Transit and Bus Committee Meeting

April 2021

Committee Members

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

The race to vaccinate the MTA workforce continued last month with the opening of two employee sites at Grand Central Terminal and Jamaica LIRR station. This is in addition to the vaccination site at 130 Livingston St. that opened in February. MTA employees also continue to receive COVID-19 vaccines at the state-run site at Jacob K. Javits Center. More than 21,000 MTA employees have been vaccinated to date; 30% of the MTA workforce.

New York City Transit and Bus Committee Meeting

2 Broadway, 20th Floor Boardroom
New York, NY 10004

Wednesday, 4/21/2021
10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

Summary of Actions - Page 4

3. APPROVAL OF MINUTES - March 17, 2021

Minutes - March 17, 2021 - Page 5

4. COMMITTEE WORK PLAN

April 2021 Work Plan - Page 6

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 and Customer Experience Report

Strategy and Customer Experience Report - Page 77

b. Safety Report

Safety Report - Page 84

c. Crime Report

Crime Report - Page 89

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

NYCT, SIR, MTA Bus Financial & Ridership Reports - Page 97

e. Capital Program Status Report

Capital Program Status Report - Page 146

6. PROCUREMENTS

a. Non-Competitive (none)

b. Competitive (none)

c. Ratifications (none)

d. C&D Procurement

C&D Procurement Package - Page 151

7. STANDARD FOLLOW UP REPORTS

a. Final Review of NYCT, SIR, MTA Bus 2020 Operating Results

NYCT, MTA Bus, and SIR 2020 Year-End Report Summary - Page 159

b. Customer Satisfaction Report, 1st Qtr, 2021

Customers Count and COVID Travel Survey Report, 1st Qtr, 2021 - Page 229

8. EXECUTIVE OFFICE CONTACT INFORMATION

Contact Page - Page 403

NYCT Committee
ACTIONS and PRESENTATIONS
SUMMARY for APRIL 2021

Responsible Department	Vendor Name	Total Amount	Summary of action
(C&D) Contracts	Naik Consulting Group	$26,665,060	Award of a competitively solicited personal service contract for project and consultant construction management services for the Midtown 42nd St. Corridor Projects

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
March 17, 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 March 17, 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;
- Corporate Governance

To see a summary of the meeting and the actions taken by New York City Transit and Bus Committee, please refer to the March 2021 Board minutes in the April 2021 Board Book available here on the Board materials website:

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https://new.mta.info/transparency/board-and-committee-meetings/April-2021.

Metropolitan Transportation Authority

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
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
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
July 2021	
Quarterly Customer Satisfaction Report, 2nd Qtr, 2021	Strategy & Customer Experience
August 2021	
No Meetings Held	
September 2021	
Public comment/Committee Review of Budget	
2021 NYCT Mid-Year Forecast Monthly Allocation	Management & Budget
2021 SIR Mid-Year Forecast Monthly Allocation	Management & Budget
2021 MTA Bus Mid-Year Forecast Monthly Allocation	Management & Budget
2022 Preliminary NYCT Budget	Management & Budget
2022 Preliminary SIR Budget	Management & Budget
2022 Preliminary MTA Bus Budget	Management & Budget
Transit Adjudication Bureau Report, 2nd Qtr, 2021	Law
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2021	EEO & Human Resources
Fare Evasion Report, 2nd Qtr, 2021	Management & Budget

SPECIFIC AGENDA ITEMS (con't)	Responsibility
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
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
March 2022	
No Items	

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

APRIL 2021

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

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

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

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

MAY 2021

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

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.

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

II. SPECIFIC AGENDA ITEMS

SEPTEMBER 2021

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

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

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

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

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

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

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

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

EEO & Diversity Report, 2nd Qtr, 2021
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.

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.

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.

II. SPECIFIC AGENDA ITEMS

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.

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 H uman 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.

MARCH 2022

No Items

Customer Service Report: Subways

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

Subway ridership increased to a new pandemic-era high in March 2021, peaking at over 1.93 million on one weekday and reaching over 1 million on a Sunday for the first time in over a year. Some of the largest percentage ridership increases occurred during the evening and expanded late night hours.

April 2021 Highlights: Subways

March 2021 marked one year since the first confirmed case of COVID-19 in New York City. Over the course of this most difficult of years, the Subways workforce has demonstrated that they are our Heroes Moving Heroes, keeping New York moving through challenges and tragedy in both their professional and personal lives. The entire workforce – from front-line train crews and maintainers, to the support teams working behind the scenes – has adapted in ways we never thought possible to keep delivering safe, clean, and reliable service.

Our commitment to safety and cleanliness involved unprecedented efforts to sanitize subway cars and stations – efforts that continue today. Subway and Staten Island Railway cars have been disinfected over 6.3 million times, ensuring every car used in customer service is treated at least daily. Twice-daily disinfecting of touchpoints at every subway and SIR station has now occurred over 365,000 times. Free disposable masks are available at all station booths, and we remind everyone that their noses and mouths must be covered at all times while on public transit. Hand sanitizer is also available in every station and markers in key station areas help customers maintain distance when possible.

Subway performance continued to be strong in March 2021, with only 25 weekday major incidents, on-time performance near 90%, and Customer Journey Time Performance over 86%. Results are compared to March 2020 results before the pandemic-related emergency service changes took effect. Although this month's report is the last comparing pre- and post-pandemic performance results, year-over-year comparisons for the next few months should be used cautiously given the significant fluctuations in ridership and service levels early in the pandemic.

We are very pleased that ridership is increasing, indicating that customers are coming back to offices, schools, and other central business locations. There were several new pandemic-era ridership records this March, including the highest weekday, serving over 1.93 million customers, and one Sunday exceeding 1 million riders for the first time in over a year. While ridership increased during all times of day, some of the largest percentage increases were during the evening hours, as riders took advantage of warmer weather, expanded hours for some businesses, re-opened venues for sports and other events, and the later closing time for the subway. Ridership during the expanded late night hours of 1-2 a.m. and 4-5 a.m., restored in February, approached 13,000 per weeknight by the end of March, while ridership in the adjacent hours stayed steady or increased.

We could not be more proud of the Subways team and their incredible efforts throughout the pandemic and always. As we finally have some hope for the end of the pandemic, we want to thank our customers who have continued riding with us and those who are returning. It is a privilege to serve the people of New York and we look forward to welcoming back even more riders to the City as more destinations reopen or expand hours and capacity.

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	**March 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	**25**	**31**	**-19.4%**	**24.1**	**41.5**	**-41.9%**
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	**95.2%**	**96.8%**	**-1.6%**	**95.9%**	**96.6%**	**-0.7%**
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	**0:01:11**	**0:01:09**	**+0:00:02**	**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	**-0:00:04**	**0:00:26**	**-0:00:30**	**-0:00:01**	**0:00:41**	**-0:00:41**
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	**86.4%**	**86.2%**	**+0.2%**	**85.9%**	**84.9%**	**+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	**161,404**	**136,190**	**+18.5%**	**151,093**	**130,926**	**+15.4%**
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	**96.7%**	**97.2%**	**-0.5%**	**96.8%**	**96.2%**	**+0.6%**
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	**90.3%**	**92.3%**	**-2.0%**	**92.3%**	**89.7%**	**+2.6%**
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	**74.0%**	**75.1%**	**-1.1%**	**74.9%**	**75.2%**	**-0.3%**
Weekday Terminal On-Time Performance (Chart 17)	**89.8%**	**86.4%**	**+3.4%**	**89.4%**	**81.9%**	**+7.5%**
Weekday Trains Delayed (Chart 19)	**18,778**	**16,664**	**+12.7%**	**14,466**	**30,699**	**-52.9%**

* 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.)

Metrics for the complete month of March 2020 could not be provided due to severe disruptions in subway ridership and service associated with the Covid-19 pandemic. March 2020 data is based on March 1-13 for customer-focused metrics and March 1-22 for other metrics. Please see the March 2020 Subway Report in the April 2020 Transit and Bus Committee meeting materials for more details.

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

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	March 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	2	2	0.0%	4.9	4.2	+16.7%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	97.0%	97.5%	-0.5%	95.9%	98.3%	-2.4%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	76.6%	81.4%	-4.8%	78.7%	82.2%	-3.5%
Weekend Terminal On-Time Performance (Chart 18)	89.1%	87.4%	+1.7%	88.5%	84.1%	+4.4%
Weekend Trains Delayed (Chart 20)	4,501	7,453	-39.6%	5,161	8,531	-39.5%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	March 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	97.6%	99.2%	-1.6%	97.0%	95.9%	+1.1%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	98.6%	100.0%	-1.4%	97.6%	98.2%	-0.6%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	93.6%	98.6%	-5.0%	96.6%	93.9%	+2.7%
Percentage of Completed Trips						
Percentage of Completed Trips	98.9%	100.0%	-1.1%	99.6%	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	45,159	50,799	-11.1%	42,122	64,558	-34.8%

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.

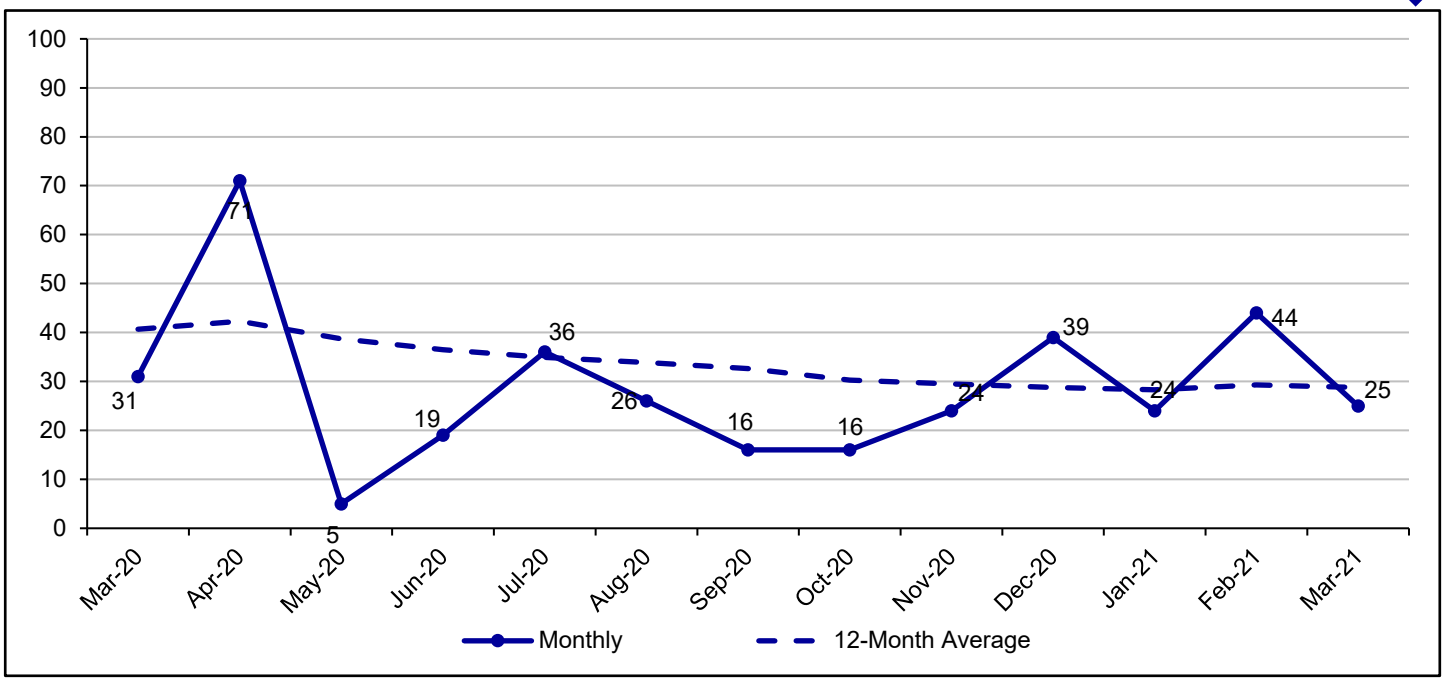
Additional Train Time (ATT)
The estimated average extra time that customers spend onboard a train, compared to the time they would have spent onboard a train if trains were running according to schedule. This estimate is for each individual train a customer uses in their journey (i.e., unlinked trip), 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 ↓



	Monthly			12-Month Average		
Categories	**Mar 21**	**Mar 20**	**% Change**	**Mar 21**	**Mar 20**	**% Change**
Track	6	March 2020 Breakdown by Category is Not Available		1.8	6.5	-72.3%
Signals	5			8.0	14.1	-43.3%
Persons on Trackbed/Police/Medical	12			7.1	10.3	-31.1%
Stations & Structures	0			0.8	1.4	-42.9%
Subway Car	0			1.5	3.7	-59.5%
Other	2			4.9	5.5	-10.9%
Subdivision A	**14**			**11.7**	**19.1**	**-38.7%**
Subdivision B	**11**			**12.4**	**22.5**	**-44.9%**
Systemwide	**25**	**31***	**-19.4%**	**24.1**	**41.5**	**-41.9%**
Avg Incident Duration (h:mm:ss)	0:25:12	1:06:36	-62.2%	0:23:12	0:22:11	+4.5%
Avg Trains Delayed per Incident	96	122	-21.3%	114	108	+5.6%

Major Incidents Discussion

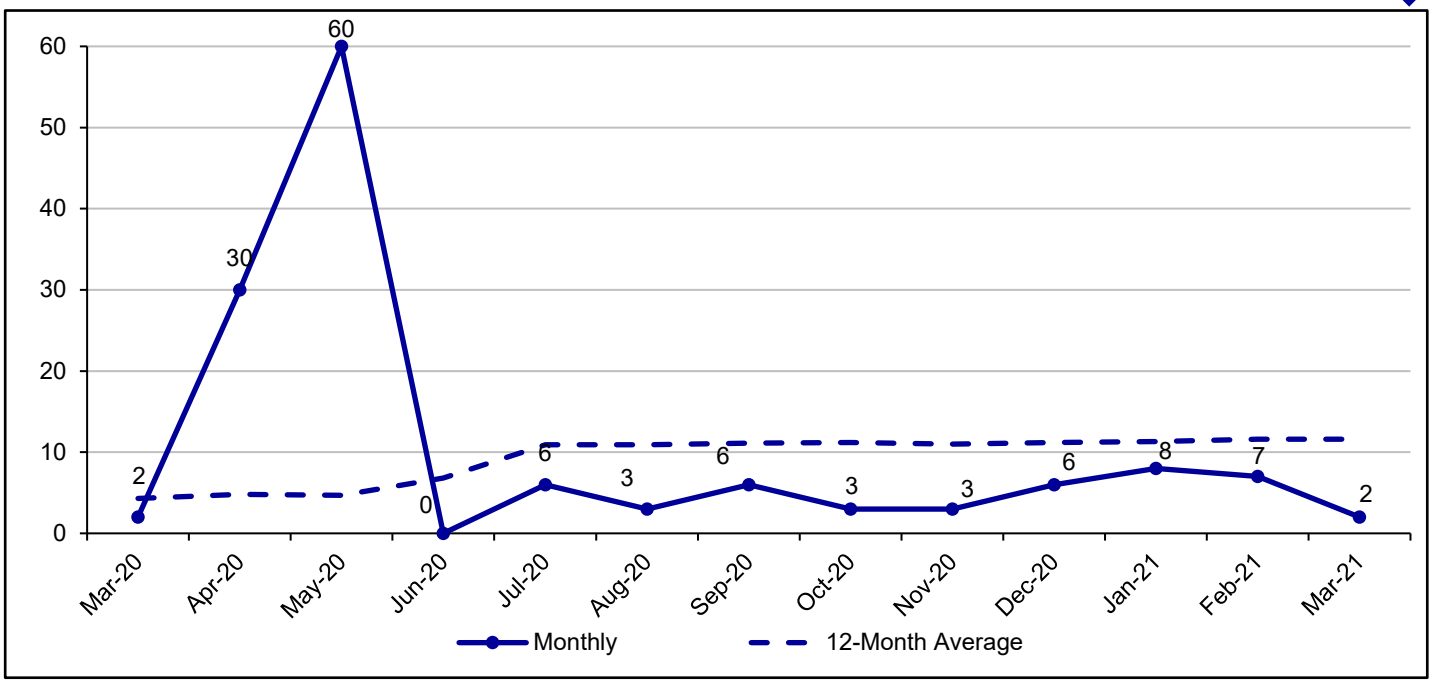
- March 2020 total major incidents were projected based on March 1-22, and the breakdown by category is not available.
- There were 25 weekday major incidents in March 2021, very close to the 12-month average of 24.1, which was a 41.9% reduction from the prior 12 months.

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 ↓



	Monthly			12-Month Average		
Categories	**Mar 21**			**Mar 21**	**Mar 20**	**% Change**
Track	0			0.2	0.3	-33.3%
Signals	1			1.2	0.7	+71.4%
Persons on Trackbed/Police/Medical	1			2.0	1.1	+81.8%
Stations & Structure	0			0.1	0.1	0.0%
Subway Car	0			0.2	0.2	0.0%
Other	0			1.2	1.9	-36.8%
Subdivision A	**0**			**1.7**	**1.8**	**-5.6%**
Subdivision B	**2**			**3.2**	**2.4**	**+33.3%**
Systemwide	**2**	**2***	**0.0%**	**4.9**	**4.2**	**+16.7%**
Avg Incident Duration (h:mm:ss)	0:25:48	0:26:00	-0.8%	0:21:24	0:25:35	-16.4%
Avg Trains Delayed per Incident	124	95	+30.5%	104	108	-3.7%

March 2020 Breakdown by Category is Not Available

Major Incidents Discussion

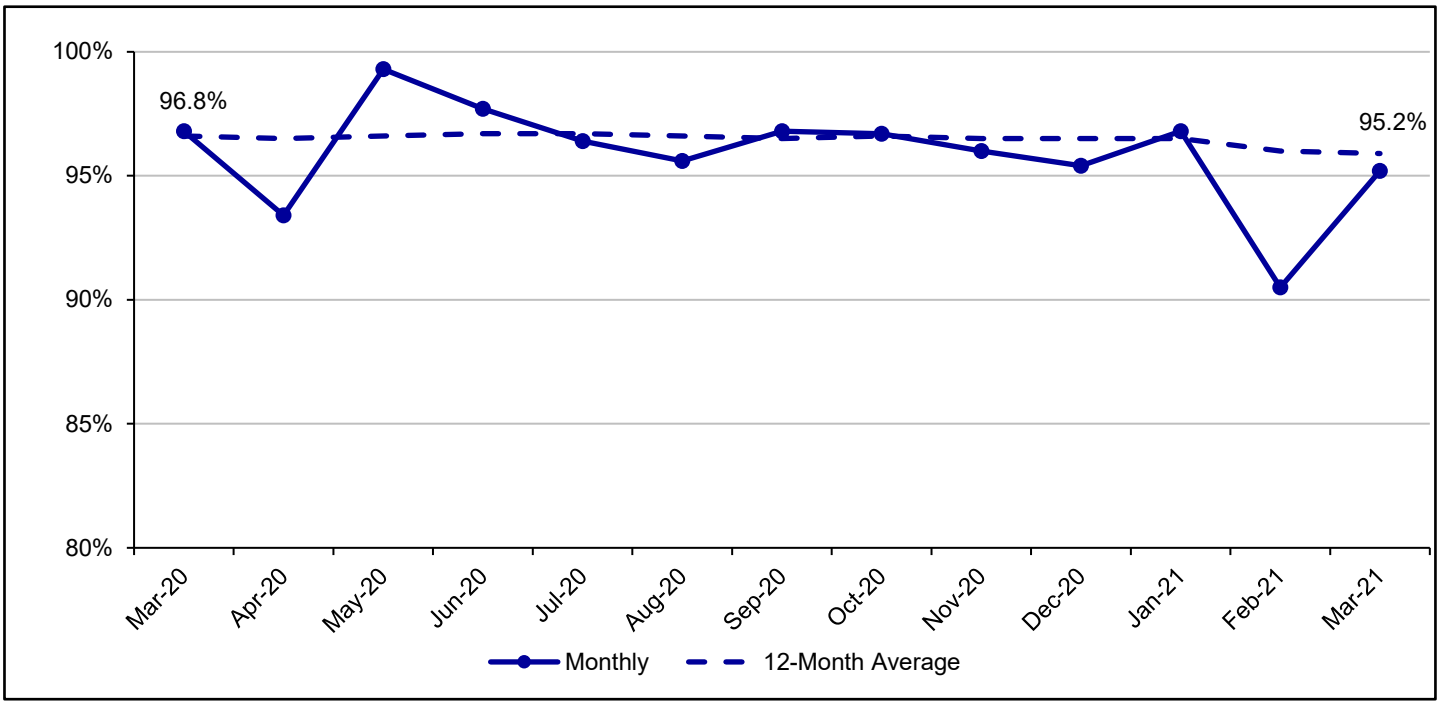
- March 2020 total major incidents were projected based on March 1-22, and the breakdown by category is not available.
- There were only 2 weekend major incidents in March 2021.

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

Chart 2

Subway Weekday % Service Delivered
(Peak Hours)

Desired trend ↑



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change**	**Mar 21**	**Mar 20**	**Change**
Subdivision A	94.8%	98.5%	-3.7%	95.5%	96.5%	-1.0%
Subdivision B	95.5%	95.7%	-0.2%	96.1%	96.7%	-0.6%
Systemwide	**95.2%**	**96.8%**	**-1.6%**	**95.9%**	**96.6%**	**-0.7%**

Weekday Service Delivered Discussion

- Service Delivered in March 2021 worsened by 1.6% compared to March 2020, and the 12-month average worsened by 0.7%.
- The largest decreases in Service Delivered were on the 1 through 5 lines, due in part to major incidents affecting these lines in March 2021.

Chart 3

Subway Weekday % Service Delivered

Monthly

(Peak Hours)

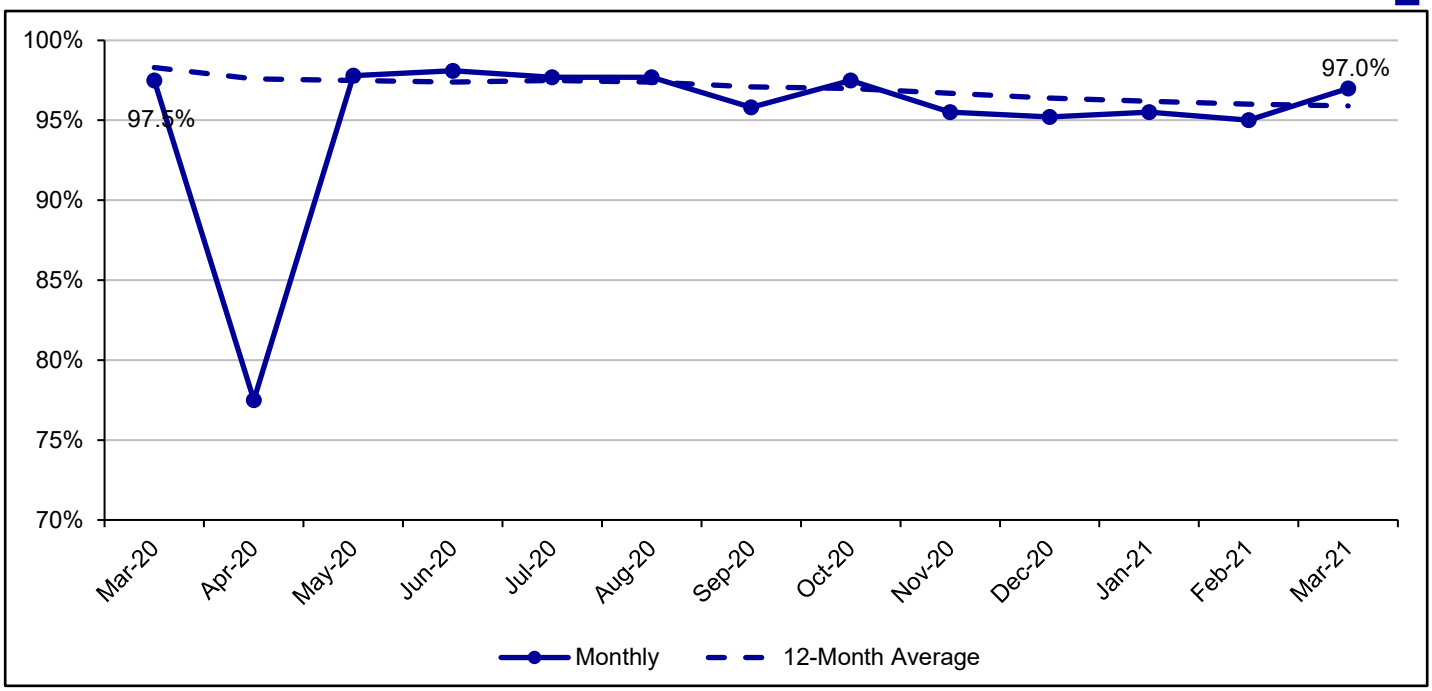
Desired trend ↑

Line	Mar 21	Mar 20	Change
1	95.0%	99.8%	**-4.8%**
2	93.6%	98.8%	**-5.2%**
3	95.0%	99.8%	**-4.8%**
4	92.8%	98.2%	**-5.4%**
5	92.3%	99.4%	**-7.1%**
6	94.4%	95.1%	**-0.7%**
7	96.2%	97.8%	**-1.6%**
S 42nd	100.0%	99.0%	**+1.0%**
Subdivision A	**94.8%**	**98.5%**	**-3.7%**
A	91.8%	95.2%	**-3.4%**
B	92.5%	96.5%	**-4.0%**
C	95.8%	94.3%	**+1.5%**
D	96.8%	97.3%	**-0.5%**
E	97.8%	93.4%	**+4.4%**
F	97.6%	96.2%	**+1.4%**
S Fkln	100.0%	99.6%	**+0.4%**
G	98.5%	97.6%	**+0.9%**
S Rock	96.3%	98.5%	**-2.2%**
JZ	96.9%	98.3%	**-1.4%**
L	96.5%	95.8%	**+0.7%**
M	94.8%	93.9%	**+0.9%**
N	95.9%	95.0%	**+0.9%**
Q	94.7%	96.8%	**-2.1%**
R	95.7%	94.5%	**+1.2%**
W	92.2%	91.6%	**+0.6%**
Subdivision B	**95.5%**	**95.7%**	**-0.2%**
Systemwide	**95.2%**	**96.8%**	**-1.6%**

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**% Change**	**Mar 21**	**Mar 20**	**% Change**
Subdivision A	95.4%	97.0%	-1.6%	94.7%	98.0%	-3.3%
Subdivision B	98.1%	97.8%	+0.3%	96.7%	98.4%	-1.7%
Systemwide	**97.0%**	**97.5%**	**-0.5%**	**95.9%**	**98.3%**	**-2.4%**

Weekend Service Delivered Discussion

- Service Delivered in March 2021 worsened by 0.5% compared to March 2020, and the 12-month average worsened by 2.4%.

Chart 5

Subway Weekend % Service Delivered

Monthly

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

Desired trend ↑

Line	Mar 21	Mar 20	% Change
1	93.9%	96.4%	**-2.5%**
2	96.6%	97.1%	**-0.5%**
3	91.3%	99.0%	**-7.7%**
4	95.1%	94.5%	**+0.6%**
5	96.2%	97.1%	**-0.9%**
6	92.1%	94.1%	**-2.0%**
7	97.9%	99.2%	**-1.3%**
S 42nd	100.0%	98.7%	**+1.3%**
Subdivision A	**95.4%**	**97.0%**	**-1.6%**
A	95.4%	96.0%	**-0.6%**
C	95.5%	93.4%	**+2.1%**
D	96.9%	96.1%	**+0.8%**
E	N/A	98.8%	**N/A**
F	N/A	98.0%	**N/A**
S Fkln	100.0%	99.7%	**+0.3%**
G	99.1%	98.9%	**+0.2%**
S Rock	N/A	100.0%	**N/A**
J	98.1%	98.5%	**-0.4%**
L	98.5%	100.4%	**-1.9%**
M	99.7%	96.7%	**+3.0%**
N	99.4%	96.3%	**+3.1%**
Q	99.3%	99.3%	**+0.0%**
R	99.4%	100.1%	**-0.7%**
Subdivision B	**98.1%**	**97.8%**	**+0.3%**
Systemwide	**97.0%**	**97.5%**	**-0.5%**

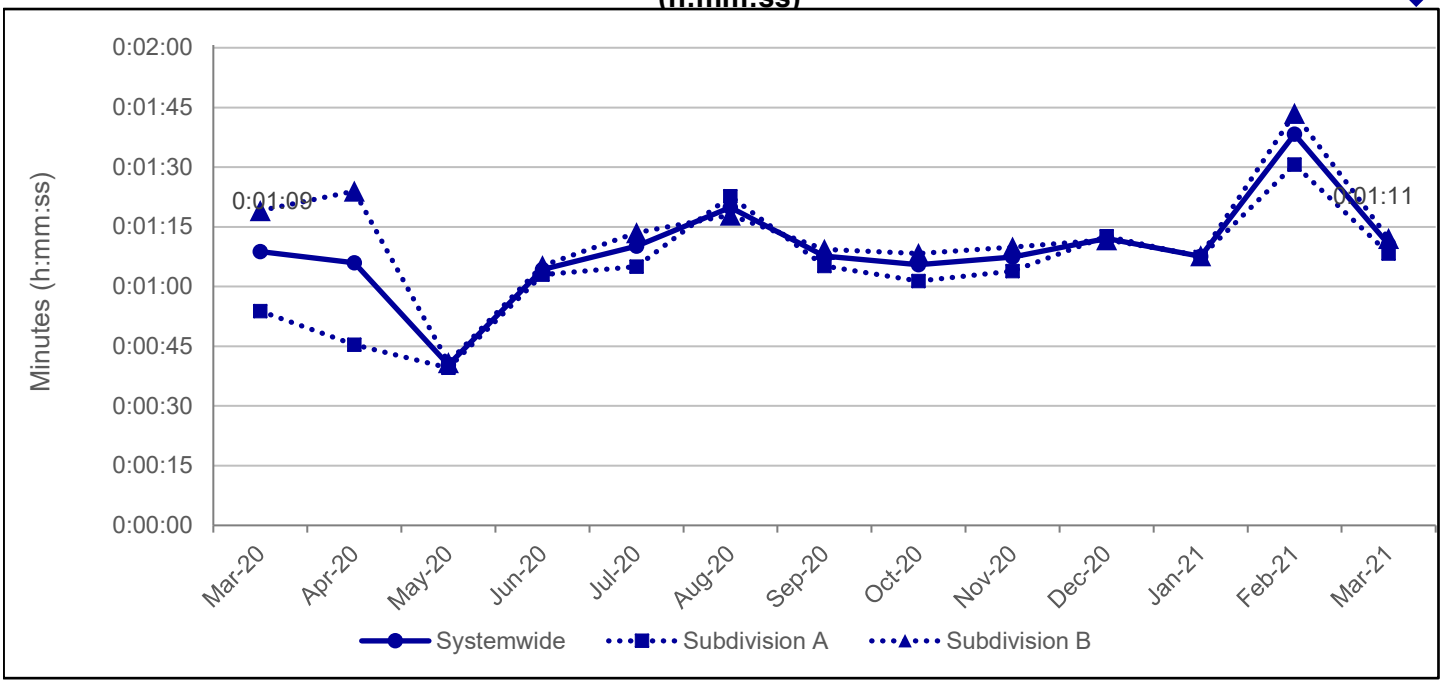
Notes:
B and W lines do not operate on weekends.
The E, F and S Rock Shuttle were excluded from March 2021 due to planned service changes.

Chart 6

Subway Weekday Average Additional Platform Time

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

Desired trend ↓



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change**	**Mar 21**	**Mar 20**	**Change**
Subdivision A	0:01:08	0:00:54	+0:00:14	0:01:09	0:01:05	+0:00:04
Subdivision B	0:01:12	0:01:19	-0:00:07	0:01:13	0:01:15	-0:00:02
Systemwide	**0:01:11**	**0:01:09**	**+0:00:02**	**0:01:11**	**0:01:11**	**+0:00:00**

Additional Platform Time Discussion

- March 2021 APT was nearly unchanged (increased by 2 seconds) from March 2020, with an increase on the A Division approximately offset by a decrease in the B Division

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

Chart 7

Subway Weekday Average Additional Platform Time

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

(h:mm:ss)

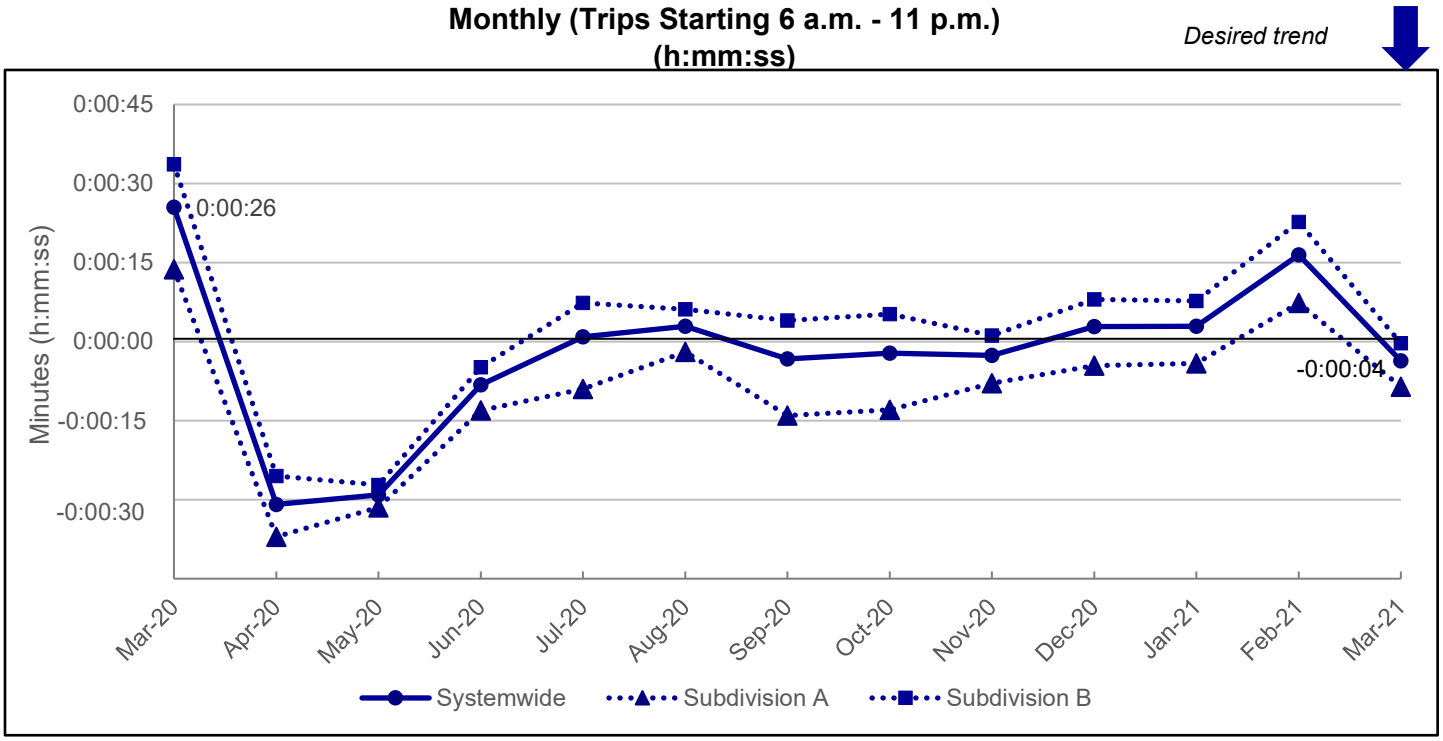
Desired trend ↓

Line	Mar 21	Mar 20	Change
1	0:01:02	0:00:47	**+0:00:15**
2	0:01:24	0:01:03	**+0:00:21**
3	0:01:19	0:00:47	**+0:00:32**
4	0:01:11	0:00:59	**+0:00:12**
5	0:01:21	0:00:57	**+0:00:24**
6	0:01:05	0:00:58	**+0:00:07**
7	0:00:54	0:00:50	**+0:00:04**
S 42nd	0:00:30	0:00:29	**+0:00:01**
Subdivision A	**0:01:08**	**0:00:54**	**+0:00:14**
A	0:01:12	0:01:04	**+0:00:08**
B	0:01:35	0:01:23	**+0:00:12**
C	0:01:31	0:01:26	**+0:00:05**
D	0:01:23	0:01:18	**+0:00:05**
E	0:00:58	0:01:32	**-0:00:34**
F	0:00:49	0:01:10	**-0:00:21**
S Fkln	0:00:26	0:00:26	**+0:00:00**
G	0:00:59	0:01:23	**-0:00:24**
S Rock	-0:00:04	0:00:36	**-0:00:40**
JZ	0:01:15	0:01:09	**+0:00:06**
L	0:00:45	0:01:37	**-0:00:52**
M	0:01:34	0:01:41	**-0:00:07**
N	0:01:16	0:01:15	**+0:00:01**
Q	0:01:18	0:01:13	**+0:00:05**
R	0:01:28	0:01:26	**+0:00:02**
W	0:00:58	0:00:51	**+0:00:07**
Subdivision B	**0:01:12**	**0:01:19**	**-0:00:07**
Systemwide	**0:01:11**	**0:01:09**	**+0:00:02**

Chart 8

Subway Weekday Average Additional Train Time

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



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change**	**Mar 21**	**Mar 20**	**Change**
Subdivision A	-0:00:09	0:00:14	-0:00:23	-0:00:08	0:00:28	-0:00:36
Subdivision B	-0:00:00	0:00:34	-0:00:34	0:00:05	0:00:49	-0:00:45
Systemwide	**-0:00:04**	**0:00:26**	**-0:00:30**	**-0:00:01**	**0:00:41**	**-0:00:41**

Additional Train Time Discussion

- March 2020 ATT was measured before the impact of the pandemic. The improvement in March 2021 was due in part to shorter dwell times resulting from significantly lower ridership.

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

Chart 9

Subway Weekday Average Additional Train Time

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

(h:mm:ss)

Desired trend ↓

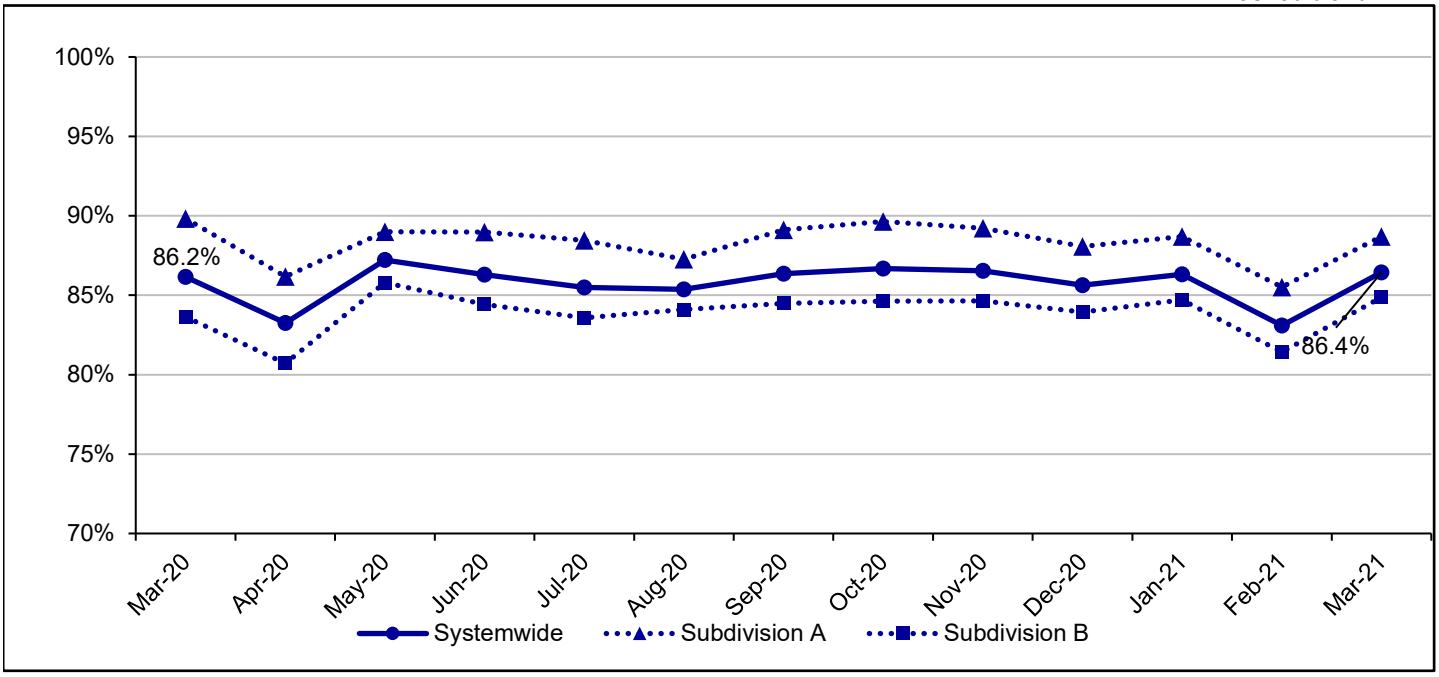
Line	Mar 21	Mar 20	Change
1	0:00:06	0:00:21	**-0:00:15**
2	-0:00:30	0:00:05	**-0:00:35**
3	-0:00:27	-0:00:13	**-0:00:14**
4	-0:00:20	0:00:05	**-0:00:25**
5	-0:00:34	0:00:13	**-0:00:47**
6	0:00:12	0:00:24	**-0:00:12**
7	0:00:05	0:00:25	**-0:00:20**
S 42nd	0:00:08	0:00:11	**-0:00:03**
Subdivision A	**-0:00:09**	**0:00:14**	**-0:00:23**
A	-0:00:02	0:00:54	**-0:00:56**
B	0:00:28	0:01:06	**-0:00:38**
C	-0:00:04	0:00:31	**-0:00:35**
D	0:00:18	0:01:02	**-0:00:44**
E	-0:00:20	0:00:27	**-0:00:47**
F	-0:00:35	0:00:04	**-0:00:39**
S Fkln	0:00:02	0:00:01	**+0:00:01**
G	0:00:28	0:01:05	**-0:00:37**
S Rock	-0:00:28	-0:00:27	**-0:00:01**
JZ	0:00:23	0:00:45	**-0:00:22**
L	-0:00:06	0:00:24	**-0:00:30**
M	-0:00:05	0:00:13	**-0:00:18**
N	0:00:24	0:01:00	**-0:00:36**
Q	0:00:12	0:00:42	**-0:00:30**
R	-0:00:16	-0:00:04	**-0:00:12**
W	-0:00:08	0:00:24	**-0:00:32**
Subdivision B	**-0:00:00**	**0:00:34**	**-0:00:34**
Systemwide	**-0:00:04**	**0:00:26**	**-0:00:30**

Chart 10

Subway Weekday Customer Journey Time Performance

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

Desired trend ↑



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change**	**Mar 21**	**Mar 20**	**Change**
Subdivision A	88.7%	89.8%	-1.1%	88.4%	88.3%	+0.1%
Subdivision B	84.9%	83.6%	+1.3%	84.1%	82.5%	+1.6%
Systemwide	**86.4%**	**86.2%**	**+0.2%**	**85.9%**	**84.9%**	**+1.0%**

Weekday Customer Journey Time Performance Discussion

- March 2021 CJTP improved by 0.2% compared to March 2020, and the 12-month average improved by 1.0%.
- In March 2021, every line had CJTP of at least 80% and six lines had CJTP over 90%.

Chart 11

Subway Weekday Customer Journey Time Performance

Monthly

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

Desired trend ↑

Line	Mar 21	Mar 20	Change
1	89.9%	91.4%	**-1.5%**
2	86.6%	87.6%	**-1.0%**
3	88.5%	92.1%	**-3.6%**
4	86.4%	88.4%	**-2.0%**
5	87.6%	87.5%	**+0.1%**
6	89.5%	90.5%	**-1.0%**
7	90.6%	89.1%	**+1.5%**
S 42nd	96.8%	97.6%	**-0.8%**
Subdivision A	**88.7%**	**89.8%**	**-1.1%**
A	84.5%	83.0%	**+1.5%**
B	80.0%	79.0%	**+1.0%**
C	85.4%	84.1%	**+1.3%**
D	80.9%	79.9%	**+1.0%**
E	89.3%	85.6%	**+3.7%**
F	85.9%	86.3%	**-0.4%**
S Fkln	96.6%	97.0%	**-0.4%**
G	86.1%	83.2%	**+2.9%**
S Rock	94.3%	92.0%	**+2.3%**
JZ	84.6%	83.7%	**+0.9%**
L	94.4%	88.8%	**+5.6%**
M	82.5%	82.1%	**+0.4%**
N	82.6%	82.1%	**+0.5%**
Q	82.0%	81.3%	**+0.7%**
R	82.3%	82.7%	**-0.4%**
W	90.1%	89.3%	**+0.8%**
Subdivision B	**84.9%**	**83.6%**	**+1.3%**
Systemwide	**86.4%**	**86.2%**	**0.2%**

Chart 12

Section 2: Inputs to Operations

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

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

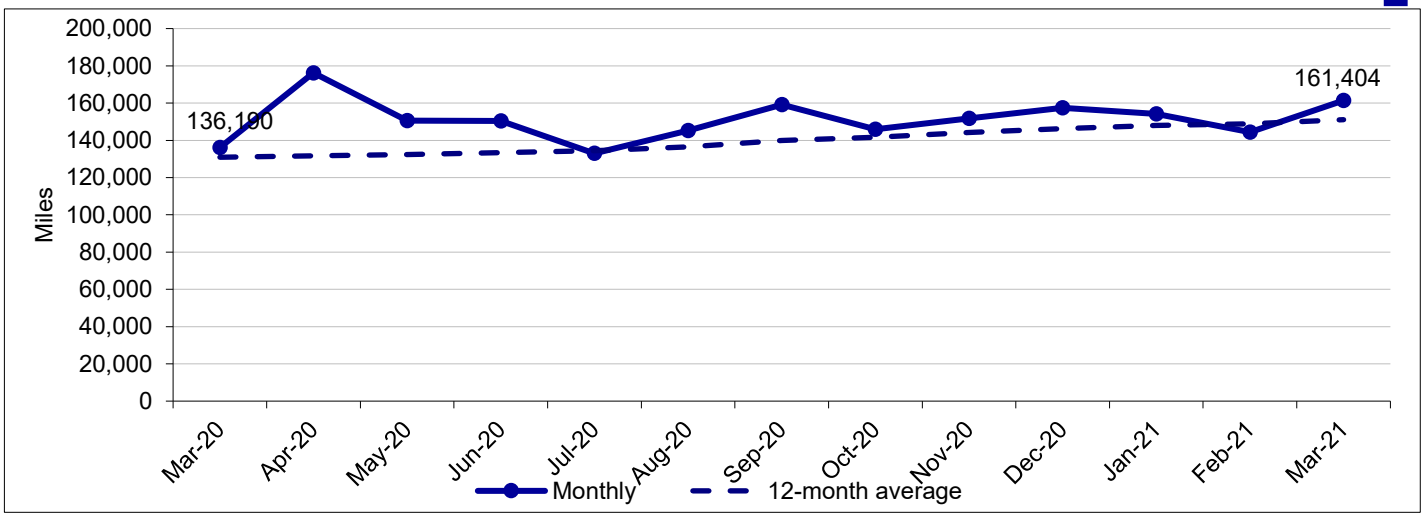
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

Elevator and Escalator Availability

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

Subway Mean Distance Between Failures

Desired trend



	# of Cars	Monthly Mar '21	Monthly Mar '20	% Change
Subdivision A	2,890	226,615	211,409	**+7.2%**
Subdivision B	3,565	133,676	108,312	**+23.4%**
Systemwide	**6,455**	**161,404**	**136,190**	**+18.5%**

Car Class	# of Cars	12-Month Average Mar '21	12-Month Average Mar '20	% Change
R32	0		29,460	**N/A**
R42	0			**N/A**
R46	748	59,590	59,762	**-0.3%**
R62	315	216,497	216,877	**-0.2%**
R62A	824	163,399	113,126	**+44.4%**
R68	425	111,167	73,998	**+50.2%**
R68A	200	64,806	88,604	**-26.9%**
R142	1,025	272,688	236,177	**+15.5%**
R142A	220	135,416	122,039	**+11.0%**
R143	212	168,125	153,859	**+9.3%**
R160	1,662	323,775	260,843	**+24.1%**
R179	318	115,532	150,583	**-23.3%**
R188 - New	126	329,456	363,886	**-9.5%**
R188 - Conversion	380	291,646	260,356	**+12.0%**
Subdivision A	2,890	211,451	171,632	**+23.2%**
Subdivision B	3,565	125,098	111,764	**+11.9%**
Systemwide	**6,455**	**151,093**	**130,926**	**+15.4%**

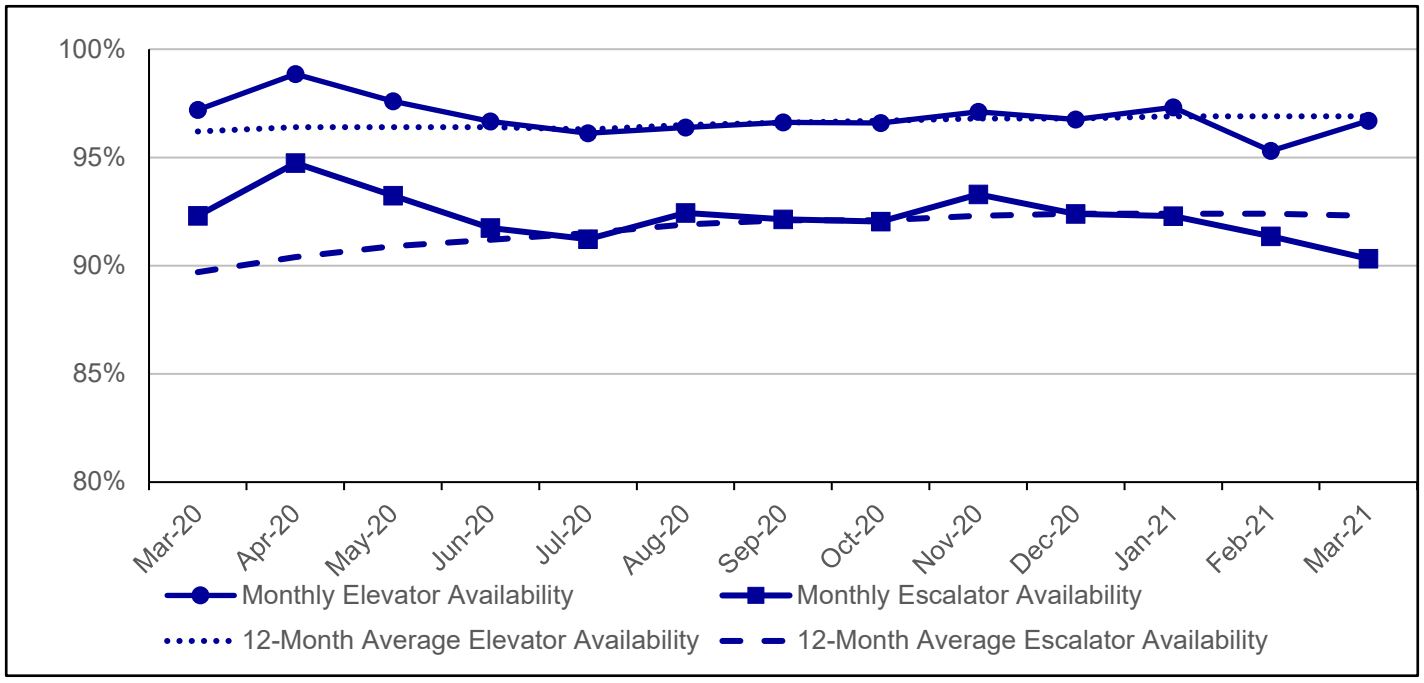
MDBF Discussion

- March 2021 MDBF was 161,404, an increase of 18.5% from one year ago.
- 12-month average MDBF was 151,093 in March 2021, an increase of 15.4% 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		
	Mar 21	**Mar 20**	**% Change**	**Mar 21**	**Mar 20**	**% Change**
Elevator Availability	96.7%	97.2%	-0.5%	96.8%	96.2%	+0.6%
Escalator Availability	90.3%	92.3%	-2.0%	92.3%	89.7%	+2.6%

Elevator and Escalator Availability Discussion

- Elevator availability decreased by 0.5% in March 2021 compared to March 2020.
- Escalator availability decreased by 2% in March 2021 compared to March 2020.
- Escalator performance in March 2021 was impacted by an inspection campaign that required some machines to be temporarily removed from service.

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Chart 14

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)

	Mar 21					Mar 20					Desired trend
	Monthly				12 month	Monthly				12 month	Monthly
	Meets	Monthly Gap			Meets	Meets	Monthly Gap			Meets	Standard
Line	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	Change
1	**75.8%**	8.5%	8.6%	7.1%	81.0%	**82.6%**	8.9%	5.4%	3.1%	79.4%	**-6.8%**
2	**65.6%**	11.1%	11.6%	11.7%	67.7%	**71.9%**	10.6%	9.6%	7.8%	72.0%	**-6.3%**
3	**68.5%**	12.3%	11.4%	7.8%	71.8%	**77.2%**	11.0%	7.6%	4.1%	76.0%	**-8.7%**
4	**68.0%**	10.7%	10.1%	11.2%	69.9%	**72.9%**	11.0%	8.8%	7.3%	72.1%	**-4.9%**
5	**68.7%**	10.3%	10.0%	11.0%	69.3%	**72.4%**	10.9%	8.7%	8.0%	70.3%	**-3.7%**
6	**75.1%**	9.8%	7.8%	7.3%	77.0%	**76.4%**	10.1%	7.6%	5.9%	75.9%	**-1.3%**
7	**78.6%**	10.7%	6.9%	3.8%	77.2%	**77.8%**	10.9%	7.4%	4.0%	77.8%	**+0.8%**
S 42nd	**97.4%**	1.1%	0.4%	1.0%	94.1%	**97.0%**	1.4%	0.7%	0.8%	94.2%	**+0.4%**
Subdivision A	**72.0%**	10.1%	9.2%	8.6%	73.8%	**76.4%**	10.2%	7.7%	5.7%	75.3%	**-4.4%**
A	**67.5%**	11.4%	10.9%	10.1%	69.2%	**68.5%**	11.2%	10.5%	9.8%	69.5%	**-1.0%**
B	**71.2%**	13.0%	9.7%	6.1%	74.2%	**77.6%**	10.8%	7.4%	4.2%	75.4%	**-6.4%**
C	**78.2%**	14.2%	5.9%	1.7%	79.3%	**72.5%**	12.8%	10.2%	4.5%	76.2%	**+5.7%**
D	**73.9%**	12.6%	8.8%	4.7%	74.1%	**73.1%**	12.1%	9.1%	5.8%	73.8%	**+0.8%**
E	**74.0%**	11.7%	8.5%	5.7%	74.3%	**71.7%**	11.0%	9.8%	7.4%	72.4%	**+2.3%**
F	**74.8%**	11.4%	8.9%	4.8%	76.4%	**70.9%**	10.7%	9.5%	8.9%	71.6%	**+3.9%**
S Fkln	**98.9%**	0.6%	0.1%	0.4%	98.3%	**96.9%**	1.7%	0.3%	1.0%	98.3%	**+2.0%**
G	**80.9%**	11.3%	5.9%	2.0%	80.2%	**80.0%**	11.5%	5.9%	2.6%	80.0%	**+0.9%**
S Rock	**94.7%**	2.6%	1.2%	1.6%	95.4%	**96.0%**	2.3%	0.8%	0.9%	94.6%	**-1.3%**
JZ	**82.0%**	10.4%	5.0%	2.6%	82.1%	**80.2%**	10.7%	5.9%	3.1%	81.3%	**+1.8%**
L	**77.7%**	11.3%	7.3%	3.7%	79.0%	**75.0%**	11.4%	8.0%	5.5%	77.6%	**+2.7%**
M	**77.1%**	10.9%	7.3%	4.7%	77.3%	**74.6%**	10.8%	8.6%	6.0%	76.0%	**+2.5%**
N	**74.4%**	11.7%	8.4%	5.6%	72.3%	**71.9%**	11.9%	9.2%	7.0%	74.3%	**+2.5%**
Q	**74.7%**	11.1%	8.3%	5.9%	74.7%	**74.3%**	11.5%	8.0%	6.2%	75.8%	**+0.4%**
R	**75.0%**	11.6%	8.6%	4.8%	74.2%	**74.5%**	10.9%	8.1%	6.4%	74.3%	**+0.5%**
W	**76.3%**	11.3%	7.1%	5.4%	73.5%	**72.9%**	11.9%	8.7%	6.6%	76.1%	**+3.4%**
Subdivision B	**75.6%**	11.5%	8.0%	5.0%	75.9%	**74.0%**	11.1%	8.5%	6.4%	75.1%	**+1.6%**
Systemwide	**74.0%**	**10.9%**	**8.6%**	**6.6%**	**74.9%**	**75.1%**	**10.7%**	**8.2%**	**6.1%**	**75.2%**	**-1.1%**

Weekday Wait Assessment Discussion

- Wait Assessment for March 2021 worsened by 1.1% compared to March 2020.

Chart 15

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

Desired trend ↑

	Mar 21					Mar 20					
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets	Monthly Standard
Line	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	Change
1	**76.0%**	8.0%	9.4%	6.6%	82.1%	**87.9%**	6.7%	3.7%	1.7%	89.8%	**-11.9%**
2	**69.1%**	13.9%	11.8%	5.3%	70.9%	**77.1%**	12.8%	7.3%	2.9%	75.9%	**-8.0%**
3	**71.1%**	11.4%	10.8%	6.7%	78.2%	**86.7%**	7.6%	3.9%	1.8%	85.2%	**-15.6%**
4	**71.9%**	12.8%	9.9%	5.4%	72.3%	**75.3%**	11.4%	8.8%	4.5%	76.8%	**-3.4%**
5	**79.6%**	8.4%	8.3%	3.7%	80.8%	**83.4%**	8.4%	6.1%	2.1%	84.0%	**-3.8%**
6	**70.5%**	13.6%	10.1%	5.7%	76.0%	**77.4%**	9.7%	8.5%	4.4%	85.8%	**-6.9%**
7	**85.9%**	8.7%	3.5%	1.8%	82.5%	**86.3%**	8.0%	3.7%	1.9%	85.8%	**-0.4%**
S 42nd	**99.5%**	0.3%	0.0%	0.2%	94.9%	**97.2%**	0.9%	0.9%	1.0%	98.4%	**+2.3%**
Subdivision A	**74.6%**	11.1%	9.2%	5.1%	77.2%	**81.7%**	9.3%	6.1%	2.9%	83.0%	**-7.1%**
A	**70.0%**	12.5%	10.1%	7.4%	74.3%	**73.2%**	12.0%	9.9%	4.8%	75.7%	**-3.2%**
C	**72.4%**	13.7%	10.1%	3.8%	77.6%	**73.7%**	15.0%	8.0%	3.3%	80.5%	**-1.3%**
D	**73.1%**	14.2%	8.8%	3.9%	77.2%	**79.1%**	12.3%	6.8%	1.8%	80.6%	**-6.0%**
E	**86.7%**	8.7%	3.5%	1.0%	83.9%	**86.4%**	8.8%	4.1%	0.7%	86.1%	**+0.3%**
F	**65.6%**	10.9%	7.1%	16.4%	78.7%	**81.0%**	11.3%	5.9%	1.8%	80.1%	**-15.4%**
S Fkln	**98.7%**	1.1%	0.1%	0.1%	98.6%	**98.9%**	0.3%	0.3%	0.5%	97.9%	**-0.2%**
G	**86.1%**	8.8%	4.2%	0.9%	86.4%	**86.0%**	9.1%	3.6%	1.2%	84.5%	**+0.1%**
S Rock	**N/A**					**97.4%**	1.9%	0.8%	0.0%	95.4%	**N/A**
J	**80.3%**	10.5%	5.6%	3.7%	83.9%	**85.7%**	8.8%	4.1%	1.4%	87.0%	**-5.4%**
L	**84.0%**	8.6%	4.4%	3.0%	81.7%	**93.2%**	5.1%	1.5%	0.1%	89.2%	**-9.2%**
M	**90.8%**	5.6%	2.1%	1.4%	86.5%	**76.4%**	11.4%	7.0%	5.2%	78.2%	**+14.4%**
N	**77.9%**	12.1%	6.8%	3.1%	75.1%	**76.4%**	12.4%	7.3%	4.0%	78.7%	**+1.5%**
Q	**81.0%**	10.9%	5.8%	2.4%	78.2%	**80.1%**	10.1%	7.2%	2.7%	81.0%	**+0.9%**
R	**82.0%**	11.5%	5.1%	1.4%	80.2%	**83.6%**	10.1%	5.0%	1.3%	80.8%	**-1.6%**
Subdivision B	**78.3%**	11.0%	6.5%	4.3%	79.8%	**81.2%**	10.4%	5.9%	2.4%	81.6%	**-2.9%**
Systemwide	**76.6%**	**11.0%**	**7.7%**	**4.6%**	**78.7%**	**81.4%**	**9.9%**	**6.0%**	**2.6%**	**82.2%**	**-4.8%**

Weekend Wait Assessment Discussion

- Wait Assessment for March 2021 worsened by 4.8% compared to March 2020.
- The largest decreases were on the 1, 3, and F lines due to complex service changes for planned work in March 2021.

Note: B and W lines do not operate on weekends; S Rockaway Shuttle did not operate on weekends in March 2021 due to planned work.

Chart 16

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend ↑

Line	Mar 21	Mar 20	Change
1	90.1%	92.1%	**-2.0%**
2	80.4%	84.7%	**-4.3%**
3	88.8%	92.1%	**-3.3%**
4	85.9%	86.1%	**-0.2%**
5	88.2%	86.8%	**+1.4%**
6	88.7%	86.9%	**+1.8%**
7	95.4%	93.0%	**+2.4%**
S 42nd	99.7%	99.4%	**+0.3%**
Subdivision A	**90.6%**	**90.7%**	**-0.1%**
A	82.3%	75.8%	**+6.5%**
B	83.0%	80.3%	**+2.7%**
C	91.1%	81.0%	**+10.1%**
D	86.0%	77.2%	**+8.8%**
E	90.3%	85.1%	**+5.2%**
F	83.6%	79.3%	**+4.3%**
S Fkln	99.9%	99.4%	**+0.5%**
G	90.9%	79.9%	**+11.0%**
S Rock	97.6%	97.7%	**-0.1%**
JZ	92.3%	87.0%	**+5.3%**
L	94.9%	91.3%	**+3.6%**
M	92.1%	88.1%	**+4.0%**
NW	84.6%	70.5%	**+14.1%**
Q	86.2%	83.4%	**+2.8%**
R	89.7%	83.3%	**+6.4%**
Subdivision B	**89.3%**	**83.2%**	**+6.1%**
Systemwide	**89.8%**	**86.4%**	**+3.4%**

Weekday Terminal On-Time Performance Discussion

- March weekday OTP improved by 3.4% compared to the prior year.
- In March 2021, every line had OTP above 80% and eleven lines had OTP above 90%.
- March 2020 OTP was measured before the impact of the pandemic. A portion of the improvement in March 2021 was due in part to shorter dwell times resulting from significantly lower ridership.

Chart 17

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend ↑

Line	Mar 21	Mar 20	Change
1	90.5%	94.8%	**-4.3%**
2	68.1%	74.5%	**-6.4%**
3	73.6%	84.9%	**-11.3%**
4	85.7%	77.7%	**+8.0%**
5	89.5%	94.3%	**-4.8%**
6	86.7%	87.3%	**-0.6%**
7	95.6%	88.2%	**+7.4%**
S 42nd	100.0%	99.3%	**+0.7%**
Subdivision A	**87.3%**	**88.6%**	**-1.3%**
A	76.4%	72.8%	**+3.6%**
C	81.2%	70.8%	**+10.4%**
D	88.4%	85.4%	**+3.0%**
E	98.1%	92.2%	**+5.9%**
F	88.7%	83.0%	**+5.7%**
S Fkln	100.0%	99.5%	**+0.5%**
G	90.4%	88.0%	**+2.4%**
S Rock	N/A	98.5%	**N/A**
J	88.3%	85.2%	**+3.1%**
L	94.3%	99.4%	**-5.1%**
M	96.9%	84.5%	**+12.4%**
N	86.3%	72.4%	**+13.9%**
Q	88.5%	87.8%	**+0.7%**
R	95.0%	94.1%	**+0.9%**
Subdivision B	**90.3%**	**86.5%**	**+3.8%**
Systemwide	**89.1%**	**87.4%**	**+1.7%**

Weekend Terminal On-Time Performance Discussion

- March weekend OTP improved by 1.7% compared to the prior year.

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

Chart 18

Subway Weekday Trains Delayed

Monthly - March 2021

(24 hours)

Delay Categories	Trains Delayed	Delayed Trains Per Day (23)	% of Delayed Trains
Track Failures and Emergency Remediation	1,137	49	6.0%
Rail and Roadbed	598	26	3.2%
Fire, Smoke, Debris	539	23	2.8%
Signal Failures and Emergency Remediation	2,070	90	11.0%
Subway Car	1,018	44	5.4%
Door-Related	291	13	1.6%
Propulsion	103	4	0.5%
Braking	214	9	1.1%
Other	410	18	2.2%
Stations and Structure	173	8	1.0%
Other Internal	5,097	222	27.2%
Service Delivery (e.g. crew performance)	4,710	205	25.1%
Train Brake Activation - cause unknown	182	8	1.0%
Other Internal Disruptions (e.g. IT system failure)	205	9	1.1%
External	4,115	179	21.9%
Public Conduct, Crime, Police Response	1,746	76	9.3%
Sick/Injured Customer	581	25	3.1%
Persons on Roadbed (including persons struck by train)	1,446	63	7.7%
External Debris on Roadbed (e.g., trees, shopping cart)	96	4	0.5%
Inclement Weather	55	2	0.2%
External Agency or Utility	191	8	1.0%
Operating Environment	1,821	79	9.7%
Planned Right-of-Way Work	3,347	146	17.9%
Total Trains Delayed	**18,778**	**816**	**100%**

Chart 19

Subway Weekend Trains Delayed

Monthly - March 2021

(24 hours)

Delay Categories	Trains Delayed	Delayed Trains Per Day (7)	% of Delayed Trains
Track Failures and Emergency Remediation	101	14	2.2%
Rail and Roadbed	85	12	1.9%
Fire, Smoke, Debris	16	2	0.4%
Signal Failures and Emergency Remediation	299	43	6.6%
Subway Car	164	23	3.6%
Door-Related	43	6	1.0%
Propulsion	9	1	0.2%
Braking	35	5	0.8%
Other	77	11	1.7%
Stations and Structure	37	5	0.8%
Other Internal	1,464	209	32.5%
Service Delivery (e.g. crew performance)	1,427	204	31.7%
Train Brake Activation - cause unknown	18	3	0.4%
Other Internal Disruptions (e.g. IT system failure)	19	3	0.4%
External	828	118	18.4%
Public Conduct, Crime, Police Response	528	75	11.7%
Sick/Injured Customer	119	17	2.6%
Persons on Roadbed (including persons struck by train)	142	20	3.2%
External Debris on Roadbed (e.g., trees, shopping cart)	7	1	0.2%
Inclement Weather	6	1	0.1%
External Agency or Utility	26	4	0.6%
Operating Environment	630	90	14.0%
Planned Right-of-Way Work	978	140	21.7%
Total Trains Delayed	**4,501**	**643**	**100%**

Chart 20

Customer Service Report: Buses

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

NYC Transit Interim President Sarah Feinberg, and President, MTA Bus Company/Senior Vice President, NYCT Department of Buses Craig Cipriano, highlighted strong subway and bus ridership this April. Bus customers are regularly taking over one million trips per day in recent weeks. Our buses are cleaner than ever, we're putting more information in our customer's hands through our capacity-tracking pilot on the app, and paying the fare is easier than ever through our tap and go OMNY system – now available on all buses. We can't wait to welcome even more customers back to the system in the upcoming weeks. Come ride with us!

April 2021 Highlights: Buses

April has been a strong month for Bus ridership, with customers regularly taking over 1 million trips per day in recent weeks —half of our pre-COVID ridership levels. On April 8th, we served over 1.167 million customers – the highest amount since the resumption of fare collection back in September. As more customers return to our system, our transit heroes continue to provide robust service to help carry the City forward through its recovery. Our fleet is cleaner than ever and we're putting more information in the hands of our customers through our capacity-tracking pilot on the app. Paying the fare is easier than ever through our tap and go OMNY system, which is now available systemwide.

We are also working hard to get our buses moving faster. Together with our partners at NYCDOT we have significantly expanded transit signal priority and added more bus lane miles during the pandemic than in years prior. These efforts deliver real results for riders and has been demonstrated to bring them back to the bus system. In Flushing, the Main Street busway launched in January of this year has helped increase speeds for thousands of customers by up to 24% during the day and 31% during the afternoon peak. The key to an effective bus system is well-enforced bus priority and earlier this month the City officially started issuing bus lane violations on Main Street. So, to all the drivers out there: stay out of the bus lane!

We are also excited to bring these improvements to our customers on 181st street in Washington Heights later this month. The 181st Street Busway, which runs along five MTA bus routes (Bx3, Bx11, Bx13, Bx35, and Bx36), will be launched on April 26, 2021. We are excited about this new half-mile of busway, which will benefit over 66,000 daily riders and bring faster and more reliable bus services to 181st Street between Broadway and Amsterdam Avenue in Washington Heights, providing better connections to hospitals, urgent care centers, and high concentrations of essential workers. The MTA continues to call for 60 miles of bus lanes and busways citywide.

This month we are also celebrating Earth Day. The MTA remains committed to transitioning to an all-electric bus fleet by 2040. Making a successful transition to AEBs will necessitate funding and close collaboration with a wide range of stakeholders, including NYC, Con Edison, NYPA and private industry. Success will require addressing challenges like vehicle range and battery technology, energy efficiency, and the installation of bus charging infrastructure. To date, we continue to lease 10 standard 40' AEBs as part of a pilot and have purchased and taken delivery 15 articulated 60' AEBs — the first MTA-owned fleet of electric buses. We look forward to awarding our first fleet of 45 standard AEBs by the end of the year, and we are greatly encouraged by President Biden's Infrastructure Plan, which includes billions for public transit and a goal to transition to zero-emissions bus fleets nationwide.

This month, I am deeply saddened to announce the passing of three members of our Buses family to COVID-19: Dennis Robinson (Bus Operator from Casey Stengel Depot), Michael Chambers (Bus Operator from LaGuardia Depot), and Marie Wallace (Bus Operator from Flatbush Depot). We are deeply grateful for their overall 36 years of dedicated public service, and truly heartbroken at their untimely passing. We extend our deepest condolences to their families.

Please always remember to wear a mask when you are riding with us. Even those who are vaccinated will need to continue with the basic protective practices.

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

Bus Report

Bus Report Performance Indicators

Category	Performance Indicator	Current Month: March 2021			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	95.2%	97.7%	-2.5%	95.1%	97.3%	-2.2%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:01:36	0:01:37	-0:00:01	0:01:40	0:01:43	-0:00:03
	Additional Travel Time (h:mm:ss) (Chart 5)*	-0:00:40	0:00:31	-0:01:11	-0:00:34	0:00:45	-0:01:19
	Customer Journey Time Performance (Chart 7)*	80.8%	74.5%	+6.3%	+79.9%	+72.5%	+7.4%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,552	9,480	-9.8%	8,084	7,959	+1.6%
	Speed (MPH) (Chart 11)	8.3	8.3	0.0%	8.4	8.0	+5.0%
Legacy Indicators	Wait Assessment (Chart 13)	79.9%	81.2%	-1.3%	79.7%	78.0%	+1.7%
	System MDBSI (Chart 16)	3,586	3,686	-2.7%	3,627	3,100	+17.0%
	NYCT Bus	3,500	3,508	-0.2%	3,483	2,945	+18.3%
	MTA Bus	3,882	4,384	-11.5%	4,159	3,735	+11.4%
	System Trips Completed (Chart 17)*	96.2%	99.0%	-2.8%	97.2%	99.3%	-2.1%
	NYCT Bus	96.3%	99.1%	-2.8%	97.4%	99.3%	-1.9%
	MTA Bus	95.8%	98.7%	-2.9%	96.6%	99.1%	-2.5%
	System AM Pull Out (Chart 18)*	96.0%	99.2%	-3.2%	97.3%	99.7%	-2.4%
	NYCT Bus	96.1%	99.3%	-3.2%	97.5%	99.8%	-2.3%
	MTA Bus	96.0%	99.0%	-3.0%	96.7%	99.5%	-2.8%
	System PM Pull Out (Chart 19)*	97.3%	99.4%	-2.1%	98.0%	99.8%	-1.8%
	NYCT Bus	97.5%	99.5%	-2.0%	98.2%	99.9%	-1.7%
	MTA Bus	96.5%	99.1%	-2.6%	97.3%	99.5%	-2.2%
	System Buses>=12 years	20.0%	19.0%				
	NYCT Bus	9.0%	7.0%				
	MTA Bus	61.0%	61.0%				
	System Fleet Age	8.1	7.3				
	NYCT Bus	7.0	6.2				
	MTA Bus	11.9	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
- March 2020 ABST, ATT, and CJTP averages are based on March 1 - 13, 2020
- March 2020 Service Delivered, Wait Assessment, Trips Completed, AM Pull Out, and PM Pull Out metrics are based on March 1 - 20, 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.

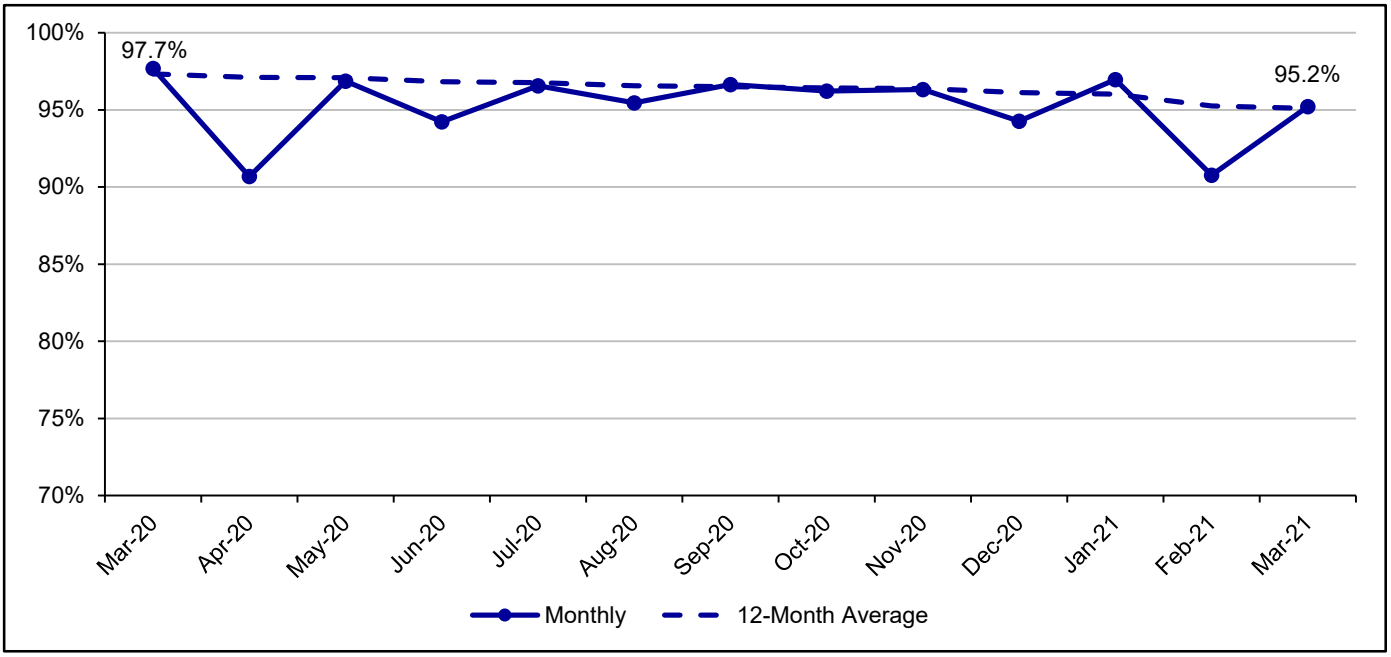
Customer Journey Time Performance (CJTP)

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		
	Mar 21	**Mar 20**	**Change (Pts)**	**Mar 21**	**Mar 20**	**Change (Pts)**
Bronx	96.2%	98.1%	-1.9%	96.5%	97.5%	-1.0%
Brooklyn	95.1%	97.8%	-2.7%	95.3%	97.6%	-2.3%
Manhattan	98.3%	98.1%	+0.2%	96.7%	97.7%	-1.0%
Queens	94.4%	97.5%	-3.1%	94.0%	96.9%	-2.9%
Staten Island	92.9%	97.1%	-4.2%	93.8%	97.5%	-3.7%
Systemwide	**95.2%**	**97.7%**	**-2.5%**	**95.1%**	**97.3%**	**-2.2%**

Service Delivered Discussion

- Service Delivered in March 2021 decreased by 2.5 percentage points to 95.2 percent compared to March 2020, and decreased by 2.2 percentage points to 95.1 percent on a 12-month average basis.

Note: The metrics in this report are preliminary

Service Delivered
Monthly
(Peak Hours)

Desired trend ↑

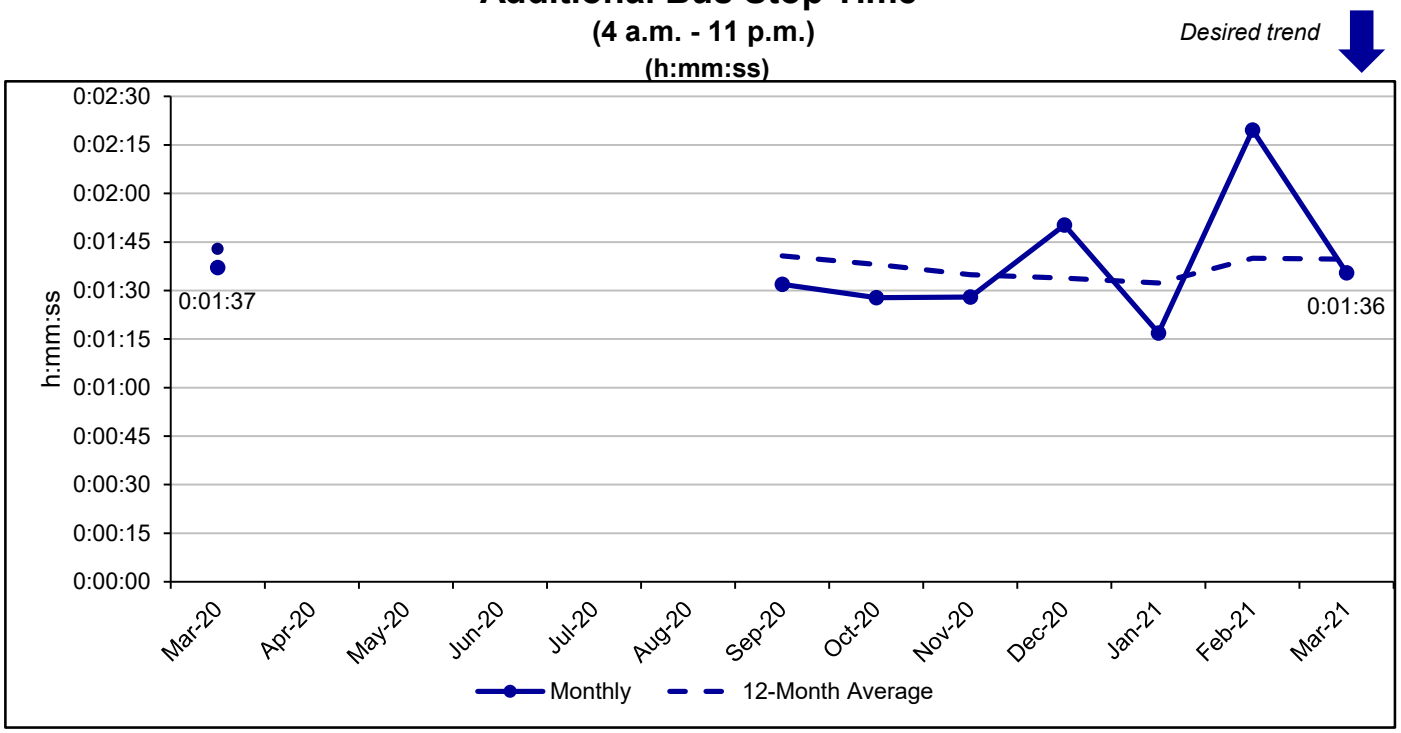
Borough	Mar 21	Mar 20	Change (Pts)
Bronx	**96.2%**	**98.1%**	**-1.9%**
Local/Limited	96.0%	97.5%	-1.5%
Select Bus Service	95.1%	98.4%	-3.3%
Express	98.4%	101.2%	-2.8%
Brooklyn	**95.1%**	**97.8%**	**-2.7%**
Local/Limited	94.8%	97.5%	-2.7%
Select Bus Service	95.5%	98.3%	-2.8%
Express	97.4%	99.9%	-2.5%
Manhattan	**98.3%**	**98.1%**	**+0.2%**
Local/Limited	98.1%	98.0%	+0.1%
Select Bus Service	98.7%	98.2%	+0.5%
Express	N/A	N/A	N/A
Queens	**94.4%**	**97.5%**	**-3.1%**
Local/Limited	94.2%	97.2%	-3.0%
Select Bus Service	95.0%	98.3%	-3.3%
Express	96.1%	99.2%	-3.1%
Staten Island	**92.9%**	**97.1%**	**-4.2%**
Local/Limited	94.5%	96.7%	-2.2%
Select Bus Service	95.9%	100.7%	-4.8%
Express	91.2%	97.2%	-6.0%
Systemwide	**95.2%**	**97.7%**	**-2.5%**
Local/Limited	95.1%	97.4%	-2.3%
Select Bus Service	96.9%	98.4%	-1.5%
Express	94.7%	98.8%	-4.1%

Note: The metrics in this report are preliminary

Additional Bus Stop Time

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

(h:mm:ss)



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change**	**Mar 21**	**Mar 20**	**Change**
Bronx	0:01:33	0:01:50	-0:00:17	0:01:35	0:01:46	-0:00:11
Brooklyn	0:01:52	0:01:49	+0:00:03	0:01:58	0:01:53	+0:00:05
Manhattan	0:01:08	0:01:11	-0:00:03	0:01:12	0:01:22	-0:00:10
Queens	0:01:32	0:01:29	+0:00:03	0:01:36	0:01:41	-0:00:05
Staten Island	0:02:12	0:01:54	+0:00:18	0:02:15	0:02:00	+0:00:15
Systemwide	**0:01:36**	**0:01:37**	**-0:00:01**	**0:01:40**	**0:01:43**	**-0:00:03**

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in March 2021 decreased by 1 seconds compared to March 2020, and decreased by 3 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ABST was not available from April - August 2020.

Note: The metrics in this report are preliminary

Additional Bus Stop Time

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

(h:mm:ss)

Desired trend ↓

Borough	Mar 21	Mar 20	Change
Bronx	**0:01:33**	**0:01:50**	**-0:00:17**
Local/Limited	0:01:33	0:01:53	-0:00:20
Select Bus Service	0:01:23	0:01:25	-0:00:02
Express	0:02:48	0:02:01	+0:00:47
Brooklyn	**0:01:52**	**0:01:49**	**+0:00:03**
Local/Limited	0:01:53	0:01:50	+0:00:03
Select Bus Service	0:01:29	0:01:30	-0:00:01
Express	0:02:53	0:01:57	+0:00:56
Manhattan	**0:01:08**	**0:01:11**	**-0:00:03**
Local/Limited	0:01:14	0:01:18	-0:00:04
Select Bus Service	0:00:55	0:00:58	-0:00:03
Express	N/A	N/A	N/A
Queens	**0:01:32**	**0:01:29**	**+0:00:03**
Local/Limited	0:01:33	0:01:32	+0:00:01
Select Bus Service	0:01:17	0:00:58	+0:00:19
Express	0:02:13	0:01:35	+0:00:38
Staten Island	**0:02:12**	**0:01:54**	**+0:00:18**
Local/Limited	0:02:24	0:02:16	+0:00:08
Select Bus Service	0:01:12	0:01:12	0:00:00
Express	0:01:54	0:01:09	+0:00:45
Systemwide	**0:01:36**	**0:01:37**	**-0:00:01**
Local/Limited	0:01:38	0:01:42	-0:00:04
Select Bus Service	0:01:11	0:01:08	+0:00:03
Express	0:02:20	0:01:31	+0:00:49

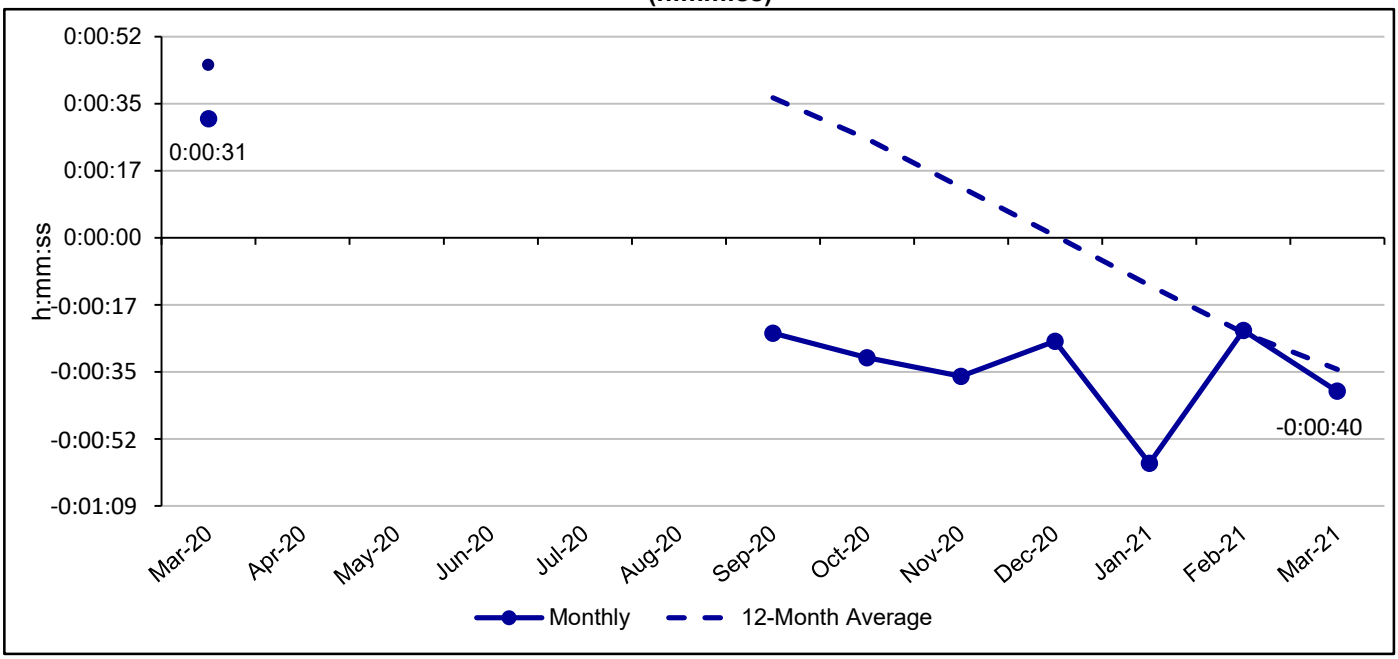
Note: The metrics in this report are preliminary

Additional Travel Time

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

(h:mm:ss)

Desired trend



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change**	**Mar 21**	**Mar 20**	**Change**
Bronx	-0:00:13	0:01:06	-0:01:19	-0:00:13	0:01:01	-0:01:14
Brooklyn	-0:00:35	0:00:38	-0:01:13	-0:00:26	0:00:43	-0:01:09
Manhattan	-0:00:57	0:00:02	-0:00:59	-0:00:48	0:00:24	-0:01:12
Queens	-0:00:44	0:00:28	-0:01:12	-0:00:38	0:00:52	-0:01:30
Staten Island	-0:02:11	-0:00:38	-0:01:33	-0:02:06	0:00:06	-0:02:12
Systemwide	**-0:00:40**	**0:00:31**	**-0:01:11**	**-0:00:34**	**0:00:45**	**-0:01:19**

Additional Travel Time Discussion

- Additional Travel Time in March 2021 decreased by 1 minute and 11 seconds compared to March 2020, and decreased by 1 minute and 19 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ATT was not available from April - August 2020.

Note: The metrics in this report are preliminary

Additional Travel Time

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

(h:mm:ss)

Desired trend ↓

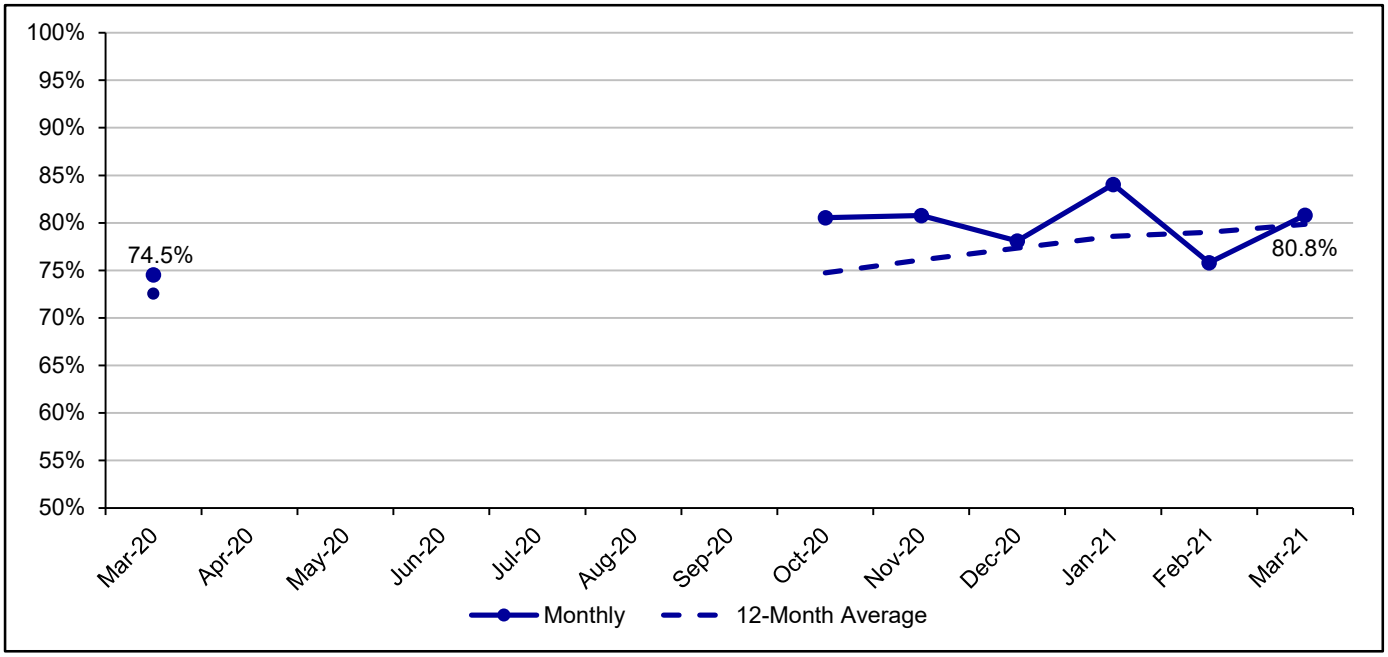
Borough	Mar 21	Mar 20	Change
Bronx	**-0:00:13**	**0:01:06**	**-0:01:19**
Local/Limited	-0:00:16	0:00:59	-0:01:15
Select Bus Service	0:00:25	0:01:17	-0:00:52
Express	-0:01:04	0:04:36	-0:05:40
Brooklyn	**-0:00:35**	**0:00:38**	**-0:01:13**
Local/Limited	-0:00:35	0:00:36	-0:01:11
Select Bus Service	-0:00:07	0:00:39	-0:00:46
Express	-0:03:46	0:02:19	-0:06:05
Manhattan	**-0:00:57**	**0:00:02**	**-0:00:59**
Local/Limited	-0:00:56	0:00:04	-0:01:00
Select Bus Service	-0:01:02	-0:00:01	-0:01:01
Express	N/A	N/A	N/A
Queens	**-0:00:44**	**0:00:28**	**-0:01:12**
Local/Limited	-0:00:42	0:00:28	-0:01:10
Select Bus Service	-0:00:35	0:00:00	-0:00:35
Express	-0:03:23	0:02:48	-0:06:11
Staten Island	**-0:02:11**	**-0:00:38**	**-0:01:33**
Local/Limited	-0:01:16	0:00:20	-0:01:36
Select Bus Service	-0:01:19	0:00:27	-0:01:46
Express	-0:07:20	-0:03:48	-0:03:32
Systemwide	**-0:00:40**	**0:00:31**	**-0:01:11**
Local/Limited	-0:00:36	0:00:33	-0:01:09
Select Bus Service	-0:00:31	0:00:20	-0:00:51
Express	-0:04:26	-0:00:02	-0:04:24

Note: The metrics in this report are preliminary

Customer Journey Time Performance

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

Desired trend



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change (Pts)**	**Mar 21**	**Mar 20**	**Change (Pts)**
Bronx	78.9%	70.2%	+8.7%	78.7%	71.0%	+7.7%
Brooklyn	77.6%	72.3%	+5.3%	76.4%	71.4%	+5.0%
Manhattan	85.9%	80.6%	+5.3%	84.4%	77.3%	+7.1%
Queens	82.6%	76.0%	+6.6%	81.6%	72.3%	+9.3%
Staten Island	82.4%	76.0%	+6.4%	81.7%	71.0%	+10.7%
Systemwide	**80.8%**	**74.5%**	**+6.3%**	**79.9%**	**72.5%**	**+7.4%**

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in March 2021 increased by 6.3 percentage points to 80.8 percent compared to March 2020, and increased by 7.4 percentage points to 79.9 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 ↑

Borough	Mar 21	Mar 20	Change (Pts)
Bronx	**78.9%**	**70.2%**	**+8.7%**
Local/Limited	79.4%	70.8%	+8.6%
Select Bus Service	75.1%	69.1%	+6.0%
Express	68.5%	49.0%	+19.5%
Brooklyn	**77.6%**	**72.3%**	**+5.3%**
Local/Limited	77.6%	72.3%	+5.3%
Select Bus Service	78.0%	74.2%	+3.8%
Express	76.2%	60.2%	+16.0%
Manhattan	**85.9%**	**80.6%**	**+5.3%**
Local/Limited	84.7%	78.9%	+5.8%
Select Bus Service	89.2%	84.3%	+4.9%
Express	N/A		
Queens	**82.6%**	**76.0%**	**+6.6%**
Local/Limited	83.0%	76.1%	+6.9%
Select Bus Service	77.8%	78.9%	-1.1%
Express	77.3%	57.4%	+19.9%
Staten Island	**82.4%**	**76.0%**	**+6.4%**
Local/Limited	81.7%	73.5%	+8.2%
Select Bus Service	81.8%	76.8%	+5.0%
Express	86.7%	83.0%	+3.7%
Systemwide	**80.8%**	**74.5%**	**+6.3%**
Local/Limited	80.7%	74.1%	+6.6%
Select Bus Service	82.2%	78.8%	+3.4%
Express	78.6%	68.3%	+10.3%

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.

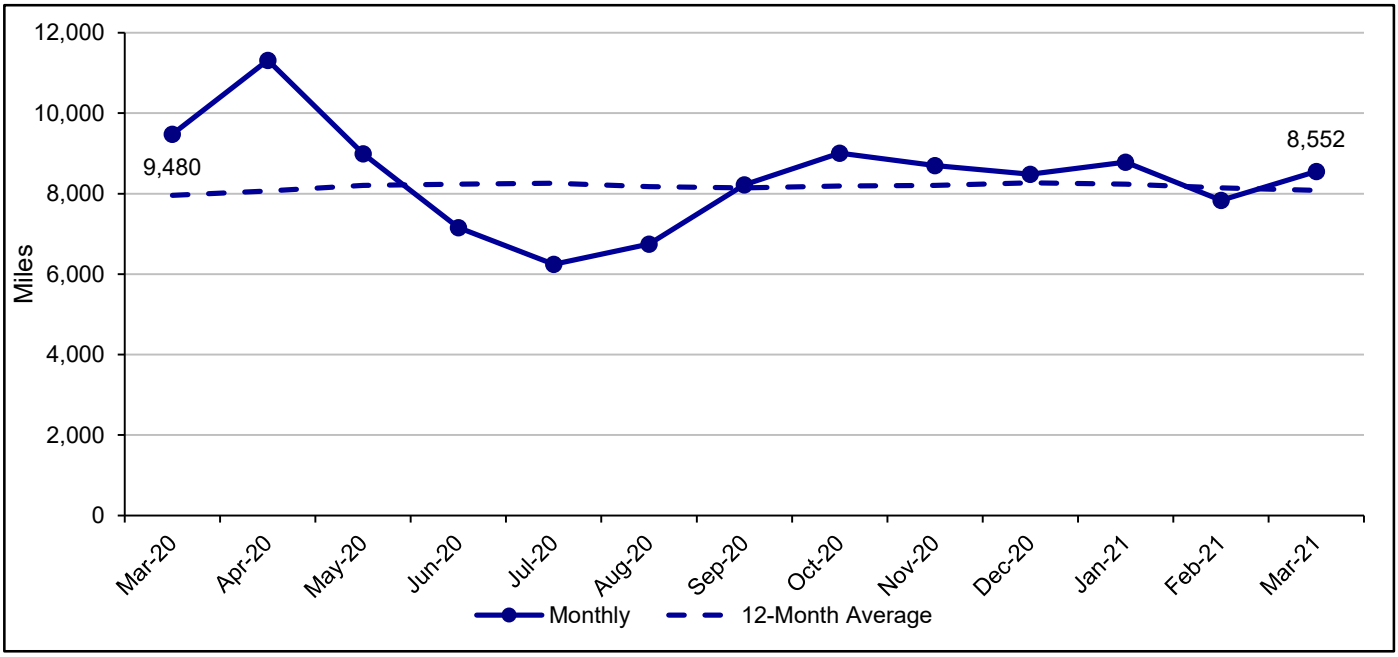
Note: The metrics in this report are preliminary

Mean Distance Between Failures

(24 Hours)

Miles

Desired trend



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**% Change**	**Mar 21**	**Mar 20**	**% Change**
Bronx	6,076	6,880	-11.7%	5,874	6,128	-4.1%
Brooklyn	9,190	10,518	-12.6%	8,669	8,842	-1.9%
Manhattan	5,561	6,535	-14.9%	5,161	4,827	+6.9%
Queens	8,110	8,911	-9.0%	8,028	7,501	+7.0%
Staten Island	27,447	25,733	+6.7%	24,991	21,601	+15.7%
Systemwide	**8,552**	**9,480**	**-9.8%**	**8,084**	**7,959**	**+1.6%**

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in March 2021 decreased by 9.8 percent to 8,552 miles compared to March 2020, and increased by 1.6 percent to 8,084 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

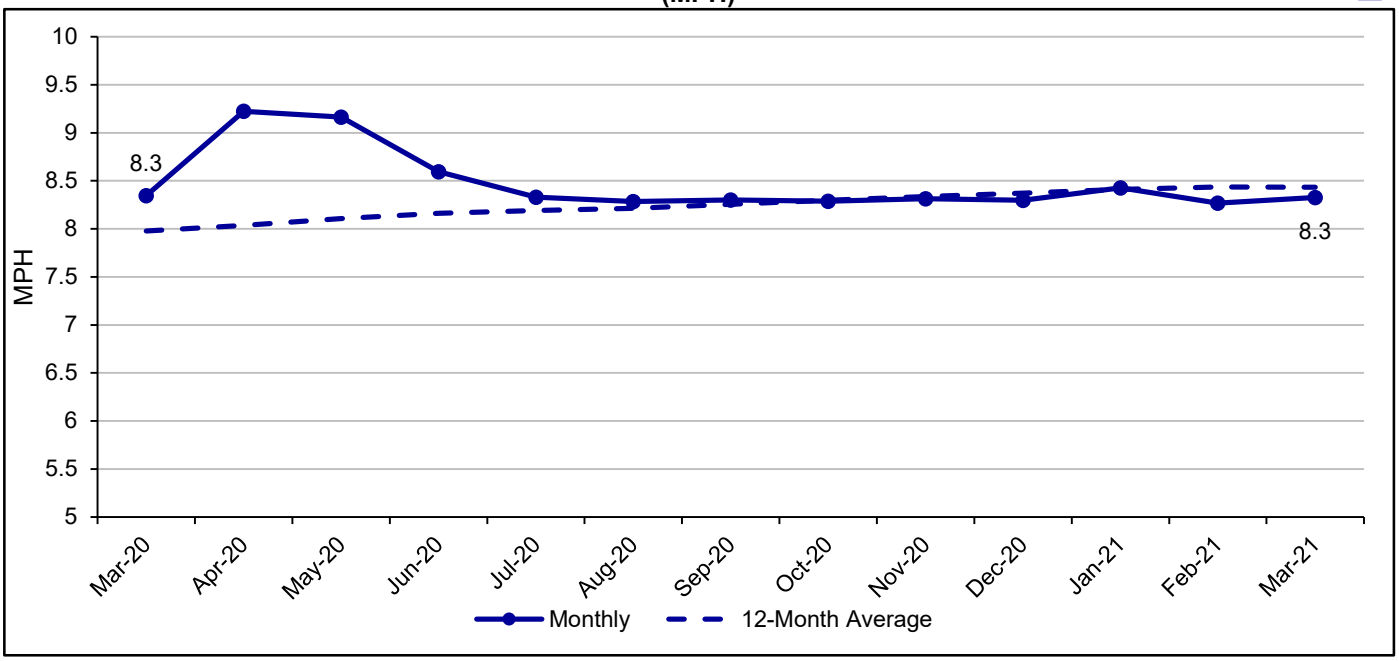
Desired trend ↑

Borough	Mar 21	Mar 20	% Change
Bronx	**5,874**	**6,128**	**-4.1%**
Local/Limited	5,089	5,343	-4.7%
Select Bus Service	7,848	10,827	-27.5%
Express	10,488	9,611	+9.1%
Brooklyn	**8,669**	**8,842**	**-1.9%**
Local/Limited	8,422	8,716	-3.4%
Select Bus Service	11,308	10,662	+6.1%
Express	10,591	8,918	+18.8%
Manhattan	**5,161**	**4,827**	**+6.9%**
Local/Limited	4,552	4,174	+9.0%
Select Bus Service	8,548	8,895	-3.9%
Express	N/A	N/A	N/A
Queens	**8,028**	**7,501**	**+7.0%**
Local/Limited	7,676	7,422	+3.4%
Select Bus Service	7,769	8,003	-2.9%
Express	10,392	7,659	+35.7%
Staten Island	**24,991**	**21,601**	**+15.7%**
Local/Limited	26,317	22,721	+15.8%
Select Bus Service	15,400	23,865	-35.5%
Express	25,448	20,650	+23.2%
Systemwide	**8,084**	**7,959**	**+1.6%**
Local/Limited	7,191	7,198	-0.1%
Select Bus Service	8,987	9,556	-6.0%
Express	14,297	11,778	+21.4%

Note: The metrics in this report are preliminary

Bus Speeds
(24 Hours)
(MPH)

Desired trend



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**% Change**	**Mar 21**	**Mar 20**	**% Change**
Bronx	7.7	7.7	0.0%	7.8	7.4	+5.4%
Brooklyn	7.5	7.5	0.0%	7.7	7.1	+8.5%
Manhattan	6.4	6.4	0.0%	6.6	5.9	+11.9%
Queens	9.4	9.4	0.0%	9.6	8.9	+7.9%
Staten Island	14.4	14.2	+1.4%	14.3	13.7	+4.4%
Systemwide	**8.3**	**8.3**	**0.0%**	**8.4**	**8.0**	**+5.0%**

Speed Discussion

- Bus Speeds in March 2021 was flat compared to March 2020, and increased by 5.0 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 ↑

Borough	Mar 21	Mar 20	% Change
Bronx	**7.7**	**7.7**	**+0.0%**
Local/Limited	7.1	7.1	+0.0%
Select Bus Service	8.9	9.3	-4.3%
Express	12.5	12.5	+0.0%
Brooklyn	**7.5**	**7.5**	**+0.0%**
Local/Limited	7.3	7.2	+1.4%
Select Bus Service	8.8	9.1	-3.3%
Express	14.0	13.2	+6.1%
Manhattan	**6.4**	**6.4**	**+0.0%**
Local/Limited	6.1	6.0	+1.7%
Select Bus Service	7.5	7.5	+0.0%
Express	N/A	N/A	N/A
Queens	**9.4**	**9.4**	**+0.0%**
Local/Limited	9.1	9.1	+0.0%
Select Bus Service	11.6	11.7	-0.9%
Express	14.5	13.9	+4.3%
Staten Island	**14.4**	**14.2**	**+1.4%**
Local/Limited	12.6	12.4	+1.6%
Select Bus Service	15.2	15.4	-1.3%
Express	18.6	17.9	+3.9%
Systemwide	**8.3**	**8.3**	**+0.0%**
Local/Limited	7.9	7.9	+0.0%
Select Bus Service	9.3	9.6	-3.1%
Express	14.9	14.7	+1.4%

Note: The metrics in this report are preliminary

Section 3: Legacy Indicators

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

Performance Indicator Definitions

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

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

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

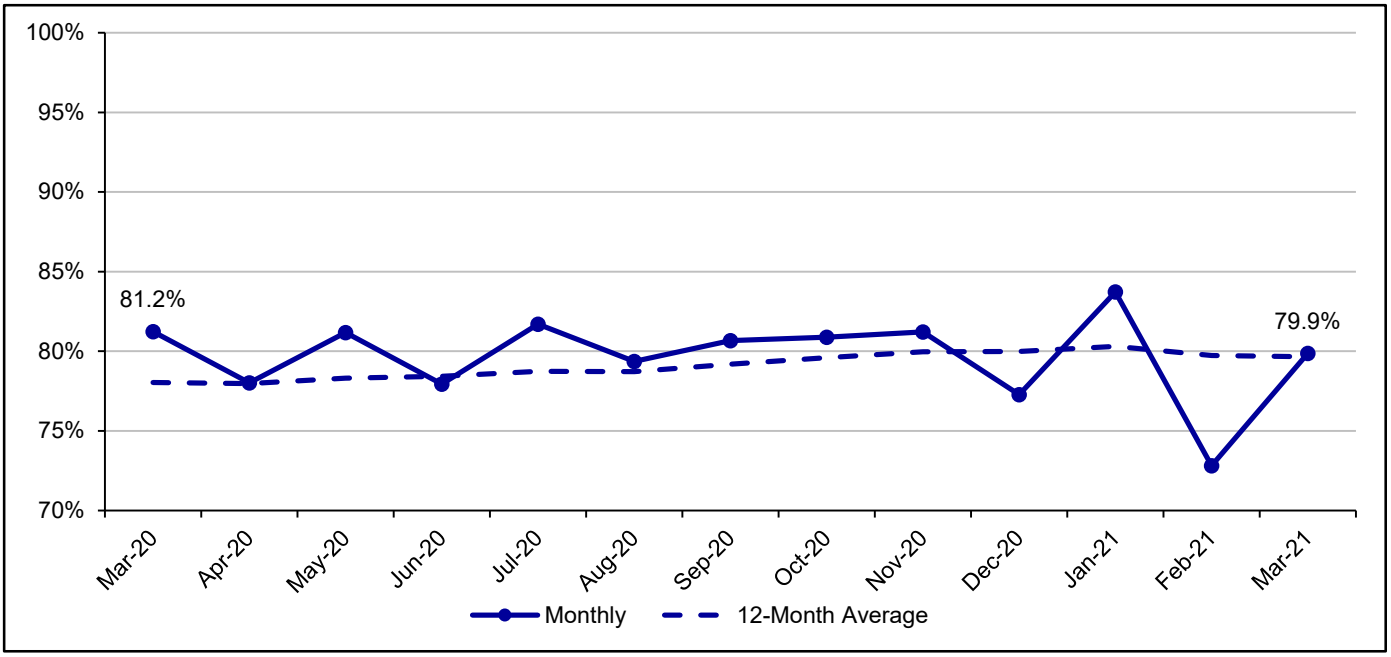
Bus AM Weekday Pull Out Performance
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

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

Note: The metrics in this report are preliminary

Wait Assessment

Desired trend ↑



	Monthly			12-Month Average		
	Mar 21	**Mar 20**	**Change (Pts)**	**Mar 21**	**Mar 20**	**Change (Pts)**
Bronx	78.6%	78.7%	-0.1%	80.0%	76.5%	+3.5%
Brooklyn	75.9%	78.7%	-2.8%	75.9%	76.4%	-0.5%
Manhattan	84.0%	83.3%	+0.7%	81.2%	78.1%	+3.1%
Queens	81.7%	83.5%	-1.8%	81.5%	79.6%	+1.9%
Staten Island	80.5%	82.9%	-2.4%	81.1%	81.3%	-0.2%
Systemwide	**79.9%**	**81.2%**	**-1.3%**	**79.7%**	**78.0%**	**+1.7%**

Note: The metrics in this report are preliminary

Wait Assessment
Monthly

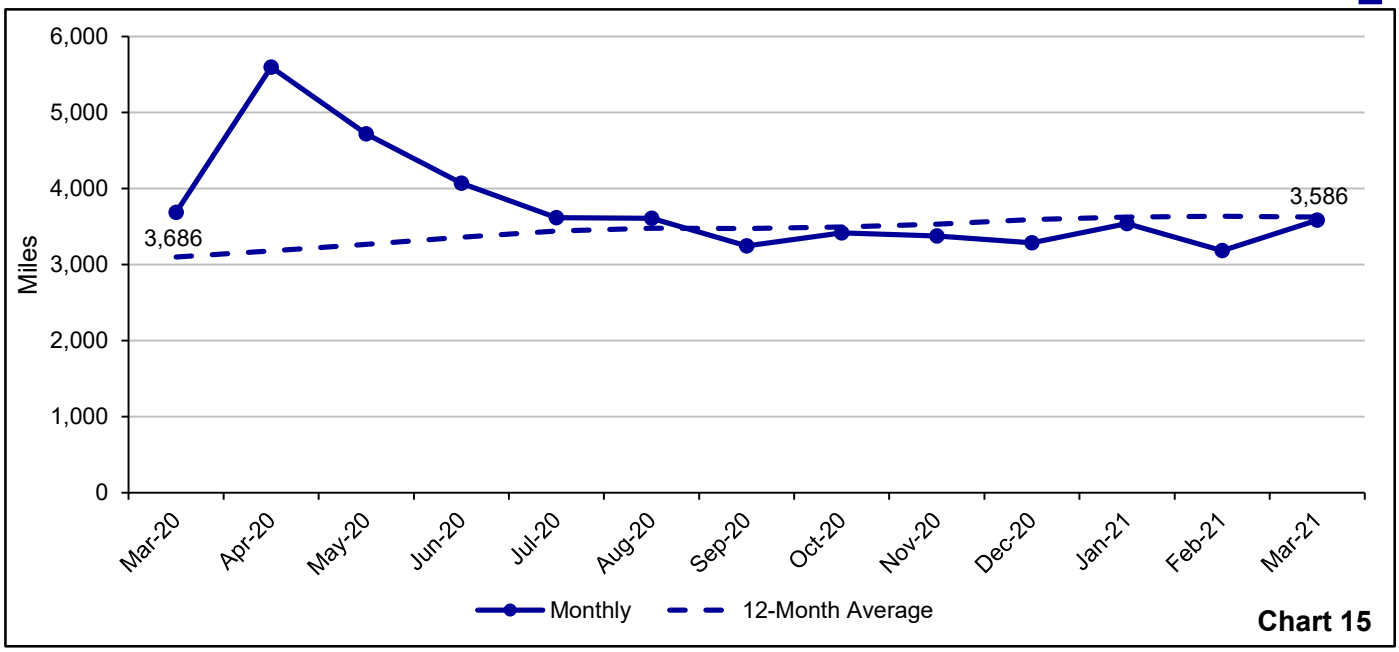
Desired trend ↑

Borough	Mar 21	Mar 20	Change (Pts)
Bronx	**78.6%**	**78.7%**	**-0.1%**
Local/Limited	78.3%	78.2%	+0.1%
Select Bus Service	75.5%	80.4%	-4.9%
Express	86.7%	88.0%	-1.3%
Brooklyn	**75.9%**	**78.7%**	**-2.8%**
Local/Limited	75.8%	78.7%	-2.9%
Select Bus Service	78.8%	80.1%	-1.3%
Express	79.2%	80.5%	-1.3%
Manhattan	**84.0%**	**83.3%**	**+0.7%**
Local/Limited	83.7%	83.1%	+0.6%
Select Bus Service	86.6%	84.3%	+2.3%
Express	N/A	N/A	N/A
Queens	**81.7%**	**83.5%**	**-1.8%**
Local/Limited	81.7%	83.3%	-1.6%
Select Bus Service	81.7%	89.4%	-7.7%
Express	83.9%	84.9%	-1.0%
Staten Island	**80.5%**	**82.9%**	**-2.4%**
Local/Limited	80.7%	82.0%	-1.3%
Select Bus Service	83.3%	84.2%	-0.9%
Express	79.0%	86.5%	-7.5%
Systemwide	**79.9%**	**81.2%**	**-1.3%**
Local/Limited	79.7%	80.9%	-1.2%
Select Bus Service	83.1%	84.6%	-1.5%
Express	82.0%	85.8%	-3.8%

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

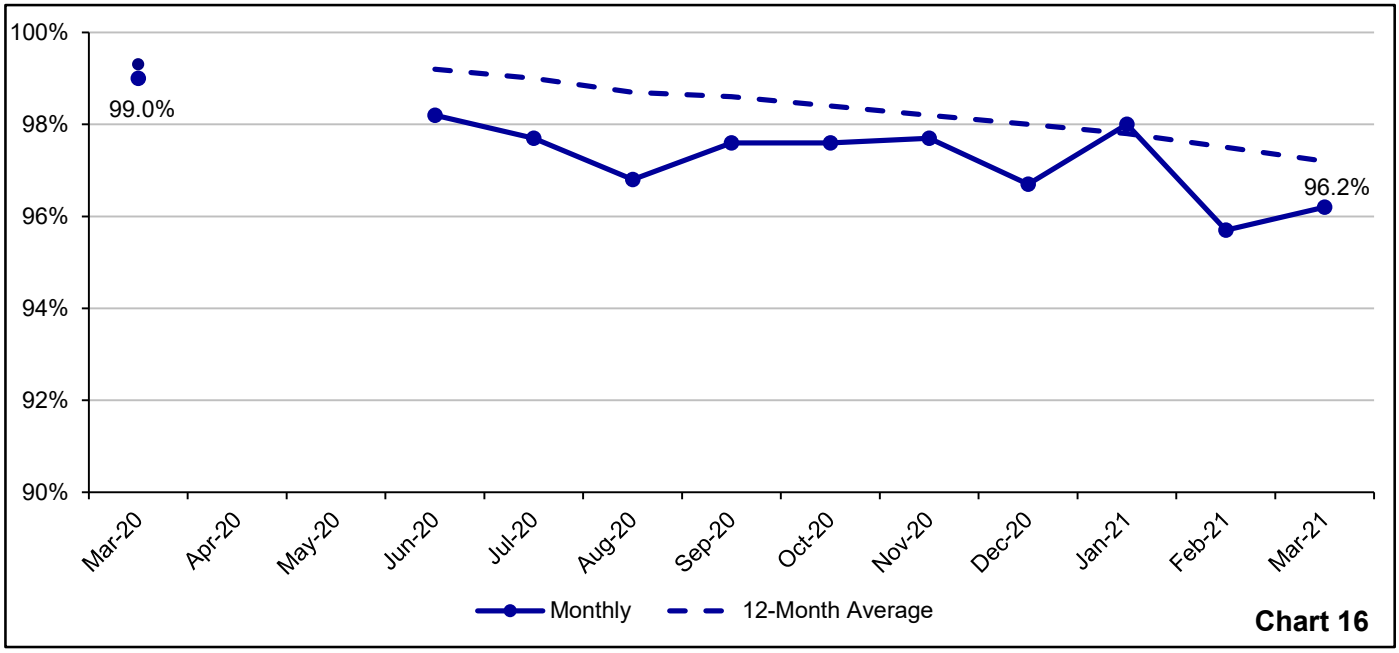
Desired trend ↑



	Monthly			12-Month Average		
	Mar 21	Mar 20	% Change	Mar 21	Mar 20	% Change
Systemwide	**3,586**	**3,686**	**-2.7%**	**3,627**	**3,100**	**+17.0%**

Bus Percentage of Completed Trips

Desired trend ↑

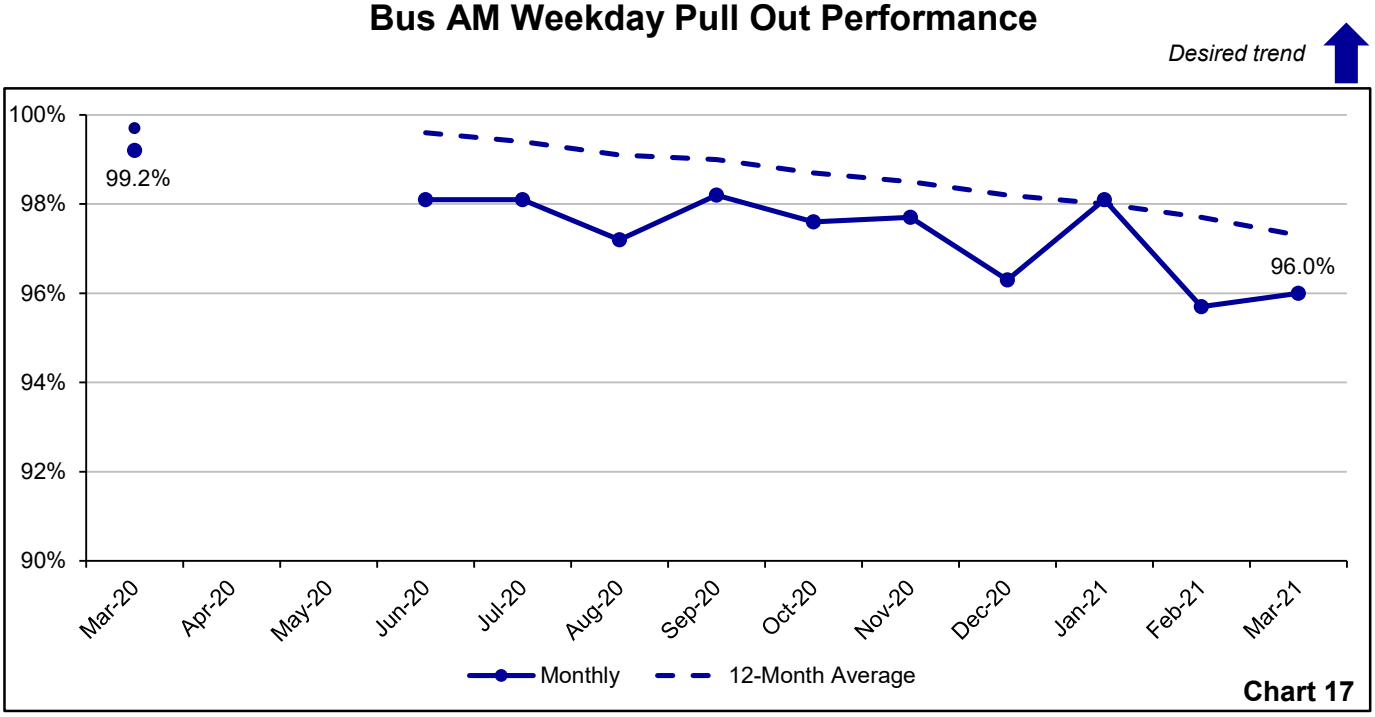


	Monthly			12-Month Average		
	Mar 21	Mar 20	Change (Pts)	Mar 21	Mar 20	Change (Pts)
Systemwide	**96.2%**	**99.0%**	**-2.8%**	**97.2%**	**99.3%**	**-2.1%**

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

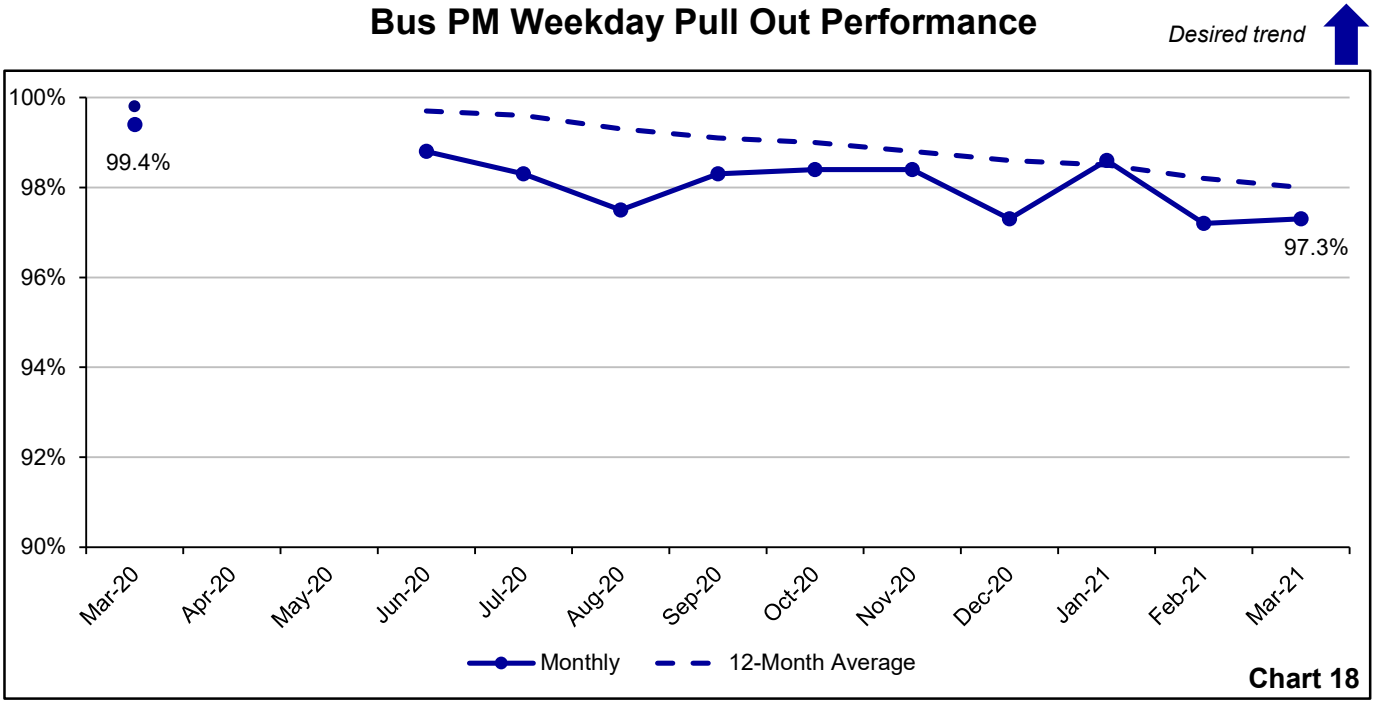
Note: The metrics in this report are preliminary

Bus AM Weekday Pull Out Performance



	Monthly			12-Month Average		
	Mar 21	Mar 20	Change (Pts)	Mar 21	Mar 20	Change (Pts)
Systemwide	**96.0%**	**99.2%**	**-3.2%**	**97.3%**	**99.7%**	**-2.4%**

Bus PM Weekday Pull Out Performance



	Monthly			12-Month Average		
	Mar 21	Mar 20	Change (Pts)	Mar 21	Mar 20	Change (Pts)
Systemwide	**97.3%**	**99.4%**	**-2.1%**	**98.0%**	**99.8%**	**-1.8%**

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

Note: The metrics in this report are preliminary

Customer Service Report: Paratransit

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

NYC Transit Interim President Sarah Feinberg and her executive leadership team visited Paratransit headquarters in Queens. The team met with some of the heroic employees who have kept the system running for our customers throughout this unprecedented pandemic.

April 2021 Highlights: Paratransit

In April, Paratransit ridership reached a high of over 23,400 weekday trips, representing approximately 81% of pre-pandemic levels. As the City continues to recover from this unprecedented pandemic, Paratransit ridership has recovered at a faster pace than all other MTA agencies. We are grateful to the Paratransit team for their heroic efforts to provide continuous service throughout the pandemic for New Yorkers who needed them the most.

Performance in February was impacted by severe winter weather. 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. The icy and snowy conditions lingered for days. By comparison, the previous winter we saw less than 5 inches of snow for the entire season. As a result, Paratransit weekday trips has a reduction due to the inclement weather. Performance metrics for February also show a related decline in On-time Pick-up and Provider No-Show rates predominantly due to inclement weather. I want to thank the Paratransit team for their tremendous efforts in providing 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.

On March 9, 2021 we were excited to welcome NYC Transit interim President Sarah Feinberg and her executive leadership team to Paratransit headquarters in Queens. The team met with Paratransit leadership and some of the heroic employees who have kept the system running throughout the pandemic. They also visited our Command and Call Centers and listened in on some live reservation calls.

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

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators

Category	Performance Indicator	Current Month: February 2021			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	379,771	724,199	**-47.6%**	396,295	684,130	**-42.1%**
	Total Ridership	507,651	966,449	**-47.5%**	527,596	925,363	**-43.0%**
On-Time Performance	Pick-up Primary 30 Minute	97.0%	98.0%	**-1.0%**	97.8%	96.1%	**+1.7%**
	Pick-up Primary 15 Minute	90.0%	91.0%	**-1.0%**	90.3%	87.1%	**+3.3%**
	Pick-up Broker 30 Minute	94.0%	97.0%	**-3.0%**	97.6%	95.9%	**+1.7%**
	Pick-up Broker 15 Minute	81.0%	90.0%	**-9.0%**	90.3%	86.5%	**+3.8%**
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	47.0%	**n/a**	n/a	46.4%	**n/a**
	Appointment OTP Trips Primary - Early*	n/a	47.0%	**n/a**	n/a	45.5%	**n/a**
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	31.0%	**n/a**	n/a	33.3%	**n/a**
	Appointment OTP Trips Broker - Early*	n/a	62.0%	**n/a**	n/a	57.4%	**n/a**
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	87.0%	83.0%	**+4.0%**	86.8%	80.5%	**+6.3%**
	Average Actual Trip Duration in Minutes	28	35	**-20.0%**	28	38	**-25.9%**
	Max Ride Time Performance Primary	99.0%	99.0%	**0.0%**	99.0%	97.9%	**+1.1%**
	Max Ride Time Performance Broker	99.0%	99.0%	**0.0%**	99.0%	98.3%	**+0.8%**
Customer Experience	Frequent Rider Experience Primary*	n/a	78.0%	**n/a**	n/a	74.6%	**n/a**
	Frequent Rider Experience Broker*	n/a	71.0%	**n/a**	n/a	70.6%	**n/a**
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.75	0.40	**+87.5%**	0.69	1.33	**-48.5%**
	Provider No-Shows per 1,000 Schedule Trips Broker	0.92	1.09	**-15.6%**	0.63	1.44	**-56.2%**
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	2.2	2.2	**0.0%**	1.6	3.0	**-46.9%**
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.3	1.2	**+8.3%**	1.1	2.2	**-48.1%**
Call Center	Percent of Calls Answered	98.0%	97.0%	**+1.0%**	96.9%	95.5%	**+1.4%**
	Average Call Answer Speed in Seconds	24	47	**-48.9%**	35	64	**-46.0%**
Eligibility	Total Registrants	160,361	163,477	**-1.9%**	161,811	159,235	**+1.6%**

*NOTE: February service saw significant changes due to the COVID-19 Pandemic. While full service has been provided throughout the pandemic, February 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.

The current 12-Month Average rate for Drop-off On-Time Performance and Customer Experience are not available due to the temporary suspension of appointment time booking of trips associated with the COVID-19 pandemic which started in March 2020.

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

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

Call Center

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

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

Total Trips

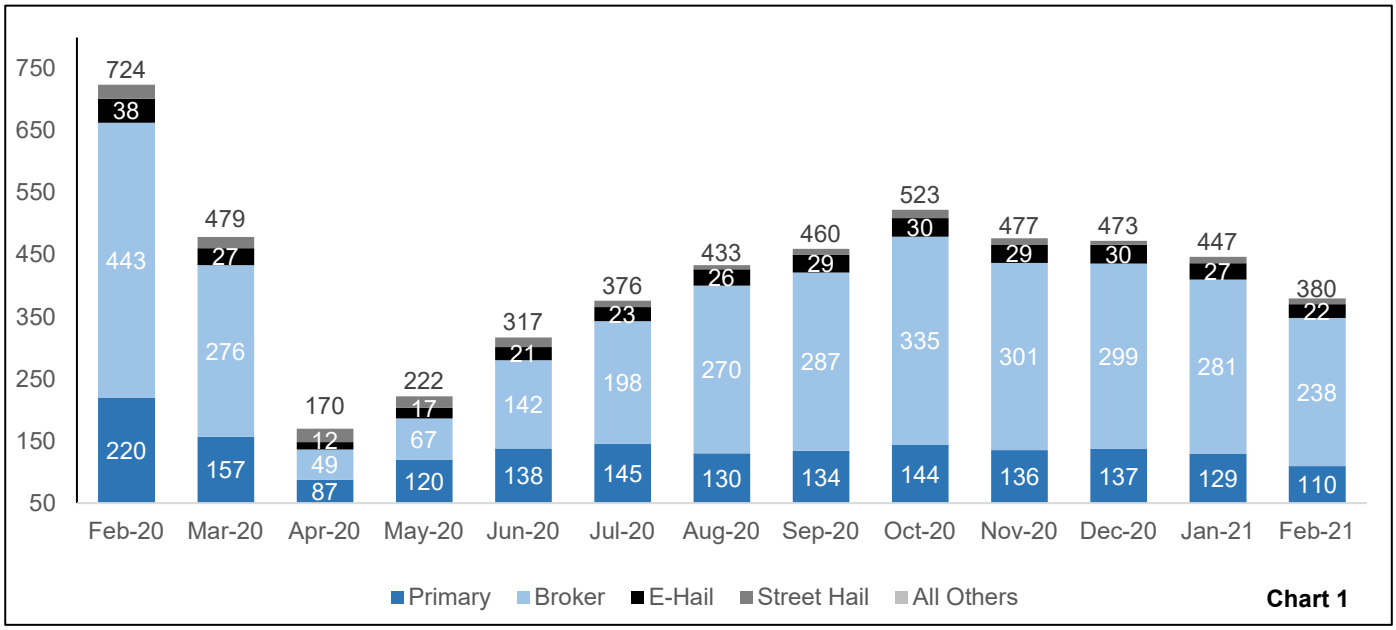


Chart 1

Total Ridership

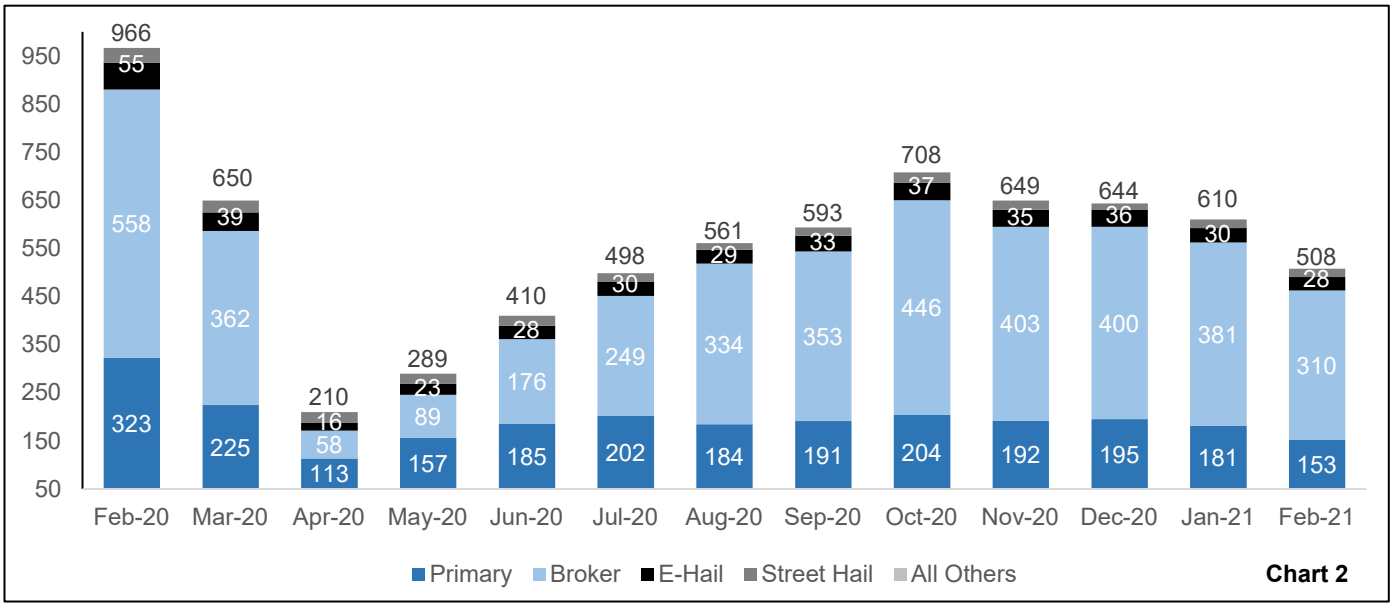


Chart 2

Total Trips Discussion

- Total Trips in February 2021 decreased by 67K (or 15%) when compared to January 2021, and decreased by 344K (or 47.6%) when compared to February 2020.

Total Ridership Discussion

- Total Ridership in February 2021 decreased by 103K (or 16.8%) when compared to January 2021, and decreased by 459K (or 47.5%) when compared to February 2020.

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

OTP < = 30 Minutes Primary and Broker

Desired trend ↑

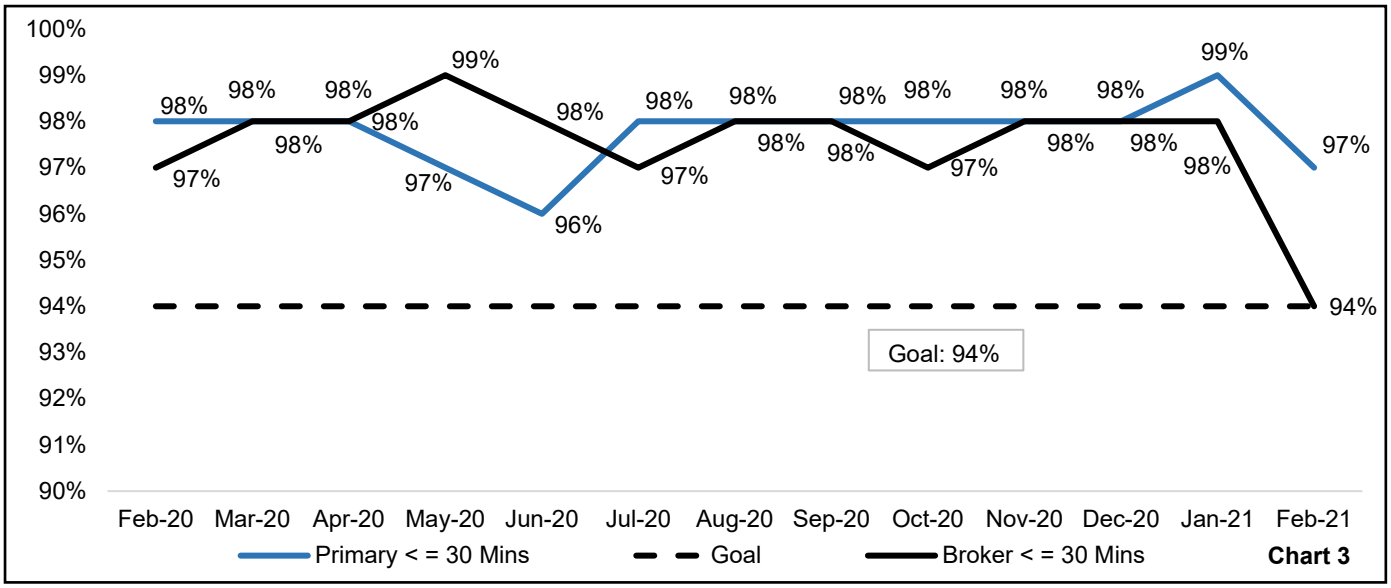


Chart 3

OTP < = 15 Minutes Primary and Broker

Desired trend ↑

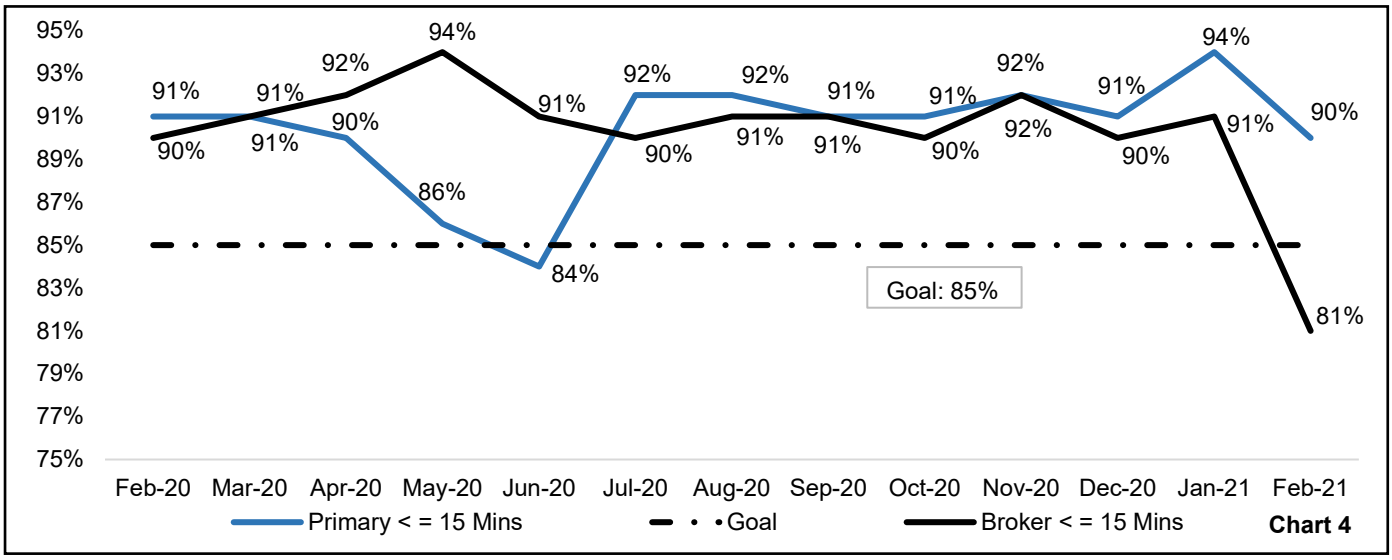


Chart 4

< = 30 Minutes Pick Up On-Time Performance Discussion

- February 2021 Primary 30 minute P/U, OTP result of 97% declined by 2 percentage points when compared to January 2021, and declined by 1 percentage point when compared to February 2020.
- February 2021 Broker 30 minute P/U, OTP result of 94% declined by 4 percentage points when compared to January 2021, and declined by 3 percentage points when compared to February 2020.

< = 15 Minutes Pick Up On-Time Performance Discussion

- February 2021 Primary 15 minute P/U, OTP result of 90% declined by 4 percentage points when compared to January 2021, and declined by 1 percentage point when compared to February 2020.
- February 2021 Broker 15 minute P/U, OTP result of 81% declined by 10 percentage points when compared to January 2021, and declined by 9 percentage points when compared to February 2020.

Note: The decrease in performance was primarily due to the adverse weather conditions in February 2021.

Primary Drop Off On-Time Performance On Appointment Trips

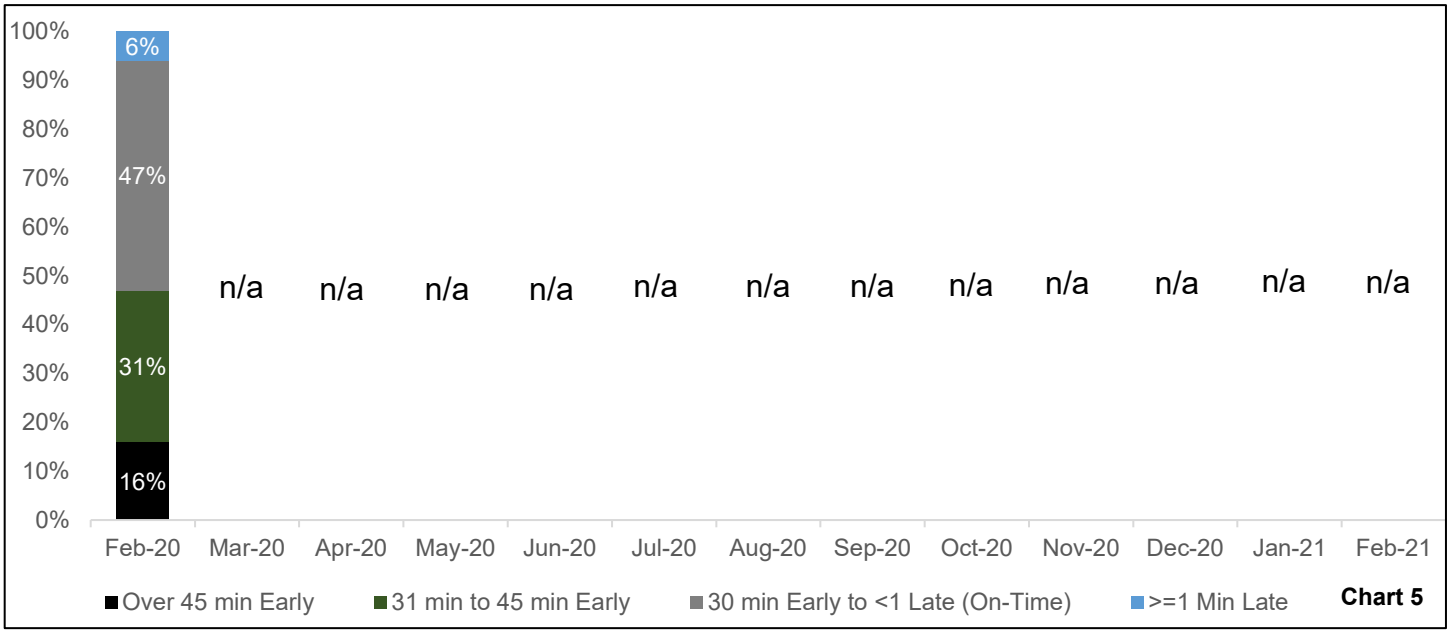


Chart 5

Broker Drop Off On-Time Performance On Appointment Trips

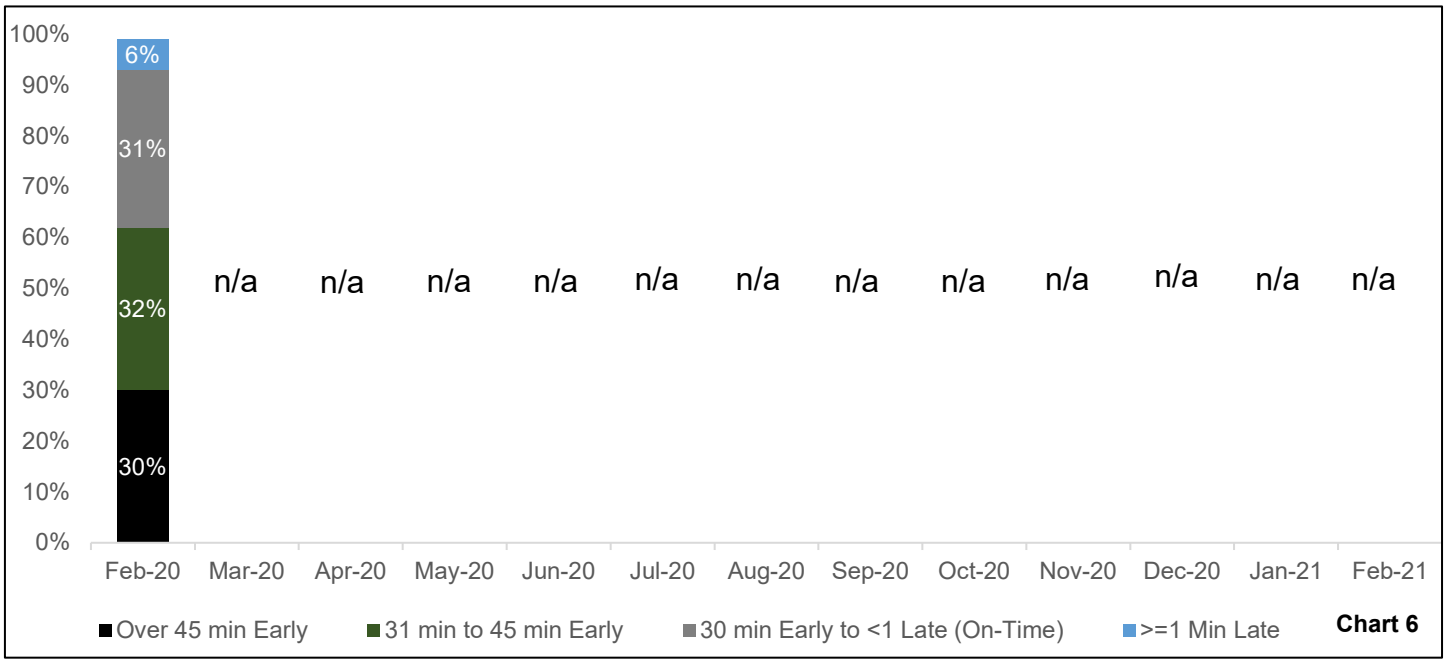


Chart 6

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

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

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

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

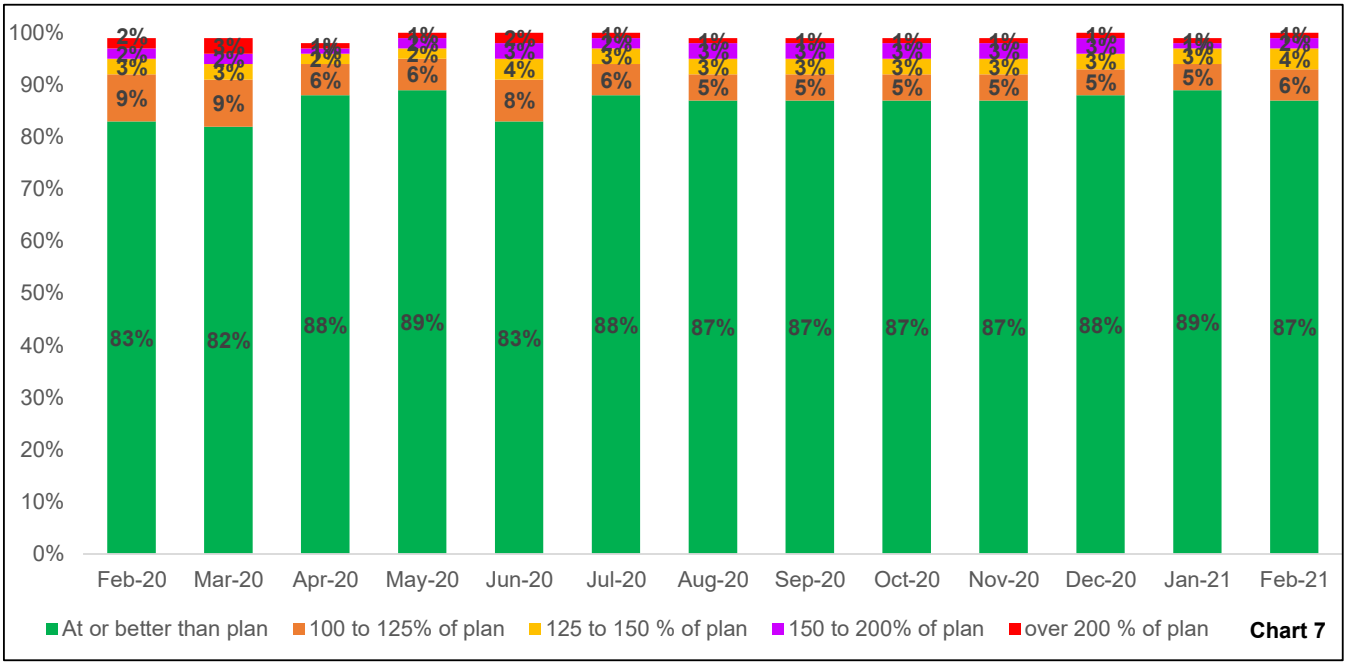


Chart 7

Average Actual Trip Duration in Minutes

Desired trend

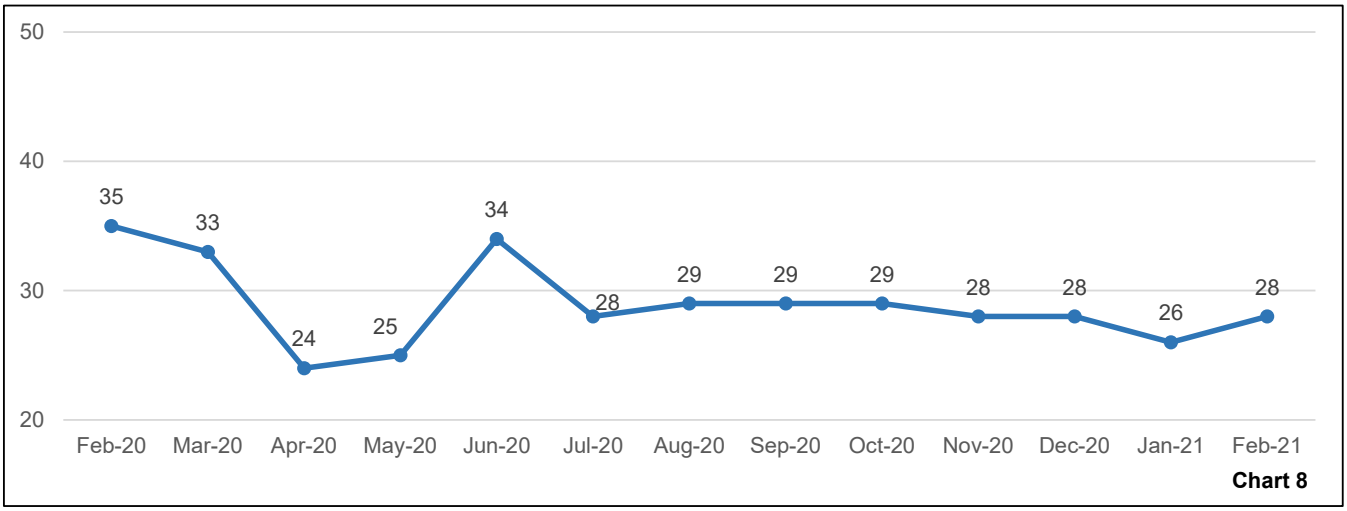


Chart 8

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

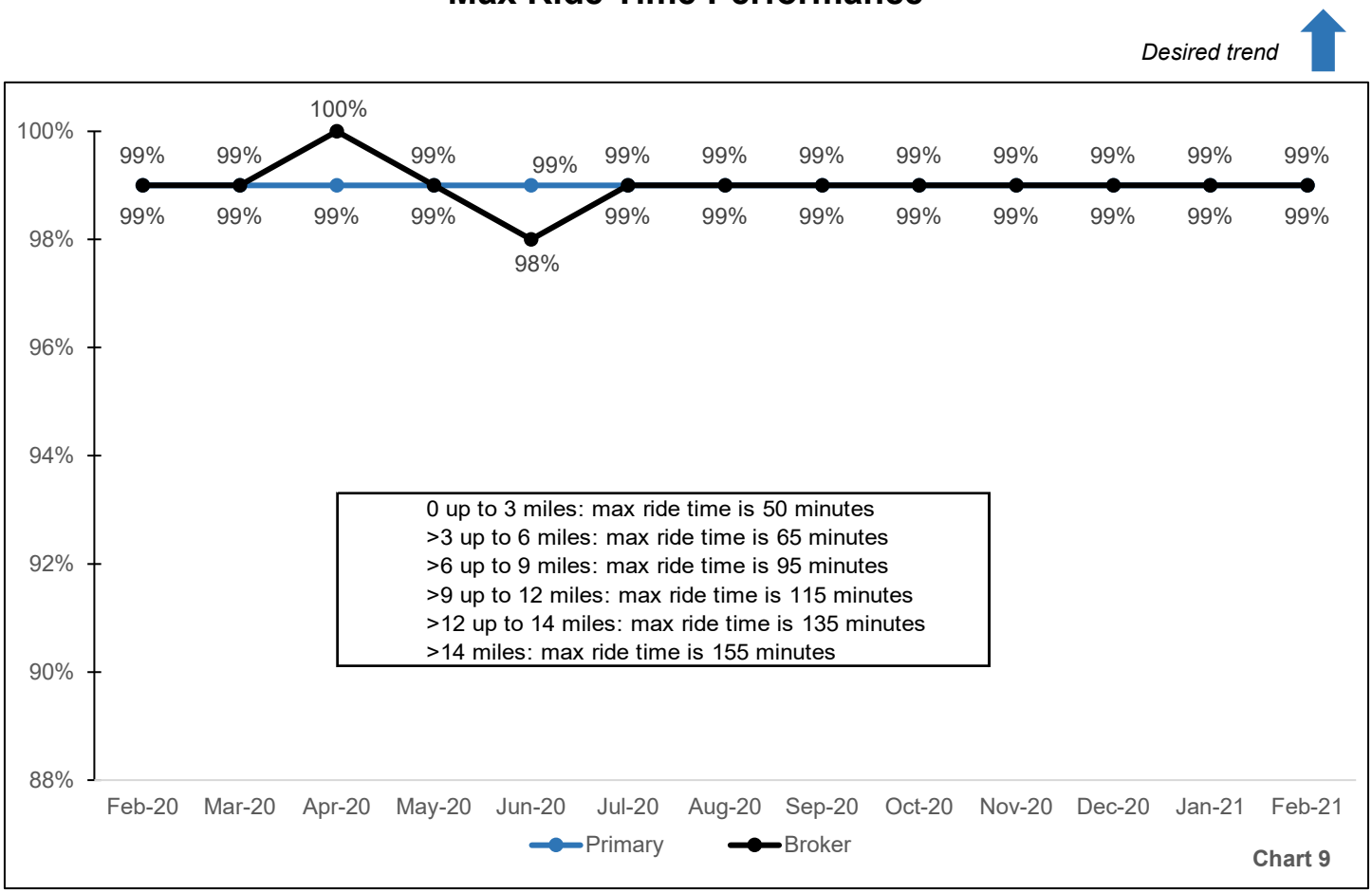
- 87% of trips in February 2021 performed within the scheduled time or better which declined by 2 percentage points when compared to January 2021, and improved by 4 percentage points when compared to February 2020.

Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in February 2021 increased by 2 minutes (or 7.7%) when compared to January 2021, and improved by 7 minutes (or 20%) when compared to February 2020.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance



Max Ride Time Performance Discussion

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

Customer Experience Performance

Desired trend

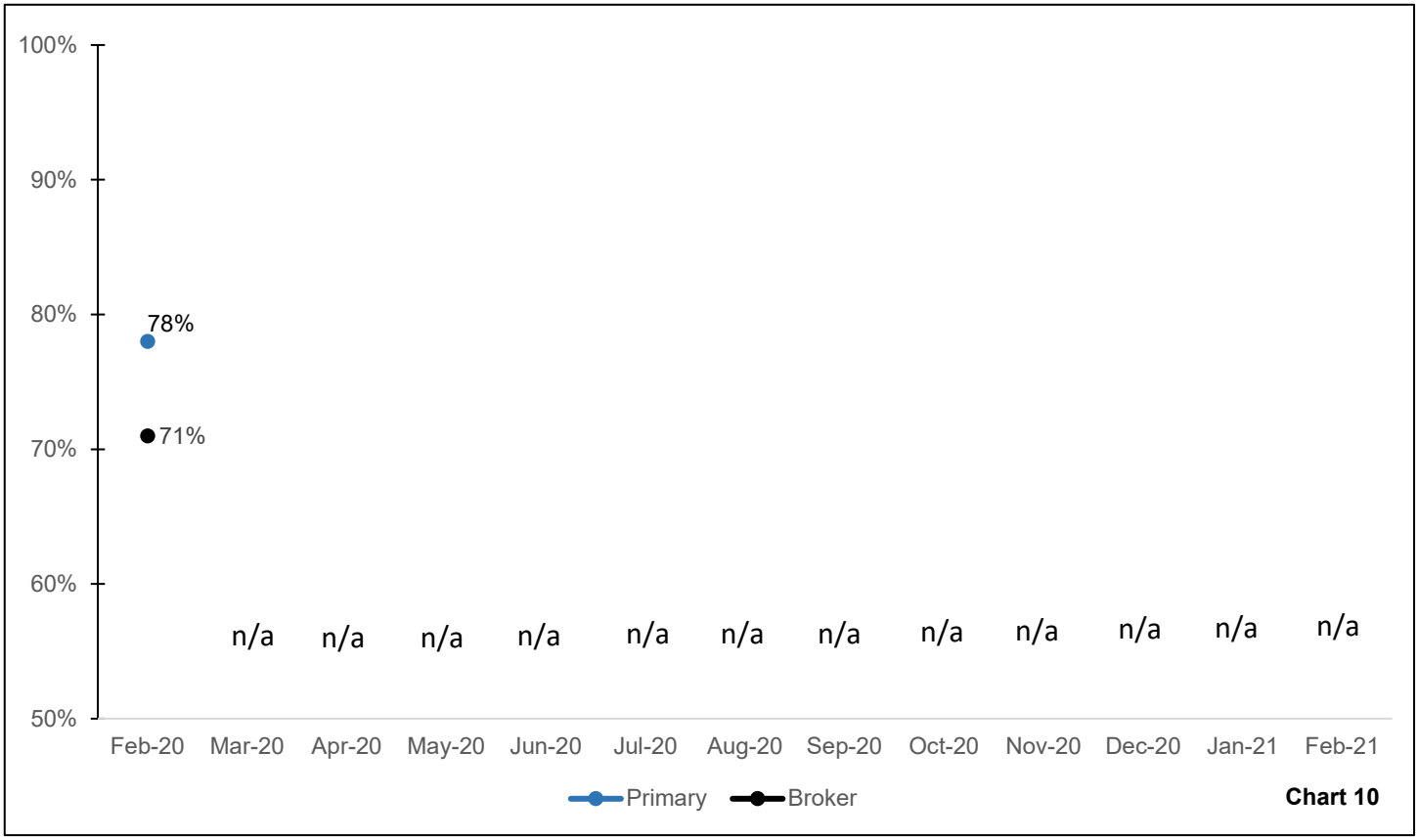


Chart 10

Customer Experience Performance Discussion

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

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

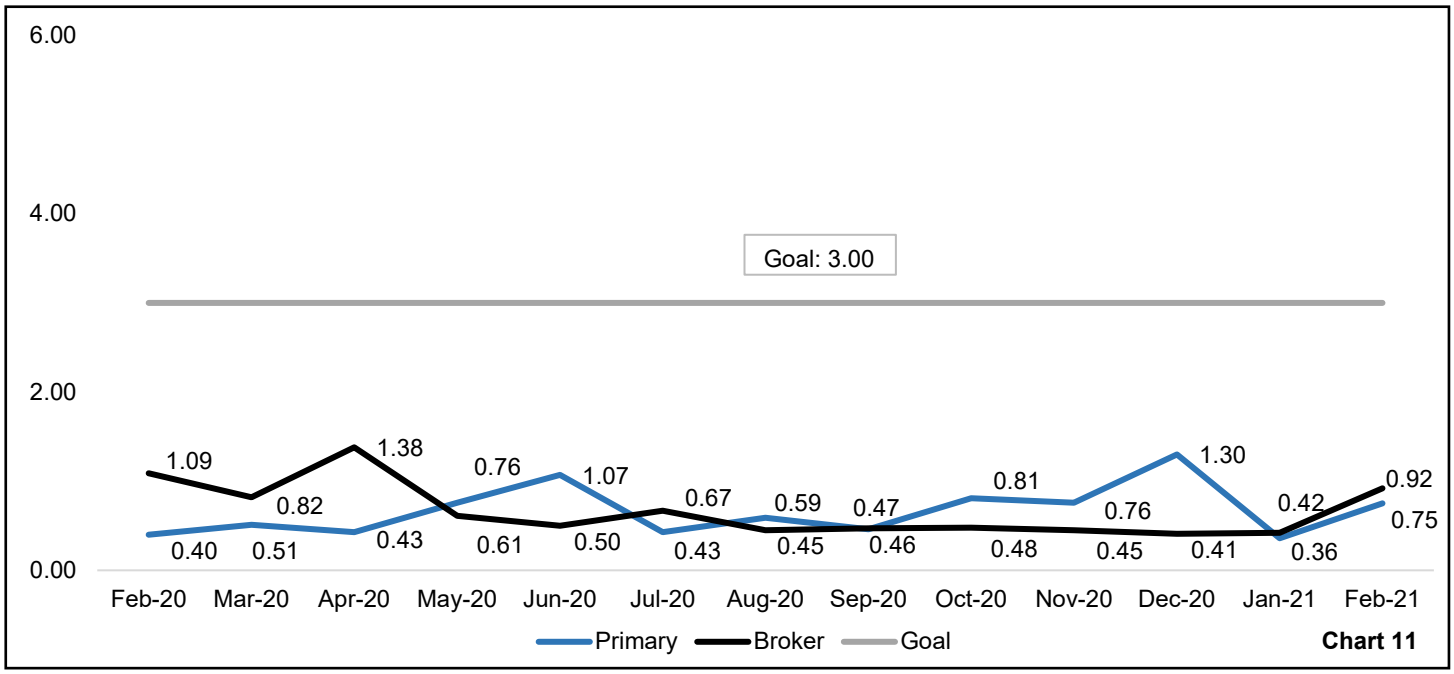


Chart 11

Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.39 per 1,000 trips (or 108.3%) in February 2021 when compared to January 2021, and increased by 0.35 per 1,000 trips (or 87.5%) when compared to the same month last year.
- Broker No-Shows increased by 0.50 per 1,000 trips (or 119%) in February 2021 when compared to January 2021, and improved by 0.17 per 1,000 trips (or 15.6%) when compared to the same month last year.

Note: The increase in Provider No-Shows was primarily due to the adverse weather conditions in February 2021.

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

Desired trend

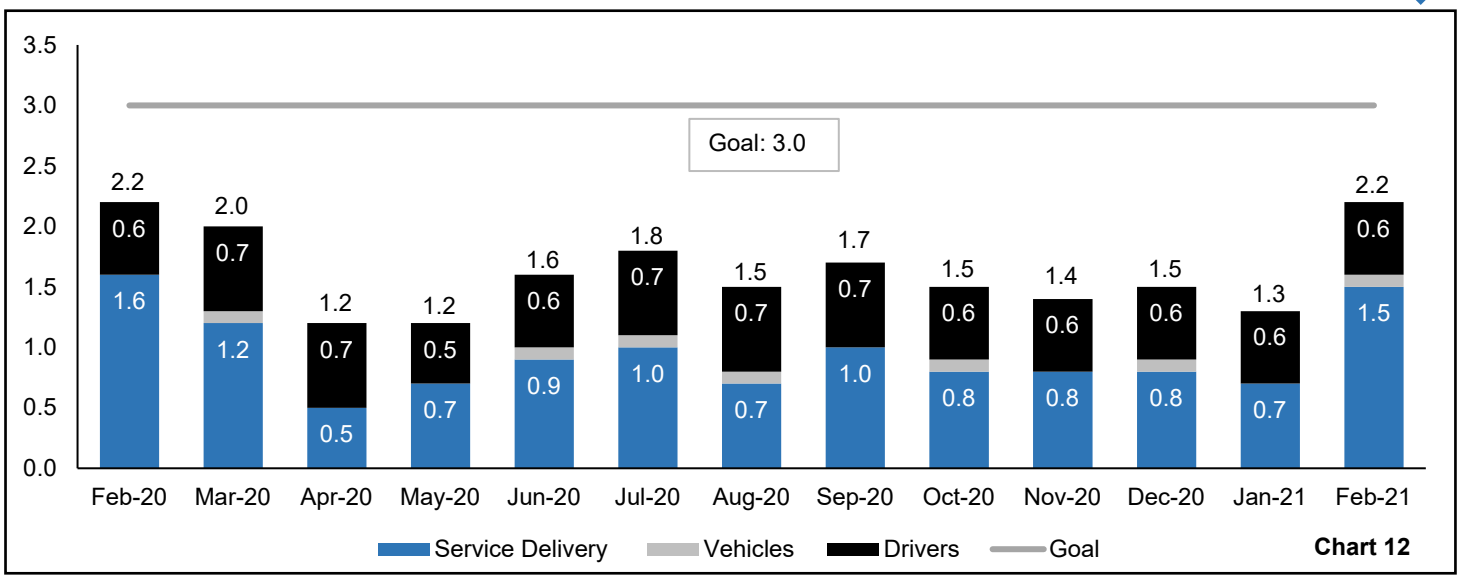


Chart 12

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

Desired trend

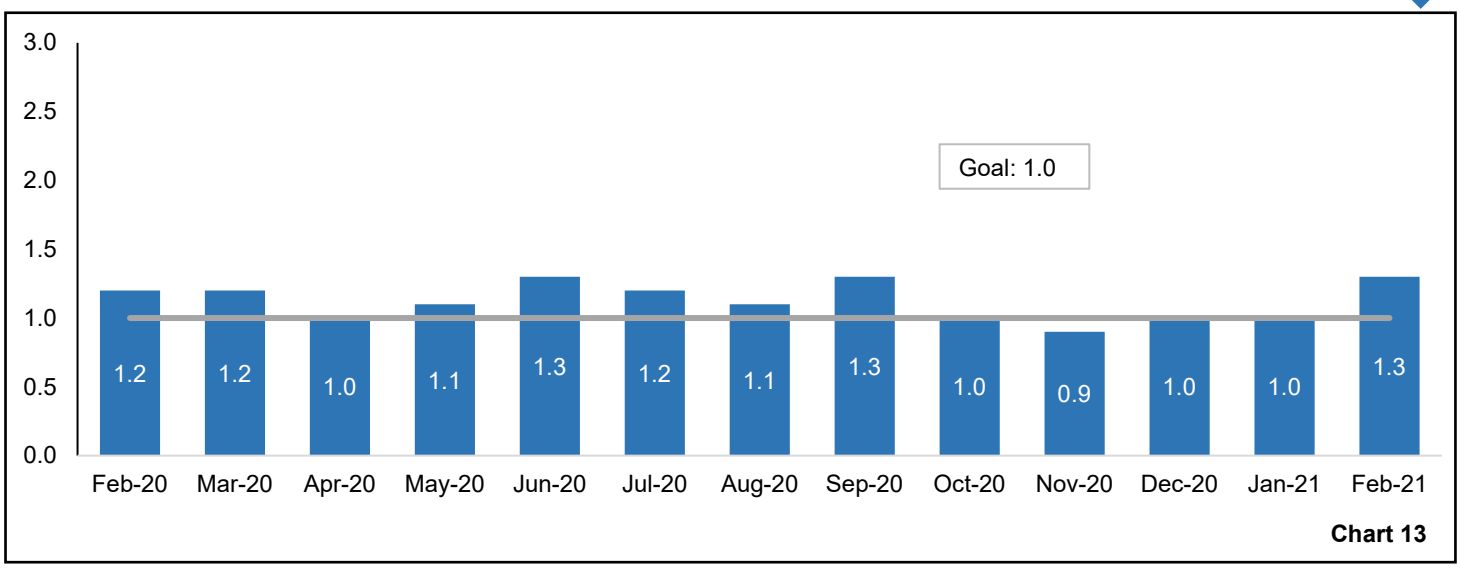


Chart 13

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

- The total Passenger Complaints related to Transportation Service in February 2021 increased by 0.9 per 1,000 trips (or 69.2%) when compared to January 2021, and remained flat when compared to February 2020.

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

- Passenger Complaints related to Non-Transportation Service in February 2021 increased by 0.3 per 1,000 trips (or 30%) when compared to January 2021, and increased by 0.1 per 1,000 trips (or 8.3%) when compared to February 2020.

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

Percent of Calls Answered

Desired trend ↑

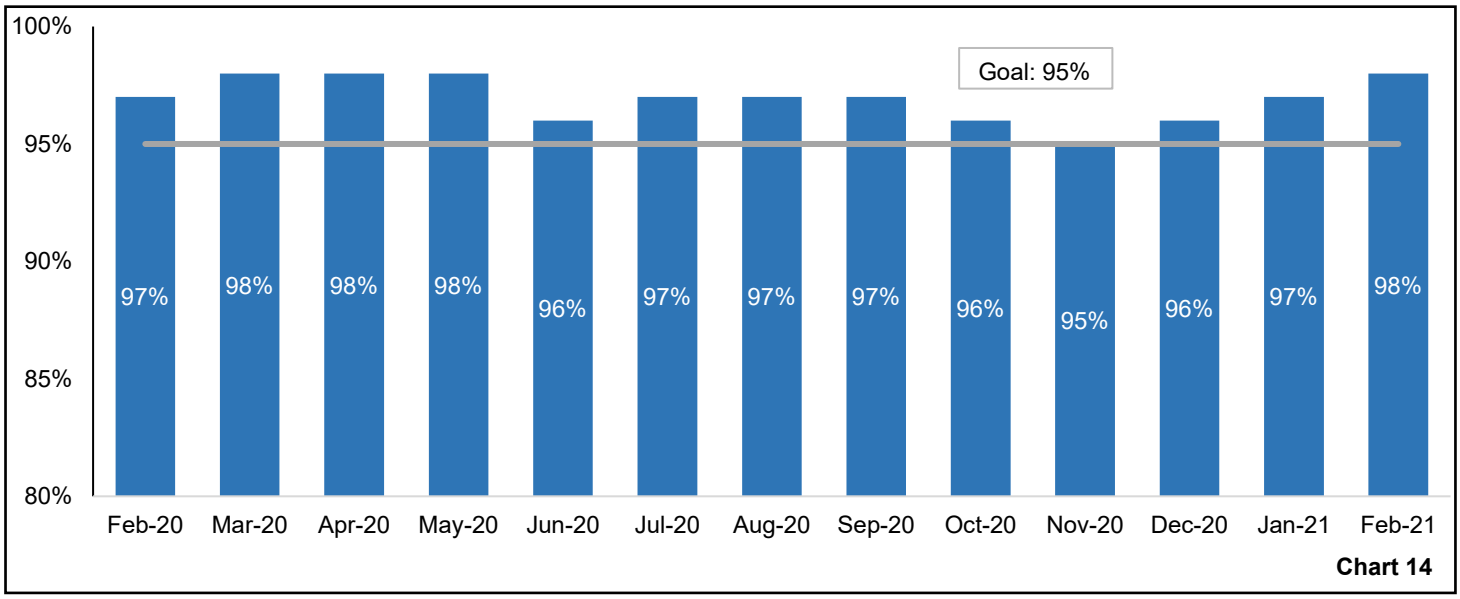


Chart 14

Average Call Answer Speed in Seconds

Desired trend ↓

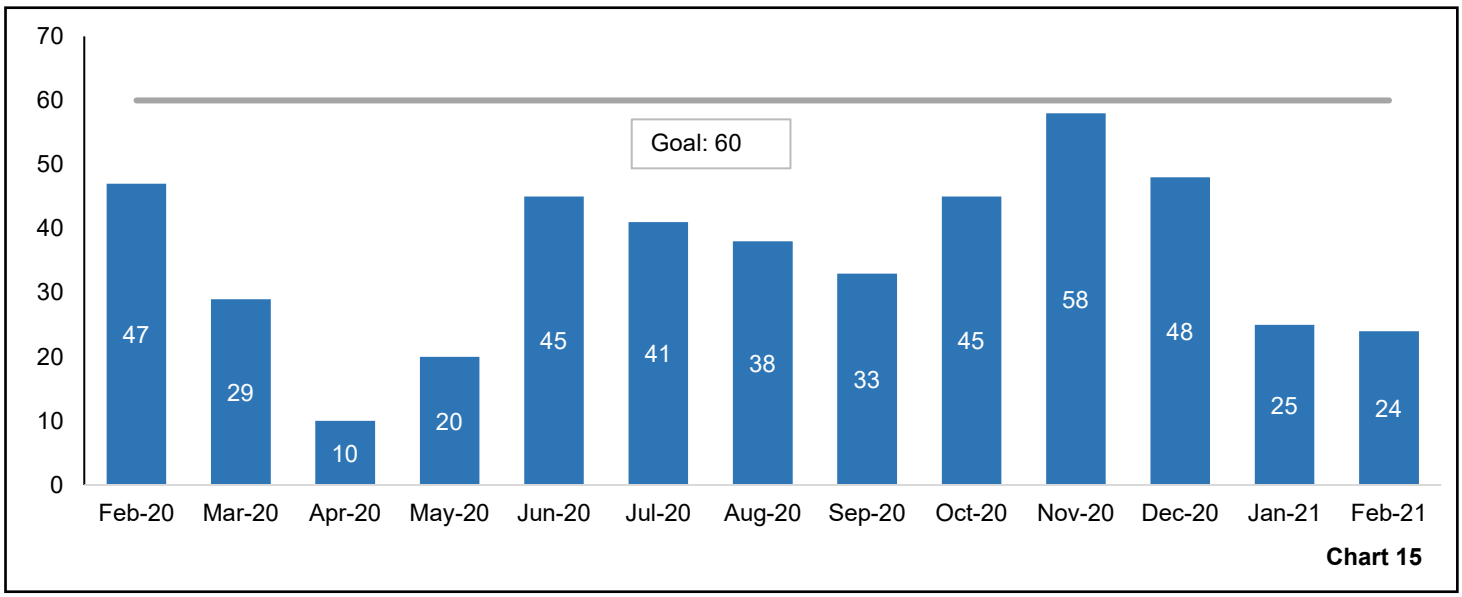


Chart 15

Percent of Calls Answered Discussion

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

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in February 2021 improved by 1 second (or 4%) when compared to January 2021, and improved by 23 seconds (or 48.9%) when compared to February 2020.

April 2021 Accessibility Update

The Systemwide Accessibility team is happy to welcome so many community members back to transit as our ridership continues to rebound. As more riders return to transit, please remember that all riders over the age of two must wear a mask if medically able to do so. Masks are available for free at subway stations and mask dispensers on some buses, through our Mask Force volunteers, and for purchase at PPE vending machines throughout the MTA network. As of April, child-sized masks are also available at the booth at all 472 subway stations and the St. George Staten Island Railway station. As we work to make transit not just accessible but welcoming to riders of all ages, we thank New York State for donating 60,000 masks to make this initiative possible. We also thank our Advisory Committee for Transit Accessibility (ACTA) for their advocacy in favor of inclusive mask policies that consider the needs of all riders.

The SWA team continues working closely with the Department of Buses to better meet the needs of riders with mobility devices and those with young children through more flexible bus seating design. In March, DOB started taking delivery of the first of 800 buses with a new seating configuration, which will be put in service soon. These buses feature two single aisle-facing flip-up seats, in alternating locations with fixed seats, and one forward-facing seat next to a fixed seat. The flip seats are designed to be easily operated by customers and are clearly indicated with decals on the adjacent windows with instructions on how to safely operate the seat. These flip seats are all in addition to the flip seats in the two existing wheelchair securement locations, and designed to provide more options for safe storage of walkers, folded strollers and other large items. We look forward to hearing feedback from riders on how these new flip seats work them and conducting ride-alongs on the new buses this summer.

This month also marks the start of the formal community feedback process for the Zoning for Accessibility initiative. The MTA has partnered with the New York City Department of City Planning (DCP) and the NYC Mayor’s Office for People with Disabilities (MOPD) on this innovative proposal. Zoning for Accessibility is a proposed change to the citywide zoning resolution that would encourage more private developer investment in transit accessibility. The proposed zoning change would require developers working near transit stations consult with the MTA on whether an easement (space) is needed in their development site to provide a new station access point, and allow developers in certain high-density districts opportunities to invest directly in station elevators through a density bonus program. Zoning for Accessibility complements the $5.2B commitment to station accessibility in our historic 2020-2024 Capital Plan, and would allow us to achieve systemwide accessibility on a faster timeline, while saving taxpayer dollars. We hope riders will engage with their local Community Boards and Council Members in the coming months as they review this proposal.

Rachel Cohen
Director, Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer

The MTA launched a marketing campaign last month to combat anti-Asian hate crimes. Conceptualized by Strategy and Customer Experience's Digital Content team and adopted by Metro-North and Long Island Rail Road, the updated messaging came from the January 2020 "Hate Has No Place in Our Transportation System" campaign. In partnership with the NYPD, these new public service advertisements are displayed throughout the system in Chinese, Korean and English to warn against targeting Asian New Yorkers and advise those with tips to contact the NYPD Asian Hate Crimes Task Force.

April 2021 Highlights:
Strategy and Customer Experience

It has now been a full year operating within the pandemic, and we are honored that the *Safe Travels* campaigns are being recognized by the communications industry. I am extremely proud of our creative team's work – in developing and evolving these research-driven campaigns as we maintained service for the region's essential workers. We have welcomed our customers back to transit *safely* since summer, and the campaigns' role in the increasing trends in mask compliance to 99% (bus) and 98% (subway) today has been essential to doing that. *Safe Travels* was recognized as a Finalist, Best in Public Sector, in the 2021 PRWeek US Awards, the highest accolade in the communications field.

While ridership on our services continues to tick upward, customer contacts have remained fairly steady over recent months, suggesting the success of our communications and customer service efforts to keep our riders informed. Notably, our Customer Contact Center has maintained an average time to answer telephone calls of 64 seconds or below for four successive months – a terrific achievement. We are pleased that customer complaint rates about subway and bus service have greatly reduced from the peaks in April and May 2020. Subway complaints per 100k journeys is, at 3.96, down 1.5% from a year ago and a low point since February 2020. The bus complaint rate is, at 10.16, up 8.1% versus March 2020 but the low point since then. The Access-A-Ride complaint rate has increased in the last two months, to 316.6 per 100k journeys in March; we are working with our Paratransit colleagues to identify and address areas of concern. We do expect complaint rates to remain above pre-pandemic levels while customers have COVID-19-related concerns and ridership remains substantially below normal.

In March our creative and production teams continued their work to encourage and facilitate employee vaccination across MTA, and public vaccination across New York City. In addition to supporting Team Vaccine's launch of our second MTA Vaccination Center at Grand Central Terminal on March 10, we prepared signage and communications materials for and supported set-up of the third center, at the Long Island Rail Road's Jamaica Control Center. To promote vaccination across the region, we created multilingual versions of Vaccinate New York messaging which we are running on digital screens throughout the system.

Our video team prepared an explainer of the tremendous potential the important Elevate Transit: Zoning for Accessibility proposal offers for expanding and accelerating vertical accessibility of our Subway stations. We worked closely with our Systemwide Accessibility colleagues to develop a version with audio descriptions, an exciting step for us in our continued efforts to increase the accessibility of everything we do. Audio description provides narration of key visual elements in the video for blind or low-vision viewers. Even if you are fully sighted, close your eyes and give it a listen – it's remarkable how effective this simple addition is.

As customers return to the subway, our customer experience team is looking at ways we can make travel easier. In March, we launched an interactive survey to understand how customers interpret one key piece of our service alerts: the direction that trains travel. When one heads to Yankee Stadium from Manhattan, are you traveling uptown, northbound, or to the Bronx? The goal is to make service information as clear and helpful as possible, so that customers don't have to interpret information. We are reviewing the results from 4,461 responses now and will be adjusting our service communications with what we learn.

Lastly, our ninth *Mask Force* on March 18 saw 150 volunteers, more than half joining us from outside the MTA family, again distributing nearly 50,000 masks to customers in all boroughs. On April 5th, we set up a special pop-up Mask Force, working with our colleagues in Systemwide Accessibility and Subways to provide child-size masks to our customers. MTA Chairman and CEO Patrick Foye and MTA Chief Accessibility Officer Quemuel Arroyo joined volunteers from New York City Transit and Bridges & Tunnels to kick it off, handing out masks at 161 St-Yankee Stadium Station and on the 4 line – and these masks are now available in all Subway station booths. We will be handing out more during a special, sustainable Mask Force X, on Earth Day, Thursday, April 22. Please join us!

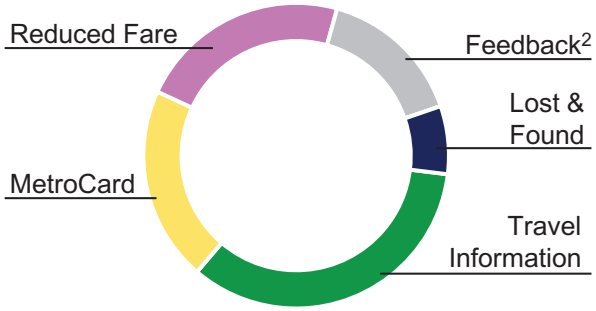
Sarah Meyer
Chief Customer Officer

Customer engagement

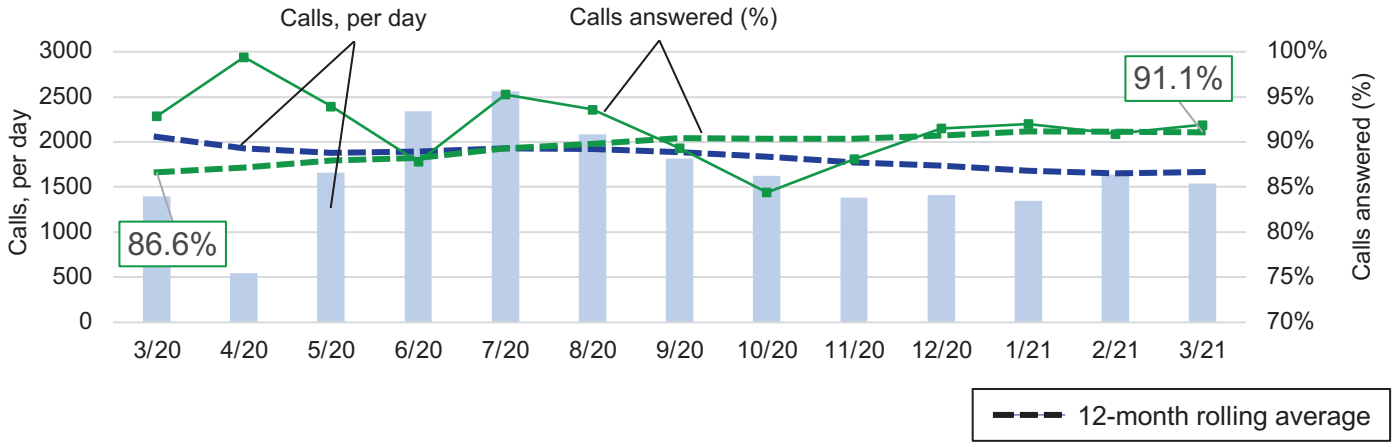
Telephone

	Mar 2021	Mar 2020	Variance
Telephone calls	47,777	43,206	▲10.6%
Calls answered	91.9%	92.8%	▼1.0%
Average time to answer[1] (seconds)	63	96	▼34.4%

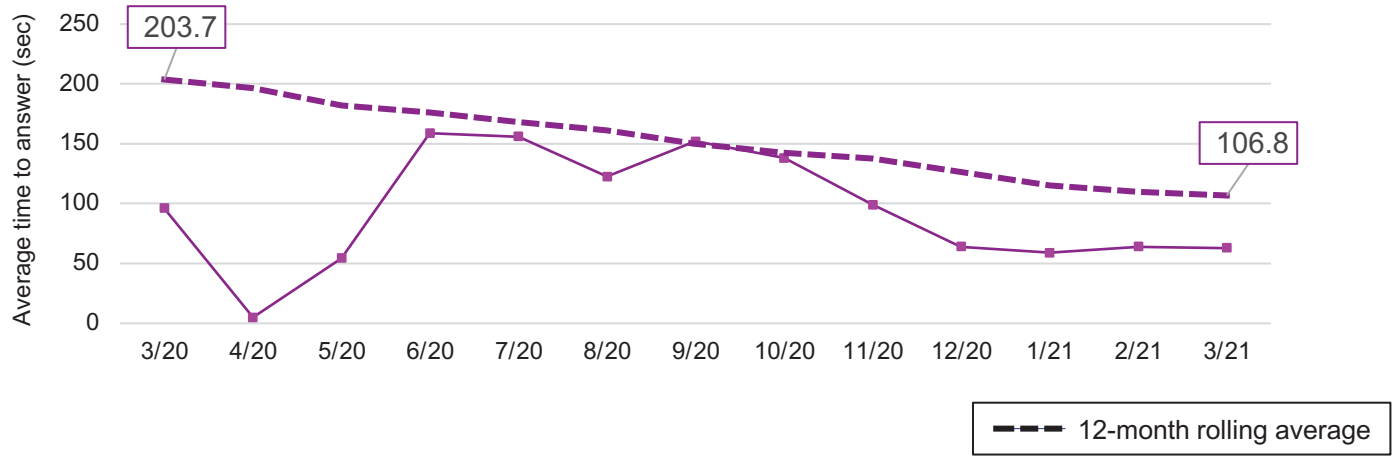
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



Telephone: average time to answer

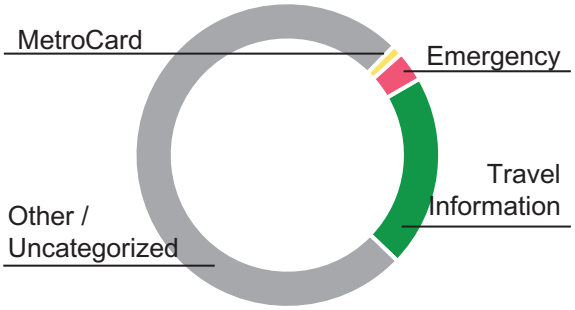


Customer engagement

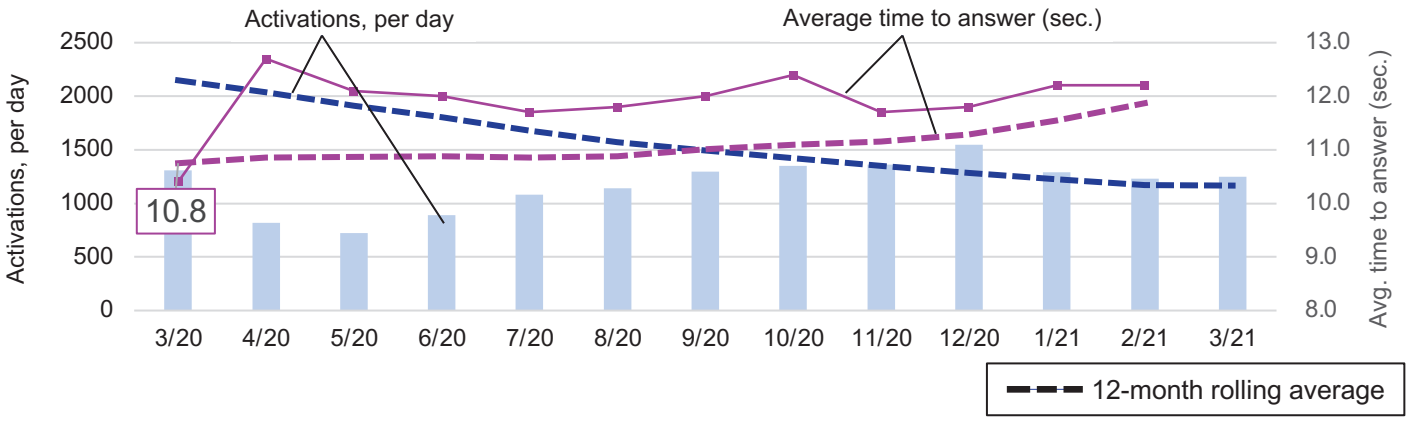
Help Point

	Mar 2021	Mar 2020	Variance
Help Point activations	38,759	40,486	▼**4.3%**
Average time to answer (seconds)	n/a[1]	10.4	n/a[1]

1. Data unavailable during a software upgrade



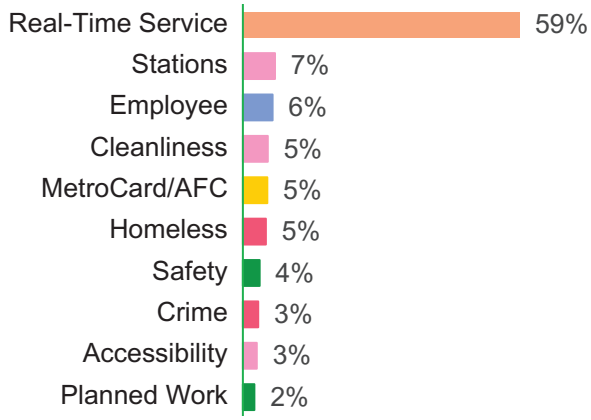
Help Point: activations and average time to answer

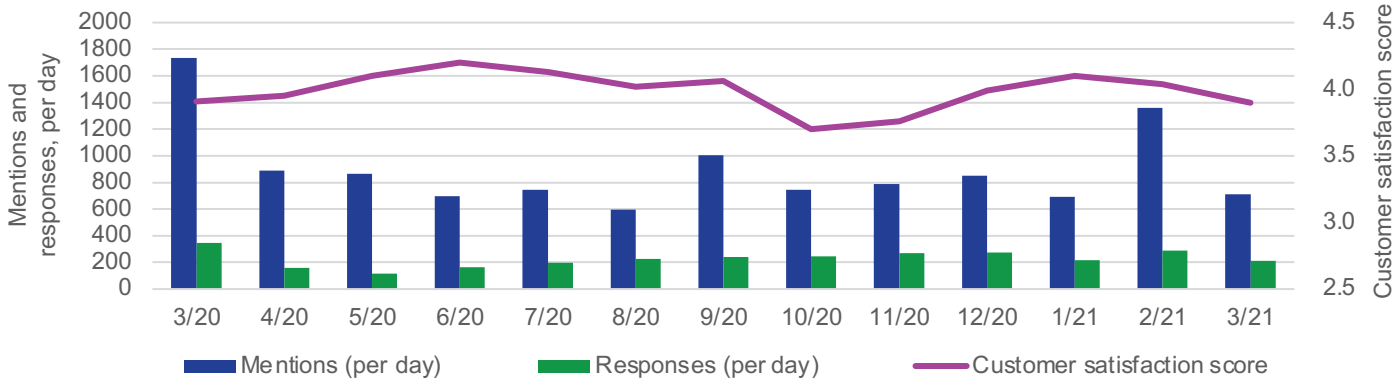


Social media

	Mar 2021	Mar 2020	Variance
Social media mentions[1]	22,005	53,775	▼**59.1%**
Responses sent	6,546	10,684	▼**38.7%**
Customer satisfaction score[2]	3.90	3.91	▼**0.3%**

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



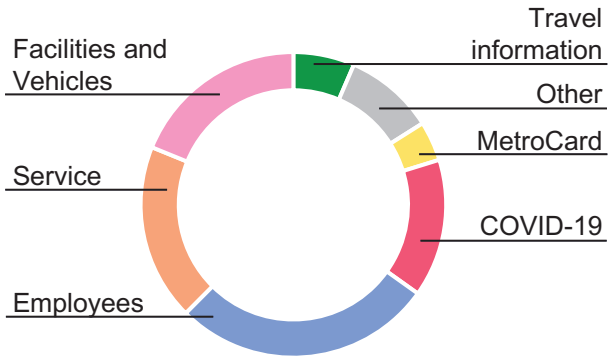


Customer engagement

Web, mobile app, and written feedback

	Mar 2021	Mar 2020	Variance
Received	3,529	4,631	▼**23.8%**
Responses sent[1]	5,271	6,759	▼**22.0%**

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Mar 2021
Web	5,631
Twitter	4,326
Kiosks / Digital Displays[1]	1,788
Email and text alerts	
• Service	4,176
• Elevator and escalator status	8,073
Service Notice posters developed	290

1. Excludes countdown clocks

Social media followers

		Mar 2021	Mar 2020	Variance
Twitter	@NYCTSubway	1,006k	1,022k	▼**1.6%**
	@NYCTBus	31.1k	28.3k	▲**9.9%**
	@MTA	1,323.7k	1,331.6k	▼**0.6%**
Facebook	MTA	156.3k	--	**--**
Instagram	@mtanyctransit	40.9k	28.7k	▲**42.5%**

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

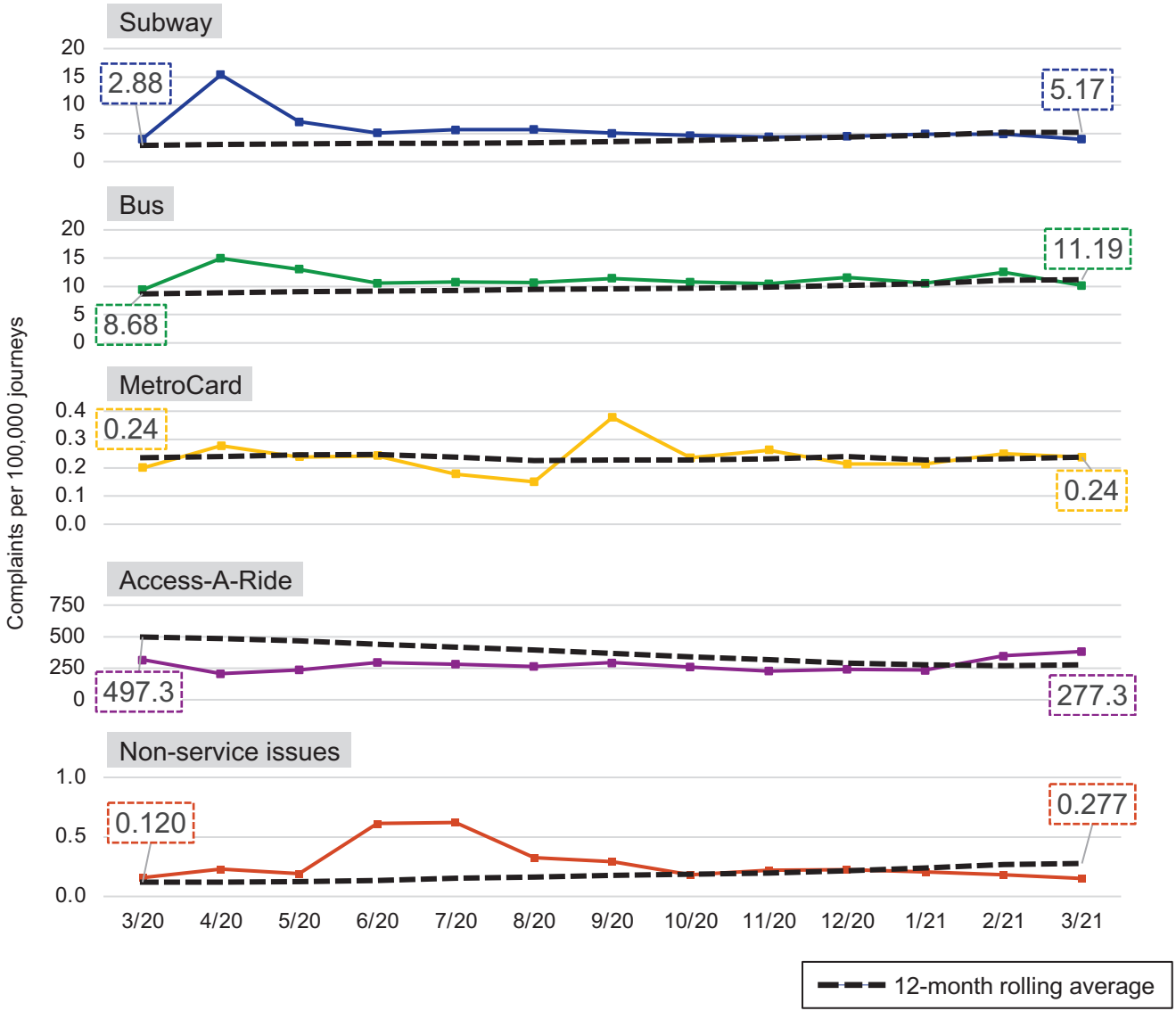
	Mar 2021	Mar 2020	Variance
Subway	3.96	4.02	▼1.5%
Bus	10.16	9.40	▲8.1%
MetroCard	0.24	0.20	▲18.8%
Access-A-Ride	382.5	316.6	▲20.8%
Non-service issues[1]	0.151	0.158	▼4.1%

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

Commendations per 100,000 journeys

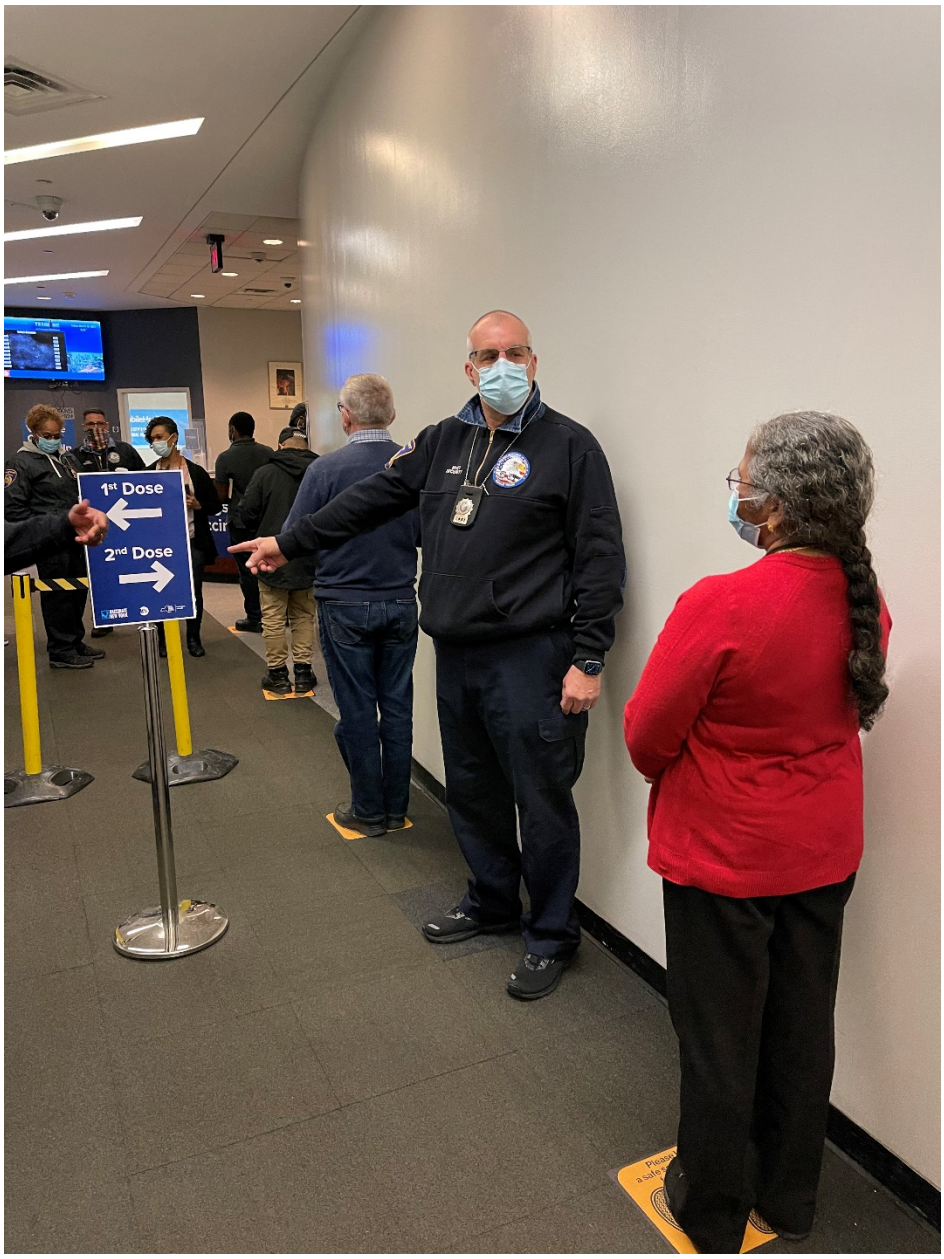
	Mar 2021	Mar 2020	Variance
Subway	0.073	0.148	▼50.7%
Bus	0.50	0.50	▲1.0%
Access-A-Ride	72.8	90.6	▼19.7%
Non-service issues incl. MetroCard	0.031	0.027	▲13.1%

Complaints per 100,000 journeys: trends



Safety

Robert Diehl
Senior Vice President, Safety & Security



Eagle Team Members (from left) Tawanna Jiles, James Albanese and Richard Ingardia guide employees at the 130 Livingston Street COVID-19 Vaccination site.

April 2021 Highlights: Safety

Subway Customer Accident Rates increased by 96.2% when comparing the most recent 12-month period to the previous one. It is worth noting that, nominally, accidents are down 48.2%.

Bus Collisions declined by 23.6% and Collision Injuries declined by 28.5% 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 Apr 18 - Mar 19	Apr 19 - Mar 20	Apr 20 - Mar 21
Subways				
Subway Customer Accidents per Million Customers [1]		2.96	2.87	5.63
Subway Collisions [2]				
	Total	1	2	2
	Mainline	0	0	0
	Yard	1	2	2
Subway Derailments [2]				
	Total	4	6	12
	Mainline	0	1	5
	Yard	4	5	7
Subway Fires [2]		775	754	932
Buses				
Bus Collisions Per Million Miles	Regional	53.80	52.98	40.48
Bus Collision Injuries Per Million Miles	Regional	6.13	6.23	4.46
Bus Customer Accidents Per Million Customers [1]	Regional*	1.37	1.47	1.89
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees [1]		3.85	4.43	5.36

[1] 12-month Average data from March through February.

[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	March	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	34	91	340	26.8%
Joint Track Safety Audits -- Compliance Rate	99.1%	99.5%	100.0%	99.5%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	198	978	9,999	9.8%
Friction Pad Installation	2,449	5,143	22,000	23.4%

Buses	March	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	18	28	780	3.6%
Vision Zero Employee Training	493	1,377	5,800	23.7%

Monthly Operations Report

Safety Report Definitions:

Joint Track Safety Audits are conducted by a joint team of personnel from the Office of System Safety, the Transport Workers Union, and the Subway Surface Supervisors Association (SSSA). The teams look at critical items for on-track safety such as flagging, third rail safety and lighting. These reviews are conducted at various Department of Subways, and MTA Construction & Development 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
March 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:	90.6%	Train:	9
Average:	9.4%	Right-of-way:	55
Above Average:	0.0%	Station:	21
High:	0.0%	Other:	0
		Total:	85

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

Train:		**Right-of-Way:**		**Station:**	
Brake Shoes:	3	Debris:	31	Debris:	20
Debris:	3	Tie:	12	Electrical:	1
AC Comp. Motor:	1	Insulator:	3		
		Cables, Power 3rd			
Car Body:	1	Rail:	2		
Contact Shoe:	1	Undetermined:	2		

April 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 Bureau and the MTA Police Department on a monthly basis for the month ending prior to the reporting period. The report also includes statistics on employee assaults and harassment as well as vandalism, compiled by the NYCT Department of Safety and Security.

Police Department
City of New York

MTA Report

CRIME STATISTICS MARCH

	2021	2020	Diff	% Change
MURDER	1	2	-1	-50.0%
RAPE	1	0	1	***.*%
ROBBERY	35	51	-16	-31.4%
GL	41	90	-49	-54.4%
FELASSAULT	40	30	10	33.3%
BURGLARY	0	2	-2	-100.0%
TOTAL MAJOR FELONIES	***118***	***175***	***-57***	***-32.6%***

During March, the daily Robbery average decreased from 1.6 to 1.1

During March, the daily Major Felony average decreased from 5.6 to 3.8

CRIME STATISTICS JANUARY THRU MARCH

	2021	2020	Diff	% Change
MURDER	3	2	1	50.0%
RAPE	2	2	0	0.0%
ROBBERY	90	204	-114	-55.9%
GL	118	393	-275	-70.0%
FELASSAULT	119	110	9	8.2%
BURGLARY	3	3	0	0.0%
TOTAL MAJOR FELONIES	***335***	***714***	***-379***	***-53.1%***

Year to date the daily Robbery average decreased from 2.3 to 1

Year to date the daily Major Felony average decreased from 7.9 to 3.7

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

Police Department
City of New York

MTA Report

MARCH ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	480	465	15	3.2%
TOS Arrests	96	99	-3	-3.0%
Total Summons	8552	6005	2547	42.4%
TOS TABs	7236	4055	3181	78.4%
TOS C-Summ	120	121	-1	-0.8%

JANUARY THRU MARCH ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	1261	2094	-833	-39.8%
TOS Arrests	233	375	-142	-37.9%
Total Summons	21327	25663	-4336	-16.9%
TOS TABs	18019	16646	1373	8.2%
TOS C-Summ	291	415	-124	-29.9%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

Police Department City of New York

REPORT

JANUARY-MARCH

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Murder	1	0	3	1	0	0	0	1	2	1	1	0	1	0	0	0	0	0	0	1	0	0	1	1	3
Rape	1	4	0	1	1	0	2	0	2	2	0	2	0	0	0	3	2	3	0	0	0	0	1	2	2
Robbery	553	503	412	336	321	308	289	258	327	233	188	189	188	184	176	236	155	119	98	123	99	121	116	203	90
Assault	120	130	105	99	71	71	60	63	79	45	48	52	46	51	56	38	46	48	52	75	92	81	91	106	119
Burglary	12	5	1	2	3	1	3	0	0	1	0	2	0	2	0	3	5	6	5	7	8	3	2	3	3
GL	762	637	533	548	519	500	393	430	485	282	292	312	295	264	318	403	384	393	344	370	423	357	348	382	118
TOTAL MAJOR FELONIES	1449	1279	1054	987	915	880	747	752	895	564	529	557	530	501	550	683	592	569	499	576	622	562	559	697	335
Major Fel Per Day	16.10	14.21	11.71	10.97	10.17	9.78	8.30	8.36	9.94	6.27	5.88	6.19	5.89	5.57	6.11	7.59	6.58	6.32	5.54	6.40	6.91	6.24	6.21	7.74	3.72

Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 4/4/2021)

Motivation:

Motivation	2021	2020	Diff	% Change
ASIAN	7	0	7	***.*
BLACK	1	1	0	**0%**
ETHNIC	2	0	2	***.*
GENDER	2	5	-3	**-60%**
OTHER	4	6	-2	**-33%**
SEMITIC	2	12	-10	**-83%**
SEXUAL ORIENTATION	2	3	-1	**-33%**
WHITE	0	1	-1	**-100%**
Grand Total	20	28	-8	**-29%**

Crime Name:

Crime Name	2021	2020	Diff	% Change
Aggravated Harassment 1	2	13	-11	**-85%**
Aggravated Harassment 2	4	3	1	**33%**
Assault 2	1	1	0	**0%**
Assault 3	4	8	-4	**-50%**
Criminal Mischief 2	0	1	-1	**-100%**
Criminal Mischief 3	2	0	2	***.*
Criminal Mischief 4	3	0	3	***.*
Forcible Touching	1	0	1	***.*
Grand Larceny 4	0	1	-1	**-100%**

METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

March 2021 vs. 2020

	2021	2020	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	0	0	0%
Burglary	0	0	0	0%
Grand Larceny	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	0	0	0	0%

Year to Date 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%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

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 April 7, 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
3/29/2021	0	0	9	25	34
3/22/2021	0	0	12	33	45
3/15/2021	1	0	12	36	49
3/8/2021	0	0	18	37	55
3/1/2021	0	0	10	32	42
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

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 April 7, 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
3/29/2021	8	0	4	0	0	6	1	19
3/22/2021	15	0	1	0	0	5	6	27
3/15/2021	22	0	2	0	0	10	0	34
3/8/2021	14	0	3	6	0	8	1	32
3/1/2021	14	0	6	0	1	2	1	24
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

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

The overnight subway station shutdown period for cleaning, from 1 am to 5 am, was reduced by 2 hours (2 am to 4 am), and subway services were expanded. The additional two hours of subway service carried nearly three thousand passengers and attracted over two thousand new subway riders on a March weekday.

Preliminary March 2021 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary March 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 budget, are summarized as follows:

- March 2021 New York City Transit ridership of 76 million was 41.5 million (120 percent) above budget, of which subway ridership of 50.8 million was 25.3 million (99.5 percent) above budget, and bus ridership of 24.6 million was 16.3 million (196.5 percent) above budget.
- March 2021 farebox revenue of $164.9 million was $94.5 million (134.4 percent) above budget.
- Other revenue was lower than budget in March by $9.6 million (22.8 percent), mainly due to underruns in Paratransit reimbursement and MetroCard surcharges.

March 2021 operating expenses of $740.2 million were $3.9 million (0.5 percent), less than budget.

- Labor expenses were under budget by a net $2.6 million (0.5 percent), due largely to underruns in health and welfare and OPEB current expenses of $14.3 million (10.2 percent), and payroll expenses favorable to budget by $2.9 million (1.0 percent). There were partially offsetting overruns in overtime $7.6 million (16.3 percent), other fringe benefits unfavorable $2.4 million (4.9 percent), and reimbursable overhead of $3.6 million (16.8 percent).
- Non-labor expenses were under budget by a net $1.3 million (0.8 percent), due mostly to underruns in paratransit service contracts of $5.8 million (16.7 percent), electric power of $1.4 million (6.0 percent), and professional service contracts of $1.1 million (9.8 percent). Partial offsets in maintenance and other operating contracts of $5.9 million (24.4 percent), and minor overruns in other categories resulted in slight net favorability of non-labor expenses.

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

Preliminary Financial Results Compared to Budget						
	March Results		March Year-to-Date Results			
Category	Variance Fav(UnFav)		Budget	Prelim Actual	Variance Fav(UnFav)	
($ in millions)	$	%	$	$	$	%
Total Farebox Revenue	94.5	134.4	199.5	430.4	230.9	115.8
Nonreimb. Exp. before Dep./OPEB	3.9	0.5	(2,211.3)	(2,103.8)	107.5	4.9
Net Cash Deficit*	77.5	12.8	(1,782.1)	(1,484.4)	297.7	16.7

*Excludes Subsidies and Debt Service

March 2021 farebox revenue of $164.9 million was $94.5 million (134.4 percent) above budget. Subway revenue was $62.3 million (115.7 percent) above budget, bus revenue was $30.8 million (217.4 percent) above budget. Accrued fare media liability was equal to budget. The March 2021 non-student average fare of $2.16 decreased 39.7¢ from March 2020; subway fare decreased 36.1¢; local bus fare decreased 36.1¢; express bus fare decreased 2.3¢.

Total ridership in March 2021 of 76 million was 41.5 million (120 percent) above budget. Average weekday ridership in March 2021 was 2.7 million (28.6 percent) below March 2020. Average weekday ridership for the twelve months ending March 2021 was 1.9 million, 73.4 percent lower than the twelve months ending March 2020.

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 pension Adjustment, of $740.2 million were $3.9 million (0.5 percent), less than budget.

Labor expenses were under budget by a net $2.6 million (0.5 percent), due largely to underruns in health and welfare and OPEB current expenses lower by $14.3 million (10.2 percent), and payroll expenses under budget by $2.9 million (1.0 percent). Overruns in overtime of $7.6 million (16.3 percent), other fringe benefits of $2.4 million (4.9 percent), and reimbursable overhead of $3.6 million (16.8 percent) along with minor overruns in other categories provided partial offset and resulted in slight net favorability to the budget.

Non-labor expenses were under budget by a net $1.3 million (0.8 percent), due mostly to underruns in paratransit service contracts of $5.8 million (16.7 percent), electric power of $1.4 million (6.0 percent), and professional service contracts of $1.1 million (9.8 percent). Overruns in maintenance and other operating contracts of $5.9 million (24.4 percent), and minor overruns in other categories provided partial offsets to non-labor expense net favorability to budget.

Year-to-date, non-reimbursable expenses were lower than budget by a net $107.5 million (4.9 percent), of which labor expenses underran by a net $74.1 million (4.3 percent). Health and welfare/OPEB current expenses were favorable to the budget by $88.6 million (21.0 percent), and payroll underran by $25.9 million (3.0 percent). Overtime overruns of $17.1 million (12.4 percent), along with unfavorable reimbursable overhead credits $13.7 million (22.2 percent), and overruns in other fringe benefits $6.3 million (4.3 percent), and pension $3.3 million (1.4 percent) provided a partial offset. Non-labor expenses were favorable by a net $33.4 million (7.0 percent), including significant underruns in paratransit service contract expenses $18.2 million (18.7 percent), materials & supplies $10.4 million (12.5 percent), electric power $11.0 million (13.8 percent), and fuel $2.3 million (9.0 percent). Overruns in maintenance and operating contracts of $13.1 million (18.6 percent) provided a partial offset to minor favorability in the rest of the non-labor expense categories.

Financial Results

Farebox Revenue

March 2021 Farebox Revenue - ($ in millions)								
	March				March Year-to-Date			
			Favorable(Unfavorable)				Favorable(Unfavorable)	
	Budget	Prelim Actual	Amount	Percent	Budget	Prelim Actual	Amount	Percent
Subway	53.8	116.1	62.3	115.7%	152.6	302.1	149.4	97.9%
NYCT Bus	14.2	45.0	30.8	217.4%	40.2	118.7	78.5	195.4%
Paratransit	0.0	1.4	1.4	0.0%	0.0	3.0	3.0	0.0%
Subtotal	68.0	162.6	94.5	139.0%	192.8	423.8	230.9	119.8%
Fare Media Liability	2.3	2.3	0.0	0.0%	6.6	6.6	0.0	0.0%
Total - NYCT	**70.3**	**164.9**	**94.5**	**134.4%**	**199.5**	**430.4**	**230.9**	**115.8%**

Note: Total may not add due to rounding

Average Fare

March Non-Student Average Fare - (in $)				
	NYC Transit			
			Change	
	2020	Prelim 2021	Amount	Percent
Subway	2.672	2.311	(0.361)	(13.5%)
Local Bus	2.164	1.803	(0.361)	(16.7%)
Subway & Local Bus	2.544	2.148	(0.396)	(15.6%)
Express Bus	5.924	5.901	(0.023)	(0.4%)
Total	**2.562**	**2.165**	**(0.397)**	**(15.5%)**

The non-student average fare decreased by 15.6 percent from the prior year.

Non-reimbursable Expenses

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 pension Adjustment, were $3.9 million (0.5 percent), less than budget.

Labor expenses underran budget by a net $2.6 million (0.5 percent):

- Health and welfare/OPEB current expenses together were favorable $14.3 million (10.2 percent), resulting from favorable prescription drug rates, favorable Aetna rates, and vacancies
- Payroll expenses were lower than budget by $2.9 million (1.0 percent), mainly due to vacancies
- Overtime expenses overran by $7.6 million (16.3 percent), primarily due to adverse winter weather results and vacancy coverage
- Reimbursable overhead was unfavorable $3.6 million (16.8 percent), reflecting less than anticipated capital labor expense
- Other fringe benefits were unfavorable $2.4 million (4.9 percent), mainly due to unfavorable capital support credits
- Pension was unfavorable to budget by $0.9 million (1.2 percent), mainly due to unfavorable timing of NYCERS pension charges

Non-labor expenses were net favorable to the budget by $1.3 million (0.8 percent):

- Paratransit service contracts underran by $5.8 million (16.7 percent), reflecting fewer trips and favorable timing of support costs
- Electric Power was lower than budget $1.4 million (6.0 percent), mainly due to lower consumption
- Professional service contracts were under budget by $1.1 million (9.8 percent), mainly due to the favorable timing of MTA real estate credits
- Maintenance and other operating contract expenses overran by $5.9 million (24.4 percent), due to the unfavorable timing of building expenses

Depreciation expenses in March were higher than budget by $11.5 million (7.0 percent).

The **operating cash deficit** (excluding subsidies) for March of $527.3 million is $77.5 million (12.8 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 a net $107.5 million (4.9 percent).

Labor expenses underran budget by a net $74.1 million (4.3 percent)

- Health and welfare/OPEB current expenses together were favorable $88.6 million (21.0 percent) resulting from favorable timing of rebates, vacancies, and lower rates
- Payroll expenses were lower than budget by $25.9 million (3.0 percent), mainly due to vacancies
- Overtime expenses overran by $17.1 million (12.4 percent), primarily due to adverse winter weather results and vacancy coverage
- Reimbursable overhead was unfavorable $13.7 million (22.2 percent), mainly due to less than anticipated capital labor expense
- Other fringe benefits were unfavorable $6.3 million (4.3 percent), mainly due to unfavorable capital project support credits
- Pension was unfavorable to budget by $3.3 million (1.4 percent), mainly due to unfavorable timing of NYCERS pension charges

Non-labor expenses were net favorable to the budget by $33.4 million (7.0 percent):

- Paratransit service contracts underran by $18.2 million (18.7 percent), reflecting fewer trips and favorable timing of support costs
- Materials and supplies underran by $10.4 million (12.5 percent), mainly due to the favorable timing of expenses
- Electric Power was lower than budget $11.0 million (13.8 percent) mainly due lower consumption and favorable rates
- Fuel was under budget by $2.3 million (9.0 percent), mainly due to lower consumption
- Maintenance and other operating contract expenses overran by $13.1 million (18.6 percent) due to the unfavorable timing of non-vehicle maintenance and repair expenses

Depreciation expenses exceeded budget by $29.0 million (5.9 percent).

The year-to-date **operating cash deficit** (excluding subsidies) of $1,484.4 million is $297.7 million (16.7 percent) favorable to budget.

Ridership Results

March 2021 Ridership vs. Budget - (in millions)								
	March				March Year-to-Date			
			More(Less)				More(Less)	
	Budget	Prelim Actual	Amount	Percent	Budget	Prelim Actual	Amount	Percent
Subway	25.5	50.8	25.3	99.5%	71.3	131.1	59.7	83.7%
NYCT Bus	8.3	24.6	16.3	196.5%	23.1	64.1	41.0	177.4%
Paratransit	0.8	0.7	(0.1)	(17.3%)	2.3	1.8	(0.5)	(21.3%)
Total - NYCT	**34.6**	**76.0**	**41.5**	**120.0%**	**96.7**	**197.0**	**100.3**	**103.7%**

Note: Total may not add due to rounding

March Average Weekday and Weekend Ridership vs. Prior Year								
	Average Weekday - (thousands)				Average Weekend - (thousands)			
		Preliminary	Change			Preliminary	Change	
Month	2020	2021	Amount	Percent	2020	2021	Amount	Percent
Subway	2,820	1,827	(993)	-35.2%	2,590	2,186	(404)	-15.6%
NYCT Local Bus	964	868	(96)	-10.0%	1,001	1,056	55	+5.5%
NYCT Express Bus	21	13	(8)	-38.1%	7	6	(1)	-14.3%
Paratransit	24	25	1	+2.3%	26	26	1	+2.8%
TOTAL - NYCT	**3,829**	**2,733**	**(1,096)**	**-28.6%**	**3,624**	**3,274**	**(349)**	**-9.6%**
12-Month Rolling Average								
Subway	5,273	1,348	(3,925)	-74.4%	5,283	1,545	(3,738)	-70.8%
NYCT Local Bus	1,661	484	(1,177)	-70.9%	1,862	596	(1,266)	-68.0%
NYCT Express Bus	38	10	(28)	-73.7%	13	5	(8)	-61.5%
Paratransit	34	20	(13)	-39.6%	40	21	(19)	-46.9%
TOTAL - NYCT	**7,006**	**1,862**	**(5,143)**	**-73.4%**	**7,198**	**2,167**	**(5,031)**	**-69.9%**

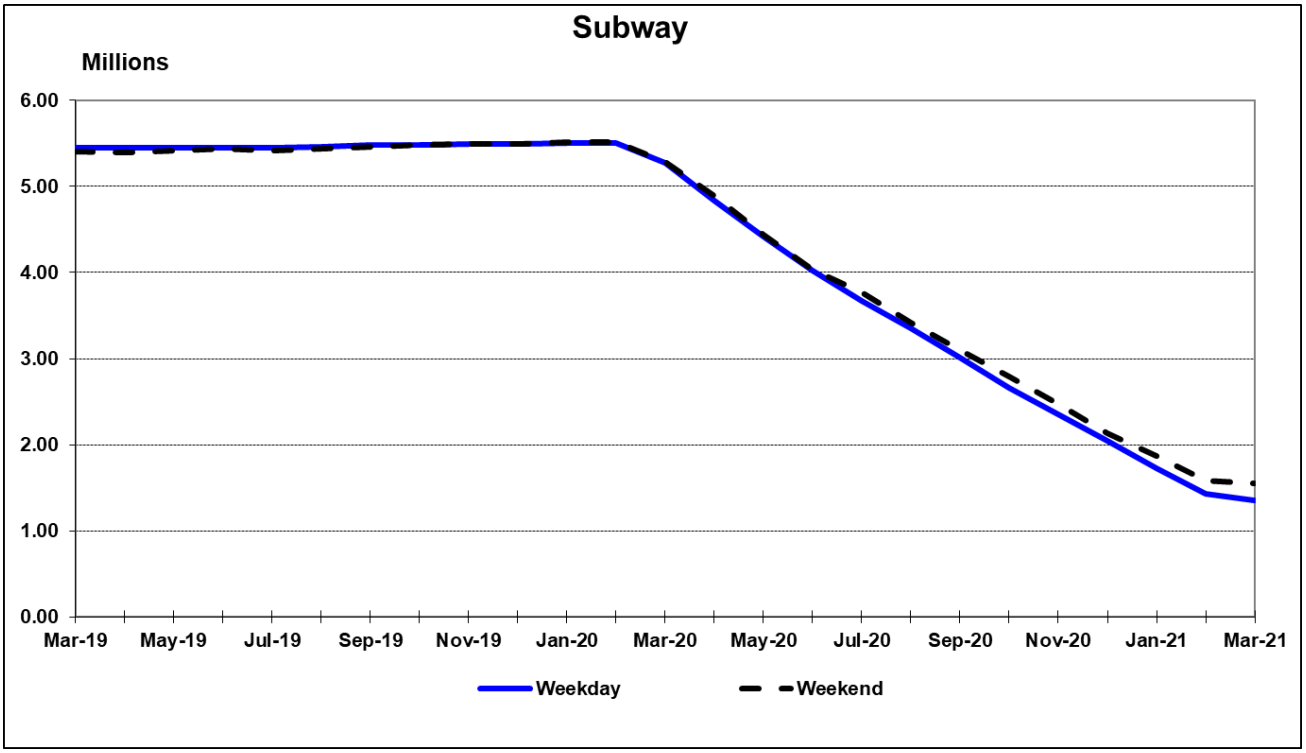
Notes: Totals may not add due to rounding. Percentages are based on unrounded figures.

- March 2021 subway ridership was 99.5 percent favorable to budget and bus ridership was 196.5 percent favorable. Paratransit ridership was 17.3 percent unfavorable to budget.

- Compared to the previous year, average weekday ridership was down 35.2 percent on subway and down 10 percent on local bus. Express bus ridership was down 38.1 percent. Paratransit average weekday ridership was up 2.3 percent. The subway has been more impacted by the reduction in employment-based trips and COVID-19 related safety concerns.

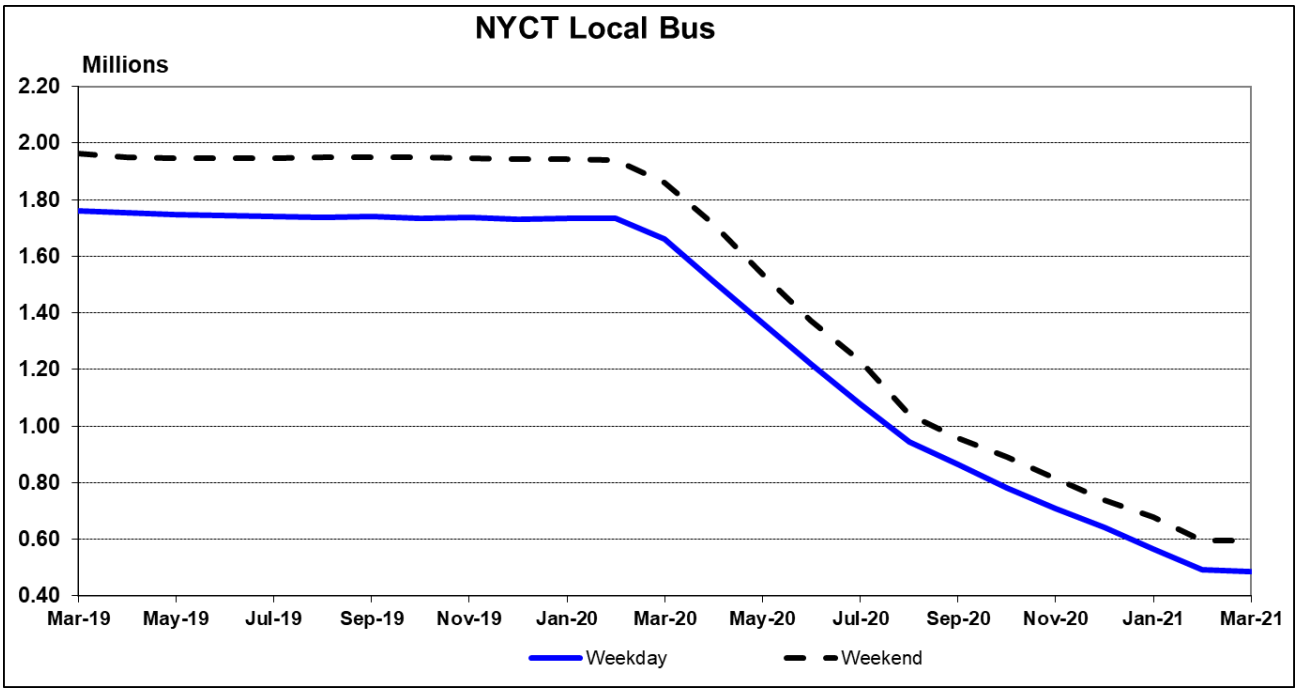
Average Weekday and Weekend Ridership

12-Month Rolling Averages



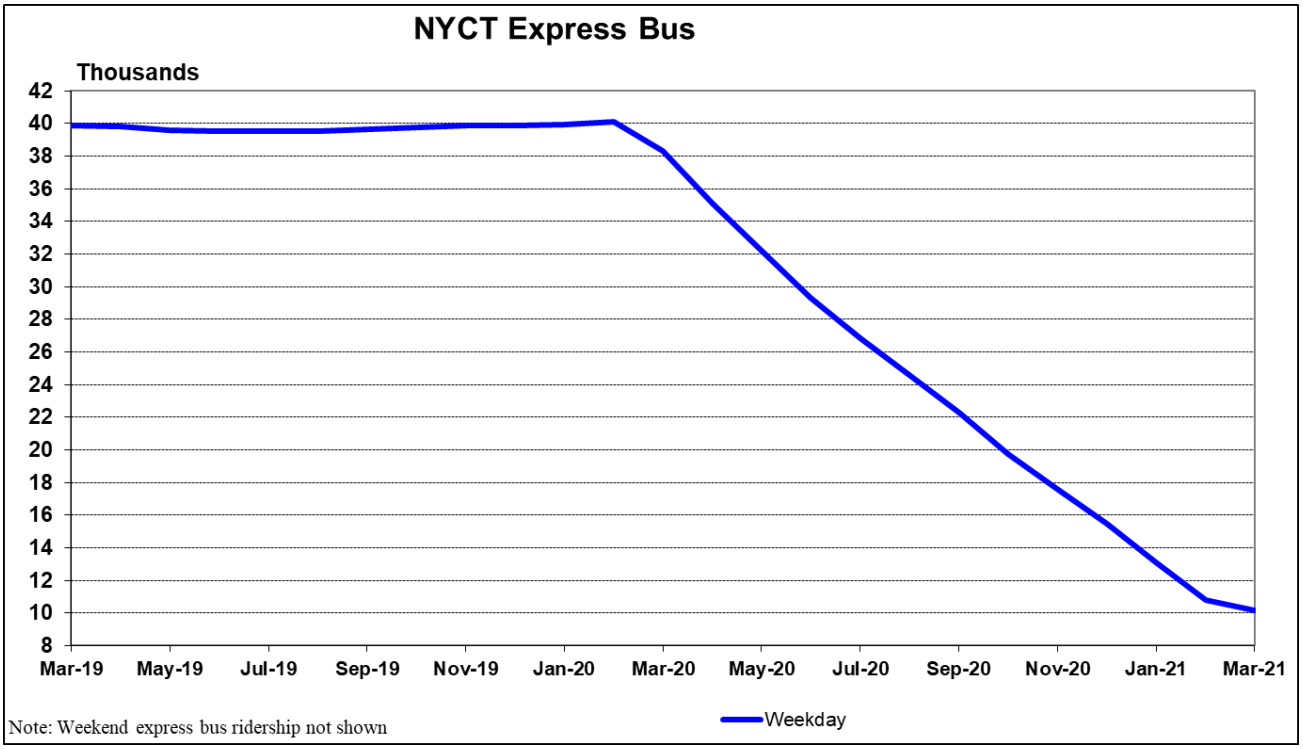
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions began in March 2020.

12-Month Rolling Averages



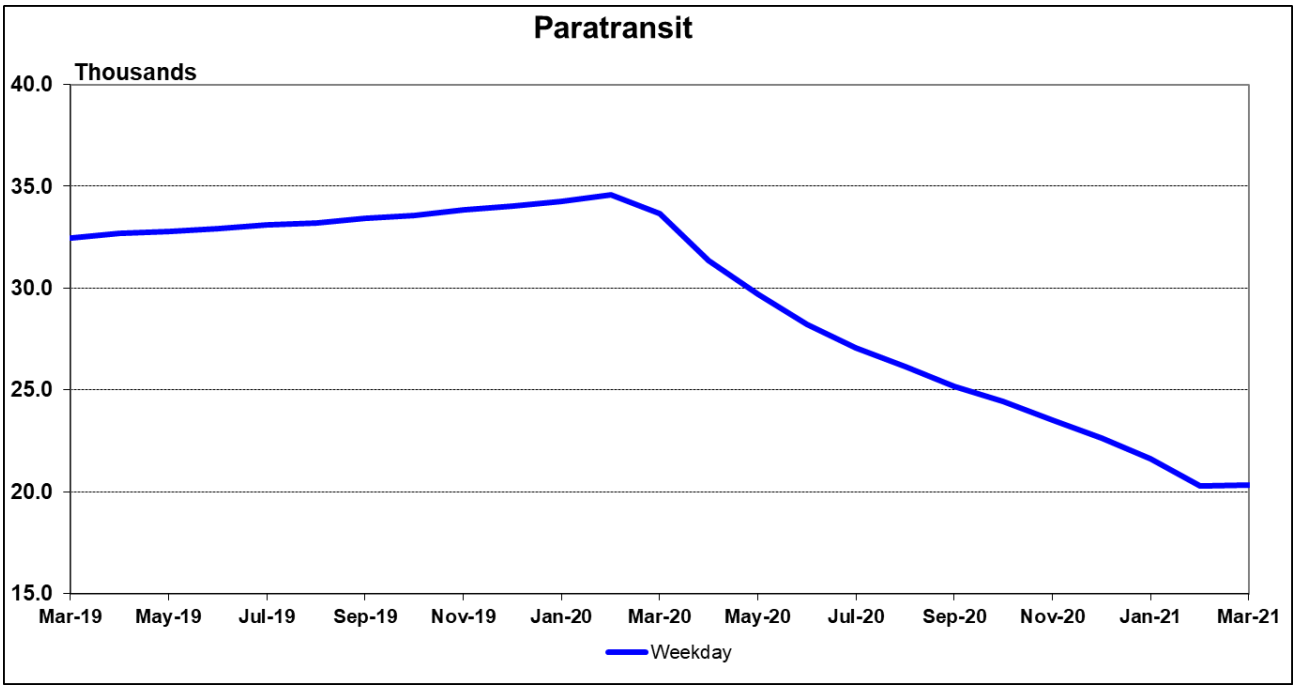
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.

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 outsize 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. SIR was one of the most impacted, with 53.8 decline on weekdays and 99.1 percent on weekends, compared to March 2020.

In March 2021 on weekdays, the rate of decline started to slow down on subway, NYCT Bus and MTA Bus. On weekends, NYCT Local bus ridership increased by 5.5 percent and MTA BC Local bus ridership by 5.2 percent. Paratransit experienced a mild rebound – 2.3 percent growth on weekdays and 2.8 percent on weekends, compared to the March of prior year. Metro-North ridership, while experiencing the largest drop on weekdays (66.2 percent), at the same time saw the largest gains (63.8 percent) on weekends, compared to March 2020. Similar picture can be observed in LIRR and PATH: while still showing low ridership on weekdays (43.9 and 49.2 percent lower than in March 2020, respectively), they started to grow on weekends (13.3 LIRR and 11 percent PATH).

Ridership on Transit Services in the New York Area
(thousands)

Transit Service	Mar-20	Prelim Mar-21	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	2,820	1,827	-35.2%	5,273	1,348	-74.4%
NYCT Local Bus	964	868	-10.0%	1,661	484	-70.9%
NYCT Express Bus	21	13	-38.1%	38	10	-73.7%
Paratransit	24	25	+2.3%	34	20	-39.6%
SIR	9	4	-53.8%	15	3	-81.3%
MTA Local Bus	202	185	-8.3%	346	102	-70.5%
MTA Express Bus	16	9	-43.8%	27	9	-65.8%
LIRR	132	74	-43.9%	301	60	-80.1%
Metro-North	142	48	-66.2%	270	46	-83.0%
PATH	126	64	-49.2%	274	49	-82.1%
Average Weekend						
Subway	2,590	2,186	-15.6%	5,283	1,545	-70.8%
NYCT Local Bus	1,001	1,056	+5.5%	1,862	596	-68.0%
NYCT Express Bus	7	6	-14.3%	13	5	-61.5%
Paratransit	26	26	+2.8%	40	21	-46.9%
SIR	3	0	-99.1%	4	1	-71.8%
MTA Local Bus	203	213	+5.2%	373	119	-68.0%
MTA Express Bus	6	5	-25.7%	12	5	-57.9%
LIRR	83	94	+13.3%	202	61	-69.8%
Metro-North	47	77	+63.8%	236	59	-75.0%
PATH	73	81	+11.0%	178	57	-68.0%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT
Mar - 2021 Adopted
Accrual Statement of Operations By Category
Month - Mar 2021
($ in Millions)

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	Nonreimbursable		Var Percent		Reimbursable				Total			
			Favorable (Unfavorable)				Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Revenue												
Farebox Revenue:												
Subway	$53.845	$116.143	$62.298	115.7	$0.000	$0.000	-	-	$53.845	$116.143	$62.298	115.7
Bus	$14.186	$45.021	$30.835	217.4	$0.000	$0.000	-	-	$14.186	$45.021	$30.835	217.4
Paratransit	$0.000	$1.405	$1.405	-	$0.000	$0.000	-	-	$0.000	$1.405	$1.405	-
Fare Liability	$2.290	$2.290	$0.000	0.0	$0.000	$0.000	-	-	$2.290	$2.290	$0.000	0.0
Farebox Revenue	**$70.321**	**$164.859**	**$94.538**	**134.4**	**$0.000**	**$0.000**	**-**	**-**	**$70.321**	**$164.859**	**$94.538**	134.4
Fare Reimbursment	$7.853	$7.853	$0.000	0.0	$0.000	$0.000	-	-	$7.853	$7.853	$0.000	0.0
Paratransit Reimbursment	$20.401	$11.572	(8.829)	(43.3)	$0.000	$0.000	-	-	$20.401	$11.572	(8.829)	(43.3)
Other Operating Revenue	$13.955	$13.157	(0.798)	(5.7)	$0.000	$0.000	-	-	$13.955	$13.157	(0.798)	(5.7)
Other Revenue	**$42.209**	**$32.582**	**(9.627)**	**(22.8)**	**$0.000**	**$0.000**	**-**	**-**	**$42.209**	**$32.582**	**(9.627)**	(22.8)
Capital and Other Reimbursements	$0.000	$0.000	-	-	$97.631	$85.984	(11.648)	(11.9)	$97.631	$85.984	(11.648)	(11.9)
Total Revenue	**$112.529**	**$197.440**	**$84.911**	**75.5**	**$97.631**	**$85.984**	**(11.648)**	**(11.9)**	**$210.161**	**$283.424**	**$73.263**	34.9
Expenses												
Labor :												
Payroll	$291.471	$288.620	$2.851	1.0	$39.820	$33.180	$6.640	16.7	$331.291	$321.800	$9.491	2.9
Overtime	$46.980	$54.615	(7.634)	(16.3)	$9.123	$8.515	$0.608	6.7	$56.103	$63.129	(7.026)	(12.5)
Total Salaries & Wages	**$338.451**	**$343.235**	**(4.783)**	**(1.4)**	**$48.943**	**$41.695**	**$7.248**	**14.8**	**$387.394**	**$384.929**	**$2.465**	0.6
Health and Welfare	$90.649	$71.303	$19.347	21.3	$2.126	$1.740	$0.385	18.1	$92.775	$73.043	$19.732	21.3
OPEB Current Payment	$49.734	$54.791	(5.057)	(10.2)	$1.212	$0.997	$0.216	17.8	$50.947	$55.788	(4.841)	(9.5)
Pensions	$78.422	$79.326	(0.904)	(1.2)	$2.157	$2.164	(0.007)	(0.3)	$80.579	$81.490	(0.911)	(1.1)
Other Fringe Benefits	$49.096	$51.493	(2.396)	(4.9)	$15.635	$13.140	$2.495	16.0	$64.732	$64.633	$0.099	0.2
Total Fringe Benefits	**$267.902**	**$256.912**	**$10.990**	**4.1**	**$21.130**	**$18.041**	**$3.089**	**14.6**	**$289.032**	**$274.953**	**$14.079**	4.9
Contribution to GASB Fund	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Reimbursable Overhead	(21.229)	(17.658)	(3.572)	(16.8)	$21.229	$17.651	$3.579	16.9	$0.000	(0.007)	$0.007	-
Labor	**$585.124**	**$582.489**	**$2.635**	**0.5**	**$91.302**	**$77.387**	**$13.916**	**15.2**	**$676.426**	**$659.876**	**$16.550**	2.4
Non-Labor :												
Electric Power	$22.853	$21.490	$1.364	6.0	$0.021	$0.023	(0.001)	(6.0)	$22.875	$21.512	$1.362	6.0
Fuel	$8.957	$9.759	(0.802)	(8.9)	$0.000	$0.000	$0.000	-	$8.957	$9.759	(0.802)	(8.9)
Insurance	$6.681	$5.725	$0.956	14.3	$0.000	$0.000	$0.000	-	$6.681	$5.725	$0.956	14.3
Claims	$18.487	$18.487	$0.000	0.0	$0.000	$0.000	-	-	$18.487	$18.487	$0.000	0.0
Paratransit Service Contracts	$34.820	$29.021	$5.799	16.7	$0.000	$0.000	$0.000	-	$34.820	$29.021	$5.799	16.7
Maintenance and Other Operating Contracts	$24.042	$29.909	(5.867)	(24.4)	$3.165	$3.477	(0.312)	(9.9)	$27.207	$33.386	(6.179)	(22.7)
Professional Service Contracts	$11.141	$10.054	$1.087	9.8	$0.953	$1.223	(0.269)	(28.3)	$12.094	$11.276	$0.818	6.8
Materials & Supplies	$27.669	$28.374	(0.705)	(2.5)	$4.422	$3.592	$0.830	18.8	$32.091	$31.966	$0.125	0.4
Other Business Expenses	$4.392	$4.913	(0.521)	(11.9)	(2.232)	$0.283	(2.515)	(112.7)	$2.160	$5.196	(3.036)	(140.5)
Non-Labor	**$159.043**	**$157.732**	**$1.311**	**0.8**	**$6.329**	**$8.597**	**(2.268)**	**(35.8)**	**$165.372**	**$166.329**	**(0.957)**	(0.6)
Other Expense Adjustments:												
Other	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Other Expense Adjustments	**$0.000**	**$0.000**	**-**	**-**	**$0.000**	**$0.000**	**-**	**-**	**$0.000**	**$0.000**	**-**	-
Total Expenses before Depreciation and OPEB	**$744.167**	**$740.221**	**$3.945**	**0.5**	**$97.631**	**$85.984**	**$11.648**	**11.9**	**$841.798**	**$826.205**	**$15.593**	1.9
Depreciation	$164.838	$176.302	(11.464)	(7.0)	$0.000	$0.000	-	-	$164.838	$176.302	(11.464)	(7.0)
GASB 75 OPEB Expense Adjustment	$10.000	$0.000	$10.000	100.0	$0.000	$0.000	-	-	$10.000	$0.000	$10.000	100.0
GASB 68 Pension Adjustment	$19.288	$0.000	$19.288	100.0	$0.000	$0.000	-	-	$19.288	$0.000	$19.288	100.0
Environmental Remediation	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Total Expenses	**$938.293**	**$916.524**	**$21.770**	**2.3**	**$97.631**	**$85.984**	**$11.648**	**11.9**	**$1,035.925**	**$1,002.507**	**$33.418**	3.2
OPERATING SURPLUS/DEFICIT	**(825.764)**	**(719.083)**	**$106.681**	**12.9**	**$0.000**	**$0.000**	**$0.000**	**100.0**	**(825.764)**	**(719.083)**	**$106.681**	12.9

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.

MTA NEW YORK CITY TRANSIT

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

4/07/2021 09:23 AM

	Nonreimbursable		Var Percent		Reimbursable				Total			
			Favorable (Unfavorable)				Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Revenue												
Farebox Revenue:												
Subway	$152.641	$302.070	$149.429	97.9	$0.000	$0.000	-	-	$152.641	$302.070	$149.429	97.9
Bus	$40.198	$118.734	$78.535	195.4	$0.000	$0.000	-	-	$40.198	$118.734	$78.535	195.4
Paratransit	$0.000	$2.985	$2.985	-	$0.000	$0.000	-	-	$0.000	$2.985	$2.985	-
Fare Liability	$6.627	$6.627	$0.000	0.0	$0.000	$0.000	-	-	$6.627	$6.627	$0.000	0.0
Farebox Revenue	**$199.466**	**$430.415**	**$230.949**	**115.8**	**$0.000**	**$0.000**	**-**	**-**	**$199.466**	**$430.415**	**$230.949**	115.8
Fare Reimbursment	$23.284	$23.284	$0.000	0.0	$0.000	$0.000	-	-	$23.284	$23.284	$0.000	0.0
Paratransit Reimbursment	$57.759	$48.267	(9.491)	(16.4)	$0.000	$0.000	-	-	$57.759	$48.267	(9.491)	(16.4)
Other Operating Revenue	$41.735	$34.503	(7.233)	(17.3)	$0.000	$0.000	-	-	$41.735	$34.503	(7.233)	(17.3)
Other Revenue	**$122.778**	**$106.054**	**(16.724)**	**(13.6)**	**$0.000**	**$0.000**	**-**	**-**	**$122.778**	**$106.054**	**(16.724)**	(13.6)
Capital and Other Reimbursements	$0.000	$0.000	-	-	$290.342	$234.840	(55.503)	(19.1)	$290.342	$234.840	(55.503)	(19.1)
Total Revenue	**$322.244**	**$536.469**	**$214.226**	**66.5**	**$290.342**	**$234.840**	**(55.503)**	**(19.1)**	**$612.586**	**$771.309**	**$158.723**	25.9
Expenses												
Labor :												
Payroll	$853.409	$827.547	$25.862	3.0	$116.871	$93.749	$23.121	19.8	$970.279	$921.296	$48.983	5.0
Overtime	$138.633	$155.756	(17.123)	(12.4)	$27.234	$22.186	$5.047	18.5	$165.867	$177.942	(12.075)	(7.3)
Total Salaries & Wages	**$992.042**	**$983.303**	**$8.739**	**0.9**	**$144.105**	**$115.936**	**$28.169**	**19.5**	**$1,136.147**	**$1,099.238**	**$36.908**	3.2
Health and Welfare	$271.927	$226.734	$45.193	16.6	$6.430	$5.362	$1.068	16.6	$278.358	$232.097	$46.261	16.6
OPEB Current Payment	$149.203	$105.838	$43.365	29.1	$3.637	$2.947	$0.690	19.0	$152.840	$108.785	$44.055	28.8
Pensions	$232.856	$236.109	(3.253)	(1.4)	$6.470	$6.391	$0.079	1.2	$239.326	$242.500	(3.174)	(1.3)
Other Fringe Benefits	$146.753	$153.025	(6.273)	(4.3)	$45.528	$37.693	$7.835	17.2	$192.281	$190.718	$1.563	0.8
Total Fringe Benefits	**$800.739**	**$721.707**	**$79.032**	**9.9**	**$62.066**	**$52.393**	**$9.673**	**15.6**	**$862.805**	**$774.100**	**$88.705**	10.3
Contribution to GASB Fund	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Reimbursable Overhead	(61.584)	(47.900)	(13.684)	(22.2)	$61.584	$47.900	$13.684	22.2	$0.000	$0.000	$0.000	176.8
Labor	**$1,731.197**	**$1,657.109**	**$74.088**	**4.3**	**$267.755**	**$216.230**	**$51.526**	**19.2**	**$1,998.952**	**$1,873.339**	**$125.613**	6.3
Non-Labor :												
Electric Power	$79.931	$68.914	$11.017	13.8	$0.064	$0.142	(0.078)	(121.2)	$79.995	$69.056	$10.940	13.7
Fuel	$26.011	$23.663	$2.348	9.0	$0.000	$0.000	$0.000	-	$26.011	$23.663	$2.348	9.0
Insurance	$20.472	$18.662	$1.810	8.8	$0.000	$0.000	$0.000	-	$20.472	$18.662	$1.810	8.8
Claims	$55.462	$55.462	$0.000	0.0	$0.000	$0.000	-	-	$55.462	$55.462	$0.000	0.0
Paratransit Service Contracts	$96.913	$78.760	$18.152	18.7	$0.000	$0.000	$0.000	-	$96.913	$78.760	$18.152	18.7
Maintenance and Other Operating Contracts	$70.639	$83.755	(13.116)	(18.6)	$9.453	$9.047	$0.405	4.3	$80.092	$92.803	(12.711)	(15.9)
Professional Service Contracts	$34.609	$32.616	$1.994	5.8	$2.392	$1.469	$0.923	38.6	$37.002	$34.085	$2.916	7.9
Materials & Supplies	$83.229	$72.849	$10.380	12.5	$12.601	$7.887	$4.714	37.4	$95.830	$80.736	$15.094	15.8
Other Business Expenses	$12.849	$12.009	$0.840	6.5	(1.922)	$0.065	(1.987)	(103.4)	$10.927	$12.075	(1.148)	(10.5)
Non-Labor	**$480.117**	**$446.691**	**$33.426**	**7.0**	**$22.587**	**$18.610**	**$3.977**	**17.6**	**$502.704**	**$465.301**	**$37.403**	7.4
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	**$2,211.314**	**$2,103.800**	**$107.513**	**4.9**	**$290.342**	**$234.840**	**$55.503**	**19.1**	**$2,501.656**	**$2,338.640**	**$163.016**	6.5
Depreciation	$494.515	$523.481	(28.965)	(5.9)	$0.000	$0.000	-	-	$494.515	$523.481	(28.965)	(5.9)
GASB 75 OPEB Expense Adjustment	$10.000	$0.000	$10.000	100.0	$0.000	$0.000	-	-	$10.000	$0.000	$10.000	100.0
GASB 68 Pension Adjustment	$19.288	$0.000	$19.288	100.0	$0.000	$0.000	-	-	$19.288	$0.000	$19.288	100.0
Environmental Remediation	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Total Expenses	**$2,735.117**	**$2,627.281**	**$107.836**	**3.9**	**$290.342**	**$234.840**	**$55.503**	**19.1**	**$3,025.460**	**$2,862.121**	**$163.339**	5.4
OPERATING SURPLUS/DEFICIT	**(2,412.873)**	**(2,090.812)**	**$322.062**	**13.3**	**$0.000**	**$0.000**	**$0.000**	**140.0**	**(2,412.873)**	**(2,090.812)**	**$322.062**	13.3

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note 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
MARCH 2021
($ in millions)

		MONTH			YEAR TO DATE		
Generic Revenue or Expense Category	Nonreimb or Reimb	Favorable (Unfavorable) Variance $	Favorable (Unfavorable) Variance %	Reason for Variance	Favorable (Unfavorable) Variance $	Favorable (Unfavorable) Variance %	Reason for Variance
Farebox Revenue	NR	94.5	134.4	Primarily due to higher ridership	230.9	115.8	Primarily due to higher ridership
Other Operating Revenue	NR	(9.6)	(22.8)	Primarily underruns in Paratransit Reimbursement and MetroCard surcharges	(16.7)	(13.6)	Primarily underruns in advertising and MetroCard surcharges
Payroll	NR	2.9	1.0	Primarily due to vacancies	25.9	3.0	Primarily due to vacancies
Overtime	NR	(7.6)	(16.3)	Primarily vacancy coverage and adverse winter weather results	(17.1)	(12.4)	Primarily vacancy coverage and adverse winter weather results
Health & Welfare (including OPEB current payment)	NR	14.3	10.2	Favorable prescription drug rates, favorable Aetna rates, and vacancies	88.6	21.0	Favorable prescription drug rates, favorable Aetna rates, timing of rebates and vacancies
Pension	NR	(0.9)	(1.2)	Mainly unfavorable timing of NYCERS pension charges	(3.3)	(1.4)	Mainly unfavorable timing of NYCERS pension charges
Other Fringe Benefits	NR	(2.4)	(4.9)	Mainly due to unfavorable capital project support credits	(6.3)	(4.3)	Mainly due to unfavorable capital project support credits
Reimbursable Overhead	NR	(3.6)	(16.8)	Mainly due to less than anticipated capital labor expense	(13.7)	(22.2)	Mainly due to less than anticipated capital labor expense
Electric Power	NR	1.4	6.0	Mainly lower consumption	11.0	13.8	Lower consumption and favorable rates
Fuel	NR	(0.8)	(8.9)	Unfavorable timing of expenses	2.3	9.0	Mainly lower consumption
Claims	NR	0.0	0.0		0.0	0.0	
Paratransit Service Contracts	NR	5.8	16.7	Reflecting fewer trips and favorable timing of support costs	18.2	18.7	Reflecting fewer trips and favorable timing of support costs
Maintenance and Other Operating Contracts	NR	(5.9)	(24.4)	Largely unfavorable timing of building expenses	(13.1)	(18.6)	Mainly unfavorable timing of maintenance and repair expenses
Professional Service Contracts	NR	1.1	9.8	Mainly due to favorable timing of MTA real estate credits	2.0	5.8	Mainly due to Other MTA services credits
Materials & Supplies	NR	(0.7)	(2.5)		10.4	12.5	Mainly favorable timing of expenses
Other Business	NR	(0.5)	(11.9)		0.8	6.5	

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2021 Adopted
Cash Receipts and Expenditures
Mar FY21
($ in Millions)

4/09/2021 10:00 AM

	Month				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Receipts								
Farebox Revenue	**$70.321**	**$144.570**	**$74.249**	**105.6**	**$199.466**	**$385.161**	**$185.695**	**93.1**
Fare Reimbursment	$0.000	$4.264	$4.264	-	$0.000	$19.264	$19.264	-
Paratransit Reimbursment	$20.388	$32.401	$12.013	58.9	$57.720	$54.483	(3.237)	(5.6)
Other Operating Revenue	$3.429	$1.903	(1.526)	(44.5)	$10.159	$4.439	(5.720)	(56.3)
Other Revenue	**$23.817**	**$38.568**	**$14.751**	**61.9**	**$67.879**	**$78.186**	**$10.307**	**15.2**
Capital and Other Reimbursements	$97.631	$51.583	(46.048)	(47.2)	$290.342	$223.882	(66.460)	(22.9)
Total Revenue	**$191.769**	**$234.721**	**$42.952**	**22.4**	**$557.687**	**$687.229**	**$129.542**	**23.2**
Expenditures								
Labor :								
Payroll	$308.129	$274.977	$33.152	10.8	$898.324	$844.655	$53.669	6.0
Overtime	$56.103	$63.129	(7.026)	(12.5)	$165.867	$177.932	(12.065)	(7.3)
Total Salaries & Wages	**$364.232**	**$338.106**	**$26.126**	**7.2**	**$1,064.191**	**$1,022.587**	**$41.604**	**3.9**
Health and Welfare	$92.775	$78.895	$13.880	15.0	$278.358	$263.902	$14.456	5.2
OPEB Current Payment	$50.947	$55.788	(4.841)	(9.5)	$152.840	$108.785	$44.055	28.8
Pensions	$80.579	$84.512	(3.933)	(4.9)	$239.326	$247.062	(7.736)	(3.2)
Other Fringe Benefits	$40.814	$42.803	(1.989)	(4.9)	$123.443	$122.253	$1.190	1.0
Total Fringe Benefits	**$265.114**	**$261.998**	**$3.116**	**1.2**	**$793.967**	**$742.002**	**$51.965**	**6.5**
Contribution to GASB Fund	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Reimbursable Overhead	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Labor	**$629.347**	**$600.104**	**$29.243**	**4.6**	**$1,858.158**	**$1,764.589**	**$93.569**	**5.0**
Non-Labor :								
Electric Power	$25.605	$23.753	$1.852	7.2	$82.726	$68.332	$14.394	17.4
Fuel	$8.957	$11.536	(2.579)	(28.8)	$26.011	$25.101	$0.910	3.5
Insurance	$9.715	$3.349	$6.366	65.5	$9.714	$3.349	$6.365	65.5
Claims	$11.592	$6.355	$5.237	45.2	$34.777	$12.272	$22.505	64.7
Paratransit Service Contracts	$34.320	$36.409	(2.089)	(6.1)	$96.413	$81.263	$15.150	15.7
Maintenance and Other Operating Contracts	$27.207	$31.119	(3.912)	(14.4)	$80.092	$88.815	(8.723)	(10.9)
Professional Service Contracts	$12.094	$14.327	(2.233)	(18.5)	$34.752	$36.321	(1.569)	(4.5)
Materials & Supplies	$35.549	$29.841	$5.708	16.1	$106.205	$78.295	$27.910	26.3
Other Business Expenses	$2.160	$5.224	(3.064)	(141.8)	$10.927	$13.257	(2.330)	(21.3)
Non-Labor	**$167.200**	**$161.913**	**$5.287**	**3.2**	**$481.616**	**$407.005**	**$74.611**	**15.5**
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	**$796.546**	**$762.017**	**$34.529**	**4.3**	**$2,339.775**	**$2,171.594**	**$168.181**	**7.2**
Depreciation	$0.000	$0.000	$0.000	(100.0)	$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	**$796.546**	**$762.017**	**$34.529**	**4.3**	**$2,339.775**	**$2,171.594**	**$168.181**	**7.2**
Net Surplus/(Deficit)	**(604.777)**	**(527.296)**	**$77.481**	**12.8**	**(1,782.087)**	**(1,484.365)**	**$297.722**	**16.7**

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
Mar FY21
($ in millions)

	MONTH			YEAR TO DATE		
Operating Receipts or Disbursements	Favorable (Unfavorable) Variance $	Favorable (Unfavorable) Variance %	Reason for Variance	Favorable (Unfavorable) Variance $	Favorable (Unfavorable) Variance %	Reason for Variance
Farebox Receipts	74.2	105.6	Mainly due to higher ridership	185.7	93.1	Mainly due to higher ridership
Other Operating Receipts	14.8	61.9	Largely favorable timing of Paratransit and school fare reimbursements	10.3	15.2	Primarily favorable timing of fare reimbursement receipts
Capital and Other Reimbursements	(46.0)	(47.2)	Unfavorable timing of reimbursement receipts	(66.5)	(22.9)	Unfavorable timing of reimbursement receipts
Payroll	33.2	10.8	Primarily due to vacancies	53.7	6.0	Primarily due to vacancies
Overtime	(7.0)	(12.5)	Primarily vacancy coverage and adverse winter weather results	(12.1)	(7.3)	Primarily vacancy coverage and adverse winter weather results
Health & Welfare/OPEB Current	9.0	6.3	Primarily vacancy savings and lower rates	58.5	13.6	Favorable timing of rebates, vacancies, and lower rates
Pension	(3.9)	(4.9)	Unfavorable timing of expenses	(7.7)	(3.2)	Unfavorable timing of expenses
Other Fringe Benefits	(2.0)	(4.9)	Unfavorable capital project support credits partly offset by vacancy savings	1.2	1.0	Primarily vacancy savings partly offset by unfavorable capital project support credits
Electric Power	1.9	7.2	Mainly lower consumption	14.4	17.4	Lower consumption and favorable rates
Fuel	(2.6)	(28.8)	Unfavorable timing of expenses	0.9	3.5	Lower consumption partly offset by unfavorable pricing
Claims	5.2	45.2	Fewer settlements and favorable timing of payments	22.5	64.7	Fewer settlements and favorable timing of payments
Paratransit Service Contracts	(2.1)	(6.1)	Unfavorable timing of payments	15.2	15.7	Fewer trips and favorable expense timing
Maintenance and Other Operating Contracts	(3.9)	(14.4)	Unfavorable expense timing	(8.7)	(10.9)	Unfavorable expense timing
Professional Service Contracts	(2.2)	(18.5)	Unfavorable timing of payments	(1.6)	(4.5)	Unfavorable timing of payments
Materials & Supplies	5.7	16.1	Favorable timing of expenses	27.9	26.3	Favorable timing of expenses

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

4/09/2021 10:03 AM

	Month				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Revenue								
Farebox Revenue	**$0.000**	**(20.289)**	**(20.289)**	**-**	**$0.000**	**(45.254)**	**(45.254)**	**-**
Fare Reimbursment	(7.853)	(3.589)	$4.264	54.3	(23.284)	(4.020)	$19.264	82.7
Paratransit Reimbursment	(0.013)	$20.829	$20.842	-	(0.039)	$6.216	$6.255	-
Other Operating Revenue	(10.525)	(11.254)	(0.729)	(6.9)	(31.576)	(30.064)	$1.512	4.8
Other Revenue	**(18.391)**	**$5.986**	**$24.378**	**132.6**	**(54.899)**	**(27.868)**	**$27.031**	**49.2**
Capital and Other Reimbursements	$0.000	(34.401)	(34.401)	-	$0.000	(10.958)	(10.958)	-
Total Revenue	**(18.391)**	**(48.703)**	**(30.311)**	**(164.8)**	**(54.899)**	**(84.080)**	**(29.181)**	**(53.2)**
Expenses								
Labor :								
Payroll	$23.162	$46.823	$23.662	102.2	$71.956	$76.642	$4.686	6.5
Overtime	$0.000	$0.000	$0.000	-	$0.000	$0.010	$0.010	-
Total Salaries & Wages	**$23.162**	**$46.823**	**$23.662**	**102.2**	**$71.956**	**$76.651**	**$4.696**	**6.5**
Health and Welfare	$0.000	(5.852)	(5.852)	-	$0.000	(31.805)	(31.805)	-
OPEB Current Payment	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Pensions	$0.000	(3.022)	(3.022)	-	$0.000	(4.562)	(4.562)	-
Other Fringe Benefits	$23.918	$21.830	(2.088)	(8.7)	$68.838	$68.465	(0.373)	(0.5)
Total Fringe Benefits	**$23.918**	**$12.955**	**(10.963)**	**(45.8)**	**$68.838**	**$32.098**	**(36.740)**	**(53.4)**
Contribution to GASB Fund	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Reimbursable Overhead	$0.000	(0.007)	(0.007)	-	$0.000	$0.000	$0.000	-
Labor	**$47.080**	**$59.772**	**$12.692**	**27.0**	**$140.794**	**$108.750**	**(32.044)**	**(22.8)**
Non-Labor :								
Electric Power	(2.731)	(2.241)	$0.490	17.9	(2.731)	$0.724	$3.454	126.5
Fuel	$0.000	(1.777)	(1.777)	-	$0.000	(1.438)	(1.438)	-
Insurance	(3.034)	$2.376	$5.410	178.3	$10.758	$15.313	$4.555	42.3
Claims	$6.895	$12.132	$5.237	76.0	$20.685	$43.190	$22.505	108.8
Paratransit Service Contracts	$0.500	(7.388)	(7.888)	-	$0.500	(2.503)	(3.003)	(600.5)
Maintenance and Other Operating Contracts	$0.000	$2.267	$2.267	-	$0.000	$3.988	$3.988	-
Professional Service Contracts	$0.000	(3.051)	(3.051)	-	$2.250	(2.236)	(4.486)	(199.4)
Materials & Supplies	(3.458)	$2.125	$5.583	161.4	(10.375)	$2.441	$12.816	123.5
Other Business Expenses	$0.000	(0.028)	(0.028)	-	$0.000	(1.182)	(1.182)	-
Non-Labor	**(1.828)**	**$4.416**	**$6.244**	**341.6**	**$21.087**	**$58.296**	**$37.209**	**176.4**
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	**$45.252**	**$64.188**	**$18.936**	**41.8**	**$161.881**	**$167.046**	**$5.165**	**3.2**
Depreciation	$164.839	$176.302	$11.464	7.0	$494.516	$523.481	$28.965	5.9
GASB 75 OPEB Expense Adjustment	$10.000	$0.000	(10.000)	(100.0)	$10.000	$0.000	(10.000)	(100.0)
GASB 68 Pension Adjustment	$19.288	$0.000	(19.288)	(100.0)	$19.288	$0.000	(19.288)	(100.0)
Environmental Remediation	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Total Expenditures	**$239.379**	**$240.490**	**$1.112**	**0.5**	**$685.685**	**$690.527**	**$4.842**	**0.7**
Total Cash Conversion Adjustments	**$220.987**	**$191.787**	**(29.200)**	**(13.2)**	**$630.786**	**$606.447**	**(24.339)**	**(3.9)**

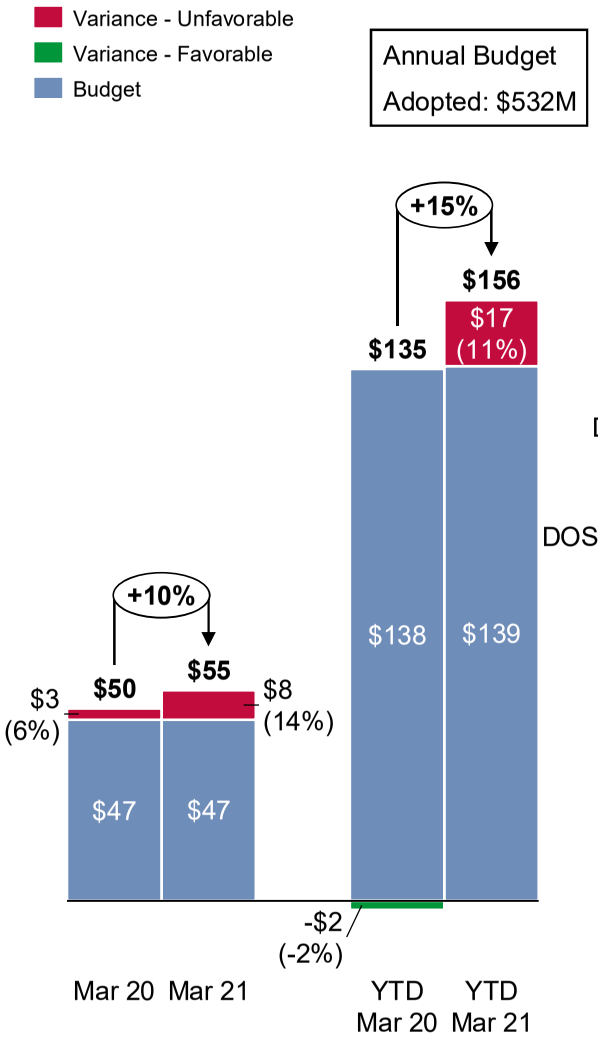
Note: Totals may not add due to rounding

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

NYCT – Non-Reimbursable Overtime Variance

March 2021 and YTD budget vs. variance

$M

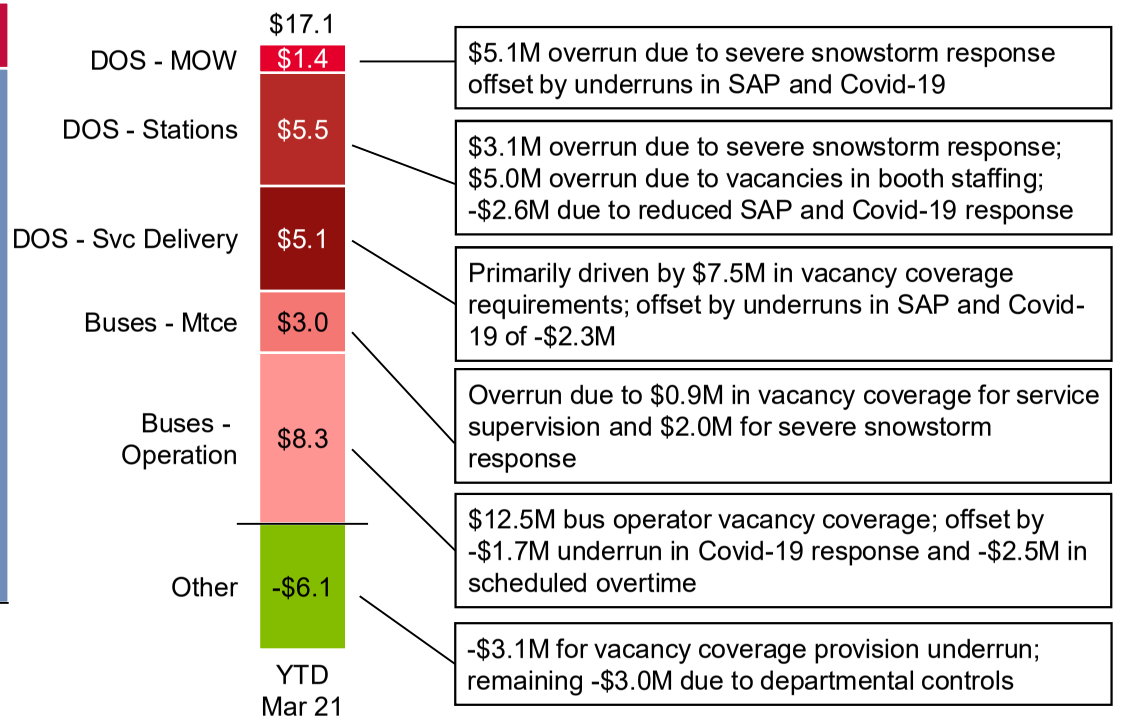


Overview

- Overall increase of $20.3M or 15% compared to March YTD 2020
- $17.1M or 11% above 2021 YTD budget
- Subways $11.9M overrun: $9.2M for snowstorm response $12.7M for vacancy coverage; remaining underruns of -$14.8M in SAP and Covid-19; $4.8M for additional operating requirements
- Buses $11.3M overrun: $13.4M for vacancy coverage; $2.0M weather overrun; -$2.1M for COVID-19 response; -$2.3M scheduled overtime underrun

YTD variance by division

$M

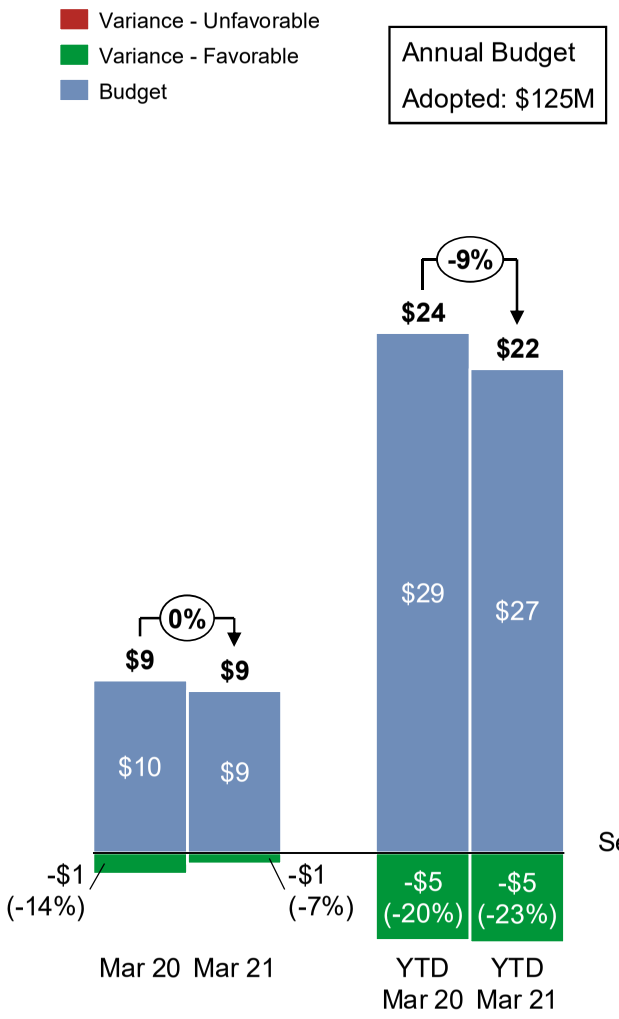


Source: Adopted budget. GL actuals for actual overtime spending.

NYCT – Reimbursable Overtime Variance

March 2021 and YTD budget vs. variance

$M

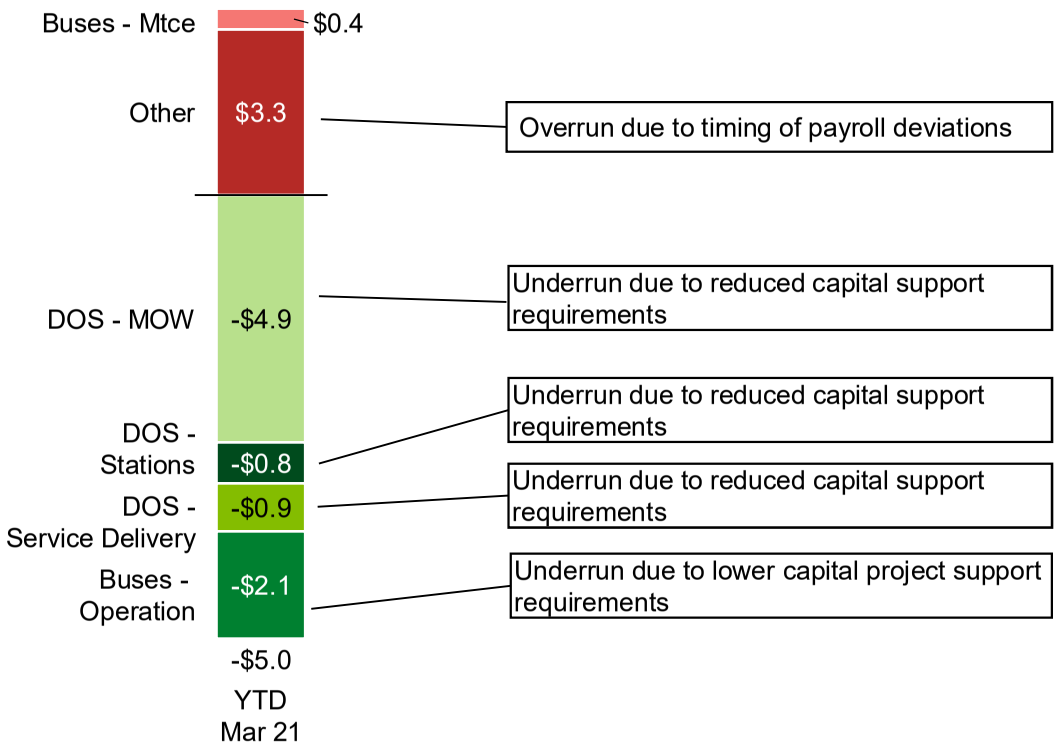


Overview

- Overall decrease of -$2.1M or 9% compared to March YTD 2020
- -$5.0M or 23% below 2021 YTD budget
- Subways -$6.6M underrun due to lower capital support requirements and severe weather project cancellations
- Buses -$1.7M underrun due to lower capital support requirements

YTD variance by division

$M

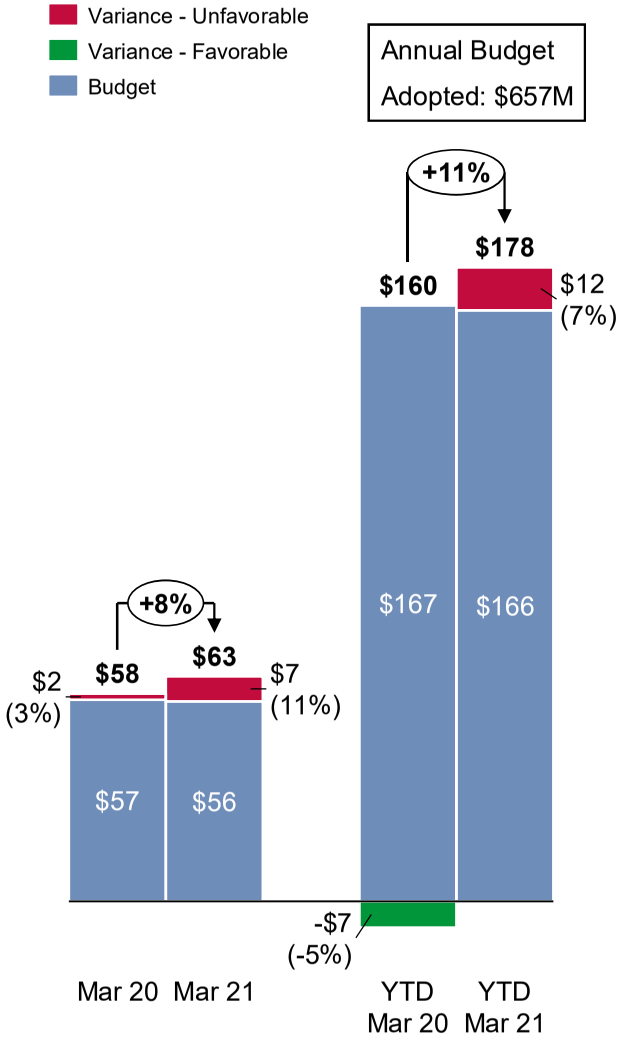


Source: Adopted budget. GL actuals for actual overtime spending.

NYCT – Total Overtime Variance

March 2021 and YTD budget vs. variance

$M

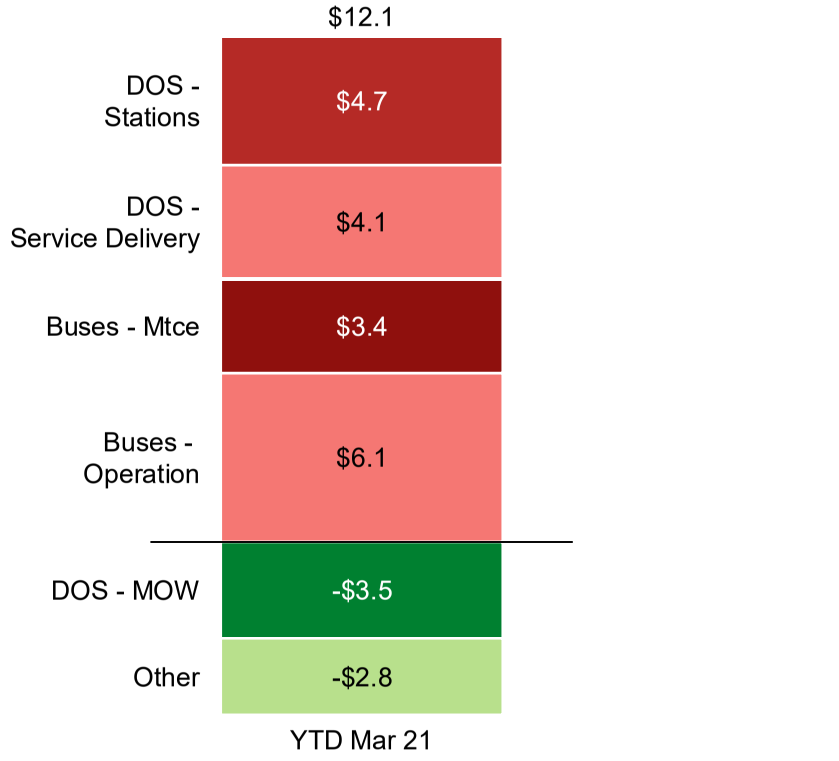


Overview

- Overall increase of $18.2M or 11% compared to March YTD 2020
- $12.1M or 7% 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
March 2021

	Adopted	Actual	Variance Fav./(Unfav)	Explanation
Administration:				
Office of the President	25	21	4	
Law	240	236	4	
Office of the EVP	10	17	(7)	
Human Resources	196	185	11	
Office of Management and Budget	30	27	3	
Strategy & Customer Experience	180	172	8	
Non-Departmental	-	0	0	
Labor Relations	78	74	4	
Office of People & Business Transformation	14	11	3	
Materiel	153	199	(46)	
Controller	102	101	1	
Total Administration	**1,028**	**1,043**	**(15)**	
Operations:				
Subways Service Delivery	7,916	7,648	268	Vacancies mainly due to Train Operators and Conductors.
Subways Operations Support/Admin	395	398	(3)	
Subways Stations	2,316	2,297	19	
Subtotal Subways	**10,627**	**10,343**	**284**	
Buses	10,782	10,556	226	Vacancies mainly due to Supt and Bus Operators.
Paratransit	183	179	4	
Operations Planning	364	316	48	
Revenue Control	560	547	13	
Non-Departmental	173	-	173	
Total Operations	**22,689**	**21,941**	**748**	
Maintenance:				
Subways Operations Support/Admin	88	76	12	
Subways Engineering	312	308	4	
Subways Car Equipment	4,663	4,621	42	
Subways Infrastructure	1,870	1,801	69	Vacancies mainly due to hourlies.
Subways Elevators & Escalators	452	472	(20)	
Subways Stations	3,324	3,118	206	Vacancies mainly due to Supv and hourlies.
Subways Track	3,110	2,754	356	Vacancies mainly due to Supv and hourlies.
Subways Power	648	623	25	
Subways Signals	1,704	1,610	94	Vacancies mainly due to hourlies.
Subways Electronic Maintenance	1,555	1,442	113	Vacancies mainly due to hourlies.
Subtotal Subways	**17,726**	**16,825**	**901**	
Buses	3,398	3,300	98	Vacancies mainly due to hourlies.
Supply Logistics	523	515	8	
System Safety	85	78	7	
Non-Departmental	(49)	14	(63)	
Total Maintenance	**21,683**	**20,732**	**951**	
Engineering:				
Capital Program Management	1,302	1,129	173	Vacancies mainly due to Mgrs and PTEs
Total Engineering/Capital	**1,302**	**1,129**	**173**	
Public Safety:				
Security	633	584	49	
Total Public Safety	**633**	**584**	**49**	
Total Positions	**47,335**	**45,429**	**1,906**	
Non-Reimbursable	42,620	41,467	1,154	
Reimbursable	4,715	3,962	753	
Total Full-Time	47,178	45,312	1,866	
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
March 2021

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./(Unfav)	Explanation
Administration:				
Managers/Supervisors	326	339	(13)	
Professional,Technical,Clerical	670	673	(3)	
Operational Hourlies	32	31	1	
Total Administration	**1,028**	**1,043**	**(15)**	
Operations:				
Managers/Supervisors	2,791	2,565	226	
Professional,Technical,Clerical	491	479	12	
Operational Hourlies	19,407	18,897	510	
Total Operations	**22,689**	**21,941**	**748**	
Maintenance:				
Managers/Supervisors	3,877	3,619	258	
Professional,Technical,Clerical	882	814	68	
Operational Hourlies	16,924	16,299	625	
Total Maintenance	**21,683**	**20,732**	**951**	
Engineering/Capital:				
Managers/Supervisors	353	283	70	
Professional,Technical,Clerical	947	844	103	
Operational Hourlies	2	2	0	
Total Engineering/Capital	**1,302**	**1,129**	**173**	
Public Safety:				
Managers/Supervisors	266	239	27	
Professional,Technical,Clerical	32	31	1	
Operational Hourlies	335	314	21	
Total Public Safety	**633**	**584**	**49**	
Total Positions:				
Managers/Supervisors	7,613	7,045	568	
Professional,Technical,Clerical	3,022	2,841	181	
Operational Hourlies	36,700	35,543	1157	
Total Positions	**47,335**	**45,429**	**1,906**	

Preliminary March 2021 Report: Staten Island Railway

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

- March 2021 Staten Island Railway ridership of 91,130 was 22,989 rides (33.7 percent) above budget. Average weekday ridership of 3,957 was 4,617 rides (53.8 percent) lower than March 2020.

- Farebox revenue of $0.142 million was $0.038 million (36.7 percent) above budget. The overrun was due to higher than expected ridership.

- Operating expenses were under budget by $0.884 million (15.9 percent).

    - Labor expenses were less than budget by $0.515 million (11.5 percent).

    - Non-labor expenses were also less than budget by $0.370 million (33.7 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

March 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

March 2021 Staten Island Railway ridership of 91,130 was 22,989 rides (33.7 percent) above budget. Average weekday ridership of 3,957 was 4,617 rides (53.8 percent) lower than March 2020. Average weekday ridership for the twelve months ending March 2021 was 2,856, which is 12,414 rides (81.3 percent) lower than the twelve months ending March 2020.

Farebox revenue of $0.142 million was $0.038 million (36.7 percent) above budget. The overrun was due to higher than expected ridership.

Operating revenue of $0.195 million was below budget by $0.117 million (37.5 percent) due to underrun in school fare reimbursement and advertising revenue, partly offset by favorable farebox revenue. Year-to-date operating revenue of $0.591 million was $0.322 million (35.3 percent) under budget, due to underruns in school fare reimbursement and advertising revenue, partly offset by favorable farebox revenue.

Nonreimbursable expenses in March, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were less than budget by $0.884 million (15.9 percent).

- Labor expenses underran budget by $0.515 million (11.5 percent), due primarily to favorable results in Health and Welfare current expenses of $0.296 million (46.4 percent) resulting from favorable prescription drug rates, favorable medical rates, vacancies and the favorable timing of expenses/credits. Overtime expenses underran by $0.104 million (41.2 percent), attributable to timing of MOW work assignment. Payroll expenses were below budget by $0.035 million (1.5 percent), due principally to vacancies.

- Non-labor expenses were also below budget by a net $0.370 million (33.7 percent), including an underrun in Professional Services Contract of $0.233 million (99.5 percent), due primarily to timing.

Year-to-date, expenses were below budget by $1.113 million (6.7 percent), including underruns in labor expenses of $0.576 million (4.3 percent), which were driven mostly by an underrun in Health and Welfare expenses of $0.572 million (29.9 percent) resulting from favorable prescription drug rates, medical rates, and timing of expenses/credits. Payroll expenses were less by $0.367 million (5.4 percent), due mainly to vacancies. Non-labor expenses were slightly less than budget by a net $0.536 million (16.3 percent).

Depreciation expenses of $0.891 million were below forecast by $0.109 million (10.9 percent). There were no expenses reported for GASB 75 OPEB Expense Adjustments nor GASB 68 Pension Adjustment in the month of March.

Operating cash deficit (excluding subsidies) reported in March of $3.820 million was $1.141 (23.0 percent) favorable to budget. On a year-to-date basis, the operating cash deficit was $13.400 million, which was $1.678 million (11.1 percent), favorable to budget.

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

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	Month				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Ridership								
Ridership - Subway	0.068	0.091	0.023	33.7	0.193	0.245	0.053	27.3
Total Ridership	**0.068**	**0.091**	**0.023**	**33.7**	**0.193**	**0.245**	**0.053**	**27.3**
FareBox Revenue								
Farebox Revenue	$0.104	$0.142	$0.038	36.7	$0.292	$0.390	$0.098	33.6
Total Farebox Revenue	**$0.104**	**$0.142**	**$0.038**	**36.7**	**$0.292**	**$0.390**	**$0.098**	**33.6**

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY

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

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	Nonreimbursable			Var Percent	Reimbursable				Total			
			Favorable (Unfavorable)				Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	$0.104	$0.142	$0.038	36.7	$0.000	$0.000	-	-	$0.104	$0.142	$0.038	36.7
Other Revenue	$0.207	$0.052	(0.155)	(74.7)	$0.000	$0.000	-	-	$0.207	$0.052	(0.155)	(74.7)
Capital and Other Reimbursements	$0.000	$0.000	-	-	$0.654	$0.310	(0.344)	(52.6)	$0.654	$0.310	(0.344)	(52.6)
Total Revenue	**$0.311**	**$0.195**	**(0.117)**	**(37.5)**	**$0.654**	**$0.310**	**(0.344)**	**(52.6)**	**$0.966**	**$0.505**	**(0.461)**	(47.7)
Expenses												
Labor :												
Payroll	$2.305	$2.270	$0.035	1.5	$0.342	$0.059	$0.283	82.7	$2.647	$2.329	$0.318	12.0
Overtime	$0.252	$0.149	$0.104	41.2	$0.092	$0.108	(0.016)	(17.9)	$0.344	$0.256	$0.087	25.4
Total Salaries & Wages	**$2.557**	**$2.419**	**$0.139**	**5.4**	**$0.434**	**$0.167**	**$0.267**	**61.5**	**$2.991**	**$2.586**	**$0.405**	13.5
Health and Welfare	$0.637	$0.342	$0.296	46.4	$0.000	$0.000	-	-	$0.637	$0.342	$0.296	46.4
OPEB Current Payment	$0.234	$0.368	(0.134)	(57.5)	$0.000	$0.000	$0.000	-	$0.234	$0.368	(0.134)	(57.6)
Pensions	$0.724	$0.604	$0.120	16.5	$0.000	$0.000	-	-	$0.724	$0.604	$0.120	16.5
Other Fringe Benefits	$0.327	$0.232	$0.095	29.0	$0.221	$0.137	$0.084	38.0	$0.548	$0.369	$0.179	32.7
Total Fringe Benefits	**$1.922**	**$1.546**	**$0.376**	**19.6**	**$0.221**	**$0.137**	**$0.084**	**38.0**	**$2.142**	**$1.682**	**$0.460**	21.5
Contribution to GASB Fund	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Reimbursable Overhead	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Labor	**$4.479**	**$3.964**	**$0.515**	**11.5**	**$0.654**	**$0.304**	**$0.350**	**53.5**	**$5.133**	**$4.268**	**$0.865**	16.8
Non-Labor :												
Electric Power	$0.326	$0.379	(0.053)	(16.4)	$0.000	$0.000	-	-	$0.326	$0.379	(0.053)	(16.4)
Fuel	$0.022	$0.001	$0.022	97.4	$0.000	$0.000	-	-	$0.022	$0.001	$0.022	97.4
Insurance	$0.113	$0.083	$0.029	26.2	$0.000	$0.000	-	-	$0.113	$0.083	$0.029	26.2
Claims	$0.083	$0.032	$0.051	61.3	$0.000	$0.000	-	-	$0.083	$0.032	$0.051	61.3
Paratransit Service Contracts	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Maintenance and Other Operating Contracts	$0.178	$0.119	$0.060	33.5	$0.000	$0.000	-	-	$0.178	$0.119	$0.060	33.5
Professional Service Contracts	$0.234	$0.001	$0.233	99.5	$0.000	$0.000	-	-	$0.234	$0.001	$0.233	99.5
Materials & Supplies	$0.140	$0.143	(0.003)	(1.9)	$0.000	$0.006	(0.006)	-	$0.140	$0.149	(0.009)	(6.3)
Other Business Expenses	$0.002	(0.029)	$0.031	-	$0.000	$0.000	-	-	$0.002	(0.029)	$0.031	-
Non-Labor	**$1.098**	**$0.729**	**$0.370**	**33.7**	**$0.000**	**$0.006**	**(0.006)**	**-**	**$1.098**	**$0.735**	**$0.364**	33.1
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	**$5.577**	**$4.693**	**$0.884**	**15.9**	**$0.654**	**$0.310**	**$0.344**	**52.6**	**$6.232**	**$5.003**	**$1.228**	19.7
Depreciation	$1.000	$0.891	$0.109	10.9	$0.000	$0.000	-	-	$1.000	$0.891	$0.109	10.9
GASB 75 OPEB Expense Adjustment	$0.275	$0.000	$0.275	100.0	$0.000	$0.000	-	-	$0.275	$0.000	$0.275	100.0
GASB 68 Pension Adjustment	(0.275)	$0.000	(0.275)	(100.0)	$0.000	$0.000	-	-	(0.275)	$0.000	(0.275)	(100.0)
Environmental Remediation	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Total Expenses	**$6.577**	**$5.584**	**$0.993**	**15.1**	**$0.654**	**$0.310**	**$0.344**	**52.6**	**$7.232**	**$5.895**	**$1.337**	18.5
OPERATING SURPLUS/DEFICIT	**(6.266)**	**(5.390)**	**$0.876**	**14.0**	**$0.000**	**$0.000**	**$0.000**	**100.0**	**(6.266)**	**(5.390)**	**$0.876**	14.0

Note: Totals may not add due to rounding

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

MTA STATEN ISLAND RAILWAY

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

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	Nonreimbursable		Var Percent		Reimbursable				Total			
			Favorable (Unfavorable)				Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	$0.292	$0.390	$0.098	33.6	$0.000	$0.000	-	-	$0.292	$0.390	$0.098	33.6
Other Revenue	$0.622	$0.201	(0.420)	(67.6)	$0.000	$0.000	-	-	$0.622	$0.201	(0.420)	(67.6)
Capital and Other Reimbursements	$0.000	$0.000	-	-	$1.877	$0.624	(1.254)	(66.8)	$1.877	$0.624	(1.254)	(66.8)
Total Revenue	**$0.913**	**$0.591**	**(0.322)**	**(35.3)**	**$1.877**	**$0.624**	**(1.254)**	**(66.8)**	**$2.791**	**$1.214**	**(1.576)**	(56.5)
Expenses												
Labor :												
Payroll	$6.750	$6.382	$0.367	5.4	$0.975	$0.121	$0.854	87.5	$7.725	$6.504	$1.221	15.8
Overtime	$0.816	$0.682	$0.135	16.5	$0.275	$0.210	$0.065	23.5	$1.091	$0.892	$0.199	18.3
Total Salaries & Wages	**$7.566**	**$7.064**	**$0.502**	**6.6**	**$1.250**	**$0.331**	**$0.918**	**73.5**	**$8.816**	**$7.396**	**$1.420**	16.1
Health and Welfare	$1.912	$1.340	$0.572	29.9	$0.000	$0.000	-	-	$1.912	$1.340	$0.572	29.9
OPEB Current Payment	$0.701	$0.927	(0.226)	(32.3)	$0.000	$0.000	$0.000	-	$0.701	$0.927	(0.227)	(32.3)
Pensions	$2.171	$2.574	(0.404)	(18.6)	$0.000	$0.000	-	-	$2.171	$2.574	(0.404)	(18.6)
Other Fringe Benefits	$1.032	$0.899	$0.133	12.9	$0.627	$0.271	$0.356	56.8	$1.659	$1.170	$0.490	29.5
Total Fringe Benefits	**$5.815**	**$5.739**	**$0.076**	**1.3**	**$0.627**	**$0.272**	**$0.356**	**56.7**	**$6.443**	**$6.011**	**$0.432**	6.7
Contribution to GASB Fund	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Reimbursable Overhead	$0.000	$0.002	(0.002)	-	$0.000	$0.000	$0.000	-	$0.000	$0.002	(0.002)	-
Labor	**$13.381**	**$12.805**	**$0.576**	**4.3**	**$1.877**	**$0.603**	**$1.274**	**67.9**	**$15.258**	**$13.408**	**$1.850**	12.1
Non-Labor :												
Electric Power	$0.977	$0.977	(0.001)	(0.1)	$0.000	$0.000	-	-	$0.977	$0.977	(0.001)	(0.1)
Fuel	$0.067	$0.077	(0.009)	(14.1)	$0.000	$0.000	-	-	$0.067	$0.077	(0.009)	(14.1)
Insurance	$0.338	$0.368	(0.030)	(8.9)	$0.000	$0.000	-	-	$0.338	$0.368	(0.030)	(8.9)
Claims	$0.248	$0.096	$0.152	61.3	$0.000	$0.000	-	-	$0.248	$0.096	$0.152	61.3
Paratransit Service Contracts	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Maintenance and Other Operating Contracts	$0.535	$0.266	$0.269	50.3	$0.000	$0.000	-	-	$0.535	$0.266	$0.269	50.3
Professional Service Contracts	$0.702	$0.218	$0.484	68.9	$0.000	$0.002	(0.002)	-	$0.702	$0.220	$0.482	68.7
Materials & Supplies	$0.421	$0.646	(0.225)	(53.4)	$0.000	$0.019	(0.019)	-	$0.421	$0.665	(0.244)	(57.9)
Other Business Expenses	$0.007	$0.111	(0.103)	-	$0.000	$0.000	-	-	$0.007	$0.111	(0.103)	-
Non-Labor	**$3.295**	**$2.758**	**$0.536**	**16.3**	**$0.000**	**$0.021**	**(0.021)**	**-**	**$3.295**	**$2.779**	**$0.516**	15.7
Other Expense Adjustments:												
Other	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Other Expense Adjustments	**$0.000**	**$0.000**	**-**	**-**	**$0.000**	**$0.000**	**-**	**-**	**$0.000**	**$0.000**	**-**	-
Total Expenses before Depreciation and OPEB	**$16.676**	**$15.563**	**$1.113**	**6.7**	**$1.877**	**$0.623**	**$1.254**	**66.8**	**$18.553**	**$16.187**	**$2.366**	12.8
Depreciation	$3.000	$2.679	$0.321	10.7	$0.000	$0.000	-	-	$3.000	$2.679	$0.321	10.7
GASB 75 OPEB Expense Adjustment	$0.275	$0.000	$0.275	100.0	$0.000	$0.000	-	-	$0.275	$0.000	$0.275	100.0
GASB 68 Pension Adjustment	(0.275)	$0.000	(0.275)	(100.0)	$0.000	$0.000	-	-	(0.275)	$0.000	(0.275)	(100.0)
Environmental Remediation	$0.000	$0.000	-	-	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Total Expenses	**$19.676**	**$18.242**	**$1.434**	**7.3**	**$1.877**	**$0.623**	**$1.254**	**66.8**	**$21.553**	**$18.866**	**$2.687**	12.5
OPERATING SURPLUS/DEFICIT	**(18.762)**	**(17.651)**	**$1.111**	**5.9**	**$0.000**	**$0.000**	**$0.000**	**-**	**(18.762)**	**(17.651)**	**$1.111**	5.9

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.

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

		MONTH			YEAR-TO-DATE		
		Favorable/ (Unfavorable) Variance			Favorable/ (Unfavorable) Variance		
Generic Revenue or Expense Category	Non Reimb. or Reimb.	$	%	Reason for Variance	$	%	Reason for Variance
Farebox Revenue	Non Reimb.	0.038	36.7	Favorable due to higher than anticipated ridership	0.098	33.6	Favorable due to higher than anticipated ridership
Other Revenue	Non Reimb.	(0.155)	(74.7)	Unfavorable due to minimal reimbursement for school fares	(0.420)	(67.6)	Unfavorable due to minimal reimbursement for school fares
Payroll	Non Reimb.	0.035	1.5	Favorable due to vacancies	0.367	5.4	Favorable due to vacancies
Overtime	Non Reimb.	0.104	41.2	Favorable primarily due to timing of work assignment and weather	0.135	16.5	Favorable primarily due to timing of work assignment and weather
Health and Welfare (including OPEB current payment)	Non Reimb.	0.162	18.6	Favorable rates due to prescription drug contract rebates and vacancy savings	0.346	13.2	Favorable rates due to prescription drug contract rebates and vacancy savings
Pension	Non Reimb.	0.120	16.5	Favorable timing of expenses	(0.404)	(18.6)	Unfavorable timing of expenses
Other Fringe Benefits	Non Reimb.	0.095	29.0	Favorable accrual for Workers Compensation	0.133	12.9	Favorable accrual for Workers Compensation
Reimbursable Overhead	Non Reimb	0.000	0.0		(0.002)	0.0	
Electric Power	Non Reimb.	(0.053)	(16.4)	Unfavorable due to timing.	(0.001)	(0.1)	
Maintenance & Other Operating Contracts	Non Reimb.	0.060	33.5	Favorable timing of maintenance work postponed due to COVID-19	0.269	50.3	Favorable timing of maintenance work postponed due to COVID-19
Professional Service Contracts	Non Reimb.	0.233	99.5	Favorable due to timing	0.484	68.9	Favorable due to timing
Materials and Supplies	Non Reimb.	(0.003)	(1.9)	Unfavorable due to the timing of material requirements	(0.225)	(53.4)	Unfavorable due to the timing of material requirements
Payroll	Reimb.	0.283	82.7	Favorable due to constrained project work caused by COVID-19	0.854	87.5	Favorable due to constrained project work caused by COVID-19
Overtime	Reimb.	(0.016)	(17.9)	Unfavorable due to backfill of vacancies	0.065	23.5	Favorable due to less backfill of vacancies since the pandemic began
Materials and Supplies	Reimb.	(0.006)	0.0	Draw down of project materials	(0.019)	0.0	Draw down of project materials

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

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	Month				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Receipts								
Farebox Revenue	**$0.104**	**$0.129**	**$0.025**	**23.8**	**$0.292**	**$0.373**	**$0.081**	**27.7**
Other Revenue	**$0.072**	**$0.118**	**$0.046**	**64.0**	**$0.215**	**$0.221**	**$0.006**	**2.7**
Capital and Other Reimbursements	$0.654	$0.909	$0.255	38.9	$1.877	$1.247	(0.630)	(33.6)
Total Revenue	**$0.830**	**$1.156**	**$0.325**	**39.2**	**$2.384**	**$1.841**	**(0.543)**	**(22.8)**
Expenditures								
Labor :								
Payroll	$2.416	$2.166	$0.251	10.4	$7.245	$6.567	$0.678	9.4
Overtime	$0.344	$0.000	$0.344	100.0	$1.091	$0.000	$1.091	100.0
Total Salaries & Wages	**$2.760**	**-**	**$0.595**	**21.5**	**$8.336**	**-**	**$1.769**	**21.2**
Health and Welfare	$0.637	$0.669	(0.032)	(5.0)	$1.912	$2.086	(0.174)	(9.1)
OPEB Current Payment	$0.234	$0.198	$0.036	15.4	$0.701	$0.373	$0.328	46.8
Pensions	$0.724	$0.604	$0.120	16.5	$2.171	$2.574	(0.404)	(18.6)
Other Fringe Benefits	$0.380	$0.247	$0.134	35.2	$1.173	$0.955	$0.218	18.6
Total Fringe Benefits	**$1.975**	**$1.717**	**$0.257**	**13.0**	**$5.957**	**$5.988**	**(0.031)**	**(0.5)**
Contribution to GASB Fund	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Reimbursable Overhead	$0.000	$0.000	-	-	$0.000	$0.000	-	-
Labor	**$4.735**	**$3.883**	**$0.852**	**18.0**	**$14.292**	**$12.555**	**$1.738**	**12.2**
Non-Labor :								
Electric Power	$0.326	$0.336	(0.011)	(3.3)	$0.977	$0.988	(0.011)	(1.2)
Fuel	$0.023	$0.035	(0.012)	(54.6)	$0.068	$0.117	(0.049)	(72.4)
Insurance	$0.113	$0.212	(0.099)	(88.0)	$0.338	$0.235	$0.102	30.3
Claims	$0.041	$0.043	(0.002)	(5.8)	$0.123	$0.043	$0.080	64.7
Paratransit Service Contracts	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Maintenance and Other Operating Contracts	$0.178	$0.131	$0.047	26.5	$0.535	$0.251	$0.284	53.0
Professional Service Contracts	$0.234	$0.099	$0.135	57.9	$0.702	$0.334	$0.368	52.4
Materials & Supplies	$0.140	$0.089	$0.051	36.5	$0.421	$0.512	(0.091)	(21.6)
Other Business Expenses	$0.002	$0.148	(0.145)	-	$0.007	$0.207	(0.199)	-
Non-Labor	**$1.057**	**$1.093**	**(0.036)**	**(3.4)**	**$3.170**	**$2.687**	**$0.483**	**15.2**
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	**$5.792**	**$4.976**	**$0.816**	**14.1**	**$17.462**	**$15.241**	**$2.221**	**12.7**
Depreciation	$0.000	$0.000	$0.000	100.0	$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	**$5.792**	**$4.976**	**$0.816**	**14.1**	**$17.462**	**$15.241**	**$2.221**	**12.7**
Net Surplus/(Deficit)	**(4.961)**	**(3.820)**	**$1.141**	**23.0**	**(15.078)**	**(13.400)**	**$1.678**	**11.1**

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
MARCH 2021
($ in millions)

	MONTH			YEAR TO DATE		
	Favorable/ (Unfavorable) Variance			Favorable/ (Unfavorable) Variance		
Operating Receipts or Disbursements	$	%	Reason for Variance	$	%	Reason for Variance
Farebox Receipts	0.025	23.8	Primarily due to favorable ridership	0.081	27.7	Primarily due to favorable ridership
Other Revenue	0.046	64.0	Primarily due to receipt timing lag of fare reimbursement	0.006	2.7	Primarily due to receipt timing lag of fare reimbursement
Capital and Other Reimbursements	0.255	38.9	Timing of reimbursements	(0.630)	(33.6)	Timing of reimbursements
Payroll	0.251	10.4	Favorable due to vacancies	0.678	9.4	Favorable due to vacancies
Overtime	0.344	100.0	Timing of payments	1.091	100.0	Timing of payments
Health and Welfare (including OPEB current payment)	0.004	0.5	Timing of payments	0.154	5.9	Timing of payments
Other Fringe Benefits	0.134	35.2	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies	0.218	18.6	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies
Electric Power	(0.011)	(3.3)	Unfavorable mainly due to timing	(0.011)	(1.2)	Unfavorable mainly due to timing
Maintenance Contracts	0.047	26.5	Favorable timing of maintenance work postponed due to COVID-19	0.284	53.0	Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	0.135	57.9	Timing of contract payments	0.368	52.4	Timing of contract payments
Materials & Supplies	0.051	36.5	Timing of payments	(0.091)	(21.6)	Timing of payments

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2021 Adopted
Cash Conversion (Cash Flow Adjustments)
Mar FY21
($ in Millions)

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	Month				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted	Actual	Variance	Percent	Adopted	Actual	Variance	Percent
Revenue								
Farebox Revenue	**$0.000**	**(0.013)**	**(0.013)**	**-**	**$0.000**	**(0.017)**	**(0.017)**	**-**
Other Revenue	**(0.135)**	**$0.065**	**$0.201**	**148.2**	**(0.406)**	**$0.020**	**$0.426**	**104.9**
Capital and Other Reimbursements	$0.000	$0.599	$0.599	-	$0.000	$0.624	$0.624	-
Total Revenue	**(0.135)**	**$0.651**	**$0.786**	**580.6**	**(0.406)**	**$0.627**	**$1.033**	**254.2**
Expenses								
Labor :								
Payroll	$0.231	$0.164	(0.067)	(29.1)	$0.480	(0.063)	(0.543)	(113.1)
Overtime	$0.000	$0.256	$0.256	-	$0.000	$0.892	$0.892	-
Total Salaries & Wages	**$0.231**	**$0.420**	**$0.189**	**82.0**	**-**	**$0.829**	**$0.349**	**72.8**
Health and Welfare	$0.000	(0.328)	(0.328)	-	$0.000	(0.746)	(0.746)	-
OPEB Current Payment	$0.000	$0.170	$0.170	-	$0.000	$0.554	$0.554	-
Pensions	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Other Fringe Benefits	$0.167	$0.122	(0.045)	(27.0)	$0.486	$0.215	(0.271)	(55.8)
Total Fringe Benefits	**$0.167**	**(0.035)**	**(0.202)**	**(120.8)**	**$0.486**	**$0.023**	**(0.463)**	**(95.3)**
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	$0.002	$0.002	-
Labor	**$0.398**	**$0.385**	**(0.013)**	**(3.2)**	**$0.966**	**$0.854**	**(0.113)**	**(11.7)**
Non-Labor :								
Electric Power	$0.000	$0.043	$0.043	-	$0.000	(0.011)	(0.011)	-
Fuel	$0.000	(0.034)	(0.034)	-	$0.000	(0.040)	(0.039)	-
Insurance	$0.000	(0.128)	(0.128)	-	$0.000	$0.132	$0.132	-
Claims	$0.042	(0.011)	(0.053)	(127.5)	$0.125	$0.053	(0.072)	(58.0)
Paratransit Service Contracts	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Maintenance and Other Operating Contracts	$0.000	(0.012)	(0.012)	-	$0.000	$0.015	$0.015	-
Professional Service Contracts	$0.000	(0.097)	(0.097)	-	$0.000	(0.114)	(0.114)	-
Materials & Supplies	$0.000	$0.060	$0.060	-	$0.000	$0.153	$0.153	-
Other Business Expenses	$0.000	(0.177)	(0.176)	-	$0.000	(0.096)	(0.096)	-
Non-Labor	**$0.042**	**(0.358)**	**(0.400)**	**(962.7)**	**$0.125**	**$0.092**	**(0.033)**	**(26.4)**
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	**$0.440**	**$0.027**	**(0.412)**	**(93.8)**	**$1.091**	**$0.945**	**(0.145)**	**(13.3)**
Depreciation	$1.000	$0.891	(0.109)	(10.9)	$3.000	$2.679	(0.321)	(10.7)
GASB 75 OPEB Expense Adjustment	$0.275	$0.000	(0.275)	(100.0)	$0.275	$0.000	(0.275)	(100.0)
GASB 68 Pension Adjustment	(0.275)	$0.000	$0.275	100.0	(0.275)	$0.000	$0.275	100.0
Environmental Remediation	$0.000	$0.000	$0.000	-	$0.000	$0.000	$0.000	-
Total Expenditures	**$1.440**	**$0.919**	**(0.521)**	**(36.2)**	**$4.091**	**$3.624**	**(0.466)**	**(11.4)**
Total Cash Conversion Adjustments	**$1.304**	**$1.570**	**$0.265**	**20.3**	**$3.684**	**$4.251**	**$0.566**	**15.4**

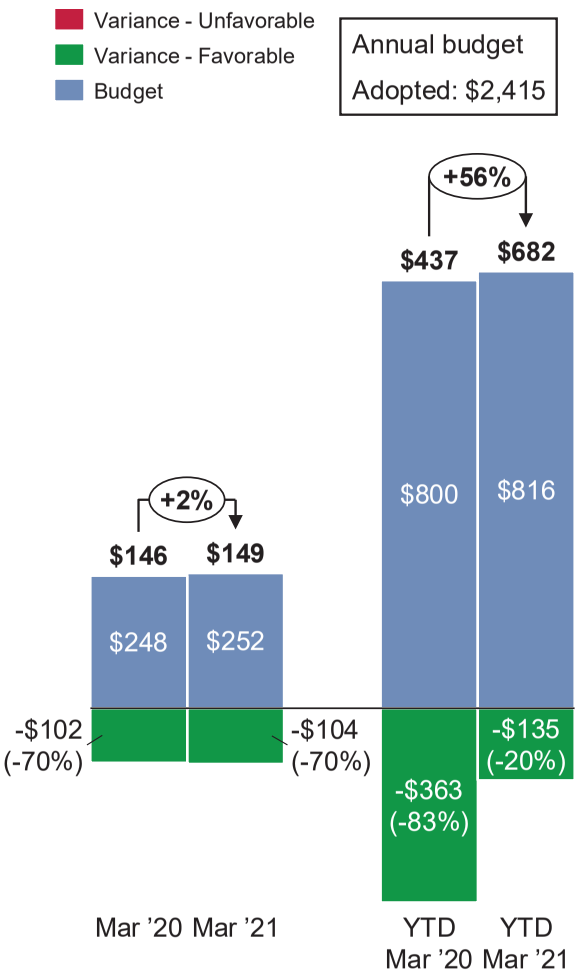
Note: Totals may not add due to rounding

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

March 2021 and YTD adopted vs. variance

$K

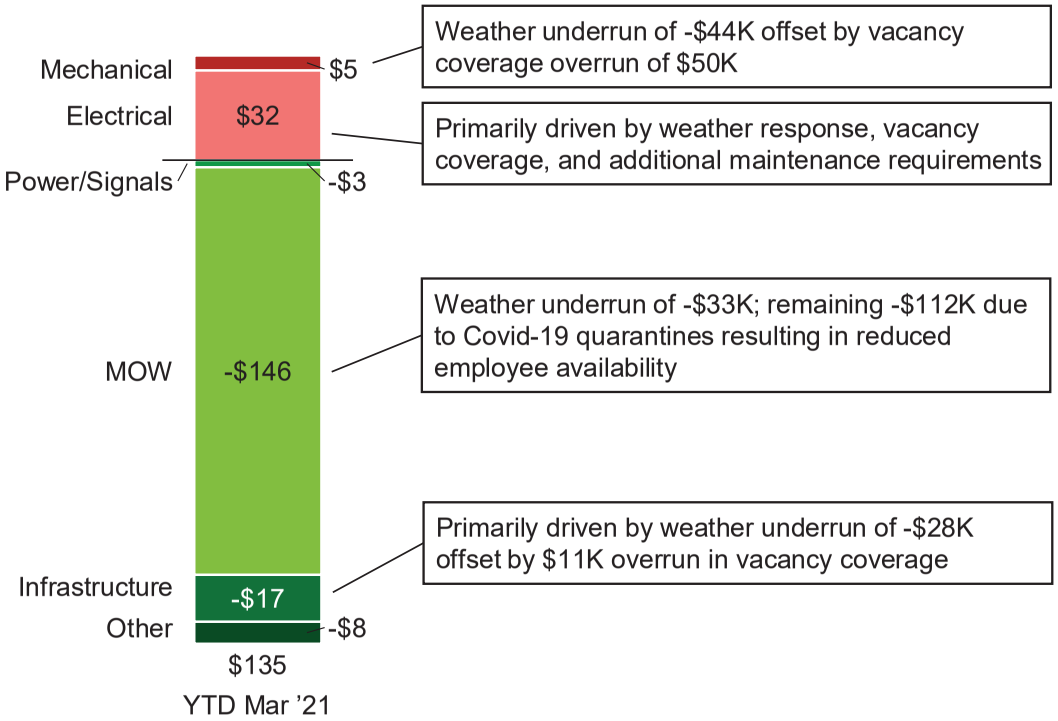


Overview

- Overall increase of $245K or 56% compared to March YTD 2020
- -$135K or 20% below 2021 YTD budget
- Maintenance -$127K underrun: -$56K weather underrun offset by $56K overrun due to vacancy coverage; remaining -$127K underrun due to employee availability resulting from Covid-19
- Service $1K overrun: -$32K weather underrun offset by $32K overrun due to vacancies

YTD variance by division

$K

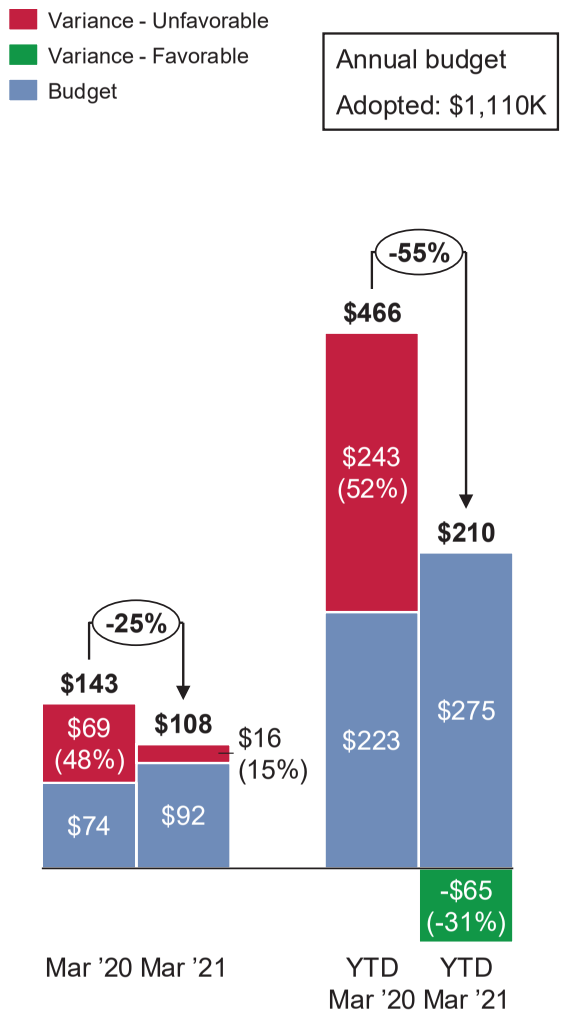


Source: Adopted budget. GL actuals for actual overtime spending.

SIRTOA – Reimbursable Overtime Variance

March 2021 and YTD adopted vs. variance

$K

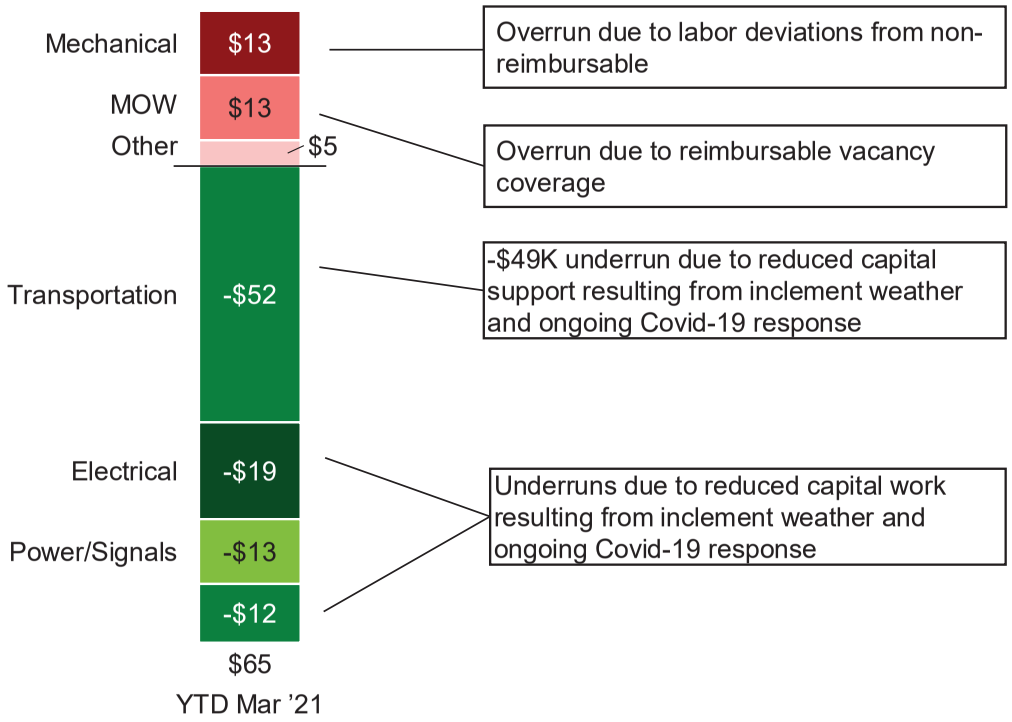


Overview

- Overall decrease of -$256K or 55% compared to March YTD 2020
- -$65K or 31% below 2021 YTD budget
- Maintenance -$18K underrun: due to reduced capital work resulting from inclement weather and Covid-19 response
- Service -$52K underrun: due to reduced capital support resulting from inclement weather and Covid-19 response

YTD variance by division

$K

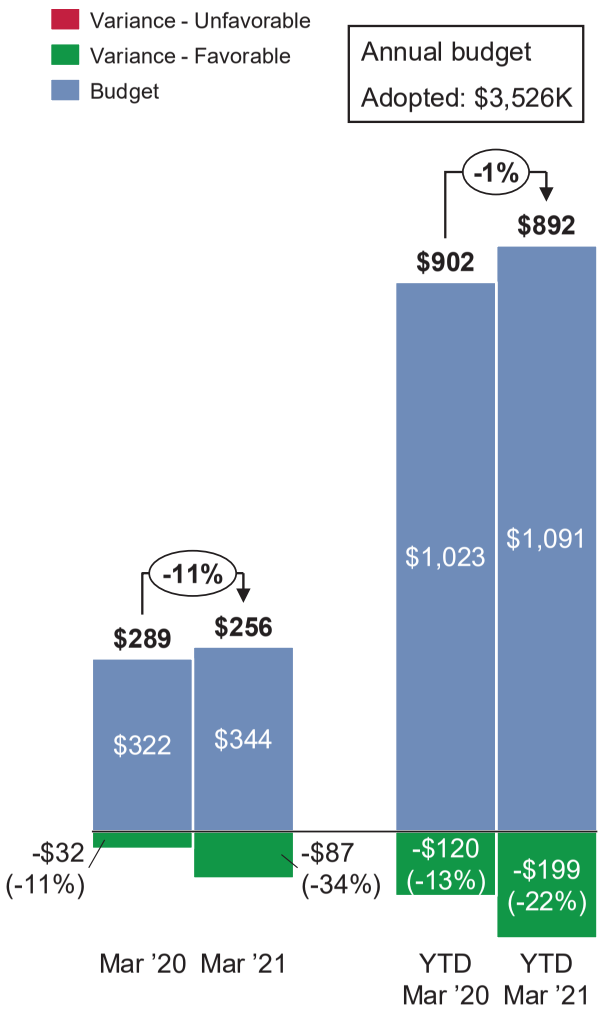


Source: Adopted budget. GL actuals for actual overtime spending.

SIRTOA – Total Overtime Variance

March 2021 and YTD adopted vs. variance

$K

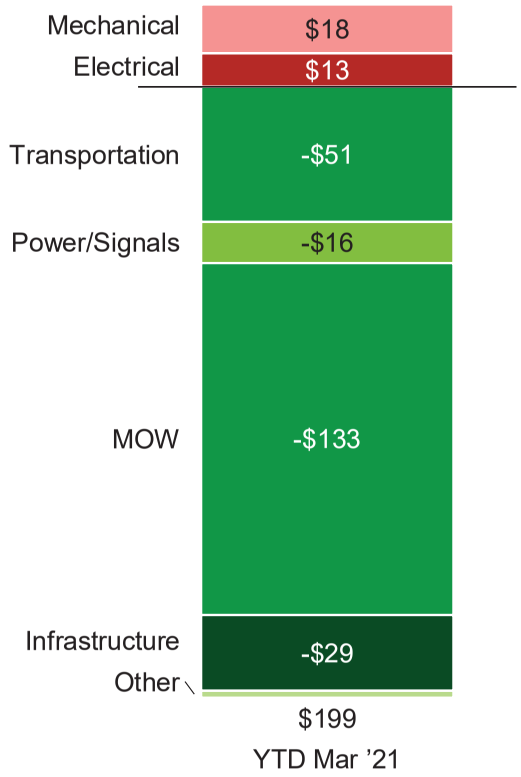


Overview

- Overall decrease of $11K or 1% compared to March YTD 2020
- -$199K of 22% 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
Mar 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	134	18
Total Operations	**152**	**134**	**18**
Maintenance			
SIR Mechanical	53	53	0
SIR Electronics Electrical	18	18	0
SIR Power Signals	32	29	3
SIR Maintenance of Way	89	73	16
SIR Infrastructure	16	16	0
Total Maintenance	**208**	**189**	**19**
Engineering/Capital			
SIR Reimbursable Program Support	6	2	4
Total Engineering/Capital	**6**	**2**	**4**
Total Positions	**389**	**343**	**46**
Non-Reimbursable	336	315	21
Reimbursable	53	28	25
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
Mar 2021

FUNCTION/OCCUPATION	Adopted	Actual	Favorable/ (Unfavorable)
Administration			
Managers/Supervisors	13	10	3
Professional/Technical/Clerical	6	6	0
Operational Hourlies	4	2	2
Total Administration	**23**	**18**	**5**
Operations			
Managers/Supervisors	26	23	3
Professional/Technical/Clerical	6	6	0
Operational Hourlies	120	105	15
Total Operations	**152**	**134**	**18**
Maintenance			
Managers/Supervisors	25	23	2
Professional/Technical/Clerical	6	7	(1)
Operational Hourlies	177	159	18
Total Maintenance	**208**	**189**	**19**
Engineering/Capital			
Managers/Supervisors	4	2	2
Professional/Technical/Clerical	2	0	2
Operational Hourlies	0	0	-
Total Engineering/Capital	**6**	**2**	**4**
Total Positions			
Managers/Supervisors	68	58	10
Professional/Technical/Clerical	20	19	1
Operational Hourlies	301	266	35
Total Positions	**389**	**343**	**46**

Preliminary March 2021 Report: Bus Company

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

March 2021 Bus Company ridership of 5.4 million was 3.5 million (186.4 percent) above budget.

- Farebox revenue of $10.1 million was $6.7 million (195.9 percent) above budget.
- Total expenses of $72.7 million were $20.9 million (22.3 percent) below budget.
    - Labor expenses were lower than budget by $3.0 million (5.3 percent), Overtime expenses were lower than budget by $1.2 million (14.0 percent). Other Fringe Benefits were lower than budget by $1.2 million (18.3 percent). Health and Welfare (including OPEB) expenses were lower than budget by $0.8 million (7.2 percent). Payroll expenses of $0.8 million (3.0 percent) were greater than budget. Pension is lower by $0.6 million (10.4 percent).
    - Non-labor expenses were favorable to budget by $6.9 million (30.7 percent), Materials and Supplies expenses were favorable by $1.1 million (22.0 percent). Maintenance and Other Operating Contracts expenses were lower than budget by $1.9 million (46.5 percent). Claims expenses were favorable by $2.1 million (31.8 percent). Professional Service Contracts were lower than budget by $1.6 million (44.2 percent). Other Business expenses were less than budget by $0.2 million (41.4 percent). Insurance was lower than budget by $0.2 million (30.0 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
March 2021

(All data are preliminary and subject to audit)

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

Total Revenue was $10.6 million in March, $5.4 million (101.9 percent) greater than budget, mainly due to higher Farebox Revenue. Farebox Revenue was favorable by $6.7 million (195.9 percent) primarily due to higher ridership and higher average fare. Other Operating Revenue was unfavorable by $1.3 million (73.2 percent) due to lower Student fare reimbursement due to COVID-19, lower Advertising, and lower recoveries from Other Insurance and Other Contract services.

Total MTA Bus ridership in March 2021 was 5.4 million, 186.4 percent (3.5 million riders) above budget. March 2021 average weekday ridership was 193,981, a decrease of 10.9 percent (23,820 riders) from March 2020. Average weekday ridership for the twelve months ending March 2021 was 111,285, a decrease of 70.2 percent (261,580 riders) from the twelve months ending March 2020.

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were $69.1 million in March, 9.9 million (12.5 percent) favorable to budget.

- Labor expenses were lower than budget by $3.0 million (5.3 percent), Overtime expenses were lower than budget by $1.2 million (14.0 percent), due to lower unscheduled overtime, COVID-related cleaning, programmatic maintenance and the essential overnight service partially offset by lower availability and prior period expenses. Pension is under by $0.6 million (10.4) percent due to timing of expenses. Other Fringe Benefits were lower than budget by $1.2 million (18.3 percent), mainly due to timing of interagency billing and Worker's Compensation expenses. Health and Welfare (including OPEB) expenses were lower than budget by $0.8 million (7.2 percent), primarily due to lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, life Insurance cost and lower Health & Welfare Reimbursement. Payroll expenses overran by $0.8 million (3.0 percent), primarily due to higher sick payment and lower attrition.

- Non-labor expenses were less than budget by $6.9 million (30.7 percent), Fuel expenses were higher than budget by $0.3 million, (16.3) percent primarily due to unfavorable diesel costs partially offset by favorable consumption compared to budget. Materials and Supplies expenses were favorable by $1.1 million (22.0 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 $1.9 million (46.5 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 $2.1 million (31.8 percent) due to the timing of expenses. Professional Service Contracts were lower than budget by $1.6 million (44.2 percent), due to the timing of interagency billing, Bus Technology, and service contracts. Other Business Expenses were less than budget by $0.2 million (41.3 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 $0.2 million (30.0 percent) due to timing of expenses.

Depreciation expenses of $3.6 million were 1.2 million (24.3 percent) below budget as result of the timing of asset replacement. No expenses or credits were recorded in March regarding GASB 68 Pension Adjustment, and GASB 75 OPEB Expense adjustment.
The **operating cash deficit** (excluding subsidies) was $42.9 million, $20.6 million (32.5 percent) favorable to the budget.

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
March 2021

($ in millions)

	Nonreimbursable				Reimbursable				Total			
			Favorable (Unfavorable)				Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Revenue												
Farebox Revenue	3.424	$10.131	$6.707	*	$0.000	$0.000	$0.000	-	$3.424	$10.131	$6.707	*
Other Operating Income	1.837	0.492	(1.345)	(73.2)	-	-	-	-	1.837	0.492	(1.345)	(73.2)
Capital and Other Reimbursements	-	-	-	-	0.489	0.141	(0.347)	(71.0)	0.489	0.141	(0.347)	(71.0)
Total Revenue	**$5.261**	**$10.623**	**$5.362**	*	**$0.489**	**$0.141**	**($0.347)**		**$5.750**	**$10.765**	**$5.016**	**87.2**
Expenses												
Labor:												
Payroll	$25.139	$25.902	($0.763)	(3.0)	$0.193	$0.045	$0.148	76.7	$25.333	$25.947	($0.614)	(2.4)
Overtime	8.499	7.310	1.189	14.0	-	0.008	(0.008)	-	8.499	7.318	1.181	13.9
Health and Welfare	8.578	8.123	0.454	5.3	0.119	-	0.119	100.0	8.697	8.123	0.574	6.6
OPEB Current Payment	2.232	1.904	0.329	14.7	-	-	-	-	2.232	1.904	0.329	14.7
Pensions	5.628	5.046	0.583	10.4	-	-	-	-	5.628	5.046	0.583	10.4
Other Fringe Benefits	6.543	5.343	1.199	18.3	-	0.005	(0.005)	-	6.543	5.348	1.194	18.2
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.079)	(0.083)	0.004	5.7	0.079	0.083	(0.004)	(5.7)	0.000	-	(0.000)	(24.8)
Total Labor Expenses	**$56.539**	**$53.545**	**$2.994**	**5.3**	**$0.391**	**$0.141**	**$0.249**	**63.7**	**$56.931**	**$53.687**	**$3.244**	**5.7**
Non-Labor:												
Electric Power	$0.145	$0.096	$0.048	33.3	$0.000	$0.000	$0.000	-	$0.145	$0.096	$0.048	33.3
Fuel	1.730	2.012	(0.282)	(16.3)	-	-	-	-	1.730	2.012	(0.282)	(16.3)
Insurance	0.610	0.427	0.183	30.0	-	-	-	-	0.610	0.427	0.183	30.0
Claims	6.595	4.500	2.095	31.8	-	-	-	-	6.595	4.500	2.095	31.8
Maintenance and Other Operating Contrac	4.180	2.238	1.943	46.5	0.021	-	0.021	100.0	4.201	2.238	1.964	46.7
Professional Service Contracts	3.585	1.999	1.585	44.2	-	-	-	-	3.585	1.999	1.585	44.2
Materials & Supplies	5.207	4.062	1.145	22.0	0.077	-	0.077	100.0	5.285	4.062	1.223	23.1
Other Business Expense	0.401	0.235	0.166	41.4	-	-	-	-	0.401	0.235	0.166	41.4
Total Non-Labor Expenses	**$22.454**	**$15.569**	**$6.884**	**30.7**	**$0.098**	**$0.000**	**$0.098**	**100.0**	**$22.552**	**$15.569**	**$6.982**	**31.0**
Total Expenses before Non-Cash Liabil	**$78.993**	**$69.115**	**$9.879**	**12.5**	**$0.489**	**$0.141**	**$0.347**	**71.0**	**$79.483**	**$69.256**	**$10.226**	**12.9**
Depreciation	$4.747	$3.595	$1.152	24.3	$0.000	$0.000	$0.000	-	$4.747	$3.595	$1.152	24.3
GASB 75 OPEB Expense Adjustment	6.058	-	6.058	100.0	-	-	-	-	6.058	-	6.058	100.0
GASB 68 Pension Adjustment	3.813	-	3.813	100.0	-	-	-	-	3.813	-	3.813	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	**$93.612**	**$72.710**	**$20.903**	**22.3**	**$0.489**	**$0.141**	**$0.347**	**71.0**	**$94.102**	**$72.851**	**$21.250**	**22.6**
Net Surplus/(Deficit)	**($88.351)**	**($62.086)**	**$26.265**	**29.7**	**$0.000**	**$0.000**	**$0.000**	**-**	**($88.352)**	**($62.086)**	**$26.265**	**29.7**

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

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
March 2021 Year-To-Date

($ in millions)

	Nonreimbursable				Reimbursable				Total			
			Favorable (Unfavorable)				Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Revenue												
Farebox Revenue	9.837	$26.856	$17.019	*	$0.000	$0.000	$0.000	-	$9.837	$26.856	$17.019	*
Other Operating Income	5.210	1.345	(3.865)	(74.2)	-	-	-	-	5.210	1.345	(3.865)	(74.2)
Capital and Other Reimbur	-	-	-	-	1.387	1.123	(0.265)	(19.1)	1.387	1.123	(0.265)	(19.1)
Total Revenue	**$15.047**	**$28.201**	**$13.154**	**87.4**	**$1.387**	**$1.123**	**($0.265)**	**(19.1)**	**$16.434**	**$29.324**	**$12.890**	**78.4**
Expenses												
Labor:												
Payroll	$72.309	$76.000	(3.691)	(5.1)	$0.548	$0.640	($0.092)	(16.7)	$72.857	$76.640	($3.783)	(5.2)
Overtime	25.258	20.610	4.647	18.4	-	0.008	(0.008)	-	25.258	20.618	4.639	18.4
Health and Welfare	24.331	22.886	1.445	5.9	0.338	-	0.338	100.0	24.668	22.886	1.782	7.2
OPEB Current Payment	6.330	5.705	0.625	9.9	-	-	-	-	6.330	5.705	0.625	9.9
Pensions	15.963	14.586	1.377	8.6	-	-	-	-	15.963	14.586	1.377	8.6
Other Fringe Benefits	18.559	16.261	2.298	12.4	-	0.005	(0.005)	-	18.559	16.266	2.293	12.4
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.223)	(0.300)	0.077	34.7	0.223	0.470	(0.246)	*	(0.000)	0.169	(0.169)	*
Total Labor Expenses	**$162.527**	**$155.748**	**$6.779**	**4.2**	**$1.109**	**$1.123**	**($0.013)**	**(1.2)**	**$163.636**	**$156.871**	**$6.765**	**4.1**
Non-Labor:												
Electric Power	$0.412	$0.362	$0.050	12.2	$0.000	$0.000	$0.000	-	$0.412	$0.362	$0.050	12.2
Fuel	4.907	4.752	0.155	3.2	-	-	-	-	4.907	4.752	0.155	3.2
Insurance	1.729	1.282	0.447	25.9	-	-	-	-	1.729	1.282	0.447	25.9
Claims	18.708	13.500	5.208	27.8	-	-	-	-	18.708	13.500	5.208	27.8
Maintenance and Other Op	11.856	6.459	5.398	45.5	0.060	-	0.060	100.0	11.916	6.459	5.457	45.8
Professional Service Contr	10.170	5.708	4.462	43.9	-	-	-	-	10.170	5.708	4.462	43.9
Materials & Supplies	14.771	9.925	4.846	32.8	0.219	-	0.219	100.0	14.990	9.925	5.065	33.8
Other Business Expense	1.137	0.627	0.511	45.0	-	-	-	-	1.137	0.627	0.511	45.0
Total Non-Labor Expense	**$63.690**	**$42.614**	**$21.076**	**33.1**	**$0.279**	**$0.000**	**$0.279**	**100.0**	**$63.969**	**$42.614**	**$21.355**	**33.4**
Total Expenses before N	**$226.218**	**$198.362**	**$27.855**	**12.3**	**$1.388**	**$1.123**	**$0.265**	**19.1**	**$227.605**	**$199.485**	**$28.120**	**12.4**
Depreciation	$13.466	12.088	$1.377	10.2	-	-	-	-	$13.466	$12.088	$1.377	10.2
GASB 75 OPEB Expense /	17.184	-	17.184	100.0	-	-	-	-	17.184	-	17.184	100.0
GASB 68 Pension Adjustm	10.817	-	10.817	100.0	-	-	-	-	10.817	-	10.817	100.0
Environmental Remediatio	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	**$267.684**	**$210.451**	**$57.233**	**21.4**	**$1.388**	**$1.123**	**$0.265**	**19.1**	**$269.072**	**$211.573**	**$57.499**	**21.4**
Net Surplus/(Deficit)	**($252.638)**	**($182.249)**	**$70.389**	**27.9**	**$0.000**	**$0.000**	**$0.000**	**0.0**	**($252.637)**	**($182.249)**	**$70.388**	**27.9**

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 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
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
($ in millions)

Generic Revenue or Expense Category	Nonreimb or Reims	March 2021 Favorable (Unfavorable) Variance $	March 2021 Favorable (Unfavorable) Variance %	March 2021 Reason for Variance	Year-To-Date Favorable (Unfavorable) Variance $	Year-To-Date Favorable (Unfavorable) Variance %	Year-To-Date Reason for Variance
Farebox Revenue	NR	$ 6.707	*	Higher ridership and higher average fare	$ 17.019	*	Higher ridership and higher average fare
Other Operating Revenue	NR	$ (1.345)	(73.2)	Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recoveries from Other Insurance and Other Contract services	$ (3.865)	(74.2)	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	R	$ (0.347)	*	Timing of expenses	$ (0.265)	(19.1)	Timing of expenses
Total Revenue Variance		**$ 5.015**	**87.2**		**$ 12.889**	**78.4**	
Payroll	NR	$ (0.763)	(3.0)	Primarily due to higher sick payment and lower attrition	$ (3.691)	(5.1)	Primarily due to higher vacation payment, higher cash out of sick and personal time, and lower attrition
Overtime	NR	$ 1.189	14.0	Primarily lower unscheduled overtime, COVID-related cleaning, programmatic maintenance, and the essential overnight service partially offset by lower availability	$ 4.647	18.4	Primarily lower unscheduled overtime, COVID-related cleaning, programmatic maintenance, and the essential overnight service partially offset by lower availability
Health and Welfare (including OPEB)	NR	$ 0.782	7.2	Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, Life Insurance cost and lower Heath & Welfare Reimbursement	$ 2.070	6.8	Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, Life Insurance cost and lower Heath & Welfare Reimbursement
Pension	NR	$ 0.583	10.4	Timing of Expenses	$ 1.377	8.6	Timing of expenses
Other Fringe Benefits	NR	$ 1.199	18.3	Timing of interagency billing and Worker's Compensation expenses	$ 2.298	12.4	Timing of interagency billing and Worker's Compensation expenses.
Reimbursable Overhead	NR	$ 0.004	5.7	(a)	$ 0.077	34.7	(a)
Electric Power	NR	$ 0.048	33.3	(a)	$ 0.050	33.3	(a)
Fuel	NR	$ (0.282)	(16.3)	Primarily driven by unfavorable diesel price partially offset by favorable consumption compared to budget.	$ 0.155	3.2	Mainly due to lower fuel consumption partially offset by higher diesel costs
Insurance	NR	$ 0.183	30.0	Timing of expenses	$ 0.447	25.9	Timing of expenses
Claims	NR	$ 2.095	31.8	Timing of expenses	$ 5.208	27.8	Timing of expenses
Maintenance and Other Operating Contracts	NR	$ 1.943	46.5	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses	$ 5.398	45.5	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses
Professional Service Contracts	NR	$ 1.585	44.2	Timing of interagency billing, Bus Technology, and service contracts	$ 4.462	43.9	Timing of interagency billing, Bus Technology, and service contracts
Materials & Supplies	NR	$ 1.145	22.0	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses	$ 4.846	32.8	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	41.4	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses	$ 0.511	45.0	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses
Depreciation	NR	$ 1.152	24.3	Timing of asset replacement	$ 1.377	10.2	Timing of asset replacement
Other Post Employment Benefits	NR	$ 6.058	100.0	(a)	$ 17.184	100.0	
GASB 68 Pension Adjustment	NR	$ 3.813	100.0	(a)	$ 10.817	100.0	
Environmental Remediation	NR	$ -	-		$ -	-	
Payroll	R	$ 0.148	76.7	(a)	$ (0.092)	(16.7)	
Overtime	R	$ (0.008)	*	(a)	$ (0.008)	*	
Health and Welfare	R	$ 0.119	100.0	Timing of charges	$ 0.338	100.0	
Pension	R	$ -	.		$ -		
Other Fringe Benefits	R	$ (0.005)	.		$ (0.005)		
Reimbursable Overhead	R	$ (0.004)	*		$ (0.246)	*	
Professional Service Contracts	R	$ -	.	(a)	$ -		
Maintenance and Other Operating	R	$ 0.021	*	(a)	$ 0.060	*	
Materials & Supplies	R	$ 0.077	*	(a)	$ 0.219	*	
Total Expense Variance		**$ 21.250**	**22.6**		**$ 57.499**	**21.4**	
Net Variance		**$ 26.265**	**29.7**		**$ 70.388**	**27.9**	

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
CASH RECEIPTS AND EXPENDITURES

($ in millions)

	March 2021				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Receipts								
Farebox Revenue	$3.424	$ 10.669	$7.245	*	$9.837	$ 27.739	$17.902	*
Other Operating Revenue	1.766	0.349	(1.417)	(80.2)	5.298	0.917	(4.382)	(82.7)
Capital and Other Reimburs	0.917	0.531	(0.386)	(42.1)	2.751	1.665	(1.087)	(39.5)
Total Receipts	**$6.107**	**$11.549**	**$5.442**	**89.1**	**$17.887**	**$30.320**	**$12.434**	**69.5**
Expenditures								
Labor:								
Payroll	$22.953	$19.388	$3.565	15.5	$69.610	$65.023	$4.588	6.6
Overtime	7.677	7.318	0.359	4.7	23.030	20.618	2.412	10.5
Health and Welfare	8.362	8.984	(0.622)	(7.4)	25.087	25.804	(0.718)	(2.9)
OPEB Current Payment	2.146	1.904	0.242	11.3	6.438	5.705	0.732	11.4
Pensions	5.397	5.046	0.351	6.5	16.190	14.587	1.603	9.9
Other Fringe Benefits	4.640	2.786	1.854	40.0	13.919	9.808	4.111	29.5
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-		-	-	-	-	-	-
Total Labor Expenditures	**$51.174**	**$45.426**	**$5.748**	**11.2**	**$154.273**	**$141.545**	**$12.728**	**8.3**
Non-Labor:								
Electric Power	$0.140	$0.171	($0.031)	(22.3)	$0.419	$0.507	($0.088)	(20.9)
Fuel	1.663	2.283	(0.620)	(37.2)	4.990	5.372	(0.382)	(7.7)
Insurance	0.586	0.000	0.586	100.0	1.759	-	1.759	100.0
Claims	3.083	0.937	2.146	69.6	9.249	3.198	6.050	65.4
Maintenance and Other Op	4.039	1.720	2.319	57.4	12.118	6.583	5.535	45.7
Professional Service Contra	3.447	1.123	2.324	67.4	10.342	11.170	(0.828)	(8.0)
Materials & Supplies	5.081	2.523	2.558	50.3	15.244	8.553	6.691	43.9
Other Business Expenses	0.385	0.246	0.139	36.2	1.156	0.652	0.505	43.7
Total Non-Labor Expendit	**$18.426**	**$9.003**	**$9.422**	**51.1**	**$55.278**	**$36.035**	**$19.242**	**34.8**
Total Expenditures	**$69.600**	**$54.429**	**$15.171**	**21.8**	**$209.551**	**$177.580**	**$31.971**	**15.3**
Operating Cash Surplus/(	**($63.493)**	**($42.880)**	**$20.613**	**32.5**	**($191.665)**	**($147.260)**	**$44.405**	**23.2**

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)

	March 2021			Year-To-Date		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
Operating Receipts or Disbursements	$	%		$	%	
Farebox Revenue	$ 7.245	*	Higher ridership and higher average fare	$ 17.902	*	Higher ridership and higher average fare
Other Operating Revenue	(1.417)	(80.2)	Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recoveries from Other Insurance and Other Contract services	(4.382)	(82.7)	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	(0.386)	(42.1)	Timing of reimbursement receipts	(1.087)	(39.5)	Timing of reimbursement receipts
Total Receipts	**$ 5.442**	**89.1**		**$ 12.434**	**69.5**	
Payroll	$ 3.565	15.5	Timing of payments	$ 4.588	6.6	Timing of payments
Overtime	0.359	4.7	Primarily lower unscheduled overtime, COVID-related cleaning, programmatic maintenance, and the essential overnight service partially offset by lower availability	2.412	10.5	Primarily lower unscheduled overtime, COVID-related cleaning, programmatic maintenance, and the essential overnight service partially offset by lower availability
Health and Welfare (including OPEB)	(0.380)	(3.6)	Prior Period payments	0.014	0.0	Prior Period payments
Pension	0.351	6.5	Timing of payments	1.603	9.9	Timing of expenses
Other Fringe Benefits	1.854	40.0	Timing of interagency billing and Worker's Compensation expenses	4.111	29.5	Timing of interagency billing and Worker's Compensation expenses
GASB	-	-	(a)	-	-	
Electric Power	(0.031)	(22.3)	(a)	(0.088)	(20.9)	(a)
Fuel	(0.620)	(37.2)	Primarily driven by unfavorable diesel price partially offset by favorable consumption compared to budget.	(0.382)	(7.7)	Primarily driven by unfavorable diesel price partially offset by favorable consumption compared to budget.
Insurance	0.586	100.0	Timing of payments	1.759	100.0	Timing of payments
Claims	2.146	69.6	Timing of payments	6.050	65.4	Timing of payments
Maintenance and Other Operating Contracts	2.319	57.4	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses	5.535	45.7	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses
Professional Service Contracts	2.324	67.4	Timing of interagency billing, Bus Technology, and service contracts	(0.828)	(8.0)	Prior period payments
Materials & Supplies	2.558	50.3	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses	6.691	43.9	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	0.139	36.2	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses	0.505	43.7	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses
Total Expenditures	**$ 15.170**	**21.8**		**$ 31.970**	**15.3**	
Net Cash Variance	**$ 20.613**	**32.5**		**$ 44.405**	**23.2**	

(a) - Variance less than 5%

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

($ in millions)

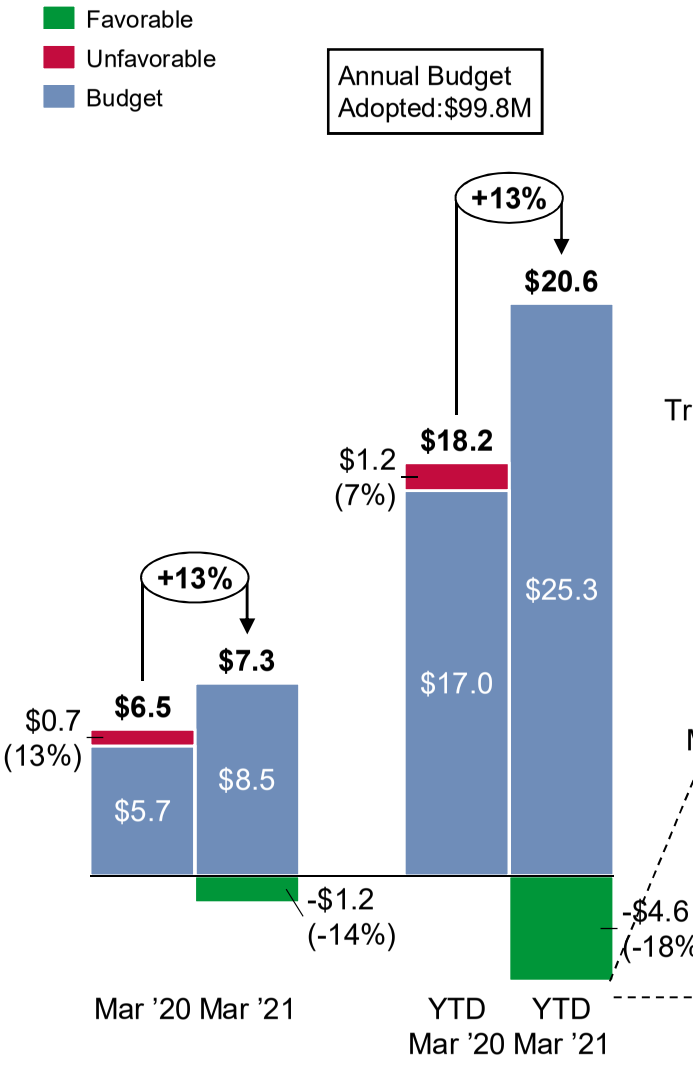
	March 2021				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Receipts								
Farebox Revenue	$0.000	0.538	$0.538	-	$0.000	$0.883	$0.883	-
Other Operating Revenue	(0.071)	(0.143)	(0.072)	*	0.088	(0.428)	(0.517)	*
Capital and Other Reimbursements	0.428	0.390	(0.038)	(8.9)	1.364	0.542	(0.822)	(60.3)
Total Receipts	**$0.357**	**$0.785**	**$0.428**	*	**$1.452**	**$0.996**	**($0.456)**	**(31.4)**
Expenditures								
Labor:								
Payroll	$2.380	$6.559	$4.179	*	$3.247	$11.617	$8.371	*
Overtime	0.822	-	(0.822)	(100.0)	2.228	(0.000)	(2.228)	*
Health and Welfare	0.334	(0.861)	(1.195)	*	(0.418)	(2.918)	(2.500)	*
OPEB Current Payment	0.086	-	(0.086)	(100.0)	(0.107)	(0.000)	0.107	99.6
Pensions	0.231	-	(0.231)	(100.0)	(0.227)	(0.001)	0.226	99.7
Other Fringe Benefits	1.903	2.562	0.659	34.6	4.640	6.458	1.818	39.2
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	0.000	-	(0.000)	(100.0)	(0.000)	0.169	0.169	*
Total Labor Expenditures	**$5.756**	**$8.260**	**$2.504**	**43.5**	**$9.363**	**$15.325**	**$5.962**	**63.7**
Non-Labor:								
Electric Power	$0.006	($0.075)	($0.081)	*	($0.007)	($0.145)	($0.138)	*
Fuel	0.066	(0.271)	(0.337)	*	(0.083)	(0.620)	(0.537)	*
Insurance	0.023	0.427	0.404	*	(0.029)	1.282	1.311	*
Claims	3.512	3.563	0.051	1.4	9.459	10.302	0.843	8.9
Maintenance and Other Operating Contracts	0.161	0.518	0.357	*	(0.202)	(0.124)	0.078	38.8
Professional Service Contracts	0.138	0.876	0.738	*	(0.172)	(5.462)	(5.290)	*
Materials & Supplies	0.203	1.539	1.336	*	(0.254)	1.372	1.626	*
Other Business Expenditures	0.015	(0.011)	(0.026)	*	(0.019)	(0.025)	(0.005)	(27.9)
Total Non-Labor Expenditures	**$4.126**	**$6.566**	**$2.440**	**59.1**	**$8.691**	**$6.580**	**($2.111)**	**(24.3)**
Total Cash Conversion Adjustments before Non-Cash Liability Adjs.	**$10.240**	**$15.611**	**$5.371**	**52.5**	**$19.506**	**$22.901**	**$3.395**	**17.4**
Depreciation Adjustment	4.747	3.595	(1.152)	(24.3)	13.466	12.088	(1.378)	(10.2)
GASB 75 OPEB Expense Adjustment	6.058	-	(6.058)	(100.0)	17.184	-	(17.184)	(100.0)
GASB 68 Pension Adjustment	3.813	-	(3.813)	(100.0)	10.817	-	(10.817)	(100.0)
Environmental Remediation	-	-	-		-	-	-	
Total Expenses/Expenditures	**$ 24.858**	**$ 19.206**	**$ (5.652)**	**(22.7)**	**$ 60.973**	**$ 34.989**	**$ (25.984)**	**(42.6)**
Total Cash Conversion Adjustments	**$24.858**	**$19.206**	**($5.652)**	**(22.7)**	**$60.973**	**$34.989**	**($25.984)**	**(42.6)**

NOTE: Totals may not add due to rounding

MTA Bus – Non-Reimbursable Overtime Variance

Mar 2021 and YTD Adopted Budget vs. Variance

$M

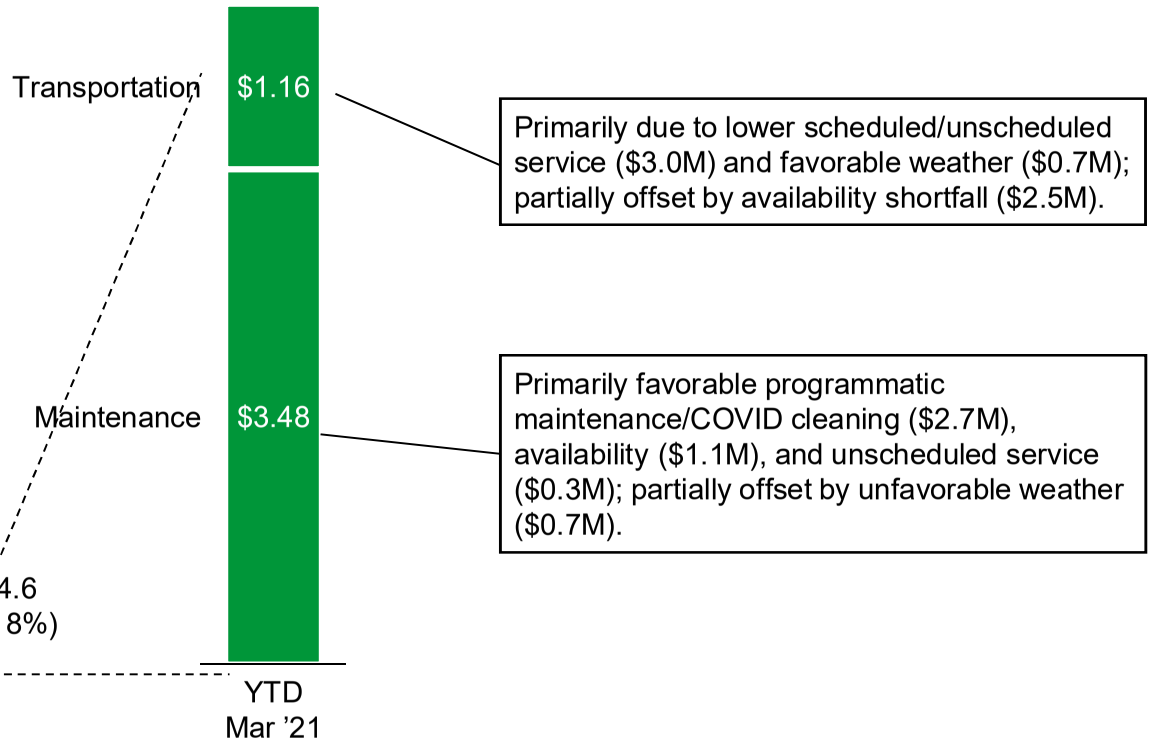


Overview

- March 2021 increased by $0.8M or 13% compared to March 2020
- Mar YTD 2021 is 18% under budget

YTD variance by division

$M



Primarily due to lower scheduled/unscheduled service ($3.0M) and favorable weather ($0.7M); partially offset by availability shortfall ($2.5M).

Primarily favorable programmatic maintenance/COVID cleaning ($2.7M), availability ($1.1M), and unscheduled service ($0.3M); partially offset by unfavorable weather ($0.7M).

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 POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS
MARCH 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	2,281	17	Bus Operators Vacancy
Office of the Executive VP	6	4	2	
Safety & Training	68	63	6	Bus Operator Training
Road Operations	141	139	2	
Transportation Support	25	21	4	
Operations Planning	34	29	5	
Revenue Control	6	6	-	
Total Operations	**2,578**	**2,543**	**36**	Vacancies
Maintenance				
Buses	723	730	(7)	
Maintenance Support/CMF	210	206	4	
Facilities	76	73	3	
Supply Logistics	104	96	8	
Total Maintenance	**1,113**	**1,105**	**8**	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**	**3,783**	**68**	
Non-Reimbursable	3,812	3,749	64	
Reimbursable	38	34	4	
Total Full-Time	**3,832**	**3,770**	**62**	
Total Full-Time Equivalents	18	13	6	

MTA BUS COMPANY
2021 Adopted Budget vs Actual
TOTAL FULL - TIME AND FTE'S BY FUNCTION AND OCCUPATION
MARCH 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 Hourlies		2	-	2	
	Total Administration	**111**	**101**	**10**	Vacancies
Operations					
Managers/Supervisors		319	307	12	
Professional, Technical, Clerical		45	44	1	
Operational Hourlies		2,214	2,192	23	
	Total Operations	**2,578**	**2,543**	**36**	Mainly Bus Operator vacancies
Maintenance					
Managers/Supervisors		241	228	13	
Professional, Technical, Clerical		35	34	1	
Operational Hourlies		837	843	(6)	
	Total Maintenance	**1,113**	**1,105**	**8**	Vacancies
Engineering/Capital					
Managers/Supervisors		21	12	9	
Professional, Technical, Clerical		14	11	3	
Operational Hourlies		-	-	-	
	Total Engineering/Capital	**35**	**23**	**12**	Vacancies mainly Managers
Public Safety					
Managers/Supervisors		8	5	3	
Professional, Technical, Clerical		5	6	(1)	
Operational Hourlies		-	-	-	
	Total Public Safety	**13**	**11**	**2**	Vacancy
Total Baseline Positions					
Managers/Supervisors		634	593	41	
Professional, Technical, Clerical		163	155	8	
Operational Hourlies		3,053	3,035	19	
	Total Baseline Positions	**3,850**	**3,783**	**68**	

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

	March 2021			Year-to-date as of March 2021		
	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance
Farebox Revenue						
Fixed Route	3.424	10.131	$6.707	$9.837	$26.856	$17.019
Total Farebox Revenue	**$3.424**	**$10.131**	**$6.707**	**$9.837**	**$26.856**	**$17.019**
						867.9%
Ridership						
Fixed Route	1.872	5.363	3.491	5.337	14.016	8.679
Total Ridership	**1.872**	**5.363**	**3.491**	**5.337**	**14.016**	**8.679**
						162.6%

April 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 March 2021 is listed below:

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

	Planned	Achieved	%
Construction Awards	$323.8	$425.3	131
Substantial Completions	$167.7	$106.3	63

In March 2021, $260.5 million in Transit projects were awarded, including purchase of 135 standard diesel buses, 84 hybrid electric-buses and all-electric bus chargers for $216.9 million, mainline track replacement at the 11th Street Cut for $19.9 million and a flood resiliency project at 138th St-Grand Concourse station for $8.1 million.

Also in March 2021, $50.6 million in Transit projects were completed, including realignment and replacement of Jay Street-Metrotech station stairs and escalators for $20.6 million, a police radio system upgrade for $10.4 million and an Americans with Disabilities Act (ADA) platform gap retrofit project at various stations for $10.2 million.

Capital Program Status
April 2021

In March 2021, $260.5 million in Transit projects were awarded, including purchase of 135 standard diesel buses and 84 standard hybrid-electric buses for $167.1 million (a pilot for 4 standard diesel buses was awarded previously in October 2020, for a total of 139 standard diesel buses in this order). All buses will come equipped with new technology features including USB chargers, Wi-Fi and digital information screens. These buses will replace older buses in the Transit fleet that have reached the end of their useful life. The buses will be utilized on existing routes throughout New York City along the following list of destination depots: Kingsbridge, Manhattanville, Tuskegee, East New York, MJ Quill, Mother Clara Hale, Grand Avenue, Meredith, Baisley Park, College Point, Eastchester, Far Rockaway, La Guardia, Spring Creek, Yonkers and Gun Hill.

An electric bus chargers purchase was awarded in March 2021 for $49.8 million. The chargers will be procured in partnership with the New York Power Authority (NYPA) and will support the operation of all-electric buses out of five depots: East New York, Charleston, Grand Avenue, Kingsbridge and MJ Quill. The project is an essential step to achieve the MTA's commitment to transition to a fully zero-emissions fleet by 2040.

Also in March 2021, mainline track replacement at the 11th Street Cut in Queens was awarded for $19.9 million. Mainline track replacement includes replacing equipment and materials such as signals, contact rails and ballast.

Lastly, a flood resiliency project at 138th St-Grand Concourse station was awarded for $8.1 million. The southern ventilators at the station will be rehabilitated and mechanical closure devices (MCDs) will be inserted in order to protect the station from flooding in a major storm event.

In March 2021, $50.6 million in Transit projects were completed, including Jay Street-Metrotech station stairs and escalators for $20.6 million. The project reconfigured the escalators at station entrances to improve safety and efficiency of passenger flow.

Furthermore, a police radio system upgrade was completed in March for $10.4 million. The project improved police radio coverage in underground subway stations at 59 different locations within the subway system to enable seamless above and below ground New York Police Department (NYPD) portable dispatcher radio communication.

Lastly, an Americans with Disabilities Act (ADA) platform gap retrofit project was completed at various stations for $10.2 million. This project brought boarding areas for non-compliant platform edges in stations system-wide into ADA compliance. The work involved replacing platform edge strips, rubbing boards, concrete slabs, and floor tiles as required.

CAPITAL PROJECT MILESTONE SUMMARY
2021
(Through March 31, 2021)

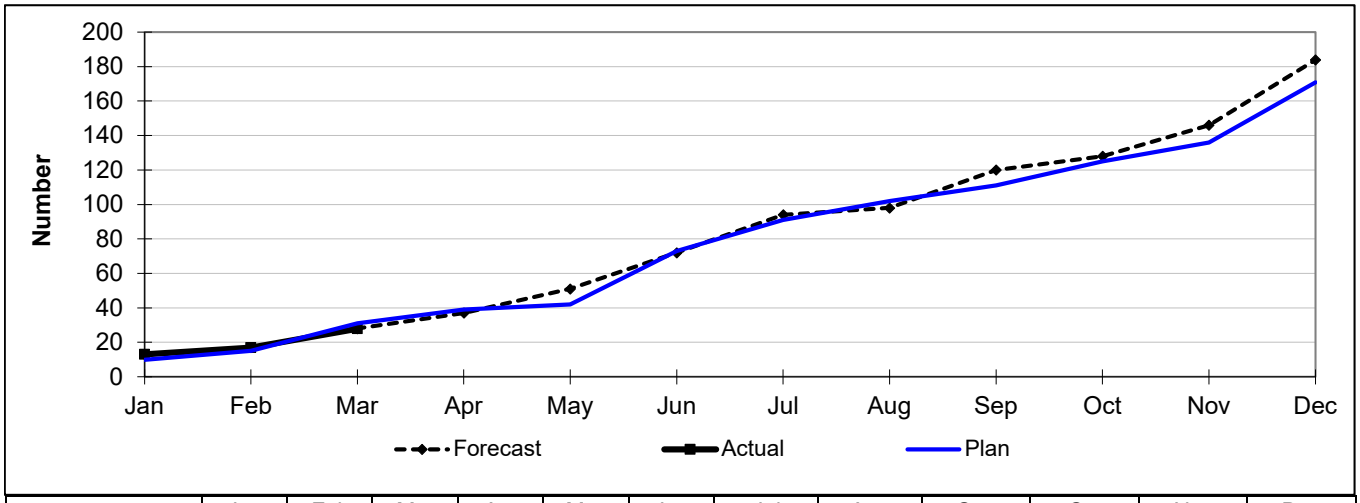
	MILESTONES PLANNED		MILESTONES ACCOMPLISHED		PERCENT PERFORMANCE	
	$M	#	$M	#	%($)	%(#)
March						
Construction Awards	180.4	16	260.5	11	144.4	68.8
Substantial Completions	90.6	11	50.6	5	55.9	45.5
2021 Year-To-Date						
Construction Awards	323.8	31	425.3	28	131.4	90.3
Substantial Completions	167.7	18	106.3	14	63.4	77.8

2021 Projected To-Year-End	Initial Plan		Current Forecast		%($)	%(#)
Construction Awards	3,839.2	171	4,085.1	184	106.4	107.6
Substantial Completions	3,573.5	162	3,689.9	164	103.3	101.2

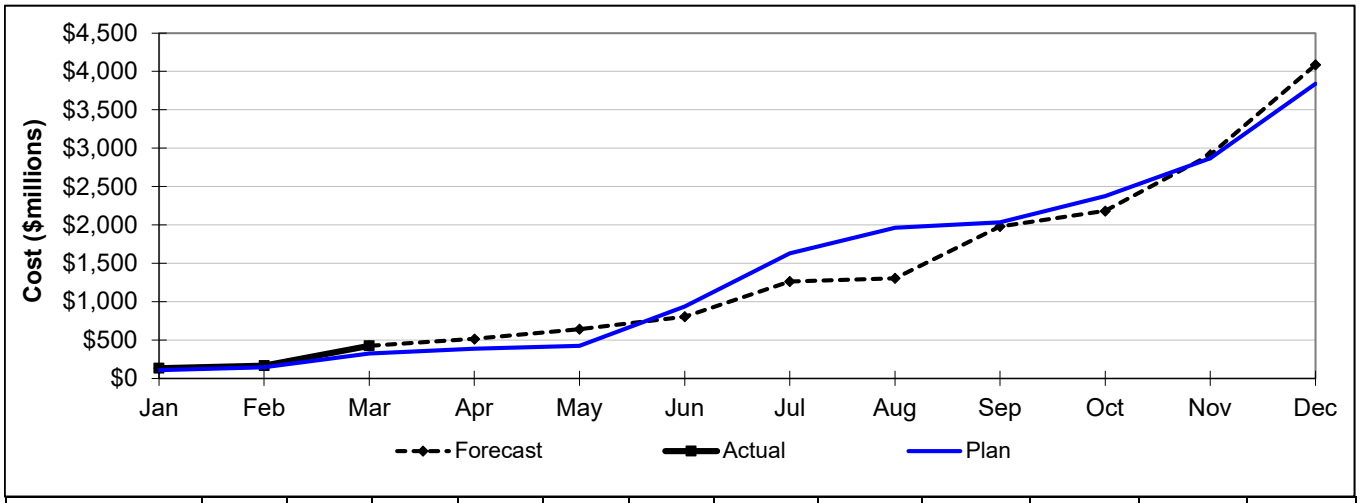
Totals do not include contingency, emergency funds and miscellaneous reserves; performance percentages include early accomplishments.

2021 Awards Charts

As of March 2021



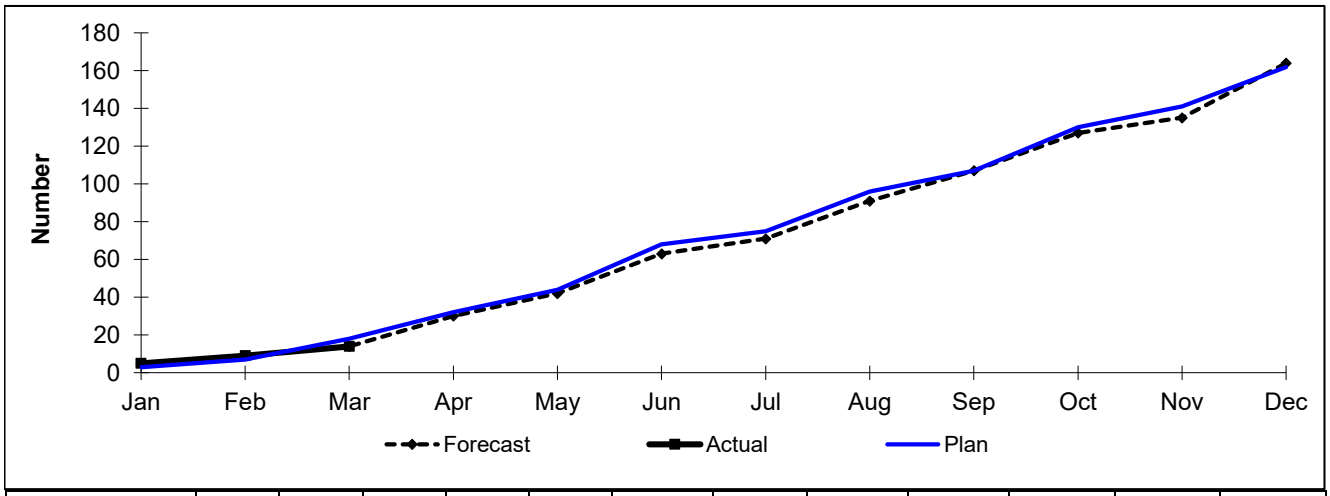
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast				9	14	21	22	4	22	8	18	38
Actual	13	4	11									
Plan	10	5	16	8	3	31	18	11	9	14	11	35
Cummulative												
Forecast				37	51	72	94	98	120	128	146	184
Actual	13	17	28									
Plan	10	15	31	39	42	73	91	102	111	125	136	171



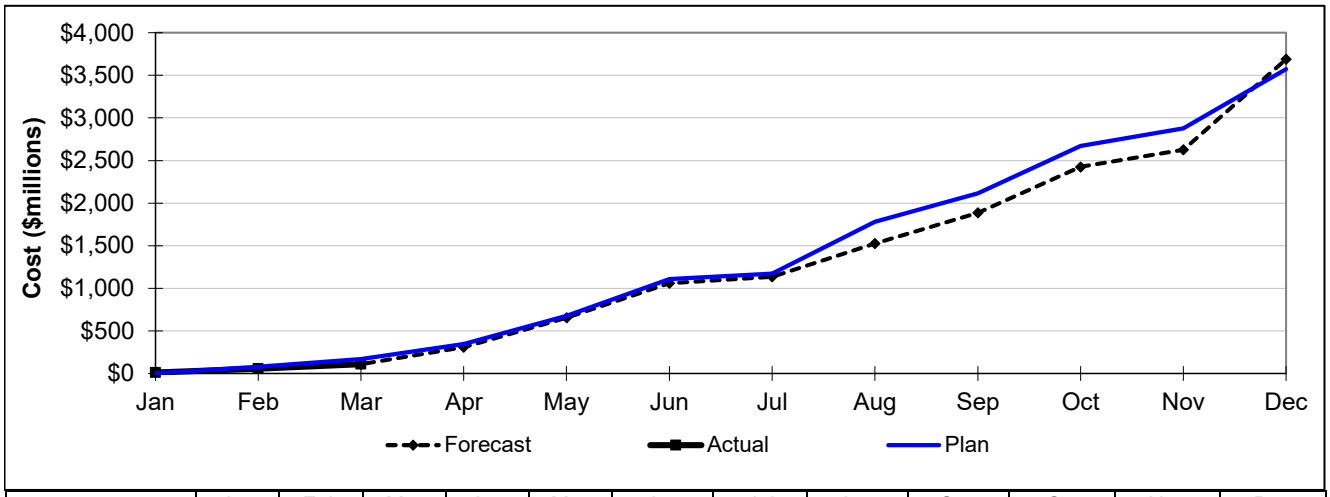
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast				88.3	127.8	161.3	460.8	39.0	675.6	204.0	733.2	1,169.9
Actual	132.9	31.8	260.5									
Plan	105.7	37.7	180.4	61.5	37.2	514.4	692.4	331.9	73.2	341.4	490.2	973.3
Cummulative												
Forecast				513.6	641.4	802.7	1,263.5	1,302.5	1,978.0	2,182.0	2,915.2	4,085.1
Actual	132.9	164.7	425.3									
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 March 2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast				16	12	21	8	20	16	20	8	29
Actual	5	4	5									
Plan	3	4	11	14	12	24	7	21	11	23	11	21
Cummulative												
Forecast				30	42	63	71	91	107	127	135	164
Actual	5	9	14									
Plan	3	7	18	32	44	68	75	96	107	130	141	162



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast				199.9	345.7	406.7	75.9	389.2	363.6	538.0	199.9	1,064.8
Actual	10.9	44.7	50.6									
Plan	4.3	72.8	90.6	178.3	331.0	429.0	65.9	607.8	334.0	555.7	206.9	697.2
Cummulative												
Forecast				306.2	651.9	1,058.6	1,134.4	1,523.7	1,887.3	2,425.2	2,625.2	3,689.9
Actual	10.9	55.6	106.3									
Plan	4.3	77.1	167.7	346.0	677.0	1,105.9	1,171.8	1,779.6	2,113.6	2,669.3	2,876.2	3,573.5

Contracts Department

Stephen Plochochi, Senior Vice President

PROCUREMENTS

The Procurement Agenda this month includes one procurement action for a proposed expenditure of $26.7M.

Staff Summary

MTA Construction & Development

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

Board Action

Order	To	Date	Approval	Info	Other
1	NYCT & Bus Committee	4/21/21	X		
2	Board	4/21/21	X		

Date: April 12, 2021

Internal Approvals

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

PURPOSE

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

DISCUSSION

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

Schedules Requiring Majority Vote

F. Personal Service Contracts		1	$26,665,060
	TOTAL	1	$26,665,060

Budget Impact:

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

Recommendation:

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

MTA Construction & Development

BOARD RESOLUTION

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

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

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

NOW, the Board resolves as follows:

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

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

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

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

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

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

APRIL 2021

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

Schedule F. Personal Service Contracts
(Staff Summaries required for all items greater than $1M)

1. Naik Consulting Group, PC **NTE $26,665,060** ***Staff Summary Attached***
Contract No. PS886
Thirty-Six Months

MTA Construction and Development requests Board approval to award a competitively solicited personal service contract to provide project and consultant construction management services for the Midtown 42nd St. Corridor Projects.

Schedule F Personal Service Contracts
Staff Summary
Item Number 1

MTA Construction & Development

Dept. & Dept.
Stations Business Unit, Anthony Febrizio, Program Manager
Contracts Department
David K. Cannon, Vice President, Contracts
David K. Cannon

Board Reviews

Order	To	Date	Approval	Info	Other
1	Transit & Bus Committee	4/21/21	X		
2	Board	4/21/21	X		

Internal Approvals

	Approval		Approval
	Deputy Chief, Development		President
	Deputy Chief, Delivery	EE	Executive Vice President & General Counsel

SUMMARY INFORMATION	
Vendor Name	**Contract Number**
Naik Consulting Group, PC	PS886
Description	
Project Management and Consultant Construction Management for Midtown 42nd St. Corridor Projects	
Total Amount:	
Not-To-Exceed $26,665,060	
Contract Term	
Thirty-Six (36) Months	
Option(s) included in Total Amount? ☐ Yes ☒ No ☐ N/A	
Renewal? ☐ Yes ☒ No	
Procurement Type	
☒ Competitive ☐ Non-competitive	
Solicitation Type	
☒ RFP ☐ Bid ☐ Other:	
Funding Source	
☐ Operating ☒ Capital ☒ Federal ☐ Other:	

I. PURPOSE/RECOMMENDATION:

MTA Construction & Development (C&D) seeks Board approval to award a competitively solicited personal service contract (the "Contract") to provide Project Management and Consultant Construction Management services for Midtown 42nd St. Corridor Projects to Naik Consulting Group, PC (the "Consultant"), in the not-to-exceed amount of $26,665,060. The duration of this contract will be for thirty-six (36) months.

II. DISCUSSION:

This contract is for the services of a consultant to perform project and construction management services for Midtown 42nd St. Corridor projects. C&D has a need to coordinate, manage, and oversee the various MTA agency and Developer projects within the 42nd St. Corridor in order to reduce individual project schedules and budgets through the use of innovative project packaging and contract methodology, apply common safety/quality standards, minimize inconvenience to MTA customers during construction activities and coordinate customer communications. These projects include but are not limited to the replacement of eleven escalators and three elevators at Grand Central Station (the 4, 5, 6 and 7 Subway Lines), replacement of seven escalators within Grand Central Terminal (Metro-North), replacement of one elevator for the Times Square Shuttle, and the redevelopment of the Commodore Hotel and 347 Madison Avenue.

Specifically, the Consultant under this Contract will:

1. Develop methods to streamline and condense construction activities and schedules of the 42nd Street Corridor projects.

2. Oversee and verify that all construction activities are conducted safely, efficiently and in accordance with all contract requirements.

3. Monitor, explore and implement all opportunities for coordination of activities between and among adjacent Projects and other Projects.

4. Produce and distribute ongoing Project and Program Area status reports, assist in formulating viable options to solve overcrowding and coordination of work issues within the Program Area, and minimize, to the greatest extent possible, adverse logistical impacts to MTA customers and the public during construction activities.

5. Evaluate impacts of future private developer projects on MTA Agency operations, coordinate activities on all such future MTA and private developer projects and develop strategies to condense future MTA project schedules and reduce future MTA project budgets.

Selection was determined through a one-step qualification-based procurement process as mandated by the federal "Brooks Act" for federally funded projects. Under the Brooks Act, contracts for architecture and engineering, and other federally defined services such as project and construction management must be negotiated with the proposer whose proposal is determined to be the most technically qualified based on established evaluation criteria. Price is not a consideration in the ranking of the firms and negotiations are conducted with the proposer whose proposal is rated most technically qualified. An RFP, explaining the requirements for this Contract, was advertised in the NY Post, Engineering News Record, MTA website, and Minority Commerce Weekly on November 1, 2019. On December 18, 2019, Proposals were received from the following firms:

1. APTIM Engineering New York, P.C.

2. HNTB New York Engineering and Architecture, P.C.

3. Naik Consulting Group, P.C. (“Naik”)

4. STV/LiRO Joint Venture

The Selection Committee for this Contract consisted of representatives from C&D and New York City Transit. The Selection Committee evaluated the technical proposals and the Proposers’ oral presentations in accordance with the following established criteria, which are listed in their relative order of importance:

- Qualifications and Experience of the Team
- Qualifications and Experience of Proposed Key Personnel
- Proposed Management Approach
- Proposed Technical Approach
- Other Relevant Matters

Naik’s proposal was unanimously determined by the Selection Committee to be the highest technically ranked proposal. Naik demonstrated the best plan of approach, innovation and a thorough understanding of C&D’s requirements in their technical proposal and oral presentation; provided an experienced team; clearly recognized the unique challenges of this contract and offered solutions to overcome those challenges. After the technical evaluation was completed Naik’s Cost Proposal was opened and was in the amount of $34,416,908.

Due to the effects of the COVID-19 pandemic on the MTA’s finances, this project was put on hold in March 2020. The hold was subsequently lifted, and negotiations resumed in March 2021. Negotiations focused on hourly rates and work efforts related to the on-going and anticipated Construction projects. After the negotiations were concluded, Naik submitted a Best and Final Offer in the not-to-exceed amount of $26,665,060. A Cost Analysis was performed and the agreed upon amount was found to be fair and reasonable. The contract includes an incentive program based on Performance Evaluation Periods (“PEP”) pursuant to which the consultant will receive a performance evaluation on a three month or six-month evaluation period. Based on the PEP score the consultants fee will be adjusted accordingly. The base fee will start at 6% and can be increased by as much as 3% for an excellent score or reduced by as much as 4% for a poor score.

III. DBE/MBE/WBE/SDVOB INFORMATION:

The MTA’s Department of Diversity and Civil Rights has established a DBE goal of 20% for this Contract. Naik has submitted a utilization plan that projects meeting the goal requirement. Naik has met their D/M/WBE/SDVOB goals on prior MTA contracts.

V. IMPACT ON FUNDING

Funding for this project is available in the 2015 - 2019 Capital Program.

VI. ALTERNATIVES

The alternative would be for C&D to self-perform the services to be provided under this contract. However, C&D does not have the in-house resources to provide the required services.

Standard Follow-Up Reports:
NYC Transit 2020 Year-End Report Summary

2020 ACCRUAL RESULTS-ACTUAL VERSUS FINAL ESTIMATE

Accrued Operating results before other expense adjustments were favorable to the Final Estimate by $774.8 million. Operating revenues exceeded the Final Estimate by $206.8 million (4.1 percent) and operating expenses before expense adjustments underran the Final Estimate by $568.0 million (6.4 percent).

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

- Farebox revenue exceeded the Final Estimate by $234.8 million (13.2 percent).
- Other Fringe Benefits expenses underran the Final Estimate by $180.6 million (30.3 percent).
- Health & Welfare was lower than Final Estimate by $57.4 million (5.9 percent), and similarly OPEB Current Payment was favorable to the Estimate by $54.8 million (10.7 percent) totaling $112.2 million (7.6 percent).
- Salaries and Wages were below the Final Estimate by $85.5 million (2.1 percent), including Payroll under by $60.3 million (1.7 percent), and Overtime which was $25.2 million (4.1 percent) lower than the Final Estimate.
- Claims expenses were lower than the Final Estimate by $83.5 million (42.7 percent).
- Materials and Supplies were lower than the Final Estimate by $22.8 million (7.2 percent).
- Maintenance and Other Operating Contract expenses underran the Estimate by $18.6 million (5.3 percent).
- Paratransit Service Contracts expense underran the Final Estimate by $18.4 million (5.3 percent).
- Electric Power was favorable to Final Estimate by $10.0 million (4.0 percent).

2020 CASH RESULTS- ACTUAL VERSUS FINAL ESTIMATE

The 2020 net cash deficit, excluding subsidies and debt service was $3,010.4 million, $505.8 million (14.4 percent) favorable to the Final Estimate. This favorable variance consisted of $396.1 million of real underruns and $109.6 million of favorable timing variances, which will be offset in 2021. These variances are detailed in subsequent sections of this report.

COVID-19 PREVENTATIVE MEASURES -- 2020 RESULTS

NYC Transit responded to the pandemic with a variety of preventive measures including daily disinfection of all rolling stock and passenger stations twice daily systemwide. Cleaning was undertaken at employee facilities and installation of protective barriers on buses and in employee common work areas as well as signage and customer messaging. Station shutdowns nightly enabled more thorough overnight cleaning, however, it also necessitated shuttle bus service and for hire vehicles for impacted customers in some cases. Total expenses of $255.2 million underran the Final Estimate by $1.7 million (0.7 percent). A summary of Agency results by activity is provided below.

COVID19 PREVENTATIVE MEASURES -- 2020 RESULTS

Activity Recap	Estimate	Actual	More/(Less)
Cleaning & Support - In-House Labor	$ 132,144,288	$ 129,934,653	$ (2,209,635)
Cleaning & Support - Materials	$ 10,788,949	$ 6,656,811	$ (4,132,138)
Cleaning Contracts	$ 95,298,597	$ 96,964,610	$ 1,666,014
Supplemental Overnight Bus Svc	$ 11,218,951	$ 14,689,935	$ 3,470,985
For Hire Vehicle Fare Subsidies	$ 7,502,111	$ 6,960,178	$ (541,934)
TOTAL	**$ 256,952,896**	**$ 255,206,188**	**$ (1,746,708)**

MTA NEW YORK CITY TRANSIT
2020 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS

2020 ACTUALS VS. FINAL ESTIMATE

Non-Reimbursable

Operating Revenues

Farebox Revenue. Farebox revenue of $2,011.5 million was $234.8 million (13.2 percent) above the Final Estimate. Subway revenue was higher by $95.7 million (6.7 percent) and bus revenue was higher by $90.4 million (30.5 percent). Fare media liability revenue, reflecting the residual values of expired MetroCards, of $89.7 million exceeded the estimate by $48.8 million (119.1 percent). Total 2020 ridership of 855.5 million was 68.0 million (8.6 percent) above the Estimate.

Other Operating Revenue. Other operating revenue of $3,195.7 million underran the Final Estimate by $28.0 million (0.9 percent) mainly due to lower MetroCard surcharges and lower Paratransit reimbursement.

Operating expenses of $8,297.6 million underran the Final Estimate by $568.0 million (6.4 percent).

Labor Expenses

Payroll. Payroll expenses of $3,476.8 million were under the Final Estimate by $60.3 million (1.7 percent), mainly due to vacancies.

Overtime. Overtime expenses of $582.4 million were $25.2 million (4.1 percent) less than Final Estimate, mainly due to basic inspection in early months, and tightened management controls.

Health & Welfare (including OPEB Current Payment expenses). Health & Welfare/OPEB Current expenses of $1,373.3 million were lower than the Final Estimate by $112.2 million (7.6 percent), due to additional prescription drug rebates, lower medical utilization rates, and vacancies.

Pension. Pension expenses of $1,025.8 million were below the Final Estimate by $8.5 million (0.8 percent), due to some estimated death benefits that were covered by life insurance policies.

Other Fringe Benefits. Other fringe benefit expenses of $416.0 million underran the Final Estimate by $180.6 million (30.3 percent), due primarily to favorable Workers' Compensation reserve adjustments.

Reimbursable Overhead. Reimbursable overhead credits were favorable to the Final Estimate by $9.5 million (4.7 percent), due to higher reimbursable labor requirements than expected.

Non-Labor Expenses

Electric Power. Power expenses of $239.8 million were favorable to the Final Estimate by $10.0 million (4.0 percent) due mainly to lower consumption resulting from the essential service plan.

Fuel. Fuel expenses of $59.0 million underran the Final Estimate by $6.4 million (9.7 percent), due to lower consumption resulting from the essential service plan, and favorable pricing.

Insurance. Insurance expenses of $75.4 million narrowly exceeded the Final Estimate by $0.5 million (0.7 percent).

Claims. Public liability claims expenses of $112.1 million underran the Final Estimate by $83.5 million (42.7 percent), due to a reduction in claims stemming from much lower ridership.

Paratransit Service Contracts. Paratransit service contract expenses of $326.3 million underran the Final Estimate by $18.4 million (5.3 percent), due mainly to fewer trips.

Maintenance and Other Operating Contracts. Maintenance contract expenses of $333.5 million underran the Final Estimate by $18.6 million (5.3 percent), due mainly to Subway Action Plan initiative underruns due to COVID-19 constraints.

Professional Service Contracts. Professional service contract expenses of $146.1 million underran the Final Estimate by $9.5 million (6.1 percent), due mainly to underruns in other outside services and bond services.

Materials and Supplies. Materials and supplies expenses of $292.4 million underran the Final Estimate by $22.8 million (7.2 percent), primarily reflecting reduced maintenance activity and the favorable timing of bus overhaul materials expense.

Other Business Expenses. Other business expenses of $49.3 million underran the Final Estimate by $3.0 million (5.6 percent) primarily due to lower than projected MetroCard fees.

Non-Operating Expenses

Depreciation expenses overran the Final Estimate by $141.7 million (7.3 percent), due to the increased value of new assets reaching beneficial use.

GASB 75 Other Post-Employment Benefits was adopted by the MTA in 2007 and amended in 2019. Total expense of $699.4 million was favorable to the Final Estimate by $646.4 million (48.0 percent) based on the year-end valuation.

GASB 68 Pension Adjustment was adopted by the MTA in 2015. Consistent with its requirements, MTA New York City Transit recorded an accrued credit of $96.8 million, which was unfavorable to the Final Estimate by $206.4 million (68.1 percent).

Environmental Remediation expense was over to the Final Estimate of $0.0 million by $97.0 million.

Reimbursable Results

Total reimbursable expenses of $1,088.0 million were fully funded by capital and other reimbursements. Reimbursable expenses overran the Estimate by $26.6 million (2.5 percent), as a result of greater work requirements than projected for the period.

MTA NEW YORK CITY TRANSIT
2020 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS

2020 ACTUALS VS. ADOPTED BUDGET

Non-Reimbursable

Operating Revenues

Farebox Revenue. Farebox revenue of $2,011.5 million was $2,685.7 million (57.2 percent) below the Adopted Budget. Subway revenue was lower by $2,108.9 million (58.0 percent) and bus revenue was lower by $569.5 million (59.6 percent). Fare media liability revenue, reflecting the residual values of expired MetroCards, of $89.7 million exceeded the Adopted Budget, resulting in an overrun of $11.2 million (14.3 percent). Total 2020 ridership of 855.5 million was 1,414.7 million (62.3 percent) below the Adopted Budget. The drastic reduction in ridership reflects the impact of the COVID-19 pandemic including the New York State On PAUSE executive order on travel restrictions.

Other Operating Revenue. Other operating revenue of $3,195.7 million overran the Budget by $2,726.8 million (581.6 percent) mainly due to the receipt of federal CARES Act funds of $2,830.6 million, which offset much lower farebox revenue resulting from COVID-19.

Operating expenses of $8,297.6 million underran the Adopted Budget by $652.2 million (7.3 percent).

Labor expenses were under Adopted Budget by $222.8 million (3.2 percent), including:

- **Health & Welfare/OPEB Current Payment** expenses were under the Adopted Budget by $176.0 million (11.4 percent), due to favorable rates, prescription drug contract rebates, lower medical utilization, and vacancy savings.

- **Other Fringe Benefits** expenses were lower than the Adopted Budget by $99.6 million (19.3 percent), due primarily to favorable Workers' Compensation reserve adjustments.

- **Payroll** expenses underran the Adopted Budget by $88.0 million (2.5 percent), primarily due to vacancies.

- **Overtime** expenses overran the Adopted Budget by $74.7 million (14.7 percent), caused primarily by COVID-19 response measures ($121.7 million).

- **Reimbursable Overhead** credits were unfavorable to the Adopted Budget by $65.7 million (23.7 percent), reflecting lower (unfavorable) reimbursable project requirements.

Non-labor expenses underran the Adopted Budget by $429.4 million (20.8 percent), including:

- **Paratransit Service Contracts** were lower than the Adopted Budget by $162.3 million (33.2 percent), principally due to fewer trips and lower support costs caused by the pandemic.

- **Claims** expense for public liability underran the Adopted Budget by $117.1 million (51.1 percent), reflecting lower reserve requirements based on reduced claims activity due to reduced risk of much lower ridership.

- **Electric Power** expense was lower than the Adopted Budget by $55.3 million (18.7 percent), due to lower consumption resulting from the essential service plan in response to the pandemic and favorable rates.

- **Fuel** expense underran the Adopted Budget by $43.3 million (42.3 percent), mainly due to reduced consumption resulting from the essential service plan in response to the pandemic and lower pricing.

- **Materials and Supplies** were favorable to Adopted Budget by $40.9 million (12.3 percent), primarily reflecting reduced maintenance activity, and favorable timing of vehicle materials expense.

- **Other Business Expense** underran the Adopted Budget by $37.4 million (42.8 percent), mainly resulting from reduced card fees due to lower ridership.

- **Professional Service Contracts** expense was lower than the Adopted Budget by $37.1 million (20.3 percent), largely resulting from underruns in IT services and outside services.

- **Maintenance and Other Operating Contracts** expense overran the Adopted Budget by $59.2 million (26.1 percent), due to COVID-19 response measures.

Reimbursable Results

Total reimbursable expenses of $1,088.0 million were fully funded by capital and other reimbursements. Reimbursable expenses underran the Adopted Budget by $246.5 million (18.5 percent). Results compared to Budget reflect the constrained work environment due to COVID-19 restrictions. However, the decline in ridership afforded the reprioritization of project work based upon unique opportunities for track access and a strategy to accelerate funded projects within the prior capital plan while funding for the current plan was being sorted out within the broader context of the financial ramifications of the pandemic and other policy matters.

MTA NEW YORK CITY TRANSIT
2020 YEAR-END REPORT
EXPLANATIONS OF OPERATING CASH RECEIPTS AND EXPENDITURE VARIANCES

2020 ACTUALS VS. FINAL ESTIMATE

Operating Receipts

- **Farebox Receipts.** Farebox revenue receipts of $1,957.6 million exceeded the Final Estimate by $180.7 million, consisting of a real variance of $186.5 million, mainly due to higher ridership, partially offset by an unfavorable timing variance of $5.7 million.

- **Other Operating Receipts.** Receipts of $3,110.1 million underran the Final Estimate by $63.4 million. Of the total variance, $43.0 million represents a real variance resulting from a shortfall in elderly fare reimbursement due to a prepayment inadvertently omitted from the Final Estimate, as well as underruns in MetroCard surcharges and Automated Fare Collection (AFC) transaction fees. In addition, there was a $20.5 million timing variance, reflecting delayed payment of 2020 school fare and paratransit reimbursements.

Operating Expenditures

- **Salaries & Wages.** Total payroll and overtime expenditures of $4,059.8 million were less than the Final Estimate by $58.2 million (1.4 percent), representing a real underrun due to additional vacancies, and tightened management controls over overtime spending.

- **Health & Welfare.** Health & welfare expenditures (including OPEB current payments) of $1,363.1 million underran the Final Estimate by $114.0 million, and consisted of a $107.0 million real underrun resulting from favorable rates, including COVID related lower utilization and higher prescription drug rebates, vacancy savings, and a favorable timing variance of $7.0 million.

- **Pension.** Pension expenditures of $1,003.8 million were favorable by $30.5 million due to a timing variance of $22.0 million, reflecting the timing of death benefit payments and a real underrun of $8.5 million.

- **Other Fringe Benefits.** Other fringe benefit expenditures of $153.7 million underran the Final Estimate by $202.3 million. This was primarily the result of the CARES Act FICA deferral provision, which resulted in a $194.1 million favorable timing variance, along with a real underrun of $8.2 million.

- **Reimbursable Overhead**. Reimbursable overhead credits of $211.6 million were favorable to the Final Estimate by a real variance of $9.5 million. Favorability was due to higher reimbursable project labor requirements than anticipated.

- **Electric Power.** Power operating expenditures of $252.1 million underran the Final Estimate by a favorable real variance of $8.7 million, mainly due to lower consumption of the essential service plan and lower pricing.

- **Fuel.** Fuel operating expenditures of $69.3 million were unfavorable by $3.9 million, resulting from an unfavorable timing variance of $7.0 million, reflecting delayed receipt of Federal clean energy credits, partly offset by a real underrun of $3.1 million due to lower consumption.

- **Insurance.** Insurance expenditures of $89.0 million exceeded the Final Estimate by $7.9 million.

- **Claims.** Claims expenditures of $94.1 million underran the Final Estimate by a real variance of $16.2 million, reflecting a significant decrease in major case settlements.

- **Paratransit Service Contracts.** Paratransit service contract expenditures of $343.5 million overran the Final Estimate slightly by a real variance of $0.8 million.

- **Maintenance and Other Operating Contracts.** Maintenance contract expenditures of $305.7 million underran the Final Estimate by $50.5 million, with $31.7 million representing a real favorable underrun and $18.8 million attributed to the favorable timing of several car and bus projects that were delayed to 2021.

- **Professional Service Contracts.** Professional service contract expenditures of $154.2 million were below the Final Estimate by $2.4 million, consisting of an unfavorable real variance of $12.1 million along with a favorable timing variance of $14.5 million, reflecting delayed costs for bus technology projects and the timing of payments for the homeless outreach program.

- **Materials & Supplies.** Materials & supplies expenditures of $280.2 million underran the Final Estimate by $30.5 million. This variance included a favorable real variance of $21.1 million, reflecting mainly the impact of reduced maintenance activity, and a favorable timing variance of $9.4 million reflecting delayed bus overhaul and driver barrier material purchases.

- **Other Business Expenditures.** Other business expenditures of $51.2 million were $1.8 million below the Final Estimate, a favorable real variance.

Reimbursable Cash Results-Reimbursements Net of Expenditures

Actual capital reimbursements net of expenditures was unfavorable by $123.4 million versus the Final Estimate, reflecting the unfavorable timing of capital project job overruns which prevent timely project reimbursement.

MTA NEW YORK CITY TRANSIT
2020 YEAR-END REPORT
EXPLANATIONS OF VARIANCES ON POSITIONS
BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE-REIMBURSABLE and FULL-TIME/FULL-TIME EQUIVALENTS

2020 Actuals vs. Final Estimate

2020 year-end total full-time equivalents were 46,446, which was 2,676 positions (5.4 percent) below the Estimate.

2020 Actuals vs. Adopted Budget

2020 year-end total full-time equivalents were 46,446, which was 2,855 positions (5.8 percent) below the Budget.

The year-end vacancies noted above were largely due to the impact of the ongoing professional employee hiring freeze and constrained hiring of operating and maintenance titles.

MTA NEW YORK CITY TRANSIT
2020 YEAR-END REPORT
EXPLANATION OF VARIANCES IN RIDERSHIP (UTILIZATION)

Ridership

2020 Actuals vs. Final Estimate

2020 total ridership of 855.5 million was 8.6 percent higher than the Final Estimate. Subway ridership was 25.1 million trips (4.1 percent), above the Estimate, bus ridership was 43.0 million trips (25.9 percent) higher, and Paratransit was 0.2 million passenger trips (2.9 percent) below the Estimate.

2020 Actuals vs. Adopted Budget

Compared to the Adopted Budget, however, 2020 total ridership was 1,414.7 million trips (62.3 percent) below the Adopted Budget, reflecting the drastic impact of the COVID-19 pandemic. Subway ridership was 1,062.2 million trips (62.4 percent) below Budget, bus ridership was 348.1 million trips (62.5 percent) below, and paratransit ridership was 4.4 million trips (38.4 percent) below the Adopted Budget.

2020 total ridership was1,410 million trips (62.2 percent) less than the 2019 total, again principally due to the impact of the COVID-19 pandemic.

Annual Change in Ridership by Mode

2020 subway ridership was 639.5 million, 1,058.2 million trips (62.3 percent) fewer trips than in 2019. Following the New York State PAUSE executive order in March which severely restricted non-essential travel, subway ridership was heavily impacted by a reduction in both trips to work, reflecting extensive adoption of remote working, and trips for recreation, reflecting the shutdown or greatly reduced operating capacity of many cultural and recreational destinations.

2020 bus ridership was 208.8 million, a decrease of 62.5 percent (348.2 million trips) from 2019. In addition to the direct reduction in travel demand due to the COVID-19 pandemic, paid bus ridership was also reduced by the suspension of fare collection on local bus routes from March to August. This suspension was implemented to protect bus operators from exposure to the virus and was lifted when appropriate barriers were installed on all buses.

2020 paratransit ridership was 7.1 million, a decrease of 35.3 percent (3.9 million passenger trips) from 2019, also due to the impact of the pandemic. This percentile decrease was notably smaller than the declines in regular subway and bus ridership, due mainly to the much smaller percentage of work trips taken on paratransit compared with the other modes.

Annual Change in Weekday and Weekend Ridership

Average weekday total ridership decreased by 62.7 percent from 2019 to 2020. Subway and bus ridership both decreased by 62.9 percent, and paratransit ridership decreased 33.4 percent.

Average weekend total ridership (Saturday and Sunday combined) decreased by 61.2 percent. Subway ridership decreased by 61.1 percent; bus ridership decreased by 62.0 percent, and paratransit ridership decreased 41.8 percent.

Chart 1: Annual NYC Transit Ridership

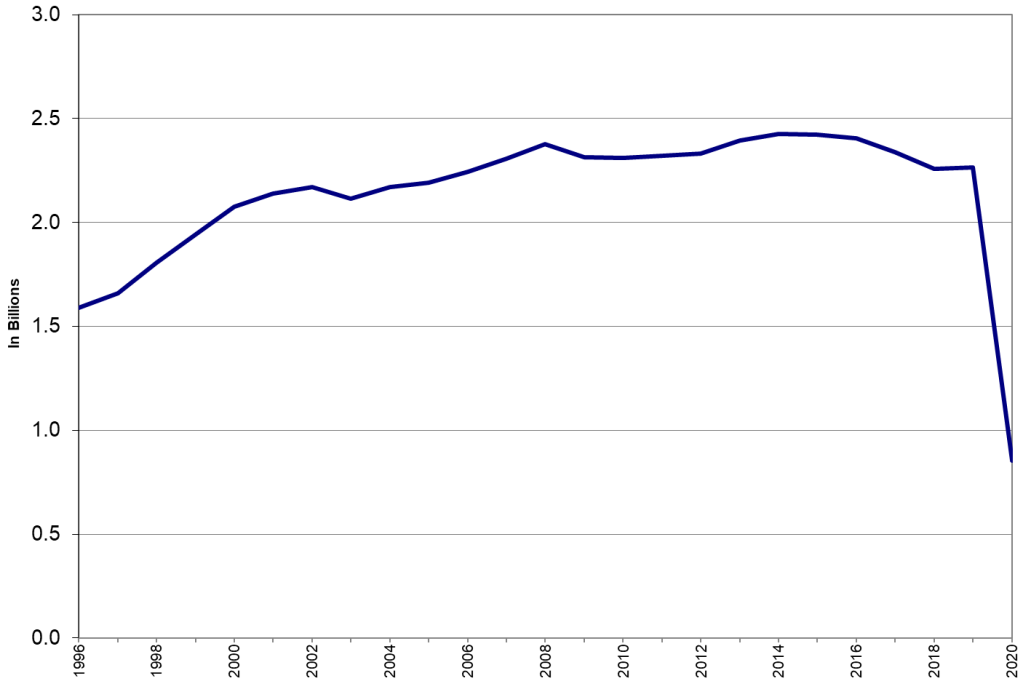
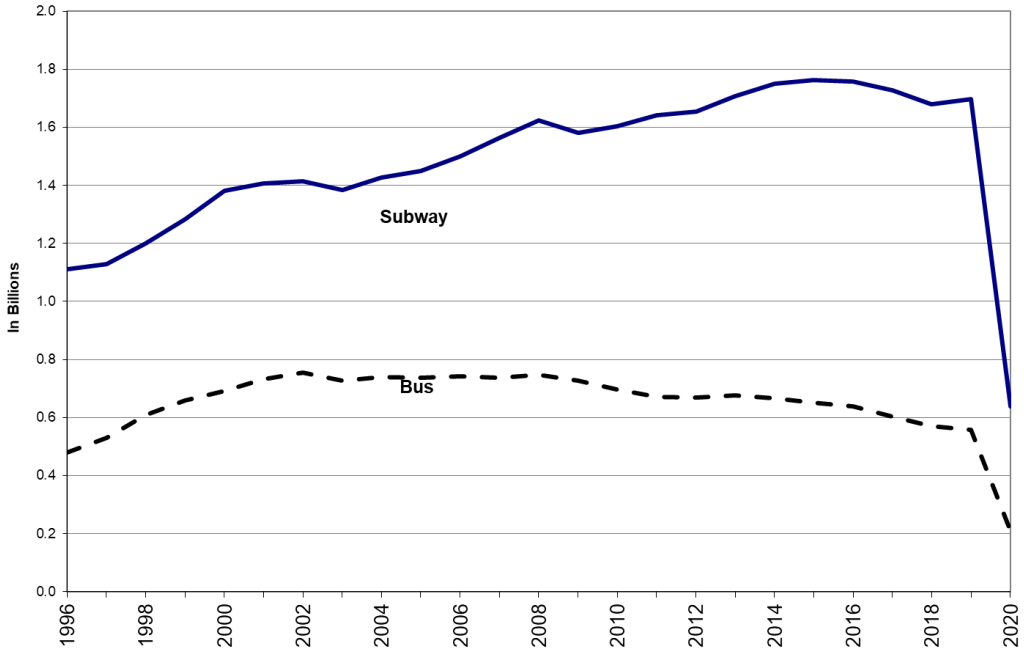
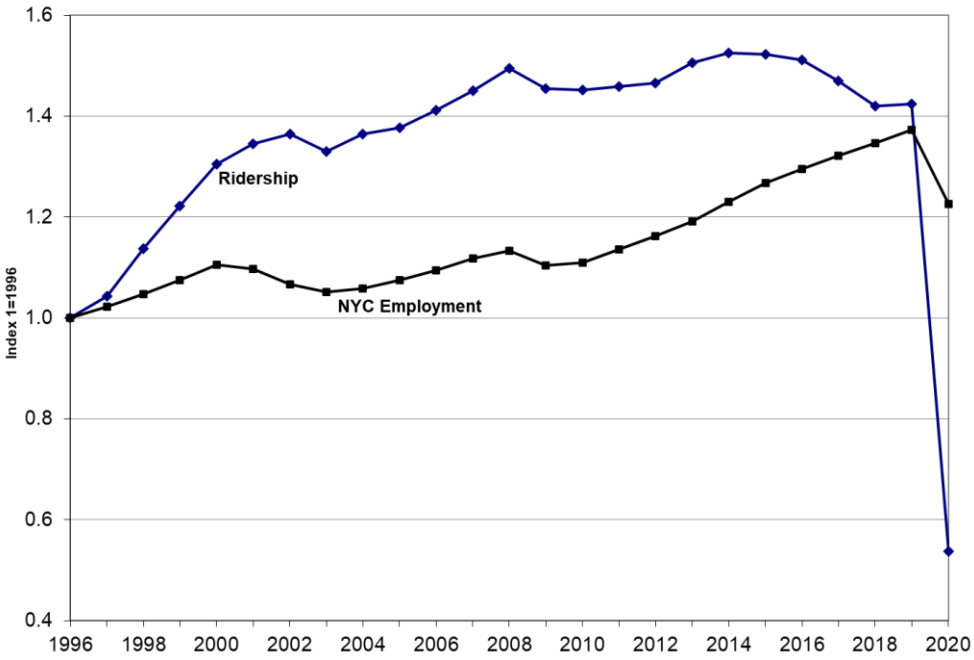


Chart 2: Annual Subway and Bus Ridership



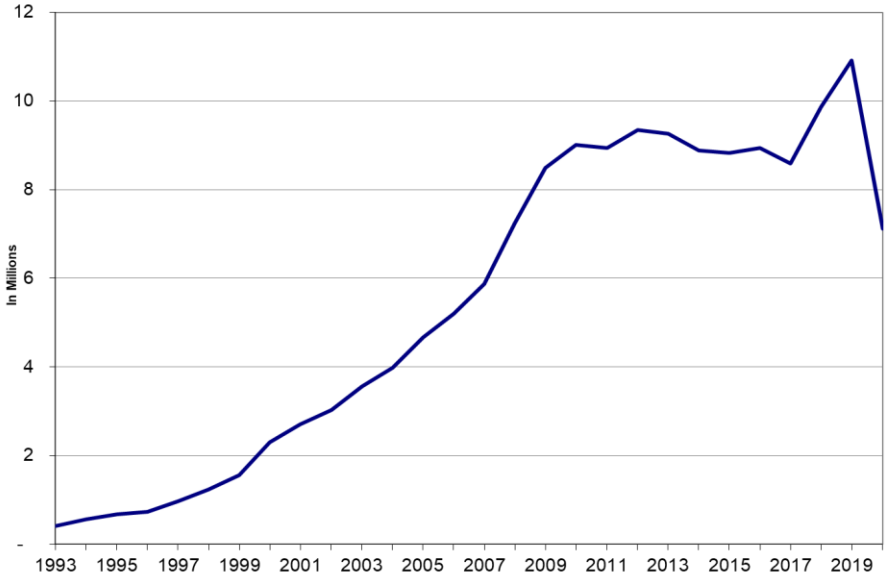
In 2020, subway and bus ridership decreased 62% due to the pandemic. The 0.8 billion total ridership was the lowest in Transit history.

Chart 3: NYC Employment and Total Ridership Index



New York City employment has historically been an important factor in ridership results. This connection weakened in the period following the 2009 recession through 2019, when employment increased 24.3 percent, but subway ridership increased by only 7.5 percent. And in 2020, the 63% plunge in total ridership drastically exceeded the 10% reduction in employment.

Chart 4: Annual Paratransit Ridership



Paratransit ridership has grown rapidly since NYC Transit became responsible for the service in 1993. Growth leveled off from 2010-2017, then surged again during 2018-2019, before plummeting by 35% in 2020 due to the pandemic.

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

NON-REIMBURSABLE	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
	$	$	$	$	%	$	%
Revenue							
Farebox Revenue:							
Subway	3,638.570	1,434.051	1,529.695	(2,108.875)	(58.0)	95.644	6.7
Bus	955.958	296.013	386.430	(569.528)	(59.6)	90.417	30.5
Paratransit	24.199	5.699	5.650	(18.549)	(76.7)	(0.049)	(0.9)
Fare Media Liability	78.500	40.935	89.706	11.206	14.3	48.771	119.1
Total Farebox Revenue	**4,697.227**	**1,776.698**	**2,011.481**	**(2,685.746)**	**(57.2)**	**234.783**	**13.2**
Other Operating Revenue:							
Fare Reimbursement	84.016	84.016	78.971	(5.045)	(6.0)	(5.045)	(6.0)
Paratransit Reimbursement	209.991	180.815	174.964	(35.027)	(16.7)	(5.851)	(3.2)
Other	174.866	2,958.811	2,941.750	2,766.884	1,582.3	(17.061)	(0.6)
Total Other Operating Revenue	468.873	3,223.642	3,195.685	2,726.812	581.6	(27.957)	(0.9)
Capital and Other Reimbursements	0.000	0.000	0.000	0.000	-	0.000	-
Total Revenue	**5,166.100**	**5,000.340**	**5,207.166**	**41.066**	0.8	**206.826**	4.1
Expenses							
Labor:							
Payroll	3,564.826	3,537.147	3,476.823	88.003	2.5	60.324	1.7
Overtime	507.687	607.577	582.371	(74.684)	(14.7)	25.206	4.1
Total Salaries & Wages	4,072.513	4,144.724	4,059.194	13.319	0.3	85.530	2.1
Health and Welfare	1,009.257	971.522	914.139	95.118	9.4	57.383	5.9
OPEB Current Payment	540.067	514.019	459.200	80.867	15.0	54.819	10.7
Pensions	1,025.426	1,034.300	1,025.846	(0.420)	(0.0)	8.454	0.8
Other Fringe Benefits	515.628	596.605	416.039	99.589	19.3	180.566	30.3
Total Fringe Benefits	3,090.378	3,116.446	2,815.224	275.154	8.9	301.222	9.7
Reimbursable Overhead	(277.250)	(202.067)	(211.575)	(65.675)	(23.7)	9.508	4.7
Total Labor Expenses	**6,885.641**	**7,059.103**	**6,662.843**	**222.798**	**3.2**	**396.260**	**5.6**
Non-Labor:							
Electric Power	295.134	249.875	239.842	55.292	18.7	10.033	4.0
Fuel	102.365	65.384	59.027	43.338	42.3	6.357	9.7
Insurance	70.490	74.836	75.353	(4.863)	(6.9)	(0.517)	(0.7)
Claims	229.142	195.636	112.089	117.053	51.1	83.547	42.7
Paratransit Service Contracts	488.644	344.686	326.316	162.328	33.2	18.370	5.3
Maintenance and Other Operating Contracts	274.327	352.189	333.545	(59.218)	(21.6)	18.644	5.3
Professional Service Contracts	183.226	155.621	146.113	37.113	20.3	9.508	6.1
Materials & Supplies	333.267	315.204	292.386	40.881	12.3	22.818	7.2
Other Business Expenses	87.484	53.041	50.053	37.431	42.8	2.988	5.6
Total Non-Labor Expenses	**2,064.079**	**1,806.472**	**1,634.724**	**429.355**	**20.8**	**171.748**	**9.5**
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expense Adjustments	**0.000**	**0.000**	**0.000**	**0.000**	**-**	**0.000**	**-**
Total Expenses Before GASB Adjs.	**8,949.720**	**8,865.575**	**8,297.567**	**652.153**	**7.3**	**568.008**	**6.4**
Depreciation	1,928.062	1,928.062	2,069.768	(141.706)	(7.3)	(141.706)	(7.3)
GASB 75 OPEB Expense Adjustment	1,345.800	1,345.800	699.401	646.399	48.0	646.399	48.0
GASB 68 Pension Adjustment	(303.171)	(303.171)	(96.820)	(206.351)	-	(206.351)	68.1
Environmental Remediation	0.000	0.000	96.961	(96.961)	-	(96.961)	-
Total Expenses	**11,920.411**	**11,836.266**	**11,066.877**	**853.534**	**7.2**	**769.389**	**6.5**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**(6,754.311)**	**(6,835.926)**	**(5,859.711)**	**894.600**	**13.2**	**976.215**	**14.3**

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

REIMBURSABLE

	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
	$	$	$	$	%	$	%
Revenue							
Farebox Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Capital and Other Reimbursements	1,334.447	1,061.354	1,087.952	(246.495)	(18.5)	26.598	2.5
Total Revenue	**1,334.447**	**1,061.354**	**1,087.952**	**(246.495)**	**(18.5)**	**26.598**	**2.5**
Expenses							
Labor:							
Payroll	529.969	415.191	417.323	112.646	21.3	(2.132)	(0.5)
Overtime	130.257	107.278	113.180	17.077	13.1	(5.902)	(5.5)
Total Salaries & Wages	660.226	522.469	530.503	129.723	19.6	(8.034)	(1.5)
Health and Welfare	27.396	22.083	21.774	5.622	20.5	0.309	1.4
OPEB Current Payment	12.636	13.839	11.450	1.186	9.4	2.389	-
Pensions	44.238	34.351	34.279	9.959	22.5	0.072	0.2
Other Fringe Benefits	208.667	161.906	166.632	42.035	20.1	(4.726)	(2.9)
Total Fringe Benefits	292.937	232.179	234.135	58.802	20.1	(1.956)	(0.8)
Reimbursable Overhead	277.250	202.067	211.575	65.675	23.7	(9.508)	(4.7)
Total Labor Expenses	**1,230.413**	**956.715**	**976.213**	**254.200**	**20.7**	**(19.498)**	**(2.0)**
Non-Labor:							
Electric Power	0.252	0.252	0.251	0.001	0.4	0.001	0.4
Fuel	0.017	0.017	0.000	0.017	100.0	0.017	-
Insurance	0.000	0.000	0.000	0.000	-	0.000	-
Claims	0.000	0.000	0.000	0.000	-	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	40.922	47.093	38.193	2.729	6.7	8.900	18.9
Professional Service Contracts	9.627	17.653	19.974	(10.347)	(107.5)	(2.321)	(13.1)
Materials & Supplies	53.698	37.854	45.161	8.537	15.9	(7.307)	(19.3)
Other Business Expenses	(0.482)	1.770	8.160	(8.642)	1,792.9	(6.390)	(361.0)
Total Non-Labor Expenses	**104.034**	**104.639**	**111.739**	**(7.705)**	**(7.4)**	**(7.100)**	**(6.8)**
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expense Adjustments	**0.000**	**0.000**	**0.000**	**0.000**	**-**	**0.000**	**-**
Total Expenses	**1,334.447**	**1,061.354**	**1,087.952**	**246.495**	**18.5**	**(26.598)**	**(2.5)**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**0.000**	**0.000**	**0.000**	**0.000**	-	**0.000**	-

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

NON-REIMBURSABLE & REIMBURSABLE	December 2018 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
	$	$	$	$	%	$	%
Revenue							
Farebox Revenue:							
Subway	3,638.570	1,434.051	1,529.695	(2,108.875)	(58.0)	95.644	6.7
Bus	955.958	296.013	386.430	(569.528)	(59.6)	90.417	30.5
Paratransit	24.199	5.699	5.650	(18.549)	(76.7)	(0.049)	(0.9)
Fare Media Liability	78.500	40.935	89.706	11.206	14.3	48.771	119.1
Total Farebox Revenue	**4,697.227**	**1,776.698**	**2,011.481**	**(2,685.746)**	**(57.2)**	**234.783**	**13.2**
Other Operating Revenue:							
Fare Reimbursement	84.016	84.016	78.971	(5.045)	(6.0)	(5.045)	(6.0)
Paratransit Reimbursement	209.991	180.815	174.964	(35.027)	(16.7)	(5.851)	(3.2)
Other	174.866	2,958.811	2,941.750	2,766.884	1,582.3	(17.061)	(0.6)
Total Other Operating Revenue	468.873	3,223.642	3,195.685	2,726.812	581.6	(27.957)	(0.9)
Capital and Other Reimbursements	1,334.447	1,061.354	1,087.952	(246.495)	(18.5)	26.598	2.5
Total Revenue	**6,500.547**	**6,061.694**	**6,295.118**	**(205.429)**	**(3.2)**	**233.424**	**3.9**
Expenses							
Labor:							
Payroll	4,094.795	3,952.338	3,894.146	200.649	4.9	58.192	1.5
Overtime	637.944	714.855	695.551	(57.607)	(9.0)	19.304	2.7
Total Salaries & Wages	4,732.739	4,667.193	4,589.697	143.042	3.0	77.496	1.7
Health and Welfare	1,036.653	993.605	935.913	100.740	9.7	57.692	5.8
OPEB Current Payment	552.703	527.858	470.650	82.053	14.8	57.208	10.8
Pensions	1,069.664	1,068.651	1,060.125	9.539	0.9	8.526	0.8
Other Fringe Benefits	724.295	758.511	582.671	141.624	19.6	175.840	23.2
Total Fringe Benefits	3,383.315	3,348.625	3,049.359	333.956	9.9	299.266	8.9
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenses	**8,116.054**	**8,015.818**	**7,639.056**	**476.998**	**5.9**	**376.762**	**4.7**
Non-Labor:							
Electric Power	295.386	250.127	240.093	55.293	18.7	10.034	4.0
Fuel	102.382	65.401	59.027	43.355	42.3	6.374	9.7
Insurance	70.490	74.836	75.353	(4.863)	(6.9)	(0.517)	(0.7)
Claims	229.142	195.636	112.089	117.053	51.1	83.547	42.7
Paratransit Service Contracts	488.644	344.686	326.316	162.328	33.2	18.370	5.3
Maintenance and Other Operating Contracts	315.249	399.282	371.738	(56.489)	(17.9)	27.544	6.9
Professional Service Contracts	192.853	173.274	166.087	26.766	13.9	7.187	4.1
Materials & Supplies	386.965	353.058	337.547	49.418	12.8	15.511	4.4
Other Business Expenses	87.002	54.811	58.213	28.789	33.1	(3.402)	(6.2)
Total Non-Labor Expenses	**2,168.113**	**1,911.111**	**1,746.463**	**421.650**	**19.4**	**164.648**	**8.6**
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expense Adjustments	**0.000**	**0.000**	**0.000**	**0.000**	**-**	**0.000**	**-**
Total Expenses Before GASB Adjs.	**10,284.167**	**9,926.929**	**9,385.519**	**898.648**	**8.7**	**541.410**	**5.5**
Depreciation	1,928.062	1,928.062	2,069.768	(141.706)	(7.3)	(141.706)	(7.3)
GASB 75 OPEB Expense Adjustment	1,345.800	1,345.800	699.401	646.399	48.0	646.399	48.0
GASB 68 Pension Adjustment	(303.171)	(303.171)	(96.820)	(206.351)	-	(206.351)	68.1
Environmental Remediation	0.000	0.000	96.961	(96.961)	-	(96.961)	-
Total Expenses	**13,254.858**	**12,897.620**	**12,154.829**	**1,100.029**	**8.3**	**742.791**	**5.8**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**(6,754.311)**	**(6,835.926)**	**(5,859.711)**	**894.600**	**13.2**	**976.215**	**14.3**

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
Cash Receipts and Expenditures
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
	$	$	$	$	%	$	%
Receipts							
Farebox Revenue	4,697.427	1,776.898	1,957.647	(2,739.780)	(58.3)	180.749	10.2
Other Operating Revenue:							
Fare Reimbursement	54.016	54.016	20.201	(33.815)	(62.6)	(33.815)	(62.6)
Paratransit Reimbursement	210.125	226.701	213.473	3.348	1.6	(13.228)	(5.8)
Other	67.352	2,892.860	2,876.466	2,809.114	4,170.8	(16.394)	(0.6)
Total Other Operating Revenue	331.493	3,173.577	3,110.140	2,778.647	838.2	(63.437)	(2.0)
Capital and Other Reimbursements	1,344.039	1,114.649	1,017.801	(326.238)	(24.3)	(96.848)	(8.7)
Total Receipts	**6,372.959**	**6,065.124**	**6,085.588**	**(287.371)**	**(4.5)**	**20.464**	**0.3**
Expenditures							
Labor:							
Payroll	4,100.642	3,925.645	3,894.751	205.891	5.0	30.894	0.8
Overtime	637.944	714.855	695.551	(57.607)	(9.0)	19.304	2.7
Total Salaries & Wages	4,738.586	4,640.500	4,590.302	148.284	3.1	50.198	1.1
Health and Welfare	1,025.155	985.107	925.652	99.503	9.7	59.455	6.0
OPEB Current Payment	552.703	527.858	470.649	82.054	14.8	57.209	10.8
Pensions	1,069.665	1,068.651	1,038.120	31.545	2.9	30.531	2.9
Other Fringe Benefits	536.541	517.862	320.306	216.235	40.3	197.556	38.1
Total Fringe Benefits	3,184.064	3,099.478	2,754.727	429.337	13.5	344.751	11.1
GASB Account	0.000	0.000	0.000	0.000	-	0.000	-
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenditures	**7,922.650**	**7,739.978**	**7,345.029**	**577.621**	**7.3**	**394.949**	**5.1**
Non-Labor:							
Electric Power	306.308	261.049	252.324	53.984	17.6	8.725	3.3
Fuel	102.382	65.401	69.296	33.086	32.3	(3.895)	(6.0)
Insurance	71.205	81.109	89.018	(17.813)	(25.0)	(7.909)	(9.8)
Claims	143.867	110.361	94.141	49.726	34.6	16.220	14.7
Paratransit Service Contracts	486.644	342.686	343.503	143.141	29.4	(0.817)	(0.2)
Maintenance and Other Operating Contracts	319.918	403.214	343.860	(23.942)	(7.5)	59.354	14.7
Professional Service Contracts	183.854	174.168	174.139	9.715	5.3	0.029	0.0
Materials & Supplies	385.465	348.558	325.338	60.127	15.6	23.220	6.7
Other Business Expenses	87.002	54.812	59.387	27.615	31.7	(4.575)	(8.3)
Total Non-Labor Expenditures	**2,086.645**	**1,841.358**	**1,751.006**	**335.639**	**16.1**	**90.352**	**4.9**
Other Expenditure Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	**0.000**	**0.000**	**0.000**	**0.000**	-	**0.000**	-
Total Expenditures	**10,009.295**	**9,581.336**	**9,096.035**	**913.260**	**9.1**	**485.301**	**5.1**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**(3,636.336)**	**(3,516.212)**	**(3,010.447)**	**625.889**	**17.2**	**505.765**	**14.4**

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
Cash Conversion (Cash Flow Adjustments)
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
	$	$	$	$	%	$	%
Receipts							
Farebox Revenue	0.200	0.200	(53.834)	(54.034)	(27,017.0)	(54.034)	(27,017.0)
Other Operating Revenue:							
Fare Reimbursement	(30.000)	(30.000)	(58.770)	(28.770)	-	(28.770)	-
Paratransit Reimbursement	0.134	45.886	38.509	38.375	28,638.1	(7.377)	(16.1)
Other	(107.514)	(65.951)	(65.284)	42.230	(39.3)	0.667	(1.0)
Total Other Operating Revenue	(137.380)	(50.065)	(85.545)	51.835	(37.7)	(35.480)	70.9
Capital and Other Reimbursements	9.592	53.295	(70.151)	(79.743)	(831.3)	(123.446)	231.6
Total Receipts	**(127.588)**	**3.430**	**(209.530)**	**(81.942)**	**64.2**	**(212.960)**	**6,208.7**
Expenditures							
Labor:							
Payroll	(5.847)	26.693	(0.605)	5.242	(89.7)	(27.298)	(102.3)
Overtime	0.000	0.000	0.000	0.000	-	0.000	-
Total Salaries & Wages	(5.847)	26.693	(0.605)	5.242	(89.7)	(27.298)	(102.3)
Health and Welfare	11.498	8.498	10.261	(1.237)	(10.8)	1.763	(20.7)
OPEB Current Payment	0.000	0.000	0.001	0.001	-	0.001	-
Pensions	(0.001)	0.000	22.005	22.006	(2,200,600.0)	22.005	#DIV/0!
Other Fringe Benefits	187.754	240.649	262.365	74.611	39.7	21.716	9.0
Total Fringe Benefits	199.251	249.147	294.632	95.381	47.9	45.485	18.3
GASB Account	0.000	0.000	0.000	0.000	-	0.000	-
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenditures	**193.404**	**275.840**	**294.027**	**100.623**	52.0	**18.187**	**6.6**
Non-Labor:							
Electric Power	(10.922)	(10.922)	(12.231)	(1.309)	-	(1.309)	-
Fuel	0.000	0.000	(10.269)	(10.269)	-	(10.269)	-
Insurance	(0.715)	(6.273)	(13.665)	(12.950)	(1,811.2)	(7.392)	117.8
Claims	85.275	85.275	17.948	(67.327)	(79.0)	(67.327)	(79.0)
Paratransit Service Contracts	2.000	2.000	(17.187)	(19.187)	959.4	(19.187)	(959.4)
Maintenance and Other Operating Contracts	(4.669)	(3.932)	27.878	32.547	697.1	31.810	809.0
Professional Service Contracts	8.999	(0.894)	(8.052)	(17.051)	(189.5)	(7.158)	800.7
Materials & Supplies	1.500	4.500	12.209	10.709	713.9	7.709	(171.3)
Other Business Expenses	0.000	(0.001)	(1.174)	(1.174)	-	(1.173)	-
Total Non-Labor Expenditures	**81.468**	**69.753**	**(4.543)**	(86.011)	**(105.6)**	**(74.296)**	**(106.5)**
Other Expenditure Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	**0.000**	**0.000**	**0.000**	**0.000**	**-**	**0.000**	**-**
Total Expenditures Before GASB Adjs.	**274.872**	**345.593**	**289.484**	**14.612**	**5.3**	**(56.109)**	**(16.2)**
Depreciation	1,928.062	1,928.062	2,069.768	141.706	7.3	141.706	7.3
GASB 75 OPEB Expense Adjustment	1,345.800	1,345.800	699.401	(646.399)	(48.0)	(646.399)	(48.0)
GASB 68 Pension Adjustment	(303.171)	(303.171)	(96.820)	206.351	-	206.351	(68.1)
Environmental Remediation	0.000	0.000	96.961	96.961	-	96.961	-
Total Expenditures	**3,245.563**	**3,316.284**	**3,058.794**	**(186.769)**	**(5.8)**	**(257.490)**	**(7.8)**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**3,117.975**	**3,319.714**	**2,849.264**	**(268.711)**	**(8.6)**	**(470.450)**	**(14.2)**

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
Ridership/Traffic Volume (Utilization)
(ridership in millions)

	December 2020 Year-to-Date			Favorable/(Unfavorable)			
				Adopted Budget		Final Estimate	
	Adopted Budget	Final Estimate	Actual	Variance	Percent	Variance	Percent
Subway	1,701.742	614.393	639.541	(1,062.201)	(62.4%)	25.148	4.1%
Bus	556.950	165.820	208.847	(348.103)	(62.5%)	43.027	25.9%
Paratransit	11.555	7.329	7.117	(4.438)	(38.4%)	(0.212)	(2.9%)
Total Utilization	**2,270.247**	**787.542**	**855.505**	**(1,414.742)**	**(62.3%)**	**67.963**	**8.6%**

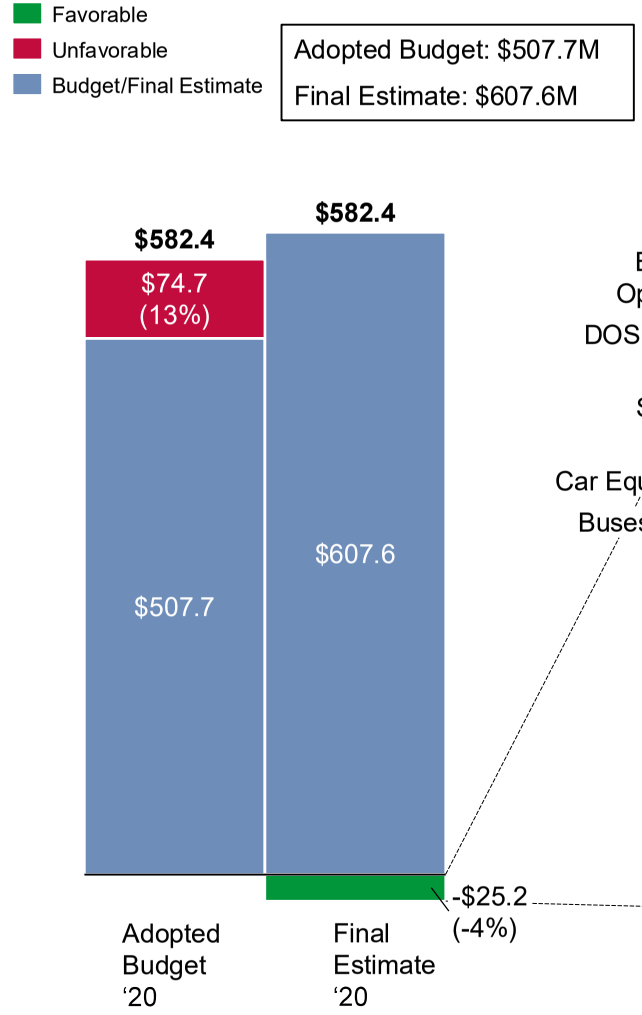
Notes: Paratransit ridership includes guests and personal care attendants.

Totals may not add due to rounding.

NYCT – Non-Reimbursable Overtime Variance

Year-End Adopted Budget & Final Estimate vs. variance

$M

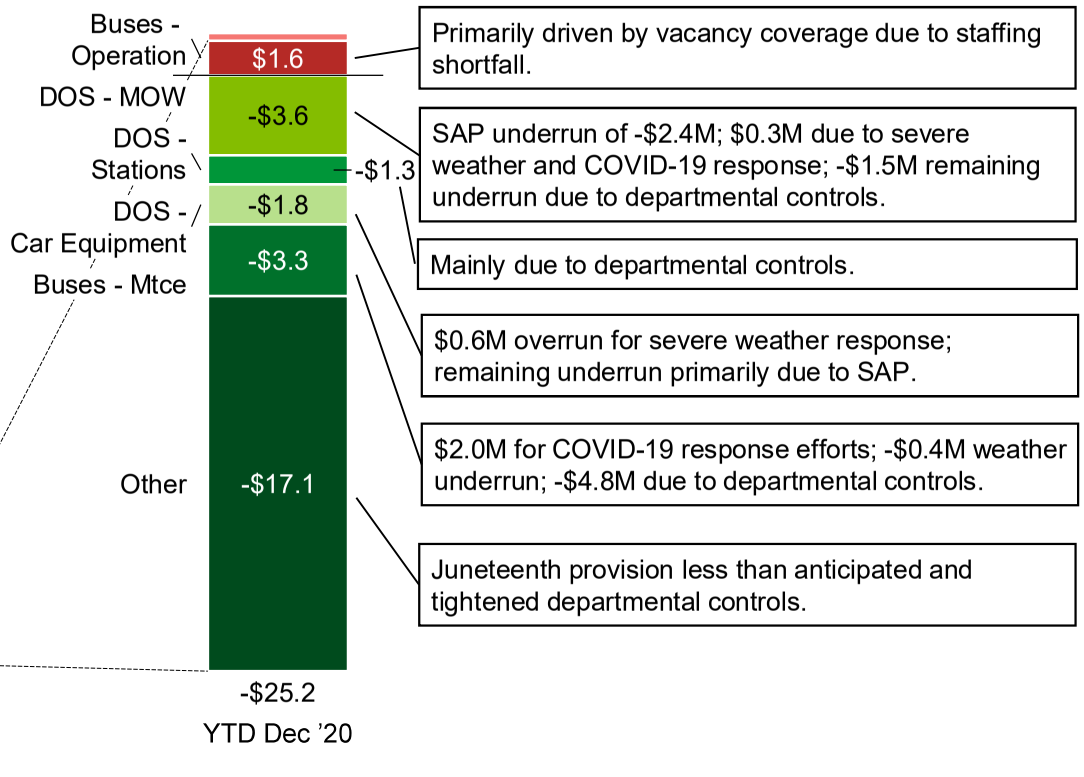


Overview

- The 2020 Adopted Budget was unfavorable by $74.7M or 13%, mainly due to COVID-19 preventative measures.
- The 2020 Final Estimate was favorable by $25.2M or 4%, mainly due to tightened management of overtime.

YTD variance by division

$M



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

NYCT– Reimbursable Overtime Variance

Year-End Adopted Budget & Final Estimate vs. variance

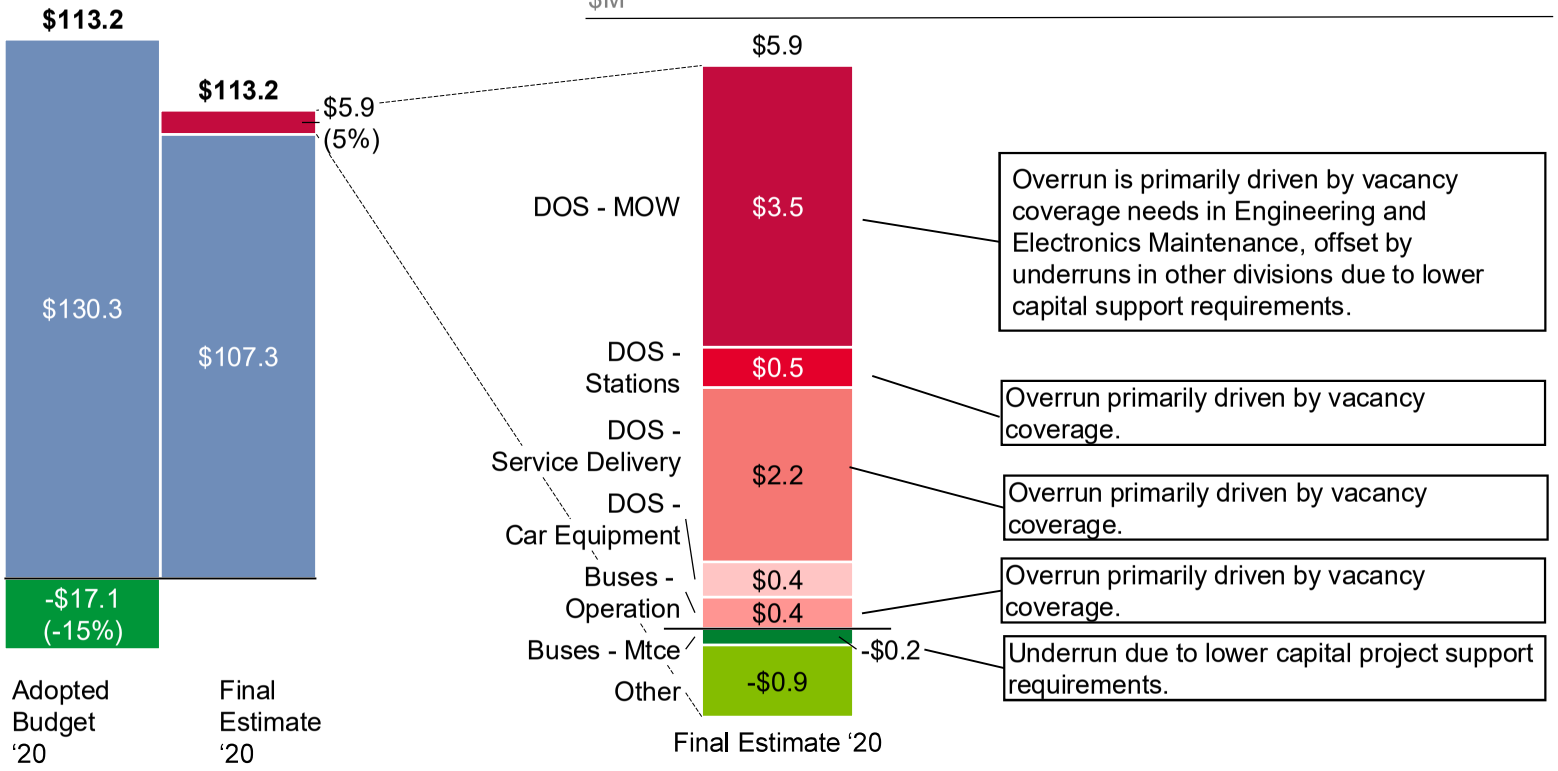
$M

Favorable
Unfavorable
Budget/Final Estimate

Adopted Budget: $130.3M
Final Estimate: $107.3M

Overview

- The 2020 Adopted Budget was favorable by $17.1M or 15% due to reduced capital support requirements as a result of COVID-19 disruption of normal operations.
- The 2020 Final Estimate was unfavorable by $5.9M or 5% due to increased capital support requirements in the 4th quarter.

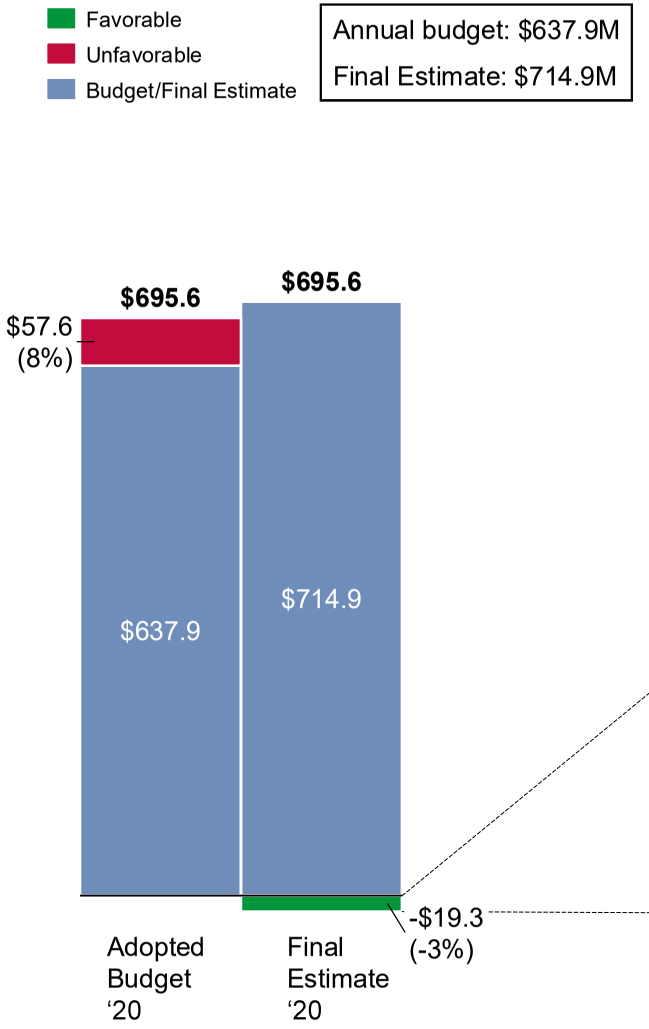


Source: Adopted (restated) budget. GL actuals for actual overtime spending.

NYCT – Total Overtime Variance

Year-End Adopted Budget & Final Estimate vs. variance

$M

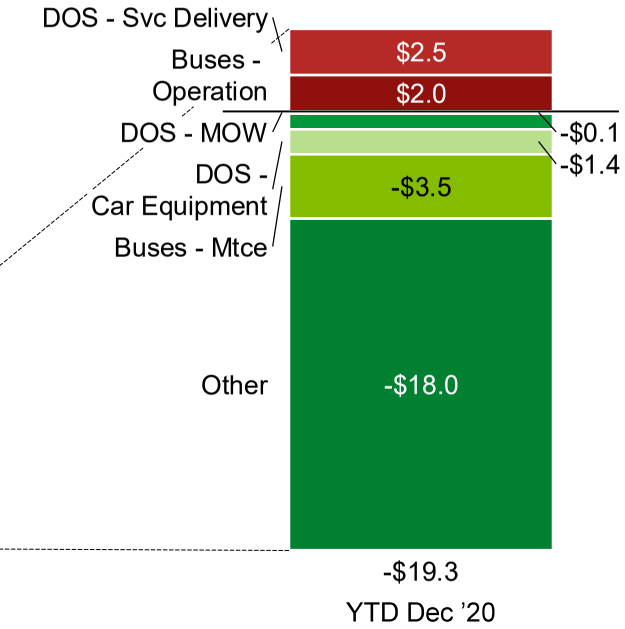


Overview

- The 2020 Adopted Budget was unfavorable by $57.6M or 8%
- The 2020 Final Estimate was favorable by $19.3M or 3%.
- Major drivers of the unfavorable Adopted Budget variance were coverage requirements for COVID-19 response partially offset by reduced capital support requirements when personnel were shifted from capital projects to COVID-19 response.
- The favorable Final Estimate variance was mainly due to enhanced departmental controls partially offset by an uptick in capital support requirements in the 4th quarter of 2020.

YTD variance by division

$M



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
2020 CASH RESULTS - ACTUAL vs. FINAL ESTIMATE
($ in millions)

	Final Estimate	Actual	Favorable/(Unfavorable) Variance Total	Real	Timing
Receipts					
Farebox Revenue	$1,776.9	$1,957.6	$180.7	$186.5	($5.7)
Vehicle Toll Revenue	0.0	0.0	0.0	0.0	$0.0
Other Operating Revenue	3,173.6	3,110.1	(63.4)	(43.0)	(20.5)
Capital and Other Reimbursements	1,114.6	1,017.8	(96.8)	27.6	(124.5)
Total Receipts	**6,065.1**	**6,085.6**	**20.5**	**171.2**	**(150.7)**
Expenditures					
Labor:					
Payroll	3,925.6	3,894.8	30.9	30.9	$0.0
Overtime	714.9	695.6	19.3	19.3	$0.0
Health and Welfare	985.1	925.7	59.5	52.5	$7.0
OPEB Current Payment	527.9	470.6	57.2	57.2	$0.0
Pensions	1,068.7	1,038.1	30.5	8.5	$22.0
Other Fringe Benefits	517.9	320.3	197.6	3.4	$194.1
GASB Account	0.0	0.0	0.0	0.0	$0.0
Reimbursable Overhead	0.0	0.0	0.0	0.0	$0.0
Total Labor Expenditures	**7,740.0**	**7,345.0**	**394.9**	**171.8**	**223.1**
Non-Labor:					
Electric Power	261.0	252.3	8.7	8.7	$0.0
Fuel	65.4	69.3	(3.9)	3.1	($7.0)
Insurance	81.1	89.0	(7.9)	(7.9)	$0.0
Claims	110.4	94.1	16.2	16.2	$0.0
Paratransit Service Contracts	342.7	343.5	(0.8)	(0.8)	$0.0
Maintenance and Other Operating Contracts	403.2	343.9	59.4	40.6	$18.8
Professional Service Contracts	174.2	174.1	0.0	(16.0)	$16.0
Materials & Supplies	348.6	325.3	23.2	13.8	$9.4
Other Business Expenses	54.8	59.4	(4.6)	(4.6)	$0.0
Total Non-Labor Expenditures	**1,841.4**	**1,751.0**	**90.4**	**53.1**	**37.2**
Other Expenditure Adjustments:					
Other	0.0	0.0	0.0	0.0	$0.0
Total Other Expenditure Adjustments	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
Total Expenditures	**9,581.3**	**9,096.0**	**485.3**	**225.0**	**260.3**
Baseline Net Cash Deficit	**($3,516.2)**	**($3,010.4)**	**$505.8**	**$396.1**	**$109.6**

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

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
2020 OPERATING CASH RESULTS - ACTUAL vs. FINAL ESTIMATE
($ in millions)

	Final Estimate	Actual	Favorable/(Unfavorable) Variance		
			Total	Real	Timing
	$	$	$	$	$
Operating Receipts					
Farebox Revenue	1,776.9	1,957.6	180.7	186.5	(5.7)
Other Operating Revenue:					
Fare Reimbursement	54.0	20.2	(33.8)	(18.8)	(15.0)
Paratransit Reimbursement	226.7	213.5	(13.2)	(7.8)	(5.5)
Other	2,892.9	2,876.5	(16.4)	(16.4)	0.0
Total Other Operating Revenue	3,173.6	3,110.1	(63.4)	(43.0)	(20.5)
Total Operating Receipts	**4,950.5**	**5,067.8**	**117.3**	**143.5**	**(26.2)**
Operating Expenditures					
Labor:					
Payroll	3,510.5	3,477.4	33.0	33.0	0.0
Overtime	607.6	582.4	25.2	25.2	0.0
Total Salaries & Wages	4,118.0	4,059.8	58.2	58.2	0.0
Health and Welfare (including OPEB)	1,477.0	1,363.1	114.0	107.0	7.0
Pensions	1,034.3	1,003.8	30.5	8.5	22.0
Other Fringe Benefits	356.0	153.7	202.3	8.2	194.1
Total Fringe Benefits	2,867.3	2,520.6	346.7	123.6	223.1
GASB Account	0.0	0.0	0.0	0.0	0.0
Reimbursable Overhead	(202.1)	(211.6)	9.5	9.5	0.0
Total Labor Expenditures	**6,783.3**	**6,368.8**	**414.4**	**191.3**	**223.1**
Non-Labor:					
Electric Power	260.8	252.1	8.7	8.7	0.0
Fuel	65.4	69.3	(3.9)	3.1	(7.0)
Insurance	81.1	89.0	(7.9)	(7.9)	0.0
Claims	110.4	94.1	16.2	16.2	0.0
Paratransit Service Contracts	342.7	343.5	(0.8)	(0.8)	0.0
Maintenance and Other Operating Contracts	356.1	305.7	50.5	31.7	18.8
Professional Service Contracts	156.5	154.2	2.4	(12.1)	14.5
Materials & Supplies	310.7	280.2	30.5	21.1	9.4
Other Business Expenses	53.0	51.2	1.8	1.8	0.0
Total Non-Labor Expenditures	**1,736.7**	**1,639.3**	**97.5**	**61.8**	**35.7**
Other Expenditure Adjustments:					
Other	0.0	0.0	0.0	0.0	0.0
Total Other Expenditure Adjustments	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
Total Operating Expenditures	**8,520.0**	**8,008.1**	**511.9**	**253.1**	**258.8**
Capital and Other Reimbursements	1,114.6	1,017.8	(96.8)	27.6	(124.5)
Capital and Other Reimbursable Expenditures	1,061.4	1,088.0	(26.6)	(28.1)	1.6
Net Capital and Other Reimbursements	**53.3**	**(70.2)**	**(123.4)**	**(0.5)**	**(122.9)**
Net Cash Deficit	**(3,516.2)**	**(3,010.4)**	**505.8**	**396.1**	**109.6**

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
2020 OPERATING CASH RESULTS - ACTUAL vs. ADOPTED BUDGET
($ in millions)

	Adopted Budget $	Actual $	Favorable (Unfavorable) Variance $
Operating Receipts			
Farebox Revenue	4,697.4	1,957.6	(2,739.8)
Other Operating Revenue:			
Fare Reimbursement	54.0	20.2	(33.8)
Paratransit Reimbursement	210.1	213.5	3.3
Other	67.4	2,876.5	2,809.1
Total Other Operating Revenue	331.5	3,110.1	2,778.6
Total Operating Receipts	**5,028.9**	**5,067.8**	**38.9**
Operating Expenditures			
Labor:			
Total Salaries & Wages	4,078.4	4,059.8	18.6
Health and Welfare (including OPEB)	1,537.8	1,363.1	174.7
Pensions	1,025.4	1,003.8	21.6
Other Fringe Benefits	327.9	153.7	174.2
Total Fringe Benefits	2,891.1	2,520.6	370.5
GASB Account	0.0	0.0	0.0
Reimbursable Overhead	(277.2)	(211.6)	(65.7)
Total Labor Expenditures	**6,692.2**	**6,368.8**	**323.4**
Non-Labor:			
Electric Power	306.1	252.1	54.0
Fuel	102.4	69.3	33.1
Insurance	71.2	89.0	(17.8)
Claims	143.9	94.1	49.7
Paratransit Service Contracts	486.6	343.5	143.1
Maintenance and Other Operating Contracts	279.0	305.7	(26.7)
Professional Service Contracts	174.2	154.2	20.1
Materials & Supplies	331.8	280.2	51.6
Other Business Expenses	87.5	51.2	36.3
Total Non-Labor Expenditures	**1,982.6**	**1,639.3**	**343.3**
Other Expenditure Adjustments:			
Other	0.0	0.0	0.0
Total Other Expenditure Adjustments	**0.0**	**0.0**	**0.0**
Total Operating Expenditures	**8,674.8**	**8,008.1**	**666.8**
Capital and Other Reimbursements	1,344.0	1,017.8	(326.2)
Capital and Other Reimbursable Expenditures	1,334.4	1,088.0	246.5
Net Capital and Other Reimbursements	**9.6**	**(70.2)**	**(79.7)**
Net Cash Deficit	**(3,636.3)**	**(3,010.4)**	**625.9**

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2020 Year-End Report
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS

	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted	Final		Adopted Budget		Final Estimate	
	Budget	Estimate	Actual	Variance	Percent	Variance	Percent
Administration:							
Office of the President	25	25	23	2	8.0%	2	8.0%
Law	281	281	236	45	16.0%	45	16.0%
Office of the EVP	14	13	8	6	42.9%	5	38.5%
Human Resources	220	218	183	37	16.8%	35	16.1%
Office of Management and Budget	41	41	28	13	31.7%	13	31.7%
Capital Planning and Budget	37	37	26	11	29.7%	11	29.7%
Strategy & Customer Experience	188	189	178	10	5.3%	11	5.8%
Non-Departmental	4	0	0	4	100.0%	0	0.0%
Labor Relations	84	84	76	8	9.5%	8	9.5%
Office of People & Business Transformation	18	18	11	7	38.9%	7	38.9%
Materiel	238	235	204	34	14.3%	31	13.2%
Controller	114	114	101	13	11.4%	13	11.4%
Total Administration	**1,264**	**1,255**	**1,074**	**190**	15.0%	**181**	14.4%
Operations:							
Subways Service Delivery	8,207	8,198	7,868	339	4.1%	330	4.0%
Subways Operations Support/Admin	412	406	396	16	3.9%	10	2.5%
Subways Stations	2,638	2,603	2,396	242	9.2%	207	8.0%
Subtotal Subways	**11,257**	**11,207**	**10,660**	**597**	5.3%	**547**	4.9%
Buses	10,957	11,050	10,809	148	1.4%	241	2.2%
Paratransit	214	214	182	32	15.0%	32	15.0%
Operations Planning	386	386	335	51	13.2%	51	13.2%
Revenue Control	641	641	562	79	12.3%	79	12.3%
Non-Departmental	93	0	0	93	100.0%	0	0.0%
Total Operations	**23,548**	**23,498**	**22,548**	**1,000**	4.2%	**950**	4.0%
Maintenance:							
Subways Operations Support/Admin	113	118	79	34	30.1%	39	33.1%
Subways Engineering	358	358	314	44	12.3%	44	12.3%
Subways Car Equipment	5,079	4,799	4,704	375	7.4%	95	2.0%
Subways Infrastructure	1,871	1,881	1,828	43	2.3%	53	2.8%
Subways Elevators & Escalators	477	476	448	29	6.1%	28	5.9%
Subways Stations	3,483	3,476	3,228	255	7.3%	248	7.1%
Subways Track	3,096	3,164	2,823	273	8.8%	341	10.8%
Subways Power	686	686	634	52	7.6%	52	7.6%
Subways Signals	1,679	1,698	1,611	68	4.1%	87	5.1%
Subways Electronic Maintenance	1,620	1,620	1,462	158	9.8%	158	9.8%
Subtotal Subways	**18,462**	**18,276**	**17,131**	**1,331**	7.2%	**1,145**	6.3%
Buses	3,466	3,484	3,374	92	2.7%	110	3.2%
Supply Logistics	548	548	522	26	4.7%	26	4.7%
System Safety	93	93	79	14	15.1%	14	15.1%
Non-Departmental	(164)	(116)	14	(178)	108.5%	(130)	112.1%
Total Maintenance	**22,405**	**22,285**	**21,120**	**1,285**	5.7%	**1,165**	5.2%
Engineering:							
Capital Program Management	1,450	1,450	1,129	321	22.1%	321	22.1%
Total Engineering/Capital	**1,450**	**1,450**	**1,129**	**321**	22.1%	**321**	22.1%
Public Safety:							
Security	652	652	593	59	9.0%	59	9.0%
Total Public Safety	**652**	**652**	**593**	**59**	9.0%	**59**	9.0%
Total Positions	49,319	49,140	46,464	2,855	5.8%	2,676	5.4%
Non-Reimbursable	44,034	44,077	42,603	1,431	3.2%	1,474	3.3%
Reimbursable	5,285	5,063	3,861	1,424	26.9%	1,202	23.7%
Total Full-Time	49,129	48,950	46,343	2,786	5.7%	2,607	5.3%
Total Full-Time Equivalents	190	190	121	69	36.3%	69	36.3%

Estimate. FinalFY20

MTA NEW YORK TRANSIT
2020 Year-End Report
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS

FUNCTION/OCCUPATION	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
				Adopted Budget		Final Estimate	
	Adopted Budget	Final Estimate	Actual	Variance	Percent	Variance	Percent
Administration:							
Managers/Supervisors	444	438	362	82	18.5%	76	17.4%
Professional,Technical,Clerical	788	785	682	106	13.5%	103	13.1%
Operational Hourlies	32	32	30	2	6.3%	2	6.3%
Total Administration	**1,264**	**1,255**	**1,074**	**190**	15.0%	**181**	14.4%
Operations:							
Managers/Supervisors	2,820	2,819	2,662	158	5.6%	157	5.6%
Professional,Technical,Clerical	578	581	496	82	14.2%	85	14.6%
Operational Hourlies	20,150	20,098	19,390	760	3.8%	708	3.5%
Total Operations	**23,548**	**23,498**	**22,548**	**1,000**	4.2%	**950**	4.0%
Maintenance:							
Managers/Supervisors	3,947	3,952	3,702	245	6.2%	250	6.3%
Professional,Technical,Clerical	1,063	1,065	836	227	21.4%	229	21.5%
Operational Hourlies	17,395	17,268	16,582	813	4.7%	686	4.0%
Total Maintenance	**22,405**	**22,285**	**21,120**	**1,285**	5.7%	**1165**	5.2%
Engineering/Capital:							
Managers/Supervisors	364	364	278	86	23.6%	86	23.6%
Professional,Technical,Clerical	1,084	1,084	849	235	21.7%	235	21.7%
Operational Hourlies	2	2	2	-	0.0%	0	0.0%
Total Engineering/Capital	**1,450**	**1,450**	**1,129**	**321**	22.1%	**321**	22.1%
Public Safety:							
Managers/Supervisors	270	270	242	28	10.4%	28	10.4%
Professional,Technical,Clerical	41	41	31	10	24.4%	10	24.4%
Operational Hourlies	341	341	320	21	6.2%	21	6.2%
Total Public Safety	**652**	**652**	**593**	**59**	9.0%	**59**	9.0%
Total Positions:							
Managers/Supervisors	7,845	7,843	7,246	599	7.6%	597	7.6%
Professional,Technical,Clerical	3,554	3,556	2,894	660	18.6%	662	18.6%
Operational Hourlies	37,920	37,741	36,324	1,596	4.2%	1417	3.8%
Total Positions	**49,319**	**49,140**	**46,464**	**2,855**	5.8%	**2676**	5.4%

Standard Follow-Up Reports:
SIR 2020 Year-End Report Summary

2020 Final Estimate vs. Actual

Accrual / Non-Reimbursable

Operating revenues in 2020 of $26.947 million were unfavorable to the Final Estimate by $0.827 million (3.0 percent) mainly due to lower student fare reimbursement.

Operating expenses of $56.678 million, before non-cash adjustments were below the Final Estimate by $11.450 million (16.8 percent).

- Labor expenses were lower by a net $6.326 million (12.1 percent), including an underrun in Health & Welfare/OPEB Current Payment expenses of $1.985 million (21.3 percent), due mostly to the impact of implementing market checks and pricing controls, put in place to prevent overpricing of medications that resulted in lower prices/rates (credits) mainly for medications. Payroll expenses were below the Final Estimate by $0.256 million (1.0 percent), due mostly to vacancies. Reimbursable Overhead credits were favorable by $1.846 million (over 100.0 percent), due to related account corrections. Other Fringe Benefits were less than the Final Estimate by $0.335 million (6.6 percent), due primarily to lower Workers' Compensation reserve requirements, based on a current actuarial update. Overtime expenses were less than the Final Estimate by $1.121 million (34.6 percent), mainly due to a reduction in maintenance work impacted by the COVID-19 pandemic and less severe weather-related events.

- Non-labor expenses were below the Final Estimate by $5.124 million (31.9 percent). Maintenance and Other Operating Contracts and Other Business Expenses were below the Final Estimate by $2.709 million (76.0 percent) and $1.510 million (77.2 percent), respectively, due to the timing in the implementation of new projects. Electric Power expenses were more than the Final Estimate by $0.064 million (1.9 percent), due mainly to higher consumption. Claims expenses underran the Final Estimate by $0.103 million (10.4 percent), based on a current public liability actuarial valuation.

Depreciation expenses of $10.831 million were $1.170 million (9.7 percent) below the Final Estimate. GASB 75 OPEB Expense Adjustments were $2.585 million favorable to the Final Estimate, while GASB 68 Pension Expense Adjustments were $0.324 million unfavorable to the Final Estimate. An Environmental Remediation credit of $0.831 million was recorded based on GASB 49.

Cash Results – Final Estimate vs. Actual

The MTA Staten Island Railway's net cash deficit (excluding subsidies and loans) at the end of 2020 was $23.281 million, $17.062 million (42.3 percent) favorable to the Final Estimate. This variance consisted of a favorable real variance of $7.228 million and a favorable timing variance of $9.835 million.

The favorable net real variance of $7.228 million included a favorable labor variance of $5.728 million, largely arising from vacancies. Non-labor expenses generated a net favorable real variance of $1.378 million, mainly due to lower Maintenance and Other Operating Contracts, Claims and Other Business Expenses, partially offset by higher Materials & Supplies expenses. The favorable timing variance of $9.835 million is attributed mostly to the timing of labor expenses from wage accruals for retroactive payments, and the timing of Other Business Expenses and maintenance projects in progress.

2020 Adopted Budget vs. Actual

Accrual Results - Non-Reimbursable

Operating revenues in 2020 of $26.947 million were above the Adopted Budget by $17.810 million (over 100.0 percent) due to higher Other Operating Revenue of $22.135 million resulting from the receipt of federal CARES Acts funds of $23.298 million. This was partially offset by lower Farebox Revenue of $4.326 million due primarily to the impact of the COVID-19 pandemic, including the New York State On PAUSE executive order on travel restrictions.

Operating expenses of $56.678 million were below budget by $5.332 million (8.6 percent).

- Labor expenses were lower by a net $4.471 million (8.9 percent), including an underrun in Health & Welfare/OPEB current expenses of $2.774 million (27.5 percent), due mostly to the impact of implementing market checks and pricing controls, put in place to prevent overpricing of medications that resulted in lower prices/rates (credits) mainly for medications. Reimbursable Overhead credits were favorable by $1.846 million (over 100.0 percent), due largely to higher reimbursable work requirements. Other Fringe Benefits were less than the Adopted Budget by $0.106 million (2.2 percent), due primarily to lower Workers' Compensation reserve requirements, based on a current actuarial update. Overtime expenses were less than the Adopted Budget by $0.270 million (11.3 percent), due to reduced service, maintenance activities and tightened management controls.

- Non-labor expenses were under the Adopted Budget by a net $0.861 million (7.3 percent). Maintenance and Other Operating Contract expenses and Other Business Expenses were below the Adopted Budget by $1.519 million (64.0 percent) and $0.285 (39.0 percent), respectively, largely due to maintenance projects in progress. Partially offsetting these favorable results were higher Claims expenses of $0.797 million (over 100.0 percent), based on the current actuarial valuation.

MTA STATEN ISLAND RAILWAY
2020 YEAR-END REPORT
Explanation of Variances on Positions by
Function and Department
Non-Reimbursable-Reimbursable and Full-Time/Full-Time Equivalents

2020 Final Estimate vs. Actual

At the end of 2020, there were 346 actual incumbents, 39 less than the Final Estimate. This variance was comprised of nine positions in Administration, 14 positions in Operations, nine positions in Maintenance, and seven positions in Engineering/Capital. By occupational groups, seven positions were Professional/Technical/Clerical and 32 were Operational Hourlies.

2020 Adopted Budget vs. Actual

At the end of 2020, there were 346 actual incumbents, 37 less than the 2020 budget. This variance was comprised of seven positions in Administration, 14 positions in Operations, nine positions in Maintenance, and seven positions in Engineering/Capital. By occupational groups, seven positions were Professional/Technical/Clerical and 30 were Operational Hourlies.

MTA STATEN ISLAND RAILWAY
2020 YEAR-END REPORT
EXPLANATIONS OF VARIANCES ON RIDERSHIP/TRAFFIC VOLUME (UTILIZATION)

Ridership

Total ridership of 1.426 million was 3.9 percent (0.057 million trips) below the 2020 Final Estimate. However, compared to the Adopted Budget, total ridership was 66.6 percent (2.848 million trips) below the 2020 Adopted Budget, reflecting the impact of the COVID-19 pandemic.

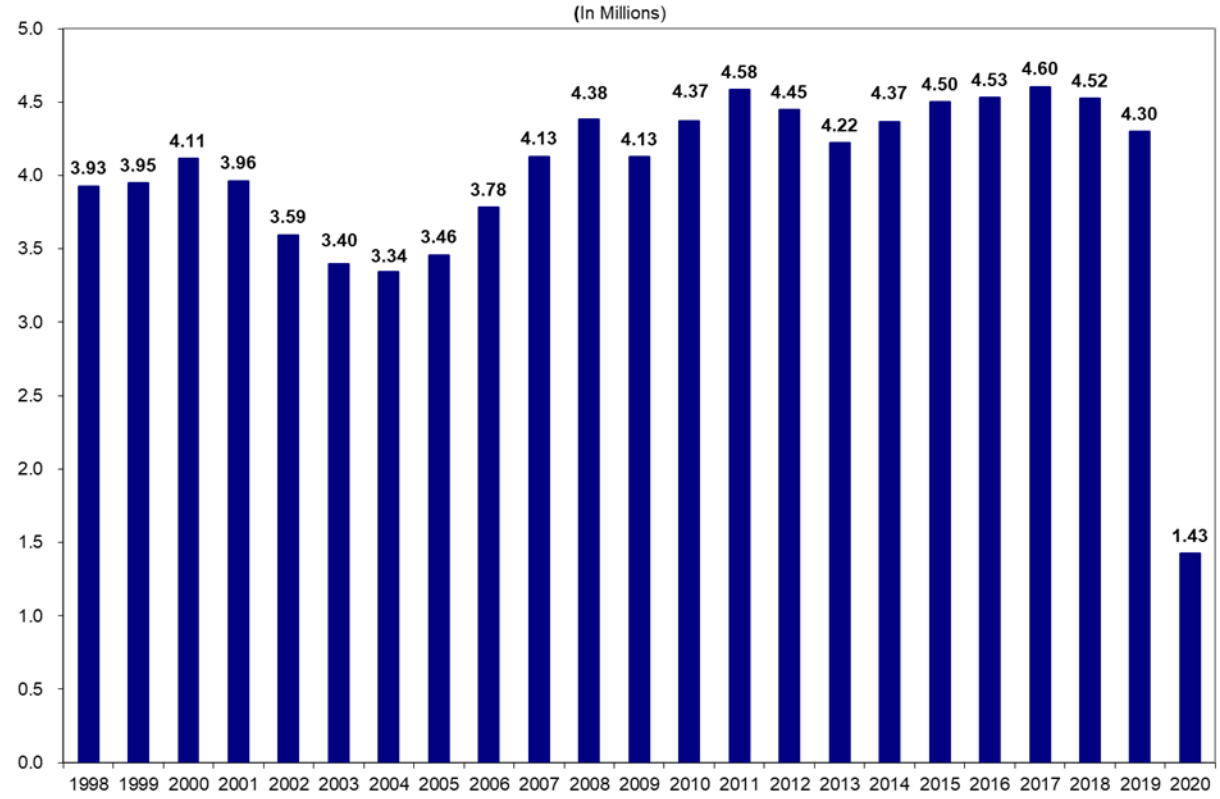
Annual Change in Ridership

2020 total ridership was 66.8 percent (2.874 million trips) below 2019. The plummet in ridership was mainly due to the travel restrictions and service reductions as a result of the COVID-19 pandemic and shutdowns during capital construction activities.

Annual Change in Weekday and Weekend Ridership

Impacted by the COVID-19 pandemic, 2020 average weekday ridership decreased 66.4 percent from 2019 and average weekend ridership (Saturday and Sunday combined) decreased 76.8 percent.

Chart 1: SIR Annual Ridership



2020 SIR ridership decreased 66.8 percent from 2019 to the lowest point ever due to the pandemic. Prior to pandemic, SIR ridership had increased 10.4 percent since 1998 and 38.2 percent since 2004.

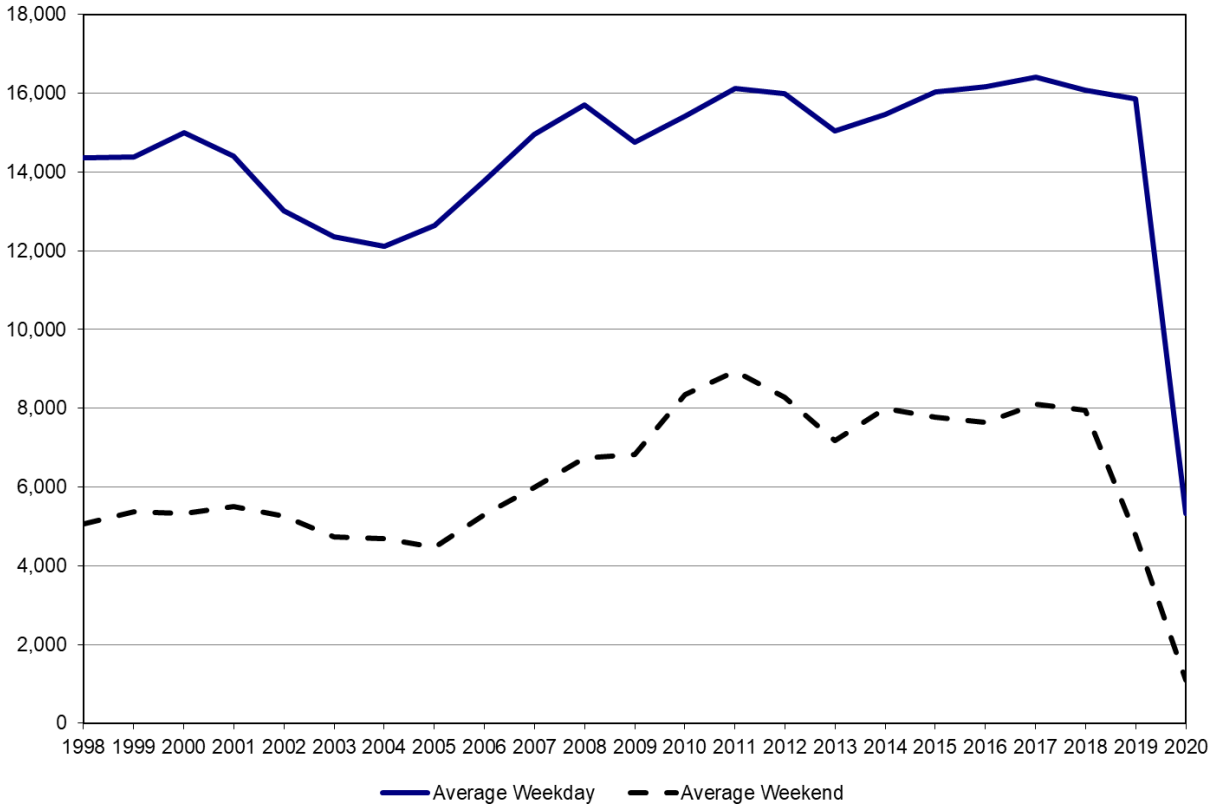


Chart 2: SIR Average Weekday and Weekend Ridership

2020 ridership decreased 66.4% in weekdays and 76.8% in weekends by the pandemic, both of which were the lowest in history. From 1998 through 2019, SIR ridership had increased 10.4 percent on weekdays and decreased 5.8 percent on weekends.

MTA STATEN ISLAND RAILWAY
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

NON-REIMBURSABLE	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				$	%	$	%
Revenue							
Farebox Revenue	$6.669	$2.362	$2.343	($4.326)	(64.9)	($0.019)	(0.8)
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	2.468	25.412	24.603	22.135	*	(0.809)	(3.2)
Capital and Other Reimbursements	0.000	0.000	0.000	0.000	-	0.000	-
Total Revenue	**$9.137**	**$27.774**	**$26.947**	**$17.810**	*****	**($0.827)**	**(3.0)**
Expenses							
Labor:							
Payroll	$26.081	$26.545	$26.289	($0.208)	(0.8)	$0.256	1.0
Overtime	2.387	3.238	2.117	0.270	11.3	1.121	34.6
Health and Welfare	7.376	6.587	5.033	2.343	31.8	1.554	23.6
OPEB Current Payment	2.723	2.723	2.292	0.431	15.8	0.431	15.8
Pensions	7.738	8.838	8.055	(0.317)	(4.1)	0.783	8.9
Other Fringe Benefits	4.820	5.049	4.714	0.106	2.2	0.335	6.6
Reimbursable Overhead	(0.903)	(0.903)	(2.749)	1.846	*	1.846	*
Total Labor Expenses	**$50.222**	**$52.077**	**$45.751**	**$4.471**	**8.9**	**$6.326**	**12.1**
Non-Labor:							
Electric Power	$3.904	$3.292	$3.356	$0.548	14.0	($0.064)	(1.9)
Fuel	0.279	0.225	0.245	0.034	12.2	(0.020)	(8.9)
Insurance	1.205	1.012	0.966	0.239	19.8	0.046	4.5
Claims	0.090	0.990	0.887	(0.797)	*	0.103	10.4
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	2.375	3.565	0.856	1.519	64.0	2.709	76.0
Professional Service Contracts	1.059	1.742	1.535	(0.476)	(44.9)	0.207	11.9
Materials & Supplies	2.146	3.271	2.637	(0.491)	(22.9)	0.634	19.4
Other Business Expenses	0.730	1.955	0.445	0.285	39.0	1.510	77.2
Total Non-Labor Expenses	**$11.788**	**$16.051**	**$10.927**	**$0.861**	**7.3**	**$5.124**	**31.9**
Other Expense Adjustments:							
Other	$0.000	$0.000	$0.000	$0.000	-	$0.000	-
Total Other Expense Adjustments	**$0.000**	**$0.000**	**$0.000**	**$0.000**	**-**	**$0.000**	**-**
Total Expenses Before Depreciation	**$62.010**	**$68.128**	**$56.678**	**$5.332**	**8.6**	**$11.450**	**16.8**
Depreciation	12.000	12.000	10.831	1.170	9.7	1.170	9.7
GASB 75 OPEB Expense Adjustment	7.500	5.500	2.916	4.585	61.1	2.585	47.0
GASB 68 Pension Adjustment	(0.100)	(0.100)	0.224	(0.324)	*	(0.324)	*
Environmental Remediation	0.000	0.000	0.831	(0.831)	-	(0.831)	-
Total Expenses	**$81.410**	**$85.528**	**$71.479**	**$9.931**	**12.2**	**$14.049**	**19.7**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**($72.273)**	**($57.754)**	**($44.532)**	**$27.741**	**38.4**	**$13.222**	**22.9**

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

REIMBURSABLE	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				$	%	$	%
Revenue							
Farebox Revenue	$0.000	$0.000	$0.000	$0.000	-	$0.000	-
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Capital and Other Reimbursements	6.985	6.985	6.021	(0.964)	(13.8)	(0.964)	(13.8)
Total Revenue	**$6.985**	**$6.985**	**$6.021**	**($0.964)**	**(13.8)**	**($0.964)**	**(13.8)**
Expenses							
Labor:							
Payroll	$3.897	$3.897	$0.937	$2.960	76.0	$2.960	76.0
Overtime	0.900	0.900	2.060	(1.160)	*	(1.160)	*
Health and Welfare	0.000	0.000	0.000	0.000	-	0.000	-
OPEB Current Payment	0.000	0.000	0.002	(0.002)	-	(0.002)	-
Pensions	0.000	0.000	0.000	0.000	-	0.000	-
Other Fringe Benefits	1.285	1.285	0.000	1.285	100.0	1.285	100.0
Reimbursable Overhead	0.903	0.903	2.752	(1.849)	*	(1.849)	*
Total Labor Expenses	**$6.985**	**$6.985**	**$5.750**	**$1.235**	**17.7**	**$1.235**	**17.7**
Non-Labor:							
Electric Power	$0.000	$0.000	$0.014	($0.014)	-	($0.014)	-
Fuel	0.000	0.000	0.000	0.000	-	0.000	-
Insurance	0.000	0.000	0.000	0.000	-	0.000	-
Claims	0.000	0.000	0.000	0.000	-	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Professional Service Contracts	0.000	0.000	0.022	(0.022)	-	(0.022)	-
Materials & Supplies	0.000	0.000	0.235	(0.235)	-	(0.235)	-
Other Business Expenses	0.000	0.000	0.000	0.000	-	0.000	-
Total Non-Labor Expenses	**$0.000**	**$0.000**	**$0.271**	**($0.271)**	**-**	**($0.271)**	**-**
Other Expense Adjustments:							
Other	$0.000	$0.000	$0.000	$0.000	-	$0.000	-
Total Other Expense Adjustments	**$0.000**	**$0.000**	**$0.000**	**$0.000**	**-**	**$0.000**	**-**
Total Expenses Before Depreciation	**$6.985**	**$6.985**	**$6.021**	**$0.964**	**13.8**	**$0.964**	**13.8**
Depreciation	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	-
GASB 68 Pension Adjustment	0.000	0.000	0.000	0.000	-	0.000	
Environmental Remediation	0.000	0.000	0.000	0.000	-	0.000	-
Total Expenses	**$6.985**	**$6.985**	**$6.021**	**$0.964**	**13.8**	**$0.964**	**13.8**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**$0.000**	**$0.000**	**$0.000**	**$0.000**	**-**	**$0.000**	**-**

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

NON-REIMBURSABLE/ REIMBURSABLE		December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
		Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
					$	%	$	%
Revenue								
Farebox Revenue		$6.669	$2.362	$2.343	($4.326)	(64.9)	($0.019)	(0.8)
Vehicle Toll Revenue		$0.000	$0.000	$0.000	0.000	-	0.000	-
Other Operating Revenue		$2.468	$25.412	$24.603	22.135	*	(0.809)	(3.2)
Capital and Other Reimbursements		$6.985	$6.985	$6.021	(0.964)	(13.8)	(0.964)	(13.8)
Total Revenue		**$16.122**	**$34.759**	**$32.968**	**$16.846**	*****	**($1.791)**	**(5.2)**
Expenses								
Labor:								
Payroll		$29.978	$30.442	$27.226	$2.752	9.2	$3.216	10.6
Overtime		$3.287	$4.138	$4.177	(0.890)	(27.1)	(0.039)	(0.9)
Health and Welfare		$7.376	$6.587	$5.033	2.343	31.8	1.554	23.6
OPEB Current Payment		$2.723	$2.723	$2.294	0.429	15.8	0.429	15.8
Pensions	#	$7.738	$8.838	$8.055	(0.317)	(4.1)	0.783	8.9
Other Fringe Benefits		$6.105	$6.334	$4.714	1.391	22.8	1.620	25.6
Reimbursable Overhead	#	$0.000	$0.000	$0.003	(0.003)	-	(0.003)	-
Total Labor Expenses		**$57.207**	**$59.062**	**$51.501**	**$5.706**	**10.0**	**$7.561**	**12.8**
Non-Labor:								
Electric Power		$3.904	$3.292	$3.370	$0.534	13.7	($0.078)	(2.4)
Fuel		$0.279	$0.225	$0.245	0.034	12.2	(0.020)	(8.9)
Insurance		$1.205	$1.012	$0.966	0.239	19.8	0.046	4.5
Claims		$0.090	$0.990	$0.887	(0.797)	*	0.103	10.4
Paratransit Service Contracts		$0.000	$0.000	$0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts		$2.375	$3.565	$0.856	1.519	64.0	2.709	76.0
Professional Service Contracts		$1.059	$1.742	$1.557	(0.498)	(47.0)	0.185	10.6
Materials & Supplies		$2.146	$3.271	$2.872	(0.726)	(33.8)	0.398	12.2
Other Business Expenses		$0.730	$1.955	$0.445	0.285	39.0	1.510	77.2
Total Non-Labor Expenses		**$11.788**	**$16.051**	**$11.198**	**$0.590**	**5.0**	**$4.853**	**30.2**
Other Expense Adjustments:								
Other		$0.000	$0.000	$0.000	$0.000	-	$0.000	-
Total Other Expense Adjustments		**$0.000**	**$0.000**	**$0.000**	**$0.000**	**-**	**$0.000**	**-**
Total Expenses Before Depreciation		**$68.995**	**$75.113**	**$62.699**	**$6.296**	**9.1**	**$12.414**	**16.5**
Depreciation		12.000	12.000	10.831	1.170	9.7	1.170	9.7
GASB 75 OPEB Expense Adjustment		7.500	5.500	2.916	4.585	61.1	2.585	47.0
GASB 68 Pension Adjustment		(0.100)	(0.100)	0.224	(0.324)	*	(0.324)	*
Environmental Remediation		0.000	0.000	0.831	(0.831)	-	(0.831)	-
Total Expenses		**$88.395**	**$92.513**	**$77.500**	**$10.895**	**12.3**	**$15.013**	**16.2**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*		**($72.273)**	**($57.754)**	**($44.532)**	**$27.741**	**38.4**	**$13.222**	**22.9**

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2020 Year-End Report
Cash Receipts and Expenditures
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget $	Adopted Budget %	Final Estimate $	Final Estimate %
Receipts							
Farebox Revenue	$6.669	$2.363	$2.688	($3.981)	(59.7)	$0.325	13.8
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	2.468	25.412	25.209	22.741	*	(0.203)	(0.8)
Capital and Other Reimbursements	6.985	6.985	6.501	(0.484)	(6.9)	(0.484)	(6.9)
Total Receipts	**$16.122**	**$34.760**	**$34.398**	**$18.276**	*****	**($0.362)**	**(1.0)**
Expenditures							
Labor:							
Payroll	$31.239	$32.854	$24.729	$6.510	20.8	$8.125	24.7
Overtime	3.287	4.138	3.630	(0.343)	(10.4)	0.508	12.3
Health and Welfare	7.376	6.587	6.280	1.096	14.9	0.307	4.7
OPEB Current Payment	2.723	2.723	1.149	1.574	57.8	1.574	57.8
Pensions	7.738	8.838	8.055	(0.317)	(4.1)	0.783	8.9
Other Fringe Benefits	4.402	4.410	2.760	1.642	37.3	1.650	37.4
GASB Account	0.000	0.000	0.000	0.000	-	0.000	-
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenditures	**$56.765**	**$59.550**	**$46.604**	**$10.161**	**17.9**	**$12.946**	**21.7**
Non-Labor:							
Electric Power	$3.904	$3.292	$3.340	$0.564	14.4	($0.048)	(1.5)
Fuel	0.279	0.225	0.243	0.036	12.9	(0.018)	(8.0)
Insurance	1.205	1.012	1.636	(0.431)	(35.8)	(0.624)	(61.7)
Claims	(0.410)	0.490	0.000	(0.410)	(100.0)	0.490	100.0
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	2.375	3.565	0.592	1.783	75.1	2.973	83.4
Professional Service Contracts	1.059	1.742	1.260	(0.201)	(19.0)	0.482	27.7
Materials & Supplies	2.146	3.272	3.819	(1.673)	(78.0)	(0.547)	(16.7)
Other Business Expenses	0.730	1.955	0.184	0.546	74.8	1.771	90.6
Total Non-Labor Expenditures	**$11.288**	**$15.553**	**$11.075**	**$0.213**	**1.9**	**$4.478**	**28.8**
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	**$0.000**	**$0.000**	**$0.000**	**$0.000**	**-**	**$0.000**	**-**
Total Expenditures	**$68.053**	**$75.103**	**$57.679**	**$10.374**	**15.2**	**$17.424**	**23.2**
Operating Cash Deficit	**($51.931)**	**($40.343)**	**($23.281)**	**$28.650**	**-55.2**	**$17.062**	**42.3**

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2020 Year-End Report
Cash Conversion (Cash Flow Adjustments)
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

	December 2020 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				$	%	$	%
Receipts							
Farebox Revenue	$0.000	$0.001	$0.345	$0.345	-	0.344	*
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	0.000	0.000	0.606	0.606	-	0.606	-
Capital and Other Reimbursements	0.000	0.000	0.479	0.479	-	0.479	-
Total Receipts	**$0.000**	**$0.001**	**$1.430**	**$1.430**	**-**	**$1.429**	*****
Expenditures							
Labor:							
Payroll	($1.261)	($2.412)	$2.497	3.758	*	4.909	*
Overtime	0.000	0.000	0.546	0.546	-	0.546	-
Health and Welfare	0.000	0.000	(1.248)	(1.248)	-	(1.248)	-
OPEB Current Payment	0.000	0.000	1.145	1.145	-	1.145	-
Pensions	0.000	0.000	0.000	0.000	-	0.000	-
Other Fringe Benefits	1.703	1.923	1.954	0.251	14.7	0.031	1.6
GASB Account	0.000	0.000	0.000	0.000	-	0.000	-
Reimbursable Overhead	0.000	0.000	0.003	0.003	-	0.003	-
Total Labor Expenditures	**$0.442**	**($0.489)**	**$4.897**	**$4.455**	*	**$5.386**	*****
Non-Labor:							
Electric Power	$0.000	$0.000	$0.030	0.030	-	0.030	-
Fuel	0.000	0.000	0.002	0.002	-	0.002	-
Insurance	0.000	0.000	(0.670)	(0.670)	-	(0.670)	-
Claims	0.500	0.500	0.887	0.387	77.3	0.387	77.3
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	0.000	0.000	0.264	0.264	-	0.264	-
Professional Service Contracts	0.000	0.000	0.297	0.297	-	0.297	-
Materials & Supplies	0.000	(0.001)	(0.946)	(0.946)	-	(0.945)	*
Other Business Expenses	0.000	0.000	0.261	0.261	-	0.261	-
Total Non-Labor Expenditures	**$0.500**	**$0.499**	**$0.123**	**($0.377)**	(75.4)	**($0.376)**	**(75.4)**
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	**$0.000**	**$0.000**	**$0.000**	**$0.000**	-	**$0.000**	**-**
Total Expenditures Before Depreciation	**$0.942**	**$0.010**	**$5.020**	**$4.078**	*	**$5.010**	*
Depreciation	12.000	12.000	10.831	(1.170)	(9.7)	(1.170)	(9.7)
GASB 75 OPEB Expense Adjustment	7.500	5.500	2.916	(4.585)	(61.1)	(2.585)	(47.0)
GASB 68 Pension Adjustment	(0.100)	(0.100)	0.224	0.324	*	0.324	*
Environmental Remediation	0.000	0.000	0.831	0.831	-	0.831	-
Total Expenditures	**$20.342**	**$17.410**	**$19.821**	**($0.521)**	**(2.6)**	**$2.411**	**13.8**
Net Surplus/(Deficit) *(Excluding Subsidies and Debt Service)*	**$20.342**	**$17.411**	**$21.251**	**$0.909**	**4.5**	**$3.840**	**22.1**

Totals may not add due to rounding

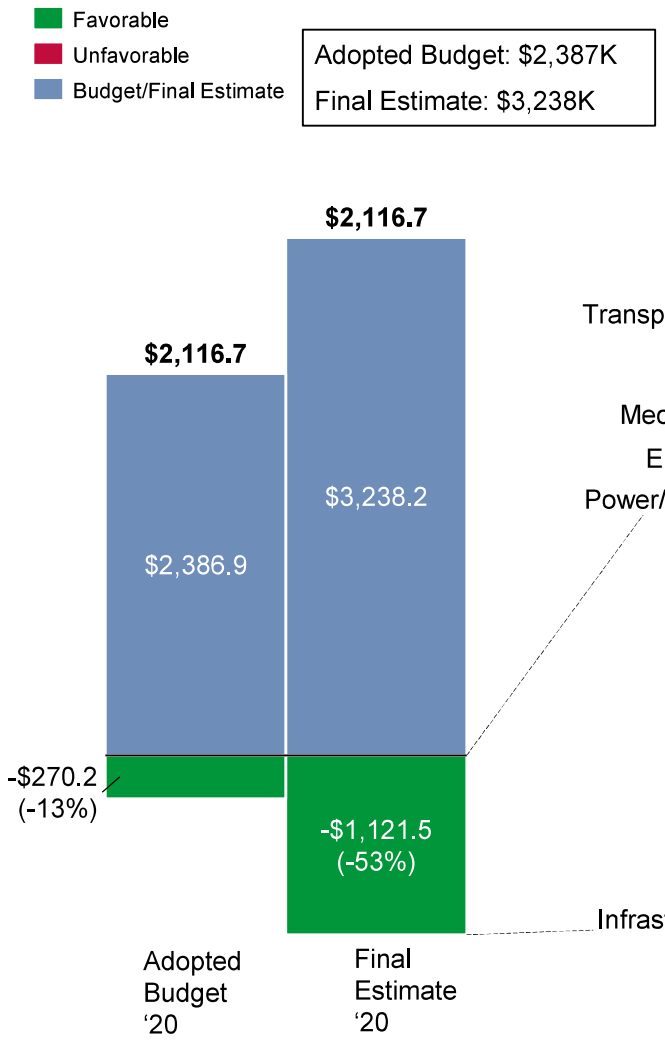
MTA STATEN ISLAND RAILWAY
2020 YEAR-END RESULTS
CASH RESULTS - ACTUAL vs. FINAL ESTIMATE
($ in millions)

	2020		Favorable/(Unfavorable) Variance		
	Final Estimate	**Actual**	**Total**	**Real**	**Timing**
Receipts					
Farebox Revenue	$2.363	$2.688	$0.325	$0.325	$0.000
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	0.000
Other Operating Revenue	25.412	25.209	(0.203)	(0.203)	0.000
Capital and Other Reimbursements	6.985	6.501	(0.484)	0.000	(0.484)
Total Receipts	**$34.760**	**$34.398**	**($0.362)**	**$0.122**	**($0.484)**
Expenditures					
Labor:					
Payroll	32.854	24.730	8.125	3.325	4.800
Overtime	4.138	3.630	0.508	0.108	0.400
Health and Welfare	6.587	6.280	0.307	0.307	0.000
OPEB Current Payment	2.723	1.149	1.574	1.574	0.000
Pensions	8.838	8.055	0.783	0.414	0.369
Other Fringe Benefits	4.410	2.760	1.650	0.000	1.650
GASB Account	0.000	0.000	0.000	0.000	0.000
Reimbursable Overhead	0.000	0.000	0.000	0.000	0.000
Total Labor Expenditures	**$59.550**	**$46.604**	**$12.947**	**$5.728**	**$7.219**
Non-Labor:					
Traction and Propulsion Power	$3.292	$3.340	(0.048)	(0.048)	$0.000
Fuel for Buses and Trains	0.225	0.243	(0.018)	(0.018)	0.000
Insurance	1.012	1.636	(0.624)	(0.624)	0.000
Claims	0.490	0.000	0.490	0.490	0.000
Paratransit Service Contracts	0.000	0.000	0.000	0.000	0.000
Maintenance and Other Operating Contracts	3.565	0.592	2.973	1.873	1.100
Professional Service Contracts	1.742	1.260	0.482	0.282	0.200
Materials & Supplies	3.272	3.819	(0.547)	(1.147)	0.600
Other Business Expenses	1.955	0.184	1.771	0.571	1.200
Total Non-Labor Expenditures	**$15.553**	**$11.075**	**$4.478**	**$1.378**	**$3.100**
Other Expenditure Adjustments:					
Other	0.000	0.000	0.000	0.000	0.000
Total Other Expenditure Adjustments	**$0.000**	**$0.000**	**$0.000**	**$0.000**	**$0.000**
Total Expenditures	**$75.103**	**$57.678**	**$17.425**	**$7.106**	**$10.319**
Baseline Cash Deficit	**($40.343)**	**($23.280)**	**$17.063**	**$7.228**	**$9.835**

SIRTOA – Non-Reimbursable Overtime Variance

Year-End Adopted Budget & Final Estimate vs. variance

$K

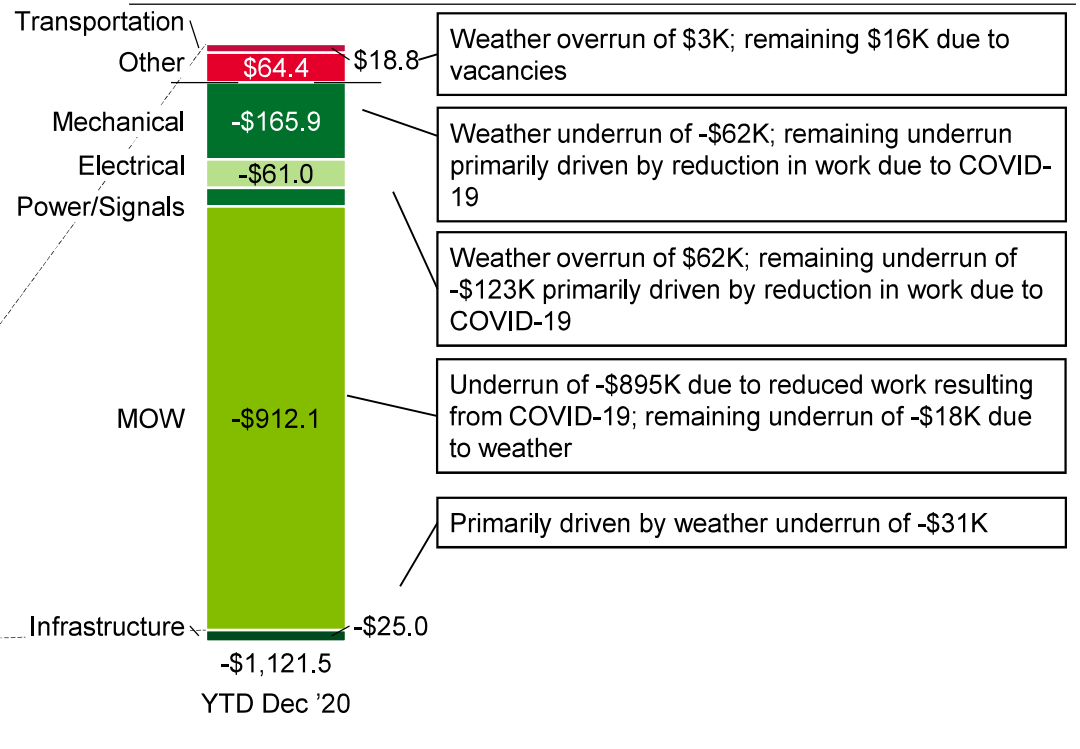


Overview

- The 2020 Adopted Budget was favorable by $270.2K or 13%, mainly due to a reduction in work impacted by COVID-19 pandemic.
- The 2020 Final Estimate was favorable by $1121.5K or 53%, primarily driven by a reduction in work impacted by the COVID-19 pandemic and less weather-related events.

YTD variance by division

$K



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

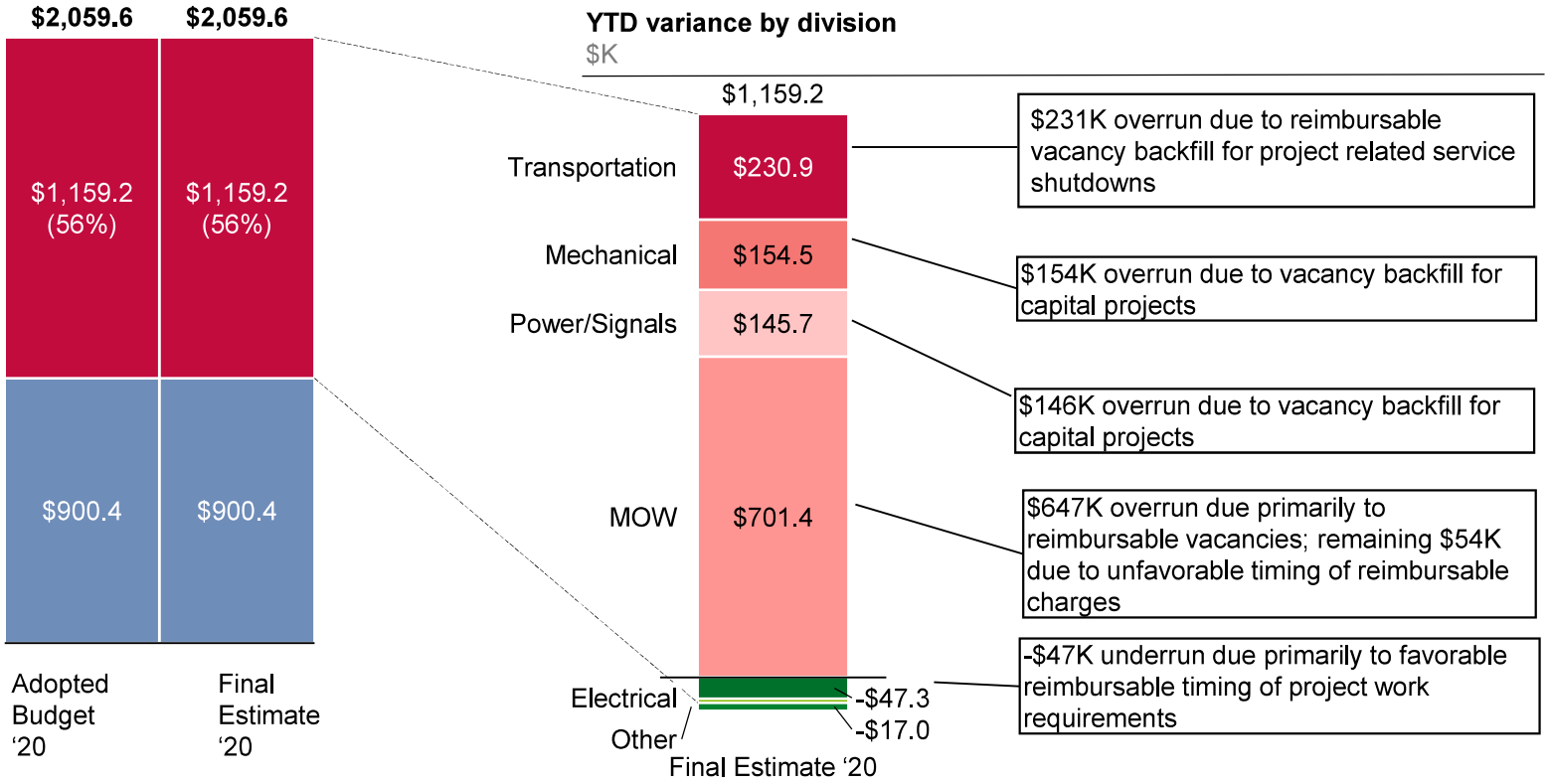
SIRTOA – Reimbursable Overtime Variance

Year-End Adopted Budget & Final Estimate vs. variance

$K

Overview

- The 2020 Adopted Budget and Final estimate were unfavorable by $1,159KM or 56% due primarily to reimbursable vacancy backfill for capital project support requirements.

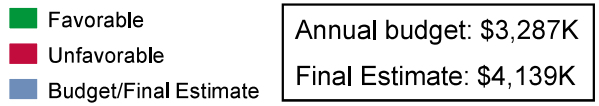


Source: Adopted (restated) budget. GL actuals for actual overtime spending.

SIRTOA – Total Overtime Variance

Year-End Adopted Budget & Final Estimate vs. variance

$K

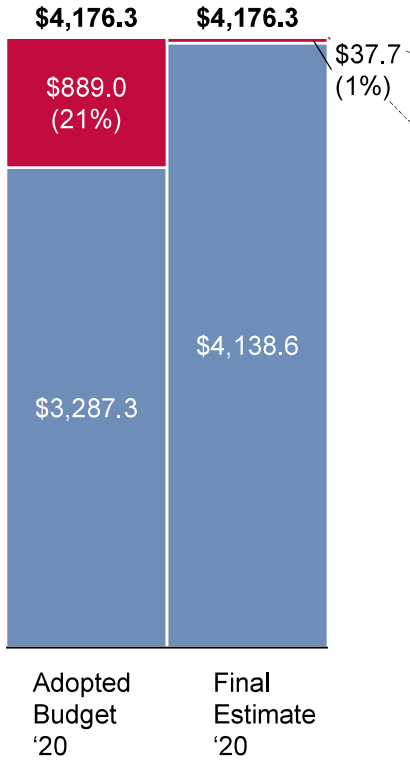


Annual budget: $3,287K

Final Estimate: $4,139K

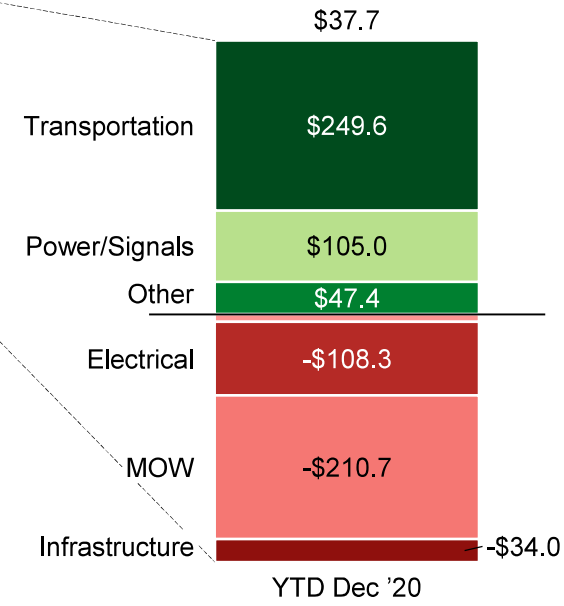
Overview

- The 2020 Adopted Budget was unfavorable by $889K or 21%
- The 2020 Final Estimate was unfavorable by $38K or 1%.
- The major driver of the unfavorable Adopted Budget and Final Estimate variances was higher reimbursable vacancy backfill in support of capital projects. These results were partially offset by lower non-reimbursable expenses, mainly driven by reduced work due to the COVID-19 pandemic.



YTD variance by division

$K



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

MTA STATEN ISLAND RAILWAY
2020 ADOPTED BUDGET and FINAL ESTIMATE vs. ACTUAL
Ridership (Utilization)

	December 2020 Year-to-Date			Favorable/(Unfavorable)			
				Adopted Budget		Final Estimate	
RIDERSHIP	Adopted Budget	Final Estimate	Actual	Variance	Percent	Variance	Percent
Ridership	4.274	1.483	1.426	(2.848)	(66.6%)	(0.057)	(3.9%)
Total Utilization	**4.274**	**1.483**	**1.426**	**(2.848)**	**(66.6%)**	**(0.057)**	**(3.9%)**
FAREBOX REVENUE							
Total Farebox Revenue	6.669	2.362	2.343	(4.326)	(64.9%)	(0.019)	(0.8%)
Total Revenue	**$6.669**	**$2.362**	**$2.343**	**($4.326)**	**($0.649)**	**($0.019)**	**(0.8%)**

MTA STATEN ISLAND RAILWAY
RIDERSHIP/TRAFFIC VOLUME (UTILIZATION)
2019 ACTUAL VERSUS 2020 ACTUAL
(in millions)

	Month of December				
			Variance		
	2019	2020	Amount	Percent	Explanation
Average Weekday	0.016	0.005	(0.011)	(66.4%)	The decline in weekday ridership was entirey due to the travel restrictions and reductions as a result of Covid-19 pandemic
Average Weekend	0.005	0.001	(0.004)	(76.8%)	The decrease was driven entirely by the Covid-19 pandemic
	12-Month Rolling Average				
Average Weekday	0.016	0.005	(0.011)	(66.4%)	
Average Weekend	0.005	0.001	(0.004)	(76.8%)	

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

MTA STATEN ISLAND RAILWAY
2020 Year-End Report
Non-Reimbursable-Reimbursable Positions by Function and Department
Full-Time Positions and Full-Time Equivalents

	December 31, 2020			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget Variance	Adopted Budget Percent	Final Estimate Variance	Final Estimate Percent
Administration							
Executive	13	13	8	5	38.5	5	38.5
General Office	9	11	9	0	0.0	2	18.2
Purchasing/Stores	6	6	4	2	33.3	2	33.3
Total Administration	**28**	**30**	**21**	**7**	**25.0**	**9**	**30.0**
Operations							
Transportation	130	130	116	14	10.8	14	10.8
Total Operations	**130**	**130**	**116**	**14**	**10.8**	**14**	**10.8**
Maintenance							
Mechanical	53	53	52	1	1.9	1	1.9
Electronics/Electrical	15	15	19	(4)	(26.7)	(4)	(26.7)
Power/Signals	32	32	30	2	6.3	2	6.3
Maintenance of Way	83	83	73	10	12.0	10	12.0
Infrastructure	26	26	26	0	0.0	0	0.0
Total Maintenance	**209**	**209**	**200**	**9**	**4.3**	**9**	**4.3**
Engineering/Capital							
Capital Project Support	**16**	**16**	**9**	**7**	**0.0**	**7**	**0.0**
Public Safety							
Total Public Safety	0	0	0	0	0.0	0	0.0
Grand Total	**383**	**385**	**346**	**37**	**9.7**	**39**	**10.1**
Non-Reimbursable	334	336	315	21	6.3	21	6.3
Reimbursable	49	49	31	18	36.7	18	36.7
Total Full-Time	383	385	346	37	9.7	39	10.1
Total Full-Time Equivalents	0	0	0	0	0.0	0	0.0

MTA STATEN ISLAND RAILWAY
2020 Year-End Report
Full-Time Positions and Full-Time Equivalents by Function and Occupational Group

	December 31, 2020			Favorable/(Unfavorable) Variance			
	Adopted	Final		Adopted Budget		Final Estimate	
	Budget	Estimate	Actual	Variance	Percent	Variance	Percent
Administration							
Managers/Supervisors	16	16	11	5	31.3	5	31.3
Professional, Technical, Clerical	12	12	10	2	16.7	2	16.7
Operational Hourlies	-	2	-	0	0.0	2	0.0
Total Administration	**28**	**30**	**21**	**7**	**25.0**	**9**	**30.0**
Operations							
Managers/Supervisors	11	11	7	4	36.4	4	36.4
Professional, Technical, Clerical	3	3	1	2	66.7	2	66.7
Operational Hourlies	116	116	108	8	6.9	8	6.9
Total Operations	**130**	**130**	**116**	**14**	**10.8**	**14**	**10.8**
Maintenance							
Managers/Supervisors	17	17	26	(9)	(52.9)	(9)	(52.9)
Professional, Technical, Clerical	6	6	7	(1)	(16.7)	(1)	(16.7)
Operational Hourlies	186	186	167	19	10.2	19	10.2
Total Maintenance	**209**	**209**	**200**	**9**	**4.3**	**9**	**4.3**
Engineering/Capital Projects							
Managers/Supervisors	3	3	3	0	0.0	0	0.0
Professional, Technical, Clerical	4	4	-	4	0.0	4	0.0
Operational Hourlies	9	9	6	3	0.0	3	0.0
Total Engineering/Capital	**16**	**16**	**9**	**7**	**0.0**	**7**	**0.0**
Public Safety							
Managers/Supervisors	-	-	-	0	0.0	0	0.0
Professional, Technical, Clerical	-	-	-	0	0.0	0	0.0
Operational Hourlies (other than un	-	-	-	0	0.0	0	0.0
Total Public Safety	0	0	0	0	0.0	0	0.0
Total Positions							
Managers/Supervisors	47	47	47	0	0.0	0	0.0
Professional, Technical, Clerical	25	25	18	7	28.0	7	28.0
Operational Hourlies	311	313	281	30	9.6	32	10.2
Total Positions	**383**	**385**	**346**	**37**	**9.7**	**39**	**10.1**

Standard Follow-Up Reports:

MTA Bus Company 2020 Year-End Report Summary

MTA Bus Company's (MTABC) overall financial performance compared to the 2020 Final Estimate was favorable by 41.2 percent with a Net Operating Deficit of $366.9 million that was $257.3 million lower than projected. This outcome was driven by lower Labor and Non-Labor expenses as well as non-cash expenses in GASB 68 and GASB 75 Adjustments and Depreciation expenses.

2020 Final Estimate vs. Actual

Accrual / Non- Reimbursable and Reimbursable

Total revenues were $9.7 million (2.2 percent) favorable to the Final Estimate. Farebox Revenue exceeded the Final Estimate by $20.5 million (28.0 percent) due to higher ridership and higher average fare. However, this outcome was offset by a $10.8 million (3.1 percent) shortfall in Other Operating Revenue due to lower student and senior fare reimbursement.

Total Expenses before Depreciation and GASB adjustments were $131.9 million (14.8 percent) lower than the Final Estimate.

Total Labor Expenses were favorable by $14.2 million (2.2 percent). Lower Health & Welfare/OPEB expenses of $13.1 million (11.0 percent) due to the timing of expenses; lower Other Fringe Benefits of $7.9 million (10.8 percent) due to timing of inter-agency billings; lower Pension expenses of $5.3 million (7.6 percent) due to the timing of expenses and lower Overtime expenses of $4.5 million (5.3 percent) due to reduced traffic, service reductions in response to the COVID-19 pandemic, and bus disinfecting safety procedures, overnight essential service and weather coverage partially offset by higher programmatic maintenance and vacancy/absentee coverage requirements. These favorable results were partially offset by higher Payroll expenses of $16.5 million (5.6 percent) primarily due to the timing of prior period interagency payments, higher vacation payment, OPA (Other Paid Allowance), higher cash outs of sick, personal time, retroactive payments, and lower attrition.

Total Non-Labor expenses were favorable by $117.7 million (47.0 percent) due to lower Claims expenses of $58.9 million (79.4 percent) due to an actuarial adjustment; lower Professional Services of $20.7 million (44.9 percent) due to the timing of interagency billing, Bus Technology, the capitalization of the New Fare System/(OMNY), and outside training; lower Materials & Supplies of $16.1 million (28.4 percent) attributable due to lower usage of general maintenance material, as well as the timing of radio equipment maintenance/repair, and COVID cleaning contracts; lower Maintenance and Other Operating expenses of $14.2 million (32.7 percent) mainly due to the timing of facility maintenance, Bus Technology, farebox maintenance, and COVID cleaning and disinfecting expenses; lower Fuel of $4.6 million (24.6 percent) primarily due to the receipt of the IRS CNG fuel tax refund and lower fuel usage; lower Other Business Expenses of $2.0 million (43.9 percent) due to favorable Print and Stationery Supplies, the timing of Automatic Fare Collection (AFC) fees, Mobility Tax, and Other Miscellaneous expenses.

The GASB 68 Pension Adjustment was favorable by $50.9 million (100 percent) and the GASB 75 OPEB Expense Adjustment was favorable by $58.1 million (100 percent), both are pending the completion of an actuarial review. Depreciation was lower by $6.9 million (12.6 percent) due to the timing of capital projects and new bus deliveries.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
SUMMARY

2020 Final Estimate vs. Actual

Cash

The baseline cash deficit was $127.2 million (29.2 percent) favorable to the Final Estimate. This reflects lower Non-Labor expenditures of $85.2 million (34.9 percent), lower Labor expenditures of $31.0 million (4.9 percent) and higher Total Receipts of $11.0 million (2.5 percent).

Total Receipts was higher than the Final Estimate by $11.0 million (2.5 percent) reflecting $23.5 million (32.2 percent) in higher farebox revenue due to higher ridership and higher average fare partially offset by $7.2 million (2.0 percent) in lower student and senior reimbursements and $5.4 million (49.5 percent) in lower Capital reimbursements due to the timing of reimbursable projects.

Total Expenditures of $757.3 million were $116.2 million (13.3 percent) favorable to the 2020 Final Estimate.

Total Labor expenditures were $31.0 million (4.9 percent) favorable to the Final Estimate. This favorable variance was mostly attributed to timing with lower Health and Welfare/OPEB costs of $20.1 million (16.8 percent), Other Fringe Benefits of $11.9 million (20.3 percent), and Pension costs of $9.1 million (13.0 percent). Further contributing to the favorable variance was lower Overtime of $4.5 million (5.3 percent) due to traffic, service reductions in response to the COVID-19 pandemic and bus disinfecting safety procedures, overnight essential service and weather coverage, partially offset by higher programmatic maintenance and vacancy/absentee coverage requirements. These results were partly offset by higher Payroll costs of $14.6 million (4.9 percent) mainly due to the timing of prior period interagency payments, and higher vacation payments, Other Paid Allowances (i.e., jury duty, medical, etc.) capturing the impact of operating employees working remotely, higher cash outs of sick, personal time, retroactive payments, and lower attrition.

Total Non-Labor expenditures were $85.2 million (34.9 percent) favorable to the Final Estimate mostly due to lower Professional Service Contracts of $41.9 million (67.2 percent) primarily due to the timing of interagency billing, Bus Technology, and outside training; favorable Material & Supplies of $22.1 million (34.6 percent) mainly due to lower usage of general maintenance material, as well as the timing of radio equipment maintenance/repairs and COVID cleaning and disinfecting expenses; lower Maintenance and Other Operating Contracts of $17.8 million (34.9 percent) primarily due to the timing of Bus Technology, farebox maintenance and COVID-related expenses; lower Fuel expenses of $3.2 million (18.4 percent) primarily due to the receipt of the IRS CNG fuel tax refund and lower usage; and lower Other Business Expenses of $2.5 million (52.7 percent) due to favorable print and stationery supplies, timing of Automatic Fare Collection (AFC) fees, Mobility Tax and other miscellaneous expenses. These results were partially offset by higher Insurance costs of $3.2 million (41.3 percent) due to prior period expenses.

Ridership

2020 ridership of 45.9 million was higher than the Final Estimate by 9.3 million (25.4 percent).

Positions

As of December 31, 2020, total actual headcount was 3,815, 106 less than the Final Estimate.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS

2020 Final Estimate vs. Actual

Non-Reimbursable:

- **Operating Revenue** was favorable to the Estimate by $9.7 million (2.3 percent) and reflective $20.5 million (28.0 percent) in greater farebox revenue due to higher ridership and average fare partially offset by $10.8 million (3.1 percent) in lower student and senior fare reimbursements.

- **Labor Costs** were $15.3 million (2.4 percent) favorable to the Final Estimate.
  - Health & Welfare/OPEB current payments were favorable to the Final Estimate by $11.9 million (10.0 percent) due to the timing of expenses.
  - Other Fringe Benefits were $7.9 million (10.7 percent) below the Final Estimate due to the timing of inter-agency billings.
  - Pension was $5.3 million (7.6 percent) below the Final Estimate due the timing of expenses.
  - Overtime was $4.5 million (5.3 percent) favorable to the Final Estimate, mainly due to reduced traffic, service reductions in response to the COVID-19 pandemic and bus disinfecting safety procedures, overnight essential service and weather coverage, partially offset by higher programmatic maintenance, and vacancy/absentee coverage requirements.
  - Reimbursable Overhead credits were $1.1 million (121.1 percent) favorable to the Final Estimate due to higher reimbursements.
  - Payroll was $15.3 million (5.3 percent) above the Final Estimate, primarily due to the timing of prior period interagency payments, higher vacation payments, OPA, higher cash outs of sick, personal time, retroactive payments, and lower attrition.

- **Non-Labor Costs** were $116.6 million (46.7 percent) favorable to the Final Estimate.
  - Claims expenses were $58.9 million (79.4 percent) favorable due to actuarial adjustments.
  - Professional Services expenses were $20.7 million (44.9 percent) favorable due to the timing of interagency billing, Bus Technology, the capitalization of the New Fare System/(OMNY), and outside training.
  - Materials & Supplies expenses were $15.2 million (27.3 percent) favorable attributed to lower usage of general maintenance material, and the timing of radio equipment maintenance/repairs, and COVID expenses.
  - Maintenance and Other Operating Contracts were $13.9 million (32.3 percent) favorable mainly due to the timing of facility maintenance, Bus Technology, farebox maintenance, and COVID expenses.
  - Fuel was $4.6 million (24.6 percent) favorable primarily due to the receipt of the IRS CNG Fuel tax refund and lower usage.
  - Other Business Expenses were $2.0 million (43.9 percent) favorable due to Print and Stationery Supplies, the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and Other Miscellaneous expenses.
  - Insurance was $1.2 million (20.8 percent) favorable primary due to the timing of expenses.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

Ridership
2020 ridership of 45.9 million was higher than the Final Estimate by 9.3 million (25.4 percent).

Reimbursable:

- **Capital and Other Reimbursements/Expenses** Total reimbursable revenues and operating expenses were $5.6 million each. Revenue and operating expenses were essentially on Budget with the 2020 Final Estimate. Labor expenses were unfavorable by $1.2 million (26.4 percent), and Non-Labor expenses were favorable by $1.1 million (100 percent).

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS

2020 Adopted Budget vs. Actual

Non-Reimbursable:

- **Operating Revenue** of $436.3 million was above the Adopted Budget by $190.7 million (77.7 percent). This favorable result was primarily due to the receipt of CARES Act funds of $335.5 million, which resulted in Other Operating Revenue being significantly higher by $322.3 million. This was partially offset by lower Farebox Revenue of $131.6 million (58.4 percent) primarily due to lower ridership caused by the COVID pandemic.

- **Labor Costs** were $31.5 million (5.3 percent) unfavorable to the Adopted Budget.
  - Payroll expenses were higher by $17.4 million (6.0 percent) mainly due to the timing of prior period interagency payments, higher vacation payments, OPA, higher cash outs of sick, personal time, retroactive payments, and lower attrition.
  - Overtime expenses exceeded the Adopted Budget by $15.4 million (23.7 percent) primarily due to COVID-19 bus disinfecting, the installation of COVID-19 barriers, the essential overnight service, other COVID safety procedures and higher absentee/vacancy coverage requirement. This was partially offset by COVID service reductions, lower traffic, and favorable weather.
  - Pension expenses were $3.0 million (4.9 percent) unfavorable and reflect actuarial re-estimates.
  - Health & Welfare/OPEB expenses were unfavorable by $2.6 million (2.5 percent) due to higher prescription coverage and medical hospitalization.
  - Other Fringe Benefits expenses were $5.7 million (8.0 percent) lower than the Adopted Budget due to the timing of inter-agency billings.
  - Reimbursable Overhead was favorable by $1.1 million due to higher reimbursements.

- **Non-Labor Costs** were $104.3 million (44.0 percent) favorable to the Adopted Budget.
  - Claims expenses were $47.7 million (75.5 percent) lower than Budget due to actuarial adjustments.
  - Professional Service Contracts were lower $20.7 million (44.9 percent) due to the timing of interagency billing, Bus Technology, the capitalization of the New Fare System/(OMNY), and outside training.
  - Fuel expenses were under Budget by $12.9 million (48.0 percent) primarily due to the receipt of the IRS CNG Fuel tax refund for 2018 and 2019 and lower usage due to the COVID-19 service reductions.
  - Materials & Supplies were lower by $11.0 million (21.4 percent) primarily due to lower usage of general maintenance material and the timing of radio equipment maintenance/repairs partially offset by COVID expenses.
  - Maintenance and Other Operating Contracts were lower by $6.7 million (18.8 percent) mainly due to the timing of facility maintenance, Bus Technology, and farebox maintenance partially offset by COVID expenses.
  - Other Business Expenses underran by $2.0 million (44.6 percent) primarily due to favorable Print and Stationery Supplies, the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and Other Miscellaneous Expenses.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

- **Ridership** was unfavorable to the Adopted Budget by 73.8 million (61.7 percent) due to the impact of the COVID-19 pandemic, including the Governor's stay-at-home mandate for nonessential workers. In addition, rear-door-only boarding and the free-from-charge policy, which ran from March 23 to August 30, resulted in most bus boardings not being registered on local buses, which further suppressed ridership statistics.

Reimbursable:

- **Capital and Other Reimbursements/Expenses** Total reimbursable revenues and operating expenses were $5.6 million each. Revenue and operating expenses were essentially on Budget with the 2020 Adopted Budget. Labor expenses were unfavorable by $1.2 million (26.4 percent) and Non-Labor expenses were favorable by $1.1 million (100 percent).

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
EXPLANATIONS OF CASH RECEIPT AND EXPENDITURE VARIANCES

2020 Final Estimate vs. Actual

Receipts: Total Receipts were favorable by $11.0 million (2.5 percent).

- **Farebox Receipts:** Favorable variance of $23.5 million (32.2 percent) due to higher ridership and higher average fare.

- **Other Operating Revenue:** Unfavorable variance of $7.2 million (2.0 percent) due to lower student and senior reimbursements.

- **Capital and Other Reimbursements:** Unfavorable variance of $5.4 million (49.5 percent) mainly due to changes in assumptions for reimbursable work.

Expenditures/Labor: Total Labor Expenditures were favorable by $31.0 million (4.9 percent). Major contributors were:

- **Health & Welfare/OPEB:** Favorable to the Final Estimate by $20.1 million (16.8 percent) due to a timing variance of $7.0 million combined with a real variance of $13.1 million mainly due to lower utilization of medical services and vacancies**.**

- **Other Fringe Benefits:** Favorable to the Final Estimate by $11.9 million (20.3 percent) due to a timing variance of $1.9 million combined with a real variance of $10.0 million primary due to higher employee contributions than estimated, the reporting of Short Term Disability in Payroll instead of Other Fringe, lower Worker's Compensation and vacancies.

- **Pension:** Favorable to the Final Estimate by $9.1 million (13.0 percent) due to a timing variance of $3.5 million combined with a real variance of $5.6 million due to the latest actuarial adjustments.

- **Overtime**: Favorable variance of $4.5 million (5.3 percent) mainly due to reduced traffic, COVID-19 service reductions and bus disinfecting safety procedures, overnight essential service and weather, partially offset by higher programmatic maintenance, and vacancy/absentee coverage requirements.

- **Payroll:** Unfavorable variance of $14.6 million (4.9 percent) primarily due to higher prior period interagency payments, vacation payments, higher payouts of sick, personal time, and retroactive payments, as well as lower attrition.

Expenditures/Non-Labor: Total Non–Labor Expenditures were $85.2 million (34.9 percent) favorable. Major contributors were:

- **Professional Service Contracts**: Favorable variance of $41.9 million (67.2 percent) mostly attributable to the timing of interagency billing, Bus Technology, and outside training.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

- **Materials and Supplies:** Favorable variance of $22.1 million (34.6 percent) is mainly due to lower usage of general maintenance material, radio equipment maintenance/repairs, and COVID-19 expenses.

- **Maintenance and Other Operating Contracts**: Favorable to the Final Estimate by $17.8 million (34.9 percent) due to a timing variance of $2.5 million from Bus Technology, farebox maintenance, and COVID-19 expenses combined with a real variance of $15.2 million mainly due to the one-time elimination of Shop and ongoing programmatic mileage/interval-based bus maintenance expenses from 2020 and prior years, stemming from 2020 service reductions and programmatic changes.

- **Fuel:** Favorable variance of $3.2 million (18.4 percent) primarily due to the receipt of the IRS CNG Fuel tax refund and lower usage.

- **Insurance:** Unfavorable variance of $3.2 million (41.3 percent) due to prior period Expenses.

- **Other Business Expenses**: Favorable variance of $2.5 million (52.7 percent) primarily due to lower Automatic Fare Collection (AFC) fees.

- **Claims**: Favorable variance of $1.0 million (2.9 percent) mainly due to lower expenses.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
EXPLANATIONS OF CASH RECEIPT AND EXPENDITURE VARIANCES

2020 Adopted Budget vs. Actual

Receipts: Total Receipts were $192.0 million (74.9 percent) favorable.

- **Other Operating Receipts:** Favorable by $325.9 million primarily due to the receipt of CARES ACT funds of $335.5 million.

- **Farebox Receipts:** Unfavorable variance of $128.5 million (57.1 percent) due to lower ridership caused by the COVID-19 pandemic.

- **Capital and Other Reimbursements:** Unfavorable variance of $5.4 million (49.5 percent) mainly due to changes in the assumptions for reimbursable work.

Expenditures/Labor: Total Labor Expenditures were unfavorable by $16.3 million (2.8 percent). Major contributors were:

- **Payroll:** Unfavorable variance of $16.7 million (5.7 percent) primarily due to the timing of prior period interagency payments, higher vacation payment, OPA, higher cash outs of sick, personal time, retroactive payments, and lower attrition.

- **Overtime:** Unfavorable variance of $15.4 million (23.7 percent) caused by programmatic maintenance due to COVID-19 bus disinfecting, the installation of COVID-19 barriers and curtains for bus operators with the resumption of fare collection, the essential overnight service, other COVID-19 safety procedures, overage bus/campaign work, and vacancy/absentee coverage requirements.

- **Other Fringe Benefits:** Favorable variance of $9.7 million (17.2 percent) due to the timing of expenses.

- **Health & Welfare/OPEB**: Favorable variance of $5.7 million (5.4 percent) due to the timing of payments.

- **Pensions:** Favorable variance of $0.3 million (0.5 percent) due to actuarial re-estimates.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

2020 Adopted Budget vs. Actual

Expenditures/Non-Labor: Total Non–Labor Expenditures were $40.6 million (20.3 percent) favorable. Major contributors were:

- **Fuel:** Favorable variance of $11.5 million (45.1 percent) primarily due to the receipt of the IRS CNG Fuel tax refund reflecting the collection of the tax refunds for 2018 and 2019 and lower usage due to the COVID-19 service reductions.

- **Professional Service Contracts:** Favorable variance of $25.7 million (55.7 percent) mostly attributable to the timing of interagency billing, Bus Technology, the capitalization of The New Fare System/(OMNY), and Outside Training.

- **Materials and Supplies:** Favorable variance of $10.6 million (20.2 percent) mainly due to lower usage of general maintenance material, and the timing of radio equipment maintenance/repairs partially offset COVID-19 expenses.

- **Other Business Expenses:** Favorable variance of $2.3 million (50.6 percent) primarily due to lower AFC collection fees.

- **Maintenance and Other Operating Contracts**: Favorable variance of $1.5 million (4.3 percent) primarily due to the timing of bus technology projects partially offset COVID-19 expenses.

- **Claims**: Unfavorable variance of $7.6 million (27.6 percent) due to higher claims payouts and actuarial re-estimate.

- **Insurance**: Unfavorable variance of $3.7 million (50.1 percent) due to prior period payments.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
Explanation of Variances on Positions
Non-Reimbursable-Reimbursable and Full-Time/Full-Time Equivalents

By Function and Department/Occupational Group:

2020 Final Estimate vs. Actual

There were a total of 3,815 employees, 106 less than the Final Estimate.

By function, vacancies/(excess) were in the following categories:

- 11 Administration
- 51 Operations
- 30 Maintenance
- 12 Engineering/Capital
- 2 Public Safety

By Occupational Group, vacancies/(excess) were in the following categories:

- 33 Managers/Supervisors
- 6 Professional /Technical/Clerical
- 67 Operation Hourlies

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
EXPLANATIONS OF VARIANCES ON RIDERSHIP (UTILIZATION)

Revenue was higher than the Final Estimate by 28.1% and lower than 2019 Actuals by 57.6%.

Financial Summary

Passenger Revenue	2020 Actual	2019 Actual	Percent Change + More / - Less Than 2019 Actual	Percent Change + More / - Less Than 2020 Final Estimate
Fixed Route Revenue	95,430,077	224,811,595	-57.6%	30.4%

2020 Final Estimate vs. Actual

MTA Bus Company Ridership was 9.3 million, or 25.4% higher than the Final Estimate, and unfavorable by 74.5 million, or 61.9% lower than 2019 Actuals.

	2020 Actual	2019 Actual	Percent Change + More / - Less Than 2019 Actuals	Percent Change + More / - Less Than 2020 Final Estimate
Total Riders	45,920,799	120,431,966	-61.9%	20.3%
Avg. Weekday	147,025	388,075	-62.1%	N/A
Avg. Weekend	152,239	400,126	-62.0%	N/A
Avg. Weekday Local	134,387	360,496	-62.7%	N/A
Ave. Weekday Express	12,638	27,579	-54.2%	N/A

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 YEAR-END REPORT
RESULTS OF OPERATIONS

2020 Actual Compared to 2019 Actual:

- Weekday AM Pullouts were 2.13% lower.

- Weekday PM Pullouts were 0.37% lower.

- Completed Trips were 0.07% lower.

The 2020 Mean Distance Between Failures (MDBF) of 7,892 was 10.9% greater than the 2019 Actuals.

Performance	Final Estimate	2020 Actuals	2019 Actuals	2020 vs 2019 Variance	2020 Final Estimate Variance
Bus					
AM Weekday Pullout Performance	N/A	97.37%	99.49%	-2.13%	N/A
PM Weekday Pullout Performance	N/A	99.85%	99.48%	0.37%	N/A
Percentage of Completed Trips	N/A	99.00%	98.93%	0.07%	N/A
Mean Distance Between Failures	N/A	7,892	7,115	10.92%	N/A
Mean Distance Between Service Interruptions	N/A	4,262	3,644	16.96%	N/A
Safety					
Customer Accidents/Million Customers	N/A	1.32	1.10	20.00%	N/A
Customer Accidents Injuries/Million Customers	N/A	1.43	1.11	28.83%	N/A
Collision/Million Miles	N/A	33.39	47.55	-29.78%	N/A
Collision Injuries/Million Miles	N/A	3.45	4.30	-19.77%	N/A
Employee On-Duty Lost-Time Accidents per 100 Employees	N/A	7.35	6.21	18.36%	N/A

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

NON-REIMBURSABLE

	2020			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				$	%	$	%
Operating Revenue							
Farebox Revenue	$ 225.233	$ 73.191	$ 93.678	(131.555)	(58.4)	20.487	28.0
Other Operating Revenue	20.349	353.436	342.612	322.263	*	(10.824)	(3.1)
Capital and Other Reimbursements			-	0.000	-	0.000	-
Total Revenue	**$ 245.582**	**$ 426.627**	**$ 436.290**	**190.708**	**77.7**	**9.663**	**2.3**
Operating Expenses							
Labor:							
Payroll	$ 289.520	$ 291.580	$ 306.889	$ (17.37)	(6.0)	$ (15.31)	(5.3)
Overtime	64.959	84.809	80.345	(15.385)	(23.7)	4.465	5.3
Health and Welfare	79.201	94.427	82.127	(2.927)	(3.7)	12.299	13.0
OPEB Current Payment	25.062	24.270	24.695	0.367	1.5	(0.425)	(1.8)
Pensions	61.602	69.877	64.600	(2.998)	(4.9)	5.277	7.6
Other Fringe Benefits	71.688	73.899	65.960	5.728	8.0	7.939	10.7
GASB Account	-	-	-	0.000	-	0.000	-
Reimbursable Overhead	(0.897)	(0.897)	(1.983)	1.086	*	1.086	*
Total Labor Expenses	**$ 591.135**	**$ 637.964**	**$ 622.632**	**$ (31.497)**	**(5.3)**	**$ 15.332**	**2.4**
Non-Labor:							
Electric Power	$ 1.848	$ 1.519	$ 1.432	$ 0.416	22.5	$ 0.088	5.8
Fuel	26.922	18.574	14.005	12.917	48.0	4.568	24.6
Insurance	7.351	5.809	4.602	2.749	37.4	1.206	20.8
Claims	63.035	74.245	15.312	47.723	75.7	58.934	79.4
Maintenance and Other Operating Contracts	35.873	43.036	29.126	6.747	18.8	13.910	32.3
Professional Service Contracts	46.154	46.176	25.454	20.700	44.9	20.722	44.9
Materials & Supplies	51.464	55.671	40.464	11.000	21.4	15.208	27.3
Other Business Expenses	4.558	4.508	2.527	2.031	44.6	1.981	43.9
Total Non-Labor Expenses	**$ 237.204**	**$ 249.536**	**$ 132.921**	**$ 104.283**	**44.0**	**$ 116.62**	**46.7**
Total Expenses before Non-Cash Liability A	**$ 828.339**	**$ 887.500**	**$ 755.554**	**$ 72.785**	**8.8**	**$ 131.946**	**14.9**
Depreciation	$ 54.341	$ 54.341	$ 47.472	$ 6.869	12.6	$ 6.869	12.6
GASB 75 OPEB Expense Adjustment	100.150	58.100	-	100.150	100.0	58.100	100.0
GASB 68 Pension Expense Adjustment	46.100	50.900	-	46.100	100.0	50.900	100.0
Environmental Remediation	-	-	0.179	(0.179)	-	(0.179)	-
Total Expenses	**$ 1,028.930**	**$ 1,050.841**	**$ 803.205**	**$ 225.725**	**21.9**	**$ 247.636**	**23.6**
Baseline Surplus/(Deficit)	**$ (783.348)**	**$ (624.214)**	**$ (366.915)**	**$ 416.433**	**53.2**	**$ 257.299**	**41.2**

*Totals may not add due to rounding

MTA BUS COMPANY
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

REIMBURSABLE

	2020			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				$	%	$	%
Revenue							
Farebox Revenue	$ -	$ -	$ -	$ -	-	$ -	-
Other Operating Revenue							
Capital and Other Reimbursements	5.554	5.554	5.601	0.047	0.8	0.047	0.8
Total Revenue	**$ 5.554**	**$ 5.554**	**$ 5.601**	**$ 0.047**	**0.8**	**$ 0.047**	**0.8**
Expenses							
Labor:							
Payroll	$ 2.268	$ 2.268	$ 3.501	$ (1.233)	(54.4)	$ (1.233)	(54.4)
Overtime	-	-	(0.009)	0.009	-	0.009	-
Health and Welfare	1.266	1.266	-	1.266	100.0	1.266	100.0
OPEB Current Payment	-	-	-	-	-	-	-
Pensions	-	-	-	-	-	-	-
Other Fringe Benefits	-	-	(0.007)	0.007	-	0.007	-
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	0.897	0.897	2.116	(1.219)	*	(1.219)	*
Total Labor Expenses	**$ 4.431**	**$ 4.431**	**$ 5.601**	**$ (1.170)**	**(26.4)**	**$ (1.170)**	**(26.4)**
Non-Labor:							
Electric Power	$ -	$ -	$ -	$ -	-	$ -	-
Fuel	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-
Claims	-	-	-	-	-	-	-
Paratransit Service Contracts	-	-	-	-	-	-	-
Maintenance and Other Operating Contracts	0.242	0.242	-	0.242	100.0	0.242	100.0
Professional Service Contracts	-	-	-	-	-	-	-
Materials & Supplies	0.881	0.881	-	0.881	100.0	0.881	100.0
Other Business Expenses	-	-	-	-	-	-	-
Total Non-Labor Expenses	**$ 1.123**	**$ 1.123**	**$ -**	**1.123**	**100.0**	**$ 1.123**	**100.0**
Other Expense Adjustments:							
Other	$ -	$ -	$ -	$ -	-	$ -	-
Total Other Expense Adjustments	-	-	-	-	-	-	-
Total Expenses Before Depreciation	**$ 5.554**	**$ 5.554**	**$ 5.601**	**$ (0.047)**	**(0.8)**	**$ (0.047)**	**(0.8)**
Depreciation	$ -	$ -	$ -	$ -	-	$ -	-
GASB 75 OPEB Expense Adjustment	-	-	-	-	-	-	-
GASB 68 Pension Expense Adjustment	-	-	-				
Environmental Remediation	-	-	-	-	-	-	-
Total Expenses	**$ 5.554**	**$ 5.554**	**$ 5.601**	**$ (0.047)**	**(0.8)**	**$ (0.047)**	**(0.8)**
Net Surplus/(Deficit)	**$ -**	**$ -**	**$ -**	**$ -**	**-**	**$ -**	**-**

*Totals may not add due to rounding

MTA BUS COMPANY
2020 Year-End Report
Accrual Statement of Operations by Category
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

NON-REIMBURSABLE/ REIMBURSABLE

	2020			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		November Forecast	
				$	%	$	%
Revenue							
Farebox Revenue	$ 225.233	$ 73.191	$ 93.678	(131.555)	(58.4)	20.487	28.0
Other Operating Revenue	20.349	353.436	342.612	322.263	*	(10.824)	(3.1)
Capital and Other Reimbursements	5.554	5.554	5.601	0.047	0.8	0.047	0.8
Total Revenue	**$ 251.136**	**$ 432.181**	**$ 441.891**	**190.755**	**76.0**	**9.709**	**2.2**
Expenses							
Labor:							
Payroll	$ 291.788	$ 293.848	$ 310.390	$ (18.602)	(6.4)	$ (16.542)	(5.6)
Overtime	64.959	84.809	80.336	(15.376)	(23.7)	4.474	5.3
Health and Welfare	80.467	95.693	82.127	(1.661)	(2.1)	13.565	14.2
OPEB Current Payment	25.062	24.270	24.695	0.367	1.5	(0.425)	(1.8)
Pensions	61.602	69.877	64.600	(2.998)	(4.9)	5.277	7.6
Other Fringe Benefits	71.688	73.899	65.953	5.735	8.0	7.946	10.8
Reimbursable Overhead	-	-	0.133	(0.133)	-	(0.133)	-
Total Labor Expenses	**$ 595.566**	**$ 642.395**	**$ 628.234**	**$ (32.668)**	**(5.5)**	**$ 14.161**	**2.2**
Non-Labor:							
Electric Power	$ 1.848	$ 1.519	$ 1.432	$ 0.416	22.5	$ 0.088	5.8
Fuel	26.922	18.574	14.005	12.917	48.0	4.568	24.6
Insurance	7.351	5.809	4.602	2.749	37.4	1.206	20.8
Claims	63.035	74.245	15.312	47.723	75.7	58.934	79.4
Maintenance and Other Operating Contracts	36.115	43.278	29.126	6.989	19.4	14.152	32.7
Professional Service Contracts	46.154	46.176	25.454	20.700	44.9	20.722	44.9
Materials & Supplies	52.345	56.552	40.464	11.881	22.7	16.089	28.4
Other Business Expenses	4.558	4.508	2.527	2.031	44.6	1.981	43.9
Total Non-Labor Expenses	**$ 238.327**	**$ 250.661**	**$ 132.921**	**$ 105.406**	**44.2**	**$ 117.740**	**47.0**
Total Expenses Before Depreciation and GASB Adjs.	**$ 833.893**	**$ 893.057**	**$ 761.157**	**$ 72.736**	**8.7**	**$ 131.900**	**14.8**
Depreciation	$ 54.341	$ 54.341	$ 47.472	6.869	12.6	6.869	12.6
GASB 75 OPEB Expense Adjustment	100.150	58.100	-	100.150	100.0	58.100	100.0
GASB 68 Pension Expense Adjustment	46.100	50.900	-	46.100	0.0	50.900	100.0
Environmental Remediation	-	-	0.179	(0.179)	-	(0.179)	-
Total Expenses	**$ 1,034.484**	**$ 1,056.398**	**$ 808.808**	**225.676**	**21.8**	**247.590**	**23.4**
Baseline Surplus/(Deficit)	**$ (783.348)**	**$ (624.217)**	**$ (366.916)**	**416.432**	**53.2**	**257.301**	**41.2**

*Totals may not add due to rounding

MTA BUS COMPANY
2020 Year-End Report
Cash Receipts and Expenditures
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

	2020			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				$	%	$	%
Receipts							
Farebox Revenue	$ 225.233	$ 73.191	$ 96.735	$ (128.498)	(57.1)	23.544	32.2
Other Operating Revenue	20.349	353.436	346.283	325.934	*	(7.153)	(2.0)
Capital and Other Reimbursements	10.930	10.930	5.524	(5.406)	(49.5)	(5.406)	(49.5)
Total Receipts	**$ 256.512**	**$ 437.557**	**$ 448.542**	**$ 192.030**	**74.9**	**$ 10.985**	**2.5**
Expenditures							
Labor:							
Payroll	$ 293.326	$ 295.388	$ 309.987	$ (16.661)	(5.7)	$ (14.599)	(4.9)
Overtime	64.959	84.809	80.337	(15.378)	(23.7)	4.472	5.3
Health and Welfare	80.468	95.694	75.157	5.311	6.6	20.537	21.5
OPEB Current Payment	25.062	24.270	24.694	0.368	1.5	(0.424)	(1.7)
Pensions	61.428	70.203	61.102	0.326	0.5	9.101	13.0
Other Fringe Benefits	56.511	58.722	46.788	9.723	17.2	11.934	20.3
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	0.000	0.000	0.000	0.000	100.0	0.000	100.0
Total Labor Expenditures	**$ 581.754**	**$ 629.085**	**$ 598.065**	**$ (16.311)**	**(2.8)**	**$ 31.020**	**4.9**
Non-Labor:							
Elecctric Power	$ 1.848	$ 1.519	$ 1.567	$ 0.281	15.2	$ (0.048)	(3.1)
Fuel	25.499	17.149	13.996	11.503	45.1	3.153	18.4
Insurance	7.351	7.807	11.033	(3.682)	(50.1)	(3.226)	(41.3)
Claims	27.455	36.059	35.029	(7.574)	(27.6)	1.030	2.9
Maintenance and Other Operating Contracts	34.626	50.889	33.122	1.504	4.3	17.767	34.9
Professional Service Contracts	46.154	62.376	20.434	25.720	55.7	41.942	67.2
Materials & Supplies	52.345	63.810	41.756	10.589	20.2	22.054	34.6
Other Business Expenses	4.558	4.758	2.251	2.307	50.6	2.507	52.7
Total Non-Labor Expenditures	**$ 199.835**	**$ 244.367**	**$ 159.188**	**$ 40.647**	**20.3**	**$ 85.179**	**34.9**
Total Expenditures Before Depreciation	**$ 781.589**	**$ 873.453**	**$ 757.253**	**$ 24.336**	**3.1**	**$ 116.200**	**13.3**
Depreciation	$ -	$ -	$ -	$ -	-	$ -	-
GASB 75 OPEB Expense Adjustment	-	-	-	-	-	-	-
GASB 68 Pension Expense Adjustment	-	-	-	-	-	-	-
Environmental Remediation	-	-	-	-	-	-	-
Total Expenditures	**$ 781.589**	**$ 873.452**	**$ 757.253**	**$ 24.336**	**3.1**	**$ 116.199**	**13.3**
					-		
Baseline Cash Deficit	**$ (525.077)**	**$ (435.895)**	**$ (308.711)**	**$ 216.366**	**41.2**	**$ 127.184**	**29.2**

*Totals may not add due to rounding

MTA BUS COMPANY
2020 Year-End Report
Cash Conversion (Cash Flow Adjustments)
2020 Adopted Budget and Final Estimate vs. Actual
($ in millions)

	2020			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				$	%	$	%
Receipts							
Farebox Revenue	$ -	$ -	$ 3.057	$ 3.057	-	$ 3.057	-
Other Operating Revenue	-	-	3.671	3.671	-	3.671	-
Capital and Other Reimbursements	5.376	5.376	(0.077)	(5.453)	*	(5.453)	*
Total Receipts	**$ 5.376**	**$ 5.376**	**$ 6.651**	**$ 1.275**	**23.7**	**$ 1.275**	**23.7**
Expenditures							
Labor:							
Payroll	$ (1.538)	$ (1.540)	$ 0.403	$ 1.941	*	$ 1.943	*
Overtime	-	-	(0.001)	(0.001)	-	(0.001)	-
Health and Welfare	(0.001)	(0.001)	6.970	6.971	*	6.971	*
OPEB Current Payment	-	-	0.001	0.001	-	0.001	-
Pensions	0.174	(0.326)	3.498	3.324	*	3.824	*
Other Fringe Benefits	15.177	15.177	19.165	3.988	26.3	3.988	26.3
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	(0.000)	(0.000)	0.133	0.133	*	0.133	*
Total Labor Expenditures	**$ 13.812**	**$ 13.310**	**$ 30.168**	**$ 16.356**	*****	**$ 16.858**	*****
Non-Labor:							
Electric Power	$ -	$ -	$ (0.135)	$ 0.135	-	$ 0.135	-
Fuel	1.423	1.425	0.009	(1.414)	(99.3)	(1.416)	(99.3)
Insurance	-	(1.998)	(6.431)	(6.431)	-	(4.432)	*
Claims	35.580	38.186	(19.717)	(55.297)	*	(57.904)	*
Maintenance and Other Operating Contracts	1.489	(7.611)	(3.996)	(5.485)	*	3.615	47.5
Professional Service Contracts	-	(16.200)	5.020	5.020	-	21.220	*
Materials & Supplies	-	(7.258)	(1.292)	(1.292)	-	5.966	82.2
Other Business Expenses	-	(0.250)	0.276	0.276	-	0.526	*
Total Non-Labor Expenditures	**$ 38.492**	**$ 6.294**	**$ (26.267)**	**$ (64.758)**	*****	**$ (32.561)**	*****
Total Cash Conversion Adjustments before Depreciation and GASB Adjs.	**$ 57.680**	**$ 24.980**	**$ 10.553**	**$ (47.127)**	**(81.7)**	**$ (14.427)**	**(57.8)**
Depreciation	$ 54.341	$ 54.341	$ 47.472	$ (6.869)	(12.6)	$ (6.869)	(12.6)
GASB 75 OPEB Expense Adjustment	100.150	58.100	-	(100.150)	(100.0)	(58.100)	(100.0)
GASB 68 Pension Expense Adjustment	46.100	50.900	-	(46.100)	(100.0)	(50.900)	(100.0)
Environmental Remediation	-	-	0.179	(0.179)	-	0.179	-
Baseline Total Cash Conversion Adjustments	**$ 258.271**	**$ 188.321**	**$ 58.204**	**$ (200.067)**	**(77.5)**	**$ (130.117)**	**(69.1)**

*Totals may not add due to rounding

MTA BUS COMPANY
2020 YEAR-END REPORT
2020 ADOPTED BUDGET AND FINAL ESTIMATE VS. ACTUAL UTILIZATION
(in millions)

	2020			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	2020 Adopted Budget		2020 Final Estimate	
Farebox Revenue				$	%	$	%
Fixed Route	$ 225.233	$ 73.191	$ 93.678	$ (131.555)	(58.4)	$ 20.487	28.0
Total Farebox Revenue	**$ 225.233**	**$ 73.191**	**$ 93.678**	**$ (131.555)**	**(58.4)**	**$ 20.487**	**28.0**
Ridership							
Fixed Route	119.661	36.594	45.921	(73.741)	(61.6)	9.326	25.5
Total Ridership	**119.661**	**36.594**	**45.921**	**(73.741)**	**(61.6)**	**9.326**	**25.5**

MTA BUS COMPANY
2020 YEAR-END REPORT
NON-REIMBURSABLE AND REIMBURSABLE BY FUNCTION AND DEPARTMENT
FULL - TIME POSITIONS AND FULL - TIME EQUIVALENTS
DECEMBER 2020 YEAR-TO-DATE

FUNCTION/DEPARTMENT	Final Estimate	Actual	Favorable (Unfavorable) Variance
Administration			
Office of the EVP	3	2	1
Human Resources	17	14	3
Office of Management and Budget	14	12	2
Technology & Information Services	-	-	-
Material	15	14	1
Controller	18	18	-
Office of the President	4	5	(1)
System Safety Administration	-	-	-
Law	20	19	1
Corporate Communications	-	-	-
Labor Relations	-	-	-
Strategic Office	19	18	1
Non-Departmental	3	-	3
Total Administration	**113**	**102**	**11**
Operations			
Buses	2,328	2,292	36
Office of the Executive VP	6	4	2
Safety & Training	68	63	6
Road Operations	141	140	1
Transportation Support	25	22	3
Operations Planning	34	31	3
Revenue Control	6	6	-
Total Operations	**2,608**	**2,558**	**51**
Maintenance			
Buses	731	730	1
Maintenance Support/CMF	233	222	11
Facilities	83	74	9
Supply Logistics	104	95	9
Total Maintenance	**1,151**	**1,121**	**30**
Capital Program Management	35	23	12
Total Engineering/Capital	**35**	**23**	**12**
Security	13	11	2
Total Public Safety	**13**	**11**	**2**
Total Positions	**3,920**	**3,815**	**106**
Non-Reimbursable	3,882	3,780	103
Reimbursable	38	35	3
Total Full-Time	3,902	3,802	100
Total Full-Time Equivalents	18	13	6

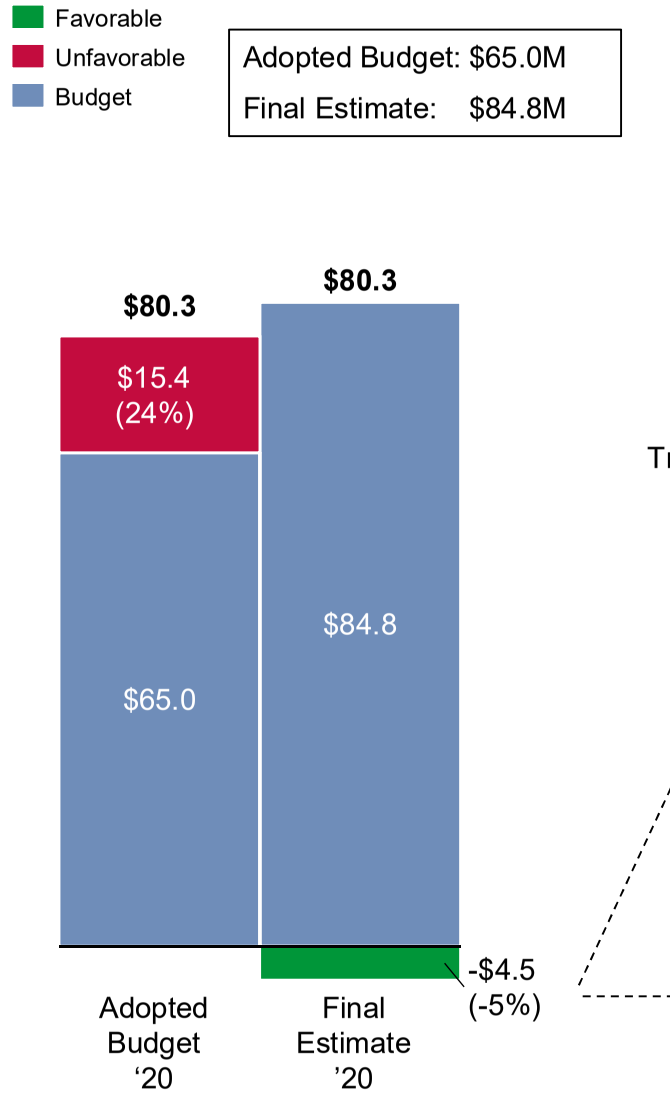
MTA BUS COMPANY
2020 YEAR-END REPORT
NON-REIMBURSABLE AND REIMBURSABLE BY FUNCTION AND DEPARTMENT
TOTAL FULL - TIME POSITIONS AND FULL - TIME EQUIVALENTS
DECEMBER 2020 YEAR-TO-DATE

FUNCTION/OCCUPATIONAL GROUP	Final Estimate	Actual	Favorable (Unfavorable) Variance
Administration			
Managers/Supervisors	46	41	5
Professional, Technical, Clerical	64	61	3
Operational Hourlies	3	-	3
Total Administration	**113**	**102**	**11**
Operations			
Managers/Supervisors	319	310	9
Professional, Technical, Clerical	45	46	(1)
Operational Hourlies	2,244	2,202	43
Total Operations	**2,608**	**2,558**	**51**
Maintenance			
Managers/Supervisors	241	234	7
Professional, Technical, Clerical	37	35	2
Operational Hourlies	873	852	21
Total Maintenance	**1,151**	**1,121**	**30**
Engineering/Capital			
Managers/Supervisors	21	12	9
Professional, Technical, Clerical	14	11	3
Operational Hourlies	-	-	-
Total Engineering/Capital	**35**	**23**	**12**
Public Safety			
Managers/Supervisors	8	5	3
Professional, Technical, Clerical	5	6	(1)
Operational Hourlies	-	-	-
Total Public Safety	**13**	**11**	**2**
Total Baseline Positions			
Managers/Supervisors	635	602	33
Professional, Technical, Clerical	165	159	6
Operational Hourlies	3,120	3,054	67
Total Baseline Positions	**3,920**	**3,815**	**106**

MTA Bus – Non-Reimbursable Overtime Variance

Year-End Adopted Budget & Final Estimate vs. variance

$M

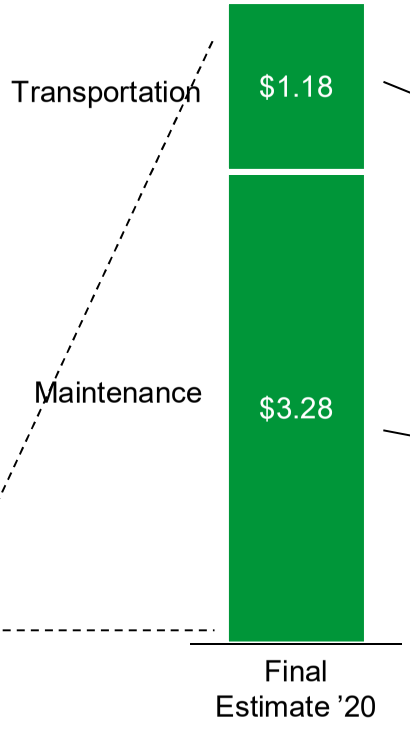


Overview

- The 2020 Adopted Budget was unfavorable by $15.4 million (24%) mainly due to COVID-19 bus disinfecting/safety procedures, overnight essential service, overage bus/campaign work, and vacancy/absentee coverage requirements; partially offset by COVID-19 service reductions, lower traffic, and favorable weather.
- The 2020 Final Estimate was favorable by $4.5 million or 5%, mainly due to reduced traffic, COVID-19 service reductions, bus disinfecting/safety procedures, overnight essential service and weather; partially offset by higher programmatic maintenance, and vacancy/absentee coverage requirements.

YTD variance by division

$M



Primarily due to lower unscheduled service ($10.1M), and favorable weather ($1.4M); partially offset by availability shortfall ($10.0M), higher COVID cleaning and overnight service ($0.5M).

Primarily favorable COVID cleaning and maintenance ($3.2M) and favorable availability ($2.5M); partially offset by programmatic maintenance on overage buses ($2.3M) and unfavorable weather ($0.3M).

:
Source: Adopted (restated) budget. GL actuals for actual overtime spending.
Note: MTABC does not have OT Reimbursable for 2020.
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MTA Bus Company
2020 YEAR-END REPORT
2020 CASH RESULTS - ACTUAL vs. FINAL ESTIMATE
($ in millions)

	Final Estimate	Actual	Favorable/(Unfavorable) Variance Total	Real	Timing
Receipts					
Farebox Revenue	$73.2	$96.7	$23.5	$23.5	$0.0
Vehicle Toll Revenue	0.0	0.0	0.0	0.0	0.0
Other Operating Revenue	353.4	346.3	(7.2)	(7.2)	0.0
Capital and Other Reimbursements	10.9	5.5	(5.4)	(5.4)	0.0
Total Receipts	**437.6**	**448.5**	**11.0**	**11.0**	**0.0**
Expenditures					
Labor:					
Payroll	295.4	310.0	(14.6)	(14.6)	0.0
Overtime	84.8	80.3	4.5	4.5	0.0
Health and Welfare	95.7	75.2	20.5	13.6	7.0
OPEB Current Payment	24.3	24.7	(0.4)	(0.4)	0.0
Pensions	70.2	61.1	9.1	5.6	3.5
Other Fringe Benefits	58.7	46.8	11.9	10.0	1.9
GASB Account	0.0	0.0	0.0	0.0	0.0
Reimbursable Overhead	0.0	0.0	0.0	0.0	0.0
Total Labor Expenditures	**629.1**	**598.1**	**31.0**	**18.7**	**12.4**
Non-Labor:					
Electric Power	1.5	1.6	(0.0)	(0.0)	0.0
Fuel	17.1	14.0	3.2	3.2	0.0
Insurance	7.8	11.0	(3.2)	(3.2)	0.0
Claims	36.1	35.0	1.0	1.0	0.0
Paratransit Service Contracts	0.0	0.0	0.0	0.0	0.0
Maintenance and Other Operating Contracts	50.9	33.1	17.8	15.2	2.5
Professional Service Contracts	62.4	20.4	41.9	11.4	30.6
Materials & Supplies	63.8	41.8	22.1	16.6	5.5
Other Business Expenses	4.8	2.3	2.5	2.2	0.3
Total Non-Labor Expenditures	**244.4**	**159.2**	**85.2**	**46.3**	**38.9**
Other Expenditure Adjustments:					
Other			0.0	0.0	0.0
Total Other Expenditure Adjustments	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**
Total Expenditures	**873.5**	**757.3**	**116.2**	**65.0**	**51.2**
Baseline Net Cash Surplus/(Deficit)	**($435.9)**	**($308.7)**	**$127.2**	**$75.9**	**$51.2**

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

Customers Count and COVID Travel Survey

Subway | Bus | Staten Island Railway | Paratransit

2021 Q1

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Executive Summary

Introduction

The 2021 Q1 survey was available for customers to take online from Monday, March 15 to Sunday, March 28. Customers were recruited using numerous methods, including our Customer Relationship Management system (we sent out more than 350,000 invitations), advertising in the transit system, promotion in print and social media, and encouragement of elected officials and community leaders. Exactly 25,409 transit customers completed the survey with partial contributions from an additional 8,193, for a total of 33,602.

As the Pandemic has severely impacted ridership, the 2021 Q1 analysis has identified four customer groups: active, active reduced, lapsed, and relapsed. Active customers use transit at approximately the same rate as they did before COVID. Active reduced customers use transit at a substantially reduced rate (from five days or more per week before COVID, to two days or fewer per week during 2021 Q1). Lapsed customers have not used transit at all since the onset of the COVID pandemic in March 2020. Relapsed customers have used transit since the onset of COVID, but not during 2021 Q1.

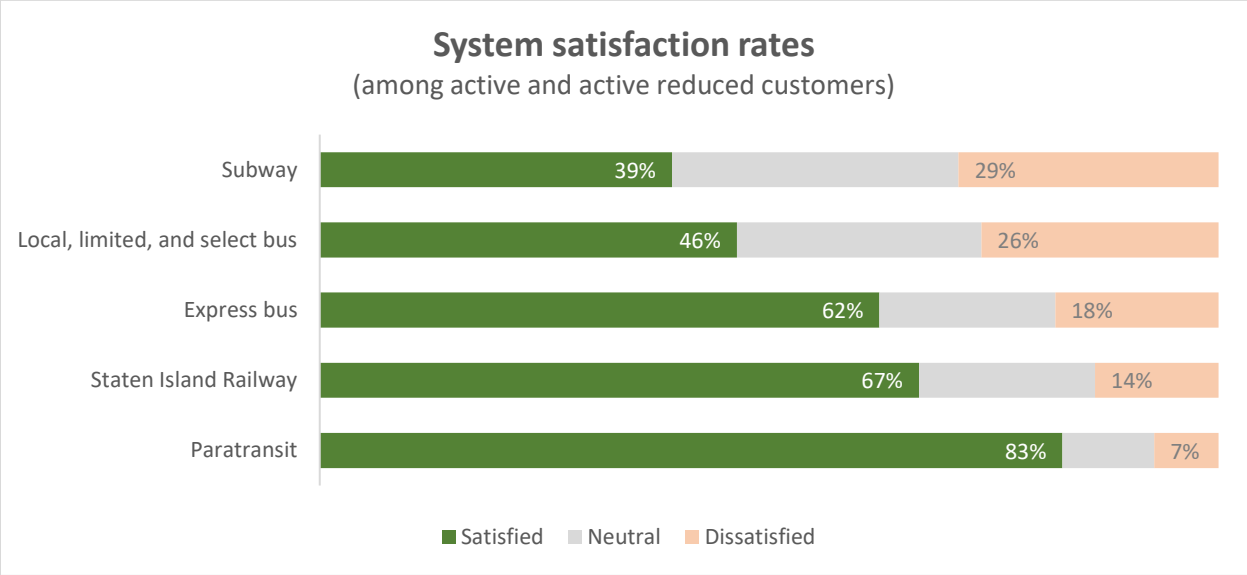
Among respondents currently using transit, input was received from 17,901 active and 7,304 active reduced customers, for a total of 25,205. Among respondents not currently using transit but who used it before COVID, input was received from 5,697 lapsed and 2,700 relapsed customers, for a total of 8,397.

2021 Q1 customer group definitions and totals

Customer Group	Description	Subway	Local, Limited, and Select Bus	Express Bus	Staten Island Railway	Para-transit	All
Active	Transit use in 2021 Q1 at close to pre-COVID frequency	13,526	7,157	1,448	172	780	17,901
Active reduced	Transit use in 2021 Q1 at substantially reduced frequency	5,907	2,259	467	43	98	7,304
Lapsed	No transit use at all during COVID pandemic	4,488	1,205	578	65	---	5,697
Relapsed	Transit use during COVID pandemic but not in 2021 Q1	2,038	741	235	22	---	2,700
	Total	25,959	11,362	2,728	302	878	33,602

As the lapsed and relapsed response counts indicate, our ability to get input from pre-COVID customers who are not currently using transit has become more challenging as the pandemic continues.

System satisfaction rates vary across MTA modes for active and active reduced customers. Subway customers are least satisfied with a rate of 39%. Local, limited, and select bus customers are more satisfied with a rate of 46%. A majority of express bus, Staten Island Railway, and paratransit are satisfied. 62% of express bus customers are satisfied. 67% of Staten Island Railway customers are satisfied. And 83% of paratransit customers are satisfied, with only 7% who indicate they are dissatisfied.



Subway satisfaction among current customers

Customers feel substantially less safe from crime and accidents in the subway system than they did six months ago and as a result, overall service satisfaction decreased by 15.1 percentage-points to 38%. The decrease in service satisfaction is driven by satisfaction decreases in crime and harassment in stations (-8.2 percentage-points), crime and harassment on trains (-16.4 percentage-points), accident safety on trains (-15.9 percentage-points), and accident safety in stations (-10.7 percentage-points). These are the first, second, sixth, and seventh most important attributes to customers.

The satisfaction rate for crime and harassment on trains and in stations is 26% and 34%, respectively. With dissatisfaction rates of 47% and 37%, more customers are dissatisfied than satisfied, particularly on trains.

Customers who rate the following subway lines report the lowest levels of satisfaction with crime and harassment: 2 (23%), 4 (22%), 5 (21%), 6 (23%), A (21%), and J/Z (22%).

Customers who rate the following subway stations report the lowest levels of satisfaction with crime and harassment: 125 St 2 3 (16%), Hunts Point Ave 6 (16%), Grand Av-Newtown M R (16%), Grand

St L (15%), 125 St 4 5 6 (15%), Flushing Av J M (14%), 116 St 6 (13%), Central Park North (110 St) 2 3 (12%), Baychester Av 5 (7%), and Prospect Av 2 5 (6%).

Health safety is the third and fourth most important attribute to customers. Health safety satisfaction is a measure of how safe customers feel from contracting COVID while using transit. The satisfaction rates for health safety on trains is 33% and in stations is 39%. Health safety satisfaction decreased by 11.3 percentage-points on trains and by 5.5 percentage-points in stations.

Mask wearing is extremely important to customers. On trains, it's the fifth most important attribute with 37% satisfied compared to 41% dissatisfied. In stations, it's the eighth most important attribute with 41% satisfied compared to 34% dissatisfied. Efforts to encourage customers to wear masks has helped raise satisfaction with mask wearing on trains by 5.3 percentage-points and in stations by 2.0 percentage-points.

Cleanliness of trains (-10.3 percentage-points) and social distancing on trains (-7.9 percentage-points), both important COVID-related attributes, decreased in customer satisfaction.

Customers who rate the following subway lines report the highest levels of overall service satisfaction: 1 (42%), 3 (41%), 7 (42%), L (43%), Q (45%), and W (42%). Customers who rate the following subway lines report the lowest levels of overall service satisfaction: 5 (34%), 6 (34%), A (34%), and J/Z (34%).

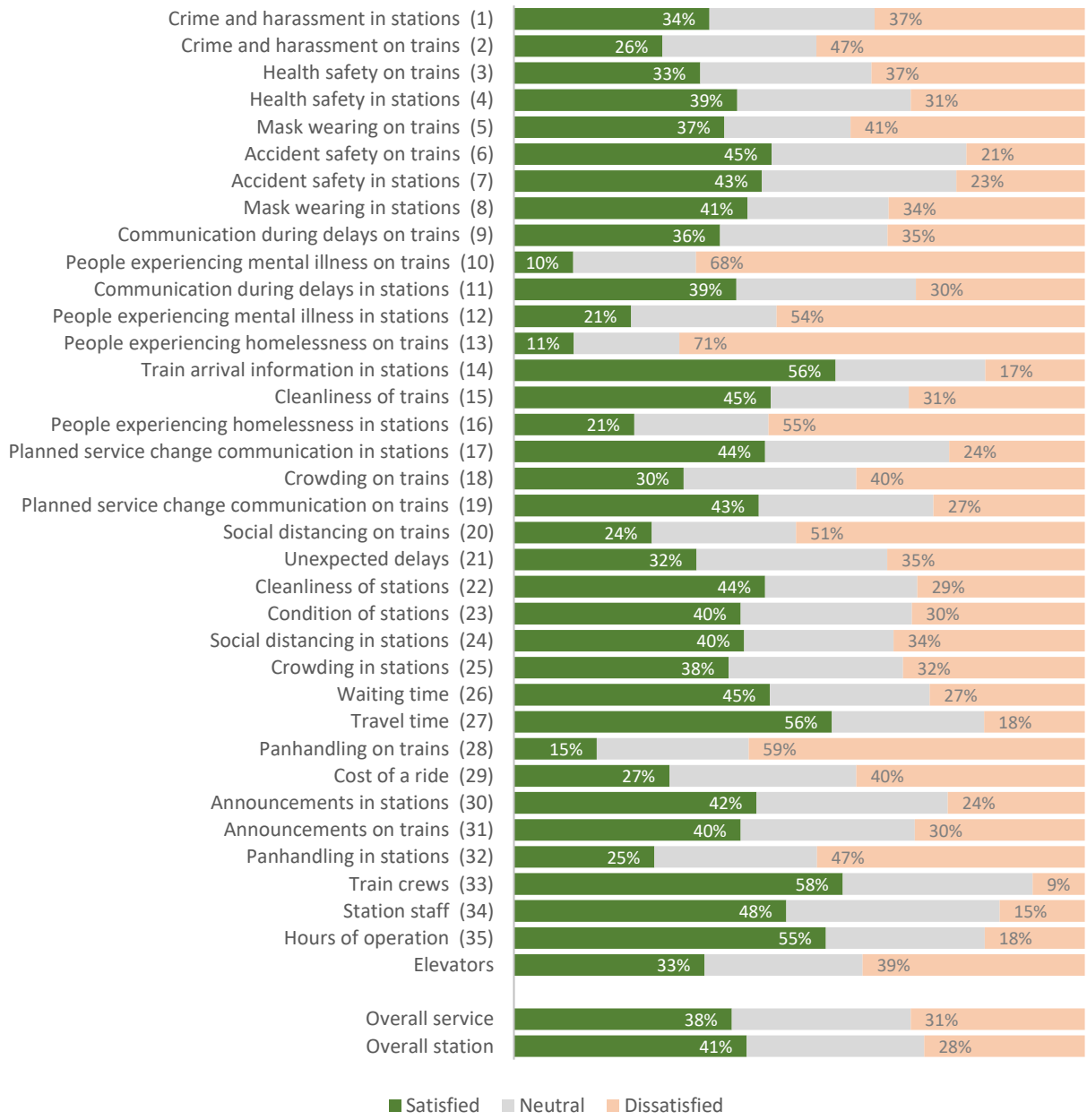
Customers who rate the following subway stations report the highest levels of overall station satisfaction: Howard Beach-JFK A (84%), World Trade Center-Cortlandt 1 (76%), Marble Hill-225 St 1 (76%), 86 St Q (74%), 34 St-Hudson Yards 7 (72%), 96 St Q (71%), Cathedral Pkwy (110 St) B C (71%), Grand Army Plaza 2 3 (71%), 72 St Q (70%), and Briarwood E F (70%). Customers who rate the following subway stations report the lowest levels of overall station satisfaction: 116 St 6 (19%), Prospect Av 2 5 (19%), Flushing Av J M (18%), Grand St B D (18%), 170 St B D (17%), Broadway-Lafayette St B D F M (17%), 125 St 4 5 6 (17%), Chambers St J Z (16%), Far Rockaway-Mott Av A (12%), and Central Park North (110 St) 2 3 (3%).

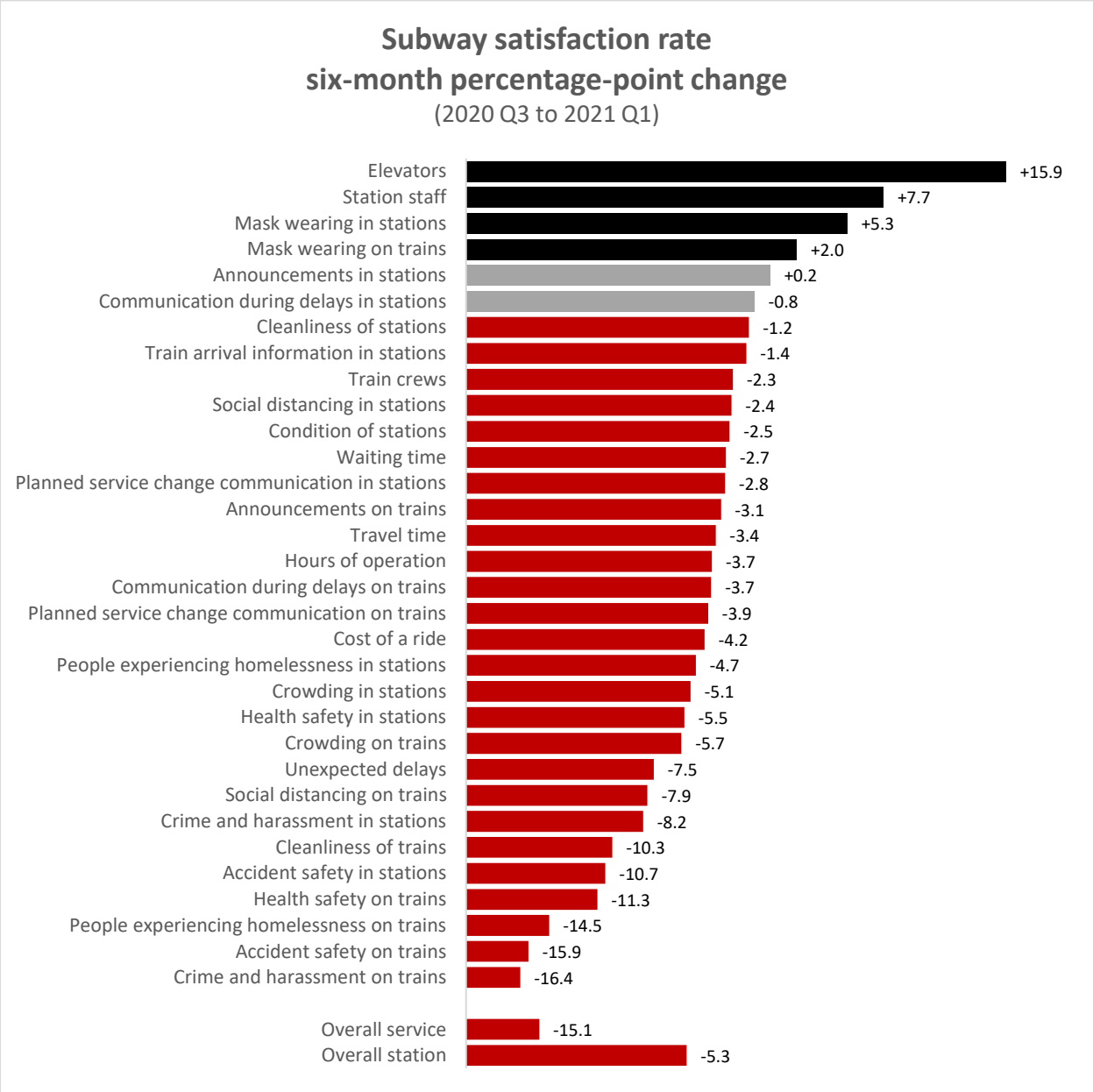
In general, customers who are currently using the subway are very concerned about COVID-related issues at lower rates than those who have not been using the subway. These results continue to confirm that the actual experience of using the subway tends to be less concerning than the anticipated experience. This is essential to ensuring that New Yorkers reestablish their transit use habits.

Among COVID-related issues, mask wearing continues to be most concerning to customers.

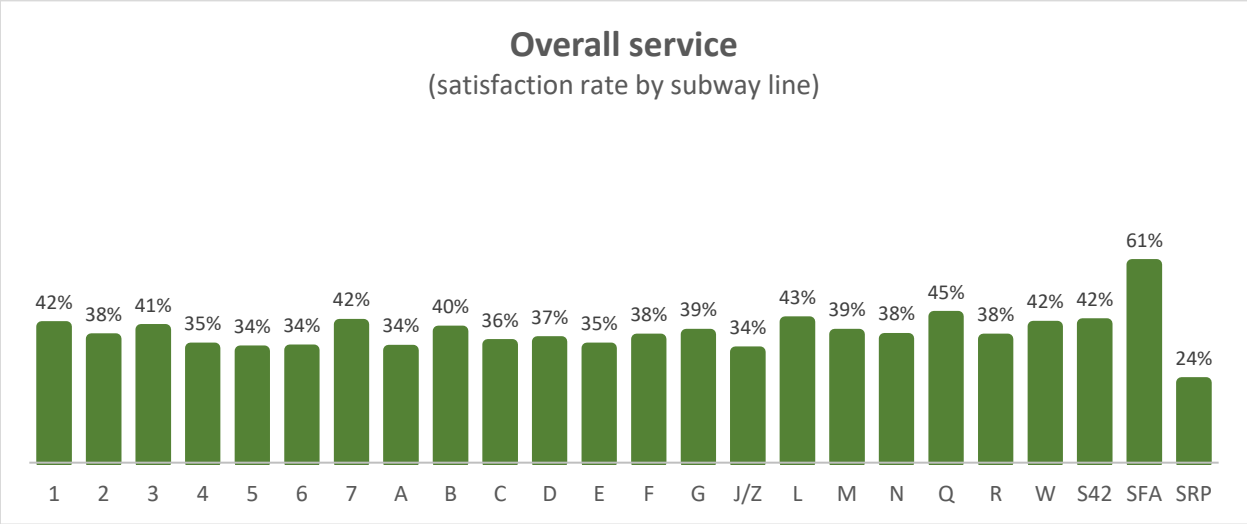
Subway satisfaction rates

(among active and active reduced customers - in order of importance)

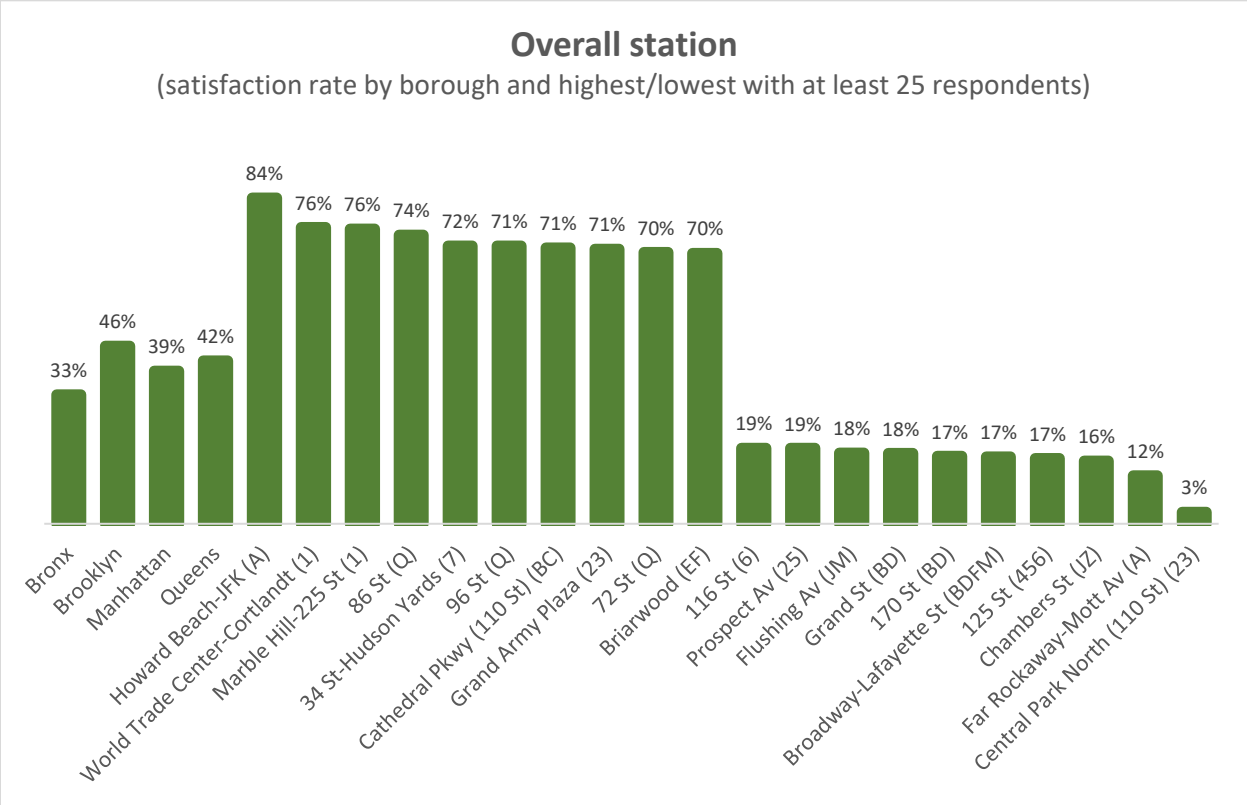




Gray shading indicates a statistically insignificant change at the 95% confidence level. Satisfaction with *people experiencing mental illness* and *panhandling* were not asked on the 2020 Q3 survey, so changes are not reported for these attributes.



Sample sizes for the three shuttles are low and estimates have large margins of error.



Local, limited, and select bus satisfaction among current customers

Overall service satisfaction is at 49%, which is twenty-five percentage-points greater than the dissatisfaction rate of 24%. Overall service satisfaction increased by 2.3 percentage-points in the six months from 2020 Q3 to 2021 Q1.

Overall bus stop satisfaction is at 52%, which is thirty-two percentage-points greater than the dissatisfaction rate of 20%. Overall bus stop satisfaction did not change by a statistically significant margin since the last Customers Count survey.

Of the thirty bus attributes customers rate on the survey for importance, the most important are related to COVID, crime, and safety. This is in contrast to pre-COVID results which revealed that traditional core service attributes such as waiting time, travel time, unexpected delays, and crowding were the most important to customers.

Mask wearing on buses is the most important attribute to customers. Slightly less than half of customers (45%) are satisfied. Customer satisfaction with mask wearing has increased. On buses, satisfaction went up by 7.8 percentage-points, and at bus stops by 7.5 percentage-points.

Health safety on buses, how safe customers feel from contracting COVID, is the second most important attribute to customers. Slightly less than two in five customers (39%) are satisfied. Satisfaction with health safety on buses decreased by 1.8 percentage-points.

Crime and harassment on buses and at bus stops are the third and fourth most important attributes. Customers report similar levels of satisfaction with 47% satisfied on buses and 45% satisfied at bus stops. Customers became less satisfied with crime and harassment on buses and at bus stops. On buses, satisfaction dropped by 6.4 percentage-points. At bus stops, satisfaction went down by 4.2 percentage-points.

Customers consider social distancing on buses to be very important – it is the fifth most important attribute out of the thirty on the survey. Only one-quarter of customers (25%) are satisfied and more than twice as many (53%) are dissatisfied. This attribute is naturally correlated with crowding on buses, which is the seventh most important attribute to customers. Not surprisingly, the percentages of satisfied and dissatisfied customers are similar. Only 29% of customers are satisfied in contrast to 46% who are dissatisfied. As expected, satisfaction levels with crowding on buses and social distancing on buses changed at similar rates. For crowding, there was a 2.4 percentage-point increase. For social distancing, these was a 1.6 percentage-point increase.

Satisfaction with waiting time increased by 5.2 percentage-points.

Customers are more satisfied with overall service in Brooklyn (51%), Manhattan (53%), and Queens (53%), than they are in the Bronx (40%) and Staten Island (45%).

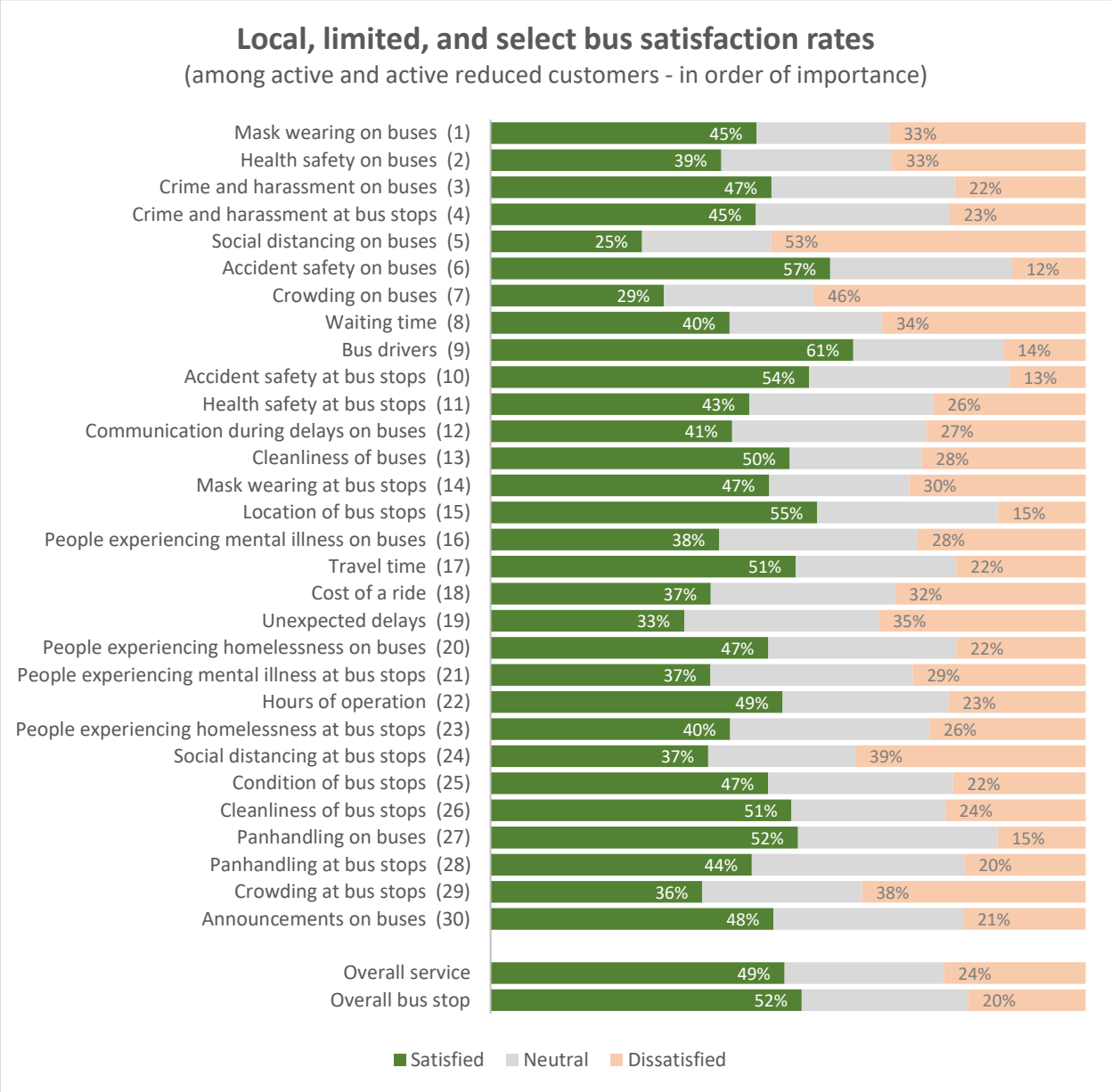
Customers who rate the following bus routes report the highest levels of overall service satisfaction: Q15A (71%), Q70 SBS (70%), Q35 (70%), Q53 SBS (69%), Q28 (68%), M79 SBS (68%), M72 (67%), Q64 (67%), Q52 SBS (67%), and B38 (66%). Customers who rate the following bus routes report the lowest levels of overall service satisfaction: Bx32 (30%), S74 (30%), Bx36 (30%), Bx2 (29%), Bx39 (29%), Bx22 (28%), Bx3 (27%), Q19 (26%), Q114 (24%), and Q3 (22%).

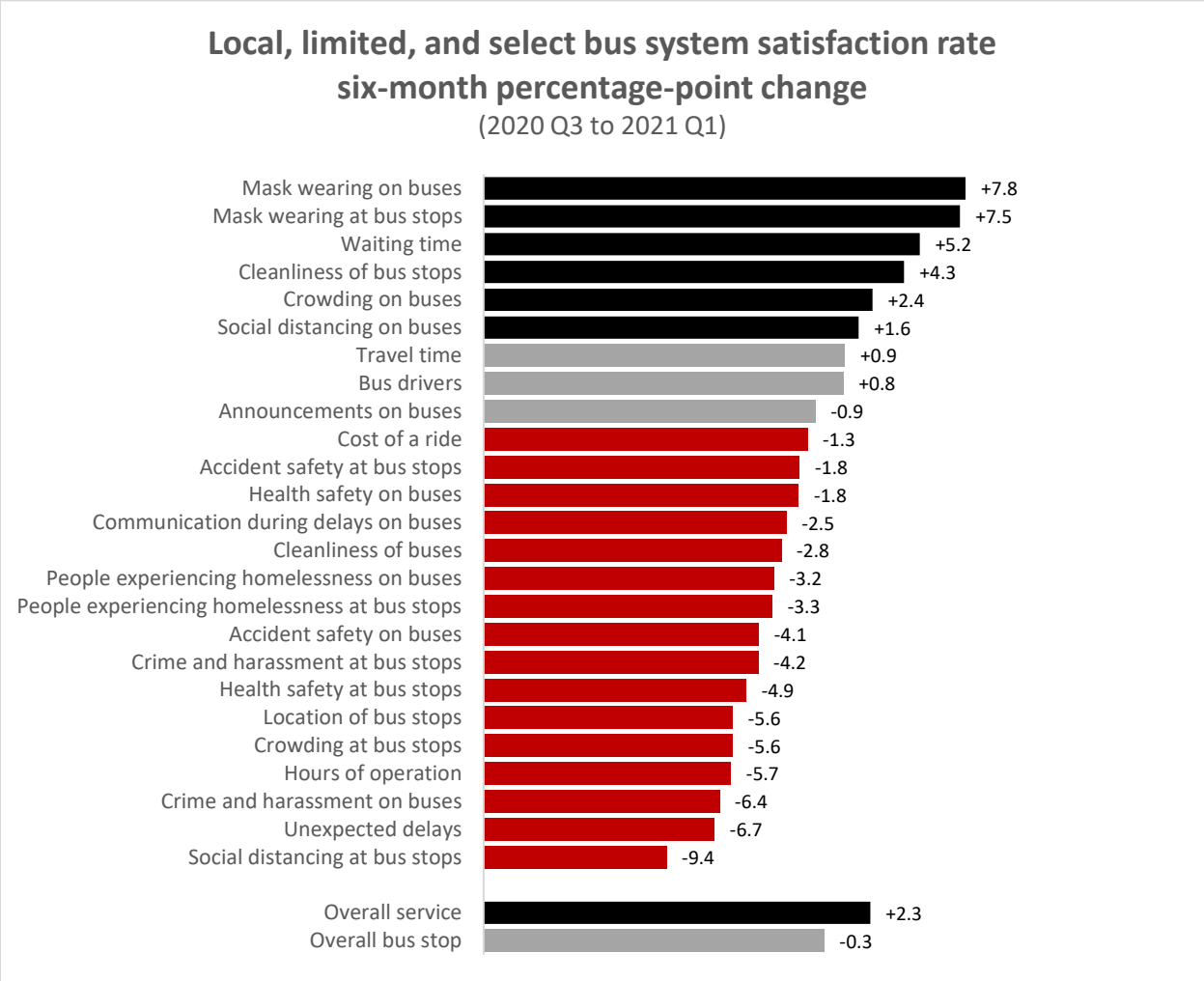
Customers who rate the following bus routes report the highest levels of overall bus stop satisfaction: Q16 (90%), Q64 (85%), Q28 (77%), Q76 (77%), Q34 (75%), Q15 (75%), Q15A (74%), M79 SBS (72%), Q110 (71%), and B9 (70%). Customers who rate the following bus routes report the lowest levels of overall bus

stop satisfaction: Bx2 (34%), Bx39 (34%), B20 (33%), Bx4A (33%), B14 (32%), Q41 (31%), Q113 (30%), Bx32 (29%), Q114 (26%), and S40 (23%).

In general, customers who are currently using buses, in the active and active reduced groups, are very concerned about COVID-related issues at lower rates than those who have not been using buses, in the lapsed group. These results continue to confirm that the actual experience of using buses tends to be less concerning than the anticipated experience.

Among COVID-related issues, mask wearing continues to be most concerning to customers.





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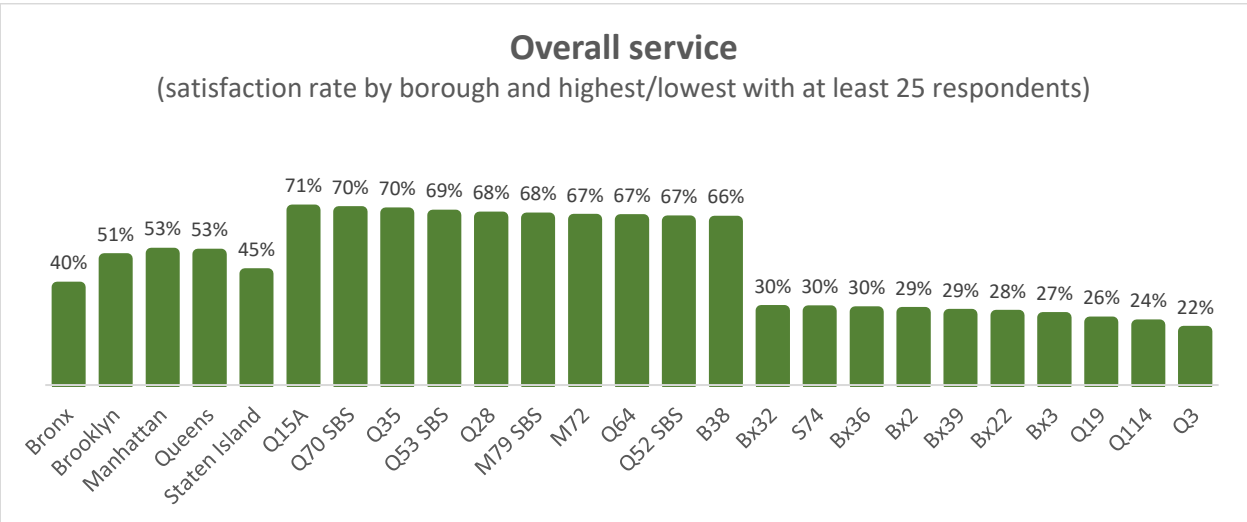
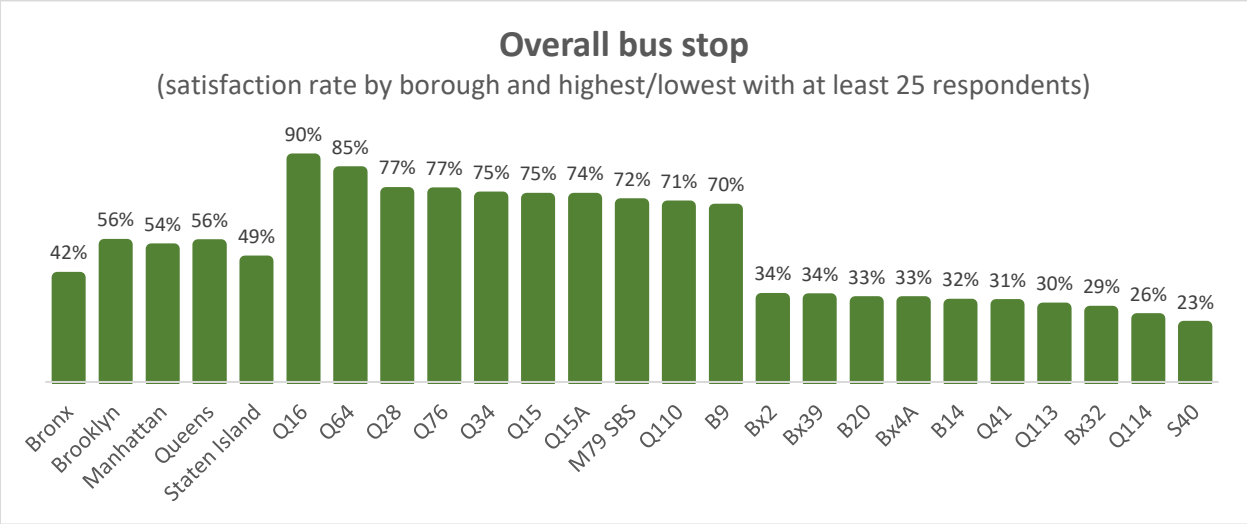




Express bus satisfaction among current customers

Overall service satisfaction is at 62%, which is forty-eight percentage-points greater than the dissatisfaction rate of 14%. Satisfaction did not change by a statistically significant margin from 2020 Q3 to 2021 Q1

Overall bus stop satisfaction is at 67%, which is fifty-five percentage-points greater than the dissatisfaction rate of 12%. Overall service and overall bus stop satisfaction did not change by a statistically significant margin.

Of the thirty bus attributes customers rate on the survey, the satisfaction rates for all but five of them indicate that the majority of customers are satisfied.

Mask wearing on buses is the most important attribute to customers. Slightly more than two-thirds of customers (68%) are satisfied. Customer satisfaction with mask wearing increased. On buses satisfaction increased by 10.9 percentage-points.

Crime and harassment on buses and at bus stops are the second and fourth most important attributes. Customers indicate they feel more satisfied onboard buses (80%) than they feel waiting at bus stops (70%). Only 5% and 7% of customers are dissatisfied with crime and harassment on buses and at bus stops, respectively. Satisfaction with crime and harassment at bus stops improved over the past six months by 9.3 percentage-points.

Health safety on buses, how safe customers feel from contracting COVID, is the third most important attribute to express bus customers with a satisfaction rate of 63%.

Accident safety, how safe customers feel from getting injured, is the fifth most important attribute on buses and the eighth most important at bus stops. On buses, 81% of customers are satisfied. This is the highest satisfaction rate among all of the thirty express bus attributes. At bus stops, 70% of customers are satisfied. Accident safety satisfaction at bus stops improved by 4.9 percentage-points.

Bus drivers are the sixth most important attribute. Historically, customers have shown appreciation for their bus drivers by giving them high satisfaction ratings. This trend continues, as more than three-quarters of customers (76%) are satisfied with bus drivers. Only 8% are dissatisfied.

Customers consider social distancing on buses to be very important. It is the seventh most important attribute out of the thirty on the survey. Slightly more than half of customers (57%) are satisfied. This attribute is correlated with crowding on buses, which is the eleventh most important attribute to customers. Not surprisingly, the percentage of satisfied customers is similar with a 55% satisfaction rate. Customers are finding it easier to social distance on buses. Satisfaction with social distancing on buses increased by 6.9 percentage-points.

Waiting time satisfaction increased by 8.0 percentage-points.

Customers are more satisfied with overall service in the Bronx (67%), Brooklyn (71%), and Queens (66%), than they are on Staten Island (56%).

Customers who rate the following bus routes report the highest levels of overall service satisfaction: SIM26 (93%), QM16 (92%), X28 (86%), BxM2 (85%), BM1 (83%), X27 (80%), SIM3c (79%), BxM8 (78%), X38 (78%), and BM3 (77%). Customers who rate the following bus routes report the lowest levels of overall service satisfaction: BM2 (51%), QM6 (50%), SIM22 (48%), SIM8 (48%), BM5 (46%), SIM1 (44%), QM11 (43%), SIM3 (37%), SIM4c (21%), and QM7 (18%).

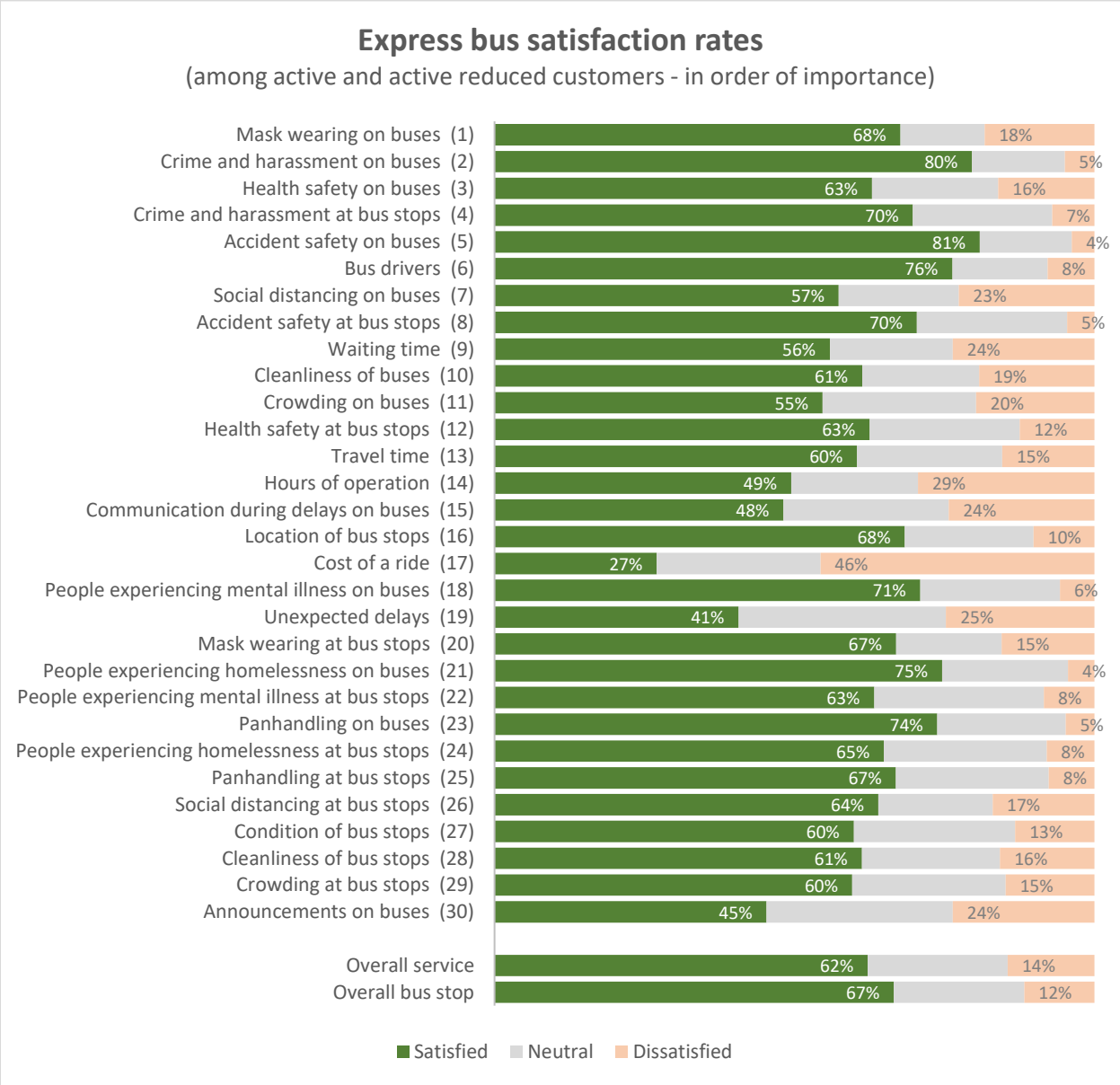
Customers who rate the following bus routes report the highest levels of overall bus stop satisfaction: QM16 (100%), SIM3c (91%), X38 (89%), SIM34 (86%), SIM2 (85%), SIM26 (80%), X27 (79%), X28 (79%), BxM2 (78%), and BM1 (78%). Customers who rate the following bus routes report the lowest levels of overall bus stop satisfaction: SIM1c (58%), SIM8 (57%), X37 (57%), QM6 (52%), BM2 (48%), SIM6 (47%), SIM4c (43%), SIM22 (43%), BM5 (43%), and SIM3 (39%).

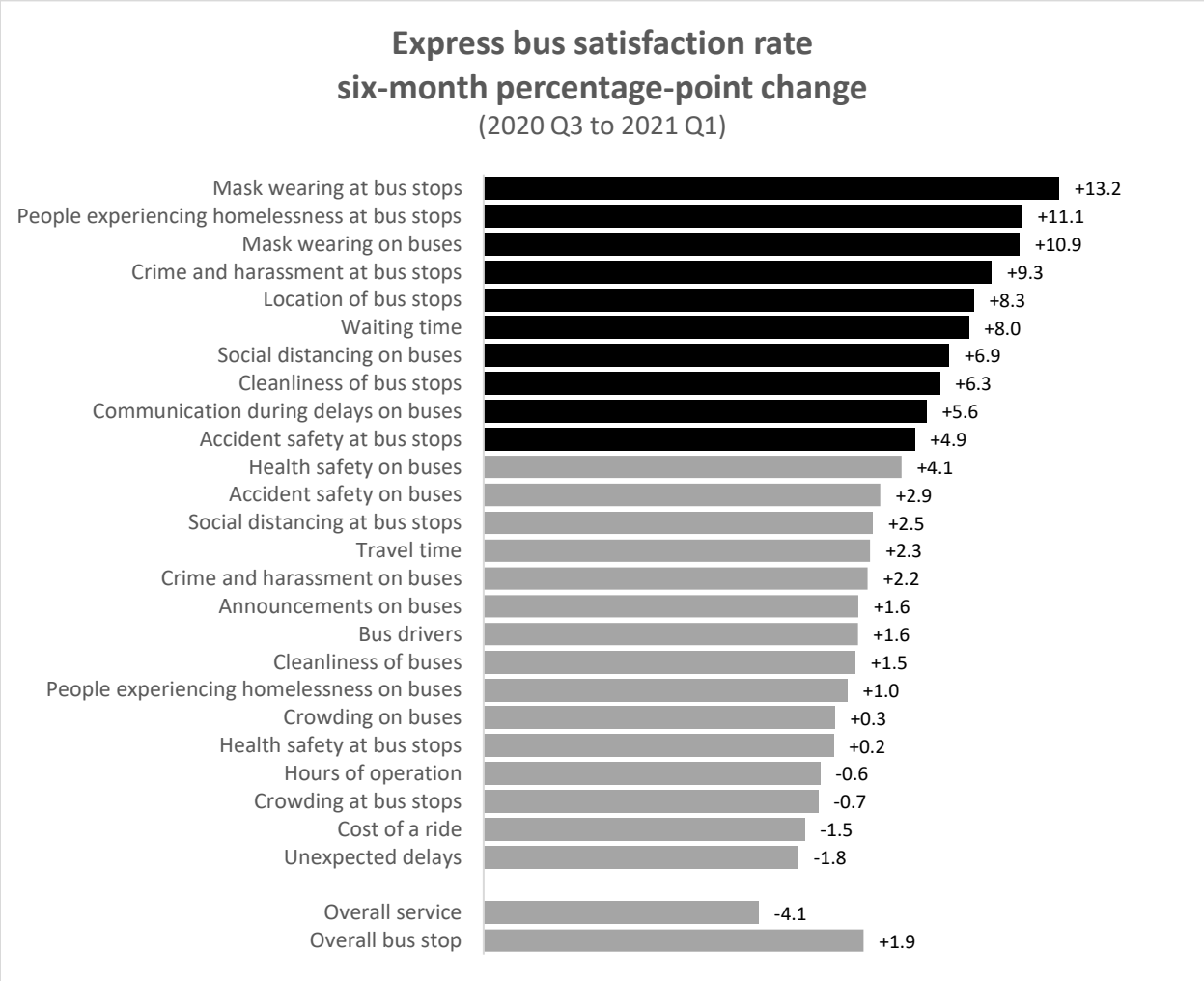
In general, customers who are currently using buses, in the active and active reduced groups, are very concerned about COVID-related issues at lower rates than those who have not been using buses, in the lapsed group. These results continue to confirm that the actual experience of using buses tends to be less concerning than the anticipated experience. This is essential to ensuring that New Yorkers reestablish their transit use habits.

Express bus customers are slightly more concerned with social distancing, mask wearing, and health safety than they are with cleanliness, and crime and harassment.

Active customers are most concerned with mask wearing, followed by health safety, social distancing, crime and harassment, and cleanliness.

Eight out of ten lapsed customers are very concerned about mask wearing and health safety when they return to using express buses.


Express bus satisfaction rates
(among active and active reduced customers - in order of importance)
Mask wearing on buses (1) 68% 18%
Crime and harassment on buses (2) 80% 5%
Health safety on buses (3) 63% 16%
Crime and harassment at bus stops (4) 70% 7%
Accident safety on buses (5) 81% 4%
Bus drivers (6) 76% 8%
Social distancing on buses (7) 57% 23%
Accident safety at bus stops (8) 70% 5%
Waiting time (9) 56% 24%
Cleanliness of buses (10) 61% 19%
Crowding on buses (11) 55% 20%
Health safety at bus stops (12) 63% 12%
Travel time (13) 60% 15%
Hours of operation (14) 49% 29%
Communication during delays on buses (15) 48% 24%
Location of bus stops (16) 68% 10%
Cost of a ride (17) 27% 46%
People experiencing mental illness on buses (18) 71% 6%
Unexpected delays (19) 41% 25%
Mask wearing at bus stops (20) 67% 15%
People experiencing homelessness on buses (21) 75% 4%
People experiencing mental illness at bus stops (22) 63% 8%
Panhandling on buses (23) 74% 5%
People experiencing homelessness at bus stops (24) 65% 8%
Panhandling at bus stops (25) 67% 8%
Social distancing at bus stops (26) 64% 17%
Condition of bus stops (27) 60% 13%
Cleanliness of bus stops (28) 61% 16%
Crowding at bus stops (29) 60% 15%
Announcements on buses (30) 45% 24%
Overall service 62% 14%
Overall bus stop 67% 12%
Satisfied
Neutral
Dissatisfied



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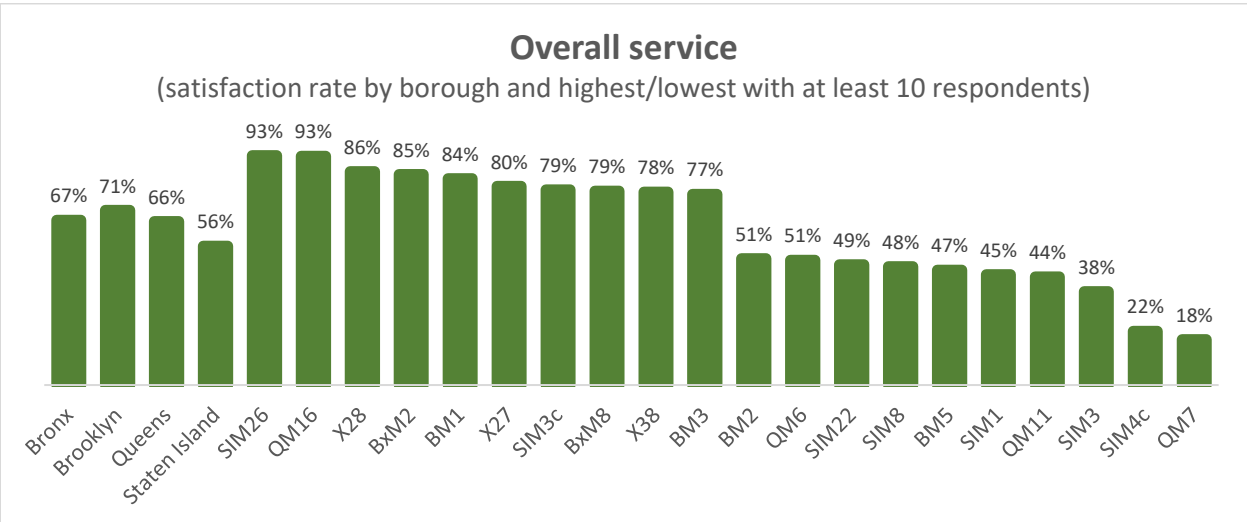
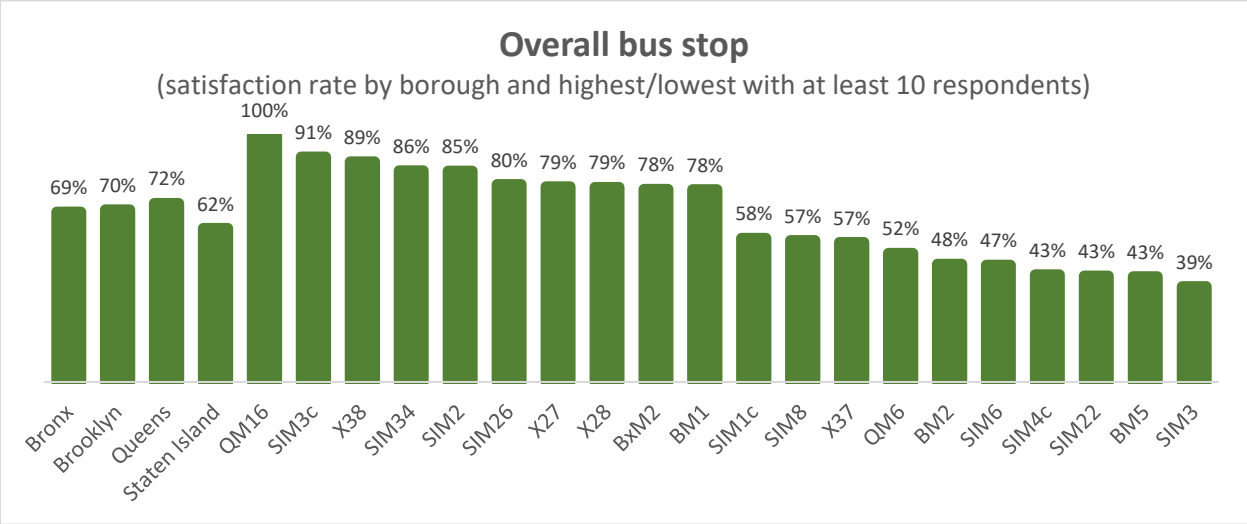




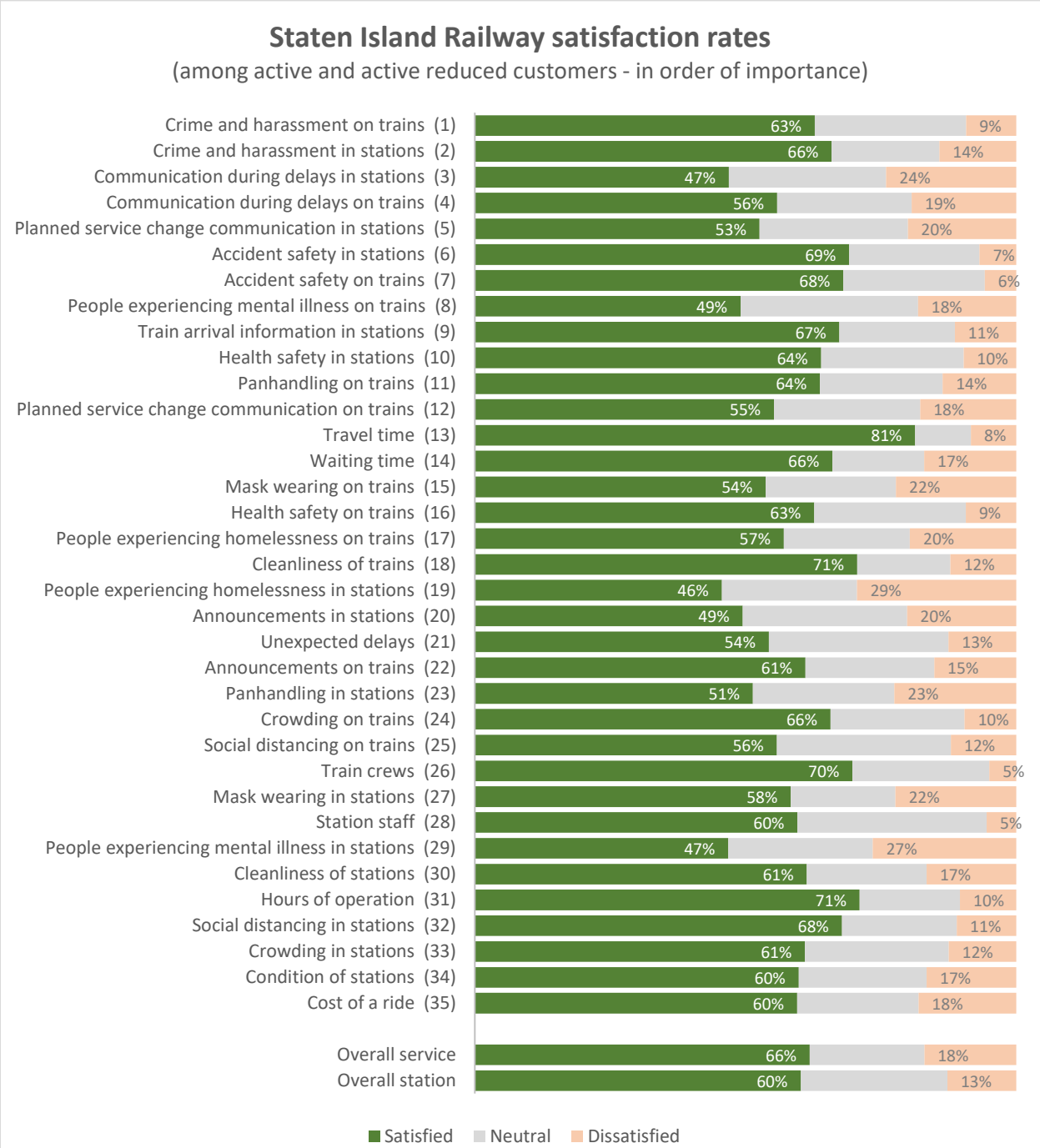
Staten Island Railway satisfaction among current customers

Overall service satisfaction is at 66%, which is forty-eight percentage-points greater than the dissatisfaction rate of 18%. Overall station satisfaction is at 60%, which is forty-seven percentage-points greater than the dissatisfaction rate of 13%.

Crime and harassment in stations and on trains are the first and second most important attributes to customers with satisfaction rates of 63% and 66%, respectively. With dissatisfaction rates of 9% and 14%, more customers are dissatisfied than satisfied.

Staten Island Railway customers rate communications among the most important attributes. Communication during delays in stations is the third most important attributes with a satisfaction rate of 47%. On trains, it is the fourth most important attribute, with a satisfaction rate of 56%. Planned service change communication in stations is the fifth most important attribute with a satisfaction rate of 53%.

Accident safety satisfaction in stations and on trains, a measure of how safe customers feel from getting injured while using transit, are the sixth and seventh most important attributes to customers. Between 69% (in stations) and 68% (on trains) of customers are satisfied.



Paratransit

Paratransit customers are much more satisfied with service attributes than they are dissatisfied. With the exception of on time pick up, all attributes have satisfaction rates between 76% and 90%.

For paratransit customers, it is extremely important for their driver to operate vehicles safely. This is the most important attribute to customers. More than eight in ten are satisfied (83%).

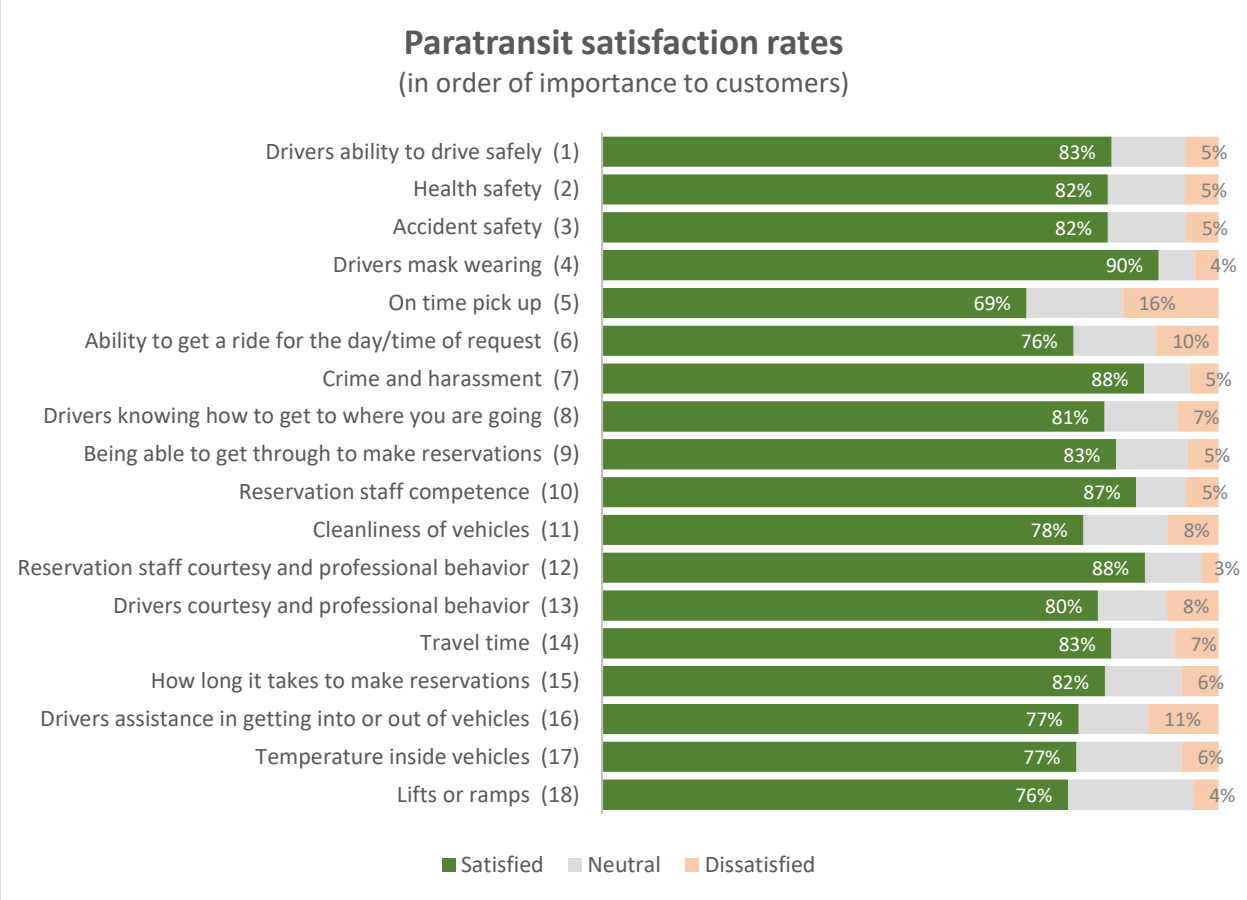
Health and accident safety are the second and third most important attributes, both with a satisfaction rate of 72%. Health safety satisfaction is a measure of how safe customers feel from contracting COVID while using transit. Accident safety satisfaction is a measure of how safe customers feel from getting injured while using transit.

Drivers wearing masks is the fourth most important attribute to customers and the attribute with the greatest satisfaction rate (90%).

The fifth most important paratransit attribute is on time pick up. Of the attributes on the survey, customers rate it the lowest at 69%, with 16% of customers indicating they are dissatisfied.

Getting a ride on the day and time of request is the sixth most important attribute to paratransit customers. Slightly more than three-quarters are satisfied (76%).

Crime and harassment is the seventh most important attribute with a satisfaction rate of 88%. Only 5% of customers are dissatisfied.



Special Topics

Return to transit

Many workers continue to work from home. Among lapsed transit customers, 79% report they are working from home all the time. Among the relapsed group, 73% indicate they are working from home all the time. When asked why they are not using transit, 61% of lapsed and relapsed customers cite working from home as a reason.

More than half of customers who are not using transit (57%) state that COVID factors into their decision-making. It is the second most frequently cited reason for not using transit. This confirms that enhanced efforts to clean and disinfect the transit system and to promote health safety should continue.

Slightly more than one-third of lapsed and relapsed transit customers state they are not using transit because of crime and harassment (36%), and many of these customers (89%) indicate safety from crime and harassment is a very important or extremely important factor that will influence their decision to use transit in the future.

It is essential that customers who are not using transit feel they will be safe from crime and harassment when they return. If lapsed and relapsed customers do not think it is safe to use transit, they may not return.

Future transit use frequency

One-third of pre-COVID transit customers, regardless of their current usage, state they will modestly increase their transit use in the future. A small group of customers (15%) report a planned large increase in their transit use frequency. Specifically, these are customers currently using transit less than three days per week who indicate they will use transit five days or more per week in the future.

Service and travel information sources

More than six in ten respondents (62%) state they are using the agency website for service and travel information with a satisfaction rate of 58%.

Half of respondents (50%) report using the MYmta application. Slightly more than six in ten (62%) are satisfied.

My MTA Alerts is used by 17% of respondents with a satisfaction rate of 65%.

MTA social media outlets are used by 17% of respondents. Users indicate they are satisfied at a rate of 56%, with only 9% reporting they are dissatisfied.

A few respondents (5%) rely on the 511 call center for service and travel information. Among all of the official MTA sources, the call center has the lowest satisfaction rate (54%), but only by a few percentage-points. The call center has the greatest proportion of dissatisfied respondents with a dissatisfaction rate of 16%.

OMNY use

Approximately 10% of customers currently using transit state they use OMNY.

Among those currently using transit, 16% to 17% indicate they will use OMNY in the near future. More than one-quarter (27% of active and 26% of active reduced) state they will not use OMNY. A similar proportion (23% of active and 25% of active reduced) are not sure if they will use OMNY.

Only 15% of lapsed and 19% of relapsed customers state they will not use OMNY when they return to transit – a lower rate than among those currently using transit.

Between 14% and 17% of customers, regardless of group, indicate they will use OMNY when unlimited passes are available. Between 15% and 18% of customers state they will use OMNY when reduced fare rides are available.

Using transit for the trip to school

Before COVID, among transit customers with school-aged children, 27% either permitted their child to use the subway to travel to school alone, accompanied them on the subway or had them travel with someone. A similar proportion (22%) have children who used the local, limited, or select bus to travel to school before COVID. Since COVID, these rates have decreased. Currently, of transit customers who live in households with school-age children, 11% report their children are using the subway, and 9% say their children are using a local, limited, or select bus.

Reaction to mask wearing and cleaning/disinfecting

Slightly fewer than three-quarters of customers (73%) agree or strongly agree that cleaning and disinfecting efforts make them feel safer when they use transit.

Reaction to police presence

More than three-quarters of customers (76%) indicate they feel safer or much safer in the presence of uniformed police officers. Slightly less than half of customers (45%) say they have noticed a recent increase in police presence in the transit system.

Introduction

The 2021 Q1 survey was available for customers to take from Monday, March 15 to Sunday, March 28. Customers were recruited using our Customer Relations Management system (we sent out more than 350,000 invitations), advertising in the transit system, promotion in print and social media, and encouragement of elected officials and community leaders. Approximately 25,400 transit customers completed the survey with partial contributions from an additional 8,200, for a total of 33,600.

For the 2021 Q1 analysis, respondents have been assigned to one of four customer groups: active, active reduced, lapsed, and relapsed. Active customers use transit at approximately the same rate as they did before COVID. Active reduced customers use transit at a substantially reduced rate (from five days or more per week before COVID, to two days or fewer per week during 2021 Q1). Lapsed customers have not used transit at all since the onset of the COVID pandemic in March 2020. Relapsed customers have used transit since the onset of COVID, but not during 2021 Q1.

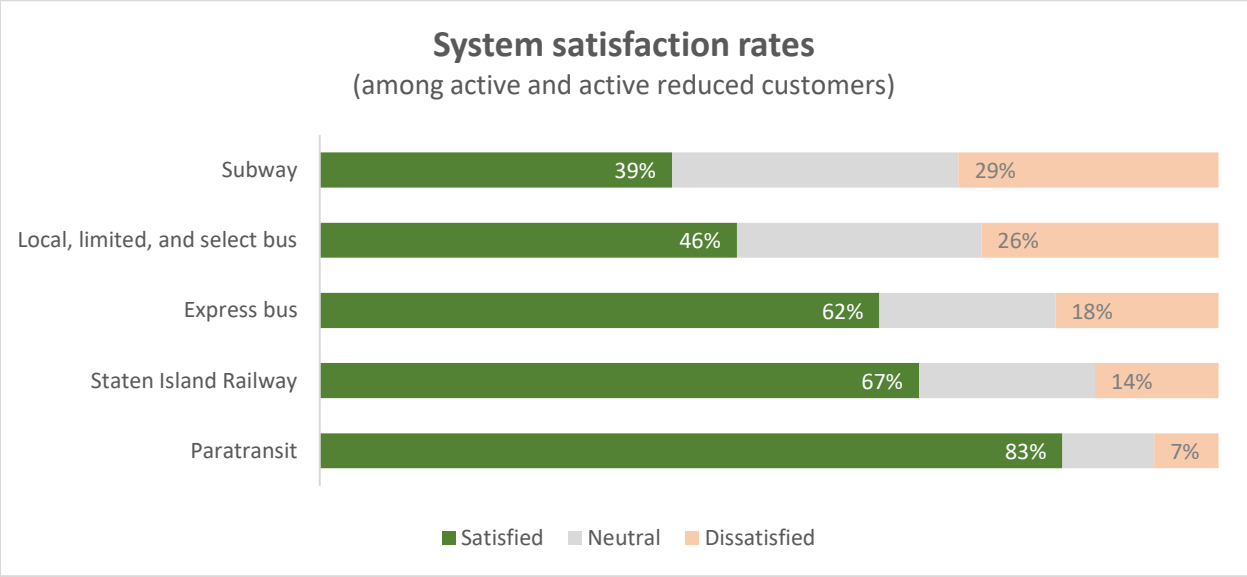
Among respondents currently using transit, we received input from approximately 17,900 active and 7,300 active reduced customers, for a total of 25,200. Among respondents not currently using transit but who used it before COVID, we received input from approximately 5,700 lapsed and 2,700 relapsed customers, for a total of 8,400.

2021 Q1 customer group definitions and totals

Customer Group	Description	Subway	Local, Limited, and Select Bus	Express Bus	Staten Island Railway	Para-transit	All
Active	Transit use in 2021 Q1 at close to pre-COVID frequency	13,526	7,157	1,448	172	780	17,901
Active reduced	Transit use in 2021 Q1 at substantially reduced frequency	5,907	2,259	467	43	98	7,304
Lapsed	No transit use at all during COVID pandemic	4,488	1,205	578	65	---	5,697
Relapsed	Transit use during COVID pandemic but not in 2021 Q1	2,038	741	235	22	---	2,700
	Total	25,959	11,362	2,728	302	878	33,602

Results are weighted using the American Community Survey five-year estimates (2015-2019) to represent the racial, ethnic, and income composition of transit customers.

System satisfaction rates vary across MTA modes for active and active reduced customers. Subway customers are least satisfied with a rate of 39%. Local, limited, and select bus customers are more satisfied with a rate of 46%. A majority of express bus, Staten Island Railway, and paratransit are satisfied. 62% of express bus customers are satisfied. 67% of Staten Island Railway customers are satisfied. And 83% of paratransit customers are satisfied, with only 7% who indicate they are dissatisfied.



Subway

Satisfaction status

Overall service satisfaction is at 38%, which is seven percentage-points greater than the dissatisfaction rate of 31%. Overall station satisfaction is at 41%, which is thirteen percentage-points greater than the dissatisfaction rate of 28%.

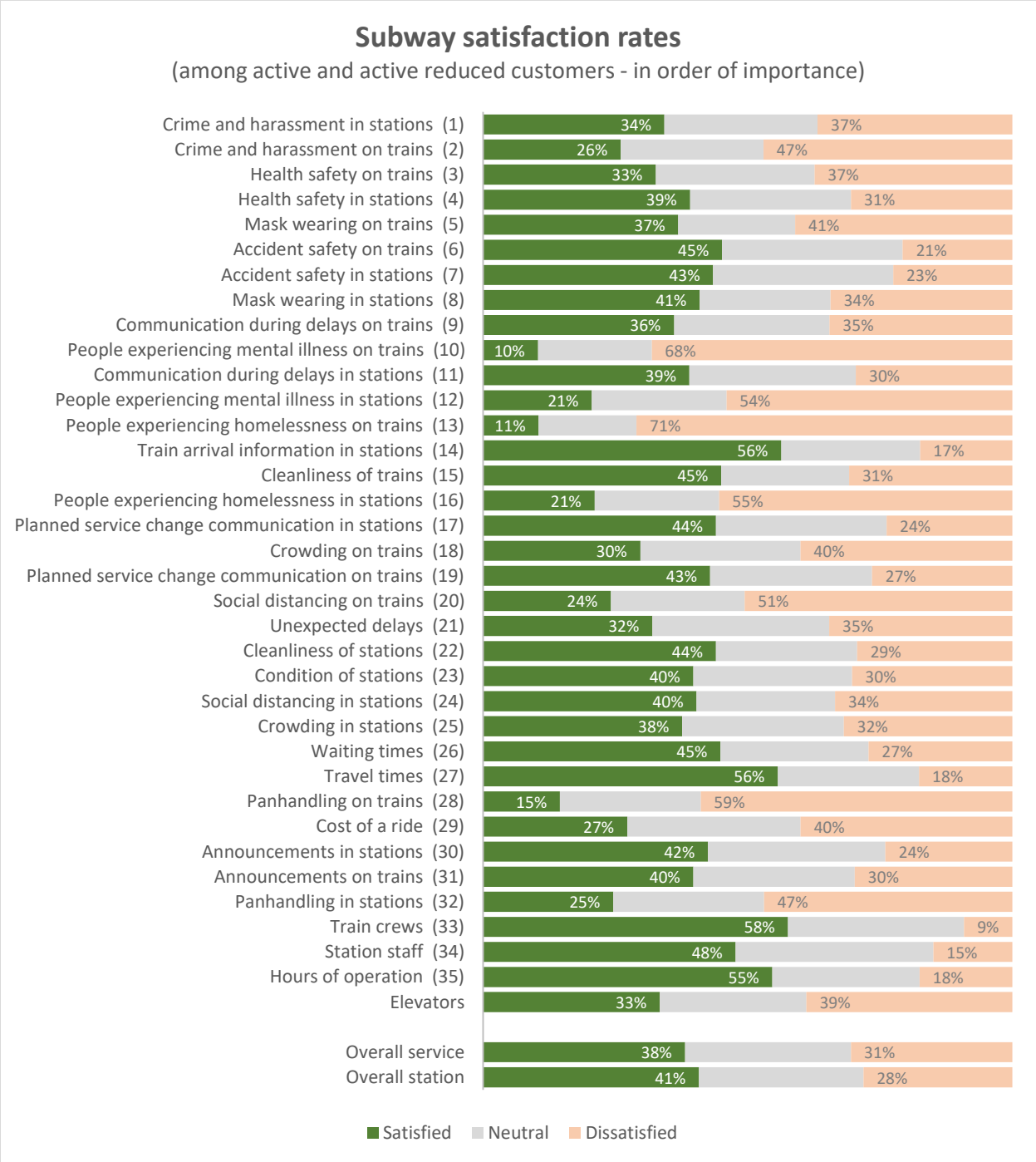
Of the thirty-five subway attributes customers rate on the survey for importance (customers do not rate importance of elevators), the most important are related to COVID, crime, and safety. This is in contrast to pre-COVID results which typically showed that traditional core service attributes like waiting time, travel time, unexpected delays, and crowding were the most important to customers.

Crime and harassment in stations and on trains are the first and second most important attributes to customers with satisfaction rates of 34% and 26%, respectively. With dissatisfaction rates of 37% and 47%, more customers are dissatisfied than satisfied, particularly onboard trains.

Health safety and accident safety comprise four of the next five most important attributes to customers. Health safety satisfaction is a measure of how safe customers feel from contracting COVID while using transit. Accident safety satisfaction is a measure of how safe customers feel from getting injured while

using transit. The satisfaction rates for health safety on trains is 33% and in stations is 39%. Customers are more satisfied with accident safety with satisfaction rates of 45% on trains and 43% in stations.

Mask wearing is extremely important to customers. On trains, it's the fifth most important attribute with 37% satisfied compared to 41% dissatisfied. In stations, it's the eighth most important attribute with 41% satisfied compared to 34% dissatisfied.



Customers continue to think communication during delays is among the most important subway attributes. Communication during delays on trains is the ninth most important subway attributes. For stations, it is the eleventh most important. On trains, about an equal percentage of customers are satisfied (36%) as are dissatisfied (35%). In stations, more customers are satisfied (39%) than are dissatisfied (30%).

The tenth most important attribute to customers is people experiencing mental illness on trains. Only 10% of customers are satisfied while 68% are dissatisfied. This is a particularly high dissatisfaction rate, second only to people experiencing homelessness on trains (71%), which is the thirteenth most important attribute to customers. People experiencing mental illness in stations is the twelfth most important attribute with a satisfaction rate of 21% and a dissatisfaction rate of 54%. Based on customer comments, dissatisfaction is derived from fear that someone experiencing mental illness is or will become physically threatening.

Satisfaction changes

Overall service satisfaction decreased by 15.1 percentage-points in the six months from 2020 Q3 to 2021 Q1. Overall station satisfaction decreased by 5.3 percentage-points.

There has been a substantial increase in customer satisfaction with elevators. Satisfaction increased by 15.9 percentage-points, the most of any attribute on the survey.

Customers are also more satisfied with station staff than they were six months ago. Satisfaction with this attribute increased by 7.7 percentage-points.

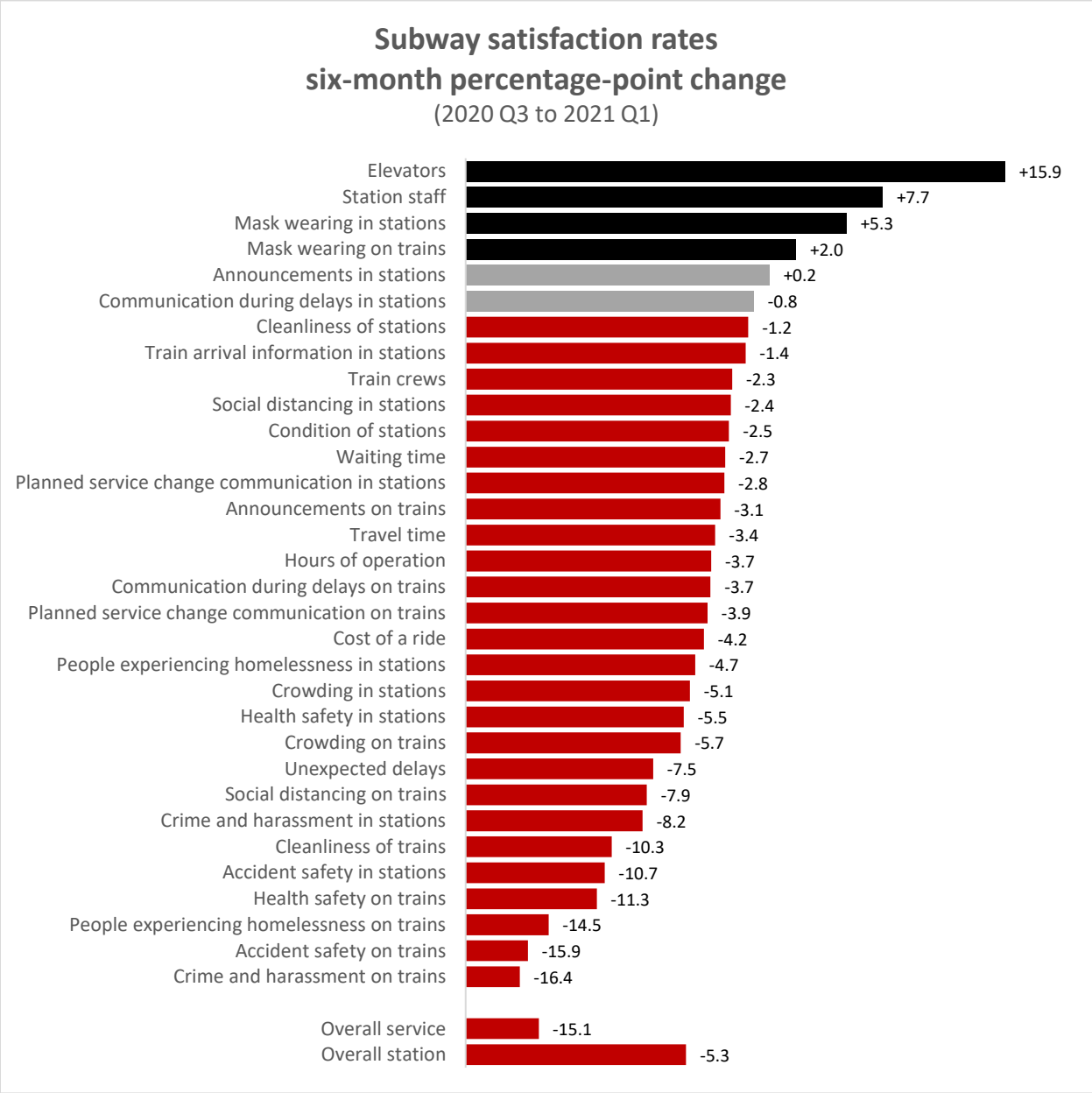
Efforts to encourage riders to wear masks has helped raise customer satisfaction with mask wearing on trains by 5.3 percentage-points and in stations by 2.0 percentage-points.

Satisfaction with many of the subway attributes declined. Most notably, satisfaction with crime and harassment on trains decreased by 16.4 percentage-points. Satisfaction with crime and harassment in stations also decreased but not by as much – it went down by 8.2 percentage-points. Since these are the first and second most important attributes to customers, we credit much of the decline in overall service and overall station satisfaction to the decline in satisfaction with crime and harassment.

Customer satisfaction with accident safety also decreased substantially – by 15.9 percentage-points on trains and by 10.7 percentage-points in stations. Comments reveal that this decline is driven by similar recent events that caused the decline in satisfaction with crime and harassment. Though these events may be more directly related to crime, injuries have been widely reported by the media. As a result, customer satisfaction with accident safety has gone down.

Satisfaction with people experiencing homelessness on trains decreased by 14.5 percentage-points. There was a smaller decrease for stations, which dropped by 4.7 percentage-points.

Several important COVID-related attributes declined in customer satisfaction: health safety (-11.3 percentage-points on trains and 5.5 percentage-points in stations), cleanliness of trains (-10.3 percentage-points), and social distancing on trains (-7.9 percentage-points).



Gray shading indicates a statistically insignificant change at the 95% confidence level. Satisfaction with *people experiencing mental illness* and *panhandling* were not asked on the 2020 Q3 survey, so changes are not reported for these attributes.

Rates for two traditional service attributes declined. Satisfaction with unexpected delays decreased by 7.5 percentage-points. Satisfaction with crowding on trains decreased by 5.7 percentage-points.

Line Satisfaction

The 1 (42%), 3 (41%), 7 (42%), L (43%), Q (45%), and W (42%), are best rated (non-shuttle) lines in terms of overall service satisfaction. Sample sizes for the three shuttles are low and estimates have large

margins of error. Though we report satisfaction results for the shuttles, we don't compare these to results from other lines.

An analysis of satisfaction by line reveals that higher overall service satisfaction rates on the 1 3 7 L Q and W lines are the result of higher satisfaction rates for the following subway service attributes:

1 - waiting time (52%), travel time (62%), unexpected delays (38%), cleanliness (49%), crowding (34%), accident safety (51%), and train crews (61%).

3 - waiting time (51%), travel time (62%), unexpected delays (37%), cleanliness (47%), crowding (31%), and train crews (62%).

7 - waiting time (52%), travel time (59%), cleanliness (48%), announcements (48%), crime and harassment (31%), mask wearing (41%), panhandlers (17%), people experiencing homelessness (14%), and people experiencing mental illness (14%).

L - waiting time (54%), travel time (64%), unexpected delays (38%), cleanliness (49%), announcements (47%), train crews (62%), planned service change communication (52%), communication during delays (52%), and people experiencing homelessness (13%).

Q - travel time (60%), unexpected delays (36%), cleanliness (54%), crowding (36%), crime and harassment (34%), accident safety (50%), health safety (39%), mask wearing (41%), train crews (61%), panhandlers (18%), people experiencing homelessness (13%), and people experiencing mental illness (14%).

W - travel time (59%), unexpected delays (36%), cleanliness (53%), crowding (42%), crime and harassment (32%), accident safety (50%), health safety (39%), social distancing (34%), mask wearing (41%), train crews (64%), panhandlers (20%), people experiencing homelessness (14%), and people experiencing mental illness (15%).

The 5 (34%), 6 (34%), A (34%), and J/Z (34%) are the lowest rated lines in terms of overall service satisfaction. Lower overall service satisfaction rates on these lines are the result of lower satisfaction rates for these attributes:

5 - travel time (54%), crime and harassment (21%), accident safety (41%), health safety (28%), social distancing (18%), mask wearing (33%), panhandlers (12%), people experiencing homelessness (8%), and people experiencing mental illness (8%).

6 - travel time (53%), crime and harassment (23%), accident safety (41%), health safety (29%), social distancing (21%), panhandlers (12%), people experiencing homelessness (8%), and people experiencing mental illness (9%).

A - waiting time (40%), travel time (53%), unexpected delays (27%), cleanliness (37%), announcements (35%), crime and harassment (21%), accident safety (42%), health safety (28%), social distancing (20%), masks wearing (32%), panhandlers (12%), people experiencing homelessness (8%), and people experiencing mental illness (7%).

❶/❷ - travel time (54%), crime and harassment (22%), and accident safety (43%).

Customers who use the following lines report lower levels of satisfaction with panhandling, people experiencing homelessness, and people experiencing mental illness. Additional social service resources should be dispatched onboard trains on these lines:

❷ - people experiencing homelessness (8%).

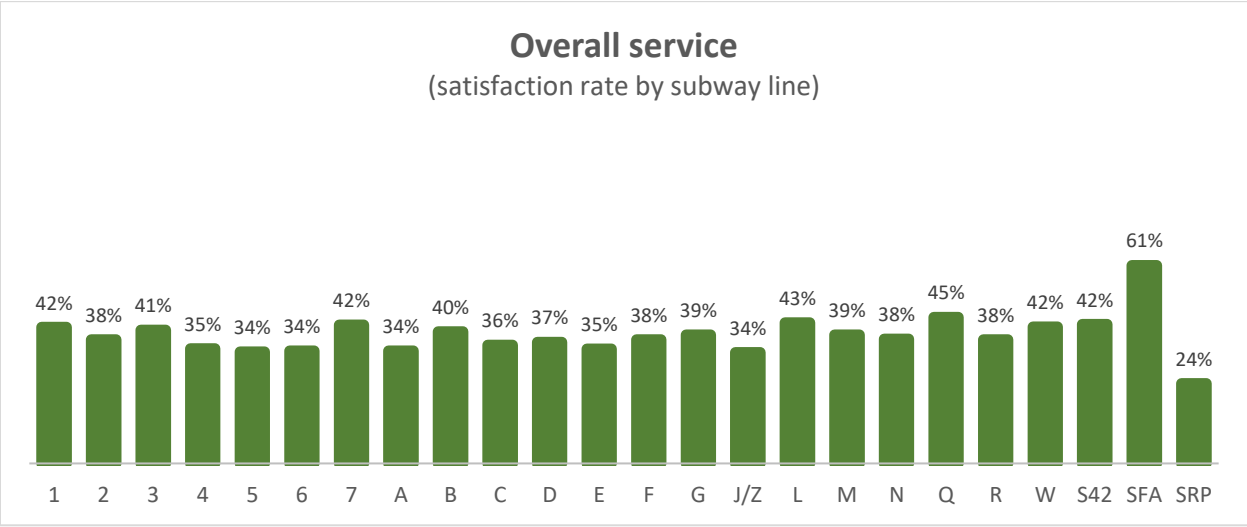
❺ - panhandling (12%), people experiencing homelessness (8%), and people experiencing mental illness (8%).

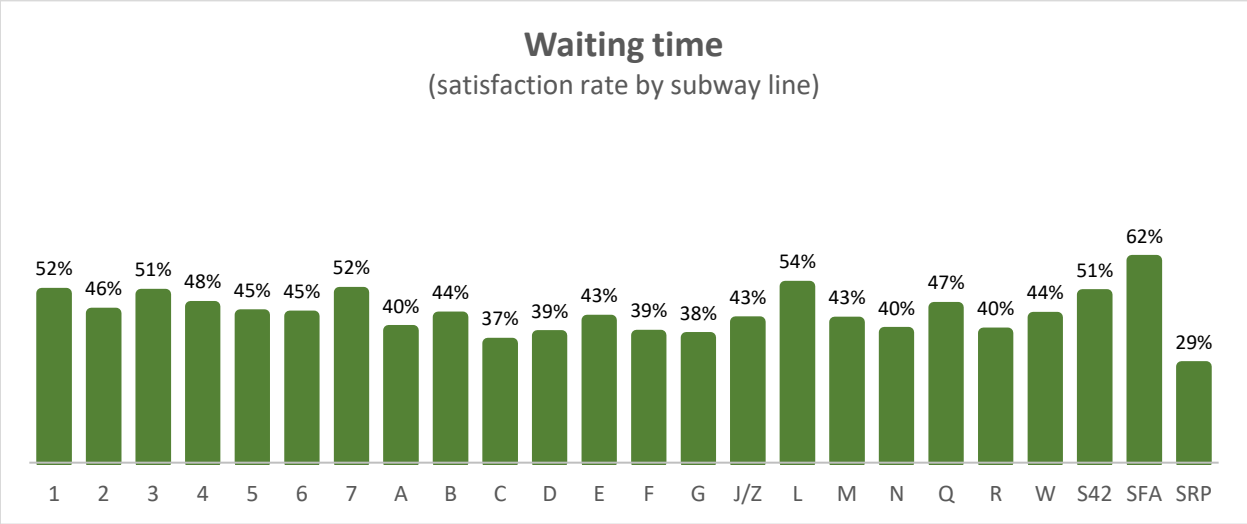
❻ - panhandling (12%) and people experiencing homelessness (8%).

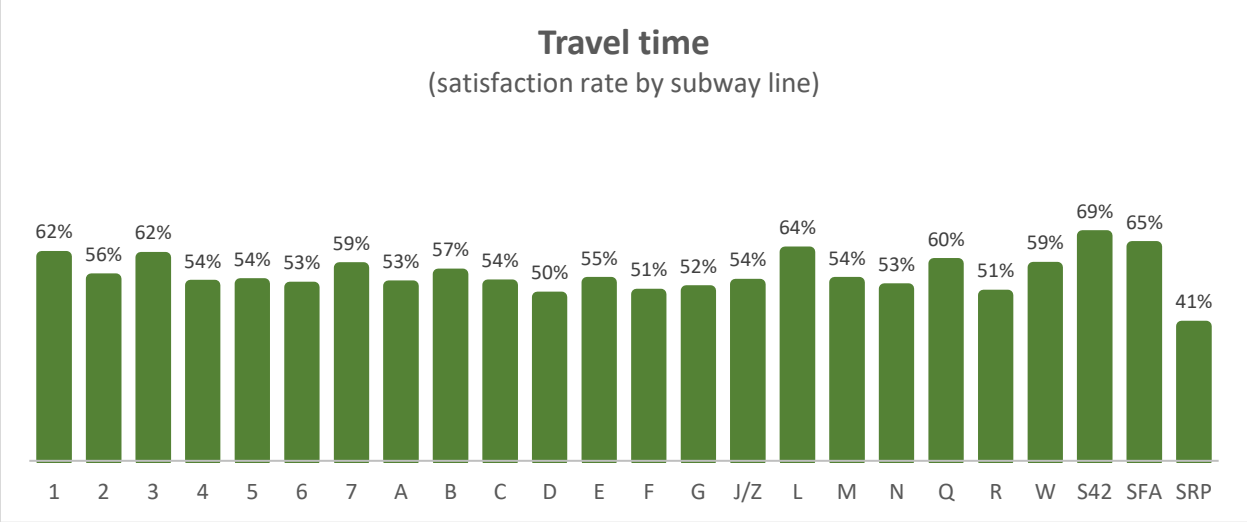
Ⓐ - panhandling (12%), people experiencing homelessness (8%), and people experiencing mental illness (7%).

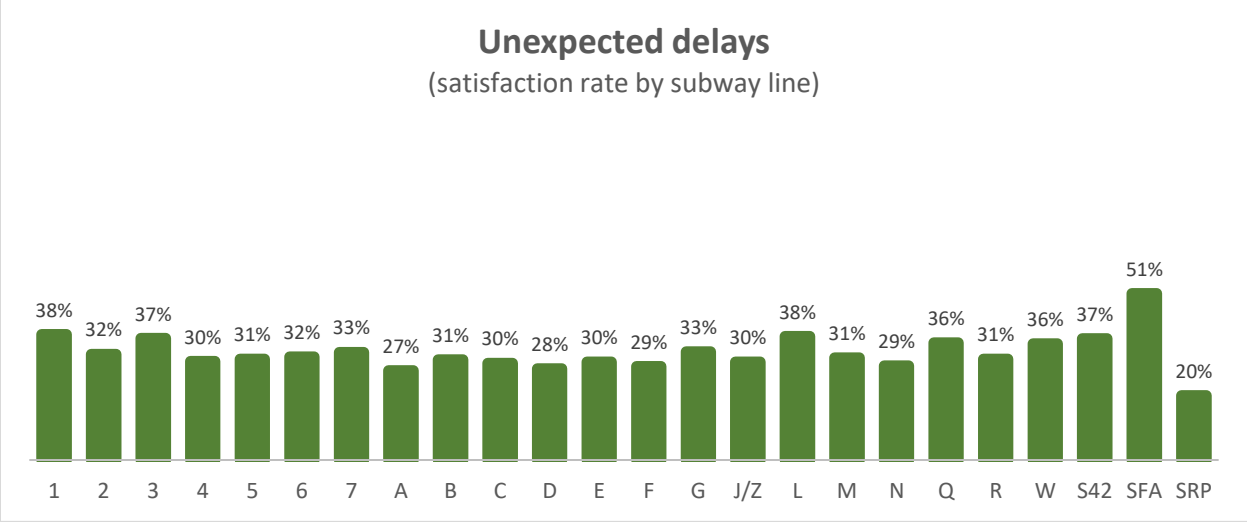
Ⓔ - panhandling (12%), people experiencing homelessness (8%), and people experiencing mental illness (8%).

Customers who use the ❷ (23%), ❹ (22%), ❺ (21%), ❻ (23%), Ⓐ (21%), and ❶/❷ (22%) report low levels of satisfaction with crime and harassment; these lines could use additional police presence.



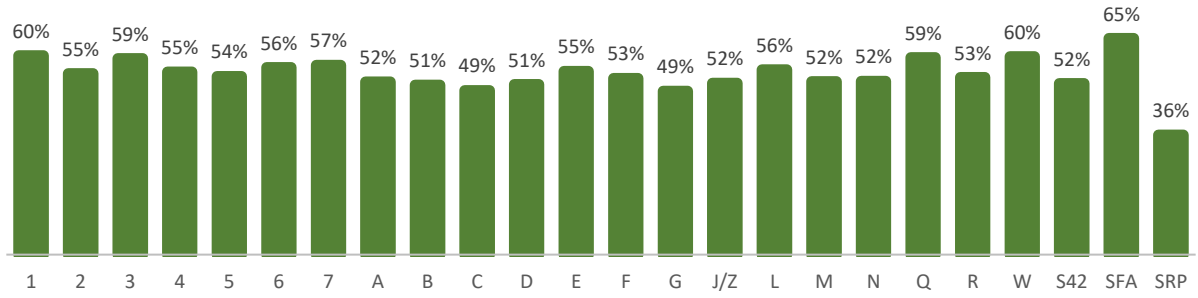

Waiting time
(satisfaction rate by subway line)
52% 46% 51% 48% 45% 45% 52% 40% 44% 37% 39% 43% 39% 38% 43% 54% 43% 40% 47% 40% 44% 51% 62% 29%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP


Travel time
(satisfaction rate by subway line)
62% 56% 62% 54% 54% 53% 59% 53% 57% 54% 50% 55% 51% 52% 54% 64% 54% 53% 60% 51% 59% 69% 65% 41%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP


Unexpected delays
(satisfaction rate by subway line)
38% 32% 37% 30% 31% 32% 33% 27% 31% 30% 28% 30% 29% 33% 30% 38% 31% 29% 36% 31% 36% 37% 51% 20%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP

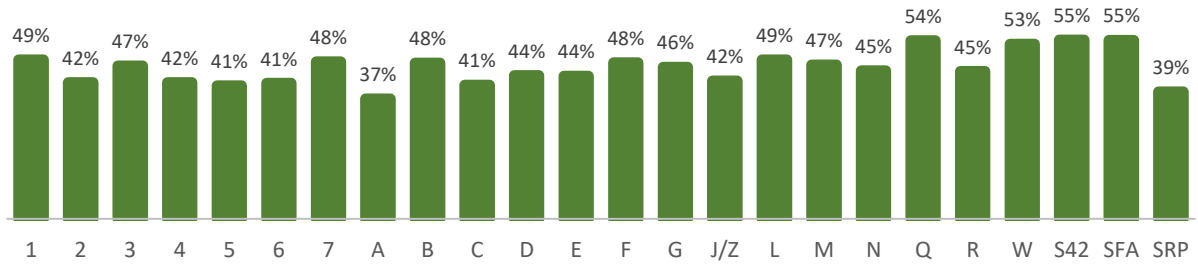
Hours of operation

(satisfaction rate by subway line)



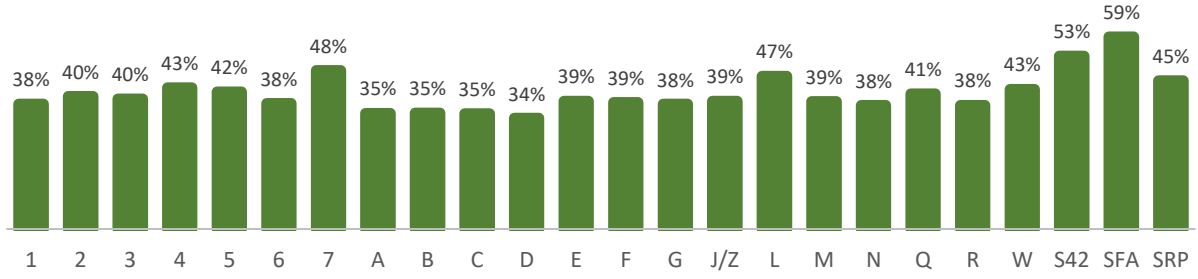
Cleanliness of trains

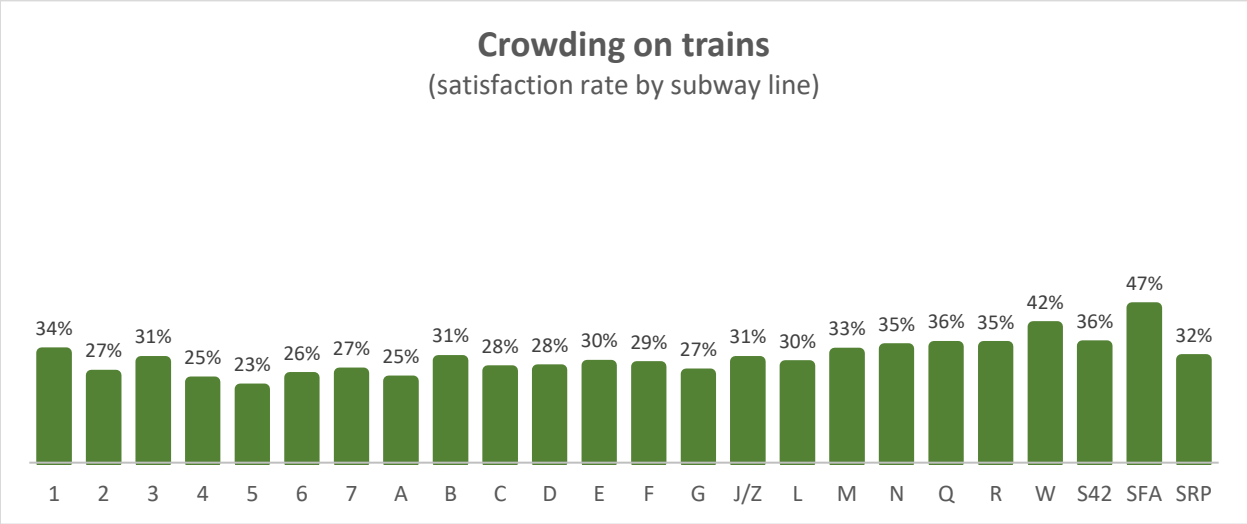
(satisfaction rate by subway line)

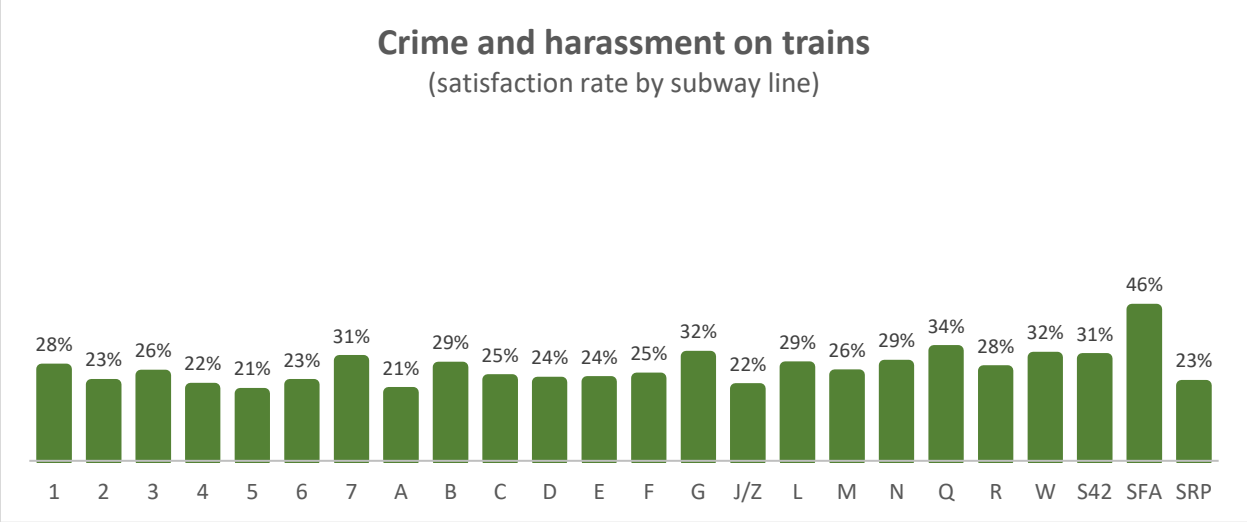


Announcements on trains

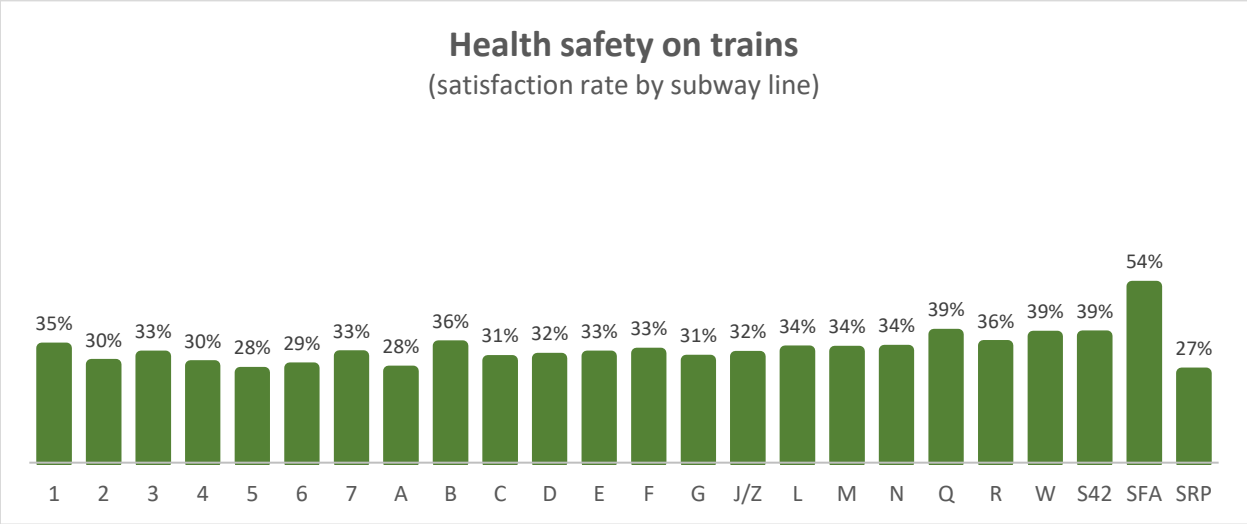
(satisfaction rate by subway line)

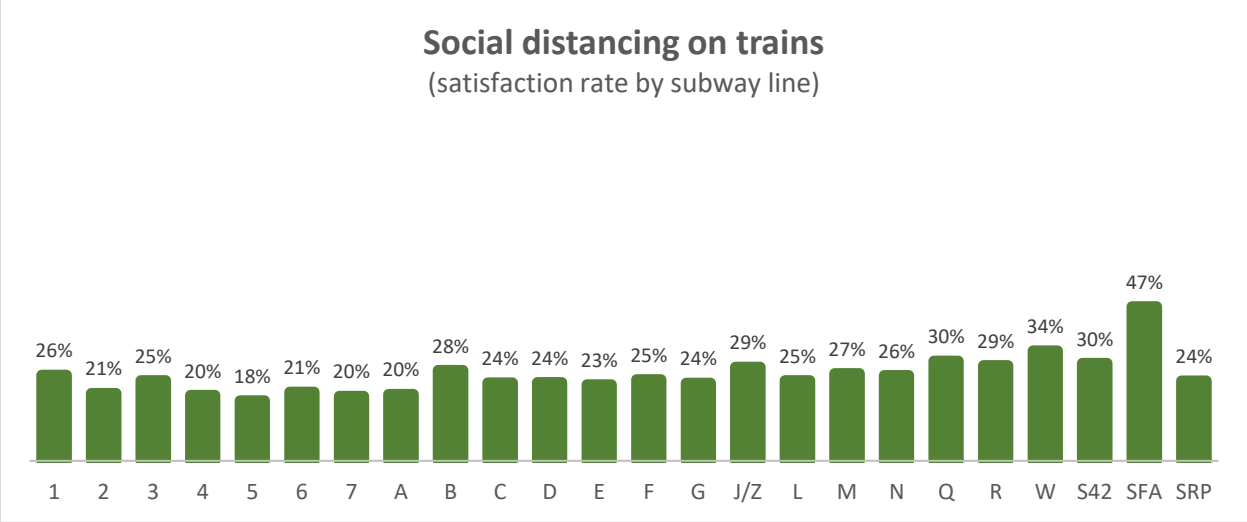


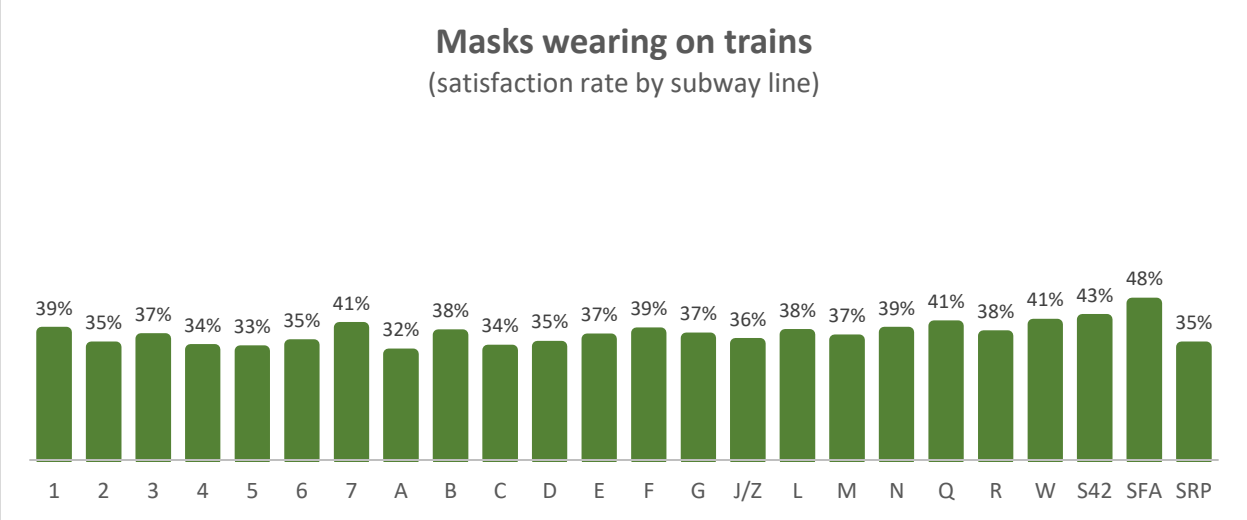

Crowding on trains
(satisfaction rate by subway line)
34% 27% 31% 25% 23% 26% 27% 25% 31% 28% 28% 30% 29% 27% 31% 30% 33% 35% 36% 35% 42% 36% 47% 32%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP

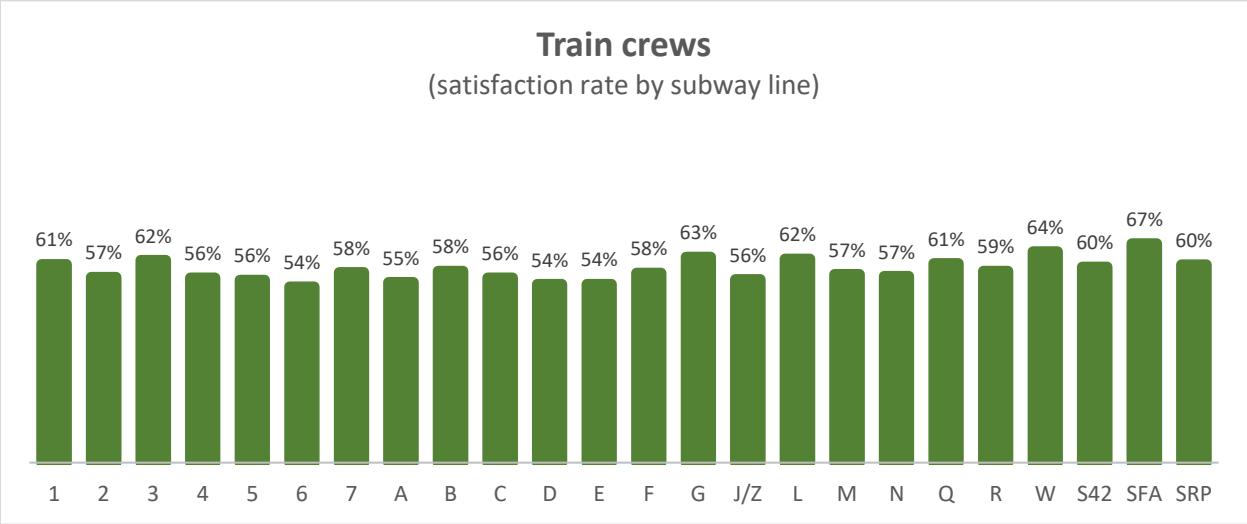

Crime and harassment on trains
(satisfaction rate by subway line)
28% 23% 26% 22% 21% 23% 31% 21% 29% 25% 24% 24% 25% 32% 22% 29% 26% 29% 34% 28% 32% 31% 46% 23%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP

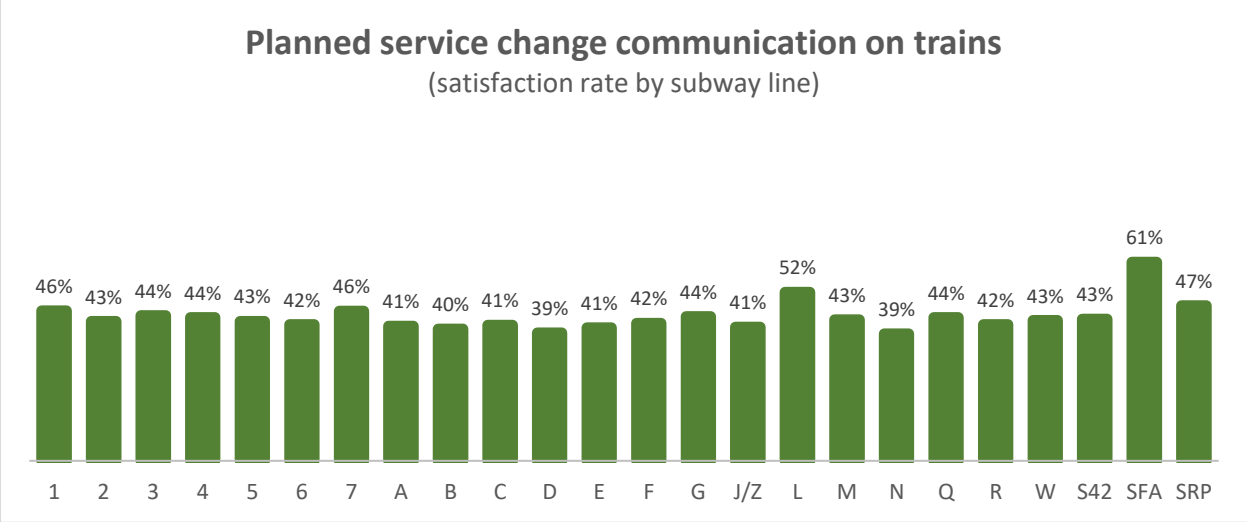
Accident safety on trains
(satisfaction rate by subway line)
51% 44% 47% 42% 41% 41% 46% 42% 47% 45% 42% 45% 45% 52% 43% 46% 46% 43% 50% 45% 50% 47% 60% 34%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP

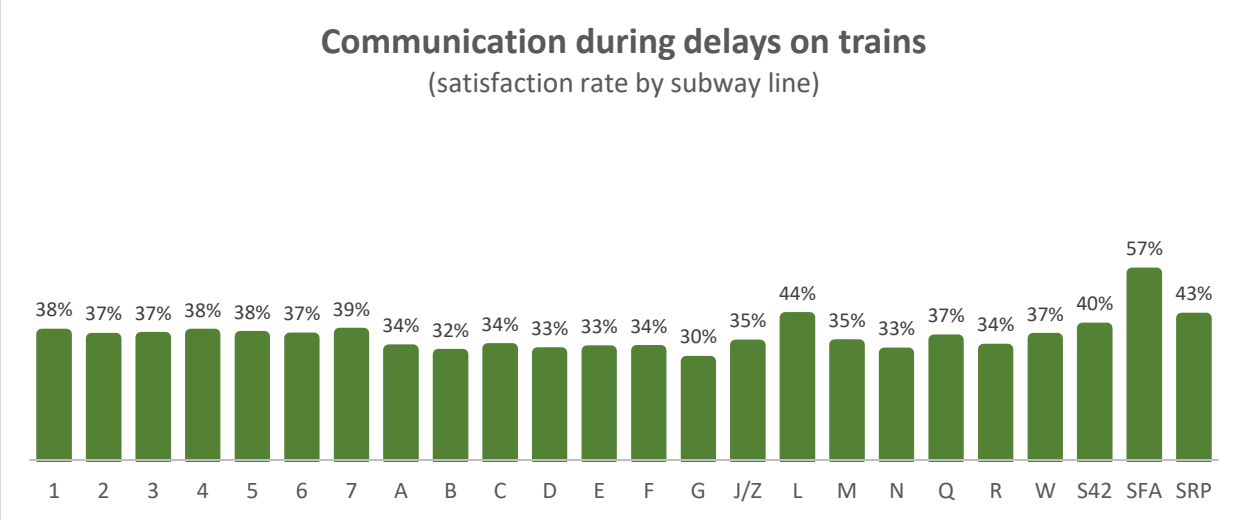

Health safety on trains
(satisfaction rate by subway line)
35% 30% 33% 30% 28% 29% 33% 28% 36% 31% 32% 33% 33% 31% 32% 34% 34% 34% 39% 36% 39% 39% 54% 27%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP


Social distancing on trains
(satisfaction rate by subway line)
26% 21% 25% 20% 18% 21% 20% 20% 28% 24% 24% 23% 25% 24% 29% 25% 27% 26% 30% 29% 34% 30% 47% 24%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP


Masks wearing on trains
(satisfaction rate by subway line)
39% 35% 37% 34% 33% 35% 41% 32% 38% 34% 35% 37% 39% 37% 36% 38% 37% 39% 41% 38% 41% 43% 48% 35%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP

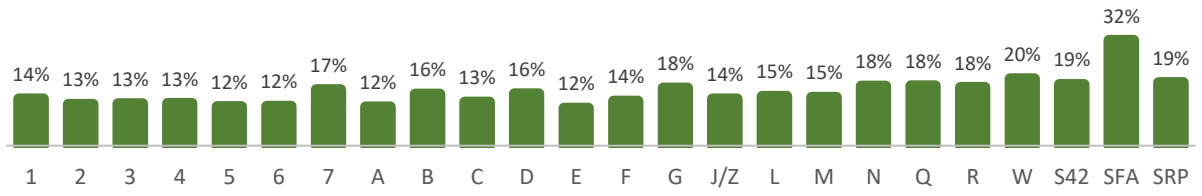

Train crews
(satisfaction rate by subway line)
61% 57% 62% 56% 56% 54% 58% 55% 58% 56% 54% 54% 58% 63% 56% 62% 57% 57% 61% 59% 64% 60% 67% 60%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP


Planned service change communication on trains
(satisfaction rate by subway line)
46% 43% 44% 44% 43% 42% 46% 41% 40% 41% 39% 41% 42% 44% 41% 52% 43% 39% 44% 42% 43% 43% 61% 47%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP


Communication during delays on trains
(satisfaction rate by subway line)
38% 37% 37% 38% 38% 37% 39% 34% 32% 34% 33% 33% 34% 30% 35% 44% 35% 33% 37% 34% 37% 40% 57% 43%
1 2 3 4 5 6 7 A B C D E F G J/Z L M N Q R W S42 SFA SRP

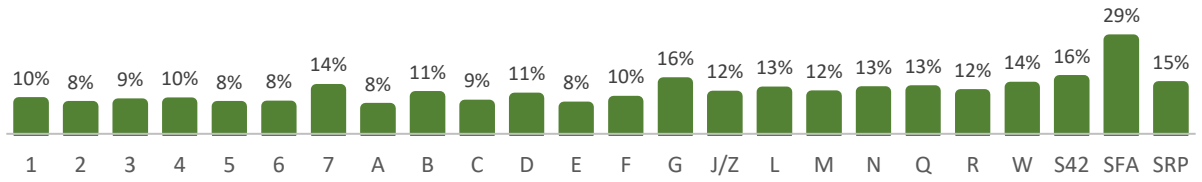
Panhandling on trains

(satisfaction rate by subway line)



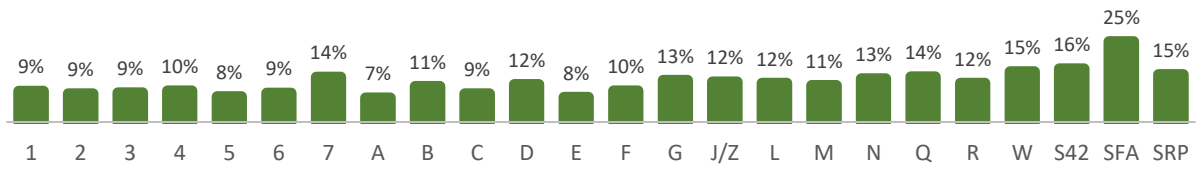
People experiencing homelessness on trains

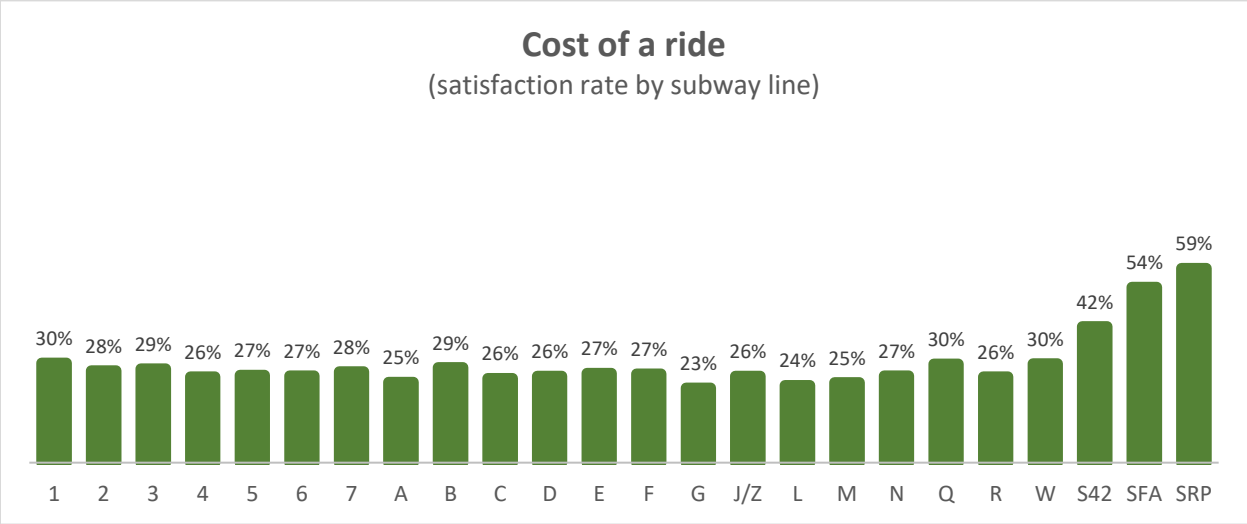
(satisfaction rate by subway line)



People experiencing mental illness on trains

(satisfaction rate by subway line)





Station satisfaction

In terms of overall station satisfaction, customers are more satisfied with stations in Brooklyn (46%) and less satisfied with stations in the Bronx (33%). Seven of the top ten rated stations are in Manhattan, two are in Queens and one is in Brooklyn.

In order to be considered as a top scoring or low scoring station, we must have received at least twenty-five responses from customers who use the station.

For overall station, Howard Beach-JFK A (84%), World Trade Center-Cortlandt 1 (76%), Marble Hill-225 St 1 (76%), 86 St Q (74%), 34 St-Hudson Yards 7 (72%), 96 St Q (71%), Cathedral Pkwy (110 St) B C (71%), Grand Army Plaza 2 3 (71%), 72 St Q (70%), and Briarwood E F (70%) are the best rated by customers. Higher satisfaction rates for these stations is due to higher satisfaction rates for the following station attributes:

Howard Beach-JFK A - cleanliness (81%), announcements (72%), crowding (73%), condition (77%), crime and harassment (68%), accident safety (80%), health safety (75%), social distancing (77%), station staff (72%), planned service change communication (72%), communication during delays (63%), people experiencing homelessness (48%), and people experiencing mental illness (47%).

World Trade Center-Cortlandt 1 - cleanliness (88%), announcements (74%), condition (85%), train arrival information (82%), station staff (74%), planned service change communication (68%), and elevators (66%).

Marble Hill-225 St 1 - announcements (72%), crowding (71%), train arrival information (84%), crime and harassment (75%), accident safety (78%), health safety (82%), social distancing (80%), mask wearing (69%), station staff (90%), planned service change communication (82%), communication during delays (77%), panhandlers (52%), people experiencing homelessness (52%), and people experiencing mental illness (52%).

86 St Q - cleanliness (81%), crowding (68%), condition (83%), train arrival information (78%), health safety (66%), station staff (69%), and elevators (66%).

34 St-Hudson Yards 7 - cleanliness (77%), announcements (74%), condition (79%), train arrival information (80%), accident safety (68%), and health safety (67%).

96 St Q - cleanliness (80%), crowding (72%), condition (82%), health safety (65%), and elevators (65%).

Cathedral Pkwy (110 St) BC - crowding (73%), train arrival information (79%), people experiencing homelessness (49%), and people experiencing mental illness (49%).

Grand Army Plaza 23 - crowding (72%), train arrival information (86%), crime and harassment (67%), accident safety (71%), and social distancing (71%).

72 St Q - cleanliness (79%), condition (78%), and elevators (68%).

Briarwood EF - accident safety (69%), health safety (66%), and social distancing (80%),

116 St 6 (19%), Prospect Av 25 (19%), Flushing Av JM (18%), Grand St BD (18%), 170 St BD (17%), Broadway-Lafayette St BDFM (17%), 125 St 456 (17%), Chambers St JZ (16%), Far Rockaway-Mott Av A (12%), and Central Park North (110 St) 23 (3%) are the lowest rated for overall station satisfaction by customers. Low overall ratings are due to lower satisfaction rates for the following station attributes:

116 St 6 - cleanliness (19%), crowding (17%), condition (17%), crime and harassment (13%), accident safety (23%), social distancing (22%), station staff (30%), and people experiencing mental illness (5%).

Prospect Av 25 - crowding (15%), crime and harassment (6%), accident safety (11%), health safety (13%), social distancing (11%), mask wearing (17%), station staff (28%), communication during delays (22%), panhandlers (<1%), people experiencing homelessness (3%), and people experiencing mental illness (3%).

Flushing Av JM - cleanliness (14%), announcements (22%), crime and harassment (14%), health safety (18%), social distancing (21%), station staff (25%), communication during delays (20%), and elevators (14%).

Grand St BD - cleanliness (15%), announcements (16%), condition (13%), train arrival information (36%), health safety (17%), social distancing (20%), planned service change communication (23%), and communication during delays (16%).

170 St BD - train arrival information (25%), and station staff (21%).

Broadway-Lafayette St BDFM - health safety (18%), mask wearing (24%), planned service change communication (25%), people experiencing homelessness (5%), and people experiencing mental illness (4%).

125 St 4 5 6 - cleanliness (15%), condition (16%), crime and harassment (15%), social distancing (19%), panhandlers (6%), people experiencing homelessness (4%), and people experiencing mental illness (4%).

Chambers St J Z - announcements (17%), condition (13%), train arrival information (35%), planned service change communication (19%), communication during delays (13%), and elevators (17%).

Far Rockaway-Mott Av A - cleanliness (19%), announcements (21%), condition (18%), train arrival information (23%), social distancing (22%), planned service change communication (26%), communication during delays (21%), and people experiencing homelessness (4%).

Central Park North (110 St) 2 3 - cleanliness (10%), announcements (20%), condition (8%), train arrival information (38%), crime and harassment (12%), accident safety (20%), health safety (17%), social distancing (20%), mask wearing (10%), station staff (23%), panhandlers (5%), people experiencing homelessness (1%), and people experiencing mental illness (2%).

Customers at the following stations report lower levels of satisfaction with panhandling, people experiencing homelessness, and people experiencing mental illness. Additional social service resources should be dispatched to these stations:

34 St-Penn Station 1 2 3 - panhandling (9%).

34 St-Penn Station A C E - panhandling (9%).

116 St 6 - people experiencing mental illness (5%).

125 St 2 3 - panhandling (7%) and people experiencing mental illness (5%).

125 St 4 5 6 - panhandling (6%), people experiencing homelessness (4%), and people experiencing mental illness (4%).

Broadway Junction A C J Z L - people experiencing mental illness (3%).

Broadway-Lafayette St B D F M - people experiencing homelessness (5%) and people experiencing mental illness (4%).

Central Park North (110 St) 2 3 - panhandling (5%), people experiencing homelessness (1%), and people experiencing mental illness (2%).

City Hall R W - people experiencing homelessness (5%).

Far Rockaway-Mott Av A - people experiencing homelessness (4%).

Grant Av A - panhandling (6%) and people experiencing homelessness (5%).

Jamaica-Van Wyck E - panhandling (4%), people experiencing homelessness (3%), and people experiencing mental illness (3%).

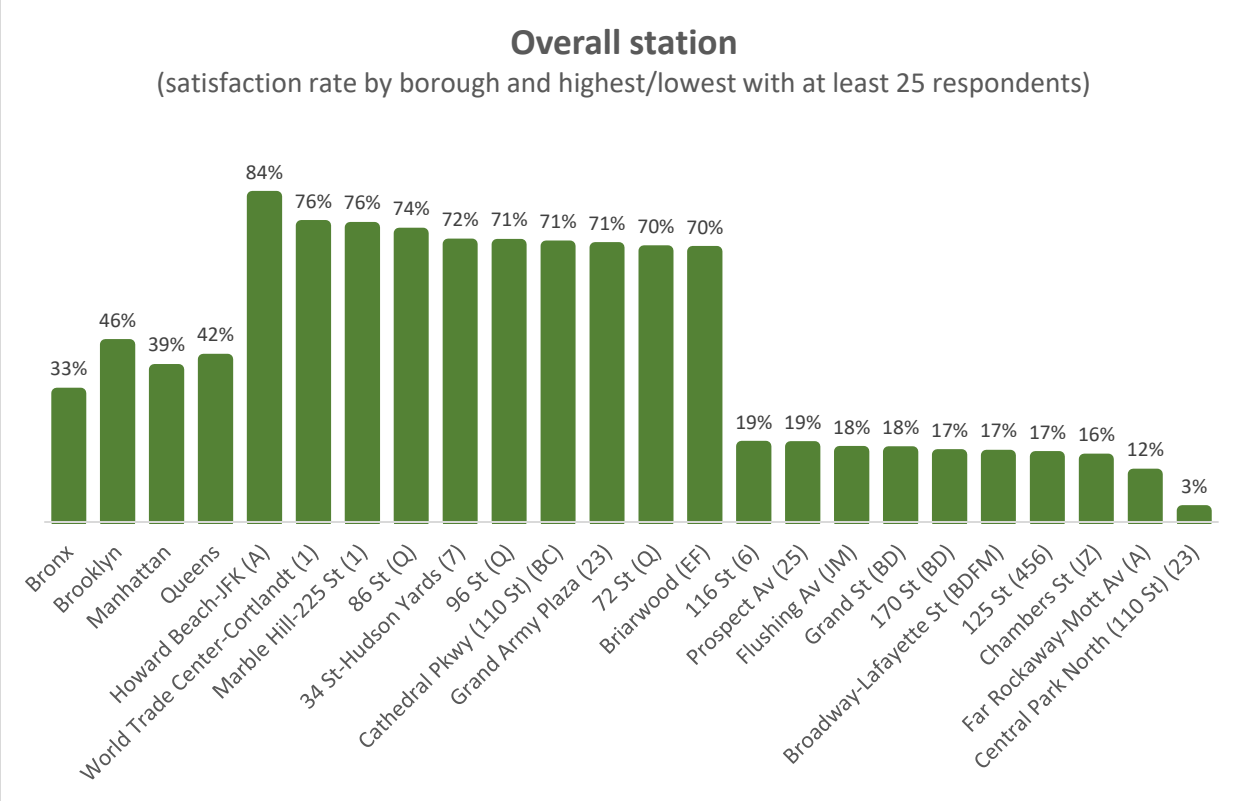
Kingsbridge Rd B D - panhandling (9%).

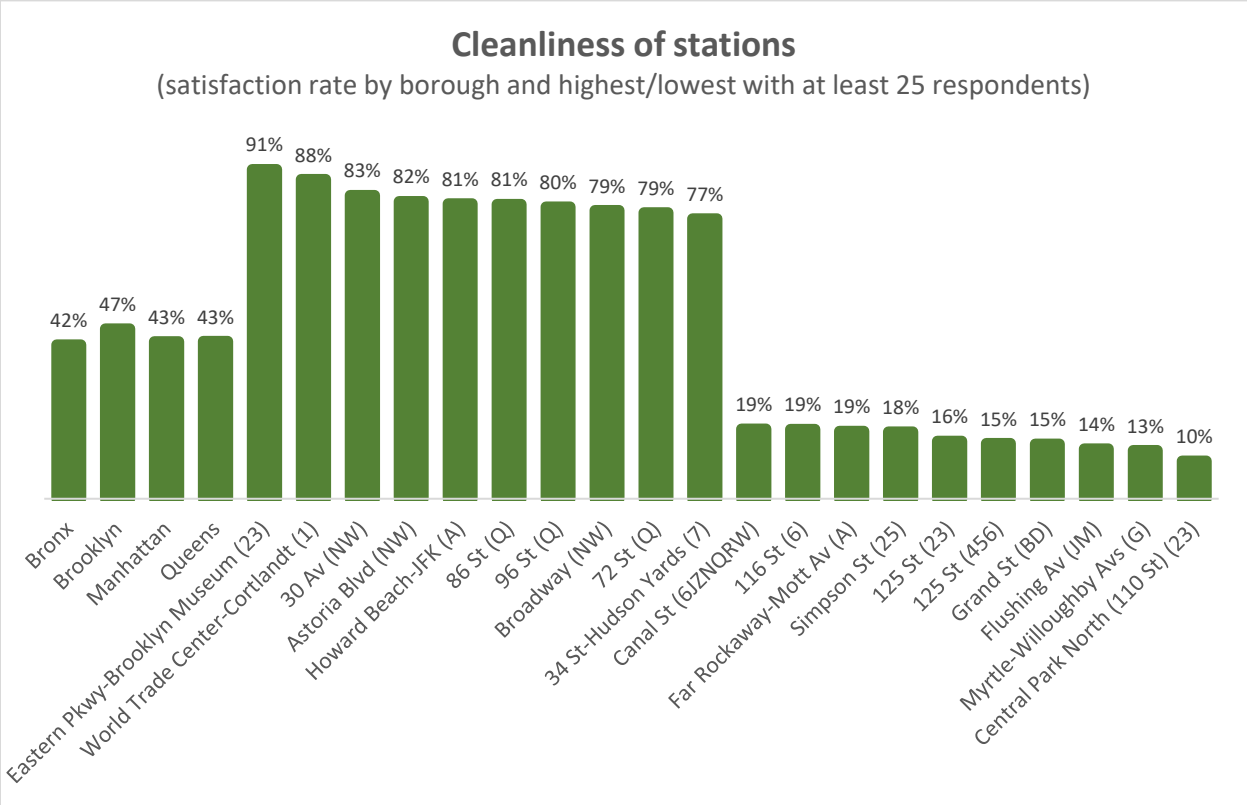
Pelham Pkwy ❺ - people experiencing homelessness (2%) and people experiencing mental illness (3%).

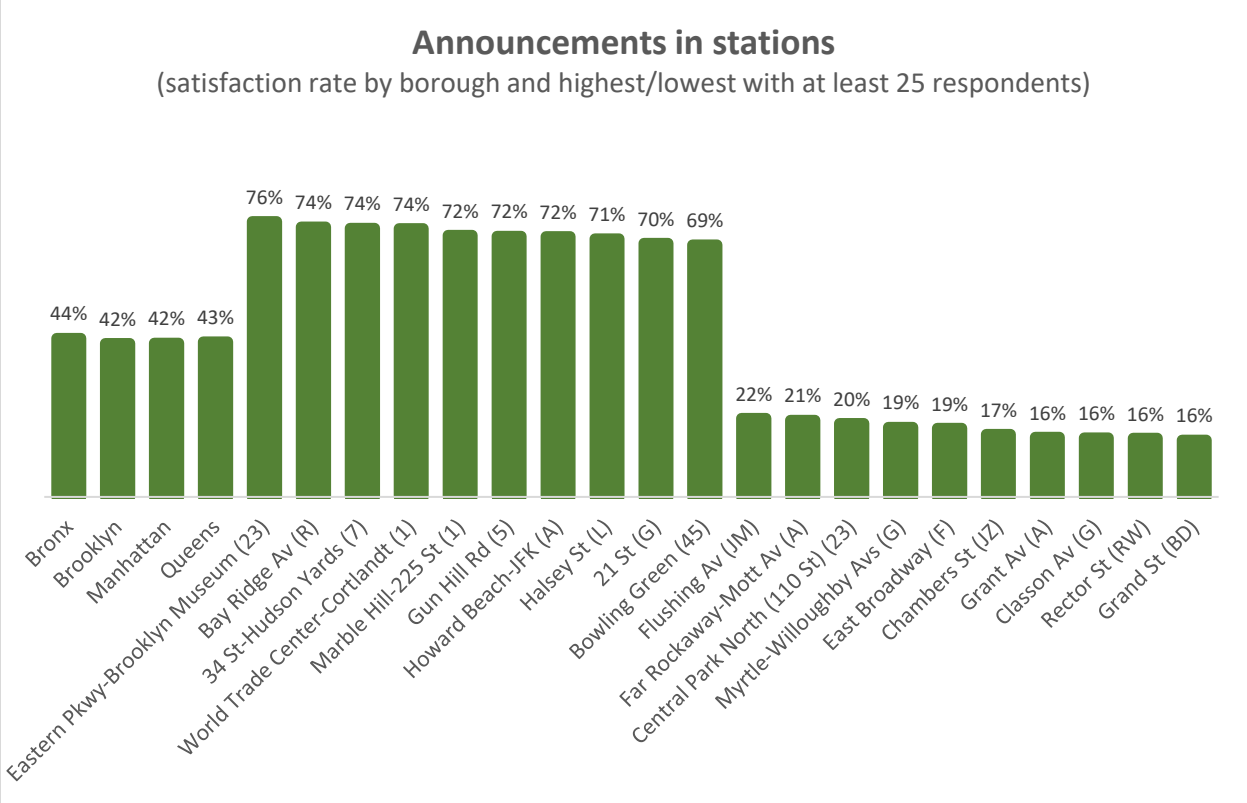
Prospect Av ❷❺ - panhandling (<1%), people experiencing homelessness (3%), and people experiencing mental illness (3%).

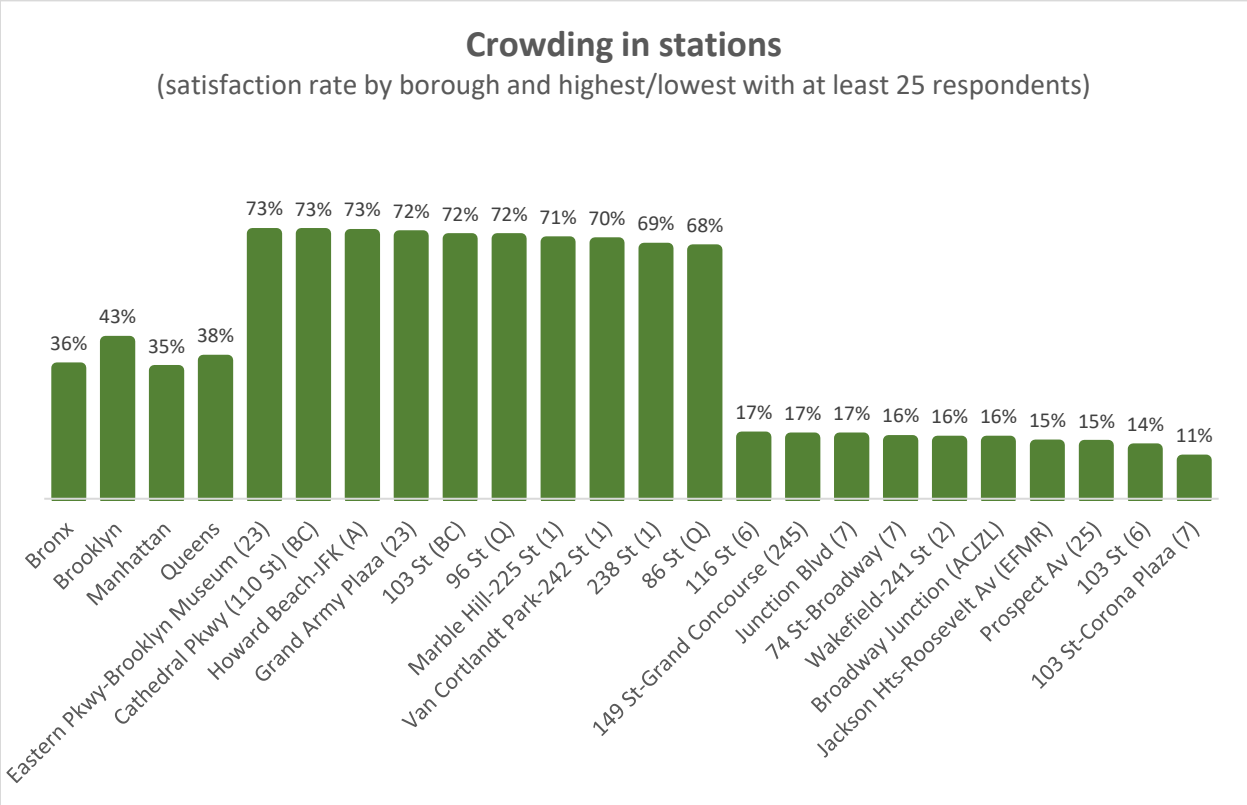
Wakefield-241 St ❷ - panhandling (2%), people experiencing homelessness (2%), and people experiencing mental illness (2%).

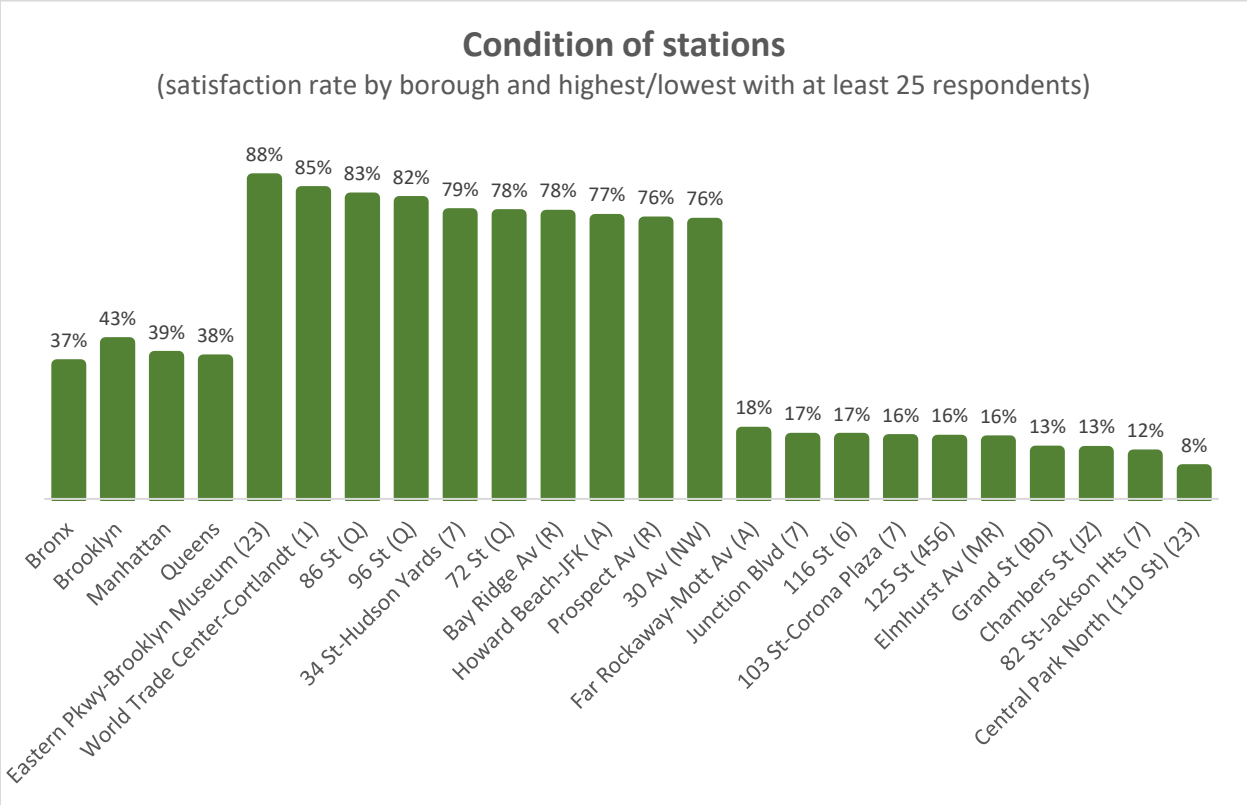
Satisfaction with crime and harassment in stations is lower in the Bronx (31%) and Manhattan (32%) than in Brooklyn (38%) and Queens (38%). Customers who use the following stations report low levels of satisfaction; these stations could use additional police presence: 125 St ❷❸ (16%), Hunts Point Ave ❻ (16%), Grand Av-Newtown ⓂⓇ (16%), Grand St Ⓛ (15%), 125 St ❹❺❻ (15%), Flushing Av ⒿⓂ (14%), 116 St ❻ (13%), Central Park North (110 St) ❷❸ (12%), Baychester Av ❺ (7%), and Prospect Av ❷❺ (6%).

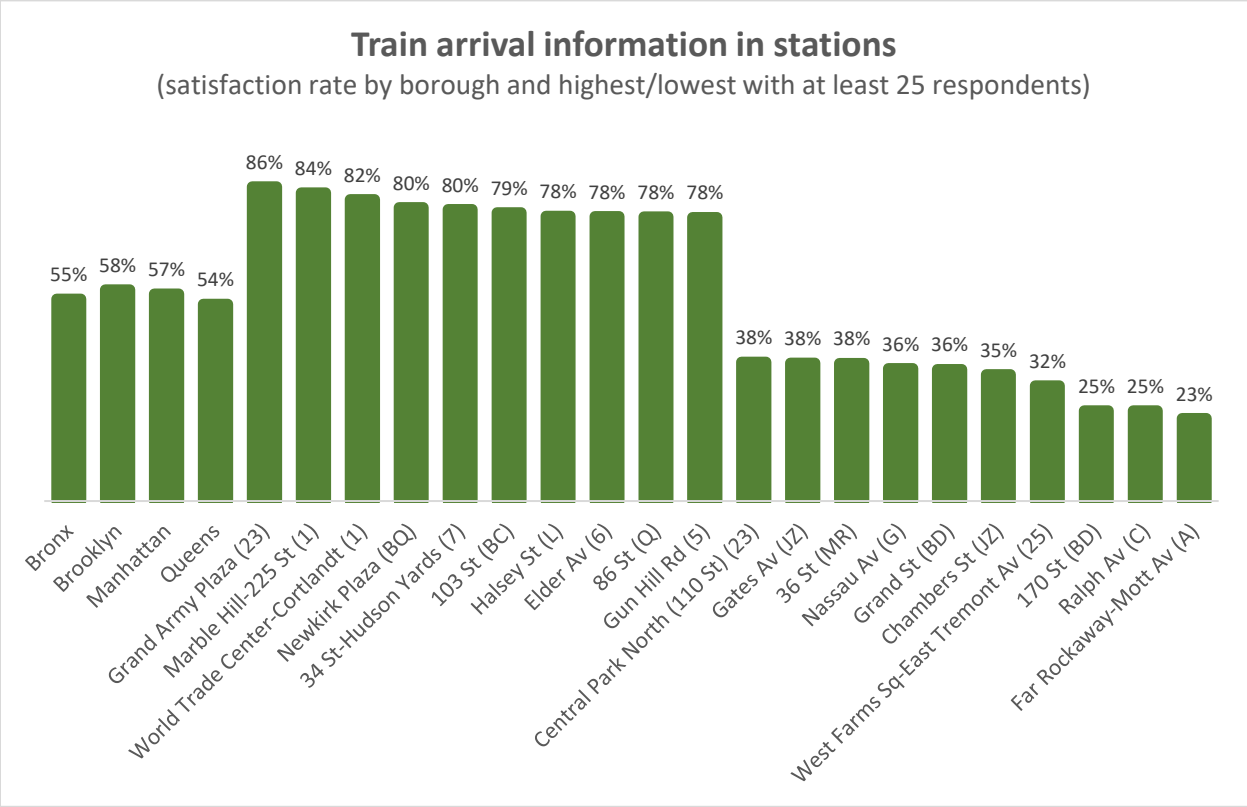


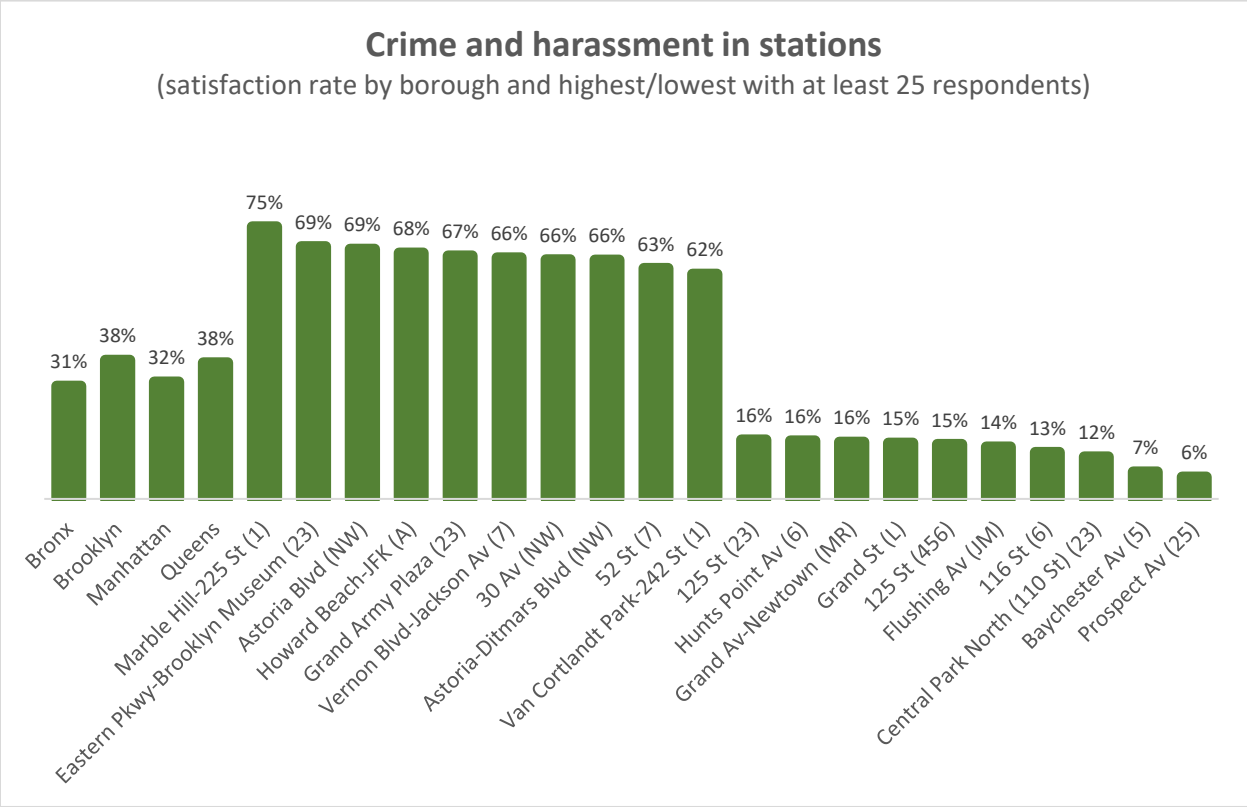

Cleanliness of stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
42%
47%
43%
43%
91%
88%
83%
82%
81%
81%
80%
79%
79%
77%
19%
19%
19%
18%
16%
15%
15%
14%
13%
10%
Bronx
Brooklyn
Manhattan
Queens
Eastern Pkwy-Brooklyn Museum (23)
World Trade Center-Cortlandt (1)
30 Av (NW)
Astoria Blvd (NW)
Howard Beach-JFK (A)
86 St (Q)
96 St (Q)
Broadway (NW)
72 St (Q)
34 St-Hudson Yards (7)
Canal St (6JZNQRW)
116 St (6)
Far Rockaway-Mott Av (A)
Simpson St (25)
125 St (23)
125 St (456)
Grand St (BD)
Flushing Av (JM)
Myrtle-Willoughby Avs (G)
Central Park North (110 St) (23)


Announcements in stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
44%
42%
42%
43%
76%
74%
74%
74%
72%
72%
72%
71%
70%
69%
22%
21%
20%
19%
19%
17%
16%
16%
16%
16%
Bronx
Brooklyn
Manhattan
Queens
Eastern Pkwy-Brooklyn Museum (23)
Bay Ridge Av (R)
34 St-Hudson Yards (7)
World Trade Center-Cortlandt (1)
Marble Hill-225 St (1)
Gun Hill Rd (5)
Howard Beach-JFK (A)
Halsey St (L)
21 St (G)
Bowling Green (45)
Flushing Av (JM)
Far Rockaway-Mott Av (A)
Central Park North (110 St) (23)
Myrtle-Willoughby Avs (G)
East Broadway (F)
Chambers St (JZ)
Grant Av (A)
Classon Av (G)
Rector St (RW)
Grand St (BD)


Crowding in stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
36%
43%
35%
38%
73%
73%
73%
72%
72%
72%
71%
70%
69%
68%
17%
17%
17%
16%
16%
16%
15%
15%
14%
11%
Bronx
Brooklyn
Manhattan
Queens
Eastern Pkwy-Brooklyn Museum (23)
Cathedral Pkwy (110 St) (BC)
Howard Beach-JFK (A)
Grand Army Plaza (23)
103 St (BC)
96 St (Q)
Marble Hill-225 St (1)
Van Cortlandt Park-242 St (1)
238 St (1)
86 St (Q)
116 St (6)
149 St-Grand Concourse (245)
Junction Blvd (7)
74 St-Broadway (7)
Wakefield-241 St (2)
Broadway Junction (ACJZL)
Jackson Hts-Roosevelt Av (EFMR)
Prospect Av (25)
103 St (6)
103 St-Corona Plaza (7)

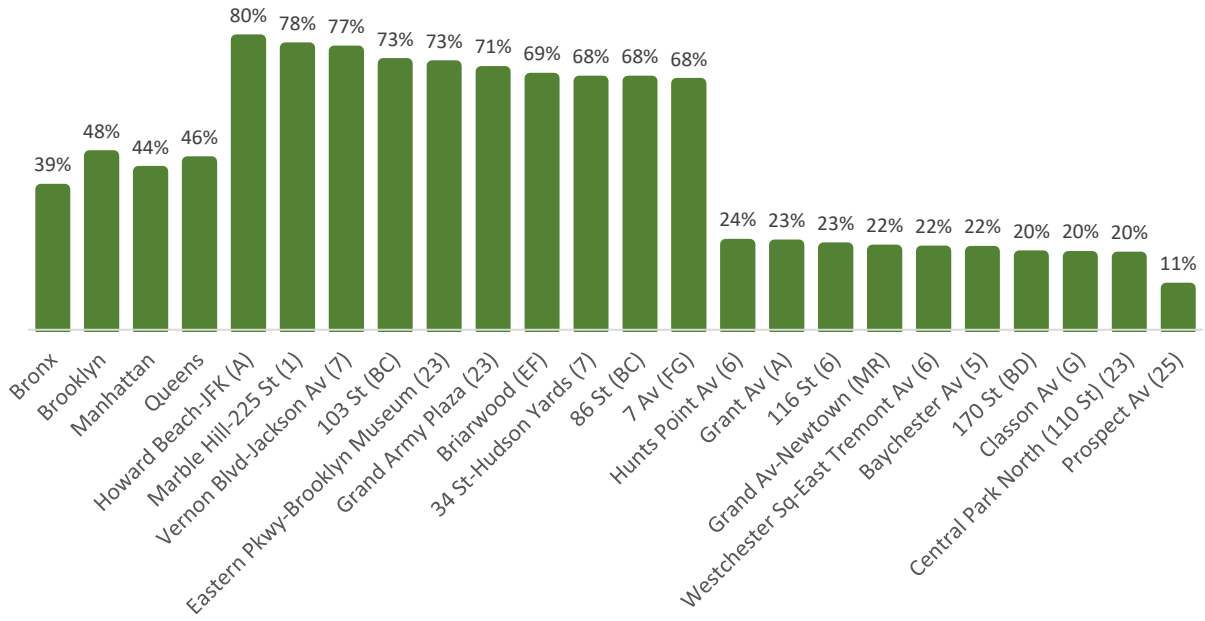

Condition of stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
37%
43%
39%
38%
88%
85%
83%
82%
79%
78%
78%
77%
76%
76%
18%
17%
17%
16%
16%
16%
13%
13%
12%
8%
Bronx
Brooklyn
Manhattan
Queens
Eastern Pkwy-Brooklyn Museum (23)
World Trade Center-Cortlandt (1)
86 St (Q)
96 St (Q)
34 St-Hudson Yards (7)
72 St (Q)
Bay Ridge Av (R)
Howard Beach-JFK (A)
Prospect Av (R)
30 Av (NW)
Far Rockaway-Mott Av (A)
Junction Blvd (7)
116 St (6)
103 St-Corona Plaza (7)
125 St (456)
Elmhurst Av (MR)
Grand St (BD)
Chambers St (JZ)
82 St-Jackson Hts (7)
Central Park North (110 St) (23)


Train arrival information in stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
55%
58%
57%
54%
86%
84%
82%
80%
80%
79%
78%
78%
78%
78%
38%
38%
38%
36%
36%
35%
32%
25%
25%
23%
Bronx
Brooklyn
Manhattan
Queens
Grand Army Plaza (23)
Marble Hill-225 St (1)
World Trade Center-Cortlandt (1)
Newkirk Plaza (BQ)
34 St-Hudson Yards (7)
103 St (BC)
Halsey St (L)
Elder Av (6)
86 St (Q)
Gun Hill Rd (5)
Central Park North (110 St) (23)
Gates Av (JZ)
36 St (MR)
Nassau Av (G)
Grand St (BD)
Chambers St (JZ)
West Farms Sq-East Tremont Av (25)
170 St (BD)
Ralph Av (C)
Far Rockaway-Mott Av (A)


Crime and harassment in stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
31%
38%
32%
38%
75%
69%
69%
68%
67%
66%
66%
66%
63%
62%
16%
16%
16%
15%
15%
14%
13%
12%
7%
6%
Bronx
Brooklyn
Manhattan
Queens
Marble Hill-225 St (1)
Eastern Pkwy-Brooklyn Museum (23)
Astoria Blvd (NW)
Howard Beach-JFK (A)
Grand Army Plaza (23)
Vernon Blvd-Jackson Av (7)
30 Av (NW)
Astoria-Ditmars Blvd (NW)
52 St (7)
Van Cortlandt Park-242 St (1)
125 St (23)
Hunts Point Av (6)
Grand Av-Newtown (MR)
Grand St (L)
125 St (456)
Flushing Av (JM)
116 St (6)
Central Park North (110 St) (23)
Baychester Av (5)
Prospect Av (25)

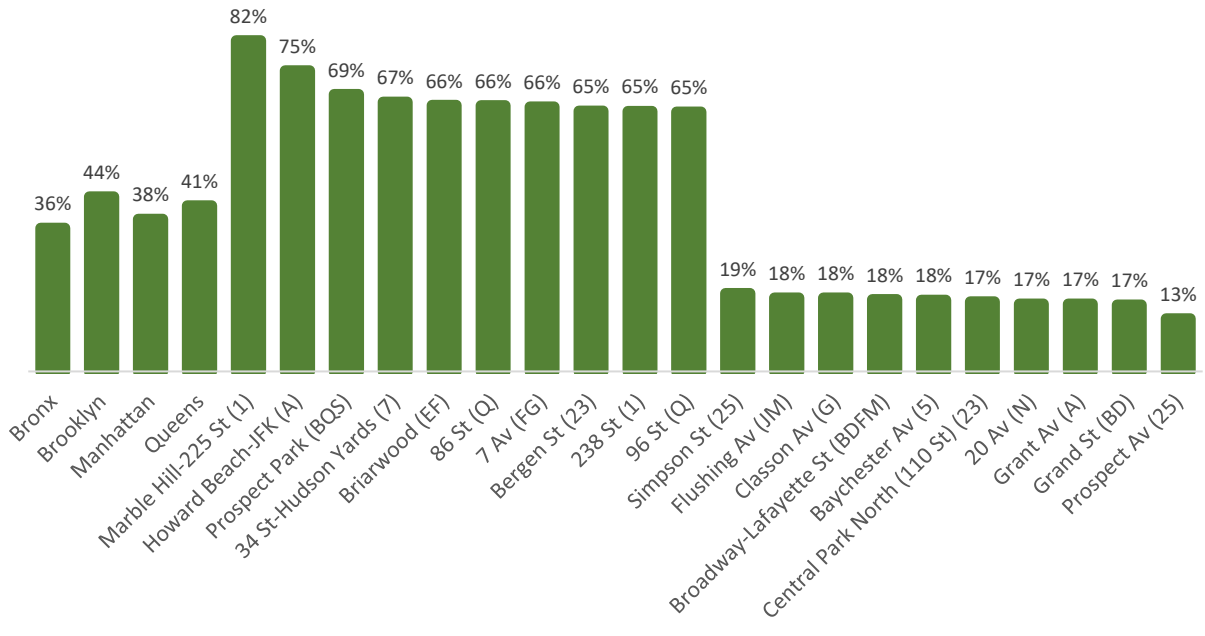
Accident safety in stations

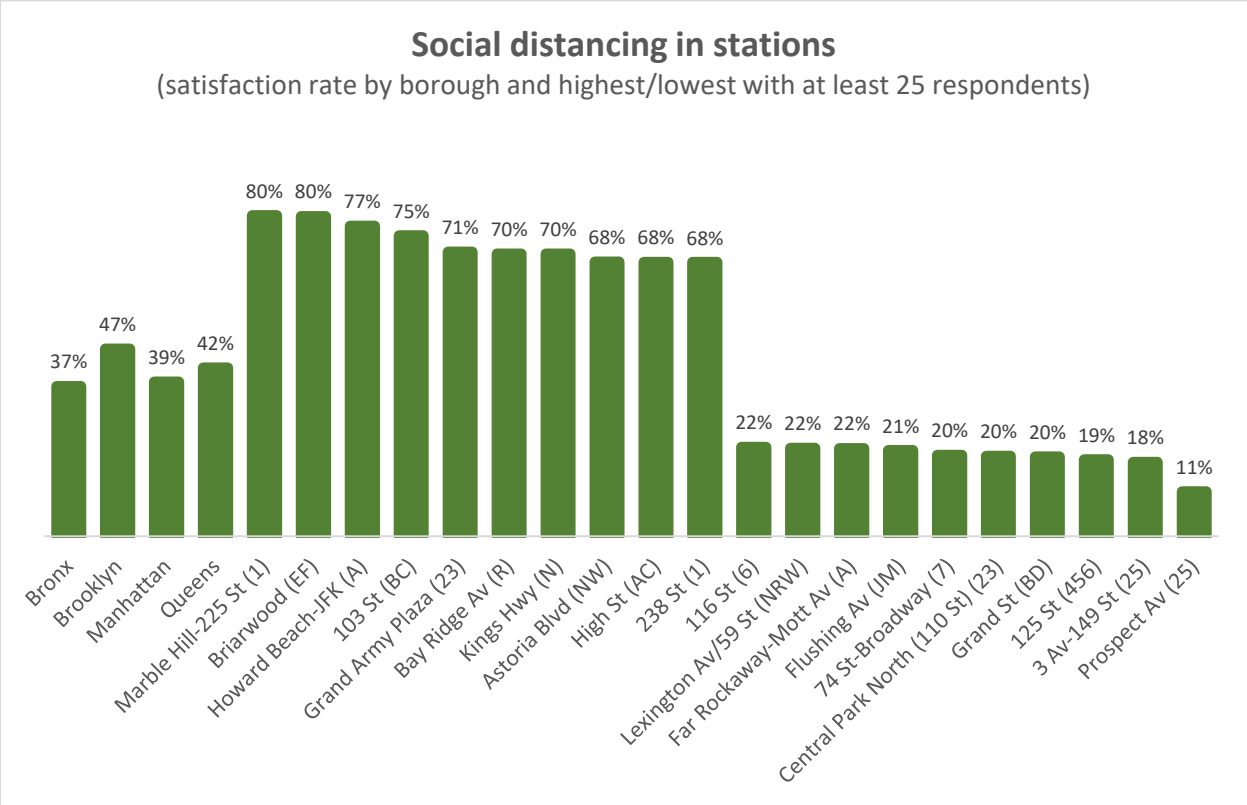
(satisfaction rate by borough and highest/lowest with at least 25 respondents)

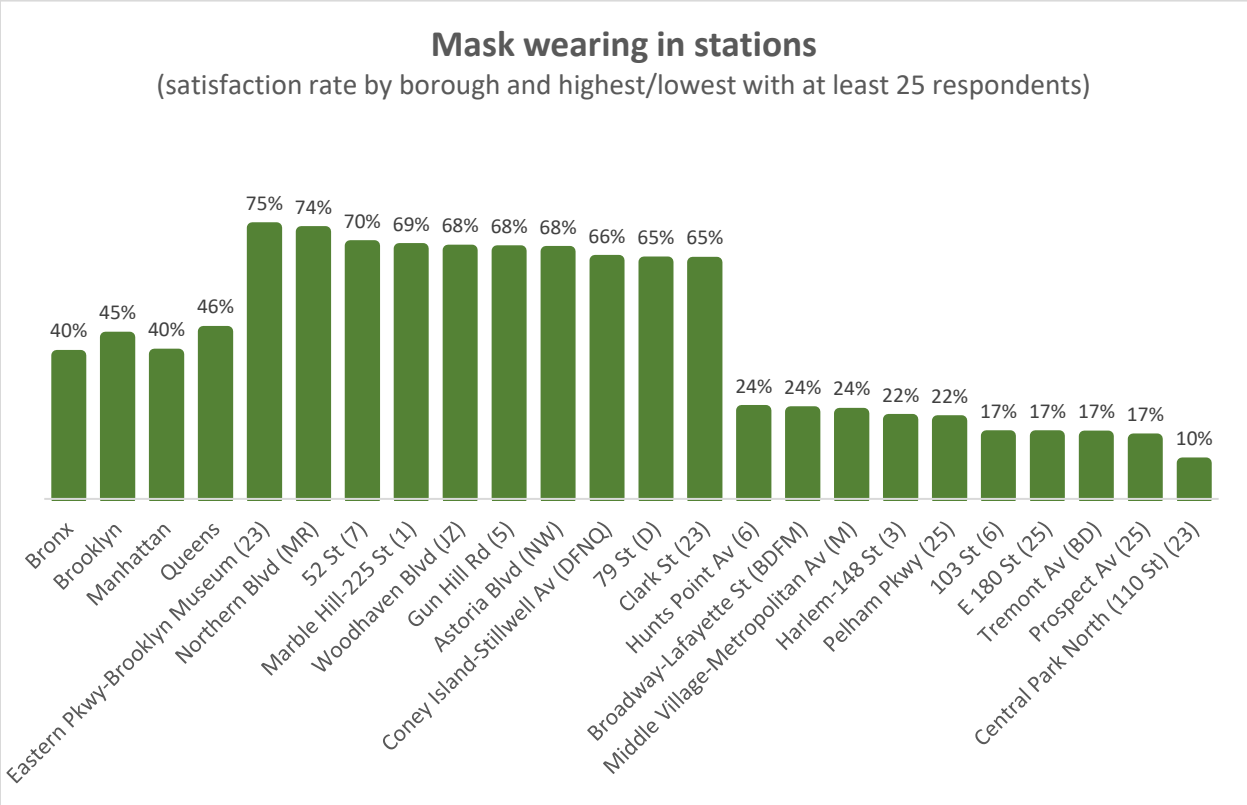


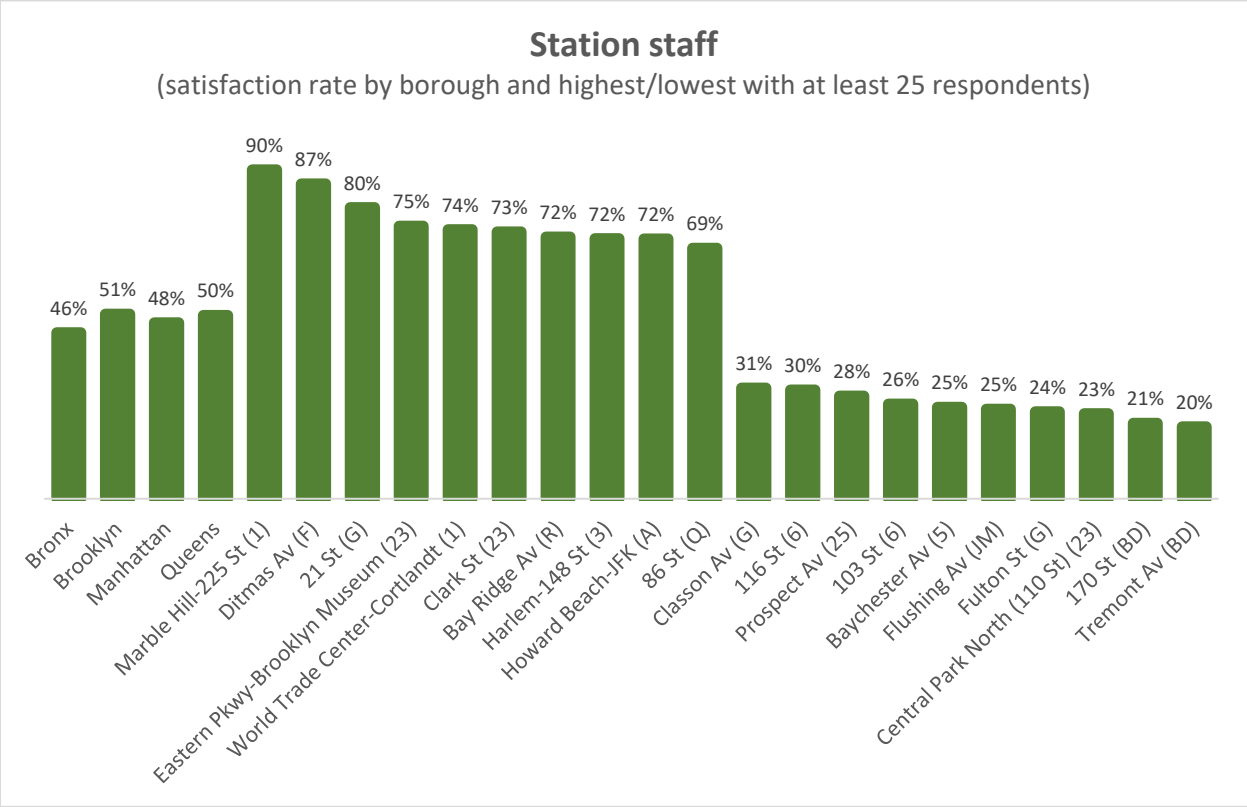
Health safety in stations

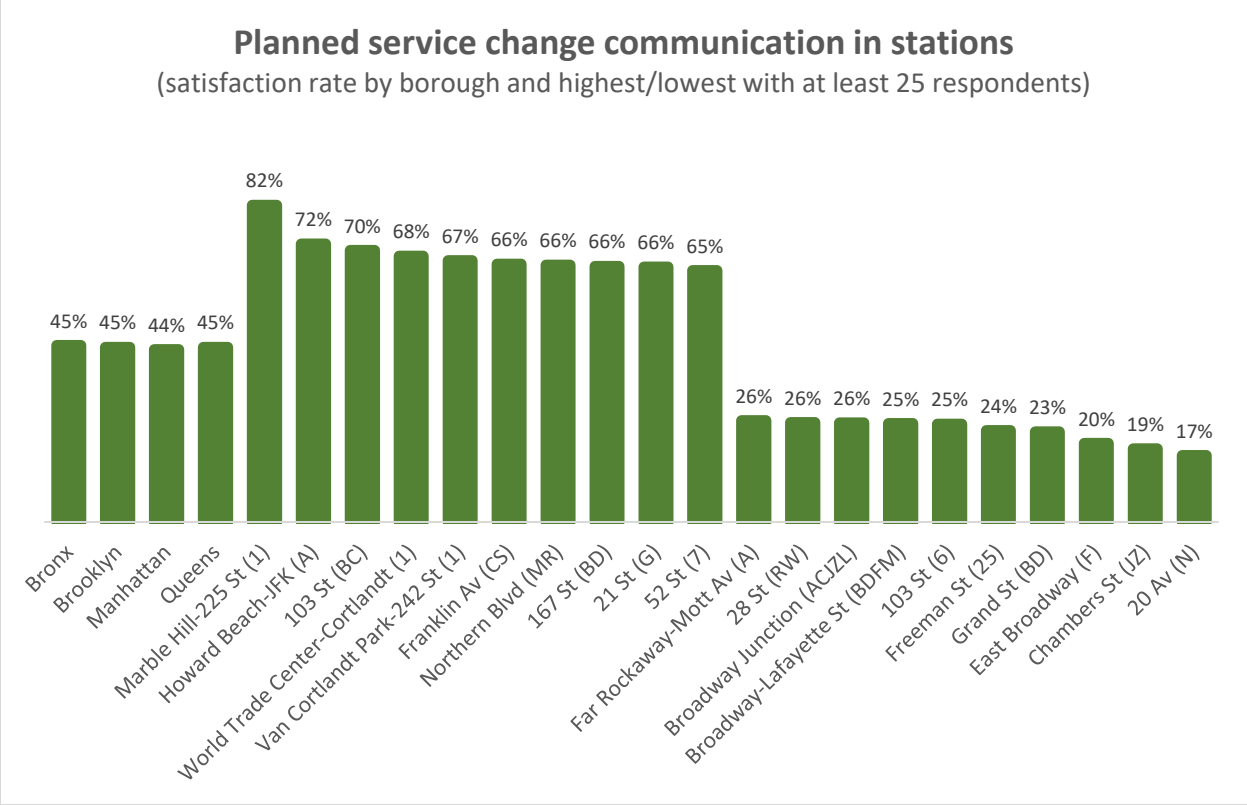
(satisfaction rate by borough and highest/lowest with at least 25 respondents)




Social distancing in stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
37%
47%
39%
42%
80%
80%
77%
75%
71%
70%
70%
68%
68%
68%
22%
22%
22%
21%
20%
20%
20%
19%
18%
11%
Bronx
Brooklyn
Manhattan
Queens
Marble Hill-225 St (1)
Briarwood (EF)
Howard Beach-JFK (A)
103 St (BC)
Grand Army Plaza (23)
Bay Ridge Av (R)
Kings Hwy (N)
Astoria Blvd (NW)
High St (AC)
238 St (1)
116 St (6)
Lexington Av/59 St (NRW)
Far Rockaway-Mott Av (A)
Flushing Av (JM)
74 St-Broadway (7)
Central Park North (110 St) (23)
Grand St (BD)
125 St (456)
3 Av-149 St (25)
Prospect Av (25)

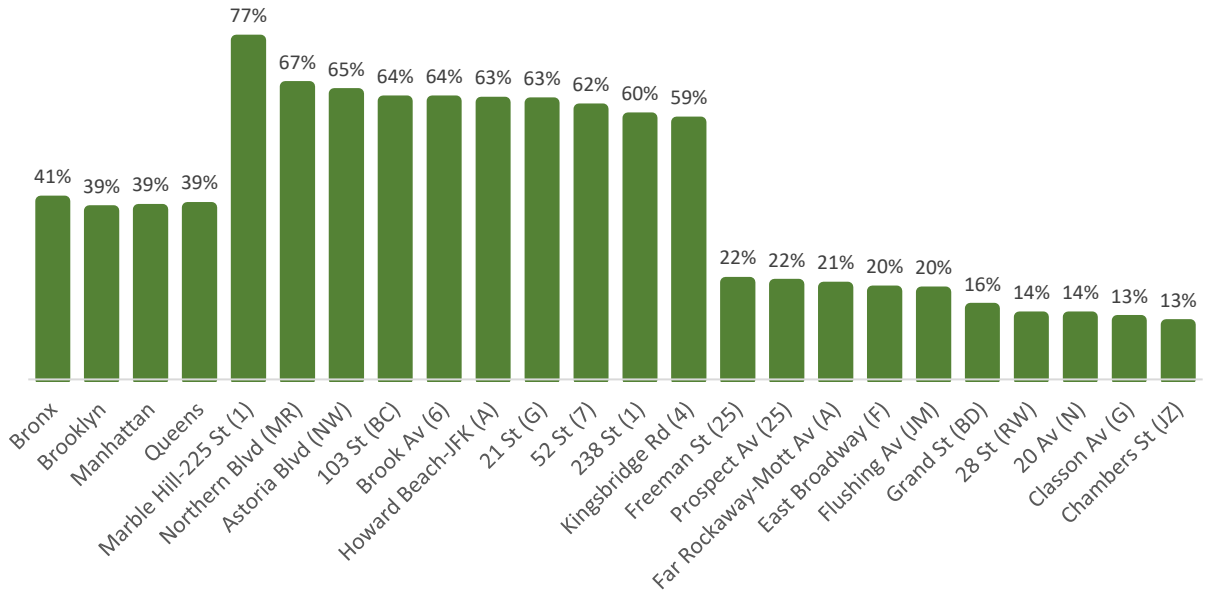

Mask wearing in stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
40%
45%
40%
46%
75%
74%
70%
69%
68%
68%
68%
66%
65%
65%
24%
24%
24%
22%
22%
17%
17%
17%
17%
10%
Bronx
Brooklyn
Manhattan
Queens
Eastern Pkwy-Brooklyn Museum (23)
Northern Blvd (MR)
52 St (7)
Marble Hill-225 St (1)
Woodhaven Blvd (JZ)
Gun Hill Rd (5)
Astoria Blvd (NW)
Coney Island-Stillwell Av (DFNQ)
79 St (D)
Clark St (23)
Hunts Point Av (6)
Broadway-Lafayette St (BDFM)
Middle Village-Metropolitan Av (M)
Harlem-148 St (3)
Pelham Pkwy (25)
103 St (6)
E 180 St (25)
Tremont Av (BD)
Prospect Av (25)
Central Park North (110 St) (23)


Station staff
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
46%
51%
48%
50%
90%
87%
80%
75%
74%
73%
72%
72%
72%
69%
31%
30%
28%
26%
25%
25%
24%
23%
21%
20%
Bronx
Brooklyn
Manhattan
Queens
Marble Hill-225 St (1)
Ditmas Av (F)
21 St (G)
Eastern Pkwy-Brooklyn Museum (23)
World Trade Center-Cortlandt (1)
Clark St (23)
Bay Ridge Av (R)
Harlem-148 St (3)
Howard Beach-JFK (A)
86 St (Q)
Classon Av (G)
116 St (6)
Prospect Av (25)
103 St (6)
Baychester Av (5)
Flushing Av (JM)
Fulton St (G)
Central Park North (110 St) (23)
170 St (BD)
Tremont Av (BD)


Planned service change communication in stations
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
45%
45%
44%
45%
82%
72%
70%
68%
67%
66%
66%
66%
66%
65%
26%
26%
26%
25%
25%
24%
23%
20%
19%
17%
Bronx
Brooklyn
Manhattan
Queens
Marble Hill-225 St (1)
Howard Beach-JFK (A)
103 St (BC)
World Trade Center-Cortlandt (1)
Van Cortlandt Park-242 St (1)
Franklin Av (CS)
Northern Blvd (MR)
167 St (BD)
21 St (G)
52 St (7)
Far Rockaway-Mott Av (A)
28 St (RW)
Broadway Junction (ACJZL)
Broadway-Lafayette St (BDFM)
103 St (6)
Freeman St (25)
Grand St (BD)
East Broadway (F)
Chambers St (JZ)
20 Av (N)

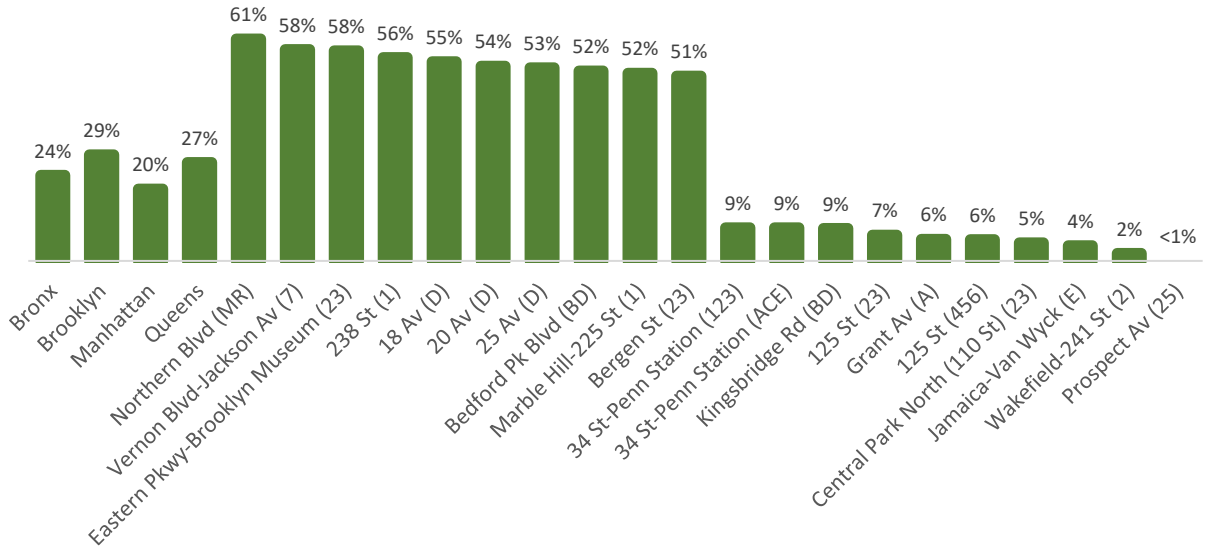
Communication during delays in stations

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



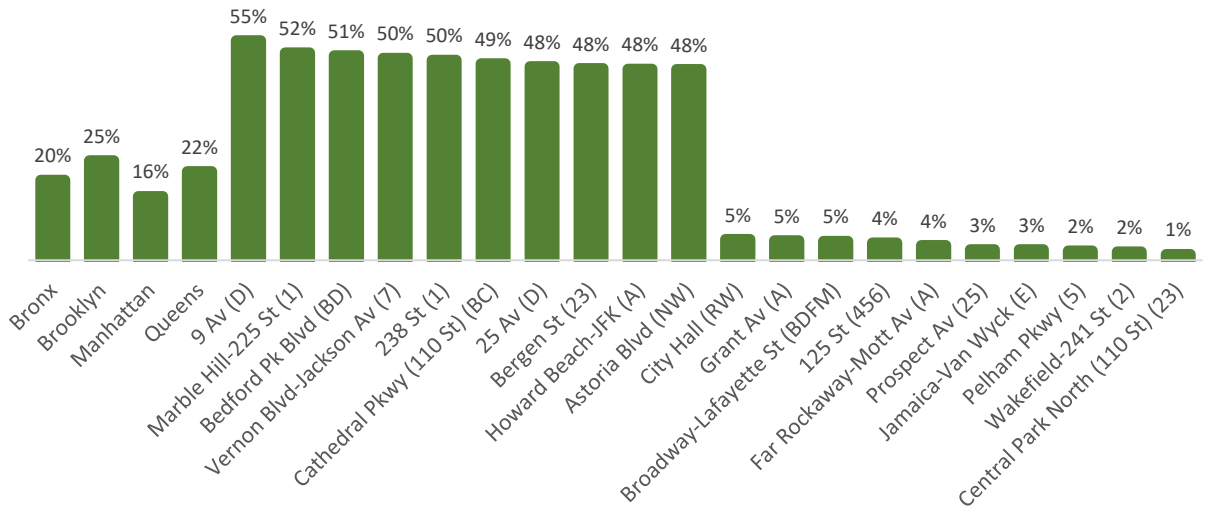
Panhandling in stations

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



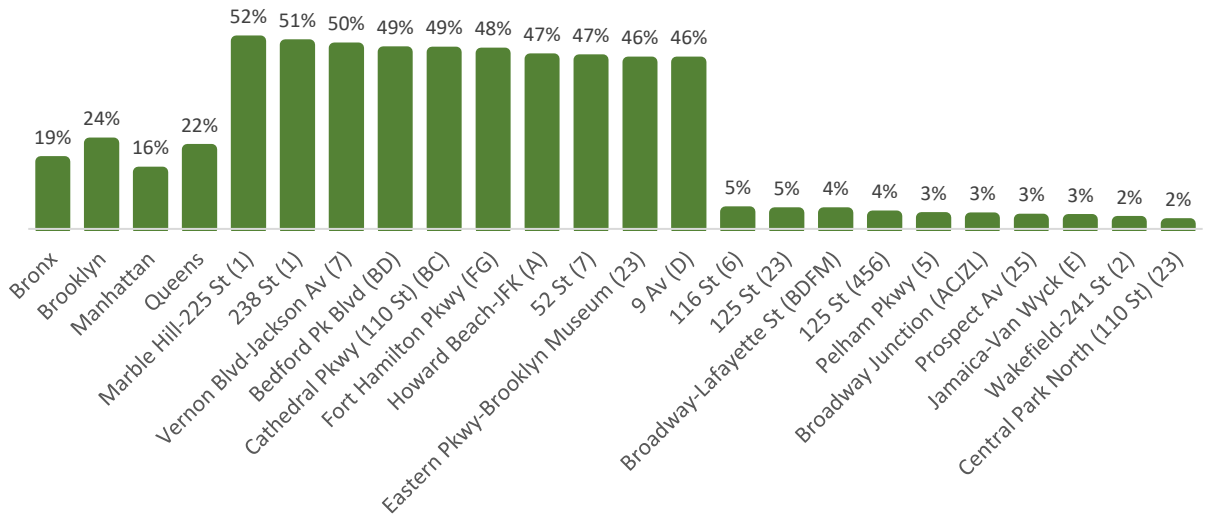
People experiencing homelessness in stations

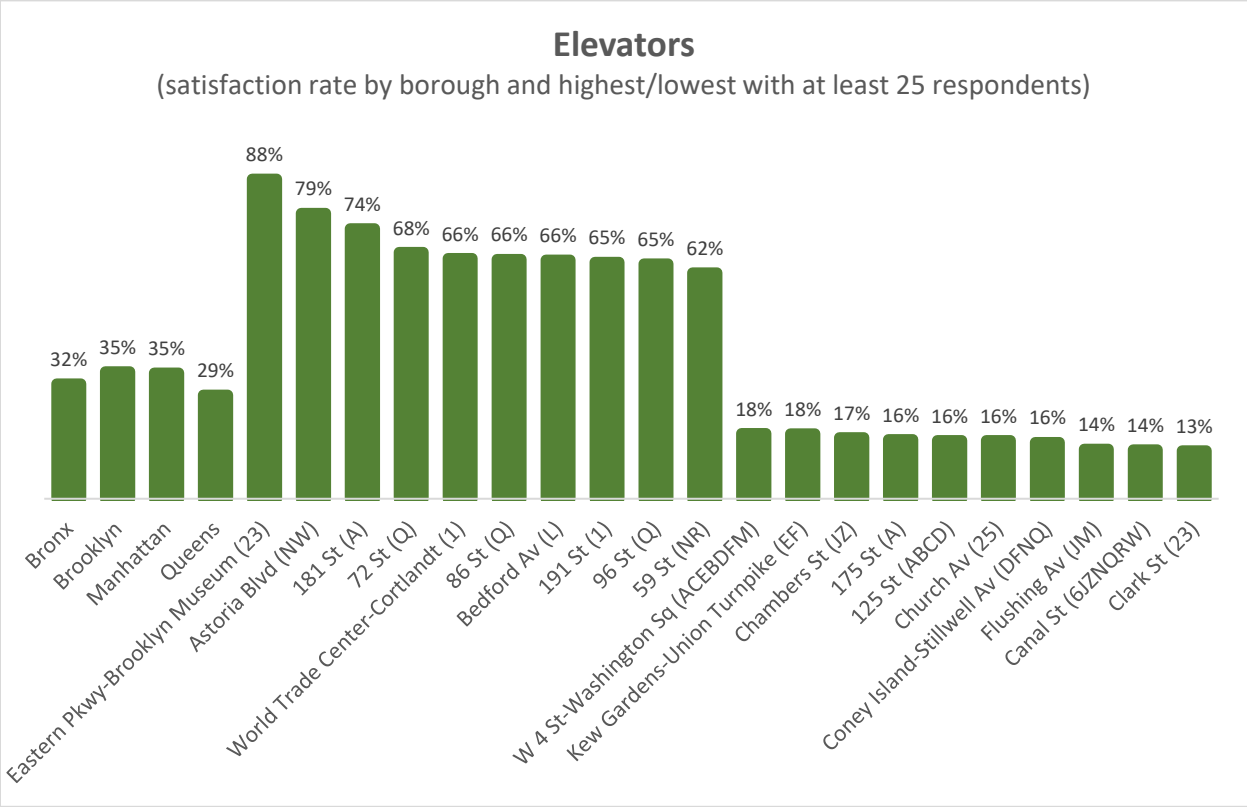
(satisfaction rate by borough and highest/lowest with at least 25 respondents)



People experiencing mental illness in stations

(satisfaction rate by borough and highest/lowest with at least 25 respondents)




Elevators
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
32%
35%
35%
29%
88%
79%
74%
68%
66%
66%
66%
65%
65%
62%
18%
18%
17%
16%
16%
16%
16%
14%
14%
13%
Bronx
Brooklyn
Manhattan
Queens
Eastern Pkwy-Brooklyn Museum (23)
Astoria Blvd (NW)
181 St (A)
72 St (Q)
World Trade Center-Cortlandt (1)
86 St (Q)
Bedford Av (L)
191 St (1)
96 St (Q)
59 St (NR)
W 4 St-Washington Sq (ACEBDFM)
Kew Gardens-Union Turnpike (EF)
Chambers St (JZ)
175 St (A)
125 St (ABCD)
Church Av (25)
Coney Island-Stillwell Av (DFNQ)
Flushing Av (JM)
Canal St (6JZNQRW)
Clark St (23)

Subway station satisfaction rates

Station	Overall station	Cleanliness	Announcements	Crowding	Condition	Train arrival information	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Station staff	Planned service change communication	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Elevators
1 Av (L)	38%	55%	43%	34%	50%	56%	30%	41%	36%	37%	37%	46%	46%	42%	23%	21%	20%	46%
2 Av (F)	28%	31%	35%	38%	27%	42%	21%	30%	33%	37%	41%	54%	43%	38%	16%	11%	12%	
3 Av (L)	44%	56%	47%	42%	46%	67%	45%	47%	57%	47%	38%	54%	42%	27%	29%	32%	23%	
3 Av-138 St (6)	31%	30%	48%	32%	27%	50%	20%	29%	25%	29%	38%	44%	52%	48%	21%	15%	12%	
3 Av-149 St (25)	28%	23%	35%	17%	20%	52%	22%	33%	27%	18%	29%	37%	39%	39%	13%	11%	12%	23%
4 Av-9 St (FGR)	45%	39%	43%	44%	44%	64%	39%	49%	42%	47%	43%	58%	47%	41%	33%	34%	30%	
5 Av (7)	32%	43%	49%	44%	42%	49%	40%	46%	49%	45%	51%	47%	44%	41%	22%	22%	22%	
5 Av/53 St (EM)	35%	43%	32%	28%	32%	38%	30%	40%	39%	36%	40%	44%	30%	26%	19%	18%	18%	
5 Av/59 St (NRW)	40%	55%	44%	40%	50%	55%	36%	46%	46%	40%	48%	51%	41%	36%	25%	20%	20%	
6 Av (L)	30%	23%	39%	35%	31%	59%	29%	38%	30%	36%	31%	51%	41%	33%	14%	17%	17%	
7 Av (BDE)	39%	42%	38%	36%	37%	48%	20%	38%	38%	36%	42%	46%	36%	30%	25%	21%	22%	
7 Av (BQ)	60%	52%	40%	50%	47%	63%	51%	66%	54%	52%	56%	58%	47%	36%	35%	29%	29%	
7 Av (FG)	57%	63%	42%	55%	51%	62%	55%	68%	66%	62%	61%	55%	44%	32%	46%	42%	42%	
8 Av (L)	41%	46%	37%	30%	35%	44%	27%	36%	35%	30%	31%	47%	39%	33%	16%	15%	15%	20%
8 Av (N)	54%	46%	41%	37%	45%	57%	36%	46%	30%	45%	47%	42%	47%	49%	26%	30%	27%	45%
8 St-NYU (RW)	42%	38%	32%	43%	43%	44%	33%	47%	43%	47%	43%	51%	33%	25%	28%	21%	24%	
9 Av (D)	56%	62%	51%	51%	57%	56%	54%	58%	51%	58%	55%	63%	46%	45%	47%	55%	46%	
14 St (123)	47%	46%	47%	43%	41%	68%	33%	46%	49%	43%	40%	57%	52%	45%	19%	15%	14%	
14 St (ACE)	31%	45%	32%	30%	45%	47%	23%	40%	35%	32%	33%	45%	36%	32%	13%	11%	11%	24%
14 St (FM)	37%	35%	31%	31%	32%	61%	33%	45%	37%	47%	43%	57%	43%	35%	15%	9%	9%	
14 St-Union Sq (456LNQRW)	38%	41%	41%	22%	35%	54%	26%	38%	31%	26%	33%	50%	47%	40%	13%	11%	11%	26%
15 St-Prospect Park (FG)	53%	42%	34%	56%	50%	49%	47%	55%	53%	53%	50%	56%	32%	32%	42%	31%	22%	
18 Av (D)	47%	48%	35%	44%	50%	56%	40%	49%	39%	48%	42%	45%	33%	31%	55%	45%	37%	
18 Av (F)	44%	57%	41%	24%	39%	59%	37%	45%	38%	37%	34%	53%	55%	39%	25%	16%	19%	
18 Av (N)	46%	47%	48%	42%	53%	52%	39%	48%	52%	42%	38%	46%	52%	41%	34%	34%	36%	
18 St (1)	54%	36%	42%	59%	40%	56%	30%	47%	37%	60%	46%	47%	42%	34%	24%	18%	18%	
20 Av (D)	58%	51%	40%	62%	54%	55%	48%	49%	47%	50%	34%	56%	48%	36%	54%	40%	41%	
20 Av (N)	22%	40%	32%	43%	19%	44%	24%	29%	17%	37%	33%	37%	17%	14%	36%	28%	22%	
21 St (G)	47%	53%	70%	49%	45%	70%	39%	51%	28%	39%	47%	80%	66%	63%	28%	20%	15%	
21 St-Queensbridge (F)	36%	39%	36%	33%	30%	45%	29%	34%	36%	42%	49%	56%	41%	33%	23%	19%	19%	32%
23 St (1)	48%	43%	47%	47%	49%	67%	38%	55%	55%	50%	47%	45%	51%	45%	17%	13%	14%	
23 St (6)	47%	55%	51%	39%	44%	68%	35%	47%	40%	51%	40%	50%	49%	45%	27%	20%	21%	42%
23 St (CE)	39%	37%	37%	46%	32%	57%	33%	47%	41%	55%	47%	44%	49%	41%	20%	18%	19%	
23 St (FM)	39%	55%	47%	38%	50%	52%	34%	45%	43%	38%	45%	54%	46%	42%	21%	20%	20%	

Subway station satisfaction rates

Station	Overall station	Cleanliness	Announcements	Crowding	Condition	Train arrival information	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Station staff	Planned service change communication	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Elevators
23 St (RW)	45%	39%	40%	52%	42%	66%	34%	53%	45%	44%	48%	48%	45%	44%	19%	16%	18%	
25 Av (D)	59%	36%	37%	54%	39%	57%	50%	49%	48%	52%	62%	38%	39%	39%	53%	48%	45%	
25 St (R)	65%	48%	36%	60%	34%	73%	68%	59%	59%	68%	58%	70%	75%	60%	33%	43%	35%	
28 St (1)	37%	46%	55%	41%	43%	71%	28%	43%	40%	40%	36%	49%	52%	50%	25%	13%	15%	
28 St (6)	39%	46%	41%	31%	37%	60%	25%	40%	35%	32%	36%	49%	48%	42%	17%	8%	12%	32%
28 St (RW)	42%	49%	35%	40%	40%	47%	35%	37%	42%	38%	38%	38%	26%	14%	27%	13%	16%	
30 Av (NW)	65%	83%	62%	55%	76%	64%	66%	66%	61%	58%	63%	59%	52%	40%	44%	44%	43%	
33 St (6)	44%	50%	44%	40%	43%	57%	35%	42%	42%	44%	50%	44%	41%	35%	15%	16%	13%	
33 St-Rawson St (7)	45%	49%	49%	44%	43%	69%	45%	50%	40%	40%	42%	53%	44%	39%	32%	39%	39%	
34 St-Herald Sq (BDFMNQRW)	25%	27%	31%	23%	25%	45%	21%	34%	30%	31%	36%	44%	38%	33%	12%	8%	8%	21%
34 St-Hudson Yards (7)	72%	77%	74%	68%	79%	80%	52%	68%	67%	65%	51%	66%	55%	50%	43%	35%	34%	49%
34 St-Penn Station (123)	28%	30%	44%	27%	25%	58%	22%	39%	28%	30%	35%	48%	43%	37%	9%	6%	6%	30%
34 St-Penn Station (ACE)	24%	27%	40%	27%	25%	48%	25%	43%	30%	29%	33%	43%	40%	36%	9%	7%	6%	23%
36 St (DNR)	49%	39%	38%	31%	36%	54%	32%	47%	39%	35%	38%	59%	49%	41%	31%	26%	26%	
36 Av (NW)	60%	60%	57%	54%	64%	47%	46%	46%	51%	58%	58%	61%	48%	41%	43%	36%	38%	
36 St (MR)	46%	40%	27%	54%	50%	38%	48%	47%	53%	40%	40%	32%	26%	28%	29%	31%	23%	
39 Av (NW)	30%	30%	68%	53%	56%	52%	56%	53%	53%	53%	53%	64%	49%	49%	60%	35%	35%	
40 St-Lowery St (7)	46%	39%	48%	47%	38%	56%	45%	49%	44%	52%	53%	55%	50%	35%	39%	33%	34%	
42 St-Bryant Pk (BDFM)	35%	41%	35%	26%	32%	45%	26%	36%	33%	33%	34%	40%	40%	32%	15%	13%	13%	
42 St-Port Authority Bus Terminal (ACE)	33%	36%	41%	28%	32%	51%	25%	36%	31%	30%	34%	46%	42%	37%	13%	11%	9%	23%
45 St (R)	28%	31%	35%	34%	21%	56%	25%	28%	33%	35%	44%	43%	35%	32%	25%	25%	25%	
46 St (MR)	35%	38%	31%	38%	40%	56%	29%	46%	30%	43%	34%	41%	39%	33%	24%	19%	17%	
46 St-Bliss St (7)	45%	54%	51%	45%	39%	55%	45%	47%	46%	40%	42%	50%	50%	37%	31%	26%	23%	
47-50 Sts-Rockefeller Ctr (DBFM)	43%	46%	42%	34%	39%	52%	34%	46%	39%	36%	38%	49%	46%	39%	19%	14%	17%	33%
49 St (NRW)	31%	40%	47%	38%	46%	57%	40%	55%	47%	46%	38%	52%	45%	39%	23%	11%	10%	43%
50 St (1)	44%	40%	39%	44%	40%	58%	32%	44%	32%	48%	39%	46%	38%	41%	21%	16%	17%	
50 St (CE)	41%	42%	42%	50%	45%	44%	29%	39%	39%	51%	40%	42%	40%	31%	16%	12%	15%	18%
50 St (D)	48%	12%	20%	34%	20%	53%	27%	27%	34%	24%	46%	41%	45%	41%	41%	38%	38%	
51 St (6)	32%	43%	42%	28%	37%	49%	26%	42%	40%	27%	43%	48%	48%	40%	24%	19%	19%	19%
52 St (7)	45%	44%	59%	62%	33%	75%	63%	57%	65%	60%	70%	64%	65%	62%	47%	47%	47%	
53 St (R)	43%	56%	50%	45%	63%	54%	21%	31%	44%	24%	32%	53%	32%	32%	18%	19%	19%	
55 St (D)	57%	29%	57%	57%	29%	88%	78%	78%	29%	69%	29%	57%	79%	57%	50%	61%	78%	
57 St (F)	57%	65%	52%	56%	64%	69%	29%	43%	43%	57%	54%	57%	48%	46%	23%	12%	12%	
57 St-7 Av (NQRW)	39%	51%	38%	40%	34%	60%	33%	46%	37%	40%	41%	50%	39%	37%	20%	14%	15%	

Subway station satisfaction rates

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59 St (456)	33%	37%	39%	22%	28%	56%	29%	35%	30%	24%	38%	40%	39%	35%	16%	14%	12%	
59 St-Columbus Circle (1ABCD)	44%	56%	42%	29%	47%	58%	32%	41%	38%	36%	39%	52%	45%	39%	18%	16%	14%	44%
59 St (NR)	51%	63%	46%	54%	54%	51%	32%	42%	44%	50%	55%	52%	44%	39%	32%	26%	22%	62%
61 St-Woodside (7)	44%	40%	52%	33%	33%	66%	46%	52%	51%	40%	46%	54%	49%	44%	33%	29%	29%	36%
62 St (D)	20%	20%	0%	34%	20%	20%	0%	20%	20%	54%	20%	0%	20%	20%	54%	54%	54%	27%
63 Dr-Rego Park (MR)	54%	45%	42%	54%	52%	51%	50%	56%	54%	54%	56%	54%	39%	34%	31%	28%	39%	
65 St (MR)	76%	59%	74%	74%	66%	73%	70%	78%	53%	69%	67%	79%	73%	73%	67%	24%	24%	
66 St-Lincoln Center (1)	53%	70%	55%	37%	58%	72%	49%	53%	48%	44%	44%	49%	48%	43%	30%	27%	27%	35%
67 Av (MR)	42%	40%	33%	55%	46%	48%	36%	50%	46%	53%	46%	47%	40%	35%	40%	33%	26%	
68 St-Hunter College (6)	36%	42%	44%	37%	39%	61%	40%	51%	43%	38%	46%	52%	46%	40%	30%	23%	22%	
69 St (7)	34%	22%	37%	44%	18%	43%	45%	49%	37%	29%	49%	42%	25%	25%	26%	18%	26%	
71 St (D)	42%	42%	40%	23%	41%	46%	36%	36%	34%	23%	25%	37%	28%	31%	23%	27%	27%	
72 St (123)	49%	52%	48%	37%	44%	69%	44%	50%	41%	39%	46%	53%	52%	45%	21%	15%	13%	37%
72 St (BC)	54%	70%	44%	60%	69%	62%	46%	56%	52%	56%	53%	54%	46%	37%	26%	21%	21%	
72 St (Q)	70%	79%	58%	53%	78%	71%	57%	61%	55%	55%	57%	55%	49%	42%	38%	33%	31%	68%
74 St-Broadway (7)	31%	34%	40%	16%	29%	52%	30%	39%	32%	20%	43%	46%	44%	41%	11%	11%	12%	22%
75 Av (EF)	38%	44%	31%	49%	30%	58%	33%	51%	42%	67%	56%	48%	42%	31%	26%	17%	19%	
75 St-Elderts Ln (JZ)	41%	33%	60%	23%	0%	41%	31%	38%	33%	27%	22%	32%	20%	12%	20%	28%	7%	
77 St (6)	32%	43%	41%	30%	36%	61%	29%	38%	35%	33%	41%	40%	38%	36%	15%	16%	14%	
77 St (R)	51%	56%	37%	56%	43%	56%	44%	53%	47%	60%	53%	53%	40%	38%	40%	32%	36%	
79 St (1)	53%	56%	55%	61%	54%	68%	42%	59%	57%	61%	61%	52%	43%	39%	32%	25%	24%	
79 St (D)	46%	58%	39%	49%	51%	67%	50%	56%	53%	55%	65%	62%	43%	30%	38%	44%	41%	
80 St (A)	68%	56%	62%	62%	35%	59%	14%	14%	41%	60%	20%	32%	42%	28%	24%	42%	37%	
81 St-Museum of Natural History (BC)	61%	74%	40%	53%	66%	66%	53%	65%	52%	63%	57%	61%	50%	48%	38%	37%	35%	
82 St-Jackson Hts (7)	26%	19%	38%	19%	12%	50%	22%	25%	32%	35%	39%	43%	37%	32%	26%	26%	25%	
85 St-Forest Pkwy (J)	34%	36%	13%	31%	26%	47%	4%	21%	33%	46%	36%	41%	23%	17%	20%	20%	15%	
86 St (1)	54%	56%	56%	53%	53%	71%	46%	58%	53%	51%	54%	55%	50%	52%	28%	22%	22%	
86 St (456)	43%	39%	42%	30%	37%	66%	39%	49%	41%	37%	43%	50%	49%	44%	17%	13%	12%	32%
86 St (BC)	63%	76%	61%	58%	74%	65%	55%	68%	60%	53%	52%	47%	48%	41%	42%	46%	39%	
86 St (Q)	74%	81%	65%	68%	83%	78%	62%	67%	66%	67%	59%	69%	55%	52%	43%	37%	38%	66%
86 St (N)	36%	52%	52%	47%	47%	52%	34%	40%	40%	40%	39%	63%	45%	35%	28%	28%	22%	
86 St (R)	55%	53%	39%	48%	48%	58%	44%	53%	48%	49%	49%	51%	46%	36%	32%	27%	23%	46%
88 St (A)	51%	57%	49%	38%	55%	57%	45%	43%	38%	39%	50%	48%	45%	42%	45%	37%	37%	
90 St-Elmhurst Av (7)	42%	42%	48%	28%	29%	59%	29%	39%	41%	34%	44%	42%	48%	44%	31%	22%	26%	

Subway station satisfaction rates

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96 St (123)	48%	51%	56%	39%	49%	71%	39%	54%	51%	44%	46%	57%	57%	50%	20%	16%	17%	54%
96 St (6)	44%	44%	43%	33%	38%	57%	36%	48%	41%	39%	44%	45%	44%	37%	28%	27%	25%	
96 St (BC)	44%	37%	45%	48%	38%	57%	25%	41%	32%	48%	47%	46%	39%	29%	23%	16%	15%	
96 St (Q)	71%	80%	67%	72%	82%	75%	55%	65%	65%	66%	62%	64%	62%	56%	38%	34%	32%	65%
103 St (1)	57%	54%	52%	55%	53%	72%	45%	59%	55%	59%	52%	46%	57%	50%	27%	26%	26%	
103 St (6)	25%	28%	32%	14%	29%	49%	19%	30%	21%	24%	17%	26%	25%	23%	9%	14%	11%	
103 St (BC)	63%	60%	64%	72%	59%	79%	54%	73%	62%	75%	58%	68%	70%	64%	48%	29%	29%	
103 St-Corona Plaza (7)	31%	32%	53%	11%	16%	52%	28%	27%	28%	28%	54%	41%	60%	51%	21%	23%	17%	
104 St (A)	23%	54%	23%	24%	23%	32%	23%	54%	23%	16%	23%	54%	23%	23%	16%	8%	8%	
104 St (JZ)	44%	62%	15%	40%	63%	29%	52%	52%	48%	52%	33%	59%	39%	18%	26%	26%	26%	
110 St (6)	25%	29%	48%	32%	25%	73%	24%	31%	29%	34%	41%	45%	51%	42%	13%	9%	8%	
111 St (7)	33%	23%	48%	19%	25%	53%	29%	25%	22%	32%	30%	54%	51%	51%	16%	12%	19%	
111 St (A)	54%	60%	36%	46%	41%	52%	22%	24%	46%	46%	46%	46%	41%	44%	28%	30%	19%	
111 St (J)	78%	93%	76%	100%	100%	93%	78%	78%	70%	92%	50%	78%	76%	61%	45%	85%	78%	
116 St (23)	31%	21%	34%	38%	26%	60%	18%	38%	39%	36%	30%	40%	40%	40%	11%	8%	8%	
116 St (6)	19%	19%	30%	17%	17%	42%	13%	23%	22%	22%	27%	30%	33%	30%	10%	6%	5%	
116 St (BC)	27%	39%	32%	39%	21%	47%	27%	37%	30%	39%	41%	35%	31%	25%	23%	19%	18%	
116 St-Columbia University (1)	53%	61%	54%	52%	53%	66%	57%	58%	51%	56%	56%	56%	61%	53%	35%	28%	30%	
121 St (JZ)	37%	45%	32%	36%	50%	54%	32%	50%	43%	50%	40%	32%	40%	40%	24%	26%	26%	
125 St (1)	28%	32%	38%	40%	23%	57%	30%	32%	35%	31%	31%	41%	36%	27%	20%	20%	18%	
125 St (23)	27%	16%	38%	25%	25%	53%	16%	33%	23%	26%	30%	38%	41%	37%	7%	6%	5%	
125 St (456)	17%	15%	35%	20%	16%	57%	15%	31%	26%	19%	26%	41%	45%	43%	6%	4%	4%	21%
125 St (ABCD)	27%	29%	31%	23%	24%	42%	23%	34%	30%	36%	32%	41%	40%	34%	15%	10%	10%	16%
135 St (23)	32%	24%	39%	22%	25%	57%	26%	34%	25%	26%	34%	38%	43%	39%	19%	10%	11%	20%
135 St (BC)	42%	45%	25%	51%	25%	43%	34%	36%	37%	55%	42%	37%	33%	28%	42%	34%	36%	
137 St-City College (1)	33%	36%	42%	46%	25%	62%	42%	52%	45%	41%	33%	53%	56%	46%	30%	26%	23%	
138 St-Grand Concourse (45)	46%	40%	56%	35%	36%	52%	21%	41%	45%	45%	35%	67%	61%	65%	29%	20%	20%	
145 St (1)	42%	40%	58%	38%	36%	60%	44%	55%	37%	36%	41%	51%	55%	48%	27%	14%	18%	
145 St (3)	53%	65%	57%	59%	65%	62%	48%	53%	55%	52%	58%	43%	50%	52%	23%	18%	18%	
145 St (ABCD)	48%	41%	42%	42%	43%	54%	37%	46%	42%	48%	35%	47%	40%	35%	23%	21%	17%	
149 St-Grand Concourse (245)	27%	23%	37%	17%	23%	55%	20%	32%	30%	26%	25%	42%	44%	41%	13%	14%	13%	
155 St (BD)	54%	43%	43%	42%	34%	44%	39%	45%	57%	57%	54%	51%	41%	32%	40%	40%	40%	
155 St (C)	53%	50%	27%	54%	29%	36%	33%	63%	46%	71%	56%	61%	41%	38%	39%	36%	32%	
157 St (1)	36%	36%	44%	48%	32%	55%	41%	54%	43%	42%	41%	49%	48%	42%	22%	21%	20%	

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161 St-Yankee Stadium (4BD)	37%	41%	39%	30%	38%	52%	32%	39%	41%	37%	48%	54%	46%	43%	21%	18%	17%	24%
163 St-Amsterdam Av (C)	64%	55%	57%	52%	72%	47%	49%	62%	54%	58%	35%	58%	66%	49%	49%	35%	41%	
167 St (4)	57%	50%	54%	41%	48%	65%	41%	48%	52%	46%	55%	56%	52%	50%	24%	21%	21%	
167 St (BD)	64%	73%	52%	57%	65%	57%	45%	62%	51%	53%	32%	64%	66%	43%	32%	37%	32%	
168 St-Washington Hts (1AC)	31%	35%	38%	25%	26%	49%	23%	39%	25%	29%	26%	42%	43%	37%	16%	8%	9%	42%
169 St (F)	51%	34%	41%	54%	45%	62%	43%	54%	51%	56%	60%	62%	59%	47%	34%	24%	28%	
170 St (4)	35%	52%	47%	29%	45%	61%	43%	43%	46%	36%	53%	47%	49%	39%	15%	19%	22%	
170 St (BD)	17%	31%	33%	18%	19%	25%	22%	20%	27%	30%	38%	21%	34%	23%	15%	17%	15%	
174 St (25)	33%	39%	40%	29%	33%	49%	20%	28%	26%	38%	30%	39%	42%	44%	24%	20%	14%	
174-175 Sts (BD)	48%	61%	45%	61%	62%	57%	32%	49%	44%	54%	44%	47%	45%	35%	20%	18%	16%	
175 St (A)	44%	53%	47%	40%	32%	47%	35%	48%	35%	40%	32%	48%	41%	33%	23%	24%	22%	16%
176 St (4)	37%	55%	51%	29%	37%	38%	45%	51%	43%	23%	37%	47%	43%	43%	24%	9%	9%	
181 St (1) - closed until Dec 2021	42%	37%	5%	5%	49%	49%	5%	42%	37%	37%	5%	29%	5%	5%	5%	5%	5%	
181 St (A)	29%	27%	24%	42%	27%	46%	25%	41%	35%	49%	36%	45%	34%	25%	20%	10%	12%	74%
182-183 Sts (BD)	35%	31%	28%	32%	19%	50%	23%	42%	29%	37%	31%	38%	38%	32%	26%	18%	20%	
183 St (4)	28%	23%	43%	25%	26%	58%	18%	33%	36%	49%	31%	52%	43%	26%	29%	20%	26%	
190 St (A)	55%	41%	52%	53%	36%	63%	44%	52%	45%	51%	45%	65%	52%	40%	37%	26%	26%	
191 St (1)	39%	45%	51%	44%	36%	74%	29%	46%	38%	40%	41%	53%	42%	37%	19%	18%	17%	65%
207 St (1)	36%	50%	42%	35%	41%	60%	27%	37%	42%	40%	38%	59%	50%	37%	30%	23%	27%	
215 St (1)	61%	72%	39%	75%	51%	75%	43%	43%	58%	54%	40%	50%	48%	42%	21%	15%	18%	
219 St (25)	49%	32%	42%	60%	72%	63%	58%	49%	68%	68%	49%	51%	32%	32%	49%	37%	49%	
225 St (25)	50%	55%	58%	45%	49%	59%	37%	42%	44%	42%	51%	45%	43%	49%	30%	23%	17%	
231 St (1)	52%	55%	50%	50%	56%	72%	48%	50%	46%	43%	48%	54%	42%	34%	33%	29%	25%	36%
233 St (25)	32%	32%	37%	31%	36%	44%	32%	33%	24%	40%	40%	49%	32%	27%	18%	8%	8%	31%
238 St (1)	66%	70%	66%	69%	60%	72%	60%	63%	65%	68%	61%	60%	63%	60%	56%	50%	51%	
Alabama Av (JZ)	17%	35%	19%	46%	52%	54%	25%	36%	30%	46%	19%	37%	19%	25%	11%	12%	17%	
Allerton Av (25)	35%	45%	36%	44%	31%	53%	31%	36%	38%	39%	40%	34%	42%	40%	22%	23%	23%	
Aqueduct Racetrack (A)	43%	77%	67%	81%	43%	67%	67%	67%	43%	58%	43%	64%	85%	62%	21%	21%	21%	100%
Aqueduct-North Conduit Av (A)	54%	87%	21%	54%	54%	21%	54%	54%	54%	54%	54%	46%	21%	21%	54%	54%	54%	
Astor Pl (6)	59%	47%	39%	56%	46%	58%	42%	51%	49%	58%	53%	43%	39%	36%	39%	30%	37%	
Astoria Blvd (NW)	69%	82%	68%	61%	72%	74%	69%	68%	62%	68%	68%	66%	63%	65%	49%	48%	44%	79%
Astoria-Ditmars Blvd (NW)	62%	74%	63%	56%	63%	64%	66%	66%	61%	64%	60%	68%	63%	58%	39%	35%	34%	
Atlantic Av (L)	44%	38%	38%	48%	40%	60%	31%	39%	28%	41%	29%	51%	57%	43%	21%	25%	21%	
Atlantic Av-Barclays Ctr (2345BQDNR)	41%	47%	43%	33%	43%	57%	36%	45%	40%	38%	41%	45%	46%	41%	21%	17%	16%	38%

Subway station satisfaction rates

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Avenue H (Q)	72%	72%	63%	65%	79%	80%	61%	65%	69%	76%	72%	60%	61%	46%	42%	42%	42%	
Avenue I (F)	62%	78%	60%	41%	58%	64%	57%	66%	63%	60%	73%	49%	58%	51%	48%	48%	48%	
Avenue J (Q)	50%	69%	43%	52%	58%	45%	45%	44%	44%	54%	38%	52%	38%	36%	38%	32%	35%	
Avenue M (Q)	47%	43%	46%	52%	61%	60%	50%	53%	52%	48%	39%	46%	42%	45%	42%	45%	40%	
Avenue N (F)	65%	56%	46%	58%	58%	57%	58%	50%	58%	65%	52%	68%	38%	32%	41%	38%	38%	
Avenue P (F)	67%	59%	44%	68%	67%	59%	67%	67%	59%	85%	71%	89%	60%	44%	30%	30%	45%	
Avenue U (F)	72%	72%	58%	69%	58%	73%	40%	86%	72%	28%	45%	69%	56%	56%	24%	24%	14%	
Avenue U (N)	46%	50%	42%	48%	44%	56%	24%	41%	43%	57%	58%	31%	41%	24%	42%	40%	40%	
Avenue U (Q)	52%	44%	35%	47%	49%	70%	54%	48%	48%	54%	53%	40%	42%	35%	44%	36%	36%	
Avenue X (F)	56%	59%	31%	62%	54%	51%	35%	35%	34%	45%	35%	58%	45%	30%	43%	33%	40%	
Bay 50 St (D)	37%	26%	32%	47%	25%	56%	38%	37%	38%	47%	47%	45%	45%	35%	18%	17%	17%	
Bay Pkwy (D)	39%	43%	37%	33%	41%	47%	35%	39%	37%	40%	34%	37%	39%	27%	27%	27%	25%	50%
Bay Pkwy (F)	31%	25%	60%	53%	31%	83%	25%	18%	18%	83%	77%	42%	19%	19%	35%	37%	31%	
Bay Pkwy (N)	43%	42%	33%	39%	49%	64%	42%	47%	42%	46%	44%	45%	38%	32%	30%	17%	20%	
Bay Ridge Av (R)	67%	71%	74%	65%	78%	69%	52%	59%	60%	70%	58%	72%	61%	50%	50%	39%	30%	
Bay Ridge-95 St (R)	45%	57%	52%	68%	55%	61%	38%	51%	49%	67%	51%	63%	51%	47%	23%	17%	17%	
Baychester Av (5)	40%	30%	27%	27%	27%	46%	7%	22%	18%	27%	30%	25%	42%	34%	19%	10%	10%	
Beach 105 St (AS)	10%	21%	10%	32%	21%	10%	11%	46%	32%	21%	21%	21%	20%	10%	11%	11%	11%	
Beach 25 St (A)	50%	60%	53%	57%	41%	33%	38%	38%	41%	60%	43%	60%	50%	41%	30%	18%	18%	
Beach 36 St (A)	57%	91%	69%	100%	61%	43%	60%	60%	60%	87%	60%	73%	30%	30%	75%	57%	57%	
Beach 44 St (A)	36%	28%	22%	48%	28%	28%	28%	39%	39%	48%	45%	22%	32%	22%	45%	34%	34%	
Beach 60 St (A)	39%	47%	48%	38%	41%	55%	44%	48%	35%	44%	32%	53%	57%	36%	37%	24%	18%	
Beach 67 St (A)	51%	58%	54%	51%	51%	46%	39%	50%	32%	47%	33%	50%	58%	43%	34%	34%	34%	
Beach 90 St (AS)	48%	56%	53%	62%	45%	50%	44%	54%	48%	49%	53%	50%	53%	44%	44%	42%	37%	
Beach 98 St (AS)	100%	63%	0%	100%	63%	100%	100%	100%	100%	100%	100%	100%	100%	37%	100%	100%	100%	
Bedford Av (L)	60%	69%	59%	37%	65%	64%	50%	54%	46%	33%	40%	59%	52%	45%	28%	31%	24%	66%
Bedford Pk Blvd (BD)	65%	69%	54%	57%	63%	64%	33%	51%	53%	61%	48%	51%	55%	51%	52%	51%	49%	53%
Bedford Pk Blvd-Lehman College (4)	39%	27%	68%	23%	33%	68%	29%	23%	35%	37%	40%	45%	55%	59%	21%	10%	10%	
Bedford-Nostrand Avs (G)	39%	42%	49%	49%	41%	51%	35%	57%	44%	53%	40%	59%	45%	31%	33%	29%	25%	
Bergen St (23)	63%	71%	56%	63%	53%	69%	48%	63%	65%	61%	64%	55%	55%	51%	51%	48%	43%	
Bergen St (FG)	59%	59%	40%	42%	45%	54%	47%	56%	56%	51%	40%	57%	39%	35%	31%	31%	28%	
Beverley Rd (Q)	56%	60%	40%	57%	47%	70%	65%	65%	66%	65%	62%	48%	45%	40%	45%	39%	39%	
Beverly Rd (25)	59%	45%	50%	69%	48%	64%	58%	64%	59%	69%	61%	57%	51%	51%	60%	49%	49%	
Bleecker St (6)	48%	54%	58%	44%	59%	66%	44%	56%	51%	60%	46%	61%	59%	55%	26%	16%	13%	40%

Subway station satisfaction rates

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Borough Hall (2345)	40%	42%	45%	43%	35%	66%	29%	45%	45%	42%	44%	48%	48%	40%	20%	13%	13%	23%
Botanic Garden (S)	100%	0%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%	100%	100%	
Bowery (JZ)	52%	52%	52%	52%	52%	52%	52%	11%	52%	59%	11%	52%	52%	52%	52%	52%	52%	
Bowling Green (45)	62%	68%	69%	49%	66%	71%	47%	61%	48%	53%	51%	67%	60%	57%	31%	25%	25%	46%
Briarwood (EF)	70%	57%	49%	66%	52%	64%	61%	69%	66%	80%	60%	69%	64%	46%	40%	35%	32%	
Brighton Beach (BQ)	40%	49%	38%	51%	41%	49%	33%	44%	42%	38%	38%	48%	41%	39%	25%	17%	17%	
Broad Channel (AS)	51%	66%	66%	66%	66%	66%	51%	51%	77%	77%	66%	61%	51%	51%	51%	51%	51%	
Broad St (JZ)	36%	40%	37%	41%	38%	61%	28%	44%	48%	47%	36%	53%	49%	43%	11%	7%	9%	
Broadway (G)	45%	34%	45%	20%	20%	64%	29%	40%	31%	35%	30%	80%	65%	35%	29%	21%	40%	
Broadway (NW)	66%	79%	57%	50%	71%	63%	56%	61%	58%	55%	49%	51%	51%	41%	46%	47%	43%	
Broadway Junction (ACJZL)	30%	26%	29%	16%	19%	47%	21%	30%	24%	24%	24%	39%	26%	27%	10%	9%	3%	
Broadway-Lafayette St (BDFM)	17%	22%	22%	20%	22%	41%	20%	32%	18%	27%	24%	36%	25%	26%	9%	5%	4%	29%
Bronx Park East (25)	36%	61%	43%	32%	42%	46%	42%	49%	52%	52%	45%	57%	29%	39%	46%	46%	46%	
Brook Av (6)	43%	28%	47%	44%	25%	73%	25%	39%	39%	36%	64%	45%	64%	64%	25%	28%	21%	
Brooklyn Bridge-City Hall (456)	41%	45%	45%	38%	38%	60%	29%	40%	38%	46%	45%	51%	46%	42%	22%	15%	15%	36%
Buhre Av (6)	51%	61%	44%	48%	36%	56%	31%	45%	32%	43%	53%	62%	49%	52%	29%	25%	25%	
Burke Av (25)	33%	38%	51%	25%	46%	59%	32%	52%	38%	38%	48%	58%	46%	46%	8%	8%	0%	
Burnside Av (4)	24%	37%	52%	36%	41%	71%	28%	30%	37%	34%	31%	46%	53%	41%	12%	15%	9%	
Bushwick Av-Aberdeen St (L)	52%	38%	52%	26%	25%	39%	44%	29%	29%	41%	14%	82%	39%	39%	40%	25%	25%	
Canal St (1)	50%	41%	44%	43%	43%	66%	36%	45%	42%	53%	57%	47%	44%	42%	33%	24%	30%	
Canal St (6JZNQRW)	24%	19%	26%	19%	19%	43%	27%	37%	29%	27%	40%	36%	34%	26%	23%	19%	20%	14%
Canal St (ACE)	47%	46%	29%	45%	40%	42%	33%	48%	47%	48%	44%	50%	39%	32%	26%	20%	22%	
Canarsie-Rockaway Pkwy (L)	62%	56%	57%	34%	59%	63%	43%	50%	42%	44%	46%	53%	58%	51%	32%	28%	31%	
Carroll St (FG)	53%	60%	36%	50%	51%	48%	48%	56%	52%	54%	50%	50%	40%	28%	31%	31%	32%	
Castle Hill Av (6)	55%	49%	47%	34%	35%	54%	41%	44%	47%	34%	44%	54%	47%	34%	38%	21%	21%	
Cathedral Pkwy (110 St) (1)	59%	71%	51%	63%	65%	74%	53%	65%	55%	67%	55%	58%	55%	49%	41%	33%	30%	
Cathedral Pkwy (110 St) (BC)	71%	73%	56%	73%	73%	57%	56%	56%	61%	56%	46%	56%	52%	47%	47%	49%	49%	
Central Av (M)	56%	47%	45%	59%	47%	77%	47%	61%	56%	68%	66%	78%	56%	56%	41%	47%	47%	
Central Park North (110 St) (23)	3%	10%	20%	20%	8%	38%	12%	20%	17%	20%	10%	23%	31%	23%	5%	1%	1%	
Chambers St (123)	45%	45%	42%	39%	40%	55%	33%	46%	36%	41%	42%	45%	45%	40%	24%	20%	19%	41%
Chambers St (AC)	29%	32%	30%	28%	29%	45%	20%	28%	28%	27%	28%	45%	34%	27%	13%	7%	8%	
Chambers St (JZ)	16%	21%	17%	22%	13%	35%	16%	28%	20%	30%	29%	31%	19%	13%	11%	11%	11%	17%
Chauncey St (JZ)	79%	58%	42%	42%	52%	79%	43%	69%	40%	35%	50%	66%	51%	35%	26%	32%	26%	
Christopher St-Sheridan Sq (1)	55%	44%	47%	61%	55%	59%	51%	58%	55%	45%	50%	52%	57%	41%	27%	20%	20%	

Subway station satisfaction rates

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Church Av (25)	28%	34%	35%	27%	31%	55%	30%	30%	30%	34%	32%	53%	37%	36%	21%	13%	10%	16%
Church Av (BQ)	39%	33%	37%	39%	31%	60%	44%	56%	56%	53%	56%	47%	47%	39%	34%	27%	25%	
Church Av (FG)	60%	57%	59%	67%	48%	62%	48%	63%	55%	62%	61%	64%	64%	53%	48%	29%	28%	35%
City Hall (RW)	38%	39%	38%	36%	29%	43%	24%	37%	33%	38%	41%	46%	43%	41%	18%	5%	5%	
Clark St (23)	43%	39%	43%	64%	31%	68%	41%	66%	58%	67%	65%	73%	50%	42%	33%	18%	17%	13%
Classon Av (G)	33%	36%	16%	23%	31%	43%	21%	20%	18%	25%	32%	31%	32%	13%	11%	27%	30%	
Cleveland St (J)	19%	19%	0%	0%	0%	19%	0%	0%	19%	19%	0%	0%	0%	0%	19%	19%	19%	
Clinton-Washington Avs (C)	36%	34%	36%	44%	37%	48%	34%	35%	39%	48%	41%	44%	33%	29%	28%	21%	22%	
Clinton-Washington Avs (G)	66%	47%	50%	63%	42%	60%	41%	50%	47%	60%	58%	58%	51%	47%	46%	37%	31%	
Coney Island-Stillwell Av (DFNQ)	51%	51%	43%	52%	51%	53%	36%	54%	51%	66%	66%	52%	45%	41%	30%	26%	26%	16%
Cortelyou Rd (Q)	48%	57%	49%	53%	41%	72%	58%	60%	52%	50%	58%	56%	48%	42%	39%	35%	33%	
Cortlandt St (RW)	50%	57%	43%	45%	51%	68%	35%	42%	35%	46%	30%	48%	48%	38%	18%	19%	19%	28%
Court Sq (7G)	62%	72%	63%	39%	58%	68%	52%	64%	61%	44%	43%	63%	64%	57%	44%	35%	35%	26%
Court Sq-23 St (EM)	46%	63%	41%	45%	53%	52%	41%	49%	40%	53%	50%	38%	45%	33%	35%	31%	31%	19%
Court St (R)	37%	34%	41%	60%	43%	61%	35%	53%	49%	58%	35%	62%	54%	43%	30%	22%	22%	26%
Crescent St (JZ)	33%	62%	51%	27%	40%	74%	33%	56%	44%	33%	46%	46%	52%	46%	33%	33%	33%	
Crown Hts-Utica Av (34)	44%	46%	49%	36%	41%	63%	34%	46%	45%	44%	40%	56%	46%	40%	28%	19%	23%	31%
Cypress Av (6)	14%	14%	45%	28%	14%	36%	14%	34%	29%	42%	29%	38%	35%	40%	18%	20%	16%	
Cypress Hills (J)	44%	44%	22%	22%	22%	57%	22%	22%	22%	22%	22%	44%	22%	22%	0%	22%	0%	
DeKalb Av (BQR)	43%	44%	34%	45%	33%	54%	41%	49%	45%	44%	46%	49%	41%	32%	24%	19%	14%	33%
DeKalb Av (L)	56%	56%	51%	42%	52%	55%	38%	49%	45%	48%	38%	38%	51%	46%	32%	25%	25%	
Delancey St-Essex St (FJZM)	29%	25%	38%	28%	33%	55%	27%	40%	31%	36%	32%	48%	43%	36%	17%	15%	17%	
Ditmas Av (F)	63%	42%	57%	43%	45%	67%	55%	46%	46%	53%	41%	87%	53%	55%	37%	35%	37%	
Dyckman St (1)	39%	52%	45%	39%	43%	58%	54%	47%	30%	36%	49%	31%	46%	37%	31%	29%	16%	37%
Dyckman St (A)	59%	63%	50%	48%	30%	62%	52%	46%	46%	48%	46%	62%	46%	41%	24%	12%	15%	
E 143 St-St Mary's St (6)	56%	0%	0%	56%	0%	44%	56%	56%	56%	100%	56%	0%	0%	56%	56%	56%	56%	
E 149 St (6)	59%	54%	53%	48%	40%	59%	33%	35%	37%	51%	63%	66%	31%	29%	29%	22%	17%	
E 180 St (25)	50%	57%	59%	36%	51%	61%	35%	39%	26%	31%	17%	37%	58%	59%	34%	25%	25%	36%
East 105 St (L)	59%	51%	58%	50%	43%	68%	52%	44%	51%	43%	44%	58%	51%	36%	36%	36%	29%	
East Broadway (F)	21%	31%	19%	35%	28%	41%	22%	38%	40%	42%	40%	42%	20%	20%	16%	11%	11%	
Eastchester-Dyre Av (5)	35%	58%	48%	44%	35%	63%	25%	50%	38%	48%	46%	37%	45%	45%	20%	16%	14%	
Eastern Pkwy-Brooklyn Museum (23)	69%	91%	76%	73%	88%	76%	69%	73%	59%	68%	75%	75%	60%	59%	58%	42%	46%	88%
Elder Av (6)	51%	40%	57%	31%	38%	78%	23%	26%	31%	41%	43%	34%	53%	45%	37%	30%	30%	
Elmhurst Av (MR)	29%	23%	27%	34%	16%	48%	21%	43%	23%	42%	46%	41%	38%	34%	20%	9%	11%	

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Euclid Av (AC)	31%	36%	37%	21%	30%	56%	18%	36%	27%	35%	31%	49%	35%	38%	20%	11%	18%	21%
Far Rockaway-Mott Av (A)	12%	19%	21%	25%	18%	23%	38%	43%	22%	22%	29%	35%	26%	21%	13%	4%	6%	45%
Flatbush Av-Brooklyn College (25)	42%	47%	52%	46%	43%	58%	35%	51%	38%	41%	47%	51%	53%	40%	19%	10%	14%	29%
Flushing Av (G)	39%	45%	36%	60%	45%	78%	45%	45%	51%	53%	56%	51%	39%	38%	39%	23%	23%	
Flushing Av (JM)	18%	14%	22%	22%	20%	39%	14%	29%	18%	21%	25%	25%	27%	20%	10%	7%	7%	14%
Flushing-Main St (7)	41%	42%	42%	26%	36%	56%	40%	48%	39%	29%	44%	48%	44%	39%	23%	18%	19%	22%
Fordham Rd (4)	51%	56%	48%	42%	40%	55%	31%	38%	44%	33%	41%	52%	49%	52%	20%	18%	17%	38%
Fordham Rd (BD)	36%	23%	31%	35%	36%	44%	21%	35%	40%	40%	40%	49%	43%	37%	21%	16%	13%	
Forest Av (M)	56%	58%	46%	52%	52%	69%	54%	61%	65%	51%	52%	37%	44%	35%	41%	39%	39%	
Forest Hills-71 Av (EFMR)	46%	46%	44%	41%	40%	54%	39%	53%	43%	42%	51%	60%	46%	42%	23%	12%	15%	41%
Fort Hamilton Pkwy (D)	49%	49%	45%	34%	58%	61%	46%	57%	41%	49%	56%	40%	44%	34%	22%	37%	27%	
Fort Hamilton Pkwy (FG)	63%	61%	36%	55%	52%	59%	55%	60%	56%	66%	58%	53%	51%	43%	47%	47%	48%	
Fort Hamilton Pkwy (N)	74%	77%	57%	74%	70%	73%	85%	75%	63%	89%	75%	64%	58%	48%	26%	26%	17%	
Franklin Av (CS)	55%	45%	51%	61%	48%	72%	52%	62%	61%	55%	57%	54%	66%	55%	45%	42%	37%	19%
Franklin Av-Medgar Evers College (2345)	47%	58%	61%	52%	39%	70%	47%	55%	51%	52%	42%	60%	55%	44%	28%	23%	21%	
Franklin St (1)	34%	37%	41%	56%	53%	44%	24%	36%	43%	48%	37%	50%	53%	35%	26%	20%	20%	
Freeman St (25)	28%	30%	25%	28%	28%	46%	25%	29%	21%	25%	31%	40%	24%	22%	19%	19%	19%	
Fresh Pond Rd (M)	52%	66%	55%	48%	59%	68%	58%	64%	52%	53%	41%	61%	49%	38%	32%	28%	28%	
Fulton St (2345ACJZ)	38%	47%	47%	26%	45%	56%	31%	38%	31%	32%	37%	51%	49%	42%	15%	12%	12%	39%
Fulton St (G)	38%	36%	34%	36%	28%	47%	33%	29%	38%	33%	54%	24%	36%	36%	19%	22%	13%	
Gates Av (JZ)	36%	31%	33%	26%	29%	38%	26%	55%	41%	33%	28%	42%	36%	34%	19%	22%	20%	
Graham Av (L)	44%	46%	43%	35%	53%	71%	40%	48%	48%	56%	44%	50%	38%	33%	38%	25%	23%	
Grand Army Plaza (23)	71%	76%	54%	72%	72%	86%	67%	71%	62%	71%	60%	61%	56%	51%	40%	39%	39%	
Grand Av-Newtown (MR)	30%	25%	29%	32%	19%	39%	16%	22%	21%	29%	35%	40%	33%	31%	19%	6%	6%	
Grand Central-42 St (4567S)	41%	50%	48%	32%	45%	63%	34%	44%	36%	34%	37%	51%	48%	43%	14%	11%	12%	27%
Grand St (BD)	18%	15%	16%	20%	13%	36%	20%	27%	17%	20%	31%	31%	23%	16%	16%	15%	11%	
Grand St (L)	47%	28%	42%	24%	18%	57%	15%	34%	25%	43%	44%	47%	52%	45%	22%	19%	9%	
Grant Av (A)	24%	25%	16%	43%	20%	48%	17%	23%	17%	55%	31%	35%	28%	23%	6%	5%	5%	
Greenpoint Av (G)	45%	50%	35%	32%	43%	50%	44%	52%	39%	32%	39%	47%	35%	25%	29%	27%	25%	46%
Gun Hill Rd (25)	32%	34%	38%	26%	33%	47%	28%	33%	32%	26%	36%	49%	41%	39%	14%	9%	16%	25%
Gun Hill Rd (5)	62%	62%	72%	55%	62%	78%	54%	50%	51%	59%	68%	59%	57%	56%	43%	46%	43%	56%
Halsey St (J)	46%	50%	43%	51%	44%	61%	34%	52%	45%	51%	45%	56%	32%	36%	25%	23%	18%	
Halsey St (L)	56%	57%	71%	55%	40%	78%	52%	52%	50%	55%	50%	42%	55%	45%	37%	31%	21%	
Harlem-148 St (3)	50%	58%	65%	60%	52%	58%	48%	52%	27%	50%	22%	72%	51%	54%	18%	15%	11%	

Subway station satisfaction rates

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Hewes St (JM)	55%	53%	33%	62%	62%	82%	59%	46%	46%	46%	52%	59%	68%	51%	33%	39%	39%	
High St (AC)	50%	49%	38%	53%	42%	57%	41%	59%	48%	68%	49%	53%	46%	39%	36%	16%	18%	
Houston St (1)	42%	39%	38%	40%	36%	48%	37%	48%	38%	35%	33%	38%	32%	32%	28%	26%	26%	
Howard Beach-JFK (A)	84%	81%	72%	73%	77%	69%	68%	80%	75%	77%	64%	72%	72%	63%	48%	48%	47%	55%
Hoyt St (23)	40%	35%	44%	50%	32%	51%	23%	47%	43%	52%	48%	33%	46%	42%	27%	21%	21%	
Hoyt-Schermerhorn (ACG)	31%	27%	32%	25%	22%	45%	20%	35%	31%	32%	37%	39%	45%	38%	16%	15%	13%	
Hunters Point Av (7)	44%	38%	36%	49%	43%	58%	40%	55%	47%	55%	59%	46%	48%	37%	35%	31%	28%	
Hunts Point Av (6)	24%	28%	34%	26%	23%	49%	16%	24%	23%	28%	24%	38%	36%	32%	13%	8%	8%	46%
Intervale Av (25)	17%	63%	63%	17%	17%	85%	63%	63%	17%	17%	17%	17%	17%	17%	46%	0%	0%	
Inwood-207 St (A)	43%	50%	44%	47%	42%	64%	40%	54%	42%	50%	46%	60%	55%	47%	24%	13%	15%	27%
Jackson Av (25)	28%	21%	31%	27%	32%	48%	32%	29%	17%	31%	40%	38%	30%	30%	34%	23%	21%	
Jackson Hts-Roosevelt Av (EFMR)	32%	29%	37%	15%	24%	50%	29%	41%	38%	26%	45%	41%	39%	32%	19%	12%	13%	18%
Jamaica Center-Parsons/Archer (EJZ)	31%	30%	32%	26%	25%	47%	23%	38%	31%	33%	36%	50%	41%	36%	15%	8%	8%	20%
Jamaica-179 St (F)	37%	38%	36%	36%	36%	41%	29%	45%	36%	40%	45%	51%	42%	36%	20%	15%	15%	31%
Jamaica-Van Wyck (E)	25%	23%	43%	53%	24%	67%	23%	41%	29%	43%	43%	41%	46%	43%	4%	3%	3%	20%
Jay St-MetroTech (ACFR)	36%	44%	41%	29%	40%	49%	28%	38%	32%	27%	31%	43%	40%	36%	16%	13%	13%	33%
Jefferson St (L)	40%	48%	48%	50%	42%	65%	38%	51%	51%	53%	57%	59%	50%	45%	29%	23%	32%	
Junction Blvd (7)	29%	20%	52%	17%	17%	44%	36%	38%	41%	35%	51%	34%	44%	41%	10%	17%	10%	23%
Junius St (3)	33%	43%	47%	47%	35%	64%	17%	43%	43%	49%	31%	61%	32%	26%	37%	42%	24%	
Kew Gardens-Union Turnpike (EF)	37%	42%	33%	34%	34%	48%	23%	34%	33%	36%	41%	42%	36%	34%	20%	14%	14%	18%
Kings Hwy (BQ)	56%	55%	39%	47%	53%	63%	43%	49%	51%	52%	52%	52%	49%	42%	39%	37%	36%	58%
Kings Hwy (F)	55%	67%	47%	69%	63%	65%	45%	69%	56%	71%	58%	64%	59%	40%	38%	38%	38%	
Kings Hwy (N)	38%	31%	48%	54%	50%	43%	40%	42%	46%	70%	49%	42%	56%	35%	31%	21%	29%	
Kingsbridge Rd (4)	40%	45%	62%	33%	54%	59%	27%	42%	26%	31%	32%	47%	63%	59%	21%	25%	20%	
Kingsbridge Rd (BD)	42%	30%	23%	59%	34%	52%	21%	37%	44%	48%	36%	35%	43%	38%	9%	9%	9%	33%
Kingston Av (3)	42%	32%	42%	47%	42%	58%	33%	48%	51%	54%	39%	57%	45%	44%	18%	21%	16%	
Kingston-Throop Avs (C)	26%	20%	31%	37%	21%	56%	27%	34%	35%	48%	37%	35%	37%	42%	30%	22%	18%	
Knickerbocker Av (M)	41%	59%	47%	30%	36%	31%	47%	47%	52%	47%	41%	47%	57%	57%	41%	24%	30%	
Kosciusko St (J)	40%	29%	37%	42%	44%	65%	27%	45%	35%	38%	27%	47%	48%	24%	37%	19%	23%	
Lafayette Av (C)	69%	60%	42%	52%	53%	62%	52%	64%	61%	61%	60%	42%	40%	41%	51%	51%	46%	
Lexington Av/53 St (EM)	37%	38%	36%	32%	33%	54%	28%	41%	40%	39%	45%	41%	43%	40%	21%	21%	19%	20%
Lexington Av/59 St (NRW)	32%	36%	29%	22%	34%	45%	29%	35%	38%	22%	31%	42%	27%	27%	15%	12%	12%	
Lexington Av/63 St (FQ)	54%	69%	48%	43%	57%	69%	46%	51%	52%	47%	49%	52%	49%	44%	33%	32%	29%	41%
Liberty Av (AC)	37%	34%	25%	31%	33%	36%	29%	22%	29%	36%	25%	41%	25%	18%	29%	29%	29%	

Subway station satisfaction rates

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Livonia Av (L)	47%	22%	32%	50%	43%	62%	56%	54%	50%	55%	67%	66%	54%	54%	42%	42%	42%	
Longwood Av (6)	34%	54%	54%	44%	49%	74%	34%	34%	30%	39%	64%	40%	44%	35%	10%	10%	7%	
Lorimer St (JM)	63%	76%	58%	32%	58%	81%	48%	61%	61%	70%	70%	70%	63%	58%	25%	30%	25%	
Lorimer St (L)	42%	43%	47%	39%	41%	64%	32%	50%	41%	40%	33%	54%	32%	32%	24%	20%	20%	
Marble Hill-225 St (1)	76%	76%	72%	71%	75%	84%	75%	78%	82%	80%	69%	90%	82%	77%	52%	52%	52%	
Marcy Av (JZM)	39%	37%	39%	34%	39%	41%	20%	30%	35%	46%	36%	42%	31%	28%	27%	24%	24%	26%
Metropolitan Av (G)	50%	67%	48%	30%	43%	69%	42%	52%	54%	49%	44%	40%	56%	51%	30%	23%	23%	
Mets-Willets Point (7)	51%	54%	48%	45%	49%	56%	35%	46%	34%	39%	47%	38%	37%	28%	32%	31%	27%	
Middle Village-Metropolitan Av (M)	28%	37%	31%	33%	33%	47%	26%	25%	26%	37%	24%	39%	32%	33%	16%	9%	9%	
Middletown Rd (6)	88%	88%	80%	80%	80%	88%	82%	73%	67%	68%	82%	59%	88%	82%	44%	32%	41%	
Montrose Av (L)	56%	60%	61%	57%	52%	74%	42%	47%	37%	52%	48%	56%	65%	56%	19%	25%	22%	
Morgan Av (L)	64%	39%	41%	41%	60%	64%	38%	52%	41%	64%	60%	27%	56%	45%	27%	30%	21%	
Morris Pk (5)	49%	40%	17%	37%	14%	51%	40%	36%	47%	53%	35%	49%	30%	19%	47%	27%	36%	
Morrison Av-Soundview Av (6)	44%	42%	27%	23%	36%	43%	28%	40%	27%	24%	46%	46%	39%	36%	22%	20%	18%	
Mosholu Pkwy (4)	38%	43%	49%	42%	41%	47%	38%	44%	37%	40%	39%	36%	40%	31%	23%	28%	21%	
Mt Eden Av (4)	25%	42%	25%	31%	19%	42%	25%	34%	36%	42%	25%	50%	36%	42%	30%	36%	36%	
Myrtle Av (JZM)	32%	33%	33%	31%	31%	48%	26%	43%	31%	40%	33%	43%	37%	32%	9%	9%	9%	
Myrtle-Willoughby Avs (G)	28%	13%	19%	41%	33%	53%	33%	52%	45%	52%	50%	60%	47%	29%	23%	13%	19%	
Myrtle-Wyckoff Avs (LM)	46%	44%	55%	36%	46%	48%	29%	41%	29%	41%	51%	55%	55%	49%	17%	16%	18%	33%
Nassau Av (G)	30%	29%	29%	33%	22%	36%	34%	40%	32%	30%	34%	59%	36%	30%	21%	15%	15%	
Neck Rd (Q)	60%	54%	26%	51%	47%	58%	53%	52%	55%	61%	39%	29%	50%	30%	57%	48%	41%	
Neptune Av (F)	82%	67%	57%	82%	82%	82%	57%	57%	57%	80%	80%	57%	48%	48%	50%	32%	32%	
Nereid Av (25)	54%	72%	53%	51%	65%	66%	31%	51%	45%	72%	38%	47%	51%	43%	34%	27%	27%	
Nevins St (2345)	40%	43%	50%	58%	38%	67%	39%	50%	44%	54%	48%	44%	51%	51%	23%	14%	14%	
New Lots Av (3)	36%	46%	43%	24%	42%	49%	27%	33%	29%	26%	28%	51%	47%	36%	21%	11%	11%	
New Lots Av (L)	77%	80%	42%	42%	66%	80%	66%	89%	89%	80%	65%	80%	65%	76%	51%	51%	51%	
New Utrecht Av (N)	42%	24%	18%	38%	42%	24%	24%	34%	18%	24%	18%	10%	18%	8%	14%	14%	8%	0%
Newkirk Av (25)	47%	43%	50%	33%	36%	56%	30%	44%	36%	36%	36%	44%	52%	48%	32%	30%	27%	
Newkirk Plaza (BQ)	54%	46%	36%	48%	46%	80%	45%	62%	52%	59%	51%	66%	49%	39%	40%	29%	35%	
Northern Blvd (MR)	54%	61%	55%	60%	43%	76%	51%	66%	61%	63%	74%	69%	66%	67%	61%	30%	22%	
Norwood Av (JZ)	27%	11%	6%	18%	11%	14%	6%	18%	6%	18%	25%	33%	21%	11%	0%	0%	0%	
Norwood-205 St (D)	29%	31%	31%	35%	19%	46%	27%	30%	30%	38%	32%	35%	48%	38%	22%	21%	16%	
Nostrand Av (3)	49%	53%	45%	55%	54%	72%	60%	60%	64%	64%	55%	55%	48%	44%	32%	25%	25%	
Nostrand Av (AC)	34%	33%	41%	22%	26%	58%	23%	43%	31%	42%	33%	47%	39%	32%	14%	9%	8%	

Subway station satisfaction rates

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Ocean Pkwy (Q)	28%	33%	36%	61%	40%	31%	26%	32%	24%	48%	35%	45%	30%	32%	9%	9%	12%	
Ozone Park-Lefferts Blvd (A)	36%	38%	34%	38%	34%	41%	32%	34%	34%	30%	40%	40%	26%	24%	23%	22%	19%	34%
Park Pl (23)	36%	50%	38%	52%	48%	71%	36%	39%	44%	50%	49%	44%	35%	38%	21%	18%	16%	
Park Pl (S)	84%	84%	42%	90%	100%	45%	88%	95%	88%	84%	62%	74%	42%	42%	52%	29%	29%	
Parkchester (6)	48%	58%	52%	31%	42%	61%	37%	40%	33%	29%	40%	47%	45%	39%	31%	25%	25%	
Parkside Av (Q)	31%	41%	38%	40%	33%	51%	27%	47%	41%	49%	33%	49%	39%	34%	27%	21%	23%	
Parsons Blvd (F)	30%	29%	27%	31%	26%	45%	22%	33%	29%	38%	29%	38%	33%	29%	22%	17%	12%	
Pelham Bay Park (6)	42%	51%	49%	45%	35%	58%	35%	43%	37%	43%	43%	52%	57%	47%	23%	16%	15%	20%
Pelham Pkwy (25)	35%	34%	31%	25%	25%	55%	28%	37%	30%	30%	22%	35%	30%	30%	26%	17%	17%	31%
Pelham Pkwy (5)	27%	45%	53%	50%	41%	66%	35%	47%	33%	48%	59%	51%	53%	45%	13%	2%	3%	
Pennsylvania Av (3)	37%	59%	56%	45%	48%	69%	42%	47%	47%	58%	59%	49%	43%	43%	27%	33%	27%	
President St-Medgar Evers College (25)	35%	56%	47%	62%	53%	79%	43%	49%	50%	50%	35%	47%	34%	26%	34%	29%	29%	
Prince St (RW)	42%	51%	39%	54%	48%	44%	49%	45%	53%	56%	53%	42%	49%	42%	21%	23%	21%	
Prospect Av (25)	19%	23%	23%	15%	26%	39%	6%	11%	13%	11%	17%	28%	30%	22%	0%	3%	3%	
Prospect Av (R)	66%	69%	53%	51%	76%	69%	54%	57%	60%	65%	56%	68%	51%	46%	31%	24%	25%	
Prospect Park (BQS)	50%	57%	42%	49%	40%	76%	57%	62%	69%	60%	52%	50%	58%	40%	36%	17%	18%	56%
Queens Plaza (EMR)	43%	54%	34%	52%	50%	57%	37%	49%	47%	57%	50%	55%	44%	43%	31%	18%	18%	24%
Queensboro Plaza (7NW)	45%	48%	44%	36%	47%	49%	34%	40%	42%	39%	51%	48%	38%	32%	25%	23%	23%	
Ralph Av (C)	24%	27%	25%	31%	19%	25%	31%	28%	33%	46%	29%	39%	34%	22%	26%	30%	18%	
Rector St (1)	55%	47%	35%	64%	41%	72%	46%	58%	60%	62%	60%	57%	51%	52%	39%	43%	41%	
Rector St (RW)	36%	32%	16%	41%	44%	58%	37%	50%	33%	44%	39%	50%	31%	29%	39%	14%	14%	
Rockaway Av (3)	61%	56%	61%	41%	46%	84%	39%	66%	66%	61%	52%	55%	55%	57%	30%	26%	21%	
Rockaway Av (C)	35%	46%	31%	44%	35%	40%	33%	43%	35%	44%	43%	44%	39%	31%	32%	26%	26%	
Rockaway Blvd (A)	26%	35%	38%	24%	23%	44%	30%	36%	41%	34%	44%	50%	43%	35%	22%	20%	14%	
Rockaway Park-Beach 116 St (AS)	71%	70%	70%	70%	70%	70%	70%	78%	70%	78%	23%	100%	70%	70%	63%	63%	63%	
Roosevelt Island (F)	49%	49%	31%	45%	40%	53%	57%	55%	49%	51%	48%	47%	41%	32%	40%	27%	26%	26%
Saratoga Av (3)	51%	54%	43%	53%	51%	71%	39%	59%	55%	48%	63%	61%	58%	51%	31%	31%	27%	
Seneca Av (M)	67%	53%	45%	63%	65%	62%	51%	66%	63%	65%	51%	57%	61%	45%	61%	51%	51%	
Sheepshead Bay (BQ)	51%	56%	32%	51%	47%	54%	44%	45%	49%	52%	42%	55%	42%	35%	35%	32%	29%	
Shepherd Av (C)	16%	16%	34%	15%	16%	39%	11%	21%	16%	20%	16%	49%	34%	23%	11%	11%	11%	
Simpson St (25)	38%	18%	45%	18%	25%	56%	24%	42%	19%	25%	28%	49%	39%	38%	13%	13%	13%	27%
Smith-9 Sts (FG)	23%	13%	7%	49%	36%	63%	19%	36%	47%	53%	24%	55%	55%	25%	27%	40%	19%	
South Ferry (1)	61%	76%	66%	60%	75%	76%	51%	57%	63%	55%	50%	69%	62%	51%	36%	25%	25%	49%
Spring St (6)	24%	27%	32%	38%	28%	44%	40%	35%	35%	50%	28%	49%	48%	45%	26%	18%	18%	

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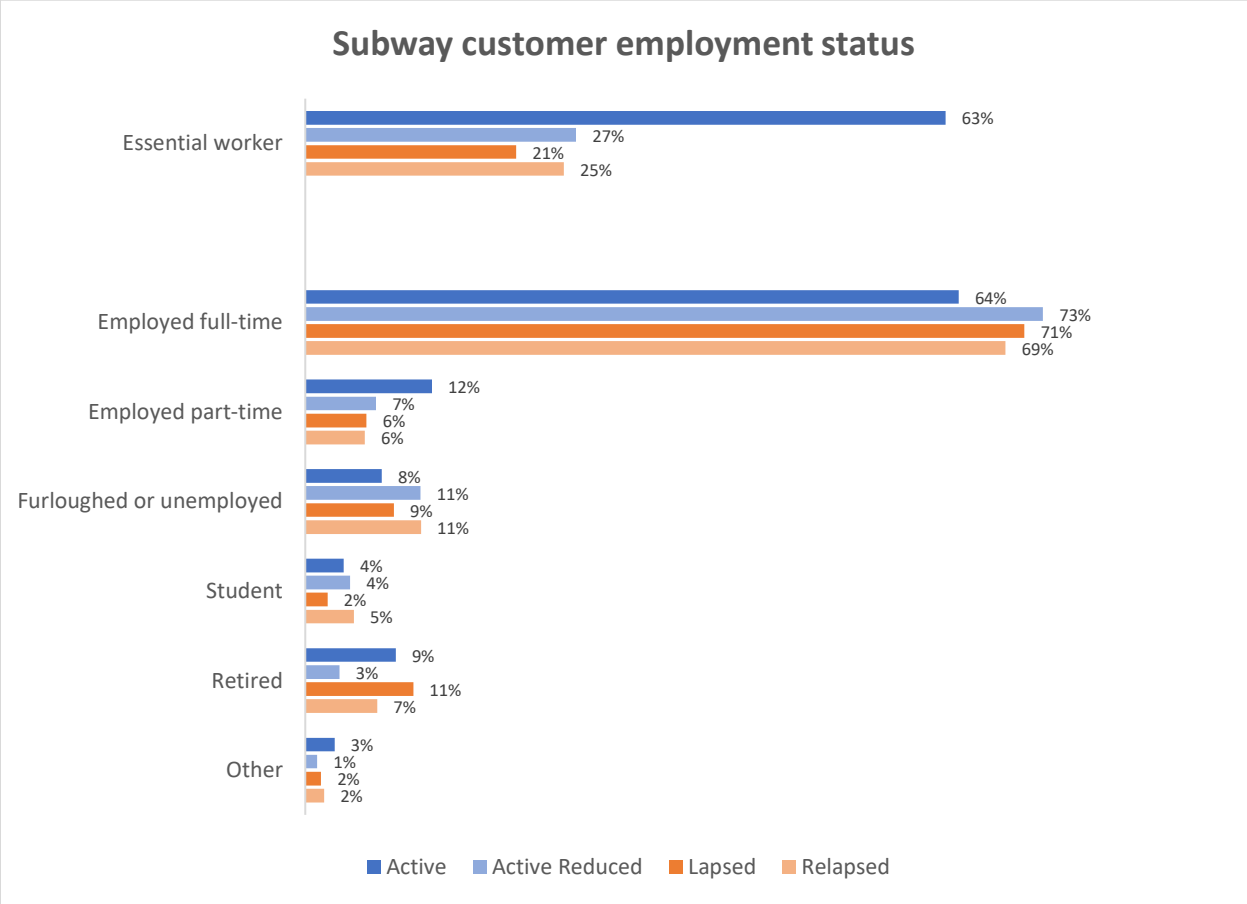
Spring St (CE)	40%	33%	28%	42%	34%	48%	31%	40%	39%	43%	34%	38%	39%	31%	28%	21%	21%	
St Lawrence Av (6)	30%	64%	41%	59%	35%	52%	41%	37%	41%	55%	34%	69%	42%	38%	37%	37%	37%	
Steinway St (MR)	46%	38%	48%	49%	46%	50%	37%	54%	54%	43%	43%	54%	52%	49%	22%	17%	17%	
Sterling St (25)	36%	52%	38%	33%	22%	40%	34%	45%	30%	36%	38%	42%	41%	33%	28%	20%	20%	
Sutphin Blvd (F)	30%	37%	48%	40%	37%	74%	19%	34%	31%	40%	56%	50%	59%	43%	15%	7%	6%	
Sutphin Blvd-Archer Av/JFK Airport (EJZ)	26%	32%	38%	30%	25%	55%	21%	39%	28%	34%	35%	50%	39%	40%	13%	10%	13%	37%
Sutter Av (L)	44%	44%	44%	44%	44%	54%	44%	44%	56%	44%	44%	56%	44%	44%	31%	18%	18%	
Sutter Av-Rutland Rd (3)	48%	44%	37%	49%	44%	59%	27%	44%	49%	32%	29%	51%	48%	48%	16%	27%	30%	
Times Sq-42 St (1237NQRWS)	30%	31%	38%	21%	30%	56%	27%	40%	30%	24%	32%	44%	42%	34%	13%	12%	10%	21%
Tremont Av (BD)	21%	32%	23%	23%	31%	40%	19%	30%	23%	22%	17%	20%	43%	32%	11%	8%	5%	
Union St (R)	45%	57%	38%	55%	52%	67%	56%	60%	47%	57%	52%	57%	44%	33%	38%	36%	33%	
Utica Av (AC)	35%	39%	33%	32%	30%	43%	25%	34%	31%	33%	35%	42%	39%	36%	18%	16%	13%	26%
Van Cortlandt Park-242 St (1)	57%	64%	62%	70%	59%	75%	62%	64%	61%	65%	56%	63%	67%	56%	40%	34%	23%	
Van Siclen Av (3)	17%	18%	38%	18%	24%	64%	11%	11%	11%	11%	11%	17%	39%	17%	11%	6%	6%	
Van Siclen Av (C)	21%	44%	56%	46%	27%	18%	13%	43%	41%	21%	40%	35%	42%	35%	0%	0%	0%	
Van Siclen Av (JZ)	28%	28%	21%	28%	28%	62%	17%	17%	17%	28%	40%	54%	28%	21%	47%	28%	28%	
Vernon Blvd-Jackson Av (7)	58%	50%	54%	48%	50%	75%	66%	77%	58%	64%	62%	53%	59%	53%	58%	50%	50%	
W 4 St-Washington Sq (ACEBDFM)	28%	21%	29%	29%	24%	47%	21%	41%	32%	43%	40%	48%	39%	33%	14%	11%	11%	18%
Wakefield-241 St (2)	23%	26%	25%	16%	23%	41%	24%	26%	24%	30%	33%	33%	36%	33%	2%	2%	2%	
Wall St (23)	48%	55%	49%	44%	46%	68%	38%	56%	48%	43%	44%	55%	53%	49%	31%	26%	25%	
Wall St (45)	46%	50%	50%	39%	42%	60%	41%	51%	46%	44%	48%	47%	49%	49%	27%	27%	29%	
West 8 St-NY Aquarium (FQ)	42%	64%	44%	63%	67%	56%	33%	53%	43%	44%	49%	61%	23%	19%	17%	9%	9%	
West Farms Sq-East Tremont Av (25)	38%	37%	36%	32%	34%	32%	27%	30%	30%	33%	37%	31%	27%	26%	20%	20%	17%	
Westchester Sq-East Tremont Av (6)	33%	35%	31%	35%	25%	47%	17%	22%	25%	26%	28%	50%	51%	44%	14%	11%	13%	
Whitehall St (RW)	40%	51%	46%	40%	38%	48%	30%	42%	38%	40%	47%	57%	41%	41%	25%	16%	15%	
Whitlock Av (6)	59%	45%	59%	55%	45%	84%	45%	29%	16%	55%	10%	68%	68%	59%	32%	32%	16%	
Wilson Av (L)	77%	57%	67%	63%	43%	82%	44%	50%	44%	50%	71%	82%	53%	40%	55%	55%	55%	
Winthrop St (25)	35%	24%	40%	34%	25%	61%	28%	40%	36%	32%	31%	42%	50%	44%	28%	22%	15%	
Woodhaven Blvd (JZ)	38%	39%	31%	37%	33%	67%	35%	34%	27%	36%	68%	50%	36%	30%	19%	23%	19%	
Woodhaven Blvd (MR)	42%	34%	39%	40%	33%	55%	40%	39%	40%	40%	44%	54%	45%	42%	26%	21%	20%	
Woodlawn (4)	57%	57%	60%	47%	55%	65%	42%	53%	54%	45%	46%	54%	63%	56%	35%	26%	24%	
World Trade Center (E)	48%	70%	47%	40%	56%	61%	46%	58%	47%	45%	53%	56%	44%	45%	22%	18%	13%	49%
World Trade Center-Cortlandt (1)	76%	88%	74%	67%	85%	82%	58%	67%	58%	68%	62%	74%	68%	54%	42%	40%	39%	66%
York St (F)	35%	31%	41%	23%	30%	47%	28%	41%	20%	29%	38%	63%	64%	49%	15%	11%	11%	
Zerega Av (6)	32%	34%	62%	34%	34%	26%	33%	40%	33%	61%	54%	32%	54%	26%	25%	33%	33%	

Employment

Of the four customer groups, active reduced contains the greatest proportion of employed full-time workers (73%). The lapsed group has a slightly lower rate of 71%, followed by the relapsed group (69%), and lastly by the active group (64%). In contrast, the active group has a greater proportion of employed part-time workers (12%) than the other groups (6% to 7%).

Among active subway customers who are employed, 63% are essential workers. This rate drops substantially for the other three groups; 27% of employed active reduced customers, 21% of employed lapsed customers, and 25% of employed relapsed customers are essential workers.

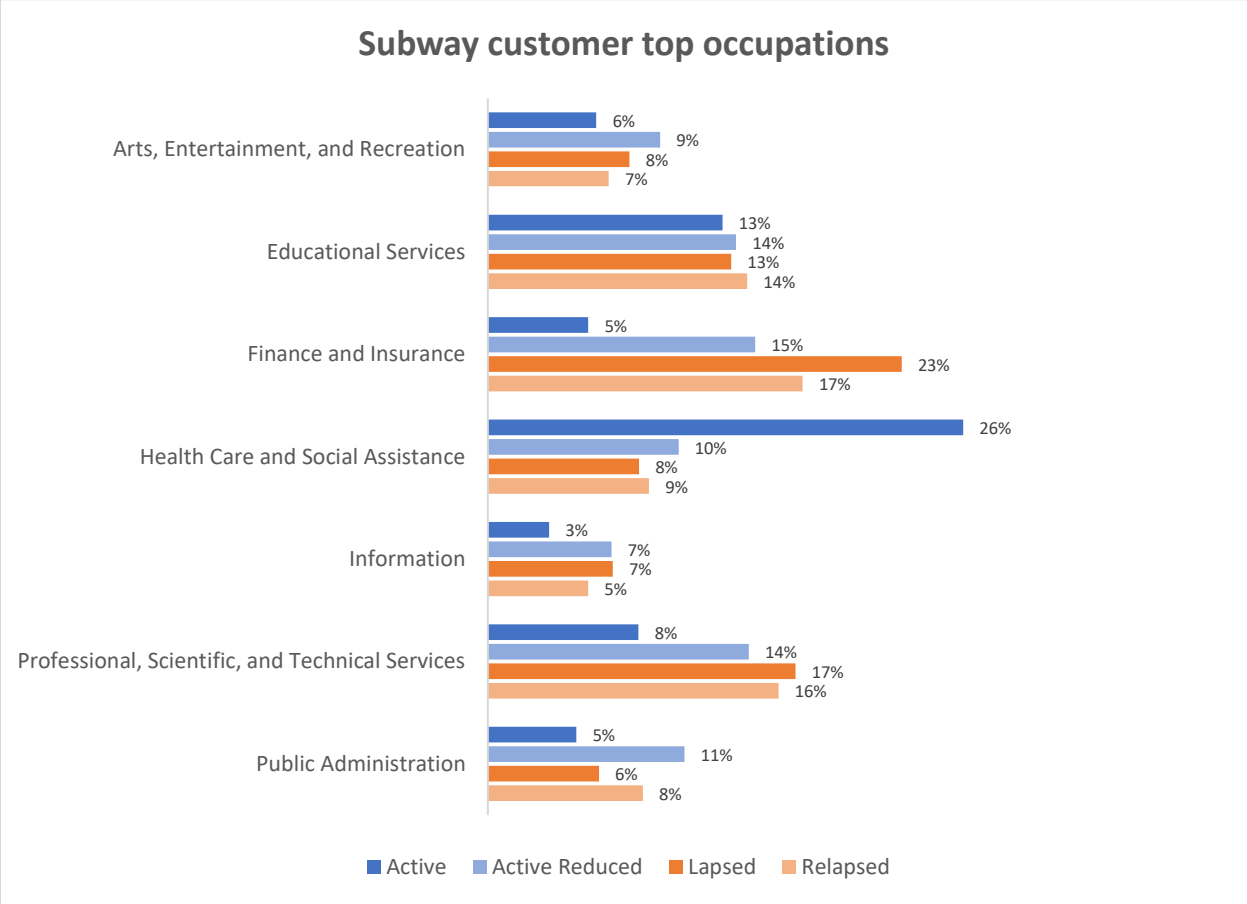


More than one-quarter of employed active customers (26%) work in health care and social assistance. This is greater than for the other groups, in which 8% to 10% are employed in health care and social assistance. The second most common occupation among active customers is education services at 13%. There is a particularly low proportion of customers employed in finance and insurance among the active group (5%).

Among the active reduced group, educational services (14%), finance and insurance (15%), and professional, scientific, and technical services (14%) are the most common occupations.

The most common occupation for the lapsed group is finance and insurance (23%), followed by professional, scientific, and technical services (17%), and educational services (13%).

For the relapsed group, finance, and insurance (17%), and professional, scientific, and technical services (16%) are the occupations with the greatest proportion of group constituents.

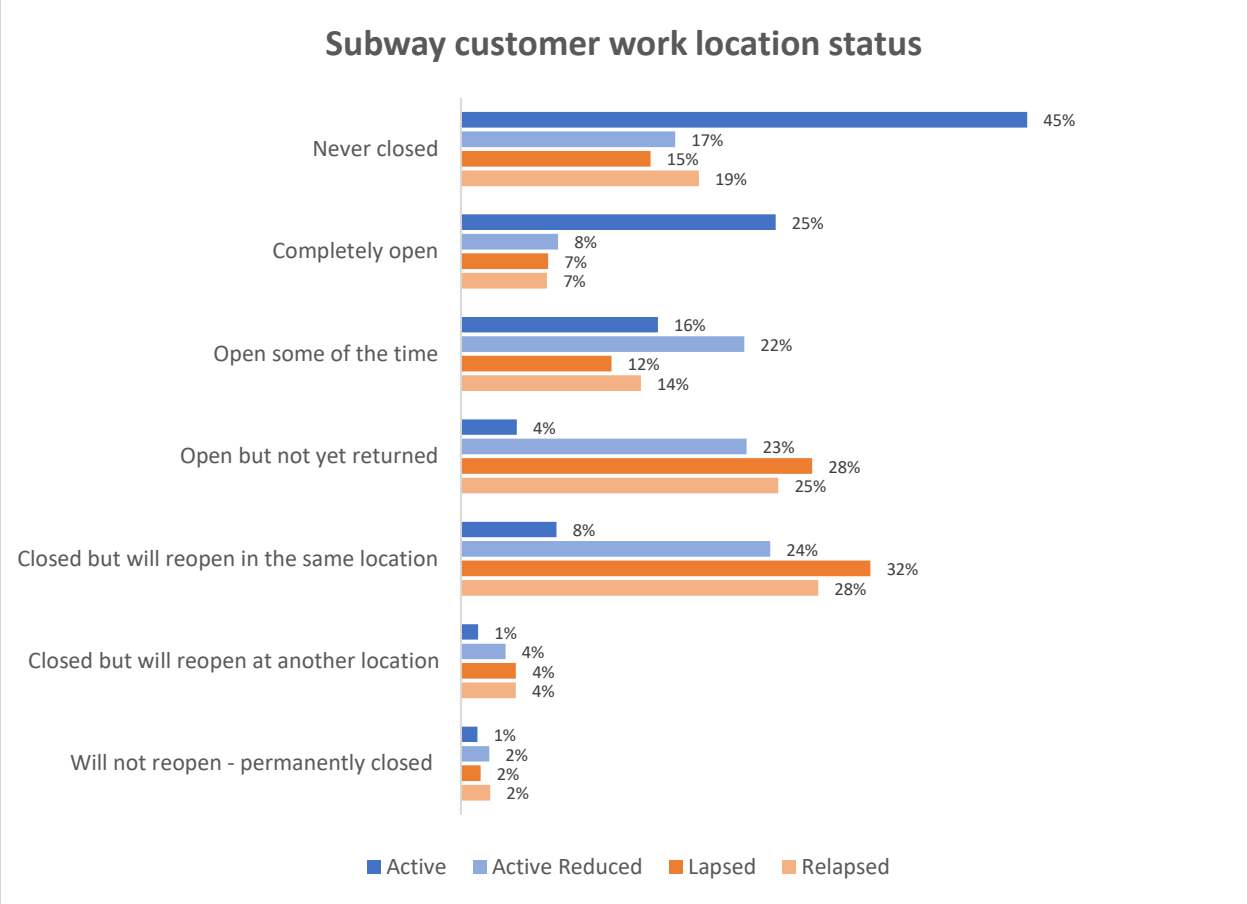


There is a large disparity in work location status between the active and the other three groups. Nearly half of employed active customers (45%) indicate that their work location never closed. One-quarter of employed active customers (25%) indicate their work location is completely open (it has already reopened). This is in contrast to the other three groups in which 15% to 19% say their work location never closed, and 7% to 8% who say their work location is completely open.

Among the four groups, active reduced has the greatest proportion of members (22%) who indicate their work location is open some of the time. This rate is 12% to 15% for the other groups.

Between 23% and 28% of customers in the active reduced, lapsed, and relapsed groups say their work location is open but they have not yet returned. Only 4% of the active group say their work location is open but they have not yet returned.

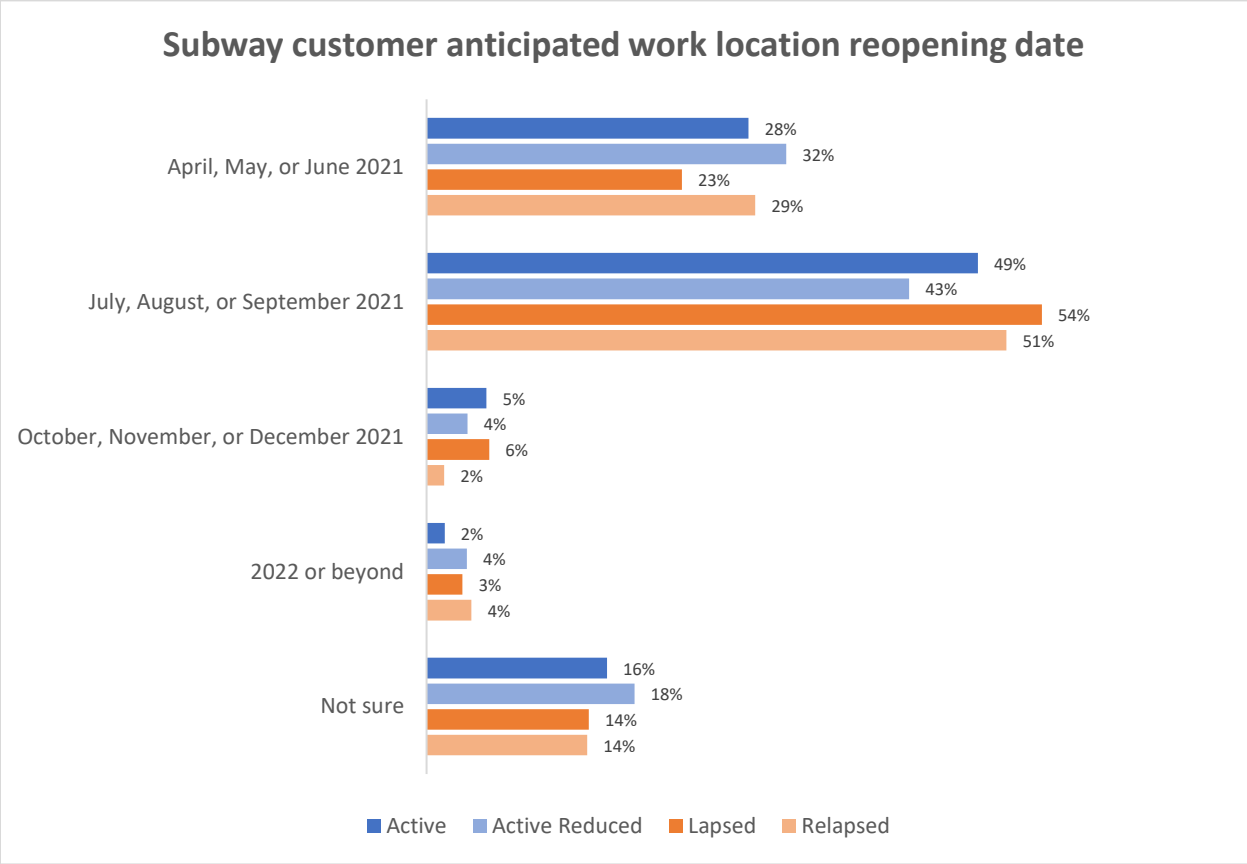
The same pattern holds for customers whose work locations are closed but will reopen in the same location. Between 24% and 32% of employed active reduced, lapsed, and relapsed groups fall into this category, but only 8% of employed active customers work in locations that are closed but will reopen in the same location.



Among employed customers whose work location is closed, there does not appear to be much variation in the four customer groups in terms of projected work location reopening date. Workers from the lapsed group say their work location will reopen in April, May, or June 2021 at a slightly lower rate (22%) than the other groups (28% to 32%). Workers from the active reduced group say their work location will reopen in July, August, or September 2021 at a slightly lower rate (43%) than the other groups (49% to 54%).

By the end of September 2021, 77% of active, 75% of active reduced, 77% of lapsed, and 80% of relapsed customers, whose work location is closed, say it will reopen. By the end of 2021, these rates increase to 82% of active, 79% of reduced active, 83% of lapsed, and 82% of relapsed customers.

Across all four groups, between 14% and 18% of customers are not sure when their work location will reopen.

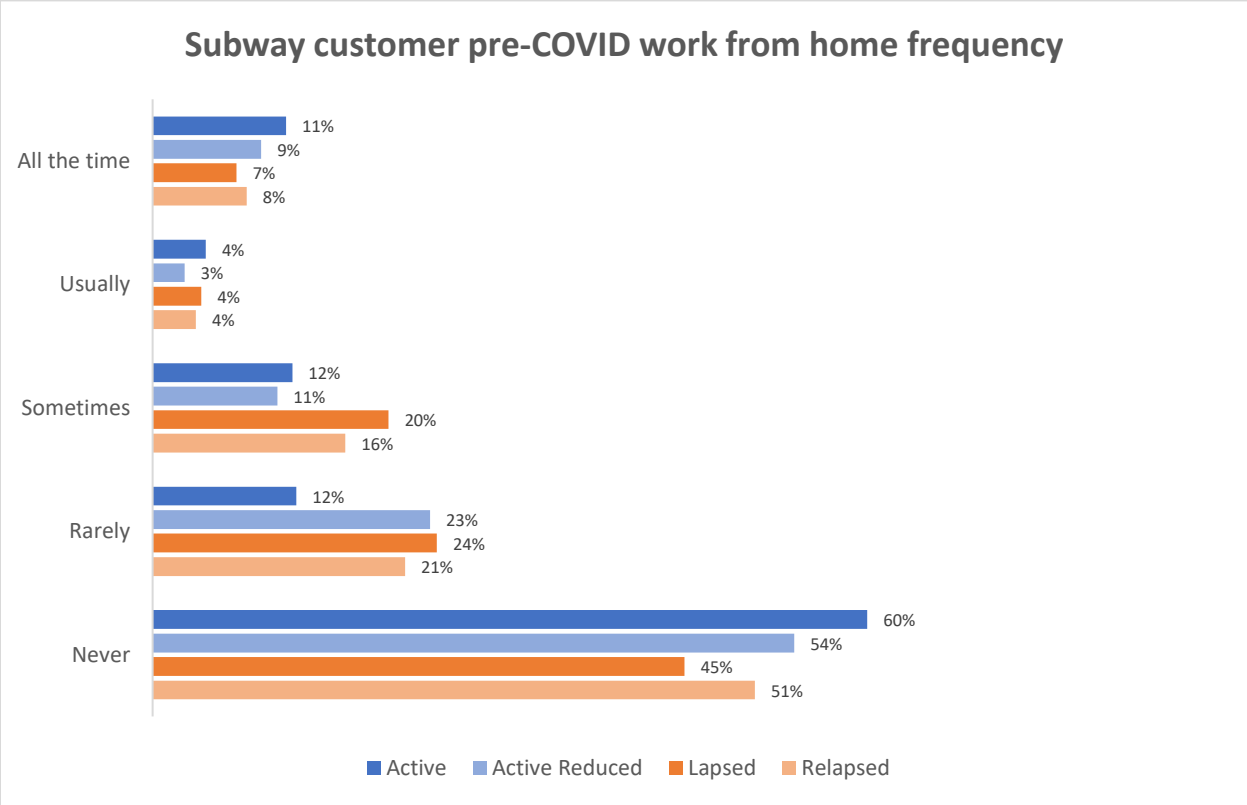


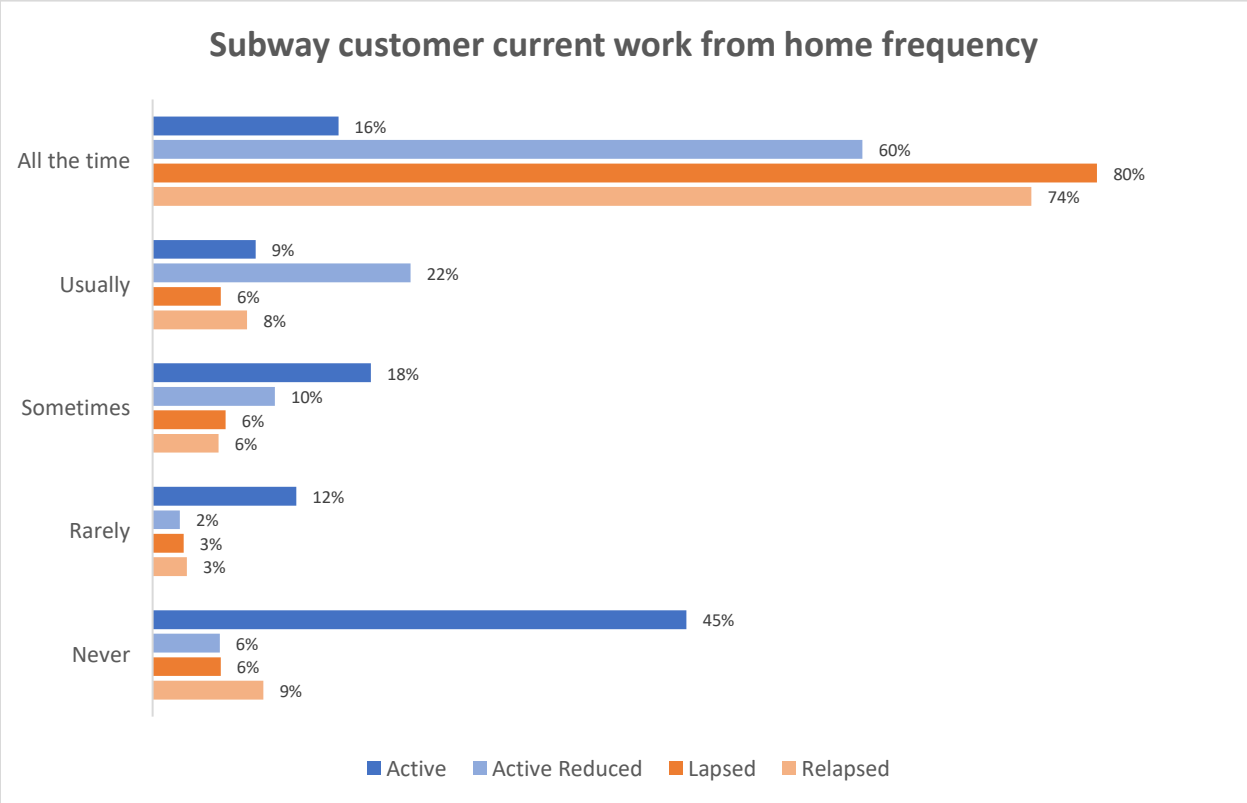
Referring back to their employment experience before the COVID pandemic, a slightly higher rate of active (11%) and active reduced (9%) customers worked from home all the time compared to lapsed (7%) and relapsed (8%) customers. The proportion of active customers who never worked from home before COVID is 60%, which is substantially larger than the rates for active reduced (54%), lapsed (45%), and relapsed (51%) customers.

Current work from home proportions reinforce the impact the COVID pandemic has had on subway ridership, as the need to use the subway to commute to and from work has been eliminated for many. Among employed lapsed customers, 80% are working from home all the time. The rate drops slightly for relapsed customers to 74%. Among employed active reduced customers, 60% are currently working from home all the time. This rate is only 16% for employed active customers. Since these customers are using the subway as often as they did before COVID, they are substantially less likely to be working from home.

Active reduced customers are more likely to usually work from home. They indicate they are usually working from home at a rate of 22% compared to the other three groups, which have rates of 6% to 9%.

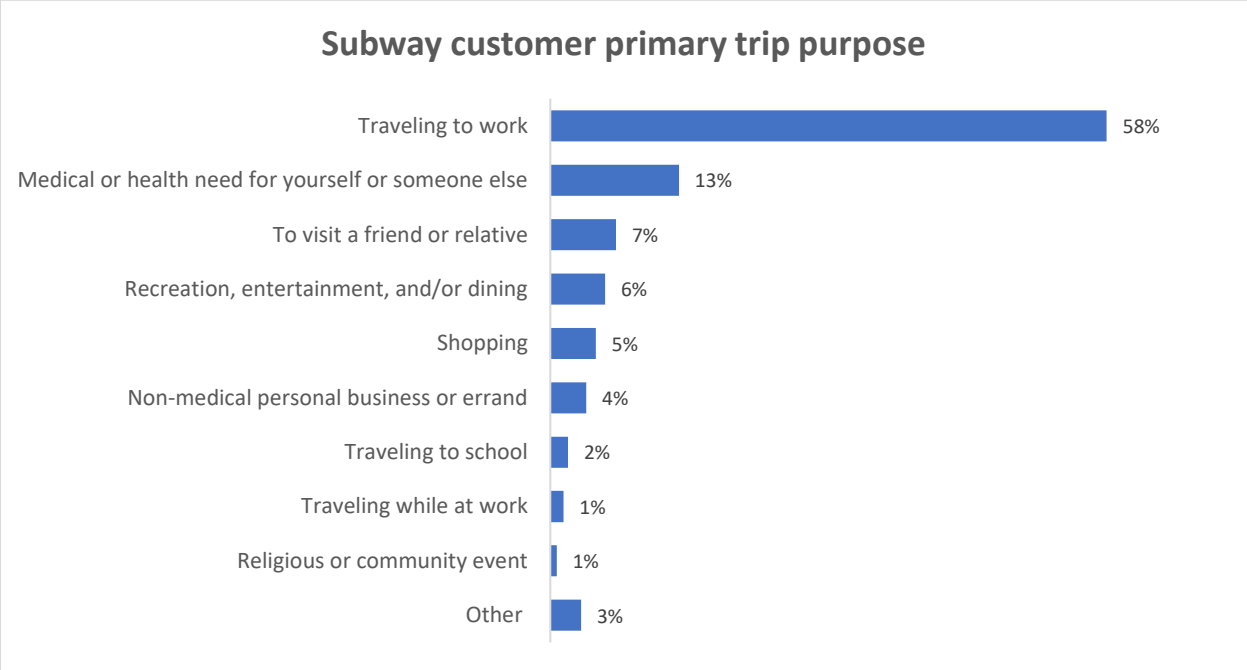
Customers in the active group indicate they currently never work from home at a much greater rate of 45% compared to the other groups with rates between 6% and 9%.


Subway customer pre-COVID work from home frequency
All the time
11%
9%
7%
8%
Usually
4%
3%
4%
4%
Sometimes
12%
11%
20%
16%
Rarely
12%
23%
24%
21%
Never
60%
54%
45%
51%
Active
Active Reduced
Lapsed
Relapsed


Subway customer current work from home frequency
All the time
16%
60%
80%
74%
Usually
9%
22%
6%
8%
Sometimes
18%
10%
6%
6%
Rarely
12%
2%
3%
3%
Never
45%
6%
6%
9%
Active
Active Reduced
Lapsed
Relapsed

Primary trip purpose

More than half of active and active reduced customers cite traveling to work as their primary trip purpose (58%). The second most common primary trip purpose among customers currently using the subway is medical or health need (13%). Some customers are using the subway to visit a friend or relative (7%), to access recreation, entertainment and/or dining (6%), to go shopping (5%), or for non-medical personal business or errands (4%).



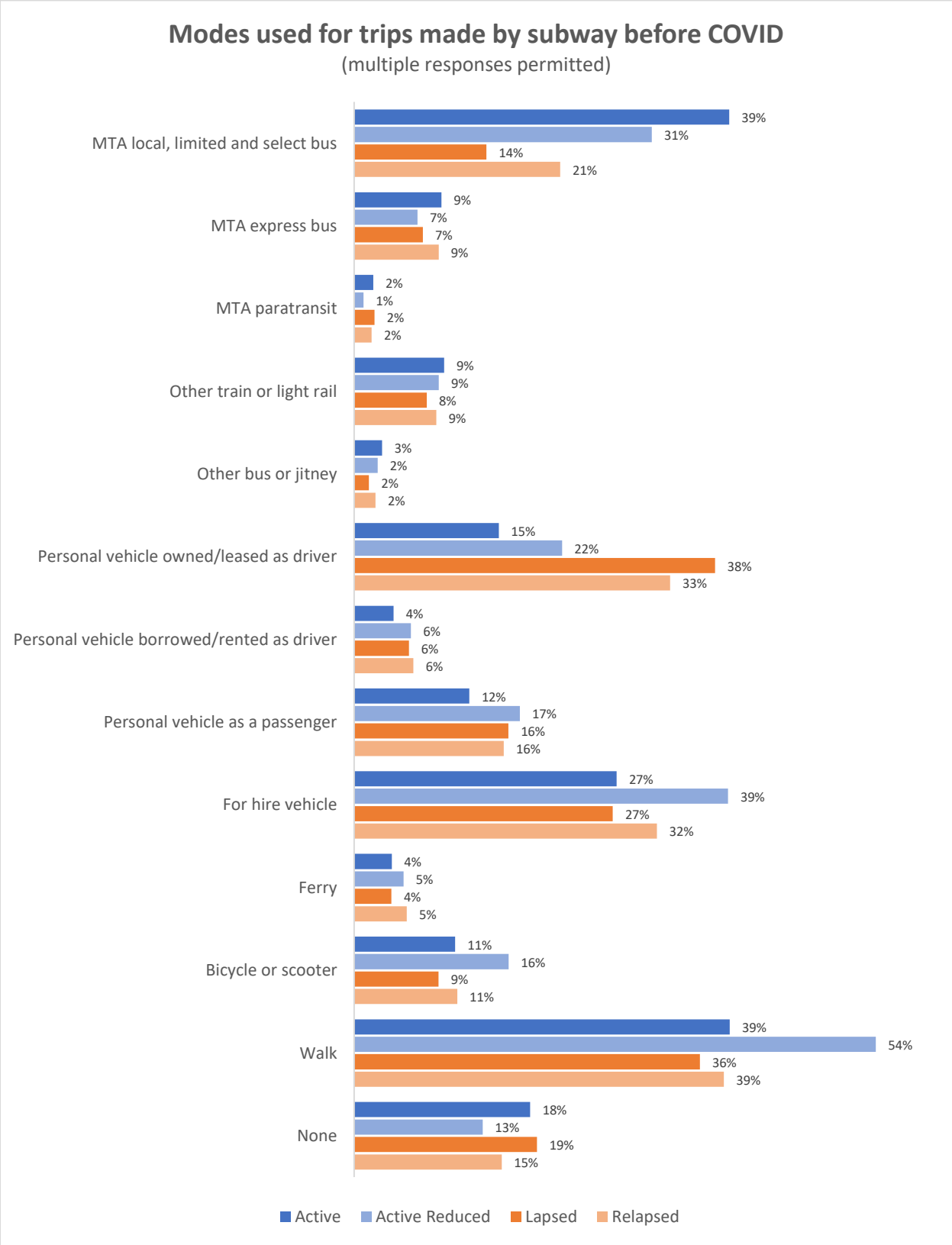
Alternative modes

Customers who are currently using the subway, in the active (39%) and active reduced (31%) groups, are using local, limited, and select buses instead of the subway more than lapsed (14%) and relapsed (21%) customers for trips made by subway before COVID.

A few customers across all groups, between 7% and 9%, use express buses for trips made by subway before COVID. Similarly, 8% to 9% of subway customers, regardless of group, use another train or light rail. A large number of these customers are travelers from within New York City who are using Metro-North (to travel to/from the Bronx) or the Long Island Railroad (to travel to/from Queens).

A larger proportion of lapsed (38%) and relapsed (33%) customers drive their own personal vehicles for trips made by subway before COVID, compared to active (15%) and active reduced (22%) customers.

Across all four groups, 4% to 6% of customers report driving a borrowed personal vehicle to replace subway trips during the COVID pandemic.


Modes used for trips made by subway before COVID
(multiple responses permitted)
MTA local, limited and select bus
39%
31%
14%
21%
MTA express bus
9%
7%
7%
9%
MTA paratransit
2%
1%
2%
2%
Other train or light rail
9%
9%
8%
9%
Other bus or jitney
3%
2%
2%
2%
Personal vehicle owned/leased as driver
15%
22%
38%
33%
Personal vehicle borrowed/rented as driver
4%
6%
6%
6%
Personal vehicle as a passenger
12%
17%
16%
16%
For hire vehicle
27%
39%
27%
32%
Ferry
4%
5%
4%
5%
Bicycle or scooter
11%
16%
9%
11%
Walk
39%
54%
36%
39%
None
18%
13%
19%
15%
Active
Active Reduced
Lapsed
Relapsed

Between 16% and 17% of active reduced, lapsed, and relapsed customers get a ride as a passenger in a personal vehicle for some pre-COVID subway trips. The rate drops to 12% for active customers.

Active reduced customers are more likely to use for hire vehicles for trips made by subway before COVID. Slightly less than two in five (39%) say they are using for hire vehicles. Relapsed customers are using for hire vehicles at slightly lower rate of 32%. Both active and lapsed customers indicate they are using for hire vehicles instead of the subway at a rate of 27%.

Some customers replace subway trips with ferry trips. Regardless of group, 4% to 5% use a ferry instead of the subway.

Active reduced customers substitute bicycle or scooter trips for subway trips at a greater rate than members of the other three groups. Among this group, 16% report using a bicycle or scooter. For the other three groups, 9% to 11% say they are using a bicycle or scooter.

More than half of active reduced customers (54%) walk instead of using the subway for some trips made by subway before COVID. More than one-third of other groups (36% to 39%) indicate they walk instead of the subway. For subway trips replaced with walking, our assumption is that these customers have altered their destinations to be within walking distance, are combining walking with another mode, or are taking long walks.

Between 13% and 19% of customers, depending on the group, indicated they have not replaced subway trips with any other modes.

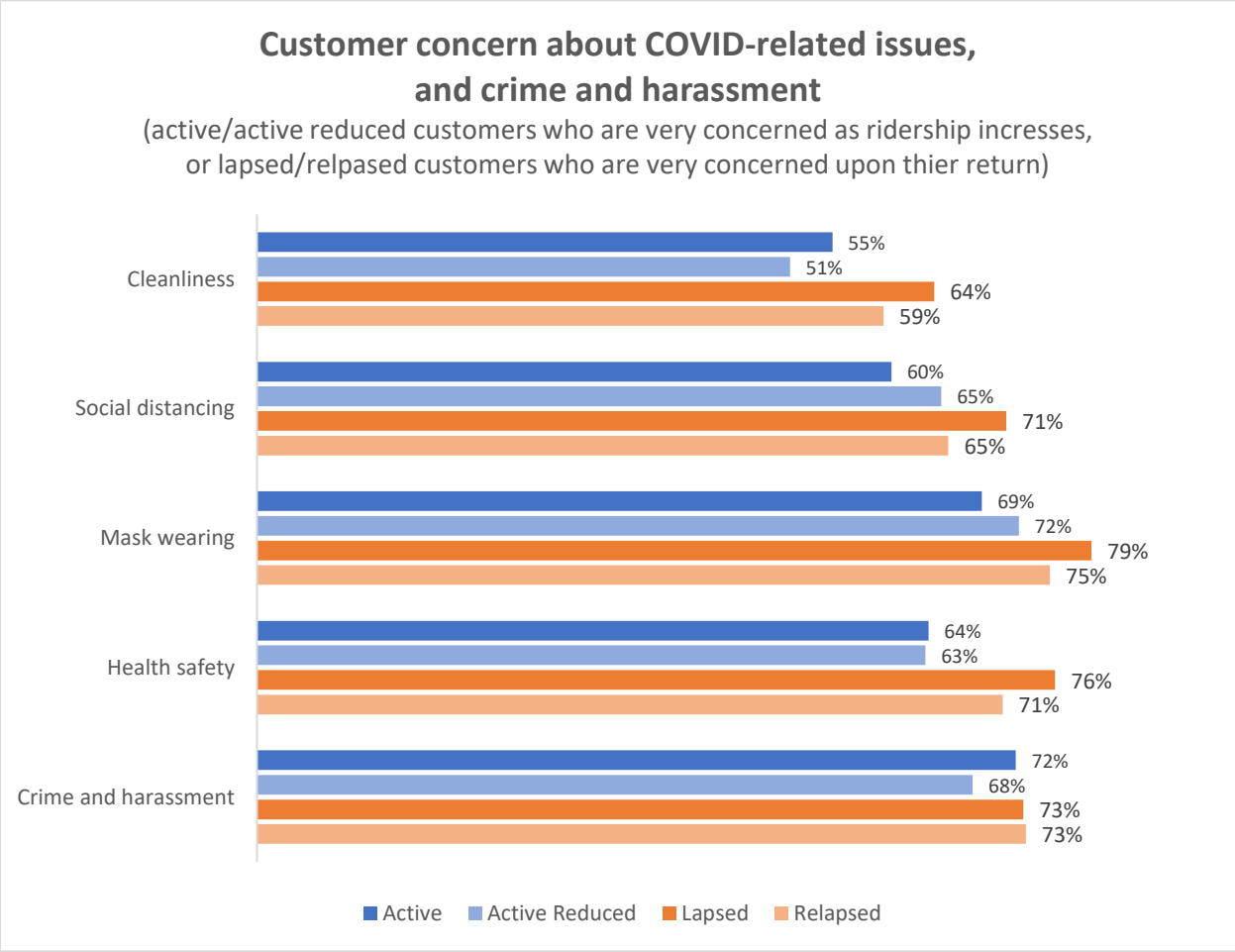
COVID and crime concerns

In general, customers who are currently using the subway, in the active and active reduced groups, are very concerned about COVID-related issues at lower rates than those who have not been using the subway, in the lapsed group. This has been constant in the comparison of active to lapsed customers for COVID-related concerns since we began surveying after the onset of the pandemic in 2020 Q2. These results continue to confirm that the actual experience of using the subway tends to be less concerning than the anticipated experience. This is essential to ensuring that New Yorkers reestablish their transit use habits.

Of concern is that active, lapsed, and relapsed customers are very concerned about crime and harassment at similar rates of 72% to 73%, and only active reduced customers have a slightly lower rate of 68%. It is noteworthy that active and active reduced customers are more concerned about crime and harassment (72% and 68%) than cleanliness (55% and 51%), social distancing (60% and 65%), and health safety (64% and 63%). Lapsed and relapsed customers are concerned about crime and harassment (73% and 73%) slightly less than they are about mask wearing (79% and 75%).

Among COVID-related issues, mask wearing continues to be most concerning to customers. Among active and active reduced customers, 69% and 72% are very concerned. Lapsed customers are very concerned at a rate of 79%. This is the greatest very concerned rate of all COVID-related issues and across all four customer groups. Three-quarters of relapsed customers (75%) are very concerned.

Across all four groups, customers are least concerned with cleanliness. Only 55% of active and 51% of active reduced customers are very concerned about cleanliness as ridership increases. 64% of lapsed and 59% of relapsed customers are very concerned about cleanliness when they return to the subway.



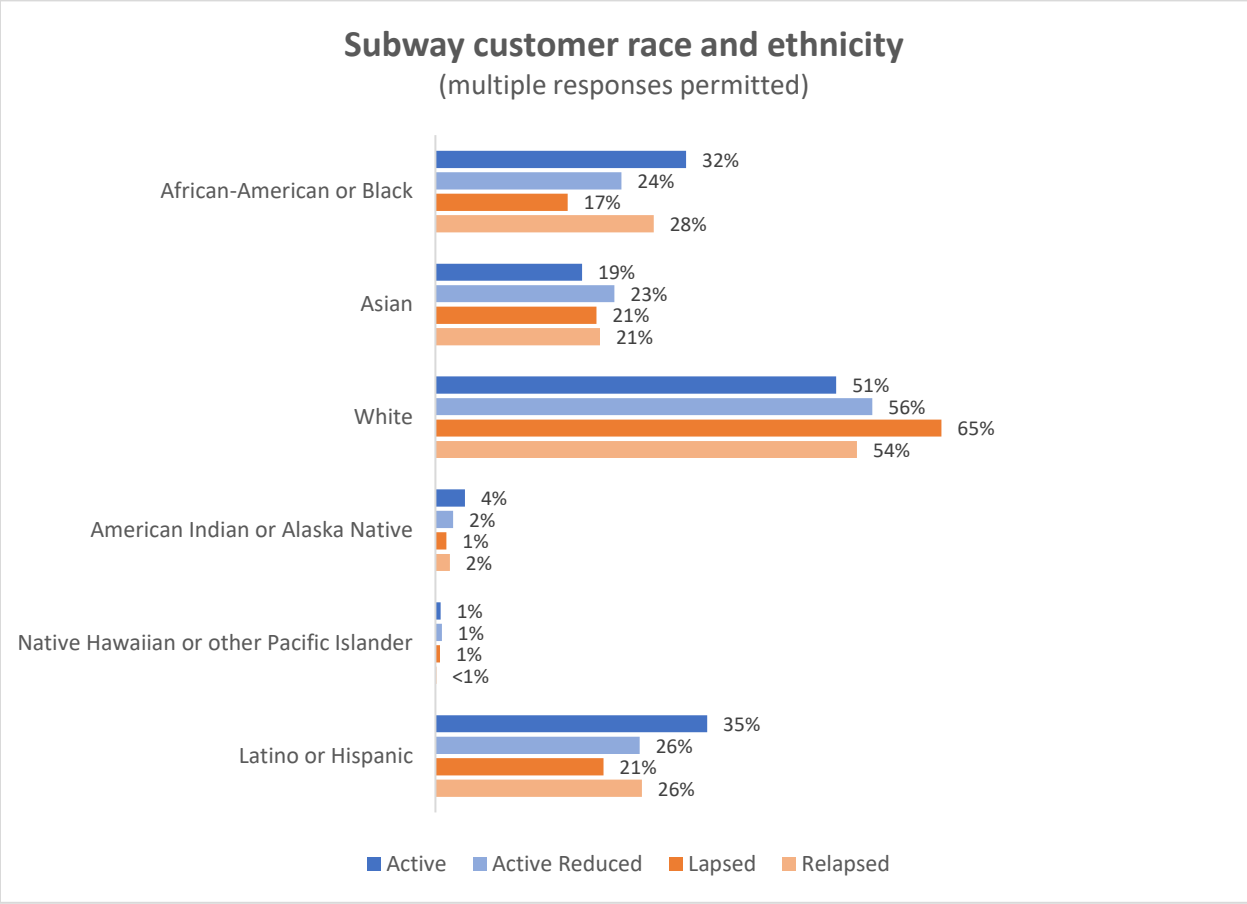
Demographics

African-American or Black customers account for 32% of the active group in contrast to the active reduced (24%), lapsed (17%), and relapsed (28%) groups.

For ethnicity, 35% of the active group identify as Latino or Hispanic compared to 26% of the active reduced, 21% of the lapsed group, and 26% of the relapsed group.

The proportion of white customers in the lapsed group is larger than for any of the other three groups. Almost two-thirds of the lapsed group (65%) are white compared to 51% to 56% in the other groups.

Within the active reduced group, there is a slightly higher rate of Asian customers (23%), especially compared to the active group with 19%.

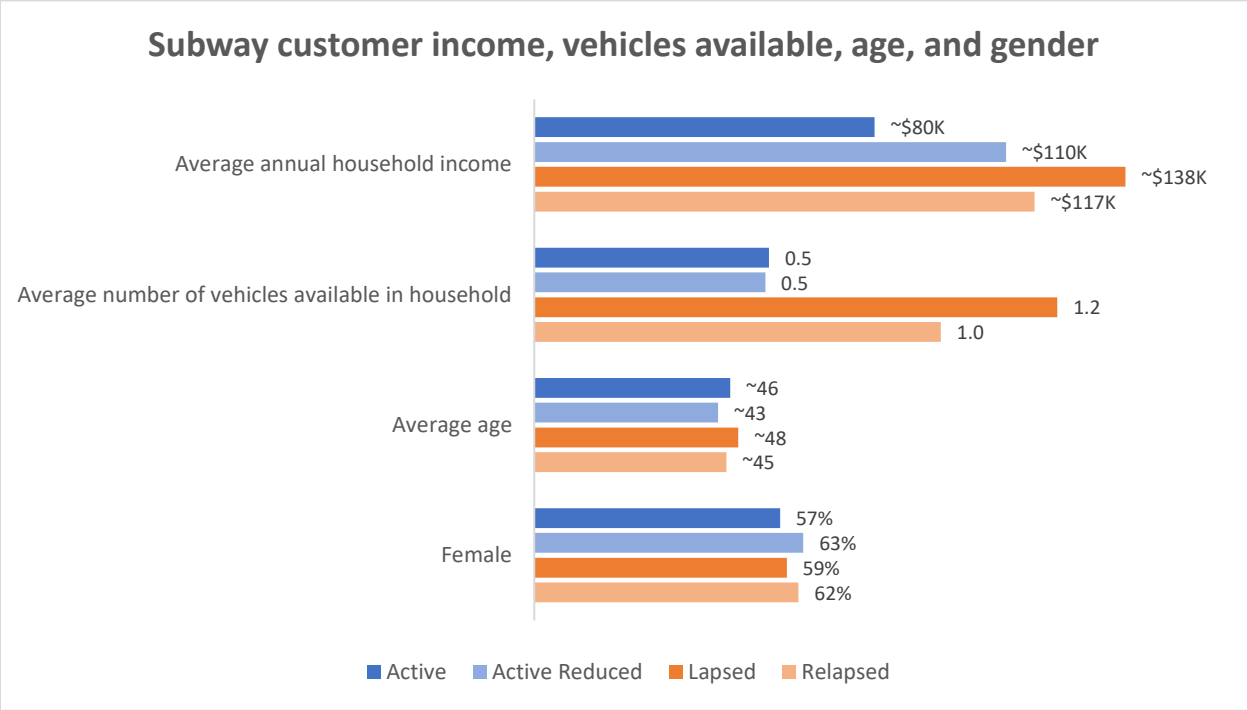


The racial/ethnicity composition of the relapsed group is very similar to the racial/ethnicity composition of the active reduced group.

The average annual household income of active subway customers is substantially lower than the average annual household income of other groups. Average annual household income of the active group is about $80,000, in contrast to $110,000 for the active reduced group, $117,000 for the relapsed group, and in sharp contrast to $138,000 for the lapsed group.

Customers in the active and active reduced groups have less access to vehicles. On average, there are only 0.5 vehicles available per household among customers in both the active and active reduced groups. Average vehicles available per household for the lapsed group is 1.2 and for the relapsed group is 1.0 vehicles per household. Notably, both indicate at least one vehicle available per household on average for these two groups.

Across the four groups, the active reduced group is slightly younger with an average age of 43. The lapsed group is slightly older with an average age of 48.



Local, Limited, and Select Bus

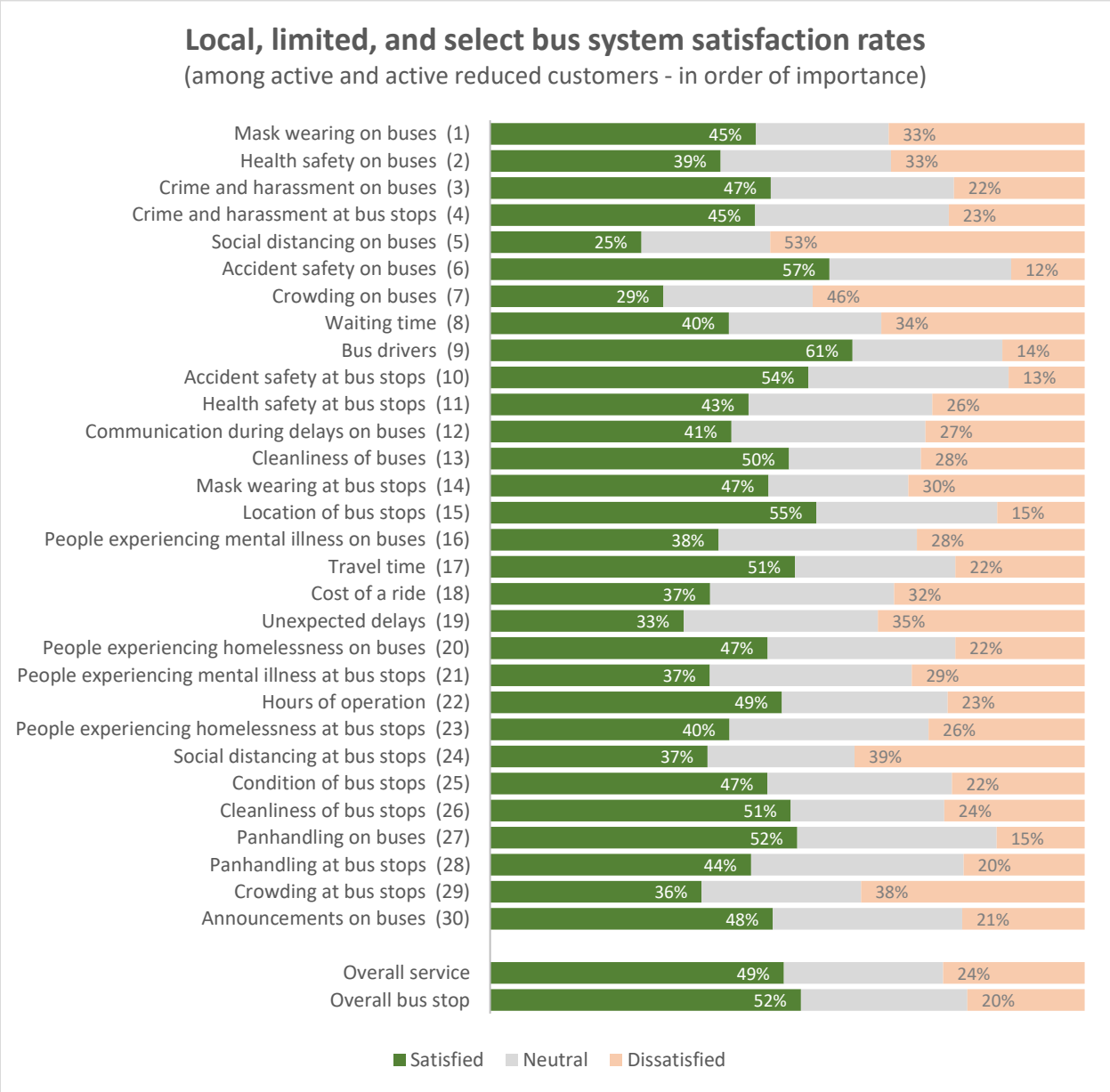
Satisfaction status

Overall service satisfaction is at 49%, which is twenty-five percentage-points greater than the dissatisfaction rate of 24%. Overall bus stop satisfaction is at 52%, which is thirty-two percentage-points greater than the dissatisfaction rate of 20%.

Of the thirty bus attributes customers rate on the survey for importance, the most important are related to COVID, crime, and safety. This is in contrast to pre-COVID results which typically showed that traditional core service attributes like waiting time, travel time, unexpected delays, and crowding were the most important to customers.

Mask wearing on buses is the most important attribute to customers. Slightly less than half of customers (45%) are satisfied. A similar proportion (47%) are satisfied with mask wearing at bus stops, but customers do not consider this as important as mask wearing on buses – it is the fourteenth most important attribute.

Health safety on buses, how safe customers feel from contracting COVID, is the second most important attribute to customers. Slightly less than two in five customers (39%) are satisfied. At bus stops, health safety is the eleventh most important attribute with a 47% satisfaction rate.



Crime and harassment on buses and at bus stops are the third and fourth most important attributes. Customers report similar levels of satisfaction with 47% satisfied on buses and 45% satisfied at bus stops.

Customers consider social distancing on buses to be very important. It is the fifth most important attribute out of the thirty on the survey. Only one-quarter of customers (25%) are satisfied and more than twice as many (53%) are dissatisfied. This attribute is naturally correlated with crowding on buses, which is the seventh most important attribute to customers. Not surprisingly, the percentages of satisfied and dissatisfied customers are similar. Only 29% of customers are satisfied in contrast to 46%

who are dissatisfied. Social distancing and crowding at bus stops are much less of a concern to customers – they are the twenty-fourth and twenty-ninth most important.

Accident safety, how safe customers feel from getting injured, is the sixth most important attribute on buses and the tenth most important at bus stops. On buses, 57% of customers are satisfied, and few, only 12%, are dissatisfied. At bus stops, 54% of customers are satisfied, and 13% are dissatisfied.

The eighth most important, waiting time, is a pre-COVID traditional high-importance attribute. Two in five customers (40%) are satisfied with waiting time.

Bus drivers are the ninth most important attribute. Historically, customers have shown appreciation for their bus drivers by giving them high satisfaction ratings. This trend continues, as 61% of customers are satisfied with bus drivers, the greatest satisfaction rate of any attribute on the survey. Only 14% are dissatisfied.

Communication during delays on buses is the twelfth most important attribute out of thirty. Slightly more than two-fifths (41%) are satisfied.

Customers indicate cleanliness of buses is the thirteenth most important attribute. Half of customers (50%) are satisfied with the cleanliness of buses, compared to 28% who are dissatisfied.

Satisfaction changes

Overall service satisfaction increased by 2.3 percentage-points in the six months from 2020 Q3 to 2021 Q1. Overall bus stop satisfaction did not change by a statistically significant margin.

Customer satisfaction with mask wearing has increased. On buses satisfaction went up by 7.8 percentage-points, and at bus stops by 7.5 percentage-points. This is important since customers consider mask wearing on buses to be the most important attribute.

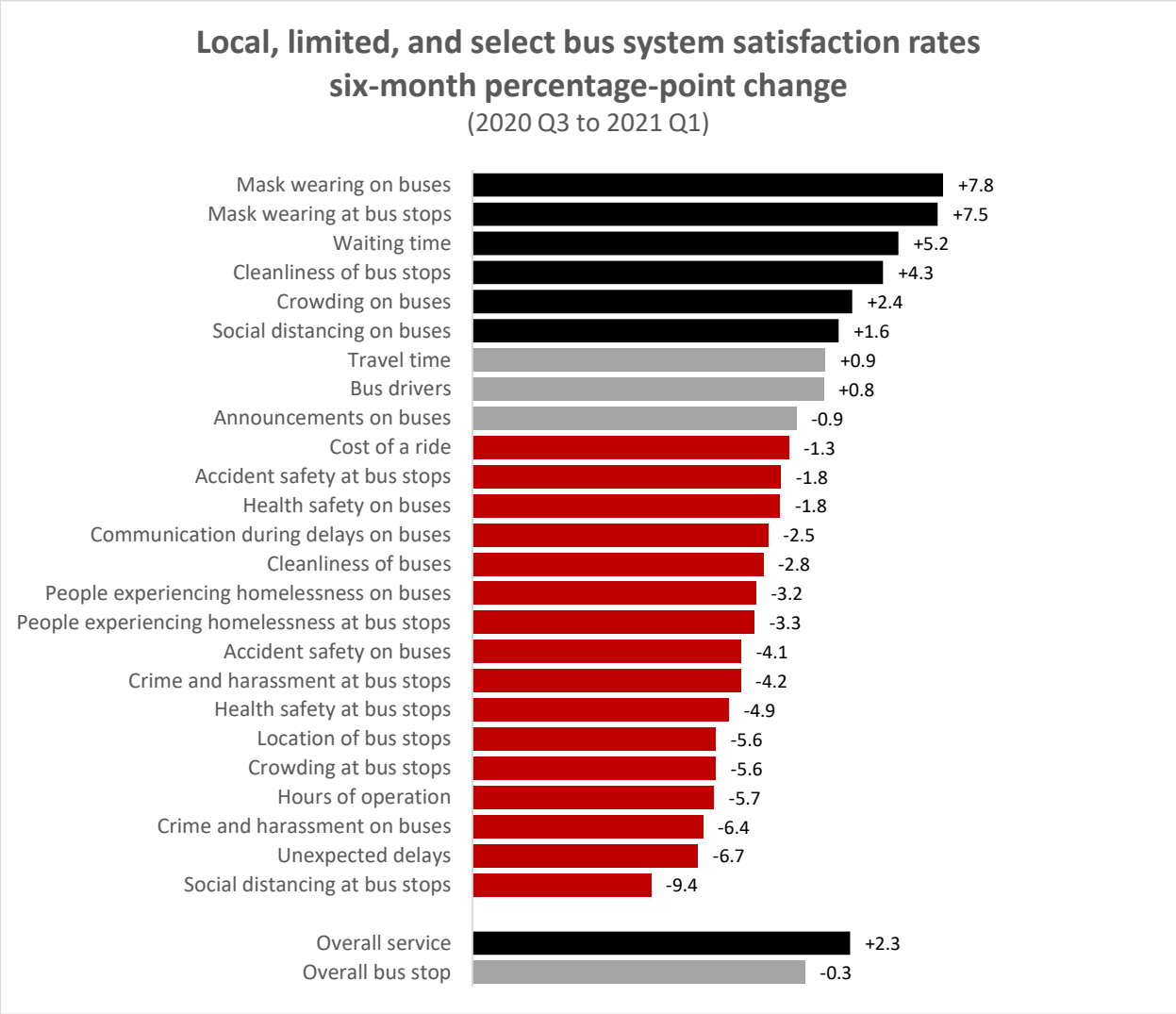
Satisfaction with waiting time increased by 5.2 percentage-points. Before COVID, when traditional service attributes like waiting time were relatively more important to customers, a satisfaction increase of this size would have likely led to a greater increase in overall service satisfaction.

Customers are more satisfied with cleanliness of bus stops now than they were six months ago. There has been a 4.3 percentage-point increase in satisfaction.

As expected, satisfaction levels with crowding on buses and social distancing on buses changed at similar rates. For crowding, there was a 2.4 percentage-point increase. For social distancing, these was a 1.6 percentage-point increase.

Satisfaction with social distancing at bus stops decreased the most of any attribute, by 9.4 percentage-points. This would be more concerning if customers rated this attribute as more important than twenty-four out of thirty.

There was a decrease of 6.7 percentage-points in satisfaction with unexpected delays. This may be due to the increase in vehicular volume on streets over the past six-months. As volume increases, congestion increases, and unexpected delays increase.



Gray shading indicates a statistically insignificant change at the 95% confidence level. Satisfaction with *people experiencing mental illness* and *panhandling* were not asked on the 2020 Q3 survey, so changes are not reported for these attributes.

Customers became less satisfied with crime and harassment on buses and at bus stops, the third and fourth most important attributes. On buses, satisfaction dropped by 6.4 percentage-points. At bus stops, satisfaction went down by 4.2 percentage-points.

There was a 5.7 percentage-point decrease in satisfaction with hours of operation. This attribute is best analyzed on a route-level since it varies across routes.

Three other bus stop attributes decreased between four and six percentage-points over the past six months: crowding (-5.6), location (-5.6), and health safety (-4.9).

Accident safety decreased on buses and at bus stops. There was a 4.1 percentage-point decline in satisfaction on buses and a 1.8 percentage-point decline at bus stops.

Customers became less satisfied with people experiencing homelessness on buses and at bus stops. Both fell by about three percentage-points (-3.3 on buses and -3.2 at bus stops).

Satisfaction with cleanliness of buses decreased by 2.8 percentage-points over the past six months.

Communication during delays on buses, health safety on buses, and cost of a ride also decreased in satisfaction between 1.3 and 2.5 percentage-points.

Route satisfaction

Customers are more satisfied with overall service in Brooklyn (51%), Manhattan (53%), and Queens (53%), than they are in the Bronx (40%) and Staten Island (45%).

For route-level evaluation, we only consider routes from which we have a sample of twenty-five or more customers. The Q15A (71%), Q70 SBS (70%), Q35 (70%), Q53 SBS (69%), Q28 (68%), M79 SBS (68%), M72 (67%), Q64 (67%), Q52 SBS (67%), and B38 (66%) are the best rated routes for overall service satisfaction.

A deeper analysis of satisfaction by route reveals that higher overall service satisfaction rates on these routes are the result of higher satisfaction rates for the following bus service attributes:

Q15A - travel time (73%), unexpected delays (56%), announcements (64%), crime and harassment (68%), accident safety (86%), social distancing (46%), mask wearing (83%), communication during delays (56%), panhandling (79%), and people experiencing homelessness (70%).

Q70 SBS - travel time (81%), unexpected delays (66%), hours of operation (77%), crowding (51%), health safety (60%), social distancing (60%), and mask wearing (65%).

Q35 - travel time (77%), unexpected delays (58%), hours of operation (74%), crime and harassment (67%), bus drivers (79%), communication during delays (68%), and panhandling (73%).

Q53 SBS - waiting time (59%), hours of operation (68%), and bus drivers (81%).

Q28 - cleanliness (68%), crime and harassment (71%), health safety (60%), social distancing (49%), and mask wearing (67%).

M79 SBS - travel time (68%), cleanliness (70%), crime and harassment (67%), accident safety (74%), and communication during delays (58%).

M72 - travel time (67%), hours of operation (67%), and cleanliness (68%).

Q64 - travel time (74%), unexpected delays (54%), hours of operation (75%), crime and harassment (74%), accident safety (80%), bus drivers (78%), communication during delays (59%), panhandling (78%), people experiencing homelessness (76%), and people experiencing mental illness (73%).

Q52 SBS - bus drivers (79%).

B38 - cleanliness (69%), crowding (51%), panhandling (73%), and people experiencing mental illness (58%).

The Bx32 (30%), S74 (30%), Bx36 (30%), Bx2 (29%), Bx39 (29%), Bx22 (28%), Bx3 (27%), Q19 (26%), Q114 (24%), and Q3 (22%) are rated the lowest by customers for overall service satisfaction. Low overall service satisfaction rates on these routes is due to low satisfaction rates for the following attributes:

Bx32 - travel time (27%), cleanliness (26%), announcements (15%), crowding (11%), crime and harassment (19%), accident safety (23%), health safety (15%), social distancing (5%), communication during delays (21%), and people experiencing mental illness (12%).

S74 - announcements (28%), social distancing (8%), panhandling (21%), people experiencing homelessness (17%), and people experiencing mental illness (22%).

Bx36 - hours of operation (29%), cleanliness (28%), health safety (17%), social distancing (9%), mask wearing (24%), bus drivers (42%), communication during delays (23%), panhandling (30%), and people experiencing mental illness (20%).

Bx2 - travel time (30%), cleanliness (25%), crime and harassment (23%), mask wearing (28%), panhandling (32%), people experiencing homelessness (27%), and people experiencing mental illness (22%).

Bx39 - mask wearing (26%) and bus drivers (43%).

Bx22 - crowding (13%), health safety (16%), social distancing (10%), mask wearing (28%), communication during delays (23%), and panhandling (25%).

Bx3 - waiting time (23%), travel time (32%), unexpected delays (15%), hours of operation (27%), crowding (5%), accident safety (34%), health safety (19%), social distancing (7%), mask wearing (25%), bus drivers (38%), and communication during delays (16%).

Q19 - unexpected delays (15%) and bus drivers (40%).

Q114 - waiting time (22%), travel time (24%), unexpected delays (15%), announcements (17%), and crowding (11%).

Q3 - unexpected delays (13%), crowding (12%), and bus drivers (35%).

Customers who use the following routes report lower levels of satisfaction with panhandling, people experiencing homelessness, and people experiencing mental illness. Additional social service resources should be dispatched to help on buses on these routes:

Bx2 - panhandling (32%), people experiencing homelessness (27%), and people experiencing mental illness (22%).

Bx4 - panhandling (32%).

Bx15 - people experiencing homelessness (28%) and people experiencing mental illness (22%).

Bx21 - people experiencing mental illness (21%).

Bx32 - panhandling (25%) and people experiencing mental illness (12%).

Bx36 - panhandling (30%) and people experiencing mental illness (20%).

Bx41 SBS - panhandling (31%).

Bx42 - people experiencing homelessness (29%).

B15 - people experiencing mental illness (14%).

M14D SBS - people experiencing homelessness (29%).

M20 - people experiencing mental illness (22%).

M60 SBS - people experiencing homelessness (22%) and people experiencing mental illness (19%).

M98 - panhandling (17%), people experiencing homelessness (17%) and people experiencing mental illness (10%).

Q43 - panhandling (32%) and people experiencing homelessness (29%).

Q100 - panhandling (25%).

S44 - panhandling (30%) and people experiencing homelessness (27%).

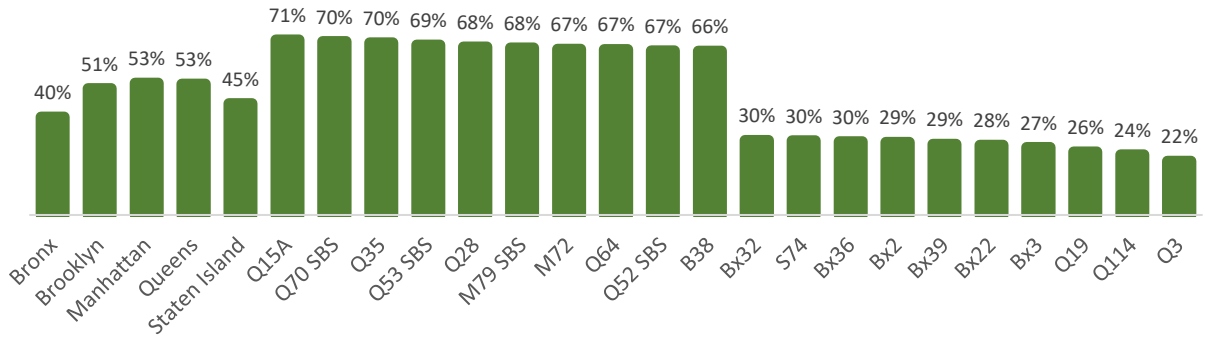
S48 - people experiencing homelessness (26%).

S74 - panhandling (21%), people experiencing homelessness (17%), and people experiencing mental illness (22%).

Satisfaction with crime and harassment on buses is substantially lower in the Bronx (34%) than in Brooklyn (50%), Manhattan (50%), Queens (53%), and Staten Island (51%). Customers who use the following routes report low levels of satisfaction; these routes could use additional police presence: Bx1 (26), Bx41 SBS (26%), Bx26 (25%), B20 (25%), Bx15 (25%), Bx12 (24%), Bx2 (23%), M98 (20%), Bx32 (19%), Q100 (14%).

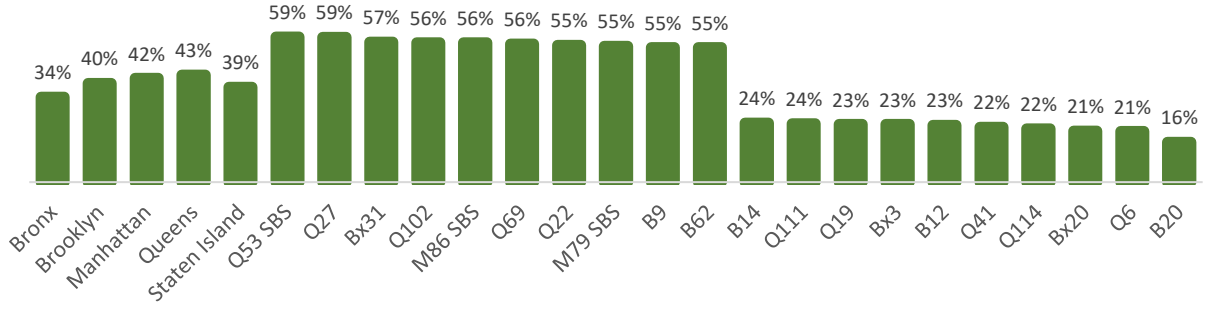
Overall service

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



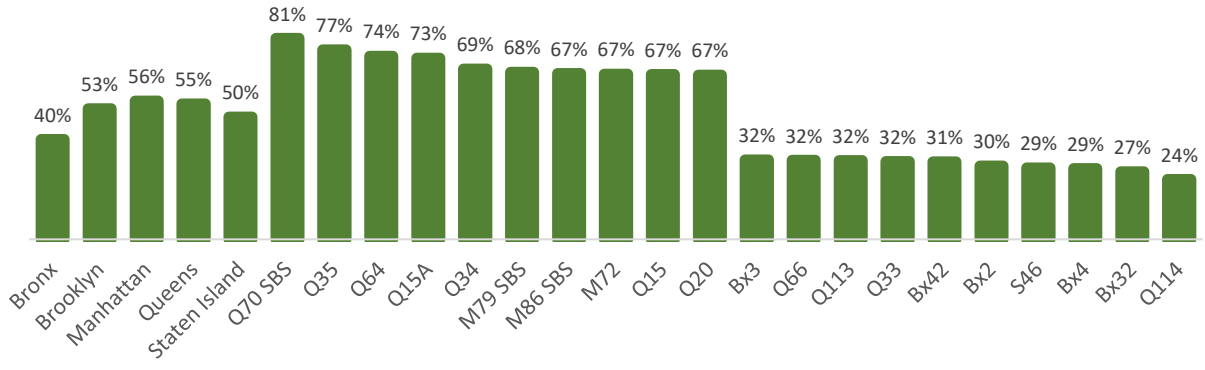
Waiting time

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



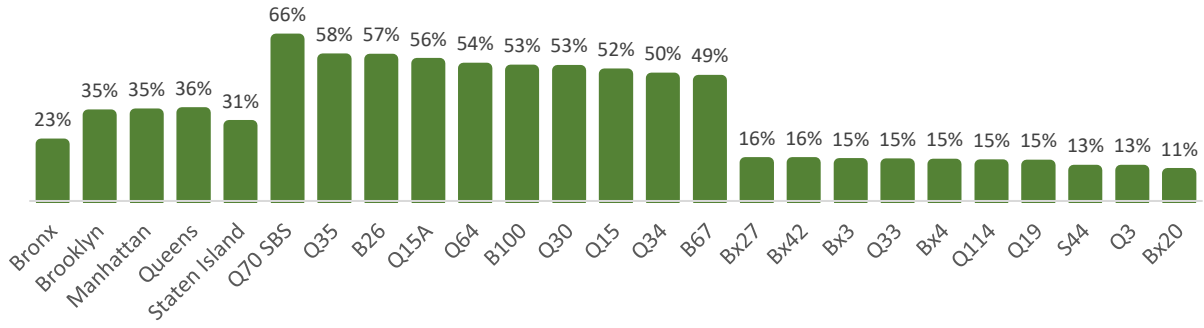
Travel time

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



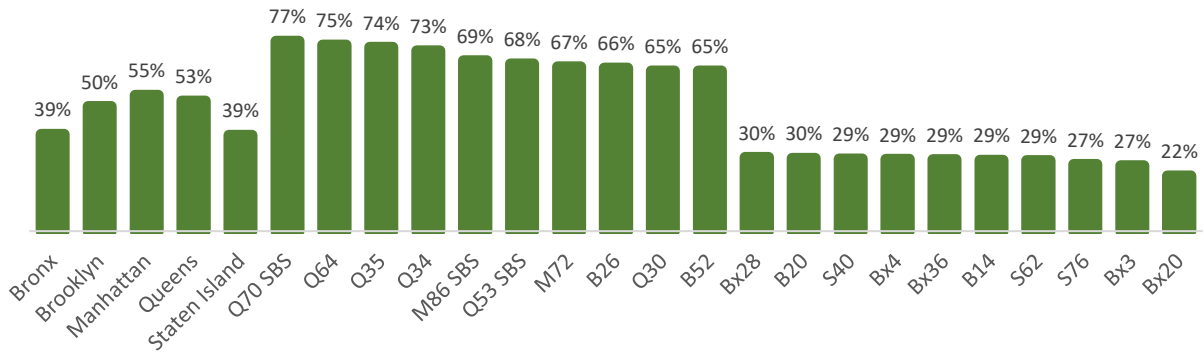
Unexpected delays

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



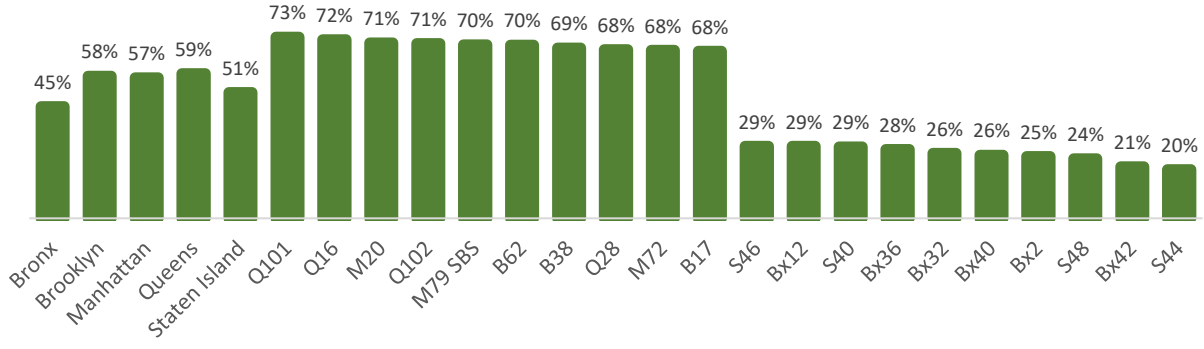
Hours of operation

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



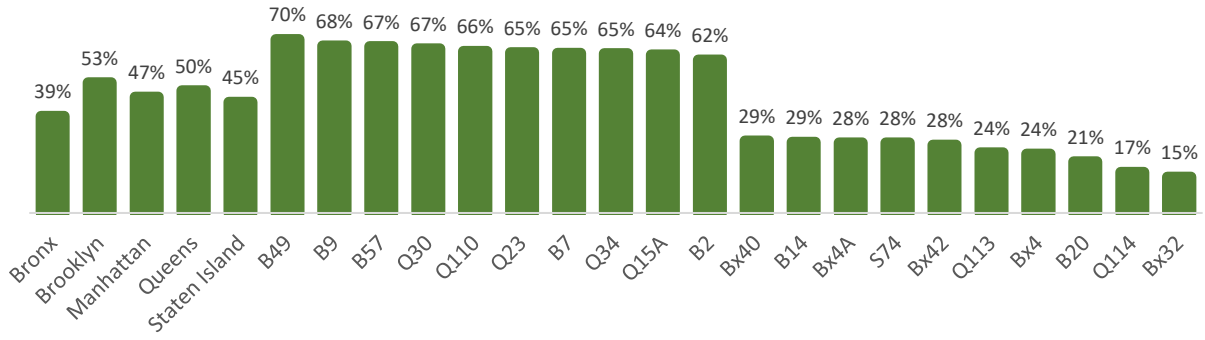
Cleanliness of buses

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



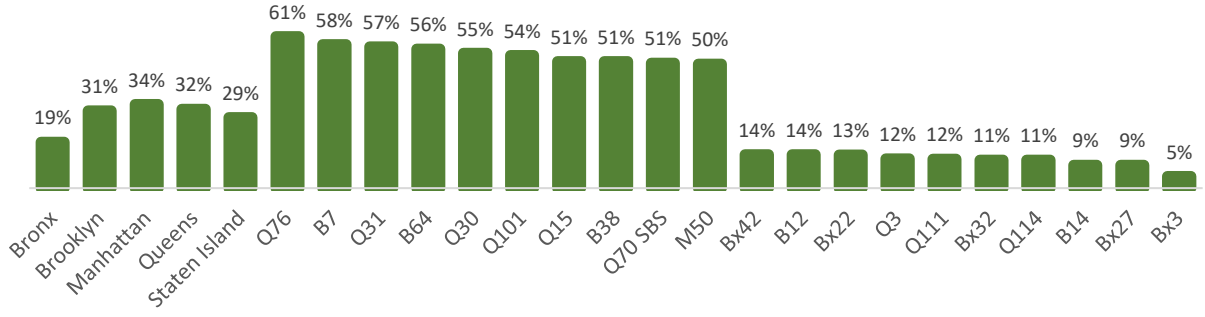
Announcements on buses

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



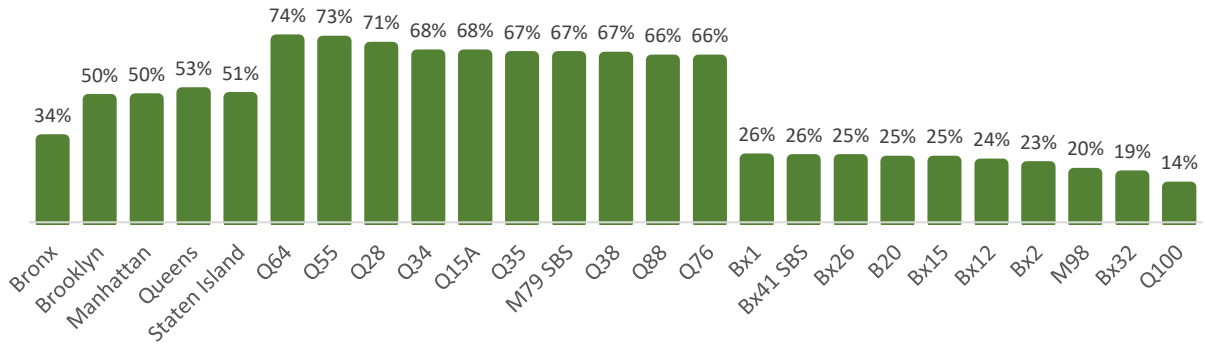
Crowding on buses

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



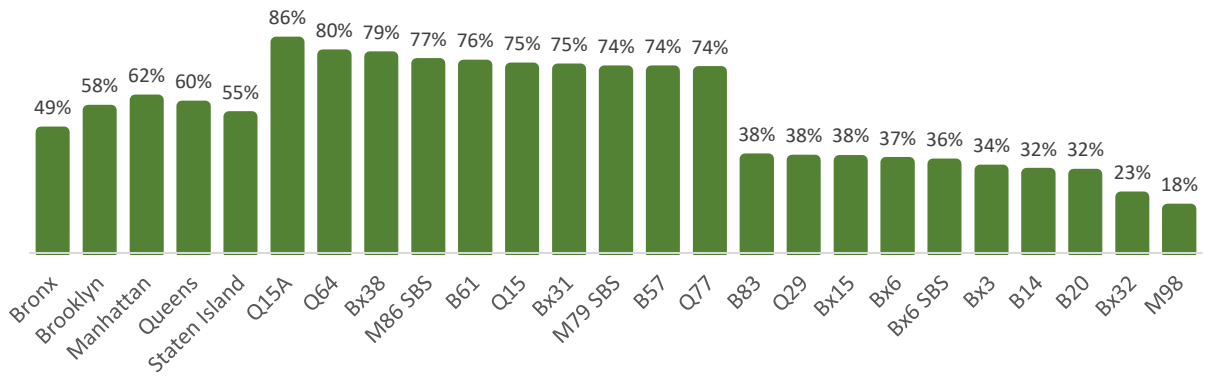
Crime and harassment on buses

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



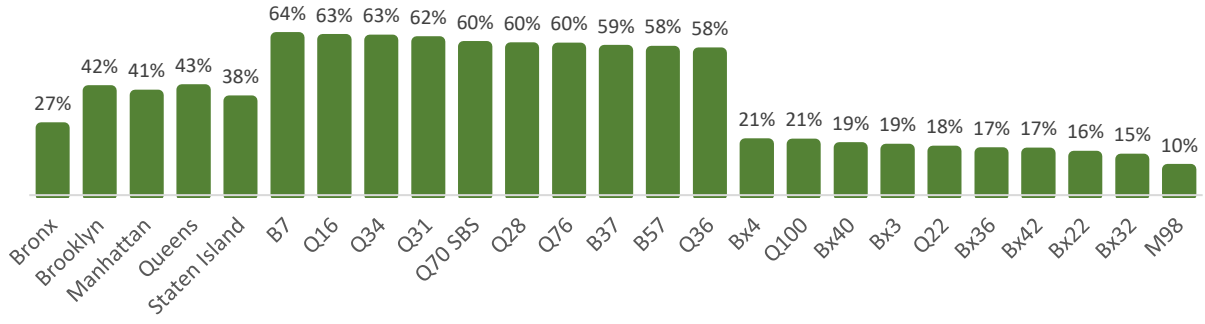
Accident safety on buses

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



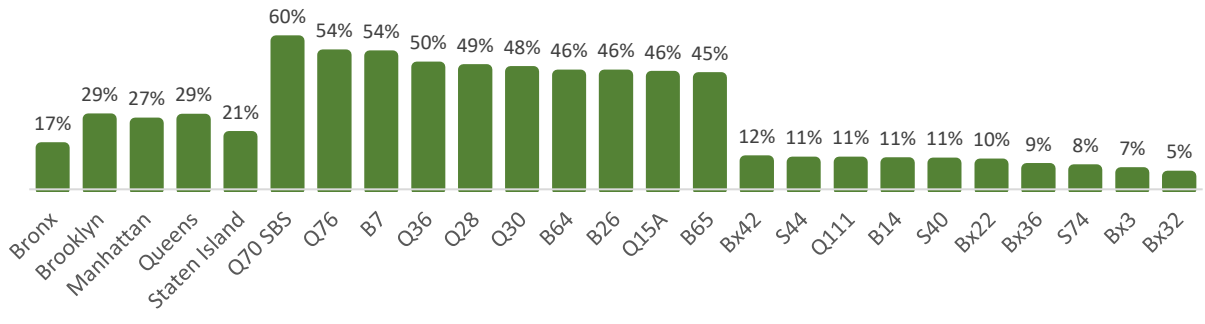
Health safety on buses

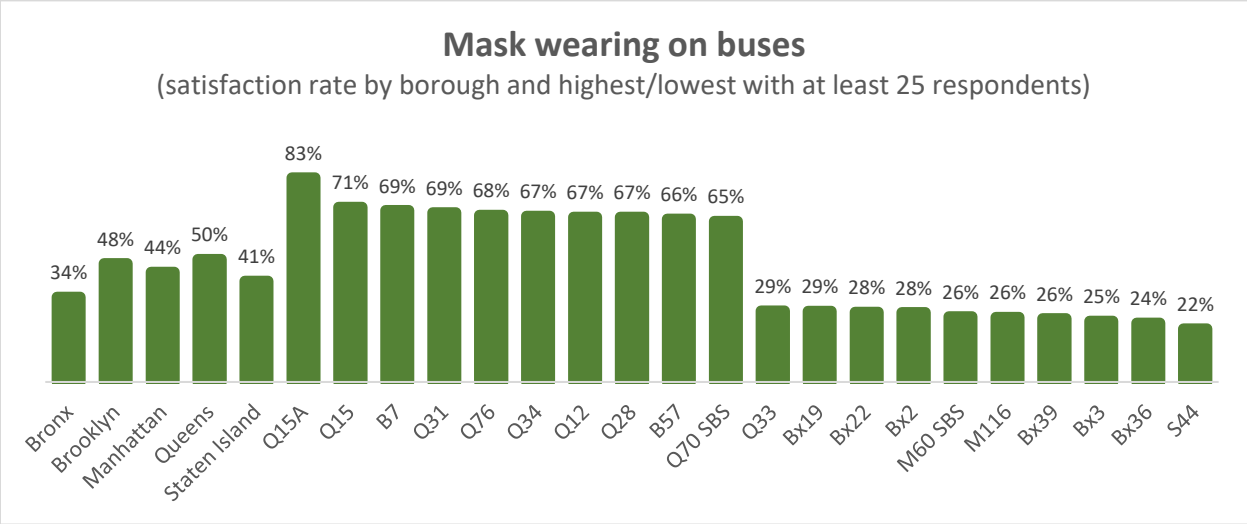
(satisfaction rate by borough and highest/lowest with at least 25 respondents)

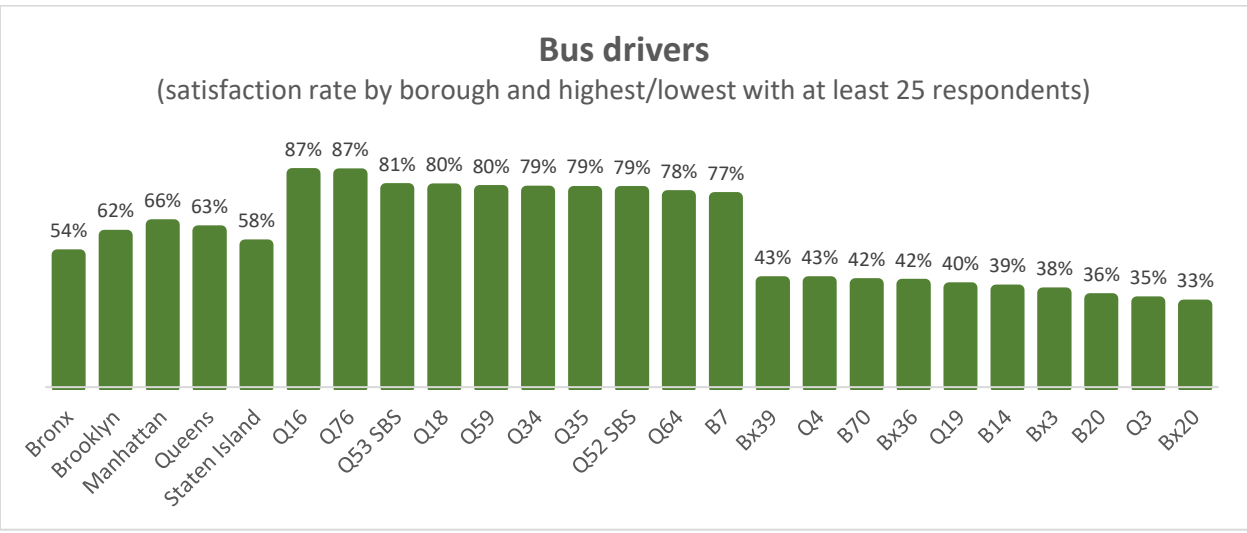


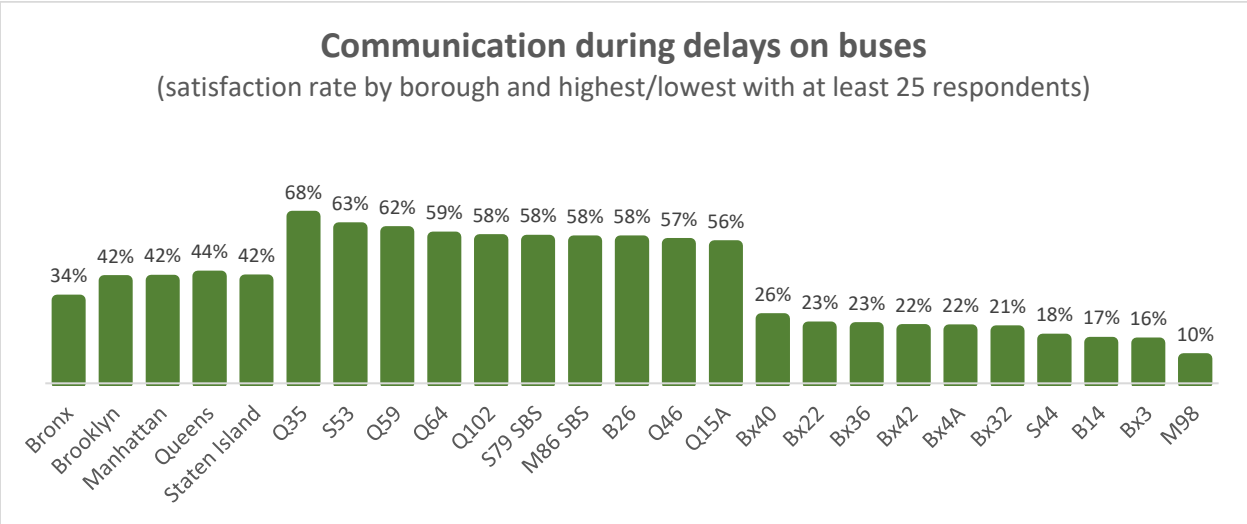
Social distancing on buses

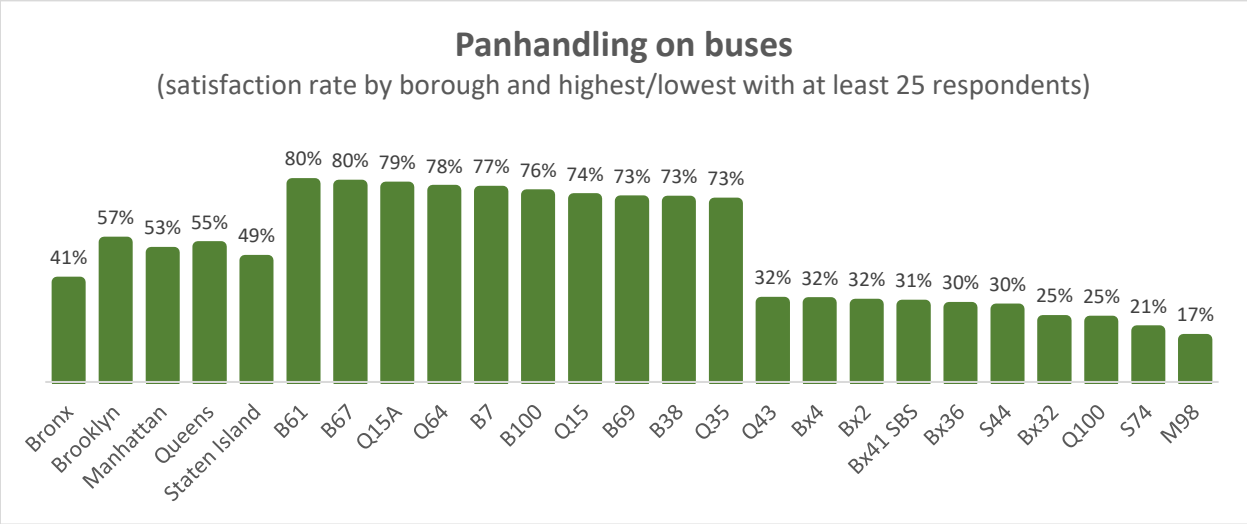
(satisfaction rate by borough and highest/lowest with at least 25 respondents)

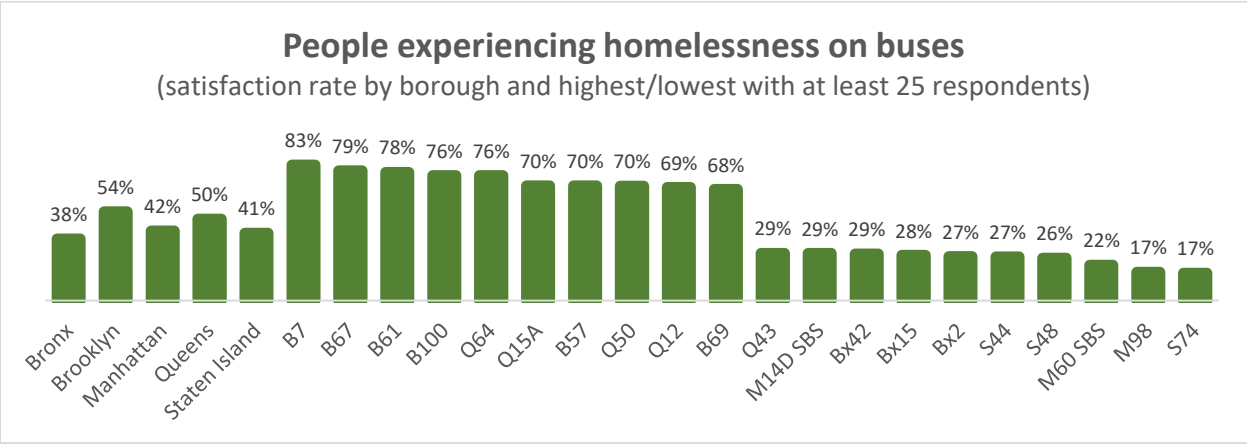


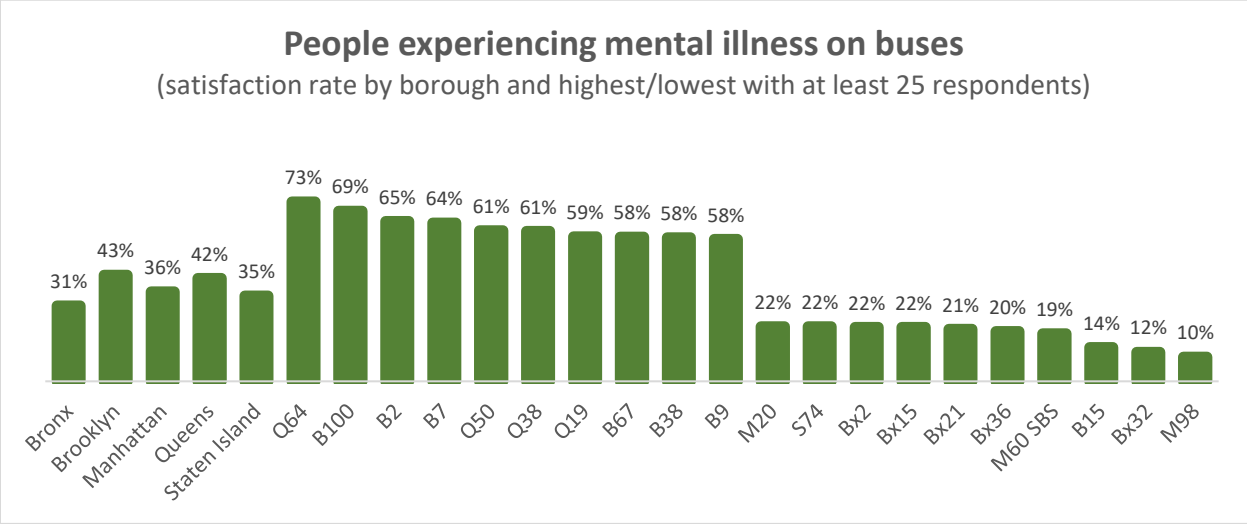

Mask wearing on buses
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
34% 48% 44% 50% 41% 83% 71% 69% 69% 68% 67% 67% 67% 66% 65% 29% 29% 28% 28% 26% 26% 26% 25% 24% 22%
Bronx Brooklyn Manhattan Queens Staten Island Q15A Q15 B7 Q31 Q76 Q34 Q12 Q28 B57 Q70 SBS Q33 Bx19 Bx22 Bx2 M60 SBS M116 Bx39 Bx3 Bx36 S44

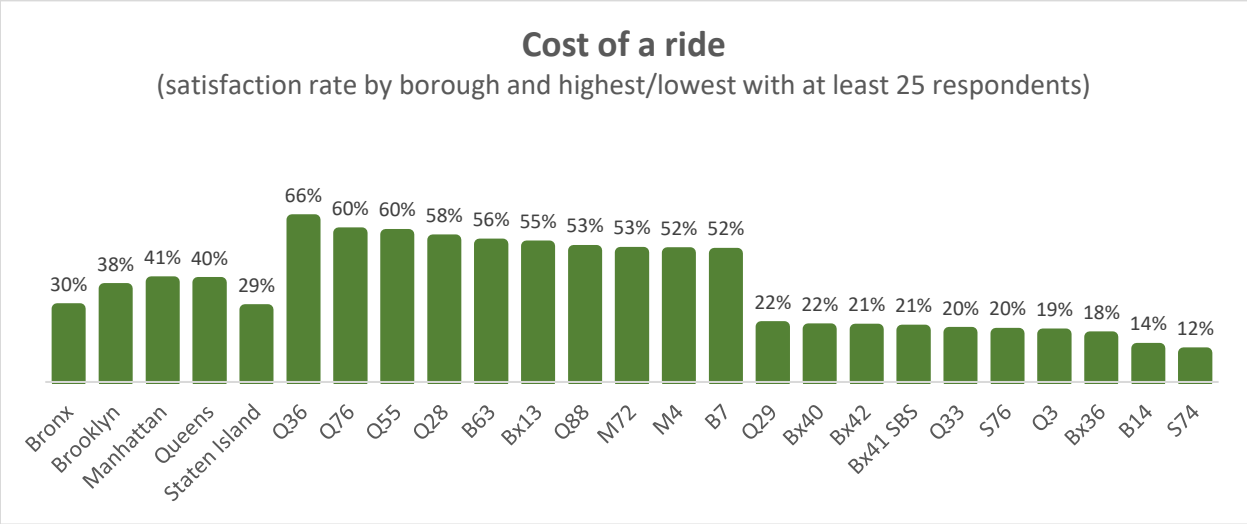

Bus drivers
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
54% 62% 66% 63% 58% 87% 87% 81% 80% 80% 79% 79% 79% 78% 77% 43% 43% 42% 42% 40% 39% 38% 36% 35% 33%
Bronx Brooklyn Manhattan Queens Staten Island Q16 Q76 Q53 SBS Q18 Q59 Q34 Q35 Q52 SBS Q64 B7 Bx39 Q4 B70 Bx36 Q19 B14 Bx3 B20 Q3 Bx20


Communication during delays on buses
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
34% 42% 42% 44% 42% 68% 63% 62% 59% 58% 58% 58% 58% 57% 56% 26% 23% 23% 22% 22% 21% 18% 17% 16% 10%
Bronx Brooklyn Manhattan Queens Staten Island Q35 S53 Q59 Q64 Q102 S79 SBS M86 SBS B26 Q46 Q15A Bx40 Bx22 Bx36 Bx42 Bx4A Bx32 S44 B14 Bx3 M98


Panhandling on buses
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
41% 57% 53% 55% 49% 80% 80% 79% 78% 77% 76% 74% 73% 73% 73% 32% 32% 32% 31% 30% 30% 25% 25% 21% 17%
Bronx Brooklyn Manhattan Queens Staten Island B61 B67 Q15A Q64 B7 B100 Q15 B69 B38 Q35 Q43 Bx4 Bx2 Bx41 SBS Bx36 S44 Bx32 Q100 S74 M98


People experiencing homelessness on buses
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
38% 54% 42% 50% 41% 83% 79% 78% 76% 76% 70% 70% 70% 69% 68% 29% 29% 29% 28% 27% 27% 26% 22% 17% 17%
Bronx Brooklyn Manhattan Queens Staten Island B7 B67 B61 B100 Q64 Q15A B57 Q50 Q12 B69 Q43 M14D SBS Bx42 Bx15 Bx2 S44 S48 M60 SBS M98 S74


People experiencing mental illness on buses
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
31% 43% 36% 42% 35% 73% 69% 65% 64% 61% 61% 59% 58% 58% 58% 22% 22% 22% 22% 21% 20% 19% 14% 12% 10%
Bronx Brooklyn Manhattan Queens Staten Island Q64 B100 B2 B7 Q50 Q38 Q19 B67 B38 B9 M20 S74 Bx2 Bx15 Bx21 Bx36 M60 SBS B15 Bx32 M98



Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
Bx1	37%	37%	38%	20%	42%	30%	39%	17%	26%	47%	25%	15%	32%	59%	33%	34%	31%	25%	30%
Bx2	29%	29%	30%	17%	36%	25%	32%	14%	23%	40%	24%	14%	28%	55%	30%	32%	27%	22%	27%
Bx3	27%	23%	32%	15%	27%	30%	34%	5%	30%	34%	19%	7%	25%	38%	16%	37%	35%	25%	25%
Bx4	46%	31%	29%	15%	29%	30%	24%	21%	35%	43%	21%	17%	47%	57%	29%	32%	38%	31%	40%
Bx4A	45%	31%	36%	22%	32%	38%	28%	19%	39%	43%	24%	19%	46%	54%	22%	38%	35%	27%	48%
Bx5	46%	47%	47%	20%	43%	40%	43%	18%	34%	39%	29%	18%	33%	59%	37%	49%	48%	42%	25%
Bx6	46%	33%	40%	21%	36%	38%	37%	18%	32%	37%	25%	14%	41%	55%	37%	41%	39%	29%	28%
Bx6 SBS	45%	30%	37%	26%	39%	42%	34%	21%	28%	36%	21%	16%	38%	55%	34%	37%	37%	29%	28%
Bx7	45%	36%	46%	34%	46%	43%	51%	23%	45%	55%	34%	20%	45%	62%	38%	55%	52%	40%	31%
Bx8	53%	41%	56%	20%	47%	38%	40%	29%	51%	71%	40%	25%	43%	65%	44%	62%	49%	52%	32%
Bx9	41%	34%	41%	29%	47%	33%	49%	21%	36%	48%	21%	19%	32%	52%	40%	41%	43%	36%	34%
Bx10	52%	44%	52%	35%	50%	51%	51%	24%	42%	57%	35%	23%	46%	60%	40%	62%	58%	48%	44%
Bx11	53%	35%	37%	18%	34%	42%	42%	23%	37%	48%	30%	26%	38%	51%	36%	45%	38%	23%	38%
Bx12	35%	34%	37%	26%	40%	29%	35%	15%	24%	44%	28%	14%	30%	50%	27%	41%	33%	30%	27%
Bx12 SBS	37%	39%	40%	28%	40%	32%	35%	16%	30%	48%	27%	16%	32%	54%	36%	42%	36%	29%	27%
Bx13	51%	34%	39%	22%	34%	37%	45%	27%	34%	39%	31%	22%	32%	53%	40%	48%	44%	33%	55%
Bx15	38%	39%	46%	27%	47%	36%	41%	20%	25%	38%	22%	18%	33%	51%	43%	34%	28%	22%	32%
Bx16	45%	31%	44%	24%	35%	58%	50%	32%	46%	60%	38%	31%	50%	59%	38%	65%	61%	44%	35%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
Bx17	43%	39%	37%	24%	39%	30%	36%	17%	35%	42%	30%	21%	38%	58%	37%	40%	44%	37%	29%
Bx18	48%	15%	30%	8%	8%	42%	30%	8%	30%	41%	35%	23%	14%	30%	29%	52%	52%	39%	29%
Bx19	40%	32%	34%	20%	42%	31%	35%	14%	35%	45%	23%	14%	29%	53%	36%	34%	30%	23%	36%
Bx20	31%	21%	47%	11%	22%	36%	49%	22%	35%	48%	33%	22%	35%	33%	35%	45%	39%	39%	32%
Bx21	42%	29%	36%	26%	36%	43%	45%	21%	35%	41%	28%	21%	40%	59%	32%	33%	30%	21%	23%
Bx22	28%	33%	42%	19%	46%	36%	34%	13%	37%	53%	16%	10%	28%	47%	23%	42%	44%	34%	26%
Bx23	49%	39%	56%	31%	32%	50%	37%	34%	55%	69%	57%	33%	45%	62%	40%	53%	51%	34%	43%
Bx24	100%	73%	79%	61%	51%	84%	91%	77%	70%	100%	84%	84%	84%	100%	78%	77%	70%	70%	62%
Bx26	47%	41%	55%	32%	38%	34%	58%	19%	25%	61%	44%	19%	36%	65%	40%	38%	36%	35%	31%
Bx27	52%	43%	34%	16%	35%	31%	42%	9%	41%	51%	26%	13%	35%	70%	32%	48%	51%	51%	45%
Bx28	36%	28%	45%	17%	30%	34%	43%	19%	32%	70%	24%	18%	31%	64%	32%	36%	33%	31%	26%
Bx29	50%	41%	59%	17%	25%	30%	41%	23%	34%	60%	63%	54%	68%	60%	44%	14%	14%	9%	25%
Bx30	36%	32%	56%	18%	41%	45%	50%	26%	43%	67%	38%	26%	33%	68%	31%	41%	40%	32%	34%
Bx31	57%	57%	62%	46%	55%	46%	58%	29%	49%	75%	54%	27%	61%	56%	46%	54%	50%	45%	30%
Bx32	30%	25%	27%	19%	31%	26%	15%	11%	19%	23%	15%	5%	34%	43%	21%	25%	30%	12%	25%
Bx33	40%	21%	31%	28%	25%	30%	30%	15%	18%	39%	12%	10%	14%	28%	30%	28%	42%	28%	25%
Bx34	46%	49%	53%	20%	49%	44%	48%	30%	44%	70%	47%	31%	38%	75%	52%	40%	40%	33%	35%
Bx35	47%	37%	38%	28%	47%	33%	42%	17%	33%	48%	25%	18%	31%	60%	50%	42%	32%	25%	36%
Bx36	30%	25%	33%	18%	29%	28%	30%	16%	29%	41%	17%	9%	24%	42%	23%	30%	29%	20%	18%
Bx38	41%	33%	62%	27%	41%	31%	44%	21%	36%	79%	36%	14%	31%	67%	29%	43%	37%	28%	28%
Bx39	29%	29%	37%	16%	33%	34%	35%	16%	42%	51%	21%	12%	26%	43%	30%	39%	43%	32%	25%
Bx40	35%	29%	38%	20%	39%	26%	29%	18%	34%	53%	19%	12%	29%	44%	26%	44%	37%	33%	22%
Bx41	43%	46%	46%	26%	54%	39%	54%	14%	38%	58%	40%	13%	42%	55%	51%	42%	42%	36%	26%
Bx41 SBS	31%	35%	33%	18%	40%	30%	42%	18%	26%	42%	27%	12%	30%	49%	36%	31%	32%	25%	21%
Bx42	34%	26%	31%	16%	32%	21%	28%	14%	28%	48%	17%	12%	30%	44%	22%	35%	29%	27%	21%
Bx46	78%	78%	78%	0%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	0%	78%	78%	78%	22%
Bx99	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	67%	35%	58%	35%	35%	58%
B1	38%	34%	41%	31%	53%	54%	50%	35%	40%	43%	37%	26%	42%	54%	40%	43%	44%	35%	32%
B2	64%	40%	60%	37%	38%	63%	62%	42%	64%	55%	54%	45%	56%	72%	51%	67%	68%	65%	49%
B3	44%	36%	47%	31%	40%	59%	43%	26%	35%	44%	37%	30%	49%	54%	38%	53%	40%	32%	38%
B4	43%	26%	48%	31%	40%	60%	49%	31%	45%	50%	38%	30%	43%	57%	41%	53%	47%	40%	31%
B6	46%	40%	48%	31%	50%	47%	45%	21%	42%	48%	37%	19%	45%	60%	40%	47%	42%	37%	30%
B7	59%	39%	63%	41%	44%	66%	65%	58%	61%	64%	64%	54%	69%	77%	47%	77%	83%	64%	52%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
B8	57%	40%	55%	36%	49%	65%	56%	39%	53%	60%	48%	33%	59%	63%	41%	61%	55%	45%	42%
B9	63%	55%	60%	34%	64%	64%	68%	46%	64%	68%	55%	40%	55%	69%	47%	60%	64%	58%	36%
B11	47%	42%	52%	41%	47%	60%	50%	31%	55%	61%	41%	32%	63%	65%	54%	68%	63%	56%	40%
B12	40%	23%	44%	21%	37%	49%	38%	14%	28%	54%	41%	14%	36%	48%	27%	54%	43%	23%	34%
B13	54%	35%	51%	25%	43%	45%	35%	17%	37%	46%	47%	12%	33%	60%	37%	49%	57%	43%	43%
B14	32%	24%	33%	20%	29%	42%	29%	9%	35%	32%	30%	11%	41%	39%	17%	46%	39%	25%	14%
B15	43%	25%	51%	35%	49%	35%	39%	16%	31%	46%	36%	14%	31%	45%	37%	45%	38%	14%	36%
B16	61%	37%	53%	29%	47%	63%	60%	41%	55%	58%	54%	34%	56%	66%	49%	60%	60%	48%	48%
B17	48%	36%	58%	34%	50%	68%	53%	30%	48%	66%	24%	15%	35%	56%	36%	64%	51%	46%	23%
B20	40%	16%	41%	16%	30%	33%	21%	21%	25%	32%	25%	19%	30%	36%	27%	43%	38%	23%	33%
B24	52%	55%	50%	42%	57%	70%	67%	62%	70%	83%	52%	63%	65%	68%	49%	79%	70%	70%	60%
B25	53%	44%	53%	42%	61%	52%	57%	37%	56%	58%	35%	40%	40%	63%	50%	51%	48%	39%	34%
B26	62%	52%	65%	57%	66%	62%	58%	48%	59%	66%	52%	46%	51%	74%	58%	64%	67%	55%	42%
B31	49%	29%	62%	26%	35%	60%	48%	24%	42%	56%	54%	28%	49%	63%	44%	70%	74%	68%	49%
B32	69%	86%	75%	22%	59%	75%	75%	65%	100%	100%	59%	65%	69%	75%	53%	80%	69%	59%	69%
B35	56%	38%	52%	27%	55%	55%	50%	28%	52%	60%	40%	26%	49%	67%	38%	51%	46%	40%	36%
B36	55%	42%	56%	37%	43%	65%	54%	26%	53%	56%	46%	33%	49%	60%	42%	53%	47%	37%	47%
B37	36%	35%	59%	31%	43%	56%	53%	46%	65%	67%	59%	33%	56%	73%	42%	63%	60%	56%	39%
B38	66%	51%	63%	43%	61%	69%	42%	51%	61%	67%	45%	44%	51%	74%	51%	73%	64%	58%	42%
B39	78%	74%	85%	41%	51%	89%	85%	74%	80%	80%	75%	69%	85%	85%	68%	79%	79%	69%	46%
B41	47%	43%	47%	27%	49%	55%	45%	21%	48%	57%	32%	22%	44%	53%	34%	51%	47%	39%	35%
B42	36%	33%	44%	41%	38%	45%	44%	23%	38%	41%	32%	26%	35%	47%	31%	54%	48%	31%	36%
B43	48%	26%	46%	21%	39%	67%	60%	32%	61%	68%	42%	31%	50%	55%	34%	60%	59%	42%	37%
B44	55%	38%	54%	38%	55%	62%	62%	33%	52%	57%	48%	25%	41%	64%	43%	51%	55%	42%	38%
B44 SBS	52%	41%	55%	41%	55%	58%	59%	29%	50%	59%	46%	27%	46%	62%	39%	45%	50%	39%	39%
B45	39%	31%	47%	30%	45%	46%	54%	27%	49%	56%	37%	26%	46%	60%	37%	48%	47%	37%	32%
B46	57%	50%	61%	40%	60%	58%	54%	20%	41%	55%	41%	18%	39%	63%	47%	54%	46%	38%	30%
B46 SBS	56%	53%	63%	38%	59%	56%	49%	23%	44%	58%	35%	21%	42%	61%	39%	51%	45%	42%	31%
B47	47%	30%	51%	39%	49%	47%	47%	19%	29%	46%	36%	19%	32%	47%	45%	57%	52%	33%	33%
B48	76%	47%	62%	33%	44%	70%	55%	41%	65%	75%	52%	52%	58%	66%	45%	75%	71%	48%	44%
B49	56%	38%	58%	31%	49%	60%	70%	29%	56%	67%	46%	28%	56%	62%	40%	61%	67%	51%	43%
B52	60%	45%	61%	41%	65%	56%	55%	41%	54%	51%	30%	31%	50%	65%	47%	60%	64%	47%	36%
B54	44%	35%	51%	33%	40%	45%	45%	32%	45%	61%	40%	36%	47%	60%	47%	60%	54%	48%	46%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
B57	42%	41%	49%	36%	47%	59%	67%	34%	51%	74%	58%	35%	66%	67%	42%	62%	70%	54%	50%
B60	54%	40%	51%	47%	39%	47%	52%	42%	58%	62%	42%	30%	39%	55%	45%	59%	52%	45%	38%
B61	51%	40%	59%	37%	59%	64%	59%	22%	54%	76%	38%	17%	58%	65%	41%	80%	78%	57%	49%
B62	53%	55%	57%	28%	55%	70%	59%	30%	49%	57%	41%	27%	49%	60%	41%	50%	47%	37%	42%
B63	58%	39%	52%	42%	56%	61%	60%	41%	61%	65%	51%	26%	55%	65%	41%	65%	65%	48%	56%
B64	55%	47%	56%	29%	57%	49%	60%	56%	60%	59%	53%	46%	55%	56%	43%	68%	66%	56%	33%
B65	57%	43%	56%	31%	54%	65%	61%	41%	57%	73%	57%	45%	48%	70%	48%	34%	47%	32%	31%
B67	48%	29%	61%	49%	54%	58%	51%	34%	58%	62%	33%	28%	52%	66%	44%	80%	79%	58%	38%
B68	52%	41%	45%	29%	48%	65%	52%	37%	49%	60%	54%	37%	63%	76%	36%	51%	48%	39%	32%
B69	52%	46%	56%	43%	43%	64%	55%	30%	60%	70%	37%	25%	45%	65%	47%	73%	68%	51%	37%
B70	46%	30%	38%	33%	43%	49%	50%	39%	54%	51%	42%	40%	62%	42%	46%	63%	59%	52%	28%
B74	79%	60%	69%	76%	40%	62%	58%	38%	85%	74%	74%	50%	80%	80%	70%	95%	83%	85%	79%
B82	45%	37%	44%	33%	43%	56%	51%	30%	50%	58%	39%	24%	42%	67%	44%	54%	49%	37%	35%
B82 SBS	49%	38%	50%	30%	49%	52%	53%	26%	43%	50%	36%	23%	47%	61%	39%	54%	50%	36%	35%
B83	36%	29%	49%	18%	41%	38%	43%	19%	28%	38%	29%	12%	32%	47%	28%	47%	50%	34%	26%
B84	46%	35%	53%	38%	53%	60%	53%	31%	49%	49%	31%	31%	60%	66%	53%	57%	48%	38%	48%
B99	68%	68%	68%	60%	60%	68%	84%	59%	61%	81%	58%	50%	76%	79%	68%	67%	58%	58%	66%
B100	60%	43%	58%	53%	58%	66%	57%	44%	61%	57%	51%	42%	59%	72%	43%	76%	76%	69%	45%
B103	56%	51%	56%	37%	58%	64%	58%	26%	58%	67%	43%	28%	55%	69%	40%	63%	61%	47%	40%
M1	63%	48%	60%	39%	59%	60%	48%	42%	58%	71%	41%	31%	55%	73%	48%	63%	52%	44%	49%
M2	59%	48%	58%	38%	62%	58%	45%	43%	57%	70%	47%	36%	54%	73%	48%	56%	47%	45%	48%
M3	53%	44%	54%	33%	53%	52%	42%	37%	52%	63%	45%	27%	52%	67%	42%	52%	43%	36%	41%
M4	61%	54%	58%	42%	59%	60%	48%	44%	61%	67%	54%	38%	50%	76%	44%	58%	50%	49%	52%
M5	56%	45%	58%	39%	58%	57%	49%	40%	48%	63%	44%	33%	47%	67%	40%	51%	44%	35%	48%
M7	55%	36%	59%	34%	47%	62%	47%	31%	52%	61%	42%	25%	42%	64%	43%	55%	45%	37%	45%
M8	40%	32%	38%	27%	37%	53%	35%	32%	50%	56%	26%	25%	46%	56%	39%	46%	45%	37%	52%
M9	46%	36%	54%	47%	49%	56%	52%	37%	37%	50%	42%	31%	49%	73%	40%	46%	40%	35%	45%
M10	47%	27%	50%	31%	48%	43%	33%	23%	57%	65%	44%	16%	37%	55%	35%	42%	43%	33%	40%
M11	53%	43%	59%	31%	48%	56%	47%	31%	51%	61%	41%	22%	44%	70%	40%	56%	46%	37%	37%
M12	48%	31%	49%	32%	41%	34%	32%	31%	49%	64%	25%	31%	34%	78%	25%	55%	25%	18%	36%
M14A SBS	54%	43%	49%	31%	55%	52%	52%	33%	44%	54%	43%	25%	39%	63%	43%	51%	34%	28%	27%
M14D SBS	53%	51%	57%	39%	59%	55%	42%	29%	38%	53%	32%	20%	29%	62%	41%	43%	29%	24%	32%
M15	47%	41%	56%	35%	59%	50%	45%	32%	47%	58%	38%	26%	40%	61%	38%	49%	34%	28%	36%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
M15 SBS	48%	41%	58%	36%	59%	48%	49%	30%	45%	56%	37%	22%	39%	65%	41%	51%	34%	30%	33%
M20	51%	30%	48%	33%	48%	71%	56%	29%	46%	63%	43%	25%	41%	61%	34%	45%	30%	22%	39%
M21	44%	29%	43%	25%	29%	38%	32%	23%	50%	53%	18%	10%	50%	69%	44%	52%	46%	38%	54%
M22	55%	21%	55%	3%	36%	53%	49%	12%	35%	43%	38%	17%	22%	62%	52%	48%	39%	31%	42%
M23 SBS	48%	41%	57%	43%	47%	58%	43%	34%	47%	61%	43%	25%	44%	63%	40%	49%	42%	38%	32%
M31	61%	43%	57%	30%	58%	56%	46%	38%	60%	68%	44%	26%	50%	64%	36%	63%	54%	49%	42%
M34 SBS	43%	30%	51%	24%	38%	49%	46%	23%	48%	55%	32%	13%	39%	59%	36%	40%	37%	29%	32%
M34A SBS	54%	38%	59%	37%	46%	63%	53%	25%	51%	59%	34%	19%	43%	63%	42%	41%	39%	33%	34%
M35	0%	13%	39%	13%	39%	0%	39%	0%	0%	26%	0%	0%	0%	64%	60%	26%	26%	0%	39%
M42	48%	41%	53%	40%	54%	62%	44%	26%	54%	59%	32%	23%	38%	58%	41%	49%	40%	36%	38%
M50	61%	45%	61%	37%	53%	64%	51%	50%	39%	62%	38%	30%	57%	68%	36%	57%	50%	44%	39%
M55	39%	35%	51%	30%	43%	52%	59%	41%	44%	58%	39%	31%	48%	56%	49%	55%	42%	43%	45%
M57	53%	36%	47%	28%	51%	65%	48%	36%	55%	66%	40%	25%	46%	66%	36%	61%	47%	42%	38%
M60 SBS	36%	34%	40%	21%	41%	43%	38%	16%	34%	48%	24%	15%	26%	44%	37%	35%	22%	19%	27%
M66	58%	34%	54%	38%	56%	56%	46%	34%	56%	73%	50%	35%	49%	64%	36%	61%	55%	44%	46%
M72	67%	47%	67%	43%	67%	68%	50%	43%	56%	72%	53%	31%	59%	70%	36%	52%	47%	41%	53%
M79 SBS	68%	55%	68%	47%	64%	70%	53%	45%	67%	74%	54%	39%	57%	76%	45%	62%	52%	50%	48%
M86 SBS	62%	56%	67%	45%	69%	65%	58%	40%	66%	77%	53%	30%	51%	70%	58%	65%	59%	51%	47%
M96	59%	40%	56%	44%	55%	60%	54%	35%	61%	69%	48%	35%	50%	72%	52%	63%	58%	49%	44%
M98	41%	33%	57%	37%	40%	49%	41%	38%	20%	18%	10%	30%	49%	59%	10%	17%	17%	10%	40%
M99	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
M100	42%	47%	49%	24%	46%	43%	41%	21%	39%	57%	29%	20%	39%	60%	39%	39%	35%	31%	33%
M101	56%	43%	54%	33%	61%	52%	46%	31%	46%	62%	37%	28%	45%	66%	44%	53%	42%	36%	41%
M102	54%	37%	55%	35%	58%	54%	43%	36%	48%	62%	38%	26%	45%	65%	41%	54%	45%	37%	42%
M103	56%	41%	57%	35%	61%	52%	42%	39%	52%	64%	41%	30%	47%	67%	41%	53%	43%	33%	43%
M104	58%	36%	63%	36%	57%	67%	59%	44%	60%	67%	51%	36%	46%	74%	50%	54%	48%	41%	51%
M106	46%	44%	54%	40%	36%	56%	50%	35%	48%	68%	38%	30%	47%	63%	41%	57%	43%	40%	30%
M116	45%	29%	55%	27%	42%	43%	45%	15%	29%	61%	27%	12%	26%	58%	38%	59%	48%	41%	37%
Q1	46%	48%	52%	29%	47%	66%	54%	39%	56%	64%	54%	39%	42%	65%	50%	45%	42%	39%	44%
Q2	56%	50%	51%	29%	39%	62%	50%	44%	41%	60%	44%	16%	41%	54%	37%	58%	39%	39%	26%
Q3	22%	33%	36%	13%	35%	41%	53%	12%	34%	61%	37%	13%	35%	35%	38%	52%	37%	22%	19%
Q4	37%	34%	44%	35%	39%	33%	33%	22%	46%	49%	33%	19%	50%	43%	30%	49%	35%	28%	24%
Q5	55%	47%	53%	42%	47%	61%	57%	23%	57%	56%	27%	16%	41%	58%	50%	57%	47%	38%	39%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
Q6	38%	21%	44%	28%	46%	51%	43%	22%	47%	48%	29%	15%	35%	49%	37%	54%	33%	34%	24%
Q7	78%	63%	78%	63%	51%	72%	38%	35%	63%	72%	63%	34%	63%	84%	60%	48%	59%	35%	85%
Q8	52%	45%	59%	45%	46%	54%	45%	33%	57%	62%	54%	28%	60%	64%	46%	56%	59%	43%	50%
Q9	67%	61%	78%	47%	69%	69%	58%	67%	90%	90%	90%	55%	90%	79%	62%	90%	90%	78%	40%
Q10	49%	54%	58%	40%	56%	42%	37%	21%	41%	50%	34%	24%	49%	60%	40%	40%	35%	28%	35%
Q11	47%	28%	52%	30%	42%	44%	29%	17%	42%	42%	33%	14%	36%	66%	30%	41%	37%	33%	40%
Q12	51%	44%	64%	41%	54%	62%	37%	45%	53%	62%	49%	45%	67%	65%	45%	69%	69%	56%	48%
Q13	55%	37%	50%	32%	49%	57%	37%	33%	52%	61%	41%	24%	64%	65%	41%	59%	61%	44%	46%
Q15	60%	41%	67%	52%	58%	55%	60%	51%	65%	75%	44%	39%	71%	62%	45%	74%	67%	49%	40%
Q15A	71%	41%	73%	56%	59%	58%	64%	49%	68%	86%	51%	46%	83%	69%	56%	79%	70%	48%	45%
Q16	62%	43%	51%	41%	50%	72%	57%	44%	60%	70%	63%	40%	64%	87%	34%	62%	66%	52%	46%
Q17	57%	47%	65%	42%	61%	47%	51%	37%	54%	65%	48%	32%	55%	56%	48%	55%	39%	34%	49%
Q18	61%	53%	61%	30%	53%	66%	59%	38%	57%	63%	55%	31%	48%	80%	52%	57%	60%	48%	48%
Q19	26%	23%	49%	15%	40%	61%	34%	29%	52%	61%	43%	34%	49%	40%	36%	48%	38%	59%	39%
Q20	62%	49%	67%	39%	57%	51%	45%	30%	62%	62%	44%	23%	47%	61%	40%	54%	56%	44%	33%
Q21	62%	42%	67%	47%	53%	58%	41%	34%	50%	51%	41%	25%	45%	68%	50%	55%	49%	43%	46%
Q22	47%	55%	53%	40%	58%	59%	50%	34%	41%	55%	18%	16%	48%	74%	50%	45%	43%	35%	42%
Q23	44%	31%	58%	26%	58%	56%	65%	21%	62%	68%	44%	31%	57%	46%	42%	65%	57%	53%	44%
Q24	42%	28%	41%	29%	35%	46%	31%	21%	44%	51%	37%	16%	39%	56%	32%	49%	45%	38%	41%
Q25	62%	47%	60%	36%	62%	52%	49%	30%	60%	62%	45%	23%	49%	63%	45%	57%	48%	37%	31%
Q26	58%	58%	67%	34%	55%	77%	34%	37%	47%	47%	34%	24%	35%	68%	34%	37%	58%	58%	48%
Q27	61%	59%	62%	39%	65%	62%	62%	47%	57%	70%	58%	37%	52%	65%	46%	47%	42%	36%	42%
Q28	68%	47%	62%	32%	58%	68%	52%	46%	71%	71%	60%	49%	67%	75%	51%	63%	57%	50%	58%
Q29	61%	52%	57%	29%	60%	59%	58%	29%	38%	38%	27%	25%	30%	66%	35%	40%	40%	32%	22%
Q30	57%	39%	61%	53%	65%	55%	67%	55%	62%	67%	57%	48%	57%	64%	52%	61%	58%	52%	42%
Q31	52%	29%	57%	42%	59%	59%	62%	57%	61%	71%	62%	42%	69%	64%	39%	59%	54%	48%	36%
Q32	51%	42%	45%	26%	47%	54%	47%	34%	52%	56%	44%	28%	42%	58%	32%	52%	47%	42%	42%
Q33	49%	32%	32%	15%	34%	50%	43%	18%	48%	52%	39%	14%	29%	59%	29%	55%	44%	42%	20%
Q34	65%	47%	69%	50%	73%	61%	65%	45%	68%	69%	63%	33%	67%	79%	48%	72%	65%	48%	43%
Q35	70%	50%	77%	58%	74%	58%	58%	42%	67%	69%	54%	37%	57%	79%	68%	73%	52%	54%	44%
Q36	44%	40%	59%	30%	33%	49%	39%	49%	46%	55%	58%	50%	52%	51%	48%	41%	36%	32%	66%
Q37	33%	42%	59%	42%	49%	51%	36%	31%	42%	48%	43%	25%	45%	54%	31%	54%	48%	39%	30%
Q38	54%	45%	66%	23%	49%	62%	61%	26%	67%	67%	44%	29%	61%	62%	43%	70%	61%	61%	37%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
Q39	56%	49%	67%	44%	61%	52%	60%	26%	65%	59%	41%	44%	67%	72%	60%	58%	71%	68%	56%
Q40	51%	14%	27%	14%	39%	49%	51%	27%	57%	65%	30%	27%	34%	64%	44%	61%	53%	53%	32%
Q41	40%	22%	43%	28%	36%	43%	37%	16%	34%	43%	30%	14%	32%	52%	42%	52%	37%	28%	31%
Q42	64%	41%	64%	64%	41%	18%	41%	18%	64%	64%	41%	38%	41%	41%	64%	64%	41%	41%	18%
Q43	45%	45%	54%	29%	48%	54%	48%	24%	37%	54%	44%	23%	44%	61%	48%	32%	29%	27%	36%
Q44 SBS	52%	48%	59%	37%	56%	43%	47%	27%	53%	57%	39%	22%	46%	65%	42%	48%	42%	32%	31%
Q46	60%	51%	55%	48%	61%	60%	59%	43%	62%	67%	52%	42%	53%	74%	57%	65%	56%	45%	47%
Q47	54%	36%	45%	26%	43%	60%	32%	19%	51%	54%	47%	20%	52%	61%	39%	52%	45%	42%	23%
Q48	45%	25%	39%	26%	25%	51%	36%	23%	43%	48%	48%	51%	48%	53%	34%	62%	62%	57%	48%
Q49	55%	43%	53%	30%	51%	55%	38%	15%	49%	51%	34%	15%	48%	54%	34%	39%	44%	40%	33%
Q50	53%	40%	66%	44%	50%	49%	53%	39%	65%	71%	46%	31%	42%	68%	36%	64%	70%	61%	44%
Q52 SBS	67%	49%	59%	45%	56%	61%	54%	33%	49%	54%	33%	16%	48%	79%	46%	58%	48%	38%	44%
Q53 SBS	69%	59%	65%	43%	68%	65%	57%	33%	55%	59%	41%	29%	50%	81%	47%	58%	52%	41%	45%
Q54	49%	39%	67%	33%	50%	57%	58%	26%	48%	58%	38%	19%	55%	62%	35%	53%	47%	41%	34%
Q55	42%	35%	48%	27%	39%	48%	35%	31%	73%	71%	44%	33%	56%	61%	38%	53%	57%	53%	60%
Q56	52%	47%	52%	41%	54%	57%	51%	34%	59%	60%	45%	27%	52%	67%	44%	56%	44%	35%	45%
Q58	57%	45%	53%	32%	61%	59%	59%	25%	50%	56%	39%	32%	47%	59%	49%	53%	54%	45%	44%
Q59	65%	48%	59%	44%	57%	64%	55%	34%	49%	56%	44%	41%	56%	80%	62%	57%	58%	43%	52%
Q60	54%	47%	56%	41%	53%	62%	53%	30%	52%	56%	39%	25%	49%	71%	41%	49%	45%	34%	46%
Q64	67%	48%	74%	54%	75%	64%	58%	32%	74%	80%	56%	35%	62%	78%	59%	78%	76%	73%	50%
Q65	49%	47%	63%	37%	63%	51%	56%	31%	53%	70%	37%	26%	47%	71%	52%	69%	61%	49%	29%
Q66	46%	35%	32%	26%	50%	53%	52%	29%	40%	55%	42%	36%	53%	53%	37%	66%	65%	46%	49%
Q67	47%	42%	42%	12%	29%	63%	60%	38%	69%	72%	53%	36%	49%	66%	21%	57%	62%	62%	36%
Q69	56%	56%	55%	44%	58%	66%	57%	49%	49%	55%	45%	39%	58%	74%	53%	54%	44%	35%	37%
Q70 SBS	70%	53%	81%	66%	77%	54%	32%	51%	61%	64%	60%	60%	65%	70%	51%	71%	47%	54%	49%
Q72	45%	35%	37%	14%	21%	50%	50%	14%	52%	62%	37%	8%	32%	67%	26%	53%	53%	41%	20%
Q76	57%	48%	59%	22%	42%	54%	46%	61%	66%	73%	60%	54%	68%	87%	48%	60%	46%	40%	60%
Q77	43%	41%	50%	32%	35%	52%	34%	22%	43%	74%	39%	23%	37%	54%	32%	54%	50%	43%	43%
Q83	50%	34%	42%	18%	52%	54%	53%	20%	53%	73%	43%	17%	30%	44%	39%	58%	43%	37%	27%
Q84	55%	46%	60%	46%	54%	58%	45%	35%	55%	55%	40%	27%	52%	49%	36%	65%	57%	51%	37%
Q85	56%	47%	56%	48%	48%	58%	49%	36%	52%	65%	40%	24%	45%	48%	45%	62%	54%	49%	48%
Q88	57%	39%	54%	41%	57%	49%	56%	40%	66%	68%	49%	37%	57%	71%	44%	54%	54%	41%	53%
Q100	37%	35%	33%	30%	31%	51%	35%	34%	14%	40%	21%	26%	34%	58%	46%	25%	36%	25%	28%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
Q101	56%	46%	47%	27%	56%	73%	59%	54%	65%	63%	48%	31%	59%	69%	49%	65%	53%	55%	38%
Q102	61%	56%	48%	36%	57%	71%	54%	48%	50%	71%	49%	44%	50%	74%	58%	55%	48%	44%	44%
Q103	84%	85%	57%	76%	43%	79%	42%	74%	43%	94%	57%	65%	74%	84%	80%	33%	66%	33%	76%
Q104	55%	65%	53%	50%	68%	97%	73%	70%	66%	78%	54%	65%	72%	88%	83%	53%	62%	53%	70%
Q110	61%	48%	57%	31%	58%	48%	66%	26%	46%	61%	42%	23%	38%	50%	30%	53%	48%	48%	36%
Q111	39%	24%	34%	25%	44%	37%	35%	12%	33%	51%	26%	11%	32%	48%	43%	46%	46%	39%	31%
Q112	41%	39%	46%	42%	41%	34%	35%	30%	41%	50%	36%	23%	38%	44%	46%	47%	33%	28%	41%
Q113	31%	29%	32%	22%	44%	32%	24%	14%	31%	39%	30%	20%	35%	48%	33%	49%	35%	33%	29%
Q114	24%	22%	24%	15%	32%	30%	17%	11%	36%	39%	22%	18%	37%	50%	33%	41%	36%	32%	29%
S40	34%	26%	34%	38%	29%	29%	52%	21%	45%	49%	27%	11%	31%	73%	49%	59%	34%	37%	29%
S42	80%	41%	80%	80%	41%	59%	80%	41%	41%	80%	41%	0%	41%	80%	80%	41%	41%	41%	80%
S44	55%	41%	41%	13%	38%	20%	40%	16%	61%	59%	43%	11%	22%	66%	18%	30%	27%	28%	23%
S46	55%	33%	29%	22%	37%	29%	38%	22%	55%	60%	51%	22%	39%	56%	33%	34%	36%	27%	31%
S48	51%	46%	54%	18%	39%	24%	35%	17%	46%	62%	39%	20%	38%	63%	31%	44%	26%	23%	29%
S51	34%	28%	46%	20%	24%	35%	38%	34%	49%	45%	41%	16%	40%	41%	30%	55%	43%	37%	40%
S52	53%	51%	51%	35%	48%	49%	51%	49%	44%	59%	49%	31%	43%	58%	53%	37%	45%	33%	43%
S53	46%	34%	51%	38%	61%	39%	44%	28%	48%	56%	37%	31%	44%	59%	63%	44%	42%	31%	28%
S54	41%	45%	52%	28%	39%	41%	62%	41%	52%	62%	52%	41%	41%	63%	41%	39%	39%	39%	33%
S55	75%	75%	90%	75%	75%	100%	100%	100%	85%	85%	85%	100%	100%	25%	85%	85%	85%	85%	0%
S56	54%	12%	66%	20%	34%	20%	54%	20%	54%	54%	54%	20%	20%	66%	20%	20%	20%	54%	54%
S57	59%	59%	45%	49%	54%	82%	58%	58%	68%	82%	45%	37%	58%	68%	62%	44%	44%	44%	35%
S59	38%	43%	39%	26%	43%	38%	32%	35%	51%	43%	26%	27%	26%	45%	24%	34%	31%	27%	12%
S61	46%	36%	59%	36%	33%	38%	50%	25%	46%	54%	31%	16%	41%	54%	50%	63%	48%	34%	31%
S62	44%	43%	55%	32%	29%	34%	38%	36%	55%	55%	39%	19%	53%	52%	40%	61%	47%	31%	37%
S66	44%	28%	58%	18%	23%	19%	36%	18%	50%	65%	31%	8%	47%	56%	36%	68%	45%	27%	24%
S74	30%	27%	51%	22%	34%	35%	28%	21%	37%	47%	23%	8%	31%	61%	35%	21%	17%	22%	12%
S76	34%	34%	49%	23%	27%	30%	36%	30%	53%	51%	29%	15%	44%	51%	32%	37%	29%	29%	20%
S78	36%	34%	38%	31%	43%	34%	37%	41%	52%	47%	40%	26%	36%	50%	37%	46%	45%	46%	33%
S79 SBS	52%	44%	63%	45%	52%	55%	60%	37%	46%	54%	47%	32%	53%	58%	58%	66%	64%	51%	42%
S81	100%	100%	100%	100%	100%	79%	100%	100%	100%	100%	100%	79%	100%	100%	100%	100%	100%	100%	100%
S84	33%	100%	100%	100%	100%	33%	100%	0%	33%	33%	0%	0%	0%	100%	100%	0%	0%	0%	0%
S86	17%	51%	51%	51%	51%	17%	51%	0%	17%	17%	0%	0%	0%	51%	51%	0%	0%	0%	0%
S89	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
S90	50%	38%	44%	65%	36%	36%	80%	30%	50%	49%	30%	0%	44%	79%	73%	83%	52%	52%	36%
S91	33%	32%	57%	24%	24%	20%	53%	20%	67%	67%	47%	22%	55%	47%	38%	87%	66%	31%	32%
S92	28%	28%	45%	18%	18%	13%	45%	21%	66%	66%	45%	24%	66%	37%	18%	92%	65%	10%	36%
S93	65%	71%	64%	58%	52%	51%	54%	40%	62%	62%	41%	41%	54%	61%	68%	75%	76%	59%	44%
S94	49%	34%	35%	16%	24%	7%	40%	22%	53%	58%	35%	22%	32%	58%	29%	36%	29%	29%	11%
S96	40%	31%	15%	0%	0%	0%	31%	0%	40%	45%	22%	0%	18%	54%	27%	18%	9%	9%	0%
S98	51%	38%	52%	21%	43%	17%	30%	4%	60%	60%	21%	17%	29%	75%	13%	55%	37%	37%	4%

Bus stop satisfaction

Customers are more satisfied with overall bus stops in Brooklyn (56%), Manhattan (54%), and Queens (56%), than they are in the Bronx (42%) and Staten Island (49%).

For bus stop evaluation, we only consider bus stops on routes from which we have a sample of twenty-five or more customers. The Q16 (90%), Q64 (85%), Q28 (77%), Q76 (77%), Q34 (75%), Q15 (75%), Q15A (74%), M79 SBS (72%), Q110 (71%), and B9 (70%) are the best rated routes for overall bus stop satisfaction.

A deeper analysis of satisfaction by route reveals that higher overall bus stop satisfaction rates on these routes are the result of higher satisfaction rates for the following bus stop attributes:

Q16 - cleanliness (78%), condition (75%), health safety (74%), mask wearing (70%), location (72%).

Q64 - crowding (59%), condition (74%), crime and harassment (69%), accident safety (75%), health safety (67%), social distancing (56%), panhandling (68%), people experiencing homelessness (65%), people experiencing mental illness (63%), location (80%).

Q28 - crowding (58%), condition (68%), crime and harassment (65%), health safety (72%), social distancing (59%), panhandling (70%), people experiencing mental illness (59%), location (74%).

Q76 - cleanliness (73%), crowding (62%), crime and harassment (66%), accident safety (71%), social distancing (63%), mask wearing (75%), location (77%).

Q34 - cleanliness (74%), condition (66%), crime and harassment (67%), accident safety (72%), health safety (66%), mask wearing (69%), location (72%).

Q15 - mask wearing (70%), panhandling (68%), people experiencing homelessness (68%), location (80%).

Q15A - accident safety (73%), mask wearing (83%), panhandling (70%), people experiencing homelessness (69%), location (80%).

M79 SBS - cleanliness (71%), crowding (63%), accident safety (71%), health safety (66%), social distancing (60%).

B9 - cleanliness (70%), crowding (59%), condition (66%), crime and harassment (65%).

The Bx2 (34%), Bx39 (34%), B20 (33%), Bx4A (33%), B14 (32%), Q41 (31%), Q113 (30%), Bx32 (29%), Q114 (26%), and S40 (23%) are rated the lowest by customers for overall bus stop satisfaction. Low overall bus stop satisfaction rates on these routes is due to low satisfaction rates for the following attributes:

Bx2 - crowding (16%), condition (25%), social distancing (20%), mask wearing (28%), people experiencing homelessness (21%), people experiencing mental illness (19%).

Bx39 - health safety (24%), mask wearing (29%), location (35%).

B20 - cleanliness (32%), mask wearing (27%).

Bx4A - condition (21%), crime and harassment (22%), accident safety (29%), location (33%).

B14 - cleanliness (28%), crowding (12%), condition (25%), health safety (23%), social distancing (12%), mask wearing (27%), location (34%).

Q113 - cleanliness (28%).

Bx32 - cleanliness (30%), crowding (7%), crime and harassment (21%), accident safety (21%), health safety (21%), people experiencing homelessness (15%), people experiencing mental illness (15%), location (19%).

Q114 - condition (26%), accident safety (35%), health safety (24%).

S40 - cleanliness (30%), crowding (13%), condition (16%).

Customers who use the following routes report lower levels of satisfaction with panhandling, people experiencing homelessness, and people experiencing mental illness at bus stops. Additional social service resources should be dispatched to help at bus stops on these routes:

Bx1 - people experiencing mental illness (22%).

Bx2 - people experiencing homelessness (21%) and people experiencing mental illness (19%).

Bx6 SBS - panhandling (25%).

Bx15 - panhandling (25%), people experiencing homelessness (19%), and people experiencing mental illness (21%).

Bx20 - panhandling (23%), people experiencing homelessness (20%), and people experiencing mental illness (20%).

Bx32 - panhandling (22%), people experiencing homelessness (15%), and people experiencing mental illness (15%).

Bx41 SBS - panhandling (22%), people experiencing homelessness (19%), and people experiencing mental illness (19%).

B65 - panhandling (26%).

M34 SBS - people experiencing homelessness (22%) and people experiencing mental illness (20%).

M60 SBS - people experiencing homelessness (21%) and people experiencing mental illness (21%).

M98 - panhandling (17%), people experiencing homelessness (12%), and people experiencing mental illness (15%).

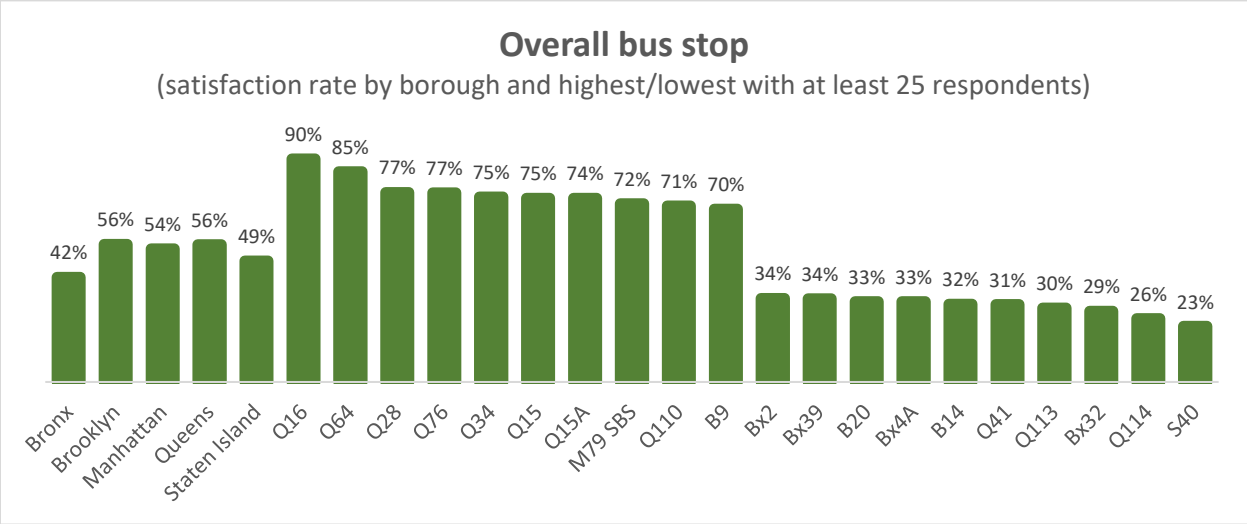
Q43 - panhandling (26%).

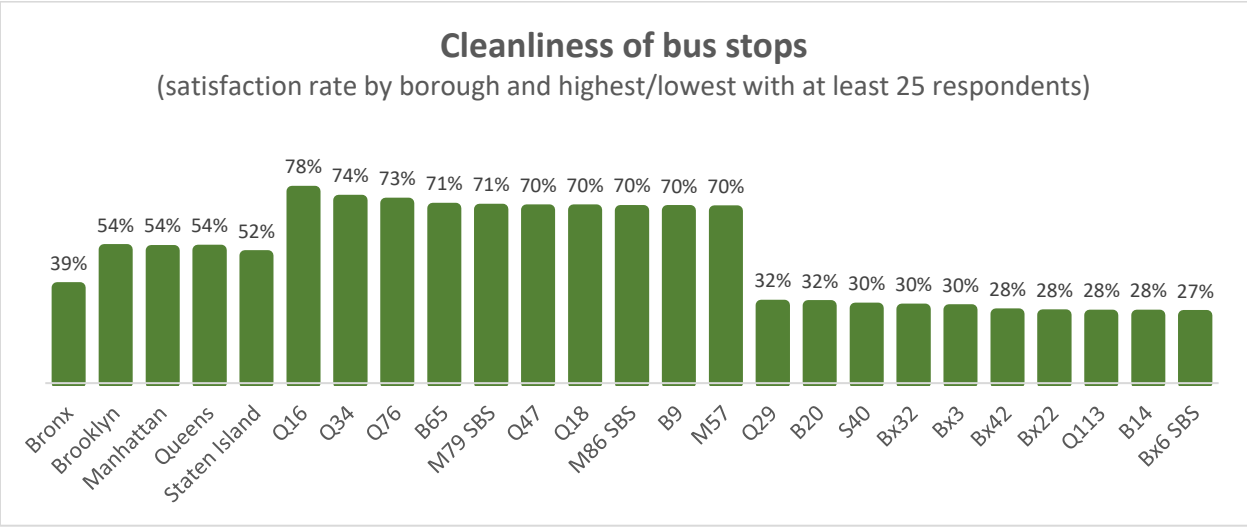
Q100 - panhandling (24%).

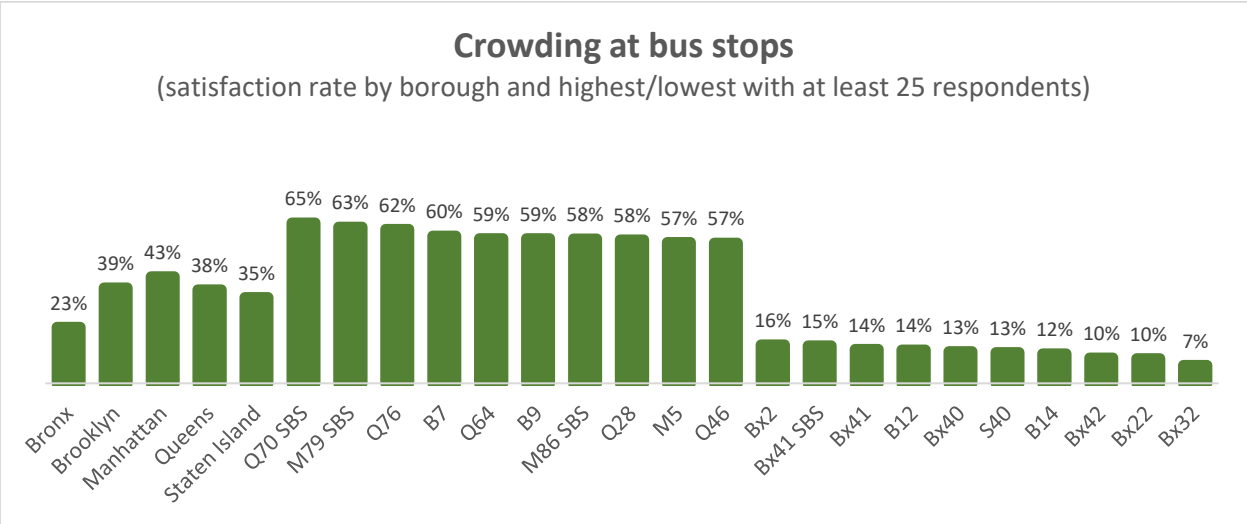
S48 - people experiencing homelessness (23%).

S74 - panhandling (17%), people experiencing homelessness (17%), and people experiencing mental illness (17%).

Satisfaction with crime and harassment at bus stops is substantially lower in the Bronx (33%) than in Brooklyn (48%), Manhattan (46%), Queens (49%), and Staten Island (48%). Customers who use the following routes report low levels of satisfaction; these routes could use additional police presence at high-volume bus stops: Bx21 (26%), Q100 (25%), Bx6 SBS (24%), Bx42 (24%), Bx15 (24%), Bx4 (23), Bx36 (22%), Bx4A (22%), Bx32 (21%), and M98 (11%).

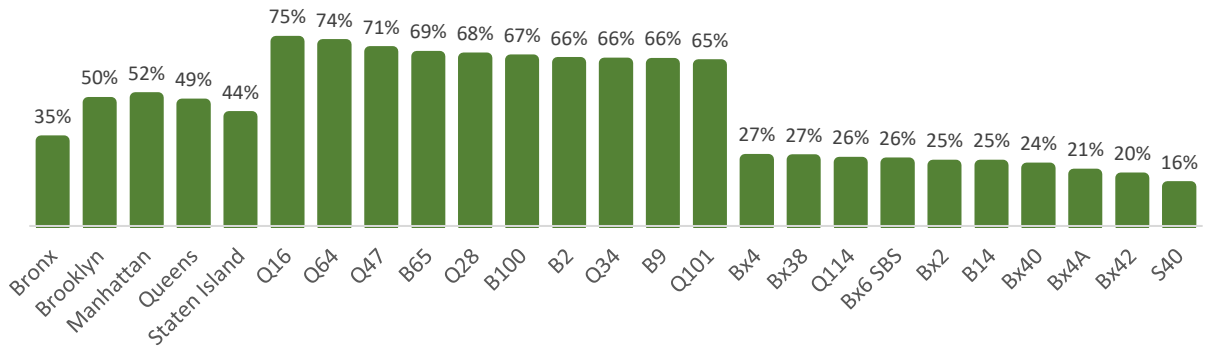

Overall bus stop
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
42% 56% 54% 56% 49% 90% 85% 77% 77% 75% 75% 74% 72% 71% 70% 34% 34% 33% 33% 32% 31% 30% 29% 26% 23%
Bronx Brooklyn Manhattan Queens Staten Island Q16 Q64 Q28 Q76 Q34 Q15 Q15A M79 SBS Q110 B9 Bx2 Bx39 B20 Bx4A B14 Q41 Q113 Bx32 Q114 S40


Cleanliness of bus stops
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
39% 54% 54% 54% 52% 78% 74% 73% 71% 71% 70% 70% 70% 70% 70% 32% 32% 30% 30% 30% 28% 28% 28% 28% 27%
Bronx Brooklyn Manhattan Queens Staten Island Q16 Q34 Q76 B65 M79 SBS Q47 Q18 M86 SBS B9 M57 Q29 B20 S40 Bx32 Bx3 Bx42 Bx22 Q113 B14 Bx6 SBS


Crowding at bus stops
(satisfaction rate by borough and highest/lowest with at least 25 respondents)
23% 39% 43% 38% 35% 65% 63% 62% 60% 59% 59% 58% 58% 57% 57% 16% 15% 14% 14% 13% 13% 12% 10% 10% 7%
Bronx Brooklyn Manhattan Queens Staten Island Q70 SBS M79 SBS Q76 B7 Q64 B9 M86 SBS Q28 M5 Q46 Bx2 Bx41 SBS Bx41 B12 Bx40 S40 B14 Bx42 Bx22 Bx32

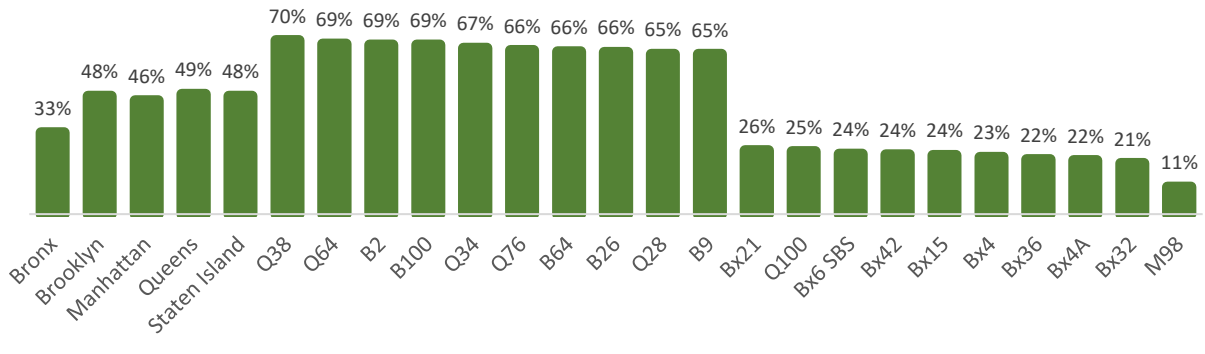
Condition of bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



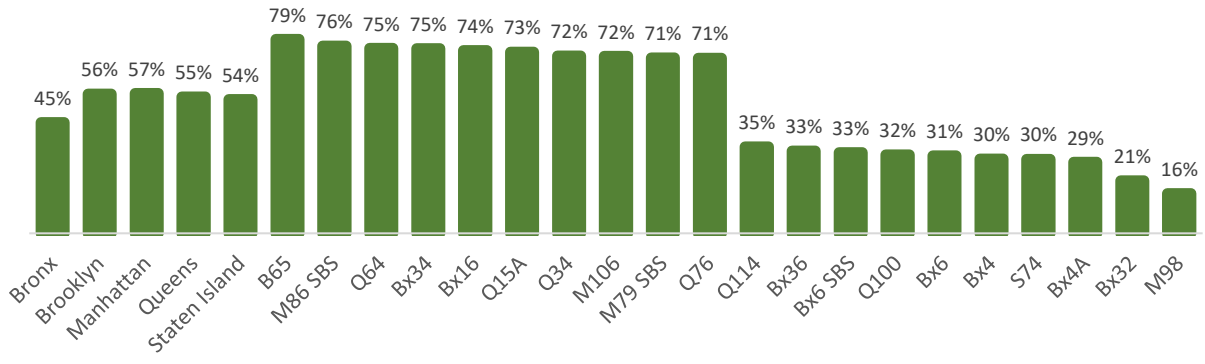
Crime and harassment at bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



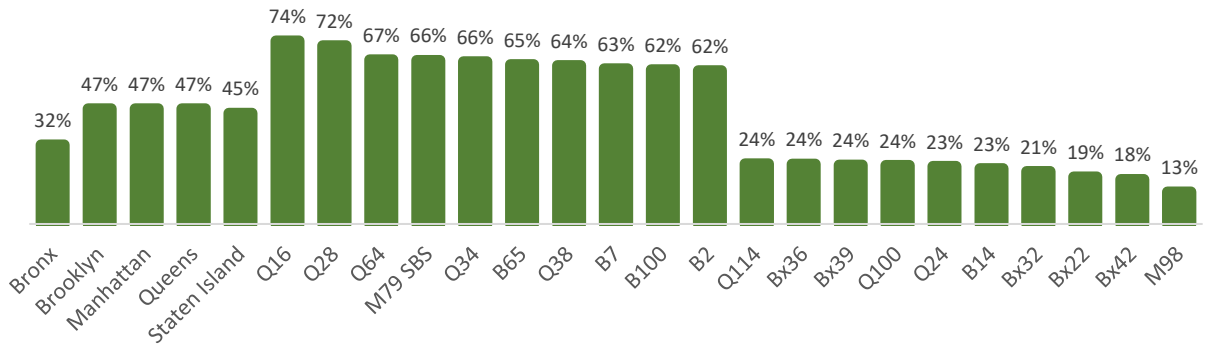
Accident safety at bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



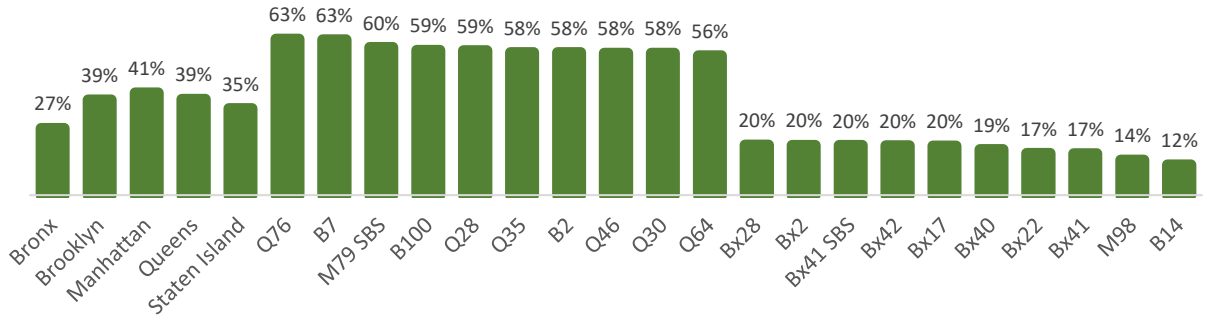
Health safety at bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



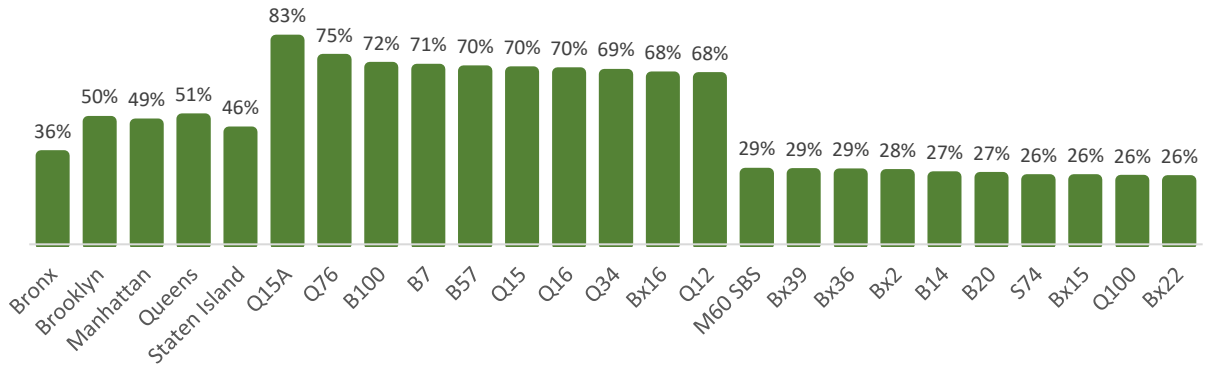
Social distancing at bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



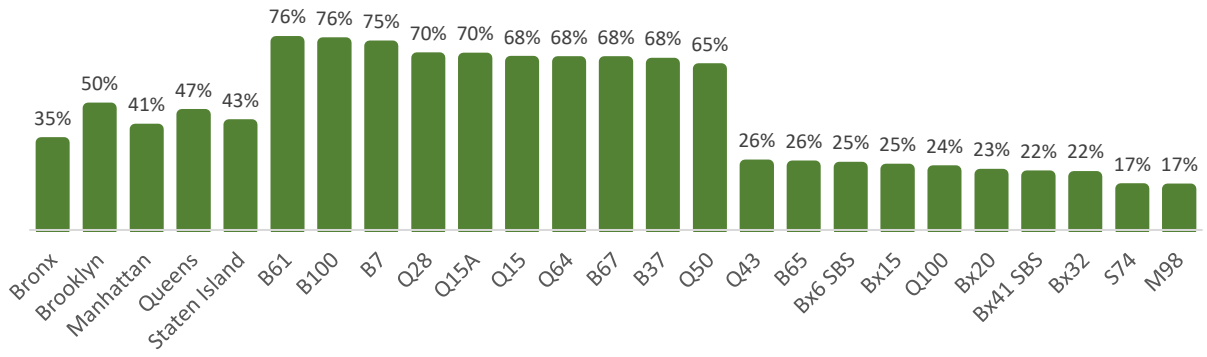
Mask wearing at bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



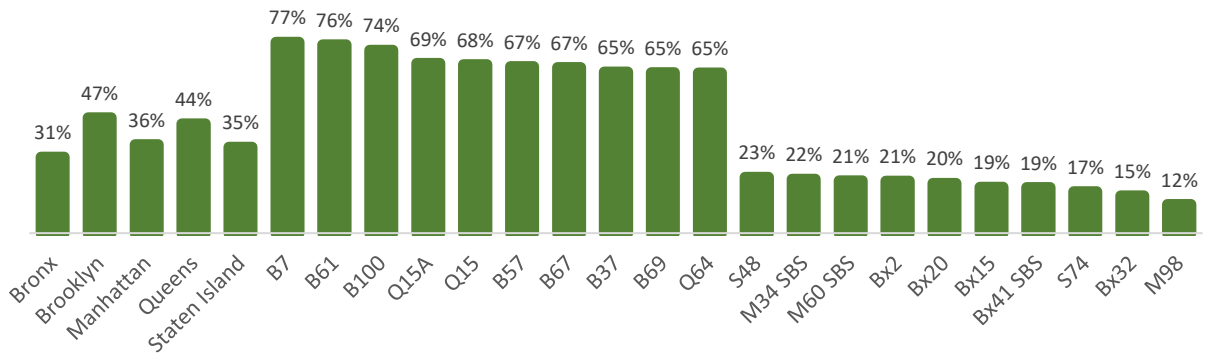
Panhandling at bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)



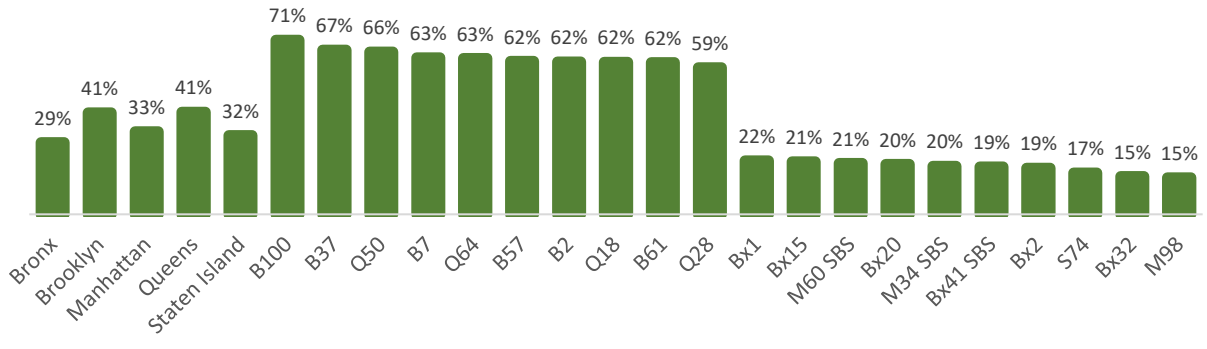
People experiencing homelessness at bus stops

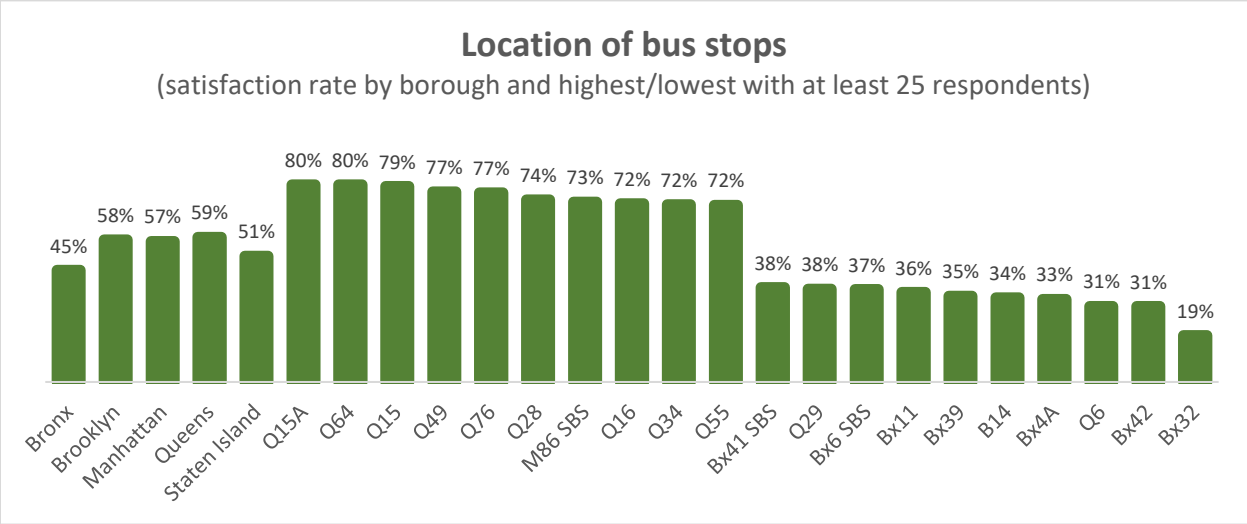
(satisfaction rate by borough and highest/lowest with at least 25 respondents)



People experiencing mental illness at bus stops

(satisfaction rate by borough and highest/lowest with at least 25 respondents)





Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
Bx1	39%	37%	20%	32%	30%	46%	31%	26%	31%	30%	24%	22%	43%
Bx2	34%	32%	16%	25%	27%	42%	28%	20%	28%	30%	21%	19%	39%
Bx3	40%	30%	23%	34%	33%	38%	31%	22%	29%	37%	25%	33%	44%
Bx4	45%	33%	24%	27%	23%	30%	29%	39%	48%	29%	29%	26%	39%
Bx4A	33%	37%	24%	21%	22%	29%	30%	34%	46%	30%	30%	24%	33%
Bx5	47%	43%	19%	40%	36%	43%	33%	24%	36%	38%	41%	36%	45%
Bx6	39%	35%	28%	32%	27%	31%	31%	28%	44%	30%	28%	28%	42%
Bx6 SBS	35%	27%	21%	26%	24%	33%	29%	27%	39%	25%	23%	25%	37%
Bx7	53%	56%	40%	52%	43%	50%	43%	36%	43%	46%	44%	41%	60%
Bx8	47%	48%	33%	42%	43%	63%	46%	34%	43%	48%	45%	43%	53%
Bx9	44%	41%	27%	37%	39%	50%	35%	32%	39%	42%	36%	36%	51%
Bx10	54%	60%	41%	56%	54%	56%	48%	45%	50%	45%	39%	37%	59%
Bx11	39%	36%	23%	36%	30%	36%	29%	31%	32%	34%	30%	24%	36%
Bx12	38%	33%	18%	29%	26%	45%	33%	22%	30%	36%	30%	26%	44%
Bx12 SBS	41%	36%	19%	33%	32%	48%	33%	26%	33%	36%	31%	26%	47%
Bx13	35%	43%	36%	44%	37%	37%	35%	32%	37%	43%	39%	27%	41%
Bx15	39%	36%	21%	35%	24%	39%	26%	22%	26%	25%	19%	21%	45%
Bx16	45%	46%	42%	47%	59%	74%	57%	56%	68%	59%	38%	38%	54%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
Bx17	40%	38%	17%	37%	32%	41%	33%	20%	36%	34%	34%	34%	40%
Bx18	52%	45%	23%	45%	64%	57%	23%	32%	47%	66%	60%	48%	58%
Bx19	43%	34%	18%	36%	34%	44%	33%	25%	35%	33%	28%	26%	46%
Bx20	42%	39%	37%	45%	33%	44%	31%	37%	35%	23%	20%	20%	49%
Bx21	42%	41%	28%	43%	26%	38%	31%	33%	38%	27%	25%	25%	45%
Bx22	49%	28%	10%	32%	33%	53%	19%	17%	26%	28%	25%	22%	47%
Bx23	62%	58%	30%	44%	57%	47%	43%	47%	43%	53%	40%	44%	64%
Bx24	88%	79%	70%	79%	77%	69%	69%	59%	73%	55%	55%	55%	95%
Bx26	51%	58%	47%	44%	39%	44%	35%	42%	48%	37%	37%	34%	63%
Bx27	52%	38%	29%	29%	28%	42%	35%	42%	52%	55%	48%	45%	47%
Bx28	39%	42%	19%	37%	35%	54%	29%	20%	32%	34%	33%	27%	40%
Bx29	78%	39%	14%	41%	41%	41%	41%	28%	43%	25%	25%	19%	45%
Bx30	45%	47%	29%	37%	40%	54%	37%	30%	32%	44%	39%	38%	50%
Bx31	60%	63%	41%	50%	38%	63%	42%	39%	63%	51%	50%	48%	63%
Bx32	29%	30%	7%	29%	21%	21%	21%	21%	35%	22%	15%	15%	19%
Bx33	39%	34%	9%	31%	25%	39%	15%	15%	15%	20%	20%	20%	39%
Bx34	45%	37%	29%	42%	47%	75%	51%	29%	41%	40%	40%	40%	67%
Bx35	45%	50%	26%	54%	44%	49%	35%	24%	36%	46%	39%	38%	54%
Bx36	46%	37%	18%	27%	22%	33%	24%	23%	29%	31%	28%	26%	40%
Bx38	42%	43%	26%	27%	35%	47%	24%	28%	31%	36%	29%	27%	54%
Bx39	34%	35%	17%	30%	33%	40%	24%	21%	29%	29%	30%	26%	35%
Bx40	37%	32%	13%	24%	29%	45%	27%	19%	32%	45%	35%	36%	40%
Bx41	49%	42%	14%	37%	38%	57%	41%	17%	40%	31%	30%	29%	49%
Bx41 SBS	38%	32%	15%	29%	34%	44%	29%	20%	30%	22%	19%	19%	38%
Bx42	36%	28%	10%	20%	24%	38%	18%	20%	31%	35%	26%	27%	31%
Bx46	78%	78%	78%	100%	100%	100%	78%	100%	78%	78%	78%	78%	78%
Bx99	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	35%	35%	58%
B1	48%	53%	39%	48%	42%	46%	41%	38%	45%	45%	42%	40%	48%
B2	60%	66%	55%	66%	69%	63%	62%	58%	62%	63%	65%	62%	67%
B3	46%	47%	41%	50%	41%	53%	40%	39%	46%	50%	46%	39%	50%
B4	47%	49%	43%	47%	42%	49%	47%	37%	39%	51%	45%	45%	46%
B6	51%	51%	36%	46%	40%	48%	40%	35%	51%	39%	39%	35%	50%
B7	68%	59%	60%	64%	62%	64%	63%	63%	71%	75%	77%	63%	65%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
B8	61%	60%	43%	55%	51%	60%	50%	40%	52%	51%	49%	44%	61%
B9	70%	70%	59%	66%	65%	67%	61%	52%	57%	54%	54%	50%	64%
B11	55%	64%	50%	58%	57%	61%	51%	42%	57%	53%	50%	48%	69%
B12	44%	33%	14%	33%	41%	45%	28%	21%	37%	37%	29%	25%	46%
B13	55%	52%	23%	53%	44%	50%	39%	26%	35%	46%	47%	38%	60%
B14	32%	28%	12%	25%	48%	39%	23%	12%	27%	34%	34%	29%	34%
B15	47%	32%	18%	31%	30%	51%	37%	22%	36%	37%	35%	23%	52%
B16	67%	58%	41%	48%	44%	55%	49%	38%	44%	51%	46%	40%	58%
B17	62%	43%	41%	51%	45%	62%	40%	37%	46%	55%	52%	45%	61%
B20	33%	32%	30%	40%	32%	41%	25%	28%	27%	40%	32%	24%	49%
B24	63%	73%	68%	77%	72%	79%	73%	70%	73%	79%	79%	79%	71%
B25	63%	60%	40%	52%	49%	57%	50%	42%	45%	40%	29%	31%	65%
B26	68%	68%	57%	61%	66%	63%	62%	55%	62%	55%	50%	54%	66%
B31	76%	72%	65%	66%	58%	58%	66%	56%	55%	65%	65%	65%	70%
B32	75%	69%	65%	75%	75%	75%	65%	65%	69%	69%	69%	59%	69%
B35	63%	50%	29%	45%	46%	55%	39%	29%	46%	41%	45%	40%	55%
B36	54%	63%	44%	59%	51%	58%	54%	33%	45%	56%	40%	35%	62%
B37	54%	51%	55%	50%	62%	61%	60%	52%	63%	68%	65%	67%	64%
B38	62%	50%	52%	56%	57%	65%	57%	54%	58%	53%	48%	46%	64%
B39	80%	89%	79%	89%	79%	84%	79%	79%	85%	79%	79%	69%	78%
B41	56%	54%	29%	45%	49%	59%	39%	31%	41%	45%	38%	33%	57%
B42	39%	38%	22%	33%	37%	41%	34%	28%	33%	51%	51%	37%	41%
B43	49%	52%	34%	49%	46%	54%	44%	39%	55%	50%	48%	39%	53%
B44	53%	57%	37%	51%	49%	58%	49%	42%	42%	42%	37%	34%	54%
B44 SBS	59%	60%	36%	53%	48%	56%	50%	38%	48%	40%	40%	37%	57%
B45	48%	47%	30%	53%	40%	50%	48%	30%	47%	34%	37%	37%	46%
B46	59%	52%	33%	46%	45%	56%	44%	33%	48%	46%	39%	35%	58%
B46 SBS	55%	53%	32%	43%	42%	54%	43%	29%	46%	38%	38%	32%	55%
B47	56%	47%	23%	39%	37%	52%	39%	23%	39%	46%	49%	40%	52%
B48	70%	59%	61%	61%	46%	70%	61%	61%	59%	66%	53%	42%	64%
B49	59%	57%	39%	53%	52%	67%	50%	41%	62%	65%	57%	45%	63%
B52	61%	58%	40%	46%	49%	46%	50%	34%	53%	39%	41%	31%	56%
B54	47%	55%	47%	41%	36%	52%	44%	41%	51%	45%	44%	38%	63%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
B57	63%	59%	33%	48%	48%	67%	52%	39%	70%	64%	67%	62%	65%
B60	51%	57%	43%	49%	45%	49%	41%	46%	51%	50%	48%	44%	50%
B61	57%	44%	25%	41%	47%	64%	38%	33%	62%	76%	76%	62%	64%
B62	50%	60%	34%	44%	48%	54%	48%	38%	46%	49%	45%	36%	58%
B63	62%	53%	47%	58%	60%	63%	56%	43%	58%	64%	65%	57%	65%
B64	59%	61%	53%	64%	66%	69%	57%	53%	62%	60%	61%	57%	67%
B65	66%	71%	38%	69%	42%	79%	65%	42%	50%	26%	34%	34%	55%
B67	45%	40%	37%	45%	47%	57%	39%	34%	50%	68%	67%	52%	45%
B68	52%	58%	46%	63%	41%	57%	56%	47%	61%	46%	43%	39%	58%
B69	42%	42%	40%	37%	51%	63%	39%	37%	43%	65%	65%	46%	43%
B70	46%	51%	40%	51%	51%	58%	57%	43%	54%	58%	45%	43%	56%
B74	75%	79%	79%	73%	69%	79%	75%	65%	80%	83%	79%	69%	90%
B82	57%	57%	39%	48%	42%	47%	41%	36%	47%	47%	40%	35%	61%
B82 SBS	52%	53%	33%	47%	42%	43%	35%	32%	43%	46%	39%	32%	61%
B83	46%	40%	33%	38%	33%	45%	34%	38%	46%	43%	43%	36%	56%
B84	62%	56%	46%	56%	41%	66%	46%	57%	57%	48%	48%	33%	64%
B99	67%	67%	58%	58%	61%	79%	67%	59%	87%	67%	69%	58%	59%
B100	62%	67%	54%	67%	69%	66%	62%	59%	72%	76%	74%	71%	65%
B103	62%	63%	39%	58%	55%	67%	49%	39%	55%	58%	57%	47%	67%
M1	65%	59%	48%	64%	54%	63%	51%	47%	60%	53%	48%	43%	67%
M2	60%	60%	53%	60%	53%	64%	54%	50%	56%	48%	45%	44%	64%
M3	53%	54%	50%	52%	48%	57%	46%	43%	56%	49%	42%	40%	57%
M4	63%	61%	55%	60%	57%	64%	56%	52%	53%	51%	45%	45%	60%
M5	61%	59%	57%	56%	49%	55%	49%	51%	53%	37%	37%	37%	59%
M7	56%	57%	42%	54%	49%	53%	45%	36%	51%	43%	40%	35%	57%
M8	37%	49%	34%	37%	44%	41%	29%	32%	37%	35%	31%	31%	36%
M9	57%	44%	41%	45%	51%	53%	47%	42%	51%	36%	29%	28%	58%
M10	39%	51%	33%	35%	42%	56%	43%	26%	38%	40%	35%	33%	48%
M11	57%	61%	48%	54%	53%	62%	52%	40%	50%	44%	40%	37%	60%
M12	62%	41%	26%	30%	34%	37%	26%	26%	37%	39%	19%	19%	53%
M14A SBS	53%	49%	35%	44%	34%	50%	39%	34%	38%	32%	27%	22%	48%
M14D SBS	53%	52%	36%	55%	35%	47%	34%	37%	36%	30%	27%	22%	48%
M15	44%	47%	37%	46%	43%	55%	44%	41%	45%	37%	29%	27%	55%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
M15 SBS	48%	45%	39%	47%	41%	55%	45%	41%	45%	36%	29%	29%	57%
M20	56%	61%	40%	60%	41%	53%	43%	36%	43%	29%	26%	22%	51%
M21	36%	57%	45%	28%	43%	50%	41%	31%	54%	41%	35%	33%	51%
M22	48%	38%	24%	40%	27%	40%	38%	34%	29%	39%	39%	27%	49%
M23 SBS	54%	46%	40%	53%	43%	55%	41%	42%	52%	35%	32%	27%	54%
M31	60%	60%	48%	57%	57%	63%	53%	45%	51%	54%	49%	46%	61%
M34 SBS	40%	45%	26%	41%	35%	44%	42%	29%	36%	28%	22%	20%	46%
M34A SBS	50%	54%	32%	56%	31%	49%	44%	37%	41%	28%	24%	22%	48%
M35	0%	0%	0%	0%	0%	26%	26%	0%	0%	0%	0%	0%	39%
M42	53%	49%	48%	48%	43%	50%	43%	32%	37%	35%	28%	28%	46%
M50	65%	56%	53%	58%	32%	45%	35%	39%	44%	32%	32%	28%	63%
M55	46%	47%	44%	52%	33%	45%	44%	35%	47%	34%	29%	29%	44%
M57	52%	70%	54%	62%	53%	64%	55%	47%	51%	49%	42%	41%	67%
M60 SBS	41%	42%	24%	40%	35%	49%	33%	27%	29%	29%	21%	21%	42%
M66	57%	68%	50%	54%	55%	65%	54%	47%	53%	47%	44%	42%	61%
M72	67%	68%	49%	64%	57%	66%	57%	45%	59%	49%	47%	41%	59%
M79 SBS	72%	71%	63%	60%	62%	71%	66%	60%	65%	49%	45%	45%	71%
M86 SBS	67%	70%	58%	61%	59%	76%	60%	56%	59%	51%	46%	46%	73%
M96	57%	54%	40%	52%	55%	65%	54%	42%	54%	50%	41%	42%	59%
M98	41%	40%	41%	39%	11%	16%	13%	14%	47%	17%	12%	15%	43%
M99	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
M100	42%	44%	30%	40%	39%	51%	32%	31%	39%	34%	30%	29%	45%
M101	52%	50%	41%	49%	47%	56%	44%	40%	49%	40%	34%	32%	57%
M102	52%	52%	40%	51%	42%	53%	43%	38%	52%	43%	39%	35%	58%
M103	53%	53%	44%	52%	45%	54%	47%	44%	53%	41%	35%	32%	57%
M104	65%	62%	53%	61%	49%	66%	59%	50%	54%	38%	36%	33%	64%
M106	52%	57%	43%	52%	54%	72%	52%	40%	56%	47%	44%	44%	57%
M116	52%	41%	22%	38%	26%	47%	38%	31%	36%	44%	36%	34%	57%
Q1	51%	46%	35%	43%	39%	46%	41%	34%	47%	37%	37%	37%	55%
Q2	59%	44%	34%	38%	51%	57%	38%	35%	53%	32%	36%	36%	60%
Q3	45%	37%	19%	28%	46%	53%	31%	21%	42%	39%	39%	29%	45%
Q4	44%	39%	26%	39%	44%	55%	39%	30%	38%	32%	32%	27%	43%
Q5	53%	56%	33%	54%	45%	49%	39%	23%	42%	39%	39%	37%	52%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
Q6	45%	40%	21%	32%	39%	50%	27%	21%	35%	40%	35%	38%	31%
Q7	61%	63%	40%	66%	57%	66%	66%	48%	63%	47%	48%	29%	78%
Q8	45%	47%	41%	48%	49%	61%	52%	44%	57%	57%	54%	40%	60%
Q9	65%	65%	63%	53%	65%	88%	75%	63%	88%	65%	65%	65%	76%
Q10	56%	45%	32%	48%	44%	55%	38%	40%	52%	41%	40%	38%	62%
Q11	37%	43%	29%	40%	37%	37%	27%	28%	38%	38%	30%	25%	52%
Q12	53%	51%	48%	50%	47%	59%	53%	55%	68%	64%	62%	51%	67%
Q13	59%	50%	41%	47%	45%	55%	54%	37%	59%	64%	62%	49%	66%
Q15	75%	65%	49%	56%	57%	68%	49%	45%	70%	68%	68%	49%	79%
Q15A	74%	66%	53%	61%	55%	73%	60%	51%	83%	70%	69%	42%	80%
Q16	90%	78%	54%	75%	56%	61%	74%	49%	70%	54%	58%	59%	72%
Q17	60%	61%	44%	58%	50%	53%	47%	43%	56%	47%	38%	36%	63%
Q18	66%	70%	42%	64%	55%	60%	59%	45%	61%	56%	63%	62%	70%
Q19	39%	34%	30%	48%	28%	56%	36%	24%	53%	47%	43%	37%	53%
Q20	62%	61%	46%	53%	51%	57%	51%	37%	55%	45%	45%	39%	70%
Q21	54%	66%	45%	55%	49%	51%	42%	35%	46%	50%	49%	40%	68%
Q22	37%	69%	38%	48%	46%	45%	41%	41%	56%	37%	37%	34%	63%
Q23	45%	63%	31%	49%	58%	64%	60%	35%	48%	39%	41%	52%	51%
Q24	41%	40%	19%	36%	32%	38%	23%	30%	41%	37%	29%	24%	43%
Q25	56%	62%	36%	54%	50%	56%	47%	31%	46%	47%	43%	37%	67%
Q26	58%	58%	37%	68%	58%	58%	58%	47%	47%	47%	58%	58%	58%
Q27	66%	68%	36%	54%	52%	64%	53%	47%	52%	44%	42%	37%	70%
Q28	77%	67%	58%	68%	65%	68%	72%	59%	61%	70%	63%	59%	74%
Q29	64%	32%	34%	32%	40%	40%	33%	31%	31%	37%	37%	34%	38%
Q30	67%	58%	53%	59%	57%	57%	59%	58%	63%	52%	50%	47%	67%
Q31	62%	52%	46%	52%	54%	66%	58%	49%	68%	48%	47%	43%	61%
Q32	56%	51%	44%	49%	53%	56%	51%	48%	54%	53%	46%	45%	59%
Q33	53%	46%	31%	46%	46%	52%	46%	28%	34%	42%	29%	29%	46%
Q34	75%	74%	51%	66%	67%	72%	66%	49%	69%	62%	59%	49%	72%
Q35	52%	55%	37%	42%	55%	64%	61%	58%	61%	58%	40%	40%	61%
Q36	43%	60%	56%	37%	44%	45%	51%	45%	56%	46%	46%	44%	68%
Q37	54%	54%	26%	49%	42%	48%	40%	48%	42%	33%	31%	41%	59%
Q38	53%	59%	43%	46%	70%	71%	64%	36%	51%	59%	53%	59%	51%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
Q39	55%	47%	33%	52%	50%	49%	39%	43%	63%	55%	68%	68%	66%
Q40	41%	46%	22%	30%	54%	63%	30%	22%	22%	41%	54%	50%	42%
Q41	31%	41%	29%	36%	36%	47%	30%	26%	36%	53%	41%	31%	45%
Q42	18%	41%	41%	61%	18%	18%	41%	64%	41%	41%	18%	18%	18%
Q43	53%	49%	25%	47%	33%	49%	36%	28%	46%	26%	27%	24%	54%
Q44 SBS	57%	50%	33%	47%	35%	48%	41%	38%	49%	37%	34%	32%	58%
Q46	65%	63%	57%	63%	58%	60%	61%	58%	59%	53%	53%	49%	67%
Q47	56%	70%	46%	71%	53%	55%	58%	33%	54%	49%	49%	52%	41%
Q48	48%	41%	36%	39%	32%	54%	36%	29%	45%	32%	32%	32%	41%
Q49	65%	63%	45%	58%	54%	59%	43%	50%	60%	46%	47%	46%	77%
Q50	60%	67%	37%	62%	55%	57%	56%	50%	50%	65%	64%	66%	65%
Q52 SBS	52%	55%	34%	53%	43%	53%	48%	36%	47%	44%	44%	38%	56%
Q53 SBS	61%	53%	34%	45%	51%	52%	43%	35%	51%	48%	43%	39%	61%
Q54	55%	57%	38%	46%	49%	51%	38%	32%	50%	44%	40%	36%	63%
Q55	60%	56%	52%	51%	58%	60%	55%	37%	49%	56%	51%	50%	72%
Q56	60%	58%	35%	49%	50%	54%	39%	29%	55%	46%	45%	42%	67%
Q58	57%	49%	28%	38%	45%	50%	45%	33%	40%	42%	36%	42%	53%
Q59	63%	54%	43%	47%	41%	52%	51%	48%	51%	53%	47%	43%	55%
Q60	58%	54%	36%	51%	50%	60%	50%	41%	52%	46%	47%	42%	57%
Q64	85%	67%	59%	74%	69%	75%	67%	56%	59%	68%	65%	63%	80%
Q65	57%	67%	50%	59%	56%	68%	49%	40%	55%	56%	51%	46%	65%
Q66	57%	42%	40%	47%	51%	61%	46%	38%	54%	49%	45%	39%	58%
Q67	59%	69%	47%	69%	57%	72%	62%	56%	59%	55%	55%	55%	49%
Q69	58%	59%	44%	65%	48%	53%	45%	38%	58%	42%	40%	37%	57%
Q70 SBS	62%	59%	65%	61%	47%	59%	51%	41%	66%	31%	42%	42%	55%
Q72	53%	45%	33%	41%	61%	61%	39%	31%	59%	60%	52%	48%	69%
Q76	77%	73%	62%	57%	66%	71%	60%	63%	75%	58%	50%	43%	77%
Q77	47%	50%	28%	37%	56%	61%	31%	30%	40%	50%	53%	53%	45%
Q83	59%	65%	39%	54%	59%	63%	35%	38%	30%	43%	43%	37%	59%
Q84	49%	55%	33%	42%	48%	51%	41%	39%	43%	60%	56%	57%	51%
Q85	51%	53%	27%	53%	52%	53%	40%	23%	41%	48%	44%	42%	58%
Q88	60%	61%	47%	49%	59%	64%	54%	53%	60%	51%	50%	43%	64%
Q100	44%	35%	25%	35%	25%	32%	24%	22%	26%	24%	27%	27%	41%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
Q101	60%	48%	45%	65%	58%	58%	58%	49%	66%	53%	53%	56%	56%
Q102	41%	40%	47%	44%	50%	57%	56%	40%	50%	52%	49%	44%	54%
Q103	36%	42%	42%	42%	33%	42%	42%	33%	42%	44%	38%	38%	47%
Q104	71%	56%	63%	73%	61%	66%	66%	61%	61%	61%	56%	56%	76%
Q110	71%	44%	27%	44%	60%	60%	36%	27%	51%	48%	48%	48%	66%
Q111	43%	37%	23%	42%	32%	41%	38%	26%	36%	42%	38%	35%	44%
Q112	38%	36%	27%	36%	33%	33%	27%	27%	38%	29%	29%	29%	42%
Q113	30%	28%	18%	32%	33%	37%	32%	35%	41%	34%	32%	32%	42%
Q114	26%	35%	16%	26%	31%	35%	24%	32%	35%	29%	28%	27%	43%
S40	23%	30%	13%	16%	34%	59%	38%	25%	38%	61%	38%	35%	47%
S42	80%	80%	41%	80%	80%	80%	41%	0%	41%	41%	41%	41%	80%
S44	53%	40%	34%	42%	53%	60%	54%	26%	34%	42%	37%	37%	45%
S46	53%	57%	36%	41%	46%	60%	53%	31%	49%	37%	46%	39%	46%
S48	58%	56%	32%	51%	55%	67%	51%	39%	48%	36%	23%	25%	54%
S51	51%	46%	32%	38%	48%	45%	42%	39%	51%	40%	32%	28%	42%
S52	63%	63%	58%	57%	63%	63%	58%	52%	46%	53%	53%	41%	63%
S53	53%	43%	44%	56%	55%	63%	51%	53%	55%	42%	29%	26%	55%
S54	65%	52%	52%	52%	52%	63%	52%	52%	52%	39%	39%	39%	66%
S55	10%	100%	85%	85%	85%	85%	85%	85%	85%	85%	10%	10%	10%
S56	54%	54%	54%	20%	54%	54%	54%	54%	54%	54%	54%	54%	54%
S57	59%	62%	59%	59%	59%	59%	59%	38%	59%	45%	35%	35%	59%
S59	30%	38%	36%	33%	42%	51%	36%	33%	27%	32%	29%	29%	26%
S61	60%	64%	27%	42%	45%	45%	36%	22%	44%	36%	31%	31%	58%
S62	46%	61%	42%	46%	49%	49%	42%	39%	57%	40%	30%	26%	52%
S66	53%	71%	28%	53%	53%	57%	42%	32%	49%	48%	26%	26%	53%
S74	40%	39%	21%	32%	28%	30%	30%	24%	26%	17%	17%	17%	44%
S76	52%	46%	36%	44%	45%	46%	41%	35%	44%	39%	29%	24%	57%
S78	43%	42%	34%	38%	42%	41%	39%	34%	40%	38%	42%	36%	41%
S79 SBS	57%	62%	38%	56%	49%	57%	48%	44%	52%	48%	50%	45%	59%
S81	100%	100%	100%	100%	100%	100%	100%	79%	100%	100%	100%	100%	100%
S84	67%	100%	33%	33%	0%	0%	0%	0%	0%	0%	0%	0%	100%
S86	34%	51%	17%	17%	0%	0%	0%	0%	0%	0%	0%	0%	51%
S89	---	---	---	---	---	---	---	---	---	---	---	---	---

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
S90	13%	37%	6%	13%	50%	74%	48%	6%	50%	88%	52%	52%	67%
S91	51%	73%	45%	53%	59%	59%	51%	35%	47%	52%	31%	23%	59%
S92	36%	80%	56%	55%	66%	66%	45%	51%	66%	57%	30%	10%	56%
S93	65%	63%	40%	56%	49%	53%	40%	40%	57%	46%	47%	47%	52%
S94	42%	31%	22%	43%	36%	53%	51%	18%	32%	41%	29%	29%	42%
S96	30%	31%	9%	31%	18%	40%	30%	0%	18%	18%	9%	9%	30%
S98	37%	38%	30%	38%	60%	60%	37%	25%	46%	55%	37%	37%	37%

Employment

Of the four customer groups, active reduced contains the greatest proportion of employed full-time workers (63%). The lapsed group has a slightly lower rate of 56%, followed by the relapsed group (55%), and lastly by the active group (52%). In contrast, the active group has a greater proportion of employed part-time workers (12%) than the other groups (5% to 8%).

Among active local, limited and select bus customers who are employed, 69% are essential workers. This rate drops substantially for the other three groups; 34% of employed active reduced customers, 29% of employed lapsed customers, and 36% of employed relapsed customers are essential workers.

Slightly more than three in ten employed active local, limited, and select bus customers (31%) work in health care and social assistance. This is greater than for the other groups, in which 13% to 15% are employed in health care and social assistance. The second most common occupation among active customers is education services at 15%. There are particularly low proportions of customers employed in finance and insurance (4%), information (2%), professional, scientific, and technical services (6%), and public administration (4%) among the active group (5%).

Among the active reduced group, educational services (17%), healthcare and social assistance (15%), finance and insurance (14%), professional, scientific, and technical services (12%), and public administration (10%) are the most common occupations.

The most common occupations for the lapsed group are educational services (18%), finance and insurance (16%), healthcare and social assistance (13%), and professional, scientific, and technical services (13%).

For the relapsed group, educational services (19%), finance and insurance (14%), healthcare and social assistance (13%), professional, scientific, and technical services (11%), and public administration (10%). are the occupations with the greatest proportion of group constituents.

There is a dramatic difference in work location status between the active and the other three groups. Half of employed active customers (50%) indicate that their work location never closed. Slightly less than one-quarter of employed active customers (23%) indicate their work location is completely open (it has already reopened). This is in contrast to the other three groups in which 19% to 23% say their work location never closed, and 6% to 10% who say their work location is completely open.

Among the four groups, active reduced has the greatest proportion of members (19%) who indicate their work location is open some of the time. This rate is 11% to 15% for the other groups.

Between 24% and 26% of customers in the active reduced, lapsed, and relapsed groups say their work location is open but they have not yet returned. Only 5% of the active group say their work location is open but they have not yet returned.

The same pattern holds for customers whose work locations are closed but will reopen in the same location. Between 23% and 29% of employed active reduced, lapsed, and relapsed groups fall into this category, but only 7% of employed active customers work in locations that are closed but will reopen in the same location.

Workers from the lapsed group say their work location will reopen in April, May, or June 2021 at a slightly lower rate (22%) than the active (29%) and active reduced (28%) groups. Relapsed workers indicate their work location will reopen in April, May, or June 2021 at the greatest rate of the four groups (39%).

Workers from the active reduced and relapsed groups say their work location will reopen in July, August, or September 2021 at a slightly lower rate (40%) than the other two groups (46% to 48%).

By the end of September 2021, 77% of active, 68% of active reduced, 71% of lapsed, and 78% of relapsed customers, whose work location is closed, say it will reopen. By the end of 2021, these rates increase to 83% of active, 81% of reduced active, 74% of lapsed, and 83% of relapsed customers.

Members of the active reduced group who are employed in closed work locations do not know when their work locations will reopen at the greatest rate (24%) of the four groups. This is followed by the lapsed group (21%), the relapsed group (17%), and the active group (14%).

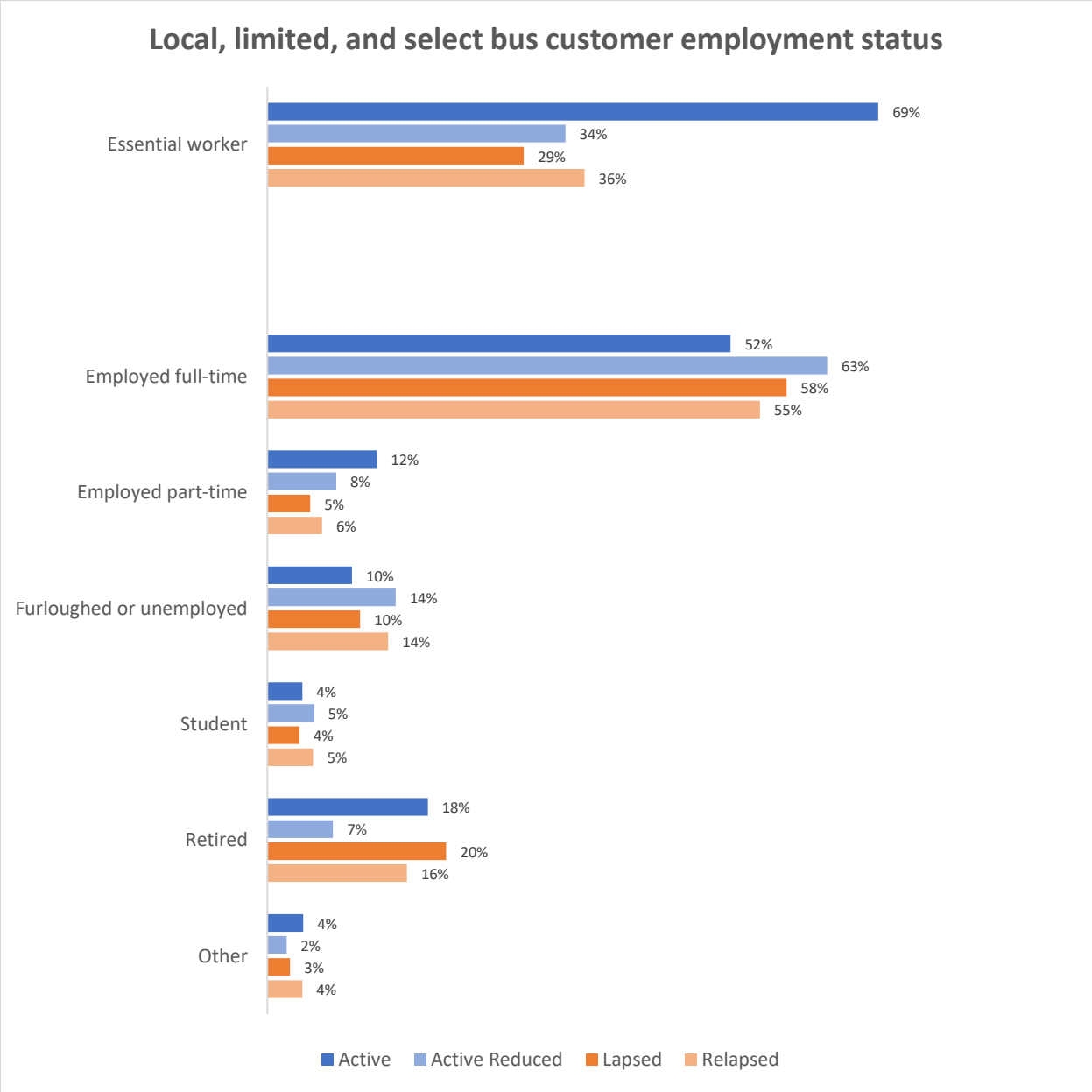
Referring back to their employment experience before the COVID pandemic, a slightly higher rate of active (11%) and active reduced (11%) customers worked from home all the time compared to lapsed (8%) and relapsed (8%) customers. The proportion of active customers who never worked from home before COVID is 63%, which is larger than the rates for active reduced (57%), lapsed (54%), and relapsed (59%) customers.

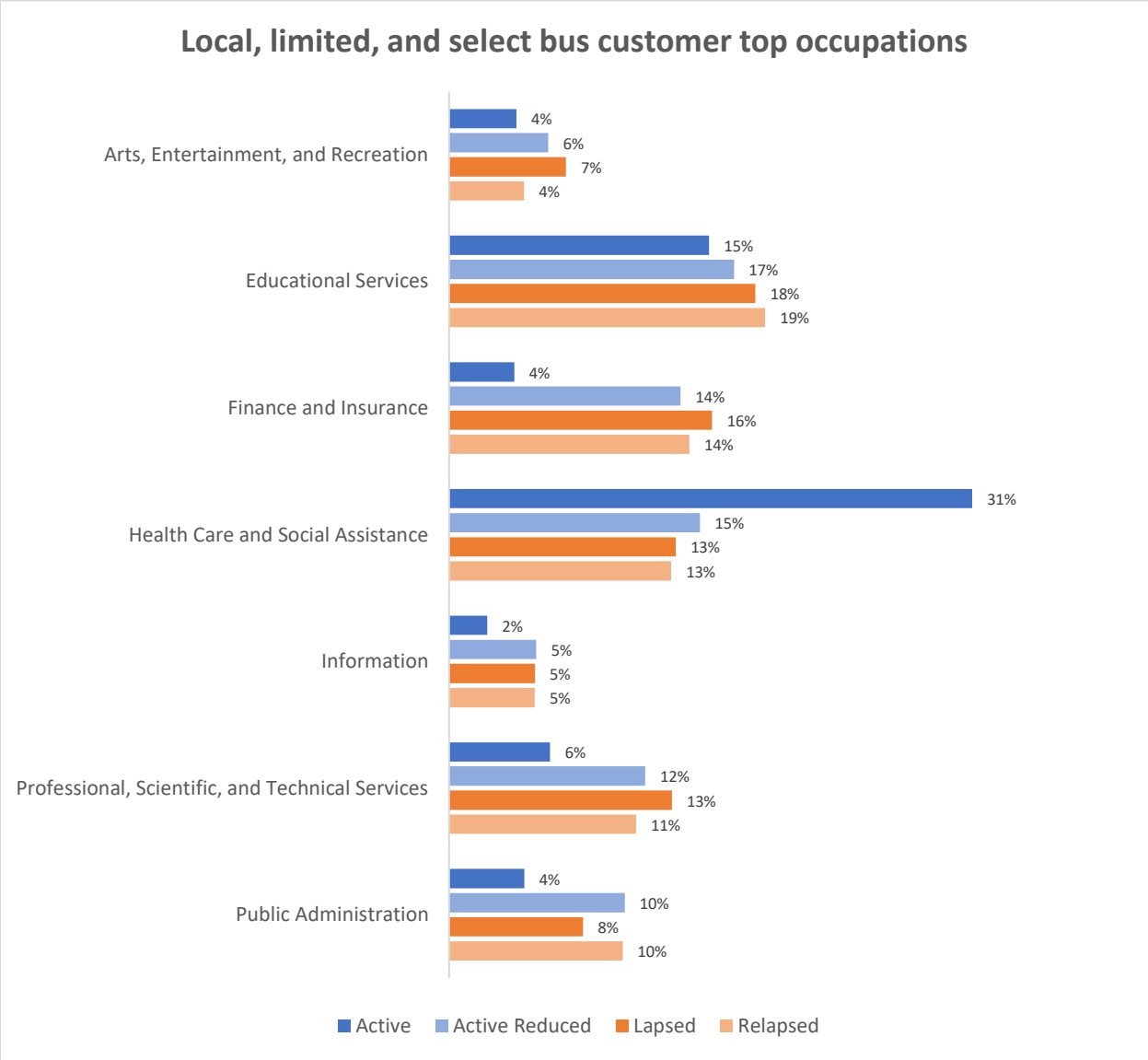
Current work from home proportions reinforce the impact the COVID pandemic has had on local, limited, and select bus ridership, as the need to use the bus to commute to and from work has been eliminated for many. Among employed lapsed customers, 73% are working from home all the time. The

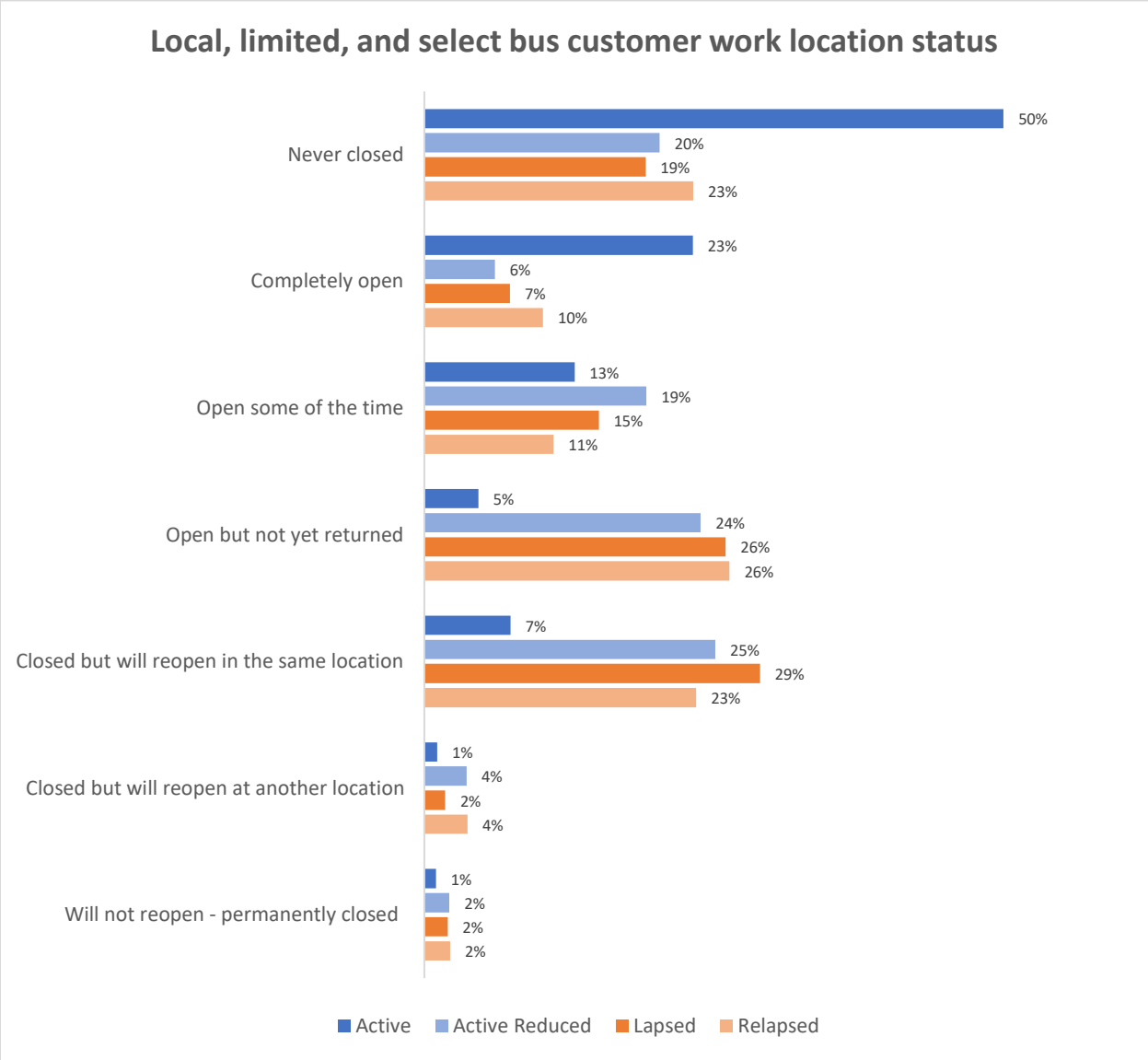
rate drops slightly for relapsed customers to 66%. Among employed active reduced customers, 62% are currently working from home all the time. This rate is only 14% for employed active customers. Since these customers are using the bus as often as they did before COVID, they are substantially less likely to be working from home.

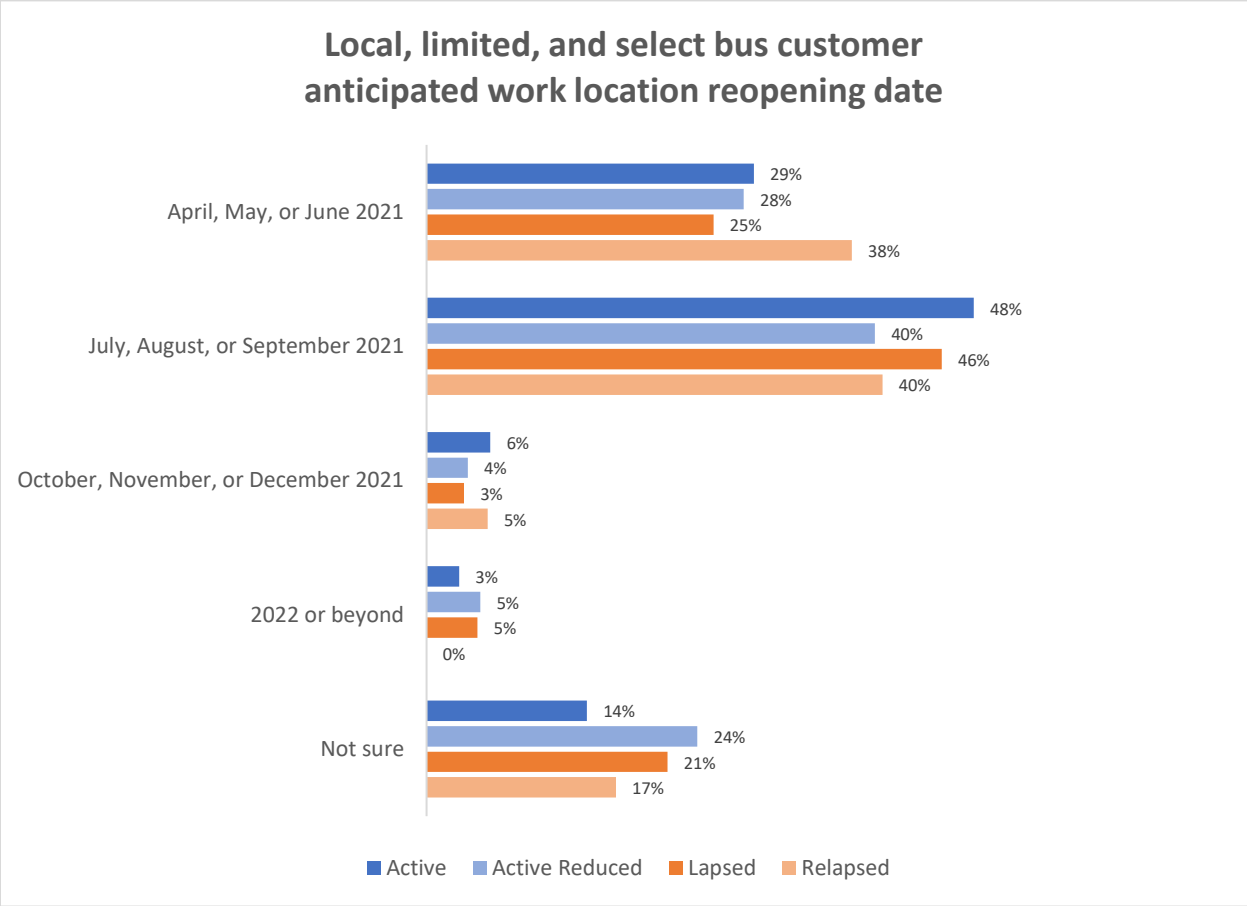
Active reduced customers are more likely to usually work from home. They indicate they are usually working from home at a rate of 16% compared to the other three groups, which have rates of 6% to 9%.

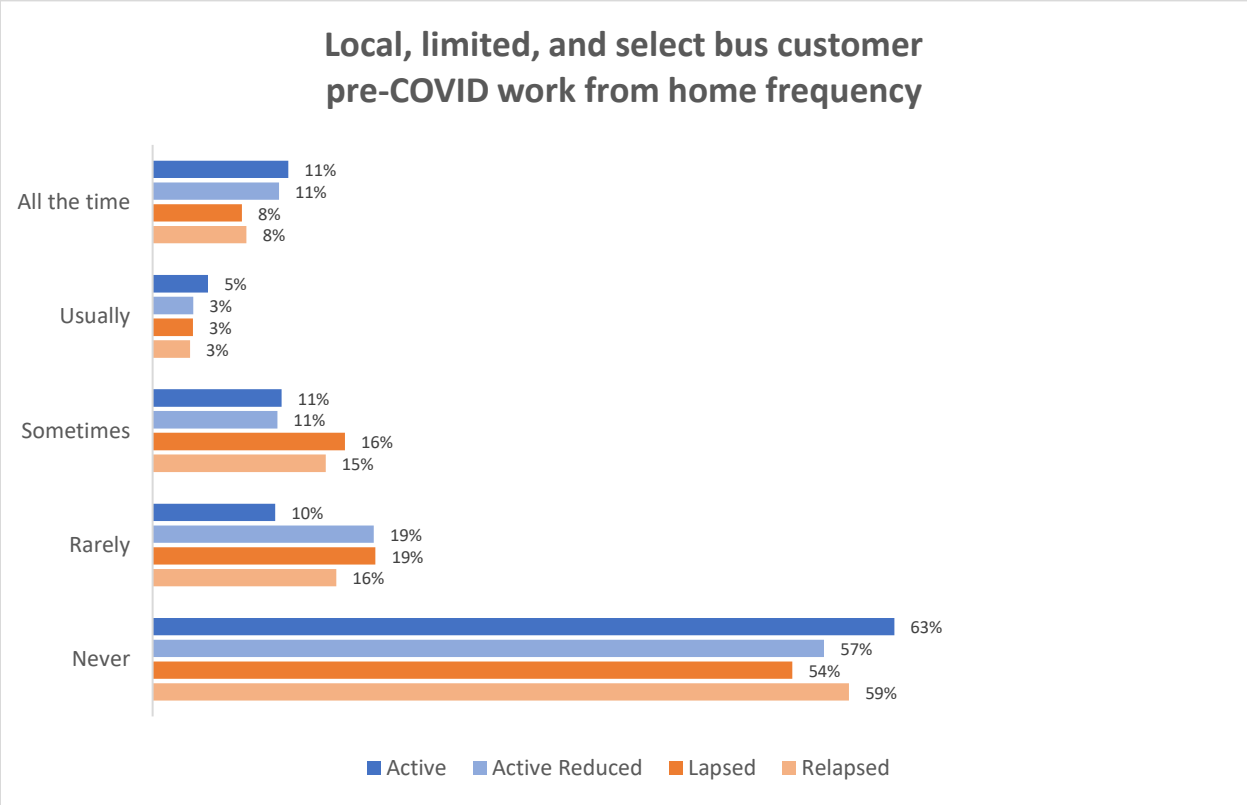
Customers in the active group indicate they currently never work from home at a much greater rate of 52% compared to the other groups with rates between 8% and 13%.

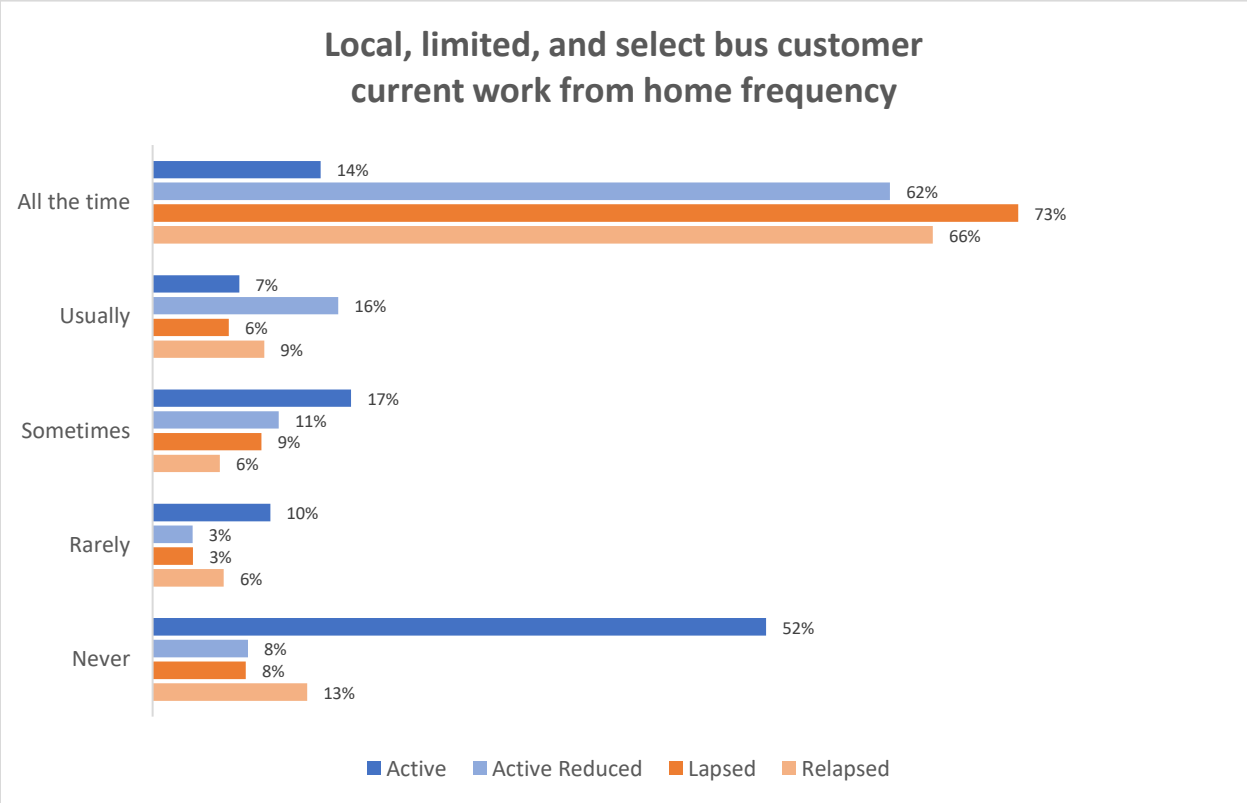



Local, limited, and select bus customer top occupations
Arts, Entertainment, and Recreation
4%
6%
7%
4%
Educational Services
15%
17%
18%
19%
Finance and Insurance
4%
14%
16%
14%
Health Care and Social Assistance
31%
15%
13%
13%
Information
2%
5%
5%
5%
Professional, Scientific, and Technical Services
6%
12%
13%
11%
Public Administration
4%
10%
8%
10%
Active
Active Reduced
Lapsed
Relapsed


Local, limited, and select bus customer work location status
Never closed
50%
20%
19%
23%
Completely open
23%
6%
7%
10%
Open some of the time
13%
19%
15%
11%
Open but not yet returned
5%
24%
26%
26%
Closed but will reopen in the same location
7%
25%
29%
23%
Closed but will reopen at another location
1%
4%
2%
4%
Will not reopen - permanently closed
1%
2%
2%
2%
Active
Active Reduced
Lapsed
Relapsed

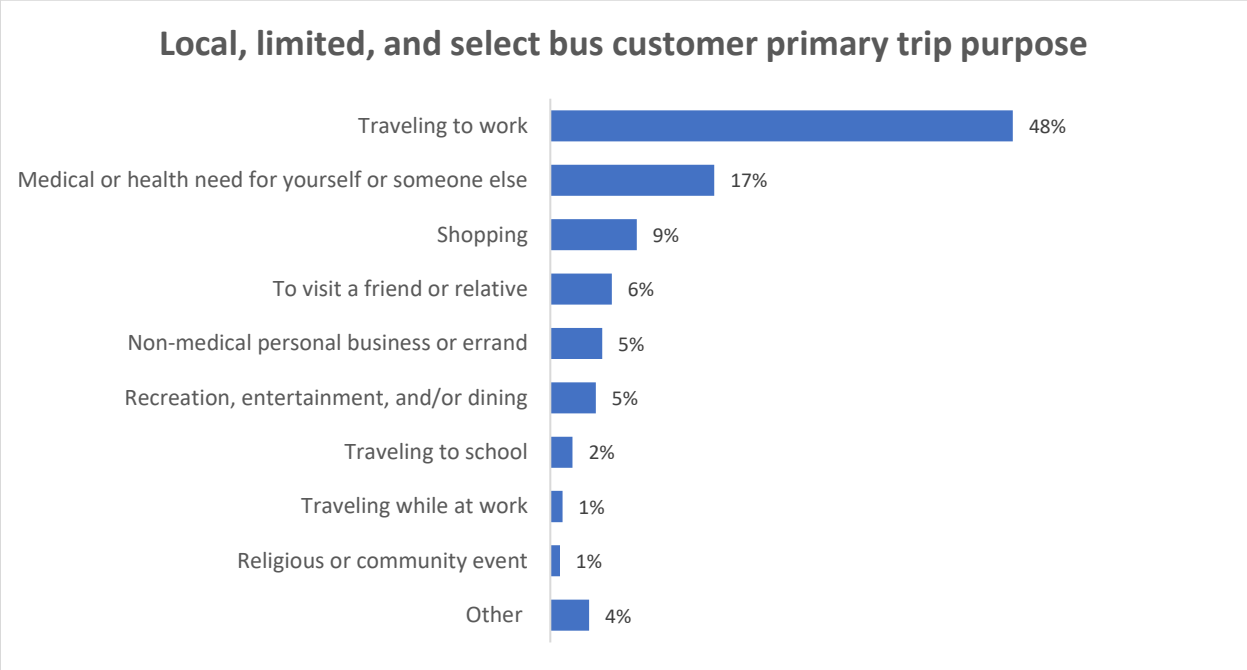

Local, limited, and select bus customer anticipated work location reopening date
April, May, or June 2021
29%
28%
25%
38%
July, August, or September 2021
48%
40%
46%
40%
October, November, or December 2021
6%
4%
3%
5%
2022 or beyond
3%
5%
5%
0%
Not sure
14%
24%
21%
17%
Active
Active Reduced
Lapsed
Relapsed


Local, limited, and select bus customer pre-COVID work from home frequency
All the time
11%
11%
8%
8%
Usually
5%
3%
3%
3%
Sometimes
11%
11%
16%
15%
Rarely
10%
19%
19%
16%
Never
63%
57%
54%
59%
Active
Active Reduced
Lapsed
Relapsed


Local, limited, and select bus customer current work from home frequency
All the time
14%
62%
73%
66%
Usually
7%
16%
6%
9%
Sometimes
17%
11%
9%
6%
Rarely
10%
3%
3%
6%
Never
52%
8%
8%
13%
Active
Active Reduced
Lapsed
Relapsed

Primary Trip Purpose

Slightly less than half of active and active reduced customers (48%) cite traveling to work as their primary trip purpose. The second most common primary trip purpose among customers currently using local, limited, and select buses is medical or health need (17%). Some customers are using the buses to go shopping (9%), to visit a friend or relative (6%), for non-medical personal business or errands (5%), and to access recreation, entertainment and/or dining (5%).



Alternative Modes

Customers who are currently using local, limited, and select buses, in the active (45%) and active reduced (37%) groups, are using the subway instead of buses more than lapsed (25%) and relapsed (30%) customers for trips made by bus before COVID.

Active customers are replacing local, limited, and select bus trips with express bus trips at a slightly greater rate (13%) than the other three groups (8% to 9%).

Some customers are using paratransit instead of the bus. Among the active group, 6% have replaced a trip they made by bus before COVID with a paratransit trip. Similarly, 5% of the lapsed group and 7% of the relapsed group report using paratransit instead of the bus. Only 2% of the active reduced group have replaced a bus trip with paratransit.

Between 5% and 7% of local, limited, and select bus customers, regardless of group, are using another train or light rail. A large number of these customers are travelers from within New York City who are using Metro-North or the Long Island Railroad.

A larger proportion of lapsed (31%) and relapsed (29%) customers are driving personal vehicles they own for trips made by bus before COVID, compared to active (11%) and active reduced (17%) customers.

Relapsed customers are driving borrowed personal vehicles instead of taking the bus at a greater rate than the other groups (8%). The active group has the lowest proportion at 4%. In the other two groups 6% of customers report driving a borrowed personal vehicle instead of taking the bus during the COVID pandemic.

Between 18% and 20% of active reduced, lapsed, and relapsed customers are getting a ride as a passenger in a personal vehicle for some pre-COVID bus trips. The rate drops to 13% for active customers.

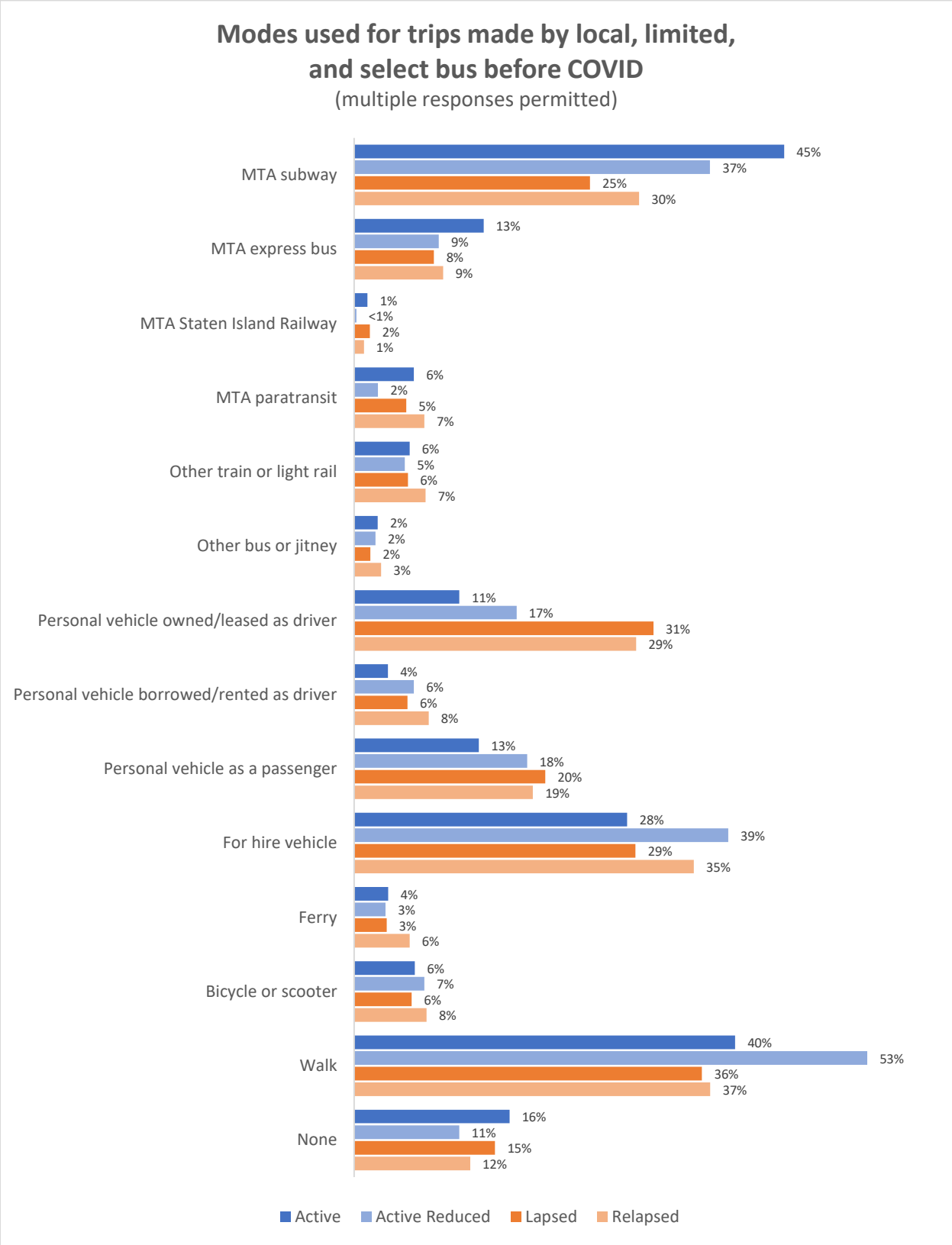
Active reduced customers are more likely to use for hire vehicles for trips made by bus before COVID. Slightly less than two in five (39%) say they are using for hire vehicles. Relapsed customers are using for hire vehicles at slightly lower rate of 35%. Active and lapsed customers indicate they are using for hire vehicles instead of buses at rates of 28% and 29%.

Some customers are replacing bus trips with ferry trips. Regardless of group, 4% to 6% are using a ferry instead of the bus.

Across all four groups, 6% to 8%% say they use bicycles or scooters instead of local, limited, and select buses.

More than half of active reduced customers (53%) walk instead of using the bus for some trips made by bus before COVID. More than one-third of other groups (36% to 40%) indicate they walk instead of the using the bus. For trips replaced with walking, our assumption is that these customers have altered their destinations to be within walking distance, are combining walking with another mode, or are taking long walks.

Between 11% and 16% of customers, depending on the group, indicated they are not replacing bus trips with any other modes.


Modes used for trips made by local, limited, and select bus before COVID
(multiple responses permitted)
MTA subway
45%
37%
25%
30%
MTA express bus
13%
9%
8%
9%
MTA Staten Island Railway
1%
<1%
2%
1%
MTA paratransit
6%
2%
5%
7%
Other train or light rail
6%
5%
6%
7%
Other bus or jitney
2%
2%
2%
3%
Personal vehicle owned/leased as driver
11%
17%
31%
29%
Personal vehicle borrowed/rented as driver
4%
6%
6%
8%
Personal vehicle as a passenger
13%
18%
20%
19%
For hire vehicle
28%
39%
29%
35%
Ferry
4%
3%
3%
6%
Bicycle or scooter
6%
7%
6%
8%
Walk
40%
53%
36%
37%
None
16%
11%
15%
12%
Active
Active Reduced
Lapsed
Relapsed

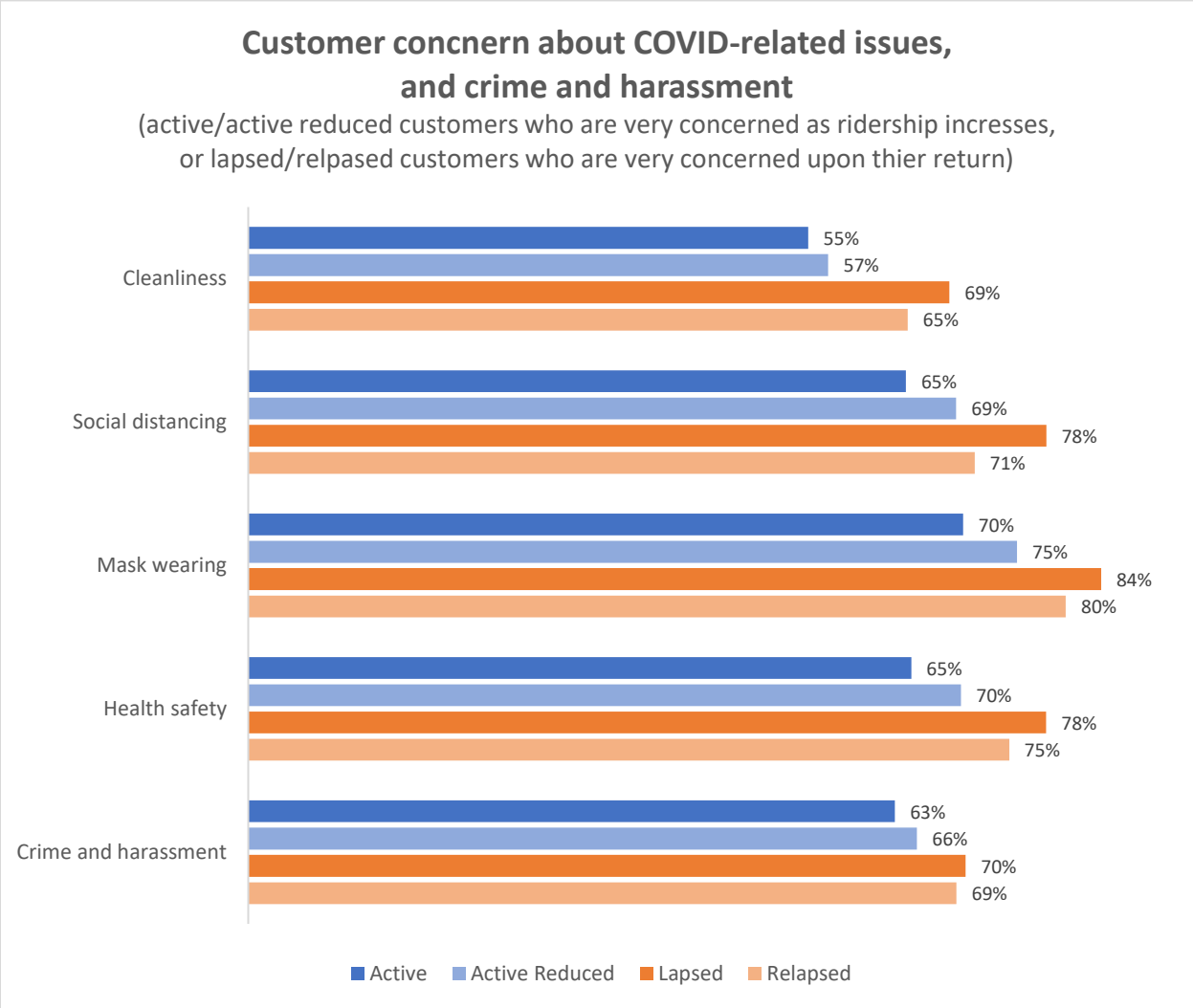
COVID and crime concerns

In general, customers who are currently using buses, in the active and active reduced groups, are very concerned about COVID-related issues at lower rates than those who have not been using buses, in the lapsed group. This has been constant in the comparison of active to lapsed customers for COVID-related concerns since we began surveying after the onset of the pandemic in 2020 Q2. These results continue to confirm that the actual experience of using buses tends to be less concerning than the anticipated experience. This is essential to ensuring that New Yorkers reestablish their transit use habits.

Among COVID-related issues, mask wearing continues to be most concerning to customers. Among active and active reduced customers, 70% and 75% are very concerned. Lapsed customers are very concerned at a rate of 84%. This is the greatest very concerned rate of all COVID-related issues and across all four customer groups. Among relapsed customers, 80% are very concerned.

Across all four groups, customers are least concerned with cleanliness. Only 55% of active and 57% of active reduced customers are very concerned about cleanliness as ridership increases. 69% of lapsed and 65% of relapsed customers are very concerned about cleanliness when they return to the subway.

Lapsed (70%) and relapsed (69%) customers are slightly more concerned about crime and harassment than customers currently using buses in the active (63%) and active reduced (66%) groups. The margin between active and lapsed customers is least for crime and harassment – only seven percentage-points.



Demographics

African-American or Black customers account for 41% of the active group in contrast to the active reduced (36%), lapsed (22%),and relapsed (37%) groups

For ethnicity, 35% of the active group identify as Latino or Hispanic compared to 31% of the active reduced, 25% of the lapsed group, and 29% of the relapsed group.

The proportion of white customers in the lapsed group is larger than for any of the other three groups. Slightly more than half of the lapsed group (53%) are white compared to 44% to 45% in the other groups.

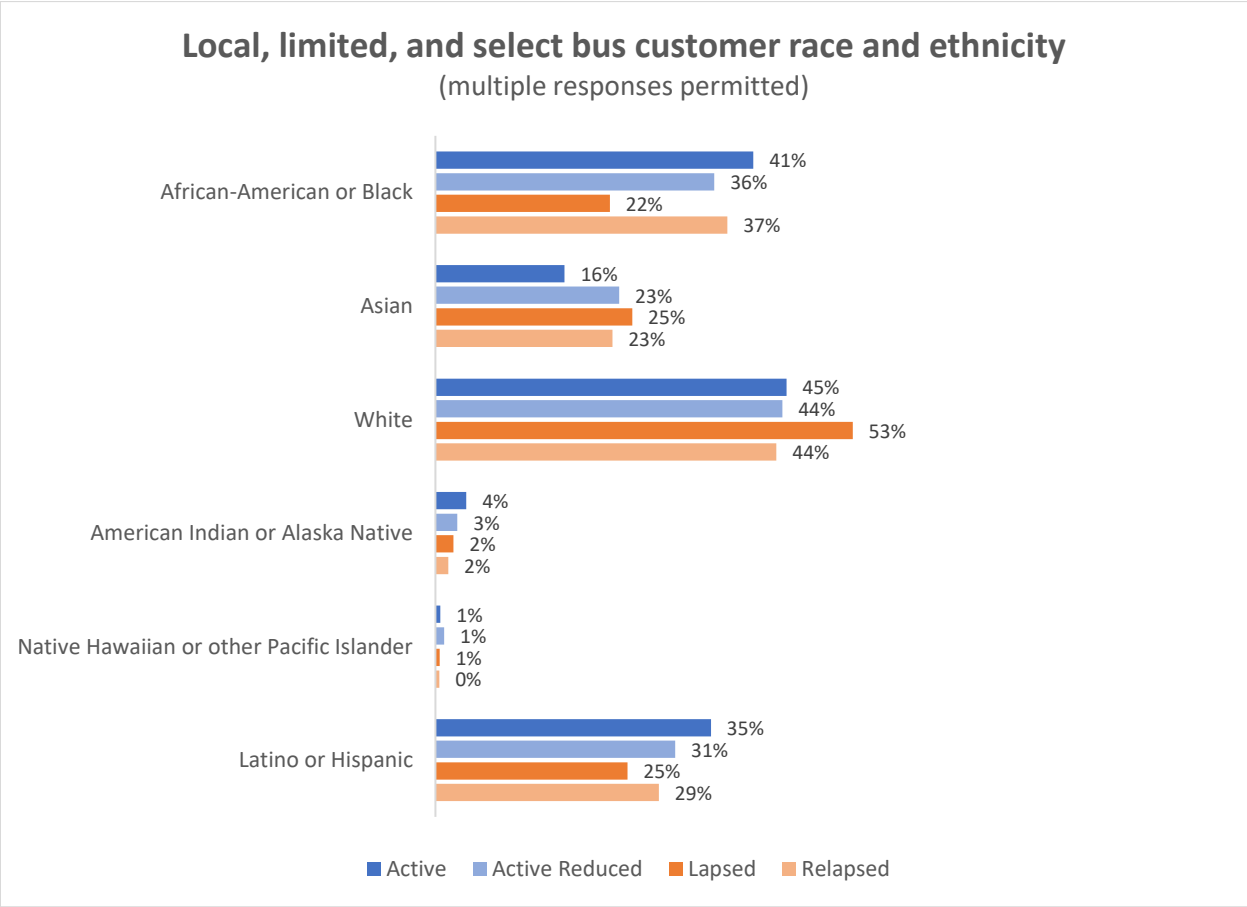
In the active group, there is a slightly lower rate of Asian customers (16%), compared to the other groups with rates of 23% to 25%.

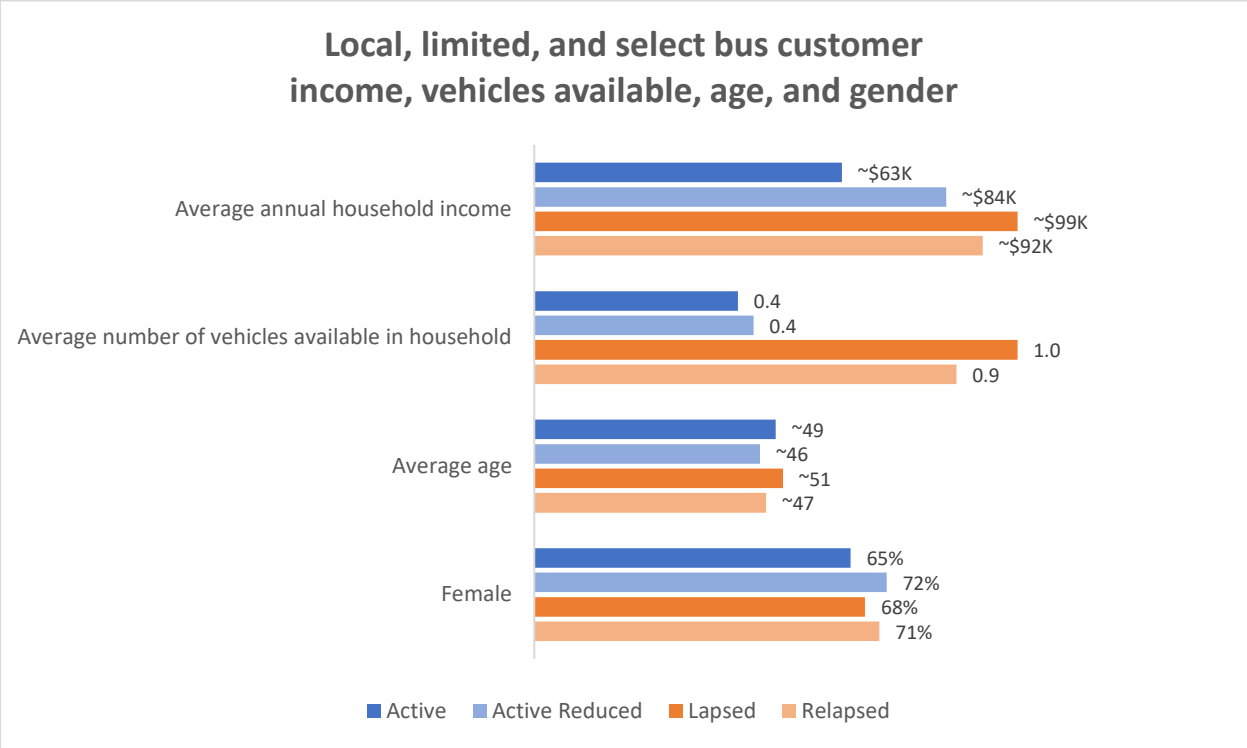
The racial/ethnicity composition of the relapsed group is very similar to the racial/ethnicity composition of the active reduced group.

The average annual household income of active local, limited, and select bus customers is substantially lower than the average annual household income of other groups. Average annual household income of the active group is about $63,000, in contrast to $84,000 for the active reduced group, $99,000 for the lapsed group, and $92,000 for the relapsed group.

Customers in the active and active reduced groups have less access to vehicles. On average, there are only 0.4 vehicles available per household among customers in both the active and active reduced groups. Average vehicles available per household for the lapsed group is 1.0 and for the relapsed group is 0.9 vehicles per household.

The lapsed group is slightly older with an average age of 51 compared to the active (49), active reduced (46), and relapsed (47) groups.





Express Bus

Satisfaction status

Overall service satisfaction is at 62%, which is forty-eight percentage-points greater than the dissatisfaction rate of 14%. Overall bus stop satisfaction is at 67%, which is fifty-five percentage-points greater than the dissatisfaction rate of 12%.

Of the thirty bus attributes customers rate on the survey, the satisfaction rates for all but five of them indicate that the majority of customers are satisfied.

Mask wearing on buses is the most important attribute to customers. Slightly more than two-thirds of customers (68%) are satisfied. A similar proportion (67%) are satisfied with mask wearing at bus stops, but customers do not consider this as important as mask wearing on buses – it is the twentieth most important attribute.

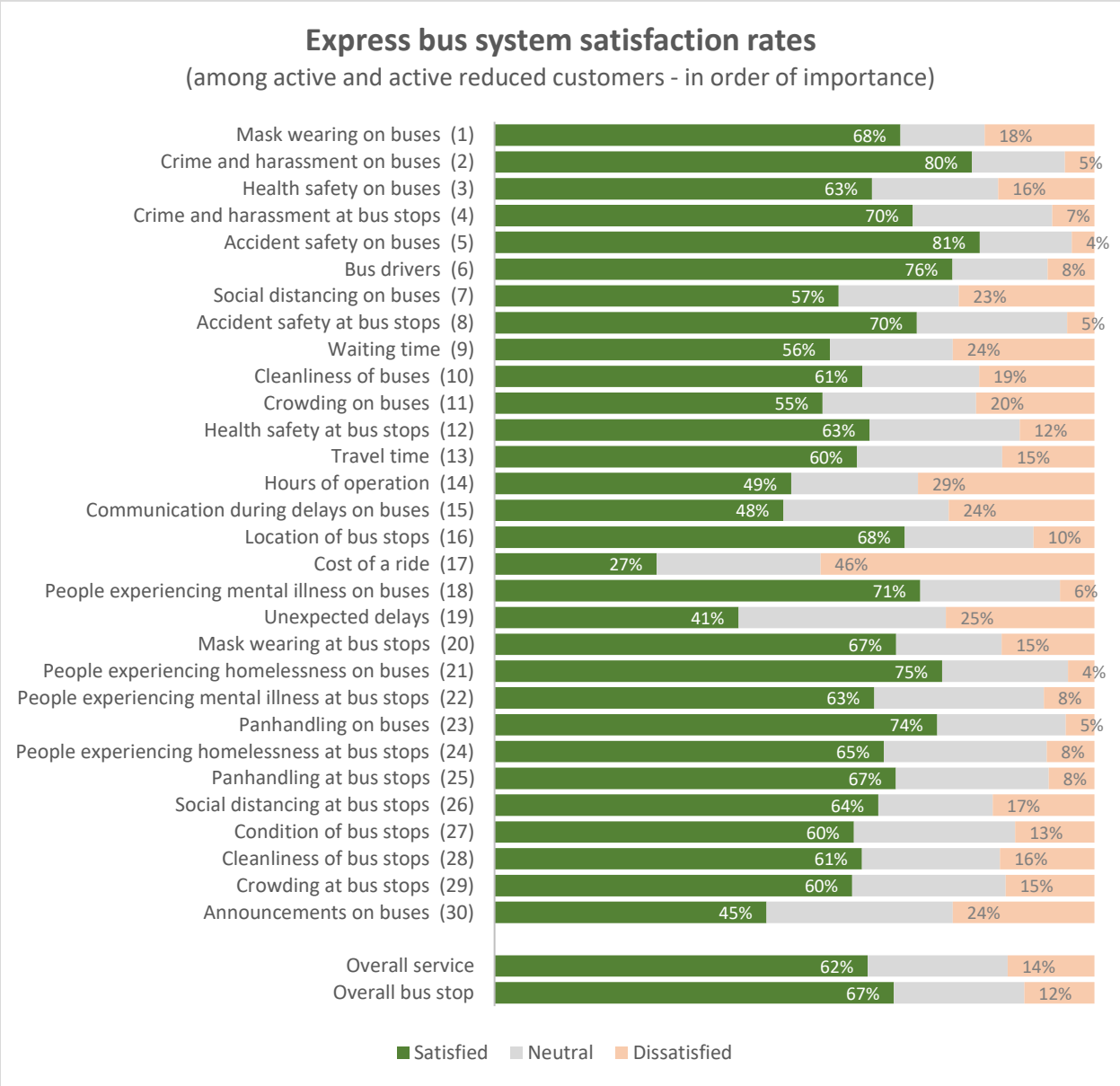
Crime and harassment on buses and at bus stops are the second and fourth most important attributes. Customers indicate they feel more satisfied onboard buses (80%) than they feel waiting at bus stops (70%). Only 5% and 7% of customers are dissatisfied with crime and harassment on buses and at bus stops, respectively.

Health safety on buses, how safe customers feel from contracting COVID, is the third most important attribute to express bus customers with a satisfaction rate of 63%. Health safety at bus stops is less

important to customers. It is the twelfth most important attribute with the same satisfaction rate of 63%.

Accident safety, how safe customers feel from getting injured, is the fifth most important attribute on buses and the eighth most important at bus stops. On buses, 81% of customers are satisfied. This is the greatest satisfaction rate of any of the thirty express bus attributes. At bus stops, 70% of customers are satisfied.

Bus drivers are the sixth most important attribute. Historically, customers have shown appreciation for their bus drivers by giving them high satisfaction ratings. This trend continues, as more than three-quarters of customers (76%) are satisfied with bus drivers. Only 8% are dissatisfied.



Customers consider social distancing on buses to be very important. It is the seventh most important attribute out of the thirty on the survey. Slightly more than half of customers (57%) are satisfied. This attribute is naturally correlated with crowding on buses, which is the eleventh most important attribute to customers. Not surprisingly, the percentage of satisfied customers is similar with a 55% satisfaction rate. Social distancing and crowding at bus stops are much less of a concern to customers – they are the twenty-sixth and twenty-ninth most important.

The ninth most important, waiting time, is a pre-COVID traditional high-importance attribute. More than half of customers (56%) are satisfied with waiting time.

Customers indicate cleanliness of buses is the tenth most important attribute. About six in ten customers (61%) are satisfied with the cleanliness of buses, compared to 19% who are dissatisfied.

Satisfaction changes

Overall service and overall bus stop satisfaction did not change by statistically significant margins from 2020 Q3 to 2021 Q1. Further, none of the attributes on the survey decreased by a statistically significant margin.

Customer satisfaction with mask wearing increased. On buses satisfaction went up by 10.9 percentage-points, and at bus stops by 13.2 percentage-points. This is important since customers consider mask wearing on buses to be the most important attribute.

Customers are more satisfied with people experiencing homelessness at bus stops. Satisfaction increased by 11.1 percentage-points.

Satisfaction with crime and harassment at bus stops has improved over the past six months by 9.3 percentage-points.

Though few express bus stops have been changed, customers became more satisfied with the location of bus stops by 8.3 percentage-points.

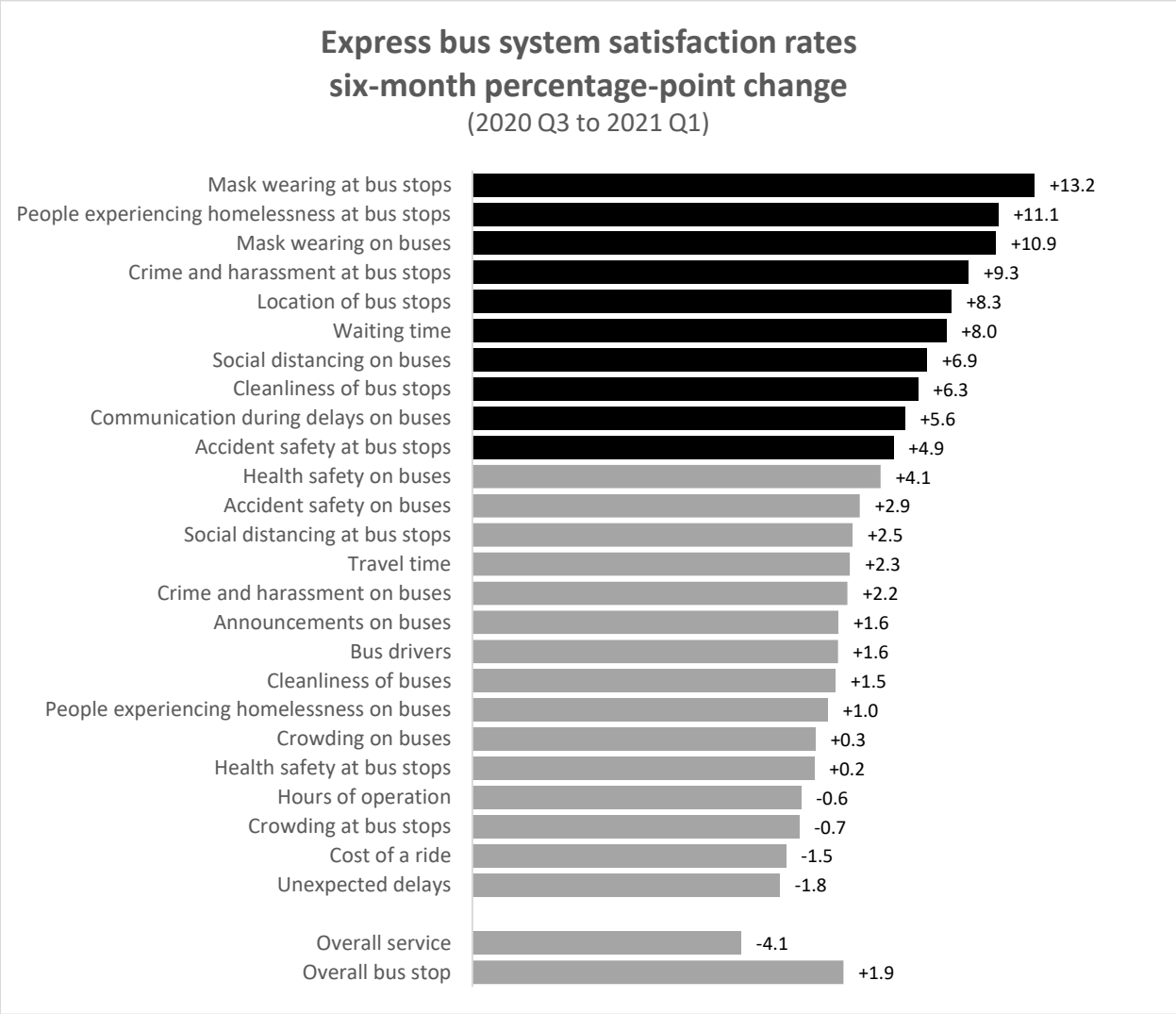
Waiting time satisfaction increased by 8.0 percentage-points. During pre-COVID operations, an improvement like this would have likely led to a sizeable improvement in overall service satisfaction.

Customers are finding it easier to social distance on buses. Satisfaction with social distancing on buses increased by 6.9 percentage-points.

Satisfaction with bus stop cleanliness improved by 6.3 percentage-points over the past six months.

Satisfaction with communications during delays on buses improved by 5.6 percentage-points.

The eighth most important attribute, accident safety at bus stops, improved. Customers report a 4.9 percentage-point increase in satisfaction.



Gray shading indicates a statistically insignificant change at the 95% confidence level. Satisfaction with *people experiencing mental illness* and *panhandling* were not asked on the 2020 Q3 survey, so changes are not reported for these attributes.

Route Satisfaction

Customers are more satisfied with overall service in the Bronx (67%), Brooklyn (71%), and Queens (66%), than they are on Staten Island (56%).

For route-level evaluation, we only consider routes from which we have a sample of ten or more customers. SIM26 (93%), QM16 (92%), X28 (86%), BxM2 (85%), BM1 (83%), X27 (80%), SIM3c (79%), BxM8 (78%), X38 (78%), and BM3 (77%) are the best rated routes for overall service satisfaction.

A deeper analysis of satisfaction by route reveals that higher overall service satisfaction rates on these routes are the result of higher satisfaction rates for the following bus service attributes:

SIM26 - unexpected delays (82%), hours of operation (82%), crime and harassment (100%), accident safety (100%), mask wearing (87%), bus drivers (100%), people experiencing homelessness (87%), and people experiencing mental illness (87%).

QM16 - waiting time (93%), travel time (93%), unexpected delays (84%), hours of operation (73%), cleanliness (84%), announcements (70%), crowding (100%), crime and harassment (100%), accident safety (100%), health safety (86%), social distancing (79%), mask wearing (93%), and bus drivers (100%).

X28 - travel time (67%), unexpected delays (51%), mask wearing (79%), and bus drivers (87%).

BxM2 - hours of operation (65%), accident safety (88%), health safety (81%), social distancing (75%), panhandling (84%), and people experiencing homelessness (84%).

BM1 - unexpected delays (53%), cleanliness (77%), announcements (57%), crowding (89%), crime and harassment (93%), accident safety (93%), health safety (89%), social distancing (89%), mask wearing (93%), bus drivers (89%), communication during delays (62%), panhandling (91%), people experiencing homelessness (91%), and people experiencing mental illness (91%).

X27 - travel time (69%), and crime and harassment (92%).

SIM3c - waiting time (88%), hours of operation (66%), cleanliness (95%), crowding (78%), health safety (75%), social distancing (80%), and mask wearing (83%).

BxM8 - waiting time (62%), travel time (79%), crowding (78%), crime and harassment (92%), accident safety (97%), health safety (80%), social distancing (72%), panhandling (88%), and people experiencing homelessness (88%).

X38 - waiting time (60%), travel time (75%), unexpected delays (47%), announcements (69%), crowding (73%), bus drivers (87%), and people experiencing mental illness (89%).

BM3 - waiting time (75%), travel time (73%), unexpected delays (66%), cleanliness (80%), social distancing (78%), mask wearing (83%), and communication during delays (58%).

The BM2 (51%), QM6 (50%), SIM22 (48%), SIM8 (48%), BM5 (46%), SIM1 (44%), QM11 (43%), SIM3 (37%), SIM4c (21%), and QM7 (18%) are rated the lowest by customers for overall service satisfaction. Low overall service satisfaction rates on these routes is due to low satisfaction rates for the following attributes:

BM2 - waiting time (37%), travel time (47%), hours of operation (36%), crime and harassment (68%), and panhandling (67%).

QM6 - waiting time (39%), hours of operation (39%), crime and harassment (68%), accident safety (75%), health safety (52%), bus drivers (60%), communication during delays (32%), panhandling (58%), people experiencing homelessness (58%), and people experiencing mental illness (48%).

SIM22 - waiting time (43%), travel time (43%), unexpected delays (11%), cleanliness (32%), health safety (46%), mask wearing (58%), and people experiencing homelessness (22%).

SIM8 - unexpected delays (33%), hours of operation (42%), announcements (14%), crowding (45%), health safety (45%), social distancing (48%), and bus drivers (67%).

BM5 - waiting time (30%), travel time (51%), unexpected delays (24%), hours of operation (36%), cleanliness (46%), accident safety (64%), bus drivers (61%), and communication during delays (37%).

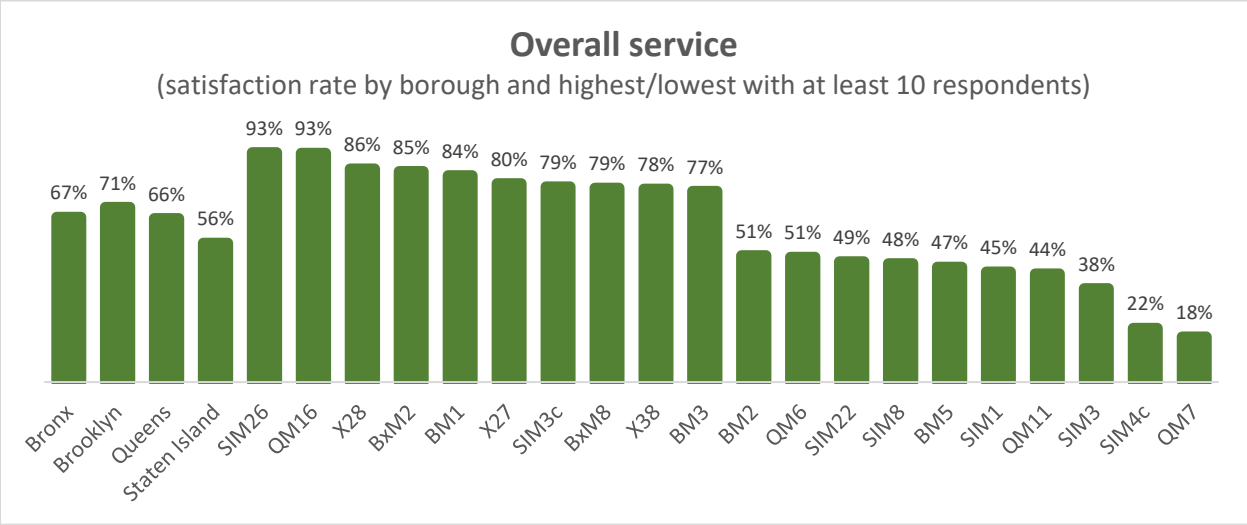
SIM1 - cleanliness (50%), crowding (33%), social distancing (34%), and bus drivers (68%).

QM11 - waiting time (45%), unexpected delays (30%), hours of operation (20%), announcements (35%), crime and harassment (70%), accident safety (70%), mask wearing (54%), bus drivers (59%), and communication during delays (25%).

SIM3 - waiting time (16%), travel time (27%), unexpected delays (20%), hours of operation (21%), cleanliness (37%), announcements (15%), crowding (21%), crime and harassment (54%), accident safety (66%), social distancing (28%), mask wearing (59%), communication during delays (28%), panhandling (66%), people experiencing homelessness (62%), and people experiencing mental illness (50%).

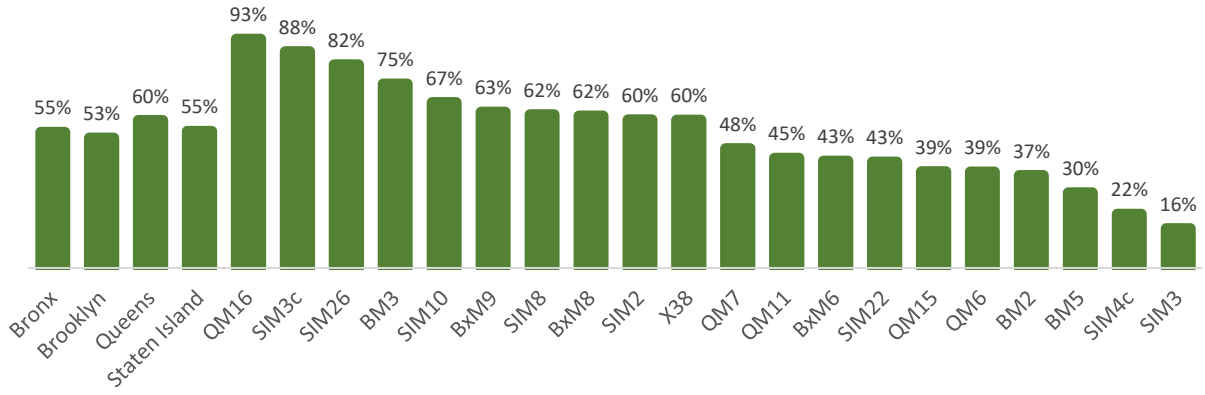
SIM4c - waiting time (22%), travel time (45%), unexpected delays (16%), hours of operation (33%), crowding (25%), crime and harassment (71%), accident safety (73%), health safety (51%), social distancing (45%), and communication during delays (32%).

QM7 - waiting time (48%), unexpected delays (9%), hours of operation (19%), cleanliness (31%), announcements (25%), crowding (34%), crime and harassment (70%), accident safety (70%), health safety (34%), social distancing (34%), mask wearing (34%), bus drivers (64%), panhandling (61%), people experiencing homelessness (54%), and people experiencing mental illness (54%).



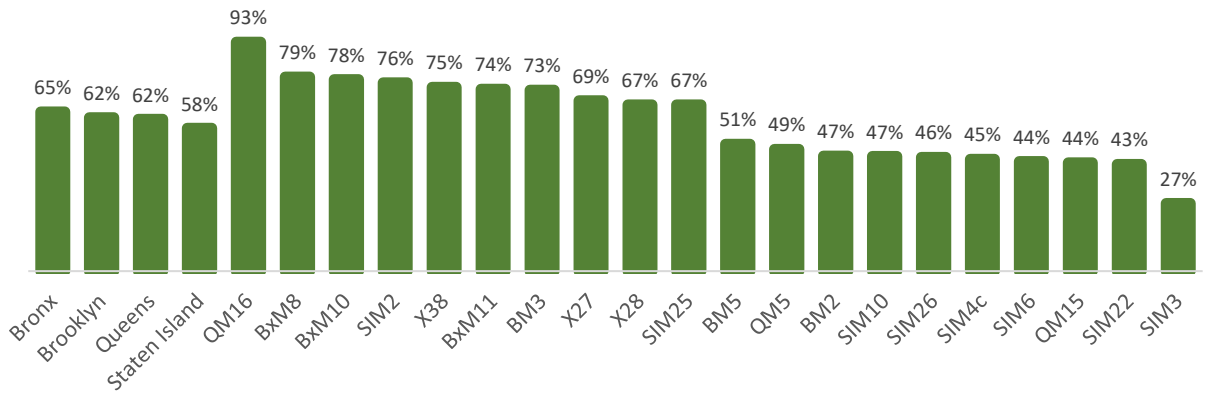
Waiting time

(satisfaction rate by borough and highest/lowest with at least 10 respondents)



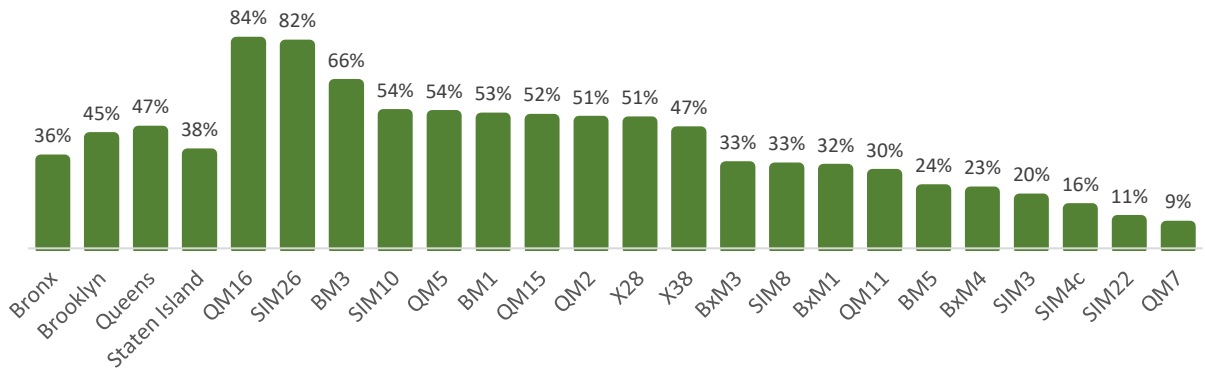
Travel time

(satisfaction rate by borough and highest/lowest with at least 10 respondents)



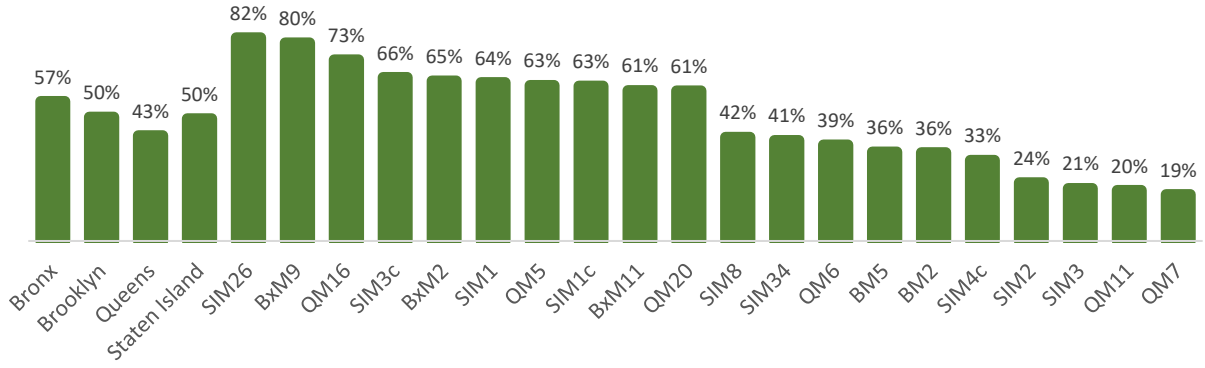
Unexpected delays

(satisfaction rate by borough and highest/lowest with at least 10 respondents)



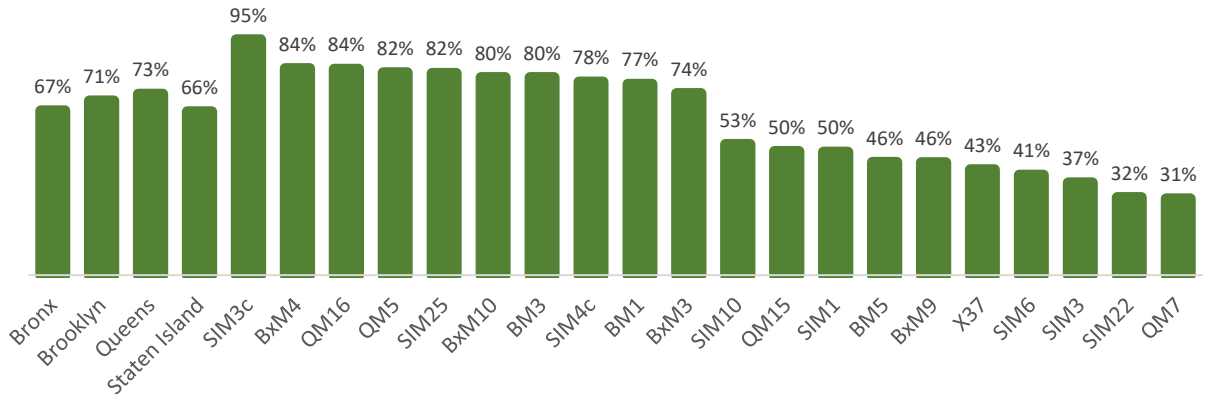
Hours of operation

(satisfaction rate by borough and highest/lowest with at least 10 respondents)



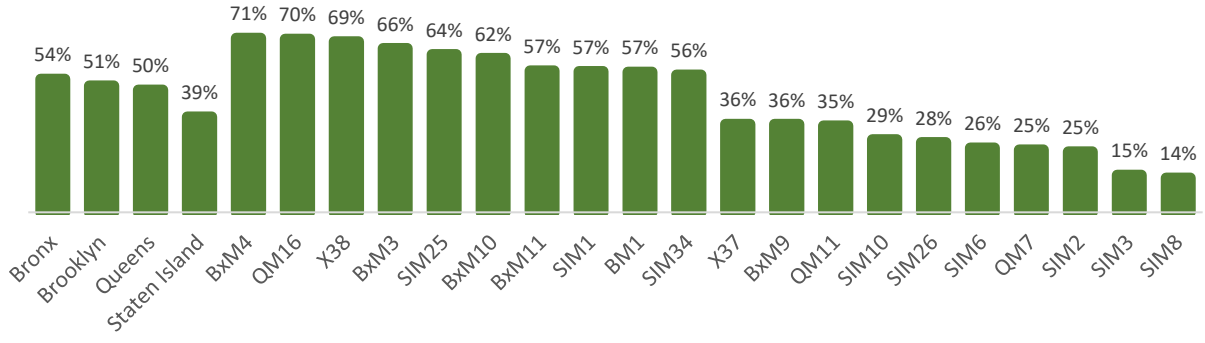
Cleanliness of buses

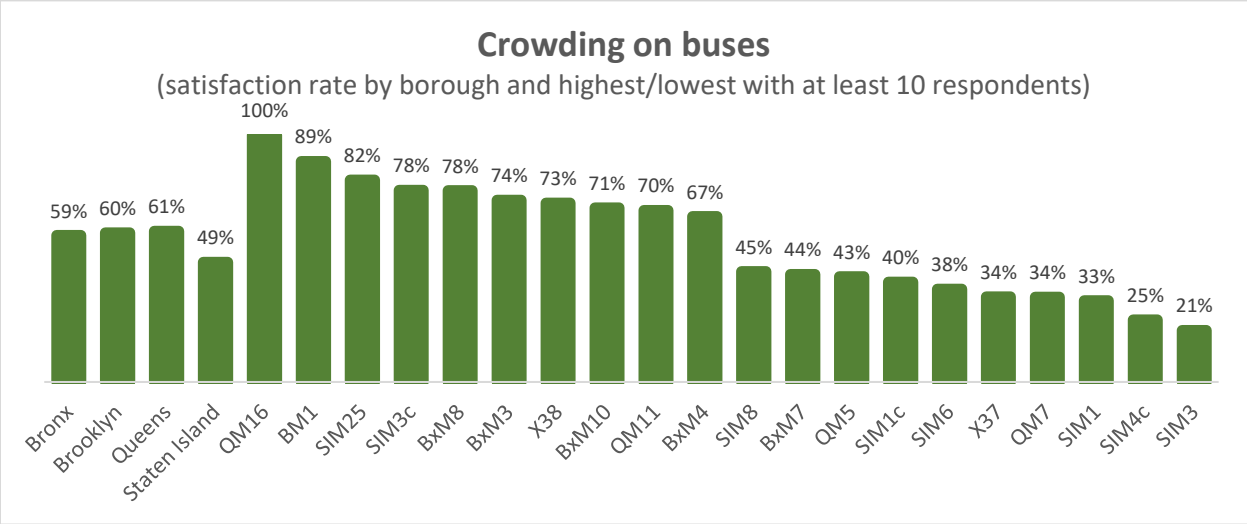
(satisfaction rate by borough and highest/lowest with at least 10 respondents)

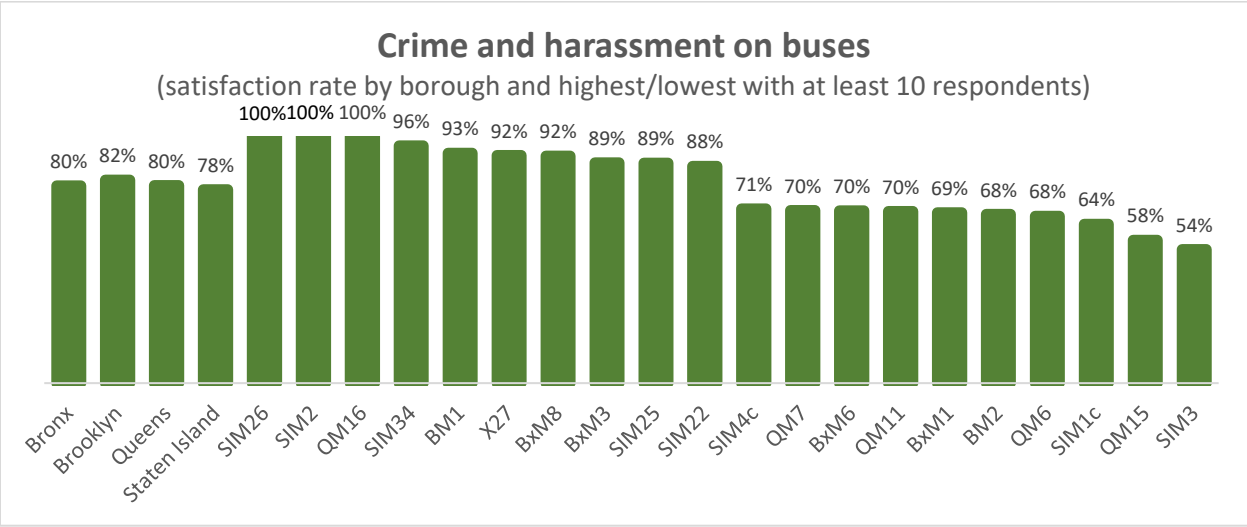


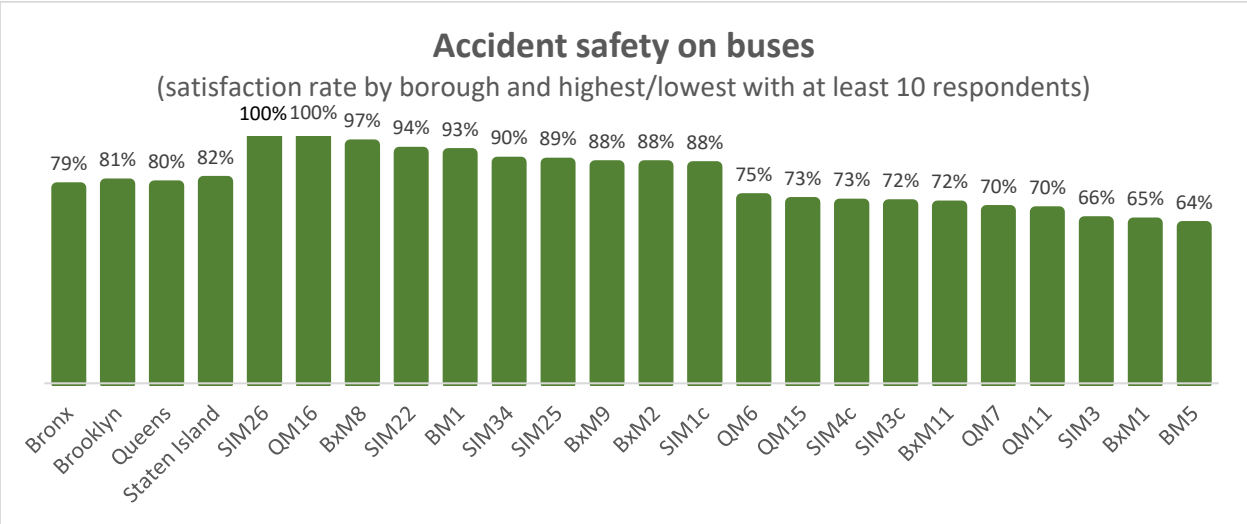
Announcements on buses

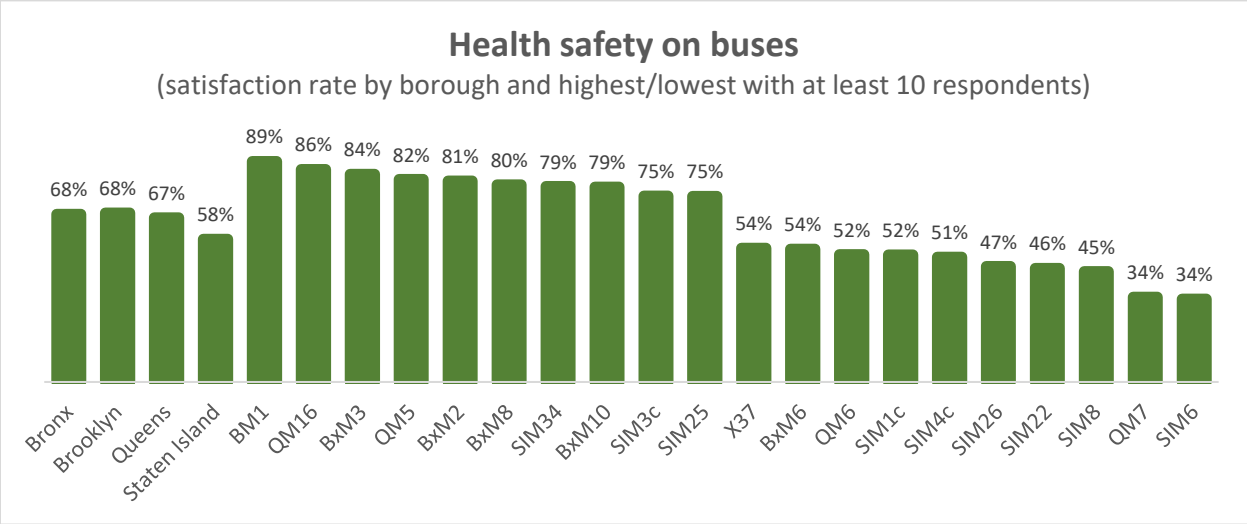
(satisfaction rate by borough and highest/lowest with at least 10 respondents)

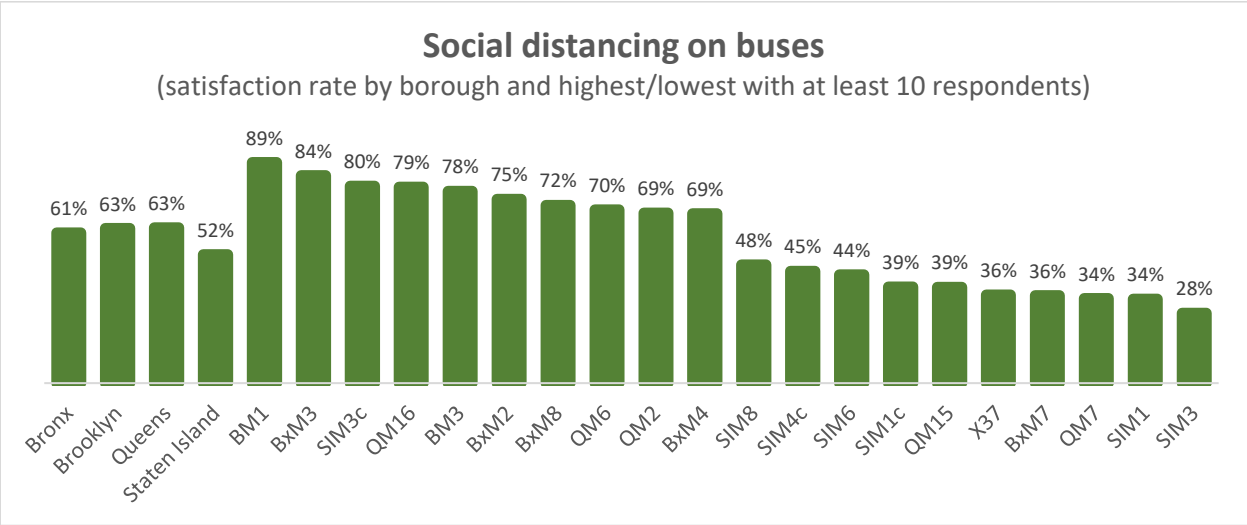


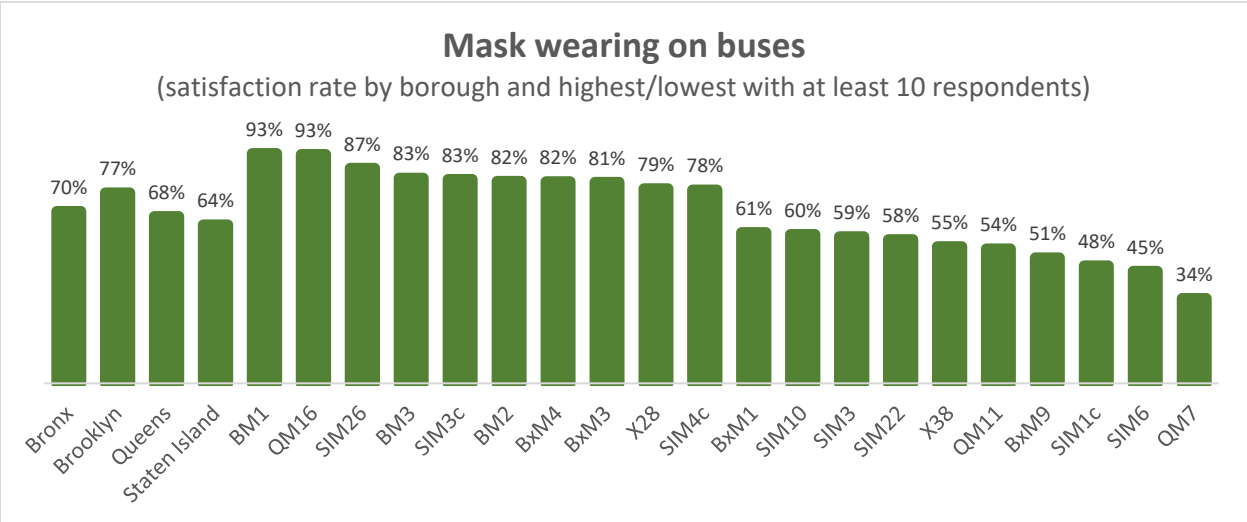

Crowding on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
59% 60% 61% 49% 100% 89% 82% 78% 78% 74% 73% 71% 70% 67% 45% 44% 43% 40% 38% 34% 34% 33% 25% 21%
Bronx Brooklyn Queens Staten Island QM16 BM1 SIM25 SIM3c BxM8 BxM3 X38 BxM10 QM11 BxM4 SIM8 BxM7 QM5 SIM1c SIM6 X37 QM7 SIM1 SIM4c SIM3

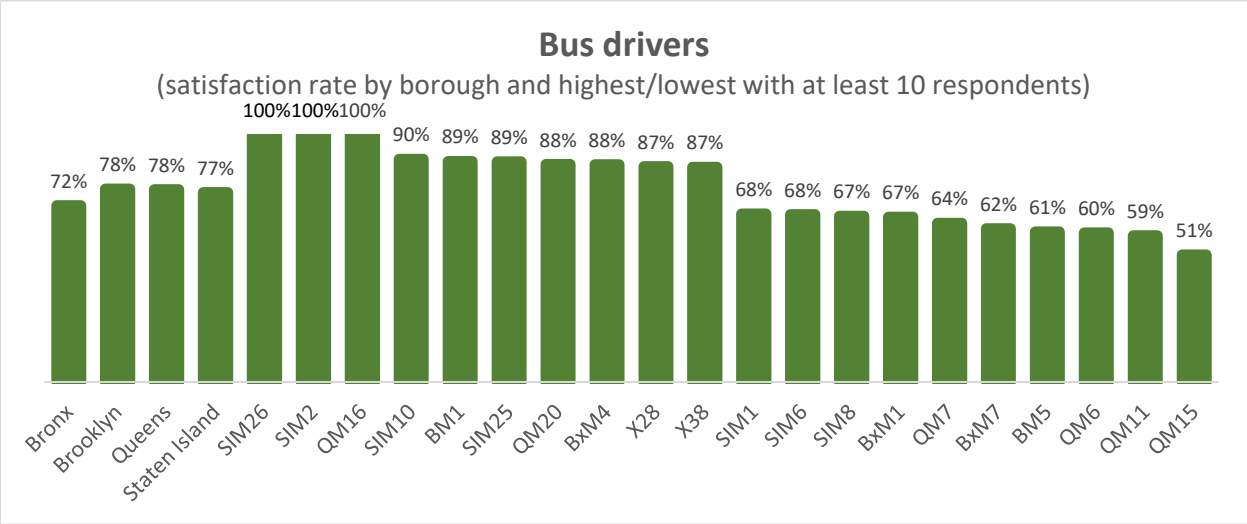

Crime and harassment on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
80% 82% 80% 78% 100% 100% 100% 96% 93% 92% 92% 89% 89% 88% 71% 70% 70% 70% 69% 68% 68% 64% 58% 54%
Bronx Brooklyn Queens Staten Island SIM26 SIM2 QM16 SIM34 BM1 X27 BxM8 BxM3 SIM25 SIM22 SIM4c QM7 BxM6 QM11 BxM1 BM2 QM6 SIM1c QM15 SIM3

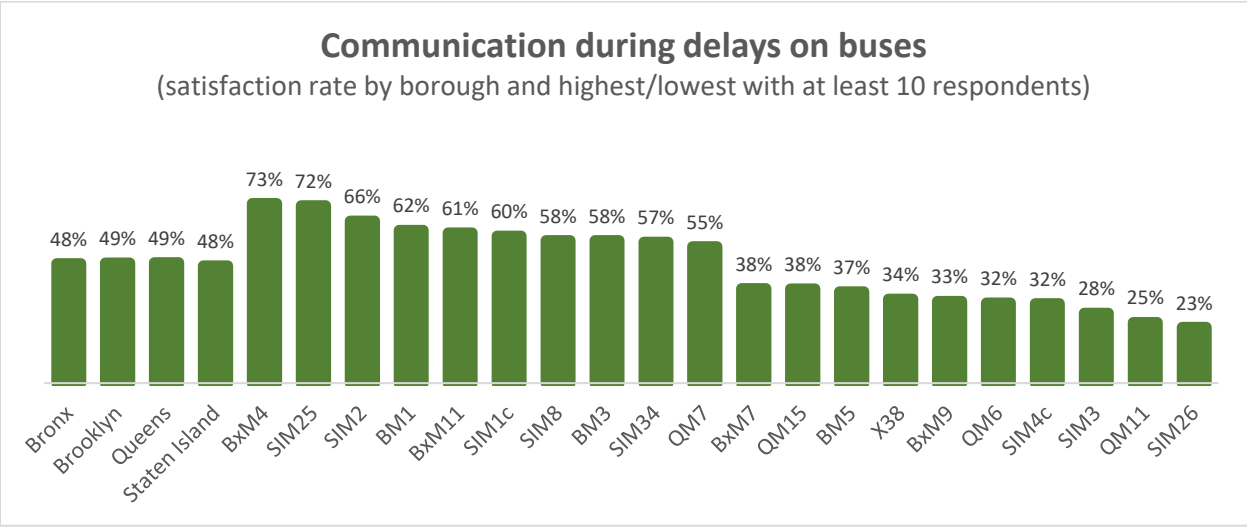

Accident safety on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
79% 81% 80% 82% 100% 100% 97% 94% 93% 90% 89% 88% 88% 88% 75% 73% 73% 72% 72% 70% 70% 66% 65% 64%
Bronx Brooklyn Queens Staten Island SIM26 QM16 BxM8 SIM22 BM1 SIM34 SIM25 BxM9 BxM2 SIM1c QM6 QM15 SIM4c SIM3c BxM11 QM7 QM11 SIM3 BxM1 BM5

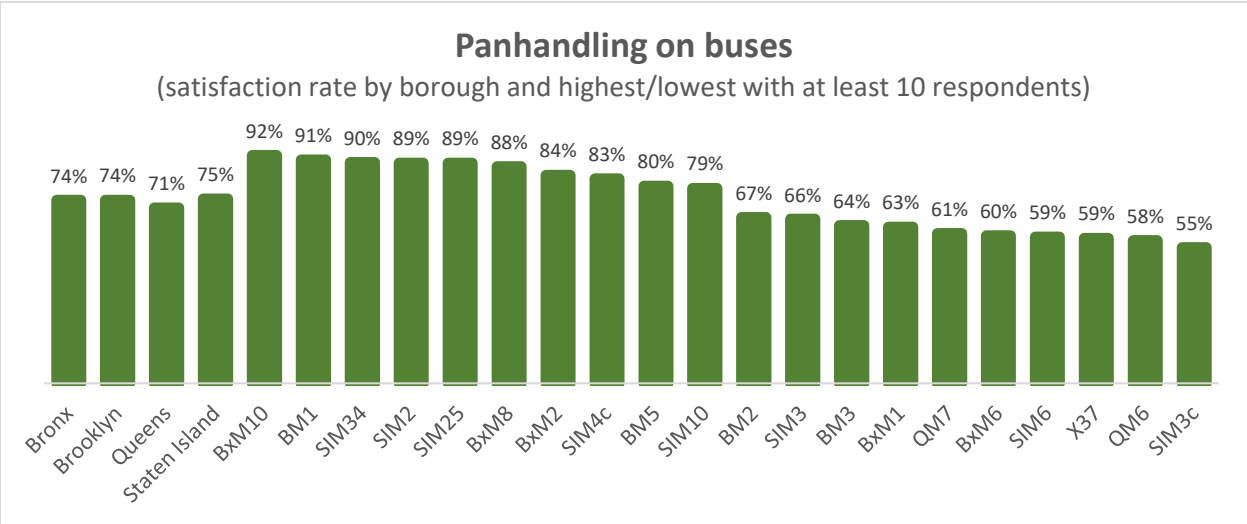

Health safety on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
68% 68% 67% 58% 89% 86% 84% 82% 81% 80% 79% 79% 75% 75% 54% 54% 52% 52% 51% 47% 46% 45% 34% 34%
Bronx Brooklyn Queens Staten Island BM1 QM16 BxM3 QM5 BxM2 BxM8 SIM34 BxM10 SIM3c SIM25 X37 BxM6 QM6 SIM1c SIM4c SIM26 SIM22 SIM8 QM7 SIM6

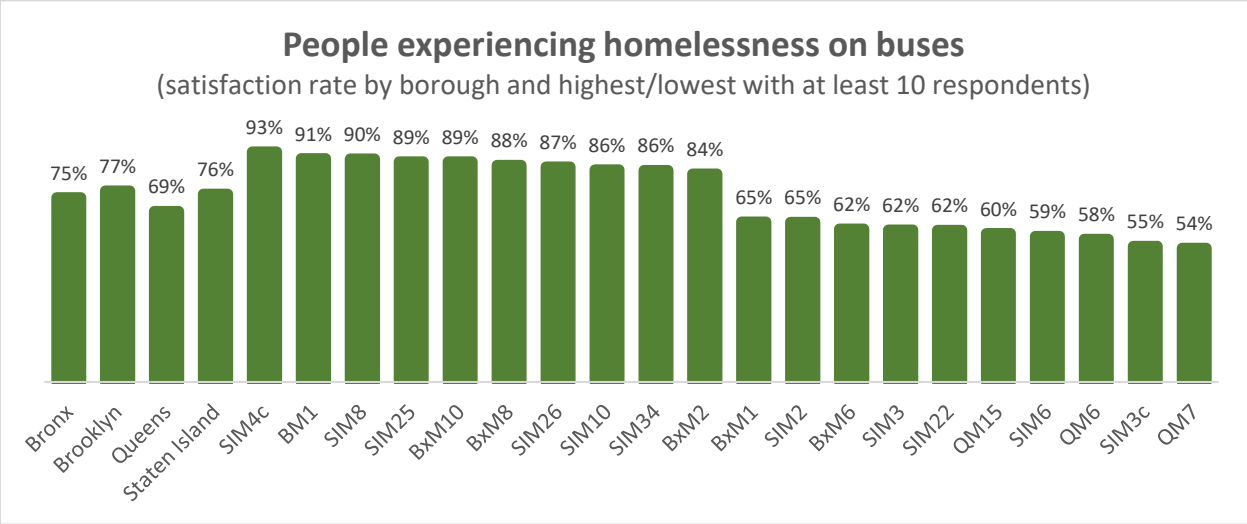

Social distancing on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
61% 63% 63% 52% 89% 84% 80% 79% 78% 75% 72% 70% 69% 69% 48% 45% 44% 39% 39% 36% 36% 34% 34% 28%
Bronx Brooklyn Queens Staten Island BM1 BxM3 SIM3c QM16 BM3 BxM2 BxM8 QM6 QM2 BxM4 SIM8 SIM4c SIM6 SIM1c QM15 X37 BxM7 QM7 SIM1 SIM3

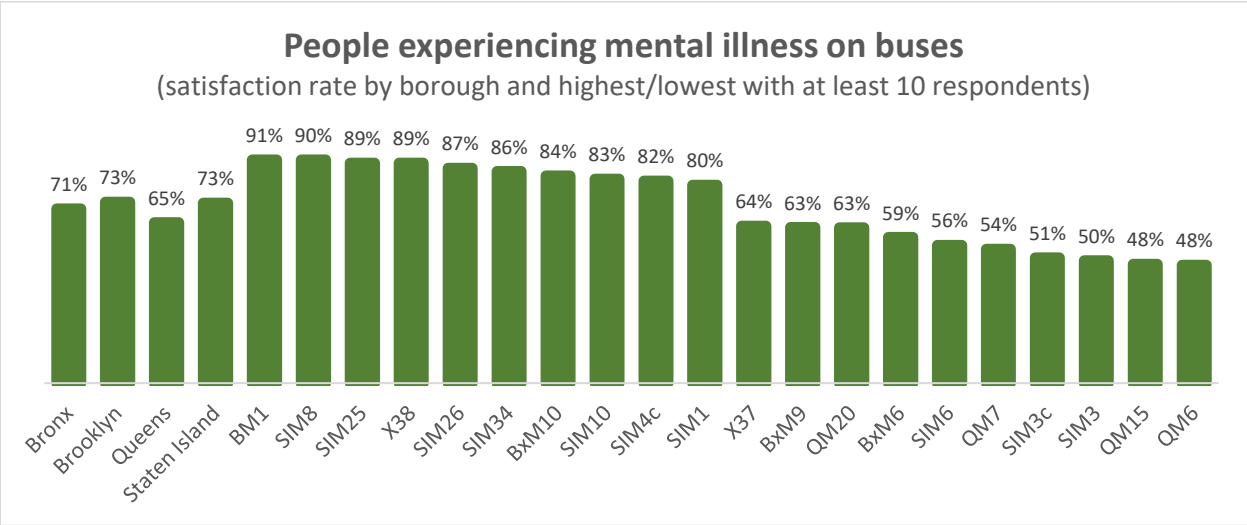

Mask wearing on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
70% 77% 68% 64% 93% 93% 87% 83% 83% 82% 82% 81% 79% 78% 61% 60% 59% 58% 55% 54% 51% 48% 45% 34%
Bronx Brooklyn Queens Staten Island BM1 QM16 SIM26 BM3 SIM3c BM2 BxM4 BxM3 X28 SIM4c BxM1 SIM10 SIM3 SIM22 X38 QM11 BxM9 SIM1c SIM6 QM7

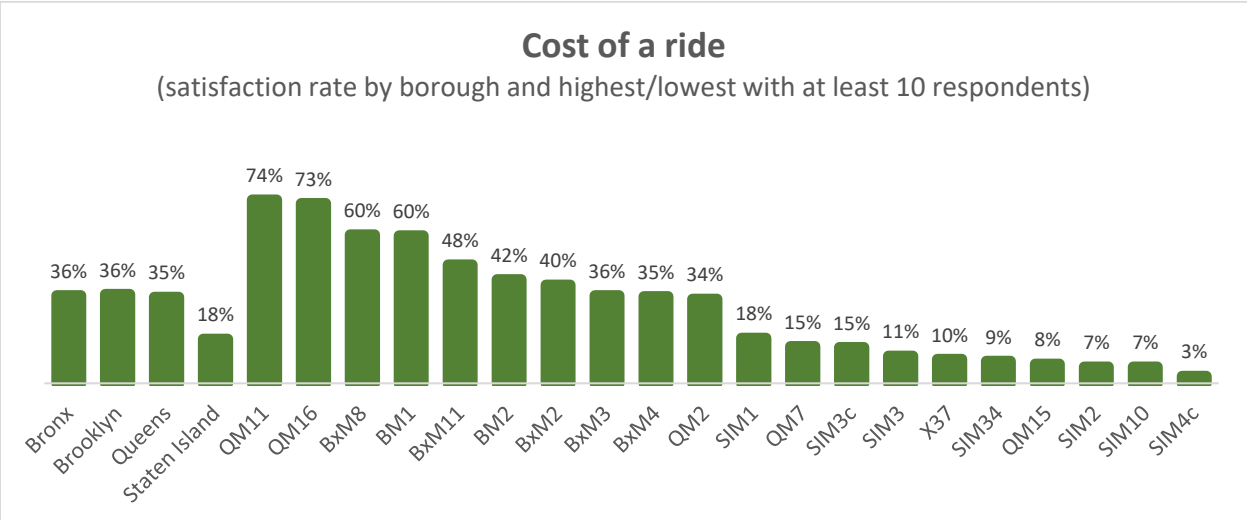

Bus drivers
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
72% 78% 78% 77% 100% 100% 100% 90% 89% 89% 88% 88% 87% 87% 68% 68% 67% 67% 64% 62% 61% 60% 59% 51%
Bronx Brooklyn Queens Staten Island SIM26 SIM2 QM16 SIM10 BM1 SIM25 QM20 BxM4 X28 X38 SIM1 SIM6 SIM8 BxM1 QM7 BxM7 BM5 QM6 QM11 QM15


Communication during delays on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
48% 49% 49% 48% 73% 72% 66% 62% 61% 60% 58% 58% 57% 55% 38% 38% 37% 34% 33% 32% 32% 28% 25% 23%
Bronx Brooklyn Queens Staten Island BxM4 SIM25 SIM2 BM1 BxM11 SIM1c SIM8 BM3 SIM34 QM7 BxM7 QM15 BM5 X38 BxM9 QM6 SIM4c SIM3 QM11 SIM26


Panhandling on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
74% 74% 71% 75% 92% 91% 90% 89% 89% 88% 84% 83% 80% 79% 67% 66% 64% 63% 61% 60% 59% 59% 58% 55%
Bronx Brooklyn Queens Staten Island BxM10 BM1 SIM34 SIM2 SIM25 BxM8 BxM2 SIM4c BM5 SIM10 BM2 SIM3 BM3 BxM1 QM7 BxM6 SIM6 X37 QM6 SIM3c


People experiencing homelessness on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
75% 77% 69% 76% 93% 91% 90% 89% 89% 88% 87% 86% 86% 84% 65% 65% 62% 62% 62% 60% 59% 58% 55% 54%
Bronx Brooklyn Queens Staten Island SIM4c BM1 SIM8 SIM25 BxM10 BxM8 SIM26 SIM10 SIM34 BxM2 BxM1 SIM2 BxM6 SIM3 SIM22 QM15 SIM6 QM6 SIM3c QM7


People experiencing mental illness on buses
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
71% 73% 65% 73% 91% 90% 89% 89% 87% 86% 84% 83% 82% 80% 64% 63% 63% 59% 56% 54% 51% 50% 48% 48%
Bronx Brooklyn Queens Staten Island BM1 SIM8 SIM25 X38 SIM26 SIM34 BxM10 SIM10 SIM4c SIM1 X37 BxM9 QM20 BxM6 SIM6 QM7 SIM3c SIM3 QM15 QM6


Cost of a ride
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
36% 36% 35% 18% 74% 73% 60% 60% 48% 42% 40% 36% 35% 34% 18% 15% 15% 11% 10% 9% 8% 7% 7% 3%
Bronx Brooklyn Queens Staten Island QM11 QM16 BxM8 BM1 BxM11 BM2 BxM2 BxM3 BxM4 QM2 SIM1 QM7 SIM3c SIM3 X37 SIM34 QM15 SIM2 SIM10 SIM4c

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
BxM1	60%	51%	54%	32%	50%	55%	48%	50%	69%	65%	58%	56%	61%	67%	46%	63%	65%	65%	30%
BxM2	85%	57%	55%	37%	65%	68%	52%	66%	88%	88%	81%	75%	76%	72%	42%	84%	84%	80%	40%
BxM3	61%	51%	53%	33%	46%	74%	66%	74%	89%	84%	84%	84%	81%	81%	51%	74%	79%	79%	36%
BxM4	72%	57%	66%	23%	59%	84%	71%	67%	85%	85%	71%	69%	82%	88%	73%	69%	70%	65%	35%
BxM6	56%	43%	60%	43%	53%	64%	54%	47%	70%	77%	54%	50%	64%	73%	46%	60%	62%	59%	26%
BxM7	62%	58%	66%	36%	55%	60%	50%	44%	79%	78%	58%	36%	63%	62%	38%	73%	73%	68%	28%
BxM8	79%	62%	79%	37%	56%	72%	48%	78%	92%	97%	80%	72%	78%	76%	48%	88%	88%	78%	60%
BxM9	76%	63%	65%	46%	80%	46%	36%	52%	86%	88%	62%	66%	51%	75%	33%	69%	69%	63%	32%
BxM10	61%	55%	78%	34%	53%	80%	62%	71%	83%	78%	79%	66%	76%	68%	51%	92%	89%	84%	29%
BxM11	68%	50%	74%	44%	61%	67%	57%	66%	78%	72%	65%	63%	76%	75%	61%	76%	76%	73%	48%
BxM18	68%	73%	73%	53%	62%	68%	44%	59%	59%	80%	80%	80%	59%	48%	33%	72%	72%	59%	54%
BM1	84%	53%	60%	53%	53%	77%	57%	89%	93%	93%	89%	89%	93%	89%	62%	91%	91%	91%	60%
BM2	51%	37%	47%	34%	36%	55%	55%	65%	68%	79%	60%	51%	82%	68%	52%	67%	71%	65%	42%
BM3	77%	75%	73%	66%	57%	80%	54%	65%	86%	83%	75%	78%	83%	86%	58%	64%	69%	69%	30%
BM4	62%	52%	51%	32%	54%	55%	36%	53%	81%	92%	64%	64%	89%	78%	55%	81%	81%	63%	51%
BM5	47%	30%	51%	24%	36%	46%	48%	52%	73%	64%	65%	58%	67%	61%	37%	80%	80%	80%	34%
QM1	75%	91%	91%	77%	91%	59%	59%	53%	68%	59%	68%	53%	59%	100%	38%	52%	29%	29%	61%
QM2	63%	58%	53%	51%	42%	61%	43%	59%	86%	81%	60%	69%	73%	74%	49%	74%	77%	77%	34%
QM3	62%	100%	71%	34%	34%	100%	62%	100%	100%	100%	71%	100%	100%	100%	100%	34%	34%	34%	71%
QM4	72%	78%	77%	73%	63%	57%	43%	47%	87%	73%	58%	62%	57%	71%	57%	77%	77%	77%	24%
QM5	62%	50%	49%	54%	63%	82%	46%	43%	88%	82%	82%	58%	76%	80%	45%	78%	79%	68%	29%
QM6	51%	39%	58%	41%	39%	70%	38%	52%	68%	75%	52%	70%	70%	60%	32%	58%	58%	48%	32%
QM7	18%	48%	55%	9%	19%	31%	25%	34%	70%	70%	34%	34%	34%	64%	55%	61%	54%	54%	15%
QM8	100%	82%	73%	28%	55%	73%	55%	100%	100%	100%	100%	100%	100%	100%	73%	100%	100%	100%	28%
QM10	63%	63%	81%	46%	0%	63%	26%	63%	81%	81%	81%	81%	81%	81%	46%	81%	81%	81%	20%
QM11	44%	45%	62%	30%	20%	62%	35%	70%	70%	70%	62%	54%	54%	59%	25%	70%	70%	70%	74%
QM12	62%	62%	62%	25%	62%	62%	100%	100%	100%	100%	100%	100%	62%	62%	62%	100%	100%	100%	62%
QM15	67%	39%	44%	52%	44%	50%	55%	47%	58%	73%	59%	39%	68%	51%	38%	79%	60%	48%	8%
QM16	93%	93%	93%	84%	73%	84%	70%	100%	100%	100%	86%	79%	93%	100%	55%	68%	68%	68%	73%
QM17	26%	49%	36%	14%	0%	26%	26%	26%	48%	72%	48%	26%	26%	49%	26%	49%	49%	26%	0%
QM18	69%	100%	17%	69%	17%	69%	69%	69%	100%	100%	69%	69%	69%	69%	69%	69%	69%	69%	17%
QM20	63%	53%	59%	38%	61%	57%	51%	63%	77%	77%	66%	53%	66%	88%	55%	69%	69%	63%	30%
QM21	47%	47%	47%	50%	23%	47%	0%	100%	100%	100%	74%	100%	74%	74%	26%	100%	100%	100%	50%
QM24	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
QM25	74%	74%	74%	57%	74%	74%	65%	74%	84%	84%	74%	74%	72%	100%	65%	67%	82%	82%	53%
QM31	47%	47%	47%	47%	24%	24%	24%	47%	47%	47%	47%	47%	47%	76%	47%	47%	47%	47%	47%
QM32	92%	92%	82%	48%	69%	57%	61%	74%	83%	100%	48%	57%	56%	69%	52%	66%	66%	66%	44%
QM34	78%	78%	86%	100%	64%	100%	56%	78%	100%	100%	78%	78%	100%	100%	78%	78%	78%	78%	44%
QM35	56%	41%	56%	39%	0%	23%	23%	56%	56%	56%	15%	48%	41%	85%	23%	41%	41%	41%	15%
QM36	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
QM40	100%	68%	100%	68%	17%	100%	100%	100%	100%	100%	100%	100%	100%	100%	68%	100%	100%	100%	17%
QM42	100%	100%	100%	84%	18%	100%	0%	51%	67%	67%	67%	51%	67%	100%	18%	100%	100%	100%	51%
QM44	81%	44%	33%	20%	33%	62%	70%	42%	81%	81%	81%	53%	73%	73%	44%	70%	57%	29%	33%
X27	80%	56%	69%	46%	60%	62%	47%	48%	92%	78%	75%	59%	70%	78%	47%	77%	78%	73%	32%
X28	86%	58%	67%	51%	54%	71%	53%	64%	82%	82%	62%	65%	79%	87%	44%	78%	78%	73%	33%
X37	62%	54%	67%	39%	46%	43%	36%	34%	74%	84%	54%	36%	72%	72%	41%	59%	73%	64%	10%
X38	78%	60%	75%	47%	54%	56%	69%	73%	83%	78%	55%	65%	55%	87%	34%	73%	82%	89%	29%
X63	83%	83%	83%	83%	83%	83%	66%	66%	100%	83%	83%	83%	100%	100%	83%	83%	83%	83%	52%
X64	100%	18%	18%	0%	0%	100%	67%	67%	100%	85%	100%	100%	67%	100%	52%	67%	67%	67%	18%
X68	80%	80%	80%	35%	27%	82%	91%	62%	80%	80%	81%	44%	44%	80%	71%	80%	80%	80%	53%
SIM1	45%	53%	63%	43%	64%	50%	57%	33%	79%	86%	56%	34%	62%	68%	52%	72%	80%	80%	18%
SIM1c	57%	54%	60%	42%	63%	63%	51%	40%	64%	88%	52%	39%	48%	77%	60%	72%	67%	67%	21%
SIM2	74%	60%	76%	45%	24%	64%	25%	47%	100%	83%	70%	58%	76%	100%	66%	89%	65%	65%	7%
SIM3	38%	16%	27%	20%	21%	37%	15%	21%	54%	66%	55%	28%	59%	73%	28%	66%	62%	50%	11%
SIM3c	79%	88%	66%	43%	66%	95%	47%	78%	84%	72%	75%	80%	83%	74%	53%	55%	55%	51%	15%
SIM4	69%	49%	100%	39%	87%	56%	33%	56%	69%	69%	69%	44%	56%	100%	26%	69%	69%	69%	13%
SIM4c	22%	22%	45%	16%	33%	78%	51%	25%	71%	73%	51%	45%	78%	69%	32%	83%	93%	82%	3%
SIM4x	100%	100%	100%	72%	100%	67%	67%	100%	100%	100%	78%	78%	78%	83%	67%	100%	100%	100%	46%
SIM5	45%	68%	64%	23%	36%	31%	32%	64%	77%	55%	55%	64%	100%	100%	35%	55%	55%	55%	23%
SIM6	52%	54%	44%	34%	46%	41%	26%	38%	71%	80%	34%	44%	45%	68%	41%	59%	59%	56%	21%
SIM7	65%	65%	65%	48%	65%	65%	32%	48%	65%	83%	65%	48%	48%	83%	50%	83%	83%	65%	15%
SIM8	48%	62%	62%	33%	42%	56%	14%	45%	79%	85%	45%	48%	62%	67%	58%	79%	90%	90%	23%
SIM8x	60%	74%	55%	43%	59%	60%	45%	59%	74%	74%	59%	45%	31%	56%	32%	61%	61%	46%	45%
SIM9	82%	82%	82%	82%	63%	63%	52%	82%	100%	100%	63%	63%	82%	100%	82%	100%	100%	82%	63%
SIM10	52%	67%	47%	54%	44%	53%	29%	50%	80%	86%	63%	65%	60%	90%	48%	79%	86%	83%	7%
SIM11	72%	53%	60%	52%	55%	27%	35%	52%	60%	62%	52%	52%	52%	91%	33%	73%	73%	64%	25%
SIM15	69%	100%	100%	37%	47%	84%	11%	73%	100%	100%	100%	89%	89%	85%	58%	68%	68%	68%	16%
SIM22	49%	43%	43%	11%	43%	32%	42%	56%	88%	94%	46%	52%	58%	68%	44%	72%	62%	72%	19%

Bus route satisfaction rates

Route	Overall service	Waiting time	Travel time	Unexpected delays	Hours of operation	Cleanliness	Announcements	Crowding	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Bus drivers	Communication during delays	Panhandling	People experiencing homelessness	People experiencing mental illness	Cost of a ride
SIM23	100%	100%	100%	100%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	50%	100%	100%	100%	0%
SIM24	0%	0%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SIM25	67%	55%	67%	33%	49%	82%	64%	82%	89%	89%	75%	62%	62%	89%	72%	89%	89%	89%	30%
SIM26	93%	82%	46%	82%	82%	71%	28%	54%	100%	100%	47%	58%	87%	100%	23%	76%	87%	87%	30%
SIM30	28%	28%	18%	18%	48%	48%	0%	0%	82%	62%	43%	43%	0%	28%	0%	63%	82%	63%	0%
SIM31	37%	29%	44%	29%	22%	23%	23%	50%	64%	64%	37%	50%	78%	57%	8%	51%	51%	51%	0%
SIM32	79%	79%	79%	22%	79%	79%	63%	79%	100%	85%	79%	79%	56%	100%	100%	100%	100%	100%	22%
SIM33	26%	26%	16%	0%	26%	26%	0%	26%	42%	42%	26%	26%	26%	26%	26%	100%	100%	84%	26%
SIM33c	59%	43%	67%	27%	63%	43%	43%	64%	70%	86%	56%	84%	84%	64%	43%	86%	86%	86%	27%
SIM34	72%	50%	56%	38%	41%	67%	56%	60%	96%	90%	79%	52%	76%	85%	57%	90%	86%	86%	9%
SIM35	70%	64%	70%	39%	19%	68%	38%	32%	84%	100%	70%	57%	77%	74%	62%	74%	87%	87%	0%

Bus stop satisfaction

Customers are more satisfied with overall bus stops in the Bronx (69%), Brooklyn (70%), and Queens (72%), than they are on Staten Island (62%).

For bus stop evaluation, we only consider bus stops on routes from which we have a sample of ten or more customers. The QM16 (100%), SIM3c (91%), X38 (89%), SIM34 (86%), SIM2 (85%), SIM26 (80%), X27 (79%), X28 (79%), BxM2 (78%), and BM1 (78%) are the best rated routes for overall bus stop satisfaction.

A deeper analysis of satisfaction by route reveals that higher overall bus stop satisfaction rates on these routes are the result of higher satisfaction rates for the following bus stop attributes:

QM16 - cleanliness (100%), condition (93%), crime and harassment (93%), accident safety (100%), health safety (100%), social distancing (100%), mask wearing (100%), and location (100%).

SIM3c - condition (73%) and location (87%).

X38 - crowding (83%), social distancing (76%), and people experiencing mental illness (75%).

SIM34 - condition (85%), crime and harassment (94%), accident safety (84%), mask wearing (78%), panhandling (86%), people experiencing homelessness (86%), people experiencing mental illness (86%), and location (85%).

SIM2 - health safety (78%), social distancing (86%), and mask wearing (81%).

SIM26 - cleanliness (93%), crowding (80%), condition (87%), crime and harassment (87%), accident safety (87%), health safety (87%), mask wearing (80%), and location (87%).

X27 - crowding (80%).

X28 - crowding (76%), crime and harassment (80%), accident safety (80%), panhandling (76%), people experiencing homelessness (76%), and people experiencing mental illness (76%).

BM1 - cleanliness (74%), crowding (79%), condition (74%), crime and harassment (85%), accident safety (85%), health safety (85%), social distancing (89%), mask wearing (93%), panhandling (96%), people experiencing homelessness (92%), people experiencing mental illness (92%), and location (81%).

The SIM1c (58%), SIM8 (57%), X37 (57%), QM6 (52%), BM2 (48%), SIM6 (47%), SIM4c (43%), SIM22 (43%), BM5 (43%), and SIM3 (39%) are rated the lowest by customers for overall bus stop satisfaction. Low overall bus stop satisfaction rates on these routes is due to low satisfaction rates for the following attributes:

SIM1c - cleanliness (51%), crowding (39%), accident safety (57%), health safety (52%), and mask wearing (58%).

SIM8 - crowding (51%), condition (51%), health safety (48%), social distancing (47%), and mask wearing (48%).

X37 - cleanliness (57%), crime and harassment (58%), mask wearing (54%), panhandling (57%), people experiencing homelessness (52%), and people experiencing mental illness (52%).

QM6 - crowding (51%) and condition (40%).

BM2 - crime and harassment (59%), accident safety (61%), and panhandling (54%).

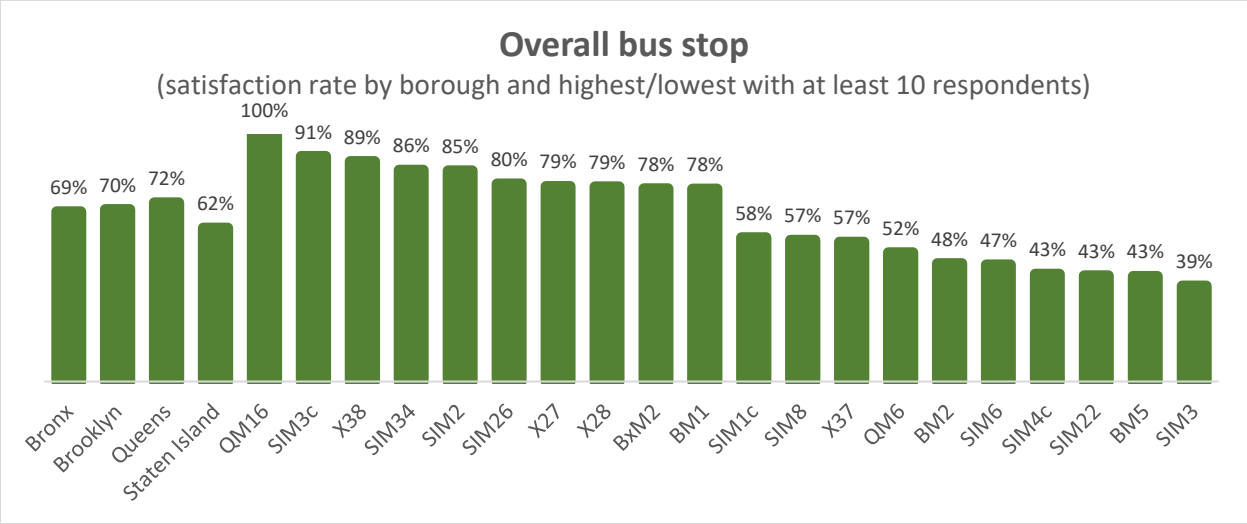
SIM6 - condition (52%), health safety (37%), social distancing (43%), mask wearing (52%), panhandling (45%), people experiencing homelessness (48%), and people experiencing mental illness (48%).

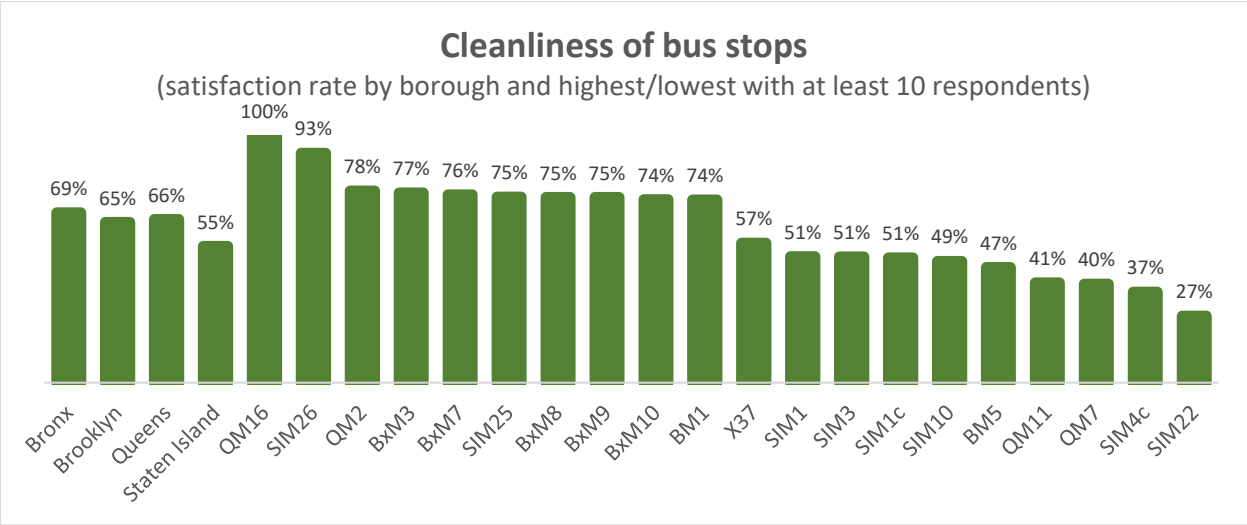
SIM4c - cleanliness (37%), crowding (35%), condition (28%), crime and harassment (57%), accident safety (34%), health safety (42%), social distancing (51%), and location (56%).

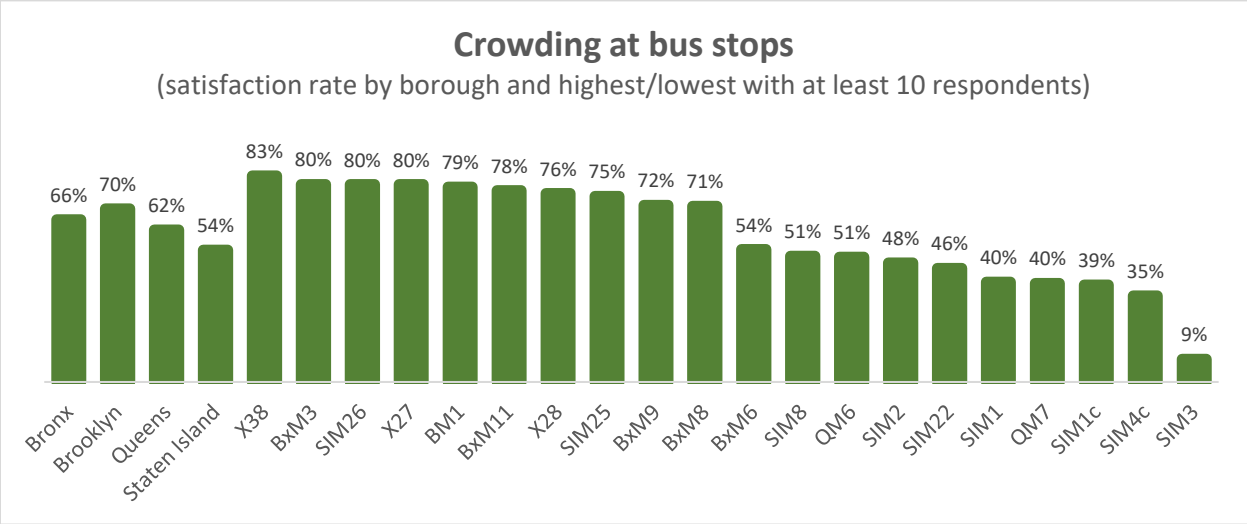
SIM22 - cleanliness (27%), crowding (46%), condition (27%), health safety (43%), social distancing (43%), mask wearing (49%), panhandling (37%), people experiencing homelessness (37%), people experiencing mental illness (31%), and location (56%).

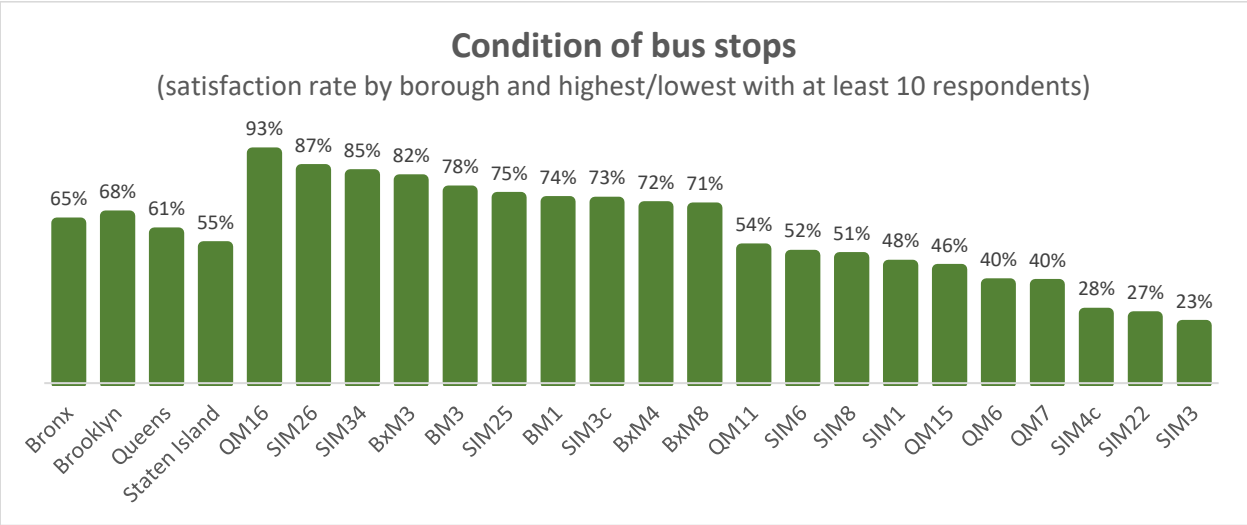
BM5 - cleanliness (47%), accident safety (49%), people experiencing homelessness (55%), people experiencing mental illness (49%), and location (57%).

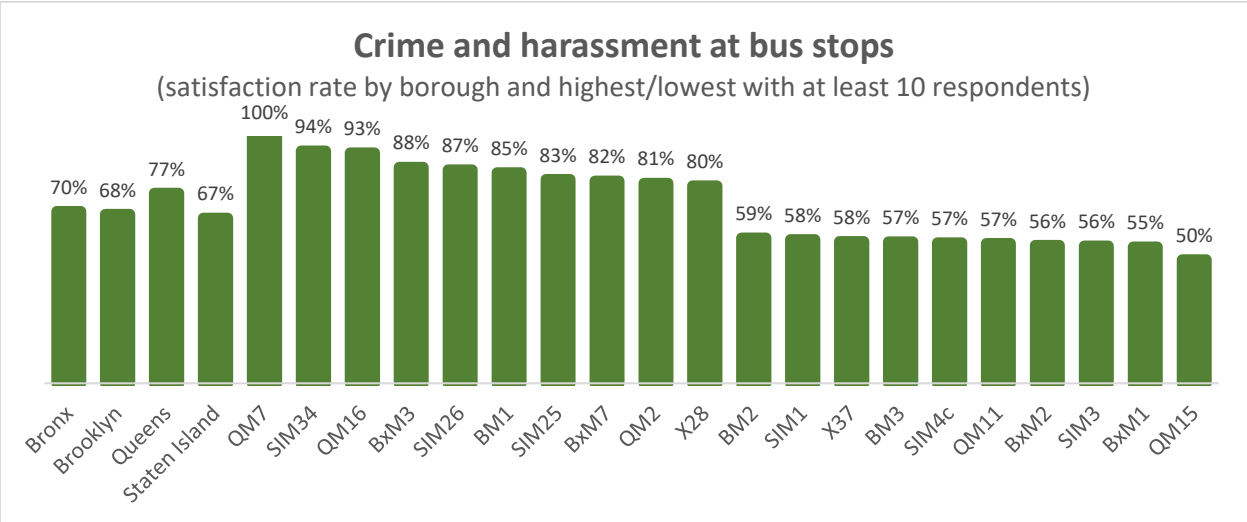
SIM3 - cleanliness (51%), crowding (9%), condition (23%), crime and harassment (56%), accident safety (56%), health safety (46%), social distancing (29%), panhandling (46%), people experiencing homelessness (46%), people experiencing mental illness (40%), and location (56%).

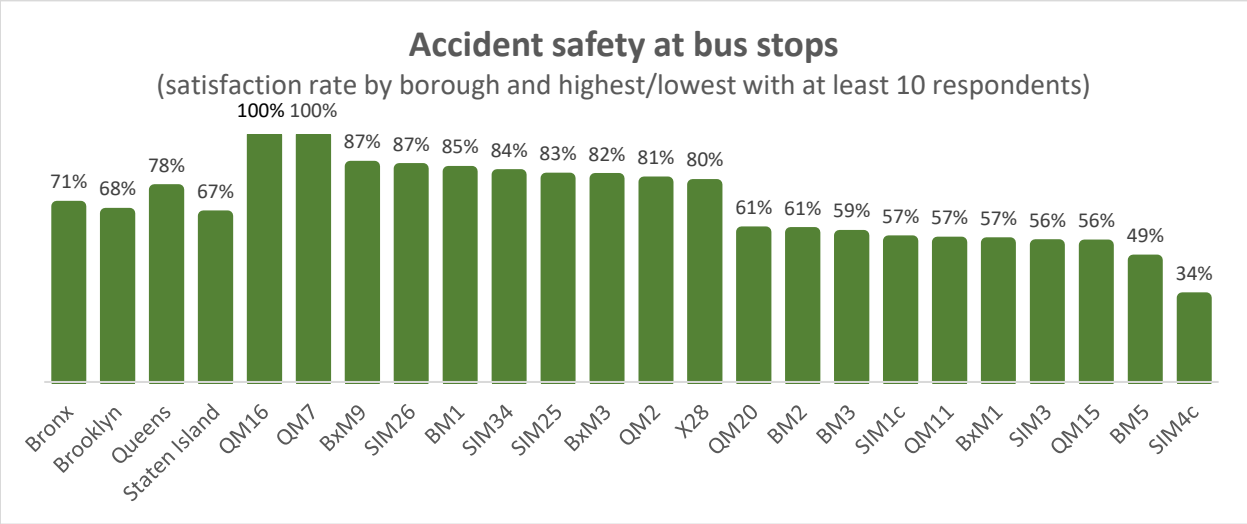


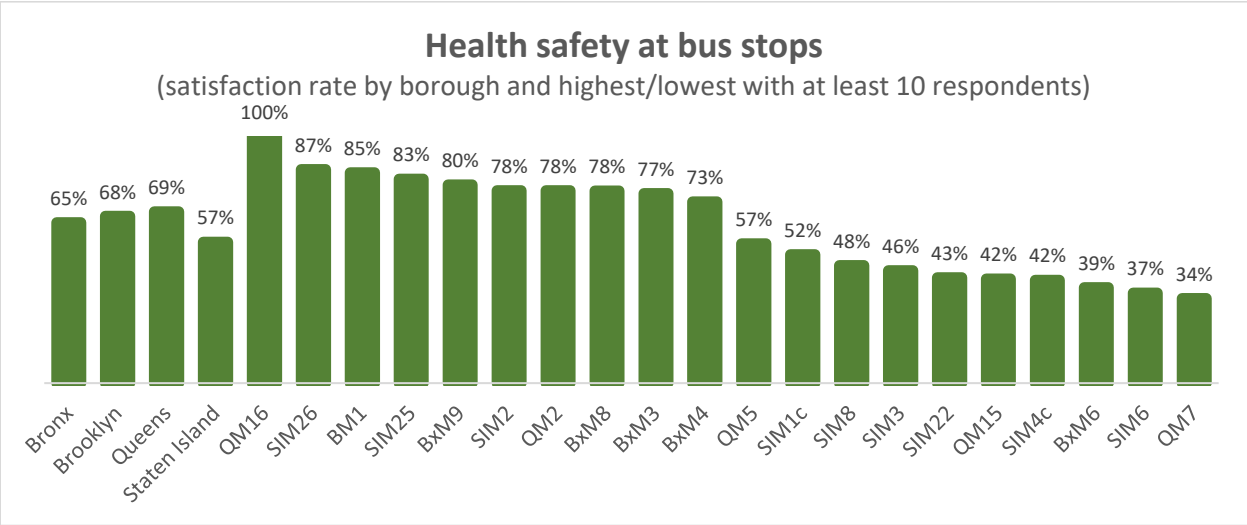


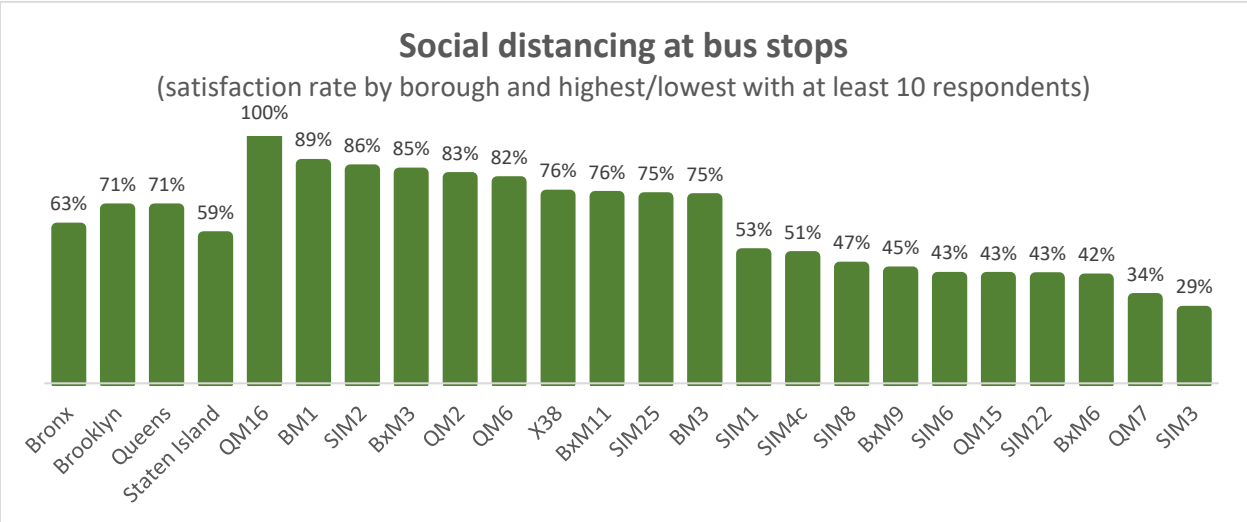

Crowding at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
66% 70% 62% 54% 83% 80% 80% 80% 79% 78% 76% 75% 72% 71% 54% 51% 51% 48% 46% 40% 40% 39% 35% 9%
Bronx Brooklyn Queens Staten Island X38 BxM3 SIM26 X27 BM1 BxM11 X28 SIM25 BxM9 BxM8 BxM6 SIM8 QM6 SIM2 SIM22 SIM1 QM7 SIM1c SIM4c SIM3

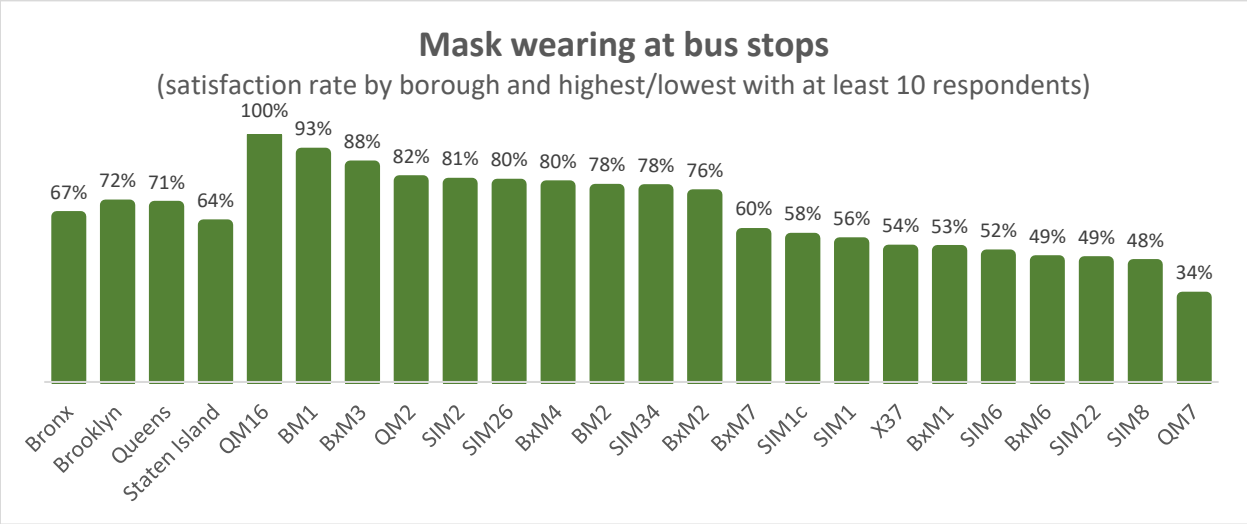

Condition of bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
65% 68% 61% 55% 93% 87% 85% 82% 78% 75% 74% 73% 72% 71% 54% 52% 51% 48% 46% 40% 40% 28% 27% 23%
Bronx Brooklyn Queens Staten Island QM16 SIM26 SIM34 BxM3 BM3 SIM25 BM1 SIM3c BxM4 BxM8 QM11 SIM6 SIM8 SIM1 QM15 QM6 QM7 SIM4c SIM22 SIM3

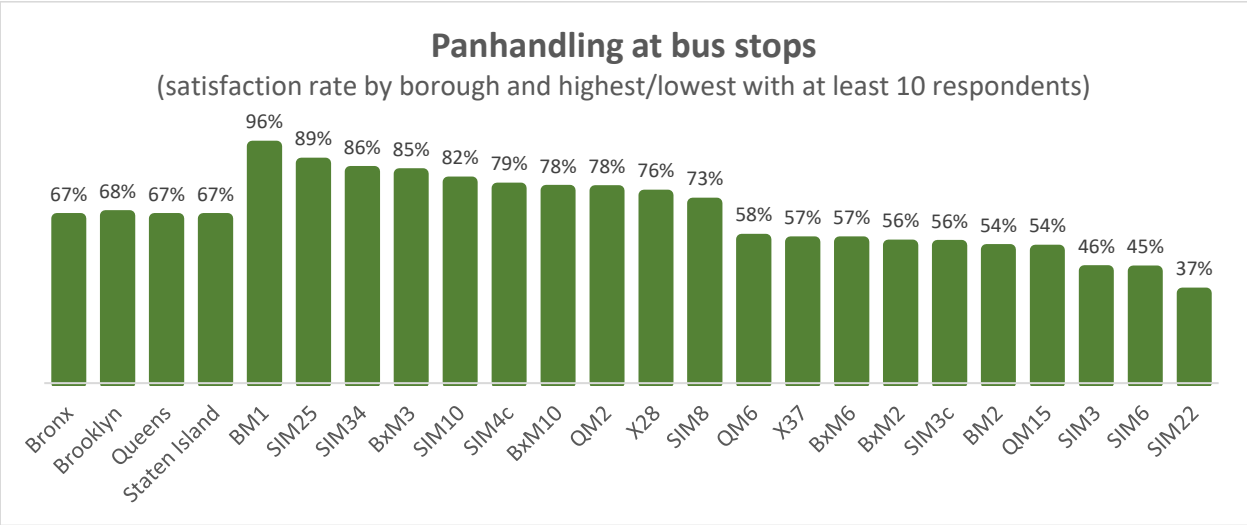

Crime and harassment at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
70% 68% 77% 67% 100% 94% 93% 88% 87% 85% 83% 82% 81% 80% 59% 58% 58% 57% 57% 57% 56% 56% 55% 50%
Bronx Brooklyn Queens Staten Island QM7 SIM34 QM16 BxM3 SIM26 BM1 SIM25 BxM7 QM2 X28 BM2 SIM1 X37 BM3 SIM4c QM11 BxM2 SIM3 BxM1 QM15

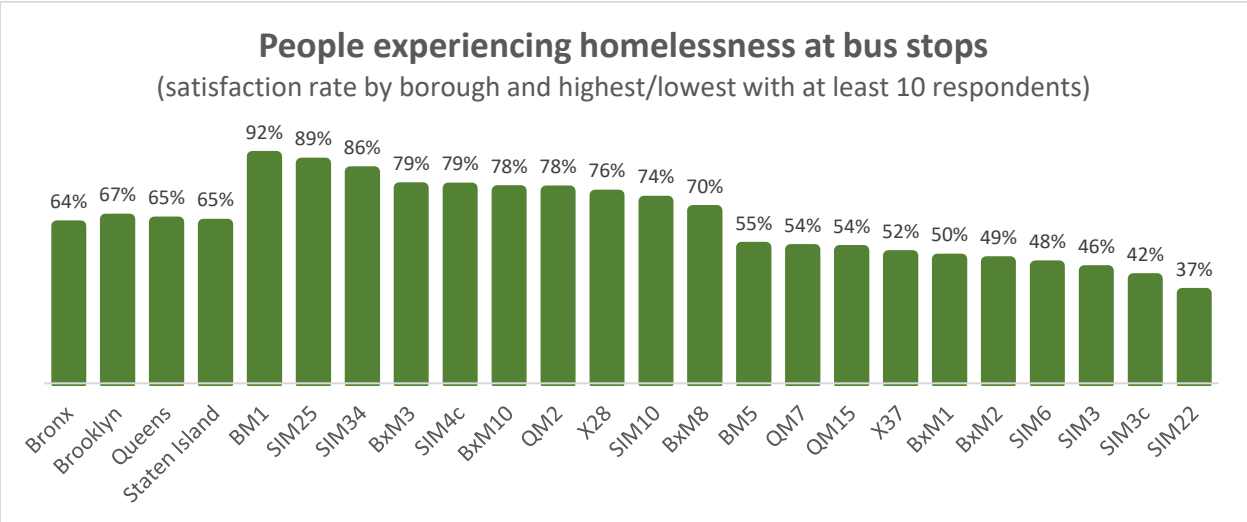

Accident safety at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
71% 68% 78% 67% 100% 100% 87% 87% 85% 84% 83% 82% 81% 80% 61% 61% 59% 57% 57% 57% 56% 56% 49% 34%
Bronx Brooklyn Queens Staten Island QM16 QM7 BxM9 SIM26 BM1 SIM34 SIM25 BxM3 QM2 X28 QM20 BM2 BM3 SIM1c QM11 BxM1 SIM3 QM15 BM5 SIM4c

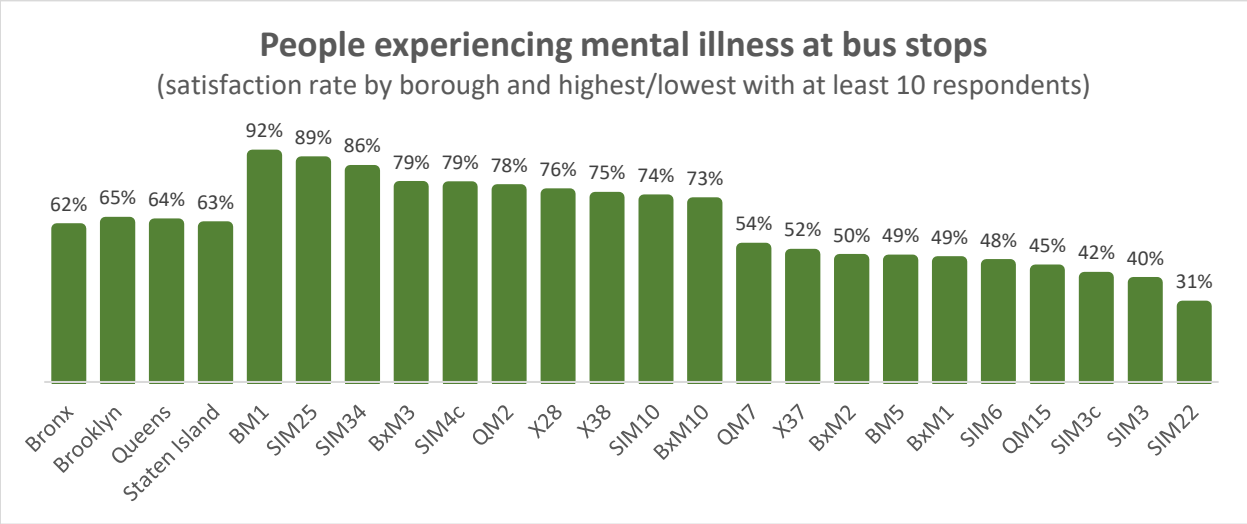

Health safety at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
65% 68% 69% 57% 100% 87% 85% 83% 80% 78% 78% 78% 77% 73% 57% 52% 48% 46% 43% 42% 42% 39% 37% 34%
Bronx Brooklyn Queens Staten Island QM16 SIM26 BM1 SIM25 BxM9 SIM2 QM2 BxM8 BxM3 BxM4 QM5 SIM1c SIM8 SIM3 SIM22 QM15 SIM4c BxM6 SIM6 QM7

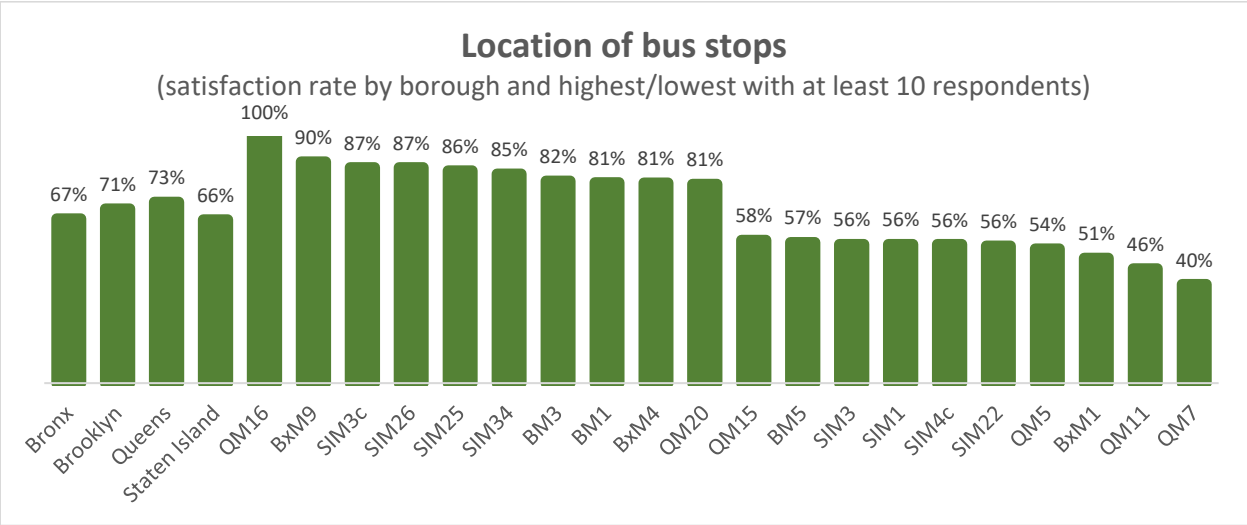

Social distancing at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
63% 71% 71% 59% 100% 89% 86% 85% 83% 82% 76% 76% 75% 75% 53% 51% 47% 45% 43% 43% 43% 42% 34% 29%
Bronx Brooklyn Queens Staten Island QM16 BM1 SIM2 BxM3 QM2 QM6 X38 BxM11 SIM25 BM3 SIM1 SIM4c SIM8 BxM9 SIM6 QM15 SIM22 BxM6 QM7 SIM3


Mask wearing at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
67% 72% 71% 64% 100% 93% 88% 82% 81% 80% 80% 78% 78% 76% 60% 58% 56% 54% 53% 52% 49% 49% 48% 34%
Bronx Brooklyn Queens Staten Island QM16 BM1 BxM3 QM2 SIM2 SIM26 BxM4 BM2 SIM34 BxM2 BxM7 SIM1c SIM1 X37 BxM1 SIM6 BxM6 SIM22 SIM8 QM7


Panhandling at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
67% 68% 67% 67% 96% 89% 86% 85% 82% 79% 78% 78% 76% 73% 58% 57% 57% 56% 56% 54% 54% 46% 45% 37%
Bronx Brooklyn Queens Staten Island BM1 SIM25 SIM34 BxM3 SIM10 SIM4c BxM10 QM2 X28 SIM8 QM6 X37 BxM6 BxM2 SIM3c BM2 QM15 SIM3 SIM6 SIM22


People experiencing homelessness at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
64% 67% 65% 65% 92% 89% 86% 79% 79% 78% 78% 76% 74% 70% 55% 54% 54% 52% 50% 49% 48% 46% 42% 37%
Bronx Brooklyn Queens Staten Island BM1 SIM25 SIM34 BxM3 SIM4c BxM10 QM2 X28 SIM10 BxM8 BM5 QM7 QM15 X37 BxM1 BxM2 SIM6 SIM3 SIM3c SIM22


People experiencing mental illness at bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
62% 65% 64% 63% 92% 89% 86% 79% 79% 78% 76% 75% 74% 73% 54% 52% 50% 49% 49% 48% 45% 42% 40% 31%
Bronx Brooklyn Queens Staten Island BM1 SIM25 SIM34 BxM3 SIM4c QM2 X28 X38 SIM10 BxM10 QM7 X37 BxM2 BM5 BxM1 SIM6 QM15 SIM3c SIM3 SIM22


Location of bus stops
(satisfaction rate by borough and highest/lowest with at least 10 respondents)
67% 71% 73% 66% 100% 90% 87% 87% 86% 85% 82% 81% 81% 81% 58% 57% 56% 56% 56% 56% 54% 51% 46% 40%
Bronx Brooklyn Queens Staten Island QM16 BxM9 SIM3c SIM26 SIM25 SIM34 BM3 BM1 BxM4 QM20 QM15 BM5 SIM3 SIM1 SIM4c SIM22 QM5 BxM1 QM11 QM7

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
BxM1	59%	63%	60%	59%	55%	57%	57%	55%	53%	59%	50%	49%	51%
BxM2	78%	63%	70%	57%	56%	63%	60%	68%	76%	56%	49%	50%	75%
BxM3	74%	77%	80%	82%	88%	82%	77%	85%	88%	85%	79%	79%	74%
BxM4	78%	67%	67%	72%	78%	75%	73%	67%	80%	68%	65%	66%	81%
BxM6	70%	60%	54%	64%	63%	75%	39%	42%	49%	57%	68%	65%	63%
BxM7	64%	76%	54%	64%	82%	75%	62%	53%	60%	69%	67%	69%	68%
BxM8	72%	75%	71%	71%	73%	78%	78%	75%	70%	73%	70%	60%	58%
BxM9	75%	75%	72%	69%	79%	87%	80%	45%	75%	63%	63%	60%	90%
BxM10	73%	74%	71%	71%	73%	77%	72%	71%	74%	78%	78%	73%	62%
BxM11	58%	65%	78%	55%	64%	65%	63%	76%	66%	63%	63%	63%	70%
BxM18	80%	59%	80%	59%	59%	68%	80%	80%	80%	80%	59%	59%	59%
BM1	78%	74%	79%	74%	85%	85%	85%	89%	93%	96%	92%	92%	81%
BM2	48%	58%	59%	64%	59%	61%	72%	65%	78%	54%	59%	56%	60%
BM3	78%	66%	71%	78%	57%	59%	65%	75%	64%	61%	61%	55%	82%
BM4	86%	55%	53%	64%	92%	86%	71%	64%	71%	81%	74%	74%	63%
BM5	43%	47%	59%	59%	67%	49%	59%	74%	67%	72%	55%	49%	57%
QM1	100%	91%	77%	91%	91%	91%	100%	100%	100%	84%	84%	84%	100%
QM2	74%	78%	71%	65%	81%	81%	78%	83%	82%	78%	78%	78%	79%
QM3	62%	62%	100%	100%	100%	100%	71%	100%	100%	34%	34%	34%	100%
QM4	72%	47%	34%	47%	62%	72%	62%	48%	57%	77%	77%	77%	87%
QM5	62%	68%	61%	67%	74%	74%	57%	63%	63%	67%	67%	60%	54%
QM6	52%	57%	51%	40%	62%	62%	62%	82%	70%	58%	58%	58%	62%
QM7	60%	40%	40%	40%	100%	100%	34%	34%	34%	61%	54%	54%	40%
QM8	73%	82%	100%	82%	100%	100%	100%	73%	100%	73%	73%	73%	73%
QM10	63%	55%	81%	55%	55%	81%	81%	81%	81%	63%	63%	63%	63%
QM11	62%	41%	62%	54%	57%	57%	62%	70%	62%	62%	62%	62%	46%
QM12	100%	62%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
QM15	72%	67%	64%	46%	50%	56%	42%	43%	63%	54%	54%	45%	58%
QM16	100%	100%	62%	93%	93%	100%	100%	100%	100%	62%	62%	62%	100%
QM17	26%	26%	26%	26%	72%	72%	26%	26%	49%	49%	26%	49%	26%
QM18	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%	69%
QM20	66%	59%	57%	55%	71%	61%	71%	57%	66%	62%	62%	62%	81%
QM21	100%	100%	74%	100%	100%	100%	100%	100%	100%	74%	74%	74%	100%
QM24	---	---	---	---	---	---	---	---	---	---	---	---	---
QM25	74%	72%	57%	74%	84%	84%	84%	84%	100%	72%	72%	72%	74%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
QM31	66%	66%	66%	66%	66%	66%	66%	66%	66%	66%	66%	66%	66%
QM32	100%	83%	66%	66%	92%	92%	74%	65%	65%	66%	66%	66%	92%
QM34	78%	78%	56%	78%	78%	78%	56%	78%	100%	78%	78%	78%	100%
QM35	56%	39%	56%	23%	56%	56%	23%	56%	41%	41%	41%	41%	56%
QM36	---	---	---	---	---	---	---	---	---	---	---	---	---
QM40	100%	83%	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%
QM42	100%	100%	67%	49%	100%	100%	100%	34%	34%	67%	67%	67%	67%
QM44	70%	33%	29%	33%	70%	70%	70%	70%	62%	70%	57%	29%	70%
X27	79%	72%	80%	69%	70%	68%	63%	68%	73%	65%	66%	63%	75%
X28	79%	69%	76%	71%	80%	80%	65%	68%	63%	76%	76%	76%	79%
X37	57%	57%	57%	57%	58%	78%	72%	62%	54%	57%	52%	52%	61%
X38	89%	74%	83%	65%	61%	61%	58%	76%	73%	68%	68%	75%	69%
X63	83%	83%	83%	83%	100%	100%	100%	83%	100%	83%	83%	83%	100%
X64	67%	85%	52%	85%	85%	85%	85%	100%	67%	67%	67%	67%	100%
X68	80%	63%	62%	45%	80%	80%	80%	80%	44%	53%	53%	53%	80%
SIM1	61%	51%	40%	48%	58%	62%	58%	53%	56%	69%	69%	69%	56%
SIM1c	58%	51%	39%	55%	60%	57%	52%	62%	58%	62%	58%	55%	65%
SIM2	85%	70%	48%	60%	74%	74%	78%	86%	81%	69%	69%	61%	78%
SIM3	39%	51%	9%	23%	56%	56%	46%	29%	70%	46%	46%	40%	56%
SIM3c	91%	64%	62%	73%	69%	72%	59%	68%	71%	56%	42%	42%	87%
SIM4	82%	49%	56%	56%	56%	69%	69%	70%	69%	69%	69%	69%	80%
SIM4c	43%	37%	35%	28%	57%	34%	42%	51%	71%	79%	79%	79%	56%
SIM4x	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%
SIM5	91%	55%	82%	69%	69%	69%	69%	91%	55%	46%	46%	46%	37%
SIM6	47%	64%	62%	52%	64%	70%	37%	43%	52%	45%	48%	48%	60%
SIM7	65%	65%	65%	65%	83%	67%	65%	65%	65%	83%	83%	83%	83%
SIM8	57%	63%	51%	51%	66%	79%	48%	47%	48%	73%	63%	63%	76%
SIM8x	74%	74%	59%	59%	74%	60%	31%	41%	31%	74%	46%	46%	46%
SIM9	100%	41%	82%	41%	100%	100%	82%	82%	82%	100%	100%	100%	100%
SIM10	60%	49%	64%	69%	71%	75%	61%	65%	73%	82%	74%	74%	68%
SIM11	29%	39%	34%	34%	54%	64%	34%	34%	34%	54%	54%	54%	62%
SIM15	68%	68%	84%	68%	84%	69%	85%	100%	84%	68%	68%	68%	84%
SIM22	43%	27%	46%	27%	63%	62%	43%	43%	49%	37%	37%	31%	56%
SIM23	0%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
SIM24	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Bus stop satisfaction rates

Route	Overall bus stop	Cleanliness	Crowding	Condition	Crime and harassment	Accident safety	Health safety	Social distancing	Mask wearing	Panhandling	People experiencing homelessness	People experiencing mental illness	Location
SIM25	75%	75%	75%	75%	83%	83%	83%	75%	75%	89%	89%	89%	86%
SIM26	80%	93%	80%	87%	87%	87%	87%	63%	80%	59%	69%	69%	87%
SIM30	48%	28%	28%	48%	48%	82%	28%	28%	28%	30%	30%	10%	48%
SIM31	27%	43%	43%	43%	59%	59%	35%	51%	75%	59%	59%	59%	17%
SIM32	38%	38%	79%	38%	38%	38%	79%	63%	79%	79%	79%	79%	79%
SIM33	26%	0%	0%	0%	0%	0%	16%	16%	0%	42%	42%	26%	26%
SIM33c	64%	64%	64%	64%	70%	70%	70%	100%	84%	70%	70%	70%	84%
SIM34	86%	71%	66%	85%	94%	84%	73%	63%	78%	86%	86%	86%	85%
SIM35	74%	48%	70%	74%	70%	87%	58%	70%	70%	87%	87%	87%	58%

Employment

Of the four customer groups, active reduced contains the greatest proportion of employed full-time workers (79%). The lapsed and relapsed groups have slightly lower rates of 71% and 72%. (55%), and the active group has a rate of 64%. In contrast, the active group has a greater proportion of employed part-time workers (12%) than the other groups (3% to 6%).

Among active express bus customers who are employed, 64% are essential workers. This rate drops substantially for the other three groups; 32% of employed active reduced customers, 22% of employed lapsed customers, and 24% of employed relapsed customers are essential workers.

One-quarter of employed active express bus customers (25%) work in health care and social assistance. This is greater than for the other groups, in which 8% to 12% are employed in health care and social assistance. The second most common occupation among active customers is education services at 11%. There is a particularly low proportion of customers employed in finance and insurance among the active group (8%) compared to the other groups (15% to 52%).

Among the active reduced group, professional, scientific, and technical services (17%), educational services (15%), finance and insurance (15%), public administration (13%), and healthcare and social assistance (12%) are the most common occupations.

The most common occupation for the lapsed group is finance and insurance (26%), followed by professional, scientific, and technical services (15%), and educational services (14%).

Almost one third of the relapsed group who are employed work in finance and insurance (32%).

There is a dramatic difference in work location status between the active and the other three groups. Slightly more than two in five employed active customers (44%) indicate that their work location never closed. More than one-quarter of employed active customers (28%) indicate their work location is completely open (it has already reopened). This is in contrast to the other three groups in which 15% to 21% say their work location never closed, and 6% to 7% who say their work location is completely open.

Among the four groups, active reduced has the greatest proportion of members (32%) who indicate their work location is open some of the time. This rate is 11% to 18% for the other groups.

Between 18% and 30% of customers in the active reduced, lapsed, and relapsed groups say their work location is open but they have not yet returned. Only 3% of the active group say their work location is open but they have not yet returned.

Slightly more than one-third of employed express bus customers (34%) in the lapsed group report that their work location is currently closed but will reopen in the future in the same location. Just under one-quarter of the relapsed group (23%) say their work location is currently closed but will reopen in the same location. The rate drops to 16% for active reduced customers and is only 6% for employed active customers.

Workers from the active and lapsed group, whose work location is currently closed, say their work location will reopen in April, May, or June 2021 at the same rate of 24%. The rate for active reduced customers is 39%. Relapsed workers indicate their work location will reopen in April, May, or June 2021 at the greatest rate of the four groups (56%).

Just less than one-third of active workers employed in closed work locations (32%) say their work location will reopen in July, August, or September 2021. Among the active reduced group, 17% indicate reopening during these months. Almost half the lapsed group who are employed with closed work locations (49%) indicate their work locations will reopen in July, August, or September 2021. Workers from the relapsed group say their work location will reopen during these months at a lower rate (6%) than the other groups.

By the end of September 2021, 56% of active, 56% of active reduced, 73% of lapsed, and 62% of relapsed customers, whose work location is closed, say it will reopen. By the end of 2021, these rates increase to 60% of active, 56% of reduced active, 80% of lapsed, and 72% of relapsed customers.

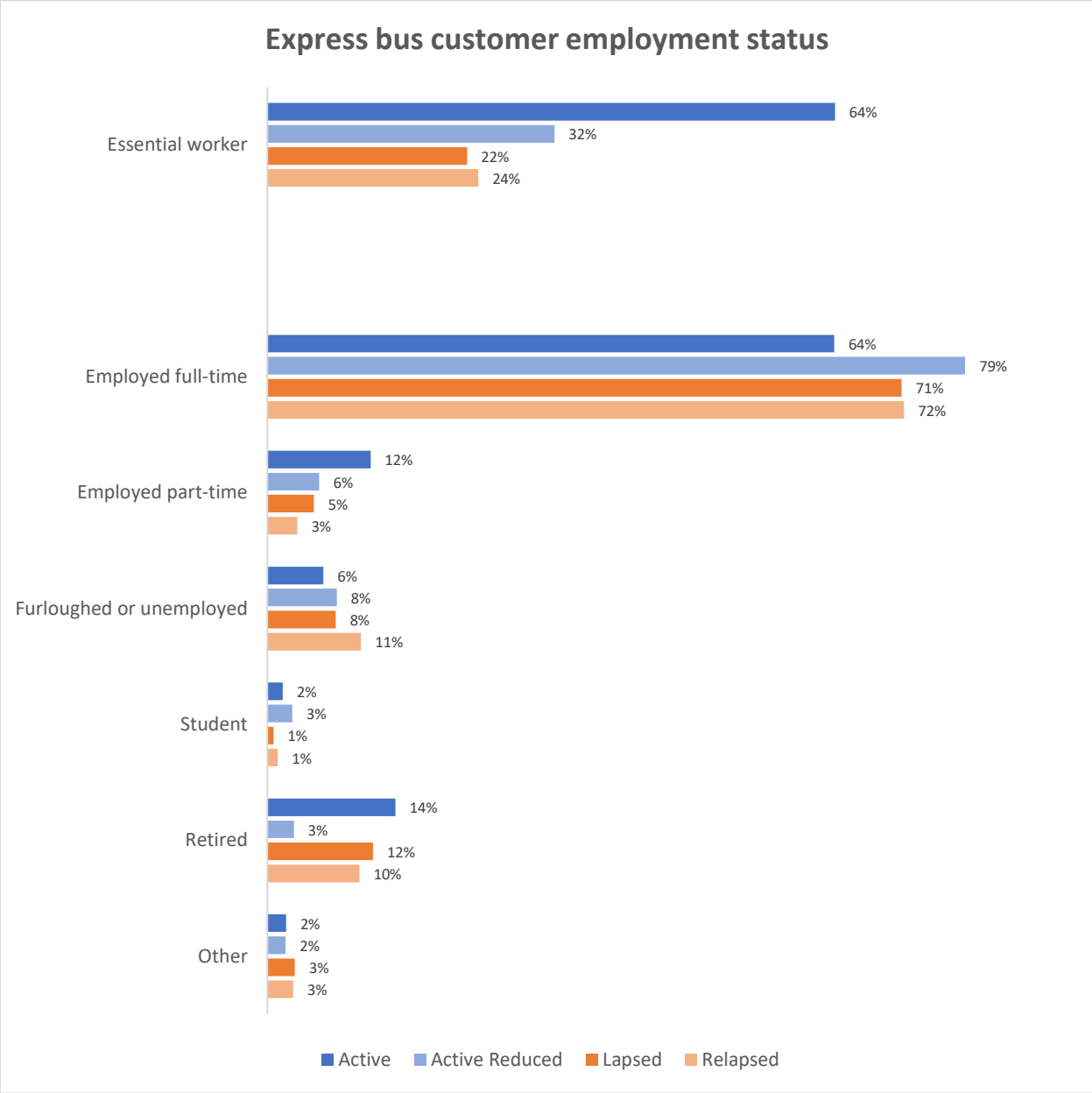
Members of the active reduced group who are employed in closed work locations do not know when their work locations will reopen at the greatest rate (40%) of the four groups. This is followed by the active group (36%), the relapsed group (28%), and the lapsed group (16%).

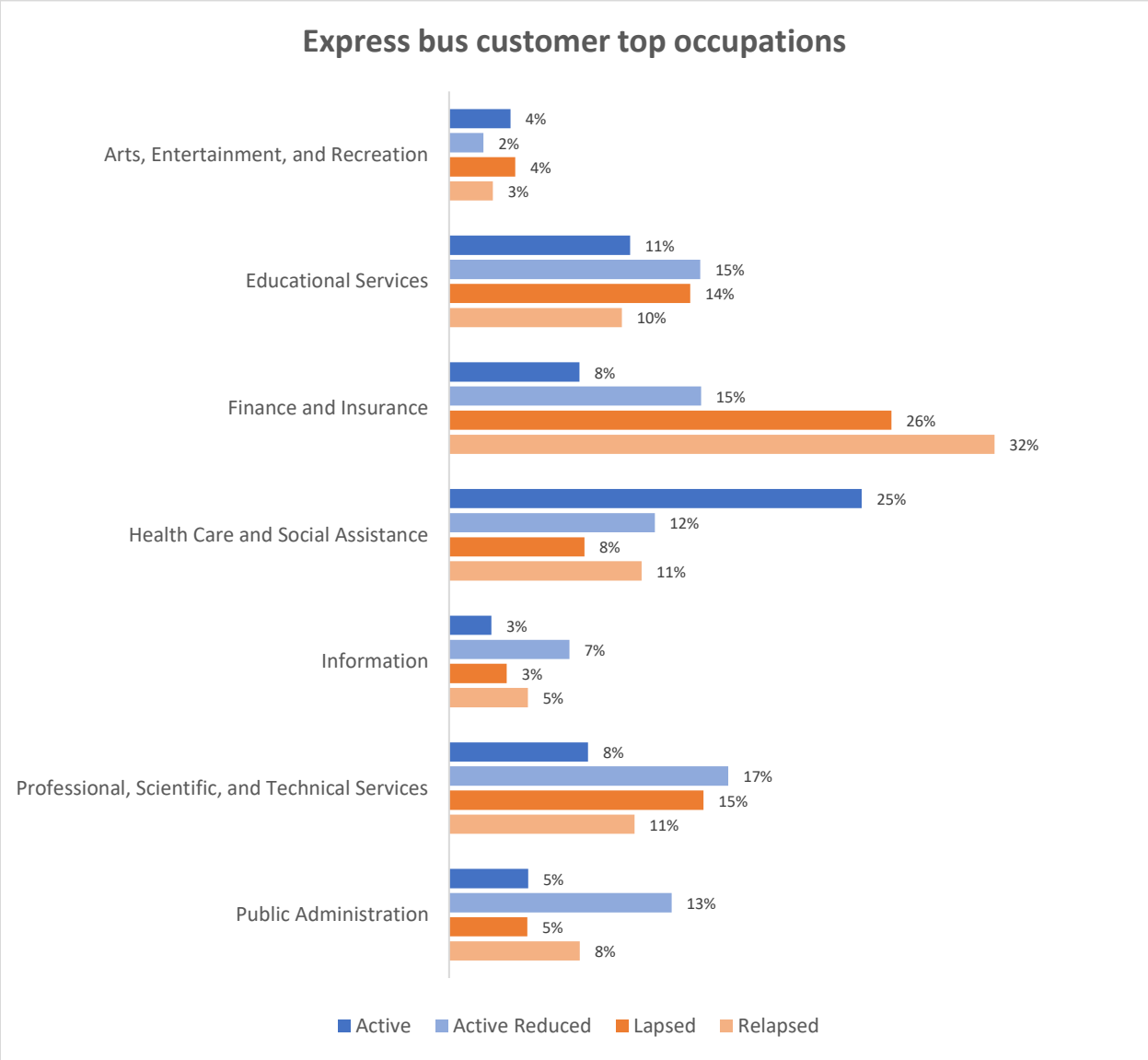
Referring back to their employment experience before the COVID pandemic, a slightly higher rate of active (9%) and active reduced (14%) customers worked from home all the time compared to lapsed (4%) and relapsed (8%) customers. The proportion of active customers who never worked from home before COVID is 63%, which is larger than the rates for active reduced (50%), lapsed (46%), and relapsed (52%) customers.

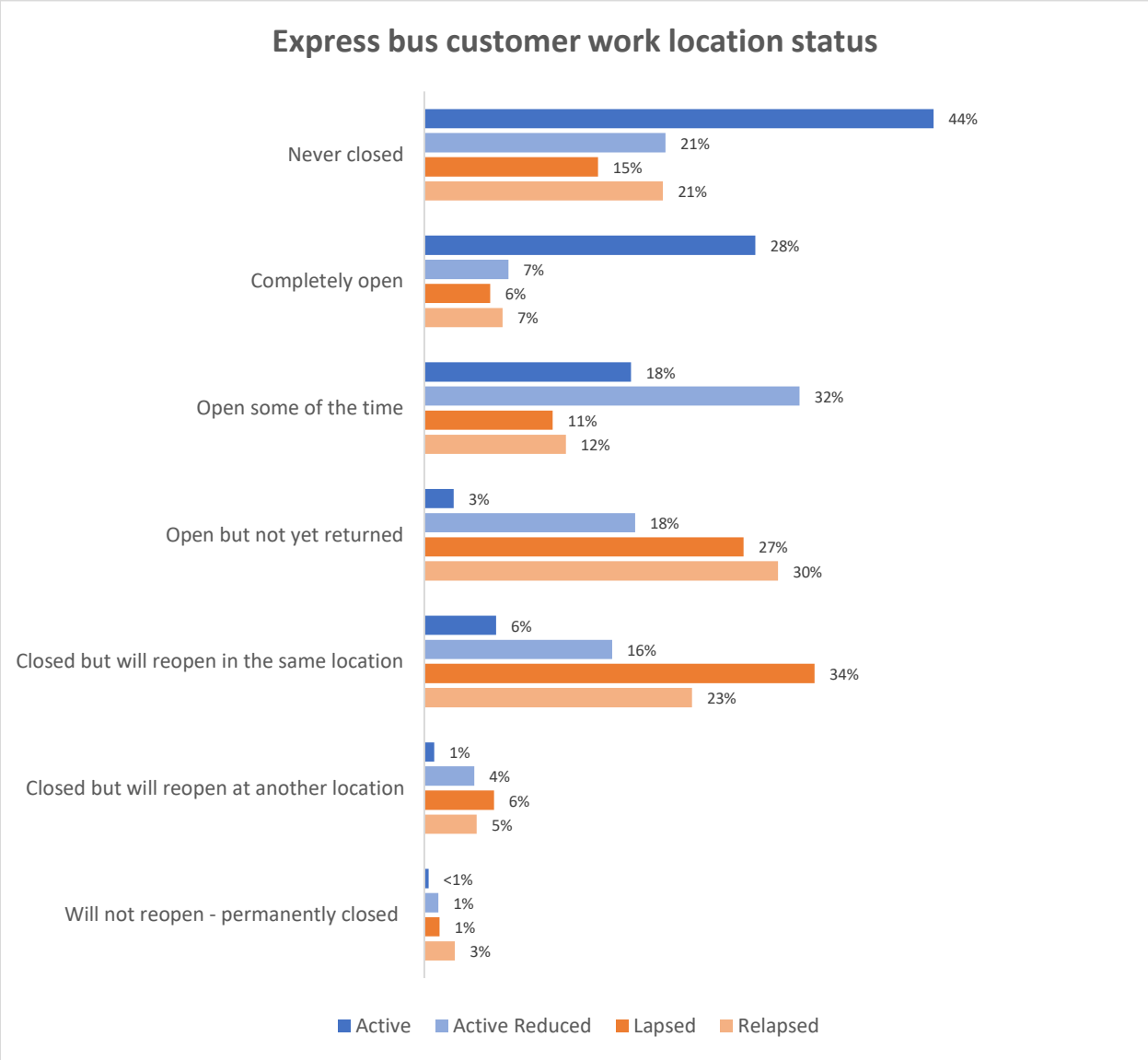
Current work from home proportions reinforce the impact the COVID pandemic has had on express bus ridership, as the need to use the bus to commute to and from work has been eliminated for many. Among employed lapsed customers, 82% are working from home all the time. The rate drops slightly for relapsed customers to 75%. Among employed active reduced customers, 50% are currently working from home all the time. This rate is only 12% for employed active customers. Since these customers are using the bus as often as they did before COVID, they are substantially less likely to be working from home.

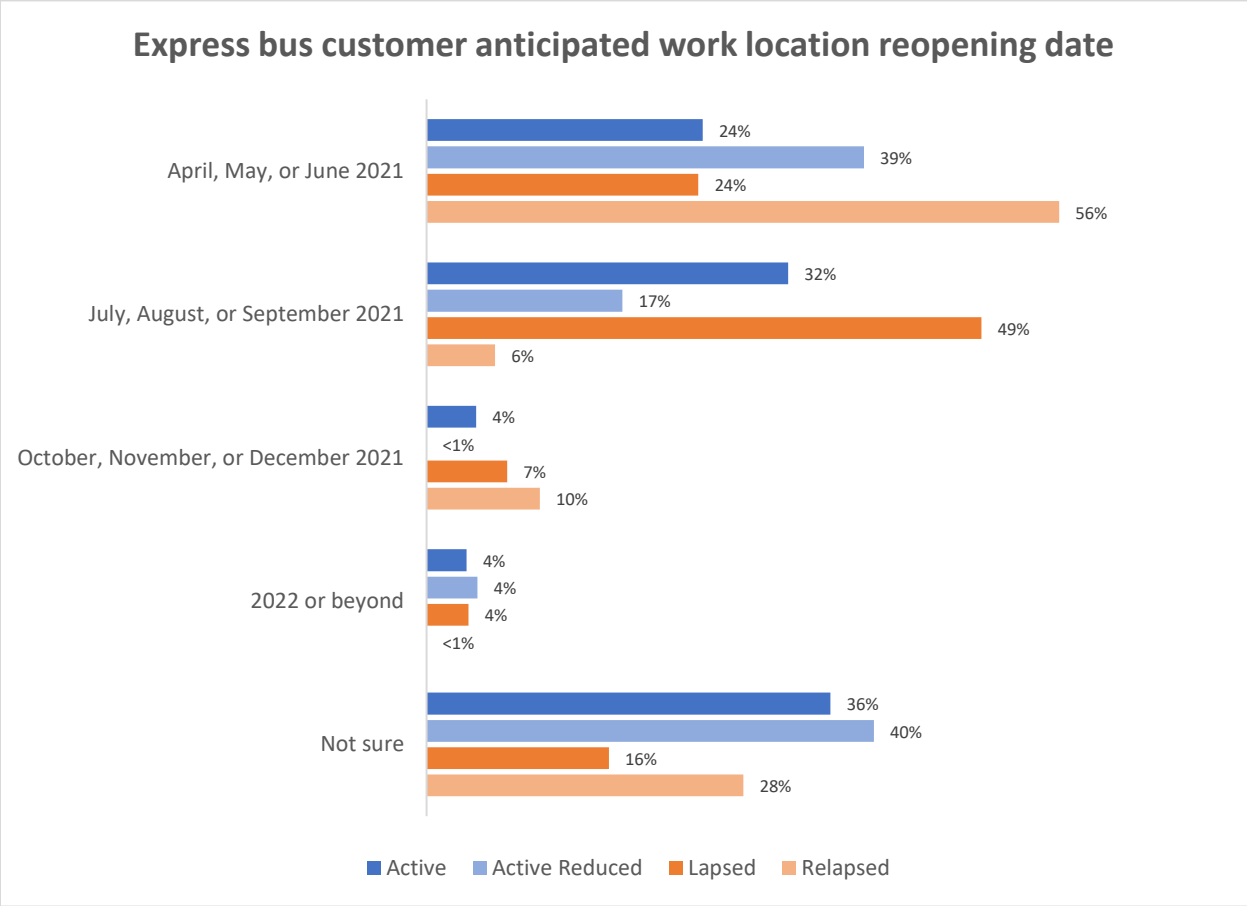
Active reduced customers are more likely to usually work from home. They indicate they are usually working from home at a rate of 29% compared to the other three groups, which have rates of 3% to 8%.

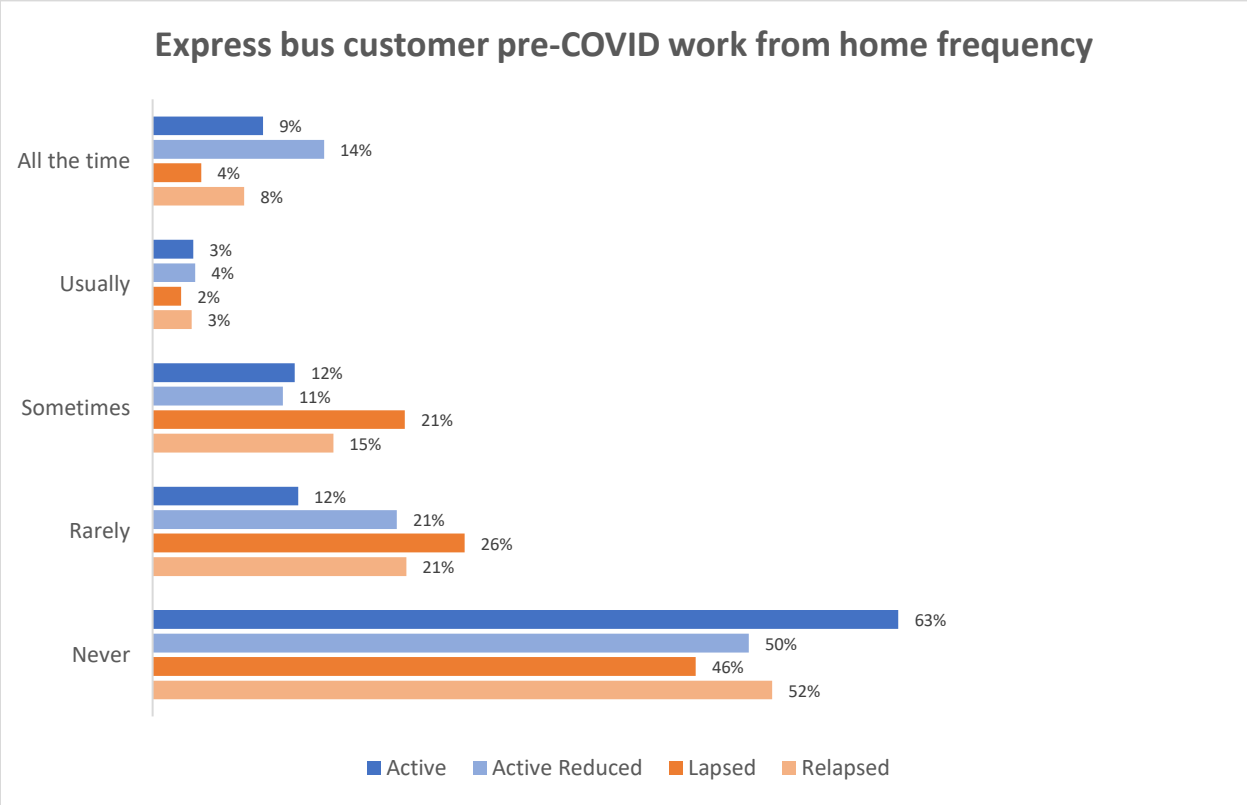
Customers in the active group indicate they currently never work from home at a much greater rate of 46% compared to the other groups with rates between 5% and 9%.

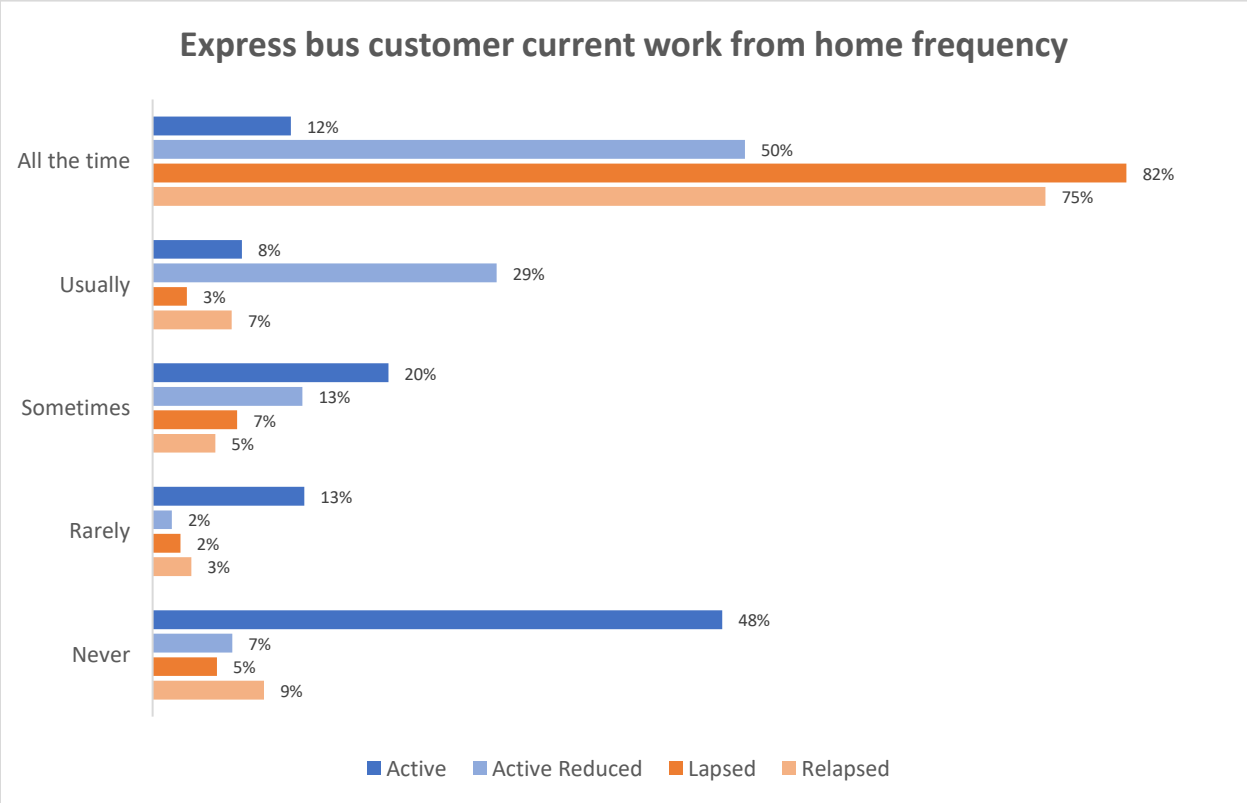

Express bus customer employment status
Essential worker
64%
32%
22%
24%
Employed full-time
64%
79%
71%
72%
Employed part-time
12%
6%
5%
3%
Furloughed or unemployed
6%
8%
8%
11%
Student
2%
3%
1%
1%
Retired
14%
3%
12%
10%
Other
2%
2%
3%
3%
Active
Active Reduced
Lapsed
Relapsed


Express bus customer top occupations
Arts, Entertainment, and Recreation
4%
2%
4%
3%
Educational Services
11%
15%
14%
10%
Finance and Insurance
8%
15%
26%
32%
Health Care and Social Assistance
25%
12%
8%
11%
Information
3%
7%
3%
5%
Professional, Scientific, and Technical Services
8%
17%
15%
11%
Public Administration
5%
13%
5%
8%
Active
Active Reduced
Lapsed
Relapsed


Express bus customer work location status
Never closed
44%
21%
15%
21%
Completely open
28%
7%
6%
7%
Open some of the time
18%
32%
11%
12%
Open but not yet returned
3%
18%
27%
30%
Closed but will reopen in the same location
6%
16%
34%
23%
Closed but will reopen at another location
1%
4%
6%
5%
Will not reopen - permanently closed
<1%
1%
1%
3%
Active
Active Reduced
Lapsed
Relapsed

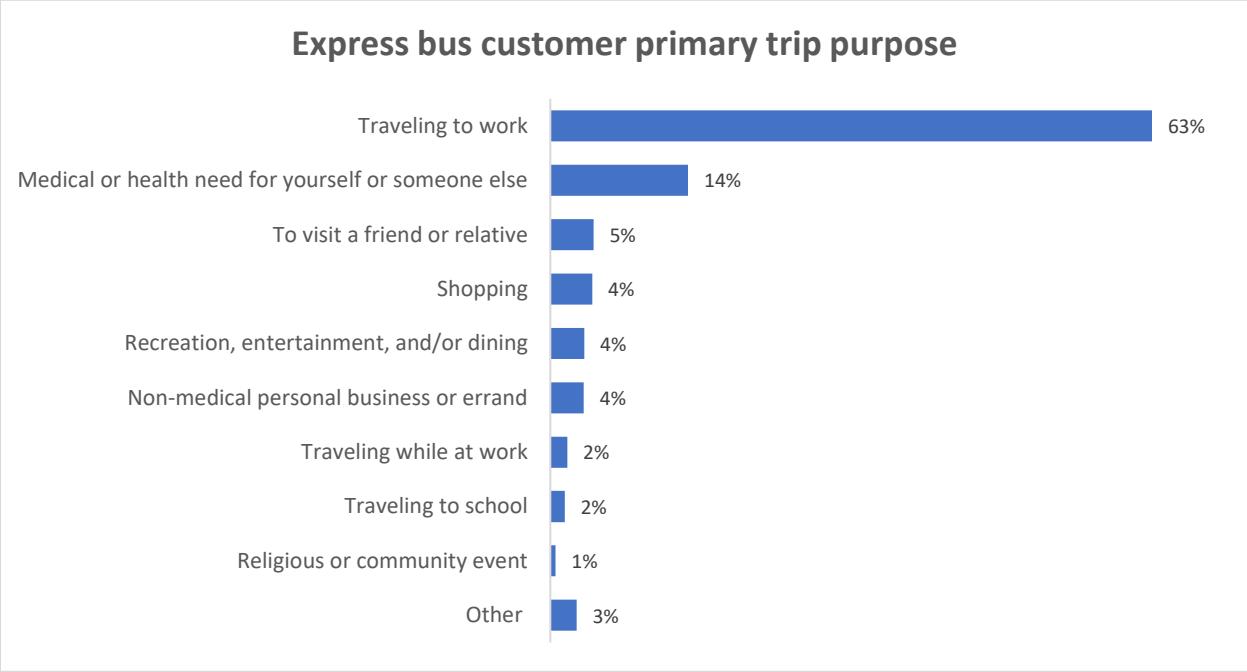

Express bus customer anticipated work location reopening date
April, May, or June 2021
24%
39%
24%
56%
July, August, or September 2021
32%
17%
49%
6%
October, November, or December 2021
4%
<1%
7%
10%
2022 or beyond
4%
4%
4%
<1%
Not sure
36%
40%
16%
28%
Active
Active Reduced
Lapsed
Relapsed


Express bus customer pre-COVID work from home frequency
All the time
9%
14%
4%
8%
Usually
3%
4%
2%
3%
Sometimes
12%
11%
21%
15%
Rarely
12%
21%
26%
21%
Never
63%
50%
46%
52%
Active
Active Reduced
Lapsed
Relapsed


Express bus customer current work from home frequency
All the time
12%
50%
82%
75%
Usually
8%
29%
3%
7%
Sometimes
20%
13%
7%
5%
Rarely
13%
2%
2%
3%
Never
48%
7%
5%
9%
Active
Active Reduced
Lapsed
Relapsed

Primary Trip Purpose

Slightly less than two-thirds of active and active reduced customers (63%) cite traveling to work as their primary trip purpose. The second most common primary trip purpose among customers currently using express buses is medical or health need (14%). Some customers are using the buses to visit a friend or relative (5%), to go shopping (4%), to access recreation, entertainment and/or dining (4%), and for non-medical personal business or errands (4%).



Alternative Modes

Nearly half the relapsed group (46%) indicate they use the subway for some trips they made by express bus before COVID. The active reduced and lapsed group have replaced express bus trips with subway trips at similar rates of 34% and 32%. Only 5% of customers in the active group use the subway instead of express buses.

More than two in five customers in the relapsed group (22%) are replacing express bus trips with local, limited, and select bus trips. The rate drops to 17% for the lapsed group and 15% for the active reduced group. Only 6% of customers in the active group use local, limited, and select buses instead of express buses.

Both the lapsed (5%) and relapsed (7%) groups are using the Staten Island Railway instead of express buses at slightly greater rates than the active (<1%) and active reduced (1%) groups.

Some customers are using paratransit instead of the bus. Few active or active reduced customers are substituting with paratransit, but 5% of the lapsed group and 3% of the relapsed group report using paratransit instead of the bus.

Among the active reduced (4%), lapsed (7%) and relapsed groups (6%), some customer indicate they are replacing express bus trips with rail trips (not on the subway or the Staten Island Railway). A large number of these customers are travelers from within New York City who are using Metro-North or the Long Island Railroad. Some are using the New Jersey Transit Hudson-Bergan Light Rail line in combination with another mode to travel to or from Staten Island.

A larger proportion of lapsed (35%) and relapsed (34%) customers are driving personal vehicles they own for trips made by bus before COVID, compared to active (2%) and active reduced (22%) customers.

Relapsed customers are driving borrowed personal vehicles instead of taking the bus at a greater rate than the other groups (8%). The active group has the lowest proportion at <1%. In the other two groups 3% to 4% of customers report driving a borrowed personal vehicle instead of taking the bus during the COVID pandemic.

Between 11% and 17% of active reduced, lapsed, and relapsed customers are getting a ride as a passenger in a personal vehicle for some pre-COVID bus trips. The rate drops to only 2% for active customers.

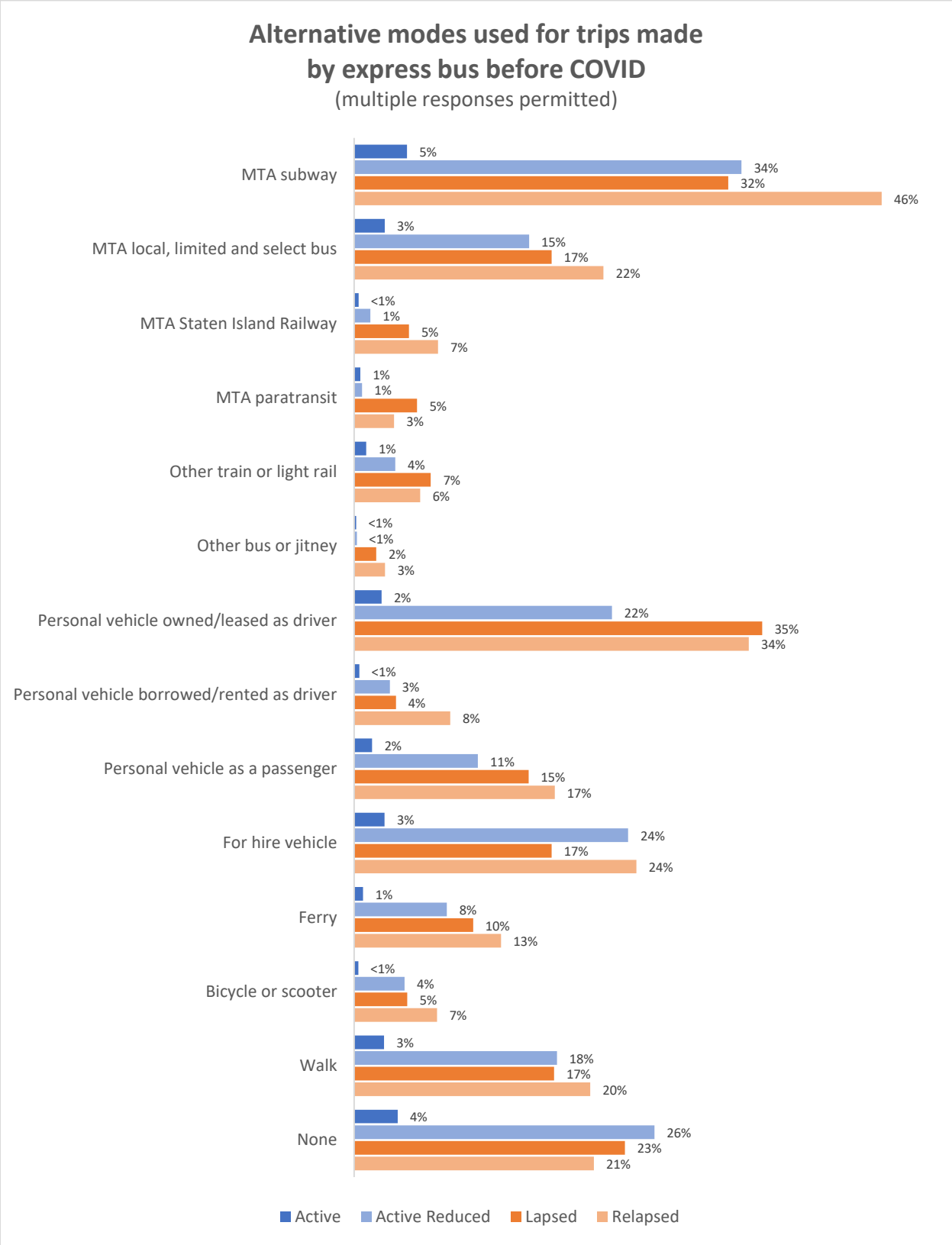
Active reduced and relapsed customers are more likely to use for hire vehicles for trips made by bus before COVID – both with a rate of 24%. Active and lapsed customers indicate they are using for hire vehicles instead of buses at rates of 3% and 17%.

Some customers are replacing bus trips with ferry trips. Members of the relapsed group indicate they are using a ferry instead of express buses at the greatest rate (13%), followed by lapsed (10%), active reduced (8%), and active (1%) customers.

Across three of the four groups, 4% to 7%% say they use bicycles or scooters instead of express buses. The rate is lower for the active group (<1%).

Between 17% and 20% of active reduced, lapsed, and relapsed groups walk instead of using the bus for some trips made by bus before COVID. Only 3% of the active group reports replacing express bus trips with walking. For trips replaced with walking, our assumption is that these customers have altered their destinations to be within walking distance, are combining walking with another mode, or are taking long walks.

Between 21% and 26% of customers in all groups but active indicated they are not replacing bus trips with any other modes. Only 4% of the active group are not replacing any express bus trips with other modes.


Alternative modes used for trips made by express bus before COVID
(multiple responses permitted)
MTA subway
5%
34%
32%
46%
MTA local, limited and select bus
3%
15%
17%
22%
MTA Staten Island Railway
<1%
1%
5%
7%
MTA paratransit
1%
1%
5%
3%
Other train or light rail
1%
4%
7%
6%
Other bus or jitney
<1%
<1%
2%
3%
Personal vehicle owned/leased as driver
2%
22%
35%
34%
Personal vehicle borrowed/rented as driver
<1%
3%
4%
8%
Personal vehicle as a passenger
2%
11%
15%
17%
For hire vehicle
3%
24%
17%
24%
Ferry
1%
8%
10%
13%
Bicycle or scooter
<1%
4%
5%
7%
Walk
3%
18%
17%
20%
None
4%
26%
23%
21%
Active
Active Reduced
Lapsed
Relapsed

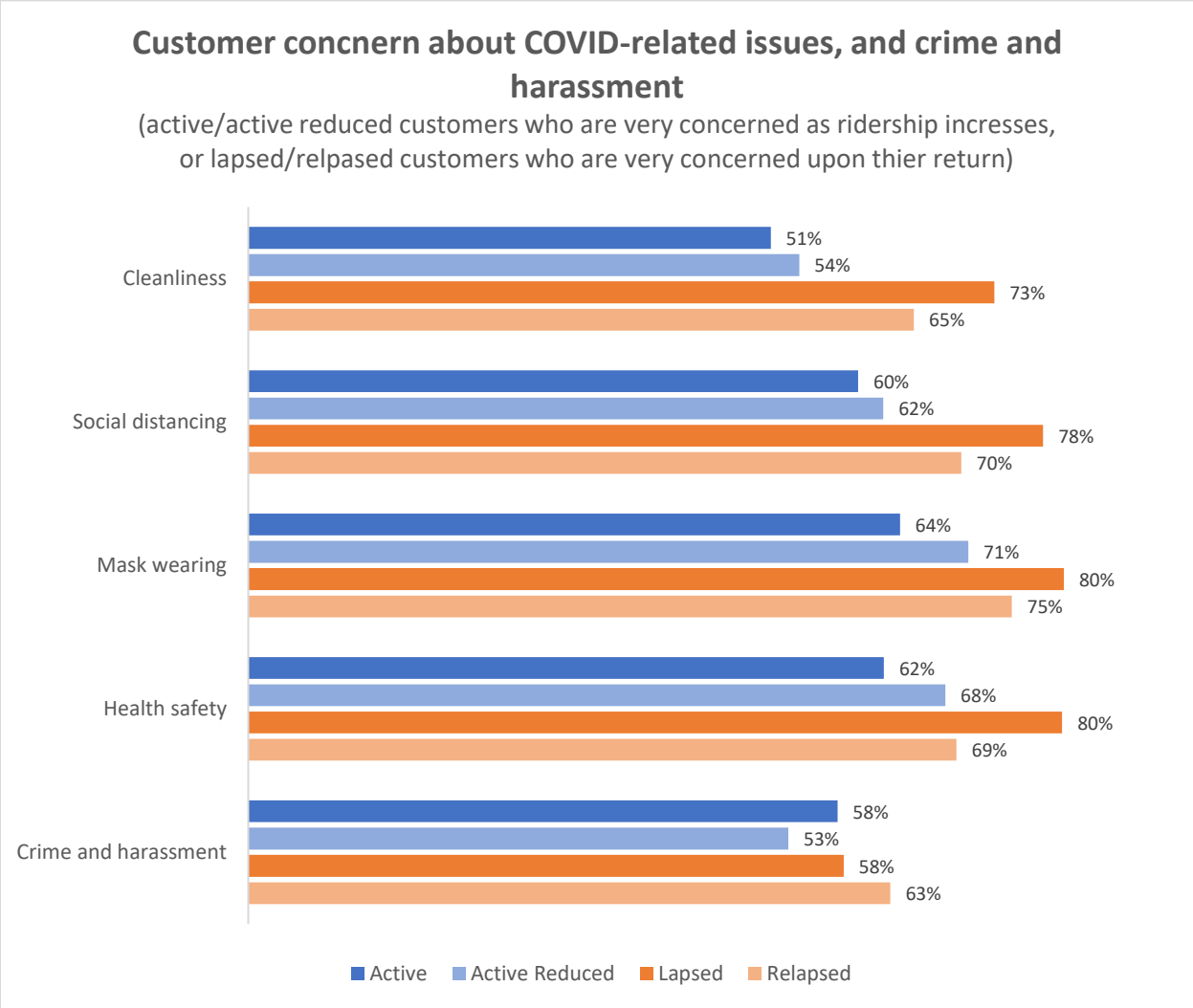
COVID and crime concerns

In general, customers who are currently using buses, in the active and active reduced groups, are very concerned about COVID-related issues at lower rates than those who have not been using buses, in the lapsed group. This has been constant in the comparison of active to lapsed customers for COVID-related concerns since we began surveying after the onset of the pandemic in 2020 Q2. These results continue to confirm that the actual experience of using buses tends to be less concerning than the anticipated experience. This is essential to ensuring that New Yorkers reestablish their transit use habits.

Express bus customers are slightly more concerned with social distancing, mask wearing, and health safety than they are with cleanliness, and crime and harassment.

Active customers are most concerned with mask wearing (64%), followed by health safety (62%), social distancing (60%), crime and harassment (58%) and cleanliness (51%).

Eight out of ten lapsed customers (80%) are very concerned about mask wearing and health safety when they return to using express buses. At almost the same rate, 78% are very concerned with social distancing.



Demographics

African-American or Black customers account for 37% of the active group in contrast to the active reduced (30%), lapsed (17%),and relapsed (26%) groups

For ethnicity, 33% of the active group and 38% of the active reduced groups identify as Latino or Hispanic compared to 28% of the lapsed group and 24% of the relapsed group.

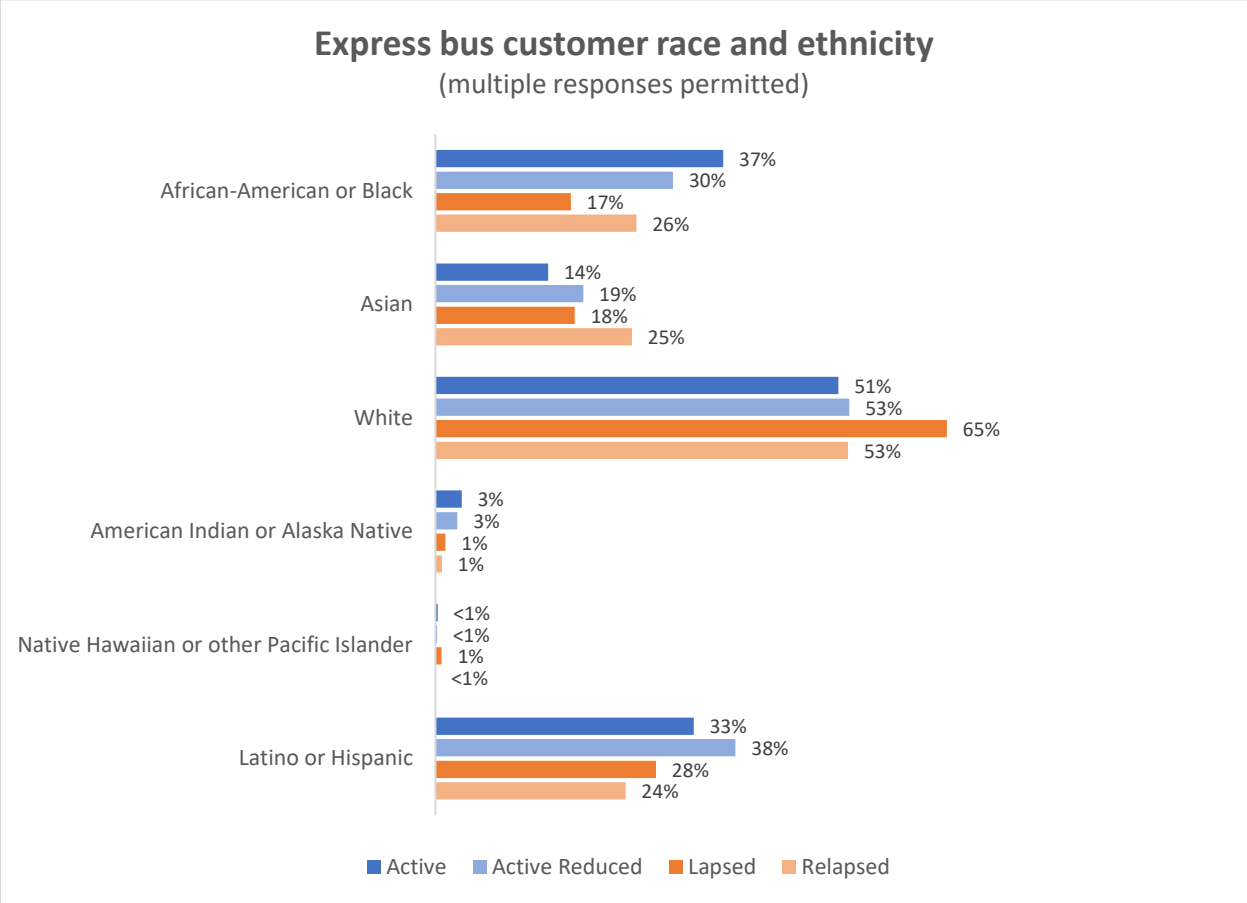
The proportion of white customers in the lapsed group is larger than for any of the other three groups. Slightly less than two-thirds of the lapsed group (65%) are white compared to 51% to 53% in the other groups.

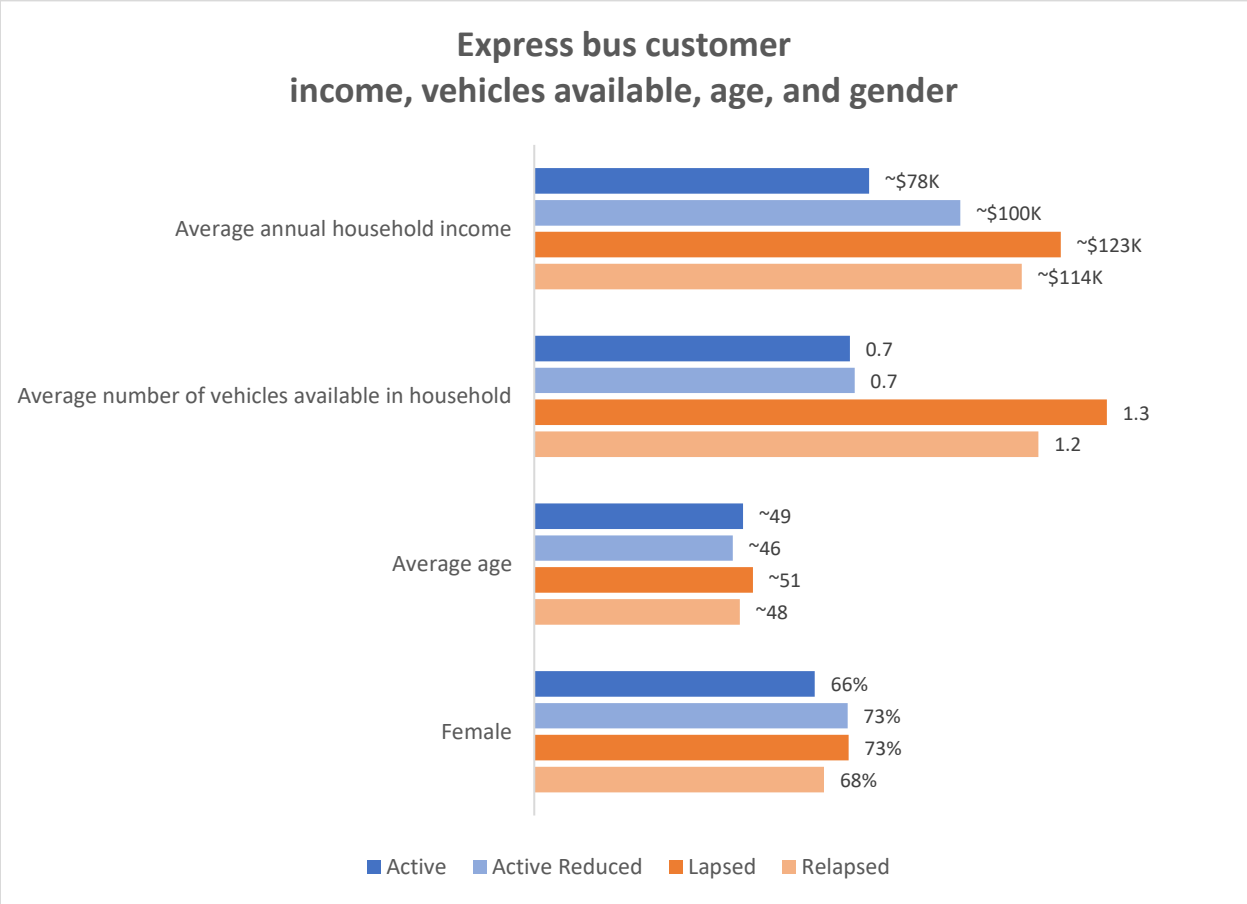
In the active group, there is a slightly lower rate of Asian customers (14%), compared to the other groups. There is a slightly greater rate of Asian customers the relapsed group (25%). The other groups have a rate between 18% and 19%.

The average annual household income of active local, limited, and select bus customers is substantially lower than the average annual household income of other groups. Average annual household income of the active group is about $78,000, in contrast to $100,000 for the active reduced group, $123,000 for the lapsed group, and $114,000 for the relapsed group.

Customers in the active and active reduced groups have less access to vehicles. On average, there are only 0.7 vehicles available per household among customers in both the active and active reduced groups. Average vehicles available per household for the lapsed group is 1.3 and for the relapsed group is 1.2 vehicles per household.

The lapsed group is slightly older with an average age of 51 compared to the active (49), active reduced (46), and relapsed (48) groups.





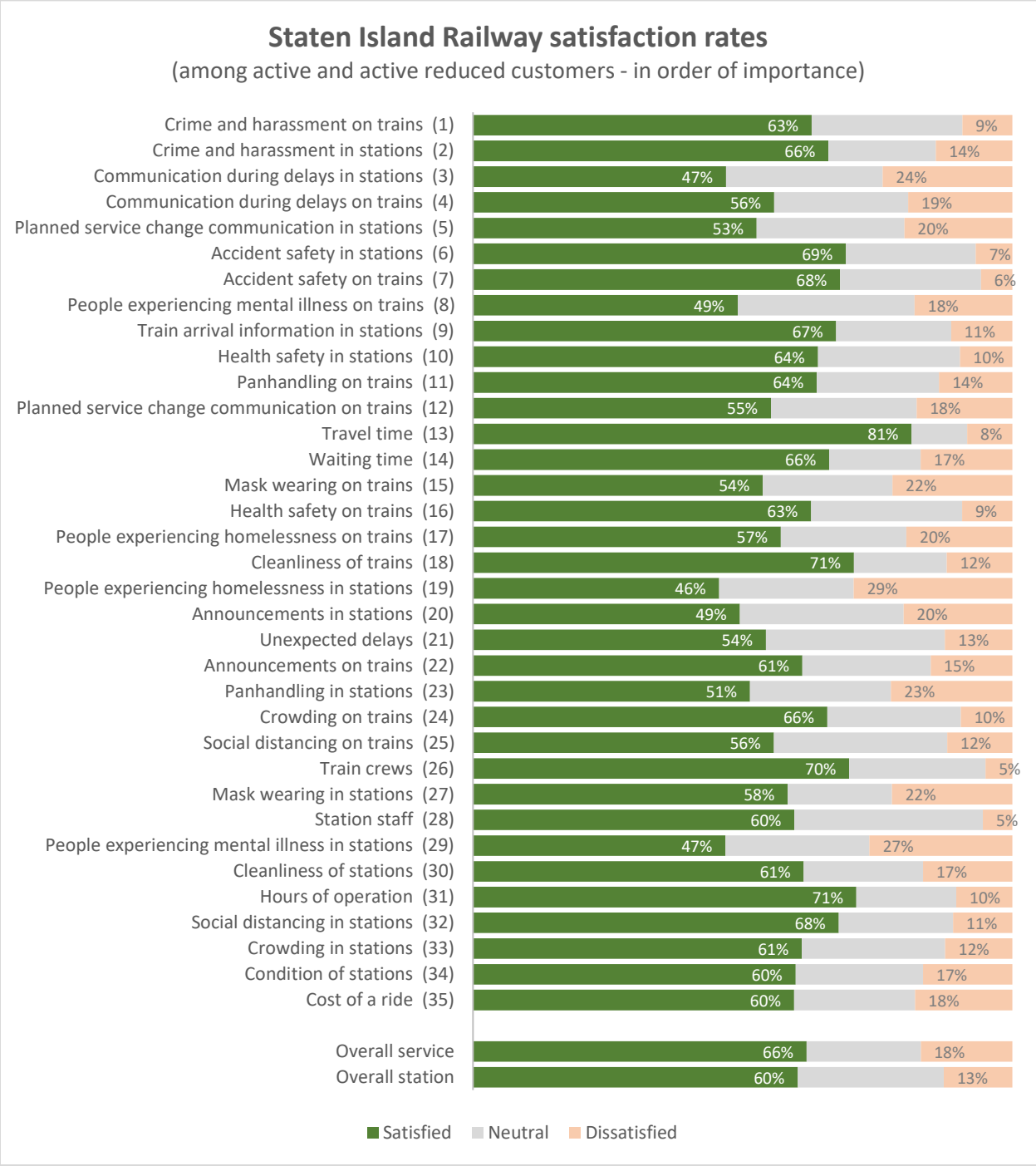
Staten Island Railway

Satisfaction status

Overall service satisfaction is at 66%, which is forty-eight percentage-points greater than the dissatisfaction rate of 18%. Overall station satisfaction is at 60%, which is forty-seven percentage-points greater than the dissatisfaction rate of 13%.

Crime and harassment in stations and on trains are the first and second most important attributes to customers with satisfaction rates of 63% and 66%, respectively. With dissatisfaction rates of 9% and 14%, more customers are dissatisfied than satisfied.

Staten Island Railway customers rate communications among the most important attributes. Communication during delays in stations is the third most important attributes with a satisfaction rate of 47%. On trains, it is the fourth most important attribute, with a satisfaction rate of 56%. Planned service change communication in stations is the fifth most important attribute with a satisfaction rate of 53%. Planned service change communication on trains is less important to customers – it is the twelfth most important attribute with a satisfaction rate of 55%.



Accident safety satisfaction in stations and on trains, a measure of how safe customers feel from getting injured while using transit, are the sixth and seventh most important attributes to customers. Between 69% (in stations) and 68% (on trains) of customers are satisfied.

People experiencing mental illness on trains is the eighth most important attribute. Slightly less than half of customers (49%) are satisfied.

About two-thirds of customers (67%) are satisfied with train arrival information in stations, which is the ninth most important attribute.

Health safety satisfaction is a measure of how safe customers feel from contracting COVID while using transit. In stations, it is the tenth most important attribute to customers out of the thirty-five measured on the survey with a satisfaction rate of 64%.

The eleventh most important attribute is panhandling on trains. Slightly less than two-thirds of customers (64%) are satisfied.

Travel time and waiting time, two traditionally important service attributes are thirteenth and fourteenth most important to customers with satisfaction rates of 81% and 66%, respectively.

Paratransit

Satisfaction status

Paratransit customers are much more satisfied with service attributes than they are dissatisfied. With the exception of on time pick up, all attributes have satisfaction rates between 76% and 90%.

For paratransit customers, it is extremely important for their driver to operate vehicles safely. This is the most important attribute to customers. More than eight in ten are satisfied (83%).

Health and accident safety are the second and third most important attributes, both with a satisfaction rate of 72%. Health safety satisfaction is a measure of how safe customers feel from contracting COVID while using transit. Accident safety satisfaction is a measure of how safe customers feel from getting injured while using transit.

Drivers wearing masks is the fourth most important attribute to customers and the attribute with the greatest satisfaction rate (90%).

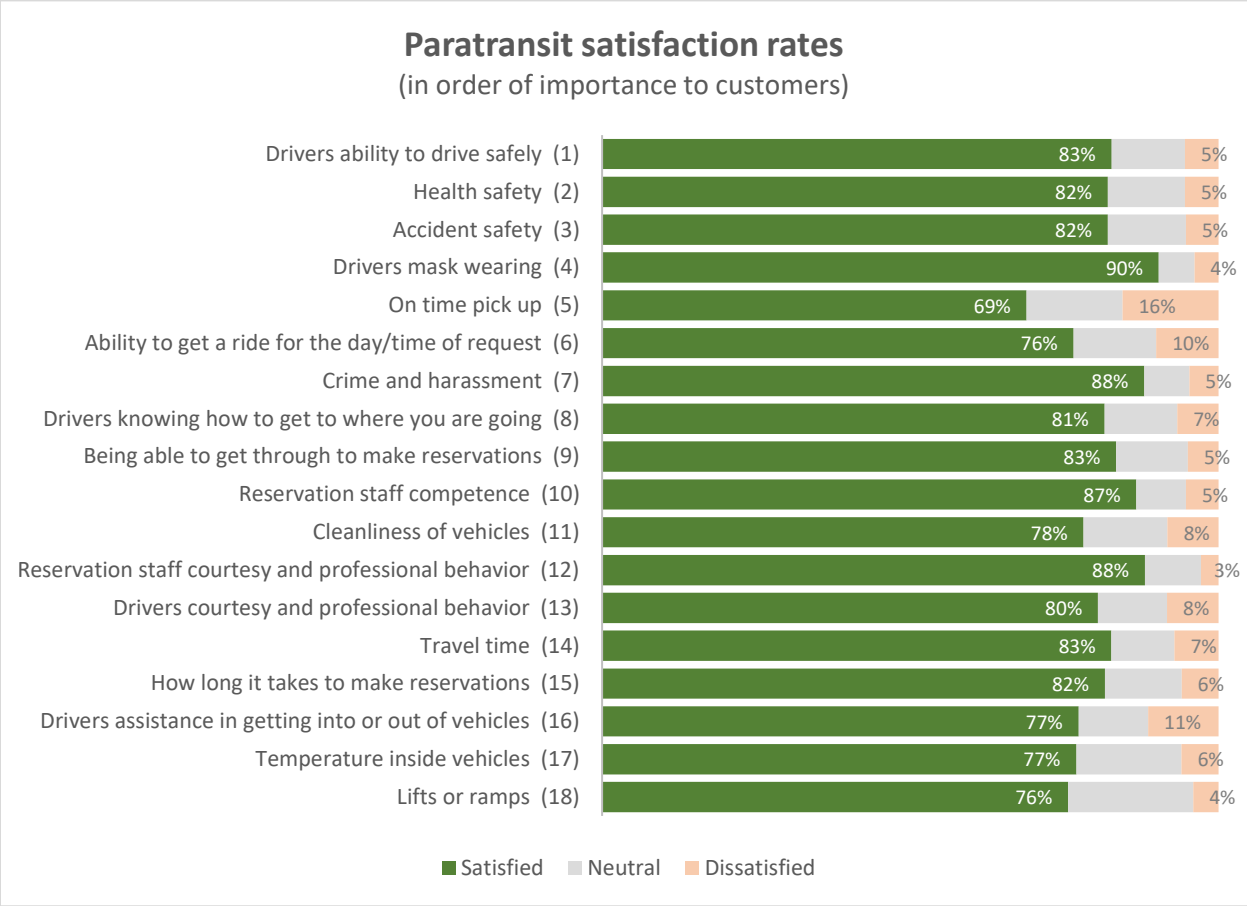
The fifth most important paratransit attribute is on time pick up. Of the attributes on the survey, customers rate it the lowest at 69%, with 16% of customers indicating they are dissatisfied.

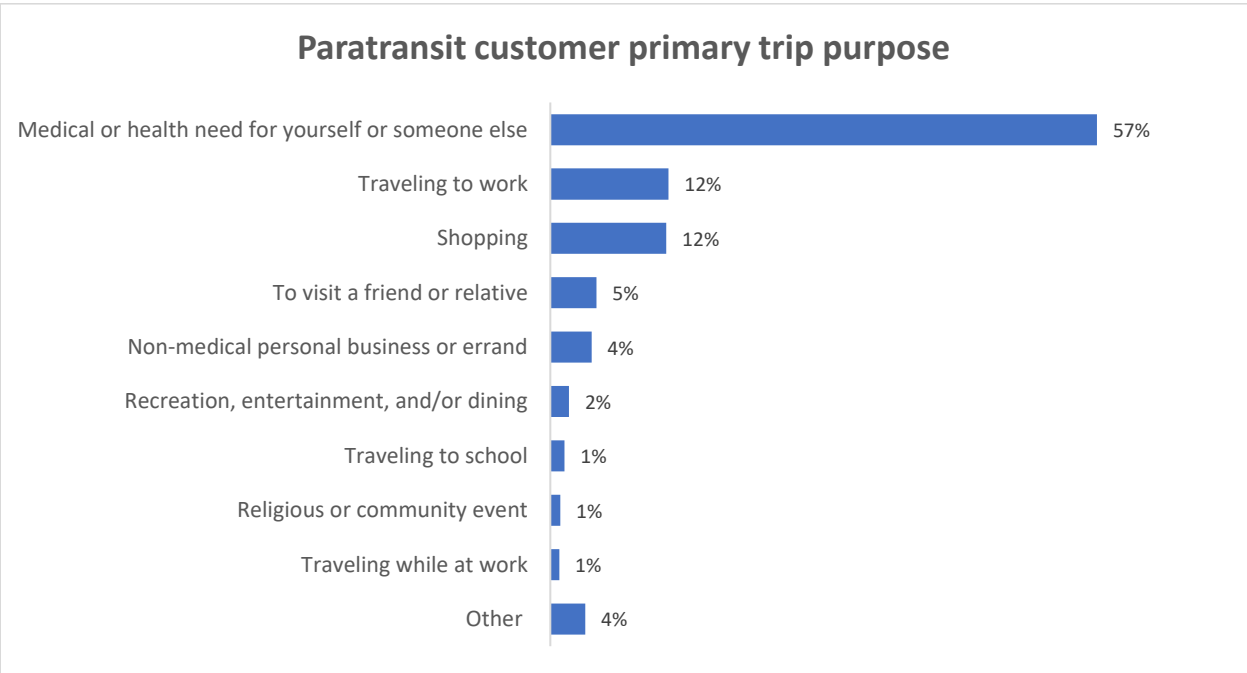
Getting a ride on the day and time of request is the sixth most important attribute to paratransit customers. Slightly more than three-quarters are satisfied (76%).

Crime and harassment is the seventh most important attribute with a satisfaction rate of 88%. Only 5% of customers are dissatisfied.

Primary trip purpose

More than half of active and active reduced customers cite medical or health need as their primary trip purpose (57%). The second and third most common primary trip purpose among customers currently using paratransit are traveling to work (12%) and shopping (12%). Some customers use paratransit to visit a friend or relative (5%), for non-medical personal business or errands (4%), and to access recreation, entertainment and/or dining (2%).


Paratransit satisfaction rates
(in order of importance to customers)
Drivers ability to drive safely (1)
Health safety (2)
Accident safety (3)
Drivers mask wearing (4)
On time pick up (5)
Ability to get a ride for the day/time of request (6)
Crime and harassment (7)
Drivers knowing how to get to where you are going (8)
Being able to get through to make reservations (9)
Reservation staff competence (10)
Cleanliness of vehicles (11)
Reservation staff courtesy and professional behavior (12)
Drivers courtesy and professional behavior (13)
Travel time (14)
How long it takes to make reservations (15)
Drivers assistance in getting into or out of vehicles (16)
Temperature inside vehicles (17)
Lifts or ramps (18)
83% 5%
82% 5%
82% 5%
90% 4%
69% 16%
76% 10%
88% 5%
81% 7%
83% 5%
87% 5%
78% 8%
88% 3%
80% 8%
83% 7%
82% 6%
77% 11%
77% 6%
76% 4%
Satisfied
Neutral
Dissatisfied


Paratransit customer primary trip purpose
Medical or health need for yourself or someone else 57%
Traveling to work 12%
Shopping 12%
To visit a friend or relative 5%
Non-medical personal business or errand 4%
Recreation, entertainment, and/or dining 2%
Traveling to school 1%
Religious or community event 1%
Traveling while at work 1%
Other 4%

Demographics

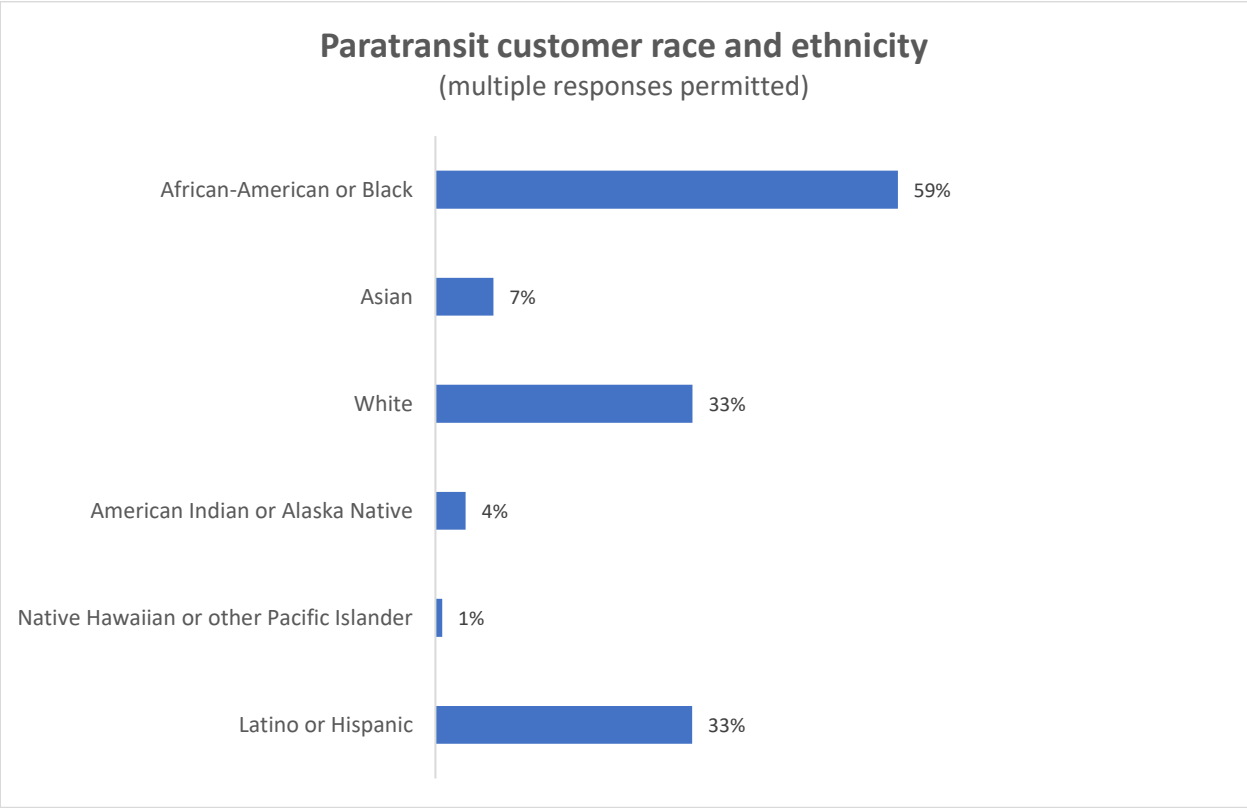
African-American or Black customers account for 59% of paratransit customers. Asian customers are 7% of paratransit users. One-third of paratransit customers are white (33%). In terms of ethnicity, 33% identify as Latino or Hispanic.

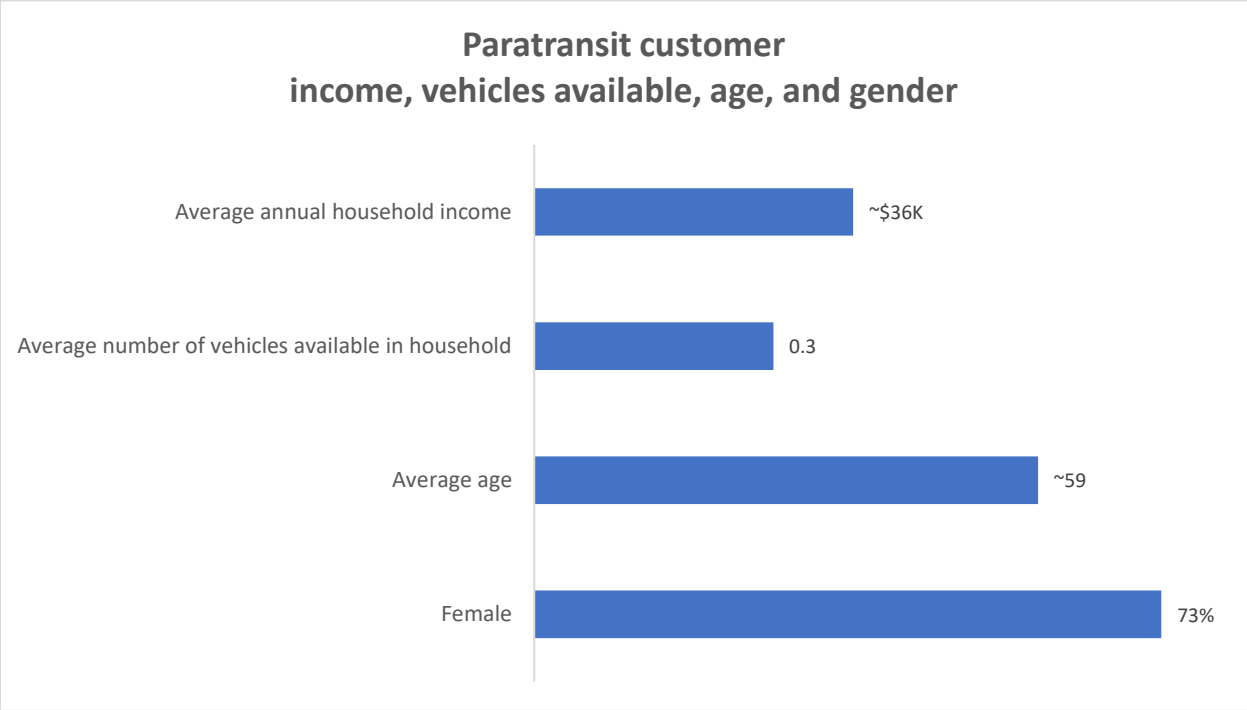
The average annual household income of paratransit customers is approximately $36,000.

On average, there are 0.3 personal vehicles available for use associated with the households of paratransit customers.

The average age of paratransit customers is 59.

There is a greater proportion of female (73%) than male customers (27%) who use paratransit.





Special Topics

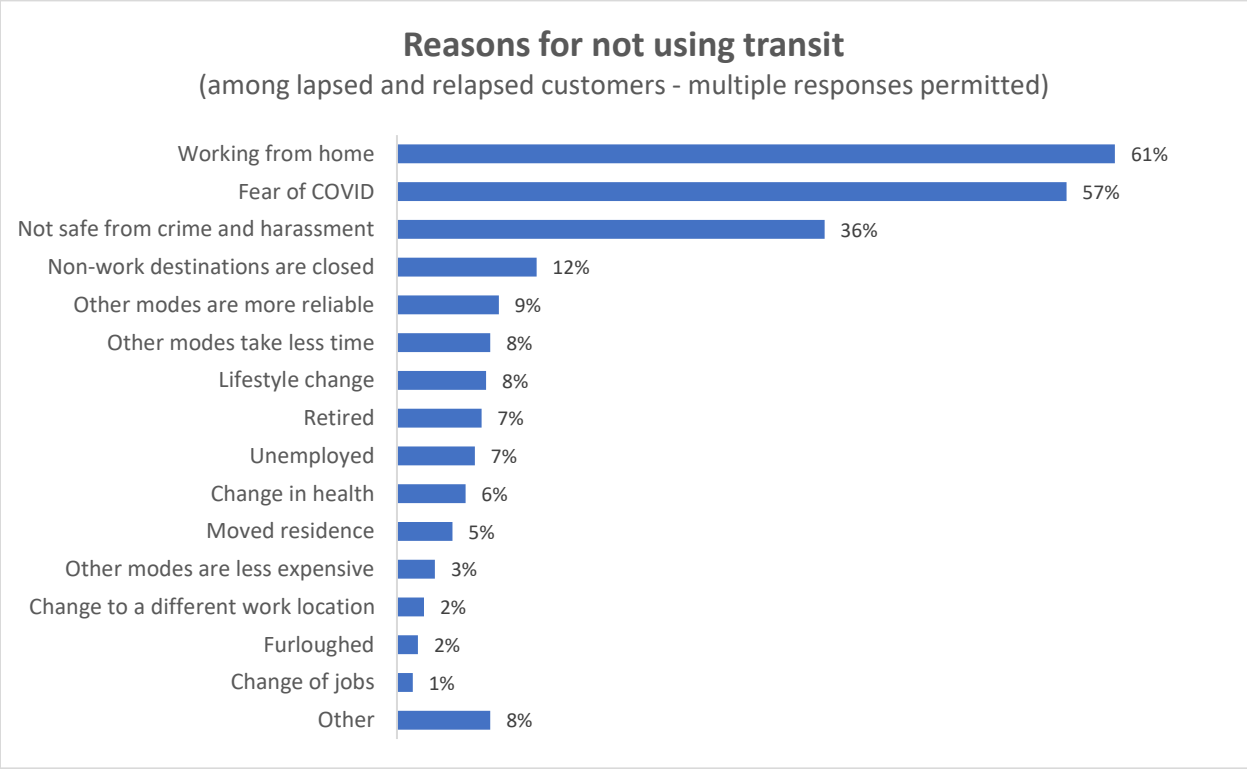
Return to transit

Transportation is a derived demand; our customers use it to travel to and from the activities in which they engage. When these activities are cancelled and destinations are closed, transit ridership decreases substantially.

Many workers continue to work from home. Among lapsed transit customers, 79% report they are working from home all the time. Among the relapsed group, 73% indicate they are working from home all the time. When asked why they are not using transit, 61% of lapsed and relapsed customers cite working from home as a reason. Transit ridership will likely remain depressed until the rate at which workers are working from home decreases substantially, workers return to their work locations, and non-work public activities resume.

More than half of customers who are not using transit (57%) say that COVID factors into their decision-making. It is the second most frequently cited reason for not using transit. This confirms that enhanced efforts to clean and disinfect the transit system and to promote health safety should continue.

Slightly more than one-third of lapsed and relapsed transit customers say they are not using transit because of crime and harassment (36%). It is essential that customers who are not using transit feel they will be safe from crime and harassment when they return. If lapsed and relapsed customers do not think it is safe to use transit, they may not return.

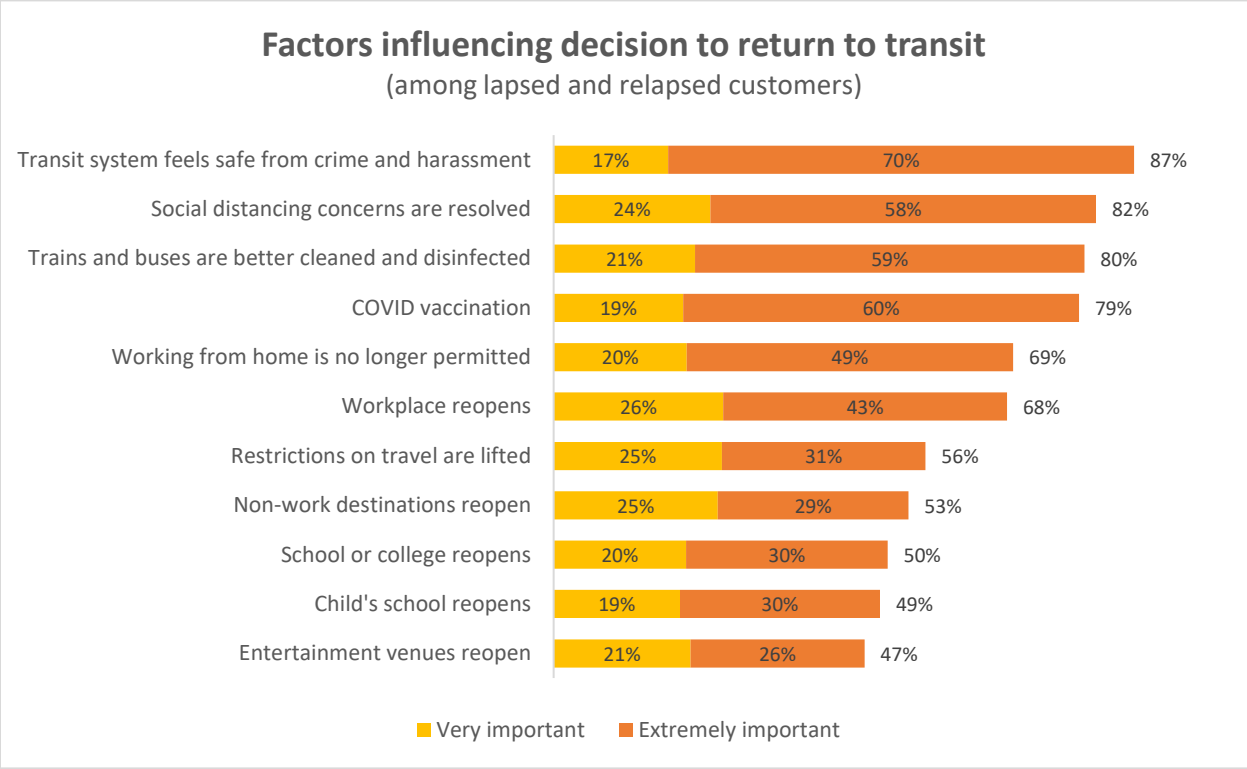


Lapsed and relapsed customers were asked to rate the importance of various factors that may influence their decision to return to transit. The most important factor is safety from crime and harassment. Seven in ten customer not currently using transit (70%) think crime and harassment is extremely important, more than any other factor. Combined with the 17% who think it is very important, 87% of lapsed and relapsed customers indicate safety from crime and harassment is a very or extremely important factor that will influence their decision to use transit in the future.

The next three most important factors are social distancing, cleaning and disinfecting, and COVID vaccination. More than half of lapsed and relapsed customers (58% to 60%) think these factors are extremely important in their decision to return to transit, and 79% to 85% rate these as very or extremely important factors.

Work location reopening and work from home no longer permitted have a similar very important plus extremely important rate of 68% to 69%.

The other five factors, restrictions on travel are lifted, non-work destinations reopen, school or college reopens, child's school reopens, and entertainment venues reopen are very or extremely important factors in deciding to return to transit for 47% to 56% of customers. Entertainment venues reopening is the least important of the eleven factors with 21% of customers who think it is very important and 26% who think it is extremely important in their decision-making.



Future transit use frequency

Based on stated current and projected future use frequency, very few customers predict they will use transit less in the future than they are using it now.

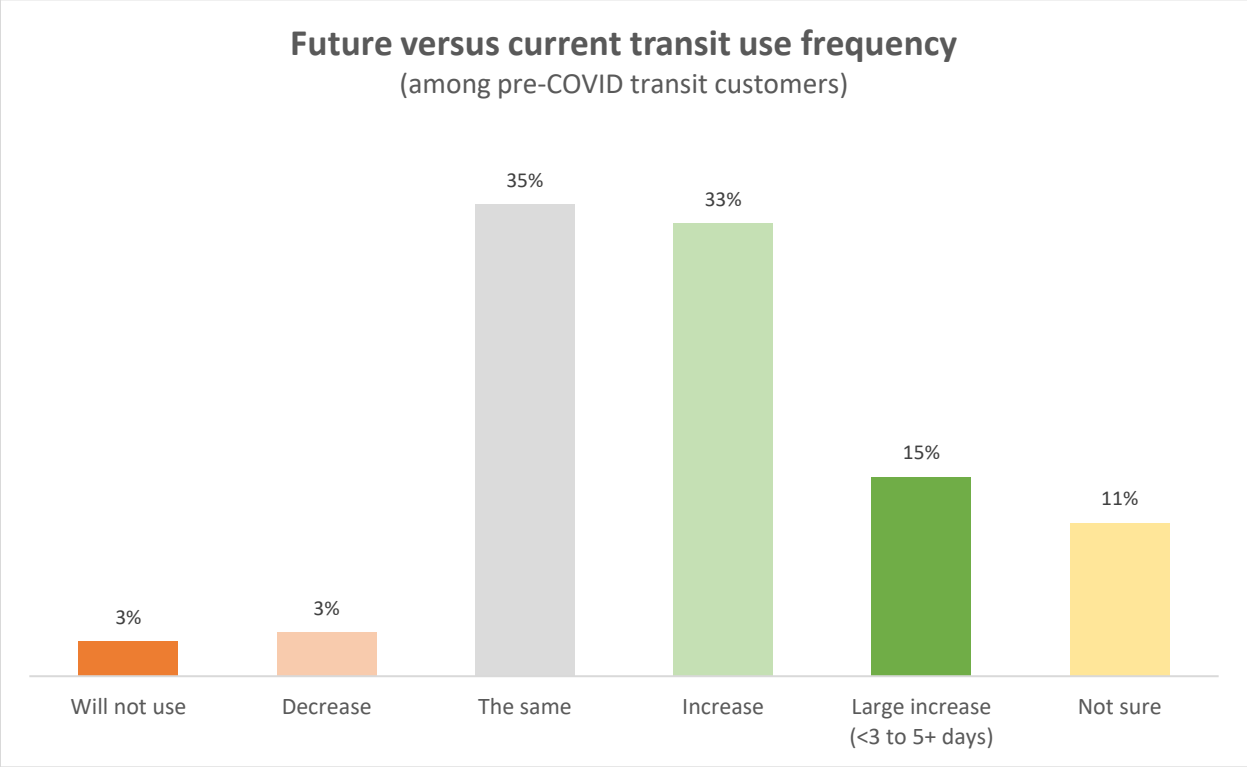
Slightly more than one-third of pre-COVID transit customers (35%) indicate they will continue to use transit at the same frequency they use it today. This does not include lapsed and relapsed customers who are not using transit and do not plan to use it in the future, which is about 3% of pre-COVID transit customers.

Exactly one-third of pre-COVID customers (33%), including those using transit, and those in the lapsed and relapsed groups who are not using transit at all, say they will modestly increase their transit use in the future.

A small group of customers (15%) plan a large increase in their transit use frequency. These are customers currently using transit less than three days per week (including lapsed and relapsed customers) who indicate they will use transit five days or more per week in the future.

Among customers currently using transit, 3% think they will use transit less often in the future than they use it now.

More than one in ten pre-COVID customers (11%) are undecided about how often they will use transit in the future.



Service and travel information sources

More than six in ten customers (62%) say they are using the agency website (mta.info or new.mta.info) for service and travel information.

Half of customers (50%) report using MTA's official all-in-one application, MYmta, on mobile devices.

Fewer customers are using non-MTA applications (18%).

The next four most popular service and travel information sources have the same proportion of customers who use them. TV, radio, newspapers, and news websites are used by 17% of customers. Customers rely on friends and family for service and travel information at the same rate of 17%.

My MTA Alerts, the agency's text and email notification system is used by 17% of customers, as is MTA's official social media outlets. The New York City notification system, Notify NYC, is used by 13% of customers.

A small number of customers use non-MTA social media for service and travel information (5%) and even fewer rely on the 511 call center (2%).

Few customers (7%) report they do not use any sources of service and travel information.

Across the five official MTA service and travel information sources, there's a 54% to 65% satisfaction rate, depending on the source.

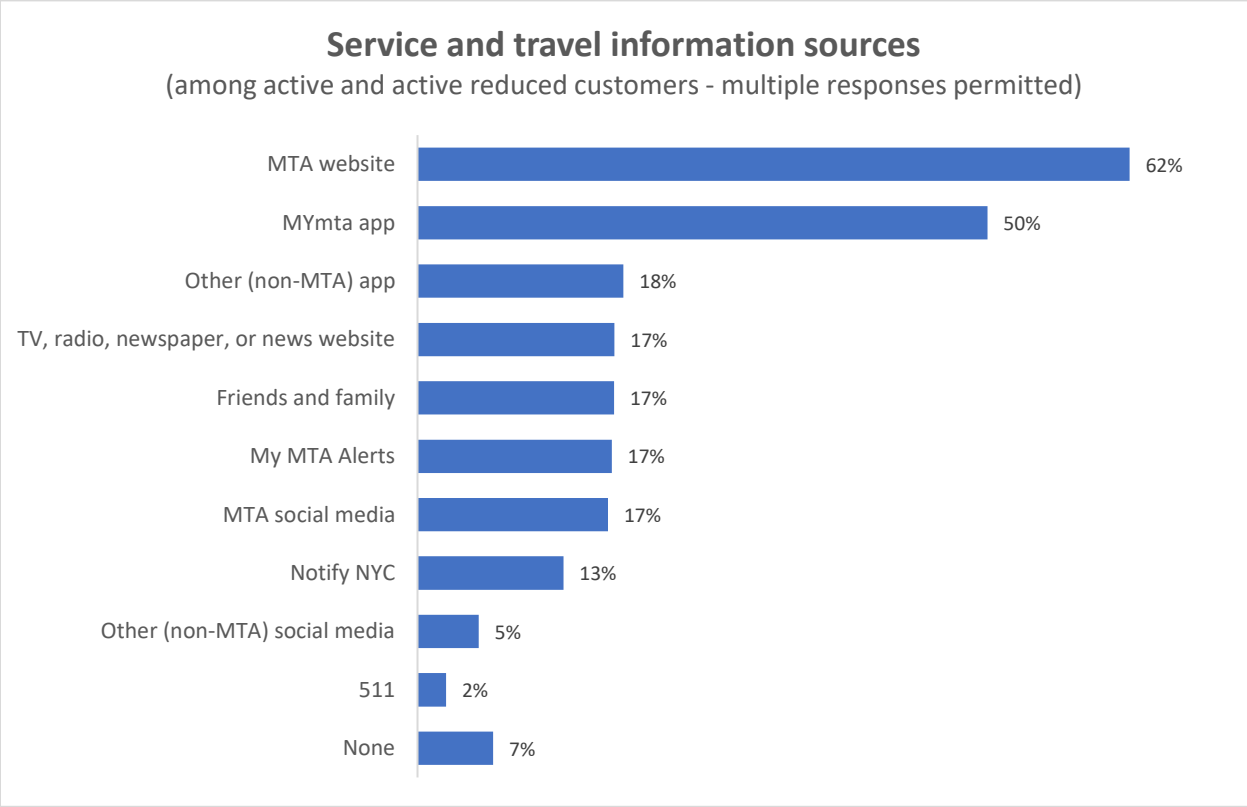
Just under six in ten customers (58%) are satisfied with the agency website. Among customers who are dissatisfied: 62% say that it is difficult to find the information they need, 54% say the site is poorly organized, 35% say the information is out of date, 32% say the information is wrong, 29% say the website is too slow, 26% say the website doesn't have the information they need, 24% say the website is difficult to read or see, and 12% say there's too much information on the website.

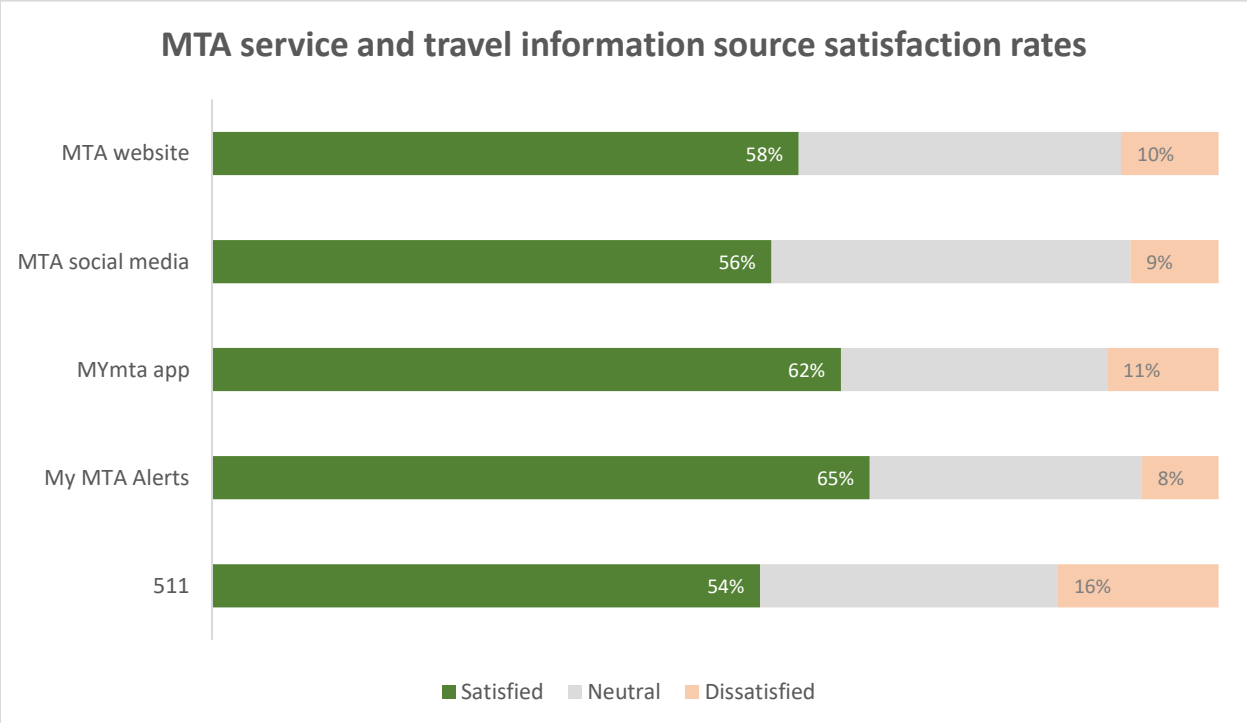
MTA social media users indicate they are satisfied at a rate of 56%, with only 9% reporting they are dissatisfied. Among customers who are dissatisfied: 49% say the information they receive is out of date, 49% say it takes too long to get a reply, 40% say social media doesn't have the information they need, 30% say the information they receive is wrong, 13% say it is difficult to understand the information, 11% say it is difficult to find the information, 10% say there is too much information on social media, and 10% say it is difficult to read or see.

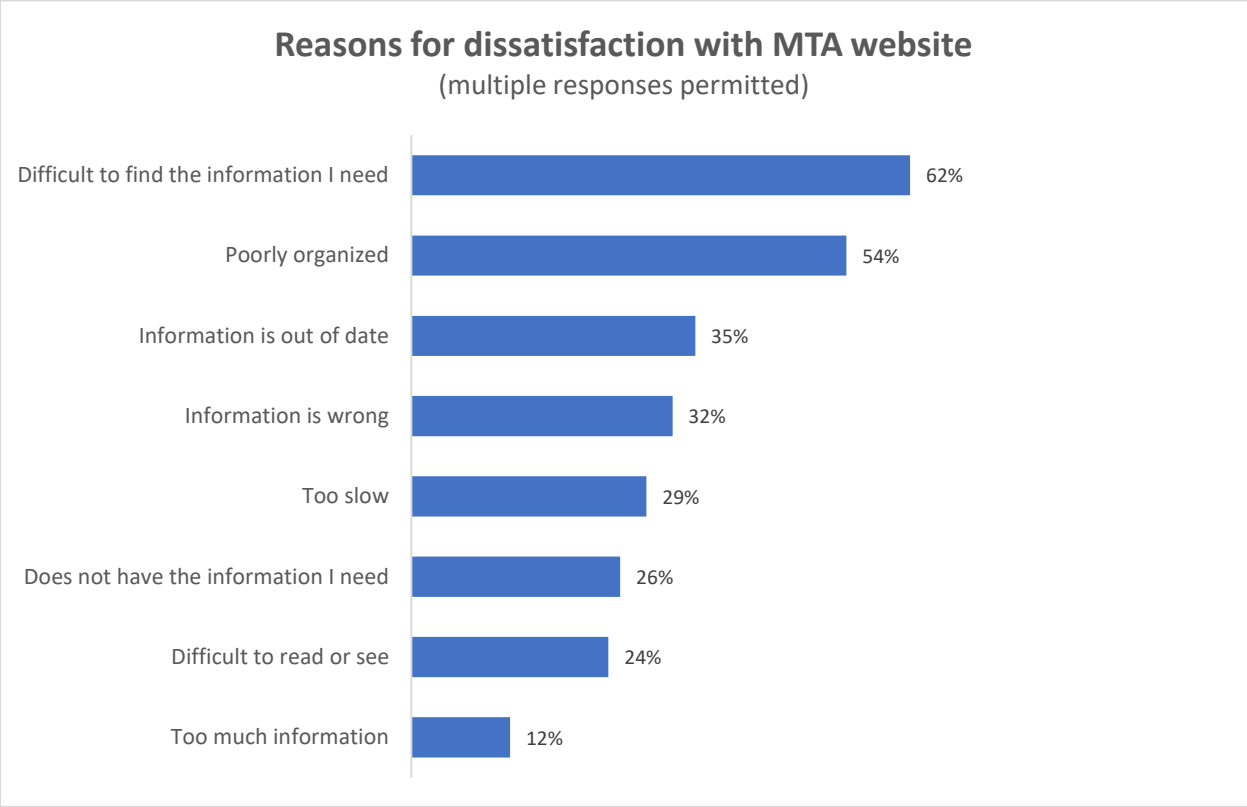
Slightly more than six in ten customers (62%) are satisfied with the MYmta application. The official agency application has the second greatest dissatisfaction rate of 11% among the five MTA sources. Among customers who are dissatisfied: 52% say it is difficult to find the information they need, 47% say it is poorly organized, 38% say the information is wrong, 35% say the application is too slow, 27% say the information is out of date, 22% say the application doesn't have the information they need, 22% say it is difficult to read or see, and 8% say there's too much information.

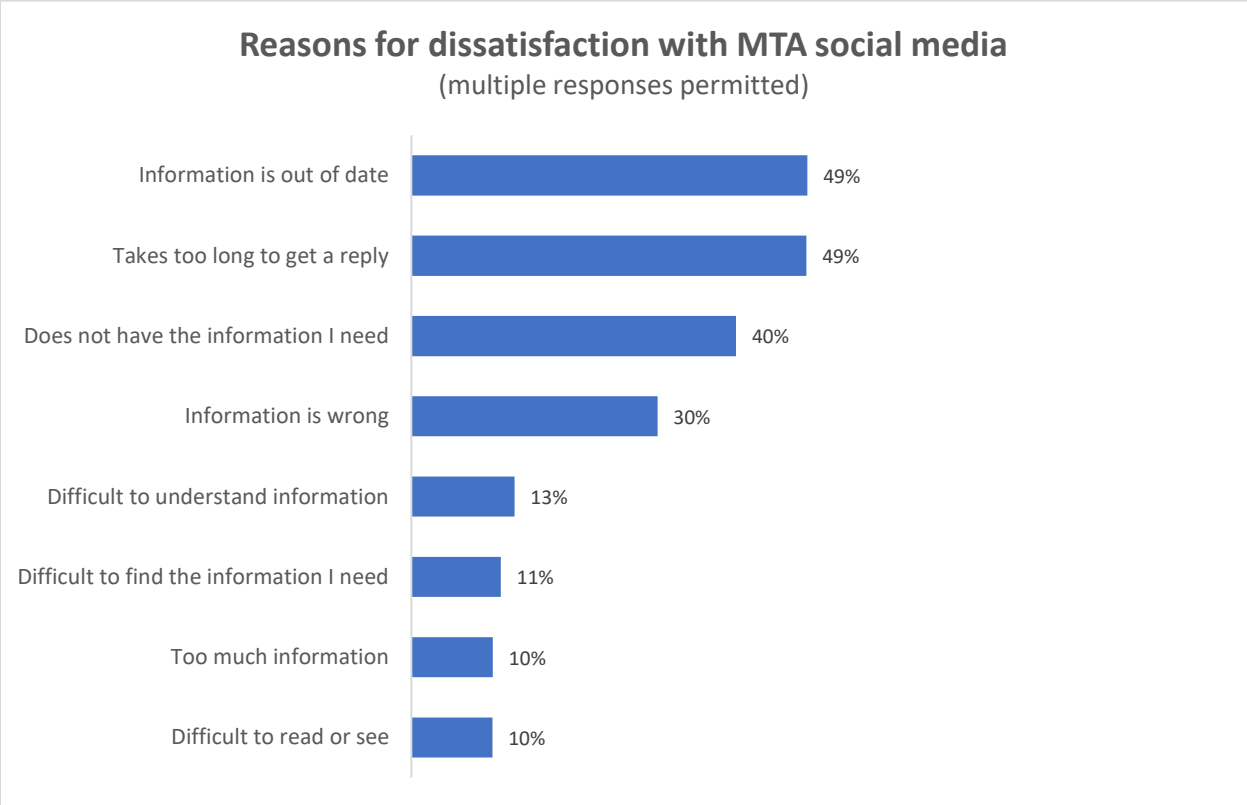
Customers who use the My MTA Alerts system are satisfied at the greatest rate (65%). Only 8% of My MTA Alerts users are dissatisfied. Among customers who are dissatisfied: 53% say the system doesn't have the information they need. 48% say the messages or texts arrive too late, 44% say the information is out of date, 42% day the information is wrong, 32% say the system is difficult to customize, 19% say it is difficult to turn on and off, 18% say massages or texts are difficult to understand, 14% say the messages and texts contain too much information, and 12% say the messages or texts are difficult to read.

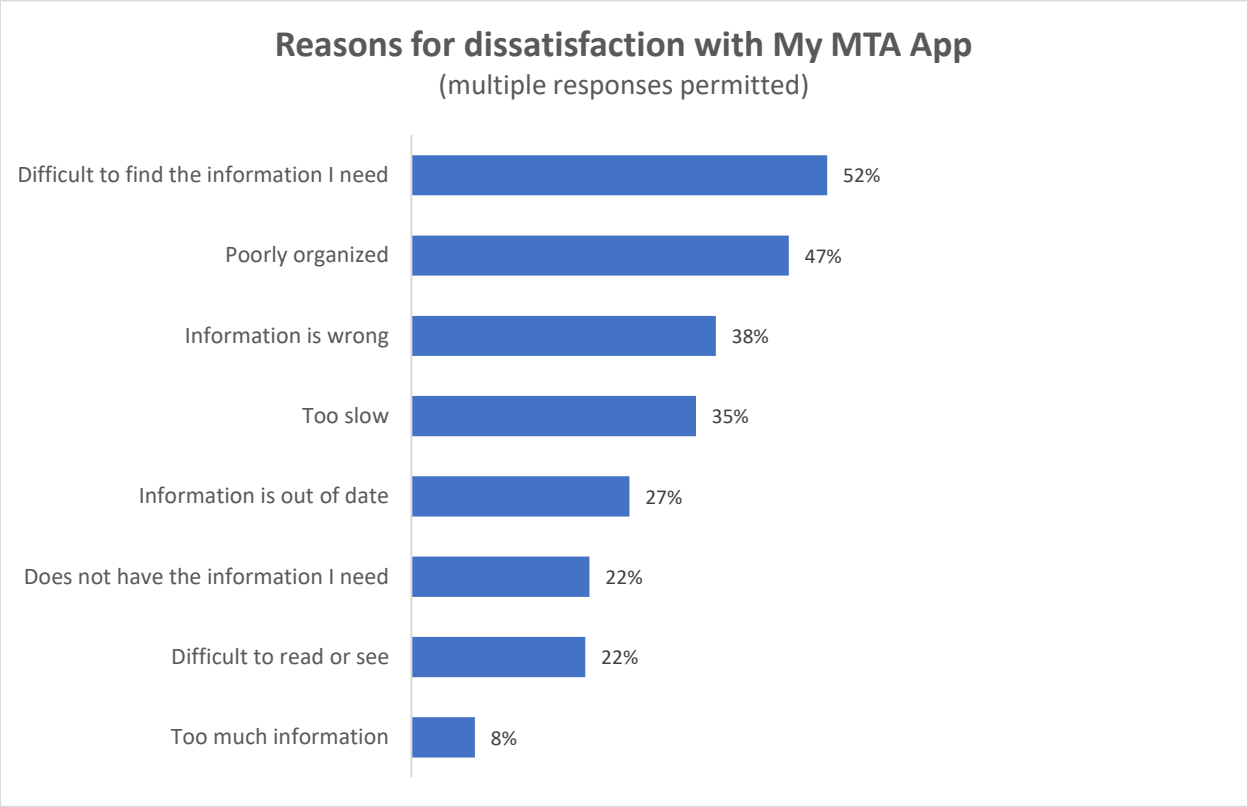
The 511 call center has the lowest satisfaction rate among the official MTA sources, but only by a few percentage-points. Slightly more than half of customers (54%) are satisfied with the 511 call center. The call center has the greatest proportion of dissatisfied customers with a dissatisfaction rate of 16%. Among customers who are dissatisfied: 97% say it takes too long to reach an operator, 85% say it takes too long to get information, 58% say the information is wrong, 54% say the call center doesn't have the information they need, 52% say call center operators are difficult to understand, 41% say the information is out of date, and 29% say it is difficult to hear the call center operator.

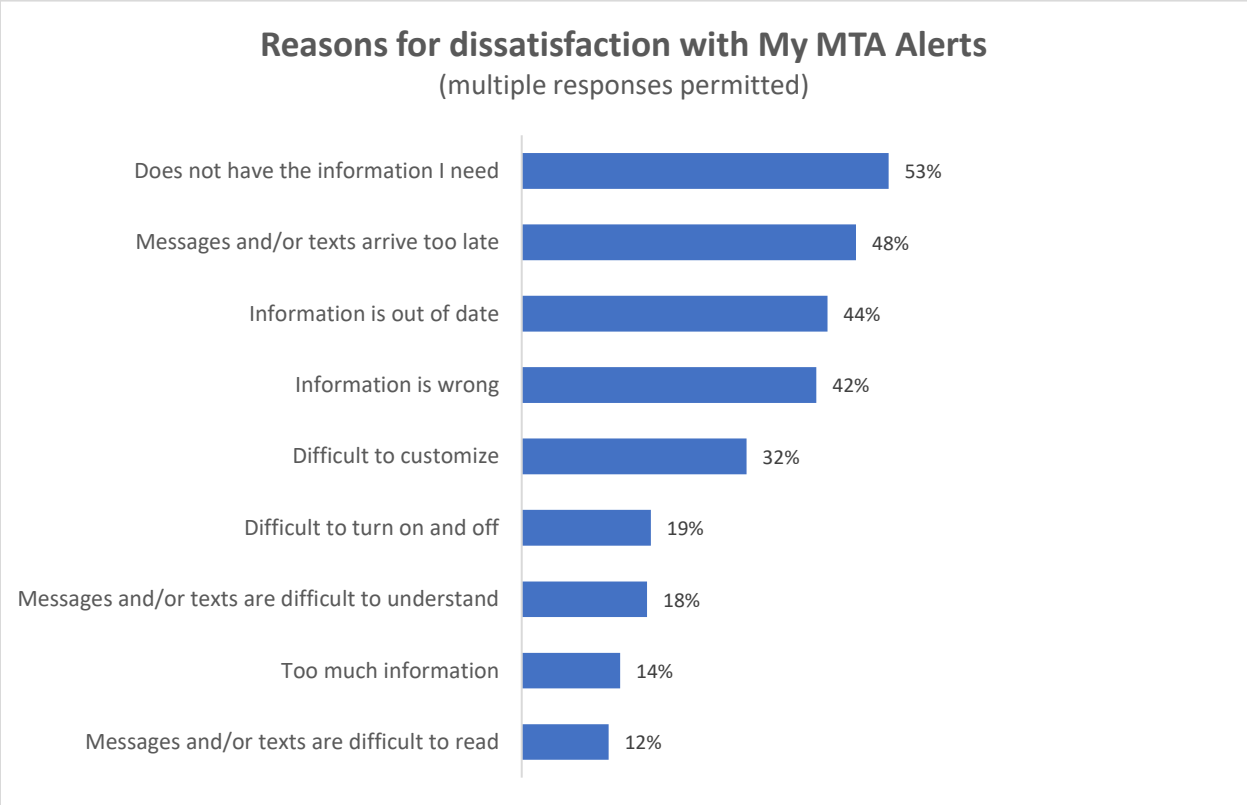

Service and travel information sources
(among active and active reduced customers - multiple responses permitted)
MTA website 62%
MYmta app 50%
Other (non-MTA) app 18%
TV, radio, newspaper, or news website 17%
Friends and family 17%
My MTA Alerts 17%
MTA social media 17%
Notify NYC 13%
Other (non-MTA) social media 5%
511 2%
None 7%

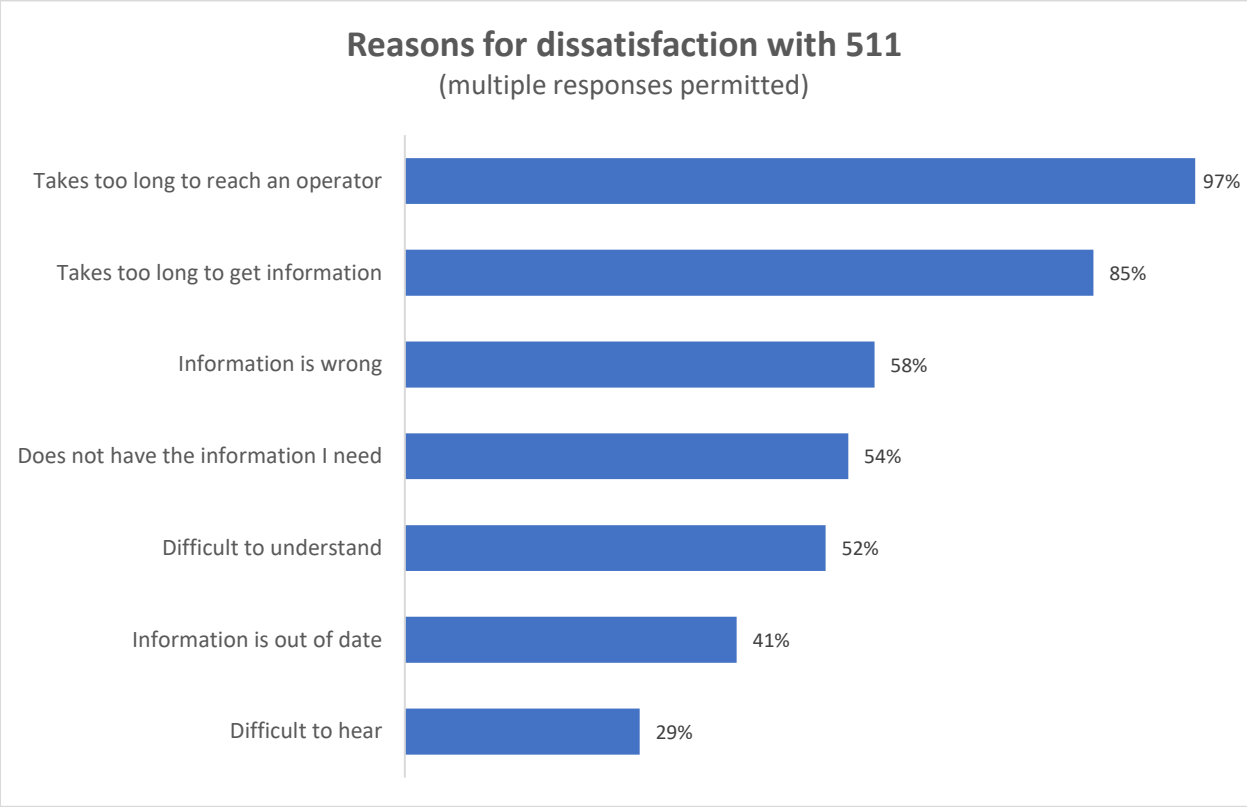

MTA service and travel information source satisfaction rates
MTA website 58% 10%
MTA social media 56% 9%
MYmta app 62% 11%
My MTA Alerts 65% 8%
511 54% 16%
Satisfied
Neutral
Dissatisfied


Reasons for dissatisfaction with MTA website
(multiple responses permitted)
Difficult to find the information I need
62%
Poorly organized
54%
Information is out of date
35%
Information is wrong
32%
Too slow
29%
Does not have the information I need
26%
Difficult to read or see
24%
Too much information
12%


Reasons for dissatisfaction with MTA social media
(multiple responses permitted)
Information is out of date
49%
Takes too long to get a reply
49%
Does not have the information I need
40%
Information is wrong
30%
Difficult to understand information
13%
Difficult to find the information I need
11%
Too much information
10%
Difficult to read or see
10%


Reasons for dissatisfaction with My MTA App
(multiple responses permitted)
Difficult to find the information I need
52%
Poorly organized
47%
Information is wrong
38%
Too slow
35%
Information is out of date
27%
Does not have the information I need
22%
Difficult to read or see
22%
Too much information
8%


Reasons for dissatisfaction with My MTA Alerts
(multiple responses permitted)
Does not have the information I need
53%
Messages and/or texts arrive too late
48%
Information is out of date
44%
Information is wrong
42%
Difficult to customize
32%
Difficult to turn on and off
19%
Messages and/or texts are difficult to understand
18%
Too much information
14%
Messages and/or texts are difficult to read
12%



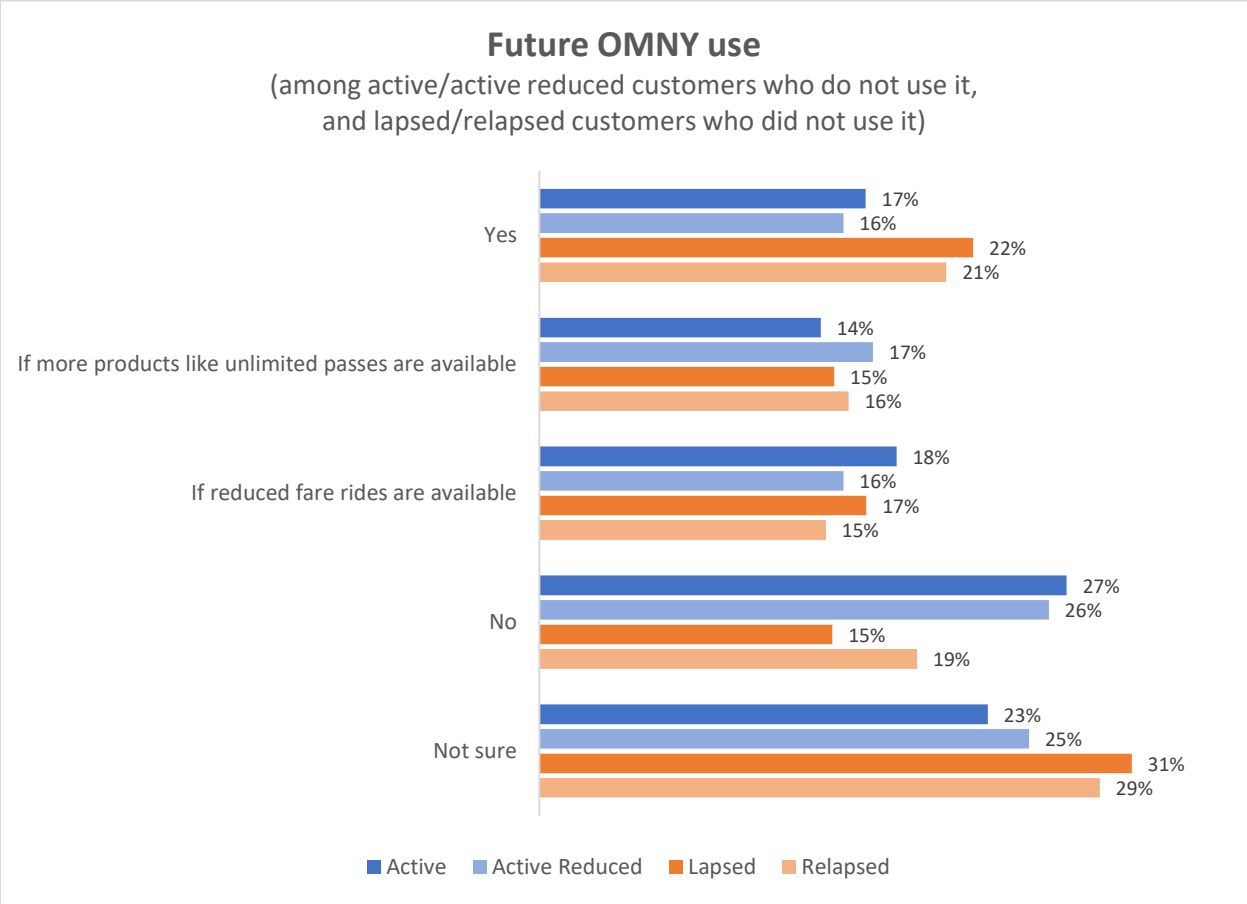
OMNY use

Approximately 10% of customers currently using transit say they use OMNY.

Among those currently using transit, active and active reduced customers, 16% to 17% indicate they will use OMNY in the near future. More than one-quarter (27% of active and 26% of active reduced) say they will not use OMNY. A similar proportion (23% of active and 25% of active reduced) are not sure if they will use OMNY.

A larger proportion of lapsed and relapsed customers say they will use OMNY when they return to transit – 22% of lapsed and 21% of relapsed – compared to the active and active reduced groups. Correspondingly, only 15% of lapsed and 19% of relapsed customers say they will not use OMNY when they return to transit – a lower rate than among those currently using transit. Slightly less than one-third of lapsed (31%) and relapsed (29%) customers are not sure about future OMNY use.

There is little distinction across the four groups in terms of conditional future OMNY use. Between 14% and 17% of customers indicate they will use OMNY when unlimited passes are available. Between 15% and 18% of customers say they will use OMNY when reduced fare rides are available.

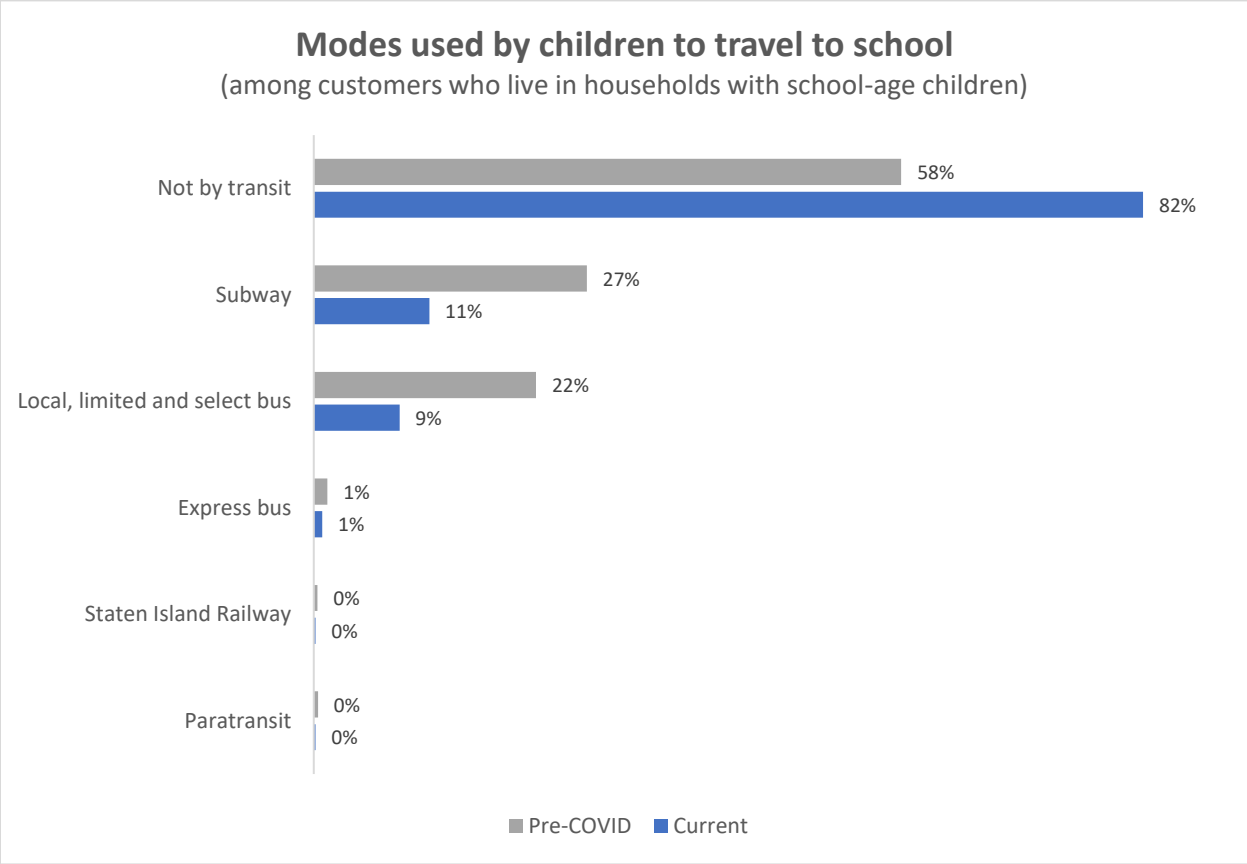


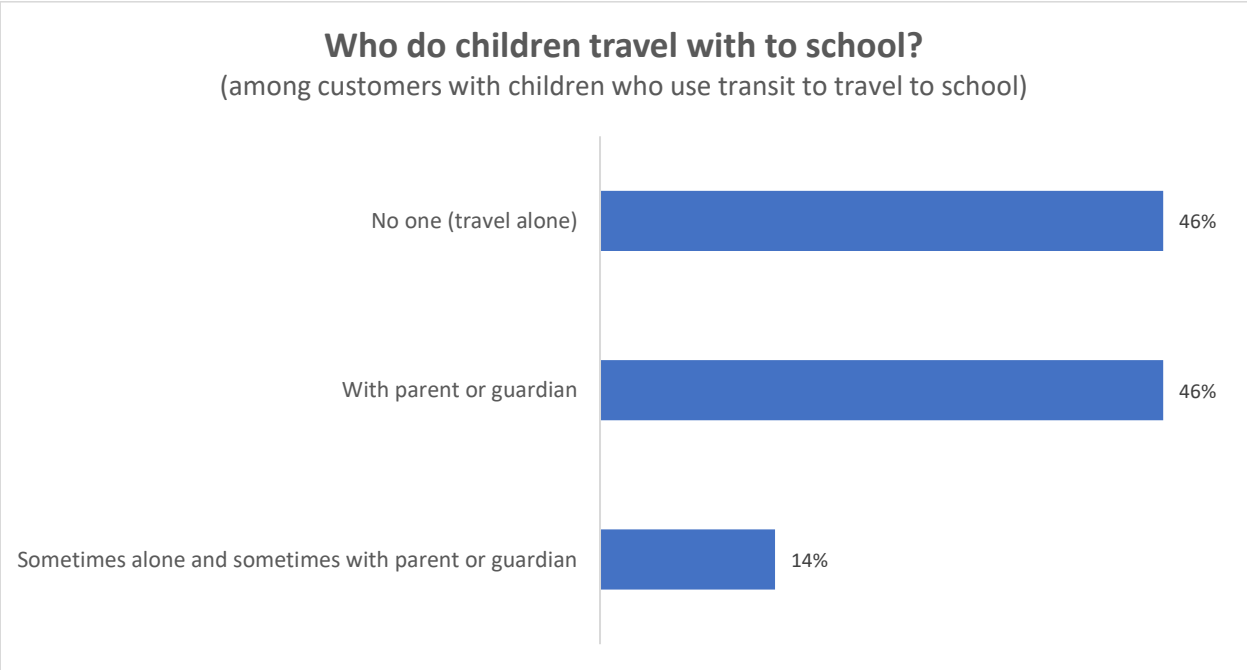
Using transit for the trip to school

Before COVID, among transit customers with school-aged children, 27% either permitted their child to use the subway to travel to school alone, accompanied them on the subway or had them travel with someone. A similar proportion (22%) have children who used the local, limited, or select bus to travel to school before COVID.

Since COVID, these rates have decreased. Currently, of transit customers who live in households with school-age children, 11% report their children are using the subway, and 9% say their children are using a local, limited, or select bus.

Among customers who live in households with children that are currently using transit to travel to school, 46% are permitting their child to travel alone, 46% are traveling with a parent or guardian, and 14% sometimes travel alone and sometimes travel with a parent or guardian.


Modes used by children to travel to school
(among customers who live in households with school-age children)
Not by transit
58%
82%
Subway
27%
11%
Local, limited and select bus
22%
9%
Express bus
1%
1%
Staten Island Railway
0%
0%
Paratransit
0%
0%
Pre-COVID
Current


Who do children travel with to school?
(among customers with children who use transit to travel to school)
No one (travel alone)
46%
With parent or guardian
46%
Sometimes alone and sometimes with parent or guardian
14%

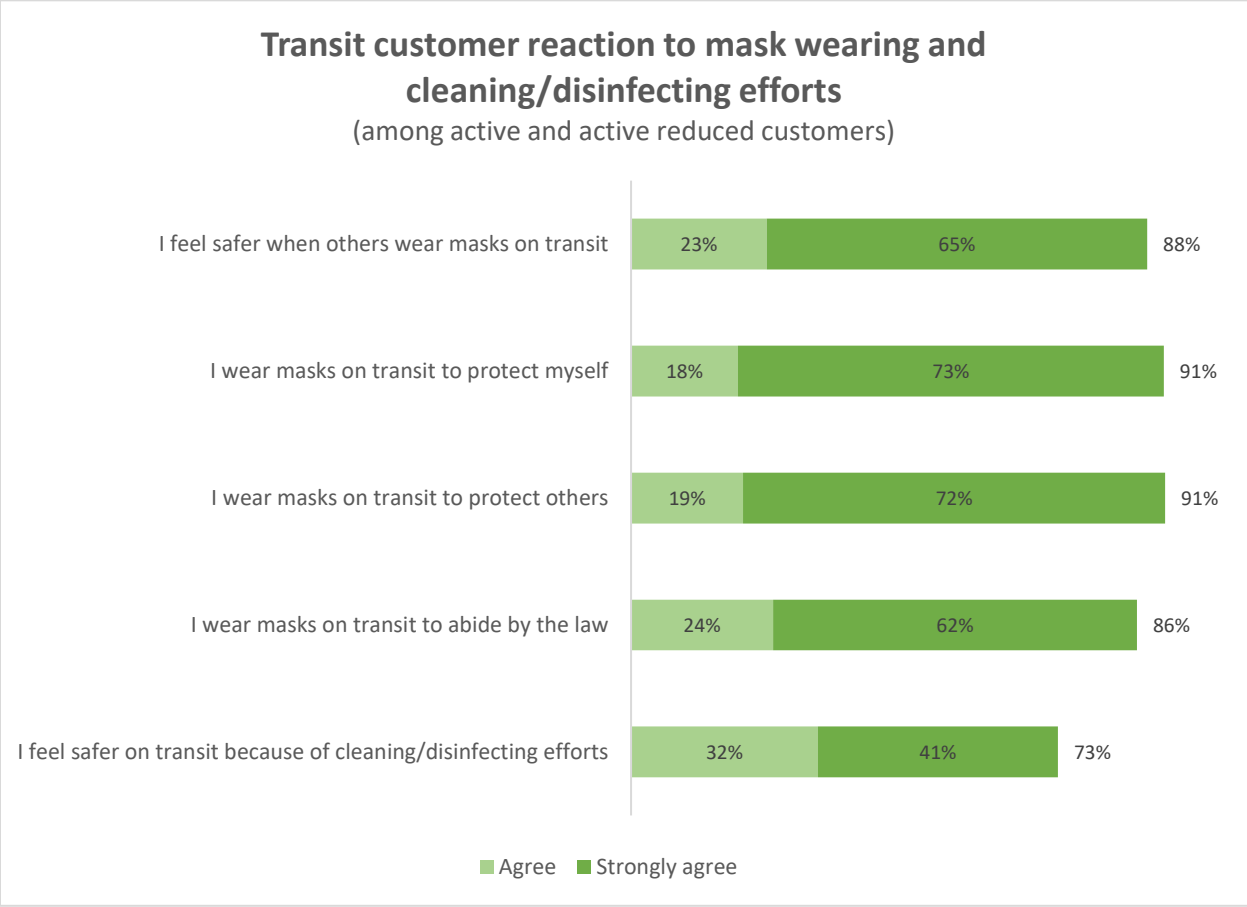
Reaction to mask wearing and cleaning/disinfecting

Survey respondents were asked whether they agreed, strongly agreed, disagreed, or strongly disagreed with statements about masks wearing and cleaning/disinfecting efforts in the transit system.

The two statements of strongest agreement are “I wear masks on transit to protect myself” and “I wear masks on transit to protect others.” The former has a 91% agreement rate (agree plus strongly agree) with 73% of customers replying they strongly agree with the statement. The latter also has a 91% agreement rate with 72% of customers who strongly agree.

Just under nine out of ten customers agree (23%) or strongly agree (65%) that they feel safer on transit when others are wearing masks.

Slightly fewer than three-quarters of customers (73%) agree or strongly agree that cleaning and disinfecting efforts make them feel safer when they use transit.

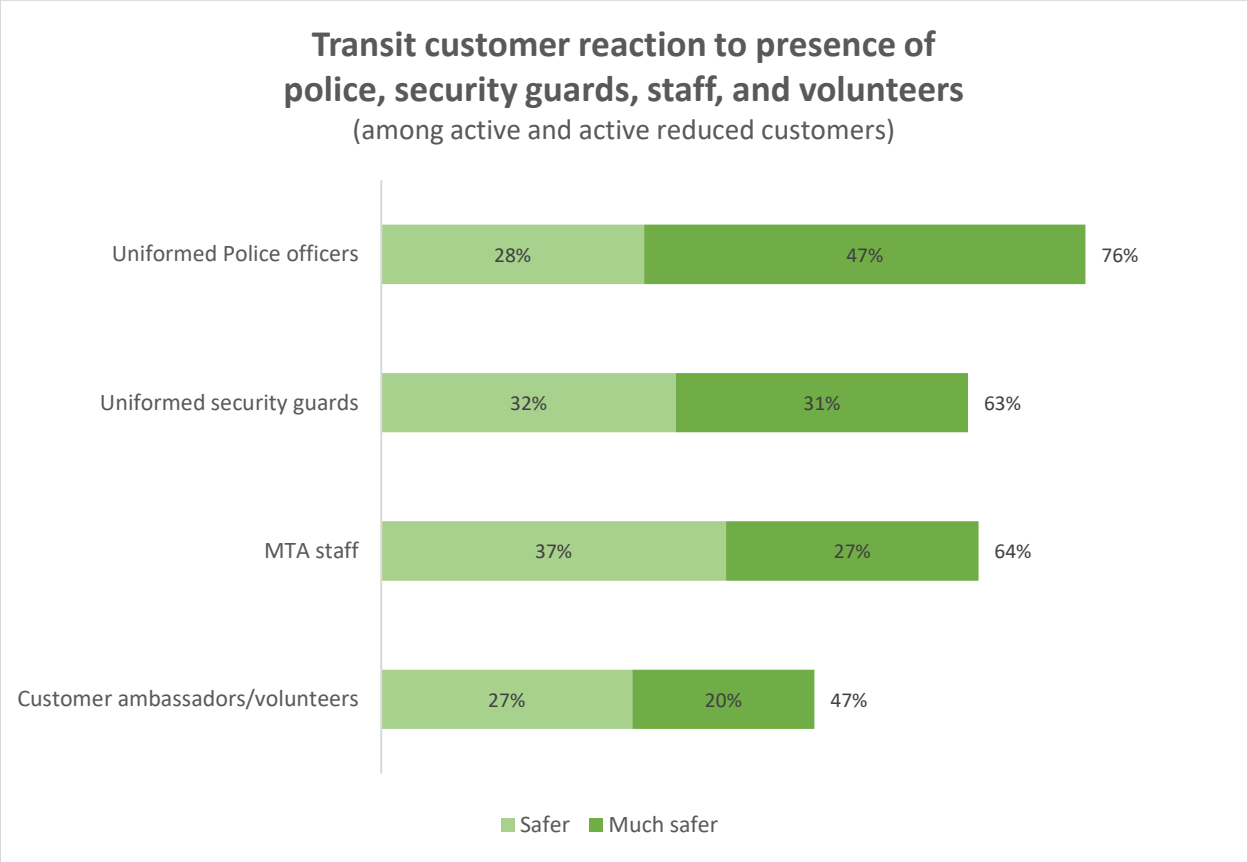


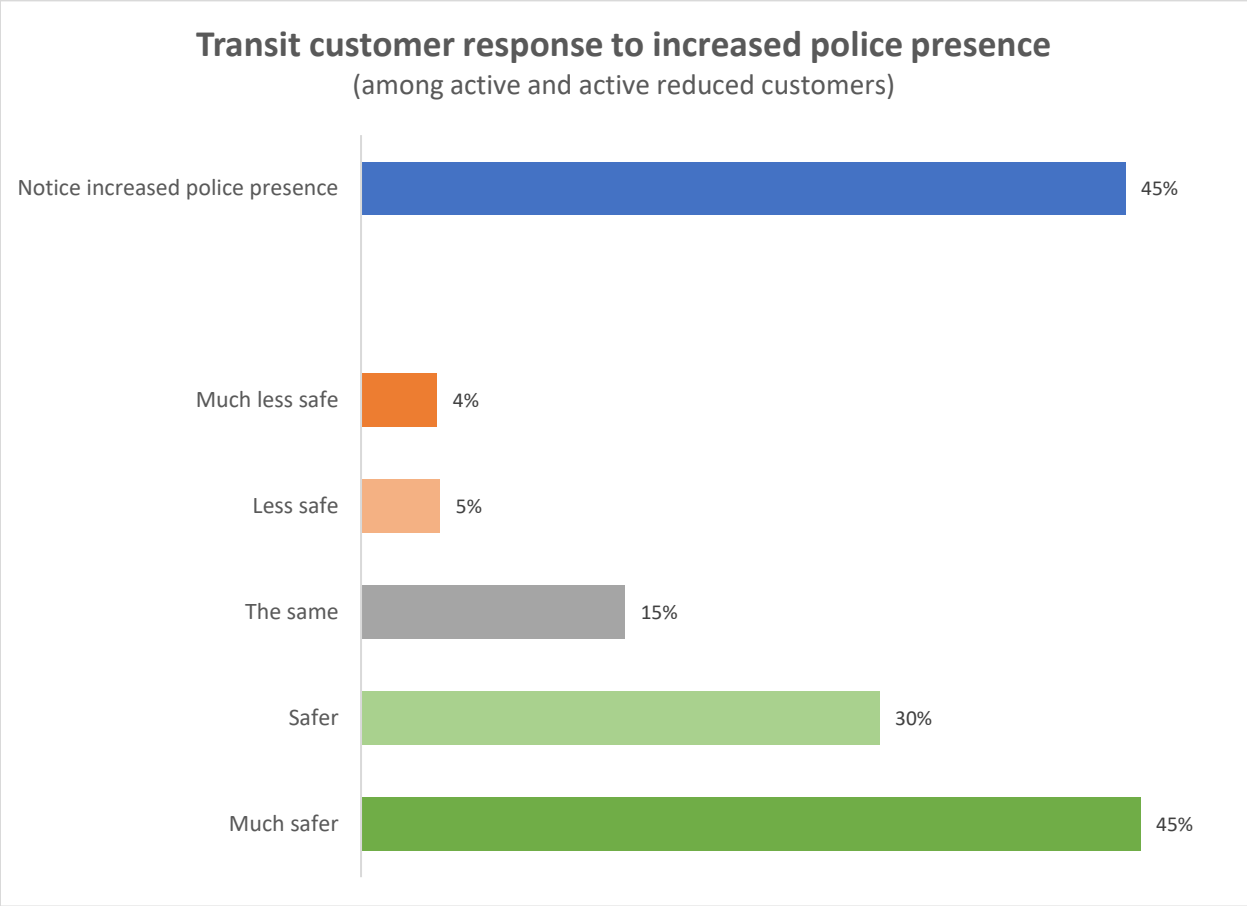
Reaction to police presence

More than three-quarters of customers (76%) indicate they feel safer or much safer in the presence of uniformed police officers. When uniformed security guards or MTA staff are present 63% to 64% of

customers say they feel safer or much safer. Fewer than half of customers (47%) say they feel safer or much safer in the presence of customer ambassadors or volunteers.

Slightly less than half of customers (45%) say they have noticed a recent increase in police presence in the transit system. When thinking about an increased police presence, 45% of customers say it makes them feel much safer (among those that have notice the increased police presence) or would make them feel much safer (among those that have not noticed the increased police presence). Three in ten say it makes (or would make) them feel safer. Combined, 75% of customers feel (or would feel) safer or much safer from an increased police presence.




Transit customer response to increased police presence
(among active and active reduced customers)
Notice increased police presence
45%
Much less safe
4%
Less safe
5%
The same
15%
Safer
30%
Much safer
45%

New York City Transit

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Interim President
New York City Transit

Bus Company

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