



Transit and Bus Committee Meeting May 2021

Committee Members

H. Mihaltses (Chair)

V. Calise (Vice Chair)

A. Albert

J. Barbas

N. Brown

L. Cortès-Vázquez

R. Glucksman

D. Jones

L. Lacewell

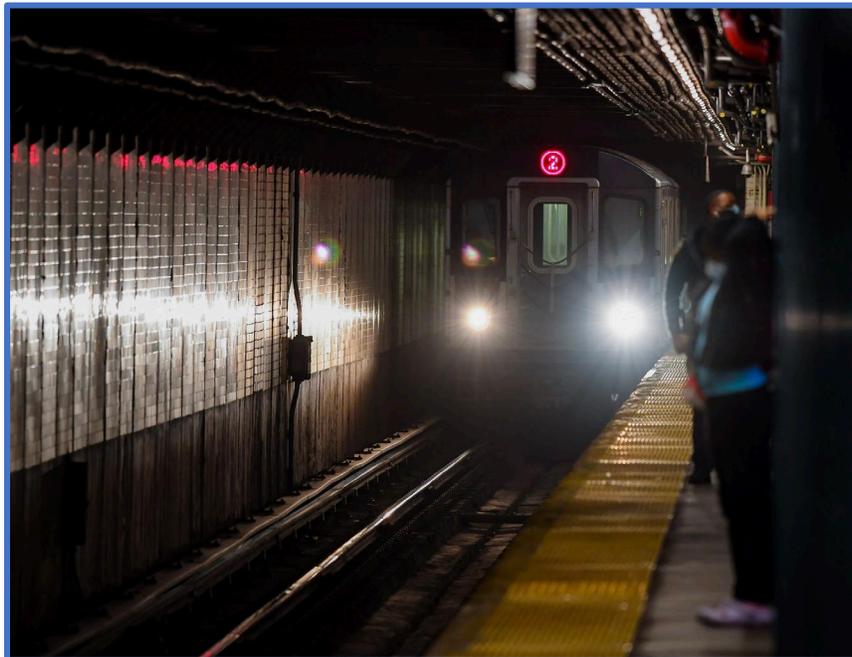
R. Linn

D. Mack

R. Mujica

J. Samuelsen

L. Schwartz



The New York City Subway resumed 24 hour a day service on May 17. With ridership on the rise, the MTA will continue its unprecedented disinfection and cleaning efforts, reassuring customers that the best sanitization methods remain in place upon their return to the system. Earlier in the month, subway ridership reached a new pandemic record with 2,239,500 trips recorded in one day. Bus ridership also reached a new pandemic high this month with 1,245,629 trips in a single day.

New York City Transit and Bus Committee Meeting

2 Broadway, 20th Floor Board Room New York, NY 10004

Wednesday, 5/26/2021

10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

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3. APPROVAL OF MINUTES - APRIL 21, 2021

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4. COMMITTEE WORK PLAN

May 2021 Work Plan - Page 6

5. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 14

ii. NYCT, MTA Bus Report

Bus Report - Page 41

iii. Paratransit Report

Paratransit Report - Page 63

iv. Accessibility Update

Accessibility Update - Page 75

v. Strategy and Customer Experience Report

Strategy and Customer Experience Report - Page 77

b. Safety Report

Safety Report - Page 83

c. Crime Report

Crime Report - Page 88

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

NYCT, SIR and MTA Bus Financial and Ridership Report - Page 96

e. Capital Program Status Report

Capital Program Status Report - Page 146

6. PROCUREMENTS

Procurement Cover, Staff Summary and Resolution - Page 152

a. Non-Competitive (none)

b. Competitive

Competitive - Page 157

c. Ratifications (none)

d. AAR Broker Procurement - Withdrawn

e. C&D Procurement

C&D Procurement Package - Page 160

7. STANDARD FOLLOW UP REPORTS

a. Transit Adjudication Bureau Report, 1st Qtr 2021

Transit Adjudication Bureau Report, 1st Qtr 2021 - Page 167

b. Fare Evasion Report, 1st Qtr 2021

Fare Evasion Report, 1st Qtr, 2021 - Page 170

c. NYCT & MTA Bus EEO & Diversity Reports, 1st Qtr 2021

NYCT EEO and Diversity Report - Page 174

MTA BUS EEO and Diversity Report - Page 190

8. EXECUTIVE OFFICE CONTACT INFORMATION

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NYCT Committee
 ACTIONS and PRESENTATIONS
 SUMMARY for MAY 2021

Responsible Department	Vendor Name	Total Amount	Summary of action
Procurement & Supply Chain	TBD	TBD	Authorizing Resolution to conduct an RFP for the Design/Build of a CWR Feeder Deck for Linden Yard Welding Plant.
Procurement & Supply Chain	Arro, Inc.	WITHDRAWN	Broker Car Service for Paratransit (resolicitation) three-year base+ an option of up to two-years.
Procurement & Supply Chain	Corporate Transportation Group	WITHDRAWN	Broker Car Service for Paratransit (resolicitation) three-year base+ an option of up to two-years.
Procurement & Supply Chain	Fejost, LLC d/b/a Sentry Management Solutions	WITHDRAWN	Broker Car Service for Paratransit (resolicitation) three-year base+ an option of up to two-years.
Procurement & Supply Chain	Greenpoint Transit LLC Via Transportation, Inc. (parent company of Greenpoint)	WITHDRAWN	Broker Car Service for Paratransit (resolicitation) three-year base+ an option of up to two-years.
C&D Contracts	AECOM USA, Inc. Stantec Consulting Services, Inc. Henningson, Durham & Richardson Architecture and Engineering, P.C. HNTB New York Engineering and Architecture, P.C. Jacobs Civil Consultants, Inc. WSP USA, Inc. Parsons Transportation Group of New York, Inc. Urbahn Architects, PLLC	\$40,000,000 Aggregate	Modification to the Indefinite Quantity Achitectoral/Engineering Design Services for Miscellaneous Construction Projects (Contracts CM-1544 to CM-1551) for a 7 Month Extension of Time .

**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
April 21, 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 April 21, 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 April 2021 Board minutes in the May 2021 Board Book available here on the Board materials website:

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<https://new.mta.info/transparency/board-and-committee-meetings/May-2021>.

2021 Proposed Transit & Bus Committee Work Plan

I. RECURRING AGENDA ITEMS

Responsibility

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

II. SPECIFIC AGENDA ITEMS

Responsibility

May 2021

Transit Adjudication Bureau Report, 1st Qtr, 2021	Law
Fare Evasion Report, 1st Qtr, 2021	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2021	EEO & Human Resources

June 2021

No Items

July 2021

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

No Meetings Held

September 2021

Public comment/Committee Review of Budget	
2021 NYCT Mid-Year Forecast Monthly Allocation	Management & Budget
2021 SIR Mid-Year Forecast Monthly Allocation	Management & Budget
2021 MTA Bus Mid-Year Forecast Monthly Allocation	Management & Budget
2022 Preliminary NYCT Budget	Management & Budget
2022 Preliminary SIR Budget	Management & Budget
2022 Preliminary MTA Bus Budget	Management & Budget
Transit Adjudication Bureau Report, 2nd Qtr, 2021	Law
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2021	EEO & Human Resources
Fare Evasion Report, 2nd Qtr, 2021	Management & Budget

October 2021

Public Comment/Committee Review of Budget	
Quarterly Customer Satisfaction Report, 3rd Qtr 2021	Strategy & Customer Experience
2022 Preliminary NYCT Budget	Management & Budget
2022 Preliminary SIR Budget	Management & Budget
2022 Preliminary MTA Bus Budget	Management & Budget

SPECIFIC AGENDA ITEMS (con't)

Responsibility

November 2021

Transit Adjudication Bureau Report, 3rd Qtr, 2021
Charter for Transit Committee
Fare Evasion Report, 3rd Qtr, 2021

Law
Corporate Compliance
Management & Budget

December 2021

NYCT 2022 Adopted Budget/Financial Plan 2022-2025
SIR 2022 Adopted Budget/Financial Plan 2022-2025
MTA Bus 2022 Adopted Budget/Financial Plan 2022-2025
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2021

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

January 2022

Approval of 2022 NYCT Committee Work Plan
Preliminary Review of NYCT 2021 Operating Results
Preliminary Review of SIR 2021 Operating Results
Preliminary Review of MTA Bus 2021 Operating Results

Committee Chair & Members
Management & Budget
Management & Budget
Management & Budget

February 2022

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

Management & Budget
Management & Budget
Management & Budget
Capital Program Management
Law
EEO & Human Resources
Management & Budget

March 2022

No Items

April 2022

Final Review of NYCT 2021 Operating Results
Final Review of SIR 2021 Operating Results
Final Review of MTA Bus 2021 Operating Results
Quarterly Customer Satisfaction Report, 1st Qtr, 2021

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



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

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.

EEO & Diversity Report, 1st Qtr, 2021

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

JUNE 2021

No Items

JULY 2021

Quarterly Customer Satisfaction Report, 2nd Qtr 2021

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

AUGUST 2021

No Meetings Held

SEPTEMBER 2021

2021 NYCT Mid-Year Forecast Monthly Allocation

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

2021 SIR Mid-Year Forecast Monthly Allocation

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

2021 MTA Bus Mid-Year Forecast Monthly Allocation

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

II. SPECIFIC AGENDA ITEMS

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.

II. SPECIFIC AGENDA ITEMS

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.

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

II. SPECIFIC AGENDA ITEMS

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

Fare Evasion Report, 4th Qtr, 2021

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

MARCH 2022

No Items

APRIL 2022

Final Review of NYCT 2021 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 2021 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 2021 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 2022

Quarterly presentation of customer satisfaction ratings about NYCT's bus, subway,

II. SPECIFIC AGENDA ITEMS

and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

Customer Service Report: Subways

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



A new accessible entrance to the Manhattan-bound E and M train platform of the Court Sq-23 St station opened this spring. This entrance was built by the developer of a residential skyscraper adjacent to the station, and is the next step in a phased approach bringing full accessibility to the entire Court Sq station complex serving the E, G, M, and 7 trains.

May 2021 Highlights: Subways

While we are pleased to see steady improvements in COVID-19 statistics and timelines for reopening of more New York City industries, the Subways team isn't letting down our guard in the fight against the virus. Our commitment to safety and cleanliness includes daily sanitizing of subway and Staten Island Railway cars and twice-daily disinfecting of touchpoints at every subway and SIR station. Free disposable masks are available at all station booths, hand sanitizer dispensers are deployed in every station, and messaging reminds customers to wear masks properly whenever in the system and to maintain a social distance when possible. We're also continuing to encourage our employees to get vaccinated and providing appointments and walk-ins at MTA locations.

April 2021 continued a pattern of strong operational performance on the subway. Year-over-year comparisons are not necessarily meaningful due to the significant disruptions in service and ridership due to the pandemic. April 2021 on-time performance was over 90%, Customer Journey Time Performance was over 86%, and there were only 26 weekday major incidents.

On May 17th, the subway returned to 24 hour, 7 day a week service for our customers, and we're excited to welcome back our late night riders. The overnight closure to customers was unprecedented and required extraordinary efforts by team members from throughout Subways and NYC Transit. We'd like to thank our Terminal Coordinators, Stations staff, Service Delivery personnel and countless others who facilitated an orderly closure of the system and then an on-time re-opening each morning. We would also like to thank our colleagues in Buses, who helped transport riders during the hours the subway was unavailable. Now that we're back 24/7, we look forward to customers returning the subway to get to and from the many destinations that are also re-opening overnight as COVID restrictions are lifted.

We are also very pleased with the continuing trend of ridership increases. Average weekday ridership in April approached 2 million and reached a new pandemic-era record of 2.162 million on April 30th. Weekend ridership was also strong in April, with the busiest Saturday exceeding 1.5 million riders and the busiest Sunday exceeding one million riders. Preliminary results for May indicate that month-over-month growth is continuing. We look forward to welcoming back even more customers to the subway as workers return to offices, more industries reopen, and tourism returns to the city.

The Subways team has done a remarkable job throughout the pandemic, and we will never forget their incredible efforts. As the city begins to return to normal, we commit to continuing those efforts and delivering the best possible service to our customers.

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	April 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	26	71	-63.4%	23.8	40.5	-41.2%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	96.1%	93.4%	+2.7%	95.9%	96.5%	-0.6%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:10	0:01:06	+0:00:04	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	-0:00:01	-0:00:31	0:00:30	-0:00:00	0:00:40	-0:00:40
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	86.3%	83.3%	+3.0%	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	173,888	176,237	-1.3%	151,662	131,627	+15.2%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	96.7%	98.9%	-2.2%	96.7%	96.4%	+0.3%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	90.3%	94.7%	-4.4%	91.9%	90.4%	+1.5%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	75.1%	72.8%	+2.3%	75.0%	74.7%	+0.3%
Weekday Terminal On-Time Performance (Chart 17)	91.0%	87.5%	+3.5%	89.8%	82.3%	+7.5%
Weekday Trains Delayed (Chart 19)	15,832	16,664	-5.0%	14,220	30,699	-53.7%

* 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 April 2020 could not be provided due to severe disruptions in subway ridership and service associated with the Covid-19 pandemic. April 2020 data is based on April 14-30 for most metrics. Please see the April 2020 Subway Report in the May 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	April 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	3	9	-66.7%	4.0	4.7	-14.9%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	95.8%	77.5%	+18.3%	96.5%	97.6%	-1.1%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	76.0%	47.0%	+29.0%	79.6%	81.1%	-1.5%
Weekend Terminal On-Time Performance (Chart 18)	88.4%	75.2%	+13.2%	88.7%	83.7%	+5.0%
Weekend Trains Delayed (Chart 20)	5,059	7,453	-32.1%	5,207	8,531	-39.0%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	April 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	98.8%	96.5%	+2.3%	97.2%	95.8%	+1.4%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	100.0%	100.0%	0.0%	97.8%	98.2%	-0.4%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	98.3%	100.0%	-1.7%	96.7%	93.8%	+2.9%
Percentage of Completed Trips						
Percentage of Completed Trips	99.9%	99.9%	0.0%	99.7%	99.8%	-0.1%
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of incidents attributed to car-related causes	37,284	82,162	-54.6%	40,036	61,201	-34.6%

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

Section 1: Customer-Focused Metrics

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

Performance Indicator Definitions

Major Incidents (Weekday and Weekend)

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

Service Delivered (Weekday and Weekend)

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

Additional Platform Time (APT)

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

Additional Train Time (ATT)

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

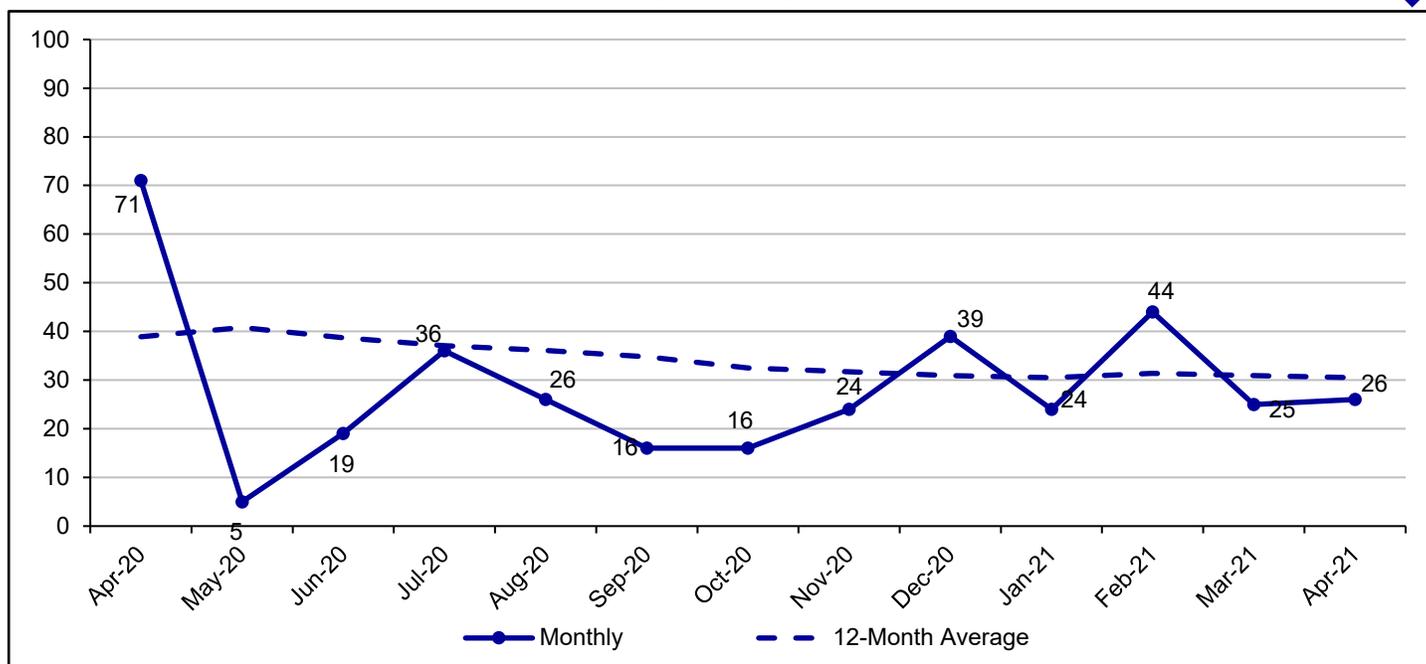
Customer Journey Time Performance (CJTP)

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

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

Subway Weekday Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Apr 21	Apr 20	% Change	Apr 21	Apr 20	% Change
Track	4	April 2020 Breakdown by Category is Not Available		2.4	6.0	-60.0%
Signals	11			8.7	13.8	-37.0%
Persons on Trackbed/Police/Medical	7			7.2	9.8	-26.5%
Stations & Structures	1			1.0	1.4	-28.6%
Subway Car	3			2.0	3.8	-47.4%
Other	0			2.5	5.7	-56.1%
Subdivision A	12			10.8	18.4	-41.3%
Subdivision B	14		13.0	22.1	-41.2%	
Systemwide	26	71*	-63.4%	23.8	40.5	-41.2%
Avg Incident Duration (h:mm:ss)	0:25:12	0:23:42	+6.3%	0:24:30	0:23:29	+4.3%
Avg Trains Delayed per Incident	85	118	-28.0%	113	110	+2.7%

Major Incidents Discussion

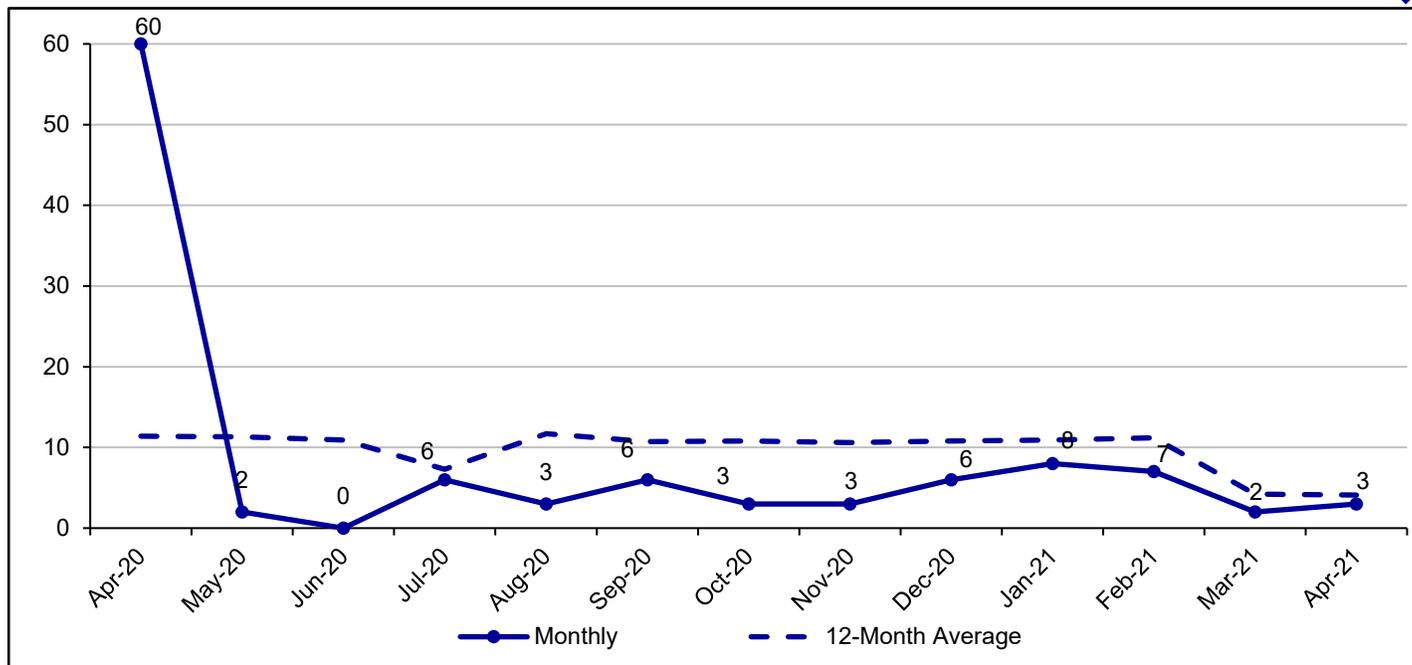
- April 2020 total major incidents were projected based on April 14-30, and the breakdown by category is not available.
- There were 26 weekday major incidents in April 2021, only slightly higher than the 12 month average of 23.8.

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

Chart 1

Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average			
	Apr 21			Apr 21	Apr 20	% Change	
Track	1	April 2020 Breakdown by Category is Not Available			0.3	0.4	-25.0%
Signals	1				1.1	0.7	+57.1%
Persons on Trackbed/Police/Medical	1				2.0	1.2	+66.7%
Stations & Structure	0				0.1	0.1	0.0%
Subway Car	0				0.2	0.2	0.0%
Other	0				0.3	2.1	-85.7%
Subdivision A	2			1.5	2.1	-28.6%	
Subdivision B	1			2.5	2.6	-3.8%	
Systemwide	3	60*	-66.7%	4.0	4.7	-14.9%	
Avg Incident Duration (h:mm:ss)	0:19:18	0:16:12	+19.1%	0:23:48	0:24:48	-4.0%	
Avg Trains Delayed per Incident	99	103	-3.9%	100	108	-7.4%	

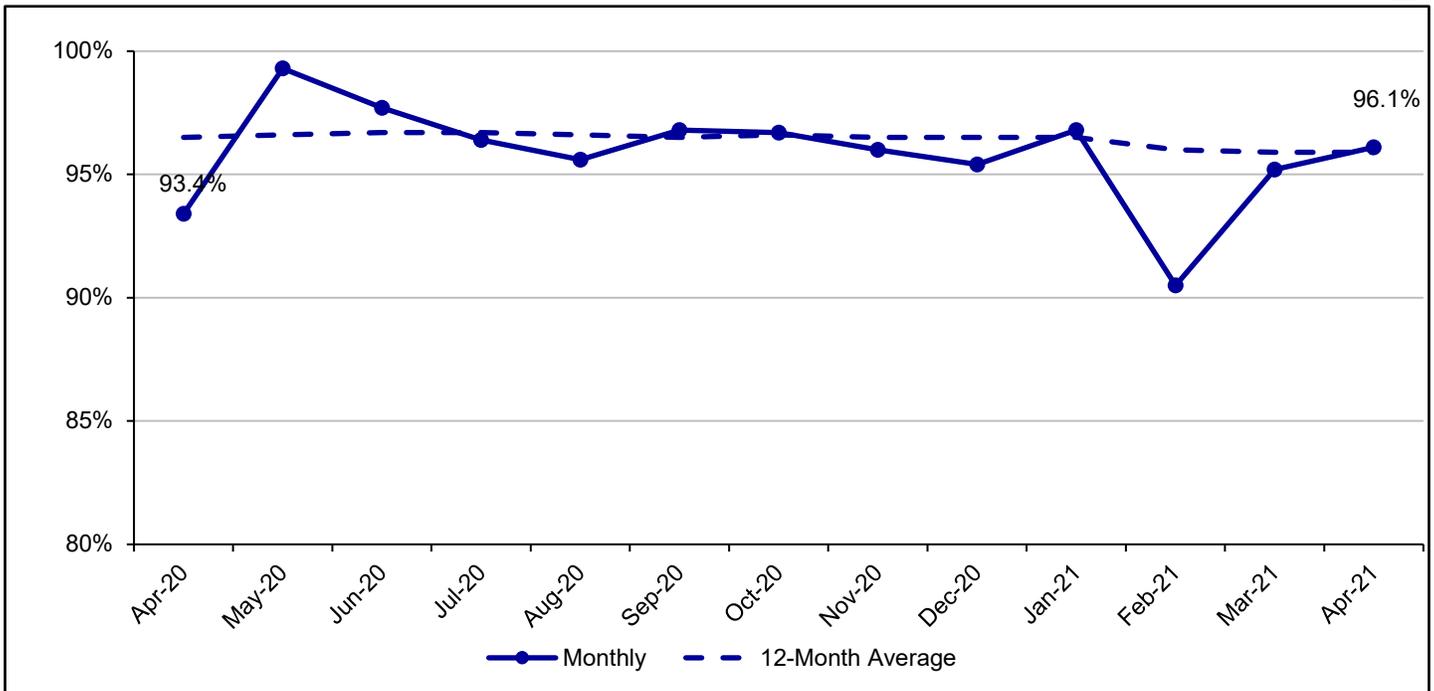
Major Incidents Discussion

- April 2020 total major incidents were projected based on April 14-30, and the breakdown by category is not available. Most of these incidents were related to crew shortages due to the pandemic.
- There were only 3 weekend major incidents in April 2021.

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

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	Change	Apr 21	Apr 20	Change
Subdivision A	95.6%	95.3%	+0.3%	95.5%	96.5%	-1.0%
Subdivision B	96.5%	92.0%	+4.5%	96.3%	96.5%	-0.2%
Systemwide	96.1%	93.4%	+2.7%	95.9%	96.5%	-0.6%

Weekday Service Delivered Discussion

- Service Delivered in April 2021 improved by 2.7% compared to April 2020, mostly due to crew shortages in April 2020 related to the pandemic.
- The 42nd Street Shuttle and the B, C, and W lines did not operate in April 2020.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend

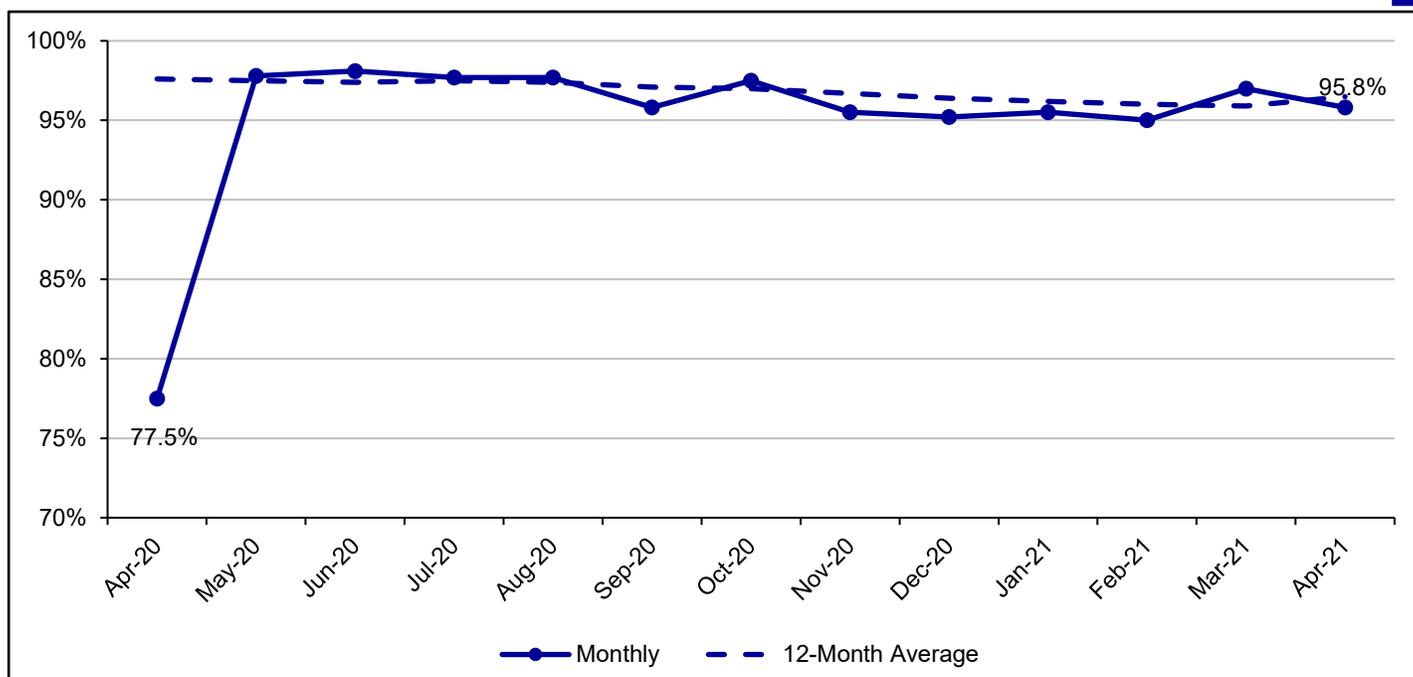


<u>Line</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
1	94.8%	94.3%	+0.5%
2	97.3%	93.0%	+4.3%
3	96.1%	100.3%	-4.2%
4	94.5%	97.9%	-3.4%
5	94.5%	99.0%	-4.5%
6	95.8%	100.9%	-5.1%
7	93.7%	80.4%	+13.3%
S 42nd	99.3%	N/A	N/A
Subdivision A	95.6%	95.3%	+0.3%
A	93.0%	97.6%	-4.6%
B	96.2%	N/A	N/A
C	98.1%	N/A	N/A
D	97.1%	97.6%	-0.5%
E	97.8%	96.2%	+1.6%
F	99.3%	98.6%	+0.7%
S Fkn	99.7%	99.8%	-0.1%
G	99.6%	79.6%	+20.0%
S Rock	101.1%	100.0%	+1.1%
JZ	98.8%	80.7%	+18.1%
L	97.9%	99.3%	-1.4%
M	95.4%	83.0%	+12.4%
N	96.1%	87.6%	+8.5%
Q	95.4%	93.8%	+1.6%
R	95.2%	87.1%	+8.1%
W	91.4%	N/A	N/A
Subdivision B	96.5%	92.0%	+4.5%
Systemwide	96.1%	93.4%	2.7%

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	% Change	Apr 21	Apr 20	% Change
Subdivision A	94.8%	78.1%	+16.7%	95.3%	97.3%	-2.0%
Subdivision B	96.4%	77.1%	+19.3%	97.3%	97.7%	-0.4%
Systemwide	95.8%	77.5%	+18.3%	96.5%	97.6%	-1.1%

Weekend Service Delivered Discussion

- Service Delivered in April 2021 improved by 18.3% compared to April 2020, due to the severe disruptions caused by the pandemic in April 2020.
- The 42nd Street Shuttle and C line did not operate in April 2020.

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

Desired trend



<u>Line</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>% Change</u>
1	94.1%	84.6%	+9.5%
2	92.0%	74.1%	+17.9%
3	92.8%	83.4%	+9.4%
4	93.4%	84.6%	+8.8%
5	98.6%	80.5%	+18.1%
6	93.2%	76.4%	+16.8%
7	98.0%	63.8%	+34.2%
S 42nd	97.4%	N/A	N/A
Subdivision A	94.8%	78.1%	+16.7%
A	96.1%	N/A	N/A
C	96.4%	N/A	N/A
D	98.0%	73.8%	+24.2%
E	98.9%	40.0%	+58.9%
F	84.4%	80.2%	+4.2%
S Fkln	100.0%	100.0%	+0.0%
G	99.3%	85.8%	+13.5%
S Rock	99.1%	100.0%	-0.9%
J	98.0%	78.8%	+19.2%
L	97.8%	98.4%	-0.6%
M	N/A	59.6%	N/A
N	97.7%	59.7%	+38.0%
Q	96.1%	83.0%	+13.1%
R	96.3%	82.2%	+14.1%
Subdivision B	96.4%	77.1%	+19.3%
Systemwide	95.8%	77.5%	+18.3%

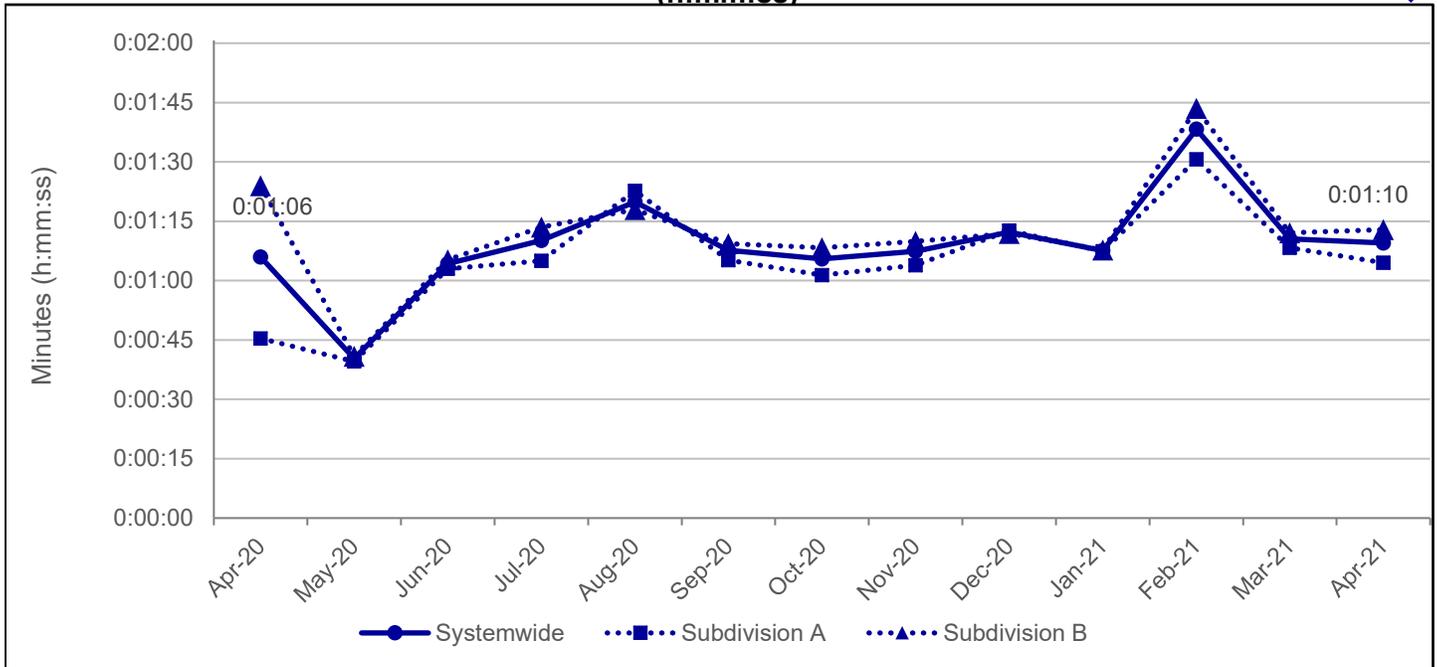
Notes:

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.

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

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	Change	Apr 21	Apr 20	Change
Subdivision A	0:01:05	0:00:46	+0:00:19	0:01:09	0:01:06	+0:00:03
Subdivision B	0:01:13	0:01:24	-0:00:11	0:01:13	0:01:15	-0:00:02
Systemwide	0:01:10	0:01:06	+0:00:04	0:01:11	0:01:11	+0:00:00

Additional Platform Time Discussion

- April 2021 APT improved by 4 seconds compared to April 2020, and the 12 month average remained constant.
- Reduced service schedules were operated on most lines in April 2020, affecting the year-over-year comparisons at the line level.
- The 42nd Street Shuttle and the B, C, and W lines did not operate in April 2020.

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

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

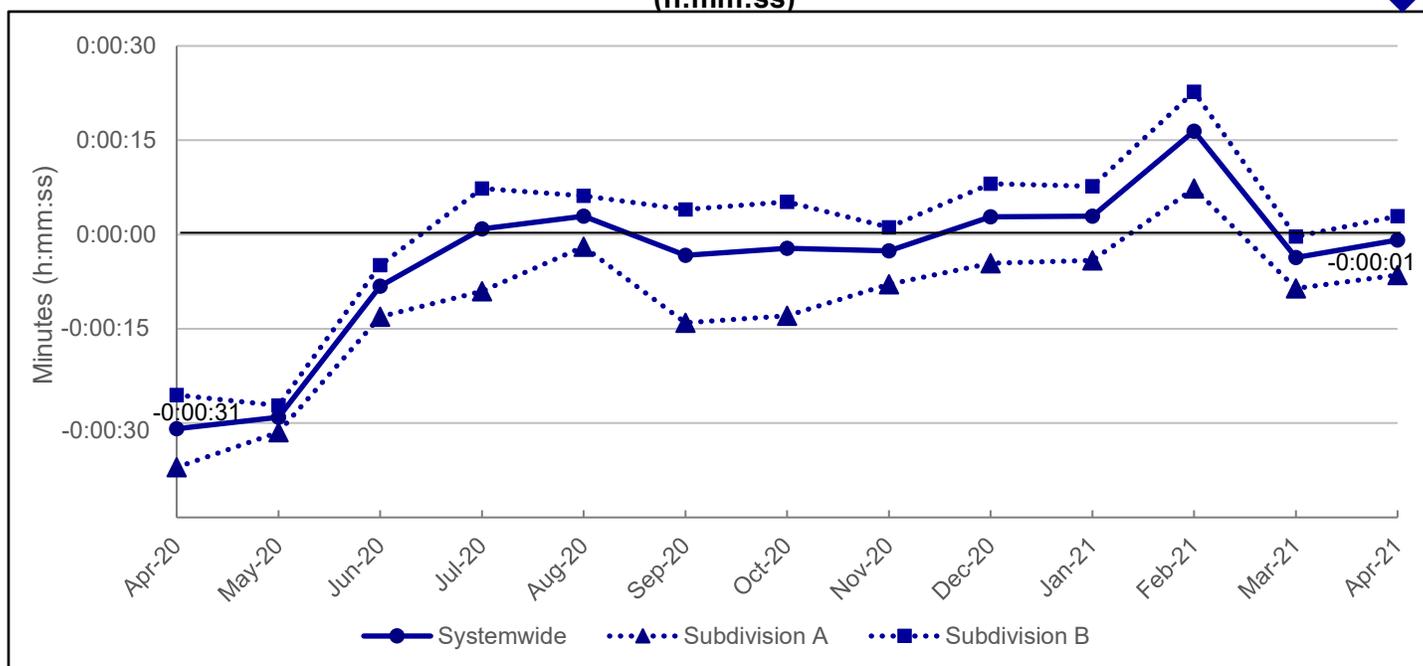
Desired trend



<u>Line</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
1	0:01:01	0:00:31	+0:00:30
2	0:01:12	0:00:57	+0:00:15
3	0:01:04	0:00:28	+0:00:36
4	0:01:08	0:00:36	+0:00:32
5	0:01:13	0:00:29	+0:00:44
6	0:00:59	0:00:43	+0:00:16
7	0:01:03	0:01:24	-0:00:21
S 42nd	0:00:30	N/A	N/A
Subdivision A	0:01:05	0:00:46	+0:00:19
A	0:01:13	0:00:40	+0:00:33
B	0:01:32	N/A	N/A
C	0:01:33	N/A	N/A
D	0:01:28	0:01:21	+0:00:07
E	0:00:58	0:01:05	-0:00:07
F	0:01:03	0:00:52	+0:00:11
S Fkln	0:00:22	0:00:23	-0:00:01
G	0:00:57	0:01:50	-0:00:53
S Rock	0:00:25	0:00:21	+0:00:04
JZ	0:01:00	0:03:09	-0:02:09
L	0:00:41	0:00:38	+0:00:03
M	0:01:33	0:02:51	-0:01:18
N	0:01:18	0:01:38	-0:00:20
Q	0:01:15	0:01:00	+0:00:15
R	0:01:29	0:01:56	-0:00:27
W	0:00:59	N/A	N/A
Subdivision B	0:01:13	0:01:24	-0:00:11
Systemwide	0:01:10	0:01:06	+0:00:04

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

Desired trend ↓



	Monthly			12-Month Average		
	Apr 21	Apr 20	Change	Apr 21	Apr 20	Change
Subdivision A	-0:00:06	-0:00:37	+0:00:31	-0:00:07	0:00:28	-0:00:35
Subdivision B	0:00:03	-0:00:26	+0:00:29	0:00:05	0:00:48	-0:00:44
Systemwide	-0:00:01	-0:00:31	+0:00:30	-0:00:00	0:00:40	-0:00:40

Additional Train Time Discussion

- April 2021 ATT worsened by 30 seconds compared to April 2020, but remained 1 second faster than scheduled times.
- ATT comparisons are affected by the differences in both ridership and service levels caused by the pandemic.
- The 42nd Street Shuttle and the B, C, and W lines did not operate in April 2020.

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

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

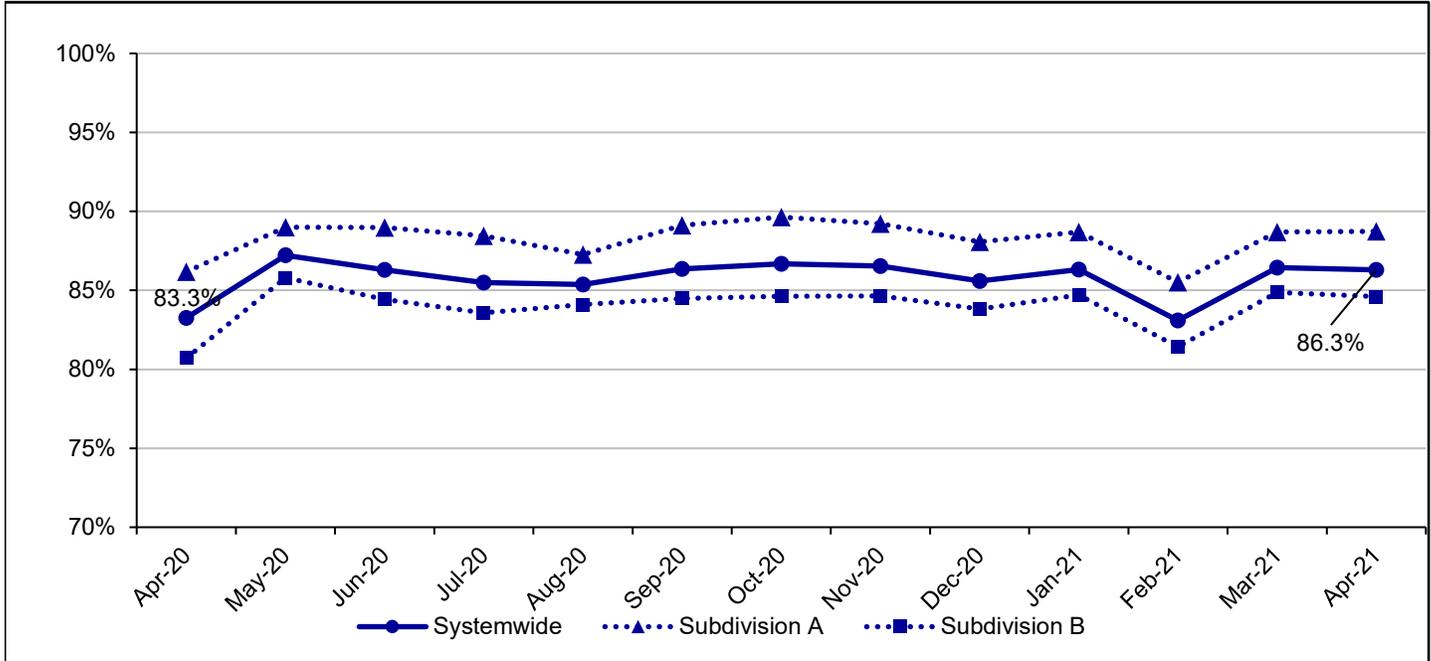
Desired trend



<u>Line</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
1	0:00:08	-0:00:04	+0:00:12
2	-0:00:36	-0:00:56	+0:00:20
3	-0:00:33	-0:00:54	+0:00:21
4	-0:00:18	-0:01:04	+0:00:46
5	-0:00:34	0:00:21	-0:00:55
6	0:00:11	-0:00:12	+0:00:23
7	0:00:22	-0:01:03	+0:01:25
S 42nd	0:00:06	N/A	N/A
Subdivision A	-0:00:06	-0:00:37	+0:00:31
A	0:00:06	-0:00:00	+0:00:06
B	0:00:25	N/A	N/A
C	0:00:04	N/A	N/A
D	0:00:20	-0:00:47	+0:01:07
E	-0:00:12	-0:01:34	+0:01:22
F	-0:00:32	-0:00:47	+0:00:15
S Fkln	0:00:01	-0:00:04	+0:00:05
G	0:00:34	0:00:19	+0:00:15
S Rock	-0:01:08	-0:01:03	-0:00:05
JZ	0:00:28	0:00:07	+0:00:21
L	-0:00:03	-0:00:13	+0:00:10
M	0:00:00	-0:00:14	+0:00:14
N	0:00:22	0:00:05	+0:00:17
Q	0:00:10	-0:00:22	+0:00:32
R	-0:00:17	-0:00:29	+0:00:12
W	-0:00:09	N/A	N/A
Subdivision B	0:00:03	-0:00:26	+0:00:29
Systemwide	-0:00:01	-0:00:31	+0:00:30

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

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	Change	Apr 21	Apr 20	Change
Subdivision A	88.7%	86.2%	+2.5%	88.4%	88.3%	+0.1%
Subdivision B	84.6%	80.7%	+3.9%	84.2%	82.5%	+1.7%
Systemwide	86.3%	83.3%	+3.0%	85.9%	84.9%	+1.0%

Weekday Customer Journey Time Performance Discussion

- April 2021 CJTP improved by 3.0% compared to April 2020, and the 12-month average improved by 1.0%.
- The 42nd Street Shuttle and the B, C, and W lines did not operate in April 2020.

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

Desired trend 

<u>Line</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
1	89.6%	88.5%	+1.1%
2	87.7%	85.3%	+2.4%
3	90.2%	88.4%	+1.8%
4	86.9%	87.2%	-0.3%
5	87.7%	89.6%	-1.9%
6	90.3%	83.5%	+6.8%
7	87.9%	84.0%	+3.9%
S 42nd	96.9%	N/A	N/A
Subdivision A	88.7%	86.2%	+2.5%
A	84.8%	84.3%	+0.5%
B	80.8%	N/A	N/A
C	86.2%	N/A	N/A
D	80.7%	80.5%	+0.2%
E	88.3%	84.1%	+4.2%
F	84.7%	84.8%	-0.1%
S Fkln	97.2%	97.3%	-0.1%
G	84.4%	75.7%	+8.7%
S Rock	94.9%	95.5%	-0.6%
JZ	84.4%	73.6%	+10.8%
L	94.8%	85.4%	+9.4%
M	81.2%	77.4%	+3.8%
N	82.0%	76.0%	+6.0%
Q	82.4%	81.6%	+0.8%
R	82.2%	76.1%	+6.1%
W	90.0%	N/A	N/A
Subdivision B	84.6%	80.7%	+3.9%
Systemwide	86.3%	83.3%	3.0%

Section 2: Inputs to Operations

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

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

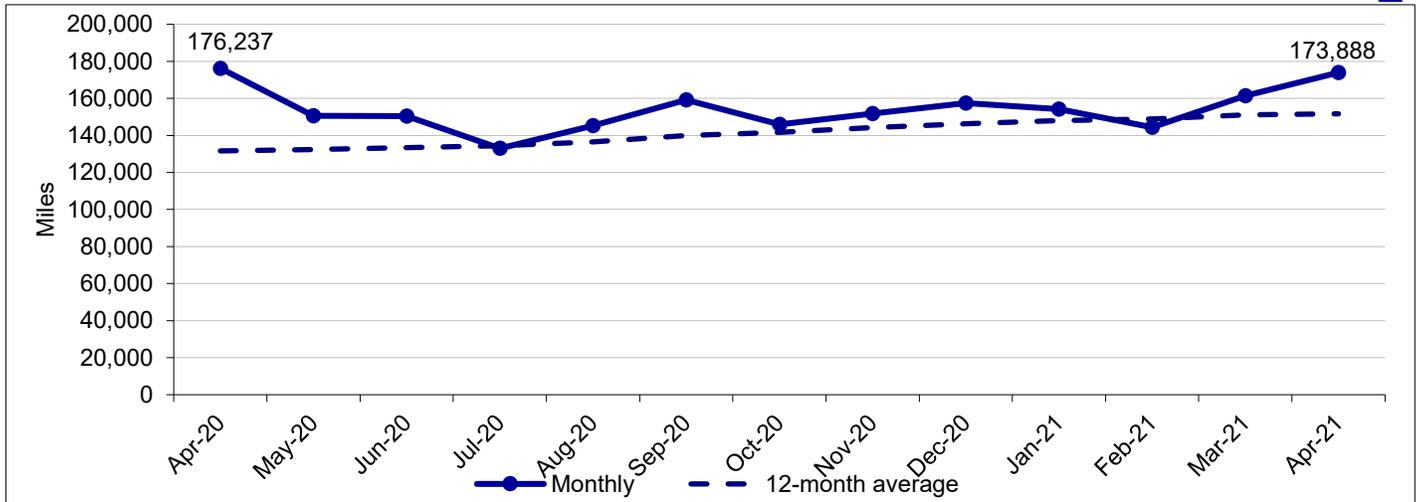
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

Elevator and Escalator Availability

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

Subway Mean Distance Between Failures

Desired trend



	# of Cars	Monthly		% Change
		Apr '21	Apr '20	
Subdivision A	2,890	240,728	290,796	-17.2%
Subdivision B	3,565	144,313	137,005	+5.3%
Systemwide	6,455	173,888	176,237	-1.3%

Car Class	# of Cars	12-Month Average		% Change
		Apr '21	Apr '20	
R32	0		28,701	N/A
R42	0			N/A
R46	748	60,731	59,141	+2.7%
R62	315	219,590	225,018	-2.4%
R62A	824	162,707	114,473	+42.1%
R68	425	110,983	74,277	+49.4%
R68A	200	63,722	87,354	-27.1%
R142	1,025	270,994	237,375	+14.2%
R142A	220	133,387	123,016	+8.4%
R143	212	165,204	172,658	-4.3%
R160	1,662	326,548	264,046	+23.7%
R179	318	117,002	150,214	-22.1%
R188 - New	126	326,665	370,648	-11.9%
R188 - Conversion	380	289,801	260,292	+11.3%
Subdivision A	2,890	210,673	173,338	+21.5%
Subdivision B	3,565	125,948	112,156	+12.3%
Systemwide	6,455	151,662	131,627	+15.2%

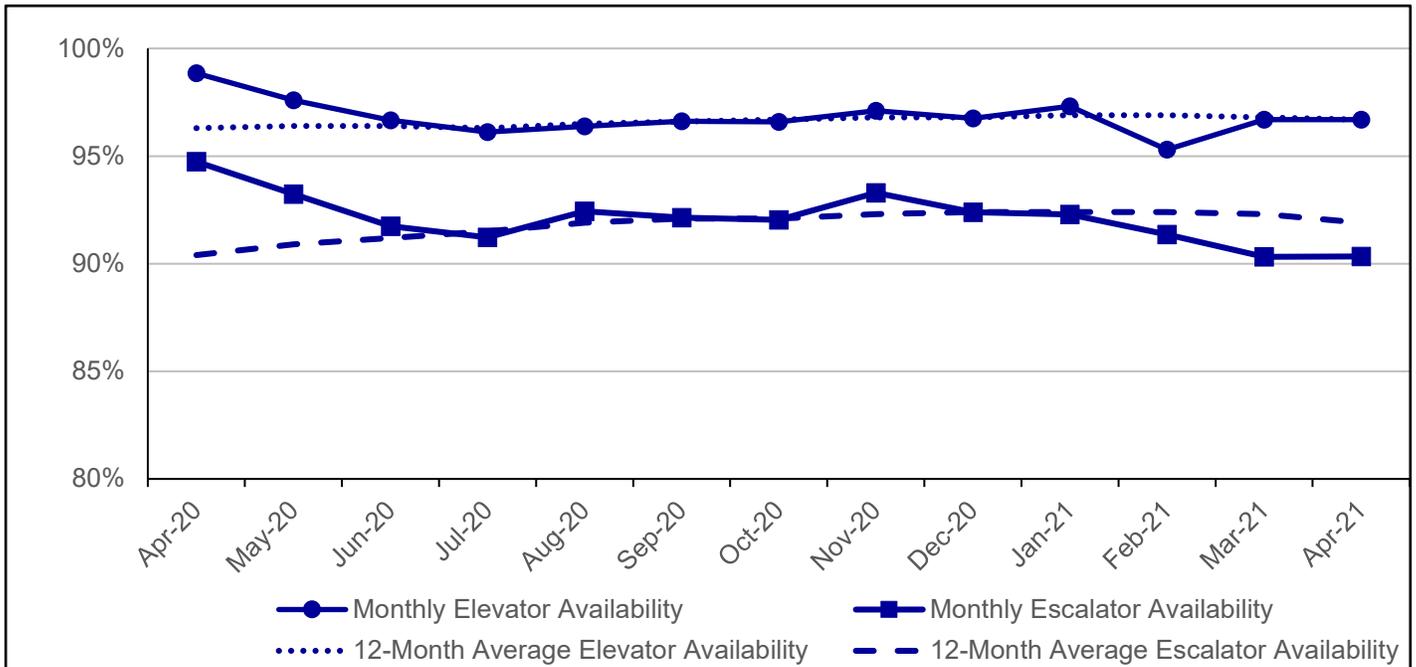
MDBF Discussion

- April 2021 MDBF was 173,888, a decrease of 1.3% from one year ago.
- 12-month average MDBF was 151,662 in April 2021, an increase of 15.2% 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		
	Apr 21	Apr 20	% Change	Apr 21	Apr 20	% Change
Elevator Availability	96.7%	98.9%	-2.2%	96.7%	96.4%	+0.3%
Escalator Availability	90.3%	94.7%	-4.4%	91.9%	90.4%	+1.5%

Elevator and Escalator Availability Discussion

- Elevator availability decreased by 2.2% in April 2021 compared to April 2020.
- Escalator availability decreased by 4.4% in April 2021 compared to April 2020.
- The decrease in Escalator availability was due in part to ongoing repair work as part of a safety campaign that began in early 2021.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

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

Terminal On-Time Performance (Weekday and Weekend)

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

Train Delays (Weekday and Weekend)

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

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

Line	Apr 21					Apr 20					Desired trend			
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month		Monthly		
	Meets	Standard	Minor	Medium	Major	Standard	Meets	Standard	Minor	Medium		Major	Standard	Meets
1	78.9%	8.2%	7.1%	5.9%	80.6%	86.8%	7.5%	4.1%	1.6%	79.6%	-7.9%			
2	69.1%	11.3%	10.3%	9.3%	67.9%	65.3%	12.0%	13.4%	9.3%	71.6%	+3.8%			
3	71.0%	12.1%	10.7%	6.3%	71.4%	82.7%	10.5%	4.9%	1.9%	76.2%	-11.7%			
4	68.9%	10.6%	9.9%	10.6%	69.6%	76.2%	11.0%	8.0%	4.7%	72.3%	-7.3%			
5	69.3%	9.9%	9.7%	11.1%	68.9%	86.4%	9.0%	3.5%	1.1%	70.6%	-17.1%			
6	76.8%	9.7%	7.5%	6.1%	76.8%	83.0%	9.6%	5.1%	2.3%	76.3%	-6.2%			
7	76.5%	10.7%	7.5%	5.3%	77.7%	56.5%	13.6%	18.8%	11.0%	77.6%	+20.0%			
S 42nd	96.6%	2.1%	0.6%	0.8%	94.5%						N/A			
Subdivision A	73.5%	10.1%	8.7%	7.7%	73.7%	73.5%	10.1%	8.7%	7.7%	74.7%	+0.0%			
A	68.6%	11.8%	10.4%	9.2%	69.0%	76.0%	10.7%	6.1%	7.2%	69.6%	-7.4%			
B	74.6%	12.4%	8.2%	4.8%	74.2%						N/A			
C	81.2%	12.5%	4.5%	1.7%	80.0%						N/A			
D	74.1%	12.5%	8.4%	5.1%	74.1%	74.2%	13.3%	9.0%	3.5%	73.8%	-0.1%			
E	74.0%	11.5%	9.0%	5.6%	74.1%	80.1%	10.9%	6.4%	2.6%	72.7%	-6.1%			
F	77.1%	11.1%	7.9%	3.9%	76.4%	79.0%	11.2%	7.2%	2.6%	71.7%	-1.9%			
S Fkln	99.4%	0.3%	0.2%	0.2%	98.4%	98.2%	0.9%	0.1%	0.7%	98.2%	+1.2%			
G	81.5%	11.7%	5.3%	1.4%	81.8%	50.7%	14.0%	17.7%	17.7%	78.5%	+30.8%			
S Rock	95.4%	2.3%	1.4%	0.9%	95.2%	97.9%	1.1%	0.5%	0.5%	94.7%	-2.5%			
JZ	84.5%	9.5%	4.3%	1.7%	83.5%	56.1%	9.1%	15.7%	19.1%	80.3%	+28.4%			
L	78.9%	11.3%	6.8%	2.9%	78.7%	90.7%	6.6%	1.6%	1.1%	78.1%	-11.8%			
M	76.7%	10.7%	7.4%	5.1%	78.1%	56.9%	12.3%	20.0%	10.8%	75.0%	+19.8%			
N	74.3%	12.1%	8.1%	5.5%	73.1%	58.3%	15.4%	17.7%	8.6%	73.7%	+16.0%			
Q	74.8%	11.3%	8.6%	5.2%	74.7%	74.8%	11.2%	9.3%	4.7%	75.7%	+0.0%			
R	74.7%	11.8%	8.5%	5.0%	74.7%	63.3%	13.0%	15.0%	8.7%	74.0%	+11.4%			
W	77.2%	11.0%	6.0%	5.8%	74.0%						N/A			
Subdivision B	76.5%	11.3%	7.6%	4.6%	76.2%	69.4%	11.5%	11.5%	7.6%	74.7%	+7.1%			
Systemwide	75.1%	10.7%	8.1%	6.0%	75.0%	72.8%	11.0%	10.0%	6.3%	74.7%	+2.3%			

Weekday Wait Assessment Discussion

- Wait Assessment for April 2021 increased by 2.3% compared to April 2020.
- The 42 St Shuttle, B, C, and W lines did not run in April 2020.

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

Line	Apr 21					Apr 20					Desired trend	
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets		Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard		Change
1	72.0%	12.3%	10.8%	4.9%	82.4%	54.6%	20.1%	16.8%	8.5%	88.4%	+17.4%	
2	66.2%	13.7%	13.4%	6.8%	72.2%	33.7%	14.3%	28.8%	23.2%	74.1%	+32.5%	
3	68.5%	12.2%	11.5%	7.7%	78.2%	52.2%	10.7%	16.2%	20.9%	84.1%	+16.3%	
4	68.3%	13.8%	10.6%	7.3%	72.7%	57.5%	13.5%	16.7%	12.3%	75.8%	+10.8%	
5	82.1%	9.8%	5.8%	2.3%	80.8%	54.2%	13.1%	14.7%	18.0%	82.7%	+27.9%	
6	71.4%	13.7%	10.2%	4.6%	77.2%	34.9%	25.2%	30.6%	9.3%	84.1%	+36.5%	
7	81.7%	10.9%	5.7%	1.8%	84.6%	34.5%	7.6%	12.6%	45.3%	83.6%	+47.2%	
S 42nd	96.7%	1.7%	0.0%	1.6%	94.5%						N/A	
Subdivision A	72.5%	12.3%	9.9%	5.4%	77.9%	45.6%	15.1%	20.3%	19.0%	80.9%	+26.9%	
A	68.2%	12.6%	12.1%	7.1%	73.9%						N/A	
C	69.7%	14.0%	12.0%	4.2%	77.2%						N/A	
D	79.7%	9.8%	6.9%	3.6%	78.6%	46.7%	16.1%	22.5%	14.7%	79.4%	+33.0%	
E	85.9%	9.7%	3.8%	0.6%	85.8%	47.5%	15.1%	28.0%	9.4%	84.8%	+38.4%	
F	78.7%	12.1%	6.7%	2.5%	80.1%	49.1%	17.7%	22.0%	11.2%	79.1%	+29.6%	
S Fkln	99.1%	0.7%	0.1%	0.1%	98.6%	99.3%	0.3%	0.2%	0.2%	98.0%	-0.2%	
G	88.4%	8.5%	2.4%	0.6%	87.7%	61.3%	14.7%	14.8%	9.3%	83.6%	+27.1%	
S Rock	93.9%	3.6%	2.0%	0.5%	96.4%	97.4%	1.5%	1.1%	0.0%	95.3%	-3.5%	
J	83.1%	8.8%	5.8%	2.3%	85.1%	51.1%	16.1%	20.0%	12.7%	85.6%	+32.0%	
L	81.8%	10.3%	5.3%	2.6%	81.6%	96.1%	2.8%	0.7%	0.5%	90.2%	-14.3%	
M	93.9%	3.5%	1.4%	1.3%	93.1%	25.7%	9.2%	20.5%	44.6%	76.3%	+68.2%	
N	73.0%	13.1%	9.6%	4.2%	77.3%	12.5%	18.0%	41.8%	27.7%	76.1%	+60.5%	
Q	76.0%	12.8%	8.0%	3.2%	78.9%	53.0%	16.0%	20.6%	10.5%	79.6%	+23.0%	
R	77.5%	12.5%	7.1%	3.0%	81.0%	54.3%	18.4%	19.1%	8.3%	79.9%	+23.2%	
Subdivision B	78.8%	11.0%	7.1%	3.1%	80.9%	48.4%	14.9%	21.7%	15.1%	81.3%	+30.4%	
Systemwide	76.0%	11.6%	8.3%	4.1%	79.6%	47.0%	15.0%	21.0%	17.0%	81.1%	+29.0%	

Weekend Wait Assessment Discussion

- Wait Assessment for April 2021 improved by 29% compared to April 2020 due to the severe disruptions caused by the pandemic in April 2020.
- The 42 St Shuttle and C lines did not run in April 2020.

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.

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
1	90.6%	95.6%	-5.0%
2	87.5%	86.8%	+0.7%
3	91.5%	91.9%	-0.4%
4	87.1%	92.7%	-5.6%
5	89.1%	90.5%	-1.4%
6	89.9%	91.8%	-1.9%
7	92.1%	83.1%	+9.0%
S 42nd	99.6%	N/A	N/A
Subdivision A	91.3%	90.2%	+1.1%
A	83.2%	88.2%	-5.0%
B	86.6%	N/A	N/A
C	91.0%	N/A	N/A
D	86.3%	90.3%	-4.0%
E	90.6%	89.2%	+1.4%
F	89.1%	88.5%	+0.6%
S Fkn	99.9%	99.5%	+0.4%
G	91.9%	71.4%	+20.5%
S Rock	98.0%	98.9%	-0.9%
JZ	94.2%	77.4%	+16.8%
L	96.1%	96.0%	+0.1%
M	91.6%	80.9%	+10.7%
NW	88.0%	70.2%	+17.8%
Q	87.9%	86.5%	+1.4%
R	90.8%	84.5%	+6.3%
Subdivision B	90.8%	85.7%	+5.1%
Systemwide	91.0%	87.5%	+3.5%

Weekday Terminal On-Time Performance Discussion

- April weekday OTP improved by 3.5% compared to the prior year.
- The 42 St Shuttle, B, C, and W lines did not run in April 2020.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
1	86.3%	87.7%	-1.4%
2	54.8%	51.6%	+3.2%
3	64.1%	69.3%	-5.2%
4	84.3%	79.5%	+4.8%
5	88.8%	83.7%	+5.1%
6	85.9%	71.3%	+14.6%
7	94.5%	64.5%	+30.0%
S 42nd	98.1%	N/A	N/A
Subdivision A	84.1%	72.0%	+12.1%
A	80.8%	N/A	N/A
C	81.5%	N/A	N/A
D	93.6%	77.9%	+15.7%
E	93.5%	79.4%	+14.1%
F	89.5%	75.6%	+13.9%
S Fkln	99.6%	99.8%	-0.2%
G	91.5%	79.8%	+11.7%
S Rock	98.5%	99.5%	-1.0%
J	94.6%	75.1%	+19.5%
L	92.7%	98.8%	-6.1%
M	98.7%	57.7%	+41.0%
N	82.5%	51.5%	+31.0%
Q	88.4%	74.3%	+14.1%
R	91.4%	82.8%	+8.6%
Subdivision B	91.1%	77.5%	+13.6%
Systemwide	88.4%	75.2%	+13.2%

Weekend Terminal On-Time Performance Discussion

- April weekend OTP improved by 13.2% compared to the prior year.
- The 42 St Shuttle and C lines did not run in April 2020.

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

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

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (22)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>960</u>	<u>44</u>	<u>6.1%</u>
Rail and Roadbed	760	35	4.9%
Fire, Smoke, Debris	200	9	1.3%
Signal Failures and Emergency Remediation	2,320	105	14.6%
Subway Car	<u>764</u>	<u>35</u>	<u>4.9%</u>
Door-Related	165	8	1.1%
Propulsion	180	8	1.1%
Braking	102	5	0.7%
Other	317	14	1.9%
Stations and Structure	253	12	1.7%
Other Internal	<u>3,822</u>	<u>174</u>	<u>24.2%</u>
Service Delivery (e.g. crew performance)	3,612	164	22.8%
Train Brake Activation - cause unknown	128	6	0.8%
Other Internal Disruptions (e.g. IT system failure)	82	4	0.6%
External	<u>3,454</u>	<u>157</u>	<u>21.8%</u>
Public Conduct, Crime, Police Response	1,662	76	10.6%
Sick/Injured Customer	546	25	3.5%
Persons on Roadbed (including persons struck by train)	793	36	5.0%
External Debris on Roadbed (e.g., trees, shopping cart)	271	12	1.7%
Inclement Weather	47	2	0.3%
External Agency or Utility	135	6	0.8%
Operating Environment	1,628	74	10.3%
Planned Right-of-Way Work	2,631	120	16.7%
Total Trains Delayed	<u>15,832</u>	<u>720</u>	<u>100%</u>

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

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (8)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>202</u>	<u>25</u>	<u>4.0%</u>
Rail and Roadbed	128	16	2.5%
Fire, Smoke, Debris	74	9	1.5%
Signal Failures and Emergency Remediation	397	50	7.8%
Subway Car	<u>78</u>	<u>10</u>	<u>1.5%</u>
Door-Related	19	2	0.4%
Propulsion	7	1	0.1%
Braking	0	0	0.0%
Other	52	7	1.0%
Stations and Structure	20	3	0.4%
Other Internal	<u>1,489</u>	<u>186</u>	<u>29.4%</u>
Service Delivery (e.g. crew performance)	1,482	185	29.3%
Train Brake Activation - cause unknown	5	1	0.1%
Other Internal Disruptions (e.g. IT system failure)	2	0	0.0%
External	<u>764</u>	<u>96</u>	<u>15.1%</u>
Public Conduct, Crime, Police Response	344	43	6.8%
Sick/Injured Customer	151	19	3.0%
Persons on Roadbed (including persons struck by train)	154	19	3.0%
External Debris on Roadbed (e.g., trees, shopping cart)	53	7	1.0%
Inclement Weather	26	3	0.5%
External Agency or Utility	36	5	0.7%
Operating Environment	893	112	17.7%
Planned Right-of-Way Work	1,216	152	24.0%
Total Trains Delayed	5,059	632	100%

Customer Service Report: Buses

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



MTA Bus President Craig Cipriano joined by Bronx Chamber of Commerce President Lisa Sorin and Executive Directors of the Westchester Square and Throggs Neck Business Improvement Districts, Yasmin Cruz and Bobby Jaena. The event, which took place on May 12th in Westchester Square in the Bronx, was to support local business and encourage New Yorkers to return to mass transit. Despite the challenges of the last 15 months, Bronxites' rates of bus ridership are among the highest anywhere in the City.

May 2021 Highlights: Buses

Buses continue to see strong ridership. In fact, on May 6th, we reached the highest single day ridership since front-door boarding resumed last summer, with approximately 1.26 million riders—over 53% of our pre-COVID ridership levels. As we are seeing more customers returning to our system, we are confident that buses will serve as a key catalyst to fuel the City's recovery from the challenges of the last 15 months.

This month, I was excited to join Mayor de Blasio, Chairman Rodriguez and our partner at NYC DOT, Commissioner Gutman to celebrate the launch of the 181st Street Busway, another great milestone for NYC bus customers as we strive to deliver faster and more efficient bus service. Just as the bus system has been a lifeline to essential workers and others throughout the pandemic, a high-performing bus system is one of the keys to New York's recovery. Busways have proven to be the ultimate way to speed up buses and reduce travel time, giving our customers the well-deserved priority they need. Since the launch of this busway we are already seeing preliminary speed increases of up to 34%.

We are greatly encouraged by the City's deepening commitment to bus priority. On May 11th, the City announced plans to nearly double last year's record bus project totals. The administration plans to install 28 miles of new and improved busways and bus lanes in 2021. These projects include completion of five busways, 11.5 miles of new bus lanes, 16.3 miles of improved lanes, as well as other bus priority enhancements such as new bus boarding islands, street redesign and transit signal priority. In fact, the Mayor's announcement more than doubles the number of busways, another great step forward for bus riders.

Additionally, this month I was excited to partner with the New Bronx Chamber and the Westchester Square and Throgs Neck Business Improvement Districts in the Bronx to promote bus ridership in their neighborhoods. Many of our iconic local establishments are still reeling from the pandemic and now is the time to get New York moving again.

While we are encouraged by increases in bus ridership, we are still far from pre-pandemic levels. Now is the time for customers to return to the system. Great things are happening at MTA Bus and we look forward to welcoming each one of you back. Take the bus!

This month, we grieved the tragic passing of bus operator, Yvan Nelson, from LaGuardia Depot to COVID. We are deeply saddened at his loss and our thoughts are with his family during this difficult time. It is one more reminder to please stay vigilant and be safe!

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

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: April 2021			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	95.1%	90.7%	+4.4%	95.2%	97.1%	-1.9%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:01:39	N/A	N/A	0:01:40	N/A	N/A
	Additional Travel Time (h:mm:ss) (Chart 5)*	-0:00:26	N/A	N/A	-0:00:33	N/A	N/A
	Customer Journey Time Performance (Chart 7)*	79.4%	N/A	N/A	+79.8%	N/A	N/A
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,648	11,318	-23.6%	7,996	8,070	-0.9%
	Speed (MPH) (Chart 11)	8.2	9.2	-10.9%	8.4	8.0	+5.0%
Legacy Indicators	Wait Assessment (Chart 13)	79.3%	78.0%	+1.3%	79.7%	78.0%	+1.7%
	System MDBSI (Chart 16)	3,582	5,598	-36.0%	3,548	3,181	+11.5%
	NYCT Bus	3,583	5,363	-33.2%	3,420	3,023	+13.1%
	MTA Bus	3,579	6,430	-44.3%	4,014	3,815	+5.2%
	System Trips Completed (Chart 17)*	95.6%	N/A	N/A	97.1%	99.2%	-2.1%
	NYCT Bus	95.5%	N/A	N/A	97.2%	99.3%	-2.1%
	MTA Bus	95.8%	N/A	N/A	96.5%	99.1%	-2.6%
	System AM Pull Out (Chart 18)*	95.9%	N/A	N/A	97.2%	99.7%	-2.5%
	NYCT Bus	96.0%	N/A	N/A	97.4%	99.8%	-2.4%
	MTA Bus	95.6%	N/A	N/A	96.6%	99.5%	-2.9%
	System PM Pull Out (Chart 19)*	96.9%	N/A	N/A	97.9%	99.8%	-1.9%
	NYCT Bus	97.0%	N/A	N/A	98.1%	99.9%	-1.8%
	MTA Bus	96.4%	N/A	N/A	97.2%	99.6%	-2.4%
	System Buses >= 12 years	20.0%	18.8%				
	NYCT Bus	9.0%	6.8%				
	MTA Bus	59.0%	61.0%				
System Fleet Age	8.1	7.4					
NYCT Bus	7.0	6.3					
MTA Bus	11.6	11.2					

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 Trips Completed, AM Pull Out, and PM Pull Out metrics exclude April and May 2020
 - April 2020 ABST, ATT, CJTP, Trips Completed, AM Pull Out, and PM Pull Out metrics are not available
 - April 2020 Service Delivered and Wait Assessment are based on April 13 - April 30
 - April 2020 Service Delivered, Wait Assessment, and Speed does not include express bus

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.

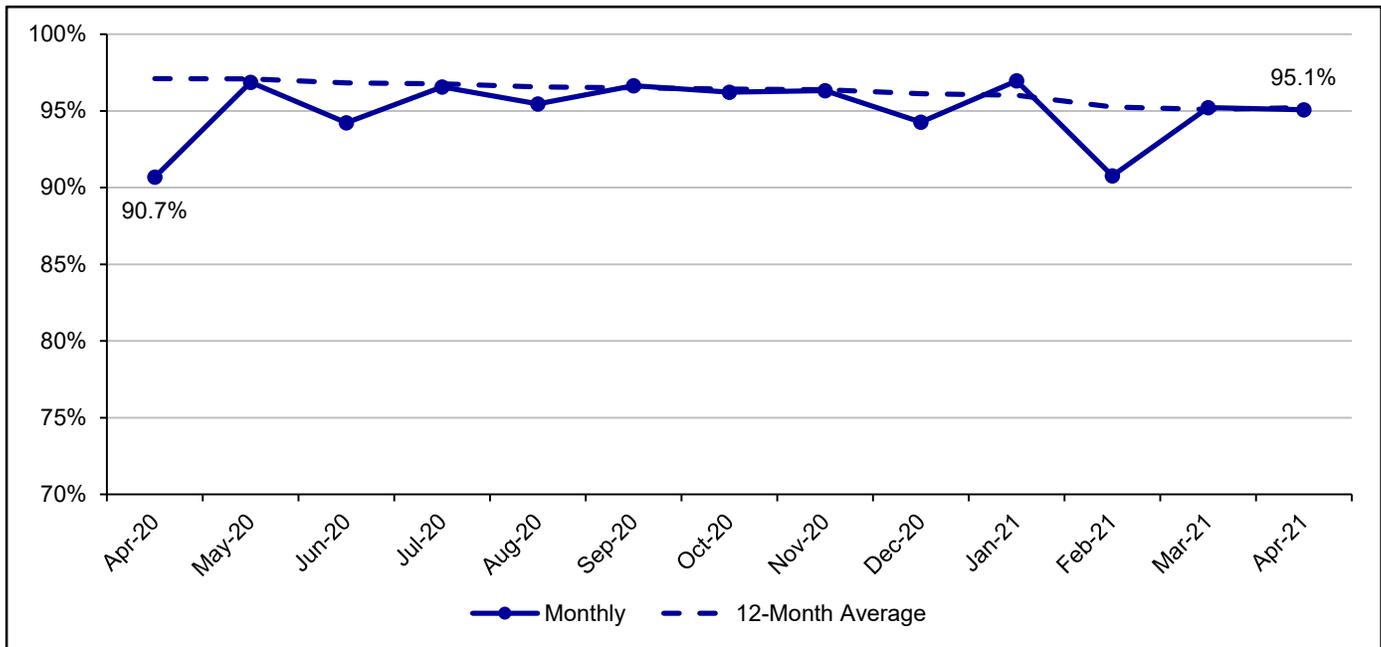
Customer Journey Time Performance (CJTP)

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		
	Apr 21	Apr 20	Change (Pts)	Apr 21	Apr 20	Change (Pts)
Bronx	96.8%	99.0%	-2.2%	96.5%	97.4%	-0.9%
Brooklyn	95.1%	95.7%	-0.6%	95.3%	97.6%	-2.3%
Manhattan	97.7%	97.4%	+0.3%	96.8%	97.7%	-0.9%
Queens	94.2%	80.7%	+13.5%	94.4%	96.4%	-2.0%
Staten Island	92.2%	94.2%	-2.0%	93.6%	97.3%	-3.7%
Systemwide	95.1%	90.7%	+4.4%	95.2%	97.1%	-1.9%

Service Delivered Discussion

- Service Delivered in April 2021 increased by 4.4 percentage points to 95.1 percent compared to April 2020, and decreased by 1.9 percentage points to 95.2 percent on a 12-month average basis.
- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 13 through April 30, and excluding express buses.

Note: The metrics in this report are preliminary

**Service Delivered
Monthly
(Peak Hours)**

Desired trend



<u>Borough</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change (Pts)</u>
Bronx	96.8%	99.0%	-2.2%
Local/Limited	96.5%	99.1%	-2.6%
Select Bus Service	96.9%	97.7%	-0.8%
Express	98.5%	N/A	N/A
Brooklyn	95.1%	95.7%	-0.6%
Local/Limited	94.8%	95.5%	-0.7%
Select Bus Service	94.3%	99.2%	-4.9%
Express	98.2%	N/A	N/A
Manhattan	97.7%	97.4%	+0.3%
Local/Limited	97.5%	95.8%	+1.7%
Select Bus Service	98.1%	101.1%	-3.0%
Express	N/A	N/A	N/A
Queens	94.2%	80.7%	+13.5%
Local/Limited	94.1%	80.4%	+13.7%
Select Bus Service	94.1%	85.8%	+8.3%
Express	95.2%	N/A	N/A
Staten Island	92.2%	94.2%	-2.0%
Local/Limited	93.3%	93.7%	-0.4%
Select Bus Service	90.4%	97.1%	-6.7%
Express	91.2%	N/A	N/A
Systemwide	95.1%	90.7%	+4.4%
Local/Limited	95.0%	90.0%	+5.0%
Select Bus Service	96.3%	96.7%	-0.4%
Express	94.6%	N/A	N/A

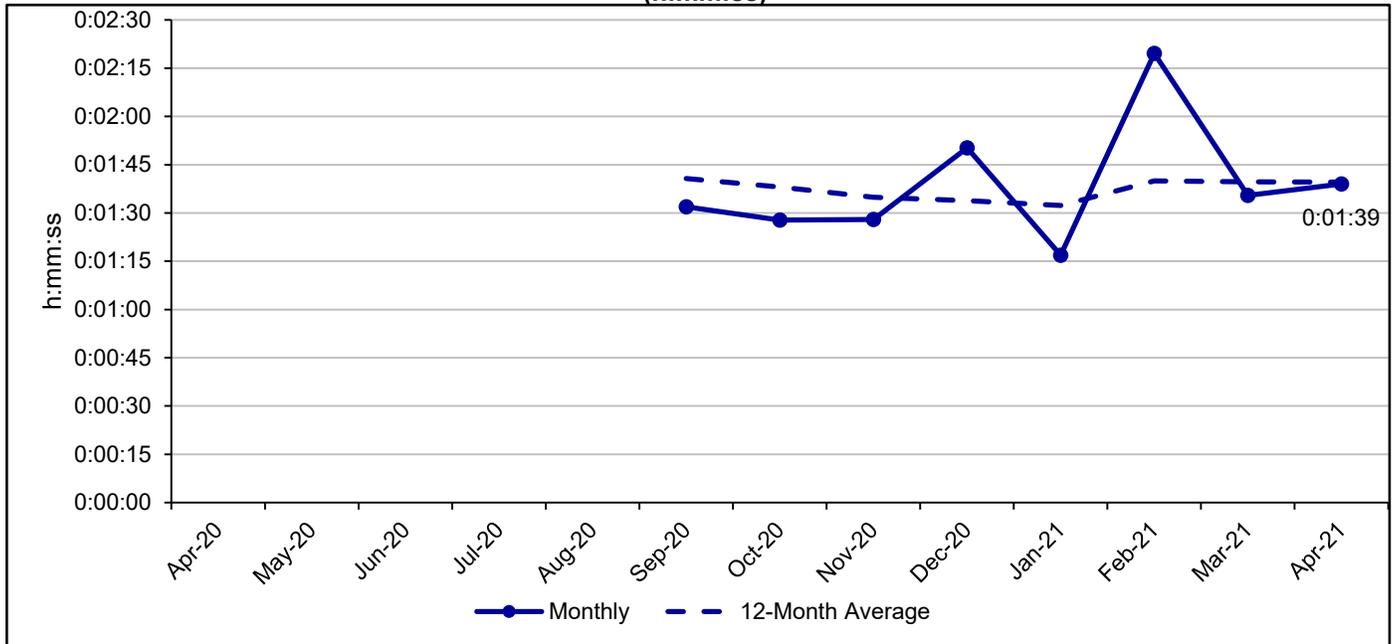
Note: The metrics in this report are preliminary

Additional Bus Stop Time

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

(h:mm:ss)

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	Change	Apr 21	Apr 20	Change
Bronx	0:01:38	N/A	N/A	0:01:35	N/A	N/A
Brooklyn	0:01:53	N/A	N/A	0:01:57	N/A	N/A
Manhattan	0:01:13	N/A	N/A	0:01:13	N/A	N/A
Queens	0:01:34	N/A	N/A	0:01:36	N/A	N/A
Staten Island	0:02:23	N/A	N/A	0:02:16	N/A	N/A
Systemwide	0:01:39	N/A	N/A	0:01:40	N/A	N/A

Additional Bus Stop Time Discussion

- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ABST was not available from April - August 2020.

Note: The metrics in this report are preliminary

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

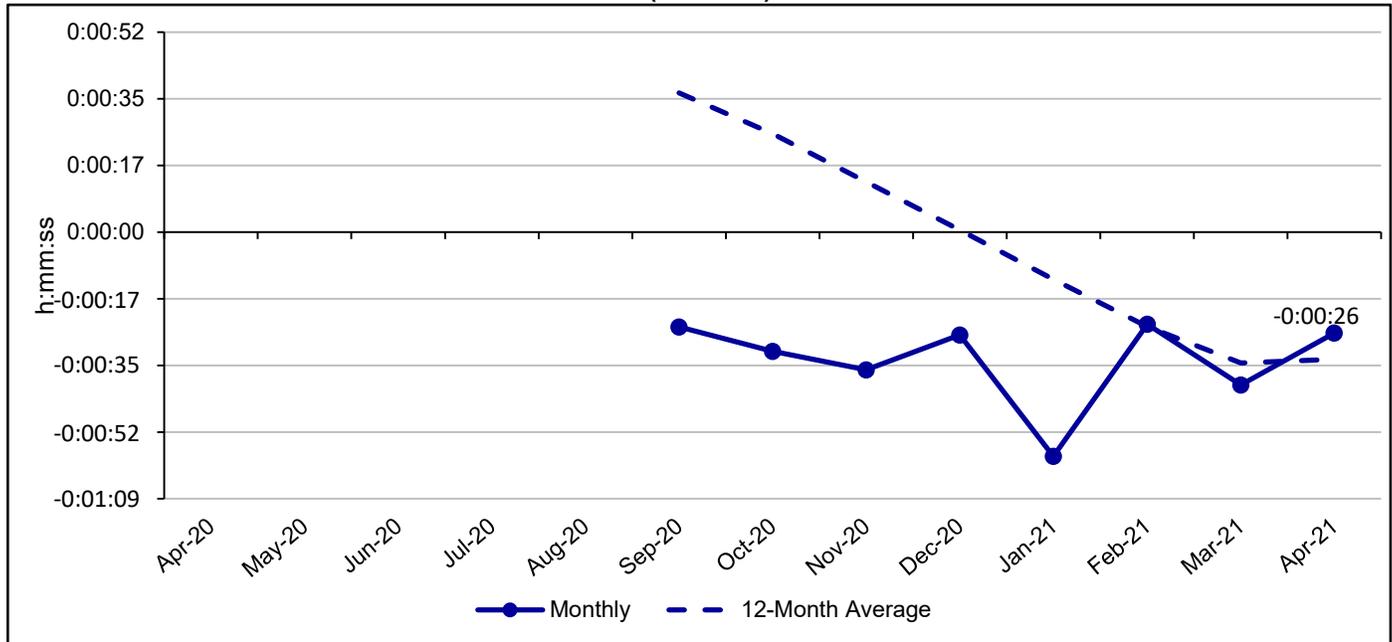
Desired trend 

<u>Borough</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
Bronx	0:01:38	N/A	N/A
Local/Limited	0:01:38	N/A	N/A
Select Bus Service	0:01:23	N/A	N/A
Express	0:02:37	N/A	N/A
Brooklyn	0:01:53	N/A	N/A
Local/Limited	0:01:55	N/A	N/A
Select Bus Service	0:01:29	N/A	N/A
Express	0:02:55	N/A	N/A
Manhattan	0:01:13	N/A	N/A
Local/Limited	0:01:20	N/A	N/A
Select Bus Service	0:00:56	N/A	N/A
Express	N/A	N/A	N/A
Queens	0:01:34	N/A	N/A
Local/Limited	0:01:34	N/A	N/A
Select Bus Service	0:01:24	N/A	N/A
Express	0:02:34	N/A	N/A
Staten Island	0:02:23	N/A	N/A
Local/Limited	0:02:36	N/A	N/A
Select Bus Service	0:01:31	N/A	N/A
Express	0:01:53	N/A	N/A
Systemwide	0:01:39	N/A	N/A
Local/Limited	0:01:42	N/A	N/A
Select Bus Service	0:01:13	N/A	N/A
Express	0:02:20	N/A	N/A

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		
	Apr 21	Apr 20	Change	Apr 21	Apr 20	Change
Bronx	0:00:01	N/A	N/A	-0:00:11	N/A	N/A
Brooklyn	-0:00:21	N/A	N/A	-0:00:26	N/A	N/A
Manhattan	-0:00:42	N/A	N/A	-0:00:47	N/A	N/A
Queens	-0:00:31	N/A	N/A	-0:00:37	N/A	N/A
Staten Island	-0:01:55	N/A	N/A	-0:02:05	N/A	N/A
Systemwide	-0:00:26	N/A	N/A	-0:00:33	N/A	N/A

Additional Travel Time Discussion

- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ATT was not available from April - August 2020.

Note: The metrics in this report are preliminary

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

Desired trend 

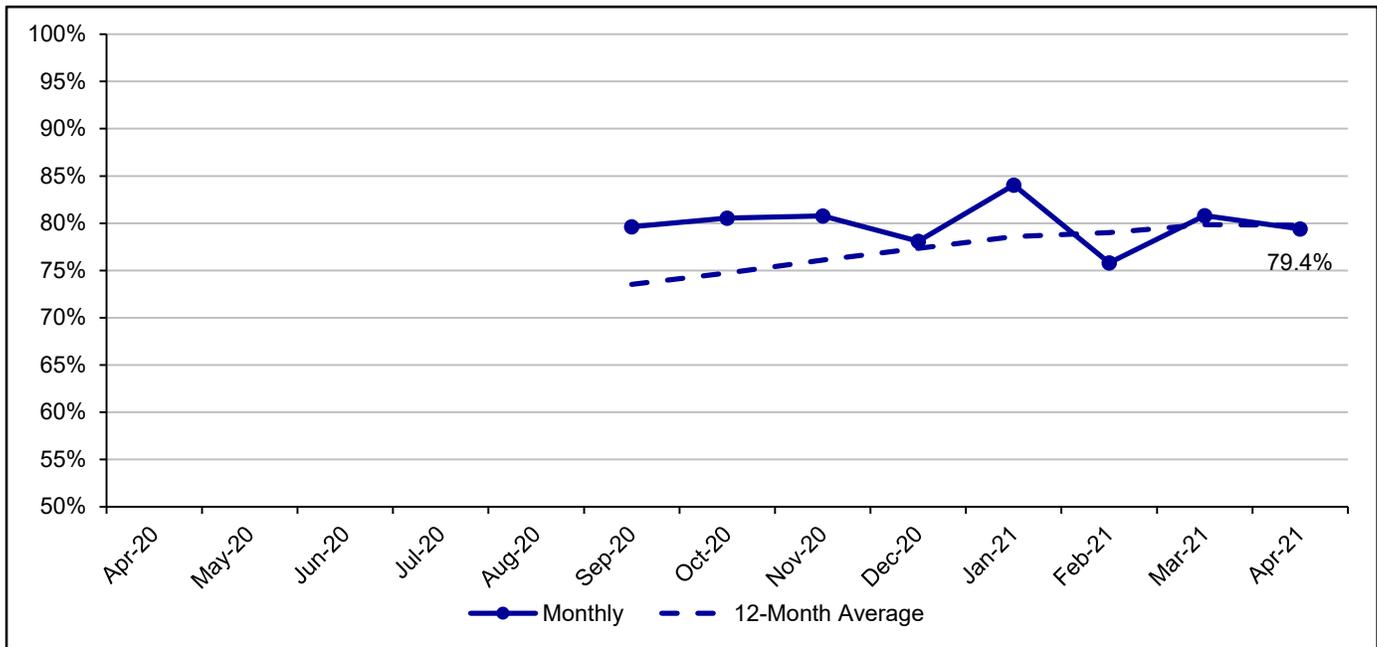
<u>Borough</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change</u>
Bronx	0:00:01	N/A	N/A
Local/Limited	-0:00:05	N/A	N/A
Select Bus Service	0:00:37	N/A	N/A
Express	0:01:59	N/A	N/A
Brooklyn	-0:00:21	N/A	N/A
Local/Limited	-0:00:21	N/A	N/A
Select Bus Service	0:00:03	N/A	N/A
Express	-0:03:21	N/A	N/A
Manhattan	-0:00:42	N/A	N/A
Local/Limited	-0:00:40	N/A	N/A
Select Bus Service	-0:00:46	N/A	N/A
Express	N/A	N/A	N/A
Queens	-0:00:31	N/A	N/A
Local/Limited	-0:00:31	N/A	N/A
Select Bus Service	-0:00:21	N/A	N/A
Express	-0:01:42	N/A	N/A
Staten Island	-0:01:55	N/A	N/A
Local/Limited	-0:01:02	N/A	N/A
Select Bus Service	-0:01:11	N/A	N/A
Express	-0:06:36	N/A	N/A
Systemwide	-0:00:26	N/A	N/A
Local/Limited	-0:00:24	N/A	N/A
Select Bus Service	-0:00:18	N/A	N/A
Express	-0:03:05	N/A	N/A

Note: The metrics in this report are preliminary

Customer Journey Time Performance

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

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	Change (Pts)	Apr 21	Apr 20	Change (Pts)
Bronx	77.3%	N/A	N/A	78.5%	N/A	N/A
Brooklyn	76.6%	N/A	N/A	76.4%	N/A	N/A
Manhattan	84.0%	N/A	N/A	84.3%	N/A	N/A
Queens	81.2%	N/A	N/A	81.5%	N/A	N/A
Staten Island	80.5%	N/A	N/A	81.6%	N/A	N/A
Systemwide	79.4%	N/A	N/A	79.8%	N/A	N/A

Customer Journey Time Performance Discussion

- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, CJTP was not available from April - August 2020.

Note: The metrics in this report are preliminary

Customer Journey Time Performance Monthly

Desired trend 

<u>Borough</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change (Pts)</u>
Bronx	77.3%	N/A	N/A
Local/Limited	77.9%	N/A	N/A
Select Bus Service	73.8%	N/A	N/A
Express	59.6%	N/A	N/A
Brooklyn	76.6%	N/A	N/A
Local/Limited	76.6%	N/A	N/A
Select Bus Service	77.1%	N/A	N/A
Express	75.9%	N/A	N/A
Manhattan	84.0%	N/A	N/A
Local/Limited	82.4%	N/A	N/A
Select Bus Service	88.2%	N/A	N/A
Express	N/A	N/A	N/A
Queens	81.2%	N/A	N/A
Local/Limited	81.7%	N/A	N/A
Select Bus Service	75.8%	N/A	N/A
Express	70.9%	N/A	N/A
Staten Island	80.5%	N/A	N/A
Local/Limited	79.9%	N/A	N/A
Select Bus Service	80.1%	N/A	N/A
Express	83.8%	N/A	N/A
Systemwide	79.4%	N/A	N/A
Local/Limited	79.3%	N/A	N/A
Select Bus Service	81.1%	N/A	N/A
Express	74.2%	N/A	N/A

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.

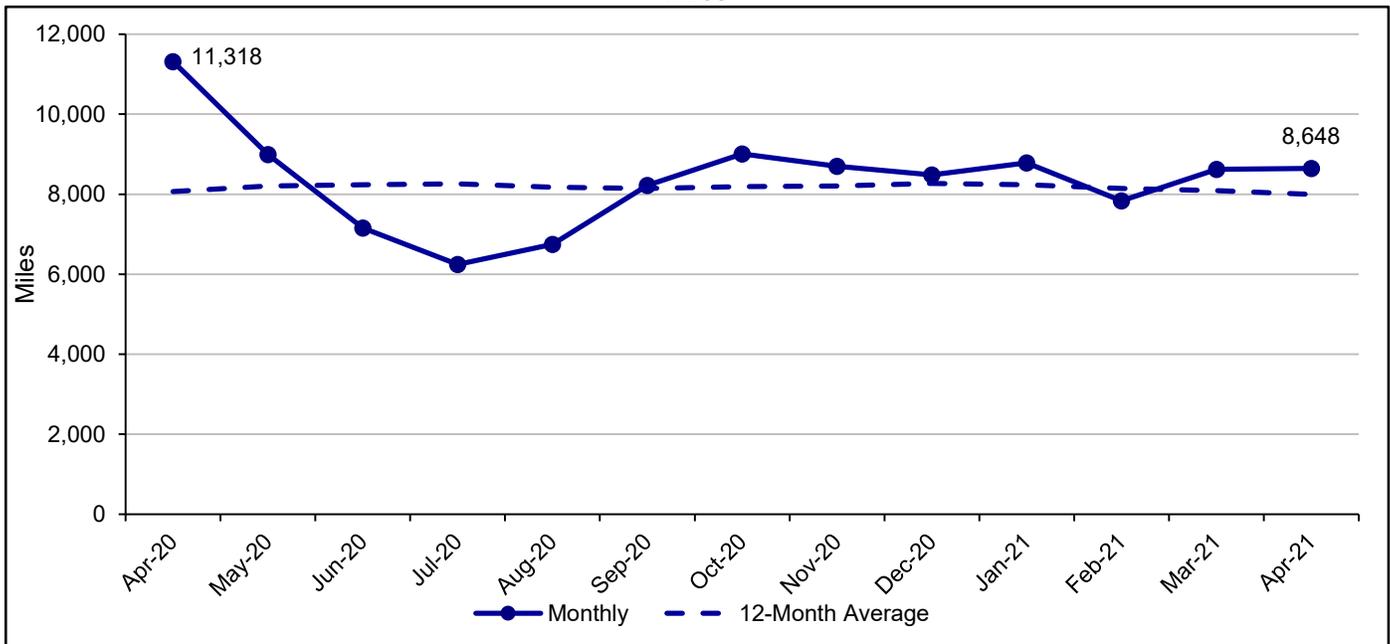
Note: The metrics in this report are preliminary

Mean Distance Between Failures

(24 Hours)

Miles

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	% Change	Apr 21	Apr 20	% Change
Bronx	6,448	10,089	-36.1%	5,763	6,295	-8.4%
Brooklyn	9,702	11,695	-17.0%	8,629	8,873	-2.8%
Manhattan	5,504	7,689	-28.4%	5,077	4,939	+2.8%
Queens	8,059	10,435	-22.8%	7,922	7,619	+4.0%
Staten Island	26,312	37,615	-30.0%	24,699	21,844	+13.1%
Systemwide	8,648	11,318	-23.6%	7,996	8,070	-0.9%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in April 2021 decreased by 23.6 percent to 8,648 miles compared to April 2020, and decreased by 0.9 percent to 7,996 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

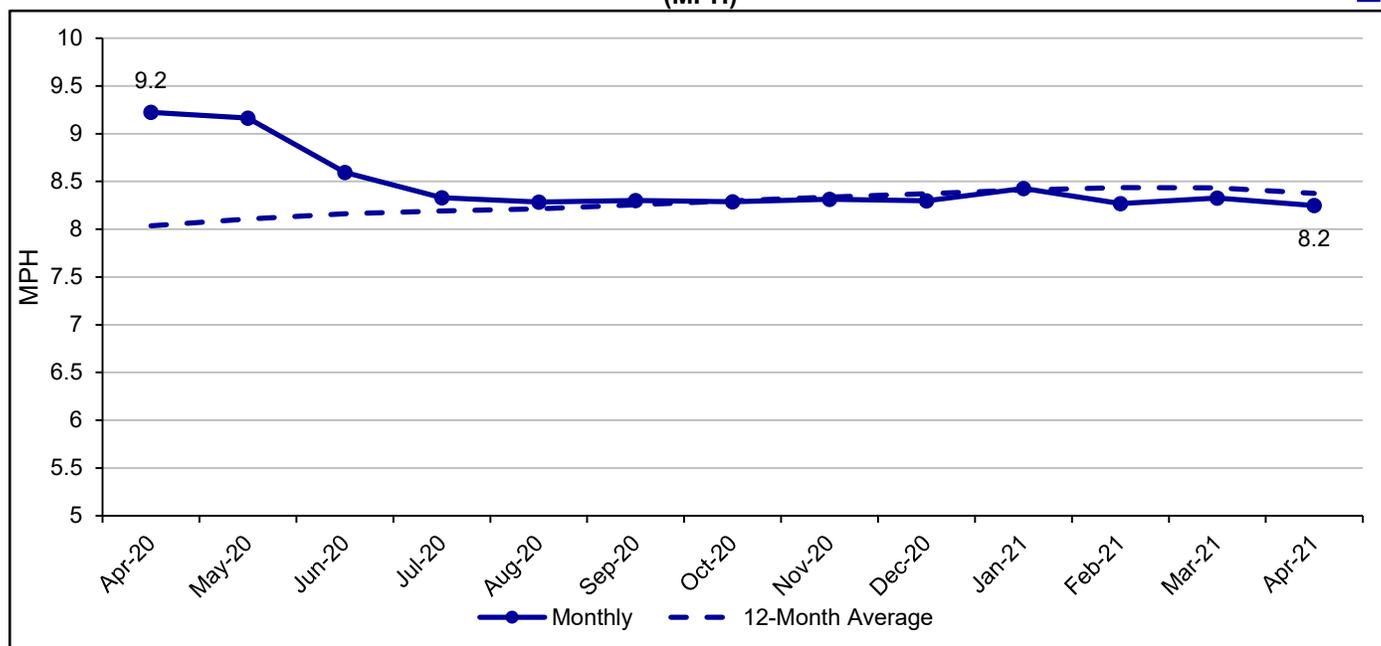


<u>Borough</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>% Change</u>
Bronx	5,763	6,295	-8.4%
Local/Limited	5,015	5,471	-8.3%
Select Bus Service	7,534	11,057	-31.9%
Express	10,089	10,052	+0.4%
Brooklyn	8,629	8,873	-2.8%
Local/Limited	8,411	8,728	-3.6%
Select Bus Service	10,635	11,292	-5.8%
Express	10,702	8,669	+23.4%
Manhattan	5,077	4,939	+2.8%
Local/Limited	4,523	4,232	+6.9%
Select Bus Service	8,019	9,509	-15.7%
Express	N/A	N/A	N/A
Queens	7,922	7,619	+4.0%
Local/Limited	7,570	7,562	+0.1%
Select Bus Service	7,940	7,803	+1.8%
Express	10,059	7,808	+28.8%
Staten Island	24,699	21,844	+13.1%
Local/Limited	26,494	23,398	+13.2%
Select Bus Service	14,352	26,483	-45.8%
Express	25,036	20,481	+22.2%
Systemwide	7,996	8,070	-0.9%
Local/Limited	7,130	7,300	-2.3%
Select Bus Service	8,696	9,823	-11.5%
Express	13,979	11,899	+17.5%

Note: The metrics in this report are preliminary

Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Apr 21	Apr 20	% Change	Apr 21	Apr 20	% Change
Bronx	7.60	8.10	-6.2%	7.7	7.5	+2.7%
Brooklyn	7.50	8.60	-12.8%	7.6	7.2	+5.6%
Manhattan	6.30	7.70	-18.2%	6.5	6.0	+8.3%
Queens	9.30	10.60	-12.3%	9.5	8.9	+6.7%
Staten Island	14.40	14.20	+1.4%	14.3	13.7	+4.4%
Systemwide	8.2	9.2	-10.9%	8.4	8.0	+5.0%

Speed Discussion

- Bus Speeds in April 2021 decreased by 10.9 percent to 8.2 mph compared to April 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 

<u>Borough</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>% Change</u>
Bronx	7.6	8.1	-6.2%
Local/Limited	7.0	7.9	-11.4%
Select Bus Service	8.9	10.3	-13.6%
Express	12.1	N/A	N/A
Brooklyn	7.5	8.6	-12.8%
Local/Limited	7.2	8.6	-16.3%
Select Bus Service	8.7	10.4	-16.3%
Express	13.9	N/A	N/A
Manhattan	6.3	7.7	-18.2%
Local/Limited	6.0	7.4	-18.9%
Select Bus Service	7.4	8.7	-14.9%
Express	N/A	N/A	N/A
Queens	9.3	10.6	-12.3%
Local/Limited	9.1	10.4	-12.5%
Select Bus Service	11.6	12.8	-9.4%
Express	14.2	N/A	N/A
Staten Island	14.4	14.2	+1.4%
Local/Limited	12.5	13.7	-8.8%
Select Bus Service	15.2	16.9	-10.1%
Express	18.4	N/A	N/A
Systemwide	8.2	9.2	-10.9%
Local/Limited	7.8	9.0	-13.3%
Select Bus Service	9.2	10.8	-14.8%
Express	14.6	N/A	N/A

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.

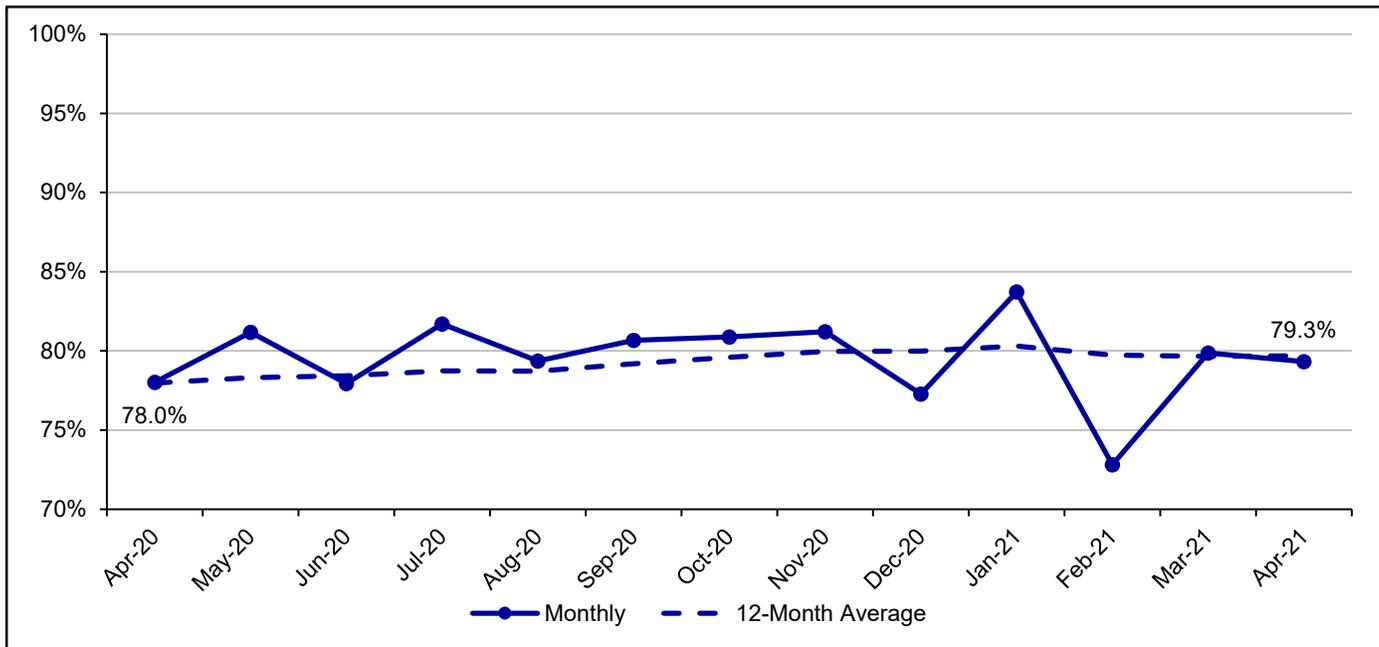
Bus PM Weekday Pull Out Performance

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		
	Apr 21	Apr 20	Change (Pts)	Apr 21	Apr 20	Change (Pts)
Bronx	78.0%	84.1%	-6.1%	79.6%	76.7%	+2.9%
Brooklyn	75.9%	77.1%	-1.2%	75.8%	76.4%	-0.6%
Manhattan	83.0%	82.0%	+1.0%	81.3%	78.2%	+3.1%
Queens	81.4%	72.2%	+9.2%	81.8%	79.2%	+2.6%
Staten Island	78.8%	81.5%	-2.7%	80.9%	81.2%	-0.3%
Systemwide	79.3%	78.0%	+1.3%	79.7%	78.0%	+1.7%

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 13 through April 30, and excluding express buses.

Note: The metrics in this report are preliminary

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Apr 21</u>	<u>Apr 20</u>	<u>Change (Pts)</u>
Bronx	78.0%	84.1%	-6.1%
Local/Limited	77.7%	84.1%	-6.4%
Select Bus Service	75.8%	86.3%	-10.5%
Express	85.5%	N/A	N/A
Brooklyn	75.9%	77.1%	-1.2%
Local/Limited	75.7%	77.0%	-1.3%
Select Bus Service	78.4%	79.7%	-1.3%
Express	79.2%	N/A	N/A
Manhattan	83.0%	82.0%	+1.0%
Local/Limited	82.6%	81.4%	+1.2%
Select Bus Service	86.0%	86.9%	-0.9%
Express	N/A	N/A	N/A
Queens	81.4%	72.2%	+9.2%
Local/Limited	81.4%	72.2%	+9.2%
Select Bus Service	79.2%	72.3%	+6.9%
Express	82.4%	N/A	N/A
Staten Island	78.8%	81.5%	-2.7%
Local/Limited	78.6%	80.9%	-2.3%
Select Bus Service	78.1%	89.1%	-11.0%
Express	79.8%	N/A	N/A
Systemwide	79.3%	78.0%	+1.3%
Local/Limited	79.1%	77.8%	+1.3%
Select Bus Service	81.8%	82.5%	-0.7%
Express	81.7%	N/A	N/A

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

Desired trend 

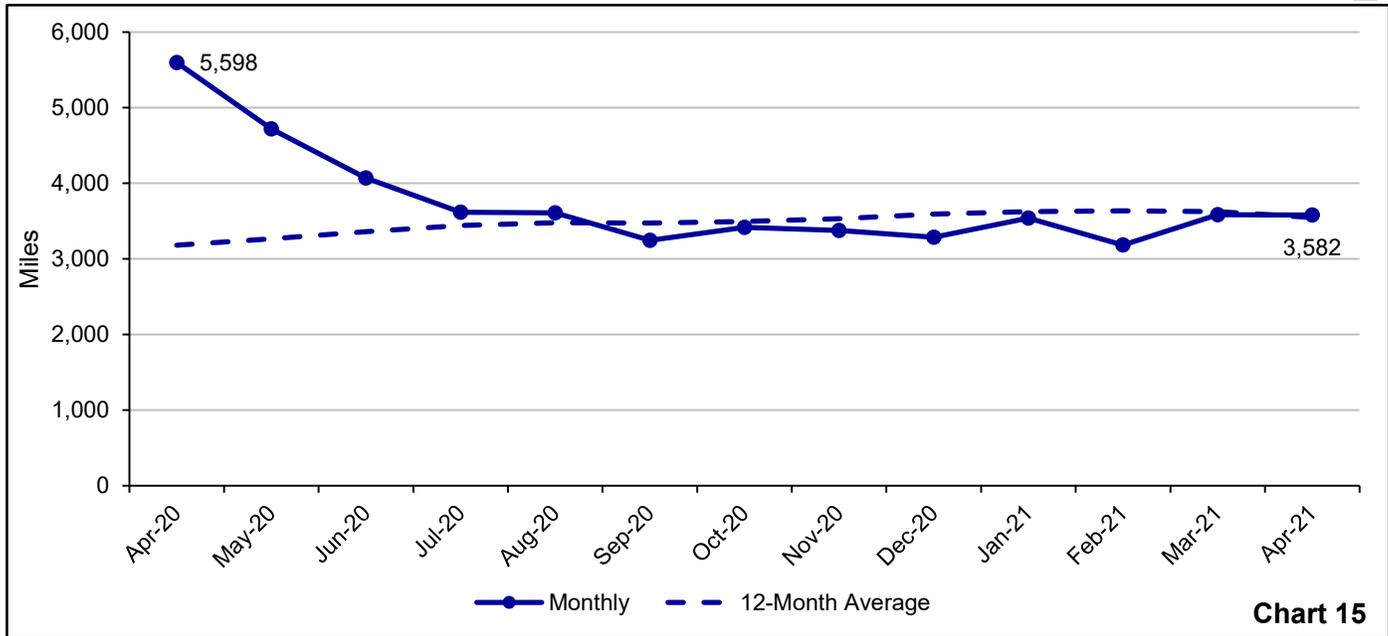


Chart 15

	Monthly			12-Month Average		
	Apr 21	Apr 20	% Change	Apr 21	Apr 20	% Change
Systemwide	3,582	5,598	-36.0%	3,548	3,181	+11.5%

Bus Percentage of Completed Trips

Desired trend 

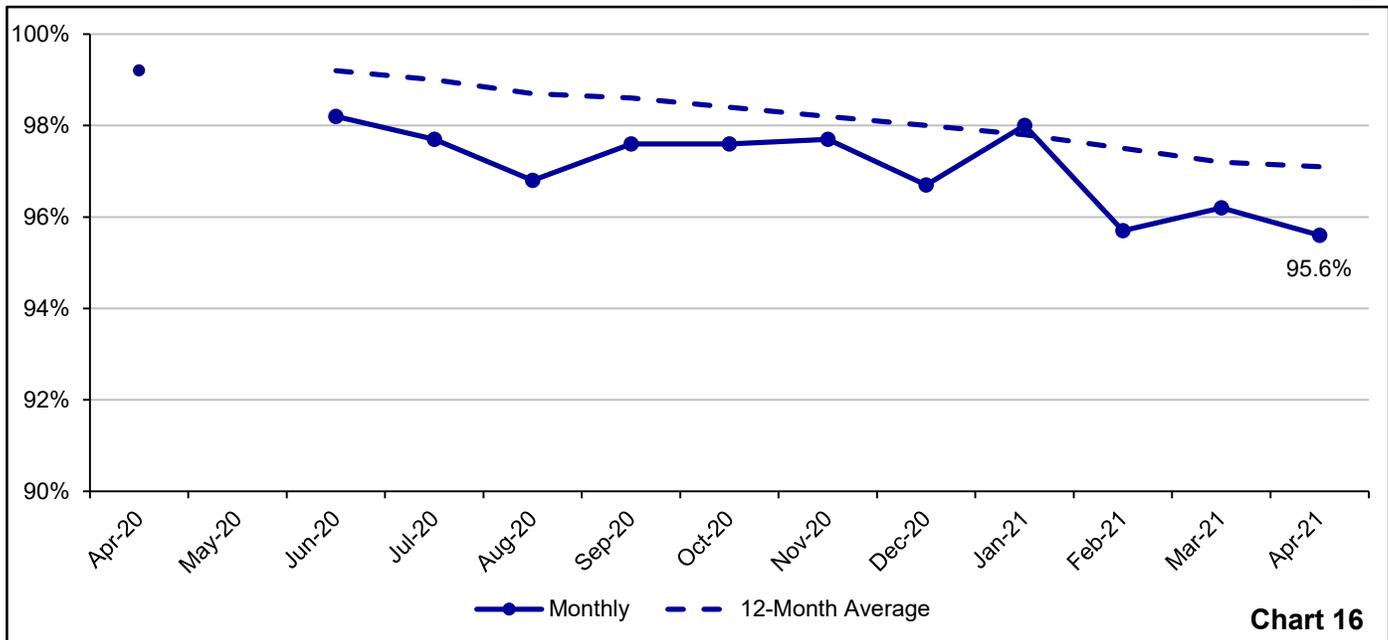


Chart 16

	Monthly			12-Month Average		
	Apr 21	Apr 20	Change (Pts)	Apr 21	Apr 20	Change (Pts)
Systemwide	95.6%	N/A	N/A	97.1%	99.2%	-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

Desired trend

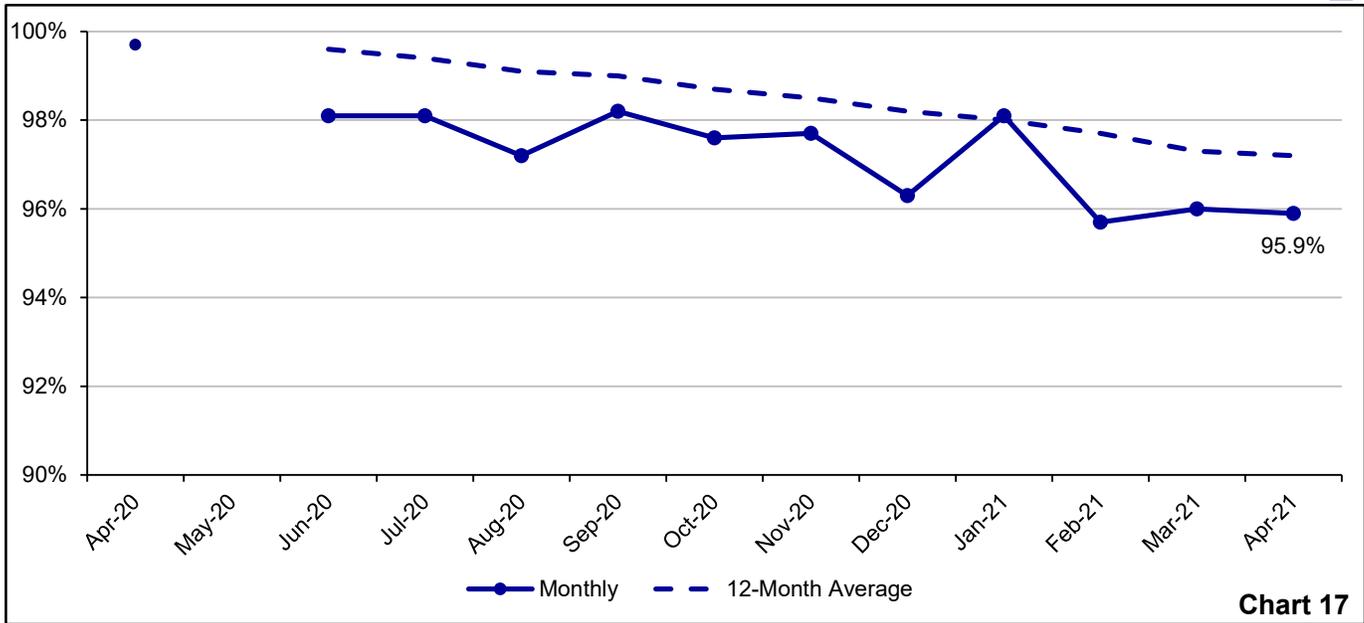


Chart 17

	Monthly			12-Month Average		
	Apr 21	Apr 20	Change (Pts)	Apr 21	Apr 20	Change (Pts)
Systemwide	95.9%	N/A	N/A	97.2%	99.7%	-2.5%

Bus PM Weekday Pull Out Performance

Desired trend

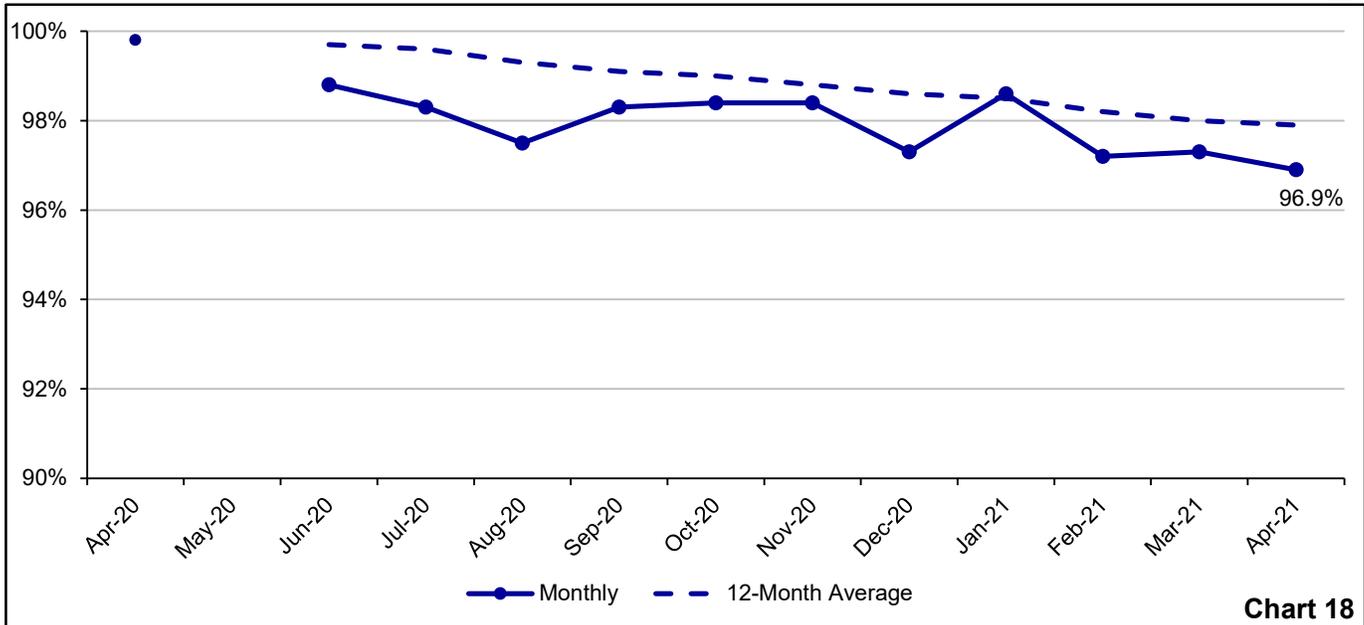


Chart 18

	Monthly			12-Month Average		
	Apr 21	Apr 20	Change (Pts)	Apr 21	Apr 20	Change (Pts)
Systemwide	96.9%	N/A	N/A	97.9%	99.8%	-1.9%

- 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



Hundreds of Paratransit Access-A-Ride (AAR) vendor employees, including AAR drivers and Call Center agents, have rolled up their sleeves and gotten vaccinated at the Jacob Javits Center as part of the MTAs ongoing effort to get as many workers vaccinated as possible. If we're going to get back to normal everyone needs to get their shots. Pictured from left to right are: Bouraima Savane, Kevin Marajh, Carlos Reyes, Kathleen Kendrick, Ray Mendoza, He Lee, Edward Valentino, Eric Bonaventure, and Robert Williams.

May 2021 Highlights: Paratransit

Paratransit ridership continues to recover at a faster pace than all other MTA agencies with weekday ridership reaching a high of 80% of pre-pandemic levels. The 2021 Q1 customer travel survey indicated that drivers operating vehicles safely is the most important attribute for Paratransit customers and 83% of our customers are satisfied with our performance. Drivers wearing masks is also to customers and the attribute with the greatest satisfaction rate (90%). We are also happy to announce that Access-A-Ride's (AAR) On The Move newsletter for our customers (found at: <https://new.mta.info/document/37161>) has now moved from a bi-annual to a quarterly publication in response to a request from the community for more frequent communication during the pandemic.

This month, NYCT is seeking Board approval to award four, 3-year estimated quantity service contracts for the provision of Broker Car Service for Paratransit customers. The contracts have an aggregate estimated amount of \$655 million, and we are recommending approval for the following vendors: Arro, Corporate Transportation Group, Sentry, and Greenpoint Transit. Importantly, this procurement is a re-solicitation of four contracts awarded in October 2020, which were terminated in December 2020 to further support NYS efforts to maximize opportunities for MWBEs and SDVOBs. As a result of these new contracts, we are anticipating an award in the amount of \$162.3 million to Sentry which will be the first prime contract for broker car service awarded to a NYS Certified MBE, and approximately \$172 million for the first NYS Certified M/WBE Paratransit subcontractors during the base years of the contracts. Over the past 10 years, demand for Paratransit trips has significantly increased, from approximately 20,000 per day in 2008 to over 30,000 just prior to the pandemic. Innovative changes to Paratransit operations were needed to reduce program costs while improving customer experience. The use of non-dedicated service provides cost and operational benefits to NYC Transit. Our strategy involves shifting the bulk of trips from dedicated carriers to non-dedicated carriers (principally Broker Service). These new broker contracts enable Paratransit to gain capacity by expanding the pool of Broker providers, increasing the use of shared rides (incentivizing brokers to perform more than 25% of their daily trips as shared rides), and including power lift–equipped vehicles for oversized and motorized wheelchairs.

This month we also completed the installation of customized permanent polycarbonate driver barriers on 1,300 Paratransit “Blue and White” vehicles. The new barriers are part of our commitment to continuously protect our operators and customers. We continue to operate under COVID-19 pandemic precautions with non-shared rides, daily disinfection of vehicles and mask requirements for all who travel.

We continue to encourage all our workforce to get vaccinated, and we have extended our vaccination program to our vendor partner employees. Vaccination is the best way to protect ourselves and each other so that we can continue to lead New York's recovery. Every vaccination brings us one step closer to normalcy.

Craig Cipriano

President, MTA Bus Company/

Senior Vice President, NYCT Department of Buses

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: March 2021			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	501,713	478,946	+4.8%	398,193	666,346	-40.2%
	Total Ridership	676,594	649,703	+4.1%	529,837	900,352	-41.2%
On-Time Performance	Pick-up Primary 30 Minute	98.0%	98.0%	0.0%	97.8%	96.3%	+1.5%
	Pick-up Primary 15 Minute	90.0%	91.0%	-1.0%	90.3%	87.4%	+2.8%
	Pick-up Broker 30 Minute	95.0%	98.0%	-3.0%	97.3%	96.4%	+0.9%
	Pick-up Broker 15 Minute	82.0%	91.0%	-9.0%	89.6%	87.6%	+2.0%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	46.3%	n/a
	Appointment OTP Trips Primary - Early*	n/a	n/a	n/a	n/a	45.6%	n/a
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	33.0%	n/a
Appointment OTP Trips Broker - Early*	n/a	n/a	n/a	n/a	58.6%	n/a	
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	87.0%	82.0%	+5.0%	87.3%	80.9%	+6.3%
	Average Actual Trip Duration in Minutes	29	33	-12.1%	28	38	-25.1%
	Max Ride Time Performance Primary	99.0%	99.0%	0.0%	99.0%	98.0%	+1.0%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	99.0%	98.5%	+0.5%
Customer Experience	Frequent Rider Experience Primary*	n/a	n/a	n/a	n/a	74.5%	n/a
	Frequent Rider Experience Broker*	n/a	n/a	n/a	n/a	70.9%	n/a
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.83	0.51	+62.8%	0.71	1.27	-43.9%
	Provider No-Shows per 1,000 Schedule Trips Broker	1.19	0.82	+45.1%	0.66	1.33	-50.3%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	1.7	2.0	-15.0%	1.6	2.9	-45.7%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	0.9	1.2	-25.0%	1.1	2.1	-48.0%
Call Center	Percent of Calls Answered	97.0%	98.0%	-1.0%	96.8%	95.8%	+1.1%
	Average Call Answer Speed in Seconds	29	29	0.0%	35	61	-43.0%
Eligibility	Total Registrants	161,366	162,973	-1.0%	161,678	159,872	+1.1%

*NOTE: The Drop-off On-Time Performance and Customer Experience metrics are not available to present monthly data comparison due to the temporary suspension of appointment time booking of trips associated with the COVID-19 pandemic which started in March 2020. Consequently, the current 12-Month Average rate for these two metrics cannot be calculated.

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.

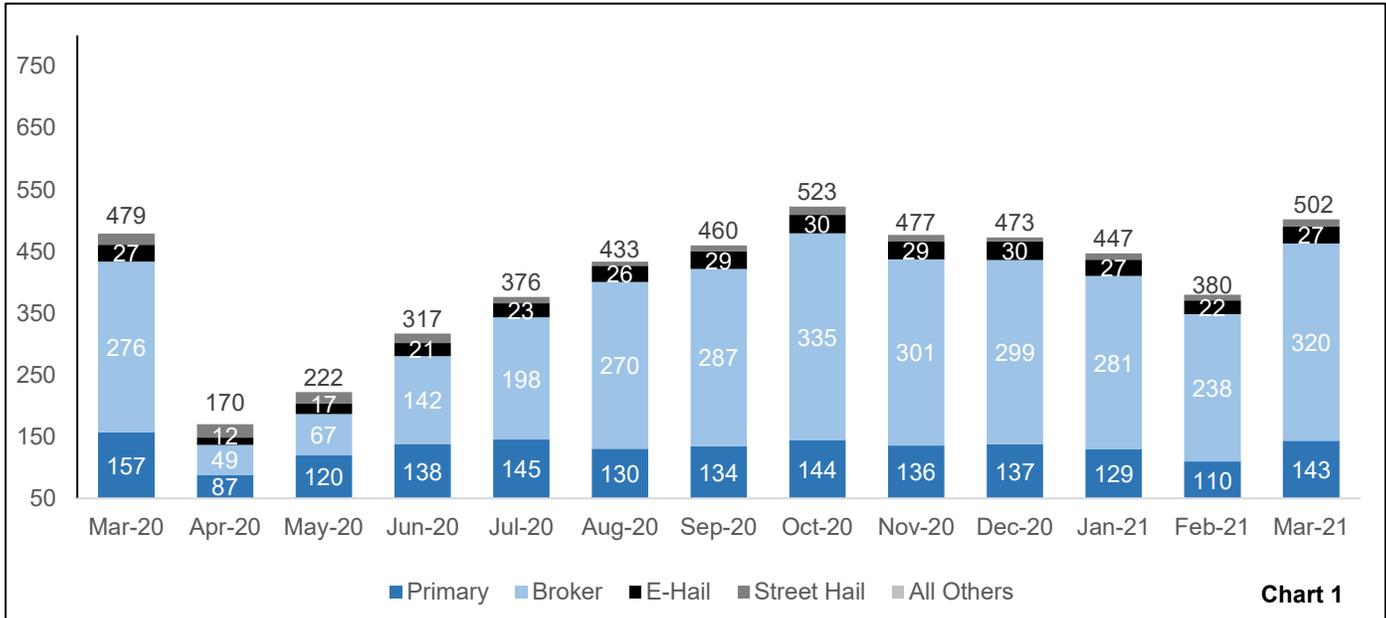
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

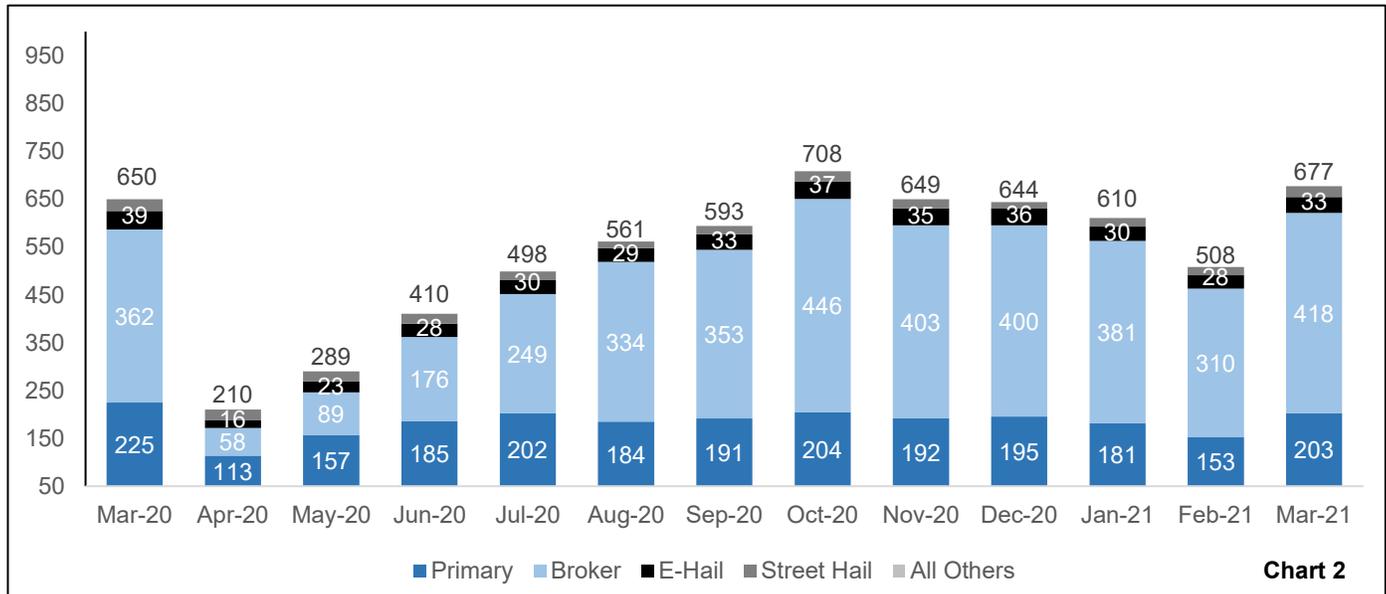
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips



Total Ridership



Total Trips Discussion

- Total Trips in March 2021 increased by 122K (or 32.1%) when compared to February 2021, and increased by 23K (or 4.8%) when compared to March 2020.

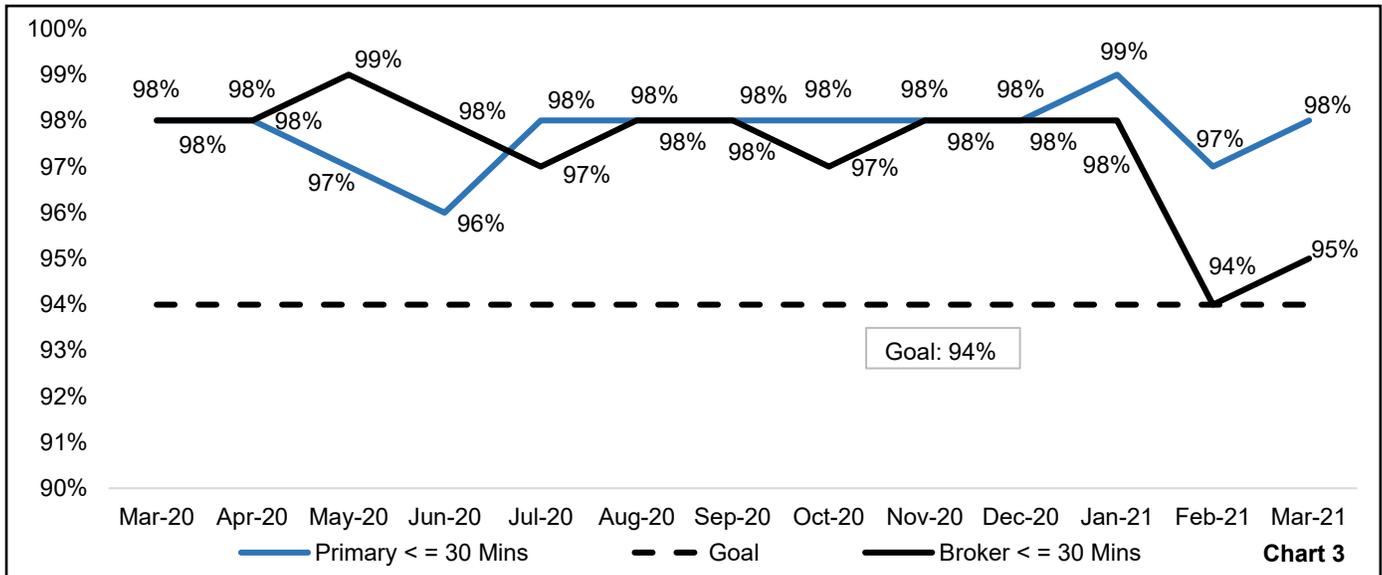
Total Ridership Discussion

- Total Ridership in March 2021 increased by 169K (or 33.3%) when compared to February 2021, and increased by 27K (or 4.1%) when compared to March 2020.

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

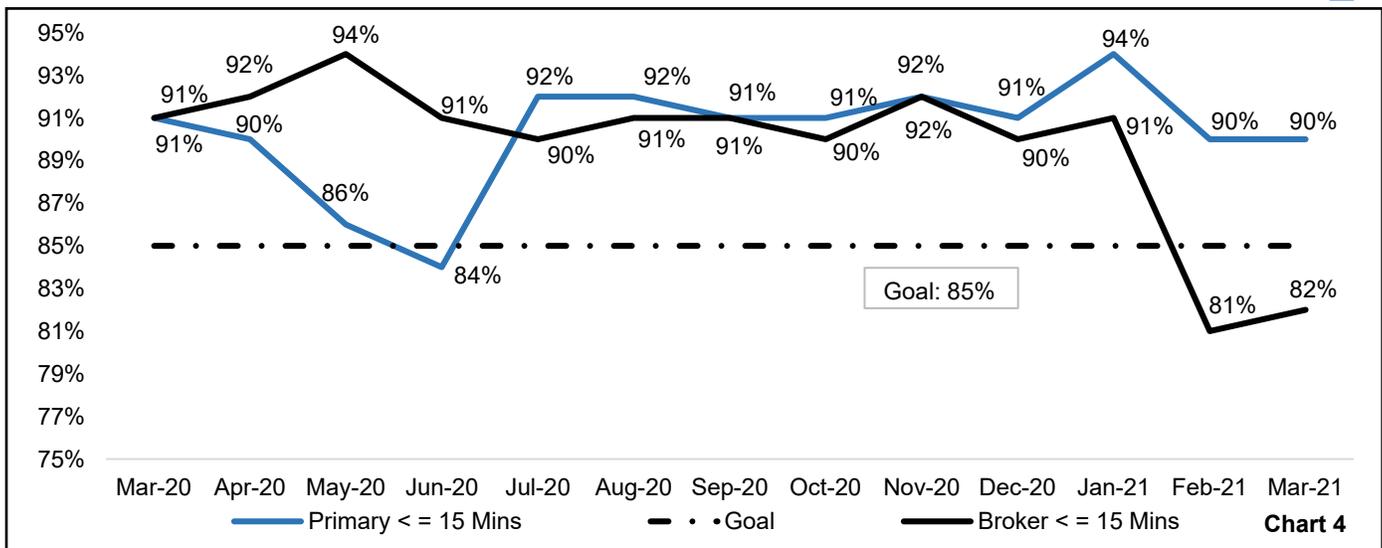
OTP <= 30 Minutes Primary and Broker

Desired trend



OTP <= 15 Minutes Primary and Broker

Desired trend



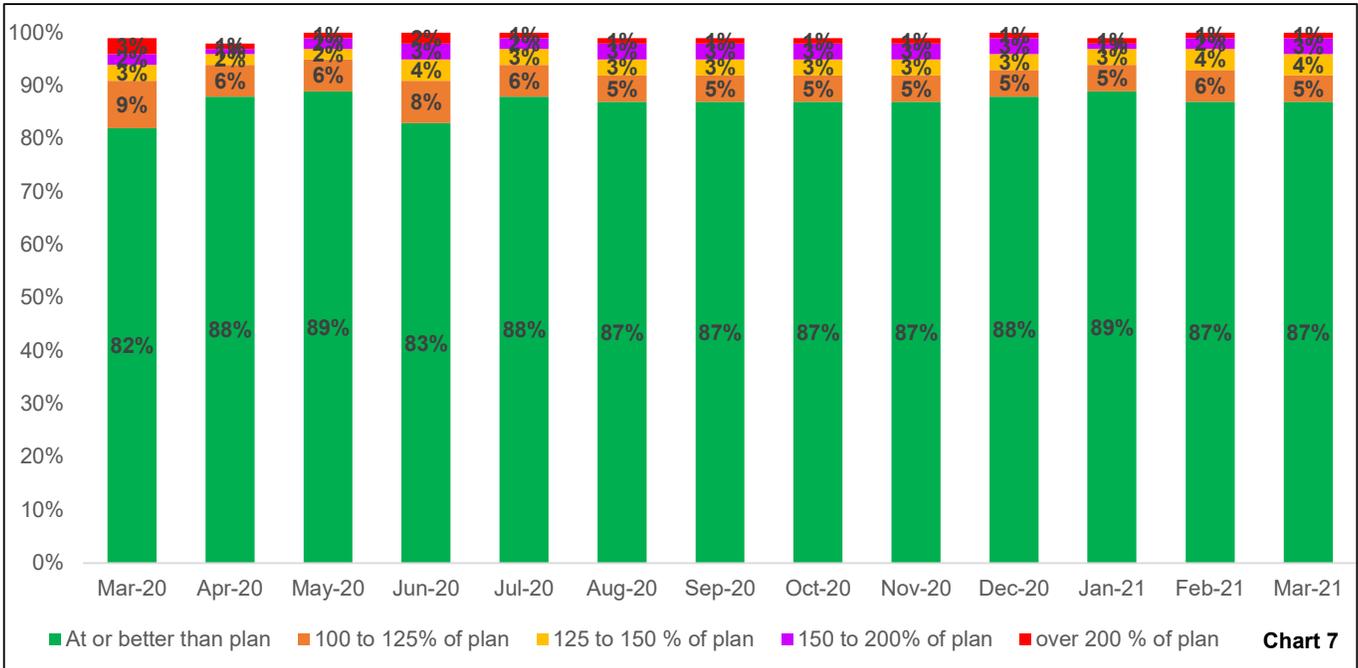
<= 30 Minutes Pick Up On-Time Performance Discussion

- March 2021 Primary 30 minute P/U, OTP result of 98% improved by 1 percentage point when compared to February 2021, and remained flat when compared to March 2020.
- March 2021 Broker 30 minute P/U, OTP result of 95% improved by 1 percentage point when compared to February 2021, and declined by 3 percentage points when compared to March 2020.

<= 15 Minutes Pick Up On-Time Performance Discussion

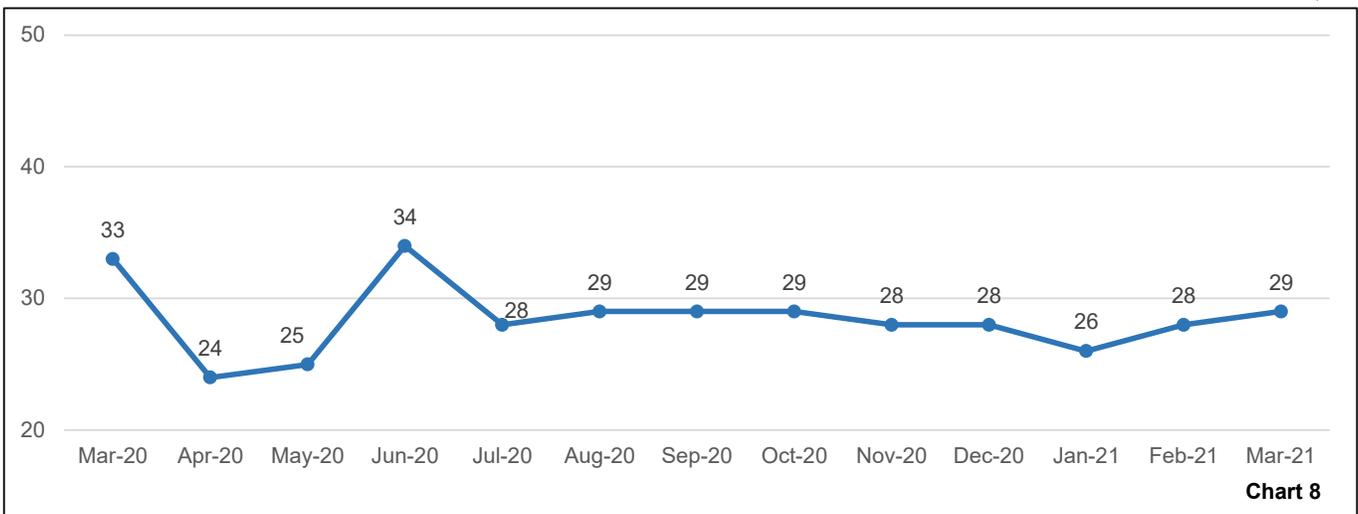
- March 2021 Primary 15 minute P/U, OTP result of 90% remained flat when compared to February 2021, and declined by 1 percentage point when compared to March 2020.
- March 2021 Broker 15 minute P/U, OTP result of 82% improved by 1 percentage point when compared to February 2021, and declined by 9 percentage points when compared to March 2020.

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



Average Actual Trip Duration in Minutes

Desired trend



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

- 87% of trips in March 2021 performed within the scheduled time or better which remained flat when compared to February 2021, and improved by 5 percentage points when compared to March 2020.

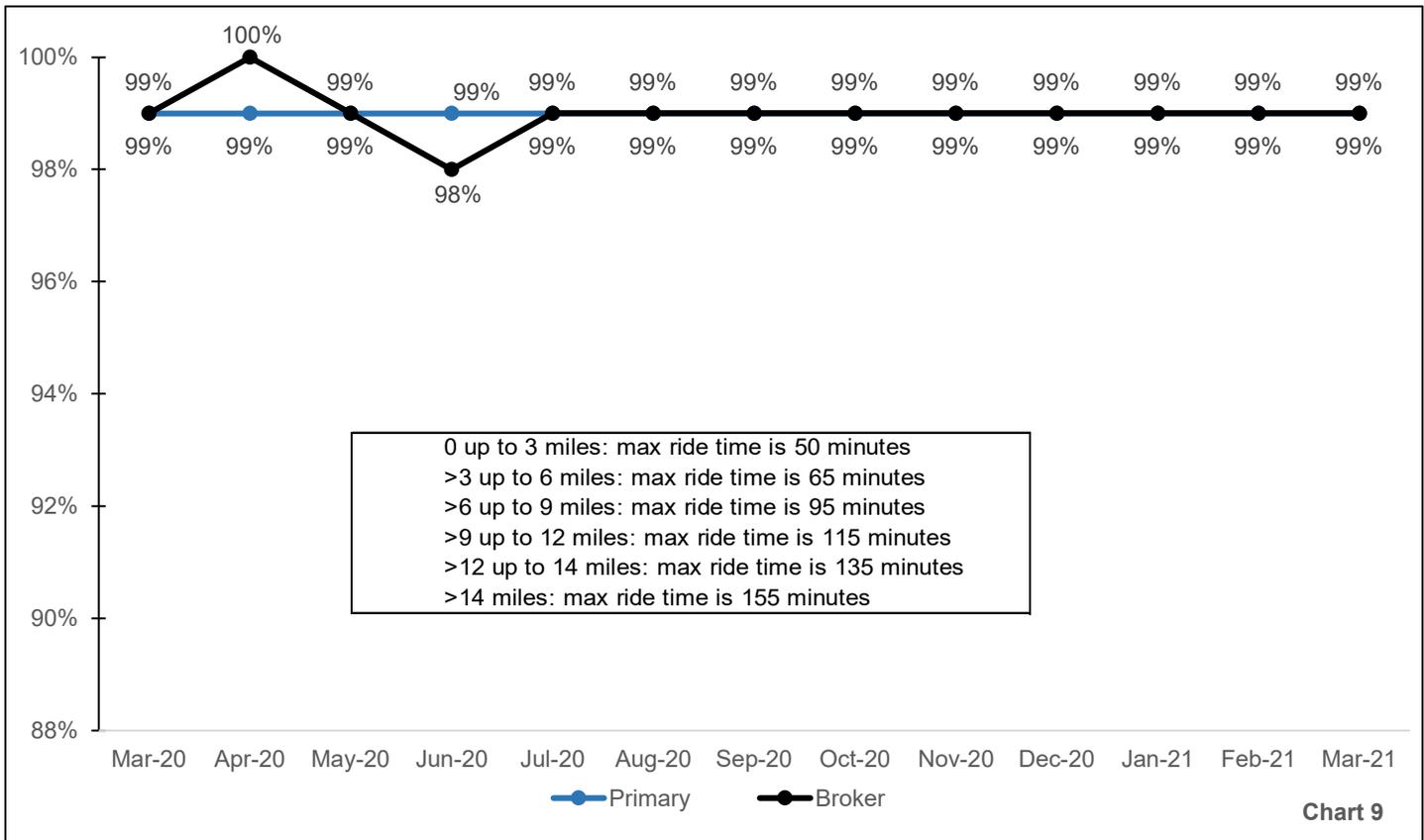
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in March 2021 increased by 1 minute (or 3.6%) when compared to February 2021, and improved by 4 minutes (or 12.1%) when compared to March 2020.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend 

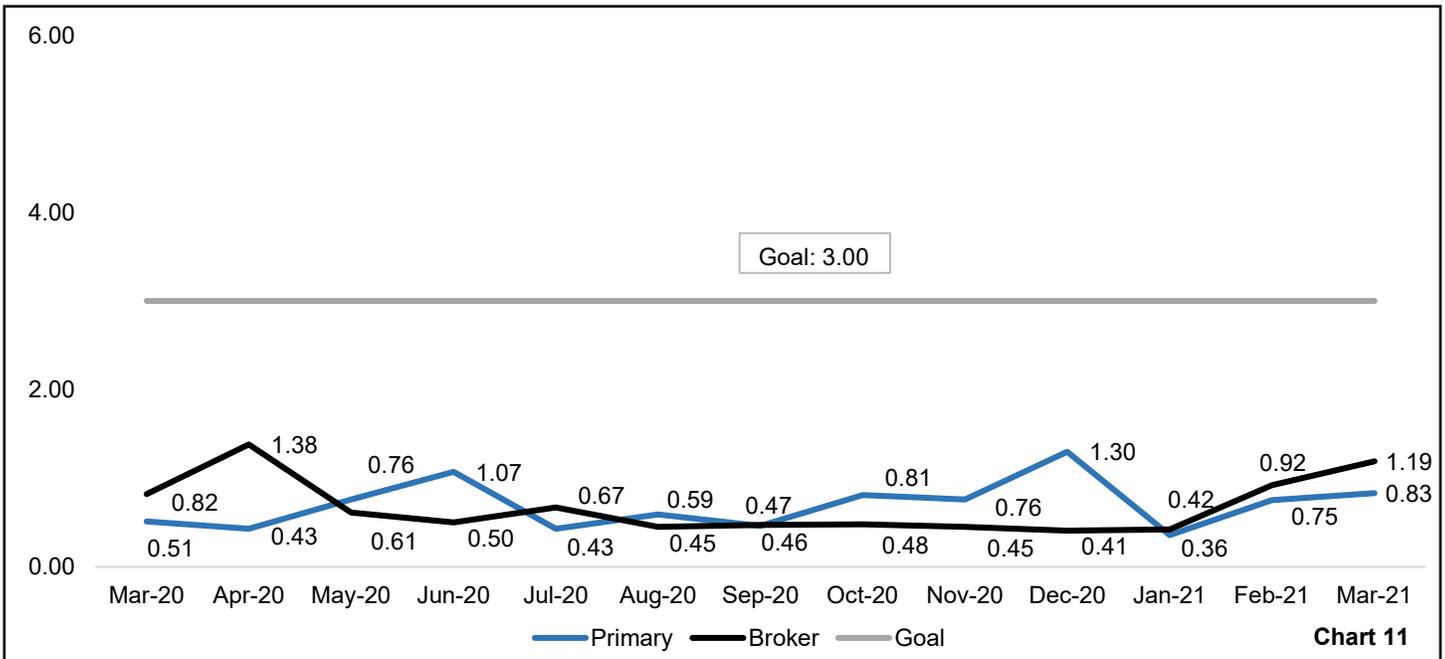


Max Ride Time Performance Discussion

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

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

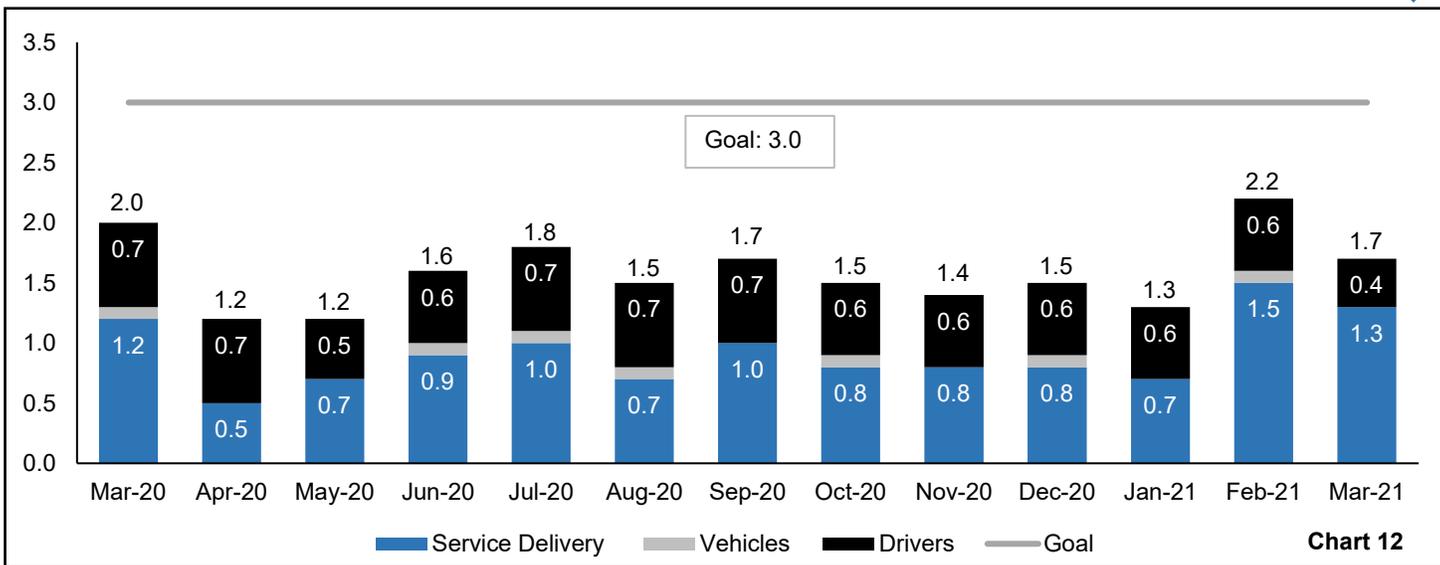


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.08 per 1,000 trips (or 10.7%) in March 2021 when compared to February 2021, and increased by 0.32 per 1,000 trips (or 62.8%) when compared to the same month last year.
- Broker No-Shows increased by 0.27 per 1,000 trips (or 29.3%) in March 2021 when compared to February 2021, and increased by 0.37 per 1,000 trips (or 45.1%) when compared to the same month last year.

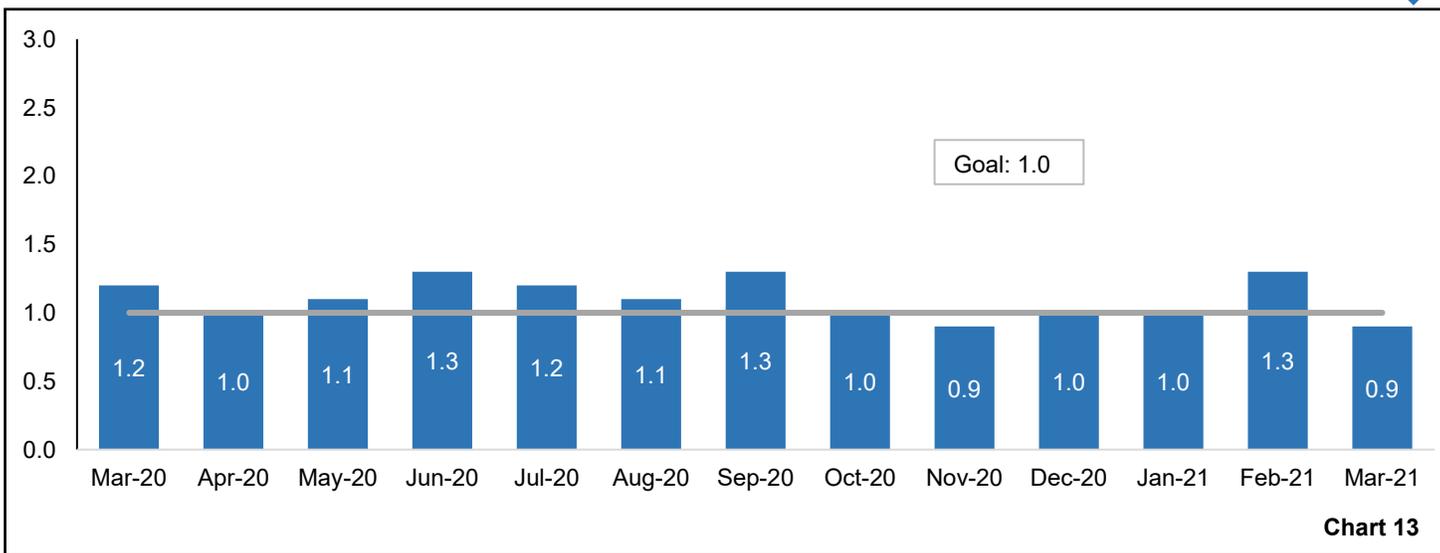
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

Desired trend



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

Desired trend



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

- The total Passenger Complaints related to Transportation Service in March 2021 improved by 0.5 per 1,000 trips (or 22.7%) when compared to February 2021, and improved by 0.3 per 1,000 trips (or 15%) when compared to March 2020.

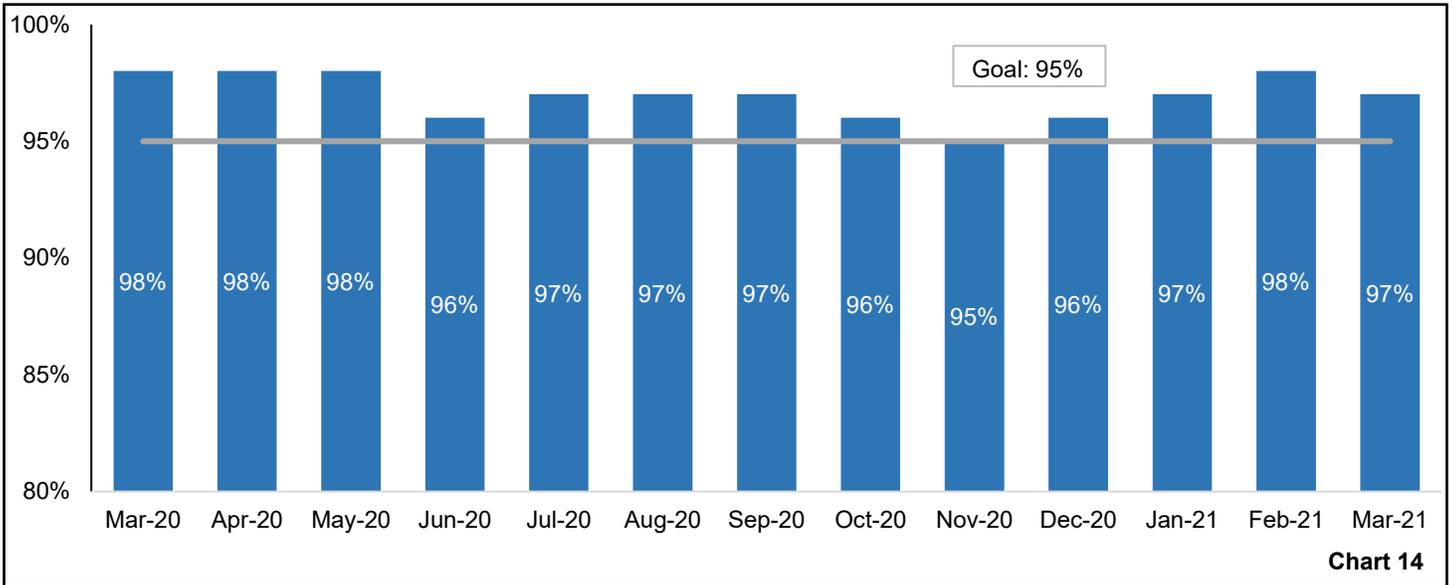
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service in March 2021 improved by 0.4 per 1,000 trips (or 30.8%) when compared to February 2021, and improved by 0.3 per 1,000 trips (or 25%) when compared to March 2020.

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

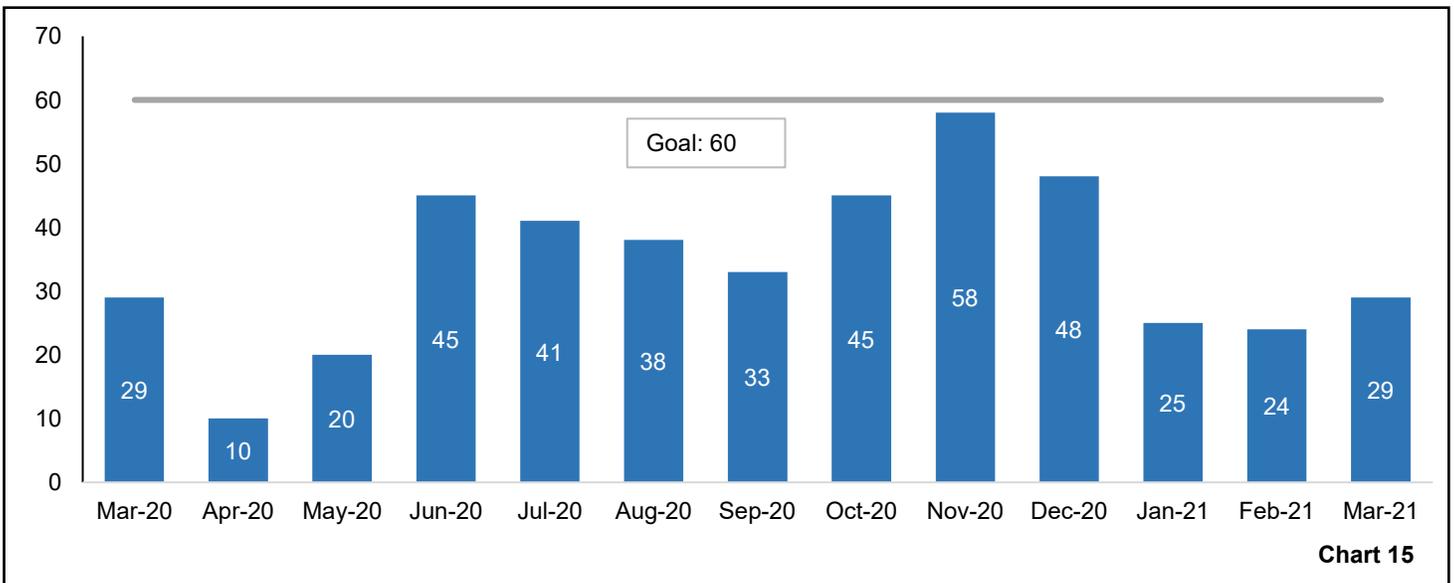
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

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

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in March 2021 increased by 5 seconds (or 20.8%) when compared to February 2021, and remained flat when compared to March 2020.

Accessibility Update



Quemuel Arroyo, the MTA's Chief Accessibility Officer, is joined by Janno Lieber, MTA C&D, Victor Calise, MOPD & MTA Board member, NYC Department of City Planning (DCP) Commissioner Marisa Lago, and advocates at the Hoyt - Schermerhorn station on April 2, 2021. MTA, NYC DCP, & MOPD announced a new joint initiative called Zoning for Accessibility, a proposed change to the City's zoning resolution that would engage private developers in investing in subway accessibility improvements.

May 2021 Accessibility Update

The Systemwide Accessibility team is excited about the return of 24-hour subway service, which resumed on Monday, May 17. We are proud that our fully accessible buses and Access-A-Ride paratransit service maintained 24-hour operations throughout the COVID-19 pandemic and look forward to welcoming more riders back to our system every day. We remind customers that masks are required for all riders over age two who are medically able to wear a mask, and that child-sized masks are available at the booth at all 472 subway stations and the St. George Staten Island Railway station.

Last month, we installed a new tactile and Braille map of the 1 line at the 23 St station in Manhattan. Customers can find the 6-foot-long map along the wall at the north end of the northbound platform. The map was designed in partnership with Touch Graphics, a company that specializes in accessible signage, to align with the MTA's signage aesthetics while presenting as much detailed information as possible in a format accessible to all, including blind and low-vision subway riders. This builds on a similar map tested as part of the Accessible Station Lab at Jay St-MetroTech, which you can still see (and touch) on the R platform near the staircase up to the main mezzanine. The 1 line map features a horizontal design to facilitate more comfortable Braille reading. We are engaging the local community and welcome feedback on this map design.

In addition to opening new ADA stations, we are constantly working to keep our existing fleet of several hundred subway elevators in a state of good repair, including replacing elevators after many years in service. While these replacement projects require taking an elevator out of service for several months, they are a necessary improvement that results in more modern machines that provide a smoother ride and more reliable service. We recently reopened the two elevators at the Franklin Avenue (C, S) station in Brooklyn after a full rehab, and rehab projects will begin at additional elevators at seven stations across Manhattan, Queens, and Brooklyn on staggered timelines throughout the rest of 2021 and into 2022. Customers can consult in-station signage and digital subway maps, check the Elevator & Escalator Status page, and look at our website and MYmta app maps for the latest on these outages, so you can plan your travels accordingly.

Finally, we spent much of April briefing dozens of Community Boards and other groups across the city about Zoning for Accessibility, our proposed update to the city's zoning regulations to help achieve systemwide accessibility more quickly. We have received widespread support on the proposal and appreciate the engagement of the dozens of accessibility advocates who have attended meetings and provided feedback on the proposal. We look forward to presenting to the City Planning Commission in June, and the City Council later this year.

Rachel Cohen

Director, Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer



Our [Mask Force](#), led by the Strategy and Customer Experience team, gave out reusable face masks to customers on April 22 to commemorate Earth Day. We welcomed two special guests, Mr. and Mrs. Met, who handed out masks at the 74 St-Roosevelt Av-Jackson Heights subway station. Riders were given over 1,000 limited edition “New York Tough” masks donated by the New York Mets. In total, more than 180 volunteers and staff handed out nearly 60,000 masks on Earth Day to customers across 10 counties in the MTA service area. The Mask Force will be [back on May 27](#).

May 2021 Highlights: Strategy and Customer Experience

The challenges of adapting to serve our customers and the public as a whole over the past 14 months has also provided some of the most rewarding experiences for the Strategy and Customer Experience team. Our work with the City of New York to simplify travel to vaccination centers across the city falls into that category. In April we added wayfinding signage at the 81 St-Museum of Natural History Station to help direct riders to vaccination sites.

This month we worked with colleagues across the agency and with New York State to plan, set up, and communicate the pop-up vaccination centers that launched on May 22. The walk-up centers, established in eight MTA stations – E 180 St, Jamaica-179 St, Coney Island-Stillwell Av, Broadway Junction, Penn Station (34 St Corridor), Grand Central Terminal (Vanderbilt Hall), Hempstead Terminal (LIRR), and Ossining Station (Metro-North) – vaccinated 1,112 people on its first day, approximately 10% of the city's first dose average in the days prior to our launch. We are committed to doing what we can to ensure a safe environment on our system and in the community around us.

Internally, our contact centers continue to support the MTA's workforce vaccination effort. On April 21 we launched the MTA Vaccination Hotline within our call center team to reach out to employees who have not yet confirmed their vaccination status and plans. Contact center staff have spoken with over 5,000 NYCT employees, driving a substantial number to make a vaccination appointment and collecting valuable information about employee intentions for our Occupational Health colleagues. Directing contact center resources to this important effort, along with longer average call durations in recent months particularly for travel information inquiries, contributed to an increase in customer call wait time from 63 seconds in March to 125 seconds in April. We are implementing some adjustments to our call handling system to better optimize our contact center resources.

Together with our Operations Planning team we have been working closely with NYC DOT to support the City's [Open Streets program](#). Open Streets transforms city streets into public space that is very much needed during these times, allowing communities to embrace interacting safely outdoors and support small businesses. This has necessitated the rerouting of some of our bus routes, and we posted special signage at bus stops to both promote the program and redirect customers to other temporary stops for bus service.

Our contact center soft launched customer service through iMessage in April — now NYC Transit customer service is available 24/7 on iOS devices (Metro-North will soon follow), and we have already received thousands of messages. Customer inquiries via [iMessage](#), along with [WhatsApp](#) that we introduced in October and direct messages via Twitter and Facebook, are a growing segment of customer contacts. These are an effective and efficient way for us to provide the service our digitally-savvy customers expect.

Also last month, our real-time service communications team began alerting customers when scheduled express bus trips are cancelled because of operator shortages. We are also working to better reflect this information in our data feeds and on [MTA.info](#) and the MYmta app.

Sarah Meyer
Chief Customer Officer

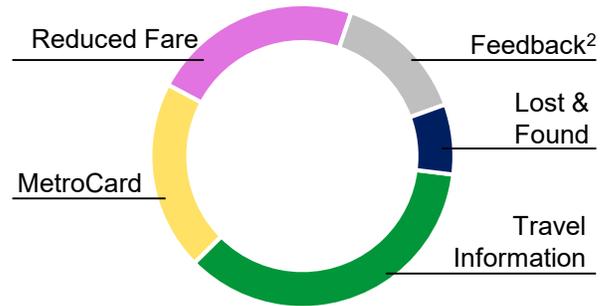
Customer engagement

2Q 2020 figures throughout this section reflect the very unusual travel patterns and customer service needs during those months, impacting year-on-year variances.

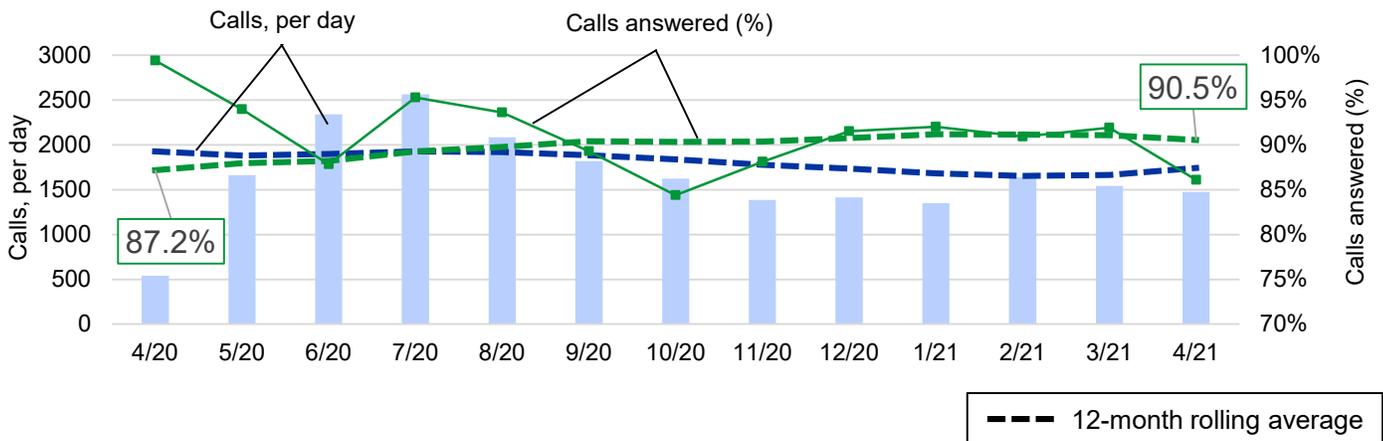
Telephone

	Apr 2021	Apr 2020	Variance
Telephone calls	44,148	16,261	▲ 171.5%
Calls answered	86.1%	99.4%	▼ 13.4%
Average time to answer ¹ (seconds)	125	5	▲ 2400%

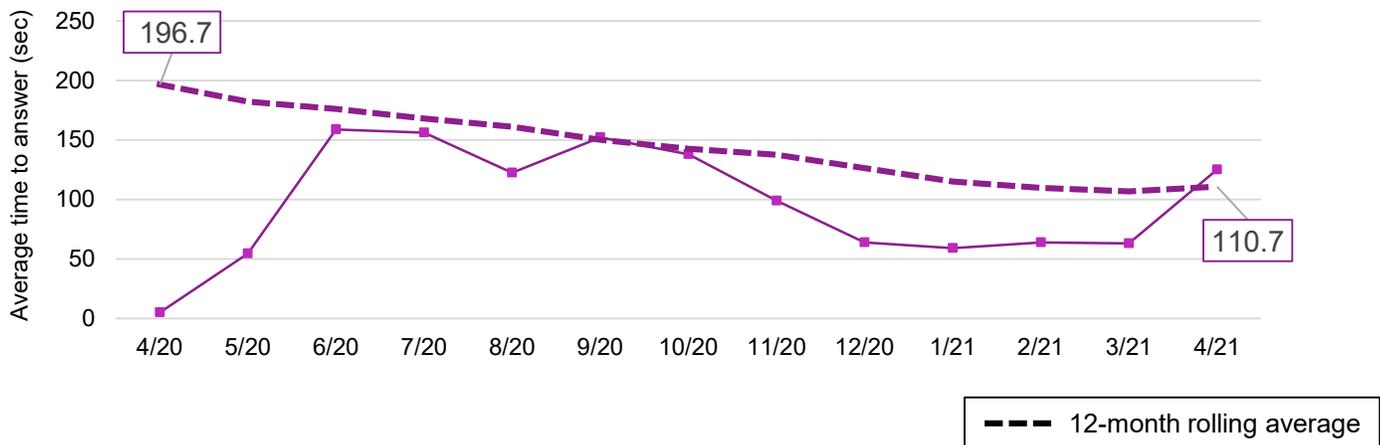
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



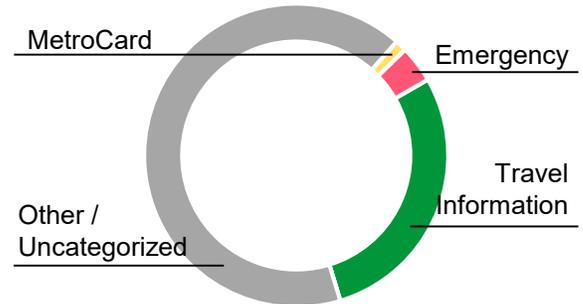
Telephone: average time to answer



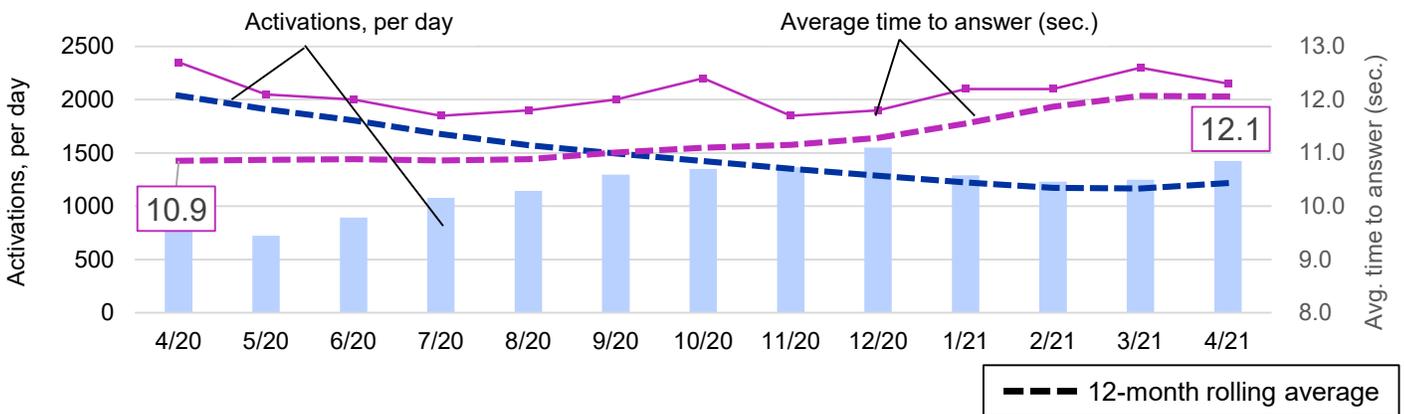
Customer engagement

Help Point

	Apr 2021	Apr 2020	Variance
Help Point activations	42,724	24,626	▲73.5%
Average time to answer (seconds)	12.3	12.7	▼2.9%

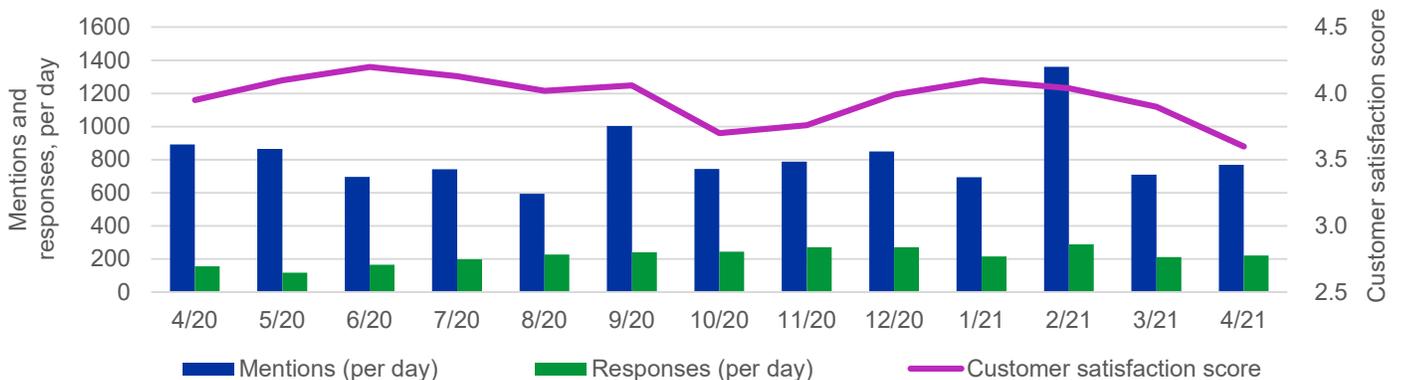
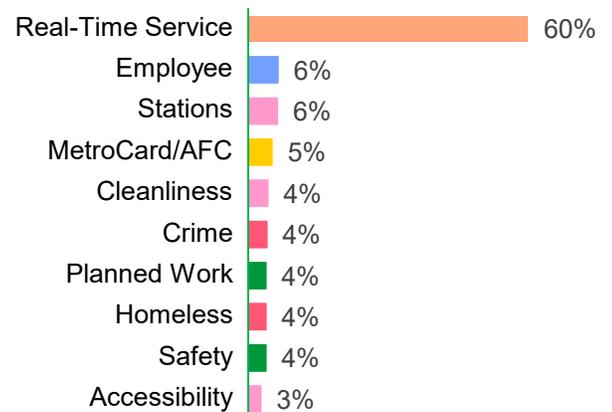


Help Point: activations and average time to answer



Social media

	Apr 2021	Apr 2020	Variance
Social media mentions ¹	23,073	26,728	▼13.7%
Responses sent	6,671	4,708	▲41.7%
Customer satisfaction score ²	3.60	3.95	▼8.9%

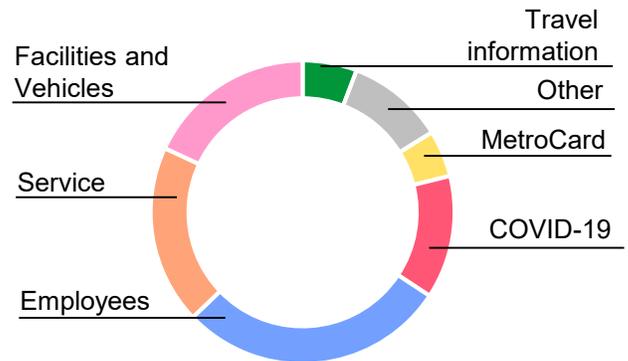


Customer engagement

Web, mobile app, and written feedback

	Apr 2021	Apr 2020	Variance
Received	3,887	2,522	▲ 54.1%
Responses sent ¹	5,820	4,605	▲ 26.4%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Apr 2021
Web	5,400
Twitter	3,844
Kiosks / Digital Displays ¹	2,006
Email and text alerts	
• Service	3,388
• Elevator and escalator status	8,004
Service Notice posters developed	310

1. Excludes countdown clocks

Social media followers

		Apr 2021	Apr 2020	Variance
Twitter	@NYCTSubway	1,003k	1,024k	▼ 2.1%
	@NYCTBus	31.1k	28.9k	▲ 7.6%
	@MTA	1,322.3k	1,334.0k	▼ 0.9%
Facebook	MTA	154.6k	--	--
Instagram	@mtanyctransit	41.3k	29.7k	▲ 39.1%

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

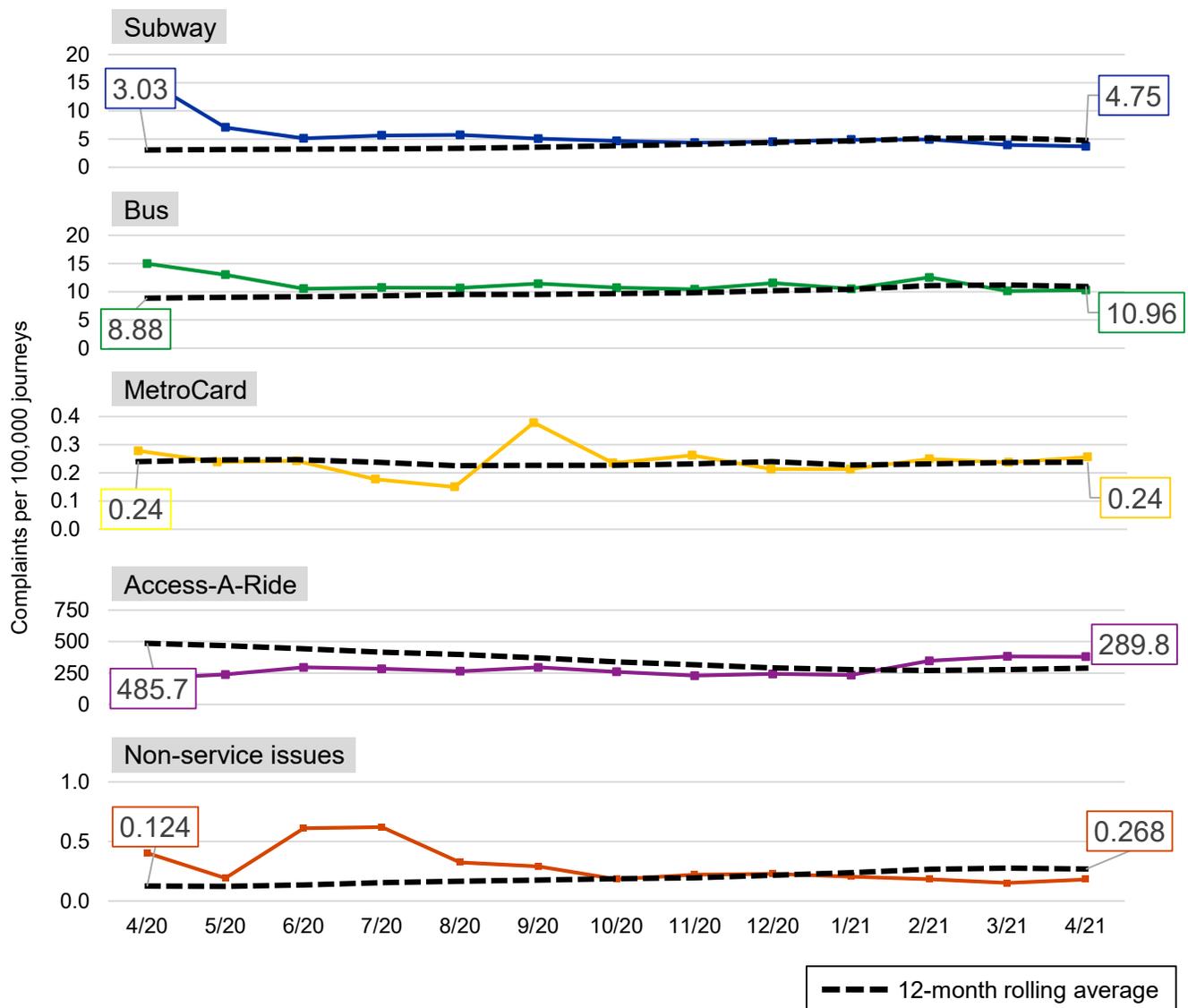
	Apr 2021	Apr 2020	Variance
Subway	3.69	15.39	▼76.0%
Bus	10.32	14.99	▼31.2%
MetroCard	0.26	0.28	▼7.8%
Access-A-Ride	380.1	207.8	▲83.0%
Non-service issues ¹	0.180	0.403	▼55.3%

Commendations per 100,000 journeys

	Apr 2021	Apr 2020	Variance
Subway	0.094	0.390	▼75.9%
Bus	0.44	0.49	▼9.4%
Access-A-Ride	82.5	48.8	▲69.1%
Non-service issues incl. MetroCard	0.031	0.016	▲92.4%

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

Complaints per 100,000 journeys: trends



Safety

Robert Diehl

Senior Vice President, Safety & Security



System Safety Specialist Ricky Huynh inspects the stairs at 34 St - Hudson Yards Station.

May 2021 Highlights: Safety

Subway Customer Accident Rates increased by 105.2% when comparing the most recent 12-month period to the previous one. It is worth noting that, nominally, accidents are down 46.4%.

Bus Collisions declined by 17.6% and Collision Injuries declined by 24.9% while Customer Accidents increased when comparing the most-recent 12-month period to the previous one.

Employee Lost Time Accidents have shown a decrease when comparing the most recent 12-month period to the previous one due to the large number of March 2020 COVID-19 cases moving to the previous period from the most-recent one. This also affected other statistics in a similar fashion as well.

Lastly, when comparing figures from the two most-recent 12-month periods, Subway Fires increased.

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			
	May 18 - Apr 19	May 19 - Apr 20	May 20 - Apr 21	
Subways				
Subway Customer Accidents per Million Customers ¹	2.96	2.86	5.87	
Subway Collisions ²				
Total	1	2	2	
Mainline	0	0	0	
Yard	1	2	2	
Subway Derailments ²				
Total	3	8	10	
Mainline	0	3	3	
Yard	3	5	7	
Subway Fires ²	769	757	960	
Buses				
Bus Collisions Per Million Miles Regional	53.88	51.18	42.19	
Bus Collision Injuries Per Million Miles Regional	5.94	6.18	4.64	
Bus Customer Accidents Per Million Customers ¹ Regional*	1.38	1.50	1.91	
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹	3.84	5.05	4.78	

¹ 12-month Average data from April through March.

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	April	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	34	125	340	36.8%
Joint Track Safety Audits -- Compliance Rate	100.0%	99.7%	100.0%	99.7%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	6,822	7,800	9,999	78.0%
Friction Pad Installation	3,109	8,252	22,000	37.5%
Buses	April	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	30	58	780	7.4%
Vision Zero Employee Training	430	1,807	5,800	31.2%

Monthly Operations Report

Safety Report Definitions:

Joint Track Safety Audits are conducted by a joint team of personnel from the Office of System Safety, the Transport Workers Union, and the Subway Surface Supervisors Association (SSSA). The teams look at critical items for on-track safety such as flagging, third rail safety and lighting. These reviews are conducted at various Department of Subways, 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

April 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:	90.9%	Train:	11
Average:	9.1%	Right-of-way:	47
Above Average:	0.0%	Station:	30
High:	0.0%	Other:	0
		Total:	88

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

Train:		Right-of-Way:		Station:	
Brake Shoes:	2	Debris:	30	Debris:	25
Debris:	2	Tie:	11	Electrical:	5
Element:	2	Vegetation:	2		
		Cables, Power 3rd			
Trolley Lead:	2	Rail:	1		
Compressor:	1	Undetermined:	1		



May 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. This month's report also includes current hiring numbers at MTA PD.

MTA Police Hiring Data 2019-2021

In 2019, the MTA Board directed the MTA to hire an additional 500 MTA police officers. Here is the status of those hires:

Year	Total Hires
2019	28
2020	138
2021	98*

**135 additional officers expected to be hired by the end of 2021*

Hire Date	Number of Hires
October 16, 2019	10 Officers
November 20, 2019	18 Officers
January 22, 2020	40 Officers
January 29, 2020	38 Officers
February 5, 2020	39 Officers
February 12, 2020	21 Officers

For the remainder of 2020, MTA entered a hiring freeze which impacted MTA PD hiring along with all other departments.

While the MTA remained in the hiring freeze until early Spring 2021, the MTA resumed hiring MTA police officers prior to that, starting in January 2021.

Hire Date	Number of Hires
January 6 & 20, 2021	50 Officers
April 21, 2021	48 Civilians*
July - August, 2021	135 New Hires**
Jan - Feb, 2022	200 New Hires**
July 2022	90 New Hires**

** Civilian hires must attend the Police Academy*

*** Current hiring objectives for police recruitment*

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 May 12, 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
5/3/2021	1	1	9	27	38
4/26/2021	0	0	6	40	46
4/19/2021	1	3	12	28	44
4/12/2021	0	1	13	23	37
4/5/2021	0	2	14	37	53
3/29/2021	0	0	9	27	36
3/22/2021	0	1	12	32	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

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 May 12, 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
5/3/2021	18	0	4	0	1	6	3	32
4/26/2021	11	0	7	1	0	9	1	29
4/19/2021	6	0	8	1	0	5	0	20
4/12/2021	14	0	3	0	0	2	0	19
4/5/2021	18	0	7	0	1	5	3	34
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

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



CRIME STATISTICS APRIL

	2021	2020	Diff	% Change
MURDER	1	1	0	0.0%
RAPE	0	0	0	0.0%
ROBBERY	26	44	-18	-40.9%
GL	47	47	0	0.0%
FELASSAULT	37	22	15	68.2%
BURGLARY	0	10	-10	-100.0%
<u>TOTAL MAJOR FELONIES</u>	<u>111</u>	<u>124</u>	<u>-13</u>	<u>-10.5%</u>

During April, the daily Robbery average decreased from 1.5 to 0.9

During April, the daily Major Felony average decreased from 4.1 to 3.7

CRIME STATISTICS JANUARY THRU APRIL

	2021	2020	Diff	% Change
MURDER	4	3	1	33.3%
RAPE	2	2	0	0.0%
ROBBERY	116	248	-132	-53.2%
GL	165	440	-275	-62.5%
FELASSAULT	156	132	24	18.2%
BURGLARY	3	13	-10	-76.9%
<u>TOTAL MAJOR FELONIES</u>	<u>446</u>	<u>838</u>	<u>-392</u>	<u>-46.8%</u>

Year to date the daily Robbery average decreased from 2.1 to 1

Year to date the daily Major Felony average decreased from 7 to 3.7

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



APRIL ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	400	156	244	156.4%
TOS Arrests	62	9	53	588.9%
Total Summons	6618	301	6317	2098.7%
TOS TABs	5331	117	5214	4456.4%
TOS C-Summ	72	9	63	700.0%

JANUARY THRU APRIL ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	1667	2250	-583	-25.9%
TOS Arrests	296	384	-88	-22.9%
Total Summons	27955	25964	1991	7.7%
TOS TABs	23353	16763	6590	39.3%
TOS C-Summ	363	424	-61	-14.4%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 5/9/2021)**

Motivation:

Motivation	2021	2020	Diff	% Change
ASIAN	22	5	17	340%
BLACK	5	1	4	400%
ETHNIC	2	0	2	***.*
GENDER	2	5	-3	-60%
SEMITIC	5	15	-10	-67%
SEXUAL ORIENTATION	3	3	0	0%
WHITE	0	1	-1	-100%
Grand Total	39	30	9	30%

Crime Name:

Crime Name	2021	2020	Diff	% Change
Aggravated Harassment 1	4	14	-10	-71%
Aggravated Harassment 2	9	4	5	125%
Assault 2	1	1	0	0%
Assault 3	12	8	4	50%
Criminal Mischief 2	0	1	-1	-100%
Criminal Mischief 3	3	0	3	***.*
Criminal Mischief 4	5	0	5	***.*
Forcible Touching	1	0	1	***.*
Grand Larceny 4	0	1	-1	-100%
Menacing 2	2	0	2	***.*
Menacing 3	1	1	0	0%
Reckless Endangerment 1	1	0	1	***.*
Grand Total	39	30	9	30%



Police Department
City of New York

REPORT

	JANUARY-APRIL																									
	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	3	1	1	1	1	0	0	0	0	0	0	0	1	0	0	1	2	4
Rape	1	4	0	1	1	0	2	0	2	3	0	2	0	0	1	4	2	4	0	0	0	0	1	2	2	2
Robbery	709	666	547	437	431	419	385	359	404	314	239	248	229	242	231	300	205	156	136	163	128	151	151	247	116	
Assault	155	166	136	127	95	98	87	88	93	59	65	59	57	69	71	59	63	62	78	95	114	106	122	129	156	
Burglary	15	8	1	4	6	3	3	3	0	1	0	3	0	2	0	4	5	7	6	8	9	3	3	13	3	
GL	1017	816	721	740	695	644	527	591	607	392	386	417	369	362	438	533	496	507	501	495	549	488	458	430	165	
TOTAL MAJOR FELONIES	1898	1660	1408	1310	1228	1164	1004	1042	1109	770	691	730	656	675	741	900	771	736	721	762	800	748	736	823	446	
Major Fel Per Day	15.82	13.83	11.73	10.92	10.23	9.70	8.37	8.68	9.24	6.42	5.76	6.03	5.47	5.63	6.18	7.44	6.43	6.13	6.01	6.30	6.67	6.23	6.13	6.80	4.96	

Financial and Ridership Reports

Jaibala Patel, Chief Financial Officer

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



Ridership continued to grow steadily. In April, daily subway ridership topped two million for the first time since the beginning of COVID-19 pandemic, and was 3.5 times greater than last April when the ridership dipped to unprecedented levels.

Preliminary April 2021 Monthly Report: New York City Transit

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

- April 2021 New York City Transit ridership of 78.9 million was 30.9 million (64.6 percent) above budget, of which subway ridership of 53.2 million was 17.5 million (49 percent) over budget, and bus ridership of 25.0 million was 13.6 million (118.9 percent) over budget.
- Compared with April 2019 ridership of 193.2 million, New York City Transit ridership in April 2021 was lower by 114.3 million (59.2 percent), of which subway ridership was lower by 91.8 million (63.3 percent), down from 145.0 million, and bus ridership was lower by 22.2 million (47 percent), down from 47.2 million.
- April 2021 New York City Transit Year-to-date (YTD) ridership of 276.4 million was 196.0 million (41.5 percent) below 2020 YTD ridership, of which subway ridership of 184.9 million was 169.9 million (47.9 percent) under 2020 YTD, and bus ridership of 89.0 million was 25.8 million (22.5 percent) under 2020 YTD.
- Compared with April 2019 YTD ridership of 735.5 million, New York City Transit ridership in April 2021 was lower by 459.2 million (62.4 percent), of which subway ridership was lower by 364.8 million (66.4 percent), down from 549.7 million, and bus ridership was lower by 93.2 million (51.2 percent), down from 182.2 million.
- April 2021 farebox revenue of \$168.7 million was \$69.8 million (70.5 percent) above budget.
- Other revenue was slightly over budget in April by \$0.2 million (0.5 percent), with an overrun in rental revenue and largely offsetting an underrun in Paratransit reimbursement and MetroCard surcharges.

April 2021 operating expenses of \$691.6 million were \$13.5 million (1.9 percent), less than budget.

- Labor expenses were over budget by a net \$6.1 million (1.1 percent), due largely to unfavorable reimbursable overhead credits of \$7.8 million (23.7 percent). Overtime overruns of \$6.8 million (18.4 percent) as well as minor overruns in other labor accounts were largely offset by a payroll underrun of \$13.6 million (4.9 percent).
- Non-labor expenses were under budget by a net \$19.6 million (12.0 percent), due mostly to underruns in materials and supplies of \$18.2 million (65.9 percent), paratransit service contracts of \$5.6 million (16.4 percent), electric power of \$4.4 million (18.0 percent), and fuel of \$1.3 million (13.6 percent). Unfavorable maintenance and other operating contracts of \$10.0 million (41.4 percent), and other business expenses \$1.4 million (31.2 percent) provided partial offset to net favorability of non-labor expenses.

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

Preliminary Financial Results Compared to Budget						
Category (\$ in millions)	April Results		Budget	April Year-to-Date Results		
	Variance Fav(UnFav)			Prelim Actual	Variance Fav(UnFav)	
	\$	%	\$	\$	\$	%
Total Farebox Revenue	69.8	70.5	298.4	599.1	300.7	100.8
Nonreimb. Exp. before Dep./OPEB	13.5	1.9	(2,916.4)	(2,795.4)	121.0	4.1
Net Cash Deficit*	(21.7)	(3.2)	(2,463.4)	(2,187.4)	276.0	11.2

*Excludes Subsidies and Debt Service

April 2021 farebox revenue of \$168.7 million was \$69.8 million (70.5 percent) over budget. Subway revenue was \$44.4 million (58.6 percent) higher than budget, bus revenue was \$24.8 million (125.2 percent) over budget, and paratransit revenue was \$0.58 million (71.8 percent) above budget. Accrued fare media liability was equal to budget. The April 2021 non-student average fare of \$2.15 decreased 149.8¢ from April 2020; subway fare decreased 134.1¢; local bus fare decreased 170.6¢; express bus fare decreased 26.7¢.

Total ridership in April 2021 of 78.9 million was 30.9 million (64.6 percent) over budget. Average weekday ridership in April 2021 was 2.9 million, which is 527 percent above April 2020, but still 60.3 percent below April 2019. Average weekday ridership for the twelve months ending April 2021 was 2.1 million, 67.6 percent lower than the twelve months ending April 2020 and 71.4 percent lower than the twelve months ending April 2019.

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 pension Adjustment, of \$691.6 million were \$13.5 million (1.9 percent), less than budget.

Labor expenses were over budget by a net \$6.1 million (1.1 percent), due largely to unfavorable reimbursable overhead credits of \$7.8 million (23.7 percent). Overtime overruns of \$6.8 million (18.4 percent) as well as minor overruns in other labor accounts were largely offset by a payroll underrun of \$13.6 million (4.9 percent).

Non-labor expenses were under budget by a net \$19.6 million (12.0 percent), due mostly to underruns in materials and supplies of \$18.2 million (65.9 percent), paratransit service contracts of \$5.6 million (16.4 percent), electric power of \$4.4 million (18.0 percent), and fuel of \$1.3 million (13.6 percent). Unfavorable maintenance and other operating contracts of \$10.0 million (41.4 percent), and other business expenses over by \$1.4 million (31.2 percent) provided partial offset to net favorability of non-labor expenses.

Year-to-date, non-reimbursable expenses were lower than budget by a net \$121.0 million (4.1 percent), of which labor expenses underran by a net \$68.0 million (3.0 percent). Health and welfare/OPEB current expenses were favorable to the budget by \$86.5 million (15.4 percent), and payroll underran by \$39.4 million (3.5 percent). Overtime overruns of \$23.9 million (13.6 percent), unfavorable reimbursable overhead credits of \$21.5 million (22.7 percent), higher other fringe of benefits of \$7.4 million (3.9 percent), and pension timing overruns of \$5.2 million (1.7 percent), provided a partial offset. Non-labor expenses were favorable by a net \$53.0 million (8.2 percent), including significant underruns in materials & supplies of \$28.6 million (25.8 percent), paratransit service contract expenses lower by \$23.8 million (18.1 percent), electric power under by \$15.4 million (14.8 percent), and fuel lower by \$3.6 million (10.2 percent). Overruns in maintenance and operating contracts of \$23.1 million (24.4 percent), provided partial offset.

Financial Results

Farebox Revenue

April 2021 Farebox Revenue - (\$ in millions)								
	April				April Year-to-Date			
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	75.8	120.2	44.4	58.6%	228.5	422.3	193.8	84.8%
NYCT Bus	19.8	44.6	24.8	125.2%	60.0	163.3	103.3	172.2%
Paratransit	0.8	1.4	0.6	71.8%	0.8	4.4	3.6	439.1%
Subtotal	96.4	166.2	69.8	72.4%	289.3	590.0	300.7	104.0%
Fare Media Liability	2.5	2.5	0.0	0.0%	9.2	9.2	0.0	0.0%
Total - NYCT	99.0	168.7	69.8	70.5%	298.4	599.1	300.7	100.8%

Note: Total may not add due to rounding

Average Fare

April Non-Student Average Fare - (in \$)				
	NYC Transit			
	2020	Prelim 2021	Change	
			Amount	Percent
Subway	3.640	2.299	(1.341)	(36.8%)
Local Bus	3.481	1.775	(1.706)	(49.0%)
Subway & Local Bus	3.636	2.134	(1.502)	(41.3%)
Express Bus	6.195	5.928	(0.267)	(4.3%)
Total	3.649	2.151	(1.498)	(41.0%)

Non-reimbursable Expenses

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 pension Adjustment, of \$691.6 million were \$13.5 million (1.9 percent), less than budget.

Labor expenses overran budget by a net \$6.1 million (1.1 percent):

- Reimbursable overhead was unfavorable \$7.8 million (23.7 percent), reflecting less than anticipated capital labor expense
- Overtime expenses overran by \$6.8 million (18.4 percent), primarily reflecting vacancy coverage, employee unavailability and savings not fully achieved
- Health and welfare/OPEB current expenses together were unfavorable \$2.1 million (1.5 percent), resulting from the unfavorable timing of expenses
- Pension was over budget by \$2.0 million (2.5 percent), mainly due to unfavorable timing of NYCERS pension charges
- Other fringe benefits were unfavorable \$1.1 million (2.5 percent), primarily due to unfavorable capital support credits
- Payroll expenses were favorable by \$13.6 million (4.9 percent), mainly due to vacancies

Non-labor expenses were under budget by a net \$19.6 million (12.0 percent):

- Materials and supplies were lower by \$18.2 million (65.9 percent), reflecting retroactive adjustment of prior year expense to reimbursable, and favorable timing of expenses
- Paratransit service contracts underran by of \$5.6 million (16.4 percent), reflecting fewer trips and favorable timing of support costs
- Electric Power was lower than budget by \$4.4 million (18.0 percent), mainly due to lower consumption
- Fuel expense was below budget by \$1.3 million (13.6 percent), mainly due to lower consumption partly offset by higher prices
- Maintenance and other operating contract expenses overran by \$10.0 million (41.4 percent), largely due to unfavorable timing of expenses and higher COVID vendor costs
- Other business expenses were over budget by \$1.4 million (31.2 percent), mainly due to the unfavorable timing of expenses

Depreciation expenses in April were higher than budget by \$9.5 million (5.8 percent).

There are no entries booked for GASB 68 Pension adjustment neither GASB 75 OPEB expense adjustment as of April reporting close.

The **operating cash deficit** (excluding subsidies) for April of \$703.0 million is \$21.7 million (3.2 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 \$111.8 million (3.1 percent).

Labor expenses underran budget by a net \$68.0 million (3.0 percent)

- Health and welfare/OPEB current expenses together were favorable \$86.5 million (15.4 percent) resulting from favorable timing of rebates, vacancies, and lower rates
- Payroll expenses were lower than budget by \$39.4 million (3.5 percent), mainly due to vacancies
- Overtime expenses overran by \$23.9 million (13.6 percent), primarily due to vacancy coverage and adverse winter weather
- Reimbursable overhead was unfavorable to the budget by \$21.5 million (22.7 percent), mainly due to less than anticipated capital labor expense
- Other fringe benefits were unfavorable by \$7.4 million (3.9 percent), mainly due to unfavorable capital project support credits
- Pension was unfavorable to budget by \$5.2 million (1.7 percent), mainly due to unfavorable timing of NYCERS pension charges

Non-labor expenses were net favorable to the budget by \$53.0 million (8.2 percent):

- Materials and supplies underran by \$28.6 million (25.8 percent), reflecting retroactive adjustment of prior year expense to reimbursable, and favorable timing of expenses
- Paratransit service contracts were favorable to budget by \$23.8 million (18.1 percent), reflecting fewer trips and favorable timing of support costs
- Electric power was lower than budget by \$15.4 million (14.8 percent) mainly due lower consumption and favorable rates
- Fuel was lower than budget by \$3.6 million (10.2 percent), mainly due to lower consumption partly offset by higher prices
- Professional service contracts were favorable by \$2.6 million (5.5 percent), mainly due to favorable timing of MTA bond service expense
- Maintenance and other operating contract expenses overran by \$23.1 million (24.4 percent) due largely to the unfavorable timing of expenses and higher COVID vendor costs

Depreciation expenses exceeded budget by \$38.5 million (5.8 percent).

There are no entries booked for GASB 68 Pension adjustment neither GASB 75 OPEB expense adjustment as of April reporting close.

The year-to-date **operating cash deficit** (excluding subsidies) of \$2,187.4 million is \$276.0 million (11.2 percent) favorable to budget.

Ridership Results

April 2021 Ridership vs. Budget - (in millions)								
	April				April Year-to-Date			
	Budget	Prelim Actual	More(Less)		Budget	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	35.7	53.2	17.5	49.0%	107.0	184.9	77.9	72.7%
NYCT Bus	11.4	25.0	13.6	118.9%	34.5	89.1	54.5	158.0%
Paratransit	0.8	0.7	(0.1)	(16.7%)	3.1	2.5	(0.6)	(20.1%)
Total - NYCT	47.9	78.9	30.9	64.6%	144.6	276.4	131.8	91.1%

Note: Total may not add due to rounding

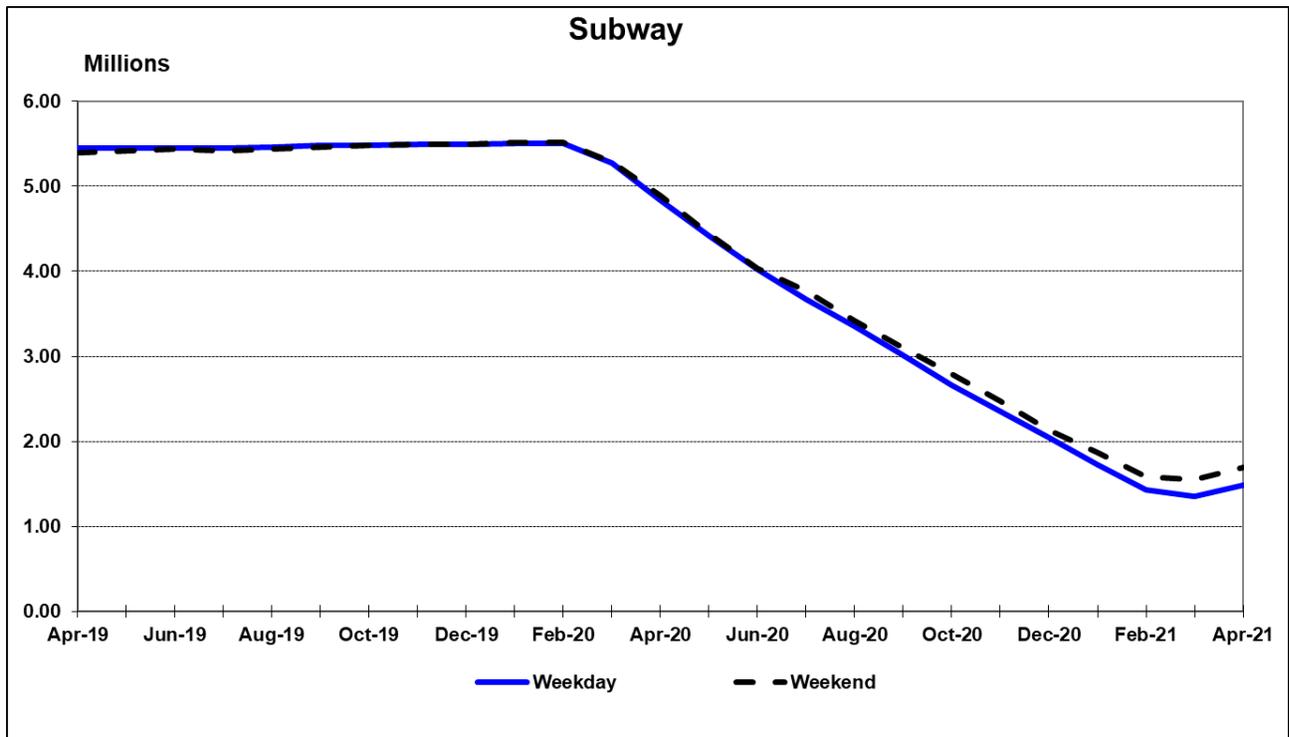
April Average Weekday and Weekend Ridership vs. Prior Year										
Month	Average Weekday - (thousands)				Average Weekend - (thousands)					
	2020	Preliminary		Change		2020	Preliminary		Change	
		2021	Amount	Percent	2021		Amount	Percent		
Subway	447	1,984	1,537	+343.8%	492	2,392	1,900	+386.2%		
NYCT Local Bus	12	918	906	+7550.0%	13	1,090	1,077	+8284.6%		
NYCT Express Bus	2	14	12	+600.0%	1	7	6	+600.0%		
Paratransit	8	25	17	+212.9%	8	27	20	+244.8%		
TOTAL - NYCT	469	2,941	2,472	+527.0%	514	3,516	3,003	+584.2%		
12-Month Rolling Average										
Subway	4,830	1,483	(3,347)	-69.3%	4,891	1,695	(3,196)	-65.3%		
NYCT Local Bus	1,511	563	(948)	-62.7%	1,714	679	(1,035)	-60.4%		
NYCT Express Bus	35	11	(24)	-68.6%	13	5	(8)	-61.5%		
Paratransit	31	22	(10)	-30.4%	38	23	(15)	-39.3%		
TOTAL - NYCT	6,407	2,079	(4,329)	-67.6%	6,656	2,402	(4,254)	-63.9%		

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

- April 2021 subway ridership was 49.0 percent favorable to budget and bus ridership was 118.9 percent favorable. Paratransit ridership was 16.7 percent unfavorable to budget.
- Compared to the previous year, average weekday ridership made significant gains on all modes of transportation. This is due to COVID-19 travel restrictions and fare-free back-door boarding policy on local buses that were in effect last year, starting from late March 2020.
- Rolling average weekday ridership for the twelve month period ending in April 2021, compared to twelve month period ending in April 2020, is down 69.3 percent on subway, 62.7 percent lower on local bus, 68.6 percent lower on express bus, and down 30.4 percent on paratransit.

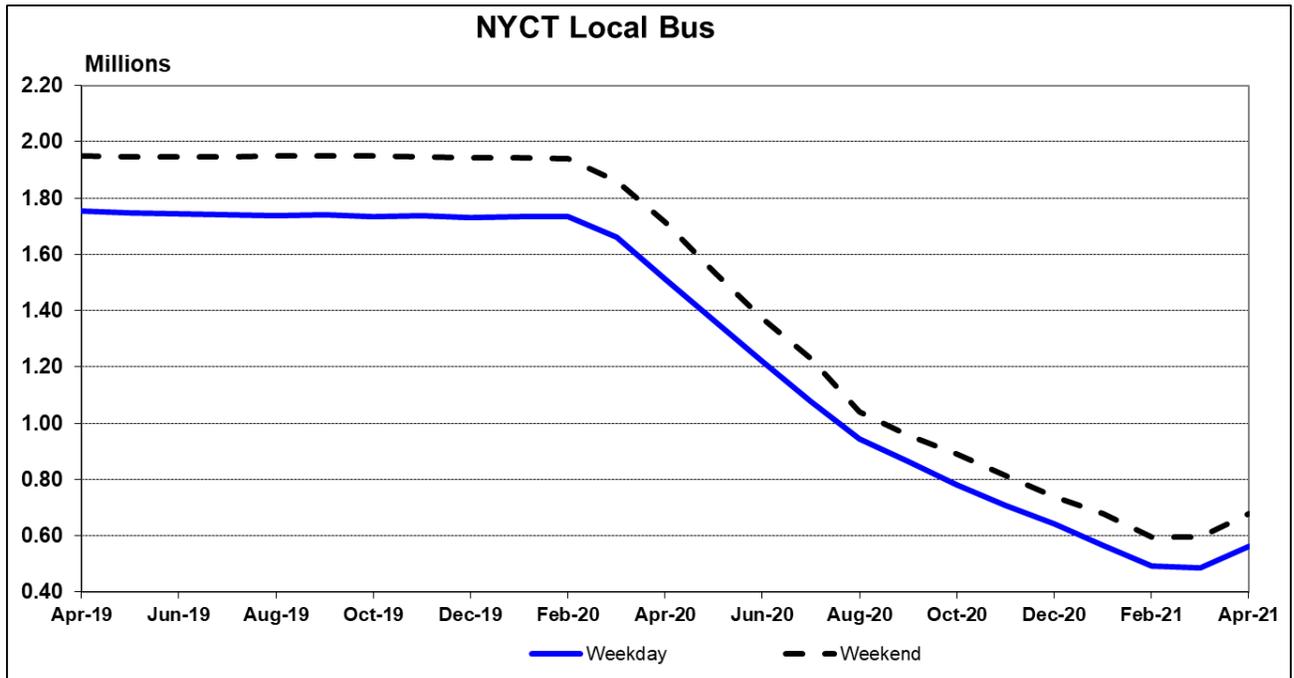
Average Weekday and Weekend Ridership

12-Month Rolling Averages



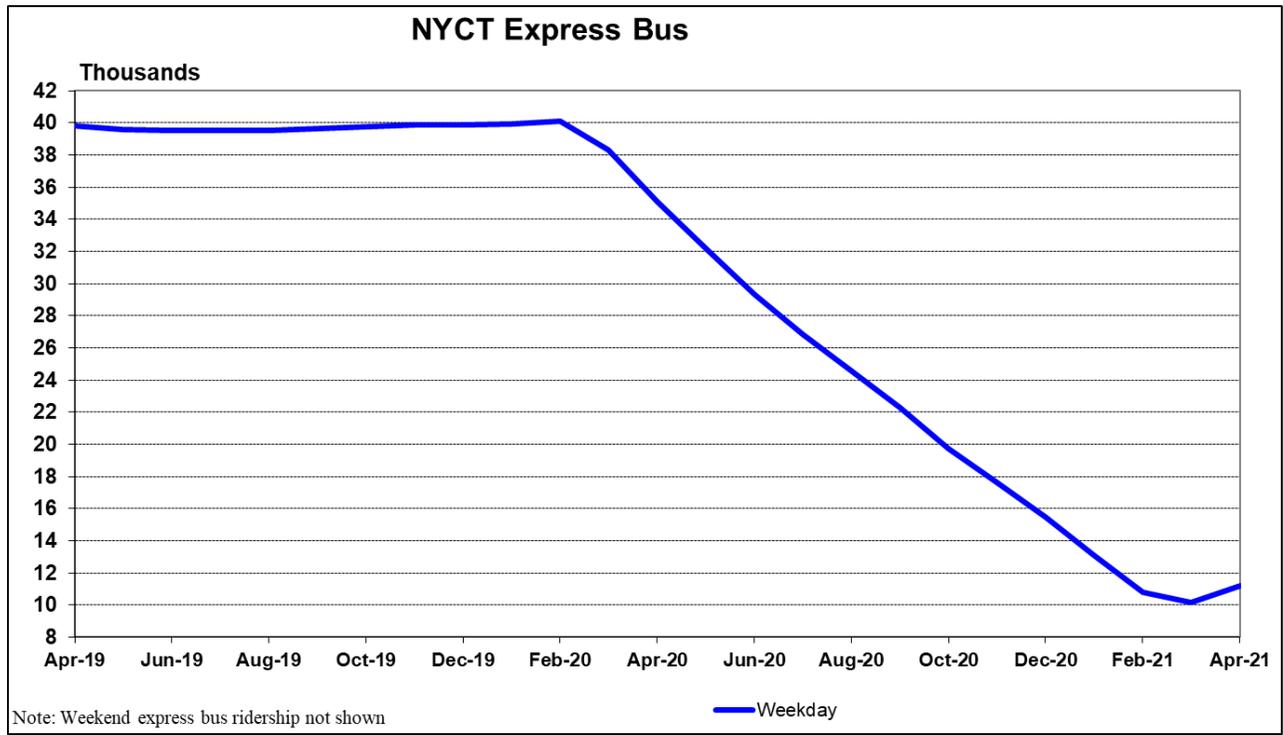
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions which began in March 2020.
- In February 2021, the ridership decline slowed, and in March 2021, a new period of growth began.

12-Month Rolling Averages



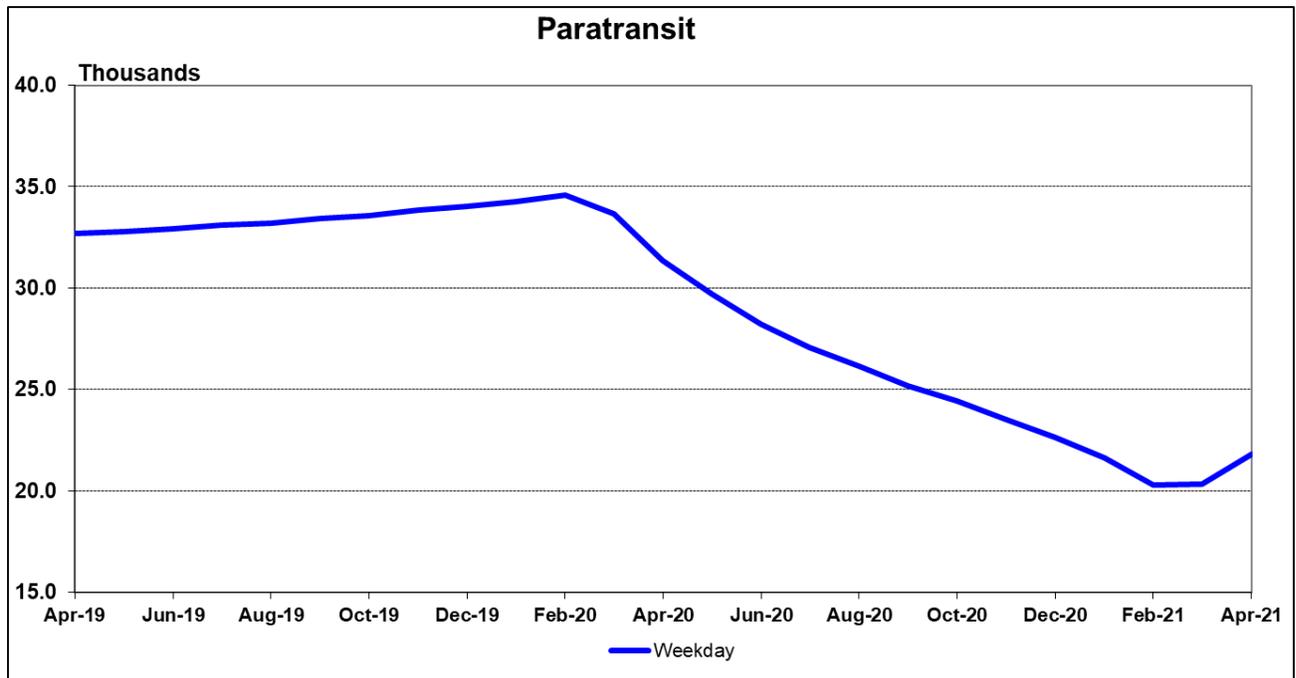
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations. Fare-free back door boarding was also in effect from late March through end of August 2020.
- In February 2021, the ridership decline slowed, and in March 2021, a new period of growth began.

- 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.
- In February 2021, the ridership decline slowed, and in March 2021, a new period of growth began.

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.
- In February 2021, the ridership decline ceased, and in March 2021, a new period of growth began.

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 from late March 2020 through early 2021.

In February - March 2021, the rate of decline started to slow on subway, NYCT Bus and MTA Bus, and in March - April 2021 a new period of growth began. In comparison with April 2020, the ridership growth is very significant.

The rolling average ridership is still low for the 12-month period ending in April 2021, compared to 12-month period ending in April 2020, both on weekdays and on weekends.

Ridership on Transit Services in the New York Area						
(thousands)						
Transit Service	Apr-20	Prelim Apr-21	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	447	1,984	+343.8%	4,830	1,483	-69.3%
NYCT Local Bus	12	918	+7550.0%	1,511	563	-62.7%
NYCT Express Bus	2	14	+600.0%	35	11	-68.6%
Paratransit	8	25	+212.9%	31	22	-30.4%
SIR	1	5	+517.5%	14	3	-77.1%
MTA Local Bus	1	196	+15454.4%	315	119	-62.2%
MTA Express Bus	3	10	+205.4%	25	10	-59.6%
LIRR	10	81	+710.0%	275	66	-76.0%
Metro-North	17	68	+300.0%	247	50	-79.8%
PATH	15	70	+366.7%	251	54	-78.5%
Average Weekend						
Subway	492	2,392	+386.2%	4,891	1,695	-65.3%
NYCT Local Bus	13	1,090	+8284.6%	1,714	679	-60.4%
NYCT Express Bus	1	7	+600.0%	13	5	-61.5%
Paratransit	8	27	+244.8%	38	23	-39.3%
SIR	1	1	+81.0%	3	1	-65.5%
MTA Local Bus	1	223	+16243.0%	344	136	-60.3%
MTA Express Bus	2	5	+190.9%	11	5	-51.5%
LIRR	6	102	+1600.0%	186	68	-63.4%
Metro-North	14	90	+542.9%	217	65	-70.0%
PATH	14	89	+535.7%	163	63	-61.3%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT

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

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	Nonreimbursable			Var Percent			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
Revenue												
Farebox Revenue:												
Subway	\$120.215	\$120.215	\$44.403	58.6	\$0.000	\$0.000	-	\$75.812	\$120.215	\$44.403	58.6	
Bus	\$44.583	\$44.583	\$24.789	125.2	\$0.000	\$0.000	-	\$19.793	\$44.583	\$24.789	125.2	
Paratransit	\$1.397	\$1.397	\$0.584	71.8	\$0.000	\$0.000	-	\$0.813	\$1.397	\$0.584	71.8	
Fare Liability	\$2.538	\$2.538	\$0.000	0.0	\$0.000	\$0.000	-	\$2.538	\$2.538	\$0.000	0.0	
Farebox Revenue	\$98.957	\$98.957	\$69.776	70.5	\$0.000	\$0.000	-	\$98.957	\$98.957	\$69.776	70.5	
Fare Reimbursement	\$8.171	\$8.171	\$0.000	0.0	\$0.000	\$0.000	-	\$8.171	\$8.171	\$0.000	0.0	
Paratransit Reimbursement	\$20.189	\$10.064	\$(10.125)	(50.1)	\$0.000	\$0.000	-	\$20.189	\$10.064	\$(10.125)	(50.1)	
Other Operating Revenue	\$14.086	\$24.444	\$10.358	73.5	\$0.000	\$0.000	-	\$14.086	\$24.444	\$10.358	73.5	
Other Revenue	\$42.447	\$42.680	\$0.233	0.5	\$0.000	\$0.000	-	\$42.447	\$42.680	\$0.233	0.5	
Capital and Other Reimbursements	\$0.000	\$0.000	\$(11.954)	-	\$130.308	\$118.354	(11.954)	\$(11.954)	\$118.354	\$(11.954)	(9.2)	
Total Revenue	\$141.403	\$211.412	\$70.009	49.5	\$130.308	\$118.354	(11.954)	\$271.712	\$329.766	\$58.054	21.4	
Expenses												
Labor:												
Payroll	\$276.021	\$262.435	\$13.586	4.9	\$47.113	\$41.187	\$5.926	12.6	\$323.134	\$303.623	\$19.512	6.0
Overtime	\$36.860	\$43.655	\$(6.795)	(18.4)	\$16.208	\$11.870	\$4.338	26.8	\$53.068	\$55.525	\$(2.457)	(4.6)
Total Salaries & Wages	\$312.881	\$306.091	\$6.791	2.2	\$63.321	\$53.057	\$10.264	16.2	\$376.202	\$359.148	\$17.054	4.5
Health and Welfare	\$90.649	\$86.992	\$3.657	4.0	\$2.126	\$1.683	\$0.442	20.8	\$92.775	\$88.676	\$4.100	4.4
OPEB Current Payment	\$49.734	\$55.474	\$(5.740)	(11.5)	\$1.212	\$0.944	\$0.269	22.2	\$50.947	\$56.417	\$(5.471)	(10.7)
Pensions	\$77.376	\$79.328	\$(1.952)	(2.5)	\$2.157	\$2.164	\$(0.007)	(0.3)	\$79.533	\$81.492	\$(1.959)	(2.5)
Other Fringe Benefits	\$44.203	\$45.297	\$(1.093)	(2.5)	\$20.111	\$17.846	\$2.265	11.3	\$64.314	\$63.142	\$1.172	1.8
Total Fringe Benefits	\$261.963	\$267.091	\$(5.128)	(2.0)	\$25.606	\$22.637	\$2.969	11.6	\$287.569	\$289.728	\$(2.159)	(0.8)
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	\$(32.901)	\$(25.109)	\$(7.792)	(23.7)	\$32.901	\$25.109	\$7.792	23.7	\$0.000	\$0.000	\$0.000	-
Labor	\$541.943	\$548.073	\$(6.130)	(1.1)	\$121.828	\$100.803	\$21.025	17.3	\$663.771	\$648.876	\$14.895	2.2
Non-Labor:												
Electric Power	\$24.326	\$19.938	\$4.388	18.0	\$0.021	\$0.020	\$0.002	7.2	\$24.347	\$19.958	\$4.390	18.0
Fuel	\$9.215	\$7.965	\$1.250	13.6	\$0.000	\$0.000	\$0.000	-	\$9.215	\$7.965	\$1.250	13.6
Insurance	\$6.682	\$5.725	\$0.957	14.3	\$0.000	\$0.000	\$0.000	-	\$6.682	\$5.725	\$0.957	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	\$34.313	\$28.692	\$5.621	16.4	\$0.000	\$0.000	\$0.000	-	\$34.313	\$28.692	\$5.621	16.4
Maintenance and Other Operating Contracts	\$24.184	\$34.202	\$(10.018)	(41.4)	\$3.165	\$10.325	\$(7.160)	(226.3)	\$27.349	\$44.527	\$(17.178)	(62.8)
Professional Service Contracts	\$13.788	\$13.143	\$0.645	4.7	\$0.729	\$1.509	\$(0.780)	(107.0)	\$14.517	\$14.652	\$(0.134)	(0.9)
Materials & Supplies	\$27.565	\$9.386	\$18.179	65.9	\$4.410	\$5.705	\$(1.295)	(29.4)	\$31.975	\$15.092	\$16.883	52.8
Other Business Expenses	\$4.538	\$5.956	\$(1.417)	(31.2)	\$0.156	\$(0.008)	\$0.163	104.8	\$4.694	\$5.948	\$(1.254)	(26.7)
Non-Labor	\$163.099	\$143.494	\$19.605	12.0	\$8.480	\$17.551	\$(9.071)	(107.0)	\$171.579	\$161.045	\$10.534	6.1
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	\$705.041	\$691.566	\$13.475	1.9	\$130.308	\$118.354	\$11.954	9.2	\$835.350	\$809.920	\$25.429	3.0
Depreciation	\$164.839	\$174.373	\$(9.534)	(5.8)	\$0.000	\$0.000	-	-	\$164.839	\$174.373	\$(9.534)	(5.8)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$869.880	\$865.939	\$3.941	0.5	\$130.308	\$118.354	\$11.954	9.2	\$1,000.188	\$984.293	\$15.895	1.6
OPERATING SURPLUS/DEFICIT	(728.477)	(654.527)	\$73.950	10.2	\$0.000	\$0.000	\$0.000	200.0	(728.477)	(654.527)	\$73.950	10.2

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

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

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	Nonreimbursable			Reimbursable			Total		
	Actual	Adopted	Favorable (Unfavorable) Variance	Actual	Adopted	Favorable (Unfavorable) Variance	Actual	Adopted	Favorable (Unfavorable) Variance
			Percent			Percent			Percent
Revenue									
Farebox Revenue:									
Subway	\$422,285	\$228,453	84.8	\$0,000	\$0,000	-	\$422,285	\$228,453	\$193,832
Bus	\$163,316	\$59,992	172.2	\$0,000	\$0,000	-	\$163,316	\$59,992	\$103,324
Paratransit	\$4,382	\$0,813	439.1	\$0,000	\$0,000	-	\$4,382	\$0,813	\$3,569
Fare Liability	\$9,165	\$9,165	0.0	\$0,000	\$0,000	-	\$9,165	\$9,165	\$0,000
Farebox Revenue	\$699,148	\$298,423	100.8	\$0,000	\$0,000	-	\$699,148	\$298,423	\$300,725
Fare Reimbursement	\$31,455	\$31,455	0.0	\$0,000	\$0,000	-	\$31,455	\$31,455	\$0,000
Paratransit Reimbursement	\$58,622	\$77,947	(24.8)	\$0,000	\$0,000	-	\$58,622	\$77,947	(19,325)
Other Operating Revenue	\$55,822	\$58,988	5.7	\$0,000	\$0,000	-	\$55,822	\$58,988	\$3,166
Other Revenue	\$149,065	\$165,224	(9.8)	\$0,000	\$0,000	-	\$149,065	\$165,224	(16,159)
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$420,651	\$420,651	(67,457)	\$353,194	\$420,651	(67,457)
Total Revenue	\$748,213	\$463,647	61.4	\$353,194	\$420,651	(67,457)	\$1,101,407	\$884,298	\$217,109
Expenses									
Labor:									
Payroll	\$1,129,430	\$1,089,982	3.5	\$134,937	\$163,984	\$29,047	\$1,224,919	\$1,293,414	\$68,495
Overtime	\$175,493	\$199,411	(13.6)	\$34,056	\$43,442	\$9,385	\$233,468	\$218,935	(14,533)
Total Salaries & Wages	\$1,304,923	\$1,289,393	1.2	\$168,993	\$207,426	\$38,432	\$1,458,386	\$1,512,349	\$53,962
Health and Welfare	\$362,577	\$313,727	13.5	\$8,556	\$8,556	\$0,000	\$320,772	\$371,133	\$50,361
OPEB Current Payment	\$161,312	\$161,312	18.9	\$3,891	\$4,850	\$959	\$165,203	\$203,787	\$38,584
Pensions	\$310,233	\$315,438	(1.7)	\$8,627	\$8,627	\$0,000	\$323,992	\$318,859	(5,133)
Other Fringe Benefits	\$190,966	\$199,966	(3.9)	\$55,539	\$65,640	\$10,101	\$253,861	\$256,595	\$2,734
Total Fringe Benefits	\$1,062,702	\$988,798	7.0	\$75,030	\$87,672	\$12,642	\$1,063,828	\$1,150,375	\$86,546
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000
Reimbursable Overhead	(73,009)	(94,486)	(22.7)	\$73,009	\$94,486	\$21,476	\$0,000	\$0,000	\$0,000
Labor	\$2,273,140	\$2,205,182	3.0	\$317,033	\$389,583	\$72,551	\$2,522,215	\$2,662,723	\$140,509
Non-Labor:									
Electric Power	\$88,852	\$104,257	14.8	\$0,161	\$0,085	(0,076)	\$89,013	\$104,343	\$15,329
Fuel	\$31,628	\$35,598	10.2	\$0,000	\$0,000	\$0,000	\$31,628	\$35,598	\$3,970
Insurance	\$24,386	\$27,154	10.2	\$0,000	\$0,000	\$0,000	\$24,386	\$27,154	\$2,767
Claims	\$73,950	\$73,950	0.0	\$0,000	\$0,000	-	\$73,950	\$73,950	\$0,000
Paratransit Service Contracts	\$131,225	\$107,452	18.1	\$0,000	\$0,000	\$0,000	\$131,225	\$107,452	\$23,773
Maintenance and Other Operating Contracts	\$94,824	\$117,957	(24.4)	\$19,372	\$12,617	(6,755)	\$137,329	\$107,441	(29,889)
Professional Service Contracts	\$48,398	\$45,759	5.5	\$2,978	\$3,121	\$143	\$48,737	\$51,519	\$2,782
Materials & Supplies	\$110,794	\$82,236	25.8	\$13,592	\$17,010	\$3,419	\$127,805	\$127,805	\$0,000
Other Business Expenses	\$17,387	\$17,965	(3.3)	\$0,058	(1,767)	(1,824)	\$18,023	\$15,621	(2,402)
Non-Labor	\$643,215	\$590,185	8.2	\$36,161	\$31,067	(5,094)	\$626,346	\$674,282	\$47,937
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	\$2,916,355	\$2,795,367	4.1	\$353,194	\$420,651	\$67,457	\$3,148,560	\$3,337,006	\$188,445
Depreciation	\$659,354	\$697,854	(5.8)	\$0,000	\$0,000	-	\$697,854	\$659,354	(38,500)
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	100.0	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000
GASB 68 Pension Adjustment	\$19,288	\$0,000	100.0	\$0,000	\$0,000	-	\$19,288	\$0,000	\$19,288
Environmental Remediation	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses	\$3,604,997	\$3,493,220	3.1	\$353,194	\$420,651	\$67,457	\$3,846,414	\$4,025,648	\$179,234
OPERATING SURPLUS/DEFICIT	(3,141,350)	(2,745,007)	12.6	\$0,000	\$0,000	\$0,000	(2,745,007)	(3,141,350)	\$396,343

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
APRIL 2021
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE			
		Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance		
		\$	%	\$	%		
Farebox Revenue	NR	69.8	70.5	Primarily due to higher ridership	300.7	100.8	Primarily due to higher ridership
Other Operating Revenue	NR	0.2	0.5		(16.2)	(9.8)	Primarily underruns in Paratransit reimbursement and MetroCard fees
Payroll	NR	13.6	4.9	Primarily due to vacancies	39.4	3.5	Primarily due to vacancies
Overtime	NR	(6.8)	(18.4)	Primarily vacancy coverage, employee unavailability and savings not fully achieved	(23.9)	(13.6)	Primarily vacancy coverage and adverse winter weather
Health & Welfare (including OPEB current payment)	NR	(2.1)	(1.5)	Unfavorable timing of expenses	86.5	15.4	Favorable prescription drug rates, favorable Aetna rates, timing of rebates and vacancies
Pension	NR	(2.0)	(2.5)	Mainly unfavorable timing of NYCERS pension charges	(5.2)	(1.7)	Mainly unfavorable timing of NYCERS pension charges
Other Fringe Benefits	NR	(1.1)	(2.5)	Mainly due to unfavorable capital project support credits	(7.4)	(3.9)	Mainly due to unfavorable capital project support credits
Reimbursable Overhead	NR	(7.8)	(23.7)	Mainly due to less than anticipated capital labor expense	(21.5)	(22.7)	Mainly due to less than anticipated capital labor expense
Electric Power	NR	4.4	18.0	Mainly lower consumption	15.4	14.8	Lower consumption and favorable rates
Fuel	NR	1.3	13.6	Mainly lower consumption partly offset by higher prices	3.6	10.2	Mainly lower consumption partly offset by higher prices
Claims	NR	0.0	0.0		0.0	0.0	
Paratransit Service Contracts	NR	5.6	16.4	Reflecting fewer trips and favorable timing of support costs	23.8	18.1	Reflecting fewer trips and favorable timing of support costs
Maintenance and Other Operating Contracts	NR	(10.0)	(41.4)	Largely unfavorable timing of expenses and higher COVID vendor costs	(23.1)	(24.4)	Largely unfavorable timing of expenses and higher COVID vendor costs
Professional Service Contracts	NR	0.6	4.7	Mainly due to favorable timing of MTA bond service expense	2.6	5.5	Mainly due to favorable timing of MTA bond service expense
Materials & Supplies	NR	18.2	65.9	Reflects retroactive adjustment of prior year expense to reimbursable, and favorable timing of expenses	28.6	25.8	Reflects retroactive adjustment of prior year expense to reimbursable, and favorable timing of expenses
Other Business	NR	(1.4)	(31.2)	Mainly unfavorable timing of expenses.	(0.6)	(3.3)	Minor variance

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

Apr FY21
(\$ in Millions)

5/12/2021 11:24 AM

	Month			Year-To-Date			
	Adopted	Actual	Favorable	Adopted	Actual	Favorable	
			(Unfavorable)			Variance	Percent
			Variance			Variance	Percent
Receipts							
Farebox Revenue	\$98,957	\$136,872	\$37,915	\$298,423	\$522,033	\$223,610	74.9
Fare Reimbursement	\$0,000	\$0,000	\$0,000	\$0,000	\$19,264	\$19,264	-
Paratransit Reimbursement	\$20,176	\$17,883	(2,293)	\$77,896	\$72,366	(5,530)	(7.1)
Other Operating Revenue	\$3,561	\$10,267	\$6,706	\$13,720	\$14,706	\$0,986	7.2
Other Revenue	\$23,737	\$28,150	\$4,413	\$91,616	\$106,336	\$14,720	16.1
Capital and Other Reimbursements	\$130,308	\$54,187	(76,121)	\$420,651	\$278,069	(142,582)	(33.9)
Total Revenue	\$253,002	\$219,209	(\$33,793)	\$810,689	\$906,438	\$95,749	11.8
Expenditures							
Labor :							
Payroll	\$444,426	\$429,682	\$14,744	\$1,342,749	\$1,274,326	\$68,423	5.1
Overtime	\$53,068	\$55,525	(2,457)	\$218,935	\$233,468	(14,533)	(6.6)
Total Salaries & Wages	\$497,493	\$485,207	\$12,286	\$1,561,684	\$1,507,794	\$53,890	3.5
Health and Welfare	\$92,775	\$102,821	(10,045)	\$371,133	\$366,722	\$4,411	1.2
OPEB Current Payment	\$50,947	\$56,417	(5,471)	\$203,787	\$165,203	\$38,584	18.9
Pensions	\$79,533	\$83,012	(3,479)	\$318,859	\$330,074	(11,215)	(3.5)
Other Fringe Benefits	\$54,331	\$52,633	\$1,698	\$177,774	\$174,886	\$2,888	1.6
Total Fringe Benefits	\$277,566	\$294,863	(17,297)	\$1,071,554	\$1,036,885	\$34,669	3.2
Contribution to GASB Fund	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
Reimbursable Overhead	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
Labor	\$775,080	\$780,090	(5,010)	\$2,633,238	\$2,544,679	\$88,559	3.4
Non-Labor :							
Electric Power	\$24,347	\$21,261	\$3,086	\$107,073	\$89,593	\$17,480	16.3
Fuel	\$9,215	\$8,221	\$0,994	\$35,226	\$33,322	\$1,904	5.4
Insurance	\$0,000	\$7,483	(7,483)	\$9,714	\$10,832	(1,118)	(11.5)
Claims	\$11,592	\$4,846	\$6,746	\$46,370	\$17,118	\$29,252	63.1
Paratransit Service Contracts	\$34,313	\$23,931	\$10,382	\$130,725	\$105,194	\$25,531	19.5
Maintenance and Other Operating Contracts	\$27,349	\$32,971	(5,622)	\$107,441	\$121,786	(14,345)	(13.4)
Professional Service Contracts	\$12,267	\$9,196	\$3,071	\$47,019	\$45,517	\$1,502	3.2
Materials & Supplies	\$35,433	\$28,304	\$7,129	\$141,638	\$106,599	\$35,039	24.7
Other Business Expenses	\$4,694	\$5,916	(1,222)	\$15,621	\$19,173	(3,552)	(22.7)
Non-Labor	\$159,210	\$142,129	\$17,081	\$640,826	\$549,134	\$91,692	14.3
Other Expense Adjustments:							
Other	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
Other Expense Adjustments	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
Total Expenditures before Depreciation and OPEB	\$934,290	\$922,219	\$12,071	\$3,274,064	\$3,093,813	\$180,251	5.5
Depreciation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	100.0
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
GASB 68 Pension Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
Environmental Remediation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
Total Expenditures	\$934,290	\$922,219	\$12,071	\$3,274,064	\$3,093,813	\$180,251	5.5
Net Surplus/(Deficit)	(681,287)	(703,010)	(21,723)	(2,463,375)	(2,187,375)	\$276,000	11.2

Note: Totals may not add due to rounding

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

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
Revenue						
Farebox Revenue	\$0.000	(31,861)	(31,861)	\$0.000	(77,115)	(77,115)
Fare Reimbursement	(8,171)	(8,171)	\$0.000	(31,455)	(12,191)	\$19,264
Paratransit Reimbursement	(0,013)	\$7,819	\$7,832	(0,052)	\$13,744	\$13,796
Other Operating Revenue	(10,525)	(14,177)	(3,652)	(42,102)	(44,282)	(2,180)
Other Revenue	(18,710)	(14,530)	\$4,180	(73,609)	(42,729)	\$30,880
Capital and Other Reimbursements	\$0.000	(64,167)	(64,167)	\$0.000	(75,125)	(75,125)
Total Revenue	(18,710)	(110,557)	(91,848)	(73,609)	(194,969)	(121,360)
Expenses						
Labor:						
Payroll	(121,291)	(126,059)	(4,768)	(49,336)	(49,408)	(0,072)
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Salaries & Wages	(121,291)	(126,059)	(4,768)	(49,336)	(49,408)	(0,072)
Health and Welfare	\$0.000	(14,145)	(14,145)	\$0.000	(45,950)	(45,950)
OPEB Current Payment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Pensions	\$0.000	(1,520)	(1,520)	\$0.000	(6,082)	(6,082)
Other Fringe Benefits	\$9,983	\$10,509	\$0,527	\$78,821	\$78,975	\$0,154
Total Fringe Benefits	\$9,983	(5,155)	(15,138)	\$78,821	\$25,943	(51,878)
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Labor	(111,308)	(131,214)	(19,906)	\$29,485	(22,464)	(51,950)
Non-Labor:						
Electric Power	\$0.000	(1,303)	(1,303)	(2,731)	(0,580)	\$2,151
Fuel	\$0.000	(0,256)	(0,256)	\$0.000	(1,694)	(1,694)
Insurance	\$6,682	(1,758)	(8,440)	\$17,440	\$13,554	(3,886)
Claims	\$6,895	\$13,641	\$6,746	\$27,580	\$56,832	\$29,252
Paratransit Service Contracts	\$0.000	\$4,761	\$4,761	\$0.500	\$2,258	\$1,758
Maintenance and Other Operating Contracts	\$0.000	\$11,566	\$11,566	\$0.000	\$15,543	\$15,543
Professional Service Contracts	\$2,250	\$5,496	\$3,246	\$4,500	\$3,220	(1,280)
Materials & Supplies	(3,458)	(13,212)	(9,754)	(13,833)	(10,772)	\$3,062
Other Business Expenses	\$0.000	\$0,032	\$0,032	\$0.000	(1,150)	(1,150)
Non-Labor	\$12,369	\$18,916	\$6,547	\$33,456	\$77,212	\$43,756
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	(98,940)	(112,299)	(13,359)	\$62,942	\$54,747	(8,194)
Depreciation	\$164,839	\$174,373	\$9,534	\$659,354	\$697,854	\$38,500
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$10,000	\$0.000	(10,000)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$19,288	\$0.000	(19,288)
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$65,899	\$62,074	(3,825)	\$751,584	\$752,601	\$1,017
Total Cash Conversion Adjustments	\$47,189	(48,483)	(95,672)	\$677,975	\$557,632	(120,343)

Note: Totals may not add due to rounding

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

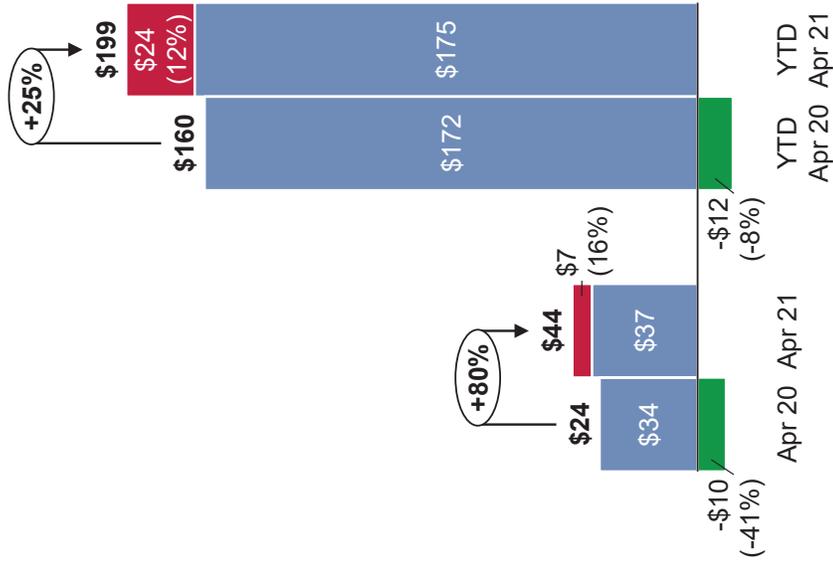
NYCT – Non-Reimbursable Overtime Variance

April 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$532M

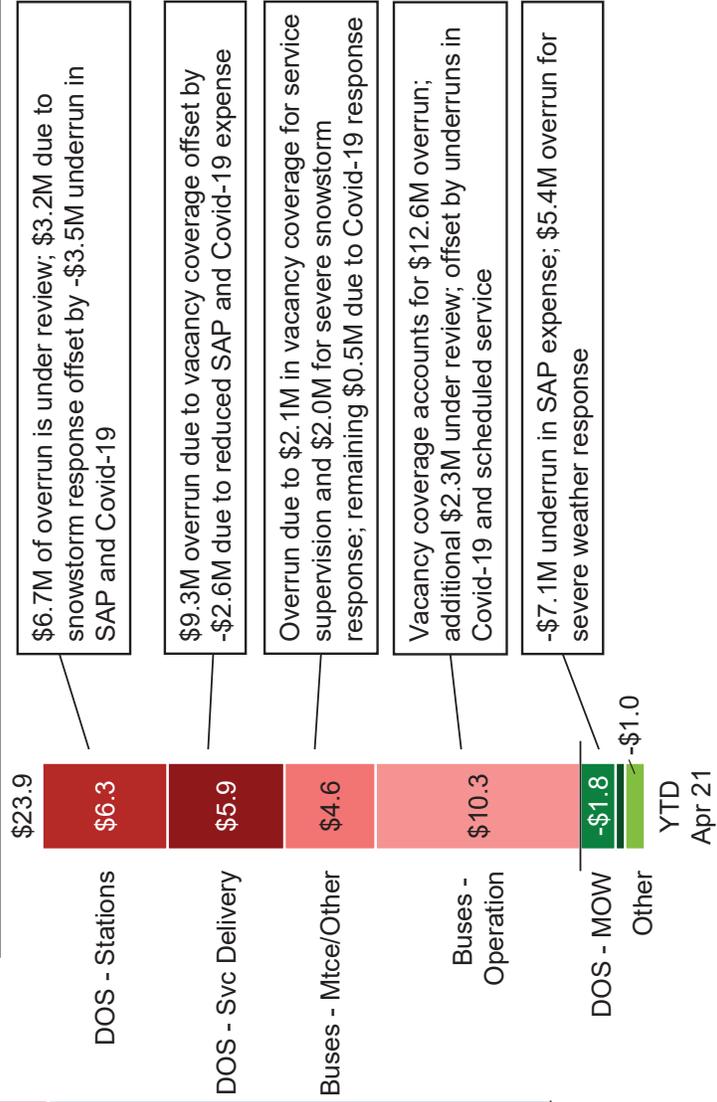


Overview

- Overall increase of \$39.8M or 25% compared to April YTD 2020
- Overall decrease of -\$11.5M or -5% compared to April YTD 2019
- \$23.9M or 12% above 2021 YTD budget
- Subways \$10.0M overrun: \$9.6M for snowstorm response; \$9.3M for vacancy coverage; \$6.7M overrun under review; \$2.9M for additional operating requirements; remaining underruns of -\$18.4M in SAP and Covid-19
- Buses \$14.9M overrun: \$14.7M for vacancy coverage; \$2.3M under review; \$2.0M weather overrun; -\$1.5M for COVID-19 response; -\$2.6M scheduled overtime underrun

YTD variance by division

\$M



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

NYCT – Reimbursable Overtime Variance

April 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

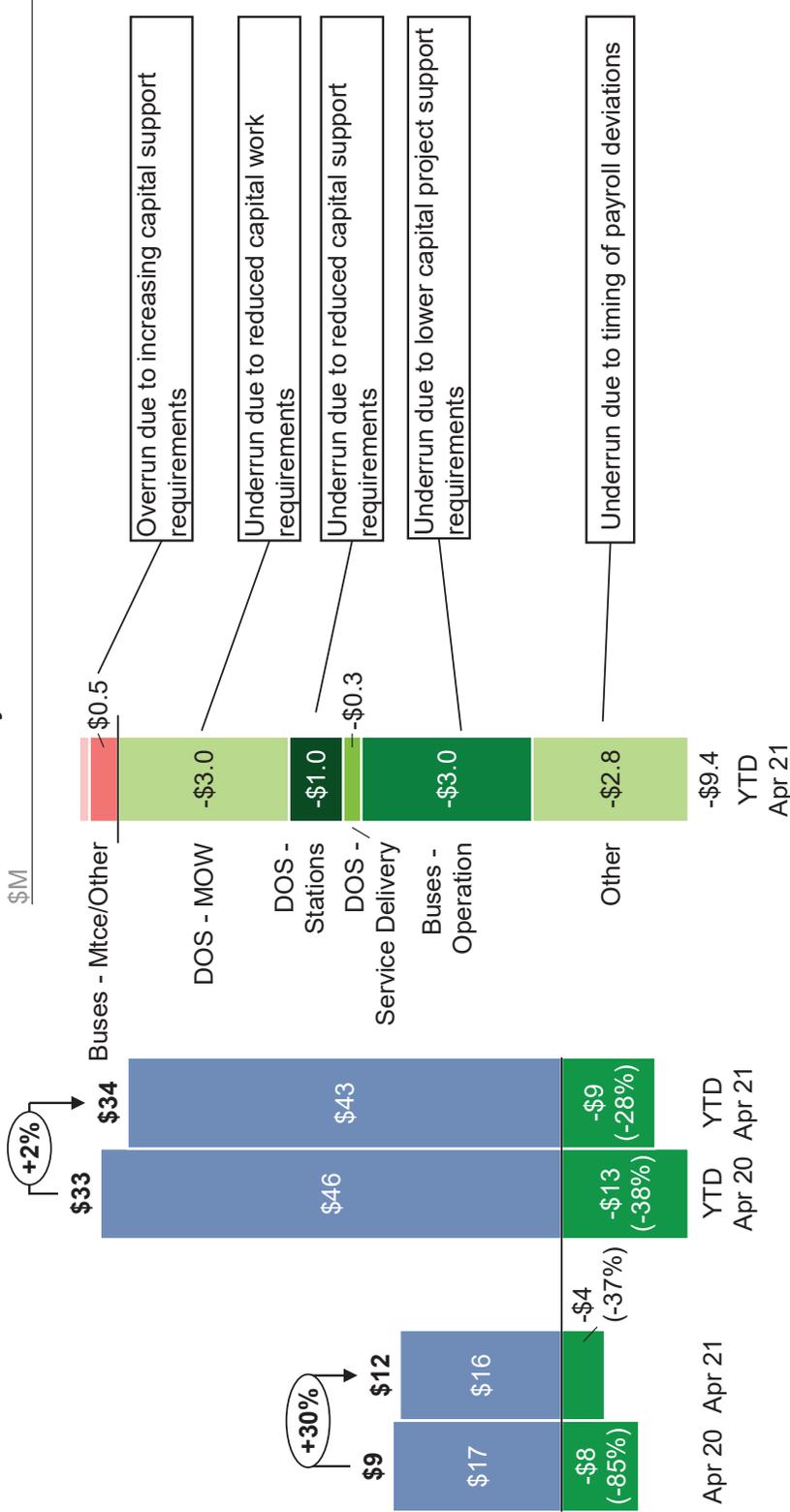
Annual Budget
Adopted: \$125M

Overview

- Overall increase of \$0.6M or 2% compared to April YTD 2020
- Overall decrease of -\$40.4M or -54% compared to April YTD 2019
- -\$9.4M or 28% below 2021 YTD budget
- Subways -\$4.1M underrun due to lower capital support requirements and severe weather project cancellations
- Buses -\$2.5M underrun due to lower capital support requirements

YTD variance by division

\$M



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

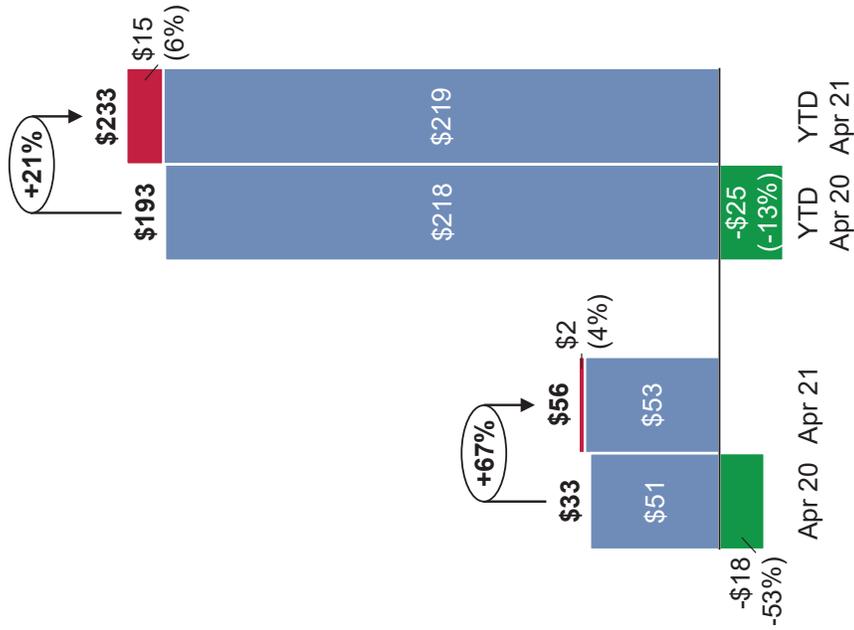
NYCT – Total Overtime Variance

April 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$657M

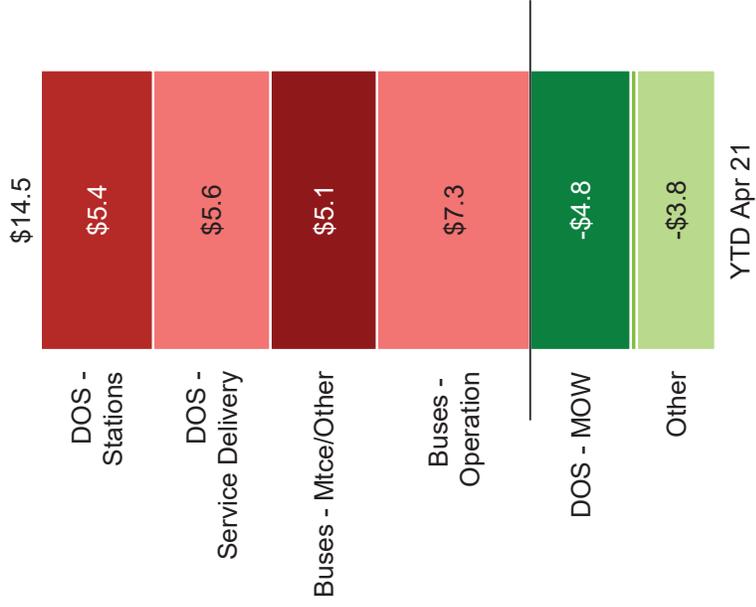


Overview

- Overall increase of \$40.4M or 21% compared to April YTD 2020
- Overall decrease of -\$51.9M or -18% compared to April YTD 2019
- \$14.5M or 6% 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
April 2021

	<u>Adopted</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<u>Administration:</u>				
Office of the President	25	21	4	
Law	240	233	7	
Office of the EVP	10	17	(7)	
Human Resources	196	184	12	
Office of Management and Budget	30	26	4	
Strategy & Customer Experience	180	172	8	
Non-Departmental	-	0	0	
Labor Relations	78	73	5	
Office of People & Business Transformation	14	11	3	
Material	153	196	(43)	
Controller	102	101	1	
Total Administration	1,028	1,034	(6)	
<u>Operations:</u>				
Subways Service Delivery	7,916	7,650	266	Vacancies mainly due to Train Operators and Conductors.
Subways Operations Support/Admin	395	404	(9)	
Subways Stations	2,316	2,303	13	
Subtotal Subways	10,627	10,357	270	
Buses	10,782	10,502	280	Vacancies mainly due to Supt and Bus Operators.
Paratransit	183	179	4	
Operations Planning	364	313	51	Vacancies mainly due to Supt and hourlies.
Revenue Control	560	548	12	
Non-Departmental	173	-	173	
Total Operations	22,689	21,899	790	
<u>Maintenance:</u>				
Subways Operations Support/Admin	88	74	14	
Subways Engineering	312	305	7	
Subways Car Equipment	4,663	4,187	476	Vacancies mainly due to Cleaners.
Subways Infrastructure	1,870	1,818	52	Vacancies mainly due to hourlies.
Subways Elevators & Escalators	452	472	(20)	
Subways Stations	3,324	3,548	(224)	Excesses mainly due to Cleaners.
Subways Track	3,110	2,752	358	Vacancies mainly due to Supv and hourlies.
Subways Power	648	621	27	
Subways Signals	1,704	1,600	104	Vacancies mainly due to hourlies.
Subways Electronic Maintenance	1,555	1,439	116	Vacancies mainly due to PTE and hourlies.
Subtotal Subways	17,726	16,816	910	
Buses	3,398	3,288	110	Vacancies mainly due to hourlies.
Supply Logistics	523	514	9	
System Safety	85	78	7	
Non-Departmental	(49)	-	(49)	
Total Maintenance	21,683	20,696	987	
<u>Engineering:</u>				
Capital Program Management	1,302	1,121	181	Vacancies mainly due to Mgrs and PTEs
Total Engineering/Capital	1,302	1,121	181	
<u>Public Safety:</u>				
Security	633	580	53	Vacancies mainly due to Supv and hourlies.
Total Public Safety	633	580	53	
Total Positions	47,335	45,330	2,005	
Non-Reimbursable	42,620	41,284	1,337	
Reimbursable	4,715	4,046	669	
Total Full-Time	47,178	45,222	1,956	
Total Full-Time Equivalents	157	108	49	

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

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./(Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	326	333	(7)	
Professional, Technical, Clerical	670	670	0	
Operational Hourlies	32	31	1	
Total Administration	1,028	1,034	(6)	
<u>Operations:</u>				
Managers/Supervisors	2,791	2,593	198	
Professional, Technical, Clerical	491	480	11	
Operational Hourlies	19,407	18,826	581	
Total Operations	22,689	21,899	790	
<u>Maintenance:</u>				
Managers/Supervisors	3,877	3,611	266	
Professional, Technical, Clerical	882	809	73	
Operational Hourlies	16,924	16,276	648	
Total Maintenance	21,683	20,696	987	
<u>Engineering/Capital:</u>				
Managers/Supervisors	353	280	73	
Professional, Technical, Clerical	947	839	108	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,302	1,121	181	
<u>Public Safety:</u>				
Managers/Supervisors	266	237	29	
Professional, Technical, Clerical	32	32	0	
Operational Hourlies	335	311	24	
Total Public Safety	633	580	53	
<u>Total Positions:</u>				
Managers/Supervisors	7,613	7,054	559	
Professional, Technical, Clerical	3,022	2,830	192	
Operational Hourlies	36,700	35,446	1,254	
Total Positions	47,335	45,330	2,005	

Preliminary April 2021 Report: Staten Island Railway

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

- April 2021 Staten Island Railway ridership of 108,990 was 20,112 rides (22.6 percent) above budget.
- Compared with April 2019 ridership of 356,288, Staten Island Railway ridership in April 2021 was lower by 247,298 (69.4 percent).
- April 2021 Staten Island Railway Year-to-date (YTD) ridership of 358,890 was 543,608 (60.2 percent) below 2020 YTD ridership.
- Compared with April 2019 YTD ridership of 1,455,950, Staten Island Railway ridership in April 2021 was lower by 1,097,060 (75.4 percent).
- Average weekday ridership of 4,718 was 3,954 rides (517.5 percent) higher than in April 2020.
- April 2021 Farebox revenue of \$0.156 million was \$0.017 million (11.9 percent) above budget. The overrun was due to higher than expected ridership.
- Operating expenses were under budget by \$0.422 million (7.8 percent).
 - Labor expenses were less than budget by \$0.298 million (6.9 percent).
 - Non-labor expenses were also less than budget by \$0.124 million (11.3 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

April 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

April 2021 Staten Island Railway ridership of 108,990 was 20,112 rides (22.6 percent) above budget. Average weekday ridership of 4,718 was 3,954 rides (517.5 percent) higher than April 2020 and 10,679 rides (69.4 percent) lower than in April 2019. Average weekday ridership for the twelve months ending April 2021 was 3,199, which is 10,781 rides (77.1 percent) lower than the twelve months ending April 2020 and 12,772 rides (80.0 percent) lower than in the twelve months ending April 2019.

Operating revenue of \$0.237 million was below budget by \$0.110 million (31.7 percent).

- Farebox revenue of \$0.156 million was \$0.017 million (11.9 percent) above budget. The overrun was due to higher than expected ridership.
- Other Revenue of \$0.081 million was \$0.126 million (61.0 percent) below budget due to lower school fare reimbursement and advertising revenue.

Year-to-date operating revenue of \$0.828 million was \$0.432 million (34.3 percent) under budget, due to underruns in school fare reimbursement and advertising revenue, partly offset by favorable farebox revenue.

Nonreimbursable expenses in April, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were less than budget by \$0.422 million (7.8 percent).

- Labor expenses underran budget by \$0.298 million (6.9 percent), due primarily to Payroll expenses were below budget by \$0.280 million (12.7 percent) attributable to vacancies. Health and Welfare including OPEB current payments of \$0.107 million (12.3 percent) underran resulting from favorable prescription drug rates, favorable medical rates, vacancies and the favorable timing of expenses/credits. Pension underran budget by \$0.077 million (10.7 percent). Overtime expenses overran by \$0.195 million (115.9 percent), attributable to vacancies providing general offset to payroll.
- Non-labor expenses were also below budget by a net \$0.124 million (11.3 percent), including an underrun in Electric Power of \$0.86 million (26.4 percent) due to timing.

Year-to-date, expenses were below budget by \$1.015 million (4.6 percent), including underruns in labor expenses of \$0.368 million (2.1 percent), which were driven mostly by an underrun in Health and Welfare expenses including OPEB current payments of \$0.453 million (13.0 percent) resulting from favorable prescription drug rates, medical rates, and timing of expenses/credits. Payroll expenses were less by \$0.356 million (4.0 percent), due mainly to vacancies. Non-labor expenses were less than budget by a net \$0.646 million (14.7 percent), including an underrun in Professional Services contracts of \$0.489 million (52.3 percent) due to timing.

Depreciation expenses of \$0.891 million were below forecast by \$0.109 million (10.9 percent). There are no entries booked for GASB 68 Pension adjustment neither GASB 75 OPEB expense adjustment as of April reporting close.

Operating cash deficit (excluding subsidies) reported in April of \$5.855 million was \$0.734 million (14.3 percent) favorable to budget. On a year-to-date basis, the operating cash deficit was \$19.256 million, which was \$0.944 million (4.7 percent) favorable to budget.

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

5/10/2021 12:16 PM

	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<u>Ridership</u>								
Ridership - Subway	0.089	0.109	0.020	22.6	0.281	0.354	0.073	25.8
Total Ridership	0.089	0.109	0.020	22.6	0.281	0.354	0.073	25.8
<u>FareBox Revenue</u>								
Farebox Revenue	\$0.139	\$0.156	\$0.017	11.9	\$0.431	\$0.546	\$0.115	26.6
Total Farebox Revenue	\$0.139	\$0.156	\$0.017	11.9	\$0.431	\$0.546	\$0.115	26.6

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY

Apr - 2021 Adopted
Accrual Statement of Operations By Category
Month - Apr 2021

(\$ in Millions)

5/07/2021 01:34 PM

	Nonreimbursable			Reimbursable			Total					
	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	\$0.139	\$0.156	\$0.017	11.9	\$0.000	\$0.000	-	-	\$0.139	\$0.156	\$0.017	11.9
Other Revenue	\$0.207	\$0.081	(0.126)	(61.0)	\$0.000	\$0.000	-	-	\$0.207	\$0.081	(0.126)	(61.0)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$0.630	\$0.630	(0.549)	(87.1)	\$0.630	\$0.081	(0.549)	(87.1)
Total Revenue	\$0.346	\$0.237	(0.110)	(31.7)	\$0.630	\$0.081	(0.549)	(87.1)	\$0.976	\$0.318	(0.659)	(67.5)
Expenses												
Labor :												
Payroll	\$2.215	\$1.935	\$0.280	12.7	\$0.328	\$0.018	\$0.309	94.4	\$2.543	\$1.953	\$0.590	23.2
Overtime	\$0.168	\$0.363	(0.195)	(115.9)	\$0.092	\$0.023	\$0.068	74.6	\$0.259	\$0.386	(0.126)	(48.7)
Total Salaries & Wages	\$2.383	\$2.297	\$0.086	3.6	\$0.419	\$0.041	\$0.378	90.1	\$2.802	\$2.339	\$0.464	16.5
Health and Welfare	\$0.637	\$0.461	\$0.177	27.7	\$0.000	\$0.000	-	-	\$0.637	\$0.461	\$0.177	27.7
OPEB Current Payment	\$0.234	\$0.303	(0.070)	(29.8)	\$0.000	\$0.000	\$0.000	-	\$0.234	\$0.303	(0.070)	(29.9)
Pensions	\$0.724	\$0.646	\$0.077	10.7	\$0.000	\$0.000	-	-	\$0.724	\$0.646	\$0.077	10.7
Other Fringe Benefits	\$0.325	\$0.298	\$0.027	8.2	\$0.211	\$0.032	\$0.179	84.7	\$0.536	\$0.331	\$0.205	38.3
Total Fringe Benefits	\$1.920	\$1.708	\$0.211	11.0	\$0.211	\$0.032	\$0.178	84.6	\$2.130	\$1.741	\$0.390	18.3
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	\$0.000	(0.001)	\$0.001	6.9	\$0.630	\$0.075	(0.001)	-	\$0.000	\$0.000	\$0.000	-
Labor	\$4.303	\$4.005	\$0.298	6.9	\$0.630	\$0.075	\$0.555	88.2	\$4.933	\$4.080	\$0.853	17.3
Non-Labor :												
Electric Power	\$0.326	\$0.240	\$0.086	26.4	\$0.000	\$0.000	-	-	\$0.326	\$0.240	\$0.086	26.4
Fuel	\$0.022	\$0.027	(0.004)	(19.9)	\$0.000	\$0.000	-	-	\$0.022	\$0.027	(0.004)	(19.9)
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	\$0.203	(0.024)	(13.6)	\$0.000	\$0.000	-	-	\$0.178	\$0.203	(0.024)	(13.6)
Professional Service Contracts	\$0.140	\$0.126	\$0.014	9.9	\$0.000	\$0.006	(0.006)	-	\$0.140	\$0.133	\$0.008	5.4
Materials & Supplies	\$0.002	\$0.045	(0.043)	-	\$0.000	\$0.000	-	-	\$0.002	\$0.045	(0.043)	-
Other Business Expenses	\$1.098	\$0.974	\$0.124	11.3	\$0.000	\$0.006	(0.006)	-	\$1.098	\$0.980	\$0.118	10.7
Non-Labor												
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	\$5.401	\$4.979	\$0.422	7.8	\$0.630	\$0.081	\$0.549	87.1	\$6.031	\$5.060	\$0.971	16.1
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	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$6.401	\$5.870	\$0.531	8.3	\$0.630	\$0.081	\$0.549	87.1	\$7.031	\$5.951	\$1.080	15.4
OPERATING SURPLUS/DEFICIT	(6.054)	(5.633)	\$0.421	7.0	\$0.000	\$0.000	\$0.000	100.0	(6.054)	(5.633)	\$0.421	7.0

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

Apr - 2021 Adopted
 Accrual Statement of Operations By Category
 Year-To-Date - Apr 2021

(\$ in Millions)

5/07/2021 01:34 PM

	Nonreimbursable			Var Percent			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	\$0.431	\$0.546	\$0.115	26.6	\$0.000	\$0.000	-	-	\$0.431	\$0.546	\$0.115	26.6
Other Revenue	\$0.829	\$0.282	(0.547)	(66.0)	\$0.000	\$0.000	-	-	\$0.829	\$0.282	(0.547)	(66.0)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$2.507	\$0.706	(1.801)	(71.8)	\$2.507	\$0.706	(1.801)	(71.8)
Total Revenue	\$1.260	\$0.828	(0.432)	(34.3)	\$2.507	\$0.706	(1.801)	(71.8)	\$3.767	\$1.534	(2.233)	(59.3)
Expenses												
Labor :												
Payroll	\$8.965	\$8.609	\$0.356	4.0	\$1.303	\$0.140	\$1.163	89.2	\$10.268	\$8.749	\$1.519	14.8
Overtime	\$0.984	\$1.044	(0.060)	(6.1)	\$0.366	\$0.233	\$0.133	36.3	\$1.350	\$1.278	\$0.073	5.4
Total Salaries & Wages	\$9.949	\$9.653	\$0.296	3.0	\$1.669	\$0.374	\$1.295	77.6	\$11.618	\$10.026	\$1.592	13.7
Health and Welfare	\$2.550	\$1.801	\$0.749	29.4	\$0.000	\$0.000	-	-	\$2.550	\$1.801	\$0.749	29.4
OPEB Current Payment	\$0.934	\$1.230	(0.296)	(31.7)	\$0.000	\$0.001	(0.001)	-	\$0.934	\$1.230	(0.296)	(31.7)
Pensions	\$2.894	\$3.220	(0.326)	(11.3)	\$0.000	\$0.000	-	-	\$2.894	\$3.220	(0.326)	(11.3)
Other Fringe Benefits	\$1.357	\$1.412	(0.055)	(4.1)	\$0.838	\$0.303	\$0.535	63.8	\$2.195	\$1.715	\$0.480	21.9
Total Fringe Benefits	\$7.735	\$7.663	\$0.072	0.9	\$0.838	\$0.304	\$0.534	63.7	\$8.573	\$7.967	\$0.607	7.1
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)	-	\$0.000	\$0.002	(0.002)	-
Labor	\$17.684	\$17.316	\$0.368	2.1	\$2.507	\$0.679	\$1.828	72.9	\$20.191	\$17.995	\$2.197	10.9
Non-Labor :												
Electric Power	\$1.302	\$1.217	\$0.085	6.5	\$0.000	\$0.000	-	-	\$1.302	\$1.217	\$0.085	6.5
Fuel	\$0.090	\$0.104	(0.014)	(15.5)	\$0.000	\$0.000	-	-	\$0.090	\$0.104	(0.014)	(15.5)
Insurance	\$0.450	\$0.451	(0.001)	(0.1)	\$0.000	\$0.000	-	-	\$0.450	\$0.451	(0.001)	(0.1)
Claims	\$0.331	\$0.128	\$0.203	61.3	\$0.000	\$0.000	-	-	\$0.331	\$0.128	\$0.203	61.3
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.713	\$0.473	\$0.240	33.7	\$0.000	\$0.000	-	-	\$0.713	\$0.473	\$0.240	33.7
Professional Service Contracts	\$0.936	\$0.489	\$0.447	52.3	\$0.000	\$0.002	(0.002)	-	\$0.936	\$0.448	\$0.488	52.1
Materials & Supplies	\$0.561	\$0.772	(0.211)	(37.5)	\$0.000	\$0.025	(0.025)	-	\$0.561	\$0.797	(0.236)	(42.1)
Other Business Expenses	\$0.010	\$0.156	(0.146)	-	\$0.000	\$0.000	-	-	\$0.010	\$0.156	(0.146)	-
Non-Labor	\$4.393	\$3.746	\$0.646	14.7	\$0.000	\$0.027	(0.027)	-	\$4.393	\$3.773	\$0.619	14.1
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	\$22.077	\$21.062	\$1.015	4.6	\$2.507	\$0.706	\$1.801	71.8	\$24.584	\$21.768	\$2.816	11.5
Depreciation	\$4.000	\$3.570	\$0.430	10.8	\$0.000	\$0.000	-	-	\$4.000	\$3.570	\$0.430	10.8
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	\$26.077	\$24.632	\$1.445	5.5	\$2.507	\$0.706	\$1.801	71.8	\$28.584	\$25.338	\$3.246	11.4
OPERATING SURPLUS/DEFICIT	(24.817)	(23.804)	\$1.013	4.1	\$0.000	\$0.000	\$0.000	916.0	(24.817)	(23.804)	\$1.013	4.1

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note 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
APRIL 2021

Generic Revenue or Expense Category	Non Reimb. or Reimb.	MONTH		YEAR-TO-DATE	
		(\$ in millions)-Accrual Basis			
		Favorable/ (Unfavorable) Variance	%	Favorable/ (Unfavorable) Variance	%
		\$	%	\$	%
Farebox Revenue	Non Reimb.	0.017	11.9	0.115	26.6
					Favorable due to higher than anticipated ridership
Other Revenue	Non Reimb.	(0.126)	(61.0)	(0.547)	(66.0)
					Unfavorable due to minimal reimbursement for school fares
Payroll	Non Reimb.	0.280	12.7	0.356	4.0
					Favorable due to vacancies
Overtime	Non Reimb.	(0.195)	(115.9)	(0.060)	(6.1)
					Unfavorable primarily due to timing of work assignment and weather
Health and Welfare (including OPEB current payment)	Non Reimb.	0.107	12.3	0.453	13.0
					Favorable rates due to prescription drug contract rebates and vacancy savings
Pension	Non Reimb.	0.077	10.7	(0.326)	(11.3)
					Favorable timing of expenses
Other Fringe Benefits	Non Reimb.	0.027	8.2	(0.055)	(4.1)
					Favorable accrual for Workers Compensation
Reimbursable Overhead	Non Reimb.	0.001	0.0	0.000	0.0
Electric Power	Non Reimb.	0.086	26.4	0.085	6.5
					Favorable primarily due to timing of bills
Maintenance & Other Operating Contracts	Non Reimb.	(0.024)	(13.6)	0.240	33.7
					Unfavorable due to the timing of material requirements
Professional Service Contracts	Non Reimb.	0.016	6.7	0.489	52.3
					Favorable due to timing of Covid-19 cleaning expenses
Materials and Supplies	Non Reimb.	0.014	9.9	(0.211)	(37.5)
					Favorable due to the timing of material requirements
Payroll	Reimb.	0.309	94.4	1.163	89.2
					Favorable due to constrained project work caused by COVID-19
Overtime	Reimb.	0.068	74.6	0.133	36.3
					Favorable due to backfill of vacancies
Materials and Supplies	Reimb.	(0.006)	0.0	(0.025)	0.0
					Draw down of project materials

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

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
Receipts						
Farebox Revenue	\$0.139	\$0.136	(0.004)	\$0.431	\$0.508	\$0.077
Other Revenue	\$0.942	\$0.017	(0.925)	\$1.157	\$0.238	(0.920)
Capital and Other Reimbursements	\$0.630	\$0.131	(0.500)	\$2.507	\$1.378	(1.129)
Total Revenue	\$1.711	\$0.283	(1.428)	\$4.095	\$2.124	(1.972)
Expenditures						
Labor :						
Payroll	\$3.466	\$3.298	\$0.168	\$10.711	\$9.865	\$0.847
Overtime	\$0.259	\$0.000	\$0.259	\$1.350	\$0.000	\$1.350
Total Salaries & Wages	\$3.726	-	\$0.428	\$12.062	-	\$2.197
Health and Welfare	\$0.637	\$0.491	\$0.147	\$2.550	\$2.577	(0.027)
OPEB Current Payment	\$0.234	\$0.086	\$0.148	\$0.934	\$0.458	\$0.476
Pensions	\$0.724	\$0.646	\$0.077	\$2.894	\$3.220	(0.326)
Other Fringe Benefits	\$0.456	\$0.285	\$0.171	\$1.629	\$1.240	\$0.389
Total Fringe Benefits	\$2.050	\$1.508	\$0.542	\$8.007	\$7.496	\$0.511
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	\$5.776	\$4.806	\$0.970	\$20.068	\$17.360	\$2.708
Non-Labor :						
Electric Power	\$0.326	\$0.287	\$0.038	\$1.302	\$1.275	\$0.027
Fuel	\$0.023	\$0.031	(0.008)	\$0.090	\$0.148	(0.057)
Insurance	\$0.113	\$0.020	\$0.093	\$0.450	\$0.255	\$0.195
Claims	\$0.000	\$0.044	(0.044)	\$0.164	\$0.087	\$0.077
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and Other Operating Contracts	\$0.178	\$0.187	(0.009)	\$0.713	\$0.439	\$0.274
Professional Service Contracts	\$0.234	\$0.160	\$0.074	\$0.936	\$0.493	\$0.442
Materials & Supplies	\$0.140	\$0.565	(0.425)	\$0.561	\$1.077	(0.516)
Other Business Expenses	\$0.002	\$0.038	(0.036)	\$0.010	\$0.245	(0.235)
Non-Labor	\$1.057	\$1.332	(0.275)	\$4.227	\$4.019	\$0.208
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	\$6.833	\$6.138	\$0.695	\$24.295	\$21.379	\$2.916
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$6.833	\$6.138	\$0.695	\$24.295	\$21.379	\$2.916
Net Surplus/(Deficit)	(5.122)	(5.855)	(0.734)	(20.200)	(19.256)	\$0.944

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
APRIL 2021
(\$ in millions)

	MONTH		YEAR TO DATE		
	<u>Favorable/ (Unfavorable) Variance</u>	<u>%</u>	<u>Favorable/ (Unfavorable) Variance</u>	<u>%</u>	
<u>Operating Receipts or Disbursements</u>	<u>\$</u>		<u>\$</u>		
Farebox Receipts	(0.004)	(2.6)	0.077	17.9	Primarily due to favorable ridership
Other Revenue	(0.925)	(98.2)	(0.920)	(79.5)	Primarily due to receipt timing lag of fare reimbursement
Capital and Other Reimbursements	(0.500)	(79.3)	(1.129)	(45.0)	Timing of reimbursements
Payroll	0.168	4.9	0.847	7.9	Favorable due to vacancies
Overtime	0.259	100.0	1.350	100.0	Timing of payments
Health and Welfare (including OPEB current payment)	0.295	0.0	0.449	0.0	Timing of payments
Other Fringe Benefits	0.171	37.4	0.389	23.9	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies
Electric Power	0.038	11.8	0.027	2.1	Favorable mainly due to timing
Maintenance Contracts	(0.009)	(5.1)	0.274	38.5	Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	0.074	31.7	0.442	47.3	Timing of contract payments
Materials & Supplies	(0.425)	(302.8)	(0.516)	(91.9)	Timing of payments

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

Apr FY21
(\$ in Millions)

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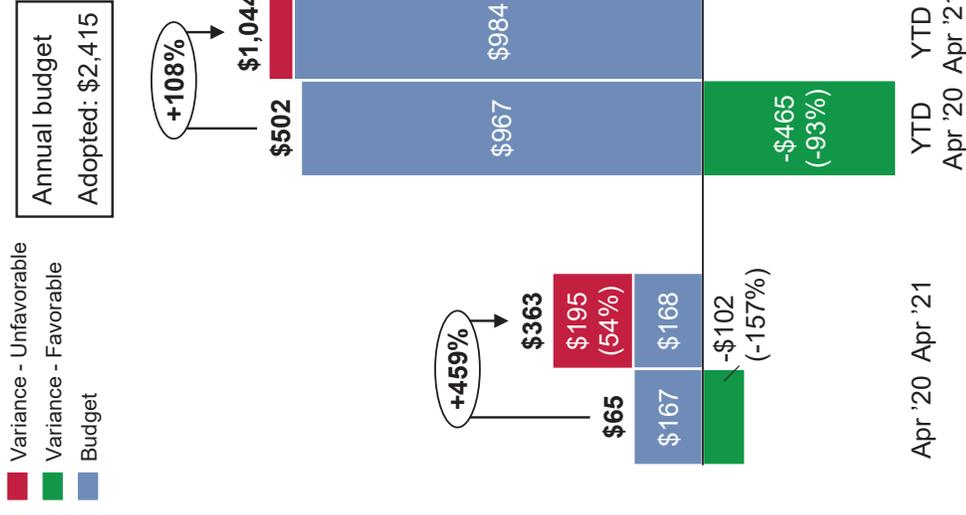
	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
			Percent			Percent
Revenue						
Farebox Revenue	\$0.000	(0.020)	(0.020)	\$0.000	(0.037)	(0.037)
Other Revenue	\$0.735	(0.064)	(0.799)	\$0.328	(0.044)	(0.373)
Capital and Other Reimbursements	\$0.000	\$0.049	\$0.049	\$0.000	\$0.672	\$0.672
Total Revenue	\$0.735	(0.035)	(0.770)	\$0.328	\$0.590	\$0.262
			(104.8)			79.7
Expenses						
Labor :						
Payroll	(0.924)	(1.345)	(0.422)	(0.444)	(1.116)	(0.672)
Overtime	\$0.000	\$0.386	\$0.386	\$0.000	\$1.278	\$1.278
Total Salaries & Wages	(0.924)	(0.959)	(0.036)	-	\$0.162	\$0.605
			(45.7)			136.4
Health and Welfare	\$0.000	(0.030)	(0.030)	\$0.000	(0.777)	(0.777)
OPEB Current Payment	\$0.000	\$0.218	\$0.218	\$0.000	\$0.772	\$0.772
Pensions	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Other Fringe Benefits	\$0.080	\$0.046	(0.035)	\$0.567	\$0.476	(0.091)
Total Fringe Benefits	\$0.080	\$0.233	\$0.153	\$0.567	\$0.471	(0.096)
			(43.1)			(16.1)
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	(0.843)	(0.726)	\$0.117	\$0.123	\$0.634	\$0.511
			13.9			416.3
Non-Labor :						
Electric Power	\$0.000	(0.048)	(0.048)	\$0.000	(0.058)	(0.058)
Fuel	\$0.000	(0.004)	(0.004)	\$0.000	(0.044)	(0.044)
Insurance	\$0.000	\$0.063	\$0.063	\$0.000	\$0.196	\$0.196
Claims	\$0.042	(0.012)	(0.053)	\$0.167	\$0.041	(0.126)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and Other Operating Contracts	\$0.000	\$0.015	\$0.015	\$0.000	\$0.034	\$0.034
Professional Service Contracts	\$0.000	\$0.059	\$0.059	\$0.000	(0.045)	(0.045)
Materials & Supplies	\$0.000	(0.432)	(0.432)	\$0.000	(0.280)	(0.280)
Other Business Expenses	\$0.000	\$0.007	\$0.007	\$0.000	(0.089)	(0.089)
Non-Labor	\$0.042	(0.352)	(0.393)	\$0.166	(0.246)	(0.412)
			(947.5)			(248.0)
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	(0.802)	(1.078)	(0.276)	\$0.289	\$0.389	\$0.100
			(34.4)			34.6
Depreciation	\$1.000	\$0.891	(0.109)	\$4.000	\$3.570	(0.430)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.275	\$0.000	(0.275)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	(0.275)	\$0.000	\$0.275
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$0.198	(0.187)	(0.385)	\$4.289	\$3.958	(0.330)
			(194.3)			(7.7)
Total Cash Conversion Adjustments	\$0.933	(0.222)	(1.155)	\$4.617	\$4.548	(0.069)
			(123.8)			(1.5)

Note: Totals may not add due to rounding

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

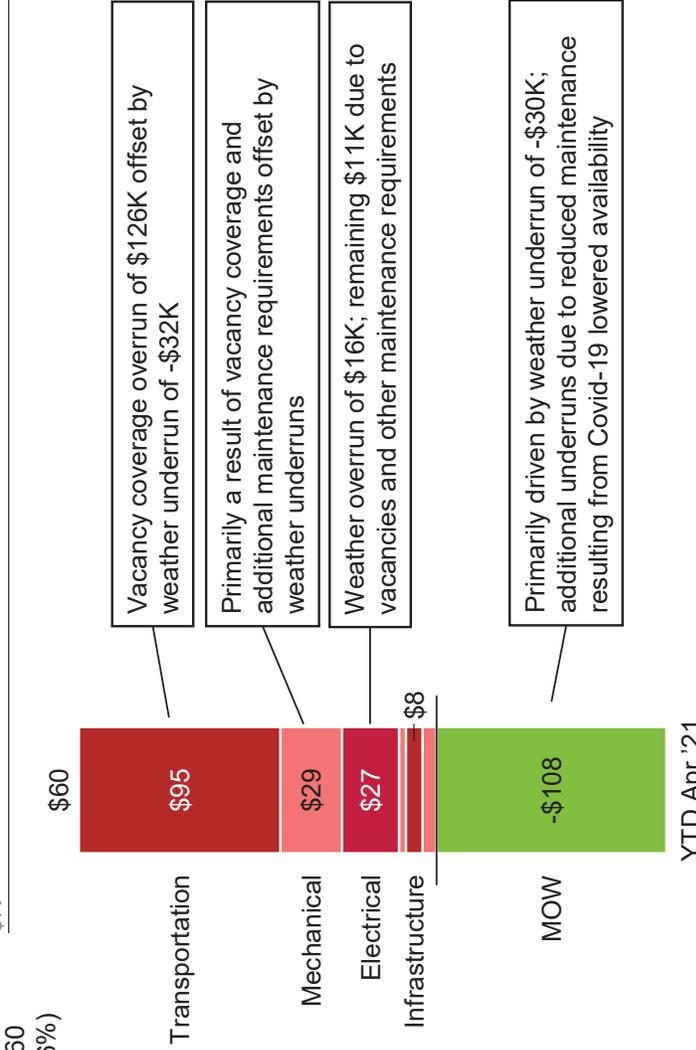
SIRTOA – Non-Reimbursable Overtime Variance

April 2021 and YTD adopted vs. variance



- Overview**
- Overall increase of \$543K or 108% compared to April YTD 2020
 - \$60K or 6% above 2021 YTD budget
 - Maintenance -\$41K underrun: -\$47K weather underrun offset by \$75K overrun due to vacancy coverage; remaining -\$69K underrun due to employee availability resulting from Covid-19
 - Service \$95K overrun: -\$32K weather underrun offset by \$126K overrun due to vacancies

YTD variance by division



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

SIRTOA – Reimbursable Overtime Variance

April 2021 and YTD adopted vs. variance
\$K

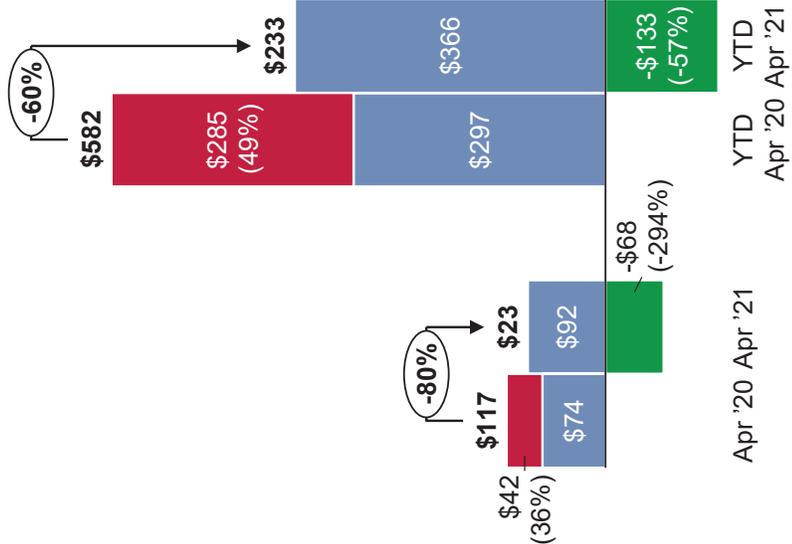
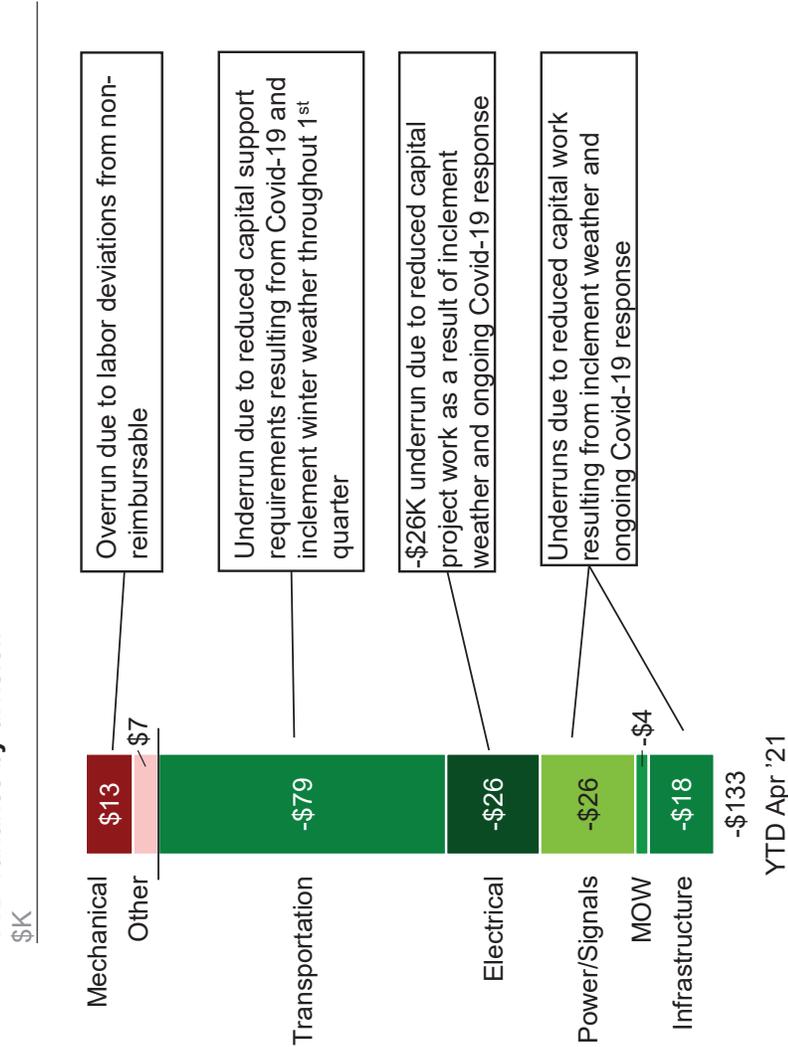
■ Variance - Unfavorable
■ Variance - Favorable
■ Budget

Annual budget
Adopted: \$1,110K

Overview

- Overall decrease of -\$349K or 60% compared to April YTD 2020
- -\$133K or 57% below 2021 YTD budget
- Maintenance -\$61K underrun: due to reduced capital work resulting from inclement weather and Covid-19 response
- Service -\$79K underrun: due to reduced capital support resulting from inclement weather and Covid-19 response

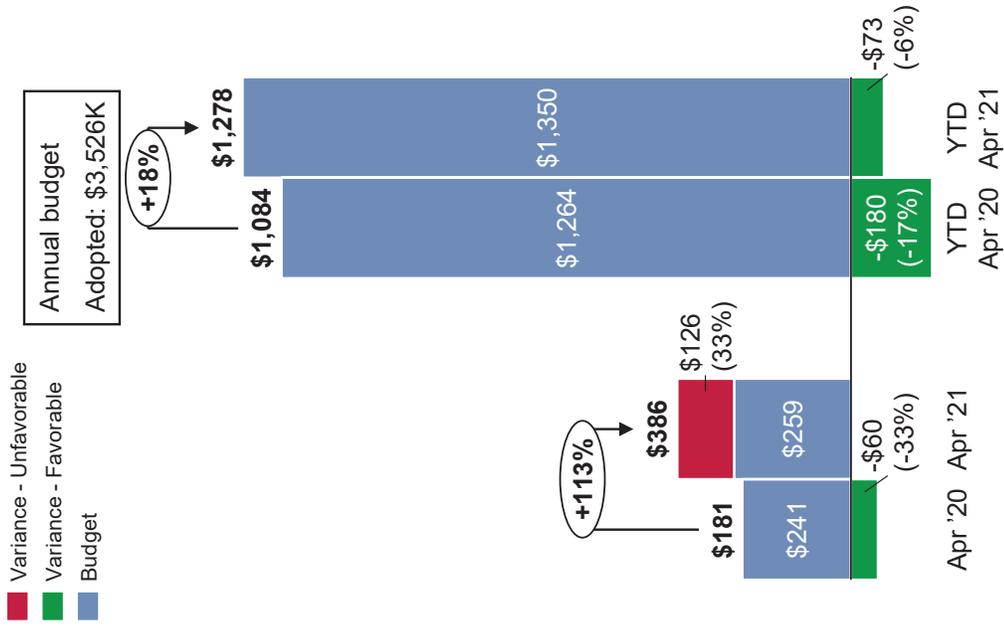
YTD variance by division



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

SIRTOA – Total Overtime Variance

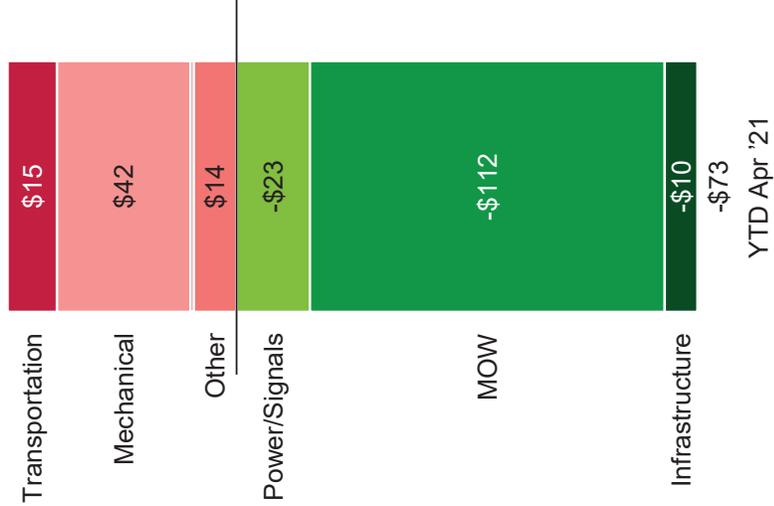
April 2021 and YTD adopted vs. variance



Overview

- Overall increase of \$194K or 18% compared to April YTD 2020
- -\$73K of 6% below 2020 YTD budget

YTD variance by division



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

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

	Adopted	Actual	Favorable/ (Unfavorable)
Administration			
SIR Executive	6	5	1
SIR General Office	13	9	4
SIR Purchasing Stores	4	3	1
Total Administration	23	17	6
Operations			
SIR Transportation	152	136	16
Total Operations	152	136	16
Maintenance			
SIR Mechanical	53	53	0
SIR Electronics Electrical	18	18	0
SIR Power Signals	32	28	4
SIR Maintenance of Way	89	75	14
SIR Infrastructure	16	17	(1)
Total Maintenance	208	191	17
Engineering/Capital			
SIR Reimbursable Program Support	6	2	4
Total Engineering/Capital	6	2	4
Total Positions	389	346	43
Non-Reimbursable	336	310	26
Reimbursable	53	36	17
Total Full-Time	389	346	43
Total Full-Time-Equivalents	0	0	0

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

FUNCTION/OCCUPATION	Adopted	Actual	Favorable/ (Unfavorable)
<u>Administration</u>			
Managers/Supervisors	13	9	4
Professional/Technical/Clerical	6	6	0
Operational Hourlies	4	2	2
Total Administration	23	17	6
<u>Operations</u>			
Managers/Supervisors	26	23	3
Professional/Technical/Clerical	6	5	1
Operational Hourlies	120	108	12
Total Operations	152	136	16
<u>Maintenance</u>			
Managers/Supervisors	25	23	2
Professional/Technical/Clerical	6	7	(1)
Operational Hourlies	177	161	16
Total Maintenance	208	191	17
<u>Engineering/Capital</u>			
Managers/Supervisors	4	2	2
Professional/Technical/Clerical	2	0	2
Operational Hourlies	0	0	-
Total Engineering/Capital	6	2	4
<u>Total Positions</u>			
Managers/Supervisors	68	57	11
Professional/Technical/Clerical	20	18	2
Operational Hourlies	301	271	30
Total Positions	389	346	43

Preliminary April 2021 Report: Bus Company

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

April 2021 Bus Company ridership of 5.5 million was 3.0 million (125.5 percent) above budget.

- Farebox revenue of \$10.5 million was \$6.0 million (132.0 percent) above budget.
- Total expenses of \$68.2 million were \$21.8 million (24.2 percent) below budget.
 - Labor expenses were lower than budget by \$1.6 million (3.0 percent). Payroll expenses were greater than budget by \$1.0 million (4.1 percent). Overtime expenses were lower than budget by \$1.0 million (11.8 percent). Health and Welfare (including OPEB) expenses were lower than budget by \$0.7 million (6.6 percent). Pension expenses were lower by \$0.4 million (6.5 percent). Other Fringe Benefits were lower than budget by \$0.4 million (5.7 percent).
 - Non-labor expenses were favorable to budget by \$10.3 million (47.5 percent). Fuel was lower than budget by \$3.4 million (205.4 percent). Insurance was lower than budget by \$0.2 million (27.0 percent). Claims expenses were favorable by \$1.8 million (29.0 percent). Maintenance and Other Operating Contracts expenses were lower than budget by \$2.1 million (51.1 percent). Professional Service Contracts were lower than budget by \$1.2 million (33.4 percent). Materials and Supplies expenses were favorable by \$1.5 million (29.4 percent). Other Business expenses were lower than budget by \$0.2 million (44.7 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
April 2021

(All data are preliminary and subject to audit)

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

Total Revenue was \$11.0 million in April, \$4.7 million (75.0 percent) greater than budget, mainly due to higher Farebox Revenue. Farebox Revenue was favorable by \$6.0 million (132.0 percent) due to higher ridership and higher average fare. Other Operating Revenue was unfavorable by \$1.2 million (70.7 percent) due to lower Student fare reimbursement due to COVID-19, as well as, lower Advertising, recoveries from Other Insurance and Other Contract services.

2021 April YTD revenue of \$37.3 million was \$7.6 million (20.4 percent) below 2020 and \$30.8 million (82.6 percent) below 2019.

Total Ridership in April 2021 was 5.5 million, 125.5 percent (3 million riders) above budget. April 2021 average weekday ridership was 205,514, an increase of 4,592.1 percent (201,134 riders) from April 2020. Compared to April 2019, average weekday ridership decreased 47.4 percent (185,436 riders). Average weekday ridership for the twelve months ending April 2021 was 128,811, a decrease of 62.1 percent (210,703 riders) from the twelve months ending April 2020. This is also a decrease of 67 percent (261,783 riders) in comparison to the twelve months ending April 2019.

2021 April YTD actual ridership of 19.5 million was 5.5 million (28.2 percent) below 2020 and 19.8 million (101.5 percent) below 2019.

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$64.1 million in April, 11.9 million (15.7 percent) favorable to budget.

- Labor expenses were lower than budget by \$1.6 million (3.0 percent). Payroll expenses overran by \$1.0 million (4.1 percent), primarily due to higher vacation payments and lower attrition. Overtime expenses were lower than budget by \$1.0 million (11.8 percent), primarily lower unscheduled overtime, COVID-related cleaning, and programmatic maintenance partially offset by the essential overnight service and lower availability. Health and Welfare (including OPEB) expenses were lower than budget by \$0.7 million (6.6 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. Pension is under by \$0.4 million (6.5 percent) due to the timing of expenses. Other Fringe Benefits were lower than budget by \$0.4 million (5.7 percent), due to lower worker's compensation.
- Non-labor expenses were lower than budget by \$10.3 million (47.5 percent). Fuel expenses were lower than budget by \$3.4 million, primarily due to CNG retro billing adjustments going back to 2018, which are pending further review with Con Edison. Insurance expenses were lower than budget by \$0.2 million (27.0 percent) due to the timing of expenses. Claims expenses were favorable by \$1.8 million (29.0 percent) due timing of expenses. Maintenance and Other Operating Contracts expenses were favorable to budget by \$2.1 million (51.1 percent), mainly due to the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program, and COVID-19 expenses. Professional Service Contracts were lower than budget by \$1.2 million (33.4 percent) due to the timing of interagency billing, Bus Technology, and service contracts. Materials and Supplies expenses were favorable by \$1.5 million (29.4 percent), mainly due to lower usage of general maintenance material, the timing of radio equipment maintenance/repairs, and COVID-19 expenses. Other Business Expenses were less than budget by \$0.2 million (44.7 percent) due to lower print and stationery supplies and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses.

Depreciation expenses of \$4.1 million were 0.4 million (9.4 percent) below budget due to the timing of asset replacement. No expenses or credits were recorded in April regarding GASB 68 Pension Adjustment and GASB 75 OPEB Expense adjustment.

Year-to-date, expenses were less than budget by a net \$39.8 million (13.2 percent), including favorable non-labor expenses of \$31.3 million (36.7 percent), as well as favorable labor expenses of \$8.4 million (3.9 percent). The major causal factors driving these year-to-date results were consistent with the factors affecting the month results described above.

Depreciation expenses year-to-date were \$16.2 million, favorable to budget by \$1.8 million (10.0 percent). No expenses or credits were recorded in Year-to-date regarding GASB 68 Pension Adjustment, and GASB 75 OPEB Expense adjustment.

The **operating cash deficit** (excluding subsidies) for April was \$53.1 million, \$8.8 million (14.2 percent) favorable to the budget; the Year-to-date operating cash deficit is \$200.4 million, \$53.2 million (21.0 percent) favorable to budget.

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

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue	4,520	10,485	5,965	*	\$0,000	\$0,000	\$0,000	-	\$4,520	\$10,485	\$5,965	*
Other Operating Income	1,766	0,517	(1,249)	(70.7)	-	-	-	-	1,766	0,517	(1,249)	(70.7)
Capital and Other Reimbursements	-	-	-	-	0,470	\$0,798	0,328	69.7	0,470	0,798	0,328	69.7
Total Revenue	\$6,286	\$11,002	\$4,716	75.0	\$0,470	\$0,798	\$0,328	69.7	\$6,756	\$11,800	\$5,044	74.7
Expenses												
Labor												
Payroll	\$24,173	\$25,152	(\$0,979)	(4.1)	\$0,186	\$0,467	(\$0,281)	*	\$24,358	\$25,619	(\$1,261)	(5.2)
Overtime	8,172	\$7,205	0,967	11.8	-	\$0,004	(0,004)	-	8,172	7,209	0,963	11.8
Health and Welfare	8,248	\$7,791	0,457	5.5	0,115	-	0,115	100.0	8,362	7,791	0,571	6.8
OPEB Current Payment	2,146	\$1,914	0,232	10.8	-	-	-	-	2,146	1,914	0,232	10.8
Pensions	5,411	\$5,057	0,354	6.5	-	-	-	-	5,411	5,057	0,354	6.5
Other Fringe Benefits	6,291	\$5,934	0,357	5.7	-	0,001	(0,001)	-	6,291	5,935	0,356	5.7
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,076)	(\$0,326)	0,250	*	0,076	\$0,326	(0,250)	*	0,000	-	-	0.0
Total Labor Expenses	\$54,365	\$52,727	\$1,638	3.0	\$0,376	\$0,798	(\$0,422)	*	\$54,741	\$53,526	\$1,216	2.2
Non-Labor												
Electric Power	\$0,140	\$0,147	(\$0,007)	(5.2)	\$0,000	\$0,000	\$0,000	-	\$0,140	\$0,147	(\$0,007)	(5.2)
Fuel	1,663	(\$1,753)	3,416	*	-	-	-	-	1,663	(1,753)	3,416	*
Insurance	0,586	\$0,428	0,158	27.0	-	-	-	-	0,586	0,428	0,158	27.0
Claims	6,342	\$4,500	1,842	29.0	-	-	-	-	6,342	4,500	1,842	29.0
Maintenance and Other Operating Contract	4,019	\$1,965	2,054	51.1	0,020	-	0,020	100.0	4,039	1,965	2,074	51.4
Professional Service Contracts	3,447	\$2,295	1,152	33.4	-	-	-	-	3,447	2,295	1,152	33.4
Materials & Supplies	5,007	\$3,536	1,471	29.4	0,074	-	0,074	100.0	5,081	3,536	1,545	30.4
Other Business Expense	0,385	\$0,213	0,172	44.7	-	-	-	-	0,385	0,213	0,172	44.7
Total Non-Labor Expenses	\$21,590	\$11,331	\$10,259	47.5	\$0,095	\$0,000	\$0,095	100.0	\$21,684	\$11,331	\$10,353	47.7
Total Expenses before Non-Cash Liabil	\$75,955	\$64,059	\$11,896	15.7	\$0,470	\$0,798	(\$0,328)	(69.7)	\$76,426	\$64,857	\$11,569	15.1
Depreciation	\$4,565	\$4,134	\$0,431	9.4	\$0,000	\$0,000	\$0,000	-	\$4,565	\$4,134	\$0,431	9.4
GASB 75 OPEB Expense Adjustment	5,825	-	5,825	100.0	-	-	-	-	5,825	-	5,825	100.0
GASB 68 Pension Adjustment	3,667	-	3,667	100.0	-	-	-	-	3,667	-	3,667	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$90,011	\$68,193	\$21,818	24.2	\$0,470	\$0,798	(\$0,328)	(69.7)	\$90,483	\$68,991	\$21,492	23.8
Net Surplus/(Deficit)	(\$83,726)	(\$57,190)	\$26,535	31.7	(\$0,000)	\$0,000	\$0,000	100.0	(\$83,726)	(\$57,191)	\$26,536	31.7

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
April 2021 Year-To-Date
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Revenue												
Farebox Revenue	14,357	\$37,341	\$22,984	*	\$0,000	\$0,000	\$0,000	-	\$14,357	\$37,341	\$22,984	*
Other Operating Income	6,976	\$1,862	(5,114)	(73.3)	-	-	-	-	6,976	1,862	(5,114)	(73.3)
Capital and Other Reimbur	-	-	-	-	1,858	\$1,920	0,062	3.3	1,858	1,920	0,062	3.3
Total Revenue	\$21,333	\$39,203	\$17,870	83.8	\$1,858	\$1,920	\$0,062	3.3	\$23,190	\$41,123	\$17,933	77.3
Expenses												
Labor:												
Payroll	\$96,482	\$101,152	(4,670)	(4.8)	\$0,734	\$1,107	(\$0,373)	(50.8)	\$97,216	\$102,259	(\$5,043)	(5.2)
Overtime	33,430	\$27,815	5,615	16.8	-	\$0,011	(0,011)	-	33,430	27,826	5,604	16.8
Health and Welfare	32,578	\$30,677	1,901	5.8	0,452	-	0,452	100.0	33,031	30,677	2,354	7.1
OPEB Current Payment	8,476	\$7,619	0,857	10.1	-	-	-	-	8,476	7,619	0,857	10.1
Pensions	21,375	\$19,643	1,732	8.1	-	-	-	-	21,375	19,643	1,732	8.1
Other Fringe Benefits	24,850	\$22,194	2,656	10.7	-	\$0,006	(0,006)	-	24,850	22,200	2,650	10.7
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,298)	(\$0,627)	0,329	*	0,298	\$0,796	(0,498)	*	(0,000)	0,169	(0,169)	*
Total Labor Expenses	\$216,892	\$208,473	\$8,419	3.9	\$1,485	\$1,920	(\$0,435)	(29.3)	\$218,377	\$210,393	\$7,984	3.7
Non-Labor:												
Electric Power	\$0,552	\$0,509	\$0,043	7.8	\$0,000	\$0,000	\$0,000	-	\$0,552	\$0,509	\$0,043	7.8
Fuel	6,570	\$2,999	3,571	54.4	-	-	-	-	6,570	2,999	3,571	54.4
Insurance	2,316	\$1,710	0,606	26.2	-	-	-	-	2,316	1,710	0,606	26.2
Claims	25,049	\$18,000	7,049	28.1	-	-	-	-	25,049	18,000	7,049	28.1
Maintenance and Other Op	15,875	\$8,424	7,451	46.9	0,080	-	0,080	100.0	15,955	8,424	7,531	47.2
Professional Service Contr	13,617	\$8,003	5,614	41.2	-	-	-	-	13,617	8,003	5,614	41.2
Materials & Supplies	19,778	\$13,462	6,316	31.9	0,293	-	0,293	100.0	20,071	13,462	6,609	32.9
Other Business Expense	1,523	\$0,840	0,683	44.8	-	-	-	-	1,523	0,840	0,683	44.8
Total Non-Labor Expenses	\$85,280	\$53,946	\$31,333	36.7	\$0,373	\$0,000	\$0,373	100.0	\$85,654	\$53,947	\$31,707	37.0
Total Expenses before N	\$302,173	\$262,419	\$39,753	13.2	\$1,859	\$1,920	(\$0,062)	(3.3)	\$304,030	\$264,340	\$39,690	13.1
Depreciation	\$18,031	16,222	\$1,809	10.0	-	-	-	-	\$18,031	\$16,222	\$1,809	10.0
GASB 75 OPEB Expense	23,009	-	23,009	100.0	-	-	-	-	23,009	-	23,009	100.0
GASB 68 Pension Adjustm	14,483	-	14,483	100.0	-	-	-	-	14,483	-	14,483	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$357,696	\$278,642	\$79,054	22.1	\$1,859	\$1,920	(\$0,062)	(3.3)	\$359,554	\$280,562	\$78,992	22.0
Net Surplus/(Deficit)	(\$336,363)	(\$239,438)	\$96,924	28.8	\$0,000	\$0,000	(\$0,000)	*	(\$336,362)	(\$239,439)	\$96,924	28.8

NOTE: Totals may not add due to rounding

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

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

Generic Revenue or Expense Category	Narrative or Edits	April 2021		Year-To-Date	
		Favorable (Unfavorable) Variance \$	Reason for Variance	Favorable (Unfavorable) Variance \$	Reason for Variance
Farebox Revenue	NR	\$ 5,965	* Higher ridership and higher average fare	\$ 22,984	* Higher ridership and higher average fare
Other Operating Revenue	NR	\$ (1,249)	Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recoversies from Other Insurance and Other Contract services	\$ (5,114)	Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recoversies from Other Insurance and Other Contract services
Capital and Other Reimbursements	R	\$ 0,328	* Timing of expenses	\$ 0,062	3.3 (a)
Total Revenue Variance		\$ 5,044	74.7	\$ 17,933	71.3
Payroll	NR	\$ (0,979)	(4.1) Primarily due to higher vacation payment and lower attrition	\$ (4,670)	(4.8) Primarily due to higher vacation payment, higher cash out of sick and personal time, and lower attrition
Overtime	NR	\$ 0,967	11.8 Primarily lower unscheduled overtime, COVID-related cleaning, and programmatic maintenance partially offset by the essential overnight service and lower availability	\$ 5,615	16.8 Primarily lower unscheduled overtime, COVID-related cleaning, and programmatic maintenance partially offset by the essential overnight service and lower availability
Health and Welfare (including OPEB)	NR	\$ 0,689	6.6 Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, Life Insurance cost and lower Health & Welfare Reimbursement	\$ 2,759	6.7 Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, Life Insurance cost and lower Health & Welfare Reimbursement
Pension	NR	\$ 0,354	6.5 Timing of Expenses	\$ 1,732	8.1 Timing of expenses
Other Fringe Benefits	NR	\$ 0,357	5.7 Lower Worker's Compensation	\$ 2,656	10.7 Timing of interagency billing and lower Worker's Compensation expenses.
Reimbursable Overhead	NR	\$ 0,250	* (a)	\$ 0,329	* (a)
Electric Power	NR	\$ (0,007)	(5.2) (a)	\$ 0,043	(5.2) (a)
Fuel	NR	\$ 3,416	* Primarily due to CNG retro billing adjustments going back to 2018 which are pending further review with Con Edison.	\$ 3,571	54.4 Primarily due to CNG retro billing adjustments going back to 2018 which are pending further review with Con Edison.
Insurance	NR	\$ 0,158	27.0 Timing of expenses	\$ 0,606	26.2 Timing of expenses
Claims	NR	\$ 1,842	29.0 Timing of expenses	\$ 7,049	28.1 Timing of expenses
Maintenance and Other Operating Contracts	NR	\$ 2,054	51.1 Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses	\$ 7,451	46.9 Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses
Professional Service Contracts	NR	\$ 1,152	33.4 Timing of interagency billing, Bus Technology, and service contracts	\$ 5,614	41.2 Timing of interagency billing, Bus Technology, and service contracts
Materials & Supplies	NR	\$ 1,471	29.4 Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses	\$ 6,316	31.9 Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs and COVID-19 expenses
Other Business Expense	NR	\$ 0,172	44.7 Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses	\$ 0,683	44.8 Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses
Depreciation	NR	\$ 0,431	9.4 Timing of asset replacement	\$ 1,809	10.0 Timing of asset replacement
Other Post Employment Benefits	NR	\$ 5,825	100.0 (a)	\$ 23,009	100.0
GASB 68 Pension Adjustment	NR	\$ 3,667	100.0 (a)	\$ 14,483	100.0
Environmental Remediation	NR	\$ -	-	\$ -	-
Payroll	R	\$ (0,281)	* (a)	\$ (0,373)	(50.8)
Overtime	R	\$ (0,004)	* (a)	\$ (0,011)	*
Health and Welfare	R	\$ 0,115	100.0	\$ 0,452	100.0
Pension	R	\$ -	-	\$ -	-
Other Fringe Benefits	R	\$ (0,001)	-	\$ (0,006)	-
Reimbursable Overhead	R	\$ (0,250)	-	\$ (0,488)	-
Professional Service Contracts	R	\$ 0,020	* (a)	\$ 0,080	*
Maintenance and Other Operating	R	\$ 0,074	* (a)	\$ 0,283	*
Materials & Supplies	R	\$ 21,482	23.8	\$ 78,992	22.0
Total Expense Variance		\$ 26,536	31.7	\$ 96,924	26.8
Net Variance					

(a) - Variance less than 5%

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

	April 2021			Year-To-Date		
	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent
Receipts						
Farebox Revenue	\$4,520	\$ 9,608	\$5,088 *	\$14,357	\$ 37,347	\$22,990
Other Operating Revenue	1,766	0,375	(1,391) (78.7)	7,064	1,292	(5,772) (81.7)
Capital and Other Reimburse	0,917	0,117	(0,800) (87.3)	3,669	1,782	(1,887) (51.4)
Total Receipts	\$7,203	\$10,100	\$2,897 40.2	\$25,090	\$40,421	\$15,331 61.1
Expenditures						
<i>Labor:</i>						
Payroll	\$22,453	\$27,465	(\$5,012) (22.3)	\$92,064	\$92,488	(\$0,425) (0.5)
Overtime	7,677	7,209	0,468 6.1	30,707	27,827	2,880 9.4
Health and Welfare	8,362	2,454	5,908 70.7	33,449	28,259	5,190 15.5
OPEB Current Payment	2,146	1,914	0,232 10.8	8,584	7,619	0,964 11.2
Pensions	5,397	5,057	0,340 6.3	21,586	19,644	1,943 9.0
Other Fringe Benefits	4,640	8,619	(3,979) (85.8)	18,558	18,427	0,132 0.7
GASB Account	-	-	- -	-	-	- -
Reimbursable Overhead	-	-	- -	-	-	- -
Total Labor Expenditures	\$50,674	\$52,718	(\$2,043) (4.0)	\$204,948	\$194,263	\$10,684 5.2
<i>Non-Labor:</i>						
Electric Power	\$0,140	\$0,172	(\$0,032) (23.2)	\$0,559	\$0,679	(\$0,120) (21.5)
Fuel	1,663	1,928	(0,265) (15.9)	6,654	7,300	(0,647) (9.7)
Insurance	0,586	0,000	0,586 100.0	2,345	-	2,345 100.0
Claims	3,083	0,827	2,256 73.2	12,332	4,025	8,306 67.4
Maintenance and Other Op	4,039	2,311	1,729 42.8	16,158	8,894	7,264 45.0
Professional Service Contr	3,447	1,732	1,716 49.8	13,789	12,902	0,887 6.4
Materials & Supplies	5,081	3,314	1,768 34.8	20,325	11,867	8,459 41.6
Other Business Expenses	0,385	0,230	0,155 40.3	1,542	0,882	0,660 42.8
Total Non-Labor Expendit	\$18,426	\$10,514	\$7,911 42.9	\$73,704	\$46,549	\$27,155 36.8
Total Expenditures	\$69,100	\$63,231	\$5,869 8.5	\$278,651	\$240,812	\$37,839 13.6
Operating Cash Surplus/((\$61,897)	(\$53,131)	\$8,766 14.2	(\$253,562)	(\$200,392)	\$53,170 21.0

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)

	April 2021		Year-To-Date		Reason for Variance
	Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%	
	\$		\$		
Operating Receipts or Disbursements					
Farebox Revenue	\$ 5,088	*	\$ 22,990	*	Higher ridership and higher average fare
Other Operating Revenue	(1,391)	(78.7)	(5,772)	(81.7)	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	(0,800)	(87.3)	(1,887)	(51.4)	Timing of reimbursement receipts
Total Receipts	\$ 2,897	40.2	\$ 15,331	61.1	
Payroll	\$ (5,012)	(22.3)	\$ (0,425)	(0.5)	Prior period payments of interagency billing
Overtime	0,468	6.1	2,880	9.4	Primarily lower unscheduled overtime, COVID-related cleaning, and programmatic maintenance partially offset by the essential overnight service and lower availability
Health and Welfare (including OPEB)	6,140	58.4	6,155	14.6	Lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses, Life Insurance cost and lower Health & Welfare Reimbursement offset by timing of expenses
Pension	0,340	6.3	1,943	9.0	Timing of expenses
Other Fringe Benefits	(3,979)	(85.8)	0,132	0.7	(a)
GASB	-	-	-	-	
Electric Power	(0,032)	(23.2)	(0,120)	(21.5)	(a)
Fuel	(0,265)	(15.9)	(0,647)	(9.7)	Primarily due prior period payment and offset by a credit of CNG retro billing adjustment going back to 2018.
Insurance	0,586	100.0	2,345	100.0	Timing of payments
Claims	2,256	73.2	8,306	67.4	Timing of payments
Maintenance and Other Operating Contracts	1,729	42.8	7,264	45.0	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses
Professional Service Contracts	1,716	49.8	0,887	6.4	Timing of interagency billing, Bus Technology, and service contracts
Materials & Supplies	1,768	34.8	8,459	41.6	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	0,155	40.3	0,660	42.8	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses
Total Expenditures	\$ 5,868	8.5	\$ 37,838	13.6	
Net Cash Variance	\$ 8,766	14.2	\$ 53,170	21.0	

(a) - Variance less than 5%

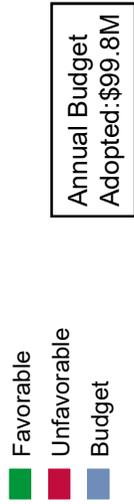
MTA BUS COMPANY
February Financial Plan - 2021 Adopted Budget
CASH CONVERSION (CASH FLOW ADJUSTMENTS)
(\$ in millions)

	April 2021				Year-To-Date			
	Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Receipts								
Farebox Revenue	\$0.000	(0.877)	(\$0.877)	-	\$0.000	\$0.006	\$0.006	-
Other Operating Revenue	-	(0.142)	(0.142)	-	0.088	(0.570)	(0.658)	*
Capital and Other Reimbursements	0.447	(0.681)	(1.128)	*	1.811	(0.138)	(1.949)	*
Total Receipts	\$0.447	(\$1.700)	(\$2.146)	*	\$1.899	(\$0.702)	(\$2.602)	*
Expenditures								
<i>Labor:</i>								
Payroll	\$1.906	(\$1.846)	(\$3.752)	*	\$5.152	\$9.771	\$4.619	89.7
Overtime	0.495	0.000	(0.495)	(100.0)	2.723	(0.001)	(2.724)	*
Health and Welfare	(0.000)	5.337	5.337	*	(0.418)	2.418	2.837	*
OPEB Current Payment	0.000	0.000	(0.000)	(3.0)	(0.107)	(0.000)	0.107	99.7
Pensions	0.014	0.000	(0.014)	(99.8)	(0.212)	(0.001)	0.211	99.7
Other Fringe Benefits	1.652	(2.684)	(4.335)	*	6.292	3.773	(2.518)	(40.0)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	0.000	-	(0.000)	(100.0)	(0.000)	0.169	0.169	*
Total Labor Expenditures	\$4.067	\$0.807	(\$3.259)	(80.1)	\$13.429	\$16.130	\$2.701	20.1
<i>Non-Labor:</i>								
Electric Power	\$0.000	(\$0.025)	(\$0.025)	-	(\$0.007)	(\$0.170)	(\$0.163)	*
Fuel	(0.000)	(3.681)	(3.681)	*	(0.083)	(4.301)	(4.218)	*
Insurance	-	0.428	0.428	-	(0.029)	1.710	1.739	*
Claims	3.259	3.673	0.414	12.7	12.718	13.975	1.257	9.9
Maintenance and Other Operating Contracts	(0.000)	(0.346)	(0.346)	*	(0.202)	(0.470)	(0.268)	*
Professional Service Contracts	-	0.563	0.563	-	(0.172)	(4.899)	(4.726)	*
Materials & Supplies	-	0.222	0.222	-	(0.254)	1.595	1.849	*
Other Business Expenditures	-	(0.017)	(0.017)	-	(0.019)	(0.042)	(0.022)	*
Total Non-Labor Expenditures	\$3.259	\$0.817	(\$2.441)	(74.9)	\$11.950	\$7.398	(\$4.552)	(38.1)
Total Cash Conversion Adjustments before Non-Cash Liability Adjts.	\$7.772	(\$0.075)	(\$7.847)	*	\$27.278	\$22.825	(\$4.453)	(16.3)
Depreciation Adjustment	4.565	4.134	(0.431)	(9.4)	18.031	16.222	(1.809)	(10.0)
GASB 75 OPEB Expense Adjustment	5.825	-	(5.825)	(100.0)	23.009	-	(23.009)	(100.0)
GASB 68 Pension Adjustment	3.667	-	(3.667)	(100.0)	14.483	-	(14.483)	(100.0)
Environmental Remediation	-	-	-	-	-	-	-	-
Total Expenses/Expenditures	\$ 21.829	\$ 4.059	(\$17.770)	(81.4)	\$ 82.801	\$ 39.047	(\$43.754)	(52.8)
Total Cash Conversion Adjustments	\$21.829	\$4.059	(\$17.770)	(81.4)	\$82.801	\$39.047	(\$43.754)	(52.8)

NOTE: Totals may not add due to rounding

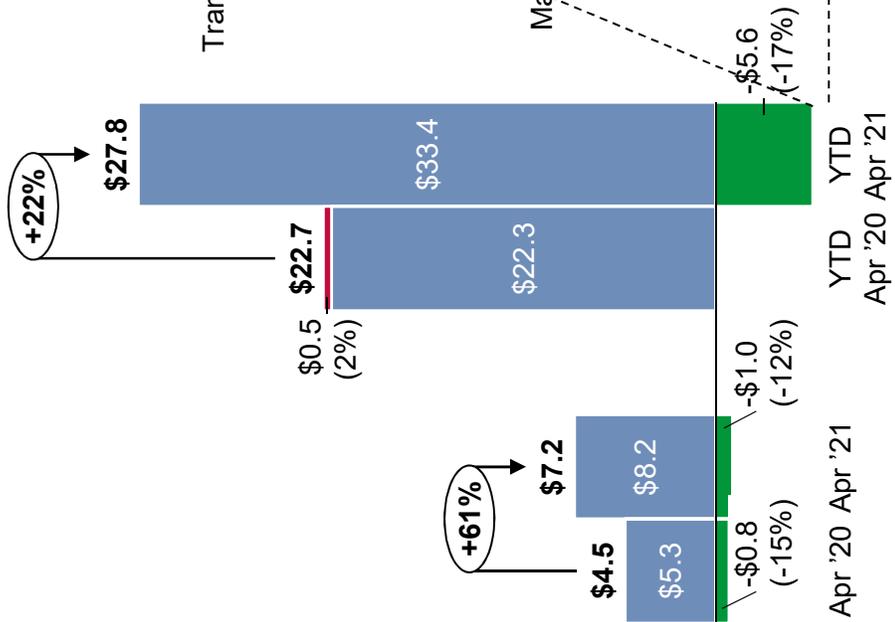
MTA Bus – Non-Reimbursable Overtime Variance

Apr 2021 and YTD Adopted Budget vs. Variance
\$M

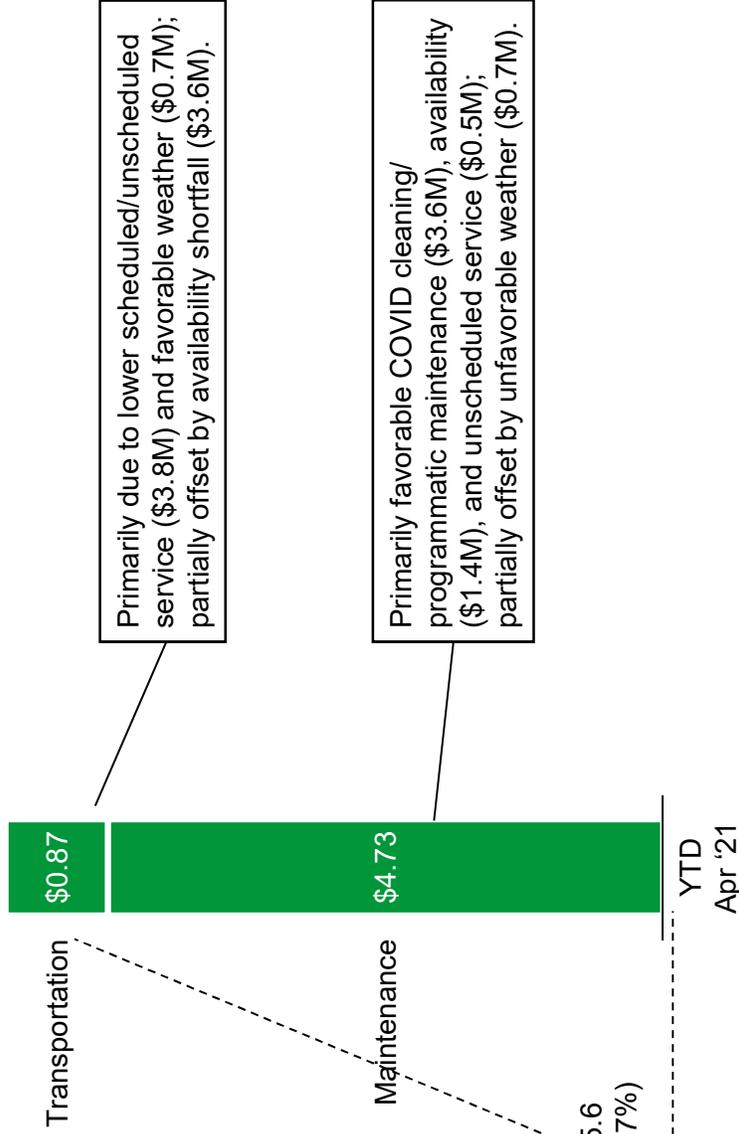


Overview

- April 2021 increased by \$2.7M or 61% compared to April 2020
- Apr YTD 2021 is 17% under budget



YTD variance by division



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
APRIL 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	17	3	
Labor Relations	-	-	-	
Strategic Office	19	14	5	
Non-Departmental	2	-	2	
Total Administration	111	96	15	Vacancies
Operations				
Buses	2,298	2,294	5	Excess Bus Operators
Office of the Executive VP	6	5	1	
Safety & Training	68	39	29	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	2,533	46	
Maintenance				
Buses	723	718	5	
Maintenance Support/CMF	210	202	8	
Facilities	76	74	2	
Supply Logistics	104	95	9	
Total Maintenance	1,113	1,089	24	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	3,752	99	
Non-Reimbursable	3,812	3,718	95	
Reimbursable	38	34	4	
Total Full-Time	3,832	3,739	93	
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
APRIL 2021

FUNCTION/OCCUPATIONAL GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	45	37	8	
Professional, Technical, Clerical	64	59	5	
Operational Hourlies	2	-	2	
Total Administration	111	96	15	Vacancies
Operations				
Managers/Supervisors	319	320	(1)	
Professional, Technical, Clerical	45	44	1	
Operational Hourlies	2,274	2,169	46	
Total Operations	2,578	2,533	46	Bus Operator training
Maintenance				
Managers/Supervisors	241	223	18	
Professional, Technical, Clerical	35	34	1	
Operational Hourlies	837	832	5	
Total Maintenance	1,113	1,089	24	
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	597	37	
Professional, Technical, Clerical	163	154	9	
Operational Hourlies	3,053	3,001	53	
Total Baseline Positions	3,850	3,752	99	

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

	<u>April 2021</u>		<u>Year-to-date as of April 2021</u>		Favorable/ (Unfavorable) Variance	
	Adopted Budget	Actual	Adopted Budget	Actual		
<u>Farebox Revenue</u>						
Fixed Route	4.520	10.485	\$5.965	\$14.357	\$37.341	\$22.984
Total Farebox Revenue	\$4.520	\$10.485	\$5.965	\$14.357	\$37.341	\$22.984
<u>Ridership</u>						
Fixed Route	2.423	5.463	3.040	7.760	19.481	11.721
Total Ridership	2.423	5.463	3.040	7.760	19.481	11.721
	1.865	1.919	0.054	1.850	1.917	0.067
						867.9%
						151.0%

May 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 April 2021 is listed below:

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

	<u>Planned</u>	<u>Achieved</u>	<u>%</u>
Construction Awards	\$403.4	\$556.2	138
Substantial Completions	\$346.0	\$273.0	79

In April 2021, \$130.3 million in Transit projects were awarded, including replacement of eight traction elevators on various lines for \$51.4 million, mainline track replacement on the Astoria and Lexington Lines for \$40.1 million and rehabilitation of fan plant damper systems at seven locations for \$33.8 million.

Also in April 2021, \$166.7 million in Transit projects were completed, including various flood resiliency projects system-wide for \$54.7 million, an ADA accessibility project at Gun Hill Road station on the Dyre Line for \$55.3 million, replacement of control and battery cables at four substation control zones for \$27.4 million and phase 2 of a signal room fire suppression project for \$23.4 million.

Capital Program Status May 2021

In April 2021, \$130.3 million in Transit projects were awarded, including replacement of eight traction elevators on various lines for \$51.4 million. The project will replace existing elevator cars, components including operating and communication system and provide connection between status monitors and the Elevator & Escalator (E&E) Control Center. The elevators that will be addressed are at Court Street station on the Broadway Line (2 elevators), Clark Street on the Clark St. Line (3 elevators), Lexington Avenue-63rd Street station on the 63rd Street Line (1 northbound elevator) and Roosevelt Island station on the 63rd Street Line (2 elevators).

Furthermore, mainline track replacement on the Astoria and Lexington Lines was awarded for \$40.1 million. Mainline track replacement includes replacing equipment and materials such as signals, contact rails and ballast.

Lastly, rehabilitation of fan plant damper systems at seven locations was awarded for \$33.8 million. The damper systems which will be installed at the following Fan Plants (FP): FP #5106 (Willoughby St North), FP #5107 (Willoughby St South), FP #5108 (Lafayette Ave North), FP #5109 (Lafayette Ave South), FP #6408 (15d- Northern Blvd / 36), FP #6411 (33d-76 Drive / 77 Av), and FP #6412 (34d-76 Drive / 77 Av).

Also in April, \$166.7 million in Transit projects were completed, including various flood resiliency system-wide projects for \$54.7 million. Two projects addressed vulnerable street level openings such as sidewalk vent grates, stair and elevator openings, hatches and manholes at seven stations and one fan plant. Resiliency measures included inserting mechanical closure devices (MCDs), watertight manhole inserts, conduit sealing, and installation of watertight hatches, doors and deployable stop log barriers. The stations that received the flood resiliency measures were Houston Street on the 7th Avenue Line, 103rd and 110th St stations on the Lexington Line, 155th Street on the Concourse Line, 138th Street-Grand Concourse on the Jerome Line and Roosevelt Island-21st Street (including the 21st Street Fan Plant) on the 63rd Street Line. A third project provided flood resiliency at the Steinway Portal Signal Tower on the Flushing Line. Flood resiliency was achieved at the signal tower by installing watertight flood doors and walls, sealing conduit and duct penetrations, and procuring stop logs to be used as needed in a storm event.

Additionally, an ADA accessibility project at Gun Hill Road station on the Dyre Line was completed for \$55.3 million. This project provided full ADA accessibility at the station by installing two elevators and elevator machine rooms (EMRs), expanding the control area, modifying the columns/girders and providing ADA compliant platforms, fare arrays, agent booths and station rooms.

Furthermore, replacement of control and battery cables at four substation control zones was completed for \$27.4 million. The substation zones that received replacement cable are Zone 2 (Washington Heights Substation), Zone 3 (Harlem Substation), Zone 5 (Central Substation) and Zone 8 (Stanton Substation). Bringing the cables to a state good repair allows for optimal operation and control of traction power for the lines served by these substations.

Lastly, phase 2 of a signal room fire suppression project was completed for \$23.4 million. The project furnished and installed a complete fire detection, fire alarm and a clean agent fire suppression system in four signal rooms at Van Wyck Boulevard, Nostrand Avenue, Court

Street Transit Museum (upgrade also included a signal tower) and the 239th Street Yard facility. The completion of this project will protect critical signal equipment in the event of a fire.

CAPITAL PROJECT MILESTONE SUMMARY 2021

(Through April 30, 2021)

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

April

Construction Awards	61.5	8	130.3	5	211.8	62.5
Substantial Completions	178.3	14	166.7	10	93.5	71.4

2021 Year-To-Date

Construction Awards	403.4	40	556.2	33	137.9	82.5
Substantial Completions	346.0	32	273.0	24	78.9	75.0

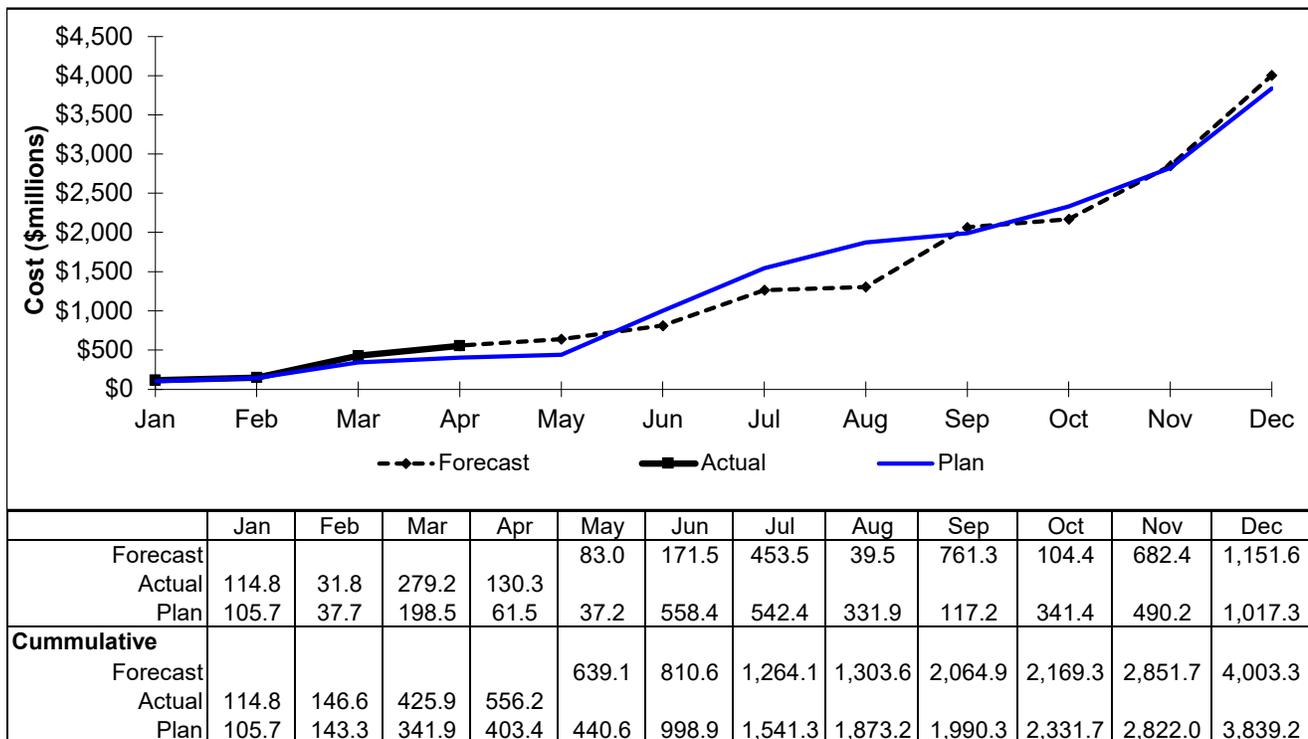
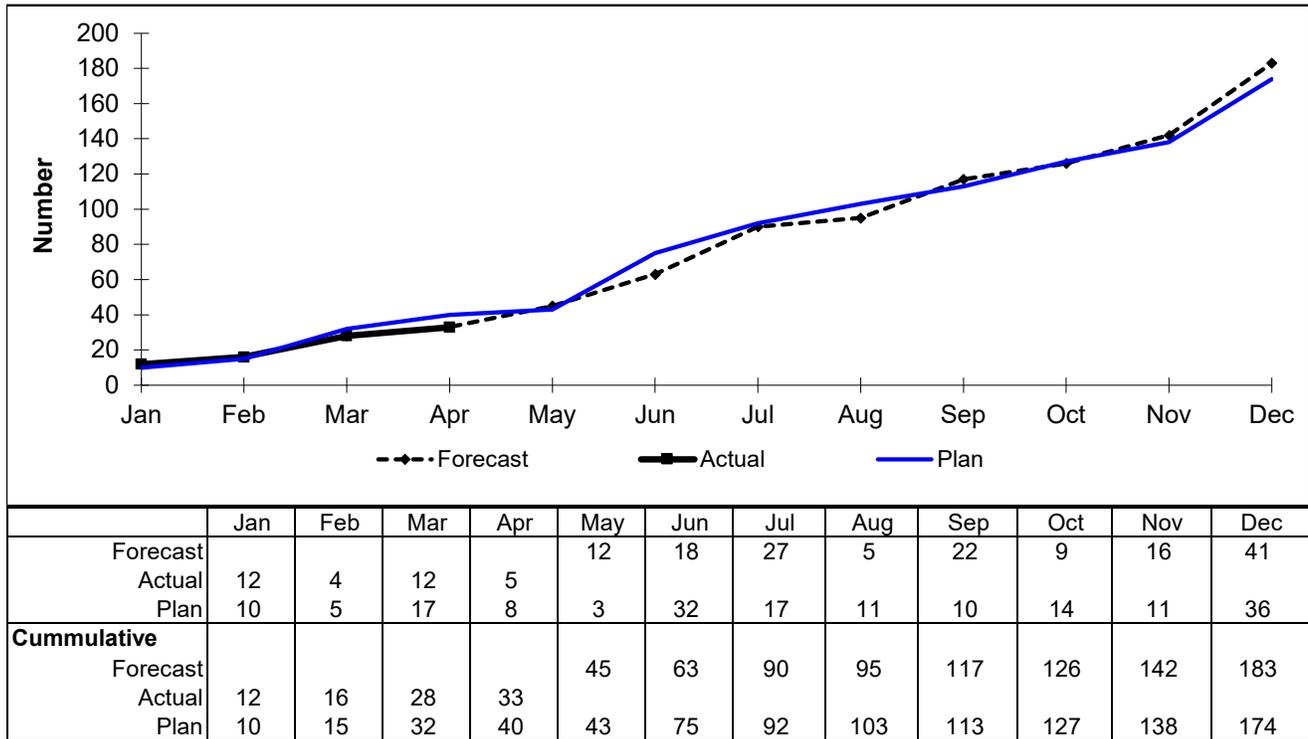
2021 Projected To-Year-End

	Initial Plan		Current Forecast		%(\$)	%(#)
Construction Awards	3,839.2	174	4,003.3	183	104.3	105.2
Substantial Completions	3,573.5	162	3,680.8	162	103.0	100.0

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

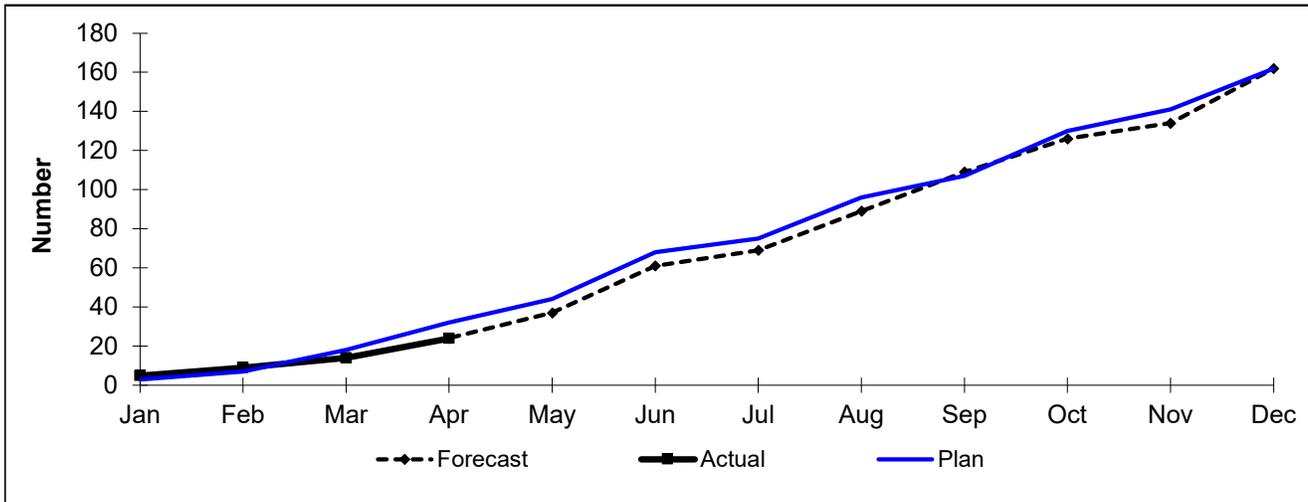
2021 Awards Charts

As of April 2021

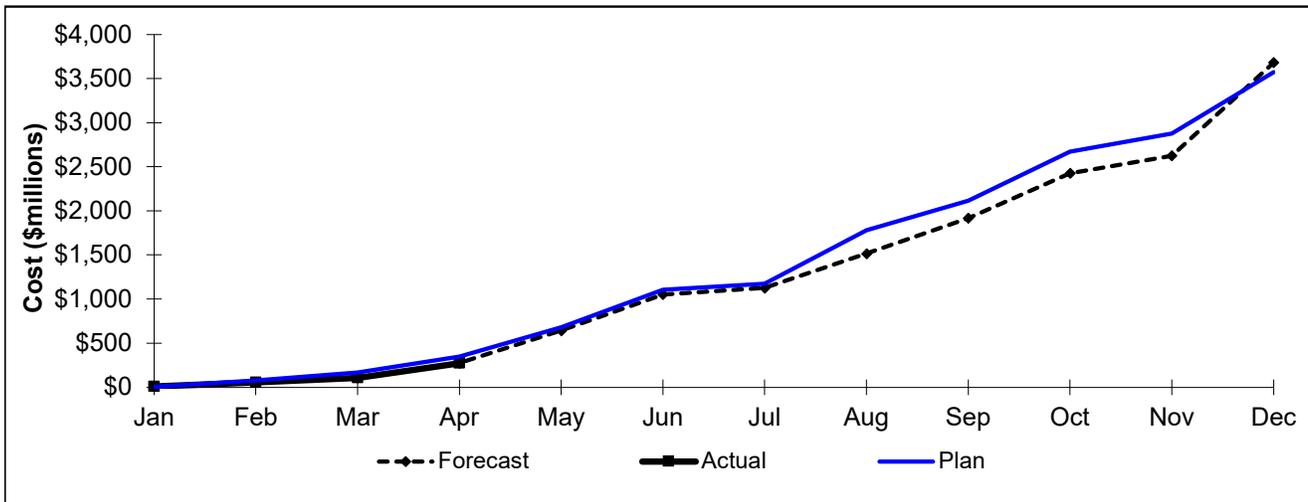


2021 Substantial Completions Charts

As of April 2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast					37	61	69	89	109	126	134	162
Actual	5	9	14	24	37	61	69	89	109	126	134	162
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					642.0	1,051.3	1,125.2	1,514.5	1,917.5	2,425.4	2,625.3	3,680.8
Actual	10.9	55.6	106.3	273.0	642.0	1,051.3	1,125.2	1,514.5	1,917.5	2,425.4	2,625.3	3,680.8
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



Procurement & Supply Chain

Louis Montanti, MTA Deputy Chief Procurement - Operations

PROCUREMENTS

The Procurement Agenda this month includes 1 action for a proposed expenditure amount of TBD.

Subject	Request for Authorization to Award Various Procurements
Department	Procurement & Supply Chain – NYCT
Department Head Name	Louis A. Montanti
Department Head Signature	<i>Louis A. Montanti</i>

May 18, 2021
Department
Department Head Name
Department Head Signature

Project Manager Name	Rose Davis
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Internal Approvals			
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Board Action					
Order	To	Date	Approval	Info	Other
1	Committee	5/26/21			
2	Board	5/26/21			

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

Internal Approvals (cont.)							
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Order	Approval	Order	Approval	Order	Approval	Order	Approval

PURPOSE

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

DISCUSSION

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

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

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

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

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

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

NYC Transit proposes to award Ratifications in the following categories: NONE

TOTAL 1 TBD M

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

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

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

BOARD RESOLUTION

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

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

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

NOW, the Board resolves as follows:

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

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

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

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

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

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

MAY 2021

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

B. Competitive Requests for Proposals (Solicitation of Purchase and Public Work Contracts)
(Staff Summaries required for items estimated to be greater than \$1,000,000.)

- | | | |
|---|--------------|---|
| 1. RFP Authorizing Resolution | \$TBD | <i><u>Staff Summary Attached</u></i> |
| Contract# TBD | | |
| Procurement of a continuous welded rail infeed deck at NYC Transit's Linden Yard Welding Plant. | | |

Staff Summary

Item Number: 1				SUMMARY INFORMATION	
Department, Department Head Name MTA Headquarters Procurement, Kuvershen Ayer				Vendor Name RFP Authorizing Resolution	Contract No. TBD
Internal Approvals				Description Design and Install a Continuous Welded Rail Infeed Deck for Department of Subways Division of Track	
Order	Approval	Order	Approval	Total Amount TBD	
1 X	Materiel	6	President, NYCT	Contract Term (including Options, if any) TBD	
2 X	Law, NYCT			Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
3 X	CFO			Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
4 X	Subways			Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
5	Acting COO, NYCT			Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
				Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Purpose

To request that the Board declare competitive bidding impractical and inappropriate for the procurement of a continuous welded rail (“CWR”) infeed deck at NYC Transit’s Linden Yard Welding Plant and that it is in the public interest to issue a competitive Request for Proposal (“RFP”) pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(g).

Discussion

The Public Authorities Law, Section 1209, Subdivision 9(g) permits NYC Transit to use the competitive RFP process in lieu of competitive bidding to award contracts based on a formal evaluation of characteristics such as design approach, build quality, and cost against stated selection criteria. NYC Transit is desirous of utilizing such a procedure with respect to the procurement of a CWR infeed deck.

NYC Transit’s Department of Subways, Division of Track performs in-house CWR fabrication at a welding plant in its Linden Yard facility. The infeed deck is specialized material-handling equipment within the plant that feeds rail strings into a welding head as they undergo the welding process of CWR fabrication. The infeed deck currently in place at Linden Yard is over 30 years old and has reached the end of its useful life. It was designed to carry loads and stage welds for 39-foot rails, but NYC Transit now uses 78-foot rails to fabricate CWR. It requires considerable maintenance and frequent repairs to operate. Prior initiatives to increase the rate of CWR fabrication exacerbated wear on the equipment, further necessitating its replacement.

CWR eliminates the need for mechanically jointed rail, thereby reducing track defects and improving subway service reliability. System wide CWR installation remains a priority among NYC Transit’s service delivery objectives, with an additional 20 miles of mechanically jointed rail scheduled for replacement with CWR under the 2020–2024 Capital Plan. The infeed deck is an essential element for NYC Transit’s welding operations, ensuring that the agency can safely and adequately meet current and future CWR production targets in the most efficient and expeditious manner possible. Under this RFP, NYC Transit will request proposals to design and construct an infeed table designed to carry loads and stage welds for 78-foot rails.

Utilizing the RFP process will allow NYC Transit to select the proposal that offers the best overall value through negotiations and evaluation based on criteria that reflect the critical needs of the Authority. By utilizing the RFP process, NYC Transit will be able to (1) weigh factors such as overall quality of design and product of the proposer, including fabrication and installation, past performance on similar projects, and overall project price; (2) negotiate specific contract terms such as warranty and payment; (3) negotiate technical matters as deemed appropriate; and (4) include any other factors that NYC Transit deems relevant to its operation in such a manner as deemed to be in the public interest provided that the terms and conditions offered by the proposers are commercially reasonable, and the proposers' Best and Final Offers ("BAFOs") are deemed to be within a reasonable competitive range.

Alternative

Issue a competitive Invitation for Bid. Not recommended given the complexity of this requirement and the advantages offered by the RFP process.

Impact on Funding

Funding has been identified and approved under the Department of Subways Operating Budget within the Division of Track.

Recommendation

That the Board declare competitive bidding impractical and inappropriate for the procurement of a CWR infeed deck for use at NYC Transit's Linden Yard Welding Plant, and that it is in the public interest to issue a competitive RFP pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(g) for NYC Transit.

Contracts Department

Stephen Plochochi, Senior Vice President

PROCUREMENTS

The Procurement Agenda this month includes eight procurement actions for a proposed expenditure of \$40M.

Staff Summary

Subject Request for Authorization to Award Procurement Actions					
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	5/26/21	X		
2	Board	5/26/21	X		

Date: May 17, 2021			
Internal Approvals			
	Approval		Approval
	Deputy Chief Development Officer, Delivery		President
	Deputy Chief Development Officer, Development		Executive Vice President & General Counsel

PURPOSE

To obtain the approval of the Board to award procurement actions and, to inform the New York City Transit Committee of these procurement actions.

DISCUSSION

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

Schedules Requiring Majority Vote

H. Modifications to Personal and Miscellaneous Service Contracts	8	\$40,000,000
TOTAL	8	\$40,000,000

Budget Impact:

The approval of these procurement actions will not obligate the capital funds listed at this time as a WAR certificate will be issued for each task order prior to award.

Recommendation:

The procurement actions be approved as proposed. (The items are 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.

May 2021

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

**Schedule H. Modifications to Personal and Miscellaneous Service Contracts
(Staff Summaries required for all items greater than \$1M)**

1.	AECOM USA, Inc. Contract No. CM – 1544.7	\$40,000,000 Aggregate	<u>Staff Summary Attached</u>
2.	Stantec Consulting Services, Inc. Contract No. CM – 1545.6	↓	↓
3.	Henningson, Durham & Richardson Architecture and Engineering, P.C. Contract No. CM – 1546.8	↓	↓
4.	HNTB New York Engineering and Architecture, P.C. Contract No. CM – 1547.7	↓	↓
5.	Jacobs Civil Consultants, Inc. Contract No. CM – 1548.6	↓	↓
6.	Parsons Transportation Group of New York, Inc. Contract No. CM – 1549.7	↓	↓
7.	WSP USA, Inc Contract No. CM – 1550.6	↓	↓
8.	Urbahn Architects, PLLC Contract No. CM – 1551.10	↓	↓

MTA Construction and Development requests Board approval to modify eight state-funded Indefinite Quantity consultant contracts for Architectural/Engineering Design Services on miscellaneous MTA-funded projects to increase the total estimated aggregate value and to extend each contract by seven months.

Schedule H: Modifications to Personal and Miscellaneous Service Contracts

Item Nos. 1 - 8

Vendor Name (& Location) AECOM USA, Inc. (New York, NY) Stantec Consulting Services, Inc. (New York, NY) Henningson, Durham & Richardson Architecture and Engineering, P.C. (New York, NY) HNTB New York Engineering and Architecture, P.C. (New York, NY) Jacobs Civil Consultants, Inc. (New York, NY) WSP USA, Inc. (New York, NY) Parsons Transportation Group of New York, Inc. (New York, NY) Urbahn Architects, PLLC (New York, NY)	Contract Number CM-1544 CM-1545 CM-1546 CM-1547 CM-1548 CM-1549 CM-1550 CM-1551	AWO/Modification # Mod #7 Mod #6 Mod #8 Mod #7 Mod #6 Mod #7 Mod #6 Mod #10
Description IQ Architectural/Engineering Design for Miscellaneous Construction Projects	Original Amount: \$ 100,000,000	
Contract Term (including Options, if any) October 9, 2015 – June 2, 2021	Prior Modifications: \$ 0	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	Prior Budgetary Increases: \$ 100,000,000	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	Current Amount: \$ 200,000,000	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification	This Request \$ 40,000,000	
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	% of This Request to Current Amount: 20%	
Requesting Dept/Div & Dept/Div Head Name: Delivery, Mark Roche, Deputy Chief Development Officer	% of Modifications (including This Request) to Original Amount: 140%	

Discussion:

This modification to eight state-funded Indefinite Quantity (IQ) consultant contracts for Architectural/Engineering (A/E) Design Services on miscellaneous MTA-funded projects is to increase the total estimated aggregate value by \$40 million, creating a new total estimated aggregate value of \$240 million. The contract term for all eight state-funded IQ consultant contracts is also being extended by an additional seven (7) months to January 2, 2022.

On September 24, 2015, the Board approved the award of eight competitively negotiated IQ contracts to provide A/E design services for miscellaneous MTA-funded construction projects on an as-needed basis for a period of 60 months with a total estimated aggregate cost of \$100 million. In June 2019, the Board approved Budget Adjustment No. 1 for the total aggregate amount of \$100 million.

These contracts form a pool of eight pre-qualified design teams through which task orders are competed to provide required architectural and engineering services. Such services include, among other things, design, engineering, specification and contract development, cost estimating, scheduling and support during construction and closeout services. To date, 161 task orders have been issued with a total expenditure in excess of \$169 million. This pool concept allows for competitive awards to be made on an expedited basis. Funding authorization will be issued prior to the award for each task order.

This budget adjustment will cover the additional capacity needed to address the significant demands for design services to support the MTA's capital program. All work issued over the extension period shall be performed under the current competitively negotiated contract rates. The additional \$40 million across the eight contracts and extension of time by an additional seven (7) months will provide the capacity necessary to permit the continued use of these contracts until the award of replacement contracts. The All-Agency solicitation for replacement contracts is currently underway and awards are anticipated to be in place in the fourth quarter 2021.

In connection with previous contracts awarded to AECOM, AECOM was found to be responsible notwithstanding significant adverse information ("SAI") pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Managing Director in consultation with the MTA General Counsel in November 2017 and additional findings were approved by the MTA

Schedule H: Modifications to Personal and Miscellaneous Service Contracts

Item Nos. 1 - 8

Chairman/CEO in consultation with the MTA General Counsel in February 2021. No new SAI has been found relating to AECOM and AECOM has been found to be responsible. A Contractor Compliance Program was put in place for AECOM in September 2018.

In connection with a previous contract awarded to Jacobs, Jacobs was found to be responsible notwithstanding SAI pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Managing Director in consultation with the MTA General Counsel in October 2018. No new SAI has been found relating to Jacobs and Jacobs has been found to be responsible¹.

In connection with a previous contract awarded to The Louis Berger Group, Inc. (“LBG”), LBG was found to be responsible notwithstanding SAI pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman and Chief Executive Officer in consultation with the MTA General Counsel in November 2015. No new SAI has been found relating to LBG or WSP USA, Inc. (“WSP”). WSP has no SAI except that stemming from its acquisition of LBG. WSP has been found to be responsible².

¹ While Jacobs has no direct SAI, its acquisition of CH2M Hill Companies Ltd. (“CH2M”) in December 2017 mandates reporting of CH2M’s SAI. CH2M, notwithstanding its SAI, was found responsible by the MTA Chairman in December 2013; this approval may be relied upon by Jacobs.

² LBG was acquired by WSP in December 2018 and that acquisition carries with it LBG’s SAI.



Standard Follow-Up Report: Transit Adjudication Bureau, 1st Quarter 2021

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

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

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

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

David Farber

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

Transit Adjudication Bureau, First Quarter 2021

The following is a comparison of the key indicators for the first quarter of 2021 as compared to the same period in 2020.

- TAB violations issued in the first quarter of 2021 (Q1 2021) decreased by 30.5%, from 42,261 in 2020 to 29,390 in 2021.
- TAB received 17,024 payments in Q1 2021, a 50.1% decrease from the 34,125 received in Q1 2020. Direct payments decreased by 29.3% (from 21,844 to 15,453) compared to the first quarter of 2020. The number of first quarter payments received from state tax refunds decreased from 12,281 in 2020 to 1,571 in 2021.
- Total revenue for Q1 2021 was 59.3% lower than in 2020 (\$1,708,933 versus \$4,199,456). Receipts from direct payments in Q1 2021 decreased by 29.1% (\$1,472,917 compared to \$2,076,786 in 2020). Receipts from state tax refunds for Q1 2021 relating to outstanding judgments from prior years totaled \$268,892, representing an 87.3% decrease from Q1 2020 state tax refund receipts of \$2,121,966.
- TAB revenue for Q1 2021 exceeded expenses by \$647,721. This compared to a margin of \$3,123,061 for Q1 2020. First quarter expenses decreased by 1.4% relative to 2020 (\$1,061,212 compared to \$1,076,395).

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

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

**MTA New York City Transit
Transit Adjudication Bureau
Key Indicators
First Quarter 2021**

Indicator	1st Qtr 2021	1st Qtr 2020
Issuance Data		
Violations Issued*	29,390	42,261
Payment Data		
Number of Payments	17,024	34,125
Regular	15,453	21,844
State Tax Refund	1,571	12,281
Amount Paid	\$1,741,809	\$4,198,753
Regular	\$1,472,917	\$2,076,786
State Tax Refund	\$268,892	\$2,121,966
Average Payment	\$102.31	\$123.04
Yield per NOV	\$59.27	\$99.35
Revenue/Expense Data		
Revenue	\$1,708,933	\$4,199,456
Expenses*	\$1,061,212	\$1,076,395
Adjudications		
Total Cases Adjudicated	2,690	4,122

*2020 Summonses count updated as of 05/06/2020 and a updated March expense not previously recorded on the Q1 2020 Board Report
Note: Due to the COVID-19 pandemic, the Transit Adjudication Bureau office was closed to the public March 17, 2020 - July 31, 2020.



Standard Follow-up Report: Fare Evasion, 1st Quarter 2021

This report provides fare evasion rates and estimated lost revenue on subways and buses. Note that bus fare evasion is based on data collected using Automatic Passenger Counters (APCs). APCs currently provide robust data for 84% of non-SBS local routes (SBS fare evasion estimates remain based on Eagle Team surveys). The APCs count total ridership which is compared with paid ridership counts to estimate the level of fare evasion.

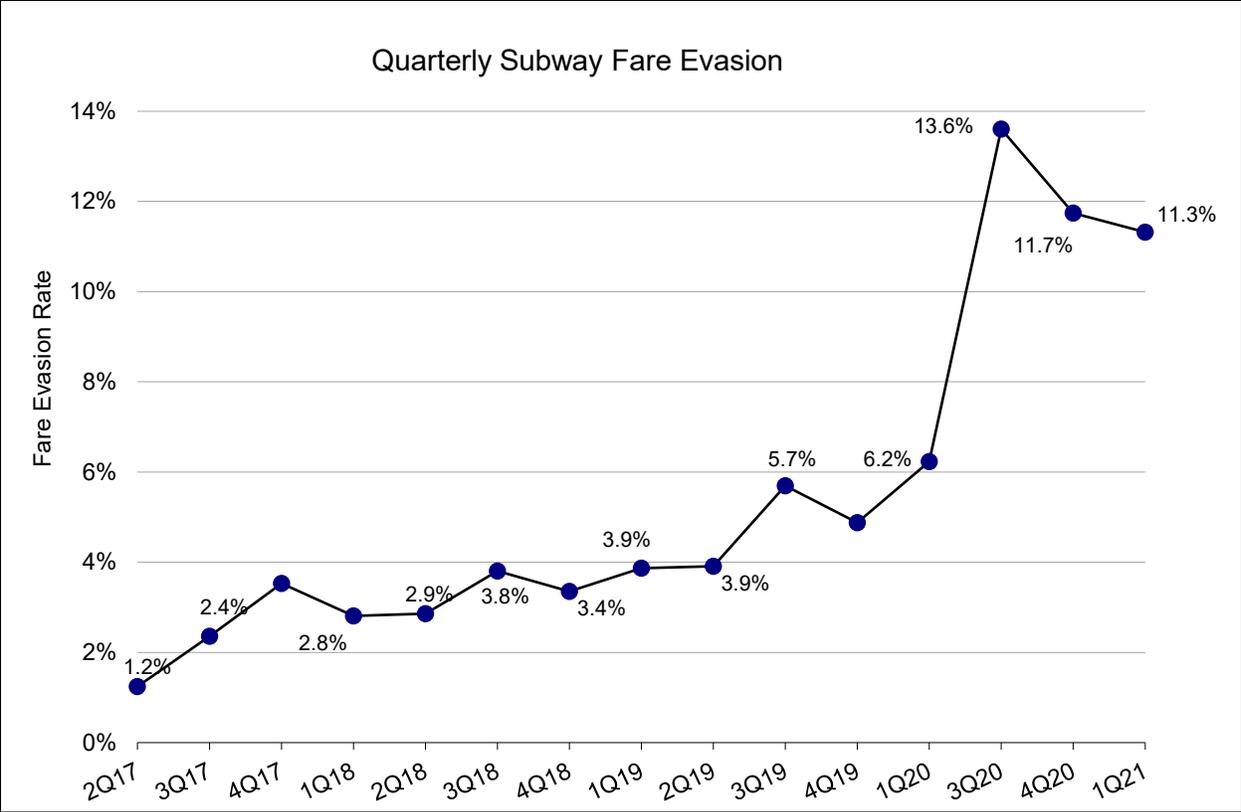
Subway Fare Evasion Results

Subway fare evasion in Q1 2021 was 11.3%, 0.4% lower than the 11.7% rate in the 4th quarter. The Q1 2021 revenue loss decreased by \$6 million. NYPD enforcement actions increased significantly, up 79% compared with Q4 2020.

Subway Fare Evasion Survey Summary

	Jan-Mar 2021 (Q1 2021)*	Oct-Dec 2020 (Q4 2020)*	Change (Q1 2021 vs Q4 2020)
Total Subway Fare Evasion	11.3%	11.7%	-0.4%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$30	\$36	-\$6
Enforcement Actions			
TOS TABS Summonses	17,983	10,074	7,909
TOS C-Summonses	294	166	128
TOS Arrests	232	87	145
Total Enforcement Actions	18,509	10,327	8,182

*Jan-Mar 2021 (1Q21) Margin of error was +/-1.0% and Oct-Dec 2020 (4Q20) was +/-0.8%.



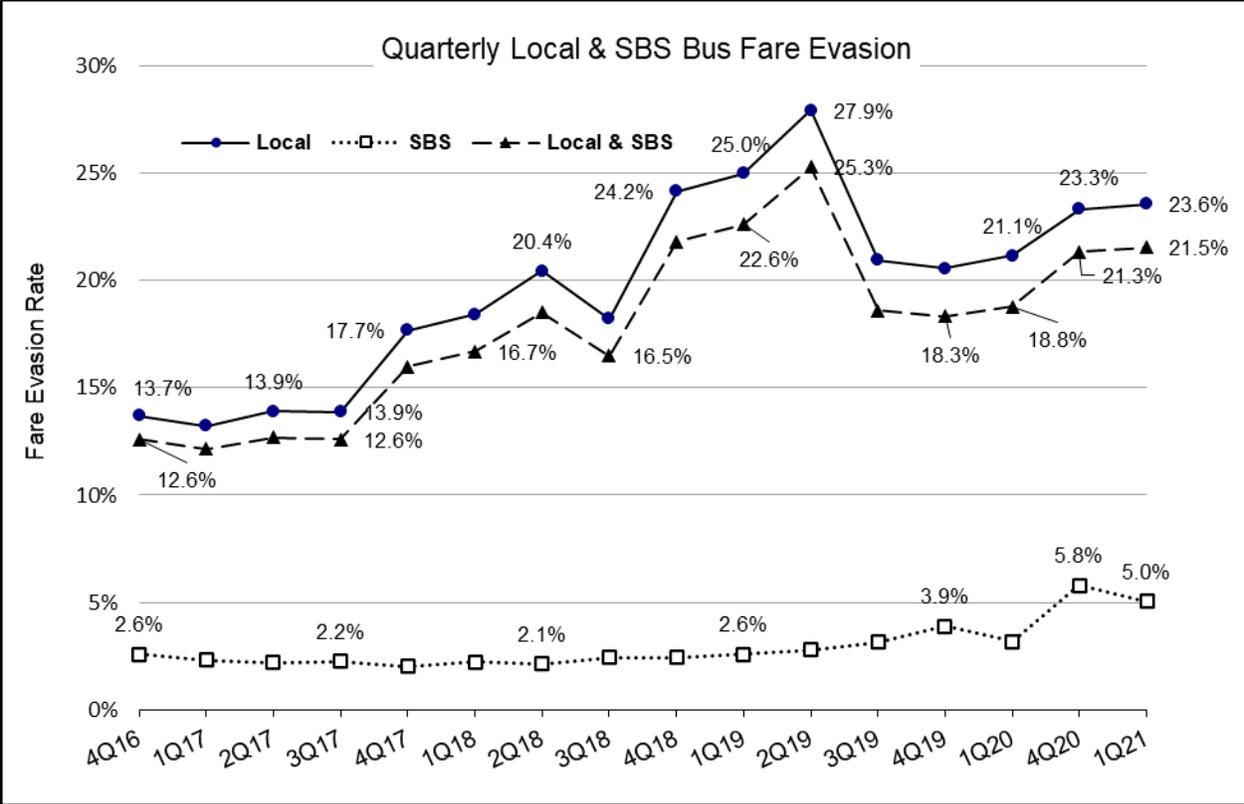
Bus Fare Evasion Results

Bus fare evasion in Q1 2021 was 21.6%, 0.3 percentage points higher than Q4 2020. Bus fare evasion revenue loss in Q1 2021 was \$29 million, \$4 million less than Q4 2020.

Bus Fare Evasion Survey Summary

	Jan-Mar 2021 (1Q21)*	Oct-Dec 2020 (4Q20)*	Change (1Q21 vs 4Q20)
Bus Fare Evasion			
Local Bus Evasion (Excl SBS)	23.6%	23.3%	0.3%
Select Bus Service (SBS) Evasion	5.0%	5.8%	-0.8%
Total Local & SBS Bus Evasion	21.6%	21.3%	0.3%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$29	\$33	-\$4

* Fare evasion based on APC counts



New York City Transit
NYCT

EEO Report – 1st Quarter 2021

May 26, 2021



Executive Summary

□ EEO

As of **March 31, 2021**, there were 48,317 total employees in NYCT's workforce. This represents a 5% decrease from the first quarter 2020 (1Q20).

- Females represented 19% (9,014) of our workforce and remained constant when compared to 1Q20 possibly due to hiring restrictions and attrition.
- Females were hired above their current representation possibly due to recruitment outreach efforts targeting females to fill vacancies in operating titles.
- Minorities represented 79% (38,386) of our workforce, and remained constant compared to 1Q20 possibly due to hiring restrictions and attrition.
- Minorities were hired above their current representation due to ongoing yet limited hiring in the critical operating vacancies that were filled.

Executive Summary

NYCT conducted a **utilization analysis*** of females and minorities in its workforce as of March 31, 2021. Based on the analysis, the underrepresentation for females and minorities occurred in the following EEO categories:

Females:

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

Minorities:

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

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



Executive Summary

□ Diversity Initiatives to increase representation

- Initiatives taken to address underrepresented females and minorities
 - **Females** – Disseminated Monthly Notices of Examination (NOE) and Job Vacancy Notices (JVN) to *Empowering Women in Transit*, a Transit Employee Group (TEG). NYCT developed digital ads that showcased female employees on the job, Women’s History Month celebrated women executives to encourage employees to prepare for and seek roles for greater representation.
 - **Minorities** – Disseminated monthly NOEs to TEG officers, NYCT Mobile Vans, NYC Department of Education vocational high school work-based learning coordinators, NYS Department of Labor Chinese Chamber of Commerce and placed them on MTA TV screens at all MTA locations. As part of its public messaging campaign to combat Anti-Asian Hate, MTA Communications updated digital screens on buses and in subway stations with “Stop the Hate” messaging to show the MTA’s commitment to and support for the respect and dignity of all people.
- Initiatives to increase representation of veterans and persons with disabilities
 - **Veterans** – All NYCT and MaBStOA monthly examination schedules are disseminated by the MTA Director of Veterans Recruitment to job developers who work with veterans and to veterans and active military personnel who have expressed interest in employment at the MTA. Veterans TEG Board Member, Colonel (Ret.) Ricky Semple, was a guest speaker at the National Association of Black Military Women, Brooklyn Chapter, Black History Month celebration.
 - **Persons with Disabilities** – MTA’s first All-Agency Chief Accessibility Officer, Quemuel Arroyo, has been appointed to provide a clear and dedicated focus on persons with disabilities, including applicants, employees and customers, and the MTA’s commitment to provide a transit system that meets the needs of all customers.

NYCT

Workforce

as of March 31, 2020



Definitions of EEO Job Categories

Officials & Administrators

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

Professionals

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

Technicians

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

Protective Services

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

Paraprofessionals

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

Administrative Support

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

Skilled Craft

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

Service Maintenance

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

NYCT Workforce

JOB CATEGORY	TOTAL ¹		Minorities	WHITES	BLACKS	HISPANICS	ASIANS	AI/AN	NHOPI	2+ RACES	VETERANS	PWD		
	#	%											#	%
Officials & Administrators	2,134		1332	62%	662	31%	297	14%	7	0%	110	5%	65	3%
	F 501	23%	383	18%	250	12%	57	3%	0	0%	24	1%	21	32%
	M 1,633	77%	949	44%	412	19%	240	11%	7	0%	86	4%	44	68%
Professionals	2,453		1813	74%	780	32%	657	27%	4	0%	115	5%	55	2%
	F 967	39%	786	32%	425	17%	182	7%	2	0%	48	2%	27	49%
	M 1,486	61%	1027	42%	355	14%	475	19%	2	0%	67	3%	28	51%
Technicians	100		77	77%	40	40%	18	18%	0	0%	7	7%	3	3%
	F 21	21%	19	19%	14	14%	2	2%	0	0%	1	1%	0	0%
	M 79	79%	58	58%	26	26%	16	16%	0	0%	6	6%	3	100%
Protective Services	835		698	84%	400	48%	224	27%	0	0%	23	3%	6	1%
	F 136	16%	126	15%	94	11%	25	3%	0	0%	6	1%	0	0%
	M 699	84%	572	69%	306	37%	199	24%	0	0%	17	2%	6	0%
Paraprofessionals	50		45	90%	27	54%	11	22%	0	0%	3	6%	0	0%
	F 31	62%	29	58%	16	32%	8	16%	0	0%	3	6%	0	0%
	M 19	38%	16	32%	11	22%	3	6%	0	0%	0	0%	0	0%
Administrative Support	3,969		3582	90%	2,163	54%	765	19%	9	0%	120	3%	22	1%
	F 1,899	48%	1796	45%	1,363	34%	117	3%	5	0%	61	2%	10	45%
	M 2,070	52%	1786	45%	800	20%	648	16%	4	0%	59	1%	12	55%
Skilled Craft	18,344		12845	70%	6,813	37%	2,509	14%	56	0%	652	4%	33	0%
	F 1,006	5%	945	5%	737	4%	142	1%	3	0%	32	0%	2	6%
	M 17,338	95%	11900	65%	6,076	33%	2,778	15%	53	0%	620	3%	31	94%
Service Maintenance	20,432		17994	88%	11,414	56%	4,714	23%	40	0%	541	3%	28	0%
	F 4,453	22%	4290	21%	3,249	16%	857	4%	6	0%	110	1%	5	18%
	M 15,979	78%	13704	67%	8,165	40%	3,857	19%	34	0%	431	2%	23	82%
Total	48,317		38,386	79.45%	22,299	46%	8,503	18%	116	0%	1,571	3%	862	1.78%
			9,931	21%	6,076	33%	2,778	15%	6	0%	620	3%	31	94%
			17,994	37%	11,414	56%	4,714	23%	40	0%	541	3%	28	0%
			4,290	21%	3,249	16%	857	4%	6	0%	110	1%	5	18%
			13,704	67%	8,165	40%	3,857	19%	34	0%	431	2%	23	82%
			38,386	79.45%	22,299	46%	8,503	18%	116	0%	1,571	3%	862	1.78%
													212	0.44%

* American Indian/Alaskan Native

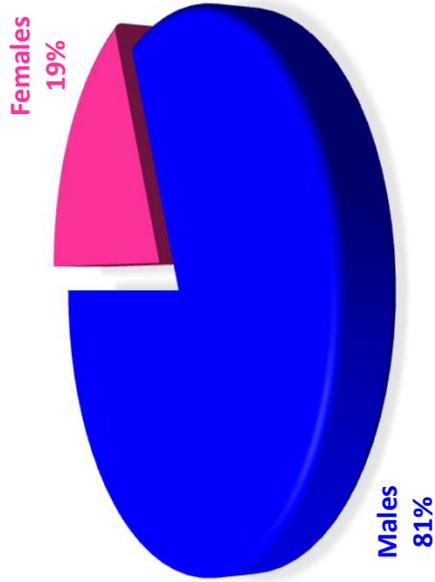
*** Headcount indicates employees who self-identify as persons with disabilities

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

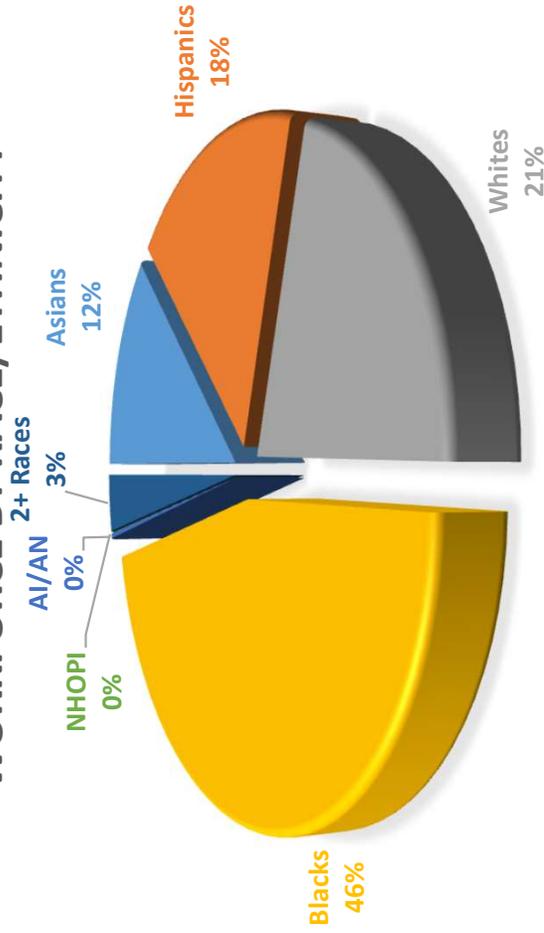


NYCT Workforce

WORKFORCE BY GENDER



WORKFORCE BY RACE/ETHNICITY



NYCT workforce consists of **48,317** employees

- ❑ **18.66%** females, **79.45%** minorities, **1.78%** veterans and **0.44%** persons with disabilities
- ❑ The percentage of females **remained constant** when compared to 1Q20
- ❑ The percentage of minorities **remained constant** as it relates to race and ethnicity when compared to 1Q20.

Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in NYCT's workforce. This analysis compared **January 1, 2020** workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80% of their expected estimated availability.

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

NYCT Underutilization Analysis

JOB CATEGORY	Gender	BLACKS		HISPANIC		ASIANS		AI/AN		NHOPI		2+ RACES		WHITES	
		Est Avail	Actual %												
Officials & Administrators	F	6%	12%	2%	2%	1%	3%	0%	0%	0%	0%	0%	1%	7%	6%
	M	18%	19%	9%	9%	8%	11%	0%	0%	0%	0%	2%	4%		
Professionals	F	12%	17%	5%	5%	5%	7%	0%	0%	0%	0%	1%	2%	16%	7%
	M	8%	14%	4%	5%	8%	19%	0%	0%	0%	0%	1%	3%		
Technicians	F	4%	14%	5%	2%	4%	2%	0%	0%	0%	0%	0%	1%	21%	2%
	M	6%	26%	5%	10%	5%	16%	0%	0%	0%	0%	0%	6%		
Protective Services	F	8%	11%	3%	3%	1%	0%	0%	0%	0%	0%	0%	1%	3%	1%
	M	26%	37%	15%	24%	3%	6%	0%	0%	0%	0%	0%	2%		
Paraprofessionals	F	5%	32%	5%	16%	2%	4%	0%	0%	0%	0%	0%	6%	16%	4%
	M	2%	22%	1%	6%	1%	4%	0%	0%	0%	0%	0%	0%		
Administrative Support	F	15%	34%	16%	6%	7%	3%	0%	0%	0%	0%	0%	2%	16%	3%
	M	6%	20%	8%	7%	4%	16%	0%	0%	0%	0%	0%	1%		
Skilled Craft	F	3%	4%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	M	23%	33%	19%	13%	8%	15%	0%	0%	0%	0%	1%	3%		
Service Maintenance	F	7%	16%	7%	4%	1%	0%	0%	0%	0%	0%	0%	1%	3%	1%
	M	19%	40%	24%	19%	5%	6%	0%	0%	0%	0%	0%	2%		

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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



NYCT

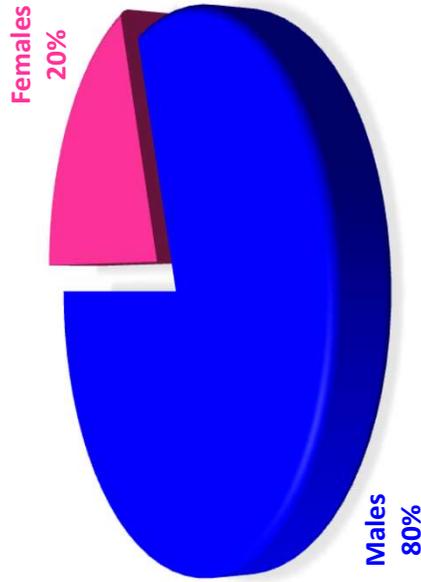
New Hires and Veterans

January 1, 2021 – March 31, 2021

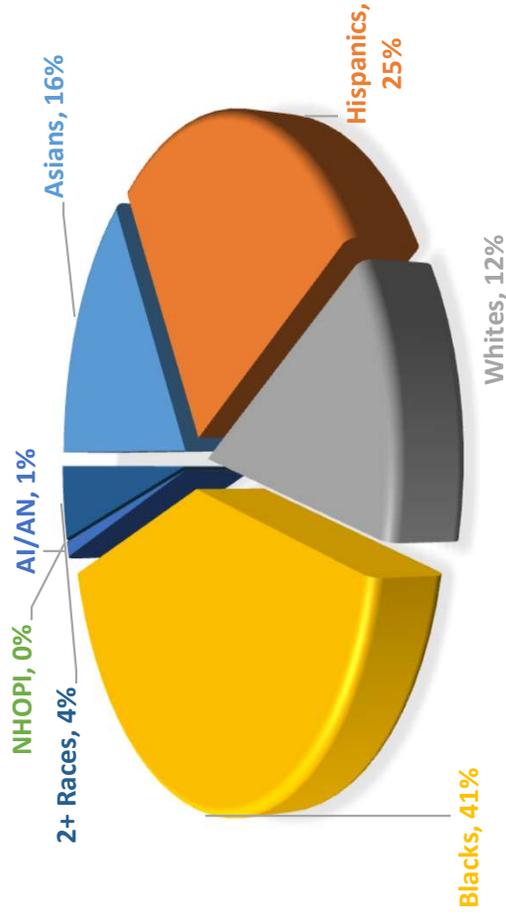


NYCT New Hires and Veterans

NEW HIRES BY GENDER



NEW HIRES BY RACE/ETHNICITY



We hired **230** employees including **5** veterans and no persons with disabilities.

- ❑ **20.00%** females of which **2.17%** were female veterans and **0.00%** were female persons with disabilities.
- ❑ Female hires were above their current representation in the workforce.
- ❑ **87.82%** minorities of which **1.98%** were minority veterans and **0.00%** were minority persons with disabilities.
- ❑ The share of minority hires was greater than their current representation in the workforce.



NYCT

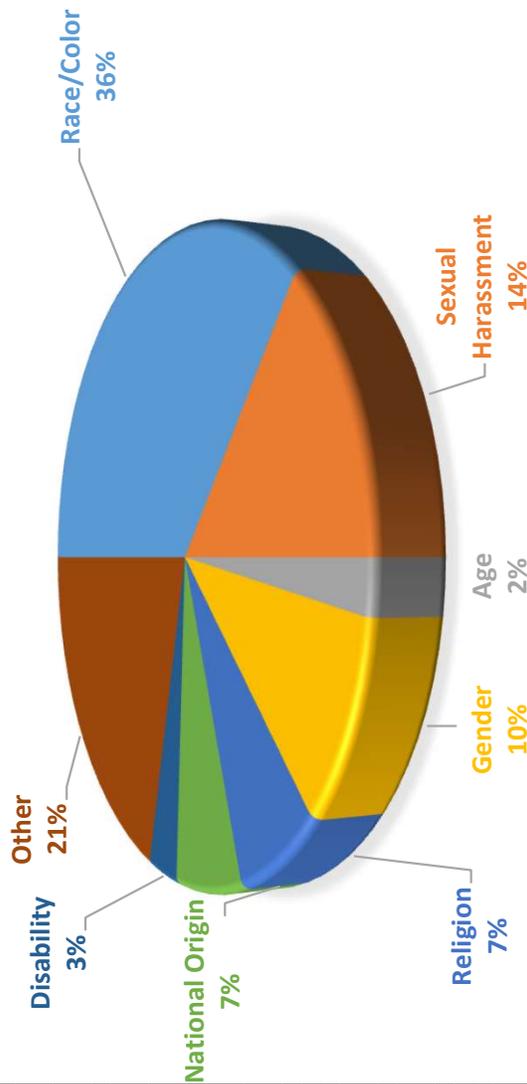
Complaints and Lawsuits

January 1, 2021 – March 31, 2021

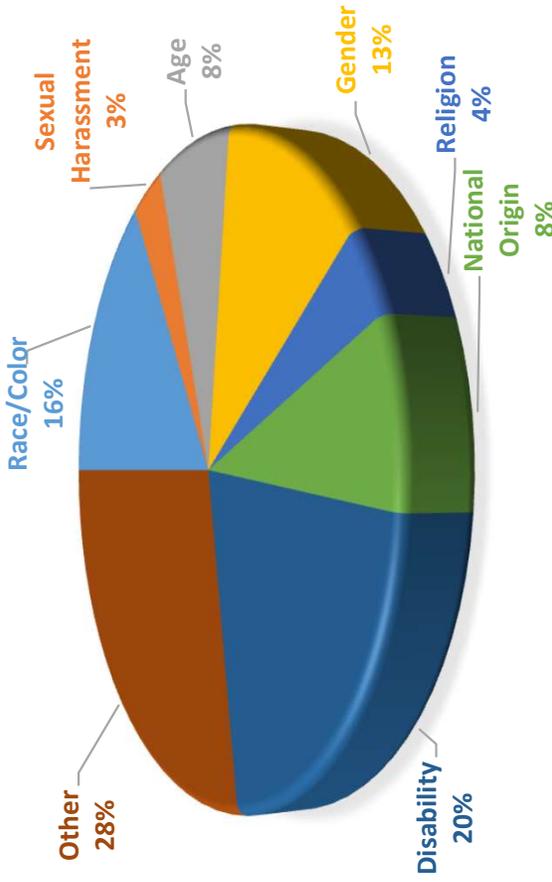


NYCT Internal/External EEO Complaints and Lawsuits

INTERNAL EEO COMPLAINTS



EXTERNAL EEO COMPLAINTS



NYCT handled **190** EEO complaints, citing **406** separate allegations, and **71** lawsuits.

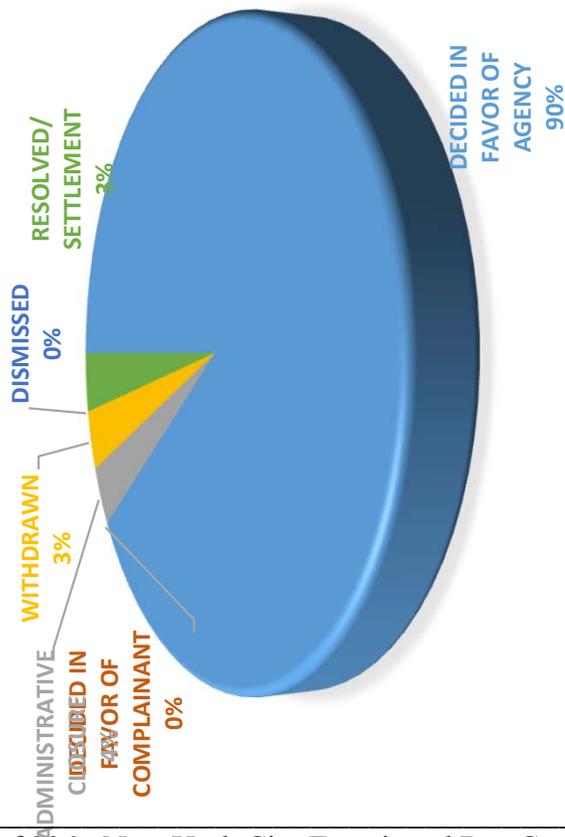
- **74** internal complaints
- **116** external complaints
- The most frequently cited basis internally was race/color and externally was disability.

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

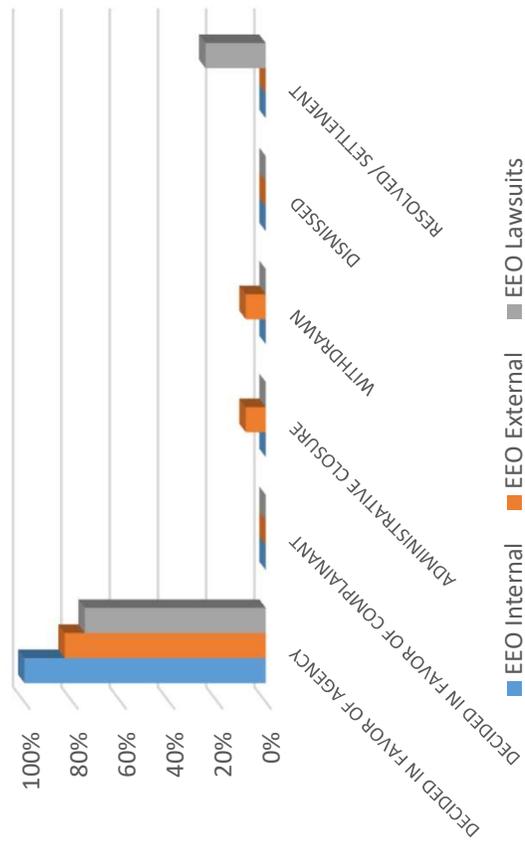


NYCT EEO Complaints and Lawsuits Dispositions

OVERALL EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



EEO COMPLAINTS AND LAWSUITS DISPOSITIONS

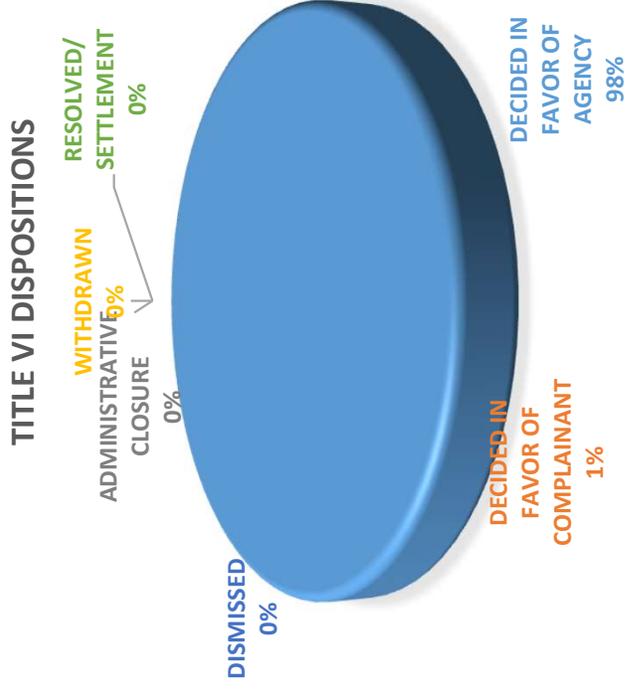
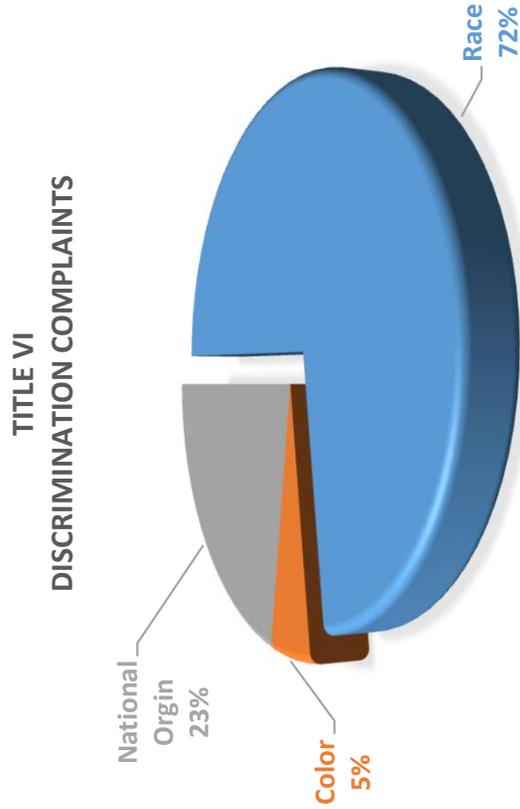


NYCT disposed of **26** EEO complaints and **4** EEO lawsuits.

- **90%** complaints decided in favor of the agency
- **0%** complaints decided in favor of the complainant
- **3%** complaints were administrative closures
- **3%** complaints were resolved/settled
- **3%** complaints were withdrawn



NYCT Title VI Discrimination Complaints, Lawsuits and Dispositions



NYCT handled **35** Title VI complaints, citing **40** separate allegations and no Title VI lawsuits. The agency disposed of **17** complaints and no lawsuits.

- **100%** complaints/lawsuits decided in favor of the agency.
- **0%** complaints/lawsuits decided in favor of the complainant.
- **0%** complaints/lawsuits were administrative closures.
- **0%** complaints/lawsuits were resolved/settled.



MTA Bus Company
MTABC

EEO Report – 1st Quarter 2021

March 31, 2021



Executive Summary

□ EEO

As of **March 31, 2020**, MTA Bus's workforce included 3,989 total employees. This represents a decrease of 160 employees from the first quarter 2020 (1Q20) workforce.

- Females representation of 13% (515) is unchanged when compared to 1Q20.
- Females were hired above their current representation.
- Minorities representation of 80% (3,243) increased 1% when compared to 1Q20.
- Minorities were hired above their current representation.

Executive Summary

MTA Bus Company conducted a **utilization analysis*** of females and minorities in its workforce as of March 31, 2020. Based on the analysis, underrepresentation for females and minorities occurred in the following EEO categories:

Females:

- Officials/Administrators – Asians and Whites
- Professionals – Whites
- Technicians – Asians
- Protective Services – Blacks and Asians
- Administrative Support – Whites
- Skilled Craft– Blacks and Hispanics
- Service Maintenance – Hispanics and Whites

Minorities:

- Officials/Administrators – Asians
- Professionals – Hispanics
- Technicians – Blacks, Hispanic, and Asians
- Protective Services – Black, Asians, and Multiple Race
- Administrative Support – Blacks and Hispanics
- Skilled Craft– Blacks and Hispanics
- Service Maintenance – Hispanics

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

Executive Summary

□ Diversity Initiatives to increasing representation

MTA Bus diversity recruitment strategy showed its resilience in 2020 by leading and/or participating in out a sizable number of diversity recruiting programs that support our ability to attract, advance, and retrain minorities, females, veterans and persons with disabilities.

In the first quarter, we focused on improving the representation or women and minorities in our managerial ranks by holding a Superintendent of Transportation panel discussion where potential job candidates could get a realistic preview of this i first-level management job.

MTA Bus also established partnerships with several new recruitment sources such as Catalyst, National & Disability Council, Jobs for Humanity, and Young Adult Institute (YAI).

One of the new recruitment source, Jobs for Humanity, is a global organization that connects persons with disabilities and underrepresented communities to job opportunities. The organization offered MTA Bus the opportunity to post jobs on its website at no cost. Another recruitment source, YAI, offered MTA Bus the opportunity to attend free workshops online to learn more about people with disabilities. The organization also offered to provide sensitivity training.

MTABC

Workforce

as of March 31, 2021



Definitions of EEO Job Categories

Officials & Administrators

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

Professionals

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

Technicians

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

Protective Services

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

Paraprofessionals

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

Administrative Support

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

Skilled Craft

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

Service Maintenance

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



MTABC Workforce

MTA Bus Workforce as of March 31, 2021

JOB CATEGORY	#	TOTAL		Minorities	Est Avail %	WHITES	Est Avail %	BLACKS	Est Avail %	HISPANICS	Est Avail %	ASIANS	Est Avail %	AI/AN*	Est Avail %	NHOP1**	Est Avail %	2+ RACES	Est Avail %	VETERANS†	Est Avail %	PWD***	
		#	%																				#
Officials & Administrators	229			137	60%	92	40%	59	26%	34	15%	29	13%	0	0%	0	0%	15	7%	16	7%	13	6%
	F 53	23%		42	18%	11	5%	23	10%	6	3%	8	3%	0	0%	0	0%	5	2%	0	0%	0	0%
	M 176	77%		95	41%	81	35%	36	16%	28	12%	21	9%	0	0%	0	0%	10	4%	0	0%	0	0%
Professionals	120			92	77%	28	23%	37	31%	18	15%	29	24%	0	0%	0	0%	8	7%	4	3%	5	4%
	F 54	45%		0	0%	9	8%	21	18%	13	11%	8	7%	0	0%	0	0%	3	3%	0	0%	0	0%
	M 66	55%		0	0%	19	16%	16	13%	5	4%	21	18%	0	0%	0	0%	5	4%	0	0%	0	0%
Technicians	9			4	44%	0	0%	1	11%	1	11%	1	11%	0	0%	0	0%	1	11%	0	0%	0	0%
	F 5	56%		2	22%	3	33%	1	11%	1	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	M 4	44%		2	22%	2	22%	0	0%	0	0%	1	11%	0	0%	0	0%	1	11%	0	0%	0	0%
Protective Services	6			5	83%	1	17%	3	50%	2	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	F 2	33%		1	17%	1	17%	0	0%	1	17%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	M 4	67%		4	67%	0	0%	3	50%	1	17%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Administrative Support	91			68	75%	23	25%	28	31%	12	13%	18	20%	0	0%	0	0%	10	11%	2	2%	3	3%
	F 29	32%		26	29%	3	3%	11	12%	8	9%	4	4%	0	0%	0	0%	3	3%	0	0%	0	0%
	M 62	68%		42	46%	20	22%	17	19%	4	4%	14	15%	0	0%	0	0%	7	8%	0	0%	0	0%
Skilled Craft	690			481	70%	209	30%	236	34%	103	15%	79	11%	2	0%	0	0%	55	8%	16	2%	7	1%
	F 3	0%		2	0%	1	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	M 687	100%		473	69%	208	30%	234	34%	103	15%	79	11%	2	0%	0	0%	55	8%	0	0%	0	0%
Service Maintenance	2,844			2,456	86%	388	14%	1,427	50%	706	25%	202	7%	8	0%	0	0%	109	4%	31	1%	1	0%
	F 369	13%		350	12%	19	1%	226	8%	109	4%	4	0%	1	0%	0	0%	10	0%	0	0%	0	0%
	M 2,475	87%		2,102	74%	369	13%	1,201	42%	597	21%	198	7%	7	0%	0	0%	99	3%	0	0%	0	0%
Total	3,989			3,243	81%	741	19%	1,791	45%	876	22%	358	9%	10	0%	0	0%	198	5%	69	2%	29	1%

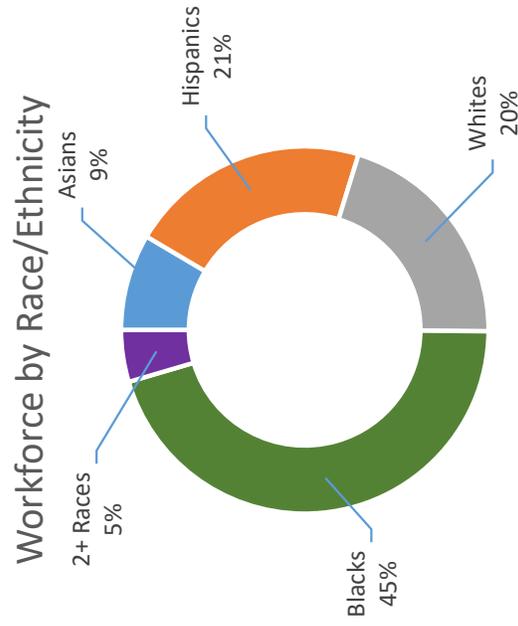
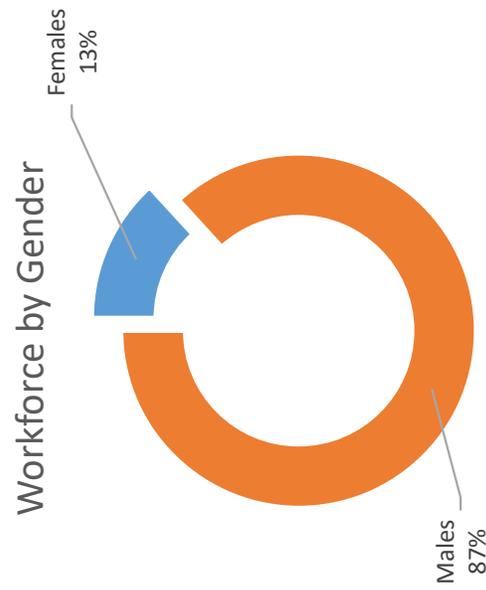
†The current hiring benchmark for veterans is 5.6%

* American Indian/Alaskan Native **Native Hawaiian Other Pacific Islander *** Persons with Disabilities

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



MTABC Workforce



MTABC workforce consists of 3,989 employees

- 13% females, 80% minorities, and 1% veterans.
- The percentage of females employed was unchanged when compared to 1Q20.
- The percentage of minorities was unchanged when compared to 1Q20.



Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in its workforce. This analysis consists of comparing **March 31, 2021** workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80 percent of their expected estimated availability.

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

MTABC Underutilization Analysis

WORKFORCE UTILIZATION ANALYSIS As of March 31, 2021

JOB CATEGORY	Gender	BLACKS		HISPANIC		ASIANS		AI/AN		NHOPI		2+ RACES		WHITES	
		Est Avail	Actual %												
Officials & Administrators	F	4%	10%	4%	3%	4%	3%	0%	0%	0%	0%	1%	2%	15%	5%
	M	8%	16%	8%	12%	7%	9%	0%	0%	0%	0%	1%	4%		
Professionals	F	7%	18%	7%	11%	2%	7%	0%	0%	0%	0%	1%	3%	11%	8%
	M	8%	13%	6%	4%	12%	18%	0%	0%	0%	0%	1%	4%		
Technicians	F	4%	11%	3%	11%	3%	0%	0%	0%	0%	0%	1%	0%	6%	33%
	M	9%	0%	11%	0%	18%	11%	0%	0%	0%	0%	2%	11%		
Protective Services	F	10%	0%	4%	17%	1%	0%	0%	0%	0%	0%	0%	0%	2%	17%
	M	29%	50%	15%	17%	5%	0%	0%	0%	0%	0%	2%	0%		
Paraprofessionals	F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Administrative Support	F	7%	12%	7%	9%	2%	4%	0%	0%	0%	0%	1%	3%	7%	3%
	M	22%	19%	16%	4%	6%	15%	0%	0%	0%	0%	2%	8%		
Skilled Craft	F	2%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	22%	34%	22%	15%	8%	11%	0%	0%	0%	0%	4%	8%		
Service Maintenance	F	8%	8%	7%	4%	1%	0%	0%	0%	0%	0%	0%	0%	3%	1%
	M	26%	42%	15%	21%	6%	7%	0%	0%	0%	0%	1%	3%		

* American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

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



MTABC

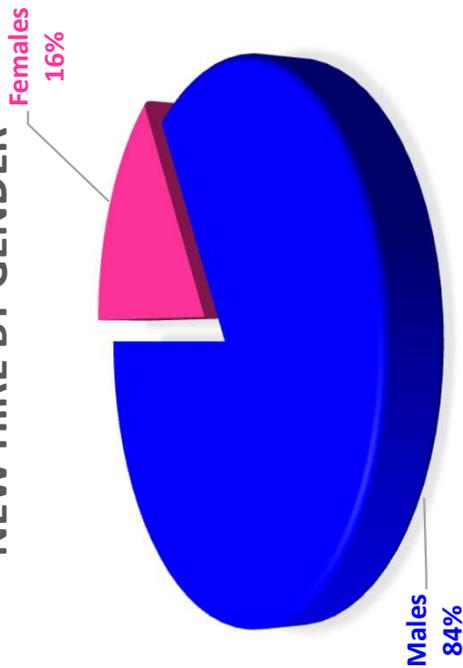
New Hires and Veterans

January 1, 2021 – March 31, 2021

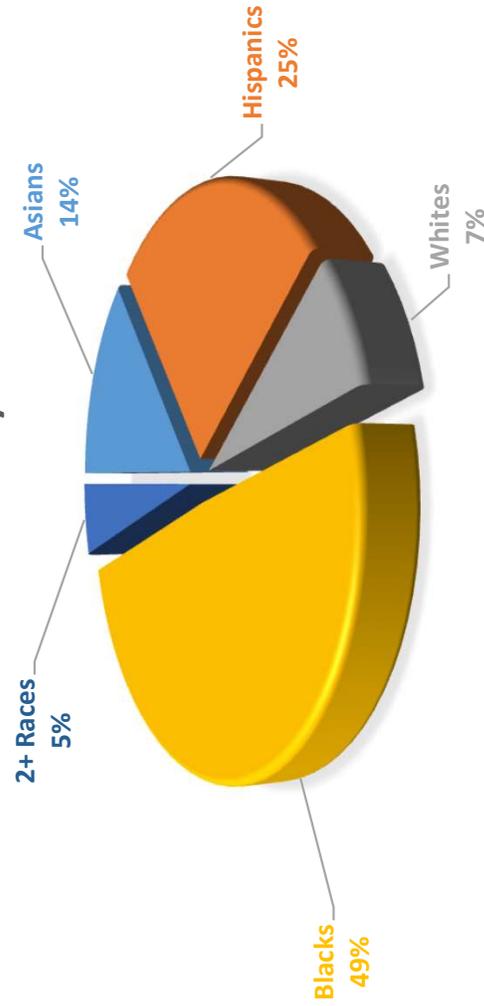


MTABC New Hires and Veterans

NEW HIRE BY GENDER



NEW HIRE BY RACE/ETHNICITY



We hired 45 employees including 0 veterans

- 16% females of which 0% were female veterans.
- Female hires exceeded their current representation in the workforce.
- 93% minorities of which 1% were minority veterans.
- Minorities hires exceeded their current representation in the workforce.



MTABC

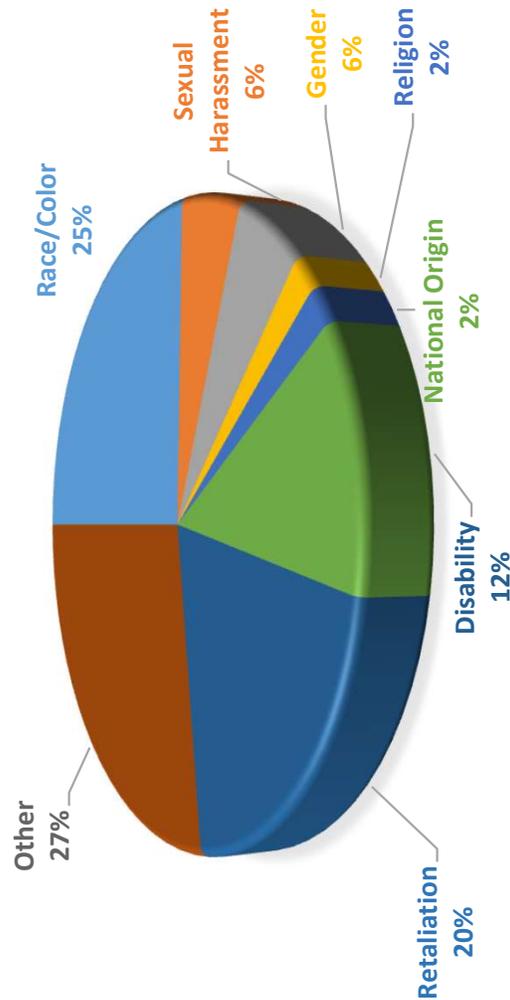
Complaints and Lawsuits

January 1, 2021 – March 31, 2021

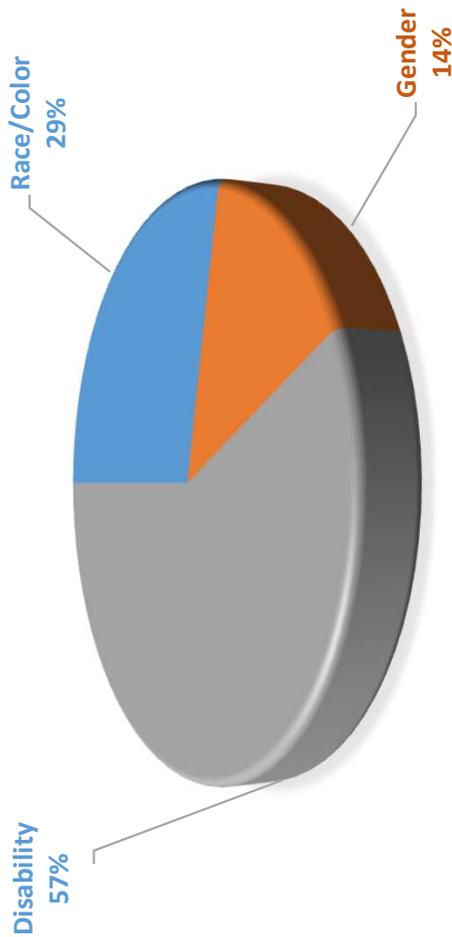


MTABC Internal/External EEO Complaints and Lawsuits

INTERNAL EEO COMPLAINTS



EXTERNAL EEO COMPLAINTS



MTABC handled 39 EEO complaints, citing 64 separate allegations, and including 3 lawsuits.

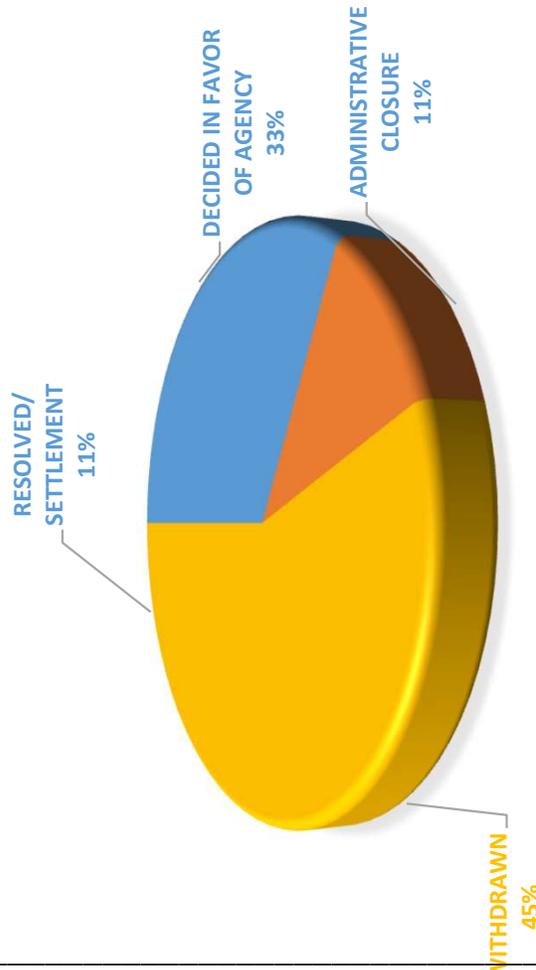
- 32 handled internal complaints.
- 7 handled external complaints/lawsuits.
- The most frequently cited basis internally was race/color and externally was disability.

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

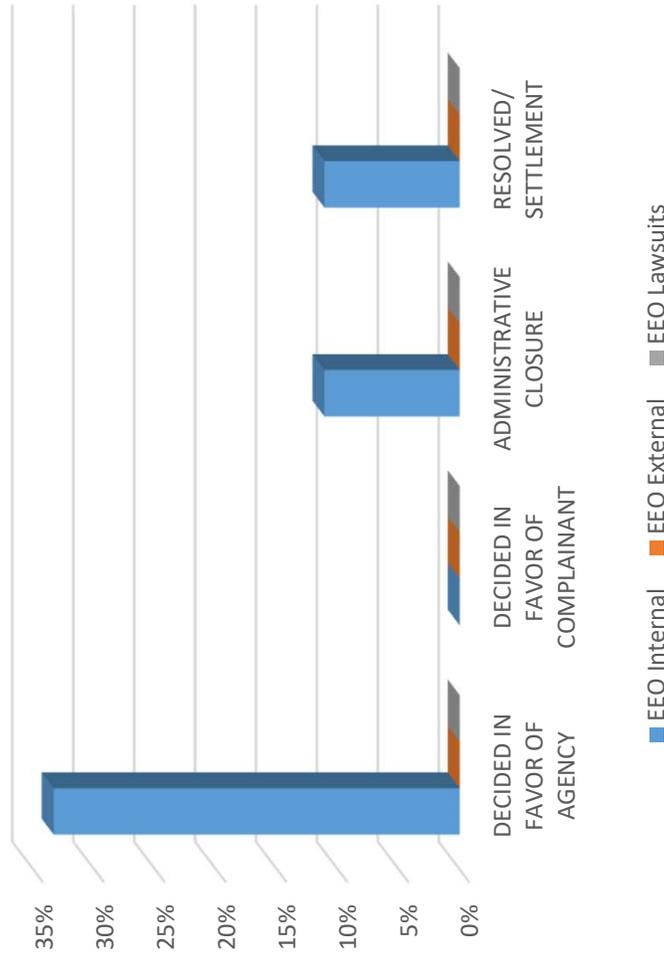


MTABC EEO Complaints and Lawsuits Dispositions

OVERALL EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



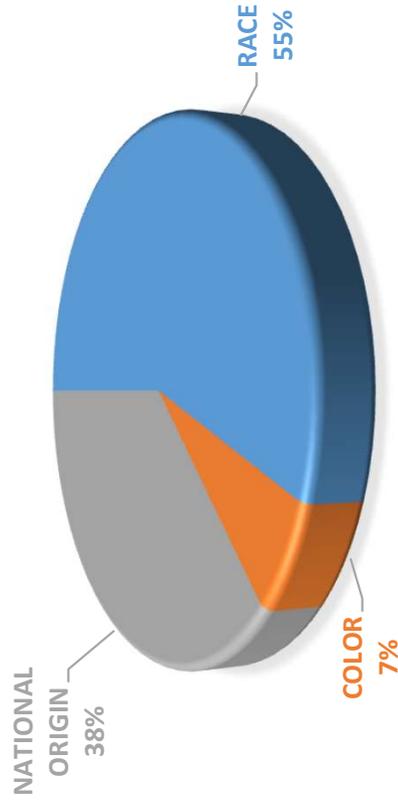
Through March 31, MTABC disposed 9 internal EEO complaints, no external EEO complaints, and no 0 lawsuits.

- 44% complaints were withdrawn.
- 33% complaints decided in favor of the agency.
- 11% complaints were administratively closed.
- 11% resolved/settlement.

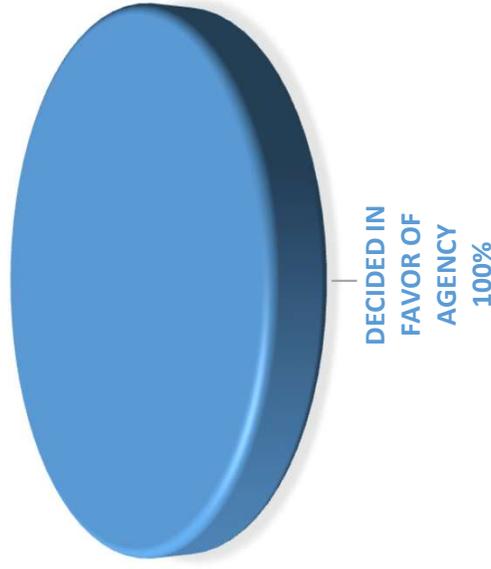


MTABC Title VI Discrimination Complaints, Lawsuits and Dispositions

TITLE VI
DISCRIMINATION COMPLAINTS



TITLE VI DISPOSITIONS



MTABC handled 42 Title VI complaints, citing 45 separate allegations and no Title VI lawsuits. MTABC disposed 25 complaints.

- 100% complaints/lawsuits decided in favor of the agency.





New York City Transit

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