



Transit and Bus Committee Meeting

March 2022

Committee Members

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



The MTA announced that four of the recently retired R-32 subway cars, nicknamed the Brightliners, began their final journey on February 28 after 58 years of service to New York City Transit. The cars were transferred from the South Brooklyn Marine Terminal to the 65th Street Yard by New York New Jersey (NYNJ) Rail locomotive, via 1st Av. The R-32 cars will be disassembled over about four days by separating the car bodies from the trucks and eventually placed onto CSX freight trains for shipment to Ohio where they will be scrapped.

New York City Transit and Bus Committee Meeting

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

Monday, 3/28/2022

10:30 AM - 12:30 PM ET

1. PUBLIC COMMENT PERIOD

2. APPROVAL OF MINUTES - February 22, 2022

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3. COMMITTEE WORK PLAN

March Work Plan - Page 8

4. EXECUTIVE SUMMARY

Executive Summary - Page 15

5. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 27

ii. NYCT, MTA Bus Report

Bus Reports - Page 53

iii. Paratransit Report

Paratransit Report - Page 74

iv. Strategy and Customer Experience Report

Strategy and Customer Experience Report - Page 85

b. Safety Report

Safety Report - Page 90

c. Crime Report

Crime Report - Page 94

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

NYCT, SIR, MTA Bus Financial and Ridership Reports - Page 100

6. PROCUREMENTS

a. Non-Competitive (none)

b. Competitive (none)

c. Ratifications (none)

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,
MTA Construction & Development and MTA Bus Company
February 22, 2022

Meeting Held at:
Metropolitan Transportation Authority
Two Broadway
New York, New York 10004
10:30 AM

The following Board Members attended in person or by videoconference:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Jamey Barbas
Hon. Gerard Bringmann
Hon. Lorraine Cortes-Vazquez
Hon. Randolph Glucksman
Hon. David Jones
Hon. Robert Mujica
Hon. Harold Porr, III

The following Staff Members attended in person or by videoconference:

Janno Lieber, Chairman and CEO, MTA
Craig Cipriano, Interim President, NYCT
Jim Compton, Executive Vice President, Customer Environment and Facilities, NYCT
Frank Annicaro, Acting President, MTA Bus Company/Senior Vice President, NYCT
Sarah Meyer, Chief Customer Officer, MTA
Jason Wilcox, Chief of Transit, NYPD
Patrick Warren, Chief Safety Officer, MTA, Acting Chief Operating Officer, NYCT
Judith McClain, Chief, Operations Planning, NYCT
Quemuel Arroyo, MTA Chief Accessibility Officer
Monica Murray, Chief Administrative Officer, NYCT
David Farber, General Counsel, NYCT and MTA Bus
Robert Diehl, Senior Vice President, Safety and Security, NYCT
Raymond Porteus, Inspector, NYPD Transit Bureau
Jaibala Patel, Deputy Chief Financial Officer, MTA
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA

Chair Mihaltses called to order the February 2022 Committee meeting.

A recorded audio public safety announcement was played.

1. CHAIR MIHALTSES' REMARKS

Chair Haeda Mihaltses opened the meeting by acknowledging that it is Black History Month. She emphasized that the Committee is dedicated to advancing racial equality and fair access to transit for all. She thanked Janno Lieber, Craig Cipriano, Demetrius Crichlow, Frank Annicaro, Michael Garner and the leadership teams for continuing to focus on ways to improve equity in the system.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

2. PUBLIC SPEAKERS' SESSION

The MTA Moderator reminded public speakers of the rules of conduct, the two-minute speaking limit, and that speakers will be alerted when 30 seconds remain to conclude their remarks.

The following public speakers commented:

Aleta Dupree, Private Citizen
Christopher Greif, ACTA
Charlton DeSouza, Passengers United
Danielle Avissar, Private Citizen
Jean Ryan, Disabled in Action
Jason Anthony, ALU
Kara Gurl, PCAC
Andy Pollack, Private Citizen
Elizabeth Koechlin, Private Citizen
Cassiem Raffucci, Private Citizen
Murray Bodin, Concerned Grandparents
Maria Agelvis, Private Citizen
Omar Vera, Private Citizen

Refer to the video recording of the meeting produced by the MTA and maintained in MTA records, for the content of speakers' statements.

3. CHAIR LIEBER'S REMARKS

Chair Janno Lieber discussed the new subway safety initiative by Governor Hochul and Mayor Adams. He expressed gratitude for their leadership on this historic investment in safety, mental health, and homeless services. A video was played reflecting the remarks of the Governor and Mayor and other officials about the program.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

4. APPROVAL OF MINUTES

Board Member Andrew Albert indicated that the proposed minutes for the January 2022 Transit Committee meeting should be corrected on page 11 to reflect that the NYCDOT Commissioner's first named is "Ydanis" and that the reference on page 12 to "revert with specifics" should be changed to "return with specifics."

Upon motion duly made and seconded, the Board approved the corrected minutes of the Transit Committee regular meeting held on January 22, 2022.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

5. WORK PLAN REPORT

Interim President Craig Cipriano stated that there was one change to the work plan: EEO and Diversity Reports will now be reported in June.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

6. PRESIDENT'S REPORT

Interim President Craig Cipriano delivered the President's Report. He honored four officers who put themselves in harm's way to put out a fire. He noted that NYCT continues to see the benefits of deployable cameras. He stated that February is Black History Month and indicated that he remains focused on prioritizing diversity in the workplace and the transit system. He reported ridership is at 4.4 million, about 60% of pre-pandemic daily ridership. He stated that safety and security is central to bringing ridership back.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

7. SUBWAY REPORT

Jim Compton, Executive Vice President, Customer Environment and Facilities, delivered the Subway Report. He indicated that a recent reorganization of the Department of Subways emphasizes centralized responsibility towards the overall customer environment and facilities. He welcomed back colleagues who were affected by COVID during the Omicron surge that began in December, and discussed proactive mitigation measures that were taken to maintain service. He noted that thousands of employees responded to the January 29th snowstorm, and commended their hard work.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

8. BUS REPORT

Frank Annicaro, Acting President, MTA Bus Company/Senior Vice President NYCT, delivered the Bus Report. He commented that Bus metrics were strong in January, despite the Omicron surge and two major snowstorms. He noted the importance of equity in the system and identified new measures being implemented, including new bus lanes, busways, and network redesign. He thanked his team for their hard work during the snowstorms. He indicated that there is a board item this month seeking authorization to issue RFPs for the procurement of the 1,729 remaining buses remaining in the 2020-2024 Capital Program.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

9. PARATRANSIT REPORT

Frank Annicaro, Acting President, MTA Bus Company/Senior Vice President NYCT, delivered the Paratransit Report. He reported on metrics demonstrating that December performance had clearly improved, reversing the trend from prior months. He thanked the Paratransit team for successfully managing two major snowstorms in January.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

10. ACCESSIBILITY REPORT

Quemuel Arroyo, MTA Chief Accessibility Officer, delivered the Accessibility Report. He noted that service changes have been implemented to facilitate important projects to repair and improve the system. He reminded customers to check new.mta.info and to observe screens and to listen to announcements for changes to the system. He reported that two smartphone apps are being piloted: NaviLens, which assists the blind, and Evelity, an indoor Bluetooth beacon-based wayfinding app.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

11. STRATEGY & CUSTOMER SERVICE REPORT

Sarah Meyer, Chief Customer Officer, delivered the Strategy & Customer Service Report. She discussed the new MTA Best Fares travel promotion, which recently launched. She noted that mask usage remains mandatory on the system. She stated that the Mask Force has been and will continue to be out in the system in the coming days. She reported that telephone contact center performance improved in January, and thanked the customer engagement teams for their hard work. She stated that customer complaints about Access-a-Ride had decreased last month, while customer complaints concerning subways had increased.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

12. SAFETY & SECURITY REPORT

Robert Diehl, Senior Vice President, Safety and Security, delivered the Safety & Security Report. He reported that Subway Customer Accidents have decreased. He also discussed trends in Bus Collisions, Customer Accidents, Injuries, Employee Lost Time Accidents, and Subway Fires.

Jason Wilcox, Chief of Transit, NYPD, delivered the Crime Report. He provided an update on the Subway Safety Plan and reported that last night, multiple teams were disbursed to engage the homeless and get them housed. He indicated that arrests have increased along with summonses for violations of rules and regulations. He stated that law enforcement visibility is important. He indicated that the number of felony assaults was down, and that 40% of such assaults were dangerous cutting incidents. He noted that the number of robberies was up.

Refer to the video recording of the meeting, produced by the MTA and maintained in MTA records, for the details.

13. PROCUREMENTS

Louis Montanti, Deputy Chief Procurement Officer, Operations, presented the procurement package comprised of one item, a request for authorization to use competitive RFPs for upcoming bus procurements. He indicated that 1,729 buses remain in the 2020-2024 Capital Plan for both NYCT and MTA Bus Company.

He explained that NYCT has consistently received Board approval to utilize the RFP process rather than IFPs for the acquisition of buses, as an RFP affords greater ability to not only take into account price, but also to weigh additional factors such as quality of product, delivery schedule, contract terms, and other factors deemed relevant to operations. He stated that by requesting this blanket authorization rather than coming back to the Board multiple times for authorization to use the RFP process, the procurement lead time will be streamlined, and the acquisition of electric buses and other replacement buses will be expedited.

Upon motion duly made and seconded, the Board approved the procurement item (Schedule B in the Agenda).

Details of the above item are set forth in staff summaries, copies of which are on file with the records of the meeting of the Committees of MTA NYC Transit/Staten Island Rapid Transit Operating Authority/MTA Bus Company.

14. ADJOURNMENT

Upon motion duly made and seconded, the Board voted to adjourn the meeting at 3:13 p.m.

2022 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, Crime & Safety)	NYCT President & MTA Bus Co. President
Procurements (if any)	Procurement & Supply Chain
Service Changes (if any)	Operations Planning
Tariff Changes (if any)	Management & Budget
Capital Budget Modifications (if any)	Capital Planning & Budget
Action Items (if any)	As Listed

II. SPECIFIC AGENDA ITEMS

Responsibility

March 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

Management & Budget
Management & Budget
Management & Budget

May 2022

Biannual Customer Satisfaction Report
Transit Adjudication Bureau Report, 1st Qtr, 2022
Fare Evasion Report, 1st Qtr, 2022

Strategy & Customer Experience
Law
Management & Budget

June 2022

NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2022

EEO & Human Resources

July 2022

No Items

August 2022

No Meetings Held

SPECIFIC AGENDA ITEMS (con't)ResponsibilitySeptember 2022

Public comment/Committee Review of Budget	
2022 NYCT Mid-Year Forecast Monthly Allocation	Management & Budget
2022 SIR Mid-Year Forecast Monthly Allocation	Management & Budget
2022 MTA Bus Mid-Year Forecast Monthly Allocation	Management & Budget
2023 Preliminary NYCT Budget	Management & Budget
2023 Preliminary SIR Budget	Management & Budget
2023 Preliminary MTA Bus Budget	Management & Budget
Transit Adjudication Bureau Report, 2nd Qtr, 2022	Law
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2022	EEO & Human Resources
Fare Evasion Report, 2nd Qtr, 2022	Management & Budget

October 2022

Public Comment/Committee Review of Budget	
2023 Preliminary NYCT Budget	Management & Budget
2023 Preliminary SIR Budget	Management & Budget
2023 Preliminary MTA Bus Budget	Management & Budget

November 2022

Biannual Customer Satisfaction Report	Strategy & Customer Experience
Transit Adjudication Bureau Report, 3rd Qtr, 2022	Law
Fare Evasion Report, 3rd Qtr, 2022	Management & Budget
Charter for Transit Committee	Corporate Compliance

December 2023

NYCT 2022 Adopted Budget/Financial Plan 2023-2026	Management & Budget
SIR 2022 Adopted Budget/Financial Plan 2023-2026	Management & Budget
MTA Bus 2022 Adopted Budget/Financial Plan 2023-2026	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2022	EEO & Human Resources

January 2023

Approval of 2023 NYCT Committee Work Plan	Committee Chair & Members
Preliminary Review of NYCT 2022 Operating Results	Management & Budget
Preliminary Review of SIR 2022 Operating Results	Management & Budget
Preliminary Review of MTA Bus 2022 Operating Results	Management & Budget

February 2023

NYCT Adopted Budget/Financial Plan 2023-2026	Management & Budget
SIR Adopted Budget/Financial Plan 2023-2026	Management & Budget
MTA Bus Adopted Budget/Financial Plan 2023-2026	Management & Budget
ADA Compliance Report	Capital Program Management
Transit Adjudication Bureau Report, 4th Qtr, 2022	Law
Fare Evasion Report, 4th Qtr, 2022	Management & Budget



2022 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 and Bus Service, including a discussion on Safety, Finance and Ridership.

Information includes discussion on key indicators for Subway and Bus Customer-Focused and Performance metrics.

Procurements

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

Service Changes

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

Tariff Changes

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

Capital Budget Modifications

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

Action Items

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

II. SPECIFIC AGENDA ITEMS

MARCH 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.

MAY 2022

Transit Adjudication Bureau Report, 1st Qtr, 2022

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

Fare Evasion report, 1st Qtr, 2022

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, 2022

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.

Biannual Customer Satisfaction Report, Spring 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.

JUNE 2022

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.

JULY 2022

No Items

II. SPECIFIC AGENDA ITEMS

AUGUST 2022

No Meetings Held

SEPTEMBER 2022

2022 NYCT Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of its 2022 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2022 SIR Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of SIR's 2022 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2022 MTA Bus Mid-Year Forecast Monthly Allocation

MTA Bus will present its monthly allocation of MTA Bus' 2022 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2023 NYCT Preliminary Budget

Public comments will be accepted on the 2023 Preliminary Budget.

2023 SIR Preliminary Budget

Public comments will be accepted on the 2023 Preliminary Budget.

2023 MTA Bus Preliminary Budget

Public comments will be accepted on the 2023 Preliminary Budget.

Transit Adjudication Bureau Report, 2nd Qtr, 2022

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, 2022

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

EEO & Diversity Report, 2nd Qtr, 2022

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 2022

2023 NYCT Preliminary Budget

Public comments will be accepted on the 2023 Preliminary Budget.

2023 SIR Preliminary Budget

Public comments will be accepted on the SIR 2023 Preliminary Budget.

II. SPECIFIC AGENDA ITEMS

2023 MTA Bus Preliminary Budget

Public comments will be accepted on the MTA Bus 2023 Preliminary Budget.

NOVEMBER 2022

Biannual Customer Satisfaction Report, Fall 2022

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

Transit Adjudication Bureau Report, 3rd Qtr, 2022

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, 2022

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 2022

NYCT 2022 Adopted Budget/Financial Plan 2023-2026

NYCT will present its revised 2023-2026 Financial Plan. This plan will reflect the 2022 Adopted Budget and an updated Financial Plan for 2023-2026 reflecting the out-year impact of any changes incorporated into the 2023 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2023 by category.

SIR 2022 Adopted Budget/Financial Plan 2023-2026

SIR will present its revised 2023-2026 Financial Plan. This plan will reflect the 2022 Adopted Budget and an updated Financial Plan for 2023-2026 reflecting the out-year impact of any changes incorporated into the 2023 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2023 by category.

MTA Bus 2022 Adopted Budget/Financial Plan 2023-2026

MTA Bus will present its revised 2023-2026 Financial Plan. This plan will reflect the 2022 Adopted Budget and an updated Financial Plan for 2023-2026 reflecting the out-year impact of any changes incorporated into the 2023 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2023 by category.

EEO & Diversity Report, 2nd Qtr, 2022

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 2023

Approval of Committee Work Plan

The Committee will be provided with the work plan for 2023 and will be asked to

II. SPECIFIC AGENDA ITEMS

approve its use for the year.

Preliminary Review of NYCT's 2022 Operating Results

NYCT will present a brief review of its 2022 Budget results.

Preliminary Review of SIR 2022 Operating Results

SIR will present a brief review of SIR's 2022 Budget results.

Preliminary Review of MTA Bus 2022 Operating Results

MTA Bus will present a brief review of its 2022 Budget results.

FEBRUARY 2023

Adopted Budget/Financial Plan 2023-2025

NYCT will present its revised 2023-2026 Financial Plan. This plan will reflect the 2022 Adopted Budget and an updated Financial Plan for 2023-2026 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 2023 by category.

SIR Adopted Budget/Financial Plan 2023-2026

NYCT will present SIR's revised 2023-2026 Financial Plan. This plan will reflect the 2022 Adopted Budget and an updated Financial Plan for 2023-2026 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 2023 by category.

MTA Bus Adopted Budget/Financial Plan 2023-2026

MTA Bus will present its revised 2023-2026 Financial Plan. This plan will reflect the 2022 Adopted Budget and an updated Financial Plan for 2023-2026 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 2023 by category.

ADA Compliance Report

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

Transit Adjudication Bureau Report, 4th Qtr, 2022

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, 4th Qtr, 2022

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.



Transit and Bus Committee Report March 2022 Executive Summary

President's Message
Subways
Buses
Paratransit
Accessibility
Strategy and Customer Experience
Safety
Financial & Ridership

President's Message

Craig Cipriano, Interim President, NYCT

March is Women's History Month, and I am proud to recognize the women of MTA New York City Transit who show up day in and day out to get New Yorkers where they need to go. I appreciate the challenges many women face as caregivers of children, elderly parents, or others while still meeting the demands of their job at Transit. Thank you for your commitment.

This month, I am also excited to welcome Chris Pangilinan, our new Vice President of Paratransit. Chris is a dedicated transportation professional, and we are so happy he is here to lead our Paratransit Team.

We have faced many challenges during the pandemic and throughout we have used these challenges as opportunities to find creative ways to ensure we deliver strong, consistent service.

Our greatest resource is our workforce. We continue to face a challenge hiring and training new employees coming out of a long hiring freeze and after the attrition we faced during the first year or so of the pandemic. We are making progress though, and with some new strategies, we have successfully managed to move our new bus and train operators and conductors through training faster and focused on some of our harder to fill titles.

I have been a part of this organization for many years and have had tremendous opportunities to do all kinds of interesting and rewarding work. New York City Transit is a great place to start a career or to make a career change for people interested in public service and transportation.

We are continuing to grow our ranks and I invite people consider a great career at New York City Transit!

Subways

Demetrius Crichlow, Senior Vice President

In February 2022, there were several exciting developments within Subways to make the customer experience more reliable, safe, and equitable.

First, the hiring and training efforts that Subways has undertaken have already demonstrated more reliable service for customers. Weekday Service Delivered has risen to 93.9%, its highest point since last April. Additional Platform Time, or the time beyond schedule the average customer waits for a train, was down 12 seconds, or 13%, since just two months ago. Similarly, the number of trips cancelled due to crew availability decreased by two-thirds over the same period. Since the beginning of our new hiring plan, Subways has welcomed 161 new Train Operators and 285 new

Conductors to work, with an additional 320 currently in training, and more being set to be hired this quarter. This is just one of the ways Subways has actively managed the obstacles faced by COVID-related crew shortages, in addition to crewing more efficiently, to mitigate their impacts on the customer experience. The department looks forward to continuing our aggressive hiring and training schedule to make our customers' journeys even more reliable.

I'd also like to mention our team's commitment to the Subway Safety Plan introduced by Governor Hochul, Mayor Adams and Chairman Lieber. Our department recognizes the need to maintain the safety of our system – both for our riders and employees – and connect vulnerable New Yorkers to resources and support. Subways is using a data-driven approach to assist in this citywide effort and ensure the rules of conduct are enforced. Safety is critical to all who ride and work within our system, from essential workers to visitors to train, station and maintenance crews. Safety even has impacts on service quality and aligns with our goals to reduce delays and speed up trains. Subways will remain focused on providing support to our city partners in enacting the City's plan and tracking its effect on safety and performance.

Lastly, Subways was eager to help roll out an OMNY fare capping pilot this month. When a customer takes 12 OMNY trips using the same device in a calendar week, they will ride free for the rest of the week. Since there is no upfront cost to unlimited rides, fare capping is a more equitable fare option for New Yorkers who ride regularly. I'm heartened to see our system be made more affordable for our riders, especially as more regular riders have returned to our system this month and are further encouraged to ride more at no additional cost. I'd like to thank our partners in Strategy & Customer Experience for their hard work in making this pilot successful in attracting frequent riders back to the subway.

As always, all of these developments are only possible with the hard work of Subways employees. I thank them for their commitment to making each customer's journey as reliable, safe and equitable as possible.

Buses

Frank Annicaro, Acting MTA Bus President / Acting Senior Vice President NYCT
Buses

This month I was honored to participate in the kick-off ceremony for the 2022 United Airlines NYC Half Marathon on March 18. The event was the first running race to be canceled when the pandemic began in 2020, and this big comeback—with over 22 thousand finishers—reflects the extent to which our city has recovered.



2022 United Airlines NYC Half Marathon kick-off ceremony held in Father Duffy Square on March 18.

We are also encouraged to see more riders returning to our system. The fact that we welcomed more than 1.47 million riders again in February—the first time since before Omicron—shows how critical buses are to New York’s recovery. We are pressing ahead with our aggressive plan to onboard more bus operators to help tackle crew shortage challenges and bolster the frequency of service. Year to date, we have hired approximately 600 new operators and plan to onboard 600 more by Q2 in the effort to bring us back to pre-pandemic vacancy levels. Our fleet is cleaner and more accessible than ever and it’s safer, cheaper, and greener than taking a car to and from many destinations in the city.

Bus performance continued to improve in February despite two snowstorms. Service Delivered was 94.6%, 3.3% higher than January and 3.7% higher than February 2021. We also saw similar improvements in Wait Assessment and Additional Bus Stop Time. These improvements reflect our aggressive efforts to address operator shortages and our strong commitment to service management. However, as New York recovers, we see a clear spike in traffic, with bus speeds dipping down to 8.1 mph in February, close to pre-pandemic average of 8.0 mph. This stresses the importance of well-enforced bus priority to increase bus speeds and improve travel times for our customers. I want to thank Mayor Adams for his commitment to implement 150 miles of new bus lanes and busways by the end of his first term in 2025.

We continue to work hard, alongside our city partners, to meet key bus priority milestones this year. As you know, fundamental to our Bus Plan is a complete redesign of the bus network. This month we will be releasing a new Queens Bus Network Redesign Draft Plan. The hallmark of our redesign effort is the extent to

which we listened to our customers, advocates, elected officials and other stakeholders. We received more than 11,000 comments about the previously proposed Draft Plan. The New Draft Plan is more robust as a result of this extensive feedback. To be clear, this is a New Draft Plan—not the Final Plan. This spring and summer, the MTA will be holding several virtual public workshops and other public engagements to make sure we continue to hear from riders, advocates, and other stakeholders.

I look forward to updating you on all our efforts in the coming months as we work toward making this a defining year for Buses.

Finally, in celebration of Women’s History Month, I want to recognize the three thousand women in bus operations, whose contributions to the bus system are beyond measure. Our ability to innovate and implement solutions and provide the great service our riders deserve would not be possible without them. I am proud and honored to work alongside so many great women.

Paratransit

Christopher Pangilinan, Vice President

As a longtime public transportation rider and disability advocate, I am honored to return to New York City Transit to work alongside our talented team at Paratransit. The service we provide is critical in enabling people with disabilities to live their lives to the fullest, and it will be more important than ever for us to execute this in a way our riders can rely on.

Beyond providing our core service, I am also excited to begin working with our riders, advocates, and the team to reimagine the future of paratransit. Traveling around the city spontaneously and reliably is a hallmark of subway and bus service, but historically it has not always been a defining feature of paratransit. It is now time for us to take a fresh look and raise the bar on the service we deliver.

We continue to be laser focused on the actions taken to address paratransit performance and have seen continued improvements for the last two consecutive reporting months, and in the preliminary results for February. We see stability in the primary carrier service and the performance indicators remain at or better than our goal. On broker service we continue to mentor, MWBE firms, saw a substantial improvement in performance due to various incentives and encouraging drivers to return to the service to perform AAR trips.

In January on primary carrier service, the 30-minute pick-up window for on-time performance improved and remains better than the goal at 98%. No-shows per 1,000 scheduled trips improved significantly by over 73% from 1.9 in December to 0.5 in January and remains better than the goal of 3. For broker service, the 30-minute pick-up window improved by 5% from 90% in December to 95% in January, maintaining the 90% performance level for the second consecutive month. Broker no-shows also improved significantly by over 50% from 8.6 in December to 4.3 in January showing

that the incentives are in fact improving the service with driver returning to perform AAR trips.

As a direct result of better on the street performance, our call center performance achieved 98% of calls answered in January which is up 8% from 90% in December 2021.

As our customers return in 2022, we expect to see continued improvements because of the actions taken by the team and a return to the level of service that our customers deserve. We remain cautiously optimistic that with current actions, supply will meet future demand for service and performance levels will remain stable.

We also are pleased to announce the opening of our Queens Assessment Center in Queens Village. This is part of the award approved by the MTA Board in December 2021. It provides an independent eligibility assessment of an applicant's disability and how it may, or may not, prevent their use of fixed-route transportation. This will improve our ability to perform assessments and provide better service to our customers in Queens.

Accessibility

Quemuel Arroyo, Chief Accessibility Officer

This is a very exciting time for accessibility at the MTA. We are thrilled to welcome Chris Pangilinan as our new VP for Paratransit and look forward to continuing our partnership with Chris and the entire Paratransit team to deliver quality service for our Access-A-Ride customers that provides the reliability and flexibility they need to get to work, school, and everywhere else New Yorkers go each day.

We also have some great news for the more than 1 million seniors and customers with disabilities in our Reduced-Fare MetroCard program: we will begin to rollout OMNY for Reduced-Fare customers this summer, including the option to pay with your own contactless credit or debit card, smart phone or payment device. If you are a Reduced-Fare customer and are excited to make the switch to OMNY, please visit reducedfare.mta.info and let us know. We're building a list of Reduced-Fare MetroCard customers who want to be among the first to switch over to OMNY, and we will reach out to those customers directly as soon as OMNY is available. Thanks for helping us get the word out about this important and exciting benefit coming to the Reduced-Fare program.

Finally, as part of the Transit Innovation Partnership's Transit Tech Lab Accessibility challenge, we have launched a pilot program that allows blind and low-vision bus riders to use their smartphones to find bus stops and learn of arrival times. With assistance from the New York City Department of Transportation (NYCDOT), signs along the M23 SBS bus route display decals that allow for use of an app called "NaviLens" to get this important service information in accessible formats. The NaviLens app, which can be downloaded for free on Android or iOS devices, uses a cutting-edge algorithm to translate visual signage into audio and allows customers to determine the accurate location and distance to the nearest bus stop, find out when

the next bus will arrive, know how crowded the bus is (if the bus has crowding sensor technology onboard), and be directed onto the bus when it pulls up to the stop. Colorful, next generation QR-style codes are installed on bus stop poles that the app can detect from up to 40 feet away and at an angle of up to 160 degrees. The code can even guide the user directly to the bus stop by providing audio directional cues such as “25 feet away, straight,” “right,” etc. -solving the “last-few-yards wayfinding problem” for blind or low-vision customers since GPS technology does not guide to a destination’s exact location. This smartphone application was previously tested as part of the [Accessible Station Lab](#) at Jay St-MetroTech station and received widespread positive feedback. The M23 SBS bus route carried almost 14,500 weekday riders pre-pandemic and is the eighth busiest bus route in Manhattan with stops near the Selis Manor Residence for the Blind, VISIONS Services for the Blind and Visually Impaired, and Andrew Heiskell Braille and Talking Book Library. We are actively collecting feedback on pilot and encourage all who are interested to download the app, check it out, and send feedback our way at accessibility@mtahq.org.

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer

The Strategy and Customer Experience team designed and launched the MTA *Best Fares* campaign to promote and bring awareness about the agency’s new fare incentives. Fare capping, or “Lucky 13”, as it’s being dubbed, gives customers free trips for the remainder of the week after taking 12 OMNY rides from Monday through Sunday with the same smartphone, wearable device, or credit or debit card. The free trips happen automatically — no need to buy a 7-Day Unlimited MetroCard up front, making this offering more flexible, more affordable and more fair. Fare capping is a great way to encourage transit use that is available to all New Yorkers. The team has designed and developed some great tools to help get customers on board, including a new fare capping video explainer, [How fare capping works with OMNY \(mta.info\)](#).



In addition, customers also using MTA commuter rail services are benefiting with new discounted fare tickets, including 10% off monthly tickets and a new peak 20-trip ticket. The team collaborated to install the [Find Your Best Fare tool](#) at fares.mta.info to help customers select the most cost-effective ticketing option based on their travel behavior. We’re excited about these new offerings and hope our customers are too!

The 18th Mask Force was on February 23rd, and included MTA leaders, community volunteers, and employees distributing masks throughout the system. With the extension of the federal mask requirement through April 18, masks are still required on our trains and buses and when within indoor stations. We will continue to promote mask wearing throughout the transit system, and the Mask Force team will be back out on March 29 – [please join us](#).

In February, the first phase of transitioning to the new customer contact center was released, with NYCT call center agents being the first to use the new software that will provide an enhanced telephone experience for customers. Agents and Supervisors are getting acclimated to the new system as new enhancements are being rolled out. In February, 84.5% calls were answered. Average customer call wait times was about 3.3 minutes, 33% lower than the 12-month rolling average.

Customer complaints about Subway service in February were 5.27 per 100,000 journeys, 7.8% higher than in February 2021. Bus complaints stayed level at 11.95 per 100,000 journeys, a 4.7% year-on-year improvement.

Safety

Robert Diehl, Senior Vice President, Safety & Security

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one.

Bus Collisions and Collision Injuries increased while Customer Accidents were relatively flat 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.

When comparing figures from the two (2) most-recent 12-month periods, Subway Fires increased.

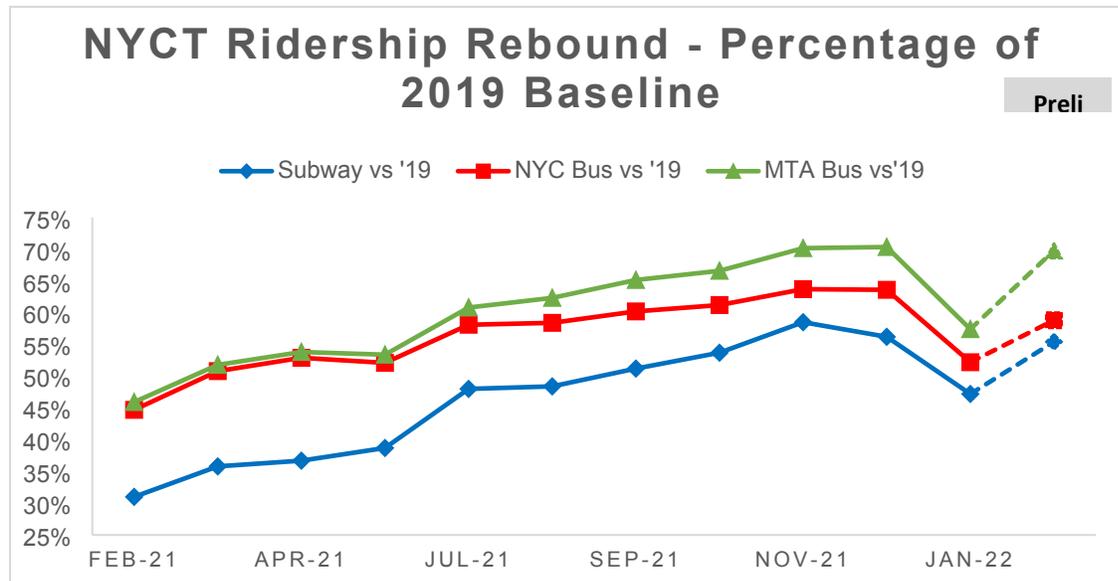
Our online [Employee Assault Tracker](#) provides updated data and statistics on assaults and harassment against our employees.

We also publish to the web a [Vandalism Tracker](#) which provides updated data and statistics on vandalism of select elements of the transit system.

Financial & Ridership

Jaibala Patel, Deputy Chief Financial Officer, MTA

The Transit & MTA Bus Company ridership recovery compared with a 2019 baseline retreated in late December and January due to the spread of the COVID omicron variant in the region. (Monthly results by mode from February '21 to February '22 appear in the chart below). February showed significant improvement over January.



**February ridership figures shown with dotted lines above are based upon preliminary ridership data*

NYCT February 2022 vs Budget

Ridership of 95.4 million was short of budget by 20.5 million (17.7 percent).

Total February operating revenue of \$247.3 million was unfavorable to budget by \$34.0 million (12.1 percent), mainly due to lower farebox revenue.

Farebox revenue of \$204.8 million was lower than budget by \$37.0 million (15.3 percent), mainly due to lower ridership.

Other revenue of \$42.4 million was over budget by \$3.0 million (7.6 percent).

Total February operating expense (excluding non-cash liabilities) of \$648.3 million was favorable to budget by \$86.8 million (11.8 percent).

Labor expenses were below budget by a net \$55.5 million (9.8 percent), primarily due to health & welfare/OPEB current expense underruns of \$66.0

million (47.5 percent), due to favorable timing of expense accruals and prescription rebate credits. Underruns in payroll of \$14.5 million (5.2 percent), due to vacancies also contributed to the general labor favorability. Overtime overruns of \$21.0 million (51.0 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$3.8 million (21.0 percent), resulted from lower reimbursable labor charges than expected providing a partial offset to favorability in labor expense.

Non-labor expenses were net favorable to budget by \$31.2 million (18.4 percent), mainly due to underruns in materials & supplies of \$15.4 million (55.5 percent), reflecting favorable timing of material expense accruals. Maintenance and other operating contracts were lower than budget by \$9.2 million (32.3 percent), due to favorable timing of maintenance service charges and equipment rental credits, and Paratransit service contracts were lower by \$4.5 million (14.1 percent), reflecting fewer trips and favorable support costs.

NYCT February year-to-date (YTD) vs Budget

Ridership YTD 182.7 million was short of budget by 54.2 million (22.9 percent).

Total YTD operating revenue of \$472.2 million was unfavorable to budget by \$101.5 million (17.7 percent), mainly due to lower farebox revenue.

Farebox revenue of \$392.0 million was lower than budget by \$102.5 million (20.7 percent), mainly due to lower ridership.

Other revenue of \$80.2 million was over budget by \$1.0 million (1.3 percent).

Total YTD operating expense (excluding non-cash liabilities) of \$1,433.1 million was favorable to budget by \$73.3 million (4.9 percent).

Labor expenses were below budget by a net \$30.2 million (2.6 percent), primarily due to health & welfare/OPEB current expense underruns of \$50.9 million (18.3 percent), due to favorable timing of expense accruals and prescription rebate credits. Underruns in payroll of \$27.0 million (4.6 percent), due to vacancies and pension expenses lower by \$5.3 million (3.4 percent), due to favorable timing of expenses both contributed to general labor favorability. Overtime overruns of \$30.8 million (36.3 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$14.6 million (39.2 percent), and other fringe benefits over by \$7.6 million (7.9 percent), resulted from lower reimbursable labor charges than expected providing a partial offset to general favorability in labor expenses.

Non-labor expenses were net favorable to budget by \$43.2 million (12.7 percent), mainly due to underruns in materials & supplies of \$18.8 million (33.7

percent), reflecting favorable timing of material expense accruals. Maintenance and other operating contracts were lower than budget by \$13.0 million (24.1 percent), due to favorable timing of maintenance service charges and equipment rental credits, and Paratransit service contracts were lower by \$10.2 million (15.9 percent), reflecting fewer trips and favorable support costs.

MTA Bus February 2022 vs Budget

Ridership of 5.9 million was below the Budget by 1.0 million (14.6 percent).

Total February operating revenue of \$9.5 million was unfavorable to Budget by \$4.8 million (33.7 percent).

Farebox Revenue of \$9.0 million was below the budget by \$3.8 million (29.6 percent), mainly due to lower ridership, resulting from the surge of Omicron variant infection, winter storms and lower average fare.

Other Revenue of \$0.5 million was below the budget by \$1.0 million (67.7 percent).

Total February operating expense (excluding non-cash liabilities) of \$64.9 million was favorable to budget by \$6.5 million (9.1 percent).

Labor expenses were lower than budget by \$1.1 million (2.2 percent). Payroll expenses were lower than budget by \$1.2 million (4.9 percent), primarily due to vacancies and lower sick time usage. Overtime expenses were lower than budget by \$0.3 million (4.1 percent), primarily due to lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by unfavorable availability. Health and Welfare (including OPEB) expenses were higher than budget by \$0.4 million (4.8 percent), primary due to higher insurance expenses, H&W reimbursable expenses partially offset by lower dental and prescription drugs. Other Fringe Benefits were lower than budget by \$0.3 million (4.5 percent), due to lower payroll related fringe benefits, lower Worker's Compensation and lower Health Benefit Trust offset by timing of interagency billing

Non-labor expenses were favorable to budget by \$5.4 million (26.3 percent). Fuel expenses were unfavorable by \$0.6 million (25.9 percent), primarily due to higher fuel costs partially offset by lower diesel fuel consumption. Insurance expenses were favorable by \$0.2 million (34.5 percent), due to the timing of expenses. Claim expenses were favorable by \$1.5 million (24.9 percent), due to timing of expenses. Maintenance and Other Operating Contracts expenses were lower than budget by \$1.1 million (31.9 percent), mainly due to the timing of expenses for facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses, tires and tube rental and vehicle

purchases. Professional Service Contracts were lower than budget by \$1.8 million (54.8 percent), due to the timing of interagency billing, bus technology, and service contracts. Materials and Supplies expenses were favorable by \$1.4 million (32.0 percent), mainly due to lower usage of general maintenance material as well as the timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses. Other Business Expenses were on budget.

MTA Bus February year-to-date (YTD) vs Budget

Ridership YTD of 11.5 million was below the Budget by 2.7 million (19.2 percent).

Total YTD operating revenue of \$19.8 million was unfavorable to Budget by \$9.8 million (33.1 percent).

Farebox Revenue of \$18.3 million was below the budget by \$8.1 million (30.7 percent), mainly due to lower ridership, resulting from the surge of Omicron variant infection, January winter storms and lower average fare

Other Revenue of \$1.5 million was below the budget by \$1.7 million (53.3 percent).

Total YTD operating expense (excluding non-cash liabilities) of \$130.7 million was favorable to budget by \$17.4 million (11.8 percent).

Labor expenses were below the Budget by a net of \$3.1 million (3.0 percent), primarily due to lower overtime of \$1.1 million due to lower unscheduled overtime, COVID related cleaning and programmatic maintenance, lower Health & Welfare/OPEB of \$0.2 million due to lower dental, and prescription drugs partially offset by higher insurance expenses, and H&W reimbursable expenses. Other Fringe Benefits were lower than budget by \$1.2 million (10.0 percent), due to lower payroll related fringe benefits, lower Worker's Compensation and lower Health Benefit Trust partially offset by timing of interagency billing

Non-labor was net favorable to budget by \$14.3 million (33.7 percent), mainly due to favorable Fuel expenses of \$0.3 million (5.8 percent) primarily due to the lower diesel fuel consumption partially offset by unfavorable fuel costs. Maintenance and Other Operating Contracts being favorable to budget by \$2.7 million (40.4 percent), largely due to the favorable timing of operating contract expense charges. Professional service contracts were lower by \$3.5 million (50.1 percent), mainly due to timing of service contracts. Materials & supplies underrun of \$3.6 million (40.0 percent), reflecting lower usage of general maintenance material and timing of radio equipment maintenance/repairs, construction material and COVID-19 expenses.

Customer Service Report: Subways

Demetrius Crichlow, Senior Vice President, Department of Subways



New Train Operators on their graduation day at the Transit Learning Center in Brooklyn. Subways welcomed 38 new Train Operators and 51 new Conductors finishing training in February, with several hundred others currently in training.

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	February 2022			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	43	44	-2.3%	34.3	24.8	+38.3%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	93.9%	90.5%	+3.4%	92.1%	96.0%	-3.9%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:19	0:01:38	-0:00:19	0:01:25	0:01:11	0:00:13
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:26	0:00:16	0:00:10	0:00:14	0:00:04	0:00:10
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	83.6%	83.1%	+0.5%	83.7%	85.8%	-2.1%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of incidents attributed to car-related causes	134,739	144,456	-6.7%	147,775	148,867	-0.7%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	96.1%	95.3%	+0.8%	96.5%	96.9%	-0.4%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	91.3%	91.8%	-0.5%	91.2%	92.5%	-1.3%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	70.3%	68.1%	+2.2%	67.9%	74.9%	-7.0%
Weekday Terminal On-Time Performance (Chart 17)	80.6%	84.8%	-4.2%	83.5%	88.6%	-5.1%
Weekday Trains Delayed Per Day (Chart 19)	1,495	1,092	+36.9%	1,299	850	+52.8%

* 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.

The surge in COVID cases due to the Omicron variant required service and schedule changes on multiple lines, and performance was measured against the schedule operated each day.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	February 2022			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	5	6	-16.7%	5.1	4.4	+15.9%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	93.8%	95.1%	-1.3%	92.8%	95.8%	-3.0%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	70.8%	74.0%	-3.2%	70.3%	79.0%	-8.7%
Weekend Terminal On-Time Performance (Chart 18)	76.5%	87.4%	-10.9%	82.9%	88.0%	-5.1%
Weekend Trains Delayed Per Day (Chart 20)	1,186	629	+88.6%	929	587	+58.3%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	February 2022			12-Month Average		
	This Year	Last Year	Change	This Year	Last Year	Change
24 Hour On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	97.8%	94.9%	+2.9%	96.9%	97.2%	-0.3%
AM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	98.3%	96.1%	+2.2%	96.3%	97.8%	-1.5%
PM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	96.0%	92.1%	+3.9%	92.6%	97.1%	-4.5%
Percentage of Completed Trips						
Percentage of Completed Trips	99.9%	99.0%	+0.9%	98.9%	99.8%	-0.9%
Mean Distance Between Failures						
Revenue car miles divided by the number of incidents attributed to car-related causes	32,316	29,507	+9.5%	32,290	42,612	-24.2%

Ferry. The surge in COVID cases due to the Omicron variant required service and schedule changes on multiple lines, and performance was measured against the schedule operated each day. For lines that were temporarily suspended, performance is only reported for the days

Section 1: Customer-Focused Metrics

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

Performance Indicator Definitions

Major Incidents (Weekday and Weekend)

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

Service Delivered (Weekday and Weekend)

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

Additional Platform Time (APT)

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

Additional Train Time (ATT)

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

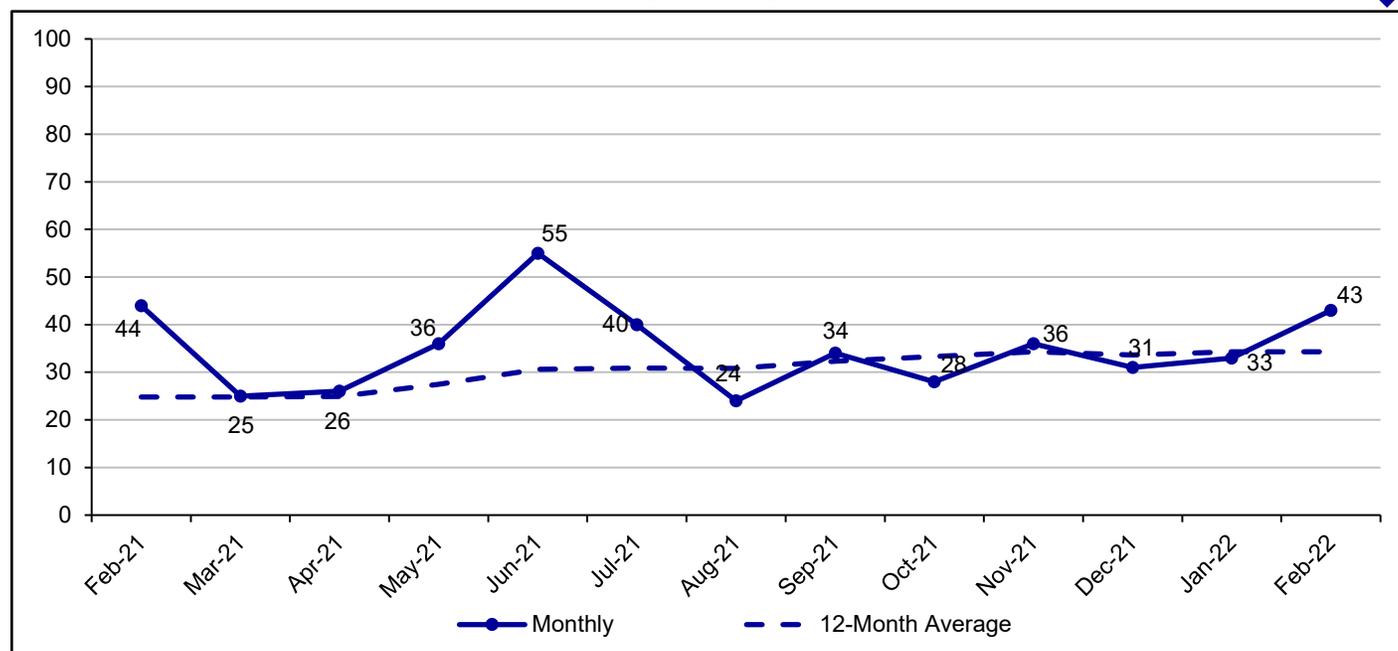
Customer Journey Time Performance (CJTP)

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

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

Subway Weekday Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Feb 22	Feb 21	% Change	Feb 22	Feb 21	% Change
Track	10	4	+150.0%	4.9	2.1	+133.3%
Signals	10	12	-16.7%	11.5	8.9	+29.2%
Persons on Trackbed/Police/Medical	13	12	+8.3%	10.1	7.5	+34.7%
Stations & Structures	4	4	0.0%	2.8	1.1	+154.5%
Subway Car	3	4	-25.0%	3.2	2.4	+33.3%
Other	3	8	-62.5%	1.8	2.8	-35.7%
Subdivision A	21	18	+16.7%	14.9	11.5	+29.6%
Subdivision B	22	26	-15.4%	19.3	13.3	+45.1%
Systemwide	43	44	-2.3%	34.3	24.8	+38.3%
Avg Incident Duration (h:mm:ss)	0:20:06	0:25:24	-20.9%	0:22:30	0:24:30	-8.1%
Avg Trains Delayed per Incident	89	118	-24.6%	112	106	+5.7%

Major Incidents Discussion

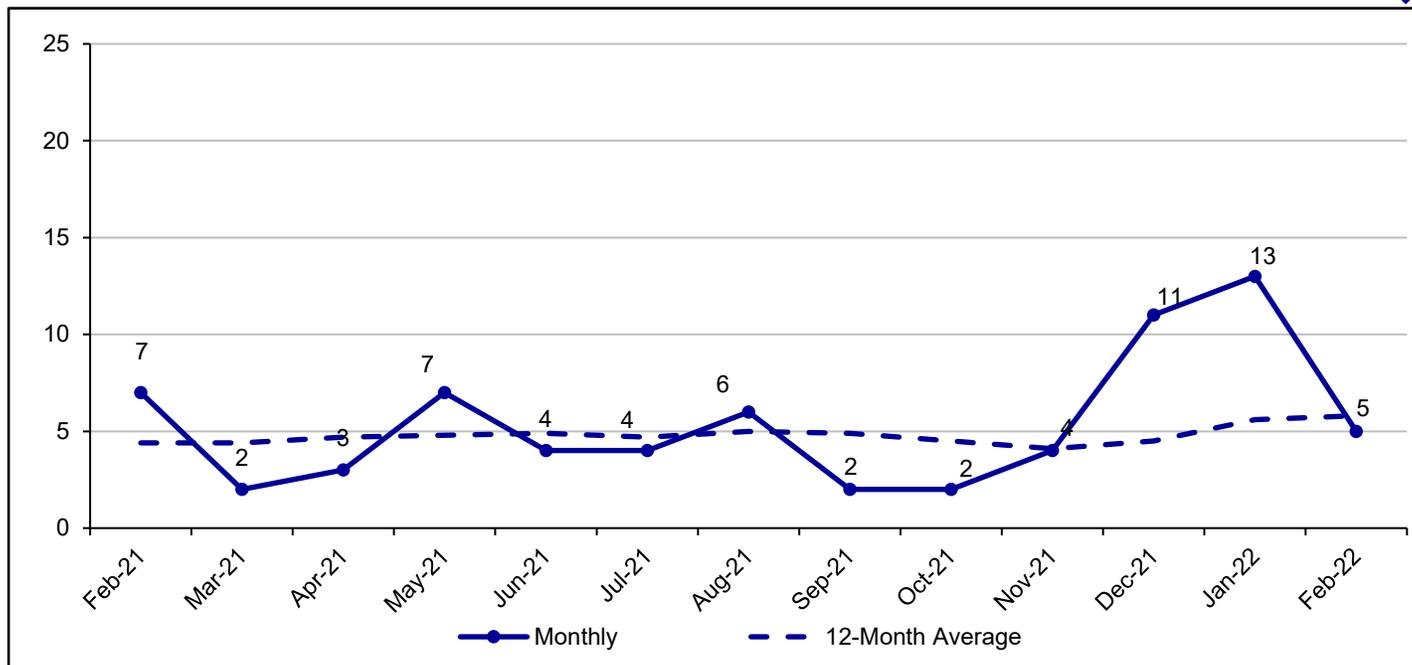
- February 2022 had 43 major incidents, compared to 44 in February 2021.
- 10 major incidents were attributed to Track, half of which were due to debris and/or fire and smoke conditions.
- There were 13 Persons on Trackbed/Police/Medical incidents, 6 of which were people struck by trains.
- The average incident duration and train delays were both favorable compared to last year, which is attributed to increased focus on incident management.

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

Chart 1

Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Feb 22	Feb 21	% Change	Feb 22	Feb 21	% Change
Track	1	0	0.0%	0.5	0.3	+66.7%
Signals	1	3	-66.7%	1.5	1.3	+15.4%
Persons on Trackbed/Police/Medical	3	1	+200.0%	2.2	2.1	+4.8%
Stations & Structure	0	0	0.0%	0.3	0.1	+200.0%
Subway Car	0	0	0.0%	0.3	0.2	+50.0%
Other	0	2	-100.0%	0.4	0.4	0.0%
Subdivision A	1	1	0.0%	1.9	1.7	+11.8%
Subdivision B	4	6	-33.3%	3.2	2.7	+18.5%
Systemwide	5	6	-16.7%	5.1	4.4	+15.9%
Avg Incident Duration (h:mm:ss)	0:23:36	0:12:54	+82.9%	0:35:24	0:24:12	+46.3%
Avg Trains Delayed per Incident	76	84	-9.5%	93	142	-34.5%

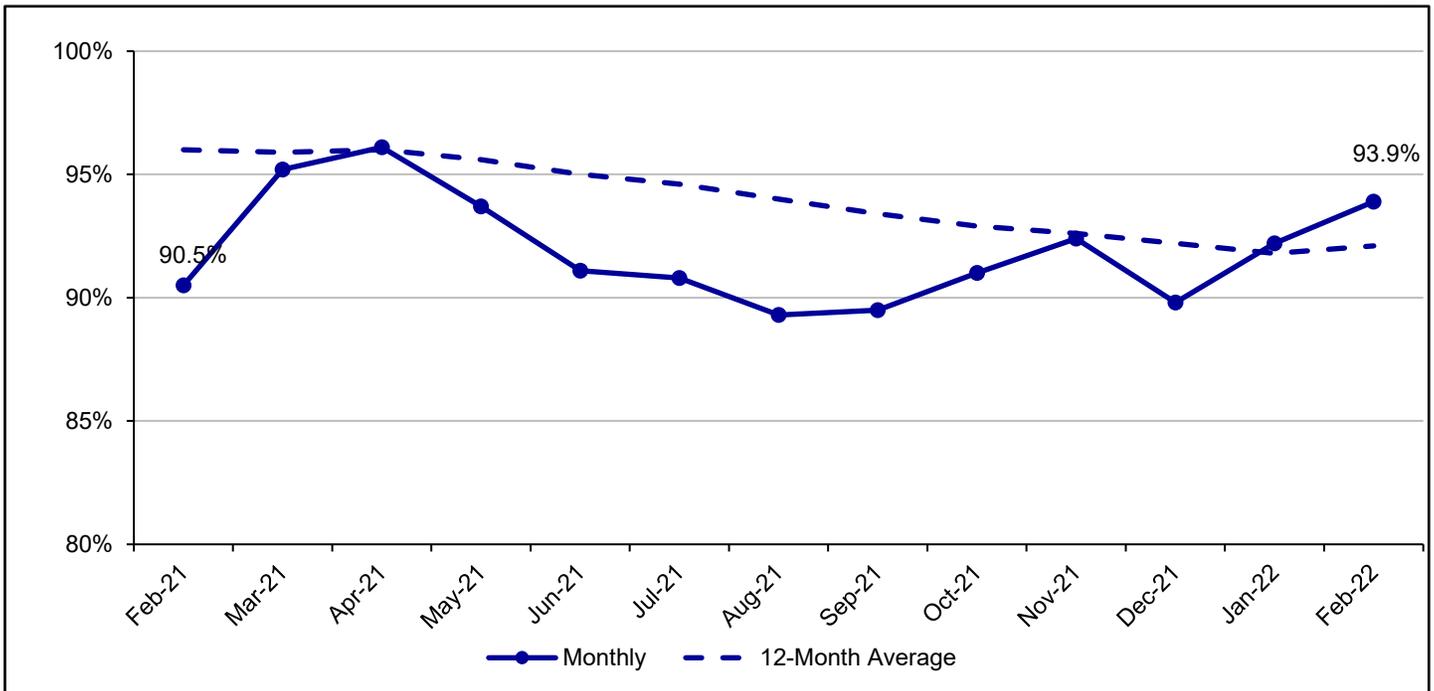
Major Incidents Discussion

- February 2022 had 5 weekend major incidents.
- 3 major incidents were attributed to Persons on Trackbed/Police//Medical causes.

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

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	Change	Feb 22	Feb 21	Change
Subdivision A	95.3%	89.4%	+5.9%	93.7%	95.8%	-2.1%
Subdivision B	92.9%	91.3%	+1.6%	90.9%	96.1%	-5.2%
Systemwide	93.9%	90.5%	+3.4%	92.1%	96.0%	-3.9%

Weekday Service Delivered Discussion

- Service Delivered improved by 3.4% compared to February 2021. This metric has been trending upward as new crews finish training and become available to work.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

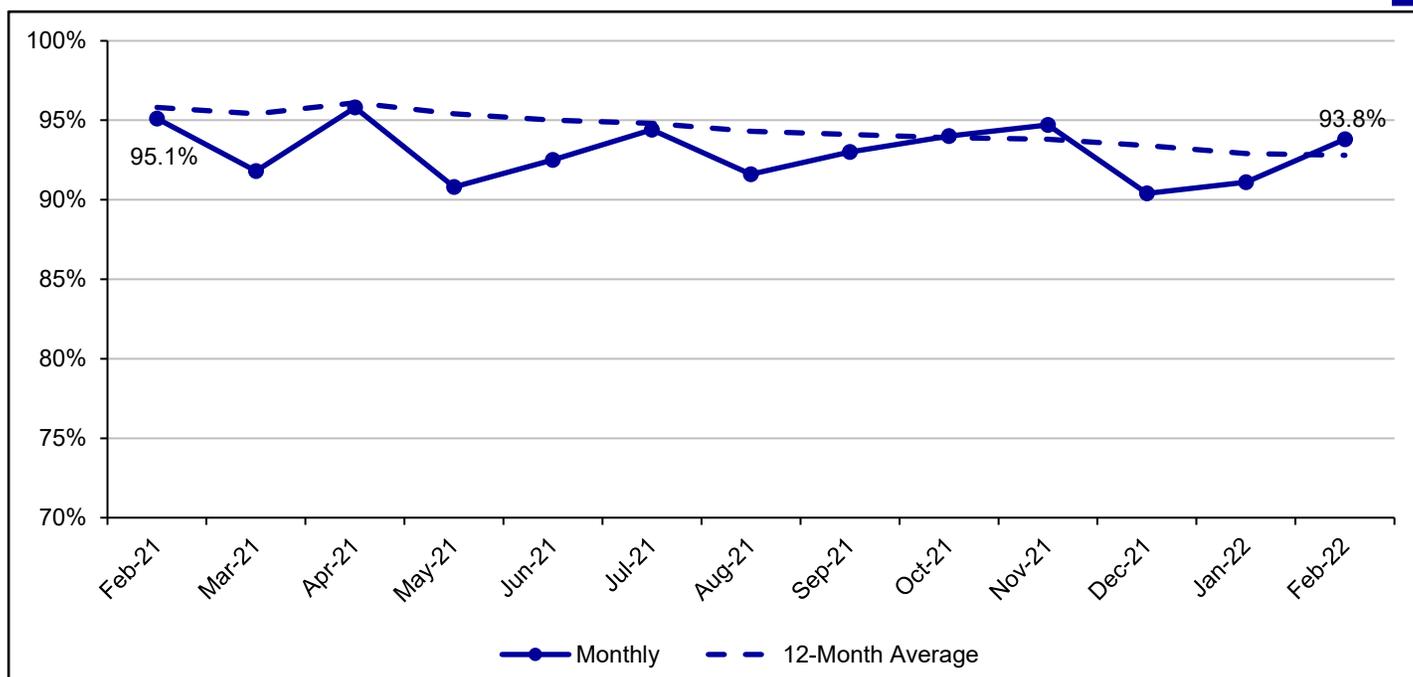
Desired trend 

<u>Line</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
1	96.4%	88.9%	+7.5%
2	95.6%	88.7%	+6.9%
3	96.6%	90.2%	+6.4%
4	94.8%	89.1%	+5.7%
5	95.5%	86.7%	+8.8%
6	95.3%	88.2%	+7.1%
7	93.9%	89.6%	+4.3%
S 42nd	N/A	99.8%	N/A
Subdivision A	95.3%	89.4%	+5.9%
A	88.0%	86.3%	+1.7%
B	94.5%	86.4%	+8.1%
C	87.9%	91.2%	-3.3%
D	92.9%	93.0%	-0.1%
E	92.4%	95.1%	-2.7%
F	91.4%	96.4%	-5.0%
S Fkln	98.7%	95.6%	+3.1%
G	97.7%	96.1%	+1.6%
S Rock	100.3%	98.1%	+2.2%
JZ	95.5%	96.3%	-0.8%
L	97.2%	92.7%	+4.5%
M	92.6%	89.8%	+2.8%
N	92.4%	88.4%	+4.0%
Q	92.3%	88.5%	+3.8%
R	94.2%	92.6%	+1.6%
W	93.0%	86.4%	+6.6%
Subdivision B	92.9%	91.3%	+1.6%
Systemwide	93.9%	90.5%	3.4%

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	% Change	Feb 22	Feb 21	% Change
Subdivision A	93.9%	93.2%	+0.7%	93.1%	94.7%	-1.6%
Subdivision B	93.8%	96.6%	-2.8%	92.6%	96.5%	-3.9%
Systemwide	93.8%	95.1%	-1.3%	92.8%	95.8%	-3.0%

Weekend Service Delivered Discussion

- Service Delivered improved by 3.0% compared to February 2021. This metric has been trending upward as new crews finish training and become available to work.

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

Desired trend



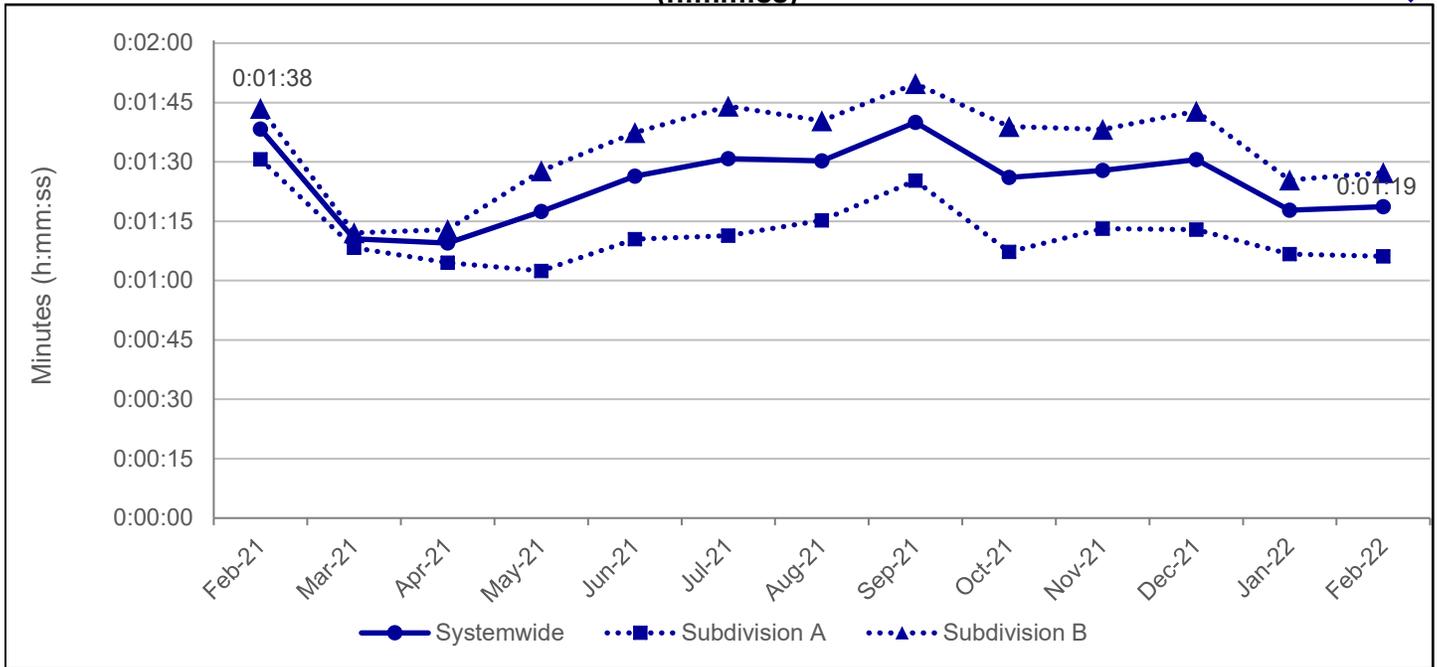
<u>Line</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>% Change</u>
1	95.1%	91.4%	+3.7%
2	90.4%	93.1%	-2.7%
3	96.8%	92.3%	+4.5%
4	93.2%	90.9%	+2.3%
5	93.0%	96.1%	-3.1%
6	92.9%	86.7%	+6.2%
7	97.6%	98.2%	-0.6%
S 42nd	N/A	97.1%	N/A
Subdivision A	93.9%	93.2%	+0.7%
A	91.8%	95.8%	-4.0%
C	90.1%	94.5%	-4.4%
D	94.7%	97.2%	-2.5%
E	N/A	N/A	N/A
F	92.8%	N/A	N/A
S Fkln	100.0%	99.9%	+0.1%
G	95.3%	96.7%	-1.4%
S Rock	98.3%	99.8%	-1.5%
J	91.9%	96.8%	-4.9%
L	94.2%	97.1%	-2.9%
M	92.9%	96.5%	-3.6%
N	96.3%	96.9%	-0.6%
Q	90.5%	95.4%	-4.9%
R	95.0%	98.6%	-3.6%
Subdivision B	93.8%	96.6%	-2.8%
Systemwide	93.8%	95.1%	-1.3%

Notes:

B and W lines do not operate on weekends.

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

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	Change	Feb 22	Feb 21	Change
Subdivision A	0:01:06	0:01:31	-0:00:25	0:01:11	0:01:07	+0:00:04
Subdivision B	0:01:27	0:01:44	-0:00:17	0:01:34	0:01:14	+0:00:20
Systemwide	0:01:19	0:01:38	-0:00:19	0:01:25	0:01:11	+0:00:13

Additional Platform Time Discussion

- February 2022 APT improved by 19 seconds compared to February 2021, and the 12-month average worsened by 13 seconds.
- This trend reflects our ability to provide more even service with available crews.

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

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

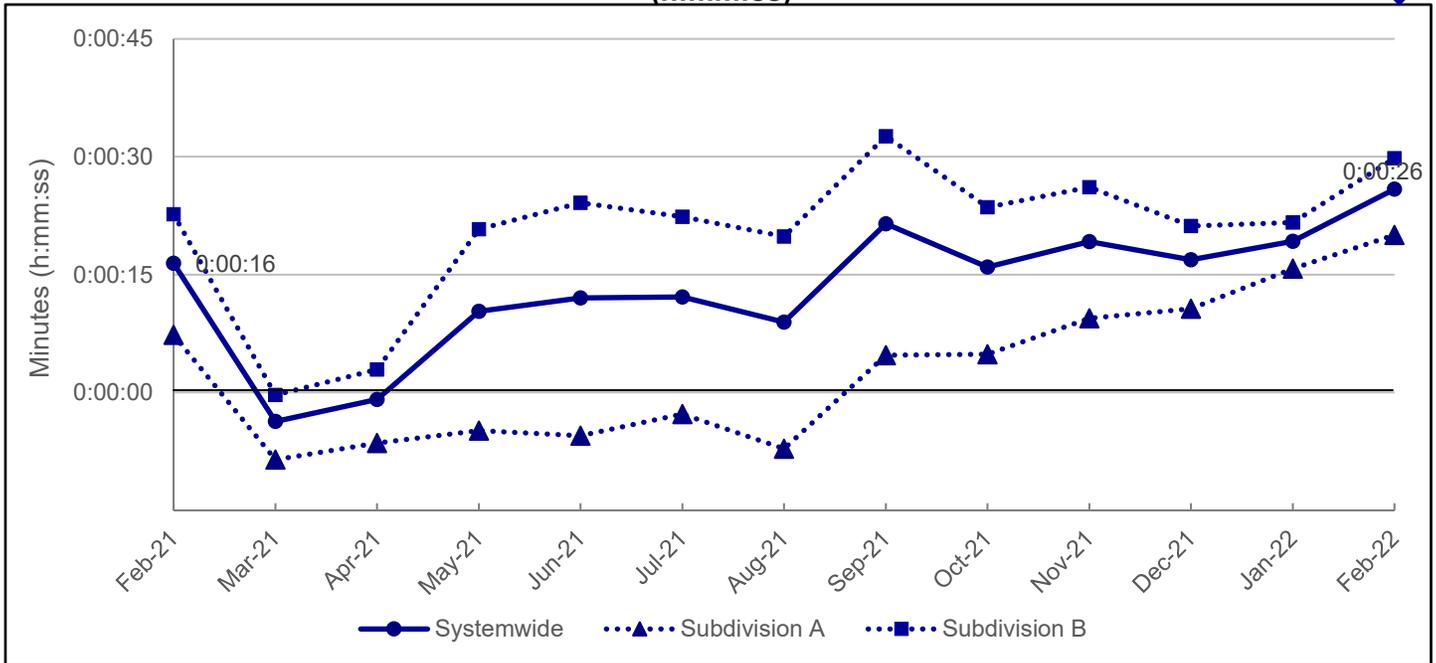
Desired trend



<u>Line</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
1	0:00:55	0:01:32	-0:00:37
2	0:01:23	0:01:59	-0:00:36
3	0:01:05	0:01:41	-0:00:36
4	0:01:08	0:01:23	-0:00:15
5	0:01:11	0:01:35	-0:00:24
6	0:01:08	0:01:27	-0:00:19
7	0:00:59	0:01:16	-0:00:17
S 42nd	N/A	0:00:29	N/A
Subdivision A	0:01:06	0:01:31	-0:00:25
A	0:01:33	0:01:43	-0:00:10
B	0:01:44	0:02:25	-0:00:41
C	0:01:59	0:01:18	+0:00:41
D	0:01:45	0:02:16	-0:00:31
E	0:01:20	0:01:14	+0:00:06
F	0:01:19	0:01:03	+0:00:16
S Fkn	0:00:31	0:00:45	-0:00:14
G	0:01:00	0:01:06	-0:00:06
S Rock	0:00:23	0:00:33	-0:00:10
JZ	0:01:29	0:01:31	-0:00:02
L	0:01:10	0:01:05	+0:00:05
M	0:01:15	0:02:04	-0:00:49
N	0:01:33	0:02:09	-0:00:36
Q	0:01:33	0:02:36	-0:01:03
R	0:01:31	0:01:50	-0:00:19
W	0:00:55	0:01:51	-0:00:56
Subdivision B	0:01:27	0:01:44	-0:00:17
Systemwide	0:01:19	0:01:38	-0:00:19

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

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	Change	Feb 22	Feb 21	Change
Subdivision A	0:00:20	0:00:07	+0:00:13	0:00:04	-0:00:04	+0:00:08
Subdivision B	0:00:30	0:00:23	+0:00:07	0:00:21	0:00:10	+0:00:11
Systemwide	0:00:26	0:00:16	+0:00:10	+0:00:14	0:00:04	+0:00:10

Additional Train Time Discussion

- February 2022 ATT worsened by 10 seconds compared to February 2021, while the 12 month average also worsened by 10 seconds.
- We expect dwell times in stations for customers to board and alight trains to rise as ridership increases, worsening ATT. This metric remains well below pre-pandemic levels.

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

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

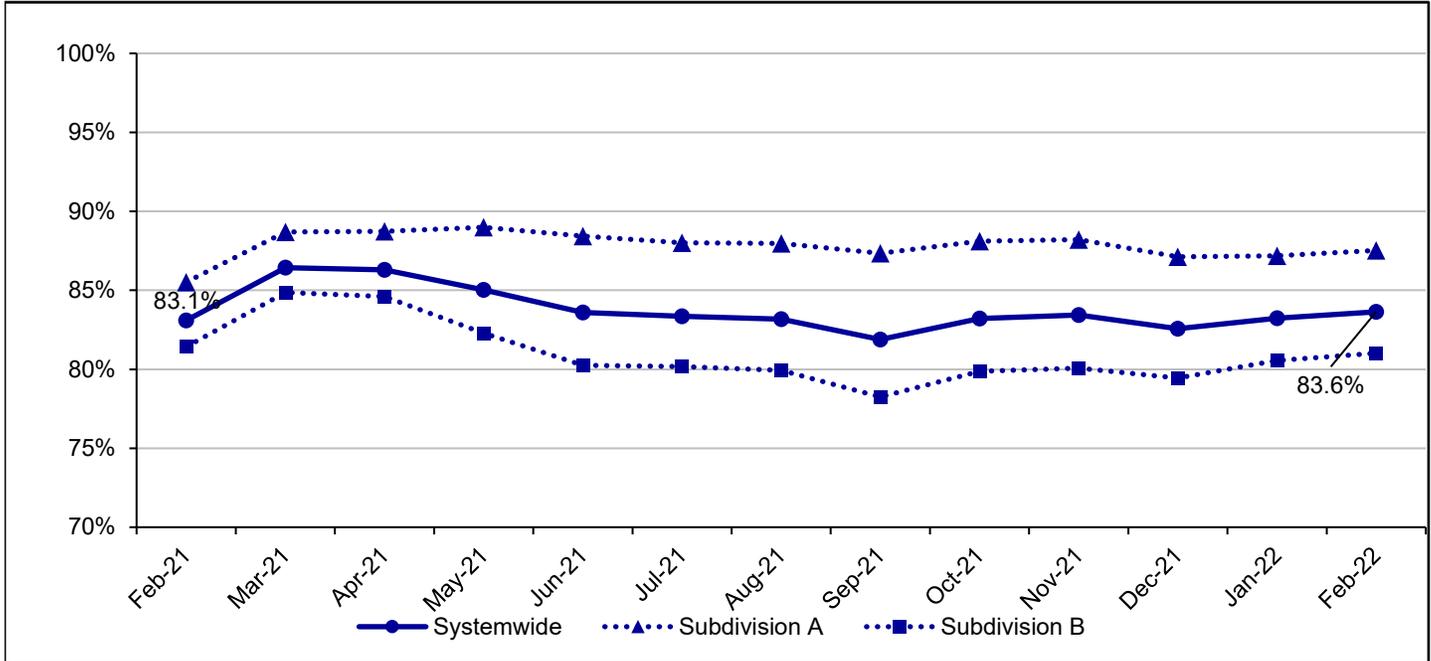
Desired trend



<u>Line</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
1	0:00:34	0:00:14	+0:00:20
2	-0:00:04	-0:00:07	+0:00:03
3	-0:00:14	-0:00:14	+0:00:00
4	0:00:10	-0:00:08	+0:00:18
5	0:00:04	-0:00:14	+0:00:18
6	0:00:39	0:00:22	+0:00:17
7	0:00:38	0:00:34	+0:00:04
S 42nd	N/A	0:00:09	N/A
Subdivision A	0:00:20	0:00:07	+0:00:13
A	0:00:52	0:00:29	+0:00:23
B	0:00:48	0:00:56	-0:00:08
C	0:00:27	0:00:12	+0:00:15
D	0:00:43	0:00:56	-0:00:13
E	0:00:48	0:00:03	+0:00:45
F	0:00:12	-0:00:19	+0:00:31
S Fkln	-0:00:01	0:00:03	-0:00:04
G	0:00:28	0:00:39	-0:00:11
S Rock	-0:00:38	-0:00:09	-0:00:29
JZ	0:00:34	0:00:46	-0:00:12
L	0:00:16	0:00:10	+0:00:06
M	0:00:31	0:00:06	+0:00:25
N	0:00:44	0:00:58	-0:00:14
Q	0:00:33	0:00:52	-0:00:19
R	-0:00:05	-0:00:07	+0:00:02
W	0:00:06	-0:00:00	+0:00:06
Subdivision B	0:00:30	0:00:23	+0:00:07
Systemwide	0:00:26	0:00:16	+0:00:10

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

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	Change	Feb 22	Feb 21	Change
Subdivision A	87.5%	85.5%	+2.0%	87.9%	88.6%	-0.7%
Subdivision B	81.0%	81.4%	-0.4%	80.7%	83.9%	-3.2%
Systemwide	83.6%	83.1%	+0.5%	83.7%	85.8%	-2.1%

Weekday Customer Journey Time Performance Discussion

- February 2022 CJTP improved by 0.5% compared to February 2021, and the 12-month average worsened by 2.1%.

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

Desired trend



<u>Line</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
1	90.4%	86.6%	+3.8%
2	85.6%	82.9%	+2.7%
3	89.0%	85.6%	+3.4%
4	85.5%	84.8%	+0.7%
5	85.9%	85.2%	+0.7%
6	88.1%	86.8%	+1.3%
7	87.4%	85.4%	+2.0%
S 42nd	N/A	96.7%	N/A
Subdivision A	87.5%	85.5%	+2.0%
A	78.5%	79.5%	-1.0%
B	77.7%	76.2%	+1.5%
C	78.9%	84.5%	-5.6%
D	76.8%	74.9%	+1.9%
E	81.5%	86.2%	-4.7%
F	81.2%	84.3%	-3.1%
S Fkln	96.9%	95.9%	+1.0%
G	83.8%	83.7%	+0.1%
S Rock	93.6%	92.6%	+1.0%
JZ	82.1%	81.0%	+1.1%
L	89.2%	90.6%	-1.4%
M	80.5%	81.0%	-0.5%
N	79.8%	78.2%	+1.6%
Q	79.7%	76.8%	+2.9%
R	80.6%	80.2%	+0.4%
W	89.2%	86.5%	+2.7%
Subdivision B	81.0%	81.4%	-0.4%
Systemwide	83.6%	83.1%	0.5%

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)

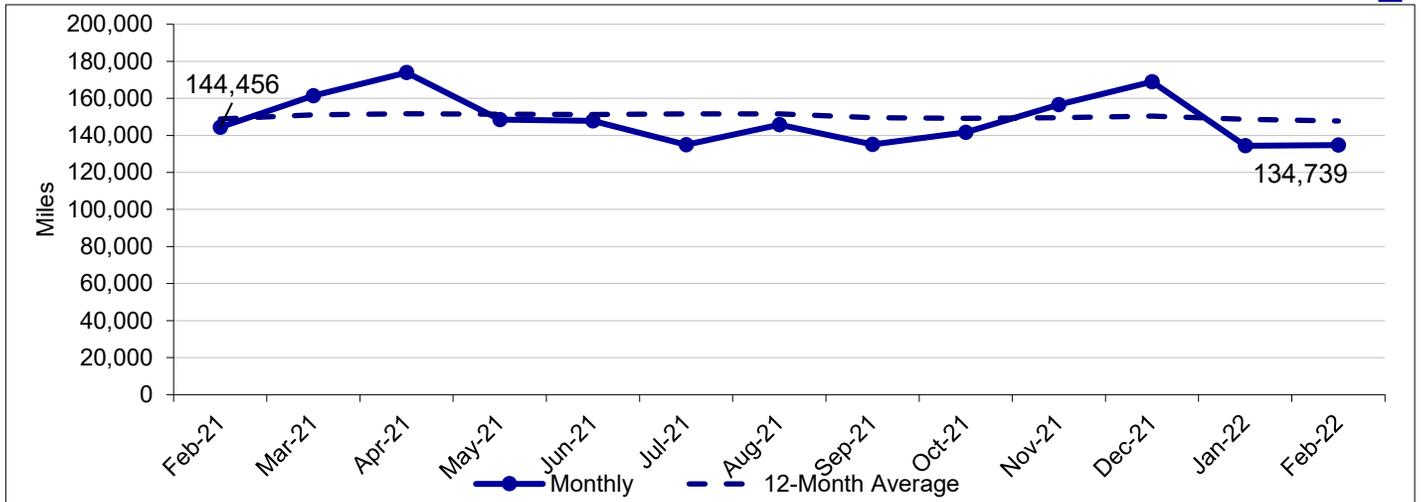
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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		<u>% Change</u>
		Feb '22	Feb '21	
Subdivision A	2,890	163,114	230,057	-29.1%
Subdivision B	3,565	118,048	113,449	+4.1%
Systemwide	6,455	134,739	144,456	-6.7%

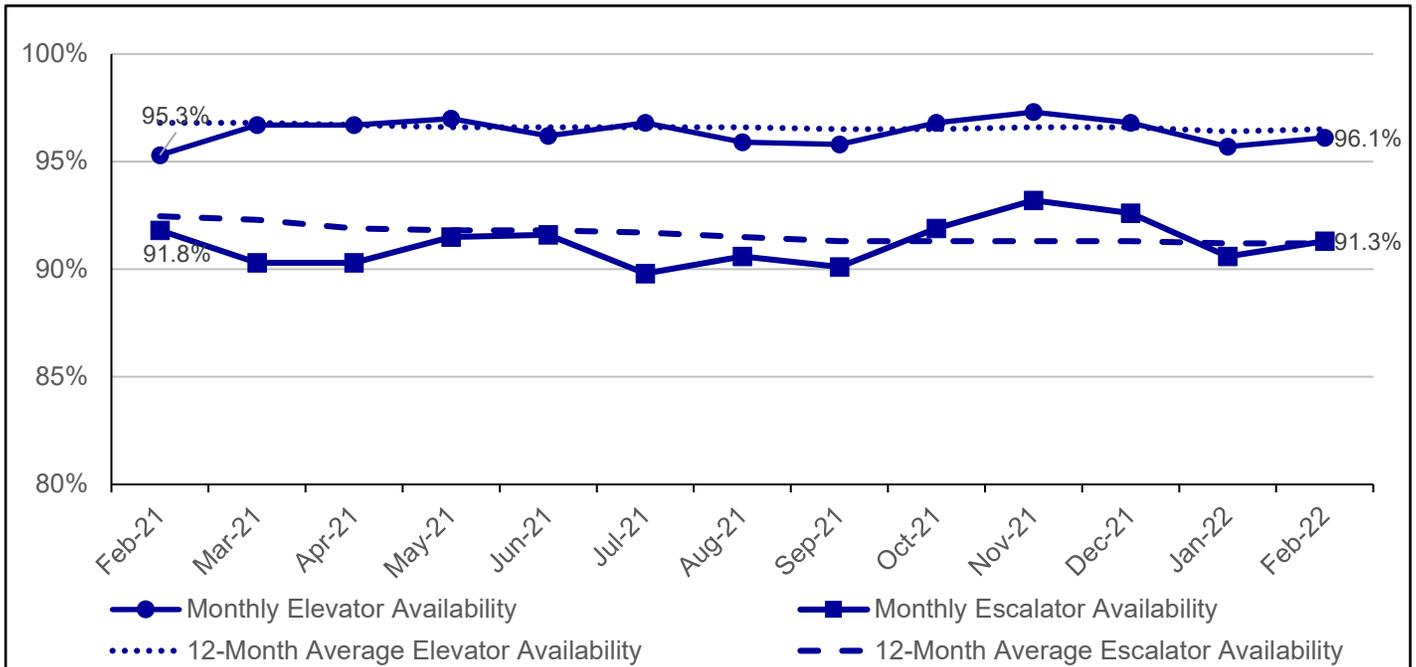
Car Class	# of Cars	12-Month Average		<u>% Change</u>
		Feb '22	Feb '21	
R46	748	55,590	58,663	-5.2%
R62	315	199,004	212,098	-6.2%
R62A	824	149,712	160,004	-6.4%
R68	425	112,335	111,440	+0.8%
R68A	200	101,895	65,559	+55.4%
R142	1,025	241,930	281,678	-14.1%
R142A	220	132,153	129,594	+2.0%
R143	212	179,938	175,309	+2.6%
R160	1,662	295,530	300,407	-1.6%
R179	318	220,155	109,722	+100.6%
R188 - New	126	224,292	288,514	-22.3%
R188 - Conversion	380	206,399	313,123	-34.1%
Subdivision A	2,890	187,859	210,500	-10.8%
Subdivision B	3,565	127,079	122,704	+3.6%
Systemwide	6,455	147,775	148,867	-0.7%

MDBF Discussion

- February 2022 MDBF was 134,739, a decrease of 6.7% from one year ago.
- 12-month average MDBF was 147,775 in February 2022, a decrease of 0.7% from one year ago.
- The largest improvements in MDBF (12-month average) were on the R179 and R68A fleets.
- The largest decreases in MDBF (12-month average) were on the R142 and R188 fleets.

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	% Change	Feb 22	Feb 21	% Change
Elevator Availability	96.1%	95.3%	+0.8%	96.5%	96.9%	-0.4%
Escalator Availability	91.3%	91.8%	-0.5%	91.2%	92.5%	-1.3%

Elevator and Escalator Availability Discussion

- February 2022 elevator availability increased by 0.8% compared to February 2021, while the 12-month average decreased by 0.4%.
- February 2022 escalator availability decreased by 0.5%, compared to February 2021, while the 12-month average decreased by 1.3%.
- Month-over-month increases in availability are attributed to crew availability improving response times to outages.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

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

Terminal On-Time Performance (Weekday and Weekend)

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

Train Delays (Weekday and Weekend)

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

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

Line	Feb 22					Feb 21					Desired trend
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets	Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	Change
1	77.6%	8.9%	7.6%	3.8%	72.6%	70.0%	8.8%	9.9%	7.2%	81.6%	7.6%
2	68.0%	10.5%	10.6%	7.2%	65.8%	61.1%	10.9%	12.5%	10.4%	68.2%	6.9%
3	71.4%	11.3%	10.1%	4.6%	65.9%	63.0%	12.8%	12.6%	7.4%	72.5%	8.4%
4	69.0%	10.6%	9.8%	6.9%	66.4%	63.5%	10.7%	11.3%	9.4%	70.3%	5.5%
5	69.7%	10.4%	9.5%	6.6%	66.3%	61.4%	10.5%	11.5%	10.5%	69.6%	8.3%
6	72.4%	9.6%	8.6%	5.9%	72.3%	69.5%	9.5%	8.5%	7.5%	77.1%	2.9%
7	74.9%	11.0%	7.8%	3.7%	73.9%	69.9%	10.9%	9.6%	6.2%	77.1%	5.0%
S 42nd	98.4%	0.5%	0.4%	0.3%	95.1%	95.7%	1.9%	0.9%	1.3%	93.7%	2.7%
Subdivision A	71.8%	10.3%	9.1%	5.6%	69.4%	65.9%	10.4%	10.7%	8.4%	73.9%	+5.9%
A	60.2%	11.3%	12.6%	9.8%	59.2%	61.1%	10.9%	12.2%	9.6%	69.4%	-0.9%
B	68.3%	13.0%	11.7%	4.7%	61.6%	68.3%	11.8%	10.5%	5.6%	74.5%	0.0%
C	61.4%	15.4%	14.4%	5.9%	59.8%	73.6%	13.6%	10.3%	1.5%	79.5%	-12.2%
D	66.1%	12.9%	12.2%	5.5%	62.4%	67.4%	12.4%	10.9%	6.1%	74.1%	-1.3%
E	65.2%	11.7%	12.1%	7.2%	65.9%	69.4%	11.7%	10.2%	5.7%	74.2%	-4.2%
F	65.1%	12.1%	12.6%	6.7%	61.5%	72.6%	11.3%	9.3%	4.4%	76.1%	-7.5%
S Fkln	95.9%	0.7%	1.8%	0.9%	97.9%	97.9%	0.6%	0.4%	0.7%	98.2%	-2.0%
G	80.2%	11.4%	6.2%	1.3%	75.7%	76.2%	12.1%	7.9%	2.3%	80.1%	4.0%
S Rock	91.0%	5.5%	2.3%	0.8%	91.3%	94.7%	2.8%	1.1%	0.8%	95.5%	-3.7%
JZ	75.6%	11.6%	7.8%	3.1%	77.7%	76.7%	10.7%	7.8%	3.1%	82.0%	-1.1%
L	77.8%	10.5%	6.5%	3.2%	74.6%	69.2%	11.4%	9.6%	6.3%	78.8%	8.6%
M	73.6%	12.4%	8.2%	3.3%	68.9%	72.3%	11.5%	8.9%	4.4%	77.1%	1.3%
N	67.6%	12.0%	12.0%	5.2%	66.0%	66.1%	12.0%	10.4%	7.3%	72.1%	1.5%
Q	66.5%	11.8%	12.3%	6.1%	62.0%	66.8%	12.2%	10.3%	6.5%	74.7%	-0.3%
R	69.1%	12.0%	10.5%	5.5%	66.2%	69.6%	12.0%	10.0%	5.6%	74.1%	-0.5%
W	72.9%	12.6%	8.0%	3.9%	66.4%	69.2%	12.1%	8.7%	5.6%	73.5%	3.7%
Subdivision B	69.1%	11.9%	10.6%	5.4%	66.6%	69.9%	11.6%	9.7%	5.5%	75.9%	-0.8%
Systemwide	70.3%	11.1%	9.9%	5.5%	67.9%	68.1%	11.0%	10.2%	6.8%	74.9%	+2.2%



Weekday Wait Assessment Discussion

- Wait Assessment increased by 2.2% compared to February 2021.
- Wait Assessment is very sensitive to changes in headway, and the decrease was caused both by trips cancelled due to crew shortages and adjustments to reduce gaps on adjacent trips.

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

Line	Feb 22					Feb 21					Desired trend
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month	Monthly
	Meets Standard	Minor	Medium	Major	Meets Standard	Meets Standard	Minor	Medium	Major	Meets Standard	Standard Change
1	79.8%	9.7%	7.3%	1.9%	71.3%	75.5%	8.3%	10.7%	2.6%	82.9%	+4.3%
2	64.6%	12.1%	14.1%	6.6%	63.3%	65.3%	12.9%	13.8%	5.5%	71.4%	-0.7%
3	77.0%	10.1%	6.9%	3.9%	72.0%	71.8%	13.8%	8.9%	3.1%	79.3%	+5.2%
4	73.2%	11.7%	9.9%	3.1%	69.5%	67.5%	13.0%	11.2%	5.0%	72.6%	+5.7%
5	83.0%	7.6%	6.2%	1.3%	76.5%	77.6%	10.3%	7.5%	2.9%	80.9%	+5.4%
6	75.7%	10.5%	8.4%	2.9%	70.8%	65.8%	14.2%	12.9%	3.8%	76.5%	+9.9%
7	78.4%	11.9%	6.2%	2.3%	76.3%	83.1%	10.5%	4.6%	1.0%	82.5%	-4.7%
S 42nd	N/A	N/A	N/A	N/A	96.0%	94.6%	1.2%	0.9%	2.1%	93.0%	N/A
Subdivision A	74.6%	10.9%	9.1%	3.4%	71.0%	71.6%	11.8%	10.3%	3.7%	77.4%	+3.0%
A	58.7%	13.6%	15.4%	8.7%	58.3%	69.4%	12.1%	11.5%	5.1%	74.6%	-10.7%
C	59.8%	16.2%	15.0%	5.5%	62.1%	70.1%	14.7%	12.0%	2.0%	78.0%	-10.3%
D	67.9%	15.0%	12.5%	2.8%	65.1%	73.8%	14.0%	8.9%	1.8%	77.6%	-5.9%
E	66.9%	15.6%	11.4%	3.1%	75.4%	82.2%	10.4%	5.4%	1.0%	84.0%	-15.3%
F	61.6%	14.5%	14.2%	6.3%	66.7%	70.4%	11.4%	7.9%	3.4%	79.7%	-8.8%
S Fkln	98.6%	0.8%	0.3%	0.1%	98.0%	99.2%	0.6%	0.1%	0.0%	98.6%	-0.6%
G	79.3%	10.9%	6.9%	1.1%	80.6%	84.4%	8.1%	4.3%	1.6%	86.4%	-5.1%
S Rock	91.2%	5.6%	2.1%	0.7%	90.8%	95.3%	0.9%	0.6%	0.0%	96.7%	-4.1%
J	68.0%	12.5%	11.8%	5.1%	74.9%	78.3%	10.4%	8.6%	1.7%	84.3%	-10.3%
L	71.2%	12.5%	9.3%	4.3%	75.7%	81.3%	8.8%	5.2%	2.9%	81.9%	-10.1%
M	77.1%	9.7%	8.2%	3.1%	83.4%	89.8%	5.6%	2.0%	1.1%	84.6%	-12.7%
N	68.4%	13.5%	11.8%	3.3%	63.2%	70.6%	13.6%	10.6%	2.9%	75.0%	-2.2%
Q	62.3%	14.7%	14.0%	5.5%	65.6%	74.4%	11.3%	8.6%	3.0%	78.1%	-12.1%
R	68.6%	13.8%	11.1%	4.1%	70.1%	80.2%	11.3%	6.6%	1.2%	80.3%	-11.6%
Subdivision B	67.9%	13.3%	11.6%	4.5%	69.7%	76.1%	11.1%	8.1%	2.5%	80.2%	-8.2%
Systemwide	70.8%	12.2%	10.5%	4.0%	70.3%	74.0%	11.5%	9.1%	3.1%	79.0%	-3.2%

Weekend Wait Assessment Discussion

- Wait Assessment for decreased by 3.2% compared to February 2021.
- Wait Assessment is very sensitive to changes in headway, and the decrease was caused both by trips cancelled due to crew shortages and adjustments to reduce gaps on adjacent trips.

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

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
1	83.8%	87.6%	-3.8%
2	74.9%	75.7%	-0.8%
3	87.3%	84.6%	+2.7%
4	76.8%	84.2%	-7.4%
5	80.5%	81.9%	-1.4%
6	76.9%	85.8%	-8.9%
7	90.7%	87.4%	+3.3%
S 42nd	99.8%	99.7%	+0.1%
Subdivision A	83.9%	85.8%	-1.9%
A	61.9%	75.0%	-13.1%
B	73.8%	74.7%	-0.9%
C	65.9%	85.3%	-19.4%
D	71.7%	77.3%	-5.6%
E	70.6%	86.3%	-15.7%
F	70.0%	84.2%	-14.2%
S Fkln	98.5%	98.5%	+0.0%
G	90.2%	87.9%	+2.3%
S Rock	96.1%	95.1%	+1.0%
JZ	84.1%	85.7%	-1.6%
L	87.9%	89.2%	-1.3%
M	79.4%	87.5%	-8.1%
NW	77.4%	78.4%	-1.0%
Q	76.1%	76.6%	-0.5%
R	82.2%	86.3%	-4.1%
Subdivision B	78.2%	84.1%	-5.9%
Systemwide	80.6%	84.8%	-4.2%

Weekday Terminal On-Time Performance Discussion

- February weekday OTP worsened by 4.2% compared to the prior year.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
1	78.3%	87.5%	-9.2%
2	57.9%	64.1%	-6.2%
3	66.6%	76.8%	-10.2%
4	75.9%	81.7%	-5.8%
5	94.2%	89.9%	+4.3%
6	77.9%	85.5%	-7.6%
7	91.7%	94.6%	-2.9%
S 42nd	99.6%	98.7%	+0.9%
Subdivision A	80.6%	85.4%	-4.8%
A	44.7%	80.6%	-35.9%
C	33.5%	73.6%	-40.1%
D	79.2%	87.9%	-8.7%
E	64.9%	94.1%	-29.2%
F	57.1%	85.8%	-28.7%
S Fkn	99.9%	99.6%	+0.3%
G	83.6%	90.9%	-7.3%
S Rock	98.0%	94.6%	+3.4%
J	80.3%	86.1%	-5.8%
L	88.1%	92.3%	-4.2%
M	89.2%	96.6%	-7.4%
N	65.5%	78.8%	-13.3%
Q	62.9%	87.2%	-24.3%
R	69.5%	93.0%	-23.5%
Subdivision B	73.7%	88.7%	-15.0%
Systemwide	76.5%	87.4%	-10.9%

Weekend Terminal On-Time Performance Discussion

- February 2022 OTP decreased 10.9% compared to January 2021.

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

Subway Weekday Trains Delayed
Monthly - February 2022
(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>1,485</u>	<u>78</u>	<u>5.2%</u>
Rail and Roadbed	915	48	3.2%
Fire, Smoke, Debris	570	30	2.0%
Signal Failures and Emergency Remediation	3,541	186	12.4%
Subway Car	<u>1,385</u>	<u>73</u>	<u>4.9%</u>
Door-Related	474	25	1.7%
Propulsion	223	12	0.8%
Braking	253	13	0.9%
Other	435	23	1.5%
Stations and Structure	390	21	1.4%
Other Internal	<u>5,406</u>	<u>285</u>	<u>19.1%</u>
Service Delivery (e.g. crew performance)	366	19	1.3%
Crew Availability (e.g. operator vacancy)	4,115	217	14.5%
Train Brake Activation - cause unknown	72	4	0.3%
Other Internal Disruptions (e.g. IT system failure)	853	45	3.0%
External	<u>7,792</u>	<u>410</u>	<u>27.4%</u>
Public Conduct, Crime, Police Response	4,347	229	15.3%
Sick/Injured Customer	1,277	67	4.5%
Persons on Roadbed (including persons struck by train)	1,334	70	4.7%
External Debris on Roadbed (e.g., trees, shopping cart)	129	7	0.5%
Inclement Weather	482	25	1.7%
External Agency or Utility	223	12	0.8%
Operating Environment	4,440	234	15.7%
Planned Right-of-Way Work	3,960	208	13.9%
Total Trains Delayed	<u>28,399</u>	<u>1,495</u>	<u>100%</u>

Subway Weekend Trains Delayed
Monthly - February 2022
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (9)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>347</u>	<u>39</u>	<u>3.3%</u>
Rail and Roadbed	294	33	2.8%
Fire, Smoke, Debris	53	6	0.5%
Signal Failures and Emergency Remediation	522	58	4.9%
Subway Car	<u>197</u>	<u>22</u>	<u>1.8%</u>
Door-Related	91	10	0.9%
Propulsion	8	1	0.1%
Braking	19	2	0.2%
Other	79	9	0.7%
Stations and Structure	63	7	0.6%
Other Internal	<u>2,444</u>	<u>272</u>	<u>22.9%</u>
Service Delivery (e.g. crew performance)	110	12	1.0%
Crew Availability (e.g. operator vacancy)	2,185	243	20.5%
Train Brake Activation - cause unknown	113	13	1.1%
Other Internal Disruptions (e.g. IT system failure)	36	4	0.3%
External	<u>2,326</u>	<u>258</u>	<u>21.8%</u>
Public Conduct, Crime, Police Response	1,518	169	14.2%
Sick/Injured Customer	264	29	2.5%
Persons on Roadbed (including persons struck by train)	295	33	2.8%
External Debris on Roadbed (e.g., trees, shopping cart)	86	10	0.8%
Inclement Weather	79	9	0.7%
External Agency or Utility	84	9	0.8%
Operating Environment	2,015	224	18.9%
Planned Right-of-Way Work	2,757	306	25.8%
Total Trains Delayed	10,671	1,186	100%

Customer Service Report: Buses

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



The Bronx Local Bus Network Redesign is a core initiative to bus priority. NYCDOT has been working diligently installing new bus panels and destination signs in preparation of the implementation on June 26th. Picture shown above is a bus stop in Co-op City with newly-installed panels for the new Bx25 route, which will connect northern Co-op City and the Bay Plaza shopping center with Allerton Ave and Bedford Park Boulevard. The new route will provide faster, more direct trips for Co-op City residents, and for residents from the rest of the Bronx who want to shop or work at Bay Plaza.

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: February 2022			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	94.6%	90.9%	+3.7%	93.7%	95.2%	-1.5%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:01:58	0:02:20	-0:00:22	0:02:03	0:01:39	0:00:24
	Additional Travel Time (h:mm:ss) (Chart 5)*	0:00:20	-0:00:20	0:00:40	0:00:06	-0:00:24	0:00:30
	Customer Journey Time Performance (Chart 7)*	73.4%	75.5%	-2.1%	74.5%	79.1%	-4.6%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	7,196	7,839	-8.2%	7,267	8,150	-10.8%
	Speed (MPH) (Chart 11)	8.1	8.3	-2.4%	8.1	8.4	-3.6%
Legacy Indicators	Wait Assessment (Chart 13)	75.6%	72.8%	+2.8%	75.2%	79.7%	-4.5%
	System MDBSI (Chart 16)	2,992	3,183	-6.0%	3,131	3,636	-13.9%
	NYCT Bus	2,950	3,178	-7.2%	3,076	3,483	-11.7%
	MTA Bus	3,136	3,196	-1.9%	3,314	4,205	-21.2%
	System Trips Completed (Chart 17)*	96.7%	95.7%	+1.0%	95.0%	97.5%	-2.5%
	NYCT Bus	97.1%	95.7%	+1.4%	95.0%	97.6%	-2.6%
	MTA Bus	95.2%	95.6%	-0.4%	95.0%	96.8%	-1.8%
	System AM Pull Out (Chart 18)**	96.2%	95.7%	+0.5%	95.2%	97.7%	-2.5%
	NYCT Bus	96.4%	95.9%	+0.5%	95.2%	97.9%	-2.7%
	MTA Bus	95.4%	95.2%	+0.2%	94.9%	96.9%	-2.0%
	System PM Pull Out (Chart 19)**	97.3%	97.2%	+0.1%	96.3%	98.2%	-1.9%
	NYCT Bus	97.9%	97.4%	+0.5%	96.5%	98.4%	-1.9%
	MTA Bus	95.1%	96.6%	-1.5%	95.4%	97.6%	-2.2%
	System Buses >= 12 years	27.0%	19.5%				
	NYCT Bus	16.6%	7.9%				
	MTA Bus	61.9%	59.0%				
	System Fleet Age	8.2	8.0				
	NYCT Bus	7.3	6.9				
MTA Bus	11.6	11.8					

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:

- AM Pull Out and PM Pull Out metrics and 12-month averages exclude December 27 – 31, 2021
- 12-month averages for Trips Completed, AM Pull Out, and PM Pull Out metrics exclude April and May 2020
- 12-month averages for ABST, ATT, and CJTP metrics exclude April - August 2020

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)

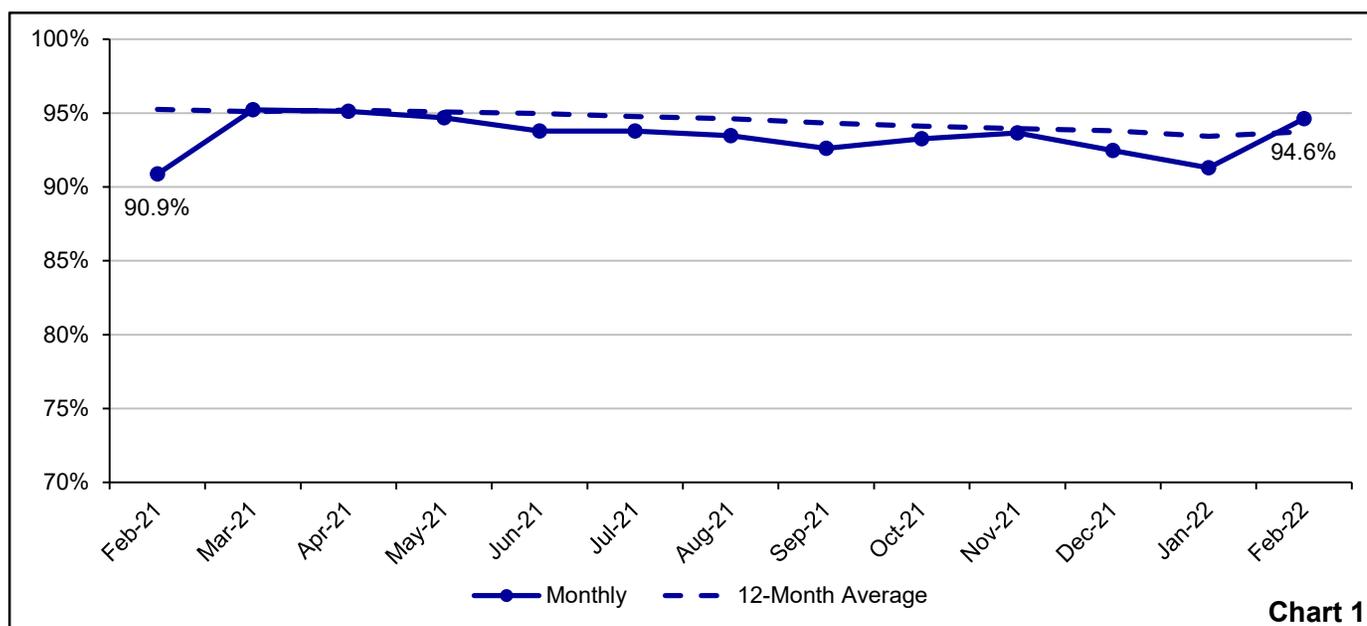
Additional Travel Time (ATT) is the estimated average extra time customers are onboard the bus compared to their scheduled onboard time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ATT is estimated 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.

Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	Change (Pts)	Feb 22	Feb 21	Change (Pts)
Bronx	96.4%	91.0%	+5.4%	95.1%	96.6%	-1.5%
Brooklyn	93.9%	90.7%	+3.2%	93.4%	95.5%	-2.1%
Manhattan	96.5%	93.2%	+3.3%	96.1%	96.6%	-0.5%
Queens	94.4%	90.4%	+4.0%	93.6%	94.2%	-0.6%
Staten Island	91.9%	89.6%	+2.3%	90.0%	94.1%	-4.1%
Systemwide	94.6%	90.9%	+3.7%	93.7%	95.2%	-1.5%

Service Delivered Discussion

- Service Delivered in February 2022 increased by 3.7 percentage points to 94.6 percent compared to February 2021, and decreased by 1.5 percentage points to 93.7 percent on a 12-month average basis.

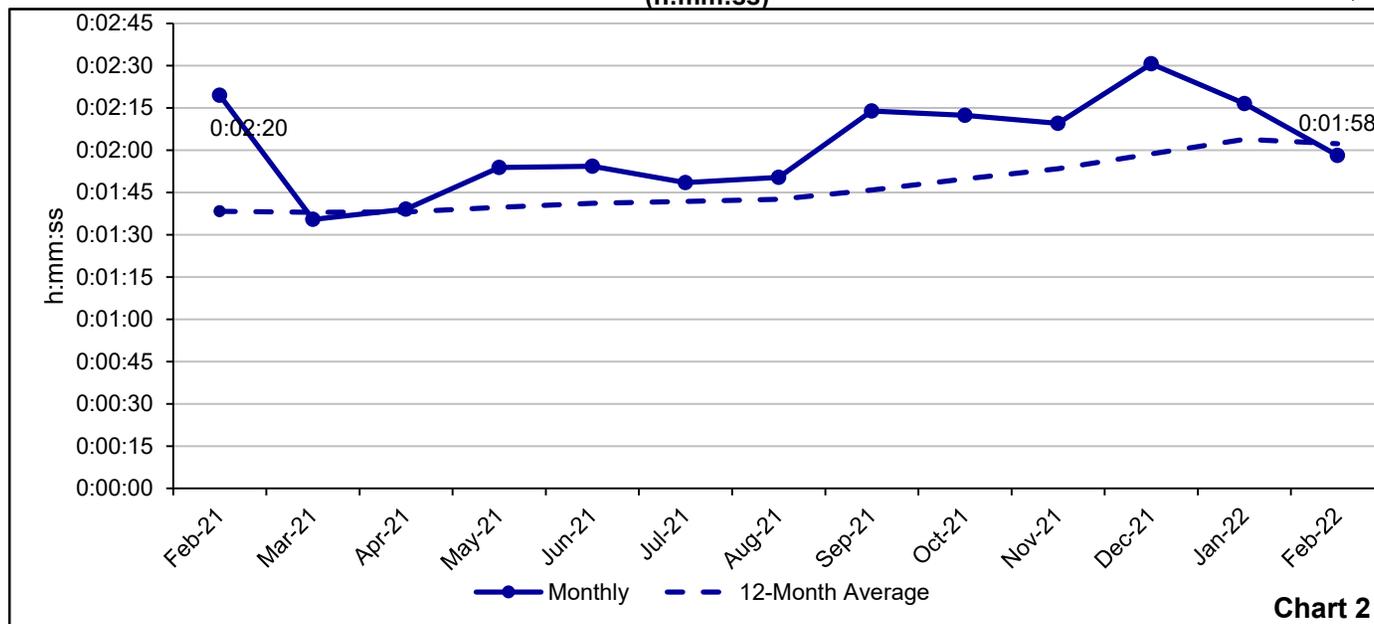
**Service Delivered
Monthly
(Peak Hours)**

Desired trend 

<u>Borough</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change (Pts)</u>
Bronx	96.4%	91.0%	+5.4%
Local/Limited	96.2%	90.1%	+6.1%
Select Bus Service	94.0%	89.6%	+4.4%
Express	98.8%	97.2%	+1.6%
Brooklyn	93.9%	90.7%	+3.2%
Local/Limited	94.0%	90.6%	+3.4%
Select Bus Service	88.6%	86.4%	+2.2%
Express	96.9%	95.2%	+1.7%
Manhattan	96.5%	93.2%	+3.3%
Local/Limited	96.9%	93.6%	+3.3%
Select Bus Service	95.6%	92.5%	+3.1%
Express	N/A	N/A	N/A
Queens	94.4%	90.4%	+4.0%
Local/Limited	94.1%	89.8%	+4.3%
Select Bus Service	94.7%	91.8%	+2.9%
Express	96.9%	94.0%	+2.9%
Staten Island	91.9%	89.6%	+2.3%
Local/Limited	90.7%	89.5%	+1.2%
Select Bus Service	94.7%	94.7%	+0.0%
Express	92.8%	89.4%	+3.4%
Systemwide	94.6%	90.9%	+3.7%
Local/Limited	94.5%	90.5%	+4.0%
Select Bus Service	94.0%	91.0%	+3.0%
Express	95.5%	92.8%	+2.7%

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

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	Change	Feb 22	Feb 21	Change
Bronx	0:01:49	0:02:19	-0:00:30	0:01:53	0:01:35	+0:00:18
Brooklyn	0:02:22	0:02:50	-0:00:28	0:02:22	0:01:56	+0:00:26
Manhattan	0:01:26	0:01:37	-0:00:11	0:01:28	0:01:12	+0:00:16
Queens	0:01:55	0:02:09	-0:00:14	0:02:03	0:01:34	+0:00:29
Staten Island	0:02:45	0:03:02	-0:00:17	0:03:04	0:02:10	+0:00:54
Systemwide	0:01:58	0:02:20	-0:00:22	0:02:03	0:01:39	+0:00:24

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in February 2022 decreased by 22 seconds compared to February 2021, and increased by 24 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ABST was not available from April - August 2020 and is excluded from the 12-month average.

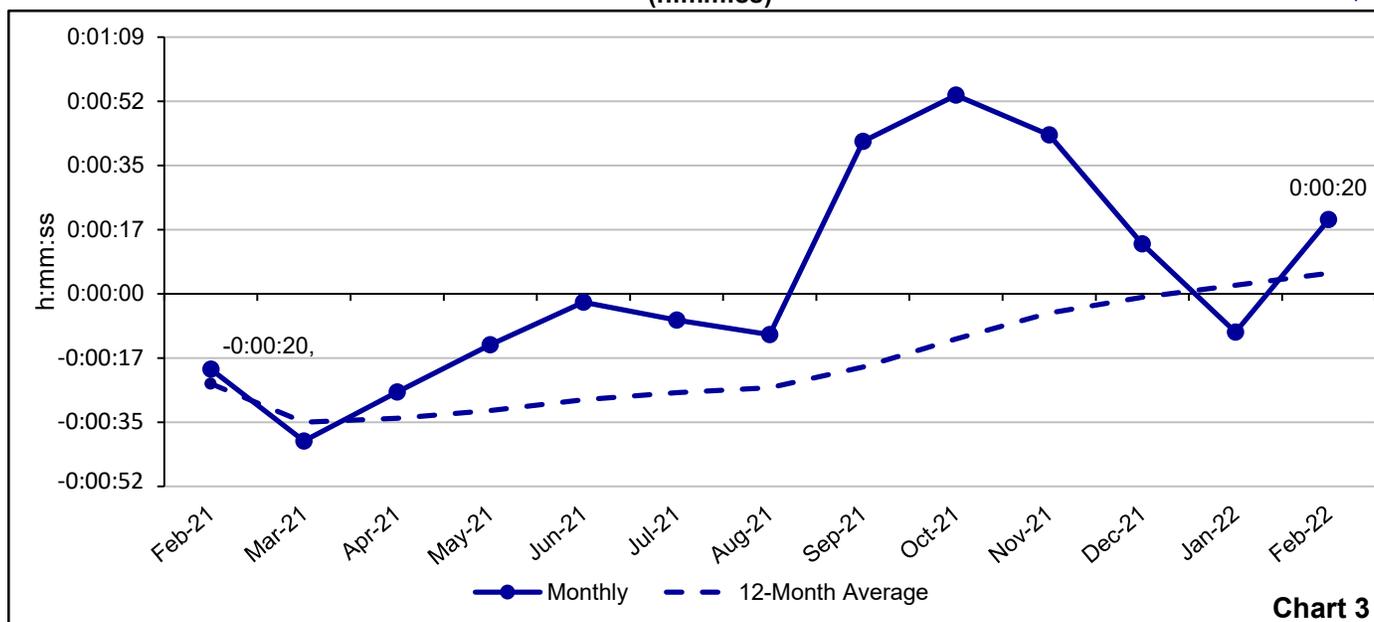
Additional Bus Stop Time
(4 a.m. - 11 p.m.)
(h:mm:ss)

Desired trend 

<u>Borough</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
Bronx	0:01:49	0:02:19	-0:00:30
Local/Limited	0:01:49	0:02:20	-0:00:31
Select Bus Service	0:01:41	0:02:10	-0:00:29
Express	0:02:38	0:02:48	-0:00:10
Brooklyn	0:02:22	0:02:50	-0:00:28
Local/Limited	0:02:23	0:02:49	-0:00:26
Select Bus Service	0:02:06	0:02:55	-0:00:49
Express	0:02:45	0:02:59	-0:00:14
Manhattan	0:01:26	0:01:37	-0:00:11
Local/Limited	0:01:33	0:01:44	-0:00:11
Select Bus Service	0:01:13	0:01:18	-0:00:05
Express	N/A	N/A	N/A
Queens	0:01:55	0:02:09	-0:00:14
Local/Limited	0:01:56	0:02:09	-0:00:13
Select Bus Service	0:01:31	0:01:57	-0:00:26
Express	0:02:21	0:02:47	-0:00:26
Staten Island	0:02:45	0:03:02	-0:00:17
Local/Limited	0:03:08	0:03:09	-0:00:01
Select Bus Service	0:01:27	0:01:58	-0:00:31
Express	0:02:04	0:02:59	-0:00:55
Systemwide	0:01:58	0:02:20	-0:00:22
Local/Limited	0:02:02	0:02:22	-0:00:20
Select Bus Service	0:01:31	0:01:55	-0:00:24
Express	0:02:21	0:02:54	-0:00:33

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

Desired trend



	Monthly			12-Month Average		
	Feb 22	Feb 21	Change	Feb 22	Feb 21	Change
Bronx	0:00:34	-0:00:08	+0:00:42	0:00:22	-0:00:04	+0:00:26
Brooklyn	0:00:28	0:00:02	+0:00:26	0:00:09	-0:00:16	+0:00:25
Manhattan	-0:00:03	-0:00:40	+0:00:37	-0:00:16	-0:00:39	+0:00:23
Queens	0:00:29	-0:00:24	+0:00:53	0:00:13	-0:00:28	+0:00:41
Staten Island	-0:01:05	-0:01:57	+0:00:52	-0:01:11	-0:01:53	+0:00:42
Systemwide	0:00:20	-0:00:20	+0:00:40	0:00:06	-0:00:24	+0:00:30

Additional Travel Time Discussion

- Additional Travel Time in February 2022 increased by 40 seconds compared to February 2021, and increased by 30 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ABST was not available from April - August 2020 and is excluded from the 12-month average.

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

Desired trend 

<u>Borough</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change</u>
Bronx	0:00:34	-0:00:08	+0:00:42
Local/Limited	0:00:25	-0:00:09	+0:00:34
Select Bus Service	0:01:26	0:00:14	+0:01:12
Express	0:02:03	-0:01:08	+0:03:11
Brooklyn	0:00:28	0:00:02	+0:00:26
Local/Limited	0:00:22	0:00:00	+0:00:22
Select Bus Service	0:01:20	0:00:52	+0:00:28
Express	0:01:28	-0:04:07	+0:05:35
Manhattan	-0:00:03	-0:00:40	+0:00:37
Local/Limited	-0:00:10	-0:00:39	+0:00:29
Select Bus Service	0:00:13	-0:00:42	+0:00:55
Express	N/A	N/A	N/A
Queens	0:00:29	-0:00:24	+0:00:53
Local/Limited	0:00:23	-0:00:25	+0:00:48
Select Bus Service	0:00:51	0:00:53	-0:00:02
Express	0:05:28	-0:03:20	+0:08:48
Staten Island	-0:01:05	-0:01:57	+0:00:52
Local/Limited	-0:00:34	-0:00:47	+0:00:13
Select Bus Service	-0:00:50	-0:00:06	-0:00:44
Express	-0:03:04	-0:08:15	+0:05:11
Systemwide	0:00:20	-0:00:20	+0:00:40
Local/Limited	0:00:17	-0:00:17	+0:00:34
Select Bus Service	0:00:41	0:00:00	+0:00:41
Express	0:00:22	-0:05:10	+0:05:32

Customer Journey Time Performance (4 a.m. - 11 p.m.)

Desired trend

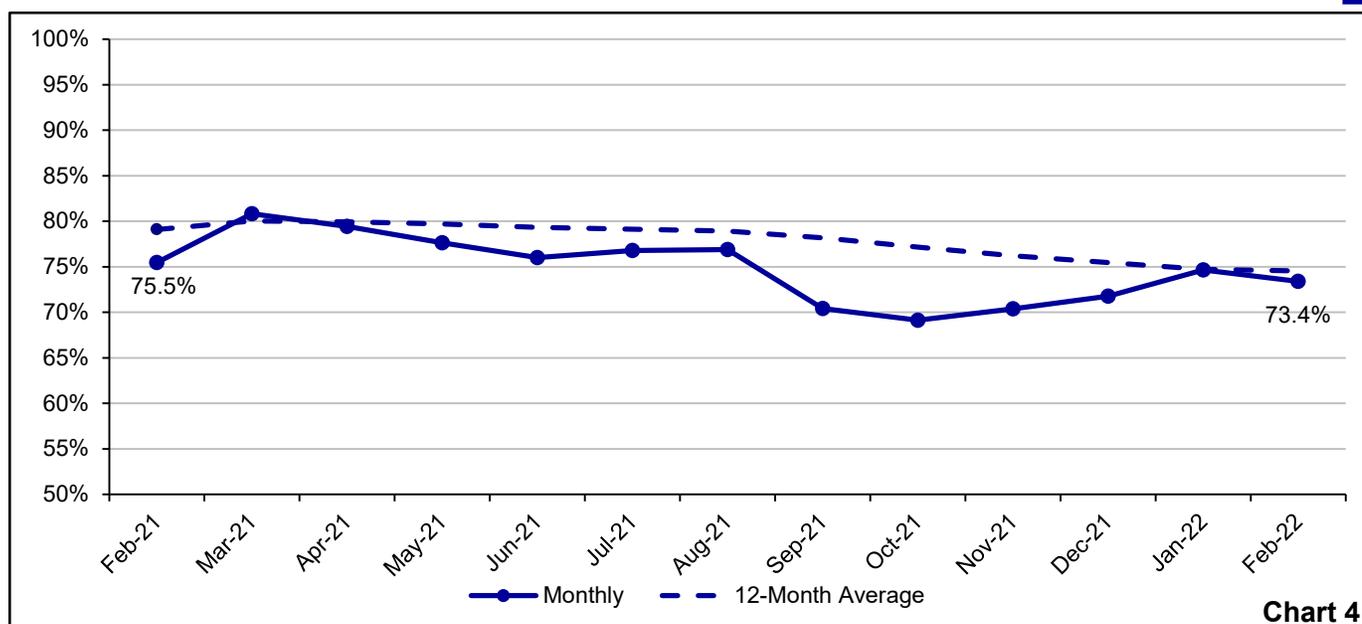


Chart 4

	Monthly			12-Month Average		
	Feb 22	Feb 21	Change (Pts)	Feb 22	Feb 21	Change (Pts)
Bronx	72.8%	74.8%	-2.0%	73.6%	77.8%	-4.2%
Brooklyn	69.3%	70.2%	-0.9%	71.4%	75.8%	-4.4%
Manhattan	79.5%	81.2%	-1.7%	80.4%	83.6%	-3.2%
Queens	73.7%	77.4%	-3.7%	74.9%	80.7%	-5.8%
Staten Island	75.0%	77.7%	-2.7%	74.7%	81.0%	-6.3%
Systemwide	73.4%	75.5%	-2.1%	74.5%	79.1%	-4.6%

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in February 2022 decreased by 2.1 percentage points to 73.4 percent compared to February 2021, and decreased by 4.6 percentage points to 74.5 percent on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ABST was not available from April - August 2020 and is excluded from the 12-month average.

Customer Journey Time Performance Monthly

Desired trend



<u>Borough</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change (Pts)</u>
Bronx	72.8%	74.8%	-2.0%
Local/Limited	73.8%	75.1%	-1.3%
Select Bus Service	67.2%	73.3%	-6.1%
Express	57.8%	67.1%	-9.3%
Brooklyn	69.3%	70.2%	-0.9%
Local/Limited	69.8%	70.4%	-0.6%
Select Bus Service	65.9%	66.8%	-0.9%
Express	59.6%	77.4%	-17.8%
Manhattan	79.5%	81.2%	-1.7%
Local/Limited	78.3%	79.6%	-1.3%
Select Bus Service	82.0%	84.6%	-2.6%
Express	N/A	N/A	N/A
Queens	73.7%	77.4%	-3.7%
Local/Limited	74.4%	77.8%	-3.4%
Select Bus Service	69.5%	67.4%	+2.1%
Express	45.8%	75.2%	-29.4%
Staten Island	75.0%	77.7%	-2.7%
Local/Limited	74.0%	76.3%	-2.3%
Select Bus Service	79.1%	73.3%	+5.8%
Express	76.3%	86.6%	-10.3%
Systemwide	73.4%	75.5%	-2.1%
Local/Limited	73.5%	75.3%	-1.8%
Select Bus Service	74.4%	76.4%	-2.0%
Express	63.9%	78.8%	-14.9%

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.

Mean Distance Between Failures

(24 Hours)

Miles

Desired trend

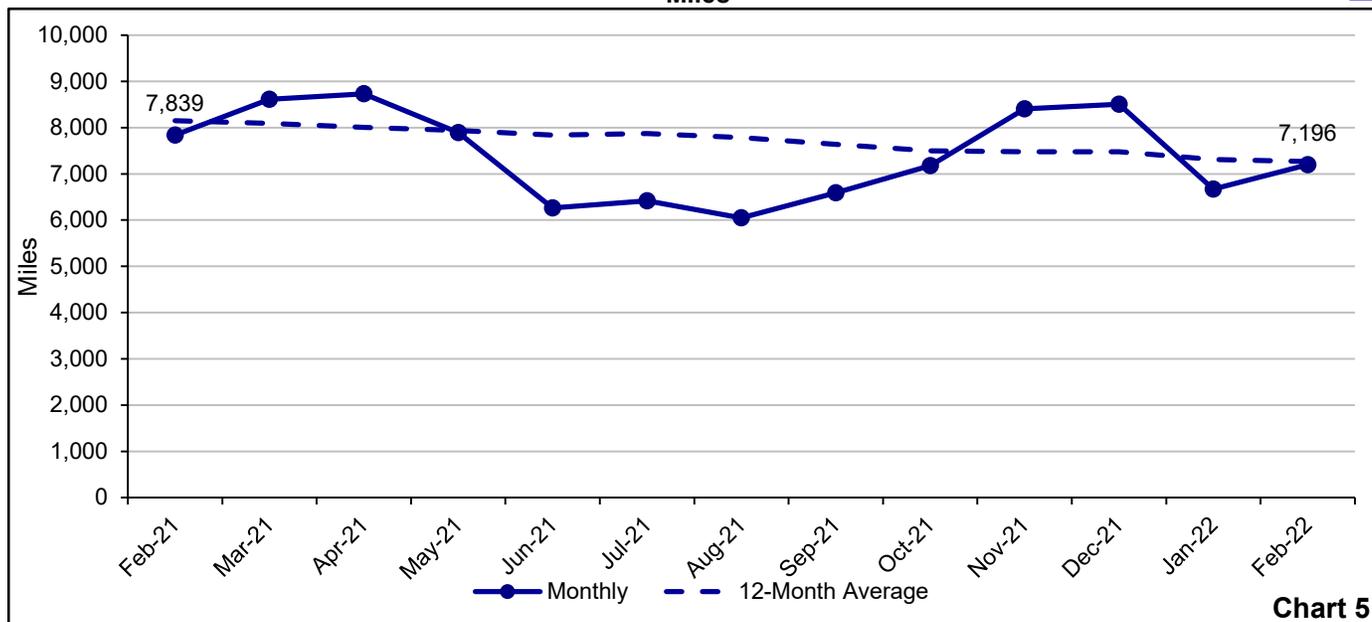


Chart 5

	Monthly			12-Month Average		
	Feb 22	Feb 21	% Change	Feb 22	Feb 21	% Change
Bronx	5,171	6,214	-16.8%	5,104	5,933	-14.0%
Brooklyn	7,647	8,950	-14.6%	7,999	8,761	-8.7%
Manhattan	4,448	4,796	-7.2%	4,517	5,220	-13.5%
Queens	7,063	7,336	-3.7%	7,166	8,093	-11.4%
Staten Island	21,842	20,289	+7.7%	22,454	24,867	-9.7%
Systemwide	7,196	7,839	-8.2%	7,267	8,150	-10.8%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in February 2022 decreased by 8.2 percent to 7,196 miles compared to February 2021, and decreased by 10.8 percent to 7,267 miles on a 12-month average basis.

Mean Distance Between Failures
12 Month Rolling Average (24 Hours)
Miles

Desired trend



<u>Borough</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>% Change</u>
Bronx	5,104	5,933	-14.0%
Local/Limited	4,434	5,106	-13.2%
Select Bus Service	5,799	8,511	-31.9%
Express	9,525	10,798	-11.8%
Brooklyn	7,999	8,761	-8.7%
Local/Limited	7,888	8,420	-6.3%
Select Bus Service	9,410	13,599	-30.8%
Express	8,640	10,496	-17.7%
Manhattan	4,517	5,220	-13.5%
Local/Limited	4,190	4,547	-7.8%
Select Bus Service	5,912	9,266	-36.2%
Express	N/A	N/A	N/A
Queens	7,166	8,093	-11.4%
Local/Limited	6,801	7,755	-12.3%
Select Bus Service	6,959	7,872	-11.6%
Express	9,707	10,306	-5.8%
Staten Island	22,454	24,867	-9.7%
Local/Limited	22,774	22,639	+0.6%
Select Bus Service	37,817	54,820	-31.0%
Express	21,359	25,478	-16.2%
Systemwide	7,267	8,150	-10.8%
Local/Limited	6,507	7,173	-9.3%
Select Bus Service	7,306	10,147	-28.0%
Express	12,895	14,368	-10.3%

Bus Speeds (24 Hours) (MPH)

Desired trend

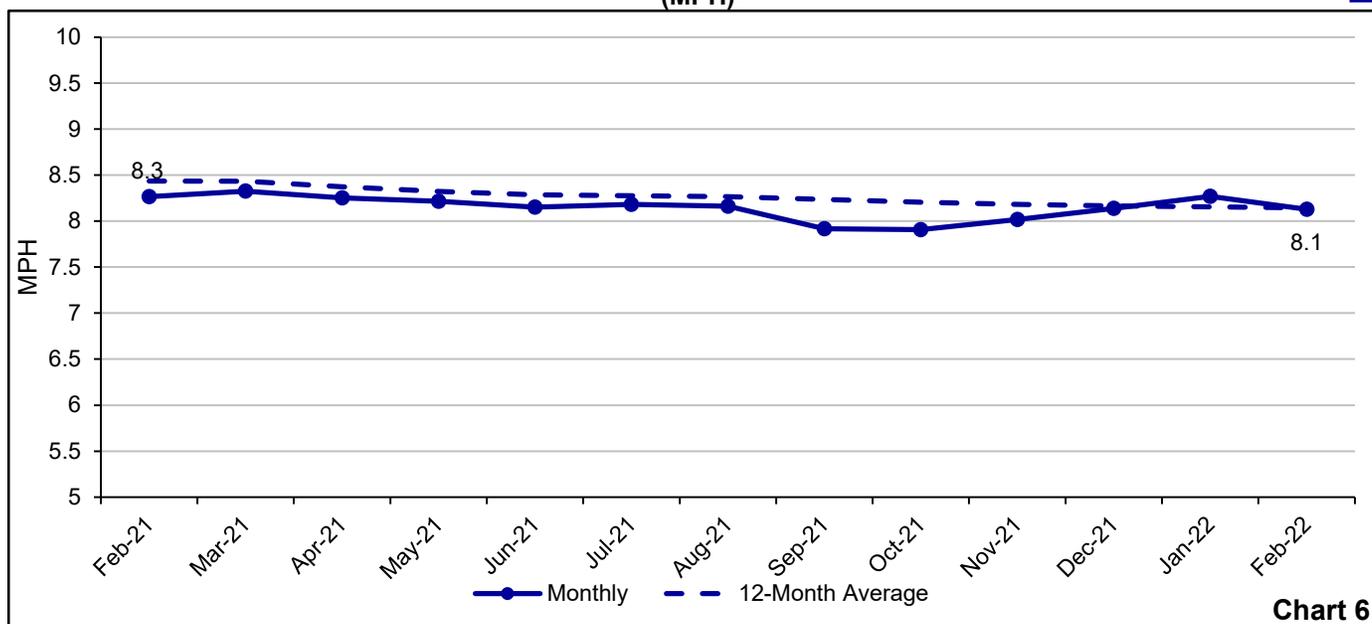


Chart 6

	Monthly			12-Month Average		
	Feb 22	Feb 21	% Change	Feb 22	Feb 21	% Change
Bronx	7.5	7.7	-2.6%	7.6	7.8	-2.6%
Brooklyn	7.3	7.4	-1.4%	7.3	7.7	-5.2%
Manhattan	6.2	6.4	-3.1%	6.2	6.6	-6.1%
Queens	9.1	9.3	-2.2%	9.2	9.6	-4.2%
Staten Island	14.3	14.2	+0.7%	14.2	14.3	-0.7%
Systemwide	8.1	8.3	-2.4%	8.1	8.4	-3.6%

Speed Discussion

- Bus Speeds in February 2022 decreased by 2.4 percent to 8.1 mph compared to February 2021, and decreased by 3.6 percent to 8.1 mph on a 12-month average basis.

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend



<u>Borough</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>% Change</u>
Bronx	7.5	7.7	-2.6%
Local/Limited	6.9	7.1	-2.8%
Select Bus Service	8.6	8.9	-3.4%
Express	11.9	12.4	-4.0%
Brooklyn	7.3	7.4	-1.4%
Local/Limited	7.0	7.2	-2.8%
Select Bus Service	8.4	8.5	-1.2%
Express	12.7	13.9	-8.6%
Manhattan	6.2	6.4	-3.1%
Local/Limited	5.9	6.1	-3.3%
Select Bus Service	7.2	7.3	-1.4%
Express	N/A	N/A	N/A
Queens	9.1	9.3	-2.2%
Local/Limited	8.8	9.0	-2.2%
Select Bus Service	11.4	11.4	+0.0%
Express	13.1	14.5	-9.7%
Staten Island	14.3	14.2	+0.7%
Local/Limited	12.1	12.3	-1.6%
Select Bus Service	14.9	14.8	+0.7%
Express	18.0	18.6	-3.2%
Systemwide	8.1	8.3	-2.4%
Local/Limited	7.6	7.8	-2.6%
Select Bus Service	9.1	9.2	-1.1%
Express	14.2	14.8	-4.1%

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.

Wait Assessment

Desired trend

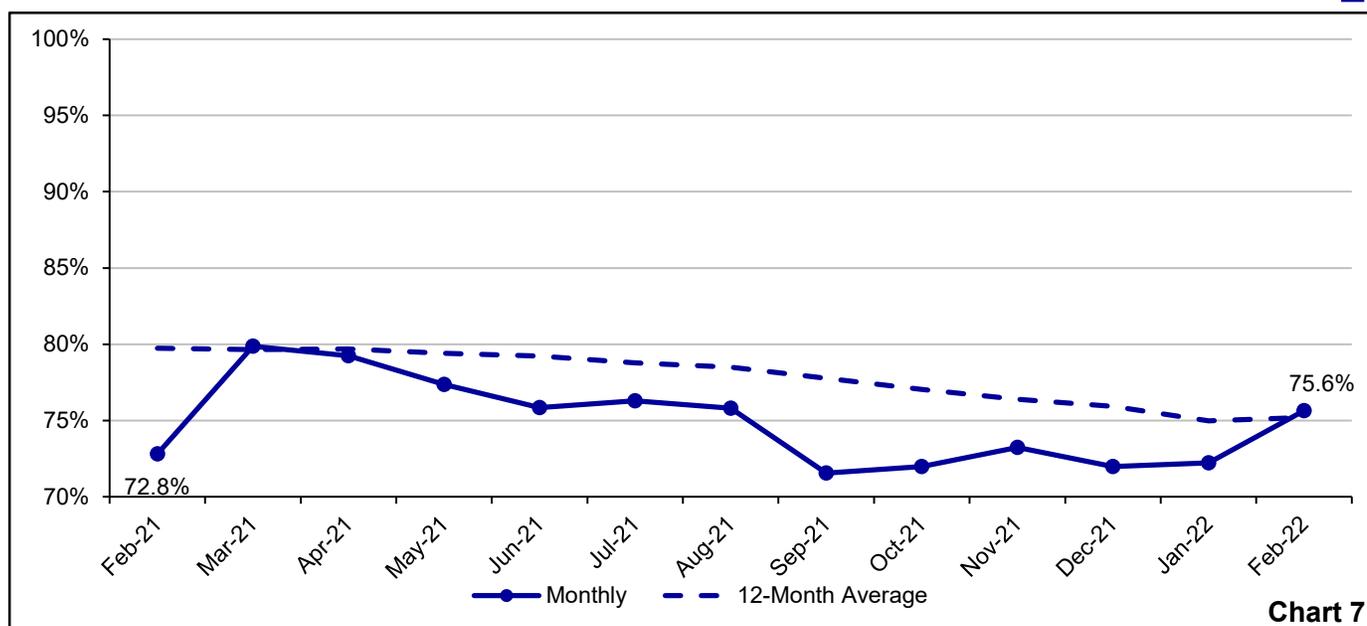


Chart 7

	Monthly			12-Month Average		
	Feb 22	Feb 21	Change (Pts)	Feb 22	Feb 21	Change (Pts)
Bronx	75.8%	72.3%	+3.5%	74.7%	80.0%	-5.3%
Brooklyn	71.3%	68.0%	+3.3%	71.5%	76.0%	-4.5%
Manhattan	78.9%	76.7%	+2.2%	78.5%	81.1%	-2.6%
Queens	77.9%	74.6%	+3.3%	77.6%	81.6%	-4.0%
Staten Island	74.3%	74.5%	-0.2%	73.0%	81.3%	-8.3%
Systemwide	75.6%	72.8%	+2.8%	75.2%	79.7%	-4.5%

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Feb 22</u>	<u>Feb 21</u>	<u>Change (Pts)</u>
Bronx	75.8%	72.3%	+3.5%
Local/Limited	75.6%	71.7%	+3.9%
Select Bus Service	70.6%	71.1%	-0.5%
Express	82.3%	83.3%	-1.0%
Brooklyn	71.3%	68.0%	+3.3%
Local/Limited	71.2%	67.9%	+3.3%
Select Bus Service	71.7%	66.5%	+5.2%
Express	76.9%	76.0%	+0.9%
Manhattan	78.9%	76.7%	+2.2%
Local/Limited	78.8%	76.4%	+2.4%
Select Bus Service	80.2%	79.3%	+0.9%
Express	N/A	N/A	N/A
Queens	77.9%	74.6%	+3.3%
Local/Limited	77.8%	74.5%	+3.3%
Select Bus Service	81.2%	72.4%	+8.8%
Express	80.7%	81.1%	-0.4%
Staten Island	74.3%	74.5%	-0.2%
Local/Limited	73.2%	74.1%	-0.9%
Select Bus Service	79.4%	76.7%	+2.7%
Express	77.4%	75.8%	+1.6%
Systemwide	75.6%	72.8%	+2.8%
Local/Limited	75.4%	72.5%	+2.9%
Select Bus Service	78.4%	75.4%	+3.0%
Express	79.2%	78.7%	+0.5%

Bus Mean Distance Between Service Interruptions

Desired trend 

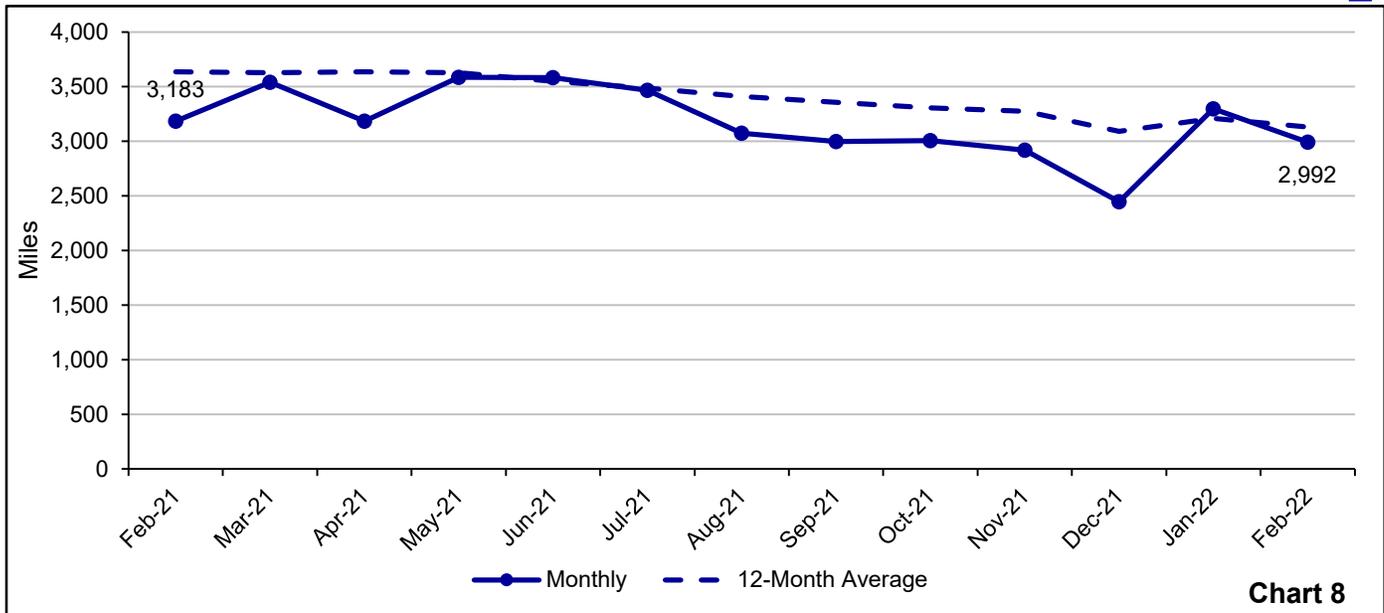


Chart 8

Systemwide

Monthly			12-Month Average		
Feb 22	Feb 21	% Change	Feb 22	Feb 21	% Change
2,992	3,183	-6.0%	3,131	3,636	-13.9%

Bus Percentage of Completed Trips

Desired trend 

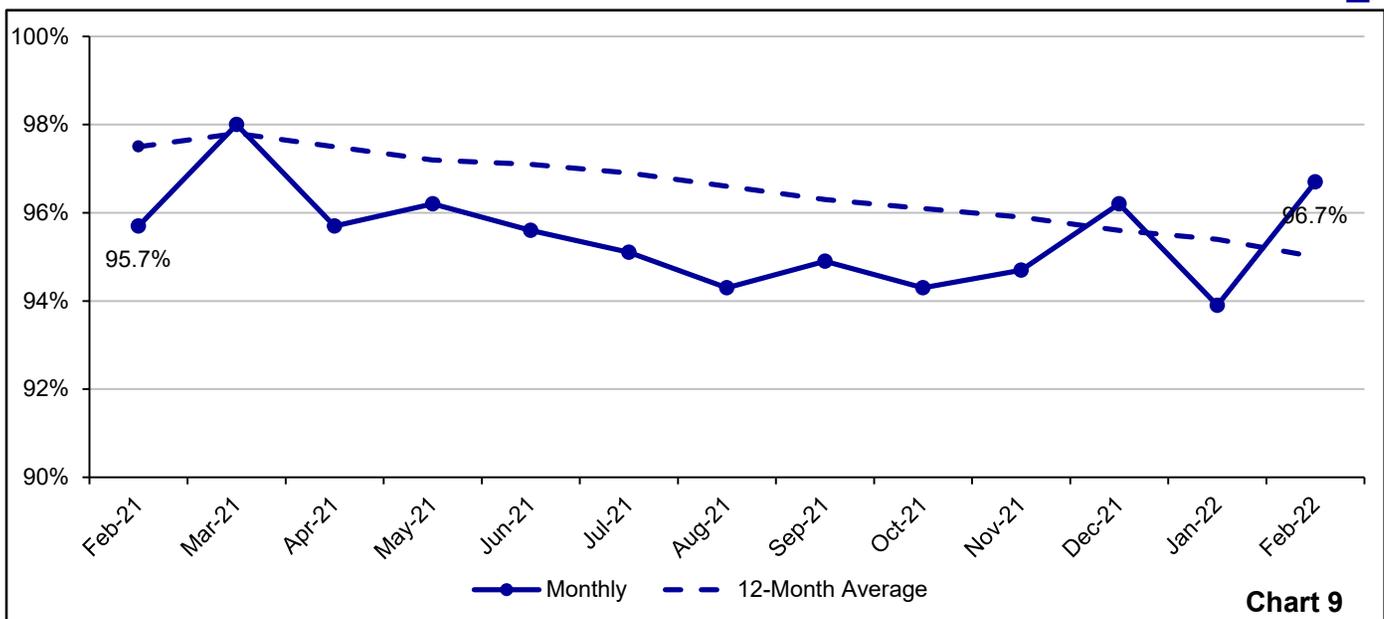


Chart 9

Systemwide

Monthly			12-Month Average		
Feb 22	Feb 21	Change (Pts)	Feb 22	Feb 21	Change (Pts)
96.7%	95.7%	+1.0%	95.0%	97.5%	-2.5%

Bus AM Weekday Pull Out Performance

Desired trend

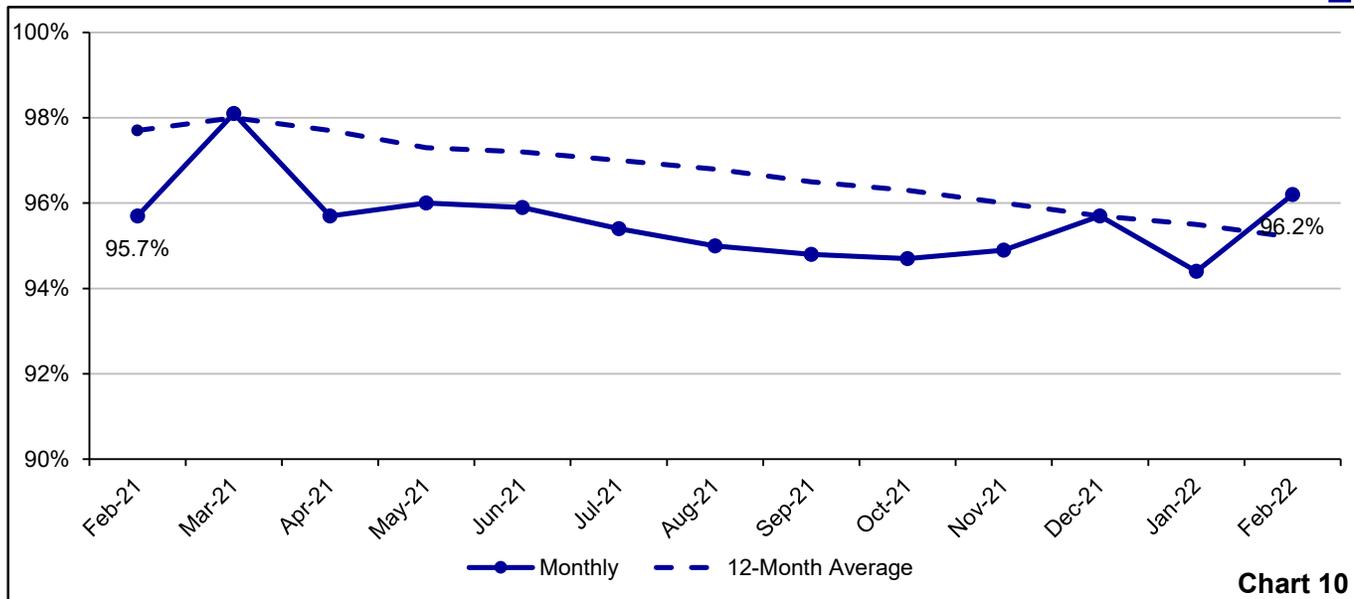


Chart 10

	Monthly			12-Month Average		
	Feb 22	Feb 21	Change (Pts)	Feb 22	Feb 21	Change (Pts)
Systemwide	96.2%	95.7%	+0.5%	95.2%	97.7%	-2.5%

Bus PM Weekday Pull Out Performance

Desired trend

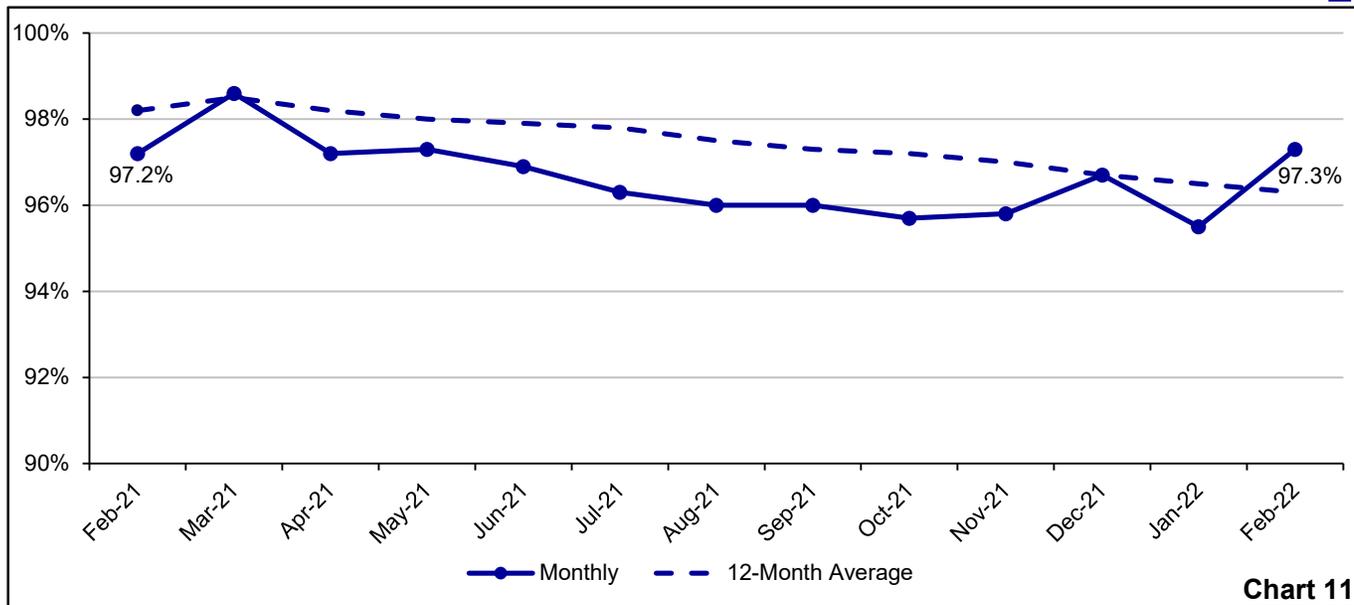


Chart 11

	Monthly			12-Month Average		
	Feb 22	Feb 21	Change (Pts)	Feb 22	Feb 21	Change (Pts)
Systemwide	97.3%	97.2%	+0.1%	96.3%	98.2%	-1.9%

Customer Service Report: Paratransit

Christopher Pangilinan, Vice President



The Paratransit team welcomes the new Vice President of Paratransit, Christopher Pangilinan (center), during his overview tour of the Access-A-Ride operation at 3300 Northern Blvd, in Long Island City. Chris returns to New York City Transit with nearly 20 years of experience in the industry, and with a unique perspective as a longtime disability advocate and transit rider.

Paratransit Report

Statistical results for the month of January 2022 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: January 2022			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	379,042	450,395	-15.8%	461,477	425,306	+8.5%
	Total Ridership	558,979	614,033	-9.0%	646,486	566,137	+14.2%
On-Time Performance	Pick-up Primary 30 Minute	98.0%	99.0%	-1.0%	94.1%	97.8%	-3.8%
	Pick-up Primary 15 Minute	90.0%	94.0%	-4.0%	83.6%	90.4%	-6.8%
	Pick-up Broker 30 Minute	95.0%	98.0%	-3.0%	90.8%	97.8%	-7.1%
	Pick-up Broker 15 Minute	84.0%	91.0%	-7.0%	75.4%	91.1%	-15.7%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	47.0%	n/a
	Appointment OTP Trips Primary - Early*	n/a	n/a	n/a	n/a	47.0%	n/a
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	31.0%	n/a
Ride Time	Appointment OTP Trips Broker - Early*	n/a	n/a	n/a	n/a	62.0%	n/a
	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	84.0%	89.0%	-5.0%	82.3%	86.5%	-4.3%
	Average Actual Trip Duration in Minutes	32	26	+23.1%	33	29	+14.9%
	Max Ride Time Performance Primary	99.0%	99.0%	0.0%	98.7%	99.0%	-0.3%
Customer Experience	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	98.6%	99.0%	-0.4%
	Frequent Rider Experience Primary*	n/a	n/a	n/a	n/a	78.0%	n/a
Provider No-Shows	Frequent Rider Experience Broker*	n/a	n/a	n/a	n/a	71.0%	n/a
	Provider No-Shows per 1,000 Schedule Trips Primary	0.52	0.32	+62.5%	2.63	0.58	+354.5%
Customer Complaints	Provider No-Shows per 1,000 Schedule Trips Broker	4.29	0.42	+921.4%	4.72	0.65	+630.2%
	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	1.9	1.3	+46.2%	4.9	1.6	+210.6%
Call Center	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	2.5	1.0	+150.0%	2.7	1.1	+143.6%
	Percent of Calls Answered	98.0%	97.0%	+1.0%	90.4%	96.8%	-6.4%
Eligibility	Average Call Answer Speed in Seconds	22	25	-12.0%	147	37	+302.1%
	Total Registrants	167,622	160,380	+4.5%	164,222	162,071	+1.3%

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Ridership by Provider Type

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

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

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

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

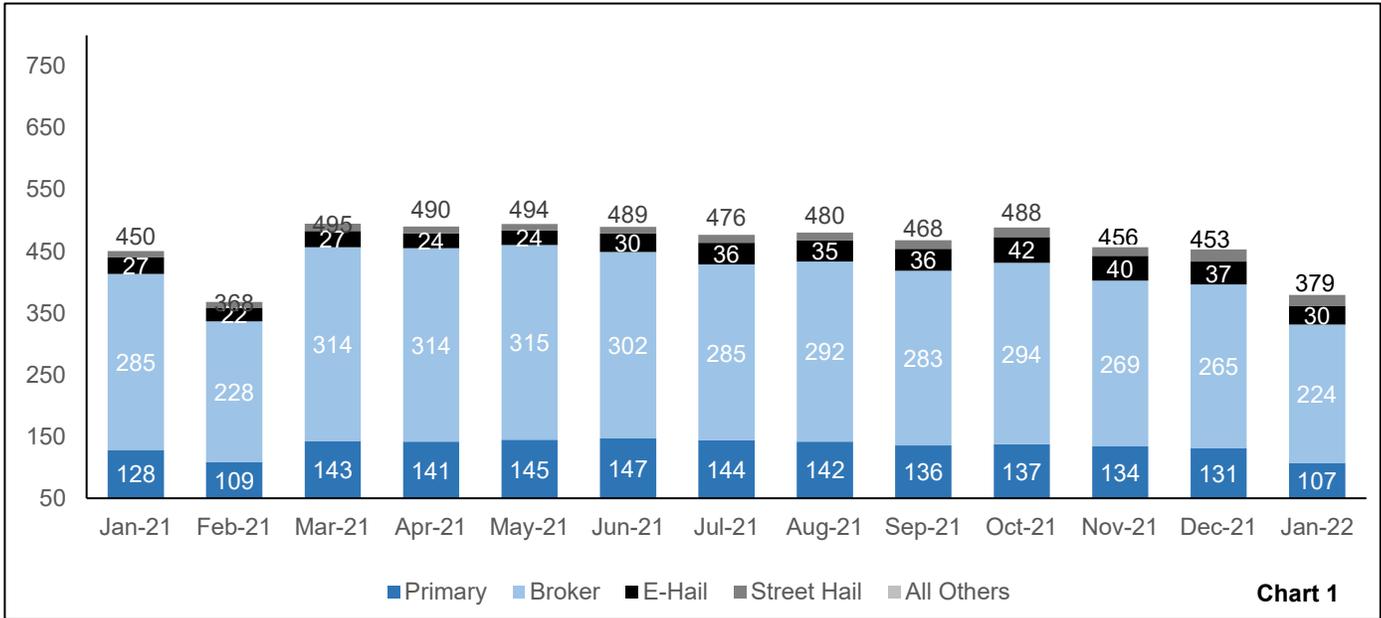
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

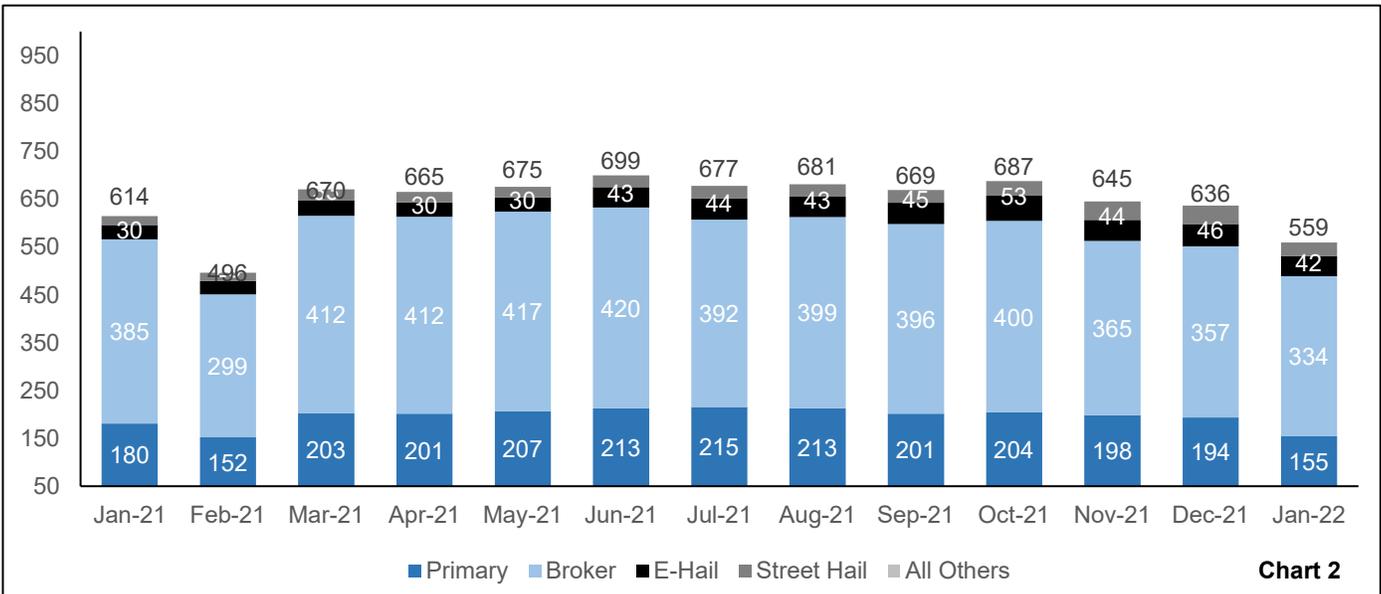
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips (In Thousands)



Total Ridership (In Thousands)



Total Trips Discussion

- Total Trips in January 2022 decreased by 74K (or 16.3%) when compared to December 2021, and decreased by 71K (or 15.8%) when compared to January 2021.

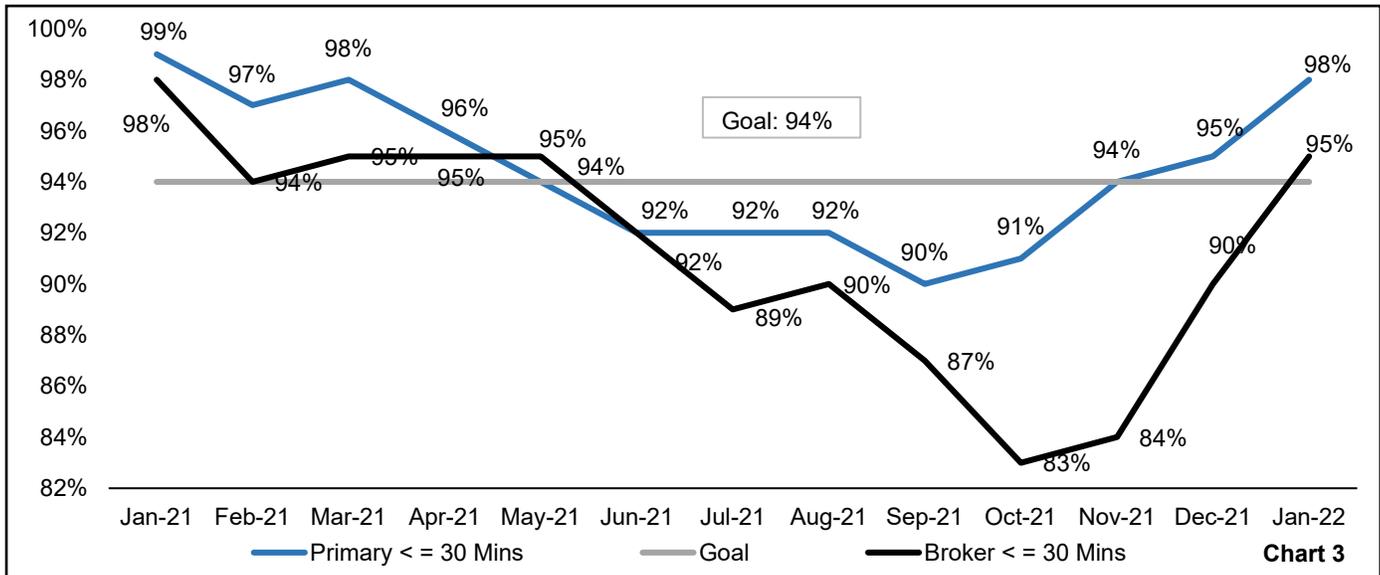
Total Ridership Discussion

- Total Ridership in January 2022 decreased by 77K (or 12.1%) when compared to December 2021, and decreased by 55K (or 9.0%) when compared to January 2021.

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

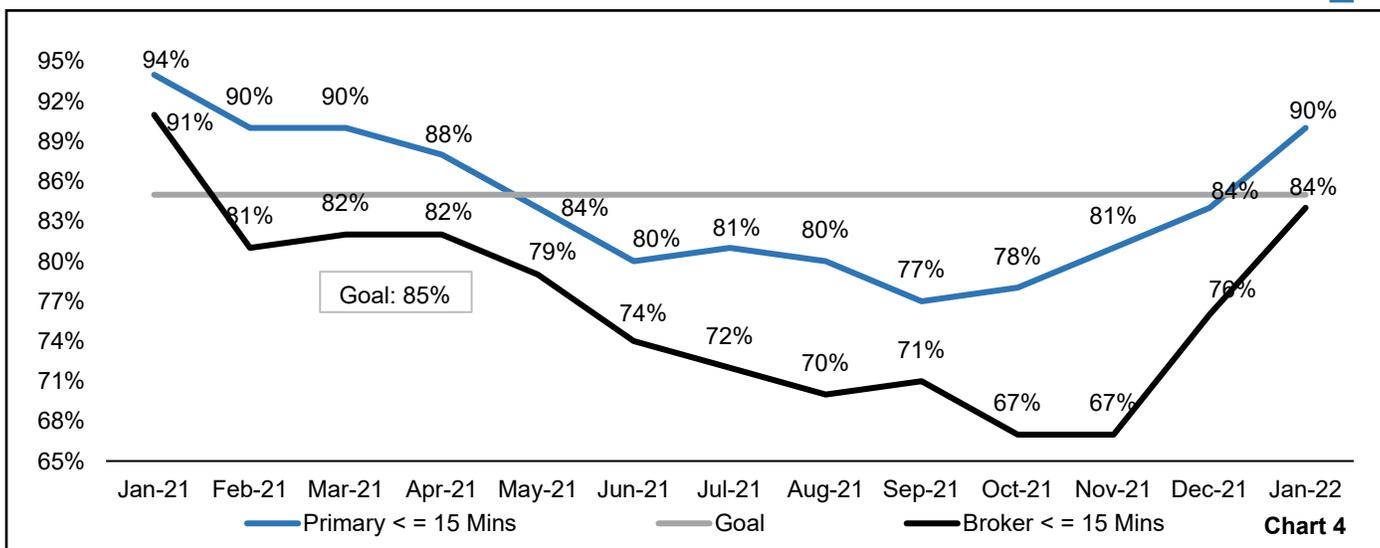
OTP <= 30 Minutes Primary and Broker

Desired trend 



OTP <= 15 Minutes Primary and Broker

Desired trend 



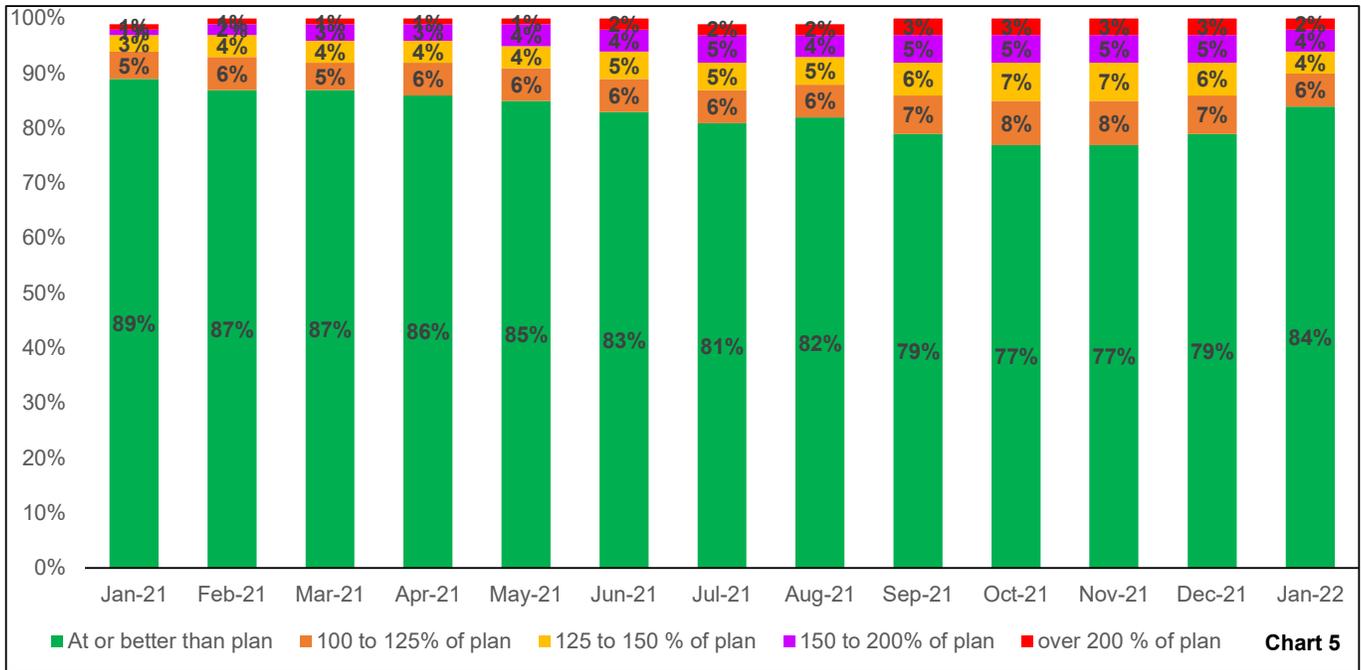
<= 30 Minutes Pick Up On-Time Performance Discussion

- January 2022 Primary 30 minute P/U, OTP result of 98% improved by 3 percentage points when compared to December 2021, and declined by 1 percentage point when compared to January 2021.
- January 2022 Broker 30 minute P/U, OTP result of 95% improved by 5 percentage points when compared to December 2021, and declined by 3 percentage points when compared to January 2021.

<= 15 Minutes Pick Up On-Time Performance Discussion

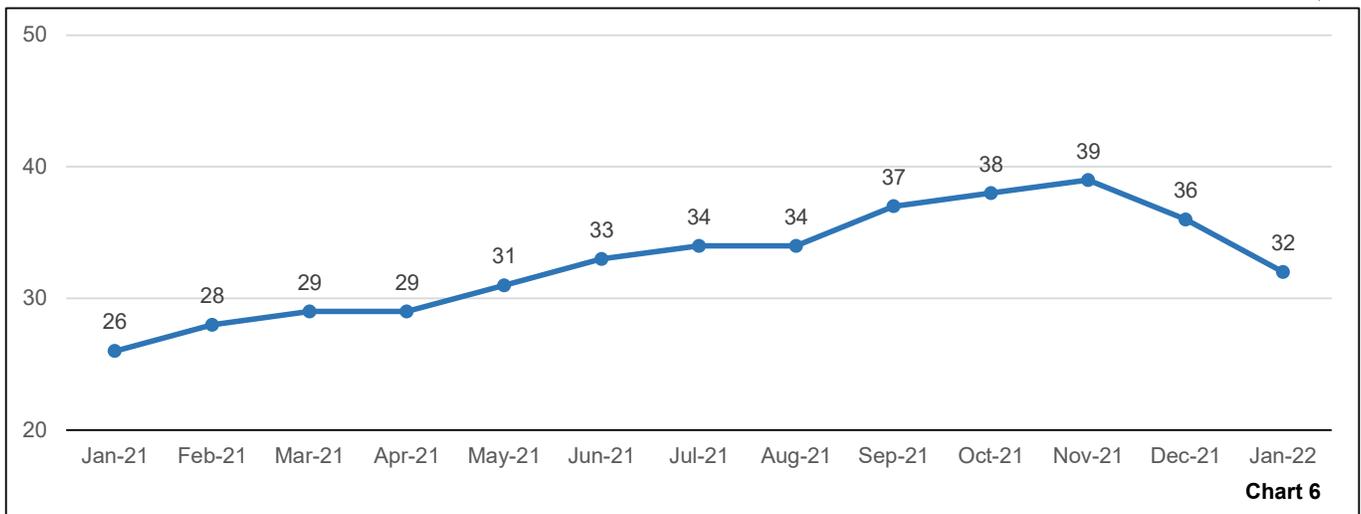
- January 2022 Primary 15 minute P/U, OTP result of 90% improved by 6 percentage points when compared to December 2021, and declined by 4 percentage points when compared to January 2021.
- January 2022 Broker 15 minute P/U, OTP result of 84% improved 8 percentage points when compared to December 2021, and declined by 7 percentage points when compared to January 2021.

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

- 84% of trips in January 2022 performed within the scheduled time or better increased 5 percentage points when compared to December 2021, and declined by 5 percentage points when compared to January 2021.

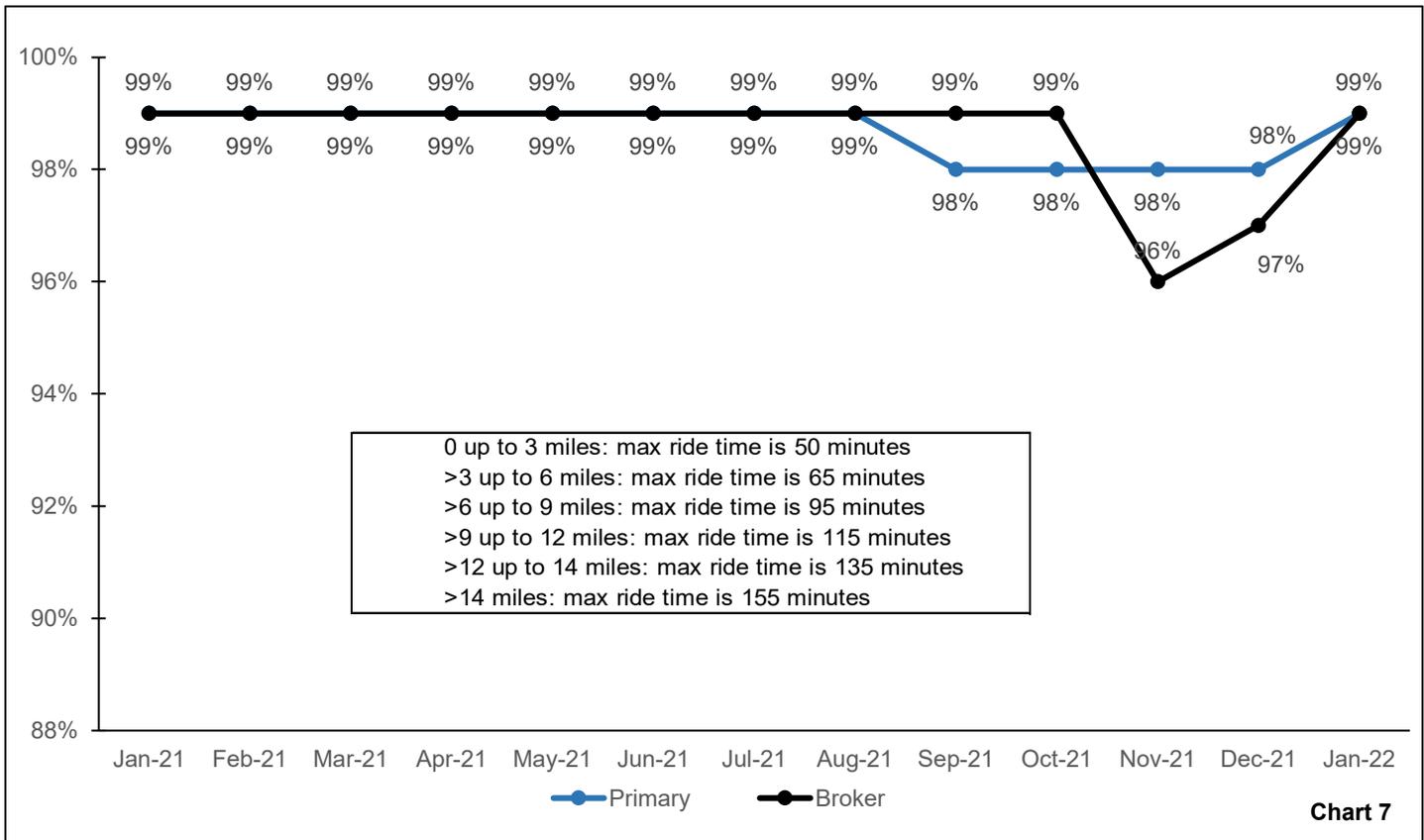
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in January 2022 improved by 4 minutes (or 11.1%) when compared to December 2021, and declined by 6 minutes (or 23.1%) when compared to January 2021.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend

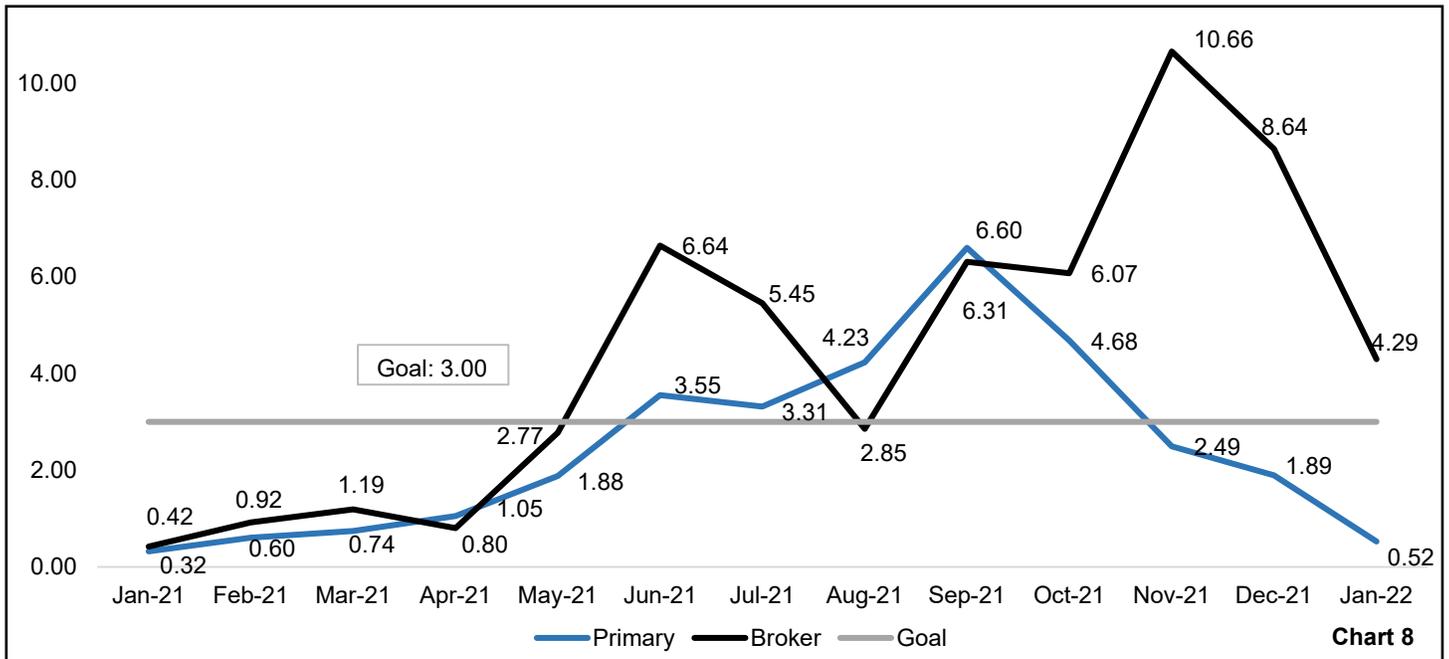


Max Ride Time Performance Discussion

- In the month of January 2022, 99% of Primary trips were completed within the Max Ride Time parameters. Performance improved by 1% compared to December 2021 and remained flat compared to January 2021.
- In the month of January 2022, 99% of Broker trips were completed within the Max Ride Time parameters. Performance improved by 2% compared to December 2021 and remained flat compared to January 2021.

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

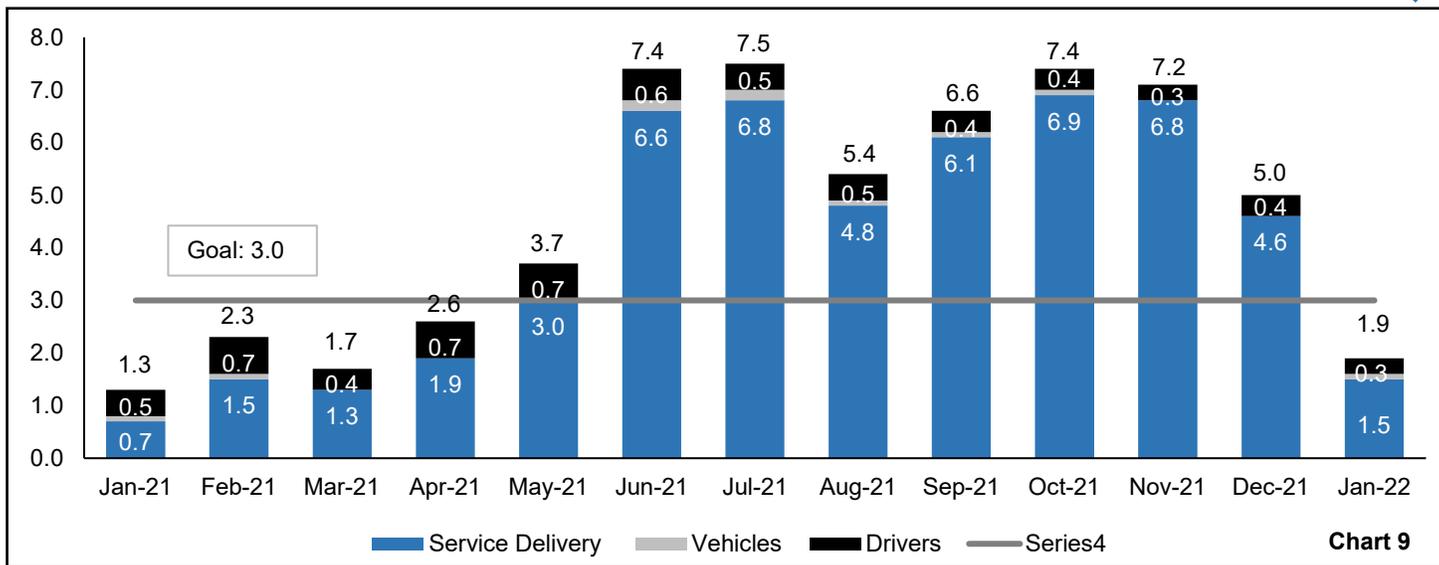


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows improved by 1.37 per 1,000 trips (or 72.5%) in January 2022 when compared to December 2021, and declined by 0.20 per 1,000 trips (or 62.5%) when compared to the same month last year.
- Broker No-Shows improved by 4.35 per 1,000 trips (or 50.4%) in January 2022 when compared to December 2021, and declined by 3.87 per 1,000 trips (or 921.4%) when compared to the same month last year.

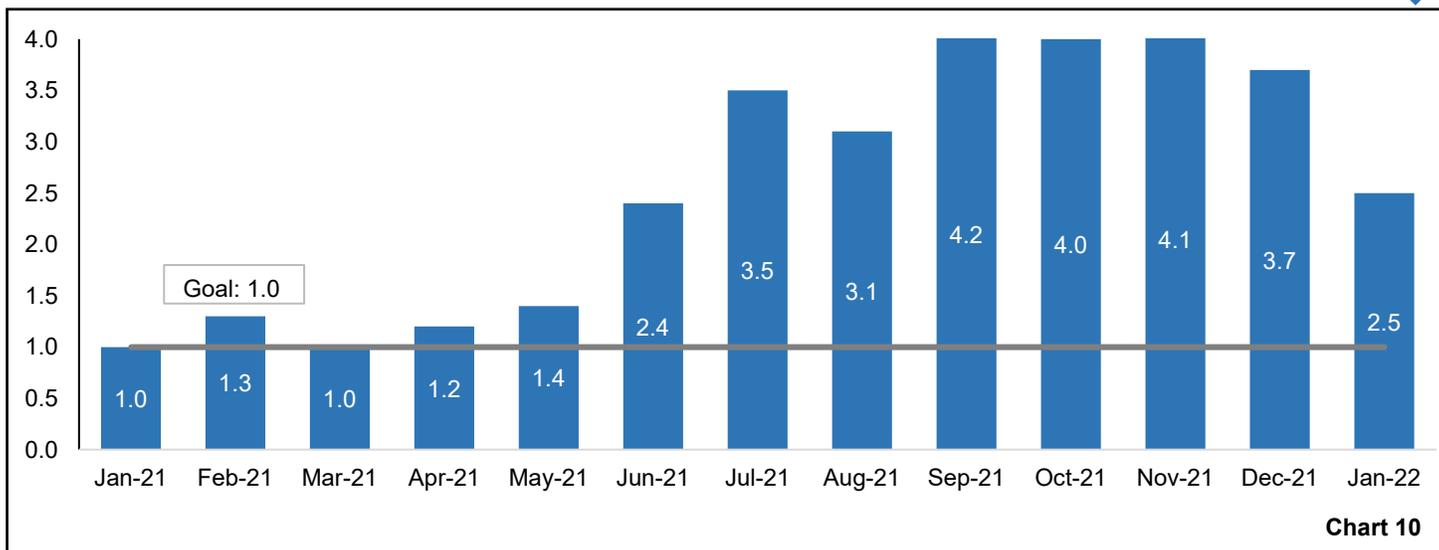
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

Desired trend ↓



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

Desired trend ↓



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

- The total Passenger Complaints related to Transportation Service in January 2022 decreased by 3.2 per 1,000 trips (or 62.8%) when compared to December 2021, and increased by 0.6 per 1,000 trips (or 46.2%) when compared to January 2021.

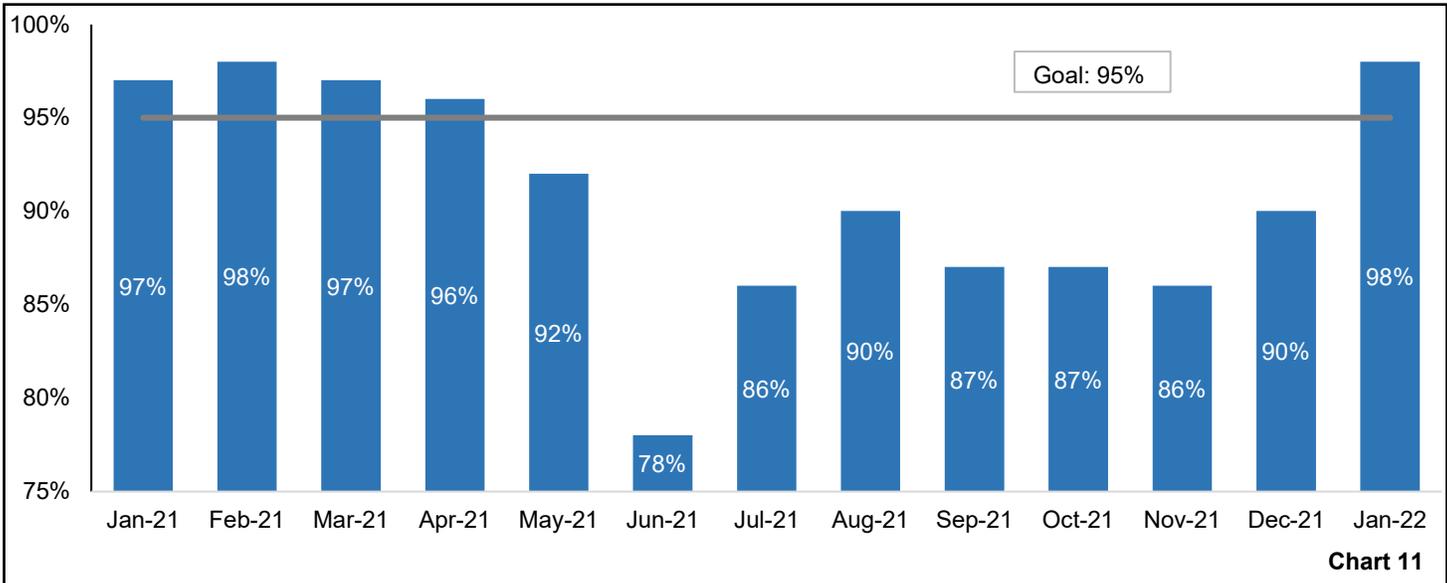
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service in January 2022 decreased by 1.3 per 1,000 trips (or 34.2%) when compared to December 2021, and increased by 1.5 per 1,000 trips (or 150.0%) when compared to January 2021.

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

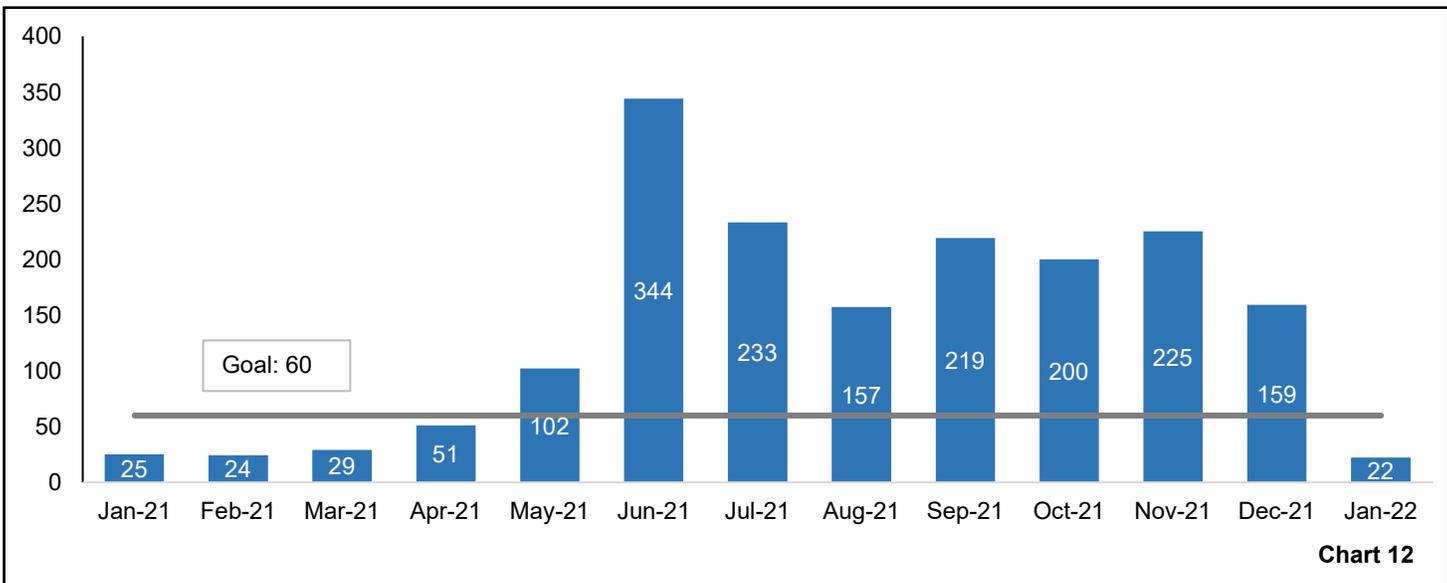
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

- The Percent of Calls Answered in January 2022 increased by 8 percentage point when compared to December 2021, and increased by 1 percentage points when compared to January 2021.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in January 2021 decreased by 137 seconds (or 86.2%) when compared to December 2021, and decreased by 3 seconds (or 12.0%) when compared to January 2021.

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer



Customer team members, led by Chief Customer Officer Sarah Meyer, set up a help desk at Grand Central subway entrance on February 28 to spread the word about MTA's new OMNY fare-capping pilot, which benefitted 76,000 customers in its first two weeks. To encourage even more New Yorkers to get back on subways and buses, the pilot reduces the cost of everyday travel. A key element of the promotion is the "Lucky 13" feature which means every additional ride on subways and buses after the 12th trip will be free for the rest of that week.

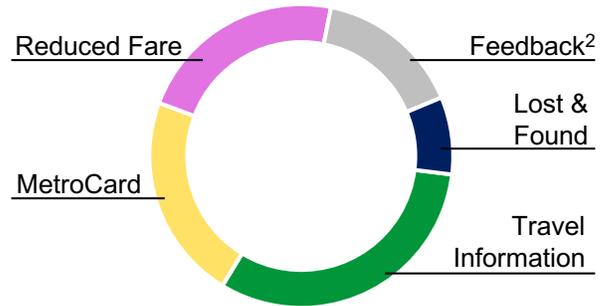
Customer engagement

12-month rolling averages through 5/21, throughout this section, reflect the very unusual travel levels and customer service needs between March and June 2020.

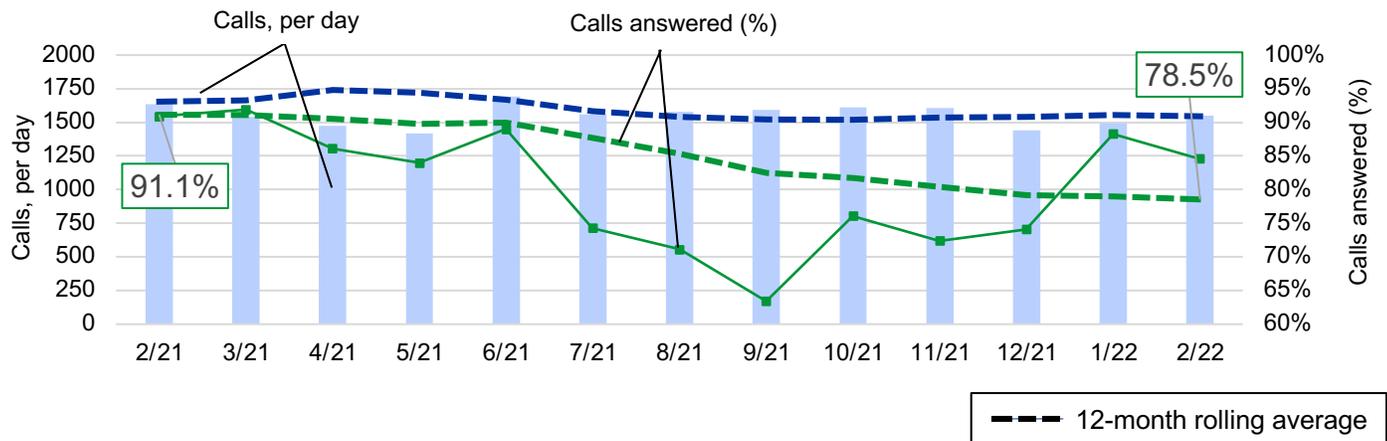
Telephone

	Feb 2022	Feb 2021	Variance
Telephone calls	43,392	45,807	▼5.3%
Calls answered	84.6%	90.9%	▼6.9%
Average time to answer ¹ (seconds)	199	64	▲210.9%

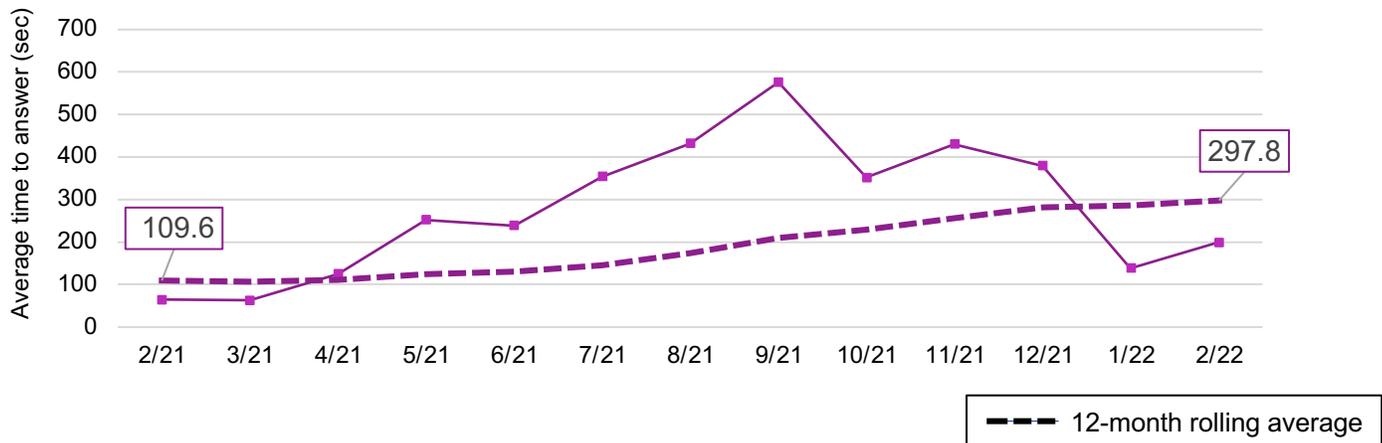
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



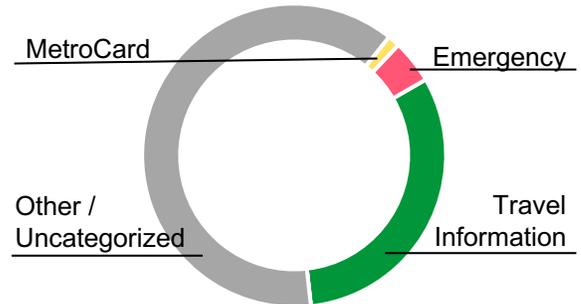
Telephone: average time to answer



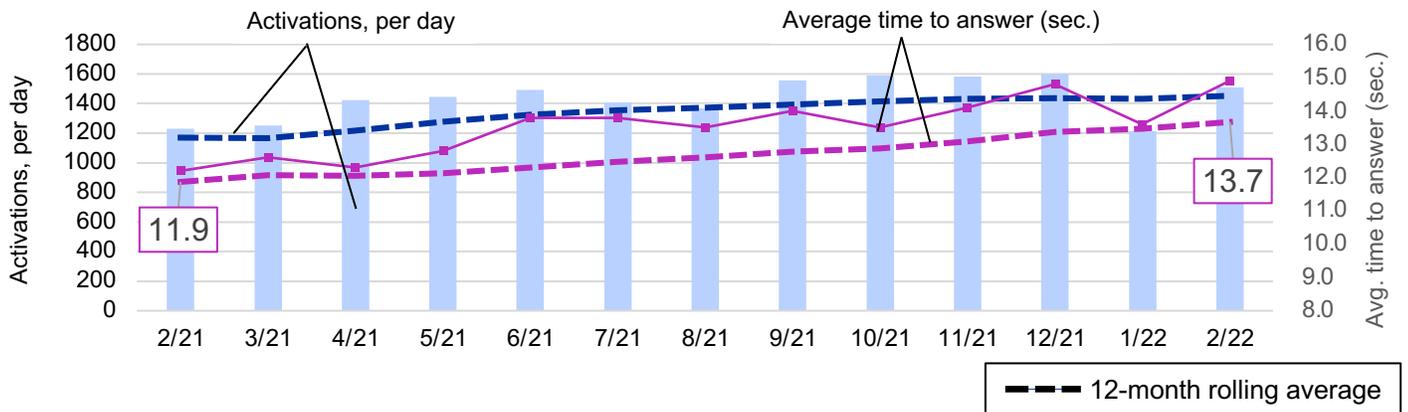
Customer engagement

Help Point

	Feb 2022	Feb 2021	Variance
Help Point activations	42,213	34,474	▲22.4%
Average time to answer (seconds)	14.9	12.2	▲22.3%

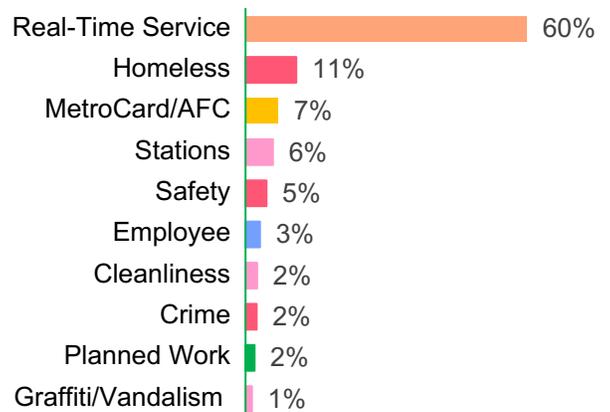


Help Point: activations and average time to answer

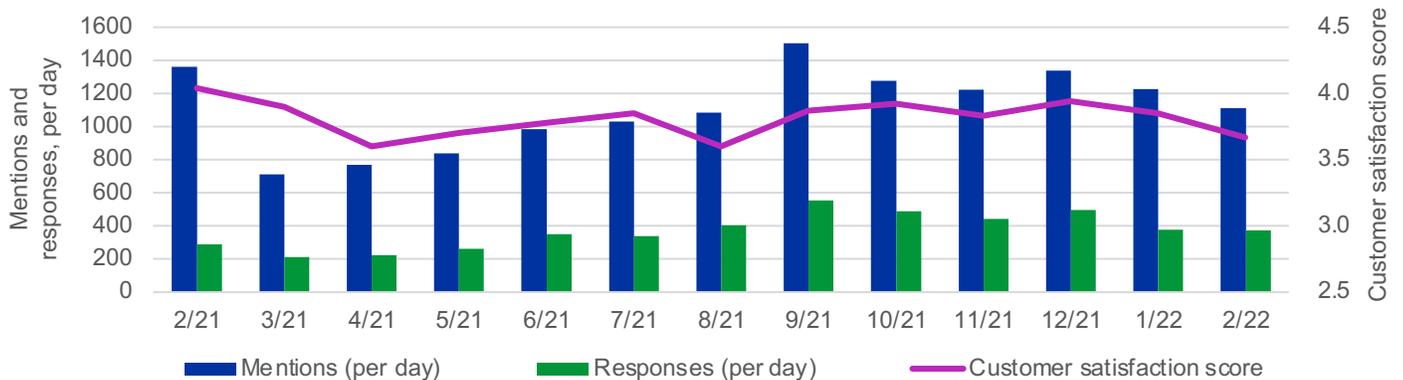


Social media

	Feb 2022	Feb 2021	Variance
Social media mentions ¹	31,140	38,113	▼18.3%
Responses sent	10,431	8,079	▲29.1%
Customer satisfaction score ²	3.67	4.04	▼9.2%



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

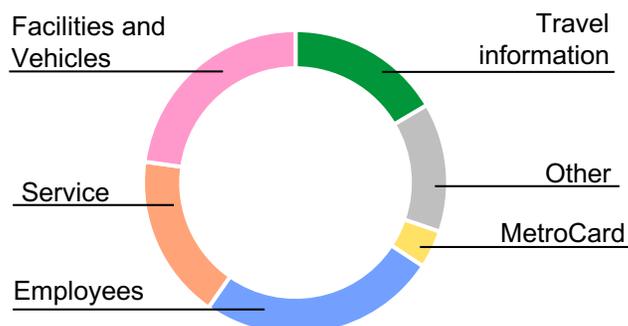


Customer engagement

Web, mobile app, and written feedback

	Feb 2022	Feb 2021	Variance
Received	6,751	3,288	▲ 105.3%
Responses sent ¹	9,725	4,980	▲ 95.3%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Feb 2022
Web	3,671
Twitter	4,410
Kiosks / Digital Displays ¹	6,783
Email and text alerts	
• Service	4,009
• Elevator and escalator status	7,608
Service Notice posters developed	465

1. Excludes countdown clocks

Social media followers

		Feb 2022	Feb 2021	Variance
Twitter	@NYCTSubway	1,017.3k	1,008.0k	▲ 0.9%
	@NYCTBus	32.8k	31.1k	▲ 5.5%
	@MTA	1,327.9k	1324.3k	▲ 0.3%
Facebook	MTA	156.9k	154.2k	▲ 1.8%
Instagram	@mtanyctransit	52.7k	40.3k	▲ 30.8%

Customer feedback

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

Complaints per 100,000 journeys

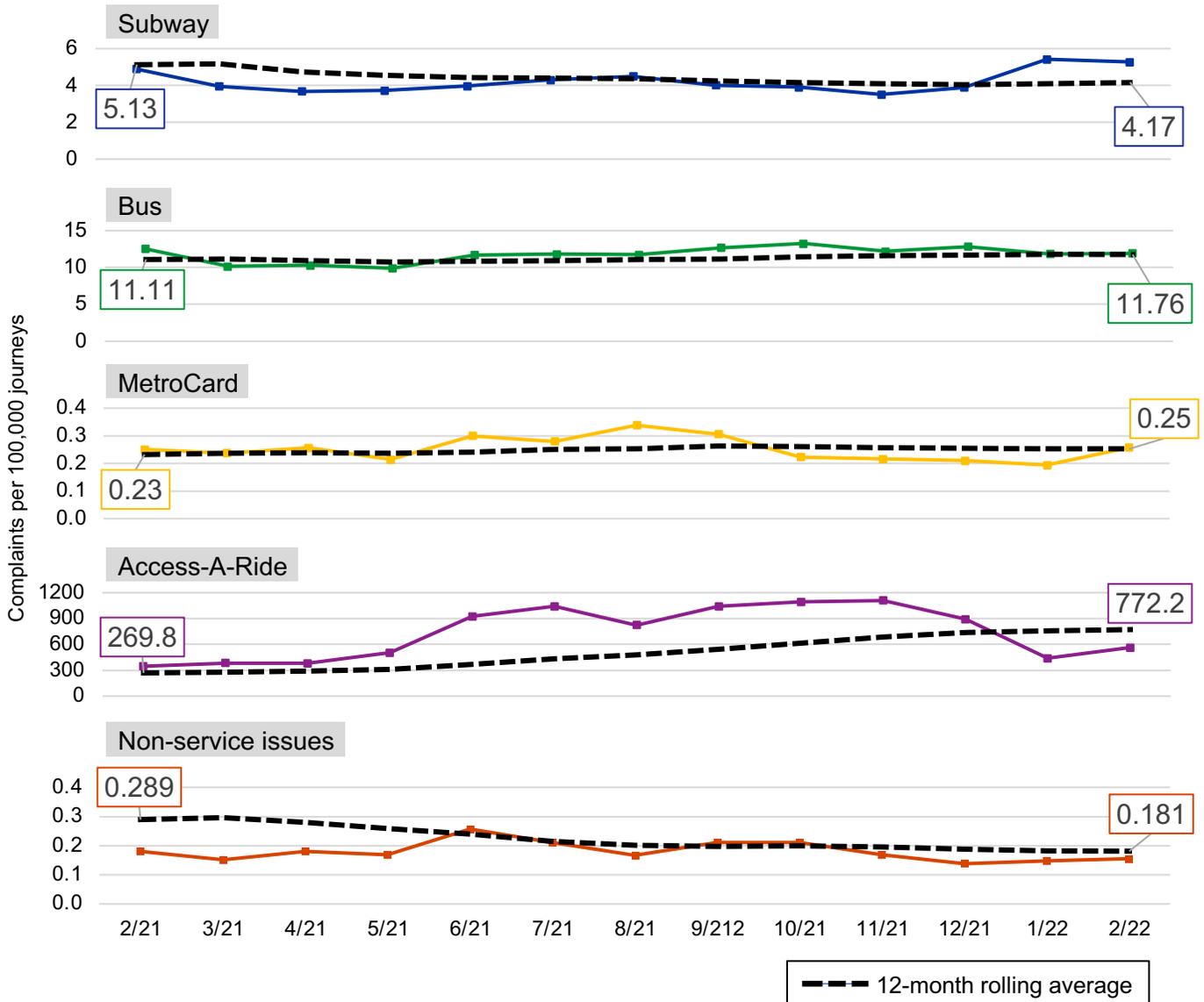
	Feb 2022	Feb 2021	Variance
Subway	5.27	4.89	▲7.8%
Bus	11.95	12.54	▼4.7%
MetroCard	0.26	0.25	▲2.6%
Access-A-Ride	563.3	346.8	▲62.4%
Non-service issues ¹	0.155	0.181	▼14.4%

Commendations per 100,000 journeys

	Feb 2022	Feb 2021	Variance
Subway	0.100	0.122	▼18.5%
Bus	0.56	0.62	▼9.4%
Access-A-Ride	91.3	81.4	▲12.3%
Non-service issues incl. MetroCard	0.028	0.016	▲72.0%

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

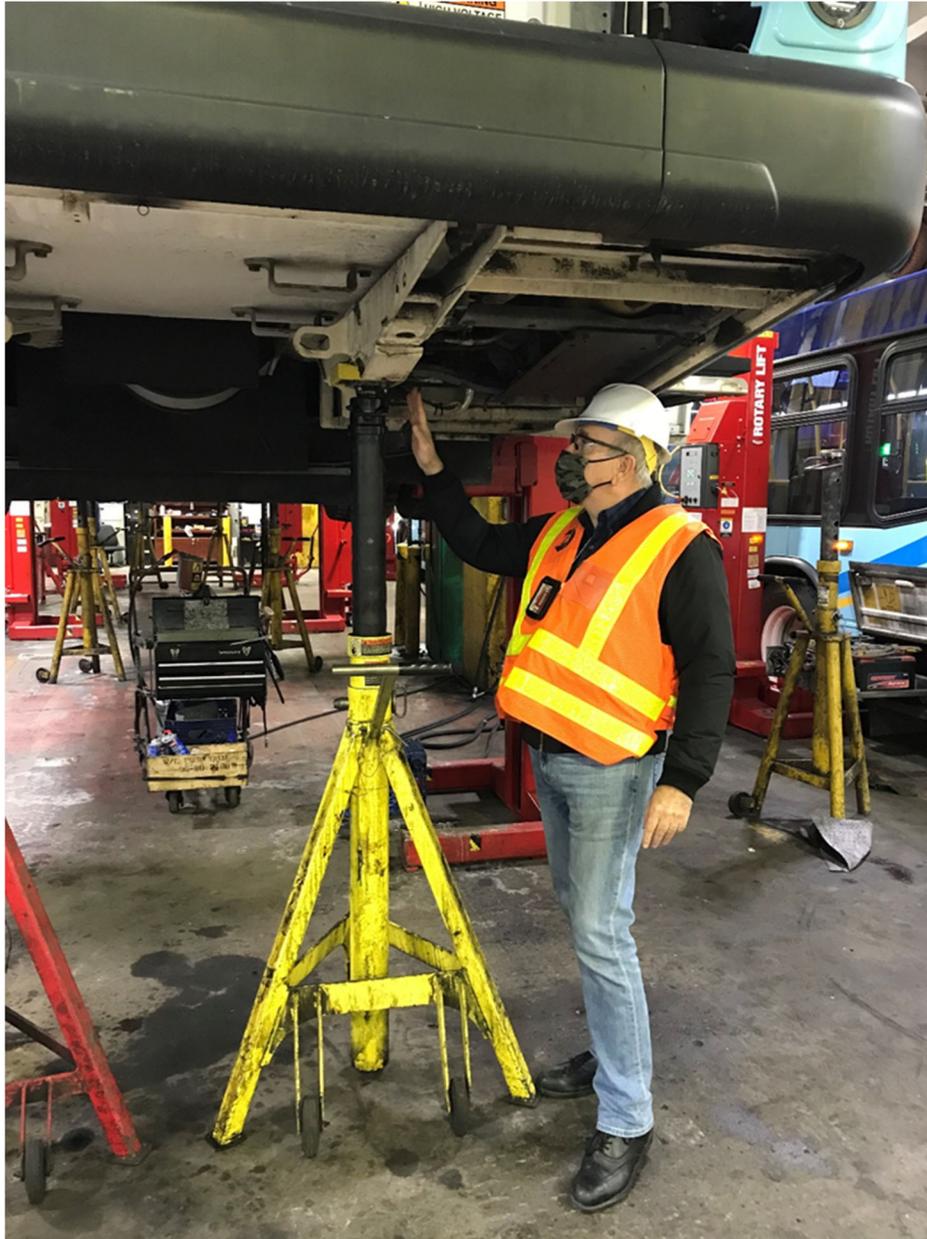
Complaints per 100,000 journeys: trends



Safety

Robert Diehl

Senior Vice President, Safety & Security



System Safety Specialist Jonathan Lipow verifies that a jack stand is making proper contact with a bus at M.J. Quill Bus Depot.

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report				
Performance Indicators		12-Month Average		
		Mar 19 - Feb 20	Mar 20 - Feb 21	Mar 21 - Feb 22
Subways				
Subway Customer Accidents per Million Customers ¹		2.95	4.95	4.03
Subway Collisions ²				
Total		2	2	2
Mainline		0	0	0
Yard		2	2	2
Subway Derailments ²				
Total		5	10	9
Mainline		1	5	0
Yard		4	5	9
Subway Fires ²		751	922	1,101
Buses				
Bus Collisions Per Million Miles Regional		53.88	40.36	54.14
Bus Collision Injuries Per Million Miles Regional		6.16	4.57	5.59
Bus Customer Accidents Per Million Customers ¹ Regional*		1.49	1.83	1.86
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹		4.47	5.31	4.78

¹ 12-month Average data from February through January.

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

* = Due to the implementation of rear door boarding and suspension of fare collection to protect frontline employees from the spread of COVID-19, AFC (MetroCard and OMNY) was not used from March 23, 2020, to August 30, 2020, to determine ridership. During this time, ridership was estimated using Automated Passenger Counter (APC) data.

Leading Indicators				
Subways	February	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	27	55	340	16.2%
Joint Track Safety Audits -- Compliance Rate	98.2%	98.8%	100.0%	98.8%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	1,170	3,036	10,758	28.2%
Friction Pad Installation	3,363	4,113	22,000	18.7%
Buses	February	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	50	64	800	8.0%
Vision Zero Employee Training*	0	48	4,500	1.1%

* = On hold until April 2022, due to Omicron Variant and Employee Availability.

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.

Subway Fires February 2022

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:	86.0%	Train:	25
Average:	13.3%	Right-of-way:	63
Above Average:	0.7%	Station:	61
High:	0.0%	Other:	1
		Total:	150

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

Train:		Right-of-Way:		Station:	
Debris:	16	Debris:	42	Debris:	55
Element:	3	Insulator:	8	Electrical:	5
Brake Shoes:	1	Fiberglass Insulator:	3	Oil:	1
Circuit Breaker:	1	Large Object Debris:	3		
Compressor:	1	Tie:	1		



March 2022 Crime Report

The purpose of this report is to provide Committee Members with statistical information regarding the number of major felonies including: homicide, robbery, assault, rape in addition to hate crime incidents occurring in the NYCT Subway system. The report is submitted by NYPD's Transit Bureau on a monthly basis for the month ending prior to the reporting period. The report also includes statistics on employee assaults and harassment as well as vandalism, compiled by the NYCT Department of Safety and Security, and incidents on SIRT compiled by MTA PD.



Police Department
City of New York

MTA Report

CRIME STATISTICS FEBRUARY

	2022	2021	Diff	% Change
MURDER	0	2	-2	-100.0%
RAPE	1	0	1	***. *%
ROBBERY	52	31	21	67.7%
FELASSAULT	41	37	4	10.8%
BURGLARY	1	1	0	0.0%
GL	87	34	53	155.9%
<u>TOTAL MAJOR FELONIES</u>	<u>182</u>	<u>105</u>	<u>77</u>	<u>73.3%</u>

CRIME STATISTICS JANUARY THRU FEBRUARY

	2022	2021	Diff	% Change
MURDER	2	2	0	0.0%
RAPE	2	1	1	100.0%
ROBBERY	110	55	55	100.0%
FELASSAULT	87	79	8	10.1%
BURGLARY	2	3	-1	-33.3%
GL	180	78	102	130.8%
<u>TOTAL MAJOR FELONIES</u>	<u>383</u>	<u>218</u>	<u>165</u>	<u>75.7%</u>

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



FEBRUARY ACTIVITY

	2022	2021	Diff	% Change
Total Arrests	708	361	347	96.1%
TOS Arrests	129	60	69	115.0%
Total Summons	7096	6340	756	11.9%
TOS TABs	5407	5258	149	2.8%
TOS C-Summ	87	84	3	3.6%

JANUARY THRU FEBRUARY ACTIVITY

	2022	2021	Diff	% Change
Total Arrests	1237	786	451	57.4%
TOS Arrests	222	137	85	62.0%
Total Summons	14215	12774	1441	11.3%
TOS TABs	11086	10780	306	2.8%
TOS C-Summ	160	171	-11	-6.4%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

**Transit Bureau
Hate Crime Statistical Data
(As of 3/6/2022)**

Motivation:

Motivation	2022	2021	Diff	% Change
ASIAN	2	2	0	0%
BLACK	4	2	2	100%
ETHNIC	4	2	2	100%
GENDER	1	2	-1	-50%
HISPANIC	1	0	1	***.*
JEWISH	7	1	6	600%
MUSLIM	1	0	1	***.*
SEXUAL ORIENTATION	2	2	0	0%
WHITE	1	0	1	***.*
Grand Total	23	11	12	109%

Crime Name:

Crime Name	2022	2021	Diff	% Change
Aggravated Harassment 1	5	2	3	150%
Aggravated Harassment 2	5	2	3	150%
Assault 2	4	0	4	***.*
Assault 3	3	3	0	0%
Criminal Mischief 4	5	2	3	150%
Forcible Touching	0	1	-1	-100%
Menacing 2	1	0	1	***.*
Menacing 3	0	1	-1	-100%
Grand Total	23	11	12	109%



Police Department
City of New York

REPORT

JANUARY-FEBRUARY

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	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	2022
Murder	0	0	2	0	0	0	0	1	2	1	1	0	1	0	0	0	0	0	0	0	0	0	1	0	2	0
Rape	1	1	0	1	1	0	1	0	1	1	0	2	0	0	0	1	1	3	0	0	0	0	1	2	1	1
Robbery	404	316	267	230	208	208	192	172	205	174	131	128	123	127	115	174	97	88	70	79	61	76	84	151	54	52
Assault	65	76	64	62	46	38	33	42	47	22	33	29	33	30	39	26	29	26	32	55	60	52	58	76	79	41
Burglary	9	4	0	2	1	0	2	0	0	0	0	2	0	2	0	0	2	4	1	5	3	2	2	1	3	1
GL	486	405	333	356	355	329	257	296	324	182	193	223	213	176	201	286	284	270	221	252	268	239	244	294	78	87
TOTAL MAJOR FELONIES	965	802	666	651	611	575	485	511	579	380	358	384	370	335	355	487	413	391	324	391	392	369	390	524	217	182
Major Fel Per Day	16.36	13.59	11.29	11.03	10.36	9.75	8.22	8.66	9.81	6.44	6.07	6.51	6.27	5.68	6.02	8.25	7.00	6.63	5.49	6.52	6.64	6.25	6.61	8.73	3.62	3.03



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department

Staten Island Rapid Transit

February 2022 vs. 2021

	2022	2021	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	0	0	0%
Burglary	0	0	0	0%
Grand Larceny	1	0	1	100%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	1	0	1	100%

Year to Date 2022 vs. 2021

	2022	2021	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	0	0	0%
Burglary	0	0	0	0%
Grand Larceny	1	0	1	100%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	1	0	1	100%

Financial and Ridership Reports

Jaibala Patel, Deputy Chief Financial Officer, MTA



Starting 2022, the MTA took over operation of SIM23 and SIM24 routes. Its riders will be able to benefit of the features available to all other Staten Island express bus riders. The two routes transport daily to and from midtown Manhattan about 300 passengers.

Preliminary February 2022 Monthly Report:

New York City Transit

The purpose of this report is to provide the preliminary February 2022 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:

- February 2022 New York City Transit ridership of 95.4 million was 20.5 million (17.7 percent) below budget, of which subway ridership of 70.0 million was under 15.3 million (17.9 percent), and bus ridership of 24.8 million was 5.2 million (17.3 percent) lower than budget. For February 2022 year-to-date, total ridership underran by 54.2 million (22.9 percent).
- February 2022 ridership compared with February 2019 was lower by 73.9 million (43.7 percent). Subway ridership underran by 44.6 percent and bus ridership was lower by 41.2 percent. Total February 2022 year-to-date ridership compared to February 2019 year-to-date was 166.6 million (47.7 percent) lower than budget.
- February 2022 year-to-date ridership was 61.7 million (51.0 percent) above February 2021 year-to-date ridership. Subway YTD ridership was 66.3 percent higher, and bus ridership was 21.3 percent higher.
- February 2022 farebox revenue of \$204.8 million was below budget by \$37.0 million (15.3 percent). February 2022 YTD farebox revenue fell short of budget by \$102.5 million (20.7 percent).

February 2022 operating expenses of \$648.3 million is favorable to budget by \$86.8 million (11.8 percent).

- Labor expenses were below budget by a net \$55.5 million (9.8 percent), primarily due to health & welfare/OPEB current expense underruns of \$66.0 million (47.5 percent), due to favorable timing of expense accruals and prescription rebate credits. Underruns in payroll of \$14.5 million (5.2 percent), due to vacancies also contributed to the general labor favorability. Overtime overruns of \$21.0 million (51.0 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$3.8 million (21.0 percent), resulted from lower reimbursable labor charges than expected providing a partial offset to favorability in labor expense.
- Non-labor expenses were net favorable to budget by \$31.2 million (18.4 percent), mainly due to underruns in materials & supplies of \$15.4 million (55.5 percent), reflecting favorable timing of material expense accruals. Maintenance and other operating contracts were lower than budget by \$9.2 million (32.3 percent), due to favorable timing of maintenance service charges and equipment rental credits, and Paratransit service contracts were lower by \$4.5 million (14.1 percent), reflecting fewer trips and favorable support costs.

2022 year-to-date operating expense of \$1,433.1 million is favorable to budget by \$73.3 million (4.9 percent).

- Labor expenses were below budget by a net \$30.2 million (2.6 percent), primarily due to health & welfare/OPEB current expense underruns of \$50.9 million (18.3 percent), due to favorable

timing of expense accruals and prescription rebate credits. Underruns in payroll of \$27.0 million (4.6 percent), due to vacancies and pension lower by \$5.3 million (3.4 percent), due to favorable timing of expenses both contributed to general labor favorability. Overtime overruns of \$30.8 million (36.3 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$14.6 million (39.2 percent), and other fringe benefits over by \$7.6 million (7.9 percent), resulted from lower reimbursable labor charges than expected providing a partial offset to general favorability in labor expenses.

- Non-labor expenses were net favorable to budget by \$43.2 million (12.7 percent), mainly due to underruns in materials & supplies of \$18.8 million (33.7 percent), reflecting favorable timing of material expense accruals. Maintenance and other operating contracts were lower than budget by \$13.0 million (24.1 percent), due to favorable timing of maintenance service charges and equipment rental credits, and Paratransit service contracts were lower by \$10.2 million (15.9 percent), reflecting fewer trips and favorable support costs.

Financial Results

Farebox Revenue

February 2022 Farebox Revenue - (\$ in millions)								
	February				February Year-to-Date			
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	183.3	155.8	(27.6)	(15.0%)	375.6	296.5	(79.1)	(21.1%)
NYCT Bus	52.6	43.5	(9.2)	(17.4%)	107.0	84.5	(22.6)	(21.1%)
Paratransit	1.5	1.2	(0.3)	(18.7%)	3.1	2.3	(0.8)	(26.3%)
Subtotal	237.5	200.5	(37.0)	(15.6%)	485.7	383.2	(102.5)	(21.1%)
Fare Media Liability	4.4	4.4	0.0	0.0%	8.8	8.8	0.0	0.0%
Total - NYCT	241.9	204.8	(37.0)	(15.3%)	494.5	392.0	(102.5)	(20.7%)

Note: Total may not add due to rounding

February 2022 farebox revenue of \$204.8 million was \$37.0 million (15.3 percent), below budget. Subway revenue underran by \$27.6 million (15 percent), bus revenue was lower by \$9.2 million (17.4 percent), and paratransit revenue was \$0.28 million (18.7 percent) under budget. Accrued fare media liability was equal to budget. The February 2022 non-student average fare of \$2.24 increased 4.7¢ from February 2021; subway fare increased 1.4¢; local bus fare decreased 0.8¢; express bus fare increased 7.5¢.

Average Fare

February Non-Student Average Fare - (in \$)				
	NYC Transit			
	2021	Prelim 2022	Change	
			Amount	Percent
Subway	2.339	2.353	0.014	0.6%
Local Bus	1.833	1.825	(0.008)	(0.4%)
Subway & Local Bus	2.177	2.220	0.044	2.0%
Express Bus	5.945	6.020	0.075	1.3%
Total	2.193	2.240	0.047	2.2%

The February 2022 non-student average local fare of \$2.24 increased 4.7¢ (2 percent) from the prior year.

Non-reimbursable Expenses – February 2022

Non-reimbursable expenses of \$648.3 million (before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment), was favorable to budget by \$86.8 million (11.8 percent).

Labor expenses underran budget by a net \$55.5 million (9.8 percent):

- Health and welfare/OPEB current expenses were under by a combined \$66.0 million (47.5 percent), due to favorable timing of expense accruals and prescription rebate credits
- Payroll was favorable by \$14.5 million (5.2 percent), due to vacancies
- Pension was under budget by \$1.2 million (1.6 percent), reflecting favorable timing of NYCERS pension expense
- Overtime overruns of \$21.0 million (51.0 percent), were largely due to vacancy and availability coverage backfill along with severe weather response
- Reimbursable overhead was unfavorable \$3.8 million (21.0 percent), resulting from lower reimbursable labor charges than expected
- Other fringe benefits were unfavorable \$1.5 million (3.1 percent), due to less than anticipated reimbursable labor expense

Non-labor expenses were net favorable to budget by \$31.2 million (18.4 percent):

- Materials and Supplies were below budget by \$15.4 million (55.5 percent), reflecting favorable timing of material expense accruals
- Maintenance and other operating contract expenses were lower by \$9.2 million (32.3 percent), due to favorable timing of maintenance service charges and equipment rental credits
- Paratransit service contracts underran by \$4.5 million (14.1 percent), reflecting fewer trips and favorable support costs
- Professional service contracts were lower by \$2.5 million (21.5 percent), mainly due to favorable timing of service contract charges, IT, and Real estate
- Fuel expenses overran by \$1.3 million (13.4 percent), mainly due to higher prices partly offset by lower consumption

Depreciation expense in February of \$174.1 million underran budget by \$5.2 million (2.9 percent). There are no GASB 75 OPEB expense adjustment entries nor any GASB 68 Pension adjustment entries recorded in February as of the preliminary close.

The **operating cash deficit** (excluding subsidies) of \$407.6 million for February was \$30.8 million (7.0 percent) favorable to budget.

Non-reimbursable Expenses – Year-to-date

Non-reimbursable expenses of 1,433.1 million (before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment), were favorable to budget by \$73.3 million (4.9 percent).

Labor expenses were over budget by a net \$30.2 million (2.6 percent):

- Health and welfare/OPEB current expenses were lower by a combined \$50.9 million (18.3 percent), due to favorable timing of expense accruals and prescription rebate credits
- Payroll was favorable by \$27.0 million (4.6 percent), due to vacancies
- Pension was under budget by \$5.3 million (3.4 percent), reflecting favorable timing of pension expense
- Overtime expenses exceeded budget by \$30.8 million (36.3 percent), largely due to vacancy and availability coverage backfill along with severe weather response
- Reimbursable overhead was unfavorable by \$14.6 million (39.2 percent), and other fringe benefits overran by \$7.6 million (7.9 percent), mainly due to less than anticipated reimbursable labor charges

Non-labor expenses were net favorable to budget by \$43.2 million (12.7 percent):

- Materials and Supplies were below budget by \$18.8 million (33.7 percent), reflecting favorable timing of material expense accruals
- Maintenance and other operating contract expenses were lower by \$13.0 million (24.1 percent), due to favorable timing of maintenance service charges and equipment rental credits
- Paratransit service contracts were lower by \$10.2 million (15.9 percent), reflecting fewer trips and favorable support costs
- Professional service contracts were lower by \$3.2 million (12.7 percent), mainly due to favorable timing of bond issuance expense
- Fuel expenses overran by \$1.5 million (7.7 percent), mainly due to higher prices partly offset by lower consumption & favorable timing of expenses

Depreciation expense in February of \$348.2 million underran budget by \$10.5 million (2.9 percent). There are no GASB 75 OPEB expense adjustment entries nor any GASB 68 Pension adjustment entries recorded in February as of the preliminary close.

The **operating cash deficit** (excluding subsidies) of \$362.1 million year-to-date was \$18.7 million (4.9 percent) favorable to budget.

Ridership Results

February 2022 Ridership vs. Budget - (in millions)								
	February				February Year-to-Date			
	Budget	Prelim Actual	More(Less)		Budget	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	85.3	70.0	(15.3)	(17.9%)	174.4	133.5	(40.9)	(23.4%)
NYCT Bus	30.0	24.8	(5.2)	(17.3%)	61.0	48.0	(13.0)	(21.3%)
Paratransit	0.7	0.6	(0.1)	(14.3%)	1.4	1.2	(0.3)	(18.9%)
Total - NYCT	115.9	95.4	(20.5)	(17.7%)	236.9	182.7	(54.2)	(22.9%)

Note: Total may not add due to rounding

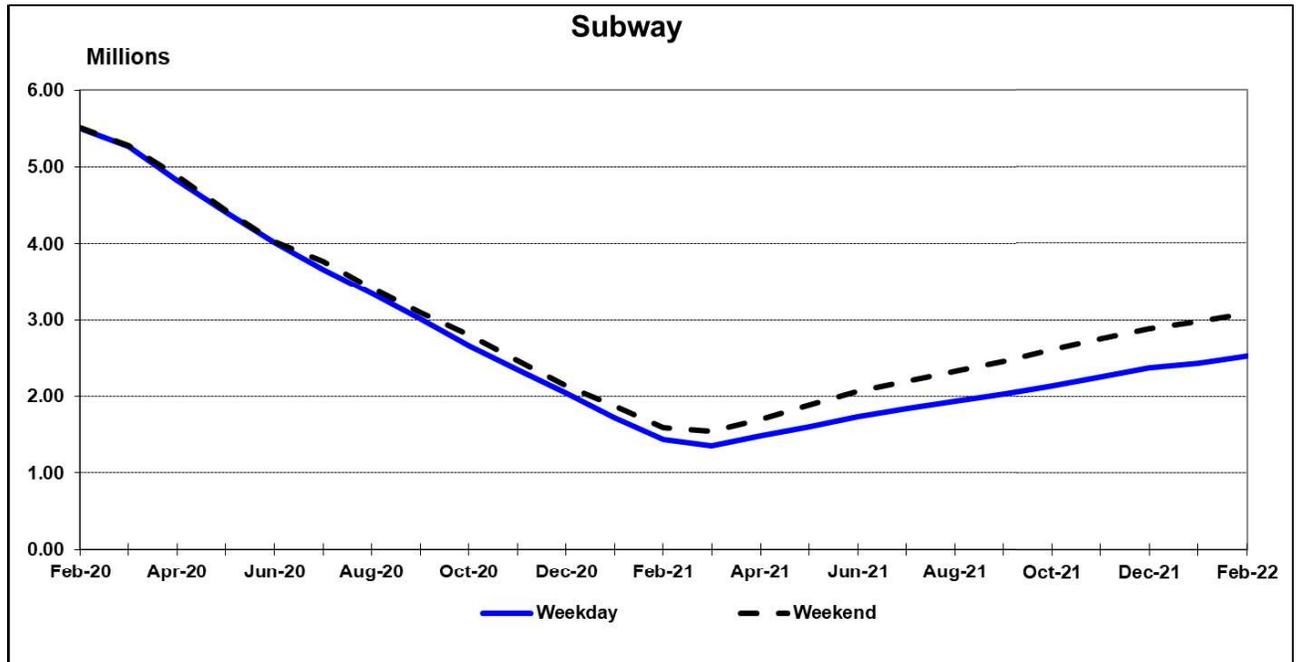
February Average Weekday and Weekend Ridership vs. Prior Year										
Month	Average Weekday - (thousands)				Average Weekend - (thousands)					
	2021	Preliminary		Change		2021	Preliminary		Change	
		2022	Amount	Percent	2022		Amount	Percent		
Subway	1,598	2,899	1,301	+81.4%	1,896	3,243	1,347	+71.0%		
NYCT Local Bus	748	1,012	264	+35.3%	941	1,066	125	+13.3%		
NYCT Express Bus	12	22	10	+83.3%	6	9	3	+50.0%		
Paratransit	21	26	5	+25.5%	23	27	4	+19.5%		
TOTAL - NYCT	2,379	3,959	1,580	+66.4%	2,866	4,345	1,479	+51.6%		
12-Month Rolling Average										
Subway	1,433	2,533	1,100	+76.8%	1,587	3,084	1,497	+94.3%		
NYCT Local Bus	491	996	505	+102.9%	595	1,125	530	+89.1%		
NYCT Express Bus	11	18	7	+63.6%	5	8	3	+60.0%		
Paratransit	20	25	5	+24.2%	21	27	6	+27.8%		
TOTAL - NYCT	1,955	3,572	1,617	+82.7%	2,208	4,244	2,036	+92.2%		

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

- February 2022 subway ridership was 17.9 percent unfavorable to budget and bus ridership was 17.3 percent unfavorable. Paratransit ridership was 14.3 percent unfavorable to budget.
- Compared to the previous year, average weekday ridership was up 81.4 percent on subway and up 35.3 percent on local bus. Express bus ridership was up 83.3 percent. Paratransit average weekday ridership was up 25.5 percent.
- Rolling average weekday ridership for the twelve-month period ending in February 2022, compared to twelve-month period ending in February 2021, is 76.8 percent up on subway, 102.9 percent up on local bus, 63.6 percent up on express bus, and 24.2 percent up on paratransit.

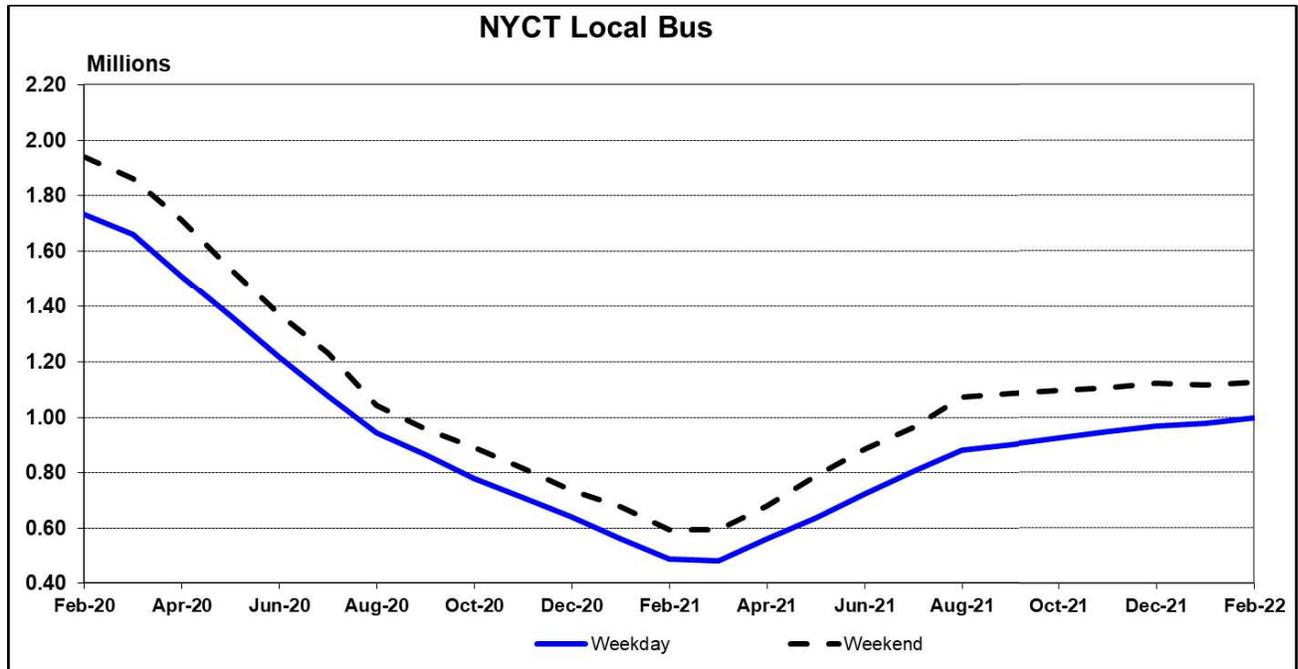
Average Weekday and Weekend Ridership

12-Month Rolling Averages



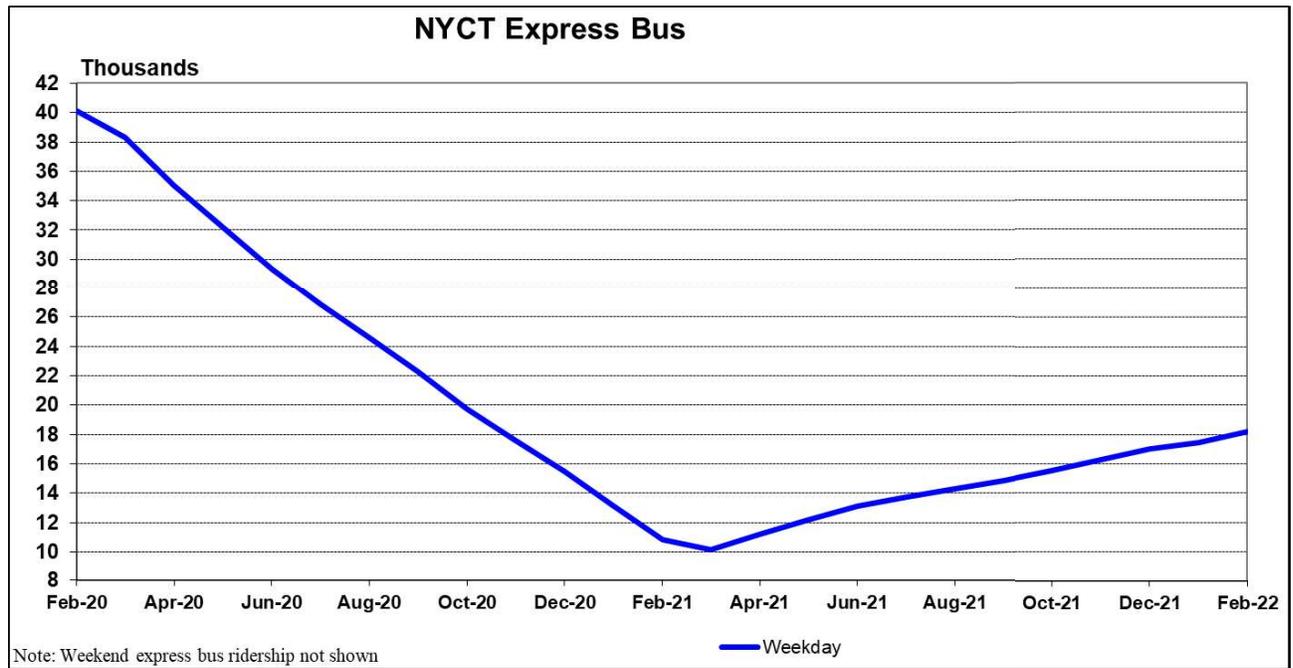
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions which began in March 2020.
- In February 2021 the ridership decline slowed, and in March 2021, a new period of growth began.

12-Month Rolling Averages



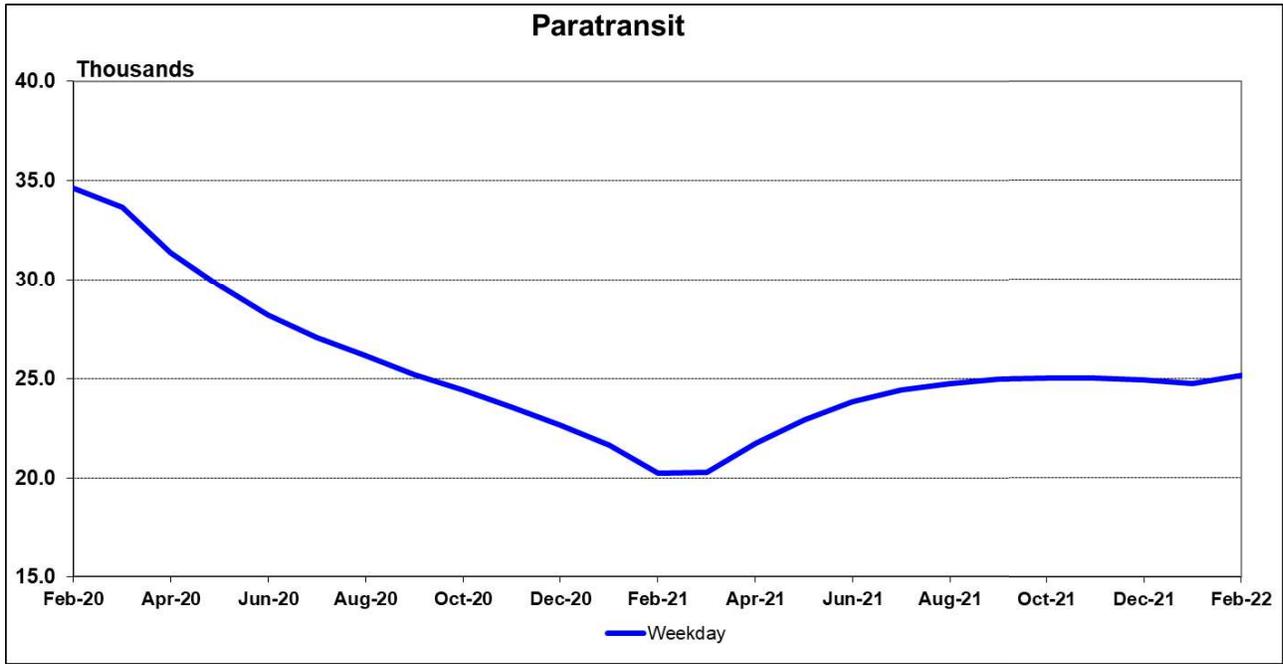
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.
- Fare-free back door boarding was also in effect from late March 2020 through the end of August 2020 impacting the slope of the trend line until August 2021.
- 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 outside 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. The ridership has since stabilized in the second half of 2021.

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 in all agencies and on all modes of transportation, and in March - November 2022, a new period of growth began. Travel restrictions were gradually lifted, businesses and schools reopened, and employees were returning to the office. December and January ridership retreated under the Omicron variant wave of infection across the region. February ridership remains well below February 2019 levels, but the growth is significant compared with February 2021.

The rolling average ridership for the 12-month period ending in February 2022, compared to 12-month period ending in February 2019, still reached on average only about 56 percent of the previous level, but greatly increased in comparison with 12-month period ending in February 2021.

Ridership on Transit Services in the New York Area						
(thousands)						
Transit Service	Feb-21	Prelim Feb-22	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	1,598	2,899	+81.4%	1,433	2,533	+76.8%
NYCT Local Bus	748	1,012	+35.3%	491	996	+102.9%
NYCT Express Bus	12	22	+83.3%	11	18	+63.6%
Paratransit	21	26	+25.5%	20	25	+24.2%
SIR	3	7	+109.5%	3	6	+76.2%
MTA Local Bus	160	235	+47.2%	103	223	+115.4%
MTA Express Bus	11	16	+49.1%	10	16	+60.1%
LIRR	67	132	+97.0%	65	118	+81.5%
Metro-North	52	111	+113.5%	54	98	+81.5%
PATH	53	113	+113.2%	55	98	+78.2%
Average Weekend						
Subway	1,896	3,243	+71.0%	1,587	3,084	+94.3%
NYCT Local Bus	941	1,066	+13.3%	595	1,125	+89.1%
NYCT Express Bus	6	9	+50.0%	5	8	+60.0%
Paratransit	23	27	+19.5%	21	27	+27.8%
SIR	2	4	+61.1%	1	2	+81.7%
MTA Local Bus	188	228	+21.0%	119	240	+101.8%
MTA Express Bus	6	7	+23.0%	5	8	+63.9%
LIRR	73	161	+120.5%	60	137	+128.3%
Metro-North	63	147	+133.3%	57	136	+138.6%
PATH	65	121	+86.2%	57	119	+108.8%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT
Feb - 2022 Adopted
Accrual Statement of Operations By Category
Month - Feb 2022
(\$ 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	\$183.308	\$155.751	(27.557)	(15.0)	\$0.000	\$0.000	-	-	\$183.308	\$155.751	(27.557)	(15.0)
Bus	\$52.646	\$43.466	(9.180)	(17.4)	\$0.000	\$0.000	-	-	\$52.646	\$43.466	(9.180)	(17.4)
Paratransit	\$1.522	\$1.238	(0.284)	(18.7)	\$0.000	\$0.000	-	-	\$1.522	\$1.238	(0.284)	(18.7)
Fare Liability	\$4.383	\$4.383	\$0.000	0.0	\$0.000	\$0.000	-	-	\$4.383	\$4.383	\$0.000	0.0
Farebox Revenue	\$241.859	\$204.838	(37.021)	(15.3)	\$0.000	\$0.000	-	-	\$241.859	\$204.838	(37.021)	(15.3)
Fare Reimbursement	\$7.891	\$7.891	\$0.000	0.0	\$0.000	\$0.000	-	-	\$7.891	\$7.891	\$0.000	0.0
Paratransit Reimbursement	\$18.631	\$22.011	\$3.381	18.1	\$0.000	\$0.000	-	-	\$18.631	\$22.011	\$3.381	18.1
Other Operating Revenue	\$12.901	\$12.522	(0.379)	(2.9)	\$0.000	\$0.000	-	-	\$12.901	\$12.522	(0.379)	(2.9)
Other Revenue	\$39.423	\$42.425	\$3.002	7.6	\$0.000	\$0.000	-	-	\$39.423	\$42.425	\$3.002	7.6
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$90.436	\$77.790	(12.645)	(14.0)	\$90.436	\$77.790	(12.645)	(14.0)
Total Revenue	\$281.282	\$247.262	(34.019)	(12.1)	\$90.436	\$77.790	(12.645)	(14.0)	\$371.717	\$325.053	(46.665)	(12.6)
Expenses												
Labor :												
Payroll	\$280.507	\$265.982	\$14.525	5.2	\$35.516	\$30.594	\$4.922	13.9	\$316.023	\$296.576	\$19.448	6.2
Overtime	\$41.216	\$62.230	(21.013)	(51.0)	\$8.654	\$6.254	\$2.400	27.7	\$49.870	\$68.483	(18.613)	(37.3)
Total Salaries & Wages	\$321.723	\$328.211	(6.488)	(2.0)	\$44.170	\$36.848	\$7.323	16.6	\$365.894	\$365.059	\$0.835	0.2
Health and Welfare	\$91.333	\$69.086	\$22.247	24.4	\$2.287	\$1.697	\$0.591	25.8	\$93.620	\$70.783	\$22.838	24.4
OPEB Current Payment	\$47.786	\$4.006	\$43.780	91.6	\$1.295	\$1.144	\$0.151	11.7	\$49.081	\$5.150	\$43.931	89.5
Pensions	\$75.594	\$74.356	\$1.239	1.6	\$2.952	\$3.077	(0.125)	(4.2)	\$78.546	\$77.433	\$1.113	1.4
Other Fringe Benefits	\$47.053	\$48.528	(1.475)	(3.1)	\$13.745	\$12.529	\$1.216	8.8	\$60.798	\$61.057	(0.259)	(0.4)
Total Fringe Benefits	\$261.766	\$195.976	\$65.791	25.1	\$20.278	\$18.446	\$1.832	9.0	\$282.045	\$214.422	\$67.623	24.0
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(17.934)	(14.175)	(3.760)	(21.0)	\$17.934	\$14.175	\$3.760	21.0	\$0.000	\$0.000	\$0.000	(750.0)
Labor	\$565.555	\$510.012	\$55.543	9.8	\$82.383	\$69.469	\$12.914	15.7	\$647.938	\$579.481	\$68.457	10.6
Non-Labor :												
Electric Power	\$29.224	\$28.375	\$0.850	2.9	\$0.021	\$0.027	(0.006)	(28.0)	\$29.246	\$28.402	\$0.844	2.9
Fuel	\$9.928	\$11.257	(1.328)	(13.4)	\$0.000	\$0.000	\$0.000	-	\$9.928	\$11.257	(1.329)	(13.4)
Insurance	\$6.455	\$5.957	\$0.498	7.7	\$0.000	\$0.000	\$0.000	-	\$6.455	\$5.957	\$0.498	7.7
Claims	\$17.757	\$17.757	\$0.000	0.0	\$0.000	\$0.000	-	-	\$17.757	\$17.757	\$0.000	0.0
Paratransit Service Contracts	\$31.722	\$27.259	\$4.463	14.1	\$0.000	\$0.000	\$0.000	-	\$31.722	\$27.259	\$4.463	14.1
Maintenance and Other Operating Contracts	\$28.596	\$19.347	\$9.248	32.3	\$3.248	\$2.746	\$0.502	15.5	\$31.843	\$22.093	\$9.750	30.6
Professional Service Contracts	\$11.648	\$9.143	\$2.504	21.5	\$0.494	\$0.716	(0.222)	(44.9)	\$12.141	\$9.859	\$2.283	18.8
Materials & Supplies	\$27.754	\$12.353	\$15.401	55.5	\$4.134	\$4.713	(0.579)	(14.0)	\$31.888	\$17.067	\$14.822	46.5
Other Business Expenses	\$6.485	\$6.883	(0.398)	(6.1)	\$0.156	\$0.120	\$0.036	23.0	\$6.641	\$7.003	(0.362)	(5.5)
Non-Labor	\$169.570	\$138.331	\$31.238	18.4	\$8.053	\$8.322	(0.269)	(3.3)	\$177.622	\$146.653	\$30.969	17.4
Other Expense Adjustments:												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$735.125	\$648.344	\$86.781	11.8	\$90.436	\$77.790	\$12.645	14.0	\$825.560	\$726.134	\$99.427	12.0
Depreciation	\$179.367	\$174.119	\$5.248	2.9	\$0.000	\$0.000	-	-	\$179.367	\$174.119	\$5.248	2.9
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	\$914.492	\$822.462	\$92.029	10.1	\$90.436	\$77.790	\$12.645	14.0	\$1,004.928	\$900.253	\$104.675	10.4
OPERATING SURPLUS/DEFICIT	(633.210)	(575.200)	\$58.010	9.2	\$0.000	\$0.000	\$0.000	(100.0)	(633.210)	(575.200)	\$58.010	9.2

Note: Totals may not add due to rounding

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

MTA NEW YORK CITY TRANSIT
Feb - 2022 Adopted
Accrual Statement of Operations By Category
Year-To-Date - Feb 2022
(\$ 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	\$375.599	\$296.458	(79.141)	(21.1)	\$0.000	\$0.000	-	-	\$375.599	\$296.458	(79.141)	(21.1)
Bus	\$107.019	\$84.468	(22.551)	(21.1)	\$0.000	\$0.000	-	-	\$107.019	\$84.468	(22.551)	(21.1)
Paratransit	\$3.112	\$2.294	(0.818)	(26.3)	\$0.000	\$0.000	-	-	\$3.112	\$2.294	(0.818)	(26.3)
Fare Liability	\$8.766	\$8.766	\$0.000	0.0	\$0.000	\$0.000	-	-	\$8.766	\$8.766	\$0.000	0.0
Farebox Revenue	\$494.496	\$391.986	(102.510)	(20.7)	\$0.000	\$0.000	-	-	\$494.496	\$391.986	(102.510)	(20.7)
Fare Reimbursement	\$15.819	\$15.819	\$0.000	0.0	\$0.000	\$0.000	-	-	\$15.819	\$15.819	\$0.000	0.0
Paratransit Reimbursement	\$37.596	\$40.915	\$3.319	8.8	\$0.000	\$0.000	-	-	\$37.596	\$40.915	\$3.319	8.8
Other Operating Revenue	\$25.802	\$23.475	(2.328)	(9.0)	\$0.000	\$0.000	-	-	\$25.802	\$23.475	(2.328)	(9.0)
Other Revenue	\$79.217	\$80.208	\$0.991	1.3	\$0.000	\$0.000	-	-	\$79.217	\$80.208	\$0.991	1.3
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$186.660	\$131.667	(54.993)	(29.5)	\$186.660	\$131.667	(54.993)	(29.5)
Total Revenue	\$573.713	\$472.194	(101.519)	(17.7)	\$186.660	\$131.667	(54.993)	(29.5)	\$760.372	\$603.861	(156.511)	(20.6)
Expenses												
Labor :												
Payroll	\$590.701	\$563.737	\$26.964	4.6	\$73.992	\$52.210	\$21.782	29.4	\$664.693	\$615.947	\$48.746	7.3
Overtime	\$84.835	\$115.640	(30.804)	(36.3)	\$17.777	\$10.757	\$7.020	39.5	\$102.613	\$126.397	(23.784)	(23.2)
Total Salaries & Wages	\$675.537	\$679.377	(3.840)	(0.6)	\$91.769	\$62.967	\$28.802	31.4	\$767.306	\$742.344	\$24.962	3.3
Health and Welfare	\$182.637	\$165.846	\$16.791	9.2	\$4.628	\$3.636	\$0.992	21.4	\$187.265	\$169.482	\$17.783	9.5
OPEB Current Payment	\$95.572	\$61.449	\$34.123	35.7	\$2.589	\$2.282	\$0.307	11.9	\$98.162	\$63.731	\$34.430	35.1
Pensions	\$154.515	\$149.220	\$5.295	3.4	\$5.903	\$6.154	(0.251)	(4.2)	\$160.419	\$155.374	\$5.044	3.1
Other Fringe Benefits	\$95.734	\$103.318	(7.583)	(7.9)	\$28.462	\$20.839	\$7.624	26.8	\$124.197	\$124.156	\$0.040	0.0
Total Fringe Benefits	\$528.459	\$479.833	\$48.626	9.2	\$41.583	\$32.911	\$8.671	20.9	\$570.042	\$512.744	\$57.298	10.1
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(37.326)	(22.690)	(14.636)	(39.2)	\$37.326	\$22.690	\$14.636	39.2	\$0.000	\$0.000	\$0.000	24.9
Labor	\$1,166.670	\$1,136.520	\$30.150	2.6	\$170.678	\$118.569	\$52.109	30.5	\$1,337.348	\$1,255.088	\$82.260	6.2
Non-Labor :												
Electric Power	\$59.786	\$60.503	(0.717)	(1.2)	\$0.043	\$0.050	(0.008)	(17.9)	\$59.829	\$60.553	(0.724)	(1.2)
Fuel	\$19.869	\$21.398	(1.529)	(7.7)	\$0.000	\$0.000	\$0.000	-	\$19.869	\$21.398	(1.530)	(7.7)
Insurance	\$12.910	\$11.914	\$0.996	7.7	\$0.000	\$0.000	\$0.000	-	\$12.910	\$11.914	\$0.996	7.7
Claims	\$35.514	\$35.514	\$0.000	0.0	\$0.000	\$0.000	-	-	\$35.514	\$35.514	\$0.000	0.0
Paratransit Service Contracts	\$63.957	\$53.800	\$10.156	15.9	\$0.000	\$0.000	\$0.000	-	\$63.957	\$53.800	\$10.156	15.9
Maintenance and Other Operating Contracts	\$53.925	\$40.910	\$13.015	24.1	\$6.456	\$4.770	\$1.686	26.1	\$60.382	\$45.681	\$14.701	24.3
Professional Service Contracts	\$24.780	\$21.630	\$3.150	12.7	\$0.987	\$1.679	(0.692)	(70.2)	\$25.767	\$23.309	\$2.458	9.5
Materials & Supplies	\$55.654	\$36.903	\$18.751	33.7	\$8.187	\$6.682	\$1.504	18.4	\$63.841	\$43.586	\$20.255	31.7
Other Business Expenses	\$13.330	\$13.998	(0.667)	(5.0)	\$0.310	(0.083)	\$0.393	126.9	\$13.640	\$13.914	(0.274)	(2.0)
Non-Labor	\$339.726	\$296.571	\$43.155	12.7	\$15.982	\$13.098	\$2.883	18.0	\$355.708	\$309.669	\$46.038	12.9
Other Expense Adjustments:												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$1,506.396	\$1,433.091	\$73.305	4.9	\$186.660	\$131.667	\$54.993	29.5	\$1,693.056	\$1,564.758	\$128.298	7.6
Depreciation	\$358.734	\$348.238	\$10.496	2.9	\$0.000	\$0.000	-	-	\$358.734	\$348.238	\$10.496	2.9
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	\$1,865.130	\$1,781.328	\$83.802	4.5	\$186.660	\$131.667	\$54.993	29.5	\$2,051.790	\$1,912.995	\$138.794	6.8
OPERATING SURPLUS/DEFICIT	(1,291.417)	(1,309.134)	(17.717)	(1.4)	\$0.000	\$0.000	\$0.000	(150.0)	(1,291.417)	(1,309.134)	(17.717)	(1.4)

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 2022
EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS
FEBRUARY 2022
(\$ 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	(37.0)	(15.3)	Primarily due to lower ridership	(102.5)	(20.7)	Primarily due to lower ridership
Other Operating Revenue	NR	3.0	7.6	Mainly favorable Paratransit reimbursement	1.0	1.3	Mainly favorable Paratransit reimbursement
Payroll	NR	14.5	5.2	Primarily due to vacancies	27.0	4.6	Primarily due to vacancies
Overtime	NR	(21.0)	(51.0)	Vacancy / availability backfill coverage and adverse weather response	(30.8)	(36.3)	Vacancy / availability backfill coverage and adverse weather response
Health & Welfare (including OPEB current payment)	NR	66.0	47.5	Mainly favorable timing of accruals and prescription rebate credits	50.9	18.3	Mainly favorable timing of accruals and prescription rebate credits
Pension	NR	1.2	1.6	Favorable timing of pension expense	5.3	3.4	Favorable timing of pension expense
Other Fringe Benefits	NR	(1.5)	(3.1)	Mainly due to less than anticipated reimbursable labor expense	(7.6)	(7.9)	Mainly due to less than anticipated reimbursable labor expense
Reimbursable Overhead	NR	(3.8)	(21.0)	Mainly due to less than anticipated capital labor expense	(14.6)	(39.2)	Mainly due to less than anticipated capital labor expense
Electric Power	NR	0.9	2.9	Minor variance	(0.7)	(1.2)	Minor variance
Fuel	NR	(1.3)	(13.4)	Mainly higher prices partly offset by lower consumption	(1.5)	(7.7)	Mainly higher prices partly offset by lower consumption & timing
Insurance	NR	0.5	7.7	Minor variance	1.0	7.7	Minor variance
Paratransit Service Contracts	NR	4.5	14.1	Reflecting fewer trips and favorable timing of support costs	10.2	15.9	Reflecting fewer trips and favorable timing of support costs
Maintenance and Other Operating Contracts	NR	9.2	32.3	Favorable timing of maintenance service charges and equipment rental credits	13.0	24.1	Favorable timing of maintenance service charges and equipment rental credits
Professional Service Contracts	NR	2.5	21.5	Favorable timing of service contract charges, IT, and Real estate	3.2	12.7	Mainly favorable timing of bond issuance expense
Materials & Supplies	NR	15.4	55.5	Mainly favorable timing of material expenses	18.8	33.7	Mainly favorable timing of material expenses
Other Business	NR	(0.4)	(6.1)	Minor variance	(0.7)	(5.0)	Minor variance

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2022 Adopted
Cash Receipts and Expenditures
Feb FY22
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Receipts								
Farebox Revenue	\$241.859	\$180.375	(61.484)	(25.4)	\$494.496	\$368.007	(126.489)	(25.6)
Fare Reimbursement	\$0.000	\$0.000	\$0.000	100.0	\$0.000	\$0.000	\$0.000	100.0
Paratransit Reimbursement	\$18.631	\$21.376	\$2.745	14.7	\$37.596	\$29.351	\$(8.245)	(21.9)
Other Operating Revenue	\$2.848	\$1.426	\$(1.422)	(49.9)	\$469.747	\$466.965	\$(2.782)	(0.6)
Other Revenue	\$21.478	\$22.802	\$1.324	6.2	\$507.343	\$496.316	\$(11.027)	(2.2)
Capital and Other Reimbursements	\$90.436	\$80.249	\$(10.187)	(11.3)	\$186.660	\$156.558	\$(30.102)	(16.1)
Total Revenue	\$353.772	\$283.426	(70.346)	(19.9)	\$1,188.499	\$1,020.881	(167.618)	(14.1)
Expenditures								
Labor :								
Payroll	\$310.807	\$286.787	\$24.021	7.7	\$603.282	\$574.065	\$29.217	4.8
Overtime	\$49.870	\$68.483	\$(18.613)	(37.3)	\$102.613	\$126.397	\$(23.784)	(23.2)
Total Salaries & Wages	\$360.678	\$355.270	\$5.408	1.5	\$705.895	\$700.462	\$5.433	0.8
Health and Welfare	\$93.620	\$61.656	\$31.964	34.1	\$187.265	\$85.109	\$102.156	54.6
OPEB Current Payment	\$49.081	\$5.150	\$43.931	89.5	\$98.162	\$63.731	\$34.430	35.1
Pensions	\$78.546	\$78.934	\$(0.388)	(0.5)	\$160.419	\$156.854	\$3.565	2.2
Other Fringe Benefits	\$44.652	\$44.919	\$(0.267)	(0.6)	\$88.079	\$88.843	\$(0.764)	(0.9)
Total Fringe Benefits	\$265.899	\$190.659	\$75.240	28.3	\$533.925	\$394.537	\$139.388	26.1
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Labor	\$626.576	\$545.929	\$80.647	12.9	\$1,239.820	\$1,094.999	\$144.821	11.7
Non-Labor :								
Electric Power	\$29.246	\$30.014	\$(0.768)	(2.6)	\$59.829	\$58.562	\$1.267	2.1
Fuel	\$9.928	\$13.311	\$(3.383)	(34.1)	\$19.869	\$21.897	\$(2.028)	(10.2)
Insurance	\$0.000	\$0.000	\$0.000	100.0	\$0.000	\$0.000	\$0.000	100.0
Claims	\$12.745	\$8.508	\$4.237	33.2	\$25.490	\$12.048	\$13.442	52.7
Paratransit Service Contracts	\$31.722	\$29.479	\$2.243	7.1	\$63.957	\$61.367	\$2.590	4.0
Maintenance and Other Operating Contracts	\$31.843	\$22.536	\$9.307	29.2	\$60.382	\$45.095	\$15.287	25.3
Professional Service Contracts	\$12.141	\$11.075	\$1.066	8.8	\$23.517	\$27.036	\$(3.519)	(15.0)
Materials & Supplies	\$31.347	\$22.846	\$8.501	27.1	\$62.757	\$47.350	\$15.407	24.6
Other Business Expenses	\$6.641	\$7.336	\$(0.695)	(10.5)	\$13.640	\$14.617	\$(0.977)	(7.2)
Non-Labor	\$165.613	\$145.105	\$20.508	12.4	\$329.440	\$287.972	\$41.468	12.6
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	\$792.189	\$691.034	\$101.155	12.8	\$1,569.260	\$1,382.971	\$186.289	11.9
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	\$792.189	\$691.034	\$101.155	12.8	\$1,569.260	\$1,382.971	\$186.289	11.9
Net Surplus/(Deficit)	(438.417)	(407.608)	\$30.809	7.0	(380.761)	(362.090)	\$18.671	4.9

Note: Totals may not add due to rounding

MTA NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN 2022
EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL CASH BASIS
Feb FY22
(\$ in millions)

Operating Receipts or Disbursements	MONTH			YEAR TO DATE		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Receipts	(61.5)	(25.4)	Primarily due to lower ridership	(126.5)	(25.6)	Primarily due to lower ridership
Other Operating Receipts	1.3	6.2	Mainly favorable timing in Paratransit reimbursement	(11.0)	(2.2)	Mainly underruns in Paratransit reimbursement
Capital and Other Reimbursements	(10.2)	(11.3)	Unfavorable timing of reimbursement receipts	(30.1)	(16.1)	Unfavorable timing of reimbursement receipts
Payroll	24.0	7.7	Primarily due to vacancies	29.2	4.8	Primarily due to vacancies
Overtime	(18.6)	(37.3)	Vacancy / availability backfill coverage and adverse weather response	(23.8)	(23.2)	Vacancy / availability backfill coverage and adverse weather response
Health & Welfare/OPEB Current	75.9	53.2	Favorable timing of payments, prescription rebate credits, and vacancies	136.6	47.9	Favorable timing of payments, prescription rebate credits, and vacancies
Pension	(0.4)	(0.5)	Minor variance	3.6	2.2	Favorable timing of NYCERS pension payments
Other Fringe Benefits	(0.3)	(0.6)	Minor variance	(0.8)	(0.9)	Minor variance
Electric Power	(0.8)	(2.6)	Unfavorable timing of payments	1.3	2.1	Favorable timing of payments
Fuel	(3.4)	(34.1)	Mainly higher prices and unfavorable timing of payments	(2.0)	(10.2)	Mainly higher prices
Claims	4.2	33.2	Favorable timing of payments	13.4	52.7	Favorable timing of payments
Paratransit Service Contracts	2.2	7.1	Favorable timing of payments	2.6	4.0	Favorable timing of payments
Maintenance and Other Operating Contracts	9.3	29.2	Favorable timing of payments	15.3	25.3	Favorable timing of payments
Professional Service Contracts	1.1	8.8	Unfavorable timing of payments	(3.5)	(15.0)	Unfavorable timing of payments
Materials & Supplies	8.5	27.1	Favorable timing of payments	15.4	24.6	Favorable timing of payments
Other Business	(0.7)	(10.5)	Primarily higher card processing fees	(1.0)	(7.2)	Primarily higher card processing fees

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2022 Adopted
Cash Conversion (Cash Flow Adjustments)
Feb FY22
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Revenue								
Farebox Revenue	\$0.000	(24.463)	(24.463)	-	\$0.000	(23.979)	(23.979)	-
Fare Reimbursement	(7.891)	(7.891)	\$0.000	0.0	(15.819)	(15.819)	\$0.000	0.0
Paratransit Reimbursement	\$0.000	(0.635)	(0.635)	-	\$0.000	(11.564)	(11.564)	-
Other Operating Revenue	(10.053)	(11.096)	(1,043)	(10.4)	\$443.945	\$443.490	(0.455)	(0.1)
Other Revenue	(17.945)	(19.623)	(1,678)	(9.4)	\$428.126	\$416.108	(12,018)	(2.8)
Capital and Other Reimbursements	\$0.000	\$2.459	\$2.459	-	\$0.000	\$24.891	\$24.891	-
Total Revenue	(17.945)	(41.627)	(23.682)	(132.0)	\$428.126	\$417.020	(11.106)	(2.6)
Expenses								
Labor :								
Payroll	\$5.216	\$9.789	\$4.573	87.7	\$61.411	\$41.882	(19.529)	(31.8)
Overtime	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	(100.0)
Total Salaries & Wages	\$5.216	\$9.789	\$4.573	87.7	\$61.411	\$41.882	(19.529)	(31.8)
Health and Welfare	\$0.000	\$9.127	\$9.127	-	\$0.000	\$84.374	\$84.374	-
OPEB Current Payment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Pensions	\$0.000	(1.501)	(1.501)	-	\$0.000	(1.480)	(1.480)	-
Other Fringe Benefits	\$16.146	\$16.138	(0.008)	(0.1)	\$36.117	\$35.313	(0.804)	(2.2)
Total Fringe Benefits	\$16.146	\$23.763	\$7.617	47.2	\$36.117	\$118.207	\$82.090	227.3
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Labor	\$21.362	\$33.552	\$12.190	57.1	\$97.528	\$160.089	\$62.561	64.1
Non-Labor :								
Electric Power	\$0.000	(1.612)	(1.612)	-	\$0.000	\$1.991	\$1.991	-
Fuel	\$0.000	(2.054)	(2.054)	-	\$0.000	(0.499)	(0.499)	-
Insurance	\$6.455	\$5.957	(0.498)	(7.7)	\$12.910	\$11.914	(0.996)	(7.7)
Claims	\$5.012	\$9.249	\$4.237	84.5	\$10.024	\$23.466	\$13.442	134.1
Paratransit Service Contracts	\$0.000	(2.220)	(2.220)	-	\$0.000	(7.567)	(7.567)	-
Maintenance and Other Operating Contracts	\$0.000	(0.443)	(0.443)	-	\$0.000	\$0.586	\$0.586	-
Professional Service Contracts	\$0.000	(1.216)	(1.216)	-	\$2.250	(3.727)	(5.977)	(265.6)
Materials & Supplies	\$0.542	(5.779)	(6.321)	-	\$1.083	(3.764)	(4.848)	(447.5)
Other Business Expenses	\$0.000	(0.333)	(0.333)	-	\$0.000	(0.703)	(0.703)	-
Non-Labor	\$12.009	\$1.548	(10.461)	(87.1)	\$26.268	\$21.697	(4.570)	(17.4)
Other Expense Adjustments:								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$33.371	\$35.100	\$1.729	5.2	\$123.796	\$181.787	\$57.991	46.8
Depreciation	\$179.367	\$174.119	(5.248)	(2.9)	\$358.734	\$348.238	(10.496)	(2.9)
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	\$212.738	\$209.219	(3,519)	(1.7)	\$482.530	\$530.024	\$47.494	9.8
Total Cash Conversion Adjustments	\$194.793	\$167.592	(27.201)	(14.0)	\$910.656	\$947.044	\$36.388	4.0

Note: Totals may not add due to rounding

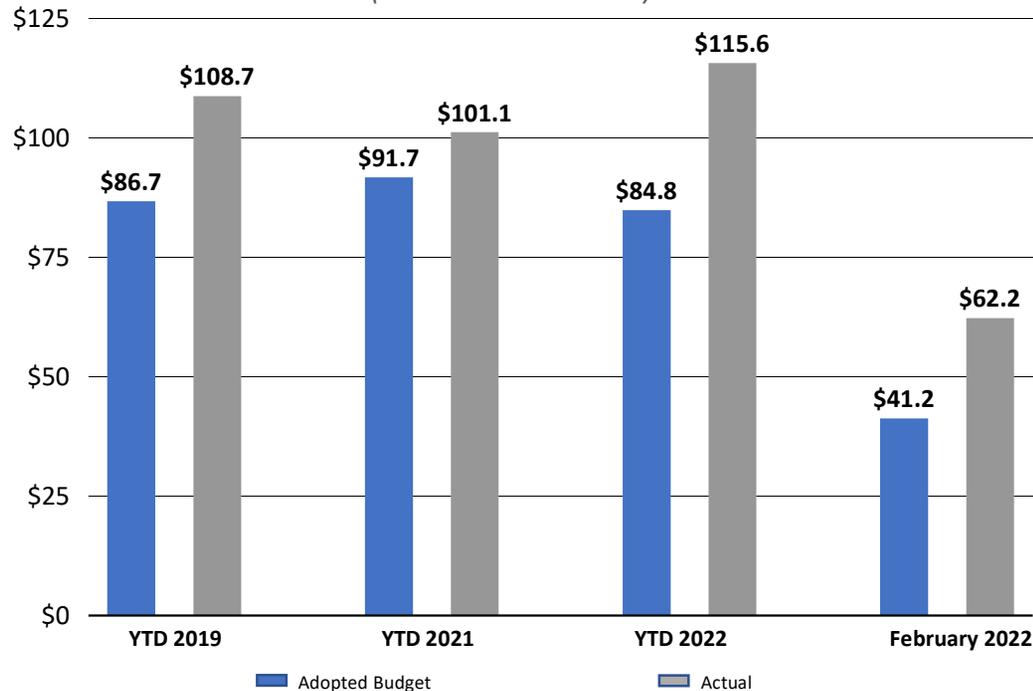
Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current months' actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

New York City Transit - NON-REIMBURSABLE OVERTIME

Overview

- Overall increase of \$14.5M or 14% compared to February YTD 2021
- Overall increase of \$6.9M or 6% compared to February YTD 2019
- \$30.8M or 36% above 2022 YTD budget; offset by -\$27.0M payroll underrun
- Subways \$21.7M overrun: \$10.7M due to vacancy coverage requirements; \$6.9M for severe weather response; \$4.1M for additional maintenance requirements and COVID-19 response
- Buses \$13.7M overrun: \$13.0M for vacancy/availability coverage; \$1.5M for severe weather response; \$0.2M for COVID-19 response; -\$1.1M scheduled service underruns

Non-Reimbursable Overtime - YTD February Variance
(all dollars in millions)



Agency Detail

- Subways
 - Maintenance of Way Overrun of \$7.2M: \$4.0M due to severe weather response; \$2.1M due to additional maintenance requirements; \$1.1M for vacancy coverage
 - Stations Overrun of \$6.0M: \$2.7M due to vacancy coverage; \$2.4M for severe weather response; remaining \$0.9M due to additional maintenance requirements
 - Service Delivery Overrun of \$5.1M: \$4.4M due to vacancy coverage; remaining \$0.7M due to service requirements and weather response
 - Car Equipment Overrun of \$3.3M: \$2.5M due to vacancy coverage; \$0.6M for COVID-19 response; \$0.3M for severe weather response
- Buses
 - Buses Operations Overrun of \$8.0M: \$8.9M due to vacancies and availability; \$0.2M due to COVID-19 response; -\$1.1M due to scheduled service underruns
 - Buses Maintenance and Other Overrun of \$5.7M: \$4.1M overrun due to vacancies and availability; \$1.5M for severe weather response
- Other Underrun of -\$4.5M: Primarily due to timing of reimbursable deviation

New York City Transit - REIMBURSABLE OVERTIME

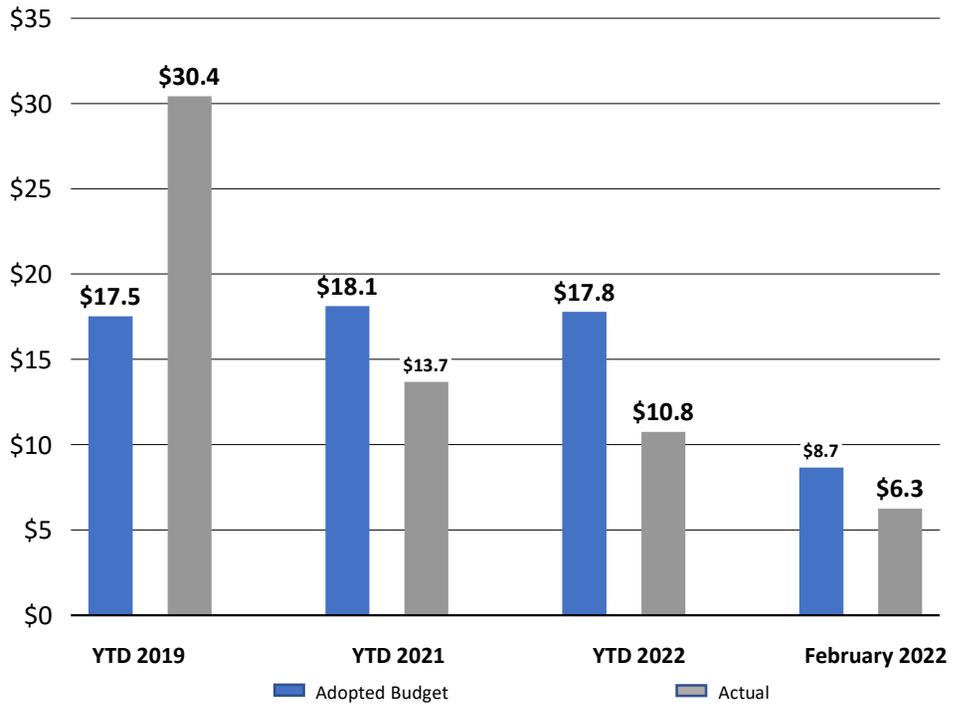
Overview

- Overall decrease of -\$2.9M or -21% compared to February YTD 2021
- Overall decrease of -\$19.7M or -65% compared to February YTD 2019
- -\$7.0M or -39% below 2021 YTD budget
- Subways -\$8.2M underrun: Due to severe weather and COVID-19 related capital project delays
- Buses -\$1.0M underrun: Due to severe weather and COVID-19 related capital project delays

Agency Detail

- Capital project delays and severe weather resulted in the following favorable variances:
 - Car Equipment Underrun of -\$0.1M
 - Stations Underrun of -\$0.6M
 - Buses Operations Underrun of -\$1.1M
 - DOS Service Delivery Underrun of -\$1.7M
 - Maintenance of Way Underrun of -\$5.8M
- Other Overrun of \$2.1M: Primarily due to timing of reimbursable deviation

Reimbursable Overtime - YTD February Variance
(all dollars in millions)



MTA NEW YORK CITY TRANSIT
FEBRUARY FINANCIAL PLAN 2022
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS
February 2022

	<u>Adopted</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<u>Administration:</u>				
Office of the President	14	8	6	
Law	245	214	31	
Office of the EVP	21	15	6	
Human Resources	122	92	30	
Office of Management and Budget	32	23	9	
Strategy & Customer Experience	167	145	22	
Non-Departmental	(8)	-	(8)	
Labor Relations	89	69	20	
Office of People & Business Transformation/EEO	25	25	(0)	
Materiel	151	177	(26)	
Controller	109	100	9	
Total Administration	967	868	99	
<u>Operations:</u>				
Subways Service Delivery	8,376	7,825	551	Mainly RVO vacancies.
Subways Operations Support/Admin	433	419	14	
Subways Stations	2,326	2,192	134	Mainly Station Agent vacancies.
SubTotal Subways	11,135	10,436	699	
Buses	11,129	10,823	306	Mainly Bus Operator vacancies.
Paratransit	188	168	20	
Operations Planning	359	280	79	Mainly Mgr, PTE and Hourly vacancies.
Revenue Control	542	503	39	
Non-Departmental	(22)	-	(22)	
Total Operations	23,331	22,210	1,121	
<u>Maintenance:</u>				
Subways Operations Support/Admin	112	89	23	
Subways Engineering	346	303	43	
Subways Car Equipment	4,811	4,468	343	Mainly Hourly vacancies.
Subways Infrastructure	1,875	1,758	117	Mainly Hourly vacancies.
Subways Elevators & Escalators	487	455	32	
Subways Stations	3,334	3,052	282	Mainly Supv and Cleaner vacancies.
Subways Track	3,201	2,855	346	Mainly TEM, PDM and TrackWorker vacancies.
Subways Power	657	613	44	
Subways Signals	1,709	1,666	43	
Subways Electronic Maintenance	1,580	1,376	204	Mainly PTE and hourly vacancies.
Subtotal Subways	18,112	16,636	1,476	
Buses	3,418	3,280	138	Mainly Hourly vacancies.
Supply Logistics	523	497	26	
System Safety/OHS	164	141	23	
Non-Departmental	(127)	-	(127)	
Total Maintenance	22,090	20,555	1,535	
<u>Engineering</u>				
Construction and Development	1,265	1,023	242	Mainly Mgr, and PTE vacancies.
Total Engineering/Capital	1,265	1,023	242	
<u>Public Safety</u>				
Security	639	594	45	
Total Public Safety	639	594	45	
<u>Total Positions</u>				
	48,292	45,250	3,042	
NON_REIMB	43,634	41,910	1,724	
REIMBURSABLE	4,658	3,340	1,318	
Total Full-Time	48,129	45,150	2,979	
Total Full-Time Equivalents	163	100	63	

Adopted. FinalFY22

Note: numbers may not tie due to rounding

MTA NEW YORK TRANSIT
FEBRUARY FINANCIAL PLAN 2022
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
February 2022

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./((Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	328	290	38	
Professional, Technical, Clerical	615	560	55	
Operational Hourlies	24	18	6	
Total Administration	967	868	99	
<u>Operations:</u>				
Managers/Supervisors	2,881	2,604	277	
Professional, Technical, Clerical	470	414	56	
Operational Hourlies	19,980	19,193	787	
Total Operations	23,331	22,210	1,121	
<u>Maintenance:</u>				
Managers/Supervisors	3,972	3,718	254	
Professional, Technical, Clerical	1,006	808	198	
Operational Hourlies	17,112	16,029	1,083	
Total Maintenance	22,090	20,555	1,535	
<u>Engineering/Capital:</u>				
Managers/Supervisors	330	261	69	
Professional, Technical, Clerical	933	760	173	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,265	1,023	242	
<u>Public Safety:</u>				
Managers/Supervisors	272	247	25	
Professional, Technical, Clerical	33	33	0	
Operational Hourlies	334	314	20	
Total Public Safety	639	594	45	
<u>Total Positions:</u>				
Managers/Supervisors	7,783	7,120	663	
Professional, Technical, Clerical	3,057	2,574	483	
Operational Hourlies	37,452	35,556	1896	
Total Positions	48,292	45,250	3,042	

Preliminary February 2022 Report: Staten Island Railway

The purpose of this report is to provide the preliminary February 2022 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

- February 2022 Staten Island Railway ridership of 145,147 was 16,230 rides (10.1 percent) below budget.
- Compared with February 2019, February 2022 ridership was lower by 49.9 percent. Compared with February 2021, February 2022 ridership was higher by over 100.0 percent.
- February 2022 Farebox revenue of \$0.224 million was \$0.029 million (11.6 percent) below budget. February 2022 YTD Farebox revenue of \$0.423 million was under budget by \$0.111 million (20.8 percent).
- Operating expenses were under budget by \$0.635 million (11.1 percent).
 - Labor expenses were less than budget by \$0.202 million (4.5 percent).
 - Non-labor expenses were also less than budget by \$0.432 million (36.5 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

February 2022

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

February 2022 Staten Island Railway ridership of 145,147 was 16,230 rides (10.1 percent) below budget. Average weekday ridership of 6,744 was 3,525 rides (over 100.0 percent) higher than February 2021 and 9,554 rides (58.6 percent) lower than February 2019.

Total Operating Revenue of \$0.290 million was below budget by \$0.215 million (42.6 percent).

- Farebox revenue of \$0.224 million was \$0.029 million (11.6 percent) below budget. The underrun was due to lower than expected ridership.
- Other revenue of \$0.066 million was \$0.186 million (73.7 percent) below budget due to lower school fare reimbursement and advertisement revenues.

Nonreimbursable expenses in February, before depreciation, GASB 75 OPEB expense adjustment and GASB 68 pension adjustment, were less than budget by \$0.635 million (11.1 percent).

- Labor expenses were below budget by \$0.202 million (4.5 percent), due primarily to an underrun of \$0.221 million (23.7 percent) in health & welfare/OPEB due to timing and prescription rebates and pension underran by \$0.078 million (10.6 percent). Overtime overran budget by \$0.103 million (35.9 percent) due to vacancies.
- Non-labor expenses were below budget by \$0.432 million (36.5 percent) due to timing of projects, including an underrun in maintenance and other operating contracts of \$0.333 million (over 100 percent) and materials and supplies underran by \$0.125 million (91.1 percent). Claims underran by \$0.071 million (95.9 percent) due to timing and professional service contract underrun was \$0.064 million (34.5 percent). Electric power overran budget by \$0.081 million (20.9 percent) and insurance overran by \$0.095 million (60.7 percent).

Year-to-date, expenses were below budget by \$1.053 million (9.1 percent).

- Labor expenses were under by \$0.352 million (3.8 percent), mostly due to underruns in health & welfare/OPEB of \$0.406 million (21.8 percent) and pension underran budget by \$0.156 million (10.6 percent). Payroll overran budget by \$0.221 million (4.8 percent) due to retro payments.
- Non-labor expenses underran was \$0.701 million (29.6 percent), mainly in maintenance and other operating contracts of \$0.342 million (86.5 percent) due to timing of projects and professional service contracts was under budget by \$0.178 million (48.3 percent). Material and supplies underran budget by \$0.170 million (61.7 percent).

Operating cash deficit (excluding subsidies) in February of \$5.250 million was \$0.293 million (5.9 percent) unfavorable to budget. On a year-to-date basis, the operating cash deficit was \$5.391 million, which was \$0.457 million (9.3 percent) unfavorable to budget.

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2022 Adopted
Ridership (Utilization) Actual to Budget
Feb FY22
 (# 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	0.161	0.145	(0.016)	(10.1)	0.354	0.283	(0.072)	(20.2)
Total Ridership	0.161	0.145	(0.016)	(10.1)	0.354	0.283	(0.072)	(20.2)
<u>FareBox Revenue</u>								
Farebox Revenue	\$0.253	\$0.224	(0.029)	(11.6)	\$0.534	\$0.423	(0.111)	(20.8)
Total Farebox Revenue	\$0.253	\$0.224	(0.029)	(11.6)	\$0.534	\$0.423	(0.111)	(20.8)

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
Feb - 2022 Adopted
Accrual Statement of Operations By Category
Month - Feb 2022
(\$ 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	\$0.253	\$0.224	(0.029)	(11.6)	\$0.000	\$0.000	-	-	\$0.253	\$0.224	(0.029)	(11.6)
Other Revenue	\$0.252	\$0.066	(0.186)	(73.7)	\$0.000	\$0.000	-	-	\$0.252	\$0.066	(0.186)	(73.7)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$0.619	\$0.066	(0.553)	(89.3)	\$0.619	\$0.066	(0.553)	(89.3)
Total Revenue	\$0.505	\$0.290	(0.215)	(42.6)	\$0.619	\$0.066	(0.553)	(89.3)	\$1.124	\$0.356	(0.768)	(68.3)
Expenses												
Labor :												
Payroll	\$2.219	\$2.178	\$0.041	1.8	\$0.323	\$0.026	\$0.298	92.0	\$2.543	\$2.204	\$0.338	13.3
Overtime	\$0.289	\$0.392	(0.103)	(35.9)	\$0.093	\$0.010	\$0.083	89.4	\$0.381	\$0.402	(0.020)	(5.4)
Total Salaries & Wages	\$2.508	\$2.570	(0.063)	(2.5)	\$0.416	\$0.036	\$0.381	91.4	\$2.924	\$2.606	\$0.318	10.9
Health and Welfare	\$0.685	\$0.556	\$0.129	18.8	\$0.000	\$0.000	-	-	\$0.685	\$0.556	\$0.129	18.8
OPEB Current Payment	\$0.246	\$0.154	\$0.092	37.4	\$0.000	\$0.000	\$0.000	-	\$0.246	\$0.154	\$0.092	37.3
Pensions	\$0.735	\$0.657	\$0.078	10.6	\$0.000	\$0.000	-	-	\$0.735	\$0.657	\$0.078	10.6
Other Fringe Benefits	\$0.354	\$0.387	(0.033)	(9.3)	\$0.203	\$0.024	\$0.179	88.1	\$0.557	\$0.411	\$0.146	26.2
Total Fringe Benefits	\$2.020	\$1.755	\$0.266	13.2	\$0.203	\$0.024	\$0.178	88.1	\$2.223	\$1.779	\$0.444	20.0
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	-	\$0.000	\$0.000	\$0.000	-
Labor	\$4.528	\$4.325	\$0.202	4.5	\$0.619	\$0.060	\$0.559	90.3	\$5.147	\$4.385	\$0.761	14.8
Non-Labor :												
Electric Power	\$0.388	\$0.469	(0.081)	(20.9)	\$0.000	\$0.000	-	-	\$0.388	\$0.469	(0.081)	(20.9)
Fuel	\$0.033	\$0.017	\$0.016	47.6	\$0.000	\$0.000	-	-	\$0.033	\$0.017	\$0.016	47.6
Insurance	\$0.156	\$0.251	(0.095)	(60.7)	\$0.000	\$0.000	-	-	\$0.156	\$0.251	(0.095)	(60.7)
Claims	\$0.074	\$0.003	\$0.071	95.9	\$0.000	\$0.000	-	-	\$0.074	\$0.003	\$0.071	95.9
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.198	(0.135)	\$0.333	168.6	\$0.000	\$0.000	-	-	\$0.198	(0.135)	\$0.333	168.6
Professional Service Contracts	\$0.184	\$0.121	\$0.064	34.5	\$0.000	\$0.000	\$0.000	-	\$0.184	\$0.121	\$0.063	34.4
Materials & Supplies	\$0.138	\$0.012	\$0.125	91.1	\$0.000	\$0.006	(0.006)	-	\$0.138	\$0.018	\$0.119	86.7
Other Business Expenses	\$0.014	\$0.014	\$0.000	0.8	\$0.000	\$0.000	-	-	\$0.014	\$0.014	\$0.000	0.8
Non-Labor	\$1.185	\$0.752	\$0.432	36.5	\$0.000	\$0.006	(0.006)	-	\$1.185	\$0.759	\$0.426	36.0
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	\$5.713	\$5.078	\$0.635	11.1	\$0.619	\$0.066	\$0.553	89.3	\$6.332	\$5.144	\$1.187	18.8
Depreciation	\$1.000	\$0.949	\$0.051	5.1	\$0.000	\$0.000	-	-	\$1.000	\$0.949	\$0.051	5.1
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	\$6.713	\$6.027	\$0.685	10.2	\$0.619	\$0.066	\$0.553	89.3	\$7.332	\$6.093	\$1.238	16.9
OPERATING SURPLUS/DEFICIT	(6.208)	(5.737)	\$0.470	7.6	\$0.000	\$0.000	\$0.000	-	(6.208)	(5.737)	\$0.470	7.6

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
Feb - 2022 Adopted
Accrual Statement of Operations By Category
Year-To-Date - Feb 2022
(\$ 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	\$0.534	\$0.423	(0.111)	(20.8)	\$0.000	\$0.000	-	-	\$0.534	\$0.423	(0.111)	(20.8)
Other Revenue	\$0.504	\$0.228	(0.276)	(54.8)	\$0.000	\$0.000	-	-	\$0.504	\$0.228	(0.276)	(54.8)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$1.260	\$0.123	(1.137)	(90.3)	\$1.260	\$0.123	(1.137)	(90.3)
Total Revenue	\$1.039	\$0.651	(0.388)	(37.3)	\$1.260	\$0.123	(1.137)	(90.3)	\$2.299	\$0.774	(1.525)	(66.3)
Expenses												
Labor :												
Payroll	\$4.583	\$4.804	(0.221)	(4.8)	\$0.661	\$0.043	\$0.618	93.4	\$5.244	\$4.847	\$0.397	7.6
Overtime	\$0.625	\$0.542	\$0.083	13.3	\$0.186	\$0.025	\$0.161	86.8	\$0.811	\$0.566	\$0.245	30.2
Total Salaries & Wages	\$5.208	\$5.346	(0.137)	(2.6)	\$0.847	\$0.068	\$0.779	92.0	\$6.055	\$5.414	\$0.642	10.6
Health and Welfare	\$1.370	\$1.065	\$0.304	22.2	\$0.000	\$0.000	-	-	\$1.370	\$1.065	\$0.304	22.2
OPEB Current Payment	\$0.492	\$0.390	\$0.102	20.7	\$0.000	\$0.000	\$0.000	-	\$0.492	\$0.390	\$0.102	20.7
Pensions	\$1.471	\$1.315	\$0.156	10.6	\$0.000	\$0.000	-	-	\$1.471	\$1.315	\$0.156	10.6
Other Fringe Benefits	\$0.687	\$0.751	(0.063)	(9.2)	\$0.413	\$0.047	\$0.366	88.6	\$1.100	\$0.798	\$0.303	27.5
Total Fringe Benefits	\$4.019	\$3.520	\$0.499	12.4	\$0.413	\$0.047	\$0.366	88.5	\$4.432	\$3.568	\$0.865	19.5
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	\$0.000	\$0.010	(0.010)	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.010	(0.010)	-
Labor	\$9.228	\$8.876	\$0.352	3.8	\$1.260	\$0.115	\$1.145	90.8	\$10.488	\$8.991	\$1.496	14.3
Non-Labor :												
Electric Power	\$0.777	\$0.807	(0.031)	(3.9)	\$0.000	\$0.000	-	-	\$0.777	\$0.807	(0.031)	(3.9)
Fuel	\$0.066	\$0.063	\$0.003	4.5	\$0.000	\$0.000	-	-	\$0.066	\$0.063	\$0.003	4.5
Insurance	\$0.313	\$0.353	(0.040)	(12.8)	\$0.000	\$0.000	-	-	\$0.313	\$0.353	(0.040)	(12.8)
Claims	\$0.147	\$0.075	\$0.072	49.0	\$0.000	\$0.000	-	-	\$0.147	\$0.075	\$0.072	49.0
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.395	\$0.053	\$0.342	86.5	\$0.000	\$0.000	-	-	\$0.395	\$0.053	\$0.342	86.5
Professional Service Contracts	\$0.369	\$0.191	\$0.178	48.3	\$0.000	\$0.001	(0.001)	-	\$0.369	\$0.192	\$0.177	48.0
Materials & Supplies	\$0.275	\$0.105	\$0.170	61.7	\$0.000	\$0.006	(0.006)	-	\$0.275	\$0.111	\$0.164	59.5
Other Business Expenses	\$0.028	\$0.022	\$0.007	23.3	\$0.000	\$0.000	-	-	\$0.028	\$0.022	\$0.007	23.3
Non-Labor	\$2.370	\$1.669	\$0.701	29.6	\$0.000	\$0.007	(0.007)	-	\$2.370	\$1.676	\$0.694	29.3
Other Expense Adjustments:												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$11.597	\$10.545	\$1.053	9.1	\$1.260	\$0.123	\$1.137	90.3	\$12.857	\$10.667	\$2.190	17.0
Depreciation	\$2.000	\$1.899	\$0.101	5.1	\$0.000	\$0.000	-	-	\$2.000	\$1.899	\$0.101	5.1
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	\$13.597	\$12.443	\$1.154	8.5	\$1.260	\$0.123	\$1.137	90.3	\$14.857	\$12.566	\$2.291	15.4
OPERATING SURPLUS/DEFICIT	(12,559)	(11,792)	\$0,766	6.1	\$0,000	\$0,000	\$0,000	(100.0)	(12,559)	(11,792)	\$0,766	6.1

Note: Totals may not add due to rounding

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

Table 3

**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN- 2022 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN FEBRUARY 2022 RESULTS AND THE FEBRUARY FINANCIAL PLAN
FEB 2022
(\$ 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.	(0.029)	(11.6)	Unfavorable due to lower than anticipated ridership	(0.111)	(20.8)	Unfavorable due to lower than anticipated ridership
Other Revenue	Non Reimb.	(0.186)	(73.7)	Unfavorable due to minimal reimbursement for school fares and advertising income	(0.276)	(54.8)	Unfavorable due to minimal reimbursement for school fares and reduced advertising income
Payroll	Non Reimb.	0.041	1.8	Favorable due to vacancies	(0.221)	(4.8)	Unfavorable due to retro payments
Overtime	Non Reimb.	(0.103)	(35.9)	Unfavorable primarily due to vacancies.	0.083	13.3	Favorable primarily due to less backfill of vacancies.
Health and Welfare (including OPEB current payment)	Non Reimb.	0.221	23.7	Favorable due to timing and prescription rebates	0.406	21.8	Favorable due to timing and prescription rebates
Pension	Non Reimb.	0.078	10.6	Favorable timing of expenses	0.156	10.6	Favorable timing of expenses
Other Fringe Benefits	Non Reimb.	(0.033)	(9.3)	Unfavorable due to lower reimbursable fringe OH credits than expected	(0.063)	(9.2)	Unfavorable due to lower reimbursable fringe OH credits than expected
Electric Power	Non Reimb.	(0.081)	(20.9)	Unfavorable primarily due to increased non-traction power usage	(0.031)	(3.9)	Unfavorable primarily due to increased non-traction power usage
Fuel	Non Reimb.	0.016	47.6	Favorable due to reduced heating fuel consumption	0.003	4.5	Favorable due to reduced gas consumption
Insurance	Non Reimb.	(0.095)	(60.7)	Unfavorable due to timing of expenses	(0.040)	(12.8)	Unfavorable due to timing of expenses
Claims	Non Reimb.	0.071	95.9	Favorable due to timing of expenses	0.072	49.0	Favorable due to timing of expenses
Maintenance & Other Operating Contracts	Non Reimb.	0.333	168.6	Favorable due to the timing of facility and maintenance services projects	0.342	86.5	Favorable due to the timing of facility and maintenance services projects
Professional Service Contracts	Non Reimb.	0.064	34.5	Favorable due to timing of Covid-19 cleaning expenses	0.178	48.3	Favorable due to timing of Covid-19 cleaning expenses
Materials and Supplies	Non Reimb.	0.125	91.1	Favorable due to the timing of facility and maintenance services projects	0.170	61.7	Favorable due to the timing of facility and maintenance services projects
Other Business Expenses	Non Reimb.	0.000	0.8	Favorable due to department control on expenses	0.007	23.3	Favorable due to department control on expenses
Payroll	Reimb.	0.298	92.0	Favorable due to vacancies	0.618	93.4	Favorable due to vacancies
Overtime	Reimb.	0.083	89.4	Favorable due to less backfill of vacancies	0.161	86.8	Favorable due to less backfill of vacancies
Materials and Supplies	Reimb.	(0.006)	0.0	Draw down of project materials	(0.006)	0.0	Draw down of project materials

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2022 Adopted
Cash Receipts and Expenditures
Feb FY22
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Receipts								
Farebox Revenue	\$0.253	\$0.205	(0.048)	(19.1)	\$0.534	\$0.440	(0.094)	(17.7)
Other Revenue	\$0.117	\$0.000	(0.117)	(100.0)	\$4.984	\$4.828	(0.156)	(3.1)
Capital and Other Reimbursements	\$0.619	\$0.202	(0.417)	(67.3)	\$1.260	\$0.258	(1.002)	(79.5)
Total Revenue	\$0.989	\$0.407	(0.582)	(58.8)	\$6.778	\$5.526	(1.252)	(18.5)
Expenditures								
Labor :								
Payroll	\$2.324	\$2.000	\$0.324	13.9	\$4.460	\$4.192	\$0.269	6.0
Overtime	\$0.381	\$0.402	(0.020)	(5.4)	\$0.811	\$0.566	\$0.245	30.2
Total Salaries & Wages	\$2.706	\$2.402	\$0.303	11.2	\$5.271	\$4.758	\$0.514	9.7
Health and Welfare	\$0.685	\$1.149	(0.464)	(67.8)	\$1.370	\$2.047	(0.678)	(49.5)
OPEB Current Payment	\$0.246	\$0.050	\$0.196	79.7	\$0.492	\$0.195	\$0.297	60.4
Pensions	\$0.735	\$0.657	\$0.078	10.6	\$1.471	\$1.315	\$0.156	10.6
Other Fringe Benefits	\$0.421	\$0.184	\$0.238	56.4	\$0.803	\$0.358	\$0.444	55.4
Total Fringe Benefits	\$2.087	\$2.040	\$0.048	2.3	\$4.135	\$3.915	\$0.220	5.3
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Labor	\$4.793	\$4.442	\$0.351	7.3	\$9.406	\$8.672	\$0.734	7.8
Non-Labor :								
Electric Power	\$0.388	\$0.403	(0.014)	(3.7)	\$0.777	\$0.741	\$0.036	4.6
Fuel	\$0.033	\$0.092	(0.059)	(178.3)	\$0.066	\$0.112	(0.046)	(69.7)
Insurance	\$0.156	\$0.171	(0.015)	(9.5)	\$0.313	\$0.171	\$0.141	45.3
Claims	\$0.041	\$0.000	\$0.041	100.0	\$0.082	\$0.040	\$0.042	51.5
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.198	\$0.066	\$0.132	66.8	\$0.395	\$0.340	\$0.055	13.8
Professional Service Contracts	\$0.184	\$0.140	\$0.045	24.2	\$0.369	\$0.316	\$0.052	14.2
Materials & Supplies	\$0.138	\$0.286	(0.148)	(107.7)	\$0.275	\$0.452	(0.177)	(64.2)
Other Business Expenses	\$0.014	\$0.058	(0.044)	(309.9)	\$0.028	\$0.072	(0.044)	(155.4)
Non-Labor	\$1.153	\$1.215	(0.062)	(5.4)	\$2.305	\$2.245	\$0.060	2.6
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	\$5.945	\$5.656	\$0.289	4.9	\$11.711	\$10.917	\$0.794	6.8
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	\$5.945	\$5.656	\$0.289	4.9	\$11.711	\$10.917	\$0.794	6.8
Net Surplus/(Deficit)	(4.957)	(5.250)	(0.293)	(5.9)	(4.934)	(5.391)	(0.457)	(9.3)

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN- 2022 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN FEBRUARY 2022 RESULTS AND THE FEBRUARY FINANCIAL PLAN
FEB 2022
(\$ in millions)

Operating Receipts or Disbursements	MONTH			YEAR TO DATE		
	Favorable/ (Unfavorable) Variance		Reason for Variance	Favorable/ (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Receipts	(0.048)	(19.1)	Primarily due to favorable ridership	(0.094)	(17.7)	Primarily due to favorable ridership
Other Revenue	(0.117)	(100.0)	Primarily due to receipt timing lag of fare reimbursement	(0.156)	(3.1)	Primarily due to receipt timing lag of fare reimbursement
Capital and Other Reimbursements	(0.417)	(67.3)	Timing of reimbursements	(1.002)	(79.5)	Timing of reimbursements
Payroll	0.324	13.9	Favorable due to health and vacation cash-out	0.269	6.0	Favorable due to health and vacation cash-out
Overtime	(0.020)	(5.4)	Timing of payments	0.245	30.2	Timing of payments
Health and Welfare (including OPEB current payment)	(0.268)	0.0	Timing of payments	(0.381)	0.0	Timing of payments
Other Fringe Benefits	0.238	56.4	Shortfall in reimbursable expenses and timing of payments	0.444	55.4	Shortfall in reimbursable expenses and timing of payments
Electric Power	(0.014)	(3.7)	Unfavorable mainly due to timing	0.036	4.6	Favorable mainly due to timing
Maintenance Contracts	0.132	66.8	Favorable timing of maintenance work postponed due to COVID-19	0.055	13.8	Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	0.045	24.2	Timing of contract payments	0.052	14.2	Timing of contract payments
Materials & Supplies	(0.148)	(107.7)	Timing of payments	(0.177)	(64.2)	Timing of payments

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2022 Adopted
Cash Conversion (Cash Flow Adjustments)
Feb FY22
(\$ in Millions)

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	Month				Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable)		Adopted	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Revenue								
Farebox Revenue	\$0.000	(0.019)	(0.019)	-	\$0.000	\$0.017	\$0.017	-
Other Revenue	(0.135)	(0.066)	\$0.069	51.0	\$4.479	\$4.600	\$0.121	2.7
Capital and Other Reimbursements	\$0.000	\$0.136	\$0.136	-	\$0.000	\$0.136	\$0.136	-
Total Revenue	(0.135)	\$0.051	\$0.186	137.5	\$4.479	\$4.752	\$0.273	6.1
Expenses								
Labor :								
Payroll	\$0.218	\$0.204	(0.015)	(6.6)	\$0.784	\$0.656	(0.128)	(16.3)
Overtime	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Total Salaries & Wages	\$0.218	\$0.204	(0.015)	(6.6)	\$0.784	\$0.656	(0.128)	(16.3)
Health and Welfare	\$0.000	(0.593)	(0.593)	-	\$0.000	(0.982)	(0.982)	-
OPEB Current Payment	\$0.000	\$0.104	\$0.104	-	\$0.000	\$0.195	\$0.195	-
Pensions	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Other Fringe Benefits	\$0.136	\$0.228	\$0.092	67.7	\$0.298	\$0.439	\$0.142	47.7
Total Fringe Benefits	\$0.136	(0.261)	(0.396)	(292.2)	\$0.298	(0.347)	(0.644)	(216.6)
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	\$0.010	\$0.010	-
Labor	\$0.354	(0.056)	(0.410)	(115.9)	\$1.081	\$0.319	(0.762)	(70.5)
Non-Labor :								
Electric Power	\$0.000	\$0.067	\$0.067	-	\$0.000	\$0.067	\$0.067	-
Fuel	\$0.000	(0.074)	(0.075)	-	\$0.000	(0.049)	(0.049)	-
Insurance	\$0.000	\$0.080	\$0.080	-	\$0.000	\$0.181	\$0.181	-
Claims	\$0.032	\$0.003	(0.029)	(90.7)	\$0.065	\$0.035	(0.030)	(45.8)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.000	(0.201)	(0.201)	-	\$0.000	(0.287)	(0.287)	-
Professional Service Contracts	\$0.000	(0.019)	(0.019)	-	\$0.000	(0.125)	(0.125)	-
Materials & Supplies	\$0.000	(0.268)	(0.268)	-	\$0.000	(0.341)	(0.341)	-
Other Business Expenses	\$0.000	(0.044)	(0.044)	-	\$0.000	(0.051)	(0.050)	-
Non-Labor	\$0.032	(0.456)	(0.488)	-	\$0.065	(0.569)	(0.633)	(980.7)
Other Expense Adjustments:								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$0.386	(0.512)	(0.899)	(232.6)	\$1.146	(0.250)	(1.396)	(121.8)
Depreciation	\$1.000	\$0.949	(0.051)	(5.1)	\$2.000	\$1.899	(0.101)	(5.1)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Total Expenditures	\$1.386	\$0.437	(0.949)	(68.5)	\$3.146	\$1.649	(1.497)	(47.6)
Total Cash Conversion Adjustments	\$1.251	\$0.488	(0.763)	(61.0)	\$7.625	\$6.401	(1.224)	(16.0)

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.

STATEN ISLAND RAILWAY - NON-REIMBURSABLE OVERTIME

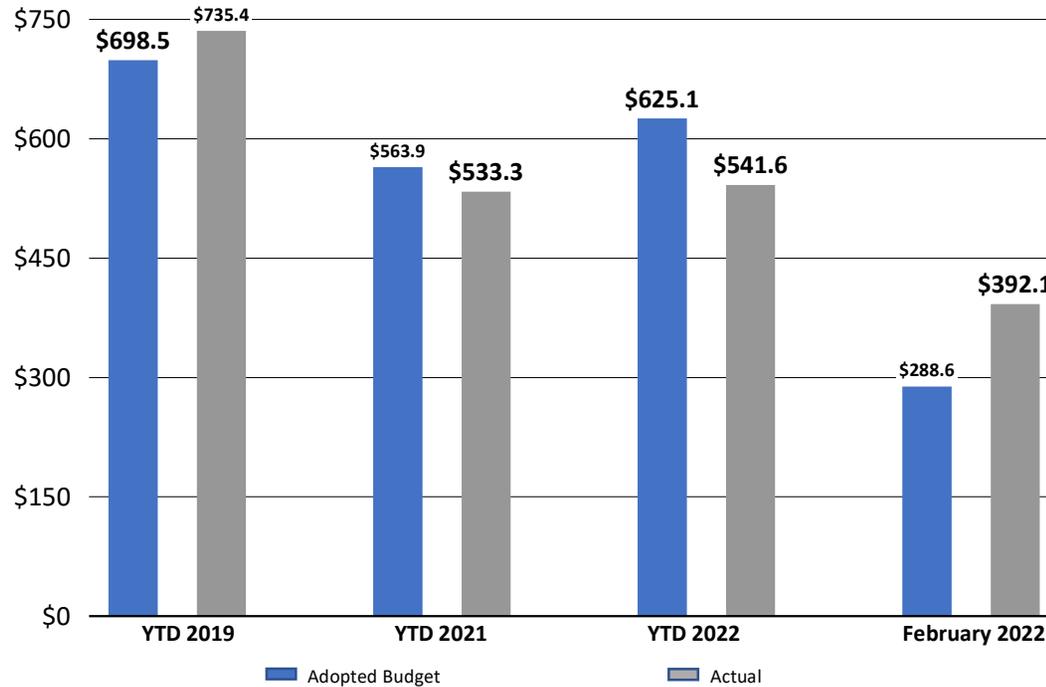
Overview

- Overall increase of \$8.3K or 2% compared to February YTD 2021
- Overall decrease of -\$193.8K or -26% compared to February YTD 2019
- -\$83.4K or -13% below 2022 YTD budget
- Service \$18K overrun: \$43K due to additional service requirements offset by -\$24K weather underrun
- Maintenance -\$79K underrun: \$78K due to severe weather response; \$60K for vacancy coverage; -\$217K due to reduced maintenance stemming from COVID-19 and employee availability

Agency Detail

- Mechanical overrun of \$25K primarily due to vacancy coverage
- Transportation overrun of \$18K due to additional service requirements offset by weather underruns
- Infrastructure overrun of \$13K primarily due to weather response efforts
- MOW underrun of -\$111K a result of reduced maintenance overtime stemming from employee availability

Non-Reimbursable Overtime - YTD February Variance
(all dollars in thousands)

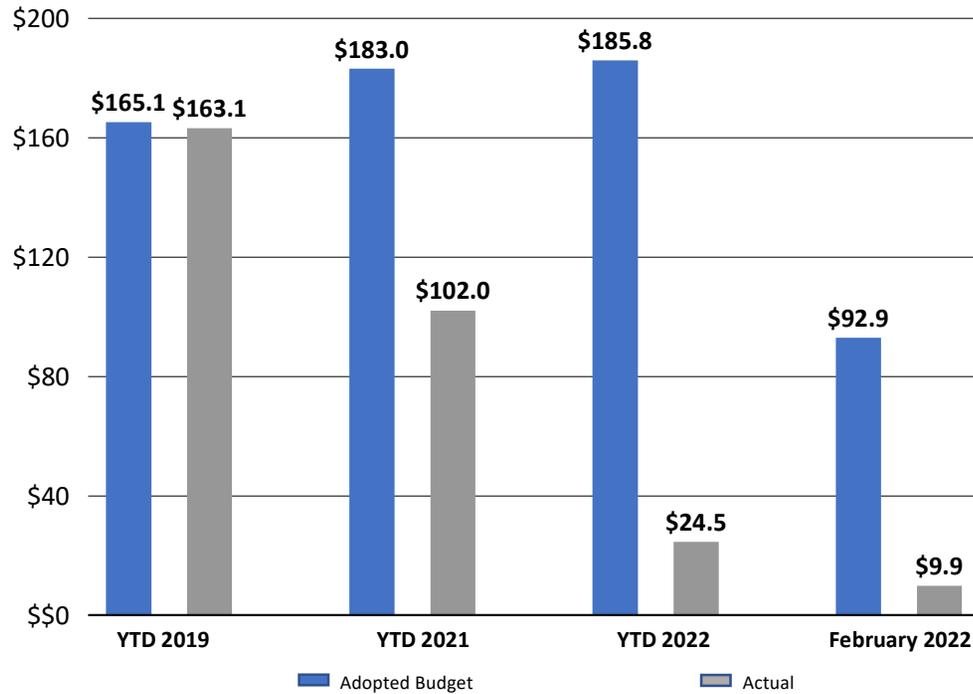


STATEN ISLAND RAILWAY - REIMBURSABLE OVERTIME

Overview

- Overall decrease of -\$77.5K or -76% compared to February YTD 2021
- Overall decrease of -\$138.6K or -85% compared to February YTD 2019
- -\$161.3K or -87% below 2021 YTD budget
- Service -\$65K underrun: Due to severe weather and COVID-19 related capital project delays
- Maintenance -\$98K underrun: Due to severe weather and COVID-19 related capital project delays

Reimbursable Overtime - YTD February Variance
(all dollars in thousands)



Agency Detail

- Capital project delays and severe weather resulted in the following favorable variances:
 - Electrical underrun of -\$12K
 - Infrastructure underrun of -\$12K
 - Mechanical underrun of -\$12K
 - Power/Signals underrun of -\$21K
 - MOW underrun of -\$40K
 - Transportation underrun of -\$65K

**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN
TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
FEB 22**

<u>Function/Departments</u>	<u>Adopted Budget</u>	<u>Actual</u>	<u>Favorable/ (Unfavorable) Variance</u>
Administration			
Executive	6	5	1
General Office	13	12	1
Purchasing/Stores	4	3	1
Total Administration	23	20	3
Operations			
Transportation	152	132	20
Total Operations	152	132	20
Maintenance			
Mechanical	54	50	4
Electronics/Electrical	21	18	3
Power/Signals	32	25	7
Maintenance of Way	89	70	19
Infrastructure	18	18	0
Total Maintenance	214	181	33
Engineering/Capital			
Capital Project Support	6	3	3
Total Engineering Capital	6	3	3
Total Positions	395	336	59
Non-Reimbursable	342	327	15
Reimbursable	53	9	44
Total Full-Time	395	336	59
Total Full-Time-Equivalents	0	0	0

FinalFY22

**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN
TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION
FEB 22**

<u>Function/Occupation</u>	<u>Adopted Budget</u>	<u>Actual</u>	<u>Favorable/ (Unfavorable) Variance</u>
Administration			
Managers/Supervisors	13	10	3
Professional, Technical, Clerical	6	8	(2)
Operational Hourlies	4	2	2
Total Administration	23	20	3
Operations			
Managers/Supervisors	26	21	5
Professional, Technical, Clerical	6	2	4
Operational Hourlies	120	109	11
Total Operations	152	132	20
Maintenance			
Managers/Supervisors	25	24	1
Professional, Technical, Clerical	7	7	0
Operational Hourlies	182	150	32
Total Maintenance	214	181	33
Engineering/Capital			
Managers/Supervisors	4	3	1
Professional, Technical, Clerical	2	0	2
Operational Hourlies	0	0	0
Total Engineering/Capital	6	3	3
Total Positions			
Managers/Supervisors	68	58	10
Professional, Technical, Clerical	21	17	4
Operational Hourlies	306	261	45
Total Positions	395	336	59

Preliminary February 2022 Report: Bus Company

The purpose of this report is to provide the preliminary February 2022 financial results on an accrual basis. The accrual basis is presented on a non-reimbursable account basis. These results are compared to the Adopted Budget (budget).

Summary of Preliminary Financial Results

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

February 2022 Bus Company ridership of 5.9 million was 1.0 million (14.6 percent) below budget.

- Farebox Revenue of \$9.0 million was \$3.8 million (29.6 percent) below budget.
- Total expenses before Non-Cash Liabilities of \$64.9 million were \$6.5 million (9.1 percent) below budget.
 - Labor expenses were lower than budget by \$1.1 million (2.2 percent). Payroll expenses were lower than budget by \$1.2 million (4.9 percent). Overtime expenses were lower than budget by \$0.3 million (4.1 percent). Health and Welfare (including OPEB) expenses were higher than budget by \$0.4 million (4.8 percent). Other Fringe Benefits were lower than budget by \$0.3 million (4.5 percent).
 - Non-labor expenses were favorable to budget by \$5.4 million (26.3 percent). Fuel expenses were unfavorable by \$0.6 million (25.9 percent). Insurance expenses were favorable by \$0.2 million (34.5 percent). Claim expenses were favorable by \$1.5 million (24.9 percent). Maintenance and Other Operating Contracts expenses were lower than budget by \$1.0 million (31.9 percent). Professional Service Contracts were lower than budget by \$1.8 million (54.8 percent). Materials and Supplies expenses were favorable by \$1.4 million (32.0 percent). Other Business Expense was essentially in-line with the budget.

MTA BUS FINANCIAL AND RIDERSHIP REPORT
February 2022

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to Adopted Budget (budget).

Total Revenue was \$9.5 million in February, \$4.8 million (33.7 percent) lower than budget, mainly due to lower Farebox Revenue. Farebox Revenue was unfavorable by \$3.8 million (29.6 percent) due to lower ridership and average fare, the surge in the COVID-19 Omicron variant and winter weather. Other Operating Revenue was unfavorable by \$1.0 million (67.7 percent) primarily due to no Student reimbursement due to COVID-19, partially offset by higher recoveries from Other Insurances.

February 2022 YTD Farebox Revenue of \$18.3 million was \$8.1 million (30.7 percent) below budget, \$1.6 million (9.3 percent) above 2021, and \$14.1 million (43.6 percent) below 2019.

Total Ridership, total MTA Bus ridership in February 2022 was 5.9 million, 14.6 percent (1 million riders) below budget. February 2022 average weekday ridership was 250,932, an increase of 47.3 percent (80,614 riders) from February 2021. Compared to February 2019, average weekday ridership decreased 35.4 percent (137,565 riders). Average weekday ridership for the twelve months ending February 2022 was 238,149, an increase of 110.7 percent (125,105 riders) from the twelve months ending February 2021. This is a decrease of 38.7 percent (150,552 riders) in comparison to the twelve months ending February 2019.

February 2022 YTD actual ridership of 11.5 million was 2.7 million (19.2 percent) below budget, 2.9 million (31.1 percent) above 2021, and 7.2 million (38.4 percent) below 2019.

Non-reimbursable expenses before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$64.9 million in February, \$6.5 million (9.1 percent) favorable to budget.

- Labor expenses were lower than budget by \$1.1 million (2.2 percent). Payroll expenses were lower than budget by \$1.2 million (4.9 percent), primarily due to vacancies and lower sick time usage. Overtime expenses were lower than budget by \$0.3 million (4.1 percent), primarily due to lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by unfavorable availability. Health and Welfare (including OPEB) expenses were higher than budget by \$0.4 million (4.8 percent), primary due to higher insurance expenses, H&W Reimbursable expenses partially offset by lower dental and prescription drugs. Other Fringe Benefits were lower than budget by \$0.3 million (4.5 percent), due to lower payroll related fringe benefits, lower Worker's Compensation and lower Health Benefit Trust offset by timing of interagency billing.
- Non-labor expenses were favorable to budget by \$5.4 million (26.3 percent). Fuel expenses were unfavorable by \$0.6 million (25.9 percent), primarily due to higher fuel costs partially offset by lower diesel fuel consumption. Insurance expenses were favorable by \$0.2 million (34.5 percent), due to the timing of expenses. Claim expenses were favorable by \$1.5 million (24.9 percent), due to timing of expenses. Maintenance and Other Operating Contracts expenses were lower than budget by \$1.0 million (31.9 percent), mainly due to the timing of expenses for facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses, tires and tube rental and vehicle purchases. Professional Service Contracts were lower than budget by \$1.8 million (54.8 percent), due to the timing of interagency billing, bus technology, and service contracts. Materials and Supplies expenses were favorable by \$1.4 million (32.0 percent), mainly due to lower usage of general maintenance material as well as the timing of radio

equipment maintenance/repairs, construction material, and COVID-19 expenses. Other Business Expenses were on budget.

Depreciation expenses of \$3.9 million were \$0.4 million (9.1 percent) below budget due to the timing of asset replacement. No expenses or credits were recorded in February regarding GASB 68 Pension adjustment and GASB 75 OPEB Expense adjustment.

Year-to-date, expenses were less than budget by a net \$40.1 million (22.4 percent), including favorable non-labor expenses of \$14.3 million (33.7 percent), as well as favorable labor expenses of \$3.1 million (3.0 percent). The major causal factors driving these year-to-date results were consistent with the factors affecting the monthly results described above. Depreciation expenses year-to-date were \$7.8 million, favorable to forecast by \$1.1 million (12.4 percent). No expenses or credits were recorded year-to-date regarding GASB 68 Pension adjustment, and GASB 75 OPEB Expense adjustment.

The **Operating Cash Deficit** (excluding subsidies) for February was \$63.6 million, \$9.8 million (18.1 percent) above budget.

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
ACCRAUAL STATEMENT of OPERATIONS by CATEGORY
February 2022
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	Adopted Budget	Actual	(Unfavorable)		Adopted Budget	Actual	(Unfavorable)		Adopted Budget	Actual	(Unfavorable)	
Variance			Percent	Variance			Percent	Variance			Percent	
Revenue												
Farebox Revenue	\$12.838	\$9.032	(\$3.806)	(29.6)	\$0.000	\$0.000	\$0.000	-	\$12.838	\$9.032	(\$3.806)	(29.6)
Other Operating Income	1.519	0.491	(1.028)	(67.7)	-	-	-	-	1.519	0.491	(1.028)	(67.7)
Capital and Other Reimbursements	-	-	-	-	0.447	0.683	0.236	52.7	0.447	0.683	0.236	52.7
Total Revenue	\$14.357	\$9.523	(\$4.834)	(33.7)	\$0.447	\$0.683	\$0.236		\$14.804	\$10.206	(\$4.598)	(31.1)
Expenses												
<i>Labor:</i>												
Payroll	\$24.217	\$23.041	\$1.176	4.9	\$0.177	\$0.296	(\$0.119)	(67.5)	\$24.393	\$23.336	\$1.057	4.3
Overtime	7.506	7.198	0.307	4.1	-	0.045	(0.045)	-	7.506	7.243	0.262	3.5
Health and Welfare	6.971	7.225	(0.254)	(3.6)	0.109	-	0.109	100.0	7.080	7.225	(0.145)	(2.0)
OPEB Current Payment	1.948	2.120	(0.172)	(8.8)	-	-	-	-	1.948	2.120	(0.172)	(8.8)
Pensions	4.585	5.015	(0.430)	(9.4)	-	-	-	-	4.585	5.015	(0.430)	(9.4)
Other Fringe Benefits	5.782	5.524	0.258	4.5	-	0.032	(0.032)	-	5.782	5.556	0.226	3.9
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.072)	(0.310)	0.238	*	0.072	0.310	(0.238)	*	(0.000)	-	(0.000)	(100.0)
Total Labor Expenses	\$50.937	\$49.812	\$1.125	2.2	\$0.357	\$0.683	(\$0.326)	(91.1)	\$51.295	\$50.495	\$0.799	1.6
<i>Non-Labor:</i>												
Electric Power	\$0.135	\$0.158	(\$0.023)	(16.9)	\$0.000	\$0.000	\$0.000	-	\$0.135	\$0.158	(\$0.023)	(16.9)
Fuel	2.305	2.902	(0.597)	(25.9)	-	-	-	-	2.305	2.902	(0.597)	(25.9)
Insurance	0.698	0.457	0.241	34.5	-	-	-	-	0.698	0.457	0.241	34.5
Claims	5.989	4.500	1.489	24.9	-	-	-	-	5.989	4.500	1.489	24.9
Maintenance and Other Operating Contracts	3.197	2.178	1.019	31.9	0.019	-	0.019	100.0	3.217	2.178	1.038	32.3
Professional Service Contracts	3.331	1.507	1.824	54.8	-	-	-	-	3.331	1.507	1.824	54.8
Materials & Supplies	4.392	2.988	1.404	32.0	0.070	-	0.070	100.0	4.463	2.988	1.475	33.1
Other Business Expense	0.389	0.368	0.021	5.5	-	-	-	-	0.389	0.368	0.021	5.5
Total Non-Labor Expenses	\$20.437	\$15.057	\$5.379	26.3	\$0.090	\$0.000	\$0.090	100.0	\$20.526	\$15.057	\$5.469	26.6
Total Expenses before Non-Cash Liability Adjs.	\$71.374	\$64.870	\$6.504	9.1	\$0.447	\$0.683	(\$0.236)	(52.7)	\$71.821	\$65.553	\$6.268	8.7
Depreciation	\$4.313	\$3.922	\$0.391	9.1	\$0.000	\$0.000	\$0.000	-	\$4.313	\$3.922	\$0.391	9.1
GASB 75 OPEB Expense Adjustment	6.144	-	6.144	100.0	-	-	-	-	6.144	-	6.144	100.0
GASB 68 Pension Adjustment	4.216	-	4.216	100.0	-	-	-	-	4.216	-	4.216	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$86.046	\$68.792	\$17.254	20.1	\$0.447	\$0.683	(\$0.236)	(52.7)	\$86.494	\$69.475	\$17.018	19.7
Net Surplus/(Deficit)	(\$71.689)	(\$59.269)	\$12.420	17.3	(\$0.000)	\$0.000	\$0.000	100.0	(\$71.689)	(\$59.269)	\$12.420	17.3

NOTE: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note 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 - 2022 Adopted Budget
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
February 2022 Year-To-Date
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	Adopted Budget	Actual	(Unfavorable)		Adopted Budget	Actual	(Unfavorable)		Adopted Budget	Actual	(Unfavorable)	
Variance			Percent	Variance			Percent	Variance			Percent	
Revenue												
Farebox Revenue	\$26.375	\$18.284	(\$8.091)	(30.7)	\$0.000	\$0.000	\$0.000	-	\$26.375	\$18.284	(\$8.090)	(30.7)
Other Operating Income	3.154	1.472	(1.682)	(53.3)	-	-	-	-	3.154	1.472	(1.683)	(53.4)
Capital and Other Reimbursements	-	-	-	-	0.928	0.869	(0.059)	(6.4)	0.928	0.869	(0.060)	(6.5)
Total Revenue	\$29.529	\$19.756	(\$9.773)	(33.1)	\$0.928	\$0.869	(\$0.060)	(6.5)	\$30.457	\$20.625	(\$9.833)	(32.3)
Expenses												
<i>Labor:</i>												
Payroll	\$50.276	\$49.359	\$0.917	1.8	\$0.367	\$0.385	(\$0.018)	(4.9)	\$50.643	\$49.744	\$0.899	1.8
Overtime	15.538	14.414	1.124	7.2	-	0.055	(0.055)	-	15.538	14.470	1.069	6.9
Health and Welfare	14.473	14.092	0.381	2.6	0.226	-	0.226	100.0	14.698	14.092	0.606	4.1
OPEB Current Payment	4.044	4.266	(0.222)	(5.5)	-	-	-	-	4.044	4.266	(0.222)	(5.5)
Pensions	9.520	10.030	(0.510)	(5.4)	-	-	-	-	9.520	10.030	(0.510)	(5.4)
Other Fringe Benefits	12.005	10.801	1.204	10.0	-	0.039	(0.039)	-	12.005	10.840	1.165	9.7
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.149)	(0.389)	0.240	*	0.149	0.389	(0.240)	*	(0.000)	-	(0.000)	(100.0)
Total Labor Expenses	\$105.706	\$102.573	\$3.133	3.0	\$0.742	\$0.869	(\$0.127)	(17.1)	\$106.448	\$103.442	\$3.007	2.8
<i>Non-Labor:</i>												
Electric Power	\$0.280	\$0.308	(\$0.027)	(9.4)	-	-	-	-	\$0.280	\$0.308	(\$0.027)	(9.4)
Fuel	4.785	4.508	0.276	5.8	-	-	-	-	4.785	4.508	0.276	5.8
Insurance	1.449	0.913	0.536	37.0	-	-	-	-	1.449	0.913	0.536	37.0
Claims	12.434	9.000	3.434	27.6	-	-	-	-	12.434	9.000	3.434	27.6
Maintenance and Other Operating Contracts	6.638	3.958	2.680	40.4	0.040	-	0.040	100.0	6.678	3.958	2.721	40.7
Professional Service Contracts	6.915	3.450	3.465	50.1	-	-	-	-	6.915	3.450	3.465	50.1
Materials & Supplies	9.118	5.475	3.643	40.0	0.146	-	0.146	100.0	9.265	5.475	3.789	40.9
Other Business Expense	0.808	0.516	0.293	36.3	-	-	-	-	0.808	0.516	0.293	36.3
Total Non-Labor Expenses	\$42.428	\$28.128	\$14.300	33.7	\$0.187	\$0.000	\$0.187	100.0	\$42.615	\$28.128	\$14.487	34.0
Total Expenses before Non-Cash Liability Adjs.	\$148.134	\$130.701	\$17.433	11.8	\$0.928	\$0.869	\$0.060	6.5	\$149.063	\$131.570	\$17.493	11.7
Depreciation	\$8.954	\$7.845	\$1.109	12.4	-	-	-	-	\$8.954	\$7.845	\$1.109	12.4
GASB 75 OPEB Expense Adjustment	12.755	-	12.755	100.0	-	-	-	-	12.755	-	12.755	100.0
GASB 68 Pension Adjustment	8.753	-	8.753	100.0	-	-	-	-	8.753	-	8.753	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$178.596	\$138.546	\$40.050	22.4	\$0.928	\$0.869	\$0.060	6.5	\$179.524	\$139.414	\$40.110	22.3
Net Surplus/(Deficit)	(\$149.067)	(\$118.790)	\$30.277	20.3	(\$0.000)	\$0.000	\$0.000	100.0	(\$149.067)	(\$118.790)	\$30.277	20.3

NOTE: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note 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 - 2022 Adopted Budget
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reims	February 2022				Year-To-Date			
		Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance		
		\$	%		\$	%			
Farebox Revenue	NR	\$ (3.806)	(29.6)	Lower ridership primarily due to the COVID-19 Omicron variant, weather and lower average fare.	\$ (8.091)	(30.7)	Lower ridership primarily due to the COVID-19 Omicron variant, weather and lower average fare.		
Other Operating Revenue	NR	\$ (1.028)	(67.7)	Primarily due to no Student reimbursement due to COVID-19 and the timing of advertising revenue partially offset by higher recoveries from Other Insurances	\$ (1.682)	(53.3)	Primarily due to no Student reimbursement due to COVID-19 and the timing of advertising revenue partially offset by higher recoveries from Other Insurances		
Capital and Other Reimbursements	R	\$ 0.236	*	Timing of Reimbursements	\$ (0.059)	(6.4)	Timing of Reimbursements		
Total Revenue Variance		\$ (4.598)	(31.1)		\$ (9.832)	(32.3)			
Payroll	NR	\$ 1.176	4.9	Primarily due to vacancy and lower sick time usage.	\$ 0.917	1.8	Primarily due to vacancy offset by higher vacation payment, higher cash out of sick and personal time.		
Overtime	NR	\$ 0.307	4.1	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability.	\$ 1.124	7.2	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability.		
Health and Welfare (including OPEB)	NR	\$ (0.426)	(4.8)	Primary due to higher insurance expenses, and H&W Reimbursable expenses, partially offset by to lower dental, and prescription drugs.	\$ 0.159	0.9	Primary due to to lower dental, and prescription drugs, partially offset by higher insurance expenses, and H&W Reimbursable expenses		
Pension	NR	\$ (0.430)	(9.4)	Mainly due to higher expenses	\$ (0.510)	(5.4)	Mainly due to higher expenses		
Other Fringe Benefits	NR	\$ 0.258	4.5	Due to lower payroll related fringe benefits, lower Worker's Compensation and lower Health Benefit Trust offset by timing of interagency billing.	\$ 1.204	10.0	Due to lower payroll related fringe benefits, lower Worker's Compensation and lower Health Benefit Trust offset by timing of interagency billing.		
Reimbursable Overhead	NR	\$ 0.238	*	(a)	\$ 0.240	*	(a)		
Electric Power	NR	\$ (0.023)	(16.9)	(a)	\$ (0.027)	(16.9)	(a)		
Fuel	NR	\$ (0.597)	(25.9)	Primarily due to higher fuel costs partially offset by lower diesel fuel consumption	\$ 0.276	5.8	Primarily due to lower diesel fuel consumption partially offset by unfavorable fuel costs		
Insurance	NR	\$ 0.241	34.5	Timing of expenses	\$ 0.536	37.0	Timing of expenses		
Claims	NR	\$ 1.489	24.9	Timing of expenses	\$ 3.434	27.6	Timing of expenses		
Maintenance and Other Operating Contracts	NR	\$ 1.019	31.9	Mainly the timing of facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses, tires and tubes and vehicle purchases	\$ 2.680	40.4	Mainly the timing of facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses, tires and tubes and vehicle purchases		
Professional Service Contracts	NR	\$ 1.824	54.8	Timing of interagency billing, bus technology, and service contracts	\$ 3.465	50.1	Timing of interagency billing, bus technology, and service contracts		
Materials & Supplies	NR	\$ 1.404	32.0	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses	\$ 3.643	40.0	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	\$ 0.021	5.5	Primarily due to the timing of Automatic Fare Collection (AFC) fees, and other miscellaneous expenses offset by NFPS credit card fees.	\$ 0.293	36.3	Primarily due to the timing of Automatic Fare Collection (AFC) fees, and other miscellaneous expenses offset by NFPS credit card fees.		
Depreciation	NR	\$ 0.391	9.1	Timing of asset replacement	\$ 1.109	12.4	Timing of asset replacement		
Other Post Employment Benefits	NR	\$ 6.144	100.0	(a)	\$ 12.755	100.0	(a)		
GASB 68 Pension Adjustment	NR	\$ 4.216	100.0	(a)	\$ 8.753	100.0	(a)		
Environmental Remediation	NR	\$ -	-		\$ -	-			
Payroll	R	\$ (0.119)	(67.5)	Timing of charges	\$ (0.018)	(4.9)	Timing of charges		
Overtime	R	\$ (0.045)	*	(a)	\$ (0.055)	*	(a)		
Health and Welfare	R	\$ 0.109	100.0	} Timing of charges	\$ 0.226	100.0	} Timing of charges		
Pension	R	\$ -	-		\$ -	-		\$ -	
Other Fringe Benefits	R	\$ (0.032)	-		\$ (0.039)	-	} Timing of charges		
Reimbursable Overhead	R	\$ (0.238)	*		\$ (0.240)	*	} Timing of charges		
Professional Service Contracts	R	\$ -	(a)		\$ -	(a)			
Maintenance and Other Operating	R	\$ 0.019	*	(a)	\$ 0.040	*	(a)		
Materials & Supplies	R	\$ 0.070	*	(a)	\$ 0.146	*	(a)		
Total Expense Variance		\$ 17.016	19.7		\$ 40.111	22.3			
Net Variance		\$ 12.417	17.3		\$ 30.279	20.3			

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
CASH RECEIPTS AND EXPENDITURES

(\$ in millions)

	February 2022				Year-To-Date			
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
			Favorable (Unfavorable)				Favorable (Unfavorable)	
<u>Receipts</u>								
Farebox Revenue	\$12.838	\$12.092	(\$0.746)	(5.8)	\$26.375	\$21.539	(\$4.836)	(18.3)
Other Operating Revenue	5.595	0.348	(5.247)	(93.8)	11.190	73.457	62.267	*
Capital and Other Reimbursements	0.485	0.152	(0.333)	(68.7)	0.970	0.754	(0.216)	(22.3)
Total Receipts	\$18.918	\$12.592	(\$6.326)	(33.4)	\$38.535	\$95.750	\$57.215	*
<u>Expenditures</u>								
<i>Labor:</i>								
Payroll	\$26.435	\$25.144	\$1.291	4.9	\$52.871	\$49.200	\$3.671	6.9
Overtime	7.665	7.243	0.422	5.5	15.329	14.469	0.860	5.6
Health and Welfare	7.683	10.598	(2.915)	(37.9)	15.365	19.343	(3.978)	(25.9)
OPEB Current Payment	2.114	2.120	(0.006)	(0.3)	4.228	4.266	(0.038)	(0.9)
Pensions	4.961	5.015	(0.054)	(1.1)	9.922	10.030	(0.108)	(1.1)
Other Fringe Benefits	5.009	7.370	(2.361)	(47.1)	10.019	11.214	(1.195)	(11.9)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	-	-	-
Total Labor Expenditures	\$53.867	\$57.490	(\$3.623)	(6.7)	\$107.734	\$108.522	(\$0.788)	(0.7)
<i>Non-Labor:</i>								
Electric Power	\$0.147	\$0.208	(\$0.061)	(41.5)	\$0.293	\$0.417	(\$0.124)	(42.2)
Fuel	2.501	2.724	(0.223)	(8.9)	5.002	7.157	(2.155)	(43.1)
Insurance	0.757	-	0.757	100.0	1.515	-	1.515	100.0
Claims	3.156	1.438	1.718	54.4	6.313	2.094	4.219	66.8
Maintenance and Other Operating Contracts	3.491	3.065	0.426	12.2	6.981	6.277	0.704	10.1
Professional Service Contracts	3.614	8.466	(4.852)	*	7.228	9.504	(2.276)	(31.5)
Materials & Supplies	4.842	2.711	2.131	44.0	9.685	4.682	5.003	51.7
Other Business Expenses	0.422	0.133	0.289	68.5	0.845	0.442	0.403	47.7
Total Non-Labor Expenditures	\$18.931	\$18.745	\$0.186	1.0	\$37.863	\$30.573	\$7.290	19.3
Total Expenditures	\$72.798	\$76.235	(\$3.437)	(4.7)	\$145.596	\$139.095	\$6.501	4.5
Operating Cash Surplus/(Deficit)	(\$53.880)	(\$63.643)	(\$9.763)	(18.1)	(\$107.062)	(\$43.345)	\$63.717	59.5

NOTE: Totals may not add due to rounding

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS
(\$ in millions)

	February 2022			Year-To-Date		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
Operating Receipts or Disbursements	\$	%		\$	%	
Farebox Revenue	\$ (0.746)	(5.8)	Lower ridership primarily due to the COVID-19 Omicron variant, weather and lower average fare.	\$ (4.836)	(18.3)	Lower ridership primarily due to the COVID-19 Omicron variant, weather and lower average fare.
Other Operating Revenue	(5.247)	(93.8)	Primarily due to no Student reimbursement due to COVID-19 and the timing of advertising revenue partially offset by higher recoveries from Other Insurances	62.267	*	Mainly due to the CRRSAA Federal Aid payment, higher recoveries from Other Insurance, partially offset by no Student reimbursement due to COVID-19
Capital and Other Reimbursements	(0.333)	(68.7)	Timing of Receipt	(0.216)	(22.3)	Timing of Receipt
Total Receipts	\$ (6.326)	(33.4)		\$ 57.215		
Payroll	\$ 1.291	4.9	Primarily due to vacancy and lower sick time usage.	\$ 3.671	6.9	Primary due to vacancy, lower sick time usage and Timing of Payments
Overtime	0.422	5.5	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability.	0.860	5.6	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability.
Health and Welfare (including OPEB)	(2.921)	(29.8)	Primary due to the timing of medical & hospitalization expenses, higher prescription drugs and life insurance expenses partially offset by lower dental.	(4.016)	(20.5)	Primary due to the timing of medical & hospitalization expenses, higher prescription drugs and life insurance expenses partially offset by lower dental.
Pension	(0.054)	(1.1)	(a)	(0.108)	(1.1)	(a)
Other Fringe Benefits	(2.361)	(47.1)	Timing of payments	(1.195)	(11.9)	Timing of payments
GASB	-	-		-	-	
Electric Power	(0.061)	(41.5)	(a)	(0.124)	(42.2)	(a)
Fuel	(0.223)	(8.9)	Primarily due to higher fuel costs partially offset by lower diesel fuel consumption	(2.155)	(43.1)	Primarily due to higher fuel costs partially offset by lower diesel fuel consumption
Insurance	0.757	100.0	Timing of payments	1.515	100.0	Timing of payments
Claims	1.718	54.4	Timing of payments	4.219	66.8	Timing of payments
Maintenance and Other Operating Contracts	0.426	12.2	Mainly the timing of facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses, tires and tubes and vehicle purchases	0.704	10.1	Mainly the timing of facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses, tires and tubes and vehicle purchases
Professional Service Contracts	(4.852)	*	Timing of interagency billing, bus technology, and service contracts	(2.276)	(31.5)	Timing of interagency billing, bus technology, and service contracts
Materials & Supplies	2.131	44.0	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses	5.003	51.7	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	0.289	68.5	Primarily due to the timing of Automatic Fare Collection (AFC) fees, and other miscellaneous expenses offset by NFPS credit card fees.	0.403	47.7	Primarily due to the timing of Automatic Fare Collection (AFC) fees, and other miscellaneous expenses offset by NFPS credit card fees.
Total Expenditures	\$ (3.439)	(4.7)		\$ 6.500	4.5	
Net Cash Variance	\$ (9.763)	(18.1)		\$ 63.717	59.5	

(a) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
CASH CONVERSION (CASH FLOW ADJUSTMENTS)
(\$ in millions)

	February 2022				Year-To-Date			
	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Percent	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Percent
Receipts								
Farebox Revenue	\$0.000	\$3.060	\$3.060	-	\$0.000	\$3.255	\$3.255	-
Other Operating Revenue	4.075	(0.143)	(4.218)	*	8.035	71.985	63.950	*
Capital and Other Reimbursements	0.038	(0.531)	(0.569)	*	0.042	(0.115)	(0.157)	*
Total Receipts	\$4.114	\$2.386	(\$1.728)	(42.0)	\$8.077	\$75.125	\$67.048	*
Expenditures								
<i>Labor:</i>								
Payroll	(\$2.042)	(\$1.808)	\$0.234	11.5	(\$2.228)	\$0.544	\$2.772	*
Overtime	(0.159)	-	0.159	100.0	0.209	0.001	(0.208)	(99.5)
Health and Welfare	(0.603)	(3.373)	(2.770)	*	(0.667)	(5.251)	(4.584)	*
OPEB Current Payment	(0.166)	-	0.166	100.0	(0.183)	-	0.183	100.0
Pensions	(0.375)	-	0.375	100.0	(0.402)	-	0.402	100.0
Other Fringe Benefits	0.773	(1.814)	(2.587)	*	1.986	(0.374)	(2.360)	*
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.000)	-	0.000	100.0	(0.000)	-	0.000	100.0
Total Labor Expenditures	(\$2.572)	(\$6.995)	(\$4.423)	*	(\$1.285)	(\$5.080)	(\$3.795)	*
<i>Non-Labor:</i>								
Electric Power	(\$0.012)	(\$0.050)	(\$0.038)	*	(\$0.013)	(\$0.109)	(\$0.096)	*
Fuel	(0.196)	0.178	0.374	*	(0.217)	(2.649)	(2.432)	*
Insurance	(0.059)	0.457	0.516	*	(0.066)	0.913	0.979	*
Claims	2.833	3.062	0.229	8.1	6.121	6.906	0.785	12.8
Maintenance and Other Operating Contracts	(0.274)	(0.887)	(0.613)	*	(0.303)	(2.319)	(2.016)	*
Professional Service Contracts	(0.283)	(6.959)	(6.676)	*	(0.314)	(6.054)	(5.740)	*
Materials & Supplies	(0.379)	0.277	0.656	*	(0.420)	0.793	1.213	*
Other Business Expenditures	(0.033)	0.235	0.268	*	(0.037)	0.074	0.111	*
Total Non-Labor Expenditures	\$1.598	(\$3.687)	(\$5.285)	*	\$4.752	(\$2.445)	(\$7.197)	*
Total Cash Conversion Adjustments before Non-Cash Liability Adjs.	\$3.139	(\$8.296)	(\$11.435)	*	\$11.544	\$67.600	\$56.056	*
Depreciation Adjustment	\$4.313	\$3.922	(\$0.391)	(9.1)	\$8.954	\$7.845	(\$1.109)	(12.4)
GASB 75 OPEB Expense Adjustment	6.144	-	(6.144)	(100.0)	12.755	-	(12.755)	(100.0)
GASB 68 Pension Adjustment	4.216	-	(4.216)	(100.0)	8.753	-	(8.753)	(100.0)
Environmental Remediation	-	-	-	-	-	-	-	-
Total Expenses/Expenditures	\$17.811	(\$4.374)	(\$22.185)	*	\$42.006	\$75.445	\$33.439	79.6
Total Cash Conversion Adjustments	\$17.811	(\$4.374)	(\$22.185)	*	\$42.006	\$75.445	\$33.439	79.6

NOTE: Totals may not add due to rounding

MTABC- NON-REIMBURSABLE OVERTIME

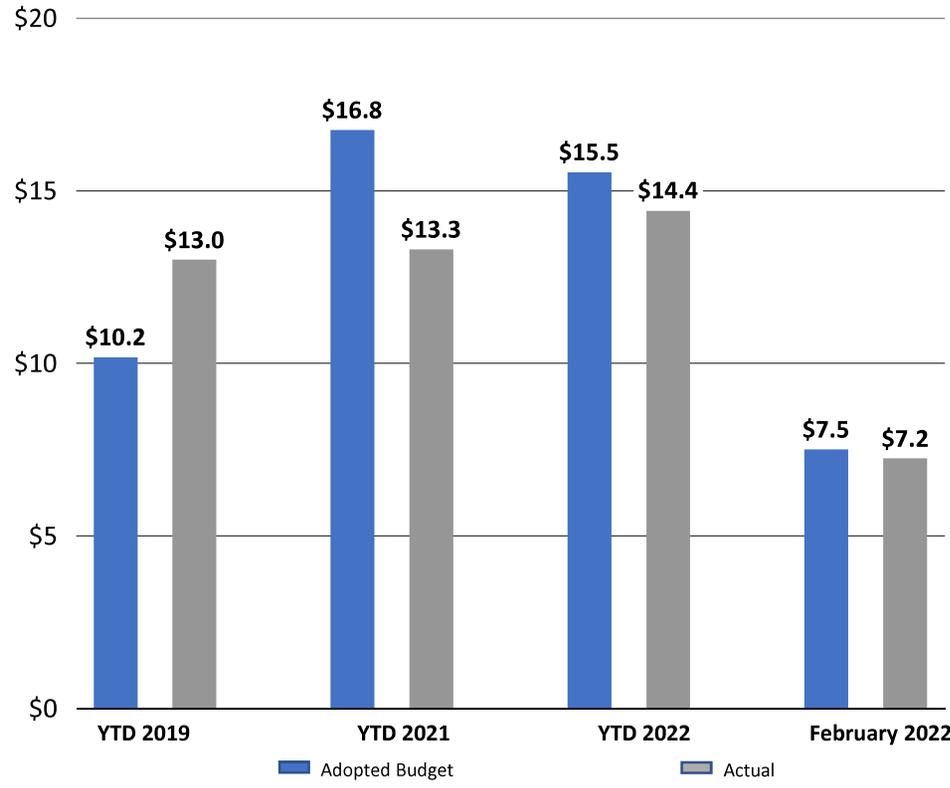
Overview

Overall increase of \$1.1M or 8% compared to February YTD 2021
 Overall increase of \$1.4M or 11% compared to February YTD 2019
 \$1.1M or 7% under 2022 YTD budget

Agency Detail

- Transportation
 - Primarily due to lower scheduled /unscheduled service (\$1.2M) and favorable weather (\$0.8M); partially offset by availability shortfall (\$1.7M).
- Maintenance
 - Primarily due to favorable COVID cleaning/ programmatic maintenance (\$0.7), availability (\$0.6M), and unscheduled service (\$0.2M); partially offset by weather (\$0.6M)

Non-Reimbursable Overtime - YTD February Variance
 (all dollars in millions)



Source: Adopted budget, GL actuals for overtime spending.
 Note: MTABC February YTD 2022 Reimbursable OT is \$56K and \$0 for the same period in 2021.

MTA BUS COMPANY
2022 Adopted Budget vs Actual
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS
FEBRUARY 2022

FUNCTION/DEPARTMENT	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Office of the EVP	3	2	1	
Human Resources	16	9	7	
Office of Management and Budget	14	11	3	
Material	15	11	4	
Controller	18	16	2	
Office of the President	4	-	4	
System Safety Administration	-	-	-	
Law	20	14	6	
Labor Relations	-	-	-	
Strategic Office	19	17	2	
Non-Departmental	7	-	7	
Total Administration	116	80	36	Vacancies
Operations				
Buses	2,328	2,276	53	Vacancies Bus Operators
Office of the Executive VP	6	3	3	
Safety & Training	68	124	(56)	Bus Operators in Training
Road Operations	141	132	9	
Transportation Support	25	32	(7)	
Operations Planning	34	28	6	
Revenue Control	6	6	-	
Total Operations	2,608	2,600	8	
Maintenance				
Buses	723	704	19	
Maintenance Support/CMF	335	188	147	Vacancies mainly Maintenance
Facilities	76	70	6	
Supply Logistics	104	88	16	
Total Maintenance	1,238	1,050	188	
Capital Program Management	35	22	13	
Total Engineering/Capital	35	22	13	Vacancies mainly Managers
Security	13	10	3	
Total Public Safety	13	10	3	Vacancy
Total Positions	4,010	3,762	248	
Non-Reimbursable	3,972	3,729	243	
Reimbursable	38	33	5	
Total Full-Time	3,992	3,747	245	
Total Full-Time Equivalents	18	15	3	

MTA BUS COMPANY
2022 Adopted Budget vs Actual
TOTAL FULL - TIME AND FTE'S BY FUNCTION AND OCCUPATION
FEBRUARY 2022

FUNCTION/OCCUPATIONAL GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	46	29	17	
Professional, Technical, Clerical	63	51	12	
Operational Hourlies	7	-	7	
Total Administration	116	80	36	Vacancies
Operations				
Managers/Supervisors	319	312	7	
Professional, Technical, Clerical	45	38	7	
Operational Hourlies	2,244	2,250	(6)	
Total Operations	2,608	2,600	8	Mainly Bus Operator vacancies
Maintenance				
Managers/Supervisors	241	211	30	
Professional, Technical, Clerical	35	33	2	
Operational Hourlies	962	806	156	
Total Maintenance	1,238	1,050	188	Vacancies mainly Maintenance
Engineering/Capital				
Managers/Supervisors	21	11	10	
Professional, Technical, Clerical	14	11	3	
Operational Hourlies	-	-	-	
Total Engineering/Capital	35	22	13	Vacancies mainly Managers
Public Safety				
Managers/Supervisors	8	5	3	
Professional, Technical, Clerical	5	5	-	
Operational Hourlies	-	-	-	
Total Public Safety	13	10	3	Vacancy
Total Baseline Positions				
Managers/Supervisors	635	568	67	
Professional, Technical, Clerical	162	138	24	
Operational Hourlies	3,213	3,056	157	
Total Baseline Positions	4,010	3,762	248	

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
Utilization
(In millions)

	<u>February 2022</u>			<u>Year-to-date as of February 2022</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	\$12.838	\$9.032	(\$3.806)	\$26.375	\$18.284	(\$8.090)
Total Farebox Revenue	\$12.838	\$9.032	(\$3.806)	\$26.375	\$18.284	(\$8.090)
<u>Ridership</u>						
Fixed Route	6.941	5.926	(1.015)	14.249	11.510	(2.740)
Total Ridership	6.941	5.926	(1.015)	14.249	11.510	(2.740)