



Transit and Bus Committee Meeting

June 2021

Committee Members

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



As more and more New Yorkers return to the subways, so has the popular Music Under New York program (left) which resumed performances for the first time in more than fourteen months. Prior to the pandemic, the program featured 350 musical acts and about 12,000 performances annually. Customers are also enjoying new digital artwork (right) presented by MTA Arts & Design by artists Jaye Rhee and photography by Karine Laval and Ruben Natal-San Miguel on display at now at Fulton Center, 42 St-Bryant Park and Atlantic Av-Barclays Center.

New York City Transit and Bus Committee Meeting

Wednesday, 6/23/2021

10:00 AM - 5:00 PM ET

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

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

Summary of Actions - Page 4

3. APPROVAL OF MINUTES – MAY 26, 2021

Approval of Minutes - May 26, 2021 - Page 5

4. COMMITTEE WORK PLAN

June 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 & Customer Experience

Strategy & Customer Experience Report - Page 77

b. Safety Report

Safety Report - Page 83

c. Crime Report

Crime Report - Page 88

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

NYCT, SIR, MTA Bus Financial and Ridership Report - Page 95

e. Capital Program Status Report

Capital Program Status Report - Page 146

6. PROCUREMENTS

a. Non-Competitive (none)

b. Competitive (none)

c. Ratification (none)

d. C&D Procurement - Competitive

C&D Procurement Package - Page 151

7. SERVICE CHANGE

a. Subway Schedule Changes Effective Fall 2021

Subway Schedule Changes Effective Fall 2021 - Page 163

8. CONTACT INFORMATION

Contact Information - Page 166

**NYCT Committee
ACTIONS and PRESENTATIONS
SUMMARY for JUNE 2021**

| Responsible Department | Vendor Name | Total Amount | Summary of action |
|--------------------------|-------------------------------------|------------------|--|
| C&D Contracts | Siemens Mobility, Inc. | To Be Determined | MTA Construction and Development requests Board approval to modify the Ultra-Wideband Proof of Concept contracts W-81199-1 and W-81199-2, to establish interoperability between the two Ultra-Wideband train communication systems |
| C&D Contracts | Thales Transport and Security, Inc. | To Be Determined | MTA Construction and Development requests Board approval to modify the Ultra-Wideband Proof of Concept contracts W-81199-1 and W-81199-2, to establish interoperability between the two Ultra-Wideband train communication systems |
| C&D Contracts | Systra Engineering, Inc. | \$4,830,106 | MTA Construction and Development requests the Board ratify two modifications to the Consultant Services to Support the Construction of the CBTC/AWS Signal System for the Queens Boulevard Line contract (CM-1539) to provide additional technical support and construction oversight support services and, to extend the contract term for an additional four months (December 31, 2022 to April 30, 2023). |
| C&D Contracts | E-J Electrical Installation Company | \$2,890,000 | MTA Construction and Development requests the Board ratify a modification to the Life Cycle Replacement of Code Systems – Phase I on the Jamaica and Myrtle Avenue Lines in Brooklyn and Queens contract (S-33932) for the replacement of approximately 6,440 feet of cable trays at twelve stations on the Jamaica Avenue line, of which 4,160 feet of cable trays are being provided to the Contractor from MTA inventory. |
| NYCT Operations Planning | N/A | N/A | Fall 2021 Service Changes |

**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
May 26, 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 May 26, 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,
- Diversity, and;
- Audit

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

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<https://new.mta.info/transparency/board-and-committee-meetings/June-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

June 2021

No Items

July 2021

Quarterly Customer Satisfaction Report, 2nd Qtr, 2021

Strategy & Customer Experience

August 2021

No Meetings Held

September 2021

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

Management & Budget
 Law
 EEO & Human Resources
 Management & Budget

October 2021

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

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

SPECIFIC AGENDA ITEMS (con't)ResponsibilityNovember 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

May 2022

Transit Adjudication Bureau Report, 1st Qtr, 2021
Fare Evasion Report, 1st Qtr, 2021
NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2021

Law
Management & Budget
EEO & Human Resources

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

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.

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.

II. SPECIFIC AGENDA ITEMS

EEO & Diversity Report, 2nd Qtr, 2021

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

OCTOBER 2021

2022 NYCT Preliminary Budget

Public comments will be accepted on the 2022 Preliminary Budget.

2022 SIR Preliminary Budget

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

2022 MTA Bus Preliminary Budget

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

Customer Satisfaction Report, 3rd Qtr, 2021

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

NOVEMBER 2021

Transit Adjudication Bureau Report, 3rd Qtr, 2021

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

Fare Evasion Report, 3rd Qtr, 2021

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

Charter for Transit Committee

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

DECEMBER 2021

NYCT 2022 Adopted Budget/Financial Plan 2022-2025

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

SIR 2022 Adopted Budget/Financial Plan 2022-2025

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

II. SPECIFIC AGENDA ITEMS

MTA Bus 2021 Adopted Budget/Financial Plan 2022-2025

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

EEO & Diversity Report, 3rd Qtr, 2021

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

JANUARY 2022

Approval of Committee Work Plan

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

Preliminary Review of NYCT's 2021 Operating Results

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

Preliminary Review of SIR 2021 Operating Results

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

Preliminary Review of MTA Bus 2021 Operating Results

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

FEBRUARY 2022

Adopted Budget/Financial Plan 2022-2025

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

SIR Adopted Budget/Financial Plan 2022-2025

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

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.

II. SPECIFIC AGENDA ITEMS

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

MAY 2022

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.

II. SPECIFIC AGENDA ITEMS

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.

Customer Service Report: Subways

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



As of May 17, the subway is once again open to customers 24 hours a day, 7 days a week. We are thrilled to welcome back our late-night riders and remind them that the subway is the best way to get around town no matter the time of day or night.

June 2021 Highlights: Subways

In May 2021, we saw continued progress towards a post-pandemic New York, with the subway re-opening to customers for 24-hour service and ridership increasing. As we continue to welcome customers back, they will find a subway system that is cleaner than it ever has been thanks to continuing daily sanitizing of subway and Staten Island Railway cars and twice-daily disinfecting of touchpoints at every subway and SIR station. All subway riders continue to be required to wear masks in accordance with both New York State and Federal law, and we are very pleased to see near universal compliance. Customers also continue to have access to free masks if they need them, and hand sanitizer in every station.

We are thrilled to welcome back our late-night riders with the reopening of the subway to customers 24 hours a day on May 17th. By the end of the month, ridership peaked at over 6,500 riders in one night between 2am and 4am. Ridership also increased in the hours leading up to 2am, indicating that customers returned to using the subway for their evening trips when they knew they had the option of making their return trip by subway all night. Late night subway service is an important option for essential workers across many industries, including the restaurants and bars that also reopened for late night dining in May 2021.

There are also very positive trends for ridership, including several pandemic-era records in May. Average weekday ridership was nearly 2.2 million in May and reached a new pandemic-era record of 2.353 million on May 27th. Weekend ridership was also strong in May, with two Saturdays exceeding 1.6 million riders and the busiest Sunday exceeding 1.2 million riders. These ridership increases are occurring throughout all times of day. The traditional rush hour periods are seeing increases as more workers return to offices and other jobs, while off-peak periods are seeing more riders as well, suggesting that riders are returning to discretionary trips for shopping, entertainment and socializing. These types of trips are particularly gratifying because many of these riders are choosing the subway over other options.

May 2021 contrasts sharply with one year ago, when ridership was less than 600,000 per day and most subway lines were operating with reduced service. Due to these differences in ridership and service levels, year-over-year performance results are not comparable. However, we are proud that performance results remain well above pre-pandemic levels.

We would like to recognize and congratulate Joe Joyce, Subways Vice President and Chief Maintenance Officer, on his retirement. Joe started in Subways in 1984 and worked his way up through the ranks to this final assignment, where he led one of the largest teams at the MTA, responsible for day-to-day maintenance and inspections throughout the subway as well as emergency response. In this role, he greatly improved the condition of the subway, helped reduce incidents and delays, and added new technology to maintenance practices. We wish Joe a happy, healthy, and long retirement.

We cannot thank the Subways team enough for all of their remarkable efforts, and I know they join us in thanking our customers for coming back to the subway.

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 | May 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 | 36 | 5 | +620.0% | 27.7 | 36.2 | -23.5% |
| Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p) | 93.7% | 99.3% | -5.6% | 95.6% | 96.6% | -1.0% |
| Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time | 0:01:18 | 0:00:40 | +0:00:38 | 0:01:13 | 0:01:11 | 0:00:01 |
| Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time | 0:00:09 | -0:00:29 | 0:00:38 | 0:00:01 | 0:00:39 | -0:00:37 |
| Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule. | 85.2% | 87.2% | -2.0% | 85.8% | 85.0% | +0.8% |
| Inputs to Operations | | | | | | |
| Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of incidents attributed to car-related causes | 148,538 | 150,593 | -1.4% | 151,474 | 132,417 | +14.4% |
| Elevator Availability* (Chart 14) % of time elevators are operational systemwide | 97.0% | 97.6% | -0.6% | 96.6% | 96.4% | +0.2% |
| Escalator Availability* (Chart 14) % of time escalators are operational systemwide | 91.5% | 93.2% | -1.7% | 91.8% | 90.9% | +0.9% |
| Weekday Legacy Indicators | | | | | | |
| Weekday Wait Assessment (Chart 15) | 71.3% | 83.7% | -12.4% | 74.2% | 75.4% | -1.2% |
| Weekday Terminal On-Time Performance (Chart 17) | 87.1% | 95.1% | -8.0% | 89.6% | 83.3% | +6.3% |
| Weekday Trains Delayed (Chart 19) | 20,739 | 7,941 | +161.2% | 15,287 | 28,314 | -46.0% |

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

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 | May 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 | 7 | 2 | +250.0% | 4.5 | 4.5 | 0.0% |
| Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p) | 92.1% | 97.8% | -5.7% | 95.9% | 97.5% | -1.6% |
| Weekend Legacy Indicators | | | | | | |
| Weekend Wait Assessment (Chart 16) | 73.4% | 83.1% | -9.7% | 78.7% | 80.9% | -2.2% |
| Weekend Terminal On-Time Performance (Chart 18) | 87.1% | 92.9% | -5.8% | 88.7% | 84.9% | +3.8% |
| Weekend Trains Delayed (Chart 20) | 7,642 | 7,453 | +2.5% | 5,058 | 8,058 | -37.2% |

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

Subway Report (Staten Island Railway)

| Subway Report Performance Indicators | | | | | | |
|---|-----------|-----------|--------|------------------|-----------|--------|
| Performance Indicator | May 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 | 99.2% | 98.5% | +0.7% | 97.3% | 95.8% | +1.5% |
| AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time | 100.0% | 100.0% | 0.0% | 98.0% | 98.0% | 0.0% |
| PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time | 99.6% | 100.0% | -0.4% | 96.9% | 94.2% | +2.7% |
| Percentage of Completed Trips | | | | | | |
| Percentage of Completed Trips | 100.0% | 100.0% | 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 | 91,232 | 83,180 | +9.7% | 40,399 | 60,802 | -33.6% |

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.

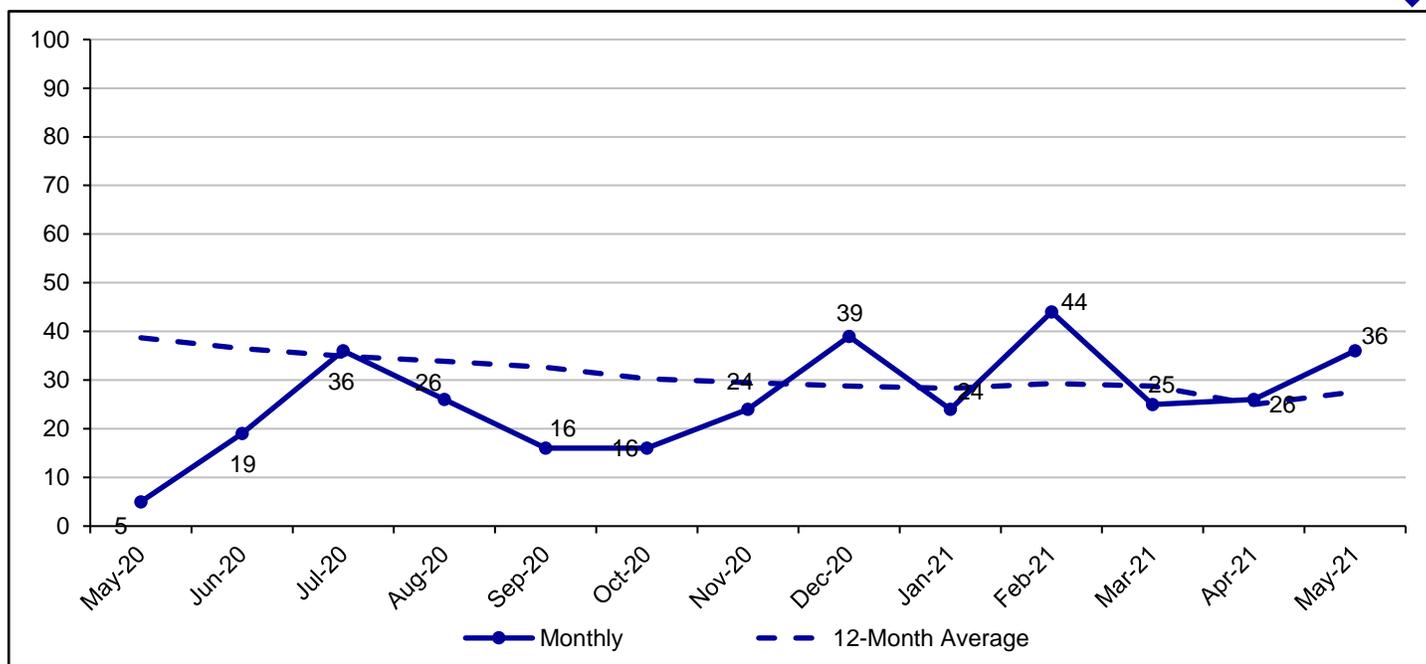
Customer Journey Time Performance (CJTP)

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 | | |
|------------------------------------|-----------|----------|----------------|------------------|-------------|---------------|
| | May 21 | May 20 | % Change | May 21 | May 20 | % Change |
| Track | 4 | 0 | 0.0% | 2.9 | 5.8 | -50.0% |
| Signals | 10 | 1 | +900.0% | 9.5 | 12.2 | -22.1% |
| Persons on Trackbed/Police/Medical | 9 | 4 | +125.0% | 8.3 | 8.8 | -5.7% |
| Stations & Structures | 3 | 0 | 0.0% | 1.3 | 1.3 | 0.0% |
| Subway Car | 3 | 0 | 0.0% | 2.5 | 3.1 | -19.4% |
| Other | 7 | 0 | 0.0% | 3.2 | 5.0 | -36.0% |
| Subdivision A | 15 | 5 | +200.0% | 12.6 | 16.8 | -25.0% |
| Subdivision B | 21 | 0 | N/A | 15.0 | 19.4 | -22.7% |
| Systemwide | 36 | 5 | +620.0% | 27.7 | 36.2 | -23.5% |
| Avg Incident Duration (h:mm:ss) | 0:37:24 | 0:42:24 | -11.8% | 0:25:42 | 0:24:48 | +3.6% |
| Avg Trains Delayed per Incident | 118 | 91 | +29.7% | 115 | 111 | +3.6% |

Major Incidents Discussion

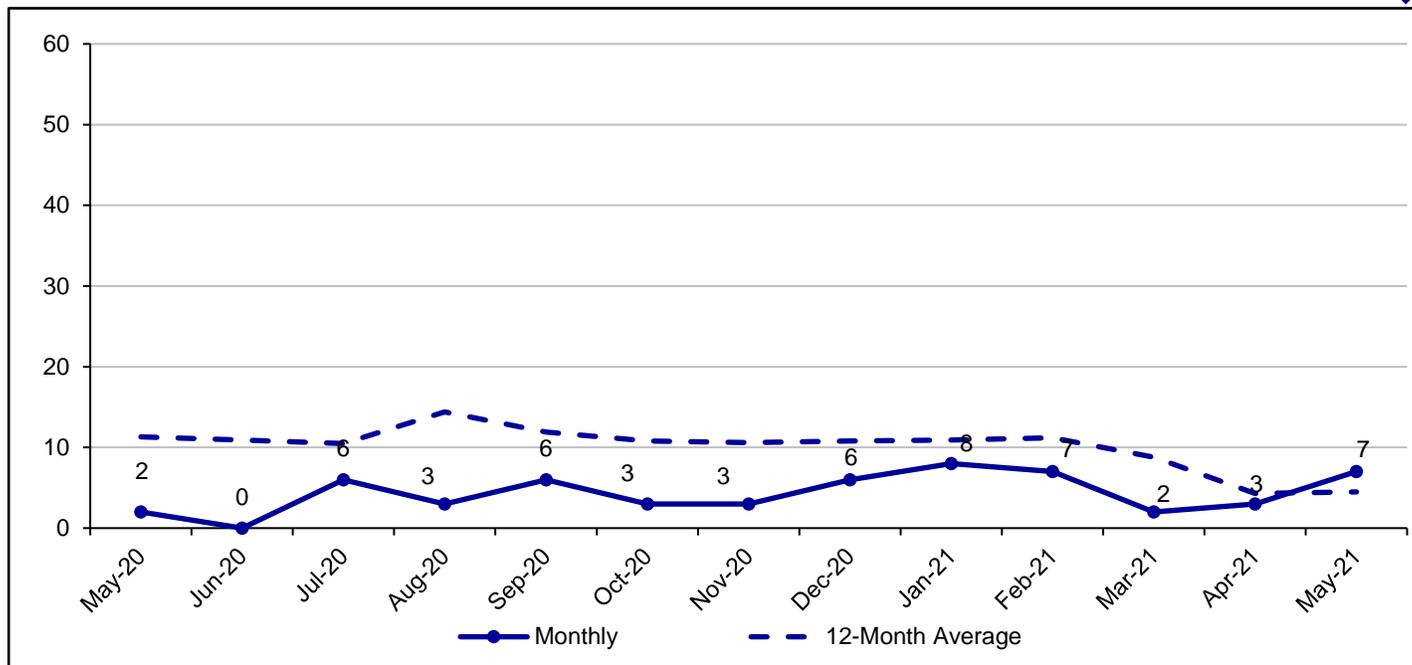
- In May 2020, most lines operated with reduced service and ridership averaged nearly 90% below pre-pandemic levels. Therefore, year-over-year results are not comparable.
- The number of weekday major incidents increased compared to recent months, but most categories were within one incident of their 12-month average.
- The increase was due in part to several external incidents, including a closure of the Manhattan bridge due to a person threatening harm to himself, a Con Edison power problem in Queens, and a fire at a private building near the elevated F line in Brooklyn.

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 | | |
|------------------------------------|----------|-----------|----------------|------------------|------------|---------------|
| | May 21 | May 20 | % Change | May 21 | May 20 | % Change |
| Track | 1 | 0 | 0.0% | 0.3 | 0.4 | -25.0% |
| Signals | 1 | 0 | 0.0% | 1.4 | 0.7 | +100.0% |
| Persons on Trackbed/Police/Medical | 1 | 2 | -50.0% | 1.8 | 1.2 | +50.0% |
| Stations & Structure | 1 | 0 | N/A | 0.2 | 0.1 | +100.0% |
| Subway Car | 2 | 0 | 0.0% | 0.4 | 0.1 | +300.0% |
| Other | 1 | 0 | 0.0% | 0.4 | 2.0 | -80.0% |
| Subdivision A | 2 | 0 | 0.0% | 1.8 | 2.0 | -10.0% |
| Subdivision B | 5 | 2 | +150.0% | 2.7 | 2.5 | +8.0% |
| Systemwide | 7 | 2* | +250.0% | 4.5 | 4.5 | 0.0% |
| Avg Incident Duration (h:mm:ss) | 0:19:18 | 0:39:00 | -50.5% | 0:22:48 | 0:25:35 | -10.9% |
| Avg Trains Delayed per Incident | 85 | 56 | +51.8% | 92 | 109 | -15.6% |

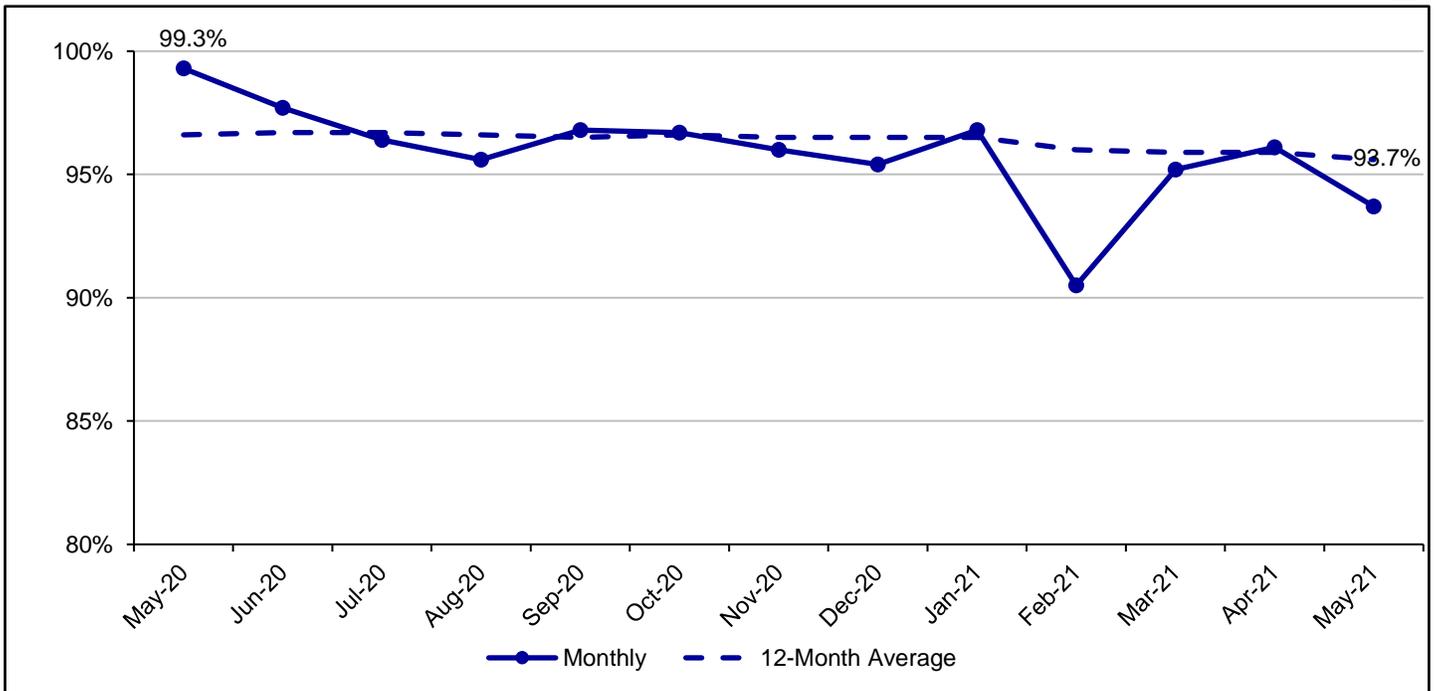
Major Incidents Discussion

- In May 2021, there was less than one major incident per weekend day.

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 | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
| | May 21 | May 20 | Change | May 21 | May 20 | Change |
| Subdivision A | 95.2% | 98.7% | -3.5% | 95.3% | 96.5% | -1.2% |
| Subdivision B | 92.6% | 99.7% | -7.1% | 95.8% | 96.6% | -0.8% |
| Systemwide | 93.7% | 99.3% | -5.6% | 95.6% | 96.6% | -1.0% |

Weekday Service Delivered Discussion

- Service Delivered in May 2021 worsened by 5.6% compared to May 2020
- The very high Service Delivered in May 2020 was due to the reduced service schedules operated on most lines.
- May 2021 Service Delivered decreased from recent months due to the impact of several major incidents during the peak periods. These incidents had a greater impact on B Division lines than on the A Division.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

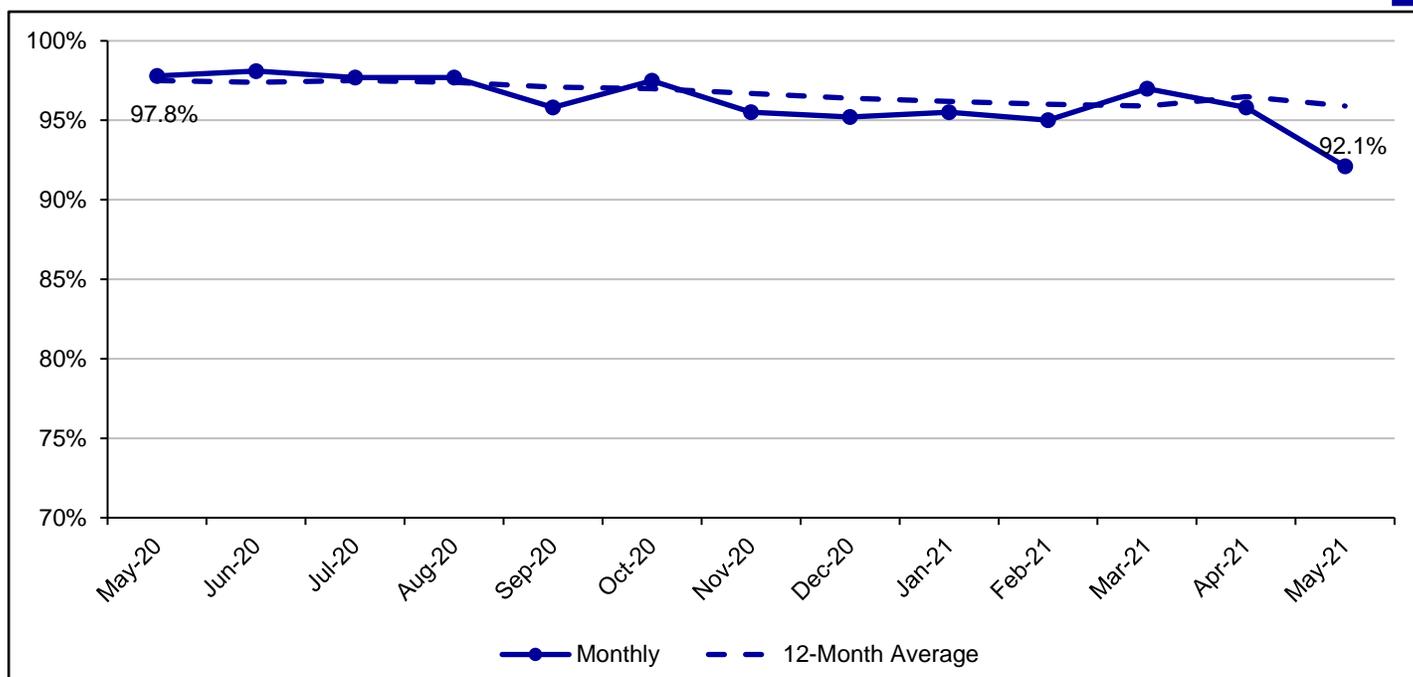
Desired trend 

| <u>Line</u> | <u>May 21</u> | <u>May 20</u> | <u>Change</u> |
|----------------------|---------------|---------------|---------------|
| 1 | 96.3% | 97.3% | -1.0% |
| 2 | 96.4% | 99.3% | -2.9% |
| 3 | 95.3% | 100.5% | -5.2% |
| 4 | 94.5% | 97.9% | -3.4% |
| 5 | 91.6% | 97.3% | -5.7% |
| 6 | 97.3% | 100.2% | -2.9% |
| 7 | 93.0% | 97.9% | -4.9% |
| S 42nd | 99.5% | N/A | N/A |
| Subdivision A | 95.2% | 98.7% | -3.5% |
| A | 88.2% | 99.2% | -11.0% |
| B | 88.6% | N/A | N/A |
| C | 93.9% | 99.6% | -5.7% |
| D | 92.8% | 99.9% | -7.1% |
| E | 94.2% | 99.2% | -5.0% |
| F | 91.9% | 101.3% | -9.4% |
| S Fkln | 100.0% | 99.0% | +1.0% |
| G | 95.7% | 100.0% | -4.3% |
| S Rock | 98.7% | 100.0% | -1.3% |
| JZ | 96.0% | 99.9% | -3.9% |
| L | 98.2% | 100.3% | -2.1% |
| M | 93.2% | 99.6% | -6.4% |
| N | 92.4% | 99.3% | -6.9% |
| Q | 90.3% | 98.6% | -8.3% |
| R | 92.1% | 100.5% | -8.4% |
| W | 87.4% | N/A | N/A |
| Subdivision B | 92.6% | 99.7% | -7.1% |
| Systemwide | 93.7% | 99.3% | -5.6% |

Chart 4

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
| | May 21 | May 20 | % Change | May 21 | May 20 | % Change |
| Subdivision A | 93.2% | 96.9% | -3.7% | 95.0% | 97.2% | -2.2% |
| Subdivision B | 91.5% | 98.3% | -6.8% | 96.6% | 97.7% | -1.1% |
| Systemwide | 92.1% | 97.8% | -5.7% | 95.9% | 97.5% | -1.6% |

Weekend Service Delivered Discussion

- Service Delivered in May 2021 worsened by 5.7% compared to May 2020, due to the severe disruptions caused by the pandemic in May 2020.
- The decrease in weekend Service Delivered was due in part to crew availability issues, as well as more construction work in May 2021 than in May 2020.

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

Desired trend



| <u>Line</u> | <u>May 21</u> | <u>May 20</u> | <u>% Change</u> |
|----------------------|---------------|---------------|-----------------|
| 1 | 90.6% | 97.5% | -6.9% |
| 2 | 90.0% | 96.2% | -6.2% |
| 3 | 91.3% | 97.2% | -5.9% |
| 4 | 95.0% | 96.1% | -1.1% |
| 5 | 94.2% | 97.4% | -3.2% |
| 6 | 89.2% | 96.7% | -7.5% |
| 7 | 94.7% | 98.3% | -3.6% |
| S 42nd | 99.2% | N/A | N/A |
| Subdivision A | 93.2% | 96.9% | -3.7% |
| A | 80.6% | 98.1% | -17.5% |
| C | 86.9% | 97.6% | -10.7% |
| D | 97.7% | 98.0% | -0.3% |
| E | 78.6% | 98.3% | -19.7% |
| F | 88.0% | 99.0% | -11.0% |
| S Fkln | 95.4% | 99.2% | -3.8% |
| G | 99.0% | 99.7% | -0.7% |
| S Rock | 98.2% | 100.5% | -2.3% |
| J | 98.1% | 99.5% | -1.4% |
| L | 98.8% | 96.9% | +1.9% |
| M | 98.1% | 96.9% | +1.2% |
| N | 87.8% | 97.2% | -9.4% |
| Q | 93.4% | 98.9% | -5.5% |
| R | 84.1% | 97.8% | -13.7% |
| Subdivision B | 91.5% | 98.3% | -6.8% |
| Systemwide | 92.1% | 97.8% | -5.7% |

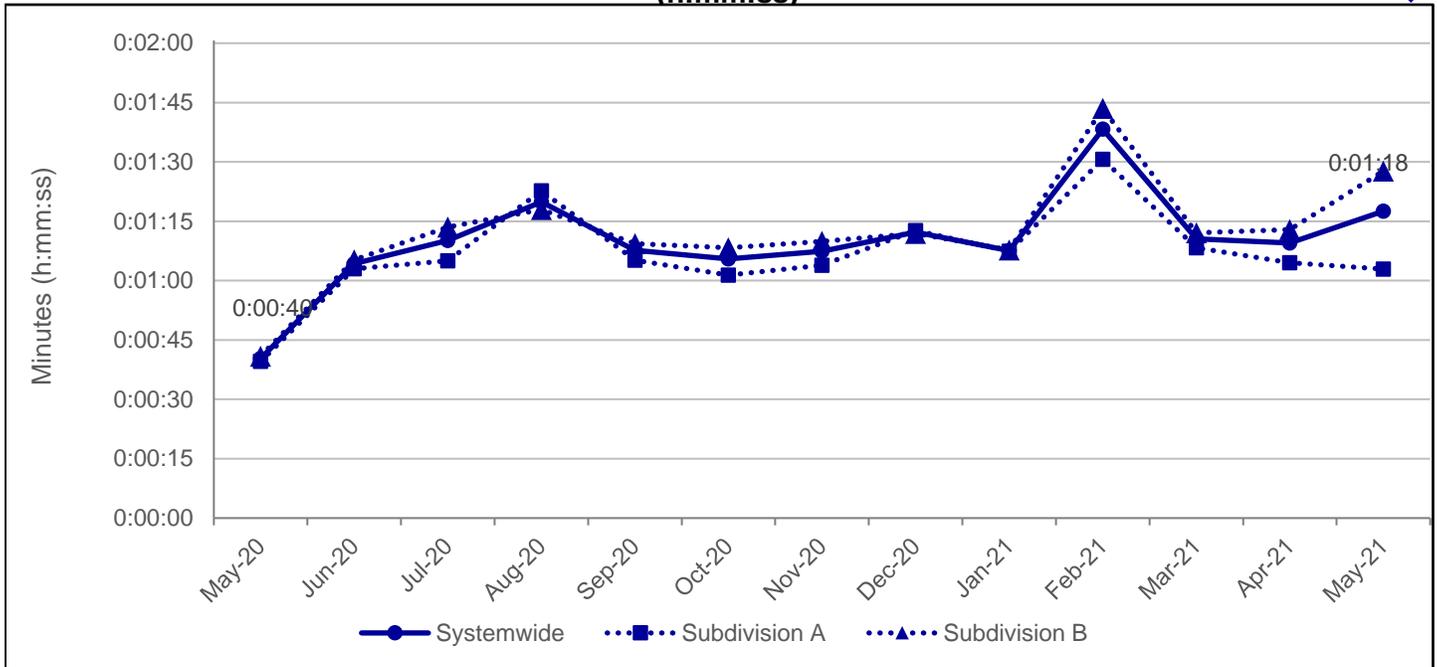
Notes:

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 | | |
|----------------------|----------------|----------------|-----------------|------------------|----------------|-----------------|
| | May 21 | May 20 | Change | May 21 | May 20 | Change |
| Subdivision A | 0:01:03 | 0:00:40 | +0:00:23 | 0:01:09 | 0:01:06 | +0:00:03 |
| Subdivision B | 0:01:28 | 0:00:41 | +0:00:47 | 0:01:15 | 0:01:15 | +0:00:00 |
| Systemwide | 0:01:18 | 0:00:40 | +0:00:38 | 0:01:13 | 0:01:11 | +0:00:01 |

Additional Platform Time Discussion

- May 2021 APT worsened by 38 seconds compared to May 2020, and the 12 month average worsened by 1 second.
- The very low APT in May 2020 was due to the reduced service schedules operated on most lines.
- May 2021 APT worsened slightly from the 12-month average due in part to the impact of several major incidents.

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)

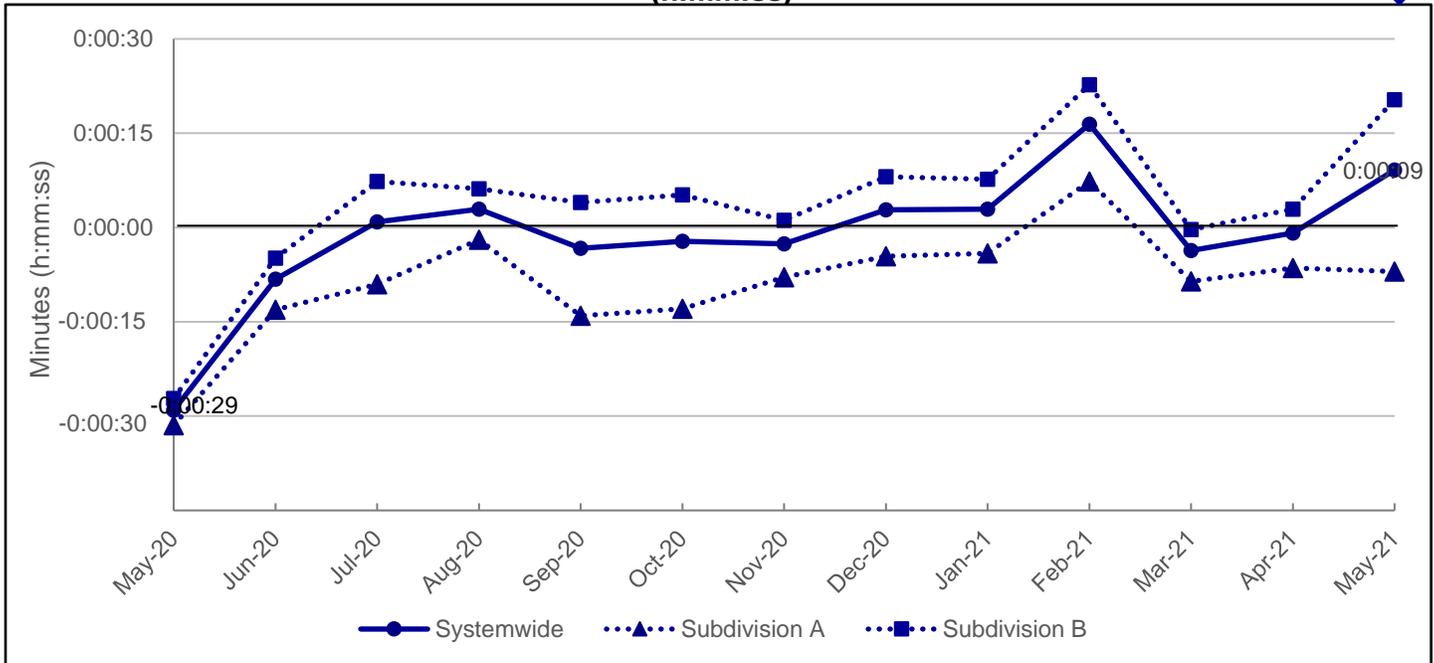
Desired trend



| <u>Line</u> | <u>May 21</u> | <u>May 20</u> | <u>Change</u> |
|----------------------|----------------|----------------|-----------------|
| 1 | 0:00:49 | 0:00:37 | +0:00:12 |
| 2 | 0:01:19 | 0:00:55 | +0:00:24 |
| 3 | 0:01:07 | 0:00:31 | +0:00:36 |
| 4 | 0:01:08 | 0:00:27 | +0:00:41 |
| 5 | 0:01:20 | 0:00:57 | +0:00:23 |
| 6 | 0:00:53 | 0:00:54 | -0:00:01 |
| 7 | 0:01:00 | 0:00:21 | +0:00:39 |
| S 42nd | 0:00:30 | N/A | N/A |
| Subdivision A | 0:01:03 | 0:00:40 | +0:00:23 |
| A | 0:01:26 | 0:00:43 | +0:00:43 |
| B | 0:02:07 | N/A | N/A |
| C | 0:01:49 | 0:00:49 | +0:01:00 |
| D | 0:01:48 | 0:01:02 | +0:00:46 |
| E | 0:01:10 | 0:00:47 | +0:00:23 |
| F | 0:01:18 | 0:00:39 | +0:00:39 |
| S Fkln | 0:00:31 | 0:00:27 | +0:00:04 |
| G | 0:01:17 | 0:00:20 | +0:00:57 |
| S Rock | -0:00:15 | 0:00:23 | -0:00:38 |
| JZ | 0:01:11 | 0:00:38 | +0:00:33 |
| L | 0:00:42 | 0:00:36 | +0:00:06 |
| M | 0:01:43 | 0:00:33 | +0:01:10 |
| N | 0:01:30 | 0:00:32 | +0:00:58 |
| Q | 0:01:35 | 0:00:27 | +0:01:08 |
| R | 0:01:42 | 0:00:43 | +0:00:59 |
| W | 0:01:12 | N/A | N/A |
| Subdivision B | 0:01:28 | 0:00:41 | +0:00:47 |
| Systemwide | 0:01:18 | 0:00:40 | +0:00:38 |

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

Desired trend ↓



| | Monthly | | | 12-Month Average | | |
|----------------------|----------------|-----------------|-----------------|------------------|----------------|-----------------|
| | May 21 | May 20 | Change | May 21 | May 20 | Change |
| Subdivision A | -0:00:07 | -0:00:32 | +0:00:25 | -0:00:07 | 0:00:27 | -0:00:33 |
| Subdivision B | 0:00:20 | -0:00:27 | +0:00:47 | 0:00:07 | 0:00:47 | -0:00:40 |
| Systemwide | 0:00:09 | -0:00:29 | +0:00:38 | +0:00:01 | 0:00:39 | -0:00:37 |

Additional Train Time Discussion

- ATT in May 2021 worsened by 38 seconds compared to May 2020 while the 12 month average improved by 37 seconds.
- The very low ATT (29 seconds faster than schedule) in May 2020 was due to the reduced service schedules operated on most lines and very low ridership.
- May 2021 APT worsened slightly from the 12-month average, but remains significantly lower than pre-pandemic levels due in part to ongoing efforts to speed up service.

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)

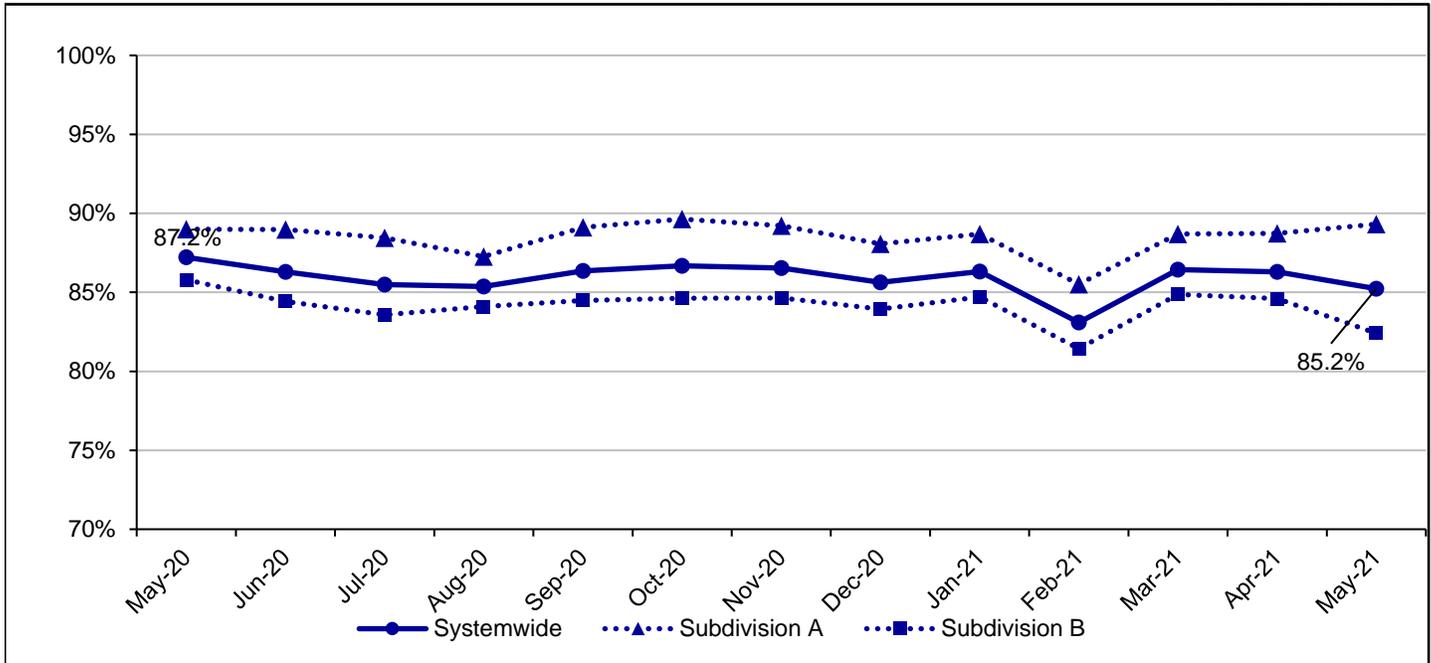
Desired trend



| <u>Line</u> | <u>May 21</u> | <u>May 20</u> | <u>Change</u> |
|----------------------|-----------------|-----------------|-----------------|
| 1 | 0:00:06 | -0:00:05 | +0:00:11 |
| 2 | -0:00:26 | -0:00:57 | +0:00:31 |
| 3 | -0:00:27 | -0:00:50 | +0:00:23 |
| 4 | -0:00:24 | -0:01:12 | +0:00:48 |
| 5 | -0:00:32 | 0:00:44 | -0:01:16 |
| 6 | 0:00:13 | 0:00:11 | +0:00:02 |
| 7 | 0:00:11 | -0:00:45 | +0:00:56 |
| S 42nd | 0:00:07 | N/A | N/A |
| Subdivision A | -0:00:07 | -0:00:32 | +0:00:25 |
| A | 0:00:32 | -0:00:20 | +0:00:52 |
| B | 0:00:31 | N/A | N/A |
| C | 0:00:16 | -0:00:19 | +0:00:35 |
| D | 0:00:31 | -0:00:22 | +0:00:53 |
| E | 0:00:36 | -0:01:54 | +0:02:30 |
| F | 0:00:13 | -0:00:48 | +0:01:01 |
| S Fkln | 0:00:04 | 0:00:04 | +0:00:00 |
| G | 0:00:42 | 0:00:03 | +0:00:39 |
| S Rock | -0:00:07 | -0:00:57 | +0:00:50 |
| JZ | 0:00:19 | 0:00:06 | +0:00:13 |
| L | -0:00:03 | -0:00:19 | +0:00:16 |
| M | 0:00:04 | -0:00:19 | +0:00:23 |
| N | 0:00:36 | -0:00:09 | +0:00:45 |
| Q | 0:00:31 | -0:00:28 | +0:00:59 |
| R | -0:00:08 | -0:00:21 | +0:00:13 |
| W | -0:00:03 | N/A | N/A |
| Subdivision B | 0:00:20 | -0:00:27 | +0:00:47 |
| Systemwide | 0:00:09 | -0:00:29 | +0:00:38 |

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

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
| | May 21 | May 20 | Change | May 21 | May 20 | Change |
| Subdivision A | 89.3% | 89.0% | +0.3% | 88.5% | 88.4% | +0.1% |
| Subdivision B | 82.4% | 85.8% | -3.4% | 84.0% | 82.6% | +1.4% |
| Systemwide | 85.2% | 87.2% | -2.0% | 85.8% | 85.0% | +0.8% |

Weekday Customer Journey Time Performance Discussion

- May 2021 CJTP worsened by 2.0% compared to May 2020, and the 12-month average improved by 0.8%.
- May 2020 CJTP was the highest on record due to the reduced service schedules operated on most lines and very low ridership.
- May 2021 CJTP worsened slightly from the 12-month average due to the major incidents during the month.

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

Desired trend



| <u>Line</u> | <u>May 21</u> | <u>May 20</u> | <u>Change</u> |
|----------------------|---------------|---------------|---------------|
| 1 | 90.9% | 87.2% | +3.7% |
| 2 | 86.8% | 89.1% | -2.3% |
| 3 | 89.5% | 92.3% | -2.8% |
| 4 | 87.6% | 91.0% | -3.4% |
| 5 | 87.7% | 86.7% | +1.0% |
| 6 | 90.9% | 84.8% | +6.1% |
| 7 | 89.8% | 92.1% | -2.3% |
| S 42nd | 96.6% | N/A | N/A |
| Subdivision A | 89.3% | 89.0% | +0.3% |
| A | 81.7% | 84.7% | -3.0% |
| B | 77.6% | N/A | N/A |
| C | 81.4% | 90.4% | -9.0% |
| D | 78.4% | 82.1% | -3.7% |
| E | 83.9% | 86.7% | -2.8% |
| F | 83.8% | 86.3% | -2.5% |
| S Fkln | 97.0% | 97.4% | -0.4% |
| G | 82.3% | 88.6% | -6.3% |
| S Rock | 93.5% | 95.9% | -2.4% |
| JZ | 83.9% | 86.6% | -2.7% |
| L | 94.7% | 84.9% | +9.8% |
| M | 80.2% | 86.5% | -6.3% |
| N | 80.4% | 84.7% | -4.3% |
| Q | 79.2% | 87.9% | -8.7% |
| R | 80.6% | 83.4% | -2.8% |
| W | 88.9% | N/A | N/A |
| Subdivision B | 82.4% | 85.8% | -3.4% |
| Systemwide | 85.2% | 87.2% | -2.0% |

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)

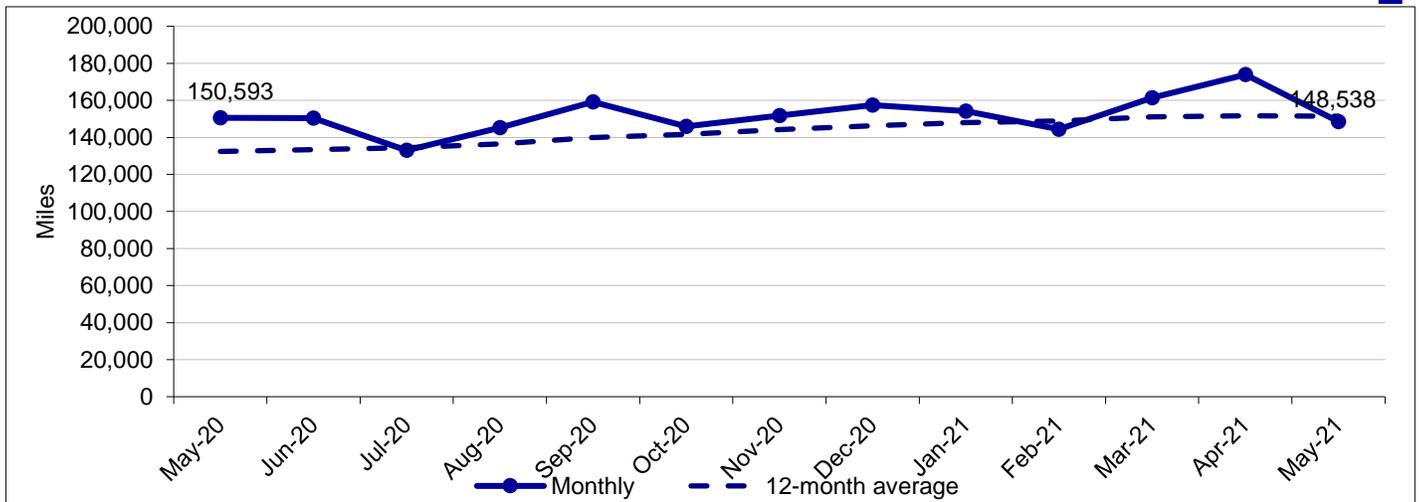
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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 |
|----------------------|--------------|----------------|----------------|--------------|
| | | May '21 | May '20 | |
| Subdivision A | 2,890 | 166,443 | 182,311 | -8.7% |
| Subdivision B | 3,565 | 137,672 | 133,148 | +3.4% |
| Systemwide | 6,455 | 148,538 | 150,593 | -1.4% |

| Car Class | # of Cars | 12-Month Average | | % Change |
|----------------------|--------------|------------------|----------------|---------------|
| | | May '21 | May '20 | |
| R32 | 0 | | 28,441 | N/A |
| R42 | 0 | | | N/A |
| R46 | 748 | 60,398 | 60,166 | +0.4% |
| R62 | 315 | 237,856 | 207,899 | +14.4% |
| R62A | 824 | 165,860 | 115,405 | +43.7% |
| R68 | 425 | 109,860 | 76,267 | +44.0% |
| R68A | 200 | 68,002 | 82,553 | -17.6% |
| R142 | 1,025 | 258,648 | 233,360 | +10.8% |
| R142A | 220 | 133,006 | 124,722 | +6.6% |
| R143 | 212 | 168,956 | 174,811 | -3.3% |
| R160 | 1,662 | 326,603 | 263,297 | +24.0% |
| R179 | 318 | 119,170 | 150,469 | -20.8% |
| R188 - New | 126 | 288,442 | 412,009 | -30.0% |
| R188 - Conversion | 380 | 259,042 | 273,394 | -5.2% |
| Subdivision A | 2,890 | 208,362 | 173,202 | +20.3% |
| Subdivision B | 3,565 | 126,370 | 113,159 | +11.7% |
| Systemwide | 6,455 | 151,474 | 132,417 | +14.4% |

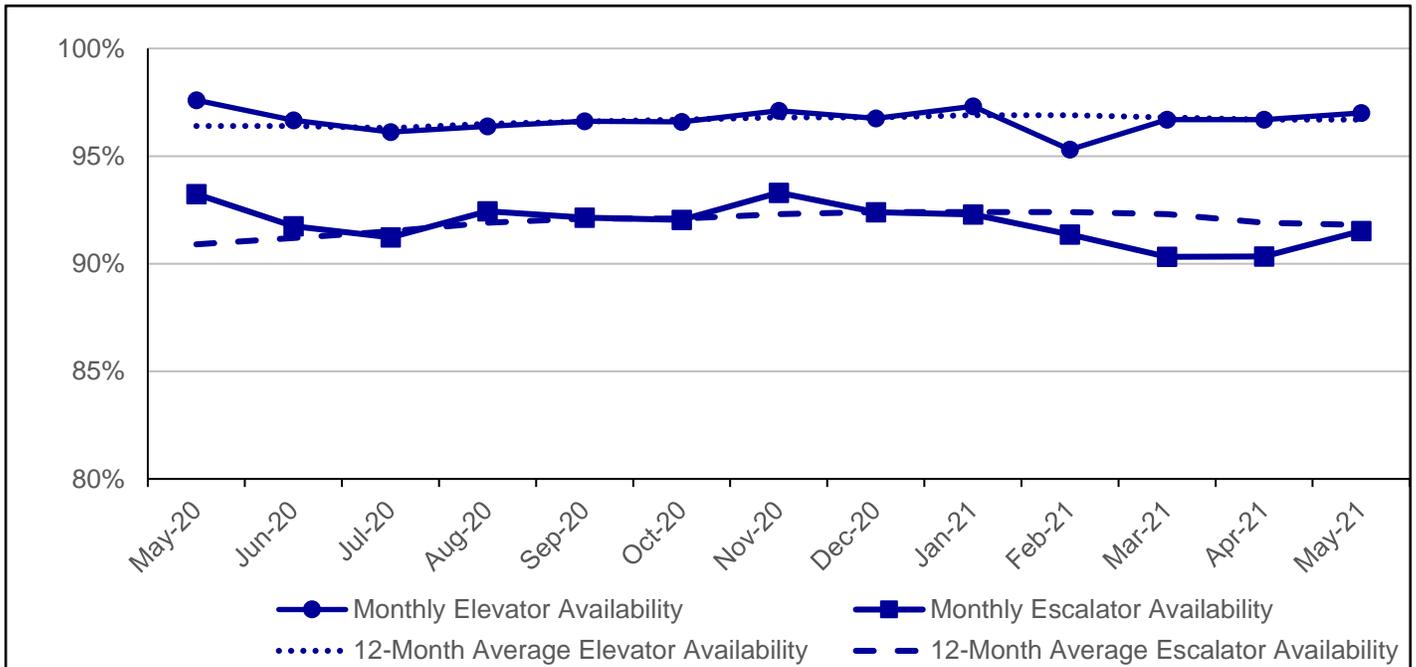
MDBF Discussion

- May 2021 MDBF was 148,538, a decrease of 1.4% from one year ago.
- 12-month average MDBF was 151,474 in May 2021, an increase of 14.4% from one year ago.
- The largest improvements in MDBF (12-month average) were on the R62A and R68 fleets.

Chart 13

Elevator and Escalator Availability (24 Hours)

Desired trend



| | Monthly | | | 12-Month Average | | |
|-------------------------------|---------|--------|----------|------------------|--------|----------|
| | May 21 | May 20 | % Change | May 21 | May 20 | % Change |
| Elevator Availability | 97.0% | 97.6% | -0.6% | 96.6% | 96.4% | +0.2% |
| Escalator Availability | 91.5% | 93.2% | -1.7% | 91.8% | 90.9% | +0.9% |

Elevator and Escalator Availability Discussion

- Elevator availability decreased by 0.6% in May 2021 compared to May 2020.
- Escalator availability decreased by 1.7% in May 2021 compared to May 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 | May 21 | | | | | May 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 | 79.9% | 7.6% | 6.9% | 5.6% | 80.0% | 91.8% | 5.7% | 1.8% | 0.7% | -11.9% | -11.9% | | | |
| 2 | 67.6% | 10.8% | 11.5% | 10.1% | 67.5% | 72.7% | 10.6% | 9.6% | 7.1% | -5.1% | -5.1% | | | |
| 3 | 70.3% | 11.9% | 10.4% | 7.3% | 70.7% | 78.5% | 11.0% | 6.8% | 3.6% | -8.2% | -8.2% | | | |
| 4 | 69.2% | 11.1% | 9.5% | 10.3% | 69.1% | 74.4% | 10.3% | 8.2% | 7.2% | -5.2% | -5.2% | | | |
| 5 | 66.9% | 10.6% | 10.2% | 12.3% | 68.2% | 85.6% | 8.6% | 3.3% | 2.5% | -18.7% | -18.7% | | | |
| 6 | 78.7% | 9.3% | 6.4% | 5.5% | 76.3% | 89.3% | 5.5% | 3.3% | 1.8% | -10.6% | -10.6% | | | |
| 7 | 79.6% | 8.3% | 6.1% | 6.0% | 77.2% | 92.0% | 6.3% | 1.4% | 0.4% | -12.4% | -12.4% | | | |
| S 42nd | 97.2% | 1.3% | 0.6% | 0.9% | 94.9% | | | | | | N/A | | | |
| Subdivision A | 73.4% | 9.8% | 8.7% | 8.2% | 73.2% | 80.8% | 8.9% | 6.0% | 4.3% | 75.2% | -7.4% | | | |
| A | 61.4% | 12.7% | 13.0% | 12.9% | 67.7% | 82.0% | 10.6% | 5.3% | 2.1% | -20.6% | -20.6% | | | |
| B | 65.0% | 13.5% | 12.9% | 8.6% | 73.3% | 87.2% | 9.0% | 2.8% | 1.0% | -17.9% | -22.2% | | | |
| C | 69.3% | 17.3% | 8.9% | 4.5% | 78.6% | 80.5% | 12.0% | 5.6% | 2.0% | -13.9% | -11.2% | | | |
| D | 66.6% | 13.4% | 12.1% | 7.8% | 73.1% | 90.7% | 7.2% | 1.8% | 0.4% | -21.0% | -24.1% | | | |
| E | 69.7% | 12.3% | 9.9% | 8.1% | 73.1% | 86.4% | 9.2% | 3.8% | 0.6% | -23.9% | -16.7% | | | |
| F | 62.5% | 11.4% | 13.2% | 12.9% | 74.6% | 98.4% | 0.6% | 0.2% | 0.7% | 0.3% | -35.9% | | | |
| S Fkln | 98.7% | 0.4% | 0.1% | 0.9% | 98.5% | 90.9% | 7.1% | 1.6% | 0.4% | -15.7% | +7.8% | | | |
| G | 75.2% | 12.5% | 8.3% | 3.9% | 80.7% | 97.7% | 1.3% | 0.2% | 0.8% | -4.1% | -22.5% | | | |
| S Rock | 93.6% | 3.3% | 1.7% | 1.4% | 95.0% | 90.8% | 6.7% | 1.9% | 0.6% | -11.4% | +2.8% | | | |
| JZ | 79.4% | 10.9% | 6.7% | 3.0% | 82.7% | 93.8% | 5.0% | 0.8% | 0.3% | -16.0% | -14.4% | | | |
| L | 77.8% | 11.5% | 7.3% | 3.5% | 78.0% | 90.6% | 6.9% | 1.8% | 0.7% | -17.6% | -12.8% | | | |
| M | 73.0% | 11.7% | 8.9% | 6.4% | 77.0% | 80.1% | 11.0% | 6.5% | 2.4% | -10.6% | -7.1% | | | |
| N | 69.5% | 12.3% | 10.5% | 7.7% | 72.3% | 80.1% | 10.1% | 6.4% | 3.4% | -13.6% | -10.6% | | | |
| Q | 66.5% | 13.0% | 11.4% | 9.1% | 73.6% | 86.0% | 9.3% | 3.8% | 0.9% | -16.5% | -19.5% | | | |
| R | 69.5% | 12.3% | 10.6% | 7.6% | 73.6% | 86.0% | 9.3% | 3.8% | 0.9% | 74.7% | -16.5% | | | |
| W | 69.7% | 11.7% | 8.9% | 9.7% | 73.8% | | | | | | N/A | | | |
| Subdivision B | 69.6% | 12.2% | 10.3% | 7.9% | 75.2% | 86.2% | 8.8% | 3.7% | 1.3% | 75.5% | -16.6% | | | |
| Systemwide | 71.3% | 11.2% | 9.6% | 8.0% | 74.2% | 83.7% | 8.8% | 4.8% | 2.7% | 75.4% | -12.4% | | | |

Weekday Wait Assessment Discussion

- Wait Assessment for May 2021 decreased by 12.4% compare to May 2020.
- The reduced service levels operated on most lines in May 2020 do not allow for year-over-year comparisons.
- The 42 St Shuttle and W lines did not run in May 2020.

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

| Line | May 21 | | | | | May 20 | | | | | Desired trend | |
|----------------------|--------------|--------------|--------------|-------------|--------------|--------------|-------------|-------------|-------------|--------------|---------------|---------|
| | Monthly | Monthly Gap | | | 12 month | Monthly | Monthly Gap | | | 12 month | | Monthly |
| | Meets | Standard | Minor | Medium | Major | Meets | Standard | Minor | Medium | Major | | Meets |
| 1 | 63.1% | 15.2% | 15.4% | 6.3% | 80.1% | 87.4% | 7.2% | 3.6% | 1.7% | 88.3% | -24.3% | |
| 2 | 63.2% | 13.8% | 13.0% | 10.0% | 70.9% | 75.5% | 11.5% | 8.5% | 4.5% | 74.3% | -12.3% | |
| 3 | 66.4% | 12.7% | 13.7% | 7.1% | 76.5% | 83.9% | 9.5% | 3.7% | 2.9% | 84.2% | -17.5% | |
| 4 | 72.0% | 11.7% | 9.8% | 6.6% | 71.9% | 78.4% | 11.3% | 7.3% | 3.1% | 76.1% | -6.4% | |
| 5 | 73.3% | 10.9% | 8.4% | 7.5% | 81.1% | 85.5% | 7.9% | 3.4% | 3.3% | 82.8% | -12.2% | |
| 6 | 65.1% | 13.6% | 13.0% | 8.3% | 75.4% | 85.3% | 7.7% | 4.2% | 2.7% | 84.0% | -20.2% | |
| 7 | 77.1% | 10.2% | 8.4% | 4.3% | 84.1% | 85.9% | 8.4% | 3.8% | 1.9% | 83.8% | -8.8% | |
| S 42nd | 98.5% | 0.4% | 0.2% | 0.9% | 94.7% | | | | | | N/A | |
| Subdivision A | 68.4% | 12.5% | 11.8% | 7.3% | 76.7% | 81.9% | 9.5% | 5.6% | 3.0% | 81.0% | -13.5% | |
| A | 63.6% | 14.0% | 13.7% | 8.7% | 72.4% | 79.5% | 10.8% | 6.3% | 3.4% | 76.2% | -15.9% | |
| C | 75.5% | 14.2% | 8.1% | 2.2% | 76.4% | 83.4% | 9.3% | 5.7% | 1.6% | 80.9% | -7.9% | |
| D | 71.4% | 14.5% | 10.0% | 4.0% | 77.5% | 81.9% | 11.4% | 4.8% | 1.8% | 79.4% | -10.5% | |
| E | 82.9% | 10.0% | 5.6% | 1.5% | 84.9% | 89.8% | 6.7% | 2.5% | 0.9% | 85.1% | -6.9% | |
| F | 72.5% | 14.9% | 9.5% | 3.1% | 78.7% | 85.6% | 9.3% | 3.9% | 1.2% | 79.5% | -13.1% | |
| S Fkln | 99.3% | 0.5% | 0.1% | 0.1% | 98.6% | 98.7% | 0.1% | 0.5% | 0.7% | 98.0% | +0.6% | |
| G | 86.6% | 8.0% | 3.8% | 1.6% | 87.4% | 89.3% | 7.6% | 2.1% | 1.0% | 84.1% | -2.7% | |
| S Rock | 94.9% | 2.2% | 1.4% | 1.5% | 96.3% | 98.2% | 1.2% | 0.5% | 0.1% | 95.6% | -3.3% | |
| J | 85.1% | 9.2% | 3.8% | 1.9% | 84.5% | 90.4% | 6.9% | 1.8% | 0.9% | 85.8% | -5.3% | |
| L | 82.1% | 10.1% | 5.4% | 2.4% | 81.8% | 79.9% | 10.3% | 6.1% | 3.7% | 87.4% | +2.2% | |
| M | 89.5% | 5.3% | 2.6% | 2.6% | 92.8% | 92.9% | 4.6% | 1.3% | 1.3% | 76.9% | -3.4% | |
| N | 73.0% | 12.9% | 9.7% | 4.4% | 76.7% | 80.0% | 11.6% | 5.6% | 2.8% | 76.1% | -7.0% | |
| Q | 72.2% | 12.9% | 9.7% | 5.1% | 78.0% | 81.4% | 10.3% | 6.0% | 2.4% | 79.6% | -9.2% | |
| R | 78.3% | 12.1% | 6.7% | 2.9% | 80.5% | 83.0% | 10.3% | 5.0% | 1.8% | 80.2% | -4.7% | |
| Subdivision B | 77.1% | 11.7% | 7.7% | 3.5% | 80.3% | 84.0% | 9.4% | 4.6% | 2.1% | 80.8% | -6.9% | |
| Systemwide | 73.4% | 12.1% | 9.4% | 5.1% | 78.7% | 83.1% | 9.4% | 5.0% | 2.5% | 80.9% | -9.7% | |

Weekend Wait Assessment Discussion

- Wait Assessment for May 2021 worsened by 9.7% compared to May 2020 due to the effects of the pandemic in 2020 and more weekend construction work in May 2021.
- The 42 St Shuttle did not run in May 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>May 21</u> | <u>May 20</u> | <u>Change</u> |
|----------------------|---------------|---------------|---------------|
| 1 | 91.3% | 97.2% | -5.9% |
| 2 | 85.3% | 92.6% | -7.3% |
| 3 | 90.2% | 93.7% | -3.5% |
| 4 | 87.4% | 94.3% | -6.9% |
| 5 | 87.7% | 89.8% | -2.1% |
| 6 | 90.9% | 93.5% | -2.6% |
| 7 | 89.9% | 98.6% | -8.7% |
| S 42nd | 99.8% | | N/A |
| Subdivision A | 90.8% | 94.5% | -3.7% |
| A | 76.4% | 93.0% | -16.6% |
| B | 79.0% | | N/A |
| C | 83.3% | 94.8% | -11.5% |
| D | 77.3% | 94.0% | -16.7% |
| E | 82.2% | 96.9% | -14.7% |
| F | 74.1% | 93.1% | -19.0% |
| S Fkln | 99.7% | 99.4% | +0.3% |
| G | 83.6% | 96.3% | -12.7% |
| S Rock | 97.9% | 98.4% | -0.5% |
| JZ | 90.6% | 96.2% | -5.6% |
| L | 95.0% | 98.9% | -3.9% |
| M | 88.3% | 97.8% | -9.5% |
| NW | 81.8% | 89.4% | -7.6% |
| Q | 78.6% | 96.0% | -17.4% |
| R | 84.5% | 95.0% | -10.5% |
| Subdivision B | 84.3% | 95.5% | -11.2% |
| Systemwide | 87.1% | 95.1% | -8.0% |

Weekday Terminal On-Time Performance Discussion

- May weekday OTP worsened by 8% compared to the prior year.
- The very high OTP in May 2020 was due to the reduced service schedules operated on most lines and very low ridership.
- While OTP decreased slightly compared to recent months, it remains significantly better than pre-pandemic levels.
- The 42 St Shuttle and W lines did not run in May 2020.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



| <u>Line</u> | <u>May 21</u> | <u>May 20</u> | <u>Change</u> |
|----------------------|---------------|---------------|---------------|
| 1 | 85.7% | 96.1% | -10.4% |
| 2 | 64.5% | 80.8% | -16.3% |
| 3 | 70.7% | 88.4% | -17.7% |
| 4 | 82.2% | 88.4% | -6.2% |
| 5 | 84.9% | 94.8% | -9.9% |
| 6 | 86.9% | 94.5% | -7.6% |
| 7 | 89.3% | 94.9% | -5.6% |
| S 42nd | 99.4% | | N/A |
| Subdivision A | 83.9% | 91.5% | -7.6% |
| A | 79.0% | 92.5% | -13.5% |
| C | 83.1% | 91.8% | -8.7% |
| D | 87.5% | 93.6% | -6.1% |
| E | 88.2% | 96.4% | -8.2% |
| F | 81.8% | 92.6% | -10.8% |
| S Fkn | 99.9% | 99.3% | +0.6% |
| G | 90.7% | 93.3% | -2.6% |
| S Rock | 98.4% | 98.2% | +0.2% |
| J | 93.6% | 96.7% | -3.1% |
| L | 95.9% | 95.7% | +0.2% |
| M | 96.2% | 98.6% | -2.4% |
| N | 83.8% | 77.4% | +6.4% |
| Q | 80.2% | 92.7% | -12.5% |
| R | 91.4% | 94.0% | -2.6% |
| Subdivision B | 89.1% | 93.7% | -4.6% |
| Systemwide | 87.1% | 92.9% | -5.8% |

Weekend Terminal On-Time Performance Discussion

- May weekend OTP worsened by 5.8% compared to the prior year.
- The 42 St Shuttle did not run in May 2020.
- The decrease in weekend OTP was due in part to crew availability issues, as well as more construction work in May 2021 than in May 2020.

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

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

| <u>Delay Categories</u> | <u>Trains Delayed</u> | <u>Delayed Trains Per Day (19)</u> | <u>% of Delayed Trains</u> |
|---|----------------------------------|---|---------------------------------------|
| Track Failures and Emergency Remediation | <u>1,140</u> | <u>60</u> | <u>5.5%</u> |
| Rail and Roadbed | 731 | 38 | 3.5% |
| Fire, Smoke, Debris | 409 | 22 | 2.0% |
| Signal Failures and Emergency Remediation | 3,010 | 158 | 14.5% |
| Subway Car | <u>1,205</u> | <u>63</u> | <u>5.8%</u> |
| Door-Related | 242 | 13 | 1.2% |
| Propulsion | 320 | 17 | 1.6% |
| Braking | 333 | 18 | 1.6% |
| Other | 310 | 16 | 1.5% |
| Stations and Structure | 256 | 13 | 1.2% |
| Other Internal | <u>6,245</u> | <u>329</u> | <u>30.1%</u> |
| Service Delivery (e.g. crew performance) | 5,741 | 302 | 27.7% |
| Train Brake Activation - cause unknown | 245 | 13 | 1.2% |
| Other Internal Disruptions (e.g. IT system failure) | 259 | 14 | 1.3% |
| External | <u>4,084</u> | <u>215</u> | <u>19.7%</u> |
| Public Conduct, Crime, Police Response | 1,918 | 101 | 9.2% |
| Sick/Injured Customer | 567 | 30 | 2.7% |
| Persons on Roadbed (including persons struck by train) | 828 | 44 | 4.0% |
| External Debris on Roadbed (e.g., trees, shopping cart) | 112 | 6 | 0.5% |
| Inclement Weather | 12 | 1 | 0.1% |
| External Agency or Utility | 647 | 34 | 3.1% |
| Operating Environment | 1,788 | 94 | 8.6% |
| Planned Right-of-Way Work | 3,011 | 158 | 14.5% |
| Total Trains Delayed | <u>20,739</u> | <u>1,092</u> | <u>100%</u> |

Subway Weekend Trains Delayed

Monthly - May 2021

(24 hours)

| <u>Delay Categories</u> | <u>Trains Delayed</u> | <u>Delayed Trains Per Day (11)</u> | <u>% of Delayed Trains</u> |
|---|---------------------------|--|------------------------------------|
| Track Failures and Emergency Remediation | <u>290</u> | <u>26</u> | <u>3.8%</u> |
| Rail and Roadbed | 170 | 15 | 2.2% |
| Fire, Smoke, Debris | 120 | 11 | 1.6% |
| Signal Failures and Emergency Remediation | 315 | 29 | 4.1% |
| Subway Car | <u>313</u> | <u>28</u> | <u>4.1%</u> |
| Door-Related | 36 | 3 | 0.5% |
| Propulsion | 46 | 4 | 0.6% |
| Braking | 109 | 10 | 1.4% |
| Other | 122 | 11 | 1.6% |
| Stations and Structure | 109 | 10 | 1.4% |
| Other Internal | <u>2,898</u> | <u>263</u> | <u>37.9%</u> |
| Service Delivery (e.g. crew performance) | 2,743 | 249 | 35.9% |
| Train Brake Activation - cause unknown | 81 | 7 | 1.1% |
| Other Internal Disruptions (e.g. IT system failure) | 74 | 7 | 1.0% |
| External | <u>1,353</u> | <u>123</u> | <u>17.7%</u> |
| Public Conduct, Crime, Police Response | 728 | 66 | 9.5% |
| Sick/Injured Customer | 163 | 15 | 2.1% |
| Persons on Roadbed (including persons struck by train) | 115 | 10 | 1.5% |
| External Debris on Roadbed (e.g., trees, shopping cart) | 119 | 11 | 1.6% |
| Inclement Weather | 26 | 2 | 0.3% |
| External Agency or Utility | 202 | 18 | 2.6% |
| Operating Environment | 975 | 89 | 12.8% |
| Planned Right-of-Way Work | 1,389 | 126 | 18.2% |
| Total Trains Delayed | <u>7,642</u> | <u>695</u> | <u>100%</u> |

Customer Service Report: Buses

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



President of MTA Construction & Development, Janno Lieber, and President of MTA Bus, Craig Cipriano recently announced plans to increase the next electric bus procurement this year from 45 to 60 – a 33% increase. The agency is also collaborating with New York Power Authority to install more than 50 overhead chargers within the next year. The on-route chargers provide enough power for two full shifts by charging up during a driver's rest break. The MTA has been working to meet the ambitious goal to electrify the entire 5,800 bus fleet by 2040.

June 2021 Highlights: Buses

Bus ridership remains steady, averaging approximately 1.2 million weekday customers, or 55% of pre-pandemic ridership levels. We continue to partner closely with the New York City Department of Transportation (DOT) on bus priority projects. This month DOT announced the completion of a bus priority project along Battery Place in Lower Manhattan to facilitate express bus access to the Hugh L. Carey Brooklyn-Battery Tunnel at a location that has been a major bottleneck for evening traffic from Manhattan. In addition to a new dedicated curbside bus lane from Broadway to West Street, DOT has implemented an exclusive bus-only signal that helps our westbound buses turn right onto West Street to enter the Hugh L. Carey Tunnel. The Battery Place improvements will benefit 12,000 daily express bus customers and hopefully encourage more customers to return to the bus system as their mode of choice as New York City continues to recover.

We are also working hard to enhance our world-class bus fleet and remain committed to transitioning to a zero emissions fleet by 2040. Last month we announced plans to increase our 2021 procurement of local all-electric buses from 45 to 60 – a 33% increase. These buses will operate out of all five boroughs. The historic 2020-2024 MTA Capital Program includes \$1.1 billion in funding to buy another 500 buses and related charging infrastructure. This announcement comes as the MTA finalized a \$39 million agreement with the New York Power Authority (NYPA) to install more than 50 overhead chargers to power new electric buses that will be coming next year to four MTA bus depots. Construction is expected to begin this fall at the Charleston, East New York, Grand Avenue and Kingsbridge depots. The on-route chargers at the Williamsburg Bridge Plaza will also be replaced as part of these efforts. With state and federal support and resources, we expect this program is about to take off exponentially.

As we increase our scale and gain more experience with all-electric buses, this deployment represents a lot of firsts for the MTA. It is our first set of fully owned 40-foot buses, our first partnership with the NYPA to install charging infrastructure, and it will be our first experience with in-depot overhead pantograph down charging similar to the on-route chargers. It will also be the first project that requires adding new power supply for electric buses. So, we are very excited for this project and we expect the first buses to hit the road in late 2022.

Craig Cipriano

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

Bus Report

| Bus Report Performance Indicators | | | | | | | |
|-----------------------------------|---|-------------------------|-----------|--------|------------------|-----------|--------|
| Category | Performance Indicator | Current Month: May 2021 | | | 12-Month Average | | |
| | | This Year | Last Year | Change | This Year | Last Year | Change |
| Customer Focused Metrics | Service Delivered (Chart 1) | 94.7% | 96.9% | -2.2% | 95.1% | 97.1% | -2.0% |
| | Additional Bus Stop Time (h:mm:ss) (Chart 3)* | 0:01:44 | N/A | N/A | 0:01:40 | N/A | N/A |
| | Additional Travel Time (h:mm:ss) (Chart 5)* | -0:00:13 | N/A | N/A | -0:00:30 | N/A | N/A |
| | Customer Journey Time Performance (Chart 7)* | 77.7% | N/A | N/A | 79.5% | N/A | N/A |
| Inputs To Operations | Mean Distance Between Failures (Chart 9) | 7,885 | 8,989 | -12.3% | 7,938 | 8,205 | -3.2% |
| | Speed (MPH) (Chart 11) | 8.2 | 9.2 | -10.9% | 8.3 | 8.1 | +2.5% |
| Legacy Indicators | Wait Assessment (Chart 13) | 77.4% | 81.2% | -3.8% | 79.4% | 78.3% | +1.1% |
| | System MDBSI (Chart 16) | 3,466 | 4,721 | -26.6% | 3,487 | 3,267 | +6.7% |
| | NYCT Bus | 3,389 | 4,369 | -22.4% | 3,372 | 3,098 | +8.8% |
| | MTA Bus | 3,729 | 6,116 | -39.0% | 3,900 | 3,945 | -1.1% |
| | System Trips Completed (Chart 17)* | 95.1% | N/A | N/A | 96.9% | 99.3% | -2.4% |
| | NYCT Bus | 94.6% | N/A | N/A | 97.0% | 99.3% | -2.3% |
| | MTA Bus | 96.8% | N/A | N/A | 96.5% | 99.1% | -2.6% |
| | System AM Pull Out (Chart 18)* | 95.4% | N/A | N/A | 97.0% | 99.7% | -2.7% |
| | NYCT Bus | 95.2% | N/A | N/A | 97.2% | 99.8% | -2.6% |
| | MTA Bus | 96.1% | N/A | N/A | 96.5% | 99.5% | -3.0% |
| | System PM Pull Out (Chart 19)* | 96.3% | N/A | N/A | 97.8% | 99.8% | -2.0% |
| | NYCT Bus | 96.1% | N/A | N/A | 97.9% | 99.9% | -2.0% |
| | MTA Bus | 96.9% | N/A | N/A | 97.2% | 99.5% | -2.3% |
| | System Buses >=12 years | 21.5% | 18.8% | | | | |
| | NYCT Bus | 10.4% | 6.8% | | | | |
| | MTA Bus | 59.4% | 60.6% | | | | |
| System Fleet Age | 8.2 | 7.5 | | | | | |
| NYCT Bus | 7.1 | 6.4 | | | | | |
| MTA Bus | 11.7 | 11.3 | | | | | |

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
 - May 2020 ABST, ATT, CJTP, Trips Completed, AM Pull Out, and PM Pull Out metrics are not available
 - May 2020 express bus metrics are available in Service Delivered, Wait Assessment, and Speed but exclude numerous routes, particularly in the Bronx and Queens

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.

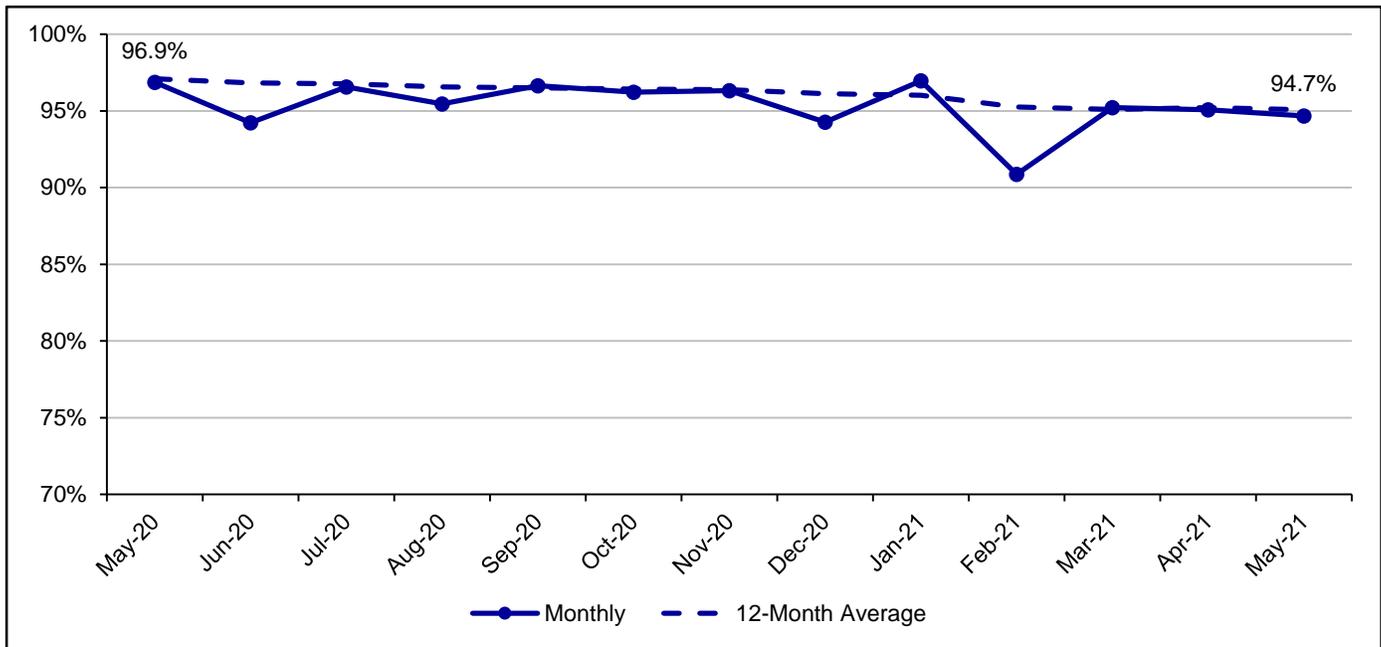
Customer Journey Time Performance (CJTP)

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 | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
| | May 21 | May 20 | Change (Pts) | May 21 | May 20 | Change (Pts) |
| Bronx | 95.9% | 100.5% | -4.6% | 96.2% | 97.6% | -1.4% |
| Brooklyn | 93.9% | 98.7% | -4.8% | 94.9% | 97.7% | -2.8% |
| Manhattan | 97.0% | 100.2% | -3.2% | 96.6% | 97.8% | -1.2% |
| Queens | 94.7% | 91.0% | +3.7% | 94.6% | 96.1% | -1.5% |
| Staten Island | 91.5% | 97.5% | -6.0% | 93.2% | 97.4% | -4.2% |
| Systemwide | 94.7% | 96.9% | -2.2% | 95.1% | 97.1% | -2.0% |

Service Delivered Discussion

- Service Delivered in May 2021 decreased by 2.2 percentage points to 94.7 percent compared to May 2020, and decreased by 2.0 percentage points to 95.1 percent on a 12-month average basis.
- Due to data processing issues related to the COVID-19 outbreak, May 2020 excludes numerous express bus routes, particularly in the Bronx and Queens.

Note: The metrics in this report are preliminary

**Service Delivered
Monthly
(Peak Hours)**

Desired trend

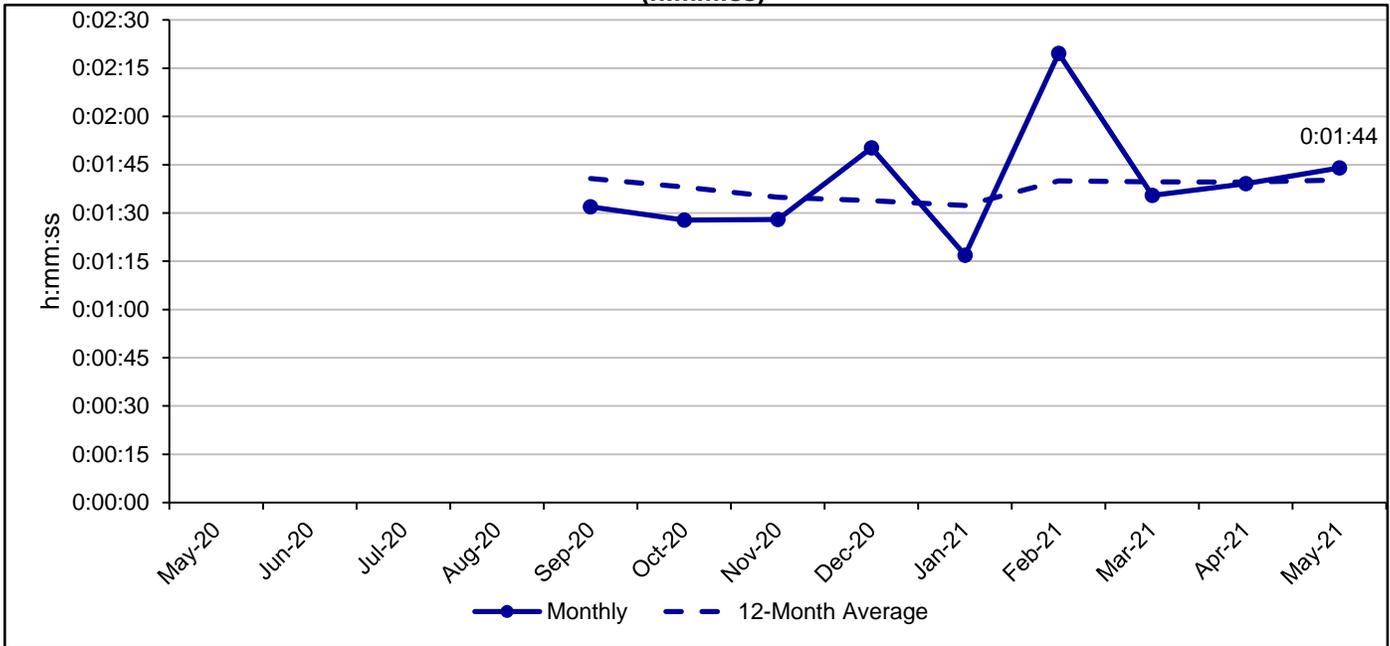


| <u>Borough</u> | <u>May 21</u> | <u>May 20</u> | <u>Change (Pts)</u> |
|-----------------------|----------------------|----------------------|----------------------------|
| Bronx | 95.9% | 100.5% | -4.6% |
| Local/Limited | 95.7% | 100.5% | -4.8% |
| Select Bus Service | 94.7% | 99.6% | -4.9% |
| Express | 97.8% | N/A | N/A |
| Brooklyn | 93.9% | 98.7% | -4.8% |
| Local/Limited | 93.6% | 99.6% | -6.0% |
| Select Bus Service | 92.5% | 85.4% | +7.1% |
| Express | 97.4% | N/A | N/A |
| Manhattan | 97.0% | 100.2% | -3.2% |
| Local/Limited | 97.0% | 99.6% | -2.6% |
| Select Bus Service | 96.9% | 101.7% | -4.8% |
| Express | N/A | N/A | N/A |
| Queens | 94.7% | 91.0% | +3.7% |
| Local/Limited | 94.6% | 92.4% | +2.2% |
| Select Bus Service | 94.4% | 86.0% | +8.4% |
| Express | 95.4% | N/A | N/A |
| Staten Island | 91.5% | 97.5% | -6.0% |
| Local/Limited | 92.1% | 97.0% | -4.9% |
| Select Bus Service | 91.9% | 96.8% | -4.9% |
| Express | 90.9% | N/A | N/A |
| Systemwide | 94.7% | 96.9% | -2.2% |
| Local/Limited | 94.7% | 97.3% | -2.6% |
| Select Bus Service | 95.2% | 95.8% | -0.6% |
| Express | 94.3% | 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 | | |
|----------------------|----------------|------------|------------|------------------|------------|------------|
| | May 21 | May 20 | Change | May 21 | May 20 | Change |
| Bronx | 0:01:45 | N/A | N/A | 0:01:37 | N/A | N/A |
| Brooklyn | 0:02:00 | N/A | N/A | 0:01:58 | N/A | N/A |
| Manhattan | 0:01:19 | N/A | N/A | 0:01:14 | N/A | N/A |
| Queens | 0:01:33 | N/A | N/A | 0:01:35 | N/A | N/A |
| Staten Island | 0:02:36 | N/A | N/A | 0:02:19 | N/A | N/A |
| Systemwide | 0:01:44 | 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)

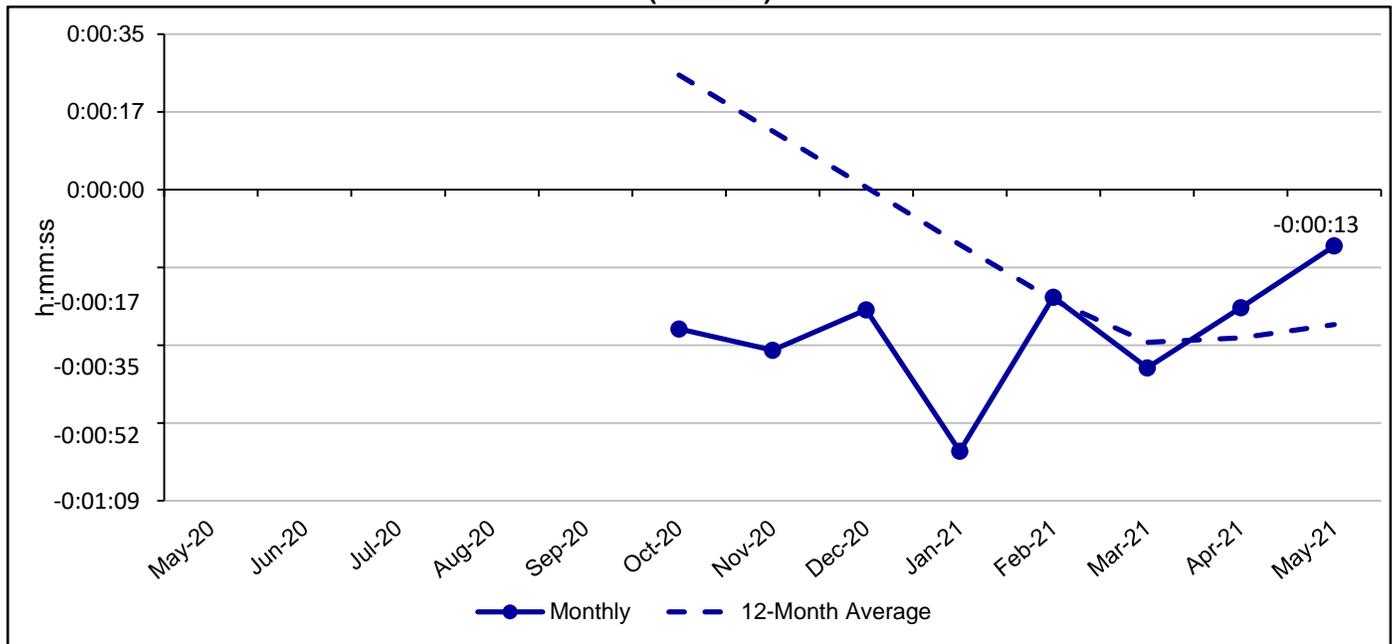
Desired trend 

| <u>Borough</u> | <u>May 21</u> | <u>May 20</u> | <u>Change</u> |
|-----------------------|----------------------|----------------------|----------------------|
| Bronx | 0:01:45 | N/A | N/A |
| Local/Limited | 0:01:46 | N/A | N/A |
| Select Bus Service | 0:01:30 | N/A | N/A |
| Express | 0:02:32 | N/A | N/A |
| Brooklyn | 0:02:00 | N/A | N/A |
| Local/Limited | 0:02:02 | N/A | N/A |
| Select Bus Service | 0:01:37 | N/A | N/A |
| Express | 0:02:52 | N/A | N/A |
| Manhattan | 0:01:19 | N/A | N/A |
| Local/Limited | 0:01:28 | N/A | N/A |
| Select Bus Service | 0:00:58 | N/A | N/A |
| Express | N/A | N/A | N/A |
| Queens | 0:01:33 | N/A | N/A |
| Local/Limited | 0:01:33 | N/A | N/A |
| Select Bus Service | 0:01:24 | N/A | N/A |
| Express | 0:02:26 | N/A | N/A |
| Staten Island | 0:02:36 | N/A | N/A |
| Local/Limited | 0:02:54 | N/A | N/A |
| Select Bus Service | 0:01:24 | N/A | N/A |
| Express | 0:01:59 | N/A | N/A |
| Systemwide | 0:01:44 | N/A | N/A |
| Local/Limited | 0:01:47 | N/A | N/A |
| Select Bus Service | 0:01:17 | N/A | N/A |
| Express | 0:02:21 | 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 | | |
|----------------------|-----------------|------------|------------|------------------|------------|------------|
| | May 21 | May 20 | Change | May 21 | May 20 | Change |
| Bronx | 0:00:12 | N/A | N/A | -0:00:08 | N/A | N/A |
| Brooklyn | -0:00:11 | N/A | N/A | -0:00:23 | N/A | N/A |
| Manhattan | -0:00:31 | N/A | N/A | -0:00:45 | N/A | N/A |
| Queens | -0:00:14 | N/A | N/A | -0:00:34 | N/A | N/A |
| Staten Island | -0:01:26 | N/A | N/A | -0:01:59 | N/A | N/A |
| Systemwide | -0:00:13 | N/A | N/A | -0:00:30 | 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)

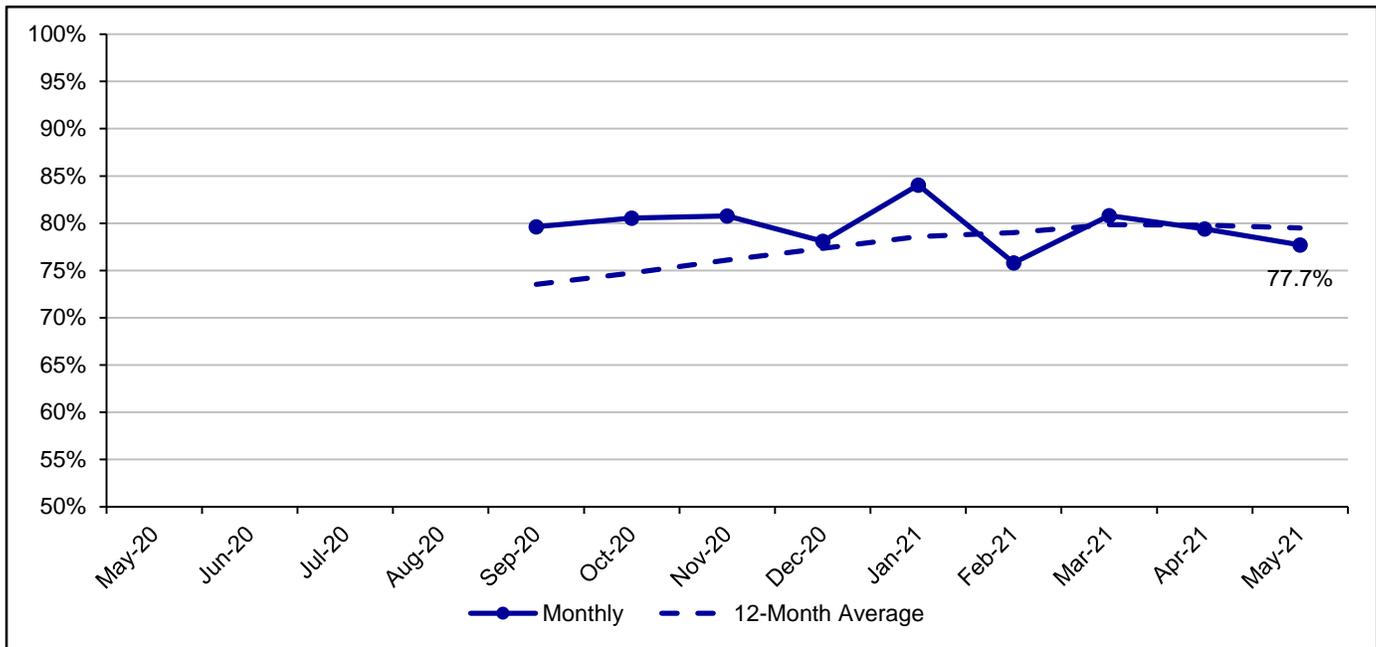
Desired trend 

| <u>Borough</u> | <u>May 21</u> | <u>May 20</u> | <u>Change</u> |
|----------------------|-----------------|---------------|---------------|
| Bronx | 0:00:12 | N/A | N/A |
| Local/Limited | 0:00:06 | N/A | N/A |
| Select Bus Service | 0:00:48 | N/A | N/A |
| Express | 0:02:25 | N/A | N/A |
| Brooklyn | -0:00:11 | N/A | N/A |
| Local/Limited | -0:00:12 | N/A | N/A |
| Select Bus Service | 0:00:11 | N/A | N/A |
| Express | -0:02:02 | N/A | N/A |
| Manhattan | -0:00:31 | N/A | N/A |
| Local/Limited | -0:00:29 | N/A | N/A |
| Select Bus Service | -0:00:36 | N/A | N/A |
| Express | N/A | N/A | N/A |
| Queens | -0:00:14 | N/A | N/A |
| Local/Limited | -0:00:15 | N/A | N/A |
| Select Bus Service | -0:00:01 | N/A | N/A |
| Express | 0:00:17 | N/A | N/A |
| Staten Island | -0:01:26 | N/A | N/A |
| Local/Limited | -0:00:45 | N/A | N/A |
| Select Bus Service | -0:00:38 | N/A | N/A |
| Express | -0:05:18 | N/A | N/A |
| Systemwide | -0:00:13 | N/A | N/A |
| Local/Limited | -0:00:12 | N/A | N/A |
| Select Bus Service | -0:00:05 | N/A | N/A |
| Express | -0:01:44 | 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 | | |
|----------------------|--------------|------------|--------------|------------------|------------|--------------|
| | May 21 | May 20 | Change (Pts) | May 21 | May 20 | Change (Pts) |
| Bronx | 75.5% | N/A | N/A | 78.1% | N/A | N/A |
| Brooklyn | 75.0% | N/A | N/A | 76.2% | N/A | N/A |
| Manhattan | 82.5% | N/A | N/A | 84.0% | N/A | N/A |
| Queens | 79.6% | N/A | N/A | 81.2% | N/A | N/A |
| Staten Island | 77.7% | N/A | N/A | 81.1% | N/A | N/A |
| Systemwide | 77.7% | N/A | N/A | 79.5% | 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>May 21</u> | <u>May 20</u> | <u>Change (Pts)</u> |
|----------------------|---------------|---------------|---------------------|
| Bronx | 75.5% | N/A | N/A |
| Local/Limited | 76.1% | N/A | N/A |
| Select Bus Service | 72.5% | N/A | N/A |
| Express | 58.3% | N/A | N/A |
| Brooklyn | 75.0% | N/A | N/A |
| Local/Limited | 75.0% | N/A | N/A |
| Select Bus Service | 75.5% | N/A | N/A |
| Express | 71.9% | N/A | N/A |
| Manhattan | 82.5% | N/A | N/A |
| Local/Limited | 80.6% | N/A | N/A |
| Select Bus Service | 87.0% | N/A | N/A |
| Express | N/A | N/A | N/A |
| Queens | 79.6% | N/A | N/A |
| Local/Limited | 80.1% | N/A | N/A |
| Select Bus Service | 74.0% | N/A | N/A |
| Express | 64.7% | N/A | N/A |
| Staten Island | 77.7% | N/A | N/A |
| Local/Limited | 77.3% | N/A | N/A |
| Select Bus Service | 77.6% | N/A | N/A |
| Express | 79.8% | N/A | N/A |
| Systemwide | 77.7% | N/A | N/A |
| Local/Limited | 77.6% | N/A | N/A |
| Select Bus Service | 79.6% | N/A | N/A |
| Express | 70.1% | 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.

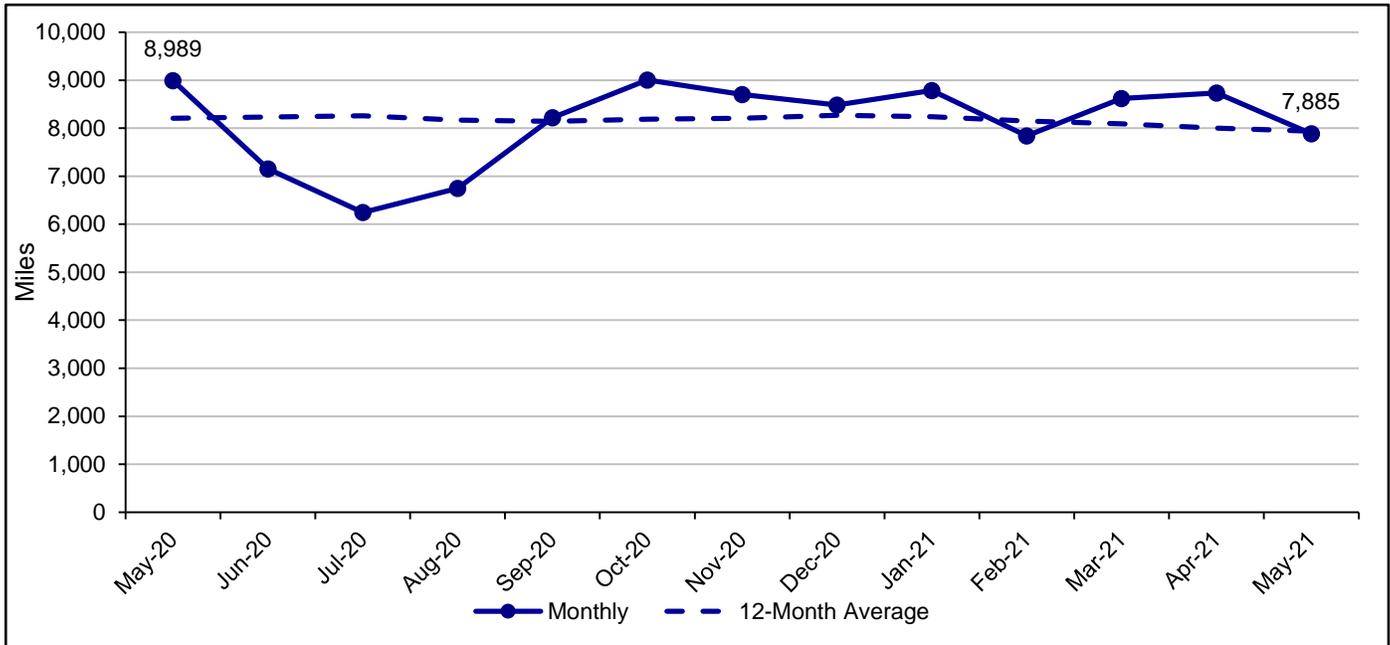
Bus Speeds

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 | | |
|----------------------|--------------|--------------|---------------|------------------|--------------|--------------|
| | May 21 | May 20 | % Change | May 21 | May 20 | % Change |
| Bronx | 5,117 | 7,027 | -27.2% | 5,639 | 6,370 | -11.5% |
| Brooklyn | 9,415 | 9,005 | +4.5% | 8,676 | 8,922 | -2.8% |
| Manhattan | 5,133 | 6,649 | -22.8% | 4,995 | 5,125 | -2.5% |
| Queens | 7,761 | 9,443 | -17.8% | 7,835 | 7,809 | +0.3% |
| Staten Island | 26,322 | 34,899 | -24.6% | 24,540 | 22,871 | +7.3% |
| Systemwide | 7,885 | 8,989 | -12.3% | 7,938 | 8,205 | -3.2% |

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in May 2021 decreased by 12.3 percent to 7,885 miles compared to May 2020, and decreased by 3.2 percent to 7,938 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

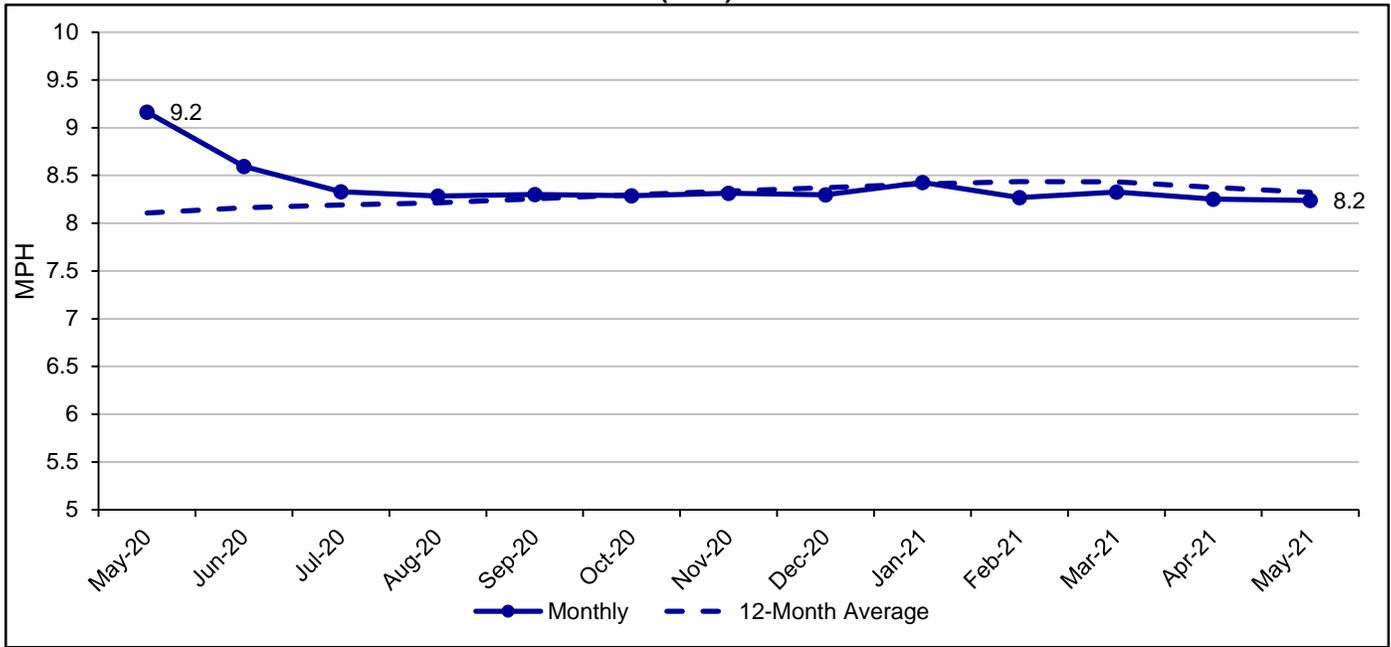


| <u>Borough</u> | <u>May 21</u> | <u>May 20</u> | <u>% Change</u> |
|-----------------------|----------------------|----------------------|------------------------|
| Bronx | 5,639 | 6,370 | -11.5% |
| Local/Limited | 4,922 | 5,521 | -10.8% |
| Select Bus Service | 7,374 | 11,092 | -33.5% |
| Express | 9,637 | 10,389 | -7.2% |
| Brooklyn | 8,676 | 8,922 | -2.8% |
| Local/Limited | 8,480 | 8,740 | -3.0% |
| Select Bus Service | 10,322 | 12,017 | -14.1% |
| Express | 10,659 | 8,760 | +21.7% |
| Manhattan | 4,995 | 5,125 | -2.5% |
| Local/Limited | 4,471 | 4,369 | +2.4% |
| Select Bus Service | 7,728 | 10,147 | -23.8% |
| Express | N/A | N/A | N/A |
| Queens | 7,835 | 7,809 | +0.3% |
| Local/Limited | 7,473 | 7,787 | -4.0% |
| Select Bus Service | 7,862 | 7,805 | +0.7% |
| Express | 10,065 | 7,917 | +27.1% |
| Staten Island | 24,540 | 22,871 | +7.3% |
| Local/Limited | 26,598 | 24,376 | +9.1% |
| Select Bus Service | 13,940 | 32,192 | -56.7% |
| Express | 24,788 | 21,328 | +16.2% |
| Systemwide | 7,938 | 8,205 | -3.2% |
| Local/Limited | 7,077 | 7,422 | -4.7% |
| Select Bus Service | 8,488 | 10,179 | -16.6% |
| Express | 13,873 | 12,105 | +14.6% |

Note: The metrics in this report are preliminary

Bus Speeds (24 Hours) (MPH)

Desired trend



| | Monthly | | | 12-Month Average | | |
|----------------------|------------|------------|---------------|------------------|------------|--------------|
| | May 21 | May 20 | % Change | May 21 | May 20 | % Change |
| Bronx | 7.6 | 8.2 | -7.3% | 7.7 | 7.5 | +2.7% |
| Brooklyn | 7.5 | 8.5 | -11.8% | 7.5 | 7.3 | +2.7% |
| Manhattan | 6.3 | 7.6 | -17.1% | 6.4 | 6.1 | +4.9% |
| Queens | 9.3 | 10.8 | -13.9% | 9.4 | 9.0 | +4.4% |
| Staten Island | 14.2 | 14.6 | -2.7% | 14.3 | 13.8 | +3.6% |
| Systemwide | 8.2 | 9.2 | -10.9% | 8.3 | 8.1 | +2.5% |

Speed Discussion

- Bus Speeds in May 2021 decreased by 10.9 percent to 8.2 mph compared to May 2020, and increased by 2.5 percent to 8.3 mph on a 12-month average basis.
- Due to data processing issues related to the COVID-19 outbreak, May 2020 excludes numerous express bus routes, particularly in the Bronx and Queens.

Note: The metrics in this report are preliminary

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

| <u>Borough</u> | <u>May 21</u> | <u>May 20</u> | <u>% Change</u> |
|-----------------------|----------------------|----------------------|------------------------|
| Bronx | 7.6 | 8.2 | -7.3% |
| Local/Limited | 7.0 | 7.7 | -9.1% |
| Select Bus Service | 8.8 | 9.9 | -11.1% |
| Express | 11.9 | N/A | N/A |
| Brooklyn | 7.5 | 8.5 | -11.8% |
| Local/Limited | 7.2 | 8.3 | -13.3% |
| Select Bus Service | 8.7 | 9.6 | -9.4% |
| Express | 13.6 | N/A | N/A |
| Manhattan | 6.3 | 7.6 | -17.1% |
| Local/Limited | 6.1 | 7.4 | -17.6% |
| Select Bus Service | 7.3 | 8.4 | -13.1% |
| Express | N/A | N/A | N/A |
| Queens | 9.3 | 10.8 | -13.9% |
| Local/Limited | 9.0 | 10.5 | -14.3% |
| Select Bus Service | 11.6 | 13.0 | -10.8% |
| Express | 14.0 | N/A | N/A |
| Staten Island | 14.2 | 14.6 | -2.7% |
| Local/Limited | 12.5 | 13.4 | -6.7% |
| Select Bus Service | 15.0 | 16.2 | -7.4% |
| Express | 18.0 | N/A | N/A |
| Systemwide | 8.2 | 9.2 | -10.9% |
| Local/Limited | 7.8 | 8.8 | -11.4% |
| Select Bus Service | 9.2 | 10.5 | -12.4% |
| Express | 14.3 | 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.

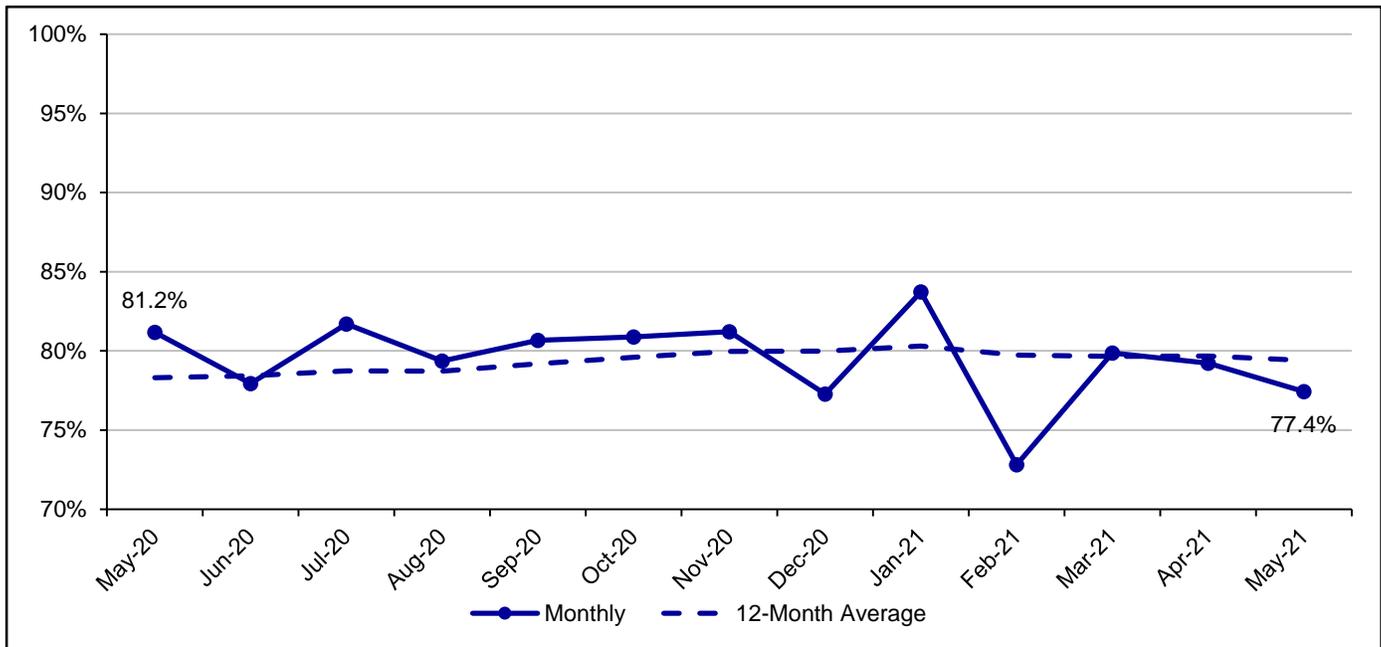
Bus PM Weekday Pull Out Performance

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 | | |
|----------------------|--------------|--------------|--------------|------------------|--------------|--------------|
| | May 21 | May 20 | Change (Pts) | May 21 | May 20 | Change (Pts) |
| Bronx | 76.1% | 84.1% | -8.0% | 79.1% | 77.3% | +1.8% |
| Brooklyn | 73.5% | 78.0% | -4.5% | 75.5% | 76.6% | -1.1% |
| Manhattan | 80.1% | 82.3% | -2.2% | 81.2% | 78.8% | +2.4% |
| Queens | 80.5% | 80.4% | +0.1% | 81.8% | 79.4% | +2.4% |
| Staten Island | 76.3% | 84.4% | -8.1% | 80.3% | 81.5% | -1.2% |
| Systemwide | 77.4% | 81.2% | -3.8% | 79.4% | 78.3% | +1.1% |

- Due to data processing issues related to the COVID-19 outbreak, May 2020 excludes numerous express bus routes, particularly in the Bronx and Queens.

Note: The metrics in this report are preliminary

Wait Assessment Monthly

Desired trend 

| <u>Borough</u> | <u>May 21</u> | <u>May 20</u> | <u>Change (Pts)</u> |
|----------------------|---------------|---------------|---------------------|
| Bronx | 76.1% | 84.1% | -8.0% |
| Local/Limited | 75.7% | 83.7% | -8.0% |
| Select Bus Service | 74.3% | 88.4% | -14.1% |
| Express | 84.9% | N/A | N/A |
| Brooklyn | 73.5% | 78.0% | -4.5% |
| Local/Limited | 73.3% | 78.1% | -4.8% |
| Select Bus Service | 75.8% | 74.9% | +0.9% |
| Express | 77.9% | N/A | N/A |
| Manhattan | 80.1% | 82.3% | -2.2% |
| Local/Limited | 79.6% | 81.8% | -2.2% |
| Select Bus Service | 84.3% | 87.0% | -2.7% |
| Express | N/A | N/A | N/A |
| Queens | 80.5% | 80.4% | +0.1% |
| Local/Limited | 80.6% | 81.0% | -0.4% |
| Select Bus Service | 78.5% | 71.2% | +7.3% |
| Express | 81.5% | N/A | N/A |
| Staten Island | 76.3% | 84.4% | -8.1% |
| Local/Limited | 75.8% | 83.9% | -8.1% |
| Select Bus Service | 78.5% | 89.5% | -11.0% |
| Express | 77.9% | N/A | N/A |
| Systemwide | 77.4% | 81.2% | -3.8% |
| Local/Limited | 77.2% | 81.1% | -3.9% |
| Select Bus Service | 80.3% | 82.0% | -1.7% |
| Express | 80.4% | N/A | N/A |

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

Desired trend 

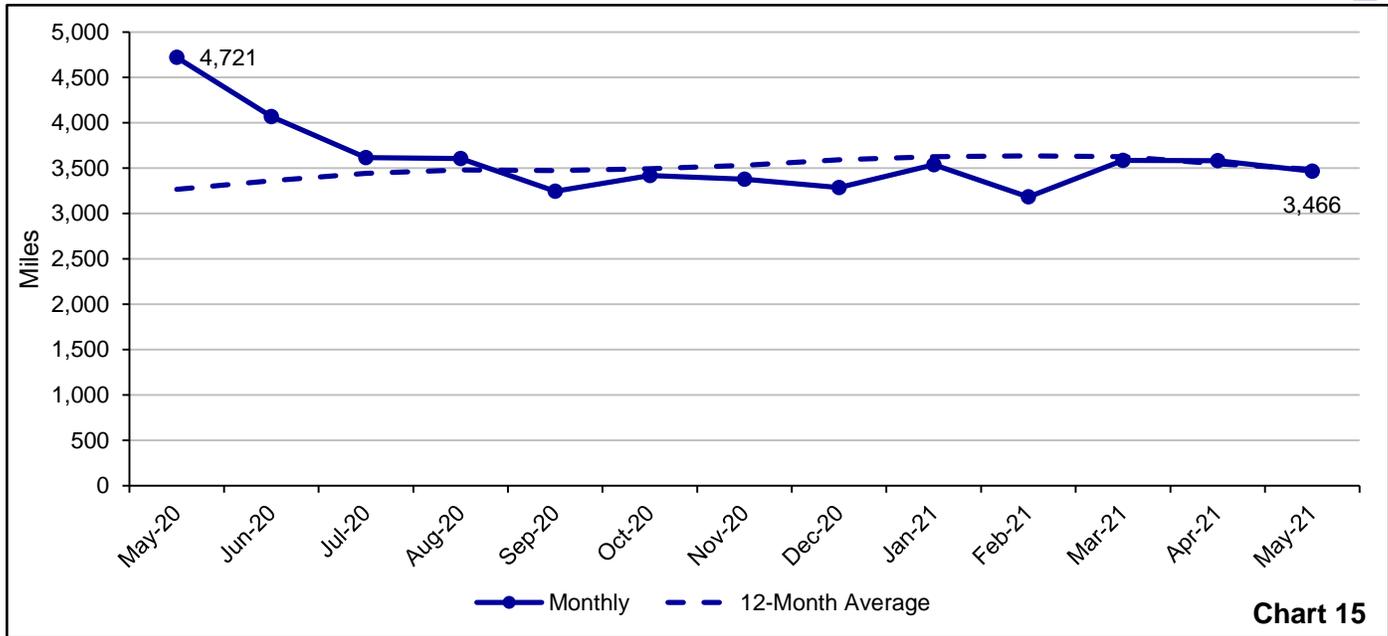


Chart 15

| | Monthly | | | 12-Month Average | | |
|-------------------|---------|--------|----------|------------------|--------|----------|
| | May 21 | May 20 | % Change | May 21 | May 20 | % Change |
| Systemwide | 3,466 | 4,721 | -26.6% | 3,487 | 3,267 | +6.7% |

Bus Percentage of Completed Trips

Desired trend 

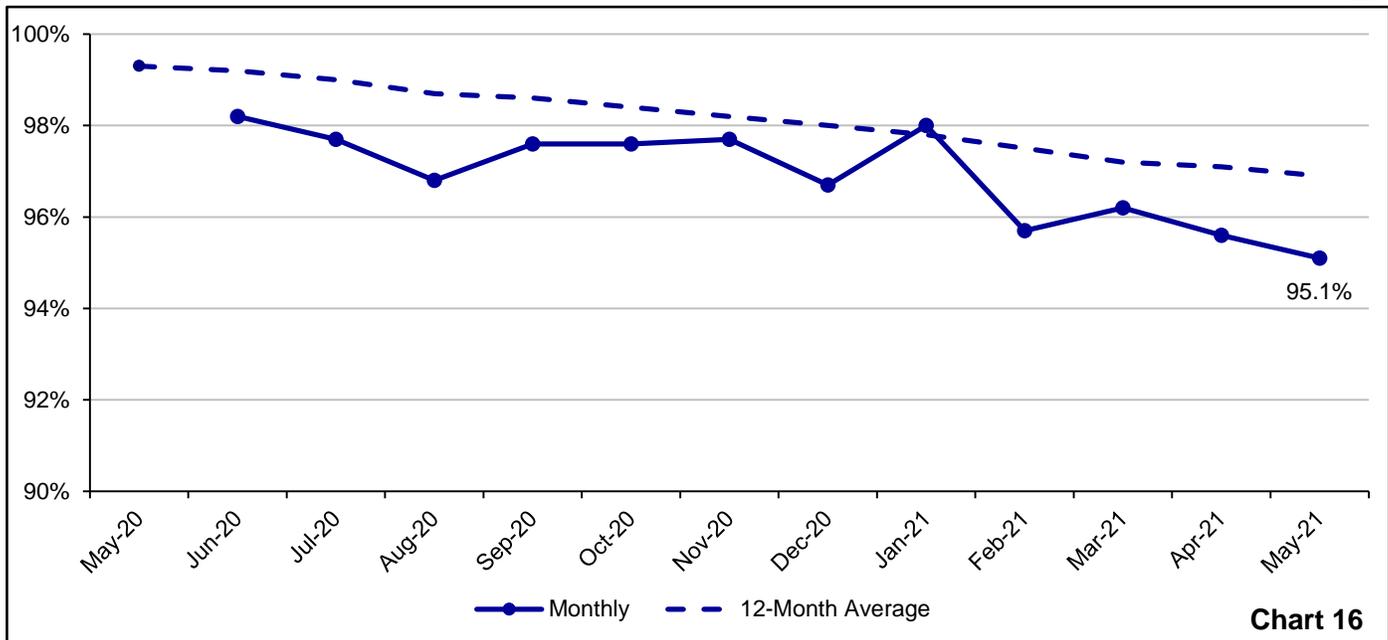


Chart 16

| | Monthly | | | 12-Month Average | | |
|-------------------|---------|--------|--------------|------------------|--------|--------------|
| | May 21 | May 20 | Change (Pts) | May 21 | May 20 | Change (Pts) |
| Systemwide | 95.1% | N/A | N/A | 96.9% | 99.3% | -2.4% |

- 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 

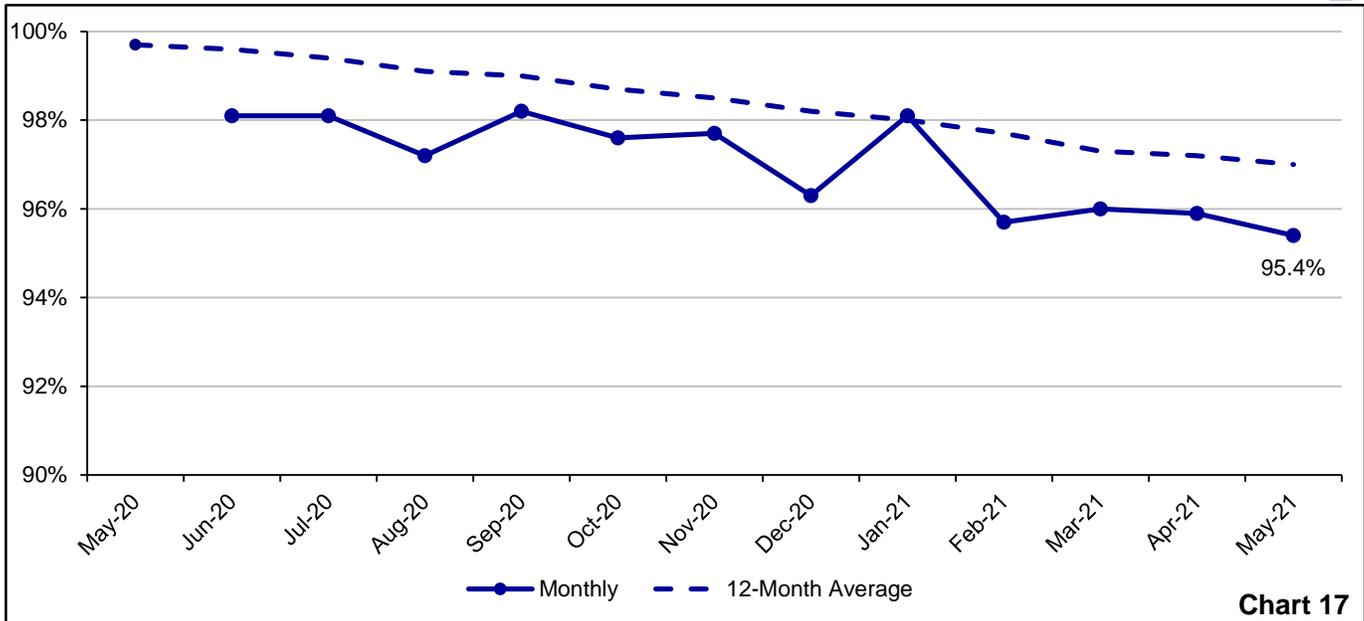


Chart 17

| | Monthly | | | 12-Month Average | | |
|-------------------|---------|--------|--------------|------------------|--------|--------------|
| | May 21 | May 20 | Change (Pts) | May 21 | May 20 | Change (Pts) |
| Systemwide | 95.4% | N/A | N/A | 97.0% | 99.7% | -2.7% |

Bus PM Weekday Pull Out Performance

Desired trend 

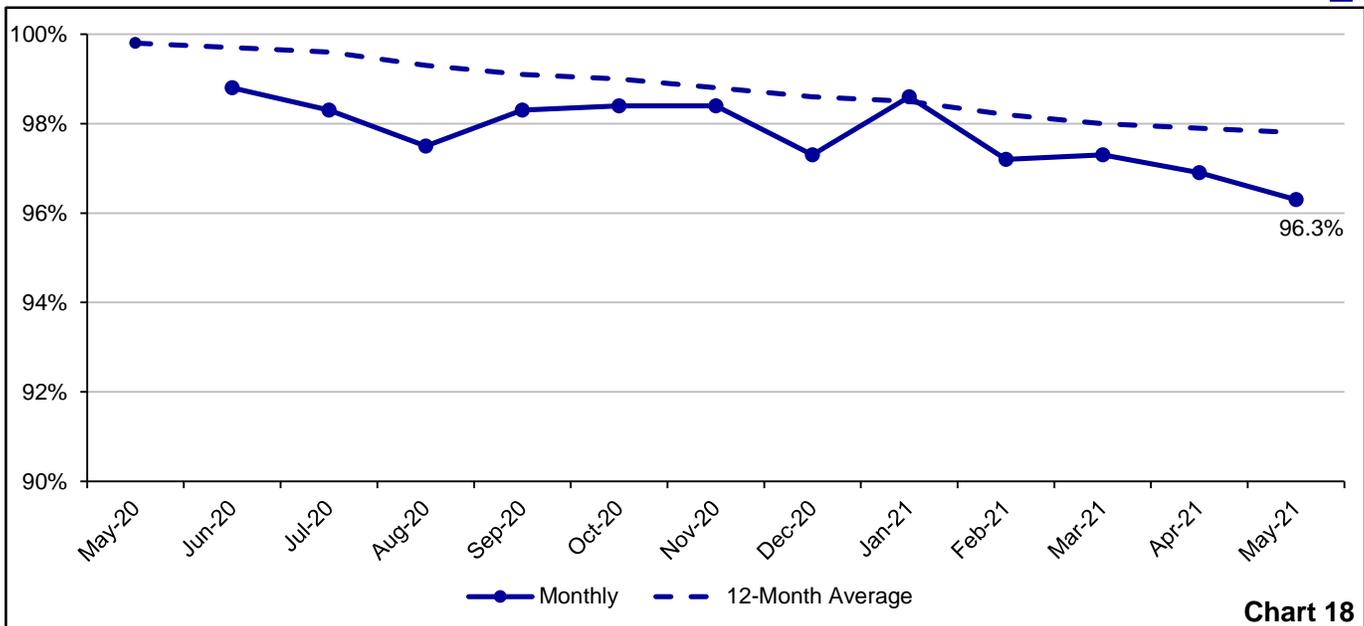


Chart 18

| | Monthly | | | 12-Month Average | | |
|-------------------|---------|--------|--------------|------------------|--------|--------------|
| | May 21 | May 20 | Change (Pts) | May 21 | May 20 | Change (Pts) |
| Systemwide | 96.3% | N/A | N/A | 97.8% | 99.8% | -2.0% |

- 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



MV Transportation driver Antonio McDonald escorted AAR customer Dorothy Sacks to her 99th pre-birthday luncheon. Mrs. Sacks has been an AAR customer since 2011 and is particularly enamored with driver Antonio. AAR arranged for Antonio to be her driver to and from her pre-birthday luncheon. She was so surprised and praised the wonderful customer service.

June 2021 Highlights: Paratransit

We are excited to announce a new initiative thanks to our great Paratransit Outreach team – the Centenarian project. Under this initiative Paratransit sends hand-written birthday wishes to all our customers who turn 100! Between September 2020 and June 30, 2021, we will have sent a total of 380 cards to these incredible customers.

Paratransit customers are returning to the service at a higher rate than any other MTA agency. Weekday ridership is currently around 80% of pre-pandemic levels and weekend ridership has spiked at 87% of pre-pandemic levels on Saturday and 65% on Sunday. As our customers come back to the system, we are actively managing some challenges, including the increased traffic volume in New York and driver shortages impacting our contractors and the transportation industry as New York City recovers from the pandemic. While these issues continue to impact our performance, the team is monitoring them daily and working closely with our contractors to manage them.

We continue to remain vigilant to protect against the transmission of COVID-19. During the pandemic, we made several changes to service, including the curtailment of feeder service, the reduction of the prescribed time gap between customer drop-off and the return trip, the pausing of shared rides, limits on guests, and the pausing of no-show and late cancellation policies. As New York City recovers, vaccination rates increase and customers come back to the system, we are reviewing whether these changes should be discontinued. As always, safety remains the key driver in our decision-making process, and we will stay in continuous and close communication with our customers as our service recovers alongside New York City.

Finally, this month we are pleased to announce a six-month extension of the “on-demand e-hail” pilot program through December 31, 2021, allowing the 1,200 participating customers to hail yellow or green taxicabs or for-hire vehicles on demand. Importantly, the Minority and Women-owned Business Enterprise (M/WBE) requirements implemented for the e-hail pilot contracts effective March 2021 (*i.e.*, 15% MBE and 15% WBE) will continue through this extension period. The MTA's Department of Diversity and Civil Rights and the Paratransit team are working closely with the e-hail contractors to ensure continued compliance with these requirements.

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

Paratransit Report

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

| Paratransit Operations - Monthly Operations Report Service Indicators | | | | | | | |
|---|---|---------------------------|-----------|----------|------------------|-----------|----------|
| Category | Performance Indicator | Current Month: April 2021 | | | 12-Month Average | | |
| | | This Year | Last Year | % Change | This Year | Last Year | % Change |
| Ridership | Total Trips Completed* | 492,186 | 169,706 | +190.0% | 423,817 | 625,015 | -32.2% |
| | Total Ridership | 666,935 | 209,880 | +217.8% | 566,675 | 840,951 | -32.6% |
| On-Time Performance | Pick-up Primary 30 Minute | 96.0% | 98.0% | -2.0% | 97.6% | 96.4% | +1.2% |
| | Pick-up Primary 15 Minute | 88.0% | 90.0% | -2.0% | 90.1% | 87.7% | +2.4% |
| | Pick-up Broker 30 Minute | 95.0% | 98.0% | -3.0% | 97.1% | 96.5% | +0.6% |
| | Pick-up Broker 15 Minute | 82.0% | 92.0% | -10.0% | 88.8% | 87.9% | +0.8% |
| | 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 | 45.5% | 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 | 58.7% | n/a | |
| Ride Time | Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan | 86.0% | 88.0% | -2.0% | 87.1% | 81.6% | +5.5% |
| | Average Actual Trip Duration in Minutes | 29 | 24 | +20.8% | 29 | 36 | -21.4% |
| | Max Ride Time Performance Primary | 99.0% | 99.0% | 0.0% | 99.0% | 98.1% | +0.9% |
| | Max Ride Time Performance Broker | 99.0% | 100.0% | -1.0% | 98.9% | 98.7% | +0.3% |
| Customer Experience | Frequent Rider Experience Primary* | n/a | n/a | n/a | n/a | 74.6% | n/a |
| | Frequent Rider Experience Broker* | n/a | n/a | n/a | n/a | 70.8% | n/a |
| Provider No-Shows | Provider No-Shows per 1,000 Schedule Trips Primary | 1.17 | 0.43 | +172.1% | 0.77 | 1.19 | -35.1% |
| | Provider No-Shows per 1,000 Schedule Trips Broker | 0.80 | 1.38 | -42.0% | 0.61 | 1.20 | -49.0% |
| Customer Complaints | Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips | 2.6 | 1.2 | +116.7% | 1.7 | 2.7 | -37.4% |
| | Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips | 1.2 | 1.0 | +20.0% | 1.1 | 2.0 | -44.2% |
| Call Center | Percent of Calls Answered | 96.0% | 98.0% | -2.0% | 96.7% | 96.3% | +0.3% |
| | Average Call Answer Speed in Seconds | 51 | 10 | +410.0% | 38 | 52 | -26.2% |
| Eligibility | Total Registrants | 162,382 | 162,983 | -0.4% | 161,627 | 160,469 | +0.7% |

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

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

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

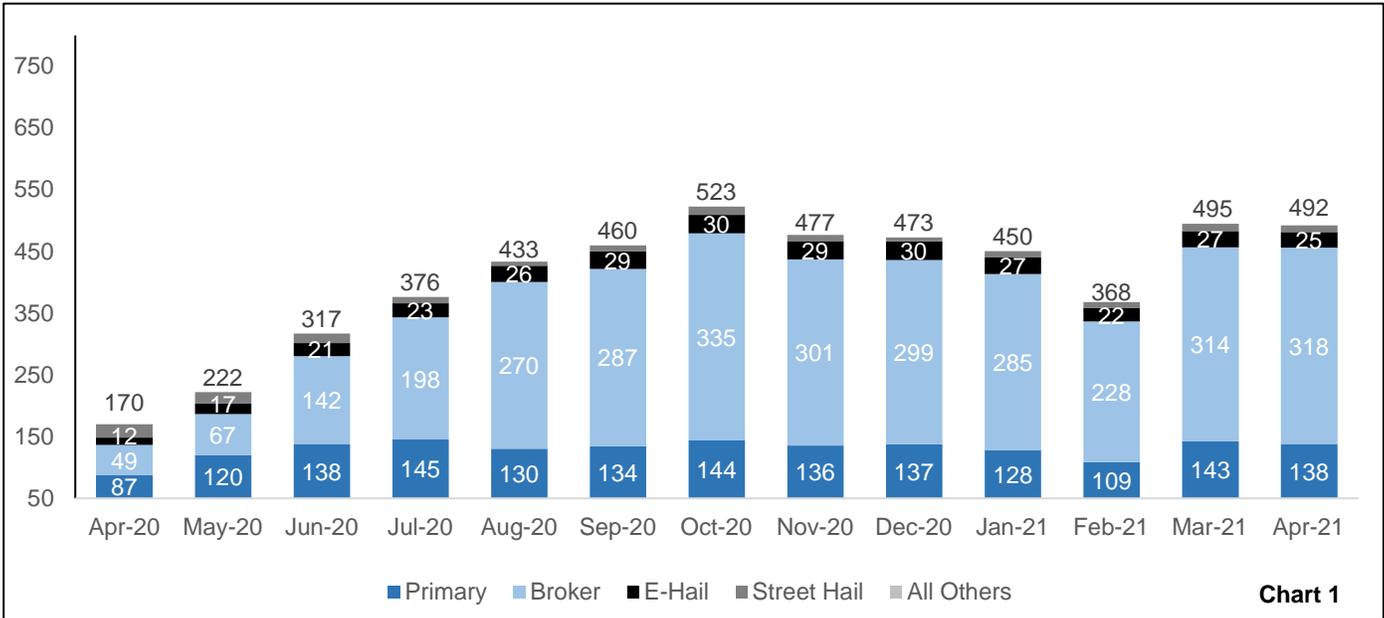
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

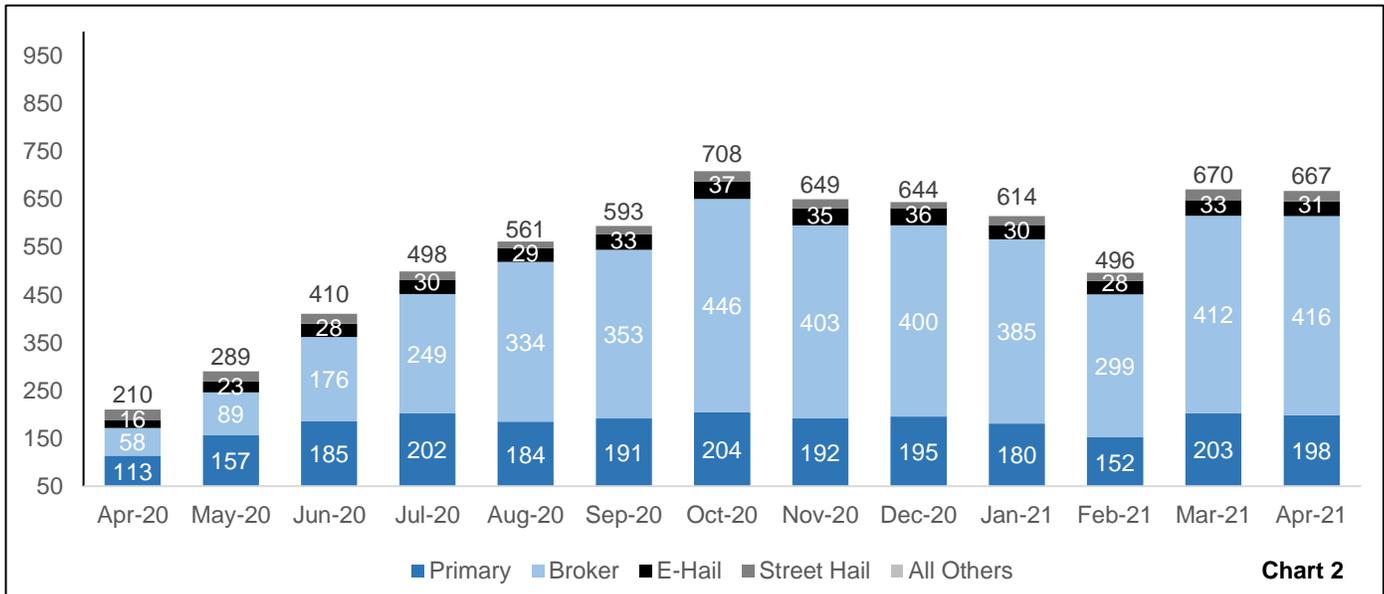
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips



Total Ridership



Total Trips Discussion

- Total Trips in April 2021 decreased by 3K (or 0.5%) when compared to March 2021, and increased by 322K (or 190%) when compared to April 2020.

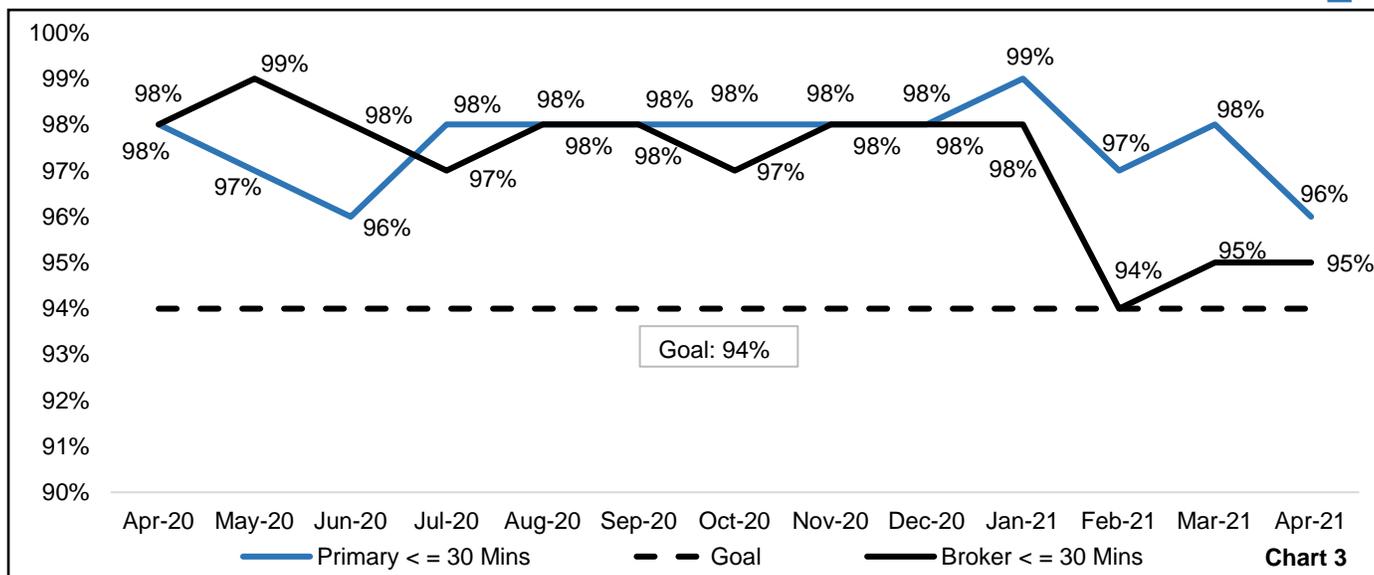
Total Ridership Discussion

- Total Ridership in April 2021 decreased by 3K (or 0.4%) when compared to March 2021, and increased by 457K (or 217.8%) when compared to April 2020.

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

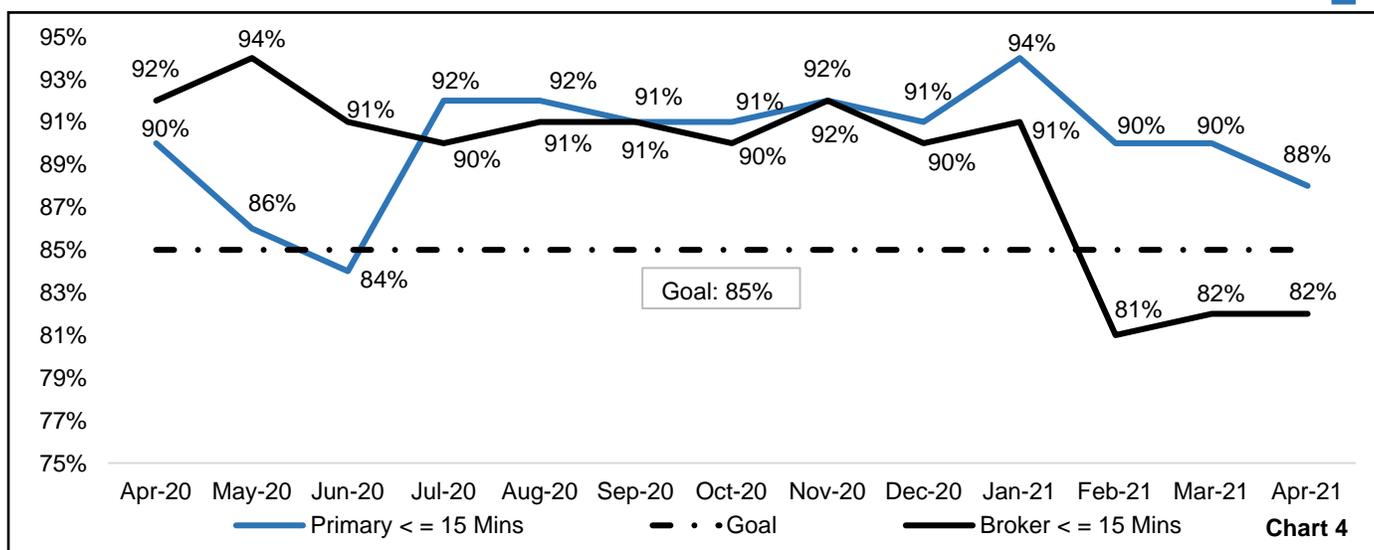
OTP <= 30 Minutes Primary and Broker

Desired trend



OTP <= 15 Minutes Primary and Broker

Desired trend



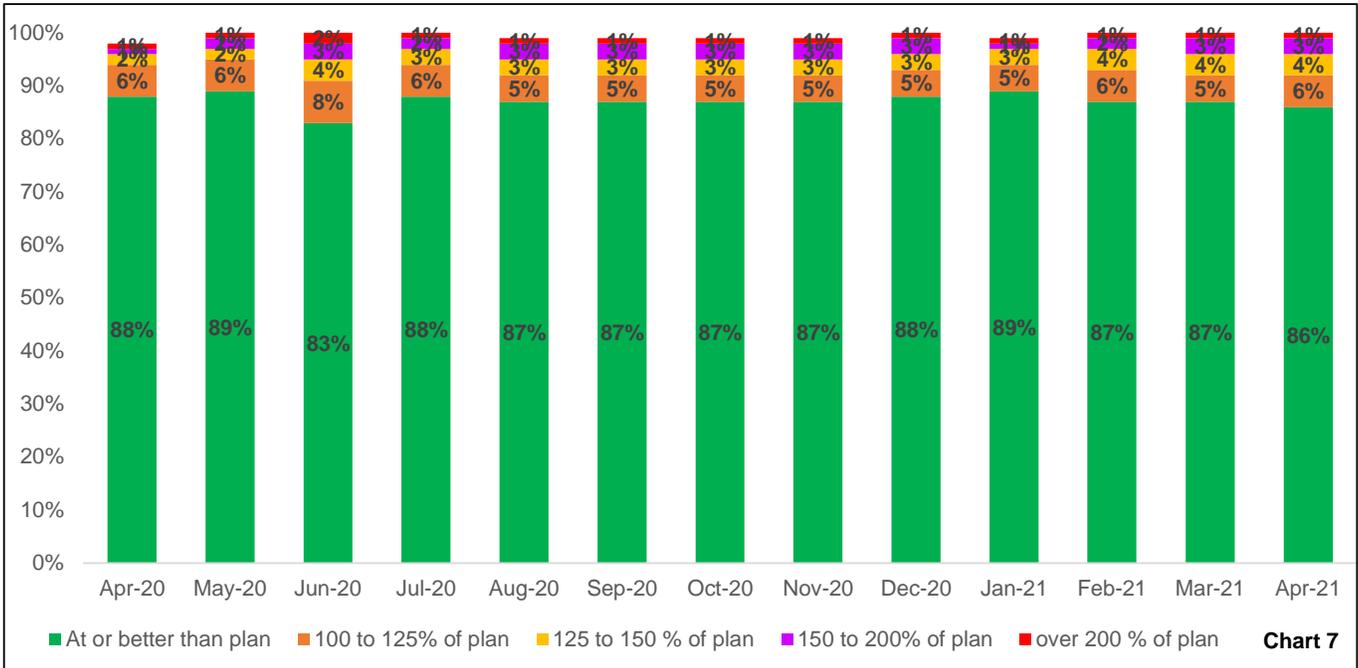
<= 30 Minutes Pick Up On-Time Performance Discussion

- April 2021 Primary 30 minute P/U, OTP result of 96% declined by 2 percentage points when compared to March 2021 and April 2020.
- April 2021 Broker 30 minute P/U, OTP result of 95% remained flat when compared to March 2021, and declined by 3 percentage points when compared to April 2020.

<= 15 Minutes Pick Up On-Time Performance Discussion

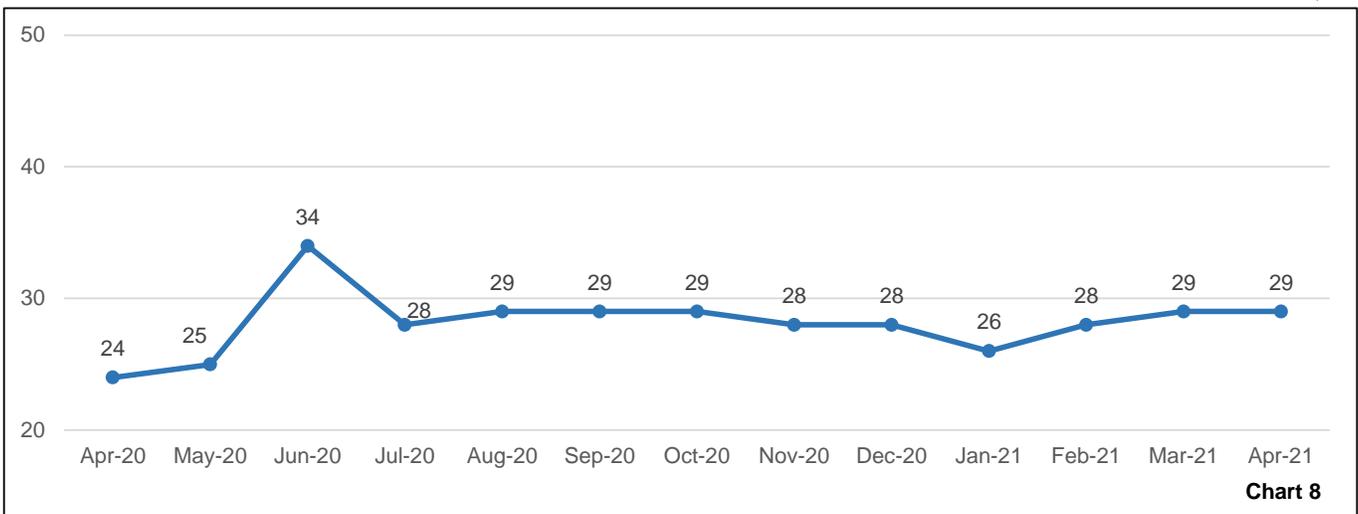
- April 2021 Primary 15 minute P/U, OTP result of 88% declined by 2 percentage points when compared to March 2021 and April 2020.
- April 2021 Broker 15 minute P/U, OTP result of 82% remained flat when compared to March 2021, and declined by 10 percentage points when compared to April 2020.

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

- 86% of trips in April 2021 performed within the scheduled time or better which declined by 1 percentage point when compared to March 2021, and declined by 2 percentage points when compared to April 2020.

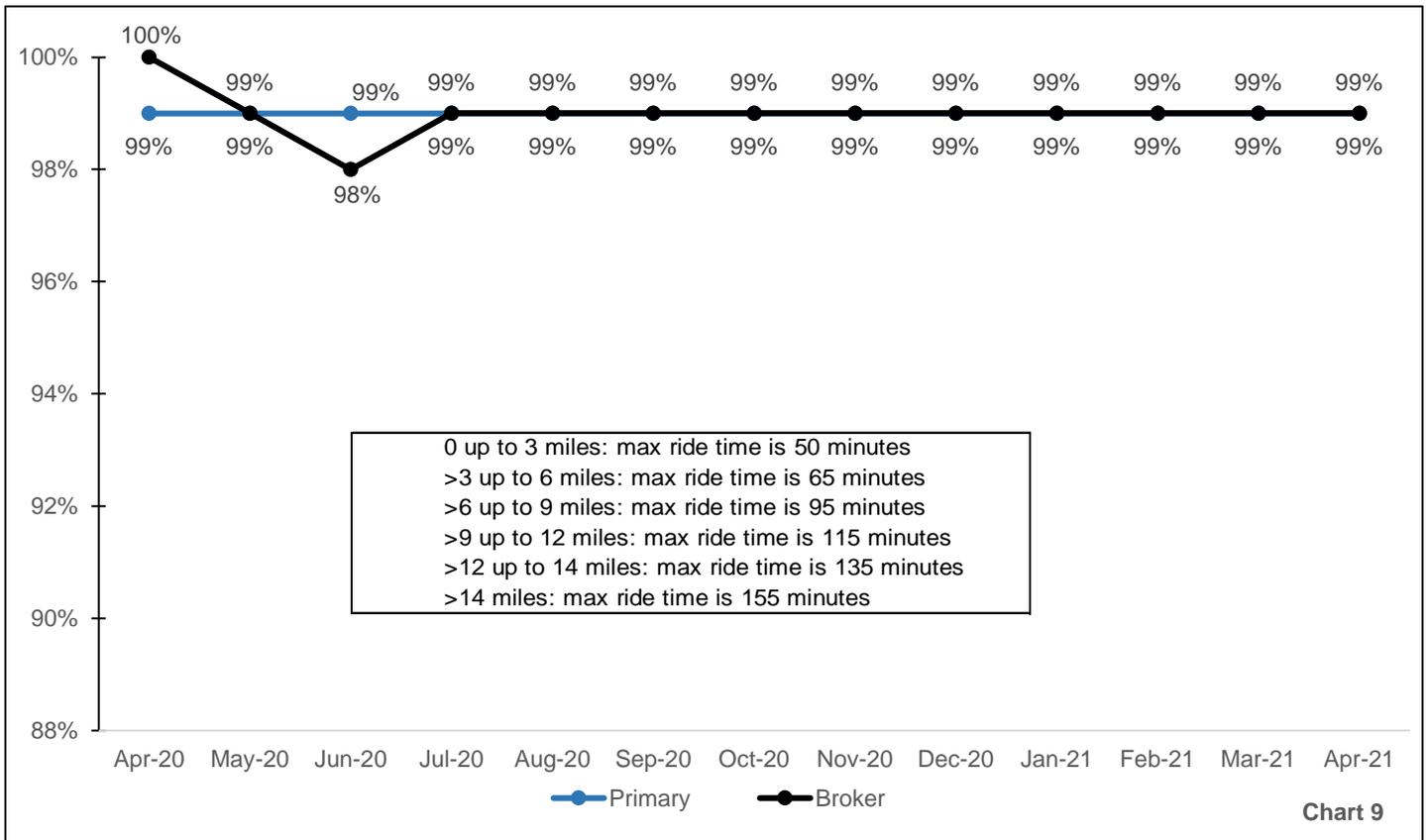
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in April 2021 remained flat when compared to March 2021, and increased by 5 minutes (or 20.8%) when compared to April 2020.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend 

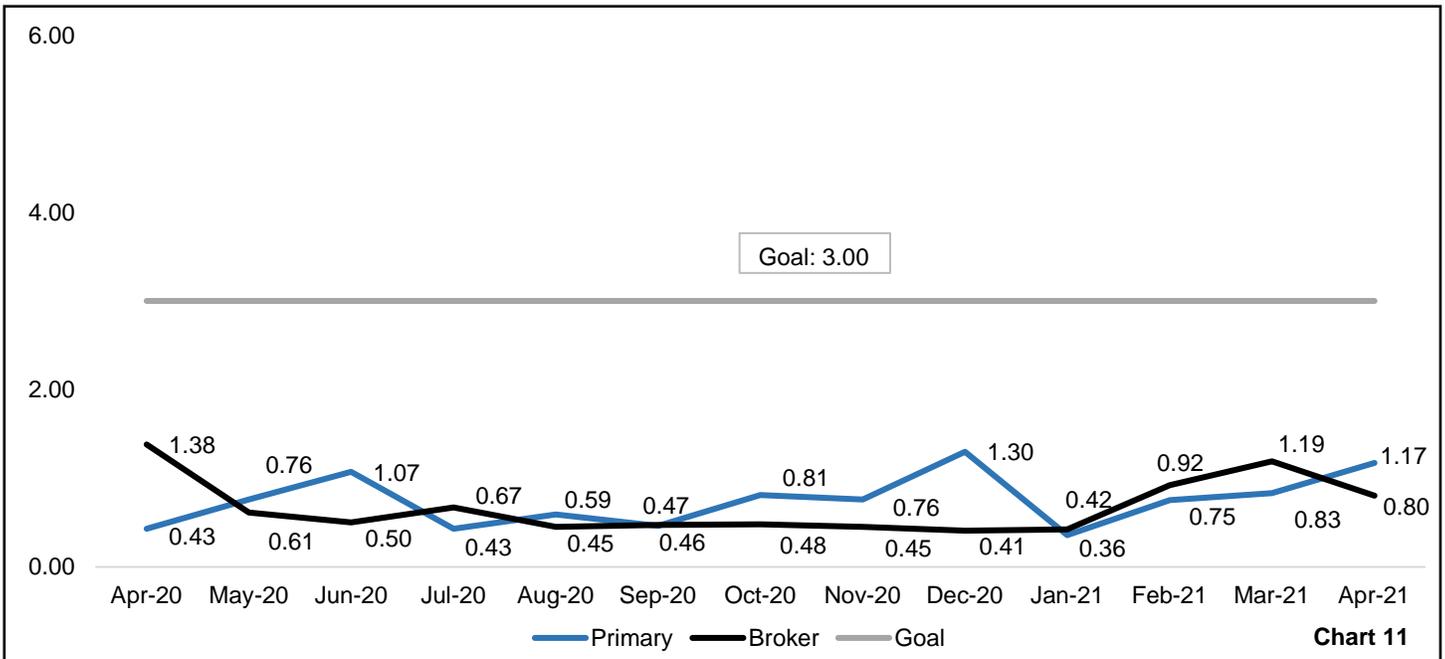


Max Ride Time Performance Discussion

- In the month of April 2021, 99% of Primary trips were completed within the Max Ride Time parameters. Performance remained flat when compared to March 2021 and April 2020.
- In the month of April 2021, 99% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to March 2021, and declined by 1 percentage point when compared to April 2020.

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

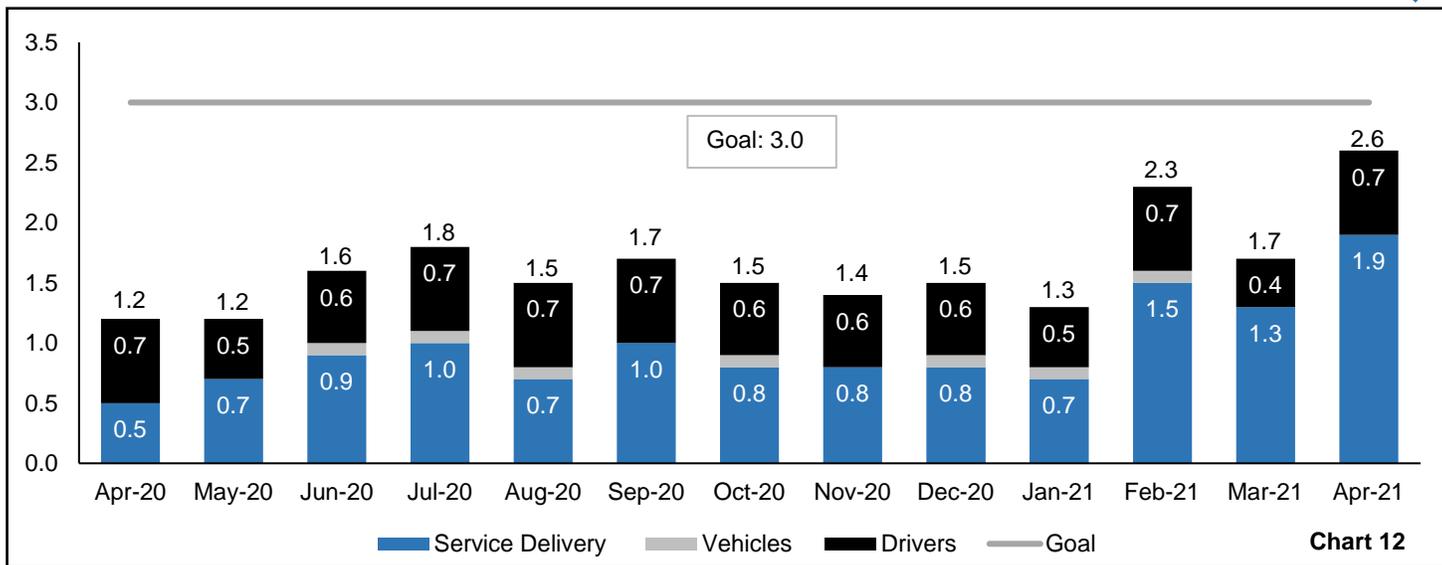


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.34 per 1,000 trips (or 41%) in April 2021 when compared to March 2021, and increased by 0.74 per 1,000 trips (or 172.1%) when compared to the same month last year.
- Broker No-Shows improved by 0.39 per 1,000 trips (or 32.8%) in April 2021 when compared to March 2021, and improved by 0.58 per 1,000 trips (or 42%) when compared to the same month last year.

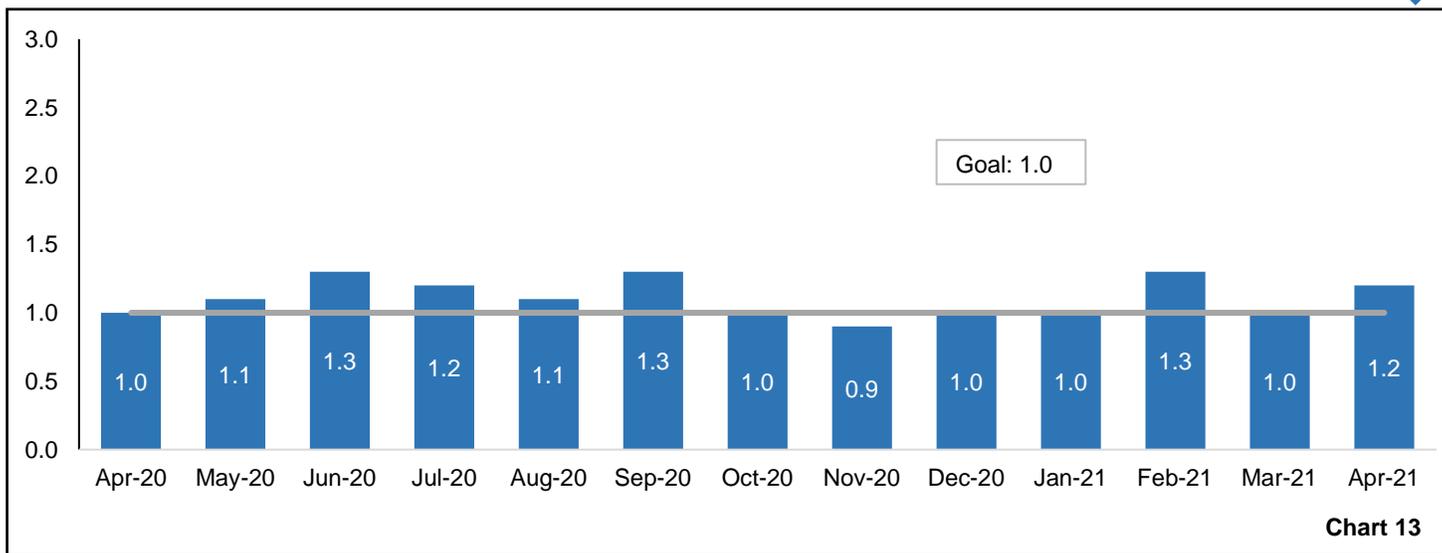
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 April 2021 increased by 0.9 per 1,000 trips (or 52.9%) when compared to March 2021, and increased by 1.4 per 1,000 trips (or 116.7%) when compared to April 2020.

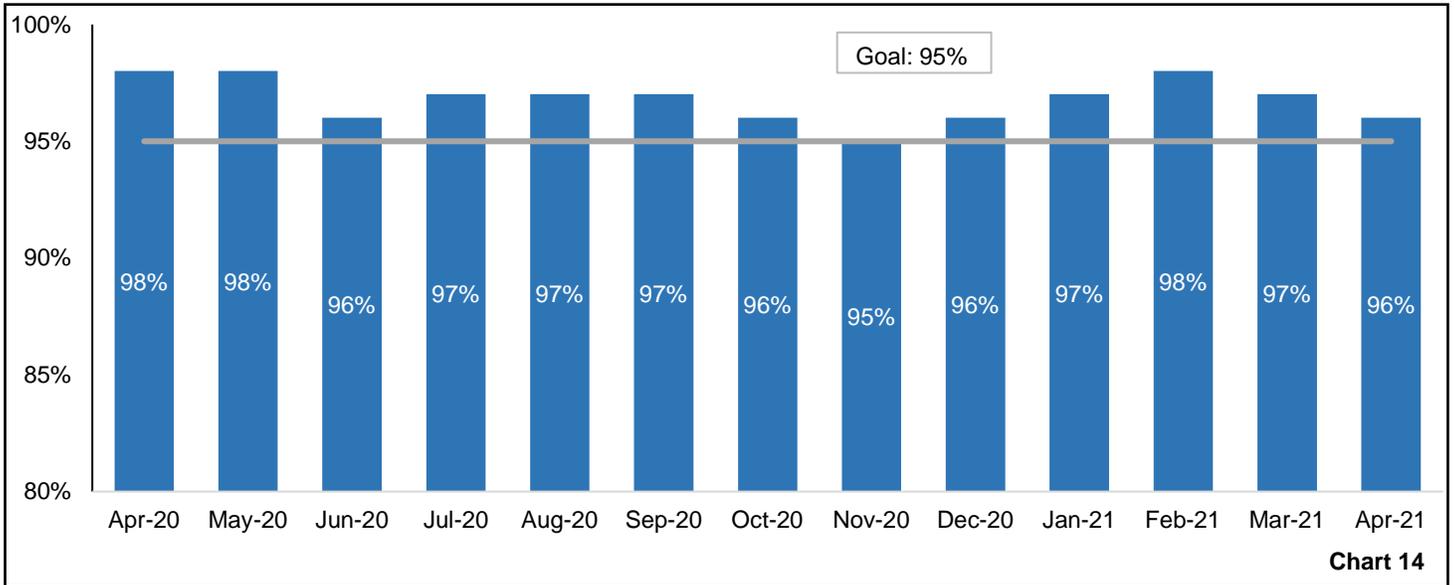
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service in April 2021 increased by 0.2 per 1,000 trips (or 20%) when compared to March 2021 and April 2020.

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

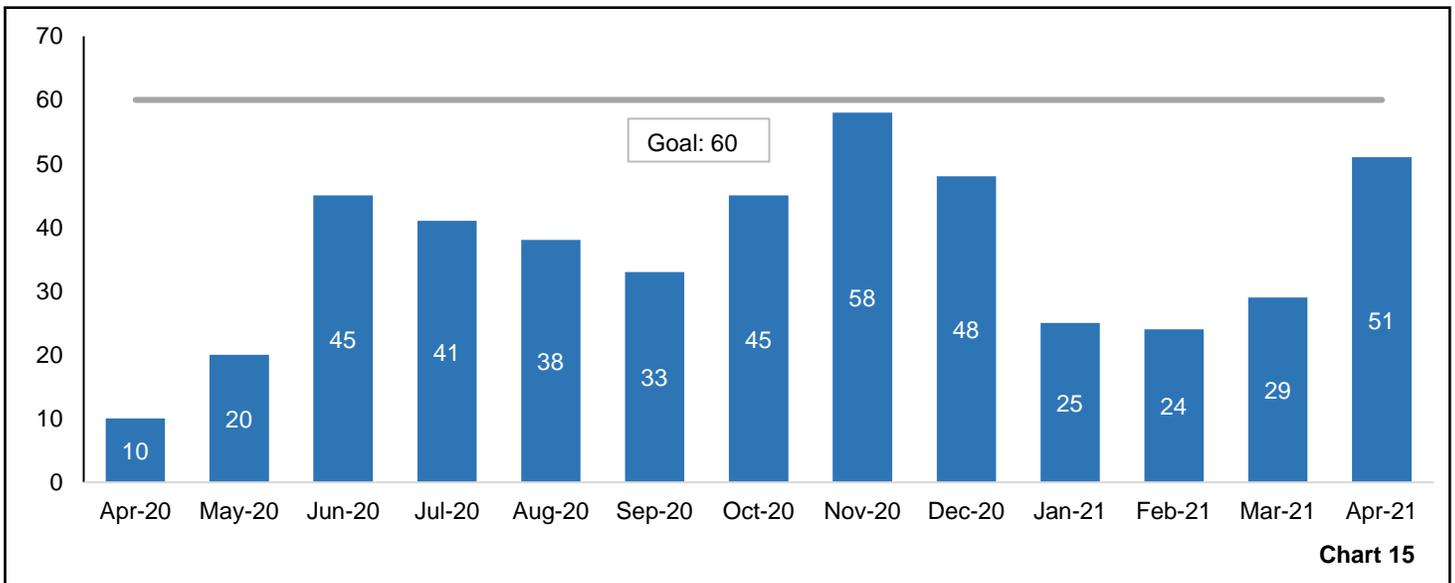
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

- The Percent of Calls Answered in April 2021 declined by 1 percentage point when compared to March 2021, and declined by 2 percentage points when compared to April 2020.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in April 2021 increased by 22 seconds (or 75.9%) when compared to March 2021, and increased by 41 seconds (or 410%) when compared to April 2020.

June 2021 Accessibility Update

Rachel Cohen Director, Systemwide Accessibility



On June 1, 2021, the MTA announced the opening of three new ADA elevators at the 57 St - 7 Av NQRW station in Midtown Manhattan. This station is the 98th completed of the 100 Key Station Plan and our 137th accessible station across the subway and Staten Island Railway systems. Quemuel Arroyo, the MTA's Chief Accessibility Officer, Janno Lieber, President of MTA Construction and Development, Barney Gray, Program CEO - Stations, and Victor Calise, MOPD & MTA Board member, were joined by local advocates, and some of the many contractors who brought the project to completion to mark the opening.

June 2021 Accessibility Update

The Systemwide Accessibility team joins Transit in welcoming riders back to our system and encouraging riders to #TakeTheTrain, #TakeTheBus, and take Access-A-Ride as the city continues to open up. We also remind customers that masks are required on all trains, buses, and paratransit vehicles, as well as at bus stops and subway stations, even if you are vaccinated.

We are excited to announce that we opened three new ADA elevators at the 57 St-7 Av N/Q/R/W station in Midtown Manhattan on Friday, May 21. We are thrilled to be making this station accessible to all riders, with elevators as well as other upgrades including new platform edge tactile warnings and upgraded stairs. This station is the 98th station completed of the 100 Key Station Plan and our 137th accessible station across the subway and Staten Island Railway. We "officially" opened the station with an event on June 1 featuring MTA's Chief Accessibility Officer Quemuel Arroyo, MTA Construction & Design President Janno Lieber, and Mayor's Office for People with Disabilities Commissioner Victor Calise. Council Member Keith Powers also spoke at the event, where he expressed his support for Zoning for Accessibility.

The SWA team continues to work closely with the Department of Buses to better meet the needs of riders with mobility devices and those with young children through more flexible bus seating design. In March, DOB started taking delivery of the first of 800 buses with a new seating configuration, some of which have already been placed into service. These buses feature two single aisle-facing flip-up seats, in alternating locations with fixed seats, and one forward-facing seat next to a fixed seat. The flip seats are designed to be easily operated by customers and are clearly indicated with decals. We had a small demonstration day with one of the new buses in May, where we received positive feedback from eleven customers on the new design. We are working to improve the decal and make other refinements based on customer feedback and look forward to hearing from more customers as these buses hit the road.

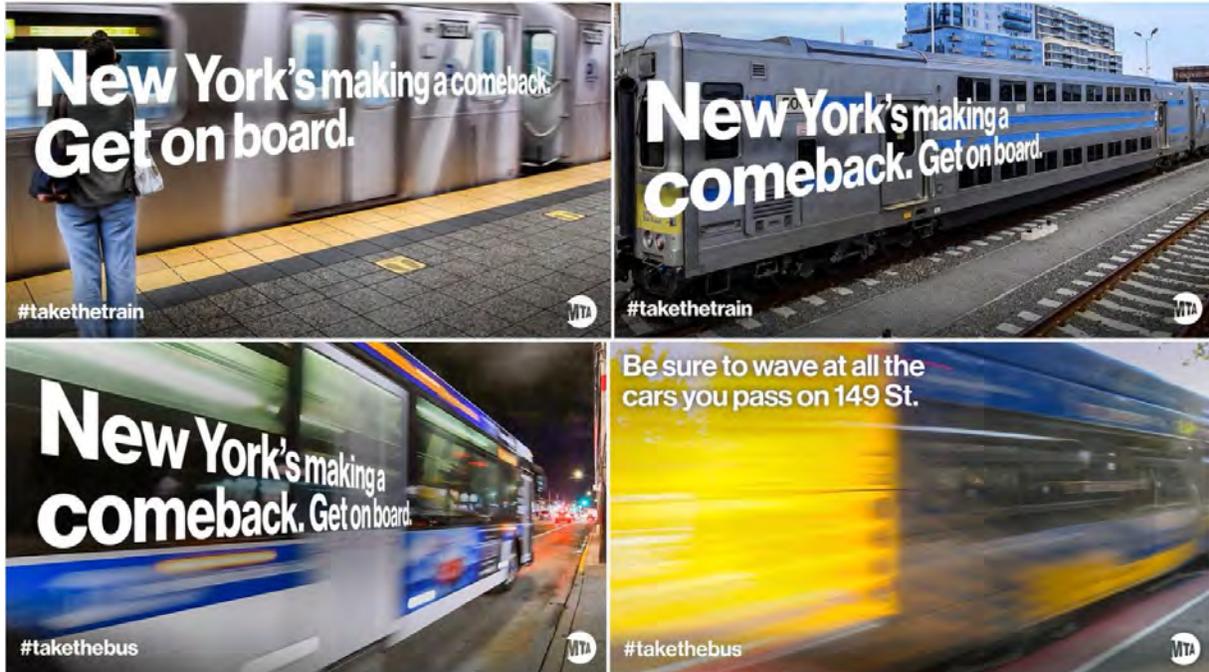
Lastly, we remind customers that we are working on a series of elevator replacement projects over the course of this year to keep our existing ADA elevator fleet in a state of good repair. Elevator replacement and modernization projects are underway at Herald Square B/D/F/M and N/Q/R/W station in Midtown Manhattan and at Jamaica Center-Parsons Archer E/J/Z station in Queens, with projects scheduled to start soon at Penn Station 1/2/3 and Flatbush Ave – Brooklyn College 2/5. Visit our website [for detailed information on all current and upcoming elevator modernization and replacement projects](#).

Rachel Cohen

Director, Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer



The Strategy and Customer Experience team conceptualized, designed, and launched our new multifaceted marketing and communications campaign appropriately named #TakeTheTrain, #TakeTheBus – that encourages New Yorkers to return to a cleaner and more reliable transit system than the one they left before the start of the pandemic.

June 2021 Highlights: Strategy and Customer Experience

It was a thrill to launch our new, comprehensive #TakeTheTrain, #TakeTheBus campaign on May 16, the eve of the return of full 24-hour Subway service. Comprised of digital content on displays in our stations and on our vehicles, social media, ads on buses and roadside billboards, and limited-edition merchandise available at the New York Transit Museum, the campaign highlights the urban life, cultural joys, and alluring open spaces the region has to offer as New York comes back. And it reminds New Yorkers that the subway, buses, and MTA's commuter rail are the quickest, safest and cleanest way around town.



We kicked off the resumption of 24-hour subway service on the 17th by ringing the opening bell on the New York Stock Exchange. This was the first in a series of events with regional partners, including Dining Out with the Hospitality Alliance in Astoria (May 18) and MTA Day with the Brooklyn Cyclones (May 27).

We continued other initiatives oriented to keeping our customers and employees safe and allowing the rebound in ridership to continue. The MTA Mask Force was out again on May 27, across the Subway, bus, and commuter rail networks. Strategy and Customer Experience continued to support vaccination pop-up centers at subway and commuter rail stations. And on May 29 our Customer Contact Center wrapped up calls to over 22,500 New York City Transit employees who had not confirmed their vaccination status, speaking with nearly half of them.

The employee vaccination contact initiative unfortunately continued to impact customer call response, with average time to answer increasing to 252 seconds in May. With the conclusion of the initiative, those call center agents have returned their focus to customer calls, and we expect this metric to improve substantially in June.

Customer complaints about subway and bus service have continued their downward trend since February, to 3.73 and 9.91 complaints per 100,000 journeys respectively. This is down 24% and 21% respectively from February, and are lows since March 2020 and April 2020. Access-A-Ride complaints increased substantially in May to 502.7 per 100,000 journeys. This is largely the result of TNC and TLC vehicle shortages combined with our COVID non-shared ride policies. Our Paratransit colleagues are working with their partners to reduce the impact of this industry issue.

Sarah Meyer
Chief Customer Officer

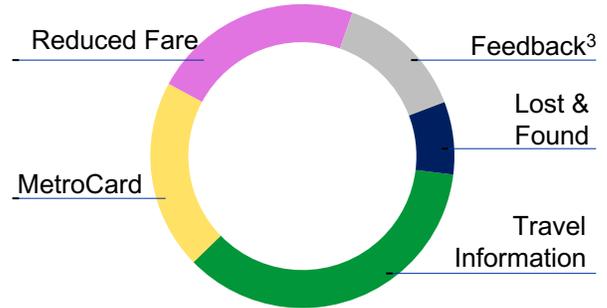
Customer engagement

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

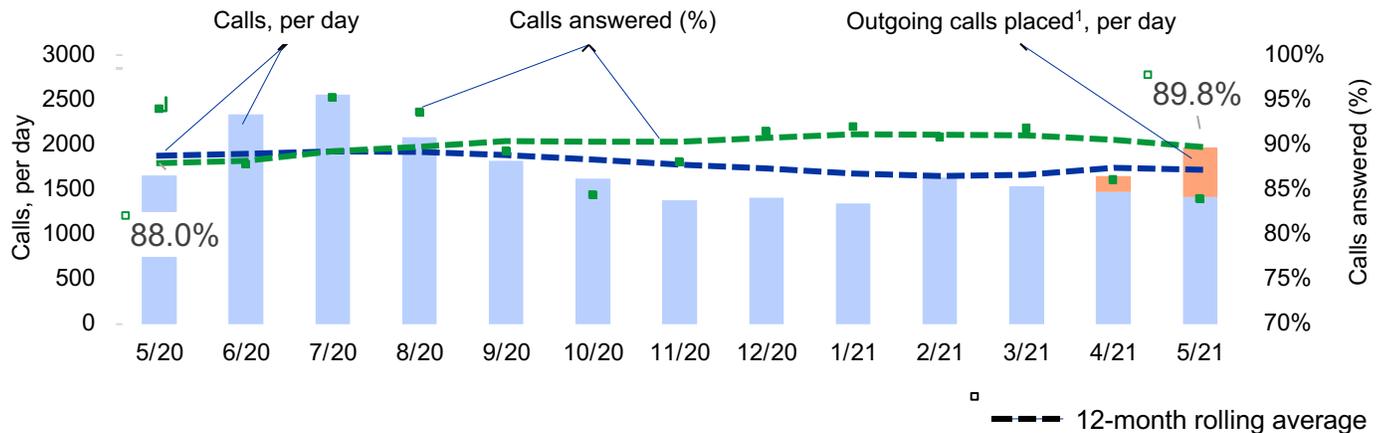
Telephone

| | May 2021 | May 2020 | Variance |
|---|----------|----------|----------|
| Telephone calls ¹ | 61,163 | 51,510 | ▲ 18.7% |
| Calls answered | 84.0% | 94.0% | ▼ 10.6% |
| Average time to answer ² (seconds) | 252 | 54 | ▲ 363.2% |

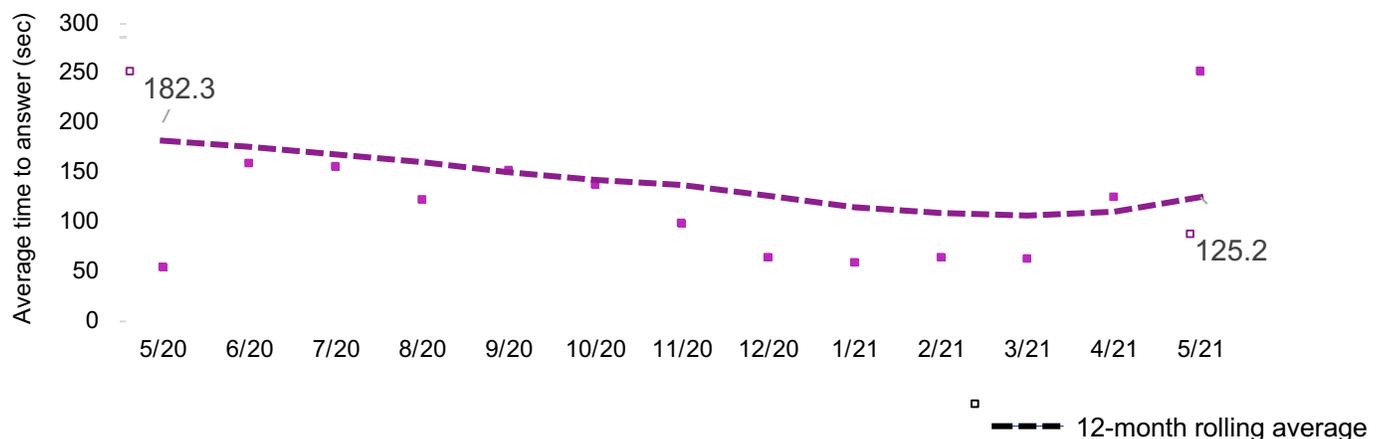
1. Includes 17,265 outgoing calls placed for the employee vaccination initiative
2. Excludes automated self-service calls
3. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



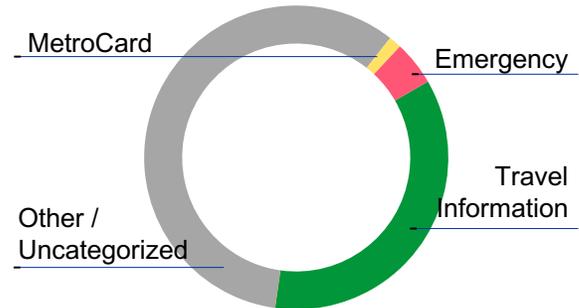
Telephone: average time to answer



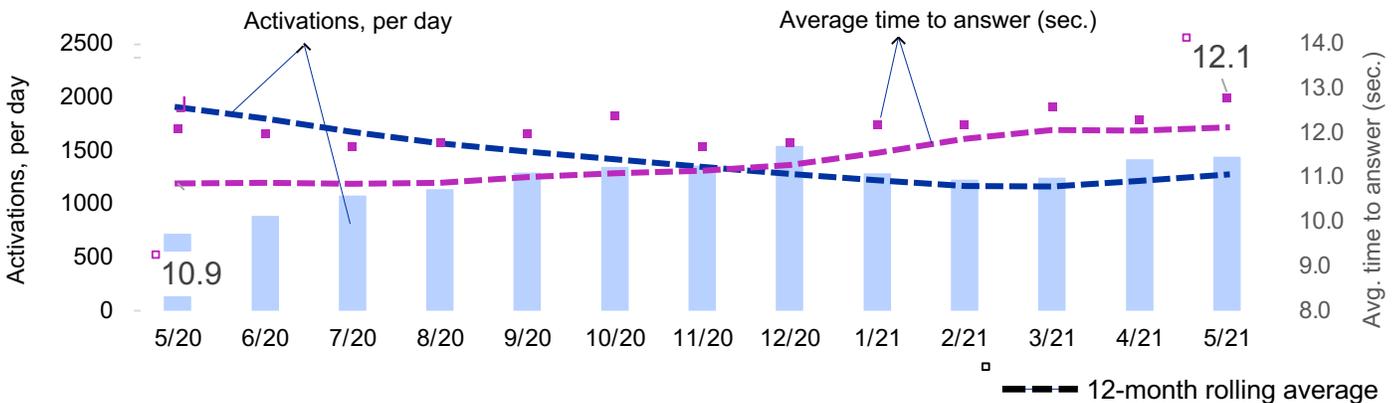
Customer engagement

Help Point

| | May 2021 | May 2020 | Variance |
|----------------------------------|----------|----------|----------|
| Help Point activations | 44,816 | 22,409 | ▲ 100.0% |
| Average time to answer (seconds) | 12.8 | 12.1 | ▲ 6.4% |

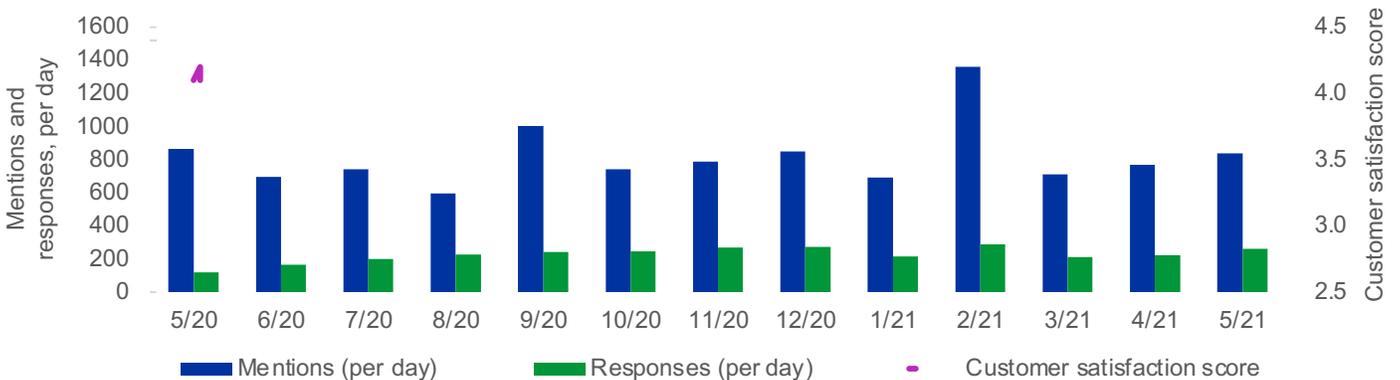
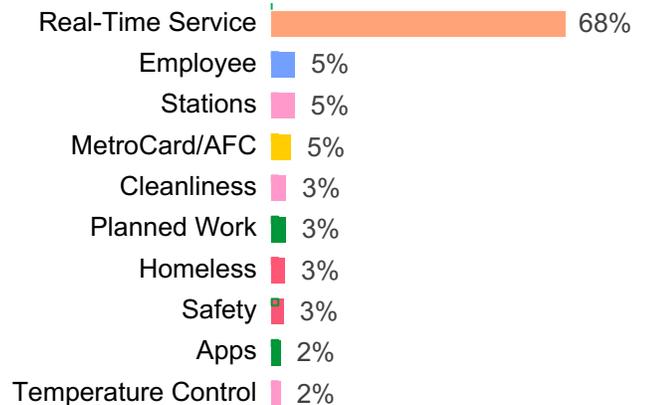


Help Point: activations and average time to answer



Social media

| | May 2021 | May 2020 | Variance |
|--|----------|----------|----------|
| Social media mentions ¹ | 25,956 | 26,801 | ▼ 3.2% |
| Responses sent | 8,127 | 3,650 | ▲ 122.7% |
| Customer satisfaction score ² | 3.70 | 4.10 | ▼ 9.8% |

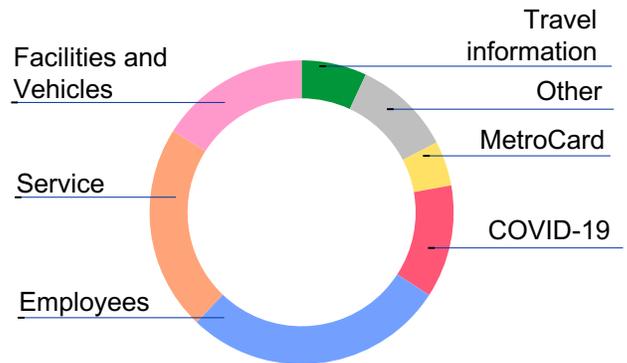


Customer engagement

Web, mobile app, and written feedback

| | May 2021 | May 2020 | Variance |
|-----------------------------|----------|----------|----------|
| Received | 4,209 | 6,777 | ▼37.9% |
| Responses sent ¹ | 6,511 | 8,274 | ▼21.3% |

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

| | May 2021 |
|--|----------|
| Web | 5,821 |
| Twitter | 4,214 |
| Kiosks / Digital Displays ¹ | 2,567 |
| Email and text alerts | |
| • Service | 3,995 |
| • Elevator and escalator status | 8,924 |
| Service Notice posters developed | 490 |

1. Excludes countdown clocks

Social media followers

| | | May 2021 | May 2020 | Variance |
|-----------|----------------|----------|----------|----------|
| Twitter | @NYCTSubway | 997k | 1,021k | ▼2.4% |
| | @NYCTBus | 31.1k | 29.2k | ▲6.5% |
| | @MTA | 1,313.6k | 1,332.4k | ▼1.4% |
| Facebook | MTA | 154.7k | -- | -- |
| Instagram | @mtanyctransit | 42.1k | 29.2k | ▲44.2% |

Customer feedback

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

Complaints per 100,000 journeys

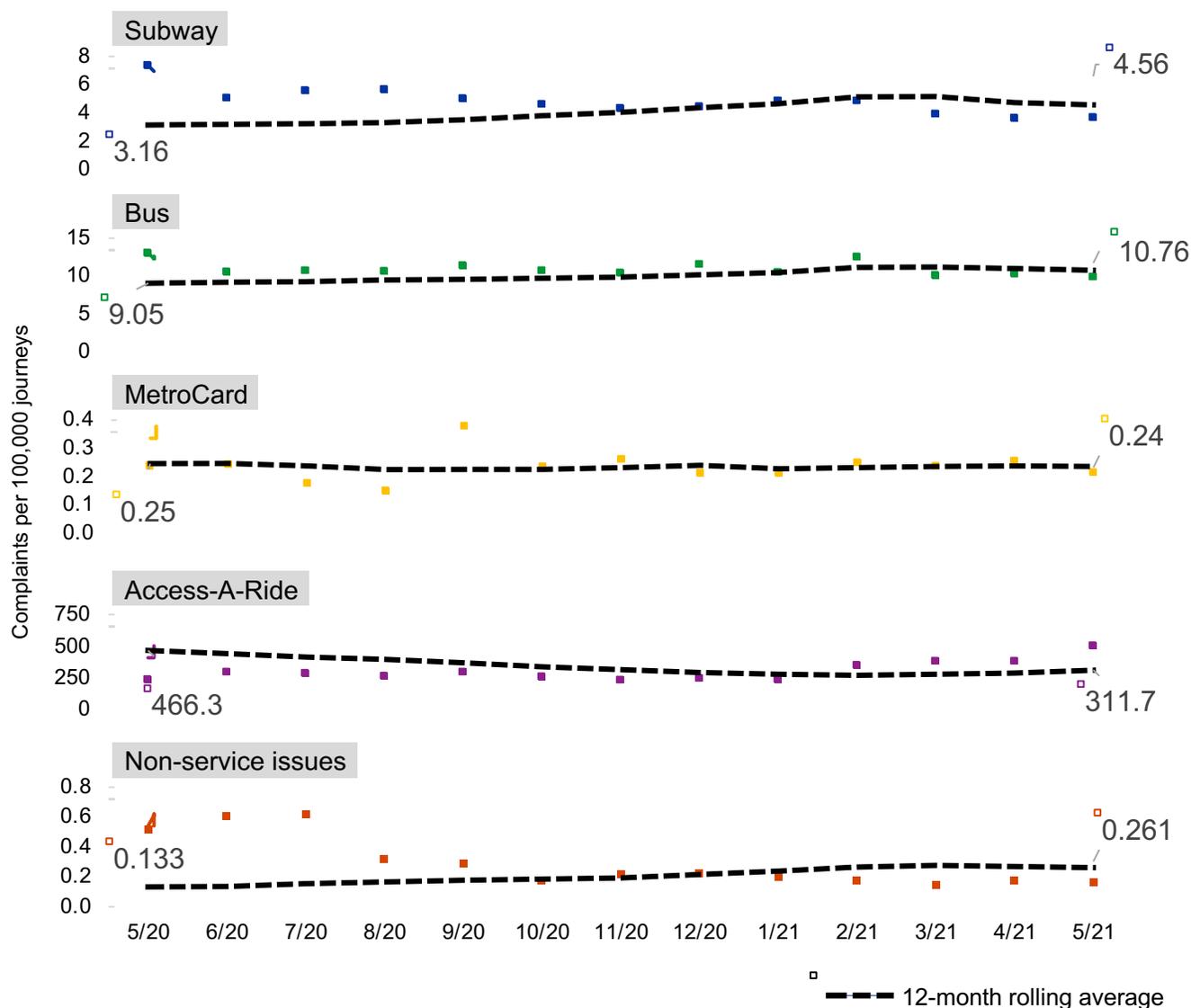
| | May 2021 | May 2020 | Variance |
|---------------------------------|----------|----------|----------|
| Subway | 3.73 | 7.37 | ▼49.4% |
| Bus | 9.91 | 13.09 | ▼24.3% |
| MetroCard | 0.21 | 0.24 | ▼10.4% |
| Access-A-Ride | 502.7 | 237.6 | ▲111.6% |
| Non-service issues ¹ | 0.169 | 0.519 | ▼67.4% |

Commendations per 100,000 journeys

| | May 2021 | May 2020 | Variance |
|------------------------------------|----------|----------|----------|
| Subway | 0.082 | 0.300 | ▼72.7% |
| Bus | 0.60 | 0.50 | ▲20.6% |
| Access-A-Ride | 73.2 | 47.2 | ▲55.0% |
| Non-service issues incl. MetroCard | 0.029 | 0.157 | ▼81.7% |

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

Complaints per 100,000 journeys: trends



Safety

Robert Diehl

Senior Vice President, Safety & Security



System Safety Specialist Oscar Suarez and Director Ben Jens review NYC DOT's paint removal plans at a roadway bridge for potential environmental impacts to the SIR Grasmere Station.

May 2021 Highlights: Safety

Subway Customer Accident Rates increased by 87.5% when comparing the most recent 12-month period to the previous one. It is worth noting that, nominally, accidents are down 41.4%.

Bus Collisions declined by 11.2% and Collision Injuries declined by 18.1% 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-April 2020 COVID-19 cases appearing in the previous period instead of 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 show an increase.

Robert Diehl

Senior Vice President, Safety and Security

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

Monthly Operations Report

Statistical results for the 12-Month period are shown below

| Safety Report | | | |
|---|--------------------|--------------------|--------------------|
| Performance Indicators | 12-Month Average | | |
| | Jun 18 - May 19 | Jun 19 - May 20 | Jun 20 - May 21 |
| Subways | | | |
| Subway Customer Accidents per Million Customers ¹ | 2.96 | 2.95 | 5.53 |
| Subway Collisions ² | | | |
| Total | 0 | 3 | 1 |
| Mainline | 0 | 0 | 0 |
| Yard | 0 | 3 | 1 |
| Subway Derailments ² | | | |
| Total | 5 | 6 | 12 |
| Mainline | 0 | 3 | 3 |
| Yard | 5 | 3 | 9 |
| Subway Fires ² | 764 | 790 | 990 |
| Buses | | | |
| Bus Collisions Per Million Miles Regional | 54.05 | 49.21 | 43.69 |
| Bus Collision Injuries Per Million Miles Regional | 5.91 | 5.82 | 4.76 |
| Bus Customer Accidents Per Million Customers ¹ Regional* | 1.42 | 1.52 | 1.89 |
| | | | |
| Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹ | 3.89 | 5.24 | 4.62 |

¹ 12-month Average data from May through April.

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 | May | YTD | Goal | YTD as % of Goal |
| Roadway Worker Protection | | | | |
| Joint Track Safety Audits -- Actual Count | 30 | 155 | 340 | 45.6% |
| 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) | 3,120 | 10,920 | 9,999 | 109.2% |
| Friction Pad Installation | 1,118 | 9,370 | 22,000 | 42.6% |
| Buses | May | YTD | Goal | YTD as % of Goal |
| Collision Prevention | | | | |
| Audible Pedestrian Turn Warning System | 29 | 87 | 780 | 11.2% |
| Vision Zero Employee Training | 355 | 2,162 | 5,800 | 37.3% |

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

May 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: Average: | 90.3% | Train: Right-of- | 17 |
| Above Average: | 9.7% | way: Station: | 69 |
| High: | 0.0% | Other: Total: | 27 |
| | 0.0% | | 0 |
| | | | 113 |

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

| Right-of-Way: | | Station: | |
|--------------------|---|-------------------|----|
| Debris: | 7 | Debris: | 45 |
| Brake Shoes: | 5 | Tie: | 13 |
| Trolley Lead: | 2 | Slatting/Walkway: | 3 |
| Current Collector: | 1 | Cable: | 2 |
| Low Volt Wiring: | 1 | Insulator: | 2 |
| | | Debris: | 26 |
| | | Electrical: | 1 |



June 2021 Crime Report

This report provides Committee Members with statistics on employee assaults and harassment as well as vandalism, compiled by the NYCT Department of Safety and Security. It also provides statistical information from the NYPD Transit Bureau on major felonies including: homicide, robbery, assault, and rape as well as hate crime incidents occurring in the NYCT Subway system. Data submitted is on a monthly basis for the month ending prior to the reporting period.

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 June 9, 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 |
|-----------------------|--------------------------|------------------------|--|--|--------------------|--------------------|------------------|--------------|
| 5/31/2021 | 6 | 0 | 2 | 1 | 2 | 3 | 3 | 17 |
| 5/24/2021 | 11 | 0 | 4 | 1 | 1 | 9 | 5 | 31 |
| 5/17/2021 | 22 | 0 | 1 | 5 | 6 | 6 | 0 | 40 |
| 5/10/2021 | 11 | 0 | 3 | 3 | 1 | 3 | 0 | 21 |
| 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 | 7 | 0 | 8 | 1 | 33 |
| 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 | 11 | 1 | 1 | 1 | 1 | 24 |
| 1/11/2021 | 26 | 0 | 14 | 4 | 1 | 2 | 0 | 47 |
| 1/4/2021 | 11 | 0 | 6 | 0 | 0 | 5 | 1 | 23 |
| 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 |

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

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 June 9, 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 |
|-----------------------|-------------------------|-----------------------|----------------------------|--------------------------|--------------|
| 5/31/2021 | 0 | 3 | 7 | 38 | 48 |
| 5/24/2021 | 1 | 4 | 7 | 43 | 55 |
| 5/17/2021 | 3 | 0 | 10 | 28 | 41 |
| 5/10/2021 | 3 | 3 | 13 | 37 | 56 |
| 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 | 31 | 44 |
| 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 | 19 | 30 |
| 12/21/2020 | 1 | 0 | 6 | 19 | 26 |
| 12/14/2020 | 0 | 1 | 11 | 26 | 38 |
| 12/7/2020 | 1 | 1 | 9 | 35 | 46 |

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>



CRIME STATISTICS MAY

| | 2021 | 2020 | Diff | % Change |
|------------------------------------|-------------------|------------------|------------------|---------------------|
| MURDER | 0 | 0 | 0 | 0.0% |
| RAPE | 0 | 0 | 0 | 0.0% |
| ROBBERY | 51 | 35 | 16 | 45.7% |
| GL | 52 | 32 | 20 | 62.5% |
| FELASSAULT | 65 | 20 | 45 | 225.0% |
| BURGLARY | 0 | 0 | 0 | 0.0% |
| <u>TOTAL MAJOR FELONIES</u> | <u>168</u> | <u>87</u> | <u>81</u> | <u>93.1%</u> |

During May, the daily Robbery average increased from 1.1 to 1.6

During May, the daily Major Felony average increased from 2.8 to 5.4

CRIME STATISTICS JANUARY THRU MAY

| | 2021 | 2020 | Diff | % Change |
|------------------------------------|-------------------|-------------------|--------------------|----------------------|
| MURDER | 4 | 3 | 1 | 33.3% |
| RAPE | 2 | 2 | 0 | 0.0% |
| ROBBERY | 167 | 283 | -116 | -41.0% |
| GL | 217 | 472 | -255 | -54.0% |
| FELASSAULT | 223 | 152 | 71 | 46.7% |
| BURGLARY | 3 | 13 | -10 | -76.9% |
| <u>TOTAL MAJOR FELONIES</u> | <u>616</u> | <u>925</u> | <u>-309</u> | <u>-33.4%</u> |

Year to date the daily Robbery average decreased from 1.9 to 1.1

Year to date the daily Major Felony average decreased from 6.1 to 4.1

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 5/23/2021)**

Motivation:

| Motivation | 2021 | 2020 | Diff | % Change |
|-----------------------|------|------|------|-------------|
| ASIAN | 25 | 7 | 18 | 257% |
| BLACK | 5 | 1 | 4 | 400% |
| ETHNIC | 3 | 0 | 3 | ***.* |
| GENDER | 2 | 5 | -3 | -60% |
| HISPANIC | 1 | 0 | 1 | ***.* |
| SEMITIC | 5 | 16 | -11 | -69% |
| SEXUAL ORIENTATION | 4 | 3 | 1 | 33% |
| WHITE | 2 | 1 | 1 | 100% |
| Grand Total | 47 | 33 | 14 | 42% |

Crime Name:

| Crime Name | 2021 | 2020 | Diff | % Change |
|-------------------------------|------|------|------|--------------|
| Aggravated Harassment 1 | 4 | 14 | -10 | -71% |
| Aggravated Harassment 2 | 11 | 6 | 5 | 83% |
| Assault 2 | 3 | 1 | 2 | 200% |
| Assault 3 | 16 | 8 | 8 | 100% |
| Criminal Mischief 2 | 0 | 1 | -1 | -100% |
| Criminal Mischief 3 | 3 | 0 | 3 | ***.* |
| Criminal Mischief 4 | 5 | 1 | 4 | 400% |
| 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 | 47 | 33 | 14 | 42% |



MAY ACTIVITY

| | 2021 | 2020 | Diff | % Change |
|---------------|-------------|-------------|-------------|-----------------|
| Total Arrests | 462 | 229 | 233 | 101.7% |
| TOS Arrests | 81 | 20 | 61 | 305.0% |
| Total Summons | 6962 | 936 | 6026 | 643.8% |
| TOS TABs | 5540 | 659 | 4881 | 740.7% |
| TOS C-Summ | 80 | 14 | 66 | 471.4% |

JANUARY THRU MAY ACTIVITY

| | 2021 | 2020 | Diff | % Change |
|---------------|-------------|-------------|-------------|-----------------|
| Total Arrests | 2130 | 2479 | -349 | -14.1% |
| TOS Arrests | 378 | 404 | -26 | -6.4% |
| Total Summons | 34917 | 26900 | 8017 | 29.8% |
| TOS TABs | 28893 | 17422 | 11471 | 65.8% |
| TOS C-Summ | 443 | 438 | 5 | 1.1% |

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

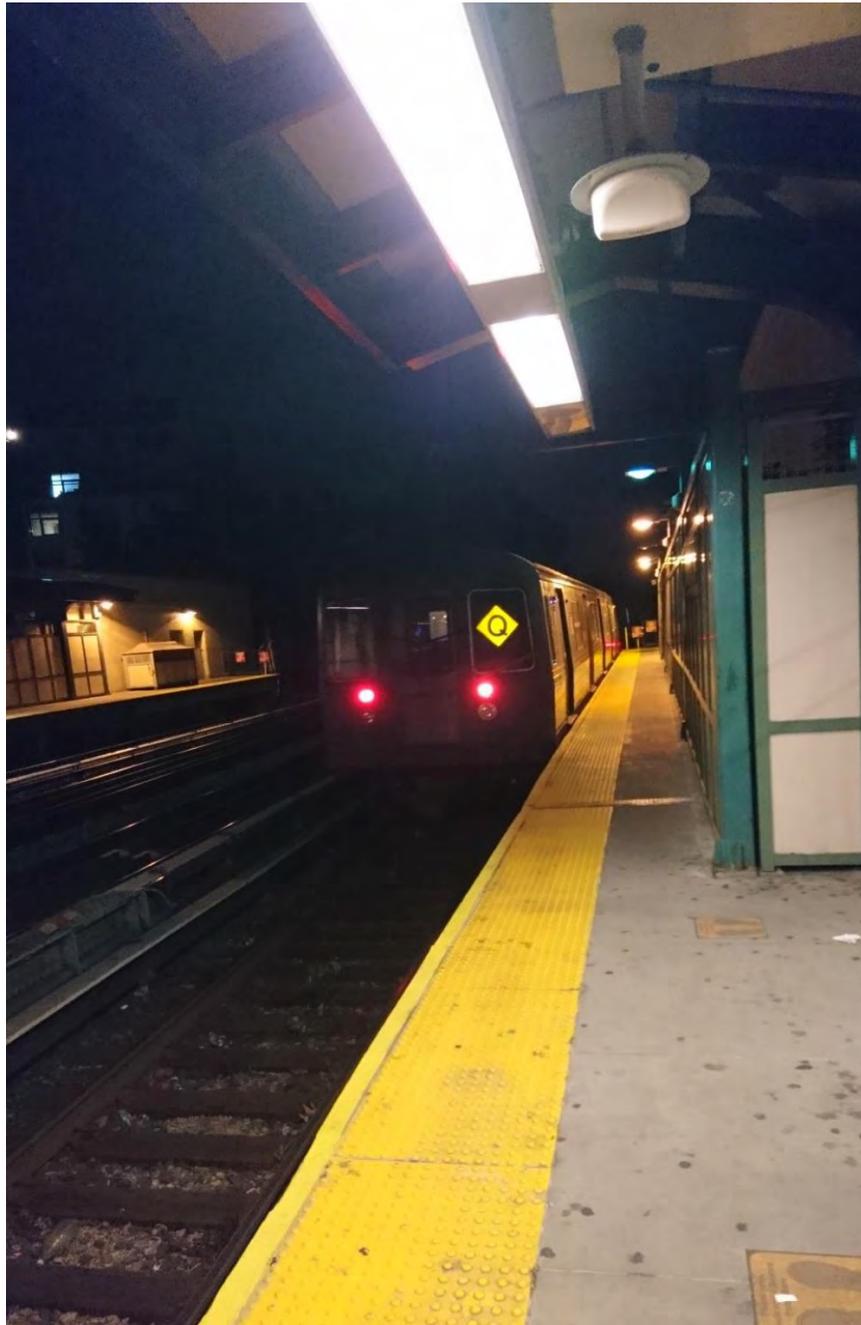
REPORT

| | JANUARY-MAY | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|-------------|------------|------------|------------|------------|-------------|------------|------------|------------|------------|
| | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| <i>Murder</i> | 1 | 0 | 3 | 1 | 0 | 0 | 1 | 1 | 4 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 3 | 4 |
| <i>Rape</i> | 1 | 6 | 0 | 1 | 1 | 0 | 2 | 1 | 2 | 3 | 0 | 2 | 0 | 0 | 1 | 4 | 3 | 5 | 0 | 0 | 1 | 0 | 1 | 2 | 2 |
| <i>Robbery</i> | 890 | 843 | 697 | 560 | 547 | 536 | 480 | 444 | 514 | 403 | 306 | 317 | 292 | 310 | 301 | 368 | 251 | 187 | 195 | 202 | 169 | 194 | 189 | 282 | 167 |
| <i>Assault</i> | 188 | 213 | 168 | 151 | 110 | 127 | 116 | 118 | 108 | 81 | 83 | 78 | 71 | 92 | 92 | 73 | 76 | 78 | 101 | 130 | 145 | 135 | 158 | 148 | 223 |
| <i>Burglary</i> | 17 | 10 | 1 | 4 | 8 | 3 | 674 | 4 | 0 | 1 | 0 | 4 | 0 | 2 | 0 | 11 | 7 | 7 | 6 | 10 | 10 | 4 | 3 | 13 | 3 |
| <i>GL</i> | 1313 | 1056 | 918 | 963 | 873 | 837 | 393 | 746 | 755 | 528 | 503 | 527 | 480 | 455 | 560 | 687 | 640 | 628 | 640 | 629 | 687 | 629 | 587 | 464 | 217 |
| TOTAL MAJOR FELONIES | 2410 | 2128 | 1787 | 1680 | 1539 | 1503 | 1276 | 1314 | 1383 | 1017 | 893 | 929 | 844 | 859 | 954 | 1143 | 977 | 905 | 942 | 972 | 1012 | 962 | 940 | 912 | 616 |
| <i>Major Fel Per Day</i> | 15.96 | 14.09 | 11.83 | 11.13 | 10.19 | 9.95 | 8.45 | 8.70 | 9.16 | 6.74 | 5.91 | 6.11 | 5.59 | 5.69 | 6.32 | 7.52 | 6.47 | 5.99 | 6.24 | 6.39 | 6.70 | 6.37 | 6.23 | 6.00 | 4.05 |

Financial and Ridership Reports

Jaibala Patel, Chief Financial Officer

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



In May 2021, full overnight subway service was restored for the first time after nearly a year of night-time closures. By the end of May, subway ridership surpassed 2.35 million passengers in a single day, with the additional two hours of service carrying over 5,500 riders on a weeknight and over 6,500 riders on a weekend night.

Preliminary May 2021 Monthly Report:

New York City Transit

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

- May 2021 New York City Transit ridership of 84.9 million was 36.5 million (75.6 percent) above budget. Subway ridership was 22.6 million (63.1 percent) over budget and bus ridership was 14.1 million (120.7 percent) above budget. For May 2021 year-to-date, total ridership exceeded budget by 168.4 million (87.3 percent).
- May 2021 ridership compared with May 2019 was lower by 116.6 million (57.9 percent). Subway ridership was lower by 61.3 percent and bus ridership was down 48.2 percent. For May 2021 YTD, total ridership was lower by 575.6 million (61.4 percent),
- May 2021 YTD ridership was 126.7 million (26.0 percent) below May 2020 YTD. Subway ridership was down 34.3 percent and bus ridership was level.
- May 2021 farebox revenue of \$181.7 million was \$84.2 million (86.4 percent) above budget. May 2021 YTD farebox revenue exceeded budget by \$384.9 million (97.2 percent).

May 2021 operating expenses of \$674.3 million were \$72.6 million (9.7 percent), less than budget.

- Labor expenses were below budget by \$55.2 million (9.4 percent), due largely to health and welfare /OPEB current underruns of \$36.9 million (26.2 percent), and lower Other Fringe Benefits expense of \$27.4 million (55.3 percent). Overtime was over by \$4.1 million (9.3 percent) and reimbursable overhead was unfavorable by \$4.6 million (22.6 percent).
- Non-labor expenses were under budget by \$17.4 million (10.8 percent), due mostly to underruns in materials and supplies of \$9.3 million (33.3 percent) and paratransit service contracts of \$6.7 million (18.5 percent).

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

| Preliminary Financial Results Compared to Budget | | | | | | |
|---|----------------------------|------|---------------|---------------------------------|----------------------------|------|
| Category (\$ in millions) | May Results | | Budget | May Year-to-Date Results | | |
| | <u>Variance Fav(UnFav)</u> | | | <u>Prelim Actual</u> | <u>Variance Fav(UnFav)</u> | |
| | \$ | % | \$ | \$ | \$ | % |
| Total Farebox Revenue | 84.2 | 86.4 | 395.9 | 780.9 | 384.9 | 97.2 |
| Nonreimb. Exp. before Dep./OPEB | 72.6 | 9.7 | (3,663.2) | (3,467.0) | 196.2 | 5.4 |
| Net Cash Deficit* | 122.7 | 22.7 | (3,003.6) | (2,604.9) | 398.7 | 13.3 |

*Excludes Subsidies and Debt Service

May 2021 farebox revenue of \$181.7 million was \$84.2 million (86.4 percent) above budget. Subway revenue was \$57.3 million (76.8 percent) above budget, bus revenue was \$26.5 million (138.3 percent) above budget, and paratransit revenue was \$0.43 million (46.4 percent) above budget. Accrued fare media liability was equal to budget. The May 2021 non-student average fare of \$2.16 decreased 115.1¢ from May 2020; subway fare decreased 99.4¢; local bus fare decreased 120.1¢; express bus fare decreased 24.8¢.

Total ridership in May 2021 of 84.9 million was 36.5 million (75.6 percent) above budget. Average weekday ridership in May 2021 was 3.2 million (426.3 percent) above May 2020, but still 116.6 million (57.9 percent) below May 2019.

Average weekday ridership for the twelve months ending May 2021 was 2.3 million, 60.9 percent lower than the twelve months ending May 2020, and nearly 5 million (68.6 percent) lower than the twelve months ending May 2019.

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, of \$674.3 million were \$72.6 million (9.7 percent), less than budget.

Labor expenses were below budget by \$55.2 million (9.4 percent), due largely to health and welfare /OPEB current underruns of \$36.9 million (26.2 percent), and favorability in Other Fringe benefits of \$27.4 million (55.3 percent). Overtime was over by \$4.1 million (9.3 percent) and reimbursable overhead was unfavorable by \$4.6 million (22.6 percent).

Non-labor expenses were under budget by \$17.4 million (10.8 percent), mostly due to underruns in materials and supplies of \$9.3 million (33.3 percent) and paratransit service contracts of \$6.7 million (18.5 percent).

Year-to-date, non-reimbursable expenses were lower than budget by \$196.2 million (5.4 percent), of which labor expenses underran by \$123.0 million (4.3 percent). Health and welfare/OPEB current expenses were favorable by \$123.4 million (17.6 percent), payroll underran by \$39.1 million (2.7 percent) and other fringe benefits were lower by \$20.0 million (8.3 percent). Overtime exceeded budget by \$28.1 million (12.7 percent), reimbursable overhead was unfavorable by \$26.1 million (22.7 percent), and pension expenses overran by \$5.3 million (1.4 percent). Non-labor expenses were favorable to budget by \$73.2 million (9.1 percent), including underruns in materials & supplies of \$37.8 million (27.3 percent), paratransit service contracts of \$30.5 million (18.2 percent), and electric power of \$20.0 million (15.7 percent). Maintenance and operating contracts overran by \$25.0 million (21.0 percent).

Financial Results

Farebox Revenue

| May 2021 Farebox Revenue - (\$ in millions) | | | | | | | | |
|---|-------------|---------------|------------------------|--------------|------------------|---------------|------------------------|--------------|
| | May | | | | May Year-to-Date | | | |
| | Budget | Prelim Actual | Favorable(Unfavorable) | | Budget | Prelim Actual | Favorable(Unfavorable) | |
| | | | Amount | Percent | | | Amount | Percent |
| Subway | 74.7 | 132.0 | 57.3 | 76.8% | 303.1 | 554.3 | 251.1 | 82.9% |
| NYCT Bus | 19.1 | 45.6 | 26.5 | 138.3% | 79.1 | 208.9 | 129.8 | 164.0% |
| Paratransit | 0.9 | 1.4 | 0.4 | 46.4% | 1.7 | 5.7 | 4.0 | 229.9% |
| Subtotal | 94.7 | 178.9 | 84.2 | 88.9% | 384.0 | 768.9 | 384.9 | 100.3% |
| Fare Media Liability | 2.8 | 2.8 | (0.0) | (0.0%) | 11.9 | 11.9 | 0.0 | 0.0% |
| Total - NYCT | 97.5 | 181.7 | 84.2 | 86.4% | 395.9 | 780.9 | 384.9 | 97.2% |

Note: Total may not add due to rounding

Average Fare

| May Non-Student Average Fare - (in \$) | | | | |
|--|--------------|--------------|----------------|----------------|
| | NYC Transit | | | |
| | 2020 | Prelim 2021 | Change | |
| | | | Amount | Percent |
| Subway | 3.299 | 2.305 | (0.994) | (30.1%) |
| Local Bus | 2.962 | 1.760 | (1.201) | (40.6%) |
| Subway & Local Bus | 3.295 | 2.141 | (1.154) | (35.1%) |
| Express Bus | 6.147 | 5.899 | (0.248) | (4.0%) |
| Total | 3.309 | 2.157 | (1.151) | (34.8%) |

The non-student average fare decreased by 35.1 percent from the prior year.

Non-reimbursable Expenses

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, of \$674.3 million were \$72.6 million (9.7 percent), less than budget.

Labor expenses were below budget by a net \$55.2 million (9.4 percent):

- Health and welfare/OPEB current expenses together were favorable \$36.9 million (26.2 percent) due to favorable prescription drug rates, favorable Aetna rates, timing of rebates and vacancies
- Other fringe benefits were favorable \$27.4 million (55.3 percent), primarily due to a true-up entry reflecting favorable workers compensation credits
- Reimbursable overhead was unfavorable to budget by \$4.6 million (22.6 percent), reflecting less than anticipated capital labor expense
- Overtime expenses overran budget by \$4.1 million (9.3 percent), primarily reflecting vacancy coverage

Non-labor expenses were under budget by a net \$17.4 million (10.8 percent):

- Materials and supplies were lower by \$9.3 million (33.3 percent), reflecting mainly lower COVID cleaning costs and favorable timing of expenses for non-vehicle materials
- Paratransit service contracts underran by \$6.7 million (18.5 percent), reflecting fewer trips and favorable timing of support costs
- Electric Power was lower than budget by \$1.9 million (8.1 percent), mainly due to lower consumption and lower rates
- Professional service contracts were favorable by \$1.2 million (10.5 percent)
- Maintenance and other operating contract expenses overran by \$1.9 million (7.8 percent) largely due to unfavorable timing of expenses and higher COVID vendor costs
- Other business expenses were over budget by \$1.0 million (23.6 percent), mainly due to higher card fees

Depreciation expenses in May were lower than budget by \$1.5 million (0.9 percent).

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

The **operating cash deficit** (excluding subsidies) for May of \$417.5 million is \$122.7 million (22.7 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 \$196.2 million (5.4 percent).

Labor expenses underran budget by a net \$123.0 million (4.3 percent)

- Health and welfare/OPEB current expenses together were favorable \$123.4 million (17.6 percent), resulting from favorable timing of rebates, vacancies, and lower rates
- Payroll expenses were lower than budget by \$39.1 million (2.7 percent), mainly due to vacancies
- Other fringe benefits were favorable by \$20.0 million (8.3 percent), mainly due to a true-up entry reflecting favorable workers compensation credits
- Overtime expenses overran budget by \$28.1 million (12.7 percent), primarily due to vacancy coverage and adverse winter weather
- Reimbursable overhead was unfavorable to the budget by \$26.1 million (22.7 percent), mainly due to less than anticipated capital labor expense
- Pension was unfavorable to budget by \$5.3 million (1.4 percent), mainly due to unfavorable timing of NYCERS pension charges

Non-labor expenses were net favorable to the budget by \$73.2 million (9.1 percent):

- Materials and supplies underran by \$37.8 million (27.3 percent), reflecting retroactive adjustment of prior year expense to reimbursable, lower COVID cleaning costs, and favorable timing of expenses
- Paratransit service contracts were favorable to budget by \$30.5 million (18.2 percent), reflecting fewer trips and favorable timing of support costs
- Electric power was lower than budget by \$20.0 million (15.7 percent) mainly due lower consumption and favorable rates
- Maintenance and other operating contract expenses overran by \$25.0 million (21.0 percent) due largely to the unfavorable timing of expenses and higher COVID vendor costs

Depreciation expenses exceeded budget by \$37.2 million (4.5 percent).

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

The year-to-date **operating cash deficit** of \$2,604.9 million (excluding subsidies) is \$398.7 million (13.3 percent) favorable to budget.

Ridership Results

| May 2021 Ridership vs. Budget - (in millions) | | | | | | | | |
|---|-------------|---------------|-------------|--------------|------------------|---------------|--------------|--------------|
| | May | | | | May Year-to-Date | | | |
| | Budget | Prelim Actual | More(Less) | | Budget | Prelim Actual | More(Less) | |
| | | | Amount | Percent | | | Amount | Percent |
| Subway | 35.8 | 58.4 | 22.6 | 63.1% | 142.9 | 243.3 | 100.5 | 70.3% |
| NYCT Bus | 11.7 | 25.8 | 14.1 | 120.7% | 46.2 | 114.9 | 68.7 | 148.7% |
| Paratransit | 0.9 | 0.7 | (0.2) | (20.1%) | 3.9 | 3.1 | (0.8) | (20.1%) |
| Total - NYCT | 48.4 | 84.9 | 36.5 | 75.6% | 193.0 | 361.4 | 168.4 | 87.3% |

Note: Total may not add due to rounding

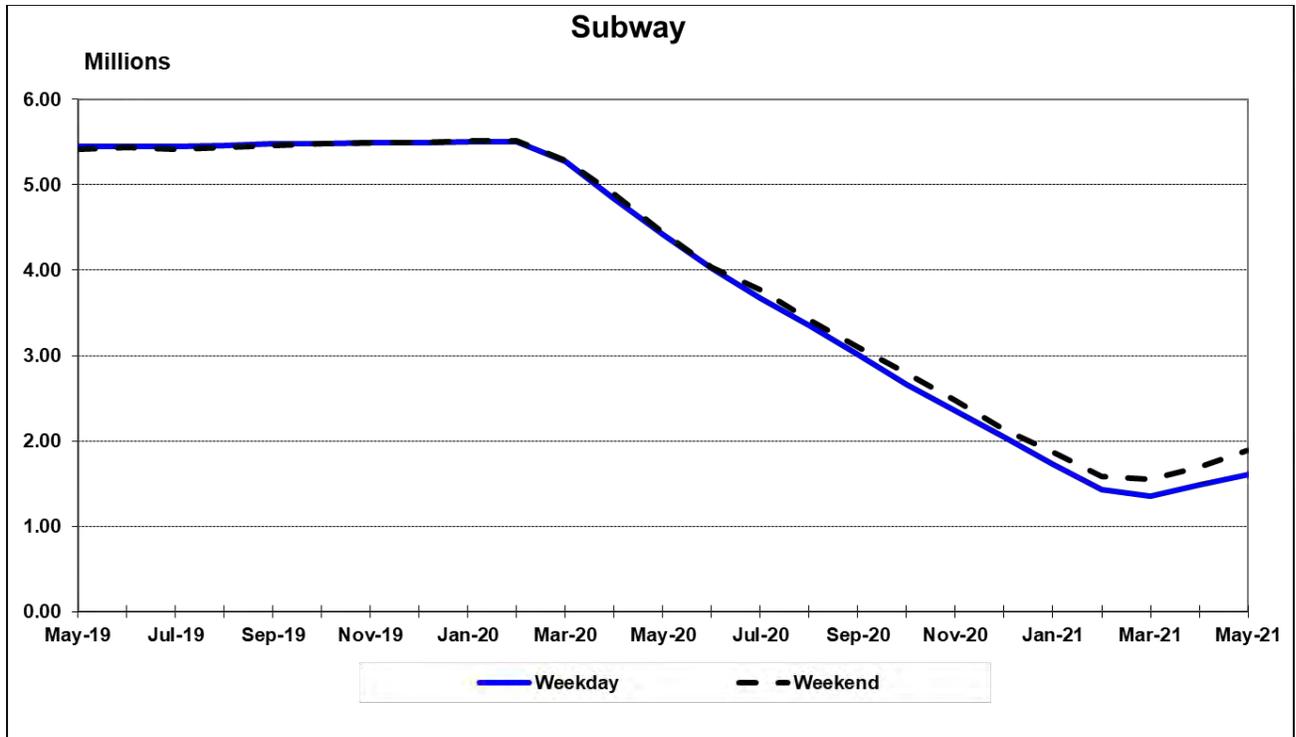
| May Average Weekday and Weekend Ridership vs. Prior Year | | | | | | | | |
|--|-------------------------------|--------------|----------------|----------------|-------------------------------|--------------|----------------|----------------|
| Month | Average Weekday - (thousands) | | | | Average Weekend - (thousands) | | | |
| | 2020 | Preliminary | Change | | 2020 | Preliminary | Change | |
| | | 2021 | Amount | Percent | | 2021 | Amount | Percent |
| Subway | 583 | 2,180 | 1,597 | +273.9% | 652 | 2,680 | 2,028 | +311.0% |
| NYCT Local Bus | 8 | 964 | 956 | +11950.0% | 9 | 1,112 | 1,103 | +12255.6% |
| NYCT Express Bus | 3 | 15 | 12 | +400.0% | 2 | 8 | 6 | +300.0% |
| Paratransit | 11 | 27 | 15 | +135.7% | 11 | 28 | 17 | +145.0% |
| TOTAL - NYCT | 605 | 3,186 | 2,580 | +426.3% | 674 | 3,828 | 3,154 | +467.6% |
| 12-Month Rolling Average | | | | | | | | |
| Subway | 4,417 | 1,609 | (2,808) | -63.6% | 4,438 | 1,892 | (2,546) | -57.4% |
| NYCT Local Bus | 1,364 | 638 | (726) | -53.2% | 1,537 | 787 | (750) | -48.8% |
| NYCT Express Bus | 32 | 12 | (20) | -62.5% | 11 | 6 | (5) | -45.5% |
| Paratransit | 30 | 23 | (7) | -22.4% | 35 | 25 | (10) | -29.2% |
| TOTAL - NYCT | 5,843 | 2,282 | (3,561) | -60.9% | 6,021 | 2,710 | (3,311) | -55.0% |

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

- May 2021 subway ridership was 63.1 percent favorable to budget and bus ridership was 120.7 percent favorable. Paratransit ridership was 20.1 percent unfavorable to budget.
- Compared to the previous year, average weekday ridership made significant gains on all modes of transportation. This is due to restoring full overnight subway service, lifting many COVID-19 travel restrictions, and terminating fare-free back-door boarding policy on local buses that was in effect last year from late March 2020 through late August 2020.
- Rolling average weekday ridership for the twelve-month period ending in May 2021, compared to twelve-month period ending in May 2020, is down 63.6 percent on subway, 53.2 percent down on local bus, 62.5 percent down on express bus, and 22.4 percent down on paratransit.

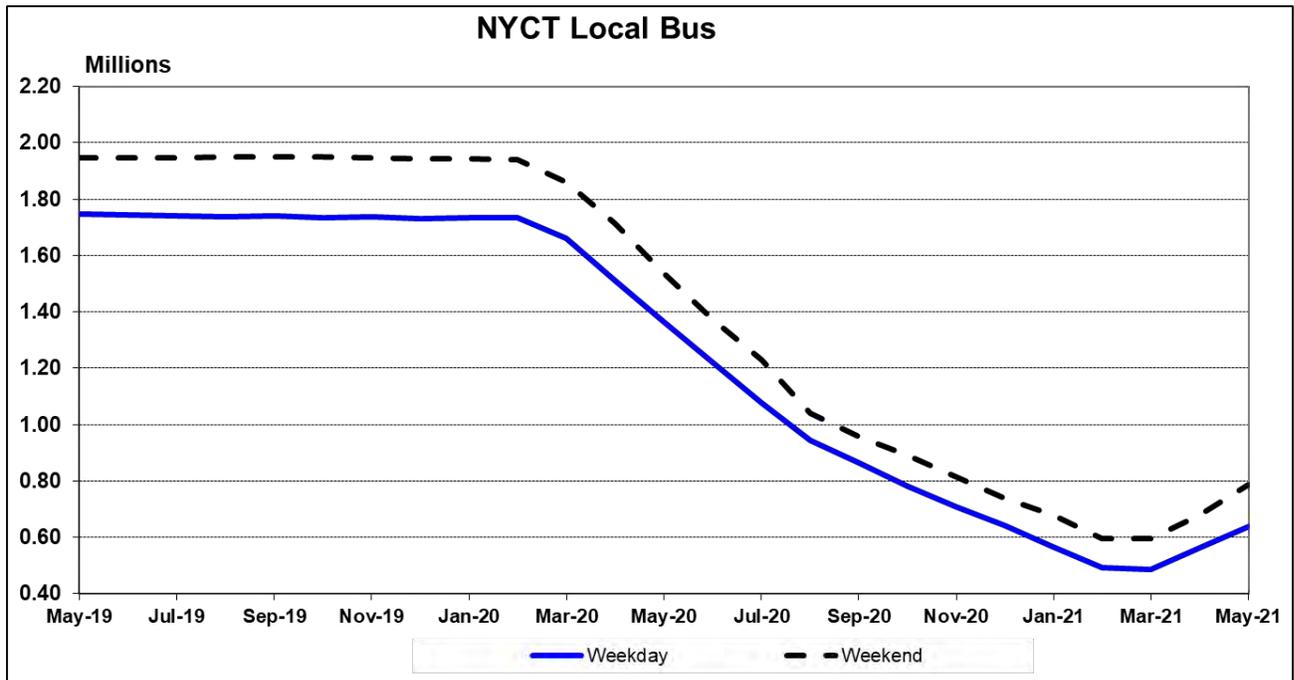
Average Weekday and Weekend Ridership

12-Month Rolling Averages



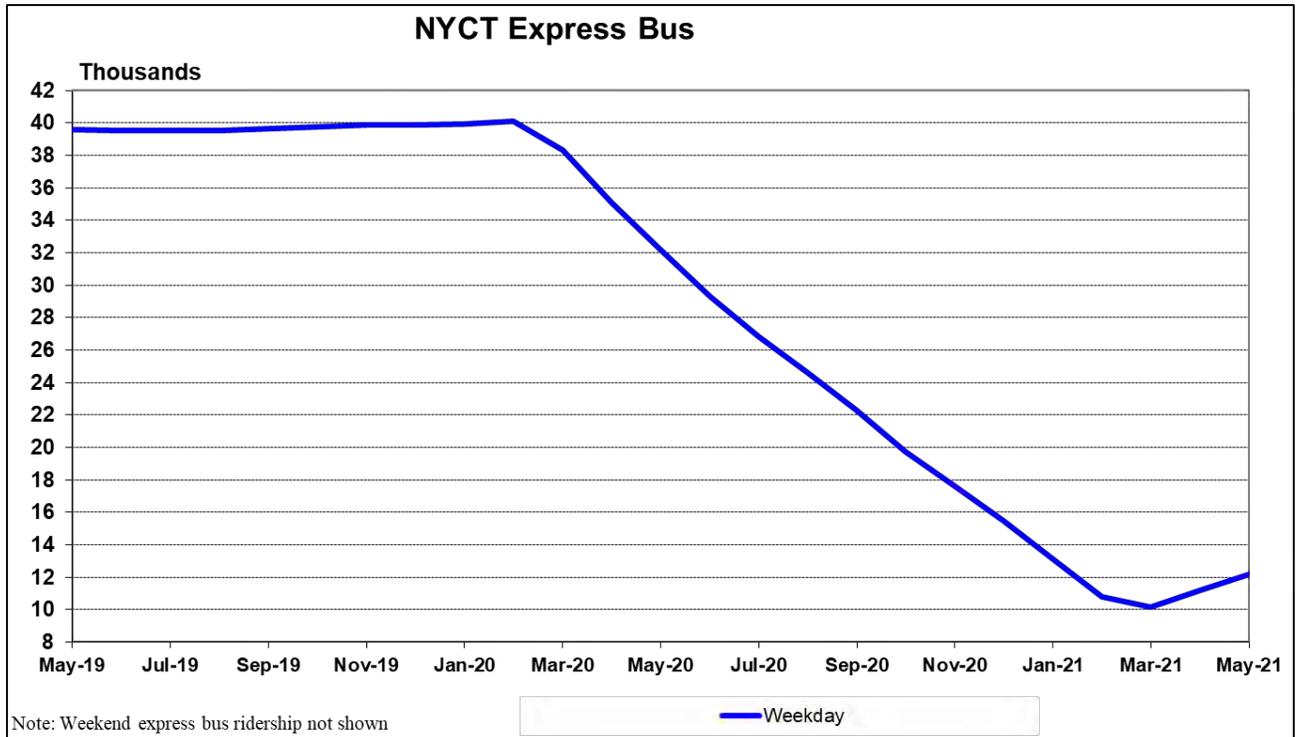
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions which began in March 2020.
- In February 2021, the ridership decline slowed, and in March 2021, a new period of growth began.

12-Month Rolling Averages



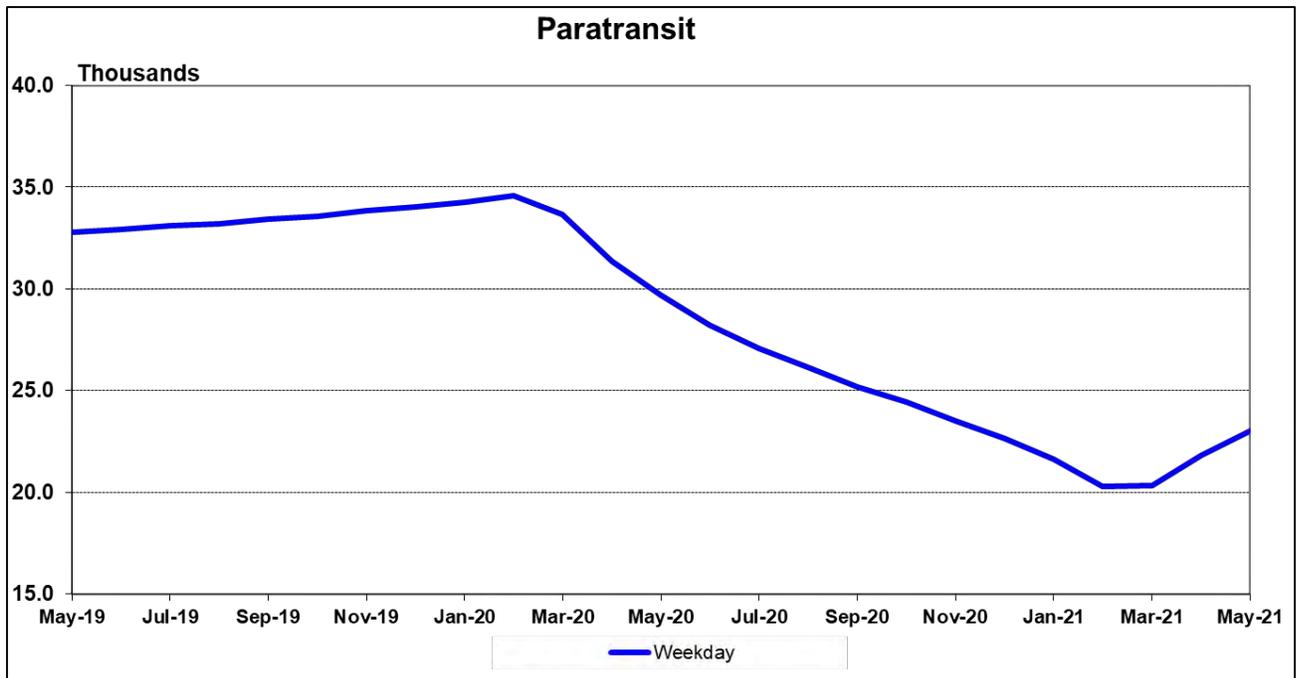
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations. Fare-free back door boarding was also in effect from late March through end of August 2020.
- In February 2021, the ridership decline slowed, and in 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 down on subway, NYCT Bus, MTA Bus, PATH, MNR and LIRR, and in March - May 2021 a new period of growth began. While ridership still hasn't reached May 2021 levels, the growth is very significant in comparison with May 2020.

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 | May-20 | Prelim May-21 | Percent Change | Rolling Avg Prior Year | Rolling Avg Current Year | 12-Month Rolling Average Percent Change |
| Average Weekday | | | | | | |
| Subway | 583 | 2,180 | +273.9% | 4,417 | 1,609 | -63.6% |
| NYCT Local Bus | 8 | 964 | +11950.0% | 1,364 | 638 | -53.2% |
| NYCT Express Bus | 3 | 15 | +400.0% | 32 | 12 | -62.5% |
| Paratransit | 11 | 27 | +135.7% | 30 | 23 | -22.6% |
| SIR | 1 | 5 | +361.8% | 13 | 3 | -72.6% |
| MTA Local Bus | 1 | 210 | +19060.7% | 284 | 135 | -52.4% |
| MTA Express Bus | 4 | 11 | +171.5% | 23 | 11 | -52.7% |
| LIRR | 21 | 99 | +371.4% | 251 | 72 | -71.3% |
| Metro-North | 19 | 81 | +326.3% | 226 | 55 | -75.7% |
| PATH | 20 | 80 | +300.0% | 229 | 59 | -74.2% |
| Average Weekend | | | | | | |
| Subway | 652 | 2,680 | +311.0% | 4,438 | 1,892 | -57.4% |
| NYCT Local Bus | 9 | 1,112 | +12255.6% | 1,537 | 787 | -48.8% |
| NYCT Express Bus | 2 | 8 | +300.0% | 11 | 6 | -45.5% |
| Paratransit | 11 | 28 | +145.0% | 35 | 25 | -29.2% |
| SIR | 1 | 1 | +92.2% | 3 | 1 | -54.0% |
| MTA Local Bus | 1 | 231 | +17456.4% | 308 | 159 | -48.5% |
| MTA Express Bus | 2 | 6 | +132.8% | 10 | 6 | -42.6% |
| LIRR | 19 | 93 | +389.5% | 168 | 75 | -55.4% |
| Metro-North | 21 | 111 | +428.6% | 195 | 74 | -62.1% |
| PATH | 22 | 100 | +354.5% | 148 | 71 | -52.0% |

Note: Percentages are based on unrounded data.

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

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| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|--|------------------|------------------|-------------------------|--------------|-----------------|-----------------|-------------------------|---------------|--------------------|------------------|-------------------------|-------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Subway | \$74.659 | \$131.977 | \$57.317 | 76.8 | \$0.000 | \$0.000 | - | - | \$74.659 | \$131.977 | \$57.317 | 76.8 |
| Bus | \$19.140 | \$45.616 | \$26.476 | 138.3 | \$0.000 | \$0.000 | - | - | \$19.140 | \$45.616 | \$26.476 | 138.3 |
| Paratransit | \$0.926 | \$1.355 | \$0.429 | 46.4 | \$0.000 | \$0.000 | - | - | \$0.926 | \$1.355 | \$0.429 | 46.4 |
| Fare Liability | \$2.780 | \$2.780 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$2.780 | \$2.780 | \$0.000 | 0.0 |
| Farebox Revenue | \$97.506 | \$181.728 | \$84.222 | 86.4 | \$0.000 | \$0.000 | - | - | \$97.506 | \$181.728 | \$84.222 | 86.4 |
| Fare Reimbursement | \$8.151 | \$8.151 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$8.151 | \$8.151 | \$0.000 | 0.0 |
| Paratransit Reimbursement | \$21.196 | \$25.250 | \$4.054 | 19.1 | \$0.000 | \$0.000 | - | - | \$21.196 | \$25.250 | \$4.054 | 19.1 |
| Other Operating Revenue | \$14.215 | \$17.240 | \$3.025 | 21.3 | \$0.000 | \$0.000 | - | - | \$14.215 | \$17.240 | \$3.025 | 21.3 |
| Other Revenue | \$43.563 | \$50.641 | \$7.079 | 16.2 | \$0.000 | \$0.000 | - | - | \$43.563 | \$50.641 | \$7.079 | 16.2 |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$97.210 | \$81.922 | (15.288) | (15.7) | \$97.210 | \$81.922 | (15.288) | (15.7) |
| Total Revenue | \$141.069 | \$232.370 | \$91.301 | 64.7 | \$97.210 | \$81.922 | (15.288) | (15.7) | \$238.279 | \$314.292 | \$76.013 | 31.9 |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$293.278 | \$293.627 | (0.349) | (0.1) | \$38.520 | \$31.519 | \$7.001 | 18.2 | \$331.797 | \$325.146 | \$6.652 | 2.0 |
| Overtime | \$44.720 | \$48.860 | (4.140) | (9.3) | \$9.208 | \$7.174 | \$2.034 | 22.1 | \$53.928 | \$56.034 | (2.107) | (3.9) |
| Total Salaries & Wages | \$337.997 | \$342.487 | (4.490) | (1.3) | \$47.728 | \$38.693 | \$9.035 | 18.9 | \$385.725 | \$381.180 | \$4.545 | 1.2 |
| Health and Welfare | \$90.867 | \$80.082 | \$10.786 | 11.9 | \$2.159 | \$2.043 | \$0.115 | 5.3 | \$93.026 | \$82.125 | \$10.901 | 11.7 |
| OPEB Current Payment | \$49.734 | \$23.637 | \$26.097 | 52.5 | \$1.212 | \$1.013 | \$0.199 | 16.5 | \$50.947 | \$24.650 | \$26.296 | 51.6 |
| Pensions | \$78.261 | \$78.199 | \$0.062 | 0.1 | \$2.157 | \$3.317 | (1.160) | (53.8) | \$80.418 | \$81.516 | (1.098) | (1.4) |
| Other Fringe Benefits | \$49.505 | \$22.152 | \$27.353 | 55.3 | \$15.102 | \$12.488 | \$2.614 | 17.3 | \$64.607 | \$34.639 | \$29.967 | 46.4 |
| Total Fringe Benefits | \$268.368 | \$204.069 | \$64.298 | 24.0 | \$20.630 | \$18.861 | \$1.769 | 8.6 | \$288.997 | \$222.930 | \$66.067 | 22.9 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | (20.510) | (15.870) | (4.640) | (22.6) | \$20.510 | \$15.870 | \$4.640 | 22.6 | \$0.000 | \$0.000 | \$0.000 | 546.5 |
| Labor | \$585.855 | \$530.687 | \$55.168 | 9.4 | \$88.867 | \$73.424 | \$15.444 | 17.4 | \$674.722 | \$604.110 | \$70.612 | 10.5 |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$23.039 | \$21.166 | \$1.873 | 8.1 | \$0.020 | \$0.020 | \$0.000 | (0.3) | \$23.059 | \$21.186 | \$1.873 | 8.1 |
| Fuel | \$8.409 | \$8.181 | \$0.228 | 2.7 | \$0.000 | \$0.000 | \$0.000 | - | \$8.409 | \$8.181 | \$0.228 | 2.7 |
| Insurance | \$6.727 | \$5.746 | \$0.981 | 14.6 | \$0.000 | \$0.000 | \$0.000 | - | \$6.727 | \$5.746 | \$0.981 | 14.6 |
| Claims | \$18.487 | \$18.487 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$18.487 | \$18.487 | \$0.000 | 0.0 |
| Paratransit Service Contracts | \$36.425 | \$29.676 | \$6.749 | 18.5 | \$0.000 | \$0.000 | \$0.000 | - | \$36.425 | \$29.676 | \$6.749 | 18.5 |
| Maintenance and Other Operating Contracts | \$24.109 | \$25.992 | (1.883) | (7.8) | \$3.165 | \$4.073 | (0.909) | (28.7) | \$27.274 | \$30.066 | (2.792) | (10.2) |
| Professional Service Contracts | \$11.561 | \$10.352 | \$1.208 | 10.5 | \$0.729 | \$0.048 | \$0.681 | 93.4 | \$12.290 | \$10.400 | \$1.889 | 15.4 |
| Materials & Supplies | \$27.914 | \$18.631 | \$9.283 | 33.3 | \$4.273 | \$4.580 | (0.307) | (7.2) | \$32.187 | \$23.211 | \$8.976 | 27.9 |
| Other Business Expenses | \$4.322 | \$5.344 | (1.021) | (23.6) | \$0.156 | (0.224) | \$0.379 | 243.7 | \$4.478 | \$5.120 | (0.642) | (14.3) |
| Non-Labor | \$160.993 | \$143.575 | \$17.418 | 10.8 | \$8.343 | \$8.499 | (0.156) | (1.9) | \$169.336 | \$152.073 | \$17.262 | 10.2 |
| 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 | \$746.848 | \$674.261 | \$72.586 | 9.7 | \$97.210 | \$81.922 | \$15.288 | 15.7 | \$844.058 | \$756.183 | \$87.875 | 10.4 |
| Depreciation | \$164.839 | \$163.370 | \$1.469 | 0.9 | \$0.000 | \$0.000 | - | - | \$164.839 | \$163.370 | \$1.469 | 0.9 |
| 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 | \$911.686 | \$837.631 | \$74.055 | 8.1 | \$97.210 | \$81.922 | \$15.288 | 15.7 | \$1,008.896 | \$919.553 | \$89.343 | 8.9 |
| OPERATING SURPLUS/DEFICIT | (770.618) | (605.262) | \$165.356 | 21.5 | \$0.000 | \$0.000 | \$0.000 | (50.0) | (770.618) | (605.262) | \$165.356 | 21.5 |

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 actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

MTA NEW YORK CITY TRANSIT
May - 2021 Adopted
Accrual Statement of Operations By Category
Year-To-Date - May 2021
(\$ in Millions)

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| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|--|--------------------|--------------------|-------------------------|--------------|------------------|------------------|-------------------------|---------------|--------------------|--------------------|-------------------------|--------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Subway | \$303.113 | \$554.262 | \$251.149 | 82.9 | \$0.000 | \$0.000 | - | - | \$303.113 | \$554.262 | \$251.149 | 82.9 |
| Bus | \$79.132 | \$208.932 | \$129.800 | 164.0 | \$0.000 | \$0.000 | - | - | \$79.132 | \$208.932 | \$129.800 | 164.0 |
| Paratransit | \$1.739 | \$5.737 | \$3.998 | 229.9 | \$0.000 | \$0.000 | - | - | \$1.739 | \$5.737 | \$3.998 | 229.9 |
| Fare Liability | \$11.945 | \$11.945 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$11.945 | \$11.945 | \$0.000 | 0.0 |
| Farebox Revenue | \$395.929 | \$780.876 | \$384.948 | 97.2 | \$0.000 | \$0.000 | - | - | \$395.929 | \$780.876 | \$384.948 | 97.2 |
| Fare Reimbursement | \$39.606 | \$39.606 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$39.606 | \$39.606 | \$0.000 | 0.0 |
| Paratransit Reimbursement | \$99.144 | \$83.873 | \$(15.271) | (15.4) | \$0.000 | \$0.000 | - | - | \$99.144 | \$83.873 | \$(15.271) | (15.4) |
| Other Operating Revenue | \$70.037 | \$76.227 | \$6.190 | 8.8 | \$0.000 | \$0.000 | - | - | \$70.037 | \$76.227 | \$6.190 | 8.8 |
| Other Revenue | \$208.787 | \$199.706 | \$(9.081) | (4.3) | \$0.000 | \$0.000 | - | - | \$208.787 | \$199.706 | \$(9.081) | (4.3) |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$517.861 | \$435.116 | \$(82.745) | (16.0) | \$517.861 | \$435.116 | \$(82.745) | (16.0) |
| Total Revenue | \$604.716 | \$980.583 | \$375.867 | 62.2 | \$517.861 | \$435.116 | \$(82.745) | (16.0) | \$1,122.577 | \$1,415.698 | \$293.122 | 26.1 |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$1,422.708 | \$1,383.609 | \$39.099 | 2.7 | \$202.504 | \$166.455 | \$36.048 | 17.8 | \$1,625.211 | \$1,550.064 | \$75.147 | 4.6 |
| Overtime | \$220.213 | \$248.271 | \$(28.058) | (12.7) | \$52.650 | \$41.231 | \$11.419 | 21.7 | \$272.863 | \$289.502 | \$(16.639) | (6.1) |
| Total Salaries & Wages | \$1,642.920 | \$1,631.880 | \$11.040 | 0.7 | \$255.153 | \$207.686 | \$47.467 | 18.6 | \$1,898.074 | \$1,839.566 | \$58.508 | 3.1 |
| Health and Welfare | \$453.444 | \$393.808 | \$59.636 | 13.2 | \$10.715 | \$9.089 | \$1.626 | 15.2 | \$464.159 | \$402.897 | \$61.262 | 13.2 |
| OPEB Current Payment | \$248.671 | \$184.907 | \$63.765 | 25.6 | \$6.062 | \$4.904 | \$1.159 | 19.1 | \$254.734 | \$189.811 | \$64.923 | 25.5 |
| Pensions | \$388.494 | \$393.756 | \$(5.263) | (1.4) | \$10.783 | \$11.872 | \$(1.089) | (10.1) | \$399.277 | \$405.628 | \$(6.351) | (1.6) |
| Other Fringe Benefits | \$240.461 | \$220.473 | \$19.987 | 8.3 | \$80.741 | \$68.027 | \$12.715 | 15.7 | \$321.202 | \$288.500 | \$32.702 | 10.2 |
| Total Fringe Benefits | \$1,331.070 | \$1,192.945 | \$138.125 | 10.4 | \$108.302 | \$93.891 | \$14.411 | 13.3 | \$1,439.372 | \$1,286.836 | \$152.536 | 10.6 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | \$(114.996) | \$(88.879) | \$(26.117) | (22.7) | \$114.996 | \$88.879 | \$26.117 | 22.7 | \$0.000 | \$0.000 | \$0.000 | 99.0 |
| Labor | \$2,858.995 | \$2,735.946 | \$123.049 | 4.3 | \$478.451 | \$390.456 | \$87.995 | 18.4 | \$3,337.446 | \$3,126.402 | \$211.043 | 6.3 |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$127.296 | \$107.280 | \$20.016 | 15.7 | \$0.106 | \$0.182 | \$(0.076) | (72.0) | \$127.402 | \$107.462 | \$19.940 | 15.7 |
| Fuel | \$43.635 | \$39.809 | \$3.826 | 8.8 | \$0.000 | \$0.000 | \$0.000 | - | \$43.635 | \$39.809 | \$3.826 | 8.8 |
| Insurance | \$33.880 | \$30.132 | \$3.748 | 11.1 | \$0.000 | \$0.000 | \$0.000 | - | \$33.880 | \$30.132 | \$3.748 | 11.1 |
| Claims | \$92.437 | \$92.437 | \$0.000 | 0.0 | \$0.000 | \$0.000 | - | - | \$92.437 | \$92.437 | \$0.000 | 0.0 |
| Paratransit Service Contracts | \$167.650 | \$137.128 | \$30.523 | 18.2 | \$0.000 | \$0.000 | \$0.000 | - | \$167.650 | \$137.128 | \$30.523 | 18.2 |
| Maintenance and Other Operating Contracts | \$118.933 | \$143.949 | \$(25.017) | (21.0) | \$15.782 | \$23.446 | \$(7.664) | (48.6) | \$134.714 | \$167.395 | \$(32.681) | (24.3) |
| Professional Service Contracts | \$59.958 | \$56.111 | \$3.847 | 6.4 | \$3.850 | \$3.026 | \$0.824 | 21.4 | \$63.809 | \$59.137 | \$4.671 | 7.3 |
| Materials & Supplies | \$138.708 | \$100.866 | \$37.842 | 27.3 | \$21.284 | \$18.172 | \$3.112 | 14.6 | \$159.992 | \$119.038 | \$40.954 | 25.6 |
| Other Business Expenses | \$21.710 | \$23.309 | \$(1.599) | (7.4) | \$(1.611) | \$(0.166) | \$(1.445) | (89.7) | \$20.099 | \$23.143 | \$(3.044) | (15.1) |
| Non-Labor | \$804.208 | \$731.021 | \$73.186 | 9.1 | \$39.410 | \$44.660 | \$(5.249) | (13.3) | \$843.618 | \$775.681 | \$67.937 | 8.1 |
| 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 | \$3,663.203 | \$3,466.967 | \$196.235 | 5.4 | \$517.861 | \$435.116 | \$82.745 | 16.0 | \$4,181.064 | \$3,902.083 | \$278.980 | 6.7 |
| Depreciation | \$824.193 | \$861.398 | \$(37.206) | (4.5) | \$0.000 | \$0.000 | - | - | \$824.193 | \$861.398 | \$(37.206) | (4.5) |
| GASB 75 OPEB Expense Adjustment | \$10.000 | \$0.000 | \$10.000 | 100.0 | \$0.000 | \$0.000 | - | - | \$10.000 | \$0.000 | \$10.000 | 100.0 |
| GASB 68 Pension Adjustment | \$19.288 | \$0.000 | \$19.288 | 100.0 | \$0.000 | \$0.000 | - | - | \$19.288 | \$0.000 | \$19.288 | 100.0 |
| Environmental Remediation | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses | \$4,516.683 | \$4,328.366 | \$188.317 | 4.2 | \$517.861 | \$435.116 | \$82.745 | 16.0 | \$5,034.544 | \$4,763.482 | \$271.063 | 5.4 |
| OPERATING SURPLUS/DEFICIT | (3,911.968) | (3,347.783) | \$564.184 | 14.4 | \$0.000 | \$0.000 | \$0.000 | 233.3 | (3,911.968) | (3,347.783) | \$564.184 | 14.4 |

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note 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
MAY 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 | 84.2 | 86.4 | Primarily due to higher ridership | 384.9 | 97.2 | Primarily due to higher ridership |
| Other Operating Revenue | NR | 7.1 | 16.2 | Favorable timing of Paratransit reimbursements and TAB revenues | (9.1) | (4.3) | Primarily underruns in Paratransit reimbursement and MetroCard fees partly |
| Payroll | NR | (0.3) | (0.1) | Minor variance | 39.1 | 2.7 | Primarily due to vacancies |
| Overtime | NR | (4.1) | (9.3) | Primarily vacancy coverage | (28.1) | (12.7) | Primarily vacancy coverage and adverse winter weather |
| Health & Welfare (including OPEB current payment) | NR | 36.9 | 26.2 | Favorable prescription drug rates, favorable Aetna rates, timing of rebates and vacancies | 123.4 | 17.6 | Favorable prescription drug rates, favorable Aetna rates, timing of rebates and vacancies |
| Pension | NR | 0.1 | 0.1 | Minor variance | (5.3) | (1.4) | Mainly unfavorable timing of NYCERS pension charges |
| Other Fringe Benefits | NR | 27.4 | 55.3 | Mainly due to revised accrual for workers compensation reserve | 20.0 | 8.3 | Mainly due to revised accrual for workers compensation reserve |
| Reimbursable Overhead | NR | (4.6) | (22.6) | Mainly due to less than anticipated capital labor expense | (26.1) | (22.7) | Mainly due to less than anticipated capital labor expense |
| Electric Power | NR | 1.9 | 8.1 | Mainly lower consumption and lower rates | 20.0 | 15.7 | Lower consumption and favorable rates |
| Fuel | NR | 0.2 | 2.7 | Minor variance | 3.8 | 8.8 | Mainly lower consumption partly offset by higher prices |
| Claims | NR | 0.0 | 0.0 | | 0.0 | 0.0 | |
| Paratransit Service Contracts | NR | 6.7 | 18.5 | Reflecting fewer trips and favorable timing of support costs | 30.5 | 18.2 | Reflecting fewer trips and favorable timing of support costs |
| Maintenance and Other Operating Contracts | NR | (1.9) | (7.8) | Largely unfavorable timing of expenses and higher COVID vendor costs | (25.0) | (21.0) | Largely unfavorable timing of expenses and higher COVID vendor costs |
| Professional Service Contracts | NR | 1.2 | 10.5 | Mainly due to Real Estate true-up credit entry | 3.8 | 6.4 | Mainly due to favorable timing of MTA bond service expense |
| Materials & Supplies | NR | 9.3 | 33.3 | Mainly lower COVID cleaning costs and favorable timing of expenses for non-vehicle materials | 37.8 | 27.3 | Reflects retroactive adjustment of prior year expense to reimbursable, lower COVID cleaning costs, and favorable timing of expenses |
| Other Business | NR | (1.0) | (23.6) | Mainly higher card fees | (1.6) | (7.4) | Mainly higher card fees |

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

6/09/2021 11:22 AM

| | Month | | | | Year-To-Date | | | |
|--|------------------|------------------|----------------------------|---------------|--------------------|--------------------|----------------------------|-------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Receipts | | | | | | | | |
| Farebox Revenue | \$97.506 | \$136.241 | \$38.735 | 39.7 | \$395.929 | \$658.274 | \$262.345 | 66.3 |
| Fare Reimbursement | \$6.313 | \$7.099 | \$0.786 | 12.5 | \$6.313 | \$26.363 | \$20.050 | 317.6 |
| Paratransit Reimbursement | \$21.184 | \$16.847 | (4.337) | (20.5) | \$99.079 | \$89.213 | (9.866) | (10.0) |
| Other Operating Revenue | \$3.689 | \$2.191 | (1.498) | (40.6) | \$17.410 | \$16.897 | (0.513) | (2.9) |
| Other Revenue | \$31.186 | \$26.137 | (5.049) | (16.2) | \$122.802 | \$132.473 | \$9.671 | 7.9 |
| Capital and Other Reimbursements | \$97.210 | \$94.312 | (2.898) | (3.0) | \$517.861 | \$372.381 | (145.480) | (28.1) |
| Total Revenue | \$225.902 | \$256.690 | \$30.788 | 13.6 | \$1,036.591 | \$1,163.128 | \$126.537 | 12.2 |
| Expenditures | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$287.961 | \$284.937 | \$3.024 | 1.1 | \$1,630.711 | \$1,559.263 | \$71.447 | 4.4 |
| Overtime | \$53.928 | \$56.034 | (2.107) | (3.9) | \$272.863 | \$289.502 | (16.639) | (6.1) |
| Total Salaries & Wages | \$341.889 | \$340.971 | \$0.918 | 0.3 | \$1,903.573 | \$1,848.765 | \$54.808 | 2.9 |
| Health and Welfare | \$93.026 | \$46.348 | \$46.678 | 50.2 | \$464.159 | \$413.112 | \$51.047 | 11.0 |
| OPEB Current Payment | \$50.947 | \$24.650 | \$26.296 | 51.6 | \$254.734 | \$189.811 | \$64.923 | 25.5 |
| Pensions | \$80.418 | \$83.012 | (2.594) | (3.2) | \$399.277 | \$413.086 | (13.809) | (3.5) |
| Other Fringe Benefits | \$40.689 | \$39.473 | \$1.216 | 3.0 | \$218.463 | \$214.359 | \$4.104 | 1.9 |
| Total Fringe Benefits | \$265.079 | \$193.483 | \$71.596 | 27.0 | \$1,336.633 | \$1,230.368 | \$106.265 | 8.0 |
| 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 | \$606.968 | \$534.454 | \$72.514 | 11.9 | \$3,240.206 | \$3,079.133 | \$161.073 | 5.0 |
| Non-Labor : | | | | | | | | |
| Electric Power | \$23.059 | \$22.568 | \$0.491 | 2.1 | \$130.132 | \$112.161 | \$17.971 | 13.8 |
| Fuel | \$8.409 | \$7.165 | \$1.244 | 14.8 | \$43.635 | \$40.487 | \$3.148 | 7.2 |
| Insurance | \$0.000 | \$0.146 | (0.146) | - | \$9.713 | \$10.978 | (1.265) | (13.0) |
| Claims | \$11.592 | \$2.356 | \$9.236 | 79.7 | \$57.962 | \$19.474 | \$38.488 | 66.4 |
| Paratransit Service Contracts | \$36.425 | \$31.372 | \$5.053 | 13.9 | \$167.150 | \$136.566 | \$30.584 | 18.3 |
| Maintenance and Other Operating Contracts | \$27.274 | \$30.829 | (3.555) | (13.0) | \$134.714 | \$152.615 | (17.901) | (13.3) |
| Professional Service Contracts | \$12.290 | \$13.172 | (0.882) | (7.2) | \$59.309 | \$58.689 | \$0.620 | 1.0 |
| Materials & Supplies | \$35.645 | \$26.354 | \$9.291 | 26.1 | \$177.284 | \$132.953 | \$44.331 | 25.0 |
| Other Business Expenses | \$4.478 | \$5.784 | (1.306) | (29.2) | \$20.099 | \$24.957 | (4.858) | (24.2) |
| Non-Labor | \$159.172 | \$139.746 | \$19.426 | 12.2 | \$799.998 | \$688.880 | \$111.118 | 13.9 |
| Other Expense Adjustments: | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenditures before Depreciation and OPEB | \$766.140 | \$674.200 | \$91.940 | 12.0 | \$4,040.204 | \$3,768.013 | \$272.191 | 6.7 |
| Depreciation | \$0.000 | \$0.000 | \$0.000 | 100.0 | \$0.000 | \$0.000 | \$0.000 | 100.0 |
| GASB 75 OPEB Expense Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| GASB 68 Pension Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Environmental Remediation | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Total Expenditures | \$766.140 | \$674.200 | \$91.940 | 12.0 | \$4,040.204 | \$3,768.013 | \$272.191 | 6.7 |
| Net Surplus/(Deficit) | (540.238) | (417.510) | \$122.728 | 22.7 | (3,003.613) | (2,604.885) | \$398.728 | 13.3 |

Note: Totals may not add due to rounding

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

| Operating Receipts or Disbursements | MONTH | | | YEAR TO DATE | | |
|--|--|--------|--|--|--------|--|
| | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance |
| | \$ | % | | \$ | % | |
| Farebox Receipts | 38.7 | 39.7 | Mainly due to higher ridership | 262.3 | 66.3 | Mainly due to higher ridership |
| Other Operating Receipts | (5.0) | (16.2) | Largely unfavorable timing of paratransit reimbursements | 9.7 | 7.9 | Largely favorable timing of school fare reimbursements |
| Capital and Other Reimbursements | (2.9) | (3.0) | Unfavorable timing of reimbursement receipts | (145.5) | (28.1) | Unfavorable timing of reimbursement receipts |
| Payroll | 3.0 | 1.1 | Primarily due to vacancies | 71.4 | 4.4 | Primarily due to vacancies |
| Overtime | (2.1) | (3.9) | Primarily vacancy coverage | (2.1) | (6.1) | Primarily vacancy coverage and adverse winter weather results |
| Health & Welfare/OPEB Current | 73.0 | 50.7 | Favorable timing of rebates, lower rates, and vacancies. | 116.0 | 16.1 | Favorable timing of rebates, lower rates, and vacancies. |
| Pension | (2.6) | (3.2) | Unfavorable timing of expenses | (13.8) | (3.5) | Unfavorable timing of expenses |
| Other Fringe Benefits | 1.2 | 3.0 | Primarily vacancy savings partly offset by unfavorable capital project support credits | 4.1 | 1.9 | Primarily vacancy savings partly offset by unfavorable capital project support credits |
| Electric Power | 0.5 | 2.1 | Minor variance | 18.0 | 13.8 | Lower consumption and favorable rates |
| Fuel | 1.2 | 14.8 | Lower consumption partly offset by higher prices | 3.1 | 7.2 | Lower consumption partly offset by higher prices |
| Claims | 9.2 | 79.7 | Fewer settlements and favorable timing of payments | 38.5 | 66.4 | Fewer settlements and favorable timing of payments |
| Paratransit Service Contracts | 5.1 | 13.9 | Fewer trips and favorable expense timing | 30.6 | 18.3 | Fewer trips and favorable expense timing |
| Maintenance and Other Operating Contracts | (3.6) | (13.0) | Largely unfavorable timing of expenses and higher COVID vendor costs | (17.9) | (13.3) | Largely unfavorable timing of expenses and higher COVID vendor costs |
| Professional Service Contracts | (0.9) | (7.2) | Minor variance | 0.6 | 1.0 | Minor variance |
| Materials & Supplies | 9.3 | 26.1 | Favorable timing of expenses and lower COVID cleaning costs | 44.3 | 25.0 | Favorable timing of expenses and lower COVID cleaning costs |
| Other Business | (1.3) | (29.2) | Primarily higher card fees | (4.9) | (24.2) | Higher card fees and unfavorable timing of payments |

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

6/09/2021 11:18 AM

| | Month | | | | Year-To-Date | | | |
|--|------------------|------------------|----------------------------|----------------|------------------|------------------|----------------------------|----------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | |
| Farebox Revenue | \$0.000 | (45.487) | (45.487) | - | \$0.000 | (122.602) | (122.602) | - |
| Fare Reimbursement | (1.838) | (1.052) | \$0.786 | 42.8 | (33.294) | (13.243) | \$20.050 | 60.2 |
| Paratransit Reimbursement | (0.013) | (8.403) | (8.390) | - | (0.065) | \$5.340 | \$5.405 | - |
| Other Operating Revenue | (10.525) | (15.049) | (4.523) | (43.0) | (52.627) | (59.330) | (6.703) | (12.7) |
| Other Revenue | (12.377) | (24.504) | (12.127) | (98.0) | (85.985) | (67.233) | \$18.752 | 21.8 |
| Capital and Other Reimbursements | \$0.000 | \$12.390 | \$12.390 | - | \$0.000 | (62.735) | (62.735) | - |
| Total Revenue | (12.377) | (57.602) | (45.225) | (365.4) | (85.985) | (252.570) | (166.585) | (193.7) |
| Expenses | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$43.836 | \$40.209 | (3.627) | (8.3) | (5.499) | (9.199) | (3.699) | (67.3) |
| Overtime | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Total Salaries & Wages | \$43.836 | \$40.209 | (3.627) | (8.3) | (5.499) | (9.199) | (3.699) | (67.3) |
| Health and Welfare | \$0.000 | \$35.777 | \$35.777 | - | \$0.000 | (10.215) | (10.215) | - |
| OPEB Current Payment | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Pensions | \$0.000 | (1.496) | (1.496) | - | \$0.000 | (7.458) | (7.458) | - |
| Other Fringe Benefits | \$23.918 | (4.834) | (28.752) | (120.2) | \$102.739 | \$74.141 | (28.598) | (27.8) |
| Total Fringe Benefits | \$23.918 | \$29.447 | \$5.529 | 23.1 | \$102.739 | \$56.468 | (46.271) | (45.0) |
| 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 | \$67.754 | \$69.656 | \$1.902 | 2.8 | \$97.240 | \$47.269 | (49.970) | (51.4) |
| Non-Labor : | | | | | | | | |
| Electric Power | \$0.000 | (1.382) | (1.382) | - | (2.731) | (4.699) | (1.969) | (72.1) |
| Fuel | \$0.000 | \$1.016 | \$1.016 | - | \$0.000 | (0.678) | (0.678) | - |
| Insurance | \$6.727 | \$5.600 | (1.127) | (16.8) | \$24.167 | \$19.154 | (5.013) | (20.7) |
| Claims | \$6.895 | \$16.131 | \$9.236 | 134.0 | \$34.475 | \$72.963 | \$38.488 | 111.6 |
| Paratransit Service Contracts | \$0.000 | (1.696) | (1.696) | - | \$0.500 | \$0.562 | \$0.062 | 12.4 |
| Maintenance and Other Operating Contracts | \$0.000 | (0.763) | (0.763) | - | \$0.000 | \$14.780 | \$14.780 | - |
| Professional Service Contracts | \$0.000 | (2.772) | (2.772) | - | \$4.500 | \$0.448 | (4.052) | (90.0) |
| Materials & Supplies | (3.458) | (3.143) | \$0.315 | 9.1 | (17.292) | (13.915) | \$3.377 | 19.5 |
| Other Business Expenses | \$0.000 | (0.664) | (0.664) | - | \$0.000 | (1.814) | (1.814) | - |
| Non-Labor | \$10.164 | \$12.327 | \$2.164 | 21.3 | \$43.620 | \$86.801 | \$43.181 | 99.0 |
| 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 | \$77.918 | \$81.983 | \$4.066 | 5.2 | \$140.859 | \$134.070 | (6.789) | (4.8) |
| Depreciation | \$164.839 | \$163.370 | (1.469) | (0.9) | \$824.193 | \$861.398 | \$37.206 | 4.5 |
| GASB 75 OPEB Expense Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$10.000 | \$0.000 | (10.000) | (100.0) |
| GASB 68 Pension Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$19.288 | \$0.000 | (19.288) | (100.0) |
| Environmental Remediation | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Total Expenditures | \$242.756 | \$245.353 | \$2.597 | 1.1 | \$994.340 | \$995.469 | \$1.129 | 0.1 |
| Total Cash Conversion Adjustments | \$230.379 | \$187.752 | (42.628) | (18.5) | \$908.354 | \$742.898 | (165.456) | (18.2) |

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 that the current months' actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

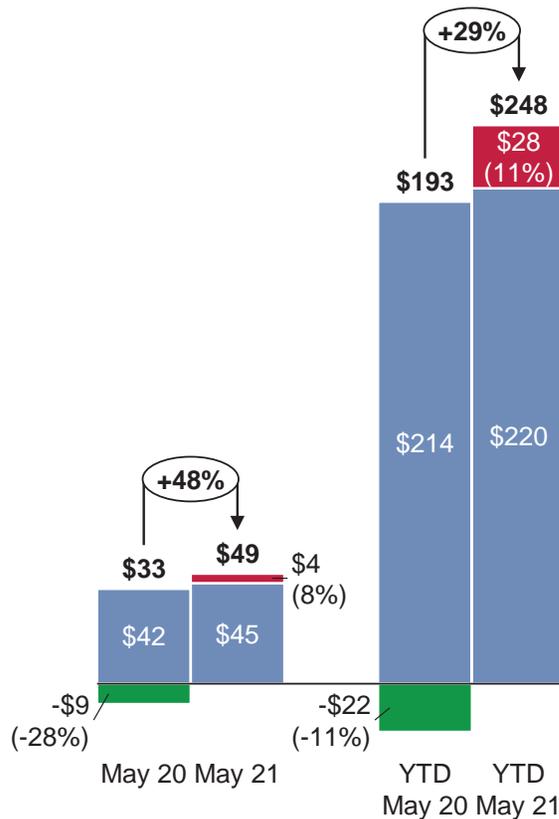
NYCT – Non-Reimbursable Overtime Variance

May 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$532M

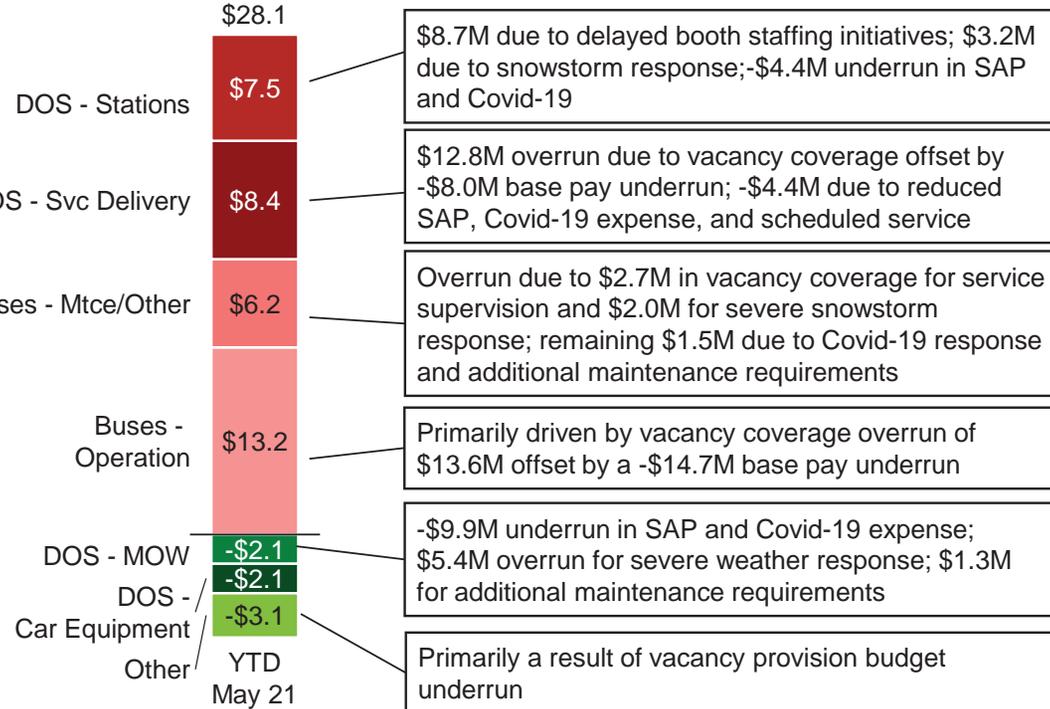


Overview

- Overall increase of \$55.6M or 29% compared to May YTD 2020
- Overall decrease of -\$18.9M or -7% compared to May YTD 2019
- \$28.1M or 11% above 2021 YTD budget offset by -\$37.8M base pay underrun
- Subways \$11.7M overrun: \$9.6M for snowstorm response \$12.8M for vacancy coverage; \$8.7M delayed station booth staffing initiatives; remaining underruns of -\$24.1M in SAP and Covid-19; \$3.7M for additional operating requirements
- Buses \$19.4M overrun: \$16.3M for vacancy coverage; \$2.0M weather overrun; \$1.1M for Covid-19 response and additional maintenance requirements

YTD variance by division

\$M



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

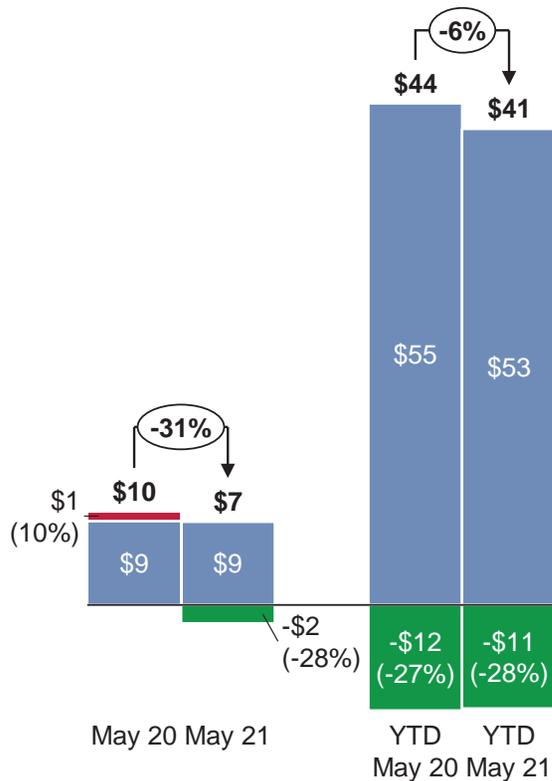
NYCT – Reimbursable Overtime Variance

May 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$125M

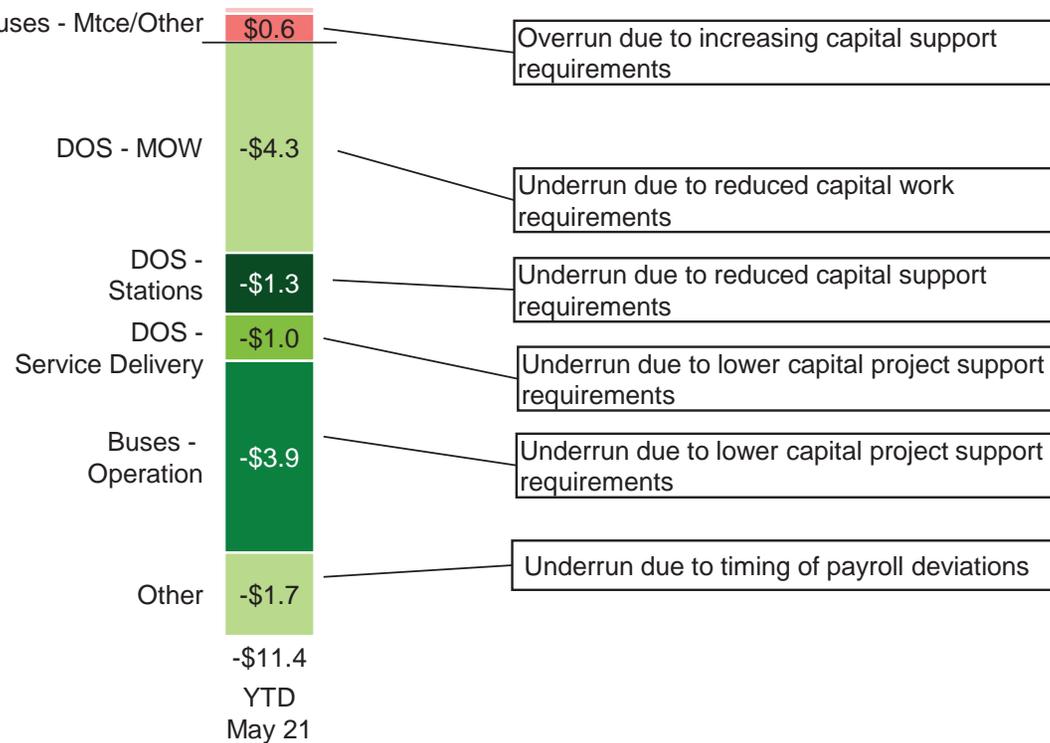


Overview

- Overall decrease of -\$2.6M or -6% compared to May YTD 2020
- Overall decrease of -\$48.8M or -54% compared to May YTD 2019
- -\$11.4M or 28% below 2021 YTD budget
- Subways -\$6.4M underrun due to lower capital support requirements and severe weather project cancellations
- Buses -\$3.3M underrun due to lower capital support requirements

YTD variance by division

\$M



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

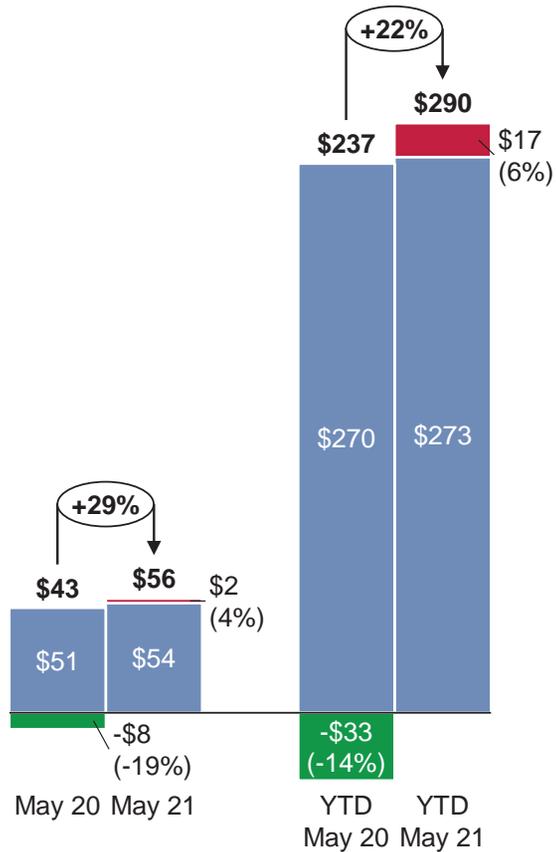
NYCT – Total Overtime Variance

May 2021 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$657M

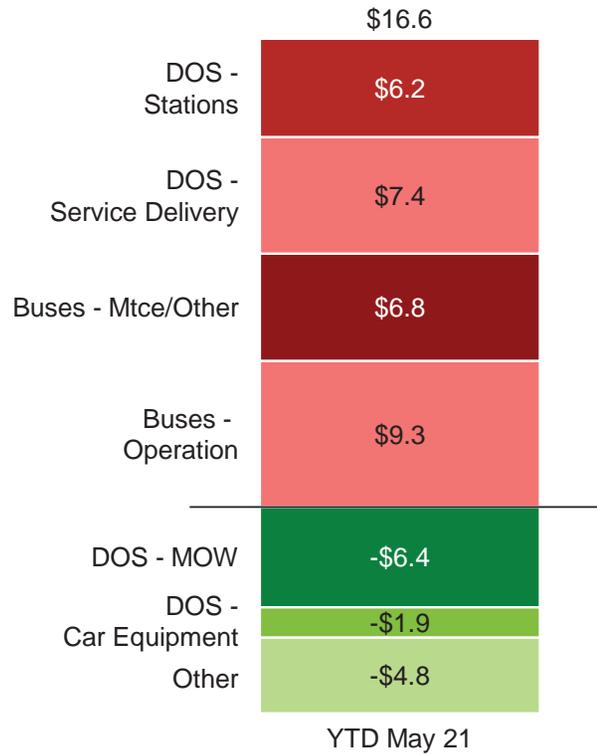


Overview

- Overall increase of \$53.0M or 22% compared to May YTD 2020
- Overall decrease of -\$67.7M or -19% compared to May YTD 2019
- \$16.6M 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
 May 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 | 19 | 6 | |
| Law | 240 | 227 | 13 | |
| Office of the EVP | 10 | 17 | (7) | |
| Human Resources | 196 | 180 | 16 | |
| Office of Management and Budget | 30 | 26 | 4 | |
| Strategy & Customer Experience | 180 | 169 | 11 | |
| Non-Departmental | - | 0 | 0 | |
| Labor Relations | 78 | 74 | 4 | |
| Office of People & Business Transformation | 14 | 11 | 3 | |
| Materiel | 153 | 195 | (42) | |
| Controller | 102 | 100 | 2 | |
| Total Administration | 1,028 | 1,018 | 10 | |
| <u>Operations:</u> | | | | |
| Subways Service Delivery | 7,943 | 7,693 | 250 | Vacancies mainly due to Supv, Train Operators and Conductors. |
| Subways Operations Support/Admin | 395 | 401 | (6) | |
| Subways Stations | 2,334 | 2,319 | 15 | |
| Subtotal Subways | 10,672 | 10,413 | 259 | |
| Buses | 10,830 | 10,551 | 279 | Vacancies mainly due to Bus Operators. |
| Paratransit | 183 | 178 | 5 | |
| Operations Planning | 364 | 319 | 45 | |
| Revenue Control | 560 | 547 | 13 | |
| Non-Departmental | 173 | - | 173 | |
| Total Operations | 22,782 | 22,008 | 774 | |
| <u>Maintenance:</u> | | | | |
| Subways Operations Support/Admin | 88 | 74 | 14 | |
| Subways Engineering | 312 | 310 | 2 | |
| Subways Car Equipment | 4,663 | 4,179 | 484 | Vacancies mainly due to Cleaners. |
| Subways Infrastructure | 1,870 | 1,833 | 37 | |
| Subways Elevators & Escalators | 452 | 461 | (9) | |
| Subways Stations | 3,336 | 3,583 | (247) | Excesses mainly due to Cleaners. |
| Subways Track | 3,110 | 2,825 | 285 | Vacancies mainly due to Supv and hourlylies. |
| Subways Power | 636 | 623 | 13 | |
| Subways Signals | 1,704 | 1,626 | 78 | Vacancies mainly due to Signal Mtrs. |
| Subways Electronic Maintenance | 1,555 | 1,434 | 121 | Vacancies mainly due to PTE and hourlylies. |
| Subtotal Subways | 17,726 | 16,948 | 778 | |
| Buses | 3,398 | 3,325 | 73 | Vacancies mainly due to hourlylies. |
| Supply Logistics | 523 | 513 | 10 | |
| System Safety | 86 | 78 | 8 | |
| Non-Departmental | (49) | - | (49) | |
| Total Maintenance | 21,684 | 20,864 | 820 | |
| <u>Engineering:</u> | | | | |
| Capital Program Management | 1,302 | 1,116 | 186 | Vacancies mainly due to Mgrs and PTEs |
| Total Engineering/Capital | 1,302 | 1,116 | 186 | |
| <u>Public Safety:</u> | | | | |
| Security | 633 | 577 | 56 | Vacancies mainly due to Supv and hourlylies. |
| Total Public Safety | 633 | 577 | 56 | |
| Total Positions | 47,429 | 45,583 | 1,846 | |
| Non-Reimbursable | 42,703 | 41,577 | 1,127 | |
| Reimbursable | 4,726 | 4,006 | 720 | |
| Total Full-Time | 47,272 | 45,473 | 1,799 | |
| Total Full-Time Equivalents | 157 | 110 | 47 | |

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

| FUNCTION/OCCUPATION | Adopted | Actual | Variance Fav./ (Unfav) | Explanation |
|------------------------------------|---------------|---------------|---------------------------|-------------|
| <u>Administration:</u> | | | | |
| Managers/Supervisors | 326 | 325 | 1 | |
| Professional, Technical, Clerical | 670 | 662 | 8 | |
| Operational Hourlies | 32 | 31 | 1 | |
| Total Administration | 1,028 | 1,018 | 10 | |
| <u>Operations:</u> | | | | |
| Managers/Supervisors | 2,794 | 2,586 | 208 | |
| Professional, Technical, Clerical | 491 | 478 | 13 | |
| Operational Hourlies | 19,497 | 18,944 | 553 | |
| Total Operations | 22,782 | 22,008 | 774 | |
| <u>Maintenance:</u> | | | | |
| Managers/Supervisors | 3,876 | 3,622 | 254 | |
| Professional, Technical, Clerical | 882 | 804 | 78 | |
| Operational Hourlies | 16,926 | 16,438 | 488 | |
| Total Maintenance | 21,684 | 20,864 | 820 | |
| <u>Engineering/Capital:</u> | | | | |
| Managers/Supervisors | 353 | 279 | 74 | |
| Professional, Technical, Clerical | 947 | 835 | 112 | |
| Operational Hourlies | 2 | 2 | 0 | |
| Total Engineering/Capital | 1,302 | 1,116 | 186 | |
| <u>Public Safety:</u> | | | | |
| Managers/Supervisors | 266 | 237 | 29 | |
| Professional, Technical, Clerical | 32 | 32 | 0 | |
| Operational Hourlies | 335 | 308 | 27 | |
| Total Public Safety | 633 | 577 | 56 | |
| <u>Total Positions:</u> | | | | |
| Managers/Supervisors | 7,615 | 7,049 | 566 | |
| Professional, Technical, Clerical | 3,022 | 2,811 | 211 | |
| Operational Hourlies | 36,792 | 35,723 | 1069 | |
| Total Positions | 47,429 | 45,583 | 1,846 | |

Preliminary May 2021 Report: Staten Island Railway

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

- May 2021 Staten Island Railway ridership of 98,982 was 6,595 rides (7.1 percent) above budget.
- Compared with May 2020 ridership of 23,455, Staten Island Railway ridership in May 2021 was higher by 75,527 rides (322 percent).
- May 2021 Staten Island Railway Year-to-date (YTD) ridership of 452,996 was 472,959 (51.1 percent) below 2020 YTD ridership.
- Compared with May 2019 YTD ridership of 1,865,835, Staten Island Railway YTD ridership in May 2021 was lower by 1,412,839 rides (75.7 percent).
- Average weekday ridership of 4,544 was 3,560 rides (361.8 percent) higher than May 2020.
- May 2021 Farebox revenue of \$0.162 million was \$0.024 million (17.7 percent) above budget. The overrun was due to higher than expected ridership.
- Operating expenses were under budget by \$0.841 million (15.4 percent).
 - Labor expenses were less than budget by \$0.498 million (11.4 percent).
 - Non-labor expenses were also less than budget by \$0.343 million (31.0 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

May 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

May 2021 Staten Island Railway ridership of 98,982 was 6,595 rides (7.1 percent) above budget. Average weekday ridership of 4,544 was 3,560 rides (361.8 percent) higher than May 2020 and 12,250 rides (72.9 percent) lower than May 2019. Average weekday ridership for the twelve months ending May 2021 was 3,479, which is 9,230 rides (72.6 percent) lower than the twelve months ending May 2020 and 12,608 rides (78.4 percent) lower than the twelve months ending May 2019.

Operating revenue of \$0.213 million was below budget by \$0.133 million (38.4 percent).

- Farebox revenue of \$0.162 million was \$0.024 million (17.7 percent) above budget. The overrun was due to higher than expected ridership.
- Other Revenue of \$0.050 million was \$0.157 million (75.7 percent) below budget due to lower school fare reimbursement and advertising revenue.

Year-to-date operating revenue of \$1.040 million was \$0.565 million (35.2 percent) under budget, due to underruns in school fare reimbursement and advertising revenue, partly offset by favorable farebox revenue.

Nonreimbursable expenses in May, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were less than budget by \$0.841 million (15.4 percent).

- Labor expenses underran budget by \$0.498 million (11.4 percent), due primarily to an underrun of \$0.526 million (60.4 percent) in Health and Welfare including OPEB current payments, resulting from favorable prescription drug rates, favorable medical rates, vacancies and the favorable timing of expenses/credits. Payroll expenses were below budget by \$0.097 million (4.3 percent) attributable to vacancies. Pension underran budget by \$0.077 million (10.7 percent). Overtime expenses overran by \$0.106 million (62.5 percent), attributable to vacancies providing general offset to payroll.
- Non-labor expenses were also below budget by a net \$0.343 million (31.0 percent), including an underrun in Electric Power of \$0.208 million (63.8 percent) due to timing and Professional Services Contract underrun by \$0.108 million (46.1 percent) also due to timing.

Year-to-date, expenses were below budget by \$1.856 million (6.7 percent), including underruns in labor expenses of \$0.867 million (3.9 percent), which were driven mostly by an underrun in Health and Welfare expenses including OPEB current payments of \$0.979 million (22.5 percent) resulting from favorable prescription drug rates, medical rates, and timing of expenses/credits. Payroll expenses were less by \$0.453 million (4.0 percent), due mainly to vacancies. Non-labor expenses were less than budget by a net \$0.989 million (18.0 percent), including an underrun in Professional Services contracts of \$0.597 million (51.1 percent) and Maintenance and Other Operating Contracts underran by \$0.335 million (37.1 percent) due to timing.

Depreciation expenses year-to-date of \$4.675 million were below forecast by \$0.325 million (6.5 percent).

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

Operating cash deficit (excluding subsidies) reported in May of \$3.803 million was \$1.013 million (21.0 percent) favorable to budget. On a year-to-date basis, the operating cash deficit was \$23.059 million, which was \$1.957 million (7.8 percent) favorable to budget.

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

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| | Month | | | | Year-To-Date | | | |
|-------------------------------|----------------|----------------|----------------------------|-------------|----------------|----------------|----------------------------|-------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| <u>Ridership</u> | | | | | | | | |
| Ridership - Subway | 0.092 | 0.099 | 0.007 | 7.1 | 0.374 | 0.453 | 0.079 | 21.2 |
| Total Ridership | 0.092 | 0.099 | 0.007 | 7.1 | 0.374 | 0.453 | 0.079 | 21.2 |
| <u>FareBox Revenue</u> | | | | | | | | |
| Farebox Revenue | \$0.138 | \$0.162 | \$0.024 | 17.7 | \$0.569 | \$0.708 | \$0.139 | 24.4 |
| Total Farebox Revenue | \$0.138 | \$0.162 | \$0.024 | 17.7 | \$0.569 | \$0.708 | \$0.139 | 24.4 |

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
May - 2021 Adopted
Accrual Statement of Operations By Category
Month - May 2021
(\$ in Millions)

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| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|--|-----------------|----------------|-------------------------|---------------|----------------|----------------|-------------------------|---------------|----------------|----------------|-------------------------|---------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Farebox Revenue | \$0.138 | \$0.162 | \$0.024 | 17.7 | \$0.000 | \$0.000 | - | - | \$0.138 | \$0.162 | \$0.024 | 17.7 |
| Other Revenue | \$0.207 | \$0.050 | (0.157) | (75.7) | \$0.000 | \$0.000 | - | - | \$0.207 | \$0.050 | (0.157) | (75.7) |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$0.621 | \$0.117 | (0.504) | (81.2) | \$0.621 | \$0.117 | (0.504) | (81.2) |
| Total Revenue | \$0.345 | \$0.213 | (0.133) | (38.4) | \$0.621 | \$0.117 | (0.504) | (81.2) | \$0.966 | \$0.329 | (0.636) | (65.9) |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$2.261 | \$2.165 | \$0.097 | 4.3 | \$0.322 | \$0.038 | \$0.284 | 88.2 | \$2.583 | \$2.203 | \$0.381 | 14.7 |
| Overtime | \$0.170 | \$0.276 | (0.106) | (62.5) | \$0.092 | \$0.028 | \$0.064 | 69.4 | \$0.262 | \$0.304 | (0.043) | (16.4) |
| Total Salaries & Wages | \$2.431 | \$2.441 | (0.010) | (0.4) | \$0.414 | \$0.066 | \$0.348 | 84.1 | \$2.845 | \$2.507 | \$0.338 | 11.9 |
| Health and Welfare | \$0.637 | \$0.219 | \$0.418 | 65.6 | \$0.000 | \$0.000 | - | - | \$0.637 | \$0.219 | \$0.418 | 65.6 |
| OPEB Current Payment | \$0.234 | \$0.125 | \$0.108 | 46.3 | \$0.000 | \$0.000 | \$0.000 | - | \$0.234 | \$0.126 | \$0.108 | 46.2 |
| Pensions | \$0.724 | \$0.646 | \$0.077 | 10.7 | \$0.000 | \$0.000 | - | - | \$0.724 | \$0.646 | \$0.077 | 10.7 |
| Other Fringe Benefits | \$0.332 | \$0.426 | (0.095) | (28.5) | \$0.207 | \$0.051 | \$0.157 | 75.6 | \$0.539 | \$0.477 | \$0.062 | 11.5 |
| Total Fringe Benefits | \$1.926 | \$1.417 | \$0.509 | 26.4 | \$0.207 | \$0.051 | \$0.156 | 75.5 | \$2.133 | \$1.468 | \$0.665 | 31.2 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | \$0.000 | \$0.001 | (0.001) | - | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.001 | (0.001) | - |
| Labor | \$4.357 | \$3.859 | \$0.498 | 11.4 | \$0.621 | \$0.117 | \$0.504 | 81.2 | \$4.978 | \$3.976 | \$1.002 | 20.1 |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$0.326 | \$0.118 | \$0.208 | 63.8 | \$0.000 | \$0.000 | - | - | \$0.326 | \$0.118 | \$0.208 | 63.8 |
| Fuel | \$0.022 | \$0.019 | \$0.003 | 14.9 | \$0.000 | \$0.000 | - | - | \$0.022 | \$0.019 | \$0.003 | 14.9 |
| Insurance | \$0.113 | \$0.096 | \$0.017 | 15.0 | \$0.000 | \$0.000 | - | - | \$0.113 | \$0.096 | \$0.017 | 15.0 |
| 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 | \$0.188 | \$0.094 | \$0.095 | 50.3 | \$0.000 | \$0.000 | - | - | \$0.188 | \$0.094 | \$0.095 | 50.3 |
| Professional Service Contracts | \$0.234 | \$0.126 | \$0.108 | 46.1 | \$0.000 | \$0.000 | - | - | \$0.234 | \$0.126 | \$0.108 | 46.1 |
| Materials & Supplies | \$0.140 | \$0.212 | (0.072) | (51.4) | \$0.000 | \$0.000 | \$0.000 | - | \$0.140 | \$0.213 | (0.072) | (51.5) |
| Other Business Expenses | \$0.002 | \$0.068 | (0.066) | - | \$0.000 | \$0.000 | - | - | \$0.002 | \$0.068 | (0.066) | - |
| Non-Labor | \$1.108 | \$0.765 | \$0.343 | 31.0 | \$0.000 | \$0.000 | \$0.000 | - | \$1.108 | \$0.765 | \$0.343 | 31.0 |
| Other Expense Adjustments: | | | | | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses before Depreciation and OPEB | \$5.466 | \$4.624 | \$0.841 | 15.4 | \$0.621 | \$0.117 | \$0.504 | 81.2 | \$6.086 | \$4.741 | \$1.345 | 22.1 |
| Depreciation | \$1.000 | \$0.998 | \$0.002 | 0.2 | \$0.000 | \$0.000 | - | - | \$1.000 | \$0.998 | \$0.002 | 0.2 |
| 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 | \$6.466 | \$5.622 | \$0.844 | 13.1 | \$0.621 | \$0.117 | \$0.504 | 81.2 | \$7.086 | \$5.739 | \$1.348 | 19.0 |
| OPERATING SURPLUS/DEFICIT | (6.120) | (5.409) | \$0.711 | 11.6 | \$0.000 | \$0.000 | \$0.000 | 100.0 | (6.120) | (5.409) | \$0.711 | 11.6 |

Note: Totals may not add due to rounding

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

MTA STATEN ISLAND RAILWAY
May - 2021 Adopted
Accrual Statement of Operations By Category
Year-To-Date - May 2021
(\$ in Millions)

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| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|--|-----------------|-----------------|-------------------------|---------------|----------------|----------------|-------------------------|---------------|-----------------|-----------------|-------------------------|---------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue: | | | | | | | | | | | | |
| Farebox Revenue | \$0.569 | \$0.708 | \$0.139 | 24.4 | \$0.000 | \$0.000 | - | - | \$0.569 | \$0.708 | \$0.139 | 24.4 |
| Other Revenue | \$1.036 | \$0.332 | (0.704) | (67.9) | \$0.000 | \$0.000 | - | - | \$1.036 | \$0.332 | (0.704) | (67.9) |
| Capital and Other Reimbursements | \$0.000 | \$0.000 | - | - | \$3.128 | \$0.823 | (2.305) | (73.7) | \$3.128 | \$0.823 | (2.305) | (73.7) |
| Total Revenue | \$1.605 | \$1.040 | (0.565) | (35.2) | \$3.128 | \$0.823 | (2.305) | (73.7) | \$4.733 | \$1.863 | (2.870) | (60.6) |
| Expenses | | | | | | | | | | | | |
| Labor : | | | | | | | | | | | | |
| Payroll | \$11.226 | \$10.773 | \$0.453 | 4.0 | \$1.625 | \$0.178 | \$1.447 | 89.0 | \$12.851 | \$10.952 | \$1.899 | 14.8 |
| Overtime | \$1.154 | \$1.321 | (0.166) | (14.4) | \$0.458 | \$0.261 | \$0.196 | 42.9 | \$1.612 | \$1.582 | \$0.030 | 1.9 |
| Total Salaries & Wages | \$12.381 | \$12.094 | \$0.287 | 2.3 | \$2.082 | \$0.439 | \$1.643 | 78.9 | \$14.463 | \$12.533 | \$1.929 | 13.3 |
| Health and Welfare | \$3.187 | \$2.020 | \$1.167 | 36.6 | \$0.000 | \$0.000 | - | - | \$3.187 | \$2.020 | \$1.167 | 36.6 |
| OPEB Current Payment | \$1.168 | \$1.355 | (0.188) | (16.1) | \$0.000 | \$0.001 | (0.001) | - | \$1.168 | \$1.356 | (0.189) | (16.1) |
| Pensions | \$3.618 | \$3.867 | (0.249) | (6.9) | \$0.000 | \$0.000 | - | - | \$3.618 | \$3.867 | (0.249) | (6.9) |
| Other Fringe Benefits | \$1.688 | \$1.838 | (0.150) | (8.9) | \$1.045 | \$0.354 | \$0.692 | 66.1 | \$2.734 | \$2.192 | \$0.542 | 19.8 |
| Total Fringe Benefits | \$9.661 | \$9.080 | \$0.581 | 6.0 | \$1.045 | \$0.355 | \$0.691 | 66.1 | \$10.706 | \$9.434 | \$1.272 | 11.9 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Reimbursable Overhead | \$0.000 | \$0.001 | (0.001) | - | \$0.000 | \$0.002 | (0.002) | - | \$0.000 | \$0.003 | (0.003) | - |
| Labor | \$22.041 | \$21.175 | \$0.867 | 3.9 | \$3.128 | \$0.796 | \$2.332 | 74.6 | \$25.169 | \$21.971 | \$3.199 | 12.7 |
| Non-Labor : | | | | | | | | | | | | |
| Electric Power | \$1.628 | \$1.334 | \$0.293 | 18.0 | \$0.000 | \$0.000 | - | - | \$1.628 | \$1.334 | \$0.293 | 18.0 |
| Fuel | \$0.112 | \$0.123 | (0.011) | (9.5) | \$0.000 | \$0.000 | - | - | \$0.112 | \$0.123 | (0.011) | (9.5) |
| Insurance | \$0.563 | \$0.546 | \$0.016 | 2.9 | \$0.000 | \$0.000 | - | - | \$0.563 | \$0.546 | \$0.016 | 2.9 |
| Claims | \$0.414 | \$0.160 | \$0.254 | 61.3 | \$0.000 | \$0.000 | - | - | \$0.414 | \$0.160 | \$0.254 | 61.3 |
| Paratransit Service Contracts | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Maintenance and Other Operating Contracts | \$0.901 | \$0.567 | \$0.335 | 37.1 | \$0.000 | \$0.000 | - | - | \$0.901 | \$0.567 | \$0.335 | 37.1 |
| Professional Service Contracts | \$1.170 | \$0.572 | \$0.597 | 51.1 | \$0.000 | \$0.002 | (0.002) | - | \$1.170 | \$0.574 | \$0.596 | 50.9 |
| Materials & Supplies | \$0.702 | \$0.984 | (0.283) | (40.3) | \$0.000 | \$0.026 | (0.026) | - | \$0.702 | \$1.010 | (0.308) | (44.0) |
| Other Business Expenses | \$0.012 | \$0.224 | (0.212) | - | \$0.000 | \$0.000 | - | - | \$0.012 | \$0.224 | (0.212) | - |
| Non-Labor | \$5.501 | \$4.511 | \$0.989 | 18.0 | \$0.000 | \$0.027 | (0.027) | - | \$5.501 | \$4.539 | \$0.962 | 17.5 |
| 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 | \$27.542 | \$25.686 | \$1.856 | 6.7 | \$3.128 | \$0.823 | \$2.305 | 73.7 | \$30.670 | \$26.509 | \$4.161 | 13.6 |
| Depreciation | \$5.000 | \$4.675 | \$0.325 | 6.5 | \$0.000 | \$0.000 | - | - | \$5.000 | \$4.675 | \$0.325 | 6.5 |
| 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 | \$32.542 | \$30.361 | \$2.181 | 6.7 | \$3.128 | \$0.823 | \$2.305 | 73.7 | \$35.670 | \$31.184 | \$4.486 | 12.6 |
| OPERATING SURPLUS/DEFICIT | (30.937) | (29.321) | \$1.617 | 5.2 | \$0.000 | \$0.000 | \$0.000 | 752.8 | (30.937) | (29.321) | \$1.617 | 5.2 |

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

| <u>Generic Revenue or Expense Category</u> | <u>Non Reimb. or Reimb.</u> | <u>MONTH</u> | | | <u>YEAR-TO-DATE</u> | | |
|---|-----------------------------|--|----------|---|--|----------|---|
| | | <u>Favorable/ (Unfavorable) Variance</u> | | <u>Reason for Variance</u> | <u>Favorable/ (Unfavorable) Variance</u> | | <u>Reason for Variance</u> |
| | | <u>\$</u> | <u>%</u> | | <u>\$</u> | <u>%</u> | |
| Farebox Revenue | Non Reimb. | 0.024 | 17.7 | Favorable due to higher than anticipated ridership | 0.139 | 24.4 | Favorable due to higher than anticipated ridership |
| Other Revenue | Non Reimb. | (0.157) | (75.7) | Unfavorable due to minimal reimbursement for school fares | (0.704) | (67.9) | Unfavorable due to minimal reimbursement for school fares |
| Payroll | Non Reimb. | 0.097 | 4.3 | Favorable due to vacancies | 0.453 | 4.0 | Favorable due to vacancies |
| Overtime | Non Reimb. | (0.106) | (62.5) | Unfavorable primarily due to vacancies | (0.166) | (14.4) | Unfavorable primarily due to timing of work assignment and weather |
| Health and Welfare (including OPEB current payment) | Non Reimb. | 0.526 | 60.4 | Favorable rates due to prescription drug contract rebates and vacancy savings | 0.979 | 22.5 | Favorable rates due to prescription drug contract rebates and vacancy savings |
| Pension | Non Reimb. | 0.077 | 10.7 | Favorable timing of expenses | (0.249) | (6.9) | Unfavorable timing of expenses |
| Other Fringe Benefits | Non Reimb. | (0.095) | (28.5) | Unfavorable accrual for Workers Compensation | (0.150) | (8.9) | Unfavorable accrual for Workers Compensation |
| Reimbursable Overhead | Non Reimb. | (0.001) | 0.0 | | (0.001) | 0.0 | |
| Electric Power | Non Reimb. | 0.208 | 63.8 | Favorable primarily due to timing of bills | 0.293 | 18.0 | Favorable primarily due to timing of bills |
| Maintenance & Other Operating Contracts | Non Reimb. | 0.095 | 50.3 | Favorable due to the timing of material requirements | 0.335 | 37.1 | Favorable due to timing of Covid-19 cleaning expenses |
| Professional Service Contracts | Non Reimb. | 0.108 | 46.1 | Favorable due to timing of Covid-19 cleaning expenses | 0.597 | 51.1 | Favorable due to timing of Covid-19 cleaning expenses |
| Materials and Supplies | Non Reimb. | (0.072) | (51.4) | Unfavorable due to the timing of material requirements | (0.283) | (40.3) | Unfavorable due to the timing of material requirements |
| Payroll | Reimb. | 0.284 | 88.2 | Favorable due to constrained project work caused by COVID-19 | 1.447 | 89.0 | Favorable due to constrained project work caused by COVID-19 |
| Overtime | Reimb. | 0.064 | 69.4 | Favorable due to backfill of vacancies | 0.196 | 42.9 | Favorable due to less backfill of vacancies since the pandemic began |
| Materials and Supplies | Reimb. | 0.000 | 0.0 | Draw down of project materials | (0.026) | 0.0 | Draw down of project materials |

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

6/08/2021 11:24 AM

| | Month | | | | Year-To-Date | | | |
|--|----------------|----------------|----------------------------|---------------|-----------------|-----------------|----------------------------|---------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Receipts | | | | | | | | |
| Farebox Revenue | \$0.138 | \$0.160 | \$0.022 | 15.7 | \$0.569 | \$0.668 | \$0.099 | 17.4 |
| Other Revenue | \$0.072 | \$0.036 | (0.036) | (50.2) | \$1.229 | \$0.274 | (0.956) | (77.7) |
| Capital and Other Reimbursements | \$0.621 | \$0.059 | (0.562) | (90.5) | \$3.128 | \$1.437 | (1.691) | (54.1) |
| Total Revenue | \$0.830 | \$0.254 | (0.576) | (69.4) | \$4.926 | \$2.378 | (2.548) | (51.7) |
| Expenditures | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$2.353 | \$2.204 | \$0.148 | 6.3 | \$13.064 | \$12.069 | \$0.995 | 7.6 |
| Overtime | \$0.262 | \$0.000 | \$0.262 | 100.0 | \$1.612 | \$0.000 | \$1.612 | 100.0 |
| Total Salaries & Wages | \$2.614 | - | \$0.410 | 15.7 | \$14.676 | - | \$2.607 | 17.8 |
| Health and Welfare | \$0.637 | \$0.156 | \$0.482 | 75.6 | \$3.187 | \$2.733 | \$0.455 | 14.3 |
| OPEB Current Payment | \$0.234 | \$0.123 | \$0.110 | 47.1 | \$1.168 | \$0.582 | \$0.586 | 50.2 |
| Pensions | \$0.724 | \$0.646 | \$0.077 | 10.7 | \$3.618 | \$3.867 | (0.249) | (6.9) |
| Other Fringe Benefits | \$0.371 | \$0.377 | (0.006) | (1.5) | \$2.000 | \$1.617 | \$0.383 | 19.2 |
| Total Fringe Benefits | \$1.966 | \$1.302 | \$0.664 | 33.8 | \$9.972 | \$8.798 | \$1.175 | 11.8 |
| Contribution to GASB Fund | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Reimbursable Overhead | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Labor | \$4.580 | \$3.507 | \$1.073 | 23.4 | \$24.648 | \$20.867 | \$3.781 | 15.3 |
| Non-Labor : | | | | | | | | |
| Electric Power | \$0.326 | \$0.202 | \$0.124 | 38.1 | \$1.628 | \$1.477 | \$0.151 | 9.3 |
| Fuel | \$0.023 | \$0.020 | \$0.003 | 13.0 | \$0.113 | \$0.167 | (0.054) | (48.3) |
| Insurance | \$0.113 | \$0.036 | \$0.077 | 68.0 | \$0.563 | \$0.291 | \$0.272 | 48.3 |
| Claims | \$0.041 | \$0.025 | \$0.016 | 40.1 | \$0.205 | \$0.112 | \$0.094 | 45.7 |
| Paratransit Service Contracts | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Maintenance and Other Operating Contracts | \$0.188 | \$0.084 | \$0.105 | 55.6 | \$0.901 | \$0.522 | \$0.379 | 42.1 |
| Professional Service Contracts | \$0.234 | \$0.117 | \$0.117 | 49.8 | \$1.170 | \$0.611 | \$0.559 | 47.8 |
| Materials & Supplies | \$0.140 | \$0.058 | \$0.083 | 58.9 | \$0.702 | \$1.135 | (0.433) | (61.8) |
| Other Business Expenses | \$0.002 | \$0.010 | (0.008) | (308.9) | \$0.012 | \$0.255 | (0.243) | - |
| Non-Labor | \$1.067 | \$0.551 | \$0.516 | 48.4 | \$5.293 | \$4.570 | \$0.724 | 13.7 |
| Other Expense Adjustments: | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenditures before Depreciation and OPEB | \$5.646 | \$4.057 | \$1.589 | 28.1 | \$29.941 | \$25.436 | \$4.505 | 15.0 |
| Depreciation | \$0.000 | \$0.000 | \$0.000 | 100.0 | \$0.000 | \$0.000 | \$0.000 | 100.0 |
| GASB 75 OPEB Expense Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| GASB 68 Pension Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Environmental Remediation | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Total Expenditures | \$5.646 | \$4.057 | \$1.589 | 28.1 | \$29.941 | \$25.436 | \$4.505 | 15.0 |
| Net Surplus/(Deficit) | (4.816) | (3.803) | \$1.013 | 21.0 | (25.016) | (23.059) | \$1.957 | 7.8 |

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
MAY 2021
(\$ in millions)

| Operating Receipts or Disbursements | MONTH | | | YEAR TO DATE | | |
|---|--|----------|---|--|----------|---|
| | Favorable/ (Unfavorable) Variance | | Reason for Variance | Favorable/ (Unfavorable) Variance | | Reason for Variance |
| | \$ | % | | \$ | % | |
| Farebox Receipts | 0.022 | 15.7 | Primarily due to timing | 0.099 | 17.4 | Primarily due to favorable ridership |
| Other Revenue | (0.036) | (50.2) | Primarily due to receipt timing lag of fare reimbursement | (0.956) | (77.7) | Primarily due to receipt timing lag of fare reimbursement |
| Capital and Other Reimbursements | (0.562) | (90.5) | Timing of reimbursements | (1.691) | (54.1) | Timing of reimbursements |
| Payroll | 0.148 | 6.3 | Favorable due to vacancies | 0.995 | 7.6 | Favorable due to vacancies |
| Overtime | 0.262 | 100.0 | Timing of payments | 1.612 | 100.0 | Timing of payments |
| Health and Welfare (including OPEB current payment) | 0.592 | 0.0 | Timing of payments | 1.041 | 0.0 | Timing of payments |
| Other Fringe Benefits | (0.006) | (1.5) | Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies | 0.383 | 19.2 | Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies |
| Electric Power | 0.124 | 38.1 | Favorable mainly due to timing | 0.151 | 9.3 | Favorable mainly due to timing |
| Maintenance Contracts | 0.105 | 55.6 | Favorable timing of maintenance work postponed due to COVID-19 | 0.379 | 42.1 | Favorable timing of maintenance work postponed due to COVID-19 |
| Professional Services Contracts | 0.117 | 49.8 | Timing of contract payments | 0.559 | 47.8 | Timing of contract payments |
| Materials & Supplies | 0.083 | 58.9 | Timing of payments | (0.433) | (61.8) | Timing of payments |

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

6/08/2021 11:25 AM

| | Month | | | | Year-To-Date | | | |
|--|----------------|----------------|----------------------------|--------------|----------------|----------------|----------------------------|----------------|
| | Adopted | Actual | Favorable (Unfavorable) | | Adopted | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Revenue | | | | | | | | |
| Farebox Revenue | \$0.000 | (0.003) | (0.003) | - | \$0.000 | (0.040) | (0.040) | - |
| Other Revenue | (0.135) | (0.014) | \$0.121 | 89.3 | \$0.193 | (0.059) | (0.252) | (130.6) |
| Capital and Other Reimbursements | \$0.000 | (0.058) | (0.058) | - | \$0.000 | \$0.614 | \$0.614 | - |
| Total Revenue | (0.135) | (0.075) | \$0.060 | 44.4 | \$0.193 | \$0.515 | \$0.322 | 166.7 |
| Expenses | | | | | | | | |
| Labor : | | | | | | | | |
| Payroll | \$0.231 | (0.002) | (0.233) | (100.7) | (0.213) | (1.118) | (0.905) | (425.3) |
| Overtime | \$0.000 | \$0.304 | \$0.304 | - | \$0.000 | \$1.582 | \$1.582 | - |
| Total Salaries & Wages | \$0.231 | \$0.303 | \$0.072 | 31.1 | - | \$0.464 | \$0.677 | 318.2 |
| Health and Welfare | \$0.000 | \$0.064 | \$0.064 | - | \$0.000 | (0.713) | (0.713) | - |
| OPEB Current Payment | \$0.000 | \$0.002 | \$0.002 | - | \$0.000 | \$0.774 | \$0.774 | - |
| Pensions | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Other Fringe Benefits | \$0.167 | \$0.100 | (0.068) | (40.4) | \$0.734 | \$0.575 | (0.159) | (21.6) |
| Total Fringe Benefits | \$0.167 | \$0.166 | (0.002) | (1.0) | \$0.734 | \$0.637 | (0.097) | (13.2) |
| Contribution to GASB Fund | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Reimbursable Overhead | \$0.000 | \$0.001 | \$0.001 | - | \$0.000 | \$0.003 | \$0.003 | - |
| Labor | \$0.398 | \$0.469 | \$0.071 | 17.8 | \$0.521 | \$1.104 | \$0.582 | 111.8 |
| Non-Labor : | | | | | | | | |
| Electric Power | \$0.000 | (0.084) | (0.084) | - | \$0.000 | (0.142) | (0.142) | - |
| Fuel | \$0.000 | \$0.000 | \$0.000 | (479.7) | \$0.000 | (0.044) | (0.044) | - |
| Insurance | \$0.000 | \$0.060 | \$0.060 | - | \$0.000 | \$0.256 | \$0.256 | - |
| Claims | \$0.042 | \$0.007 | (0.034) | (82.2) | \$0.208 | \$0.048 | (0.160) | (76.8) |
| Paratransit Service Contracts | \$0.000 | \$0.000 | \$0.000 | - | \$0.000 | \$0.000 | \$0.000 | - |
| Maintenance and Other Operating Contracts | \$0.000 | \$0.010 | \$0.010 | - | \$0.000 | \$0.044 | \$0.044 | - |
| Professional Service Contracts | \$0.000 | \$0.009 | \$0.009 | - | \$0.000 | (0.037) | (0.037) | - |
| Materials & Supplies | \$0.000 | \$0.155 | \$0.155 | - | \$0.000 | (0.125) | (0.125) | - |
| Other Business Expenses | \$0.000 | \$0.058 | \$0.058 | - | \$0.000 | (0.031) | (0.030) | - |
| Non-Labor | \$0.042 | \$0.215 | \$0.173 | 416.9 | \$0.208 | (0.031) | (0.238) | (114.8) |
| Other Expense Adjustments: | | | | | | | | |
| Other | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Other Expense Adjustments | \$0.000 | \$0.000 | - | - | \$0.000 | \$0.000 | - | - |
| Total Expenses before Depreciation and OPEB | \$0.440 | \$0.684 | \$0.244 | 55.5 | \$0.729 | \$1.073 | \$0.344 | 47.2 |
| Depreciation | \$1.000 | \$0.998 | (0.002) | (0.2) | \$5.000 | \$4.675 | (0.325) | (6.5) |
| GASB 75 OPEB Expense Adjustment | \$0.000 | \$0.000 | \$0.000 | - | \$0.275 | \$0.000 | (0.275) | (100.0) |
| GASB 68 Pension Adjustment | \$0.000 | \$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 Expenditures | \$1.440 | \$1.681 | \$0.242 | 16.8 | \$5.729 | \$5.747 | \$0.019 | 0.3 |
| Total Cash Conversion Adjustments | \$1.304 | \$1.606 | \$0.302 | 23.1 | \$5.922 | \$6.262 | \$0.340 | 5.7 |

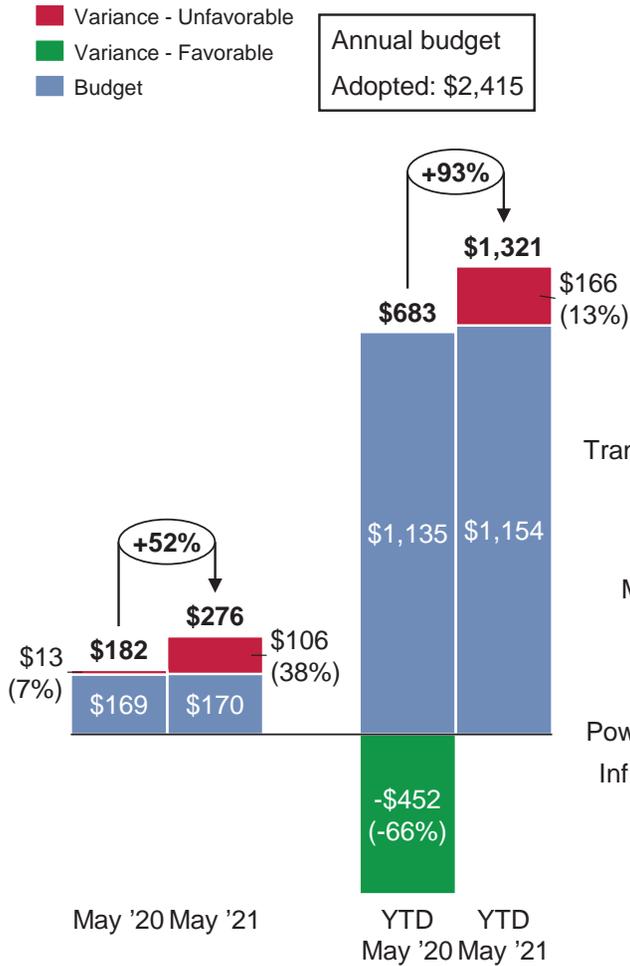
Note: Totals may not add due to rounding

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

SIRTOA – Non-Reimbursable Overtime Variance

May 2021 and YTD adopted vs. variance

\$K

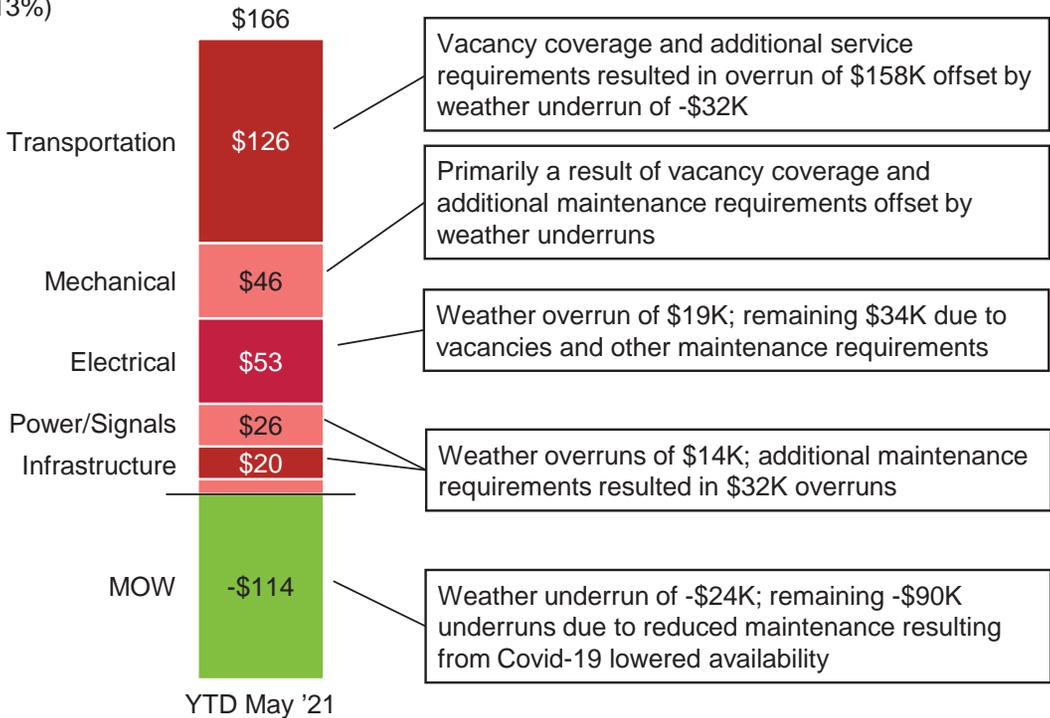


Overview

- Overall increase of \$637K or 93% compared to May YTD 2020
- \$166K or 13% above 2021 YTD budget
- Maintenance \$31K overrun: -\$36K weather underrun offset by \$61K overrun due to vacancy coverage; remaining \$6K overrun due to additional maintenance requirements
- Service \$126K overrun: -\$32K weather underrun offset by \$86K overrun due to vacancies and \$71K due to other service requirements

YTD variance by division

\$K



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

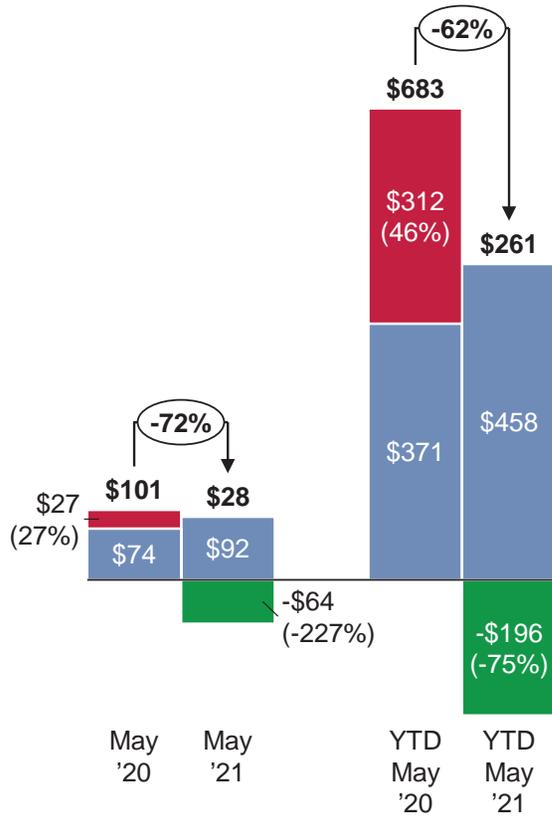
SIRTOA – Reimbursable Overtime Variance

May 2021 and YTD adopted vs. variance

\$K

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget
Adopted: \$1,110K

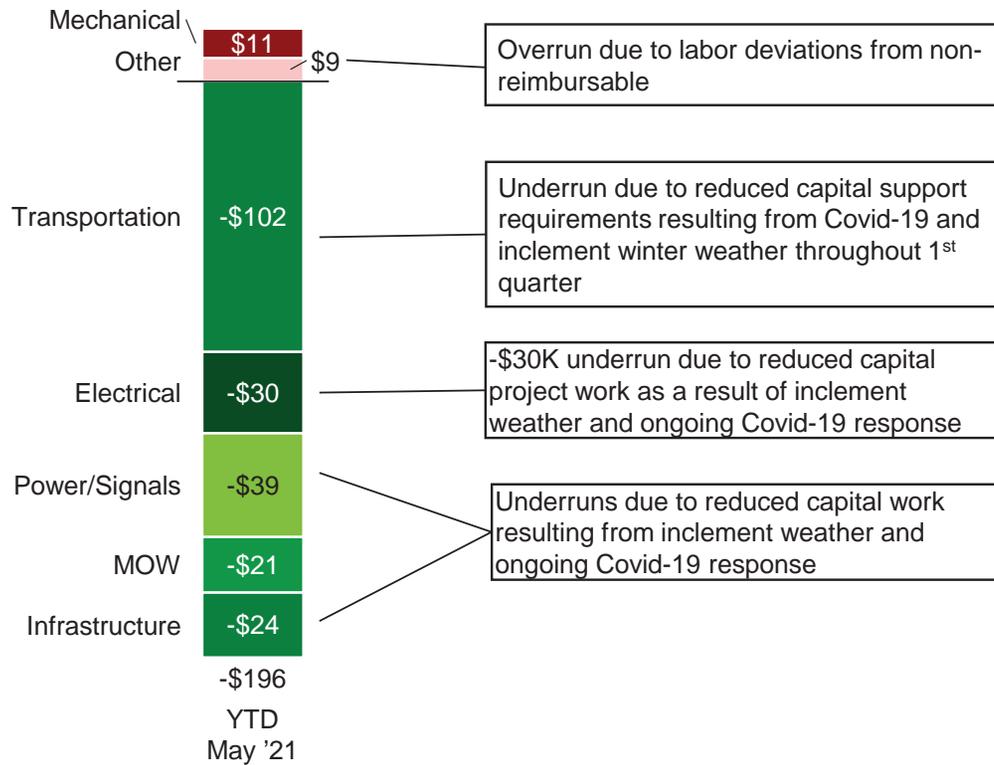


Overview

- Overall decrease of -\$422K or 62% compared to May YTD 2020
- -\$196K or 75% below 2021 YTD budget
- Maintenance -\$104K underrun due to reduced capital work resulting from inclement weather and Covid-19 response
- Service -\$102K underrun due to reduced capital support resulting from inclement weather and Covid-19 response

YTD variance by division

\$K

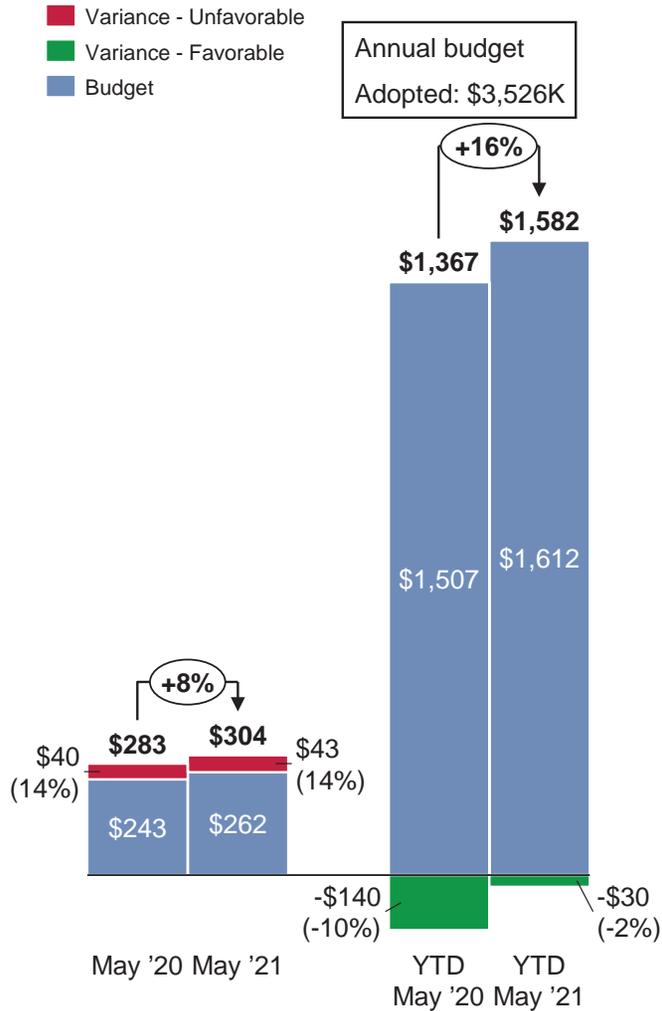


Source: Adopted budget. GL actuals for actual overtime spending.

SIRTOA – Total Overtime Variance

May 2021 and YTD adopted vs. variance

\$K

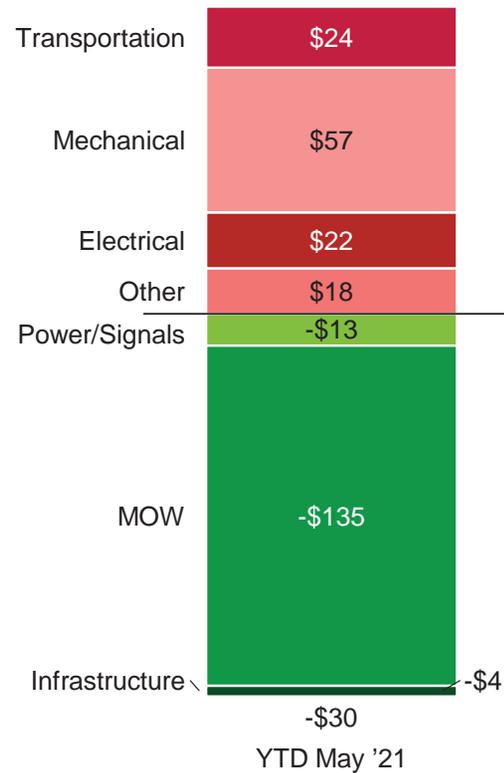


Overview

- Overall increase of \$215K or 16% compared to May YTD 2020
- -\$30K of -2% below 2021 YTD budget

YTD variance by division

\$K



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

**MTA Staten Island Railway
February Financial Plan
Total Full-Time Positions and Full-Time Equivalents
May 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 | 138 | 14 |
| Total Operations | 152 | 138 | 14 |
| Maintenance | | | |
| SIR Mechanical | 53 | 51 | 2 |
| SIR Electronics Electrical | 18 | 18 | 0 |
| SIR Power Signals | 32 | 28 | 4 |
| SIR Maintenance of Way | 89 | 75 | 14 |
| SIR Infrastructure | 16 | 18 | (2) |
| Total Maintenance | 208 | 190 | 18 |
| Engineering/Capital | | | |
| SIR Reimbursable Program Support | 6 | 2 | 4 |
| Total Engineering/Capital | 6 | 2 | 4 |
| Total Positions | 389 | 347 | 42 |
| Non-Reimbursable | 336 | 326 | 10 |
| Reimbursable | 53 | 21 | 32 |
| Total Full-Time | 389 | 347 | 42 |
| 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
May 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 | 110 | 10 |
| Total Operations | 152 | 138 | 14 |
| <u>Maintenance</u> | | | |
| Managers/Supervisors | 25 | 22 | 3 |
| Professional/Technical/Clerical | 6 | 7 | (1) |
| Operational Hourlies | 177 | 161 | 16 |
| Total Maintenance | 208 | 190 | 18 |
| <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 | 56 | 12 |
| Professional/Technical/Clerical | 20 | 18 | 2 |
| Operational Hourlies | 301 | 273 | 28 |
| Total Positions | 389 | 347 | 42 |

Preliminary May 2021 Report: Bus Company

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

May 2021 Bus Company ridership of 5.8 million was 3.2 million (126.5 percent) above budget.

- Farebox revenue of \$10.4 million was \$5.7 million (120.2 percent) above budget.
- Total expenses of \$69.9 million were \$19.2 million (21.5 percent) below budget.
 - Labor expenses were lower than budget by \$2.8 million (5.2 percent). Overtime expenses were lower than budget by \$1.0 million (12.3 percent). Health and Welfare (including OPEB) expenses were lower than budget by \$0.7 million (7.1 percent). Pension expenses were higher by \$0.2 million (3.7 percent). Other Fringe Benefits were lower than budget by \$1.0 million (16.3 percent).
 - Non-labor expenses were favorable to budget by \$6.5 million (30.5 percent). Fuel was higher than budget by \$0.4 million (24.9 percent). Insurance was lower than budget by \$0.2 million (30.9 percent). Claims expenses were favorable by \$1.8 million (28.3 percent). Maintenance and Other Operating Contracts expenses were lower than budget by \$1.8 million (45.4 percent). Professional Service Contracts were lower than budget by \$1.0 million (29.0 percent). Materials and Supplies expenses were favorable by \$2.0 million (41.1 percent). Other Business expenses were lower than budget by \$0.2 million (44.7 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
May 2021

(All data are preliminary and subject to audit)

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

Total Revenue was \$10.9 million in May, \$4.4 million (68.4 percent) greater than budget, mainly due to higher Farebox Revenue. Farebox Revenue was favorable by \$5.7 million (120.2 percent) due to higher ridership partially offset by lower average fare. Other Operating Revenue was unfavorable by \$1.2 million (70.9 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 May YTD farebox revenue of \$49.4 million was \$0.2 million (0.3 percent) below 2020 and \$38.8 million (44.0 percent) below 2019.

Total Ridership in May 2021 was 5.8 million, 126.6 percent (3.2 million riders) above budget. May 2021 average weekday ridership was 221,040, which was greater than 100 percent, an increase of (216,017 riders) from May 2020. Compared to May 2019, average weekday ridership decreased 43.5 percent (169,910 riders). Average weekday ridership for the twelve months ending May 2021 was 145,962, a decrease of 52.5 percent (161,106 riders) from the twelve months ending May 2020. This is also a decrease of 62.6 percent (244,632 riders) in comparison to the twelve months ending May 2019.

2021 May YTD actual ridership of 25.3 million was 0.3 million (1.1 percent) above 2020 and 24.8 million (49.6 percent) below 2019.

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$65.9 million in May, \$9.3 million (12.4 percent) favorable to budget.

- o Labor expenses were lower than budget by \$2.8 million (5.2 percent). Overtime expenses were lower than budget by \$1.0 million (12.3 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 (7.1 percent), primarily due to lower medical & hospitalization and OPEB expenses, partially offset by higher prescription coverage expenses and life insurance cost. Pension is over by \$0.2 million (3.7 percent) due to the employee death benefit expenses. Other Fringe Benefits were lower than budget by \$1.0 million (16.3 percent), due to timing of interagency billing, lower Worker's Compensation, lower unemployment insurance and medicare expenses.
- o Non-labor expenses were lower than budget by \$6.5 million (30.5 percent). Fuel expenses were higher than budget by \$0.4 million (24.9 percent), primarily due to higher diesel fuel prices. Insurance expenses were lower than budget by \$0.2 million (30.9 percent) due to the timing of expenses. Claims expenses were favorable by \$1.8 million (28.3 percent) due to timing of expenses. Maintenance and Other Operating Contracts expenses were favorable to budget by \$1.8 million (45.4 percent), mainly due to the timing of facility maintenance, security expenses, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses. Professional Service Contracts were lower than budget by \$1.0 million (29.0 percent) due to the timing of interagency billing, Bus Technology, and service contracts. Materials and Supplies expenses were favorable by \$2.0 million (41.1 percent), mainly due to lower usage of general maintenance material, the timing of radio equipment maintenance/repairs, material construction 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 \$0.5 million (10.4 percent) below budget due to the timing of asset replacement. No expenses or credits were recorded in May for GASB 68 Pension and GASB 75 OPEB Expense adjustments.

Year-to-date, expenses were less than budget by a net \$45.6 million (12.1 percent), including favorable non-labor expenses of \$37.8 million (35.5 percent), as well as favorable labor expenses of \$7.8 million (2.9 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 \$20.3 million, favorable to budget by \$2.3 million (10.1 percent). No expenses or credits were recorded in year-to-date for GASB 68 Pension , and GASB 75 OPEB Expense adjustments.

The **operating cash deficit** (excluding subsidies) for May was \$35.2 million, \$26.5 million (42.9 percent) favorable to the budget; the year-to-date operating cash deficit is \$235.6 million, \$79.6 million (25.3 percent) favorable to budget.

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

| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|---|-------------------|-------------------|----------------------------------|-------------|----------------|----------------|----------------------------------|---------------|-------------------|-------------------|----------------------------------|-------------|
| | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Percent | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Percent | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue | \$4.705 | \$10.358 | \$5.653 | * | \$0.000 | \$0.000 | \$0.000 | - | \$4.705 | \$10.358 | \$5.653 | * |
| Other Operating Income | 1.748 | 0.509 | (1.239) | (70.9) | - | - | - | - | 1.748 | 0.509 | (1.239) | (70.9) |
| Capital and Other Reimbursements | - | - | - | - | \$0.466 | \$0.660 | 0.194 | 41.7 | 0.466 | 0.660 | 0.194 | 41.7 |
| Total Revenue | \$6.453 | \$10.867 | \$4.414 | 68.4 | \$0.466 | \$0.660 | \$0.194 | 41.7 | \$6.919 | \$11.527 | \$4.608 | 66.6 |
| Expenses | | | | | | | | | | | | |
| <i>Labor:</i> | | | | | | | | | | | | |
| Payroll | \$23.931 | \$23.855 | \$0.076 | 0.3 | \$0.184 | \$0.386 | (\$0.202) | * | \$24.115 | \$24.241 | (\$0.126) | (0.5) |
| Overtime | 8.090 | 7.099 | 0.991 | 12.3 | - | 0.001 | (0.001) | - | 8.090 | 7.100 | 0.990 | 12.2 |
| Health and Welfare | 8.165 | 7.655 | 0.510 | 6.2 | 0.113 | - | 0.113 | 100.0 | 8.279 | 7.655 | 0.624 | 7.5 |
| OPEB Current Payment | 2.124 | 1.907 | 0.217 | 10.2 | - | - | - | - | 2.125 | 1.907 | 0.217 | 10.2 |
| Pensions | 5.357 | 5.557 | (0.200) | (3.7) | - | - | - | - | 5.357 | 5.557 | (0.200) | (3.7) |
| Other Fringe Benefits | 6.228 | 5.210 | 1.018 | 16.3 | - | 0.001 | (0.001) | - | 6.228 | 5.211 | 1.017 | 16.3 |
| GASB Account | - | - | - | - | - | - | - | - | - | - | - | - |
| Reimbursable Overhead | (0.075) | (0.272) | 0.197 | * | 0.075 | 0.272 | (0.197) | * | 0.000 | - | (0.000) | (23.3) |
| Total Labor Expenses | \$53.821 | \$51.011 | \$2.810 | 5.2 | \$0.372 | \$0.660 | (\$0.288) | (77.4) | \$54.194 | \$51.672 | \$2.522 | 4.7 |
| <i>Non-Labor:</i> | | | | | | | | | | | | |
| Electric Power | \$0.138 | \$0.173 | (\$0.035) | (25.0) | \$0.000 | \$0.000 | \$0.000 | - | \$0.138 | \$0.173 | (\$0.035) | (25.0) |
| Fuel | 1.647 | 2.057 | (0.410) | (24.9) | - | - | - | - | 1.647 | 2.057 | (0.410) | (24.9) |
| Insurance | 0.580 | 0.401 | 0.179 | 30.9 | - | - | - | - | 0.580 | 0.401 | 0.179 | 30.9 |
| Claims | 6.278 | 4.500 | 1.778 | 28.3 | - | - | - | - | 6.278 | 4.500 | 1.778 | 28.3 |
| Maintenance and Other Operating Contrac | 3.979 | 2.172 | 1.807 | 45.4 | 0.020 | - | 0.020 | 100.0 | 3.999 | 2.172 | 1.827 | 45.7 |
| Professional Service Contracts | 3.413 | 2.423 | 0.990 | 29.0 | - | - | - | - | 3.413 | 2.423 | 0.990 | 29.0 |
| Materials & Supplies | 4.957 | 2.920 | 2.037 | 41.1 | 0.073 | - | 0.073 | 100.0 | 5.031 | 2.920 | 2.111 | 42.0 |
| Other Business Expense | 0.382 | 0.211 | 0.171 | 44.7 | - | - | - | - | 0.382 | 0.211 | 0.171 | 44.7 |
| Total Non-Labor Expenses | \$21.374 | \$14.857 | \$6.517 | 30.5 | \$0.094 | \$0.000 | \$0.094 | 100.0 | \$21.468 | \$14.857 | \$6.611 | 30.8 |
| Total Expenses before Non-Cash Liabili | \$75.195 | \$65.869 | \$9.326 | 12.4 | \$0.466 | \$0.660 | (\$0.194) | (41.7) | \$75.662 | \$66.529 | \$9.133 | 12.1 |
| Depreciation | \$4.519 | \$4.050 | \$0.469 | 10.4 | \$0.000 | \$0.000 | \$0.000 | - | \$4.519 | \$4.050 | \$0.469 | 10.4 |
| GASB 75 OPEB Expense Adjustment | 5.767 | - | 5.767 | 100.0 | - | - | - | - | 5.767 | - | 5.767 | 100.0 |
| GASB 68 Pension Adjustment | 3.630 | - | 3.630 | 100.0 | - | - | - | - | 3.630 | - | 3.630 | 100.0 |
| Environmental Remediation | - | - | - | - | - | - | - | - | - | - | - | - |
| Total Expenses | \$89.111 | \$69.919 | \$19.192 | 21.5 | \$0.466 | \$0.660 | (\$0.194) | (41.7) | \$89.577 | \$70.579 | \$18.999 | 21.2 |
| Net Surplus/(Deficit) | (\$82.658) | (\$59.051) | \$23.606 | 28.6 | \$0.000 | \$0.000 | \$0.000 | - | (\$82.659) | (\$59.052) | \$23.607 | 28.6 |

NOTE: Totals may not add due to rounding

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

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

| | Nonreimbursable | | | | Reimbursable | | | | Total | | | |
|---------------------------------|--------------------|--------------------|----------------------------------|-------------|----------------|----------------|----------------------------------|---------------|--------------------|--------------------|----------------------------------|-------------|
| | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Percent | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Percent | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Percent |
| Revenue | | | | | | | | | | | | |
| Farebox Revenue | 19.061 | \$49.382 | \$30.321 | * | - | - | - | - | \$19.061 | \$49.382 | \$30.321 | * |
| Other Operating Income | 8.724 | 2.418 | (6.306) | (72.3) | - | - | - | - | 8.724 | 2.418 | (6.306) | (72.3) |
| Capital and Other Reimburs | - | - | - | - | 2.323 | 2.581 | 0.258 | 11.1 | 2.323 | 2.581 | 0.258 | 11.1 |
| Total Revenue | \$27.786 | \$51.800 | \$24.014 | 86.4 | \$2.323 | \$2.581 | \$0.258 | 11.1 | \$30.109 | \$54.381 | \$24.272 | 80.6 |
| Expenses | | | | | | | | | | | | |
| <i>Labor:</i> | | | | | | | | | | | | |
| Payroll | \$120.412 | \$125.007 | (4.595) | (3.8) | \$0.918 | \$1.493 | (\$0.575) | (62.6) | \$121.330 | \$126.500 | (\$5.170) | (4.3) |
| Overtime | 41.520 | 34.915 | 6.605 | 15.9 | - | 0.013 | (0.013) | - | 41.520 | 34.928 | 6.592 | 15.9 |
| Health and Welfare | 40.743 | 40.194 | 0.549 | 1.3 | 0.566 | - | 0.566 | 100.0 | 41.309 | 40.194 | 1.115 | 2.7 |
| OPEB Current Payment | 10.601 | 11.140 | (0.539) | (5.1) | - | - | - | - | 10.601 | 11.140 | (0.539) | (5.1) |
| Pensions | 26.732 | 25.200 | 1.532 | 5.7 | - | - | - | - | 26.732 | 25.200 | 1.532 | 5.7 |
| Other Fringe Benefits | 31.078 | 27.404 | 3.674 | 11.8 | - | 0.007 | (0.007) | - | 31.078 | 27.411 | 3.667 | 11.8 |
| GASB Account | - | - | - | - | - | - | - | - | - | - | - | - |
| Reimbursable Overhead | (0.373) | (0.899) | 0.526 | * | 0.373 | 1.068 | (0.695) | * | (0.000) | 0.169 | (0.169) | * |
| Total Labor Expenses | \$270.714 | \$262.961 | \$7.753 | 2.9 | \$1.857 | \$2.581 | (\$0.724) | (39.0) | \$272.570 | \$265.542 | \$7.028 | 2.6 |
| <i>Non-Labor:</i> | | | | | | | | | | | | |
| Electric Power | \$0.691 | \$0.683 | \$0.008 | 1.1 | - | - | - | - | \$0.691 | \$0.683 | \$0.008 | 1.1 |
| Fuel | 8.217 | 5.056 | 3.161 | 38.5 | - | - | - | - | 8.217 | 5.056 | 3.161 | 38.5 |
| Insurance | 2.896 | 2.111 | 0.785 | 27.1 | - | - | - | - | 2.896 | 2.111 | 0.785 | 27.1 |
| Claims | 31.328 | 22.500 | 8.828 | 28.2 | - | - | - | - | 31.328 | 22.500 | 8.828 | 28.2 |
| Maintenance and Other Op | 19.854 | 10.596 | 9.258 | 46.6 | 0.100 | - | 0.100 | 100.0 | 19.954 | 10.596 | 9.358 | 46.9 |
| Professional Service Contr | 17.030 | 10.426 | 6.604 | 38.8 | - | - | - | - | 17.030 | 10.426 | 6.604 | 38.8 |
| Materials & Supplies | 24.736 | 16.382 | 8.354 | 33.8 | 0.366 | - | 0.366 | 100.0 | 25.102 | 16.382 | 8.720 | 34.7 |
| Other Business Expense | 1.904 | 1.051 | 0.853 | 44.8 | - | - | - | - | 1.904 | 1.051 | 0.853 | 44.8 |
| Total Non-Labor Expense | \$106.654 | \$68.804 | \$37.849 | 35.5 | \$0.467 | \$0.000 | \$0.467 | 100.0 | \$107.121 | \$68.805 | \$38.316 | 35.8 |
| Total Expenses before Nc | \$377.368 | \$331.765 | \$45.602 | 12.1 | \$2.324 | \$2.581 | (\$0.258) | (11.1) | \$379.691 | \$334.347 | \$45.344 | 11.9 |
| Depreciation | \$22.550 | 20.272 | \$2.278 | 10.1 | - | - | - | - | \$22.550 | \$20.272 | \$2.278 | 10.1 |
| GASB 75 OPEB Expense A | 28.776 | - | 28.776 | 100.0 | - | - | - | - | 28.776 | - | 28.776 | 100.0 |
| GASB 68 Pension Adjustm | 18.113 | - | 18.113 | 100.0 | - | - | - | - | 18.113 | - | 18.113 | 100.0 |
| Environmental Remediatior | - | - | - | - | - | - | - | - | - | - | - | - |
| Total Expenses | \$446.807 | \$352.038 | \$94.769 | 21.2 | \$2.324 | \$2.581 | (\$0.258) | (11.1) | \$449.130 | \$354.619 | \$94.511 | 21.0 |
| Net Surplus/(Deficit) | (\$419.021) | (\$300.237) | \$118.783 | 28.3 | \$0.000 | \$0.000 | (\$0.000) | * | (\$419.020) | (\$300.238) | \$118.783 | 28.3 |

0

NOTE: Totals may not add due to rounding

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

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

| Generic Revenue or Expense Category | Nonreimb or Reims | May 2021 | | | Year-To-Date | | |
|---|----------------------|--|-------------|--|--|-------------|---|
| | | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance |
| | | \$ | % | | \$ | % | |
| Farebox Revenue | NR | \$ 5.653 | * | Higher ridership partially offset by lower average fare | \$ 30.321 | * | Higher ridership and higher average fare |
| Other Operating Revenue | NR | \$ (1.239) | (70.9) | Lower Student fare reimbursement due to COVID-19 as well as lower recoveries from Other Insurance and Other Contract services | \$ (6.306) | (72.3) | Lower Student fare reimbursement due to COVID-19 as well as lower Advertising, recoveries from Other Insurance and Other Contract services |
| Capital and Other Reimbursements | R | \$ 0.194 | 41.7 | Timing of Reimbursements | \$ 0.258 | 11.1 | Timing of Reimbursements |
| Total Revenue Variance | | \$ 4.608 | 66.6 | | \$ 24.272 | 80.6 | |
| Payroll | NR | \$ 0.076 | 0.3 | (a) | \$ (4.595) | (3.8) | Primarily due to higher vacation payment, higher cash out of sick and personal time, and lower attrition |
| Overtime | NR | \$ 0.991 | 12.3 | Primarily lower unscheduled overtime, COVID-related cleaning, and programmatic maintenance partially offset by the essential overnight service and lower availability | \$ 6.605 | 15.9 | 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 | \$ 0.728 | 7.1 | Lower medical & hospitalization, dental cost, Health & Welfare Reimbursement and OPEB expenses, partially offset by higher prescription coverage expenses, and Life Insurance cost | \$ 0.010 | 0.0 | (a) |
| Pension | NR | \$ (0.200) | (3.7) | Timing of Expenses partially offset Employee Death Benefit Expenses | \$ 1.532 | 5.7 | Timing of expenses |
| Other Fringe Benefits | NR | \$ 1.018 | 16.3 | Timing of interagency billing, lower Worker's Compensation, Unemployment insurance and Medicare expenses. | \$ 3.674 | 11.8 | Timing of interagency billing, lower Worker's Compensation, Unemployment insurance and Medicare expenses. |
| Reimbursable Overhead | NR | \$ 0.197 | * | (a) | \$ 0.526 | * | (a) |
| Electric Power | NR | \$ (0.035) | (25.0) | (a) | \$ 0.008 | 1.1 | (a) |
| Fuel | NR | \$ (0.410) | (24.9) | Primarily driven by higher diesel fuel prices. | \$ 3.161 | 38.5 | Primarily due higher diesel fuel prices partially offset by a prior period CNG credit adjustment which is pending further review with Con Edison. |
| Insurance | NR | \$ 0.179 | 30.9 | Timing of expenses | \$ 0.785 | 27.1 | Timing of expenses |
| Claims | NR | \$ 1.778 | 28.3 | Timing of expenses | \$ 8.828 | 28.2 | Timing of expenses |
| Maintenance and Other Operating Contracts | NR | \$ 1.807 | 45.4 | Mainly the timing of facility maintenance, Security expenses, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses | \$ 9.258 | 46.6 | Mainly the timing of facility maintenance, Security expenses, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses |
| Professional Service Contracts | NR | \$ 0.990 | 29.0 | Timing of interagency billing, Bus Technology, and service contracts | \$ 6.604 | 38.8 | Timing of interagency billing, Bus Technology, and service contracts |
| Materials & Supplies | NR | \$ 2.037 | 41.1 | Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses | \$ 8.354 | 33.8 | Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses |
| Other Business Expense | NR | \$ 0.171 | 44.7 | Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses | \$ 0.853 | 44.8 | Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses |
| Depreciation | NR | \$ 0.469 | 10.4 | Timing of asset replacement | \$ 2.278 | 10.1 | Timing of asset replacement |
| Other Post Employment Benefits | NR | \$ 5.767 | 100.0 | (a) | \$ 28.776 | 100.0 | |
| GASB 68 Pension Adjustment | NR | \$ 3.630 | 100.0 | (a) | \$ 18.113 | 100.0 | |
| Environmental Remediation | NR | \$ - | - | | \$ - | - | |
| Payroll | R | \$ (0.202) | * | (a) | \$ (0.575) | (62.6) | |
| Overtime | R | \$ (0.001) | * | (a) | \$ (0.013) | * | |
| Health and Welfare | R | \$ 0.113 | 100.0 | Timing of charges | \$ 0.566 | 100.0 | } |
| Pension | R | \$ - | - | | \$ - | - | |
| Other Fringe Benefits | R | \$ (0.001) | - | | \$ (0.007) | - | |
| Reimbursable Overhead | R | \$ (0.197) | * | | \$ (0.695) | * | |
| Professional Service Contracts | R | \$ - | - | (a) | \$ - | - | |
| Maintenance and Other Operating | R | \$ 0.020 | * | (a) | \$ 0.100 | * | |
| Materials & Supplies | R | \$ 0.073 | * | (a) | \$ 0.366 | * | |
| Total Expense Variance | | \$ 18.999 | 21.2 | | \$ 94.511 | 21.0 | |
| Net Variance | | \$ 23.607 | 28.6 | | \$ 118.783 | 28.3 | |

(a) - Variance less than 5%

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

(\$ in millions)

| | May 2021 | | | | Year-To-Date | | | |
|---------------------------------|-------------------|-------------------|----------------------------|-------------|--------------------|--------------------|----------------------------|-------------|
| | Adopted Budget | Actual | Favorable (Unfavorable) | | Adopted Budget | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Receipts | | | | | | | | |
| Farebox Revenue | \$4.705 | \$ 11.776 | \$7.071 | * | \$19.061 | \$ 49.123 | \$30.061 | * |
| Other Operating Revenue | \$1.766 | 0.367 | (1.399) | (79.2) | 8.830 | 1.659 | (7.171) | (81.2) |
| Capital and Other Reimburse | \$0.917 | 0.792 | (0.125) | (13.7) | 4.586 | 2.573 | (2.013) | (43.9) |
| Total Receipts | \$7.388 | \$12.935 | \$5.547 | 75.1 | \$32.478 | \$53.355 | \$20.878 | 64.3 |
| Expenditures | | | | | | | | |
| <i>Labor:</i> | | | | | | | | |
| Payroll | \$22.453 | \$19.116 | \$3.338 | 14.9 | \$114.517 | \$111.604 | \$2.913 | 2.5 |
| Overtime | 7.677 | 7.101 | 0.576 | 7.5 | 38.384 | 34.928 | 3.456 | 9.0 |
| Health and Welfare | 8.362 | 1.677 | 6.686 | 80.0 | 41.811 | 29.935 | 11.876 | 28.4 |
| OPEB Current Payment | 2.146 | 1.907 | 0.239 | 11.1 | 10.730 | 9.527 | 1.203 | 11.2 |
| Pensions | 5.397 | 5.057 | 0.340 | 6.3 | 26.983 | 24.701 | 2.283 | 8.5 |
| Other Fringe Benefits | 4.640 | 3.715 | 0.925 | 19.9 | 23.198 | 22.142 | 1.056 | 4.6 |
| GASB Account | - | - | - | - | - | - | - | - |
| Reimbursable Overhead | - | - | - | - | - | - | - | - |
| Total Labor Expenditures | \$50.674 | \$38.572 | \$12.102 | 23.9 | \$255.622 | \$232.836 | \$22.787 | 8.9 |
| <i>Non-Labor:</i> | | | | | | | | |
| Electric Power | \$0.140 | \$0.173 | (\$0.034) | (24.0) | \$0.699 | \$0.853 | (\$0.154) | (22.0) |
| Fuel | 1.663 | 1.739 | (0.076) | (4.6) | 8.317 | 9.040 | (0.722) | (8.7) |
| Insurance | 0.586 | - | 0.586 | 100.0 | 2.931 | - | 2.931 | 100.0 |
| Claims | 3.083 | 0.483 | 2.600 | 84.3 | 15.414 | 4.508 | 10.906 | 70.8 |
| Maintenance and Other Op | 4.039 | 1.813 | 2.227 | 55.1 | 20.197 | 10.706 | 9.491 | 47.0 |
| Professional Service Contr | 3.447 | 0.913 | 2.534 | 73.5 | 17.236 | 13.815 | 3.421 | 19.8 |
| Materials & Supplies | 5.081 | 4.246 | 0.836 | 16.4 | 25.407 | 16.113 | 9.294 | 36.6 |
| Other Business Expenses | 0.385 | 0.235 | 0.150 | 39.0 | 1.927 | 1.117 | 0.810 | 42.0 |
| Total Non-Labor Expendit | \$18.426 | \$9.602 | \$8.822 | 47.9 | \$92.129 | \$56.151 | \$35.978 | 39.1 |
| Total Expenditures | \$69.100 | \$48.175 | \$20.926 | 30.3 | \$347.752 | \$288.987 | \$58.765 | 16.9 |
| Operating Cash Surplus/(| (\$61.712) | (\$35.240) | \$26.472 | 42.9 | (\$315.274) | (\$235.631) | \$79.643 | 25.3 |

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)

| Operating Receipts or Disbursements | May 2021 | | | Year-To-Date | | |
|---|--|-------------|---|--|-------------|---|
| | Favorable (Unfavorable) Variance | | Reason for Variance | Favorable (Unfavorable) Variance | | Reason for Variance |
| | \$ | % | | \$ | % | |
| Farebox Revenue | \$ 7.071 | * | Higher ridership partially offset by lower average fare | \$ 30.061 | * | Higher ridership and higher average fare |
| Other Operating Revenue | (1.399) | (79.2) | Lower Student fare reimbursement due to COVID-19 as well as lower recoveries from Other Insurance and Other Contract services | (7.171) | (81.2) | Lower Student fare reimbursement due to COVID-19 as well as lower recoveries from Other Insurance and Other Contract services |
| Capital and Other Reimbursements | (0.125) | (13.7) | Timing of reimbursement receipts | (2.013) | (43.9) | Timing of reimbursement receipts |
| Total Receipts | \$ 5.547 | 75.1 | | \$ 20.878 | 64.3 | |
| Payroll | \$ 3.338 | 14.9 | Timing of Payment | \$ 2.913 | 2.5 | Prior period payments of interagency billing offset by timing of expenses |
| Overtime | 0.576 | 7.5 | Primarily lower unscheduled overtime, COVID-related cleaning, and programmatic maintenance partially offset by the essential overnight service and lower availability | 3.456 | 9.0 | 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) | 6.924 | 65.9 | 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 | 13.079 | 24.9 | 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 | Timing of payments | 2.283 | 8.5 | Timing of expenses |
| Other Fringe Benefits | 0.925 | 19.9 | Prior period payments of interagency billing | 1.056 | 4.6 | (a) |
| GASB | - | - | (a) | - | - | |
| Electric Power | (0.034) | (24.0) | (a) | (0.154) | (22.0) | (a) |
| Fuel | (0.076) | (4.6) | Primarily due prior period payment and offset by a credit of CNG retro billing adjustment going back to 2018. | (0.722) | (8.7) | Primarily due prior period payment and offset by a credit of CNG retro billing adjustment going back to 2018. |
| Insurance | 0.586 | 100.0 | Timing of payments | 2.931 | 100.0 | Timing of payments |
| Claims | 2.600 | 84.3 | Timing of payments | 10.906 | 70.8 | Timing of payments |
| Maintenance and Other Operating Contracts | 2.227 | 55.1 | Mainly the timing of facility maintenance, Security expenses, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses | 9.491 | 47.0 | Mainly the timing of facility maintenance, Security expenses, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses |
| Professional Service Contracts | 2.534 | 73.5 | Timing of interagency billing, Bus Technology, and service contracts | 3.421 | 19.8 | Timing of interagency billing, Bus Technology, and service contracts |
| Materials & Supplies | 0.836 | 16.4 | Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses | 9.294 | 36.6 | Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses |
| Other Business Expenditure | 0.150 | 39.0 | Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses | 0.810 | 42.0 | Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other misc. expenses |
| Total Expenditures | \$ 20.925 | 30.3 | | \$ 58.764 | 16.9 | |
| Net Cash Variance | \$ 26.472 | 42.9 | | \$ 79.643 | 25.3 | |

(a) - Variance less than 5%

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

(\$ in millions)

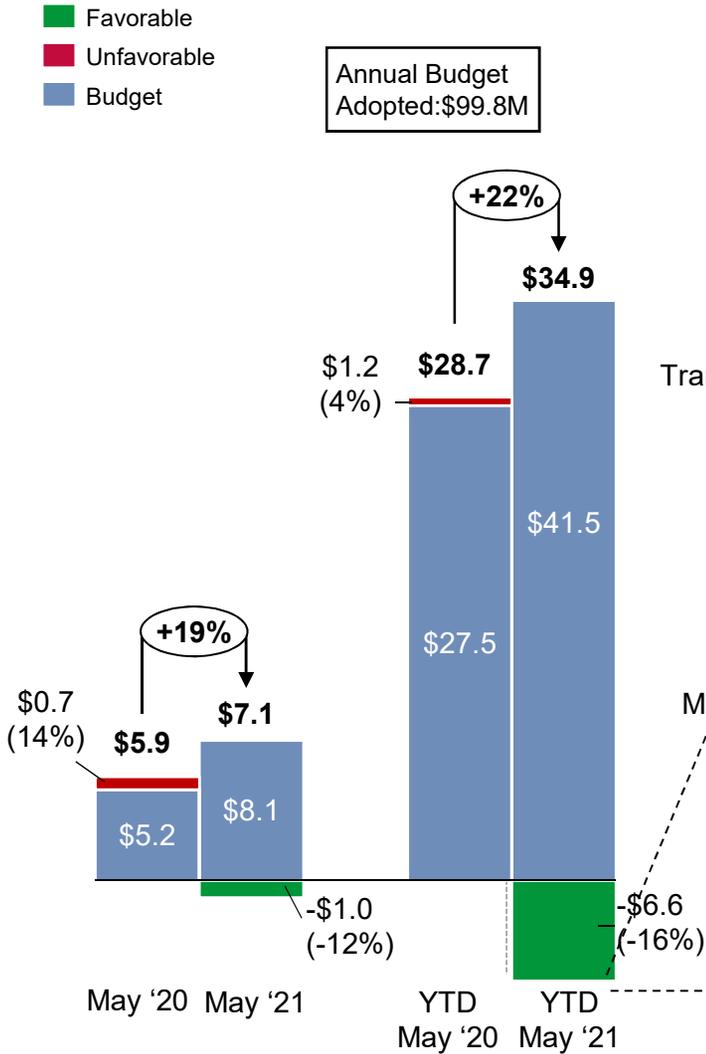
| | May 2021 | | | | Year-To-Date | | | |
|--|-------------------|------------------|----------------------------|-------------|-------------------|------------------|----------------------------|---------------|
| | Adopted Budget | Actual | Favorable (Unfavorable) | | Adopted Budget | Actual | Favorable (Unfavorable) | |
| | | | Variance | Percent | | | Variance | Percent |
| Receipts | | | | | | | | |
| Farebox Revenue | \$0.000 | 1.418 | \$1.418 | - | \$0.000 | (\$0.259) | (\$0.259) | - |
| Other Operating Revenue | 0.018 | (0.142) | (0.159) | * | 0.106 | (0.759) | (0.865) | * |
| Capital and Other Reimbursements | 0.452 | 0.132 | (0.320) | (70.8) | 2.262 | (0.008) | (2.270) | * |
| Total Receipts | \$0.469 | \$1.408 | \$0.938 | * | \$2.368 | (\$1.026) | (\$3.394) | * |
| Expenditures | | | | | | | | |
| <i>Labor:</i> | | | | | | | | |
| Payroll | \$1.662 | \$5.125 | \$3.463 | * | \$6.813 | \$14.896 | \$8.083 | * |
| Overtime | 0.413 | (0.001) | (0.414) | * | 3.136 | 0.000 | (3.136) | (100.0) |
| Health and Welfare | (0.084) | 5.978 | 6.062 | * | (0.502) | 10.259 | 10.761 | * |
| OPEB Current Payment | (0.021) | (0.000) | 0.021 | 98.9 | (0.129) | 1.613 | 1.742 | * |
| Pensions | (0.040) | 0.500 | 0.540 | * | (0.251) | 0.499 | 0.751 | * |
| Other Fringe Benefits | 1.589 | 1.496 | (0.093) | (5.8) | 7.880 | 5.269 | (2.611) | (33.1) |
| GASB Account | - | - | - | - | - | - | - | - |
| Reimbursable Overhead | 0.000 | - | (0.000) | (100.0) | (0.000) | 0.169 | 0.169 | * |
| Total Labor Expenditures | \$3.519 | \$13.099 | \$9.580 | * | \$16.948 | \$32.706 | \$15.759 | 93.0 |
| <i>Non-Labor:</i> | | | | | | | | |
| Electric Power | (\$0.001) | (\$0.000) | \$0.001 | 74.7 | (\$0.008) | (\$0.170) | (\$0.161) | * |
| Fuel | (0.017) | 0.318 | 0.335 | * | (0.100) | (3.984) | (3.883) | * |
| Insurance | (0.006) | 0.401 | 0.407 | * | (0.035) | 2.111 | 2.146 | * |
| Claims | 3.195 | 4.017 | 0.822 | 25.7 | 15.913 | 17.992 | 2.079 | 13.1 |
| Maintenance and Other Operating Contracts | (0.040) | 0.359 | 0.400 | * | (0.243) | (0.110) | 0.133 | 54.7 |
| Professional Service Contracts | (0.034) | 1.510 | 1.544 | * | (0.207) | (3.389) | (3.182) | * |
| Materials & Supplies | (0.051) | (1.326) | (1.275) | * | (0.305) | 0.269 | 0.574 | * |
| Other Business Expenditures | (0.004) | (0.024) | (0.020) | * | (0.023) | (0.066) | (0.043) | * |
| Total Non-Labor Expenditures | \$3.042 | \$5.255 | \$2.213 | 72.7 | \$14.992 | \$12.654 | (\$2.338) | (15.6) |
| Total Cash Conversion Adjustments before Non-Cash Liability Adjs. | \$7.030 | \$19.761 | \$12.731 | * | \$34.308 | \$44.335 | \$10.027 | 29.2 |
| Depreciation Adjustment | 4.519 | 4.050 | (0.469) | (10.4) | 22.550 | 20.272 | (2.278) | (10.1) |
| GASB 75 OPEB Expense Adjustment | 5.767 | - | (5.767) | (100.0) | 28.776 | - | (28.776) | (100.0) |
| GASB 68 Pension Adjustment | 3.630 | - | (3.630) | (100.0) | 18.113 | - | (18.113) | (100.0) |
| Environmental Remediation | - | - | - | - | - | - | - | - |
| Total Expenses/Expenditures | \$ 20.946 | \$ 23.811 | \$ 2.865 | 13.7 | \$ 103.747 | \$ 64.607 | \$ (39.140) | (37.7) |
| Total Cash Conversion Adjustments | \$20.946 | \$23.811 | \$2.865 | 13.7 | \$103.747 | \$64.607 | (\$39.140) | (37.7) |

NOTE: Totals may not add due to rounding

MTA Bus – Non-Reimbursable Overtime Variance

May 2021 and YTD Adopted Budget vs. Variance

\$M

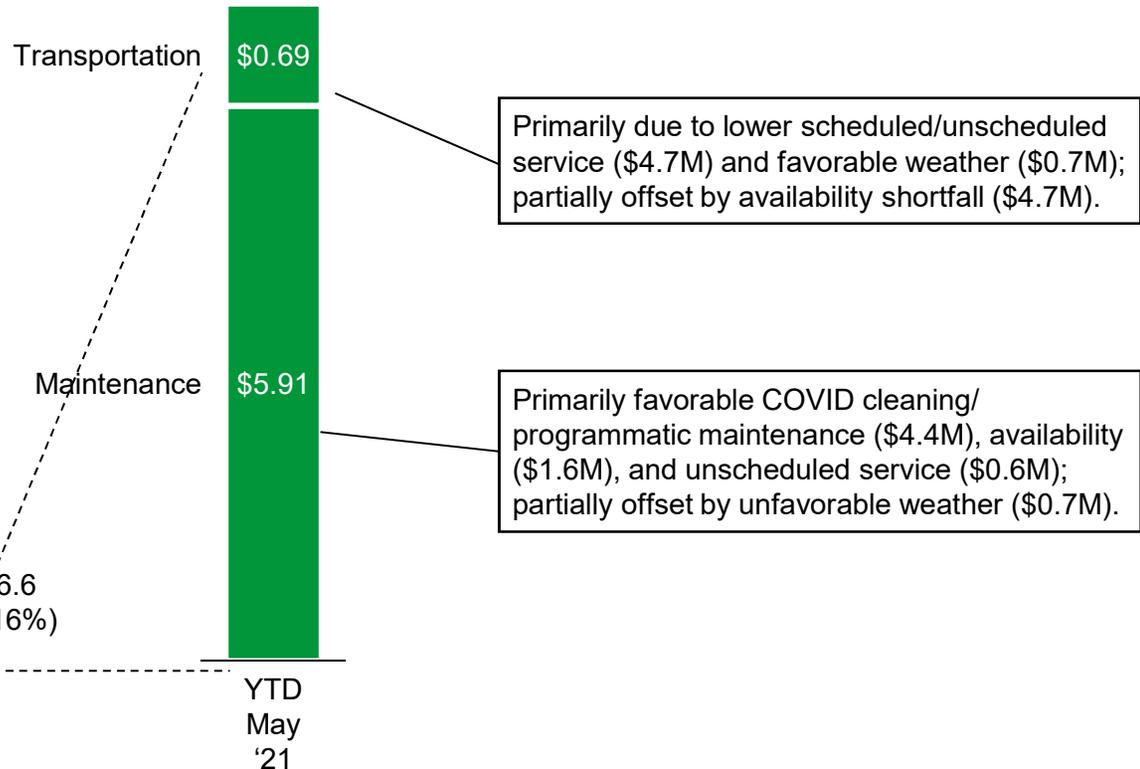


Overview

- May 2021 increased by \$1.2M or 19% compared to May 2020
- May YTD 2021 is 16% under budget

YTD variance by division

\$M



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
MAY 2021

| FUNCTION/DEPARTMENT | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Explanation of Variances |
|----------------------------------|-------------------|--------------|--|---------------------------|
| Administration | | | | |
| Office of the EVP | 3 | 2 | 1 | |
| Human Resources | 16 | 12 | 4 | |
| Office of Management and Budget | 14 | 12 | 2 | |
| Material | 15 | 14 | 1 | |
| Controller | 18 | 17 | 1 | |
| Office of the President | 4 | 5 | (1) | |
| System Safety Administration | - | - | - | |
| Law | 20 | 17 | 3 | |
| Labor Relations | - | - | - | |
| Strategic Office | 19 | 18 | 1 | |
| Non-Departmental | 2 | - | 2 | |
| Total Administration | 111 | 97 | 14 | Vacancies |
| Operations | | | | |
| Buses | 2,298 | 2,276 | 23 | Vacant Bus Operators |
| Office of the Executive VP | 6 | 4 | 2 | |
| Safety & Training | 68 | 74 | (6) | Bus Operator Training |
| Road Operations | 141 | 135 | 6 | |
| Transportation Support | 25 | 22 | 3 | |
| Operations Planning | 34 | 28 | 6 | |
| Revenue Control | 6 | 6 | - | |
| Total Operations | 2,578 | 2,545 | 34 | |
| Maintenance | | | | |
| Buses | 723 | 720 | 3 | |
| Maintenance Support/CMF | 210 | 204 | 6 | |
| Facilities | 76 | 74 | 2 | |
| Supply Logistics | 104 | 95 | 9 | |
| Total Maintenance | 1,113 | 1,093 | 20 | 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 | 3,769 | 82 | |
| Non-Reimbursable | 3,812 | 3,733 | 80 | |
| Reimbursable | 38 | 36 | 2 | |
| Total Full-Time | 3,832 | 3,756 | 76 | |
| 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
MAY 2021

| FUNCTION/OCCUPATIONAL GROUP | Adopted Budget | Actual | Favorable (Unfavorable) Variance | Explanation of Variances |
|-----------------------------------|-------------------|--------------|--|----------------------------|
| Administration | | | | |
| Managers/Supervisors | 45 | 39 | 6 | |
| Professional, Technical, Clerical | 64 | 58 | 6 | |
| Operational Hourlies | 2 | - | 2 | |
| Total Administration | 111 | 97 | 14 | Vacancies |
| Operations | | | | |
| Managers/Supervisors | 319 | 312 | 7 | |
| Professional, Technical, Clerical | 45 | 43 | 2 | |
| Operational Hourlies | 2,214 | 2,190 | 25 | |
| Total Operations | 2,578 | 2,545 | 34 | Mainly Vacant Bus Operator |
| Maintenance | | | | |
| Managers/Supervisors | 241 | 227 | 14 | |
| Professional, Technical, Clerical | 35 | 34 | 1 | |
| Operational Hourlies | 837 | 832 | 5 | |
| Total Maintenance | 1,113 | 1,093 | 20 | Vacancies |
| Engineering/Capital | | | | |
| Managers/Supervisors | 21 | 12 | 9 | |
| Professional, Technical, Clerical | 14 | 11 | 3 | |
| Operational Hourlies | - | - | - | |
| Total Engineering/Capital | 35 | 23 | 12 | Vacancies mainly Managers |
| Public Safety | | | | |
| Managers/Supervisors | 8 | 5 | 3 | |
| Professional, Technical, Clerical | 5 | 6 | (1) | |
| Operational Hourlies | - | - | - | |
| Total Public Safety | 13 | 11 | 2 | Vacancy |
| Total Baseline Positions | | | | |
| Managers/Supervisors | 634 | 595 | 39 | |
| Professional, Technical, Clerical | 163 | 152 | 11 | |
| Operational Hourlies | 3,053 | 3,022 | 32 | |
| Total Baseline Positions | 3,850 | 3,769 | 82 | |

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

| | <u>May 2021</u> | | | <u>Year-to-date as of May 2021</u> | | |
|-------------------------------|---------------------------|-----------------|--|------------------------------------|-----------------|--|
| | <u>Adopted Budget</u> | <u>Actual</u> | <u>Favorable/ (Unfavorable) Variance</u> | <u>Adopted Budget</u> | <u>Actual</u> | <u>Favorable/ (Unfavorable) Variance</u> |
| <u>Farebox Revenue</u> | | | | | | |
| Fixed Route | 4.705 | 10.358 | \$5.653 | \$19.061 | \$49.382 | \$30.321 |
| Total Farebox Revenue | \$4.705 | \$10.358 | \$5.653 | \$19.061 | \$49.382 | \$30.321 |
| | | | 120.2% | | | 867.9% |
| <u>Ridership</u> | | | | | | |
| Fixed Route | 2.545 | 5.765 | 3.220 | 10.305 | 25.252 | 14.947 |
| Total Ridership | 2.545 | 5.765 | 3.220 | 10.305 | 25.252 | 14.947 |

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 May 2021 is listed below:

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

| | <u>Planned</u> | <u>Achieved</u> | <u>%</u> |
|-------------------------|----------------|-----------------|----------|
| Construction Awards | \$440.6 | \$590.5 | 134 |
| Substantial Completions | \$677.0 | \$492.8 | 73 |

In May 2021, \$35.1 million in Transit projects were awarded, including mainline track replacement on the Pelham, Concourse and Dyre lines for \$31.6 million, two Small Business Mentoring Program (SBMP) projects for \$1.7 million and rehabilitation of circuit breaker house (CBH) #301 at Pennsylvania Avenue station on the Eastern Parkway Line for \$1.8 million.

Also in May 2021, \$218.3 million in Transit projects were completed, including switch and interlocking modernization projects on the Culver Line for \$200.7 million, procurement of Automated Fare Collection (AFC) Low Turnstiles for \$11.6 million and mainline track replacement on the Rockaway Line for \$3.6 million.

Capital Program Status June 2021

In May 2021, \$35.1 million in Transit projects were awarded, including mainline track replacement on the Pelham, Concourse and Dyre lines for \$31.6 million. Mainline track replacement will include replacing equipment and materials to bring the track components on select segments on these lines to a state of good repair.

Additionally, two Small Business Mentoring Program (SBMP) projects were awarded for \$1.7 million. The first project upgraded components in communication room #343 at Nostrand Avenue station on the Eastern Parkway Line. The second project rehabilitated subway stairs at Grand Avenue station on the Queens Boulevard Line.

Furthermore, rehabilitation of circuit breaker house (CBH) #301 at Pennsylvania Avenue station on the Eastern Parkway Line was awarded for \$1.8 million. Roof and enclosure components such as walls, ceiling, power and lighting components will be repaired or replaced as required. The project will also install an isolation transformer in the electrical distribution room (EDR).

Also in May, \$218.3 million in Transit projects were completed, including switch and interlocking modernization projects on the Culver Line \$200.7 million. The existing mechanical interlocking at Kings Highway was replaced with a processor-based (solid state) signal system that included construction of a new relay room, train control room and ancillary rooms as well as all associated equipment. This initiative also replaced 12 track switches in the vicinity of the Kings Highway Interlocking. Mainline switch replacement work includes replacement of existing turnouts, track switches, switch valves, connecting rails, contact rails, ties, ballast and signal cables. Finally, the Church Avenue interlocking dispatchers office (G train) was upgraded to include public address announcements and platform cameras at the Church Avenue and Kings Highway stations. These projects will improve signal reliability and train service on the line.

Furthermore, procurement of Automated Fare Collection (AFC) Low Turnstiles was completed for \$11.6 million. Approximately 352 turnstile units were procured to be used system-wide based on projected capital and operating needs. The purchase also included 70 end cabinets that support improvements at fare control areas system-wide.

Lastly, mainline track replacement on the Rockaway Line was completed for \$3.6 million. Mainline track replacement included replacing equipment and materials to bring the track components on select segments on this line to a state of good repair.

CAPITAL PROJECT MILESTONE SUMMARY

2021

(Through May 31, 2021)

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

May

| | | | | | | |
|-------------------------|-------|----|-------|---|------|-------|
| Construction Awards | 37.2 | 3 | 35.1 | 6 | 94.5 | 200.0 |
| Substantial Completions | 331.0 | 12 | 218.3 | 6 | 66.0 | 50.0 |

2021 Year-To-Date

| | | | | | | |
|-------------------------|-------|----|-------|----|-------|------|
| Construction Awards | 440.6 | 43 | 590.5 | 39 | 134.0 | 90.7 |
| Substantial Completions | 677.0 | 44 | 492.8 | 31 | 72.8 | 70.5 |

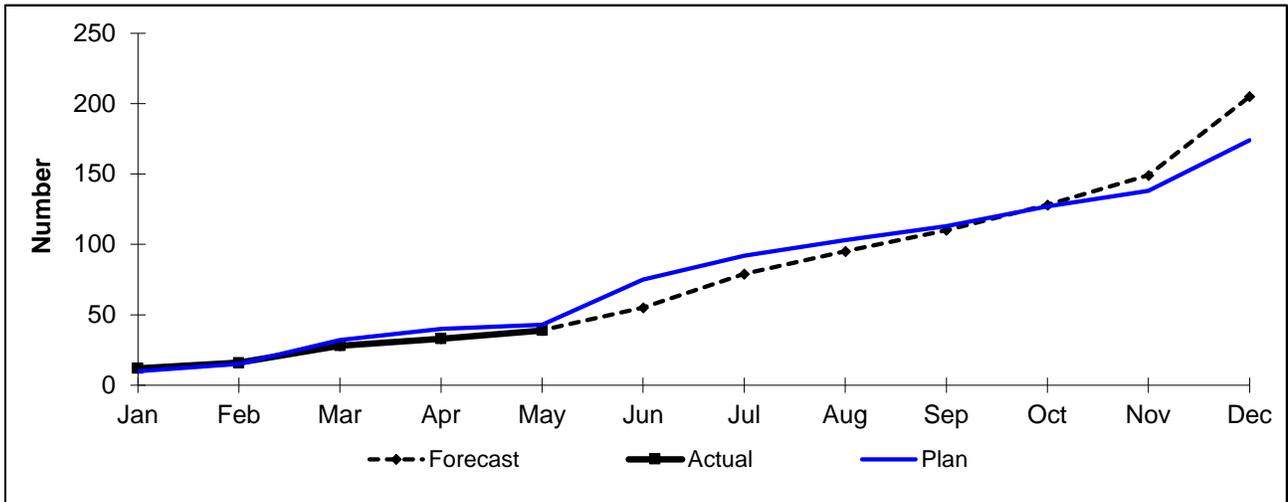
2021 Projected To-Year-End

| | Initial Plan | | Current Forecast | | %(\$) | %(#) |
|-------------------------|--------------|-----|------------------|-----|-------|-------|
| Construction Awards | 3,839.2 | 174 | 4,659.1 | 205 | 121.4 | 117.8 |
| Substantial Completions | 3,573.5 | 162 | 3,620.1 | 161 | 101.3 | 99.4 |

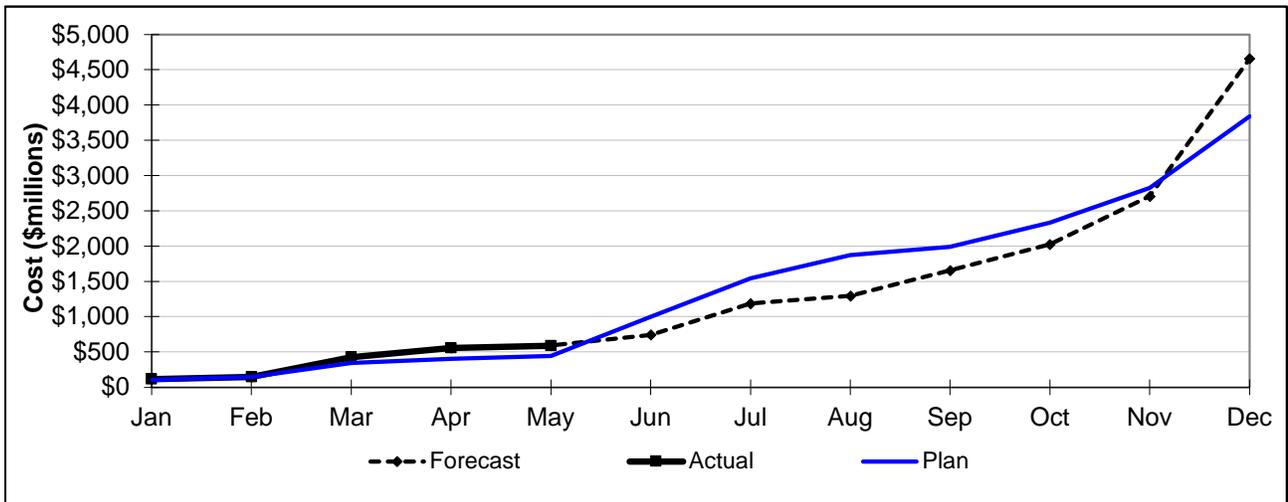
Totals do not include contingency, emergency funds and miscellaneous reserves; performance percentages include early accomplishments.

2021 Awards Charts

As of May 2021



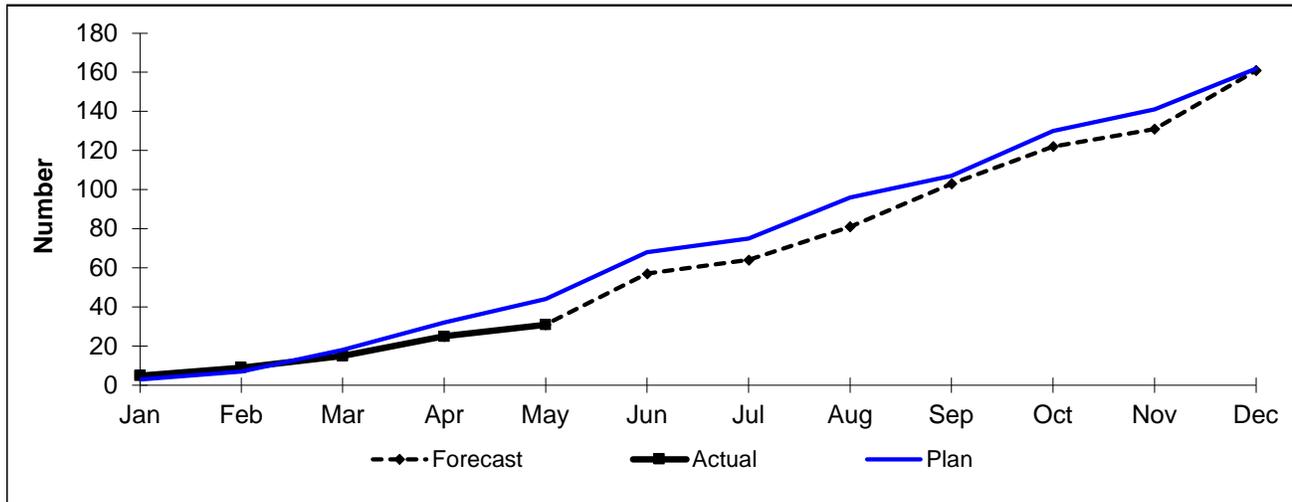
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Forecast | | | | | | 16 | 24 | 16 | 15 | 18 | 21 | 56 |
| Actual | 12 | 4 | 12 | 5 | 6 | | | | | | | |
| Plan | 10 | 5 | 17 | 8 | 3 | 32 | 17 | 11 | 10 | 14 | 11 | 36 |
| Cummulative | | | | | | | | | | | | |
| Forecast | | | | | | 55 | 79 | 95 | 110 | 128 | 149 | 205 |
| Actual | 12 | 16 | 28 | 33 | 39 | | | | | | | |
| Plan | 10 | 15 | 32 | 40 | 43 | 75 | 92 | 103 | 113 | 127 | 138 | 174 |



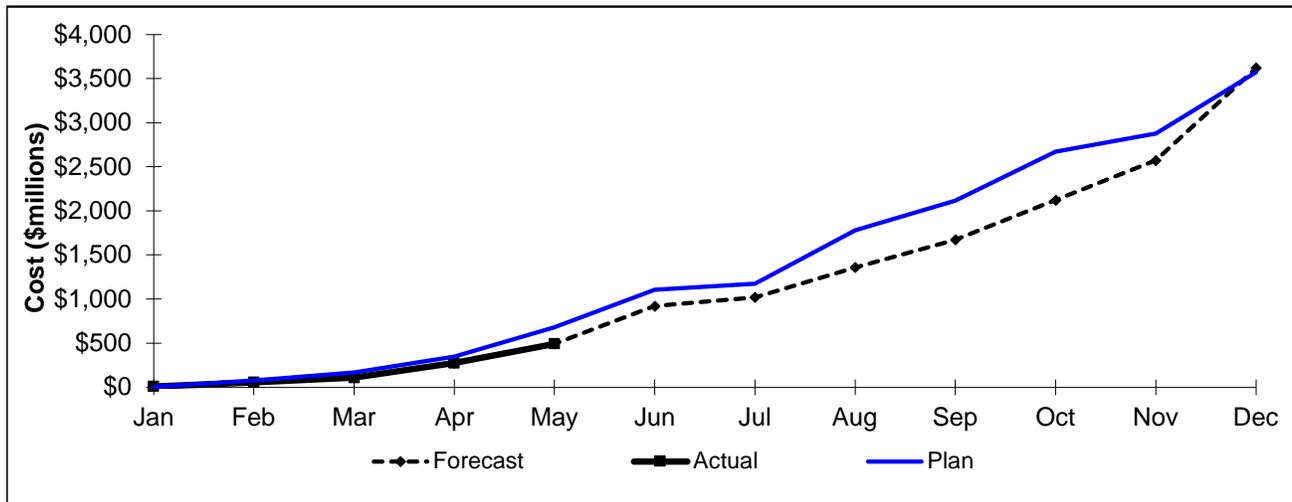
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------|-------|-------|-------|-------|-------|-------|---------|---------|---------|---------|---------|---------|
| Forecast | | | | | | 151.8 | 444.1 | 106.5 | 362.4 | 368.8 | 680.4 | 1,954.7 |
| Actual | 114.8 | 31.8 | 278.0 | 130.8 | 35.1 | | | | | | | |
| Plan | 105.7 | 37.7 | 198.5 | 61.5 | 37.2 | 558.4 | 542.4 | 331.9 | 117.2 | 341.4 | 490.2 | 1,017.3 |
| Cummulative | | | | | | | | | | | | |
| Forecast | | | | | | 742.3 | 1,186.4 | 1,292.9 | 1,655.3 | 2,024.1 | 2,704.5 | 4,659.1 |
| Actual | 114.8 | 146.6 | 424.6 | 555.4 | 590.5 | | | | | | | |
| Plan | 105.7 | 143.3 | 341.9 | 403.4 | 440.6 | 998.9 | 1,541.3 | 1,873.2 | 1,990.3 | 2,331.7 | 2,822.0 | 3,839.2 |

2021 Substantial Completions Charts

As of May 2021



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Forecast | | | | | | 26 | 7 | 17 | 22 | 19 | 9 | 30 |
| Actual | 5 | 4 | 6 | 10 | 6 | 24 | 7 | 21 | 11 | 23 | 11 | 21 |
| Plan | 3 | 4 | 11 | 14 | 12 | 24 | 7 | 21 | 11 | 23 | 11 | 21 |
| Cummulative | | | | | | | | | | | | |
| Forecast | | | | | | 57 | 64 | 81 | 103 | 122 | 131 | 161 |
| Actual | 5 | 9 | 15 | 25 | 31 | 57 | 64 | 81 | 103 | 122 | 131 | 161 |
| 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 | | | | | | 426.5 | 98.7 | 339.2 | 314.3 | 450.3 | 450.2 | 1,048.3 |
| Actual | 10.9 | 44.7 | 51.6 | 167.3 | 218.3 | 429.0 | 65.9 | 607.8 | 334.0 | 555.7 | 206.9 | 697.2 |
| Plan | 4.3 | 72.8 | 90.6 | 178.3 | 331.0 | 429.0 | 65.9 | 607.8 | 334.0 | 555.7 | 206.9 | 697.2 |
| Cummulative | | | | | | | | | | | | |
| Forecast | | | | | | 919.3 | 1,017.9 | 1,357.1 | 1,671.4 | 2,121.6 | 2,571.8 | 3,620.1 |
| Actual | 10.9 | 55.6 | 107.2 | 274.5 | 492.8 | 919.3 | 1,017.9 | 1,357.1 | 1,671.4 | 2,121.6 | 2,571.8 | 3,620.1 |
| Plan | 4.3 | 77.1 | 167.7 | 346.0 | 677.0 | 1,105.9 | 1,171.8 | 1,779.6 | 2,113.6 | 2,669.3 | 2,876.2 | 3,573.5 |

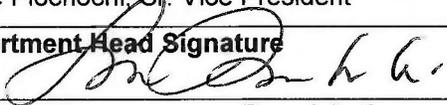
Contracts Department

Stephen Plochochi, Senior Vice President

PROCUREMENTS

The Procurement Agenda this month includes five procurement actions for a proposed expenditure of \$30.6M.

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 | 6/23/21 | X | | |
| 2 | Board | 6/23/21 | X | | |

| | | | |
|--|---|---|--|
| Date: June 14, 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

| | | |
|--|-----------------|----------------------|
| I. Modifications to Purchase and Public Work Contracts | 2 | \$ 22,865,103 |
| | SUBTOTAL | 2 |
| | | \$ 22,865,103 |

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

Schedules Requiring Majority Vote

| | | |
|--|-----------------|---------------------|
| K. Ratification of Completed Procurement Actions | 3 | \$ 7,720,106 |
| | SUBTOTAL | 3 |
| | | \$ 7,720,106 |

TOTAL 5 \$ 30,585,209

Budget Impact:

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

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.

JUNE 2021

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

Schedule I. Modifications to Purchase and Public Work Contracts
(Staff Summaries required for all items greater than \$1M)

- | | | | |
|----|---|------------------------|--------------------------------------|
| 1. | Siemens Mobility Inc. Contract No. W-81199-1.1 | \$14,123,881.00 | <u>Staff Summary Attached</u> |
| 2. | Thales Transportation and Security Inc. Contract No. W-81199-2.3 | \$ 8,741,222.04 | <u>Staff Summary Attached</u> |

MTA Construction and Development requests Board approval to modify the Ultra-Wideband Proof of Concept contracts W-81199-1 and W-81199-2, to establish interoperability between the two Ultra-Wideband train communication systems.

| | | |
|--|--|--|
| Vendor Name (& Location) (1) Siemens Mobility Inc. (2) Thales Transportation and Security, Inc. Description Ultra-Wideband (UWB) based Train Control System Pilot Program Contract Term (including Options, if any) 8 months; six (6) options of one month each Option(s) included in Total Amount? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other: Requesting Dept/Div & Dept/Div Head Name: Mark Dowd (Chief Innovation Officer) | Contract Numbers W-81199-1 (1) W- 81199-2 (2) | AWO/Modification # #1 #3 |
| | Original Amount: | \$ 11,875,213.00 (1) \$ 18,955,070.00 (2) |
| | Prior Modifications: | \$ 295,000.00 (2) \$ 259,000.00 (2) |
| | Exercised Options: | \$ 1,735,553.00 (1) \$ 1,350,000.00 (2) |
| | Current Amount: | \$ 13,600,765.00 (1) \$ 20,899,070.00 (2) |
| | This Request | \$ 14,123,881.00 (1) \$ 8,741,222.04 (2) |
| | % of This Request to Current Amount: | (1) 103% (2) 42% |
| | % of Modifications (including This Request) to Original Amount: | (1) 118% (2) 46% |

Discussion

These modifications to Ultra-Wideband Proof of Concept contracts W-81199-1 (“Siemens Contract”) and W-81199-2 (“Thales Contract”) will provide for Siemens Mobility, Inc. (“Siemens”) and Thales Transportation and Security, Inc. (“Thales”) to establish interoperability between the two Ultra-Wideband (“UWB”) train communication systems developed, respectively, by Siemens subcontractor Humatics Corporation (the “Humatics UWB”) and Thales subcontractor Piper Networks (the “Piper UWB”), allowing continued competition for future UWB contracts and avoiding reliance on only one UWB supplier’s proprietary hardware and software for UWB train communication.

In March 2019 and April 2019, Proof of Concept contracts for the UWB “Pilot Program” were awarded to Siemens and Thales. The purpose of the Pilot Program was to develop, demonstrate and test a UWB based train communication system that could communicate speed, train position and range as a technical compliment to the Communication Based Train Control (“CBTC”) system.

The Humatics UWB and Piper UWB were tested under the Pilot Program and, subject to achieving NYCT safety certification, considered viable for future revenue service contracts. However, neither the Siemens Contract nor the Thales Contract require that the two UWB systems be interoperable, i.e. capable of communicating speed, positioning and range information across the two different UWB systems. The original intention of the Pilot Program was to determine if UWB technology could be applied as a functional, reliable and safe means of complimenting the positioning, speed and direction subsystems in the current NYCT Communication Based Train Control.

As both UWB systems were found to be acceptable, C&D determined that the most efficient and economical approach going forward to ensure resiliency in the UWB system and encourage continued competition between Humatics and Piper on future UWB contracts, was for Humatics to redesign its UWB system to incorporate the third-party Qorvo microchip set, which is already utilized by Piper in its UWB system, allowing the two systems to communicate and be utilized simultaneously. Without such interoperability, each train line would be required to utilize only one or the other system, preventing trains running on one line and configured for one system from running on a line configured for the other system and requiring that future purchases and upgrades for that line be obtained from a single vendor.

To provide such interoperability, Siemens/Humatics must design, develop and test a UWB system incorporating the Qorvo chip and Thales/Piper must collaborate with Siemens/Humatics to develop and establish a common interface protocol for the UWB systems. Thales/Piper will also aid in the lab development and field testing of the redesigned Humatics UWB to demonstrate full interoperability and viability of both the redesigned Humatics UWB and Piper UWB.

The duration of each Contract Modification will be 14 and a half months.

Siemens submitted a proposal for this work in the amount \$16,267,820.00. Negotiations were held and the parties agreed to a cost of \$14,123,881.00 which is deemed to be fair and reasonable.

Thales submitted a proposal for its work in the amount of \$22,737,423. Negotiations were held and the parties agreed to a cost of \$8,741,222.04 which is deemed to be fair and reasonable.

In connection with a previous contract awarded to Siemens, Siemens 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 Chairman and Chief Executive Officer in consultation with the MTA General Counsel in August 2016. No new SAI has been found relating to Siemens and Siemens has been found to be responsible. A Contractor Compliance Program was put in place for Siemens.

JUNE 2021

LIST OF RATIFICATIONS FOR BOARD APPROVAL**Procurements Requiring Majority Vote:****Schedule K. Ratification of Completed Procurement Actions (Involving Schedules E-J)**

(Staff Summaries required for items requiring Board Approval)

| | | | |
|-------------------|---|---------------------|--------------------------------------|
| 3 & 4. | Systra Engineering Inc. | \$ 2,372,305 | <u>Staff Summary Attached</u> |
| | Contract No. CM-1539.4 & CM-1539.6 | \$ 2,457,801 | |

MTA Construction and Development requests the Board ratify two modifications to the contract to provide additional technical support and construction oversight support services and, to extend the contract term for an additional four months (December 31, 2022 to April 30, 2023).

| | | | |
|-----------|--|---------------------|--------------------------------------|
| 5. | E-J Electric Installation Corp. | \$ 2,890,000 | <u>Staff Summary Attached</u> |
| | Contract No. S-33932.1 | | |

MTA Construction and Development requests the Board ratify a modification to the contract for the replacement of approximately 6,440 feet of cable trays at twelve (12) stations on the Jamaica Avenue line, of which 4,160 feet of cable trays are being provided to the Contractor from MTA inventory.

Schedule K: Ratification of Completed Procurement Actions
Item Nos. 3 and 4

| |
|--|
| Vendor Name (& Location) Systra Engineering, Inc. (New York, NY) |
| Description Consultant Services to Support the Construction of the CBTC/AWS Signal System for the Queens Boulevard Line |
| Contract Term (including Options, if any) December 15, 2014 – December 31, 2022 |
| Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A |
| Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive |
| Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification |
| Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other: |
| Requesting Dept/Div & Dept/Div Head Name: Delivery, Mark Roche, Deputy Chief Development Officer |

| Contract Number | AWO/Modification # |
|--|--|
| CM-1539 | 4 & 6 |
| Original Amount: | \$ 12,555,698 |
| Prior Modifications: | \$ 7,807,421 |
| Options: | \$ 0 |
| Current Amount: | \$ 20,363,119 |
| This Request | \$2,372,305 (Modification # 4) \$2,457,801 (Modification # 6) \$4,830,106 (Total) |
| % of This Request to Current Amount: | 23.7% |
| % of Modifications (including This Request) to Original Amount: | 100.7% |

Discussion

This contract is for technical support and construction oversight support services on the Queens Boulevard Line (QBL) West Communication Based Train Control (CBTC) project. MTA Construction & Development (C&D) requests the Board ratify Modifications No. 4 and No. 6 to the contract to provide additional technical support and construction oversight support services in the total not-to-exceed amount of \$4,830,106; \$2,372,305 for Modification No. 4 and \$2,457,801 for Modification No. 6. The contract term is also extended by an additional four (4) months from December 31, 2022 to April 30, 2023.

As part of its overall system enhancement, NYC Transit embarked on a system-wide upgrade of its signal system from fixed block, wayside signal/train stop technology to CBTC system technology. This state-of-the-art signal system is being installed on the Queens Boulevard Subway Line. The new CBTC signal system, including both wayside and car-borne equipment, is interoperable and capable of communicating with either the CBTC system from Siemens Industry, Inc. (Siemens) or the Thales Group (Thales) CBTC system.

Under the QBL West CBTC project, there are currently four CBTC/Auxiliary Wayside System (AWS) QBL-related contracts with four firms involved: Siemens (Contract S-48004-1), Thales (Contract S-48004-2), L.K. Comstock & Company, Inc. (LK Comstock) (Contract S-48005) and Systra Engineering, Inc. (Systra) (CM-1539). Siemens and Thales serve as suppliers of the CBTC car-borne and wayside equipment while LK Comstock serves in the capacity of AWS supplier & CBTC wayside installer. Systra provides technical support services and has been acting as an extension of NYC Transit's Capital Program Management (CPM) team (now C&D) overseeing the fulfillment of the CBTC supplier contracts.

Under Contract CM-1539, Systra supports the project design effort and ongoing technical and construction oversight including Factory Acceptance Testing (FAT), field testing, in-service monitoring, coordination, problem resolution, functional adherence, and commissioning of the QBL CBTC system. In addition, Systra was also responsible for supporting the qualification of an additional CBTC supplier (Mitsubishi Electric Corporation) for future CBTC projects.

Modification No. 4

Due to the time sensitivity and high-profile nature of the QBL West CBTC project, CPM management determined that the three unanticipated tasks comprising the Modification No. 4 scope of work required immediate commencement and additional support from Systra with their extensive expertise with conventional railway signaling, advanced CBTC systems and intimate knowledge of the QBL project. Between August 2015 and May 2017 direction to commence the work associated with Mod No. 4 was provided by the then Signals and Train Control Program Office within CPM, instructing Systra to begin working on these critical tasks pending negotiations and award of this modification. Systra was directed to perform technical and oversight services in support of the following additional tasks: 1) CBTC System Integration, 2) Automatic Train Supervision Expansion for the B Division and 3) Train Operator Simulator. The details are summarized below.

Consultant Support for CBTC System Integration

At the time Contract CM-1539 was awarded, the procurement for the two QBL West CBTC supplier contracts, S-48004-1 and S-48004-2 was ongoing. One element identified in the scope of work for the CBTC suppliers was to provide "System Integration Services". However, it was subsequently decided that CPM would take on the role of system integrator for the QBL West CBTC project. The system integrator's responsibility is to ensure that the CBTC system can successfully and safely communicate and exchange data with conventional wayside signals, CBTC equipped trains, the Automatic Train Supervision system (ATS), communication, and radio networks as well as other various systems. To support CPM in this new role, Systra's responsibilities were expanded to include system integration support for the QBL West CBTC project.

Consultant Support for ATS Expansion to the Entire B Division

The ATS automatically routes trains, provides train locations to dispatchers at the Rail Control Center and field dispatcher offices and updates the locations of trains in real-time. ATS allows dispatchers to react more effectively and quickly to service disruptions. Additionally, the ATS monitors schedule adherence and produces statistics for the public dashboard, as well as generating train arrival information through countdown clocks for the Public Address/Customer Information System (PA/CIS).

NYC Transit issued Board approved Modification No. 11 to Siemens under Contract S-48004-1 to provide ATS for the entire B Division, in addition to providing ATS for the QBL territory that was part of Siemen's base contract. Providing support for ATS expansion to the entire B Division was not part of Systra's original scope. Under Modification No. 4 Systra's responsibilities were expanded to support CPM in the preparation of Modification No. 11, Contract S-48004-1 by reviewing documents, participating in meetings with key stakeholders and providing technical support to CPM during the execution of the ATS work by Siemens.

Consultant Support for Train Operator Simulator

Past practice for training Train Operators (TO) on CBTC-equipped trains was conducted on the right-of-way in CBTC territory under General Orders which created significant customer and resource impacts and was not considered the most efficient way of training TOs. As such, NYC Transit determined that a CBTC Train Operator Simulator System (TOS) should be acquired and a streamlined acquisition strategy between the two qualified QBL West CBTC suppliers was implemented that resulted in a Board approved modification to the Siemens Contract S-48004-1 to provide a TOS.

As the original scope of work with Systra did not include support for a TOS, work under Modification No. 4 included Systra assisting in the preparation of the RFP documents for procurement of the TOS, performing document review, First Article Testing and System Acceptance Testing for the TOS.

Modification No. 6

Retroactive Modification No. 6 is for continuation of technical support and construction oversight services through contract closeout. The original expiration date of contract CM-1539 was January 15, 2021. Modification No. 2 to this contract added consultant services for the design, procurement and construction support for CBTC and AWS systems for the QBL East project and extended the contract term from January 15, 2021 through December 31, 2022. However, while Modification No. 2 extended the overall contract duration for CM-1539, additional funding was not added at that time to address the additional time and effort associated with the base contract and additional requirements associated with QBL West.

The Substantial Completion date of the QBL West CBTC supplier contracts is currently projected for December 2021. Technical support and construction oversight services associated with CM-1539 will be required through Substantial Completion of the CBTC supplier contracts, plus an additional 12 months of system stabilization/testing and 4 months of closeout services resulting in a revised contract end date of April 30, 2023 covering a period of an additional 27.5 months (January 15, 2021 through April 30, 2023).

Under Modification No. 6 Systra will continue performing all the tasks from the base contract and subsequent modifications which includes Technical Support and Construction Oversight for the QBL West CBTC Project.

In addition, Systra will also provide technical support and oversight for the design, furnishing and installation of WiFi download hardware to three-hundred five (305) R-160 car units and technical support and oversight for the design, furnishing and installation of CBTC carborne equipment on thirty (30) additional R-160 units.

Systra's proposals for Modifications No. 4 and No. 6 for the additional work were in the amounts of \$2,627,421 and \$2,691,335 respectively. Detailed analyses of Systra's cost proposals were conducted and scope clarification meetings were held. Negotiations were conducted resulting in the agreed upon amounts of \$2,372,305 for Modification No. 4 and \$2,457,801 for Modification No. 6 which were both deemed fair and reasonable.

Schedule K: Ratification of Completed Procurement Actions

Item No. 5

| |
|--|
| Vendor Name (Location) E-J Electric Installation Corp. (Long Island City, NY) |
| Description Life Cycle Replacement of Code Systems – Phase I on the Jamaica and Myrtle Avenue Lines in Brooklyn and Queens |
| Contract Term (including Options, if any) August 31, 2020 – August 31, 2022 |
| Option(s) included in Total Amt? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a |
| Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive |
| Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification |
| Funding Source <input type="checkbox"/> Operating <input type="checkbox"/> Capital <input checked="" type="checkbox"/> Federal <input type="checkbox"/> Other: |
| Requesting Dept./Div., Dept./Div. Head Name: Delivery, Mark Roche, Deputy Chief Development Officer |

| | |
|--|-------------------------|
| Contract Number S-33932 | AWO/Mod. #s 1 |
| Original Amount: | \$ 24,997,999 |
| Prior Modifications: | \$ 0 |
| Prior Budgetary Increases: | \$ 0 |
| Current Amount: | \$ 24,997,999 |
| This Request: | \$ 2,890,000 |
| % of This Request to Current Amount | 11.56% |
| % of Modifications (including This Request) to Original Amount: | 11.56% |

Discussion

This Contract is for the continuation of the Life Cycle Replacement Program which replaces signal system components that have reached obsolescence and are no longer supported by the manufacturer. The work includes replacing existing legacy microprocessors with redundant Programmable Logic Controllers (PLCs) in relay rooms, as well as replacing existing copper cables with new armored Fiber Optic Cable (FOC) along the Jamaica and Myrtle Avenue Lines in Brooklyn and Queens. MTA Construction & Development (C&D) requests the Board ratify modification No. 1 to the contract for the replacement of approximately 6,440 feet of cable trays at twelve (12) stations on the Jamaica Avenue line, of which 4,160 feet of cable trays are being provided to the Contractor from MTA inventory.

In January 2021, while performing preconstruction field surveys, the Contractor discovered that the condition of the existing cable trays at twelve stations made them unsuitable for use in the installation of the new FOC. Upon review of the field surveys, NYCT’s Department of Subways - Maintenance of Way Division and C&D confirmed the Contractor’s findings and determined that the cable trays needed to be replaced. This modification is for the furnishing of approximately 2,280 feet of cable trays and installation of approximately 6,440 feet of cable trays at twelve stations on the Jamaica Avenue line. This modification also includes a credit for the use of an existing duct bank between Parsons and Sutphin Boulevard to pull cable in lieu of installing new conduit.

In order to take advantage of scheduled track shutdowns in May 2021 as well as address the long lead-time associated with procuring the new cable trays, permission was obtained from the President of C&D to process this modification on a retroactive basis and the Contractor was directed to proceed with the work on April 21, 2021 up to a not-to-exceed amount of \$1,500,000. Approximately 10% of the work has been performed and it is expected to be completed by October 2021.

EJ Electric Installation Corp. (“EJ”) submitted a proposal of \$3,737,876. Negotiations resulted in the agreed upon net lump sum price of \$2,890,000 which is considered to be fair and reasonable. A budget modification will be processed to provide additional funding for this modification.

In connection with a previous contract awarded to E-J, E-J 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 August 2018. No new SAI has been found relating to E-J and E-J has been found to be responsible.



Service Changes: Subway Schedule Changes Effective Fall 2021

Judith McClain, Chief, Operations Planning

Service Issue

NYC Transit is proposing to adjust B, D, N, Q and R schedules weekday evenings in fall 2021 to accommodate work train movements needed to facilitate ongoing and upcoming capital investments and maintenance work around the system. These evening schedule changes – already implemented most weeknights via temporary schedules at an annualized cost of approximately \$1.8 million – will help customers plan ahead with consistent and reliable schedules while maximizing the productivity of our workforce.

Recommendation

Implement schedule adjustments for the B, D, N, Q and R routes on weekday evenings to accommodate long term construction and maintenance work.

Budget Impact

The proposed schedule changes would cost approximately \$0.6 million annually compared to service levels in the Fall 2020 base schedules. The cost would be \$1.2 million less than the annualized cost of the temporary schedules currently operated weekday evenings to accommodate work trains.

Proposed Implementation Date

Fall 2021.

Staff Summary



| | |
|----------------------------------|---|
| Subject | NYCT COMMITTEE STAFF SUMMARY: Subway Schedule Changes Effective Fall 2021 |
| Department | Operations Planning |
| Department Head Name | Judith McClain |
| Department Head Signature | |
| Project Manager Name | Glenn Lunden |

| | |
|--------------------------------|--------------|
| Date | May 26, 2021 |
| Vendor Name | N/A |
| Contract Number | N/A |
| Contract Manager Name | N/A |
| Table of Contents Ref # | N/A |

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

| Internal Approvals | | | |
|--------------------|-----------------------------|-------|--|
| Order | Approval | Order | Approval |
| 8 | Interim President | 4 | General Counsel |
| 7 | CFO | 3 | Director OMB |
| 6 | Acting EVP & COO Subways | 2 | Director Government & Community Relations |
| 5 | Chief Cust. Officer | 1 | Chief OP |

Purpose

To obtain Presidential approval, and to inform the NYC Transit and MTA Bus Committee, of schedule adjustments this fall on the B, D, N, Q and R lines. Adjustments are warranted on these lines to accommodate planned construction and maintenance work throughout the subway system.

Discussion

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

To facilitate work train movements at 38th Street Yard in Brooklyn, NYCT has since 2014 routinely put temporary schedules into effect on weekday evenings that reroute Manhattan-bound express D and N trains onto the local track and slightly reduce train frequencies. Over the past six months, as capital work around the system has increased, these temporary schedules have operated every weeknight, at an annualized cost of approximately \$1.8 million. These adjustments allow work trains, which travel more slowly than passenger trains, to operate separately from trains in passenger service along the 4th Avenue corridor, reducing delays and improving reliability.

On weeknights in fall 2020, an average of seven trains departed from 38th Street Yard every weekday evening. This level of work train usage is expected to increase in the coming years, as the Capital Program, as well as projects deferred from 2020-21 due to the COVID-19 Pandemic, ramp up. These projects include the continued CBTC installation on the Culver and 8th Avenue lines, planned CBTC installation on additional lines, ADA improvements at the 14 St/6 Av station and at 8th Avenue line stations, and other structural improvements throughout the system.

Staff Summary

Given that these temporary schedules currently operate most weeknights and serve to reduce conflicts between passenger trains and work trains, NYCT proposes incorporating these adjustments into the base schedules for these five lines. Incorporating these changes into base timetables will allow more efficient use of our workforce while providing the best service possible for our customers while this work is underway.

Service Plan

Weekday evening service would be adjusted as follows:

- D service: Manhattan-bound trains from Coney Island-Stillwell Avenue would be rerouted via the 4th Avenue local track. Two Manhattan-bound trips would operate out-of-service via the F line from Coney Island-Stillwell Av, entering passenger service at the Broadway-Lafayette St Station. Service frequency along the 6th Avenue and Central Park West express to the Bronx would remain unchanged.
- N service: Manhattan-bound trains from Coney Island-Stillwell Avenue would be rerouted via the 4th Avenue local track weekday evenings. Frequency would be reduced to five trains per hour (average 12-minute headway) from six trains per hour (average 10-minute headway), for three fewer round trips each evening. The frequency of the W, which also provides service along Broadway to/from Astoria-Ditmars Blvd during the evenings, would not change.
- B, Q and R service: Scheduled times for evening Manhattan-bound trains departing the Brooklyn terminals on these lines would be adjusted slightly in order to share tracks with the D and the N.

Recommendation

Implement the schedule adjustments on B, D, N, Q and R to accommodate work trains needed for maintenance and capital projects.

Alternatives

Do nothing. NYC Transit would not make these routine schedule adjustments in the base schedules on the B, D, N, Q and R to accommodate work trains needed for capital projects and maintenance, but rather would continue to accommodate work train movements weekday evenings via temporary schedules, at an annualized cost of approximately \$1.8 million.

Budget Impact

The proposed schedule changes would cost approximately \$0.6 million annually compared to service levels in the Fall 2020 base schedules. This cost would be \$1.2 million less than the annualized cost of the temporary schedules currently operated to accommodate work trains.

Implementation Date

The schedule changes would be implemented in fall 2021.



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