



Transit and Bus Committee Meeting

May 2022

Committee Members

H. Mihaltses (Chair)

V. Calise (Vice Chair)

A. Albert

J. Barbas

N. Brown

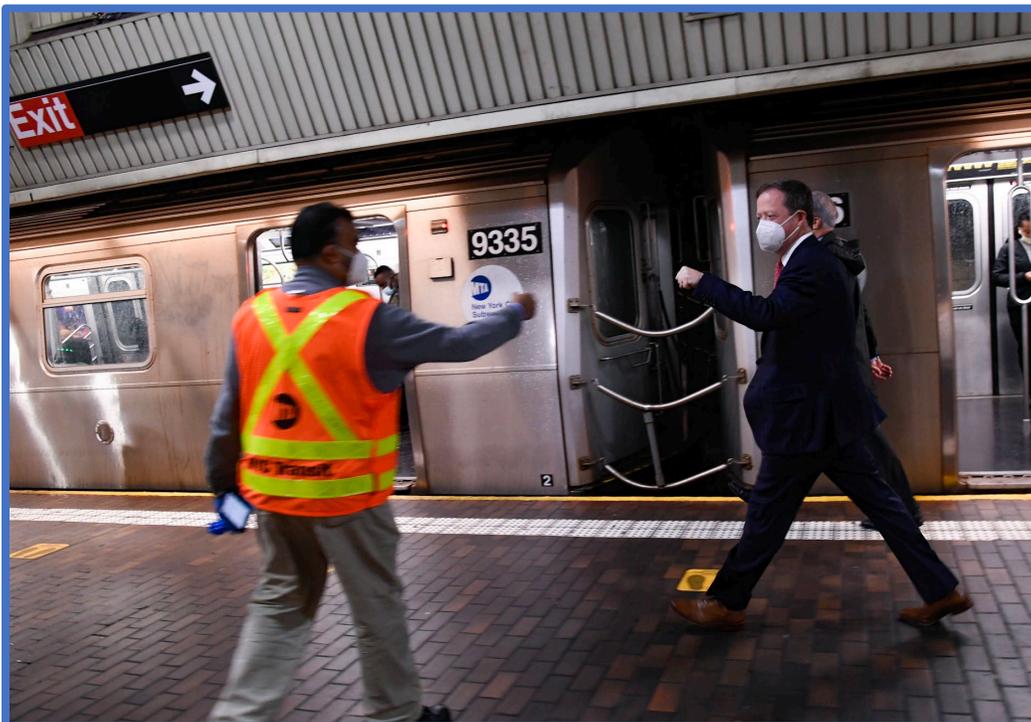
L. Cortès-Vázquez

R. Glucksman

D. Jones

R. Mujica

J. Samuelsen



MTA New York City Transit President Richard Davey (right) rode the subway and spoke to employees and customers on his first day on the job, Monday, May 2nd. Davey comes to NYCT from Boston where he served as the Massachusetts Secretary of Transportation and the General Manager of the Massachusetts Bay Transportation Authority.

New York City Transit and Bus Committee Meeting

2 Broadway, 20th Floor Board Room

New York, NY 10004

Monday, 5/23/2022

10:15 - 11:30 AM ET

1. PUBLIC COMMENT PERIOD

2. APPROVAL OF MINUTES - APRIL 25, 2022

Meeting Minutes - April 25, 2022 - Page 4

3. COMMITTEE WORK PLAN

May 2022 Work Plan - Page 11

4. EXECUTIVE SUMMARY

May 2022 Executive Summary - Page 18

5. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 31

ii. NYCT, MTA Bus Report

Bus Report - Page 57

iii. Paratransit Report

Paratransit Report - Page 78

iv. Strategy and Customer Experience Report

Strategy and Customer Experience Report - Page 89

b. Safety Report

Safety Report - Page 94

c. Crime Report

Crime Report - Page 98

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

NYCT, SIR, MTA Bus Financial and Ridership Reports - Page 106

6. PROCUREMENTS

a. Non-Competitive (none)

b. Competitive (none)

c. Ratifications (none)

7. STANDARD FOLLOW UP REPORTS

a. Transit Adjudication Bureau Report, 1st Qtr 2022

TAB Report, 1st Qtr, 2022 - Page 154

b. Fare Evasion Report, 1st Qtr 2022

Fare Evasion Report, 1st Qtr 2022 - Page 157

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,
and MTA Bus Company
April 25, 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. Victor Calise
Hon. Rhonda Herman
Hon. Lorraine Cortes-Vazquez
Hon. Randolph Glucksman
Hon. David Jones
Hon. John Samuelson
Hon. Vincent Tessitore

The following Staff Members attended in person or by videoconference:

Craig Cipriano, Interim President, NYCT
Demetrius Crichlow, Senior Vice President, Subways, NYCT
Frank Annicaro, Acting President, MTA Bus Company/Senior Vice President, NYCT
Chris Pangilinan, Vice President, Paratransit, NYCT
Sarah Meyer, Chief Customer Officer, MTA
Jason Wilcox, Chief of Transit, NYPD
Timothy Doddo, Vice President, Office of System Safety, MTA
Judith McClain, Chief, Operations Planning, NYCT
Rachel Cohen, Deputy Chief Accessibility Officer, MTA
Monica Murray, Chief Administrative Officer, NYCT
David Farber, General Counsel, NYCT
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 April 2022 Committee meeting.

A recorded audio public safety announcement was played.

1. CHAIR MIHALTSES' OPENING REMARKS

Chair Haeda Mihaltses opened the meeting by thanking all the employees and first responders who quickly responded to the April 12th shooting. She noted New Yorkers continually demonstrate strength, courage, compassion and determination.

She thanked Craig Cipriano for his hard work as Interim President, NYCT, and stated she was confident he will continue to foster innovative thinking within the leadership team, and find creative solutions, in his new role as Chief Operating Officer.

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:

Lisa Daglian
Jason Anthony
Murray Bodin
Christopher Greif
Charlton D'Souza
Jean Ryan
Andy Pollack
Joseph Rappaport

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

3. WORK PLAN REPORT

Interim President Cipriano stated that there were no changes to the Work Plan.

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

4. INTERIM PRESIDENT'S REPORT

Interim President Cipriano delivered the Interim President's Report. He thanked New Yorkers for their support and prayers on April 12th, noting that it was a harrowing day in the system, and stated

that he was proud of the heroic efforts of the New York City Transit workforce, Chief Wilcox, and all the law enforcement agencies that responded.

He stated multiple cameras in the system captured the suspect on that day. He noted there are over 10,000 cameras in the subway system, and 5,000 on the buses. He further stated camera usage has increased by 60% in just a few short years, and the cameras only have a 1% failure rate.

Noting the resilience of New Yorkers, Mr. Cipriano reported millions returned to the subway on April 13th. He stated while he remains encouraged by ridership numbers, he recognizes overall, ridership has plateaued. He stated the team continues to work hard to get riders to return to the system. He noted in tandem with returning ridership numbers, OMNY use has increased.

He stated in conclusion, he looks forward to assuming the role of Chief Operating Officer and welcoming the new President, Rich Davey.

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

5. SUBWAY REPORT

Demetrius Crichlow, Senior Vice President, Subways delivered the Subway Report. He reported there was an incident this morning involving a Signal Helper being struck by a train. He stated the employee is recovering at the hospital, and the incident is under investigation.

Mr. Crichlow thanked the Subways staff for their heroic response to the events of April 12th. Specifically, he thanked Train Operators David Artis and Michael Catalano and Conductors Raven Hayes and Willy Sanchez.

He stated the March results show continued progress in making the customer experience more reliable. He noted Weekday Service Delivered has risen, as well as Service Delivered on every line on both weekdays and weekends. He reported Weekday On-Time Performance increased, and the number of trips cancelled due to crew availability decreased. He added aggressive hiring and training efforts have proven successful.

Mr. Crichlow noted Major Incidents increased in March. He stated while overall delays from such incidents were down, several were particularly disruptive. He stated he expects this metric to improve in the future, as a result of the Subway Safety Plan.

Noting Customer Journey Time Performance improved, Mr. Crichlow stated he looks forward the continuing this positive trend.

Mr. Crichlow thanked Mr. Cipriano for his leadership as Interim President, and stated he looks forward to working with him in his new role as Chief Operating Officer. He further stated he looks forward to working with Rich Davey when he assumes the role of President next week.

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

6. BUS REPORT

Frank Annicaro, Acting President, MTA Bus Company/Senior Vice President NYCT, delivered the Bus Report. He thanked Mr. Cipriano for his continued leadership, and stated he looks forward to working with Rich Davey.

Mr. Annicaro thanked the Subways team for their heroic response to the events of April 12th. He also thanked the Buses team for providing critical shuttle service on that day.

With respect to Bus Performance, Mr. Annicaro reported almost all indicators showed improvement, including Service Delivered and Wait Assessment. He stated this was the result of aggressive efforts to address operator shortages and effectively manage service.

He noted the new Queens Bus Network Redesign Draft Plan was released last week, and he encouraged people to visit new.mta.info/Queensbusredesign to register for a workshop or submit comments.

In celebration of Earth Day, he stated one of the all-electric buses was showcased at the New York International Auto Show. He noted the MTA plays an important role in reducing greenhouse gas emissions, and progress being made towards the transition to a zero emissions fleet by 2040 will be discussed at the Board meeting this week.

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

7. PARATRANSIT REPORT

Chris Pangilinan, Vice President, Paratransit, delivered the Paratransit Report. He reported ridership was up. With respect to broker service, he stated MWBE firms continue to be mentored, and performance has been holding steady.

Regarding Primary Carrier Service, he reported the 30-minute-pickup window for on-time performance declined slightly. He reported no-shows per 1,000 scheduled trips were at 1.2, better than the goal of 3. He stated broker service remained above the 90% performance level for the third consecutive month. He noted broker no-shows remained higher than the goal, but showed improvement.

He stated call center performance reached its goal of 95% of calls answered in February. He stated he remains cautiously optimistic that performance will continue to remain stable.

He thanked Mr. Cipriano for his leadership and all the Paratransit staff at 3300 Northern for sharing their great ideas with him.

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

8. ACCESSIBILITY REPORT

Rachel Cohen, Deputy Chief Accessibility Officer, delivered the Accessibility Report. She acknowledged the terrible attack on April 12th, and thanked the MTA leadership, staff, Governor, Mayor, FDNY and NYPD for their quick response.

She announced a 13-member working group has been created to address the challenges faced by parents and caregivers traveling with children in strollers on public transportation. She stated she was encouraged by the initial discussions, and the group's findings would be shared with the Committee, MTA leadership, and the public in June.

She reported the elevator replacement projects continue to move forward. She noted the new elevator at 34th Street-Herald Square contains an ADA compliant hands-free speakerphone system with video-calling and texting features. She stated this is the first elevator in New York to have this upgraded feature.

She stated customers are reminded that real-time elevator status information is available on the MTA website, and MTA maps on digital screens throughout the system are updated to reflect long-term outages. She noted print and digital signs are posted in impacted stations, in addition to announcements in stations and on trains.

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

9. STRATEGY & CUSTOMER SERVICE REPORT

Sarah Meyer, Chief Customer Officer, delivered the Strategy & Customer Service Report.

She reported on the recent efforts to make the OMNY retail network more robust. She stated the card shortage issue has improved, and to date, 10,000 cards have been sold to 952 retailers. She stated her team continues to work on ensuring appropriate geographic distribution and to make sure that all cashiers at those locations are trained to sell and reload OMNY cards.

She noted the OMNY team launched a live chat assistant on the OMNY website in preparation for the expansion of the Reduced Fare OMNY program in June and the Paratransit OMNY pilot in May. She expected many customer inquiries concerning the programs to be forthcoming.

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

10. SAFETY AND SECURITY REPORT

Robert Diehl, Senior Vice President, Safety and Security, delivered the Safety and Security Report.

He thanked Mr. Cipriano for always challenging the team to work outside the box, and stated he looks forward to working with Rich Davey as well. He reported Subway Customer Accidents have decreased. He also discussed trends in Bus Collisions, Collision Injuries, Employee Lost Time Accidents, and Subway Fires.

Jason Wilcox, Chief of Transit, NYPD, delivered the crime report. He thanked Mr. Cipriano for his professionalism and friendship. With respect to the April 12th attack, he thanked the MTA for their partnership and collaboration in helping the injured and controlling the scene. He stated the Subway Safety Plan continues to be implemented through increased uniformed train patrol, enhanced presence throughout the system, greater attention to quality-of-life issues, focused enforcement efforts to fight crime, and continued nightly coordinated operations with the NYC Department of Homeless Services and the NYC Department of Health and Mental Hygiene.

He reported felony assaults have continued to increase and noted this is an area of deep concern. He reported grand larcenies have increased as well, and encouraged riders to stay alert.

He noted there were some new members of the Transit Bureau, and discussed their qualifications. He also reported that 67 police officers were newly assigned to the Subway Unit.

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

11. SERVICE CHANGES

Judith McClain, Chief, Operations Planning, NYCT, discussed a proposed revision to the Q102 route. She reported the change would not affect annual operating cost, as the net travel distance time would remain the same. She stated that the proposed implementation date is this Spring or Summer.

She thanked Mr. Cipriano for his leadership and stated she looks forward to continuing to work together.

12. APPROVAL OF MEETING MINUTES

Board Member Andrew Albert noted the March Minutes should be corrected to reflect that on page 6, Joe Rappaport's name is misspelled, and on page 10 of the "Strategy and Customer Service Report" it should say "as they have been calling it".

Upon motion duly made and seconded, the Board approved the Corrected Committee Minutes of the MTA and MTA Agencies Regular Board meeting held on March 28, 2022.

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 which included one item for an estimated amount of \$37.2 million. He stated the item is for the exercise of an option to purchase 52 R252 flatcars from Harsco Metro Rail that will replace an aging fleet and be used by the Department of Subways. He added the option includes related non-car items such as spare parts and technical documentation.

A motion was duly made and seconded to approve the above procurement requiring a majority vote (Schedule I in the Agenda).

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

14. ADJOURNMENT

Upon motion duly made and seconded, the Committee voted to adjourn the meeting.

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

May 2022

Transit Adjudication Bureau Report, 1st Qtr, 2022	Law
Fare Evasion Report, 1st Qtr, 2022	Management & Budget

June 2022

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

No Items

August 2022

No Meetings Held

September 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
Biannual Customer Satisfaction Report	Strategy & Customer Experience
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

SPECIFIC AGENDA ITEMS (con't)

Responsibility

October 2022

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

Management & Budget
Management & Budget
Management & Budget

November 2022

Transit Adjudication Bureau Report, 3rd Qtr, 2022
Fare Evasion Report, 3rd Qtr, 2022
Charter for Transit Committee

Law
Management & Budget
Corporate Compliance

December 2022

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

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

January 2023

Approval of 2023 NYCT Committee Work Plan
Preliminary Review of NYCT 2022 Operating Results
Preliminary Review of SIR 2022 Operating Results
Preliminary Review of MTA Bus 2022 Operating Results

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

February 2023

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

Management & Budget
Management & Budget
Management & Budget
Capital Program Management
Law
Management & Budget

March 2023

Biannual Customer Satisfaction Report

Strategy & Customer Experience

April 2023

Final Review of NYCT 2022 Operating Results
Final Review of SIR 2022 Operating Results
Final Review of MTA Bus 2022 Operating Results

Management & Budget
Management & Budget
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

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.

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

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.

Biannual Customer Satisfaction Report

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.

II. SPECIFIC AGENDA ITEMS

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.

2023 MTA Bus Preliminary Budget

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

NOVEMBER 2022

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.

II. SPECIFIC AGENDA ITEMS

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 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.

II. SPECIFIC AGENDA ITEMS

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.

MARCH 2023

Biannual Customer Satisfaction Report

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.

APRIL 2023

Final Review of NYCT 2022 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 2022 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 2022 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



Transit and Bus Committee Report May 2022 Executive Summary

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

President's Message

Richard Davey, President, NYCT

I am honored and excited to take the helm leading MTA New York City Transit. Since I started at the beginning of the month, I have had a chance to visit a number of bus, paratransit and subway facilities and stations. I have been immensely impressed with the great work the Transit team is doing and am sincerely appreciative of all that they do for New York. I have been happy to meet and chat with customers on the 4, 5 and 7 trains, and the M11 on my commutes.

So far, I have made visits to the Bus Command Center, Rail Command Center, the Paratransit Command Center, to Corona Yard, St. George Terminal and Clifton Shop, to Casey Stengel, Zerega, LaGuardia, and Quill depots, the 59th St Tower, the Paratransit team offices at 33-00 Northern Boulevard in Queens and the teams at 180 Livingston in Brooklyn, I am in awe of their tremendous work.

I was pleased to mark Asian/Pacific Islander Heritage month by participating in a cross-cultural exchange roundtable on May 17, organized by our TransportAsian Employee Resource Group. I will continue to engage with our employee groups, and I have asked my colleagues in the office and in the field to always tell me what I need to know, not what they think I need to hear. Unfiltered information is the best way we can serve our customers.

My goals for Transit over the coming months and years, are centered around five key themes, which dovetail with the Chair's seven Priorities: Deliver Better Service, Promote Safety & Respect, Increase Appeal for Customers, Achieve Financial Stability, Strengthen & Expand the Network, Operate a 21st Century System, Revive Talent & Culture.

- **Safety:** Maintaining the subways, buses and paratransit services as a welcoming, safe space for both our customers and employees, in partnership with the City and State.
- **Customer Experience:** Operational and facility improvements will be guided by monthly pulse checks with our riders, and by empowering managers on the ground to drive improvements in service.
- **Employee Experience:** Activate internal action teams for employees to be heard

directly by the President's Office, so we can improve employee facilities and work environments.

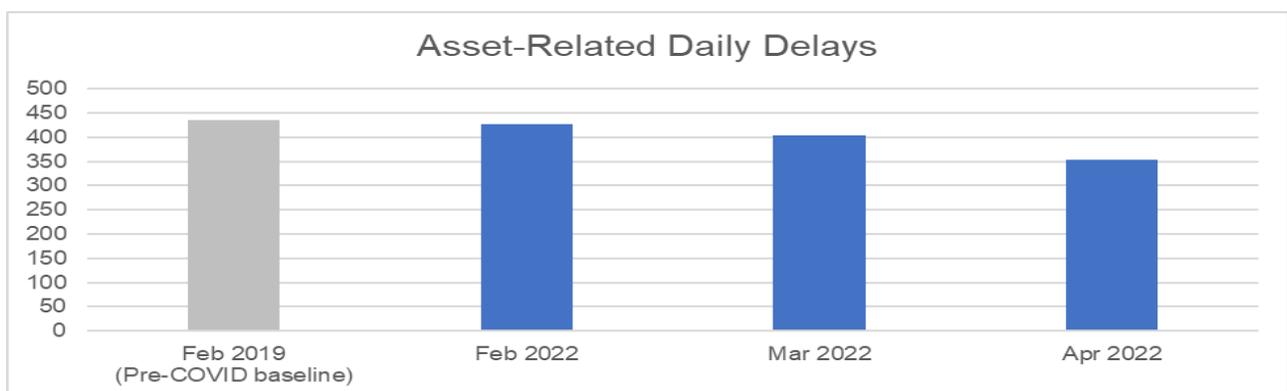
- Long-Term Stability: Strengthen succession planning programs to create a pipeline for employees to become the next generation of leaders within Transit and, coming out of COVID, we also create a fiscally sound organization.
- Innovation: Empower employees to develop new applications and creative solutions to modernize the way we strengthen and expand our network.

I am proud to be part of the New York City Transit team. I look forward hearing more feedback from our customers as we work towards out goals.

Subways

Demetrius Crichlow, Senior Vice President

I'm glad to report that Subways performance saw several gains in April 2022, specifically in asset reliability. First, weekday on-time performance rose yet again to 82.4%, which is 0.4 points higher than last month and several points higher than our pre-COVID baseline. We attribute this improvement to fewer asset-related delays each day, including a 32% reduction in Signals delays month-over-month. Weekday major incidents, which delay more than 50 trains, are also down from 51 last month to 35 this month. We remain focused on reducing delays and increasing the reliability of our equipment so that we can deliver world-class service for our riders.



While our efforts in asset reliability and incident manage show performance improvements, we are still seeing the effects of crew shortage on our system. In April,

we averaged 245 delayed trains per day due to crew availability, or 3.2% of scheduled service. This is a significant improvement from December 2021, when the impacts of crew availability delayed 632 trains per day. Our aggressive hiring and training efforts are still ongoing, even as we face the continued headwinds of attrition and the impacts of COVID-19.

I'm heartened by the news that Subways recently reached a pandemic-era ridership record of over 3.5 million riders. I was also excited by our ongoing partnership with the New York Transit Museum to operate vintage trains in service to the Yankees' opening day game. Events like these prove that New Yorkers are ready to return to using transit to go to work and appointments, visit friends and family, and enjoy the many cultural offerings the city has to offer this spring and summer. We are ready to serve them.

Buses

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

Bus performance in April remained steady and was the third consecutive month showing improvements in key customer-focused metrics after the surge of the Omicron variant. While Service Delivered (at 96.3%) and Wait Assessment (at 77.7%) both remained flat against last month. Customer journey time showed a 1.6% improvement against pre-pandemic levels and a 1% improvement against last month. Additional Bus Stop Time—the estimated average extra time that customers wait at a stop for a bus, compared with their schedule—decreased for a fourth straight month to 1 minute 44 seconds, almost flat against the low reached in April 2021.

I am pleased to report that, on May 5th, we reached the highest single-day ridership—1.51 million—since the Omicron surge. As a percentage of pre-COVID weekly ridership, we are just below where we were before Omicron, at 64% of pre-pandemic ridership. I am encouraged to see more riders returning to our system and the team continues to be laser focused on bus priority and service improvements to deliver a world-class bus system to New Yorkers.

This month the MTA launched its new trip planner tool ahead of the implementation of the Bronx Local Bus Network Redesign on June 26th. The tool allows customers to preview their trip before the implementation of the redesign to see how their Bronx bus routes will change. The redesign modifies 13 Bronx bus routes and adds two new one. We encourage bus customers to use the trip planner to see how the network redesign will serve their trip.

Also, public timetables and schedules for the new Bronx local bus service will be published and available prior to the June 26 launch. Currently, there are brightly-colored signs at bus stops on soon-to-be modified routes, alerting customers of the approaching change. This will be followed by additional signage and announcements, reminders and

social media engagement on Twitter, Facebook and Instagram at @mta. Bus route profiles will also be available for every local Bronx bus route upon implementation.

Another major milestone is the upcoming award of a consulting services contract in support of our zero-emissions fleet transformation. The contract will evaluate the MTA's existing service plan and facilities to develop implementation strategies for a successful zero-emissions transition. In addition, the study will assess existing conditions and requirements, develop a comprehensive plan to support the rollout of zero-emissions buses through 2029, and focus on the post-2029 transition to 100% zero-emissions fleet by 2040.

In closing, I want to highlight that we are celebrating Asian American and Pacific Islander (AAPI) Heritage Month. We know that organizations with ethnic and cultural diversity outperform those without. Increased diversity broadens our talent pool, improves decision making, increases insight into our customer needs, and drives employee engagement. I want to recognize our over seventeen hundred dedicated AAPI employees in bus operations reflecting the diversity of our city and our customers. I want to extend my appreciation for their incredible hard work. We are so proud to have you onboard.

Paratransit

Christopher Pangilinan, Vice President

This month we welcomed the arrival of NYCT President, Richard Davey. In his second day on the job, President Davey joined us for a tour of the Paratransit Access-A-Ride operation in Long Island City. It was great to meet with him to discuss the importance of paratransit services to our customers and the actions we are taking to further improve service.

In March, we saw continued growth in ridership up 23% from February and average weekday trips now exceeding 80% of pre-covid levels at over 25,000 trips per day. Overall service remained steady this month with broker incentives and primary carrier actions in place.

On primary carrier service, the 30-minute pick-up window for on-time performance improved slightly from last month by 1 percentage point to slightly above goal at 95% for March. No-shows per 1,000 scheduled trips was at 1.2, still better than the goal of 3. For broker service, the 30-minute pickup window was at 92% in March, maintaining the 90% performance level for the fourth consecutive month. Broker no-shows at 3.7 remains above the goal of 3.0, although improved significantly by over 22% from 4.7 in February. This performance shows that the incentives continue to improve the service with drivers returning to perform AAR trips.

As a direct result of better on the street performance, our call center performance achieved 94% of calls answered in March which is slightly below the goal of 95%. As ridership is expected to increase throughout the spring and summer, we are taking actions to increase capacity with our primary carriers and improve reliability of our brokers.

Accessibility

Quemuel Arroyo, Chief Accessibility Officer

In April we started work on a series of projects to install ADA tactile warning strips on all platforms across the subway system that do not yet have this feature. Through collaboration with the Infrastructure Capital Construction (ICC) team in the Department of Subways and MTA Construction and Development (C&D), we have developed a plan to install tactile warning strips at nearly 100 subway stations in the next several years. Three platform edges have already been completed, the Northbound platform at the 182-183 St station on the B/D line in the Bronx, the Manhattan-bound platform at Grand Ave—Newton on the M/R line in Queens, and the Southbound platform at the Spring St station on the C/E line. We will continue to monitor this program and report out progress to this Committee.

We are also taking exciting steps toward increasing accessibility on our buses for customers with hearing loss. We will soon begin in-system testing of a new bus that comes to us from the manufacturer with a hearing induction loop installed. This technology allows customers who have hearing aids or cochlear implants with the T-Coil setting to have audio announcements transmitted directly to their device. One of two buses ordered with this technology installed was delivered earlier this month and we will be testing it out with customers soon.

As another reminder that our accessibility program goes beyond elevators and other physical features in our system, MTA Accessibility is putting the final touches on a new MTA-wide virtual training on everything accessibility—sensitivity, customer service, digital accessibility, physical accessibility, and how it all relates to every mode of transit we provide. This training is planned to launch this summer as part of the 2022 agency-wide training curriculum.

Finally, in partnership with the NYCT Reduced-Fare Office and the OMNY PMO, we are gearing up to launch OMNY for Reduced-Fare customers in the coming weeks. As we get the hardware and software for this next phase of OMNY in place, we are continuing

our outreach to organizations across the city and through direct contact with Reduced-Fare MetroCard customers, sharing an online form for customers to let us know if they're ready to make the switch. Customers who are interested in switching to OMNY and would like to use their contactless bank card or smart device will be able to switch starting as early as June. Reduced-Fare OMNY cards will arrive later this year for customers that prefer a dedicated card. Since we launched the online interest form, we've received 20,000 responses from Reduced-Fare customers eager to make the switch to OMNY. More information on OMNY for Reduced-Fare has been posted on the MTA website and we look forward to giving a more detailed update on the launch of this next phase of the OMNY program in June.

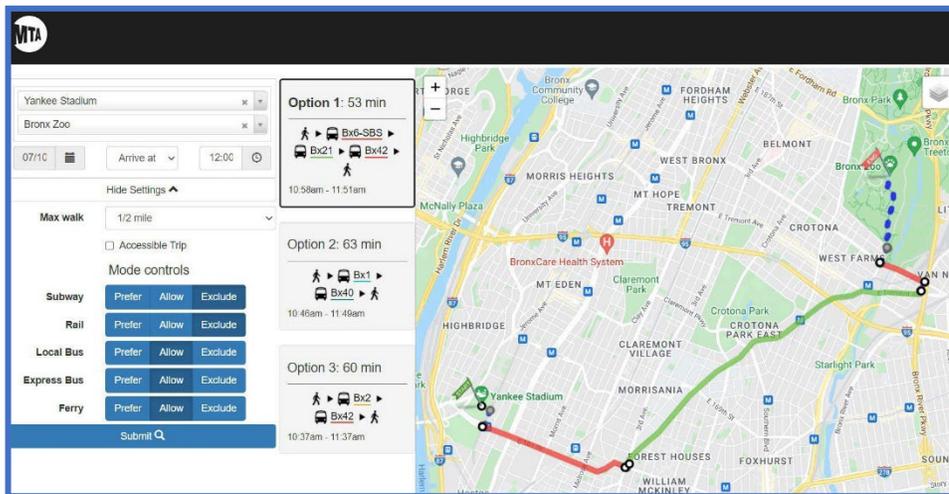
Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer

Last month, we started to see the beginning of benefits of our upgraded technology systems in the Customer Contact Center. The number of incoming telephone calls to the Customer Contact Center for NYC Transit increased by 11%, and the calls answered rate increased to 93.1% compared to last year. Despite the rise in demand, average call-wait time decreased to 116 seconds, a 33% reduction from last month.

Customer complaints in April about Subway service increased 4.9% from March to 4.95 per 100,000 journeys. Bus complaints increased 6.7% from March to 12.98 per 100,000 journeys.

Customer teams have been working with Buses and Operations Planning in preparation for the June 26 launch of the Bronx Local Bus Network Redesign. The redesigned bus network will provide faster, more frequent and more reliable service, connecting residents to nearby subways at a faster rate. To help inform and educate customers about new routes in advance of the roll-out and ensure customers are prepared, we released a new [trip planning tool](#) on May 4th. Using the new Bronx Local Bus Network Redesign TripPlanner, customers can plan any trip and receive customized route information before the June 26th implementation date.



We are advertising the new service plan through assets in both English and Spanish on all Bronx buses and subway platforms and at major connection points in upper Manhattan.

We are recruiting customers to [sign up](#) to participate in the MTA's Spring 2022 all transit agency on-line customer satisfaction **Customers Count Survey**. The survey will be open to customers from Monday, June 13 through Thursday, June 30, 2022. The survey is available in eight languages in addition to English. Telephone assistance will be available for those who need help taking the survey.

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 declined slightly when comparing the most-recent 12-month period to the previous one.

Employee Lost Time Accidents were relatively flat 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.

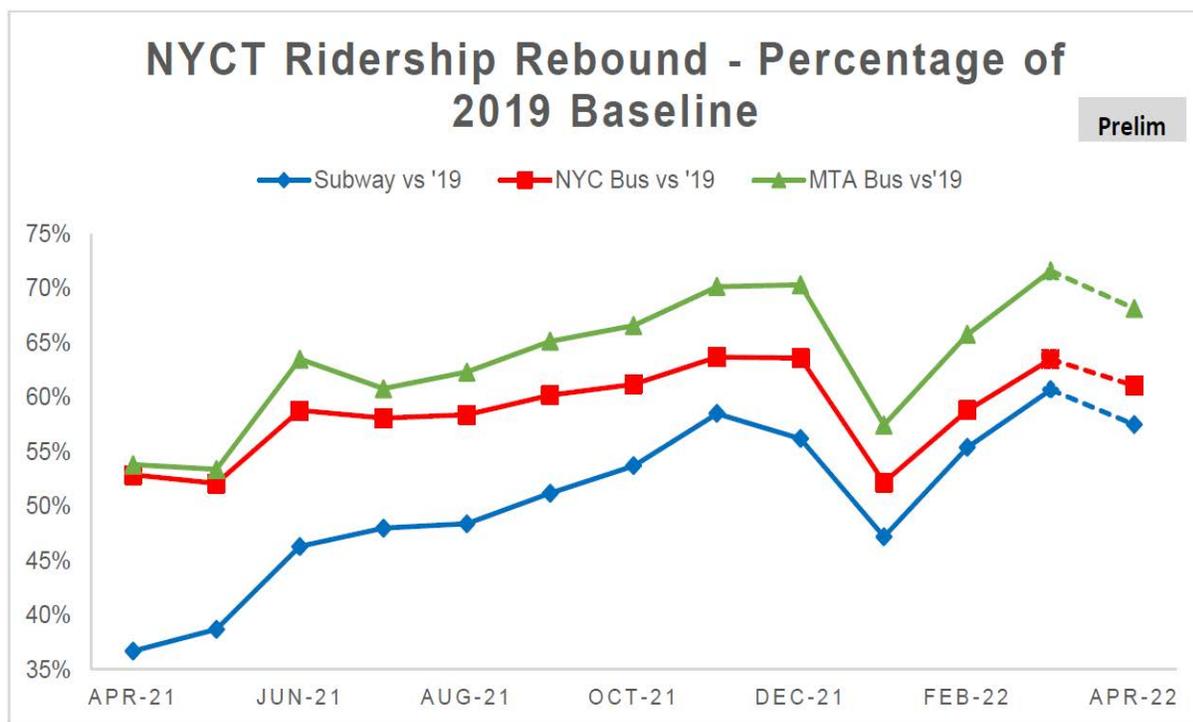
Our online [Employee Assault Tracker](#) provides updated data and statistics on assaults and harassment against our employees.

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

Transit & MTA Bus Company ridership levels compared with a 2019 baseline have recovered since the Omicron surge in late December and January 2022. Although April ridership counts were lower than March in absolute terms due to days-mix impact, Subway average school-weekday ridership remains steady between months with slight increase in April. Subway results on April 27th and 28th, topped 3.4 million – over 60 percent of average pre-pandemic levels.



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

NYCT April 2022 vs Budget

Ridership of 113.0 million was short of budget by 31.8 million (21.9 percent).

Total April operating revenue of \$296.8 million was unfavorable to budget by \$53.3 million (15.2 percent), mainly due to lower farebox revenue.

Farebox revenue of \$241.8 million was lower than budget by \$55.9 million (18.8 percent), mainly due to lower ridership.

Other revenue of \$55.0 million was over budget by \$2.7 million (5.1 percent).

Total April operating expense (excluding non-cash liabilities) of \$762.3 million was unfavorable to budget by \$11.5 million (1.5 percent).

Labor expenses were over budget by a net \$6.0 million (1.0 percent), primarily due to overtime overruns of \$17.3 million (42.5 percent), resulting from vacancy and availability coverage backfill. Combined health & welfare/OPEB current expense overran \$8.4 million (6.1 percent), due to unfavorable timing of prescription rebates. Payroll underruns of \$17.0 million (5.8 percent), due to vacancies, and pension underruns of \$2.8 million (3.7 percent), due to timing of expenses provided partial offset to generally unfavorable labor expenses.

Non-labor expenses were net unfavorable to budget by \$5.4 million (3.1 percent), mainly due to overruns in energy including electric power, which was over by \$10.8 million (42.5 percent), due to unfavorable rates and a supplier energy charge adjustment. Fuel also was over by \$3.2 million (30.6 percent), mainly due to higher prices partly offset by lower consumption. Maintenance and other operating contracts were favorable to budget by \$4.1 million (14.2 percent), due to favorable timing of construction service charges and equipment rental credits, and materials & supplies of were under by \$3.0 million (10.7 percent), mainly reflecting favorable timing of vehicle kit charges.

NYCT April Year-to-date (YTD) vs Budget

Ridership YTD 414.5 million was short of budget by 99.1 million (19.3 percent).

Total YTD operating revenue of \$1,056.2 million was unfavorable to budget by \$178.8 million (14.5 percent), mainly due to lower farebox revenue.

Farebox revenue of \$883.0 million was lower than budget by \$179.0 million (16.9

percent), mainly due to lower ridership.

Other revenue of \$173.2 million was over budget by 0.2 million (0.1 percent).

Total YTD operating expense (excluding non-cash liabilities) of \$2,909.0 million was favorable to budget by \$84.0 million (2.8 percent).

Labor expenses were below budget by a net \$48.9 million (2.1 percent), primarily due to underruns in payroll of \$70.9 million (6.0 percent), due to the existence of vacancies, and health & welfare/OPEB current expense underruns of \$66.3 million (11.9 percent), due to favorable timing of accruals and prescription rebate credits. Pension expenses were lower by \$12.5 million (4.0 percent), due to favorable timing of expenses. Overtime overruns of \$72.8 million (44.9 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$21.2 million (23.7 percent), and other fringe benefits over by \$6.8 million (3.7 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 \$35.1 million (5.1 percent), mainly due to underruns in maintenance and other operating contracts lower than budget by \$28.5 million (25.6 percent), due to favorable timing of construction service charges and equipment rental credits. Materials & supplies were lower by \$15.9 million (14.3 percent), reflecting favorable timing of vehicle kit credits, and track and switch material expenses. Paratransit service contracts were lower by \$12.3 million (9.2 percent), reflecting fewer trips and favorable support costs. Energy costs were higher including electric power over by \$12.3 million (11.3 percent), and fuel which overran by \$9.0 million (21.2 percent), due to higher prices partly offset by lower consumption. Other business expenses were unfavorable \$4.3 million (15.4 percent), from higher card transaction processing fees.

MTA Bus April 2022 vs Budget

Ridership of 6.9 million was below the budget by 0.8 million (10.2 percent).

Total April operating revenue of \$13.1 million was unfavorable to Budget by \$2.8 million (17.7 percent).

Farebox Revenue of \$12.7 million was below the budget by \$1.6 million (11.2 percent), mainly due to lower average fare and lower ridership.

Other Revenue of \$0.4 million was below the budget by \$1.2 million (74.7 percent).

Total April operating expense (excluding non-cash liabilities) of \$68.5 million was unfavorable to budget by \$7.0 million (9.2 percent).

Labor expenses were lower than budget by \$2.2 million (4.1 percent). Payroll expenses were lower than budget by \$0.9 million (3.6 percent), primarily due to the existence of vacancies. Overtime expenses were essentially on budget. Health and Welfare (including OPEB current) expenses were lower than budget by \$0.4 million (4.6 percent), primary due to timing of medical and hospitalization, lower dental expenses and prescription drugs expenses offset by H&W reimbursable expenses, and higher insurance. Other fringe benefits were lower than budget by \$0.8 million (12.6 percent), due to lower worker's compensation, lower of payroll related expenses, timing of interagency billing offset by higher shoe and tool reimbursements.

Non-labor expenses were favorable to budget by \$4.8 million (21.9 percent). Fuel expenses were unfavorable by \$1.0 million (42.7 percent), primarily due to higher fuel costs partially offset by lower diesel fuel consumption. Insurance expenses were favorable by \$0.3 million (38.6 percent), due to the timing of expenses. Claim expenses were favorable by \$1.9 million (29.5 percent), due to timing of expenses. Maintenance and other operating contracts expenses were lower than budget by \$0.9 million (27.0 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 partially offset by vehicle rentals and tolls. Professional service contracts were lower than budget by \$1.4 million (38.4 percent), due to the timing of interagency billing, bus technology, and service contracts. Materials and supplies expenses were favorable by \$1.4 million (30.0 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 partially offset by higher tool purchases. Other business expenses were essentially on budget.

MTA Bus April Year-to-date (YTD) vs Budget

Ridership YTD of 25.8 million was below the budget by 3.8 million (12.8 percent).

Total YTD operating revenue of \$49.3 million was unfavorable to budget by \$11.9 million (19.5 percent).

Farebox Revenue of \$46.8 million was below the budget by \$8.0 million (14.7 percent), mainly due to lower average fare and lower ridership, resulting from the surge of Omicron variant infection and winter storms.

Other Revenue of \$2.6 million was below the budget by \$3.9 million (60.1 percent).

Total YTD operating expense (excluding non-cash liabilities) of \$269.3 million was favorable to budget by \$34.3 million (11.3 percent).

Labor expenses were below the budget by a net of \$9.3 million (4.3 percent), primarily due to lower payroll expenses of \$3.4 million (3.3 percent), due to vacancies and lower sick time usage, favorable overtime of \$1.0 million (3.2 percent), due to lower unscheduled overtime, COVID related cleaning and programmatic maintenance, lower Health & Welfare/OPEB current of \$1.4 million (3.7 percent), 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 \$3.3 million (13.2 percent), due to lower payroll related fringe benefits, lower worker's compensation, lower Health Benefit Trust, the timing of interagency billing partially offset by higher shoe and tool reimbursements.

Non-labor expenses were net favorable to budget by \$25.0 million (28.6 percent), mainly due to favorable timing of insurance by \$1.2 million (38.7 percent), Claims by \$7.6 million (29.6 percent), due to the timing of expenses. Maintenance and other operating contracts were favorable to budget by \$4.9 million (36.0 percent), largely due to the favorable timing of operating contract expense charges. Professional service contracts were lower by \$6.5 million (45.8 percent), mainly due to timing of service contracts. Materials and supplies underran \$6.1 million (32.6 percent), reflecting lower usage of general maintenance material and timing of radio equipment maintenance/repairs, construction material and COVID-19 expenses partially offset by higher tool purchases.

Customer Service Report: Subways

Demetrius Crichlow, Senior Vice President, Department of Subways



On April 8, the New York Transit Museum ran both a vintage “Lo-V” train and the “Train of Many Colors” (TOMC) on a special trip to opening day at Yankee Stadium, part of a time-honored tradition of baseball fans taking the subway to the stadiums. Subways is grateful to the Transit Museum for honoring our system’s long and fascinating history and we’re glad to partner with them on these vintage train trips.

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	April 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	35	26	+34.6%	37.4	24.8	+50.8%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	92.9%	96.1%	-3.2%	91.7%	96.0%	-4.3%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:28	0:01:10	+0:00:18	0:01:26	0:01:11	0:00:15
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:24	-0:00:01	0:00:25	0:00:18	-0:00:00	0:00:18
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	83.7%	86.3%	-2.6%	83.4%	85.9%	-2.5%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of incidents attributed to car-related causes	145,093	173,888	-16.6%	144,366	151,662	-4.8%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	96.8%	96.7%	+0.1%	96.5%	96.7%	-0.2%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	90.5%	90.3%	+0.2%	91.2%	91.9%	-0.7%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	68.7%	75.1%	-6.4%	67.0%	74.9%	-7.9%
Weekday Terminal On-Time Performance (Chart 17)	82.4%	91.0%	-8.6%	88.6%	89.8%	-1.2%
Weekday Trains Delayed Per Day (Chart 19)	1,350	719	+87.8%	1,397	820	+70.4%

* 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	April 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	7	3	+133.3%	5.9	4.1	+43.9%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	92.2%	95.8%	-3.6%	92.7%	96.1%	-3.4%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	68.4%	76.0%	-7.6%	69.4%	79.6%	-10.2%
Weekend Terminal On-Time Performance (Chart 18)	79.9%	88.4%	-8.5%	89.6%	88.7%	+0.9%
Weekend Trains Delayed Per Day (Chart 20)	3,323	1,037	+220.4%	572	980	-41.6%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	April 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	95.0%	98.8%	-3.8%	96.5%	97.2%	-0.7%
AM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	97.7%	100.0%	-2.3%	95.9%	97.8%	-1.9%
PM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	85.5%	98.3%	-12.8%	91.3%	96.7%	-5.4%
Percentage of Completed Trips						
Percentage of Completed Trips	99.9%	99.9%	0.0%	99.0%	99.7%	-0.7%
Mean Distance Between Failures						
Revenue car miles divided by the number of incidents attributed to car-related causes	52,201	37,284	+40.0%	34,652	40,036	-13.4%

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 after

Section 1: Customer-Focused Metrics

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

Performance Indicator Definitions

Major Incidents (Weekday and Weekend)

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

Service Delivered (Weekday and Weekend)

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

Additional Platform Time (APT)

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

Additional Train Time (ATT)

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

Customer Journey Time Performance (CJTP)

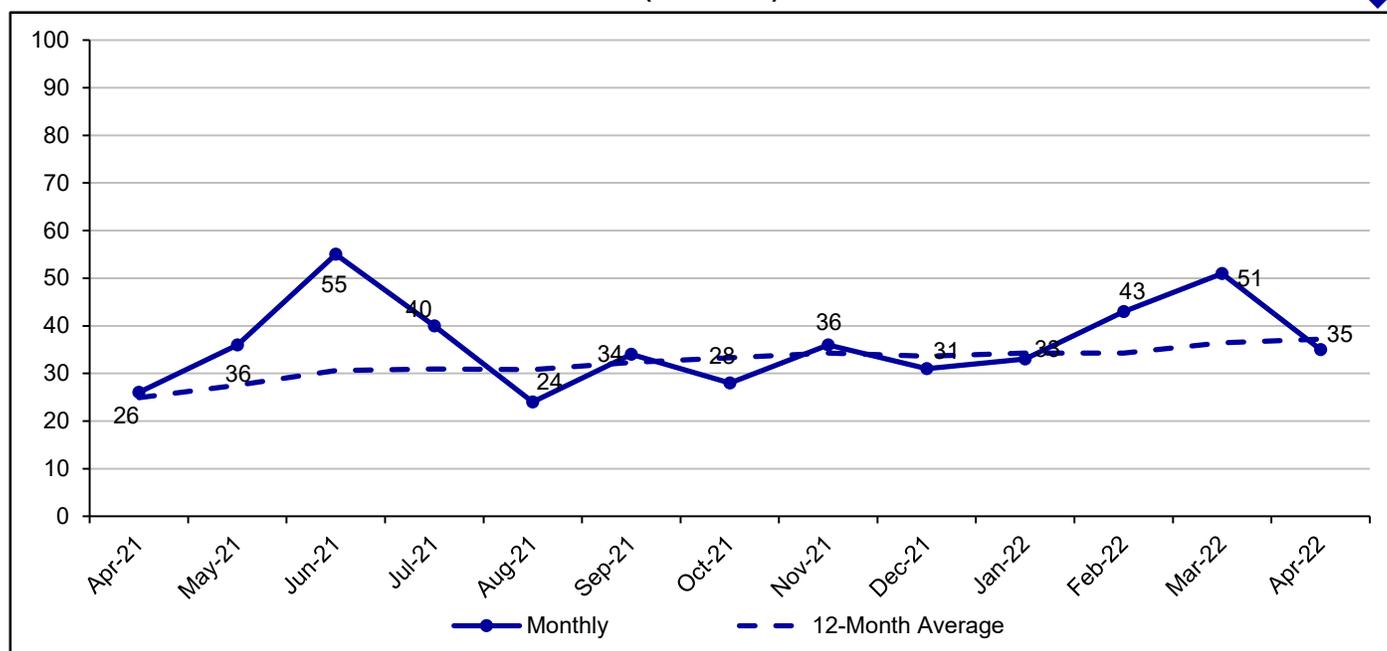
The percentage of customer trips with total travel times within 5 minutes of the scheduled time. It is equivalent to the percentage of customer trips with APT plus ATT of 5 minutes or less. Like APT and ATT, CJTP is estimated for each individual train a customer uses in their journey (i.e., unlinked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

APT, ATT, and CJTP are measured using MetroCard/OMNY entry data, subway schedules (including adjustments for planned work), and actual train arrival and departure times.

These metrics are considered to be in beta and are expected to be refined as data sources and methodologies change, especially with the integration of new more precise train-tracking technologies and the re-calibration of existing data sources. They are reported for trips starting from 6 a.m. to 11 p.m. on weekdays. For more detail, see <http://dashboard.mta.info/Help>

Subway Weekday Major Incidents (24 hours)

Desired trend ↓



Categories	Monthly			12-Month Average		
	Apr 22	Apr 21	% Change	Apr 22	Apr 21	% Change
Track	5	4	+25.0%	5.3	2.5	+112.0%
Signals	7	11	-36.4%	11.9	8.5	+40.0%
Persons on Trackbed/Police/Medical	16	7	+128.6%	10.9	7.9	+38.0%
Stations & Structures	2	1	+100.0%	3.3	1.0	+230.0%
Subway Car	4	3	+33.3%	3.6	2.2	+63.6%
Other	1	0	0.0%	2.4	2.7	-11.1%
Subdivision A	17	12	+41.7%	15.9	11.7	+35.9%
Subdivision B	18	14	+28.6%	21.5	13.1	+64.1%
Systemwide	35	26	+34.6%	37.4	24.8	+50.8%
Avg Incident Duration (h:mm:ss)	0:23:00	0:25:12	-8.7%	0:22:12	0:23:35	-5.9%
Avg Trains Delayed per Incident	147	85	+72.9%	106	111	-4.5%

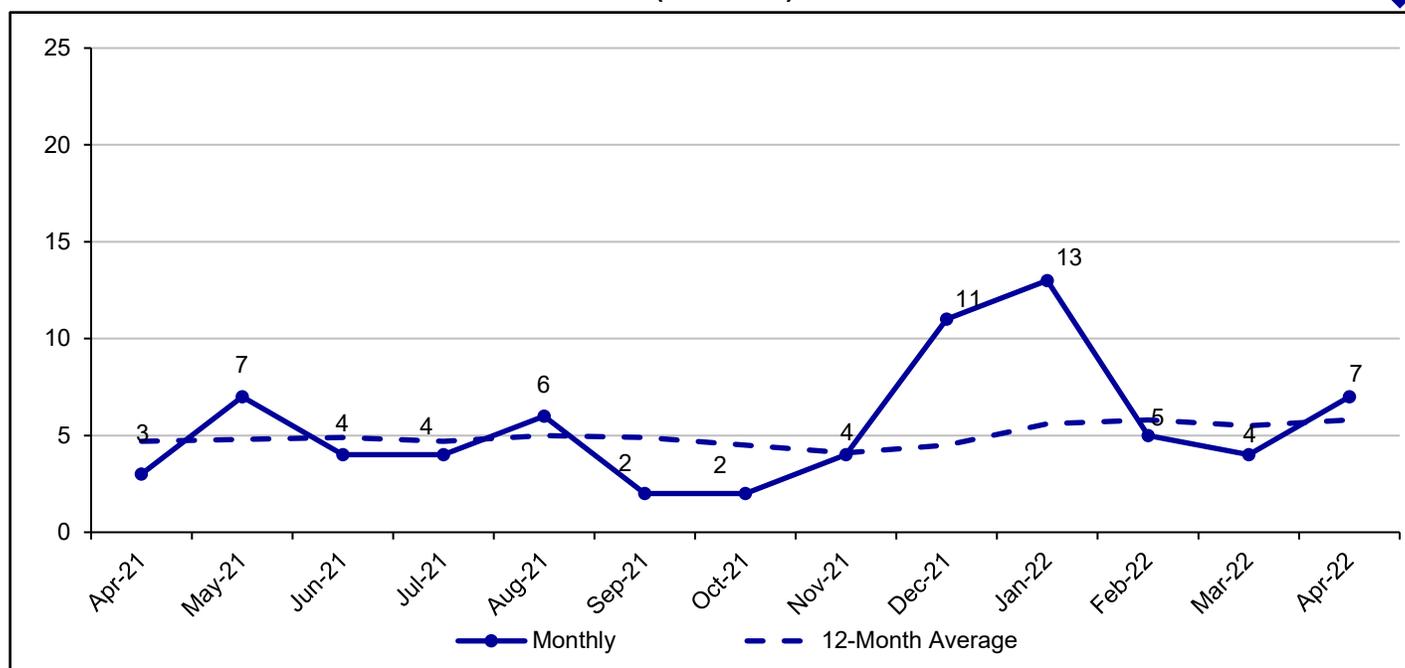
Major Incidents Discussion

- There were 35 major incidents in April 2022 compared to 26 in April 2021.
- The year-over-year increase was entirely due to Persons on Trackbed/Police/Medical, which increased by 9.
- The April Major Incidents result was also a large improvement compared to the 51 in March 2022.

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

Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Apr 22	Apr 21	% Change	Apr 22	Apr 21	% Change
Track	1	0	0.0%	0.7	0.3	+133.3%
Signals	2	1	+100.0%	1.3	1.3	0.0%
Persons on Trackbed/Police/Medical	3	2	+50.0%	2.4	2.0	+20.0%
Stations & Structure	1	0	0.0%	0.7	0.1	+600.0%
Subway Car	0	0	0.0%	0.5	0.2	+150.0%
Other	0	0	0.0%	0.3	0.3	0.0%
Subdivision A	1	2	-50.0%	2.1	1.6	+31.3%
Subdivision B	6	1	+500.0%	3.8	2.5	+52.0%
Systemwide	7	3	+133.3%	5.9	4.1	+43.9%
Avg Incident Duration (h:mm:ss)	0:27:36	0:19:18	+43.0%	0:31:12	0:22:17	+40.0%
Avg Trains Delayed per Incident	73	99	-26.3%	87	98	-11.2%

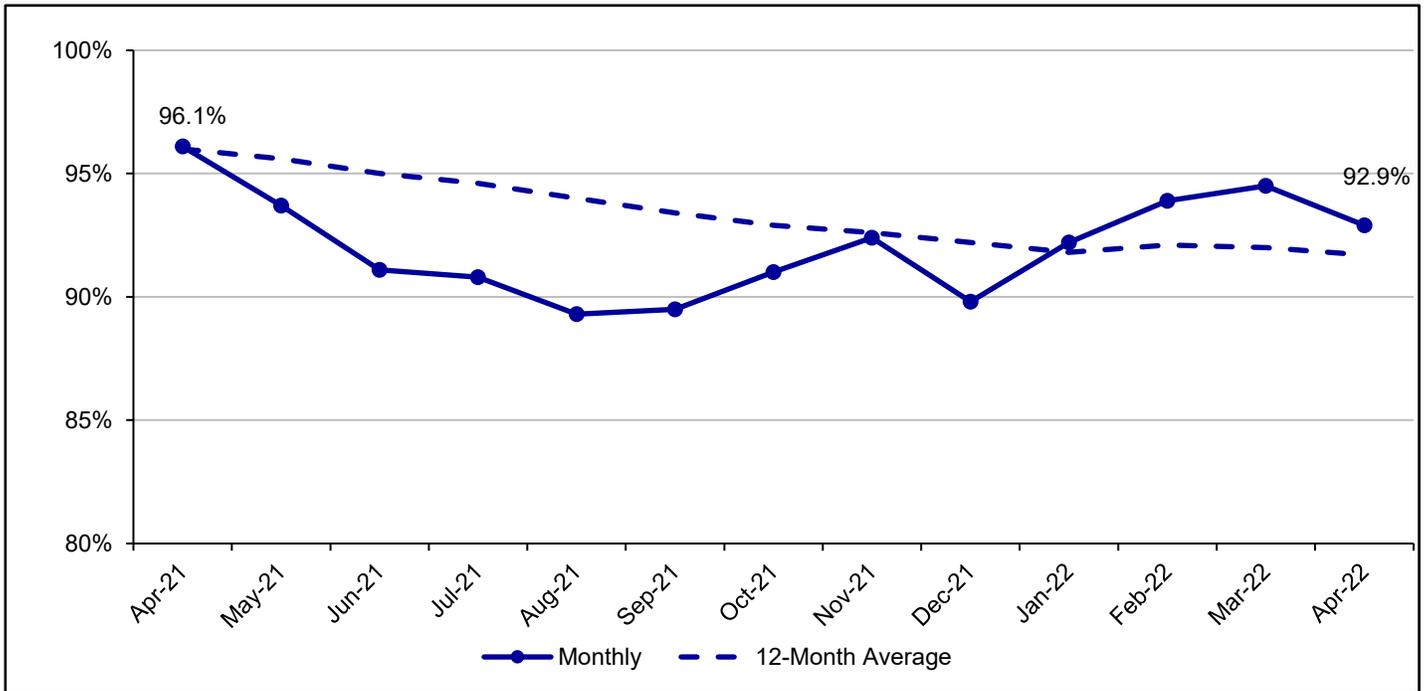
Major Incidents Discussion

- April 2022 had 7 weekend major incidents.

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

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Apr 22	Apr 21	Change	Apr 22	Apr 21	Change
Subdivision A	93.6%	95.6%	-2.0%	93.7%	95.5%	-1.8%
Subdivision B	92.5%	96.5%	-4.0%	90.4%	96.3%	-5.9%
Systemwide	92.9%	96.1%	-3.2%	91.7%	96.0%	-4.3%

Weekday Service Delivered Discussion

- Weekday Service Delivered worsened by 3.2% in April 2022 compared to April 2021.
- The year-over year decrease was due to the crew shortage, which has eased significantly over the past several months.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend

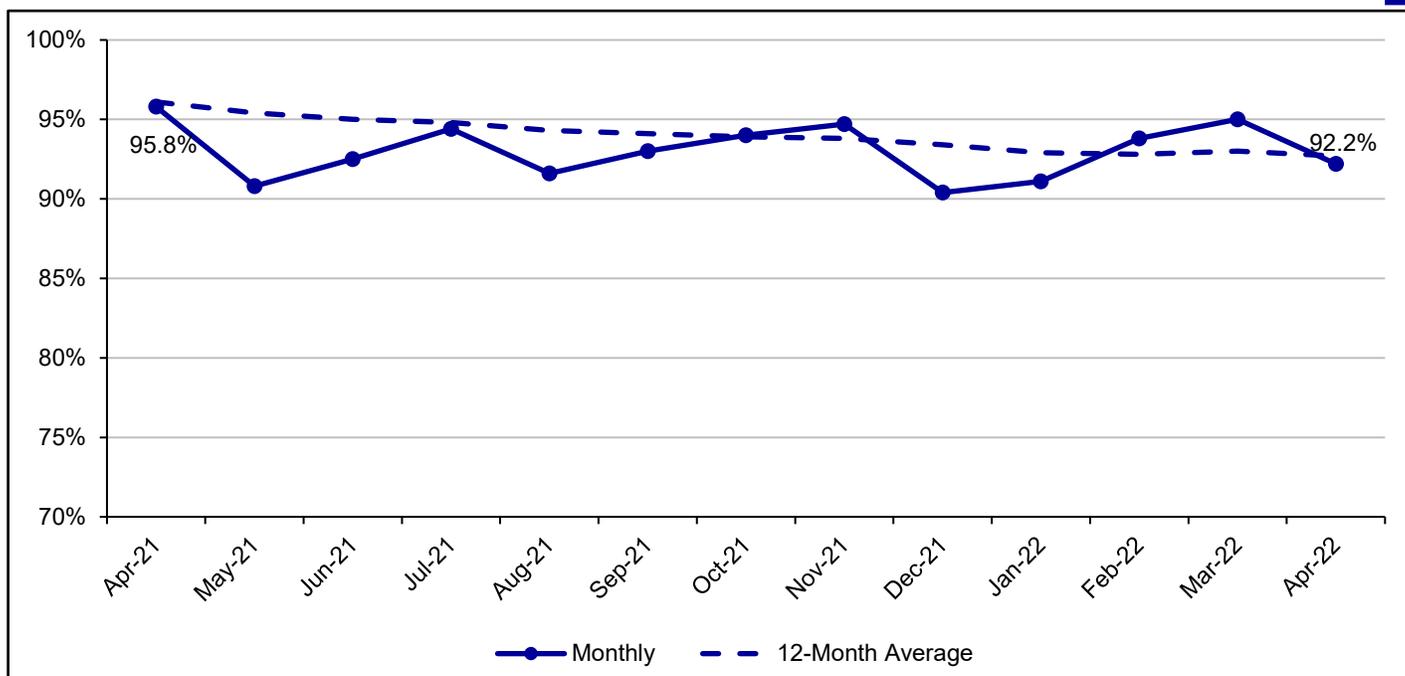


<u>Line</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
1	93.5%	94.8%	-1.3%
2	91.2%	97.3%	-6.1%
3	91.8%	96.1%	-4.3%
4	93.2%	94.5%	-1.3%
5	93.2%	94.5%	-1.3%
6	93.9%	95.8%	-1.9%
7	93.1%	93.7%	-0.6%
S 42nd	99.0%	99.3%	-0.3%
Subdivision A	93.6%	95.6%	-2.0%
A	91.4%	93.0%	-1.6%
B	93.5%	96.2%	-2.7%
C	90.9%	98.1%	-7.2%
D	93.4%	97.1%	-3.7%
E	92.2%	97.8%	-5.6%
F	89.1%	99.3%	-10.2%
S Fkn	97.8%	99.7%	-1.9%
G	96.3%	99.6%	-3.3%
S Rock	100.9%	101.1%	-0.2%
JZ	97.4%	98.8%	-1.4%
L	95.9%	97.9%	-2.0%
M	91.2%	95.4%	-4.2%
N	91.2%	96.1%	-4.9%
Q	92.0%	95.4%	-3.4%
R	91.0%	95.2%	-4.2%
W	89.7%	91.4%	-1.7%
Subdivision B	92.5%	96.5%	-4.0%
Systemwide	92.9%	96.1%	-3.2%

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Apr 22	Apr 21	% Change	Apr 22	Apr 21	% Change
Subdivision A	93.6%	94.8%	-1.2%	93.0%	95.3%	-2.3%
Subdivision B	91.3%	96.4%	-5.1%	92.6%	96.6%	-4.0%
Systemwide	92.2%	95.8%	-3.6%	92.7%	96.1%	-3.4%

Weekend Service Delivered Discussion

- Weekend Service Delivered worsened by 3.6% in April 2022 compared to April 2021.

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

Desired trend



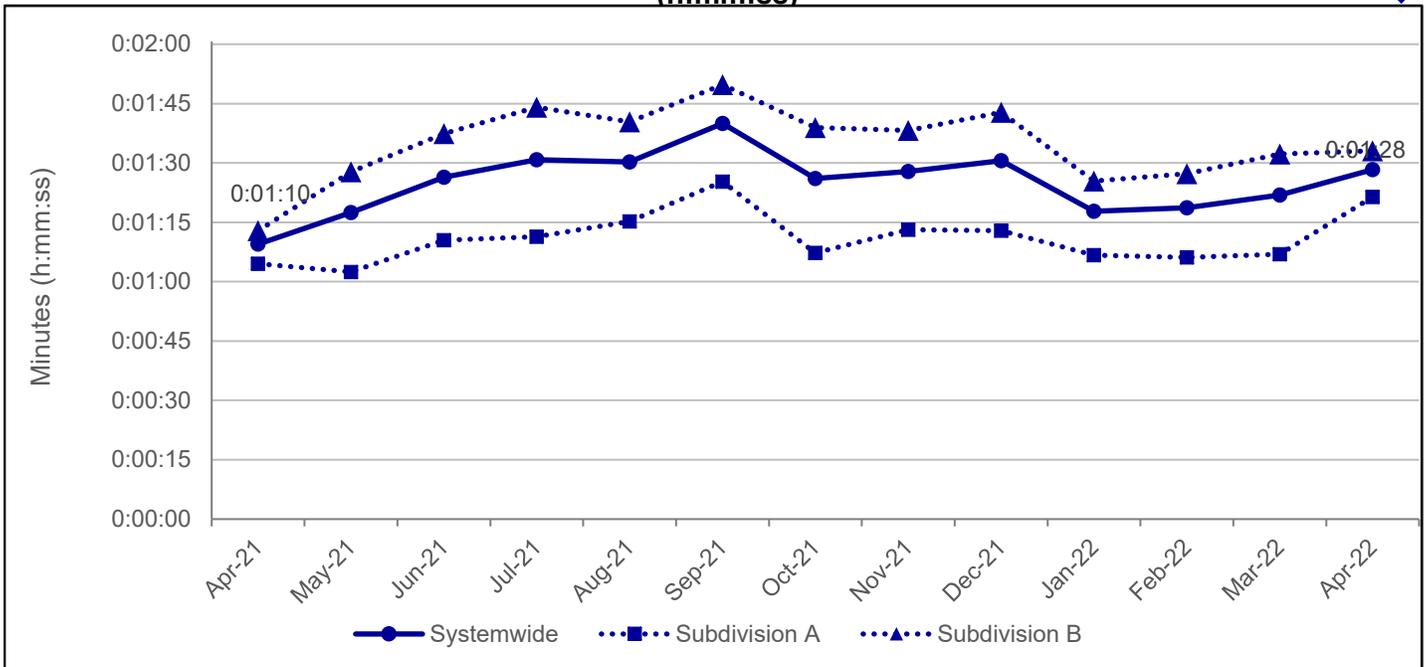
<u>Line</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>% Change</u>
1	96.5%	94.1%	+2.4%
2	89.2%	92.0%	-2.8%
3	94.0%	92.8%	+1.2%
4	91.8%	93.4%	-1.6%
5	94.7%	98.6%	-3.9%
6	91.6%	93.2%	-1.6%
7	93.5%	98.0%	-4.5%
S 42nd	100.0%	97.4%	+2.6%
Subdivision A	93.6%	94.8%	-1.2%
A	74.0%	96.1%	-22.1%
C	84.9%	96.4%	-11.5%
D	93.0%	98.0%	-5.0%
E	93.1%	98.9%	-5.8%
F	92.1%	84.4%	+7.7%
S Fkln	97.0%	100.0%	-3.0%
G	95.8%	99.3%	-3.5%
S Rock	100.2%	99.1%	+1.1%
J	92.5%	98.0%	-5.5%
L	95.9%	97.8%	-1.9%
M	92.7%	98.9%	-6.2%
N	93.8%	97.7%	-3.9%
Q	93.9%	96.1%	-2.2%
R	90.4%	96.3%	-5.9%
Subdivision B	91.3%	96.4%	-5.1%
Systemwide	92.2%	95.8%	-3.6%

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		
	Apr 22	Apr 21	Change	Apr 22	Apr 21	Change
Subdivision A	0:01:22	0:01:05	+0:00:17	0:01:12	0:01:09	+0:00:03
Subdivision B	0:01:33	0:01:13	+0:00:20	0:01:36	0:01:13	+0:00:23
Systemwide	0:01:28	0:01:10	+0:00:18	0:01:26	0:01:11	+0:00:15

Additional Platform Time Discussion

- April 2022 Weekday APT increased by 18s compared to April 2021, and the 12 month average increased by 15s.
- While APT increased year-over-year, it remains at or below levels seen in the second half of 2021.

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

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

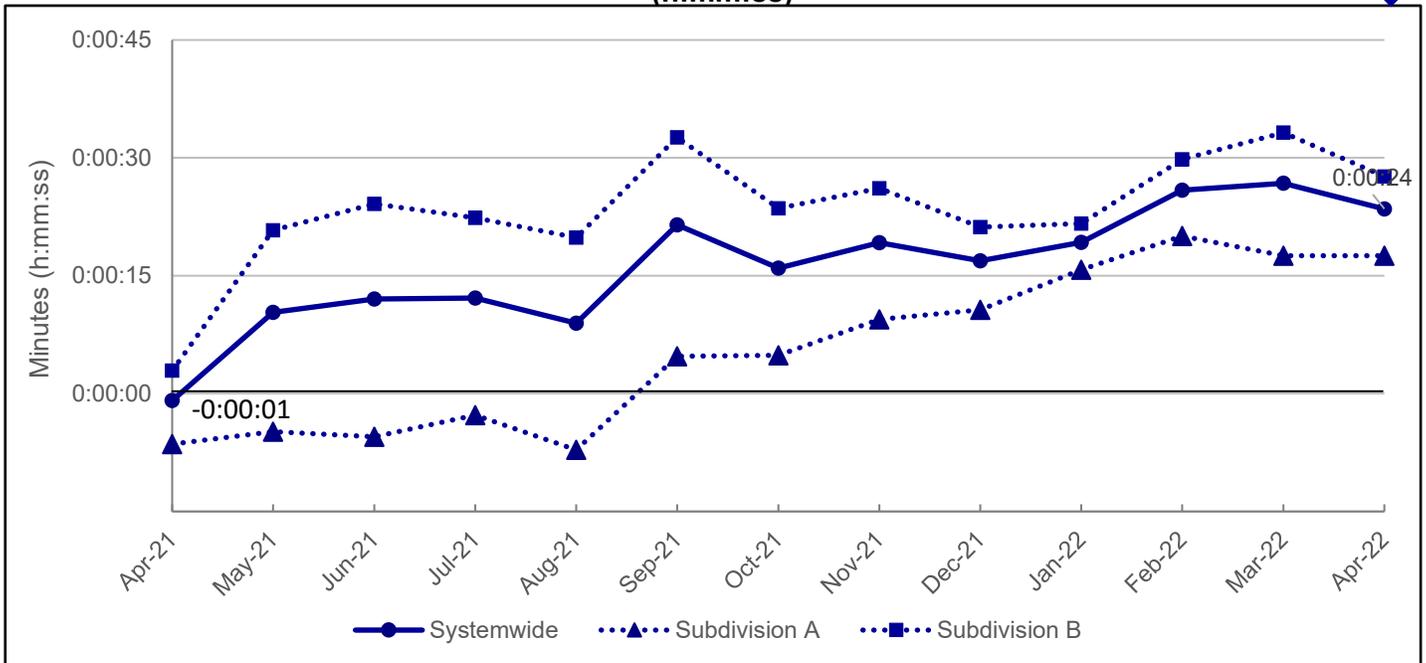
Desired trend



<u>Line</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
1	0:01:34	0:01:01	+0:00:33
2	0:01:45	0:01:12	+0:00:33
3	0:01:36	0:01:04	+0:00:32
4	0:01:10	0:01:08	+0:00:02
5	0:01:19	0:01:13	+0:00:06
6	0:01:21	0:00:59	+0:00:22
7	0:00:59	0:01:03	-0:00:04
S 42nd	0:00:36	0:00:30	+0:00:06
Subdivision A	0:01:22	0:01:05	+0:00:17
A	0:01:23	0:01:13	+0:00:10
B	0:01:43	0:01:32	+0:00:11
C	0:01:49	0:01:33	+0:00:16
D	0:01:43	0:01:28	+0:00:15
E	0:01:13	0:00:58	+0:00:15
F	0:01:51	0:01:03	+0:00:48
S Fkn	0:02:05	0:00:22	+0:01:43
G	0:01:13	0:00:57	+0:00:16
S Rock	0:00:23	0:00:25	-0:00:02
JZ	0:01:10	0:01:00	+0:00:10
L	0:00:57	0:00:41	+0:00:16
M	0:02:07	0:01:33	+0:00:34
N	0:01:37	0:01:18	+0:00:19
Q	0:01:37	0:01:15	+0:00:22
R	0:01:47	0:01:29	+0:00:18
W	0:01:10	0:00:59	+0:00:11
Subdivision B	0:01:33	0:01:13	+0:00:20
Systemwide	0:01:28	0:01:10	+0:00:18

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

Desired trend ↓



	Monthly			12-Month Average		
	Apr 22	Apr 21	Change	Apr 22	Apr 21	Change
Subdivision A	0:00:18	-0:00:06	+0:00:24	0:00:08	-0:00:07	+0:00:15
Subdivision B	0:00:28	0:00:03	+0:00:25	0:00:25	0:00:05	+0:00:21
Systemwide	0:00:24	-0:00:01	+0:00:25	+0:00:18	-0:00:00	+0:00:18

Additional Train Time Discussion

- April 2022 ATT worsened by 25s compared to April 2021.
- Some of the increase in ATT is due to slightly longer dwells to board and alight trains as ridership has increased.

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

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

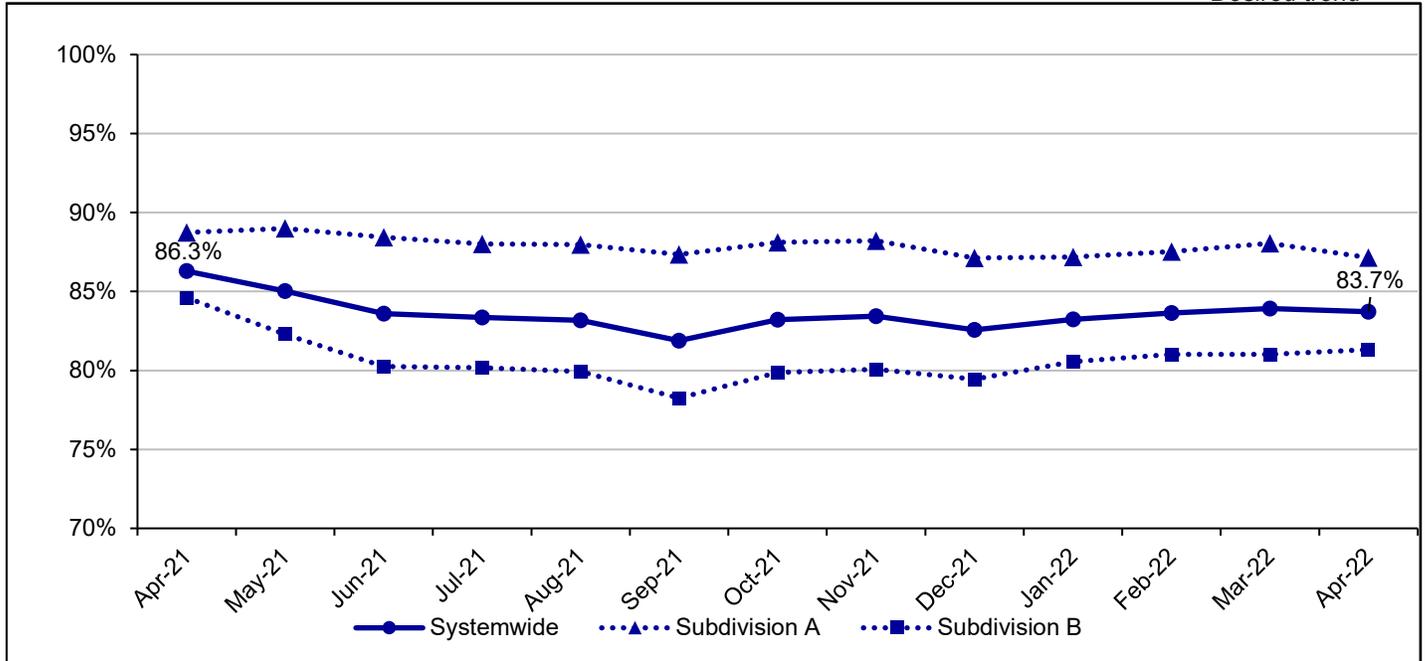
Desired trend



<u>Line</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
1	0:00:40	0:00:08	+0:00:32
2	-0:00:03	-0:00:36	+0:00:33
3	-0:00:07	-0:00:33	+0:00:26
4	0:00:00	-0:00:18	+0:00:18
5	-0:00:04	-0:00:34	+0:00:30
6	0:00:35	0:00:11	+0:00:24
7	0:00:34	0:00:22	+0:00:12
S 42nd	-0:00:06	0:00:06	-0:00:12
Subdivision A	0:00:18	-0:00:06	+0:00:24
A	0:00:45	0:00:06	+0:00:39
B	0:00:50	0:00:25	+0:00:25
C	0:00:25	0:00:04	+0:00:21
D	0:00:36	0:00:20	+0:00:16
E	0:00:45	-0:00:12	+0:00:57
F	0:00:14	-0:00:32	+0:00:46
S Fkln	0:00:01	0:00:01	+0:00:00
G	0:00:37	0:00:34	+0:00:03
S Rock	-0:00:52	-0:01:08	+0:00:16
JZ	0:00:19	0:00:28	-0:00:09
L	0:00:09	-0:00:03	+0:00:12
M	0:00:21	0:00:00	+0:00:21
N	0:00:39	0:00:22	+0:00:17
Q	0:00:33	0:00:10	+0:00:23
R	0:00:01	-0:00:17	+0:00:18
W	0:00:09	-0:00:09	+0:00:18
Subdivision B	0:00:28	0:00:03	+0:00:25
Systemwide	0:00:24	-0:00:01	+0:00:25

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

Desired trend



	Monthly			12-Month Average		
	Apr 22	Apr 21	Change	Apr 22	Apr 21	Change
Subdivision A	87.2%	88.7%	-1.5%	87.8%	88.4%	-0.6%
Subdivision B	81.3%	84.6%	-3.3%	80.3%	84.2%	-3.9%
Systemwide	83.7%	86.3%	-2.6%	83.4%	85.9%	-2.5%

Weekday Customer Journey Time Performance Discussion

- April 2022 Weekday CJTP worsened by 2.7% compared to April 2021.
- CJTP has been stable or improving slightly since Fall 2021.

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

Desired trend 

<u>Line</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
1	88.6%	89.6%	-1.0%
2	84.5%	87.7%	-3.2%
3	87.3%	90.2%	-2.9%
4	86.3%	86.9%	-0.6%
5	86.1%	87.7%	-1.6%
6	87.4%	90.3%	-2.9%
7	87.9%	87.9%	0.0%
S 42nd	98.0%	96.9%	+1.1%
Subdivision A	87.2%	88.7%	-1.5%
A	80.7%	84.8%	-4.1%
B	77.2%	80.8%	-3.6%
C	80.4%	86.2%	-5.8%
D	77.3%	80.7%	-3.4%
E	81.7%	88.3%	-6.6%
F	80.9%	84.7%	-3.8%
S Fkn	95.1%	97.2%	-2.1%
G	82.1%	84.4%	-2.3%
S Rock	93.2%	94.9%	-1.7%
JZ	84.5%	84.4%	+0.1%
L	93.1%	94.8%	-1.7%
M	78.2%	81.2%	-3.0%
N	79.7%	82.0%	-2.3%
Q	79.1%	82.4%	-3.3%
R	79.6%	82.2%	-2.6%
W	89.1%	90.0%	-0.9%
Subdivision B	81.3%	84.6%	-3.3%
Systemwide	83.7%	86.3%	-2.6%

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)

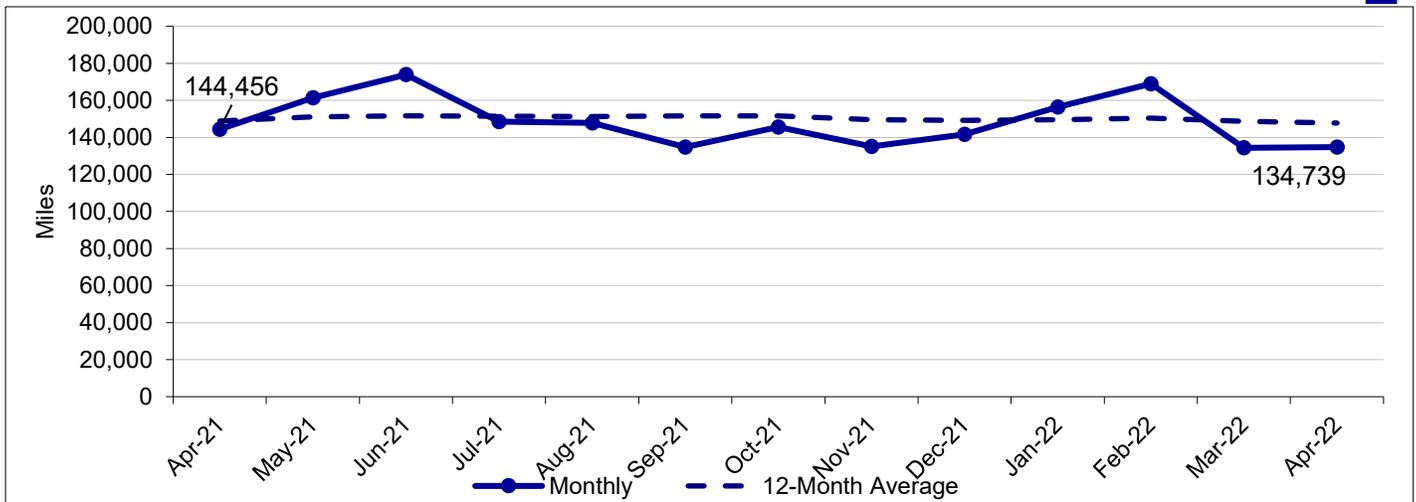
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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



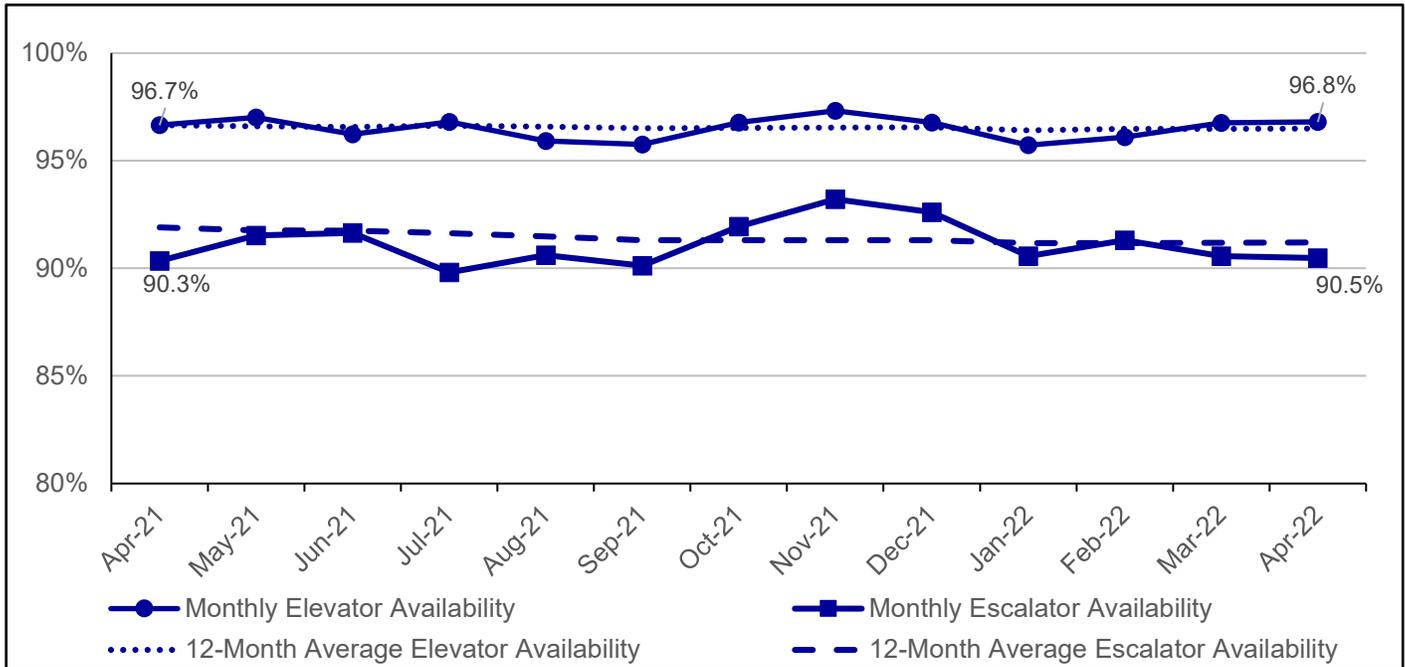
		Monthly		
	# of Cars	Apr '22	Apr '21	<u>% Change</u>
Subdivision A	2,890	212,887	240,728	-11.6%
Subdivision B	3,565	116,468	144,313	-19.3%
Systemwide	6,455	145,093	173,888	-16.6%
		12-Month Average		
	# of Cars	Apr '22	Apr '21	<u>% Change</u>
Car Class				
R46	748	53,242	60,731	-12.3%
R62	315	173,199	219,590	-21.1%
R62A	824	151,974	162,707	-6.6%
R68	425	112,495	110,983	+1.4%
R68A	200	112,994	63,722	+77.3%
R142	1,025	237,529	270,994	-12.3%
R142A	220	136,783	133,387	+2.5%
R143	212	199,938	165,204	+21.0%
R160	1,662	277,642	326,548	-15.0%
R179	318	244,225	117,002	+108.7%
R188 - New	126	191,554	326,665	-41.4%
R188 - Conversion	380	181,498	289,801	-37.4%
Subdivision A	2,890	182,266	210,673	-13.5%
Subdivision B	3,565	124,403	125,948	-1.2%
Systemwide	6,455	144,366	151,662	-4.8%

MDBF Discussion

- April 2022 MDBF was 145,093, a decrease of 16.6% from one year ago.
- 12-month average MDBF was 144,366 in April 2022, a decrease of 4.8% from one year ago.
- The largest improvements in MDBF (12-month average) were on the R179 and R68A fleets.

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Apr 22	Apr 21	% Change	Apr 22	Apr 21	% Change
Elevator Availability	96.8%	96.7%	+0.1%	96.5%	96.7%	-0.2%
Escalator Availability	90.5%	90.3%	+0.2%	91.2%	91.9%	-0.7%

Elevator and Escalator Availability Discussion

- April 2022 elevator availability increased by 0.1% compared to April 2021, while the 12-month average decreased by 0.2%.
- April 2022 escalator availability increased by 0.2%, compared to April 2021, while the 12-month average decreased by 0.7%.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

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

Terminal On-Time Performance (Weekday and Weekend)

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

Train Delays (Weekday and Weekend)

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

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

Line	Apr 22					Apr 21					Desired trend	
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month		Monthly
	Meets	Standard	Minor	Medium	Major	Meets	Standard	Minor	Medium	Major		Meets
1	74.4%	9.4%	8.7%	4.6%	72.6%	78.9%	8.2%	7.1%	3.6%	80.6%	-4.5%	
2	64.4%	10.5%	11.4%	8.9%	65.7%	69.1%	11.3%	10.3%	6.3%	67.9%	-4.7%	
3	66.5%	11.4%	11.8%	6.5%	66.1%	71.0%	12.1%	10.7%	4.1%	71.4%	-4.5%	
4	68.1%	10.1%	10.0%	7.7%	66.6%	68.9%	10.6%	9.9%	6.8%	69.6%	-0.8%	
5	67.3%	10.3%	10.2%	7.9%	66.2%	69.3%	9.9%	9.7%	7.1%	68.9%	-2.0%	
6	70.5%	9.7%	9.0%	6.6%	71.5%	76.8%	9.7%	7.5%	4.0%	76.8%	-6.3%	
7	71.4%	11.7%	9.5%	4.7%	73.0%	76.5%	10.7%	7.5%	3.2%	77.7%	-5.1%	
S 42nd	97.9%	0.4%	0.7%	0.6%	94.7%	96.6%	2.1%	0.6%	0.5%	94.3%	1.3%	
Subdivision A	69.3%	10.2%	9.9%	6.7%	69.1%	73.5%	10.1%	8.7%	5.0%	73.4%	-4.2%	
A	63.2%	11.3%	12.3%	8.4%	58.4%	68.6%	11.8%	10.4%	5.6%	69.0%	-5.4%	
B	65.8%	13.6%	13.5%	4.8%	60.5%	74.6%	12.4%	8.2%	3.2%	74.0%	-8.8%	
C	64.4%	15.9%	12.7%	4.5%	57.6%	81.2%	12.5%	4.5%	0.7%	80.0%	-16.8%	
D	66.0%	12.7%	12.5%	5.5%	60.9%	74.1%	12.5%	8.4%	3.3%	74.1%	-8.1%	
E	65.7%	12.2%	12.1%	6.8%	64.3%	74.0%	11.5%	9.0%	3.8%	74.1%	-8.3%	
F	61.5%	11.5%	12.7%	9.1%	59.6%	77.1%	11.1%	7.9%	2.5%	76.4%	-15.6%	
S Fkln	98.5%	0.6%	0.4%	0.2%	97.7%	99.4%	0.3%	0.2%	0.1%	98.4%	-0.9%	
G	77.4%	11.8%	7.3%	2.0%	75.1%	81.5%	11.7%	5.3%	0.7%	81.8%	-4.1%	
S Rock	91.9%	4.6%	2.0%	0.8%	90.6%	95.4%	2.3%	1.4%	0.5%	95.2%	-3.5%	
JZ	79.3%	11.0%	6.9%	1.7%	76.9%	84.5%	9.5%	4.3%	1.0%	83.5%	-5.2%	
L	75.4%	11.6%	8.0%	3.1%	73.8%	78.9%	11.3%	6.8%	2.1%	78.7%	-3.5%	
M	68.9%	12.1%	10.5%	5.0%	67.6%	76.7%	10.7%	7.4%	3.1%	78.1%	-7.8%	
N	68.0%	12.3%	10.8%	5.9%	64.8%	74.3%	12.1%	8.1%	3.6%	73.1%	-6.3%	
Q	65.5%	12.8%	11.8%	6.2%	60.5%	74.8%	11.3%	8.6%	3.4%	74.7%	-9.3%	
R	65.7%	12.8%	12.0%	6.2%	64.5%	74.7%	11.8%	8.5%	3.2%	74.7%	-9.0%	
W	71.4%	11.3%	9.5%	4.0%	65.2%	77.2%	11.0%	6.0%	3.6%	74.1%	-5.8%	
Subdivision B	68.2%	12.1%	10.9%	5.6%	65.2%	76.5%	11.3%	7.6%	2.9%	76.2%	-8.3%	
Systemwide	68.7%	11.2%	10.4%	6.1%	67.0%	75.1%	10.7%	8.1%	3.9%	74.9%	-6.4%	

Weekday Wait Assessment Discussion

- Wait Assessment decreased by 6.4% compared to April 2021.

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

Desired trend

Line	Apr 22					Apr 21					Monthly Standard Change
	Monthly Meets		Monthly Gap			12 month Meets		12 month Meets			
	Standard	Minor	Medium	Major	Standard	Minor	Medium	Major	Standard		
1	75.5%	11.0%	9.3%	2.5%	72.0%	72.0%	12.3%	10.8%	2.2%	82.4%	+3.5%
2	59.1%	13.0%	17.2%	7.8%	62.8%	66.2%	13.7%	13.4%	4.6%	72.2%	-7.1%
3	71.8%	12.2%	11.4%	2.6%	73.0%	68.5%	12.2%	11.5%	5.1%	78.2%	+3.3%
4	64.6%	12.5%	13.0%	6.7%	69.0%	68.3%	13.8%	10.6%	4.5%	72.7%	-3.7%
5	83.1%	8.3%	5.3%	1.1%	76.7%	82.1%	9.8%	5.8%	1.0%	82.4%	+1.0%
6	68.2%	11.2%	11.1%	6.1%	71.1%	71.4%	13.7%	10.2%	1.9%	77.2%	-3.2%
7	72.7%	12.3%	8.5%	3.9%	75.1%	81.7%	10.9%	5.7%	0.9%	84.6%	-9.0%
S 42nd	99.4%	0.2%	0.2%	0.1%	95.9%	96.7%	1.7%	0.0%	0.2%	93.5%	+2.7%
Subdivision A	69.0%	11.7%	11.6%	5.1%	70.9%	72.5%	12.3%	9.9%	3.1%	77.8%	-3.5%
A	61.7%	13.3%	13.7%	7.6%	56.6%	68.2%	12.6%	12.1%	4.8%	73.9%	-6.5%
C	63.5%	16.0%	14.0%	4.8%	61.3%	69.7%	14.0%	12.0%	3.1%	77.2%	-6.2%
D	65.9%	13.2%	13.0%	5.4%	63.5%	79.7%	9.8%	6.9%	2.3%	78.6%	-13.8%
E	68.1%	15.8%	11.4%	2.7%	73.2%	85.9%	9.7%	3.8%	0.2%	85.8%	-17.8%
F	64.7%	15.8%	14.0%	3.4%	65.7%	78.7%	12.1%	6.7%	1.2%	80.1%	-14.0%
S Fkln	94.3%	0.9%	2.8%	1.7%	97.5%	99.1%	0.7%	0.1%	0.1%	98.6%	-4.8%
G	75.6%	12.2%	8.0%	1.5%	79.1%	88.4%	8.5%	2.4%	0.3%	87.7%	-12.8%
S Rock	94.7%	3.7%	1.2%	0.0%	91.0%	93.9%	3.6%	2.0%	0.2%	96.4%	+0.8%
J	73.9%	13.5%	9.1%	2.0%	73.4%	83.1%	8.8%	5.8%	1.1%	85.1%	-9.2%
L	74.3%	11.5%	8.5%	2.9%	74.8%	81.8%	10.3%	5.3%	1.6%	81.6%	-7.5%
M	76.5%	9.8%	8.6%	2.7%	82.0%	93.9%	3.5%	1.4%	0.6%	93.1%	-17.4%
N	61.7%	15.4%	13.2%	6.6%	60.7%	73.0%	13.1%	9.6%	2.7%	77.3%	-11.3%
Q	69.0%	12.5%	11.5%	4.5%	64.1%	76.0%	12.8%	8.0%	1.6%	78.9%	-7.0%
R	61.7%	16.7%	14.8%	4.1%	67.9%	77.5%	12.5%	7.1%	1.6%	81.0%	-15.8%
Subdivision B	67.9%	13.7%	11.7%	4.1%	68.2%	78.8%	11.0%	7.1%	1.9%	80.9%	-10.9%
Systemwide	68.4%	12.8%	11.7%	4.5%	69.4%	76.0%	11.6%	8.3%	2.4%	79.6%	-7.6%

Weekend Wait Assessment Discussion

- Wait Assessment for April 2022 decreased by 7.6% compared to April 2021.

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>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
1	81.2%	90.6%	-9.4%
2	73.1%	87.5%	-14.4%
3	83.6%	91.5%	-7.9%
4	80.5%	87.1%	-6.6%
5	82.6%	89.1%	-6.5%
6	79.7%	89.9%	-10.2%
7	89.8%	92.1%	-2.3%
S 42nd	99.5%	99.6%	-0.1%
Subdivision A	84.8%	91.3%	-6.5%
A	69.5%	83.2%	-13.7%
B	69.3%	86.6%	-17.3%
C	72.5%	91.0%	-18.5%
D	74.8%	86.3%	-11.5%
E	72.0%	90.6%	-18.6%
F	71.4%	89.1%	-17.7%
S Fkln	99.6%	99.9%	-0.3%
G	86.5%	91.9%	-5.4%
S Rock	97.3%	98.0%	-0.7%
JZ	90.7%	94.2%	-3.5%
L	92.6%	96.1%	-3.5%
M	79.9%	91.6%	-11.7%
NW	79.1%	88.0%	-8.9%
Q	79.1%	87.9%	-8.8%
R	77.9%	90.8%	-12.9%
Subdivision B	80.5%	90.8%	-10.3%
Systemwide	82.4%	91.0%	-8.6%

Weekday Terminal On-Time Performance Discussion

- April 2022 weekday OTP worsened by 8.6% compared to the prior year.
- While the year-over-year comparison reflects the impact of the crew shortage, OTP improved 0.4% compared to March 2022.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
1	89.1%	86.3%	+2.8%
2	57.4%	54.8%	+2.6%
3	74.0%	64.1%	+9.9%
4	75.2%	84.3%	-9.1%
5	93.2%	88.8%	+4.4%
6	78.9%	85.9%	-7.0%
7	87.0%	94.5%	-7.5%
S 42nd	99.9%	98.1%	+1.8%
Subdivision A	82.8%	84.1%	-1.3%
A	70.5%	80.8%	-10.3%
C	64.8%	81.5%	-16.7%
D	78.3%	93.6%	-15.3%
E	64.0%	93.5%	-29.5%
F	62.7%	89.5%	-26.8%
S Fkn	97.8%	99.6%	-1.8%
G	87.7%	91.5%	-3.8%
S Rock	98.6%	98.5%	+0.1%
J	85.1%	94.6%	-9.5%
L	91.0%	92.7%	-1.7%
M	94.4%	98.7%	-4.3%
N	61.2%	82.5%	-21.3%
Q	73.1%	88.4%	-15.3%
R	59.1%	91.4%	-32.3%
Subdivision B	77.9%	91.1%	-13.2%
Systemwide	79.9%	88.4%	-8.5%

Weekend Terminal On-Time Performance Discussion

- April 2022 OTP decreased 8.5% compared to April 2021.
- The year-over-year reduction reflects the impact of the crew shortage and increases in planned work.

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

Subway Weekday Trains Delayed

Monthly - April 2022
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (21)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>1,674</u>	<u>80</u>	<u>5.9%</u>
Rail and Roadbed	1,036	49	3.6%
Fire, Smoke, Debris	638	30	2.2%
Signal Failures and Emergency Remediation	2,233	106	7.9%
Subway Car	<u>1,661</u>	<u>79</u>	<u>5.9%</u>
Door-Related	357	17	1.3%
Propulsion	264	13	1.0%
Braking	234	11	0.8%
Other	806	38	2.8%
Stations and Structure	595	28	2.1%
Other Internal	<u>6,141</u>	<u>292</u>	<u>21.6%</u>
Service Delivery (e.g. crew performance)	528	25	1.9%
Crew Availability (e.g. operator vacancy)	5,165	246	18.2%
Train Brake Activation - cause unknown	372	18	1.3%
Other Internal Disruptions (e.g. IT system failure)	76	4	0.3%
External	<u>7,480</u>	<u>356</u>	<u>26.4%</u>
Public Conduct, Crime, Police Response	4,424	211	15.6%
Sick/Injured Customer	852	41	3.0%
Persons on Roadbed (including persons struck by train)	1,797	86	6.4%
External Debris on Roadbed (e.g., trees, shopping cart)	132	6	0.4%
Inclement Weather	96	5	0.4%
External Agency or Utility	179	9	0.7%
Operating Environment	4,606	219	16.2%
Planned Right-of-Way Work	3,969	189	14.0%
Total Trains Delayed	28,359	1,350	100%

Subway Weekend Trains Delayed

Monthly - April 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>281</u>	<u>31</u>	<u>2.8%</u>
Rail and Roadbed	247	27	2.4%
Fire, Smoke, Debris	34	4	0.3%
Signal Failures and Emergency Remediation	468	52	4.6%
Subway Car	<u>197</u>	<u>22</u>	<u>1.9%</u>
Door-Related	71	8	0.7%
Propulsion	29	3	0.3%
Braking	55	6	0.5%
Other	42	5	0.4%
Stations and Structure	95	11	0.9%
Other Internal	<u>2,866</u>	<u>318</u>	<u>28.1%</u>
Service Delivery (e.g. crew performance)	125	14	1.2%
Crew Availability (e.g. operator vacancy)	2,731	303	26.8%
Train Brake Activation - cause unknown	9	1	0.1%
Other Internal Disruptions (e.g. IT system failure)	1	0	0.0%
External	<u>1,607</u>	<u>179</u>	<u>15.7%</u>
Public Conduct, Crime, Police Response	931	103	9.1%
Sick/Injured Customer	129	14	1.3%
Persons on Roadbed (including persons struck by train)	435	48	4.3%
External Debris on Roadbed (e.g., trees, shopping cart)	42	5	0.4%
Inclement Weather	1	0	0.0%
External Agency or Utility	69	8	0.7%
Operating Environment	2,031	226	19.9%
Planned Right-of-Way Work	2,663	296	26.1%
Total Trains Delayed	10,208	1,134	100%

Chart -4

Customer Service Report: Buses

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



The MTA joined Mayor Eric Adams and the Downtown Alliance in unveiling a plaque in front of 250 Broadway on April 28 honoring essential workers during the COVID-19 pandemic. Bus Operator, Alejandra Frino (second from the left in above photo), a 16-year MTA Bus veteran represented Buses as a guest to the event. The New York bus system carried more customers at the height of the pandemic than any other public transit agency in North America. Today and every day, the MTA bus operators continue to be the backbone of the buses system getting customers where they needed to go.

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: April 2022			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	96.3%	95.1%	+1.2%	93.9%	95.2%	-1.3%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:01:44	0:01:39	0:00:05	0:02:03	0:01:38	0:00:25
	Additional Travel Time (h:mm:ss) (Chart 5)*	0:00:16	-0:00:26	0:00:42	0:00:15	-0:00:33	0:00:48
	Customer Journey Time Performance (Chart 7)*	75.1%	79.4%	-4.3%	73.7%	79.9%	-6.2%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	7,979	8,731	-8.6%	7,138	8,004	-10.8%
	Speed (MPH) (Chart 11)	8.1	8.3	-2.4%	8.1	8.4	-3.6%
Legacy Indicators	Wait Assessment (Chart 13)	77.7%	79.2%	-1.5%	74.8%	79.7%	-4.9%
	System MDBSI (Chart 16)	3,152	3,582	-12.0%	3,061	3,548	-13.7%
	NYCT Bus	3,046	3,583	-15.0%	3,001	3,420	-12.3%
	MTA Bus	3,543	3,579	-1.0%	3,268	4,014	-18.6%
	System Trips Completed (Chart 17)*	97.4%	95.6%	+1.8%	95.3%	97.1%	-1.8%
	NYCT Bus	97.4%	95.5%	+1.9%	95.3%	97.2%	-1.9%
	MTA Bus	97.4%	95.8%	+1.6%	95.2%	96.5%	-1.3%
	System AM Pull Out (Chart 18)**	97.6%	95.9%	+1.7%	95.5%	97.2%	-1.7%
	NYCT Bus	97.7%	96.0%	+1.7%	95.6%	97.4%	-1.8%
	MTA Bus	97.5%	95.6%	+1.9%	95.1%	96.6%	-1.5%
	System PM Pull Out (Chart 19)**	98.1%	96.9%	+1.2%	96.5%	97.9%	-1.4%
	NYCT Bus	98.2%	97.0%	+1.2%	96.7%	98.1%	-1.4%
	MTA Bus	97.6%	96.4%	+1.2%	95.5%	97.2%	-1.7%
	System Buses >= 12 years	25.0%	20.0%				
	NYCT Bus	14.6%	9.0%				
	MTA Bus	59.2%	59.0%				
	System Fleet Age	8.0	8.1				
	NYCT Bus	7.0	7.0				
MTA Bus	11.3	11.6					

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)

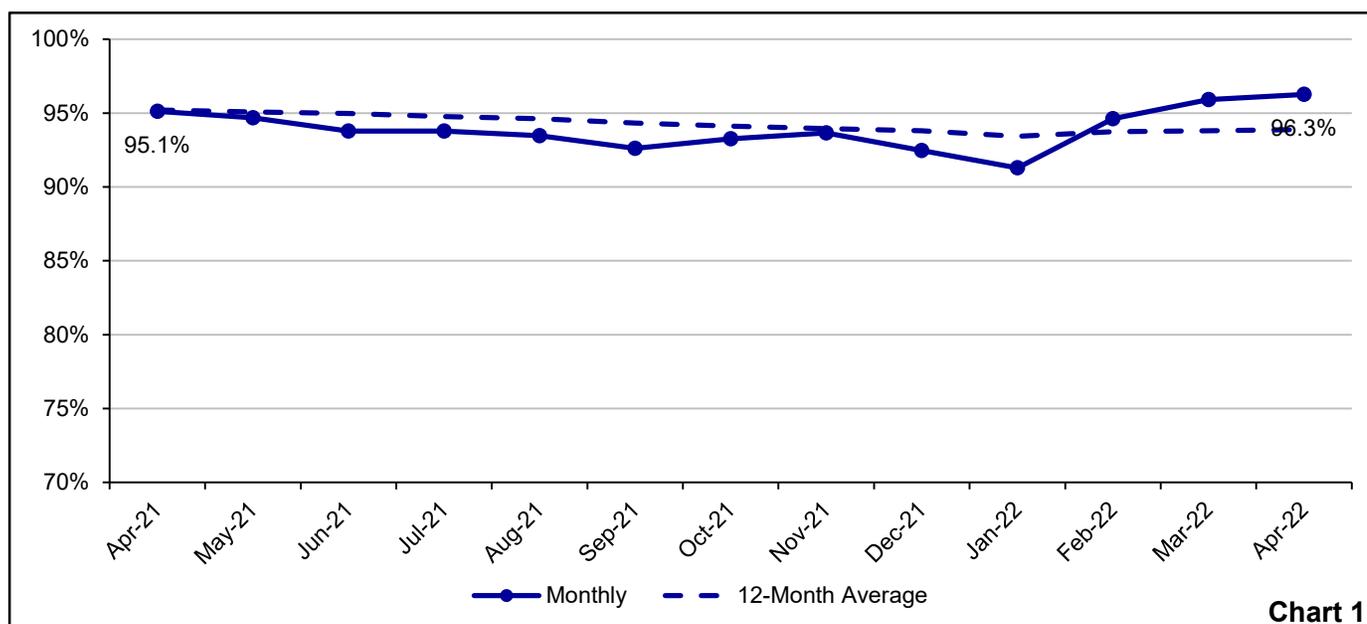
Additional Travel Time (ATT) is the estimated average extra time customers are onboard the bus compared to their scheduled onboard time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ATT is estimated 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		
	Apr 22	Apr 21	Change (Pts)	Apr 22	Apr 21	Change (Pts)
Bronx	98.0%	96.8%	+1.2%	95.3%	96.5%	-1.2%
Brooklyn	96.9%	95.1%	+1.8%	93.6%	95.3%	-1.7%
Manhattan	98.2%	97.7%	+0.5%	96.1%	96.8%	-0.7%
Queens	96.2%	94.3%	+1.9%	93.9%	94.4%	-0.5%
Staten Island	90.6%	92.1%	-1.5%	89.9%	93.6%	-3.7%
Systemwide	96.3%	95.1%	+1.2%	93.9%	95.2%	-1.3%

Service Delivered Discussion

- Service Delivered in April 2022 increased by 1.2 percentage points to 96.3 percent compared to April 2021, and decreased by 1.3 percentage points to 93.9 percent on a 12-month average basis.

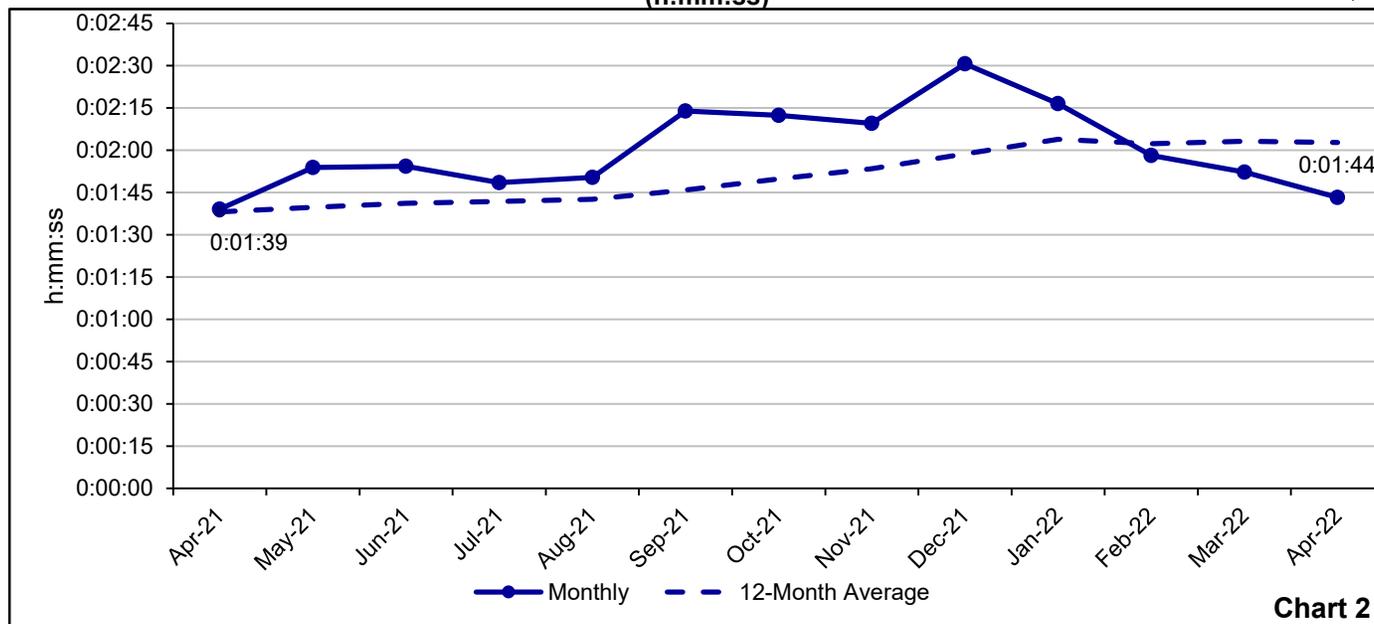
**Service Delivered
Monthly
(Peak Hours)**

Desired trend 

<u>Borough</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change (Pts)</u>
Bronx	98.0%	96.8%	+1.2%
Local/Limited	97.8%	96.5%	+1.3%
Select Bus Service	97.5%	96.9%	+0.6%
Express	99.6%	98.5%	+1.1%
Brooklyn	96.9%	95.1%	+1.8%
Local/Limited	97.0%	94.8%	+2.2%
Select Bus Service	95.1%	94.3%	+0.8%
Express	97.3%	98.2%	-0.9%
Manhattan	98.2%	97.7%	+0.5%
Local/Limited	98.3%	97.5%	+0.8%
Select Bus Service	97.9%	98.1%	-0.2%
Express	N/A	N/A	N/A
Queens	96.2%	94.3%	+1.9%
Local/Limited	96.1%	94.2%	+1.9%
Select Bus Service	97.8%	94.0%	+3.8%
Express	96.6%	95.2%	+1.4%
Staten Island	90.6%	92.1%	-1.5%
Local/Limited	89.0%	93.3%	-4.3%
Select Bus Service	90.9%	90.4%	+0.5%
Express	92.2%	91.1%	+1.1%
Systemwide	96.3%	95.1%	+1.2%
Local/Limited	96.3%	95.1%	+1.2%
Select Bus Service	97.0%	96.3%	+0.7%
Express	95.4%	94.6%	+0.8%

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

Desired trend



	Monthly			12-Month Average		
	Apr 22	Apr 21	Change	Apr 22	Apr 21	Change
Bronx	0:01:36	0:01:38	-0:00:02	0:01:53	0:01:34	+0:00:19
Brooklyn	0:02:00	0:01:53	+0:00:07	0:02:23	0:01:56	+0:00:27
Manhattan	0:01:17	0:01:14	+0:00:03	0:01:28	0:01:12	+0:00:16
Queens	0:01:41	0:01:34	+0:00:07	0:02:03	0:01:34	+0:00:29
Staten Island	0:02:39	0:02:24	+0:00:15	0:03:05	0:02:14	+0:00:51
Systemwide	0:01:44	0:01:39	+0:00:05	0:02:03	0:01:38	+0:00:25

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in April 2022 increased by 5 seconds compared to April 2021, and increased by 25 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.

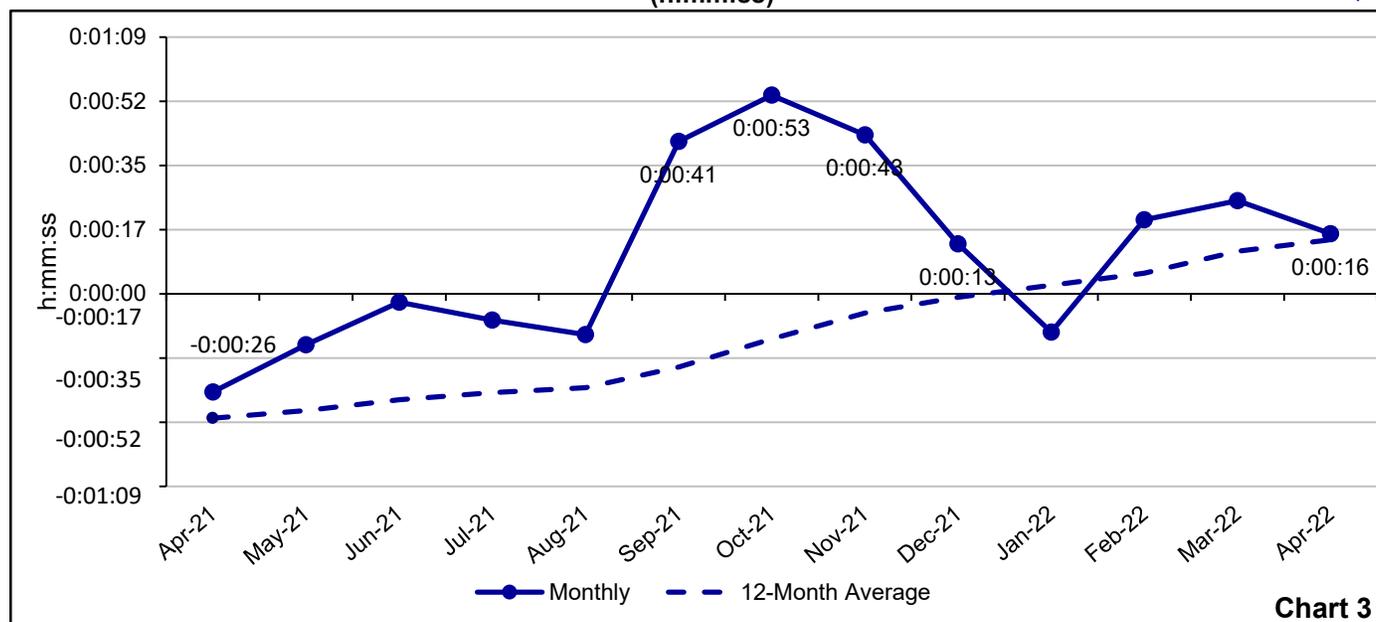
Additional Bus Stop Time
(4 a.m. - 11 p.m.)
(h:mm:ss)

Desired trend 

<u>Borough</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
Bronx	0:01:36	0:01:38	-0:00:02
Local/Limited	0:01:36	0:01:38	-0:00:02
Select Bus Service	0:01:17	0:01:23	-0:00:06
Express	0:02:20	0:02:36	-0:00:16
Brooklyn	0:02:00	0:01:53	0:00:07
Local/Limited	0:02:02	0:01:55	0:00:07
Select Bus Service	0:01:30	0:01:29	0:00:01
Express	0:02:49	0:02:54	-0:00:05
Manhattan	0:01:17	0:01:14	0:00:03
Local/Limited	0:01:24	0:01:20	0:00:04
Select Bus Service	0:01:03	0:00:56	0:00:07
Express	N/A	N/A	N/A
Queens	0:01:41	0:01:34	0:00:07
Local/Limited	0:01:42	0:01:34	0:00:08
Select Bus Service	0:01:22	0:01:25	-0:00:03
Express	0:02:20	0:02:34	-0:00:14
Staten Island	0:02:39	0:02:24	0:00:15
Local/Limited	0:02:59	0:02:38	0:00:21
Select Bus Service	0:01:46	0:01:32	0:00:14
Express	0:02:04	0:01:53	0:00:11
Systemwide	0:01:44	0:01:39	0:00:05
Local/Limited	0:01:47	0:01:42	0:00:05
Select Bus Service	0:01:15	0:01:13	0:00:02
Express	0:02:18	0:02:20	-0:00:02

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

Desired trend



	Monthly			12-Month Average		
	Apr 22	Apr 21	Change	Apr 22	Apr 21	Change
Bronx	0:00:28	0:00:00	+0:00:28	0:00:30	-0:00:11	+0:00:41
Brooklyn	0:00:14	-0:00:22	+0:00:36	0:00:17	-0:00:26	+0:00:43
Manhattan	0:00:00	-0:00:42	+0:00:42	-0:00:08	-0:00:48	+0:00:40
Queens	0:00:31	-0:00:31	+0:01:02	0:00:25	-0:00:38	+0:01:03
Staten Island	-0:01:03	-0:01:55	+0:00:52	-0:01:00	-0:02:06	+0:01:06
Systemwide	0:00:16	-0:00:26	+0:00:42	0:00:15	-0:00:33	+0:00:48

Additional Travel Time Discussion

- Additional Travel Time in April 2022 increased by 42 seconds compared to April 2021, and increased by 48 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>Apr 22</u>	<u>Apr 21</u>	<u>Change</u>
Bronx	0:00:28	0:00:00	+0:00:28
Local/Limited	0:00:20	-0:00:05	+0:00:25
Select Bus Service	0:01:05	0:00:36	+0:00:29
Express	0:02:18	0:02:04	+0:00:14
Brooklyn	0:00:14	-0:00:22	+0:00:36
Local/Limited	0:00:12	-0:00:22	+0:00:34
Select Bus Service	0:00:30	0:00:02	+0:00:28
Express	0:01:12	-0:03:23	+0:04:35
Manhattan	0:00:00	-0:00:42	+0:00:42
Local/Limited	-0:00:05	-0:00:40	+0:00:35
Select Bus Service	0:00:10	-0:00:46	+0:00:56
Express	N/A	N/A	N/A
Queens	0:00:31	-0:00:31	+0:01:02
Local/Limited	0:00:27	-0:00:31	+0:00:58
Select Bus Service	0:00:45	-0:00:21	+0:01:06
Express	0:04:01	-0:01:42	+0:05:43
Staten Island	-0:01:03	-0:01:55	+0:00:52
Local/Limited	-0:00:33	-0:01:02	+0:00:29
Select Bus Service	-0:00:38	-0:01:13	+0:00:35
Express	-0:02:54	-0:06:33	+0:03:39
Systemwide	0:00:16	-0:00:26	+0:00:42
Local/Limited	0:00:15	-0:00:24	+0:00:39
Select Bus Service	0:00:27	-0:00:19	+0:00:46
Express	0:00:13	-0:03:03	+0:03:16

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

Desired trend

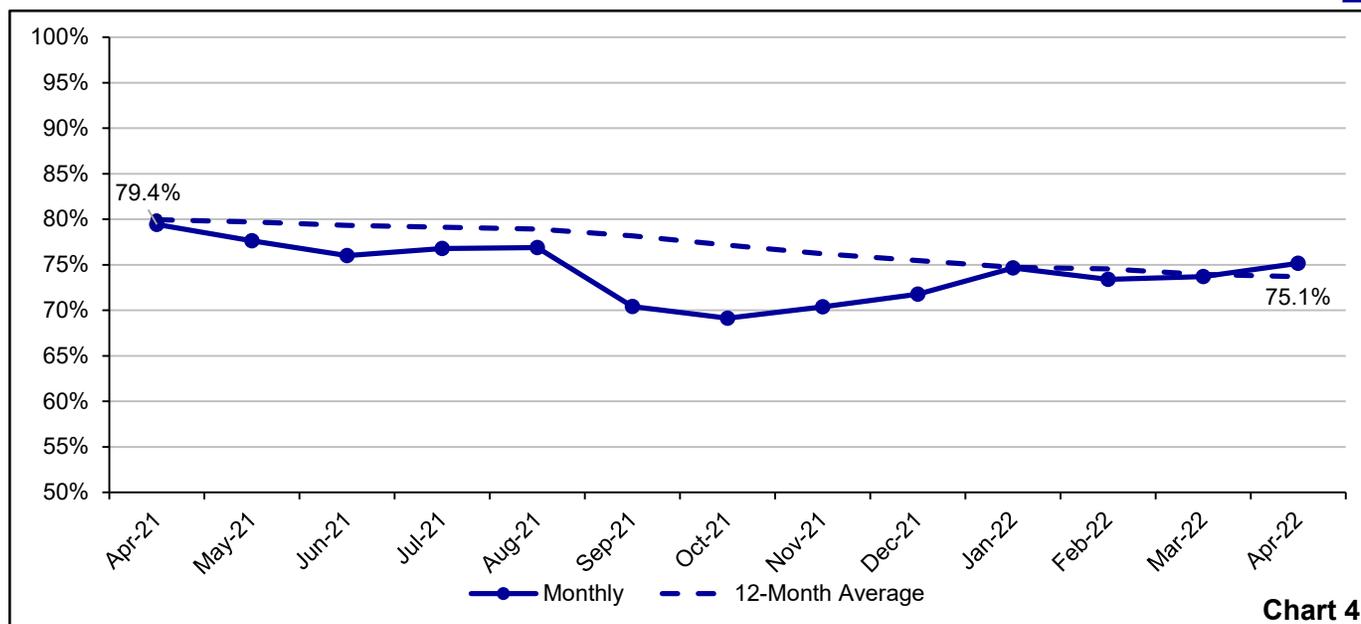


Chart 4

	Monthly			12-Month Average		
	Apr 22	Apr 21	Change (Pts)	Apr 22	Apr 21	Change (Pts)
Bronx	74.9%	77.3%	-2.4%	72.8%	78.7%	-5.9%
Brooklyn	72.5%	76.7%	-4.2%	70.6%	76.6%	-6.0%
Manhattan	80.4%	84.0%	-3.6%	79.8%	84.4%	-4.6%
Queens	74.7%	81.3%	-6.6%	73.7%	81.7%	-8.0%
Staten Island	74.9%	80.4%	-5.5%	73.7%	81.8%	-8.1%
Systemwide	75.1%	79.4%	-4.3%	73.7%	79.9%	-6.2%

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in April 2022 decreased by 4.3 percentage points to 75.1 percent compared to April 2021, and decreased by 6.2 percentage points to 73.7 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>Apr 22</u>	<u>Apr 21</u>	<u>Change (Pts)</u>
Bronx	74.9%	77.3%	-2.4%
Local/Limited	75.7%	78.0%	-2.3%
Select Bus Service	72.1%	73.9%	-1.8%
Express	57.5%	59.3%	-1.8%
Brooklyn	72.5%	76.7%	-4.2%
Local/Limited	72.4%	76.6%	-4.2%
Select Bus Service	74.9%	77.1%	-2.2%
Express	60.5%	76.0%	-15.5%
Manhattan	80.4%	84.0%	-3.6%
Local/Limited	79.0%	82.3%	-3.3%
Select Bus Service	83.3%	88.2%	-4.9%
Express	N/A	N/A	N/A
Queens	74.7%	81.3%	-6.6%
Local/Limited	75.2%	81.8%	-6.6%
Select Bus Service	71.2%	75.7%	-4.5%
Express	51.1%	70.9%	-19.8%
Staten Island	74.9%	80.4%	-5.5%
Local/Limited	74.5%	79.8%	-5.3%
Select Bus Service	76.2%	80.0%	-3.8%
Express	75.6%	83.6%	-8.0%
Systemwide	75.1%	79.4%	-4.3%
Local/Limited	75.0%	79.3%	-4.3%
Select Bus Service	77.8%	81.1%	-3.3%
Express	64.6%	74.1%	-9.5%

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.

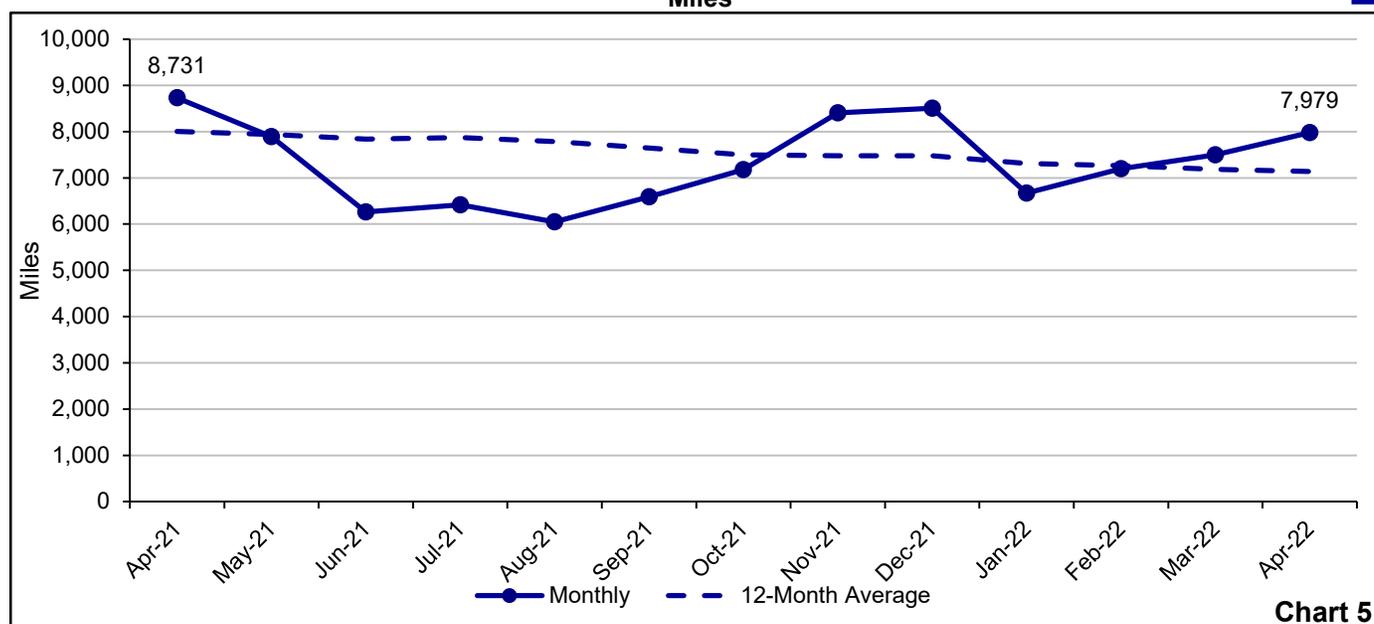
MDBF numbers include weekdays and weekends. This borough and trip-type combinations (Chart 10) are reported as a 12-month average.

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)

Desired trend



	Monthly			12-Month Average		
	Apr 22	Apr 21	% Change	Apr 22	Apr 21	% Change
Bronx	5,487	6,487	-15.4%	5,019	5,769	-13.0%
Brooklyn	8,311	9,873	-15.8%	7,759	8,643	-10.2%
Manhattan	5,039	5,520	-8.7%	4,370	5,078	-13.9%
Queens	8,073	8,154	-1.0%	7,137	7,931	-10.0%
Staten Island	26,503	26,312	+0.7%	21,915	24,724	-11.4%
Systemwide	7,979	8,731	-8.6%	7,138	8,004	-10.8%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in April 2022 decreased by 8.6 percent to 7,979 miles compared to April 2021, and decreased by 10.8 percent to 7,138 miles on a 12-month average basis.

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

Desired trend 

<u>Borough</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>% Change</u>
Bronx	5,019	5,769	-13.0%
Local/Limited	4,343	4,994	-13.0%
Select Bus Service	5,246	8,240	-36.3%
Express	10,076	10,089	-0.1%
Brooklyn	7,759	8,643	-10.2%
Local/Limited	7,663	8,336	-8.1%
Select Bus Service	9,512	12,653	-24.8%
Express	7,752	10,702	-27.6%
Manhattan	4,370	5,078	-13.9%
Local/Limited	4,068	4,477	-9.1%
Select Bus Service	5,634	8,491	-33.7%
Express	N/A	N/A	N/A
Queens	7,137	7,931	-10.0%
Local/Limited	6,763	7,576	-10.7%
Select Bus Service	6,597	7,940	-16.9%
Express	10,066	10,097	-0.3%
Staten Island	21,915	24,724	-11.4%
Local/Limited	22,960	22,775	+0.8%
Select Bus Service	35,684	48,053	-25.7%
Express	20,416	25,228	-19.1%
Systemwide	7,138	8,004	-10.8%
Local/Limited	6,391	7,062	-9.5%
Select Bus Service	6,935	9,683	-28.4%
Express	12,964	14,027	-7.6%

Bus Speeds (24 Hours) (MPH)

Desired trend

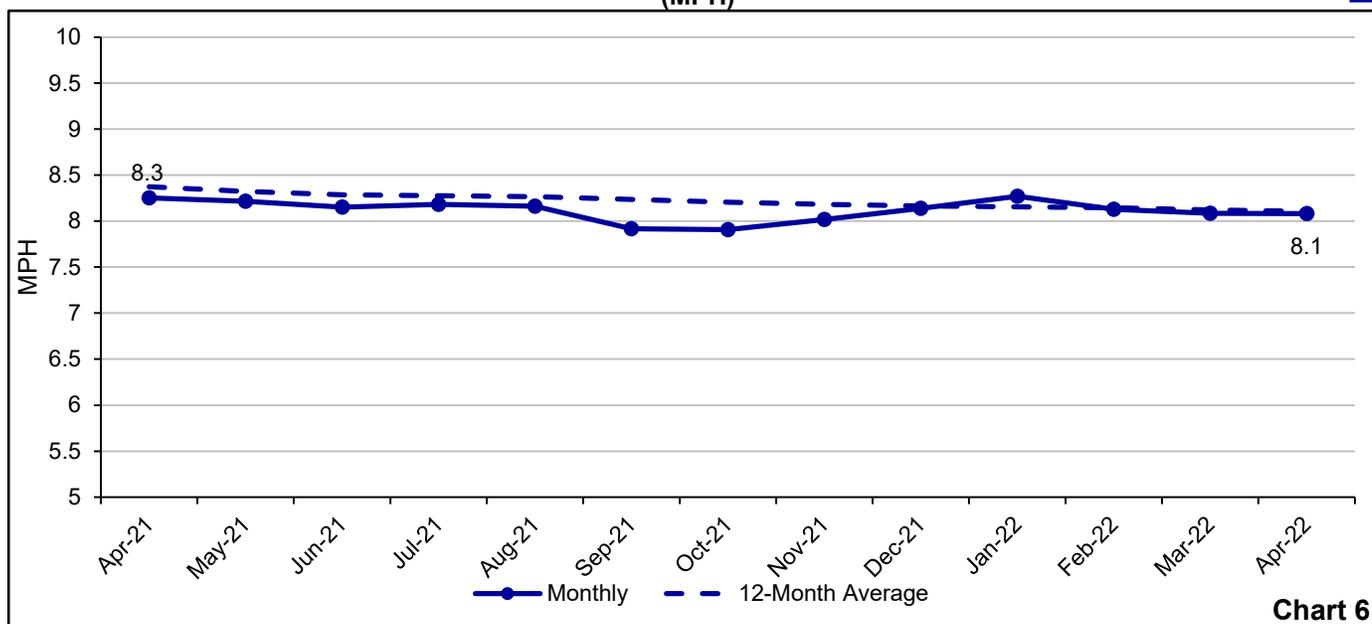


Chart 6

	Monthly			12-Month Average		
	Apr 22	Apr 21	% Change	Apr 22	Apr 21	% Change
Bronx	7.5	7.6	-1.3%	7.6	7.7	-1.3%
Brooklyn	7.2	7.5	-4.0%	7.3	7.6	-3.9%
Manhattan	6.1	6.3	-3.2%	6.2	6.5	-4.6%
Queens	9.0	9.3	-3.2%	9.1	9.5	-4.2%
Staten Island	14.4	14.4	0.0%	14.2	14.3	-0.7%
Systemwide	8.1	8.3	-2.4%	8.1	8.4	-3.6%

Speed Discussion

- Bus Speeds in April 2022 decreased by 2.4 percent to 8.1 mph compared to April 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>Apr 22</u>	<u>Apr 21</u>	<u>% Change</u>
Bronx	7.5	7.6	-1.3%
Local/Limited	6.9	7.0	-1.4%
Select Bus Service	8.8	8.9	-1.1%
Express	11.8	12.1	-2.5%
Brooklyn	7.2	7.5	-4.0%
Local/Limited	6.9	7.2	-4.2%
Select Bus Service	8.7	8.7	+0.0%
Express	12.6	13.9	-9.4%
Manhattan	6.1	6.3	-3.2%
Local/Limited	5.8	6.0	-3.3%
Select Bus Service	7.2	7.4	-2.7%
Express	N/A	N/A	N/A
Queens	9.0	9.3	-3.2%
Local/Limited	8.7	9.1	-4.4%
Select Bus Service	11.3	11.6	-2.6%
Express	13.2	14.2	-7.0%
Staten Island	14.4	14.4	+0.0%
Local/Limited	12.3	12.5	-1.6%
Select Bus Service	14.8	15.2	-2.6%
Express	18.0	18.4	-2.2%
Systemwide	8.1	8.3	-2.4%
Local/Limited	7.5	7.8	-3.8%
Select Bus Service	9.1	9.2	-1.1%
Express	14.1	14.6	-3.4%

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

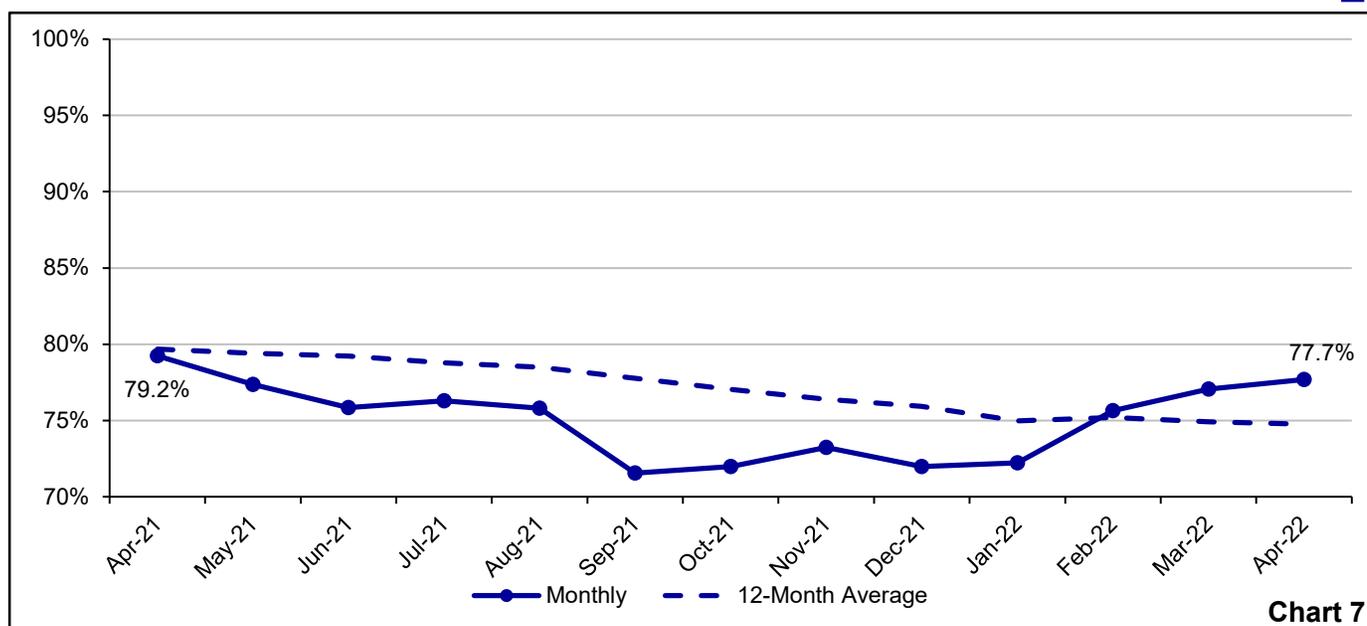
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

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



	Monthly			12-Month Average		
	Apr 22	Apr 21	Change (Pts)	Apr 22	Apr 21	Change (Pts)
Bronx	78.0%	78.0%	0.0%	74.4%	79.6%	-5.2%
Brooklyn	74.7%	75.7%	-1.0%	71.2%	75.8%	-4.6%
Manhattan	80.5%	82.9%	-2.4%	77.9%	81.3%	-3.4%
Queens	79.7%	81.4%	-1.7%	77.2%	81.8%	-4.6%
Staten Island	73.7%	78.8%	-5.1%	72.1%	80.9%	-8.8%
Systemwide	77.7%	79.2%	-1.5%	74.8%	79.7%	-4.9%

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Apr 22</u>	<u>Apr 21</u>	<u>Change (Pts)</u>
Bronx	78.0%	78.0%	+0.0%
Local/Limited	77.7%	77.6%	+0.1%
Select Bus Service	76.4%	75.8%	+0.6%
Express	83.8%	85.6%	-1.8%
Brooklyn	74.7%	75.7%	-1.0%
Local/Limited	74.6%	75.5%	-0.9%
Select Bus Service	78.2%	78.4%	-0.2%
Express	75.9%	79.2%	-3.3%
Manhattan	80.5%	82.9%	-2.4%
Local/Limited	80.1%	82.5%	-2.4%
Select Bus Service	83.3%	86.0%	-2.7%
Express	N/A	N/A	N/A
Queens	79.7%	81.4%	-1.7%
Local/Limited	79.6%	81.4%	-1.8%
Select Bus Service	82.7%	79.1%	+3.6%
Express	81.1%	82.4%	-1.3%
Staten Island	73.7%	78.8%	-5.1%
Local/Limited	72.7%	78.6%	-5.9%
Select Bus Service	76.8%	78.1%	-1.3%
Express	77.0%	79.8%	-2.8%
Systemwide	77.7%	79.2%	-1.5%
Local/Limited	77.5%	79.0%	-1.5%
Select Bus Service	81.1%	81.8%	-0.7%
Express	79.3%	81.7%	-2.4%

Bus Mean Distance Between Service Interruptions

Desired trend 

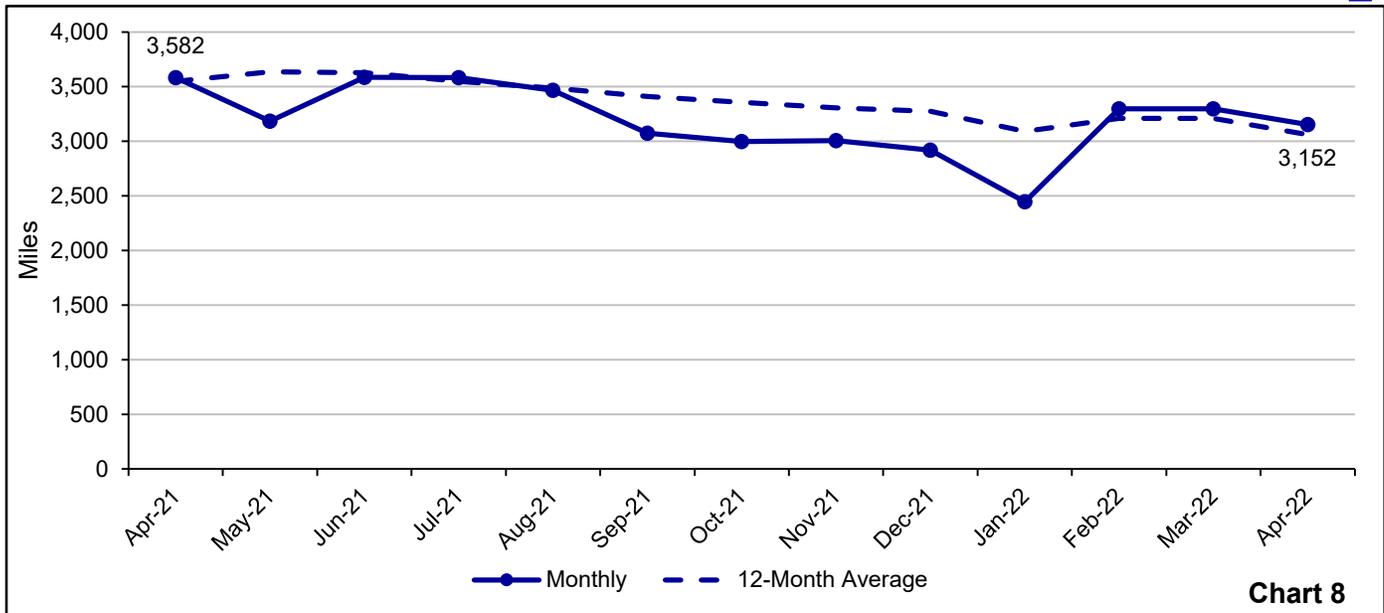


Chart 8

	Monthly			12-Month Average		
	Apr 22	Apr 21	% Change	Apr 22	Apr 21	% Change
Systemwide	3,152	3,582	-12.0%	3,061	3,548	-13.7%

Bus Percentage of Completed Trips

Desired trend 

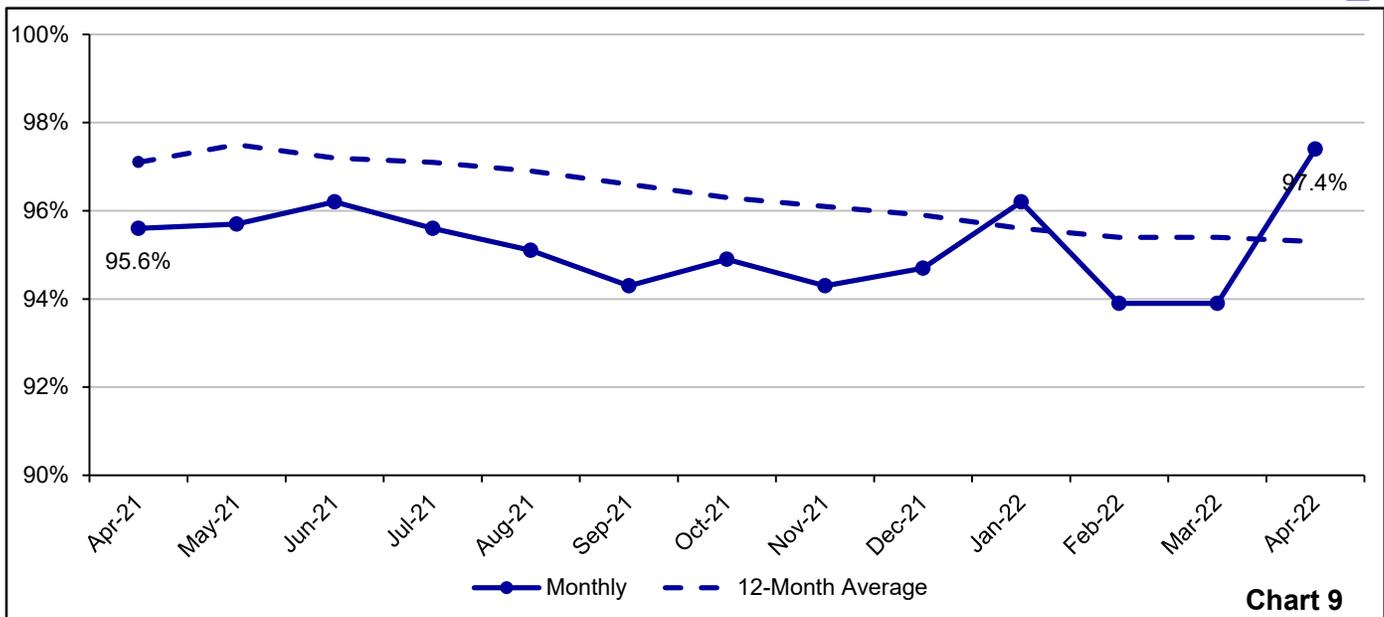


Chart 9

	Monthly			12-Month Average		
	Apr 22	Apr 21	Change (Pts)	Apr 22	Apr 21	Change (Pts)
Systemwide	97.4%	95.6%	+1.8%	95.3%	97.1%	-1.8%

Bus AM Weekday Pull Out Performance

Desired trend

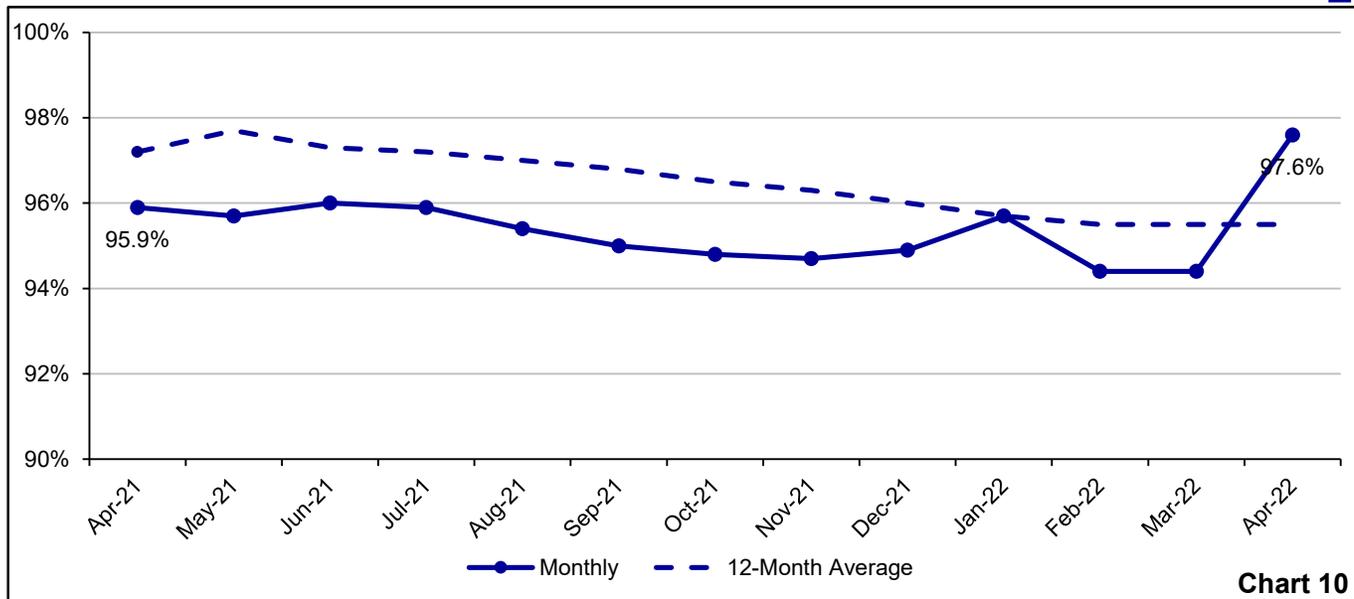


Chart 10

	Monthly			12-Month Average		
	Apr 22	Apr 21	Change (Pts)	Apr 22	Apr 21	Change (Pts)
Systemwide	97.6%	95.9%	+1.7%	95.5%	97.2%	-1.7%

Bus PM Weekday Pull Out Performance

Desired trend

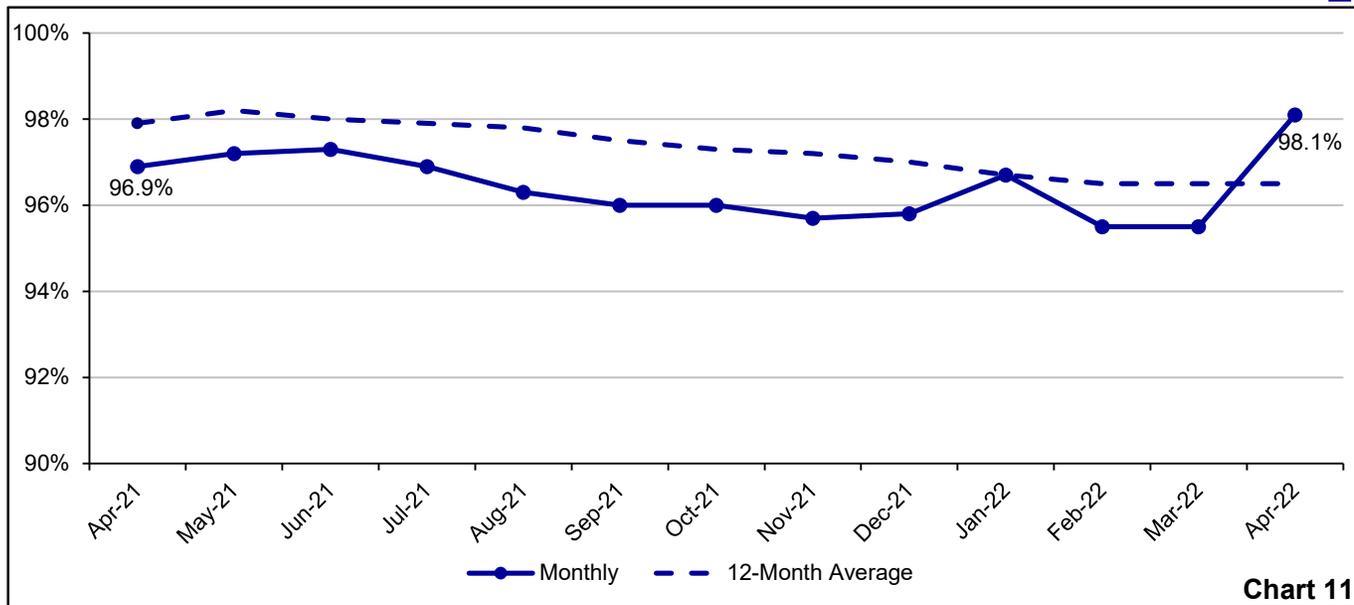


Chart 11

	Monthly			12-Month Average		
	Apr 22	Apr 21	Change (Pts)	Apr 22	Apr 21	Change (Pts)
Systemwide	98.1%	96.9%	+1.2%	96.5%	97.9%	-1.4%

Customer Service Report: Paratransit

Chris Pangilinan, Vice President, Paratransit



The Paratransit Access-A-Ride team welcomes new NYCT President Richard Davey (top, 3rd from right) on his second day as President of NYCT. President Davey took the opportunity to tour the Access-A-Ride operation at 3300 Northern Blvd. in Long Island City, where he met with staff and learned about Access-A-Ride operations.

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: March 2022			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	531,547	494,856	+7.4%	470,090	396,943	+18.4%
	Total Ridership	752,692	669,737	+12.4%	663,297	528,587	+25.5%
On-Time Performance	Pick-up Primary 30 Minute	95.0%	98.0%	-3.0%	93.7%	97.8%	-4.1%
	Pick-up Primary 15 Minute	84.0%	90.0%	-6.0%	82.6%	90.3%	-7.7%
	Pick-up Broker 30 Minute	92.0%	95.0%	-3.0%	90.4%	97.3%	-6.9%
	Pick-up Broker 15 Minute	76.0%	82.0%	-6.0%	74.8%	89.6%	-14.8%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	n/a	n/a
	Appointment OTP Trips Primary - Early*	n/a	n/a	n/a	n/a	n/a	n/a
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	n/a	n/a
	Appointment OTP Trips Broker - Early*	n/a	n/a	n/a	n/a	n/a	n/a
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	79.0%	87.0%	-8.0%	81.0%	87.3%	-6.3%
	Average Actual Trip Duration in Minutes	37	29	+27.6%	35	28	+23.2%
	Max Ride Time Performance Primary	98.0%	99.0%	-1.0%	98.5%	99.0%	-0.5%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	98.6%	99.0%	-0.4%
Customer Experience	Frequent Rider Experience Primary*	n/a	n/a	n/a	n/a	n/a	n/a
	Frequent Rider Experience Broker*	n/a	n/a	n/a	n/a	n/a	n/a
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	1.24	0.74	+67.6%	2.72	0.63	+335.3%
	Provider No-Shows per 1,000 Schedule Trips Broker	3.71	1.19	+211.8%	5.24	0.66	+691.6%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	3.4	1.7	+100.0%	5.1	1.6	+226.2%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	3.2	1.0	+220.0%	3.0	1.1	+172.7%
Call Center	Percent of Calls Answered	94.0%	97.0%	-3.0%	89.8%	96.8%	-7.0%
	Average Call Answer Speed in Seconds	85	29	+193.1%	155	35	+347.8%
Eligibility	Total Registrants	167,924	161,366	+4.1%	165,425	161,678	+2.3%

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

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

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

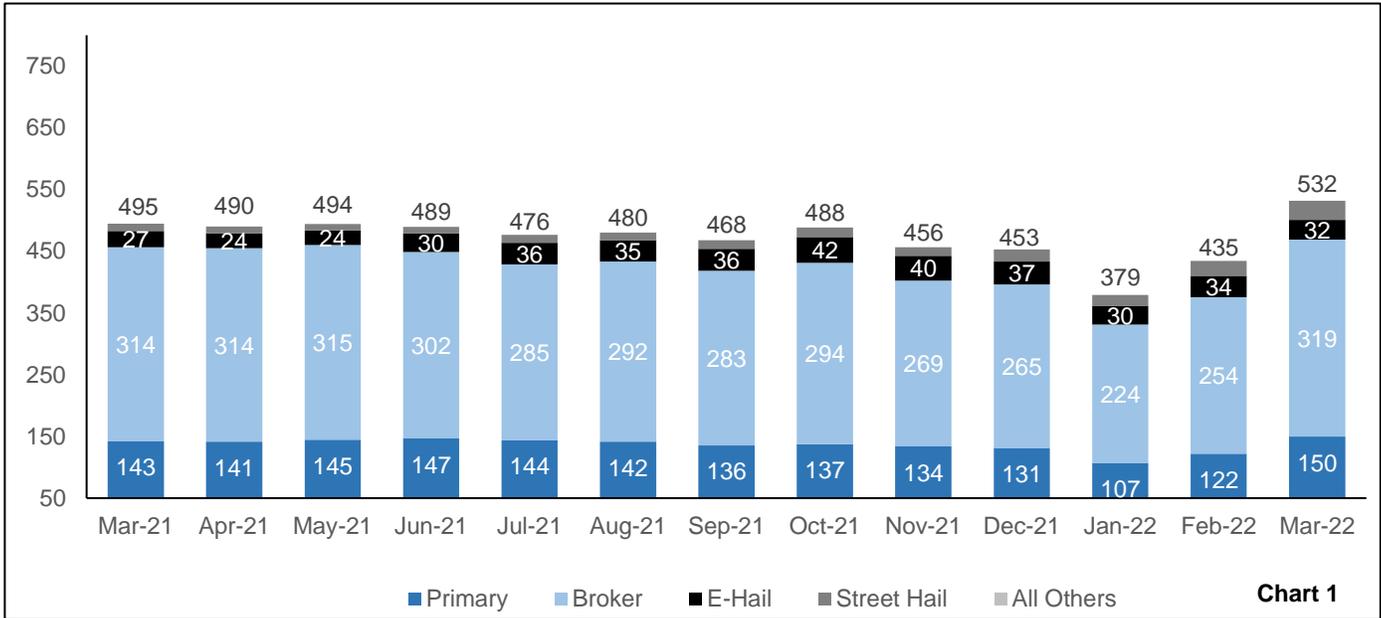
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

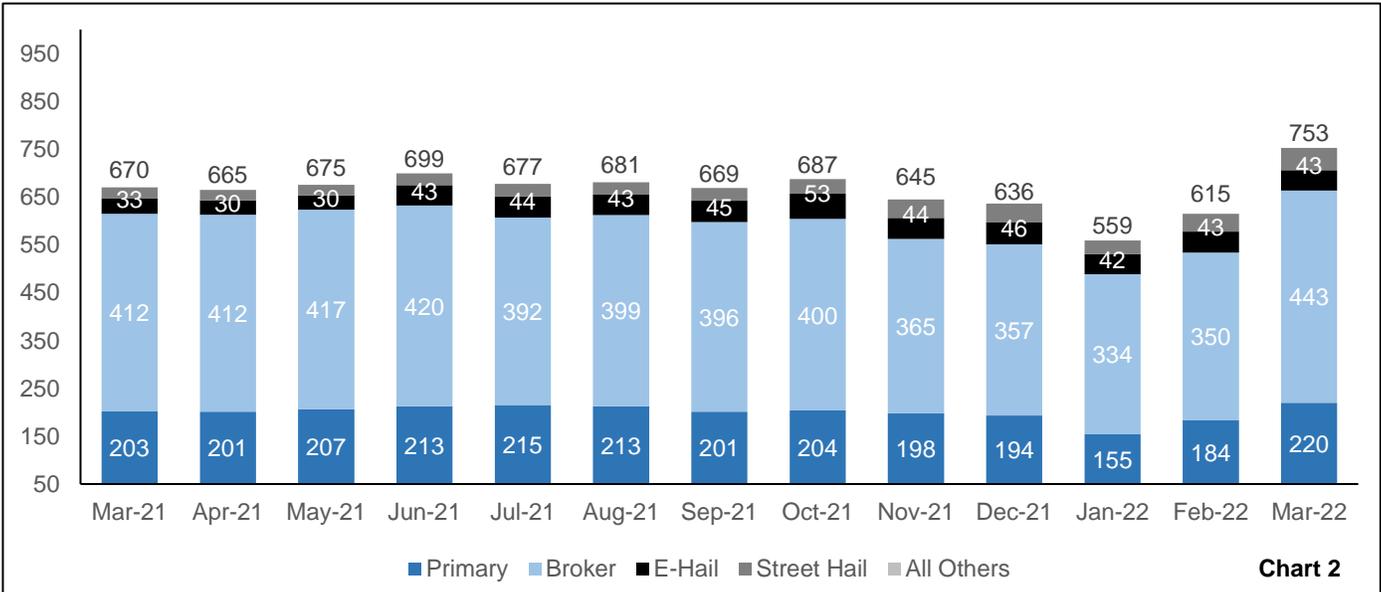
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips (In Thousands)



Total Ridership (In Thousands)



Total Trips Discussion

- Total Trips in March 2022 increased by 97K (or 22.3%) when compared to February 2022, and increased by 37K (or 7.4%) when compared to March 2021.

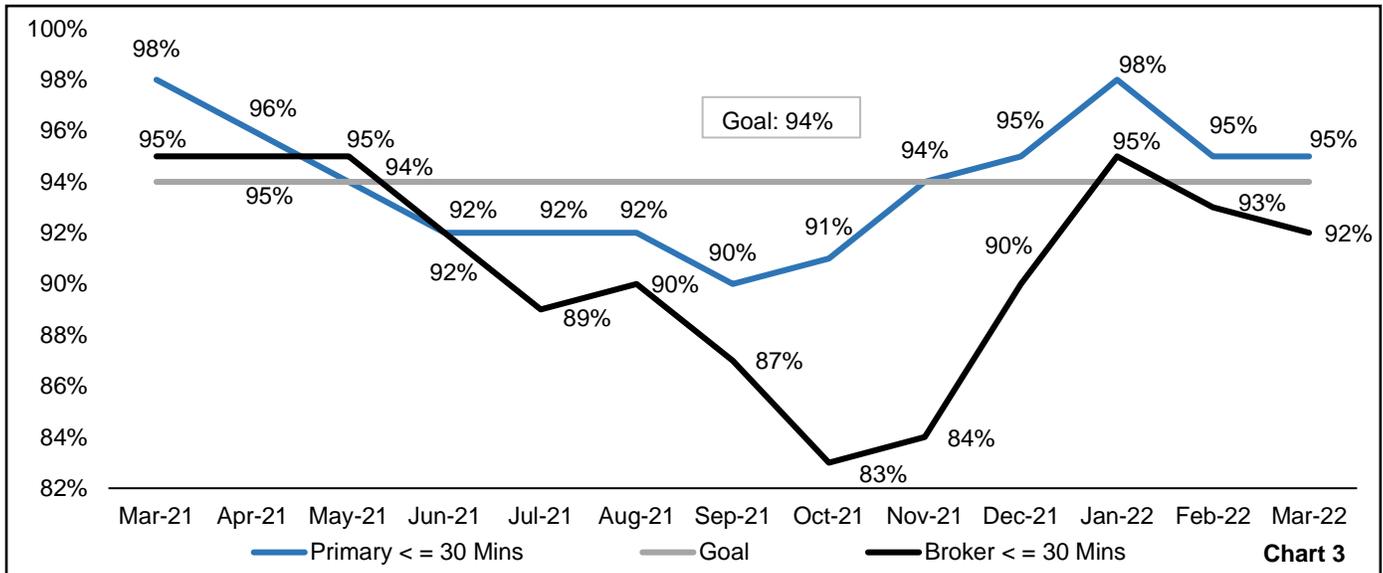
Total Ridership Discussion

- Total Ridership in March 2022 increased by 138K (or 22.5%) when compared to February 2022, and increased by 83K (or 12.4%) when compared to March 2021.

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

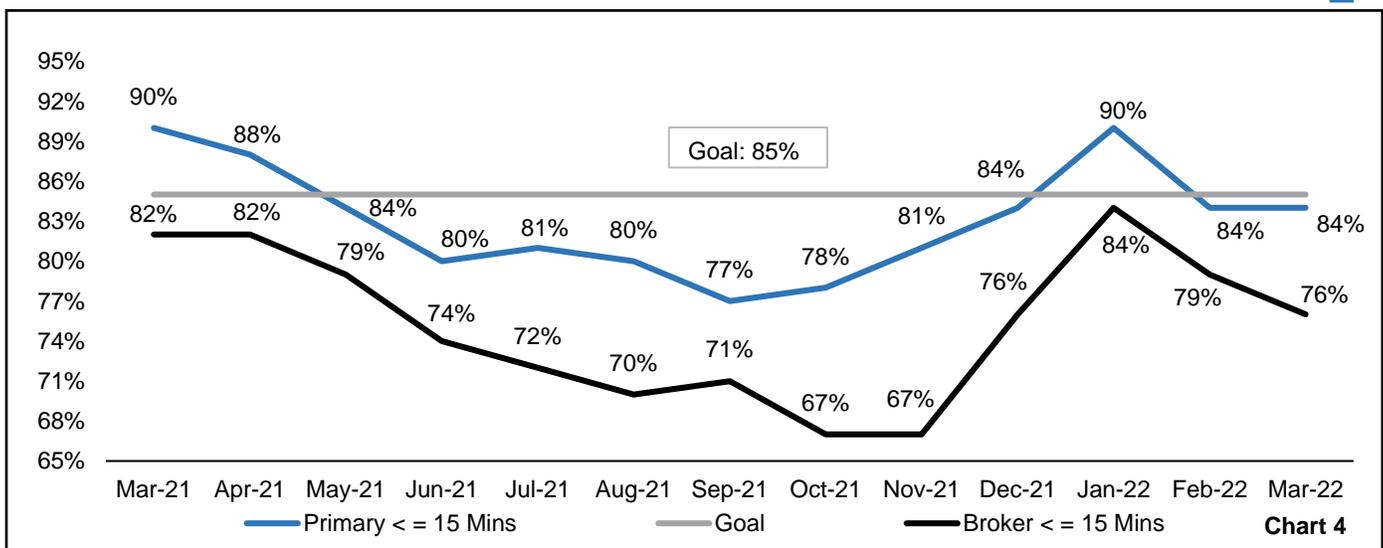
OTP <= 30 Minutes Primary and Broker

Desired trend



OTP <= 15 Minutes Primary and Broker

Desired trend



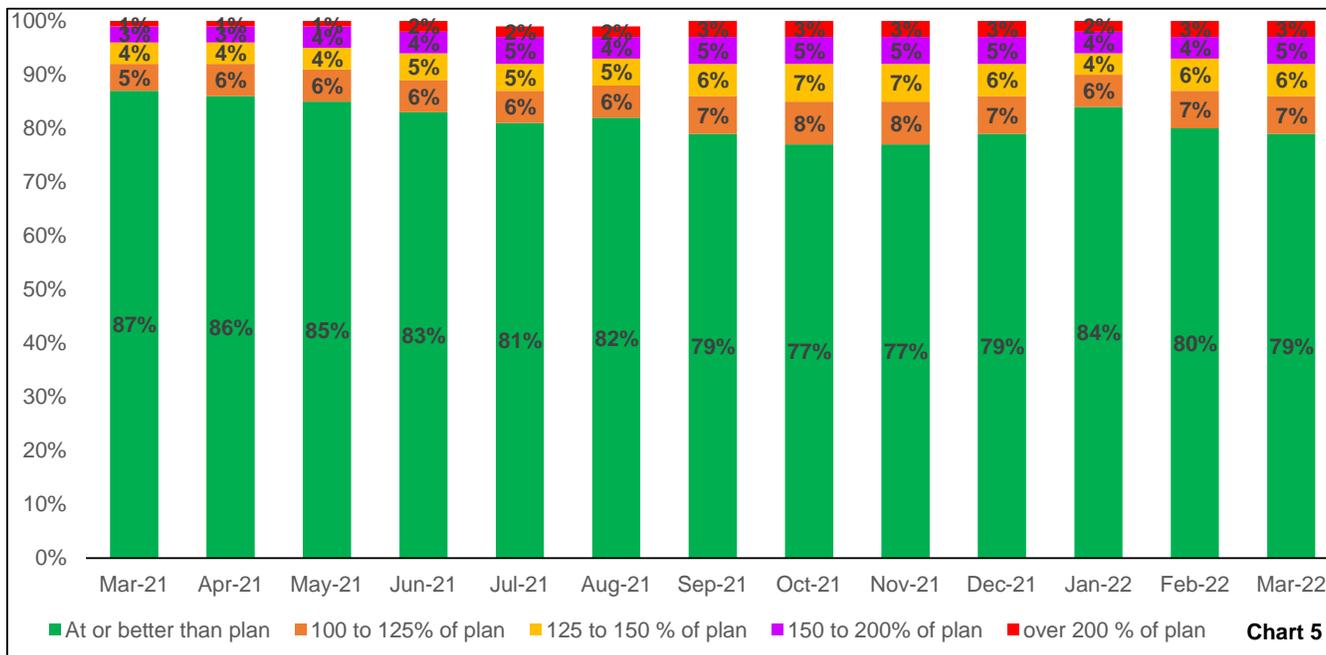
<= 30 Minutes Pick Up On-Time Performance Discussion

- March 2022 Primary 30 minute P/U, OTP result of 95% remained flat when compared to February 2022, and declined by 3 percentage points when compared to March 2021.
- March 2022 Broker 30 minute P/U, OTP result of 92% declined by 1 percentage point when compared to February 2022, and declined by 3 percentage points when compared to March 2021.

<= 15 Minutes Pick Up On-Time Performance Discussion

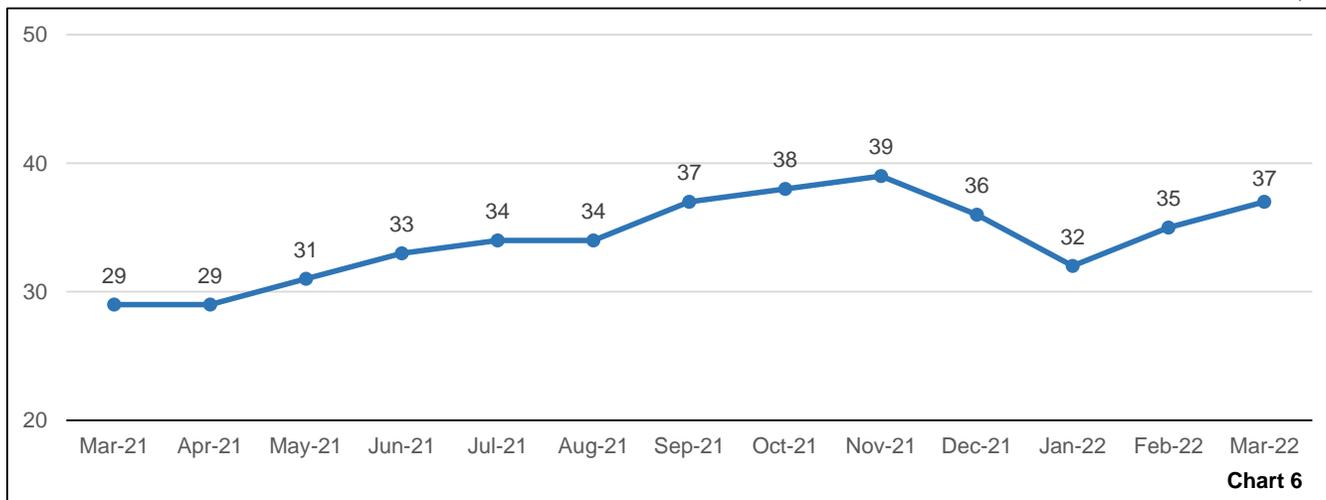
- March 2022 Primary 15 minute P/U, OTP result of 84% remained flat when compared to February 2022, and declined by 6 percentage points when compared to March 2021.
- March 2022 Broker 15 minute P/U, OTP result of 76% declined by 3 percentage points when compared to February 2022, and declined by 6 percentage points when compared to March 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

- 79% of trips in March 2022 performed within the scheduled time or better which declined by 1 percentage point when compared to February 2022, and declined by 8 percentage points when compared to March 2021.

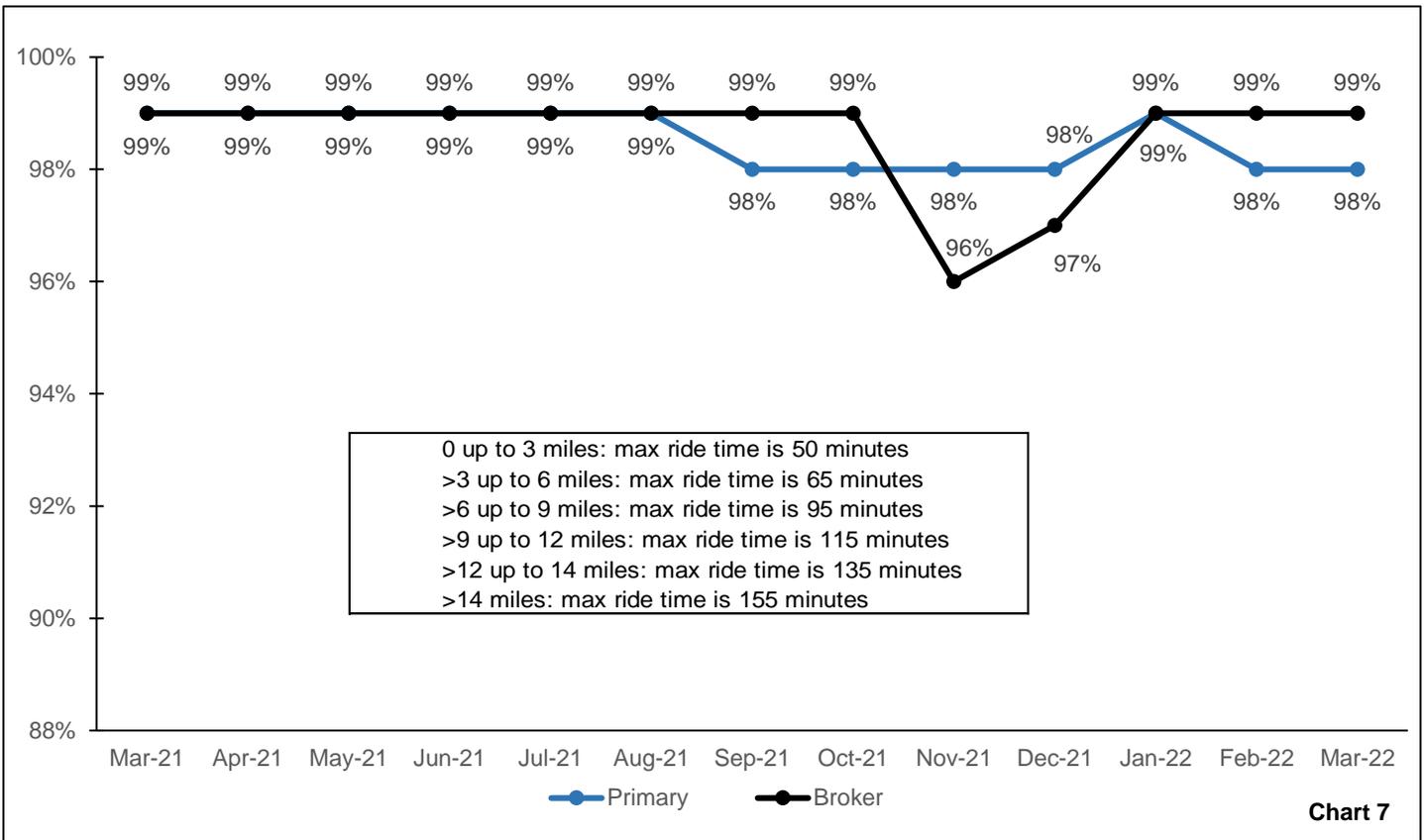
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in March 2022 increased by 2 minutes (or 5.7%) when compared to February 2022, and increased by 8 minutes (or 27.6%) when compared to March 2021.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend

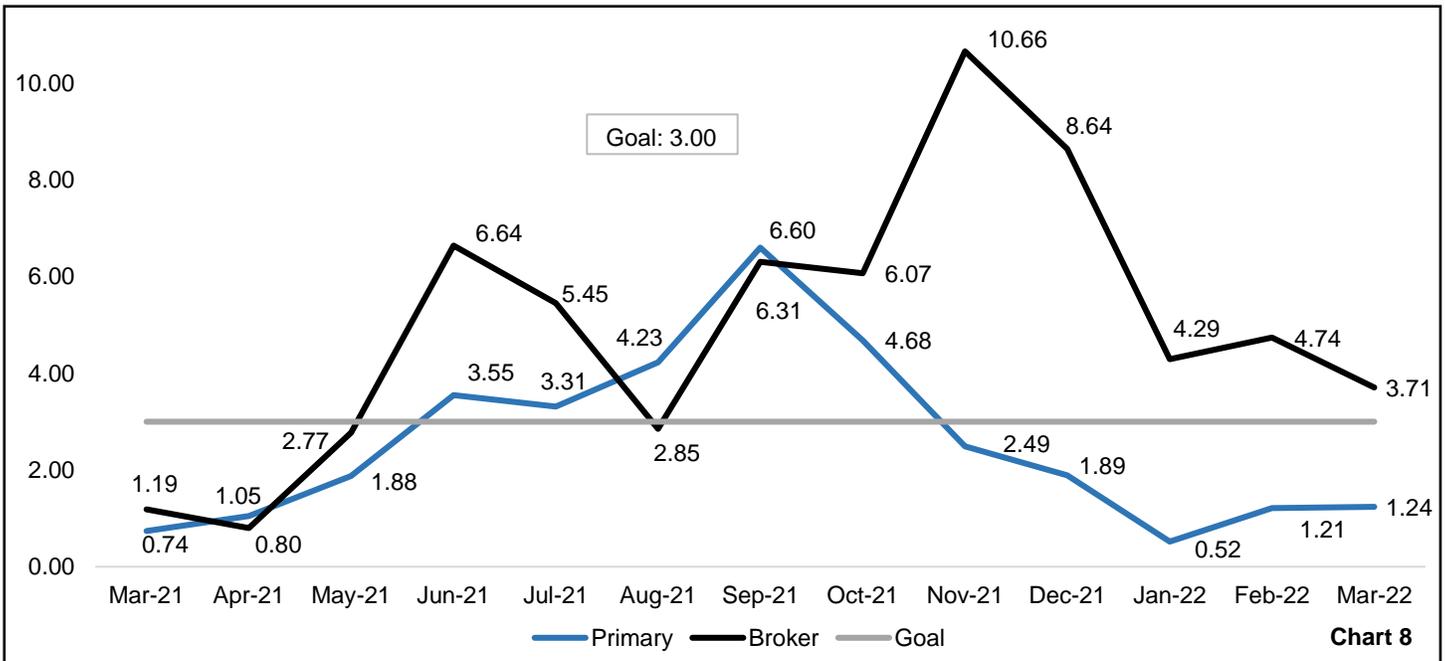


Max Ride Time Performance Discussion

- In the month of March 2022, 98% of Primary trips were completed within the Max Ride Time parameters. Performance remained flat when compared to February 2022, and declined by 1 percentage point when compared to March 2021.
- In the month of March 2022, 99% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to February 2022 and to March 2021.

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

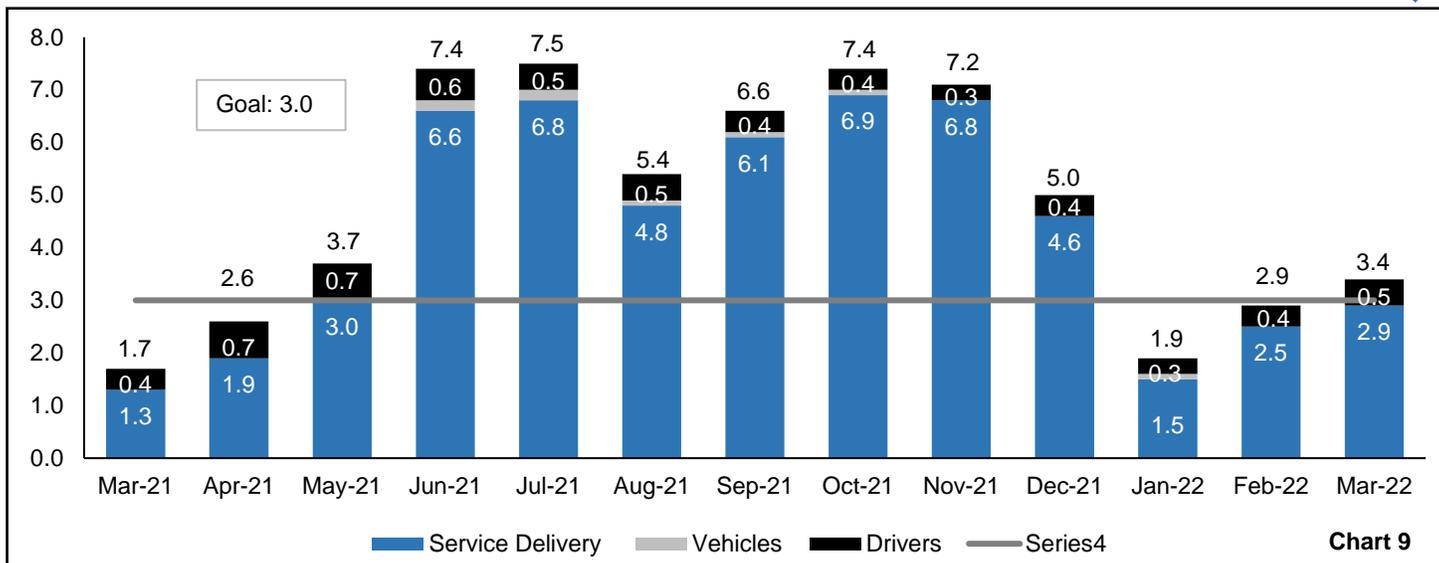


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.03 per 1,000 trips (or 2.5%) in March 2022 when compared to February 2022, and increased by 0.50 per 1,000 trips (or 67.6%) when compared to the same month last year.
- Broker No-Shows decreased by 1.03 per 1,000 trips (or 21.7%) in March 2022 when compared to February 2022, and increased by 2.52 per 1,000 trips (or 211.8%) when compared to the same month last year.

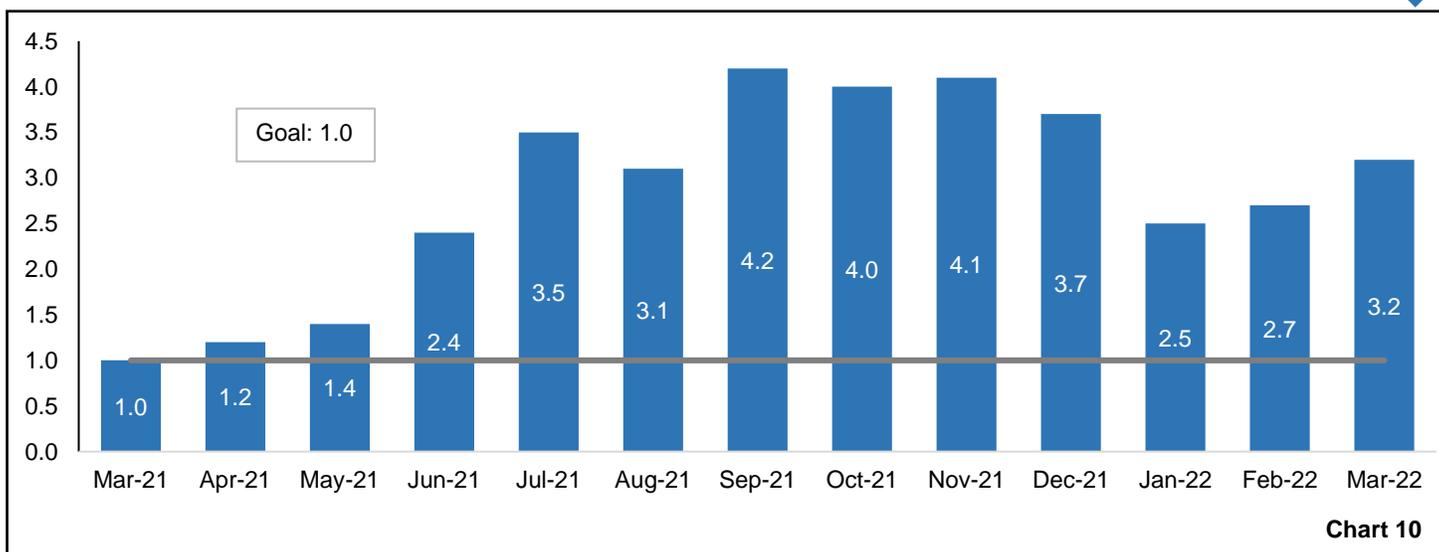
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

Desired trend ↓



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

Desired trend ↓



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

- The total Passenger Complaints related to Transportation Service in March 2022 increased by 0.5 per 1,000 trips (or 17.2%) when compared to February 2022, and increased by 1.7 per 1,000 trips (or 100%) when compared to March 2021.

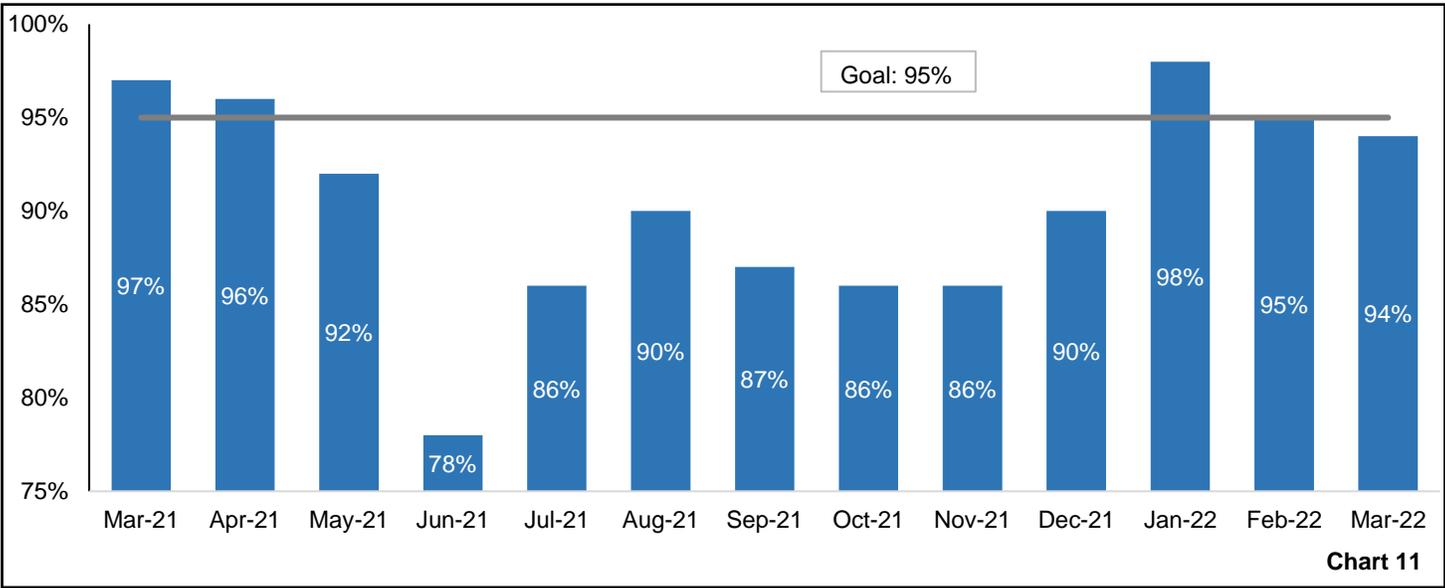
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service in March 2022 increased by 0.5 per 1,000 trips (or 18.5%) when compared to February 2022, and increased by 2.2 per 1,000 trips (or 220%) when compared to March 2021.

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

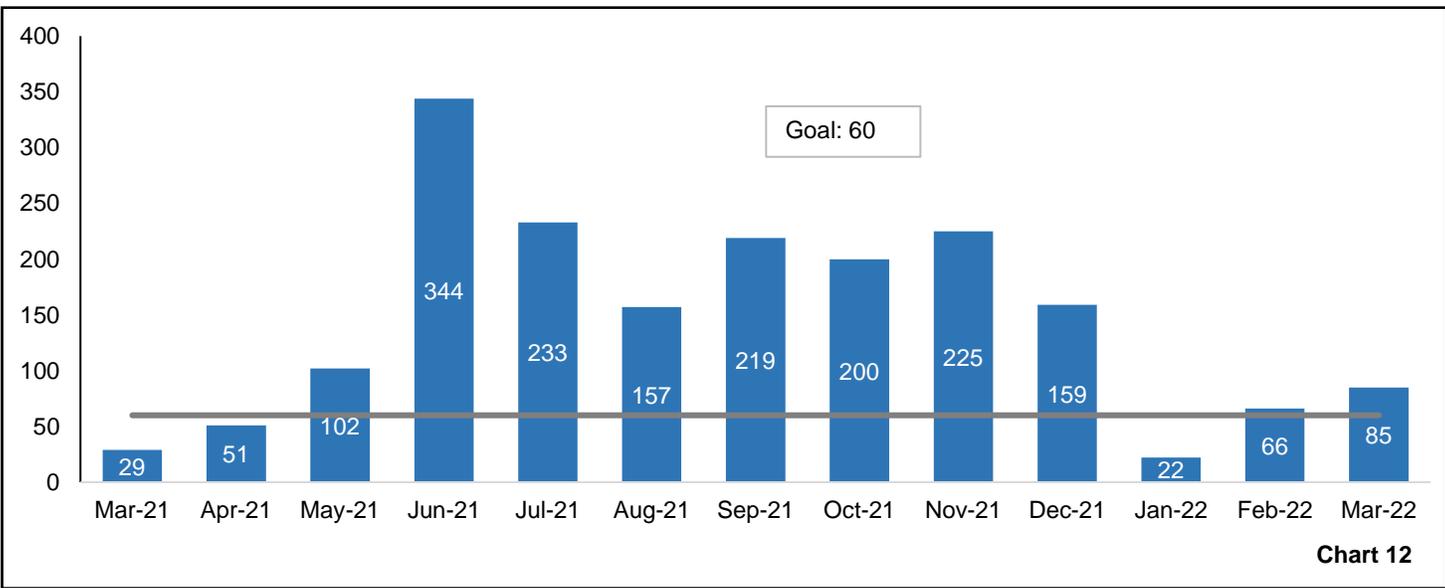
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



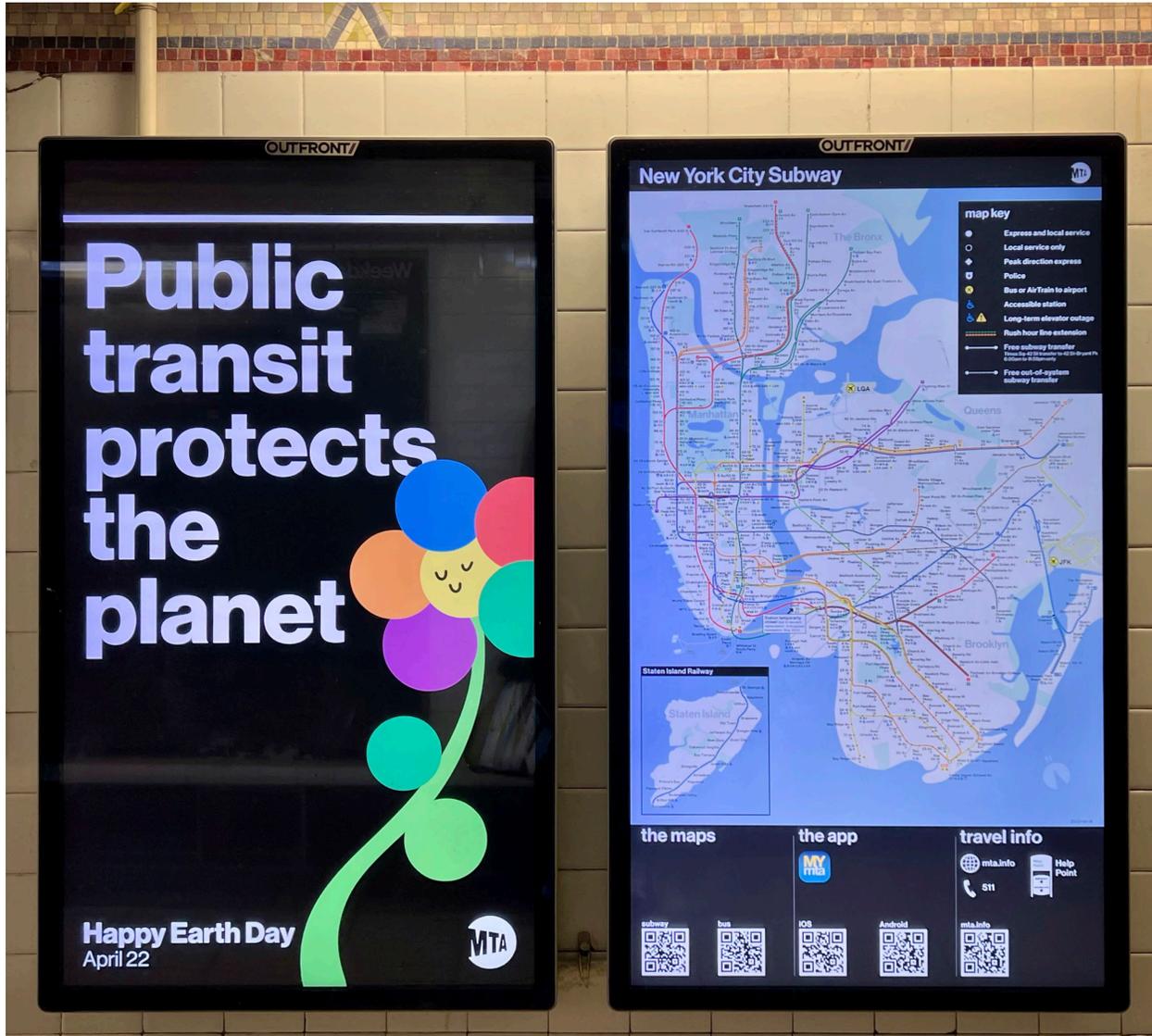
Percent of Calls Answered Discussion

- The Percent of Calls Answered in March 2022 declined by 1 percentage point when compared to February 2022, and declined by 3 percentage points when compared to March 2021.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in March 2022 increased by 19 seconds (or 28.8%) when compared to February 2022, and increased by 56 seconds (or 193.1%) when compared to March 2021.

Note: Monthly totals may be exact due to rounding.



The MTA celebrated Earth Day on April 22, with messaging displayed across digital screens on subways, buses, and train platforms systemwide. Designed by creative teams in Digital Content, the messaging served as a reminder that using public transit is good for the environment, helping to reduce carbon emissions and fighting climate change.

Customer feedback

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

Complaints per 100,000 journeys

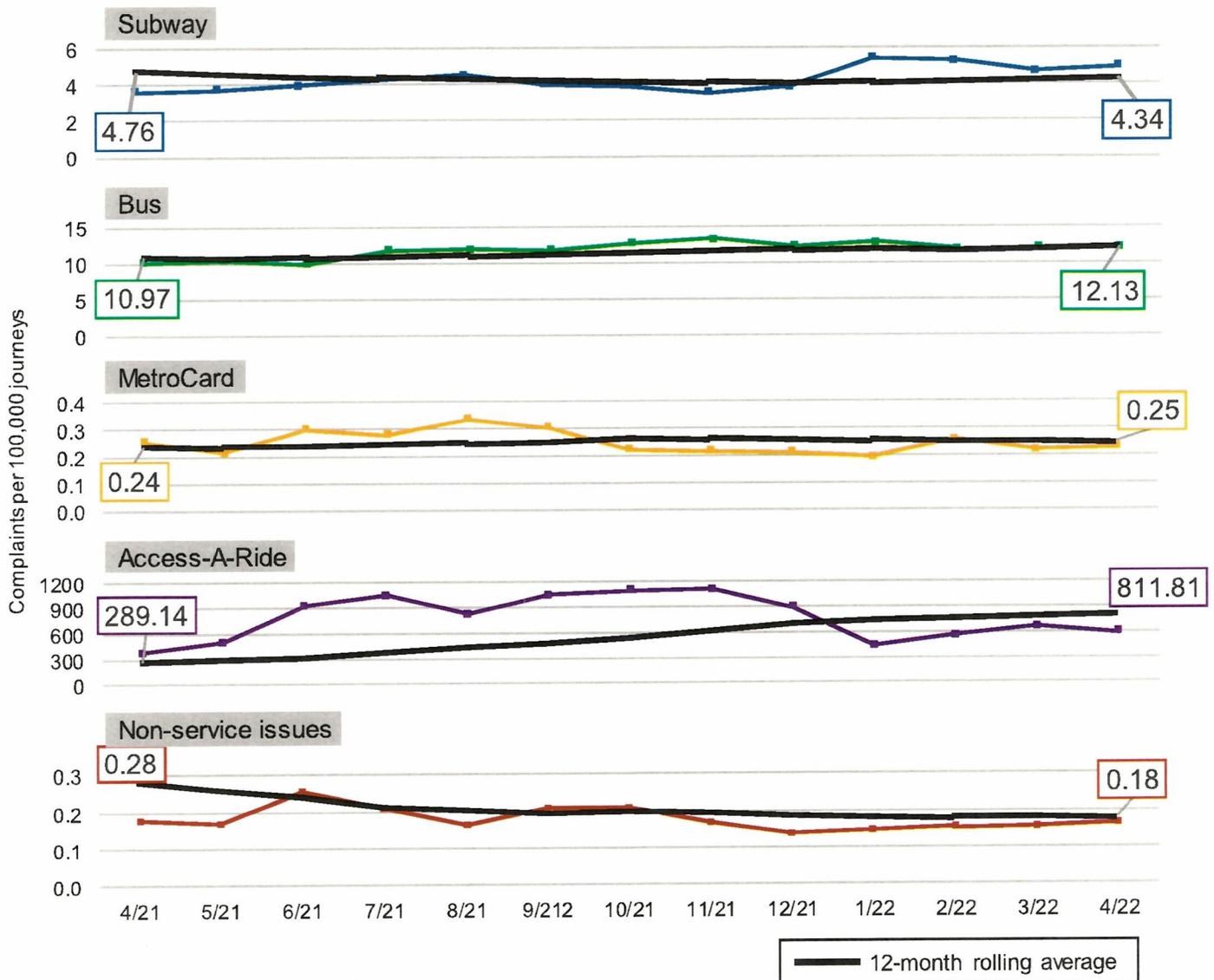
	Apr 2022	Apr 2021	Variance
Subway	4.95	3.69	▲34.1%
Bus	12.98	10.32	▲25.9%
MetroCard	0.23	0.26	▼9.0%
Access-A-Ride	588.4	379.7	▲55.0%
Non-service issues ¹	0.166	0.180	▼7.7%

Commendations per 100,000 journeys

	Apr 2022	Apr 2021	Variance
Subway	0.123	0.094	▲31.5%
Bus	0.65	0.44	▲46.0%
Access-A-Ride	86.3	82.5	▲4.7%
Non-service issues incl. MetroCard	0.026	0.031	▼16.1%

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



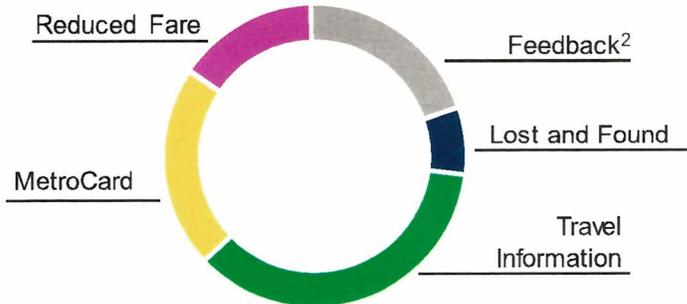
Customer engagement

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.

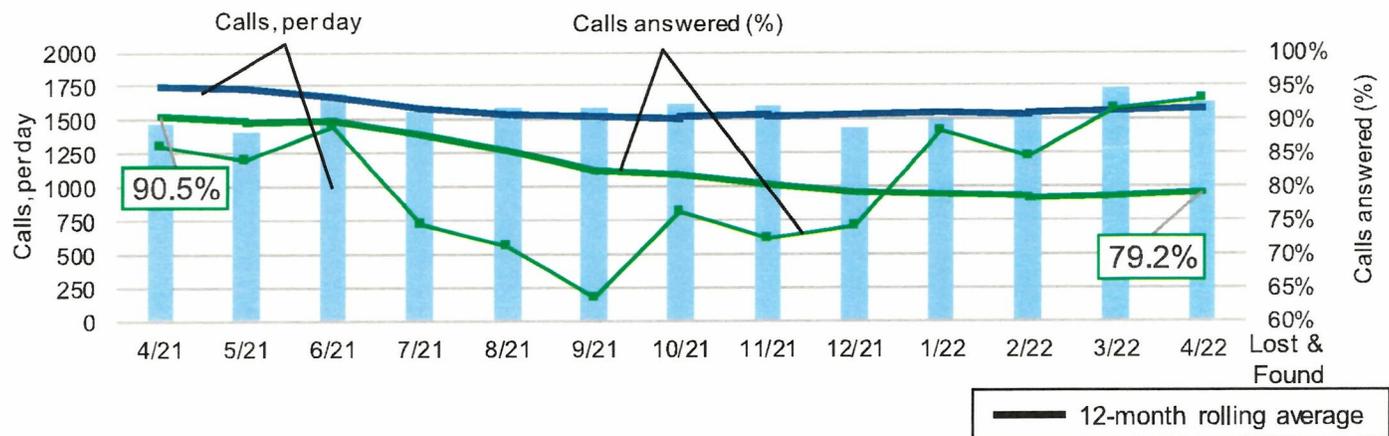
Telephone

	Apr 2022	Apr 2021	Variance
Telephone calls	49,051	44,148	▲ 11.1%
Calls answered	93.1%	86.1%	▲ 8.1%
Average time to answer ¹ (seconds)	116	125	▼ 7.2%

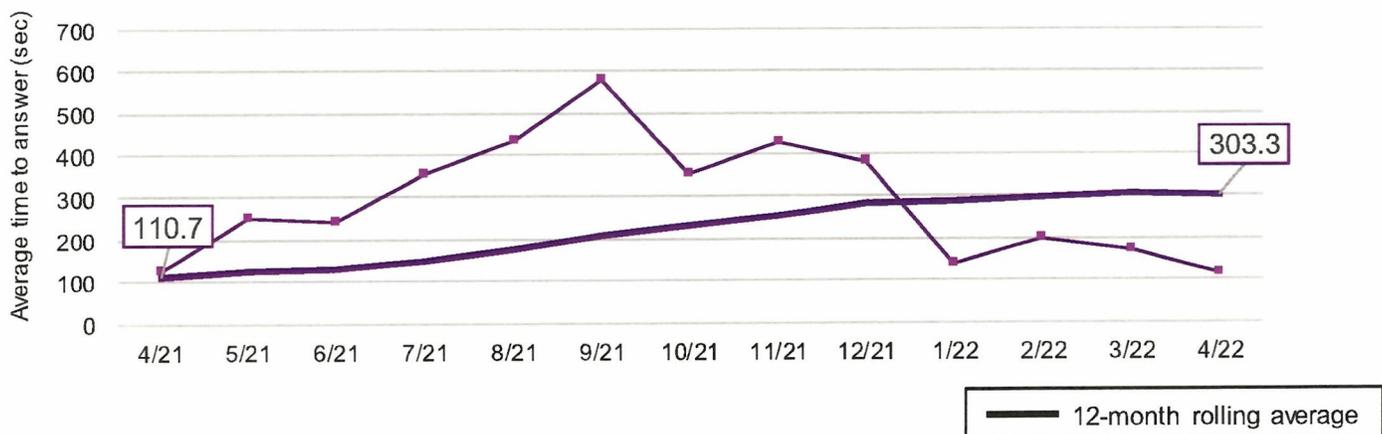
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



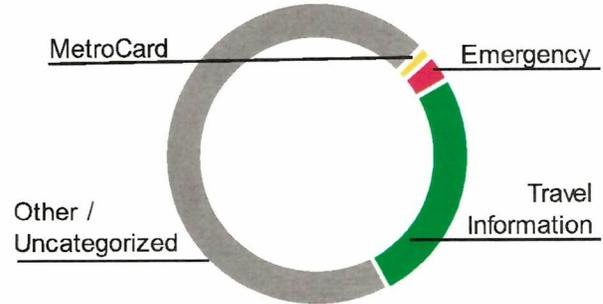
Telephone: average time to answer



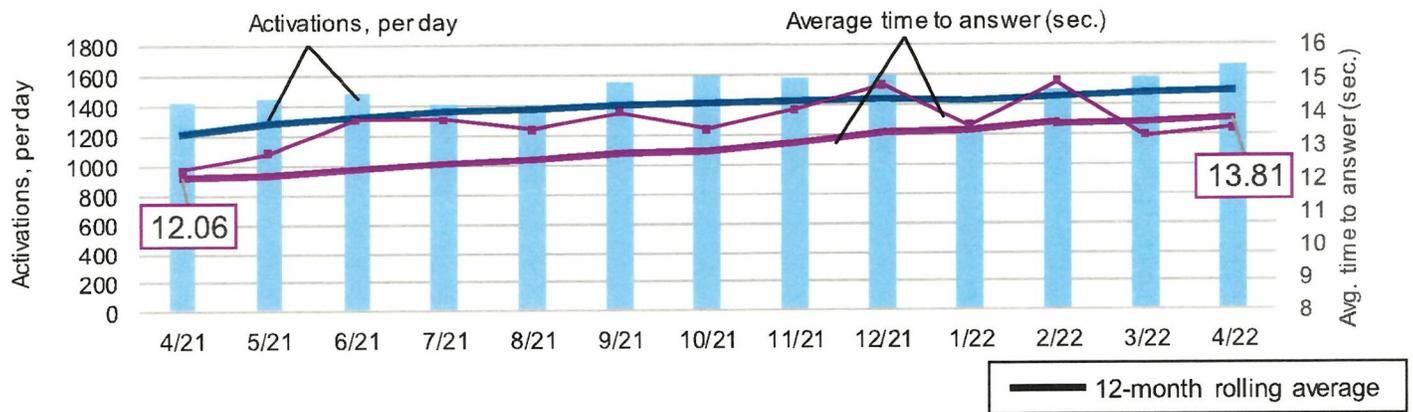
Customer engagement

Help Point

	Apr 2022	Apr 2021	Variance
Help Point activations	49,886	42,724	▲ 16.8%
Average time to answer (seconds)	13.5	12.3	▲ 9.5%

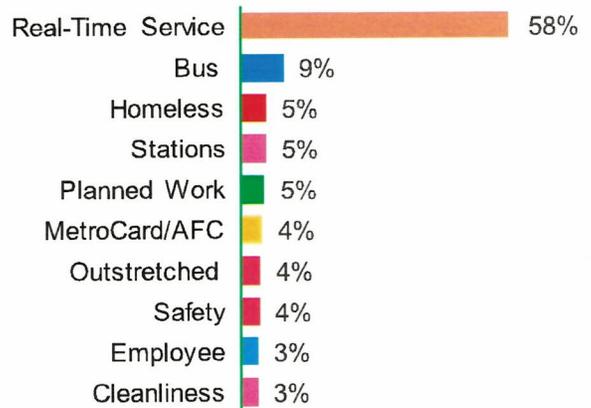


Help Point: activations and average time to answer

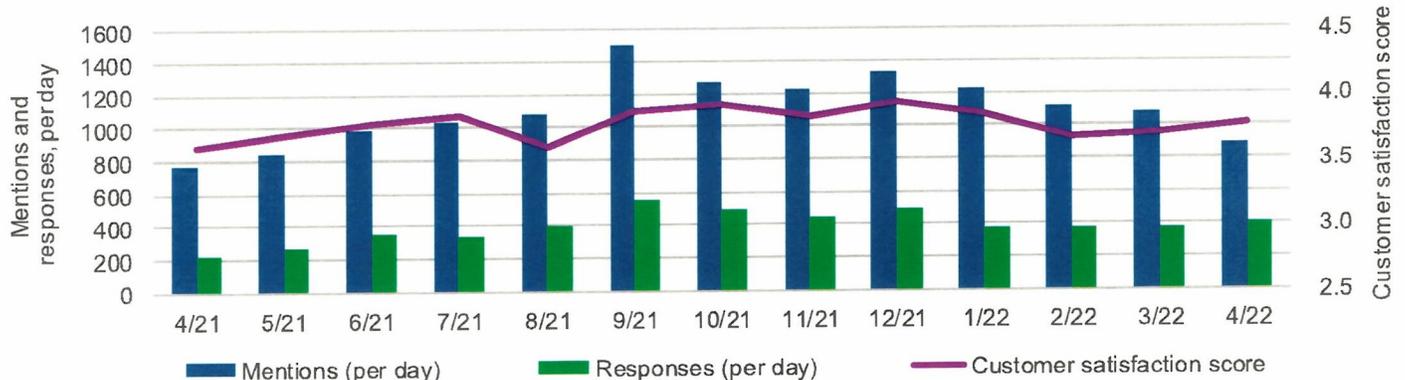


Social media

	Apr 2022	Apr 2021	Variance
Social media mentions ¹	26,881	23,073	▲ 16.5%
Responses sent	12,399	6,671	▲ 85.9%
Customer satisfaction score ²	3.77	3.60	▲ 4.7%



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



Customer engagement

Web, mobile app, and written feedback

	Apr 2022	Apr 2021	Variance
Received	9,343	3,887	▲ 140.4%
Responses sent ¹	14,011	5,820	▲ 140.7%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Apr 2022
Web	4,892
Twitter	4,773
Kiosks / Digital Displays ¹	8,174
Email and text alerts	
• Service	4,390
• Elevator and escalator status	8,459
Service Notice posters developed	700

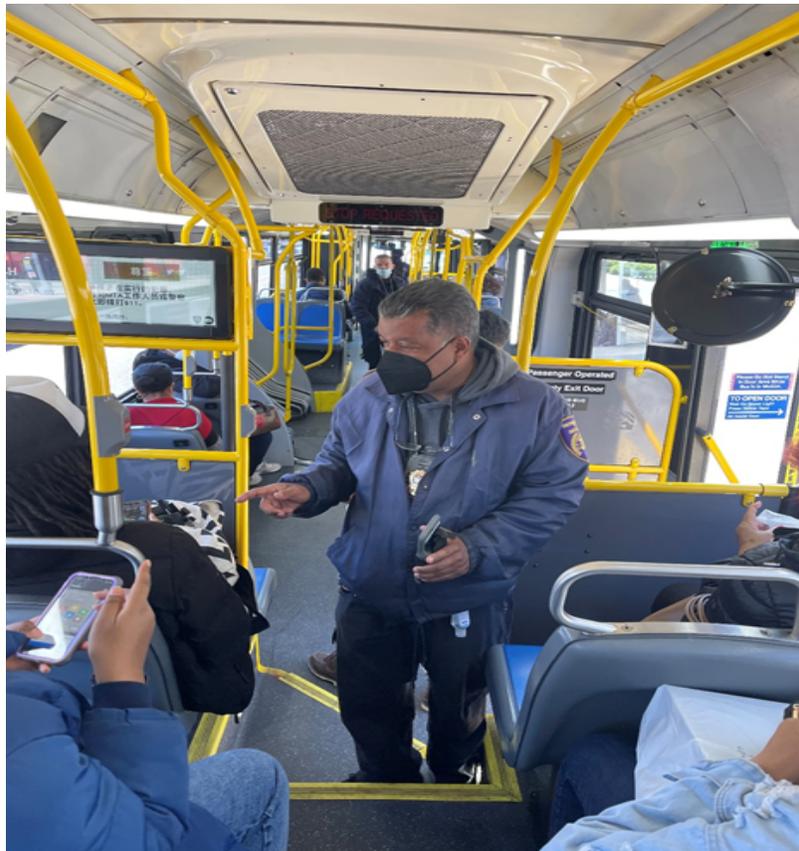
1. Excludes countdown clocks

Social media followers

		Apr 2022	Apr 2021	Variance
Twitter	@NYCTSubway	1,033.0k	1003.0k	▲ 3.0%
	@NYCTBus	33.3k	31.1k	▲ 7.1%
	@MTA	1,336.5k	1,322.3k	▲ 1.1%
Facebook	MTA	157.8k	154.6k	▲ 2.1%
Instagram	@mtanyctransit	55.2k	41.3k	▲ 33.7%

Safety

Robert Diehl, Senior Vice President, Safety & Security



Special Inspector Maisonet is checking fare payments from passengers using OMNY with an in-hand validation device.

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report				
Performance Indicators		12-Month Average		
		May 19 - Apr 20	May 20 - Apr 21	May 21 - Apr 22
Subways				
Subway Customer Accidents per Million Customers ¹		2.86	5.96	3.82
Subway Collisions ²				
Total		2	2	4
Mainline		0	0	0
Yard		2	2	4
Subway Derailments ²				
Total		8	10	7
Mainline		3	3	1
Yard		5	7	6
Subway Fires ²		757	960	1,171
Buses				
Bus Collisions Per Million Miles	Regional	51.20	42.35	56.36
Bus Collision Injuries Per Million Miles	Regional	6.18	4.66	6.05
Bus Customer Accidents Per Million Customers ¹	Regional*	1.50	1.91	1.87
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹				
		5.08	4.84	4.83

¹ 12-month Average data from April through March.

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

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

Leading Indicators				
Subways	April	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	24	115	340	33.8%
Joint Track Safety Audits -- Compliance Rate	98.9%	98.9%	100.0%	98.9%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	1,485	6,974	10,758	64.8%
Friction Pad Installation	1,875	8,359	22,000	38.0%
Buses	April	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	64	224	800	28.0%
Vision Zero Employee Training*	470	518	4,500	11.5%

* = No classes were offered from January 6-April 3, 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

April 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:	91.3%	Train:	23
Average:	8.7%	Right-of-way:	51
Above Average:	0.0%	Station:	40
High:	0.0%	Other:	1
		Total:	115

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

Train:		Right-of-Way:		Station:	
Debris:	13	Debris:	33	Debris:	37
Hot Wheels:	5	Tie:	10	Wood Panels:	2
Brake Shoes:	3	Vegetation:	4	Light Fixture:	1
		Bank of Lights--			
Armature:	1	Incandescent:	1		
Relay:	1	Fiberglass Insulator:	1		



May 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.

Weekly number of incidents of assault and harassment against transit workers

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

Updated May 11, 2022

The safety of our workforce and our customers is our top priority. We are hopeful that increased transparency about the number of these incidents in our system will keep everyone safer and more vigilant.

We plan to update the page weekly with the prior week's figures. Each week's update will be based on verified incidents as of the report date. Data for prior weeks may change as additional incidents are verified.

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

Week beginning	Assault: Subways	Assault: Buses	Harassment: Subways	Harassment: Buses	Total
5/2/2022	0	1	6	24	31
4/25/2022	1	0	9	39	49
4/18/2022	0	1	18	34	53
4/11/2022	1	0	10	38	49
4/4/2022	3	0	8	25	36
3/28/2022	4	0	10	20	34
3/21/2022	4	2	6	33	45
3/14/2022	3	0	10	39	52
3/7/2022	3	2	14	20	39
2/28/2022	1	0	10	34	45
2/21/2022	2	0	6	25	33
2/14/2022	1	1	12	31	45
2/7/2022	1	4	12	43	60
1/31/2022	2	1	6	38	47
1/24/2022	2	0	9	34	45
1/17/2022	1	2	11	14	28
1/10/2022	2	1	3	29	35
1/3/2022	0	0	5	22	27
12/27/2021	1	0	3	25	29
12/20/2021	1	2	3	35	41
12/13/2021	1	3	9	27	40
12/6/2021	2	1	9	25	37
11/29/2021	1	3	8	37	49
11/22/2021	2	2	5	46	55
11/15/2021	1	0	6	36	43

Source: <https://new.mta.info/safety-and-security/nyct-employee-assault-data> (Updated May 11, 2022)

Weekly number of incidents of vandalism in the transit system

Below are updated data and statistics on different aspects of our transit system. This page provides recent New York City Transit data on vandalism of select elements of the transit system.

Vandalism is costly to the MTA and to taxpayers, and can in some cases also lead to a safety issue. We are hopeful that increased transparency about vandalism incidents in our system will keep everyone safer and more vigilant.

We plan to update the page weekly with the prior week's figures. Each week's update will be based on verified incidents as of the report date. Data for prior weeks may change as additional incidents are verified.

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

Week beginning	Graffiti: Subways	Graffiti: Buses	Liquid Crystal Display (LCD) Screen	Metrocard Vending Machine (MVM)	OMNY Reader	Train Glass	Bus Glass	Total
5/2/2022	28	0	0	1	0	26	4	59
4/25/2022	59	0	2	0	0	12	4	77
4/18/2022	48	0	1	3	0	11	2	65
4/11/2022	40	0	1	0	0	9	0	50
4/4/2022	68	0	12	0	0	16	3	99
3/28/2022	73	0	4	1	0	8	1	87
3/21/2022	22	0	2	0	1	22	2	49
3/14/2022	30	0	1	0	1	26	3	61
3/7/2022	27	0	7	2	0	16	1	53
2/28/2022	30	0	5	1	0	24	3	63
2/21/2022	21	0	25	0	0	12	1	59
2/14/2022	13	0	2	3	0	20	2	40
2/7/2022	31	0	1	2	0	14	3	51
1/31/2022	10	0	5	0	1	10	1	27
1/24/2022	53	0	1	0	0	15	1	70
1/17/2022	21	0	4	2	0	18	0	45
1/10/2022	11	0	1	1	0	6	2	21
1/3/2022	39	0	2	3	0	7	2	53
12/27/2021	20	0	6	0	0	4	0	30
12/20/2021	23	0	5	0	0	1	3	32
12/13/2021	28	0	9	0	0	6	2	45
12/6/2021	9	0	9	0	0	6	0	24
11/29/2021	13	0	0	0	0	5	2	20
11/22/2021	16	0	0	0	0	5	3	24
11/15/2021	27	1	1	0	0	3	1	33

Source: <https://new.mta.info/safety-and-security/nyct-vandalism-data> (Updated May 11, 2022)

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 5/8/2022)**

Motivation:

Motivation	2022	2021	Diff	% CHG	% of Total
ASIAN	8	21	-13	-62%	22%
BLACK	4	5	-1	-20%	11%
ETHNIC	5	2	3	150%	14%
GENDER	1	2	-1	-50%	3%
HISPANIC	1	0	1	***.*	3%
JEWISH	8	5	3	60%	22%
MUSLIM	1	0	1	***.*	3%
SEXUAL ORIENTATION	7	3	4	133%	19%
WHITE	1	0	1	***.*	3%
Grand Total	36	38	-2	-5%	100%

Crime Name:

Crime Name	2022	2021	Diff	% CHG	% of Total
Aggravated Harassment 1	6	4	2	50%	17%
Aggravated Harassment 2	6	8	-2	-25%	17%
Assault 2	6	2	4	200%	17%
Assault 3	8	12	-4	-33%	22%
Criminal Mischief 2	1	0	1	***.*	3%
Criminal Mischief 3	0	3	-3	-100%	0%
Criminal Mischief 4	4	4	0	0%	11%
Forcible Touching	0	1	-1	-100%	0%
Harassment 2	1	0	1	***.*	3%
Menacing 2	3	2	1	50%	8%
Menacing 3	0	1	-1	-100%	0%
Reckless Endangerment 1	0	1	-1	-100%	0%
Robbery 3	1	0	1	***.*	3%
Grand Total	36	38	-2	-5%	100%



Police Department
City of New York

MTA Report

CRIME STATISTICS APRIL

	2022	2021	Diff	% Change
MURDER	1	1	0	0.0%
RAPE	1	0	1	***. *%
ROBBERY	47	26	21	80.8%
FELASSAULT	49	39	10	25.6%
BURGLARY	1	0	1	***. *%
GL	77	49	28	57.1%
<u>TOTAL MAJOR FELONIES</u>	<u>176</u>	<u>115</u>	<u>61</u>	<u>53.0%</u>

CRIME STATISTICS JANUARY THRU APRIL

	2022	2021	Diff	% Change
MURDER	3	4	-1	-25.0%
RAPE	4	2	2	100.0%
ROBBERY	201	116	85	73.3%
FELASSAULT	200	158	42	26.6%
BURGLARY	3	3	0	0.0%
GL	332	169	163	96.4%
<u>TOTAL MAJOR FELONIES</u>	<u>743</u>	<u>452</u>	<u>291</u>	<u>64.4%</u>

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



APRIL ACTIVITY

	2022	2021	Diff	% Change
Total Arrests	689	402	287	71.4%
TOS Arrests	179	63	116	184.1%
Total Summons	10615	6618	3997	60.4%
TOS TABs	8026	5330	2696	50.6%
TOS C-Summ	92	72	20	27.8%

JANUARY THRU APRIL ACTIVITY

	2022	2021	Diff	% Change
Total Arrests	2771	1670	1101	65.9%
TOS Arrests	531	296	235	79.4%
Total Summons	33021	27955	5066	18.1%
TOS TABs	25306	23351	1955	8.4%
TOS C-Summ	321	363	-42	-11.6%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

REPORT

JANUARY-APRIL

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Murder	1	0	3	1	0	0	0	1	3	1	1	1	1	0	0	0	0	0	0	1	0	0	1	2	4	3
Rape	1	4	0	1	1	0	2	0	2	3	0	2	0	0	1	4	2	4	0	0	0	0	1	2	2	4
Robbery	709	666	547	437	431	419	385	359	404	314	239	248	229	242	231	300	205	156	136	163	128	151	151	247	116	201
Assault	155	166	136	127	95	98	87	88	93	59	65	59	57	69	71	59	63	62	78	95	114	106	122	129	156	200
Burglary	15	8	1	4	6	3	3	3	0	1	0	3	0	2	0	4	5	7	6	8	9	3	3	13	3	3
GL	1017	816	721	740	695	644	527	591	607	392	386	417	369	362	438	533	496	507	501	495	549	488	458	430	165	332
TOTAL MAJOR FELONIES	1898	1660	1408	1310	1228	1164	1004	1042	1109	770	691	730	656	675	741	900	771	736	721	762	800	748	736	823	446	743
Major Fel Per Day	15.82	13.83	11.73	10.92	10.23	9.70	8.37	8.68	9.24	6.42	5.76	6.03	5.47	5.63	6.18	7.44	6.43	6.13	6.01	6.30	6.67	6.23	6.13	6.80	3.72	6.19



METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

April 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	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	0	0	0	0%

Year to Date 2022 vs. 2021

	2022	2021	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	3	0	3	100%
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	4	0	4	100%



Financial and Ridership Reports

Jaibala Patel, Deputy Chief Financial Officer, MTA



New Yorkers are returning to our mass transit system, which is the best way to move around the city. On April 27th and 28th, subway daily ridership topped 3.4 million – over 60 percent of the average pre-pandemic level, and OMNY subway taps surpassed 1 million in a single day due in part to the increasingly popular OMNY fare-capping pilot program.

Preliminary April 2022 Monthly Report:

New York City Transit

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

Summary of Preliminary Financial Results

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

- April 2022 New York City Transit ridership of 113.0 million was 31.8 million (21.9 percent) below budget, of which subway ridership of 83.4 million was lower by 24.5 million (22.7 percent), and bus ridership of 28.8 million was down 7.2 million (20.0 percent). For April 2022 year-to-date, total ridership was under budget by 99.1 million (19.3 percent).
- April 2022 ridership compared with April 2019 was lower by 80.2 million (41.5 percent). Subway ridership was lower by 42.5 percent and bus ridership was lower by 38.9 percent. Total April 2022 year-to-date ridership compared to April 2019 year-to-date ridership was 321.0 million (43.6 percent) lower.
- April 2022 year-to-date ridership was 138.0 million (49.9 percent) above April 2021 year-to-date ridership. Subway YTD ridership was 64.5 percent higher, and bus ridership was 20.7 percent higher.
- April 2022 farebox revenue of \$241.8 million was \$55.9 million (18.8 percent) below budget. April 2022 YTD farebox revenue fell short of budget by \$179.0 million (16.9 percent).

Total April operating expense (excluding non-cash liabilities) of \$762.3 million was unfavorable to budget by \$11.5 million (1.5 percent).

- Labor expenses were over budget by a net \$6.0 million (1.0 percent), primarily due to overtime overruns of \$17.3 million (42.5 percent), resulting from vacancy and availability coverage backfill. Combined health & welfare/OPEB current expense overran \$8.4 million (6.1 percent), due to unfavorable timing of prescription rebates. Payroll underruns of \$17.0 million (5.8 percent), due to vacancies, and pension underruns of \$2.8 million (3.7 percent), due to timing of expenses provided partial offset to generally unfavorable labor expenses.
- Non-labor expenses were net unfavorable to budget by \$5.4 million (3.1 percent), mainly due to overruns in energy including electric power, which was over by \$10.8 million (42.5 percent), due to unfavorable rates and a supplier energy charge adjustment. Fuel also was over by \$3.2 million (30.6 percent), mainly due to higher prices partly offset by lower consumption. Maintenance and other operating contracts were favorable to budget by \$4.1 million (14.2 percent), due to favorable timing of construction service charges and equipment rental credits, and materials & supplies of were under by \$3.0 million (10.7 percent).

2022 April year-to-date operating expense (excluding non-cash liabilities) of \$2,909.0 million was favorable to budget by \$84.0 million (2.8 percent).

- Labor expenses were below budget by a net \$48.9 million (2.1 percent), primarily due to underruns in payroll of \$70.9 million (6.0 percent), due to vacancies, and health & welfare/OPEB current expense underruns of \$66.3 million (11.9 percent), due to favorable timing of accruals and prescription rebate credits. Pension expenses were lower by \$12.5

million (4.0 percent), due to favorable timing of expenses. Overtime overruns of \$72.8 million (44.9 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$21.2 million (23.7 percent), and other fringe benefits over by \$6.8 million (3.7 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 \$35.1 million (5.1 percent), mainly due to underruns in maintenance and other operating contracts lower than budget by \$28.5 million (25.6 percent), due to favorable timing of construction service charges and equipment rental credits. Materials & supplies were lower by \$15.9 million (14.3 percent), reflecting favorable timing of vehicle kit credits, and track and switch material expenses. Paratransit service contracts were lower by \$12.3 million (9.2 percent), reflecting fewer trips and favorable support costs. Energy costs were higher including electric power over by \$12.3 million (11.3 percent), and fuel which overran by \$9.0 million (21.2 percent), due to higher prices partly offset by lower consumption. Other business expenses were unfavorable \$4.3 million (15.4 percent), from higher card transaction processing fees.

Financial Results

Farebox Revenue

April 2022 Farebox Revenue - (\$ in millions)								
	April				April Year-to-Date			
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	229.1	185.3	(43.8)	(19.1%)	809.9	672.6	(137.3)	(17.0%)
NYCT Bus	62.6	50.6	(12.1)	(19.3%)	228.1	187.6	(40.6)	(17.8%)
Paratransit	1.7	1.5	(0.1)	(7.1%)	6.4	5.3	(1.1)	(17.1%)
Subtotal	293.3	237.4	(55.9)	(19.1%)	1,044.5	865.5	(179.0)	(17.1%)
Fare Media Liability	4.4	4.4	0.0	0.0%	17.5	17.5	0.0	0.0%
Total - NYCT	297.7	241.8	(55.9)	(18.8%)	1,062.0	883.0	(179.0)	(16.9%)

Note: Total may not add due to rounding

April 2022 farebox revenue of \$241.8 million was \$55.9 million (18.8 percent) under budget. Subway revenue was \$43.8 million (19.1 percent) below budget, bus revenue was \$12.1 million (19.3 percent) under budget, and paratransit revenue was \$0.12 million (7.1 percent) under budget. Accrued fare media liability was equal to budget. The April 2022 non-student average fare of \$2.21 increased 6.5¢ from April 2021; subway fare increased 3¢; local bus fare increased 1.5¢; express bus fare increased 15¢.

Average Fare

April Non-Student Average Fare - (in \$)				
	NYC Transit			
	2021	Prelim 2022	Change	
			Amount	Percent
Subway	2.298	2.328	0.030	1.3%
Local Bus	1.773	1.787	0.015	0.8%
Subway & Local Bus	2.133	2.194	0.061	2.9%
Express Bus	5.905	6.055	0.150	2.5%
Total	2.149	2.215	0.065	3.0%

The April 2022 non-student average local fare of \$2.21 increased 6.5¢ (2.9 percent) from the prior year.

Non-reimbursable Expenses – April 2022

Non-reimbursable expenses of \$762.3 million (before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment), was unfavorable to budget by \$11.5 million (1.5 percent).

Labor expenses were over budget by a net \$6.0 million (1.0 percent):

- Overtime overruns of \$17.3 million (42.5 percent), resulting from vacancy and availability coverage backfill
- Health and welfare/OPEB current expenses combined overran \$8.4 million (6.1 percent), due to unfavorable timing of prescription rebates
- Payroll was favorable by \$17.0 million (5.8 percent), due to the existence of vacancies
- Pension was under budget by \$2.8 million (3.7 percent), reflecting favorable timing of NYCERS pension expense

Non-labor expenses were net unfavorable to budget by \$5.4 million (3.1 percent):

- Electric power expenses overran by \$10.8 million (42.5 percent), due to unfavorable rates and a supplier energy charge adjustment
- Fuel expenses overran by \$3.2 million (30.6 percent), mainly due to higher prices partly offset by lower consumption
- Maintenance and other operating contracts were favorable to budget by \$4.1 million (14.2 percent), due to favorable timing of construction service charges and equipment rental credits
- Materials and Supplies were under budget by \$3.0 million (10.7 percent), mainly reflecting favorable timing of vehicle kit charges

Depreciation expense in April 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 April as of the preliminary close.

The **operating cash deficit** (excluding subsidies) of \$529.0 million for April was \$121.6 million (29.9 percent) unfavorable to the budget.

Non-reimbursable Expenses – Year-to-date

Non-reimbursable expenses of \$2,909.0 million (before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment), was favorable to budget by \$84.0 million (2.8 percent).

Labor expenses were below budget by a net \$48.9 million (2.1 percent):

- Payroll was favorable by \$70.9 million (6.0 percent), due to the existence of vacancies
- Health and welfare/OPEB current expenses were lower by a combined \$66.3 million (11.9 percent), due to favorable timing of accruals and prescription rebate credits
- Pension was under budget by \$12.5 million (4.0 percent), reflecting favorable timing of NYCERS pension expense
- Overtime expenses exceeded budget by \$72.8 million (44.9 percent), largely due to vacancy and availability coverage backfill along with severe weather response
- Reimbursable overhead was unfavorable by \$21.2 million (23.7 percent), and other fringe benefits overran by \$6.8 million (5.8 percent), mainly due to less than anticipated reimbursable labor charges

Non-labor expenses were net favorable to budget by \$35.1 million (5.1 percent):

- Maintenance and other operating contract expenses were lower than budget by \$28.5 million (25.6 percent), due to favorable timing of construction service charges and equipment rental credits
- Materials and Supplies were lower by \$15.9 million (14.3 percent), reflecting favorable timing of vehicle kit credits, and track and switch material expenses
- Paratransit service contracts were lower by \$12.3 million (9.2 percent), reflecting fewer trips and favorable support costs
- Electric power expenses overran by \$12.3 million (11.3 percent), due to unfavorable rates and a supplier energy charge adjustment
- Fuel expenses overran by \$9.0 million (21.2 percent), mainly due to higher prices partly offset by lower consumption
- Other business expenses were unfavorable \$4.3 million (15.4 percent), from higher card transaction processing fees

Depreciation expense April year-to-date of \$696.5 million underran budget by \$21.0 million (2.9 percent). There are no GASB 75 OPEB expense adjustment entries nor any GASB 68 Pension adjustment entries recorded for April year-to-date as of the preliminary close.

The **operating cash deficit** (excluding subsidies) of \$1,489.5 million year-to-date was \$149.8 million (11.2 percent) unfavorable to budget.

Ridership Results

April 2022 Ridership vs. Budget - (in millions)								
	April				April Year-to-Date			
	Budget	Prelim Actual	More(Less)		Budget	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	107.9	83.4	(24.5)	(22.7%)	379.4	304.3	(75.1)	(19.8%)
NYCT Bus	36.1	28.8	(7.2)	(20.0%)	131.3	107.6	(23.7)	(18.0%)
Paratransit	0.8	0.8	0.0	(0.9%)	3.0	2.7	(0.3)	(10.8%)
Total - NYCT	144.8	113.0	(31.8)	(21.9%)	513.6	414.5	(99.1)	(19.3%)

Note: Total may not add due to rounding

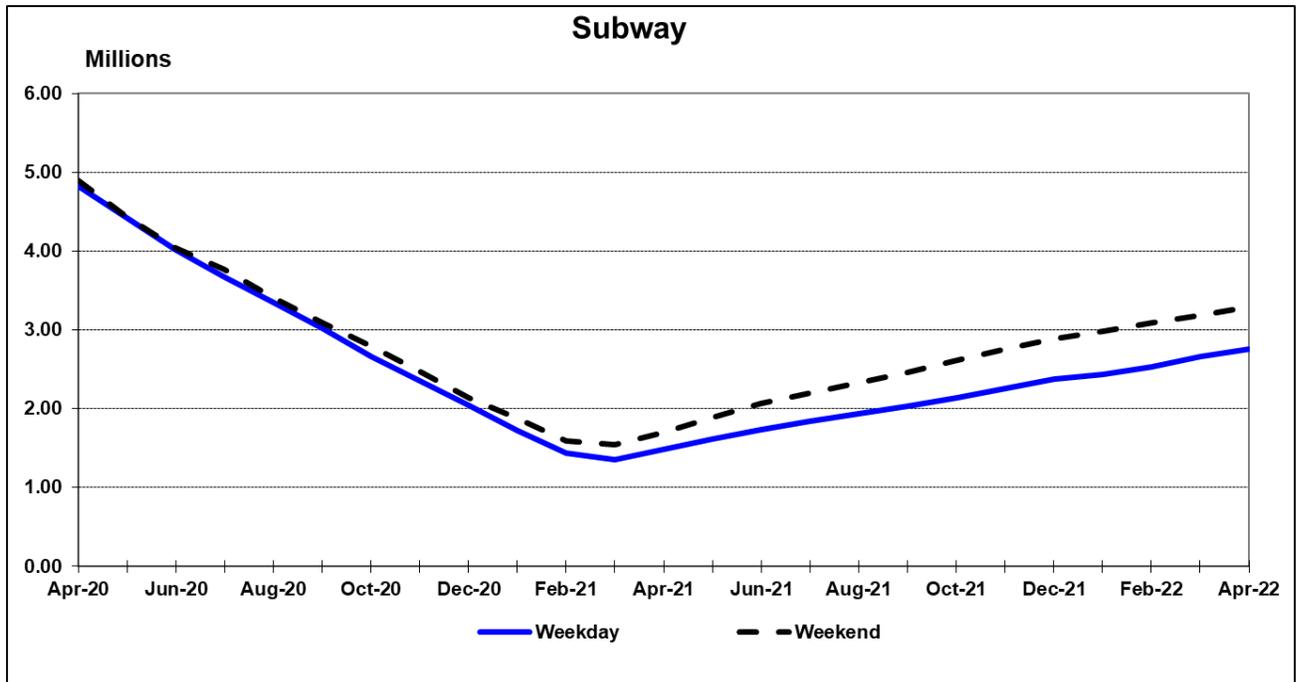
April Average Weekday and Weekend Ridership vs. Prior Year								
Month	Average Weekday - (thousands)				Average Weekend - (thousands)			
	2021	Preliminary	Change		2021	Preliminary	Change	
		2022	Amount	Percent		2022	Amount	Percent
Subway	1,985	3,167	1,182	+59.5%	2,393	3,696	1,303	+54.5%
NYCT Local Bus	923	1,081	158	+17.1%	1,092	1,202	110	+10.1%
NYCT Express Bus	14	25	11	+78.6%	7	11	4	+57.1%
Paratransit	25	29	4	+14.1%	28	35	7	+25.1%
TOTAL - NYCT	2,947	4,302	1,355	+46.0%	3,520	4,944	1,424	+40.5%
12-Month Rolling Average								
Subway	1,484	2,756	1,272	+85.7%	1,695	3,291	1,596	+94.2%
NYCT Local Bus	563	1,033	470	+83.5%	679	1,141	462	+68.0%
NYCT Express Bus	11	20	9	+81.8%	5	9	4	+80.0%
Paratransit	22	26	4	+17.9%	23	28	5	+22.1%
TOTAL - NYCT	2,080	3,835	1,755	+84.4%	2,402	4,469	2,067	+86.1%

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

- April 2022 subway ridership was 22.7 percent below budget, and bus ridership was also 20.0 percent unfavorable. Paratransit ridership underran by 0.9 percent.
- Compared to the previous year, average weekday ridership was up 59.5 percent on subway and up 17.1 percent on local bus. Express bus ridership was up 78.6 percent. Paratransit average weekday ridership was up 14.1 percent.
- Rolling average weekday ridership for the twelve-month period ending in April 2022, compared to twelve-month period ending in April 2021, is 85.7 percent higher on subway, 83.5 percent higher on local bus, 81.8 percent higher on express bus, and 17.9 percent higher on paratransit.

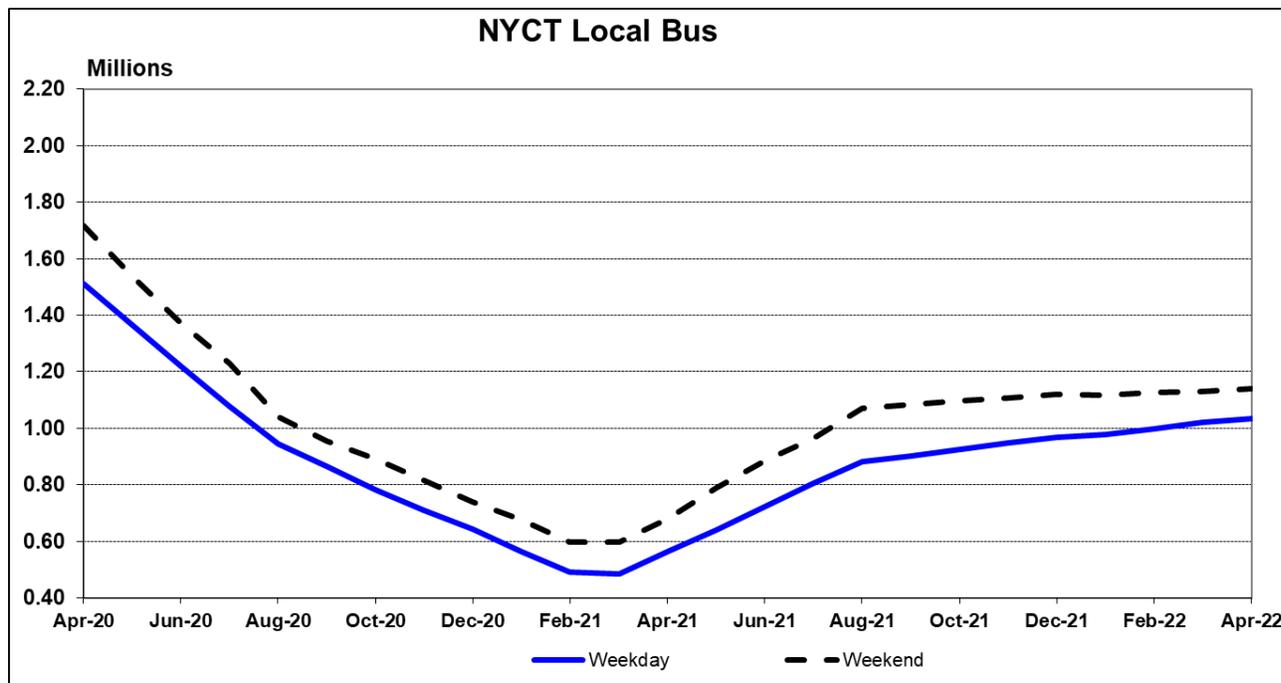
Average Weekday and Weekend Ridership

12-Month Rolling Averages



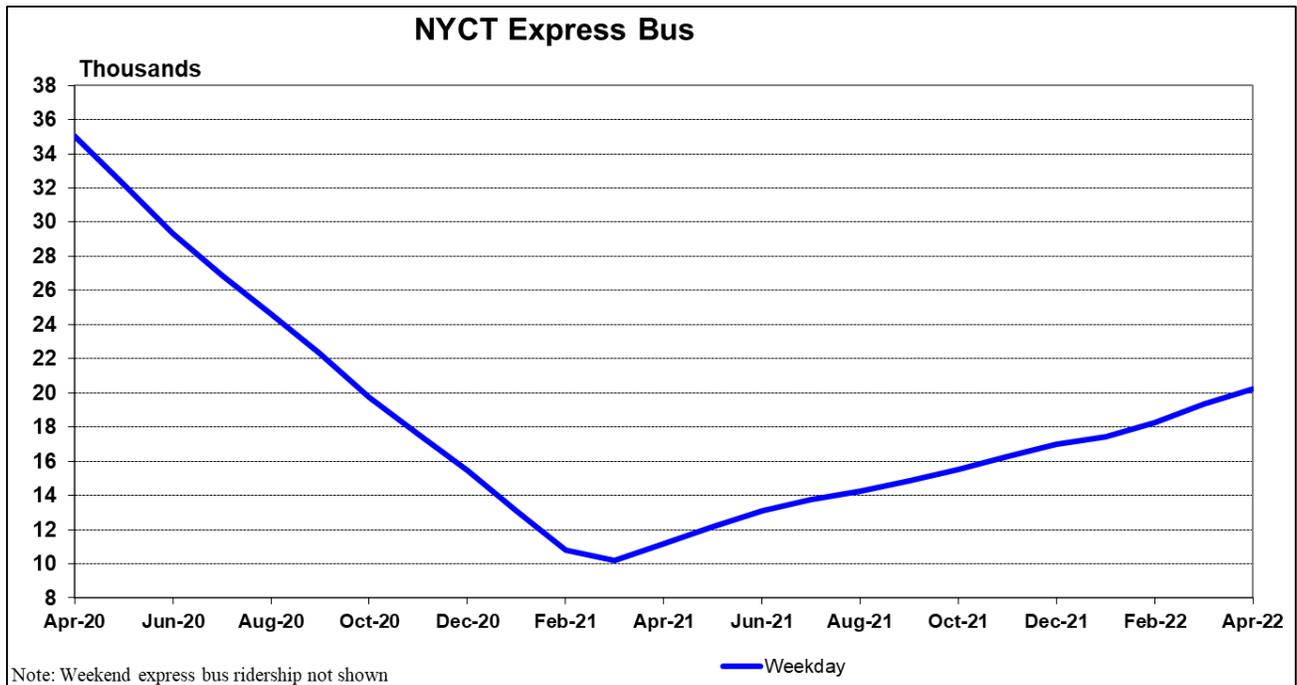
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions which began in March 2020.
- In February 2021 the ridership decline slowed, and in March 2021, a new period of growth began.

12-Month Rolling Averages



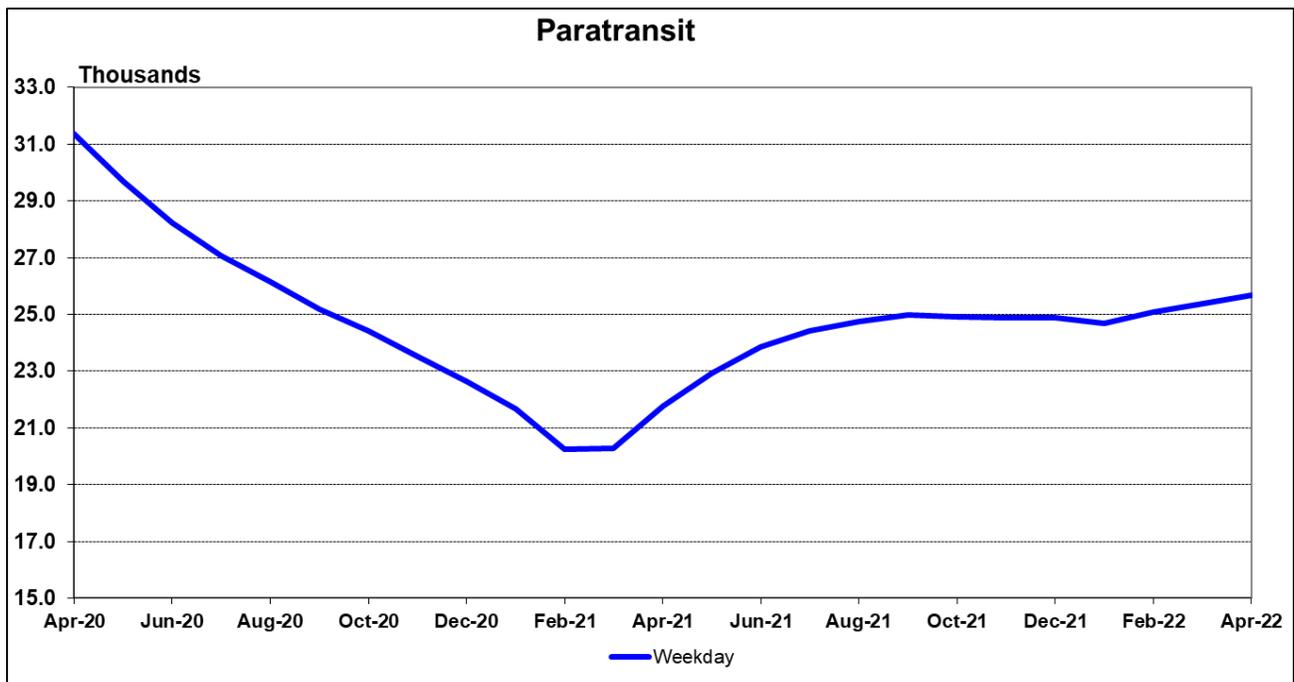
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.
- Fare-free back door boarding was also in effect from late March 2020 through the end of August 2020 impacting the slope of the trend line until August 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 outsize growth in E-hail and Enhanced Broker service trips, before declining drastically starting in March 2020 due to COVID-19 travel limitations.
- In February 2021, the ridership decline ceased, and in March 2021, a new period of growth began. The ridership has since stabilized in the second half of 2021.
- A new period of modest growth began in early 2022.

Ridership on New York Area Transit Services

Due to COVID-19 travel limitations and a significant reduction in employment-based trips, all transit services in the New York area experienced steep ridership declines from late March 2020 through early 2021.

Between February and March 2021, the rate of decline slowed in all agencies and on all modes of transportation, and in March - November 2021, a new period of growth began. Travel restrictions were gradually lifted, businesses and schools reopened, and employees were returning to the office. December 2021 and January 2022 saw ridership retreat under the Omicron variant wave of infection across the region. Ridership has since rebounded in February – April 2022 back up to November 2021 pre-Omicron peak levels, however, counts still remain well below the April 2019 baseline ridership. Nevertheless, growth is significant compared with April 2021.

The rolling average ridership is demonstrated a significant growth, both on weekdays and weekends, for the 12-month period ending in April 2022, compared to 12-month period ending in April 2021.

Ridership on Transit Services in the New York Area						
(thousands)						
Transit Service	Apr-21	Prelim Apr-22	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	1,985	3,167	+59.5%	1,484	2,756	+85.7%
NYCT Local Bus	923	1,081	+17.1%	563	1,033	+83.5%
NYCT Express Bus	14	25	+78.6%	11	20	+81.8%
Paratransit	25	29	+14.1%	22	26	+17.9%
SIR	5	7	+51.7%	3	6	+96.6%
MTA Local Bus	194	247	+27.3%	119	234	+97.0%
MTA Express Bus	13	20	+55.6%	10	17	+67.1%
LIRR	81	173	+113.6%	66	135	+104.5%
Metro-North	68	145	+113.2%	50	113	+126.0%
PATH	70	135	+92.9%	54	110	+103.7%
Average Weekend						
Subway	2,393	3,696	+54.5%	1,695	3,291	+94.2%
NYCT Local Bus	1,092	1,202	+10.1%	679	1,141	+68.0%
NYCT Express Bus	7	11	+57.1%	5	9	+80.0%
Paratransit	28	35	+25.1%	23	28	+22.1%
SIR	1	2	+67.5%	1	3	+143.3%
MTA Local Bus	221	256	+16.1%	136	246	+80.6%
MTA Express Bus	7	10	+28.1%	6	9	+58.0%
LIRR	102	112	+9.8%	68	139	+104.4%
Metro-North	90	178	+97.8%	65	151	+132.3%
PATH	89	146	+64.0%	63	128	+103.2%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT

Apr - 2022 Adopted
 Accrual Statement of Operations By Category
 Month - Apr 2022
 (\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent
	Actual	Variance		Actual	Variance		Actual	Variance	
Revenue									
Farebox Revenue:									
Subway	\$185.317	(43.758)	(19.1)	\$0.000	\$0.000	-	\$185.317	(43.758)	(19.1)
Bus	\$50.551	(12.059)	(19.3)	\$0.000	\$0.000	-	\$50.551	(12.059)	(19.3)
Paratransit	\$1.535	(0.118)	(7.1)	\$0.000	\$0.000	-	\$1.535	(0.118)	(7.1)
Fare Liability	\$4.383	\$0.000	0.0	\$0.000	\$0.000	-	\$4.383	\$0.000	0.0
Farebox Revenue	\$237.720	(\$5.934)	(18.8)	\$0.000	\$0.000	-	\$237.720	(\$5.934)	(18.8)
Fare Reimbursement	\$8.024	\$0.000	0.0	\$0.000	\$0.000	-	\$8.024	\$0.000	0.0
Paratransit Reimbursement	\$22.162	\$2.107	10.5	\$0.000	\$0.000	-	\$22.162	\$2.107	10.5
Other Operating Revenue	\$24.826	\$0.569	2.3	\$0.000	\$0.000	-	\$24.826	\$0.569	2.3
Other Revenue	\$52.337	\$2.676	5.1	\$0.000	\$0.000	-	\$52.337	\$2.676	5.1
Capital and Other Reimbursements	\$0.000	-	-	\$91.309	(8.928)	(8.9)	\$91.309	(8.928)	(8.9)
Total Revenue	\$350.057	(\$3.258)	(15.2)	\$100.238	(8.928)	(8.9)	\$450.294	(\$2.187)	(13.8)
Expenses									
Labor:									
Payroll	\$293.187	\$16.952	5.8	\$40.452	\$7.118	17.6	\$333.638	\$24.071	7.2
Overtime	\$40.667	(17.291)	(42.5)	\$8.837	(1.601)	(18.1)	\$49.504	(18.892)	(38.2)
Total Salaries & Wages	\$333.853	(0.338)	(0.1)	\$49.289	\$5.517	11.2	\$377.963	\$5.179	1.4
Health and Welfare	\$91.485	\$4.064	4.4	\$2.287	\$0.689	30.1	\$93.772	\$4.754	5.1
OPEB Current Payment	\$60.297	(12.511)	(20.6)	\$1.295	\$0.126	9.8	\$61.466	(12.385)	(20.2)
Pensions	\$77.191	\$2.835	3.7	\$2.952	(0.125)	(4.2)	\$77.433	\$2.709	3.4
Other Fringe Benefits	\$47.169	\$1.150	2.4	\$15.581	\$1.255	8.1	\$62.750	\$2.405	3.8
Total Fringe Benefits	\$263.631	(4.462)	(1.7)	\$22.115	\$1.945	8.8	\$285.746	(2.517)	(0.9)
Contribution to GASB Fund	\$0.000	-	-	\$0.000	-	-	\$0.000	-	-
Reimbursable Overhead	(20.146)	(1.210)	(6.0)	\$20.146	\$18.936	6.0	\$0.000	\$0.000	-
Labor	\$577.338	(6.010)	(1.0)	\$91.550	\$6.672	9.5	\$668.888	\$2.662	0.4
Non-Labor:									
Electric Power	\$25.473	(10.832)	(42.5)	\$0.021	(0.011)	(53.2)	\$25.495	(10.844)	(42.5)
Fuel	\$10.562	(3.227)	(30.6)	\$0.000	\$0.000	-	\$10.562	(3.228)	(30.6)
Insurance	\$6.768	\$0.676	10.0	\$0.000	\$0.000	-	\$6.768	\$0.676	10.0
Claims	\$17.757	\$0.000	0.0	\$0.000	\$0.000	-	\$17.757	\$0.000	0.0
Paratransit Service Contracts	\$33.333	\$0.915	2.7	\$0.000	\$0.000	-	\$33.333	\$0.915	2.7
Maintenance and Other Operating Contracts	\$28.707	\$4.078	14.2	\$3.248	\$3.121	3.9	\$31.955	\$4.205	13.2
Professional Service Contracts	\$14.497	\$0.667	4.6	\$0.849	(0.297)	(34.9)	\$15.346	\$0.371	2.4
Materials & Supplies	\$27.567	\$24.606	10.7	\$4.414	\$3.959	10.3	\$31.981	\$3.415	10.7
Other Business Expenses	\$7.946	(0.682)	(8.6)	\$0.156	(0.017)	(11.0)	\$8.102	(0.699)	(8.6)
Non-Labor	\$173.526	(5.444)	(3.1)	\$8.688	\$0.256	2.9	\$182.214	(5.189)	(2.8)
Other Expense Adjustments:									
Other	\$0.000	-	-	\$0.000	-	-	\$0.000	-	-
Other Expense Adjustments	\$0.000	-	-	\$0.000	-	-	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$750.865	(11.455)	(1.5)	\$100.238	\$8.928	8.9	\$851.102	(2.526)	(0.3)
Depreciation	\$179.367	\$5.248	2.9	\$0.000	-	-	\$179.367	\$5.248	2.9
GASB 75 OPEB Expense Adjustment	\$0.000	-	-	\$0.000	-	-	\$0.000	-	-
GASB 68 Pension Adjustment	\$0.000	-	-	\$0.000	-	-	\$0.000	-	-
Environmental Remediation	\$0.000	-	-	\$0.000	-	-	\$0.000	-	-
Total Expenses	\$930.232	(6.207)	(0.7)	\$100.238	\$8.928	8.9	\$1,027.748	\$2.722	0.3
OPERATING SURPLUS/DEFICIT	(580.175)	(59.465)	(10.2)	\$0.000	\$0.000	(200.0)	(580.175)	(59.465)	(10.2)

Note: Totals may not add due to rounding

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

MTA NEW YORK CITY TRANSIT
Apr - 2022 Adopted
Accrual Statement of Operations By Category
Year-To-Date - Apr 2022
(\$ in Millions)

5/6/2022 04:46 PM

	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)			Favorable (Unfavorable)			Favorable (Unfavorable)		
	Actual	Adopted	Percent	Actual	Adopted	Percent	Actual	Adopted	Percent
Revenue									
Farebox Revenue:									
Subway	\$672,587	\$809,909	(17.0)	\$0,000	\$0,000	-	\$672,587	\$809,909	(17.0)
Bus	\$187,578	\$228,144	(17.8)	\$0,000	\$0,000	-	\$187,578	\$228,144	(17.8)
Paratransit	\$5,336	\$6,434	(17.1)	\$0,000	\$0,000	-	\$5,336	\$6,434	(17.1)
Fare Liability	\$17,532	\$17,532	0.0	\$0,000	\$0,000	-	\$17,532	\$17,532	0.0
Farebox Revenue	\$883,032	\$1,062,018	(16.9)	\$0,000	\$1,062,018	-	\$883,032	\$1,062,018	(16.9)
Fare Reimbursement	\$31,870	\$31,870	0.0	\$0,000	\$0,000	-	\$31,870	\$31,870	0.0
Paratransit Reimbursement	\$78,656	\$78,178	0.6	\$0,000	\$0,000	-	\$78,656	\$78,178	0.6
Other Operating Revenue	\$62,682	\$62,960	(0.4)	\$0,000	\$0,000	-	\$62,682	\$62,960	(0.4)
Other Revenue	\$173,208	\$173,008	0.1	\$0,000	\$173,008	-	\$173,208	\$173,008	0.1
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$415,296	\$415,296	(17.1)	\$344,168	\$415,296	(17.1)
Total Revenue	\$1,056,240	\$1,235,026	(14.5)	\$344,168	\$415,296	(17.1)	\$1,400,408	\$1,650,323	(15.1)
Expenses									
Labor:									
Payroll	\$1,112,218	\$1,183,155	6.0	\$126,994	\$161,639	21.4	\$1,239,212	\$1,344,794	7.9
Overtime	\$234,992	\$162,161	(44.9)	\$35,909	\$42,769	16.0	\$270,901	\$204,930	(32.2)
Total Salaries & Wages	\$1,347,211	\$1,345,316	(0.1)	\$162,902	\$204,408	20.3	\$1,510,113	\$1,549,724	2.6
Health and Welfare	\$330,689	\$365,595	9.5	\$6,948	\$9,202	24.5	\$337,637	\$374,797	9.9
OPEB Current Payment	\$159,768	\$191,145	16.4	\$4,548	\$5,179	12.2	\$164,316	\$196,324	16.3
Pensions	\$297,938	\$310,421	4.0	\$12,308	\$11,807	(4.2)	\$310,247	\$322,227	3.7
Other Fringe Benefits	\$192,624	\$185,799	(3.7)	\$53,816	\$64,386	16.4	\$246,440	\$250,185	1.5
Total Fringe Benefits	\$981,019	\$1,052,959	6.8	\$77,620	\$90,574	14.3	\$1,058,639	\$1,143,534	7.4
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	(68,279)	(89,464)	(23.7)	\$68,279	\$69,464	23.7	\$0,000	\$0,000	70.7
Labor	\$2,259,951	\$2,308,812	2.1	\$308,801	\$384,446	19.7	\$2,568,752	\$2,693,258	4.6
Non-Labor:									
Electric Power	\$121,639	\$109,294	(11.3)	\$0,108	\$0,085	(26.0)	\$121,746	\$109,380	(11.3)
Fuel	\$51,448	\$42,448	(21.2)	\$0,001	\$0,000	(0.001)	\$51,449	\$42,448	(21.2)
Insurance	\$24,098	\$26,443	8.9	\$0,000	\$0,000	-	\$24,098	\$26,443	8.9
Claims	\$71,027	\$71,027	0.0	\$0,000	\$0,000	-	\$71,027	\$71,027	0.0
Paratransit Service Contracts	\$121,185	\$133,513	9.2	\$0,000	\$0,000	-	\$121,185	\$133,513	9.2
Maintenance and Other Operating Contracts	\$82,715	\$111,197	25.6	\$16,837	\$12,952	(30.0)	\$99,553	\$124,149	19.8
Professional Service Contracts	\$49,319	\$51,082	3.5	\$3,384	\$2,554	(32.5)	\$52,704	\$53,636	1.7
Materials & Supplies	\$95,025	\$110,894	14.3	\$15,087	\$17,026	11.4	\$110,113	\$127,921	13.9
Other Business Expenses	\$32,590	\$28,246	(15.4)	(0,050)	(1,767)	(97.2)	\$32,540	\$26,480	(22.9)
Non-Labor	\$649,047	\$684,146	5.1	\$35,367	\$30,850	(14.6)	\$684,414	\$714,997	4.3
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	\$2,908,998	\$2,992,958	2.8	\$344,168	\$415,296	17.1	\$3,253,166	\$3,408,254	4.6
Depreciation	\$696,476	\$717,468	2.9	\$0,000	\$0,000	-	\$696,476	\$717,468	2.9
GASB 75 OPEB Expense Adjustment	\$0,000	\$18,566	100.0	\$0,000	\$0,000	-	\$0,000	\$18,566	100.0
GASB 68 Pension Adjustment	\$0,000	\$15,333	100.0	\$0,000	\$0,000	-	\$0,000	\$15,333	100.0
Environmental Remediation	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses	\$3,605,473	\$3,744,325	3.7	\$344,168	\$415,296	17.1	\$3,949,641	\$4,159,621	5.0
OPERATING SURPLUS/DEFICIT	(2,549,234)	(2,509,298)	(1.6)	\$0,000	\$0,000	(183.3)	(2,549,234)	(2,509,298)	(1.6)

Note: Totals may not add due to rounding

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

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

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE		Reason for Variance
		Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%	
		\$		\$		
Farebox Revenue	NR	(55.9)	(18.8)	(179.0)	(16.9)	Primarily due to lower ridership
Other Operating Revenue	NR	2.7	5.1	0.2	0.1	Minor Variance
Payroll	NR	17.0	5.8	70.9	6.0	Primarily due to vacancies
Overtime	NR	(17.3)	(42.5)	(72.8)	(44.9)	Vacancy / availability backfill coverage and adverse weather response
Health & Welfare (including OPEB current payment)	NR	(8.4)	(6.1)	66.3	11.9	Mainly unfavorable timing of accruals and prescription rebate credits
Pension	NR	2.8	3.7	12.5	4.0	Favorable timing of pension expense
Other Fringe Benefits	NR	1.2	2.4	(6.8)	(3.7)	Mainly due to less than anticipated insurance credits
Reimbursable Overhead	NR	(1.2)	(6.0)	(21.2)	(23.7)	Mainly due to less than anticipated capital labor expense
Electric Power	NR	(10.8)	(42.5)	(12.3)	(11.3)	Mainly due to unfavorable rates and supplier Energy Charge Adjustment (EAC)
Fuel	NR	(3.2)	(30.6)	(9.0)	(21.2)	Mainly higher prices partly offset by lower consumption
Insurance	NR	0.7	10.0	2.3	8.9	Minor variance
Paratransit Service Contracts	NR	0.9	2.7	12.3	9.2	Reflecting fewer trips and favorable timing of support costs
Maintenance and Other Operating Contracts	NR	4.1	14.2	28.5	25.6	Favorable timing of construction service charges and equipment rental credits
Professional Service Contracts	NR	0.7	4.6	1.8	3.5	Minor variance
Materials & Supplies	NR	3.0	10.7	15.9	14.3	Mainly favorable timing of vehicle kit credits, and track and switch material expenses
Other Business	NR	(0.7)	(8.6)	(4.3)	(15.4)	Mainly higher card transaction processing fees

MTA NEW YORK CITY TRANSIT
February Financial Plan - 2022 Adopted
Cash Receipts and Expenditures

Apr FY22
(\$ in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
			Percent			Percent
Receipts						
Farebox Revenue	\$297,720	\$233,041	(64,679)	\$1,062,018	\$876,441	(185,577)
Fare Reimbursement	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Paratransit Reimbursement	\$20,055	\$4,905	(15,150)	\$78,178	\$60,409	(17,769)
Other Operating Revenue	\$12,975	\$2,017	(10,958)	\$485,570	\$483,062	(2,508)
Other Revenue	\$33,030	\$6,922	(26,108)	\$563,748	\$543,471	(20,277)
Capital and Other Reimbursements	\$100,238	\$64,707	(35,531)	\$415,296	\$284,317	(130,979)
Total Revenue	\$430,988	\$304,670	(126,318)	\$2,041,063	\$1,704,229	(336,834)
Expenditures						
Labor :						
Payroll	\$339,332	\$314,282	\$25,051	\$1,417,328	\$1,321,682	\$95,646
Overtime	\$49,504	\$68,395	(18,892)	\$204,930	\$270,901	(65,971)
Total Salaries & Wages	\$388,836	\$382,677	\$6,159	\$1,622,258	\$1,592,583	\$29,675
Health and Welfare	\$93,772	\$88,200	\$5,572	\$374,797	\$314,405	\$60,392
OPEB Current Payment	\$49,081	\$61,466	(12,385)	\$196,324	\$164,316	\$32,008
Pensions	\$80,143	\$77,426	\$2,717	\$322,227	\$312,207	\$10,020
Other Fringe Benefits	\$58,884	\$58,244	\$640	\$192,661	\$192,794	(133)
Total Fringe Benefits	\$281,880	\$285,336	(3,456)	\$1,086,010	\$983,722	\$102,288
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	\$670,716	\$668,013	\$2,703	\$2,708,268	\$2,576,305	\$131,963
Non-Labor :						
Electric Power	\$25,495	\$37,473	(11,978)	\$112,110	\$123,463	(11,353)
Fuel	\$10,562	\$13,683	(3,121)	\$42,448	\$51,282	(8,834)
Insurance	\$0,000	\$0,000	\$0,000	\$8,445	\$3,762	\$4,683
Claims	\$12,745	\$4,201	\$8,544	\$50,979	\$24,185	\$26,794
Paratransit Service Contracts	\$34,248	\$33,170	\$1,078	\$133,013	\$122,008	\$11,005
Maintenance and Other Operating Contracts	\$31,955	\$25,055	\$6,900	\$124,149	\$94,266	\$29,883
Professional Service Contracts	\$13,096	\$10,979	\$2,117	\$49,136	\$51,926	(2,790)
Materials & Supplies	\$31,439	\$31,936	(497)	\$125,754	\$113,390	\$12,364
Other Business Expenses	\$8,102	\$9,160	(1,058)	\$26,480	\$33,169	(6,689)
Non-Labor	\$167,642	\$165,657	\$1,985	\$672,515	\$617,451	\$55,064
Other Expense Adjustments:						
Other	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Other Expense Adjustments	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Total Expenditures before Depreciation and OPEB	\$838,358	\$833,670	\$4,688	\$3,380,783	\$3,193,756	\$187,027
Depreciation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
GASB 68 Pension Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Environmental Remediation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Total Expenditures	\$838,358	\$833,670	\$4,688	\$3,380,783	\$3,193,756	\$187,027
Net Surplus(Deficit)	(407,370)	(529,000)	(121,630)	(1,339,721)	(1,489,527)	(149,806)

Note: Totals may not add due to rounding

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

5/10/2022 02:32 PM

	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
Revenue						
Farebox Revenue	\$0.000	(8,745)	(8,745)	\$0.000	(6,591)	(6,591)
Fare Reimbursement	(8,024)	(8,024)	\$0.000	(31,870)	(31,870)	\$0.000
Paratransit Reimbursement	\$0.000	(17,257)	(17,257)	\$0.000	(18,247)	(18,247)
Other Operating Revenue	(11,282)	(22,809)	(11,527)	\$422,610	\$420,380	(2,230)
Other Revenue	(19,306)	(48,091)	(28,784)	\$390,740	\$370,263	(20,477)
Capital and Other Reimbursements	\$0.000	(26,602)	(26,602)	\$0.000	(59,851)	(59,851)
Total Revenue	(19,306)	(83,437)	(64,131)	\$390,740	\$303,821	(86,919)
Expenses						
Labor:						
Payroll	(5,694)	(4,714)	\$0.980	(72,534)	(82,470)	(9,936)
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Salaries & Wages	(5,694)	(4,714)	\$0.980	(72,534)	(82,470)	(9,936)
Health and Welfare	\$0.000	\$0.818	\$0.818	\$0.000	\$23,232	\$23,232
OPEB Current Payment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Pensions	\$0.000	\$0.007	\$0.007	\$0.000	(1,960)	(1,960)
Other Fringe Benefits	\$3,866	\$2,101	(1,765)	\$57,524	\$53,646	(3,878)
Total Fringe Benefits	\$3,866	\$2,927	(0,939)	\$57,524	\$74,917	\$17,393
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	(1,828)	(1,787)	\$0.041	(15,010)	(7,553)	\$7,457
Non-Labor:						
Electric Power	\$0.000	(1,134)	(1,134)	(2,731)	(1,717)	\$1,014
Fuel	\$0.000	\$0.107	\$0.107	\$0.000	\$0.167	\$0.167
Insurance	\$6,768	\$6,092	(6,676)	\$17,997	\$20,336	\$2,338
Claims	\$5,012	\$13,556	\$8,544	\$20,048	\$46,842	\$26,794
Paratransit Service Contracts	\$0.000	\$0.163	\$0.163	\$0.500	(0,823)	(1,323)
Maintenance and Other Operating Contracts	\$0.000	\$2,695	\$2,695	\$0.000	\$5,287	\$5,287
Professional Service Contracts	\$2,250	\$3,997	\$1,747	\$4,500	\$0,778	(3,722)
Materials & Supplies	\$0.542	(3,371)	(3,912)	\$2,167	(3,277)	(5,444)
Other Business Expenses	\$0.000	(0,359)	(0,359)	\$0.000	(0,629)	(0,629)
Non-Labor	\$14,572	\$21,746	\$7,174	\$42,481	\$66,963	\$24,482
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	\$12,744	\$19,959	\$7,214	\$27,471	\$59,410	\$31,939
Depreciation	\$179,367	\$174,119	(5,248)	\$717,468	\$696,476	(20,993)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$18,566	\$0.000	(18,566)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$15,333	\$0.000	(15,333)
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$192,111	\$194,078	\$1,966	\$778,838	\$755,885	(22,952)
Total Cash Conversion Adjustments	\$172,805	\$110,640	(62,165)	\$1,169,578	\$1,059,707	(109,871)

Note: Totals may not add due to rounding

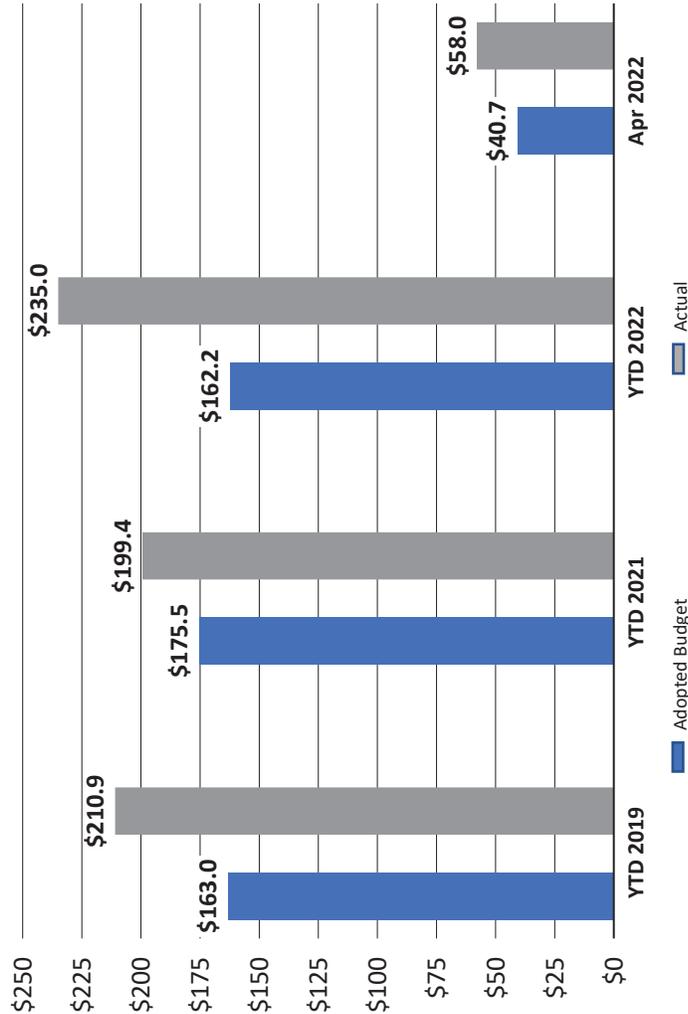
Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

New York City Transit - NON-REIMBURSABLE OVERTIME

Overview

- Overall increase of \$24.1M or 11.4 percent compared to April YTD 2019
- Overall increase of \$35.6M or 17.8 percent compared to April YTD 2021
- \$72.8M or 44.9 percent above April YTD 2022 budget; offset by -\$70.9M payroll underrun
- Subways \$39.8M overrun: \$27.8M due to vacancy coverage requirements; \$8.4M for severe weather response; \$3.6M for additional maintenance requirements and COVID-19 response
- Buses \$34.3M overrun: \$36.1M for vacancy/availability coverage; \$1.6M for severe weather response; -\$3.4M COVID-19 response underruns
- All others -\$1.3M underrun

Non-Reimbursable Overtime - YTD April 2022 Variance
(all dollars in millions)



Agency Detail

- **Subways**
 - Maintenance of Way overrun of \$12.7M: \$4.9M due to severe weather response; \$4.2M due to additional maintenance requirements; \$3.6M for vacancy coverage
 - Stations overrun of \$9.6M: \$6.6M due to vacancy coverage; \$2.8M for severe weather response; \$0.2M due to additional service coverage
 - Service Delivery overrun of \$11.2M: \$12.3M due to vacancy coverage; \$0.1M due to COVID-19 response; -\$1.2M underrun in service requirement
 - Car Equipment overrun of \$6.3M: \$5.3M due to vacancy coverage; \$1.1M for COVID-19 response; \$0.7M due to severe weather; -\$0.8M underruns in maintenance requirements
- **Buses**
 - Buses operations overrun of \$18.0M: \$17.9M due to vacancies and availability; \$0.1M due to COVID-19 response
 - Buses maintenance and other overrun of \$16.3M: \$18.2M due to maintenance requirement and availability; \$1.6M for severe weather response; -\$3.5M underrun in COVID-19
 - Other overrun of -\$1.3M: Primarily due to timing of reimbursable deviation

New York City Transit - REIMBURSABLE OVERTIME

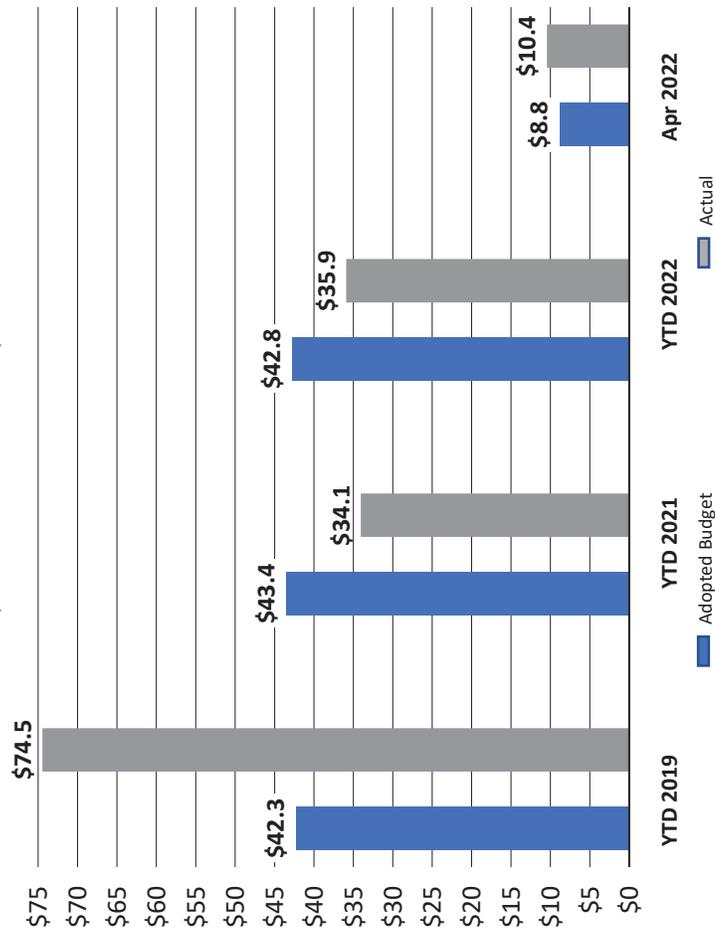
Overview

- Overall decrease of -\$38.6M or -51.8 percent compared to April YTD 2019
- Overall increase of \$1.9M or 5.4 percent compared to April YTD 2021
- -\$6.9M or -16.0 percent below April YTD 2022 budget
- Subways -\$3.8M underrun: Due to severe weather and COVID-19 related capital project delays
- Buses -\$0.6M underrun: Due to severe weather and COVID-19 related capital project delays
- All Others -\$2.5M underrun

Agency Detail

- Capital project delays due to vacancies and severe weather resulted in the following favorable variances:
 - Maintenance of Way underrun of -\$2.9M
 - Stations underrun of -\$0.9M
 - Car Equipment underrun of -\$0.1M
- Buses operations underrun of -\$1.3M
- Buses maintenance overrun of \$0.6M
- All others underrun of -\$2.4M: Primarily due to timing of reimbursable deviation

Reimbursable Overtime - YTD April 2022 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
April 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	7	7	
Law	245	208	37	
Office of the EVP	21	15	6	
Human Resources	122	92	30	
Office of Management and Budget	32	21	11	
Strategy & Customer Experience	167	139	28	
Non-Departmental	(8)	1	(9)	
Labor Relations	89	70	19	
Office of People & Business Transformation/EEO	25	25	(0)	
Material	151	126	25	
Controller	109	97	12	
Total Administration	967	800	167	
<u>Operations:</u>				
Subways Service Delivery	8,448	7,773	675	Mainly RVO vacancies.
Subways Operations Support/Admin	433	409	24	
Subways Stations	2,326	2,192	134	Mainly Station Agent vacancies.
SubTotal Subways	11,207	10,373	834	
Buses	11,129	11,030	99	Mainly Mgr, and Bus Operator vacancies.
Paratransit	188	167	21	
Operations Planning	359	285	74	Mainly Mgr, and Hourly vacancies.
Revenue Control	542	499	43	
Non-Departmental	(24)	-	(24)	
Total Operations	23,401	22,355	1,046	
<u>Maintenance:</u>				
Subways Operations Support/Admin	112	89	23	
Subways Engineering	346	297	49	
Subways Car Equipment	4,819	4,480	339	Mainly Hourly vacancies.
Subways Infrastructure	1,875	1,747	128	Mainly Hourly vacancies.
Subways Elevators & Escalators	487	446	41	
Subways Stations	3,334	3,077	257	Mainly Hourly, and Cleaner vacancies.
Subways Track	3,201	2,942	259	Mainly TEM, PDM and TrackWorker vacancies.
Subways Power	657	621	36	
Subways Signals	1,709	1,680	29	
Subways Electronic Maintenance	1,580	1,365	215	Mainly PTE and hourly vacancies.
Subtotal Subways	18,120	16,745	1,375	
Buses	3,418	3,301	117	Mainly Hourly vacancies.
Supply Logistics	523	487	36	
System Safety/OHS	164	143	21	
Non-Departmental	(127)	-	(127)	
Total Maintenance	22,098	20,676	1,422	
<u>Engineering</u>				
Construction and Development	1,265	1,046	219	Mainly Mgr, and PTE vacancies.
Total Engineering/Capital	1,265	1,046	219	
<u>Public Safety</u>				
Security	639	579	60	Mainly Supv, and hourly vacancies.
Total Public Safety	639	579	60	
Total Positions	48,370	45,456	2,914	
NON_REIMB	43,649	40,658	2,991	
REIMBURSABLE	4,721	4,799	(78)	
Total Full-Time	48,207	45,344	2,863	
Total Full-Time Equivalents	163	112	51	

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

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./(Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	328	261	67	
Professional, Technical, Clerical	615	519	96	
Operational Hourlies	24	20	4	
Total Administration	967	800	167	
<u>Operations:</u>				
Managers/Supervisors	2,896	2,636	260	
Professional, Technical, Clerical	470	408	62	
Operational Hourlies	20,035	19,311	724	
Total Operations	23,401	22,355	1,046	
<u>Maintenance:</u>				
Managers/Supervisors	3,972	3,710	262	
Professional, Technical, Clerical	1,006	794	212	
Operational Hourlies	17,120	16,172	948	
Total Maintenance	22,098	20,676	1,422	
<u>Engineering/Capital:</u>				
Managers/Supervisors	330	290	40	
Professional, Technical, Clerical	933	754	179	
Operational Hourlies	2	2	-	
Total Engineering/Capital	1,265	1,046	219	
<u>Public Safety:</u>				
Managers/Supervisors	272	238	34	
Professional, Technical, Clerical	33	33	-	
Operational Hourlies	334	308	26	
Total Public Safety	639	579	60	
<u>Total Positions:</u>				
Managers/Supervisors	7,798	7,135	663	
Professional, Technical, Clerical	3,057	2,509	548	
Operational Hourlies	37,515	35,813	1,702	
Total Positions	48,370	45,456	2,914	

Preliminary April 2022 Report: Staten Island Railway

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

- April 2022 Staten Island Railway ridership of 160,507 was 64,285 rides (28.6 percent) below budget.
- Compared with April 2019, April 2022 ridership was lower by 53.5 percent. Compared with April 2021, April 2022 ridership was higher by 47.4 percent.
- April 2022 farebox revenue of \$0.252 million was \$0.100 million (28.5 percent) below budget. April 2022 YTD farebox revenue of \$0.963 million was under budget by \$0.220 million (18.6 percent).

- Operating expenses were under budget by \$0.672 million (11.9 percent).
 - Labor expenses were less than budget by \$0.565 million (12.7 percent).
 - Non-labor expenses were less than budget by \$0.106 million (9.0 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

April 2022

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

April 2022 Staten Island Railway ridership of 160,507 was 64,285 rides (28.6 percent) below budget. Average weekday ridership of 7,152 was 2,437 rides (51.7 percent) higher than April 2021 and 8,574 rides (54.5 percent) lower than April 2019.

Total Operating Revenue of \$0.324 million was below budget by \$0.281 million (46.4 percent).

- April 2022 farebox revenue of \$0.252 million was \$0.100 million (28.5 percent) below budget. The underrun was due to lower than anticipated ridership.
- Other revenue of \$0.072 million was \$0.180 million (71.4 percent) below budget due to lower school fare reimbursements and advertisement revenues.

Nonreimbursable expenses in April, before depreciation, GASB 75 OPEB expense adjustment and GASB 68 pension adjustment, were less than budget by \$0.672 million (11.9 percent).

- Labor expenses were below budget by \$0.565 million (12.7 percent), due primarily to a payroll underrun of \$0.485 million (21.2 percent) due to vacancies and an underrun of \$0.100 million (31.5 percent) in other fringe benefits due to worker's compensation accruals. Pension underran the budget by \$0.078 million (10.6 percent) due to timing. Overtime overran the budget by \$0.105 million (53.6 percent) due to vacancy backfill coverage.
- Non-labor expenses were below budget by \$0.106 million (9.0 percent) due to the timing of projects, which includes an underrun in professional service contracts of \$0.166 million (89.9 percent) and maintenance and other operating contract underrun of \$0.149 million (75.3 percent). Materials and supplies underran the budget by \$0.085 million (61.8 percent) due to timing of maintenance projects. Electric power overran by \$0.363 million (93.4 percent) due to higher prices.

Year-to-date, expenses were below budget by \$1.598 million (6.9 percent).

- Labor expenses were under by \$0.757 million (4.1 percent), mostly due to underruns in payroll of \$0.430 million (4.6 percent) due to vacancies. Health & welfare/OPEB underran the budget by \$0.358 million (9.6 percent), due to timing and favorable prescription rebates, and pension underran by \$0.313 million (10.6 percent), due to timing. Other fringe benefits overran by \$0.265 million (20.0 percent) due to unfavorable reimbursable overhead credits
- Non-labor expenses underran the budget by \$0.841 million (17.7 percent), mainly in maintenance and other operating contracts of \$0.513 million (65.0 percent) due to timing of maintenance projects, and professional service contracts was under by \$0.389 million (52.8 percent), due to lower outside services. Electric power overran the budget by \$0.341 million (22.0 percent) due to higher prices.

Operating cash deficit (excluding subsidies) in April of \$3.865 million was \$1.138 million (22.7 percent) favorable to budget. On a year-to-date basis, the operating cash deficit was \$14.334 million, which was \$0.369 million (2.5 percent) favorable to budget.

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2022 Adopted
Ridership (Utilization) Actual to Budget
Apr 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	0.225	0.161	(0.064)	(28.6)	0.773	0.638	(0.136)	(17.5)
Total Ridership	0.225	0.161	(0.064)	(28.6)	0.773	0.638	(0.136)	(17.5)
<u>FareBox Revenue</u>								
Farebox Revenue	\$0.352	\$0.252	(0.100)	(28.5)	\$1.183	\$0.963	(0.220)	(18.6)
Total Farebox Revenue	\$0.352	\$0.252	(0.100)	(28.5)	\$1.183	\$0.963	(0.220)	(18.6)

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
Apr - 2022 Adopted
Accrual Statement of Operations By Category
Month - Apr 2022
(\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance
			Percent			Percent			Percent
Revenue									
Farebox Revenue:									
Farebox Revenue	\$0.352	\$0.252	(28.5)	\$0.000	\$0.000	-	\$0.352	\$0.252	(28.5)
Other Revenue	\$0.252	\$0.072	(71.4)	\$0.000	\$0.000	-	\$0.252	\$0.072	(71.4)
Capital and Other Reimbursements	\$0.000	\$0.000	-	\$0.649	\$0.309	(52.4)	\$0.649	\$0.309	(52.4)
Total Revenue	\$0.604	\$0.324	(46.4)	\$0.649	\$0.309	(52.4)	\$1.254	\$0.633	(49.5)
Expenses									
Labor :									
Payroll	\$2.285	\$1.800	21.2	\$0.343	\$0.119	\$0.224	\$2.628	\$1.918	\$0.710
Overtime	\$0.196	\$0.302	(53.6)	\$0.093	\$0.064	\$0.029	\$0.289	\$0.365	(26.2)
Total Salaries & Wages	\$2.482	\$2.101	15.3	\$0.436	\$0.182	\$0.254	\$2.917	\$2.283	\$0.634
Health and Welfare	\$0.685	\$0.721	(5.3)	\$0.000	\$0.000	-	\$0.685	\$0.721	(5.3)
OPEB Current Payment	\$0.246	\$0.202	17.9	\$0.000	\$0.000	\$0.000	\$0.246	\$0.202	\$0.044
Pensions	\$0.735	\$0.657	10.6	\$0.000	\$0.000	-	\$0.735	\$0.657	\$0.078
Other Fringe Benefits	\$0.317	\$0.217	31.5	\$0.213	\$0.127	\$0.087	\$0.530	\$0.344	\$0.187
Total Fringe Benefits	\$1.983	\$1.797	9.4	\$0.213	\$0.127	\$0.087	\$2.196	\$1.924	\$0.272
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.001	(0.001)	\$0.000	\$0.000	-	\$0.000	\$0.001	(0.001)
Labor	\$4.464	\$3.899	12.7	\$0.649	\$0.309	\$0.340	\$5.114	\$4.208	\$0.906
Non-Labor :									
Electric Power	\$0.388	\$0.751	(93.4)	\$0.000	\$0.000	-	\$0.388	\$0.751	(93.4)
Fuel	\$0.033	\$0.044	(33.0)	\$0.000	\$0.000	-	\$0.033	\$0.044	(33.0)
Insurance	\$0.156	\$0.114	27.3	\$0.000	\$0.000	-	\$0.156	\$0.114	\$0.043
Claims	\$0.074	\$0.038	49.0	\$0.000	\$0.000	-	\$0.074	\$0.038	\$0.036
Paratransit Service Contracts	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.198	\$0.049	75.3	\$0.000	\$0.000	-	\$0.198	\$0.049	\$0.149
Professional Service Contracts	\$0.184	\$0.019	89.9	\$0.000	\$0.000	-	\$0.184	\$0.019	\$0.166
Materials & Supplies	\$0.138	\$0.053	61.8	\$0.000	\$0.000	-	\$0.138	\$0.053	\$0.085
Other Business Expenses	\$0.014	\$0.013	9.4	\$0.000	\$0.000	-	\$0.014	\$0.013	\$0.001
Non-Labor	\$1.185	\$1.079	9.0	\$0.000	\$0.000	-	\$1.185	\$1.079	\$0.106
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	\$5.649	\$4.977	11.9	\$0.649	\$0.309	\$0.340	\$6.299	\$5.287	\$1.012
Depreciation	\$1.000	\$0.949	5.1	\$0.000	\$0.000	-	\$1.000	\$0.949	\$0.051
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses	\$6.649	\$5.927	10.9	\$0.649	\$0.309	\$0.340	\$7.299	\$6.236	\$1.063
OPERATING SURPLUS/DEFICIT	(6.045)	(5.603)	7.3	\$0.000	\$0.000	\$0.000	(6.045)	(5.603)	\$0.442

Note: Totals may not add due to rounding

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

MTA STATEN ISLAND RAILWAY

Apr - 2022 Adopted
 Accrual Statement of Operations By Category
 Year-To-Date - Apr 2022

(\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance
			Percent			Percent			Percent
Revenue									
Farebox Revenue:									
Farebox Revenue	\$1,183	\$0,963	(18.6)	\$0,000	\$0,000	-	\$1,183	\$0,963	(0,220)
Other Revenue	\$1,009	\$0,570	(43.5)	\$0,000	\$0,000	-	\$1,009	\$0,570	(0,438)
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$2,584	\$0,486	(2,098)	\$2,584	\$0,486	(2,098)
Total Revenue	\$2,192	\$1,533	(30.0)	\$2,584	\$0,486	(2,098)	\$4,776	\$2,019	(2,756)
Expenses									
Labor :									
Payroll	\$9,247	\$8,817	4.6	\$1,363	\$0,178	\$1,185	\$10,610	\$8,995	\$1,615
Overtime	\$1,104	\$1,181	(6.9)	\$0,372	\$0,104	\$0,268	\$1,476	\$1,284	\$0,191
Total Salaries & Wages	\$10,351	\$9,998	3.4	\$1,735	\$0,281	\$1,453	\$12,086	\$10,279	\$1,806
Health and Welfare	\$2,739	\$2,508	8.4	\$0,000	\$0,000	-	\$2,739	\$2,508	\$0,231
OPEB Current Payment	\$0,983	\$0,856	12.9	\$0,000	\$0,001	(0,001)	\$0,983	\$0,857	\$0,126
Pensions	\$2,942	\$2,629	10.6	\$0,000	\$0,000	-	\$2,942	\$2,629	\$0,313
Other Fringe Benefits	\$1,324	\$1,589	(20.0)	\$0,849	\$0,197	\$0,652	\$2,173	\$1,785	\$0,388
Total Fringe Benefits	\$7,988	\$7,562	5.1	\$0,849	\$0,197	\$0,652	\$8,837	\$7,780	\$1,058
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	\$0,000	\$0,002	(0.002)	\$2,584	\$0,479	\$2,105	\$20,923	\$0,002	(20,921)
Labor	\$18,339	\$17,582	4.1	\$2,584	\$0,479	\$2,105	\$20,923	\$18,061	\$2,862
Non-Labor :									
Electric Power	\$1,553	\$1,895	(22.0)	\$0,000	\$0,000	-	\$1,553	\$1,895	(0,341)
Fuel	\$0,132	\$0,166	(25.8)	\$0,000	\$0,000	-	\$0,132	\$0,166	(0,034)
Insurance	\$0,625	\$0,580	7.2	\$0,000	\$0,000	-	\$0,625	\$0,580	\$0,045
Claims	\$0,294	\$0,150	49.0	\$0,000	\$0,000	-	\$0,294	\$0,150	\$0,144
Paratransit Service Contracts	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Maintenance and Other Operating Contracts	\$0,790	\$0,277	65.0	\$0,000	\$0,000	-	\$0,790	\$0,277	\$0,513
Professional Service Contracts	\$0,738	\$0,348	52.8	\$0,000	\$0,001	(0,001)	\$0,738	\$0,349	\$0,388
Materials & Supplies	\$0,550	\$0,372	32.5	\$0,000	\$0,006	(0,006)	\$0,550	\$0,378	\$0,173
Other Business Expenses	\$0,056	\$0,111	(97.1)	\$0,000	\$0,000	-	\$0,056	\$0,111	(0,055)
Non-Labor	\$4,739	\$3,898	17.7	\$0,000	\$0,007	(0,007)	\$4,739	\$3,906	\$0,834
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	\$23,079	\$21,480	6.9	\$2,584	\$0,486	\$2,098	\$25,662	\$21,966	\$3,696
Depreciation	\$4,000	\$3,797	5.1	\$0,000	\$0,000	-	\$4,000	\$3,797	\$0,203
GASB 75 OPEB Expense Adjustment	\$0,275	\$0,000	100.0	\$0,000	\$0,000	-	\$0,275	\$0,000	\$0,275
GASB 68 Pension Adjustment	(0,275)	\$0,000	(100.0)	\$0,000	\$0,000	-	(0,275)	\$0,000	(0,275)
Environmental Remediation	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses	\$27,079	\$25,278	6.7	\$2,584	\$0,486	\$2,098	\$29,662	\$25,764	\$3,898
OPERATING SURPLUS/DEFICIT	(24,887)	(23,744)	4.6	\$0,000	\$0,000	\$0,000	(24,887)	(23,744)	\$1,142

Note: Totals may not add due to rounding

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

**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN- 2022 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN FEBRUARY 2022 RESULTS AND THE FEBRUARY FINANCIAL PLAN
APR 2022**

Generic Revenue or Expense Category	Non Reimb. or Reimb.	MONTH		YEAR-TO-DATE			
		(\$ in millions)-Accrual Basis					
		Favorable/ (Unfavorable) Variance	Reason for Variance	Favorable/ (Unfavorable) Variance	Reason for Variance		
		\$	%	\$	%		
Farebox Revenue	Non Reimb.	(0.100)	(28.5)	Unfavorable due to lower than anticipated ridership	(18.6)	(0.220)	Unfavorable due to lower than anticipated ridership
Other Revenue	Non Reimb.	(0.180)	(71.4)	Unfavorable due to underruns in school fare reimbursement and advertising income	(43.5)	(0.438)	Unfavorable due to underruns in school fare reimbursement and advertising income
Payroll	Non Reimb.	0.485	21.2	Favorable due to vacancies	4.6	0.430	Favorable due to vacancies
Overtime	Non Reimb.	(0.105)	(53.6)	Unfavorable primarily due to vacancy coverage backfill	(6.9)	(0.077)	Unfavorable primarily due to vacancy coverage backfill
Health and Welfare (including OPEB current)	Non Reimb.	0.008	0.9	Favorable due to timing of expenses accruals	9.6	0.358	Favorable due to timing and prescription rebates
Pension	Non Reimb.	0.078	10.6	Favorable timing of expenses	10.6	0.313	Favorable timing of expenses
Other Fringe Benefits	Non Reimb.	0.100	31.5	Favorable accrual for Workers Compensation	(20.0)	(0.265)	Unfavorable due to lower reimbursable fringe OH credits than expected
Electric Power	Non Reimb.	(0.363)	(93.4)	Unfavorable due to higher prices	(22.0)	(0.341)	Unfavorable due to higher prices
Fuel	Non Reimb.	(0.011)	(33.0)	Unfavorable due to higher prices	(25.8)	(0.034)	Unfavorable due to higher prices
Insurance	Non Reimb.	0.043	27.3	Favorable due to timing of expenses	7.2	0.045	Favorable due to timing of expenses
Claims	Non Reimb.	0.036	49.0	Favorable due to timing of expenses	49.0	0.144	Favorable due to timing of expenses
Maintenance & Other Operating Contracts	Non Reimb.	0.149	75.3	Favorable mostly due to the timing of facility maintenance projects	65.0	0.513	Favorable mostly due to the timing of facility maintenance projects
Professional Service Contracts	Non Reimb.	0.166	89.9	Due to favorable timing of MTA and outside services	52.8	0.389	Due to favorable timing of MTA and outside services
Materials and Supplies	Non Reimb.	0.085	61.8	Favorable mostly due to the timing of maintenance projects	32.5	0.179	Favorable due to the timing of facility and maintenance services projects
Other Business Expenses	Non Reimb.	0.001	9.4	Minor variance	(97.1)	(0.055)	Unfavorable due to the timing of expenses
Payroll	Reimb.	0.224	65.4	Favorable due to project requirements	87.0	1.185	Favorable due to project requirements
Overtime	Reimb.	0.029	31.5	Favorable due to project requirements	72.1	0.268	Favorable due to project requirements

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

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
Receipts						
Farebox Revenue	\$0.352	\$0.269	(0.084)	\$1.183	\$0.918	(0.265)
Other Revenue	\$0.987	\$0.000	(0.987)	\$6.087	\$5.001	(1.086)
Capital and Other Reimbursements	\$0.649	\$0.017	(0.632)	\$2.584	\$0.345	(2.239)
Total Revenue	\$1.988	\$0.286	(1.703)	\$9.854	\$6.264	(3.590)
Expenditures						
Labor :						
Payroll	\$3.413	\$2.022	\$1.391	\$10.146	\$9.251	\$0.895
Overtime	\$0.289	\$0.365	(0.076)	\$1.476	\$1.284	\$0.191
Total Salaries & Wages	\$3.702	\$2.387	\$1.315	\$11.622	\$10.535	\$1.087
Health and Welfare	\$0.685	\$0.011	\$0.674	\$2.739	\$2.131	\$0.609
OPEB Current Payment	\$0.246	\$0.031	\$0.215	\$0.983	\$0.319	\$0.664
Pensions	\$0.735	\$0.657	\$0.078	\$2.942	\$2.629	\$0.313
Other Fringe Benefits	\$0.470	\$0.235	\$0.235	\$1.662	\$0.783	\$0.878
Total Fringe Benefits	\$2.136	\$0.934	\$1.202	\$8.326	\$5.862	\$2.464
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Labor	\$5.838	\$3.322	\$2.517	\$19.948	\$16.397	\$3.550
Non-Labor :						
Electric Power	\$0.388	\$0.558	(0.170)	\$1.553	\$1.669	(0.116)
Fuel	\$0.033	\$0.046	(0.013)	\$0.132	\$0.224	(0.092)
Insurance	\$0.156	\$0.000	\$0.156	\$0.625	\$0.351	\$0.274
Claims	\$0.000	\$0.041	\$0.041	\$0.165	\$0.040	\$0.125
Paratransit Service Contracts	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.198	\$0.100	\$0.097	\$0.790	\$0.572	\$0.218
Professional Service Contracts	\$0.184	\$0.029	\$0.155	\$0.738	\$0.595	\$0.143
Materials & Supplies	\$0.138	\$0.043	\$0.095	\$0.550	\$0.553	(0.003)
Other Business Expenses	\$0.014	\$0.053	(0.039)	\$0.057	\$0.196	(0.140)
Non-Labor	\$1.153	\$0.829	\$0.323	\$4.610	\$4.201	\$0.409
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenditures before Depreciation and OPEB	\$6.991	\$4.151	\$2.840	\$24.558	\$20.598	\$3.959
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	-	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenditures	\$6.991	\$4.151	\$2.840	\$24.558	\$20.598	\$3.959
Net Surplus/(Deficit)	(5.002)	(3.865)	\$1.138	(14.704)	(14.334)	\$0.369

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2022 Adopted
Cash Conversion (Cash Flow Adjustments)

Apr FY22
(\$ in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
			Percent			Percent
Revenue						
Farebox Revenue	\$0.000	\$0.017	\$0.017	\$0.000	(0.045)	(0.045)
Other Revenue	\$0.735	(0.072)	(0.807)	\$5.078	\$4.431	(0.648)
Capital and Other Reimbursements	\$0.000	(0.292)	(0.292)	\$0.000	(0.142)	(0.142)
Total Revenue	\$0.735	(0.347)	(1.082)	\$5.078	\$4.245	(0.834)
			(147.3)			(16.4)
Expenses						
Labor :						
Payroll	(0.784)	(0.104)	\$0.681	\$0.464	(0.256)	(0.720)
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Salaries & Wages	(0.784)	(0.104)	\$0.681	\$0.464	(0.256)	(0.720)
			86.8			(155.2)
Health and Welfare	\$0.000	\$0.710	\$0.710	\$0.000	\$0.377	\$0.377
OPEB Current Payment	\$0.000	\$0.171	\$0.171	\$0.000	\$0.538	\$0.538
Pensions	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Other Fringe Benefits	\$0.060	\$0.109	\$0.049	\$0.512	\$1.002	\$0.490
Total Fringe Benefits	\$0.060	\$0.990	\$0.930	\$0.512	\$1.918	\$1.406
			81.5			95.8
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Reimbursable Overhead	\$0.000	\$0.001	\$0.001	\$0.000	\$0.002	\$0.002
Labor	(0.724)	\$0.887	\$1.611	\$0.975	\$1.663	\$0.688
			222.4			70.5
Non-Labor :						
Electric Power	\$0.000	\$0.193	\$0.193	\$0.000	\$0.225	\$0.225
Fuel	\$0.000	(0.002)	(0.002)	\$0.000	(0.058)	(0.058)
Insurance	\$0.000	\$0.114	\$0.114	\$0.000	\$0.229	\$0.229
Claims	\$0.032	\$0.038	\$0.005	\$0.129	\$0.110	(0.019)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and Other Operating Contracts	\$0.000	(0.052)	(0.052)	\$0.000	(0.296)	(0.296)
Professional Service Contracts	\$0.000	(0.011)	(0.011)	\$0.000	(0.246)	(0.246)
Materials & Supplies	\$0.000	\$0.010	\$0.010	\$0.000	(0.175)	(0.175)
Other Business Expenses	\$0.000	(0.040)	(0.040)	\$0.000	(0.085)	(0.085)
Non-Labor	\$0.032	\$0.249	\$0.217	\$0.129	(0.295)	(0.425)
			672.5			(328.8)
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	(0.692)	\$1.136	\$1.828	\$1.104	\$1.368	\$0.263
			264.1			23.8
Depreciation	\$1.000	\$0.949	(0.051)	\$4.000	\$3.797	(0.203)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.275	\$0.000	(0.275)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	(0.275)	\$0.000	\$0.275
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$0.308	\$2.085	\$1.777	\$5.104	\$5.165	\$0.061
			577.4			1.2
Total Cash Conversion Adjustments	\$1.042	\$1.738	\$0.696	\$10.183	\$9.410	(0.773)
			66.7			(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 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

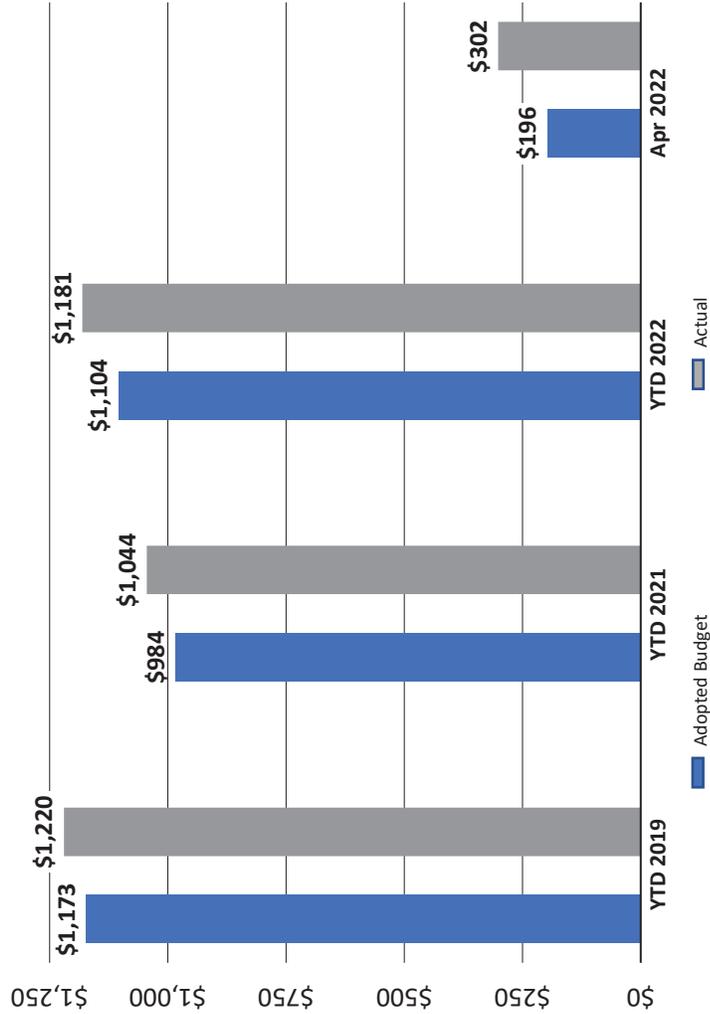
Overview

- Overall decrease of -\$39.0K or -3.2 percent compared to April YTD 2019
- Overall increase of \$136.4K or 13.1 percent compared to April YTD 2021
- \$76.7K or 6.9 percent above April YTD 2022 budget
- Service \$103.5K overrun: \$136.0K overrun due to other factors by -\$32.5K weather underrun
- Maintenance -\$26.8K underrun: \$41.1K overrun due to severe weather response; \$118.2K overrun for vacancy coverage; -\$186.1K underrun due to reduced maintenance

Agency Detail

- Transportation overrun of \$136.0K due to vacancies offset by \$32.5K weather underruns
- Mechanical overrun of \$65.2K primarily due to increase maintenance on ageing fleet
- Electrical and Power/Signals overrun of \$30.6K due to severe weather
- MOW/Infrastructure underrun of -\$104.5K primarily due to vacancies
- Others underrun of -\$18.1K

Non-Reimbursable Overtime - YTD April 2022 Variance
(all dollars in thousands)



STATEN ISLAND RAILWAY - REIMBURSABLE OVERTIME

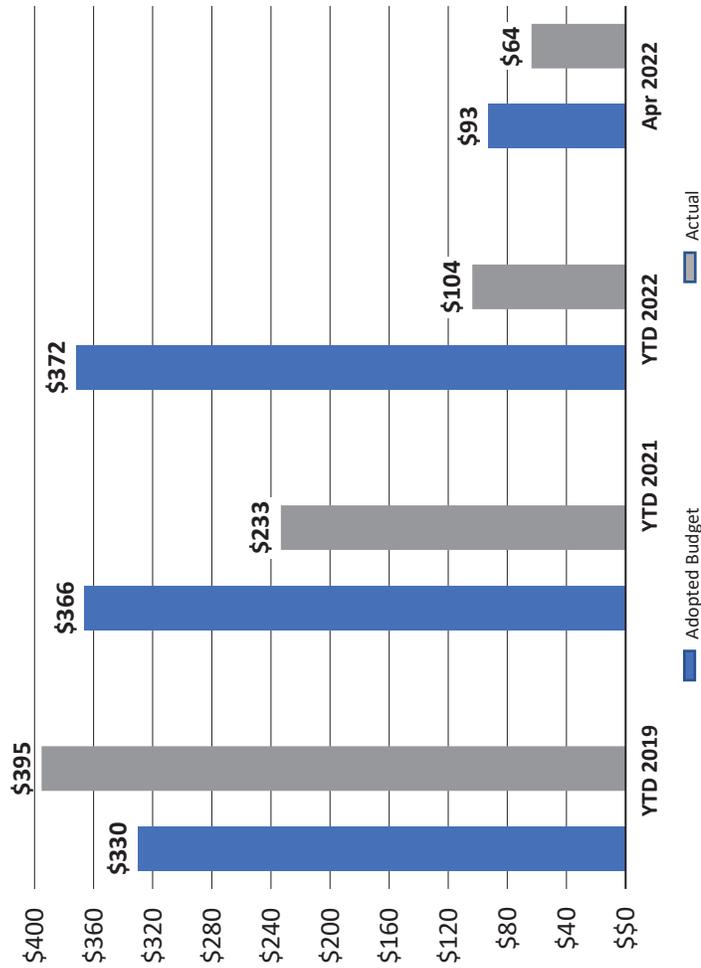
Overview

- Overall decrease of -\$291.5K or -73.7 percent compared to April YTD 2019
- Overall decrease of -\$129.5K or -55.5 percent compared to April YTD 2021
- -\$267.8K or -72.1 percent below April YTD 2022 budget
- Service -\$128.7K underrun: Capital project delays due to vacancies
- Maintenance -\$139.1K underrun: Capital project delays due to vacancies

Agency Detail

- Capital project delays and severe weather resulted in the following favorable variances:
 - Transportation underrun of -\$128.7K
 - MOW/Infrastructure underrun of -\$78.8K
 - Power/Signals underrun of -\$44.5K
 - Mechanical underrun of -\$3.5K
 - Electrical underrun of -\$15.5K
 - Others overrun of \$3.2K

Reimbursable Overtime - YTD April 2022 Variance
(all dollars in thousands)



**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN
TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION
APR 2022**

<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	111	9
Total Operations	152	134	18
Maintenance			
Managers/Supervisors	25	25	0
Professional, Technical, Clerical	7	7	0
Operational Hourlies	182	156	26
Total Maintenance	214	188	26
Engineering/Capital			
Managers/Supervisors	4	4	0
Professional, Technical, Clerical	2	2	0
Operational Hourlies	0	0	0
Total Engineering/Capital	6	6	0
Total Positions			
Managers/Supervisors	68	60	8
Professional, Technical, Clerical	21	19	2
Operational Hourlies	306	269	37
Total Positions	395	348	47

**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN
TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
APR 2022**

<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	134	18
Total Operations	152	134	18
Maintenance			
Mechanical	54	51	3
Electronics/Electrical	21	17	4
Power/Signals	32	24	8
Maintenance of Way	89	76	13
Infrastructure	18	20	(2)
Total Maintenance	214	188	26
Engineering/Capital			
Capital Project Support	6	6	0
Total Engineering Capital	6	6	0
Total Positions	395	348	47
Non-Reimbursable	342	334	8
Reimbursable	53	14	39
Total Full-Time	395	348	47
Total Full-Time-Equivalents	0	0	0

FinalFY22

Preliminary April 2022 Report: Bus Company

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

April 2022 Bus Company ridership of 6.9 million was 0.8 million (10.2 percent) below budget.

- Farebox Revenue of \$12.7 million was \$1.6 million (11.2 percent) below budget.
- Total expenses before Non-Cash Liabilities of \$68.5 million were \$7.0 million (9.2 percent) below budget.
 - Labor expenses were lower than budget by \$2.2 million (4.1 percent). Payroll expenses were lower than budget by \$0.9 million (3.6 percent). Overtime expenses were essentially in-line with the budget. Health and Welfare (including OPEB) expenses were lower than budget by \$0.4 million (4.6 percent). Other Fringe Benefits were lower than budget by \$0.8 million (12.6 percent).
 - Non-labor expenses were favorable to budget by \$4.8 million (21.9 percent). Fuel expenses were unfavorable by \$1.0 million (42.7 percent). Insurance expenses were favorable by \$0.3 million (38.6 percent). Claim expenses were favorable by \$1.9 million (29.5 percent). Maintenance and Other Operating Contracts expenses were lower than budget by \$0.9 million (27.0 percent). Professional Service Contracts were lower than budget by \$1.4 million (38.4 percent). Materials and Supplies expenses were favorable by \$1.4 million (30.0 percent). Other Business Expense was essentially in-line with the budget.

MTA BUS FINANCIAL AND RIDERSHIP REPORT April 2022

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to Adopted Budget (budget).

Total Revenue was \$13.1 million in April, \$2.8 million (17.7 percent) below the budget, due to lower Farebox Revenue and lower Other Operating Revenue. Farebox Revenue was unfavorable by \$1.6 million (11.2 percent) due to lower ridership primarily due to the COVID-19 Omicron variant, weather and lower average fare. Other Operating Revenue was unfavorable by \$1.2 million (74.7 percent), primarily due to no Student reimbursement, Other Contract Services and Advertising Revenue due to COVID-19, offset by higher Recoveries from Other Insurance.

April 2022 YTD Farebox Revenue of \$46.8 million was \$8.0 million (14.7 percent) below budget, \$9.4 million (25.2 percent) above 2021, and \$21.4 million (31.4 percent) below 2019.

Total Ridership, Total MTA Bus ridership in April 2022 was 6.9 million, 10.2 percent (0.8 million riders) below budget. April 2022 average weekday ridership was 267,322, an increase of 29 percent (60,127 riders) from April 2021. Compared to April 2019, average weekday ridership decreased 31.6 percent (123,628 riders). Average weekday ridership for the twelve months ending April 2022 was 251,054, an increase of 94.7 percent (122,083 riders) from the twelve months ending April 2021. This is a decrease of 26.1 percent (88,460 riders) in comparison to the twelve months ending April 2019.

April 2022 YTD actual ridership of 25.8 million was 3.8 million (12.8 percent) below budget, 6.3 million (32.6 percent) above 2021, and 13.4 million (34.2 percent) below 2019.

Non-reimbursable expenses before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$68.5 million in April, \$7.0 million (9.2 percent) favorable to budget.

- **Labor expenses** were lower than budget by \$2.2 million (4.1 percent). Payroll expenses were lower than budget by \$0.9 million (3.6 percent), primarily due to vacancies. Overtime expenses were essentially in-line with the budget. Health and Welfare (including OPEB) expenses were lower than budget by \$0.4 million (4.6 percent), primary due to the timing of medical and hospitalization costs, as well as lower dental expenses, partially offset by H&W Reimbursable expenses. Other Fringe Benefits were lower than budget by \$0.8 million (12.6 percent), due to lower Worker's Compensation, lower Payroll related expenses, the timing of interagency billing partially offset by higher reimbursement for Shoe and Tool allowances.
- **Non-labor** were favorable to budget by \$4.8 million (21.9 percent). Fuel expenses were unfavorable by \$1.0 million (42.7 percent), primarily due to higher fuel costs partially offset by lower diesel fuel consumption. Insurance expenses were favorable by \$0.3 million (38.6 percent), due to the timing of expenses. Claim expenses were favorable by \$1.9 million (29.5 percent), due to the timing of expenses. Maintenance and Other Operating Contracts expenses were lower than budget by \$0.9 million (27.0 percent), mainly due to the timing of facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses and timing of tires and tubes expenses, partially offset by interagency expenses and tolls. Professional Service Contracts were lower than budget by \$1.4 million (38.4 percent), due to the timing of interagency billing, bus technology, and service contracts. Materials and Supplies expenses were favorable by \$1.4 million (30.0 percent), mainly due lower usage of general maintenance material as well as the timing of radio equipment maintenance/repairs, construction material and COVID-19 related expenses partially offset by higher tool purchases. Other Business Expense was essentially in-line with the budget.

Depreciation expenses of \$3.9 million were \$0.7 million (14.6 percent) below budget due to the timing of asset replacement. No expenses or credits were recorded in April regarding GASB 68 Pension adjustment and GASB 75 OPEB Expense adjustment.

Year-to-date, expenses were less than budget by a net \$81.3 million (22.2 percent), including favorable non-labor expenses of \$25.0 million (28.6 percent), and favorable labor expenses of \$9.3 million (4.3 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 \$15.7 million, favorable to forecast by \$2.7 million (14.8 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 April was \$57.1 million, \$4.6 million (8.8 percent) unfavorable to budget. On a year-to-date basis, the operating cash deficit was \$143.3 million, which was \$68.8 million (32.4 percent) favorable to budget.

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

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget		Favorable (Unfavorable)		Adopted Budget		Favorable (Unfavorable)		Adopted Budget		Favorable (Unfavorable)	
	Actual	Variance	Percent		Actual	Variance	Percent		Actual	Variance	Percent	
Revenue												
Farebox Revenue	\$14,298	\$12,692	(\$1,606)	(11.2)	\$0,000	\$0,000	-	-	\$14,298	\$12,692	(\$1,606)	(11.2)
Other Operating Income	1,618	0,411	(1,208)	(74.7)	-	-	-	-	1,618	0,411	(1,208)	(74.7)
Capital and Other Reimbursements	-	-	-	-	0,476	0,483	0,006	1.3	0,476	0,483	0,006	1.3
Total Revenue	\$15,916	\$13,102	(\$2,814)	(17.7)	\$0,476	\$0,483	\$0,006	1.3	\$16,392	\$13,585	(\$2,808)	(17.1)
Expenses												
Labor:												
Payroll	\$25,796	\$24,855	\$0,941	3.6	\$0,188	\$0,247	(\$0,058)	(30.9)	\$25,984	\$25,102	\$0,883	3.4
Overtime	7,382	7,356	0,026	0.4	-	0,008	(0,008)	-	7,382	7,364	0,018	0.2
Health and Welfare	7,426	7,115	0,311	4.2	0,116	-	0,116	100.0	7,542	7,115	0,427	5.7
OPEB Current Payment	2,075	1,952	0,123	5.9	-	-	-	-	2,075	1,952	0,123	5.9
Pensions	4,884	5,015	(0,131)	(2.7)	-	-	-	-	4,884	5,015	(0,131)	(2.7)
Other Fringe Benefits	6,159	5,386	0,773	12.6	-	0,006	(0,006)	-	6,159	5,392	0,767	12.5
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,076)	(0,222)	0,146	*	0,076	0,222	(0,146)	*	-	-	0,001	-
Total Labor Expenses	\$53,646	\$51,457	\$2,189	4.1	\$0,381	\$0,483	(\$0,102)	(26.8)	\$54,027	\$51,939	\$2,087	3.9
Non-Labor:												
Electric Power	\$0,144	\$0,157	(\$0,013)	(9.0)	\$0,000	\$0,000	\$0,000	-	\$0,144	\$0,157	(\$0,013)	(9.0)
Fuel	2,455	3,504	(1,049)	(42.7)	-	-	-	-	2,455	3,504	(1,049)	(42.7)
Insurance	0,744	0,457	0,287	38.6	-	-	-	-	0,744	0,457	0,287	38.6
Claims	6,380	4,500	1,880	29.5	-	-	-	-	6,380	4,500	1,880	29.5
Maintenance and Other Operating Contracts	3,406	2,487	0,919	27.0	0,021	-	0,021	100.0	3,427	2,487	0,939	27.4
Professional Service Contracts	3,548	2,185	1,362	38.4	-	-	-	-	3,548	2,185	1,362	38.4
Materials & Supplies	4,678	3,276	1,403	30.0	-	-	-	-	4,754	3,276	1,478	31.1
Other Business Expense	0,415	0,441	(0,026)	(6.3)	-	-	-	-	0,415	0,441	(0,026)	(6.3)
Total Non-Labor Expenses	\$21,769	\$17,007	\$4,763	21.9	\$0,096	\$0,000	\$0,096	100.0	\$21,865	\$17,007	\$4,858	22.2
Total Expenses before Non-Cash Liability Adjs.	\$75,415	\$68,463	\$6,952	9.2	\$0,476	\$0,483	(\$0,006)	(1.3)	\$75,892	\$68,946	\$6,946	9.2
Depreciation	\$4,594	\$3,922	\$0,672	14.6	\$0,000	\$0,000	\$0,000	-	\$4,594	\$3,922	\$0,672	14.6
GASB 75 OPEB Expense Adjustment	6,544	-	6,544	100.0	-	-	-	-	6,544	-	6,544	100.0
GASB 68 Pension Adjustment	4,491	-	4,491	100.0	-	-	-	-	4,491	-	4,491	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$91,045	\$72,386	\$18,659	20.5	\$0,476	\$0,483	(\$0,006)	(1.3)	\$91,521	\$72,869	\$18,653	20.4
Net Surplus/(Deficit)	(\$75,129)	(\$59,284)	\$15,845	21.1	\$0,000	\$0,000	\$0,000	-	(\$75,129)	(\$59,284)	\$15,845	21.1

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 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
April 2022 Year-To-Date
(\$ in millions)

	Nonreimbursable			Reimbursable			Total			
	Adopted Budget	Favorable (Unfavorable)		Adopted Budget	Favorable (Unfavorable)		Adopted Budget	Favorable (Unfavorable)		
		Actual	Variance		Percent	Actual		Variance	Percent	Actual
Revenue										
Farebox Revenue	\$54,791	(\$8,036)	(14.7)	\$0,000	\$0,000	-	\$54,791	\$46,754	(\$8,036)	(14.7)
Other Operating Income	6,490	(3,899)	(60.1)	-	-	-	6,490	2,592	(3,899)	(60.1)
Capital and Other Reimbursements	-	-	-	1,910	0,299	15.7	1,910	2,209	0,299	15.7
Total Revenue	\$61,281	(\$11,935)	(19.5)	\$1,910	\$0,299	15.7	\$63,191	\$51,555	(\$11,637)	(18.4)
Expenses										
Labor:										
Payroll	\$103,448	\$3,399	3.3	\$0,755	\$1,035	(37.1)	\$104,202	\$101,083	\$3,119	3.0
Overtime	30,754	0,999	3.2	-	0,105	-	30,754	29,861	0,894	2.9
Health and Welfare	29,778	1,325	4.4	0,465	-	100.0	30,243	28,453	1,790	5.9
OPEB Current Payment	8,322	0,100	1.2	-	-	-	8,322	8,221	0,100	1.2
Pensions	19,588	20,060	(2.4)	-	-	-	19,588	20,060	(0,472)	(2.4)
Other Fringe Benefits	24,701	3,260	13.2	-	0,075	-	24,701	21,515	3,185	12.9
GASB Account	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,307)	0,688	*	0,307	(0,688)	*	-	-	-	-
Total Labor Expenses	\$216,283	\$206,984	4.3	\$1,527	\$2,209	(44.7)	\$217,809	\$209,192	\$8,617	4.0
Non-Labor:										
Electric Power	\$0,577	(\$0,064)	(11.1)	-	-	-	\$0,577	\$0,641	(\$0,064)	(11.1)
Fuel	9,845	11,208	(13.8)	-	-	-	9,845	11,208	(1,363)	(13.8)
Insurance	2,982	1,826	38.7	-	-	-	2,982	1,826	1,155	38.7
Claims	25,585	18,000	29.6	-	-	-	25,585	18,000	7,585	29.6
Maintenance and Other Operating Contracts	13,658	8,744	36.0	0,083	0,083	100.0	13,741	8,744	4,997	36.4
Professional Service Contracts	14,227	7,709	45.8	-	-	-	14,227	7,709	6,518	45.8
Materials & Supplies	18,762	12,638	32.6	0,301	0,301	100.0	19,063	12,638	6,424	33.7
Other Business Expense	1,663	1,577	5.2	-	-	-	1,663	1,577	0,086	5.2
Total Non-Labor Expenses	\$87,299	\$62,344	28.6	\$0,384	\$0,384	100.0	\$87,683	\$62,344	\$25,340	28.9
Total Expenses before Non-Cash Liability Adjs.	\$303,582	\$269,327	11.3	\$1,910	\$2,209	(15.6)	\$305,493	\$271,536	\$33,957	11.1
Depreciation	\$18,424	\$15,690	14.8	-	-	-	\$18,424	\$15,690	\$2,734	14.8
GASB 75 OPEB Expense Adjustment	26,244	26,244	100.0	-	-	-	26,244	-	26,244	100.0
GASB 68 Pension Adjustment	18,010	-	100.0	-	-	-	18,010	-	18,010	100.0
Environmental Remediation	-	(0,076)	-	-	-	-	-	(0,076)	0,076	-
Total Expenses	\$366,260	\$284,941	22.2	\$1,910	(\$0,298)	(15.6)	\$368,170	\$287,150	\$81,021	22.0
Net Surplus/(Deficit)	(\$304,979)	(\$235,596)	22.8	\$0,000	\$0,000	-	(\$304,979)	(\$235,595)	\$69,384	22.8

NOTE: Totals may not add due to rounding

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

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

Generic Revenue or Expense Category	Nonreimb or Reimb	April 2022		Year-To-Date		Reason for Variance
		Favorable (Unfavorable) Variance \$	%	Favorable (Unfavorable) Variance \$	%	
Farebox Revenue	NR	\$ (1,606)	(11.2)	\$ (8,036)	(14.7)	Lower ridership primarily due to the COVID-19 Omicron variant, weather and lower average fare.
Other Operating Revenue	NR	\$ (1,206)	(74.7)	\$ (3,899)	(60.1)	Primarily due to no Student reimbursement due to COVID-19 and the timing of advertising revenue due to COVID-19, partially offset by higher recoveries from Other Insurances
Capital and Other Reimbursements	R	\$ 0,006	*	\$ 0,299	15.7	Mainly due to timing of expenses
Total Revenue Variance		\$ (2,800)	(17.1)	\$ (11,636)	(18.4)	
Payroll	NR	\$ 0,941	3.6	\$ 3,399	3.3	Primarily due to vacancies partially offset by higher vacation payment, higher cash out of sick and personal time.
Overtime	NR	\$ 0,026	0.4 (e)	\$ 0,959	3.2	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability and weather
Health and Welfare (including OPFB)	NR	\$ 0,434	4.6	\$ 1,425	3.7	Primarily due to lower dental, and prescription drugs, partially offset by H&W reimbursable expenses, and higher insurance.
Pension	NR	\$ (0,131)	(2.7)	\$ (0,472)	(2.4)	Mainly due to higher expenses
Other Fringe Benefits	NR	\$ 0,773	12.6	\$ 3,260	13.2	Due to lower Worker's Compensation, lower of payroll related expenses, timing of interagency billing partially offset by higher Shoe and Tool Reimbursements.
Reimbursable Overhead	NR	\$ 0,146	*	\$ 0,688	*	Higher reimbursable overhead
Electric Power	NR	\$ (0,013)	(0.0)	\$ (0,064)	(0.0)	(e)
Fuel	NR	\$ (1,049)	(42.7)	\$ (1,363)	(13.8)	Primarily due to higher fuel costs partially offset by lower diesel fuel consumption
Insurance	NR	\$ 0,287	38.6	\$ 1,155	38.7	Timing of expenses
Claims	NR	\$ 1,880	29.5	\$ 7,995	29.6	Timing of expenses
Maintenance and Other Operating Contracts	NR	\$ 0,919	27.0	\$ 4,915	36.0	Mainly the timing of facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses and timing of tires and tubes expenses partially offset by the timing of toll payments
Professional Service Contracts	NR	\$ 1,362	38.4	\$ 6,518	45.8	Timing of interagency billing, bus technology, and service contracts
Materials & Supplies	NR	\$ 1,403	30.0	\$ 6,123	32.6	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 related expenses partially offset by higher tool purchases
Other Business Expense	NR	\$ (0,026)	(6.3)	\$ 0,066	5.2	(e)
Depreciation	NR	\$ 0,672	14.6	\$ 2,734	14.8	Timing of asset replacement
Other Post Employment Benefits	NR	\$ 6,544	100.0 (e)	\$ 26,244	100.0 (e)	
GASB 68 Pension Adjustment	NR	\$ 4,491	100.0 (e)	\$ 18,010	100.0 (e)	
Environmental Remediation	NR	\$ -	-	\$ 0,076	-	
Payroll	R	\$ (0,056)	(30.9)	\$ (0,260)	(37.1)	Timing of charges
Overtime	R	\$ (0,008)	*	\$ (0,105)	*	(e)
Health and Welfare	R	\$ 0,116	100.0	\$ 0,465	100.0	Timing of charges
Pension	R	\$ -	-	\$ -	-	Timing of charges
Other Fringe Benefits	R	\$ (0,005)	*	\$ (0,075)	*	Timing of charges
Reimbursable Overhead	R	\$ (0,146)	*	\$ (0,688)	*	Timing of charges
Professional Service Contracts	R	\$ -	-	\$ -	-	
Maintenance and Other Operating	R	\$ 0,021	*	\$ 0,083	*	(e)
Materials & Supplies	R	\$ 0,075	*	\$ 0,301	*	(e)
Total Expense Variance		\$ 18,653	20.4	\$ 81,019	22.0	
Net Variance		\$ 15,845	21.1	\$ 69,383	22.8	

(e) - Variance less than 5%

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
CASH RECEIPTS AND EXPENDITURES
(\$ in millions)

	April 2022			Year-To-Date			
	Adopted Budget	Actual	Favorable	Adopted Budget	Actual	Favorable	
			(Unfavorable)			(Unfavorable)	
		Variance	Percent		Variance	Percent	
Receipts							
Farebox Revenue	\$14,298	\$12,098	(\$2,200)	(15.4)	\$47,084	(\$7,707)	(14.1)
Other Operating Revenue	5,595	0,267	(5,328)	(95.2)	74,175	51,796	*
Capital and Other Reimbursements	0,485	0,607	0,122	25.2	2,016	0,075	3.9
Total Receipts	\$20,378	\$12,972	(\$7,406)	(36.3)	\$79,111	\$44,164	55.8
Expenditures							
Labor:							
Payroll	\$26,435	\$28,852	(\$2,417)	(9.1)	\$97,531	\$8,211	7.8
Overtime	7,665	7,364	0,301	3.9	30,659	29,860	0,799
Health and Welfare	7,683	7,336	0,347	4.5	30,731	31,469	(0,738)
OPEB Current Payment	2,114	1,952	0,162	7.7	8,456	8,221	0,235
Pensions	4,961	5,015	(0,054)	(1.1)	19,843	20,060	(0,217)
Other Fringe Benefits	5,009	6,031	(1,022)	(20.4)	20,037	19,771	0,266
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	-	-
Total Labor Expenditures	\$53,867	\$56,550	(\$2,683)	(5.0)	\$215,467	\$206,912	\$8,555
Non-Labor:							
Electric Power	\$0,147	\$0,247	(\$0,100)	(68.0)	\$0,586	(\$0,265)	(45.2)
Fuel	2,501	3,528	(1,027)	(41.1)	10,004	14,266	(4,262)
Insurance	0,757	-	0,757	100.0	3,030	-	3,030
Claims	3,156	1,552	1,604	50.8	12,626	6,627	5,999
Maintenance and Other Operating Contracts	3,491	3,159	0,332	9.5	13,963	12,933	1,030
Professional Service Contracts	3,614	0,931	2,683	74.2	14,457	12,577	1,880
Materials & Supplies	4,842	3,826	1,016	21.0	19,370	11,460	7,910
Other Business Expenses	0,422	0,233	0,189	44.8	1,690	0,972	0,718
Total Non-Labor Expenditures	\$18,931	\$13,476	\$5,455	28.8	\$75,725	\$59,686	\$16,039
Total Expenditures	\$72,798	\$70,026	\$2,772	3.8	\$291,193	\$266,598	\$24,595
Operating Cash Surplus/(Deficit)	(\$52,421)	(\$57,054)	(\$4,633)	(8.8)	(\$212,082)	(\$143,323)	\$68,759

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)

	April 2022		Year-To-Date		Reason for Variance
	Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%	
	\$	%	\$	%	
Operating Receipts or Disbursements					
Farebox Revenue	\$ (2,200)	(15.4)	\$ (7,707)	(14.1)	Lower ridership primarily due to the COVID-19 Omicron variant, weather and timing of Farebox revenue
Other Operating Revenue	(5,328)	(95.2)	51,796	*	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	0.122	25.2	0.075	3.9	(a)
Total Receipts	\$ (7,406)	(36.3)	\$ 44,164	55.8	
Payroll	\$ (2,417)	(9.1)	\$ 8,211	7.8	Primarily due to vacancy, lower sick time usage and timing of payments
Overtime	0.301	3.9	0.799	2.6	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability and weather
Health and Welfare (Including OPEB)	0.509	5.2	(0,503)	(1.3)	Primarily due to the timing of medical & hospitalization payment, higher prescription drugs and life insurance expenses partially offset by lower dental.
Pension	(0,054)	(1.1)	(0,217)	(1.1)	Timing of expenses
Other Fringe Benefits	(1,022)	(20.4)	0,266	1.3	Timing of payments
GASB	-	-	-	-	
Electric Power	(0,100)	(68.0)	(0,265)	(45.2)	Timing of expenses
Fuel	(1,027)	(41.1)	(4,262)	(42.6)	Primarily due to higher fuel costs partially offset by lower diesel fuel consumption
Insurance	0,757	100.0	3,030	100.0	Timing of payments
Claims	1,604	50.8	5,999	47.5	Timing of payments
Maintenance and Other Operating Contracts	0,332	9.5	1,030	7.4	Mainly the timing of facility maintenance, bus technology, farebox maintenance, Shop Program, COVID-19 expenses and timing of tires and tubes expenses partially offset by the timing of toll payments
Professional Service Contracts	2,683	74.2	1,880	13.0	Timing of interagency billing, bus technology, and service contracts
Materials & Supplies	1,016	21.0	7,910	40.8	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 related expenses partially offset by higher tool purchases
Other Business Expenditure	0,189	44.8	0,718	42.5	(a)
Total Expenditures	\$ 2,770	3.8	\$ 24,595	8.4	
Net Cash Variance	\$ (4,633)	(8.8)	\$ 68,759	32.4	

(a) - Variance less than 5%

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

	April 2022			Year-To-Date				
	Favorable (Unfavorable)			Favorable (Unfavorable)				
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Receipts								
Farebox Revenue	\$0.000	(\$0.594)	(\$0.594)	-	\$0.000	\$0.330	\$0.330	-
Other Operating Revenue	3.977	(0.144)	(4.121)	*	15.889	71.583	55.694	*
Capital and Other Reimbursements	0.009	0.124	0.115	*	0.031	(0.193)	(0.224)	*
Total Receipts	\$3.986	(\$0.614)	(\$4.600)	*	\$15.920	\$71.720	\$55.800	*
Expenditures								
<i>Labor:</i>								
Payroll	(\$0.451)	(\$3.750)	(\$3.299)	*	(\$1.540)	\$3.552	\$5.092	*
Overtime	0.283	-	0.283	100.0	0.095	0.001	(0.094)	(98.9)
Health and Welfare	(0.141)	(0.221)	(0.080)	(56.7)	(0.488)	(3.016)	(2.528)	*
OPEB Current Payment	(0.039)	-	0.039	100.0	(0.134)	-	0.134	100.0
Pensions	(0.077)	-	0.077	100.0	(0.255)	-	0.255	100.0
Other Fringe Benefits	1.150	(0.639)	(1.789)	*	4.664	1.744	(2.920)	(62.6)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	-	-	-
Total Labor Expenditures	\$0.159	(\$4.610)	(\$4.769)	*	\$2.342	\$2.281	(\$0.061)	(2.6)
<i>Non-Labor:</i>								
Electric Power	(\$0.003)	(\$0.090)	(\$0.087)	*	(\$0.009)	(\$0.210)	(\$0.201)	*
Fuel	(0.046)	(0.024)	0.022	47.8	(0.159)	(3.058)	(2.899)	*
Insurance	(0.013)	0.457	0.470	*	(0.048)	1.826	1.874	*
Claims	3.224	2.948	(0.276)	(8.6)	12.959	11.373	(1.586)	(12.2)
Maintenance and Other Operating Contracts	(0.064)	(0.672)	(0.608)	*	(0.222)	(4.189)	(3.967)	*
Professional Service Contracts	(0.066)	1.254	1.320	*	(0.230)	(4.868)	(4.638)	*
Materials & Supplies	(0.088)	(0.550)	(0.462)	*	(0.307)	1.178	1.485	*
Other Business Expenditures	(0.007)	0.208	0.215	*	(0.027)	0.605	0.632	*
Total Non-Labor Expenditures	\$2.937	\$3.531	\$0.594	20.2	\$11.957	\$2.657	(\$9.300)	(77.8)
Total Cash Conversion Adjustments before Non-Cash Liability Adjts.	\$7.082	(\$1.693)	(\$8.775)	*	\$30.219	\$76.658	\$46.439	*
Depreciation Adjustment	\$4.594	\$3.922	(\$0.672)	(14.6)	\$18.424	\$15.690	(\$2.734)	(14.8)
GASB 75 OPEB Expense Adjustment	6.544	-	(6.544)	(100.0)	26.244	-	(26.244)	(100.0)
GASB 68 Pension Adjustment	4.491	-	(4.491)	(100.0)	18.010	-	(18.010)	(100.0)
Environmental Remediation	-	-	-	-	-	(0.076)	(0.076)	(0.7)
Total Expenses/Expenditures	\$22.711	\$2.229	(\$20.482)	(90.2)	\$92.897	\$92.272	(\$0.625)	(0.7)
Total Cash Conversion Adjustments	\$22.711	\$2.229	(\$20.482)	(90.2)	\$92.897	\$92.272	(\$0.625)	(0.7)

NOTE: Totals may not add due to rounding

MTABC- NON-REIMBURSABLE OVERTIME

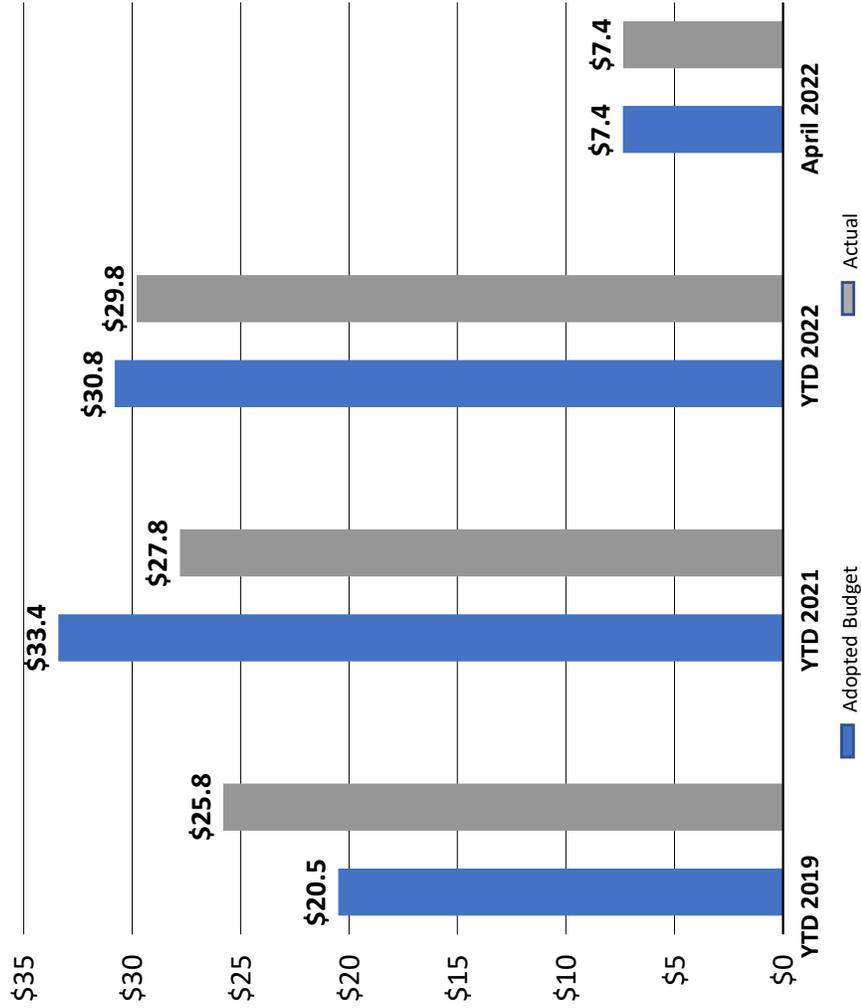
Overview

Overall increase of \$4.0M or 16% compared to April YTD 2019
 Overall increase of \$1.9M or 7% compared to April YTD 2021
 April YTD 2022 is \$1.0M or 3% under April YTD 2022 budget
 April 2022 is \$0.03M or 0.4% under April 2022 budget

Agency Detail

- Transportation
 - Primarily due to availability shortfall (\$3.1M), partially offset by lower scheduled /unscheduled service (\$1.8M) and favorable weather (\$0.7M)
- Maintenance
 - Primarily due to favorable COVID cleaning/ programmatic maintenance (\$1.1), availability (\$1.2M), and unscheduled service (\$0.5M); partially offset by weather (\$1.1M)

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



Source: Adopted budget, GL actuals for overtime spending.

Note: MTABC April YTD 2022 Reimbursable OT is \$105K and \$11K 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
APRIL 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	10	5	
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	79	37	Vacancies
Operations				
Buses	2,328	2,323	5	
Office of the Executive VP	6	2	4	
Safety & Training	68	53	15	Bus Operators in Training
Road Operations	141	125	16	Vacancies
Transportation Support	25	32	(7)	
Operations Planning	34	28	6	
Revenue Control	6	6	-	
Total Operations	2,608	2,569	39	
Maintenance				
Buses	723	681	42	
Maintenance Support/CMF	335	190	145	
Facilities	76	67	9	
Supply Logistics	104	90	14	
Total Maintenance	1,238	1,028	210	Vacancies
Capital Program Management	35	23	12	
Total Engineering/Capital	35	23	12	Vacancies mainly Managers
Security	13	11	2	
Total Public Safety	13	11	2	Vacancy
Total Positions	4,010	3,710	300	
Non-Reimbursable	3,972	3,677	295	
Reimbursable	38	33	5	
Total Full-Time	3,992	3,695	297	
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
APRIL 2022

FUNCTION/OCCUPATIONAL_GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	46	29	17	
Professional, Technical, Clerical	63	50	13	
Operational Hours	7	-	7	
Total Administration	116	79	37	Vacancies
Operations				
Managers/Supervisors	319	306	13	
Professional, Technical, Clerical	45	37	8	Bus Operators in Training
Operational Hours	2,244	2,226	18	Vacancies
Total Operations	2,608	2,569	39	
Maintenance				
Managers/Supervisors	241	206	35	
Professional, Technical, Clerical	35	29	6	
Operational Hours	962	793	169	Vacancies
Total Maintenance	1,238	1,028	210	
Engineering/Capital				
Managers/Supervisors	21	12	9	
Professional, Technical, Clerical	14	11	3	
Operational Hours	-	-	-	
Total Engineering/Capital	35	23	12	Vacancies mainly Managers
Public Safety				
Managers/Supervisors	8	6	2	
Professional, Technical, Clerical	5	5	-	
Operational Hours	-	-	-	
Total Public Safety	13	11	2	Vacancies
Total Baseline Positions				
Managers/Supervisors	635	559	76	
Professional, Technical, Clerical	162	132	30	
Operational Hours	3,213	3,019	194	
Total Baseline Positions	4,010	3,710	300	

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
Ridership (Utilization) Actual to Budget
April 2022
(In millions)

	Month			Year-To-Date				
	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance	Percentage	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance	Percentage
<u>Farebox Revenue</u>								
Fixed Route	\$14.298	\$12.692	(\$1.606)	-11.2%	\$54.791	\$46.754	(\$8.036)	-14.7%
Total Farebox Revenue	\$14.298	\$12.692	(\$1.606)	-11.2%	\$54.791	\$46.754	(\$8.036)	-14.7%
<u>Ridership</u>								
Fixed Route	7.664	6.885	(0.779)	-10.2%	29.634	25.829	(3.805)	-12.8%
Total Ridership	7.664	6.885	(0.779)	-10.2%	29.634	25.829	(3.805)	-12.8%



Standard Follow-Up Report: Transit Adjudication Bureau, 1st Quarter 2022

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

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

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

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

David Farber

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

Transit Adjudication Bureau, First Quarter 2022

The following is a comparison of the key indicators for the first quarter of 2022 as compared to the same period in 2021.

- TAB violations issued in the first quarter of 2022 (Q1 2022) increased by 2.5%, from 29,577 in 2021 to 30,314 in 2022.
- TAB received 18,633 payments in Q1 2022, a 9.5 % increase from the 17,024 received in Q1 2021. Direct payments decreased by 3.3% (from 15,453 to 14,994) compared to the first quarter of 2022. The number of first quarter payments received from state tax refunds increased from 1,571 in 2021 to 3,689 in 2022.
- Total revenue for Q1 2022 was 17.7% higher than in 2021 (\$2,010,571 versus \$1,708,933). Receipts from direct payments in Q1 2022 decreased by 3.0% (\$1,428,983 compared to \$1,472,917 in 2021). Receipts from state tax refunds for Q1 2022 relating to outstanding judgments from prior years totaled \$594,965, representing an 121.3% increase from Q1 2021 state tax refund receipts of \$268,892.
- TAB revenue for Q1 2022 exceeded expenses by \$1,095,965. This compared to a margin of \$647,721 for Q1 2021. First quarter expenses decreased by 13.8% relative to 2021 (\$914,606 compared to \$1,061,212).

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

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

**MTA New York City Transit
Transit Adjudication Bureau
Key Indicators
First Quarter 2022**

Indicator	1st Qtr 2022	1nd Qtr 2021
Issuance Data		
Violations Issued*	30,314	29,577
Payment Data		
Number of Payments	18,633	17,024
Regular	14,944	15,453
State Tax Refund	3,689	1,571
Amount Paid	\$2,023,948	\$1,741,809
Regular	\$1,428,983	\$1,472,917
State Tax Refund	\$594,965	\$268,892
Average Payment	\$108.62	\$102.31
Yield per NOV	\$66.77	\$58.89
Revenue/Expense Data		
Revenue	\$2,010,571	\$1,708,933
Expenses	\$914,606	\$1,061,212
Adjudications		
Total Cases Adjudicated	2,376	2,690

*2021 Summonses count updated as of 05/09/2022



Fare Evasion, 1st Quarter 2022

Subway Fare Evasion Results

Subway fare evasion in the 1st quarter of 2022 (Q1 2022) was 12.5%, 2.7% greater than the 9.8% rate in the 4th quarter. The Q1 2022 revenue loss was \$62 million, \$10 million more than 4th quarter revenue loss. NYPD total enforcement actions was up 18.3% from prior quarter.

Subway Fare Evasion Survey Summary

	Jan-Mar 2022 (1Q22)*	Oct-Dec 2021 (4Q21)**	Change (1Q22 vs 4Q21)
Total Subway Fare Evasion	12.5%	9.8%	2.7%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$62	\$52	\$10
Enforcement Actions			
TOS TABS Summonses	17,278	14,573	2,705
TOS C-Summonses	229	207	22
TOS Arrests	351	315	36
Total Enforcement Actions	17,858	15,095	2,763

*Jan-Mar 2022 (1Q22) Margin of error was +/-1.6% and Oct-Dec 2021 (4Q21) was +/-1.6%.

**Q4 2021 fare evasion estimate has been corrected from the figure of 7.9% shared in the February NYCT Committee Book.

The new figure is 9.8%, shown here. There was an error in processing the returned survey results which has since been addressed.

Bus Fare Evasion Results

Bus fare evasion in Q1 2022 was 29%, 2.3 percent points higher than 4th quarter. Bus fare evasion revenue loss in Q1 2022 was \$57M, \$1M more than 4th quarter.

Bus Fare Evasion Survey Summary

	Jan-Mar 2022 (1Q22)*	Oct-Dec 2021 (4Q21)*	Change (1Q22 vs 4Q21)
Bus Fare Evasion			
Local Bus Evasion (Excl SBS)	31.5%	29.3%	2.2%
Select Bus Service (SBS) Evasion	5.2%	4.9%	0.3%
Total Local & SBS Bus Evasion	29.0%	26.7%	2.3%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$57	\$56	\$1

* Fare evasion based on APC counts

