



Transit and Bus Committee Meeting

March 2021

Committee Members

H. Mihaltses (Chair)

V. Calise (Vice Chair)

A. Albert

J. Barbas

N. Brown

L. Cortès-Vázquez

R. Glucksman

D. Jones

L. Lacewell

R. Linn

D. Mack

R. Mujica

J. Samuelsen

L. Schwartz



A new COVID-19 vaccination site for MTA employees opened in Brooklyn at NYCT's 130 Livingston St. on February 24, with the ability to vaccinate up to 200 employees per day. This is in addition to the 100 transit workers per day that have been receiving the vaccine at the Jacob K. Javits Center. Approximately 10,000 MTA employees received a vaccination to date.

New York City Transit and Bus Committee Meeting
2 BROADWAY, 20TH FLOOR BOARD ROOM NEW YORK, NY 10004

Wednesday, 3/17/2021
10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS (none)

3. APPROVAL OF MINUTES – FEBRUARY 18, 2021

Minutes - February 18, 2021 - Page 4

4. COMMITTEE WORK PLAN

March 2021 Work Plan - Page 5

5. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 13

ii. NYCT, MTA Bus Report

Bus Report - Page 40

iii. Paratransit Report

Paratransit Report - Page 62

iv. Accessibility Update

Accessibility Update - Page 76

v. Strategy & Customer Experience

Strategy and Customer Experience Report - Page 77

b. Safety Report

Safety Report - Page 83

c. Crime Report

Crime Report - Page 88

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

NYCT, SIR, MTA Bus Financial & Ridership Reports - Page 96

e. Capital Program Status Report

Capital Program Status Report - Page 145

6. PROCUREMENTS

a. Non-Competitive (none)

b. Competitive (none)

c. Ratifications (none)

7. OUTSTANDING BUSINESS (No Materials)

8. CONTACT INFORMATION

Contact Page - Page 150

**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
February 18, 2021**

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 February 18, 2021, which included the following committees:

- Long Island Rail Road and Metro-North Railroad;
- New York City Transit;
- MTA Bridges and Tunnels;
- Finance;
- Capital Program Oversight, and;
- Diversity

To see a summary of the meeting and the actions taken by New York City Transit and Bus Committee, please refer to the February 2021 Board minutes in the March 2021 Board Book available here on the Board materials website: <https://new.mta.info/transparency/> - board-and-committee-meetings/March-2021.

2021 Proposed 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

March 2021

No Items

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
Quarterly Customer Satisfaction Report, 1st Qtr, 2021	Strategy & Customer Experience
Transit Recidivism Report, 4th Qtr, 2020	Law

May 2021

Transit Adjudication Bureau Report, 1st Qtr, 2021	Management & Budget
Fare Evasion Report, 1st Qtr, 2021	Management & Budget

June 2021

NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2021	EEO & Human Resources
Transit Recidivism Report, 1st Qtr, 2021	Law

July 2021

Quarterly Customer Satisfaction Report, 2nd Qtr, 2021	Strategy & Customer Experience
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August 2021

No Meetings Held

II. SPECIFIC AGENDA ITEMS (con't)

Responsibility

September 2021

Public comment/Committee review of budget	Management & Budget
2021 NYCT 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
Transit Recidivism 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

November 2021

Transit Adjudication Bureau Report, 3rd Qtr, 2021	Law
Charter for Transit Committee	Corporate Compliance
Fare Evasion Report, 3rd Qtr, 2021	Management & Budget

December 2021

NYCT 2022 Adopted Budget/Financial Plan 2022-2025	Management & Budget
SIR 2022 Adopted Budget/Financial Plan 2022-2025	Management & Budget
MTA Bus 2022 Adopted Budget/Financial Plan 2022-2025	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2021	EEO & Human Resources
Transit Recidivism Report, 3rd Qtr, 2021	Law

January 2022

Approval of 2022 NYCT Committee Work Plan	Committee Chair & Members
Preliminary Review of NYCT 2021 Operating Results	Management & Budget
Preliminary Review of SIR 2021 Operating Results	Management & Budget
Preliminary Review of MTA Bus 2021 Operating Results	Management & Budget

February 2022

NYCT Adopted Budget/Financial Plan 2022-2025	Management & Budget
SIR Adopted Budget/Financial Plan 2022-2025	Management & Budget
MTA Bus Adopted Budget/Financial Plan 2022-2025	Management & Budget
ADA Compliance Report	Capital Program Management
Transit Adjudication Bureau Report, 4th Qtr, 2021	Law
NYCT & MTA Bus EEO & Diversity Report, 2021 Yr End Rpt	EEO & Human Resources
Fare Evasion Report, 4th Qtr, 2021	Management & Budget

2021 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

MARCH 2021

No Items

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.

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.

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.

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.

JUNE 2021

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.

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

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.

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.

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.

II. SPECIFIC AGENDA ITEMS

EEO & Diversity Report, 2nd 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.

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, 3rd Qtr, 2021

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.

NOVEMBER 2021

Transit Adjudication Bureau Report, 3rd 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, 3rd 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.

Charter for Transit Committee

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

DECEMBER 2021

NYCT 2022 Adopted Budget/Financial Plan 2022-2025

NYCT will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2022-2025 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 2022 Adopted Budget/Financial Plan 2022-2025

SIR will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2021-2025 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.

II. SPECIFIC AGENDA ITEMS

MTA Bus 2021 Adopted Budget/Financial Plan 2022-2025

MTA Bus will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2022-2025 reflecting the out-year impact of any changes incorporated into the 2022 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

EEO & Diversity Report, 3rd 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.

Transit Recidivism Report, 3rd 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.

JANUARY 2022

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.

Preliminary Review of NYCT's 2021 Operating Results

NYCT will present a brief review of its 2021 Budget results.

Preliminary Review of SIR 2021 Operating Results

SIR will present a brief review of SIR's 2021 Budget results.

Preliminary Review of MTA Bus 2021 Operating Results

MTA Bus will present a brief review of its 2021 Budget results.

FEBRUARY 2022

Adopted Budget/Financial Plan 2022-2025

NYCT will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2022-2025 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 2022 by category.

SIR Adopted Budget/Financial Plan 2022-2025

NYCT will present SIR's revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2022-2025 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 2022 by category.

II. SPECIFIC AGENDA ITEMS

MTA Bus Adopted Budget/Financial Plan 2022-2025

MTA Bus will present its revised 2022-2025 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2022-2025 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.

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, 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- 2021 Year-End Report

A detailed year-end 2021 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.

Fare Evasion Report, 4th 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.

Customer Service Report: Subways

Demetrius Crichlow, Acting Executive Vice President & Chief Operating Officer
David Santoro, Acting Executive Vice President, Strategy & Customer Environment



February 2021 was the eighth snowiest February on record, with 26 inches of snow falling on 13 days during the month. Subways and Staten Island Railway crews worked tirelessly to prepare for these storms, clear snow from tracks and other equipment, and ensure customers had safe access to stairways and platforms. Here, snow is being removed to create a safe path to the Annadale station on Staten Island Railway.

March 2021 Highlights: Subways

February 2021 was one of the snowiest months in recent memory. Five separate storms dropped 26 inches of snow on 13 days during the month. There were 24 consecutive days with at least an inch of snow on the ground, and 16 days with below-normal temperatures. The Subways team once again stepped up and worked tirelessly to prepare for and respond to these conditions. Some examples of the extraordinary efforts included:

- Preparing snow-fighting equipment by converting work trains normally used for construction
- Ensuring station stairways, outdoor platforms, and walkways were salted ahead of the storm
- Deploying thousands of workers across the system to shovel snow as it accumulated
- Keeping trains moving as long as possible to prevent accumulation of snow on the tracks
- Using snow throwers and de-icers to remove snow as necessary
- Removing snow and ice build-up in switches and other equipment
- Continuously monitoring conditions to ensure safe operation
- Clearing pathways to and from stations during and after each storm to prevent icy conditions

Despite the weather challenges, February 2021 performance metrics were strong, including weekday on-time performance of 84.8%. Although major incidents increased compared to last February and recent months, at least nine of these incidents were either directly or indirectly related to winter weather.

We are also extremely pleased that the subway is now closer to 24-hour service, with the overnight shutdown to customers reduced to 2-4am as of February 22nd. Early indications are that late night customers are returning to the system, with approximately 11,000 daily riders entering the system after 1am and before 5am, only days after beginning the expanded hours. Ridership also increased at other times of day, including the late evening and early morning. Most importantly, we have maintained the same level of cleaning and disinfecting of subway cars and stations even with this expansion of service.

In addition, our unprecedented efforts against COVID-19 continue. Over the past year, our teams have worked around-the-clock to sanitize subway cars over 5.3 million times and stations over 164,000 times. Signage and announcements remind customers to always wear their mask in the system, ask for a free mask at station booths, social distance when possible, and use hand sanitizer dispensers in stations. For our employees, we also continue to sanitize employee facilities, provide masks and other PPE, and continue to reinforce COVID policies and procedures and conduct thorough contact tracing. We've also ramped up our efforts to inform employees about the new COVID vaccines and work to schedule them at dedicated times at the Javits Center and at our newly opened MTA-dedicated vaccination site at 130 Livingston.

Our Subways team members continue to show incredible dedication and professionalism in operating one of the largest subway systems in the world, despite weather, COVID, and countless other daily challenges. We are proud of them and can't thank them enough for everything they do to keep New York moving.

Demetrius Crichlow

Acting Executive Vice President and Chief Operating Officer

David Santoro

Acting Executive Vice President, Strategy & Customer Environment

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	February 2021			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	44	33	+33.3%	27.8	42.3	-34.3%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	90.5%	96.4%	-5.9%	96.0%	96.6%	-0.6%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:38	0:01:09	+0:00:29	0:01:11	0:01:11	0:00:00
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:16	0:00:36	-0:00:20	0:00:04	0:00:42	-0:00:38
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	83.1%	85.0%	-1.9%	85.8%	84.8%	+1.0%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of incidents attributed to car-related causes	144,455	136,472	+5.8%	148,867	130,866	+13.8%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	95.3%	96.1%	-0.8%	96.9%	96.2%	+0.7%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	91.4%	91.1%	+0.3%	92.4%	89.1%	+3.3%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	68.1%	74.7%	-6.6%	75.1%	75.1%	0.0%
Weekday Terminal On-Time Performance (Chart 17)	84.8%	82.7%	+2.1%	88.8%	81.3%	+7.5%
Weekday Trains Delayed (Chart 19)	21,783	26,928	-19.1%	14,290	32,449	-56.0%

* 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.

Change values for time- and percentage-based metrics are calculated as absolute values. All other change values are calculated as percentage changes.

Due to the underground-only service plan, delays and OTP are not reported for service after 2 PM on February 1, 2021.

The 12 month rolling averages for SD, APT, ATT, and CJTP have been changed from a straight average of the monthly value for the past 12 months to a weighted rolling average.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	February 2021			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	6	4	+50.0%	5.2	4.3	+20.9%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	95.0%	97.8%	-2.8%	96.0%	98.4%	-2.4%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	78.5%	83.4%	-4.9%	79.1%	82.3%	-3.2%
Weekend Terminal On-Time Performance (Chart 18)	88.0%	87.5%	+0.5%	88.3%	84.8%	+3.5%
Weekend Trains Delayed (Chart 20)	5,991	8,299	-27.8%	5,407	8,903	-39.3%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	February 2021			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	94.9%	98.4%	-3.5%	97.2%	95.8%	+1.4%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	96.1%	99.2%	-3.1%	97.8%	97.9%	-0.1%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	92.1%	99.0%	-6.9%	97.1%	93.9%	+3.2%
Percentage of Completed Trips						
Percentage of Completed Trips	99.0%	99.9%	-0.9%	99.8%	99.7%	+0.1%
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of incidents attributed to car-related causes	29,507	95,048	-69.0%	42,612	70,417	-39.5%

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

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.

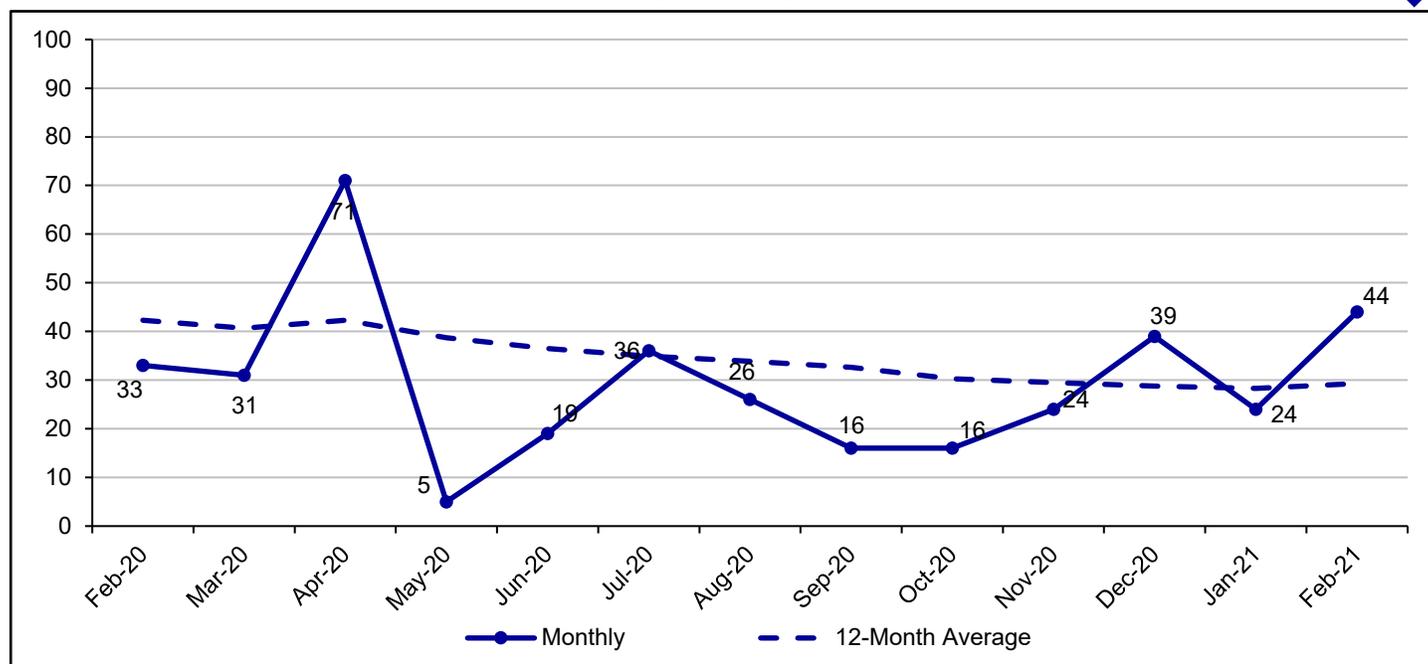
Customer Journey Time Performance (CJTP)

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



Categories	Monthly			12-Month Average		
	Feb 21	Feb 20	% Change	Feb 21	Feb 20	% Change
Track	4	4	0.0%	2.5	6.6	-62.1%
Signals	12	11	+9.1%	8.7	13.9	-37.4%
Persons on Trackbed/Police/Medical	12	11	+9.1%	8.1	10.8	-25.0%
Stations & Structures	4	1	+300.0%	0.9	1.5	-40.0%
Subway Car	4	2	+100.0%	2.0	3.7	-45.9%
Other	8	4	+100.0%	5.6	5.8	-3.4%
Subdivision A	18	16	+12.5%	12.1	19.8	-38.9%
Subdivision B	26	17	+52.9%	15.7	22.4	-29.9%
Systemwide	44	33	+33.3%	27.8	42.3	-34.3%
Avg Incident Duration (h:mm:ss)	0:27:36	0:31:30	-12.4%	0:28:00	0:18:29	+51.4%
Avg Trains Delayed per Incident	157	100	+57.0%	116	107	+8.4%

Major Incidents Discussion

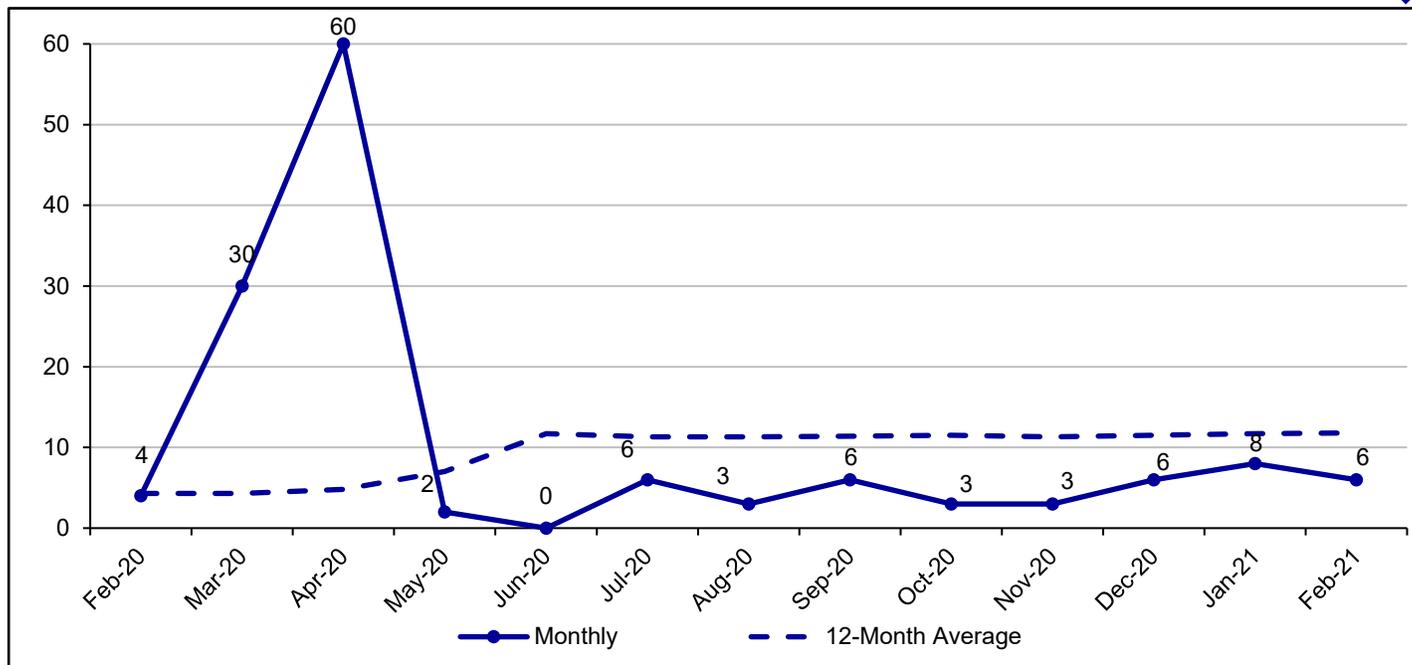
- Major Incidents worsened by 33.3% in February 2021 compared to February 2020, and the 12-month average improved by 34.3%.
- Although major incidents increased compared to last February and recent months, at least nine of these incidents were either directly or indirectly related to winter weather.

Note: 12-month category averages do not include the months of March and April 2020.

Chart 1

Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Feb 21	Feb 20	% Change	Feb 21	Feb 20	% Change
Track	0	1	-100.0%	0.3	0.3	0.0%
Signals	3	1	+200.0%	1.4	0.8	+75.0%
Persons on Trackbed/Police/Medical	1	1	0.0%	1.9	1.1	+72.7%
Stations & Structure	0	0	N/A	0.1	0.1	0.0%
Subway Car	0	0	0.0%	0.1	0.2	-50.0%
Other	2	1	+100.0%	1.4	1.9	-26.3%
Subdivision A	0	2	-100.0%	1.9	1.9	0.0%
Subdivision B	6	2	+200.0%	3.3	2.4	+37.5%
Systemwide	6	4	+50.0%	5.2	4.3	+20.9%
Avg Incident Duration (h:mm:ss)	0:11:42	0:07:30	+56.0%	0:20:00	0:24:54	-19.7%
Avg Trains Delayed per Incident	89	63	+41.3%	103	105	-1.9%

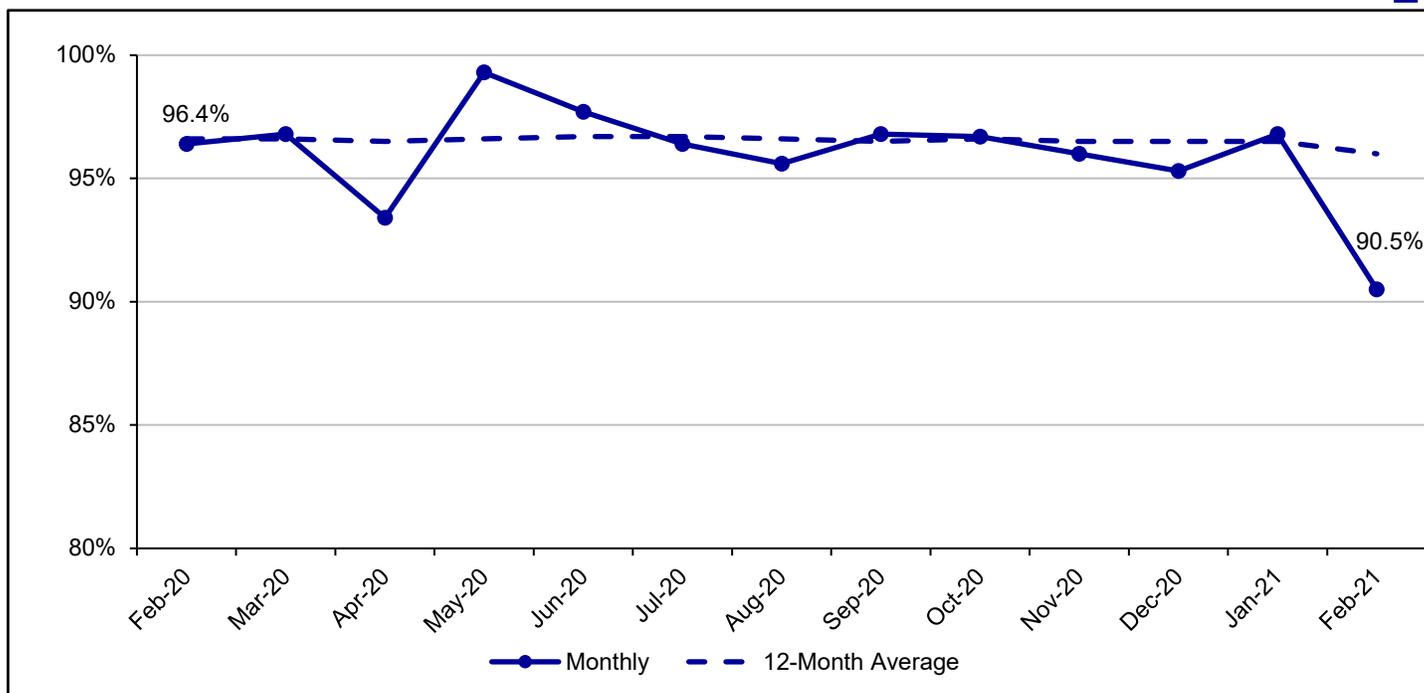
Major Incidents Discussion

- Major incidents increased by two in February 2021 compared to February 2020.

Note: 12-month category averages do not include the months of March and April 2020.

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	Change	Feb 21	Feb 20	Change
Subdivision A	89.4%	97.0%	-7.6%	95.8%	96.3%	-0.5%
Subdivision B	91.3%	96.0%	-4.7%	96.1%	96.8%	-0.7%
Systemwide	90.5%	96.4%	-5.9%	96.0%	96.6%	-0.6%

Weekday Service Delivered Discussion

- Service Delivered in February 2021 worsened by 5.9% compared to February 2020, and the 12-month average worsened by 0.6%.
- The worsened Service Delivered was mostly due to the winter weather, which affected service on several days during the month.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend

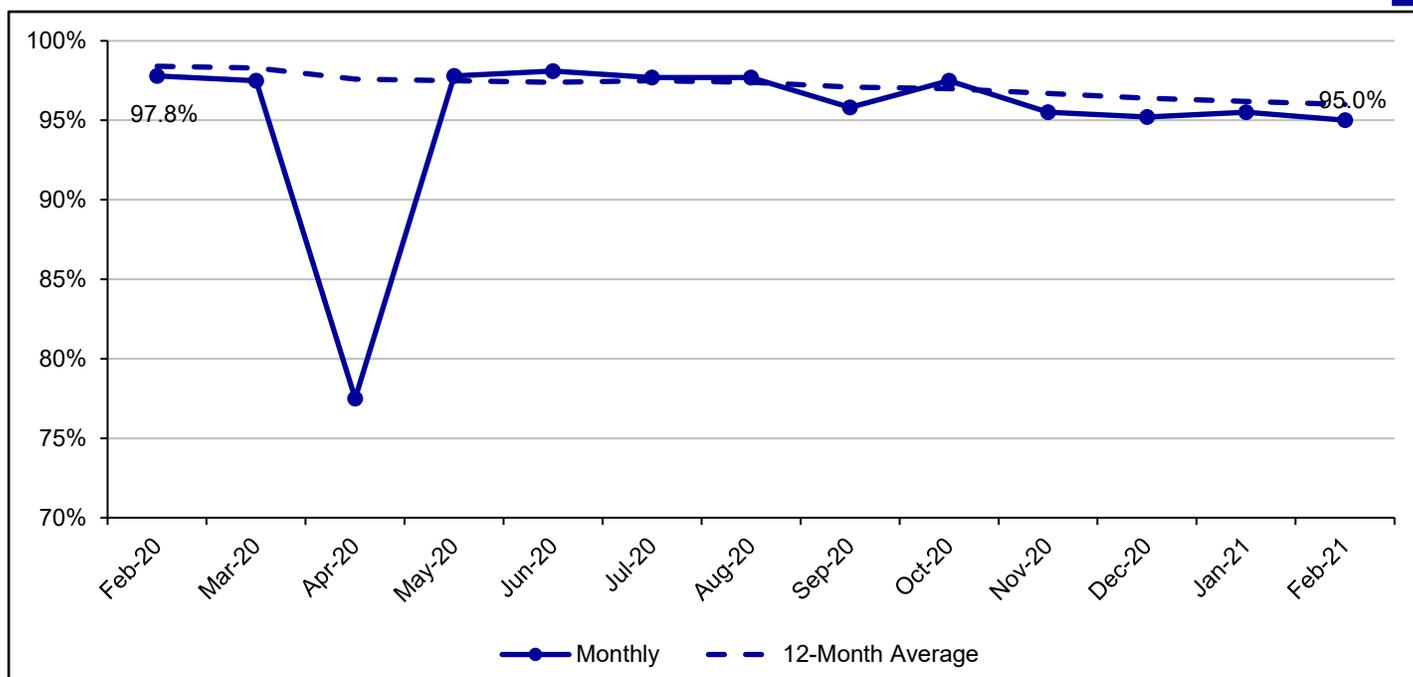


<u>Line</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
1	88.9%	99.2%	-10.3%
2	88.7%	98.3%	-9.6%
3	90.2%	98.5%	-8.3%
4	89.1%	95.1%	-6.0%
5	86.7%	94.9%	-8.2%
6	88.2%	95.6%	-7.4%
7	89.6%	97.8%	-8.2%
S 42nd	99.8%	98.2%	+1.6%
Subdivision A	89.4%	97.0%	-7.6%
A	86.3%	94.7%	-8.4%
B	86.4%	94.7%	-8.3%
C	91.2%	95.9%	-4.7%
D	93.0%	96.8%	-3.8%
E	95.1%	96.1%	-1.0%
F	96.4%	97.2%	-0.8%
S Fkln	95.6%	98.8%	-3.2%
G	96.1%	96.8%	-0.7%
S Rock	98.1%	100.2%	-2.1%
JZ	96.3%	97.7%	-1.4%
L	92.7%	96.8%	-4.1%
M	89.8%	95.0%	-5.2%
N	88.4%	94.6%	-6.2%
Q	88.5%	96.7%	-8.2%
R	92.6%	94.9%	-2.3%
W	86.4%	93.7%	-7.3%
Subdivision B	91.3%	96.0%	-4.7%
Systemwide	90.5%	96.4%	-5.9%

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	% Change	Feb 21	Feb 20	% Change
Subdivision A	93.5%	97.8%	-4.3%	94.8%	98.2%	-3.4%
Subdivision B	96.3%	97.8%	-1.5%	96.7%	98.5%	-1.8%
Systemwide	95.0%	97.8%	-2.8%	96.0%	98.4%	-2.4%

Weekend Service Delivered Discussion

- Service Delivered in February 2021 worsened by 2.8% compared to February 2020, and the 12-month average worsened by 2.4%.

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

Desired trend 

<u>Line</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>% Change</u>
1	92.2%	99.3%	-7.1%
2	93.7%	96.6%	-2.9%
3	92.6%	99.5%	-6.9%
4	91.0%	96.2%	-5.2%
5	96.5%	98.4%	-1.9%
6	87.5%	98.2%	-10.7%
7	97.9%	98.3%	-0.4%
S 42nd	97.1%	98.0%	-0.9%
Subdivision A	93.5%	97.8%	-4.3%
A	95.1%	97.5%	-2.4%
C	93.2%	95.9%	-2.7%
D	96.5%	97.4%	-0.9%
E		99.7%	N/A
F		96.4%	N/A
S Fkln	99.9%	99.1%	+0.8%
G	97.0%	98.2%	-1.2%
S Rock	100.0%	100.6%	-0.6%
J	97.2%	98.3%	-1.1%
L	95.5%	99.2%	-3.7%
M	97.0%	97.8%	-0.8%
N	96.9%	99.1%	-2.2%
Q	95.5%	96.5%	-1.0%
R	98.3%	98.4%	-0.1%
Subdivision B	96.3%	97.8%	-1.5%
Systemwide	95.0%	97.8%	-2.8%

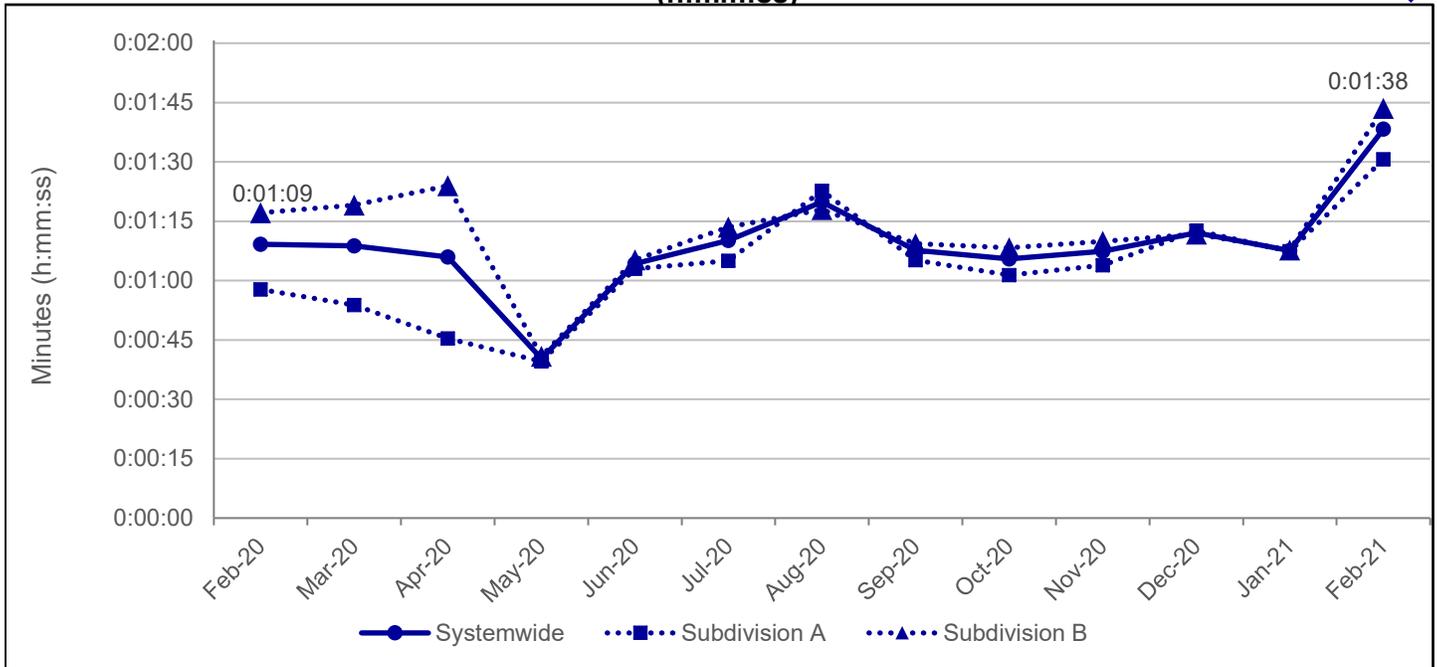
Notes:

B and W lines do not operate on weekends.

The E and F Lines were excluded from February 2021 due to planned service changes.

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

Desired trend ↓



	Monthly			12-Month Average		
	Feb 21	Feb 20	Change	Feb 21	Feb 20	Change
Subdivision A	0:01:31	0:00:58	+0:00:33	0:01:06	0:01:05	+0:00:01
Subdivision B	0:01:44	0:01:17	+0:00:27	0:01:14	0:01:15	-0:00:01
Systemwide	0:01:38	0:01:09	+0:00:29	0:01:11	0:01:11	+0:00:00

Additional Platform Time Discussion

- February 2021 APT worsened by 29 seconds compared to February 2020, and the 12-month average remained constant.
- The worsened APT was mostly due to longer wait times related to weather conditions that affected service during the month.

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

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

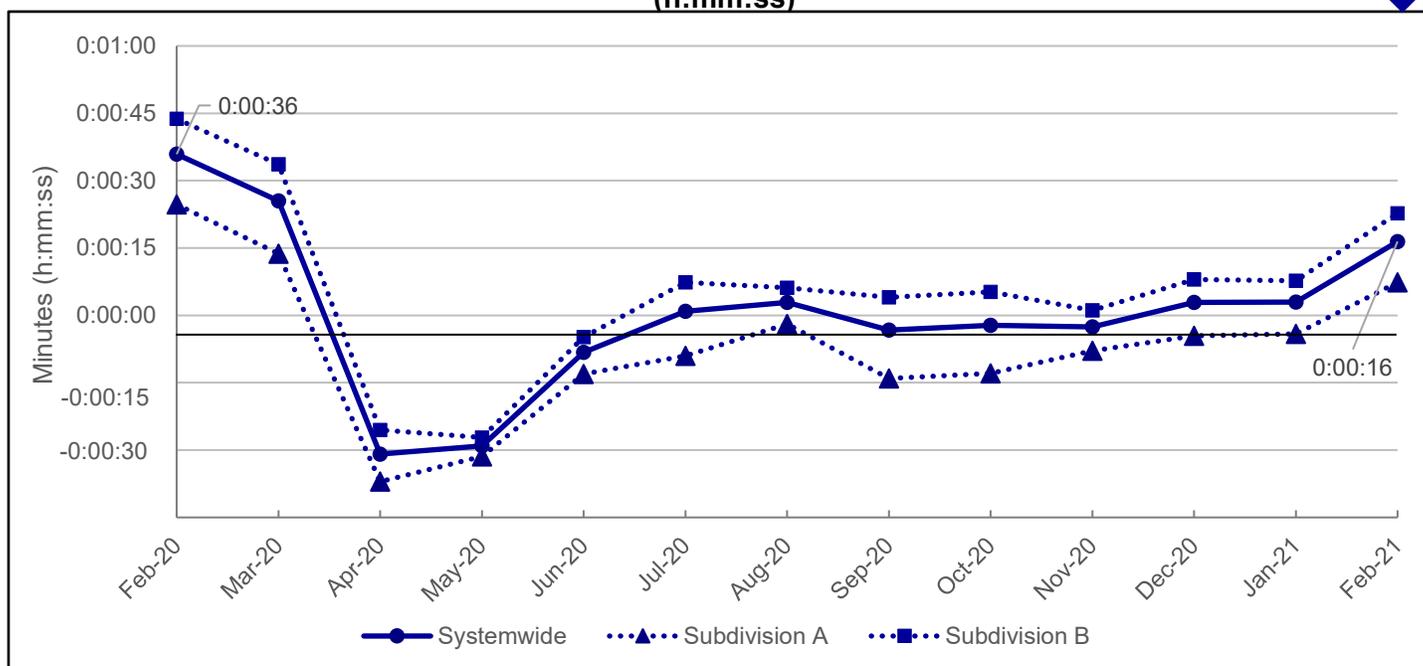
Desired trend



<u>Line</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
1	0:01:32	0:00:56	+0:00:36
2	0:01:59	0:01:05	+0:00:54
3	0:01:41	0:00:55	+0:00:46
4	0:01:23	0:01:01	+0:00:22
5	0:01:35	0:01:03	+0:00:32
6	0:01:27	0:01:02	+0:00:25
7	0:01:16	0:00:51	+0:00:25
S 42nd	0:00:29	0:00:27	+0:00:02
Subdivision A	0:01:31	0:00:58	+0:00:33
A	0:01:43	0:01:07	+0:00:36
B	0:02:25	0:01:33	+0:00:52
C	0:01:18	0:01:33	-0:00:15
D	0:02:16	0:01:29	+0:00:47
E	0:01:14	0:00:59	+0:00:15
F	0:01:03	0:01:13	-0:00:10
S Fkln	0:00:45	0:00:35	+0:00:10
G	0:01:06	0:01:18	-0:00:12
S Rock	0:00:33	0:00:20	+0:00:13
JZ	0:01:31	0:01:09	+0:00:22
L	0:01:05	0:01:11	-0:00:06
M	0:02:04	0:01:41	+0:00:23
N	0:02:09	0:01:16	+0:00:53
Q	0:02:36	0:01:21	+0:01:15
R	0:01:50	0:01:25	+0:00:25
W	0:01:51	0:00:54	+0:00:57
Subdivision B	0:01:44	0:01:17	+0:00:27
Systemwide	0:01:38	0:01:09	+0:00:29

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

Desired trend ↓



	Monthly			12-Month Average		
	Feb 21	Feb 20	Change	Feb 21	Feb 20	Change
Subdivision A	0:00:07	0:00:25	-0:00:18	-0:00:05	0:00:29	-0:00:34
Subdivision B	0:00:23	0:00:44	-0:00:21	0:00:10	0:00:50	-0:00:41
Systemwide	0:00:16	0:00:36	-0:00:20	+0:00:04	0:00:42	-0:00:38

Additional Train Time Discussion

- February 2021 ATT improved by 20 seconds compared to February 2020, and the 12-month average improved by 38 seconds.
- The worsened ATT compared to recent months was mostly due to slightly longer travel times as snowy and icy conditions slowed boarding and exiting on multiple days during the month.

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

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

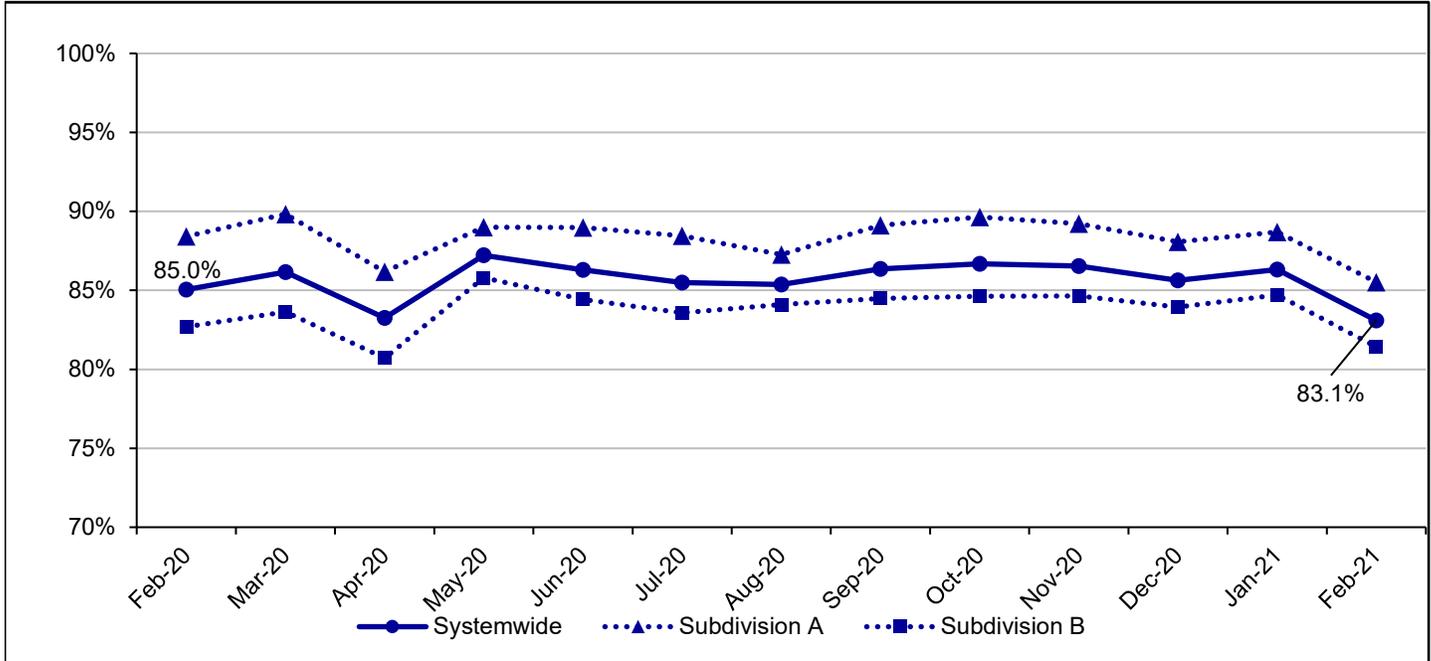
Desired trend



<u>Line</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
1	0:00:14	0:00:35	-0:00:21
2	-0:00:07	0:00:08	-0:00:15
3	-0:00:14	0:00:04	-0:00:18
4	-0:00:08	0:00:23	-0:00:31
5	-0:00:14	0:00:25	-0:00:39
6	0:00:22	0:00:37	-0:00:15
7	0:00:34	0:00:27	+0:00:07
S 42nd	0:00:09	0:00:09	+0:00:00
Subdivision A	0:00:07	0:00:25	-0:00:18
A	0:00:29	0:01:02	-0:00:33
B	0:00:56	0:01:21	-0:00:25
C	0:00:12	0:00:36	-0:00:24
D	0:00:56	0:01:11	-0:00:15
E	0:00:03	0:00:45	-0:00:42
F	-0:00:19	0:00:21	-0:00:40
S Fkln	0:00:03	0:00:02	+0:00:01
G	0:00:39	0:01:11	-0:00:32
S Rock	-0:00:09	-0:00:28	+0:00:19
JZ	0:00:46	0:00:54	-0:00:08
L	0:00:10	0:00:22	-0:00:12
M	0:00:06	0:00:25	-0:00:19
N	0:00:58	0:01:13	-0:00:15
Q	0:00:52	0:00:43	+0:00:09
R	-0:00:07	0:00:10	-0:00:17
W	-0:00:00	0:00:28	-0:00:28
Subdivision B	0:00:23	0:00:44	-0:00:21
Systemwide	0:00:16	0:00:36	-0:00:20

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

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	Change	Feb 21	Feb 20	Change
Subdivision A	85.5%	88.4%	-2.9%	88.6%	88.2%	+0.4%
Subdivision B	81.4%	82.7%	-1.3%	84.0%	82.4%	+1.6%
Systemwide	83.1%	85.0%	-1.9%	85.8%	84.8%	+1.0%

Weekday Customer Journey Time Performance Discussion

- February 2021 CJTP worsened by 1.9% compared to February 2020, and the 12-month average improved by 1.0%.
- The worsened CJTP was mostly due to weather conditions that affected service during the month.

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

Desired trend



<u>Line</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
1	86.6%	89.3%	-2.7%
2	82.9%	86.9%	-4.0%
3	85.6%	90.3%	-4.7%
4	84.8%	85.9%	-1.1%
5	85.2%	86.3%	-1.1%
6	86.8%	88.4%	-1.6%
7	85.4%	89.4%	-4.0%
S 42nd	96.7%	98.6%	-1.9%
Subdivision A	85.5%	88.4%	-2.9%
A	79.5%	82.0%	-2.5%
B	76.2%	77.2%	-1.0%
C	84.5%	82.9%	+1.6%
D	74.9%	78.4%	-3.5%
E	86.2%	84.5%	+1.7%
F	84.3%	84.3%	0.0%
S Fkln	95.9%	95.5%	+0.4%
G	83.7%	80.8%	+2.9%
S Rock	92.6%	94.3%	-1.7%
JZ	81.0%	82.7%	-1.7%
L	90.6%	89.9%	+0.7%
M	81.0%	80.9%	+0.1%
N	78.2%	81.0%	-2.8%
Q	76.8%	80.7%	-3.9%
R	80.2%	82.9%	-2.7%
W	86.5%	89.1%	-2.6%
Subdivision B	81.4%	82.7%	-1.3%
Systemwide	83.1%	85.0%	-1.9%

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)

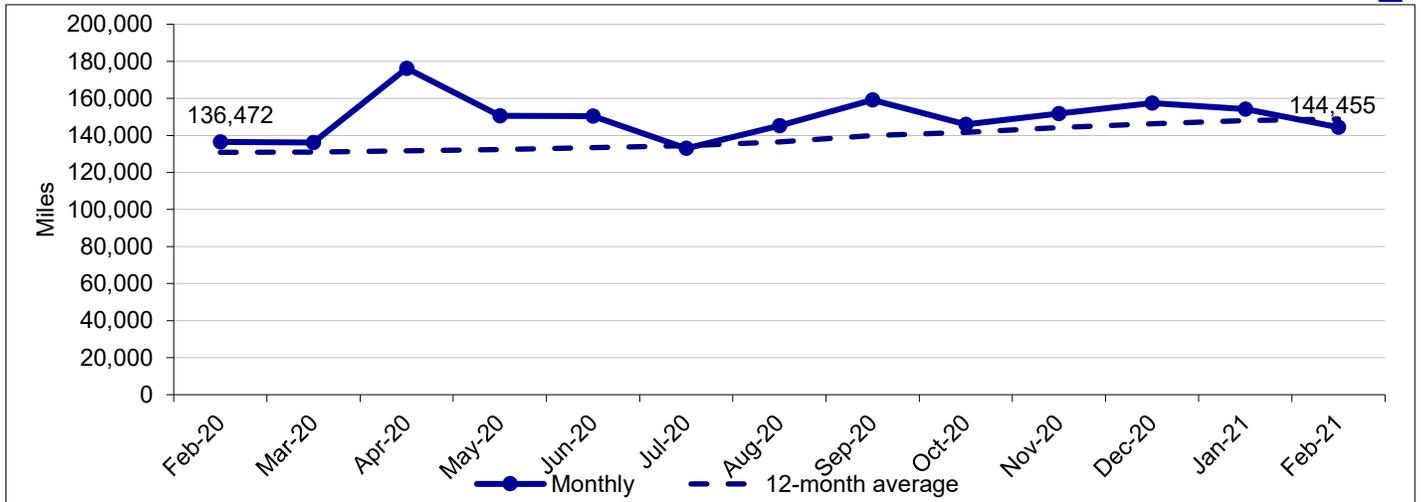
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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



	# of Cars	Monthly		% Change
		Feb '21	Feb '20	
Subdivision A	2,890	230,057	175,393	+31.2%
Subdivision B	3,565	113,449	117,584	-3.5%
Systemwide	6,455	144,455	136,472	+5.8%

Car Class	# of Cars	12-Month Average		% Change
		Feb '21	Feb '20	
R32	0		30,186	N/A
R42	0		27,445	N/A
R46	748	58,663	61,018	-3.9%
R62	315	212,098	213,691	-0.7%
R62A	824	160,004	113,921	+40.5%
R68	425	111,440	69,384	+60.6%
R68A	200	65,559	86,745	-24.4%
R142	1,025	281,678	233,142	+20.8%
R142A	220	129,594	124,424	+4.2%
R143	212	175,309	147,647	+18.7%
R160	1,662	300,407	266,986	+12.5%
R179	318	109,722	156,951	-30.1%
R188 - New	126	288,514	451,033	-36.0%
R188 - Conversion	380	313,123	258,218	+21.3%
Subdivision A	2,890	210,500	172,336	+22.1%
Subdivision B	3,565	122,704	111,432	+10.1%
Systemwide	6,455	148,867	130,866	+13.8%

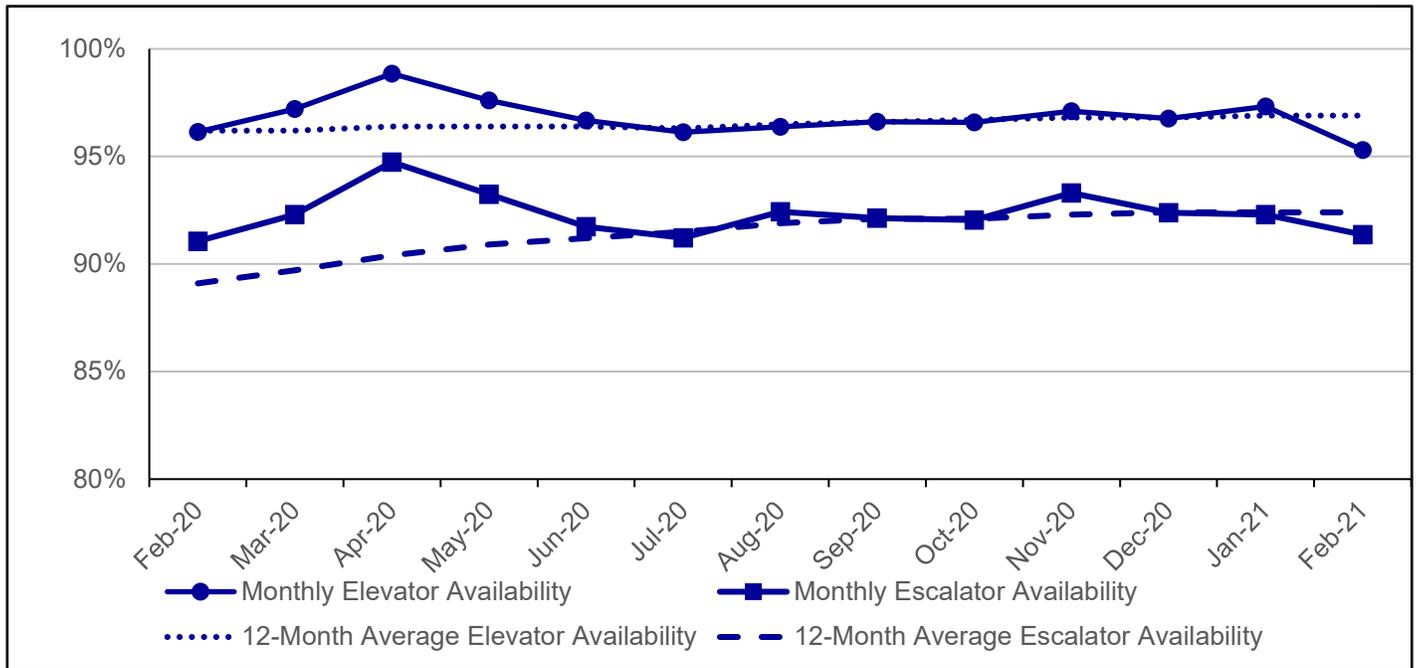
MDBF Discussion

- February 2021 MDBF was 144,455, an increase of 5.8% from one year ago.
- 12-month average MDBF was 148,867 in February 2021, an increase of 13.8% from one year ago.
- The largest improvements in MDBF (12-month average) were on the R68 and R62A fleets.

Chart 13

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	% Change	Feb 21	Feb 20	% Change
Elevator Availability	95.3%	96.1%	-0.8%	96.9%	96.2%	+0.7%
Escalator Availability	91.4%	91.1%	+0.3%	92.4%	89.1%	+3.3%

Elevator and Escalator Availability Discussion

- Elevator availability decreased by 1.9% in February 2021 compared to February 2020.
- Escalator availability decreased by 0.9% in February 2021 compared to February 2020.
- The worsened elevator availability was due to equipment taken out of service during the February 1st snow storm to prevent damage from snow build-up in the door mechanisms.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

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

Terminal On-Time Performance (Weekday and Weekend)

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

Train Delays (Weekday and Weekend)

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

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

Line	Feb 21					Feb 20					Desired trend
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets	Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	Change
1	70.0%	8.8%	9.9%	11.2%	81.6%	79.6%	8.9%	6.4%	5.1%	79.3%	-9.6%
2	61.1%	10.9%	12.5%	15.5%	68.2%	73.0%	10.6%	9.3%	7.1%	71.9%	-11.9%
3	63.0%	12.8%	12.6%	11.5%	72.5%	76.3%	10.5%	7.7%	5.6%	75.8%	-13.3%
4	63.5%	10.7%	11.3%	14.6%	70.3%	71.7%	10.3%	9.0%	9.0%	72.0%	-8.2%
5	61.4%	10.5%	11.5%	16.5%	69.6%	70.2%	10.0%	9.1%	10.7%	70.2%	-8.8%
6	69.5%	9.5%	8.5%	12.5%	77.1%	75.2%	9.1%	7.5%	8.2%	75.8%	-5.7%
7	69.9%	10.9%	9.6%	9.6%	77.1%	79.7%	10.3%	6.5%	3.4%	77.6%	-9.8%
S 42nd	95.7%	1.9%	0.9%	1.5%	93.6%	95.2%	2.6%	1.5%	0.7%	94.1%	+0.5%
Subdivision A	65.9%	10.4%	10.7%	13.1%	74.2%	75.4%	9.7%	7.8%	7.0%	75.2%	-9.5%
A	61.1%	10.9%	12.2%	15.7%	69.4%	69.3%	10.7%	10.3%	9.7%	69.6%	-8.2%
B	68.3%	11.8%	10.5%	9.4%	74.8%	74.2%	11.3%	8.5%	6.0%	75.3%	-5.9%
C	73.6%	13.6%	10.3%	2.5%	79.0%	74.8%	12.3%	9.0%	3.9%	76.3%	-1.2%
D	67.4%	12.4%	10.9%	9.4%	74.1%	71.9%	11.7%	9.3%	7.1%	73.9%	-4.5%
E	69.4%	11.7%	10.2%	8.7%	74.2%	73.0%	11.2%	9.2%	6.6%	72.2%	-3.6%
F	72.6%	11.3%	9.3%	6.8%	76.1%	72.1%	10.2%	9.3%	8.5%	71.5%	+0.5%
S Fkln	97.9%	0.6%	0.4%	1.0%	98.2%	98.3%	1.1%	0.3%	0.3%	98.4%	-0.4%
G	76.2%	12.1%	7.9%	3.8%	80.1%	78.5%	11.5%	6.6%	3.3%	80.1%	-2.3%
S Rock	94.7%	2.8%	1.1%	1.4%	95.5%	97.0%	2.1%	0.8%	0.1%	94.6%	-2.3%
JZ	76.7%	10.7%	7.8%	4.8%	82.0%	81.1%	10.7%	5.4%	2.8%	81.4%	-4.4%
L	69.2%	11.4%	9.6%	9.8%	78.8%	76.0%	10.6%	7.5%	5.8%	77.6%	-6.8%
M	72.3%	11.5%	8.9%	7.3%	77.1%	74.7%	10.6%	8.4%	6.4%	76.1%	-2.4%
N	66.1%	12.0%	10.4%	11.5%	72.1%	71.8%	12.3%	8.8%	7.1%	74.5%	-5.7%
Q	66.8%	12.2%	10.3%	10.7%	74.7%	74.2%	10.8%	8.6%	6.3%	76.0%	-7.4%
R	69.6%	12.0%	10.0%	8.4%	74.1%	73.9%	11.1%	8.0%	7.0%	74.2%	-4.3%
W	69.2%	12.1%	8.7%	10.0%	73.2%	70.7%	11.9%	9.6%	7.8%	76.2%	-1.5%
Subdivision B	69.9%	11.6%	9.7%	8.8%	75.8%	74.1%	10.9%	8.4%	6.5%	75.1%	-4.2%
Systemwide	68.1%	11.0%	10.2%	10.7%	75.1%	74.7%	10.4%	8.1%	6.7%	75.1%	-6.6%

Weekday Wait Assessment Discussion

- Wait Assessment for February 2021 worsened by 6.6% compared to February 2020.

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

Line	Feb 21					Feb 20					Desired trend
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month	Monthly
	Meets Standard	Minor	Medium	Major	Meets Standard	Meets Standard	Minor	Medium	Major	Meets Standard	Standard Change
1	75.5%	8.3%	10.7%	5.4%	82.9%	94.4%	3.5%	1.3%	0.8%	89.8%	-18.9%
2	65.3%	12.9%	13.8%	8.1%	71.4%	75.3%	11.5%	8.2%	4.9%	76.0%	-10.0%
3	71.8%	13.8%	8.9%	5.6%	79.3%	87.6%	8.7%	2.7%	1.0%	84.9%	-15.8%
4	67.5%	13.0%	11.2%	8.3%	72.6%	79.0%	10.5%	6.5%	4.1%	77.0%	-11.5%
5	77.6%	10.3%	7.5%	4.6%	81.7%	86.4%	8.6%	3.7%	1.3%	84.2%	-8.8%
6	65.8%	14.2%	12.9%	7.1%	76.5%	89.4%	6.4%	2.8%	1.4%	86.1%	-23.6%
7	83.1%	10.5%	4.6%	1.8%	82.5%	87.6%	7.8%	2.9%	1.7%	85.5%	-4.5%
S 42nd	94.6%	1.2%	0.9%	3.3%	95.0%	97.0%	0.4%	1.1%	1.5%	98.5%	-2.4%
Subdivision A	71.6%	11.8%	10.3%	6.2%	77.7%	84.9%	8.2%	4.4%	2.5%	83.1%	-13.3%
A	73.8%	11.3%	9.4%	5.5%	74.7%	77.4%	10.6%	7.3%	4.6%	76.1%	-3.6%
C	77.9%	11.6%	7.1%	3.3%	78.1%	81.0%	9.0%	5.1%	4.9%	80.8%	-3.1%
D	82.2%	10.7%	5.1%	2.1%	77.6%	78.4%	10.6%	6.5%	4.5%	80.7%	+3.8%
E	73.7%	6.6%	3.5%	16.2%	84.0%	85.5%	8.3%	3.5%	2.7%	85.7%	-11.8%
F	84.2%	9.0%	5.3%	1.4%	79.7%	80.5%	10.1%	5.8%	3.5%	80.3%	+3.7%
S Fkln	94.9%	0.5%	0.4%	4.3%	98.6%	98.9%	0.7%	0.3%	0.1%	98.0%	-4.0%
G	89.1%	7.0%	2.2%	1.7%	86.4%	82.7%	9.6%	4.9%	2.7%	84.6%	+6.4%
S Rock	98.5%	1.3%	0.1%	0.2%	96.7%	95.9%	2.0%	0.4%	1.7%	95.4%	+2.6%
J	86.8%	7.6%	3.6%	2.0%	84.3%	86.0%	8.8%	4.0%	1.2%	87.3%	+0.8%
L	81.6%	10.1%	5.1%	3.2%	81.9%	90.9%	5.7%	2.3%	1.1%	88.5%	-9.3%
M	95.4%	3.1%	1.1%	0.3%	84.6%	81.5%	10.1%	5.3%	3.0%	78.5%	+13.9%
N	77.9%	11.9%	6.8%	3.3%	75.0%	76.5%	11.7%	7.8%	4.0%	79.0%	+1.4%
Q	79.9%	10.8%	6.5%	2.9%	78.1%	79.8%	10.7%	6.0%	3.5%	81.3%	+0.1%
R	82.4%	10.2%	5.5%	1.9%	80.3%	82.8%	9.6%	5.0%	2.6%	80.5%	-0.4%
Subdivision B	76.1%	11.1%	8.1%	4.7%	80.1%	81.0%	10.2%	6.2%	2.6%	81.7%	-4.9%
Systemwide	78.5%	10.1%	7.1%	4.4%	79.1%	83.4%	8.9%	4.8%	2.9%	82.3%	-4.9%

Weekend Wait Assessment Discussion

- Wait Assessment for February 2021 worsened by 4.9% compared to February 2020.

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

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
1	87.6%	87.3%	+0.3%
2	75.7%	81.5%	-5.8%
3	84.6%	87.1%	-2.5%
4	84.2%	78.9%	+5.3%
5	81.9%	81.8%	+0.1%
6	85.8%	79.6%	+6.2%
7	87.4%	93.2%	-5.8%
S 42nd	99.8%	99.2%	+0.6%
Subdivision A	85.8%	87.0%	-1.2%
A	75.0%	74.3%	+0.7%
B	74.8%	70.6%	+4.2%
C	85.4%	79.2%	+6.2%
D	77.4%	70.8%	+6.6%
E	86.3%	80.1%	+6.2%
F	84.2%	72.6%	+11.6%
S Fkn	98.5%	99.7%	-1.2%
G	87.9%	77.3%	+10.6%
S Rock	95.1%	98.5%	-3.4%
JZ	85.7%	84.1%	+1.6%
L	89.2%	91.5%	-2.3%
M	87.5%	83.8%	+3.7%
NW	78.4%	63.6%	+14.8%
Q	76.6%	80.2%	-3.6%
R	86.3%	78.8%	+7.5%
Subdivision B	84.1%	79.5%	+4.6%
Systemwide	84.8%	82.7%	+2.1%

Weekday Terminal On-Time Performance Discussion

- February weekday OTP improved by 2.1% compared to the prior year despite the worse weather in February 2021.
- February 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.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
1	88.2%	94.7%	-6.5%
2	65.8%	69.8%	-4.0%
3	77.4%	81.5%	-4.1%
4	83.3%	79.1%	+4.2%
5	90.4%	88.3%	+2.1%
6	86.3%	89.3%	-3.0%
7	94.7%	95.1%	-0.4%
S 42nd	98.8%	99.5%	-0.7%
Subdivision A	86.1%	88.4%	-2.3%
A	81.2%	82.4%	-1.2%
C	74.9%	83.2%	-8.3%
D	88.3%	87.5%	+0.8%
E	94.4%	90.6%	+3.8%
F	86.3%	82.0%	+4.3%
S Fkn	99.6%	98.7%	+0.9%
G	91.8%	82.9%	+8.9%
S Rock	94.6%	98.2%	-3.6%
J	86.8%	86.4%	+0.4%
L	93.1%	95.6%	-2.5%
M	96.8%	90.8%	+6.0%
N	79.7%	62.0%	+17.7%
Q	87.4%	89.4%	-2.0%
R	93.1%	88.6%	+4.5%
Subdivision B	89.2%	86.9%	+2.3%
Systemwide	88.0%	87.5%	+0.5%

Weekend Terminal On-Time Performance Discussion

- February weekend OTP improved by 0.5% compared to the prior year.

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

Subway Weekday Trains Delayed
Monthly - February 2021
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (19)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>1,137</u>	<u>60</u>	<u>5.2%</u>
Rail and Roadbed	691	36	3.1%
Fire, Smoke, Debris	446	23	2.0%
Signal Failures and Emergency Remediation	2,799	147	12.8%
Subway Car	<u>1,162</u>	<u>61</u>	<u>5.3%</u>
Door-Related	154	8	0.7%
Propulsion	241	13	1.1%
Braking	253	13	1.1%
Other	514	27	2.4%
Stations and Structure	208	11	1.0%
Other Internal	<u>5,653</u>	<u>298</u>	<u>26.0%</u>
Service Delivery (e.g. crew performance)	5,369	283	24.7%
Train Brake Activation - cause unknown	52	3	0.3%
Other Internal Disruptions (e.g. IT system failure)	232	12	1.0%
External	<u>7,112</u>	<u>374</u>	<u>32.6%</u>
Public Conduct, Crime, Police Response	1,708	90	7.9%
Sick/Injured Customer	578	30	2.6%
Persons on Roadbed (including persons struck by train)	1,335	70	6.1%
External Debris on Roadbed (e.g., trees, shopping cart)	234	12	1.0%
Inclement Weather	2,643	139	12.1%
External Agency or Utility	614	32	2.8%
Operating Environment	1,559	82	7.2%
Planned Right-of-Way Work	2,153	113	9.9%
Total Trains Delayed	<u>21,783</u>	<u>1,146</u>	<u>100%</u>

Subway Weekend Trains Delayed
Monthly - February 2021
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (9)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>159</u>	<u>18</u>	<u>2.7%</u>
Rail and Roadbed	135	15	2.3%
Fire, Smoke, Debris	24	3	0.4%
Signal Failures and Emergency Remediation	514	57	8.6%
Subway Car	<u>279</u>	<u>31</u>	<u>4.7%</u>
Door-Related	95	11	1.6%
Propulsion	49	5	0.8%
Braking	14	2	0.2%
Other	121	13	2.0%
Stations and Structure	10	1	0.2%
Other Internal	<u>1,941</u>	<u>216</u>	<u>32.4%</u>
Service Delivery (e.g. crew performance)	1,907	212	31.8%
Train Brake Activation - cause unknown	31	3	0.5%
Other Internal Disruptions (e.g. IT system failure)	3	0	0.1%
External	<u>1,297</u>	<u>144</u>	<u>21.6%</u>
Public Conduct, Crime, Police Response	706	78	11.8%
Sick/Injured Customer	145	16	2.4%
Persons on Roadbed (including persons struck by train)	102	11	1.7%
External Debris on Roadbed (e.g., trees, shopping cart)	29	3	0.5%
Inclement Weather	191	21	3.2%
External Agency or Utility	124	14	2.1%
Operating Environment	867	96	14.5%
Planned Right-of-Way Work	924	103	15.4%
Total Trains Delayed	<u>5,991</u>	<u>666</u>	<u>100%</u>

Customer Service Report: Buses

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



As of March 1st, the MTA is providing enhanced bus service to new state vaccination sites the state has set up at York College in Queens and at Medgar Evers College in Brooklyn. Buses run from Edgemere in Queens on the new Q98V route and Pink Houses in Brooklyn on the new B98V route to the vaccination sites from 6:30 a.m. to 9 p.m. New bus stops also added adjacent to the vaccination site at York College. These sites will vaccinate 3,000 New Yorkers each day. The MTA is providing all the transportation options possible to every eligible New Yorkers get to these vaccination sites.

March 2021 Highlights: Buses

This February was the eighth snowiest on record for New York with 26 inches of snow and 15 of 28 days having either rain or snow or both. By comparison, last winter we saw less than 5 inches of snow for the entire season. The Buses team was prepared: getting all articulated 60-foot buses off the road, moving hundreds of buses, and chaining thousands of local 40-foot buses. I want to thank the team for their tremendous efforts in providing bus service throughout the multiple storms this year. It is difficult enough to implement our snow preparedness plans in normal times, but to get it done in the middle of a pandemic is nothing short of extraordinary. As they have done throughout this pandemic, team members rose to the challenge, ensuring that New Yorkers who were depending on the bus for their essential travel were able to get where they need to go.

Over the last month two community-based New York State mass COVID-19 vaccination sites were opened at Medgar Evans College in Brooklyn and York College in Queens. These sites are in traditionally underserved communities of color that were hit hard by the pandemic. In support of this effort the MTA launched a pilot program on March 1st to enhance bus service from NYCHA buildings and community centers to these vaccination sites. Buses run every 30 minutes from Edgemere in Queens on the new Q98V route and Pink Houses in Brooklyn on the new B98V route to the vaccination sites from 6:30 a.m. to 9 p.m. We also added new bus stops adjacent to the vaccination site at York College. I want to thank the Bus Road Operations team and the Operations Planning team for their incredible work in setting up these two new routes in record time in support of this critical effort to provide New Yorkers with better access to these mass vaccination sites and life-saving vaccines that will help our communities get back to normal.

On February 23rd, the MTA launched a new employee dedicated COVID-19 vaccination site in Downtown Brooklyn as part of our ongoing effort to protect our workforce from the deadly virus. We want to see as many of our employees get vaccinated as possible. I want to extend a special thanks to our transit hero Robert Worthy, bus dispatcher from Queens who attended the launch of the vaccination site at 130 Livingston Street and encouraged our colleagues to get vaccinated. As he said, "The main thing that I wanted to accomplish with getting the vaccine is I want to see my mother." Robert's mother is 84 years old and he has not been able to give her a hug in over a year. As he said, "I'm looking forward to doing that. More so, I'm looking forward to getting a hug from her."

This month, I am deeply saddened to announce the passing of another member of our Bus family to COVID-19, bus cleaner Lloyd Jeffrey from Manhattanville depot. Lloyd had more than 14 years of service with the MTA. We are truly heartbroken at his loss and deeply grateful for his dedicated public service. We extend our deepest condolences to his family. Lloyd's passing is a clear reminder to all of us that this pandemic is not over, and we need to stay vigilant in order to get this fully behind us. It is critical we continue to protect ourselves and others by wearing a mask, staying at least six feet away from others, avoiding crowds, and washing our hands often. Even those who are vaccinated will need to continue with these basic protective practices.

As March is Women's History Month, I want to recognize the outstanding work and contributions of all the hardworking women at Buses.

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

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: February 2021			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	90.8%	97.6%	-6.8%	95.3%	97.3%	-2.0%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:02:22	0:01:33	0:00:49	0:01:41	0:01:43	-0:00:02
	Additional Travel Time (h:mm:ss) (Chart 5)*	-0:00:23	0:00:28	-0:00:51	-0:00:24	0:00:46	-0:01:10
	Customer Journey Time Performance (Chart 7)*	75.5%	75.1%	+0.4%	+78.9%	+72.4%	+6.5%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	7,671	8,989	-14.7%	8,133	7,884	+3.2%
	Speed (MPH) (Chart 11)	8.3	8.0	+3.4%	8.4	7.9	+6.2%
Legacy Indicators	Wait Assessment (Chart 13)	72.8%	79.9%	-7.1%	79.7%	77.8%	+1.9%
	System MDBSI (Chart 16)	3,183	3,144	+1.2%	3,636	3,061	+18.8%
	NYCT Bus	3,178	2,931	+8.4%	3,483	2,909	+19.7%
	MTA Bus	3,196	4,106	-22.2%	4,205	3,678	+14.3%
	System Trips Completed (Chart 17)*	95.7%	99.3%	-3.6%	97.5%	99.2%	-1.7%
	NYCT Bus	95.7%	99.4%	-3.7%	97.6%	99.3%	-1.7%
	MTA Bus	95.6%	99.1%	-3.5%	96.8%	99.0%	-2.2%
	System AM Pull Out (Chart 18)*	95.7%	99.8%	-4.1%	97.7%	99.8%	-2.1%
	NYCT Bus	95.9%	99.8%	-3.9%	97.9%	99.8%	-1.9%
	MTA Bus	95.2%	99.5%	-4.3%	96.9%	99.5%	-2.6%
	System PM Pull Out (Chart 19)*	97.2%	99.9%	-2.7%	98.2%	99.8%	-1.6%
	NYCT Bus	97.4%	99.9%	-2.5%	98.4%	99.9%	-1.5%
	MTA Bus	96.6%	99.6%	-3.0%	97.6%	99.5%	-1.9%
	System Buses >= 12 years	19.5%	19.0%				
	NYCT Bus	7.9%	6.8%				
	MTA Bus	59.0%	61.0%				
	System Fleet Age	8.0	7.3				
	NYCT Bus	6.9	6.2				
MTA Bus	11.8	11.1					

System refers to the combined results of NYCT Bus and MTA Bus. Change values for time- and percentage-based metrics are calculated as absolute values. All other change values are calculated as percentage changes.

***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.

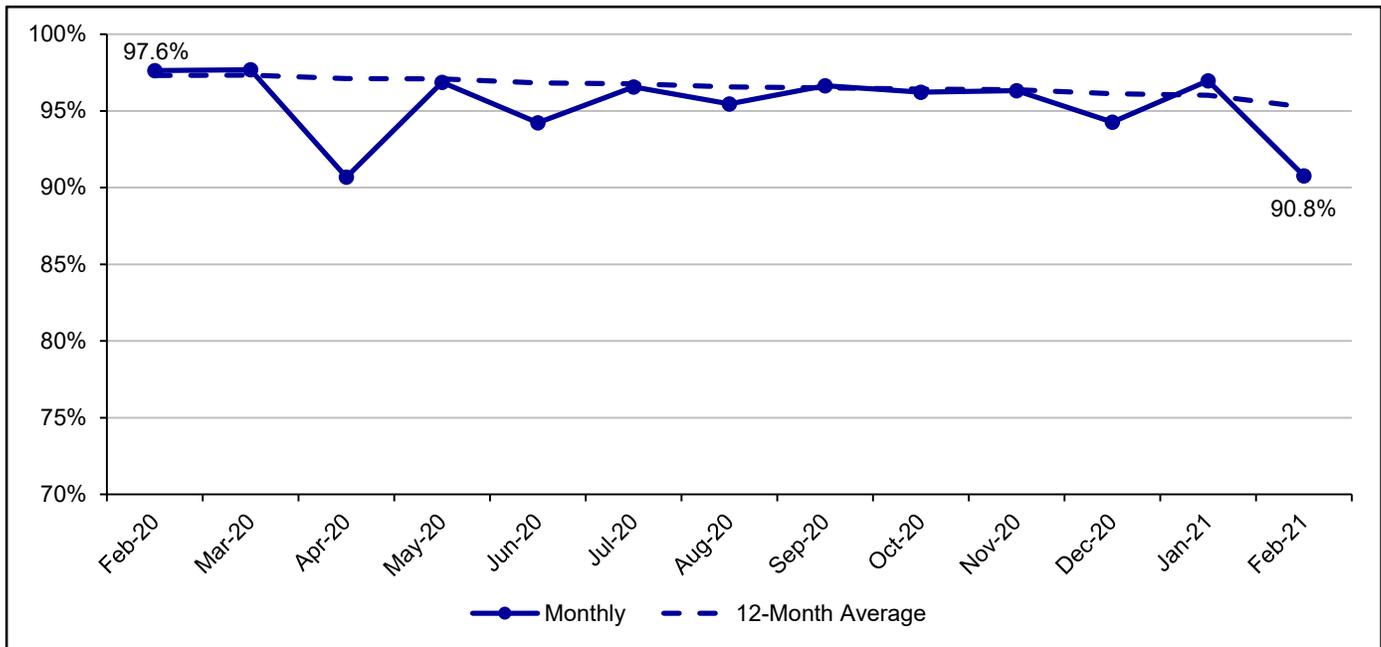
Customer Journey Time Performance (CJTP)

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		
	Feb 21	Feb 20	Change (Pts)	Feb 21	Feb 20	Change (Pts)
Bronx	90.8%	97.8%	-7.0%	96.6%	97.4%	-0.8%
Brooklyn	90.6%	97.3%	-6.7%	95.5%	97.6%	-2.1%
Manhattan	93.1%	97.8%	-4.7%	96.6%	97.7%	-1.1%
Queens	90.3%	97.5%	-7.2%	94.2%	96.8%	-2.6%
Staten Island	89.7%	98.0%	-8.3%	94.1%	97.6%	-3.5%
Systemwide	90.8%	97.6%	-6.8%	95.3%	97.3%	-2.0%

Service Delivered Discussion

- Service Delivered in February 2021 decreased by 6.8 percentage points to 90.8 percent compared to February 2020, and decreased by 2.0 percentage points to 95.3 percent on a 12-month average basis.

Note: The metrics in this report are preliminary

**Service Delivered
Monthly
(Peak Hours)**

Desired trend



<u>Borough</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change (Pts)</u>
Bronx	90.8%	97.8%	-7.0%
Local/Limited	89.9%	97.3%	-7.4%
Select Bus Service	89.4%	98.4%	-9.0%
Express	97.1%	100.0%	-2.9%
Brooklyn	90.6%	97.3%	-6.7%
Local/Limited	90.5%	97.2%	-6.7%
Select Bus Service	86.0%	97.1%	-11.1%
Express	95.1%	98.8%	-3.7%
Manhattan	93.1%	97.8%	-4.7%
Local/Limited	93.4%	97.4%	-4.0%
Select Bus Service	92.3%	98.6%	-6.3%
Express	N/A	N/A	N/A
Queens	90.3%	97.5%	-7.2%
Local/Limited	89.8%	97.2%	-7.4%
Select Bus Service	91.7%	98.4%	-6.7%
Express	94.0%	99.6%	-5.6%
Staten Island	89.7%	98.0%	-8.3%
Local/Limited	89.7%	98.0%	-8.3%
Select Bus Service	94.7%	101.1%	-6.4%
Express	89.3%	97.7%	-8.4%
Systemwide	90.8%	97.6%	-6.8%
Local/Limited	90.4%	97.3%	-6.9%
Select Bus Service	90.8%	98.4%	-7.6%
Express	92.7%	98.8%	-6.1%

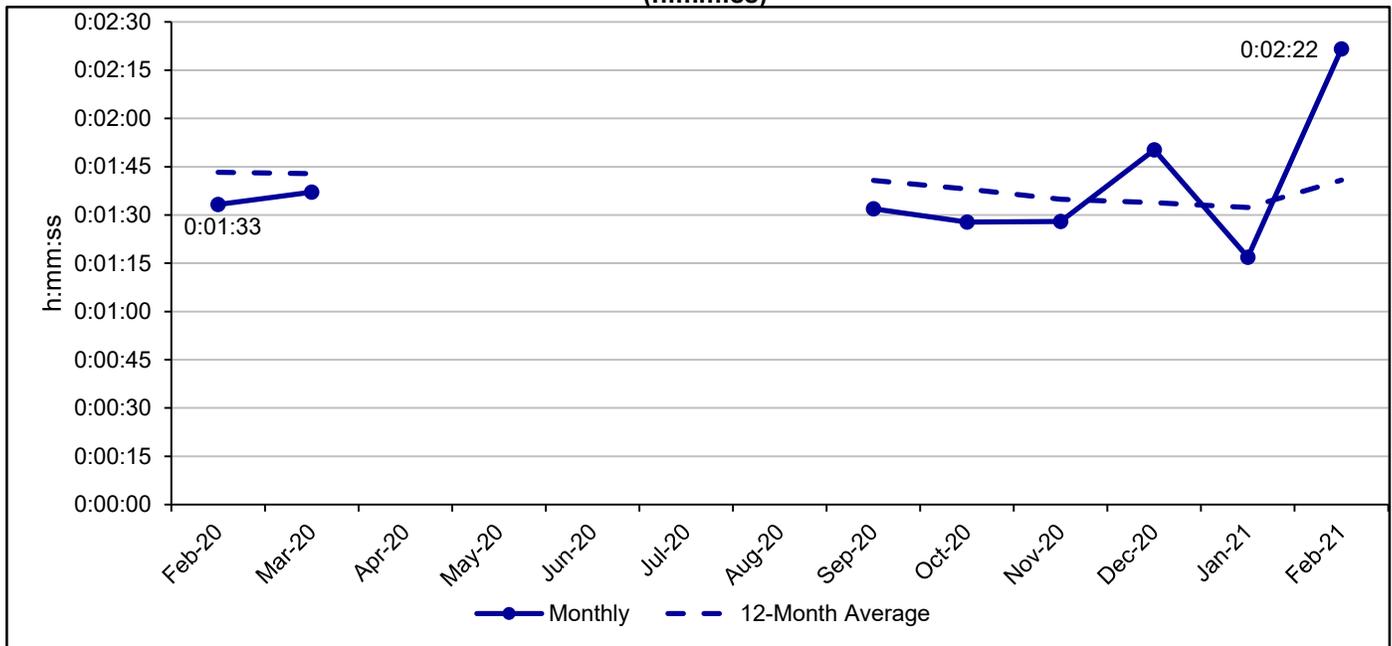
Note: The metrics in this report are preliminary

Additional Bus Stop Time

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

(h:mm:ss)

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	Change	Feb 21	Feb 20	Change
Bronx	0:02:28	0:01:41	+0:00:47	0:01:39	0:01:46	-0:00:07
Brooklyn	0:02:47	0:01:43	+0:01:04	0:01:58	0:01:53	+0:00:05
Manhattan	0:01:44	0:01:12	+0:00:32	0:01:15	0:01:22	-0:00:07
Queens	0:02:07	0:01:28	+0:00:39	0:01:36	0:01:42	-0:00:06
Staten Island	0:03:00	0:01:51	+0:01:09	0:02:13	0:02:00	+0:00:13
Systemwide	0:02:22	0:01:33	+0:00:49	0:01:41	0:01:43	-0:00:02

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in February 2021 increased by 49 seconds compared to February 2020, and decreased by 2 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)

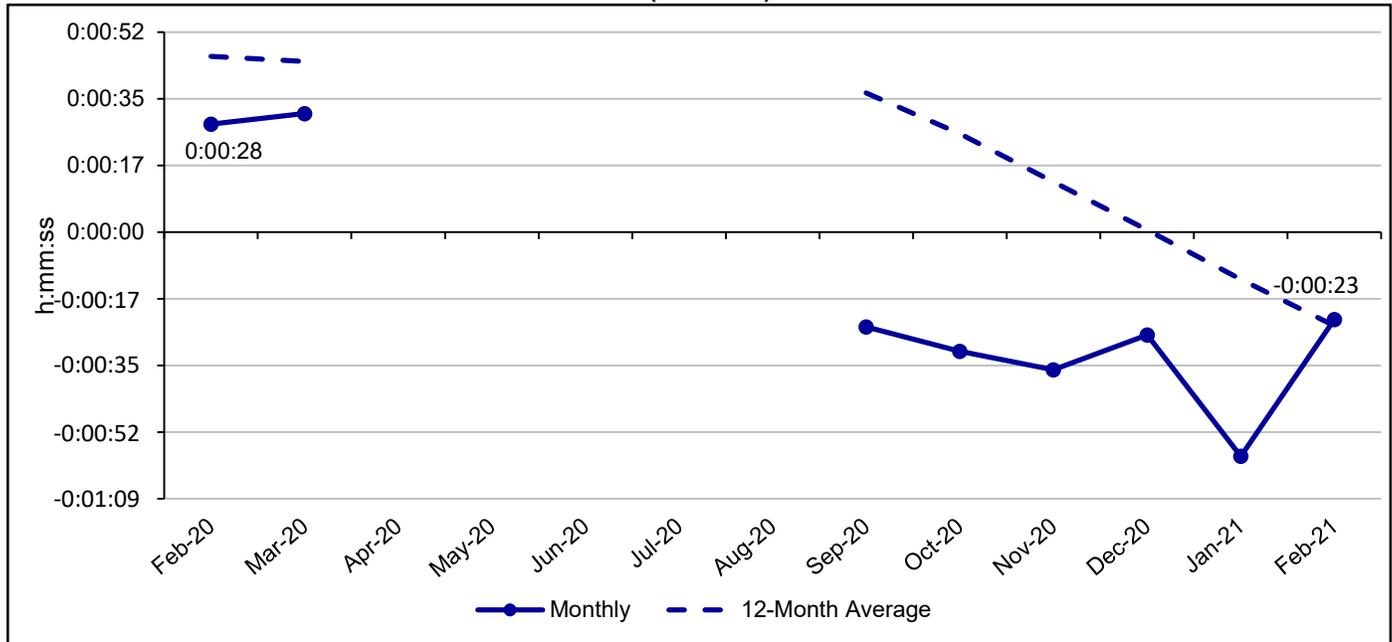
Desired trend 

<u>Borough</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
Bronx	0:02:28	0:01:41	+0:00:47
Local/Limited	0:02:28	0:01:44	+0:00:44
Select Bus Service	0:02:14	0:01:14	+0:01:00
Express	0:02:47	0:02:00	+0:00:47
Brooklyn	0:02:47	0:01:43	+0:01:04
Local/Limited	0:02:45	0:01:45	+0:01:00
Select Bus Service	0:03:02	0:01:23	+0:01:39
Express	0:03:00	0:01:58	+0:01:02
Manhattan	0:01:44	0:01:12	+0:00:32
Local/Limited	0:01:53	0:01:20	+0:00:33
Select Bus Service	0:01:23	0:00:54	+0:00:29
Express	N/A	N/A	N/A
Queens	0:02:07	0:01:28	+0:00:39
Local/Limited	0:02:08	0:01:30	+0:00:38
Select Bus Service	0:01:47	0:00:57	+0:00:50
Express	0:02:45	0:01:40	+0:01:05
Staten Island	0:03:00	0:01:51	+0:01:09
Local/Limited	0:03:07	0:02:11	+0:00:56
Select Bus Service	0:01:52	0:01:10	+0:00:42
Express	0:03:00	0:01:11	+0:01:49
Systemwide	0:02:22	0:01:33	+0:00:49
Local/Limited	0:02:24	0:01:38	+0:00:46
Select Bus Service	0:01:57	0:01:04	+0:00:53
Express	0:02:54	0:01:33	+0:01:21

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		
	Feb 21	Feb 20	Change	Feb 21	Feb 20	Change
Bronx	-0:00:09	0:00:50	-0:00:59	-0:00:04	0:01:01	-0:01:05
Brooklyn	-0:00:03	0:00:32	-0:00:35	-0:00:16	0:00:44	-0:01:00
Manhattan	-0:00:42	0:00:11	-0:00:53	-0:00:39	0:00:25	-0:01:04
Queens	-0:00:25	0:00:31	-0:00:56	-0:00:28	0:00:54	-0:01:22
Staten Island	-0:02:03	-0:00:40	-0:01:23	-0:01:53	0:00:11	-0:02:04
Systemwide	-0:00:23	0:00:28	-0:00:51	-0:00:24	0:00:46	-0:01:10

Additional Travel Time Discussion

- Additional Travel Time in February 2021 decreased by 51 seconds compared to February 2020, and decreased by 1 minute and 10 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 

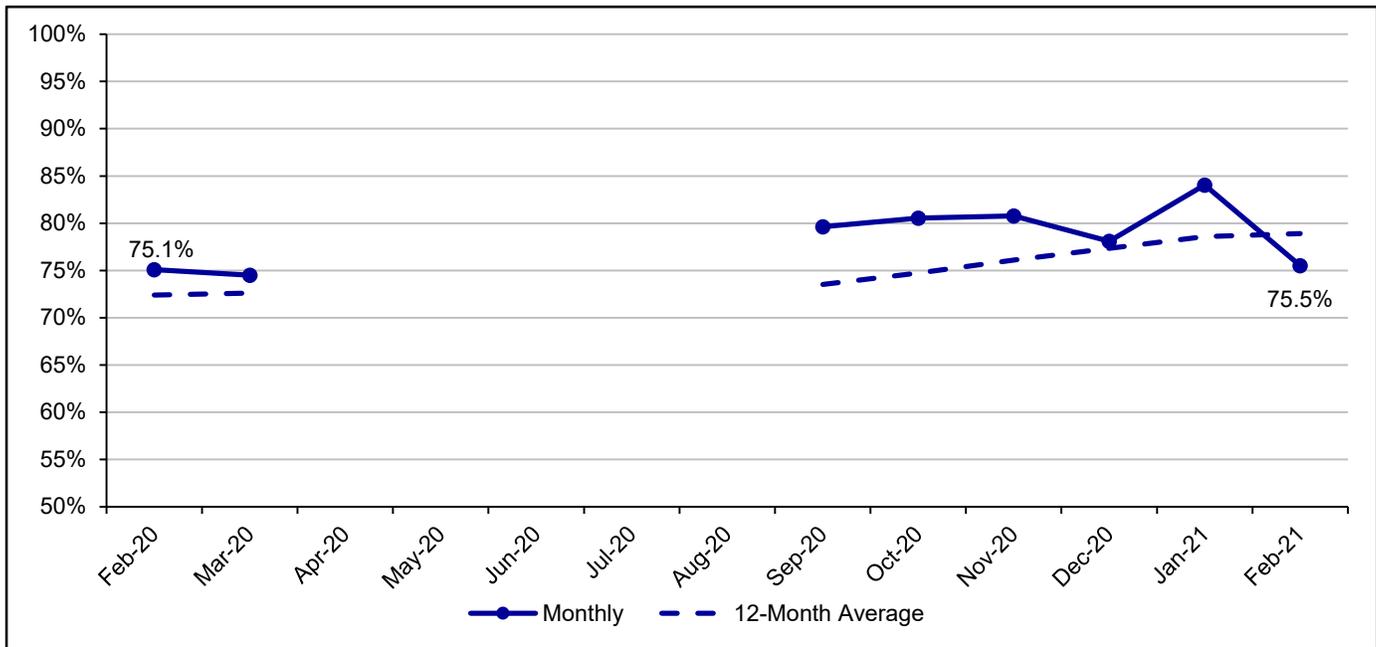
<u>Borough</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change</u>
Bronx	-0:00:09	0:00:50	-0:00:59
Local/Limited	-0:00:10	0:00:46	-0:00:56
Select Bus Service	0:00:16	0:00:51	-0:00:35
Express	-0:01:34	0:03:32	-0:05:06
Brooklyn	-0:00:03	0:00:32	-0:00:35
Local/Limited	-0:00:03	0:00:31	-0:00:34
Select Bus Service	0:00:41	0:00:31	+0:00:10
Express	-0:04:21	0:01:13	-0:05:34
Manhattan	-0:00:42	0:00:11	-0:00:53
Local/Limited	-0:00:40	0:00:13	-0:00:53
Select Bus Service	-0:00:44	0:00:06	-0:00:50
Express	N/A	N/A	N/A
Queens	-0:00:25	0:00:31	-0:00:56
Local/Limited	-0:00:26	0:00:29	-0:00:55
Select Bus Service	0:00:32	0:00:03	+0:00:29
Express	-0:03:25	0:03:28	-0:06:53
Staten Island	-0:02:03	-0:00:40	-0:01:23
Local/Limited	-0:00:53	0:00:14	-0:01:07
Select Bus Service	-0:00:20	0:00:22	-0:00:42
Express	-0:08:28	-0:03:36	-0:04:52
Systemwide	-0:00:23	0:00:28	-0:00:51
Local/Limited	-0:00:19	0:00:31	-0:00:50
Select Bus Service	-0:00:05	0:00:18	-0:00:23
Express	-0:05:21	-0:00:12	-0:05:09

Note: The metrics in this report are preliminary

Customer Journey Time Performance

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

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	Change (Pts)	Feb 21	Feb 20	Change (Pts)
Bronx	74.4%	72.6%	+1.8%	77.6%	71.0%	+6.6%
Brooklyn	70.7%	73.3%	-2.6%	75.5%	71.2%	+4.3%
Manhattan	80.8%	79.8%	+1.0%	83.4%	77.1%	+6.3%
Queens	77.7%	75.7%	+2.0%	80.6%	72.1%	+8.5%
Staten Island	78.3%	76.2%	+2.1%	80.9%	70.7%	+10.2%
Systemwide	75.5%	75.1%	+0.4%	78.9%	72.4%	+6.5%

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in February 2021 increased by 0.4 percentage points to 75.5 percent compared to February 2020, and increased by 6.5 percentage points to 78.9 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 

<u>Borough</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change (Pts)</u>
Bronx	74.4%	72.6%	+1.8%
Local/Limited	74.6%	73.1%	+1.5%
Select Bus Service	72.5%	73.2%	-0.7%
Express	69.4%	53.2%	+16.2%
Brooklyn	70.7%	73.3%	-2.6%
Local/Limited	70.9%	73.3%	-2.4%
Select Bus Service	67.7%	75.7%	-8.0%
Express	77.7%	63.5%	+14.2%
Manhattan	80.8%	79.8%	+1.0%
Local/Limited	79.3%	77.8%	+1.5%
Select Bus Service	84.3%	84.2%	+0.1%
Express	N/A	N/A	N/A
Queens	77.7%	75.7%	+2.0%
Local/Limited	78.1%	75.9%	+2.2%
Select Bus Service	70.0%	78.8%	-8.8%
Express	75.6%	53.6%	+22.0%
Staten Island	78.3%	76.2%	+2.1%
Local/Limited	76.8%	74.0%	+2.8%
Select Bus Service	74.6%	76.6%	-2.0%
Express	87.1%	82.2%	+4.9%
Systemwide	75.5%	75.1%	+0.4%
Local/Limited	75.3%	74.7%	+0.6%
Select Bus Service	76.5%	79.6%	-3.1%
Express	79.5%	68.6%	+10.9%

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.

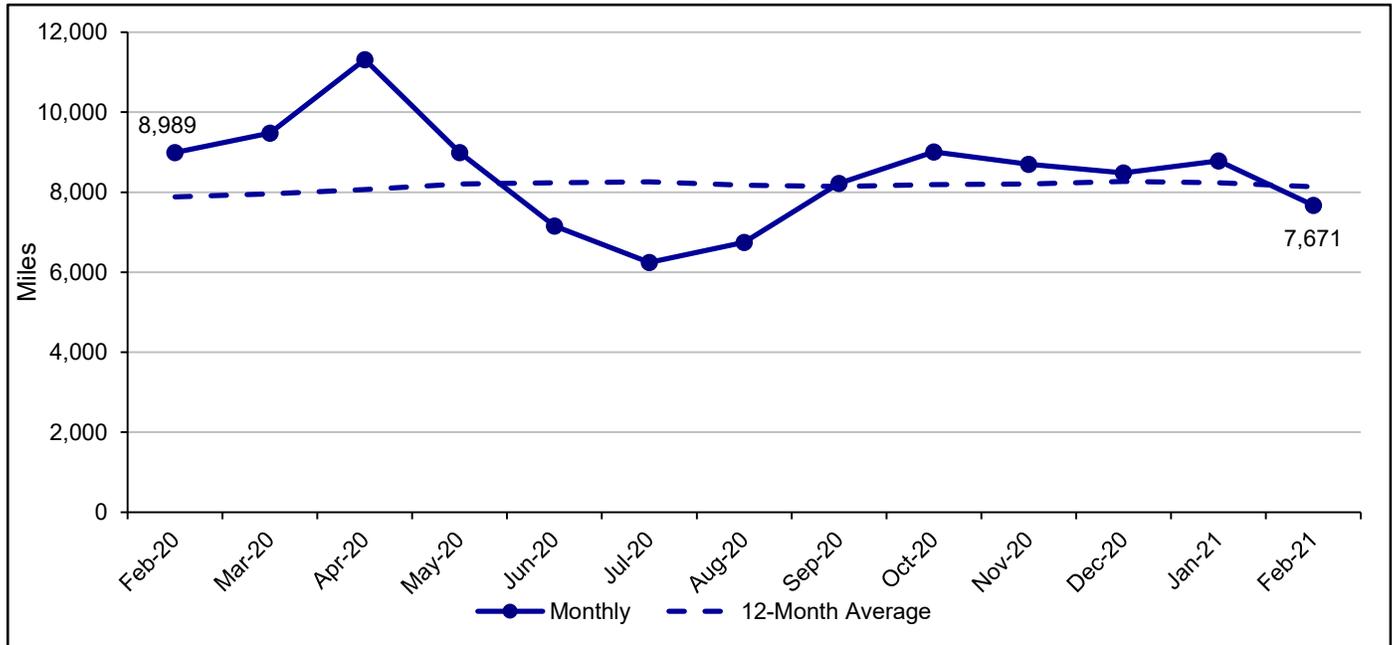
Note: The metrics in this report are preliminary

Mean Distance Between Failures

(24 Hours)

Miles

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	% Change	Feb 21	Feb 20	% Change
Bronx	6,095	6,991	-12.8%	5,922	6,092	-2.8%
Brooklyn	8,790	8,454	+4.0%	8,746	8,773	-0.3%
Manhattan	4,643	6,624	-29.9%	5,206	4,723	+10.2%
Queens	7,189	8,562	-16.0%	8,077	7,423	+8.8%
Staten Island	19,871	26,165	-24.1%	24,789	21,529	+15.1%
Systemwide	7,671	8,989	-14.7%	8,133	7,884	+3.2%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in February 2021 decreased by 14.7 percent to 7,671 miles compared to February 2020, and increased by 3.2 percent to 8,133 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

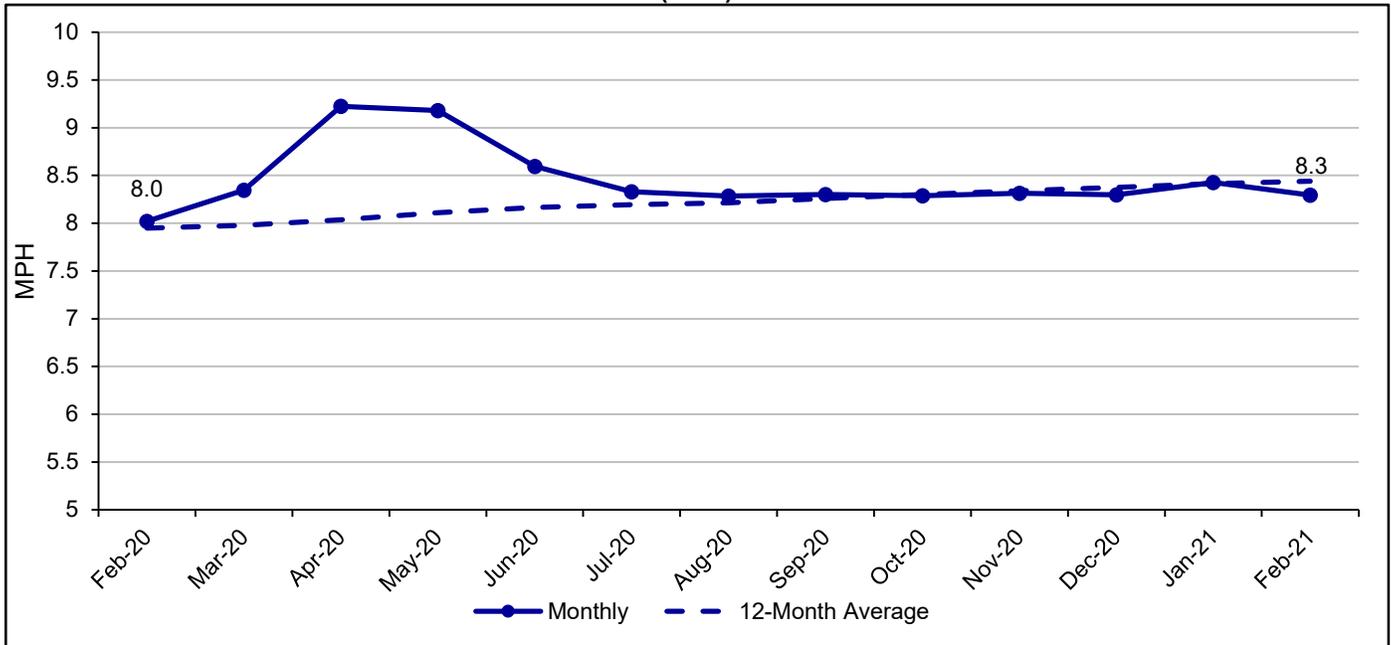


Borough	Feb 21	Feb 20	% Change
Bronx	5,922	6,092	-2.8%
Local/Limited	5,122	5,300	-3.4%
Select Bus Service	7,781	11,052	-29.6%
Express	10,776	9,665	+11.5%
Brooklyn	8,746	8,773	-0.3%
Local/Limited	8,501	8,633	-1.5%
Select Bus Service	11,303	10,661	+6.0%
Express	10,496	9,162	+14.6%
Manhattan	5,206	4,723	+10.2%
Local/Limited	4,579	4,094	+11.9%
Select Bus Service	8,722	8,749	-0.3%
Express	N/A	N/A	N/A
Queens	8,077	7,423	+8.8%
Local/Limited	7,740	7,345	+5.4%
Select Bus Service	7,872	8,062	-2.4%
Express	10,278	7,525	+36.6%
Staten Island	24,789	21,529	+15.1%
Local/Limited	26,145	22,288	+17.3%
Select Bus Service	15,233	22,859	-33.4%
Express	25,214	20,874	+20.8%
Systemwide	8,133	7,884	+3.2%
Local/Limited	7,235	7,120	+1.6%
Select Bus Service	9,077	9,539	-4.8%
Express	14,306	11,763	+21.6%

Note: The metrics in this report are preliminary

Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Feb 21	Feb 20	% Change	Feb 21	Feb 20	% Change
Bronx	7.7	7.4	+4.1%	7.8	7.4	+5.4%
Brooklyn	7.4	7.1	+4.2%	7.7	7.1	+7.7%
Manhattan	6.4	5.9	+7.9%	6.6	5.9	+12.1%
Queens	9.3	8.9	+4.5%	9.6	8.8	+8.6%
Staten Island	14.2	14.0	+1.6%	14.3	13.7	+4.0%
Systemwide	8.3	8.0	+3.4%	8.4	7.9	+6.2%

Speed Discussion

- Bus Speeds in February 2021 increased by 3.4 percent to 8.3 mph compared to February 2020, and increased by 6.2 percent to 8.4 mph on a 12-month average basis.

Note: The metrics in this report are preliminary

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

<u>Borough</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>% Change</u>
Bronx	7.7	7.4	+4.1%
Local/Limited	7.1	6.7	+5.7%
Select Bus Service	8.9	8.7	+2.4%
Express	12.4	11.6	+6.9%
Brooklyn	7.4	7.1	+4.2%
Local/Limited	7.2	6.8	+4.9%
Select Bus Service	8.5	8.7	-1.6%
Express	13.9	12.3	+12.5%
Manhattan	6.4	5.9	+7.9%
Local/Limited	6.1	5.6	+8.7%
Select Bus Service	7.4	7.0	+5.7%
Express	N/A	N/A	N/A
Queens	9.3	8.9	+4.5%
Local/Limited	9.0	8.6	+5.3%
Select Bus Service	11.5	11.3	+2.0%
Express	14.5	13.1	+10.5%
Staten Island	14.2	14.0	+1.6%
Local/Limited	12.3	11.9	+3.8%
Select Bus Service	14.8	14.6	+1.3%
Express	18.6	17.4	+7.1%
Systemwide	8.3	8.0	+3.4%
Local/Limited	7.8	7.5	+5.1%
Select Bus Service	9.2	9.0	+2.0%
Express	14.9	14.0	+5.9%

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.

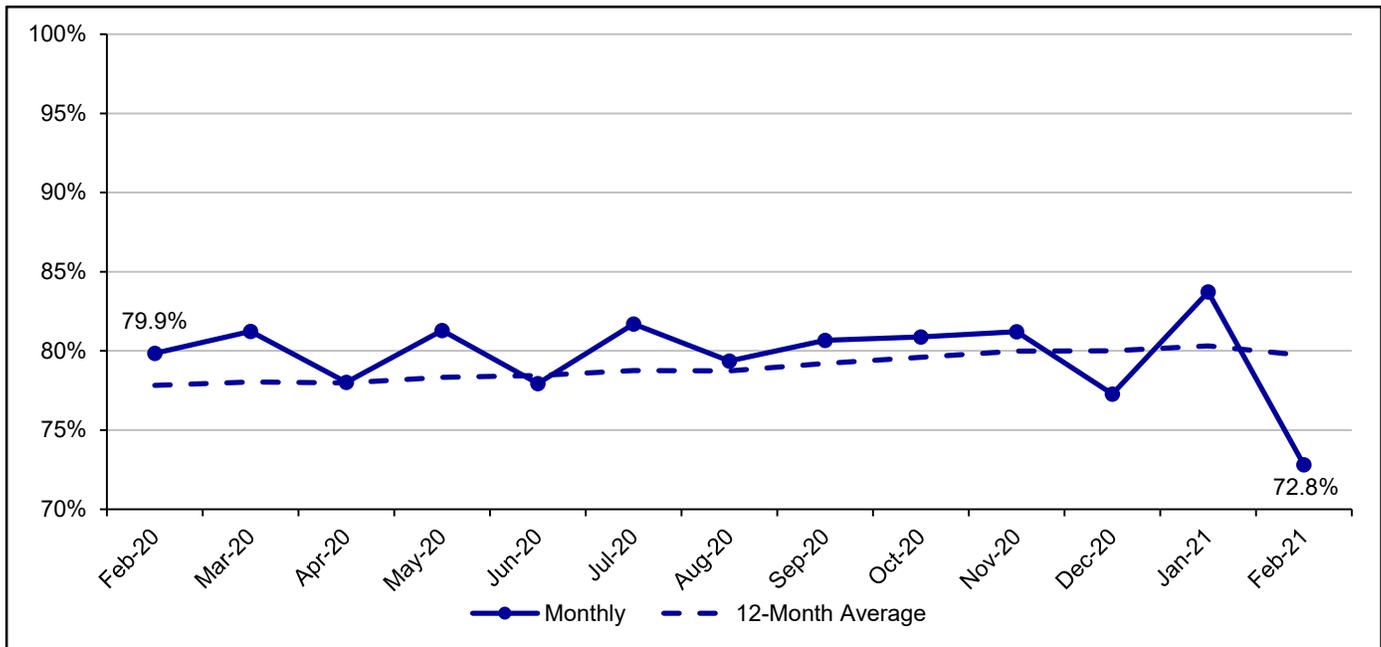
Bus PM Weekday Pull Out Performance

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		
	Feb 21	Feb 20	Change (Pts)	Feb 21	Feb 20	Change (Pts)
Bronx	71.9%	77.3%	-5.4%	80.0%	76.3%	+3.7%
Brooklyn	68.1%	78.1%	-10.0%	76.0%	76.2%	-0.2%
Manhattan	76.2%	80.4%	-4.2%	81.0%	77.8%	+3.2%
Queens	74.9%	81.8%	-6.9%	81.6%	79.3%	+2.3%
Staten Island	74.9%	83.2%	-8.3%	81.3%	81.3%	0.0%
Systemwide	72.8%	79.9%	-7.1%	79.7%	77.8%	+1.9%

Note: The metrics in this report are preliminary

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Feb 21</u>	<u>Feb 20</u>	<u>Change (Pts)</u>
Bronx	71.9%	77.3%	-5.4%
Local/Limited	71.4%	76.8%	-5.4%
Select Bus Service	70.5%	80.2%	-9.7%
Express	83.4%	86.1%	-2.7%
Brooklyn	68.1%	78.1%	-10.0%
Local/Limited	67.9%	78.0%	-10.1%
Select Bus Service	67.0%	81.5%	-14.5%
Express	76.2%	79.6%	-3.4%
Manhattan	76.2%	80.4%	-4.2%
Local/Limited	75.9%	79.9%	-4.0%
Select Bus Service	78.7%	84.3%	-5.6%
Express	N/A	N/A	N/A
Queens	74.9%	81.8%	-6.9%
Local/Limited	74.8%	81.5%	-6.7%
Select Bus Service	72.8%	89.0%	-16.2%
Express	81.2%	83.8%	-2.6%
Staten Island	74.9%	83.2%	-8.3%
Local/Limited	74.5%	82.3%	-7.8%
Select Bus Service	77.1%	82.9%	-5.8%
Express	76.0%	87.3%	-11.3%
Systemwide	72.8%	79.9%	-7.1%
Local/Limited	72.5%	79.5%	-7.0%
Select Bus Service	75.2%	84.5%	-9.3%
Express	78.9%	85.3%	-6.4%

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

Desired trend 

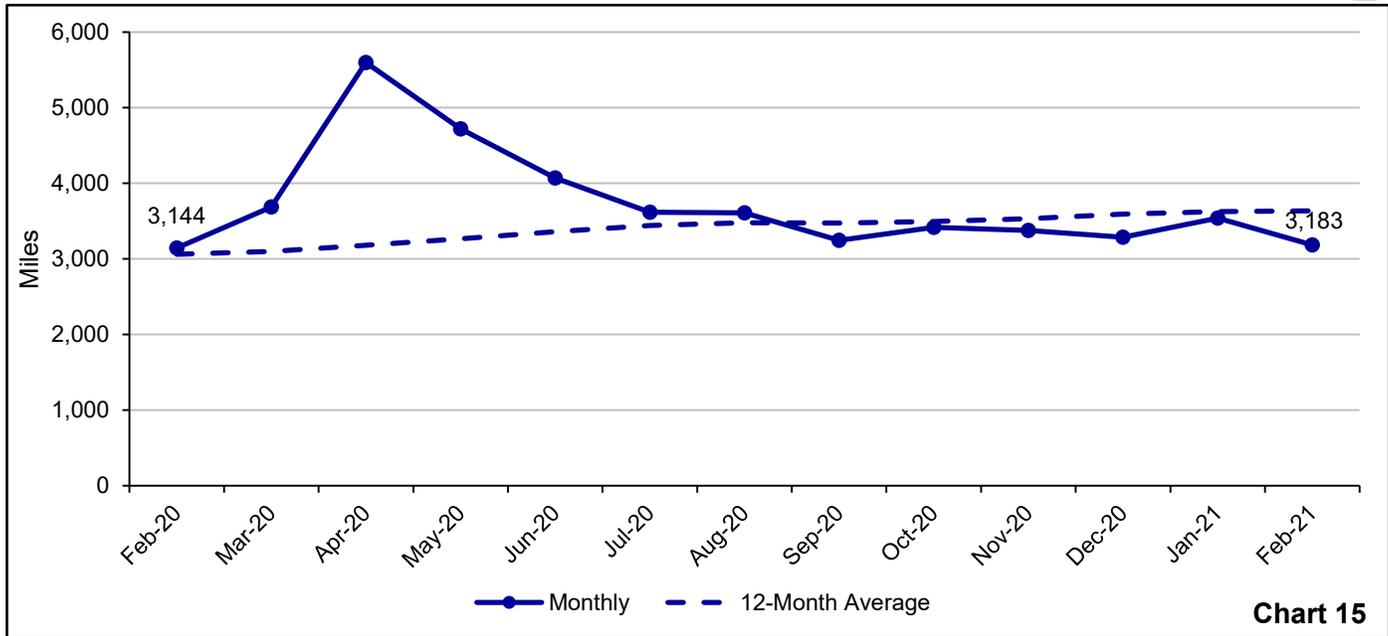


Chart 15

	Monthly			12-Month Average		
	Feb 21	Feb 20	% Change	Feb 21	Feb 20	% Change
Systemwide	3,183	3,144	+1.2%	3,636	3,061	+18.8%

Bus Percentage of Completed Trips

Desired trend 

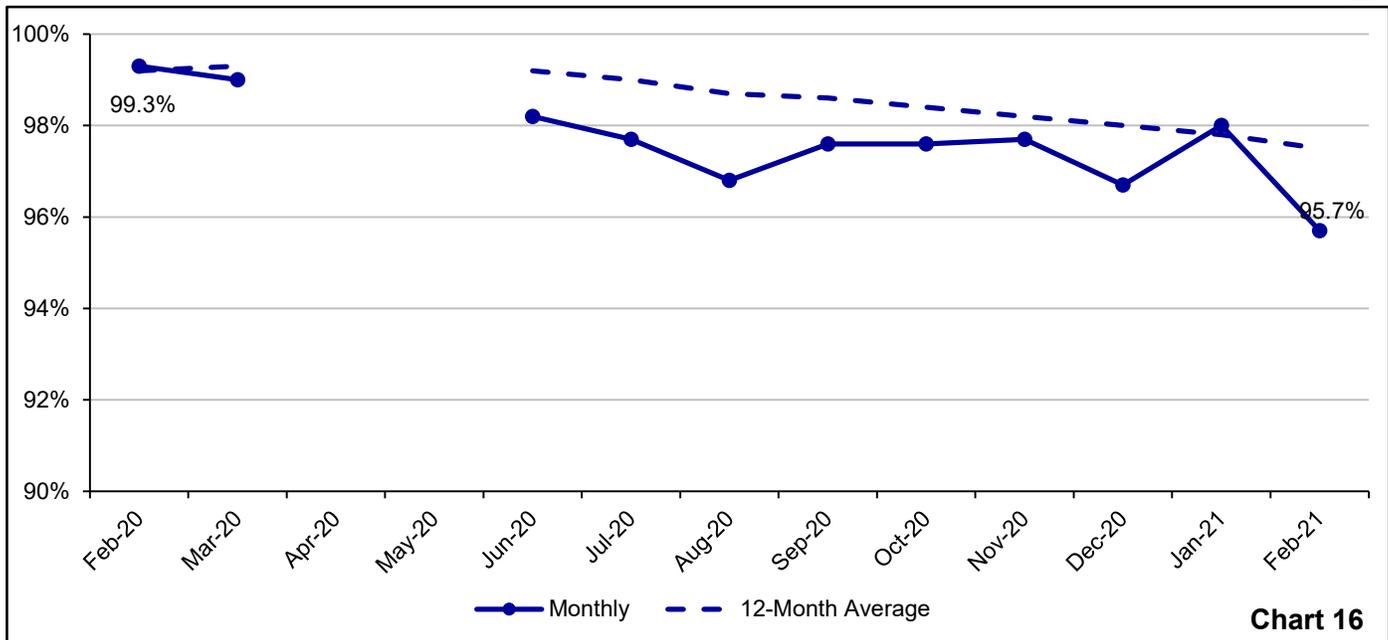


Chart 16

	Monthly			12-Month Average		
	Feb 21	Feb 20	Change (Pts)	Feb 21	Feb 20	Change (Pts)
Systemwide	95.7%	99.3%	-3.6%	97.5%	99.2%	-1.7%

- 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

Desired trend 

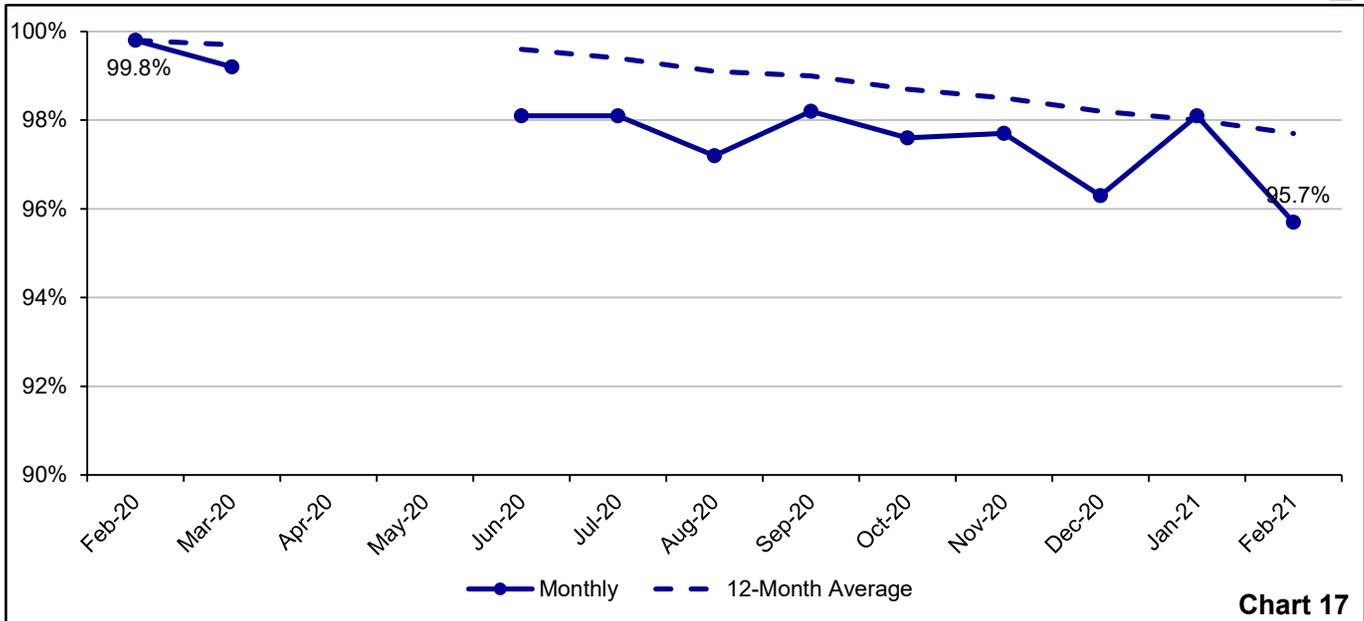


Chart 17

	Monthly			12-Month Average		
	Feb 21	Feb 20	Change (Pts)	Feb 21	Feb 20	Change (Pts)
Systemwide	95.7%	99.8%	-4.1%	97.7%	99.8%	-2.1%

Bus PM Weekday Pull Out Performance

Desired trend 

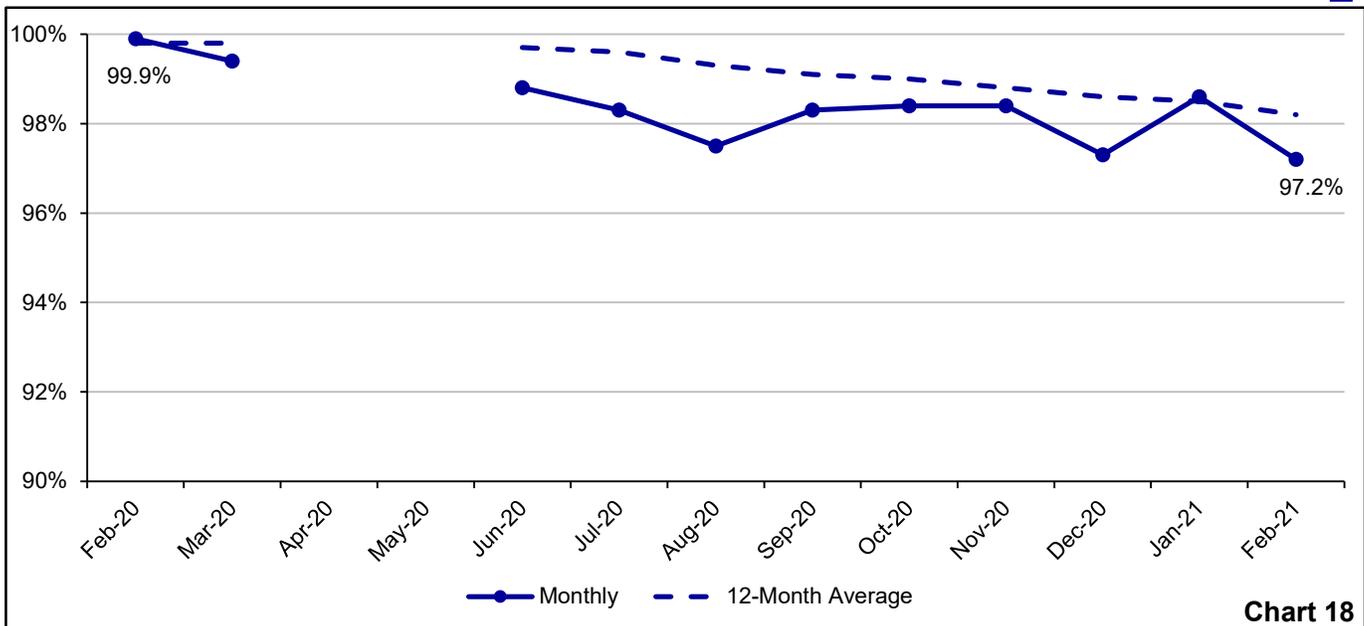


Chart 18

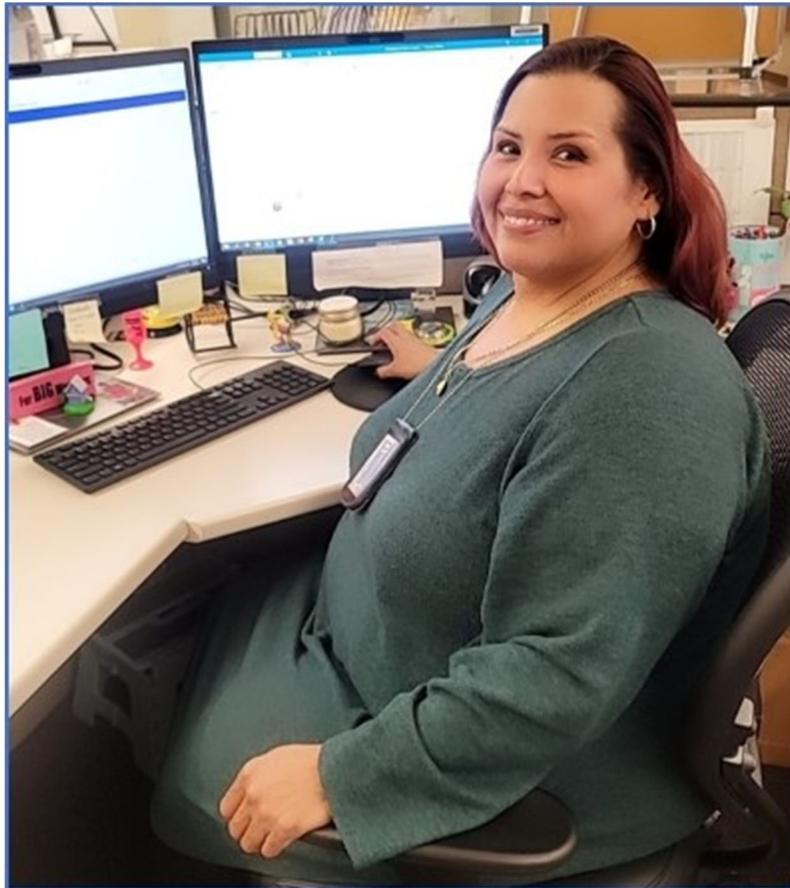
	Monthly			12-Month Average		
	Feb 21	Feb 20	Change (Pts)	Feb 21	Feb 20	Change (Pts)
Systemwide	97.2%	99.9%	-2.7%	98.2%	99.8%	-1.6%

- 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 recognized Superintendent Nadya Reinoso on ABC Channel 7 News and as an MTA Hero of the Week for helping to find one of our customers who was having cell phone issues and could not be reached by his family during the recent snowstorm. While snowstorms can be nerve-wracking, Paratransit riders are fortunate to have a support team that will help resolve stressful situations calmly, quickly, and with care.

March 2021 Highlights: Paratransit

In January 2021, Paratransit weekday trips remained steady at approximately 70% of pre-pandemic levels. As service has increased, performance has remained stable. On-Time Performance has exceeded the goals for both the 30-Minute and 15-Minute windows. Average trip duration or ride time continues to remain low at 26 minutes, a decrease from prior months. Max ride time performance for both Primary and Broker remain at 99%.

I want to thank the entire Paratransit team for their incredibly hard work and dedication ensuring the safety of our customers during the multitude of storms that hit New York City during February with 26 inches of snow—as compared to less than five inches for the entire winter season last year. Despite these challenges, the Paratransit team was able to provide service to our customers who depend upon it the most.

I want to recognize Superintendent Nadya Reinoso, a frontline team member from the Paratransit Command Center who went the extra mile during winter storm Viola in late February. Nadya was integral in helping find one of our paratransit customers who was having cell phone issues and could not be reached by his family. She tracked him down and helped him get where he needed to go during the storm. While snowstorms can be nerve-racking, Paratransit riders are fortunate to have a support team that will help resolve stressful situations calmly, quickly, and with care. She was recognized not only as an MTA Hero of the Week but also featured on ABC channel 7 news.

We thank heroes like Nadya for their hard work and dedication. As March is Women's History Month, I want to take the time to recognize the achievements of all the hardworking women at Paratransit. Their outstanding work and contributions have made Access-A-Ride the best paratransit program in the United States.

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

Paratransit Report

Statistical results for the month of January 2021 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: January 2021			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	446,701	684,618	-34.8%	424,415	675,681	-37.2%
	Total Ridership	610,339	937,439	-34.9%	565,084	915,960	-38.3%
On-Time Performance	Pick-up Primary 30 Minute	99.0%	98.0%	+1.0%	97.8%	96.1%	+1.8%
	Pick-up Primary 15 Minute	94.0%	92.0%	+2.0%	90.4%	87.0%	+3.4%
	Pick-up Broker 30 Minute	98.0%	98.0%	0.0%	97.8%	95.7%	+2.2%
	Pick-up Broker 15 Minute	91.0%	91.0%	0.0%	91.1%	85.8%	+5.3%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	45.0%	n/a	47.0%	46.3%	+0.8%
	Appointment OTP Trips Primary - Early*	n/a	49.0%	n/a	47.0%	45.7%	+1.3%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	31.0%	n/a	31.0%	33.8%	-2.8%
	Appointment OTP Trips Broker - Early*	n/a	64.0%	n/a	62.0%	56.5%	+5.5%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	89.0%	84.0%	+5.0%	86.5%	80.2%	+6.3%
	Average Actual Trip Duration in Minutes	26	35	-25.7%	29	39	-25.3%
	Max Ride Time Performance Primary	99.0%	99.0%	0.0%	99.0%	97.8%	+1.2%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	99.0%	98.1%	+0.9%
Customer Experience	Frequent Rider Experience Primary*	n/a	77.0%	n/a	78.0%	74.3%	+3.7%
	Frequent Rider Experience Broker*	n/a	69.0%	n/a	71.0%	70.2%	+0.8%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.36	0.42	-14.3%	0.66	1.36	-51.8%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.42	0.70	-40.0%	0.65	1.43	-55.0%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	1.3	2.3	-43.5%	1.6	2.9	-46.1%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.0	1.4	-28.6%	1.1	2.2	-48.7%
Call Center	Percent of Calls Answered	97.0%	98.0%	-1.0%	96.8%	95.5%	+1.3%
	Average Call Answer Speed in Seconds	25	36	-30.6%	37	63	-42.2%
Eligibility	Total Registrants	160,380	162,857	-1.5%	162,071	158,501	+2.3%

*NOTE: January service saw significant changes due to the COVID-19 Pandemic. While full service has been provided throughout the pandemic, January 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 point change instead of the percentage 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 (FHV), metered taxis, and some wheelchair accessible vehicles.
- 3) **E-Hails** provide web or app-based trip booking and furnish FHV and metered taxis, including wheelchair accessible vehicles (WAVs).
- 4) **Street Hails** are services provided by the traditional FHV, or yellow or green taxis for customers that Access-A-Ride authorized for customer reimbursement.
- 5) **All Others** are mostly services provided by local car services or livery providers in Staten Island, otherwise known as the Voucher Program. This service has been replaced by Enhanced Broker Service since November 2019.

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

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

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

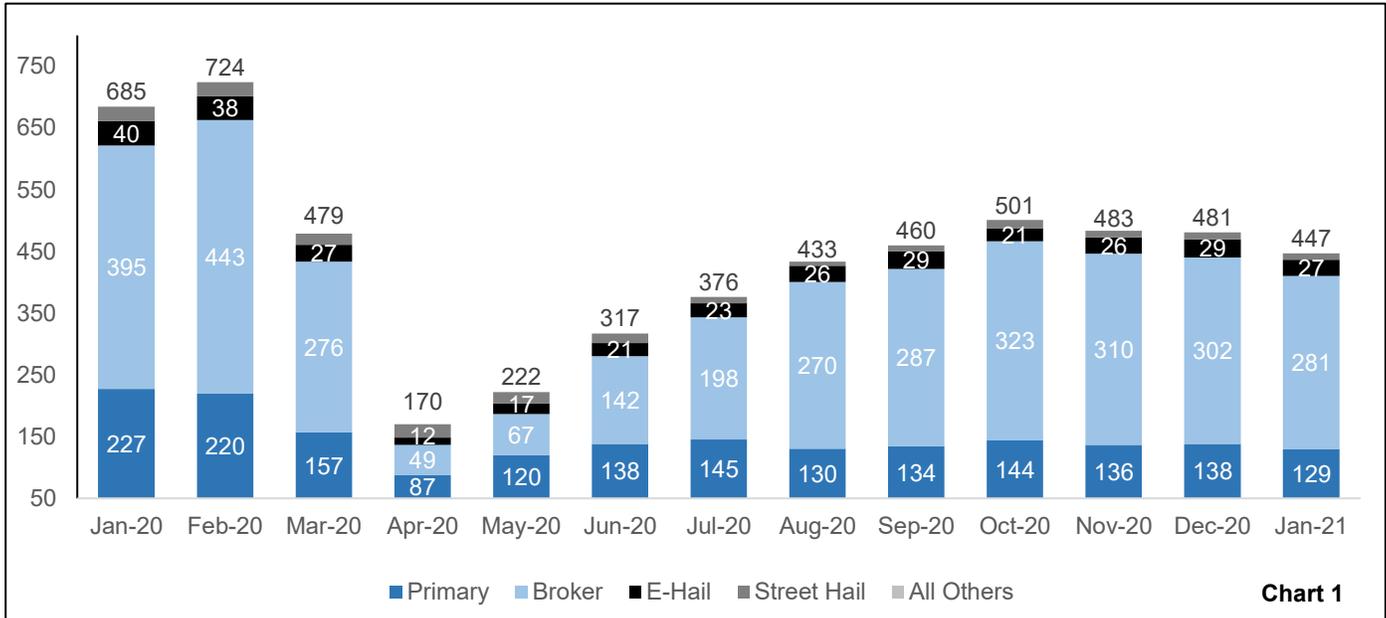
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

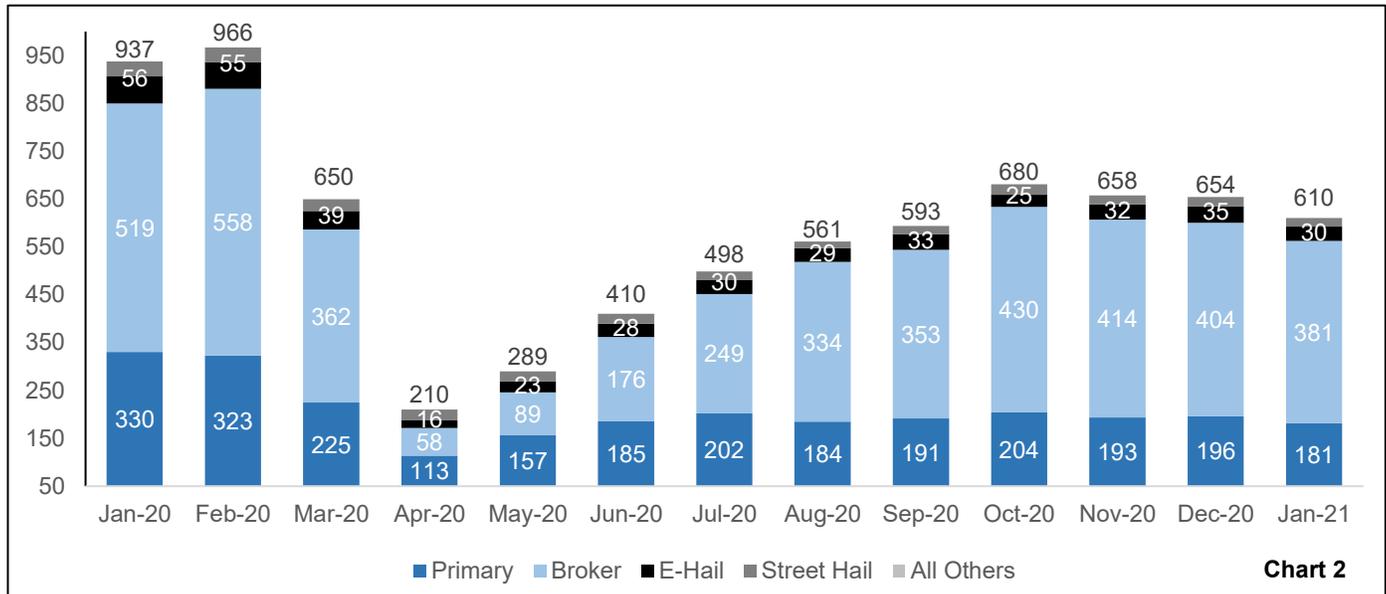
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips



Total Ridership



Total Trips Discussion

- Total Trips in January 2021 decreased by 34K (or 7.1%) when compared to December 2020, and decreased by 238K (or 34.8%) when compared to January 2020.

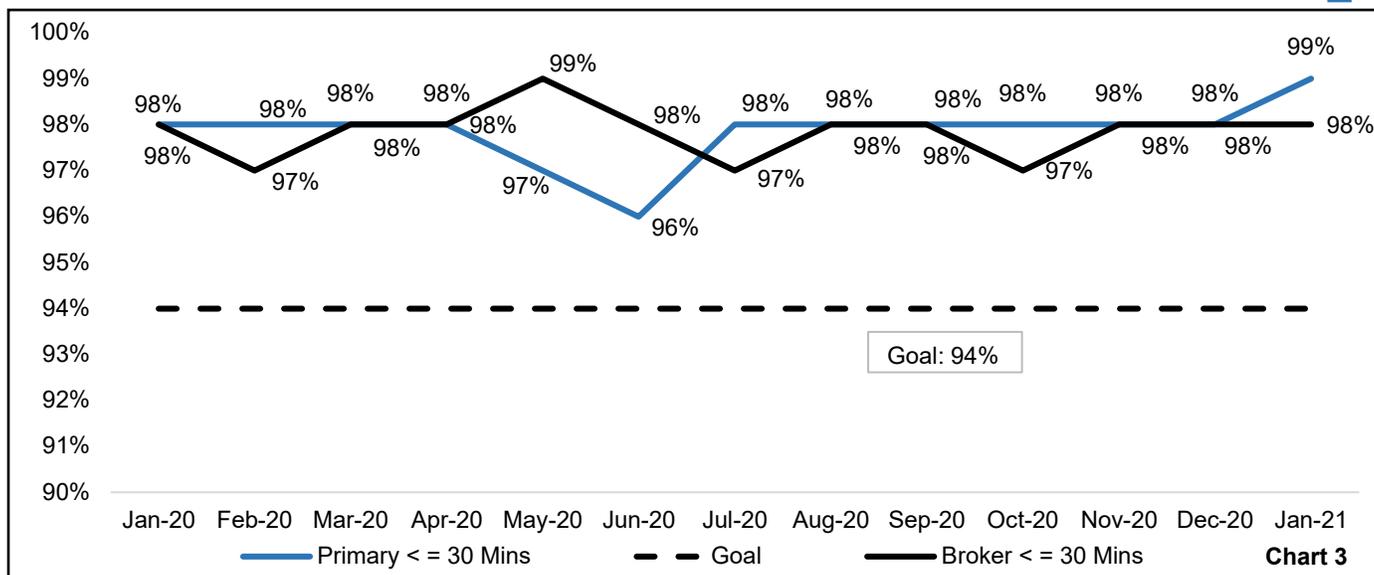
Total Ridership Discussion

- Total Ridership in January 2021 decreased by 44K (or 6.7%) when compared to December 2020, and decreased by 327K (or 34.9%) when compared to January 2020.

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

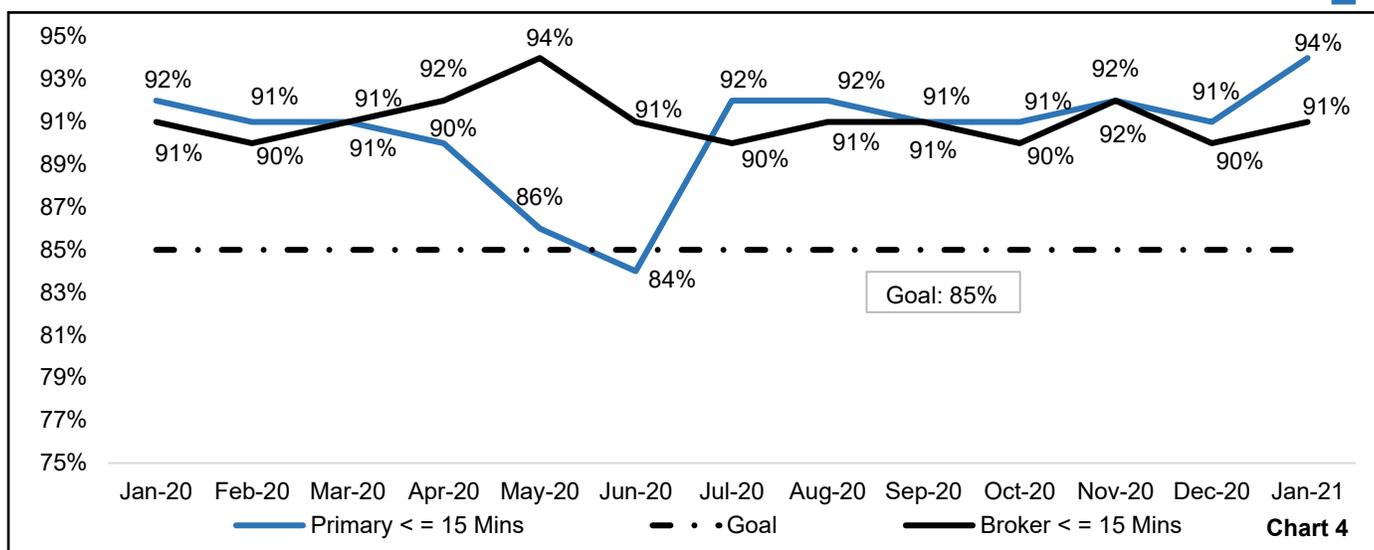
OTP <= 30 Minutes Primary and Broker

Desired trend



OTP <= 15 Minutes Primary and Broker

Desired trend



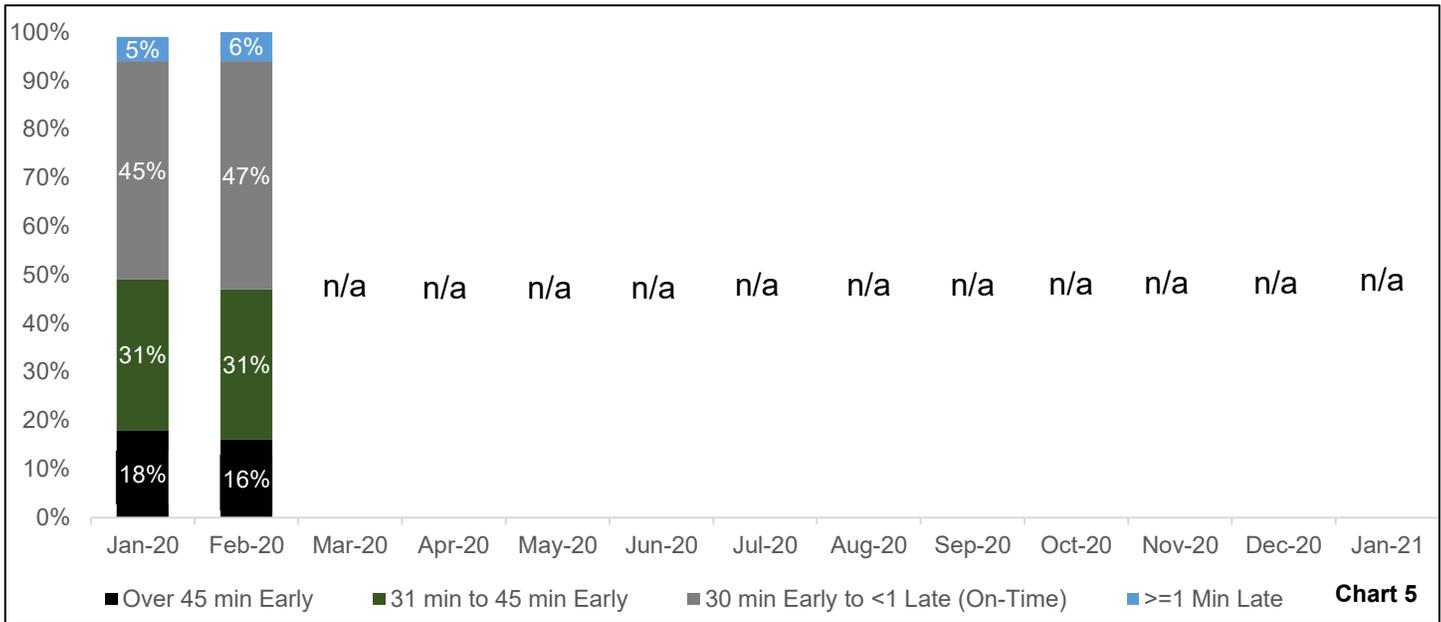
<= 30 Minutes Pick Up On-Time Performance Discussion

- January 2021 Primary 30 minute P/U, OTP result of 99% improved by 1 percentage point when compared to December and January 2020.
- January 2021 Broker 30 minute P/U, OTP result of 98% remained flat when compared to December and January 2020.

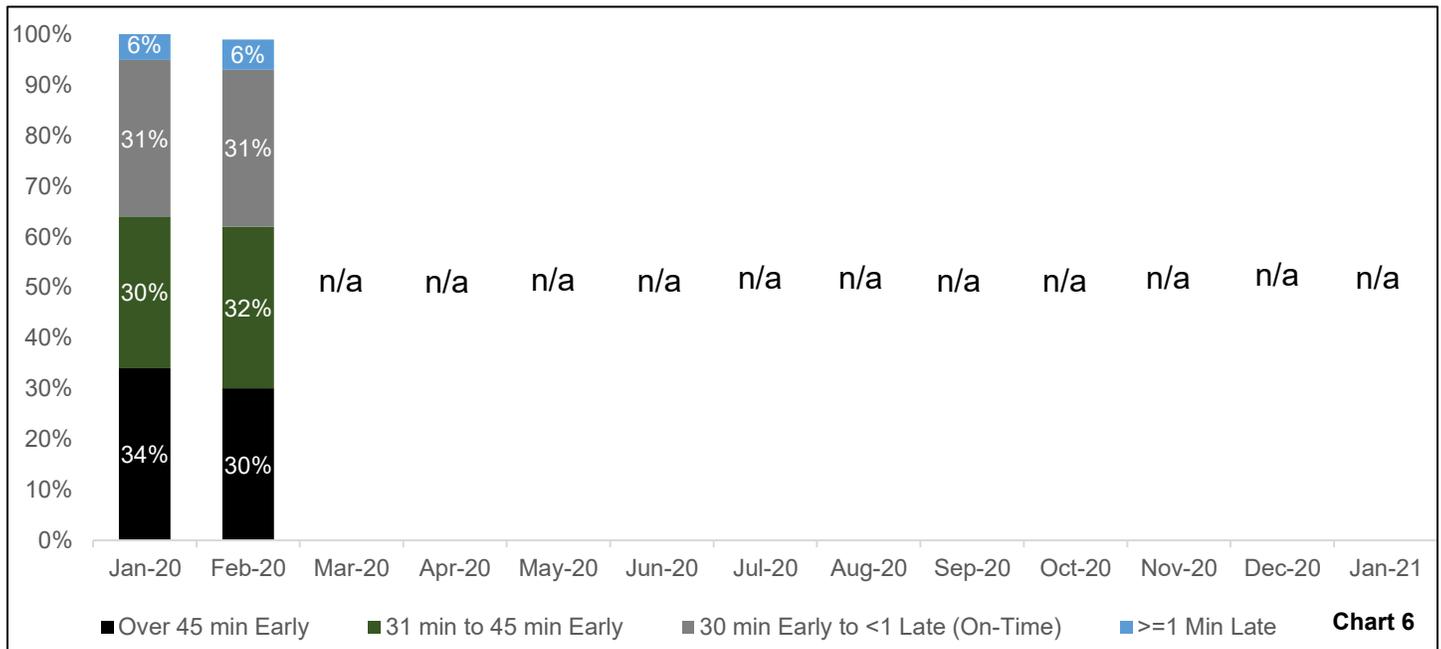
<= 15 Minutes Pick Up On-Time Performance Discussion

- January 2021 Primary 15 minute P/U, OTP result of 94% improved by 3 percentage points when compared to December 2020, and improved by 2 percentage points when compared to January 2020.
- January 2021 Broker 15 minute P/U, OTP result of 91% improved by 1 percentage point when compared to December 2020, and remained flat when compared to January 2020.

Primary Drop Off On-Time Performance On Appointment Trips



Broker Drop Off On-Time Performance On Appointment Trips

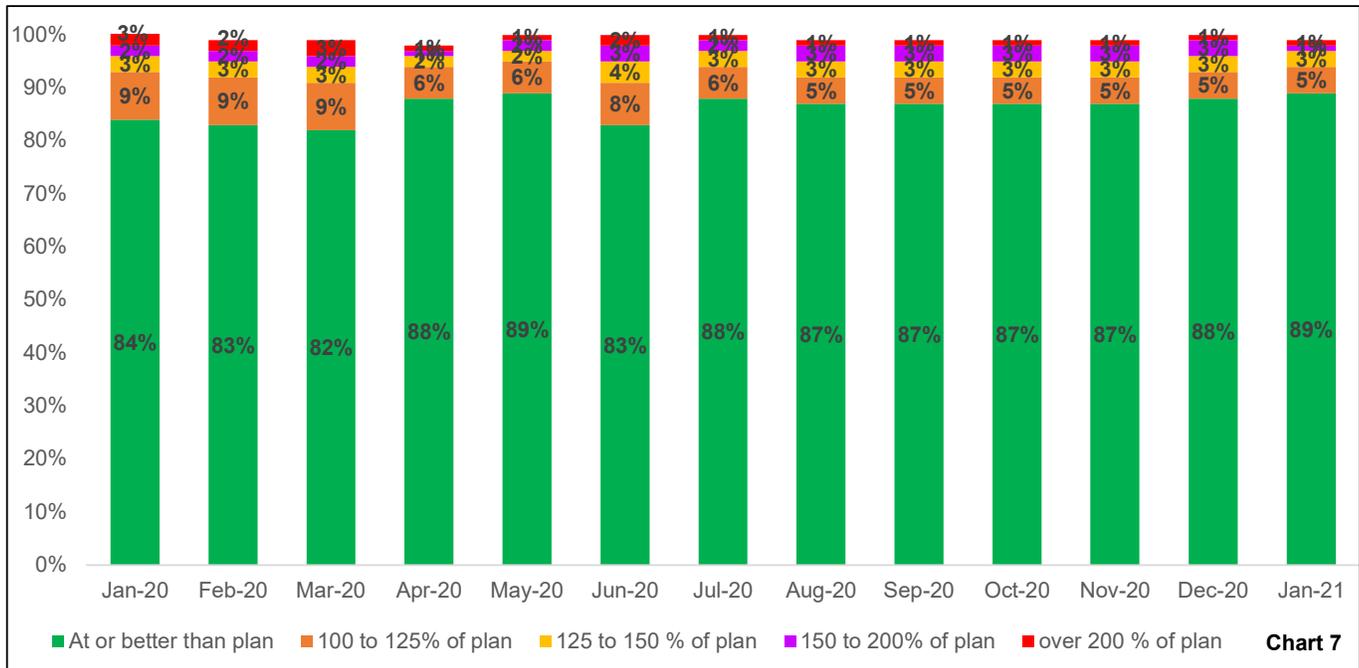


Primary and Broker Drop Off On-Time Performance On Appointment Trips Discussion

- January 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.

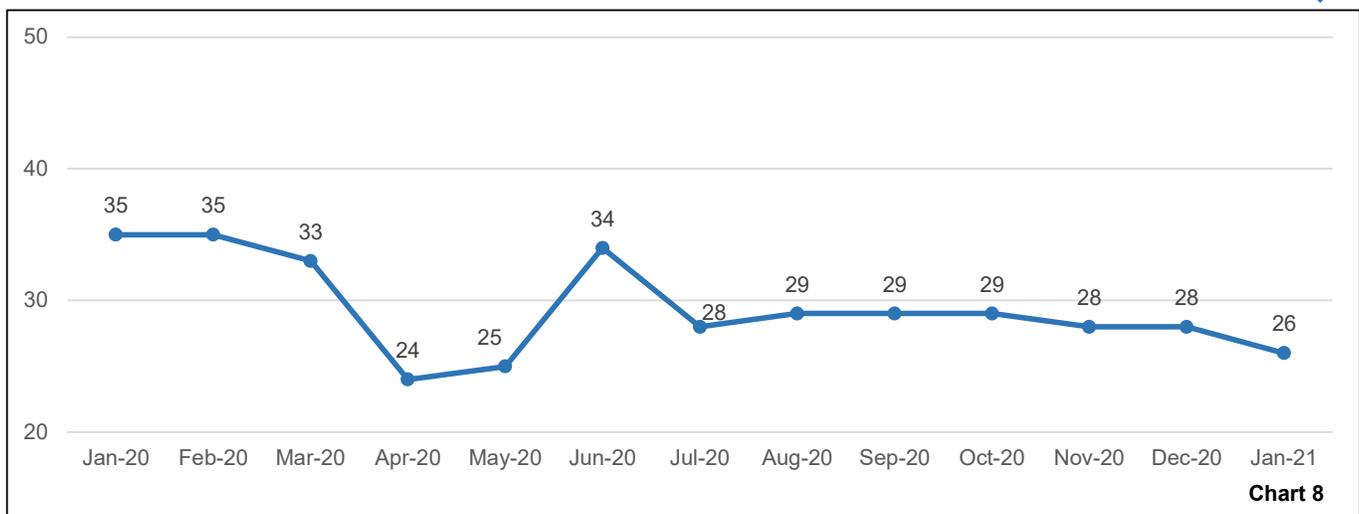
Note: Monthly totals may not be exact due to rounding.

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



Average Actual Trip Duration in Minutes

Desired trend ↓



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

- 89% of trips in January 2021 performed within the scheduled time or better which improved by 1 percentage point when compared to December 2020, and improved by 5 percentage points when compared to January 2020.

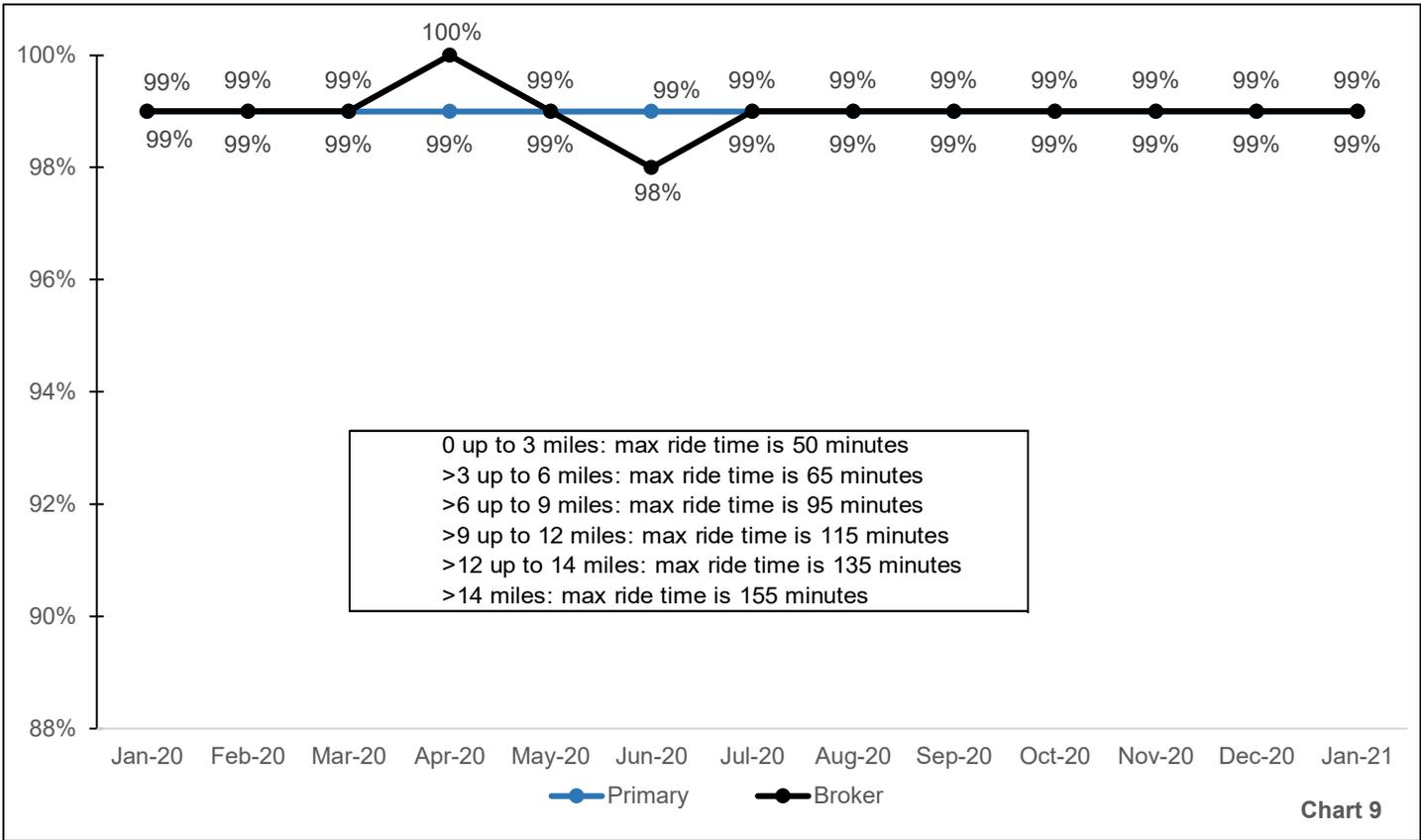
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in January 2021 improved by 2 minutes (or 7.1%) when compared to December 2020, and improved by 9 minutes (or 25.7%) when compared to January 2020.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend 

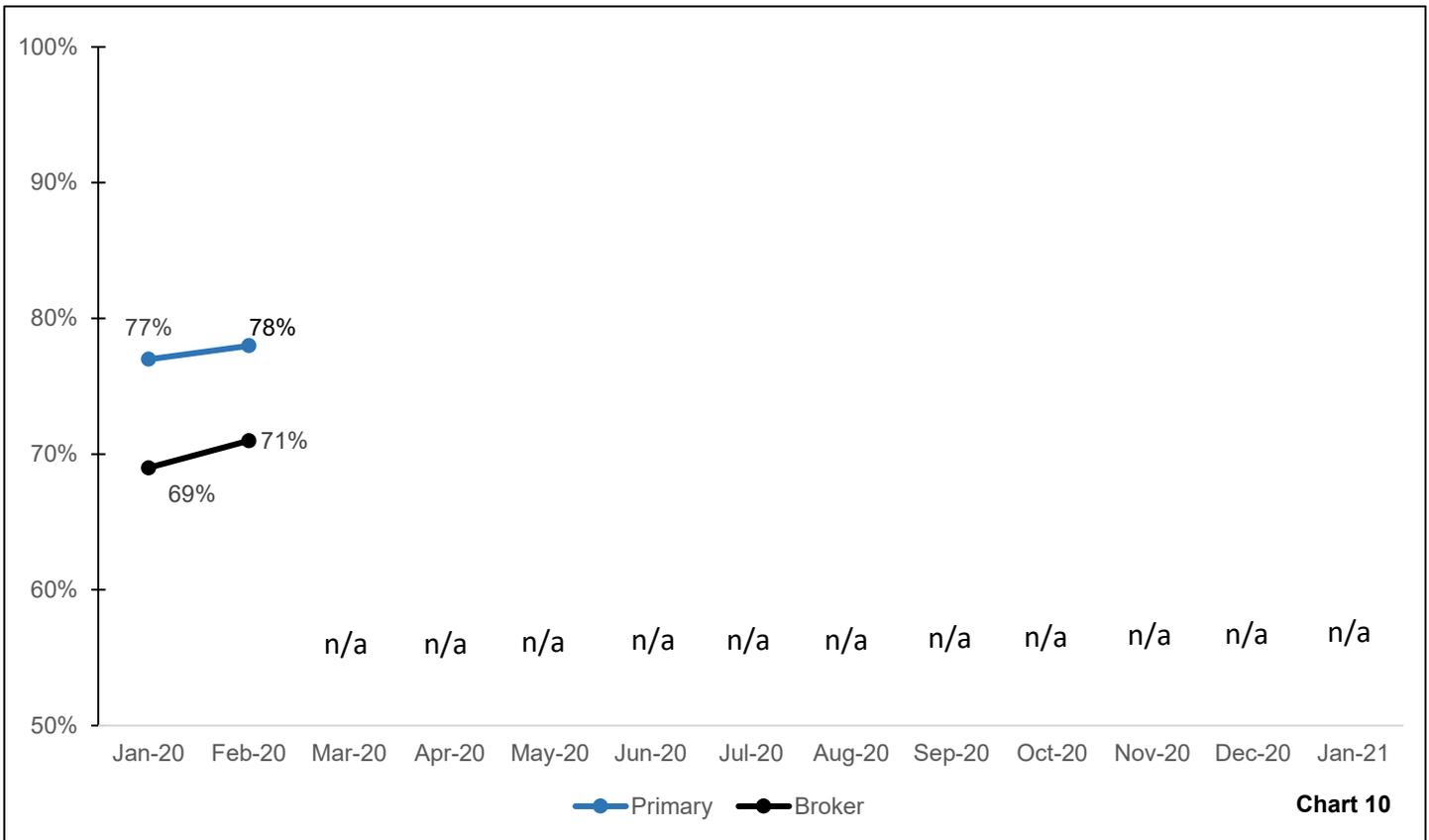


Max Ride Time Performance Discussion

- In the month of January 2021, 99% of Primary trips were completed within the Max Ride Time parameters. Performance remained flat when compared to December and January 2020.
- In the month of January 2021, 99% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to December and January 2020.

Customer Experience Performance

Desired trend 

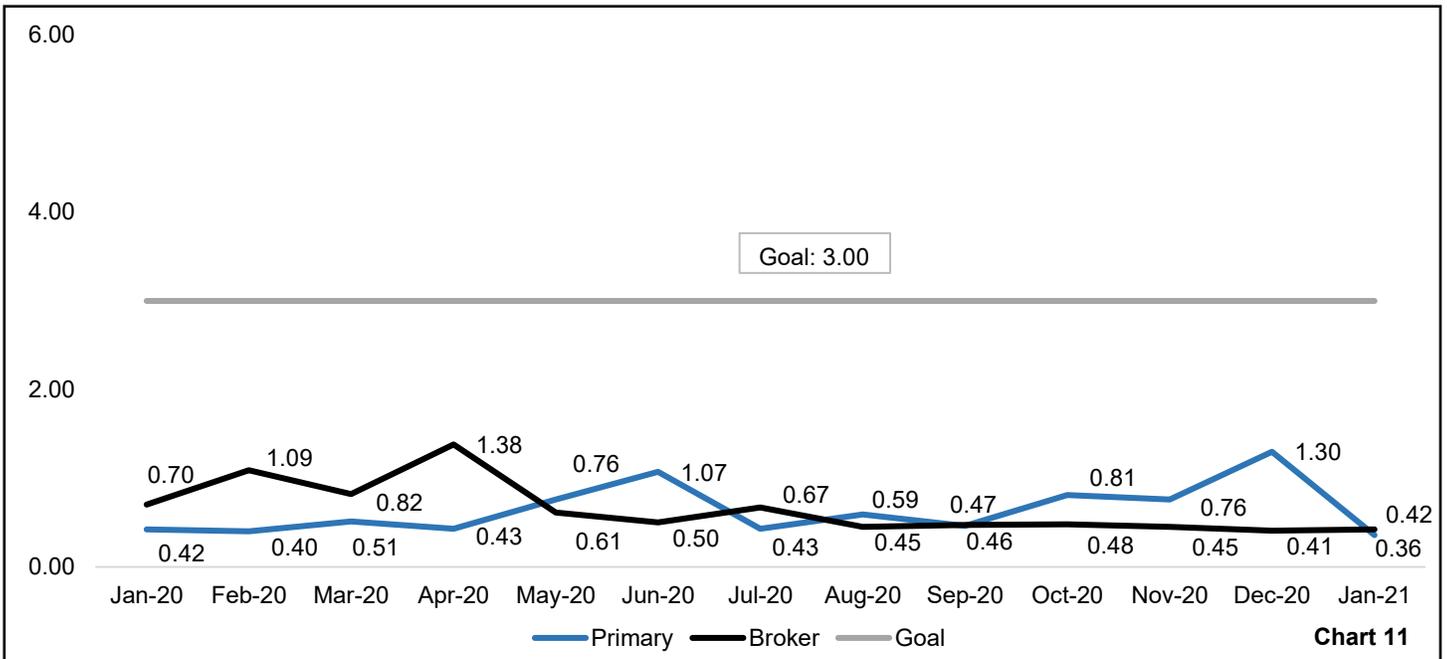


Customer Experience Performance Discussion

- Customer Experience depends on trip results against multiple standards including Drop-off On-Time performance for appointment time booked trips. In January, 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

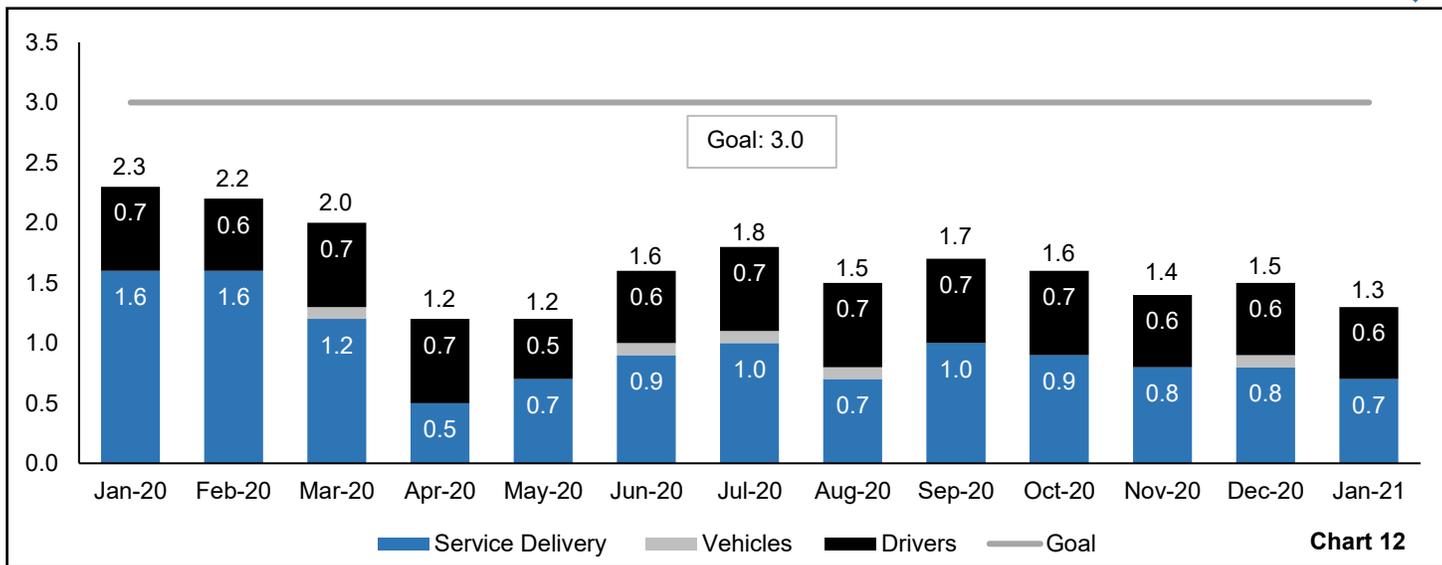


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows improved by 0.94 per 1,000 trips (or 72.3%) in January 2021 when compared to December 2020, and improved by 0.06 per 1,000 trips (or 14.3%) when compared to the same month last year.
- Broker No-Shows increased by 0.01 per 1,000 trips (or 2.4%) in January 2021 when compared to December 2020, and improved by 0.28 per 1,000 trips (or 40%) when compared to the same month last year.

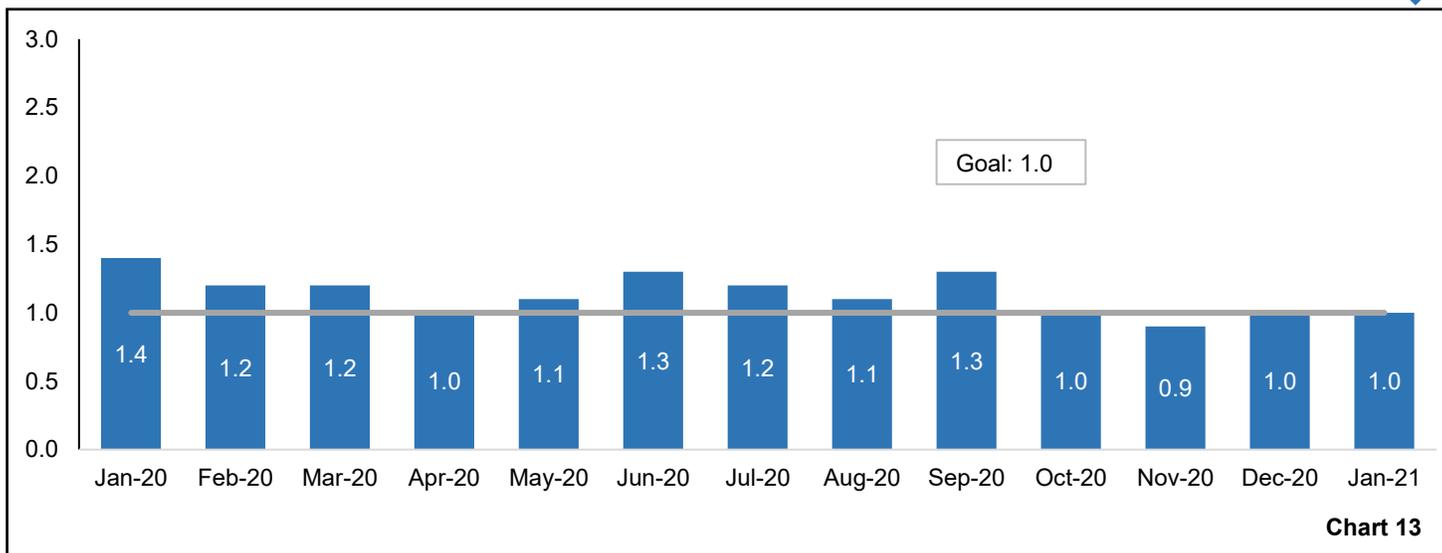
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

Desired trend



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

Desired trend



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

- The total Passenger Complaints related to Transportation Service in January 2021 improved by 0.2 per 1,000 trips (or 13.3%) when compared to December 2020, and improved by 1.0 per 1,000 trips (or 43.5%) when compared to January 2020.

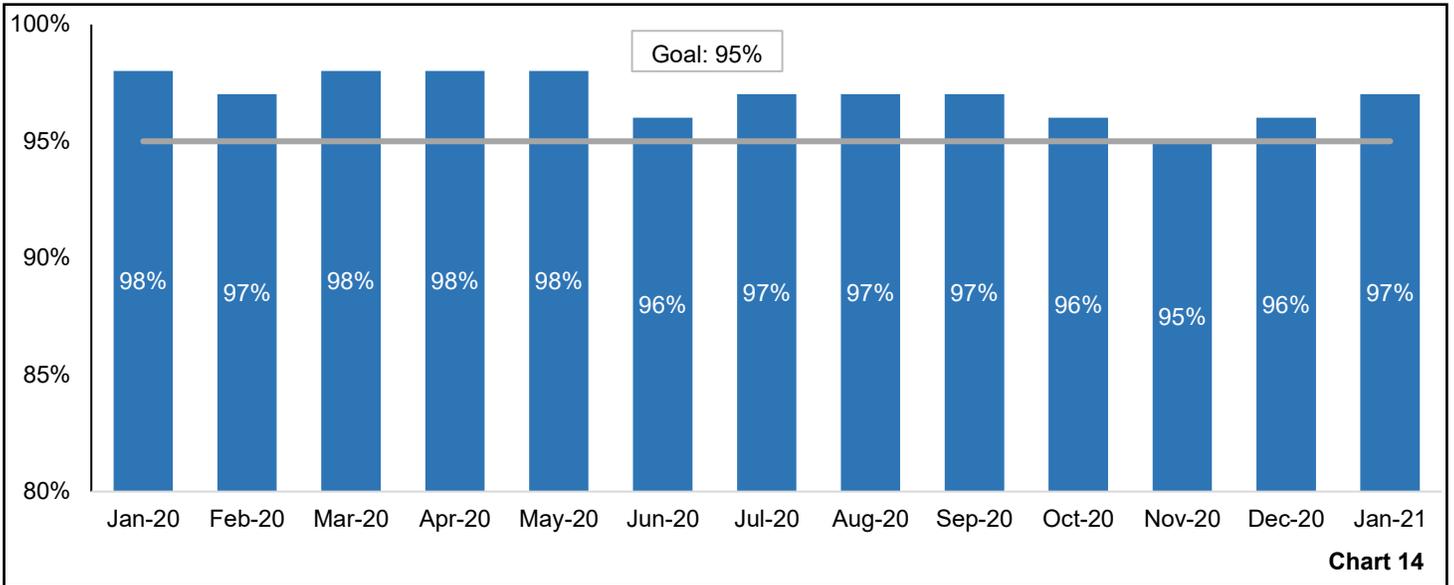
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service remained flat in January 2021 when compared to December 2020, and improved by 0.4 per 1,000 trips (or 28.6%) when compared to January 2020.

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

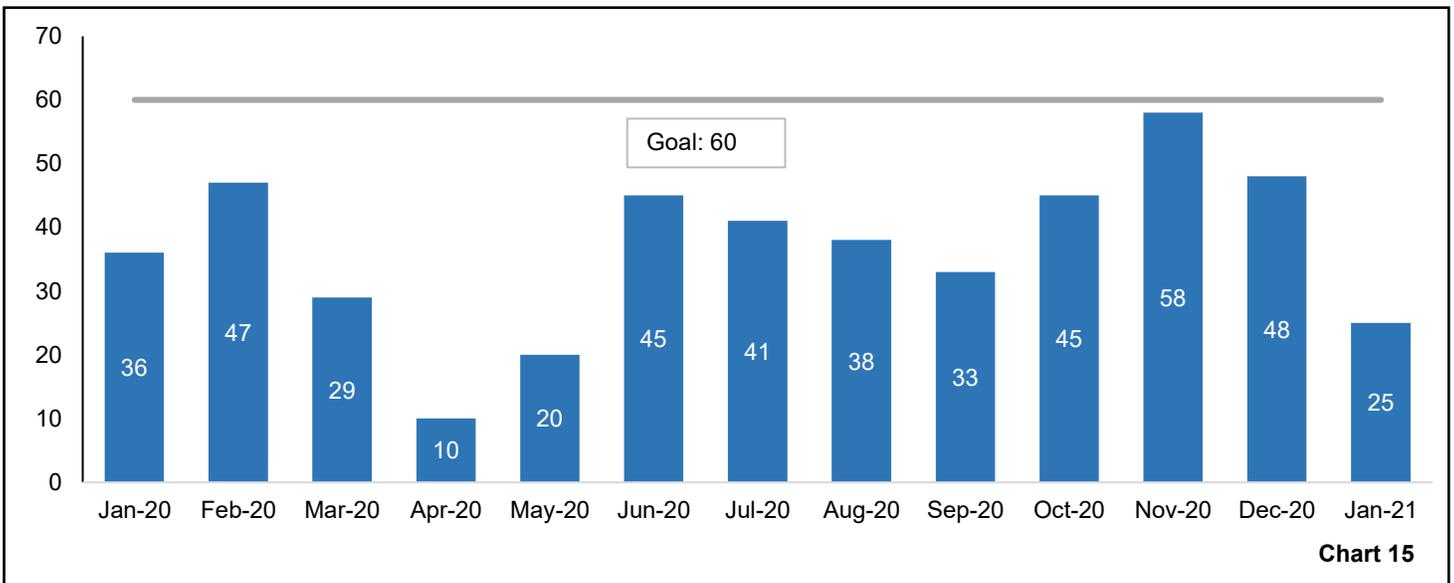
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

- The Percent of Calls Answered in January 2021 improved by 1 percentage point when compared to December 2020, and declined by 1 percentage point when compared to January 2020.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in January 2021 improved by 23 seconds (or 47.9%) when compared to December 2020, and improved by 11 seconds (or 30.6%) when compared to January 2020.

March 2021 Accessibility Update

The Systemwide Accessibility team is working closely with the Department of Buses to improve accommodations for our riders with mobility devices and those with young children through more flexible bus seating design. Starting later this month, new buses on local routes will have three new, single flip-up seats located directly behind the wheelchair securement areas. These buses will feature two single aisle-facing flip-up seats, in alternating locations with fixed seats, and one forward-facing seat next to a fixed seat. This new configuration can enhance customer comfort and safety by creating additional space outside of both the aisle and the wheelchair securement area for riders with walkers or other mobility devices, folded strollers, or other items. The flip seats are designed to be easily operated by customers and will be indicated with decals on the adjacent windows with instructions on how to safely operate the seat. These flip seats are in addition to the wheelchair securement area, and all existing policies about use and customer assistance in the wheelchair priority seating areas continue to apply. Stay tuned for more information about the rollout of these buses and opportunities to provide your feedback on this important new bus feature.

In accessible subways news, a new entrance to the Court Sq – 23 St (E/M) station opened in late February, marking our first new accessible station in 2021. The new entrance includes an elevator located at the northeast corner of 23 St and 44 Drive, providing access to the Manhattan-bound platform via a ramp from the mezzanine level. Following the One Vanderbilt project at Grand Central station, this is another great example of the MTA partnering with a private developer to improve station access, and we look forward to more projects like this in the future. We are working to make the Court Square complex (E/M, G, and 7 service) fully accessible through a combination of additional outside projects facilitated by our External Partners Program, and MTA Capital Program projects, in the coming years.

Finally, we are approaching the two-year anniversary of the Advisory Committee for Accessible Transit ([ACTA](#)). Since its inception in 2019, ACTA members have provided invaluable feedback on efforts to improve accessibility across NYCT, on topics including signage, technology pilots, training, and Access-A-Ride service improvements. Please visit mta.info/accessibility to learn more about ACTA and if you are interested in joining the committee, as members may rotate off after two years of service. We thank ACTA for its continued engagement and look forward to being able to return to in-person meetings and field visits later this year when it is safe to do so.

When traveling during the winter months, remember to check the [Elevator and Escalator status page](#) on the MTA website for real-time station accessibility information, as above-ground machines may be taken out of service for customer safety. As always, we remind all customers to wear masks, observe social distancing, and check the most recent service information when planning trips.

Rachel Cohen
Director, Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



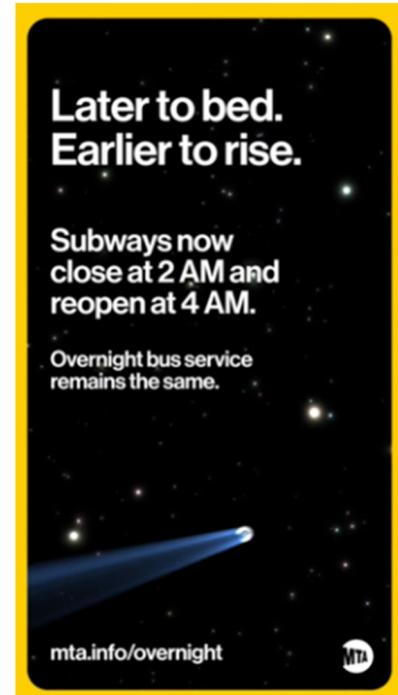
Chief Customer Officer Sarah Meyer recently announced the reopening of the Bedford Av and Fulton St entrance of the Nostrand Av station on A/C lines. The entrance, which was closed for 30 years, further improves the customer experience. It provides another path to the subway, easier connection to the B44 SBS, and creates a free transfer between north and southbound platforms.

March 2021 Highlights: Strategy and Customer Experience

This month, we were thrilled to announce the reduced overnight closure of the subway system with digital, print, and web signage. With help from Operations Planning and Station Environment and Operations, thousands of signs were replaced in all of our station entrances.

SCE also assisted with vaccine distribution programs across the five boroughs. Signage was developed to improve wayfinding from our subway stations to vaccination sites at Yankee Stadium, Citi Field, Aqueduct Racetrack and others. Our new live map also now lists vaccine locations, hours and other helpful wayfinding information. Our trip planning features also provide travel directions that incorporate alternate routes if planned work is disruptive.

The team signed and publicized new bus routes in Brooklyn to Medgar Evers College and in Queens to York College. We also created a campaign encouraging frontline employees to get vaccinated and the team helped set up internal vaccine sites at 130 Livingston and GCT.



Mask Force efforts continued. State Assembly Member Mathylde Frontus, City Council Member Keith Powers, and MTA Inspector General Carolyn Pokorny helped us hand out approximately 55,000 masks to NYCT customers.

The Mask Force has distributed more than 550,000 masks since July 2020 and customer mask compliance is 98%. A heartfelt thank you to everyone who continues to volunteer and partner with us to beat this pandemic.

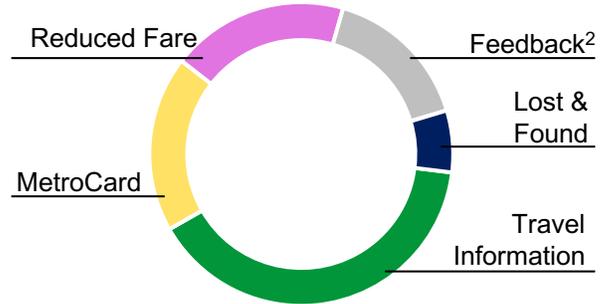
Sarah Meyer
Chief Customer Officer

Customer engagement

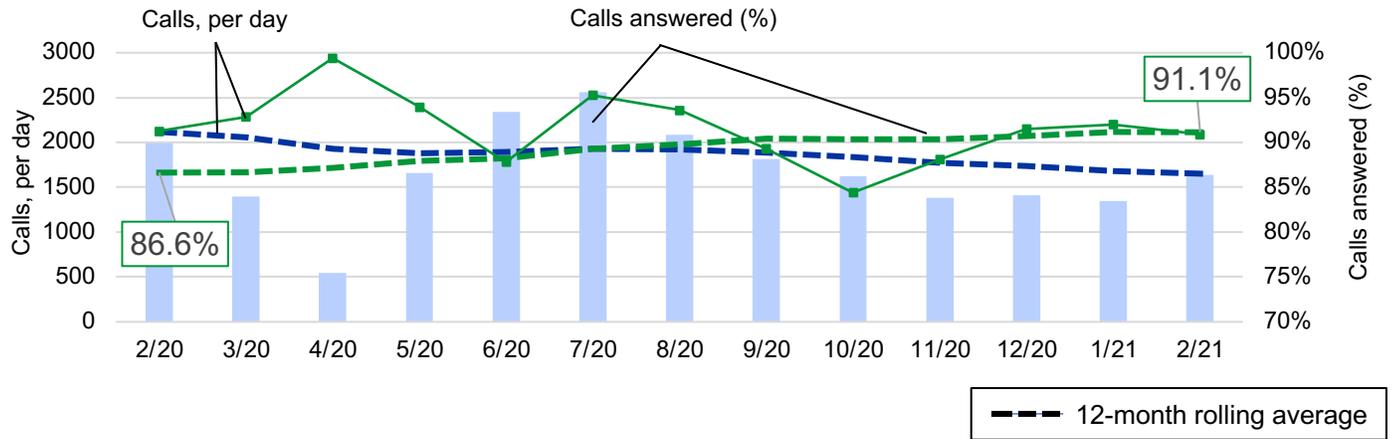
Telephone

	Feb 2021	Feb 2020	Variance
Telephone calls	45,807	57,709	▼20.6%
Calls answered	90.9%	91.3%	▼0.4%
Average time to answer ¹ (seconds)	64	132	▼51.5%

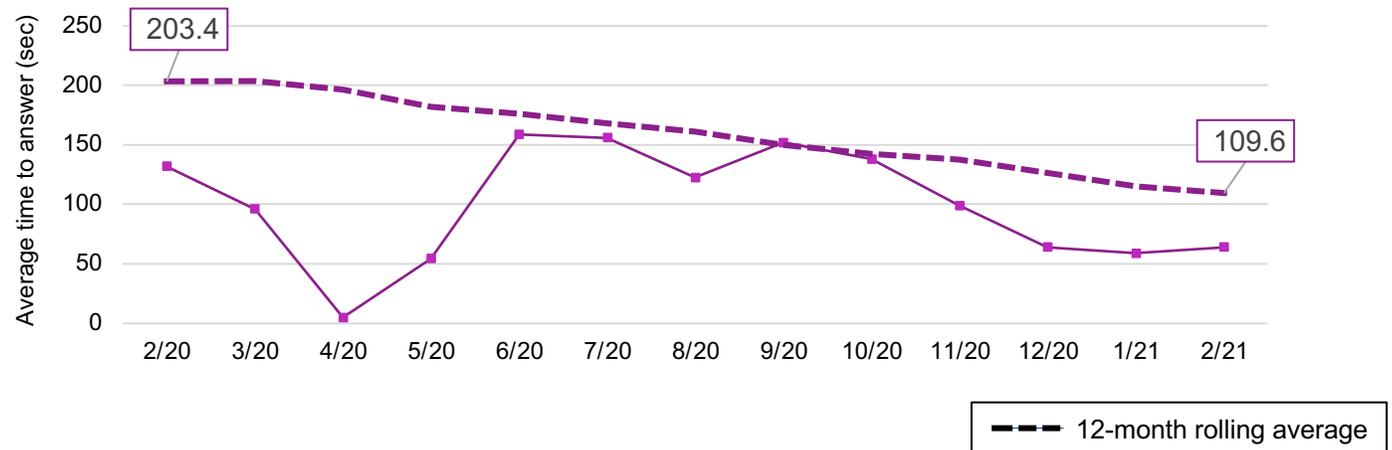
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



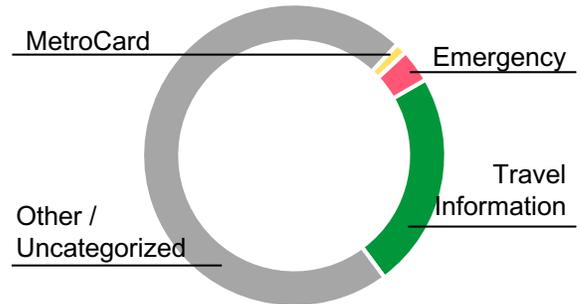
Telephone: average time to answer



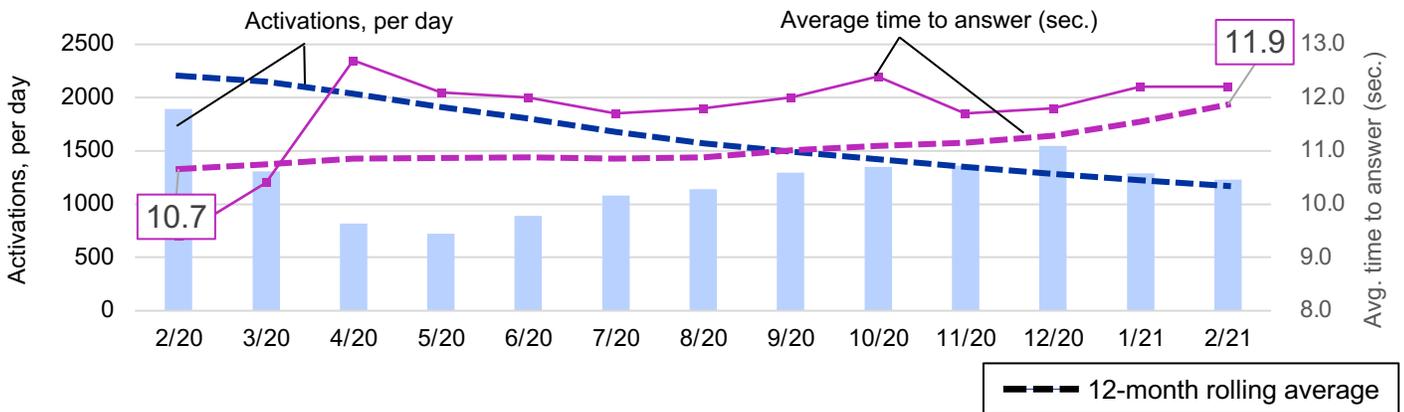
Customer engagement

Help Point

	Feb 2021	Feb 2020	Variance
Help Point activations	34,474	54,947	▼37.3%
Average time to answer (seconds)	12.2	9.4	▲29.2%

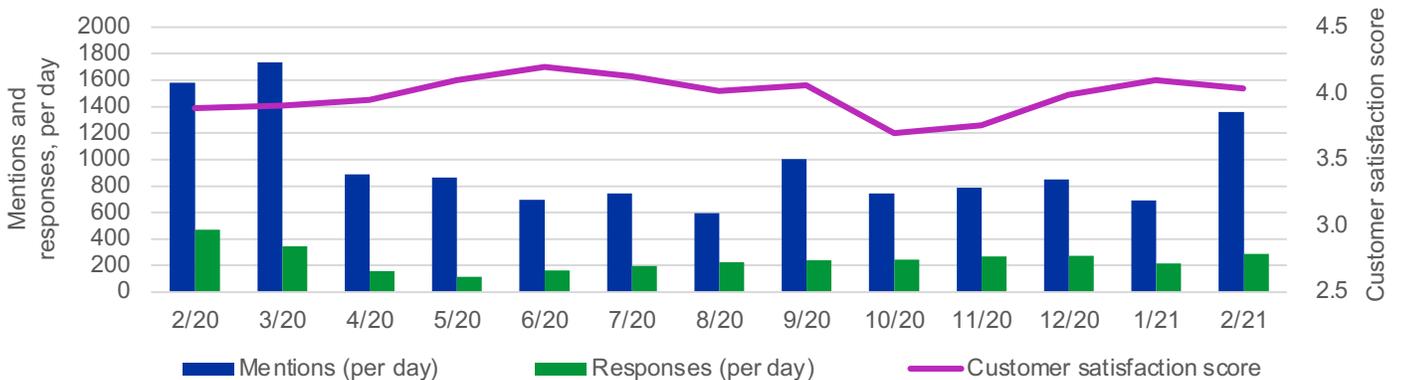
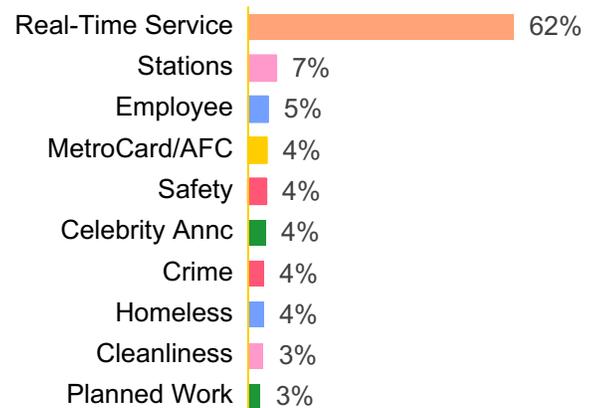


Help Point: activations and average time to answer



Social media

	Feb 2021	Feb 2020	Variance
Social media mentions ¹	38,113	45,860	▼16.9%
Responses sent	8,079	13,609	▼40.6%
Customer satisfaction score ²	4.04	3.89	▲3.9%



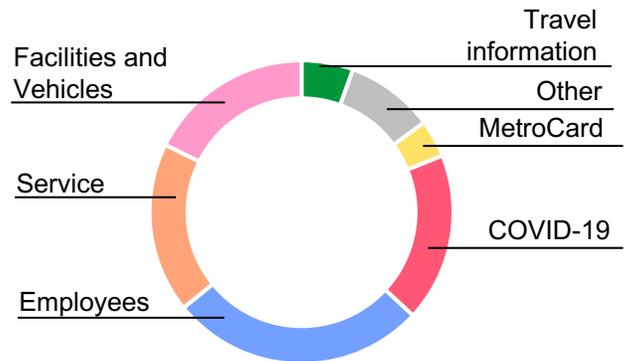
1. Social media mentions include Tweets, Facebook posts, and comments
2. Customers were asked *How would you rate your experience on Twitter with NYCT Subway?* using a scale of 1 to 5

Customer engagement

Web, mobile app, and written feedback

	Feb 2021	Feb 2020	Variance
Received	3,287	6,583	▼ 50.1%
Responses sent ¹	4,976	8,987	▼ 44.6%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Feb 2021
Web	4,936
Twitter	3,718
Kiosks / Digital Displays ¹	1,689
Email and text alerts	
• Service	3,637
• Elevator and escalator status	6,795
Service Notice posters developed	360

1. Excludes countdown clocks

Social media followers

		Feb 2021	Feb 2020	Variance
Twitter	@NYCTSubway	1,008k	1,008k	▲ 0.0%
	@NYCTBus	31.1k	27.2k	▲ 14.3%
	@MTA	1,324.3k	1,314.8k	▲ 0.7%
Facebook	MTA	154.2k	--	--
Instagram	@mtanyctransit	40.3k	27.2k	▲ 48.2%

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

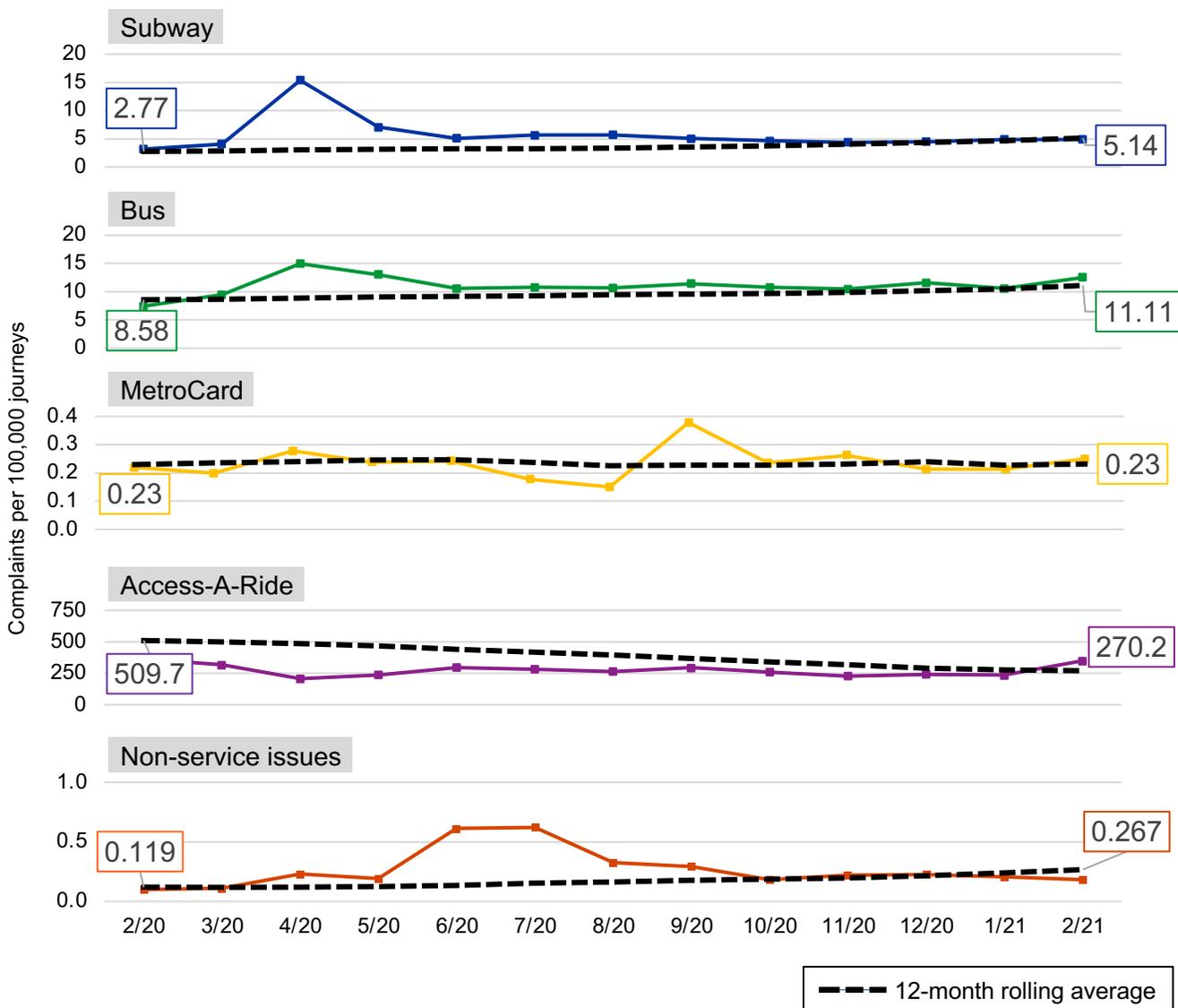
	Feb 2021	Feb 2020	Variance
Subway	4.89	3.18	▲ 54.1%
Bus	12.55	7.44	▲ 68.7%
MetroCard	0.25	0.22	▲ 13.4%
Access-A-Ride	347.3	363.4	▼ 4.4%
Non-service issues ¹	0.182	0.099	▲ 83.8%

Commendations per 100,000 journeys

	Feb 2021	Feb 2020	Variance
Subway	0.120	0.124	▼ 3.5%
Bus	0.62	0.49	▲ 26.1%
Access-A-Ride	81.4	100.5	▼ 19.1%
Non-service issues incl. MetroCard	0.016	0.015	▲ 5.7%

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

Complaints per 100,000 journeys: trends



Safety

Robert Diehl

Senior Vice President, Safety & Security



System Safety Specialist Isabel Potter conducts an Adenosine Triphosphate (ATP) sampling event. In this case, ATP testing is being utilized to measure micro-organisms on a surface.

February 2021 Highlights: Safety

Subway Customer Accident Rates increased by 64.4% when comparing the most recent 12-month period to the previous one. It is worth noting that, nominally, accidents are down 47.6%.

Bus Collisions declined by 25.7% and Collision Injuries declined by 26.9% 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			
	Mar 18 - Feb 19	Mar 19 - Feb 20	Mar 20 - Feb 21	
Subways				
Subway Customer Accidents per Million Customers ¹	2.90	2.95	4.85	
Subway Collisions ²				
Total	1	2	2	
Mainline	0	0	0	
Yard	1	2	2	
Subway Derailments ²				
Total	4	5	10	
Mainline	0	1	5	
Yard	4	4	5	
Subway Fires ²	805	751	922	
Buses				
Bus Collisions Per Million Miles Regional	53.91	53.86	40.01	
Bus Collision Injuries Per Million Miles Regional	6.06	6.16	4.50	
Bus Customer Accidents Per Million Customers ¹ Regional*	1.36	1.49	1.82	
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹	3.75	4.39	5.24	

¹ 12-month Average data from February through January.

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 30, 2020, to determine ridership. During this time, ridership was estimated using Automated Passenger Counter (APC) data.

Leading Indicators				
Subways	February	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	25	57	340	16.8%
Joint Track Safety Audits -- Compliance Rate	100.0%	99.9%	100.0%	99.9%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	0	780	9,999	7.8%
Friction Pad Installation	1,236	2,694	22,000	12.2%
Buses	February	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	7	10	780	1.3%
Vision Zero Employee Training	382	884	5,800	15.2%

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.

Subway Fires

February 2021

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:	87.4%	Train:	10
Average:	12.6%	Right-of-way:	67
Above Average:	0.0%	Station:	26
High:	0.0%	Other:	0
		Total:	103

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

Train:	Right-of-Way:	Station:
Debris: 7	Debris: 33	Debris: 20
Circuit Breaker: 1	Insulator: 15	Advertisement: 4
Grease: 1	Tie: 4	Chair: 1
Trolley Lead: 1	Fuse Box Tap: 3	Electrical: 1
	Cables, Power 3rd	
	Rail: 2	



March 2021 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.



CRIME STATISTICS FEBRUARY

	2021	2020	Diff	% Change
MURDER	2	0	2	***. *%
RAPE	0	1	-1	-100.0%
ROBBERY	30	77	-47	-61.0%
GL	34	152	-118	-77.6%
FELASSAULT	37	46	-9	-19.6%
BURGLARY	1	1	0	0.0%
<u>TOTAL MAJOR FELONIES</u>	<u>104</u>	<u>277</u>	<u>-173</u>	<u>-62.5%</u>

During February, the daily Robbery average decreased from 2.8 to 1.1

During February, the daily Major Felony average decreased from 9.9 to 3.7

CRIME STATISTICS JANUARY THRU FEBRUARY

	2021	2020	Diff	% Change
MURDER	2	0	2	***. *%
RAPE	1	2	-1	-50.0%
ROBBERY	54	153	-99	-64.7%
GL	78	303	-225	-74.3%
FELASSAULT	79	80	-1	-1.3%
BURGLARY	3	1	2	200.0%
<u>TOTAL MAJOR FELONIES</u>	<u>217</u>	<u>539</u>	<u>-322</u>	<u>-59.7%</u>

Year to date the daily Robbery average decreased from 2.6 to 0.9

Year to date the daily Major Felony average decreased from 9.1 to 3.7

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



FEBRUARY ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	358	765	-407	-53.2%
TOS Arrests	60	160	-100	-62.5%
Total Summons	6303	9675	-3372	-34.9%
TOS TABs	5224	6610	-1386	-21.0%
TOS C-Summ	85	170	-85	-50.0%

JANUARY THRU FEBRUARY ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	779	1629	-850	-52.2%
TOS Arrests	136	276	-140	-50.7%
Total Summons	12737	19658	-6921	-35.2%
TOS TABs	10747	12591	-1844	-14.6%
TOS C-Summ	172	294	-122	-41.5%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 2/28/2021)**

Motivation:

Motivation	2021	2020	Diff	% Change
ASIAN	1	0	1	***.*
BLACK	1	1	0	0%
ETHNIC	2	0	2	***.*
GENDER	2	5	-3	-60%
OTHER	2	0	2	***.*
SEMITIC	1	9	-8	-89%
SEXUAL ORIENTATION	2	2	0	0%
WHITE	0	1	-1	-100%
Grand Total	11	18	-7	-39%

Crime Name:

Crime Name	2021	2020	Diff	% Change
Aggravated Harassment 1	2	9	-7	-78%
Aggravated Harassment 2	2	1	1	100%
Assault 3	2	7	-5	-71%
Criminal Mischief 4	3	0	3	***.*
Forcible Touching	1	0	1	***.*
Menacing 3	1	1	0	0%
Grand Total	11	18	-7	-39%



Police Department
City of New York

REPORT

		JANUARY-FEBRUARY																									
		1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
Murder	0	0	2	0	0	0	0	0	1	2	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	2
Rape	1	1	0	1	1	0	0	1	0	1	1	0	2	0	0	0	1	1	3	0	0	0	0	1	2	1	
Robbery	404	316	267	230	208	208	192	172	205	174	131	128	123	127	115	174	97	88	70	79	61	76	84	151	54		
Assault	65	76	64	62	46	38	33	42	47	22	33	29	33	30	39	26	26	29	26	32	55	60	52	58	76	79	
Burglary	9	4	0	2	1	0	2	0	0	0	0	2	0	2	0	0	0	2	4	1	5	3	2	2	1	3	
GL	486	405	333	356	355	329	257	296	324	182	193	223	213	176	201	286	284	270	221	252	268	239	244	294	78		
TOTAL MAJOR FELONIES	965	802	666	651	611	575	485	511	579	380	358	384	370	335	355	487	413	391	324	391	392	369	390	524	217		
Major Fel Per Day	16.36	13.59	11.29	11.03	10.36	9.75	8.22	8.66	9.81	6.44	6.07	6.51	6.27	5.68	6.02	8.25	7.00	6.63	5.49	6.52	6.64	6.25	6.61	8.73	3.62		



METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

February 2021 vs. 2020

	2021	2020	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	1	-1	-100%
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	1	-1	-100%

Year to Date 2021 vs. 2020

	2021	2020	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	1	-1	-100%
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	1	-1	-100%

Weekly number of incidents of assault and harassment against transit workers

Below are updated data and statistics on different aspects of our transit system. This page provides recent data on assaults and harassment against our employees.

Updated March 3, 2021

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.

These figures are updated weekly with the prior week's figures. Each week's update is based on verified incidents as of the report date so data for prior weeks may change as additional incidents are verified.

of incidents of assault & harassment against transit employees by week (Last 6 Months)

Week beginning	Assault: Subways	Assault: Buses	Harassment: Subways	Harassment: Buses	Total
2/22/2021	1	0	9	32	42
2/15/2021	1	1	10	24	36
2/8/2021	0	1	7	38	46
2/1/2021	1	1	6	22	30
1/25/2021	0	2	17	23	42
1/18/2021	0	2	18	30	50
1/11/2021	1	2	11	26	40
1/4/2021	1	1	9	28	39
12/28/2020	2	1	8	18	29
12/21/2020	1	0	6	19	26
12/14/2020	0	1	11	26	38
12/7/2020	0	1	9	35	45
11/30/2020	1	1	12	21	35
11/23/2020	0	0	12	29	41
11/16/2020	1	3	14	34	52
11/9/2020	3	0	18	37	58
11/2/2020	1	3	15	28	47
10/26/2020	1	4	12	36	53
10/19/2020	0	2	15	39	56
10/12/2020	1	1	15	36	53
10/5/2020	1	2	11	35	49
9/28/2020	2	1	14	47	64
9/21/2020	0	0	9	23	32
9/14/2020	1	1	7	26	35
9/7/2020	5	3	9	33	50

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

Source (including earlier information): <https://new.mta.info/safety-and-security/nyct-employee-assault-data>

Weekly number of incidents of vandalism in the transit system

Below are 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 March 3, 2021

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.

These figures are updated weekly with the prior week's figures. Each week's update is based on verified incidents as of the report date so data for prior weeks may change as additional incidents are verified.

of units vandalized by week and component (Last 6 Months)

Week beginning	Graffiti: Subways	Graffiti: Buses	Liquid Crystal Display (LCD) Screen	Metrocard Vending Machine (MVM)	OMNY Reader	Train Glass	Bus Glass	Total
2/22/2021	23	0	4	0	0	5	2	34
2/15/2021	27	0	4	0	0	3	1	35
2/8/2021	7	0	3	3	0	3	4	20
2/1/2021	31	0	3	1	0	4	2	41
1/25/2021	33	0	0	0	1	3	0	37
1/18/2021	9	0	9	1	1	1	1	22
1/11/2021	26	0	14	4	1	2	0	47
1/4/2021	11	0	8	0	0	5	1	25
12/28/2020	14	0	5	3	0	15	2	39
12/21/2020	15	0	2	0	1	2	0	20
12/14/2020	33	0	13	3	1	4	2	56
12/7/2020	26	0	3	5	0	7	2	43
11/30/2020	29	0	3	2	1	11	2	48
11/23/2020	25	0	12	4	2	9	0	52
11/16/2020	25	0	10	4	0	5	2	46
11/9/2020	22	0	21	0	0	11	0	54
11/2/2020	8	0	5	1	0	10	0	24
10/26/2020	17	3	12	2	0	8	0	42
10/19/2020	24	0	2	3	3	6	3	41
10/12/2020	10	0	5	2	1	15	3	36
10/5/2020	13	0	1	0	0	6	2	22
9/28/2020	10	0	4	1	0	13	6	34
9/21/2020	26	0	16	4	1	6	1	54
9/14/2020	5	0	10	2	0	16	1	34
9/7/2020	10	0	12	2	1	48	1	74

Source (including earlier information): <https://new.mta.info/safety-and-security/nyct-vandalism-data>

Financial and Ridership Reports

Jaibala Patel, Chief Financial Officer

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



February 2021 was the 8th snowiest month on NYC record. On February 1, the day of the biggest snowstorm in 5 years, New York City Transit subways and buses carried 1 million riders.

Preliminary February 2021 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary February 2021 financial results, on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results reflect the new accelerated accounting close and are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

- February 2021 New York City Transit ridership of 58.5 million was 28.1 million (92.5 percent) above budget, of which subway ridership of 39.2 million was 16.8 million (74.9 percent) above budget, and bus ridership of 18.8 million was 11.5 million (158.7 percent) above budget.
- February 2021 farebox revenue of \$129.5 million was \$66.4 million (105.0 percent) above budget.
- Other revenue was lower than budget in February by \$2.6 million (6.5 percent), due to underruns in Paratransit reimbursement and MetroCard surcharges.

February 2021 operating expenses of \$650.6 million were \$67.2 million (9.4 percent), less than budget.

- Labor expenses were under budget by a net \$48.5 million (8.7 percent), due largely to underruns in health and welfare and OPEB current expenses of \$58.2 million (41.5 percent), and payroll expenses of \$13.7 million. There were partially offsetting overruns in overtime of \$14.9 million, pension of \$3.6 million, reimbursable overhead of \$3.8 million, and other fringe benefits of \$1.2 million.
- Non-labor expenses were under budget by \$18.7 million (8.2 percent), due mostly to underruns in power of \$9.5 million, materials and supplies of \$7.5 million, and in paratransit service contracts of \$7.0 million. Overruns in fuel of \$3.2 million (41.1 percent), and maintenance and other operating contracts of \$2.4 million (10.0 percent) partially offset general favorability in non-labor expenses.

Preliminary financial results for February 2021 are presented in the table below and compared to the budget.

Preliminary Financial Results Compared to Budget						
Category (\$ in millions)	February Results		February Year-to-Date Results			
	Variance Fav(UnFav)		Budget	Prelim Actual	Variance Fav(UnFav)	
	\$	%	\$	\$	\$	%
Total Farebox Revenue	66.4	105.0	129.1	265.6	136.4	105.6
Nonreimb. Exp. before Dep./OPEB	67.2	9.4	(1,467.1)	(1,363.5)	103.6	7.1
Net Cash Deficit*	141.3	23.6	(1,177.3)	(957.1)	220.2	18.7

*Excludes Subsidies and Debt Service

February 2021 farebox revenue of \$129.5 million was \$66.4 million (105 percent) above budget. Subway revenue was \$42.9 million (89 percent) above budget and bus revenue was \$22.4 million (175.6 percent) above budget. The February 2021 non-student average fare of \$2.19 increased 6.1¢ from February 2020.

Total ridership in February 2021 of 58.5 million was 28.1 million (92.5 percent) above budget. Average weekday ridership in February 2021 was 2.4 million (67.4 percent) below February 2020. Average weekday ridership for the twelve months ending February 2021 was 2.0 million, 73.3 percent lower than the twelve months ending February 2020.

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 pension Adjustment, were \$67.2 million (9.4 percent), less than budget.

Labor expenses were under budget by a net \$48.5 million (8.7 percent), due largely to health and welfare and OPEB current expenses that were favorable \$58.2 million (41.5 percent), and payroll expenses favorable \$13.7 million (5.1 percent). Overruns in overtime of \$14.9 million (33.2 percent), provided partial offset along with overruns in pension of \$3.6 million (4.7 percent), reimbursable overhead of \$3.8 million (19.8 percent) and other fringe benefits of \$1.2 million (2.6 percent).

Non-labor expenses were favorable to the budget by \$18.7 million (8.2 percent), due mostly to underruns in electric power of \$9.5 million (34.0 percent), materials and supplies by \$7.5 million (27.1 percent), and in paratransit service contracts of \$7.0 million (23.3 percent). Overruns in fuel of \$3.2 million (41.1 percent), and maintenance and other operating contracts of \$2.4 million (10.0 percent) partially offset general favorability in non-labor expenses.

Year-to-date, non-reimbursable expenses were lower than budget by \$103.6 million (7.1 percent), of which labor expenses underran by a net \$71.5 million (6.2 percent). Health and welfare/OPEB current expenses were favorable \$74.3 million (26.5 percent), and payroll underran by \$23.0 million (4.1 percent). Unfavorable reimbursable overhead credits of \$10.1 million (25.0 percent), and overruns in overtime \$9.5 million (10.3 percent) provided a partial offset with minor underruns in other fringe benefits \$3.9 million (4.0 percent), and pension \$2.3 million (1.5 percent). Non-labor expenses were favorable by a net \$32.1 million (10.0 percent), including significant underruns in paratransit service contract expenses \$12.4 million (19.9 percent), materials & supplies \$11.1 million (20.0 percent), electric power \$9.7 million (16.9 percent), and fuel \$3.2 million (18.5 percent). Overruns in maintenance and operating contracts of \$7.2 million (15.6 percent) provided a partial offset to minor favorability in the rest of the non-labor expense categories.

Financial Results

Farebox Revenue

February 2021 Farebox Revenue - (\$ in millions)								
	February				February Year-to-Date			
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	48.2	91.0	42.9	89.0%	98.8	185.9	87.1	88.2%
NYCT Bus	12.8	35.2	22.4	175.6%	26.0	73.7	47.7	183.4%
Paratransit	0.0	1.1	1.1	-	0.0	1.6	1.6	0.0%
Subtotal	61.0	127.3	66.4	108.9%	124.8	261.2	136.4	109.3%
Fare Media Liability	2.2	2.2	0.0	0.0%	4.3	4.3	0.0	0.0%
Total - NYCT	63.2	129.5	66.4	105.0%	129.1	265.6	136.4	105.6%

Note: Total may not add due to rounding

Average Fare

February Non-Student Average Fare - (in \$)				
	NYC Transit			
	2020	Prelim 2021	Change	
			Amount	Percent
Subway	2.218	2.334	0.116	5.2%
Local Bus	1.757	1.830	0.073	4.1%
Subway & Local Bus	2.109	2.173	0.064	3.0%
Express Bus	5.815	5.932	0.117	2.0%
Total	2.129	2.189	0.061	2.8%

The non-student average fare increased by 3 percent from the prior year. This is due to the significant reduction in overall ridership, which reduces the fare discounts normally enjoyed by pass users.

Non-reimbursable Expenses

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 pension Adjustment, were \$67.2 million (9.4 percent), less than budget.

Labor expenses underran budget by a net \$48.5 million (8.7 percent)

- Health and welfare/OPEB current expenses together were favorable \$58.2 million (41.5 percent), resulting from favorable timing of rebates, vacancies, and lower rates
- Payroll expenses were lower than budget by \$13.7 million (5.1 percent), mainly due to vacancies
- Overtime expenses overran by \$14.9 million (33.2 percent), primarily due to adverse winter weather results and vacancy coverage
- Reimbursable overhead was unfavorable \$3.8 million (19.8 percent), reflecting unfavorable reimbursable project labor credits
- Pension was unfavorable to budget by \$3.6 million (4.7 percent), mainly due to unfavorable timing of NYCERS pension charges
- Other fringe benefits were unfavorable \$1.2 million (2.6 percent), mainly due to unfavorable capital project support credits

Non-labor expenses were net favorable to the budget by \$18.7 million (11.8 percent):

- Electric Power was lower than budget \$9.5 million (34.0 percent), mainly due lower consumption and pricing, and favorable timing of credits
- Materials and supplies underran by \$7.5 million (27.1 percent), mainly due to the favorable timing of expenses
- Paratransit service contracts underran by \$7.0 million (23.3 percent), reflecting fewer trips and favorable timing of support costs
- Fuel was over budget by \$3.2 million (41.1 percent), mainly due to the unfavorable timing of charges
- Maintenance and other operating contract expenses overran by \$2.4 million (10.0 percent), due to the unfavorable timing of building expenses

Depreciation expenses in February were higher than budget by \$8.8 million (5.3 percent).

The **operating cash deficit** (excluding subsidies) for February of \$456.3 million is \$141.3 million (23.6 percent) favorable to budget.

Year to date non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment were lower than budget by \$103.6 million (7.1 percent).

Labor expenses underran budget by a net \$71.5 million (6.2 percent)

- Health and welfare/OPEB current expenses together were favorable \$74.3 million (26.5 percent), resulting from favorable timing of rebates, vacancies, and lower rates
- Payroll expenses were lower than budget by \$23.0 million (4.1 percent), mainly due to vacancies
- Overtime expenses overran by \$9.5 million (10.3 percent), primarily due to adverse winter weather results and vacancy coverage
- Reimbursable overhead was unfavorable \$10.1 million (25.0 percent), reflecting unfavorable reimbursable project labor credits
- Other fringe benefits were unfavorable \$3.9 million (4.0 percent), mainly due to unfavorable capital project support credits
- Pension was unfavorable to budget by \$2.3 million (1.5 percent), mainly due to unfavorable timing of NYCERS pension charges

Non-labor expenses were net favorable to the budget by \$32.1 million (10.0 percent):

- Paratransit service contracts underran by \$12.4 million (19.9 percent), reflecting fewer trips and favorable timing of support costs
- Materials and supplies underran by \$11.1 million (20.0 percent), mainly due to the favorable timing of expenses
- Electric Power was lower than budget \$9.7 million (16.9 percent), mainly due lower consumption and pricing, and favorable timing of credits
- Fuel was under budget by \$3.2 million (18.5 percent), mainly due to favorable timing of consumption
- Maintenance and other operating contract expenses overran by \$7.2 million (15.6 percent), due to the unfavorable timing of non-vehicle maintenance and repair expenses

Depreciation expenses exceeded budget by \$17.5 million (5.3 percent).

The year-to-date **operating cash deficit** (excluding subsidies) of \$957.1 million is \$220.2 million (18.7 percent) favorable to budget.

Ridership Results

February 2021 Ridership vs. Budget - (in millions)								
	February				February Year-to-Date			
	Budget	Prelim Actual	More(Less)		Budget	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	22.4	39.2	16.8	74.9%	45.9	80.3	34.4	75.1%
NYCT Bus	7.3	18.8	11.5	158.7%	14.8	39.6	24.7	166.8%
Paratransit	0.7	0.5	(0.2)	(28.6%)	1.5	1.1	(0.3)	(23.5%)
Total - NYCT	30.4	58.5	28.1	92.5%	62.2	121.0	58.8	94.6%

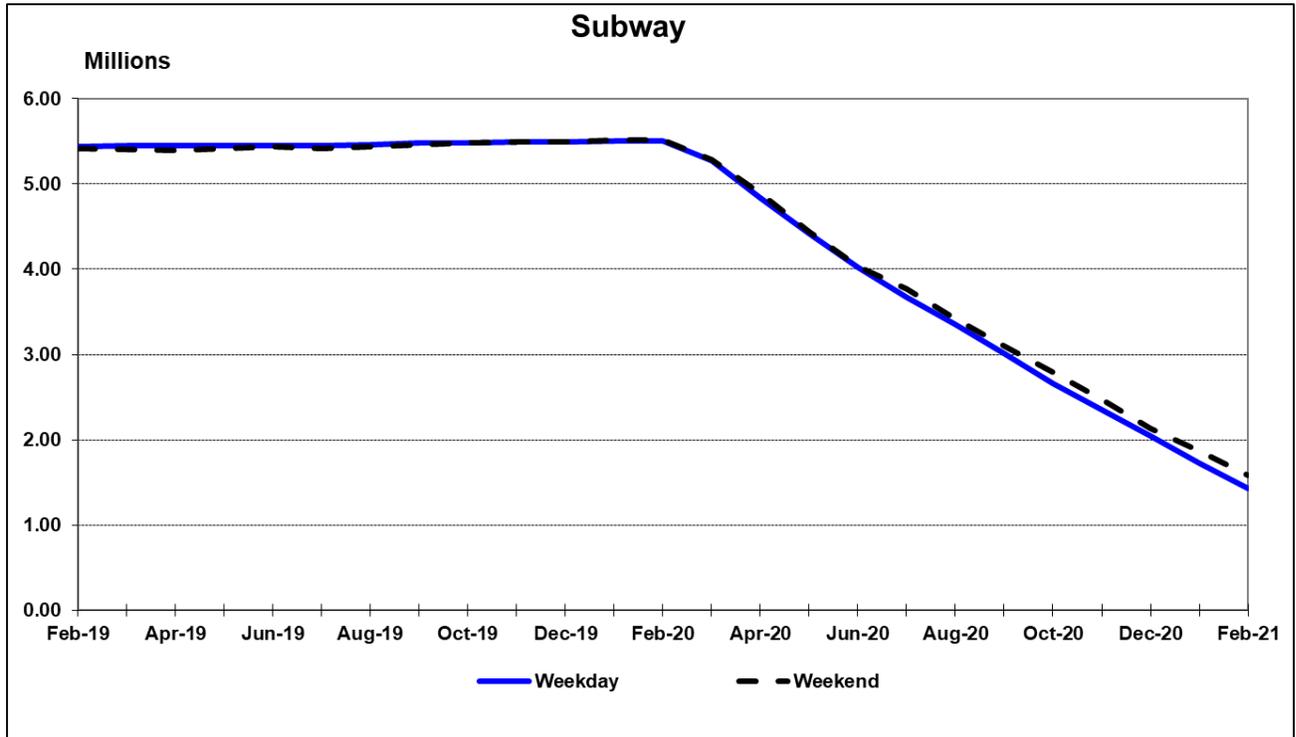
Note: Total may not add due to rounding

February Average Weekday and Weekend Ridership vs. Prior Year								
Month	Average Weekday - (thousands)				Average Weekend - (thousands)			
	2020	Preliminary	Change		2020	Preliminary	Change	
		2021	Amount	Percent		2021	Amount	Percent
Subway	5,484	1,598	(3,886)	-70.9%	5,155	1,897	(3,258)	-63.2%
NYCT Local Bus	1,723	743	(980)	-56.9%	1,843	936	(907)	-49.2%
NYCT Express Bus	42	12	(30)	-71.4%	14	6	(8)	-57.1%
Paratransit	39	21	(18)	-46.5%	44	23	(21)	-47.3%
TOTAL - NYCT	7,288	2,374	(4,914)	-67.4%	7,056	2,862	(4,194)	-59.4%
12-Month Rolling Average								
Subway	5,509	1,433	(4,076)	-74.0%	5,517	1,587	(3,930)	-71.2%
NYCT Local Bus	1,733	490	(1,243)	-71.7%	1,940	595	(1,345)	-69.3%
NYCT Express Bus	40	11	(29)	-72.5%	13	5	(8)	-61.5%
Paratransit	35	20	(14)	-41.5%	42	21	(20)	-48.7%
TOTAL - NYCT	7,317	1,954	(5,362)	-73.3%	7,512	2,208	(5,303)	-70.6%

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

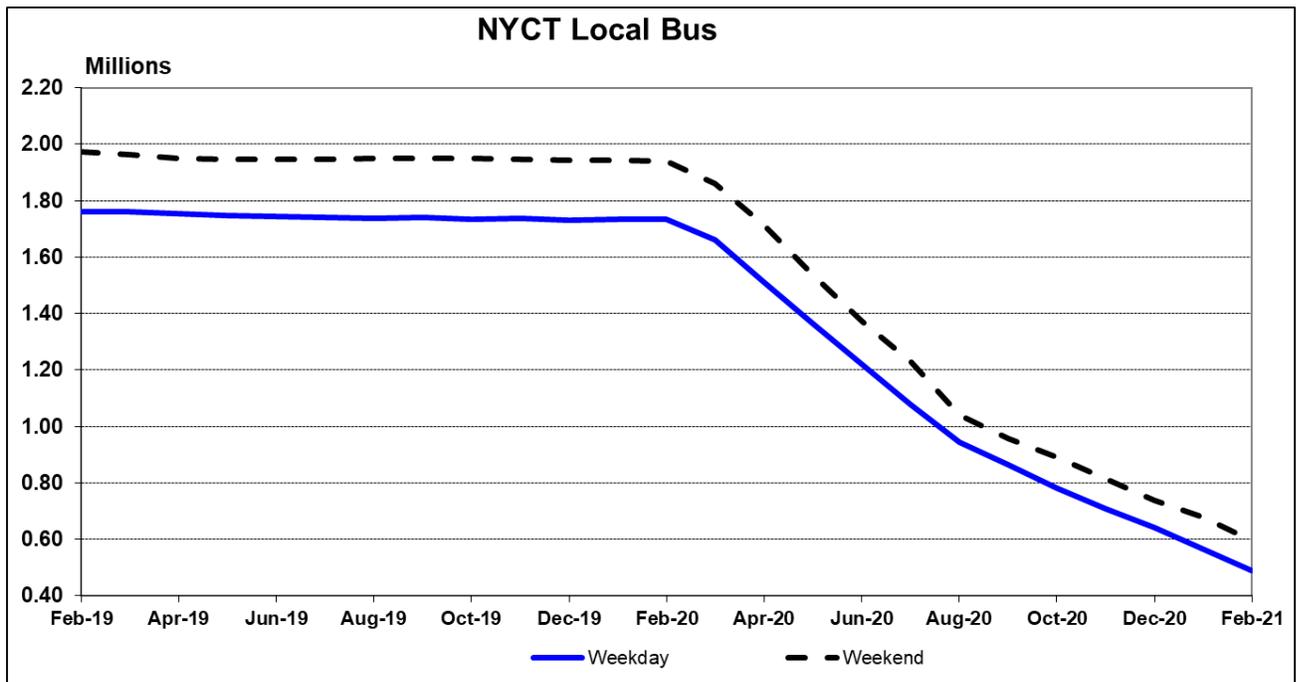
- February 2021 subway ridership was 74.9 percent favorable to budget and bus ridership was 158.7 percent favorable. Paratransit ridership was 28.6 percent below budget.
- Compared to the previous year, average weekday ridership was down 70.9 percent on subway, 56.9 percent on local bus, 71.4 percent on express bus, and 46.5 percent on paratransit. The subway has been more impacted by the reduction in employment-based trips and COVID-19 related safety concerns.

Average Weekday and Weekend Ridership
12-Month Rolling Averages



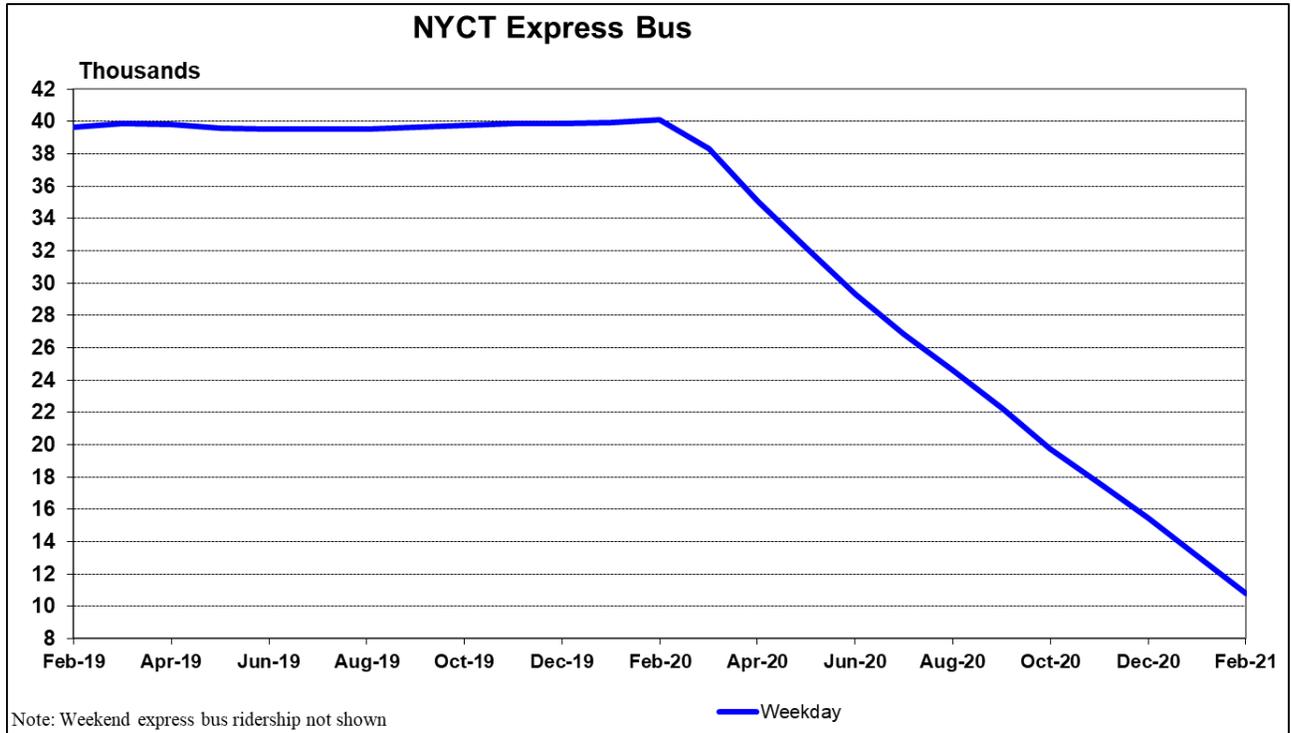
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions began in March 2020.

12-Month Rolling Averages



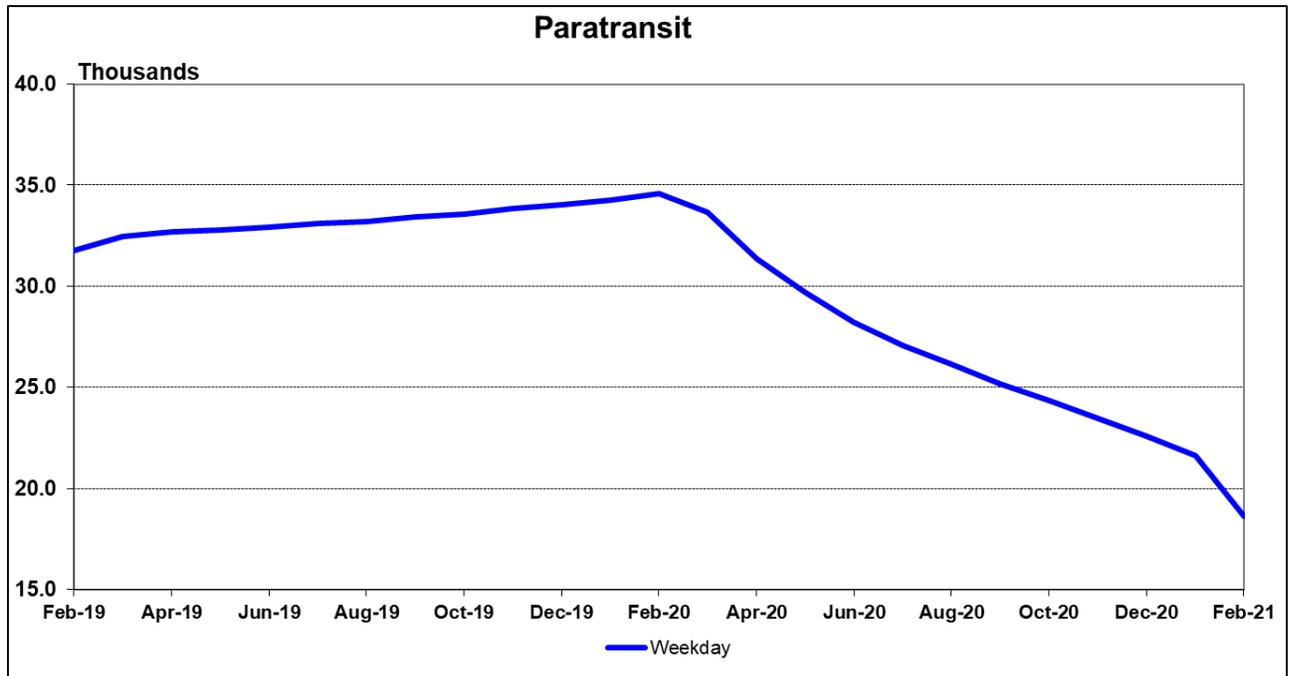
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.

12-Month Rolling Averages



- Express bus ridership increased moderately during 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.

12-Month Rolling Averages



- Paratransit ridership increased rapidly in 2019 due to outside growth in E-hail and Enhanced Broker service trips, before declining drastically starting in March 2020 due to COVID-19 travel limitations.

Ridership on New York Area Transit Services

Due to COVID-19 travel limitations and a sizeable reduction in employment-based trips, all transit services in the New York area experienced steep ridership declines. Paratransit was the least impacted, down 46.5 percent on weekdays and 47.3 percent on weekends compared to the prior year. PATH saw the largest decrease on weekdays, 81.5 percent, and Metro-North Railroad declined the most on weekends, 71.7 percent.

Subway average weekday ridership in February was 1,598 thousand, which is 0.2 percent higher than in January 2021, but still 1.5 percent lower than in December 2020.

Average weekday paid bus ridership in September increased sharply compared to August 2020, due to the resumption of front-door boarding and fare collection on local buses in the month. Bus ridership continued to grow into October, however volumes took a step backward starting November 2020 as a result of new COVID-19 restrictions on non-essential businesses and school closures. February 2021 local bus ridership of 743 thousand passengers on an average weekday is 4.6 percent lower than in January 2021.

Ridership on Transit Services in the New York Area						
(thousands)						
Transit Service	Feb-20	Prelim Feb-21	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	5,484	1,598	-70.9%	5,509	1,433	-74.0%
NYCT Local Bus	1,723	743	-56.9%	1,733	490	-71.7%
NYCT Express Bus	42	12	-71.4%	40	11	-72.5%
Paratransit	39	21	-46.5%	35	20	-41.5%
SIR	16	3	-80.3%	16	3	-79.6%
MTA Local Bus	359	161	-55.2%	361	103	-71.4%
MTA Express Bus	30	9	-70.2%	28	10	-65.4%
LIRR	306	67	-78.1%	316	65	-79.4%
Metro-North	267	52	-80.5%	282	54	-80.9%
PATH	283	53	-81.3%	287	55	-80.8%
Average Weekend						
Subway	5,155	1,897	-63.2%	5,517	1,587	-71.2%
NYCT Local Bus	1,843	936	-49.2%	1,940	595	-69.3%
NYCT Express Bus	14	6	-57.1%	13	5	-61.5%
Paratransit	44	23	-47.3%	42	21	-48.7%
SIR	2	2	+46.5%	4	1	-69.4%
MTA Local Bus	354	186	-47.4%	387	119	-69.3%
MTA Express Bus	12	5	-63.2%	12	5	-59.2%
LIRR	178	73	-59.0%	211	60	-71.6%
Metro-North	223	63	-71.7%	250	57	-77.2%
PATH	163	65	-60.1%	186	57	-69.4%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT

Feb - 2021 Adopted
 Accrual Statement of Operations By Category
 Month - Feb 2021
 (\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent
	Actual	Variance		Actual	Variance		Actual	Variance	
Revenue									
Farebox Revenue:									
Subway	\$91,029	\$42,857	89.0	\$0,000	\$0,000	-	\$91,029	\$42,857	89.0
Bus	\$35,231	\$22,446	175.6	\$0,000	\$0,000	-	\$35,231	\$22,446	175.6
Paratransit	\$1,052	\$1,052	-	\$0,000	\$0,000	-	\$1,052	\$1,052	-
Fare Liability	\$2,211	\$2,211	0.0	\$0,000	\$0,000	-	\$2,211	\$0,000	0.0
Farebox Revenue	\$129,523	\$66,355	105.0	\$0,000	\$63,168	-	\$129,523	\$66,355	105.0
Fare Reimbursement	\$7,690	\$0,000	0.0	\$0,000	\$0,000	-	\$7,690	\$0,000	0.0
Paratransit Reimbursement	\$18,205	(1,285)	(7.1)	\$0,000	\$0,000	-	\$18,205	(1,285)	(7.1)
Other Operating Revenue	\$13,913	(1,283)	(9.2)	\$0,000	\$0,000	-	\$13,913	(1,283)	(9.2)
Other Revenue	\$37,239	(2,569)	(6.5)	\$0,000	\$0,000	-	\$37,239	(2,569)	(6.5)
Capital and Other Reimbursements	\$0,000	-	-	\$91,946	(16,127)	(17.5)	\$75,819	(16,127)	(17.5)
Total Revenue	\$166,762	\$63,787	61.9	\$91,946	\$75,819	(17.5)	\$242,581	\$47,669	24.5
Expenses									
Labor:									
Payroll	\$269,470	\$13,715	5.1	\$35,887	\$30,612	14.7	\$286,367	\$18,989	6.2
Overtime	\$44,710	(14,857)	(33.2)	\$8,830	\$6,830	22.6	\$66,397	(12,857)	(24.0)
Total Salaries & Wages	\$314,180	(1,142)	(0.4)	\$44,716	\$37,442	16.3	\$352,764	\$6,132	1.7
Health and Welfare	\$90,644	\$77,461	14.5	\$2,126	\$1,827	14.1	\$79,288	\$13,482	14.5
OPEB Current Payment	\$49,734	\$4,705	90.5	\$1,212	\$1,022	15.8	\$5,726	\$45,220	88.8
Pensions	\$75,775	(3,551)	(4.7)	\$2,157	\$2,164	(0.3)	\$81,490	(3,558)	(4.6)
Other Fringe Benefits	\$49,579	(1,243)	(2.6)	\$14,296	\$12,678	11.3	\$62,257	\$0,376	0.6
Total Fringe Benefits	\$264,490	\$53,418	20.2	\$19,791	\$17,690	10.6	\$228,761	\$55,520	19.5
Contribution to GASB Fund	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Reimbursable Overhead	(19,245)	(3,807)	(19.8)	\$19,245	\$15,438	19.8	\$0,000	\$0,000	277.6
Labor	\$559,424	\$48,469	8.7	\$83,753	\$70,571	15.7	\$643,177	\$61,652	9.6
Non-Labor:									
Electric Power	\$27,910	\$9,498	34.0	\$0,021	\$0,020	5.8	\$18,432	\$9,500	34.0
Fuel	\$7,821	(3,212)	(41.1)	\$0,000	\$0,000	-	\$11,034	(3,212)	(41.1)
Insurance	\$6,896	\$0,427	6.2	\$0,000	\$0,000	-	\$6,469	\$0,427	6.2
Claims	\$18,487	\$0,000	0.0	\$0,000	\$0,000	-	\$18,487	\$0,000	0.0
Paratransit Service Contracts	\$30,180	\$7,032	23.3	\$0,000	\$0,000	-	\$23,148	\$7,032	23.3
Maintenance and Other Operating Contracts	\$26,490	(2,417)	(10.0)	\$3,165	\$2,985	5.7	\$29,476	(2,238)	(8.2)
Professional Service Contracts	\$10,985	(0,654)	(6.0)	\$0,721	\$0,074	89.7	\$11,713	(0,007)	(0.1)
Materials & Supplies	\$27,745	\$7,528	27.1	\$4,130	\$1,820	55.9	\$22,037	\$9,838	30.9
Other Business Expenses	\$4,266	\$0,529	12.4	\$0,155	\$0,348	(123.8)	\$4,085	\$0,336	7.6
Non-Labor	\$158,364	\$18,731	11.8	\$8,193	\$5,248	35.9	\$144,880	\$21,676	13.0
Other Expense Adjustments:									
Other	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Other Expense Adjustments	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Total Expenses before Depreciation and OPEB	\$717,788	\$67,201	9.4	\$91,946	\$75,819	17.5	\$809,733	\$83,328	10.3
Depreciation	\$164,839	(8,751)	(5.3)	\$0,000	\$0,000	-	\$173,589	(8,751)	(5.3)
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
GASB 68 Pension Adjustment	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Environmental Remediation	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Total Expenses	\$882,626	\$68,450	6.6	\$91,946	\$75,819	17.5	\$899,995	\$74,577	7.7
OPERATING SURPLUS/DEFICIT	(779,651)	\$122,236	15.7	\$0,000	\$0,000	200.0	(657,414)	\$122,236	15.7

Note: Totals may not add due to rounding

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

MTA NEW YORK CITY TRANSIT

Feb - 2021 Adopted
 Accrual Statement of Operations By Category
 Year-To-Date - Feb 2021
 (\$ in Millions)

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	Nonreimbursable			Reimbursable			Total			
	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	
	Actual	Variance		Actual	Variance		Actual	Variance		
Revenue										
Farebox Revenue:										
Subway	\$185,927	\$87,131	88.2	\$0,000	\$0,000	-	\$98,796	\$185,927	\$87,131	88.2
Bus	\$73,713	\$47,700	183.4	\$0,000	\$0,000	-	\$26,012	\$73,713	\$47,700	183.4
Paratransit	\$1,580	\$1,580	-	\$0,000	\$0,000	-	\$0,000	\$1,580	\$1,580	-
Fare Liability	\$4,337	\$0,000	0.0	\$0,000	\$0,000	-	\$4,337	\$4,337	\$0,000	0.0
Farebox Revenue	\$265,557	\$136,411	105.6	\$0,000	\$0,000	-	\$129,145	\$265,557	\$136,411	105.6
Fare Reimbursement	\$15,431	\$0,000	0.0	\$0,000	\$0,000	-	\$15,431	\$15,431	\$0,000	0.0
Paratransit Reimbursement	\$36,696	(0,662)	(1.8)	\$0,000	\$0,000	-	\$37,358	\$36,696	(0,662)	(1.8)
Other Operating Revenue	\$27,781	(6,435)	(23.2)	\$0,000	\$0,000	-	\$27,781	\$27,781	(6,435)	(23.2)
Other Revenue	\$73,472	(7,097)	(8.8)	\$0,000	\$0,000	-	\$80,569	\$73,472	(7,097)	(8.8)
Capital and Other Reimbursements	\$0,000	-	-	\$192,711	\$148,856	(22.8)	\$192,711	\$148,856	(43,855)	(22.8)
Total Revenue	\$339,029	\$129,315	61.7	\$192,711	\$148,856	(22.8)	\$402,425	\$487,885	\$85,460	21.2
Expenses										
Labor:										
Payroll	\$561,938	\$23,038	4.1	\$77,051	\$60,569	21.4	\$638,989	\$599,469	\$39,519	6.2
Overtime	\$91,653	(9,478)	(10.3)	\$18,111	\$13,672	24.5	\$109,764	\$114,803	(5,039)	(4.6)
Total Salaries & Wages	\$653,591	\$13,559	2.1	\$95,162	\$74,241	22.0	\$748,753	\$714,272	\$34,480	4.6
Health and Welfare	\$181,278	\$25,846	14.3	\$4,305	\$3,622	15.9	\$185,583	\$159,054	\$26,529	14.3
OPEB Current Payment	\$99,469	\$51,047	48.7	\$2,425	\$1,950	19.6	\$101,894	\$52,998	\$48,896	48.0
Pensions	\$154,435	(2,349)	(1.5)	\$4,313	\$4,227	2.0	\$158,748	\$161,010	(2,263)	(1.4)
Other Fringe Benefits	\$97,656	(3,876)	(4.0)	\$29,893	\$24,553	17.9	\$127,549	\$126,085	\$1,464	1.1
Total Fringe Benefits	\$532,837	\$68,042	12.8	\$40,936	\$34,352	16.1	\$573,773	\$499,147	\$74,626	13.0
Contribution to GASB Fund	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
Reimbursable Overhead	(40,355)	(10,105)	(25.0)	\$40,355	\$30,249	25.0	\$1,322,526	\$0,000	\$0,000	168.1
Labor	\$1,146,073	\$71,496	6.2	\$176,453	\$138,843	21.3	\$1,322,526	\$1,213,419	\$109,106	8.2
Non-Labor:										
Electric Power	\$57,078	\$9,654	16.9	\$0,043	\$0,119	(178.9)	\$57,121	\$47,543	\$9,577	16.8
Fuel	\$17,054	\$3,150	18.5	\$0,000	\$0,000	-	\$17,054	\$13,904	\$3,150	18.5
Insurance	\$13,792	\$0,854	6.2	\$0,000	\$0,000	-	\$13,792	\$12,937	\$0,854	6.2
Claims	\$36,975	\$0,000	0.0	\$0,000	\$0,000	-	\$36,975	\$36,975	\$0,000	0.0
Paratransit Service Contracts	\$62,093	\$49,739	19.9	\$0,000	\$0,000	-	\$62,093	\$49,739	\$12,354	19.9
Maintenance and Other Operating Contracts	\$46,597	(7,247)	(15.6)	\$6,288	\$5,571	11.4	\$52,865	\$59,415	(6,550)	(12.3)
Professional Service Contracts	\$23,468	\$22,562	3.9	\$1,439	\$0,247	82.9	\$24,907	\$22,809	\$2,099	8.4
Materials & Supplies	\$55,560	\$44,475	20.0	\$8,179	\$4,295	47.5	\$63,739	\$48,770	\$14,970	23.5
Other Business Expenses	\$8,457	\$1,361	16.1	\$0,310	(0,218)	170.3	\$8,767	\$6,879	\$1,888	21.5
Non-Labor	\$321,074	\$32,117	10.0	\$16,258	\$10,013	38.4	\$337,332	\$298,971	\$38,361	11.4
Other Expense Adjustments:										
Other	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
Other Expense Adjustments	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
Total Expenses before Depreciation and OPEB	\$1,467,147	\$103,613	7.1	\$192,711	\$148,856	22.8	\$1,659,858	\$1,512,390	\$147,468	8.9
Depreciation	\$329,677	(17,502)	(5.3)	\$0,000	\$0,000	-	\$329,677	\$347,179	(17,502)	(5.3)
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-
GASB 68 Pension Adjustment	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-
Environmental Remediation	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
Total Expenses	\$1,796,824	\$86,112	4.8	\$192,711	\$148,856	22.8	\$1,989,535	\$1,859,568	\$129,966	6.5
OPERATING SURPLUS/DEFICIT	(1,587,109)	\$215,426	13.6	\$0,000	\$0,000	166.7	(1,587,109)	(1,371,683)	\$215,426	13.6

Note: Totals may not add due to rounding

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

MTA NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS
FEBRUARY 2021
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE		
		Favorable (Unfavorable) Variance \$	%	Favorable (Unfavorable) Variance \$	%	
Farebox Revenue	NR	66.4	105.0	136.4	105.6	Due to higher ridership and higher average fares
Other Operating Revenue	NR	(2.6)	(6.5)	(7.1)	(8.8)	Primarily underruns in Paratransit Reimbursement and MetroCard surcharges
Payroll	NR	13.7	5.1	23.0	4.1	Primarily due to vacancies
Overtime	NR	(14.9)	(33.2)	(9.5)	(10.3)	Primarily adverse winter weather results and vacancy coverage
Health & Welfare (including OPEB current payment)	NR	58.2	41.5	74.3	26.5	Favorable timing of rebates, vacancies, and lower rates
Pension	NR	(3.6)	(4.7)	(2.3)	(1.5)	Mainly unfavorable timing of NYCERS pension charges
Other Fringe Benefits	NR	(1.2)	(2.6)	(3.9)	(4.0)	Mainly due to unfavorable capital project support credits
Reimbursable Overhead	NR	(3.8)	(19.8)	(10.1)	(25.0)	Mainly due to less than anticipated capital labor expense
Electric Power	NR	9.5	34.0	9.7	16.9	Lower consumption and pricing, and favorable timing of credits
Fuel	NR	(3.2)	(41.1)	3.2	18.5	Mainly unfavorable timing of expenses
Claims	NR	0.0	0.0	0.0	0.0	
Paratransit Service Contracts	NR	7.0	23.3	12.4	19.9	Reflecting fewer trips and favorable timing of support costs
Maintenance and Other Operating Contracts	NR	(2.4)	(10.0)	(7.2)	(15.6)	Unfavorable timing of building expenses
Professional Service Contracts	NR	(0.7)	(6.0)	0.9	3.9	Largely unfavorable timing of bond services expense
Materials & Supplies	NR	7.5	27.1	11.1	20.0	Mainly favorable timing of expenses
Other Business	NR	0.5	12.4	1.4	16.1	Mainly favorable timing of expenses

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2021 Adopted
Cash Receipts and Expenditures

Feb FY21
(\$ in Millions)

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	Month			Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
Receipts							
Farebox Revenue	\$63.168	\$124.375	\$61.207	\$129.145	\$240.591	\$111.446	86.3
Fare Reimbursement	\$0.000	\$15.000	\$15.000	\$0.000	\$15.000	\$15.000	-
Paratransit Reimbursement	\$18.192	\$19.671	\$1.479	\$37.332	\$22.082	(15.250)	(40.8)
Other Operating Revenue	\$3.388	\$1.496	(1.892)	\$6.730	\$2.536	(4.194)	(62.3)
Other Revenue	\$21.580	\$36.167	\$14.587	\$44.062	\$39.618	(4.444)	(10.1)
Capital and Other Reimbursements	\$91.946	\$83.354	(8.592)	\$192.711	\$172.299	(20.412)	(10.6)
Total Revenue	\$176.693	\$243.896	\$67.203	\$365.918	\$452.508	\$86.590	23.7
Expenditures							
Labor :							
Payroll	\$301.166	\$276.085	\$25.081	\$590.195	\$569.678	\$20.517	3.5
Overtime	\$53.539	\$66.397	(12.857)	\$109.764	\$114.803	(5.039)	(4.6)
Total Salaries & Wages	\$354.706	\$342.482	\$12.224	\$699.959	\$684.481	\$15.478	2.2
Health and Welfare	\$92.770	\$98.641	(5.871)	\$185.583	\$185.006	\$0.576	0.3
OPEB Current Payment	\$50.947	\$5.726	\$45.220	\$101.894	\$52.998	\$48.896	48.0
Pensions	\$77.931	\$82.513	(4.582)	\$158.748	\$162.550	(3.802)	(2.4)
Other Fringe Benefits	\$41.688	\$39.298	\$2.390	\$82.629	\$79.450	\$3.179	3.8
Total Fringe Benefits	\$263.336	\$226.178	\$37.158	\$528.853	\$480.004	\$48.849	9.2
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Labor	\$618.042	\$568.660	\$49.382	\$1,228.812	\$1,164.485	\$64.327	5.2
Non-Labor :							
Electric Power	\$27.931	\$21.470	\$6.461	\$57.121	\$44.579	\$12.542	22.0
Fuel	\$7.821	\$7.694	\$0.127	\$17.054	\$13.565	\$3.489	20.5
Insurance	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	(100.0)
Claims	\$11.592	\$3.161	\$8.431	\$23.185	\$5.917	\$17.268	74.5
Paratransit Service Contracts	\$30.180	\$24.774	\$5.406	\$62.093	\$44.854	\$17.239	27.8
Maintenance and Other Operating Contracts	\$27.238	\$27.157	\$0.081	\$52.885	\$57.696	(4.811)	(9.1)
Professional Service Contracts	\$11.706	\$12.931	(1.225)	\$22.657	\$21.994	\$0.663	2.9
Materials & Supplies	\$35.333	\$29.885	\$5.448	\$70.656	\$48.454	\$22.202	31.4
Other Business Expenses	\$4.422	\$4.485	(0.063)	\$8.767	\$8.033	\$0.734	8.4
Non-Labor	\$156.224	\$131.557	\$24.667	\$314.417	\$245.092	\$69.325	22.0
Other Expense Adjustments:							
Other	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Total Expenditures before Depreciation and OPEB	\$774.266	\$700.217	\$74.049	\$1,543.228	\$1,409.577	\$133.651	8.7
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	100.0
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Total Expenditures	\$774.266	\$700.217	\$74.049	\$1,543.228	\$1,409.577	\$133.651	8.7
Net Surplus(Deficit)	(597.572)	(456.321)	\$141.251	(1,177.310)	(957.069)	\$220.241	18.7

Note: Totals may not add due to rounding

MTA NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL CASH BASIS
Feb FY21
(\$ in millions)

	MONTH		YEAR TO DATE	
	Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance
	\$ %		\$ %	
Operating Receipts or Disbursements				
Farebox Receipts	61.2 96.9	Due to higher ridership and higher average fares	111.4 86.3	Due to higher ridership and higher average fares
Other Operating Receipts	14.6 67.6	Largely favorable timing of NYC school fare reimbursements	(4.4) (10.1)	Largely unfavorable timing of paratransit reimbursement receipts
Capital and Other Reimbursements	(8.6) (9.3)	Unfavorable timing of reimbursement receipts	(20.4) (10.6)	Unfavorable timing of reimbursement receipts
Payroll	25.1 8.3	Primarily due to vacancies	20.5 3.5	Primarily due to vacancies
Overtime	(12.9) (24.0)	Primarily adverse winter weather results and vacancy coverage	(5.0) (4.6)	Primarily adverse winter weather results and vacancy coverage
Health & Welfare/OPEB Current	39.3 27.4	Favorable timing of rebates, vacancies, and lower rates	49.5 17.2	Favorable timing of rebates, vacancies, and lower rates
Pension	(4.6) (5.9)	Unfavorable timing of expenses	(3.8) (2.4)	Unfavorable timing of expenses
Other Fringe Benefits	2.4 5.7	Vacancies and favorable expense timing	3.2 3.8	Vacancies and favorable expense timing
Electric Power	6.5 23.1	Lower consumption and pricing, and favorable timing of expenses	12.5 22.0	Lower consumption and pricing, and favorable timing of expenses
Fuel	0.1 1.6		3.5 20.5	Primarily lower prices
Claims	8.4 72.7	Fewer settlements and favorable timing of payments	17.3 74.5	Fewer settlements and favorable timing of payments
Paratransit Service Contracts	5.4 17.9	Fewer trips and favorable expense timing	17.2 27.8	Fewer trips and favorable expense timing
Maintenance and Other Operating Contracts	0.1 0.3		(4.8) (9.1)	Unfavorable timing of expenses
Professional Service Contracts	(1.2) (10.5)		0.7 2.9	
Materials & Supplies	5.4 15.4	Favorable timing of expenses	22.2 31.4	Favorable timing of expenses

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2021 Adopted
Cash Conversion (Cash Flow Adjustments)
Feb FY21
(\$ in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
Revenue						
Farebox Revenue	\$0.000	(5,148)	(5,148)	\$0.000	(24,966)	(24,966)
Fare Reimbursement	(7,690)	\$7,310	\$15,000	(15,431)	(0,431)	\$15,000
Paratransit Reimbursement	(0,013)	\$2,751	\$2,764	(0,026)	(14,614)	(14,588)
Other Operating Revenue	(10,525)	(11,134)	(0,608)	(21,051)	(18,810)	\$2,241
Other Revenue	(18,228)	(1,072)	\$17,156	(36,508)	(33,854)	\$2,653
Capital and Other Reimbursements	\$0,000	\$7,535	\$7,535	\$0,000	\$23,443	\$23,443
Total Revenue	(18,228)	\$1,315	\$19,543	(36,508)	(35,377)	\$1,130
Expenses						
Labor:						
Payroll	\$4,191	\$10,282	\$6,092	\$48,794	\$29,791	(19,002)
Overtime	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Total Salaries & Wages	\$4,191	\$10,282	\$6,092	\$48,794	\$29,791	(19,002)
Health and Welfare	\$0,000	(19,352)	(19,352)	\$0,000	(25,953)	(25,953)
OPEB Current Payment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Pensions	\$0,000	(1,023)	(1,023)	\$0,000	(1,540)	(1,540)
Other Fringe Benefits	\$20,945	\$22,959	\$2,014	\$44,920	\$46,635	\$1,715
Total Fringe Benefits	\$20,945	\$2,583	(18,362)	\$44,920	\$19,143	(25,777)
Contribution to GASB Fund	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Reimbursable Overhead	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Labor	\$25,135	\$12,865	(12,270)	\$93,714	\$48,934	(44,780)
Non-Labor:						
Electric Power	\$0,000	(3,038)	(3,038)	\$0,000	\$2,964	\$2,964
Fuel	\$0,000	\$3,340	\$3,340	\$0,000	\$0,339	\$0,339
Insurance	\$6,896	\$6,469	(0,427)	\$13,792	\$12,937	(0,855)
Claims	\$6,895	\$15,326	\$8,431	\$13,790	\$31,058	\$17,268
Paratransit Service Contracts	\$0,000	(1,626)	(1,626)	\$0,000	\$4,885	\$4,885
Maintenance and Other Operating Contracts	\$0,000	\$2,319	\$2,319	\$0,000	\$1,719	\$1,719
Professional Service Contracts	\$0,000	(1,218)	(1,218)	\$2,250	\$0,815	(1,435)
Materials & Supplies	(3,458)	(7,848)	(4,390)	(6,917)	\$0,316	\$7,232
Other Business Expenses	\$0,000	(0,400)	(0,400)	\$0,000	(1,154)	(1,154)
Non-Labor	\$10,333	\$13,323	\$2,991	\$22,915	\$53,879	\$30,963
Other Expense Adjustments:						
Other	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Other Expense Adjustments	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses before Depreciation and OPEB	\$35,468	\$26,189	(9,279)	\$116,629	\$102,813	(13,816)
Depreciation	\$164,839	\$173,589	\$8,751	\$329,677	\$347,179	\$17,502
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
GASB 68 Pension Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Environmental Remediation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Total Expenditures	\$200,306	\$199,778	(0,529)	\$446,306	\$449,991	\$3,685
Total Cash Conversion Adjustments	\$182,078	\$201,093	\$19,015	\$409,799	\$414,614	\$4,815

Note: Totals may not add due to rounding

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

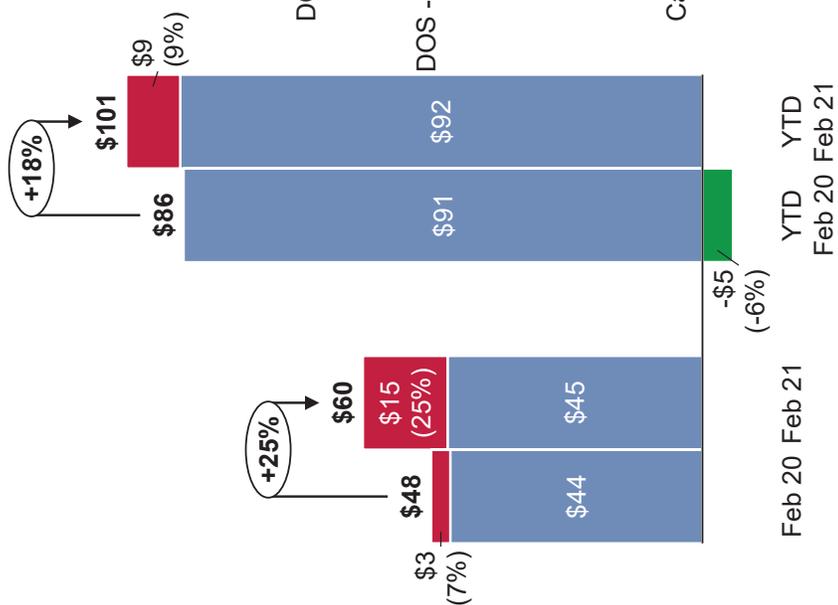
NYCT – Non-Reimbursable Overtime Variance

February 2021 and YTD budget vs. variance

\$MM

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$532M

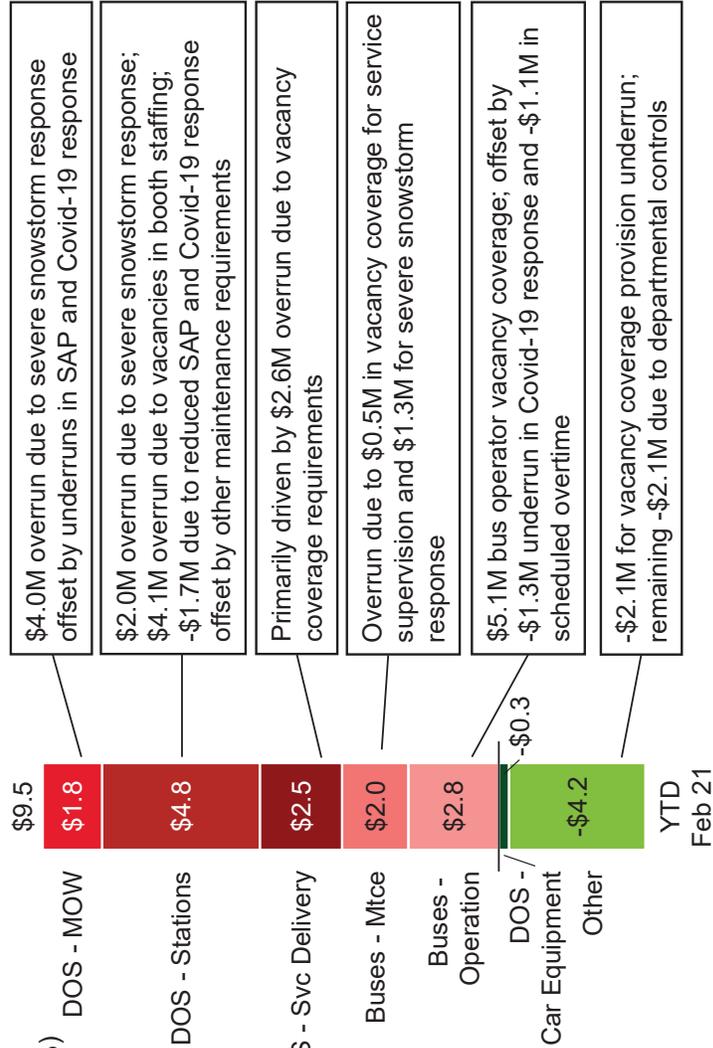


Overview

- Overall increase of \$15.5M or 18% compared to February YTD 2020
- \$9.5M or 9% above 2021 YTD budget
- Subways \$8.9M overrun: \$6.7M for snowstorm response \$6.7M for vacancy coverage; remaining underruns of -\$4.5M in SAP and Covid-19
- Buses \$4.8M overrun: \$5.6M for vacancy coverage; \$1.3M weather overrun; -\$2.1M for COVID-19 response

YTD variance by division

\$MM



Source: Adopted budget. GL actuals for actual overtime spending.

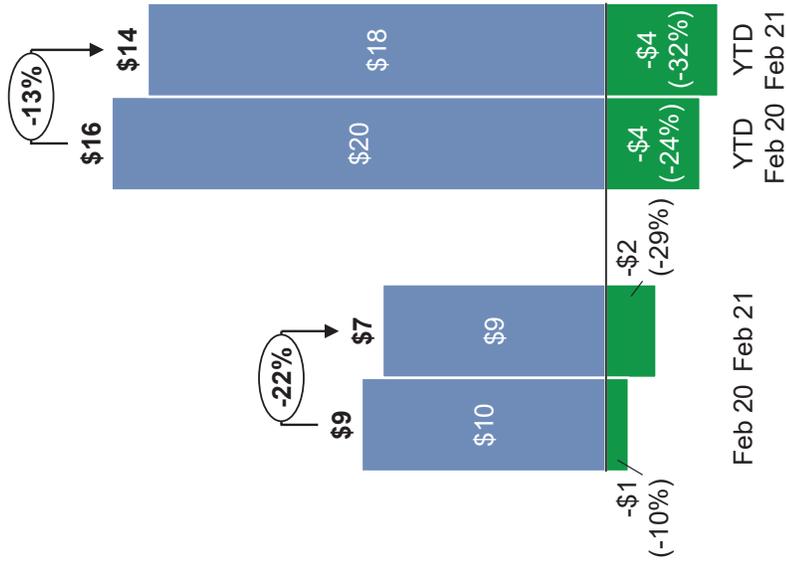
NYCT – Reimbursable Overtime Variance

February 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$125M

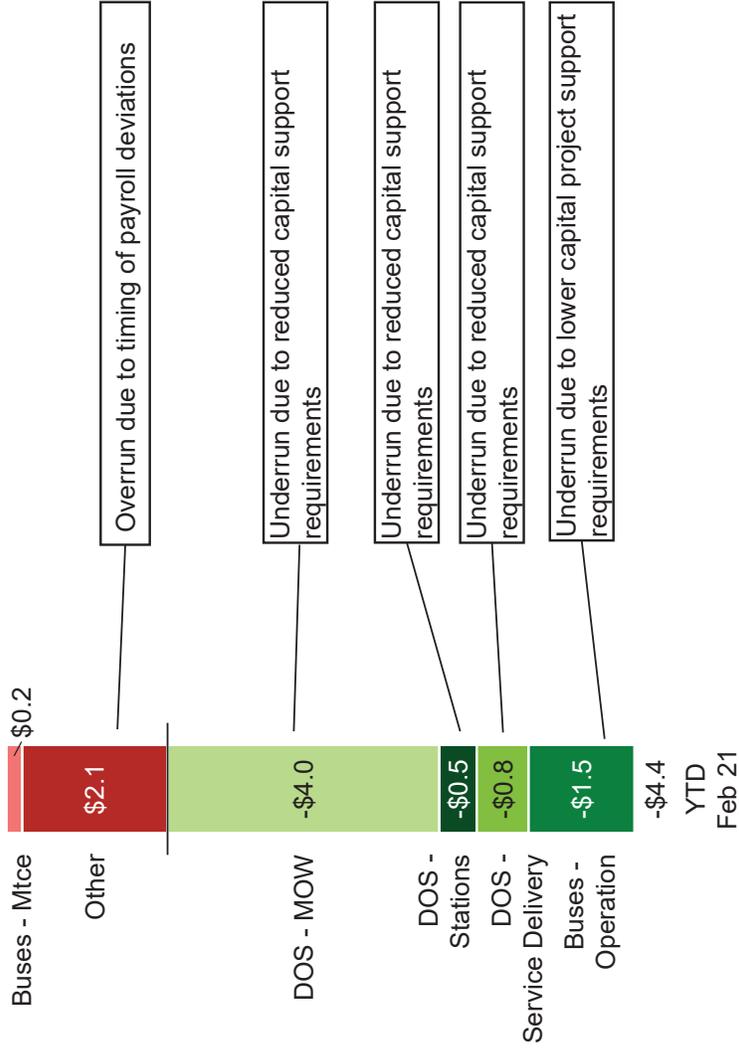


Overview

- Overall decrease of -\$2.1M or 13% compared to February YTD 2020
- -\$4.4M or 32% below 2021 YTD budget
- Subways -\$5.2M underrun due to lower capital support requirements
- Buses -\$1.3M underrun due to lower capital support requirements

YTD variance by division

\$M



Source: Adopted budget. GL actuals for actual overtime spending.

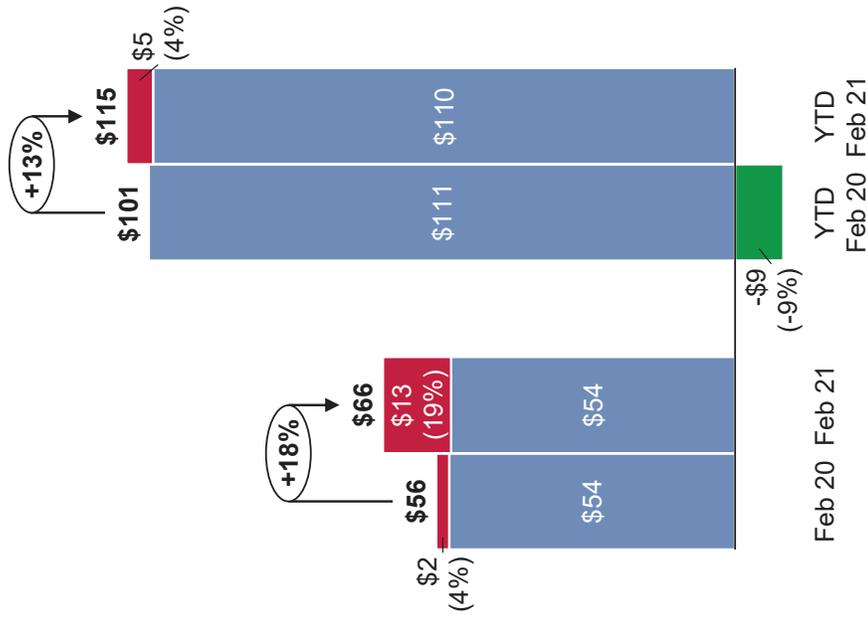
NYCT – Total Overtime Variance

February 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$657M

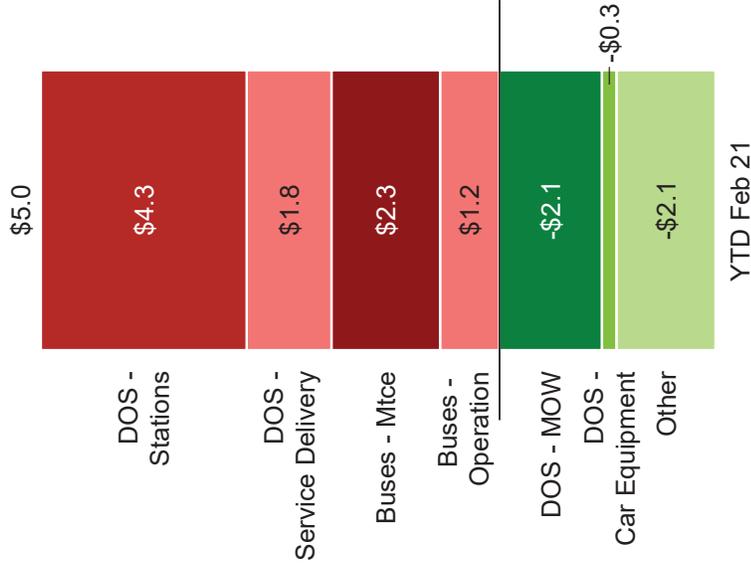


Overview

- Overall increase of \$13.3M or 13% compared to February YTD 2020
- \$5.0M or 4% above 2021 YTD budget

YTD variance by division

\$M



Source: Adopted budget. GL actuals for actual overtime spending.

MTA NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN 2021
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS
February 2021

	<u>Adopted</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<u>Administration:</u>				
Office of the President	25	20	5	
Law	240	235	5	
Office of the EVP	10	17	(7)	
Human Resources	196	186	10	
Office of Management and Budget	30	27	3	
Strategy & Customer Experience	180	173	7	
Non-Departmental	-	0	0	
Labor Relations	78	75	3	
Office of People & Business Transformation	14	11	3	
Materiel	153	200	(47)	
Controller	102	99	3	
Total Administration	1,028	1,043	(15)	
<u>Operations:</u>				
Subways Service Delivery	7,913	7,650	263	Vacancies mainly due to Train Operators and Conductors.
Subways Operations Support/Admin	395	395	0	
Subways Stations	2,316	2,319	(3)	
Subtotal Subways	10,624	10,364	260	
Buses	10,782	10,497	285	Vacancies mainly due to Supt and Bus Operators.
Paratransit	183	181	2	
Operations Planning	364	324	40	
Revenue Control	560	552	8	
Non-Departmental	173	-	173	
Total Operations	22,686	21,918	768	
<u>Maintenance:</u>				
Subways Operations Support/Admin	88	78	10	
Subways Engineering	312	311	1	
Subways Car Equipment	4,663	4,639	24	
Subways Infrastructure	1,870	1,807	63	Vacancies mainly due to hourlylies.
Subways Elevators & Escalators	452	467	(15)	
Subways Stations	3,324	3,133	191	Vacancies mainly due to Supv and hourlylies.
Subways Track	3,110	2,772	338	Vacancies mainly due to Supv and hourlylies.
Subways Power	648	625	23	
Subways Signals	1,704	1,602	102	Vacancies mainly due to hourlylies.
Subways Electronic Maintenance	1,555	1,451	104	Vacancies mainly due to hourlylies.
Subtotal Subways	17,726	16,885	841	
Buses	3,398	3,312	86	Vacancies mainly due to hourlylies.
Supply Logistics	523	518	5	
System Safety	85	78	7	
Non-Departmental	(49)	14	(63)	
Total Maintenance	21,683	20,807	876	
<u>Engineering:</u>				
Capital Program Management	1,302	1,135	167	Vacancies mainly due to Mgrs and PTEs
Total Engineering/Capital	1,302	1,135	167	
<u>Public Safety:</u>				
Security	633	584	49	
Total Public Safety	633	584	49	
Total Positions	47,332	45,487	1,845	
Non-Reimbursable	42,617	41,565	1,053	
Reimbursable	4,715	3,922	793	
Total Full-Time	47,175	45,370	1,805	
Total Full-Time Equivalents	157	117	40	

MTA NEW YORK TRANSIT
FEBRUARY FINANCIAL PLAN 2021
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
February 2021

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./ (Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	326	340	(14)	
Professional, Technical, Clerical	670	672	(2)	
Operational Hourlies	32	31	1	
Total Administration	1,028	1,043	(15)	
<u>Operations:</u>				
Managers/Supervisors	2,791	2,595	196	
Professional, Technical, Clerical	491	486	5	
Operational Hourlies	19,404	18,837	567	
Total Operations	22,686	21,918	768	
<u>Maintenance:</u>				
Managers/Supervisors	3,877	3,641	236	
Professional, Technical, Clerical	882	821	61	
Operational Hourlies	16,924	16,345	579	
Total Maintenance	21,683	20,807	876	
<u>Engineering/Capital:</u>				
Managers/Supervisors	353	286	67	
Professional, Technical, Clerical	947	847	100	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,302	1,135	167	
<u>Public Safety:</u>				
Managers/Supervisors	266	240	26	
Professional, Technical, Clerical	32	31	1	
Operational Hourlies	335	313	22	
Total Public Safety	633	584	49	
<u>Total Positions:</u>				
Managers/Supervisors	7,613	7,102	511	
Professional, Technical, Clerical	3,022	2,857	165	
Operational Hourlies	36,697	35,528	1169	
Total Positions	47,332	45,487	1,845	

Preliminary February 2021 Report: Staten Island Railway

The purpose of this report is to provide the preliminary February 2021 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

- February 2021 Staten Island Railway ridership of 71,772 was 15,130 rides (26.7 percent) above budget. Average weekday ridership of 3,218 was 13,80 rides (80.3 percent) lower than February 2020.
- Farebox revenue of \$0.119 million was \$0.03 million (34.3 percent) above budget. The overrun was due to higher than expected ridership.
- Operating expenses were above budget by \$0.73 million (13.4 percent).
 - Labor expenses were more than budget by \$0.58 million (13.2 percent).
 - Non-labor expenses were also more than budget by \$0.16 million (14.2 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

February 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

February 2021 Staten Island Railway ridership of 71,772 was 15,130 rides (26.7 percent) above budget. Average weekday ridership of 3,218 was 13,80 rides (80.3 percent) lower than February 2020. Average weekday ridership for the twelve months ending February 2021 was 3,253, which is 12,680 rides (79.6 percent) lower than the twelve months ending February 2020.

Farebox revenue of \$0.119 million was \$0.03 million (34.3 percent) above budget. The overrun was due to higher than expected ridership.

Operating revenue of \$0.14 million was below budget by \$0.16 million (54.3 percent) due to minimal reimbursement for school fares. Year-to-date operating revenue of \$0.40 million was \$0.21 million (34.2 percent) under budget.

Nonreimbursable expenses in February, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were more than budget by \$0.73 million (13.4 percent).

- Labor expenses overran budget by \$0.58 million (13.2 percent), due primarily to unfavorable results in salary and wages current expenses of \$0.28 million (11.4 percent), associated with vacancies. Overtime expenses overran by \$0.33 million (129.0 percent), attributable to weather and vacancy coverage. Payroll expenses were below budget by \$0.06 million (2.7 percent), due principally to vacancies.
- Non-labor expenses were also above budget by a net \$0.16 million (14.2 percent), including an overrun in maintenance and supplies of \$0.26 million (186.6 percent), due primarily to the timing of maintenance project requirements.

Year-to-date, expenses were below budget by \$0.23 million (2.1 percent), including underruns in labor expenses of \$0.06 million (0.7 percent), which were driven mostly by an overrun in Pension expenses of \$0.52 million (36.2 percent), again due primarily to the favorable timing of expenses/credits. Overtime expenses were less by \$0.3 million (47.3 percent), due mainly to the timing of work requirements and vacancies. Non-labor expenses were slightly less than budget by a net \$0.17 million (7.6 percent).

Depreciation expenses of \$0.89 million were below forecast by \$0.11 million (10.6 percent). There were no expenses reported for GASB 75 OPEB Expense Adjustments nor GASB 68 Pension Adjustment in the month of February.

The **operating cash deficit** (excluding subsidies) reported in February of \$4.52 million was \$0.60 unfavorable to budget.

MTA STATEN ISLAND RAILWAY

Feb - 2021 Adopted
 Accrual Statement of Operations By Category
 Month - Feb 2021
 (\$ in Millions)

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	Nonreimbursable			Var Percent			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	\$0.089	\$0.119	\$0.030	34.3	\$0.000	\$0.000	-	-	\$0.089	\$0.119	\$0.030	34.3
Other Revenue	\$0.207	\$0.016	(0.191)	(92.3)	\$0.000	\$0.000	-	-	\$0.207	\$0.016	(0.191)	(92.3)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$0.601	\$0.143	(0.458)	(76.3)	\$0.601	\$0.143	(0.458)	(76.3)
Total Revenue	\$0.296	\$0.135	(0.161)	(54.3)	\$0.601	\$0.143	(0.458)	(76.3)	\$0.897	\$0.278	(0.619)	(69.0)
Expenses												
Labor :												
Payroll	\$2.153	\$2.094	\$0.059	2.7	\$0.310	\$0.030	\$0.280	90.2	\$2.463	\$2.124	\$0.339	13.8
Overtime	\$0.258	\$0.592	(0.334)	(129.0)	\$0.092	\$0.047	\$0.045	48.6	\$0.350	\$0.639	(0.289)	(82.6)
Total Salaries & Wages	\$2.411	\$2.686	(0.275)	(11.4)	\$0.402	\$0.077	\$0.324	80.7	\$2.813	\$2.763	\$0.050	1.8
Health and Welfare	\$0.637	\$0.483	\$0.155	24.3	\$0.000	\$0.000	-	-	\$0.637	\$0.483	\$0.155	24.3
OPEB Current Payment	\$0.234	\$0.340	(0.107)	(45.7)	\$0.000	\$0.000	\$0.000	-	\$0.234	\$0.340	(0.107)	(45.8)
Pensions	\$0.724	\$0.985	(0.262)	(36.2)	\$0.000	\$0.000	-	-	\$0.724	\$0.985	(0.262)	(36.2)
Other Fringe Benefits	\$0.363	\$0.450	(0.087)	(23.8)	\$0.199	\$0.063	\$0.137	68.6	\$0.563	\$0.513	\$0.050	8.9
Total Fringe Benefits	\$1.958	\$2.258	(0.300)	(15.3)	\$0.199	\$0.063	\$0.136	68.5	\$2.157	\$2.321	(0.164)	(7.6)
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	\$0.000	\$0.001	(0.001)	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.001	(0.001)	-
Labor	\$4.369	\$4.945	(0.576)	(13.2)	\$0.601	\$0.140	\$0.461	76.7	\$4.970	\$5.085	(0.115)	(2.3)
Non-Labor :												
Electric Power	\$0.326	\$0.246	\$0.080	24.5	\$0.000	\$0.000	-	-	\$0.326	\$0.246	\$0.080	24.5
Fuel	\$0.022	\$0.047	(0.024)	(108.3)	\$0.000	\$0.000	-	-	\$0.022	\$0.047	(0.024)	(108.3)
Insurance	\$0.113	\$0.209	(0.097)	(85.8)	\$0.000	\$0.000	-	-	\$0.113	\$0.209	(0.097)	(85.8)
Claims	\$0.083	\$0.016	\$0.069	119.3	\$0.000	\$0.000	-	-	\$0.083	(0.016)	\$0.099	119.3
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.178	\$0.094	\$0.085	47.5	\$0.000	\$0.000	-	-	\$0.178	\$0.094	\$0.085	47.5
Professional Service Contracts	\$0.140	\$0.172	(0.032)	(22.9)	\$0.000	\$0.002	(0.002)	-	\$0.140	\$0.174	(0.034)	(24.3)
Materials & Supplies	\$0.002	\$0.402	(0.400)	(100.0)	\$0.000	\$0.001	(0.001)	-	\$0.002	\$0.403	(0.401)	(100.0)
Other Business Expenses	\$0.000	\$0.101	(0.101)	(100.0)	\$0.000	\$0.000	-	-	\$0.002	\$0.101	(0.099)	(99.0)
Non-Labor	\$1.098	\$1.254	(0.156)	(14.2)	\$0.000	\$0.003	(0.003)	-	\$1.098	\$1.257	(0.159)	(14.4)
Other Expense Adjustments:												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$5.467	\$6.199	(0.732)	(13.4)	\$0.601	\$0.143	\$0.458	76.3	\$6.068	\$6.341	(0.273)	(4.5)
Depreciation	\$1.000	\$0.894	\$0.106	10.6	\$0.000	\$0.000	-	-	\$1.000	\$0.894	\$0.106	10.6
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$6.467	\$7.093	(0.625)	(9.7)	\$0.601	\$0.143	\$0.458	76.3	\$7.068	\$7.235	(0.167)	(2.4)
OPERATING SURPLUS/DEFICIT	(6.171)	(6.957)	(0.786)	(12.7)	\$0.000	\$0.000	\$0.000	100.0	(6.171)	(6.957)	(0.786)	(12.7)

Note: Totals may not add due to rounding

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

MTA STATEN ISLAND RAILWAY

Feb - 2021 Adopted
 Accrual Statement of Operations By Category
 Year-To-Date - Feb 2021
 (\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Var Percent			Favorable (Unfavorable)			Favorable (Unfavorable)		
	Adopted	Actual	Percent	Adopted	Actual	Percent	Adopted	Actual	Percent
Revenue									
Farebox Revenue:									
Farebox Revenue	\$0.188	\$0.247	31.9	\$0.000	\$0.000	-	\$0.188	\$0.247	31.9
Other Revenue	\$0.414	\$0.149	(64.1)	\$0.000	\$0.000	-	\$0.414	\$0.149	(64.1)
Capital and Other Reimbursements	\$0.000	\$0.000	-	\$1.223	\$0.313	(74.4)	\$1.223	\$0.313	(74.4)
Total Revenue	\$0.602	\$0.396	(34.2)	\$1.223	\$0.313	(74.4)	\$1.825	\$0.710	(61.1)
Expenses									
Labor :									
Payroll	\$4.445	\$4.112	7.5	\$0.633	\$0.062	90.2	\$5.078	\$4.174	17.8
Overtime	\$0.564	\$0.533	5.4	\$0.163	\$0.102	44.3	\$0.747	\$0.635	14.9
Total Salaries & Wages	\$5.009	\$4.645	7.3	\$0.816	\$0.164	79.9	\$5.825	\$4.810	17.4
Health and Welfare	\$1.275	\$0.998	21.7	\$0.000	\$0.000	-	\$1.275	\$0.998	21.7
OPEB Current Payment	\$0.467	\$0.559	(19.6)	\$0.000	\$0.000	-	\$0.467	\$0.559	(19.7)
Pensions	\$1.447	\$1.970	(36.2)	\$0.000	\$0.000	-	\$1.447	\$1.970	(36.2)
Other Fringe Benefits	\$0.705	\$0.667	5.4	\$0.407	\$0.134	67.0	\$1.112	\$0.801	28.0
Total Fringe Benefits	\$3.894	\$4.194	(7.7)	\$0.407	\$0.135	66.9	\$4.301	\$4.328	(0.6)
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.001	-	\$0.000	\$0.000	-	\$0.000	\$0.001	-
Labor	\$8.902	\$8.841	0.7	\$1.223	\$0.299	75.6	\$10.125	\$9.140	9.7
Non-Labor :									
Electric Power	\$0.651	\$0.598	8.1	\$0.000	\$0.000	-	\$0.651	\$0.598	8.1
Fuel	\$0.045	\$0.076	(69.8)	\$0.000	\$0.000	-	\$0.045	\$0.076	(69.8)
Insurance	\$0.225	\$0.285	(26.5)	\$0.000	\$0.000	-	\$0.225	\$0.285	(26.5)
Claims	\$0.166	\$0.064	61.3	\$0.000	\$0.000	-	\$0.166	\$0.064	61.3
Paratransit Service Contracts	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.357	\$0.148	58.6	\$0.000	\$0.000	-	\$0.357	\$0.148	58.6
Professional Service Contracts	\$0.468	\$0.217	53.6	\$0.000	\$0.002	(0.002)	\$0.468	\$0.219	53.3
Materials & Supplies	\$0.281	\$0.503	(79.1)	\$0.000	\$0.013	(0.013)	\$0.281	\$0.515	(83.7)
Other Business Expenses	\$0.005	\$0.139	-	\$0.000	\$0.000	-	\$0.005	\$0.139	-
Non-Labor	\$2.196	\$2.030	7.6	\$0.000	\$0.014	(0.014)	\$2.196	\$2.044	6.9
Other Expense Adjustments:									
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	\$11.099	\$10.870	2.1	\$1.223	\$0.313	74.4	\$12.321	\$11.184	9.2
Depreciation	\$2.000	\$1.787	10.6	\$0.000	\$0.000	-	\$2.000	\$1.787	10.6
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses	\$13.099	\$12.668	3.4	\$1.223	\$0.313	74.4	\$14.321	\$12.971	9.4
OPERATING SURPLUS/DEFICIT	(12.497)	(12.261)	1.9	\$0.000	\$0.000	-	(12.497)	(12.261)	1.9

Note: Totals may not add due to rounding

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

Table 3

MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN- 2021 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN FEBRUARY 2021 RESULTS AND THE FEBRUARY FINANCIAL PLAN
FEBRUARY 2021
(\$ in millions)-Accrual Basis

Generic Revenue or Expense Category	Non Reimb. or Reimb.	MONTH		YEAR-TO-DATE		
		Favorable/ (Unfavorable) Variance		Favorable/ (Unfavorable) Variance		
		\$	%	\$	%	
Farebox Revenue	Non Reimb.	0.030	34.3	0.060	31.9	Favorable due to higher than anticipated ridership
Other Revenue	Non Reimb.	(0.191)	(92.3)	(0.266)	(64.1)	Unfavorable due to minimal reimbursement for school fares
Payroll	Non Reimb.	0.059	2.7	0.333	7.5	Favorable due to vacancies
Overtime	Non Reimb.	(0.334)	(129.0)	0.031	5.4	Unfavorable primarily due to weather and vacancy coverage
Health and Welfare (including OPEB current payment)	Non Reimb.	0.048	5.5	0.185	10.6	Favorable rates due to prescription drug contract rebates and vacancy savings
Pension	Non Reimb.	(0.262)	(36.2)	(0.523)	(36.2)	Unfavorable timing of expenses
Other Fringe Benefits	Non Reimb.	(0.087)	(23.8)	0.038	5.4	Favorable accrual for Workers Compensation
Reimbursable Overhead	Non Reimb.	(0.001)	0.0	(0.001)	0.0	
Electric Power	Non Reimb.	0.080	24.5	0.053	8.1	Favorable due to lower than anticipated non-traction power usage
Maintenance & Other Operating Contracts	Non Reimb.	0.085	47.5	0.209	58.6	Favorable timing of maintenance work postponed due to COVID-19
Professional Service Contracts	Non Reimb.	0.062	26.4	0.251	53.6	Favorable due to the impact of COVID-19 on work tasks and projects
Materials and Supplies	Non Reimb.	(0.262)	(186.6)	(0.222)	(79.1)	Unfavorable due to the timing of material requirements
Payroll	Reimb.	0.280	90.2	0.571	90.2	Favorable due to constrained project work caused by COVID-19
Overtime	Reimb.	0.045	48.6	0.081	44.3	Favorable due to less backfill of vacancies since the pandemic began
Materials and Supplies	Reimb.	(0.001)	0.0	(0.013)	0.0	Draw down of project materials

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2021 Adopted
Cash Receipts and Expenditures
Feb FY21
(\$ in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
Receipts						
Farebox Revenue	\$0.089	\$0.121	\$0.032	\$0.188	\$0.244	\$0.056
Other Revenue	\$0.072	\$0.000	(0.072)	\$0.144	\$0.103	(0.040)
Capital and Other Reimbursements	\$0.601	\$0.060	(0.541)	\$1.223	\$0.338	(0.885)
Total Revenue	\$0.761	\$0.181	(0.580)	\$1.554	\$0.685	(0.869)
Expenditures						
Labor :						
Payroll	\$2.463	\$2.332	\$0.131	\$4.829	\$4.401	\$0.428
Overtime	\$0.350	\$0.000	\$0.350	\$0.747	\$0.000	\$0.747
Total Salaries & Wages	\$2.813	-	\$0.481	\$5.576	-	\$1.175
Health and Welfare	\$0.637	\$0.261	\$0.376	\$1.275	\$1.417	(0.142)
OPEB Current Payment	\$0.234	\$0.065	\$0.169	\$0.467	\$0.175	\$0.292
Pensions	\$0.724	\$0.985	(0.262)	\$1.447	\$1.970	(0.523)
Other Fringe Benefits	\$0.413	\$0.386	\$0.027	\$0.793	\$0.708	\$0.085
Total Fringe Benefits	\$2.007	\$1.697	\$0.310	\$3.982	\$4.271	(0.289)
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Reimbursable Overhead	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Labor	\$4.820	\$4.029	\$0.791	\$9.557	\$8.671	\$0.886
Non-Labor :						
Electric Power	\$0.326	\$0.300	\$0.026	\$0.651	\$0.652	(0.001)
Fuel	\$0.023	\$0.047	(0.024)	\$0.045	\$0.082	(0.037)
Insurance	\$0.113	\$0.000	\$0.113	\$0.225	\$0.024	\$0.201
Claims	\$0.000	\$0.000	\$0.041	\$0.082	\$0.000	\$0.082
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and Other Operating Contracts	\$0.178	\$0.058	\$0.120	\$0.357	\$0.120	\$0.236
Professional Service Contracts	\$0.234	\$0.165	\$0.069	\$0.468	\$0.235	\$0.233
Materials & Supplies	\$0.140	\$0.080	\$0.060	\$0.281	\$0.423	(0.142)
Other Business Expenses	\$0.002	\$0.017	(0.014)	\$0.005	\$0.059	(0.054)
Non-Labor	\$1.057	\$0.667	\$0.390	\$2.113	\$1.594	\$0.519
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenditures before Depreciation and OPEB	\$5.877	\$4.696	\$1.181	\$11.671	\$10.266	\$1.405
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$5.877	\$4.696	\$1.181	\$11.671	\$10.266	\$1.405
Net Surplus/(Deficit)	(5.115)	(4.515)	\$0.600	(10.117)	(9.580)	\$0.536

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN- 2021 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN FEBRUARY 2021 RESULTS AND THE FEBRUARY FINANCIAL PLAN
FEBRUARY 2021
(\$ in millions)

	MONTH		YEAR TO DATE		
	<u>Favorable/ (Unfavorable) Variance</u>	<u>%</u>	<u>Favorable/ (Unfavorable) Variance</u>	<u>%</u>	
<u>Operating Receipts or Disbursements</u>	<u>\$</u>		<u>\$</u>		
Farebox Receipts	0.032	36.3	0.056	29.9	Primarily due to favorable ridership
Other Revenue	(0.072)	(100.0)	(0.040)	(28.0)	Primarily due to receipt timing lag of fare reimbursement
Capital and Other Reimbursements	(0.541)	(90.0)	(0.885)	(72.3)	Timing of reimbursements
Payroll	0.131	5.3	0.428	8.9	Favorable due to vacancies
Overtime	0.350	100.0	0.747	100.0	Timing of payments
Health and Welfare (including OPEB current payment)	0.545	62.6	0.150	8.6	Timing of payments
Other Fringe Benefits	0.027	6.4	0.085	10.7	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies
Electric Power	0.026	8.0	(0.001)	(0.1)	Favorable mainly due to less than expected non-traction power usage in facilities
Maintenance Contracts	0.120	67.2	0.236	66.3	Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	0.069	29.5	0.233	49.7	Timing of contract payments
Materials & Supplies	0.060	42.7	(0.142)	(50.7)	Timing of payments

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2021 Adopted
Cash Conversion (Cash Flow Adjustments)

Feb FY21
(\$ in Millions)

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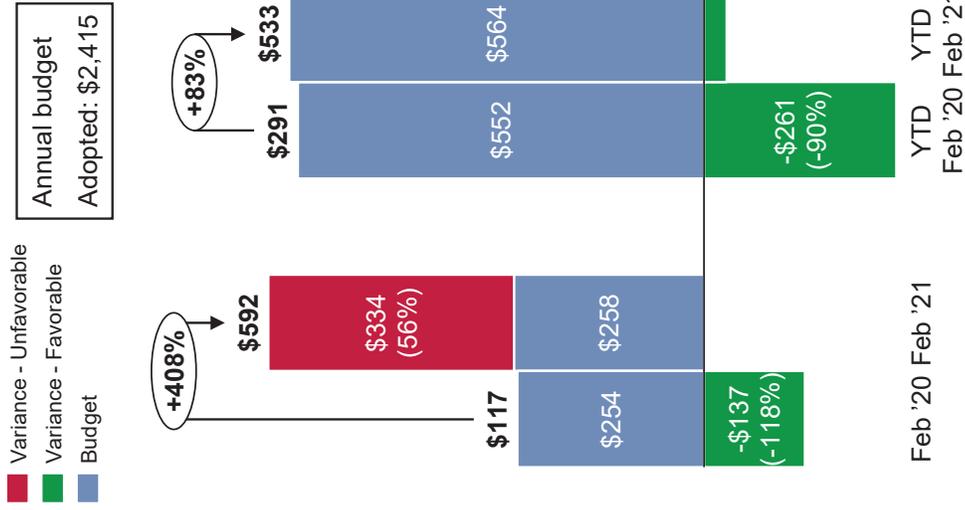
	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
			Percent			Percent
Revenue						
Farebox Revenue	\$0.000	\$0.002	\$0.002	\$0.000	(0.004)	(0.004)
Other Revenue	(0.135)	(0.016)	\$0.119	(0.271)	(0.045)	\$0.225
Capital and Other Reimbursements	\$0.000	(0.083)	(0.083)	\$0.000	\$0.025	\$0.025
Total Revenue	(0.135)	(0.097)	\$0.039	(0.271)	(0.024)	\$0.247
			88.2			83.2
			28.6			91.0
Expenses						
Labor :						
Payroll	\$0.000	(0.208)	(0.208)	\$0.249	(0.226)	(0.475)
Overtime	\$0.000	\$0.639	\$0.639	\$0.000	\$0.635	\$0.635
Total Salaries & Wages	\$0.000	\$0.431	\$0.431	-	\$0.409	\$0.160
Health and Welfare	\$0.000	\$0.221	\$0.221	\$0.000	(0.419)	(0.419)
OPEB Current Payment	\$0.000	\$0.275	\$0.275	\$0.000	\$0.384	\$0.384
Pensions	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Other Fringe Benefits	\$0.150	\$0.127	(0.023)	\$0.319	\$0.093	(0.226)
Total Fringe Benefits	\$0.150	\$0.623	\$0.473	\$0.319	\$0.058	(0.261)
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Reimbursable Overhead	\$0.000	\$0.001	\$0.001	\$0.000	\$0.001	\$0.001
Labor	\$0.150	\$1.056	\$0.906	\$0.568	\$0.468	(0.100)
Non-Labor :						
Electric Power	\$0.000	(0.054)	(0.054)	\$0.000	(0.053)	(0.053)
Fuel	\$0.000	\$0.000	\$0.000	\$0.000	(0.005)	(0.005)
Insurance	\$0.000	\$0.209	\$0.209	\$0.000	\$0.261	\$0.261
Claims	\$0.042	(0.016)	(0.058)	\$0.083	\$0.064	(0.019)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and Other Operating Contracts	\$0.000	\$0.035	\$0.035	\$0.000	\$0.027	\$0.027
Professional Service Contracts	\$0.000	\$0.009	\$0.009	\$0.000	(0.016)	(0.016)
Materials & Supplies	\$0.000	\$0.323	\$0.323	\$0.000	\$0.092	\$0.092
Other Business Expenses	\$0.000	\$0.084	\$0.084	\$0.000	\$0.081	\$0.081
Non-Labor	\$0.042	\$0.550	\$0.548	\$0.083	\$0.450	\$0.367
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	\$0.192	\$1.646	\$1.454	\$0.651	\$0.918	\$0.267
Depreciation	\$1.000	\$0.894	(0.106)	\$2.000	\$1.787	(0.213)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$1.192	\$2.539	\$1.348	\$2.651	\$2.705	\$0.055
Total Cash Conversion Adjustments	\$1.056	\$2.443	\$1.386	\$2.380	\$2.681	\$0.301
			113.1			2.1
			131.3			12.7

Note: Totals may not add due to rounding

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

SIRTOA – Non-Reimbursable Overtime Variance

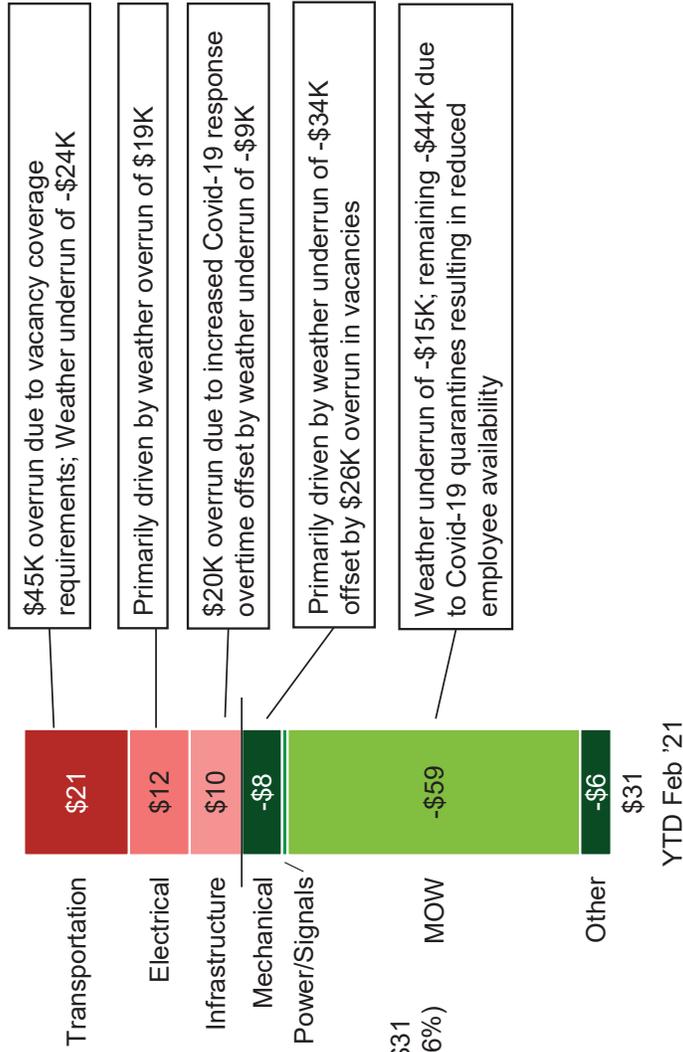
February 2021 and YTD adopted vs. variance



Overview

- Overall increase of \$243K or 83% compared to February YTD 2020
- -\$31K or 6% below 2021 YTD budget
- Maintenance -\$45K underrun; \$6K weather overrun; \$26K overrun due to vacancy coverage; remaining -\$77K underrun due to employee availability resulting from Covid-19
- Service \$21K overrun; -\$24K weather underrun; remaining \$45K underrun due to vacancies

YTD variance by division



Source: Adopted budget, GL actuals for actual overtime spending.

SIRTOA – Reimbursable Overtime Variance

February 2021 and YTD adopted vs. variance
\$K

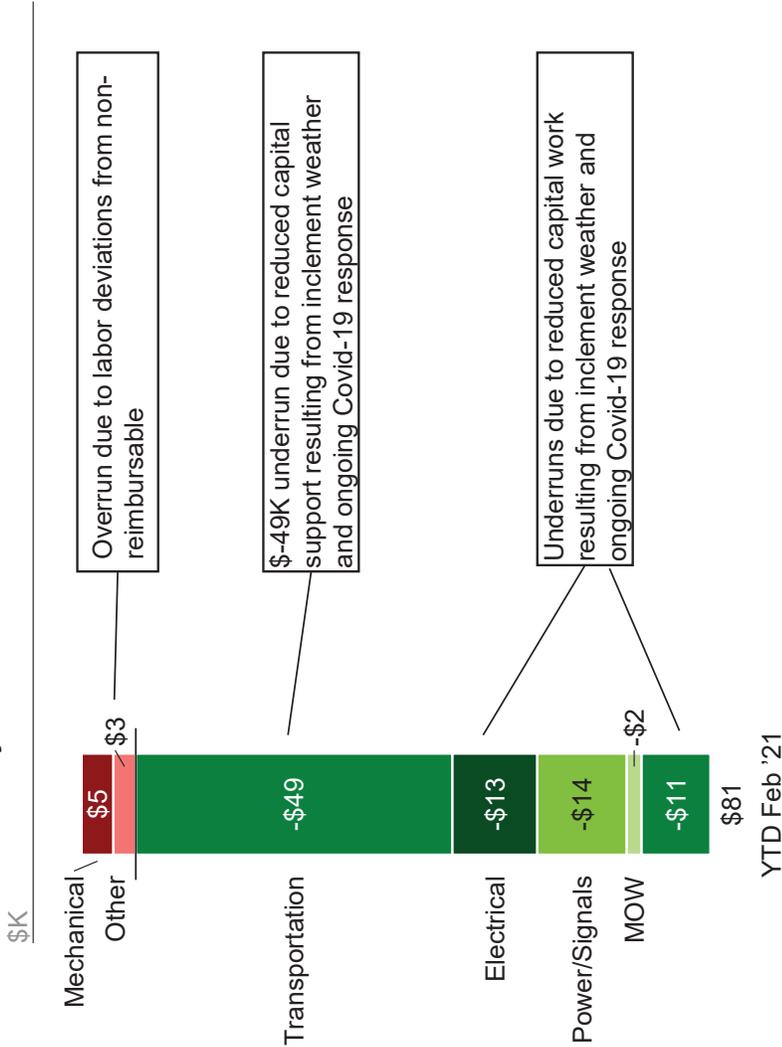
- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget
Adopted: \$1,110K

Overview

- Overall decrease of -\$220K or 68% compared to February YTD 2020
- -\$81K or 79% below 2021 YTD budget
- Maintenance -\$35K underrun: due to reduced capital work resulting from inclement weather and Covid-19 response
- Service -\$49K underrun: due to reduced capital support resulting from inclement weather and Covid-19 response

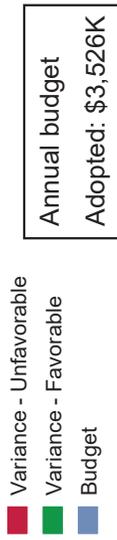
YTD variance by division



Source: Adopted budget. GL actuals for actual overtime spending.

SIRTOA – Total Overtime Variance

February 2021 and YTD adopted vs. variance
\$K



Annual budget
Adopted: \$3,526K

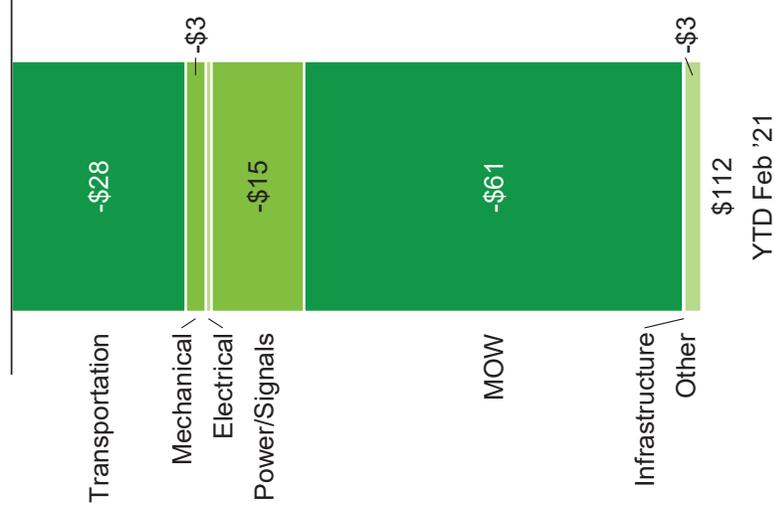


Overview

- Overall increase of \$22K or 4% compared to February YTD 2020
- -\$112K of 18% below 2020 YTD budget

YTD variance by division

\$K



Source: Adopted budget. GL actuals for actual overtime spending.

**MTA Staten Island Railway
February Financial Plan
Total Full-Time Positions and Full-Time Equivalents
Feb 2021**

	Adopted	Actual	Favorable/ (Unfavorable)
Administration			
SIR Executive	6	5	1
SIR General Office	13	10	3
SIR Purchasing Stores	4	3	1
Total Administration	23	18	5
Operations			
SIR Transportation	152	132	20
Total Operations	152	132	20
Maintenance			
SIR Mechanical	53	53	0
SIR Electronics Electrical	18	18	0
SIR Power Signals	32	30	2
SIR Maintenance of Way	89	74	15
SIR Infrastructure	16	16	0
Total Maintenance	208	191	17
Engineering/Capital			
SIR Reimbursable Program Support	6	2	4
Total Engineering/Capital	6	2	4
Total Positions	389	343	46
Non-Reimbursable	336	329	7
Reimbursable	53	14	39
Total Full-Time	389	343	46
Total Full-Time-Equivalents	0	0	0
FinalFY21			

**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
Feb 2021**

FUNCTION/OCCUPATION	Adopted	Actual	Favorable/ (Unfavorable)
<u>Administration</u>			
Managers/Supervisors	13	10	3
Professional/Technical/Clerical	6	6	0
Operational Hourlies	4	2	2
Total Administration	23	18	5
<u>Operations</u>			
Managers/Supervisors	26	23	3
Professional/Technical/Clerical	6	6	0
Operational Hourlies	120	103	17
Total Operations	152	132	20
<u>Maintenance</u>			
Managers/Supervisors	25	24	1
Professional/Technical/Clerical	6	7	(1)
Operational Hourlies	177	160	17
Total Maintenance	208	191	17
<u>Engineering/Capital</u>			
Managers/Supervisors	4	2	2
Professional/Technical/Clerical	2	0	2
Operational Hourlies	0	0	-
Total Engineering/Capital	6	2	4
<u>Total Positions</u>			
Managers/Supervisors	68	59	9
Professional/Technical/Clerical	20	19	1
Operational Hourlies	301	265	36
Total Positions	389	343	46

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2021 Adopted
Ridership (Utilization) Actual to Budget
Feb FY21
 (# in Millions)

3/08/2021 03:10 PM

	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<u>Ridership</u>								
Ridership - Subway	0.057	0.072	0.015	26.7	0.124	0.153	0.029	23.2
Total Ridership	0.057	0.072	0.015	26.7	0.124	0.153	0.029	23.2
<u>FareBox Revenue</u>								
Farebox Revenue	\$0.089	\$0.119	\$0.030	34.3	\$0.188	\$0.247	\$0.060	31.9
Total Farebox Revenue	\$0.089	\$0.119	\$0.030	34.3	\$0.188	\$0.247	\$0.060	31.9

Note: Totals may not add due to rounding

Preliminary February 2021 Report: Bus Company

The purpose of this report is to provide the preliminary February 2021 financial results on an accrual basis. The accrual basis is presented on a non-reimbursable account basis. These results are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

February 2021 Bus Company ridership of 4.1 million was 2.5 million (145.4 percent) above budget.

- Farebox revenue of \$8.3 million was \$5.2 million (166.2 percent) above budget.
- Total expenses of \$67.0 million were \$16.4 million (16.4 percent) below budget.
 - Labor expenses were lower than budget by \$1.0 million (2.0 percent), Overtime expenses were lower than budget by \$1.1 million (14.0 percent). Other Fringe Benefits were lower than budget by \$0.4 million (6.4 percent). Health and Welfare (including OPEB) expenses were lower than budget by \$0.2 million (2.4 percent). Payroll expenses of \$0.8 million (3.5 percent) were greater than budget.
 - Non-labor expenses were favorable to budget by \$6.6 million (33.5 percent), Materials and Supplies expenses were favorable by \$2.1 million (45.1 percent). Maintenance and Other Operating Contracts expenses were lower than budget by \$1.7 million (45.1 percent). Claims expenses were favorable by \$1.3 million (22.9 percent). Professional Service Contracts were lower than budget by \$1.2 million (37.3 percent). Other Business expenses were less than budget by \$0.2 million (46.7 percent). Insurance was lower than budget by \$0.1 million (20.8 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
February 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget).

Total Revenue was \$8.5 million in February, \$3.7 million (78.7 percent) greater than budget, mainly due to higher Farebox Revenue. Farebox Revenue was favorable by \$5.2 million (166.2 percent) primarily due to higher ridership and higher average fare. Other Operating Revenue was unfavorable by \$1.5 million (89.2 percent) due to lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recoveries from Other Insurance and Other Contract services.

Total MTA Bus ridership in February 2021 was 4.1 million or 2.5 million (145.4 percent) above budget. February 2021 average weekday ridership was 169,765, a decrease of 56.3 percent (218,732 riders) from February 2020. Average weekday ridership for the twelve months ending February 2021 was 112,985, a decrease of 70.9 percent (275,716 riders) from the twelve months ending February 2020.

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$62.8 million in February, \$7.7 million (10.9 percent) favorable to budget.

- Labor expenses were lower than budget by \$1.0 million (2.0 percent), Overtime expenses were lower than budget by \$1.1 million (14.0 percent), due to lower unscheduled overtime, COVID-related cleaning, partially offset by lower availability. Other Fringe Benefits were lower than budget by \$0.4 million (6.4 percent), mainly due to timing of interagency billing and Worker's Compensation expenses. Health and Welfare (including OPEB) expenses were lower than budget by \$0.2 million (2.4 percent), primarily due to lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, life insurance and lower H&W reimbursement. Payroll expenses overran by \$0.8 million (3.5 percent), primarily due to retro payment, higher vacation payment and lower attrition.
- Non-labor expenses were less than budget by \$6.6 million (33.5 percent), Materials and Supplies expenses were favorable by \$2.1 million (45.1 percent), mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses. Maintenance and Other Operating Contracts expenses were favorable to budget by \$1.7 million (45.1 percent), mainly due to the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses. Claims expenses were lower than budgeted by \$1.3 million (22.9 percent) due to the timing of expenses. Professional Service Contracts were lower than budget by \$1.2 million (37.3 percent), due to the timing of interagency billing, Bus Technology, and service contracts. Other Business expenses were less than budget by \$0.2 million (46.7 percent), due to lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses. Insurance expenses were lower than budget by \$0.1 million (20.8 percent) due to timing of expenses.

Depreciation expenses of \$4.2 million were essentially on the budget. No expenses or credits were recorded in February regarding GASB 68 Pension Adjustment, and GASB 75 OPEB Expense adjustment.

The **operating cash deficit** (excluding subsidies) was \$42.2 million, \$21.1 million (33.4 percent) favorable to the budget.

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
ACCURAL STATEMENT OF OPERATIONS by CATEGORY
February 2021
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Revenue												
Farebox Revenue	3,119	\$8,302	\$5,183	*	\$0,000	\$0,000	\$0,000	-	\$3,119	\$8,302	\$5,184	*
Other Operating Income	1,625	\$0,175	(1,450)	(89.2)	-	-	-	-	1,625	0,175	(1,450)	(89.2)
Capital and Other Reimbursements	-	-	-	-	0,433	0,531	0,099	22.9	0,433	0,531	0,099	22.9
Total Revenue	\$4,743	\$8,477	\$3,734	78.7	\$0,433	\$0,531	\$0,099		\$5,176	\$9,009	\$3,833	74.1
Expenses												
Labor:												
Payroll	\$22,239	\$23,023	(\$0,784)	(3.5)	\$0,171	\$0,314	(\$0,143)	(83.7)	\$22,410	\$23,337	(\$0,927)	(4.1)
Overtime	8,094	6,959	1,135	14.0	-	-	-	-	8,094	6,959	1,135	14.0
Health and Welfare	7,588	7,433	0,154	2.0	0,105	-	0,105	100.0	7,693	7,433	0,260	3.4
OPEB Current Payment	1,974	1,901	0,074	3.8	-	-	-	-	1,974	1,901	0,074	3.8
Pensions	4,978	5,046	(0,067)	(1.3)	-	-	-	-	4,978	5,046	(0,067)	(1.3)
Other Fringe Benefits	5,788	5,415	0,372	6.4	-	-	-	-	5,788	5,415	0,372	6.4
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,069)	(0,217)	0,148	*	0,069	0,217	(0,148)	*	0,000	-	(0,000)	(21.3)
Total Labor Expenses	\$50,592	\$49,560	\$1,031	2.0	\$0,346	\$0,531	(\$0,186)	(53.9)	\$50,938	\$50,092	\$0,846	1.7
Non-Labor:												
Electric Power	\$0,129	\$0,096	\$0,032	24.6	\$0,000	\$0,000	\$0,000	-	\$0,129	\$0,096	\$0,032	24.6
Fuel	1,530	1,456	0,074	4.9	-	-	-	-	1,530	1,456	0,074	4.9
Insurance	0,539	0,427	0,112	20.8	-	-	-	-	0,539	0,427	0,112	20.8
Claims	5,834	4,500	1,334	22.9	-	-	-	-	5,834	4,500	1,334	22.9
Maintenance and Other Operating Contract	3,697	2,031	1,667	45.1	0,019	-	0,019	100.0	3,716	2,031	1,686	45.4
Professional Service Contracts	3,172	1,988	1,183	37.3	-	-	-	-	3,172	1,988	1,183	37.3
Materials & Supplies	4,607	2,527	2,080	45.1	0,068	-	0,068	100.0	4,675	2,527	2,148	45.9
Other Business Expense	0,355	0,189	0,166	46.7	-	-	-	-	0,355	0,189	0,166	46.7
Total Non-Labor Expenses	\$19,863	\$13,214	\$6,648	33.5	\$0,087	\$0,000	\$0,087	100.0	\$19,950	\$13,214	\$6,735	33.8
Total Expenses before Non-Cash Liabil	\$70,454	\$62,775	\$7,680	10.9	\$0,433	\$0,531	(\$0,099)	(22.9)	\$70,887	\$63,306	\$7,581	10.7
Depreciation	\$4,200	\$4,247	(\$0,047)	(1.1)	\$0,000	\$0,000	\$0,000	-	\$4,200	\$4,247	(\$0,047)	(1.1)
GASB 75 OPEB Expense Adjustment	5,359	-	5,359	100.0	\$0,000	\$0,000	\$0,000	-	\$5,359	-	\$5,359	100.0
GASB 68 Pension Adjustment	3,373	-	3,373	100.0	-	-	-	-	3,373	-	3,373	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$83,386	\$67,022	\$16,365	19.6	\$0,433	\$0,531	(\$0,099)	(22.9)	\$83,819	\$67,553	\$16,266	19.4
Net Surplus/(Deficit)	(\$78,643)	(\$58,544)	\$20,099	25.6	\$0,000	\$0,000	\$0,000	-	(\$78,643)	(\$58,544)	\$20,099	25.6

NOTE: Totals may not add due to rounding

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

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
February 2021 Year-To-Date
 (\$ in millions)

	Nonreimbursable			Reimbursable			Total		
	Favorable			Favorable			Favorable		
	Adopted Budget	Actual	Variance Percent	Adopted Budget	Actual	Variance Percent	Adopted Budget	Actual	Variance Percent
Revenue									
Farebox Revenue	6,413	\$16,725	\$10,312	\$0,000	\$0,000	\$0,000	\$6,413	\$16,725	\$10,312
Other Operating Income	3,373	0,853	(2,520)	-	-	-	3,373	0,853	(2,520)
Capital and Other Reimbur	-	-	-	0,898	0,982	0,083	0,898	0,982	0,083
Total Revenue	\$9,786	\$17,578	\$7,792	\$0,898	\$0,982	\$0,083	\$10,684	\$18,560	\$7,876
Expenses									
Labor:									
Payroll	\$47,170	\$50,098	(2,928)	\$0,355	\$0,595	(\$0,240)	\$47,525	\$50,693	(\$3,168)
Overtime	16,760	13,300	3,459	-	-	-	16,760	13,300	3,459
Health and Welfare	15,753	14,763	0,990	0,219	-	0,219	15,972	14,763	1,209
OPEB Current Payment	4,099	3,801	0,298	-	-	-	4,099	3,801	0,298
Pensions	10,336	9,541	0,795	-	-	-	10,336	9,541	0,795
Other Fringe Benefits	12,016	10,918	1,098	-	-	-	12,016	10,918	1,098
GASB Account	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,144)	(0,217)	0,073	0,144	0,387	(0,242)	(0,000)	0,169	(0,169)
Total Labor Expenses	\$105,988	\$102,204	\$3,785	\$0,718	\$0,982	(\$0,263)	\$106,707	\$103,186	\$3,521
Non-Labor:									
Electric Power	\$0,267	\$0,266	\$0,001	\$0,000	\$0,000	\$0,000	\$0,267	\$0,266	\$0,001
Fuel	3,177	2,740	0,437	-	-	-	3,177	2,740	0,437
Insurance	1,120	0,855	0,265	-	-	-	1,120	0,855	0,265
Claims	12,112	9,000	3,112	-	-	-	12,112	9,000	3,112
Maintenance and Other Of	7,676	4,221	3,456	0,039	-	0,039	7,715	4,221	3,494
Professional Service Contr	6,584	3,709	2,875	-	-	-	6,584	3,709	2,875
Materials & Supplies	9,564	5,863	3,701	0,142	-	0,142	9,705	5,863	3,842
Other Business Expense	0,736	0,392	0,345	-	-	-	0,736	0,392	0,345
Total Non-Labor Expense	\$41,237	\$27,045	\$14,192	\$0,180	\$0,000	\$0,180	\$41,417	\$27,045	\$14,372
Total Expenses before Ni	\$147,225	\$129,249	\$17,976	\$0,899	\$0,982	(\$0,083)	\$148,124	\$130,231	\$17,893
Depreciation	\$8,719	8,493	\$0,225	\$0,000	\$0,000	\$0,000	\$8,719	\$8,493	\$0,225
GASB 75 OPEB Expense	\$11,126	\$0,000	\$11,126	\$0,000	\$0,000	\$0,000	\$11,126	-	\$11,126
GASB 68 Pension Adjustm	7,003	-	7,003	-	-	-	7,003	-	7,003
Environmental Remediation	-	-	-	-	-	-	-	-	-
Total Expenses	\$174,073	\$137,743	\$36,330	\$0,899	\$0,982	(\$0,083)	\$174,972	\$138,724	\$36,248
Net Surplus/(Deficit)	(\$164,287)	(\$120,164)	\$44,123	\$0,000	\$0,000	(\$0,000)	(\$164,287)	(\$120,164)	\$44,123

NOTE: Totals may not add due to rounding

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

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
 (\$ in millions)

Generic Revenue or Expense Category	Nature/Type of Entity	February 2021		Year-To-Date	
		Favorable (Unfavorable) Variance \$	Reason for Variance	Favorable (Unfavorable) Variance \$	Reason for Variance
Farebox Revenue	NR	\$ 5,183	* Due to higher ridership and higher average fare	\$ 10,312	* Due to higher ridership and higher average fare
Other Operating Revenue	NR	\$ (1,450)	Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recovers from Other Insurance and Other Contract services	\$ (2,520)	Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recovers from Other Insurance and Other Contract services
Capital and Other Reimbursements	R	\$ 0,099	(a)	\$ 0,083	9.2
Total Revenue Variance		\$ 3,833	74.1	\$ 7,875	73.7
Payroll	NR	\$ (0,794)	(3.5) Primarily due to retro payment, higher vacation payment and lower attrition	\$ (2,928)	(6.2) Primarily due to higher vacation payment, higher cash out of sick and personal time, retro payment and lower attrition
Overtime	NR	\$ 1,135	14.0 Primarily lower unscheduled overtime, COVID-related cleaning, and the essential overnight service partially offset by lower availability	\$ 3,459	20.6 Primarily lower unscheduled overtime, COVID-related cleaning, and the essential overnight service partially offset by lower availability
Health and Welfare (including OPEB)	NR	\$ 0,228	2.4 Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, Life Insurance cost and lower Health & Welfare Reimbursement	\$ 1,288	6.5 Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, Life Insurance cost and lower Health & Welfare Reimbursement
Pension	NR	\$ (0,067)	(1.3) (a)	\$ 0,785	7.7 Timing of expenses
Other Fringe Benefits	NR	\$ 0,372	6.4 Timing of interagency billing and Worker's Compensation expenses	\$ 1,088	9.1 Timing of interagency billing and Worker's Compensation expenses.
Reimbursable Overhead	NR	\$ 0,148	(a)	\$ 0,073	50.5 (a)
Electric Power	NR	\$ 0,032	24.6 (a)	\$ 0,001	24.6 (a)
Fuel	NR	\$ 0,074	4.9 (a)	\$ 0,437	13.8 Mainly due to lower fuel consumption partially offset by higher diesel costs
Insurance	NR	\$ 0,112	20.8 Timing of expenses	\$ 0,285	23.6 Timing of expenses
Claims	NR	\$ 1,334	22.9 Timing of expenses	\$ 3,112	25.7 Timing of expenses
Maintenance and Other Operating Contracts	NR	\$ 1,667	45.1 Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses	\$ 3,456	45.0 Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses
Professional Service Contracts	NR	\$ 1,183	37.3 Timing of interagency billing, Bus Technology, and service contracts	\$ 2,875	43.7 Timing of interagency billing, Bus Technology, and service contracts
Materials & Supplies	NR	\$ 2,080	45.1 Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses	\$ 3,701	38.7 Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses
Other Business Expense	NR	\$ 0,166	46.7 Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses	\$ 0,345	46.9 Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses
Depreciation	NR	\$ (0,047)	(1.1) Timing of asset replacement	\$ 0,225	2.6 Timing of asset replacement
Other Post-Employment Benefits	NR	\$ 5,359	100.0 (a)	\$ 11,126	100.0
GASB 68 Pension Adjustment	NR	\$ 3,373	100.0 (a)	\$ 7,003	100.0
Environmental Remediation	NR	\$ -	-	\$ -	-
Payroll	R	\$ (0,143)	(63.7) (a)	\$ (0,240)	(67.6)
Overtime	R	\$ -	(a)	\$ -	(a)
Health and Welfare	R	\$ 0,105	100.0	\$ 0,219	100.0
Pension	R	\$ -	-	\$ -	-
Other Fringe Benefits	R	\$ -	(a)	\$ -	(a)
Reimbursable Overhead	R	\$ -	(a)	\$ -	(0,242)
Professional Service Contracts	R	\$ 0,019	(a)	\$ 0,039	(a)
Maintenance and Other Operating Materials & Supplies	R	\$ 0,068	(a)	\$ 0,142	(a)
Total Expense Variance		\$ 16,266	19.4	\$ 36,248	20.7
Net Variance		\$ 20,099	25.6	\$ 44,123	26.9

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
CASH RECEIPTS AND EXPENDITURES
(\$ in millions)

	February 2021			Year-To-Date		
	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent
Receipts						
Farebox Revenue	\$3,119	\$ 9,416	\$6,297 *	\$6,413	\$ 17,070	\$10,657 *
Other Operating Revenue	1,766	0.032	(1,734) (98.2)	3,532	0.568	(2,964) (83.9)
Capital and Other Reimbur:	0.917	0.450	(0.467) (50.9)	1,834	1.134	(0.701) (38.2)
Total Receipts	\$5,802	\$9,898	\$4,097 70.6	\$11,779	\$18,771	\$6,992 59.4
Expenditures						
<i>Labor:</i>						
Payroll	\$22,453	\$20,951	\$1,503 6.7	\$46,657	\$45,635	\$1,022 2.2
Overtime	7,677	6,959	0.718 9.3	15,353	13,300	2,053 13.4
Health and Welfare	8,362	2,468	5,894 70.5	16,724	16,820	(0.096) (0.6)
OPEB Current Payment	2,146	1,901	0.245 11.4	4,292	3,801	0.490 11.4
Pensions	5,397	5,046	0.351 6.5	10,793	9,541	1,253 11.6
Other Fringe Benefits	4,640	3,897	0.743 16.0	9,279	7,022	2,257 24.3
GASB Account	-	-	- -	-	-	- -
Reimbursable Overhead	-	-	- -	-	-	- -
Total Labor Expenditures	\$50,674	\$41,221	\$9,453 18.7	\$103,099	\$96,119	\$6,980 6.8
<i>Non-Labor:</i>						
Electric Power	\$0,140	\$0,166	(\$0,026) (18.8)	\$0,280	\$0,336	(\$0,056) (20.2)
Fuel	1,663	1,716	(0,053) (3.2)	3,327	3,089	0,238 7.1
Insurance	0,586	0,000	0,586 100.0	1,172	-	1,172 100.0
Claims	3,083	0,535	2,548 82.7	6,166	2,261	3,904 63.3
Maintenance and Other Op	4,039	2,851	1,188 29.4	8,079	4,863	3,216 39.8
Professional Service Contr:	3,447	1,499	1,948 56.5	6,895	10,047	(3,152) (45.7)
Materials & Supplies	5,081	3,850	1,231 24.2	10,163	6,030	4,133 40.7
Other Business Expenses	0,385	0,214	0,172 44.6	0,771	0,406	0,365 47.4
Total Non-Labor Expendit	\$18,426	\$10,832	\$7,593 41.2	\$36,852	\$27,032	\$9,819 26.6
Total Expenditures	\$69,100	\$52,053	\$17,047 24.7	\$139,951	\$123,151	\$16,800 12.0
Operating Cash Surplus/((\$63,299)	(\$42,155)	\$21,144 33.4	(\$128,171)	(\$104,380)	\$23,792 18.6

NOTE: Totals may not add due to rounding

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS
(\$ in millions)

	February 2021		Year-To-Date		Reason for Variance
	Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%	
Operating Receipts or Disbursements	\$		\$		
Farebox Revenue	\$ 6,297	*	\$ 10,657	*	Due to higher ridership and higher average fare
Other Operating Revenue	(1,734)	(98.2)	(2,964)	(83.9)	Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recoveries from Other Insurance and Other Contract services
Capital and Other Reimbursements	(0,467)	(50.9)	(0,701)	(38.2)	Timing of reimbursement receipts
Total Receipts	\$ 4,097	70.6	\$ 6,992	59.4	
Payroll	\$ 1,503	6.7	\$ 1,022	2.2	Timing of payments
Overtime	0,718	9.3	2,053	13.4	Primarily lower unscheduled overtime, COVID-related cleaning, and the essential overnight service partially offset by lower availability and prior period expenses
Health and Welfare (Including OPEB)	6,139	58.4	0,394	1.9	Timing of payments
Pension	0,351	6.5	1,253	11.6	Timing of expenses
Other Fringe Benefits	0,743	16.0	2,257	24.3	Timing of interagency billing and Worker's Compensation expenses
GASB	-	(a)	-	-	
Electric Power	(0,026)	(18.8)	(0,056)	(20.2)	(a)
Fuel	(0,053)	(3.2)	0,238	7.1	Mainly due to lower fuel consumption partially offset by higher diesel costs
Insurance	0,586	100.0	1,172	100.0	Timing of payments
Claims	2,548	82.7	3,904	63.3	Timing of payments
Maintenance and Other Operating Contracts	1,188	29.4	3,216	39.8	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses
Professional Service Contracts	1,948	56.5	(3,152)	(45.7)	Prior period payments
Materials & Supplies	1,231	24.2	4,133	40.7	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses
Other Business Expenditure	0,172	44.6	0,365	47.4	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses
Total Expenditures	\$ 17,046	24.7	\$ 16,799	12.0	
Net Cash Variance	\$ 21,144	33.4	\$ 23,792	18.6	

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
CASH CONVERSION (CASH FLOW ADJUSTMENTS)
(\$ in millions)

	February 2021				Year-To-Date			
	Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Receipts								
Farebox Revenue	\$0.000	1.114	\$1.114	-	\$0.000	\$0.345	\$0.345	-
Other Operating Revenue	0.141	(0.143)	(0.284)	*	0.159	(0.285)	(0.444)	*
Capital and Other Reimbursements	0.484	(0.081)	(0.565)	*	0.936	0.152	(0.784)	(83.8)
Total Receipts	\$0.626	\$0.890	\$0.265	42.3	\$1.095	\$0.211	(\$0.884)	(80.7)
Expenditures								
<i>Labor:</i>								
Payroll	(\$0.043)	\$2.386	\$2.429	*	\$0.868	\$5.058	\$4.191	*
Overtime	0.417	(0.000)	(0.417)	*	1.407	(0.000)	(1.407)	*
Health and Welfare	(0.669)	4.965	5.634	*	(0.753)	(2.057)	(1.305)	*
OPEB Current Payment	(0.172)	0.000	0.172	*	(0.193)	(0.000)	0.193	99.8
Pensions	(0.419)	0.000	0.419	*	(0.458)	0.000	0.458	*
Other Fringe Benefits	1.148	1.518	0.370	32.2	2.737	3.896	1.159	42.4
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	0.000	-	(0.000)	(100.0)	(0.000)	0.169	0.169	*
Total Labor Expenditures	\$0.263	\$8.870	\$8.607	*	\$3.608	\$7.066	\$3.458	95.8
<i>Non-Labor:</i>								
Electric Power	(\$0.011)	(\$0.070)	(\$0.059)	*	(\$0.013)	(\$0.070)	(\$0.057)	*
Fuel	(0.133)	(0.260)	(0.127)	(95.6)	(0.150)	(0.349)	(0.199)	*
Insurance	(0.047)	0.427	0.474	*	(0.053)	0.855	0.908	*
Claims	2.751	3.965	1.214	44.1	5.947	6.739	0.792	13.3
Maintenance and Other Operating Contracts	(0.323)	(0.820)	(0.497)	*	(0.364)	(0.642)	(0.278)	(76.5)
Professional Service Contracts	(0.276)	0.489	0.765	*	(0.310)	(6.338)	(6.028)	*
Materials & Supplies	(0.407)	(1.323)	(0.917)	*	(0.457)	(0.167)	0.290	63.5
Other Business Expenditures	(0.031)	(0.025)	0.006	19.9	(0.035)	(0.014)	0.021	60.6
Total Non-Labor Expenditures	\$1.524	\$2.382	\$0.858	56.3	\$4.566	\$0.014	(\$4.551)	(99.7)
Total Cash Conversion Adjustments before Non-Cash Liability Adjts.	\$2.412	\$12.142	\$9.730	*	\$9.268	\$7.291	(\$1.977)	(21.3)
Depreciation Adjustment	4.200	4.247	0.047	1.1	8.719	8.493	(0.226)	(2.6)
GASB 75 OPEB Expense Adjustment	5.359	-	(5.359)	(100.0)	11.126	-	(11.126)	(100.0)
GASB 68 Pension Adjustment	3.373	-	(3.373)	(100.0)	7.003	-	(7.003)	(100.0)
Environmental Remediation	-	-	-	-	-	-	-	-
Total Expenses/Expenditures	\$ 15.344	\$ 16.389	\$ 1.045	6.8	\$ 36.116	\$ 15.784	(\$ 20.332)	(56.3)
Total Cash Conversion Adjustments	\$15.344	\$16.389	\$1.045	6.8	\$36.116	\$15.784	(\$20.332)	(56.3)

NOTE: Totals may not add due to rounding

MTA BUS COMPANY
2021 Adopted Budget vs Actual
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS
FEBRUARY 2021

FUNCTION/DEPARTMENT	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Office of the EVP	3	2	1	
Human Resources	16	14	2	
Office of Management and Budget	14	12	2	
Material	15	14	1	
Controller	18	18	-	
Office of the President	4	5	(1)	
System Safety Administration	-	-	-	
Law	20	18	2	
Labor Relations	-	-	-	
Strategic Office	19	18	1	
Non-Departmental	2	-	2	
Total Administration	111	101	10	Vacancies
Operations				
Buses	2,298	2,300	(2)	
Office of the Executive VP	6	4	2	
Safety & Training	68	50	18	Bus Operator Training
Road Operations	141	138	3	
Transportation Support	25	21	4	
Operations Planning	34	29	5	
Revenue Control	6	6	-	
Total Operations	2,578	2,548	30	Vacancies
Maintenance				
Buses	723	714	9	
Maintenance Support/CMF	210	223	(13)	Excess Maintainers
Facilities	76	74	2	
Supply Logistics	104	96	8	
Total Maintenance	1,113	1,107	6	Vacancies
Capital Program Management	35	23	12	
Total Engineering/Capital	35	23	12	Vacancies mainly Managers
Security	13	11	2	
Total Public Safety	13	11	2	Vacancy
Total Positions	3,850	3,790	60	
Non-Reimbursable	3,812	3,756	56	
Reimbursable	38	34	4	
Total Full-Time	3,832	3,778	55	
Total Full-Time Equivalents	18	13	6	

MTA Bus – Non-Reimbursable Overtime Variance

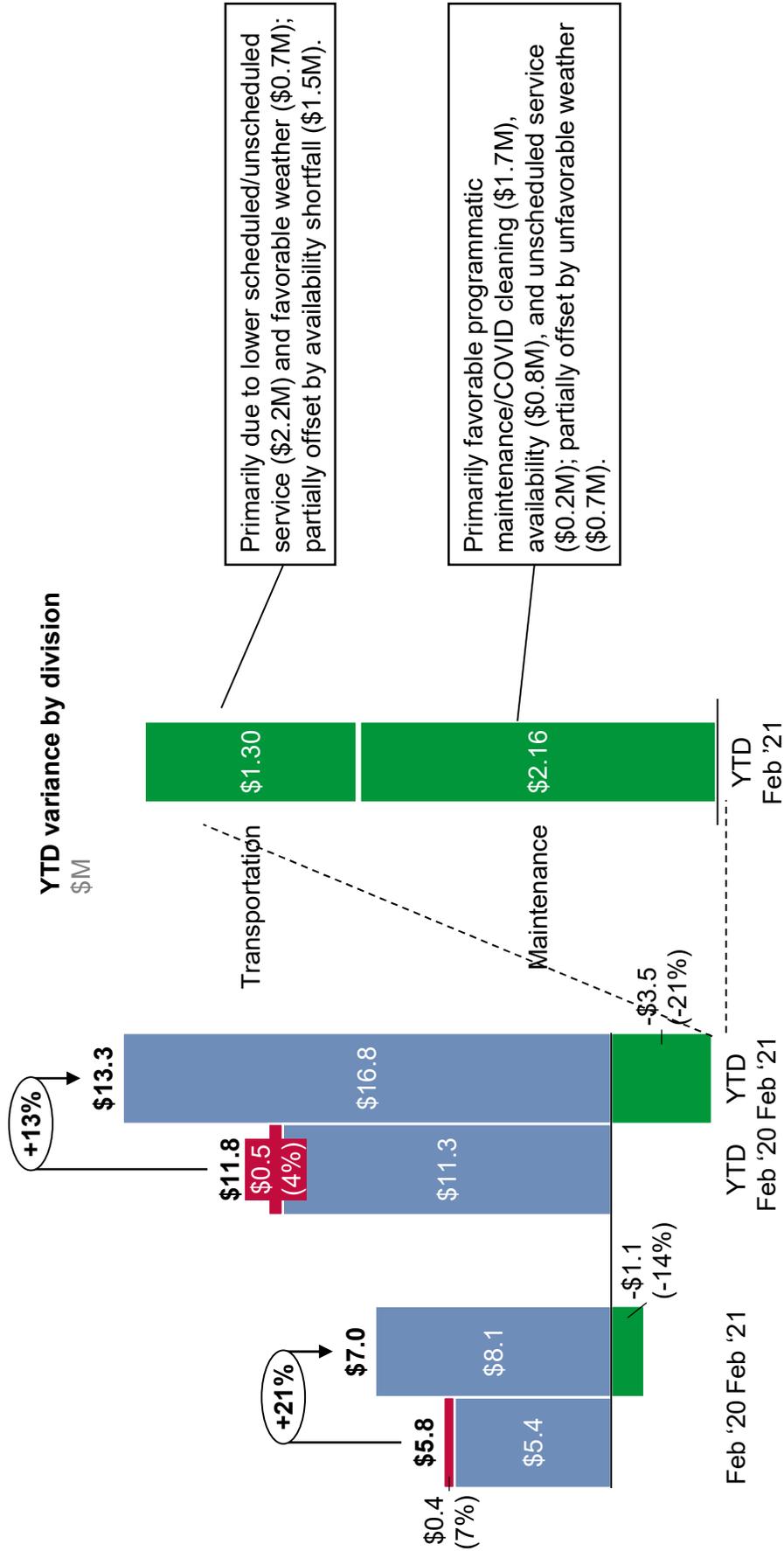
Feb 2021 and YTD Adopted Budget vs. Variance

\$M



Overview

- Overall increase of \$1.2M or 21% compared to February 2020
- February YTD 2021 is 21% under budget



Source: Adopted - GL actual overtime spending.
 Note: MTABC does not have Reimbursable OT for 2020 and 2021.

MTA BUS COMPANY
 2021 Adopted Budget vs Actual
 TOTAL FULL - TIME AND FTE'S BY FUNCTION AND OCCUPATION
 FEBRUARY 2021

FUNCTION/OCCUPATIONAL GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	45	41	4	
Professional, Technical, Clerical	64	60	4	
Operational Hours	2	-	2	
Total Administration	111	101	10	Vacancies
Operations				
Managers/Supervisors	319	308	11	
Professional, Technical, Clerical	45	44	1	
Operational Hours	2,214	2,196	18	
Total Operations	2,578	2,548	30	Bus Operator training
Maintenance				
Managers/Supervisors	241	228	13	
Professional, Technical, Clerical	35	34	1	
Operational Hours	837	845	(8)	
Total Maintenance	1,113	1,107	6	
Engineering/Capital				
Managers/Supervisors	21	12	9	
Professional, Technical, Clerical	14	11	3	
Operational Hours	-	-	-	
Total Engineering/Capital	35	23	12	Vacancies mainly Managers
Public Safety				
Managers/Supervisors	8	5	3	
Professional, Technical, Clerical	5	6	(1)	
Operational Hours	-	-	-	
Total Public Safety	13	11	2	Vacancy
Total Baseline Positions				
Managers/Supervisors	634	594	40	
Professional, Technical, Clerical	163	155	8	
Operational Hours	3,053	3,041	12	
Total Baseline Positions	3,850	3,790	60	

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
Utilization
(In millions)

	<u>February 2021</u>		<u>Year-to-date as of February 2021</u>		Favorable/ (Unfavorable) Variance
	Adopted Budget	Actual	Adopted Budget	Actual	
<u>Farebox Revenue</u>					
Fixed Route	\$3.119	\$8.302	\$6.413	\$16.725	\$10.312
Total Farebox Revenue	\$3.119	\$8.302	\$6.413	\$16.725	\$10.312
<u>Ridership</u>					
Fixed Route	1.686	4.138	3.465	8.647	5.182
Total Ridership	1.686	4.138	3.465	8.647	5.182
					160.8%
					149.6%

1.850 2.006 0.157 1.851 1.934 0.083

March 2021 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 February 2021 is listed below:

2021 Capital Project Milestone Performance Year to Date (\$M)

	<u>Planned</u>	<u>Achieved</u>	<u>%</u>
Construction Awards	\$143.3	\$163.0	114
Substantial Completions	\$77.1	\$55.6	72

In February 2021, \$31.8 million in Transit projects were awarded, including a Communications Based Train Control (CBTC) equipment project on the Flushing Line for \$24.9 million and mainline track replacement on the Rockaway Line for \$3.6 million.

Also in February 2021, \$44.7 million in Transit projects were completed, including construction of a new power substation near Tottenville station on the Staten Island Railroad, a tunnel lighting rehabilitation project on the Queens Boulevard Line for \$15.1 million and mainline track replacement on the Concourse line for \$3.5 million.

Capital Program Status March 2021

In February 2021, \$31.8 million in Transit projects were awarded, including a Communications Based Train Control (CBTC) equipment project on the Flushing Line for \$24.9 million. The project consists of the removal and disposal of out-of-service equipment and hardware accessories after the successful implementation of CBTC on the line. Equipment that will be removed include signal air-line equipment, signal cables and associated components, steel platforms and concrete pedestals. Equipment will be removed from Times Square -42nd Street station to Main Street-Flushing station.

Also in February, mainline track replacement on the Rockaway Line was awarded for \$3.6 million. Mainline track replacement includes replacing equipment and materials such as signals, contact rails and ballast.

In February 2021, \$44.7 million in Transit projects were completed, including construction of a new power substation near Tottenville station on the Staten Island Railroad (SIR). The new substation, located at Utah Street and Johnson Avenue in Staten Island, will improve reliability of train service by boosting the electrical power along the SIR right-of-way. Construction of the substation included the new structure, rectifiers, an air-cooled transformer, circuit breakers, switchgear and supervisory control equipment.

Furthermore, a tunnel lighting rehabilitation project was completed on the Queens Boulevard Line for \$15.1 million. Antiquated tunnel lighting fixtures were replaced with new LED fixtures and associated components from Roosevelt Avenue station to Elmhurst Avenue station.

Lastly, a mainline track replacement project on the Concourse line was completed in February for \$3.5 million. Mainline track replacement includes replacing equipment and materials such as signals, contact rails and ballast.

**CAPITAL PROJECT MILESTONE SUMMARY
2021**

(Through February 28, 2021)

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

February

Construction Awards	37.7	5	31.8	4	84.4	80.0
Substantial Completions	72.8	4	44.7	4	61.5	100.0

2021 Year-To-Date

Construction Awards	143.3	15	163.0	17	113.7	113.3
Substantial Completions	77.1	7	55.6	9	72.2	128.6

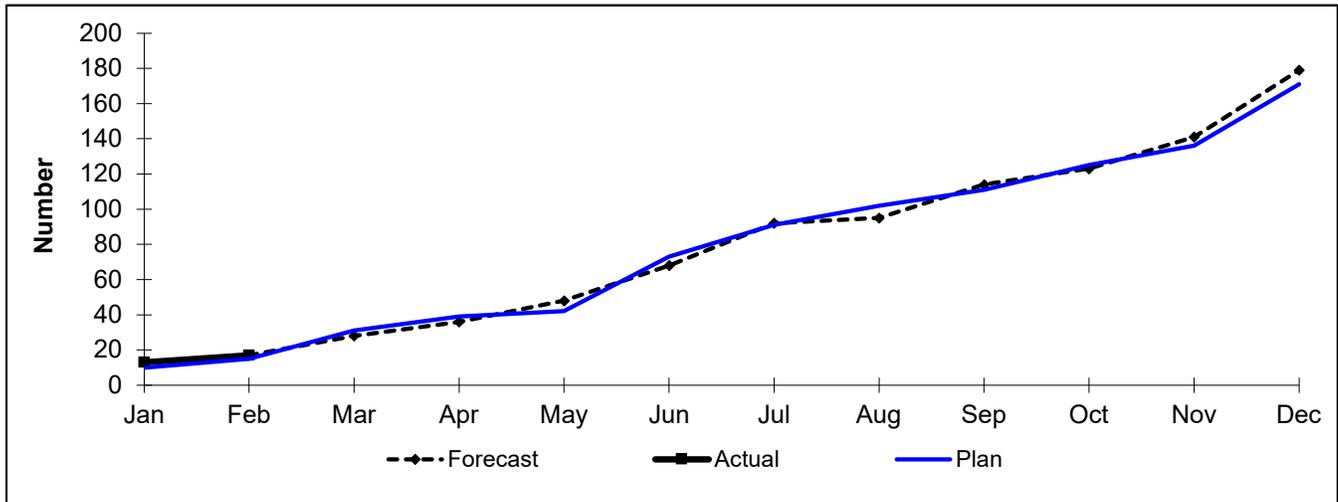
2021 Projected To-Year-End

	Initial Plan		Current Forecast		%(\$)	%(#)
Construction Awards	3,839.2	171	3,878.6	179	101.0	104.7
Substantial Completions	3,573.5	162	3,575.2	160	100.0	98.8

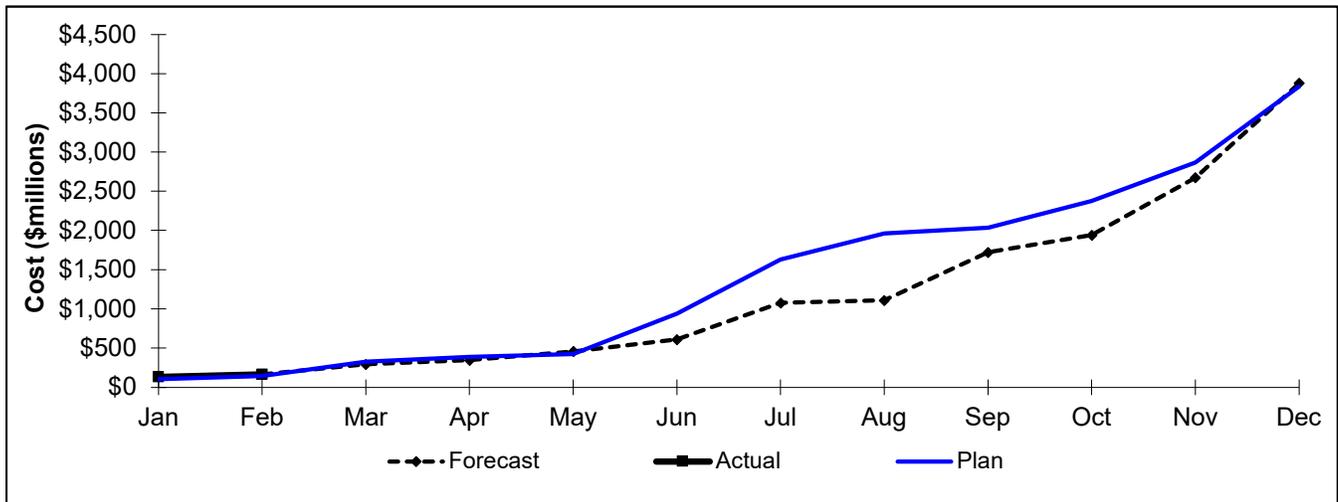
Totals do not include contingency, emergency funds and miscellaneous reserves; performance percentages include early accomplishments.

2021 Awards Charts

As of February 2021



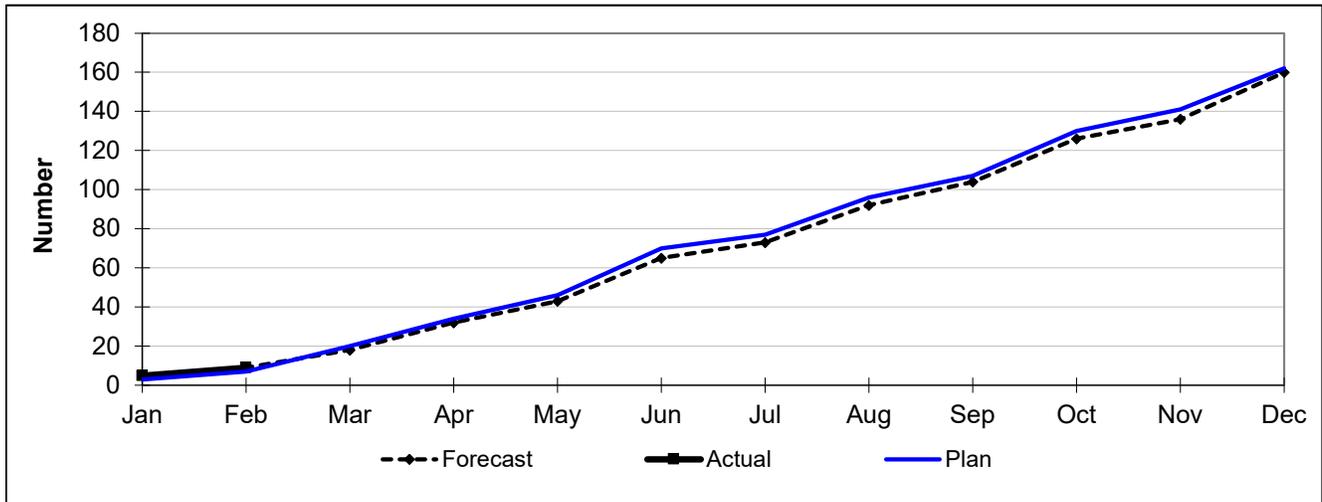
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast			11	8	12	20	24	3	19	9	18	38
Actual	13	4	16	8	3	31	18	11	9	14	11	35
Plan	10	5	16	8	3	31	18	11	9	14	11	35
Cummulative												
Forecast			28	36	48	68	92	95	114	123	141	179
Actual	13	17	31	39	42	73	91	102	111	125	136	171
Plan	10	15	31	39	42	73	91	102	111	125	136	171



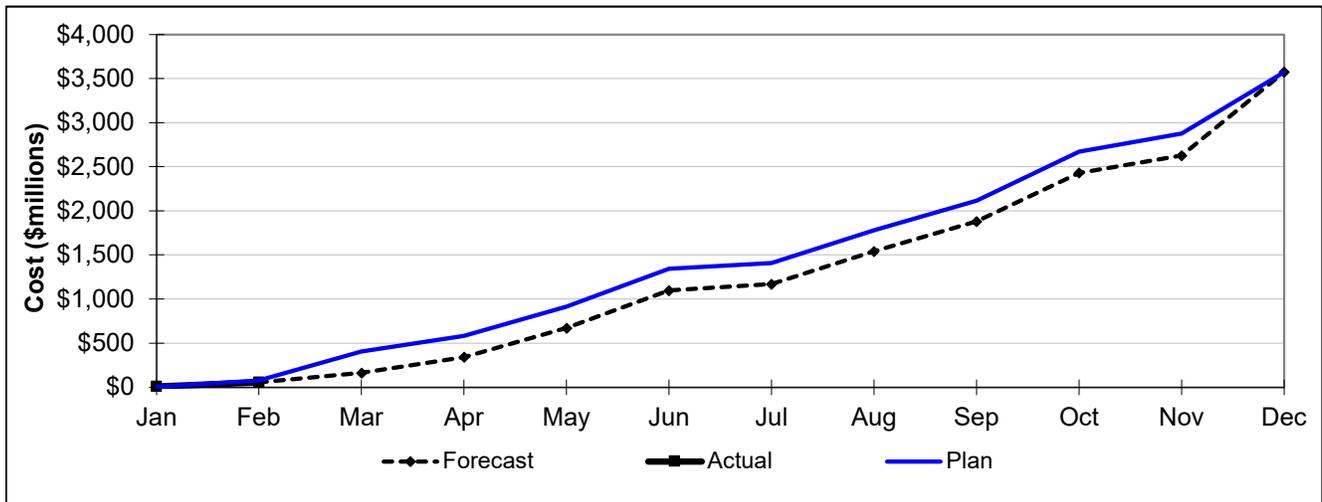
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast			128.5	52.9	111.4	151.7	467.6	31.6	613.0	220.3	733.2	1,205.4
Actual	131.2	31.8	180.4	61.5	37.2	514.4	692.4	331.9	73.2	341.4	490.2	973.3
Plan	105.7	37.7	180.4	61.5	37.2	514.4	692.4	331.9	73.2	341.4	490.2	973.3
Cummulative												
Forecast			291.5	344.4	455.8	607.5	1,075.2	1,106.8	1,719.7	1,940.1	2,673.2	3,878.7
Actual	131.2	163.0	323.8	385.3	422.5	936.8	1,629.2	1,961.1	2,034.3	2,375.7	2,865.9	3,839.2
Plan	105.7	143.3	323.8	385.3	422.5	936.8	1,629.2	1,961.1	2,034.3	2,375.7	2,865.9	3,839.2

2021 Substantial Completions Charts

As of February 2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast			9	14	11	22	8	19	12	22	10	24
Actual	5	4	13	14	12	24	7	19	11	23	11	21
Plan	3	4	13	14	12	24	7	19	11	23	11	21
Cummulative												
Forecast			18	32	43	65	73	92	104	126	136	160
Actual	5	9	20	34	46	70	77	96	107	130	141	162
Plan	3	7	20	34	46	70	77	96	107	130	141	162



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast			105.6	179.2	330.8	425.9	71.7	372.2	337.7	551.5	195.7	949.4
Actual	10.9	44.7	326.4	178.3	331.0	429.0	65.9	372.1	334.0	555.7	206.9	697.2
Plan	4.3	72.8	326.4	178.3	331.0	429.0	65.9	372.1	334.0	555.7	206.9	697.2
Cummulative												
Forecast			161.2	340.4	671.2	1,097.1	1,168.8	1,541.0	1,878.7	2,430.1	2,625.8	3,575.2
Actual	10.9	55.6	403.4	581.8	912.7	1,341.7	1,407.5	1,779.6	2,113.6	2,669.3	2,876.2	3,573.5
Plan	4.3	77.1	403.4	581.8	912.7	1,341.7	1,407.5	1,779.6	2,113.6	2,669.3	2,876.2	3,573.5



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