



Transit and Bus Committee Meeting

June 2022

Committee Members

H. Mihaltses (Chair)

A. Albert

J. Barbas

R. Glucksman

D. Jones

F. Miranda

R. Mujica

J. Samuelsen

S. Soliman

L. Sorin

M. Valdivia



The Bronx Local Bus Network Redesign officially launched on June 26th. The transformative project will make bus service in the borough faster, more frequent, more reliable, and better connected to the subway. The multi-pronged effort in the weeks leading up to the change was led by an extensive outreach and marketing effort. This included customer service ambassadors, bi-lingual digital signage on subways and buses, printed materials, social media, and other information such as updated timetables and trip planning tools. Service change notices are also being displayed at every affected Bronx bus stop. Customer outreach will continue for the next several weeks as Bronx residents become accustomed to the changes.

New York City Transit and Bus Committee Meeting

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

Monday, 6/27/2022

10:15 - 11:30 AM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

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3. APPROVAL OF MINUTES – MAY 23, 2022

Meeting Minutes - May 23, 2022 - Page 5

4. COMMITTEE WORK PLAN

June 2022 Work Plan - Page 13

5. EXECUTIVE SUMMARY

Executive Summary - Page 20

6. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

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ii. NYCT, MTA Bus Report

Bus Report - Page 60

iii. Paratransit Report

Paratransit Report - Page 81

iv. Strategy & Customer Experience

Strategy & Customer Experience Report - Page 92

b. Safety Report

Safety Report - Page 97

c. Crime Report

Crime Report - Page 101

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

NYCT, SIR, MTA Bus Financial & Ridership Reports - Page 109

7. PROCUREMENTS

Procurement Cover, Staff Summary and Resolution - Page 157

a. Non-Competitive

Non-Competitive - Page 161

b. Competitive

Competitive - Page 164

c. Ratification (none)

8. STANDARD FOLLOW UP REPORTS

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

NYCT EEO and Diversity Report, 1st Qtr 2022 - Page 166

MTA Bus EEO and Diversity Report, 1st Qtr 2022 - Page 178

**NYCT Committee
ACTIONS and PRESENTATIONS
SUMMARY for JUNE 2022**

Responsible Department	Vendor Name	Total Amount	Summary of action
Procurement	Arro	TBD	The E-Hail Pilot provides on-demand service, currently through three contracts, to a select group of Paratransit Access-A-Ride (AAR) Customers. It is anticipated that all three contracts will be extended for one year.
Procurement	LimoSys	TBD	The E-Hail Pilot provides on-demand service, currently through three contracts, to a select group of Paratransit Access-A-Ride (AAR) Customers. It is anticipated that all three contracts will be extended for one year.
Procurement	Alfred Executive Transportation LLC dba LEAP	TBD	The E-Hail Pilot provides on-demand service, currently through three contracts, to a select group of Paratransit Access-A-Ride (AAR) Customers. It is anticipated that all three contracts will be extended for one year.
Procurement	N/A	N/A	Authorizing Resolution - Purchase of nine R259 10-Ton Crane Cars

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
May 23, 2022

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

The following Board Members attended in person or by videoconference:

Hon. Haeda Mihaltses, Committee Chair
Hon. Andrew Albert
Hon. Jamey Barbas
Hon. Gerard Bringmann
Hon. Lorraine Cortes-Vazquez
Hon. Randolph Glucksman
Hon. David Jones
Hon. Robert Mujica, Jr.
Hon. John Samuelson

The following Staff Members attended in person or by videoconference:

Janno Lieber, MTA Chair and CEO
Richard Davey, President, NYCT
Craig Cipriano, Chief Operating Officer, 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
Judith McClain, Chief, Operations Planning, NYCT
Quemuel Arroyo, Chief Accessibility Officer, MTA
Monica Murray, Chief Administrative Officer, NYCT
David Farber, General Counsel, NYCT
Robert Diehl, Senior Vice President, Safety and Security, NYCT
Jaibala Patel, Deputy Chief Financial Officer, MTA
Louis Montanti, Deputy Chief Procurement Officer, Operations, MTA

1. CHAIR MIHALTSES OPENED THE MEETING

Chair Haeda Mihaltses called to order the May 2022 Committee meeting.

A recorded audio public safety announcement was played.

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:

Jason Anthony
Robert Whittaker
Charlton D'Souza
David Kupferberg
Lisa Daglian
Murray Bodin
Elizabeth Abraham
Christopher Grief
Andy Pollack
Omar Vera
Andy Quito

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

3. CHAIR & CEO JANNO LIEBER'S REMARKS

MTA Chair and CEO Janno Lieber spoke about the latest tragedy that occurred on the transit system involving the senseless shooting of transit rider Daniel Enriquez on May 22nd. He conveyed his deepest condolences to Mr. Enriquez's family and loved ones, and to all New Yorkers feeling frightened. Chair Lieber stressed the urgent need to make riders feel welcomed, safe and comfortable and to resume their normal lives and use the transit system without fear.

Chair Lieber expressed his confidence in the NYPD and the leadership of Mayor Adams and Governor Hochul to identify the perpetrator and put him behind bars. He thanked the MTA workers who responded professionally and quickly, and the NYPD led by Chief Wilcox, for their incredible work. Chair Lieber urged people to call 1-800-577-TIPS with any pertinent information.

Jason Wilcox, Chief of Transit, NYPD, then spoke about the May 22nd crime and reported that a significant and robust investigation was under way to identify the shooter. He reiterated the NYPD's focus and determination to keep subways safe.

4. APPROVAL OF MEETING MINUTES

Board Member Andrew Albert noted the April Minutes should be corrected to reflect that on page 3, it should say looks forward “to” not “the” and “forward” was misspelled.

Upon motion duly made and seconded, the Board approved the Corrected Committee Minutes of the Transit Committee regular meeting held on April 25, 2022.

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

5. WORK PLAN REPORT

President Richard Davey stated that there was one change to the Work Plan. The bi-annual Customer Satisfaction Report, originally scheduled for this month, will now be presented in September.

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

6. PRESIDENT’S REPORT

President Richard Davey delivered the President’s Report. He expressed his condolences for the victim of the recent subway shooting, Daniel Enriquez, and thanked the MTA employees and the police for their valiant response.

He stated he was humbled and honored to be taking the helm at New York City Transit. He noted he recently visited multiple Transit facilities and was impressed by the employees and their performance and achievements. He stated he looks forward to meeting everyone soon. He noted he attended events in honor of Asian Pacific Islander month and the LGBTQ+ Community.

President Davey stated maintaining safety was the number one priority. He also discussed other priorities including improving customer experience; transitioning from subway line performance to station-by-station performance; reigniting group station management teams to create a cleaner, safer, and welcoming environment; expanding the bus camera enforcement program; creating new bus lines; improving Paratransit service; reinstating bus and rail rodeos; improving employee experience; improving fare collection in light of the new normal of work from home; obtaining better equipment; and making innovations.

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

7. SUBWAY REPORT

Demetrius Crichlow, Senior Vice President, Subways delivered the Subway Report.

He stated Subways saw several gains in April of 2022, specifically in asset reliability. He noted on time performance increased while signal delays decreased.

Crichlow discussed the effects of crew shortages, notably, how crew availability delayed 245 trains per day, or 3.2% of service. He stated this number, however, was an improvement over December 2021. He also noted that Subways is trying to increase hiring, accelerate training, and optimize the use of available crews.

With respect to upcoming summer weather, Crichlow discussed multiple measures being taken to ensure customers have a safe and comfortable ride.

Crichlow stated he was encouraged by the increased ridership numbers, especially the one-day record of 3.6 million riders that was achieved last week. He noted those statistics, along with events such as the use of vintage trains to transport riders to Yankee Stadium on Opening Day, showed the public is ready to return to public transit.

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

8. BUS REPORT

Frank Annicaro, Acting President, MTA Bus Company/Senior Vice President NYCT, delivered the Bus Report.

Annicaro reported that bus performance in April remained steady and for the third consecutive month, showed improvements in key customer-focused metrics after the Omicron surge, with journey time showing a 3.6% improvement since pre-pandemic levels. He reported that May 5th showed the highest ridership levels since Omicron, at 1.5M, and the week of May 9th showed the highest bus ridership week since November.

Annicaro highlighted the preparation efforts Buses is undertaking for the summer, including preparing HVAC systems in buses and facilities, and verifying that AC filter changes and maintenance schedules are up to date.

Annicaro reported the award of a critical consultant services contract in support of the zero-emissions fleet transformation, which will evaluate the MTA's existing service plan and facilities to develop strategies for a successful zero emissions transition. He said in addition, the study will assess existing conditions and requirements and help develop a comprehensive plan to roll out zero emissions by 2050.

Annicaro also stated that Buses is planning for the implementation of the Bronx Local Bus Redesign on June 26th and reported completion of 10 out of the planned 14 public workshops. He said Buses received valuable feedback that will help inform and shape the final plan.

Annicaro also reported that in the Finance Committee this month, Procurement will be seeking board approval to extend a service agreement with Cambridge Systematics, which helps generate

real time location for buses and format the data into meaningful context for multiplications, including bus time, MyMTA, Open Trip Planner, Automatic Passenger Counting and Digital information signs.

Judith McClain, Chief of Operations Planning, presented highlights of the Bronx Network Redesign Program, including describing in detail the outreach efforts undertaken, the various project features and program implementation details.

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

9. PARATRANSIT REPORT

Chris Pangilinan, Vice President, Paratransit, delivered the Paratransit Report.

Pangilinan discussed Paratransit's various preparation efforts to ensure comfortable rides for customers and drivers over the summer, including, among other things, a campaign started in March reminding primary carriers and brokers to check and maintain all air conditioning systems. He noted that Paratransit will continue to track and address heat-related complaints and review flooding and hurricane preparedness.

Pangilinan reported that average daily Paratransit ridership increased by 10% month over month with midweek weekday trips exceeding 80% of pre-COVID levels at over 25,000 trips per day. He said despite the surge in ridership, the 30-minute pickup window for primary carrier service on-time performance increased slightly last month, while no-shows remained better. He said for broker service, the 30-minute pickup window dropped.

Pangilinan reported broker no-shows for March were 3.7, down from 4.7, still above the goal of 3, and Sunday service on-time performance was better than the monthly average with a no-show rate of .68 and 3 respectively. He also reported that call center performance reached achieved 94% of calls answered in March, which is at goal.

Pangilinan said the most important factor that determines service quality is the relationship between transportation supply and demand, and he discussed the various shifts in supply and demand since March 2020. He said Paratransit will be keeping a close eye on the relationship between supply and demand as we move into summer, and preliminary April results show ridership growth continuing at 4% and performance holding steady. He said to accommodate the growth, they have increased shared trips and reintroduced bus transfers for eligible customers, and in anticipation of further growth, they will maintain broker incentives and prioritize increasing supply in both the carriers and brokers to keep performance levels at this goal with anticipated ridership increases.

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

10. ACCESSIBILITY REPORT

Quemuel Arroyo, Deputy Chief Accessibility Officer, delivered the Accessibility Report.

Arroyo announced an update on a project launched in April to install ADA tactile warning strips on all platforms that do not yet have this feature. He said through collaboration with areas including Infrastructure, the ICC team, Department of Subways and MTA C&D, a plan was developed to install tactile warning strips at nearly 100 subway stations over the next several years. He detailed some of the efforts thus far and thanked his Department of Subways colleagues for helping make this important improvement. He said these tactile edges or detectable warning strips create a more accessible environment for low vision and blind riders, helping to identify changes in elevation and/or drops.

He also announced exciting steps towards increasing accessibility in buses for customers with hearing loss, by beginning an in-system testing of a new bus that comes to the MTA from the manufacturer with a hearing induction loop installed. This allows customers with hearing aids or certain types of implants to have audio announcements transmitted directly to their devices.

Finally, Arroyo reminded everyone that MTA is getting ready to launch OMNY for reduced fare and Paratransit customers in the coming weeks, and more information is available on the MTA website and will be provided in June.

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

11. STRATEGY & CUSTOMER EXPERIENCE REPORT

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

Meyer reported that the MTA is continuing to roll out the new Contact Center Software Modernization Project and is thrilled to be seeing early benefits already, including increased incoming calls and calls answered and improved wait times. She thanked the Board and IT partners for funding the project and said there will be more updates to come as more aspects of the system are launched.

Meyer reported that recruitment for the Spring 2022 all-agency customer survey is now open and emphasized the importance of customer input as a driver in helping the MTA decide where to focus its limited resources for improvements and new initiatives. She asked every rider to sign up at <https://new.mta.info/mta-customers-count> and noted that the survey will be open from Monday, June 13th through Thursday, June 30th and available in eight different languages in addition to English.

Meyer also acknowledged customer complaints about the slow and difficult travel experiences on weekends and spoke about a new blog they put together posted on Fridays on the social media channels. She said it is super short and quick and meant to help customers find alternatives and

avoid those routes that have slowdowns. Meyer thanked the social media team for finding innovative ways to get information out there.

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

12. SAFETY AND SECURITY REPORT

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

Diehl reported that Subway Customer Accidents have decreased when comparing the most recent 12-month period to the previous one. He also discussed trends in Bus Collisions, Collision Injuries, Employee Lost Time Accidents, and Subway Fires. He reported that the Department of Subways is taking on several initiatives to reduce subway fires including replacing fiberglass insulators, increasing the number of track cleaners, and coordinating train and station cleaning.

Jason Wilcox, Chief of Transit, NYPD, delivered the crime report. He said he looked forward to working with President Davey in the coming months and years.

Chief Wilcox spoke about the April 25th act of shooting violence in Queens where a 24-year-old male was shot and killed and stated this tragic incident highlighted a trend seen all year. He reported that a suspect was identified in that incident and that efforts are being made to apprehend him. He also discussed the efforts and initiatives being undertaken by community leaders in that area to revitalize the neighborhood and give greater attention to these train stations.

Chief Wilcox discussed the continued increases in major crime categories compared to last year at this time, and the continued efforts to address and fight crime. He spoke about the Subway Safety Task Force under commanding Captain Tin Mai, and the efforts underway by that task force.

He reported upward trends in multiple arrest categories including felony and misdemeanor arrests, robbery arrests and grand larceny arrests. He also stated that the NYPD is working hard to remove weapons off the subway system and an increase in gun arrests. He also discussed in detail a number of important loaded firearm arrests in recent weeks, some starting from a quality-of-life engagement.

Chief Wilcox spoke about the various coordinated and collaborative initiatives to address homelessness in the subways as part of the Subway Safety Plan put out by the Mayor, wherein the NYPD, MTA, Dept of Homeless Services, Dept of Health and Services among others have worked tirelessly since February to connect individuals experiencing homelessness in the subways to homeless services. He reported that, among other things, over 2,000 homeless persons were brought to shelters. He stressed they will continue to work hard on this effort.

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

13. PROCUREMENTS

There were no procurements this month.

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

June 2022

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

EEO & Human Resources

July 2022

No Items

August 2022

No Meetings Held

September 2022

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

Management & Budget
 Strategy & Customer Experience
 Law
 EEO & Human Resources
 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

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

Strategy & Customer Experience
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

No Items

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.

Biannual Customer Satisfaction Report, Spring 2022

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

JUNE 2022

EEO & Diversity Report- 2021 Year-End Report

A detailed year-end 2021 report to the committee providing data on key EEO and Human Resources indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

JULY 2022

No Items

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.

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

Biannual Customer Satisfaction Report, Fall 2022

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

Transit Adjudication Bureau Report, 3rd Qtr, 2022

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

Fare Evasion Report, 3rd Qtr, 2022

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

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

No Items

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 June 2022 Executive Summary

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

President's Message

Rich Davey, President, NYCT

Customer satisfaction is our north star.

To that end, the old customer success playbook is no longer enough to keep customers happy and coming back to the system, particularly in a post-pandemic era. An entirely new school of thought is emerging. NYCT strives to become the beacon in the industry as the best-in-class, customer-focused transit system setting the new standards for quality service delivery that exceeds the expectations of our customers.

In turn, there is a transit performance reporting revolution that's focused less on inputs and more on maximizing results and strengthening the relationship with customers. On-time performance and mean-distance between failures are valuable inputs to how and where we can adjust operations, but those measures don't always accurately tell the whole story of how we have effectively served and satisfied our customers.

Increased customer satisfaction and measuring what matters to our customers will be our focus in the coming months. My thanks go out to Sarah Meyer, our Chief Customer Officer, and her team for their efforts in developing and rolling out a new monthly customer pulse survey that will guide our focus to where changes are most needed. Beginning next month, you will hear the Transit team reference improvements in customer journey time, improved communications during service disruptions, and concrete changes within stations for accessibility.

For example, through this customer feedback, we know that riders are calling for an improved environment while traveling on our system. Working to take advantage of planned station closures on the B/D lines, we have developed a station refresh plan beginning with those nine (9) stations while they undergo capital improvements through December 2022.

The station refreshes will include improvements such as: scraping and painting, mobile wash for all floors, stairways and tile walls, gum removal throughout the station and detailed cleaning of benches and trash receptacles. Additional refresh initiatives are installation of tactile warning strips, stair contrast (add paint to edges of stairs and/or bottom and top riser, if needed, to improve color contrast) and improved lighting (replace or upgrade as needed in the boarding area, on stairs, near elevators). We also have several initiatives underway to address safety and security concerns raised by riders that range from piloting cameras on board trains to end-of-line outreach efforts.

Customers also inform us that journey time improvement matters to them. Thanks to tremendous partnerships --- under the direction of Chair Lieber and Mayor Adams--the City and the MTA ---reaffirmed our joint commitment to better bus service. Delivering on new and enhanced bus lanes will improve customer journey times and improve the

overall experience for our riders. MTA and NYCDOT will deliver the remaining 130 miles of new bus lanes over the next four years. We will also expand our Automated Bus Lane Enforcement on-bus camera program to 900 buses by the end of next year, which will improve journey times.

Stakeholder engagement will continue to be a critically important part of our collective success. With my colleagues in shared services, I held the first of many productive sharing and learning sessions with our Accessibility Advocates as well as our Transit Advocates who represented many different points of focus that will serve as points of input for future decision making.

We held the first TransitTalk event, where members of the Transit executive team and I went to 3 Av-138 St – selected because of its low satisfaction rating with our customers – to hear directly from riders what we might do to improve their perception of the location and their overall experience. In addition, I have begun making personal visits to our worst performing stations to see up close and personal what customers have been saying about those locations and developing a plan to address their complaints. We look forward to continuing our service and station improvements and demonstrating our progress through both traditional and new metrics.

In closing, I want to wish our LGBTQIA+ colleagues a happy Pride month. As an Executive Sponsor of the MTA Pride Express ERG, I am proud to support the diversity of our colleagues and recognize their dedication and contributions to our city and the Transit family.

Subways

Demetrius Crichlow, Senior Vice President

I'm pleased to report continued improvements in Subways performance, especially with regard to our customer-focused metrics. Customer Journey Time Performance, or the percentage of customers who arrive at their destinations on-time, rose to 83.9%, a month-over-month gain, and 0.4% improvement from May 2019. Since last month, the average customer experienced both less additional wait time and less additional travel time riding onboard trains. Compared to pre-pandemic levels, customers saved 15 seconds in additional journey time.

These results are supported by our operational metrics. There were just 35 major incidents this month, 1 fewer than last year and 13 fewer than May 2019. Mean Distance Between Failures (MDBF) for subway cars was 155,775, almost 20,000 miles higher than pre-pandemic levels. Elevator and escalator availability rose 0.2% and 1.7% respectively since last month, due to our increased focus on preventative maintenance and shortening repair times. On-time performance was 82.5%, 0.1% higher than last month.

While our efforts have been successful in delivering better service to our customers, Subways is focused on areas where more improvement is needed. For example, we

remain focused on addressing the effects of crew shortages on our system. In May, we averaged 372 delayed trains per day due to crew availability, or 4.6% of scheduled service. While this was a setback from the prior month, it remains significantly better than December 2021, when crew availability delayed 632 trains per day. We are continuing to follow our playbook of accelerated hiring and training efforts, including bringing back recent retirees to operate trains, and ensuring that no stone is left unturned in making crews available for service.

In addition, Subways is investigating how to make capital work and regular maintenance less disruptive on weekends. Weekend service on lines that currently have heavy construction, including the E, F and R lines, was unfavorable this month – and we are working on strategies to lessen the impacts of work like completing CBTC installation, which is in its final phase on the Queens Boulevard Line. Subways is focused on balancing necessary capital and maintenance work with running good service for our customers, and we look forward to assessing the results of our mitigation plans in coming months.

I continue to be proud of the Subways team for not only delivering strong service to our customers, but also targeting areas for continued improvement on our gains.

Buses

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

On Sunday, June 26, we were excited to launch the Bronx local bus network redesign. This was the culmination of years of hard work from the MTA and our City partners -- including 28 community board meetings, six public workshops, nine open houses, and countless hours spent pouring over comments from stakeholders, elected officials, and everyday riders. And, last week the MTA joined community leaders, elected officials and City DOT at Fordham Plaza in the Bronx to celebrate the redesign, which will offer Bronx and Upper Manhattan residents more efficient and reliable bus service.

The redesigned network includes 13 significantly modified routes, two new routes, as well as changes to the stops and schedules of most routes. It will provide more direct routes, better connections, more all-day service, and balanced bus stop spacing to improve speeds. The MTA began its customer ambassador program two weeks before the launch date, and it will continue the program for two additional weeks to assist customers in the transition to the new bus network. Through our website, customers have access to informational material such as route profiles, a borough-wide map with color-designated routes, a link to the trip planning tool and the new Bronx bus schedules.



The MTA joined community leaders, elected officials, transit advocate groups and the New York City Department of Transportation (DOT) at Fordham Plaza in the Bronx last week to celebrate the launch of the borough's local bus network redesign on Sunday, June 26th.

We are also pleased to announce that we are in a new era of City-MTA collaboration to speed up buses and prioritize enhancements for the MTA's bus network. This month Chair Janno Lieber and Mayor Eric Adams announced a new collaborative effort to tangibly improve transit service for New Yorkers, with an emphasis on advancing critical projects to make buses faster, more accessible, and integrated with other transportation options. As part of this joint effort, NYCDOT will complete 150 miles of new and enhanced bus lanes and busways over the next four years, beginning with 20 miles in 2022. The City and the MTA will also immediately launch planning and community outreach programs for the next round of bus priority projects, which will complement ongoing bus network redesigns. And, to further speed up buses, NYCDOT will expand automated enforcement installing 50 additional fixed bus lane cameras on new and existing bus lanes — on top of the previous commitment to install 50 cameras. The MTA will also expand the on-bus Automated Bus Lane Enforcement (ABLE) program from the current 123 buses to another 300 buses by the end of 2022, with current projections calling for a further 600 buses by the end of 2023. These commitments are the result of the first Transit Improvement Summit, a new quarterly initiative from the City and the MTA to foster collaboration and deliver a world-class public transit New Yorkers deserve.

Performance in May dipped slightly against the prior month due to an uptick in operator absences and a continuing decline in speeds. We continue to aggressively onboard operators and look forward to returning to pre-pandemic vacancy levels soon. Importantly, we are laser focused on improving bus customer experience pushing forward multiple bus priority projects -- a critical transportation option for millions of New Yorkers, particularly those who live or work outside of Manhattan.

Finally, this month, we awarded a consulting services contract to Jacobs Civil Consultants Inc., which will provide support of the Zero-Emissions Fleet Transformation Study. The MTA is developing a long-range plan to transition to a completely zero-emissions bus fleet by 2040. The study will evaluate the MTA's existing service plan and facilities to develop implementation strategies for a successful transition to zero-emissions bus operation by 2040.

Paratransit

Christopher Pangilinan, Vice President

We are pleased to announce the extension of Phase 1 of the E-hail on-demand pilot for 1,200 of our Access-A-Ride customers until December 2022. With new leadership in place at New York City Transit and at Paratransit, this extension will provide us with time to collaborate with our customers and advocates to develop the structure of Phase 2. In addition, we are extending our "contingency recovery rides" contract through June 2023. This program equips our paratransit command center with an important tool to deal with the dynamic conditions of paratransit, dispatching rides to customers should their pre-scheduled trip fail for any reason. Over the next year, we will be putting together an RFP to make the contingency recover rides a permanent fixture.

In April, overall operational performance remained stable as weekday ridership continues to grow since January with average weekday trips now exceeding 80% of pre-covid levels at over 25,000 trips per day. Total trips completed in April increased by 9.4% from last year.

Despite the increase in ridership, our broker service no-show performance in April achieved better than goal at 2.95 for the first time since August 2021. Performance for the 30-minute pick up window also improved and achieved 94% which is slightly under the goal by 1%. Driver incentives in place since December continue to help increase driver availability, helping us meet the increase in travel demand.

On primary carrier service, the 30-minute pick-up window for on-time performance declined slightly from last month by 1% and slightly below the goal at 94% for April. No-shows per 1,000 scheduled trips was at 1.7 is still better than the goal of 3. Our carrier service continues to endure industry wide driver shortages; however, we are working closely with our carriers on creative ways to maintain driver availability.

Our call center performance achieved 93% of calls answered in April which is slightly below the goal of 95%. Our call center did experience some challenges related to staffing shortages, the increase in demand, and on street traffic issues during the month.

In April, we saw an increase in the number of eligible customers at 169,010, which is 4.1% increase from April of 2021.

Accessibility

Quemuel Arroyo, Chief Accessibility Officer

This has been an historic month for accessibility at the MTA. Last week, we announced an agreement between the MTA and accessibility advocates that affirms the MTA's commitment to and provides a clear path toward accessibility across the subway system by 2055. Under the agreement, the MTA commits to make 95% of currently inaccessible subway stations fully accessible. The agreement reflects our mission to enhance accessibility throughout the subway system at an accelerated pace, a commitment which is backed by the historic \$5.2 billion investment for accessibility upgrades at 70 stations in the 2020-24 Capital Plan.

We are seeing the fruits of our investments in accessibility every day. Last month, new elevators were placed into service at the Livonia Av (L) station in Brooklyn. These elevators make Livonia the first fully accessible subway station in the Ocean Hill and Brownsville neighborhoods in Brooklyn, with East New York residents also benefitting. In addition to the elevators, new features at the station include accessible boarding areas at platform level and a new connecting passageway with enhanced lighting. The nearby Junius St (3) station will also be made accessible under the 2020-2024 Capital Program, and the Junius St and Livonia Av stations will be connected with an accessible in-system transfer.

Our new, accelerated program to install ADA tactile warning strips on all platform edges across the subway system also continues to progress. Since we began the program earlier this year we have completed work at four platform edges, most recently the southbound platform at the 50 St station on the C/E line in Manhattan. This project continues to advance thanks to collaboration with the Infrastructure Capital Construction (ICC) team in the Department of Subways and we will keep working to install this feature at every station in the system.

Elevator replacement projects also continue to advance, with a number of projects recently completed. Those include 34 St-Herald Sq (B/D/F/M and N/Q/R/W) and Inwood-207 St (A) in Manhattan and Sutphin Blvd-Parsons Archur/JFK Airport (E/J/Z) in Queens. Additionally, the new elevator to the Manhattan-bound platform at Roosevelt Island was placed into service this month. The elevator to the Queens-bound platform will be taken out of service to be replaced after the July 4 weekend. Work continues on the elevators at Penn Station (1/2/3), Grand Central-42 St (4/5/6), and Lexington Av/63 St (F/Q). Each project has its own timeline, and the service impacts of an elevator replacement can vary based on the project and station layout. As always, we encourage customers to check [our website for information on elevator replacement projects](#) as well as the [elevator and escalator status page](#) for real-time status information when planning your accessible trips.

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer

Strategy and Customer Experience partnered with Buses, Operations Planning, and Government and Community Relations to ensure Bronx residents are aware of the transformational changes taking place across the bus network and how it will impact them. The June 26 launch marks the second bus network redesign to roll out and further represents our commitment to the make improvements to areas that have been historically underserved by public transportation. It means that Bronx residents and workers will now have faster, more reliable bus service, with better connections to our subways. This will forever change the way residents and visitors experience bus travel in the Bronx.

In addition to public outreach, the MTA produced bi-lingual digital signage and printed materials, social media and online information, including a dedicated web page with [maps and schedules](#) to keep our customers informed. Strategy and Customer Experience will continue to leverage all available resources to support this critical implementation for our Bronx customers. This will include updated timetables, route information, bus stop signage and trip planning tools to keep all Bronx residents in the know. MTA has deployed a team of bus network “ambassadors” across the network made up of MTA employees and community volunteers. The team will continue to help customers acclimate to the new routes.

On June 24th, the Spring 2022 Customers Count Travel Survey, the MTA all agency transit mode customer satisfaction survey concluded. Monitoring and understanding customer insights about travel experiences when using our subways, buses, and paratransit services is critically important for helping us collaborate internally and externally with city partners to prioritize improvements to make change. We thank everyone that provided feedback and will share the full report in the fall. In the meantime, we are conducting monthly flash surveys among subway riders to learn more specific lines and stations with challenges.

In May, we continued to see the benefits of our upgraded technology systems in the NYC Transit Customer Contact Center. The number of incoming telephone calls increased by 19% compared to last year and the calls answered rate increased to 94%. Despite the rise in demand, average call-wait time decreased to 101 seconds, a 60% reduction from last year.

In May, customer complaints about Subway service remained the same as April at 4.50 per 100,000 journeys. Bus complaints increased 14.6% from April to 14.34 per 100,000 journeys.

Safety

Robert Diehl, Senior Vice President

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

When comparing figures from the two most-recent 12-month periods, Subway Fires increased. It is worth noting that we have seen a month over month decrease for the past three months.

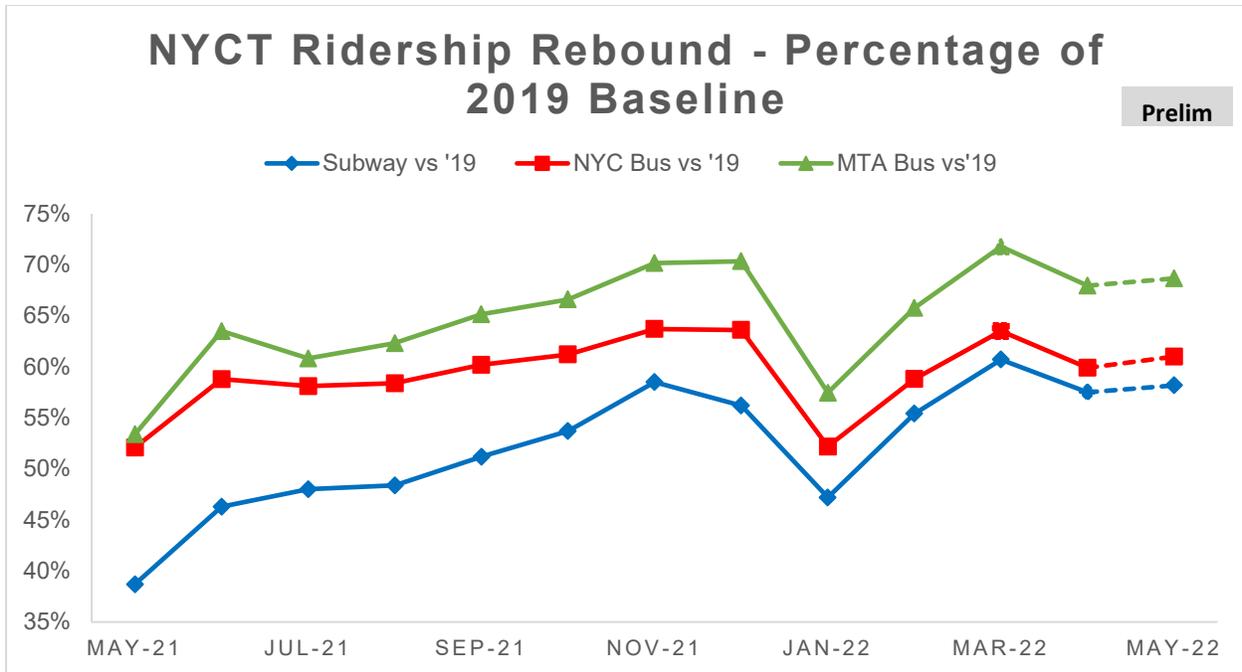
The weekly [Workplace Violence Tracker](#) provides updated data and statistics on assaults and harassment against our employees.

The weekly [Vandalism Tracker](#) 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 January 2022. On May 17th and 18th subway ridership broke all previous pandemic-era records, topping 3.53 million and 3.6 million respectively in a single day.



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

NYCT May 2022 vs Budget

Ridership of 118.9 million was short of budget by 27.6 million (18.8 percent).

Total May operating revenue of \$296.1 million was unfavorable to budget by \$39.7 million (11.8 percent), mainly due to lower farebox revenue.

Farebox revenue of \$251.9 million was lower than budget by \$41.4 million (14.1 percent), mainly due to lower ridership.

Other revenue of \$44.2 million was over budget by \$1.7 million (4.0 percent).

Total May operating expense (excluding non-cash liabilities) of \$770.7 million was unfavorable to budget by \$6.1 million (0.8 percent).

Labor expenses were over budget by a net \$0.8 million (0.1 percent), primarily due to overtime overruns of \$24.5 million (59.0 percent), resulting from vacancy and availability coverage backfill. Other fringe benefits were over by \$4.5 million (9.7%), and reimbursable overhead was unfavorable \$6.0 million (28.1%), due to a shortfall of credits resulting from less than anticipated reimbursable labor charges. Combined health & welfare/OPEB current expense underran \$23.2 million (16.6 percent), due to favorable timing of claims expense accruals and prescription rebate credits. Payroll underruns of \$6.6 million (2.1 percent), due to

vacancies, and pension underruns of \$4.5 million (5.7 percent), due to NYCERS expense underruns offset unfavorable labor expenses.

Non-labor expenses were net unfavorable to budget by \$5.3 million (3.1 percent), mainly due to overruns in energy including fuel over by \$5.3 million (48.1 percent), and electric power over by \$4.7 million (19.6 percent), due to unfavorable prices partly offset by lower consumption. Materials & supplies were under by \$3.1 million (11.1 percent), mainly reflecting favorable timing of vehicle kit charges and construction material credits. Professional service contracts were also lower by \$2.8 million (22.7%), mainly resulting from favorable timing of MTA Real Estate credits.

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

Ridership YTD 533.6 million was short of budget by 126.5 million (19.2 percent).

Total YTD operating revenue of \$1,352.3 million was unfavorable to budget by \$218.5 million (13.9 percent), mainly due to lower farebox revenue.

Farebox revenue of \$1,134.9 million was lower than budget by \$220.4 million (16.3 percent), mainly due to lower ridership.

Other revenue of \$217.5 million was over budget by 1.9 million (0.9 percent).

Total YTD operating expense (excluding non-cash liabilities) of \$3,680.0 million was favorable to budget by \$77.5 million (2.1 percent).

Labor expenses were below budget by a net \$48.0 million (1.7 percent), primarily due to underruns in health & welfare/OPEB current expense of a combined \$89.4 million (12.8 percent), due to favorable timing of claims expense accruals and prescription rebate credits. Payroll was lower \$77.5 million (5.2 percent), due to the existence of vacancies and pension expenses were lower by \$16.9 million (4.4 percent), due to underruns in NYCERS. Overtime overruns of \$97.3 million (47.8 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$27.1 million (24.5 percent), and other fringe benefits over by \$11.4 million (4.9 percent), resulted from lower reimbursable labor charges than expected providing a partial offset to general favorability in labor expenses.

Non-labor expenses were net favorable to budget by \$29.5 million (3.5 percent), mainly due to underruns in maintenance and other operating contracts lower than budget by \$29.0 million (20.8 percent), due to the favorable timing of construction

service charges and equipment rental credits. Materials & supplies were lower by \$19.0 million (13.7 percent), reflecting favorable timing of vehicle kit credits, and track and switch material expenses. Paratransit service contracts were lower by \$11.1 million (6.6 percent), reflecting fewer trips and favorable support costs. Energy costs were higher including electric power over by \$17.1 million (12.8 percent), and fuel which overran by \$14.3 million (26.7 percent), due to higher prices partly offset by lower consumption. Other business expenses were unfavorable \$6.2 million (17.0 percent), from higher card transaction processing fees.

MTA Bus May 2022 vs Budget

Ridership of 7.4 million was below the budget by 0.7 million (8.5 percent).

Total May operating revenue of \$19.0 million was favorable to Budget by \$2.4 million (14.5 percent).

Farebox Revenue of \$15.6 million was favorable to budget by \$0.6 million (4.2 percent), mainly due to higher average fare and lower ridership.

Other Revenue of \$3.4 million was favorable to the budget by \$1.8 million (106.8 percent).

Total May operating expense (excluding non-cash liabilities) of \$67.5 million was favorable to budget by \$10.2 million (13.2 percent).

Labor expenses were lower than budget by \$5.4 million (9.7 percent). Payroll expenses were lower than budget by \$2.2 million (8.3 percent), primarily due to vacancies. Overtime expenses were unfavorable by \$0.4 million (5.9%) mainly due to vacancy coverage. Health and Welfare (including OPEB current) expenses were lower than budget by \$2.4 million (24.1 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 \$1.1 million (16.7 percent), due to lower worker's compensation, lower of payroll related expenses, and timing of interagency billing.

Non-Labor expenses were favorable to budget by \$4.9 million (21.7 percent). Fuel expenses were unfavorable by \$2.0 million (79.8 percent), primarily due to higher fuel costs partially offset by lower diesel fuel consumption. Insurance expenses were favorable by \$0.3 million (44.6 percent), due to the timing of expenses. Claim expenses were favorable by \$2.1 million (31.6 percent), due to timing of expenses. Maintenance and Other Operating Contracts expenses were lower than budget by \$1.2 million (33.1 percent), mainly due to the timing of expenses for facility

maintenance, bus technology, Shop Program, COVID-19 expenses, and vehicle purchases partially offset by vehicle rentals and tolls. Professional Service Contracts were lower than budget by \$1.0 million (27.0 percent), due to the timing of interagency billing, bus technology, and service contracts. Materials and Supplies expenses were favorable by \$2.2 million (44.9 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 favorable by \$0.2 million (50.6 percent) due to lower miscellaneous expenses and timing of AFC collection fees.

MTA Bus May Year-To-Date (YTD) vs Budget

Ridership YTD of 33.3 million was below the budget by 4.4 million (11.8 percent).

Total YTD Operating Revenue of \$68.4 million was unfavorable to budget by \$9.5 million (12.2 percent).

Farebox Revenue of \$62.3 million was below the budget by \$7.4 million (10.6 percent), mainly due to lower ridership partially offset by higher average fare due to the surge of the Omicron variant infection and winter storms.

Other Revenue of \$6.0 million was below the budget by \$2.1 million (26.0 percent).

Total YTD Operating Expense (excluding non-cash liabilities) of \$336.8 million was favorable to budget by \$44.5 million (11.7 percent).

Labor expenses were below the budget by a net of \$14.7 million (5.4 percent), primarily due to lower payroll expenses of \$5.6 million (4.3 percent), due to vacancies and favorable overtime of \$0.6 million (1.4 percent), due to lower unscheduled overtime, COVID related cleaning and programmatic maintenance. Health & Welfare/OPEB expenses was favorable by \$3.8 million (7.9 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 \$4.3 million (13.9 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 \$29.8 million (27.2 percent). Electric Power was unfavorable to budget \$0.1 million (16.6 percent) mainly due to higher rate. Fuel was also unfavorable to budget \$3.4 million (27.3 percent) due to higher fuel prices and partially offset by lower diesel fuel consumption. Insurance was favorable to budget by \$1.5 million (39.9 percent), Claims by \$9.7 million (30.0

percent), due to the timing of expenses. Maintenance and Other Operating Contracts were favorable to budget by \$6.1 million (35.4 percent), largely due to the favorable timing of operating contract expense charges. Professional Service Contracts were lower by \$7.5 million (42.0 percent), mainly due to timing of service contracts. Materials and Supplies underran by \$8.3 million (35.1 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. Other Business Expense was favorable to budget \$0.3 million (14.4 percent) due to miscellaneous expenses and timing of AFC collection fees.

Customer Service Report: Subways

Demetrius Crichlow, Senior Vice President, Department of Subways



Two new elevators opened at Livonia Avenue Station on the L Line. Accessibility improvements are part of a larger project at this station which includes extensive repair work and a future connection to the nearby Junius Street 3 Line Station. As new elevators are added to the system, the Subways team works diligently to ensure that they are cleaned, well-maintained and will keep stations accessible to the public.

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	May 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	36	-2.8%	37.1	27.6	+34.4%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	92.3%	93.7%	-1.4%	91.6%	95.6%	-4.0%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:24	0:01:18	+0:00:06	0:01:27	0:01:13	0:00:14
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:22	0:00:10	0:00:12	0:00:19	0:00:02	0:00:18
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	83.9%	85.0%	-1.1%	83.3%	85.8%	-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	155,775	148,538	+4.9%	144,929	151,474	-4.3%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	97.0%	97.0%	0.0%	96.5%	96.6%	-0.1%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	92.2%	91.5%	+0.7%	91.2%	91.8%	-0.6%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	67.5%	71.3%	-3.8%	66.7%	74.2%	-7.5%
Weekday Terminal On-Time Performance (Chart 17)	82.5%	87.1%	-4.6%	88.6%	89.6%	-1.0%
Weekday Trains Delayed Per Day (Chart 19)	1,429	1,095	+30.5%	1,423	920	+54.7%

* Availability measures the percent of time that a unit is running and available for customer service. All service outages, regardless of cause, count as downtime in the availability calculation. (Note: Units out of service for capital rehabilitation are excluded from the calculations.) 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	May 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	7	0.0%	6.1	4.6	+32.6%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	92.1%	90.8%	+1.3%	92.9%	95.4%	-2.5%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	67.8%	73.9%	-6.1%	68.7%	78.6%	-9.9%
Weekend Terminal On-Time Performance (Chart 18)	78.3%	87.1%	-8.8%	86.5%	88.7%	-2.2%
Weekend Trains Delayed Per Day (Chart 20)	1,206	1,037	+16.3%	567	980	-42.1%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	May 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	92.1%	99.2%	-7.1%	95.9%	97.3%	-1.4%
AM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	87.2%	100.0%	-12.8%	94.8%	98.0%	-3.2%
PM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	80.4%	99.6%	-19.2%	89.7%	96.9%	-7.2%
Percentage of Completed Trips						
Percentage of Completed Trips	99.8%	100.0%	-0.2%	99.0%	99.7%	-0.7%
Mean Distance Between Failures						
Revenue car miles divided by the number of incidents attributed to car-related causes	42,189	91,232	-53.8%	34,085	40,399	-15.6%

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),

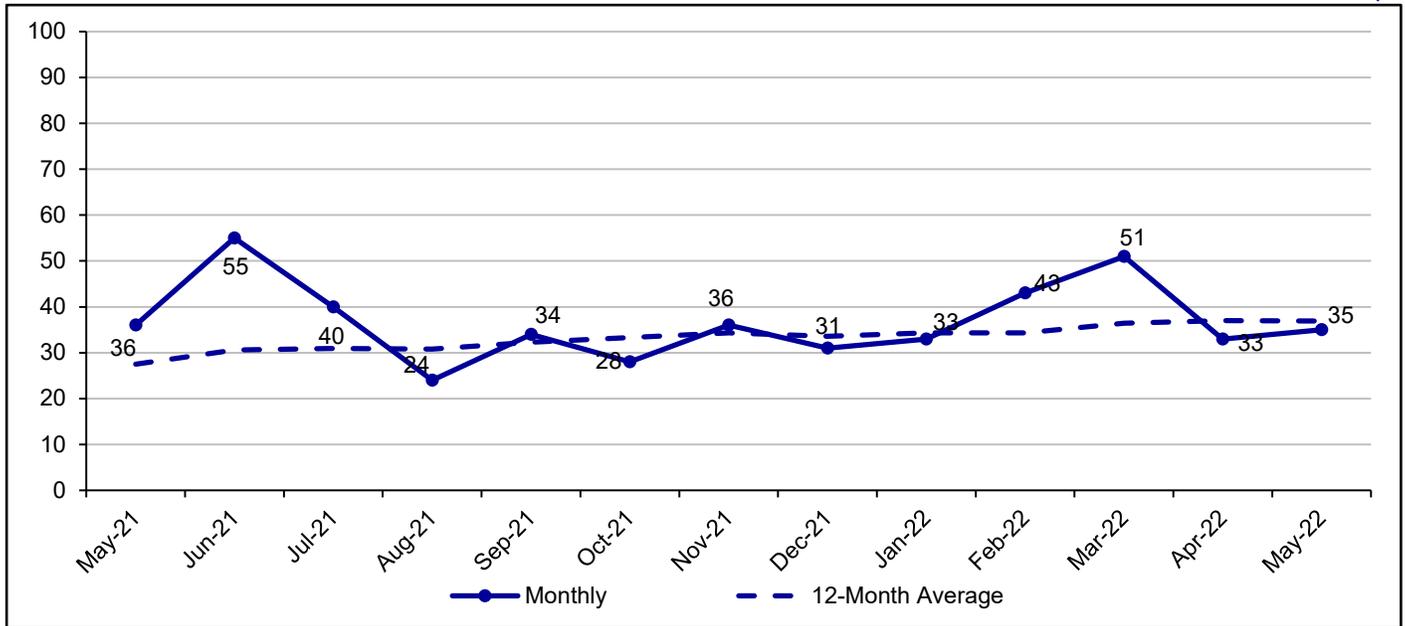
Customer Journey Time Performance (CJTP)

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

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

Subway Weekday Major Incidents (24 hours)

Desired trend ↓



Categories	Monthly			12-Month Average		
	May 22	May 21	% Change	May 22	May 21	% Change
Track	4	4	0.0%	5.3	2.9	+82.8%
Signals	11	10	+10.0%	11.7	9.5	+23.2%
Persons on Trackbed/Police/Medical	8	9	-11.1%	11.1	8.3	+33.7%
Stations & Structures	7	3	+133.3%	3.5	1.3	+169.2%
Subway Car	4	3	+33.3%	3.8	2.5	+52.0%
Other	1	7	-85.7%	1.7	3.1	-45.2%
Subdivision A	14	15	-6.7%	15.8	12.6	+25.4%
Subdivision B	21	21	0.0%	21.1	14.4	+46.5%
Systemwide	35	36	-2.8%	37.1	27.6	+34.4%
Avg Incident Duration (h:mm:ss)	0:24:24	0:34:48	-29.9%	0:20:48	0:24:30	-15.1%
Avg Trains Delayed per Incident	91	119	-23.5%	105	112	-6.3%

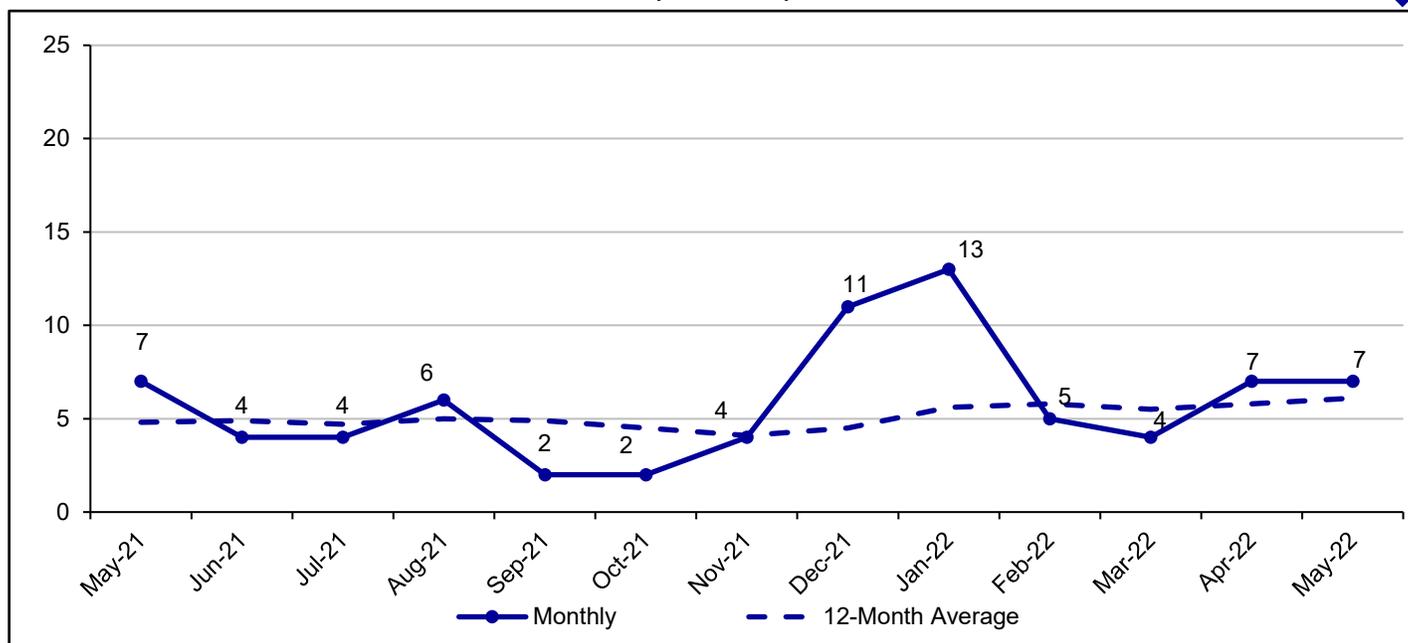
Major Incidents Discussion

- There were 35 major incidents in May 2022, compared to 36 in May 2021, and around 50 in recent months. This is 2 incidents below the 12-month average.
- There were 8 Persons on Trackbed/Police/Medical incidents, which is the lowest amount since October 2021.
- The increase in Stations & Structures incidents is attributed to 5 C&D incidents, including several related to CBTC installation.

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		
	May 22	May 21	% Change	May 22	May 21	% Change
Track	1	1	0.0%	0.7	0.3	+133.3%
Signals	1	1	0.0%	1.6	1.3	+23.1%
Persons on Trackbed/Police/Medical	3	1	+200.0%	2.6	1.9	+36.8%
Stations & Structure	0	1	-100.0%	0.4	0.2	+100.0%
Subway Car	1	2	-50.0%	0.4	0.3	+33.3%
Other	1	1	0.0%	0.4	0.4	0.0%
Subdivision A	3	2	+50.0%	2.1	1.8	+16.7%
Subdivision B	4	5	-20.0%	4.0	2.8	+42.9%
Systemwide	7	7	0.0%	6.1	4.6	+32.6%
Avg Incident Duration (h:mm:ss)	0:15:36	0:19:18	-19.2%	0:31:30	0:21:18	+47.9%
Avg Trains Delayed per Incident	101	85	+18.8%	83	98	-15.3%

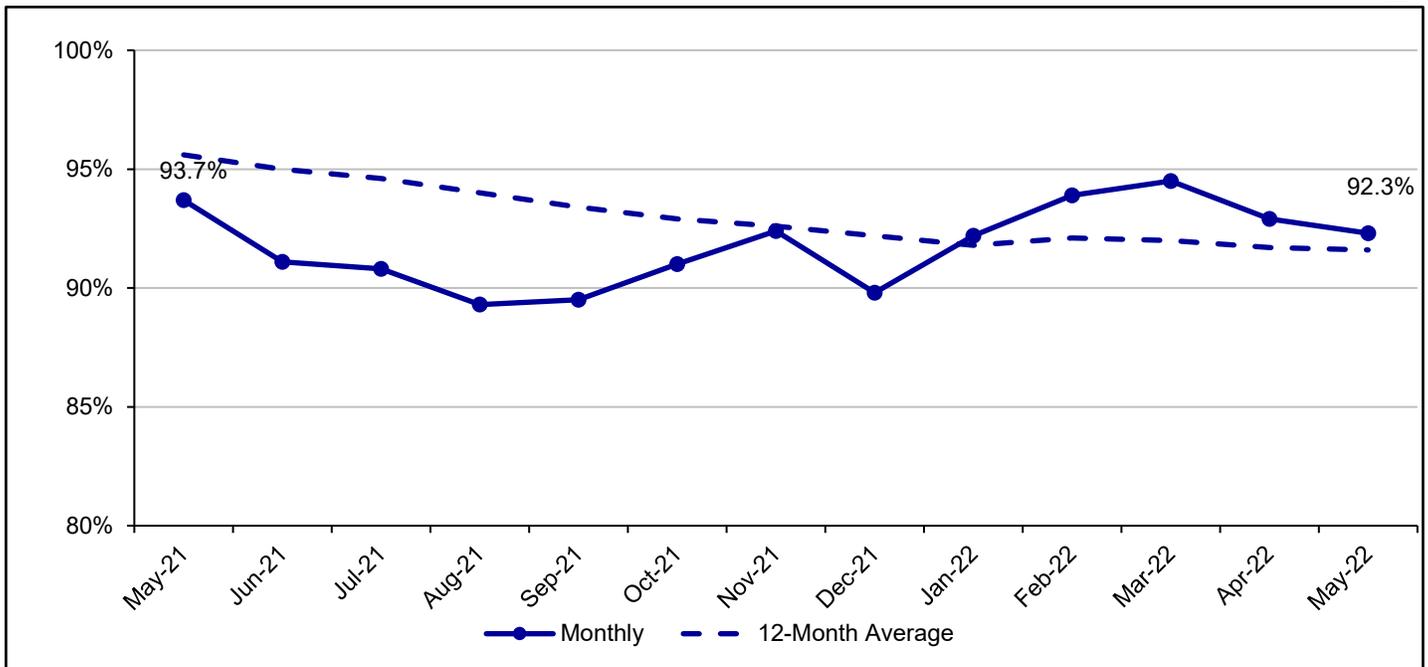
Major Incidents Discussion

- May 2022 had 7 weekend major incidents, which is 1 incident higher than the 12-month average.
- The increase in major incidents is attributed to 3 Persons on Trackbed/Police/Medical 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		
	May 22	May 21	Change	May 22	May 21	Change
Subdivision A	94.2%	95.2%	-1.0%	93.6%	95.3%	-1.7%
Subdivision B	90.9%	92.6%	-1.7%	90.2%	95.8%	-5.6%
Systemwide	92.3%	93.7%	-1.4%	91.6%	95.6%	-4.0%

Weekday Service Delivered Discussion

- Weekday Service Delivered worsened by 1.4% in May 2022 compared to May 2021.
- The year-over-year decrease was due to the crew shortage.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend

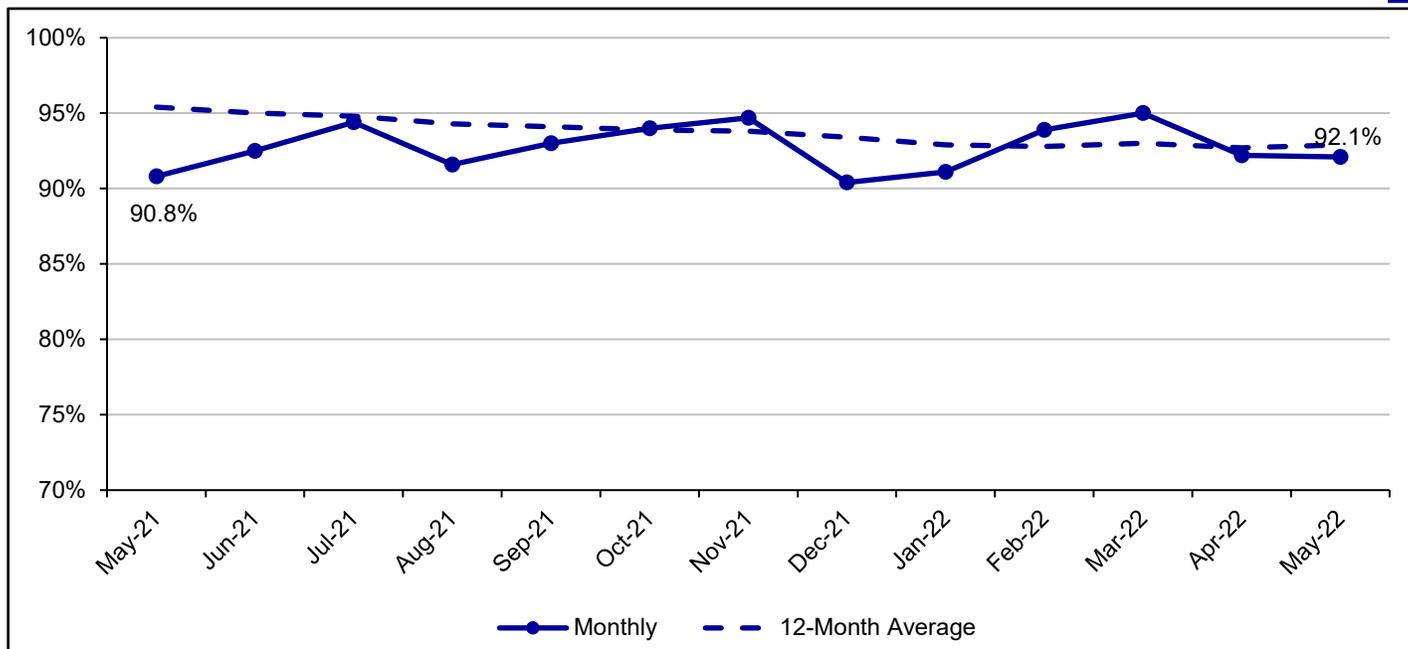


<u>Line</u>	<u>May 22</u>	<u>May 21</u>	<u>Change</u>
1	93.8%	96.3%	-2.5%
2	93.6%	96.4%	-2.8%
3	93.8%	95.3%	-1.5%
4	93.3%	94.5%	-1.2%
5	94.7%	91.6%	+3.1%
6	94.2%	97.3%	-3.1%
7	91.5%	92.9%	-1.4%
S 42nd	99.7%	99.5%	+0.2%
Subdivision A	94.2%	95.2%	-1.0%
A	89.8%	88.2%	+1.6%
B	89.9%	88.6%	+1.3%
C	86.6%	93.9%	-7.3%
D	90.3%	92.8%	-2.5%
E	90.8%	94.2%	-3.4%
F	89.3%	91.9%	-2.6%
S Fkn	98.1%	100.0%	-1.9%
G	97.1%	95.7%	+1.4%
S Rock	100.2%	98.7%	+1.5%
JZ	94.0%	96.0%	-2.0%
L	94.2%	98.2%	-4.0%
M	90.6%	93.2%	-2.6%
N	89.1%	92.4%	-3.3%
Q	91.8%	90.3%	+1.5%
R	90.1%	92.1%	-2.0%
W	87.2%	87.4%	-0.2%
Subdivision B	90.9%	92.6%	-1.7%
Systemwide	92.3%	93.7%	-1.4%

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	May 22	May 21	% Change	May 22	May 21	% Change
Subdivision A	91.2%	91.2%	0.0%	93.0%	94.7%	-1.7%
Subdivision B	92.7%	90.5%	+2.2%	92.8%	95.8%	-3.0%
Systemwide	92.1%	90.8%	+1.3%	92.9%	95.4%	-2.5%

Weekend Service Delivered Discussion

- Weekend Service Delivered improved by 1.3% in May 2022 compared to May 2021.

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

Desired trend



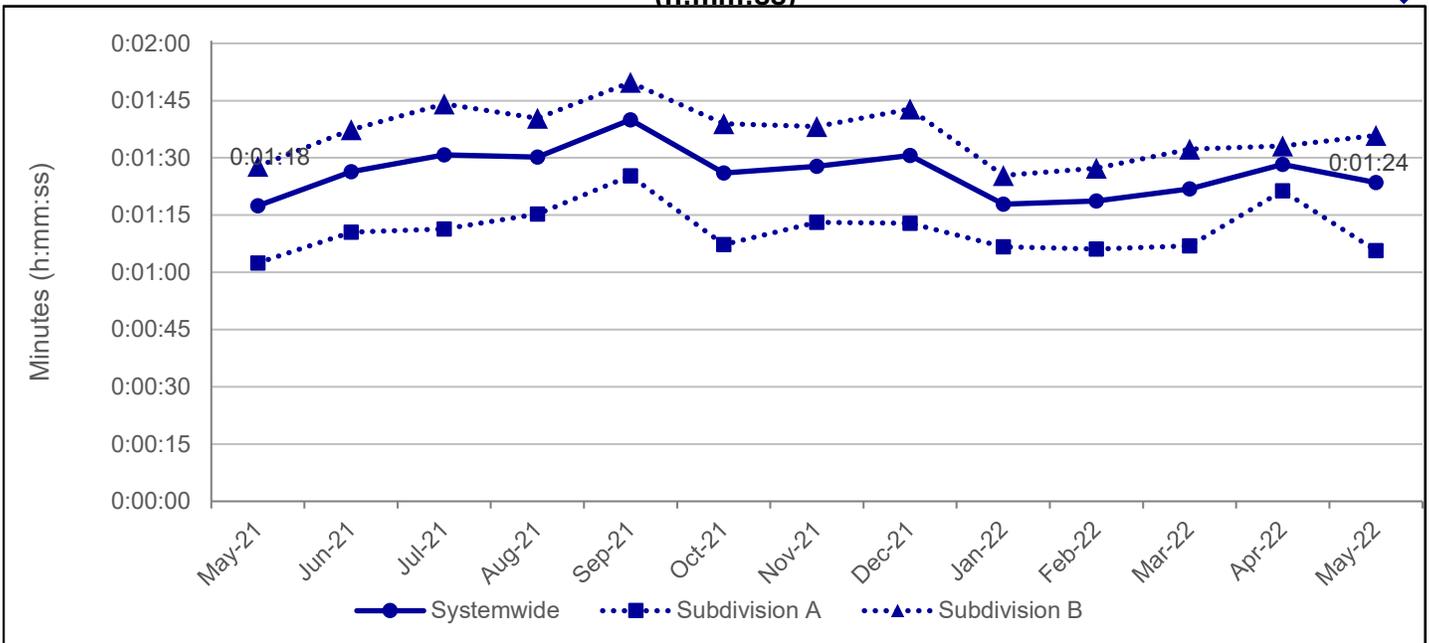
<u>Line</u>	<u>May 22</u>	<u>May 21</u>	<u>% Change</u>
1	89.6%	89.8%	-0.2%
2	83.9%	89.3%	-5.4%
3	91.8%	90.4%	+1.4%
4	89.8%	94.5%	-4.7%
5	94.1%	93.7%	+0.4%
6	91.4%	88.1%	+3.3%
7	93.7%	82.9%	+10.8%
S 42nd	98.1%	99.1%	-1.0%
Subdivision A	91.2%	91.2%	+0.0%
A	90.1%	78.7%	+11.4%
C	92.6%	84.2%	+8.4%
D	92.0%	97.2%	-5.2%
E	86.3%	78.3%	+8.0%
F	88.2%	86.8%	+1.4%
S Fkln	100.0%	95.0%	+5.0%
G	98.9%	98.9%	+0.0%
S Rock	98.7%	97.8%	+0.9%
J	93.3%	97.9%	-4.6%
L	93.3%	98.6%	-5.3%
M	96.6%	98.0%	-1.4%
N	93.0%	86.4%	+6.6%
Q	93.5%	92.8%	+0.7%
R	86.2%	83.4%	+2.8%
Subdivision B	92.7%	90.5%	+2.2%
Systemwide	92.1%	90.8%	+1.3%

Notes:

B and W lines do not operate on weekends.

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

Desired trend



	Monthly			12-Month Average		
	May 22	May 21	Change	May 22	May 21	Change
Subdivision A	0:01:06	0:01:03	+0:00:03	0:01:12	0:01:09	+0:00:03
Subdivision B	0:01:36	0:01:28	+0:00:08	0:01:37	0:01:15	+0:00:22
Systemwide	0:01:24	0:01:18	+0:00:06	0:01:27	0:01:13	+0:00:14

Additional Platform Time Discussion

- May 2022 Weekday APT increased by 6s compared to May 2021, and the 12-month average increased by 14s.
- The M and L lines had the largest year-over-year increases in APT, attributed to crew availability.

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

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

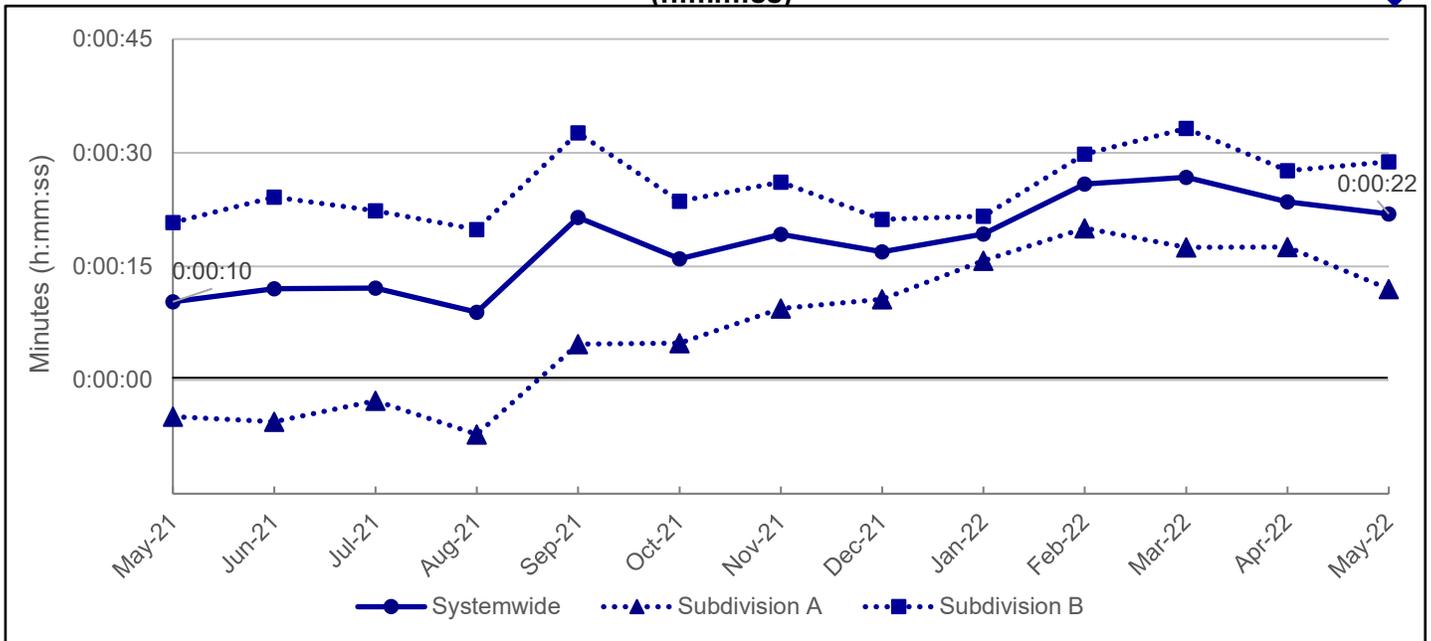
Desired trend



<u>Line</u>	<u>May 22</u>	<u>May 21</u>	<u>Change</u>
1	0:00:56	0:00:49	+0:00:07
2	0:01:26	0:01:19	+0:00:07
3	0:01:06	0:01:07	-0:00:01
4	0:01:03	0:01:08	-0:00:05
5	0:01:09	0:01:20	-0:00:11
6	0:01:08	0:00:53	+0:00:15
7	0:01:02	0:00:57	+0:00:05
S 42nd	0:00:35	0:00:30	+0:00:05
Subdivision A	0:01:06	0:01:03	+0:00:03
A	0:01:28	0:01:26	+0:00:02
B	0:01:50	0:02:06	-0:00:16
C	0:02:02	0:01:49	+0:00:13
D	0:01:55	0:01:46	+0:00:09
E	0:01:17	0:01:11	+0:00:06
F	0:01:40	0:01:19	+0:00:21
S Fkn	0:00:48	0:00:31	+0:00:17
G	0:01:12	0:01:18	-0:00:06
S Rock	0:00:32	0:00:43	-0:00:11
JZ	0:01:27	0:01:12	+0:00:15
L	0:01:17	0:00:42	+0:00:35
M	0:02:05	0:01:43	+0:00:22
N	0:01:36	0:01:30	+0:00:06
Q	0:01:38	0:01:35	+0:00:03
R	0:01:44	0:01:42	+0:00:02
W	0:01:01	0:01:12	-0:00:11
Subdivision B	0:01:36	0:01:28	+0:00:08
Systemwide	0:01:24	0:01:18	+0:00:06

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

Desired trend



	Monthly			12-Month Average		
	May 22	May 21	Change	May 22	May 21	Change
Subdivision A	0:00:12	-0:00:05	+0:00:17	0:00:09	-0:00:06	+0:00:16
Subdivision B	0:00:29	0:00:21	+0:00:08	0:00:26	0:00:07	+0:00:19
Systemwide	0:00:22	0:00:10	+0:00:12	+0:00:19	0:00:02	+0:00:18

Additional Train Time Discussion

- May 2022 ATT worsened by 12s compared to May 2021, though it improved 5s since March 2022.

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

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

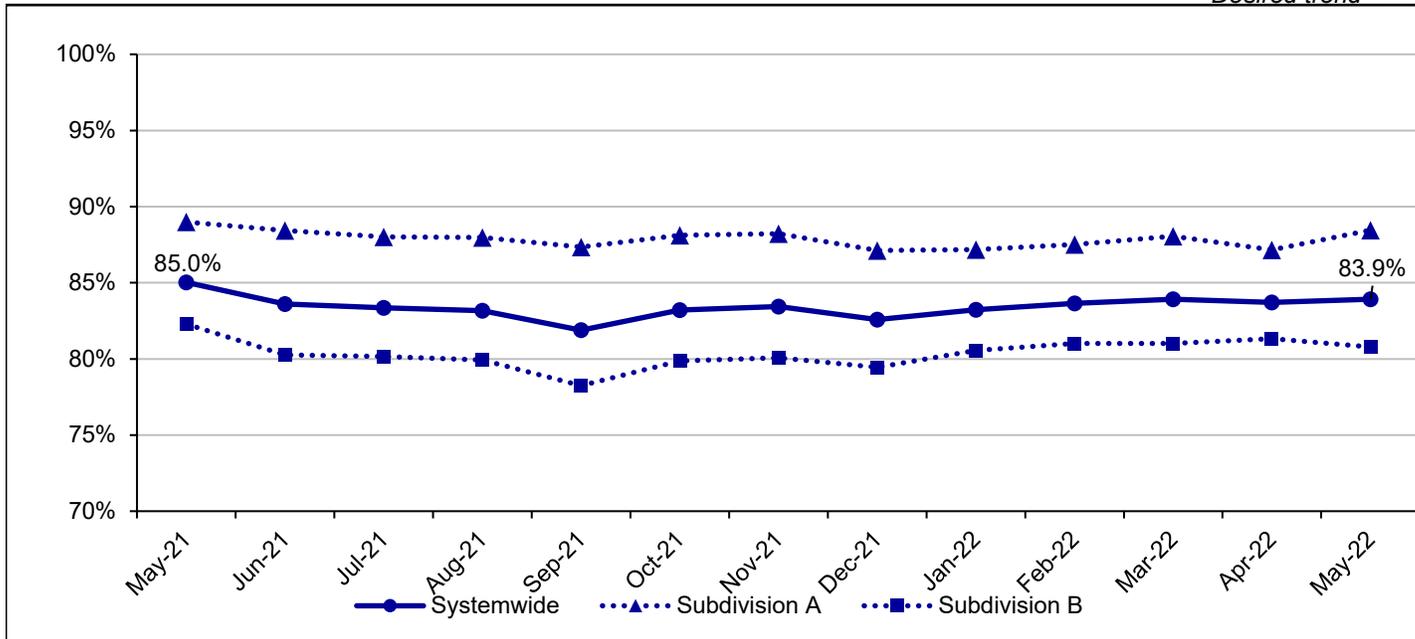
Desired trend



<u>Line</u>	<u>May 22</u>	<u>May 21</u>	<u>Change</u>
1	0:00:33	0:00:06	+0:00:27
2	-0:00:13	-0:00:26	+0:00:13
3	-0:00:18	-0:00:27	+0:00:09
4	-0:00:13	-0:00:24	+0:00:11
5	-0:00:20	-0:00:32	+0:00:12
6	0:00:32	0:00:13	+0:00:19
7	0:00:41	0:00:24	+0:00:17
S 42nd	-0:00:07	0:00:07	-0:00:14
Subdivision A	0:00:12	-0:00:05	+0:00:17
A	0:00:55	0:00:33	+0:00:22
B	0:00:56	0:00:32	+0:00:24
C	0:00:32	0:00:17	+0:00:15
D	0:00:39	0:00:29	+0:00:10
E	0:00:42	0:00:37	+0:00:05
F	0:00:11	0:00:13	-0:00:02
S Fkln	0:00:03	0:00:04	-0:00:01
G	0:00:34	0:00:44	-0:00:10
S Rock	-0:01:04	-0:00:57	-0:00:07
JZ	0:00:34	0:00:21	+0:00:13
L	0:00:12	-0:00:03	+0:00:15
M	0:00:18	0:00:04	+0:00:14
N	0:00:33	0:00:36	-0:00:03
Q	0:00:33	0:00:32	+0:00:01
R	-0:00:03	-0:00:09	+0:00:06
W	0:00:07	-0:00:03	+0:00:10
Subdivision B	0:00:29	0:00:21	+0:00:08
Systemwide	0:00:22	0:00:10	+0:00:12

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

Desired trend



	Monthly			12-Month Average		
	May 22	May 21	Change	May 22	May 21	Change
Subdivision A	88.4%	89.0%	-0.6%	87.8%	88.5%	-0.7%
Subdivision B	80.8%	82.3%	-1.5%	80.3%	84.0%	-3.7%
Systemwide	83.9%	85.0%	-1.1%	83.3%	85.8%	-2.5%

Weekday Customer Journey Time Performance Discussion

- May 2022 Weekday CJTP worsened by 1.1% compared to May 2021. However, it has seen steady improvement over the last 6 months.

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

Desired trend 

<u>Line</u>	<u>May 22</u>	<u>May 21</u>	<u>Change</u>
1	90.1%	90.9%	-0.8%
2	86.2%	86.8%	-0.6%
3	89.5%	89.5%	0.0%
4	87.6%	87.6%	0.0%
5	88.3%	87.7%	+0.6%
6	88.9%	90.9%	-2.0%
7	87.1%	87.9%	-0.8%
S 42nd	98.3%	96.6%	+1.7%
Subdivision A	88.4%	89.0%	-0.6%
A	79.3%	81.6%	-2.3%
B	76.1%	77.5%	-1.4%
C	77.6%	81.3%	-3.7%
D	75.8%	78.3%	-2.5%
E	82.2%	83.7%	-1.5%
F	81.4%	83.7%	-2.3%
S Fkn	96.4%	97.0%	-0.6%
G	82.2%	81.6%	+0.6%
S Rock	92.1%	92.2%	-0.1%
JZ	81.8%	83.6%	-1.8%
L	92.2%	94.7%	-2.5%
M	78.2%	80.2%	-2.0%
N	79.5%	80.2%	-0.7%
Q	78.9%	79.0%	-0.1%
R	79.9%	80.7%	-0.8%
W	89.2%	88.8%	+0.4%
Subdivision B	80.8%	82.3%	-1.5%
Systemwide	83.9%	85.0%	-1.1%

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)

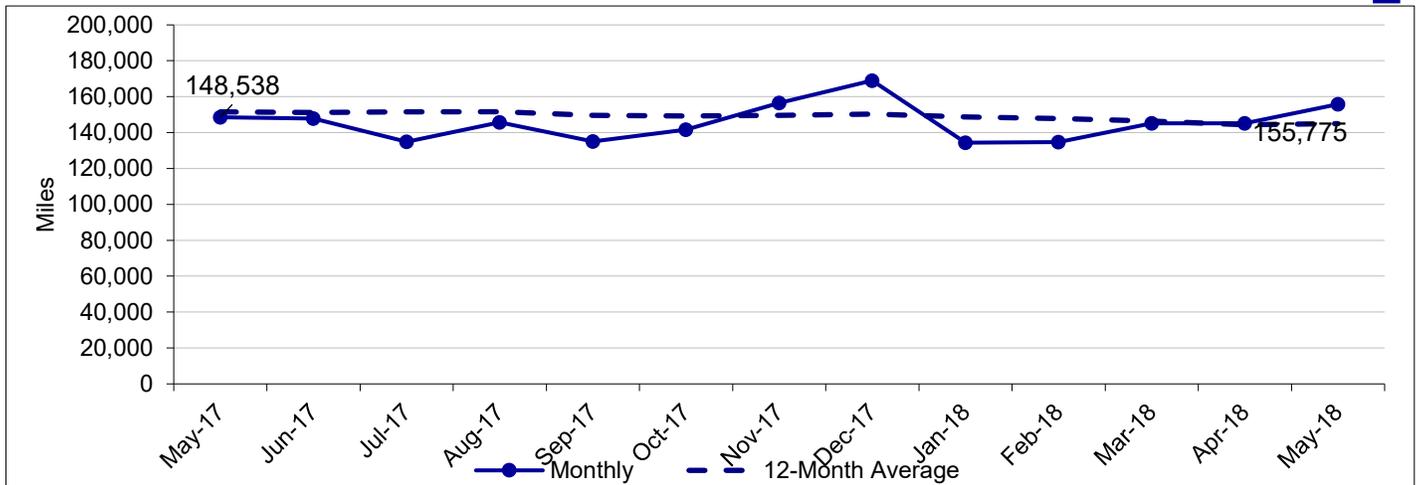
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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



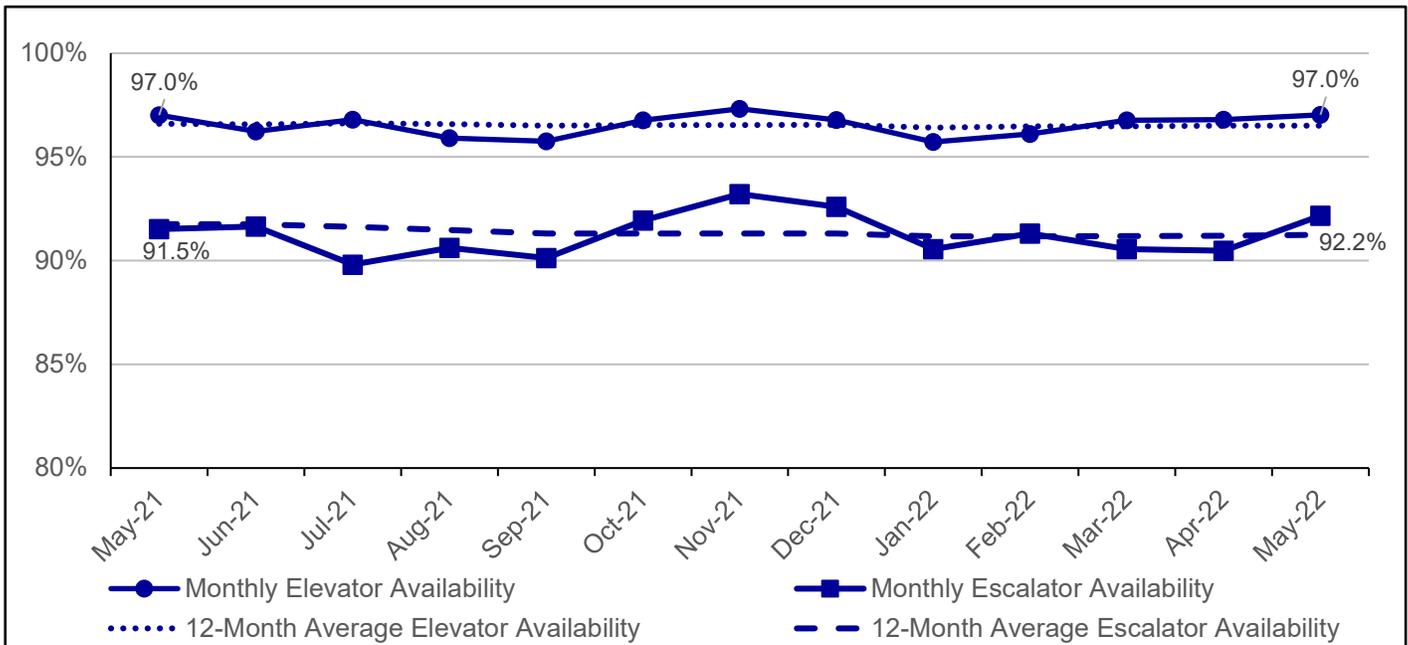
		Monthly		
	# of Cars	May '18	May '17	<u>% Change</u>
Subdivision A	2,890	190,308	166,443	+14.3%
Subdivision B	3,565	136,426	137,672	-0.9%
Systemwide	6,455	155,775	148,538	+4.9%
		12-Month Average		
	# of Cars	May '18	May '17	<u>% Change</u>
Car Class				
R46	748	52,935	60,398	-12.4%
R62	315	170,641	237,856	-28.3%
R62A	824	151,985	165,860	-8.4%
R68	425	116,672	109,860	+6.2%
R68A	200	108,669	68,002	+59.8%
R142	1,025	245,486	258,648	-5.1%
R142A	220	138,831	133,006	+4.4%
R143	212	201,339	168,956	+19.2%
R160	1,662	278,843	326,603	-14.6%
R179	318	245,540	119,170	+106.0%
R188 - New	126	197,660	288,442	-31.5%
R188 - Conversion	380	184,132	259,042	-28.9%
Subdivision A	2,890	184,371	208,362	-11.5%
Subdivision B	3,565	124,297	126,370	-1.6%
Systemwide	6,455	144,929	151,474	-4.3%

MDBF Discussion

- May 2022 MDBF was 155,775, an increase of 4.9% from one year ago.
- 12-month average MDBF was 144,929 in May 2022, a decrease of 4.3% 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		
	May 22	May 21	% Change	May 22	May 21	% Change
Elevator Availability	97.0%	97.0%	0.0%	96.5%	96.6%	-0.1%
Escalator Availability	92.2%	91.5%	+0.7%	91.2%	91.8%	-0.6%

Elevator and Escalator Availability Discussion

- May 2022 elevator availability remained the same compared to May 2021, while the 12-month average decreased by 0.1%.
- May 2022 escalator availability increased by 0.7%, compared to May 2021, while the 12-month average decreased by 0.6%.

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)

Desired trend

Line	May 22					May 21					12 month Meets Standard	Monthly Change
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets		
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard		
1	75.0%	9.2%	8.4%	4.8%	72.3%	79.8%	7.5%	7.0%	3.5%	80.0%	-4.8%	
2	66.1%	9.9%	11.6%	8.2%	65.6%	67.5%	10.7%	11.6%	7.0%	67.5%	-1.4%	
3	67.0%	12.7%	12.1%	5.1%	65.9%	70.1%	11.9%	10.5%	4.9%	70.7%	-3.1%	
4	66.9%	10.8%	10.8%	7.6%	66.4%	69.2%	11.1%	9.4%	6.7%	69.1%	-2.3%	
5	68.1%	10.4%	10.2%	7.5%	66.3%	66.6%	10.7%	10.3%	8.1%	68.2%	1.5%	
6	72.0%	10.1%	9.3%	5.4%	71.0%	78.4%	9.4%	6.5%	3.7%	76.3%	-6.4%	
7	70.3%	11.8%	10.5%	4.7%	72.4%	77.5%	9.6%	7.0%	3.6%	77.1%	-7.2%	
S 42nd	94.2%	0.5%	2.1%	2.4%	94.3%	97.2%	1.3%	0.6%	0.5%	94.6%	-3.0%	
Subdivision A	69.7%	10.5%	10.3%	6.2%	68.9%	73.4%	9.8%	8.6%	5.3%	73.0%	-3.7%	
A	60.2%	11.7%	13.2%	9.2%	58.3%	61.4%	12.7%	13.0%	8.0%	67.7%	-1.2%	
B	61.7%	14.7%	14.6%	6.1%	60.2%	65.0%	13.5%	12.9%	5.4%	73.3%	-3.3%	
C	57.2%	17.7%	16.3%	5.8%	56.9%	69.3%	17.3%	8.9%	2.2%	78.6%	-12.1%	
D	61.4%	13.4%	14.4%	7.2%	60.5%	66.6%	13.4%	12.1%	5.0%	73.1%	-5.2%	
E	63.7%	12.5%	12.5%	7.3%	63.8%	69.7%	12.3%	9.9%	5.2%	73.1%	-6.0%	
F	60.0%	12.0%	13.2%	9.1%	59.4%	62.5%	11.4%	13.2%	8.3%	74.6%	-2.5%	
S Fkln	97.3%	0.9%	0.7%	0.6%	97.6%	98.7%	0.4%	0.1%	0.3%	98.5%	-1.4%	
G	77.8%	11.5%	7.7%	1.8%	75.4%	75.2%	12.5%	8.3%	2.4%	80.7%	2.6%	
S Rock	89.9%	5.2%	3.2%	1.0%	90.4%	93.6%	3.3%	1.7%	1.0%	95.0%	-3.7%	
JZ	75.8%	12.0%	7.8%	2.6%	76.6%	79.4%	10.9%	6.7%	1.8%	82.7%	-3.6%	
L	72.3%	11.9%	8.8%	4.3%	73.4%	77.8%	11.5%	7.3%	2.4%	78.0%	-5.5%	
M	68.2%	12.1%	10.8%	5.3%	67.2%	73.0%	11.7%	8.9%	3.8%	77.0%	-4.8%	
N	64.9%	13.1%	11.5%	6.9%	64.4%	69.5%	12.3%	10.5%	5.0%	72.3%	-4.6%	
Q	65.1%	12.2%	12.2%	6.6%	60.5%	66.5%	13.0%	11.4%	5.8%	73.6%	-1.4%	
R	64.8%	13.1%	12.5%	6.2%	64.1%	69.5%	12.3%	10.6%	4.8%	73.6%	-4.7%	
W	68.1%	11.6%	10.6%	5.8%	65.1%	69.7%	11.7%	8.9%	5.4%	73.8%	-1.6%	
Subdivision B	65.8%	12.5%	11.8%	6.3%	64.9%	69.6%	12.2%	10.3%	4.9%	75.2%	-3.8%	
Systemwide	67.5%	11.6%	11.1%	6.3%	66.7%	71.3%	11.2%	9.5%	5.1%	74.2%	-3.8%	

Weekday Wait Assessment Discussion

- Wait Assessment decreased by 3.8% compared to May 2021.

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

Line	May 22					May 21					Desired trend	
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month		Monthly
	Meets	Minor	Medium	Major	Meets	Meets	Minor	Medium	Major	Meets		Standard
	Standard				Standard	Standard				Standard	Change	
1	72.1%	11.3%	9.8%	3.6%	72.7%	66.3%	13.8%	14.0%	2.8%	80.0%	+5.8%	
2	59.4%	12.8%	16.0%	8.0%	62.4%	63.2%	13.5%	13.2%	7.0%	70.7%	-3.8%	
3	68.0%	13.5%	11.8%	4.9%	73.3%	66.9%	12.8%	13.5%	4.2%	76.3%	+1.1%	
4	64.2%	12.4%	12.8%	6.6%	68.1%	72.2%	11.4%	9.7%	3.8%	71.9%	-8.0%	
5	76.2%	10.3%	8.2%	3.3%	77.2%	73.3%	10.8%	8.4%	4.7%	80.5%	+2.9%	
6	69.2%	11.9%	11.6%	4.5%	71.0%	69.7%	12.3%	10.9%	4.0%	75.5%	-0.5%	
7	71.2%	12.5%	10.3%	3.6%	74.6%	77.2%	10.6%	8.6%	2.0%	83.8%	-6.0%	
S 42nd	95.6%	0.6%	0.9%	1.7%	95.4%	97.9%	0.4%	0.2%	0.6%	94.2%	-2.3%	
Subdivision A	67.8%	12.0%	11.9%	5.3%	70.7%	70.0%	11.9%	11.2%	4.2%	76.4%	-2.2%	
A	60.8%	14.2%	14.8%	7.4%	56.1%	64.3%	13.8%	13.4%	5.7%	72.4%	-3.5%	
C	67.0%	15.3%	12.9%	3.5%	60.2%	75.1%	14.6%	8.1%	1.4%	76.4%	-8.1%	
D	64.3%	15.8%	13.7%	4.0%	62.6%	72.2%	14.2%	9.8%	2.0%	77.5%	-7.9%	
E	56.7%	19.0%	15.6%	5.6%	71.0%	83.7%	9.8%	5.2%	0.7%	85.0%	-27.0%	
F	61.8%	17.4%	14.2%	4.0%	64.6%	73.7%	14.7%	8.8%	1.5%	78.8%	-11.9%	
S Fkn	99.3%	0.5%	0.2%	0.0%	97.5%	99.3%	0.5%	0.1%	0.1%	98.6%	+0.0%	
G	84.1%	9.8%	4.6%	0.7%	78.6%	86.6%	8.1%	3.8%	0.9%	87.4%	-2.5%	
S Rock	90.6%	5.0%	3.8%	0.2%	90.8%	94.9%	2.2%	1.4%	0.7%	96.1%	-4.3%	
J	76.4%	13.1%	7.4%	1.6%	72.4%	84.8%	9.3%	4.0%	0.9%	84.5%	-8.4%	
L	72.7%	11.4%	8.8%	4.0%	73.7%	82.0%	10.3%	5.3%	1.4%	81.8%	-9.3%	
M	86.4%	8.5%	3.4%	1.0%	81.5%	89.6%	5.1%	2.8%	0.7%	92.8%	-3.2%	
N	64.8%	14.9%	13.6%	4.3%	59.8%	73.3%	12.8%	9.4%	2.6%	76.7%	-8.5%	
Q	69.2%	14.4%	10.1%	4.1%	63.7%	72.0%	12.6%	9.8%	3.4%	77.9%	-2.8%	
R	56.8%	15.9%	18.0%	6.7%	65.7%	78.5%	12.0%	6.7%	1.4%	80.5%	-21.7%	
Subdivision B	67.8%	14.0%	11.8%	4.2%	67.1%	77.3%	11.7%	7.5%	2.0%	80.2%	-9.5%	
Systemwide	67.8%	13.0%	11.8%	4.7%	68.7%	73.9%	11.8%	9.2%	3.0%	78.6%	-6.1%	

Weekend Wait Assessment Discussion

- Wait Assessment for May 2022 decreased by 6.1% compared to May 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>May 22</u>	<u>May 21</u>	<u>Change</u>
1	83.9%	91.3%	-7.4%
2	77.7%	85.3%	-7.6%
3	87.8%	90.2%	-2.4%
4	84.5%	87.4%	-2.9%
5	87.5%	87.7%	-0.2%
6	80.5%	90.9%	-10.4%
7	87.9%	89.9%	-2.0%
S 42nd	99.9%	99.8%	+0.1%
Subdivision A	86.6%	90.8%	-4.2%
A	69.2%	76.4%	-7.2%
B	66.7%	79.0%	-12.3%
C	70.0%	83.3%	-13.3%
D	74.1%	77.3%	-3.2%
E	72.4%	82.2%	-9.8%
F	70.0%	74.1%	-4.1%
S Fkln	99.1%	99.7%	-0.6%
G	88.4%	83.6%	+4.8%
S Rock	96.6%	97.9%	-1.3%
JZ	85.2%	90.6%	-5.4%
L	89.4%	95.0%	-5.6%
M	83.0%	88.3%	-5.3%
NW	76.8%	81.8%	-5.0%
Q	77.3%	78.6%	-1.3%
R	79.8%	84.5%	-4.7%
Subdivision B	79.4%	84.3%	-4.9%
Systemwide	82.5%	87.1%	-4.6%

Weekday Terminal On-Time Performance Discussion

- May 2022 weekday OTP worsened by 4.6% compared to the prior year.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>May 22</u>	<u>May 21</u>	<u>Change</u>
1	85.6%	85.7%	-0.1%
2	53.6%	64.5%	-10.9%
3	69.6%	70.7%	-1.1%
4	71.4%	82.2%	-10.8%
5	92.8%	84.9%	+7.9%
6	71.6%	86.9%	-15.3%
7	83.8%	89.3%	-5.5%
S 42nd	98.7%	99.4%	-0.7%
Subdivision A	78.8%	83.9%	-5.1%
A	67.9%	79.0%	-11.1%
C	70.7%	83.1%	-12.4%
D	77.1%	87.5%	-10.4%
E	64.5%	88.2%	-23.7%
F	59.1%	81.8%	-22.7%
S Fkln	100.0%	99.9%	+0.1%
G	91.2%	90.7%	+0.5%
S Rock	94.3%	98.4%	-4.1%
J	88.5%	93.6%	-5.1%
L	88.5%	95.9%	-7.4%
M	96.6%	96.2%	+0.4%
N	63.8%	83.8%	-20.0%
Q	76.5%	80.2%	-3.7%
R	51.5%	91.4%	-39.9%
Subdivision B	78.0%	89.1%	-11.1%
Systemwide	78.3%	87.1%	-8.8%

Weekend Terminal On-Time Performance Discussion

- May 2022 OTP decreased 8.8% compared to May 2021.
- The year-over-year comparison reflects the increase in planned work over weekends, especially related to CBTC installation.

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

Subway Weekday Trains Delayed
Monthly - May 2022
(24 hours)

<u>Delay Categories</u>	<u>Trains</u> <u>Delayed</u>	<u>Delayed</u> <u>Trains Per</u> <u>Day (21)</u>	<u>% of Delayed</u> <u>Trains</u>
Track Failures and Emergency Remediation	<u>1,240</u>	<u>59</u>	<u>4.1%</u>
Rail and Roadbed	959	46	3.2%
Fire, Smoke, Debris	281	13	0.9%
Signal Failures and Emergency Remediation	2,637	126	8.8%
Subway Car	<u>1,322</u>	<u>63</u>	<u>4.4%</u>
Door-Related	253	12	0.8%
Propulsion	266	13	0.9%
Braking	291	14	1.0%
Other	512	24	1.7%
Stations and Structure	508	24	1.7%
Other Internal	<u>8,690</u>	<u>414</u>	<u>29.0%</u>
Service Delivery (e.g. crew performance)	501	24	1.7%
Crew Availability (e.g. operator vacancy)	7,810	372	26.0%
Train Brake Activation - cause unknown	151	7	0.5%
Other Internal Disruptions (e.g. IT system failure)	228	11	0.8%
External	<u>6,539</u>	<u>311</u>	<u>21.8%</u>
Public Conduct, Crime, Police Response	3,955	188	13.2%
Sick/Injured Customer	904	43	3.0%
Persons on Roadbed (including persons struck by train)	941	45	3.1%
External Debris on Roadbed (e.g., trees, shopping cart)	232	11	0.8%
Inclement Weather	114	5	0.3%
External Agency or Utility	393	19	1.3%
Operating Environment	4,685	223	15.6%
Planned Right-of-Way Work	4,388	209	14.6%
Total Trains Delayed	30,009	1,429	100%

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

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (10)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>381</u>	<u>38</u>	<u>3.2%</u>
Rail and Roadbed	342	34	2.8%
Fire, Smoke, Debris	39	4	0.3%
Signal Failures and Emergency Remediation	597	60	5.0%
Subway Car	<u>371</u>	<u>37</u>	<u>3.1%</u>
Door-Related	43	4	0.4%
Propulsion	151	15	1.3%
Braking	36	4	0.3%
Other	141	14	1.2%
Stations and Structure	101	10	0.8%
Other Internal	<u>3,412</u>	<u>341</u>	<u>28.3%</u>
Service Delivery (e.g. crew performance)	219	22	1.8%
Crew Availability (e.g. operator vacancy)	2,942	294	24.4%
Train Brake Activation - cause unknown	58	6	0.5%
Other Internal Disruptions (e.g. IT system failure)	193	19	1.6%
External	<u>1,875</u>	<u>188</u>	<u>15.6%</u>
Public Conduct, Crime, Police Response	1,393	139	11.6%
Sick/Injured Customer	158	16	1.3%
Persons on Roadbed (including persons struck by train)	184	18	1.5%
External Debris on Roadbed (e.g., trees, shopping cart)	10	1	0.1%
Inclement Weather	62	6	0.5%
External Agency or Utility	68	7	0.6%
Operating Environment	2,573	257	21.3%
Planned Right-of-Way Work	2,747	275	22.8%
Total Trains Delayed	<u>12,057</u>	<u>1,206</u>	<u>100%</u>

Customer Service Report: Buses

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



The Bronx Local Bus Network Redesign is a transformative project to simplify the local bus network making bus service in the borough faster, more frequent, and more reliable. This is a joint effort from multiple departments and City agencies. Pictured above, taken at E.L. Grant Highway, are some of our dedicated team members from Buses and Operations Planning who have worked tirelessly to make this redesign a reality (From left to right: Robert Thompson, Stephanie Ortiz, David Burrowes, James Quinones, Lucy Resto, Patrick Bambury, Pierre Knight, Willie Brown, Andrew Grahl, Sarah Wyss, Larry Rivers, Matthew Lazo, and Robert Joseph).

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: May 2022			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	94.9%	94.7%	+0.2%	93.8%	95.1%	-1.3%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:01:56	0:01:54	0:00:02	0:02:03	0:01:40	0:00:23
	Additional Travel Time (h:mm:ss) (Chart 5)*	0:00:40	-0:00:14	0:00:54	0:00:19	-0:00:31	0:00:50
	Customer Journey Time Performance (Chart 7)*	71.9%	77.6%	-5.7%	73.3%	79.7%	-6.4%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	6,707	7,890	-15.0%	7,043	7,941	-11.3%
	Speed (MPH) (Chart 11)	8.0	8.2	-2.4%	8.1	8.3	-2.4%
Legacy Indicators	Wait Assessment (Chart 13)	75.0%	77.4%	-2.4%	74.6%	79.4%	-4.8%
	System MDBSI (Chart 16)	2,838	3,466	-18.1%	3,012	3,487	-13.6%
	NYCT Bus	2,739	3,389	-19.2%	2,948	3,373	-12.6%
	MTA Bus	3,207	3,729	-14.0%	3,229	3,900	-17.2%
	System Trips Completed (Chart 17)*	96.6%	95.1%	+1.5%	95.4%	96.9%	-1.5%
	NYCT Bus	96.5%	94.6%	+1.9%	95.5%	97.0%	-1.5%
	MTA Bus	97.1%	96.8%	+0.3%	95.2%	96.5%	-1.3%
	System AM Pull Out (Chart 18)**	96.3%	95.4%	+0.9%	95.5%	97.0%	-1.5%
	NYCT Bus	96.1%	95.2%	+0.9%	95.6%	97.2%	-1.6%
	MTA Bus	97.0%	96.1%	+0.9%	95.2%	96.5%	-1.3%
	System PM Pull Out (Chart 19)**	97.5%	96.3%	+1.2%	96.6%	97.8%	-1.2%
	NYCT Bus	97.5%	96.1%	+1.4%	96.9%	97.9%	-1.0%
	MTA Bus	97.2%	96.9%	+0.3%	95.5%	97.2%	-1.7%
	System Buses >=12 years	25.0%	21.5%				
	NYCT Bus	15.3%	10.4%				
	MTA Bus	59.3%	59.4%				
System Fleet Age	8.1	8.2					
NYCT Bus	7.1	7.1					
MTA Bus	11.4	11.7					

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)

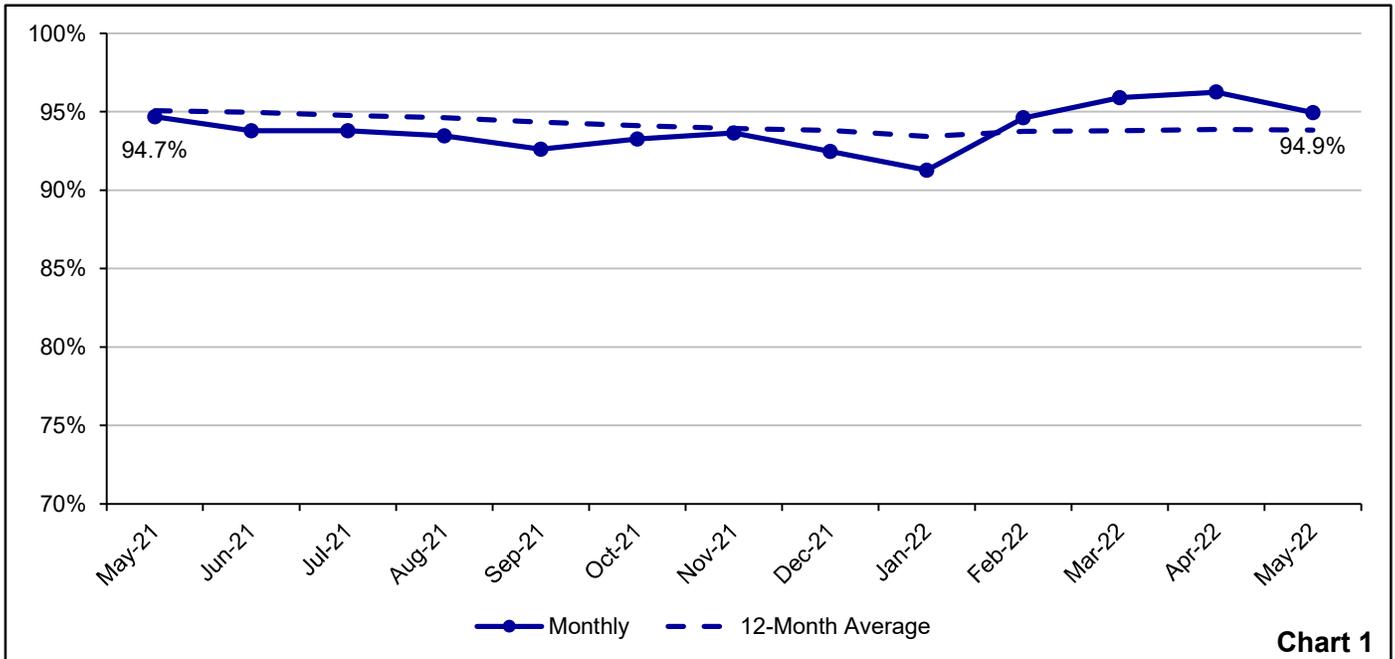
Additional Travel Time (ATT) is the estimated average extra time customers are onboard the bus compared to their scheduled onboard time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ATT is estimated 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		
	May 22	May 21	Change (Pts)	May 22	May 21	Change (Pts)
Bronx	96.8%	95.9%	+0.9%	95.3%	96.2%	-0.9%
Brooklyn	95.9%	93.9%	+2.0%	93.8%	94.9%	-1.1%
Manhattan	97.5%	97.0%	+0.5%	96.0%	96.6%	-0.6%
Queens	94.8%	94.7%	+0.1%	93.8%	94.6%	-0.8%
Staten Island	87.9%	91.5%	-3.6%	89.5%	93.2%	-3.7%
Systemwide	94.9%	94.7%	+0.2%	93.8%	95.1%	-1.3%

Service Delivered Discussion

- Service Delivered in May 2022 increased by 0.2 percentage points to 94.9 percent compared to May 2021, and decreased by 1.3 percentage points to 93.8 percent on a 12-month average basis.

**Service Delivered
Monthly
(Peak Hours)**

Desired trend 

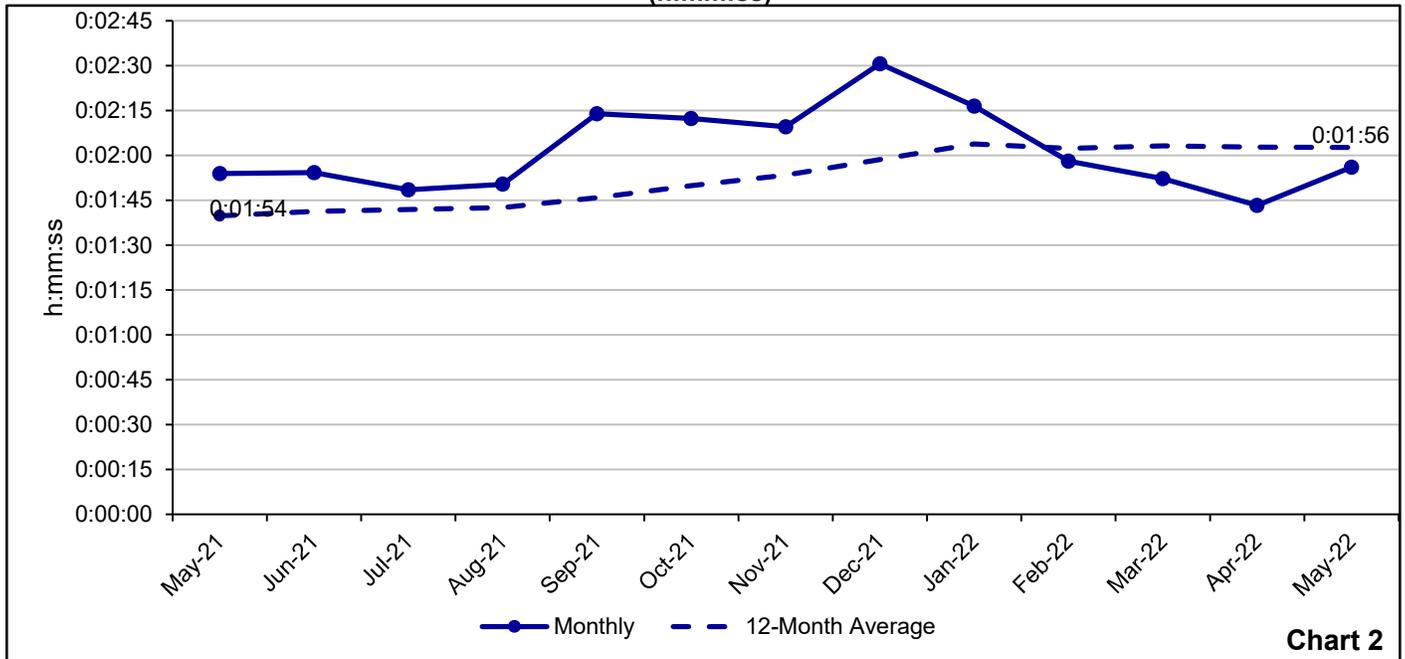
<u>Borough</u>	<u>May 22</u>	<u>May 21</u>	<u>Change (Pts)</u>
Bronx	96.8%	95.9%	+0.9%
Local/Limited	97.0%	95.7%	+1.3%
Select Bus Service	95.9%	94.7%	+1.2%
Express	96.5%	97.8%	-1.3%
Brooklyn	95.9%	93.9%	+2.0%
Local/Limited	95.8%	93.6%	+2.2%
Select Bus Service	95.3%	92.5%	+2.8%
Express	96.9%	97.4%	-0.5%
Manhattan	97.5%	97.0%	+0.5%
Local/Limited	97.5%	97.0%	+0.5%
Select Bus Service	97.3%	96.9%	+0.4%
Express	N/A	N/A	N/A
Queens	94.8%	94.7%	+0.1%
Local/Limited	94.6%	94.6%	+0.0%
Select Bus Service	96.9%	94.4%	+2.5%
Express	95.5%	95.4%	+0.1%
Staten Island	87.9%	91.5%	-3.6%
Local/Limited	86.7%	92.1%	-5.4%
Select Bus Service	87.4%	91.9%	-4.5%
Express	89.2%	90.9%	-1.7%
Systemwide	94.9%	94.7%	+0.2%
Local/Limited	95.1%	94.7%	+0.4%
Select Bus Service	96.2%	95.2%	+1.0%
Express	93.3%	94.3%	-1.0%

Additional Bus Stop Time

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

(h:mm:ss)

Desired trend



	Monthly			12-Month Average		
	May 22	May 21	Change	May 22	May 21	Change
Bronx	0:01:47	0:01:45	+0:00:02	0:01:53	0:01:35	+0:00:18
Brooklyn	0:02:12	0:02:28	-0:00:16	0:02:22	0:01:59	+0:00:23
Manhattan	0:01:26	0:01:19	+0:00:07	0:01:28	0:01:13	+0:00:15
Queens	0:01:55	0:01:42	+0:00:13	0:02:04	0:01:35	+0:00:29
Staten Island	0:03:10	0:02:41	+0:00:29	0:03:07	0:02:17	+0:00:50
Systemwide	0:01:56	0:01:54	+0:00:02	0:02:03	0:01:40	+0:00:23

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in May 2022 increased by 2 seconds compared to May 2021, and increased by 23 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>May 22</u>	<u>May 21</u>	<u>Change</u>
Bronx	0:01:47	0:01:45	0:00:02
Local/Limited	0:01:47	0:01:46	0:00:01
Select Bus Service	0:01:27	0:01:31	-0:00:04
Express	0:02:46	0:02:35	0:00:11
Brooklyn	0:02:12	0:02:28	-0:00:16
Local/Limited	0:02:15	0:02:25	-0:00:10
Select Bus Service	0:01:42	0:02:46	-0:01:04
Express	0:02:43	0:02:57	-0:00:14
Manhattan	0:01:26	0:01:19	0:00:07
Local/Limited	0:01:34	0:01:29	0:00:05
Select Bus Service	0:01:09	0:01:01	0:00:08
Express	N/A	N/A	N/A
Queens	0:01:55	0:01:42	0:00:13
Local/Limited	0:01:56	0:01:42	0:00:14
Select Bus Service	0:01:29	0:01:25	0:00:04
Express	0:02:34	0:02:20	0:00:14
Staten Island	0:03:10	0:02:41	0:00:29
Local/Limited	0:03:32	0:02:57	0:00:35
Select Bus Service	0:02:19	0:01:27	0:00:52
Express	0:02:29	0:02:07	0:00:22
Systemwide	0:01:56	0:01:54	0:00:02
Local/Limited	0:02:00	0:01:57	0:00:03
Select Bus Service	0:01:24	0:01:35	-0:00:11
Express	0:02:36	0:02:25	0:00:11

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

Desired trend

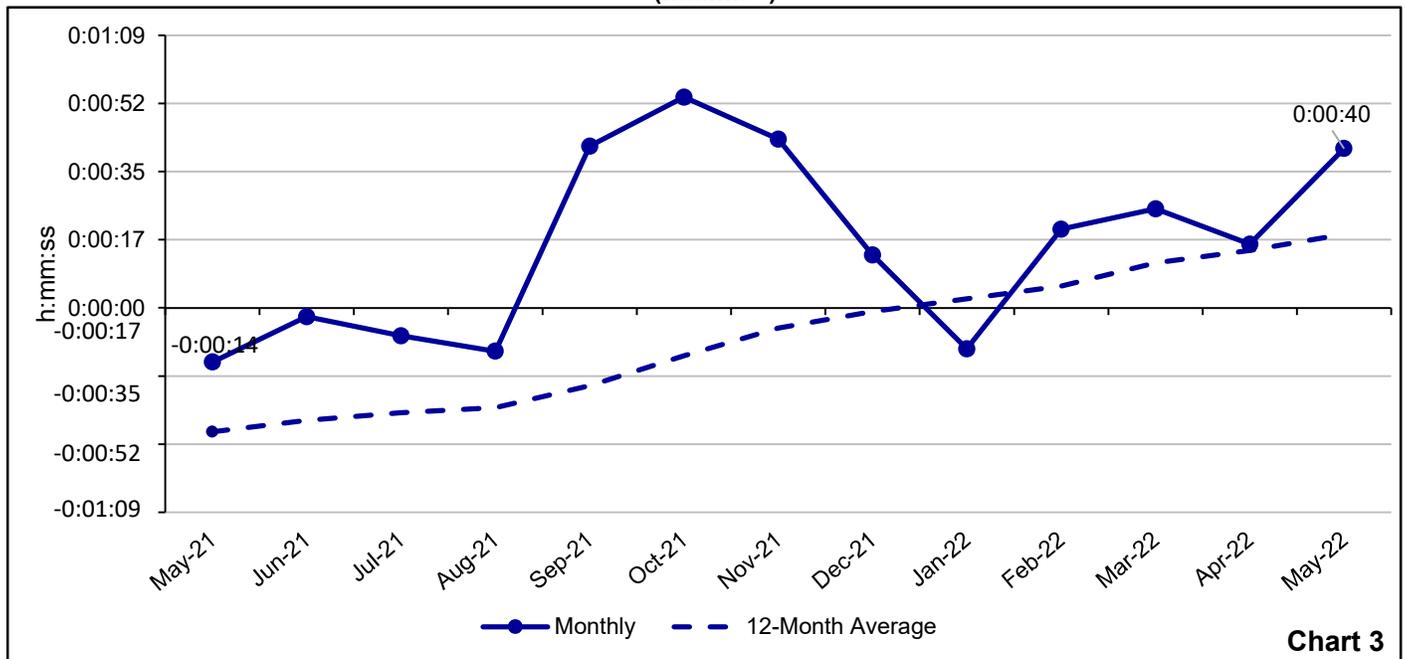


Chart 3

	Monthly			12-Month Average		
	May 22	May 21	Change	May 22	May 21	Change
Bronx	0:00:56	0:00:13	+0:00:43	0:00:33	-0:00:09	+0:00:42
Brooklyn	0:00:37	-0:00:13	+0:00:50	0:00:21	-0:00:25	+0:00:46
Manhattan	0:00:17	-0:00:32	+0:00:49	-0:00:04	-0:00:46	+0:00:42
Queens	0:00:55	-0:00:17	+0:01:12	0:00:30	-0:00:36	+0:01:06
Staten Island	-0:00:17	-0:01:30	+0:01:13	-0:00:55	-0:02:03	+0:01:08
Systemwide	0:00:40	-0:00:14	+0:00:54	0:00:19	-0:00:31	+0:00:50

Additional Travel Time Discussion

- Additional Travel Time in May 2022 increased by 54 seconds compared to May 2021, and increased by 50 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>May 22</u>	<u>May 21</u>	<u>Change</u>
Bronx	0:00:56	0:00:13	+0:00:43
Local/Limited	0:00:45	0:00:05	+0:00:40
Select Bus Service	0:01:39	0:00:51	+0:00:48
Express	0:04:54	0:02:40	+0:02:14
Brooklyn	0:00:37	-0:00:13	+0:00:50
Local/Limited	0:00:33	-0:00:14	+0:00:47
Select Bus Service	0:00:59	0:00:04	+0:00:55
Express	0:02:56	-0:01:57	+0:04:53
Manhattan	0:00:17	-0:00:32	+0:00:49
Local/Limited	0:00:13	-0:00:29	+0:00:42
Select Bus Service	0:00:25	-0:00:37	+0:01:02
Express	N/A	N/A	N/A
Queens	0:00:55	-0:00:17	+0:01:12
Local/Limited	0:00:48	-0:00:18	+0:01:06
Select Bus Service	0:01:13	0:00:02	+0:01:11
Express	0:06:44	0:00:13	+0:06:31
Staten Island	-0:00:17	-0:01:30	+0:01:13
Local/Limited	-0:00:02	-0:00:49	+0:00:47
Select Bus Service	0:00:07	-0:00:53	+0:01:00
Express	-0:01:17	-0:05:42	+0:04:25
Systemwide	0:00:40	-0:00:14	+0:00:54
Local/Limited	0:00:37	-0:00:13	+0:00:50
Select Bus Service	0:00:49	-0:00:05	+0:00:54
Express	0:02:16	-0:01:38	+0:03:54

Customer Journey Time Performance

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

Desired trend

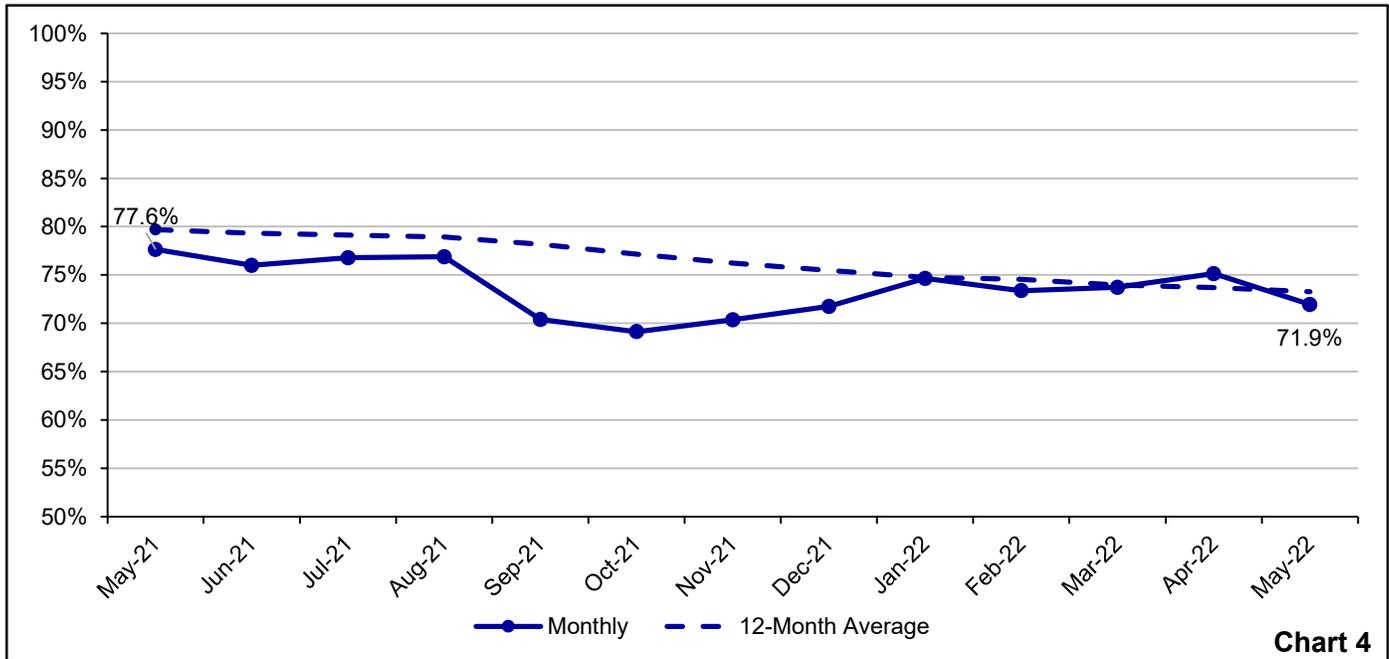


Chart 4

	Monthly			12-Month Average		
	May 22	May 21	Change (Pts)	May 22	May 21	Change (Pts)
Bronx	71.4%	75.5%	-4.1%	72.5%	78.3%	-5.8%
Brooklyn	69.6%	74.5%	-4.9%	70.3%	76.4%	-6.1%
Manhattan	77.9%	82.8%	-4.9%	79.4%	84.2%	-4.8%
Queens	71.3%	79.8%	-8.5%	73.2%	81.5%	-8.3%
Staten Island	70.0%	77.9%	-7.9%	73.1%	81.4%	-8.3%
Systemwide	71.9%	77.6%	-5.7%	73.3%	79.7%	-6.4%

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in May 2022 decreased by 5.7 percentage points to 71.9 percent compared to May 2021, and decreased by 6.4 percentage points to 73.3 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>May 22</u>	<u>May 21</u>	<u>Change (Pts)</u>
Bronx	71.4%	75.5%	-4.1%
Local/Limited	72.5%	76.3%	-3.8%
Select Bus Service	67.4%	72.1%	-4.7%
Express	47.3%	56.7%	-9.4%
Brooklyn	69.6%	74.5%	-4.9%
Local/Limited	69.7%	74.6%	-4.9%
Select Bus Service	70.6%	74.8%	-4.2%
Express	54.4%	71.3%	-16.9%
Manhattan	77.9%	82.8%	-4.9%
Local/Limited	76.2%	80.6%	-4.4%
Select Bus Service	81.2%	87.1%	-5.9%
Express	N/A	N/A	N/A
Queens	71.3%	79.8%	-8.5%
Local/Limited	71.9%	80.3%	-8.4%
Select Bus Service	67.9%	73.5%	-5.6%
Express	41.4%	65.1%	-23.7%
Staten Island	70.0%	77.9%	-7.9%
Local/Limited	70.2%	77.4%	-7.2%
Select Bus Service	70.7%	78.3%	-7.6%
Express	69.1%	80.5%	-11.4%
Systemwide	71.9%	77.6%	-5.7%
Local/Limited	71.9%	77.5%	-5.6%
Select Bus Service	74.7%	79.5%	-4.8%
Express	56.7%	69.4%	-12.7%

Section 2: Inputs to Operations

The metrics in this section address how NYCT provides service to its customers by measuring the reliability of bus performance and the impact of bus speed on operations.

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

Mean Distance Between Failures (MDBF) reports how frequently mechanical problems such as engine failures or electrical malfunctions cause delays. It is calculated by dividing the number of miles buses run in service by the number of incidents due to mechanical problems.

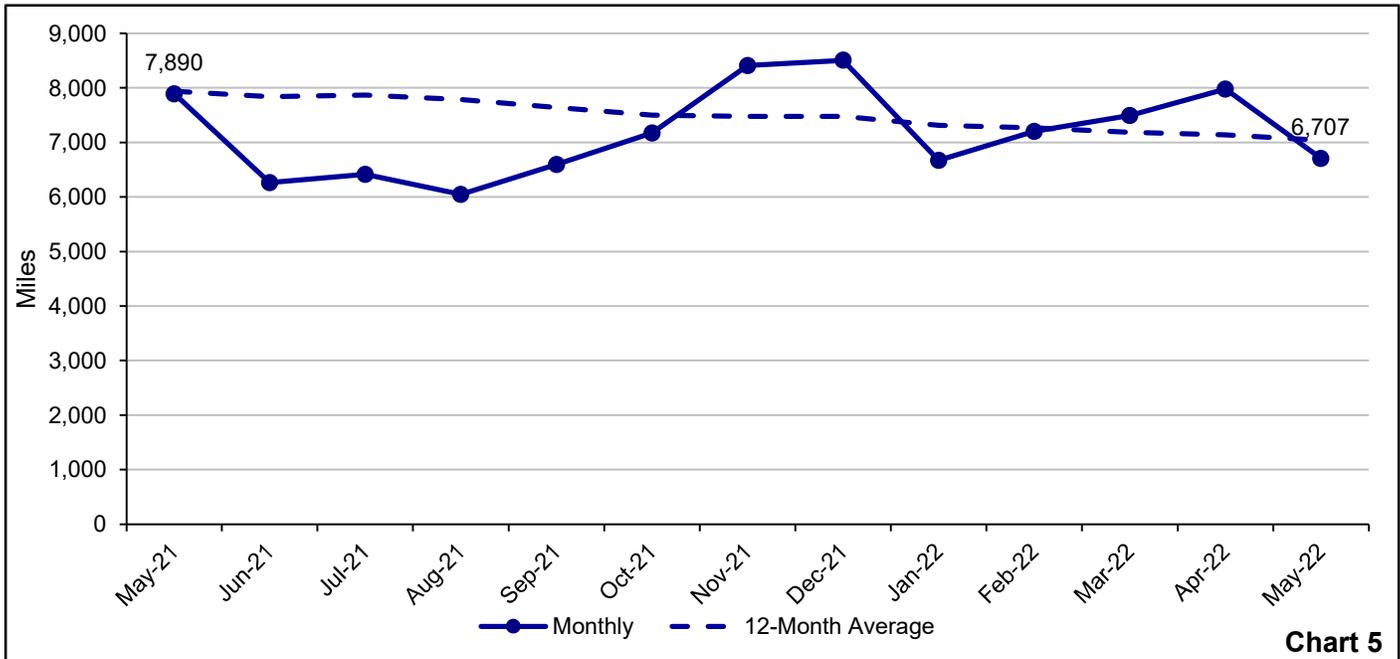
MDBF numbers include weekdays and weekends. This borough and trip-type combinations (Chart 10) are reported as a 12-month average.

Bus Speeds

Bus speeds measure how quickly buses travel along their routes. The average end-to-end speed is the total distance traveled along a route divided by the total time, using bus GPS data.

Mean Distance Between Failures (24 Hours) Miles

Desired trend



	Monthly			12-Month Average		
	May 22	May 21	% Change	May 22	May 21	% Change
Bronx	4,455	5,117	-12.9%	4,957	5,642	-12.1%
Brooklyn	7,401	9,446	-21.7%	7,612	8,680	-12.3%
Manhattan	4,040	5,133	-21.3%	4,285	4,994	-14.2%
Queens	7,076	7,761	-8.8%	7,084	7,837	-9.6%
Staten Island	20,817	26,322	-20.9%	21,527	24,564	-12.4%
Systemwide	6,707	7,890	-15.0%	7,043	7,941	-11.3%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in May 2022 decreased by 15.0 percent to 6,707 miles compared to May 2021, and decreased by 11.3 percent to 7,043 miles on a 12-month average basis.

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

Desired trend 

<u>Borough</u>	<u>May 22</u>	<u>May 21</u>	<u>% Change</u>
Bronx	4,957	5,642	-12.1%
Local/Limited	4,296	4,898	-12.3%
Select Bus Service	4,980	8,078	-38.3%
Express	10,125	9,637	+5.1%
Brooklyn	7,612	8,680	-12.3%
Local/Limited	7,506	8,399	-10.6%
Select Bus Service	9,453	12,171	-22.3%
Express	7,728	10,659	-27.5%
Manhattan	4,285	4,994	-14.2%
Local/Limited	4,002	4,426	-9.6%
Select Bus Service	5,441	8,165	-33.4%
Express	N/A	N/A	N/A
Queens	7,084	7,837	-9.6%
Local/Limited	6,704	7,475	-10.3%
Select Bus Service	6,554	7,862	-16.6%
Express	10,063	10,065	-0.0%
Staten Island	21,527	24,564	-12.4%
Local/Limited	21,945	22,899	-4.2%
Select Bus Service	34,673	42,521	-18.5%
Express	20,469	24,965	-18.0%
Systemwide	7,043	7,941	-11.3%
Local/Limited	6,301	7,007	-10.1%
Select Bus Service	6,756	9,409	-28.2%
Express	12,988	13,899	-6.6%

Bus Speeds (24 Hours) (MPH)

Desired trend

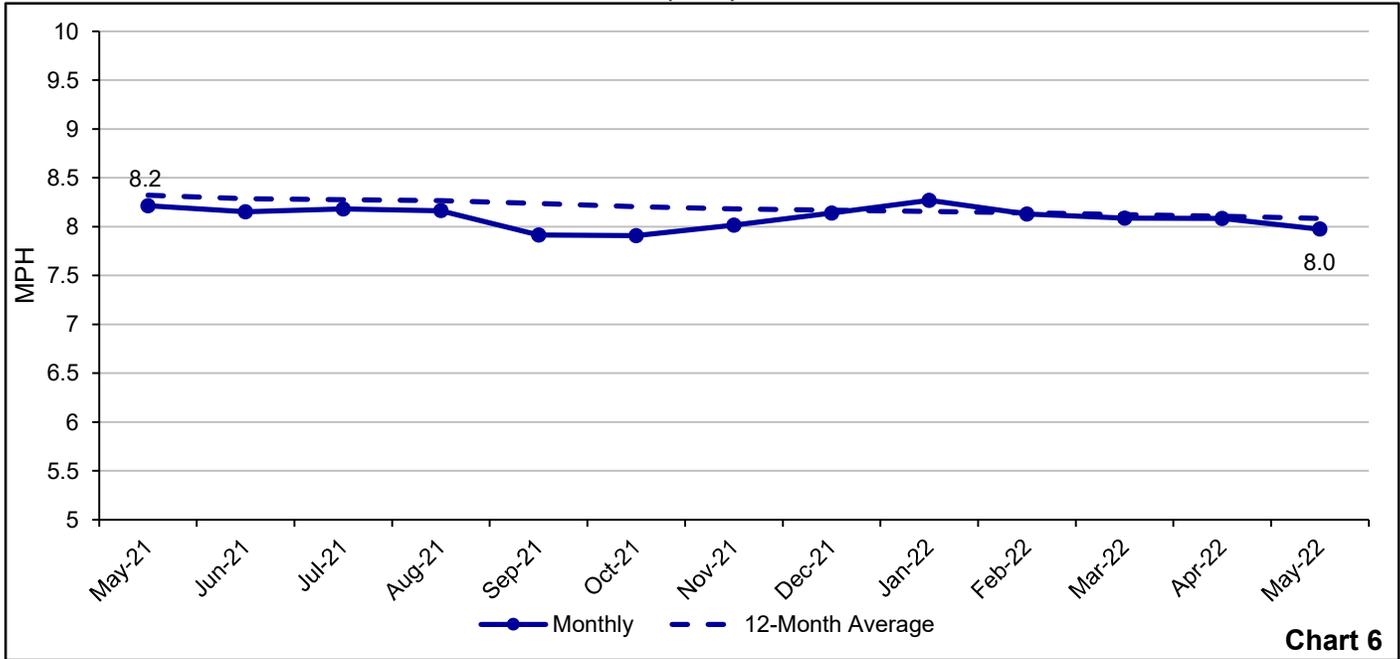


Chart 6

	Monthly			12-Month Average		
	May 22	May 21	% Change	May 22	May 21	% Change
Bronx	7.4	7.6	-2.6%	7.5	7.7	-2.6%
Brooklyn	7.1	7.4	-4.1%	7.3	7.5	-2.7%
Manhattan	6.0	6.3	-4.8%	6.2	6.4	-3.1%
Queens	8.9	9.3	-4.3%	9.1	9.4	-3.2%
Staten Island	14.2	14.2	0.0%	14.2	14.3	-0.7%
Systemwide	8.0	8.2	-2.4%	8.1	8.3	-2.4%

Speed Discussion

- Bus Speeds in May 2022 decreased by 2.4 percent to 8.0 mph compared to May 2021, and decreased by 2.4 percent to 8.1 mph on a 12-month average basis.

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

<u>Borough</u>	<u>May 22</u>	<u>May 21</u>	<u>% Change</u>
Bronx	7.4	7.6	-2.6%
Local/Limited	6.8	7.0	-2.9%
Select Bus Service	8.5	8.8	-3.4%
Express	11.3	11.9	-5.0%
Brooklyn	7.1	7.4	-4.1%
Local/Limited	6.8	7.2	-5.6%
Select Bus Service	8.5	8.7	-2.3%
Express	12.3	13.6	-9.6%
Manhattan	6.0	6.3	-4.8%
Local/Limited	5.8	6.0	-3.3%
Select Bus Service	7.1	7.3	-2.7%
Express	N/A	N/A	N/A
Queens	8.9	9.3	-4.3%
Local/Limited	8.6	9.0	-4.4%
Select Bus Service	11.1	11.5	-3.5%
Express	12.8	13.9	-7.9%
Staten Island	14.2	14.2	+0.0%
Local/Limited	12.1	12.4	-2.4%
Select Bus Service	14.5	15.0	-3.3%
Express	17.7	18.0	-1.7%
Systemwide	8.0	8.2	-2.4%
Local/Limited	7.4	7.7	-3.9%
Select Bus Service	9.0	9.2	-2.2%
Express	13.7	14.3	-4.2%

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment

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

Bus Mean Distance Between Service Interruptions

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

Bus Percentage of Completed Trips

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

Bus AM Weekday Pull Out Performance

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

Bus PM Weekday Pull Out Performance

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

Wait Assessment

Desired trend

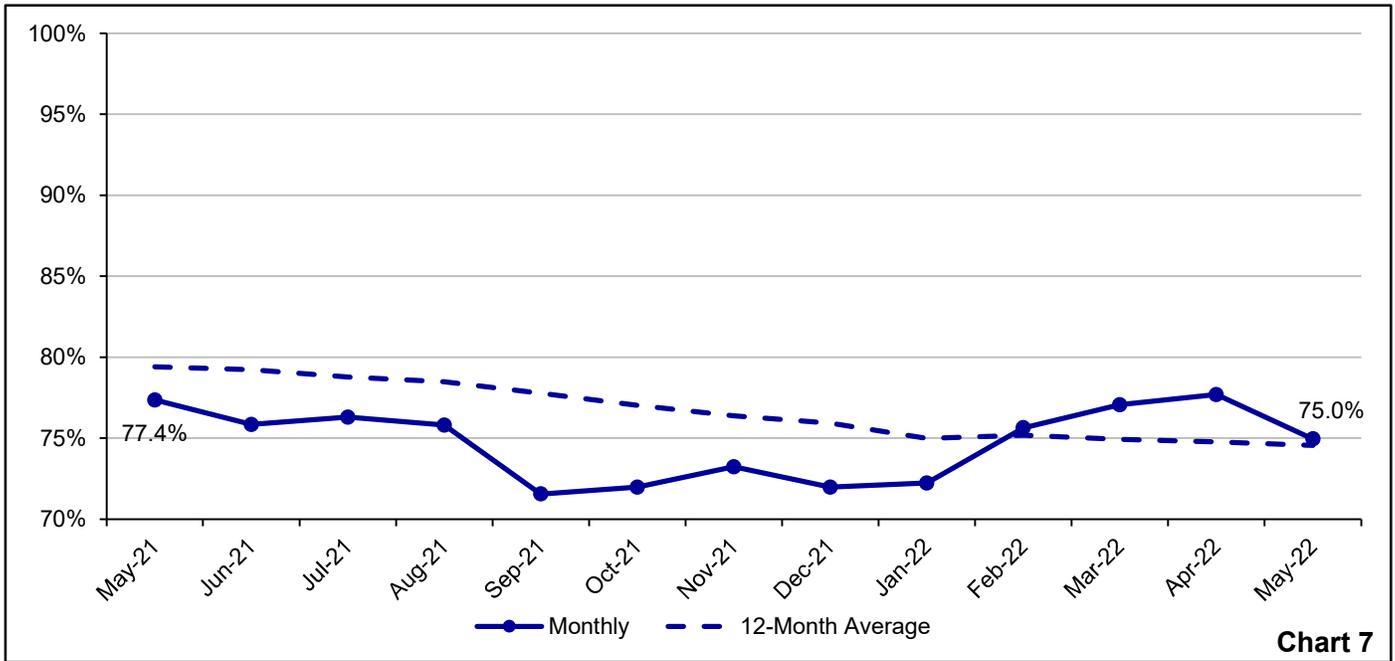


Chart 7

	Monthly			12-Month Average		
	May 22	May 21	Change (Pts)	May 22	May 21	Change (Pts)
Bronx	75.3%	76.2%	-0.9%	74.4%	79.1%	-4.7%
Brooklyn	72.6%	73.4%	-0.8%	71.1%	75.5%	-4.4%
Manhattan	78.4%	80.1%	-1.7%	77.7%	81.2%	-3.5%
Queens	76.6%	80.4%	-3.8%	76.8%	81.8%	-5.0%
Staten Island	68.9%	76.1%	-7.2%	71.5%	80.3%	-8.8%
Systemwide	75.0%	77.4%	-2.4%	74.6%	79.4%	-4.8%

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>May 22</u>	<u>May 21</u>	<u>Change (Pts)</u>
Bronx	75.3%	76.2%	-0.9%
Local/Limited	75.1%	75.8%	-0.7%
Select Bus Service	71.6%	73.8%	-2.2%
Express	79.6%	84.7%	-5.1%
Brooklyn	72.6%	73.4%	-0.8%
Local/Limited	72.5%	73.2%	-0.7%
Select Bus Service	77.0%	75.7%	+1.3%
Express	74.9%	77.8%	-2.9%
Manhattan	78.4%	80.1%	-1.7%
Local/Limited	78.0%	79.5%	-1.5%
Select Bus Service	81.2%	84.2%	-3.0%
Express	N/A	N/A	N/A
Queens	76.6%	80.4%	-3.8%
Local/Limited	76.5%	80.4%	-3.9%
Select Bus Service	80.1%	78.4%	+1.7%
Express	79.6%	81.4%	-1.8%
Staten Island	68.9%	76.1%	-7.2%
Local/Limited	67.9%	75.6%	-7.7%
Select Bus Service	69.3%	78.4%	-9.1%
Express	72.9%	77.9%	-5.0%
Systemwide	75.0%	77.4%	-2.4%
Local/Limited	74.8%	77.1%	-2.3%
Select Bus Service	78.2%	80.2%	-2.0%
Express	76.1%	80.3%	-4.2%

Bus Mean Distance Between Service Interruptions

Desired trend 

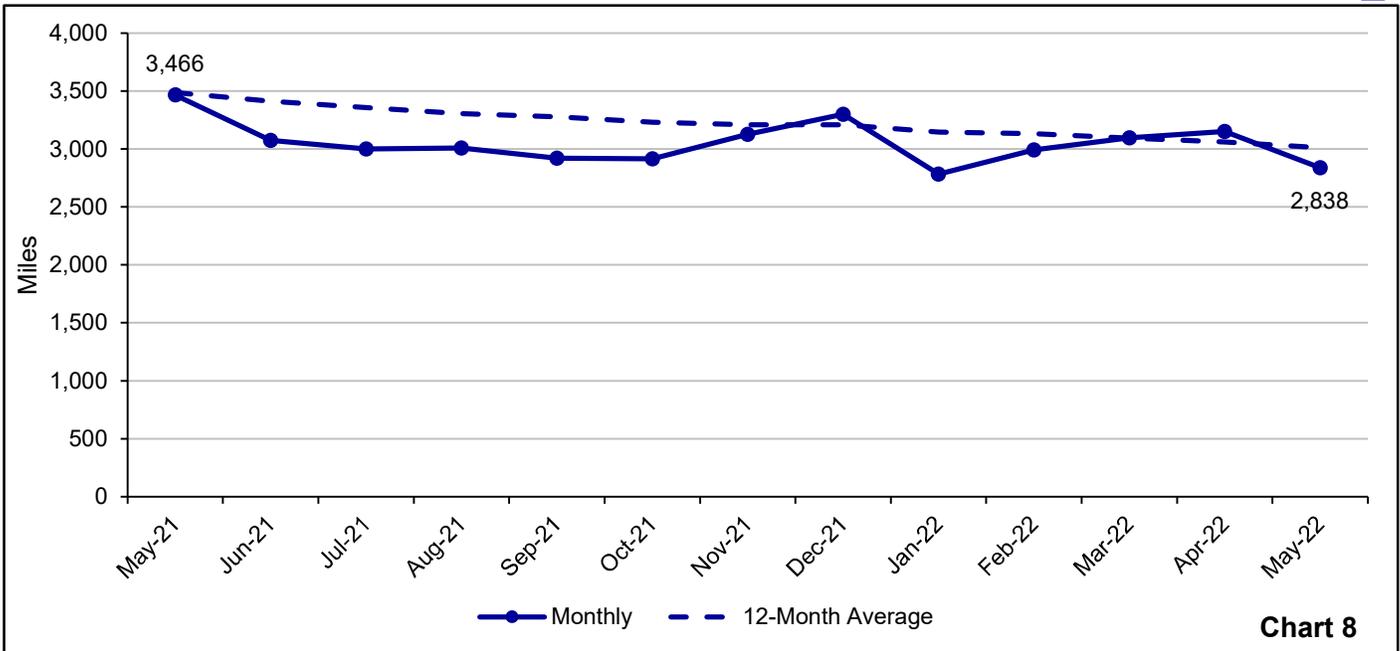


Chart 8

Systemwide	Monthly			12-Month Average		
	May 22	May 21	% Change	May 22	May 21	% Change
	2,838	3,466	-18.1%	3,012	3,487	-13.6%

Bus Percentage of Completed Trips

Desired trend 

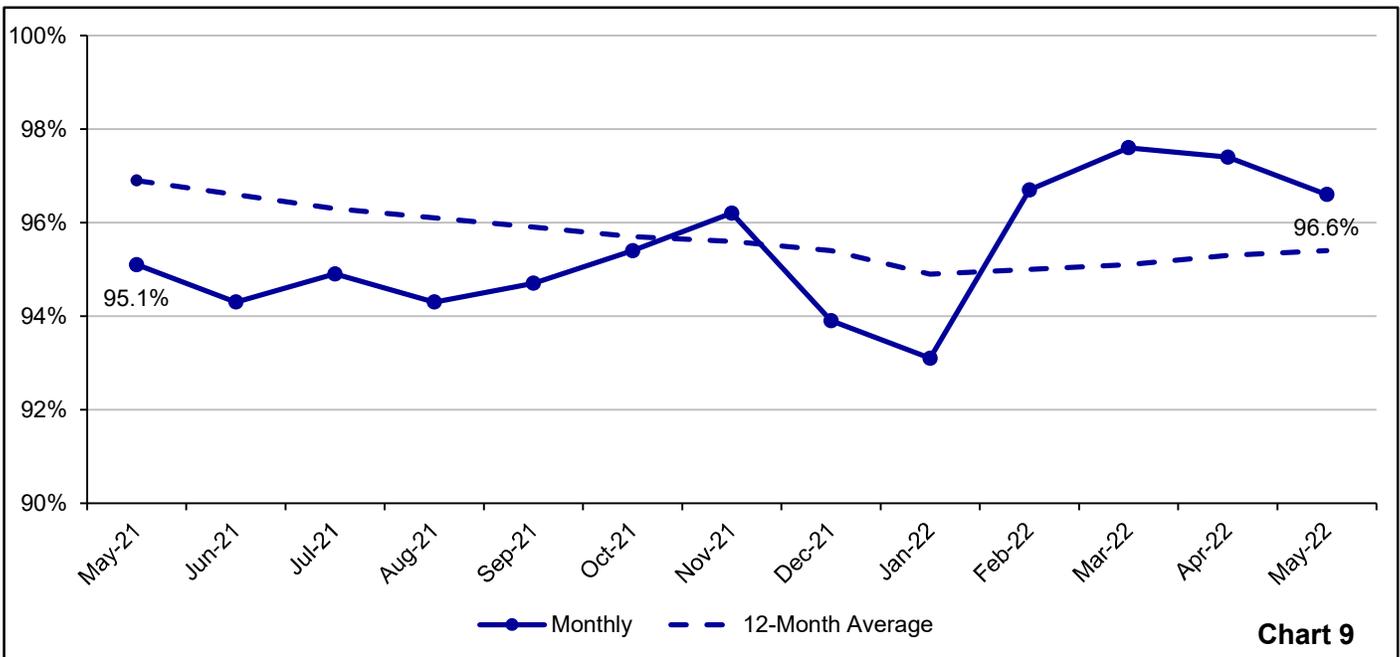


Chart 9

Systemwide	Monthly			12-Month Average		
	May 22	May 21	Change (Pts)	May 22	May 21	Change (Pts)
	96.6%	95.1%	+1.5%	95.4%	96.9%	-1.5%

Bus AM Weekday Pull Out Performance

Desired trend 

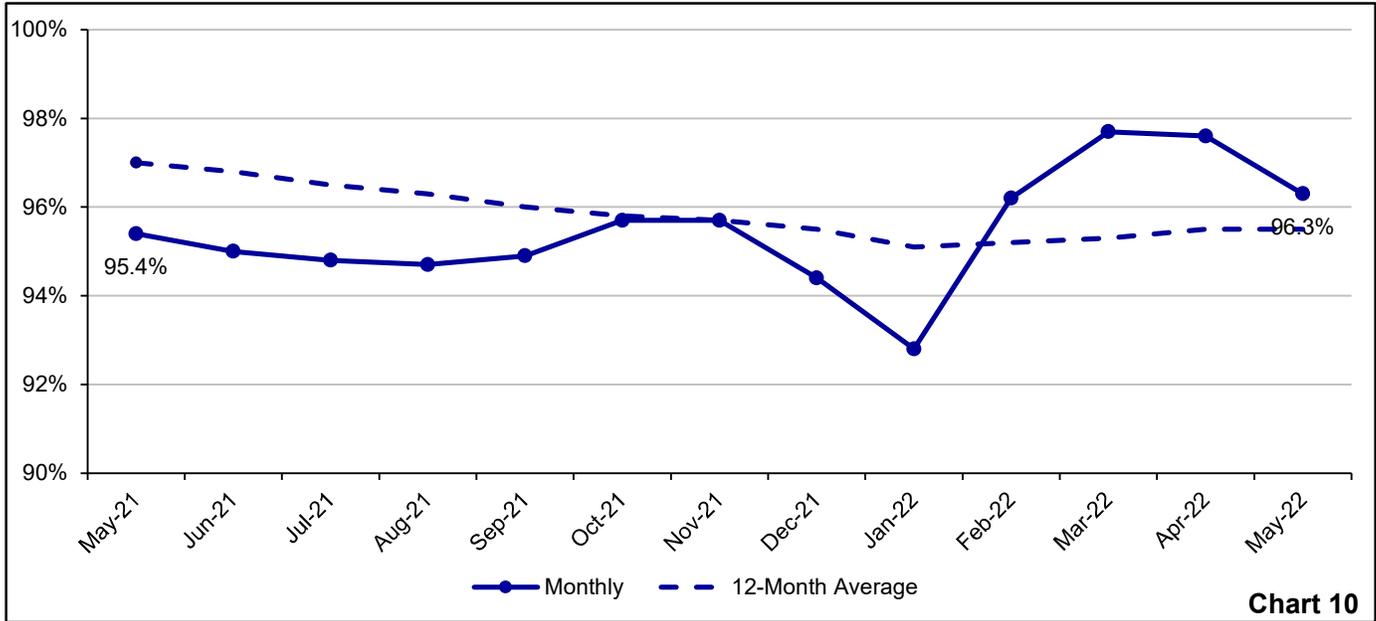


Chart 10

	Monthly			12-Month Average		
	May 22	May 21	Change (Pts)	May 22	May 21	Change (Pts)
Systemwide	96.3%	95.4%	+0.9%	95.5%	97.0%	-1.5%

Bus PM Weekday Pull Out Performance

Desired trend 

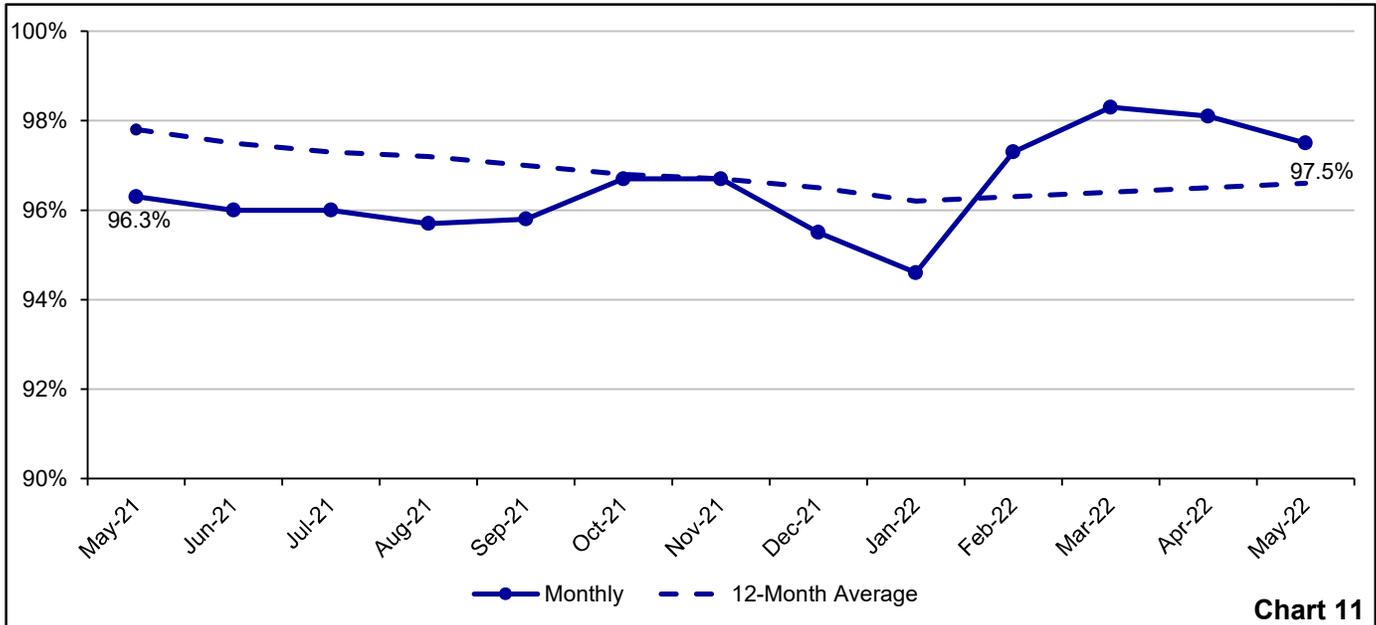


Chart 11

	Monthly			12-Month Average		
	May 22	May 21	Change (Pts)	May 22	May 21	Change (Pts)
Systemwide	97.5%	96.3%	+1.2%	96.6%	97.8%	-1.2%

Customer Service Report: Paratransit

Chris Pangilinan, Vice President, Paratransit



This month we celebrated with Paratransit customer Dorothy Sacks, who turned 100 years old and was featured on News 12 Brooklyn. Dorothy has been living in Sheepshead Bay for almost 70 years and rode the subway regularly to work until she was 88 years old! She then switched to Paratransit's Access-a-Ride program for the commute until she officially retired at 90-years-old! Dorothy calls AAR regularly to let the Outreach team know how appreciative she is of the service, especially the kind, attentive drivers who make sure she is able to visit her doctors and, most importantly, the beauty salon! Happy Birthday Dorothy!

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: April 2022			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	536,344	490,217	+9.4%	475,892	423,652	+12.3%
	Total Ridership	759,941	664,966	+14.3%	673,168	566,511	+18.8%
On-Time Performance	Pick-up Primary 30 Minute	94.0%	96.0%	-2.0%	93.5%	97.6%	-4.1%
	Pick-up Primary 15 Minute	83.0%	88.0%	-5.0%	82.2%	90.1%	-7.9%
	Pick-up Broker 30 Minute	94.0%	95.0%	-1.0%	90.3%	97.1%	-6.8%
	Pick-up Broker 15 Minute	80.0%	82.0%	-2.0%	74.6%	88.8%	-14.2%
	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	81.0%	86.0%	-5.0%	80.6%	87.1%	-6.5%
	Average Actual Trip Duration in Minutes	37	29	+27.6%	35	29	+23.7%
	Max Ride Time Performance Primary	98.0%	99.0%	-1.0%	98.4%	99.0%	-0.6%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	98.6%	98.9%	-0.3%
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	1.70	1.05	+61.9%	2.78	0.68	+305.6%
	Provider No-Shows per 1,000 Schedule Trips Broker	2.95	0.80	+268.8%	5.42	0.61	+783.0%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	3.0	2.6	+15.4%	5.1	1.7	+205.0%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	2.9	1.2	+141.7%	3.1	1.1	+180.6%
Call Center	Percent of Calls Answered	93.0%	96.0%	-3.0%	89.6%	96.7%	-7.1%
	Average Call Answer Speed in Seconds	119	51	+133.3%	161	38	+322.5%
Eligibility	Total Registrants	169,010	162,382	+4.1%	165,978	161,627	+2.7%

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Ridership by Provider Type

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

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

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

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

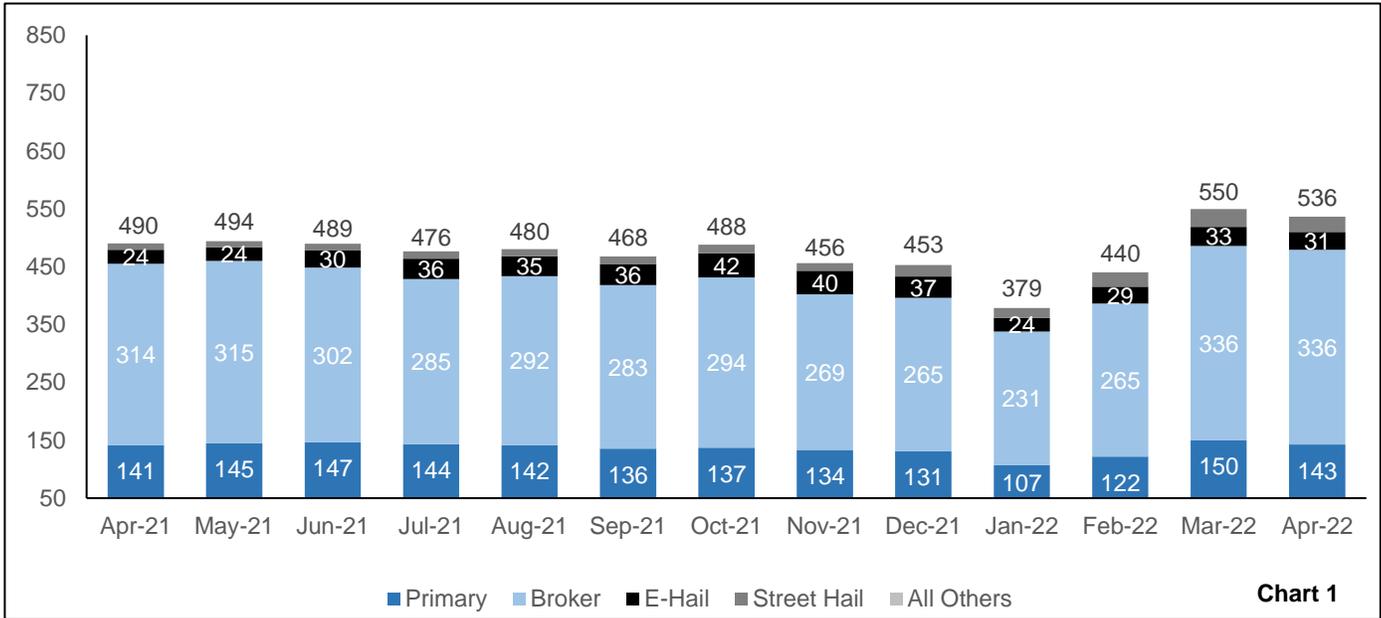
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

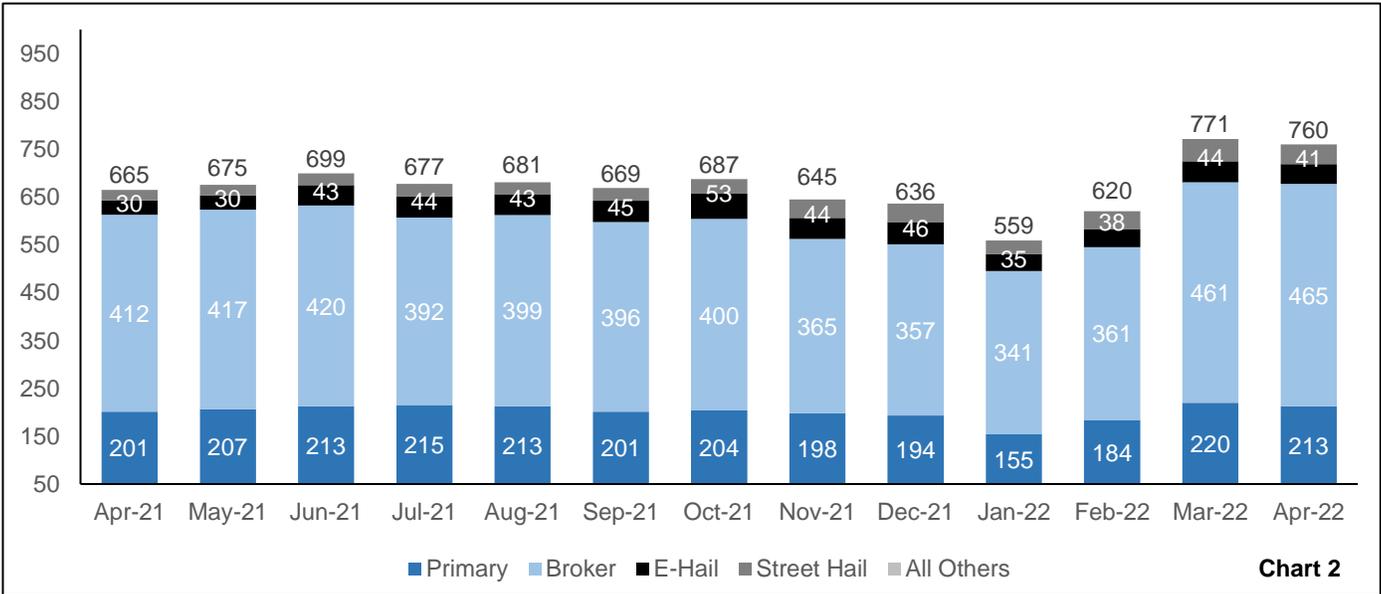
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips (In Thousands)



Total Ridership (In Thousands)



Total Trips Discussion

- Total Trips in April 2022 decreased by 13K (or 2.4%) when compared to March 2022, and increased by 46K (or 9.4%) when compared to April 2021.

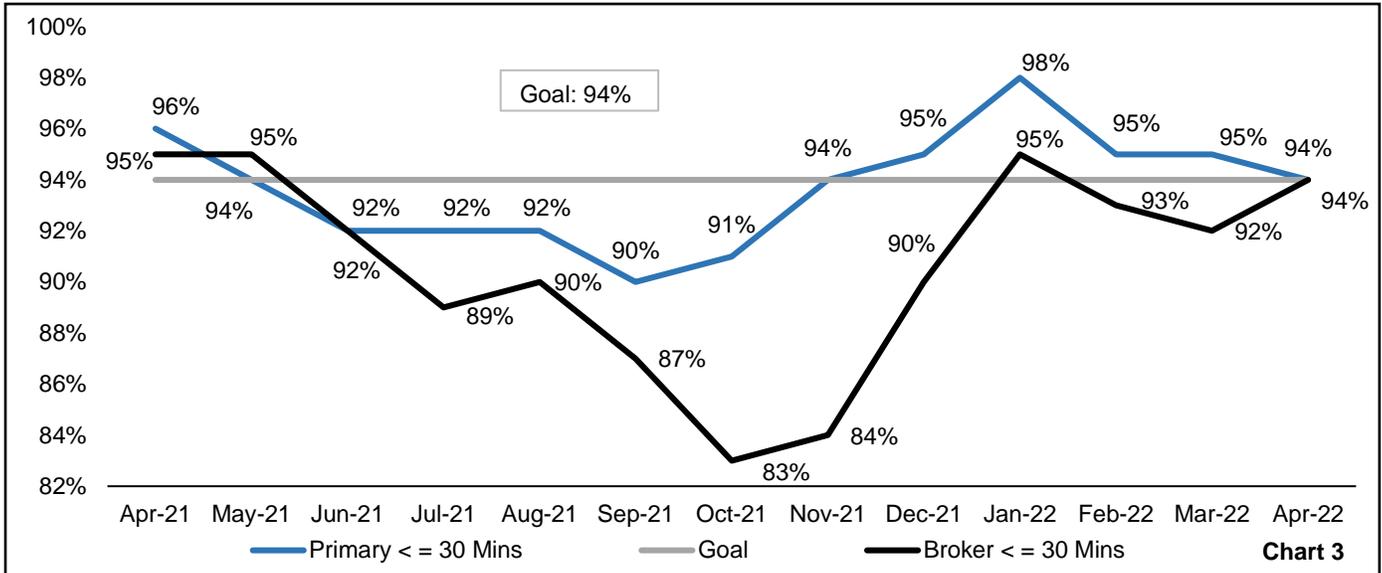
Total Ridership Discussion

- Total Ridership in April 2022 decreased by 11K (or 1.4%) when compared to March 2022, and increased by 95K (or 14.3%) when compared to April 2021.

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

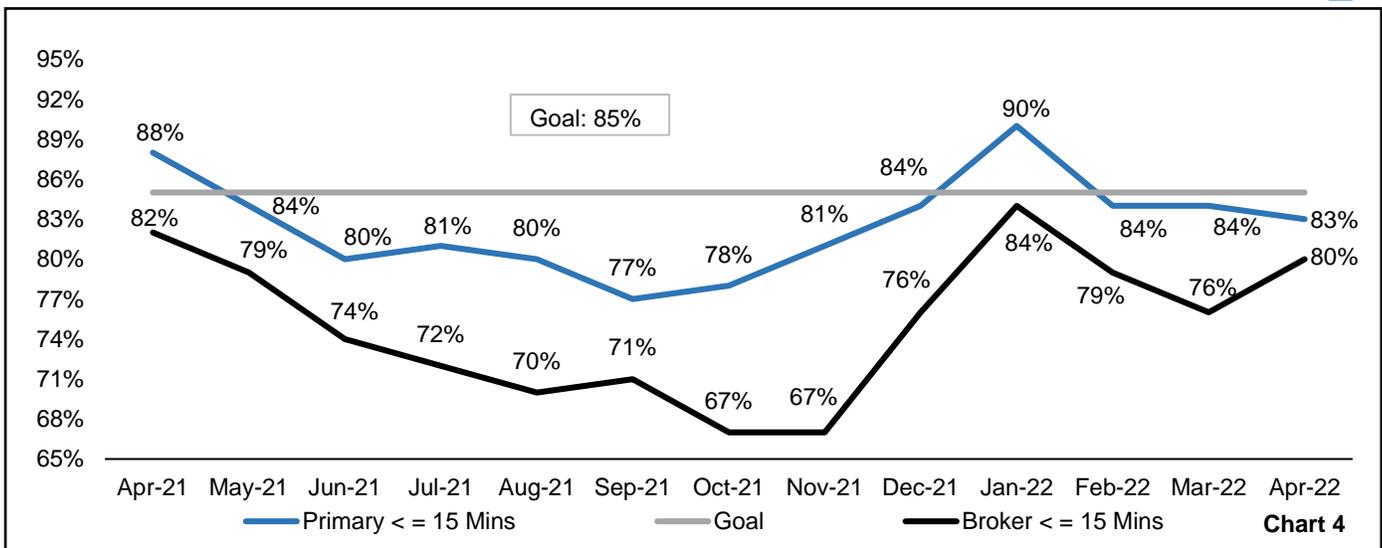
OTP <= 30 Minutes Primary and Broker

Desired trend



OTP <= 15 Minutes Primary and Broker

Desired trend



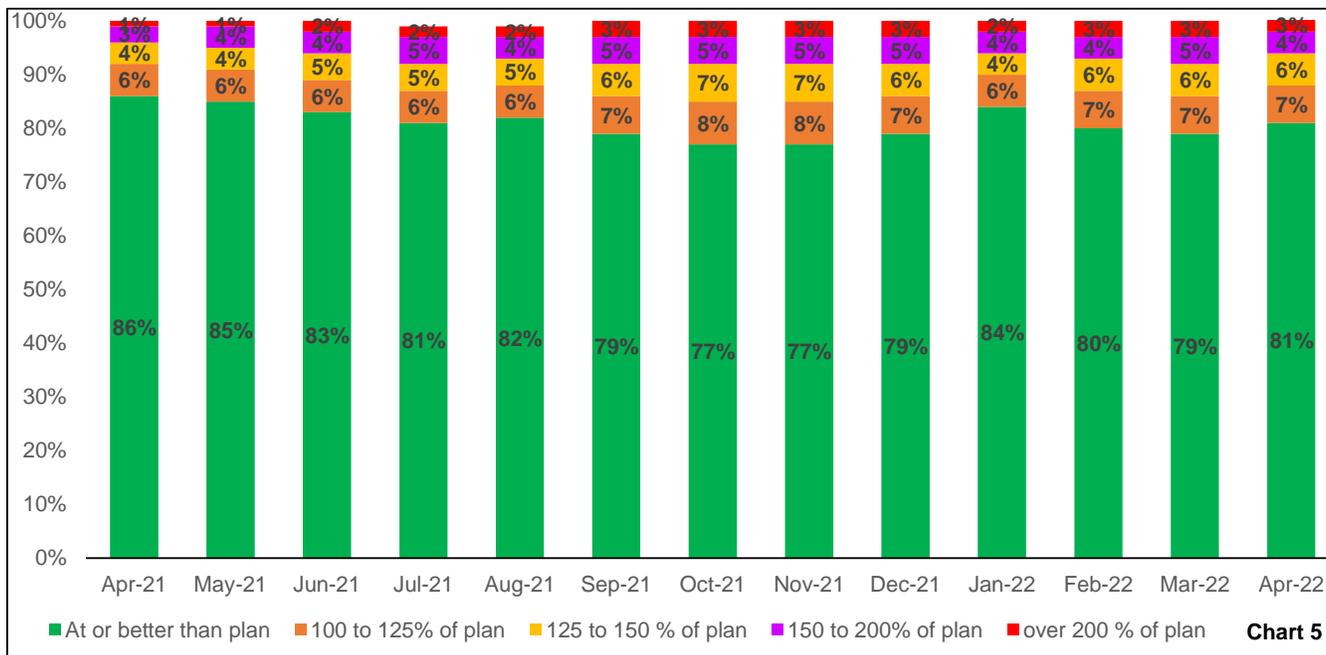
<= 30 Minutes Pick Up On-Time Performance Discussion

- April 2022 Primary 30 minute P/U, OTP result of 94% declined by 1 percentage point when compared to March 2022, and declined by 2 percentage points when compared to April 2021.
- April 2022 Broker 30 minute P/U, OTP result of 94% improved by 2 percentage points when compared to March 2022, and declined by 1 percentage point when compared to April 2021.

<= 15 Minutes Pick Up On-Time Performance Discussion

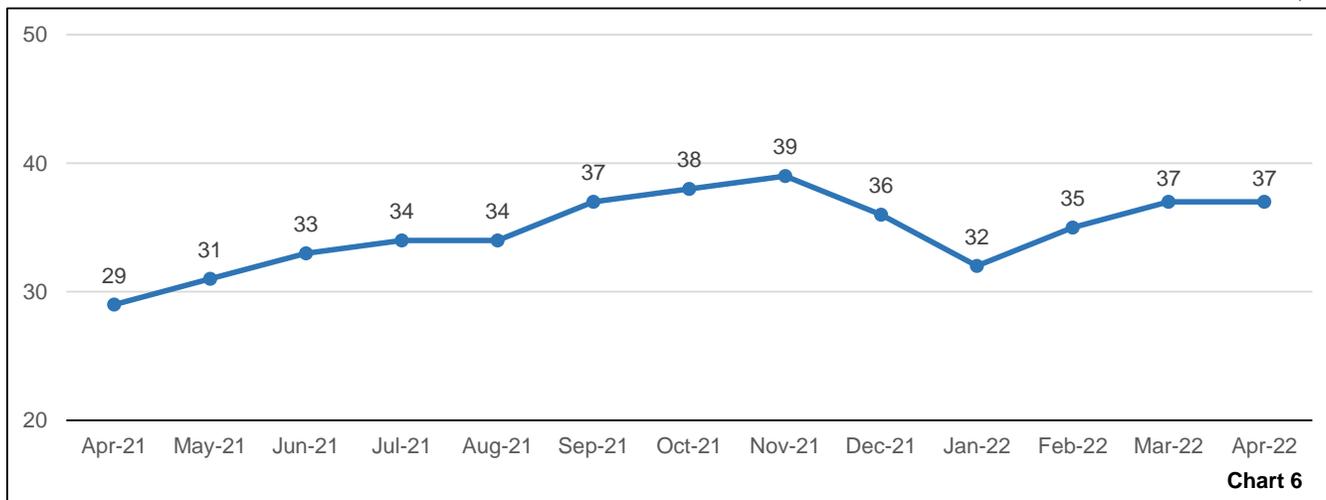
- April 2022 Primary 15 minute P/U, OTP result of 83% declined by 1 percentage point when compared to March 2022, and declined by 5 percentage points when compared to April 2021.
- April 2022 Broker 15 minute P/U, OTP result of 80% improved by 4 percentage points when compared to March 2022, and declined by 2 percentage points when compared to April 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

- 81% of trips in April 2022 performed within the scheduled time or better which improved by 2 percentage points when compared to March 2022, and declined by 5 percentage points when compared to April 2021.

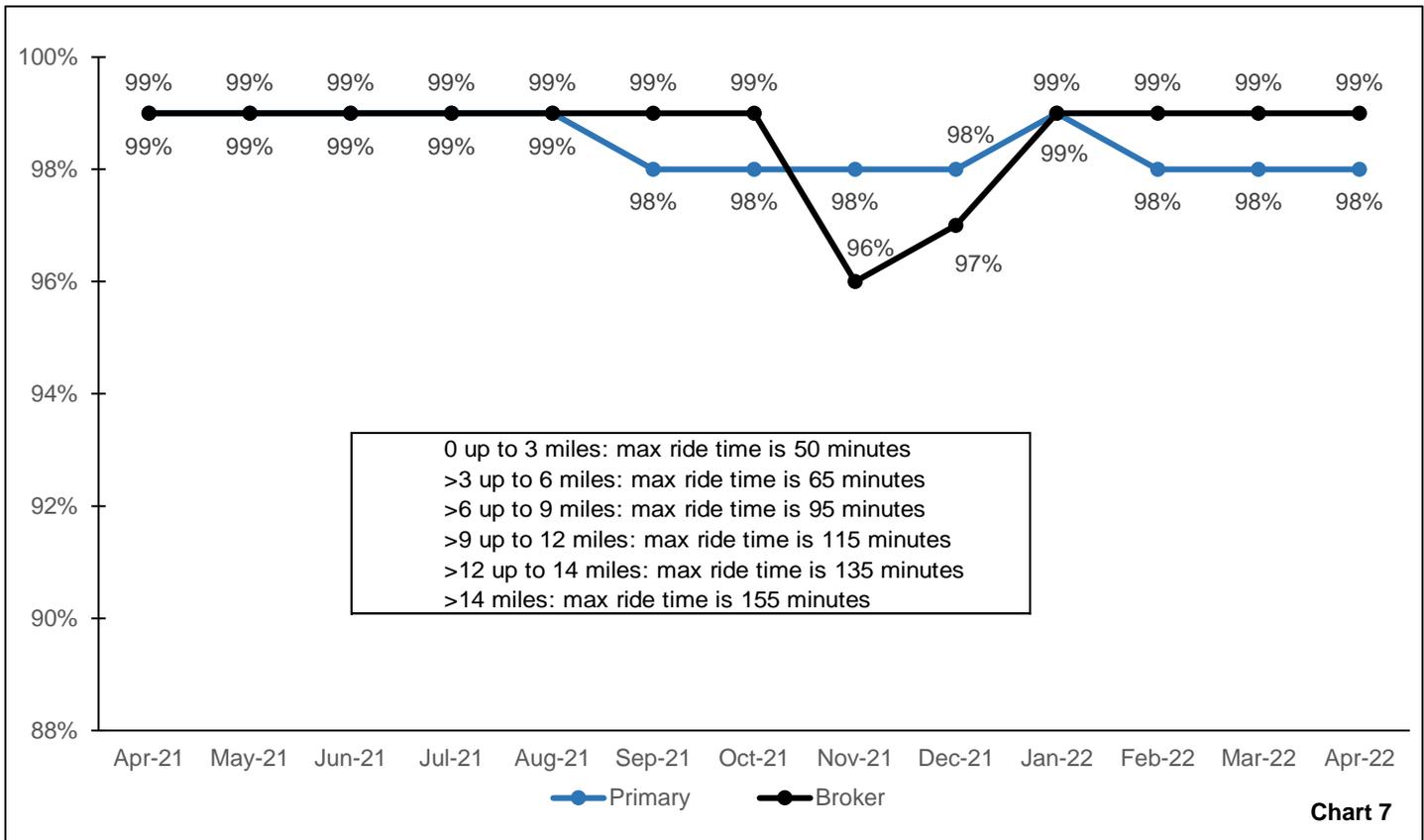
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in April 2022 remained flat when compared to March 2022, and increased by 8 minutes (or 27.6%) when compared to April 2021.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend 

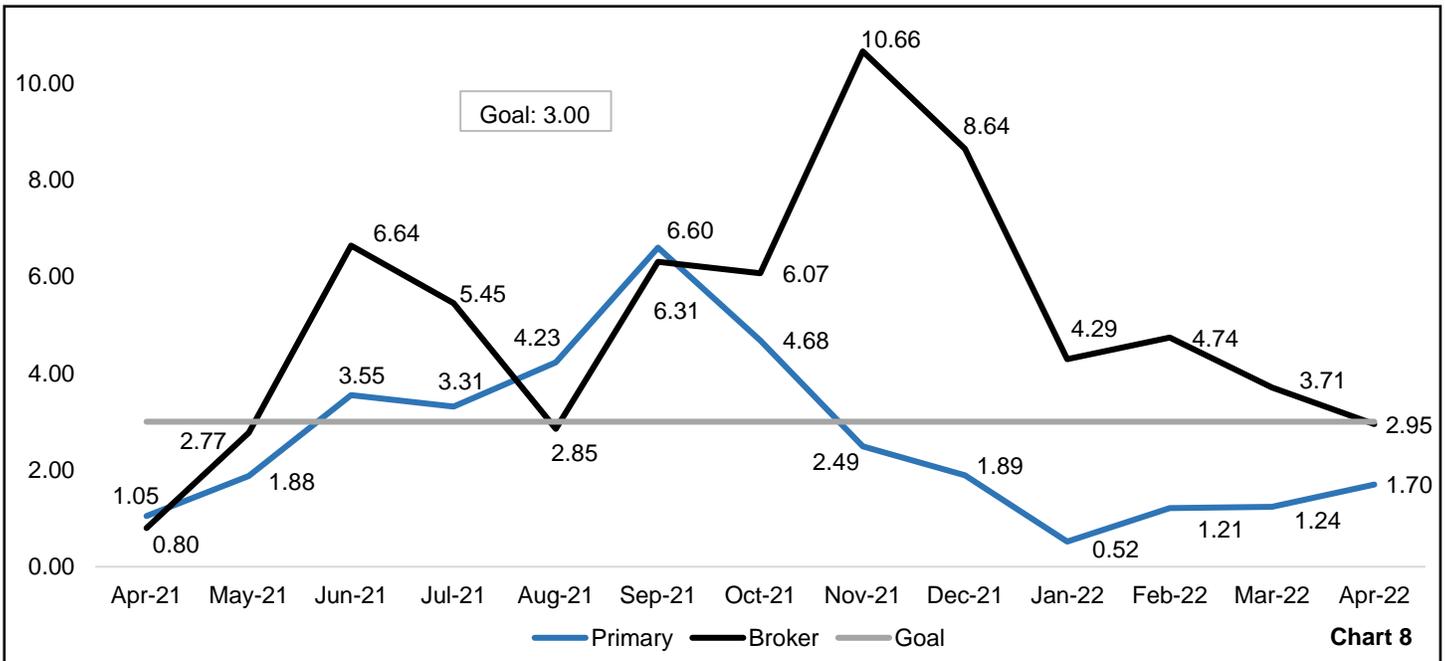


Max Ride Time Performance Discussion

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

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

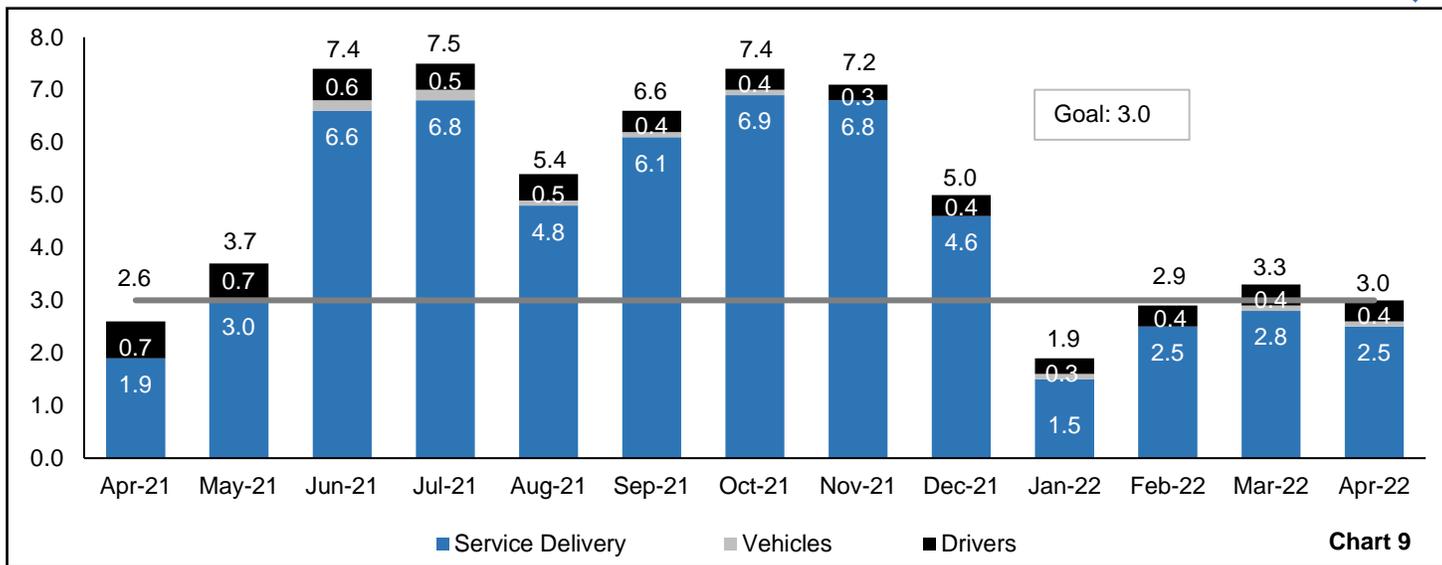


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.46 per 1,000 trips (or 37.1%) in April 2022 when compared to March 2022, and increased by 0.65 per 1,000 trips (or 61.9%) when compared to the same month last year.
- Broker No-Shows decreased by 0.76 per 1,000 trips (or 20.5%) in April 2022 when compared to March 2022, and increased by 2.15 per 1,000 trips (or 268.8%) when compared to the same month last year.

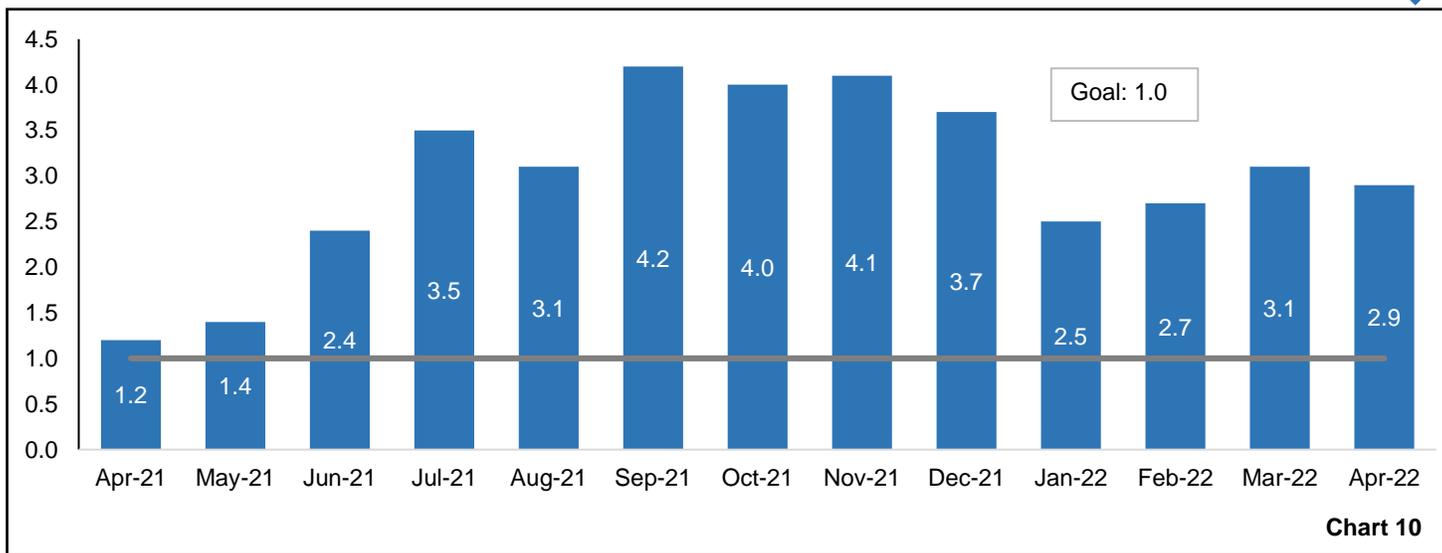
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 April 2022 decreased by 0.3 per 1,000 trips (or 9.1%) when compared to March 2022, and increased by 0.4 per 1,000 trips (or 15.4%) when compared to April 2021.

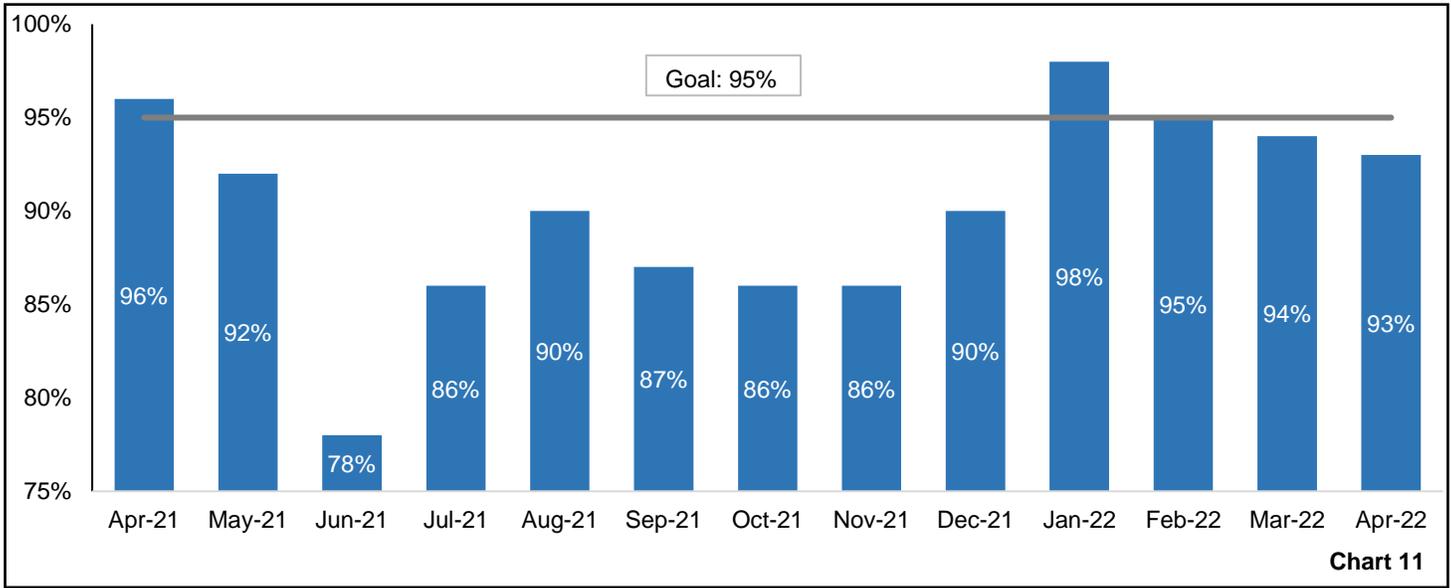
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service in April 2022 decreased by 0.2 per 1,000 trips (or 6.5%) when compared to March 2022, and increased by 1.7 per 1,000 trips (or 141.7%) when compared to April 2021.

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

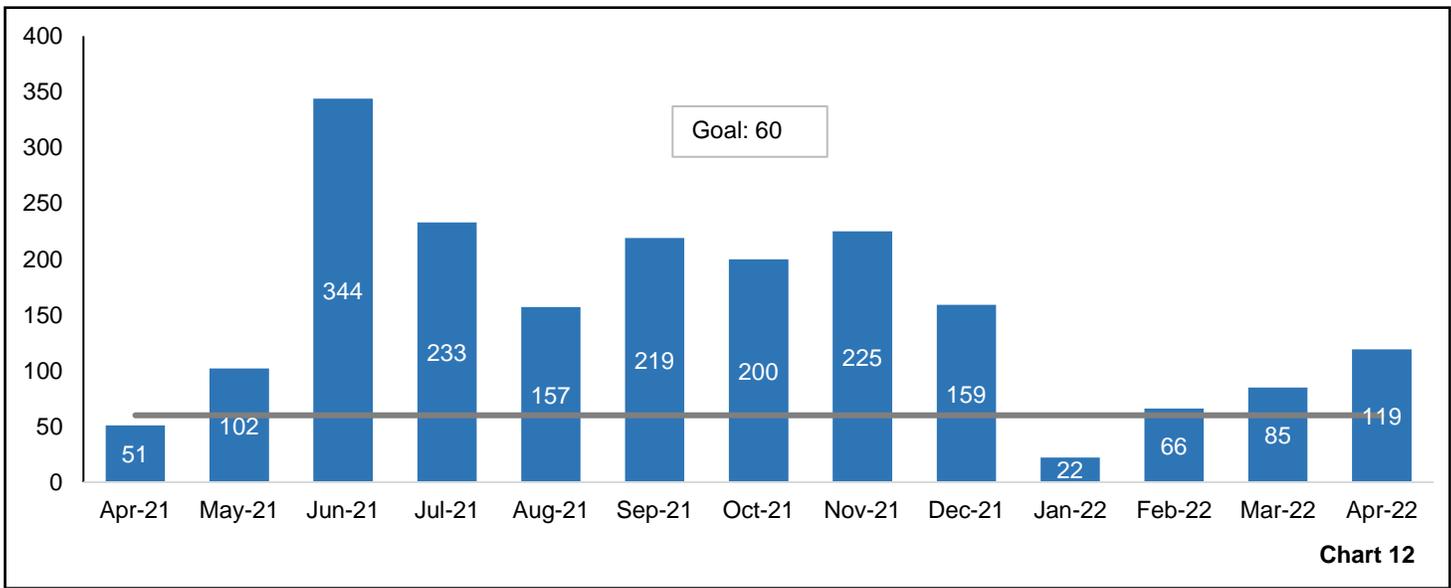
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

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

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in April 2022 increased by 34 seconds (or 40%) when compared to March 2022, and increased by 68 seconds (or 133.3%) when compared to April 2021.

Note: Monthly totals may be exact due to rounding.

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer



Strategy and Customer Experience's marketing team engaged with customers at 3rd Avenue -149th Street Station by promoting ways to save. The team explained NYC's Fair Fares Program and MTA's fare capping using OMNY which is encouraging customers to make use of their opportunities to save money while taking the subway and bus. Outreach teams also emphasized the impact that fares have on providing sustainable subway and bus service throughout the system.

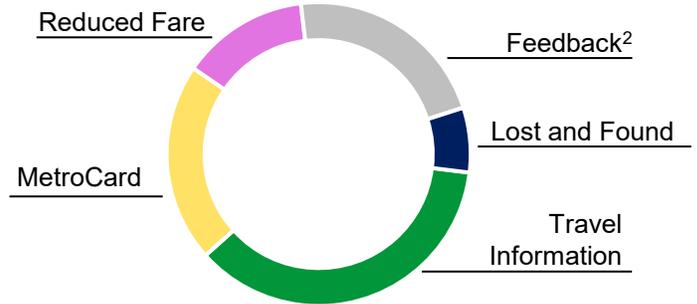
Customer engagement

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.

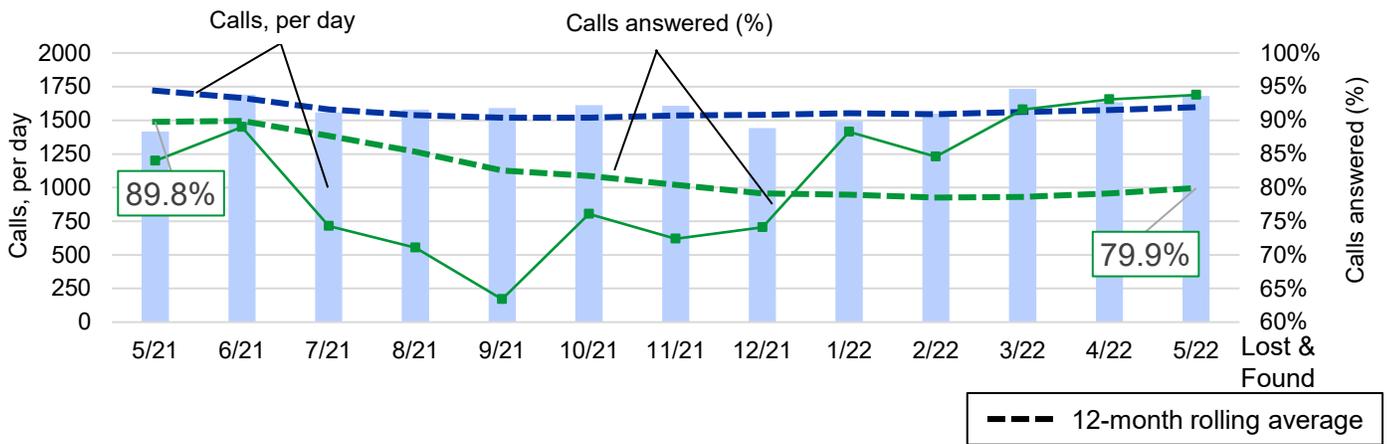
Telephone

	May 2022	May 2021	Variance
Telephone calls	52,159	43,898	▲ 18.8%
Calls answered	93.8%	84.0%	▲ 11.6%
Average time to answer ¹ (seconds)	101	252	▼ 59.9%

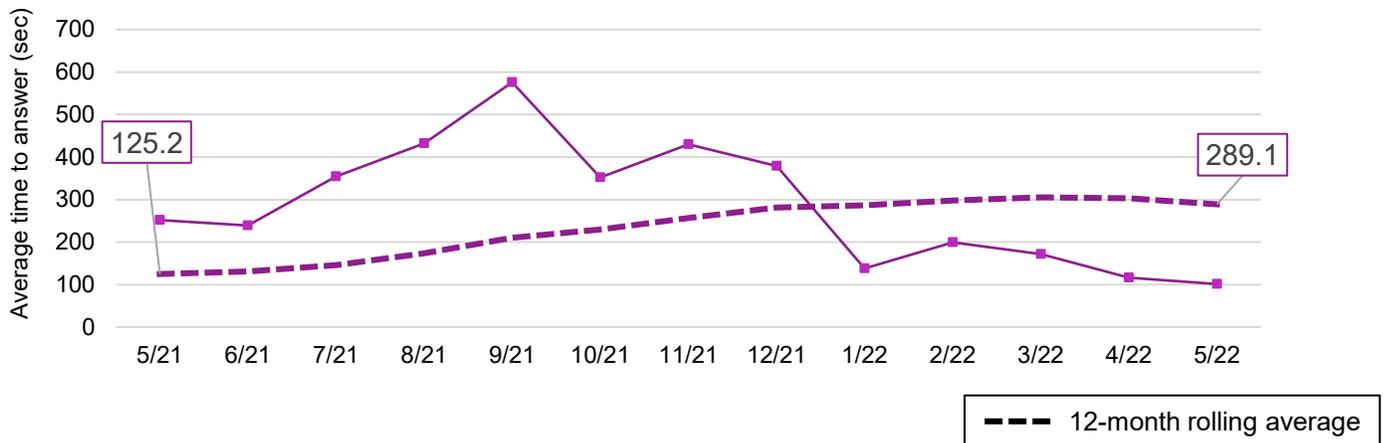
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



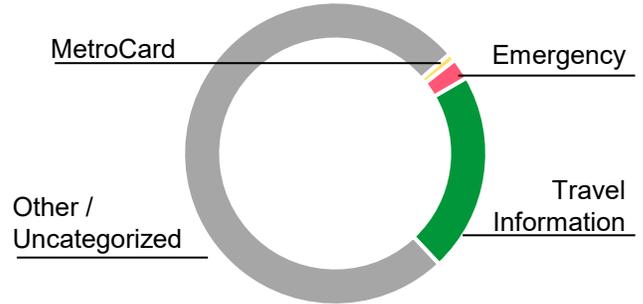
Telephone: average time to answer



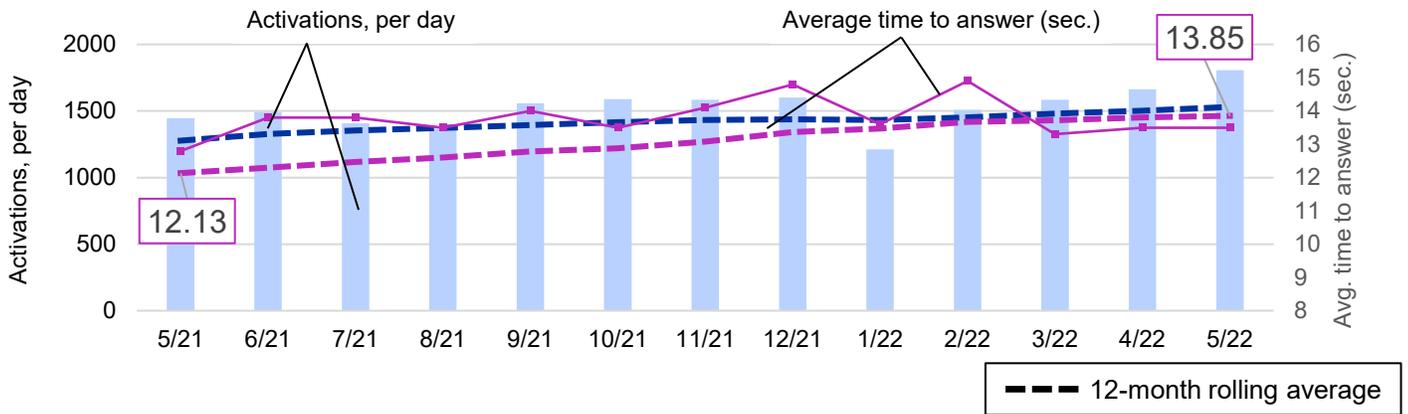
Customer engagement

Help Point

	May 2022	May 2021	Variance
Help Point activations	55,990	44,816	▲24.9%
Average time to answer (seconds)	13.5	12.8	▲5.0%

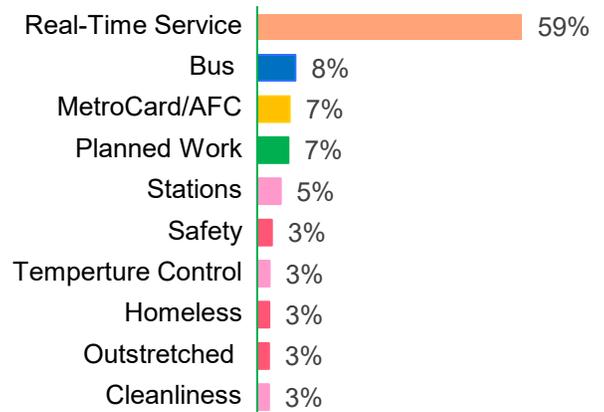


Help Point: activations and average time to answer

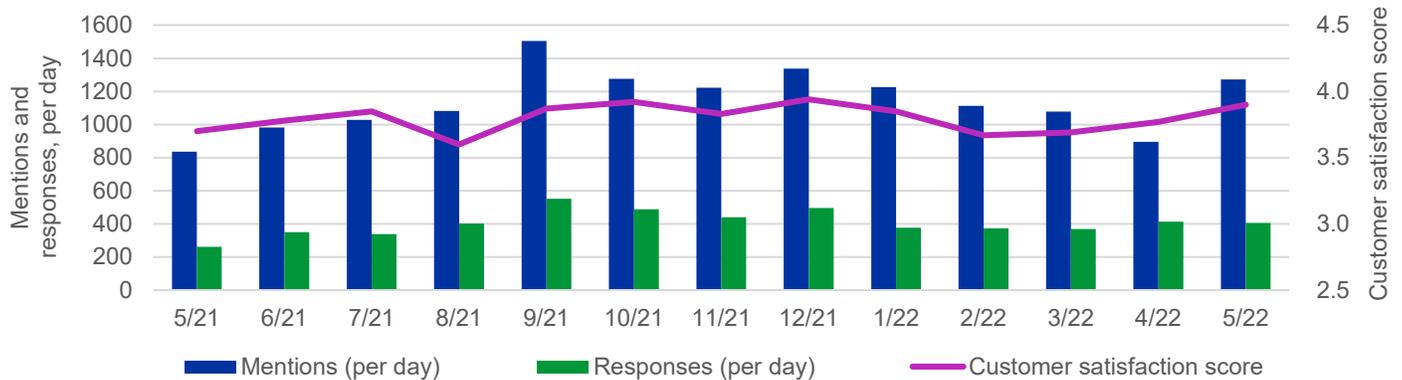


Social media

	May 2022	May 2021	Variance
Social media mentions ¹	39,436	25,956	▲51.9%
Responses sent	12,579	8,127	▲54.8%
Customer satisfaction score ²	3.90	3.70	▲5.4%



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

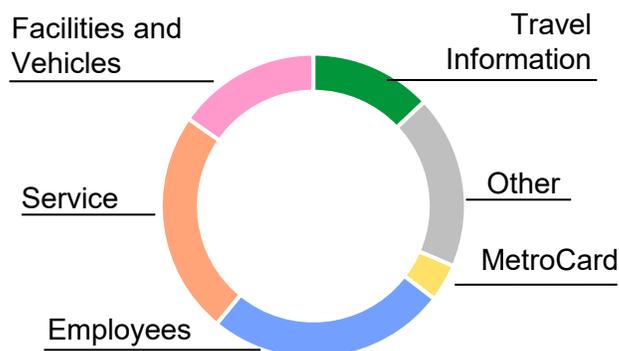


Customer engagement

Web, mobile app, and written feedback

	May 2022	May 2021	Variance
Received	9,946	4,209	▲ 136.3%
Responses sent ¹	14,755	6,512	▲ 126.6%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	May 2022
Web	4,876
Twitter	4,586
Kiosks / Digital Displays ¹	8,964
Email and text alerts	
• Service	4,595
• Elevator and escalator status	8,501
Service Notice posters developed	510

1. Excludes countdown clocks

Social media followers

		May 2022	May 2021	Variance
Twitter	@NYCTSubway	1,037.5k	996.9k	▲ 4.1%
	@NYCTBus	33.5k	31.1k	▲ 7.7%
	@MTA	1,338.5k	1,313.6k	▲ 1.9%
Facebook	MTA	158.5k	154.7k	▲ 2.5%
Instagram	@mtanyctransit	56.6k	42.1k	▲ 34.4%

Customer feedback

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

Complaints per 100,000 journeys

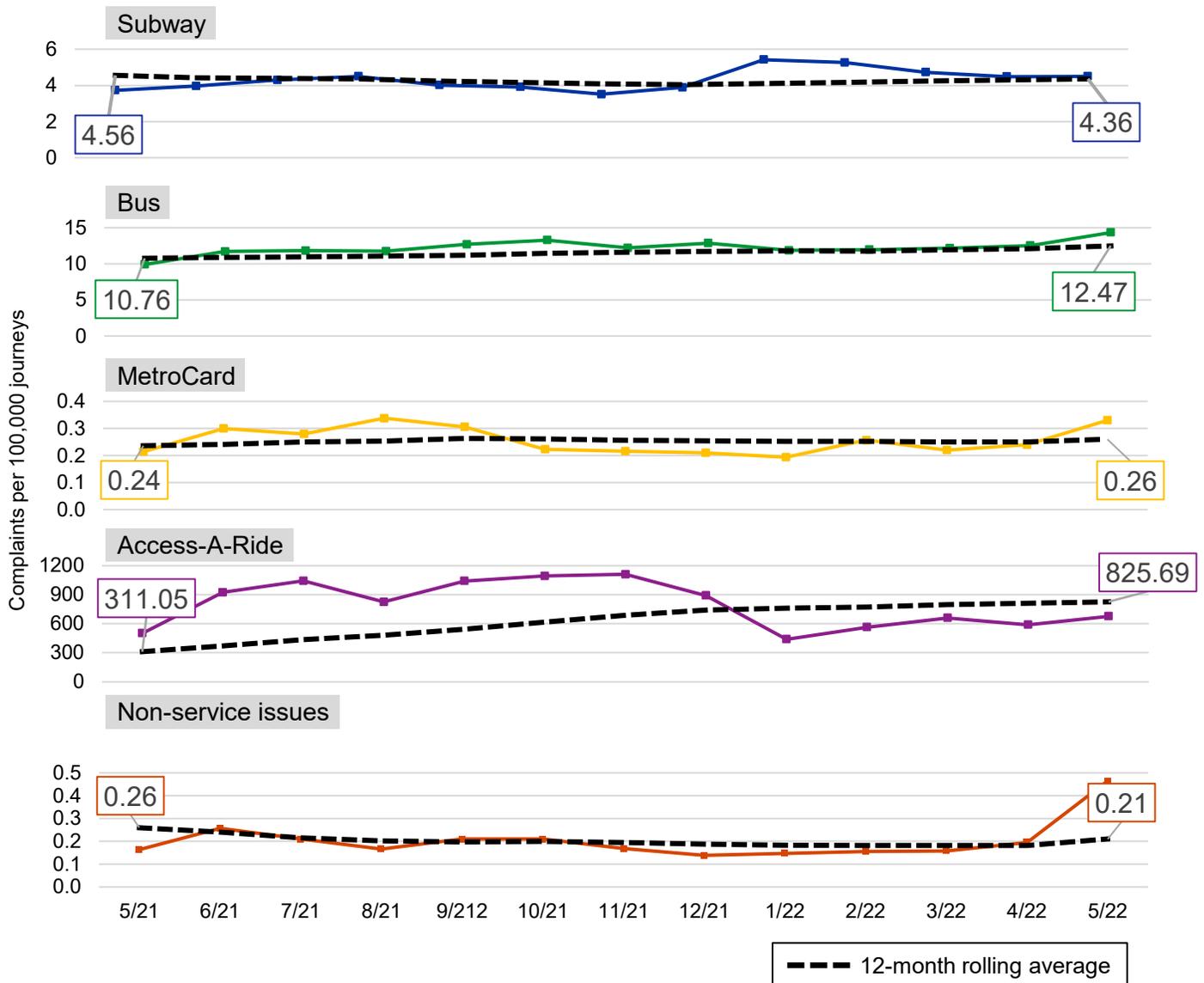
	May 2022	May 2021	Variance
Subway	4.50	3.73	▲20.6%
Bus	14.34	9.91	▲44.7%
MetroCard	0.33	0.21	▲56.1%
Access-A-Ride	676.5	501.3	▲34.9%
Non-service issues ¹	0.464	0.164	▲183.2%

Commendations per 100,000 journeys

	May 2022	May 2021	Variance
Subway	0.097	0.082	▲17.9%
Bus	0.65	0.60	▲8.4%
Access-A-Ride	85.1	73.2	▲16.3%
Non-service issues incl. MetroCard	0.035	0.029	▲21.7%

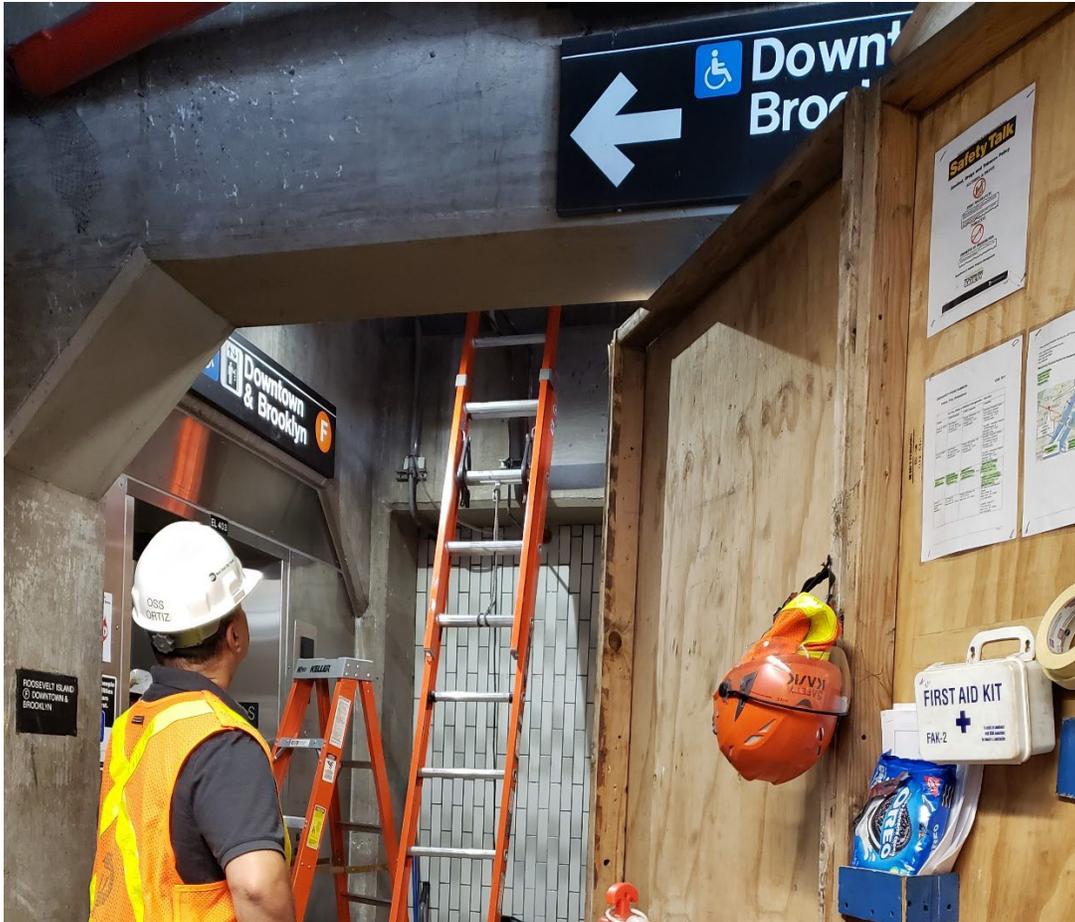
1. Includes customer experiences related to agency-wide information channels, property, policies, and other actionable, but non-subway or bus service-related issues.

Complaints per 100,000 journeys: trends



Safety

Robert Diehl, Senior Vice President, Safety & Security



System Safety Specialist Jason Ortiz is pictured witnessing a Fire Acceptance Test associated with the commissioning of a new elevator at Roosevelt Island Station.

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report				
Performance Indicators		12-Month Average		
		Jun 19 - May 20	Jun 20 - May 21	Jun 21 - May 22
Subways				
Subway Customer Accidents per Million Customers ¹		2.95	5.61	3.72
Subway Collisions ²				
Total		3	1	4
Mainline		0	0	0
Yard		3	1	4
Subway Derailments ²				
Total		6	12	6
Mainline		3	3	1
Yard		3	9	5
Subway Fires ²		790	990	1,153
Buses				
Bus Collisions Per Million Miles		49.22	43.76	57.20
Bus Collision Injuries Per Million Miles		5.82	4.76	6.09
Bus Customer Accidents Per Million Customers ¹		1.52	1.89	1.88
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹		5.23	4.77	4.87

¹ 12-month Average data from May through April.

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

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

Leading Indicators				
Subways	May	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	31	146	340	42.9%
Joint Track Safety Audits -- Compliance Rate	99.3%	99.0%	100.0%	99.0%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	2,340	9,314	10,758	86.6%
Friction Pad Installation	601	8,960	22,000	40.7%
Buses	May	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	42	266	800	33.3%
Vision Zero Employee Training*	511	1,027	4,500	22.8%

* = 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

May 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:	91.6%	Train:	18
Average:	8.4%	Right-of-way:	61
Above Average:	0.0%	Station:	16
High:	0.0%	Other:	0
		Total:	95

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

Train:		Right-of-Way:		Station:	
Debris:	6	Debris:	32	Debris:	14
Brake Shoes:	3	Tie:	13	Air	
AC Comp Motor:	1	Insulator:	7	Conditioner:	1
Contact Shoe:	1	Cables, Power 3rd Rail:	1	Wood Panels:	1
Trolley Lead:	1	Undetermined:	1		



June 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 June 22, 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
6/13/2022	0	0	6	27	33
6/6/2022	0	4	12	37	53
5/30/2022	1	1	14	38	54
5/23/2022	0	1	6	35	42
5/16/2022	1	2	12	27	42
5/9/2022	1	0	8	10	19
5/2/2022	0	1	6	25	32
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

Source: <https://new.mta.info/safety-and-security/nyct-employee-assault-data> (Updated June 22, 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
6/13/2022	12	0	2	0	0	4	5	23
6/6/2022	41	0	7	0	0	22	2	72
5/30/2022	32	0	1	2	0	12	0	47
5/23/2022	51	0	3	3	4	11	2	74
5/16/2022	25	0	1	2	0	17	3	48
5/9/2022	25	0	0	1	0	16	3	45
5/2/2022	31	0	0	1	0	26	4	62
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

Source: <https://new.mta.info/safety-and-security/nyct-vandalism-data> (Updated June 22, 2022)



Police Department
City of New York

MTA Report

CRIME STATISTICS MAY

	2022	2021	Diff	% Change
MURDER	1	0	1	***. *%
RAPE	1	0	1	***. *%
ROBBERY	54	52	2	3.8%
FELASSAULT	55	65	-10	-15.4%
BURGLARY	0	0	0	0.0%
GL	108	54	54	100.0%
<u>TOTAL MAJOR FELONIES</u>	<u>219</u>	<u>171</u>	<u>48</u>	<u>28.1%</u>

CRIME STATISTICS JANUARY THRU MAY

	2022	2021	Diff	% Change
MURDER	4	4	0	0.0%
RAPE	5	2	3	150.0%
ROBBERY	255	168	87	51.8%
FELASSAULT	258	223	35	15.7%
BURGLARY	3	3	0	0.0%
GL	441	223	218	97.8%
<u>TOTAL MAJOR FELONIES</u>	<u>966</u>	<u>623</u>	<u>343</u>	<u>55.1%</u>

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



MAY ACTIVITY

	2022	2021	Diff	% Change
Total Arrests	829	469	360	76.8%
TOS Arrests	238	81	157	193.8%
Total Summons	11269	6971	4298	61.7%
TOS TABs	8294	5547	2747	49.5%
TOS C-Summ	100	80	20	25.0%

JANUARY THRU MAY ACTIVITY

	2022	2021	Diff	% Change
Total Arrests	3605	2139	1466	68.5%
TOS Arrests	772	377	395	104.8%
Total Summons	44291	34927	9364	26.8%
TOS TABs	33599	28898	4701	16.3%
TOS C-Summ	421	443	-22	-5.0%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 6/19/2022)**

Motivation:

Motivation	2022	2021	Diff	% Change	% of Total
ASIAN	13	27	-14	-52%	4%
BLACK	4	5	-1	-20%	1%
ETHNIC	5	3	2	67%	2%
GENDER	1	4	-3	-75%	0%
HISPANIC	4	1	3	300%	1%
JEWISH	10	8	2	25%	3%
MUSLIM	3	0	3	***.*	1%
SEXUAL ORIENTATION	11	4	7	175%	3%
WHITE	1	4	-3	-75%	0%
Grand Total	52	56	-4	-7%	16%

Crime Name:

Crime Name	2022	2021	Diff	% Change
Aggravated Harassment 1	7	7	0	0%
Aggravated Harassment 2	9	11	-2	-18%
Assault 2	9	5	4	80%
Assault 3	13	19	-6	-32%
Criminal Mischief 2	1	0	1	***.*
Criminal Mischief 3	0	3	-3	-100%
Criminal Mischief 4	5	4	1	25%
Forcible Touching	0	1	-1	-100%
Harassment 2	1	0	1	***.*
Menacing 2	5	3	2	67%
Menacing 3	0	1	-1	-100%
Reckless Endangerment 1	0	1	-1	-100%
Robbery 3	2	1	1	100%
Grand Total	52	56	-4	-7%



METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Staten Island Rapid Transit

May 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	2	0	2	100%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	5	0	5	100%

Financial and Ridership Reports

Jaibala Patel, Deputy Chief Financial Officer, MTA



On May 17th and May 18th, subway ridership broke all previous pandemic-era records - topping 3.53 million and 3.6 million respectively in a single day.

Preliminary May 2022 Monthly Report:

New York City Transit

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

- May 2022 New York City Transit ridership of 118.9 million was 27.6 million (18.8 percent) under budget, of which subway ridership of 87.7 million was 20.8 million (19.2 percent) below budget, and bus ridership of 30.4 million was 6.7 million (18.1 percent) below budget. For May 2022 year-to-date, total ridership was lower by 126.5 million (19.2 percent).
- May 2022 ridership compared with May 2019 was lower by 82.6 million (41.0 percent). Subway ridership was lower by 41.8 percent and bus ridership was lower by 39.0 percent. Total May 2022 year-to-date ridership compared to May 2019 year-to-date ridership was 403.4 million (43.1 percent) lower.
- May 2022 year-to-date ridership was 172.1 million (47.6 percent) above May 2021 year-to-date ridership. Subway YTD ridership was 61.1 percent higher, and bus ridership was 20.0 percent higher.
- May 2022 farebox revenue of \$251.9 million was lower than budget by \$41.4 million (14.1 percent). May 2022 YTD farebox revenue fell short of budget by \$220.4 million (16.3 percent).

Total May operating expense (excluding non-cash liabilities) of \$770.7 million was unfavorable to budget by \$6.1 million (0.8 percent).

- Labor expenses were over budget by a net \$0.8 million (0.1 percent), primarily due to overtime overruns of \$24.5 million (59.0 percent), resulting from vacancy and availability coverage backfill. Other fringe benefits were over by \$4.5 million (9.7%), and reimbursable overhead was unfavorable \$6.0 million (28.1%), due to a shortfall of credits resulting from less than anticipated reimbursable labor charges. Combined health & welfare/OPEB current expense underran \$23.2 million (16.6 percent), due to favorable timing of claims expense accruals and prescription rebate credits. Payroll underruns of \$6.6 million (2.1 percent), due to vacancies, and pension underruns of \$4.5 million (5.7 percent), due to NYCERS expense underruns offset unfavorable labor expenses.
- Non-labor expenses were net unfavorable to budget by \$5.3 million (3.1 percent), mainly due to overruns in energy including fuel over by \$5.3 million (48.1 percent), and electric power over by \$4.7 million (19.6 percent), due to unfavorable prices partly offset by lower consumption. Materials & supplies were under by \$3.1 million (11.1 percent), mainly reflecting favorable timing of vehicle kit charges and construction material credits. Professional service contracts were also lower by \$2.8 million (22.7%), mainly resulting from favorable timing of MTA Real Estate credits.

2022 May year-to-date operating expense (excluding non-cash liabilities) of \$3,680.0 million was favorable to budget by \$77.5 million (2.1 percent).

- Labor expenses were below budget by a net \$48.0 million (1.7 percent), primarily due to underruns in health & welfare/OPEB current expense of a combined \$89.4 million (12.8 percent), due to favorable timing of claims expense accruals and prescription rebate credits. Payroll was lower \$77.5 million (5.2 percent), due to the existence of vacancies, and pension expenses were lower by \$16.9 million (4.4 percent), due to underruns in NYCERS. Overtime overruns of \$97.3 million (47.8 percent), were largely due to vacancy and availability coverage backfill along with severe weather response. Unfavorable reimbursable overhead of \$27.1 million (24.5 percent), and other fringe benefits over by \$11.4 million (4.9 percent), resulted from lower reimbursable labor charges than expected providing a partial offset to general favorability in labor expenses.
- Non-labor expenses were net favorable to budget by \$29.5 million (3.5 percent), mainly due to underruns in maintenance and other operating contracts lower than budget by \$29.0 million (20.8 percent), due to the favorable timing of construction service charges and equipment rental credits. Materials & supplies were lower by \$19.0 million (13.7 percent), reflecting favorable timing of vehicle kit credits, and track and switch material expenses. Paratransit service contracts were lower by \$11.1 million (6.6 percent), reflecting fewer trips and favorable support costs. Energy costs were higher including electric power over by \$17.1 million (12.8 percent), and fuel which overran by \$14.3 million (26.7 percent), due to higher prices partly offset by lower consumption. Other business expenses were unfavorable \$6.2 million (17.0 percent), from higher card transaction processing fees.

Financial Results

Farebox Revenue

May 2022 Farebox Revenue - (\$ in millions)								
	May				May Year-to-Date			
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	226.4	193.4	(33.0)	(14.6%)	1,036.3	866.0	(170.3)	(16.4%)
NYCT Bus	60.8	52.4	(8.4)	(13.8%)	288.9	240.0	(48.9)	(16.9%)
Paratransit	1.7	1.6	(0.1)	(5.1%)	8.2	7.0	(1.2)	(14.5%)
Subtotal	288.9	247.5	(41.4)	(14.3%)	1,333.4	1,113.0	(220.4)	(16.5%)
Fare Media Liability	4.4	4.4	0.0	0.0%	21.9	21.9	0.0	0.0%
Total - NYCT	293.3	251.9	(41.4)	(14.1%)	1,355.3	1,134.9	(220.4)	(16.3%)

Note: Total may not add due to rounding

May 2022 farebox revenue of \$251.9 million was \$41.4 million (14.1 percent) under budget. Subway revenue was \$33 million (14.6 percent) under budget, bus revenue was \$8.4 million (13.8 percent) under budget, and paratransit revenue was \$0.09 million (5.1 percent) under budget. Accrued fare media liability was equal to budget. The May 2022 non-student average fare of \$2.22 increased 7¢ from May 2021; subway fare increased 3.5¢; local bus fare increased 3.5¢; express bus fare increased 14.6¢.

Average Fare

May Non-Student Average Fare - (in \$)				
	NYC Transit			
	2021	Prelim 2022	Change	
			Amount	Percent
Subway	2.301	2.336	0.035	1.5%
Local Bus	1.759	1.793	0.035	2.0%
Subway & Local Bus	2.137	2.202	0.065	3.1%
Express Bus	5.914	6.060	0.146	2.5%
Total	2.153	2.223	0.070	3.2%

The May 2022 non-student average local fare of \$2.22 increased 7¢ (3.1 percent) from the prior year.

Non-reimbursable Expenses – May 2022

Non-reimbursable expenses of \$770.7 million (before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment), was unfavorable to budget by \$6.1 million (0.8 percent).

Labor expenses were over budget by a net \$0.8 million (0.1 percent):

- Overtime overruns of \$24.5 million (59.0 percent), resulting from vacancy and availability coverage backfill
- Reimbursable overhead was unfavorable by \$6.0 million (28.1 percent), and other fringe benefits overran by \$4.5 million (9.7 percent), due to a shortfall of credits resulting from less than anticipated reimbursable labor charges
- Health and welfare/OPEB current expenses combined underran \$23.2 million (16.6 percent), due to favorable timing of claims expense accruals and prescription rebate credits
- Payroll was favorable by \$6.6 million (2.1 percent), due to the existence of vacancies
- Pension was under budget by \$4.5 million (5.7 percent), due to NYCERS expense underruns offset unfavorable labor expenses

Non-labor expenses were net unfavorable to budget by \$5.3 million (3.1 percent):

- Fuel expenses overran by \$5.3 million (48.1 percent), mainly due to higher prices partly offset by lower consumption
- Electric power expenses overran by \$4.7 million (19.6 percent), due to unfavorable rates and partly offset by lower consumption
- Materials and Supplies were under budget by \$3.1 million (11.1 percent), mainly reflecting favorable timing of vehicle kit charges and construction material credits
- Professional Service contracts were favorable to budget by \$2.8 million (22.7%), mainly resulting from favorable timing of MTA Real Estate credits

Depreciation expense in May of \$179.0 million underran budget by \$0.4 million (0.2 percent). There are no GASB 75 OPEB expense adjustment entries nor any GASB 68 Pension adjustment entries recorded in May as of the preliminary close.

The **operating cash deficit** (excluding subsidies) of \$392.8 million for May was \$19.5million (5.2 percent) unfavorable to the budget.

Non-reimbursable Expenses – Year-to-date

Non-reimbursable expenses of \$3,680.0 million (before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment), was favorable to budget by \$77.5 million (2.1 percent).

Labor expenses were below budget by a net \$48.0 million (1.7 percent):

- Health and welfare/OPEB current expenses were lower by a combined \$89.4 million (12.8 percent), due to favorable timing of accruals and prescription rebate credits
- Payroll was favorable by \$77.5 million (5.2 percent), due to the existence of vacancies
- Pension was under budget by \$16.9 million (4.4 percent), reflecting underruns of NYCERS pension expense
- Overtime expenses exceeded budget by \$97.3 million (47.8 percent), largely due to vacancy and availability coverage backfill along with severe weather response
- Reimbursable overhead was unfavorable by \$27.1 million (24.5 percent), and other fringe benefits overran by \$11.4 million (4.9 percent), mainly due to less than anticipated reimbursable labor charges

Non-labor expenses were net favorable to budget by \$29.5 million (3.5 percent):

- Maintenance and other operating contract expenses were lower than budget by \$29.0 million (20.8 percent), due to favorable timing of construction service charges and equipment rental credits
- Materials and Supplies were lower by \$19.0 million (13.7 percent), reflecting favorable timing of vehicle kit credits, and track and switch material expenses
- Paratransit service contracts were lower by \$11.1 million (6.6 percent), reflecting fewer trips and favorable support costs
- Electric power expenses overran by \$17.1 million (12.8 percent), due to unfavorable rates and partly offset by lower consumption
- Fuel expenses overran by \$14.3 million (26.7 percent), mainly due to higher prices partly offset by lower consumption
- Other business expenses were unfavorable \$6.2 million (17.0 percent), from higher card transaction processing fees

Depreciation expense May year-to-date of \$883.1 million underran budget by \$13.7 million (1.5 percent). There are no GASB 75 OPEB expense adjustment entries nor any GASB 68 Pension adjustment entries recorded for May year-to-date as of the preliminary close.

The **operating cash deficit** (excluding subsidies) of \$1,882.3 million year-to-date was \$169.3 million (9.9 percent) unfavorable to budget.

Ridership Results

May 2022 Ridership vs. Budget - (in millions)								
	May				May Year-to-Date			
	Budget	Prelim Actual	More(Less)		Budget	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	108.6	87.7	(20.8)	(19.2%)	487.9	392.0	(95.9)	(19.7%)
NYCT Bus	37.1	30.4	(6.7)	(18.1%)	168.4	138.1	(30.3)	(18.0%)
Paratransit	0.8	0.8	0.0	0.6%	3.8	3.5	(0.3)	(7.9%)
Total - NYCT	146.5	118.9	(27.6)	(18.8%)	660.1	533.6	(126.5)	(19.2%)

Note: Total may not add due to rounding

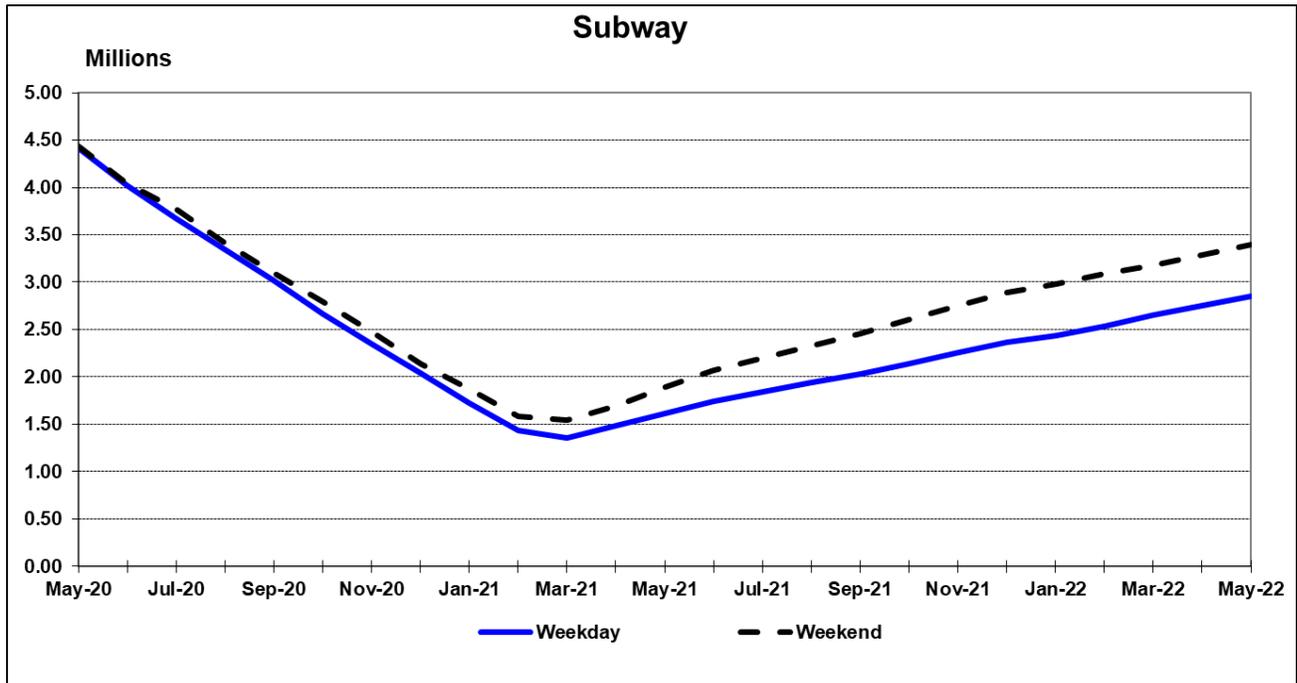
May Average Weekday and Weekend Ridership vs. Prior Year								
Month	Average Weekday - (thousands)				Average Weekend - (thousands)			
	2021	Preliminary	Change		2021	Preliminary	Change	
		2022	Amount	Percent		2022	Amount	Percent
Subway	2,180	3,298	1,118	+51.3%	2,680	3,758	1,078	+40.2%
NYCT Local Bus	970	1,131	161	+16.6%	1,123	1,203	80	+7.1%
NYCT Express Bus	16	26	10	+62.5%	8	11	3	+37.5%
Paratransit	26	29	3	+10.5%	27	35	7	+27.2%
TOTAL - NYCT	3,192	4,484	1,292	+40.5%	3,838	5,007	1,168	+30.4%
12-Month Rolling Average								
Subway	1,609	2,846	1,237	+76.9%	1,892	3,393	1,501	+79.3%
NYCT Local Bus	639	1,046	407	+63.7%	789	1,149	360	+45.6%
NYCT Express Bus	12	21	9	+75.0%	6	10	4	+66.7%
Paratransit	23	26	3	+13.3%	25	29	4	+16.9%
TOTAL - NYCT	2,283	3,939	1,656	+72.5%	2,712	4,581	1,869	+68.9%

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

- May 2022 subway ridership was 19.2 percent unfavorable to budget and bus ridership was 18.1 percent unfavorable. Paratransit ridership underrun by 0.6 percent.
- Compared to the previous year, average weekday ridership was up 51.3 percent on subway and up 16.6 percent on local bus. Express bus ridership was up 62.5 percent. Paratransit average weekday ridership was up 10.5 percent.
- Rolling average weekday ridership for the twelve-month period ending in May 2022, compared to twelve-month period ending in May 2021, is 76.9 percent up on subway, 63.7 percent up on local bus, 75 percent up on express bus, and 13.3 percent up on paratransit.

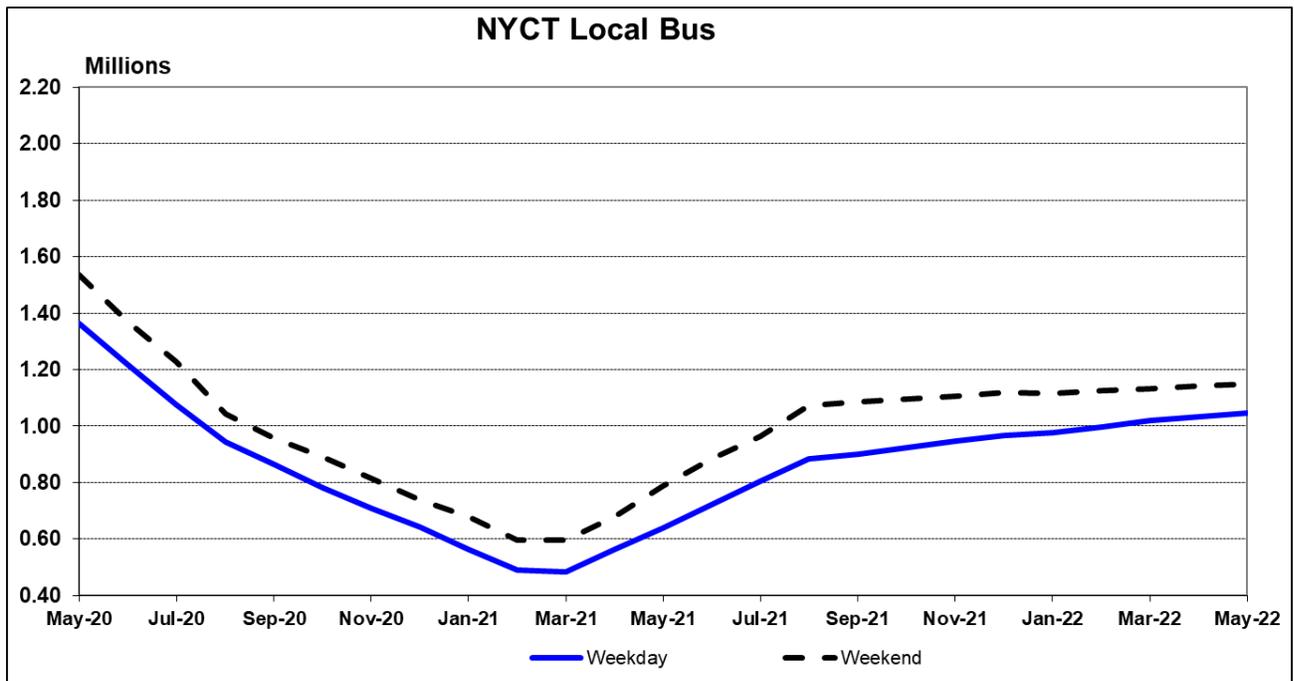
Average Weekday and Weekend Ridership

12-Month Rolling Averages



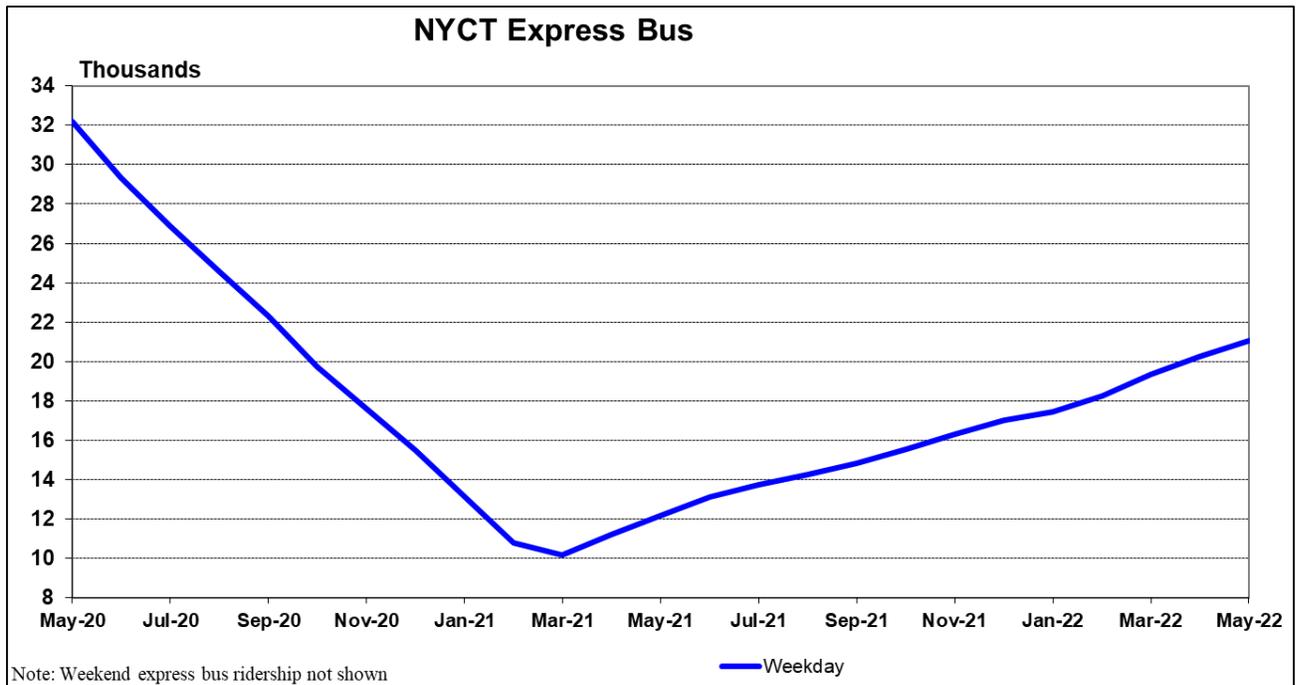
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions which began in March 2020.
- In February 2021 the ridership decline slowed, and in March 2021, a new period of growth began.

12-Month Rolling Averages



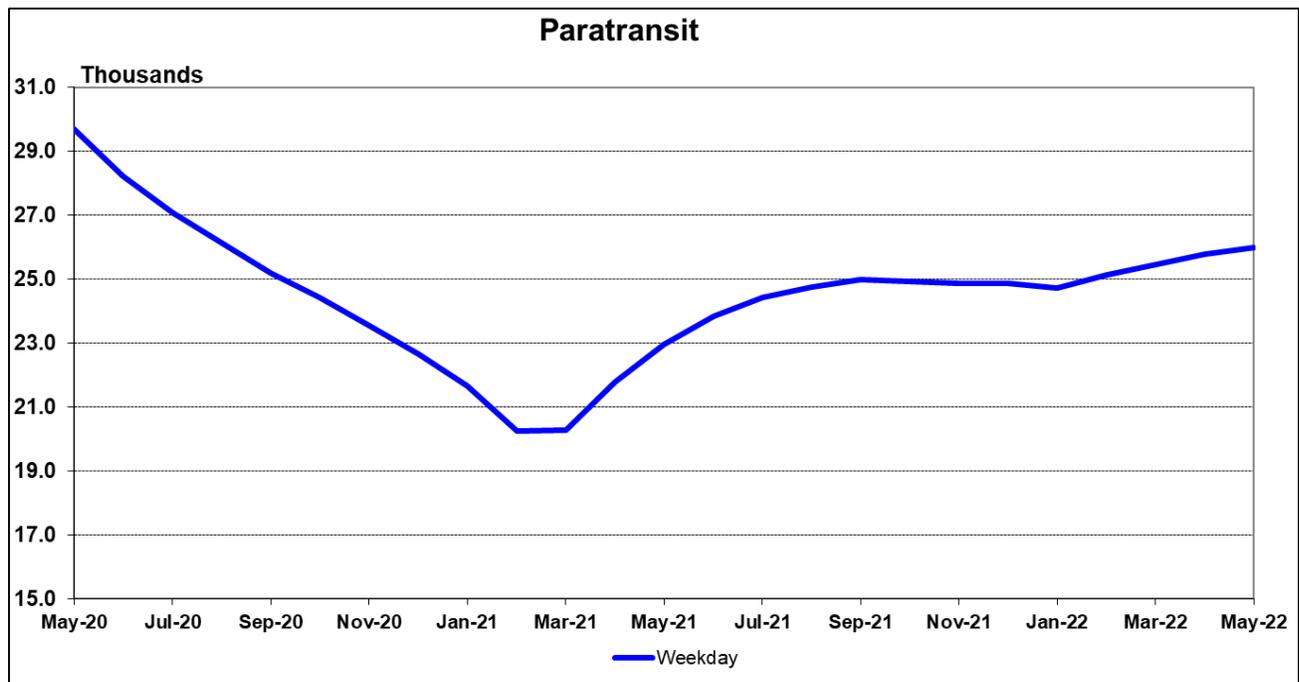
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.
- Fare-free back door boarding was also in effect from late March 2020 through the end of August 2020 impacting the slope of the trend line until August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

12-Month Rolling Averages



- Express bus ridership increased moderately during 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations.
- In February 2021 the ridership decline slowed, and in March 2021, a new period of growth began.

12-Month Rolling Averages



- Paratransit ridership increased rapidly in 2019 due to 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 – May 2022 back up to November 2021 pre-Omicron peak levels, however, counts still remain well below the May 2019 baseline ridership. Nevertheless, growth is significant compared with May 2021.

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

Ridership on Transit Services in the New York Area						
(thousands)						
Transit Service	May-21	Prelim May-22	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	2,180	3,298	+51.3%	1,609	2,846	+76.9%
NYCT Local Bus	970	1,131	+16.6%	639	1,046	+63.7%
NYCT Express Bus	16	26	+62.5%	12	21	+75.0%
Paratransit	26	29	+10.5%	23	26	+13.3%
SIR	5	8	+70.7%	3	7	+88.3%
MTA Local Bus	208	262	+26.0%	135	239	+76.6%
MTA Express Bus	14	21	+50.6%	11	18	+61.5%
LIRR	99	185	+86.9%	72	142	+97.2%
Metro-North	81	150	+85.2%	55	118	+114.5%
PATH	80	140	+75.0%	59	114	+93.2%
Average Weekend						
Subway	2,680	3,758	+40.2%	1,892	3,393	+79.3%
NYCT Local Bus	1,123	1,203	+7.1%	789	1,149	+45.6%
NYCT Express Bus	8	11	+37.5%	6	10	+66.7%
Paratransit	27	35	+27.2%	25	29	+16.9%
SIR	1	3	+155.1%	1	3	+147.6%
MTA Local Bus	232	263	+13.7%	159	249	+57.2%
MTA Express Bus	8	10	+25.4%	6	9	+48.6%
LIRR	93	113	+21.5%	75	142	+89.3%
Metro-North	111	186	+67.6%	74	158	+113.5%
PATH	100	145	+45.0%	71	132	+85.9%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT

May - 2022 Adopted
 Accrual Statement of Operations By Category
 Month - May 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	\$193,440	(32,970)	(14.6)	\$0,000	\$0,000	-	\$193,440	(32,970)	(14.6)
Bus	\$52,397	(8,367)	(13.8)	\$0,000	\$0,000	-	\$52,397	(8,367)	(13.8)
Paratransit	\$1,633	(0,088)	(5.1)	\$0,000	\$0,000	-	\$1,633	(0,088)	(5.1)
Fare Liability	\$4,383	\$0,000	0.0	\$0,000	\$0,000	-	\$4,383	\$0,000	0.0
Farebox Revenue	\$251,852	(41,425)	(14.1)	\$0,000	\$0,000	-	\$251,852	(41,425)	(14.1)
Fare Reimbursement	\$8,032	\$0,000	0.0	\$0,000	\$0,000	-	\$8,032	\$0,000	0.0
Paratransit Reimbursement	\$17,109	(3,167)	(15.6)	\$0,000	\$0,000	-	\$17,109	(3,167)	(15.6)
Other Operating Revenue	\$19,108	\$4,851	34.0	\$0,000	\$0,000	-	\$19,108	\$4,851	34.0
Other Revenue	\$44,249	\$1,685	4.0	\$0,000	\$0,000	-	\$44,249	\$1,685	4.0
Capital and Other Reimbursements	\$0,000	(39,740)	(11.8)	\$103,918	(26,738)	(25.7)	\$77,179	(26,738)	(25.7)
Total Revenue	\$335,842	(39,740)	(11.8)	\$103,918	(26,738)	(25.7)	\$373,280	(66,479)	(15.1)
Expenses									
Labor:									
Payroll	\$301,010	\$6,571	2.1	\$42,251	\$13,062	30.9	\$330,200	\$19,633	5.6
Overtime	\$41,453	(24,469)	(59.0)	\$9,048	\$0,330	3.6	\$74,639	(24,139)	(47.8)
Total Salaries & Wages	\$349,034	(17,897)	(5.1)	\$51,298	\$13,391	26.1	\$404,839	(4,506)	(1.1)
Health and Welfare	\$91,635	\$22,066	24.1	\$2,324	\$0,585	25.2	\$93,959	\$22,650	24.1
OPEB Current Payment	\$47,786	\$46,693	1,093	\$1,295	\$0,291	22.5	\$49,081	\$47,697	2.8
Pensions	\$78,816	\$4,462	5.7	\$2,952	(0,125)	(4.2)	\$81,768	\$77,432	5.3
Other Fringe Benefits	\$47,041	\$51,581	(9.7)	\$16,276	\$4,199	25.8	\$63,318	\$63,658	(0.341)
Total Fringe Benefits	\$265,279	\$23,081	8.7	\$22,847	\$4,949	21.7	\$260,096	\$28,030	9.7
Contribution to GASB Fund	\$0,000	-	-	\$0,000	-	-	\$0,000	-	-
Reimbursable Overhead	(21,222)	(5,958)	(28.1)	\$21,222	\$5,958	28.1	\$0,000	\$0,000	24.6
Labor	\$593,092	(0,775)	(0.1)	\$95,367	\$24,299	25.5	\$688,459	\$23,524	3.4
Non-Labor:									
Electric Power	\$24,143	(4,727)	(19.6)	\$0,020	\$0,000	1.5	\$24,164	(4,727)	(19.6)
Fuel	\$10,960	(5,272)	(48.1)	\$0,000	\$0,000	-	\$10,960	(5,273)	(48.1)
Insurance	\$6,966	\$0,873	12.5	\$0,000	-	-	\$6,966	\$0,873	12.5
Claims	\$17,757	\$0,000	0.0	\$0,000	\$0,000	-	\$17,757	\$0,000	0.0
Paratransit Service Contracts	\$34,780	(1,194)	(3.4)	\$0,000	\$0,000	-	\$34,780	(1,194)	(3.4)
Maintenance and Other Operating Contracts	\$28,632	\$0,564	2.0	\$3,248	\$1,379	42.5	\$31,880	\$29,936	6.1
Professional Service Contracts	\$27,908	\$2,786	11.1	\$0,849	\$0,224	26.4	\$13,121	\$3,011	22.9
Materials & Supplies	\$24,796	\$3,112	12.1	\$4,277	\$1,196	28.0	\$32,185	\$27,877	13.4
Other Business Expenses	\$8,100	(1,468)	(18.1)	\$0,156	(0,360)	(231.3)	\$8,256	(1,828)	(22.1)
Non-Labor	\$171,518	(5,325)	(3.1)	\$8,551	\$2,440	28.5	\$180,069	(2,885)	(1.6)
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	\$764,610	(6,100)	(0.8)	\$103,918	\$26,738	25.7	\$847,889	\$20,639	2.4
Depreciation	\$179,367	\$0,365	0.2	\$0,000	-	-	\$179,367	\$0,365	0.2
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	\$943,977	(5,735)	(0.6)	\$103,918	\$26,738	25.7	\$1,026,891	\$21,004	2.0
OPERATING SURPLUS/DEFICIT	(608,135)	(45,475)	(7.5)	\$0,000	\$0,000	100.0	(653,610)	(45,475)	(7.5)

Note: Totals may not add due to rounding

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

MTA NEW YORK CITY TRANSIT

May - 2022 Adopted
 Accrual Statement of Operations By Category
 Year-To-Date - May 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	\$1,036.319	(\$170.292)	(16.4)	\$0.000	\$0.000	-	\$1,036.319	(\$170.292)	(16.4)
Bus	\$239.975	(\$48.932)	(16.9)	\$0.000	\$0.000	-	\$239.975	(\$48.932)	(16.9)
Paratransit	\$6.968	(\$1.186)	(14.5)	\$0.000	\$0.000	-	\$6.968	(\$1.186)	(14.5)
Fare Liability	\$21.915	\$0.000	0.0	\$0.000	\$0.000	-	\$21.915	\$0.000	0.0
Farebox Revenue	\$1,355.296	(\$220.411)	(16.3)	\$0.000	\$0.000	-	\$1,355.296	(\$220.411)	(16.3)
Fare Reimbursement	\$39.902	\$0.000	0.0	\$0.000	\$0.000	-	\$39.902	\$0.000	0.0
Paratransit Reimbursement	\$95.765	(\$2.688)	(2.7)	\$0.000	\$0.000	-	\$95.765	(\$2.688)	(2.7)
Other Operating Revenue	\$77.217	\$4.576	5.9	\$0.000	\$0.000	-	\$81.793	\$4.576	5.9
Other Revenue	\$215.572	\$1.887	0.9	\$0.000	\$0.000	-	\$215.572	\$1.887	0.9
Capital and Other Reimbursements	\$0.000	(\$97.867)	(18.8)	\$519.214	(\$97.867)	(18.8)	\$519.214	(\$97.867)	(18.8)
Total Revenue	\$1,570.868	(\$218.524)	(13.9)	\$519.214	\$421.347	(18.8)	\$2,090.062	(\$316.391)	(15.1)
Expenses									
Labor:									
Payroll	\$1,490.737	\$77.469	5.2	\$203.890	\$156.183	23.4	\$1,694.627	\$125.176	7.4
Overtime	\$203.614	(\$97.300)	(47.8)	\$51.816	\$44.626	13.9	\$255.430	(\$345.540)	(35.3)
Total Salaries & Wages	\$1,694.351	(\$19.831)	(1.2)	\$255.706	\$200.809	21.5	\$1,950.057	(\$35.067)	1.8
Health and Welfare	\$457.230	\$56.971	12.5	\$11.527	\$8.687	24.6	\$468.756	\$408.946	12.8
OPEB Current Payment	\$238.931	\$32.470	13.6	\$6.474	\$5.552	14.2	\$245.405	\$212.013	13.6
Pensions	\$389.237	\$16.944	4.4	\$14.758	(\$0.627)	(4.2)	\$403.995	\$387.678	4.0
Other Fringe Benefits	\$232.840	(\$11.421)	(4.9)	\$80.663	\$65.893	18.3	\$313.503	\$310.154	1.1
Total Fringe Benefits	\$1,318.238	\$94.965	7.2	\$113.421	\$95.518	15.8	\$1,431.659	\$1,318.792	7.9
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	(\$10.686)	(\$27.144)	(24.5)	\$110.686	\$83.542	24.5	\$0.000	\$0.000	(199.8)
Labor	\$2,901.903	\$47.990	1.7	\$479.813	\$379.869	20.8	\$3,381.716	\$147.955	4.4
Non-Labor:									
Electric Power	\$133.438	(\$17.072)	(12.8)	\$0.106	\$0.128	(20.7)	\$133.543	(\$17.094)	(12.8)
Fuel	\$53.409	(\$14.272)	(26.7)	\$0.000	\$0.001	(0.001)	\$53.409	(\$14.273)	(26.7)
Insurance	\$33.408	\$3.218	9.6	\$0.000	\$0.000	-	\$33.408	\$3.218	9.6
Claims	\$88.784	\$0.000	0.0	\$0.000	\$0.000	-	\$88.784	\$0.000	0.0
Paratransit Service Contracts	\$168.294	\$11.135	6.6	\$0.000	\$0.000	-	\$168.294	\$11.135	6.6
Maintenance and Other Operating Contracts	\$139.829	\$29.031	20.8	\$16.199	\$18.706	(15.5)	\$156.028	\$129.504	17.0
Professional Service Contracts	\$63.354	\$4.698	7.4	\$3.403	\$4.009	(17.8)	\$66.757	\$62.665	6.1
Materials & Supplies	\$138.802	\$18.981	13.7	\$21.304	\$18.168	(14.7)	\$160.106	\$137.990	13.8
Other Business Expenses	\$36.346	(\$6.179)	(17.0)	(\$1.611)	\$0.466	(2.077)	\$34.736	\$42.991	(23.8)
Non-Labor	\$855.664	\$29.541	3.5	\$39.401	\$41.478	(5.3)	\$895.065	\$27.463	3.1
Other Expense Adjustments:									
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses before Depreciation and OPEB	\$3,757.568	\$3,680.037	2.1	\$519.214	\$421.347	18.8	\$4,276.782	\$4,101.384	4.1
Depreciation	\$896.835	\$883.119	1.5	\$0.000	\$0.000	-	\$896.835	\$883.119	1.5
GASB 75 OPEB Expense Adjustment	\$18.566	\$0.000	100.0	\$0.000	\$0.000	-	\$18.566	\$0.000	100.0
GASB 68 Pension Adjustment	\$15.333	\$0.000	100.0	\$0.000	\$0.000	-	\$15.333	\$0.000	100.0
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses	\$4,688.302	\$4,563.156	2.7	\$519.214	\$421.347	18.8	\$5,207.516	\$4,984.503	4.3
OPERATING SURPLUS/DEFICIT	(\$3,117.434)	(\$3,210.812)	(3.0)	\$0.000	\$0.000	(350.0)	(\$3,117.434)	(\$3,210.812)	(3.0)

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note 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
MAY 2022
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH			YEAR TO DATE		
		Favorable (Unfavorable)	Reason for Variance	Favorable (Unfavorable)	Reason for Variance		
		\$	%	\$	%		
Farebox Revenue	NR	(41.4)	(14.1)	Primarily due to lower ridership	(220.4)	(16.3)	Primarily due to lower ridership
Other Operating Revenue	NR	1.7	4.0	Mainly favorable due to advertising	1.9	0.9	Mainly favorable due to advertising
Payroll	NR	6.6	2.1	Primarily due to vacancies	77.5	5.2	Primarily due to vacancies
Overtime	NR	(24.5)	(59.0)	Vacancy / availability backfill coverage	(97.3)	(47.8)	Vacancy / availability backfill coverage and adverse weather response
Health & Welfare (including OPEB current payment)	NR	23.2	16.6	Mainly favorable timing of expense accruals and prescription rebate credits	89.4	12.8	Mainly favorable timing of expense accruals and prescription rebate credits
Pension	NR	4.5	5.7	Favorable NYCERS pension expense	16.9	4.4	Favorable NYCERS pension expense
Other Fringe Benefits	NR	(4.5)	(9.7)	Mainly due to less than anticipated reimbursable labor expense	(11.4)	(4.9)	Mainly due to less than anticipated reimbursable labor expense
Reimbursable Overhead	NR	(6.0)	(28.1)	Mainly due to less than anticipated capital labor expense	(27.1)	(24.5)	Mainly due to less than anticipated capital labor expense
Electric Power	NR	(4.7)	(19.6)	Mainly due to unfavorable rates partly offset by consumption	(17.1)	(12.8)	Mainly due to unfavorable rates partly offset by consumption
Fuel	NR	(5.3)	(48.1)	Mainly higher prices partly offset by lower consumption	(14.3)	(26.7)	Mainly higher prices partly offset by lower consumption
Insurance	NR	0.9	12.5	Minor variance	3.2	9.6	Minor variance
Paratransit Service Contracts	NR	(1.2)	(3.4)	Reflecting unfavorable timing of support costs	11.1	6.6	Reflecting fewer trips and favorable timing of support costs
Maintenance and Other Operating Contracts	NR	0.6	2.0	Minor variance	29.0	20.8	Mainly favorable timing of construction service charges and equipment rental credits
Professional Service Contracts	NR	2.8	22.7	Mainly favorable timing of MTA Real Estate credits	4.7	7.4	Mainly underruns in bond service charges
Materials & Supplies	NR	3.1	11.1	Mainly favorable timing of vehicle kit charges and construction material credits	19.0	13.7	Mainly favorable timing of vehicle kit credits, and track and switch material expenses
Other Business	NR	(1.5)	(18.1)	Mainly higher card transaction processing fees	(6.2)	(17.0)	Mainly higher card transaction processing fees

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

May FY22
(\$ in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
			Percent			Percent
Receipts						
Farebox Revenue	\$293.277	\$255.138	(38.139)	\$1,355.296	\$1,131.579	(223.717)
Fare Reimbursement	\$6.313	\$0.000	0.0	\$6.313	\$6.313	\$0.000
Paratransit Reimbursement	\$20.275	\$36.585	\$16.310	\$98.453	\$96.994	(1.459)
Other Operating Revenue	\$2.975	\$1.754	(1.221)	\$488.545	\$484.816	(3.729)
Other Revenue	\$29.563	\$44.652	\$15.089	\$593.311	\$588.123	(5.188)
Capital and Other Reimbursements	\$103.918	\$121.219	\$17.301	\$519.214	\$405.536	(113.678)
Total Revenue	\$426.758	\$421.009	(5.749)	\$2,467.821	\$2,125.238	(342.583)
Expenditures						
Labor :						
Payroll	\$312.250	\$285.887	\$26.364	\$1,729.579	\$1,607.569	\$122.010
Overtime	\$50.500	\$74.639	(24.139)	\$255.430	\$345.540	(90.110)
Total Salaries & Wages	\$362.751	\$360.526	\$2.225	\$1,985.009	\$1,953.109	\$31.900
Health and Welfare	\$93.959	\$86.901	\$7.058	\$468.756	\$401.306	\$67.450
OPEB Current Payment	\$49.081	\$47.697	\$1.384	\$245.405	\$212.013	\$33.392
Pensions	\$81.768	\$79.925	\$1.843	\$403.995	\$392.132	\$11.863
Other Fringe Benefits	\$44.755	\$44.750	\$0.005	\$237.417	\$237.544	(0.127)
Total Fringe Benefits	\$269.563	\$259.273	\$10.290	\$1,355.573	\$1,242.995	\$112.578
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	\$632.314	\$619.799	\$12.515	\$3,340.582	\$3,196.104	\$144.478
Non-Labor :						
Electric Power	\$24.164	\$30.328	(6.164)	\$136.274	\$153.791	(17.517)
Fuel	\$10.960	\$17.746	(6.786)	\$53.409	\$69.028	(15.619)
Insurance	\$0.196	\$8.044	(7.848)	\$8.641	\$11.806	(3.165)
Claims	\$12.745	\$14.279	(1.534)	\$63.724	\$38.464	\$25.260
Paratransit Service Contracts	\$34.780	\$30.967	\$3.813	\$167.794	\$152.975	\$14.819
Maintenance and Other Operating Contracts	\$31.880	\$44.117	(12.237)	\$156.028	\$138.363	\$17.665
Professional Service Contracts	\$13.121	\$10.316	\$2.805	\$62.257	\$62.242	\$0.015
Materials & Supplies	\$31.644	\$28.303	\$3.341	\$157.398	\$141.693	\$15.705
Other Business Expenses	\$8.256	\$9.916	(1.660)	\$34.736	\$43.085	(8.349)
Non-Labor	\$167.745	\$194.016	(26.271)	\$840.260	\$811.467	\$28.793
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	\$800.059	\$813.815	(13.756)	\$4,180.842	\$4,007.571	\$173.271
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	\$800.059	\$813.815	(13.756)	\$4,180.842	\$4,007.571	\$173.271
Net Surplus(Deficit)	(373.301)	(392.806)	(19.505)	(1,713.022)	(1,882.333)	(169.311)

Note: Totals may not add due to rounding

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

	MONTH		YEAR TO DATE	
	Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance
<u>Operating Receipts or Disbursements</u>	\$	%	\$	%
Farebox Receipts	(38.1)	(13.0)	(223.7)	(16.5)
Other Operating Receipts	15.1	51.0	(5.2)	(0.9)
Capital and Other Reimbursements	17.3	16.6	(113.7)	(21.9)
Payroll	26.4	8.4	122.0	7.1
Overtime	(24.1)	(47.8)	(90.1)	(35.3)
Health & Welfare/OPEB Current	8.4	5.9	100.8	14.1
Pension	1.8	2.3	11.9	2.9
Other Fringe Benefits	0.0	0.0	(0.1)	(0.1)
Electric Power	(6.2)	(25.5)	(17.5)	(12.9)
Fuel	(6.8)	(61.9)	(15.6)	(29.2)
Claims	(1.5)	(12.0)	25.3	39.6
Paratransit Service Contracts	3.8	11.0	14.8	8.8
Maintenance and Other Operating Contracts	(12.2)	(38.4)	17.6	11.3
Professional Service Contracts	2.8	21.4	0.0	0.0
Materials & Supplies	3.3	10.6	15.7	10.0
Other Business	(1.7)	(20.1)	(8.3)	(24.0)

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

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
Revenue						
Farebox Revenue	\$0.000	\$3,286	\$3,286	\$0.000	(3,305)	(3,305)
Fare Reimbursement	(1,719)	(1,719)	\$0.000	(33,589)	(33,589)	0.0
Paratransit Reimbursement	\$0.000	\$19,476	\$19,476	\$0.000	\$1,229	\$1,229
Other Operating Revenue	(11,282)	(17,354)	(6,072)	\$411,328	\$403,023	(8,305)
Other Revenue	(13,001)	\$0,403	\$13,404	\$377,739	\$370,664	(7,075)
Capital and Other Reimbursements	\$0.000	\$44,040	\$44,040	\$0.000	(15,811)	(15,811)
Total Revenue	(13,001)	\$47,729	\$60,730	\$377,739	\$351,547	(26,192)
Expenses						
Labor:						
Payroll	\$37,582	\$44,313	\$6,731	(34,952)	(38,119)	(3,167)
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	(100.0)
Total Salaries & Wages	\$37,582	\$44,313	\$6,731	(34,952)	(38,119)	(3,167)
Health and Welfare	\$0.000	(15,592)	(15,592)	\$0.000	\$7,640	\$7,640
OPEB Current Payment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Pensions	\$0.000	(2,493)	(2,493)	\$0.000	(4,454)	(4,454)
Other Fringe Benefits	\$18,563	\$18,908	\$0,346	\$76,086	\$72,610	(3,476)
Total Fringe Benefits	\$18,563	\$0,823	(17,740)	\$76,086	\$75,797	(290)
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	\$56,145	\$45,136	(11,009)	\$41,134	\$37,678	(3,456)
Non-Labor:						
Electric Power	\$0.000	(1,437)	(1,437)	(2,731)	(3,154)	(424)
Fuel	\$0.000	(1,513)	(1,513)	\$0.000	(1,346)	(1,346)
Insurance	\$6,770	(1,952)	(8,722)	\$24,767	\$18,384	(6,383)
Claims	\$5,012	\$3,478	(1,534)	\$25,060	\$50,320	\$25,260
Paratransit Service Contracts	\$0.000	\$5,007	\$5,007	\$0.500	\$4,184	\$3,684
Maintenance and Other Operating Contracts	\$0.000	(14,181)	(14,181)	\$0.000	(8,879)	(8,879)
Professional Service Contracts	\$0.000	(0,206)	(0,206)	\$4,500	\$4,423	(77)
Materials & Supplies	\$0.542	(0,426)	(0,968)	\$2,708	(3,703)	(6,412)
Other Business Expenses	\$0.000	\$0,167	\$0,167	\$0.000	(0,094)	(0,094)
Non-Labor	\$12,324	(11,062)	(23,386)	\$54,805	\$56,135	1,330
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	\$68,468	\$34,074	(34,395)	\$95,939	\$93,813	(2,126)
Depreciation	\$179,367	\$179,002	(365)	\$896,835	\$883,119	(13,716)
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	\$247,835	\$213,076	(34,760)	\$1,026,673	\$976,932	(49,741)
Total Cash Conversion Adjustments	\$234,834	\$260,804	\$25,970	\$1,404,412	\$1,328,479	(75,933)

Note: Totals may not add due to rounding

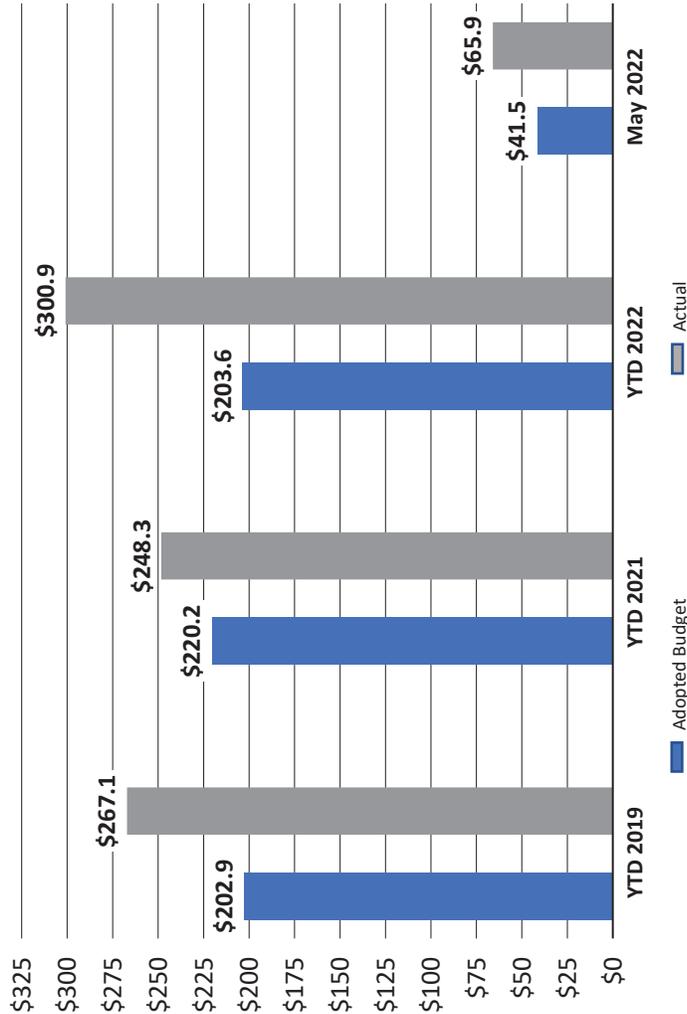
Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

New York City Transit - NON-REIMBURSABLE OVERTIME

Overview

- Overall increase of \$33.8M or 12.6 percent compared to May YTD 2019
- Overall increase of \$52.6M or 21.2 percent compared to May YTD 2021
- \$97.3M or 47.8 percent above May YTD 2022 budget; offset by -\$77.5M payroll underrun
- Subways \$55.2M overrun: \$38.2M due to vacancy coverage requirements; \$9.0M for severe weather response; \$9.1M for additional maintenance requirements and COVID-19 response; -\$1.0M underrun in service
- Buses \$45.0M overrun: \$42.0M for vacancy/availability coverage; \$1.8M for severe weather response; \$1.2M COVID-19 response
- All others -\$2.9M underrun

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



Agency Detail

- **Subways**
 - Maintenance of Way overrun of \$33.5M; \$7.2M due to vacancy coverage; \$5.0M due to severe weather response; \$21.3M due to additional maintenance requirements
 - Stations overrun of \$10.9M: \$8.7M due to vacancy coverage; \$3.0M for severe weather response; -\$0.8M underruns in service coverage
 - Service Delivery overrun of \$3.1M: \$16.5M due to vacancy coverage; \$0.1M due to COVID-19 response; -\$13.6M underrun in service requirement
 - Car Equipment overrun of \$7.7M: \$5.8M due to vacancy coverage; \$2.7M for COVID-19 response; \$0.9M due to severe weather; -\$1.7M underruns in maintenance requirements
- **Buses**
 - Buses operations overrun of \$23.8M: \$22.9M due to vacancies and availability; \$0.9M due to COVID-19 response
 - Buses maintenance and other overrun of \$21.2M: \$19.1M due to maintenance requirement and availability; \$1.8M for severe weather response; \$0.3M due to COVID-19
 - Other overrun of -\$2.9M: Primarily due to timing of reimbursable deviation

New York City Transit - REIMBURSABLE OVERTIME

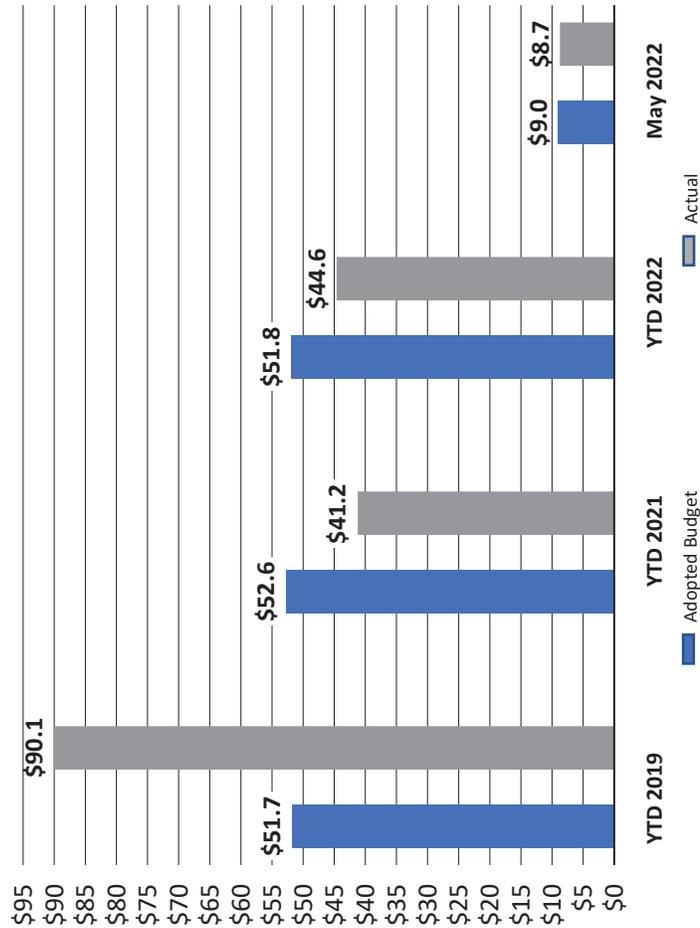
Overview

- Overall decrease of -\$45.4M or -50.5 percent compared to May YTD 2019
- Overall increase of \$3.4M or 8.2 percent compared to May YTD 2021
- -\$7.2M or -13.9 percent below May YTD 2022 budget
- Subways -\$5.5M underrun: Due to severe weather and COVID-19 related capital project delays
- Buses -\$0.9M underrun: Due to severe weather and COVID-19 related capital project delays
- All Others -\$0.8M underrun

Agency Detail

- Capital project delays due to vacancies and severe weather resulted in the following favorable variances:
 - Maintenance of Way underrun of -\$4.5M
 - Stations underrun of -\$1.0M
 - RTO overrun of \$0.1M
- Car Equipment underrun of -\$0.01M
- Buses operations underrun of -\$1.7M
- Buses maintenance overrun of \$0.8M
- All others underrun of -\$4.5M: Primarily due to timing of reimbursable deviation

Reimbursable Overtime - YTD May 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
May 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	10	4	
Law	245	204	41	
Office of the EVP	21	14	7	
Human Resources	122	91	31	
Office of Management and Budget	32	20	12	
Strategy & Customer Experience	167	140	27	
Non-Departmental	(8)	1	(9)	
Labor Relations	89	69	20	
Office of People & Business Transformatio	25	25	(0)	
Materiel	151	125	26	
Controller	109	95	14	
Total Administration	967	794	173	
<u>Operations:</u>				
Subways Service Delivery	8,413	7,865	548	Mainly RVO vacancies.
Subways Operations Support/Admin	433	403	30	
Subways Stations	2,344	2,253	91	Mainly Station Agent vacancies.
SubTotal Subways	11,190	10,520	670	
Buses	11,182	11,315	(133)	Mainly Bus Operator excesses.
Paratransit	188	164	24	
Operations Planning	359	287	72	Mainly Mgr, and Hourly vacancies.
Revenue Control	542	495	47	
Non-Departmental	(28)	-	(28)	
Total Operations	23,433	22,782	651	
<u>Maintenance:</u>				
Subways Operations Support/Admin	112	90	22	
Subways Engineering	346	295	51	Mainly PTE vacancies.
Subways Car Equipment	4,819	4,547	272	Mainly Hourly vacancies.
Subways Infrastructure	1,875	1,780	95	Mainly Hourly vacancies.
Subways Elevators & Escalators	487	447	40	
Subways Stations	3,346	3,143	203	Mainly Hourly, and Cleaner vacancies.
Subways Track	3,201	3,020	181	Mainly TEM, and PDM vacancies.
Subways Power	657	619	38	
Subways Signals	1,709	1,687	22	
Subways Electronic Maintenance	1,580	1,379	201	Mainly PTE and hourly vacancies.
Subtotal Subways	18,132	17,007	1,125	
Buses	3,418	3,333	85	Mainly Hourly vacancies.
Supply Logistics	523	488	35	
System Safety/OHS	164	141	23	
Non-Departmental	(127)	-	(127)	
Total Maintenance	22,110	20,970	1,140	
<u>Engineering</u>				
Construction and Development	1,265	1,035	230	Mainly PTE vacancies.
Total Engineering/Capital	1,265	1,035	230	
<u>Public Safety</u>				
Security	639	591	48	Mainly Supv, and hourly vacancies.
Total Public Safety	639	591	48	
<u>Total Positions</u>				
	48,414	46,171	2,243	
NON_REIMB	43,693	42,226	1,467	
REIMBURSABLE	4,721	3,945	776	
Total Full-Time	48,251	46,059	2,192	
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
May 2022

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./(Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	328	259	69	
Professional, Technical, Clerical	615	515	100	
Operational Hourlies	24	20	4	
Total Administration	967	794	173	
<u>Operations:</u>				
Managers/Supervisors	2,896	2,646	250	
Professional, Technical, Clerical	470	401	69	
Operational Hourlies	20,067	19,735	332	
Total Operations	23,433	22,782	651	
<u>Maintenance:</u>				
Managers/Supervisors	3,972	3,740	232	
Professional, Technical, Clerical	1,006	786	220	
Operational Hourlies	17,132	16,444	688	
Total Maintenance	22,110	20,970	1,140	
<u>Engineering/Capital:</u>				
Managers/Supervisors	330	295	35	
Professional, Technical, Clerical	933	738	195	
Operational Hourlies	2	2	-	
Total Engineering/Capital	1,265	1,035	230	
<u>Public Safety:</u>				
Managers/Supervisors	272	248	24	
Professional, Technical, Clerical	33	33	-	
Operational Hourlies	334	310	24	
Total Public Safety	639	591	48	
<u>Total Positions:</u>				
Managers/Supervisors	7,798	7,188	610	
Professional, Technical, Clerical	3,057	2,472	585	
Operational Hourlies	37,559	36,511	1,048	
Total Positions	48,414	46,171	2,243	

Preliminary May 2022 Report: Staten Island Railway

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

- May 2022 Staten Island Railway ridership of 180,310 was 53,556 rides (22.9 percent) below budget.
- Compared with May 2019, May 2022 ridership was lower by 50.5 percent. Compared with May 2021, May 2022 ridership was higher by 82.2 percent.
- May 2022 Farebox revenue of \$0.275 million was \$0.074 million (21.2 percent) below budget. May 2022 YTD Farebox revenue of \$1.238 million was under budget by \$0.294 million (19.2 percent).
- Operating expenses were under budget by \$0.425 million (7.5 percent).
 - Labor expenses were less than budget by \$0.152 million (3.4 percent).
 - Non-labor expenses were less than budget by \$0.273 million (23.1 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

May 2022

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Adopted Budget (budget)

May 2022 Staten Island Railway ridership of 180,310 was 53,556 rides (22.9 percent) below budget. Average weekday ridership of 7,757 was 3,212 rides (70.7 percent) higher than May 2021 and 9,022 rides (53.8 percent) lower than May 2019.

Total Operating Revenue of \$0.599 million was below budget by \$0.002 million (0.3 percent).

- May 2022 farebox revenue of \$0.275 million was \$0.074 million (21.2 percent) below budget. The underrun was due to lower than anticipated ridership.
- Other revenue of \$0.324 million was \$0.072 million (28.5 percent) above budget due to increased advertisement revenues.

Nonreimbursable expenses in May, before depreciation, GASB 75 OPEB expense adjustment and GASB 68 pension adjustment, were less than budget by \$0.425 million (7.5 percent).

- Labor expenses were below budget by \$0.152 million (3.4 percent), due primarily to a health and welfare/OPEB underrun of \$0.287 million (30.8 percent) and an underrun of \$0.078 million (10.6 percent) in pension, both due to timing of expenses. Payroll underran the budget by \$0.072 million (3.1 percent) due to vacancies. Overtime overran the budget by \$0.171 million (87.0 percent) due to vacancy backfill coverage and other fringe benefit overran by \$0.113 million (35.0 percent).
- Non-labor expenses were below budget by \$0.273 million (23.1 percent) due to the timing of expenses, which includes an underrun in electric power by \$0.214 million (55.0 percent) and insurance underran by \$0.110 million (70.4 percent). Materials and supplies overran the budget by \$0.152 million (over 100 percent) due to timing of maintenance projects.

Year-to-date, expenses were below budget by \$2.024 million (7.0 percent).

- Labor expenses were under by \$0.909 million (4.0 percent), mostly due to underruns in Health & welfare/OPEB of \$0.644 (13.8 percent) due to timing of prescription drugs and payroll underrun of \$0.502 million (4.3 percent) due to vacancies. Pension underran the budget by \$0.391 million (10.6 percent) due to timing. Other fringe benefit overran the budget by \$0.378 million (22.9 percent) due to favorable timing of expenses and overtime overran by \$0.248 million (19.0 percent) due to vacancy backfill coverage.
- Non-labor expenses underran the budget by \$1.114 million (18.8 percent), mainly in maintenance and other operating contracts of \$0.558 million (56.5 percent) due to timing of maintenance projects, and professional service contracts was under by \$0.384 million (41.7 percent), due to lower outside services. Claims underran the budget by \$0.180 million (49.0 percent) and insurance underran by \$0.155 million (19.9 percent), both due to timing of expenses. Electric power overran the budget by \$0.128 million (6.6 percent) due to timing of expenses.

Operating cash deficit (excluding subsidies) in May of \$4.684 million was \$0.098 million (2.1 percent) unfavorable to budget. On a year-to-date basis, the operating cash deficit was \$19.018 million, which was \$0.271 million (1.4 percent) favorable to budget.

MTA STATEN ISLAND RAILWAY
February Financial Plan - 2022 Adopted
Ridership (Utilization) Actual to Budget
 May FY22
 (# in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			(Unfavorable)
			Variance			Variance
			Percent			Percent
<u>Ridership</u>						
Ridership - Subway	0.234	0.180	(0.054)	1.007	0.818	(0.189)
Total Ridership	0.234	0.180	(0.054)	1.007	0.818	(0.189)
<u>FareBox Revenue</u>						
Farebox Revenue	\$0.349	\$0.275	(0.074)	\$1.532	\$1.238	(0.294)
Total Farebox Revenue	\$0.349	\$0.275	(0.074)	\$1.532	\$1.238	(0.294)

Note: Totals may not add due to rounding

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

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	Nonreimbursable			Var Percent			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	\$0.349	\$0.275	(0.074)	(21.2)	\$0.000	\$0.000	-	-	\$0.349	\$0.275	(0.074)	(21.2)
Other Revenue	\$0.252	\$0.324	\$0.072	28.5	\$0.000	\$0.000	-	-	\$0.252	\$0.324	\$0.072	28.5
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$0.642	\$0.124	(0.517)	(80.6)	\$0.642	\$0.124	(0.517)	(80.6)
Total Revenue	\$0.601	\$0.599	(0.002)	(0.3)	\$0.642	\$0.124	(0.517)	(80.6)	\$1.243	\$0.724	(0.519)	(41.8)
Expenses												
Labor :												
Payroll	\$2.332	\$2.261	\$0.072	3.1	\$0.339	\$0.053	\$0.285	84.3	\$2.671	\$2.314	\$0.357	13.4
Overtime	\$0.196	\$0.367	(0.171)	(87.0)	\$0.093	\$0.015	\$0.078	83.7	\$0.289	\$0.382	(0.093)	(32.2)
Total Salaries & Wages	\$2.529	\$2.628	(0.099)	(3.9)	\$0.432	\$0.068	\$0.363	84.1	\$2.960	\$2.696	\$0.264	8.9
Health and Welfare	\$0.685	\$0.458	\$0.227	33.1	\$0.000	\$0.000	-	-	\$0.685	\$0.458	\$0.227	33.1
OPEB Current Payment	\$0.246	\$0.186	\$0.060	24.2	\$0.000	\$0.000	\$0.000	-	\$0.246	\$0.186	\$0.059	24.2
Pensions	\$0.735	\$0.657	\$0.078	10.6	\$0.000	\$0.000	-	-	\$0.735	\$0.657	\$0.078	10.6
Other Fringe Benefits	\$0.323	\$0.436	(0.113)	(35.0)	\$0.210	\$0.046	\$0.164	78.2	\$0.533	\$0.482	\$0.051	9.6
Total Fringe Benefits	\$1.989	\$1.737	\$0.252	12.6	\$0.210	\$0.046	\$0.164	78.1	\$2.199	\$1.783	\$0.416	18.9
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	\$0.000	\$0.001	(0.001)	-	\$0.000	\$0.000	-	-	\$0.000	\$0.001	(0.001)	-
Labor	\$4.518	\$4.366	\$0.152	3.4	\$0.642	\$0.114	\$0.527	82.2	\$5.160	\$4.480	\$0.679	13.2
Non-Labor :												
Electric Power	\$0.388	\$0.175	\$0.214	55.0	\$0.000	\$0.000	-	-	\$0.388	\$0.175	\$0.214	55.0
Fuel	\$0.033	\$0.014	\$0.019	57.2	\$0.000	\$0.000	-	-	\$0.033	\$0.014	\$0.019	57.2
Insurance	\$0.156	\$0.046	\$0.110	70.4	\$0.000	\$0.000	-	-	\$0.156	\$0.046	\$0.110	70.4
Claims	\$0.074	\$0.038	\$0.036	49.0	\$0.000	\$0.000	-	-	\$0.074	\$0.038	\$0.036	49.0
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.198	\$0.153	\$0.045	22.6	\$0.000	\$0.000	-	-	\$0.198	\$0.153	\$0.045	22.6
Professional Service Contracts	\$0.184	\$0.190	(0.005)	(2.8)	\$0.000	\$0.000	-	-	\$0.184	\$0.190	(0.005)	(2.8)
Materials & Supplies	\$0.138	\$0.290	(0.152)	(110.4)	\$0.000	\$0.010	(0.010)	-	\$0.138	\$0.300	(0.162)	(117.7)
Other Business Expenses	\$0.014	\$0.007	\$0.007	51.0	\$0.000	\$0.000	-	-	\$0.014	\$0.007	\$0.007	51.0
Non-Labor	\$1.185	\$0.912	\$0.273	23.1	\$0.000	\$0.010	(0.010)	-	\$1.185	\$0.922	\$0.263	22.2
Other Expense Adjustments:												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$5.702	\$5.277	\$0.425	7.5	\$0.642	\$0.124	\$0.517	80.6	\$6.344	\$5.402	\$0.943	14.9
Depreciation	\$1.000	\$1.255	(0.255)	(25.5)	\$0.000	\$0.000	-	-	\$1.000	\$1.255	(0.255)	(25.5)
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	\$6.702	\$6.532	\$0.170	2.5	\$0.642	\$0.124	\$0.517	80.6	\$7.344	\$6.657	\$0.688	9.4
OPERATING SURPLUS/DEFICIT	(6.101)	(5.933)	\$0.168	2.8	\$0.000	\$0.000	\$0.000	-	(6.101)	(5.933)	\$0.168	2.8

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

MTA STATEN ISLAND RAILWAY

May - 2022 Adopted
 Accrual Statement of Operations By Category
 Year-To-Date - May 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	\$1,532	\$1,238	(0.294)	\$0,000	\$0,000	-	\$1,532	\$1,238	(0.294)
Other Revenue	\$1,261	\$0,894	(0.367)	\$0,000	\$0,000	-	\$1,261	\$0,894	(0.367)
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$3,226	\$0,611	(2.615)	\$3,226	\$0,611	(2.615)
Total Revenue	\$2,793	\$2,133	(0.661)	\$3,226	\$0,611	(2.615)	\$6,019	\$2,743	(3.276)
Expenses									
Labor :									
Payroll	\$11,579	\$11,078	\$0,502	\$1,702	\$0,231	\$1,471	\$13,281	\$11,309	\$1,972
Overtime	\$1,300	\$1,548	(0.248)	\$0,464	\$0,119	\$0,346	\$1,765	\$1,667	\$0,098
Total Salaries & Wages	\$12,880	\$12,626	\$0,254	\$2,166	\$0,350	\$1,816	\$15,046	\$12,976	\$2,070
Health and Welfare	\$3,424	\$2,966	\$0,458	\$0,000	\$0,000	-	\$3,424	\$2,966	\$0,458
OPEB Current Payment	\$1,229	\$1,043	\$0,186	\$0,000	\$0,001	(0.001)	\$1,229	\$1,043	\$0,185
Pensions	\$3,677	\$3,286	\$0,391	\$0,000	\$0,000	-	\$3,677	\$3,286	\$0,391
Other Fringe Benefits	\$1,647	\$2,025	(0.378)	\$1,059	\$0,242	\$0,817	\$2,706	\$2,267	\$0,439
Total Fringe Benefits	\$9,977	\$9,320	\$0,658	\$1,059	\$0,242	\$0,816	\$11,036	\$9,563	\$1,474
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	\$0,000	\$0,002	(0.002)	\$3,226	\$0,593	\$2,632	\$0,000	\$0,002	(0.002)
Labor	\$22,857	\$21,948	\$0,909	\$3,226	\$0,593	\$2,632	\$26,083	\$22,541	\$3,542
Non-Labor :									
Electric Power	\$1,941	\$2,069	(0.128)	\$0,000	\$0,000	-	\$1,941	\$2,069	(0.128)
Fuel	\$0,165	\$0,180	(0.015)	\$0,000	\$0,000	-	\$0,165	\$0,180	(0.015)
Insurance	\$0,782	\$0,626	\$0,155	\$0,000	\$0,000	-	\$0,782	\$0,626	\$0,155
Claims	\$0,368	\$0,188	\$0,180	\$0,000	\$0,000	-	\$0,368	\$0,188	\$0,180
Paratransit Service Contracts	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Maintenance and Other Operating Contracts	\$0,988	\$0,430	\$0,558	\$0,000	\$0,000	-	\$0,988	\$0,430	\$0,558
Professional Service Contracts	\$0,922	\$0,384	\$0,538	\$0,000	\$0,001	(0.001)	\$0,922	\$0,539	\$0,383
Materials & Supplies	\$0,688	\$0,661	\$0,027	\$0,000	\$0,016	(0.016)	\$0,688	\$0,677	\$0,011
Other Business Expenses	\$0,070	\$0,118	(0.047)	\$0,000	\$0,000	-	\$0,070	\$0,118	(0.047)
Non-Labor	\$5,924	\$4,810	\$1,114	\$0,000	\$0,017	(0.017)	\$5,924	\$4,827	\$1,097
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	\$28,781	\$26,757	\$2,024	\$3,226	\$0,611	\$2,615	\$32,007	\$27,368	\$4,639
Depreciation	\$5,000	\$5,500	(0.500)	\$0,000	\$0,000	-	\$5,000	\$5,500	(0.500)
GASB 75 OPEB Expense Adjustment	\$0,275	\$0,000	\$0,275	\$0,000	\$0,000	-	\$0,275	\$0,000	\$0,275
GASB 68 Pension Adjustment	(0,275)	\$0,000	(0.275)	\$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	\$33,781	\$32,257	\$1,524	\$3,226	\$0,611	\$2,615	\$37,007	\$32,868	\$4,139
OPERATING SURPLUS/DEFICIT	(30,988)	(30,125)	\$0,863	\$0,000	\$0,000	\$0,000	(30,988)	(30,125)	\$0,863

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
MAY 2022**

Generic Revenue or Expense Category	Non Reimb. or Reimb.	MONTH		YEAR-TO-DATE		
		(\$ in millions)-Accrual Basis				
		Favorable/ (Unfavorable) Variance	%	Favorable/ (Unfavorable) Variance	%	
Farebox Revenue	Non Reimb.	(0.074)	(21.2)	(0.294)	(19.2)	Unfavorable due to lower than anticipated ridership
Other Revenue	Non Reimb.	0.072	28.5	(0.367)	(29.1)	Unfavorable due to underruns in school fare reimbursement
Payroll	Non Reimb.	0.072	3.1	0.502	4.3	Favorable due to vacancies
Overtime	Non Reimb.	(0.171)	(87.0)	(0.248)	(19.0)	Unfavorable primarily due to vacancy coverage backfill
Health and Welfare (including OPEB current)	Non Reimb.	0.287	30.8	0.644	13.8	Favorable due to timing and prescription rebates
Pension	Non Reimb.	0.078	10.6	0.391	10.6	Favorable timing of expenses
Other Fringe Benefits	Non Reimb.	(0.113)	(35.0)	(0.378)	(22.9)	Unfavorable due to lower reimbursable fringe OH credits than expected
Electric Power	Non Reimb.	0.214	55.0	(0.128)	(6.6)	Unfavorable due to higher prices
Fuel	Non Reimb.	0.019	57.2	(0.015)	(9.2)	Unfavorable due to higher prices
Insurance	Non Reimb.	0.110	70.4	0.155	19.9	Favorable due to timing of expenses
Claims	Non Reimb.	0.036	49.0	0.180	49.0	Favorable due to timing of expenses
Maintenance & Other Operating Contracts	Non Reimb.	0.045	22.6	0.558	56.5	Favorable mostly due to the timing of facility maintenance projects
Professional Service Contracts	Non Reimb.	(0.005)	(2.8)	0.384	41.7	Due to favorable timing of MTA and outside services
Materials and Supplies	Non Reimb.	(0.152)	(110.4)	0.027	3.9	Favorable due to the timing of facility and maintenance services projects
Other Business Expenses	Non Reimb.	0.007	51.0	(0.047)	(67.5)	Unfavorable due to the timing of expenses
Payroll	Reimb.	0.285	84.3	1.471	86.4	Favorable due to project requirements
Overtime	Reimb.	0.078	83.7	0.346	74.4	Favorable due to project requirements

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

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable) Variance			(Unfavorable) Variance
			Percent			Percent
Receipts						
Farebox Revenue	\$0.349	\$0.261	(0.088)	\$1.532	\$1.180	(0.352)
Other Revenue	\$0.117	\$0.237	\$0.120	\$6.204	\$5.238	(0.966)
Capital and Other Reimbursements	\$0.642	\$0.027	(0.615)	\$3.226	\$0.372	(2.854)
Total Revenue	\$1.108	\$0.525	(0.583)	\$10.962	\$6.789	(4.173)
Expenditures						
Labor :						
Payroll	\$2.207	\$1.891	\$0.316	\$12.354	\$11.142	\$1.211
Overtime	\$0.289	\$0.382	(0.093)	\$1.765	\$1.667	\$0.098
Total Salaries & Wages	\$2.496	\$2.274	\$0.223	\$14.118	\$12.809	\$1.309
Health and Welfare	\$0.685	\$1.092	(0.407)	\$3.424	\$3.222	\$0.202
OPEB Current Payment	\$0.246	\$0.096	\$0.150	\$1.229	\$0.415	\$0.814
Pensions	\$0.735	\$0.657	\$0.078	\$3.677	\$3.286	\$0.391
Other Fringe Benefits	\$0.379	\$0.205	\$0.174	\$2.041	\$0.988	\$1.053
Total Fringe Benefits	\$2.045	\$2.050	(0.005)	\$10.371	\$7.912	\$2.459
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Labor	\$4.541	\$4.323	\$0.218	\$24.489	\$20.721	\$3.768
Non-Labor :						
Electric Power	\$0.388	\$0.367	\$0.021	\$1.941	\$2.037	(0.095)
Fuel	\$0.033	\$0.010	\$0.023	\$0.165	\$0.235	(0.070)
Insurance	\$0.156	\$0.052	\$0.105	\$0.782	\$0.403	\$0.379
Claims	\$0.000	\$0.000	\$0.041	\$0.206	\$0.040	\$0.166
Paratransit Service Contracts	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.198	\$0.142	\$0.055	\$0.988	\$0.715	\$0.273
Professional Service Contracts	\$0.184	\$0.203	(0.019)	\$0.922	\$0.798	\$0.124
Materials & Supplies	\$0.138	\$0.095	\$0.042	\$0.688	\$0.648	\$0.040
Other Business Expenses	\$0.014	\$0.016	(0.001)	\$0.071	\$0.212	(0.141)
Non-Labor	\$1.153	\$0.886	\$0.267	\$5.763	\$5.087	\$0.676
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenditures before Depreciation and OPEB	\$5.694	\$5.209	\$0.485	\$30.252	\$25.808	\$4.444
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	\$5.694	\$5.209	\$0.485	\$30.252	\$25.808	\$4.444
Net Surplus/(Deficit)	(4.586)	(4.684)	(0.098)	(19.290)	(19.018)	\$0.271

Note: Totals may not add due to rounding

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

	MONTH		YEAR TO DATE		
	<u>Favorable/ (Unfavorable) Variance</u>	<u>%</u>	<u>Reason for Variance</u>	<u>Reason for Variance</u>	
<u>Operating Receipts or Disbursements</u>	<u>\$</u>	<u>%</u>	<u>\$</u>	<u>%</u>	
Farebox Receipts	(0.088)	(25.1)	(0.352)	(23.0)	Primarily due to unfavorable ridership
Other Revenue	0.120	102.6	(0.966)	(15.6)	Primarily due to underruns in fare reimbursement
Capital and Other Reimbursements	(0.615)	(95.8)	(2.854)	(88.5)	Timing of reimbursements
Payroll	0.316	14.3	1.211	9.8	Favorable due to vacancies
Overtime	(0.093)	(32.2)	0.098	5.6	Timing of payments
Health and Welfare (including OPEB current payment)	(0.257)	0.0	1.016	0.0	Timing of payments
Other Fringe Benefits	0.174	46.0	1.053	51.6	Shortfall in reimbursable expenses and timing of payments
Electric Power	0.021	5.4	(0.095)	(4.9)	Unfavorable mainly due to timing
Maintenance Contracts	0.055	28.1	0.273	27.7	Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	(0.019)	(10.3)	0.124	13.4	Timing of contract payments
Materials & Supplies	0.042	30.8	0.040	5.8	Timing of payments

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

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	Month			Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
Revenue							
Farebox Revenue	\$0.000	(0.014)	(0.014)	\$0.000	(0.058)	(0.058)	-
Other Revenue	(0.135)	(0.087)	\$0.048	\$4.943	\$4.343	(0.600)	(12.1)
Capital and Other Reimbursements	\$0.000	(0.097)	(0.097)	\$0.000	(0.239)	(0.239)	-
Total Revenue	(0.135)	(0.199)	(0.063)	\$4.943	\$4.046	(0.897)	(18.1)
Expenses							
Labor :							
Payroll	\$0.464	\$0.423	(0.041)	\$0.928	\$0.167	(0.761)	(82.0)
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Total Salaries & Wages	\$0.464	\$0.423	(0.041)	\$0.928	\$0.167	(0.761)	(82.0)
Health and Welfare	\$0.000	(0.634)	(0.634)	\$0.000	(0.256)	(0.256)	-
OPEB Current Payment	\$0.000	\$0.090	\$0.090	\$0.000	\$0.628	\$0.628	-
Pensions	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Other Fringe Benefits	\$0.154	\$0.277	\$0.123	\$0.666	\$1.279	\$0.613	92.1
Total Fringe Benefits	\$0.154	(0.266)	(0.421)	\$0.666	\$1.651	\$0.985	148.0
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	\$0.618	\$0.157	(0.461)	\$1.594	\$1.820	\$0.227	14.2
Non-Labor :							
Electric Power	\$0.000	(0.193)	(0.193)	\$0.000	\$0.033	\$0.033	-
Fuel	\$0.000	\$0.004	\$0.004	\$0.000	(0.054)	(0.055)	-
Insurance	\$0.000	(0.006)	(0.006)	\$0.000	\$0.223	\$0.223	-
Claims	\$0.032	\$0.038	\$0.005	\$0.161	\$0.148	(0.014)	(8.6)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.000	\$0.011	\$0.011	\$0.000	(0.285)	(0.285)	-
Professional Service Contracts	\$0.000	(0.014)	(0.014)	\$0.000	(0.259)	(0.259)	-
Materials & Supplies	\$0.000	\$0.204	\$0.204	\$0.000	\$0.029	\$0.029	-
Other Business Expenses	\$0.000	(0.009)	(0.009)	\$0.000	(0.094)	(0.094)	-
Non-Labor	\$0.032	\$0.036	\$0.003	\$0.161	(0.260)	(0.421)	(260.9)
Other Expense Adjustments:							
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$0.651	\$0.193	(0.458)	\$1.755	\$1.560	(0.195)	(11.1)
Depreciation	\$1.000	\$1.255	\$0.255	\$5.000	\$5.500	\$0.500	10.0
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.275	\$0.000	(0.275)	(100.0)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	(0.275)	\$0.000	\$0.275	100.0
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Total Expenditures	\$1.651	\$1.448	(0.203)	\$6.755	\$7.060	\$0.305	4.5
Total Cash Conversion Adjustments	\$1.515	\$1.249	(0.266)	\$11.698	\$11.106	(0.592)	(5.1)

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.

STATEN ISLAND RAILWAY - NON-REIMBURSABLE OVERTIME

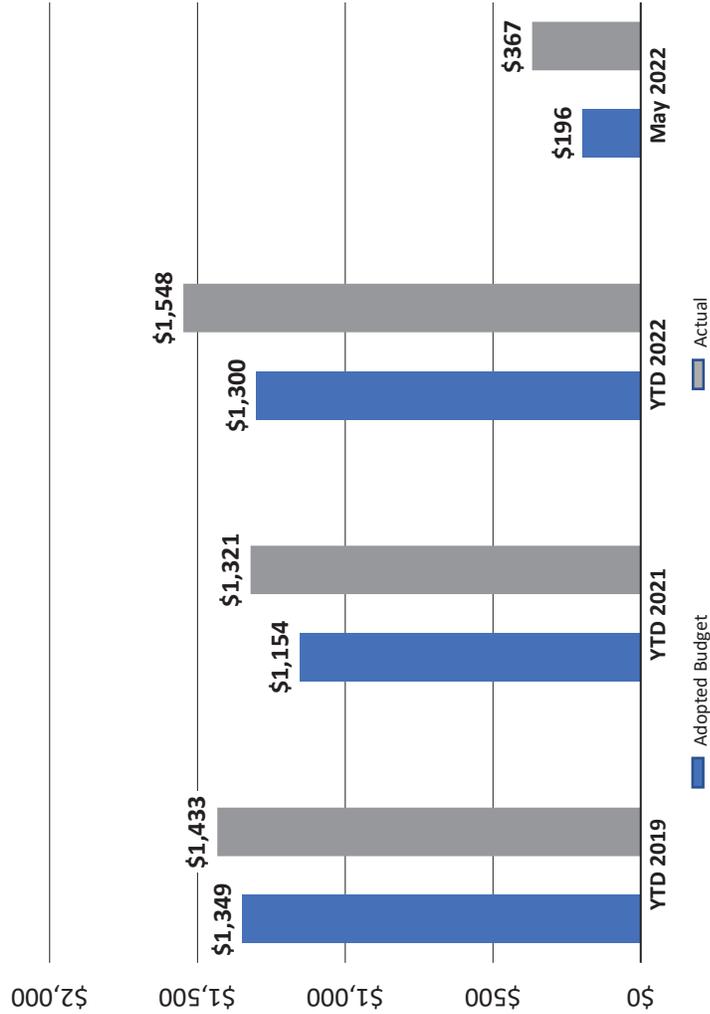
Overview

- Overall increase of \$115.0K or 8.0 percent compared to May YTD 2019
- Overall increase of \$227.4K or 17.2 percent compared to May YTD 2021
- \$247.6K or 19.0 percent above May YTD 2022 budget
- Service \$178.6K overrun: \$211.1K overrun for other factors; -\$32.5K underrun for weather
- Maintenance \$69.0K underrun: \$157.2K overrun due to vacancy coverage; \$45.9K overrun for severe weather; -\$134.1K underrun due to reduced maintenance

Agency Detail

- Transportation overrun of \$211.1K due to other factors offset by -\$32.5K weather underruns
- Mechanical overrun of \$137.5 due to vacancy coverage offset by -\$45.9K weather underruns
- Electrical and Power/Signals overrun of \$68.4K due to severe and \$19.7K due vacancy coverage offset by -\$24.9K underruns due to other factors
- MOW/Infrastructure \$23.5K overrun due to severe weather offset by underrun of -\$87.8K due to other factors
- Others underrun of -\$21.5K

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



STATEN ISLAND RAILWAY - REIMBURSABLE OVERTIME

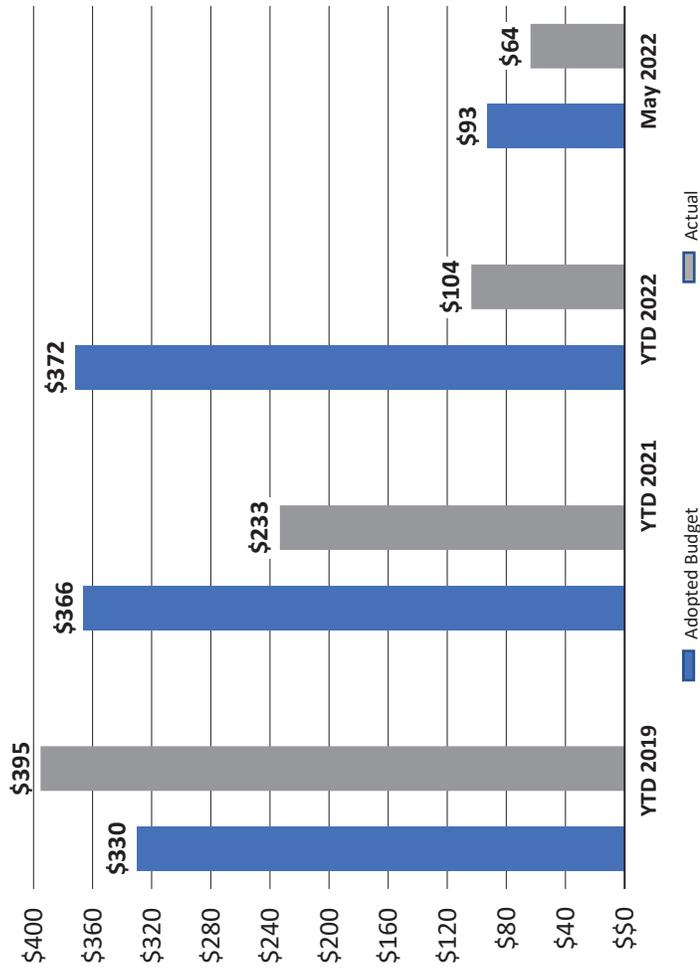
Overview

- Overall decrease of -\$388.1K or -76.5 percent compared to May YTD 2019
- Overall decrease of -\$142.4K or -54.5 percent compared to May YTD 2021
- -\$345.6K or -77.4 percent below May YTD 2022 budget
- Service -\$160.2K underrun: Capital project delays due to vacancies
- Maintenance -\$185.4K overrun: Capital project delays due to vacancies

Agency Detail

- Capital project delays and severe weather resulted in the following favorable variances:
 - Transportation underrun of -\$160.2K
 - MOW/Infrastructure underrun of -\$109.7K
 - Power/Signals underrun of -\$56.8K
 - Electrical underrun of -\$19.8K
 - Mechanical underrun of -\$2.8K
 - Others overrun of \$3.9K

Reimbursable Overtime - YTD May 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
MAY 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	3	3
Operational Hourlies	120	108	12
Total Operations	152	132	20
Maintenance			
Managers/Supervisors	25	24	1
Professional, Technical, Clerical	7	6	1
Operational Hourlies	182	157	25
Total Maintenance	214	187	27
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	59	9
Professional, Technical, Clerical	21	19	2
Operational Hourlies	306	267	39
Total Positions	395	345	50

**MTA STATEN ISLAND RAILWAY
FEBRUARY FINANCIAL PLAN
TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
MAY 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	132	20
Total Operations	152	132	20
Maintenance			
Mechanical	54	51	3
Electronics/Electrical	21	16	5
Power/Signals	32	25	7
Maintenance of Way	89	75	14
Infrastructure	18	20	(2)
Total Maintenance	214	187	27
Engineering/Capital			
Capital Project Support	6	6	0
Total Engineering Capital	6	6	0
Total Positions	395	345	50
Non-Reimbursable	342	330	12
Reimbursable	53	15	38
Total Full-Time	395	345	50
Total Full-Time-Equivalents	0	0	0

FinalFY22

Preliminary May 2022 Report: Bus Company

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

May 2022 Bus Company ridership of 7.4 million was 0.7 million (8.5 percent) below budget.

- Farebox Revenue of \$15.6 million was \$0.6 million (4.2 percent) above budget.
- Total expenses before Non-Cash Liabilities of \$67.5 million were \$10.2 million (13.2 percent) below budget.
 - Labor expenses were lower than budget by \$5.4 million (9.7 percent). Payroll expenses were lower than budget by \$2.2 million (8.3 percent). Overtime expenses were above budget by \$0.4 million (5.8 percent). Health and Welfare (including OPEB) expenses were lower than budget by \$2.4 million (24.1 percent). Other Fringe Benefits were lower than budget by \$1.1 million (16.7 percent).
 - Non-labor expenses were favorable to budget by \$4.9 million (21.7 percent). Fuel expenses were unfavorable by \$2.0 million (79.8 percent). Insurance expenses were favorable by \$0.3 million (44.6 percent). Claim expenses were favorable by \$2.1 million (31.6 percent). Maintenance and Other Operating Contracts expenses were lower than budget by \$1.2 million (33.1 percent). Professional Service Contracts were lower than budget by \$1.0 million (27.0 percent). Materials and Supplies expenses were favorable by \$2.2 million (44.9 percent). Other Business Expense was lower than budget by \$0.2 million (50.6 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
May 2022

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to Adopted Budget (budget).

Total Revenue was \$19.0 million in May, \$2.4 million (14.5 percent) above the budget, due to higher Farebox Revenue and Other Operating Revenue. Farebox Revenue was favorable by \$0.6 million (4.2 percent) due to higher average fare partially offset by lower ridership. Other Operating Revenue was favorable by \$1.8 million (106.8 percent), primarily due to timing of Student reimbursement and advertising revenue partially offset by the timing of Other Contract Services revenue.

May 2022 YTD Farebox Revenue of \$62.3 million was \$7.4 million (10.6 percent) below budget, \$12.9 million (26.2 percent) above 2021, and \$26.9 million (30.2 percent) below 2019.

Total Ridership, Total MTA Bus ridership in May 2022 was 7.4 million, 8.5 percent (0.7 million riders) below budget. May 2022 average weekday ridership was 283,374, an increase of 27.5 percent (61,148 riders) from May 2021. Compared to May 2019, average weekday ridership decreased 30.6 percent (125,188 riders). Average weekday ridership for the twelve months ending May 2022 was 256,282, an increase of 75.4 percent (110,208 riders) from the twelve months ending May 2021. This is a decrease of 16.5 percent (50,786 riders) in comparison to the twelve months ending May 2019.

May 2022 YTD actual ridership of 33.3 million was 4.4 million (11.8 percent) below budget, 8.0 million (31.7 percent) above 2021, and 16.8 million (33.6 percent) below 2019.

Non-reimbursable expenses before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$67.5 million in May, \$10.2 million (13.2 percent) favorable to budget.

Labor expenses were lower than budget by \$5.4 million (9.7 percent). Payroll expenses were lower than budget by \$2.2 million (8.3 percent), primarily due to vacancies. Overtime expenses were above budget by \$0.4 million (5.8 percent) due to higher unscheduled overtime. Health and Welfare (including OPEB) expenses were lower than budget by \$2.4 million (24.1 percent), primarily due to timing of medical and hospitalization, lower dental expenses and prescription drugs expenses partially offset by H&W reimbursable expenses, and higher insurance. Other Fringe Benefits were lower than budget by \$1.1 million (16.7 percent), due to lower Worker's Compensation, lower of payroll related expenses, timing of interagency billing.

- **Non-labor** expenses were favorable to budget by \$4.9 million (21.7 percent). Fuel expenses were unfavorable by \$2.0 million (79.8 percent), primarily due higher fuel costs partially offset by lower diesel fuel consumption. Insurance expenses were favorable by \$0.3 million (44.6 percent), due to the timing of expenses. Claim expenses were favorable by \$2.1 million (31.6 percent), due to timing of expenses. Maintenance and Other Operating Contracts expense was lower than budget by \$1.2 million (33.1 percent), mainly due to the timing of facility maintenance, bus technology, Shop Program, COVID-19 expenses and vehicle purchases, partially offset by vehicle rental and tolls. Professional Service Contracts were lower than budget by \$1.0 million (27.0 percent). due to the timing of interagency billing, bus technology, and service contracts. Materials and Supplies expenses were favorable by \$2.2 million (44.9 percent), 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 was favorable by \$0.2 million (50.6 percent) due to lower miscellaneous expenses and timing of AFC collection.

Depreciation expenses of \$4.0 million were \$0.8 million (16.1 percent) below budget due to the timing of asset replacement. No expenses or credits were recorded in May regarding GASB 68 Pension adjustment and GASB 75 OPEB Expense adjustment.

Year-to-date, expenses were less than budget by a net \$44.5 million (11.7 percent), including favorable non-labor expenses of \$29.8 million (27.2 percent), and favorable labor expenses of \$14.7 million (5.4 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 \$19.5 million, favorable to forecast by \$3.7 million (15.9 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 May was \$37.2 million, \$14.6 million (28.2 percent) favorable to budget. On a year-to-date basis, the operating cash deficit was \$180.5 million, which was \$83.3 million (31.6 percent) favorable to budget.

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
May 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
Revenue										
Farebox Revenue	\$14.937	\$15.569	\$0.632	4.2	\$0.000	\$0.000	\$0.000	\$15.569	\$0.632	4.2
Other Operating Income	1.668	3.449	1.781	*	-	-	-	3.449	1.781	*
Capital and Other Reimbursements	-	-	-	-	0.491	0.546	0.055	0.491	0.546	0.055
Total Revenue	\$16.605	\$19.018	\$2.413	14.5	\$0.491	\$0.546	\$0.055	\$19.096	\$2.468	14.4
Expenses										
Labor:										
Payroll	\$26.586	\$24.380	\$2.206	8.3	\$0.194	\$0.296	(\$0.101)	\$24.676	\$2.105	7.9
Overtime	7.608	8.053	(0.445)	(5.8)	-	-	-	8.053	(0.445)	(5.8)
Health and Welfare	7.653	5.268	2.385	31.2	0.119	0.119	100.0	5.268	2.504	32.2
OPEB Current Payment	2.139	2.165	(0.026)	(1.2)	-	-	-	2.165	(0.026)	(1.2)
Pensions	5.034	5.015	0.019	0.4	-	-	-	5.034	0.019	0.4
Other Fringe Benefits	6.348	5.285	1.063	16.7	-	-	-	5.285	1.063	16.7
GASB Account	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.079)	(0.250)	0.171	*	0.079	0.250	(0.171)	-	-	-
Total Labor Expenses	\$55.288	\$49.916	\$5.372	9.7	\$0.392	\$0.546	(\$0.153)	\$55.681	\$5.219	9.4
Non-Labor:										
Electric Power	\$0.148	\$0.204	(\$0.056)	(37.8)	\$0.000	\$0.000	\$0.000	\$0.204	(\$0.056)	(37.8)
Fuel	2.530	4.549	(2.019)	(79.8)	-	-	-	4.549	(2.019)	(79.8)
Insurance	0.766	0.424	0.342	44.6	-	-	-	0.424	0.342	44.6
Claims	6.575	4.500	2.075	31.6	-	-	-	4.500	2.075	31.6
Maintenance and Other Operating Contracts	3.510	2.348	1.162	33.1	0.021	0.021	100.0	2.348	1.183	33.5
Professional Service Contracts	3.656	2.669	0.986	27.0	-	-	-	2.669	0.988	27.0
Materials & Supplies	4.822	2.657	2.166	44.9	0.077	0.077	100.0	2.657	2.242	45.8
Other Business Expense	0.427	0.211	0.216	50.6	-	-	-	0.211	0.216	50.6
Total Non-Labor Expenses	\$22.436	\$17.562	\$4.873	21.7	\$0.099	\$0.000	\$0.099	\$22.534	\$4.972	22.1
Total Expenses before Non-Cash Liability Adjs.	\$77.724	\$67.477	\$10.247	13.2	\$0.491	\$0.546	(\$0.055)	\$78.215	\$10.191	13.0
Depreciation	\$4.735	\$3.972	\$0.763	16.1	\$0.000	\$0.000	\$0.000	\$3.972	\$0.763	16.1
GASB 75 OPEB Expense Adjustment	6.745	-	6.745	100.0	-	-	-	6.745	6.745	100.0
GASB 68 Pension Adjustment	4.628	-	4.628	100.0	-	-	-	4.628	4.628	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$93.832	\$71.449	\$22.381	23.9	\$0.491	\$0.546	(\$0.055)	\$94.323	\$22.327	23.7
Net Surplus/(Deficit)	(\$77.227)	(\$52.433)	\$24.795	32.1	\$0.000	\$0.000	\$0.000	(\$77.227)	(\$52.433)	32.1

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

	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)			Favorable (Unfavorable)			Favorable (Unfavorable)		
	Adopted Budget	Actual	Variance Percent	Adopted Budget	Actual	Variance Percent	Adopted Budget	Actual	Variance Percent
Revenue									
Farebox Revenue	\$69,727	\$62,323	(\$7,403) (10.6)	\$0,000	\$0,000	\$0,000	\$69,727	\$62,323	(\$7,404) (10.6)
Other Operating Income	8,159	6,041	(2,119) (26.0)	-	-	-	8,159	6,041	(2,117) (25.9)
Capital and Other Reimbursements	-	-	-	2,401	2,754	0,353 14.7	2,401	2,754	0,353 14.7
Total Revenue	\$77,886	\$68,364	(\$9,522) (12.2)	\$2,401	\$2,754	\$0,353	\$80,287	\$71,118	(\$9,168) (11.4)
Expenses									
Labor:									
Payroll	\$130,033	\$124,428	\$5,605 4.3	\$0,949	\$1,330	(\$0,381) (40.1)	\$130,982	\$125,759	\$5,224 4.0
Overtime	38,362	37,809	0,554 1.4	-	0,105	(0,105) -	38,362	37,914	0,449 1.2
Health and Welfare	37,431	33,720	3,711 9.9	0,584	-	0,584 100.0	38,015	33,720	4,295 11.3
OPEB Current Payment	10,460	10,386	0,073 0.7	-	-	-	10,460	10,386	0,074 0.7
Pensions	24,622	25,075	(0,453) (1.8)	-	-	-	24,622	25,075	(0,453) (1.8)
Other Fringe Benefits	31,049	26,726	4,322 13.9	-	0,075	(0,075) -	31,049	26,801	4,248 13.7
GASB Account	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0,386)	(1,245)	0,859 *	0,386	1,245	(0,859) *	-	-	-
Total Labor Expenses	\$271,571	\$256,900	\$14,671	\$1,919	\$2,754	(\$0,836)	\$273,490	\$259,655	\$13,836
Non-Labor:									
Electric Power	\$0,725	\$0,845	(\$0,120) (16.6)	-	-	-	\$0,725	\$0,845	(\$0,120) (16.6)
Fuel	12,375	15,757	(3,382) (27.3)	-	-	-	12,375	15,757	(3,381) (27.3)
Insurance	3,748	2,251	1,497 39.9	-	-	-	3,748	2,251	1,497 39.9
Claims	32,160	22,500	9,660 30.0	-	-	-	32,160	22,500	9,660 30.0
Maintenance and Other Operating Contracts	17,169	11,092	6,078 35.4	0,104	-	0,104 100.0	17,272	11,092	6,182 35.8
Professional Service Contracts	17,884	10,378	7,506 42.0	-	-	-	17,884	10,378	7,506 42.0
Materials & Supplies	23,583	15,295	8,288 35.1	0,379	-	0,379 100.0	23,962	15,295	8,667 36.2
Other Business Expense	2,090	1,788	0,302 14.4	-	-	-	2,090	1,788	0,302 14.4
Total Non-Labor Expenses	\$109,735	\$79,906	\$29,829	\$0,482	\$0,000	\$0,482	\$110,218	\$79,906	\$30,312
Total Expenses before Non-Cash Liability Adjs.	\$381,307	\$336,806	\$44,501	\$2,401	\$2,754	(\$0,353)	\$383,708	\$339,560	\$44,147
Depreciation	\$23,159	\$19,472	\$3,686 15.9	-	-	-	\$23,159	\$19,472	\$3,687 15.9
GASB 75 OPEB Expense Adjustment	32,988	-	32,988 100.0	-	-	-	32,988	-	32,988 100.0
GASB 68 Pension Adjustment	22,638	-	22,638 100.0	-	-	-	22,638	-	22,638 100.0
Environmental Remediation	-	(0,076)	0,076 -	-	-	-	-	(0,076)	0,076 -
Total Expenses	\$460,092	\$356,202	\$103,890	\$2,401	\$2,754	(\$0,353)	\$462,493	\$358,957	\$103,537
Net Surplus/(Deficit)	(\$382,206)	(\$287,838)	\$94,368	\$0,000	\$0,000	\$0,000	(\$382,206)	(\$287,838)	\$94,368

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	May 2022		Year-To-Date		Reason for Variance
		Favorable (Unfavorable) Variance \$	%	Favorable (Unfavorable) Variance \$	%	
Farebox Revenue	NR	\$ 0.632	4.2	\$ (7.403)	(10.6)	Mainly due to lower ridership partially offset by higher average fare
Other Operating Revenue	NR	\$ 1.781	*	\$ (2.119)	(26.0)	Primarily due to timing of Student reimbursement, and advertising revenue, partially offset by the timing of Other Contract Services revenue
Capital and Other Reimbursements	R	\$ 0.055	*	\$ 0.353	14.7	Mainly due to timing of expenses
Total Revenue Variance		\$ 2.468	14.4	\$ (9.168)	(11.4)	
Payroll	NR	\$ 2.206	8.3	\$ 5.605	4.3	Primarily due to vacancies partially offset by higher vacation payment, higher cash out of sick and personal time.
Overtime	NR	\$ (0.445)	(5.8)	\$ 0.554	1.4	Primarily lower unscheduled overtime, COVID-19 related cleaning, and program maintenance partially offset by lower availability, weather and vacancies
Health and Welfare (including OPEB)	NR	\$ 2.359	24.1	\$ 3.784	7.9	Primarily due to timing of medical and hospitalization, lower dental expenses and prescription drugs expenses partially offset by H&W reimbursable expenses, and higher insurance.
Pension	NR	\$ 0.019	0.4	\$ (0.453)	(1.8)	Mainly due to higher expenses
Other Fringe Benefits	NR	\$ 1.063	16.7	\$ 4.322	13.9	Due to lower worker's compensation, lower of payroll related expenses, and timing of interagency billing.
Reimbursable Overhead	NR	\$ 0.171	*	\$ 0.659	*	Higher reimbursable overhead
Electric Power	NR	\$ (0.056)	(37.8)	\$ (0.120)	(37.8)	(e)
Fuel	NR	\$ (2.019)	(79.8)	\$ (3.382)	(27.3)	Primarily due to higher fuel costs partially offset by lower diesel fuel consumption
Insurance	NR	\$ 0.342	44.6	\$ 1.497	39.9	Timing of expenses
Claims	NR	\$ 2.075	31.6	\$ 9.660	30.0	Timing of expenses
Maintenance and Other Operating Contracts	NR	\$ 1.162	33.1	\$ 6.078	35.4	Mainly the timing of facility maintenance, bus technology, farebox technology, Shop Program, and other expenses. Timing of tires and tubes expenses partially offset by the timing of oil payments
Professional Service Contracts	NR	\$ 0.986	27.0	\$ 7.506	42.0	Timing of interagency billing, bus technology, and service contracts
Materials & Supplies	NR	\$ 2.166	44.9	\$ 8.288	35.1	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	\$ 0.216	50.6	\$ 0.302	14.4	Due to lower miscellaneous expenses and timing of AFC collection fees
Depreciation	NR	\$ 0.763	16.1	\$ 3.687	15.9	Timing of asset replacement
Other Post Employment Benefits	NR	\$ 6.745	100.0	\$ 32.888	100.0	(e)
GASB 68 Pension Adjustment	NR	\$ 4.628	100.0	\$ 22.638	100.0	(e)
Environmental Remediation	NR	\$ -	-	\$ 0.076	-	
Payroll	R	\$ (0.101)	(62.1)	\$ (0.381)	(40.1)	Timing of charges
Overtime	R	\$ -	*	\$ (0.105)	*	(e)
Health and Welfare	R	\$ 0.119	100.0	\$ 0.584	100.0	Timing of charges
Pension	R	\$ -	*	\$ -	*	(e)
Other Fringe Benefits	R	\$ -	*	\$ (0.075)	*	(e)
Reimbursable Overhead	R	\$ (0.171)	*	\$ (0.859)	*	(e)
Professional Service Contracts	R	\$ -	*	\$ -	*	(e)
Maintenance and Other Operating	R	\$ 0.021	*	\$ 0.104	*	(e)
Materials & Supplies	R	\$ 0.077	*	\$ 0.379	*	(e)
Total Expense Variance		\$ 22.226	23.7	\$ 103.336	22.4	
Net Variance		\$ 24.794	32.1	\$ 94.367	24.7	

(a) - Variance less than 5%

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

	May 2022			Year-To-Date		
	Adopted Budget	Actual	Favorable	Adopted Budget	Actual	Favorable
			(Unfavorable)			(Unfavorable)
		Variance	Percent		Variance	Percent
Receipts						
Farebox Revenue	\$14,937	\$14,376	(\$0,561)	\$69,727	\$61,460	(\$8,267)
Other Operating Revenue	5,595	3,307	(2,288)	27,974	77,482	49,508 *
Capital and Other Reimbursements	0,485	0,456	(0,029)	2,426	2,472	0,046
Total Receipts	\$21,017	\$18,139	(\$2,878)	\$100,128	\$141,414	\$41,286
			(13.7)			41.2
Expenditures						
Labor:						
Payroll	\$26,435	\$20,798	\$5,637	\$132,177	\$118,329	\$13,848
Overtime	7,665	8,053	(0,388)	38,324	37,913	0,411
Health and Welfare	7,683	2,415	5,268	38,413	33,884	4,529
OPEB Current Payment	2,114	2,165	(0,051)	10,569	10,386	0,183
Pensions	4,961	5,015	(0,054)	24,804	25,075	(0,271)
Other Fringe Benefits	5,009	4,848	0,161	25,046	24,619	0,427
GASB Account	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	-
Total Labor Expenditures	\$53,867	\$43,294	\$10,573	\$269,334	\$250,206	\$19,128
			19.6			7.1
Non-Labor:						
Electric Power	\$0,147	\$0,204	(\$0,057)	\$0,733	\$1,055	(\$0,322)
Fuel	2,501	4,485	(1,984)	12,505	18,751	(6,246)
Insurance	0,757	-	0,757	3,787	-	3,787
Claims	3,156	0,725	2,431	15,782	7,352	8,430
Maintenance and Other Operating Contracts	3,491	2,193	1,298	17,453	15,126	2,327
Professional Service Contracts	3,614	0,823	2,791	18,071	13,400	4,671
Materials & Supplies	4,842	2,941	1,901	24,212	14,401	9,811
Other Business Expenses	0,422	0,677	(0,255)	2,112	1,649	0,463
Total Non-Labor Expenditures	\$18,931	\$12,048	\$6,883	\$94,657	\$71,734	\$22,923
			36.4			24.2
Total Expenditures	\$72,798	\$55,342	\$17,456	\$363,991	\$321,940	\$42,051
			24.0			11.6
Operating Cash Surplus/(Deficit)	(\$51,781)	(\$37,203)	\$14,578	(\$263,863)	(\$180,526)	\$83,337
			28.2			31.6

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)

	May 2022		Year-To-Date		Reason for Variance
	Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%	
	\$	%	\$	%	
Operating Receipts or Disbursements					
Farebox Revenue	\$ (0.561)	(3.8)	\$ (8.267)	(11.9)	Due to lower ridership primarily due to the COVID-19 Omicron variant and weather
Other Operating Revenue	(2.288)	(40.9)	49.508	*	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	(0.029)	(6.0)	0.046	1.9 (a)	
Total Receipts	\$ (2.878)	(13.7)	\$ 41.287	41.2	
Payroll	\$ 5.637	21.3	\$ 13.848	10.5	Primarily due to vacancy, lower sick time usage and timing of payments
Overtime	(0.388)	(5.1)	0.411	1.1	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability, weather and vacancies
Health and Welfare (Including OPEB)	5.217	53.3	4.712	9.6	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)	(0.271)	(1.1)	Timing of expenses
Other Fringe Benefits	0.161	3.2	0.427	1.7	Timing of payments
GASB	-	-	-	-	
Electric Power	(0.057)	(38.8)	(0.322)	(43.9)	Timing of expenses
Fuel	(1.984)	(79.3)	(6.246)	(49.9)	Primarily due to higher fuel costs partially offset by lower diesel fuel consumption
Insurance	0.757	100.0	3.787	100.0	Timing of payments
Claims	2.431	77.0	8.430	53.4	Timing of payments
Maintenance and Other Operating Contracts	1.298	37.2	2.327	13.3	Mainly due to the timing of expenses for facility maintenance, bus technology, Shop Program, COVID-19 expenses, and vehicle purchases partially offset by vehicle rentals and tolls
Professional Service Contracts	2.791	77.2	4.671	25.8	Timing of interagency billing, bus technology, and service contracts
Materials & Supplies	1.901	39.3	9.811	40.5	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	(0.255)	(60.4)	0.463	21.9	Due to lower miscellaneous expenses and timing of AFC collection fees
Total Expenditures	\$ 17.454	24.0	\$ 42.047	11.6	
Net Cash Variance	\$ 14.578	28.2	\$ 83.337	31.6	

(a) - Variance less than 5%

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

	May 2022				Year-To-Date			
	Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)	
	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget
Receipts								
Farebox Revenue	\$0.000	(\$1.193)	-	\$0.000	(\$0.863)	-	\$0.000	(\$0.863)
Other Operating Revenue	3.927	(4.069)	*	19.815	71.441	*	19.815	51.626
Capital and Other Reimbursements	(0.006)	(0.084)	*	0.025	(0.282)	*	0.025	(0.307)
Total Receipts	\$3.921	(\$1.425)	*	\$19.840	\$70.296	*	\$19.840	\$50.456
Expenditures								
Labor:								
Payroll	\$0.345	\$3.878	*	(\$1.195)	\$7.430	*	(\$1.195)	\$8.625
Overtime	(0.057)	-	100.0	0.038	0.001	(97.4)	0.038	(0.037)
Health and Welfare	0.089	2.853	*	(0.398)	(0.164)	58.8	(0.398)	0.234
OPEB Current Payment	0.025	-	(100.0)	(0.109)	-	100.0	(0.109)	0.109
Pensions	0.073	-	(100.0)	(0.182)	-	100.0	(0.182)	0.182
Other Fringe Benefits	1.339	0.437	(67.4)	6.003	2.182	(63.7)	6.003	(3.821)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	-	-	-
Total Labor Expenditures	\$1.814	\$7.168	*	\$4.157	\$9.449	*	\$4.157	\$5.292
Non-Labor:								
Electric Power	\$0.001	(\$0.001)	(100.0)	(\$0.008)	(\$0.210)	*	(\$0.008)	(\$0.202)
Fuel	0.029	0.035	*	(0.130)	(2.994)	*	(0.130)	(2.864)
Insurance	0.009	0.424	*	(0.039)	2.251	*	(0.039)	2.290
Claims	3.419	3.775	10.4	16.378	15.148	(7.5)	16.378	(1.230)
Maintenance and Other Operating Contracts	0.040	0.155	*	(0.181)	(4.034)	*	(0.181)	(3.853)
Professional Service Contracts	0.042	1.846	*	(0.187)	(3.022)	*	(0.187)	(2.835)
Materials & Supplies	0.057	(0.284)	*	(0.250)	0.894	*	(0.250)	1.144
Other Business Expenditures	0.005	(0.466)	*	(0.022)	0.139	*	(0.022)	0.161
Total Non-Labor Expenditures	\$3.602	\$1.912	53.1	\$15.561	\$8.172	(47.5)	\$15.561	(\$7.389)
Total Cash Conversion Adjustments before Non-Cash Liability Adjts.	\$9.337	\$11.257	20.6	\$39.558	\$87.917	*	\$39.558	\$48.359
Depreciation Adjustment	\$4.735	(\$0.763)	(16.1)	\$23.159	\$19.472	(15.9)	\$23.159	(\$3.687)
GASB 75 OPEB Expense Adjustment	6.745	(6.745)	(100.0)	32.988	-	(100.0)	32.988	(32.988)
GASB 68 Pension Adjustment	4.628	(4.628)	(100.0)	22.638	-	(100.0)	22.638	(22.638)
Environmental Remediation	-	-	-	-	(0.076)	(0.076)	-	(0.076)
Total Expenses/Expenditures	\$25.445	\$15.229	(40.1)	\$118.343	\$107.313	(9.3)	\$118.343	(\$11.030)
Total Cash Conversion Adjustments	\$25.445	(\$10.216)	(40.1)	\$118.343	\$107.313	(9.3)	\$118.343	(\$11.030)

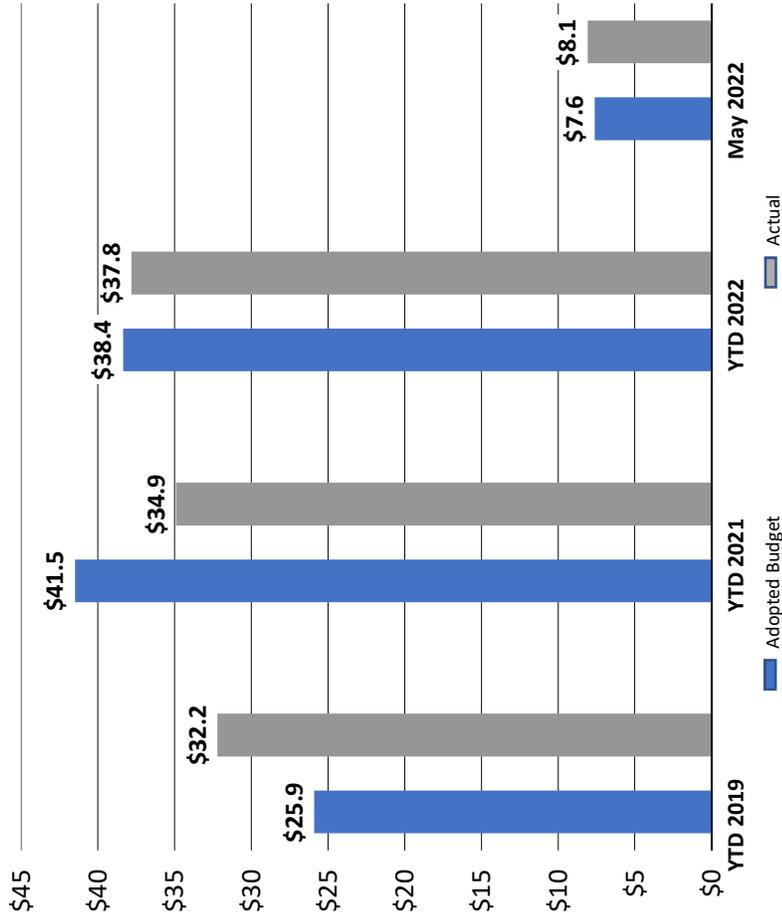
NOTE: Totals may not add due to rounding

MTABC- NON-REIMBURSABLE OVERTIME

Overview

Overall increase of \$5.6M or 17% compared to May YTD 2019
 Overall increase of \$2.9M or 8% compared to May YTD 2021
 May YTD 2022 is \$0.6M or 1% under May YTD 2022 budget
 May 2022 is \$0.4M or 6% over May 2022 budget

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



Source: Adopted budget, GL actuals for overtime spending.

Note: MTABC May YTD 2022 Reimbursable OT is \$105K and \$13K for the same period in 2021.

Agency Detail

- Transportation
 - Primarily due to availability shortfall (\$4.0M), partially offset by lower scheduled /unscheduled service (\$2.1M) and favorable weather (\$0.7M)
- Maintenance
 - Primarily due to favorable COVID cleaning/ programmatic maintenance (\$1.2), availability (\$1.2M), and unscheduled service (\$0.6M); partially offset by weather (\$1.1M)

MTA BUS COMPANY
2022 Adopted Budget vs Actual
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS
MAY 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	9	6	
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	78	38	Vacancies
Operations				
Buses	2,328	2,320	8	Bus Operators vacancies
Office of the Executive VP	6	2	4	
Safety & Training	68	31	37	Bus Operators in Training
Road Operations	141	124	17	
Transportation Support	25	34	(9)	
Operations Planning	34	28	6	
Revenue Control	6	6	-	
Total Operations	2,608	2,545	63	
Maintenance				
Buses	723	679	44	
Maintenance Support/CMF	335	187	148	Mainly Maintenance vacancies
Facilities	76	65	11	
Supply Logistics	104	91	13	
Total Maintenance	1,238	1,022	216	
Capital Program Management	35	22	13	
Total Engineering/Capital	35	22	13	Mainly Manager vacancies
Security	13	11	2	
Total Public Safety	13	11	2	
Total Positions	4,010	3,678	332	
Non-Reimbursable	3,972	3,645	327	
Reimbursable	38	33	5	
Total Full-Time	3,992	3,663	329	
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
MAY 2022

FUNCTION/OCCUPATIONAL GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	46	28	18	
Professional, Technical, Clerical	63	50	13	
Operational Hours	7	-	7	
Total Administration	116	78	38	Vacancies
Operations				
Managers/Supervisors	319	308	11	
Professional, Technical, Clerical	45	37	8	
Operational Hours	2,244	2,200	44	
Total Operations	2,608	2,545	63	Mainly Bus Operator vacancies
Maintenance				
Managers/Supervisors	241	209	32	
Professional, Technical, Clerical	35	29	6	
Operational Hours	962	784	178	
Total Maintenance	1,238	1,022	216	Mainly Maintenance vacancies
Engineering/Capital				
Managers/Supervisors	21	12	9	
Professional, Technical, Clerical	14	10	4	
Operational Hours	-	-	-	
Total Engineering/Capital	35	22	13	Mainly Manager vacancies
Public Safety				
Managers/Supervisors	8	6	2	
Professional, Technical, Clerical	5	5	-	
Operational Hours	-	-	-	
Total Public Safety	13	11	2	
Total Baseline Positions				
Managers/Supervisors	635	563	72	
Professional, Technical, Clerical	162	131	31	
Operational Hours	3,213	2,984	229	
Total Baseline Positions	4,010	3,678	332	

MTA BUS COMPANY
February Financial Plan - 2022 Adopted Budget
Ridership (Utilization) Actual to Budget
May 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	\$14.937	\$15.569	\$0.632	4.2%	\$69.727	\$62.323	(\$7.403)	-10.6%
Total Farebox Revenue	\$14.937	\$15.569	\$0.632	4.2%	\$69.727	\$62.323	(\$7.403)	-10.6%
<u>Ridership</u>								
Fixed Route	8.079	7.394	(0.685)	-8.5%	37.712	33.263	(4.449)	-11.8%
Total Ridership	8.079	7.394	(0.685)	-8.5%	37.712	33.263	(4.449)	-11.8%

-11.8%



New York City Transit Procurements

Louis Montanti, MTA Deputy Chief Procurement Officer – Operations

PROCUREMENTS

The Procurement Agenda this month includes 4 actions for a proposed estimated expenditure of \$11.4M.

Subject	Request for Authorization to Award Various Procurements				
Department	MTA Procurement				
Department Head Name	Kuvershen Ayer				
Department Head Signature	<i>Kuvershen Ayer</i>				
Project Manager Name	Rose Davis				
Board Action					
Order	To	Date	Approval	Info	Other
1	Committee	6/27/22			
2	Board	6/29/22			

June 23, 2022			
Department			
Department Head Name			
Department Head Signature			
Internal Approvals			
	Approval		Approval
X	President NYCT	X	Paratransit
X	Subways		
X	CFO		
X	Law		

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

PURPOSE

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

DISCUSSION

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

<u>Schedules Requiring Majority Vote:</u>	<u># of Actions</u>	<u>\$ Amount</u>
Schedule H: Modifications to Personal/Miscellaneous Service Contracts	3	\$ 11.4 M
SUBTOTAL	3	\$ 11.4 M

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

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

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

SUBTOTAL	1	\$ TBD M
TOTAL	4	\$ 11.4 M

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

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

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

BOARD RESOLUTION

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

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

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

NOW, the Board resolves as follows:

1. As to each purchase and public work contract set forth in annexed Schedule A, the Board declares competitive bidding to be impractical or inappropriate for the reasons specified therein and authorizes the execution of each such contract.
2. As to each request for proposals (for purchase and public work contracts) set forth in Schedule B for which authorization to solicit proposals is requested, for the reasons specified therein, the Board declares competitive bidding to be impractical or inappropriate, declares it is in the public interest to solicit competitive request for proposals, and authorizes the solicitation of such proposals.
3. As to each request for proposals (for purchase and public work contracts) set forth in Schedule C for which a recommendation is made to award the contract, the Board authorizes the execution of said contract.
4. As to each action set forth in Schedule D, the Board declares competitive bidding impractical or inappropriate for the reasons specified therein and ratifies each action for which ratification is requested.
5. The Board authorizes the execution of each of the following for which Board authorization is required: (i) the miscellaneous procurement contracts set forth in Schedule E; (ii) the personal service contracts set forth in Schedule F; (iii) the miscellaneous service contracts set forth in Schedule G; (iv) the modifications to personal/miscellaneous service contracts set forth in Schedule H; (v) the contract modifications to purchase and public work contracts set forth in Schedule I; and (vi) the modifications to miscellaneous procurement contracts set forth in Schedule J.
6. The Board ratifies each action taken set forth in Schedule K for which ratification is requested.

JUNE 2022

LIST OF NONCOMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

H. Modifications to Personal Service Contracts and Miscellaneous Service Contracts Awarded as Contracts for Services

(Staff Summaries required for items estimated to be greater than \$1,000,000.)

Aggregate amount \$11,444,392

- | | | |
|--|--|--|
| <ol style="list-style-type: none"> 1. Arro Inc. 2. LimoSys LLC 3. Alfred Executive Transportation, d/b/a LEAP | <p>\$TBD</p> <p>\$TBD</p> <p>\$TBD</p> | <p><i>Staff Summary Attached</i></p> <p>↓</p> <p>↓</p> |
| <p>One year</p> <p>Contract #s</p> <p>6%20838 AWO 12</p> <p>6%22383 AWO 10</p> <p>6%28552 AWO 4</p> | | |

Modification to three personal service contracts for E-Hail Pilot; 1-year extension of time.

Item Number: 1–3

Vendor Names (Locations) Arro, Inc., Long Island City, New York LimoSys LLC, Englewood Cliffs, New Jersey Alfred Executive Transportation d/b/a LEAP, Long Island City, New York
Description: E-Hail Pilot Extension from July 1, 2022, to June 30, 2023
Contract Term (including Options, if any) One Year
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a
Procurement Type <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Noncompetitive
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other
Requesting Department: Department of Paratransit, Chris Pangilinan

Contract Numbers: 6%20838 6%22383 6%28552	AWO/Mod #s AWO 12 AWO 10 AWO 4
Original Amount:	\$ 11,627,560
Prior Modifications:	\$ 96,991,051
Prior Budgetary Increases:	\$ 50,734,178
Current Amount:	\$ 159,352,789
This Request:	\$ 11,444,392
% of This Request (Estimated Aggregate) to Current Amount:	7.18%
% of Modifications (including This Request) to Original Amount:	1,368.9%

Discussion:

NYC Transit is seeking Board approval to modify the contracts with Arro, Inc. (“Arro”), Alfred Executive Transportation d/b/a LEAP (“LEAP”) and LimoSys, LLC (“LimoSys”) to extend the term of all three contracts from July 1, 2022, through June 30, 2023. The estimated expenditure during the extension period is \$14.6 million. There is anticipated to be approximately \$3.2 million remaining in the Master contract on June 30, 2022, and therefore \$11.4 million in additional funding is required.

Access-A-Ride (“AAR”) service is provided through two different approaches: dedicated service and non-dedicated service. Dedicated service providers are known as Primary Carriers whose only business is to transport NYC Transit AAR Customers. Non-dedicated service providers such as Broker Car Service, E-Hail, and Taxicab Reimbursement Programs perform AAR service in concert with their respective existing operations. The use of non-dedicated service provides cost and operational benefits to NYC Transit in that Paratransit does not bear the total responsibility of maintenance and operating costs, as is the case with dedicated service. Non-dedicated service providers also offer access to a larger vehicle fleet capacity to perform a high volume of trips.

In October 2017, NYC Transit began a Pilot to test and evaluate whether E-Hail providers could be utilized to electronically disseminate trips for eligible AAR Customers, including on-demand trips, to NYC Taxi and Limousine Commission (“TLC”)–licensed drivers using the E-Hail provider’s web-based application. E-Hail providers are companies that have developed web-based applications intended to match individuals in need of transportation with vehicles located within the individual’s immediate geographical area. In New York City, the drivers of these vehicles are TLC-licensed, independent contractors. The E-Hail Pilot has been well received by the 1,200 participating AAR customers and advocates alike, and approximately four million E-Hail trips have been performed since the Pilot’s inception.

The first of four E-Hail contracts was approved by the July 2017 Board and awarded to Curb Mobility (“Curb”) on October 11, 2017. On May 7, 2018, NYC Transit awarded the second E-Hail Contract to Arro. On October 27, 2018, NYC Transit further expanded the Pilot and awarded the third E-Hail Contract to LimoSys, at which time the entire E-Hail program was transitioned from traditional funding (where each respective contract had a maximum award value), to pooled funding (where the necessary funding for each contractor is drawn down from a Master Contract on an as-needed basis). The E-Hail contracts are also used for day of service recovery trips during times when a Primary or Broker AAR provider is unable to fulfill the trip it was assigned (aka “Recovery” trips). On May 4, 2021, NYC Transit made a determination of Non-Responsibility in regard to Curb and as such, Curb’s E-Hail Contract ended December 31, 2021. In anticipation of the expiration of Curb’s Contract, NYC Transit awarded the fourth E-Hail Contract to LEAP on August 18, 2021. The contracts with Arro, LimoSys, and LEAP were extended through June 30, 2022.

NYC Transit is extending the terms of all three contracts for one year, effective July 1, 2022, through June 30, 2023, to allow for a smooth transition from E-hail Phase 1 to Phase 2, as well as the transition of Recovery trips into awards resulting from a competitive procurement for this service (anticipated awards by Q1 2023).

E-Hail pricing is a fixed price per trip based on distance; pricing differs slightly between contractors. The average negotiated price per trip is \$36.61 for Arro, \$41.63 for LimoSys, and \$37.52 for LEAP. Arro, Limosys, and LEAP have all agreed to maintain their existing pricing for this extension notwithstanding operational difficulties and increased costs resulting from the lasting impacts of the pandemic.

Due to the collaborative efforts of Procurement and the Department of Diversity and Civil Rights, participation of Minority and Women-Owned Business Enterprise (“M/WBE”) in the paratransit marketplace has expanded over the past few years. As a result, M/WBE goals of 15 percent MBE and 15 percent WBE were added to this program effective March 2021 and will continue through the extension period.

The E-Hail contractors have all executed the Certification of Compliance with the MTA Cybersecurity Provisions. Any applicable cybersecurity requirements, to the extent required, have been included in the contract terms and conditions with this modification.

JUNE 2022

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

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

- | | | |
|--|-------|-------------------------------|
| 4. RFP Authorizing Resolution
TBD
R34259 | \$TBD | <i>Staff Summary Attached</i> |
|--|-------|-------------------------------|

RFP Authorizing Resolution for the purchase of nine R259 10-ton crane cars.

Staff Summary

Item Number 4			
Department MTA Procurement, Kuvershen Ayer, CPO <i>Kuvershen Ayer</i>			
Internal Approvals			
Order	Approval	Order	Approval
1 X	Procurement		
2 X	Law		
3 X	CFO		
4 X	Subways		
5	President		

SUMMARY INFORMATION	
Vendor Name RFP Authorizing Resolution	Contract No. R34259
Descriptions Purchase of Nine R259 10-ton Crane Cars	
Total Amount TBD	
Contract Term (including Options, if any) TBD	
Option(s) included in Total Amt? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Purpose

To request that the Board declare competitive bidding impractical or inappropriate for the procurement of nine R259 10-ton crane cars for NYC Transit and that it is in the public interest to issue competitive Request for Proposals (“RFP”) pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(f).

Discussion

The Public Authorities Law, Section 1209, subdivision 9(f) permits NYC Transit to use the competitive RFP process in lieu of competitive bidding to award contracts based on a formal evaluation of characteristics such as quality, delivery, and cost against stated selection criteria. NYC Transit is desirous of utilizing such a procedure with respect to the procurement of nine R259 10-ton crane cars in the approved 2020–2024 Capital Plan.

Crane cars are used to perform the lifting and placement of all track components, such as rail, ties, and other equipment and are an integral part of the NYC Transit track maintenance program. The nine new R259 crane cars will replace the existing nine R102 crane cars that are approximately 33 years old. These new crane cars are needed to support all critical track work in support of the Capital Program and maintenance throughout the subway system.

Utilizing the RFP process will allow NYC Transit to select the proposals which offer the best overall value through negotiations and evaluation based on criteria that reflect the critical needs of each agency. By utilizing the RFP process for the acquisition of crane cars, NYC Transit will be able to (1) weigh factors such as overall project price and overall quality of proposer and product including delivery; (2) negotiate specific contract terms, such as warranty and payment terms; (3) negotiate technical matters as deemed appropriate; and (4) include any other factors that NYC Transit deem relevant to its operation. Upon completion of each RFP process, NYC Transit will obtain Board approval for the actual contract award.

Alternative

Issue competitive Invitations for Bid. Not recommended given the complexity of these procurements and the advantages offered by the RFP process.

Impact on Funding

Funding for the purchase nine R259 10-ton crane cars is available under the 2020–2024 Capital Program.

Recommendation

That the Board declare competitive bidding impractical or inappropriate for the procurement of nine R259 10-ton crane cars for NYC Transit and that it is in the public interest to issue competitive RFPs pursuant to New York State Public Authorities Law, Section 1209, subdivision 9(f).

New York City Transit
NYCT

EEO Report – 1st Quarter 2022

June 27, 2022



Executive Summary

□ EEO

As of **March 31, 2022**, NYCT's workforce consisted of 46,148 employees of which females represented 18% (8,422) and minorities represented 81% (37,308) of the total workforce.

- NYCT's workforce decreased by 2,261 employees in comparison with the first quarter 2021 (1Q21) workforce.
- Female percentage of representation decreased by 1% and the percentage of Minority representation increased by 2%.
- The net change for female employees during the 1st Quarter 2022 (hires versus separations) was **positive 168 employees**.
- The net change for minority employees during the 1st Quarter 2022 (hires versus separation) was **positive 528 employees**.
- 21 veterans were hired, and 22 veterans separated during 1st Quarter 2022.

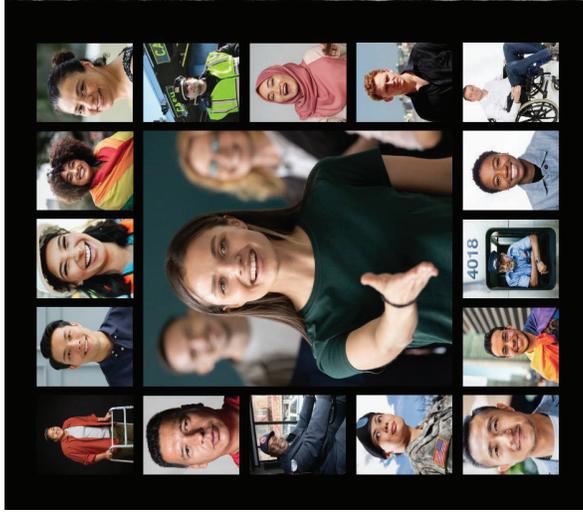


Executive Summary

D&I in Motion – All Agency Employee Resource Groups

MTA Employee Resource Groups (ERGs) help foster a diverse and inclusive workplace aligned with the MTA’s mission, values and goals, and offer a sense of community and belonging to all MTA employees.

ERGs are led by employees with guidance from MTA executive sponsors. **Richard Davey** and **Sarah Meyer** are the executive sponsors for the **Pride Express** Employee Resource Group.



Pride Express “aims to transform and sustain a culture of respect, empathy, and inclusion at the MTA, and to serve as a strong voice and champion for the LGBTQ+ community within the agency.”

As President of New York City Transit, I am fully committed to the efforts already underway to build a workplace culture where employees feel safe, appreciated and empowered to bring their whole and best selves to work each day.



MTA Strategic Priority – Revive Talent and Culture

New York City Transit
NYCT

Workforce
as of March 31, 2022



NYCT Workforce

JOB CATEGORY	#	TOTAL %	Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN*		NHOP1**		2+ RACES		VETERANS		PWD***	
			#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	1,512		1001	66%	511	34%	507	34%	226	15%	163	11%	5	0%	2	0%	98	6%	102	7%	46	3%
F	323	21%	275	18%	48	3%	182	12%	48	3%	26	2%	0	0%	0	0%	19	1%	5	5%	15	33%
M	1,189	79%	726	48%	463	31%	325	21%	178	12%	137	9%	5	0%	2	0%	79	5%	97	95%	31	67%
Professionals	1,079		811	75%	268	25%	372	34%	128	12%	258	24%	2	0%	0	0%	51	5%	24	2%	27	3%
F	447	41%	379	35%	68	6%	220	20%	61	6%	76	7%	1	0%	0	0%	21	2%	6	25%	16	59%
M	632	59%	432	40%	200	19%	152	14%	67	6%	182	17%	1	0%	0	0%	30	3%	18	75%	11	41%
Technicians	59		42	71%	17	29%	25	42%	8	14%	5	8%	0	0%	0	0%	4	7%	1	2%	2	3%
F	13	22%	12	20%	1	2%	10	17%	1	2%	0	0%	0	0%	0	0%	1	2%	1	100%	0	0%
M	46	78%	30	51%	16	27%	15	25%	7	12%	5	8%	0	0%	0	0%	3	5%	0	0%	2	100%
Protective Services	815		682	84%	133	16%	392	48%	213	26%	48	6%	0	0%	2	0%	27	3%	60	7%	4	0%
F	138	17%	128	16%	10	1%	93	11%	25	3%	1	0%	0	0%	0	0%	9	1%	5	8%	0	0%
M	677	83%	554	68%	123	15%	299	37%	188	23%	47	6%	0	0%	2	0%	18	2%	55	92%	4	0%
Paraprofessionals	0		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
F	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
M	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Administrative Support	3,299		3032	92%	267	8%	1,878	57%	449	14%	601	18%	6	0%	1	0%	97	3%	33	1%	25	1%
F	1,731	52%	1646	50%	85	3%	1,242	38%	231	7%	111	3%	4	0%	1	0%	57	2%	12	36%	14	56%
M	1,568	48%	1386	42%	182	6%	636	19%	218	7%	490	15%	2	0%	0	0%	40	1%	21	64%	11	44%
Skilled Craft	18,304		13044	71%	5,260	29%	6,828	37%	2,582	14%	2,848	16%	62	0%	8	0%	716	4%	448	2%	56	0%
F	1,071	6%	1012	6%	59	0%	776	4%	158	1%	34	0%	4	0%	2	0%	38	0%	16	4%	5	9%
M	17,233	94%	12032	66%	5,201	28%	6,052	33%	2,424	13%	2,814	15%	58	0%	6	0%	678	4%	432	96%	51	91%
Service Maintenance	21,080		18696	89%	2,384	11%	11,673	55%	5,008	24%	1,379	7%	48	0%	2	0%	586	3%	351	2%	51	0%
F	6,699	22%	4525	21%	174	1%	3,376	16%	950	5%	75	0%	7	0%	0	0%	117	1%	29	8%	10	20%
M	16,381	78%	14,171	67%	2,210	10%	8,297	39%	4,058	19%	1,304	6%	41	0%	2	0%	469	2%	322	92%	41	80%
Total	46,148		37,308	81%	8,840	19%	21,675	47%	8,614	19%	5,302	11%	123	0%	15	0%	1,579	3%	1,019	2%	211	0%

Due to employee movements, resulting from the transformation, all utilization goals will require recalculation to be provided later.

* American Indian/Alaskan Native

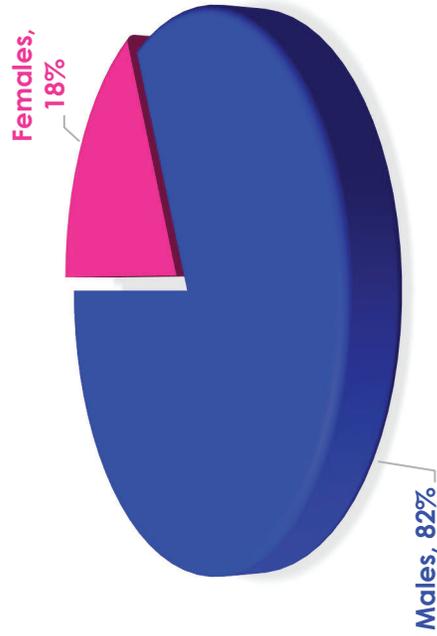
**Native Hawaiian Other Pacific Islander

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

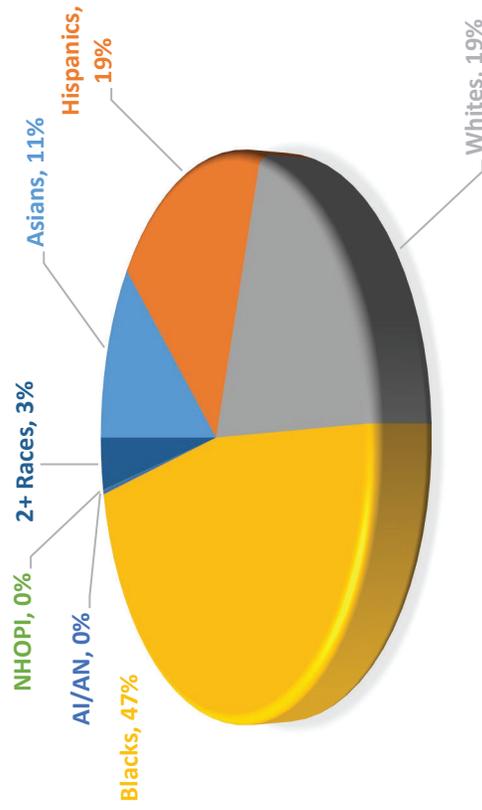


NYCT Workforce as of March 31, 2022

WORKFORCE BY GENDER



WORKFORCE BY RACE/ETHNICITY



NYCT employed **46,148** employees: **18%** of the workforce were females, **81%** minorities, and veterans comprised **2%**.

- ❑ The percentage of females employed in the workforce has **decreased** by one percent when compared to First Quarter 2021.
- ❑ The percentage of minorities in the workforce has **increased** by two percentage point when compared to First Quarter 2021.



NYCT

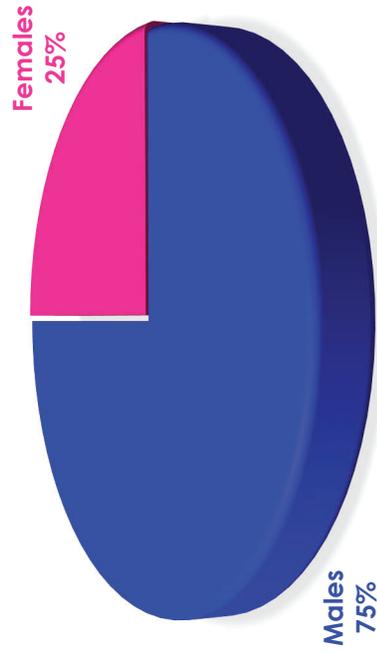
New Hires and Separation

January 1, 2022 – March 31, 2022

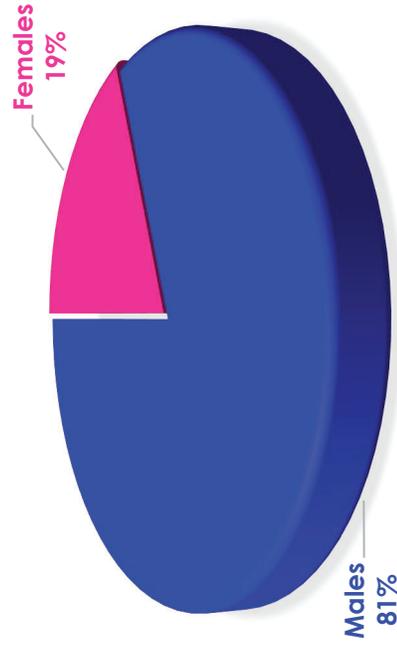


NYCT New Hires and Separations by Sex

NEW HIRE BY SEX



SEPARATION BY SEX



During the first quarter 2022, NYCT **hired 1,235** employees, 307 females and 928 males. During this same time period **742** employees **separated** from NYCT, 139 females and 603 males.

- The net change for female employees during the 1st Quarter 2022 was **positive 168 employees**.

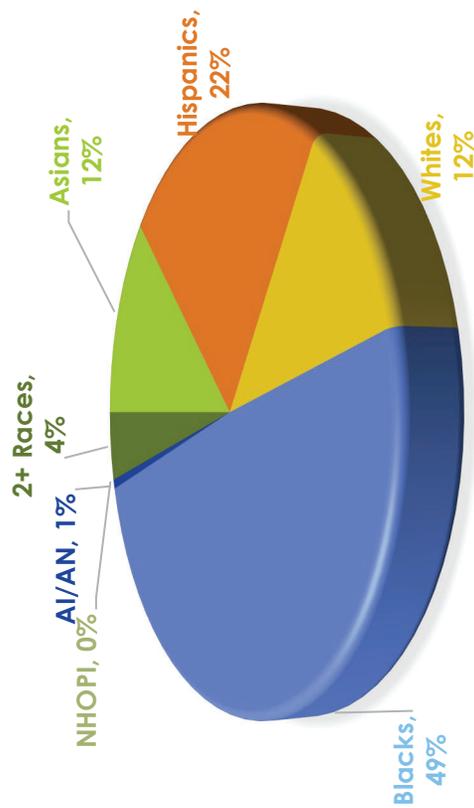
NYCT **hired 21** veterans, one females and 20 males. During this same time period **22** veterans **separated** from NYCT, three females and 19 males.

- The net change for female employees during the 1st Quarter 2022 was **negative 2 employees**.

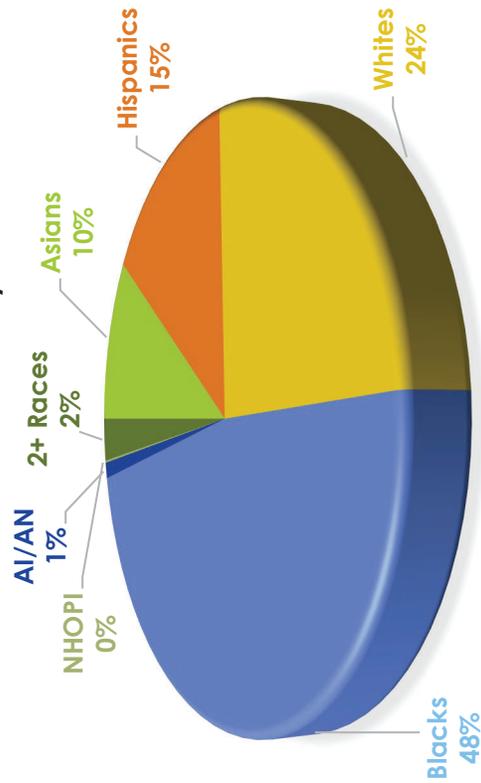


NYCT New Hires and Separations by Race/Ethnicity

NEW HIRE BY RACE/ETHNICITY



SEPARATION BY RACE/ETHNICITY



During the first quarter 2022, NYCT **hired 1,235** employees, 1,089 minorities and 146 non-minorities. During this same time period **742** employees **separated** from NYCT, 561 minorities and 181 non-minorities.

- The net change for minority employees during the 1st Quarter 2022 was **positive 528 employees**.

NYCT **hired 21** veterans: 19 minorities and 2 non-minorities. During this same time period **22** veterans **separated** from NYCT, 17 minorities and 5 non-minorities.

- The net change for minority employees during the 1st Quarter 2022 was **positive 2 employees**.



Metropolitan Transportation Authority
Department of Diversity and
Civil Rights

NYCT Complaints and Lawsuits
First Quarter 2022

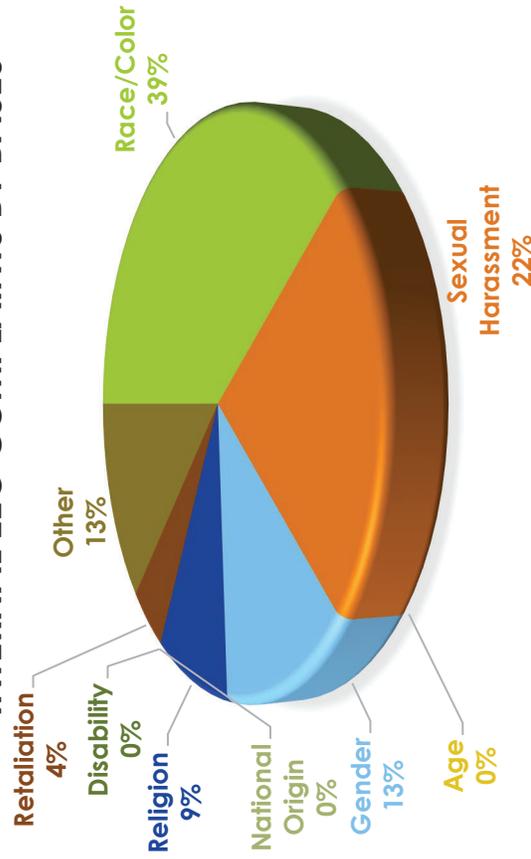
June 27, 2022



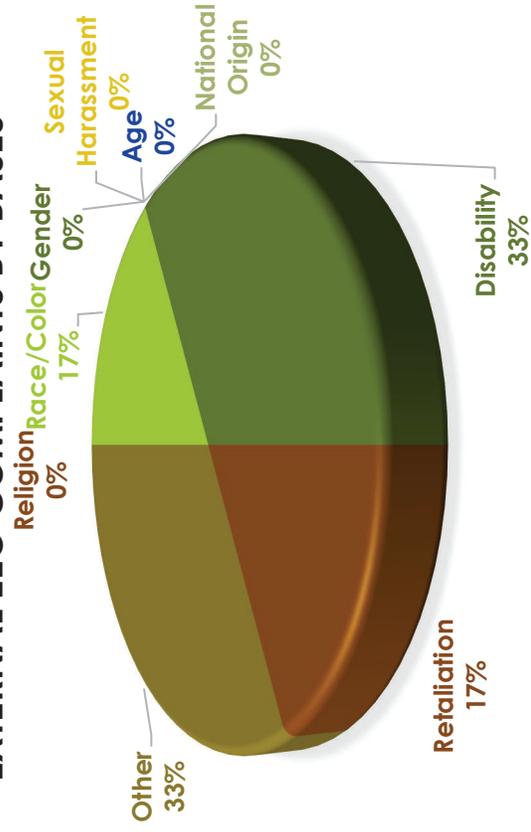
NYCT

EEO Internal/External Discrimination Complaints by Bases
January 1, 2022 to March 31, 2022

INTERNAL EEO COMPLAINTS BY BASES



EXTERNAL EEO COMPLAINTS BY BASES



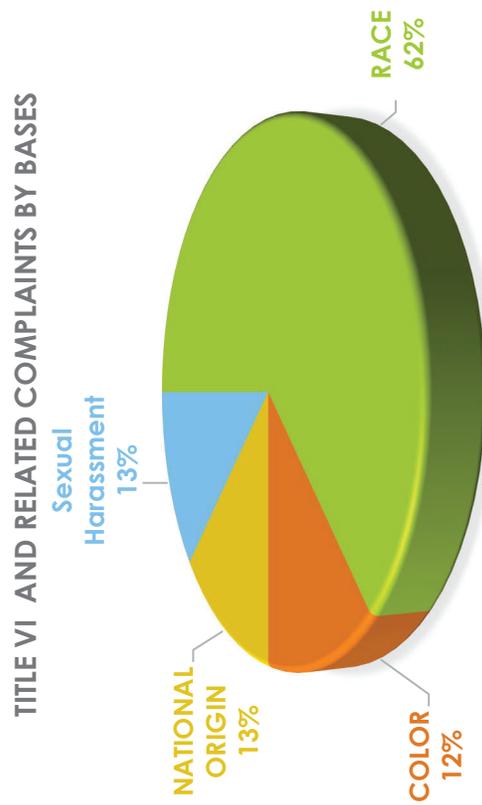
17 EEO complaints were filed* citing **29** separate bases, and **1** lawsuit was filed.

- 14 filed internal complaints.
- 3 filed external complaints.
- The most frequently cited basis internally was race/color.

Note: *Formal complaints can be filed alleging multiple bases. Additionally, numerous incoming matters were also handled during this time



NYCT Internal/External Title VI and Related Discrimination Complaints by Bases January 1, 2022 to March 31, 2022



6 Title VI and related discrimination complaints were filed citing **8** separate bases.

- **5** Title VI complaints were filed.
- **1** related discrimination complaints** was filed.
- The most frequently cited bases was race/color.

Note: *Formal complaints can be filed alleging multiple bases.
Note: **Related Discrimination complaints are filed by customers based on age, disability, religion and sex.



MTA Bus Company
MTABC

EEO Report – 1st Quarter 2022

June 27, 2022



Executive Summary

□ EEO

As of **March 31, 2022**, MTA Bus's workforce consisted of 3,811 employees of which females represented 13% (495) and minorities represented 84% (3,194) of the total workforce.

- MTA Bus's workforce decreased by 178 employees in comparison with the first quarter 2021 (1Q21) workforce.
- Female percentage of representation remained the same and the percentage of Minority representation increased by 4%.
- The net change for female employees during the 1st Quarter 2022 (hires versus separations) was **positive 33 employees**.
- The net change for minority employees during the 1st Quarter 2022 (hires versus separations) was **positive 120 employees**.
- No veterans were hired, and 2 veterans separated during 1st Quarter 2022.

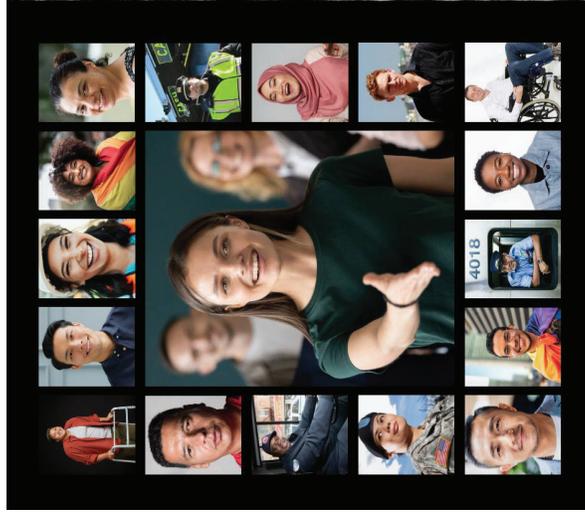


Executive Summary

D&I in Motion – All Agency Employee Resource Groups

MTA Employee Resource Groups (ERGs) help foster a diverse and inclusive workplace aligned with the MTA’s mission, values and goals, and offer a sense of community and belonging to all MTA employees.

ERGs are led by employees with guidance from MTA executive sponsors. **Frank Annicaro** and **Monica Murray** are the executive sponsors for the **Veterans** Employee Resource Group.



***Veterans** “aims to embrace the MTA’s proud community of veterans, friends and families who support and encourage through shared experiences, veteran recruitment, career development, professional growth and camaraderie.”*

As Acting President of MTA Bus Company, I am inspired to be involved with this exemplary proud and honorable group.



MTA Strategic Priority – Revive Talent and Culture

MTA Bus Company
MTABC

Workforce
as of March 31, 2022



MTA BC Workforce

JOB CATEGORY	TOTAL		Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN*		NH/PI**		2+ RACES		VETERANS		PWD***	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	159		99	62%	60	38%	39	25%	28	18%	21	13%	0	0%	0	0%	11	7%	0	0%	8	5%
	F 29 M 130	18% 82%	23 76	14% 48%	6 54	4% 34%	11 28	7% 18%	3 25	2% 16%	6 15	4% 9%	0 0	0% 0%	0 0	0% 0%	3 8	2% 5%	0 0	0% 0%	8 0	100% 0%
Professionals	71		56	79%	15	21%	20	28%	9	13%	23	32%	0	0%	0	0%	4	6%	0	0%	4	6%
	F 27 M 44	38% 62%	23 33	32% 46%	4 11	6% 15%	8 12	11% 17%	7 2	10% 3%	5 18	7% 25%	0 0	0% 0%	0 0	0% 0%	3 1	4% 1%	0 0	0% 0%	3 1	75% 25%
Technicians	3		2	67%	1	33%	0	0%	1	33%	0	0%	0	0%	0	0%	1	33%	0	0%	0	0%
	F 2 M 1	67% 33%	1 1	33% 33%	0 0	0% 0%	0 0	0% 0%	1 0	33% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	1 1	33% 0%	0 0	0% 0%	0 0	0% 0%
Protective Services	6		5	83%	1	17%	3	50%	2	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	F 2 M 4	33% 67%	1 4	17% 67%	1 0	17% 0%	0 3	0% 50%	1 1	17% 17%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%
Paraprofessionals	0		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	F 0 M 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%	0 0	0% 0%
Administrative Support	19		18	95%	1	5%	9	47%	5	26%	2	11%	0	0%	0	0%	2	11%	0	0%	1	5%
	F 15 M 4	79% 21%	14 4	74% 21%	1 0	5% 0%	6 3	32% 16%	4 1	21% 5%	2 0	11% 0%	0 0	0% 0%	0 0	0% 0%	2 0	11% 0%	0 0	0% 0%	1 1	5% 100%
Skilled Craft	641		458	71%	183	29%	220	34%	98	15%	76	12%	3	0%	6	1%	55	9%	0	0%	6	1%
	F 2 M 639	0% 100%	2 456	0% 71%	0 183	0% 29%	2 218	0% 34%	0 98	0% 15%	0 76	0% 12%	0 3	0% 0%	0 6	0% 1%	0 55	0% 9%	0 0	0% 0%	0 6	0% 100%
Service Maintenance	2,912		2,556	88%	356	12%	1,474	51%	735	25%	215	7%	11	0%	3	0%	118	4%	0	0%	4	0%
	F 418 M 2,494	14% 86%	396 2160	14% 74%	22 334	1% 11%	259 1,215	9% 42%	122 613	4% 21%	5 210	0% 7%	1 10	0% 0%	1 3	0% 0%	9 109	0% 4%	0 0	0% 0%	0 4	0% 100%
Total	3,811		3,194	84%	617	16%	1,765	46%	878	23%	337	9%	14	0%	9	0%	191	5%	0	0%	23	1%

Due to employee movements, resulting from the transformation, all utilization goals will require recalculation to be provided later.

* American Indian/Alaskan Native

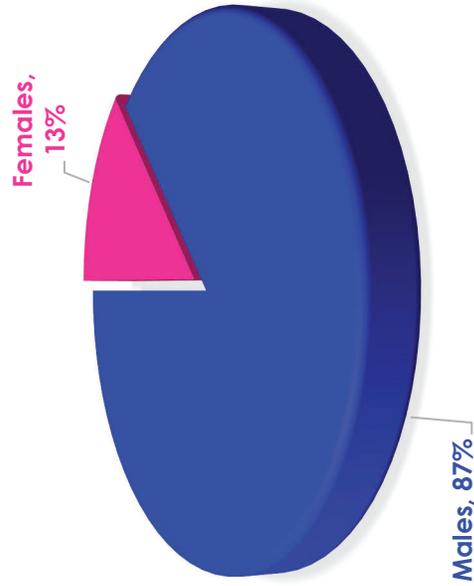
**Native Hawaiian Other Pacific Islander

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

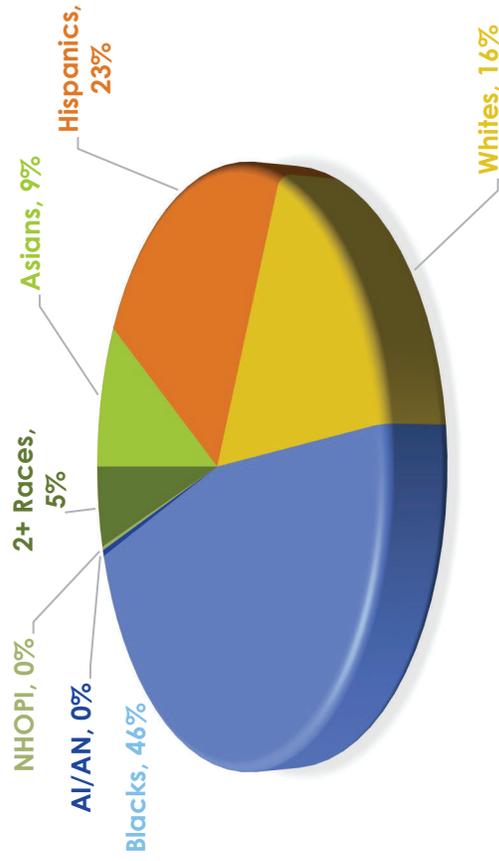


MTA BC Workforce as of March 31, 2022

WORKFORCE BY GENDER



WORKFORCE BY RACE/ETHNICITY



MTA BC employed **3,811** employees: **13%** of the workforce were females, **84%** minorities, and no veterans.

- ❑ The percentage of females employed in the workforce remained the same when compared to First Quarter 2021.
- ❑ The percentage of minorities in the workforce has **increased** by three percentage point when compared to First Quarter 2021.



MTA BC

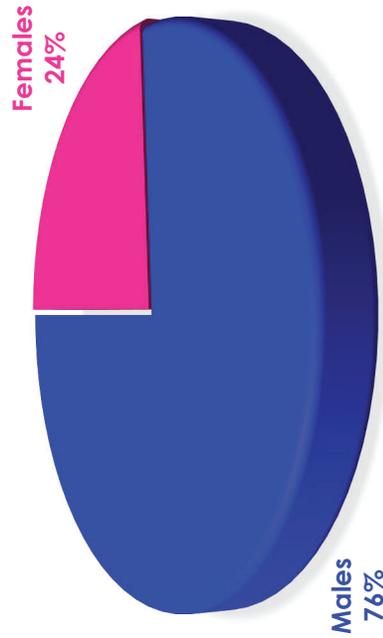
New Hires and Separation

January 1, 2022 – March 31, 2022

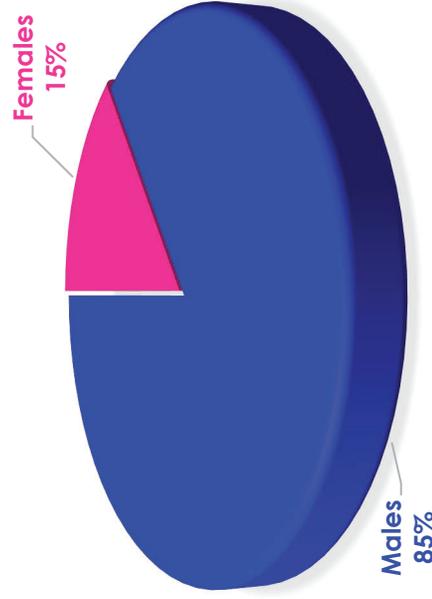


MTA BC New Hires and Separations by Sex

NEW HIRE BY SEX



SEPARATION BY SEX



During the first quarter 2022 MTA BC **hired 184** employees, 44 females and 140 males. During this same time period **75** employees **separated** from MTA BC, 11 females and 64 males.

- The net change for female employees during the 1st Quarter 2022 was **positive 33 employees**

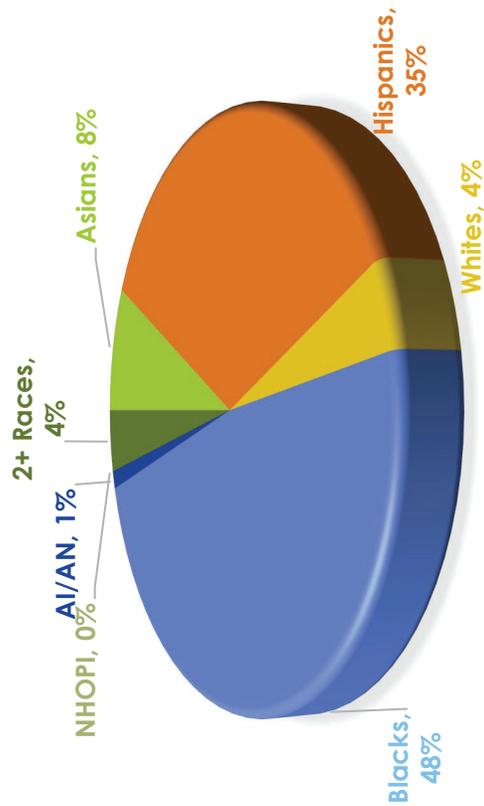
MTA BC **hired no** veterans. During this same time period **two male** veterans **separated** from MTA BC.

- The net change for female veterans during the 1st Quarter 2022 was **no change in the number of female veterans**.

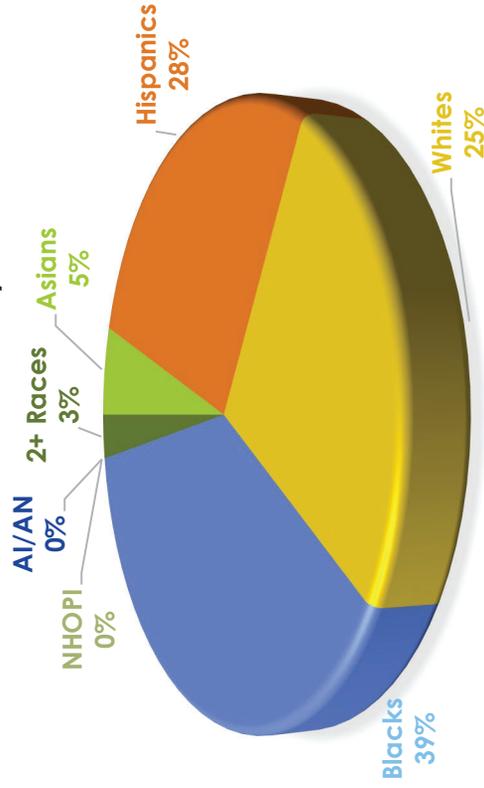


MTA BC New Hires and Separations by Race/Ethnicity

NEW HIRE BY RACE/ETHNICITY



SEPARATION BY RACE/ETHNICITY



During the first quarter 2022, MTA BC **hired 184** employees, 176 minorities and 8 non-minorities. During this same time period **75** employees **separated** from MTA BC, 56 minorities and 19 non-minorities.

- The net change for minority employees during the 1st Quarter 2022 was **positive 120 employees.**

MTA BC **hired no** veterans. During this same time period **2 minority** veterans **separated** from MTA BC.

- The net change for minority veterans during the 1st Quarter 2022 was **negative 2 employees.**



Metropolitan Transportation Authority
Department of Diversity and
Civil Rights

MTA BC Complaints and Lawsuits
First Quarter 2022

June 27, 2022



MTA BC

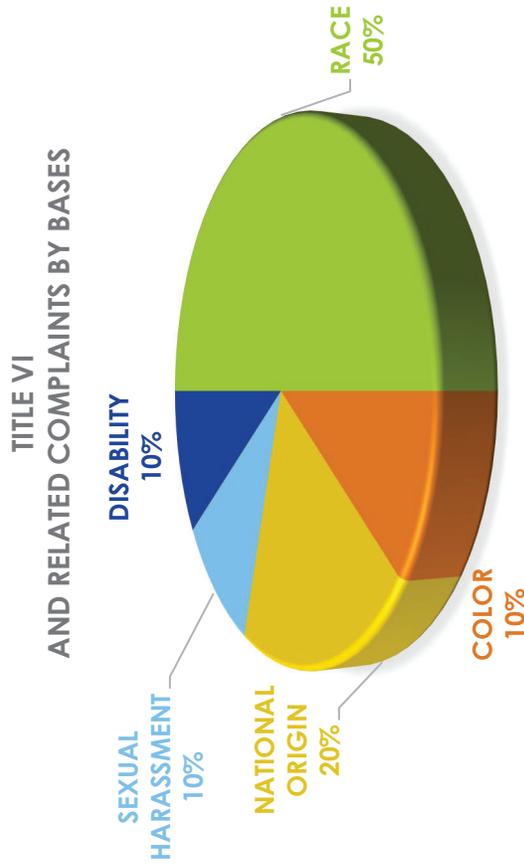
EEO Internal/External Discrimination Complaints by Bases
January 1, 2022 to March 31, 2022

No EEO complaints were filed at MTA BC during the first quarter 2022.



Note: *Formal complaints can be filed alleging multiple bases. Additionally, numerous incoming matters were also handled during this time

MTA BC Internal/External Title VI and Related Discrimination Complaints by Bases January 1, 2022 to March 31, 2022



7 Title VI and related discrimination complaints were filed citing **10** separate bases.

- 5 Title VI complaints were filed.
- 2 related discrimination complaints** were filed.
- The most frequently cited basis was race/color.

Note: *Formal complaints can be filed alleging multiple bases.
Note: **Related Discrimination complaints are filed by customers based on age, disability, religion and sex.

