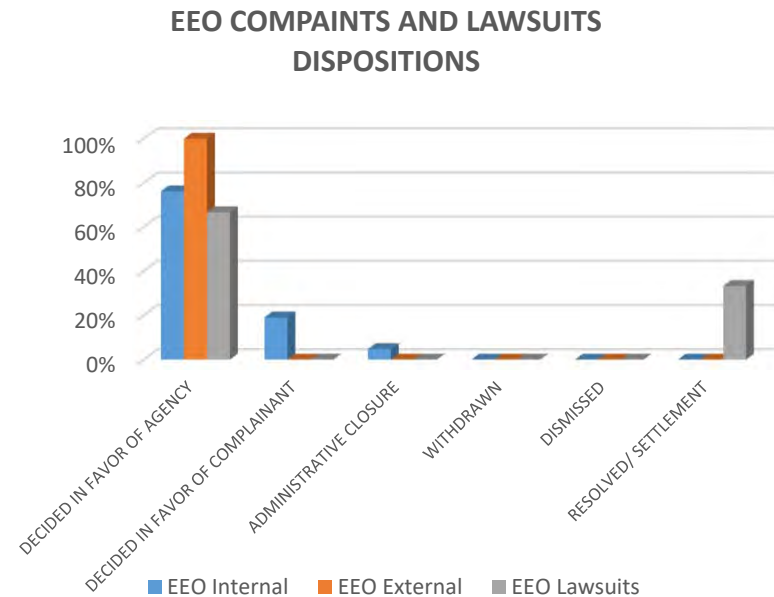
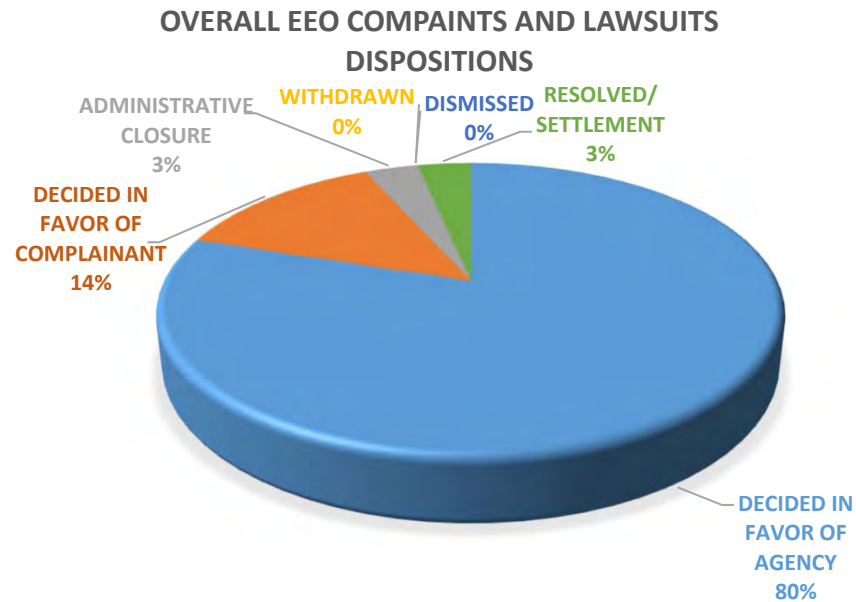
- **105** handled internal complaints
- **74** handled external complaints
- The most frequently cited basis internally was race/color and externally was disability

These charts includes all pending matters as of the date of the report; including matters filed prior to the reporting period.

"Other" contains all EEO categories not otherwise specifically mentioned on the chart (i.e. Retaliation, Sexual Orientation, Military status, or Marital Status etc.).



NYCT EEO Complaints and Lawsuits Dispositions



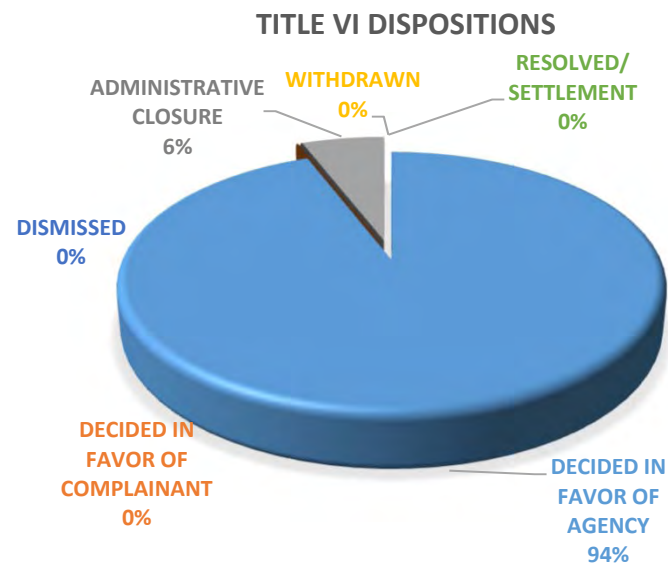
NYCT disposed **27** EEO complaints and **3** EEO lawsuits

- ❑ 80% complaints/lawsuits decided in favor of the agency
- ❑ 14% complaints/lawsuits decided in favor of the complainant
- ❑ 3% complaints/lawsuits were administrative closures
- ❑ 3% of complaints/lawsuits were resolved/settled
- ❑ 0% of complaints/lawsuits were dismissed



NYCT

Title VI Discrimination Complaints, Lawsuits and Dispositions



NYCT handled **136** Title VI complaints, citing **145** separate allegations and **0** Title VI lawsuits. Agency disposed of **17** complaints and **0** lawsuits

- ❑ **94%** complaints/lawsuits decided in favor of the agency
- ❑ **6%** complaints/lawsuits were administrative closures
- ❑ **0%** complaints/lawsuits were resolved/settled
- ❑ **0%** complaints/lawsuits decided in favor of the complainant



MTA Bus Company MTABC

EEO Report – 1st Quarter 2019

June 24, 2019



Executive Summary

■ EEO

As of **March 31, 2019**, MTA Bus's workforce included 4,267 total employees. This represents a 1% increase from the first quarter 2018 (1Q18) workforce.

- Females represent 13% (563) of our workforce, an increase of 1%, when compared to 1Q18.
- Females were hired above their current representation.
- Minorities represent 79% (3,381) of our workforce, an increase of 2% when compared to 1Q18.
- Minorities were hired above their current representation.



Executive Summary

MTA Bus Company conducted a **utilization analysis*** of females and minorities in its workforce as of March 31, 2019. Based on the analysis, underrepresentation for females and minorities occurred in the following EEO categories:

Females:

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

Minorities:

- ☐ Administrative Support – Hispanics and AI/ANs
- ☐ Skilled Craft– Blacks and Hispanics
- ☐ Service Maintenance – Hispanics

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



Executive Summary

■ Diversity Initiatives to increasing representation

- Initiatives to address underrepresentation for females and minorities
 - **Female** – Focus group studies to understand workplace culture and its impact on female employees; Held informational sessions on bus operator exam with two non-profit organizations, Women in Need and Voices of Women
 - **Minority** – Diversity Month celebrations hosted by employees at MTA Bus depots
- Initiatives to increase representation for veterans and persons with disabilities
 - **Veteran** – Participated in Women’s Veterans Information Workshop
 - **Persons with disabilities** – Continued partnership with the Mayor’s Office for People with Disabilities as member of its Business Development Council



MTABC

Workforce

as of March 31, 2019



Definitions of EEO Job Categories

Officials & Administrators

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

Professionals

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

Technicians

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

Protective Services

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

Paraprofessionals

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

Administrative Support

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

Skilled Craft

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

Service Maintenance

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



MTABC Workforce

| JOB CATEGORY | TOTAL | | Minorities | | Est | WHITES | | Est | BLACKS | | Est | HISPANICS | | Est | ASIANS | | Est | AI/AN* | | Est | NHOP** | | Est | 2+ RACES | | Est | VETERANS | | PWD*** | |
|----------------------------|-------|------|------------|-----|---------|--------|-----|---------|--------|-----|---------|-----------|-----|---------|--------|-----|---------|--------|----|---------|--------|----|---------|----------|-----|---------|----------|------|--------|------|
| | # | % | # | % | Avail % | # | % | Avail % | # | % | Avail % | # | % | Avail % | # | % | Avail % | # | % | Avail % | # | % | Avail % | # | % | Avail % | # | % | # | % |
| Officials & Administrators | 262 | | 152 | 58% | | 110 | 42% | | 72 | 27% | | 39 | 15% | | 29 | 11% | | 0 | 0% | | 0 | 0% | | 12 | 5% | | 8 | 3% | 5 | 2% |
| F | 61 | 23% | 49 | 19% | | 12 | 5% | 16% | 30 | 11% | 5% | 9 | 3% | 2% | 6 | 2% | 2% | 0 | 0% | 0% | 0 | 0% | 0% | 4 | 2% | 1% | 0 | 0% | 0 | 0% |
| M | 201 | 77% | 103 | 39% | | 98 | 37% | 38% | 42 | 16% | 6% | 30 | 11% | 5% | 23 | 9% | 5% | 0 | 0% | 0% | 0 | 0% | 0% | 8 | 3% | 1% | 8 | 100% | 5 | 100% |
| Professionals | 135 | | 106 | 79% | | 29 | 21% | | 38 | 28% | | 23 | 17% | | 34 | 25% | | 0 | 0% | | 0 | 0% | | 11 | 8% | | 3 | 2% | 4 | 3% |
| F | 62 | 46% | 54 | 40% | | 8 | 6% | 13% | 22 | 16% | 10% | 15 | 11% | 6% | 12 | 9% | 5% | 0 | 0% | 0% | 0 | 0% | 0% | 5 | 4% | 2% | 2 | 67% | 2 | 50% |
| M | 73 | 54% | 52 | 39% | | 21 | 16% | 26% | 16 | 12% | 6% | 8 | 6% | 4% | 22 | 16% | 8% | 0 | 0% | 0% | 0 | 0% | 0% | 6 | 4% | 1% | 1 | 33% | 2 | 50% |
| Technicians | 16 | | 5 | 31% | | 11 | 69% | | 1 | 6% | | 2 | 13% | | 1 | 6% | | 0 | 0% | | 0 | 0% | | 1 | 6% | | 0 | 0% | 0 | 0% |
| F | 10 | 63% | 3 | 19% | | 7 | 44% | 35% | 1 | 6% | 5% | 2 | 13% | 10% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0 | 0% |
| M | 6 | 38% | 2 | 13% | | 4 | 25% | 20% | 0 | 0% | 0% | 0 | 0% | 0% | 1 | 6% | 5% | 0 | 0% | 0% | 0 | 0% | 0% | 1 | 6% | 5% | 0 | 0% | 0 | 0% |
| Protective Services | 5 | | 4 | 80% | | 1 | 20% | | 2 | 40% | | 1 | 20% | | 0 | 0% | | 0 | 0% | | 0 | 0% | | 1 | 20% | | 0 | 0% | 0 | 0% |
| F | 2 | 40% | 1 | 20% | | 1 | 20% | 13% | 0 | 0% | 0% | 1 | 20% | 13% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0 | 0% |
| M | 3 | 60% | 3 | 60% | | 0 | 0% | 0% | 2 | 40% | 40% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 1 | 20% | 13% | 0 | 0% | 0 | 0% |
| Paraprofessionals | 0 | | 0 | 0% | | 0 | 0% | | 0 | 0% | | 0 | 0% | | 0 | 0% | | 0 | 0% | | 0 | 0% | | 0 | 0% | | 0 | 0% | 0 | 0% |
| F | 0 | 0% | 0 | 0% | | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0 | 0% |
| M | 0 | 0% | 0 | 0% | | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0 | 0% |
| Administrative Support | 98 | | 69 | 70% | | 29 | 30% | | 34 | 35% | | 12 | 12% | | 12 | 12% | | 0 | 0% | | 0 | 0% | | 11 | 11% | | 1 | 1% | 1 | 1% |
| F | 37 | 38% | 31 | 32% | | 6 | 6% | 14% | 17 | 17% | 13% | 9 | 9% | 9% | 2 | 2% | 2% | 0 | 0% | 0% | 0 | 0% | 0% | 3 | 3% | 2% | 1 | 100% | 0 | 0% |
| M | 61 | 62% | 38 | 39% | | 23 | 23% | 15% | 17 | 17% | 11% | 3 | 3% | 4% | 10 | 10% | 6% | 0 | 0% | 1% | 0 | 0% | 0% | 8 | 8% | 5% | 0 | 0% | 1 | 100% |
| Skilled Craft | 731 | | 486 | 66% | | 245 | 34% | | 240 | 33% | | 107 | 15% | | 82 | 11% | | 2 | 0% | | 9 | 1% | | 46 | 6% | | 9 | 1% | 2 | 0% |
| F | 3 | 0% | 2 | 0% | | 1 | 0% | 1% | 2 | 0% | 1% | 0 | 0% | 1% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 0 | 0% | 0% | 1 | 11% | 0 | 0% |
| M | 728 | 100% | 484 | 66% | | 244 | 33% | 28% | 238 | 33% | 23% | 107 | 15% | 13% | 82 | 11% | 9% | 2 | 0% | 0% | 9 | 1% | 1% | 46 | 6% | 4% | 8 | 89% | 2 | 100% |
| Service Maintenance | 3,020 | | 2,559 | 85% | | 461 | 15% | | 1,538 | 51% | | 705 | 23% | | 202 | 7% | | 7 | 0% | | 4 | 0% | | 103 | 3% | | 24 | 1% | 0 | 0% |
| F | 388 | 13% | 368 | 12% | | 20 | 1% | 6% | 253 | 8% | 7% | 101 | 3% | 5% | 3 | 0% | 0% | 1 | 0% | 0% | 0 | 0% | 0% | 10 | 0% | 0% | 0 | 0% | 0 | 0% |
| M | 2,632 | 87% | 2,191 | 73% | | 441 | 15% | 15% | 1,285 | 43% | 26% | 604 | 20% | 16% | 199 | 7% | 4% | 6 | 0% | 0% | 4 | 0% | 0% | 93 | 3% | 1% | 24 | 100% | 0 | 0% |
| Total | 4,267 | | 3,381 | 79% | | 886 | 21% | | 1,925 | 45% | | 889 | 21% | | 360 | 8% | | 9 | 0% | | 13 | 0% | | 185 | 4% | | 45 | 1% | 12 | 0% |

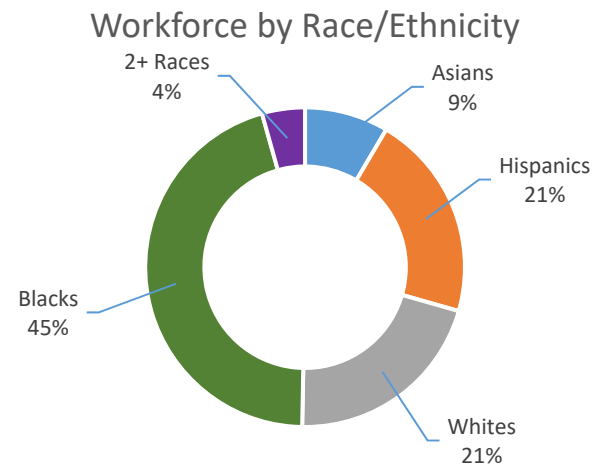
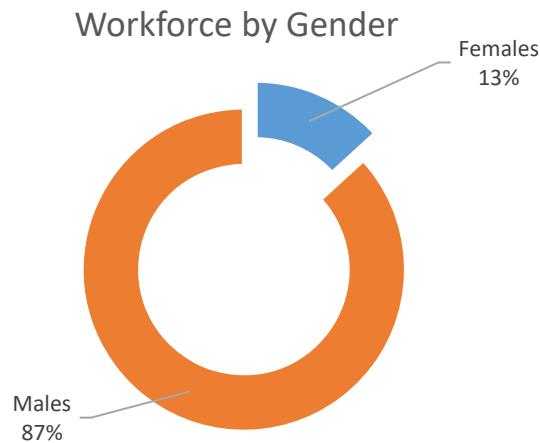


* American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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

MTABC Workforce



Agency acronym workforce consists of 4,267 employees

- ❑ 13% females, 79% minorities, and 1% veterans.
- ❑ The percentage of females employed increased by 1% when compared to 1Q18.
- ❑ The percentage of minorities has increased by 2% as it relates to race and ethnicity when compared to 1Q18.



Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in its workforce. This analysis consists of comparing **March 31, 2019** workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80 percent of their expected estimated availability.

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



MTABC Underutilization Analysis

| JOB CATEGORY | Gender | BLACKS | | HISPANIC | | ASIANS | | AI/AN | | NHOPI | | 2+ RACES | | WHITES | |
|----------------------------|--------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|
| | | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % | Est Avail | Actual % |
| Officials & Administrators | F | 5% | 11% | 2% | 3% | 2% | 2% | 0% | 0% | 0% | 0% | 1% | 2% | 16% | 5% |
| | M | 6% | 16% | 5% | 11% | 5% | 9% | 0% | 0% | 0% | 0% | 1% | 3% | | |
| Professionals | F | 10% | 16% | 6% | 11% | 5% | 9% | 0% | 0% | 0% | 0% | 2% | 4% | 13% | 6% |
| | M | 6% | 12% | 4% | 6% | 8% | 16% | 0% | 0% | 0% | 0% | 1% | 4% | | |
| Technicians | F | 5% | 6% | 10% | 13% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 35% | 44% |
| | M | 0% | 0% | 0% | 0% | 5% | 6% | 0% | 0% | 0% | 0% | 5% | 6% | | |
| Protective Services | F | 0% | 0% | 13% | 20% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 13% | 20% |
| | M | 40% | 40% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 13% | 20% | | |
| Paraprofessionals | F | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | M | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | | |
| Administrative Support | F | 13% | 17% | 9% | 9% | 2% | 2% | 0% | 0% | 0% | 0% | 2% | 3% | 14% | 6% |
| | M | 11% | 17% | 4% | 3% | 6% | 10% | 1% | 0% | 0% | 0% | 5% | 8% | | |
| Skilled Craft | F | 1% | 0% | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 1% | 0% |
| | M | 23% | 33% | 13% | 15% | 9% | 11% | 0% | 0% | 1% | 1% | 4% | 6% | | |
| Service Maintenance | F | 7% | 8% | 5% | 3% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 6% | 1% |
| | M | 26% | 43% | 16% | 20% | 4% | 7% | 0% | 0% | 0% | 0% | 1% | 3% | | |

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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



MTABC

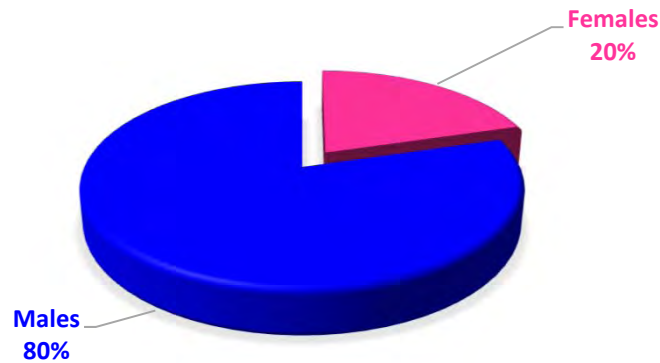
New Hires and Veterans

January 1, 2019 – March 31, 2019

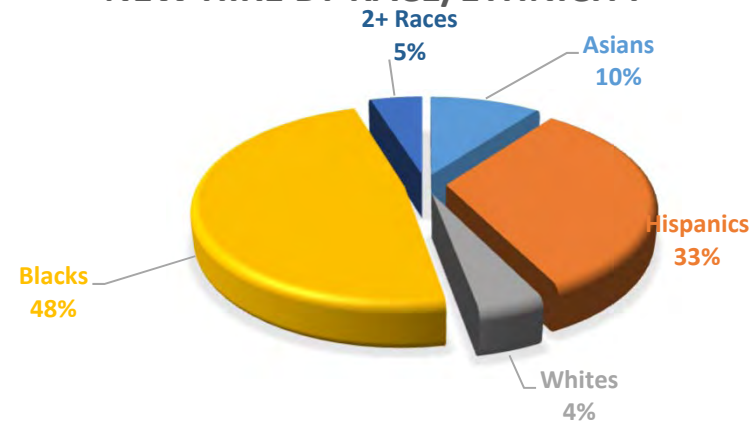


MTABC New Hires and Veterans

NEW HIRE BY GENDER



NEW HIRE BY RACE/ETHNICITY



We hired 206 employees including 4 veterans

- ❑ 20% females of which 0% were female veterans.
- ❑ Female hires exceeded their current representation in the workforce.
- ❑ 96% minorities of which 2% were minority veterans.
- ❑ Minorities hires exceeded their current representation in the workforce.



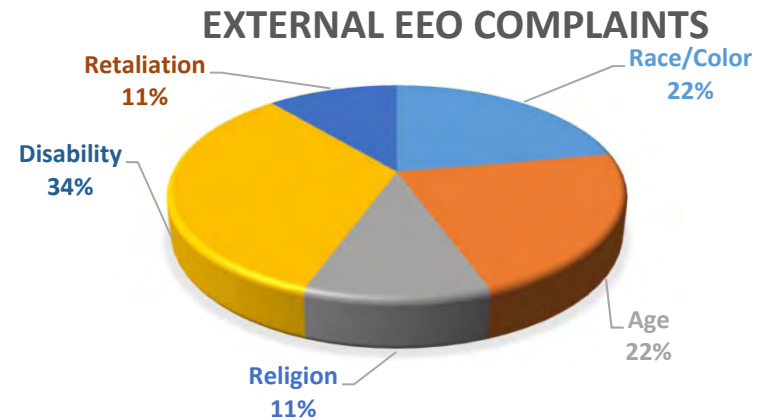
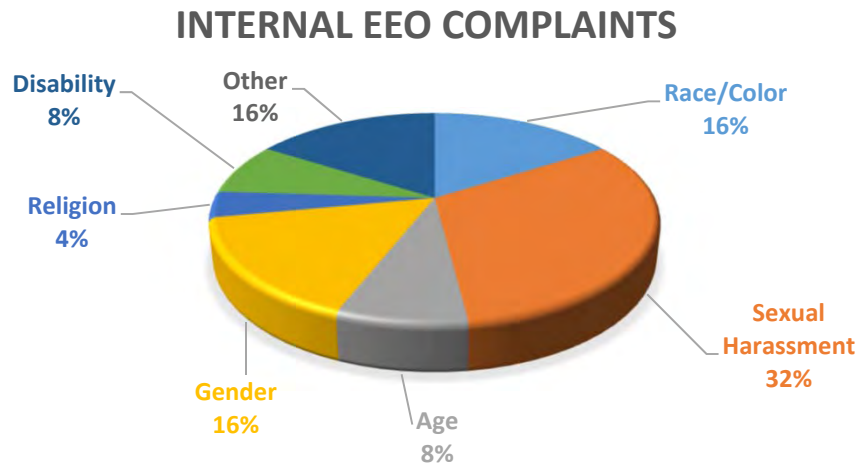
MTABC

Complaints and Lawsuits

January 1, 2019 – March 31, 2019



MTABC Internal/External EEO Complaints and Lawsuits



MTABC handled 24 EEO complaints, citing 34 separate allegations, and 4 lawsuits.

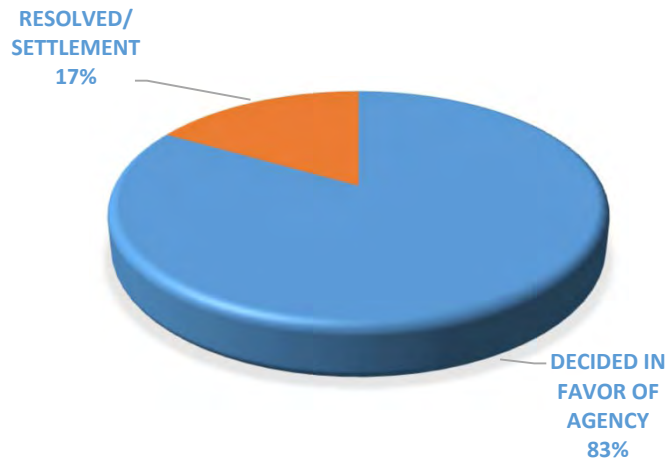
- ❑ 19 handled internal complaints.
- ❑ 5 handled external complaints.
- ❑ The most frequently cited basis internally was sexual harassment and externally was disability.



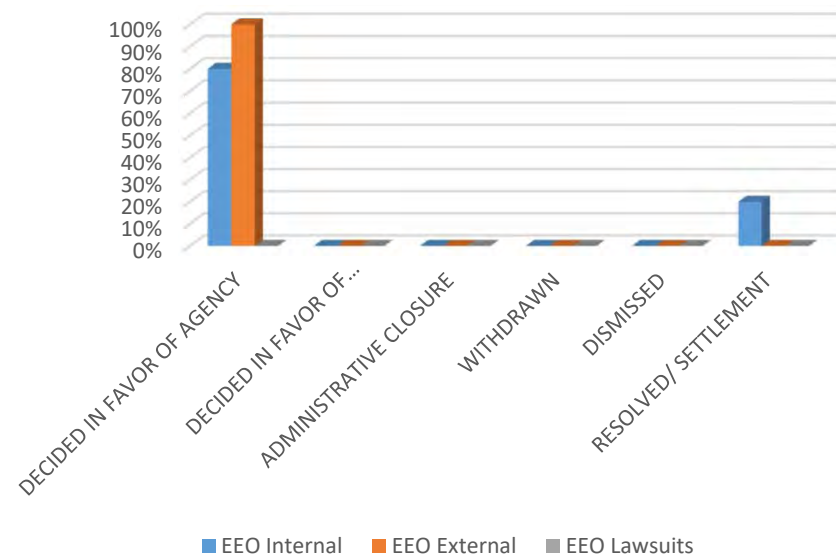
These charts include all pending matters as of the date of the report, including matters filed prior to the reporting period.
 "Other" contains all EEO categories not otherwise specifically mentioned on the chart (i.e., Sexual Orientation, Military status, or Marital Status etc.).

MTABC EEO Complaints and Lawsuits Dispositions

OVERALL EEO COMPLAINTS AND LAWSUITS
DISPOSITIONS



EEO COMPLAINTS AND LAWSUITS
DISPOSITIONS



MTABC disposed 6 EEO complaints and 0 EEO lawsuits.

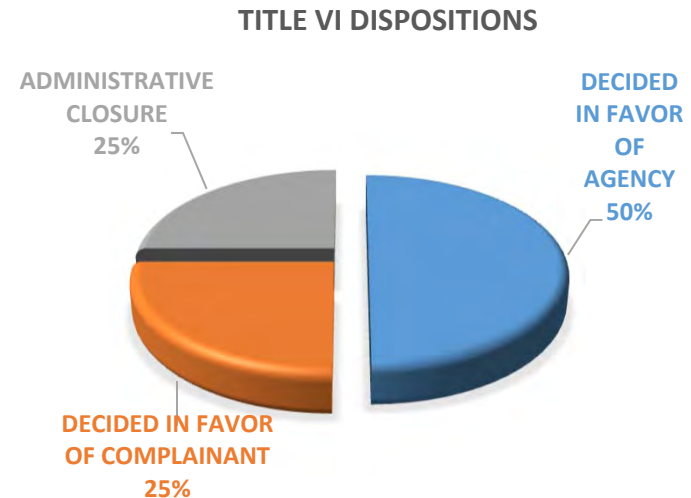
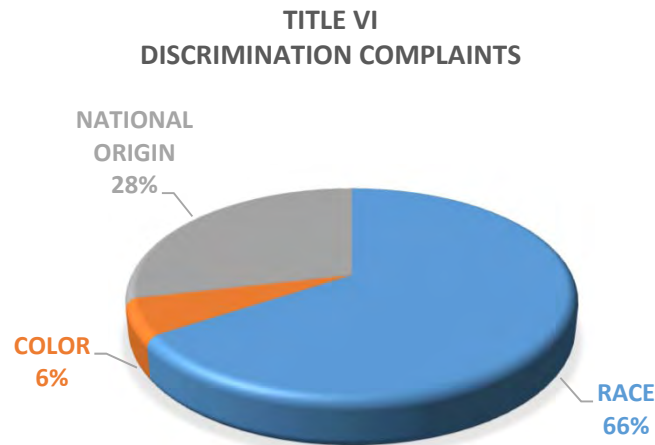
□ 83% complaints/lawsuits decided in favor of the agency.

□ 17% complaints/lawsuits were resolved/settled.



MTABC

Title VI Discrimination Complaints, Lawsuits and Dispositions



MTABC handled 64 Title VI Complaints, citing 70 separate allegations and 0 Title VI lawsuits. MTABC disposed of 12 complaints and 0 lawsuits.

- 50% complaints/lawsuits decided in favor of the agency.
- 25% complaints/lawsuits decided in favor of the complainant.
- 25% complaints/lawsuits were administrative closures.





Standard Follow-Up Report: Transit Recidivism Report 1st Quarter 2019

This quarterly report provides the Transit Committee with information on arrests of persons charged repeatedly with commission of crimes in the subway system. The Transit Recidivist Initiative was commenced in August 2016 to focus attention and law enforcement resources on recidivist subway crime in two primary areas in which it is concentrated: sex offenses and the index felony crimes of grand larceny and robbery.

The following highlights information reported to New York City Transit by the NYPD Transit Bureau concerning arrests in the subway system, made during the 1st Quarter of 2019, of persons who had arrest records for prior index felony crimes or sex offenses committed in the subway system. For further statistical information, see the Chart on the following page.

- Total transit recidivist arrests for 1st Quarter 2019 totaled 67, a decrease as compared to 4th Quarter 2018 (78 arrests). The total recidivist arrests for 1st Quarter 2019 equaled the average quarterly number of recidivist arrests during 2018 (which was 67).
- Index felony recidivist arrests for the 1st Quarter 2019 were significantly lower than in 4th Quarter 2018 (44 such arrests compared to 60 in the prior period). Robbery recidivist arrests increased slightly (20 in the 1st Quarter 2019 compared to 16 in the 4th Quarter), while grand larceny recidivist arrests in the 1st Quarter decreased (15 arrests in the 1st Quarter versus 29 in the prior three month period). Combined, the offenses of grand larceny and robbery in the 1st Quarter accounted for about 80% (35 out of 44) of the index felony crime recidivist arrests during the period. Eight assault arrests and one stalking arrest were made in the 1st Quarter, accounting for the remainder.
- There were 23 sex offense recidivist arrests for the 1st Quarter 2019, compared to 18 such arrests for the prior period. 1st Quarter forcible touch and public lewdness arrests both remained constant, relative to the prior quarter, while arrests of recidivists for persistent sex abuse were slightly higher (from 4 such arrests in the 4th Quarter to 5 in the current period).
- We continue to work with NYPD Transit Bureau leadership toward the shared goal of effective arrest and prosecution of recidivist sex offenses and index felony crimes committed in our subways.

David Farber

Acting General Counsel and Vice President, Law Department

MTA New York City Transit

Transit Recidivism Report

Statistical Summary: 1st Quarter 2019 Update

| | 1st Quarter 2019 | 4th Quarter 2018 | Annual 2018 | 2018 Quarterly Average |
|------------------------------------|---------------------|---------------------|----------------|---------------------------|
| Recidivist Arrests | | | | |
| Index Felony Recidivist Arrests | 44 | 60 | 180 | 45 |
| Sex Offense Recidivist Arrests | <u>23</u> | <u>18</u> | <u>86</u> | <u>22</u> |
| Total Recidivist Arrests | 67 | 78 | 266 | 67 |
| Distribution by Offense | | | | |
| <u>Index Felonies</u> | | | | |
| Grand Larceny | 15 | 29 | 88 | 22 |
| Robbery | 20 | 16 | 52 | 13 |
| Assault | 8 | 14 | 38 | 10 |
| Other | 1 | 1 | 2 | 0 |
| <u>Sex Offenses</u> | | | | |
| Forcible Touch | 6 | 6 | 34 | 9 |
| Public Lewdness | 7 | 6 | 30 | 8 |
| Persistent Sex Abuse | 5 | 4 | 14 | 4 |
| Other | 5 | 2 | 8 | 2 |
| Distribution by County | | | | |
| New York | 31 | 36 | 137 | 34 |
| Kings | 13 | 24 | 69 | 17 |
| Bronx | 15 | 11 | 42 | 11 |
| Queens | 8 | 7 | 18 | 5 |

Source: NYPD Transit Bureau data reporting individuals arrested in Transit system for index felony crimes or sex offense crimes. For First Quarter 2019, data includes arrests where arrestee had a prior record of arrest in the Transit system for two or more index felony or sex offense crimes.

Standard Follow-up Report: Fare Evasion, 1st Quarter 2019

This quarterly report provides fare evasion rates and estimated revenue lost on subways and buses based on staff surveys of stations and routes.

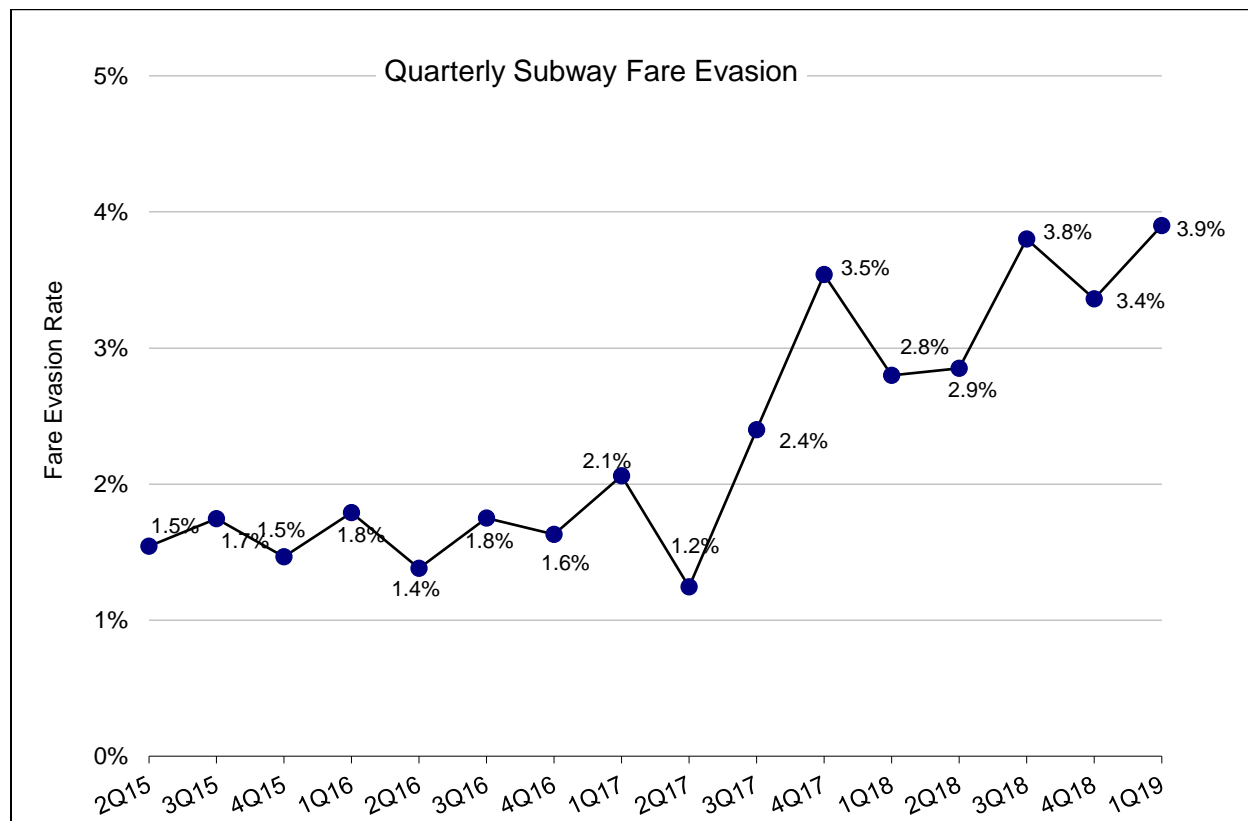
Subway Fare Evasion Results

Subway fare evasion in the first quarter of 2019 (Q1 2019) was 3.9%, which is a 13.8% increase compared to the previous quarter when it was 3.4%.

Subway Fare Evasion Survey Summary

| | Jan-Mar 2019 (1Q19) | Oct-Dec 2018 (4Q18) | Percentage Change (1Q19 vs 4Q18) | Jan-Mar 2018 (1Q18) | Percentage Change (1Q19 vs 1Q18) | 12 Mo. Ending Mar 2019 | 12 Mo. Ending Mar 2018 | Percentage Change |
|---|---------------------------|---------------------------|---|---------------------------|---|------------------------------|------------------------------|----------------------|
| Total Subway Fare Evasion | 3.9% | 3.4% | +13.8% | 2.8% | +38.2% | 3.5% | 2.5% | +40.0% |
| Estimated Fare Evasion Revenue Loss (\$ Millions) | \$29 | \$26 | +13.0% | \$20 | +46.9% | \$107 | \$75 | +42.5% |

| Enforcement Actions | | | | | | | | |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| TOS TABS Summonses | 21,128 | 17,102 | +23.5% | 10,522 | +100.8% | 63,744 | 49,693 | +28.3% |
| TOS C-Summonses | 757 | 1,826 | -58.5% | 283 | +167.5% | | | |
| TOS Arrests | 1,144 | 1,017 | +12.5% | 2,600 | -56.0% | 4,444 | 14,783 | -69.9% |
| Total Enforcement Actions | 23,029 | 19,945 | +15.5% | 13,405 | +71.8% | 68,188 | 64,476 | +5.8% |

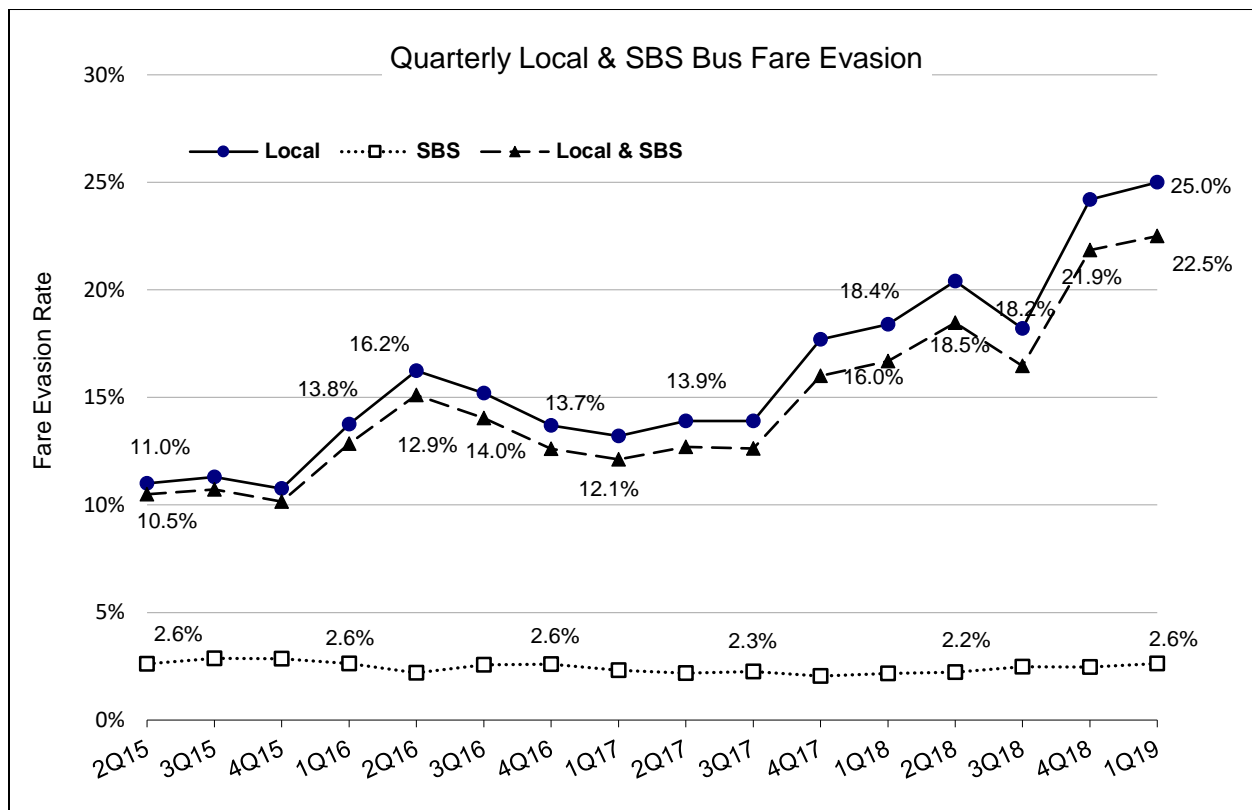


Bus Fare Evasion Results

The total weighted Bus fare evasion rate was 22.5% in Q1 2019, up 3% compared to the previous quarter when it was 21.9%.

Bus Fare Evasion Survey Summary

| | Jan-Mar 2019 (1Q19) | Oct-Dec 2018 (4Q18) | Percentage Change (1Q19 vs 4Q18) | Jan-Mar 2018 (1Q18) | Percentage Change (1Q19 vs 1Q18) | 12 Mo. Ending Mar 2019 | 12 Mo. Ending Mar 2018 | Percentage Change |
|---|---------------------------|---------------------------|---|---------------------------|---|------------------------------|------------------------------|----------------------|
| Bus Fare Evasion | | | | | | | | |
| Local Bus Evasion (Excl SBS) | 25.0% | 24.2% | +3.3% | 18.4% | +35.9% | 22.0% | 15.9% | +38.4% |
| Select Bus Service (SBS) Evasion | 2.6% | 2.5% | +6.2% | 2.2% | +19.1% | 2.4% | 2.2% | +8.7% |
| Total Local & SBS Bus Evasion | 22.5% | 21.9% | +3.0% | 16.7% | +34.7% | 19.9% | 14.5% | +37.2% |
| Estimated Fare Evasion Revenue Loss (\$ Millions) | \$36 | \$39 | -6.9% | \$27 | +34.4% | \$136 | \$102 | +33.3% |





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