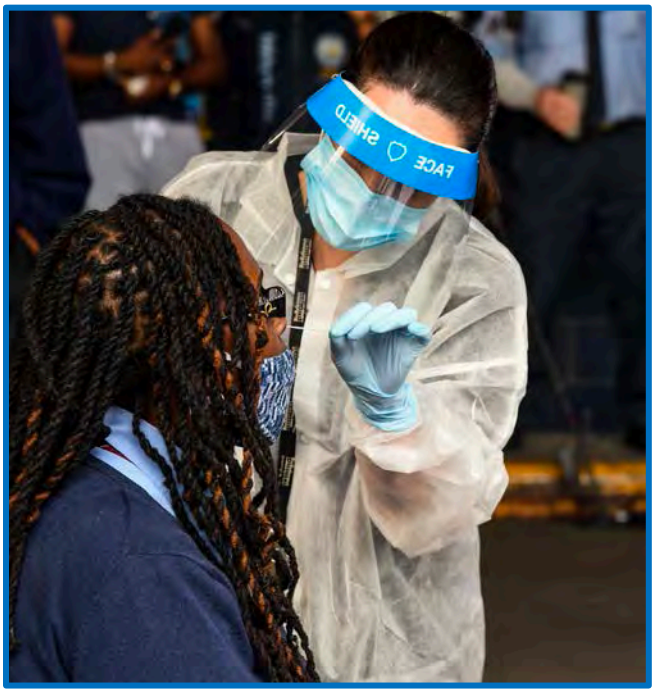
Transit and Bus Committee Meeting

November 2020

Committee Members

H. Mihaltses (Chair)
V. Calise (Vice Chair)
A. Albert
J. Barbas
N. Brown
L. Cortés-Vázquez
R. Glucksman
D. Jones
L. Lacewell
R. Linn
D. Mack
R. Mujica
J. Samuelsen
L. Schwartz



Governor Andrew Cuomo announced on October 27 a new COVID-19 screening program that provides free voluntary rapid testing to all frontline MTA employees at various field locations, medical assessment and occupational health services centers. The new program complements free testing already available through Northwell Health-GoHealth Urgent Care centers. Up to 2,000 frontline MTA employees will be screened per week under the initial phase of the program. It's the first transit worker screening initiative in the country.

New York City Transit and Bus Committee Meeting

Wednesday, 11/18/2020
10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

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3. APPROVAL OF MINUTES – OCTOBER 28, 2020

Minutes - October 28, 2020 - Page 5

4. COMMITTEE WORK PLAN

Work Plan November 2020 - Page 6

5. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subways Report - Page 14

ii. NYCT, MTA Bus Report

Bus Report - Page 41

iii. Paratransit Report

Paratransit Report - Page 63

iv. Accessibility Update

Accessibility Update - Page 77

v. Strategy and Customer Experience Report

Strategy and Customer Experience Report - Page 79

b. Safety Report

Safety Report - Page 86

c. Crime Report

Crime Report - Page 93

e. Capital Program Status Report

Capital Program Status Report - Page 99

6. PROCUREMENTS

Procurement Cover, Staff Summary and Resolution - Page 105

a. Non-Competitive

Non-Competitive - Page 110

b. Competitive (None)

c. Ratifications (none)

NYCT Committee
ACTIONS and PRESENTATIONS
SUMMARY for NOVEMBER 2020

Responsible Department	Vendor Name	Total Amount	Summary of action
Procurement & Supply Chain	*Westcode, Inc.*	*$8M over 5 years (estimate)*	*5-year Pricing Agreement for air brake, door operator and heating, ventilation and air conditioning (HVAC) parts for Scheduled Maintenance System (SMS) and normal maintenance of NYCT subway cars.*
Procurement & Supply Chain	*Vapor Stone Rail Systems*	*$22M over 3 years (estimate)*	*3-year Omnibus Approval for purchases in excess of $1 million of replacement door operator parts, monitoring and diagnostic parts, and other sole-source parts supplied by Vapor for Scheduled Maintenance System (SMS) and normal maintenance of NYCT subway cars.*
Procurement & Supply Chain	*Clever Devices*	*$17,623,963*	*Upgrade, maintenance and repair of Clever Devices Diagnostic System on buses.*
MTA C&D	*TRACKS UNLIMITED LLC*	*$11,750,000*	*Modification (No. 16) to Contract T-80280 for the replacement of an additional 7,187 linear feet of track and a 10-month excusable and non-impactable time extension.*

Minutes of Regular Meeting
Committee on Operations of the MTA New York City Transit Authority,
Manhattan and Bronx Surface Transit Operating Authority,
Staten Island Rapid Transit Operating Authority,
Construction and Development Company and Bus Company
October 28, 2020
Meeting Held At:
Metropolitan Transportation Authority
Two Broadway
New York, New York 10004
10:00 AM

Because of the ongoing COVID-19 public health crisis, the MTA Chairman convened a one-day, virtual Board and Committee meeting session on October 28, 2020, which included the following committees:

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

To see a summary of the meeting and the actions taken by New York City Transit and Bus Committee, please refer to the October 28, 2020 Board minutes in the October Board Book available here on the Board materials website: https://new.mta.info/transparency/board-and-committee-meetings/october-2020. -

Metropolitan Transportation Authority

2020 Transit & Bus Committee Work Plan

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

II. SPECIFIC AGENDA ITEMS	Responsibility
November 2020	
Transit Adjudication Bureau Report, 3rd Qtr, 2020	Law
Fare Evasion Report, 3rd Qtr, 2020	Management & Budget
December 2020	
NYCT 2021 Adopted Budget/Financial Plan 2021-2024	Management & Budget
SIR 2021 Adopted Budget/Financial Plan 2021-2024	Management & Budget
MTA Bus 2021 Adopted Budget/Financial Plan 2021-2024	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2020	EEO & Human Resources
Transit Recidivism Report, 3rd Qtr, 2020	Law
Charter for Transit Committee	Law
January 2021	
Approval of 2021 NYCT Committee Work Plan	Committee Chair & Members
Customer Satisfaction Report 2020	Strategy & Customer Experience
Preliminary Review of NYCT 2020 Operating Results	Management & Budget
Preliminary Review of SIR 2020 Operating Results	Management & Budget
Preliminary Review of MTA Bus 2020 Operating Results	Management & Budget
February 2021	
NYCT Adopted Budget/Financial Plan 2021-2022	Management & Budget
SIR Adopted Budget/Financial Plan 2021-204	Management & Budget
MTA Bus Adopted Budget/Financial Plan 2021-2024	Management & Budget
ADA Compliance Report	Capital Program Management
Transit Adjudication Bureau Report, 4th Qtr, 2020	Law
NYCT & MTA Bus EEO & Diversity Report, 2020 Yr End Rpt	EEO & Human Resources
March 2021	
Transit Recidivism Report, 4th Qtr, 2020	Law
Fare Evasion Report, 4th Qtr, 2020	Management & Budget

II. SPECIFIC AGENDA ITEMS (con't)

	Responsibility
April 2021	
Final Review of NYCT 2020 Operating Results	Management & Budget
Final Review of SIR 2020 Operating Results	Management & Budget
Final Review of MTA Bus 2020 Operating Results	Management & Budget
Transit Adjudication Bureau Report, 1st Qtr, 2021	Law
Quarterly Customer Satisfaction Report, 1st Qtr, 2021	Strategy & Customer Experience
May 2021	
Transit Adjudication Bureau Report, 1st Qtr, 2021	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2021	EEO & Human Resources
June 2021	
Transit Recidivism Report, 1st Qtr, 2021	Law
Fare Evasion Report, 1st Qtr, 2021	Management & Budget
July 2021	
Quarterly Customer Satisfaction Report, 2nd Qtr, 2021	Strategy & Customer Experience
August 2021	
No Meetings Held	
September 2021	
Public comment/Committee review of budget	
2021 NYCT Mid-Year Forecast Monthly Allocation	Management & Budget
2021 SIR Mid-Year Forecast Monthly Allocation	Management & Budget
2021 MTA Bus Mid-Year Forecast Monthly Allocation	Management & Budget
2022 Preliminary NYCT Budget	Management & Budget
2022 Preliminary SIR Budget	Management & Budget
2022 Preliminary MTA Bus Budget	Management & Budget
Transit Adjudication Bureau Report, 2nd Qtr, 2021	Law
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2021	EEO & Human Resources
Fare Evasion Report, 2nd Qtr, 2021	Management & Budget
October 2021	
Public Comment/Committee review of budget	
Quarterly Customer Satisfaction Report, 3rd Qtr 2021	Strategy & Customer Experience
2022 Preliminary NYCT Budget	Management & Budget
2022 Preliminary SIR Budget	Management & Budget
2022 Preliminary MTA Bus Budget	Management & Budget
Transit Recidivism Report, 2nd Qtr, 2021	Law

2020 Transit & Bus Committee Work Plan

Detailed Summary

I. RECURRING

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

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

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

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

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

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

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

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

II. SPECIFIC AGENDA ITEMS (con't)

NOVEMBER 2020

Transit Adjudication Bureau Report, 3rd Qtr, 2020
Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

Fare Evasion Report, 3rd Qtr, 2020
Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

DECEMBER 2020

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

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

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

EEO & Diversity Report, 3rd Qtr, 2020
Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

Transit Recidivism Report, 3rd Qtr, 2020
Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

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

JANUARY 2021

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

II. SPECIFIC AGENDA ITEMS (con't)

Customer Satisfaction Report, 2020
Recurring presentation of customer satisfaction ratings about NYCT's bus, subway, and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

Preliminary Review of NYCT's 2020 Operating Results
NYCT will present a brief review of its 2020 Budget results.

Preliminary Review of SIR 2020 Operating Results
SIR will present a brief review of SIR's 2020 Budget results.

Preliminary Review of MTA Bus 2020 Operating Results
MTA Bus will present a brief review of its 2020 Budget results.

FEBRUARY 2021

Adopted Budget/Financial Plan 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 2021 by category.

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

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

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

Transit Adjudication Bureau Report, 4th Qtr, 2020
Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

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

II. SPECIFIC AGENDA ITEMS (con't)

MARCH 2021

Transit Recidivism Report, 4th Qtr, 2020
Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

Fare Evasion Report, 4th Qtr, 2020
Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

APRIL 2021

Final Review of NYCT 2020 Operating Results
NYCT will review the prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of SIR 2020 Operating Results
NYCT will review SIR's prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of MTA Bus 2020 Operating Results
MTA Bus will review its prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Quarterly Customer Satisfaction Report, 1st Qtr 2021
Quarterly presentation of customer satisfaction ratings about NYCT's bus, subway, and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

MAY 2021

Transit Adjudication Bureau Report, 1st Qtr, 2021
Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

EEO & Diversity Report, 1st Qtr, 2021
Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

JUNE 2021

Transit Recidivism Report, 1st Qtr, 2021
Quarterly report to the Committee providing statistical information on recidivist arrest data. Discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime in the system.

II. SPECIFIC AGENDA ITEMS (con't)

Fare Evasion report, 1st Qtr, 2021
Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

JULY 2021

Quarterly Customer Satisfaction Report, 2nd Qtr 2021
Quarterly presentation of customer satisfaction ratings about NYCT's bus, subway, and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

AUGUST 2021
No Meetings Held

SEPTEMBER 2021

2021 NYCT Mid-Year Forecast Monthly Allocation
NYCT will present a monthly allocation of its 2021 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2021 SIR Mid-Year Forecast Monthly Allocation
NYCT will present a monthly allocation of SIR's 2021 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2021 MTA Bus Mid-Year Forecast Monthly Allocation
MTA Bus will present its monthly allocation of MTA Bus' 2021 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

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

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

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

Transit Adjudication Bureau Report, 2nd Qtr, 2021
Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

Fare Evasion report, 2nd Qtr, 2021
Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

EEO & Diversity Report, 2nd Qtr, 2021

II. SPECIFIC AGENDA ITEMS (con't)

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

OCTOBER 2021

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

2022 SIR Preliminary Budget

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

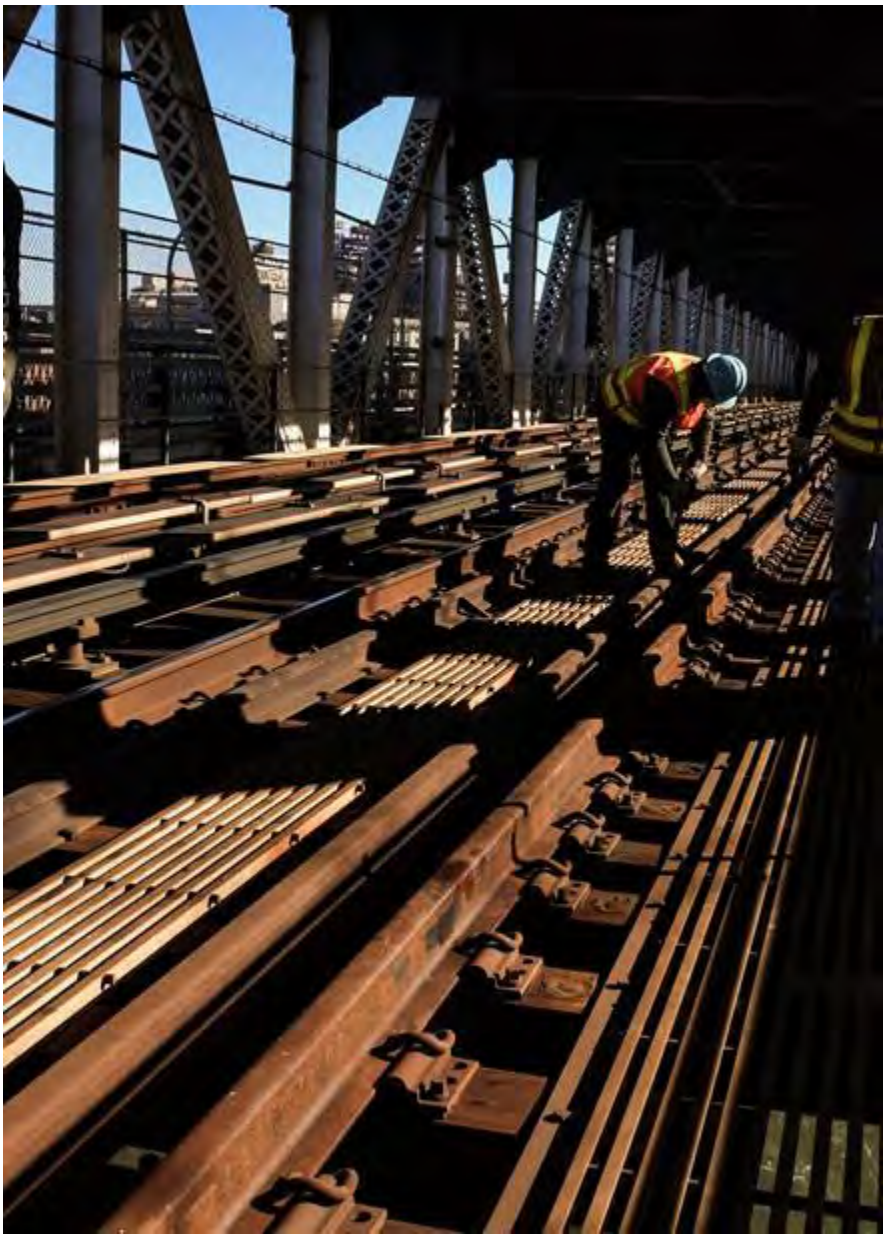
2022 MTA Bus Preliminary Budget
Public comments will be accepted on the MTA Bus 2022 Preliminary Budget.

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

Transit Recidivism Report, 2nd Qtr, 2021
Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

Customer Service Report: Subways

Frank Jezycki, Acting Senior Vice President



The New York City Subway has over 665 miles of mainline track, including almost 250 miles above ground on embankments, open cuts, elevated structures, and bridges. Here, team members perform important track maintenance high above the East River on the tracks used by the B and D Lines on the Manhattan Bridge.

November 2020 Highlights: Subways

As we continue through the fall season, the Subways team is committed to doing everything possible to protect our employees and customers from COVID-19. Ongoing efforts include day and night cleaning and disinfecting of our stations, subway cars and facilities, free masks for the public, personal protective equipment for Subways staff and physical changes to promote social distancing. In addition, we are encouraging all employees to get a free flu shot and are making free and voluntary COVID testing available at worksites as a precautionary measure. The leadership team also reviews data on COVID cases every day to ensure we can react promptly to any trends and we have conducted online informational sessions with managers and supervisors to reinforce COVID-19 guidance and protocols.

Subway ridership remains well below pre-pandemic levels, but we continue to monitor the data closely and are encouraged by recent trends. Early morning ridership continues to have the smallest decreases compared to last year, as essential workers in healthcare, construction, food service, and other fields with early shifts continue to use the subway. While some of the largest ridership decreases have been in the traditional peaks of rush hour, we are seeing increases in these hours as more workers return to offices and some students return to in-classroom learning. Most encouraging are trends in the midday and evening periods that suggest that there is a sizable portion of ridership making discretionary trips, such as for shopping and dining. The team is ready and eager to welcome back even more riders.

Performance results for October were strong, with on-time performance just over 90% and only 16 major incidents, a drop of 62% compared to October 2019. While the current operating conditions are a factor, we are particularly pleased with the dramatic decrease in major incidents related to internal causes. There was only one major incident attributed to a track failure compared to eight last October, and signals major incidents decreased by more than half from sixteen to only seven. Major incidents related to subway cars dropped from four to one, and there were none related to stations and structures compared to four last October.

The dramatic reduction in major incidents is a testament to the hard work and dedication of thousands of Subways employees responsible for the maintenance, testing, inspection, and repair of the system. Teams in our divisions of Service Delivery, Maintenance of Way, Car Equipment, and Stations work 24 hours a day in tunnels as deep as 180 feet below ground or on elevated structures high above the street or, as shown in this month's cover photo, above the waters of the East River, to keep over 665 miles of mainline track and almost 250 route miles of structures in good condition. And when things go wrong, they respond promptly to diagnose the problem and restore service as quickly and safely as possible.

The Subways team has faced incredible challenges this year and I couldn't be prouder of the professionalism and dedication they have shown through it all.

Frank Jezycki
Acting Senior Vice President, Department of Subways

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	**October 2020**			**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	**16**	**43**	**-62.8%**	**26.2**	**48.5**	**-46.0%**
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	**96.7%**	**96.3%**	**+0.4%**	**96.5%**	**96.4%**	**+0.1%**
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	**0:01:05**	**0:01:11**	**-0:00:06**	**0:01:07**	**0:01:12**	**-0:00:05**
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	**0:00:08**	**0:00:56**	**-0:00:48**	**0:00:42**	**0:00:57**	**-0:00:15**
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	**86.2%**	**83.5%**	**+3.2%**	**85.1%**	**83.0%**	**+2.5%**
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of incidents attributed to car-related causes	**145,858**	**127,950**	**+14.0%**	**141,721**	**125,430**	**+13.0%**
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	**96.6%**	**95.9%**	**+0.7%**	**96.7%**	**96.4%**	**+0.3%**
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	**92.0%**	**91.7%**	**+0.3%**	**92.1%**	**89.6%**	**+2.8%**
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	**75.1%**	**75.2%**	**-0.1%**	**75.7%**	**74.5%**	**+1.6%**
Weekday Terminal On-Time Performance (Chart 17)	**90.4%**	**81.5%**	**+10.9%**	**87.0%**	**78.7%**	**+10.5%**
Weekday Trains Delayed (Chart 19)	**17,070**	**34,828**	**-51.0%**	**19,451**	**37,090**	**-47.6%**

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

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

Note: The metrics on this report are preliminary.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	**October 2020**			**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	**3**	**2**	**+50.0%**	**3.9**	**4.8**	**-18.8%**
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	**97.5%**	**98.9%**	**-1.4%**	**96.0%**	**98.5%**	**-2.5%**
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	**81.7%**	**83.3%**	**-1.9%**	**81.3%**	**81.7%**	**-0.5%**
Weekend Terminal On-Time Performance (Chart 18)	**90.3%**	**85.0%**	**+6.2%**	**87.7%**	**82.4%**	**+6.4%**
Weekend Trains Delayed (Chart 20)	**5,186**	**6,572**	**-21.1%**	**5,599**	**8,991**	**-37.7%**

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	**October 2020**			**12-Month Average**		
	This Year	**Last Year**	**Change**	**This Year**	**Last Year**	**Change**
On-Time Performance						
24 Hour On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	**97.5%**	**90.8%**	**+7.4%**	**96.7%**	**95.5%**	**+1.3%**
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	**99.0%**	**97.5%**	**+1.5%**	**98.2%**	**97.0%**	**+1.2%**
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	**98.1%**	**90.3%**	**+8.6%**	**95.6%**	**94.3%**	**+1.4%**
Percentage of Completed Trips						
Percentage of Completed Trips	**100.0%**	**99.7%**	**+0.3%**	**99.9%**	**99.7%**	**+0.2%**
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of incidents attributed to car-related causes	**193,245**	**35,851**	**+439.0%**	**75,315**	**82,875**	**-9.1%**

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

Note: The metrics on this report are preliminary.

Section 1: Customer-Focused Metrics

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

Performance Indicator Definitions

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

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

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

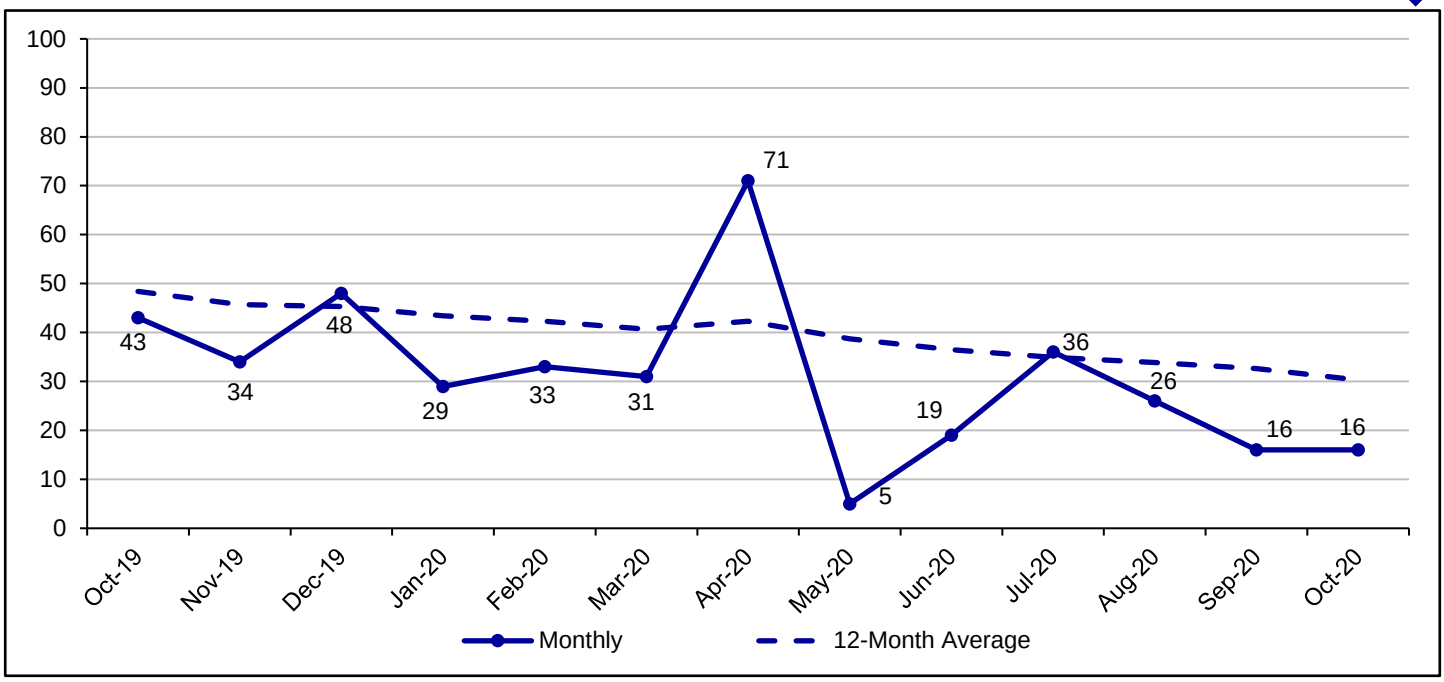
Additional Train Time (ATT)
The estimated average extra time that customers spend onboard a train, compared to the time they would have spent onboard a train if trains were running according to schedule. This estimate is for each individual train a customer uses in their journey (i.e., unlinked trip),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

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

APT, ATT, and CJTP are measured using MetroCard/OMNY entry data, subway schedules (including adjustments for planned work), and actual train arrival and departure times. These metrics are considered to be in beta and are expected to be refined as data sources and methodologies change, especially with the integration of new more precise train-tracking technologies and the re-calibration of existing data sources. They are reported for trips starting from 6 a.m. to 11 p.m. on weekdays. For more detail, see http://dashboard.mta.info/Help

Subway Weekday Major Incidents
(24 hours)

Desired trend ↓



	Monthly			12-Month Average		
Categories	**Oct 20**	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Track	1	8	-87.5%	3.5	7.6	-53.9%
Signals	7	16	-56.3%	8.8	15.7	-43.9%
Persons on Trackbed/Police/Medical	7	6	+16.7%	8.0	12.2	-34.4%
Stations & Structures	0	4	-100.0%	0.8	1.8	-55.6%
Subway Car	1	4	-75.0%	2.2	4.4	-50.0%
Other	0	5	-100.0%	2.9	6.8	-57.4%
Subdivision A	**9**	**21**	**-57.1%**	**12.5**	**23.5**	**-46.8%**
Subdivision B	**7**	**22**	**-68.2%**	**13.7**	**24.9**	**-45.0%**
Systemwide	**16**	**43**	**-62.8%**	**26.2**	**48.5**	**-46.0%**
Avg Incident Duration (h:mm:ss)	0:24:48	0:22:42	+9.3%	0:22:48	0:16:06	+41.6%
Avg Trains Delayed per Incident	119	112	+6.3%	111	103	+7.8%

Major Incidents Discussion

- Major Incidents improved by 62.8% in October 2020 compared to October 2019, and the 12-month average improved by 46.0%.
- The greatest improvements were in internal categories – Track and Subway Car each dropped to only one major incident in October 2020, while Signals incidents decreased by more than half compared to the prior year.

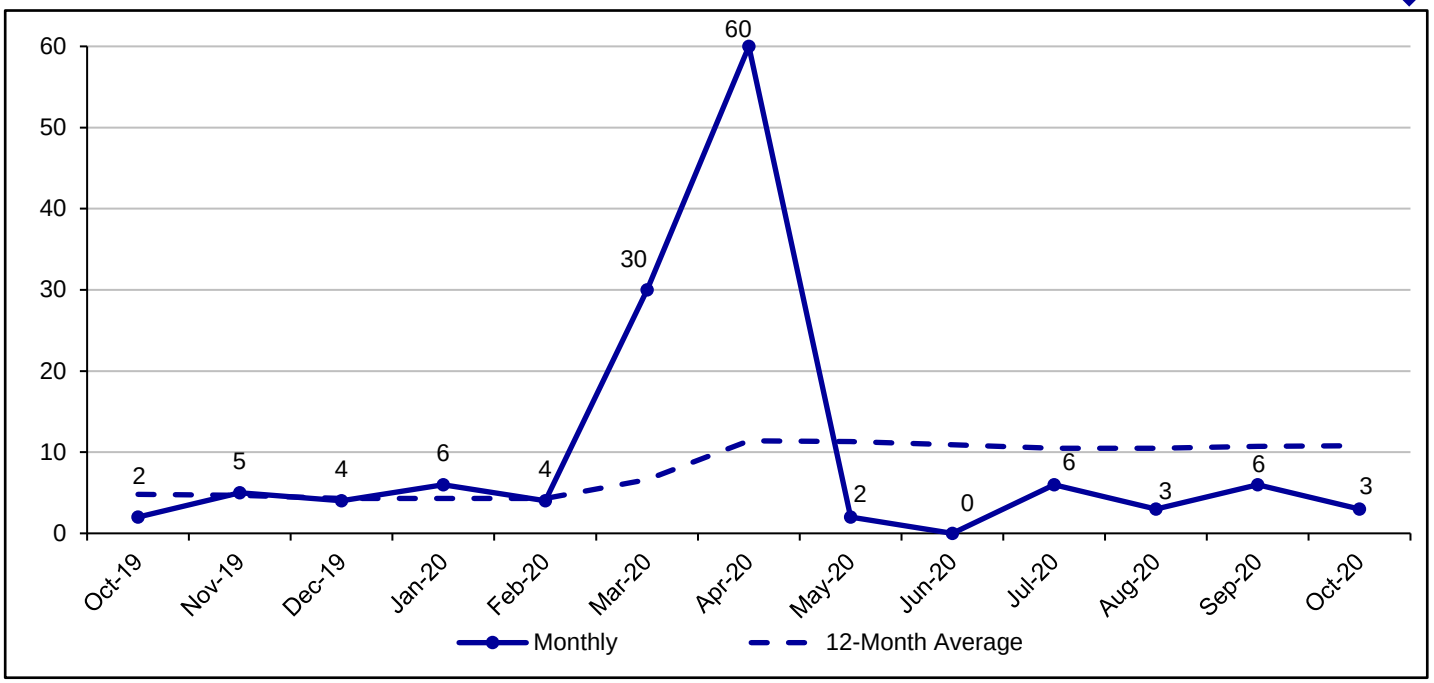
Note: 12-month averages do not include partial months of March and April.

Chart 1

Note: The metrics on this report are preliminary.

Subway Weekend Major Incidents
(24 hours)

Desired trend ↓



	Monthly			12-Month Average		
Categories	**Oct 20**	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Track	0	0	N/A	0.4	0.7	-42.9%
Signals	1	0	N/A	0.9	0.8	+12.5%
Persons on Trackbed/Police/Medical	2	1	+100.0%	1.8	0.8	+125.0%
Stations & Structure	0	0	N/A	0.0	0.5	-100.0%
Subway Car	0	0	N/A	0.0	0.2	-100.0%
Other	0	1	-100.0%	0.8	1.8	-55.6%
Subdivision A	**1**	**1**	**0.0%**	**1.7**	**2.2**	**-22.7%**
Subdivision B	**2**	**1**	**+100.0%**	**2.2**	**2.6**	**-15.4%**
Systemwide	**3**	**2**	**+50.0%**	**3.9**	**4.8**	**-18.8%**
Avg Incident Duration (h:mm:ss)	0:15:00	0:39:00	-61.5%	0:24:12	0:16:29	+46.8%
Avg Trains Delayed per Incident	85	57	+49.1%	99	99	0.0%

Major Incidents Discussion

- Major Incidents increased by one in October 2020 from October 2019.
- Weekend Major Incidents remain very low, averaging less than one per weekend.

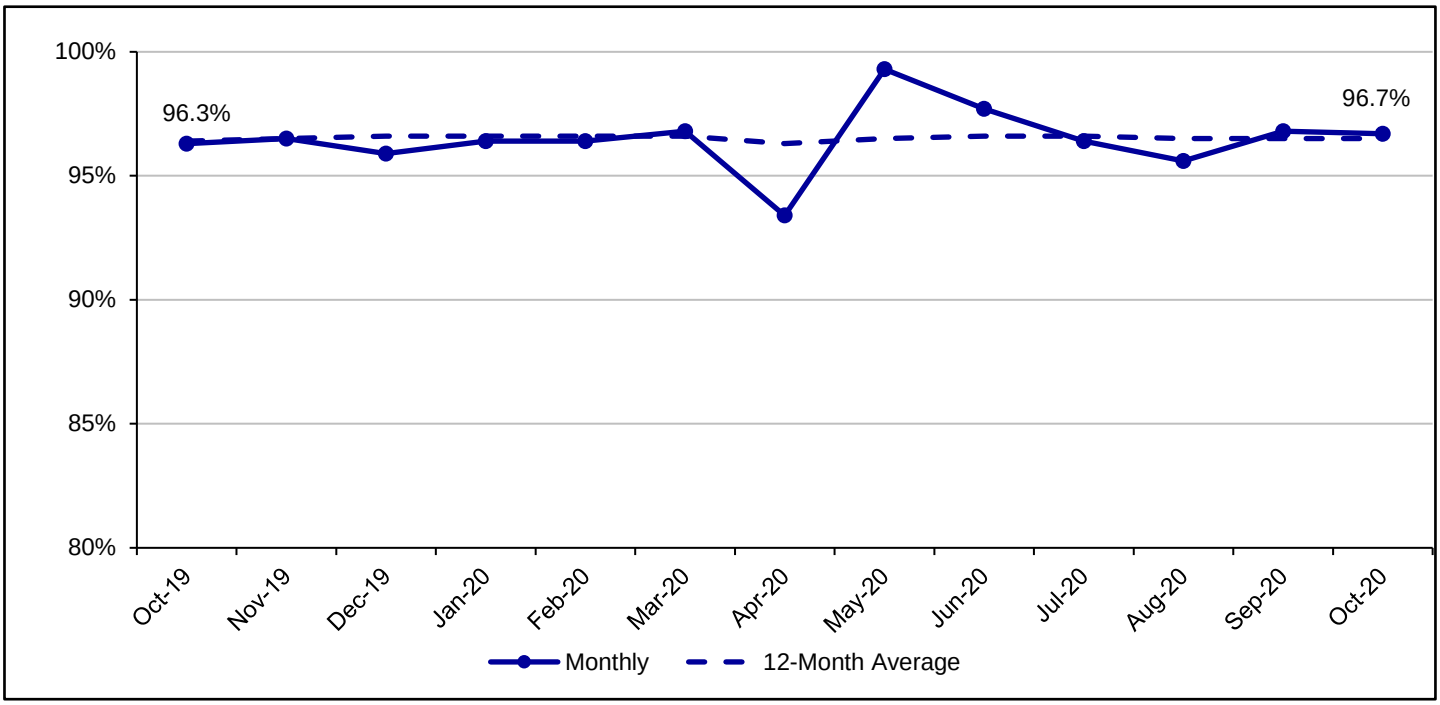
Note: 12-month averages do not include partial months of March and April.

Chart 2

Note: The metrics on this report are preliminary.

Subway Weekday % Service Delivered
(Peak Hours)

Desired trend ↑



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Subdivision A	96.8%	96.3%	+0.5%	96.7%	96.0%	+0.7%
Subdivision B	96.6%	96.4%	+0.2%	96.3%	96.8%	-0.5%
Systemwide	**96.7%**	**96.3%**	**+0.4%**	**96.5%**	**96.4%**	**+0.1%**

Weekday Service Delivered Discussion

- Service Delivered in October 2020 improved by 0.4% compared to October 2019, and the 12-month average improved by 0.1%.
- The greatest improvements were on the E and F lines, which were among the lines with the highest Service Delivered in October 2020.
- The largest decreases were on the 2 and 3 lines, which were among the highest performing lines in October 2019 and are now closer to the system average.

Chart 3

Note: The metrics on this report are preliminary.

Subway Weekday % Service Delivered

Monthly

(Peak Hours)

Desired trend ↑

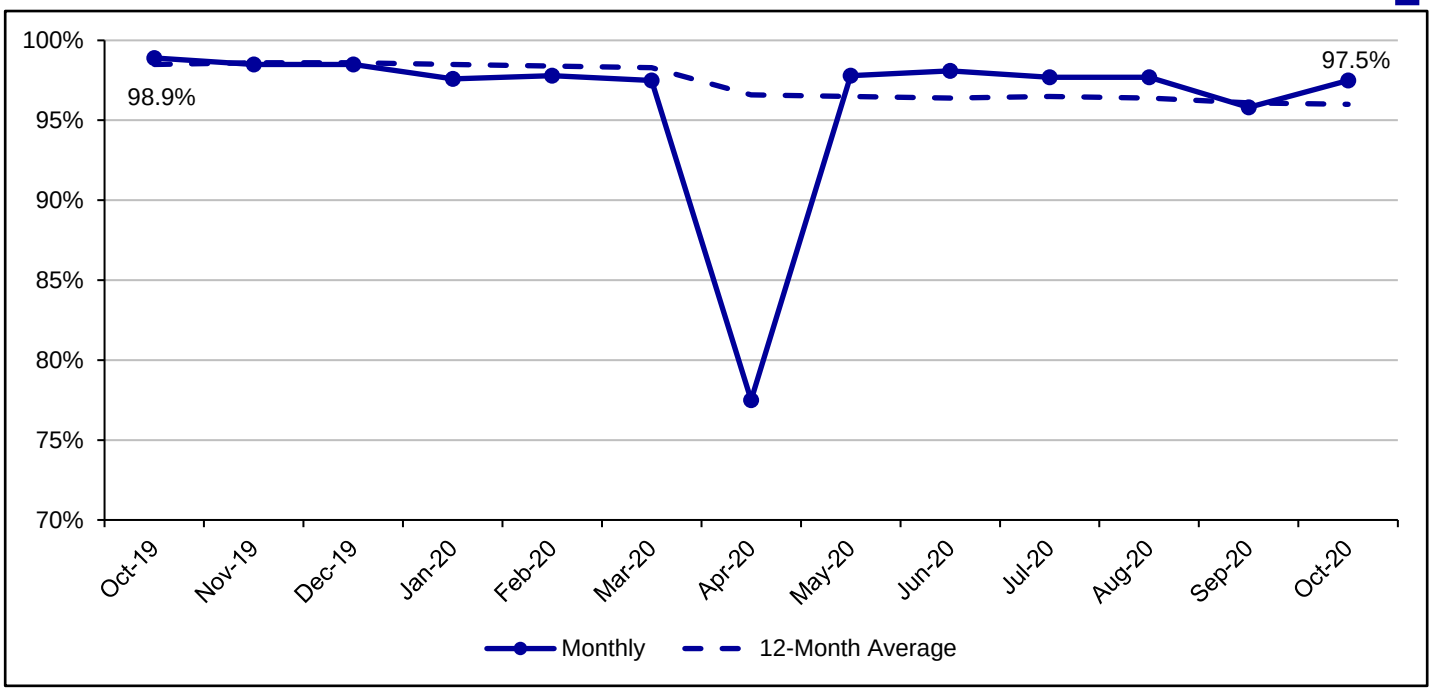
Line	Oct 20	Oct 19	% Change
1	97.8%	98.7%	**-0.9%**
2	95.8%	99.0%	**-3.2%**
3	96.3%	98.9%	**-2.6%**
4	95.8%	95.0%	**+0.8%**
5	95.5%	94.4%	**+1.2%**
6	96.5%	94.4%	**+2.2%**
7	97.6%	94.9%	**+2.8%**
S 42nd	100.0%	96.9%	**+3.2%**
Subdivision A	**96.8%**	**96.3%**	**+0.5%**
A	93.9%	93.9%	**0.0%**
B	95.7%	96.7%	**-1.0%**
C	97.7%	96.2%	**+1.6%**
D	95.6%	96.5%	**-0.9%**
E	98.7%	95.4%	**+3.5%**
F	99.5%	95.1%	**+4.6%**
S Fkln	100.0%	100.0%	**0.0%**
G	100.3%	97.7%	**+2.7%**
S Rock	100.4%	99.8%	**+0.6%**
JZ	97.8%	98.8%	**-1.0%**
L	99.0%	99.7%	**-0.7%**
M	94.7%	95.9%	**-1.3%**
N	96.2%	96.4%	**-0.2%**
Q	95.8%	95.7%	**+0.1%**
R	94.6%	96.2%	**-1.7%**
W	92.9%	95.3%	**-2.5%**
Subdivision B	**96.6%**	**96.4%**	**+0.2%**
Systemwide	**96.7%**	**96.3%**	**+0.4%**

Chart 4

Note: The metrics on this report are preliminary.

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

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Subdivision A	96.3%	99.1%	-2.8%	95.7%	98.2%	-2.5%
Subdivision B	98.2%	98.8%	-0.6%	96.1%	98.7%	-2.6%
Systemwide	**97.5%**	**98.9%**	**-1.4%**	**96.0%**	**98.5%**	**-2.5%**

Weekend Service Delivered Discussion

- Service Delivered in October 2020 worsened by 1.4% compared to October 2019, and the 12-month average worsened by 2.5%.
- Although Service Delivered decreased year-over-year, October 2020 was consistent with May through August results.

Chart 5

Note: The metrics on this report are preliminary.

Subway Weekend % Service Delivered

Monthly

(10 a.m. to 6 p.m.)

Desired trend ↑

Line	Oct 20	Oct 19	% Change
1	98.8%	99.5%	**-0.7%**
2	97.1%	98.9%	**-1.8%**
3	96.2%	99.3%	**-3.1%**
4	94.1%	97.9%	**-3.9%**
5	99.7%	99.9%	**-0.2%**
6	92.4%	99.4%	**-7.0%**
7	98.5%	98.8%	**-0.3%**
S 42nd	97.8%	99.9%	**-2.1%**
Subdivision A	**96.3%**	**99.1%**	**-2.8%**
A	95.1%	97.3%	**-2.3%**
C	95.9%	97.9%	**-2.0%**
D	99.2%	100.0%	**-0.8%**
E		98.8%	**N/A**
F	99.2%	98.2%	**+1.0%**
S Fkln	100.0%	99.7%	**+0.3%**
G	99.8%	99.4%	**+0.4%**
S Rock	100.8%	100.3%	**+0.5%**
JZ	98.5%	97.9%	**+0.6%**
L	99.6%	99.0%	**+0.6%**
M	99.5%	98.5%	**+1.0%**
N	96.3%	99.2%	**-2.9%**
Q	97.9%	99.3%	**-1.4%**
R	98.5%	99.5%	**-1.0%**
Subdivision B	**98.2%**	**98.8%**	**-0.6%**
Systemwide	**97.5%**	**98.9%**	**-1.4%**

Notes:

B and W lines do not operate on weekends.

The E line was excluded for October 2020 due to planned service changes on the line.

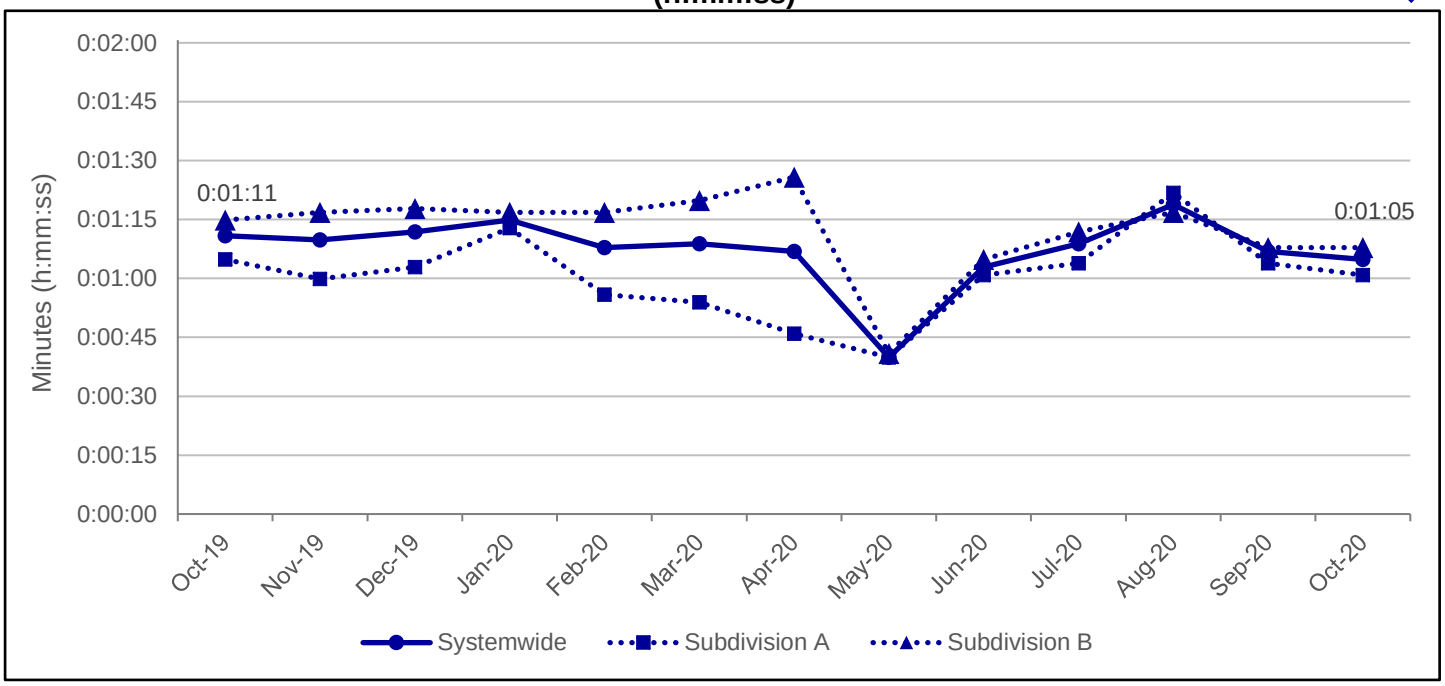
Chart 6

Note: The metrics on this report are preliminary.

Subway Weekday Average Additional Platform Time

Monthly (Trips Starting 6 a.m. - 11 p.m.)
(h:mm:ss)

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**Change**	**Oct 20**	**Oct 19**	**Change**
Subdivision A	0:01:01	0:01:05	-0:00:04	0:01:00	0:01:04	-0:00:04
Subdivision B	0:01:08	0:01:15	-0:00:07	0:01:12	0:01:18	-0:00:06
Systemwide	**0:01:05**	**0:01:11**	**-0:00:06**	**0:01:07**	**0:01:12**	**-0:00:05**

Additional Platform Time Discussion

- October 2020 APT improved by 6 seconds compared to October 2019, and the 12-month average improved by 5 seconds.
- The largest improvements were on the 7, C, and F lines. The 7 line had several incidents in October 2019 that worsened APT that month, though October 2020 APT is better than that of two years ago. The improvements on the C and F may be due in part to different schedules being operated on those lines this year.

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

Chart 7

Note: The metrics on this report are preliminary.

Subway Weekday Average Additional Platform Time

Monthly (Trips Starting 6 a.m. - 11 p.m.)

(h:mm:ss)

Desired trend ↓

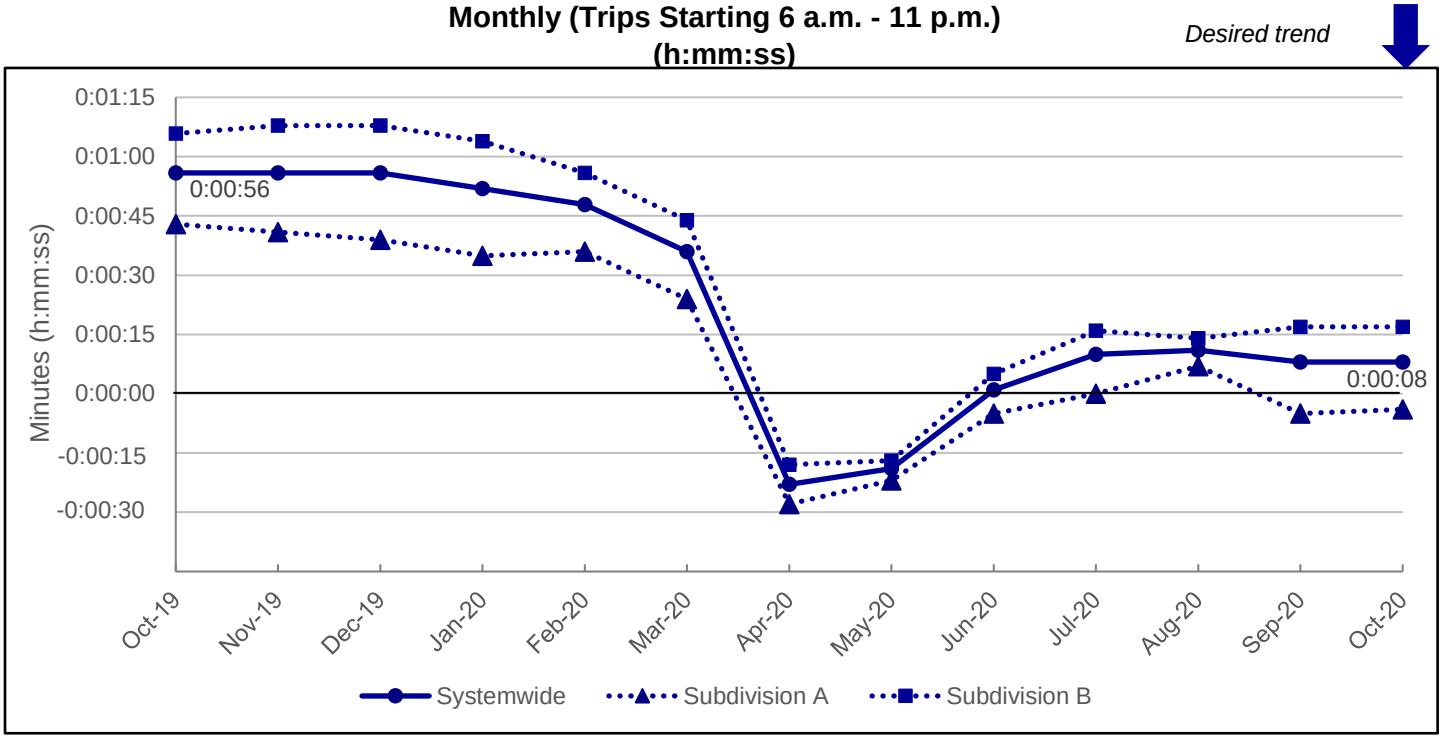
Line	Oct 20	Oct 19	Change
1	0:00:54	0:00:52	**+0:00:02**
2	0:01:14	0:01:02	**+0:00:12**
3	0:01:02	0:00:47	**+0:00:15**
4	0:01:06	0:01:06	**+0:00:00**
5	0:01:14	0:01:08	**+0:00:06**
6	0:00:57	0:01:05	**-0:00:08**
7	0:00:52	0:01:34	**-0:00:42**
S 42nd	0:00:30	0:00:49	**-0:00:19**
Subdivision A	**0:01:01**	**0:01:05**	**-0:00:04**
A	0:01:11	0:01:21	**-0:00:10**
B	0:01:32	0:01:43	**-0:00:11**
C	0:00:49	0:01:43	**-0:00:54**
D	0:01:34	0:01:28	**+0:00:06**
E	0:00:45	0:01:03	**-0:00:18**
F	0:00:47	0:01:22	**-0:00:35**
S Fkln	0:00:12	0:00:24	**-0:00:12**
G	0:01:00	0:01:10	**-0:00:10**
S Rock	0:00:24	0:00:38	**-0:00:14**
JZ	0:01:00	0:01:07	**-0:00:07**
L	0:00:42	0:00:44	**-0:00:02**
M	0:01:29	0:01:17	**+0:00:12**
N	0:01:16	0:01:07	**+0:00:09**
Q	0:01:12	0:01:25	**-0:00:13**
R	0:01:28	0:01:05	**+0:00:23**
W	0:00:57	0:00:47	**+0:00:10**
Subdivision B	**0:01:08**	**0:01:15**	**-0:00:07**
Systemwide	**0:01:05**	**0:01:11**	**-0:00:06**

Chart 8

Note: The metrics on this report are preliminary.

Subway Weekday Average Additional Train Time

Monthly (Trips Starting 6 a.m. - 11 p.m.)
(h:mm:ss)



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**Change**	**Oct 20**	**Oct 19**	**Change**
Subdivision A	-0:00:04	0:00:43	-0:00:47	0:00:27	0:00:45	-0:00:18
Subdivision B	0:00:17	0:01:06	-0:00:49	0:00:52	0:01:04	-0:00:12
Systemwide	**0:00:08**	**0:00:56**	**-0:00:48**	**0:00:42**	**0:00:57**	**-0:00:15**

Additional Train Time Discussion

- October 2020 ATT improved by 48 seconds compared to October 2019, and the 12-month average improved by 15 seconds.
- The significant ridership decreases related to the COVID-19 pandemic have reduced dwell times for customers to board and alight trains, which allows trains to complete their trips faster.
- ATT improved on every line in the system and was less than zero (i.e. faster than the expected travel time) on eight lines.

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

Chart 9

Subway Weekday Average Additional Train Time

Monthly (Trips Starting 6 a.m. - 11 p.m.)

(h:mm:ss)

Desired trend ↓

Line	Oct 20	Oct 19	Change
1	0:00:19	0:00:51	**-0:00:32**
2	-0:00:12	0:00:31	**-0:00:43**
3	-0:00:22	0:00:19	**-0:00:41**
4	-0:00:34	0:00:40	**-0:01:14**
5	-0:00:28	0:00:33	**-0:01:01**
6	0:00:18	0:00:55	**-0:00:37**
7	0:00:06	0:00:52	**-0:00:46**
S 42nd	0:00:23	0:00:30	**-0:00:07**
Subdivision A	**-0:00:04**	**0:00:43**	**-0:00:47**
A	0:00:22	0:01:41	**-0:01:19**
B	0:00:19	0:01:45	**-0:01:26**
C	0:00:28	0:01:07	**-0:00:39**
D	0:00:43	0:01:41	**-0:00:58**
E	-0:00:14	0:00:42	**-0:00:56**
F	0:00:03	0:00:55	**-0:00:52**
S Fkln	0:00:39	0:00:43	**-0:00:04**
G	0:00:19	0:01:02	**-0:00:43**
S Rock	-0:00:14	0:00:06	**-0:00:20**
JZ	0:00:55	0:01:34	**-0:00:39**
L	-0:00:20	-0:00:01	**-0:00:19**
M	0:00:15	0:00:54	**-0:00:39**
N	0:00:39	0:01:04	**-0:00:25**
Q	0:00:25	0:01:32	**-0:01:07**
R	0:00:13	0:00:44	**-0:00:31**
W	-0:00:06	0:00:40	**-0:00:46**
Subdivision B	**0:00:17**	**0:01:06**	**-0:00:49**
Systemwide	**0:00:08**	**0:00:56**	**-0:00:48**

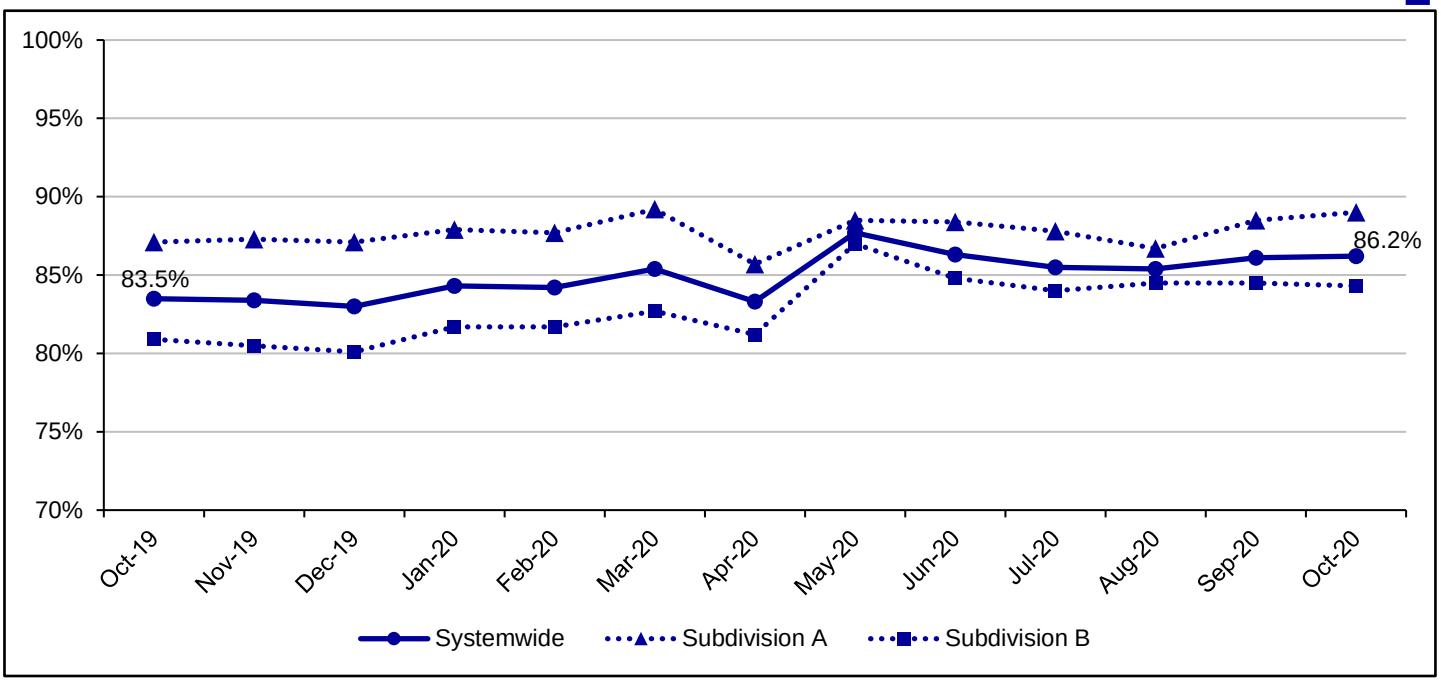
Chart 10

Note: The metrics on this report are preliminary.

Subway Customer Journey Time Performance

Monthly (Trips Starting 6 a.m. - 11 p.m.)

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Subdivision A	89.0%	87.1%	+2.2%	87.8%	86.9%	+1.0%
Subdivision B	84.3%	80.9%	+4.2%	83.1%	80.2%	+3.6%
Systemwide	**86.2%**	**83.5%**	**+3.2%**	**85.1%**	**83.0%**	**+2.5%**

Weekday Customer Journey Time Performance Discussion

- October 2020 CJTP improved by 3.2% compared to October 2019, and the 12-month average improved by 2.5%.

Chart 11

Note: The metrics on this report are preliminary.

Subway Customer Journey Time Performance

Monthly

(Trips Starting 6 a.m. - 11 p.m.)

Desired trend ↑

Line	Oct 20	Oct 19	% Change
1	88.9%	89.1%	**-0.2%**
2	86.2%	85.9%	**+0.3%**
3	89.5%	90.1%	**-0.7%**
4	88.0%	85.0%	**+3.5%**
5	87.1%	85.5%	**+1.9%**
6	90.1%	86.7%	**+3.9%**
7	91.1%	86.2%	**+5.7%**
S 42nd	96.9%	96.3%	**+0.6%**
Subdivision A	**89.0%**	**87.1%**	**+2.2%**
A	82.7%	76.8%	**+7.7%**
B	80.4%	73.1%	**+10.0%**
C	86.0%	78.0%	**+10.3%**
D	79.4%	74.5%	**+6.6%**
E	89.3%	85.2%	**+4.8%**
F	84.6%	80.0%	**+5.7%**
S Fkln	98.1%	95.2%	**+3.0%**
G	86.9%	83.6%	**+3.9%**
S Rock	93.5%	93.0%	**+0.5%**
JZ	84.8%	78.4%	**+8.2%**
L	95.4%	93.3%	**+2.3%**
M	83.3%	82.4%	**+1.1%**
N	80.8%	82.8%	**-2.4%**
Q	81.5%	76.2%	**+7.0%**
R	80.7%	84.3%	**-4.3%**
W	90.0%	88.8%	**+1.4%**
Subdivision B	**84.3%**	**80.9%**	**+4.2%**
Systemwide	**86.2%**	**83.5%**	**+3.2%**

Chart 12

Note: The metrics on 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)

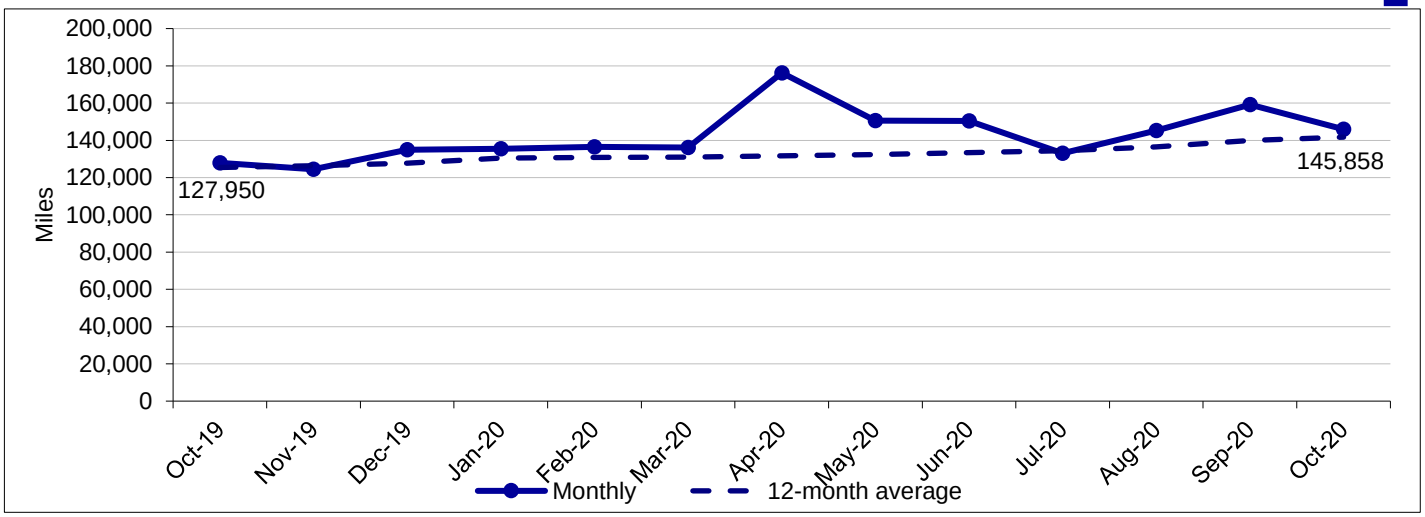
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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	Oct '20	Oct '19	% Change
Subdivision A	2,890	208,662	157,376	**+32.6%**
Subdivision B	3,695	119,578	112,492	**+6.3%**
Systemwide	**6,585**	**145,858**	**127,950**	**+14.0%**

		12-Month Average		
Car Class	**# of Cars**	**Oct '20**	**Oct '19**	**% Change**
R32	130		29,715	**N/A**
R42			31,307	**N/A**
R46	748	59,561	62,774	**-5.1%**
R62	315	205,982	238,016	**-13.5%**
R62A	824	143,417	110,307	**+30.0%**
R68	425	102,197	63,531	**+60.9%**
R68A	200	65,980	85,868	**-23.2%**
R142	1,025	247,970	204,974	**+21.0%**
R142A	220	127,777	109,014	**+17.2%**
R143	212	160,337	110,276	**+45.4%**
R160	1,662	262,961	264,862	**-0.7%**
R179	318	141,389	156,962	**-9.9%**
R188 - New	126	226,785	722,294	**-68.6%**
R188 - Conversion	380	285,631	272,167	**+4.9%**
Subdivision A	2,890	190,777	163,498	**+16.7%**
Subdivision B	3,695	119,329	107,309	**+11.2%**
Systemwide	**6,585**	**141,721**	**125,430**	**+13.0%**

MDBF Discussion

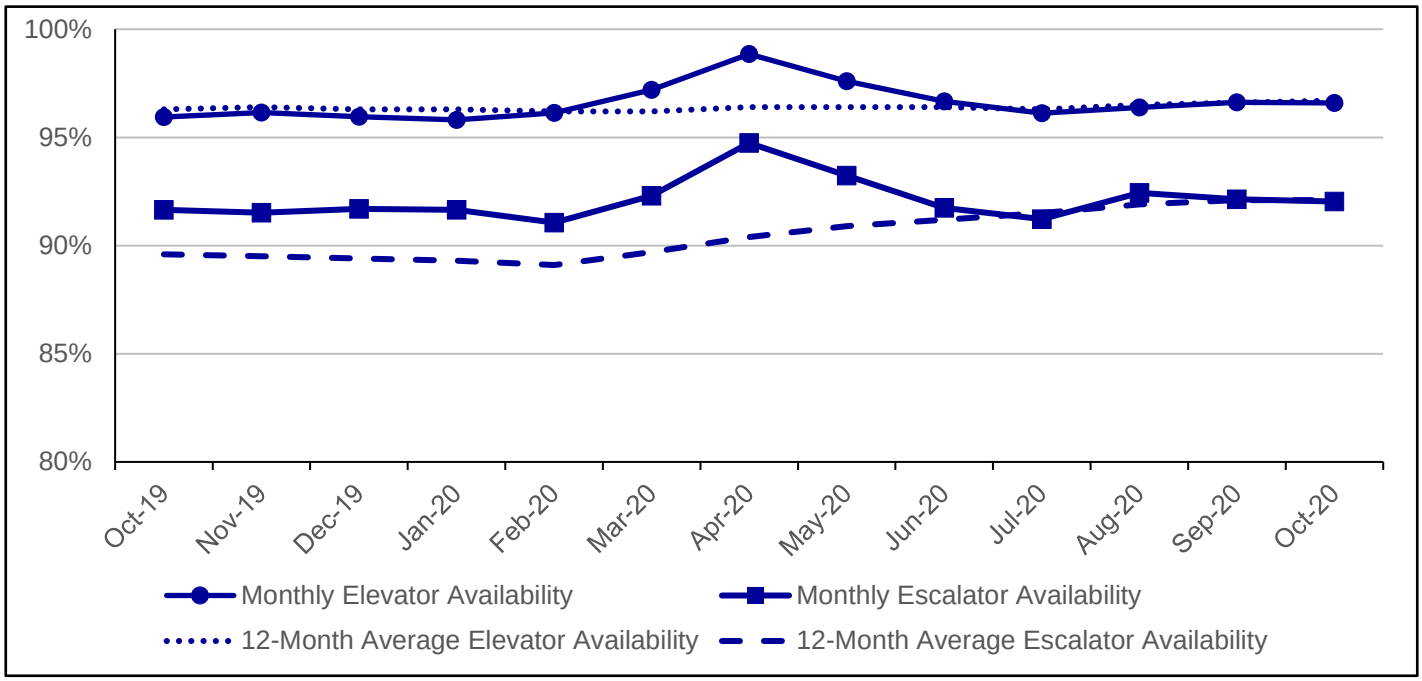
- October 2020 MDBF was 145,858, an increase of 14.0% from one year ago.
- 12-month average MDBF was 141,721 in October 2020, an increase of 13.0% from one year ago.
- The largest improvements in MDBF (12-month average) were on the R62A, R68, and R143 fleets.

Chart 13

Note: The metrics on this report are preliminary.

Elevator and Escalator Availability
(24 Hours)

Desired trend



	Monthly			12-Month Average		
	Oct 20	Oct 19	% Change	Oct 20	Oct 19	% Change
Elevator Availability	96.6%	95.9%	+0.7%	96.7%	96.4%	+0.3%
Escalator Availability	92.0%	91.7%	+0.3%	92.1%	89.6%	+2.8%

Elevator and Escalator Availability Discussion

- Elevator availability improved by 0.7% in October 2020 compared to October 2019.
- Escalator availability improved by 0.3% in October 2020 compared to October 2019.

Chart 14

Note: The metrics on this report are preliminary.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

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

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

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

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

Desired trend ↑

	Oct 20					Oct 19					
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets	Monthly Standard
Line	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	% Change
1	**81.1%**	8.4%	5.9%	4.5%	81.9%	**79.5%**	9.0%	7.0%	4.5%	78.9%	**+2.0%**
2	**68.9%**	10.9%	11.0%	9.2%	70.4%	**73.5%**	10.8%	8.7%	6.9%	71.2%	**-6.3%**
3	**72.7%**	11.5%	9.5%	6.3%	75.0%	**77.6%**	11.3%	7.4%	3.6%	74.9%	**-6.3%**
4	**70.3%**	10.8%	9.5%	9.4%	71.4%	**72.5%**	10.4%	8.7%	8.4%	71.0%	**-3.0%**
5	**69.3%**	10.3%	9.7%	10.8%	70.9%	**69.7%**	10.6%	9.4%	10.3%	69.5%	**-0.6%**
6	**78.0%**	10.0%	7.0%	5.1%	78.0%	**75.4%**	8.9%	7.2%	8.5%	74.5%	**+3.4%**
7	**80.5%**	10.2%	6.4%	2.9%	78.3%	**76.0%**	10.1%	7.2%	6.7%	75.8%	**+5.9%**
S 42nd	**90.7%**	0.4%	3.9%	5.0%	93.4%	**91.7%**	3.1%	3.5%	1.8%	94.4%	**-1.1%**
Subdivision A	**74.6%**	10.0%	8.4%	7.0%	75.5%	**75.3%**	9.9%	7.8%	7.0%	74.3%	**-0.9%**
A	**67.8%**	11.1%	10.9%	10.1%	70.1%	**68.4%**	9.9%	9.8%	11.9%	69.5%	**-0.9%**
B	**73.7%**	13.3%	8.2%	4.8%	75.1%	**73.9%**	11.1%	8.1%	7.0%	75.0%	**-0.3%**
C	**80.3%**	12.1%	5.7%	1.9%	77.7%	**77.0%**	11.8%	7.4%	3.9%	75.3%	**+4.3%**
D	**71.5%**	12.3%	10.2%	6.0%	74.2%	**72.0%**	11.5%	9.6%	6.9%	74.0%	**-0.7%**
E	**72.2%**	11.6%	9.4%	6.7%	74.2%	**73.0%**	11.1%	9.1%	6.9%	71.3%	**-1.1%**
F	**75.1%**	11.9%	8.8%	4.2%	74.4%	**70.4%**	9.9%	9.6%	10.1%	70.8%	**+6.7%**
S Fkln	**99.0%**	0.5%	0.2%	0.3%	98.2%	**98.5%**	0.5%	0.2%	0.7%	98.3%	**+0.5%**
G	**82.0%**	11.3%	5.2%	1.4%	79.5%	**80.5%**	11.3%	5.8%	2.4%	80.5%	**+1.9%**
S Rock	**95.1%**	2.7%	1.2%	1.0%	95.4%	**96.0%**	2.4%	0.6%	0.9%	94.7%	**-0.9%**
JZ	**82.5%**	9.7%	5.6%	2.2%	81.7%	**82.0%**	9.9%	5.3%	2.8%	79.8%	**+0.6%**
L	**78.4%**	11.4%	6.4%	3.8%	79.6%	**79.4%**	10.7%	6.4%	3.6%	76.9%	**-1.3%**
M	**77.5%**	10.8%	7.2%	4.5%	76.7%	**76.1%**	10.5%	7.7%	5.7%	75.8%	**+1.8%**
N	**73.0%**	11.5%	9.6%	5.9%	72.9%	**75.5%**	11.8%	7.5%	5.2%	74.1%	**-3.3%**
Q	**74.9%**	11.4%	8.3%	5.4%	75.5%	**74.0%**	10.4%	8.8%	6.8%	76.1%	**+1.2%**
R	**72.7%**	12.1%	9.3%	5.9%	74.5%	**75.9%**	10.8%	8.0%	5.2%	73.8%	**-4.2%**
W	**76.5%**	11.5%	7.1%	5.0%	74.6%	**78.6%**	10.6%	6.2%	4.6%	76.2%	**-2.7%**
Subdivision B	**75.5%**	11.4%	8.1%	5.0%	75.9%	**75.2%**	10.6%	7.9%	6.3%	74.6%	**+0.4%**
Systemwide	**75.1%**	**10.7%**	**8.2%**	**6.0%**	**75.7%**	**75.2%**	**10.3%**	**7.9%**	**6.6%**	**74.5%**	**-0.1%**

Weekday Wait Assessment Discussion

- Wait Assessment for October 2020 was nearly unchanged compared to October 2019.

Chart 15

Note: The metrics on this report are preliminary.

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

Desired trend ↑

	Oct 20					Oct 19					
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets	Monthly Standard
Line	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	% Change
1	**88.1%**	7.0%	3.2%	1.7%	87.9%	**88.9%**	7.2%	2.8%	1.1%	88.8%	**-0.9%**
2	**77.2%**	12.6%	7.5%	2.7%	75.2%	**76.1%**	11.9%	8.1%	3.9%	75.2%	**+1.4%**
3	**80.7%**	10.0%	6.9%	2.4%	83.9%	**87.3%**	8.6%	2.8%	1.3%	84.2%	**-7.6%**
4	**74.4%**	9.4%	8.3%	7.9%	76.1%	**79.3%**	10.1%	7.0%	3.6%	75.6%	**-6.2%**
5	**97.8%**	1.7%	0.4%	0.1%	84.5%	**83.5%**	10.1%	4.7%	1.7%	84.4%	**+17.1%**
6	**77.4%**	8.9%	8.1%	5.6%	83.3%	**90.3%**	6.4%	2.1%	1.1%	84.0%	**-14.3%**
7	**83.9%**	8.9%	4.9%	2.3%	84.4%	**83.7%**	9.5%	4.7%	2.1%	84.4%	**+0.2%**
S 42nd	**93.4%**	0.2%	3.0%	3.4%	97.0%	**98.4%**	0.9%	0.3%	0.4%	98.5%	**-5.1%**
Subdivision A	**80.7%**	9.1%	6.4%	3.9%	81.8%	**84.2%**	8.9%	4.7%	2.2%	82.1%	**-4.2%**
A	**73.4%**	12.0%	9.1%	5.5%	76.3%	**75.3%**	11.3%	8.0%	5.4%	74.9%	**-2.5%**
C	**79.9%**	10.7%	6.6%	2.8%	80.7%	**82.2%**	10.7%	5.1%	2.0%	80.0%	**-2.8%**
D	**81.7%**	9.6%	6.1%	2.6%	78.8%	**81.5%**	9.5%	5.9%	3.1%	80.2%	**+0.2%**
E	**84.8%**	8.9%	4.6%	1.6%	85.4%	**86.5%**	8.6%	3.5%	1.4%	84.8%	**-2.0%**
F	**81.7%**	10.8%	5.4%	2.1%	79.9%	**81.5%**	10.1%	5.4%	3.1%	80.0%	**+0.2%**
S Fkln	**99.8%**	0.2%	0.0%	0.0%	98.5%	**99.1%**	0.4%	0.4%	0.1%	98.3%	**+0.7%**
G	**88.9%**	8.4%	2.3%	0.4%	85.4%	**86.7%**	8.7%	3.1%	1.5%	85.6%	**+2.5%**
S Rock	**97.1%**	1.9%	0.7%	0.4%	96.6%	**97.0%**	2.2%	0.5%	0.4%	95.0%	**+0.1%**
JZ	**86.0%**	9.4%	3.3%	1.3%	85.1%	**85.9%**	8.5%	3.7%	1.9%	87.4%	**+0.1%**
L	**84.4%**	10.0%	4.3%	1.4%	84.3%	**92.7%**	4.4%	2.2%	0.7%	84.0%	**-9.0%**
M	**93.2%**	5.3%	1.0%	0.4%	80.5%	**77.0%**	10.9%	7.1%	5.0%	78.6%	**+21.0%**
N	**77.3%**	10.9%	8.2%	3.6%	75.1%	**81.9%**	10.3%	5.3%	2.5%	79.9%	**-5.6%**
Q	**79.9%**	9.9%	7.2%	3.0%	78.9%	**80.0%**	10.8%	6.1%	3.1%	82.6%	**-0.1%**
R	**84.4%**	9.1%	4.4%	2.1%	80.2%	**82.7%**	9.6%	5.4%	2.2%	80.1%	**+2.1%**
Subdivision B	**82.6%**	9.7%	5.4%	2.4%	80.9%	**82.5%**	9.5%	5.2%	2.8%	81.4%	**+0.1%**
Systemwide	**81.7%**	**9.4%**	**5.8%**	**3.0%**	**81.3%**	**83.3%**	**9.2%**	**5.0%**	**2.5%**	**81.7%**	**-1.9%**

Weekend Wait Assessment Discussion

- Wait Assessment for October 2020 worsened by 1.9% compared to October 2019.

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

Chart 16

Note: The metrics on this report are preliminary.

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend ↑

Line	Oct 20	Oct 19	% Change
1	92.0%	86.0%	**+7.0%**
2	84.8%	79.0%	**+7.3%**
3	91.7%	88.9%	**+3.1%**
4	90.5%	77.4%	**+16.9%**
5	89.9%	80.7%	**+11.4%**
6	92.9%	77.0%	**+20.6%**
7	96.9%	87.8%	**+10.4%**
S 42nd	99.8%	98.3%	**+1.5%**
Subdivision A	**93.1%**	**84.9%**	**+9.7%**
A	80.6%	65.7%	**+22.7%**
B	87.3%	66.3%	**+31.7%**
C	89.1%	75.0%	**+18.8%**
D	81.3%	62.7%	**+29.7%**
E	80.7%	78.5%	**+2.8%**
F	80.4%	67.8%	**+18.6%**
S Fkln	99.9%	99.7%	**+0.2%**
G	91.7%	79.2%	**+15.8%**
S Rock	98.2%	97.5%	**+0.7%**
JZ	92.8%	82.4%	**+12.6%**
L	94.6%	93.7%	**+1.0%**
M	93.7%	80.1%	**+17.0%**
NW	81.9%	78.4%	**+4.5%**
Q	92.0%	83.1%	**+10.7%**
R	89.5%	76.9%	**+16.4%**
Subdivision B	**88.2%**	**78.9%**	**+11.8%**
Systemwide	**90.4%**	**81.5%**	**+10.9%**

Weekday Terminal On-Time Performance Discussion

- October weekday OTP improved by 10.9% compared to the prior year.
- October OTP continues to reflect the significant reduction in ridership that began in mid-March. Lower ridership closely correlates with shorter dwells (the time it takes for customers to board and exit trains) at stations. These shorter dwells made it more likely that trains could reach their terminals closer to their scheduled times.
- Just as before the COVID-19 pandemic, the 7 and L lines, which operate with CBTC, had the highest OTP of the non-shuttle lines.
- OTP was over 80% on every line in the system, and was over 90% on thirteen lines.

Chart 17

Note: The metrics on this report are preliminary.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend ↑

Line	Oct 20	Oct 19	% Change
1	94.3%	92.7%	**+1.7%**
2	77.1%	57.7%	**+33.6%**
3	75.6%	81.2%	**-6.9%**
4	82.9%	70.1%	**+18.3%**
5	99.0%	84.0%	**+17.9%**
6	88.6%	89.3%	**-0.8%**
7	95.2%	83.4%	**+14.1%**
S 42nd	99.5%	99.8%	**-0.3%**
Subdivision A	**89.9%**	**83.7%**	**+7.4%**
A	84.5%	84.6%	**-0.1%**
C	81.6%	86.2%	**-5.3%**
D	94.2%	72.3%	**+30.3%**
E	80.0%	92.4%	**-13.4%**
F	85.0%	86.3%	**-1.5%**
S Fkln	100.0%	99.9%	**+0.1%**
G	91.8%	85.6%	**+7.2%**
S Rock	99.0%	97.6%	**+1.4%**
JZ	92.2%	83.5%	**+10.4%**
L	97.9%	94.9%	**+3.2%**
M	99.2%	83.4%	**+18.9%**
N	80.8%	73.3%	**+10.2%**
Q	88.7%	80.1%	**+10.7%**
R	89.7%	87.7%	**+2.3%**
Subdivision B	**90.5%**	**86.1%**	**+5.1%**
Systemwide	**90.3%**	**85.0%**	**+6.2%**

Weekend Terminal On-Time Performance Discussion

- October weekend OTP improved by 6.2% compared to the prior year.

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

Chart 18

Note: The metrics on this report are preliminary.

Subway Weekday Trains Delayed
Monthly - October 2020
(24 hours)

Delay Categories	Trains Delayed	Delayed Trains Per Day (22)	% of Delayed Trains
Track Failures and Emergency Remediation	791	36	4.6%
Rail and Roadbed	526	24	3.1%
Fire, Smoke, Debris	265	12	1.5%
Signal Failures and Emergency Remediation	2,577	117	15.1%
Subway Car	912	41	5.3%
Door-Related	213	10	1.3%
Propulsion	158	7	0.9%
Braking	118	5	0.6%
Other	423	19	2.4%
Other Unplanned Disruptions (e.g. station defect)	275	13	1.7%
Train Brake Activation - cause unknown	127	6	0.8%
Service Delivery (e.g., crew performance)	3,342	152	19.6%
External	3,089	140	18.0%
Public Conduct, Crime, Police Response	1,439	65	8.4%
Sick/Injured Customer	378	17	2.2%
Persons on Roadbed (including persons struck by train)	648	29	3.7%
External Debris on Roadbed (e.g., trees, shopping cart)	70	3	0.4%
Other Passenger-Related (e.g., retrieval of property from track)	237	11	1.4%
Public Event (e.g., civil demonstration, parade)	129	6	0.8%
Inclement Weather	188	9	1.2%
Other External Disruptions	0	0	0.0%
Operating Environment	2,199	100	12.9%
Planned Right-of-Way Work	3,758	171	22.0%
Total Trains Delayed	**17,070**	**776**	**100%**

Chart 19

Note: The metrics on this report are preliminary.

Subway Weekend Trains Delayed

Monthly - October 2020

(24 hours)

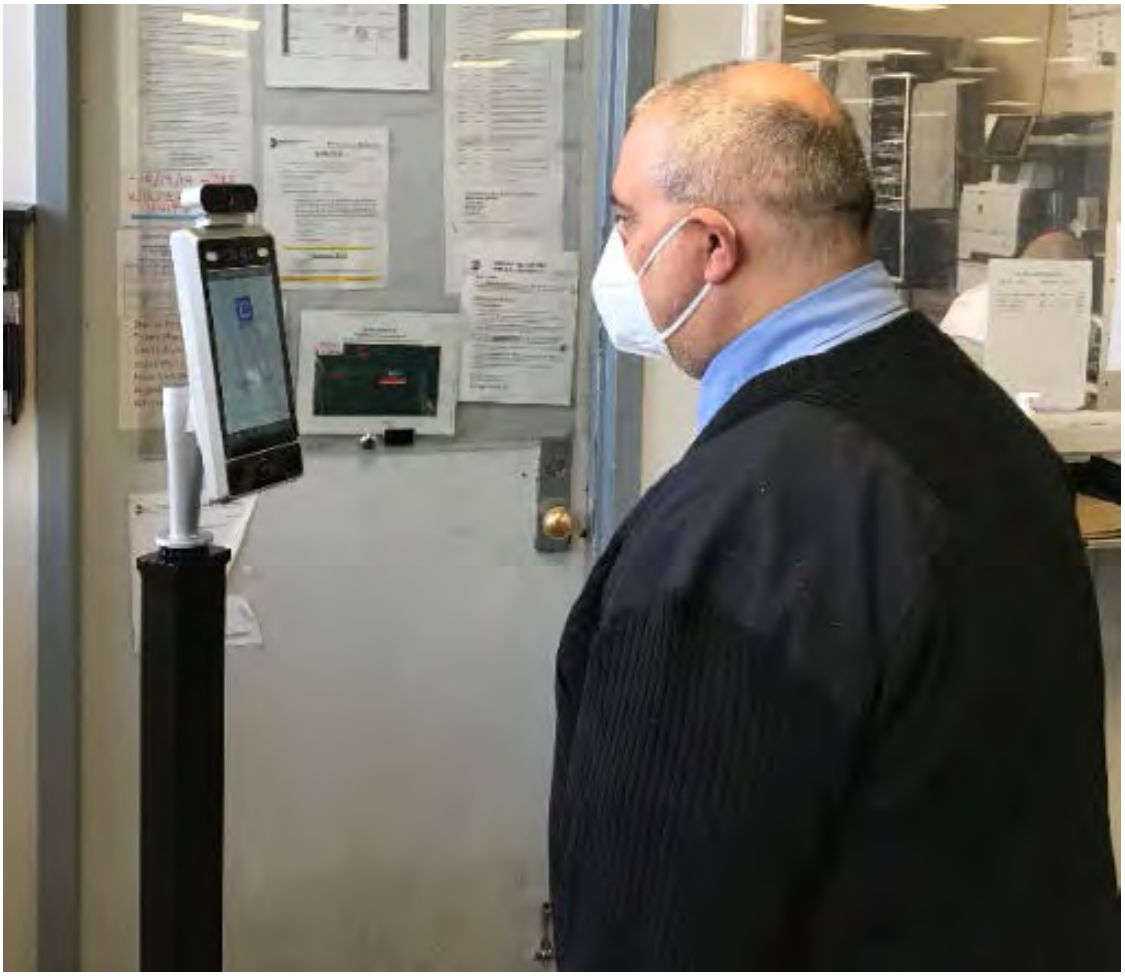
Delay Categories	Trains Delayed	Delayed Trains Per Day (9)	% of Delayed Trains
Track Failures and Emergency Remediation	187	21	3.6%
Rail and Roadbed	132	15	2.5%
Fire, Smoke, Debris	55	6	1.1%
Signal Failures and Emergency Remediation	462	51	8.9%
Subway Car	235	26	4.5%
Door-Related	64	7	1.2%
Propulsion	45	5	0.9%
Braking	32	4	0.6%
Other	94	10	1.8%
Other Unplanned Disruptions (e.g. station defect)	19	2	0.4%
Train Brake Activation - cause unknown	13	1	0.3%
Service Delivery (e.g., crew performance)	763	85	14.7%
External	802	89	15.5%
Public Conduct, Crime, Police Response	396	44	7.6%
Sick/Injured Customer	126	14	2.4%
Persons on Roadbed (including persons struck by train)	197	22	3.8%
External Debris on Roadbed (e.g., trees, shopping cart)	14	2	0.3%
Other Passenger-Related (e.g., retrieval of property from track)	40	4	0.8%
Public Event (e.g., civil demonstration, parade)	29	3	0.6%
Inclement Weather	0	0	0.0%
Other External Disruptions	0	0	0.0%
Operating Environment	920	102	17.7%
Planned Right-of-Way Work	1,785	198	34.4%
Total Trains Delayed	**5,186**	**576**	**100%**

Chart 20

Note: The metrics on this report are preliminary.

Customer Service Report: Buses

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



Earlier this month, Buses implemented self-screening temperature testing kiosks at all depots and facilities as part of the COVID-19 Second Wave Plan. Anyone entering Bus work locations must use these conveniently located contactless thermal scan thermometers via a tablet as shown above. As we see increased COVID cases across the country, it is more important than ever to remain vigilant and remember that we all play a role in keeping each other safe.

November 2020 Highlights: Buses

Bus average weekday ridership remains steady at about 1 million, or 50% of pre-COVID levels. We continue to work hard to ensure the health and safety of our employees while they are carrying out their essential work. As we see increased COVID cases across the country, it is more important than ever to remain vigilant and remember that we all play a role in keeping each other safe.

This month the MTA launched a voluntary COVID-19 screening program offered at no cost to frontline transit employees. The testing program will be at rotating field locations and medical assessment and occupational health services centers. During the initial phrase of the program, which will include 12 of our 28 bus depots, up to 2,000 frontline employees will be screened per week. Earlier this month, Buses also implemented self-screening temperature testing kiosks at all depots and facilities as part of the COVID-19 Pandemic Second Wave Plan. All employees entering a work location use contactless thermal scan thermometers from a tablet to check their temperature.

We are very pleased to note that the MTA and the Transit Innovation Partnership, with the help of NYC DOT, launched a pilot program earlier this month that will improve the customer experience of our blind and low vision customers. The pilot, which is taking place along 23rd street, will allow customers to use their smartphones to easily locate bus stops and check bus arrival times. NaviLens, the technology creators, have developed an app that uses colorful, next generation QR-style unique codes that can detect a sign that has the code from up to 40 feet away and from an angle of up to 160 degrees. Accessibility is a key priority for the bus system and MTA family, and this app pilot is another important way to help bus riders who rely on audio cues and signals to guide them.

Finally, on behalf of the Buses family, it is with mixed emotion that I announce the retirement of Michael Ribosh, Vice President of Transportation. Mike is a key member of the Buses leadership team. I would like to thank him for his 38 years of dedicated, tireless service. He is a true professional who has exceptional transportation operations management knowledge and excellent leadership skills. He has played a crucial role in operations throughout his career – and now more than ever, during this unprecedented pandemic – advising on our Essential Connector Service overnight, managing a return to full bus service as we navigate curbside dining and ongoing protests across the City, and planning for supplemental bus shuttle service as we restart Capital projects. He continues to provide critical oversight for several key transformational initiatives impacting depot operations and service delivery. Throughout his career he has engaged and empowered our staff with the knowledge and tools to help them succeed. I truly thank him for the lasting contribution he has made to Buses and I wish him the best on his well-deserved retirement.

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

Bus Report

Bus Report Performance Indicators

Category	Performance Indicator	Current Month: October 2020			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	96.2%	97.0%	-0.8%	96.4%	97.2%	-0.8%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:01:28	0:01:48	-0:00:20	0:01:38	0:01:45	-0:00:07
	Additional Travel Time (h:mm:ss) (Chart 5)*	-0:00:31	0:00:56	-0:01:27	0:00:25	0:00:48	-0:00:23
	Customer Journey Time Performance (Chart 7)*	80.5%	70.9%	+13.6%	+74.7%	+72.1%	+3.7%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,689	8,393	+3.5%	8,165	7,689	+6.2%
	Speed (MPH) (Chart 11)	8.3	7.9	+5.1%	8.3	8.0	+4.3%
Legacy Indicators	Wait Assessment (Chart 13)	80.9%	76.9%	+5.2%	79.6%	77.6%	+2.5%
	System MDBSI (Chart 16)	3,418	3,219	+6.2%	3,494	3,021	+15.7%
	NYCT Bus	3,245	3,101	+4.6%	3,317	2,864	+15.8%
	MTA Bus	4,120	3,664	+12.4%	4,186	3,674	+13.9%
	System Trips Completed (Chart 17)*	97.6%	99.4%	-1.8%	98.4%	99.2%	-0.8%
	NYCT Bus	97.9%	99.4%	-1.5%	98.5%	99.3%	-0.8%
	MTA Bus	96.3%	99.2%	-2.9%	98.0%	98.9%	-0.9%
	System AM Pull Out (Chart 18)*	97.6%	99.9%	-2.3%	98.7%	99.8%	-1.1%
	NYCT Bus	98.1%	100.0%	-1.9%	98.9%	99.8%	-0.9%
	MTA Bus	95.8%	99.7%	-3.9%	98.2%	99.5%	-1.3%
	System PM Pull Out (Chart 19)*	98.4%	99.9%	-1.5%	99.0%	99.8%	-0.8%
	NYCT Bus	98.6%	100.0%	-1.4%	99.1%	99.9%	-0.8%
	MTA Bus	97.6%	99.7%	-2.1%	98.6%	99.5%	-0.9%
	System Buses>=12 years	19.0%	19.0%				
	NYCT Bus	7.3%	6.7%				
	MTA Bus	60.0%	62.0%				
	System Fleet Age	7.9	7.0				
	NYCT Bus	6.8	5.9				
	MTA Bus	11.6	10.9				

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

***NOTE:** Due to severe disruptions in bus ridership and service associated with the COVID-19 pandemic, this report includes the following adjustments:

- 12-month averages for ABST, ATT, and CJTP metrics exclude April - August 2020
- 12-month averages for Trips Completed, AM Pull Out, and PM Pull Out metrics exclude April and May 2020

Note: The metrics in this report are preliminary

Section 1: Customer Focused Metrics

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

Performance Indicator Definitions

Service Delivered

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

Additional Bus Stop Time (ABST)

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

Additional Travel Time (ATT)

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

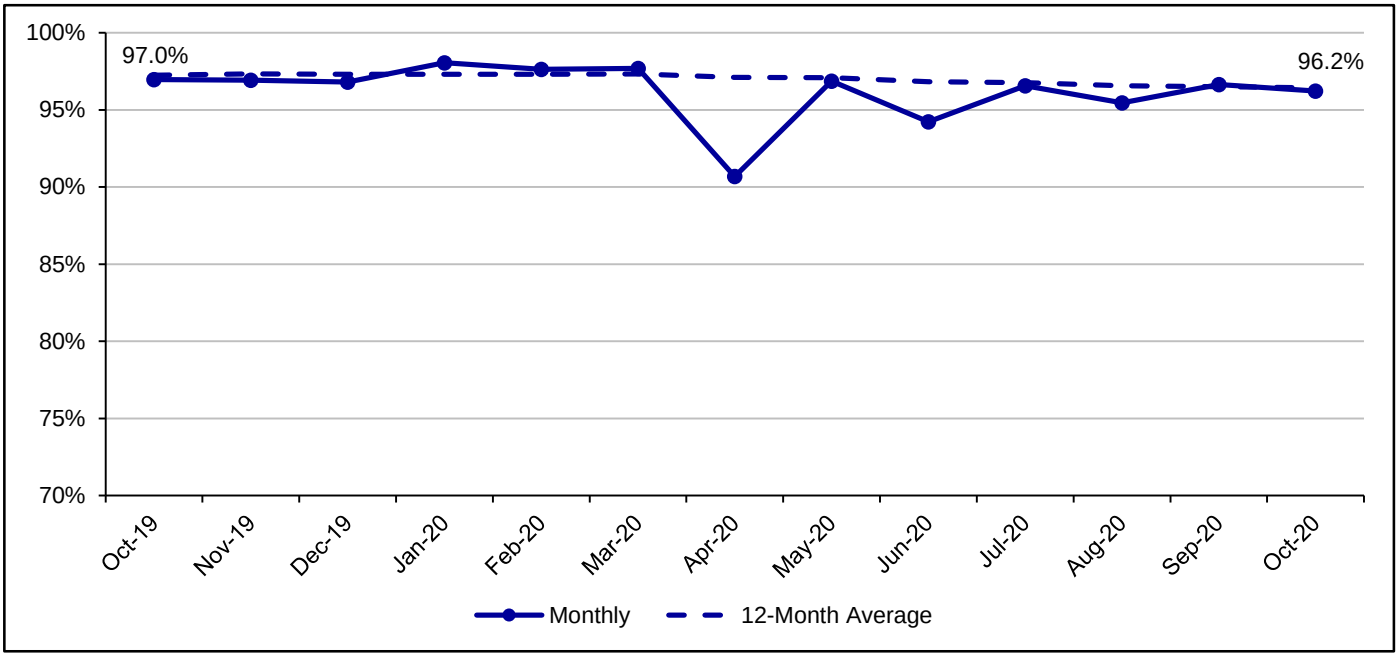
Customer Journey Time Performance (CJTP)

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

Note: The metrics in this report are preliminary

Service Delivered
(Peak Hours)

Desired trend ↑



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Bronx	97.8%	96.6%	+1.2%	97.5%	97.4%	+0.1%
Brooklyn	96.6%	97.9%	-1.3%	96.7%	97.6%	-0.9%
Manhattan	98.6%	97.4%	+1.2%	97.0%	97.6%	-0.6%
Queens	94.8%	96.2%	-1.4%	95.6%	96.7%	-1.2%
Staten Island	94.7%	97.7%	-3.1%	96.0%	97.3%	-1.4%
Systemwide	**96.2%**	**97.0%**	**-0.8%**	**96.4%**	**97.2%**	**-0.8%**

Service Delivered Discussion

- Service Delivered in October 2020 decreased by 0.8 percent to 96.2 percent compared to October 2019, and decreased by 0.8 percent to 96.4 percent on a 12-month average basis.

Note: The metrics in this report are preliminary

Service Delivered
Monthly
(Peak Hours)

Desired trend ↑

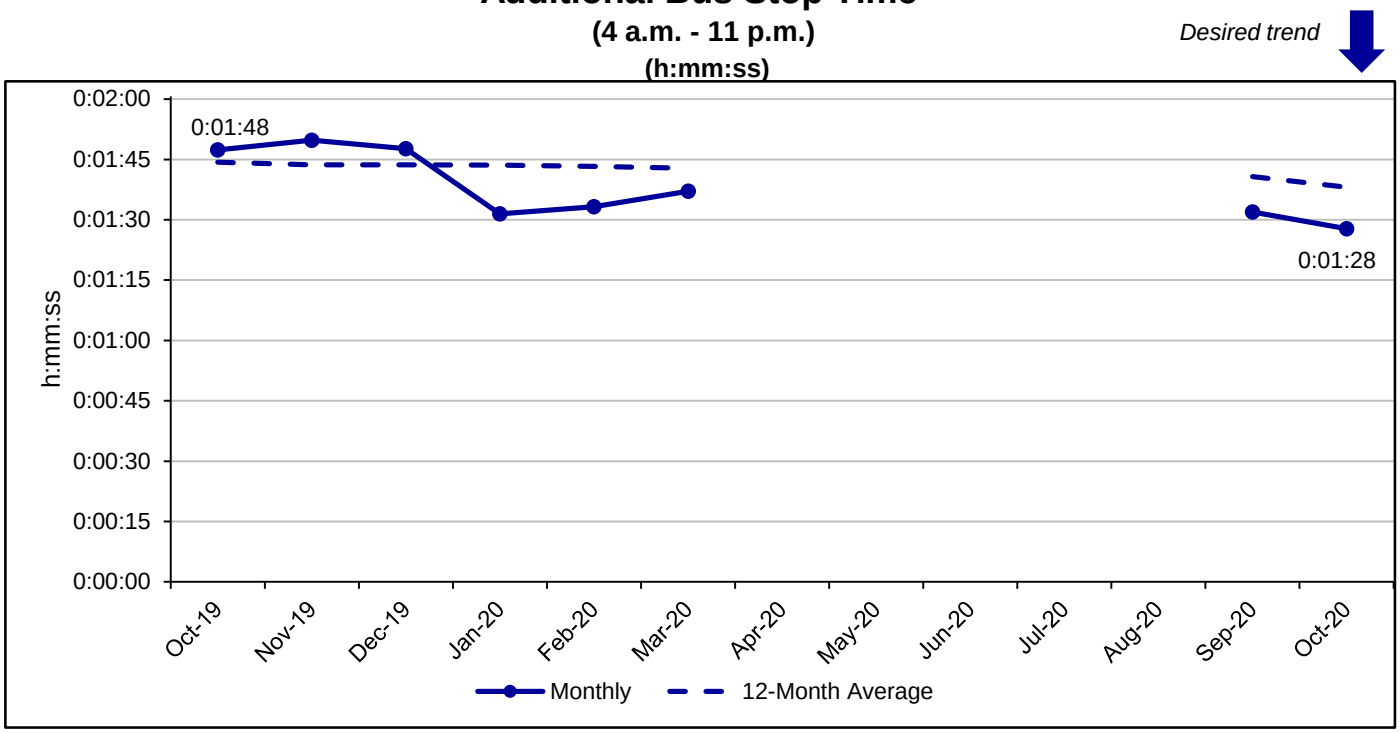
Borough	Oct 20	Oct 19	% Change
Bronx	**97.8%**	**96.6%**	**+1.2%**
Local/Limited	97.2%	96.8%	+0.4%
Select Bus Service	100.8%	96.6%	+4.3%
Express	99.9%	96.0%	+4.1%
Brooklyn	**96.6%**	**97.9%**	**-1.3%**
Local/Limited	96.4%	97.6%	-1.2%
Select Bus Service	95.8%	98.3%	-2.5%
Express	98.8%	99.8%	-1.0%
Manhattan	**98.6%**	**97.4%**	**+1.2%**
Local/Limited	98.4%	97.0%	+1.4%
Select Bus Service	98.9%	98.3%	+0.6%
Express	N/A	N/A	N/A
Queens	**94.8%**	**96.2%**	**-1.4%**
Local/Limited	94.5%	95.9%	-1.4%
Select Bus Service	97.0%	96.9%	+0.1%
Express	96.3%	98.2%	-1.9%
Staten Island	**94.7%**	**97.7%**	**-3.1%**
Local/Limited	94.8%	97.9%	-3.1%
Select Bus Service	95.5%	100.7%	-5.2%
Express	94.6%	97.3%	-2.8%
Systemwide	**96.2%**	**97.0%**	**-0.8%**
Local/Limited	95.9%	96.7%	-0.8%
Select Bus Service	98.2%	98.0%	+0.2%
Express	96.6%	97.7%	-1.2%

Note: The metrics in this report are preliminary

Additional Bus Stop Time

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

(h:mm:ss)



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**Change**	**Oct 20**	**Oct 19**	**Change**
Bronx	0:01:22	0:01:53	-0:00:31	0:01:40	0:01:44	-0:00:04
Brooklyn	0:01:39	0:01:54	-0:00:15	0:01:49	0:01:54	-0:00:05
Manhattan	0:01:09	0:01:24	-0:00:15	0:01:15	0:01:27	-0:00:12
Queens	0:01:26	0:01:47	-0:00:21	0:01:36	0:01:43	-0:00:07
Staten Island	0:02:09	0:02:14	-0:00:05	0:02:01	0:02:01	0:00:00
Systemwide	**0:01:28**	**0:01:48**	**-0:00:20**	**0:01:38**	**0:01:45**	**-0:00:07**

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in October 2020 decreased by 20 seconds compared to October 2019, and decreased by 7 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ABST was not available from April - August 2020.

Note: The metrics in this report are preliminary

Additional Bus Stop Time

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

(h:mm:ss)

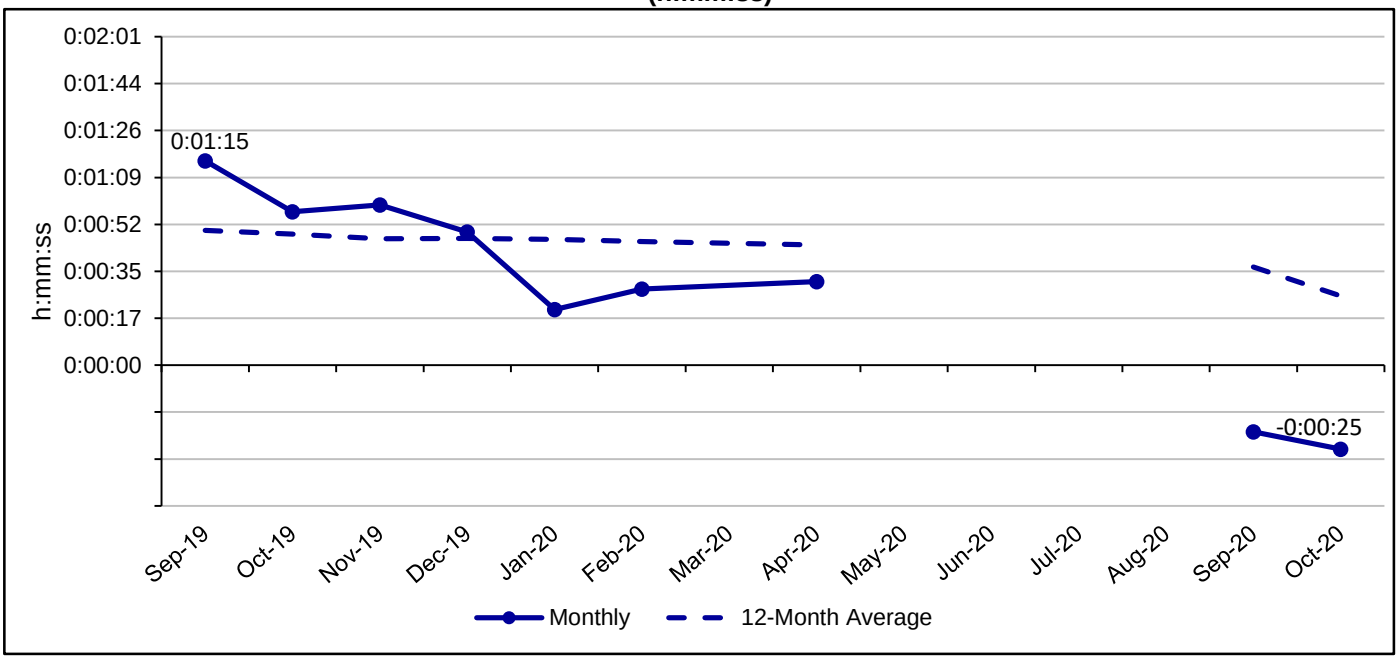
Desired trend ↓

Borough	Oct 20	Oct 19	Change
Bronx	**0:01:22**	**0:01:53**	**-0:00:31**
Local/Limited	0:01:23	0:01:54	-0:00:31
Select Bus Service	0:01:04	0:01:37	-0:00:33
Express	0:01:59	0:02:46	-0:00:47
Brooklyn	**0:01:39**	**0:01:54**	**-0:00:15**
Local/Limited	0:01:41	0:01:57	-0:00:16
Select Bus Service	0:01:19	0:01:24	-0:00:05
Express	0:02:09	0:02:01	+0:00:08
Manhattan	**0:01:09**	**0:01:24**	**-0:00:15**
Local/Limited	0:01:17	0:01:36	-0:00:19
Select Bus Service	0:00:50	0:01:02	-0:00:12
Express	N/A	N/A	N/A
Queens	**0:01:26**	**0:01:47**	**-0:00:21**
Local/Limited	0:01:26	0:01:49	-0:00:23
Select Bus Service	0:01:13	0:01:13	0:00:00
Express	0:02:12	0:01:53	+0:00:19
Staten Island	**0:02:09**	**0:02:14**	**-0:00:05**
Local/Limited	0:02:18	0:02:34	-0:00:16
Select Bus Service	0:01:22	0:01:36	-0:00:14
Express	0:01:46	0:01:28	+0:00:18
Systemwide	**0:01:28**	**0:01:48**	**-0:00:20**
Local/Limited	0:01:30	0:01:52	-0:00:22
Select Bus Service	0:01:03	0:01:14	-0:00:11
Express	0:01:57	0:01:52	+0:00:05

Note: The metrics in this report are preliminary

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

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Bronx	-0:00:05	0:01:16	-0:01:21	0:00:43	0:01:01	-0:00:18
Brooklyn	-0:00:32	0:00:45	-0:01:17	0:00:27	0:00:47	-0:00:20
Manhattan	-0:00:41	0:00:34	-0:01:15	0:00:05	0:00:28	-0:00:23
Queens	-0:00:36	0:01:10	-0:01:46	0:00:31	0:00:56	-0:00:25
Staten Island	-0:01:49	0:00:33	-0:02:22	-0:00:22	0:00:23	-0:00:45
Systemwide	**-0:00:31**	**0:00:56**	**-0:01:27**	**0:00:25**	**0:00:48**	**-0:00:23**

Additional Travel Time Discussion

- Additional Travel Time in October 2020 decreased by 1 minute and 27 seconds compared to October 2019, and decreased by 23 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ATT was not available from April - August 2020.

Note: The metrics in this report are preliminary

Additional Travel Time

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

(h:mm:ss)

Desired trend ↓

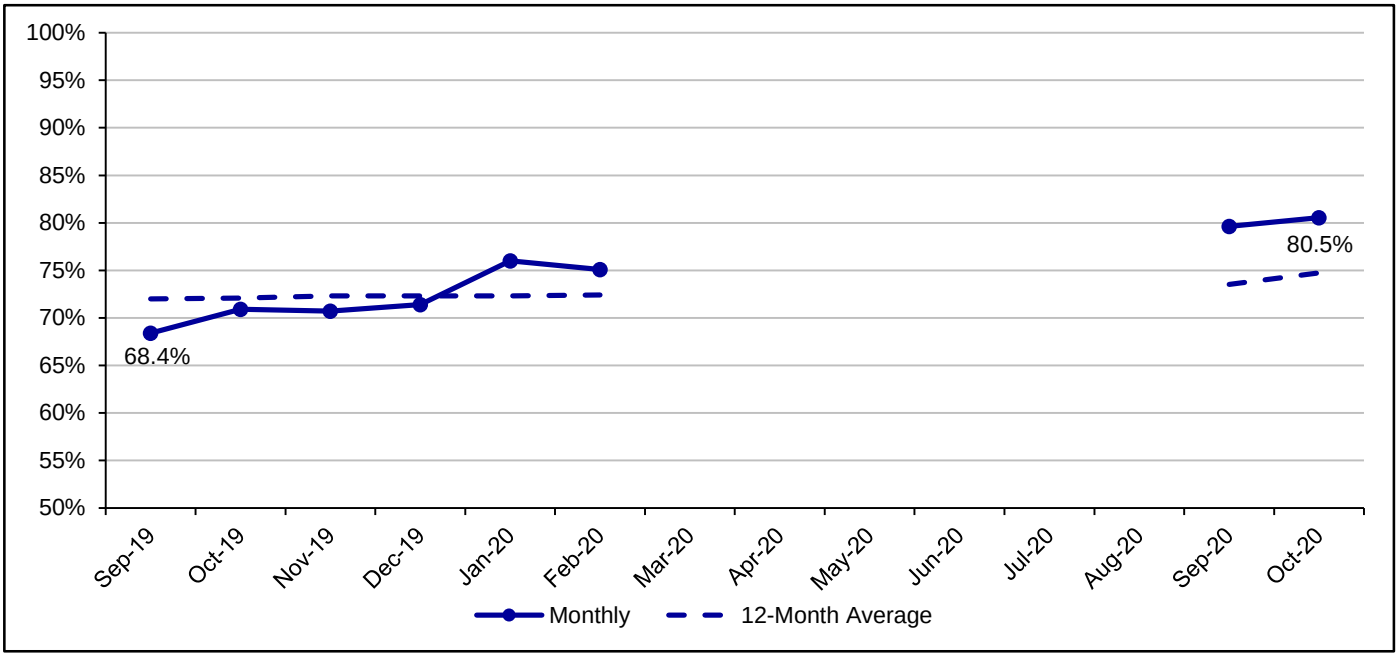
Borough	Oct 20	Oct 19	% Change
Bronx	**-0:00:05**	**0:01:16**	**-0:01:21**
Local/Limited	-0:00:06	0:01:07	-0:01:13
Select Bus Service	-0:00:01	0:01:29	-0:01:30
Express	0:00:20	0:06:17	-0:05:57
Brooklyn	**-0:00:32**	**0:00:45**	**-0:01:17**
Local/Limited	-0:00:32	0:00:44	-0:01:16
Select Bus Service	-0:00:17	0:00:40	-0:00:57
Express	-0:02:48	0:02:08	-0:04:56
Manhattan	**-0:00:41**	**0:00:34**	**-0:01:15**
Local/Limited	-0:00:40	0:00:39	-0:01:19
Select Bus Service	-0:00:45	0:00:25	-0:01:10
Express	N/A	N/A	N/A
Queens	**-0:00:36**	**0:01:10**	**-0:01:46**
Local/Limited	-0:00:38	0:01:06	-0:01:44
Select Bus Service	0:00:15	0:00:54	-0:00:39
Express	-0:02:08	0:05:08	-0:07:16
Staten Island	**-0:01:49**	**0:00:33**	**-0:02:22**
Local/Limited	-0:00:55	0:00:53	-0:01:48
Select Bus Service	-0:00:21	0:01:30	-0:01:51
Express	-0:07:03	-0:00:43	-0:06:20
Systemwide	**-0:00:31**	**0:00:56**	**-0:01:27**
Local/Limited	-0:00:28	0:00:56	-0:01:24
Select Bus Service	-0:00:22	0:00:45	-0:01:07
Express	-0:03:50	0:02:12	-0:06:02

Note: The metrics in this report are preliminary

Customer Journey Time Performance

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

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Bronx	79.0%	68.9%	+14.7%	73.2%	71.2%	+2.7%
Brooklyn	78.3%	71.0%	+10.2%	73.0%	71.0%	+2.8%
Manhattan	84.0%	75.9%	+10.7%	79.7%	76.4%	+4.3%
Queens	82.3%	69.9%	+17.8%	75.0%	71.8%	+4.4%
Staten Island	81.2%	67.4%	+20.4%	74.1%	69.8%	+6.1%
Systemwide	**80.5%**	**70.9%**	**+13.6%**	**74.7%**	**72.1%**	**+3.7%**

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in October 2020 increased by 13.6 percent to 80.5 percent compared to October 2019, and increased by 3.7 percent to 74.7 percent on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, CJTP was not available from April - August 2020.

Note: The metrics in this report are preliminary

Customer Journey Time Performance
Monthly

Desired trend ↑

Borough	Oct 20	Oct 19	% Change
Bronx	**79.0%**	**68.9%**	**+14.7%**
Local/Limited	79.2%	69.8%	+13.5%
Select Bus Service	79.3%	66.9%	+18.5%
Express	65.6%	41.2%	+59.2%
Brooklyn	**78.3%**	**71.0%**	**+10.2%**
Local/Limited	78.1%	70.8%	+10.3%
Select Bus Service	79.6%	75.3%	+5.8%
Express	77.7%	59.1%	+31.5%
Manhattan	**84.0%**	**75.9%**	**+10.7%**
Local/Limited	82.3%	73.3%	+12.3%
Select Bus Service	88.1%	80.8%	+9.0%
Express	N/A	N/A	N/A
Queens	**82.3%**	**69.9%**	**+17.8%**
Local/Limited	82.8%	70.3%	+17.8%
Select Bus Service	74.0%	72.5%	+2.0%
Express	73.1%	46.8%	+56.1%
Staten Island	**81.2%**	**67.4%**	**+20.4%**
Local/Limited	80.4%	66.6%	+20.7%
Select Bus Service	77.9%	66.8%	+16.6%
Express	86.7%	69.9%	+24.0%
Systemwide	**80.5%**	**70.9%**	**+13.6%**
Local/Limited	80.4%	70.6%	+13.8%
Select Bus Service	82.4%	75.9%	+8.6%
Express	78.0%	58.3%	+33.7%

Note: The metrics in this report are preliminary

Section 2: Inputs to Operations

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

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

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

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

Bus Speeds

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

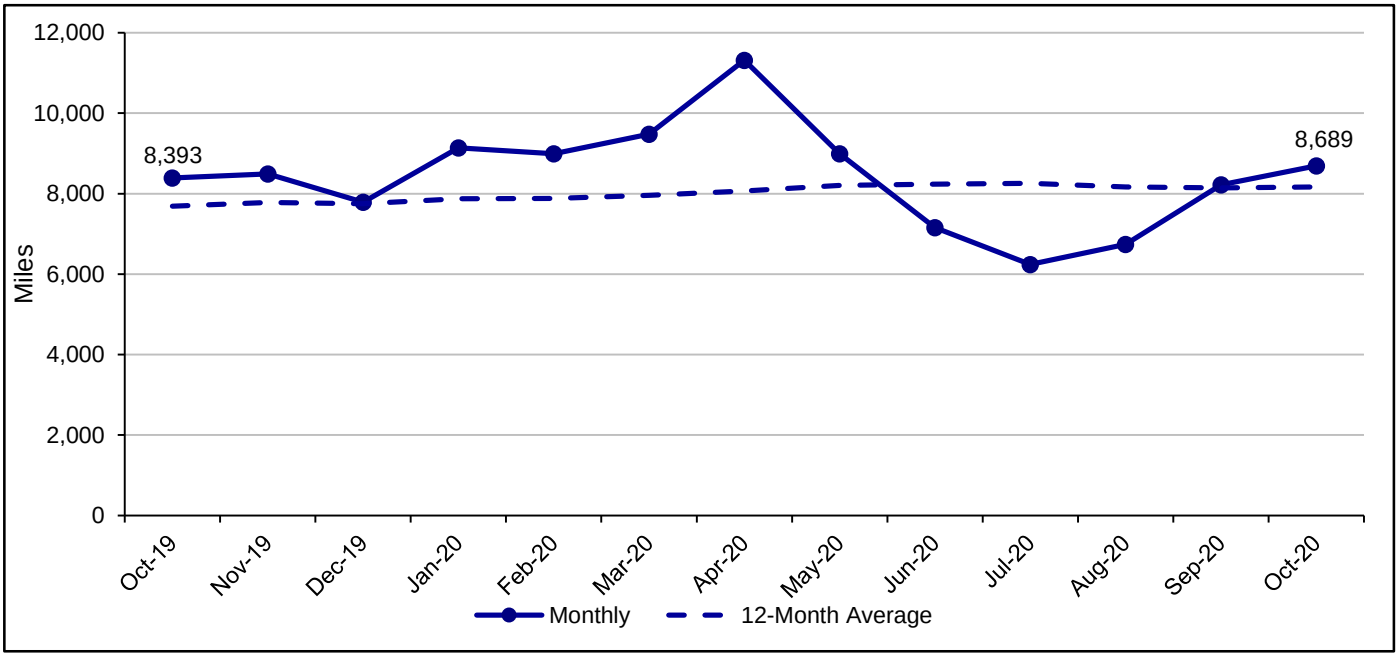
Note: The metrics in this report are preliminary

Mean Distance Between Failures

(24 Hours)

Miles

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Bronx	6,428	6,640	-3.2%	6,103	6,017	+1.4%
Brooklyn	9,090	9,118	-0.3%	8,544	8,534	+0.1%
Manhattan	5,406	5,033	+7.4%	5,258	4,491	+17.1%
Queens	8,575	7,831	+9.5%	8,039	7,263	+10.7%
Staten Island	26,883	23,188	+15.9%	24,258	21,136	+14.8%
Systemwide	**8,689**	**8,393**	**+3.5%**	**8,165**	**7,689**	**+6.2%**

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in October 2020 increased by 3.5 percent to 8,689 miles compared to October 2019, and increased by 6.2 percent to 8,165 miles on a 12-month average basis.

Note: The metrics in this report are preliminary

Mean Distance Between Failures

12 Month Rolling Average (24 Hours)

Miles

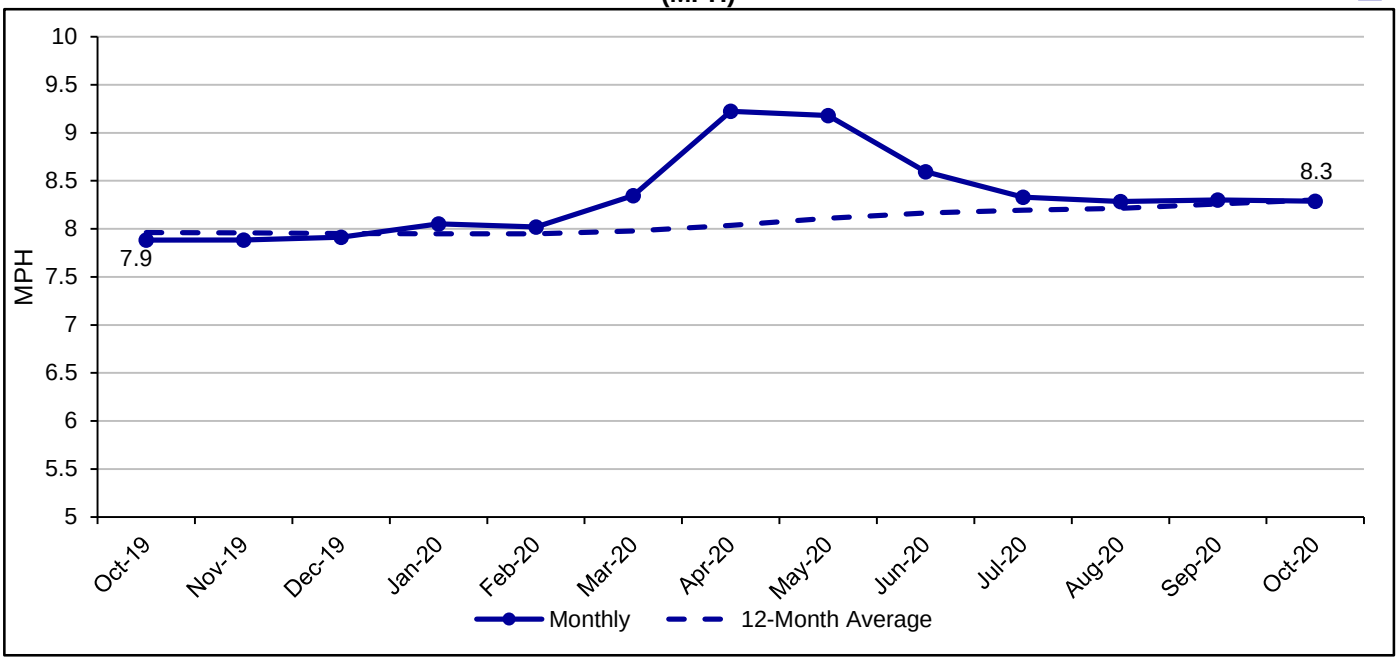
Desired trend ↑

Borough	Oct 20	Oct 19	% Change
Bronx	**6,103**	**6,017**	**+1.4%**
Local/Limited	5,277	5,154	+2.4%
Select Bus Service	8,904	11,481	-22.4%
Express	10,663	10,542	+1.1%
Brooklyn	**8,544**	**8,534**	**+0.1%**
Local/Limited	8,340	8,324	+0.2%
Select Bus Service	9,973	12,301	-18.9%
Express	10,785	8,842	+22.0%
Manhattan	**5,258**	**4,491**	**+17.1%**
Local/Limited	4,556	3,915	+16.4%
Select Bus Service	9,289	8,850	+5.0%
Express	N/A	N/A	N/A
Queens	**8,039**	**7,263**	**+10.7%**
Local/Limited	7,861	7,028	+11.9%
Select Bus Service	7,554	9,507	-20.5%
Express	9,295	7,618	+22.0%
Staten Island	**24,258**	**21,136**	**+14.8%**
Local/Limited	24,955	21,654	+15.2%
Select Bus Service	22,099	15,363	+43.8%
Express	23,876	21,317	+12.0%
Systemwide	**8,165**	**7,689**	**+6.2%**
Local/Limited	7,309	6,838	+6.9%
Select Bus Service	9,211	10,325	-10.8%
Express	13,566	12,084	+12.3%

Note: The metrics in this report are preliminary

Bus Speeds
(24 Hours)
(MPH)

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Bronx	7.7	7.3	+4.7%	7.7	7.4	+3.8%
Brooklyn	7.5	7.1	+6.0%	7.5	7.1	+5.3%
Manhattan	6.4	5.8	+9.9%	6.4	5.9	+9.1%
Queens	9.4	8.7	+7.8%	9.4	8.8	+6.0%
Staten Island	14.2	13.5	+4.9%	14.0	13.8	+1.6%
Systemwide	**8.3**	**7.9**	**+5.1%**	**8.3**	**8.0**	**+4.3%**

Speed Discussion

- Bus Speeds in October 2020 increased by 5.1 percent to 8.3 mph compared to October 2019, and increased by 4.3 percent to 8.3 mph on a 12-month average basis.

Note: The metrics in this report are preliminary

Bus Speeds

Monthly (24 Hours)

MPH

Desired trend ↑

Borough	Oct 20	Oct 19	% Change
Bronx	**7.7**	**7.3**	**+4.7%**
Local/Limited	7.1	6.7	+5.8%
Select Bus Service	9.0	8.4	+7.3%
Express	12.3	11.1	+10.6%
Brooklyn	**7.5**	**7.1**	**+6.0%**
Local/Limited	7.3	6.8	+6.9%
Select Bus Service	8.8	8.7	+1.7%
Express	13.8	12.1	+14.2%
Manhattan	**6.4**	**5.8**	**+9.9%**
Local/Limited	6.1	5.5	+10.1%
Select Bus Service	7.5	6.7	+11.3%
Express	N/A	N/A	N/A
Queens	**9.4**	**8.7**	**+7.8%**
Local/Limited	9.1	8.4	+8.4%
Select Bus Service	11.7	11.1	+6.0%
Express	14.4	12.9	+11.9%
Staten Island	**14.2**	**13.5**	**+4.9%**
Local/Limited	12.4	11.6	+7.1%
Select Bus Service	14.9	14.2	+5.6%
Express	18.3	16.6	+9.8%
Systemwide	**8.3**	**7.9**	**+5.1%**
Local/Limited	7.8	7.4	+6.6%
Select Bus Service	9.4	8.8	+7.5%
Express	14.7	13.5	+8.4%

Note: The metrics in this report are preliminary

Section 3: Legacy Indicators

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

Performance Indicator Definitions

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

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

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

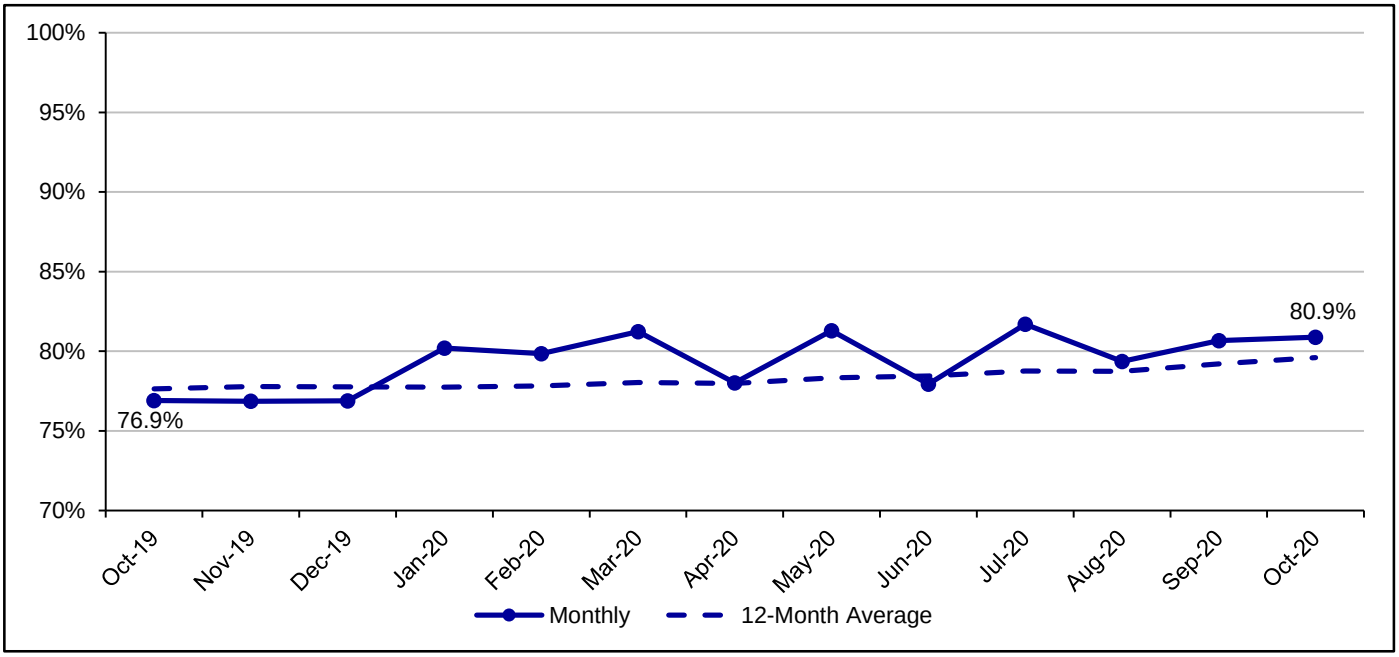
Bus AM Weekday Pull Out Performance
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

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

Note: The metrics in this report are preliminary

Wait Assessment

Desired trend



	Monthly			12-Month Average		
	Oct 20	**Oct 19**	**% Change**	**Oct 20**	**Oct 19**	**% Change**
Bronx	80.9%	75.2%	+7.5%	79.2%	76.6%	+3.5%
Brooklyn	77.9%	76.2%	+2.3%	76.8%	75.9%	+1.1%
Manhattan	83.3%	76.8%	+8.4%	80.1%	77.2%	+3.7%
Queens	82.1%	77.8%	+5.5%	81.4%	79.1%	+3.0%
Staten Island	80.9%	79.9%	+1.3%	81.9%	80.9%	+1.2%
Systemwide	**80.9%**	**76.9%**	**+5.2%**	**79.6%**	**77.6%**	**+2.5%**

Note: The metrics in this report are preliminary

Wait Assessment
Monthly

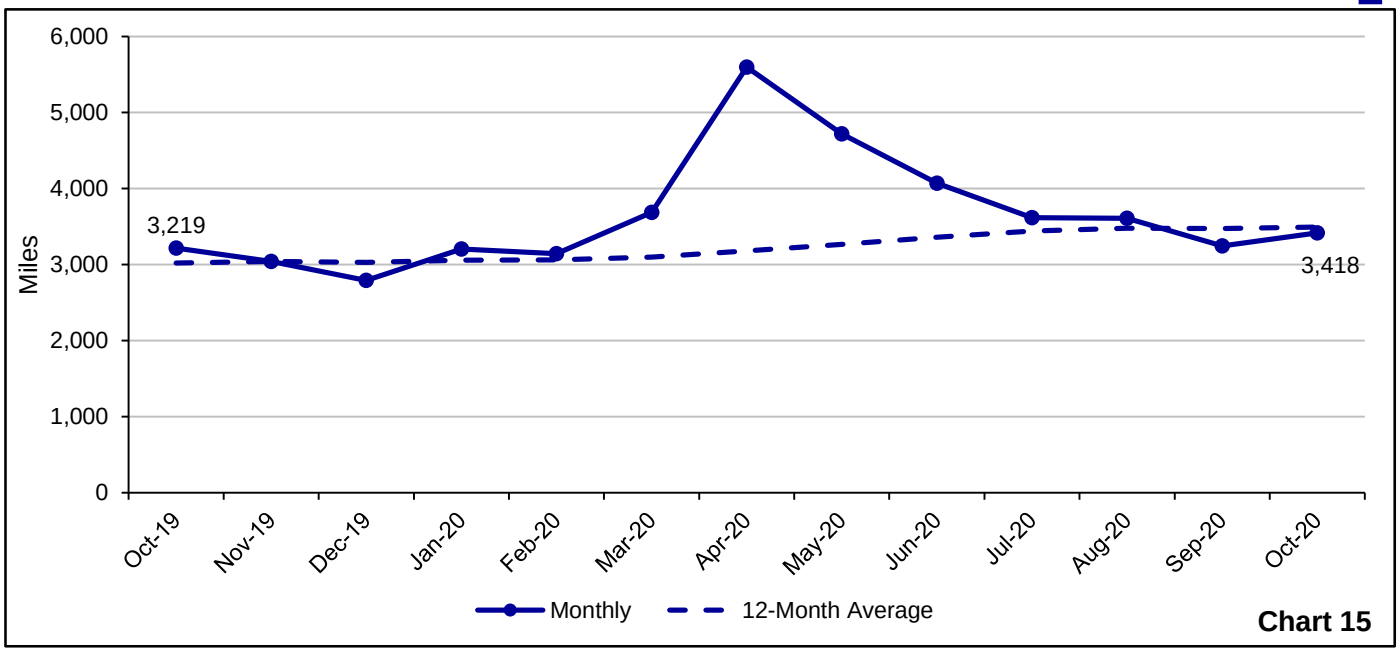
Desired trend ↑

Borough	Oct 20	Oct 19	% Change
Bronx	**80.9%**	**75.2%**	**+7.5%**
Local/Limited	80.5%	75.0%	+7.3%
Select Bus Service	82.3%	74.8%	+10.0%
Express	88.3%	79.5%	+11.0%
Brooklyn	**77.9%**	**76.2%**	**+2.3%**
Local/Limited	77.9%	76.0%	+2.4%
Select Bus Service	80.5%	80.8%	-0.3%
Express	79.9%	78.0%	+2.5%
Manhattan	**83.3%**	**76.8%**	**+8.4%**
Local/Limited	82.7%	76.0%	+8.8%
Select Bus Service	88.1%	82.9%	+6.3%
Express	N/A	N/A	N/A
Queens	**82.1%**	**77.8%**	**+5.5%**
Local/Limited	82.1%	77.6%	+5.7%
Select Bus Service	83.3%	82.6%	+0.8%
Express	81.8%	81.5%	+0.4%
Staten Island	**80.9%**	**79.9%**	**+1.3%**
Local/Limited	80.4%	78.9%	+1.9%
Select Bus Service	82.5%	78.0%	+5.8%
Express	82.8%	84.6%	-2.1%
Systemwide	**80.9%**	**76.9%**	**+5.2%**
Local/Limited	80.6%	76.5%	+5.3%
Select Bus Service	84.9%	81.2%	+4.5%
Express	83.7%	81.7%	+2.4%

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

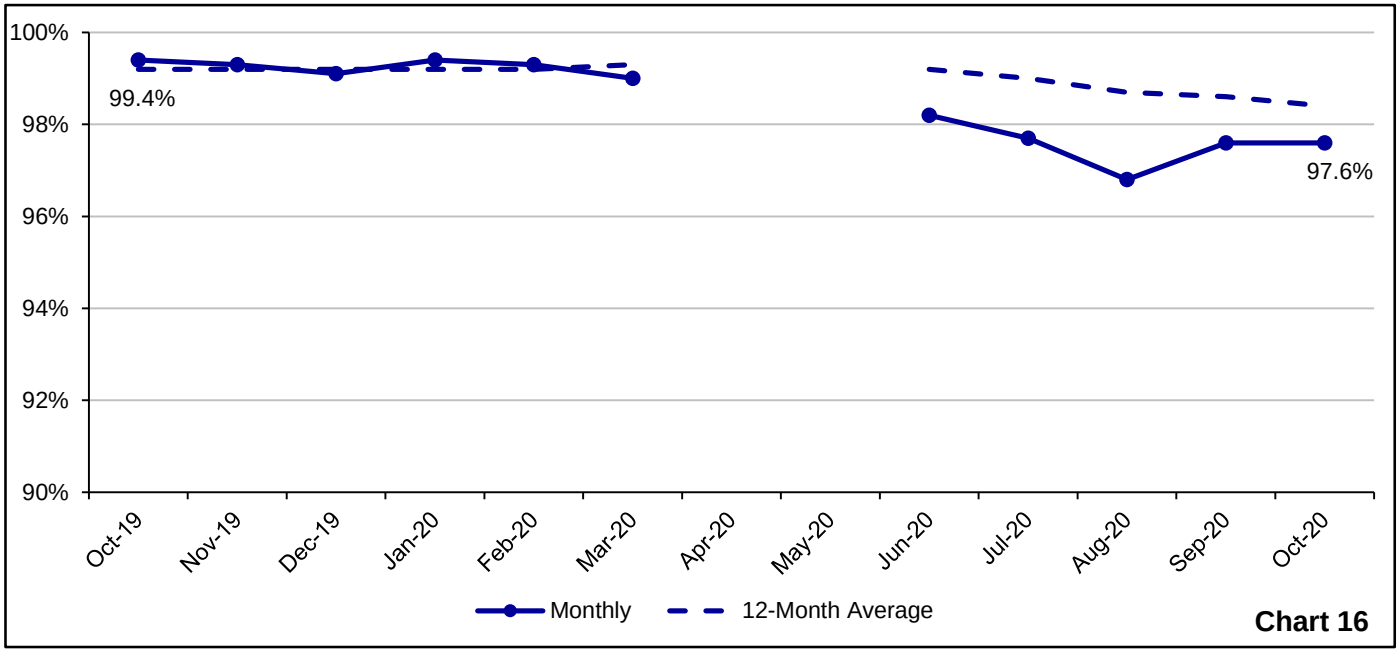
Desired trend



	Monthly			12-Month Average		
	Oct 20	Oct 19	% Change	Oct 20	Oct 19	% Change
Systemwide	**3,418**	**3,219**	**+6.2%**	**3,494**	**3,021**	**+15.7%**

Bus Percentage of Completed Trips

Desired trend

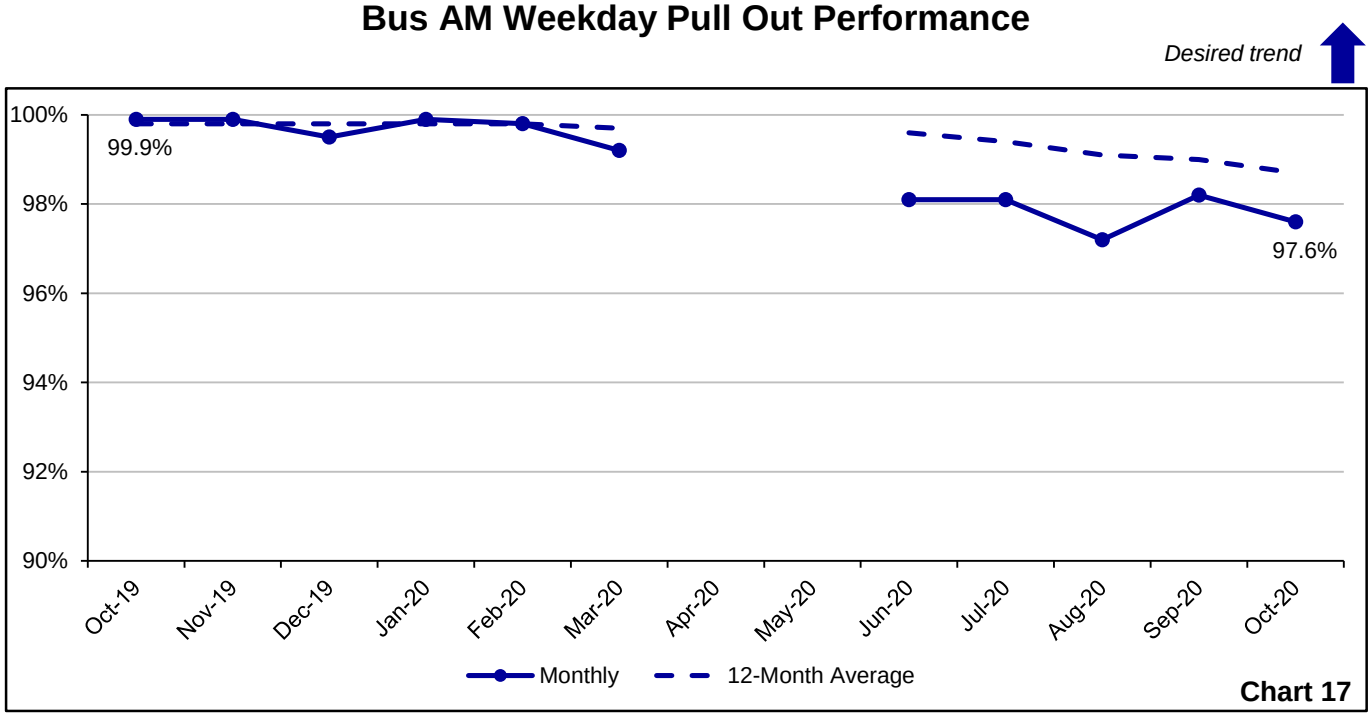


	Monthly			12-Month Average		
	Oct 20	Oct 19	% Change	Oct 20	Oct 19	% Change
Systemwide	**97.6%**	**99.4%**	**-1.8%**	**98.4%**	**99.2%**	**-0.8%**

- Due to data processing issues related to the COVID-19 outbreak, April and May 2020 Completed Trips are not available.

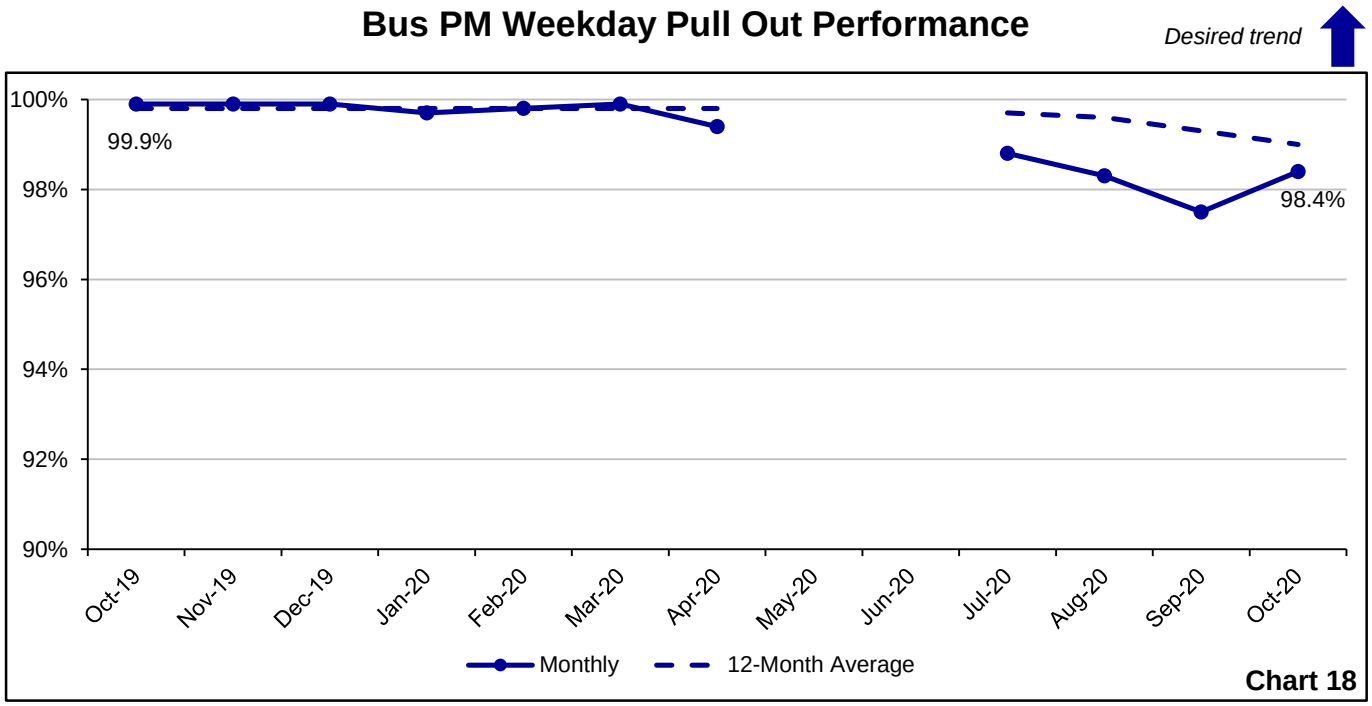
Note: The metrics in this report are preliminary

Bus AM Weekday Pull Out Performance



	Monthly			12-Month Average		
	Oct 20	Oct 19	% Change	Oct 20	Oct 19	% Change
Systemwide	**97.6%**	**99.9%**	**-2.3%**	**98.7%**	**99.8%**	**-1.1%**

Bus PM Weekday Pull Out Performance



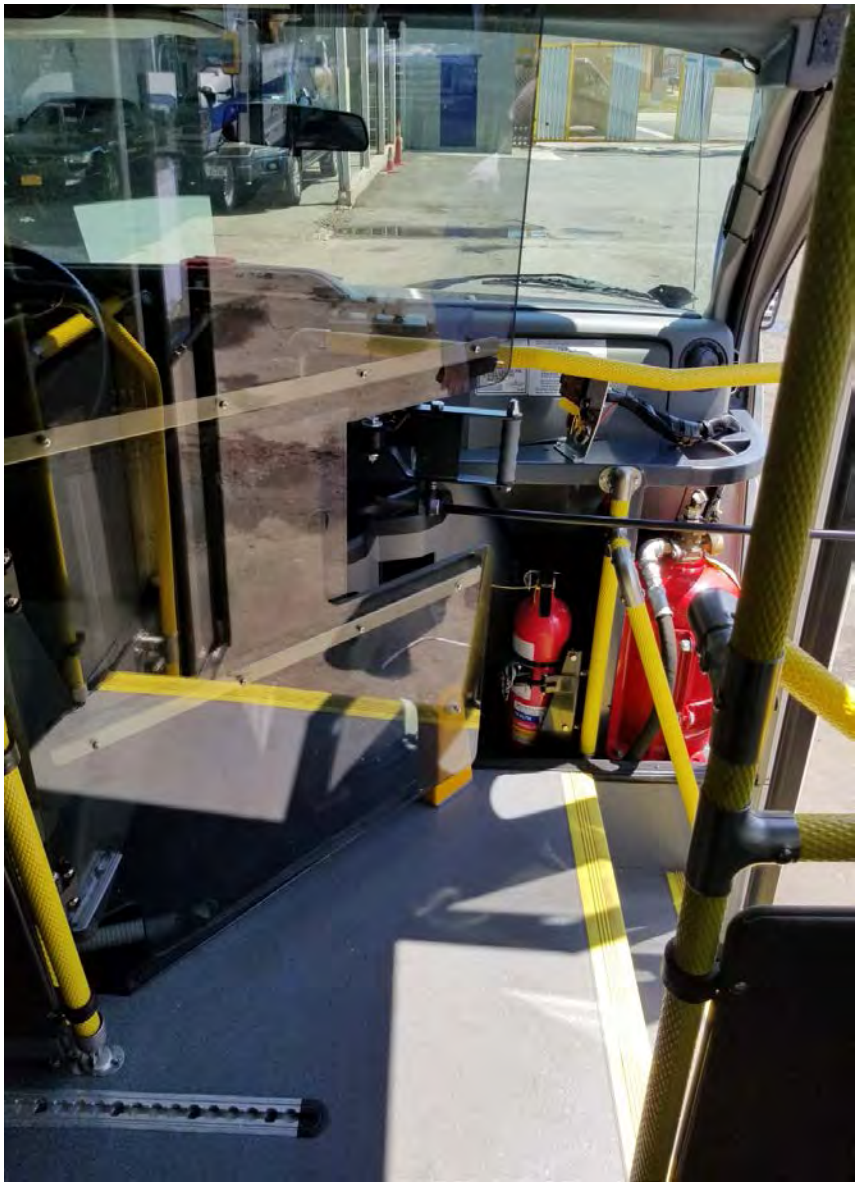
	Monthly			12-Month Average		
	Oct 20	Oct 19	% Change	Oct 20	Oct 19	% Change
Systemwide	**98.4%**	**99.9%**	**-1.5%**	**99.0%**	**99.8%**	**-0.8%**

- Due to data processing issues related to the COVID-19 outbreak, April and May 2020 AM and PM Pull Out Performance are not available.

Note: The metrics in this report are preliminary

Customer Service Report: Paratransit

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



Paratransit began installing customized driver barriers in our fleet of 1,300 Blue and White dedicated vehicles for the safety of our customers and drivers. The barriers will allow drivers to maintain effective customer communications and provide assistance as needed.

November 2020 Highlights: Paratransit

Paratransit weekday trips remain steady at about 30% from pre-COVID levels. As service has increased, performance has remained stable. On-Time Performance has exceeded 90% for both the 30-Minute and 15-Minute windows. Average trip duration or ride time continues to remain low (29 minutes) in September. Max ride time performance for both Primary and Broker reached 99%.

As we see an increase in COVID cases across the country, we continue to remain vigilant. Paratransit is in the process of installing customized driver barriers in our fleet of 1,300 Blue and White dedicated vehicles for the safety of our customers and drivers. The barriers will allow drivers to maintain effective customer communications and provide assistance as needed. Our customers can expect to start seeing the barriers in our vehicles in December 2020.

Finally, on behalf of the Paratransit family, it is with bittersweet emotions that we announce the retirement of Mike Cosgrove, Vice President, Paratransit. Mike has steered Paratransit through a period of extraordinary transformation and has played a key role in implementing many of the programs, policies and structures that make up today's Paratransit. Throughout his decades of service, Mike never lost sight of his main mission: to improve customer experience, safety, performance and productivity. Our customers were always at the forefront of his mind. During this unprecedented pandemic, Mike proactively implemented changes to improve the safety of our system. Thank you, Mike, for your 34 years of dedicated service to the MTA, and for the tremendous effort and hard work you have put in to improve Paratransit service. You will be missed. We wish you all the best for this next chapter in your life.

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

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators

Category	Performance Indicator	Current Month: September 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	460,746	680,335	**-32.3%**	498,132	658,821	**-24.4%**
	Total Ridership	594,424	900,628	**-34.0%**	666,386	894,183	**-25.5%**
On-Time Performance	Pick-up Primary 30 Minute	98.0%	95.0%	**+3.2%**	97.3%	95.8%	**+1.6%**
	Pick-up Primary 15 Minute	91.0%	85.0%	**+7.1%**	89.2%	86.9%	**+2.6%**
	Pick-up Broker 30 Minute	98.0%	95.0%	**+3.2%**	97.4%	94.5%	**+3.1%**
	Pick-up Broker 15 Minute	91.0%	85.0%	**+7.1%**	89.8%	83.7%	**+7.3%**
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	48.0%	**n/a**	46.4%	45.9%	**+1.1%**
	Appointment OTP Trips Primary - Early*	n/a	42.0%	**n/a**	46.0%	45.9%	**+0.2%**
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	35.0%	**n/a**	32.6%	34.9%	**-6.6%**
	Appointment OTP Trips Broker - Early*	n/a	55.0%	**n/a**	59.0%	53.3%	**+10.8%**
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	87.0%	79.0%	**+10.1%**	84.8%	78.3%	**+8.3%**
	Average Actual Trip Duration in Minutes	29	39	**-25.6%**	32	41	**-22.0%**
	Max Ride Time Performance Primary	99.0%	97.0%	**+2.1%**	98.8%	97.7%	**+1.1%**
	Max Ride Time Performance Broker	99.0%	98.0%	**+1.0%**	98.8%	97.5%	**+1.4%**
Customer Experience	Frequent Rider Experience Primary*	n/a	73.0%	**n/a**	76.0%	73.5%	**+3.4%**
	Frequent Rider Experience Broker*	n/a	70.0%	**n/a**	70.6%	68.9%	**+2.4%**
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.46	1.66	**-72.3%**	0.70	1.62	**-56.6%**
	Provider No-Shows per 1,000 Schedule Trips Broker	0.47	0.86	**-45.4%**	0.80	1.53	**-47.8%**
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	1.7	3.2	**-46.9%**	2.0	2.8	**-30.4%**
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.2	2.4	**-50.0%**	1.4	1.9	**-27.5%**
Call Center	Percent of Calls Answered	97.0%	94.0%	**+3.2%**	96.9%	95.6%	**+1.4%**
	Average Call Answer Speed in Seconds	33	87	**-62.1%**	41	59	**-30.6%**
Eligibility	Total Registrants	161,481	159,358	**+1.3%**	162,222	155,682	**+4.2%**

*NOTE: September service saw significant changes due to the COVID-19 Pandemic. While full service has been provided throughout the pandemic, September saw a reduction in demand along with a reduction in traffic conditions. To further promote the safety of our customers and operators, shared ride service was also suspended. As a result, appointment time booking of trips would have led to excessively early drop offs and has been temporarily suspended. Customers can still book trips with a pickup time.

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Ridership by Provider Type

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

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.
Average Travel Time presents the average actual trip duration by trip distance category.
Max Ride Time Performance presents the percentage of trips performed within Access-A-Ride's established max ride time standards.

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

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

Call Center

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

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

Total Trips

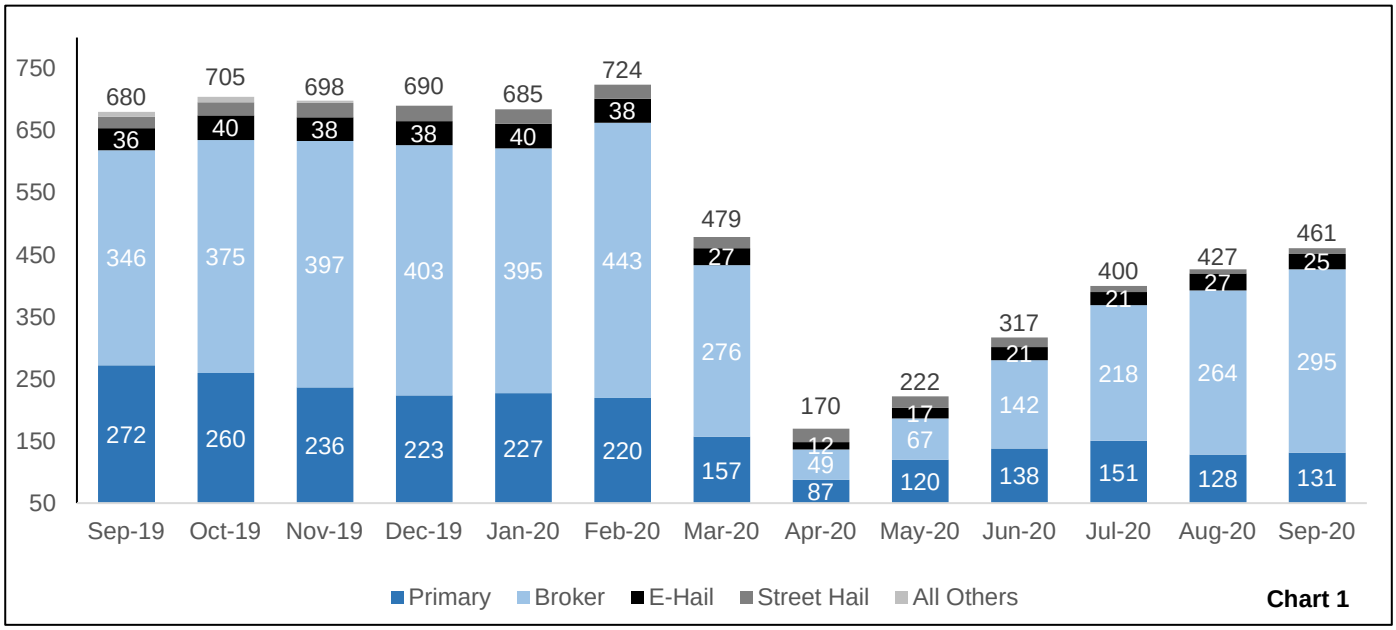


Chart 1

Total Ridership

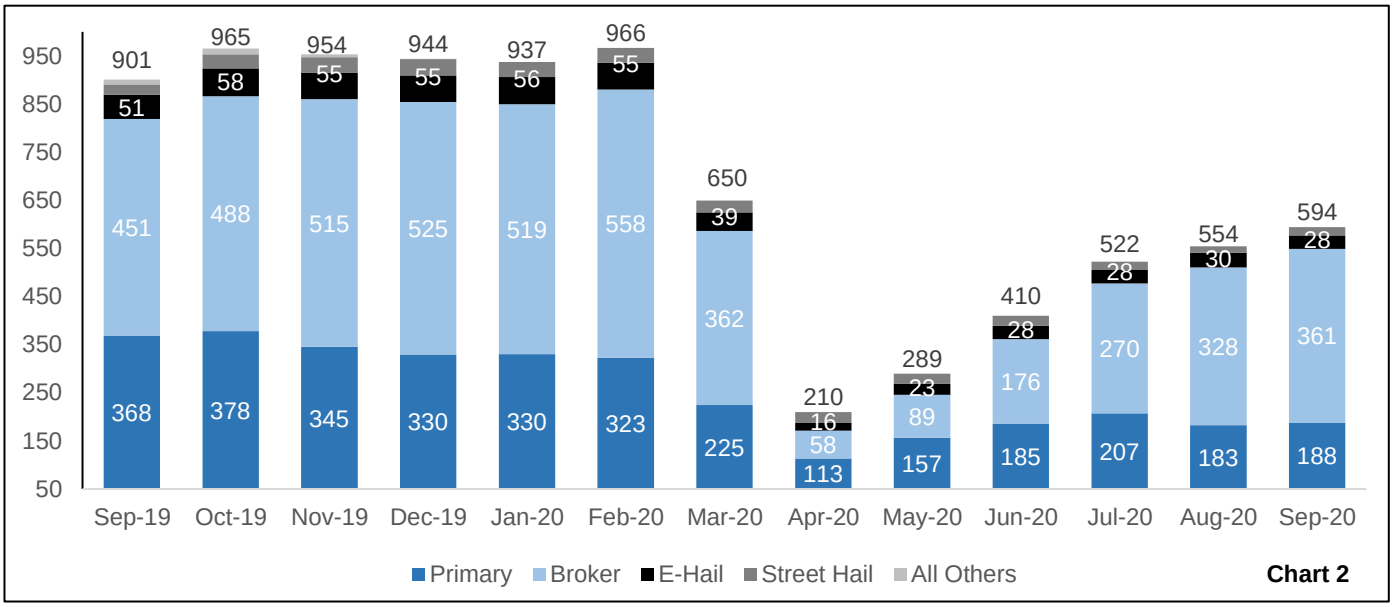


Chart 2

Total Trips Discussion

- Total Trips in September 2020 increased by 34K (or 7.9%) when compared to August 2020, and decreased by 220K (or 32.3%) when compared to September 2019.

Total Ridership Discussion

- Total Ridership in September 2020 increased by 40K (or 7.3%) when compared to August 2020, and decreased by 306K (or 34%) when compared to September 2019.

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

OTP < = 30 Minutes Primary and Broker

Desired trend

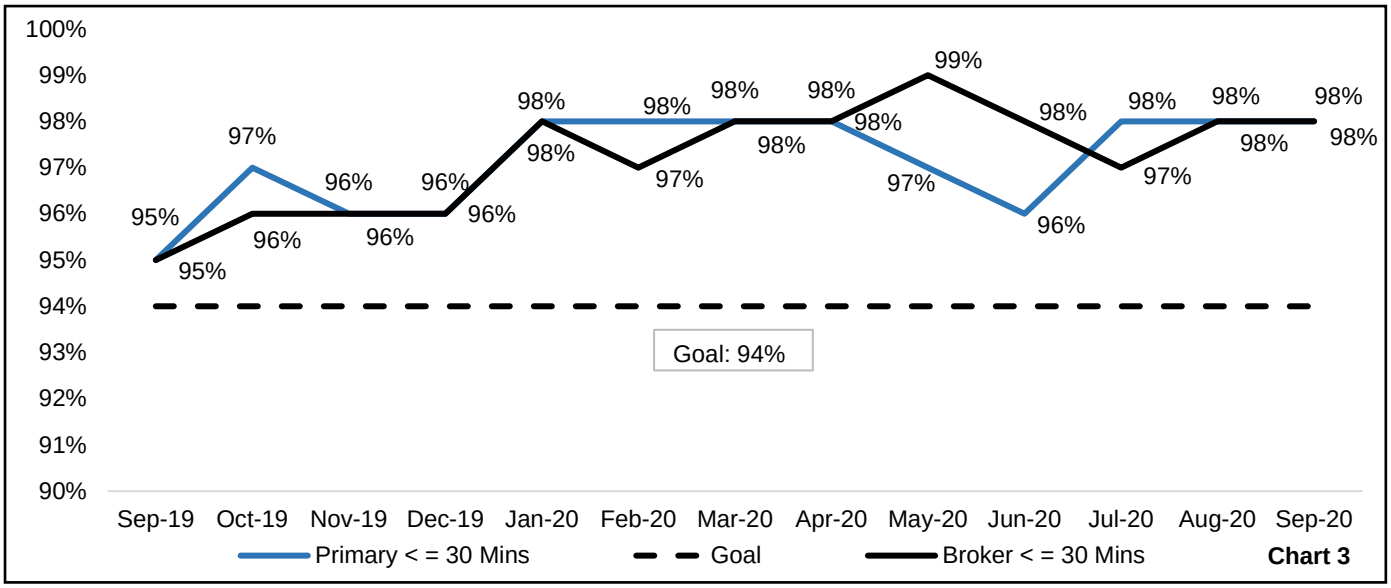


Chart 3

OTP < = 15 Minutes Primary and Broker

Desired trend

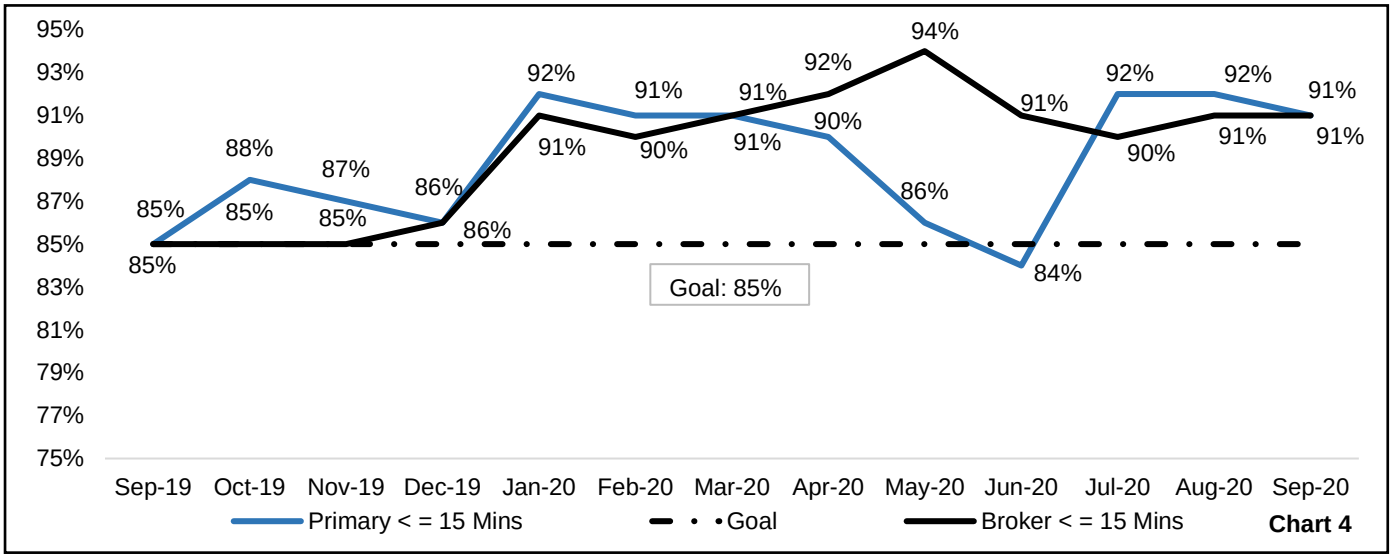


Chart 4

< = 30 Minutes Pick Up On-Time Performance Discussion

- September 2020 Primary 30 minute P/U, OTP result of 98% remained flat when compared to August 2020, and improved at a rate of 3.2% when compared to September 2019.
- September 2020 Broker 30 minute P/U, OTP result of 98% remained flat when compared to August 2020, and improved at a rate of 3.2% when compared to September 2019.

< = 15 Minutes Pick Up On-Time Performance Discussion

- September 2020 Primary 15 minute P/U, OTP result of 91% indicates a rate decrease of 1.1% when compared to August 2020, and improved at a rate of 7.1% when compared to September 2019.
- September 2020 Broker 15 minute P/U, OTP result of 91% remained flat when compared to August 2020, and improved at a rate of 7.1% when compared to September 2019.

Primary Drop Off On-Time Performance On Appointment Trips

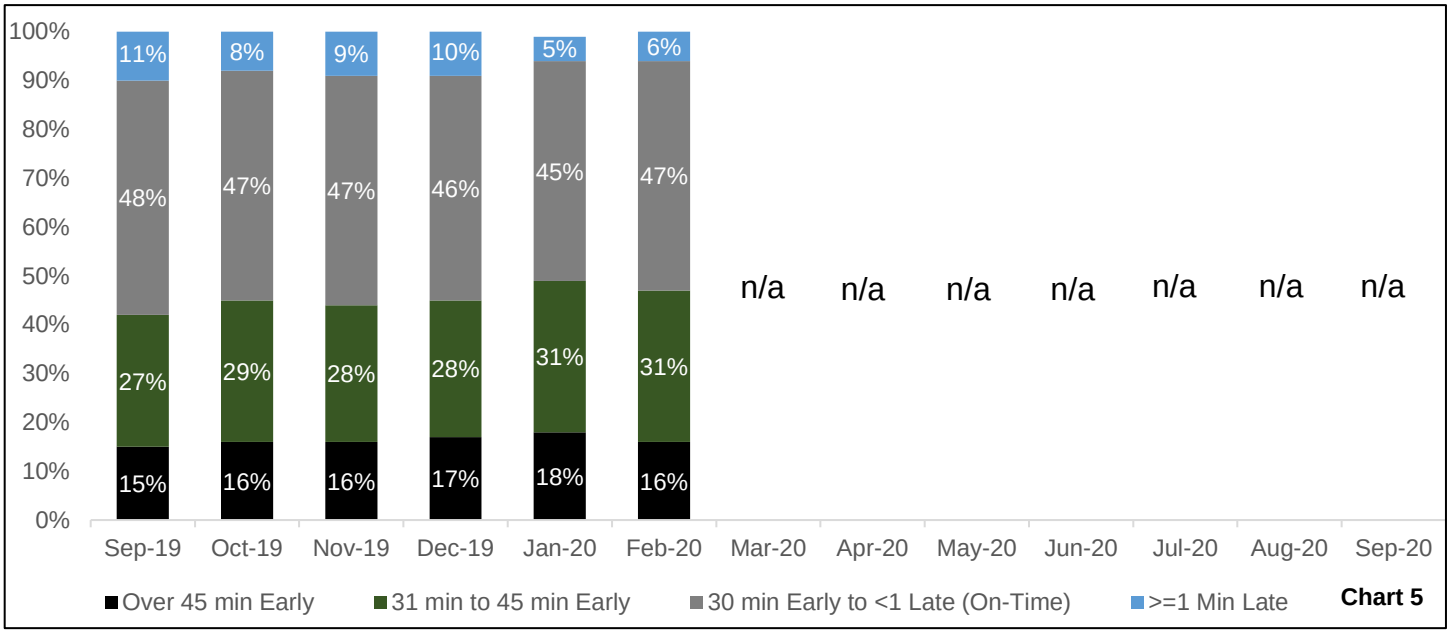


Chart 5

Broker Drop Off On-Time Performance On Appointment Trips

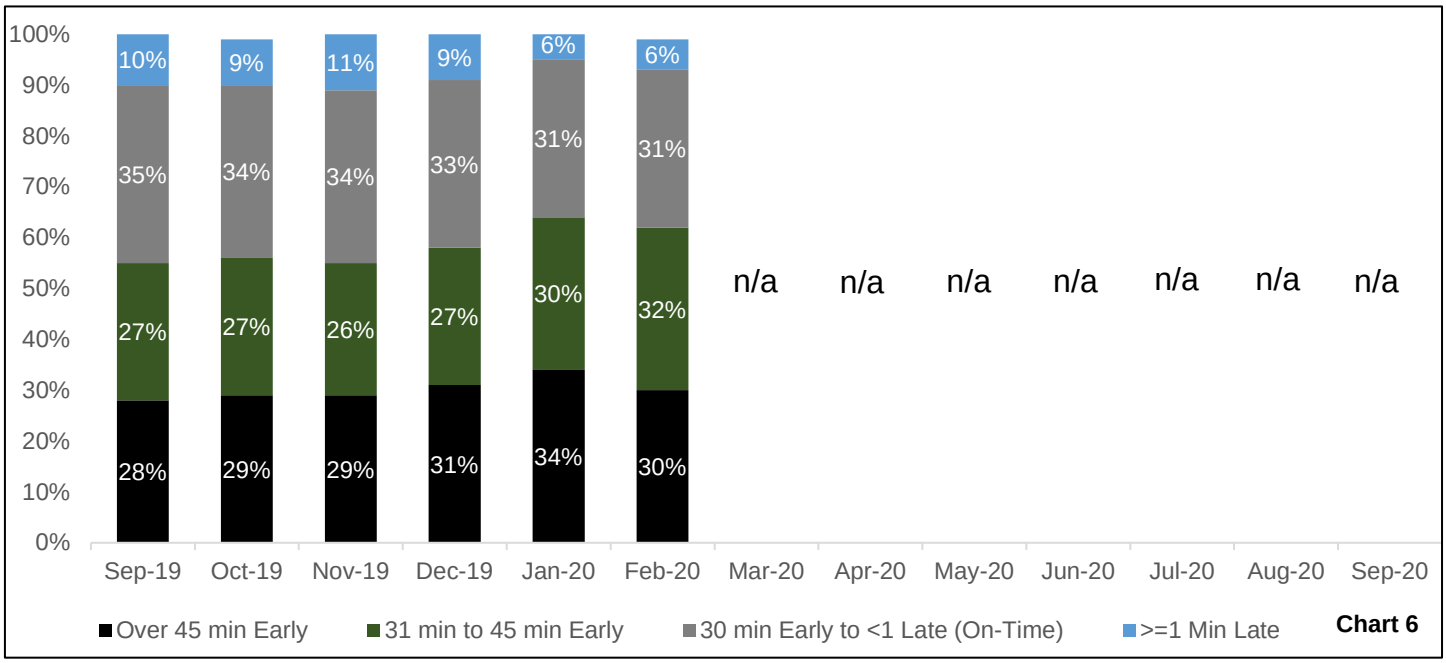


Chart 6

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

- September service continued to show significant changes due to the COVID-19 Pandemic including temporary suspension of appointment time. Appointment time booking of trips would have led to excessively early drop offs due to reductions in traffic and suspension of shared rides. As a result, the Appointment Trips metrics are not provided this month.

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

Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration

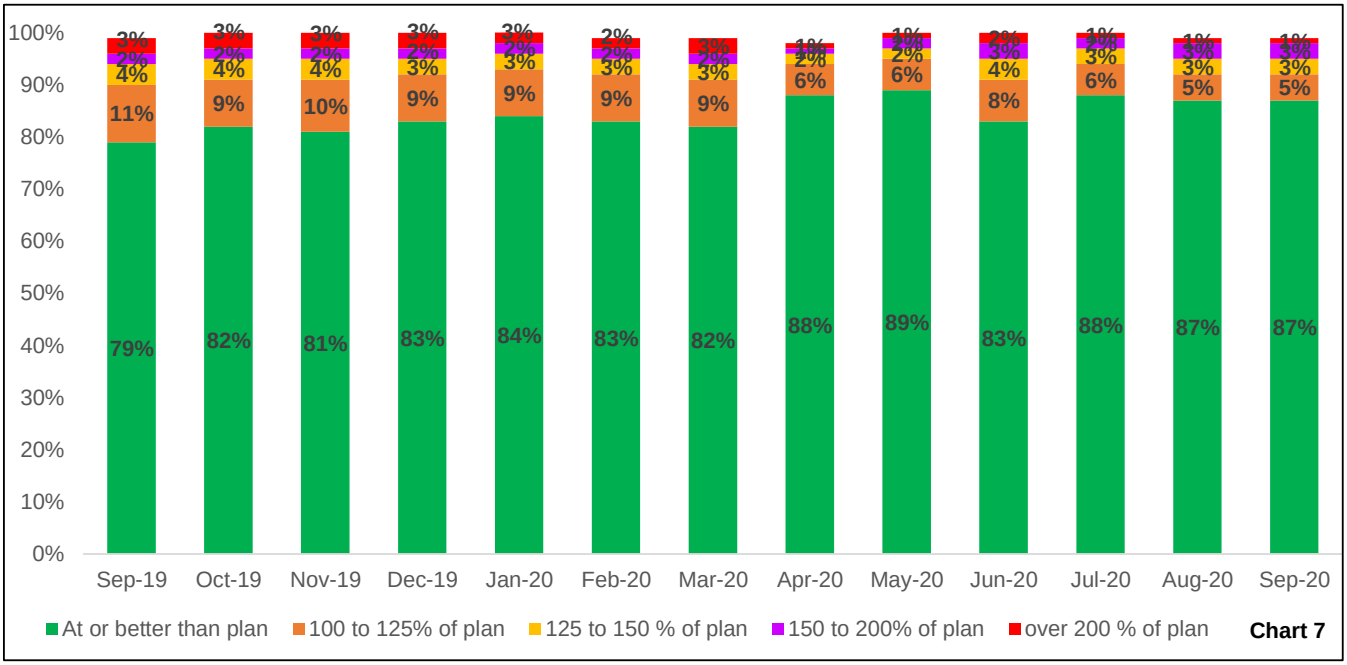


Chart 7

Average Actual Trip Duration in Minutes

Desired trend

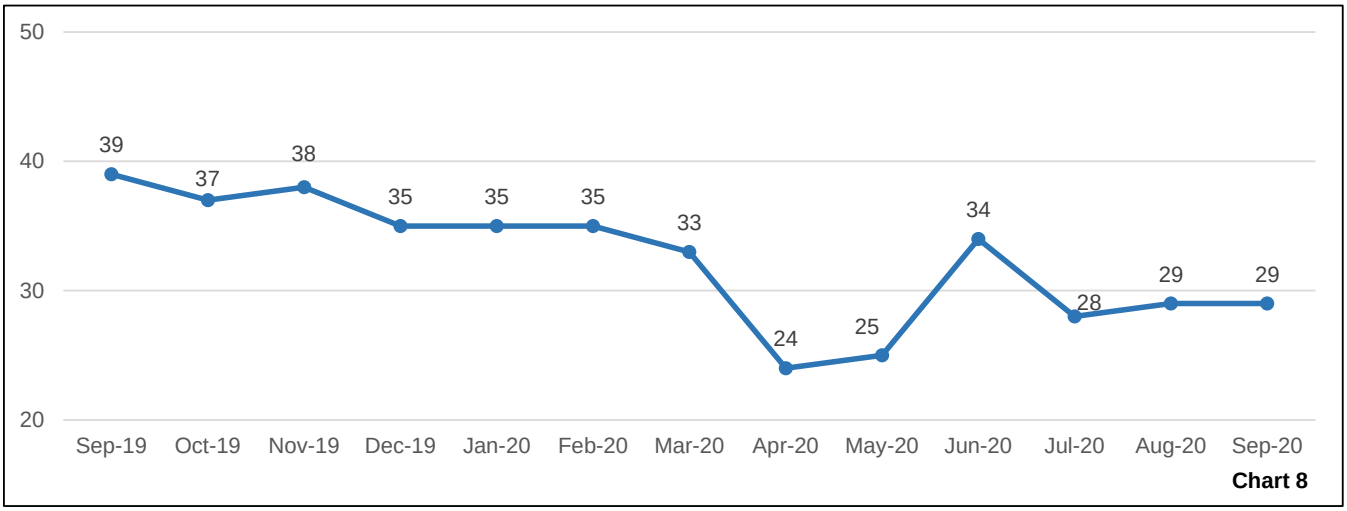


Chart 8

Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration Discussion

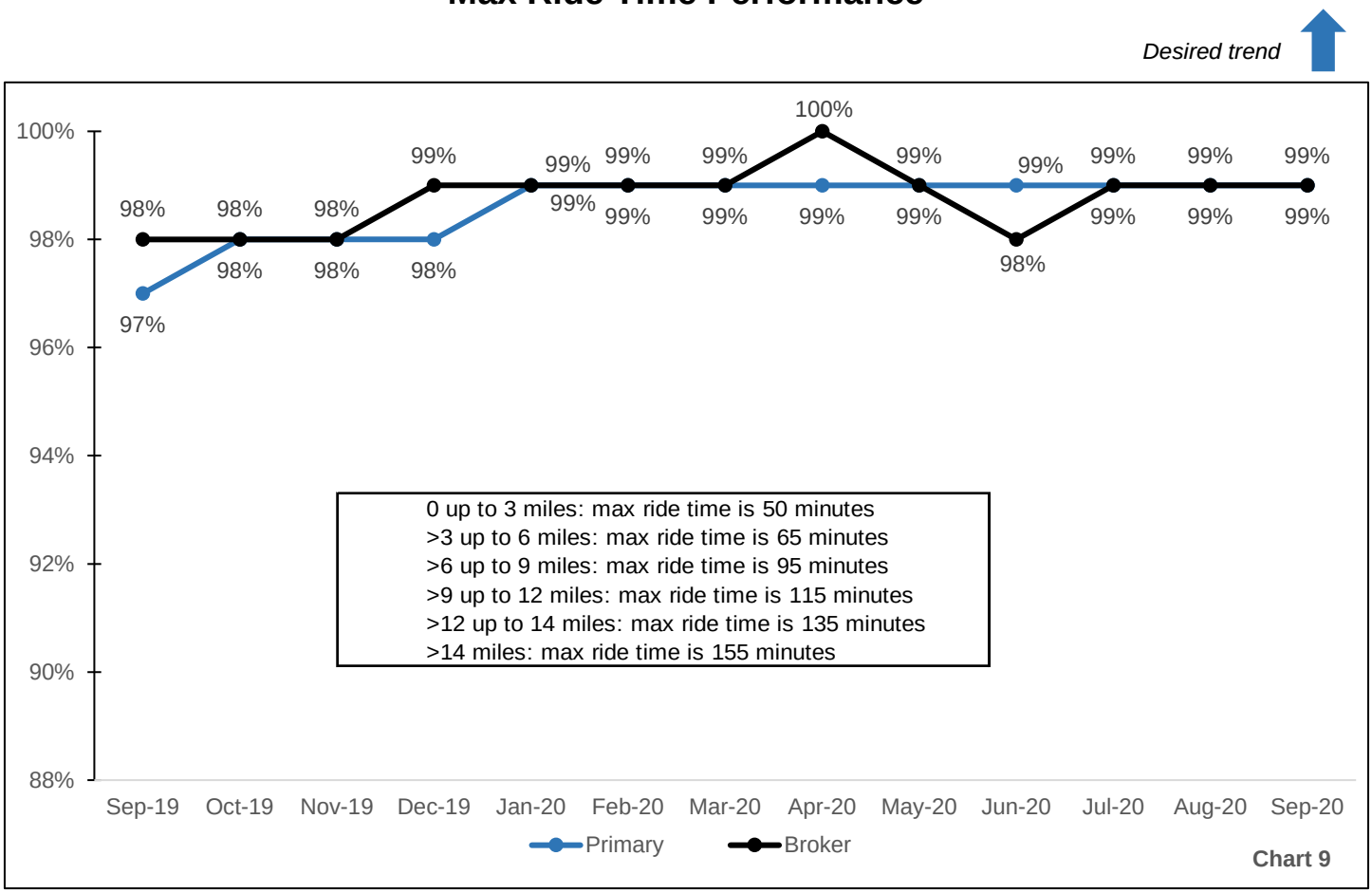
- 87% of trips in September 2020 performed within the scheduled time or better which remained flat when compared to August 2020, and improved at a rate of 10.1% when compared to September 2019.

Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in September 2020 remained flat when compared to August 2020, and improved by 10 minutes (or 25.6%) when compared to September 2019.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance



Max Ride Time Performance Discussion

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

Customer Experience Performance

Desired trend ↑

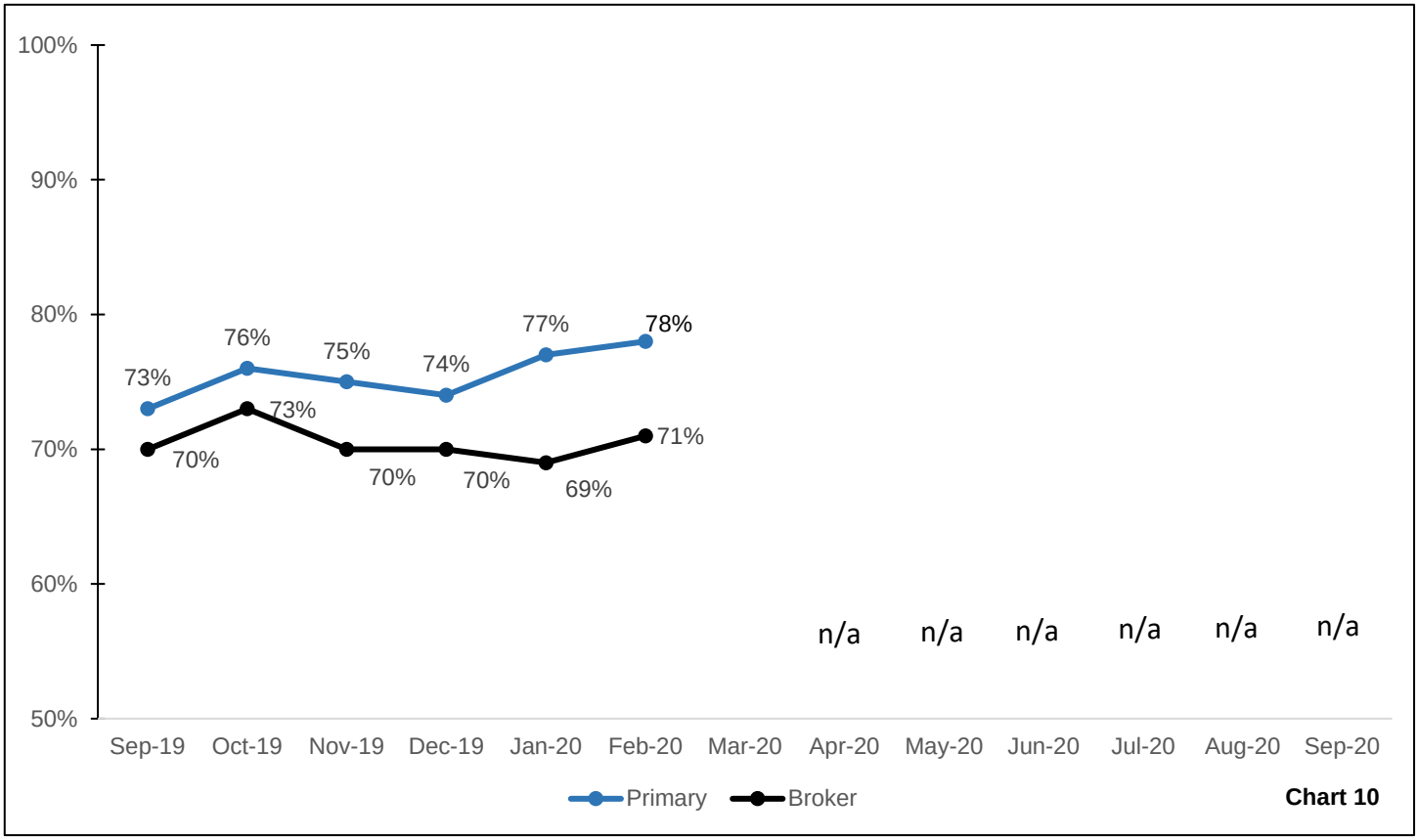


Chart 10

Customer Experience Performance Discussion

- Customer Experience depends on trip results against multiple standards including Drop-off On-Time performance for appointment time booked trips. In September, appointment time booking of trips was temporarily suspended due to the COVID-19 Pandemic. As a result, the Customer Experience metric cannot be calculated in a comparative way and is not provided this month.

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

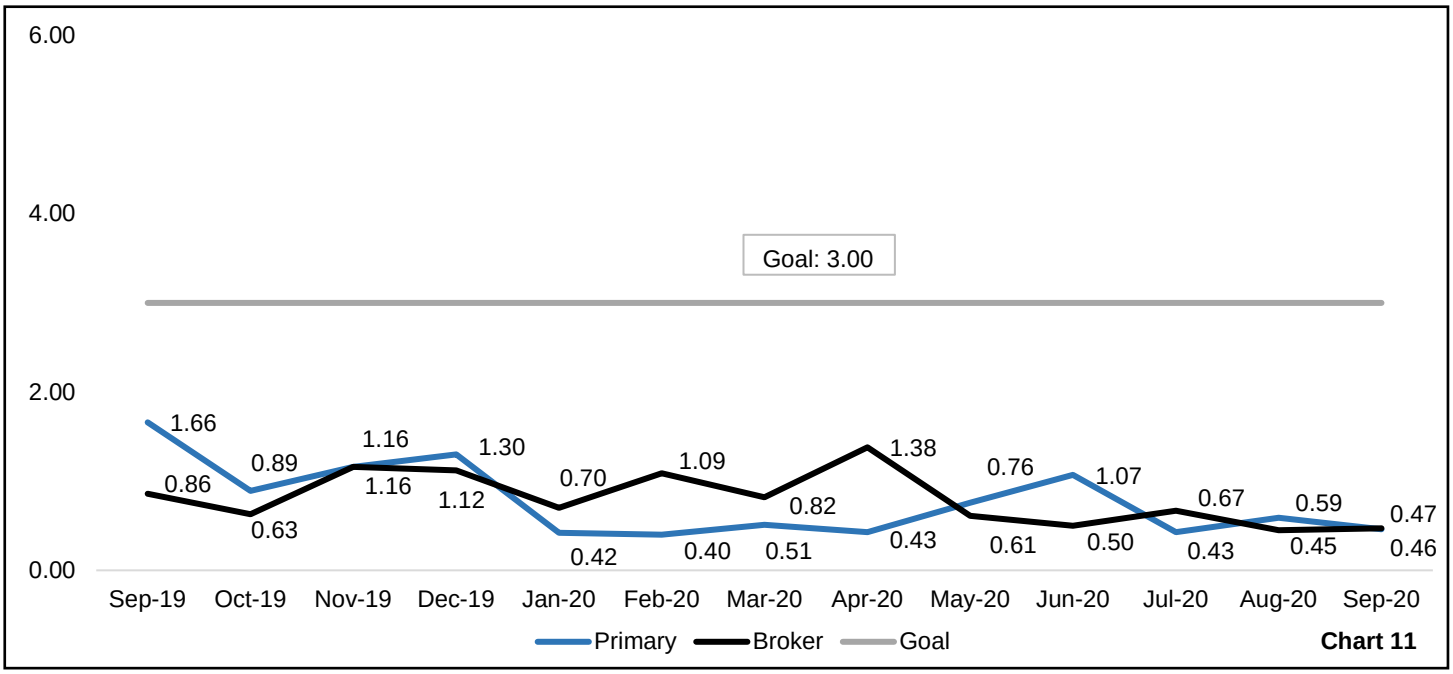


Chart 11

Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows improved by 0.13 per 1,000 trips (or 22%) in September 2020 when compared to August 2020, and improved by 1.20 per 1,000 trips (or 72.3%) when compared to the same month last year.
- Broker No-Shows increased by 0.02 per 1,000 trips (or 4.4%) in September 2020 when compared to August 2020, and improved by 0.39 per 1,000 trips (or 45.4%) when compared to the same month last year.

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

Desired trend

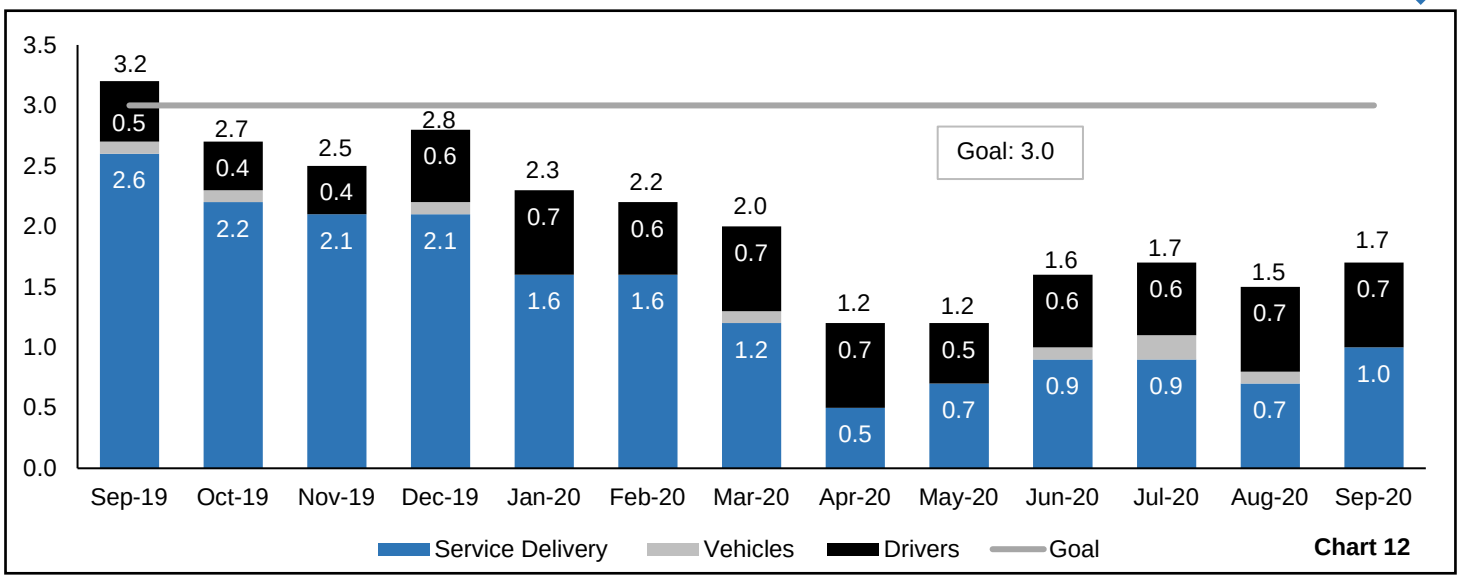


Chart 12

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

Desired trend

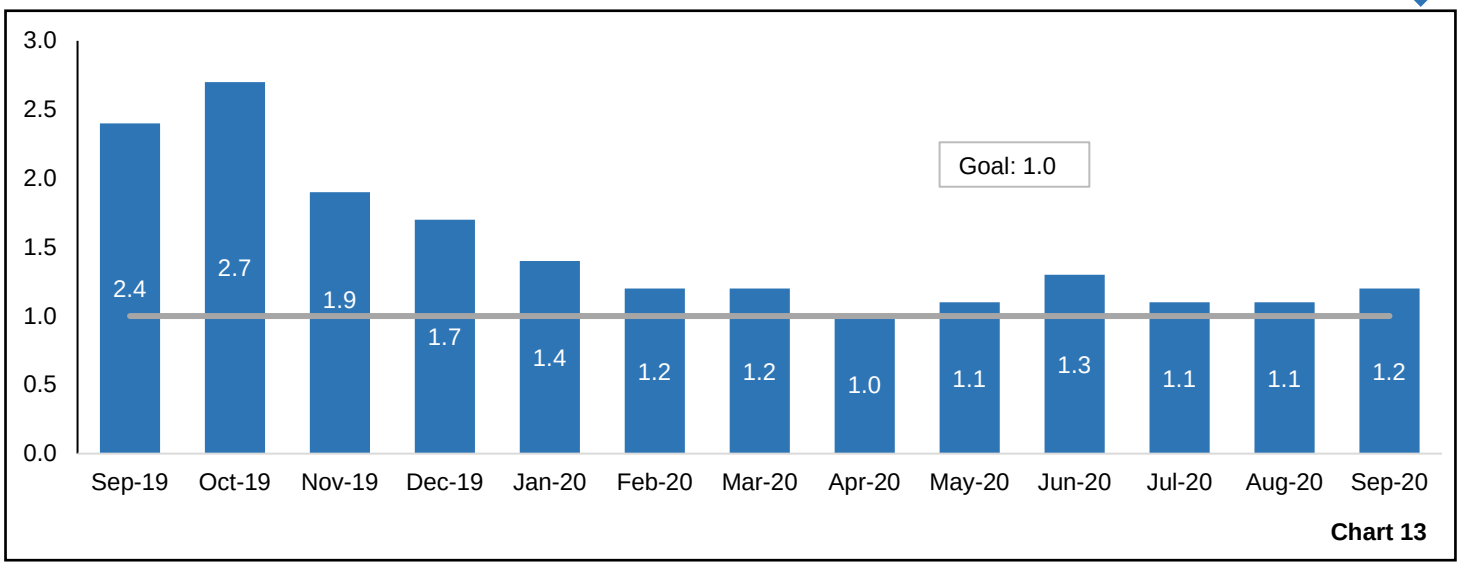


Chart 13

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

- The total Passenger Complaints related to Transportation Service increased by 0.2 per 1,000 trips (or 13.3%) in September 2020 when compared to August 2020, and improved by 1.5 per 1,000 trips (or 46.9%) when compared to September 2019.

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

- Passenger Complaints related to Non-Transportation Service increased by 0.1 per 1,000 trips (or 9.1%) in September 2020 when compared to August 2020, and improved by 1.2 per 1,000 trips (or 50%) when compared to September 2019.

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

Percent of Calls Answered

Desired trend ↑

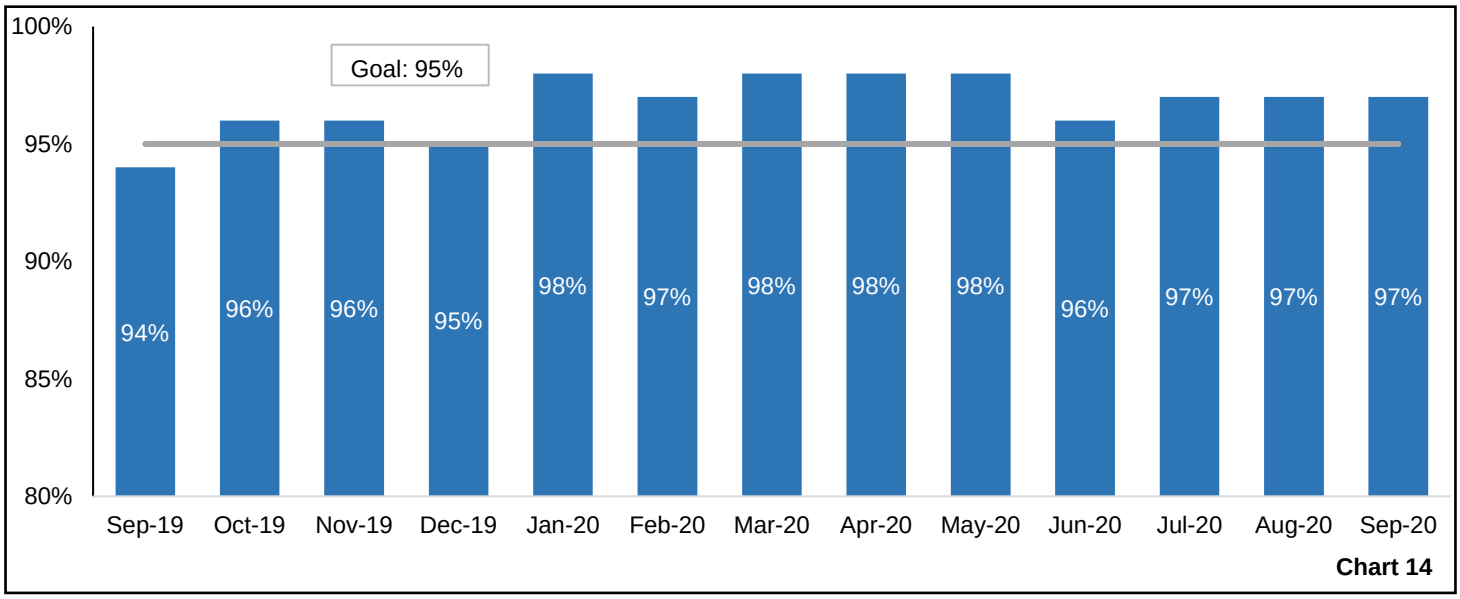


Chart 14

Average Call Answer Speed in Seconds

Desired trend ↓

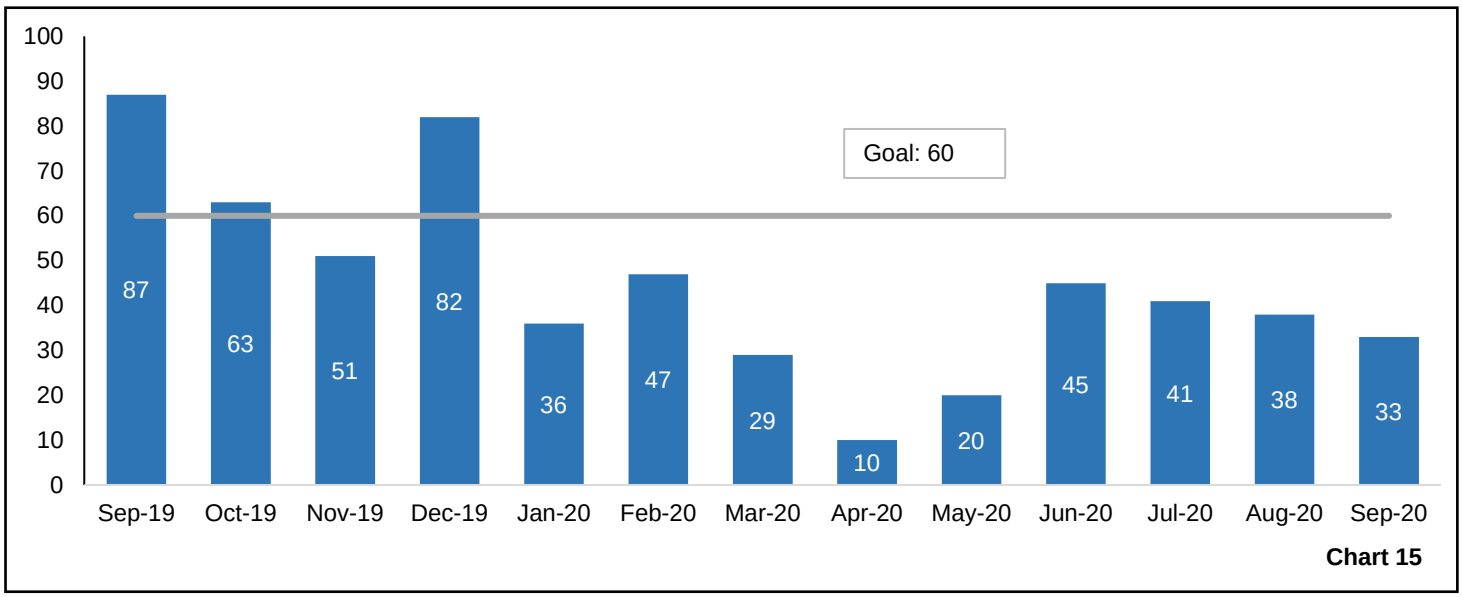


Chart 15

Percent of Calls Answered Discussion

- The Percent of Calls Answered in September 2020 remained flat when compared to August 2020, and improved at a rate of 3.2% when compared to September 2019.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in September 2020 improved by 5 seconds (or 13.2%) when compared to August 2020, and improved by 54 seconds (or 62.1%) when compared to September 2019.

Accessibility Report

MTA Bus President and Senior Vice President of NYCT Bus Craig Cipriano, Board Member and Commissioner for the Mayor's Office for People with Disabilities Victor Calise, Natalia Quintero from the Transit Tech Lab, Mira Philipson from the Systemwide Accessibility unit, and advocates were present to announce the launch of a yearlong pilot of the NaviLens app along the M23 bus route in Manhattan. The app uses colorful next-generation QR-like codes along bus stop poles to guide blind or low-vision riders locate the bus stops and get real-time bus arrivals. Over the course of the year, the Systemwide Accessibility unit will be working with focus groups and the vendor to continue improving the app and the implementation based on their feedback.

November 2020 Accessibility Update

This month, as part of the Transit Tech Lab (a program of the Transit Innovation Partnership), we launched a pilot program that allows blind and low-vision bus riders to use their smartphones to find bus stops and check arrival times. With assistance from the New York City Department of Transportation (NYCDOT), signs along the M23 SBS bus route display decals that allow for use of a new app. The NaviLens app, which can be downloaded on Android or iOS devices, uses a cutting-edge algorithm to translate visual signage into audio and allows customers to determine the accurate location and distance to the nearest bus stop, find out when the next bus will arrive, know how crowded the bus is (if the necessary sensor technology is onboard), and be directed onto the bus when it pulls up to the stop. Colorful, next generation QR-style unique seven-inch-tall codes are installed on bus stop poles that the app can detect from up to 40 feet away and at an angle of up to 160 degrees. The code does not have to be in focus for app detection and will direct the user by providing audio directional cues including distance and angle from code such as “25 feet away, straight,” “right,” etc., solving the “last-few-yards wayfinding problem” for the blind in which GPS technology does not guide to a destination’s exact location. The M23 SBS bus route is a popular route, carrying almost 14,500 weekday riders pre-pandemic. It is the eighth busiest bus route in Manhattan with stops near the Selis Manor Residence for the Blind, VISIONS Services for the Blind and Visually Impaired, and Andrew Heiskell Braille and Talking Book Library.

Additionally, ADA updates at the 59th Street station on the N/R lines in Sunset Park were completed this month, and three new elevators were placed into service on October 31. The completion of this accessible station provides vital accessibility improvements for South Brooklyn riders, made possible by our Construction and Development team and partners throughout the agency. We look forward to opening a additional accessible stations before the end of the year. With these upgrades, our Elevator and Escalator Status Page has also been undergoing improvements, and this month we’ve implemented bus connections as part of the alternative route additions provided for elevators reported out of service.

Since launching our campaign with our EEO and Diversity office to encourage all MTA employees to update their disability status in honor of National Disability Employment Awareness Month in October, we are excited to share that there has been a 24% increase in Disability self-identification since October 1. Having an accurate count of employees with disabilities is critical in our ongoing efforts to build a more inclusive workplace culture, and to improve our training and resourcing efforts for all of MTA’s diverse employees.

Lastly, we have conducted nine online Disability Sensitivity trainings since September 2020, four of which were in October and the first week of November. More than 200 people attended these virtual trainings, joining more than one thousand employees who have previously attended in-person trainings. This training is an hour-and-a-half “in person” training that covers the Americans with Disabilities Act, NYCT’s commitment to accessibility, accessible features on subways and buses, terminology tips, disability etiquette, and assisting customers with specific disabilities. The training is interactive, with opportunity for open discussions and hypothetical scenarios.

Rachel Cohen
Director, Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer

The OMNY Help Desk teamed up with the Mask Force at the 149 St-Grand Concourse station in the Bronx on October 23. Team members offered bilingual support to customers who had questions about OMNY and how it works, including available transfers from subway to bus. The OMNY Help Desk continued a busy month with another outreach event at 125 St station on the Lexington Avenue line on October 30. Meanwhile, the Mask Force spread its reach across NYCT, distributing pink masks in recognition of Breast Cancer Awareness Month.

October 2020 Highlights:
Strategy and Customer Experience

In October we continued organizing “Mask Force” efforts, and on October 20 and October 22 the hard work of MTA employees, elected officials and their staff members, community groups, city employees, transit advocacy groups and as well as members of the general public distributed over 100,000 masks to the public. October was particularly significantly because included in this widespread distribution we handed out over 30,000 pink masks in recognition of Breast Cancer Awareness Month. Our Mask Force teams will be out again on November 17th and November 19th.

Strategy and Customer Experience also teamed-up with the OMNY project team to establish the OMNY Help Desk at 149 St-Grand Concourse Station in the Bronx and 125th St station in Manhattan, offering bilingual support to subway and bus customers about contactless devices and fare payment and transfers. OMNY is now available on all buses and subways in the Bronx and Manhattan.

October 27th marked the 116h birthday of the New York City Subway and we celebrated *Subway Day*. This year we scaled down the celebration to safeguard the health our employees and customers, and instead used our extensive digital screen network to display archived images of the city and the system from when it was being built.

WhatsApp, a new real-time channel to communicate with subway and bus riders, was formally announced. This popular messaging platform was introduced in August and has been especially helpful for non-native English speakers. By using Google Translate we are able to interact with more customers about service changes or other matters in real time in 108 languages. Since launching in late August, the team has already received approximately 4,000 messages from WhatsApp—nearly 10 percent of the total incoming volume from other social media channels. We will continue efforts to grow the number of users and refine the ways in which riders can get customer service support.

I am proud to report that my team worked diligently with NYC Board of Elections (BOE) and others at MTA to help the nearly 42,000 registered poll workers get to their poll sites on time. Using the Open Trip Planner (OTP) application to plan their journeys, our team emailed personalized communication to each worker information about using our services in the early morning, and customized trip itineraries for those who were likely to use our bus service to get to the poll location.

We assisted BOE in identifying those with long journeys who were eligible for discounted for-hire vehicle rides. We also kept our call center open overnight to assist them and early voters. It was refreshing to receive positive comments on this effort. Here is an excerpt from what one person wrote to us: *"I’m not sure where to send this response but thank you to whoever made this happen. It’s these sorts of proactive ideas that make the world a better place. Thank you!"*

Lastly, our in-house team created a commemorative Veterans Day MetroCard and complimentary digital images to display throughout the system in honor of all the men and women who served. 50,000 Metrocards were produced. Cards are available at vending machines at these stations:

- Flushing-Main St (7)
- Crown Heights-Utica Av (3,4)
- Atlantic Av-Barclay Center (D,N,R)
- Port Authority 42 St (A,C,E)
- Grand Central-42 St (4,5,6,7)
- 3 Av-149 St (2,5)
- St George, Staten Island

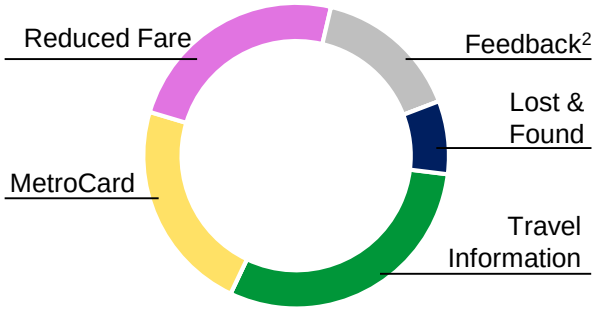
Sarah Meyer
Chief Customer Officer

Customer engagement

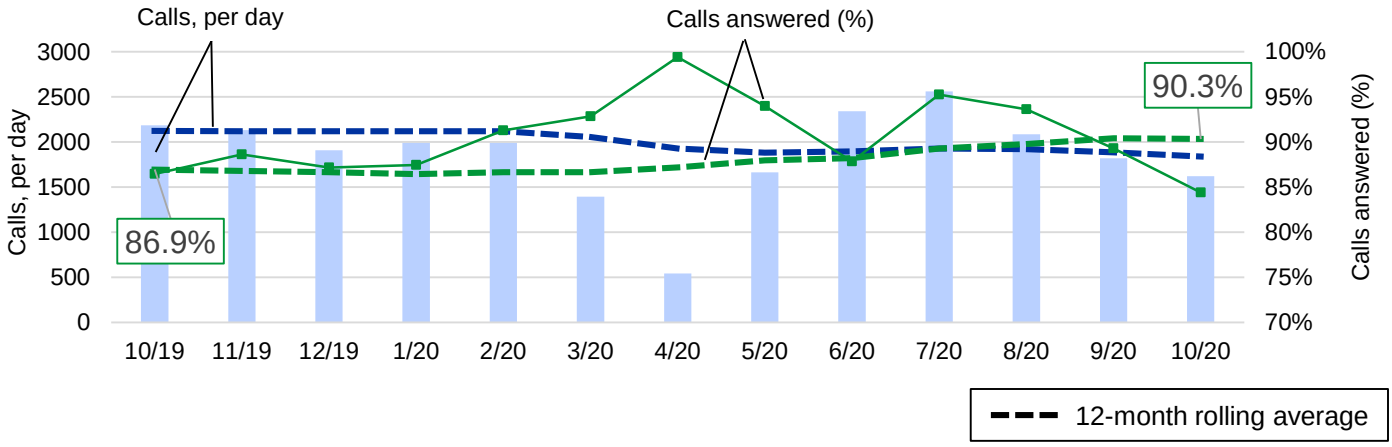
Telephone

	Oct 2020	Oct 2019	Variance
Telephone calls	50,294	67,692	▼**25.7%**
Calls answered	84.4%	86.5%	▼**2.4%**
Average time to answer[1] (seconds)	138	216	▼**36.1%**

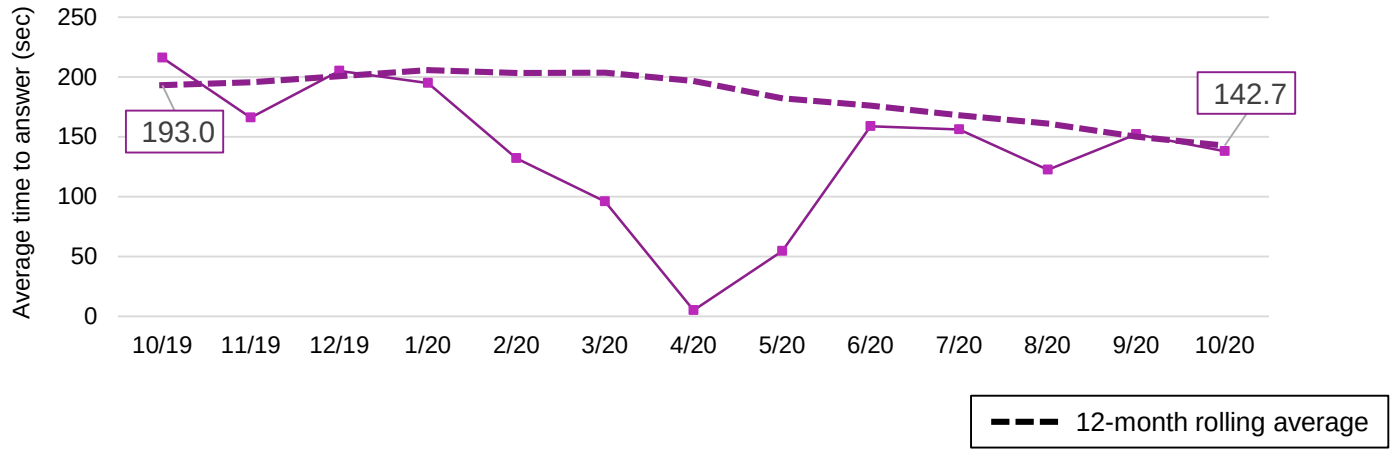
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



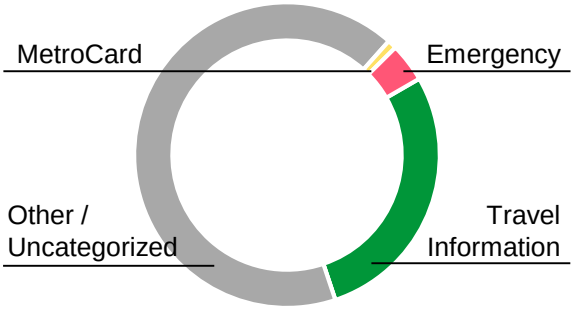
Telephone: average time to answer



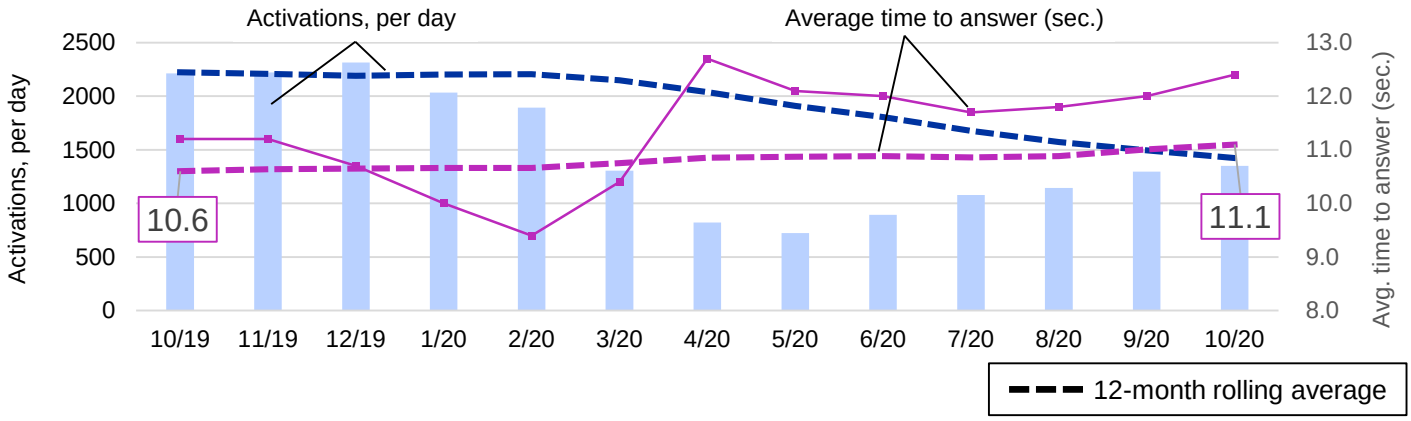
Customer engagement

Help Point

	Oct 2020	Oct 2019	Variance
Help Point activations	41,887	68,618	▼**39.0%**
Average time to answer (seconds)	12.4	11.2	▲**10.7%**



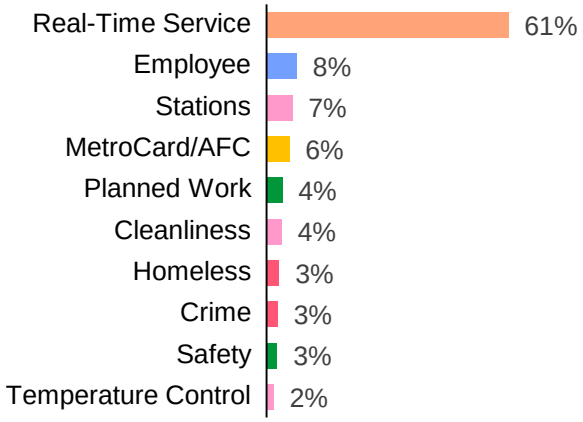
Help Point: activations and average time to answer

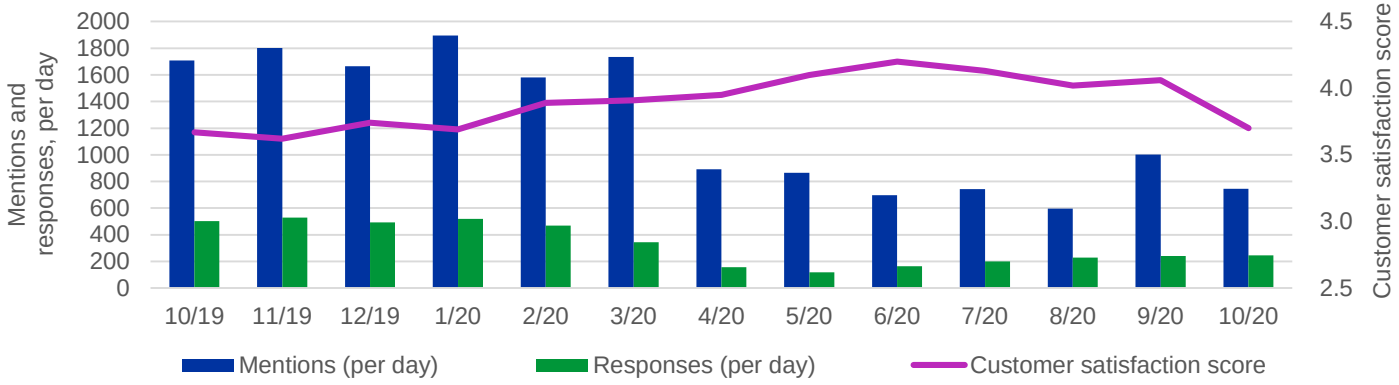


Social media

	Oct 2020	Oct 2019	Variance
Social media mentions[1]	23,051	52,909	▼**56.4%**
Responses sent	7,606	15,555	▼**51.1%**
Customer satisfaction score[2]	3.70	3.67	▲**0.8%**

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



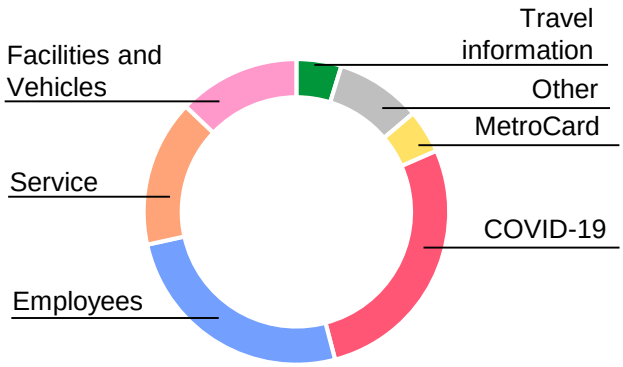


Customer engagement

Web, mobile app, and written feedback

	Oct 2020	Oct 2019	Variance
Received	3,944	7,660	▼**48.5%**
Responses sent[1]	6,137	10,445	▼**41.2%**

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Oct 2020
Web	5,174
Twitter	3,090
Kiosks / Digital Displays[1]	1,081
Email and text alerts	
• Service	3,239
• Elevator and escalator status	8,241
Service Notice posters developed	430

1. Excludes countdown clocks

Social media followers

		Oct 2020	Oct 2019	Variance
Twitter	@NYCTSubway	1,013.0k	999.0k	▲**1.3%**
	@NYCTBus	30.7k	25.6k	▲**19.9%**
	@MTA	1,325.1k	1,314.5k	▲**0.8%**
Facebook	MTA	154.1k	--	**--**
Instagram	@mtanyctransit	34.7k	23.8k	▲**45.8%**

Customer feedback

These complaint metrics include COVID-19-related customer concerns and service reports in the context of substantially lower ridership.

Complaints per 100,000 journeys

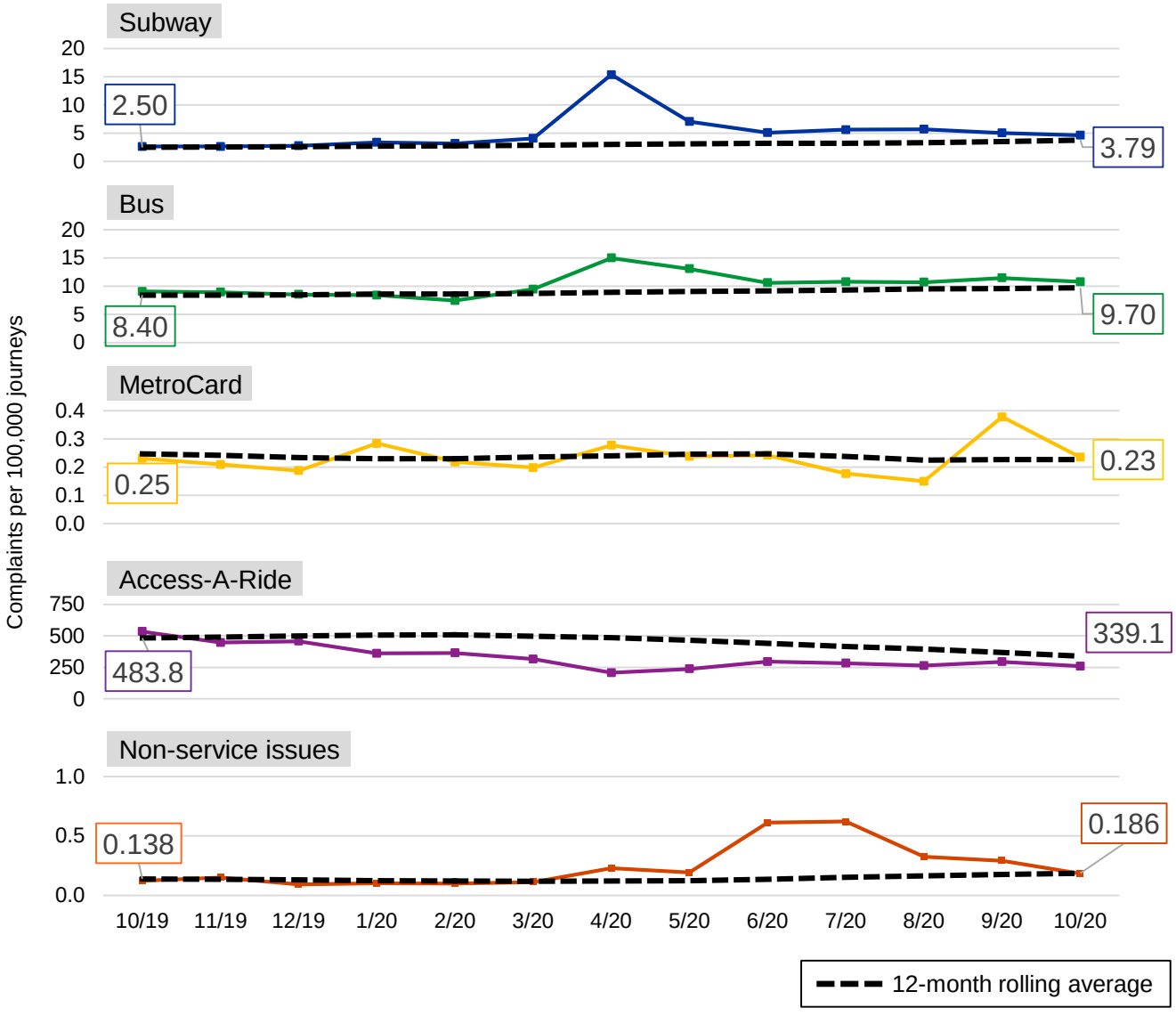
	Oct 2020	Oct 2019	Variance
Subway	4.65	2.65	▲**75.5%**
Bus	10.74	9.04	▲**18.8%**
MetroCard	0.24	0.23	▲**1.8%**
Access-A-Ride	259.6	534.4	▼**51.4%**
Non-service issues[1]	0.182	0.124	▲**46.1%**

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

Commendations per 100,000 journeys

	Oct 2020	Oct 2019	Variance
Subway	0.135	0.085	▲**58.4%**
Bus	0.50	0.45	▲**12.2%**
Access-A-Ride	85.5	121.1	▼**29.4%**
Non-service issues incl. MetroCard	0.023	0.019	▲**21.9%**

Complaints per 100,000 journeys: trends



Safety

Robert Diehl
Senior Vice President, Safety & Security

EAGLE Team Special Inspectors from the Department of Security assist passengers and check fares as Bus Service begins to resume fare collection.

Safety

Robert Diehl
Senior Vice President, Safety & Security

October 2020 Highlights: Safety

Subway Customer Accident Rates increased by 19.2% when comparing the most recent 12-month period to the previous one. It is worth noting that, nominally, accidents are down 33.8%.

Bus Collisions declined by 21.5% and Collision Injuries declined by 20.2% while Customer Accidents increased when comparing the most-recent 12-month period to the previous one.

Employee Lost Time Accidents have shown an increase when comparing the most recent 12-month period to the previous one.

Lastly, when comparing figures from the two (2) most-recent 12-month periods, Subway Fires show an increase.

Robert Diehl
Senior Vice President, Safety and Security

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

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report

Performance Indicators		12-Month Average Nov 17 - Oct 18	Nov 18 - Oct 19	Nov 19 - Oct 20
Subways				
Subway Customer Accidents per Million Customers [1]		2.97	2.97	3.54
Subway Collisions [2]				
Total		3	1	2
Mainline		0	0	0
Yard		3	1	2
Subway Derailments [2]				
Total		6	5	9
Mainline		2	1	4
Yard		4	4	5
Subway Fires [2]		937	706	880
Buses				
Bus Collisions Per Million Miles	Regional	53.33	54.72	42.93
Bus Collision Injuries Per Million Miles	Regional	5.83	6.22	4.96
Bus Customer Accidents Per Million Customers [1]	Regional*	1.27	1.49	1.58
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees [1]		3.71	4.12	5.16

[1] 12-month Average data from October through September.

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

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

Leading Indicators

Subways	October	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	21	264	340	77.6%
Joint Track Safety Audits -- Compliance Rate	99.2%	99.1%	100.0%	99.1%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	6,045	17,696	47,520	37.2%
Friction Pad Installation	3,013	16,096	55,650	28.9%
Buses	**October**	**YTD**	**Goal**	**YTD as % of Goal**
Collision Prevention				
Audible Pedestrian Turn Warning System**	0	25	40	62.5%
Vision Zero Employee Training	565	3,276	6,200	52.8%

** = No additional new buses are expected to be received for the remainder of 2020. As such, future months will likely show "0" for this metric until year's end.

Subway Fires

October 2020

Fire severity is classified as follows:

Severity	Criteria
Low	No disruption to service No damage to NYC Transit property No reported injuries No discharge/evacuation of passengers Fire self-extinguished or extinguished without Fire Department
Average	Delays to service 15 minutes or less Minor damage to NYC Transit property (no structural damage) No reported injuries/fatalities due to fire/smoke Discharge of passengers in station Minor residual smoke present (haze)
Above Average	Delays to service greater than 15 minutes Moderate to heavy damage to NYC Transit property Four or less injuries due to fire/smoke Discharge of train or transfer of passengers to another train (not in station) Station/platform/train filled with smoke
High	Major delays in service (over one hour) Major structural damage Five or more reported injuries or one or more fatalities Evacuation of passengers to benchwall or roadbed Mass evacuation of more than one train

Severity & Location of fires during the current month were as follows:

Low:	92.9%	Train:	11
Average:	7.1%	Right-of-way:	40
Above Average:	0.0%	Station:	18
High:	0.0%	Other:	1
		Total:	70

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

Train:		**Right-of-Way:**		**Station:**	
Trolley Lead:	3	Debris:	26	Debris:	14
Brake Shoes:	2	Tie:	7	Advertisement:	2
Debris:	2	Fuse Box Tap:	2	Light Ballast:	1
AC Compressor Motor:	1	3rd Rail Circuit Breaker:	1	Oil:	1
Contact Shoe:	1	Cable:	1		

Monthly Operations Report

Safety Report Definitions:

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

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

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

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

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

Weekly number of incidents of assault and harassment against transit workers

Starting this month, we are providing more frequently updated data and statistics on different aspects of our transit system. This page provides recent data on assaults and harassment against our employees.

Updated November 6, 2020

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

We plan to update the page weekly with the prior week's figures. Each week's update will be based on verified incidents as of the report date so data for prior weeks may change as additional incidents are verified.

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

Week beginning	Assault: Subways	Assault: Buses	Harassment: Subways	Harassment: Buses	Total
10/26/20	1	4	12	38	55
10/19/20	0	2	15	39	56
10/12/20	1	1	15	36	53
10/5/20	1	2	11	35	49
9/28/20	2	1	14	47	64
9/21/20	0	0	9	23	32
9/14/20	1	1	7	26	35
9/7/20	5	3	9	34	51
8/31/20	1	0	20	44	65
8/24/20	0	0	20	35	55
8/17/20	0	0	0	14	14
8/10/20	2	2	0	22	26
8/3/20	0	2	3	22	27

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

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

Weekly number of incidents of vandalism in the transit system

Starting this month, we are providing more frequently updated data and statistics on different aspects of our transit system. This page provides recent New York City Transit data on vandalism of select elements of the transit system.

Updated November 6, 2020

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

We plan to update the page weekly with the prior week's figures. Each week's update will be based on verified incidents as of the report date so data for prior weeks may change as additional incidents are verified.

Number of units vandalized by week and component

Week beginning	Graffiti: Subways	Graffiti: Buses	Liquid Crystal Display (LCD) Screen	Metrocard Vending Machine (MVM)	OMNY Reader	Train Glass	Bus Glass	Total
10/26/20	17	3	12	2	0	8	0	42
10/19/20	24	0	2	3	3	6	3	38
10/12/20	10	0	5	2	1	15	3	33
10/5/20	13	0	1	0	0	6	2	20
9/28/20	10	0	4	1	0	13	6	28
9/21/20	26	0	16	4	1	6	1	53
9/14/20	5	0	10	2	0	16	1	33
9/7/20	10	0	12	2	1	48	1	73
8/31/20	6	1	21	1	3	35	10	67
8/24/20	4	0	15	6	0	104	0	129
8/17/20	32	0	19	5	0	81	0	137
8/10/20	14	0	15	1	1	41	0	72
8/3/20	3	0	9	0	0	52	2	64

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

November 2020 Crime Report

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

Police Department
City of New York

MTA Report

CRIME STATISTICS OCTOBER

	2020	2019	Diff	% Change
MURDER	1	1	0	0.0%
RAPE	0	0	0	0.0%
ROBBERY	39	41	-2	-4.9%
GL	72	142	-70	-49.3%
FELASSAULT	37	29	8	27.6%
BURGLARY	0	0	0	0.0%
TOTAL MAJOR FELONIES	***149***	***213***	***-64***	***-30.0%***

During October, the daily Robbery average decreased from 1.3 to 1.3

During October, the daily Major Felony average decreased from 6.9 to 4.8

CRIME STATISTICS JANUARY THRU OCTOBER

	2020	2019	Diff	% Change
MURDER	6	3	3	100.0%
RAPE	5	3	2	66.7%
ROBBERY	492	429	63	14.7%
GL	696	1271	-575	-45.2%
FELASSAULT	294	289	5	1.7%
BURGLARY	22	5	17	340.0%
TOTAL MAJOR FELONIES	***1515***	***2000***	***-485***	***-24.3%***

Year to date the daily Robbery average increased from 1.4 to 1.6

Year to date the daily Major Felony average decreased from 6.6 to 5

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

Police Department
City of New York

MTA Report

OCTOBER ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	304	866	-562	-64.9%
TOS Arrests	18	223	-205	-91.9%
Total Summons	1994	8420	-6426	-76.3%
TOS TABs	1620	6676	-5056	-75.7%
TOS C-Summ	24	220	-196	-89.1%

JANUARY THRU OCTOBER ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	3317	9059	-5742	-63.4%
TOS Arrests	428	2793	-2365	-84.7%
Total Summons	30515	80008	-49493	-61.9%
TOS TABs	20063	63325	-43262	-68.3%
TOS C-Summ	471	2204	-1733	-78.6%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 10/25/2020)

Motivation:

Motivation	2020	2019	Diff	% Change
BLACK	2	7	**-5**	**-71.4%**
GENDER	1	3	**-2**	**-66.7%**
HISPANIC	0	1	**-1**	**-100%**
MUSLIM	0	2	**-2**	**-100%**
OTHER	14	4	**+10**	**+250%**
SEMITIC	18	42	**-24**	**-57.1%**
SEXUAL ORIENTATION	5	6	**-1**	**-16.7%**
WHITE	2	3	**-1**	**-33.3%**
Grand Total	42	68	**-26**	**-38.2%**

Crime Name:

Crime Name	2020	2019	Diff	% Change
Aggravated Harassment 1	9	15	**-6**	**-40%**
Aggravated Harassment 2	7	3	**+4**	**+133.3%**
Assault 2	1	4	**-3**	**-75%**
Assault 3	4	5	**-1**	**-20%**
Criminal Mischief 2	1	0	**+1**	**+100%**
Criminal Mischief 3	0	3	**-3**	**-100%**
Criminal Mischief 4	15	36	**-21**	**-58.3%**
Grand Larceny 4	1	1	**0**	**00%**
Harassment 2	1	0	**+1**	**+100%**
Menacing 2	0	1	**-1**	**-100%**
Menacing 3	1	0	**+1**	**+100%**
Robbery 3	2	0	**+2**	**+100%**
Grand Total	42	68	**-26**	**-38.2%**

Created 11/1/2020

Police Department

City of New York

REPORT

	JANUARY-OCTOBER																						
	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Murder	4	1	5	1	2	1	3	3	4	2	4	2	1	1	1	0	1	1	1	1	0	1	3	6
Rape	1	13	1	5	1	0	3	2	3	3	1	2	1	1	3	8	5	5	1	0	6	1	3	5
Robbery	1898	1555	1376	1161	1002	1049	955	897	960	831	657	636	572	605	643	680	509	351	422	399	377	391	428	492
Assault	397	363	345	305	227	238	208	228	181	155	174	150	134	162	166	165	164	176	206	253	272	284	282	294
Burglary	26	14	8	10	38	13	7	5	1	5	2	5	1	2	8	23	30	17	17	15	24	11	5	22
GL	2964	2143	1996	2105	1885	1803	1455	1547	1514	1233	1065	1090	940	1001	1255	1405	1411	1301	1373	1339	1336	1339	1257	696
TOTALMAJOR FELONIES	5290	4089	3731	3587	3155	3104	2631	2682	2663	2229	1903	1885	1649	1772	2076	2281	2120	1851	2020	2007	2015	2027	1978	1515
MajorFePerDay	17.40	13.45	12.27	11.80	10.38	10.21	8.65	8.82	8.76	7.33	6.26	6.20	5.42	5.83	6.83	7.50	6.97	6.09	6.64	6.58	6.63	6.67	6.51	4.98

METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

October 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	0	0	0%
Burglary	0	0	0	0%
Grand Larceny	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	0	0	0	0%

Year to Date 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	3	4	-1	-25%
Felony Assault	1	2	-1	-50%
Burglary	0	3	-3	-100%
Grand Larceny	0	1	-1	-100%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	4	10	-6	-60%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

Capital Program

Alok Saha, Acting Senior Vice President

November 2020 Highlights: Capital Program Status

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

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

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

	Planned	Achieved	%
Construction Awards	$7,102.6	$2,338.3	33
Substantial Completions	$1,553.0	$1,159.1	75

In October 2020, $21.3 million in Transit projects were awarded, including a flood resiliency project for three pump rooms in the 53rd Street tube for $16.0 million, purchase of 4 standard diesel pilot buses for $2.8 million and an employee facility rehabilitation project at four locations along the 8th Avenue Line for $2.6 million.

Also in October 2020, $107.4 million in Transit projects were completed, including an ADA accessibility project at Chambers Street on the Nassau Line (J,Z) for $43.4 million, a renewal project at 138 Street-Grand Concourse station on the Jerome Line (4,5) for $22.8 million, mainline track replacement on the Lenox-White Plains Road Line for $13.2 million and station component work at various locations for $10.8 million.

Capital Program Status
November 2020

In October 2020, $21.3 million in Transit projects were awarded, including a flood resiliency project for three pump rooms in the 53rd Street tube for $16.0 million. Flood resiliency will be achieved through the installation of deployable weir walls, hardening of the electrical and control system, elevating controls above the design flood elevation (DFE), providing a backup generator connection, installing an emergency generator platform, replacement of electrical feeders and conduits and modification of pump discharge manifolds. The project will also upgrade all local electrical panels and lighting in the pump room to be waterproof.

Additionally, four standard diesel pilot buses were purchased for $2.8 million as a part of a larger standard diesel bus purchase. These pilot buses are scheduled to be replacements for 2009 hybrid buses in the NYCT bus fleet and will come equipped with new technology features including USB chargers, Wi-Fi and digital information screens. These buses will precede a total order of 139 40' diesel buses to be incorporated into the NYCT bus fleet.

Lastly, an employee facility rehabilitation project at four locations along the 8th Avenue Line was awarded for $2.6 million. The facilities are located at 125 Street, 135 Street, 168 Street and 181 Street stations. Work will include replacement-in-kind of facility components, architectural finishes and electrical, mechanical and communications work to bring the facilities to a state of good repair.

In October 2020, $107.4 million in Transit projects were completed, including an ADA accessibility project at Chambers Street on the Nassau Line (J,Z) for $43.4 million. Full accessibility was achieved at the station by installing two ADA elevators and elevator machine rooms (EMRs) from the mezzanine to the platforms, modifying the mezzanine and transfer passageway, constructing ADA-compliant ramps and installing other ADA elements such as boarding areas and tactile warning strips.4,5

Additionally, a renewal project at 138 Street-Grand Concourse station on the Jerome Line (4,5) was completed for $22.8 million. Elements that received repair or replacement were street stairs, mezzanine stairs, platform stairs, columns, and floors and tiles in the mezannine and platform areas.

Furthermore, mainline track replacement on the Lenox-White Plains Road Line was completed for $13.2 million. Mainline track replacement includes replacing equipment and materials such as signals, contact rails and ballast.

Lastly, station component work at various locations was completed for $10.8 million. Station components were replaced or repaired at Aqueduct-North Conduit Ave on the Rockaway Line (A), such as the platform canopy, light fixtures, platform stair wall, expansion joints and ceiling concrete. A small business project mentoring program (SBMP) project repaired stairs at 80th Street on the Liberty Line (A). Finally, station lighting was replaced at Longwood Avenue station (6) on the Pelham Line, 149th St-Grand Concourse on the Jerome Line (4,5) and at the Times Square Shuttle at Grand Central station.

CAPITAL PROJECT MILESTONE SUMMARY
2020
(Through October 31, 2020)

	MILESTONES PLANNED*		MILESTONES ACCOMPLISHED		PERCENT PERFORMANCE	
	$M	#	$M	#	%($)	%(#)
October						
	646.8	19	21.3	3	3.3	15.8
Substantial Completions	160.5	5	107.4	9	66.9	180.0
2020 Year-To-Date						
Construction Awards	7,102.6	19	2,338.3	79	32.9	415.8
Substantial Completions	1,553.0	5	1,159.1	94	74.6	1,880.0

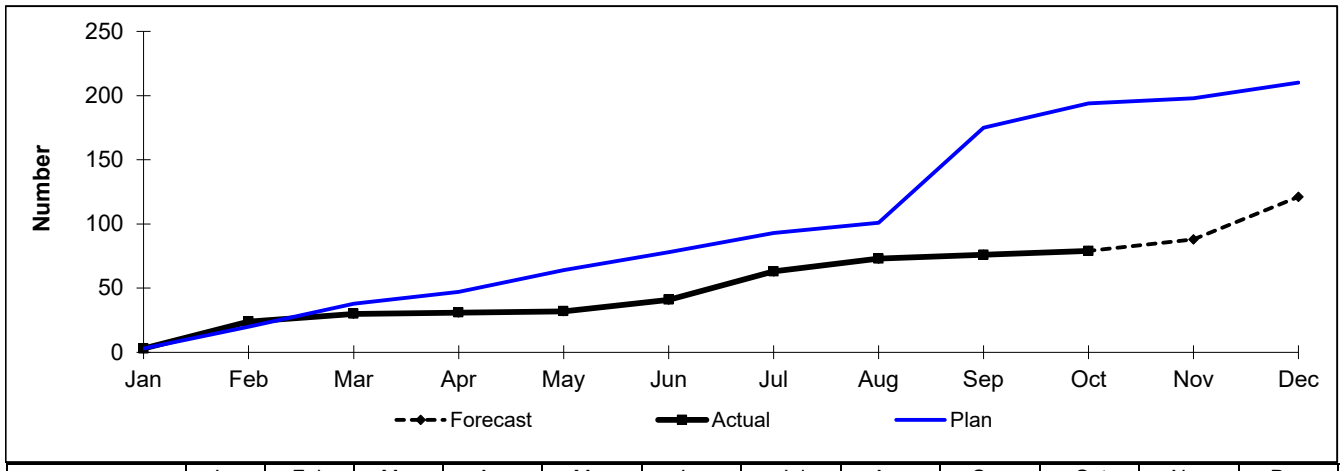
2020 Projected To-Year-End	Initial Plan		Current Forecast		%($)	%(#)
Construction Awards	8,482.9	210	3,375.0	121	39.8	57.6
Substantial Completions	2,890.2	174	2,726.5	166	94.3	95.4

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

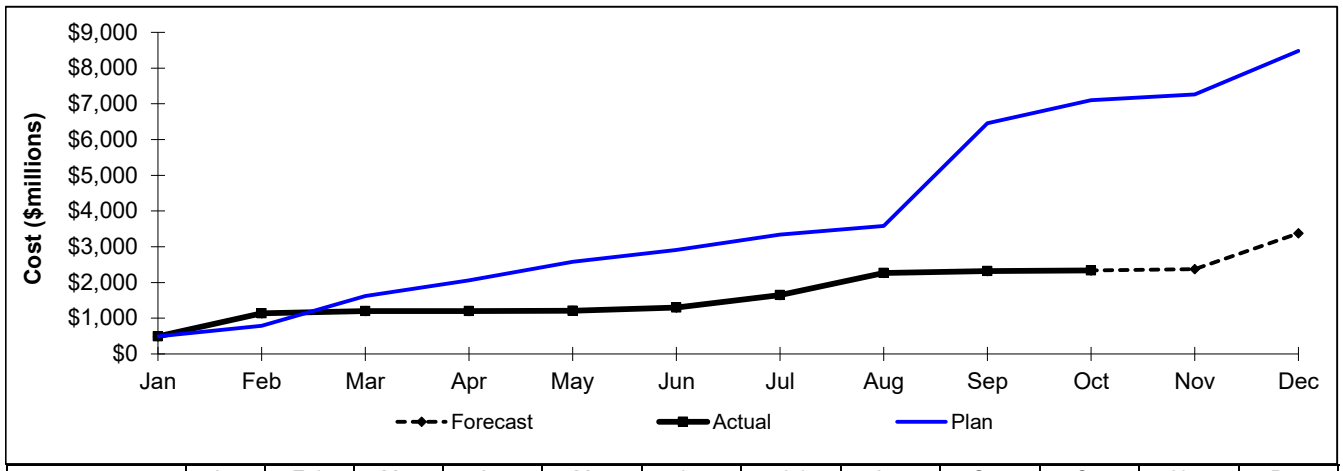
***The initial plan values were established prior to the schedule and financial impacts of COVID-19**

2020 Awards Charts

As of October 2020



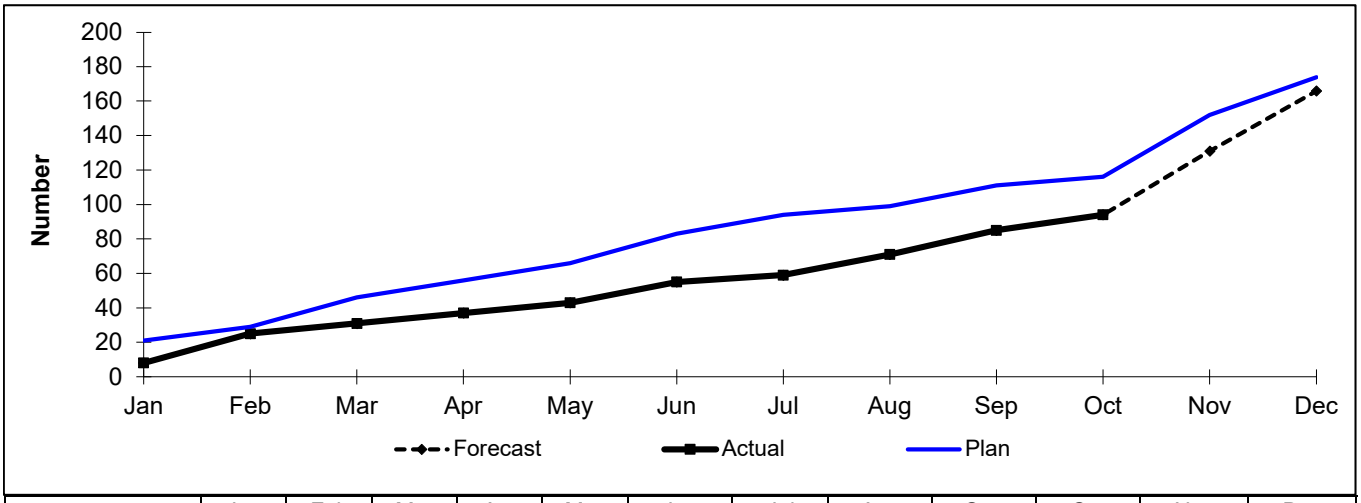
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast											9	33
Actual	3	21	6	1	1	9	22	10	3	3		
Plan	3	17	18	9	17	14	15	8	74	19	4	12
Cummulative												
Forecast											88	121
Actual	3	24	30	31	32	41	63	73	76	79		
Plan	3	20	38	47	64	78	93	101	175	194	198	210



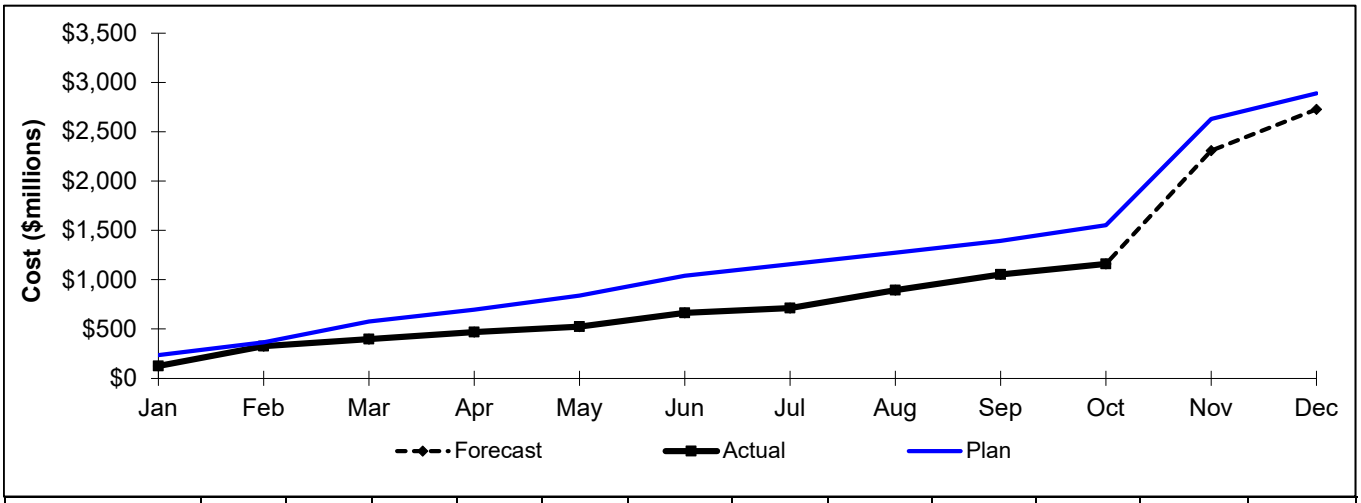
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast											36.0	1,000.7
Actual	493.1	641.2	62.6	2.8	5.0	89.6	353.4	620.1	49.3	21.3		
Plan	493.1	291.9	833.0	444.8	514.9	331.3	432.0	238.4	2,876.6	646.8	159.4	1,220.9
Cummulative												
Forecast											2,374.3	3,375.0
Actual	493.1	1,134.3	1,196.9	1,199.7	1,204.7	1,294.3	1,647.6	2,267.7	2,317.0	2,338.3		
Plan	493.1	785.0	1,618.0	2,062.7	2,577.6	2,908.9	3,340.9	3,579.2	6,455.8	7,102.6	7,262.0	8,482.8

2020 Substantial Completions Charts

As of October 2020



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast											37	35
Actual	8	17	6	6	6	12	4	12	14	9		
Plan	21	8	17	10	10	17	11	5	12	5	36	22
Cummulative												
Forecast											131	166
Actual	8	25	31	37	43	55	59	71	85	94		
Plan	21	29	46	56	66	83	94	99	111	116	152	174



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast											1,148.3	419.1
Actual	124.2	202.3	70.6	72.3	54.5	140.4	47.1	181.8	158.5	107.4		
Plan	237.1	128.7	210.9	118.3	143.4	201.7	116.0	117.3	119.0	160.5	1,077.8	259.5
Cummulative												
Forecast											2,307.4	2,726.5
Actual	124.2	326.5	397.1	469.4	523.9	664.3	711.4	893.1	1,051.7	1,159.1		
Plan	237.1	365.8	576.7	695.0	838.5	1,040.2	1,156.2	1,273.5	1,392.5	1,553.0	2,630.7	2,890.2

Procurement and Supply Chain

Louis A. Montanti, Acting Senior Vice President

PROCUREMENTS

The Procurement Agenda this month includes 3 actions for a proposed expenditure of $47.6M.

Subject	Request for Authorization to Award Various Procurements		November 10, 2020
Department	Procurement & Supply Chain – NYCT		**Department**
Department Head Name	Louis A. Montanti		**Department Head Name**
Department Head Signature	*Louis A. Montanti*		**Department Head Signature**
Project Manager Name	Rose Davis		**Internal Approvals**

Board Action

Order	To	Date	Approval	Info	Other
1	Committee	11/18/20			
2	Board	11/18/20			

	Approval		Approval
X	President NYCT	X	Pres. MTA Bus/SVP DOB
X	SVP Operations Support	X	Subways
	Capital Prog. Management		Diversity/Civil Rights
X	Law		

Internal Approvals (cont.)

Order	Approval	Order	Approval	Order	Approval	Order	Approval

PURPOSE

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

DISCUSSION

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

Procurements Requiring Two Thirds Vote:		# of Actions	$ Amount
Schedule A:	Non-Competitive Purchases and Public Work Contracts	2	$ 30.0 M
	• **Vapor Stone Rail Systems $ 22.0 M**		
	• **Westcode Incorporated $ 8.0 M**		
Schedules Requiring Majority Vote:			
Schedule G:	Miscellaneous Service Contracts	1	$ 17.6 M
	• **Clever Devices LTD. $ 17.6 M**		
	SUBTOTAL	3	$ 47.6 M

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

NYC Transit proposes to award Competitive procurements in the following categories: NONE			
MTA Bus Company proposes to award Competitive procurements in the following categories: NONE			
MTA Bus Company proposes to award Ratifications in the following categories: NONE			
NYC Transit proposes to award Ratifications in the following categories: NONE			
TOTAL	3	$	47.6 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

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.

New York City Transit

NOVEMBER 2020

LIST OF NONCOMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

A. Noncompetitive Purchases and Public Work Contracts
(Staff Summaries required for items estimated to be greater than $1,000,000.)

1. Vapor Stone Rail Systems **$22,000,000** ***Staff Summary Attached***
Contract# None
Omnibus approval for the purchase of replacement door operator parts, monitoring and diagnostic parts, and HVAC subway car parts.

2. Westcode Incorporated **$8,000,000** ***Staff Summary Attached***
Contract# 297468
Parts Pricing Agreement Contract for the purchase of replacement air brake, door operator, and HVAC subway car parts.

Procurements Requiring Majority Vote:

G. Miscellaneous Service Contracts
(Staff Summaries required for items estimated to be greater than $1,000,000.)

3. Clever Devices LTD **$17,623,963** ***Staff Summary Attached***
Contract# W32573
Award of a four-year contract for the provision of software maintenance and support related to the Intelligent Vehicle Network system.

Schedule A: Noncompetitive Purchases and Public Work Contracts

New York City Transit

Item Number: 1

Vendor Name (Location) Vapor Stone Rail Systems a division of Wabtec Corp. (Plattsburg, New York)	**Contract Number** NONE **Renewal?** ☒ Yes ☐ No
Description Omnibus approval for the purchase of replacement door operator parts, monitoring and diagnostic parts, and HVAC parts.	**Total Amount:** $22,000,000 (est.)
Contract Term (including Options, if any) December 14, 2020–December 13, 2023	**Funding Source** ☒ Operating ☐ Capital ☐ Federal ☐ Other:
Option(s) included in Total Amount? ☐ Yes ☐ No ☒ n/a	
Procurement Type ☐ Competitive ☒ Noncompetitive	**Requesting Dept./Div., Dept./Div. Head Name:** Procurement & Supply Chain, Louis Montanti
Solicitation Type ☐ RFP ☐ Bid ☒ Other: Omnibus Sole-Source Approval	

Discussion:

This is an omnibus approval request for items identified as obtainable only from Vapor Stone Rail Systems a division of Wabtec Corp. ("Vapor") which will eliminate the need to advertise and prepare individual procurement staff summaries for Board approval for each individual procurement greater than $1 million. NYC Transit is not obligated to generate any purchase orders pursuant to an omnibus approval. Any purchases made under this approval will be made pursuant to paragraph 9(b) of Public Authorities Law 1209, which allows for purchases of items that are available from only a single responsible source to be conducted without competitive bidding.

This omnibus approval is for the purchase of replacement door operator parts, monitoring and diagnostic parts; heating, ventilating, and air-conditioning; and other sole-source parts supplied by Vapor. There are approximately nine items with an anticipated spend over $1 million which will be covered by this omnibus. (Note: There are almost 6,000 items identified as obtainable only from Vapor for the following reasons: (1) sole pre-qualified item on the Qualified Products List and not available from any distributors or other sources; (2) publicly advertised within a 12-month period without an acceptable alternate supplier; or (3) proprietary to Vapor. The items greater than $100,000 up to and including $1 million will be purchased under a separate omnibus approval, which requires the President's approval for which the anticipated spend of each contract is within the informal procurement threshold.)

These omnibus items are advertised a minimum of once every 12 months to seek competition. A list of Vapor's sole-source items, as well as NYC Transit's intention to purchase items on the list without competitive bidding, is available for download from the NYC Transit website at any time, by any prospective vendor. These sole-source replacement parts will be used by the Division of Car Equipment ("DCE") for Scheduled Maintenance System ("SMS") and normal maintenance for 4,859 subway cars in the NYC Transit fleet (all subway cars with the exception of the 660 Kawasaki-built R160 cars and the 750 R46 cars).

The existing Vapor omnibus approval was approved for $28 million by the Board in December 2017 and expires December 13, 2020. During the term of the existing omnibus, an additional $3 million was added due to greater-than-anticipated expenditure within the timeframe of the omnibus as a result of new and modified SMS work scope and forecast changes.

Procurement performed an analysis on the items with the estimated dollar value over $1 million that are expected to be purchased over the next three years. Of the nine items, five have comparative price history and represent 58.75 percent, or $10,627,560, of the total dollar value of $18,088,409 of the 12 contracts issued under the existing omnibus approval. A comparative price analysis of these five items revealed no annual weighted average price change. This compares favorably with the Producer Price Index used for the analysis over the same time period, which revealed an annual average increase of 1.25 percent. NYC Transit's Cost Price Analysis Unit reviewed and concurred that the comparative price analysis of the pricing offered by Vapor is fair and reasonable.

During the term of the new omnibus approval 15 R62A, 760 R142, 115 R142A, 212 R143, and 308 R188 subway cars will undergo a six-year overhaul, and 210 R62, 260 R62A and 375 R160 subway cars will undergo a 12-year overhaul. Based on these forecasts, it is anticipated that DCE will require approximately $22 million for the purchase of sole-source items greater than $1 million from Vapor under this omnibus approval.

Procurement, with the concurrence of DCE, believes that the dollar amount requested will be sufficient to procure all sole-source materials that exceed $1 million from Vapor for the next three-year period. Procurement and DCE will continue to research alternate sources of supply wherever possible. Pricing for any noncompetitive procurement is established by requesting a quotation for each item from Vapor on an as-required basis. All items are subject to a cost and/or price analysis and a determination that the price is fair and reasonable.

Both Long Island Rail Road and Metro-North Railroad currently have a long-term parts pricing agreement with the Wabtec companies collectively which is due to expire November 2021. NYC Transit's strategic approach is to combine its requirements with the railroads to leverage the overall spend. An MTA-wide parts pricing agreement will facilitate reduced procurement lead times and expedited material delivery, as well as replace the need to have an omnibus approval for Vapor sole-source items in the future. Procurement is currently working with the Wabtec family of companies which includes Vapor to develop this parts pricing agreement with specific prices for sole-source high usage and/or high dollar items prior to the expiration of this new omnibus approval in 2023.

Item Number: 2

Vendor Name (Location) Westcode Incorporated (Chadds Ford, Pennsylvania)	**Contract Number** 297468 / **Renewal?** ☐ Yes ☒ No
Description Parts Pricing Agreement Contract for the purchase of replacement air brake, door operator, and HVAC subway car parts	**Total Amount:** $8,000,000 (Est.)
Contract Term (including Options, if any) Five Years	**Funding Source** ☒ Operating ☐ Capital ☐ Federal ☐ Other:
Option(s) included in Total Amount? ☐ Yes ☐ No ☒ n/a	**Requesting Dept./Div., Dept./Div. Head Name:** Procurement & Supply Chain, Louis Montanti
Procurement Type ☐ Competitive ☒ Noncompetitive	
Solicitation Type ☐ RFP ☐ Bid ☒ Other: Sole-Source Parts Pricing Agreement	

Discussion:

Approval is requested to award a five-year parts pricing agreement contract for sole-source replacement air brake, door operator, and heating, ventilation, and air-conditioning ("HVAC") parts to Westcode Incorporated ("Westcode") in an estimated total amount of $8 million. This contract will improve purchasing process efficiencies by reducing the number of transactions and provide for the timely purchase of various items identified as obtainable only from Westcode for the following reasons: sole pre-qualified item on the Qualified Products List and not available from any distributors or other sources; publicly advertised within a 12-month period without an acceptable alternate supplier; or proprietary to Westcode. The award of this contract will be made pursuant to paragraph 9(b) of Public Authorities Law 1209, which allows for purchases of items that are available from only a single responsible source to be conducted without competitive bidding.

These sole-source replacement parts will be used by the Division of Car Equipment for Scheduled Maintenance System ("SMS") and normal maintenance for 2,974 subway cars (air brake and door operator parts for 750 R46 cars; door operator parts for 130 R32 cars; and HVAC parts for 220 R142A, 212 R143, and 1,662 R160 cars) in the NYC Transit fleet. During the term of this contract, it is projected that 1,144 subway cars (392 R46, 220 R142A, 212 R143 and 320 R160) will undergo a six-year SMS, and 1,001 R160 subway cars will undergo a 12-year SMS.

In the past, an omnibus approval was used by NYC Transit to purchase sole-source parts from Westcode. This approval eliminated the need to prepare individual procurement staff summaries and seek Presidential approval for each individual procurement greater than $100,000 up to and including $1 million, and Board approval for each individual procurement greater than $1 million. There is an existing Westcode omnibus approval for $3 million that was approved by the Board in November 2016 and expires on December 31, 2020. The $3 million was established by applying historical pricing to the then current as well as projected forecasted quantities of material for the term of the omnibus. Pricing was established during the omnibus term by requesting a quotation for each item from Westcode on an as-required basis; and then performing a cost and/or price analysis to determine that the price is fair and reasonable.

The current approach is to award this five-year parts pricing agreement contract to Westcode where specific pricing has already been established for most of the items that are expected to be purchased during the five-year term. The award of this contract will facilitate reduced procurement lead times and expedited material delivery, and will replace the need to have an omnibus approval for Westcode sole-source items.

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

All of the existing Westcode sole-source items in the NYC Transit system will be covered by this contract. A list of Westcode sole-source items, as well as NYC Transit's intention to purchase these items without competitive bidding, is available for download from the NYC Transit website at any time, by any prospective vendor. Additionally, NYC Transit publicly advertised its intention to award this five-year parts pricing agreement contract on a sole-source basis. In order to obtain an efficient and manageable price schedule, NYC Transit reviewed historical data, forecasts, and projections for the five-year term. The items in the price schedule represent the majority of the items to be purchased during the five-year term.

Westcode submitted proposed unit pricing for the items in the price schedule for the five-year term. Westcode's pricing was analyzed by taking into account its cost data, NYC Transit's historical pricing data, historical market labor overhead, and projected specific market segment inflation, then negotiated and ultimately, upon agreement on final pricing, determined to be fair and reasonable. The total price includes firm fixed pricing for the items in the price schedule for the first three years, after which there will be a one-time 3 percent increase for years four and five. A price analysis was performed by comparing the prior unit prices to the proposed unit prices through the end of the contract period and applying the estimated projected quantities to both which resulted in a weighted annualized increase of 2.8 percent, which is within range of the U.S. Macroeconomic Forecasts for Transportation Equipment (as of August 2020).

Pricing for any additional sole-source item, without the aforementioned firm fixed pricing, will be established by requesting a quotation from Westcode on an as-required basis, and each item is subject to a cost and/or price analysis and a determination that the price is fair and reasonable. Procurement will continue to research alternate sources of supply wherever possible. If successful, the item will be removed from this contract and purchased competitively.

Both Long Island Rail Road and Metro-North Rail Road declined to join this contract because the items they procure from Westcode are not sole source to Westcode; therefore, the items are solicited competitively.

Schedule G: Miscellaneous Service Contracts

New York City Transit

Item Number: 3

Vendor Name (Location) Clever Devices LTD (Woodbury, New York)	**Contract Number** W32573 / **Renewal?** ☒ Yes ☐ No
Description Software Warranty, Maintenance and Support Services for Clever Devices Intelligent Vehicle Network System	**Total Amount (Including Options):** $17,623,963
Contract Term (Including Options, if any) January 1, 2021–December 31, 2024	**Funding Source** ☒ Operating ☐ Capital ☐ Federal ☐ Other:
Option(s) included in Total Amount? ☐ Yes ☐ No ☒ n/a	**Requesting Dept./Div., Dept./Div. Head Name** Department of Buses, Craig Cipriano
Procurement Type ☐ Competitive ☒ Noncompetitive	
Solicitation Type ☐ RFP ☐ Bid ☒ Other: Sole Source	

Discussion:

It is requested that the Board declare, pursuant to the All-Agency Service Contract Procurement Guidelines, that a competitive selection process is inappropriate due to the existence of a single responsible source, and approve the award of a four-year noncompetitive miscellaneous service contract to Clever Devices LTD ("Clever Devices") for the provision of software maintenance and support services related to the Intelligent Vehicle Network ("IVN") system in the estimated total amount of $17,623,963. Clever Devices is the manufacturer of the hardware and software and does not have any authorized agents to provide the required items and services.

The IVN system was originally purchased by NYC Transit and MTA Bus Company ("MTABC") in 2008 through a sole-source procurement in order to address concerns associated with the active high-temperature regeneration exhaust process (used on buses with EPA 2007 and later-model diesel engines) which generates extremely high exhaust temperatures. After extensive analysis and evaluation, NYC Transit and MTABC strategically determined to use the IVN system to automatically disable and enable the regeneration process based on geographic location. The IVN system was also used to provide automated public service announcements and assist in the development of maintenance strategies through the collection and upload of data from key systems (e.g., engine, transmission, multiplex, exhaust system controls, hybrid propulsion system, brakes, doors, air conditioning and electrical) when buses return to the depot. In 2016, the IVN system was modified by Clever Devices at the request of NYC Transit to make it an open platform onto which NYC Transit and MTABC have subsequently installed applications developed by the NYC Transit and its third-party developers (e.g. Traffic Signal Priority and Automated Passenger Counters). It should also be noted that the IVN system is interconnected with the New Bus Radio System and the New Fare Payment System, both of which are currently being deployed across the entire bus fleet.

Since 2008, specifications for all new buses purchased for NYC Transit and MTABC have included the IVN system. As of October 7, 2020, there were 4,792 buses in service equipped with the IVN system. It is anticipated that the entire fleet will be outfitted with IVN units by the end of 2021 through the New Bus Radio System project and new buses deliveries.

This contract requires Clever Devices to provide software maintenance, system configuration and optimization services as well as field and hardware support services. In addition, Clever Devices will provide Open IVN application certification, deployment and software maintenance services; the Open IVN software platform allows NYC Transit and MTABC to leverage the existing computer hardware and software platform for use by competitively procured or NYC Transit developed third-party software applications for emerging technologies. Clever Devices will also provide the software development services required to create custom views in the Computer Aided Dispatch software being delivered with the New Bus Radio System in order to mimic the functionality of the existing software utilized by dispatchers to track the location of buses in revenue service.

Clever Devices submitted its initial proposal, which included the existing scope of work as well as a number of enhancements and upgrades to the Computer-Aided Dispatch / Automatic Vehicle Location system being delivered under the New Bus Radio System project. Procurement, NYC Transit – Department of Buses ("DOB"), and Clever Devices worked together to reduce and refine the scope of work in response to the ongoing fiscal crisis resulting in a number of enhancements and upgrades being deferred and/or eliminated. Following these revisions, Clever Devices submitted a proposal in the total amount of $19,254,884. Prior to negotiations, Clever Devices provided cost information for review by MTA's Internal Audit group. Negotiations were then conducted between Procurement, DOB, Clever Devices and the Cost Price Analysis Unit, which focused on general and administrative expenses, overhead, profit, and labor rates. Subsequent to these negotiations, Clever Devices submitted its Final Proposal in the amount of $17,623,963. The prices in this Final Proposal have been deemed fair and reasonable based on the combination of repeated negotiations resulting in price reductions, a cost review and recommendations by MTA Audit Services. Savings of $1,630,921 (8.5 percent) were achieved.

This contract is subject to review and approval of the Office of the New York State Comptroller, and an award will not be made prior to this approval.

Contracts

Stephen Plochochi, Senior Vice President, Contracts

The photo depicts new trackwork, including new railroad ties, contact rail and running rail, that was recently replaced as part of Phase 1 of the Mainline Track Replacement Program along the Staten Island Railway in 4 sections between Huguenot and Clifton Stations that was part of Contract T-80280.

PROCUREMENTS

The Procurement Agenda this month includes one procurement action for a proposed expenditure of $11.75M

Staff Summary

MTA Construction & Development

Subject	Request for Authorization to Award Various Procurement Actions
Department	Contracts
Department Head Name & Title	Steve Plochochi, Sr. Vice President
Department Head Signature	

Date: November 5, 2020

Board Action

Order	To	Date	Approval	Info	Other
1	NYCT & Bus Committee	11/18/2020	X		
2	Board	11/18/2020	X		

Internal Approvals

Approval		Approval
Executive Vice President & General Counsel		President
Deputy Chief Development Officer, Development		

PURPOSE

To obtain the approval of the Board to award one procurement action and, to inform the New York City Transit Committee of this procurement action.

DISCUSSION

MTA Construction & Development proposes to award a Ratification in the following category:

Schedules Requiring Majority Vote

K.	Ratification of Completed Procurement Actions	1	$11,750,000
	TOTAL	1	$11,750,000

Budget Impact:

The approval of the procurement action will obligate the capital funds in the amount listed. Funds are available in the capital budget for this purpose.

Recommendation:

The procurement action be approved as proposed. (The item is included in the resolution of approval at the beginning of the Procurement Section.)

MTA Construction & Development

BOARD RESOLUTION

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

WHEREAS, in accordance with the All Agency Procurement Guidelines, the Board authorizes the award of certain non-competitive miscellaneous service and miscellaneous procurement contracts, certain change orders to purchase, public work, and miscellaneous service and miscellaneous procurement contracts;

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

NOW, the Board resolves as follows:

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

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

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

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

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

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

NOVEMBER 2020

LIST OF RATIFICATIONS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

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

1. Tracks Unlimited LLC **$11,750,000** ***Staff Summary Attached***
Contract No. T-80280.16

MTA Construction and Development requests the Board ratify a retroactive modification to the contract for the replacement of an additional 7,187 linear feet of mainline track on the Staten Island Railway.

Schedule K - Ratification of Completed Procurement Actions
Staff Summary
Item Number: 1

Vendor Name (Location) Tracks Unlimited, LLC (Mountainside, NJ)	**Contract Number** T-80280	**AWO/Mod. #s** 16	
Description Mainline Track Rehabilitation and Clifton Yard Switch Reconfiguration in the Borough of Staten Island	**Original Amount:**	$	44,427,000
Contract Term (including Options, if any) December 28, 2018 – October 27, 2020	**Prior Modifications:**	$	730,277
	Prior Budgetary Increases:	$	0
Option(s) included in Total Amt? ☐Yes ☐ No ☒ N/A	**Current Amount:**	$	45,157,277
Procurement Type ☒ Competitive ☐ Noncompetitive			
Solicitation Type ☐ RFP ☐ Bid ☒ Other: Modification	**This Request:**	$	11,750,000
Funding Source ☐ Operating ☒ Capital ☐ Federal ☐ Other:	**% of This Request to Current Amt.:**		26%
Requesting Dept./Div., Dept./Div. Head Name: Delivery/Mark Roche	**% of Modifications (including This Request) to Original Amount:**		28%

Discussion:

This retroactive modification is for the replacement of an additional 7,187 linear feet of mainline track on the Staten Island Railway.

This contract is for the replacement of 22,889 linear feet of mainline track and for the reconfiguration of tracks in the Clifton Yard associated with the construction of the new Clifton Shop. The work includes installation of new tracks, hardwood crossties, switches, contact rails and ducts.

This contract represents the first of two phases for the replacement of mainline track on the Staten Island Railway in order to maintain a State of Good Repair. Contract T-80282 (Phase II) includes the replacement of an additional 50,089 linear feet of mainline track. The design-build package for the contract is currently in development and anticipated to be awarded in the fourth quarter of 2021, assuming funding availability.

This modification will accelerate 7,187 linear feet of the most critical sections of the mainline track from Phase II, leaving the balance for replacement by in-house forces or other third-party contractors as funding becomes available. Advancing this work by Modification will permit this critical work to start approximately 18 months earlier with an experienced contractor that has an effective team and equipment already mobilized in place. In addition, performing this work during the current period of lower ridership will reduce the inconvenience to the riding public.

The contractor submitted a cost proposal of $12,154,073. Negotiations resulted in the agreed upon lump sum price of $11,750,000 which has been determined to be fair and reasonable. This agreement also includes an excusable and non-impactable time extension extending the Substantial Completion Date from October 27, 2020 to September 30, 2021.

The President approved a retroactive waiver to procure long-lead track materials and the Contractor was issued a Directive to Proceed on October 27, 2020 for the not to exceed amount of $3,000,000.

Standard Follow-Up Report: Transit Adjudication Bureau, 3rd Quarter 2020

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

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

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

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

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

Transit Adjudication Bureau, Third Quarter 2020

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

- TAB violations issued in the third quarter of 2020 (Q3 2020) decreased by 94.0%, from 41,371 in 2019 to 2,479 in 2020.

- TAB received 6,333 payments in Q3 2020, a 74.0% decrease from the 24,312 received in Q3 2019. Direct payments decreased by 86.7% (from 22,118 to 2,941) compared to the third quarter of 2019. The number of third quarter payments received from state tax refunds increased from 2,194 in 2019 to 3,392 in 2020.

- Total revenue for Q3 2020 was 27.4% lower than in 2019 ($1,842,995 versus $2,539,454). Receipts from direct payments in Q3 2020 decreased by 85.9% ($296,313 compared to $2,104,957 in 2019). Receipts from state tax refunds for Q3 2020 relating to outstanding judgments from prior years totaled $552,922, representing an 64.3% increase from Q3 2019 state tax refund receipts of $336,567.

- TAB revenue for Q3 2020 exceeded expenses by $920,097. This compared to a margin of $1,288,779 for Q3 2019. Third quarter expenses decreased by 26.2% relative to 2019 ($922,898 compared to $1,250,675).

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

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

MTA New York City Transit
Transit Adjudication Bureau
Key Indicators
Third Quarter 2020

Indicator	3rd Qtr 2020	3rd Qtr 2019	ANNUAL TOTALS Y-T-D 2020	Y-T-D 2019
Issuance Data				
Violations Issued*	2,479	41,371	45,793	126,029
Payment Data				
Number of Payments	6,333	24,312	49,967	93,292
Regular	2,941	22,118	27,471	69,223
State Tax Refund**	3,392	2,194	22,496	24,069
Amount Paid	$849,235	$2,441,524	$6,402,254	$10,502,099
Regular	$296,313	$2,104,957	$2,637,158	$6,540,578
State Tax Refund	$552,922	$336,567	$3,765,096	$3,961,521
Average Payment	$134.10	$100.42	$128.13	$112.57
Yield per NOV	$342.57	$59.02	$139.81	$83.33
Revenue/Expense Data				
Revenue***	$1,842,995	$2,539,454	$7,393,405	$10,661,071
Expenses	$922,898	$1,250,675	$2,423,542	$3,615,023
Adjudications				
Total Cases Adjudicated	1,147	4,905	5,279	16,313

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

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

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

*** Q3 2020 revenue includes an MTA Bus Company payment of $1,028,124.12 pursuant to the Memorandum of Understanding.

Standard Follow-up Report: Fare Evasion, 1st Quarter 2020

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

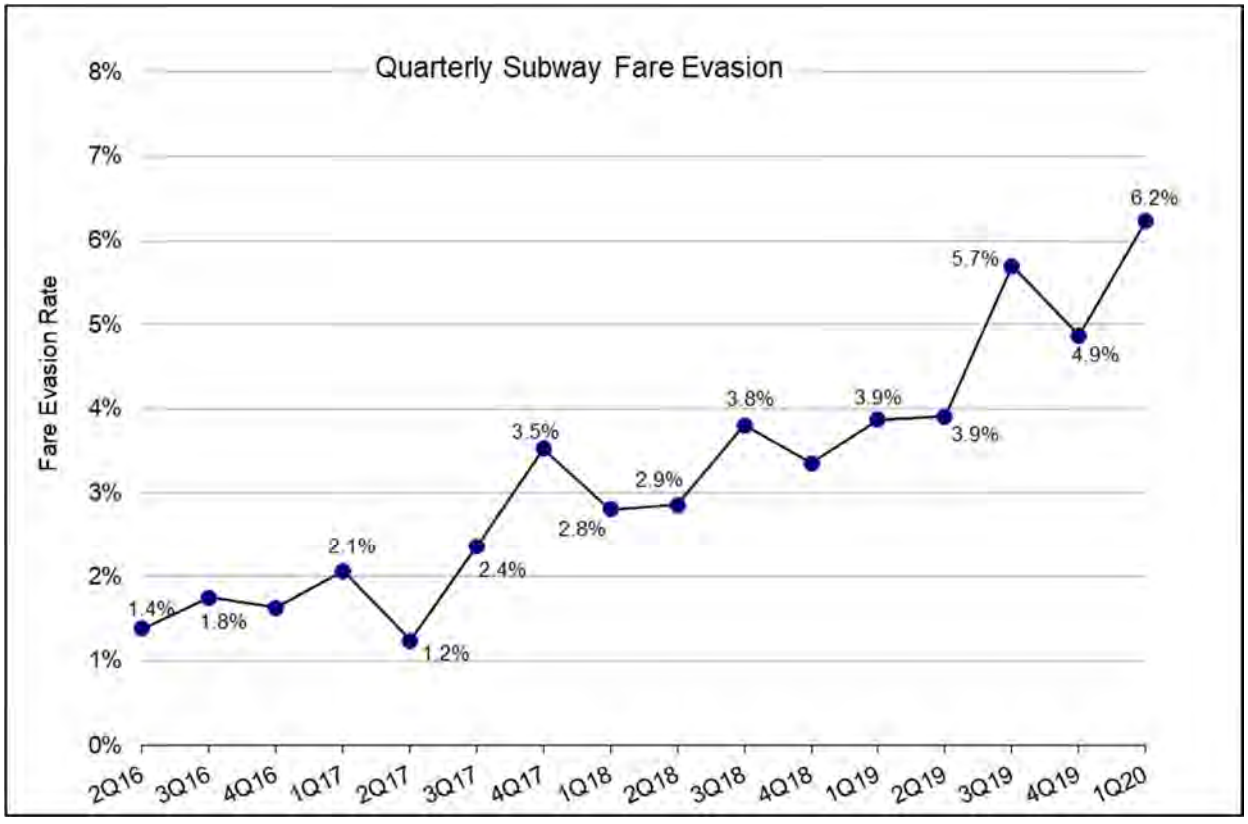
Subway Fare Evasion Results

Subway fare evasion in the first quarter of 2020 (Q1 2020) was 6.2%, which was up 27.9% compared to the previous quarter when it was 4.9%. The survey was incomplete in March in accordance with New York State's non-essential employees staying home directives.

Subway Fare Evasion Survey Summary

	Jan-Mar 2020 (1Q20)	Oct-Dec 2019 (4Q19)	Percentage Change (1Q20 vs 4Q19)	Jan-Mar 2019 (1Q19)	Percentage Change (1Q20 vs 1Q19)	12 Mo. Ending Mar 2020	12 Mo. Ending Mar 2019	Percentage Change
Total Subway Fare Evasion	6.2%	4.9%	+27.9%	3.9%	+61.0%	5.4%	3.5%	+54.8%
Estimated Fare Evasion Revenue Loss ($ Millions)	$36	$37	-2.7%	$24	+48.3%	$151	$82	+83.6%

Enforcement Actions								
TOS TABS Summonses	16,649	16,420	+1.4%	21,122	-21.2%	68,594	63,741	+7.6%
TOS C-Summonses	415	477	-13.0%	760	-45.4%	2,116	2,304	NA
TOS Arrests	372	543	-31.5%	1,145	-67.5%	2,341	4,453	-47.4%
Total Enforcement Actions	**17,436**	**17,440**	**-0.0%**	**23,027**	**-24.3%**	**73,051**	**70,498**	**+3.6%**

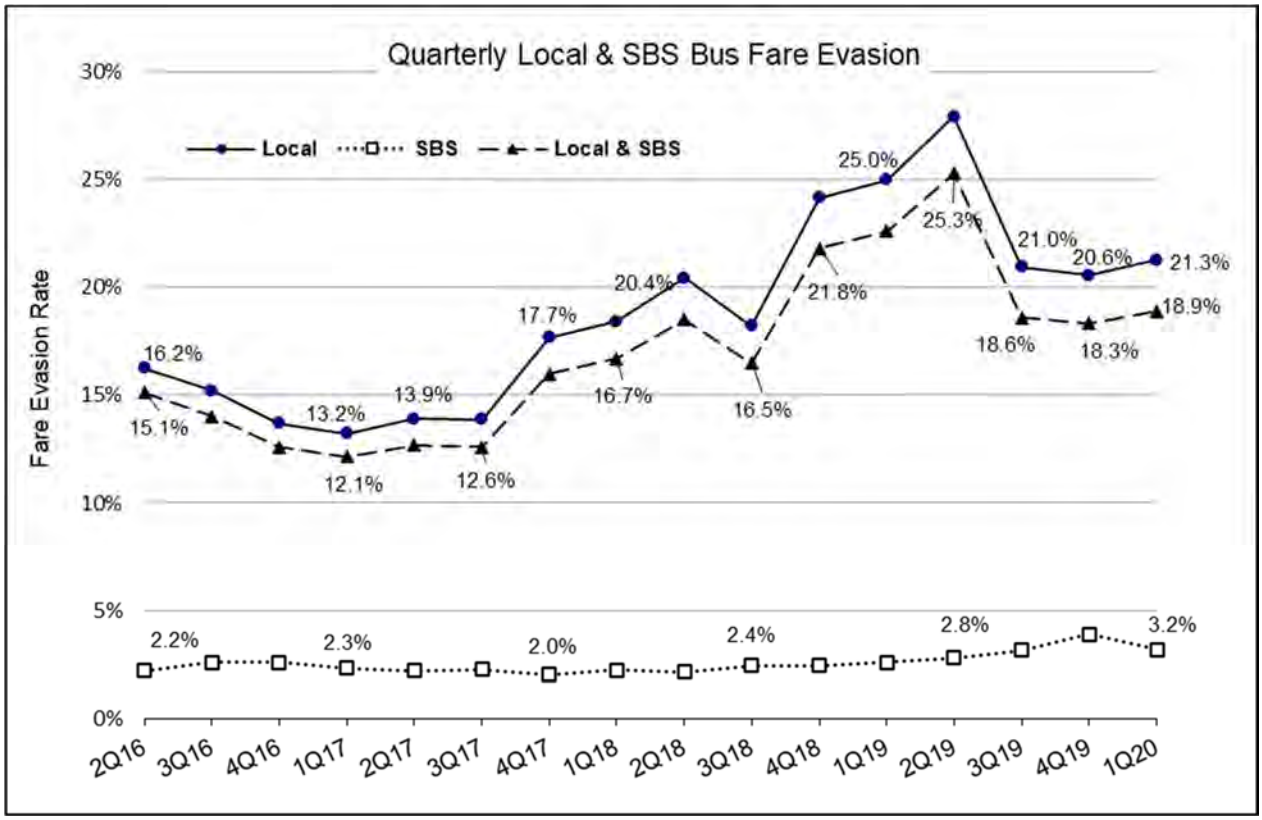


Bus Fare Evasion Results

The Bus fare evasion rate was 18.9% in Q1 2020, up 3.2% compared to the previous quarter when it was 18.3%. The survey was incomplete in March in accordance with New York State's non-essential employees staying home directives.

Bus Fare Evasion Survey Summary

Bus Fare Evasion	Jan-Mar 2020 (1Q20)	Oct-Dec 2019 (4Q19)	Percentage Change (1Q20 vs 4Q19)	Jan-Mar 2019 (1Q19)	Percentage Change (1Q20 vs 1Q19)	12 Mo. Ending Mar 2020	12 Mo. Ending Mar 2019	Percentage Change
Local Bus Evasion (Excl SBS)	21.3%	20.6%	+3.5%	25.0%	-14.9%	22.1%	22.0%	+0.5%
Select Bus Service (SBS) Evasion	3.2%	3.9%	-17.8%	2.6%	+23.2%	3.2%	2.4%	+34.7%
Total Local & SBS Bus Evasion	**18.9%**	**18.3%**	**+3.2%**	**22.6%**	**-16.4%**	**19.7%**	**19.9%**	**-0.9%**
Estimated Fare Evasion Revenue Loss ($ Millions)	$22	$30	-27.8%	$46	-52.2%	$136	$155	-12.1%



Standard Follow-up Report: Fare Evasion, 3rd Quarter 2020

This quarterly report provides fare evasion rates and estimated lost revenue on subways based on staff surveys of stations. There is no bus report this quarter due to pandemic constraints.

Subway Fare Evasion Results

Subway fare evasion in the third quarter of 2020 (Q3 2020) was 13.6%, compared to the 6.2% rate in the 1st quarter (no data was collected during the 2nd quarter due to the pandemic). Calculating and comparing the fare evasion rates this year is problematic due to the dramatic loss of ridership and the demographic of riders – which was approximately 25% of the level in Q3 2019. This challenge was exacerbated by the loss of employment with the service industry employees and police reform efforts. The Q3 revenue loss was estimated as $38M.

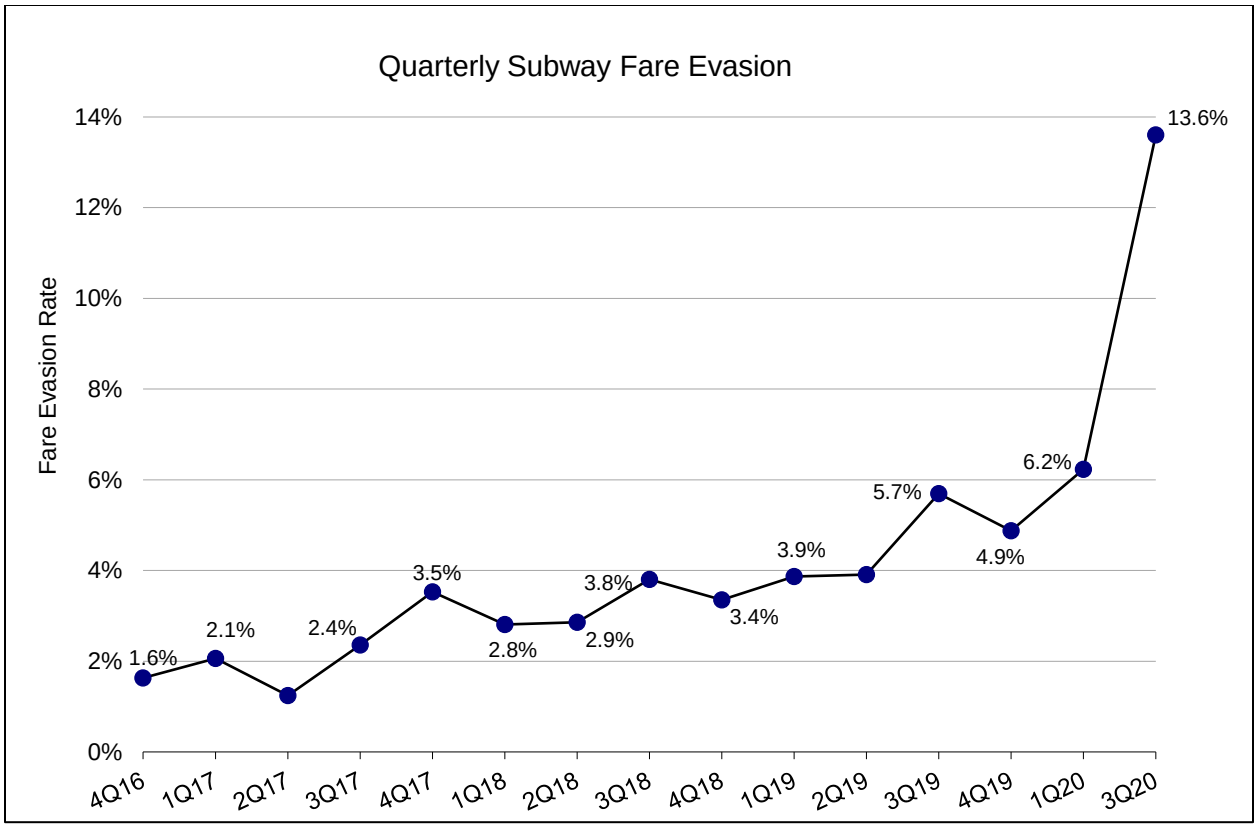
Subway Fare Evasion Survey Summary

	Jul-Sep 2020 (3Q20)*	Jan-Mar 2020 (1Q20)**
Total Subway Fare Evasion	13.6%	6.2%
Estimated Fare Evasion Revenue Loss ($ Millions)	$38	$36
Enforcement Actions		
TOS TABS Summonses	978	817
TOS C-Summonses	7	25
TOS Arrests	11	27
Total Enforcement Actions	**996**	**869**

*Jul-Sep 2020 (3Q20): Margin of error was +/- 1.08%

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

** March survey was incomplete in accordance with New York State's non-essential employees staying home directive.


Quarterly Subway Fare Evasion
Fare Evasion Rate
14%
12%
10%
8%
6%
4%
2%
0%
1.6%
2.1%
2.4%
3.5%
2.8%
2.9%
3.8%
3.4%
3.9%
5.7%
4.9%
6.2%
13.6%
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3Q20

New York City Transit

Sarah Feinberg
Interim President
New York City Transit

Bus Company

Craig Cipriano
President
MTA Bus Company

2 Broadway
New York, NY 10004-2207