



Transit and Bus Committee Meeting November 2021

Committee Members

H. Mihaltses (Chair)

V. Calise (Vice Chair)

A. Albert

J. Barbas

N. Brown

L. Cortès-Vázquez

R. Glucksman

D. Jones

R. Linn

D. Mack

R. Mujica

J. Samuelsen

L. Schwartz



MTA Leaders were joined by more than 200 employees and volunteers to mark the largest single-day Mask Force effort since the program's inception in July 2020. For the second straight year, the Mask Force distributed pink masks in recognition of Breast Cancer Awareness Month.

New York City Transit and Bus Committee Meeting
2 BROADWAY, 20TH FLOOR BOARD ROOM NEW YORK, NY 10004

Monday, 11/15/2021
11:00 AM - 1:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

Summary of Actions - Page 4

3. APPROVAL OF MINUTES – OCTOBER 18, 2021

Minutes - October 18, 2021 - Page 5

4. COMMITTEE WORK PLAN

November 2021 Work Plan - Page 17

5. EXECUTIVE SUMMARY

Executive Summary - Page 24

6. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 36

ii. NYCT, MTA Bus Report

Bus Report - Page 62

iii. Paratransit Report

Paratransit Report - Page 83

iv. Strategy and Customer Experience Report

Strategy and Customer Experience Report - Page 94

v. NYCT, SIR, MTA Bus Financial and Ridership Report

NYCT, SIR, MTA Bus Financial and Ridership Report - Page 99

b. Safety Report

Safety Report - Page 149

c. Crime Report

Crime Report - Page 154

d. Capital Program Status Report

Capital Program Status Report - Page 162

7. PROCUREMENTS

Procurement Package Cover, Staff Summary, and Resolution - Page 168

a. Non-Competitive (none)

b. Competitive

Competitive - Page 173

c. Ratifications (none)

d. C&D Procurements

C&D Procurements - Page 178

8. STANDARD FOLLOW UP REPORTS

a. Transit Adjudication Bureau Report, 3rd Quarter 2021

Transit Adjudication Bureau Report, 3rd Quarter 2021 - Page 188

b. Fare Evasion Reports, 3rd Quarter 2021

Fare Evasion Report, 3rd Quarter 2021 - Page 191

c. Customers Count Survey

Fall 2021 MTA Customers Count and COVID AAR Results - Page 193

Fall 2021 MTA Customers Count and COVID Express Bus Results - Page 208

Fall 2021 MTA Customers Count and COVID Local Bus Results - Page 232

Fall 2021 MTA Customers Count and COVID SIR Results - Page 257

Fall 2021 MTA Customers Count and COVID Subway Results - Page 280

9. EXECUTIVE OFFICE CONTACT INFORMATION

Contact Page - Page 305

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

Responsible Department	Vendor Name	Total Amount	Summary of action
C&D Contracts	TBD	TBD	Board Authorizing Resolution requesting the Board to declare competitive bidding impracticable and against the public interest and to allow for a non-competitive contract for Communication Based Train Control ("CBTC") equipment contract for the Queens Boulevard (QBL EAST) Project
C&D Contracts	Citnalta-Forte JV (A Joint Venture consisting of Citnalta Construction Corp and Forte Construction Company)	\$ 192,972,000	MTA Construction and Development request Board approval to award a publicly advertised, competitively solicited and negotiated contract for the Design and Construction of Accessibility Upgrades at the 14th Street Complex in the Borough of Manhattan and the award of a long-term elevator maintenance contract.
C&D Contracts	Mid-American Elevator Company, Inc.	\$ 5,205,085	MTA Construction and Development request Board approval to award a Long Term Maintenance Contract connected to Contract A37129 for all maintenance, repairs, tests and inspections, callbacks and emergency services required to ensure optimum performance and longevity of the elevators and ancillary equipment.
Procurement & Supply Chain	New Flyer of America, Inc.	\$ 64,536,289	Purchase of 60 low-floor 40-foot all-electric buses for NYCT
Procurement & Supply Chain	Bel-Linda, Inc d/b/a Islander Transportation	\$ 3,528,144	Modification to exercise the option for up to 2 additional years for Broker Car Service on Staten Island only. Staten Island AAR service is solicited / awarded separately from the other boroughs, allowing greater efficiency and better pricing.

Minutes of Regular Meeting
Committee on Operations of the MTA New York City Transit Authority, Manhattan and
Bronx Surface Transit Operating Authority,
Staten Island Rapid Transit Operating Authority,
MTA Construction & Development and MTA Bus Company
October 18, 2021

Meeting Held at:
Metropolitan Transportation Authority
Two Broadway
New York, New York 10004
11:00 AM

The following Members were present:

Hon. Haeda Mihaltses, Committee Chair
Hon. Victor Calise
Hon. Andrew Albert
Hon. Jamey Barbas
Hon. Norman Brown
Hon. Randolph Glucksman
Hon. David Jones
Hon. Robert Linn
Hon. Lawrence Schwartz

The following staff members attended in person or by videoconference:

Craig Cipriano, Interim President, NYCT
Demetrius Crichlow, Senior Vice President, NYCT Department of Subways
Frank Annicaro, Acting President, MTA Bus Company/Senior Vice President, NYCT
Department of Buses
Monica Murray, Chief Administrative Officer, NYCT
Raymond Porteus, Inspector, NYPD Transit Bureau
David Farber, General Counsel, NYCT
Quemuel Arroyo, MTA Chief Accessibility Officer
Stephen Plochochi, Senior Vice President, Contracts, C&D
Chris Papandreou, Senior Director, Customer Services, MTA
Lucille Songhai (moderator)
Patrick Warren, Chief Safety Officer, MTA, Acting Chief Operating Officer, NYCT

I. Committee Chair Haeda Mihaltses Opened the Meeting

II. Public Speakers

There were five public speakers. The following is a list of the public speakers:

Murray Bodin, Concerned Grandparents
Jason Anthony, Amazon Labor Union
Lisa Daglian, PCAC
Christopher Grief
Deborah Grief

A video recording of the meeting produced by the MTA and maintained in MTA records includes the content of speakers' statements.

III. Committee Chair Haeda Mihaltses's Remarks

Chair Mihaltses thanked everyone for their presence at the meeting. She said she wanted to take a moment to highlight some important public health issues.

Chair Mihaltses noted that October is Breast Cancer Awareness Month, so mask force teams will be handing out pink masks throughout the system tomorrow. She said that distributing pink masks not only highlights the need to mask up in the system to prevent the transmission of COVID-19, it also highlights the importance of preventative screenings, self-exams, and early detection to help save lives. She thanked all the volunteers.

Chair Mihaltses stated that, in addition, New York City Transit celebrated Hispanic Heritage Month which ran from September 15th to October 15th. Chair Mihaltses stated she is proud to recognize the contributions of our Latino and Latina colleagues at Transit. Further, she stated that she would like to continue to bring to the forefront the impact that the Hispanic community has had not only in transportation but also in government, business, the arts, and our larger society.

IV. Committee Work Plan

Interim President Cipriano stated that the results of the biannual Customer Satisfaction Survey will be published in the Customer Satisfaction Report in November instead of October. He indicated that Transit's survey was consolidated with other MTA agencies and just recently closed.

V. Interim President Cipriano's Report

Interim President Cipriano stated he wished to begin by addressing some comments made during the September Committee meeting. In response to a question regarding station pumps and accessible boarding areas, he stated that there are 769 pump units at 290 pump plants throughout the system to protect stations and tunnels. Further, he confirmed the doors of the R211s will line up with the raised accessible boarding areas the same way as the R160s do today.

In response to a question about messaging to Access-A-Ride passengers regarding vaccinations and masks, Interim President Cipriano stated NYCT posted on social media and sent out a special

edition of the On-the-Move newsletter reminding customers to get vaccinated and to wear masks. He said that vendors were also resent a copy of the mask requirements. He emphasized safety is his top priority and he will continue with this messaging for customers.

He thanked the entire committee for their thoughtful comments and questions and stated he will continue to follow-up with everyone as appropriate.

When asked how widely distributed the 736 pumps are, Interim President Cipriano responded they are distributed throughout the system and he can provide further details at a later date.

Board Member Larry Schwartz emphasized the importance of pumps being in place and suggested NYCT bring in an outside entity to assess what preventative maintenance procedures need updating. He highlighted the need for a robust training system regarding preventative maintenance procedures for both front line workers and managers. He also addressed the need to have access to data and information more easily. Interim President Cipriano agreed with these points and stated he would provide the Board with further updates on those issues.

Interim President Cipriano reported some extremely promising ridership trends. He stated that ridership for NYCT bus and subway continues to trend upwards and that the latest numbers reflect 4.6 million riders (55% of the approximately 8 million pre-pandemic daily riders).

He also indicated that over the last month, NYCTA saw a continued upward trend, as exemplified by last week's ridership, where it was above 3 million daily for four consecutive workdays. He noted that the average weekday ridership was 1.8% greater than the prior week and that with the reopening of schools, the two-week rolling weekday average rose from a summer high of 2.48 to 3.02 million at the end of September, with a new high of 3.2 million reached this past Thursday.

Interim President Cipriano stated that total bus ridership rose from a summer high of 1.24 million to 1.47 million, and peaked at 1.509 million and that bus ridership is currently trending at about 63% of normal. He stated that paratransit ridership, which dropped to 22% of pre-COVID levels at its low point last year, returned faster than all other transit services, climbing rapidly to 70% of pre-COVID levels by October 2020 and peaking at 24,788 average weekday riders this summer. He noted that those numbers have remained consistently strong, at approximately 80% of normal.

Interim President Cipriano stated that for both subway and bus, the most recent (September 2021) ridership data shows ridership is much higher in the AM and PM rush hours than the rest of the day, as it was pre-COVID. He indicated that for buses, the reopening of schools has clearly reshaped patterns, with 7 am by far the heaviest hour and that in the afternoon, the peak hour has shifted from 5 pm pre-pandemic to 3 pm.

He stated that as the reopening of New York City continues, recent gains in ridership have been concentrated in peak hours, shifting relative time-of-day ridership patterns closer to pre-COVID patterns. He further stated that there has been some shifting in peak hours, but as ridership increases, NYCT is seeing a return to prior norms. Interim President Cipriano indicated that a review of current schedules and ridership patterns validates retaining the existing service plan, however, NYCT will continue to monitor all the data.

He stated that there has been some discussion regarding the level of service as it relates to crew availability. He indicated that in the short-term, reducing scheduled service to address crew shortages saves relatively few crews and may not be very effective, given that the crew shortages vary by day, time of day, and line, creating a mismatch in any schedule cut vs. crew shortage.

Interim President Cipriano noted that NYCT is working towards revising base or picked schedules not only to improve customer service, but to more efficiently assign crews to their jobs and to help address the crew shortage issue. He stated that in December, NYCT will implement changes to schedules on six lines, reducing crew requirements by sixteen crews per day without reducing service. He also indicated that currently, NYCT dispatchers in the field adjust service and even out headways if they must cancel a trip due to crew shortages.

Interim President Cipriano commented that NYCT remains committed to bringing New Yorkers back to the system and continues to focus on providing the best customer service possible. He thanked all of his colleagues, and specifically Demetrius Crichlow and Frank Annicaro, for their continued dedication and hard work delivering safe, on-time performance for the riders.

With respect to hiring, Interim President Cipriano reported aggressive steps continue being taken and that NYCT is intensely focused on bringing on new train operators, conductors, and bus operators in response to crew shortage issues. He gave several examples of such aggressive steps. He indicated that NYCT currently has 300 train operators and conductors in training classes and expects that 91 conductors in training will graduate before year end. He explained that train operator classes are a bit longer and more intensive, but 47 new train operators are expected to graduate before the end of the year, with more to graduate in the first quarter of 2022. He also indicated that NYCT has 900 bus operators who have come through training and that NYCT plans to onboard hundreds more by year end. Interim President Cipriano indicated that NYCT's outreach to recent retirees has yielded about 60 people who expressed a willingness to come back to help on a temporary basis. He stated he is ready to welcome them back, and to also bring new employees into the Transit family.

When asked which four consecutive days ridership increased, Interim President Cipriano replied that the four consecutive days were Monday through Thursday. He noted that it appears people are taking off Fridays.

With respect to a question about retraining the recent retirees, Interim President Cipriano stated the training period depends on how long ago each person retired and that it could be a day or two, or a week or more.

Board member Calise requested that Paratransit remain a priority. Interim President Cipriano indicated that he agreed.

In response to an inquiry from Board member Albert about crew availability, Interim President Cipriano stated that NYCT would be increasing subway service with fewer crews by having existing crew members work longer hours.

i. Subway Report

Demetrius Crichlow, Senior Vice President, NYCT Department of Subways, provided an update on subways. Mr. Crichlow reported that subway performance remains strong. He indicated that September weekday on-time performance was 80.6%, just slightly above the average on-time performance in 2019. He added that, when discounting the lingering effects of Hurricane Ida, on-time performance was 81.6%. He explained that these strides were made despite continued challenges in crew availability, which caused 36% of weekday delays last month. He indicated that service delivery was nearly 90% of pre-pandemic levels while NYCT is serving approximately 50% of pre-pandemic ridership. He indicated that although major incidents increased compared to September 2020, many of these were caused by water and mud from Ida. He stated that when compared to September 2019, the customer-focused metrics show that the 37 second increase in Additional Platform Time was almost entirely offset by a 28 second decrease in Additional Train Time. He added that peak running times improved on almost all lines from pre-pandemic levels, including significant improvements on the 3 and 4 lines, which are 5% faster than September 2019. He commented that customers are, on average, waiting slightly longer for trains than two years ago, but the increased waiting period is offset by the faster travel times.

Mr. Crichlow stated that NYCT is continuing to make progress on crew availability. He said that he welcomed a class of 32 new conductors in September, the first of many classes of Train Operators and Conductors already underway or planned. He explained that NYCT is implementing creative ways to increase resources, including bringing back retirees, offering incentives to work overtime, and evaluating strategies for assigning personnel.

Mr. Crichlow said that NYCT is also continuing the SPEED efforts that began well before the pandemic. He explained that teams have been cumulatively improving speeds at 728 locations – including 226 since the pandemic began – by correcting formerly slow-clearing signal timers and updating speed limits throughout the system. He indicated that NYCT is working aggressively to complete that project and that additional efforts to increase speeds, improve operator confidence, and address slow areas in the system are also being implemented. Mr. Crichlow stated that he recently sent a memo to Subways senior staff re-emphasizing the commitment to the SPEED effort and formally establishing the SPEED Team with a new leader to focus on these efforts.

Mr. Crichlow reported that he is thrilled to see subway ridership increasing, which is now well over 3 million riders per weekday and nearly double the ridership of a year ago. He said that as ridership increases, NYCT continues to rise to the challenge by making necessary adjustments and showing that it is ready to welcome New Yorkers back and that NYCT looks forward to continuing to deliver high quality service as ridership hits new pandemic-era records in the months ahead. Mr. Crichlow thanked the Subways team for always getting the job done, particularly in light of recent challenges.

In response to an inquiry from Board member Schwartz regarding when all the SPEED efforts will be concluded, Mr. Crichlow stated there is not a specific time frame. He stated that some portions of the SPEED effort will be ongoing and that other portions, such as the engineering aspect, will have an end. Mr. Crichlow stated he would provide the Board with more detail regarding what can be completed in the short term and what will be ongoing. He further stated he would advise

whether there is resource loaded scheduling software. Board member Albert commented that due to rapidly advancing technology, it may be difficult to have a definitive answer regarding an end to the SPEED effort.

In response to a question from Board member Calise regarding when OMNY for people with disabilities may be coming to subways, Mr. Crichlow stated that the issue is in active discussion.

ii. NYCT, MTA Bus Report

Frank Annicaro, Acting MTA Bus President and Acting Senior Vice President, NYCT Buses, stated that Buses continues to see strong daily ridership of approximately 1.5 million, up to 65% of pre-COVID ridership levels. He indicated that NYCTA has continued to aggressively onboard bus operators into the system and anticipates returning to pre-pandemic vacancy levels by the end of the year.

Mr. Annicaro stated that unfortunately, as traffic has increased significantly, bus speeds have returned to pre-pandemic levels, impacting many metrics. He stated that for example, while customer journey time shows a decline from last year, it remains slightly improved against pre-pandemic levels for September.

Mr. Annicaro stated it is clear that New York needs a strong transit system now, more than ever, to help lead the pandemic recovery. He commented that well enforced bus priority is the most effective way to increase bus speeds and cut commute times. He indicated that busways and bus lanes continue to see improved speeds against 2019 on almost all corridors and time periods. He noted that the new busways on Main Street and 181st Street corridors in Queens and Manhattan, respectively, have seen significant speed improvements. He noted that in the PM peak, where traffic is generally the heaviest, Main Street speeds improved by up to 51% and speeds on 181st Street by up to 42% and that in the AM peak, Main Street speeds improved by up to 22% and 181st Street by up to 36%. He indicated that similarly, other busways and bus lanes implemented earlier continue to show improved speeds. He said that examples of this include 14th Street with speed improvements of up to 13% and E.L. Grant Highway in the Bronx and Hylan Boulevard in Staten Island, both with improvements of up to 15%. He commented that as ridership returns to pre-pandemic levels, bus lanes and busways implemented thus far in 2020 and 2021 will benefit nearly 500,000 riders a day. He noted that new busways are coming to Archer Avenue and Jamaica Avenue on October 24.

Mr. Annicaro stated that NYCT needs to replicate these successes wherever possible and that a priority is adding to and improving upon the existing network of bus lanes and busways. Mr. Annicaro thanked Janno Lieber and Craig Cipriano for leading the charge on bus priority with NYC DOT. He said that as a result, NYC DOT has set a goal of up to 20 miles of new or improved bus lanes, including up to five new busways.

Finally, Mr. Annicaro updated the Board regarding the bus network redesign efforts. He explained that over the past month and a half, the Bronx Redesign Team has been presenting the latest plans to the Bronx Borough Board, elected officials, and interested Community Boards. He said that the team endeavors to implement changes in Summer 2022. He commented that there have been a

few changes to the project since the publication of the Proposed Final Plan. He said that based on valuable feedback from the community about proposed changes and reassessing existing conditions, the Bx28 and Bx34 route alignments will remain unchanged.

Mr. Annicaro noted that a final public meeting on the plan is scheduled for November 9th and will be held virtually from 6-8pm and this meeting will allow customers and stakeholders one more opportunity to provide input before the matter is brought to the MTA Board at the December Board meeting. He stated that the project microsite, new.mta.info/bronxbusredesign, will be updated with the meeting details. He said NYCT strongly encourages interested parties to visit the website to see this customer and community driven plan that will improve bus service for Bronx bus riders.

Board member Albert thanked Mr. Annicaro and stated he was glad the redesign team was incorporating community input.

Board member Schwartz noted that turnstiles are an outdated mechanism. He inquired as to the status of modernizing the system to provide for more accessible entrances and exits. Mr. Crichlow stated that he agreed with the need for modernization and stated OMNY was the first step. He indicated that a pilot will be installed at Sutphin Archer next year, with other stations to follow.

Board member Schwartz questioned the need for a pilot program and advocated for implementing one of the modernized systems already in use at other agencies right away. He emphasized this is a critical component that needs to be done quickly. Mr. Crichlow noted that due to the old age of the system, it is more complex to integrate new technologies than at other agencies. Mr. Schwartz reiterated that while there needs to be a balance between “smart” and “fast,” the pace of this project should be sped up. Quemuel Arroyo, MTA Chief Accessibility Officer noted that NYCT has \$25 million allocated in the current capital plan for the issue and added that he will be traveling to Washington DC this week to meet with WMATA to discuss the gates. Board member Robert Linn commented that it may be more efficient to do an entire overhaul of the gates as opposed to taking smaller mitigating measures.

iii. Paratransit Report

Mr. Annicaro noted that paratransit ridership remains strong at approximately 80% of pre-pandemic levels. He commented that performance continues to be impacted by increased traffic volume across the City as well as industry-wide driver shortages for both primary and broker contractors. He stated that, although the primary contractors are aggressively trying to hire additional drivers, they continue to see vacancy rates of approximately 20%.

Mr. Annicaro commented that the good news is that NYCT is onboarding several new brokers including Arro, which came on board in September, and Sentry, NYCT’s first NYS Certified Minority and Women-owned Business Enterprise broker, which joined the paratransit broker service program earlier this month. Mr. Annicaro stated that as these brokers increase their services over the next several weeks, they will provide much needed additional capacity in addition to CTG, NYCT’s incumbent broker. He stated CTG continues to provide service for thousands of trips a day. He added that NYCT anticipates adding a third new broker early next year.

Mr. Annicaro stated that this summer, NYCT began restoring shared rides, an integral component of AAR service. He indicated that shared rides were also restored by the New York City TLC, as well as paratransit agencies across the country, including Boston, Chicago, Los Angeles, Philadelphia, and San Francisco. He said that since their resumption, performance has improved. He also stated that there has been a significant decline in broker no-shows, as well as improvements in average call speeds and the percentage of calls answered at the call center and a decrease in complaints. He noted that 85% of the trips delivered continue to be direct trips.

Mr. Annicaro stated that this month, NYCT will return its assessment centers to 100% capacity while maintaining a safe environment for new applicants and current customers. Returning to 100% capacity will help reduce the wait time for customers to get assessments and will allow the Eligibility Determination & Compliance Unit to process and finalize eligibility extensions made during the pandemic when the assessment centers were closed. He indicated that since March of last year, NYCT provided presumptive eligibility and extended eligibility for approximately 45,000 customers.

Mr. Annicaro said that based on the FTA Triennial Audit, on November 1st, NYCT will be modifying the No Show/Late Cancellation Policy that was implemented in 2018. He indicated that these changes were requested by the FTA and can be reviewed on the AAR website under “Policies and Forms” and that they will also be messaged in the Fall On-the-Move Newsletter being issued later this month.

Board member Calise requested that the FTA changes be distributed to all the Board members. Mr. Annicaro stated he would do so. Mr. Annicaro then responded to Board member Calise’s question about driver shortage, noting that while recruitment efforts are being made, such as with signing bonuses, a shortage remains. Mr. Annicaro commented that although there has been an increase in wait times, the resumption of shared rides and the addition of new brokers should mitigate that problem. Interim President Cipriano added that the no show rate has decreased, which is also an improvement.

Board member Albert asked whether the Kawasaki fleet was being checked to ensure it does not have the same flaw that has been causing derailments at WMATA. Mr. Cipriano confirmed that the fleet was being checked.

iv. Strategy & Customer Experience

Chris Papandreou, Senior Director, Customer Services, MTA delivered the Strategy & Customer Experience Report. He noted as ridership increases, so does the volume of customer contacts. He said that NYCT received 9% more telephone calls in September versus August - the highest since July 2020.

Mr. Papandreou stated that in addition to handling incoming queries, the customer services teams made over 3,200 calls to operating employees about vaccination interest. He stated that while this has an adverse effect on call center wait time, NYCT continues to prioritize this effort.

Mr. Papandreou indicated that NYCT is focused on several measures to reduce call wait time. He explained that in addition to increasing staff at the call center, the new contact center system being implemented will increase call handling productivity. Mr. Papandreou added that OMNY is being rolled out as quickly as possible and that 40% of calls last month were concerning MetroCard issues or Reduced Fare.

Mr. Papandreou stated that the Fall Customer Count and COVID travel survey ran through October 4, and NYCT received 123,000 responses. He said this tremendous result was due to NYCT's efforts promoting the survey via direct email to customers, digital signage, social media, public address announcements, and other geographically targeted messaging. He stated that NYCT is analyzing the data and will publish the results next month. He indicated that Mask Force resumes tomorrow. Anyone interested in joining can go to new.mta.info/maskforce.

v. Accessibility Update

Quemuel Arroyo, MTA Chief Accessibility Officer, said NYCT is looking forward to many more new ADA station openings in the months and years ahead, especially in light of the October 7th passage of the Zoning for Accessibility initiative by the New York City Council. Chief Accessibility Officer Arroyo indicated that Zoning for Accessibility will allow the MTA to leverage planned private development to make more stations accessible more quickly through two key changes to the city's zoning resolution: (1) a requirement that developers in most mid- or high-density areas approach the MTA when designing a new project to determine whether the MTA needs an easement, which is permanent access to a small piece of property, for future accessibility projects at the adjacent station, and (2) an expansion of the existing transit bonus program that incentivizes developers to directly fund and build transit accessibility improvements in exchange for a floor area bonus. Mr. Arroyo thanked NYCT's partners at the Department of City Planning and the Mayor's Office for People with Disabilities who worked tirelessly to make the initiative a reality, and the dozens of advocates who spoke and wrote to Community Boards and Council Members throughout the year to support this important project.

Chief Accessibility Officer Arroyo stated that NYCT hit a major milestone this month with the soft launch of the OMNY Reduced-Fare program on subways and buses. He indicated that approximately 100 current Reduced-Fare customers have volunteered to become the first Reduced-Fare customers to use OMNY and provide feedback over the course of the Fall. He said that these customers are testing a combination of the new OMNY cards, their personal contactless credit or debit cards, and their cards on digital wallets. He said that the soft launch participants will provide important insight on everything from setting up an OMNY account to tapping at validators, so that NYCT can ensure the full rollout of OMNY to Reduced-Fare customers is as seamless as possible. Mr. Arroyo thanked the soft launch participants for their time and feedback and stated he looked forward to welcoming many more customers to OMNY in the months to come.

Chief Accessibility Officer Arroyo stated that NYCT remains committed to making sure all forums for feedback remain fully accessible, whether through webpages, in person, virtual meetings and events, or digital content. Mr. Arroyo thanked riders who took the recent customer count survey, participated in the Central Business District Tolling Program hearings, and who have spoken at the monthly Committee and Board meetings. Mr. Arroyo said he looks forward to continuing to work together toward a more accessible transit system.

Board member David Jones asked how OMNY is working in conjunction with the Fair Fares program. Mr. Arroyo indicated that there was recently an OMNY soft-launch for the MTA's reduced fare program, with approximately one hundred reduced fare customers beginning to use OMNY. Board member Calise commented that the Fair Fares program is already being used for the Access-A-Ride program and there is a partnership between Access-A-Ride and HRA to track how many people are using Fair Fares on Access-A-Ride.

vi. Safety and Security Report

Tim Doddo, Acting Vice President, System Safety, reported that the safety statistics comparing the most recent 12-month period to the previous one indicate that Subway Customer Accident Rates increased. He commented that in contrast to that increase, on a monthly basis, there has been a decrease, year-over-year, for the last five (5) months. He explained that the analysis shows that customer behavior changed as a result of the pandemic, resulting in increased slips, trips, and falls due to risky actions such as running and less utilization of handrails and handholds.

Mr. Doddo noted that increased traffic causes increased bus collisions. He stated however that the current 12-month rate of bus collisions is still less than pre-pandemic levels. He also stated that injuries associated with collisions have declined and customer accidents have risen slightly.

Mr. Doddo stated that employee lost time accidents decreased from last year.

Mr. Doddo stated that subway fires increased when comparing the most recent 12-month period to the previous one. He commented however that the measures that have been implemented with the Department of Subways to address them appear to be effective. He noted that the number of incidents has decreased in two of the past three months.

Board member Jones inquired what is causing the fires. He asked if it was related to trash on the tracks or food or something else. He asked whether we should consider limiting food in the system. Mr. Doddo stated he did not believe food in the system was a major cause. He stated that the fires were largely related to debris in the subways. Board member Schwartz noted that food not only affects track fires but it also affects cleanliness such as attracting rodents and advocated for prohibiting food in the system.

vii. Crime Report

Inspector Porteus of the NYPD provided the crime report. He stated that crime remains down in the subway system although there was an uptick in overall crime in September, where there were 68 additional incidents compared to the same month last year. He indicated that most were larcenies, and arrests often ensued shortly after them. Inspector Porteus stated that in particular, a number of larcenists attempting to steal from sleeping passengers were arrested. He added that there were also three illegal firearms recovered from suspects in the system.

Board member Jones noted that the November schedule includes a report about TAB violations. He stated he is concerned about equity in the system and would like precise details regarding

specific stations, numbers, demographics, and allocation of resources. Board Member Jones also inquired whether similar fare evasion analysis was being conducted for buses.

Board member Schwartz emphasized the importance of getting answers to Board Member Jones' questions. Patrick Warren, Chief Safety Officer, MTA, Acting Chief Operating Officer, NYCT, agreed fare evasion is a huge problem and stated the questions would be answered at the November meeting to the best of his ability. Board member Albert agreed fare evasion is a serious problem that needs to be addressed with a new fare entry system and commented that we need system-wide enforcement. Board member Calise advised he observed someone with a key to the slam gate at Broadway Lafayette allowing passengers inside illegally.

VI. Procurements

MTA Construction & Development: Ratifications

Stephen Plochochi, Senior Vice President, Contracts, C&D, presented a Construction & Development procurement requesting ratification of a modification in the amount of \$1,198,000 to the contract for roof and interior drainage system replacement for the 207th Street Overhaul Shop with D'onofrio General Contracting Corporation. He stated that the modification is to repair the roof of the boiler house at the 207th Street Yard because the boiler house has experienced persistent leaks and an inspection revealed the roof has structural defects.

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

Details of the above item is set forth in a staff summary, a copy of which is on file with the records of the meeting of the Board of MTA NYC Transit /Staten Island Rapid Transit Operating Authority/MTA Bus Company.

VII. Minutes

Board member Albert noted two amendments to the September Minutes. He indicated that page 11 should say "Board Member Albert inquired about looking at third party infiltration," rather than filtration. He also indicated that page 17 should state that he inquired if the R211 train cars would line up with the humps, not just the platforms.

Upon motion duly made and seconded, the Committee approved the minutes, with those two amendments, for the meeting held on September 15, 2021.

VIII. Adjournment

Upon motion duly made and seconded, the meeting of the Committee was adjourned.

Respectfully submitted,

/s/ *Kristen Nolan*

Assistant Secretary

2021 Proposed Transit & Bus Committee Work Plan

I. RECURRING AGENDA ITEMS

Responsibility

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

II. SPECIFIC AGENDA ITEMS

Responsibility

November 2021

Biannual Customer Satisfaction Report	Strategy & Customer Experience
Transit Adjudication Bureau Report, 3rd Qtr, 2021	Law
Charter for Transit Committee	Corporate Compliance
Fare Evasion Report, 3rd Qtr, 2021	Management & Budget

December 2021

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

January 2022

Approval of 2022 NYCT Committee Work Plan	Committee Chair & Members
Preliminary Review of NYCT 2021 Operating Results	Management & Budget
Preliminary Review of SIR 2021 Operating Results	Management & Budget
Preliminary Review of MTA Bus 2021 Operating Results	Management & Budget

February 2022

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

SPECIFIC AGENDA ITEMS (con't)

Responsibility

March 2022

No Items

April 2022

Final Review of NYCT 2021 Operating Results

Management & Budget

Final Review of SIR 2021 Operating Results

Management & Budget

Final Review of MTA Bus 2021 Operating Results

Management & Budget

May 2022

Biannual Customer Satisfaction Report

Strategy & Customer Experience

Transit Adjudication Bureau Report, 1st Qtr, 2022

Law

Fare Evasion Report, 1st Qtr, 2022

Management & Budget

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

EEO & Human Resources

June 2022

No Items

July 2022

No Items

August 2022

No Meetings Held

September 2022

Public comment/Committee Review of Budget

Management & Budget

2022 NYCT Mid-Year Forecast Monthly Allocation

Management & Budget

2022 SIR Mid-Year Forecast Monthly Allocation

Management & Budget

2022 MTA Bus Mid-Year Forecast Monthly Allocation

Management & Budget

2023 Preliminary NYCT Budget

Management & Budget

2023 Preliminary SIR Budget

Management & Budget

2023 Preliminary MTA Bus Budget

Management & Budget

Transit Adjudication Bureau Report, 2nd Qtr, 2022

Law

NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2022

EEO & Human Resources

Fare Evasion Report, 2nd Qtr, 2022

Management & Budget

October 2022

Public Comment/Committee Review of Budget

Management & Budget

2023 Preliminary NYCT Budget

Management & Budget

2023 Preliminary SIR Budget

Management & Budget

2023 Preliminary MTA Bus Budget

Management & Budget

2021 Transit & Bus Committee Work Plan

Detailed Summary

I. RECURRING

Approval of Minutes

An official record of proceedings which occurred during the previous month's Committee meeting.

NYCT Work Plan

A monthly update of any edits and/or changes in the work plan.

Operations Performance Summary

Summary presentation on the performance of Subway Service, including a discussion on Safety, Finance and Ridership and Capital Program Plan achievements.

Information includes discussion on key indicators such as Subway MDBF, On-Time Performance, Subway accident rates; and Capital Plan awards, design starts and completions.

Procurements

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

Service Changes

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

Tariff Changes

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

Capital Budget Modifications

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

Action Items

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

II. SPECIFIC AGENDA ITEMS

NOVEMBER 2021

Biannual Customer Satisfaction Report, Fall 2021

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

Transit Adjudication Bureau Report, 3rd Qtr, 2021

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

Fare Evasion Report, 3rd Qtr, 2021

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

Charter for Transit Committee

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

DECEMBER 2021

NYCT 2022 Adopted Budget/Financial Plan 2022-2025

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

SIR 2022 Adopted Budget/Financial Plan 2022-2025

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

MTA Bus 2021 Adopted Budget/Financial Plan 2022-2025

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

EEO & Diversity Report, 3rd Qtr, 2021

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

JANUARY 2022

Approval of Committee Work Plan

The Committee will be provided with the work plan for 2021 and will be asked to

II. SPECIFIC AGENDA ITEMS

approve its use for the year.

Preliminary Review of NYCT's 2021 Operating Results

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

Preliminary Review of SIR 2021 Operating Results

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

Preliminary Review of MTA Bus 2021 Operating Results

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

FEBRUARY 2022

Adopted Budget/Financial Plan 2022-2025

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

SIR Adopted Budget/Financial Plan 2022-2025

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

MTA Bus Adopted Budget/Financial Plan 2022-2025

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

ADA Compliance Report

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

Transit Adjudication Bureau Report, 4th Qtr, 2021

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

EEO & Diversity Report- 2021 Year-End Report

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

Fare Evasion Report, 4th Qtr, 2021

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

II. SPECIFIC AGENDA ITEMS

MARCH 2022

No Items

APRIL 2022

Final Review of NYCT 2021 Operating Results

NYCT will review the prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of SIR 2021 Operating Results

NYCT will review SIR's prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of MTA Bus 2021 Operating Results

MTA Bus will review its prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

MAY 2022

Transit Adjudication Bureau Report, 1st Qtr, 2022

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

Fare Evasion report, 1st Qtr, 2022

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

EEO & Diversity Report, 1st Qtr, 2022

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

Biannual Customer Satisfaction Report, Spring 2022

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

JUNE 2022

No Items

JULY 2022

No Items

AUGUST 2022

No Meetings Held

II. SPECIFIC AGENDA ITEMS

SEPTEMBER 2022

2022 NYCT Mid-Year Forecast Monthly Allocation

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

2022 SIR Mid-Year Forecast Monthly Allocation

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

2022 MTA Bus Mid-Year Forecast Monthly Allocation

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

2023 NYCT Preliminary Budget

Public comments will be accepted on the 2022 Preliminary Budget.

2023 SIR Preliminary Budget

Public comments will be accepted on the 2022 Preliminary Budget.

2023 MTA Bus Preliminary Budget

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

2023 SIR Preliminary Budget

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

2023 MTA Bus Preliminary Budget

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



Transit and Bus Committee Report November 2021 Executive Summary

President's Message
Subways
Buses
Paratransit
Accessibility
Strategy and Customer Experience
Safety
Financial and Ridership
Capital Program Status Report

President's Message

Craig Cipriano, Interim President, NYCT

I am proud to report great progress with on recent initiatives at New York City Transit. At September's meeting I laid out my core priorities and plans – and after just 3 months - we have made significant strides in growing ridership and improving customer service. Progress has been made on other fronts as well, including Performance, Operations and Hiring.

First and foremost, as you know, New York City Transit has focused on growing our ridership numbers. And we are doing that - in part - by providing first-class service to our customers.

With this increased ridership - we are seeing strong results in our customer focused metrics. Our October results show Weekday Service Delivered at 91%. This is the percentage of trains operating during weekday rush hours. This metric is up from 89.5% in September.

Our major incidents are down. Our customer journey time is at 83.2%. That's the percentage of customers whose journeys are completed within 5 minutes of schedule. For context- that's an improvement from September when it was at 80.6%, and that's with more riders.

Over the last 100 days, we have made a significant push towards improving bus priority. Along with our partners at NYC DOT, we announced an ambitious plan to improve bus service, which includes a commitment for more bus lanes and busways, more cameras to enforce the right of way for our buses, more transit signal priority, better real time information, and greater accessibility. Also, just last month we launched two new busways in Queens for a total of four new busways this year alone. And I am delighted that we restarted our bus network redesigns in September, beginning with the local bus network in the Bronx. All of these initiatives will significantly improve bus service vital to the lives of daily customers.

For Paratransit, whose customers returned faster than all other transit services, we are working hard to increase capacity and mitigate the impacts of industry-wide driver shortages. Over the last 100 days we have onboarded two new brokers, including our first minority/women owned broker. Over the summer we reimplemented shared ride services to increase capacity for both our primary and broker contractors while still operating over 85% direct trips. Last month, we also onboarded Leap, a certified M/WBE, as a new provider in our E-Hail on-Demand Pilot program.

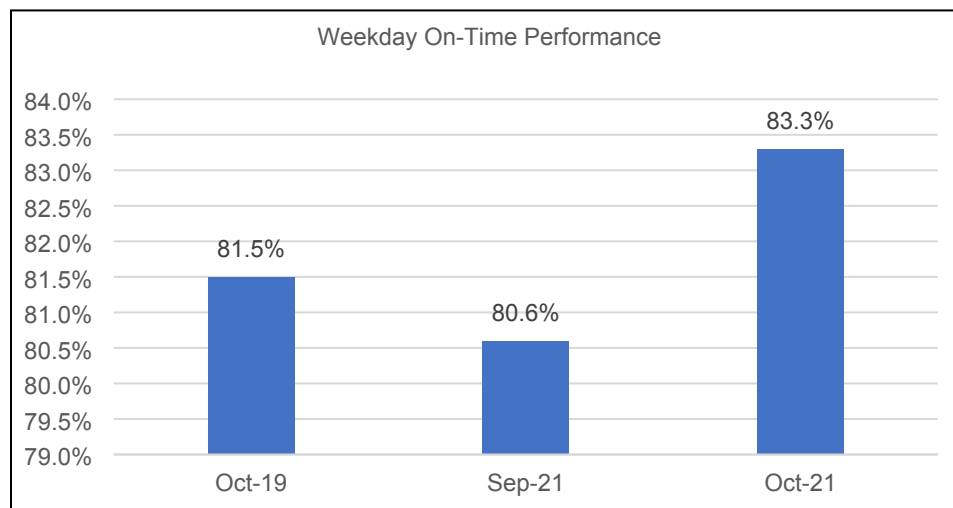
With all our recent good news- we still need to be flexible and adapt to maximize our existing resources. New York City Transit has made tremendous efforts to fill operational vacancies to ensure that service meets our growing ridership demands. We are hitting increased hiring targets in many job titles and working on creative ways to scout new talent to fill our hard to fill titles. I remain laser focused on filling positions to support our operations.

We have asked our employees time and again to step up and meet big challenges. I know I speak on behalf of MTA and Transit leadership when I extend my appreciation to all our colleagues who are helping us meet our commitment to this great city by delivering first-in-class transit service.

Subways

Demetrius Crichlow, Senior Vice President

October was a strong month for subway performance, with both month-over-month and year-over-two improvements. Weekday on-time performance was 83.3%, 2.7% higher than September 2021 and 1.8% higher than October 2019. Major incidents decreased to 28 from 38 in September 2021 and 43 in October 2019. On average, each day in October had 429 fewer delays than September, largely driven by a decrease in delays attributed to internal causes such as track and signal failures. Other metrics, including Service Delivered and customer travel time metrics (APT, ATT, and CJTP) also improved compared to September 2021. These improvements show that we are not only improving compared to recent months, but also have better on-time performance than prior to the pandemic.



I am also very pleased to see progress in reducing delays caused by crew availability. On average, these delays were down about 10% in October compared to September, with improvements in each division. This shows the results of our ongoing efforts to maximize the utilization of our existing workforce while we continue aggressively hiring and training new crews. We have initiated an aggressive program to increase staffing, including increased class sizes, adjusting the time for training without sacrificing safety, hiring additional trainers, bringing back retired trainers, bringing back retired employees, re-evaluating assignment procedures, and increasing overtime coverage. These efforts are already yielding great results, and we remain on target to have fully resolved the crew shortages by early to mid-next year.

Ridership increased significantly in October 2021, with over 10% more average weekday riders than in September and over 75% more riders compared to one year ago. Compliance with mask requirements –they must cover the nose and mouth at all times on trains and in indoor and underground portions of the system – continues to be above 90%. We are glad to have so many riders returning and doing their part to keep each other safe. For our part, we are continuing daily disinfecting of subway cars and twice-daily disinfecting of stations to ensure a clean and healthy environment.

I am extremely proud of the Subways team as they continue to show that they can overcome any challenge to deliver for our customers.

Buses

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

Systemwide, we continue to see some promising ridership trends with average daily bus ridership remaining strong at approximately 1.5 million, or up to 69% of pre-COVID ridership levels.

This month we were excited to restart the Bronx Bus Network Redesign Local Plan which will speed up buses, shorten travel times, and improve the reliability of bus service for most of our riders.



New Yorkers attended our virtual public meeting on November 9. This represented the culmination of years of public engagement and work with communities across the Bronx and Upper Manhattan. It was an opportunity to hear from our customers and stakeholders one more time to provide input on the proposed Final Plan.

Over the past two months the Bronx Bus Network Redesign team has presented our plans to a joint meeting of the Bronx Borough Board and Borough Service Cabinet, Borough President Ruben Diaz, Jr., elected officials, transportation advocates, and interested Community Boards across the Bronx and Northern Manhattan. This redesign would not have been possible without their engagement, encouragement, and feedback.

The Bronx Bus Network Redesign aims to simplify the local bus network while enhancing connectivity and building an all-day frequent network of transit for our customers. By improving bus stop spacing and working with our partners at New York City DOT to expand bus priority on our city streets, we are utilizing everything in our toolbox to speed up travel times and get our customers where they need to go in as fast, efficient, and safe a manner as possible.

There have been very few changes to the redesign since the release of the proposed Final Plan in the fall of 2019. We have listened to the feedback from the public, community members and elected officials and reassessed existing conditions and determined that the Bx28 and Bx34 route alignments will remain as they are today.

We strongly encourage checking out the Bronx bus route profiles at the project microsite, new.mta.info/bronxbusredesign to see how this customer and community driven plan will improve bus service for our Bronx bus riders. We anticipate the final redesign to be presented to the Board for a vote in December.

This month we also celebrated another huge bus priority initiative – the launch of two more busways. These busways are in Queens on Jamaica and Archer Avenues. They are our third and fourth busways launched in 2021 alone – for a total of seven systemwide. Downtown Jamaica is an enormous center for bus service and a vibrant hub for the city. These busways will ultimately benefit over 250,000 daily bus customers across 26 routes that operate on Jamaica and Archer Avenues and serve customers in Queens, Brooklyn, and even the Bronx. Many of these customers make connections to the subway and Long Island Railroad terminal in Jamaica.

One of the keys to NYC’s recovery lies with a high performing bus transportation system, and busways have proven to be the most effective way to give customers the well-deserved priority they need. The new busways launched just this year on Main Street in Queens and 181st Street in Manhattan have already seen significant speed improvements. Main Street speeds improved by up to 51% and 81st Street by up to 36%. As ridership returns, bus lanes and busways implemented thus far in 2020 and 2021 will benefit over 575,000 riders a day.

Finally, this month we will be requesting that the Board approve the federally funded purchase of 60 low-floor 40-foot all-electric buses. This deployment represents a lot of firsts for the MTA and another major milestone towards our commitment for a zero emissions fleet by 2040. It’s our first fully-owned 40-foot all-electric bus fleet. It’s our first partnership with the local power authority to install charging infrastructure. It will be our first experience with in-depot overhead pantograph down charging. And, it will be the first project that requires adding new power supply for electric buses. If approved by the Board this month, we expect to have the first buses in service towards the end of 2022. These buses will be deployed across all five boroughs.

Paratransit

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

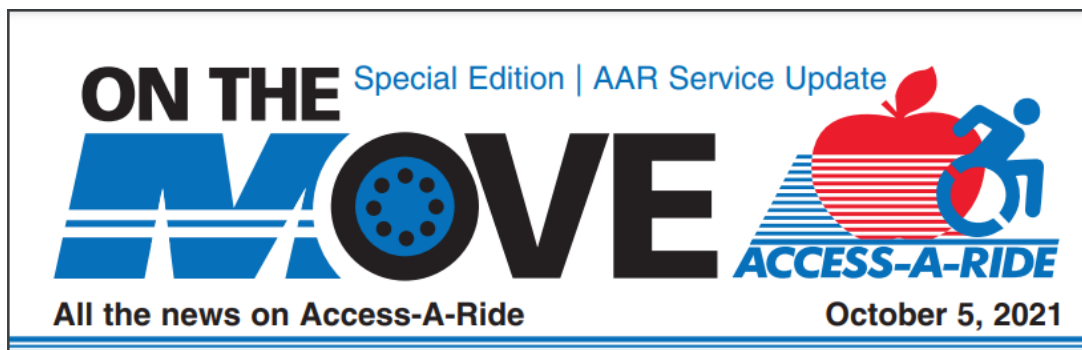
Paratransit ridership, which returned faster than all other transit services, peaked at its highest level since the beginning of the pandemic on Thursday, October 28th, with 24,814 scheduled trips. Weekday ridership remains around 80% of pre-pandemic levels. Overall trips completed are up 5% from last September, and our ridership is up by 15% from last September.

Performance continues to be impacted by increased traffic volume across the City, combined with road construction, open streets, outside dining, and inclement weather. In addition, we continue to manage industrywide driver shortages for both our primary and broker contractors. The team is closely monitoring these performance issues and working with our primary and broker contractors daily. We are hopeful that service will improve by the end of the year as we begin to see an influx of new primary carrier paratransit drivers and fully onboard our new brokers.

This month we are seeking Board approval to exercise the option years for our Staten Island broker contract with Islander Transportation. The company became certified as a women-owned business enterprise (WBE) earlier this year and is the second M/WBE firm to hold a prime Paratransit Broker contract to date. Islander has been providing excellent service to our Staten Island customers since November 2019, providing door-to-door service and wheelchair accessible trips. Customers have the option to book trips using the MY AAR trip planner on the MYmta app.

Finally, as a reminder, since May 2019, the New York City Department of Transportation allows “Blue and White” dedicated vehicles to share in the benefits of traveling in dedicated bus lanes and busways. Therefore, we were excited for the implementation of two new busways this past October in Queens at Jamaica and Archer Avenues. We look forward to the future implementation of more bus lanes and busways across the city to provide faster and more reliable service for our Paratransit customers.

Please check out our latest Fall/Winter “On-The-Move” newsletter which is available online at <https://new.mta.info/accessibility/paratransit/newsletter-and-announcements>.



Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer

Our fifteenth Mask Force on October 19 saw our largest single day team with over 200 participants – MTA employees, elected officials, and volunteers – handing out masks to customers across the MTA service area. This is the second year the Mask Force have handed out pink masks in support of Breast Cancer Awareness Month. In recent weeks, we have seen mask compliance return to 90% on the subway and 94% on buses.



On October 27 we celebrated Subway Day and the 117th birthday of the subway, and formally launched the MetroCard Bulk Sales Program I mentioned last month. We are thrilled to have kicked this off in partnership with the Robin Hood Foundation who, supported by a donation from the Gray Foundation, purchased 10,000 12-ride MetroCards for distribution by 40 community organizations to low-income New Yorkers. One such organization who joined us for the launch is Nontraditional Employment for Women (NEW), a non-profit that provides training and career placement assistance in the skill construction trades to women from underserved communities in the New York area.

October brought a lower volume of calls to our contact center: 65,733 vs 75,300 calls offered in September. The team worked hard to bring call wait times down from 576 seconds last month to 352 seconds, and the calls answered rate up to 76.1% from 63.4%. There is still work to be done – and we will continue to focus efforts to improve call center performance in the coming months.

Customer complaints about subway service continues to decrease, to 3.91 per 100,000 journeys, down 15.9% versus October 2020. Bus and Access-A-Ride complaints increased to 13.28 and 1092.1 per 100,000 journeys, respectively, increases of 23.6% and 322% versus October last year.

Safety

Robert Diehl, Senior Vice President, Safety & Security

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

Bus Collisions and Customer Accidents increased while Collision Injuries increased slightly when comparing the most-recent 12-month period to the previous one.

Employee Lost Time Accidents have shown a decrease when comparing the most recent 12-month period to the previous one.

When comparing figures from the two most-recent 12-month periods, Subway Fires increased; it is worth noting Fires decreased when two out of the last four months.

The most-recent data on incidents of assaults and harassment within the Transit system is displayed in this report below.

Although we meet the regulatory requirements for Drug and Alcohol testing, we also recognize that we can improve. We have an application in development that will prompt managers on-scene to provide more detailed information via dropdowns. This will eliminate the administrative burden of manually transcribing free-form field notes into a database since the application will automatically do so itself, and also provide information that we can use to identify and address delays to the testing process.

Accessibility

Quemuel Arroyo, Chief Accessibility Officer

As part of the Systemwide Accessibility team's vision for a more universal definition of accessibility, we are excited to share that, as of November 1, AutoGates at approximately 200 subway stations are now available to all customers who need them. Previously, only a small number of customers who applied for a specially encoded Reduced-Fare AutoGate MetroCard could dip their card at the AutoGate reader to automatically open the gate for entry or exit. Other customers – including those with temporary disabilities, customers with strollers, luggage, or bikes – required assistance from the agent or from another staff member or customer to use the gate. As we activated the AutoGate OMNY validators at the start of this month, we also made the AutoGate available for all who need, to provide a consistent customer experience that improves accessibility for thousands of customers. We are rolling this change out as a proof of concept so that we can gather data on use and customer response, and ensure all hardware and software works as intended, before making the change permanent. We are encouraged by the early numbers and will report back next month on the data and feedback collected during this proof-of-concept phase.

We are launching this change while we continue the OMNY Reduced-Fare soft launch. OMNY soft launch participants who are used to using the AutoGate with their MetroCards are now able to test the AutoGate OMNY validators for the first time, and participants who had not previously had access but would benefit from it now have AutoGate access with OMNY as well. After the first month of the OMNY Reduced-Fare soft launch, we are happy to share that the majority of participants had a seamless experience transitioning to OMNY and using it on subways and buses. We are getting extensive feedback from the approximately one hundred participants that will prove invaluable as we prepare to start the rollout of OMNY for the full Reduced-Fare customer base in the coming months.



MTA Chief Accessibility Officer Quemuel Arroyo travels across the platform at the newly renovated Metro-North White Plains station.

Additionally, the completion of the full-scale renewal of Metro-North’s White Plains station represents yet another accessibility upgrade to be celebrated. The improvements across the station, including enhanced full ADA accessibility, make traveling to and from this station a particularly positive experience. This station should serve as a model for all MTA stations as we continue to work towards systemwide accessibility.

Lastly, we remind customers that we continue working on a series of elevator replacement projects to keep our ADA elevator fleet in a state of good repair. At 34 St—Herald Square, elevators on the southbound N/Q/R/W and northbound B/D/F/M platforms have been replaced and re-opened. Now, elevators for the northbound N/Q/R/W and southbound B/D/F/M have been removed from service for replacement and modernization. Additional elevator replacement and modernization projects are underway at Jamaica Center-Parsons Archer E/J/Z, 34 St—Penn Station 2/3, Flatbush Ave – Brooklyn College 2/5, and Grand Central—42 St northbound 4/5/6. Visit our website for detailed [information on current and upcoming elevator](#) modernization and replacement projects.

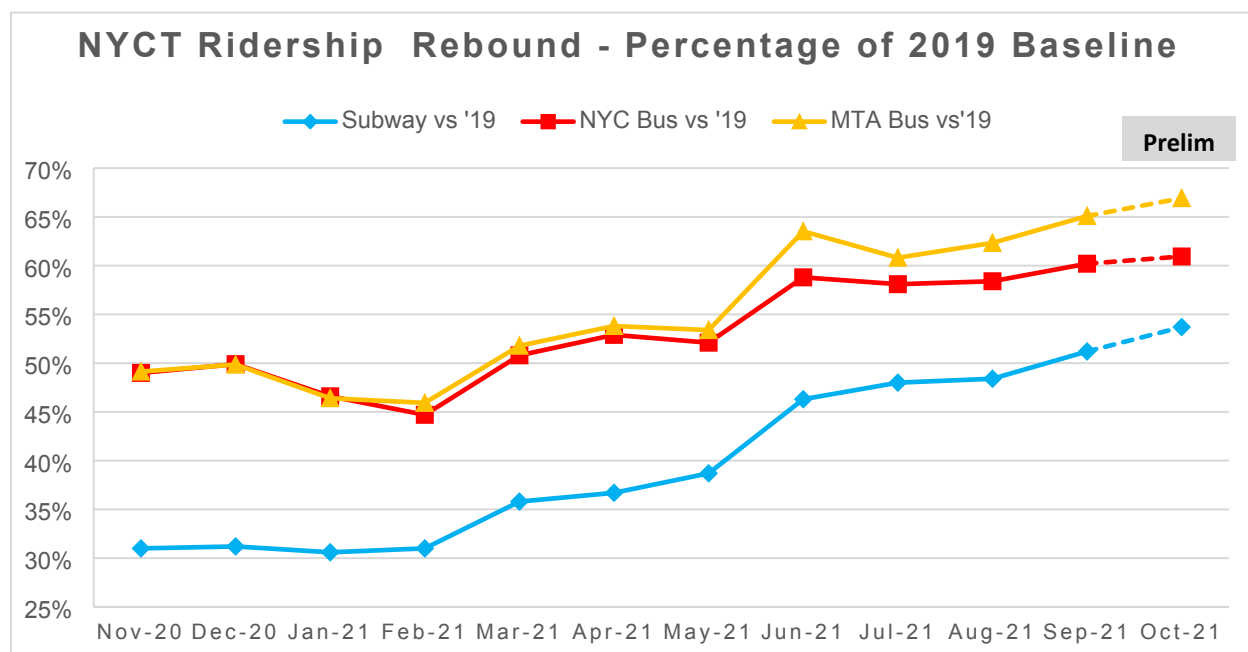
Financial and Ridership

Jaibala Patel, Deputy CFO & Financial Liaison, NYCT & MTA Budget

NYCT - October

October farebox revenue of \$239.9 million exceeded forecast by \$9 million (3.9%), and year-to-date farebox revenue is favorable by \$100.8 million (5.7%).

October ridership of 114.9 million was below forecast by 1 million (0.8%), although year-to-date ridership of 861 million remains favorable 25.4 million (3%).



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

Total operating expense in October 2021 (before non-cash liabilities) is favorable to forecast \$17.8 million (2.4%), with year-to-date variance favorable \$97.3 million (1.4%).

- Labor expenses in October were over forecast by a net \$7.6 million (1.3%), mainly due to overtime overruns of \$6.9 million (13.7%), resulting from vacancy and availability coverage and additional maintenance requirements. Health & welfare/OPEB current expense overran by a net \$5.6 million (4.2%), due to unfavorable timing of expense accruals and lower drug rebates. Reimbursable overhead credits were unfavorable \$1.7 million (8.1%), stemming from lower capital labor charges. Payroll was favorable to forecast \$3.4 million (1.2%), mainly due to vacancies, and pension expense was under \$3.8 million (4.7%), providing partial offset to general labor overruns in the month.

Labor expenses year-to-date were over forecast by a net \$19.2 million (0.3%), mainly due to reimbursable overhead credit shortfalls of \$40.3 million (18.1%), and overtime overruns of \$26.0 million (5.3%), largely due to vacancy and availability coverage, additional maintenance requirements, and adverse weather response. Other fringe benefits were over by \$7.9 million (1.8%), and Health & welfare/OPEB current expense overran by a net \$6.4 million (0.5%), due to unfavorable timing of expense accruals. Payroll underruns of \$37.6 million (1.3%), resulting from vacancies, and pension expense lower by \$23.8 million (3%), provided a partial offset to generally unfavorable labor expense.

- Non-labor expenses in October were below forecast by a net \$25.4 million (15.2%), mainly due to lower public liability expense of \$9.7 million (79.5%) due to lower ridership, paratransit service contracts under forecast by \$9.0 million (23.4%) reflecting fewer trips, and Materials & supplies were under by \$7.3 million (24.6%), due to lower usage and favorable maintenance program expense timing. Maintenance and other operating contracts were favorable \$3.0 million (10.0%), largely due to favorable timing of operating contract charges, and professional service contracts were lower by \$2.5 million (16.8%), mainly reflecting favorable timing of bond service expenses. Overruns in other business expense of \$3.7 million (85.3%), due to higher card processing fees and electric power expenses over by \$3 million (13%), due to higher rates provided partial offset to general favorability in non-labor expense.

Non-labor expenses year-to-date were net favorable to forecast by \$116.5 million (7.5%), mainly due to materials & supply underruns of \$56.1 million (21.2%), reflecting primarily reduced usage and favorable maintenance program timing. Paratransit service contracts were lower by \$37 million (11.4%), reflecting fewer trips and favorable timing of support costs, and public liability expense underran by \$19.5 million (15.9%), due to lower ridership. Maintenance and other operating contracts were lower by \$12.8 million (4.4%) due to largely favorable timing of operating contract expense charges, fuel was also under forecast by \$8.3 million (9.2%) mainly due to lower consumption, and professional service contracts were lower by \$4.4 million (3.4%), mainly due to underruns in IT service and maintenance. Overruns in other business expense of \$22.1 million (50.1%), due to card processing fees provided partial offset to general non-labor underruns.

MTA Bus Company - October

Farebox Revenue of \$12.9 million for October is above forecast by \$0.8 million (6.9%), and year-to-date is favorable by \$11.4 million (11.1%).

Ridership of 7.3 million for the month is 0.8 million (11.9%) above forecast, ridership YTD remains favorable by 5.1 million (9.7%) compared with the forecast.

Total expenses in October 2021 (before non-cash liabilities) are favorable to forecast by \$12.8 million (16.1%), and favorable on a year-to-date basis by \$68.2 million (9.3%).

- Labor expense in October is below forecast by \$0.3 million (0.5%), mainly due to overtime expenses that were lower than forecast by \$1.3 million (14.3%), resulting from lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance. Other Fringe Benefits were lower than forecast by \$1.7 million (26.0%), due to lower Worker's Compensation, interagency billing, and Health Benefits Trust and Medicare expenses. Health & Welfare was over forecast by \$2.7 million (41.9%), due to the timing of prescription drug coverage.

Labor expense year-to-date is lower than forecast by \$3.8 million (0.7%), due to Overtime underrun of \$9.5 million (11.8%) and Other Fringe Benefits underrun of \$5.8 million (9.7%), offset by an overrun in Payroll of \$5.3 million (2.2%) stemming from higher vacation, sick and personal time.

- Non-labor expense in October is favorable by \$12.5 million (46.0%), mainly due to underruns in Claims by \$3.0 million (40.1%), Maintenance & Other Operating Contracts by \$3.3 million (63.0%), Professional Service Contracts by \$2.1 million (48.7%) and Materials & Supplies by \$3.1 million (50.0%).

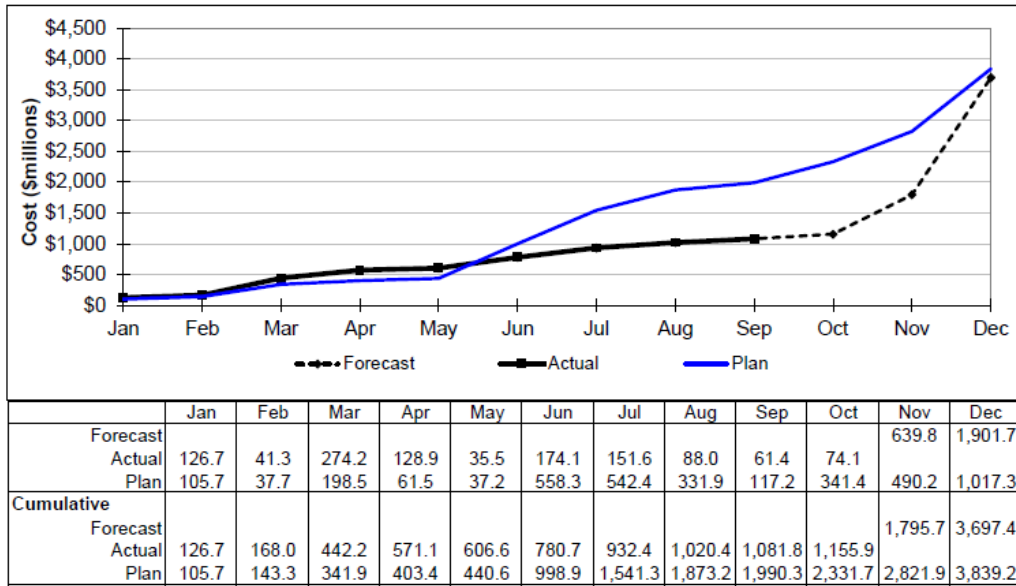
Non-labor expense year-to-date is favorable by \$64.3 million (31.1%), due to lower forecast of Fuel by \$4.0 million (21.5%), Claims by \$15.6 million (25.8%), Maintenance & Other Operating Contracts by \$16.0 million (42.8%), Professional Service Contracts by \$11.5 million (35.4%) and Materials & Supplies by \$15.3 million (32.1%).

Capital Program Status

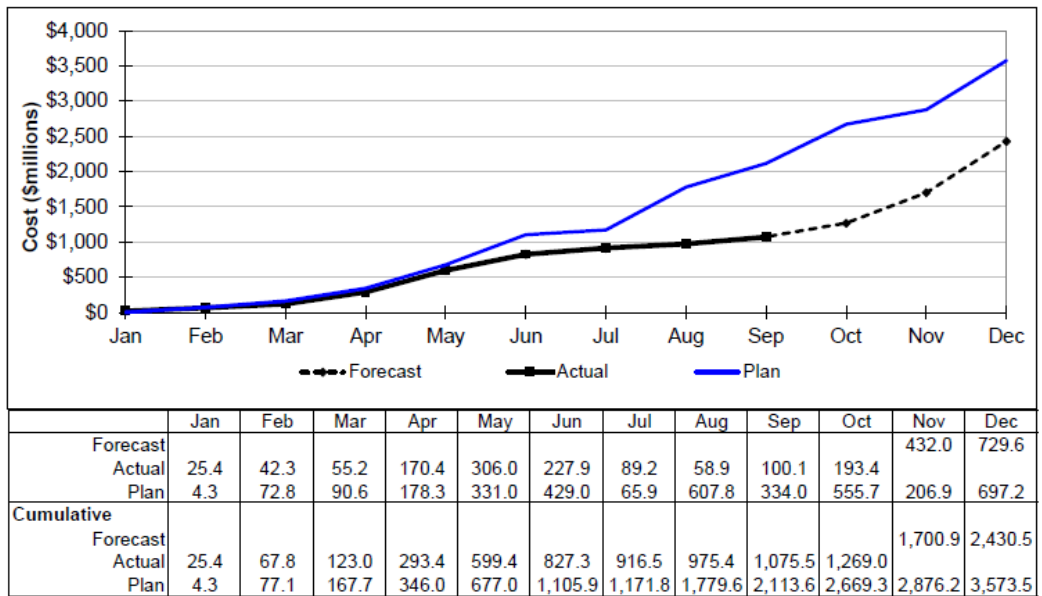
In October, \$74.1 million in Transit projects were awarded, including a flooding resiliency project that will convert R110A railcars into two pump trains for \$28.3 million, phase 1 of the Livonia Maintenance Facility rehabilitation in Brooklyn for \$21.9 million, a flooding resiliency project at the Consolidated Revenue Facility in Queens for \$8.4 million, and water remedy and equipment replacement project at Prospect Park station on the Brighton Line for \$6.1 million.

Also, in October, \$193.4 million in Transit projects were completed, including repair of Superstorm Sandy damage to the 148th Street Yard in Manhattan and flooding resiliency projects at the yard for \$84.7 million, traction power upgrade projects on the Canarsie Line for \$59.2 million, and a station ventilator rehabilitation project on the 8th Avenue Line for \$6.7 million.

2021 Awards as of October 2021



Completions as of October 2021



Customer Service Report: Subways

Demetrius Crichlow, Senior Vice President, Department of Subways



Ridership continued to increase in October, with some of the highest growth during the morning and evening rush hours. We're glad to see so many riders returning to the subway and following the requirement to wear masks at all times while on trains or in indoor or underground stations. Riders in October experienced improved subway service with higher on-time performance and fewer major incidents than both the past two months of 2021 and pre-pandemic in October 2019.

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	October 2021			12-Month Average		
	This Year	Last Year	Change	This Year	Last Year	Change
Weekday Customer-Focused Metrics						
Weekday Major Incidents (Chart 1) Unplanned incidents delaying 50+ trains	28	16	+75.0%	33.2	24.5	+35.5%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	91.0%	96.7%	-5.7%	92.9%	96.6%	-3.7%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:26	0:01:06	+0:00:20	0:01:22	0:01:11	0:00:12
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:16	-0:00:02	0:00:18	0:00:09	0:00:29	-0:00:20
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	83.2%	86.7%	-3.5%	84.4%	85.1%	-0.7%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of incidents attributed to car-related causes	141,709	145,858	-2.8%	149,225	141,721	+5.3%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	96.8%	96.6%	+0.2%	96.5%	96.7%	-0.2%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	91.9%	92.0%	-0.1%	91.3%	92.1%	-0.8%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	65.6%	75.2%	-9.6%	69.8%	75.6%	-5.8%
Weekday Terminal On-Time Performance (Chart 17)	83.3%	90.4%	-7.1%	85.7%	87.0%	-1.3%
Weekday Trains Delayed Per Day (Chart 19)	1,372	776	+76.8%	1,111	1,074	+3.4%

* Availability measures the percent of time that a unit is running and available for customer service. All service outages, regardless of cause, count as downtime in the availability calculation. (Note: Units out of service for capital rehabilitation are excluded from the calculations.)
Change values for time- and percentage-based metrics are calculated as absolute values. All other change values are calculated as percentage changes.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	October 2021			12-Month Average		
	This Year	Last Year	Change	This Year	Last Year	Change
Weekend Customer-Focused Metrics						
Weekend Major Incidents (Chart 2) Unplanned incidents delaying 50+ trains	2	3	-33.3%	3.9	6.7	-41.8%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	94.0%	97.5%	-3.5%	93.5%	96.6%	-3.1%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	70.7%	81.4%	-10.7%	73.7%	81.2%	-7.5%
Weekend Terminal On-Time Performance (Chart 18)	83.0%	90.2%	-7.2%	86.0%	87.7%	-1.7%
Weekend Trains Delayed Per Day (Chart 20)	913	576	+58.5%	825	634	+30.1%

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

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	October 2021			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	96.1%	97.5%	-1.4%	96.9%	95.5%	+1.4%
AM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	97.2%	99.0%	-1.8%	97.0%	97.0%	0.0%
PM Rush On-Time Performance						
% of scheduled trains arriving within six minutes of their scheduled arrival time	90.8%	98.1%	-7.3%	94.1%	94.3%	-0.2%
Percentage of Completed Trips						
Percentage of Completed Trips	98.5%	100.0%	-1.5%	99.1%	99.7%	-0.6%
Mean Distance Between Failures						
Revenue car miles divided by the number of incidents attributed to car-related causes	107,941	193,245	-44.1%	31,081	82,875	-62.5%

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

Section 1: Customer-Focused Metrics

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

Performance Indicator Definitions

Major Incidents (Weekday and Weekend)

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

Service Delivered (Weekday and Weekend)

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

Additional Platform Time (APT)

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

Additional Train Time (ATT)

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

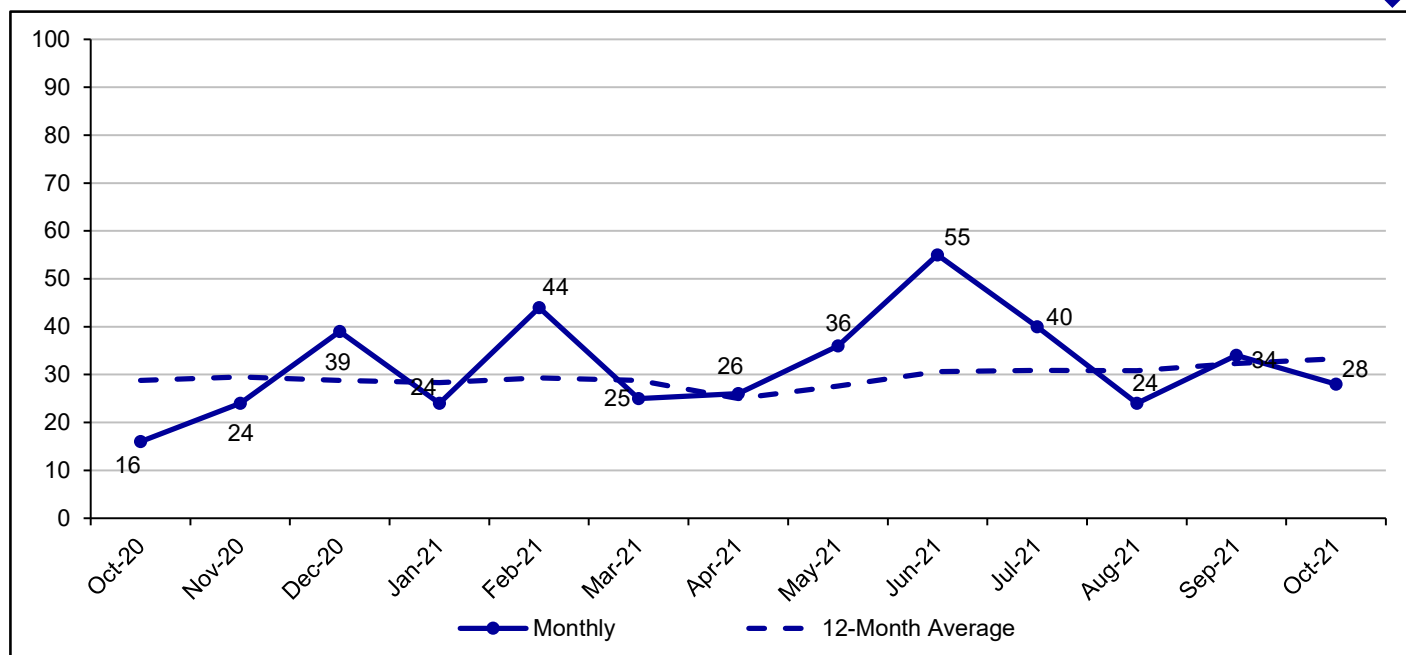
Customer Journey Time Performance (CJTP)

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

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

Subway Weekday Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Oct 21	Oct 20	% Change	Oct 21	Oct 20	% Change
Track	3	1	+200.0%	3.9	3.3	+18.2%
Signals	10	7	+42.9%	12.4	7.6	+63.2%
Persons on Trackbed/Police/Medical	8	7	+14.3%	8.4	7.4	+13.5%
Stations & Structures	1	0	0.0%	2.3	0.7	+228.6%
Subway Car	6	1	+500.0%	3.0	1.9	+57.9%
Other	0	0	0.0%	3.2	3.6	-11.1%
Subdivision A	12	9	+33.3%	13.3	11.2	+18.8%
Subdivision B	16	7	+128.6%	20.0	13.3	+50.4%
Systemwide	28	16	+75.0%	33.2	24.5	+35.5%
Avg Incident Duration (h:mm:ss)	0:25:36	0:26:06	-1.9%	0:23:36	0:23:35	0.0%
Avg Trains Delayed per Incident	99	120	-17.5%	117	111	+5.4%

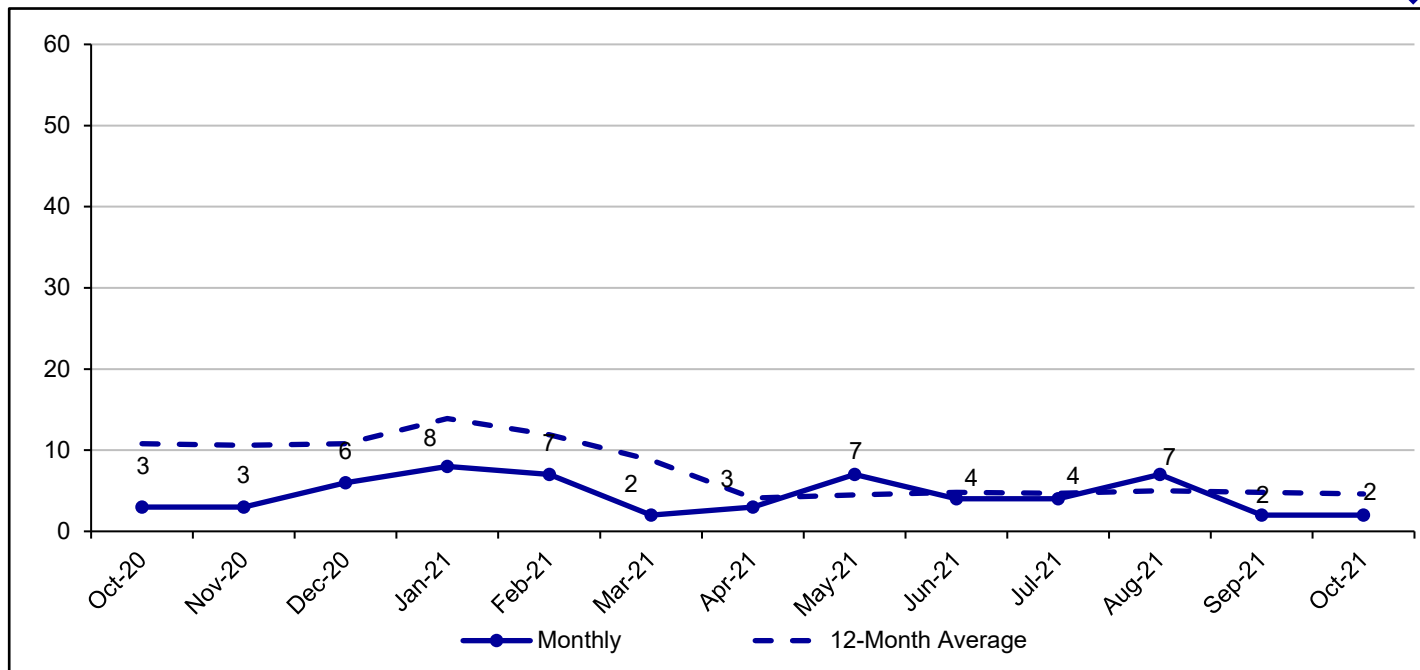
Major Incidents Discussion

- Weekday major incidents decreased by 6 from September 2021, and by 15 compared to pre-pandemic conditions in October 2019.
- The year-over-year increases reflect the return to normal service levels and increasing ridership in 2021.

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		
	Oct 21	Oct 20	% Change	Oct 21	Oct 20	% Change
Track	0	0	0.0%	0.2	0.4	-50.0%
Signals	1	1	0.0%	1.1	0.9	+22.2%
Persons on Trackbed/Police/Medical	0	2	-100.0%	1.0	1.7	-41.2%
Stations & Structure	0	0	0.0%	0.7	0.0	N/A
Subway Car	1	0	0.0%	0.5	0.0	N/A
Other	0	0	0.0%	0.5	3.7	-86.5%
Subdivision A	0	1	-100.0%	1.6	2.5	-36.0%
Subdivision B	2	2	0.0%	2.3	4.2	-45.2%
Systemwide	2	3	-33.3%	3.9	6.7	-41.8%
Avg Incident Duration (h:mm:ss)	0:11:00	0:35:00	-68.6%	0:25:36	0:25:35	0.0%
Avg Trains Delayed per Incident	106	86	+23.3%	106	144	-26.4%

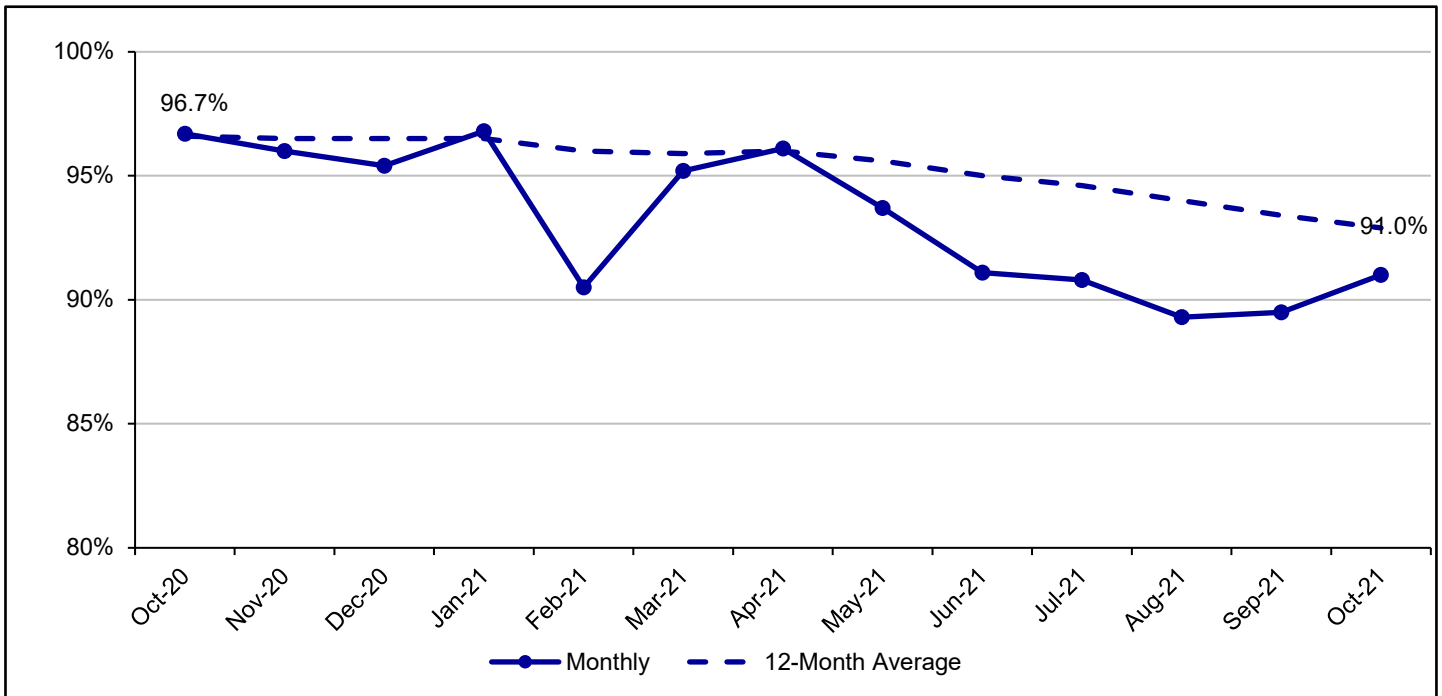
Major Incidents Discussion

- In October 2021, there were 2 weekend major incidents.

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

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	Change	Oct 21	Oct 20	Change
Subdivision A	93.9%	96.8%	-2.9%	93.7%	96.7%	-3.0%
Subdivision B	88.8%	96.6%	-7.8%	92.4%	96.5%	-4.1%
Systemwide	91.0%	96.7%	-5.7%	92.9%	96.6%	-3.7%

Weekday Service Delivered Discussion

- Service Delivered decreased year-over-year, but improved compared to the past three months, due in part to the easing of crew availability delays.
- The worst performing lines were on the B Division due to a combination of crew availability and incidents affecting these lines. The D was the worst performing line due in part to a temporary service change that has complicated terminal operations.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend

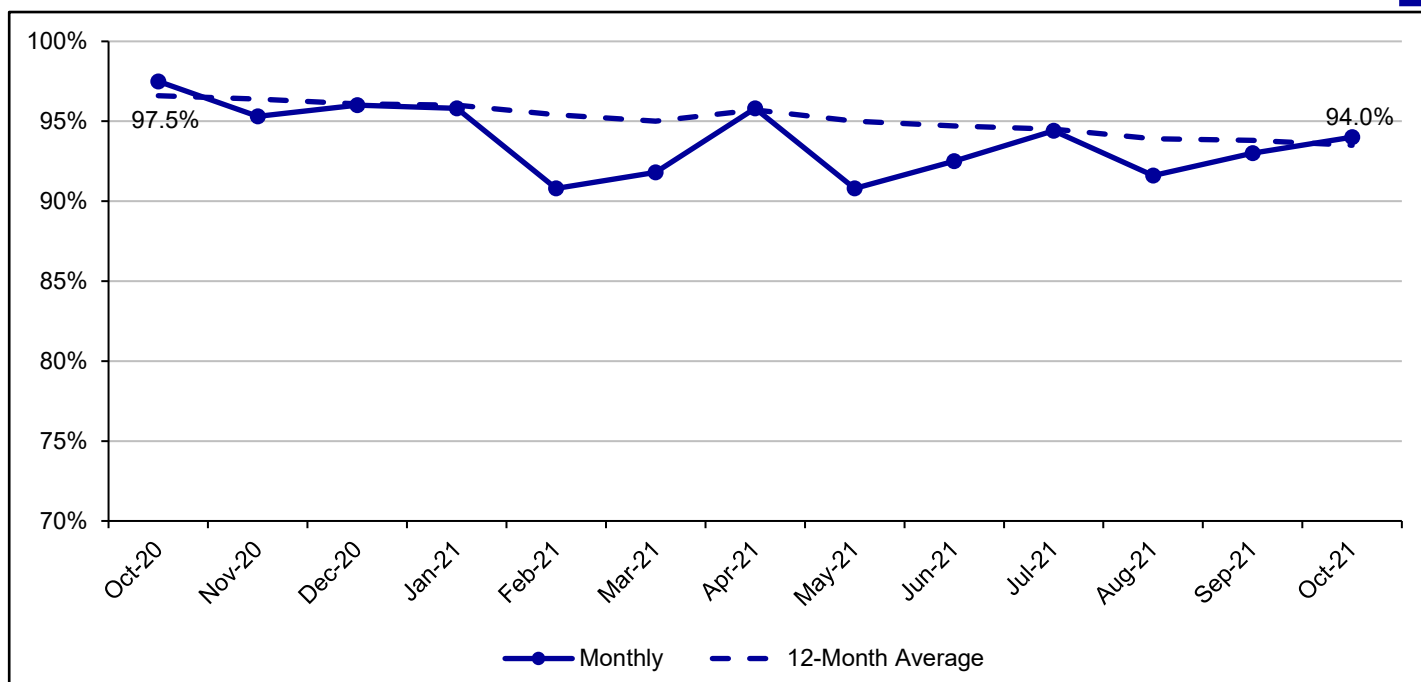


<u>Line</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
1	92.3%	97.8%	-5.5%
2	93.4%	95.8%	-2.4%
3	92.4%	96.3%	-3.9%
4	94.0%	95.8%	-1.8%
5	93.2%	95.5%	-2.3%
6	93.2%	96.5%	-3.3%
7	93.4%	97.6%	-4.2%
S 42nd	99.6%	100.0%	-0.4%
Subdivision A	93.9%	96.8%	-2.9%
A	87.5%	93.9%	-6.4%
B	85.8%	95.7%	-9.9%
C	85.7%	97.7%	-12.0%
D	80.0%	95.6%	-15.6%
E	92.6%	98.7%	-6.1%
F	87.4%	99.5%	-12.1%
S Fkln	98.0%	100.0%	-2.0%
G	94.8%	100.3%	-5.5%
S Rock	100.2%	100.4%	-0.2%
JZ	96.4%	97.8%	-1.4%
L	95.3%	99.0%	-3.7%
M	88.1%	94.7%	-6.6%
N	90.8%	96.2%	-5.4%
Q	84.6%	95.8%	-11.2%
R	87.7%	94.6%	-6.9%
W	87.9%	92.9%	-5.0%
Subdivision B	88.8%	96.6%	-7.8%
Systemwide	91.0%	96.7%	-5.7%

Chart 4

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

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	% Change	Oct 21	Oct 20	% Change
Subdivision A	95.6%	96.3%	-0.7%	93.4%	96.5%	-3.1%
Subdivision B	92.9%	98.2%	-5.3%	93.6%	96.7%	-3.1%
Systemwide	94.0%	97.5%	-3.5%	93.5%	96.6%	-3.1%

Weekend Service Delivered Discussion

- Weekend Service Delivered in October 2021 was 3.5% lower than October 2020, and the 12-month average was 3.1% lower.

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

Desired trend



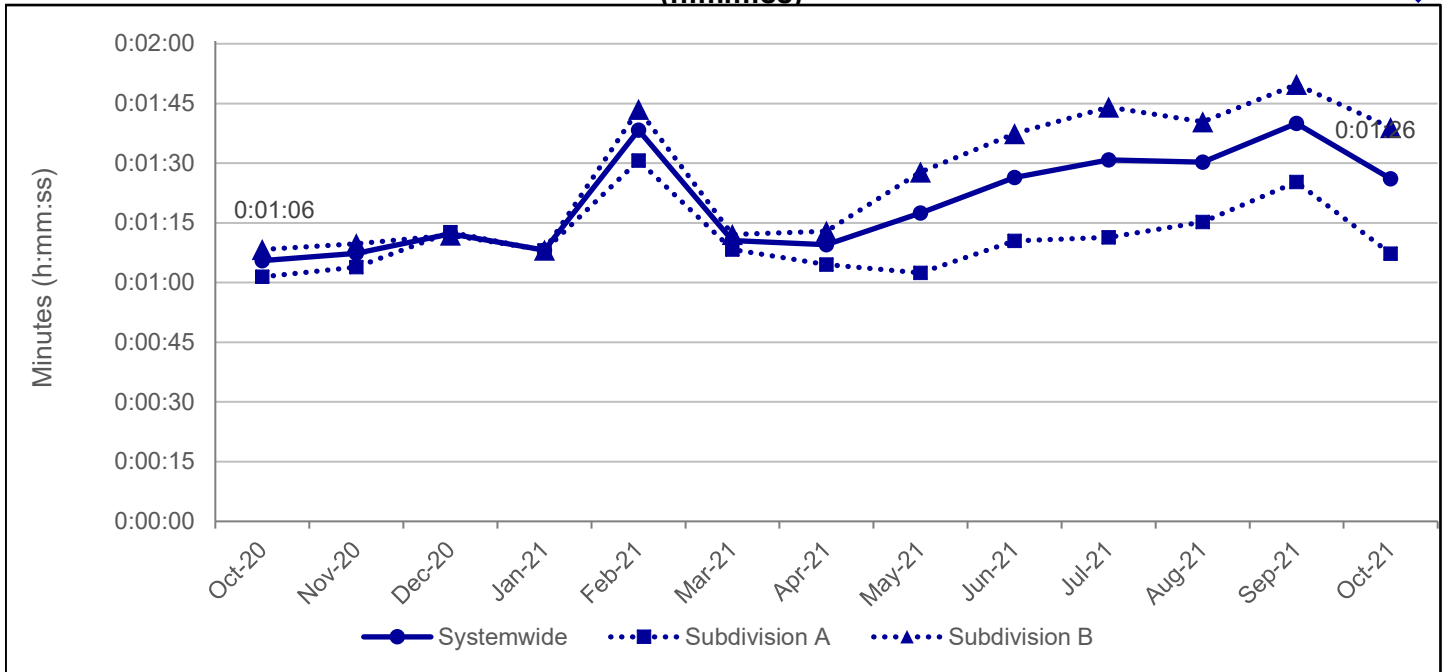
<u>Line</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>% Change</u>
1	93.8%	98.8%	-5.0%
2	91.6%	97.1%	-5.5%
3	95.9%	96.2%	-0.3%
4	96.0%	94.1%	+1.9%
5	96.0%	99.7%	-3.7%
6	94.5%	92.4%	+2.1%
7	97.9%	98.5%	-0.6%
S 42nd	98.7%	97.8%	+0.9%
Subdivision A	95.6%	96.3%	-0.7%
A	83.5%	95.1%	-11.6%
C	84.7%	95.9%	-11.2%
D	90.9%	99.2%	-8.3%
E	93.3%	N/A	N/A
F	92.3%	99.2%	-6.9%
S Fkln	98.5%	100.0%	-1.5%
G	97.0%	99.8%	-2.8%
S Rock	99.3%	100.8%	-1.5%
J	95.3%	98.5%	-3.2%
L	96.3%	99.6%	-3.3%
M	97.8%	99.5%	-1.7%
N	95.4%	96.3%	-0.9%
Q	91.7%	97.9%	-6.2%
R	89.0%	98.5%	-9.5%
Subdivision B	92.9%	98.2%	-5.3%
Systemwide	94.0%	97.5%	-3.5%

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		
	Oct 21	Oct 20	Change	Oct 21	Oct 20	Change
Subdivision A	0:01:07	0:01:02	+0:00:05	0:01:12	0:01:04	+0:00:08
Subdivision B	0:01:39	0:01:08	+0:00:31	0:01:30	0:01:16	+0:00:14
Systemwide	0:01:26	0:01:06	+0:00:20	0:01:22	0:01:11	+0:00:12

Additional Platform Time Discussion

- October 2021 APT worsened by 20 seconds compared to October 2020, and the 12-month average worsened by 12 seconds.
- This worsening was due in part to crew availability delays which slightly increased average waiting times.

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)

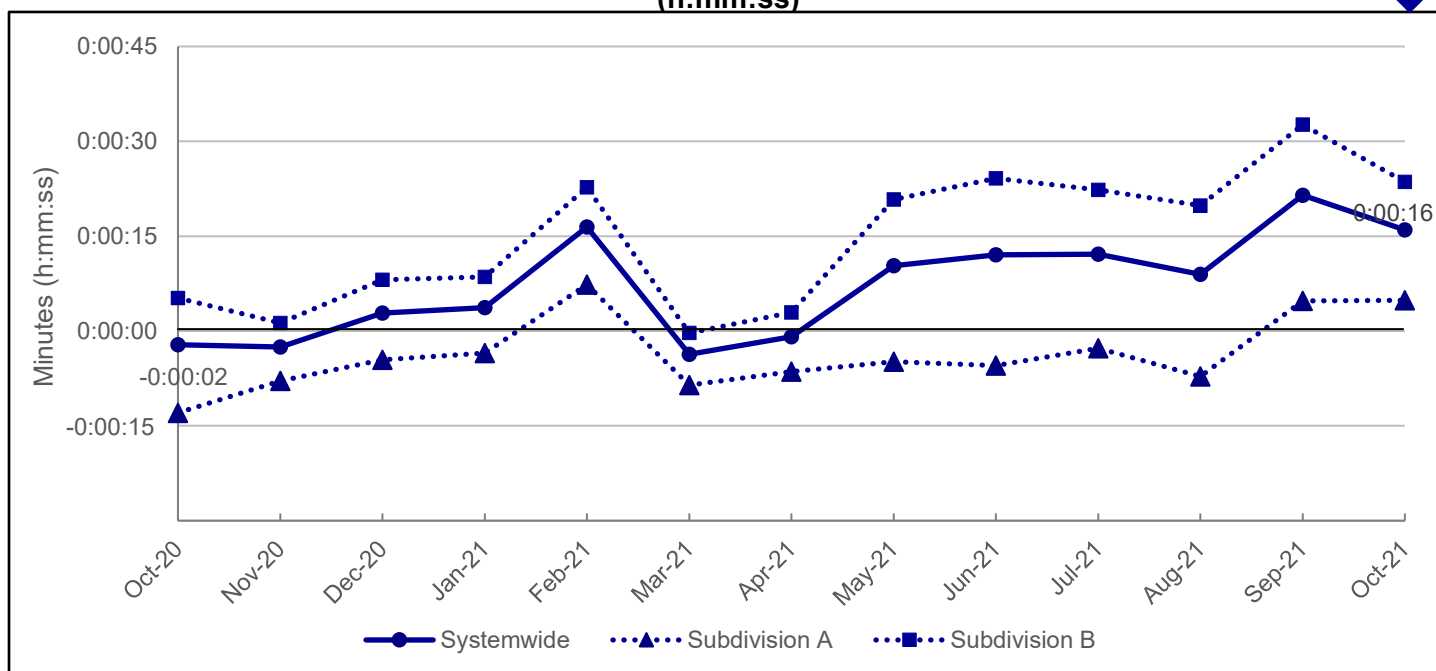
Desired trend



<u>Line</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
1	0:01:07	0:00:55	+0:00:12
2	0:01:18	0:01:14	+0:00:04
3	0:01:10	0:01:03	+0:00:07
4	0:01:09	0:01:07	+0:00:02
5	0:01:15	0:01:13	+0:00:02
6	0:01:07	0:00:58	+0:00:09
7	0:00:55	0:00:52	+0:00:03
S 42nd	0:00:34	0:00:30	+0:00:04
Subdivision A	0:01:07	0:01:02	+0:00:05
A	0:01:31	0:01:12	+0:00:19
B	0:02:07	0:01:32	+0:00:35
C	0:02:02	0:00:45	+0:01:17
D	0:02:24	0:01:33	+0:00:51
E	0:01:12	0:00:45	+0:00:27
F	0:01:46	0:00:45	+0:01:01
S Fkln	0:00:49	0:00:21	+0:00:28
G	0:01:29	0:01:01	+0:00:28
S Rock	0:00:33	0:00:28	+0:00:05
JZ	0:01:13	0:01:05	+0:00:08
L	0:00:51	0:00:42	+0:00:09
M	0:01:57	0:01:34	+0:00:23
N	0:01:31	0:01:16	+0:00:15
Q	0:01:48	0:01:13	+0:00:35
R	0:01:52	0:01:30	+0:00:22
W	0:01:08	0:01:00	+0:00:08
Subdivision B	0:01:39	0:01:08	+0:00:31
Systemwide	0:01:26	0:01:06	+0:00:20

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

Desired trend ↓



	Monthly			12-Month Average		
	Oct 21	Oct 20	Change	Oct 21	Oct 20	Change
Subdivision A	0:00:05	-0:00:13	+0:00:18	-0:00:03	0:00:17	-0:00:20
Subdivision B	0:00:24	0:00:05	+0:00:19	0:00:17	0:00:37	-0:00:21
Systemwide	0:00:16	-0:00:02	+0:00:18	+0:00:09	0:00:29	-0:00:20

Additional Train Time Discussion

- October 2021 ATT worsened by 18 seconds compared to October 2020, while the 12 month average worsened by 20 seconds.
- This worsening was due in part to slightly longer dwell times for more customers to board and exit trains since ridership was 77% higher in October 2021 than October 2020.
- Compared to October 2019, ATT improved by 28 seconds due in part to efforts to safely increase operating speeds.

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)

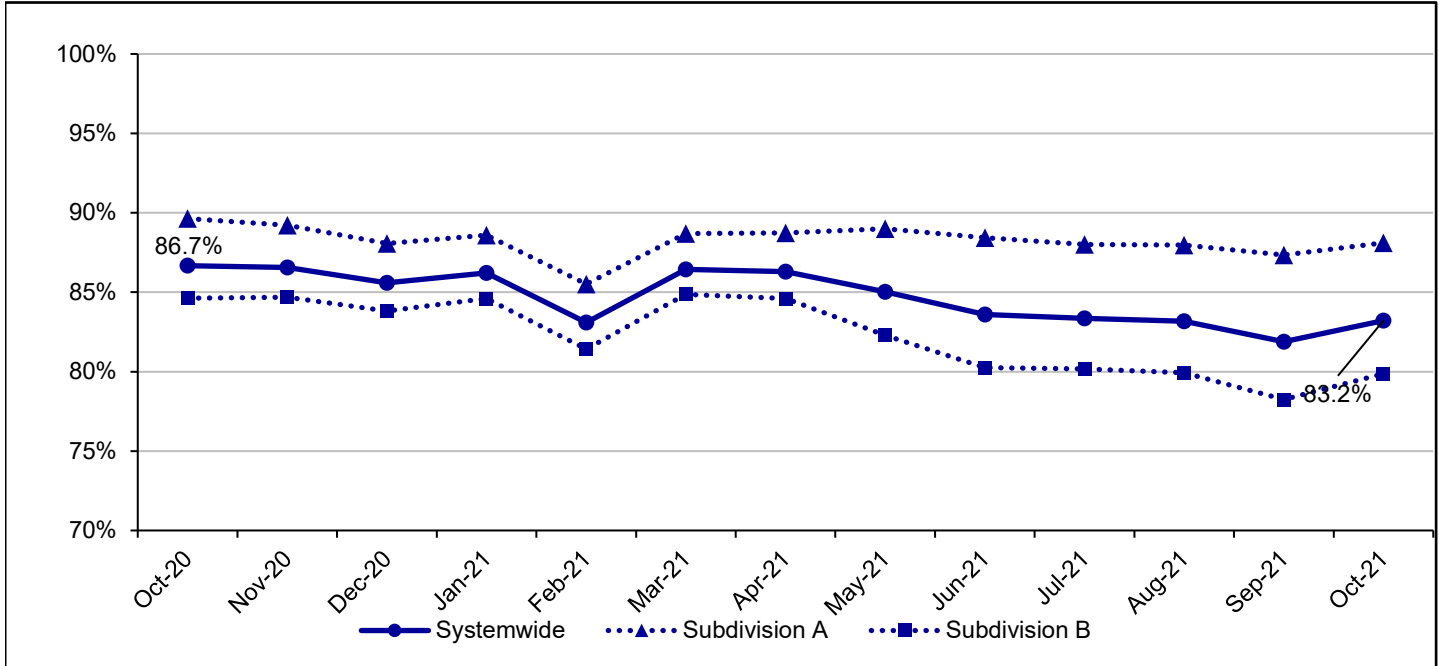
Desired trend



<u>Line</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
1	0:00:22	0:00:07	+0:00:15
2	-0:00:17	-0:00:23	+0:00:06
3	-0:00:22	-0:00:30	+0:00:08
4	-0:00:16	-0:00:39	+0:00:23
5	-0:00:27	-0:00:32	+0:00:05
6	0:00:24	0:00:07	+0:00:17
7	0:00:35	-0:00:02	+0:00:37
S 42nd	-0:00:05	0:00:06	-0:00:11
Subdivision A	0:00:05	-0:00:13	+0:00:18
A	0:00:45	0:00:20	+0:00:25
B	0:00:24	0:00:07	+0:00:17
C	0:00:17	0:00:13	+0:00:04
D	0:00:36	0:00:34	+0:00:02
E	0:00:55	-0:00:07	+0:01:02
F	0:00:16	-0:00:15	+0:00:31
S Fkln	0:00:04	0:00:02	+0:00:02
G	0:00:44	0:00:32	+0:00:12
S Rock	-0:00:44	-0:00:36	-0:00:08
JZ	0:00:24	0:00:23	+0:00:01
L	0:00:01	-0:00:03	+0:00:04
M	0:00:21	-0:00:06	+0:00:27
N	0:00:25	0:00:26	-0:00:01
Q	0:00:12	-0:00:10	+0:00:22
R	-0:00:00	-0:00:12	+0:00:12
W	0:00:03	-0:00:09	+0:00:12
Subdivision B	0:00:24	0:00:05	+0:00:19
Systemwide	0:00:16	-0:00:02	+0:00:18

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

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	Change	Oct 21	Oct 20	Change
Subdivision A	88.1%	89.6%	-1.5%	88.2%	88.5%	-0.3%
Subdivision B	79.9%	84.6%	-4.7%	81.8%	82.8%	-1.0%
Systemwide	83.2%	86.7%	-3.5%	84.4%	85.1%	-0.7%

Weekday Customer Journey Time Performance Discussion

- October 2021 CJTP worsened by 3.5% compared to October 2020, and the 12-month average worsened by 0.7%.
- CJTP was the same as in October 2019, indicating that the changes in APT and ATT balanced each other out to result in a roughly equivalent number of on-time customer trips.

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

Desired trend



<u>Line</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
1	87.7%	90.0%	-2.3%
2	86.7%	86.9%	-0.2%
3	89.3%	90.1%	-0.8%
4	87.1%	88.7%	-1.6%
5	87.4%	87.7%	-0.3%
6	89.4%	90.5%	-1.1%
7	88.3%	91.6%	-3.3%
S 42nd	98.5%	97.4%	+1.1%
Subdivision A	88.1%	89.6%	-1.5%
A	78.5%	82.8%	-4.3%
B	75.1%	80.8%	-5.7%
C	78.3%	88.0%	-9.7%
D	71.3%	79.2%	-7.9%
E	80.3%	88.9%	-8.6%
F	80.4%	85.9%	-5.5%
S Fkln	97.9%	98.0%	-0.1%
G	80.7%	84.0%	-3.3%
S Rock	92.8%	93.7%	-0.9%
JZ	83.6%	84.3%	-0.7%
L	93.5%	94.7%	-1.2%
M	78.1%	82.4%	-4.3%
N	79.4%	82.5%	-3.1%
Q	77.3%	83.5%	-6.2%
R	78.8%	81.9%	-3.1%
W	88.1%	89.6%	-1.5%
Subdivision B	79.9%	84.6%	-4.7%
Systemwide	83.2%	86.7%	-3.5%

Chart 12

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)

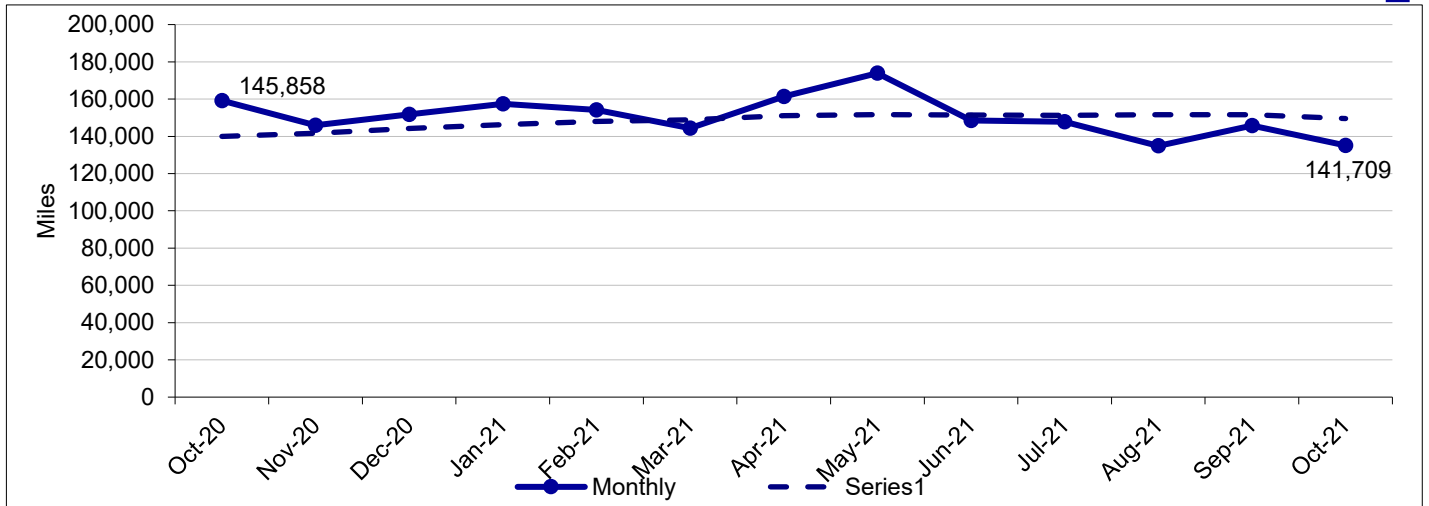
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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



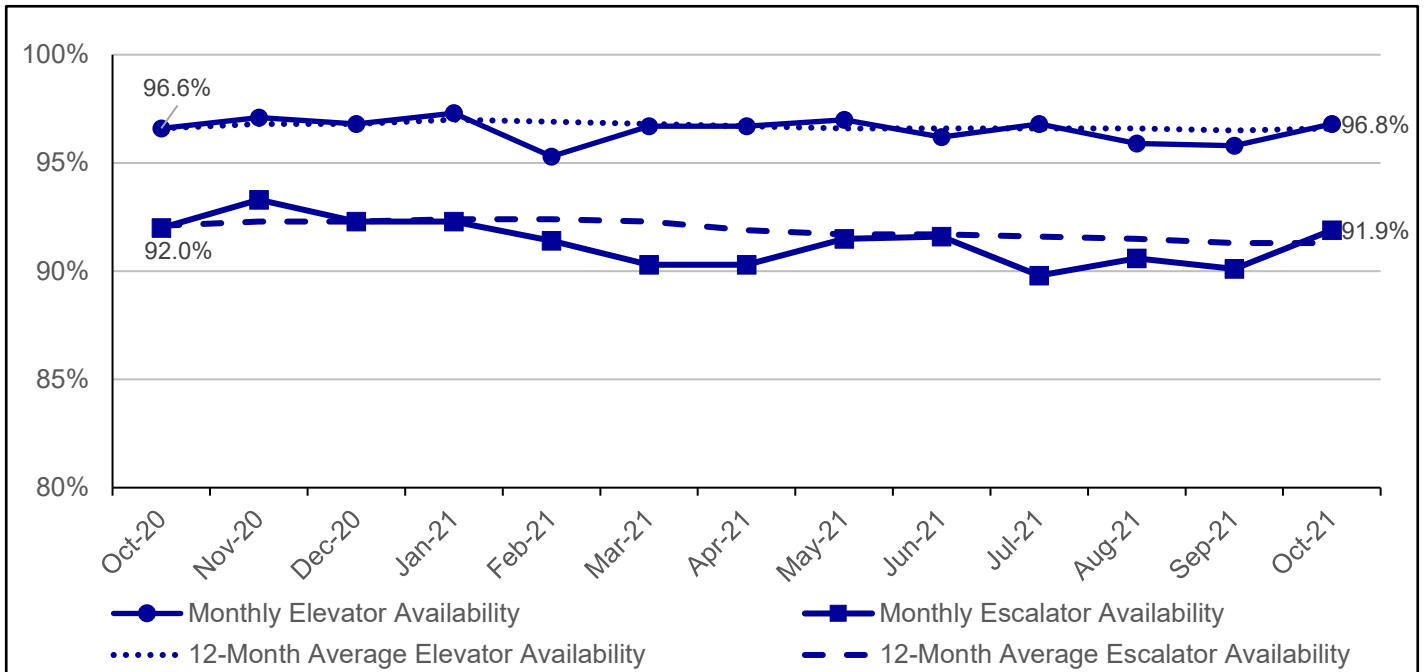
		Monthly		
	# of Cars	Oct '21	Oct '20	<u>% Change</u>
Subdivision A	2,890	204,144	208,662	-2.2%
Subdivision B	3,565	114,821	119,578	-4.0%
Systemwide	6,455	141,709	145,858	-2.8%
		12-Month Average		
	# of Cars	Oct '21	Oct '20	<u>% Change</u>
Car Class				
R46	748	56,083	59,561	-5.8%
R62	315	246,949	205,982	+19.9%
R62A	824	152,292	143,417	+6.2%
R68	425	103,693	102,197	+1.5%
R68A	200	86,603	65,980	+31.3%
R142	1,025	252,277	247,970	+1.7%
R142A	220	140,468	127,777	+9.9%
R143	212	202,337	160,337	+26.2%
R160	1,662	310,421	262,961	+18.0%
R179	318	157,541	141,389	+11.4%
R188 - New	126	437,387	226,785	+92.9%
R188 - Conversion	380	256,073	285,631	-10.3%
Subdivision A	2,890	204,255	190,777	+7.1%
Subdivision B	3,565	124,484	119,329	+4.3%
Systemwide	6,455	149,225	141,721	+5.3%

MDBF Discussion

- October 2021 MDBF was 141,709, a decrease of 2.8% from one year ago.
- 12-month average MDBF was 149.225 in October 2021, an increase of 5.3% from one year ago.
- The largest improvements in mdbf (12-month average) were on the R188 (New), R143, and R68A fleets.

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	% Change	Oct 21	Oct 20	% Change
Elevator Availability	96.8%	96.6%	+0.2%	96.5%	96.7%	-0.2%
Escalator Availability	91.9%	92.0%	-0.1%	91.3%	92.1%	-0.8%

Elevator and Escalator Availability Discussion

- October 2021 elevator availability increased by 0.2% compared to October 2020, while the 12-month average decreased by 0.2%.
- October 2021 escalator availability decreased by 0.1%, compared to September 2020, while the 12-month average decreased by 0.8%.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

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

Terminal On-Time Performance (Weekday and Weekend)

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

Train Delays (Weekday and Weekend)

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

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

Line	Oct 21					Oct 20					Desired trend
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets	Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	Change
1	70.6%	9.9%	10.2%	5.9%	74.0%	81.5%	8.3%	5.8%	2.7%	81.9%	-10.9%
2	66.8%	10.9%	11.0%	7.7%	65.7%	69.2%	11.0%	10.8%	6.1%	70.4%	-2.4%
3	64.2%	13.3%	13.4%	5.7%	65.8%	73.3%	11.3%	9.2%	4.1%	75.0%	-9.1%
4	67.5%	10.6%	10.2%	7.7%	67.2%	70.8%	10.6%	9.4%	6.3%	71.4%	-3.3%
5	66.1%	10.6%	11.0%	8.1%	66.2%	69.4%	10.2%	9.7%	7.1%	70.9%	-3.3%
6	71.0%	10.5%	9.1%	6.1%	73.4%	78.1%	10.0%	6.9%	3.2%	78.0%	-7.1%
7	71.6%	12.0%	9.8%	4.5%	74.8%	80.5%	10.2%	6.4%	1.9%	78.3%	-8.9%
S 42nd	98.9%	0.3%	0.3%	0.2%	94.6%	90.9%	0.5%	3.8%	4.3%	93.6%	8.0%
Subdivision A	68.7%	10.9%	10.4%	6.5%	70.0%	74.9%	9.9%	8.3%	4.6%	75.3%	-6.2%
A	57.4%	11.8%	14.8%	10.1%	62.5%	67.8%	11.1%	10.9%	6.3%	70.1%	-10.4%
B	52.9%	16.2%	19.1%	8.2%	65.8%	73.7%	13.3%	8.2%	2.9%	75.1%	-20.8%
C	53.9%	19.0%	18.5%	5.6%	67.9%	80.3%	12.1%	5.7%	1.2%	77.8%	-26.4%
D	49.5%	13.6%	18.7%	13.1%	66.4%	71.5%	12.3%	10.2%	4.0%	74.2%	-22.0%
E	65.1%	12.4%	12.4%	6.6%	68.1%	72.3%	11.6%	9.4%	4.4%	74.2%	-7.2%
F	57.9%	11.6%	14.2%	10.5%	65.5%	75.1%	11.9%	8.8%	2.9%	74.4%	-17.2%
S Fkln	99.5%	0.2%	0.2%	0.0%	98.5%	99.0%	0.5%	0.2%	0.1%	98.2%	0.5%
G	73.7%	12.6%	9.4%	2.3%	76.8%	82.0%	11.3%	5.2%	0.8%	79.5%	-8.3%
S Rock	91.5%	5.0%	2.5%	0.6%	93.3%	95.1%	2.7%	1.2%	0.6%	95.4%	-3.6%
JZ	77.8%	11.6%	7.8%	1.5%	79.7%	82.5%	9.7%	5.6%	1.3%	81.7%	-4.7%
L	74.1%	11.9%	8.8%	3.5%	75.4%	78.4%	11.4%	6.4%	2.6%	79.6%	-4.3%
M	64.7%	12.9%	12.5%	5.5%	71.0%	77.5%	10.8%	7.2%	2.6%	76.7%	-12.8%
N	63.7%	13.7%	13.1%	6.2%	67.8%	73.0%	11.5%	9.6%	4.0%	72.9%	-9.3%
Q	53.1%	14.9%	17.7%	9.4%	66.2%	74.9%	11.4%	8.3%	3.4%	75.5%	-21.8%
R	63.5%	12.8%	13.2%	6.6%	68.9%	72.7%	12.1%	9.3%	3.6%	74.5%	-9.2%
W	64.7%	13.1%	11.7%	6.9%	68.2%	76.5%	11.5%	7.1%	2.9%	73.7%	-11.8%
Subdivision B	63.1%	12.9%	13.3%	7.0%	69.5%	75.5%	11.4%	8.1%	3.2%	75.8%	-12.4%
Systemwide	65.6%	12.0%	12.0%	6.8%	69.8%	75.2%	10.7%	8.2%	3.9%	75.6%	-9.6%

Weekday Wait Assessment Discussion

- Wait Assessment for October 2021 decreased by 9.6% compared to October 2020.
- Wait Assessment is very sensitive to changes in headway, and the worsening was due both to trips cancelled due to the crew shortage and adjustments to adjacent trips to avoid gaps in service.

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

Line	Oct 21					Oct 20					Desired trend	
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets		Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard		Change
1	75.7%	12.1%	8.3%	1.7%	72.5%	87.1%	7.5%	3.5%	0.8%	87.9%	-11.4%	
2	63.5%	14.0%	15.6%	4.7%	65.3%	76.7%	12.6%	7.8%	1.9%	75.2%	-13.2%	
3	78.9%	11.0%	8.1%	1.1%	73.0%	79.4%	10.6%	7.6%	1.5%	83.9%	-0.5%	
4	73.2%	11.3%	9.7%	3.5%	69.2%	72.7%	9.9%	8.8%	4.9%	76.1%	+0.5%	
5	82.3%	9.1%	6.7%	0.4%	78.1%	97.8%	1.7%	0.5%	0.0%	84.6%	-15.5%	
6	77.1%	10.4%	7.8%	2.4%	70.3%	76.5%	9.0%	8.7%	3.8%	83.3%	+0.6%	
7	82.1%	9.4%	5.5%	1.7%	79.9%	83.9%	8.9%	4.9%	1.1%	84.4%	-1.8%	
S 42nd	97.7%	0.2%	1.0%	0.7%	94.8%	93.5%	0.1%	3.0%	3.1%	96.4%	+4.2%	
Subdivision A	75.0%	11.2%	9.4%	2.5%	72.2%	79.8%	9.3%	6.8%	2.4%	81.5%	-4.8%	
A	52.4%	13.8%	18.2%	11.2%	64.6%	73.4%	12.0%	9.1%	3.8%	76.4%	-21.0%	
C	51.7%	18.9%	19.5%	6.5%	69.0%	79.9%	10.7%	6.6%	1.8%	80.6%	-28.2%	
D	56.2%	17.6%	17.4%	5.3%	71.1%	81.7%	9.6%	6.1%	1.9%	78.8%	-25.5%	
E	73.0%	14.4%	8.5%	2.0%	79.7%	84.8%	8.9%	4.6%	1.1%	85.4%	-11.8%	
F	64.5%	16.6%	13.0%	3.5%	72.7%	81.7%	10.8%	5.4%	1.4%	79.9%	-17.2%	
S Fkln	98.7%	0.7%	0.2%	0.1%	97.8%	99.8%	0.2%	0.0%	0.0%	98.5%	-1.1%	
G	75.2%	11.6%	9.3%	2.1%	82.8%	88.9%	8.4%	2.3%	0.4%	85.4%	-13.7%	
S Rock	92.4%	5.2%	1.5%	0.4%	93.0%	97.1%	1.9%	0.7%	0.2%	96.6%	-4.7%	
J	73.9%	12.3%	8.7%	2.8%	80.8%	86.0%	9.4%	3.3%	0.7%	85.1%	-12.1%	
L	73.8%	13.4%	8.8%	2.3%	78.8%	84.4%	10.0%	4.3%	0.8%	84.3%	-10.6%	
M	83.4%	8.8%	5.3%	1.0%	89.0%	93.2%	5.3%	1.0%	0.3%	80.5%	-9.8%	
N	63.3%	15.9%	14.4%	4.2%	70.3%	77.3%	10.9%	8.2%	2.4%	75.1%	-14.0%	
Q	63.4%	16.2%	13.3%	4.0%	71.5%	79.9%	9.9%	7.2%	1.9%	78.9%	-16.5%	
R	69.8%	15.0%	10.7%	2.3%	75.9%	84.4%	9.1%	4.4%	1.3%	80.2%	-14.6%	
Subdivision B	67.2%	14.4%	12.0%	3.9%	74.9%	82.6%	9.7%	5.4%	1.6%	81.0%	-15.4%	
Systemwide	70.7%	13.0%	10.8%	3.3%	73.7%	81.4%	9.5%	6.0%	1.9%	81.2%	-10.7%	

Weekend Wait Assessment Discussion

- October 2021 Wait Assessment worsened by 10.7% compared to October 2020.
- Wait Assessment is very sensitive to changes in headway, and the worsening was due both to trips cancelled due to the crew shortage and adjustments to adjacent trips to avoid gaps in service.

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>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
1	86.7%	92.0%	-5.3%
2	83.3%	84.8%	-1.5%
3	86.4%	91.7%	-5.3%
4	84.0%	90.5%	-6.5%
5	86.4%	89.9%	-3.5%
6	85.6%	92.9%	-7.3%
7	91.0%	96.9%	-5.9%
S 42nd	99.9%	99.8%	+0.1%
Subdivision A	88.7%	93.1%	-4.4%
A	66.5%	80.6%	-14.1%
B	72.1%	87.3%	-15.2%
C	70.8%	89.1%	-18.3%
D	67.9%	81.3%	-13.4%
E	72.3%	80.7%	-8.4%
F	68.1%	80.4%	-12.3%
S Fkln	99.7%	99.9%	-0.2%
G	83.1%	91.7%	-8.6%
S Rock	97.0%	98.2%	-1.2%
JZ	91.6%	92.8%	-1.2%
L	92.6%	94.6%	-2.0%
M	79.4%	93.7%	-14.3%
NW	78.0%	81.9%	-3.9%
Q	76.0%	92.0%	-16.0%
R	79.5%	89.5%	-10.0%
Subdivision B	79.2%	88.2%	-9.0%
Systemwide	83.3%	90.4%	-7.1%

Weekday Terminal On-Time Performance Discussion

- October weekday OTP worsened by 7.1% compared to the prior year.
- Weekday OTP improved compared to September 2021 on 18 of the 20 non-shuttle lines.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
1	89.3%	93.6%	-4.3%
2	61.1%	77.1%	-16.0%
3	74.1%	75.6%	-1.5%
4	84.2%	82.9%	+1.3%
5	86.3%	99.0%	-12.7%
6	84.8%	87.3%	-2.5%
7	90.7%	95.2%	-4.5%
S 42nd	99.7%	99.5%	+0.2%
Subdivision A	85.2%	89.6%	-4.4%
A	58.3%	84.5%	-26.2%
C	60.6%	81.6%	-21.0%
D	70.5%	94.3%	-23.8%
E	84.4%	80.0%	+4.4%
F	79.2%	85.0%	-5.8%
S Fkn	99.4%	100.0%	-0.6%
G	85.4%	91.8%	-6.4%
S Rock	98.4%	99.0%	-0.6%
J	85.3%	92.2%	-6.9%
L	92.0%	97.9%	-5.9%
M	95.1%	99.2%	-4.1%
N	69.8%	80.8%	-11.0%
Q	78.5%	88.7%	-10.2%
R	83.3%	89.7%	-6.4%
Subdivision B	81.5%	90.6%	-9.1%
Systemwide	83.0%	90.2%	-7.2%

Weekend Terminal On-Time Performance Discussion

- October 2021 weekend OTP worsened by 7.2% compared to the prior year.

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

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

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (21)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>977</u>	<u>47</u>	<u>3.4%</u>
Rail and Roadbed	769	37	2.7%
Fire, Smoke, Debris	208	10	0.7%
Signal Failures and Emergency Remediation	2,694	128	9.3%
Subway Car	<u>1,491</u>	<u>71</u>	<u>5.2%</u>
Door-Related	221	11	0.8%
Propulsion	362	17	1.2%
Braking	386	18	1.3%
Other	522	25	1.8%
Stations and Structure	490	23	1.7%
Other Internal	<u>11,164</u>	<u>532</u>	<u>38.8%</u>
Service Delivery (e.g. crew performance)	320	15	1.1%
Crew Availability (e.g. operator vacancy)	10,624	506	36.9%
Train Brake Activation - cause unknown	160	8	0.6%
Other Internal Disruptions (e.g. IT system failure)	60	3	0.2%
External	<u>4,244</u>	<u>202</u>	<u>14.7%</u>
Public Conduct, Crime, Police Response	2,086	99	7.2%
Sick/Injured Customer	645	31	2.3%
Persons on Roadbed (including persons struck by train)	1,043	50	3.6%
External Debris on Roadbed (e.g., trees, shopping cart)	201	10	0.7%
Inclement Weather	70	3	0.2%
External Agency or Utility	199	9	0.7%
Operating Environment	3,555	169	12.3%
Planned Right-of-Way Work	4,200	200	14.6%
Total Trains Delayed	<u>28,815</u>	<u>1,372</u>	<u>100%</u>

Subway Weekend Trains Delayed
Monthly - October 2021
(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>137</u>	<u>14</u>	<u>1.5%</u>
Rail and Roadbed	109	11	1.2%
Fire, Smoke, Debris	28	3	0.3%
Signal Failures and Emergency Remediation	686	69	7.5%
Subway Car	<u>318</u>	<u>32</u>	<u>3.5%</u>
Door-Related	88	9	1.0%
Propulsion	28	3	0.3%
Braking	100	10	1.1%
Other	102	10	1.1%
Stations and Structure	42	4	0.5%
Other Internal	<u>3,519</u>	<u>352</u>	<u>38.5%</u>
Service Delivery (e.g. crew performance)	104	10	1.1%
Crew Availability (e.g. operator vacancy)	3,351	335	36.7%
Train Brake Activation - cause unknown	29	3	0.3%
Other Internal Disruptions (e.g. IT system failure)	35	4	0.4%
External	<u>1,195</u>	<u>120</u>	<u>13.1%</u>
Public Conduct, Crime, Police Response	665	67	7.3%
Sick/Injured Customer	179	18	2.0%
Persons on Roadbed (including persons struck by train)	193	19	2.1%
External Debris on Roadbed (e.g., trees, shopping cart)	71	7	0.8%
Inclement Weather	26	3	0.3%
External Agency or Utility	61	6	0.7%
Operating Environment	1,555	156	17.0%
Planned Right-of-Way Work	1,679	168	18.4%
Total Trains Delayed	<u>9,131</u>	<u>913</u>	<u>100%</u>

Customer Service Report: Buses

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



The launch of new busways on Jamaica and Archer Avenues in Southeast Queens will speed commutes for 250,000 daily riders across 26 bus routes. MTA Bus Company Acting President Frank Annicaro, NYC Transit Interim President Craig Cipriano, and NYC Department of Transportation (DOT) Commissioner Hank Gutman (from left to right), had a ride along on the brand new busway at the joint announcement of the official opening.

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: October 2021			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	93.3%	96.2%	-2.9%	94.1%	96.4%	-2.3%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*	0:02:13	0:01:28	0:00:45	0:01:50	0:01:38	0:00:12
	Additional Travel Time (h:mm:ss) (Chart 5)*	0:00:53	-0:00:31	0:01:24	-0:00:12	0:00:27	-0:00:39
	Customer Journey Time Performance (Chart 7)*	69.1%	80.5%	-11.4%	77.1%	74.6%	2.5%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	7,065	9,005	-21.5%	7,487	8,190	-8.6%
	Speed (MPH) (Chart 11)	7.9	8.3	-4.8%	8.2	8.3	-1.2%
Legacy Indicators	Wait Assessment (Chart 13)	72.0%	80.9%	-8.9%	77.0%	79.6%	-2.6%
	System MDBSI (Chart 16)	2,914	3,419	-14.8%	3,230	3,494	-7.6%
	NYCT Bus	2,847	3,245	-12.3%	3,154	3,317	-4.9%
	MTA Bus	3,143	4,124	-23.8%	3,491	4,187	-16.6%
	System Trips Completed (Chart 17)*	95.4%	97.6%	-2.2%	95.7%	98.4%	-2.7%
	NYCT Bus	95.4%	97.9%	-2.5%	95.7%	98.5%	-2.8%
	MTA Bus	95.4%	96.3%	-0.9%	95.8%	98.0%	-2.2%
	System AM Pull Out (Chart 18)*	95.7%	97.6%	-1.9%	95.8%	98.7%	-2.9%
	NYCT Bus	95.7%	98.1%	-2.4%	95.9%	98.9%	-3.0%
	MTA Bus	95.7%	95.8%	-0.1%	95.5%	98.2%	-2.7%
	System PM Pull Out (Chart 19)*	96.7%	98.4%	-1.7%	96.8%	99.0%	-2.2%
	NYCT Bus	96.9%	98.6%	-1.7%	97.0%	99.1%	-2.1%
	MTA Bus	96.1%	97.6%	-1.5%	96.2%	98.6%	-2.4%
	System Buses >= 12 years	25.0%	19.0%				
	NYCT Bus	14.4%	7.3%				
	MTA Bus	63.0%	60.0%				
	System Fleet Age	8.2	7.9				
NYCT Bus	7.2	6.8					
MTA Bus	11.8	11.6					

System refers to the combined results of NYCT Bus and MTA Bus. Change values for time- and percentage-based metrics are calculated as absolute values. All other change values are calculated as percentage changes.

- *NOTE:** Due to severe disruptions in bus ridership and service associated with the COVID-19 pandemic, this report includes the following adjustments:
- 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

Note: The metrics in this report are preliminary

Section 1: Customer Focused Metrics

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

Performance Indicator Definitions

Service Delivered

Service Delivered (sometimes referred to as throughput) measures our ability to deliver the scheduled service. It is calculated as the percentage of scheduled bus trips that are actually provided during peak hours (7-9am and 4-7pm on weekdays). Service Delivered is measured at the peak load point, which is the stop on the route where the bus is most crowded, using GPS tracking data from buses as well as bus depot operations records.

Additional Bus Stop Time (ABST)

Additional Bus Stop Time (ABST) is the estimated average extra time that customers wait at a stop for a bus, compared with their scheduled wait time. The measure assumes customers arrive at the bus stop at a uniform rate, except for routes with longer headways, where customers arrive more closely aligned to the schedule. ABST (sometimes referred to as Excess Wait Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ABST is estimated using customers' MetroCard swipes and OMNY taps on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. ABST is reported for trips starting between 4am to 11pm on weekdays.

Additional Travel Time (ATT)

Additional Travel Time (ATT) is the estimated average extra time customers are onboard the bus compared to their scheduled onboard time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ATT is estimated using customers' MetroCard swipes and OMNY taps on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. ATT is reported for trips starting between 4am to 11pm on weekdays.

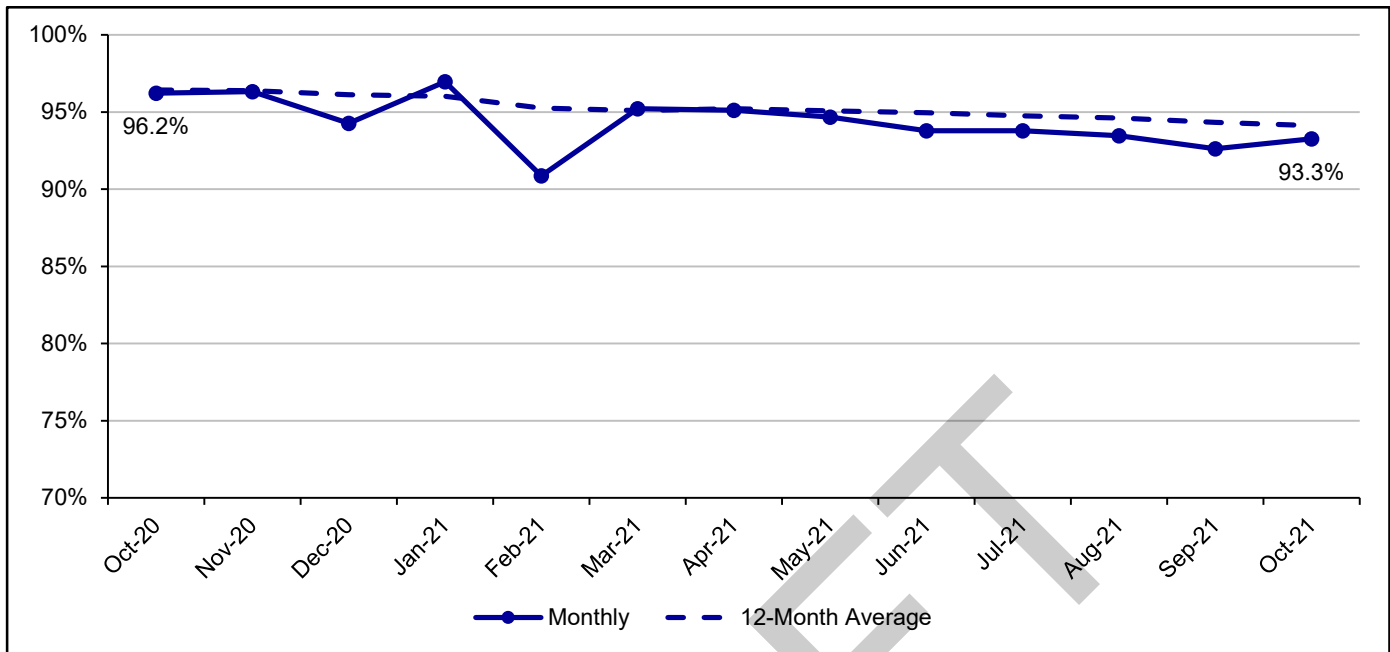
Customer Journey Time Performance (CJTP)

Customer Journey Time Performance (CJTP) estimates the percentage of customers who complete their journey (ABST + ATT) within 5 minutes of the scheduled time. This is a new indicator for the MTA, but is used by other transit agencies to measure service. CJTP is measured using customers' MetroCard swipes and OMNY taps on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. CJTP is reported for trips starting between 4am to 11pm on weekdays.

Note: The metrics in this report are preliminary

Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	Change (Pts)	Oct 21	Oct 20	Change (Pts)
Bronx	94.4%	97.8%	-3.4%	95.1%	97.5%	-2.4%
Brooklyn	92.5%	96.6%	-4.1%	94.0%	96.7%	-2.7%
Manhattan	95.4%	98.6%	-3.2%	96.6%	97.0%	-0.4%
Queens	93.5%	94.8%	-1.3%	93.7%	95.6%	-1.9%
Staten Island	89.8%	94.7%	-4.9%	91.2%	96.0%	-4.8%
Systemwide	93.3%	96.2%	-2.9%	94.1%	96.4%	-2.3%

Service Delivered Discussion

- Service Delivered in October 2021 decreased by 2.9 percentage points to 93.3 percent compared to October 2020, and decreased by 2.3 percentage points to 94.1 percent on a 12-month average basis.

Note: The metrics in this report are preliminary

**Service Delivered
Monthly
(Peak Hours)**

Desired trend

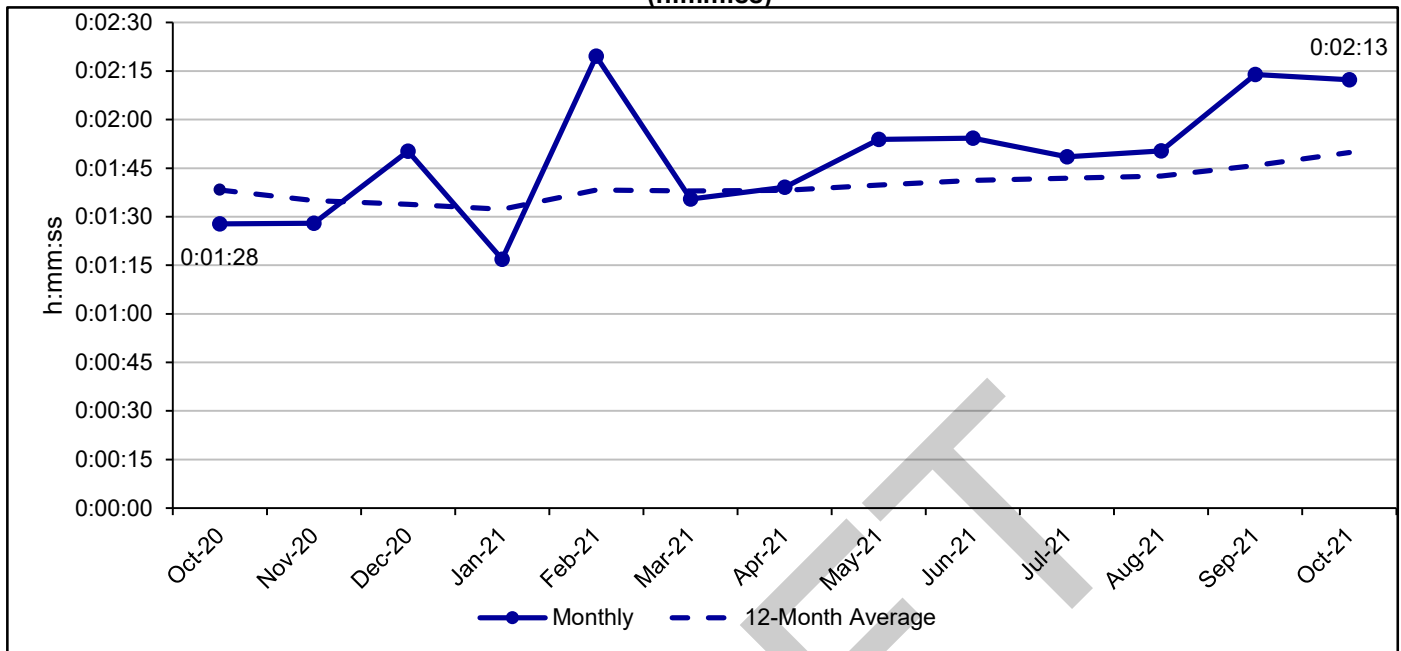


<u>Borough</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change (Pts)</u>
Bronx	94.4%	97.8%	-3.4%
Local/Limited	94.2%	97.2%	-3.0%
Select Bus Service	93.9%	100.8%	-6.9%
Express	96.0%	99.9%	-3.9%
Brooklyn	92.5%	96.6%	-4.1%
Local/Limited	92.3%	96.4%	-4.1%
Select Bus Service	92.2%	95.8%	-3.6%
Express	94.2%	98.8%	-4.6%
Manhattan	95.4%	98.6%	-3.2%
Local/Limited	96.1%	98.4%	-2.3%
Select Bus Service	93.9%	98.9%	-5.0%
Express	N/A	N/A	N/A
Queens	93.5%	94.8%	-1.3%
Local/Limited	93.3%	94.5%	-1.2%
Select Bus Service	95.5%	97.0%	-1.5%
Express	94.0%	96.3%	-2.3%
Staten Island	89.8%	94.7%	-4.9%
Local/Limited	89.4%	94.8%	-5.4%
Select Bus Service	90.8%	95.5%	-4.7%
Express	90.2%	94.6%	-4.4%
Systemwide	93.3%	96.2%	-2.9%
Local/Limited	93.3%	95.9%	-2.6%
Select Bus Service	93.7%	98.2%	-4.5%
Express	92.8%	96.6%	-3.8%

Note: The metrics in this report are preliminary

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

Desired trend




	Monthly			12-Month Average		
	Oct 21	Oct 20	Change	Oct 21	Oct 20	Change
Bronx	0:02:05	0:01:22	+0:00:43	0:01:46	0:01:41	+0:00:05
Brooklyn	0:02:40	0:01:39	+0:01:01	0:02:09	0:01:49	+0:00:20
Manhattan	0:01:34	0:01:09	+0:00:25	0:01:19	0:01:15	+0:00:04
Queens	0:02:06	0:01:26	+0:00:40	0:01:45	0:01:36	+0:00:09
Staten Island	0:03:10	0:02:09	+0:01:01	0:02:42	0:02:01	+0:00:41
Systemwide	0:02:13	0:01:28	+0:00:45	0:01:50	0:01:38	+0:00:12

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in October 2021 increased by 45 seconds compared to October 2020, and increased by 12 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 excluded from the 12-month average.

Note: The metrics in this report are preliminary

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

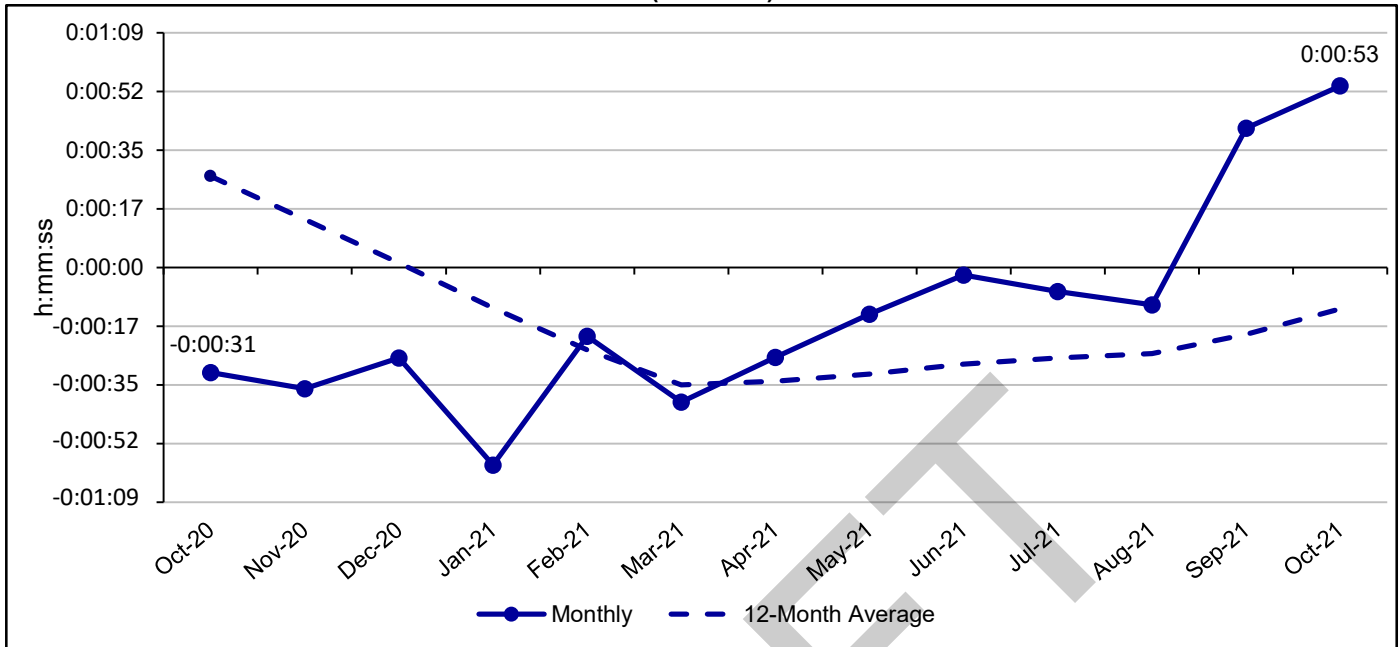
Desired trend 

<u>Borough</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
Bronx	0:02:05	0:01:22	0:00:43
Local/Limited	0:02:06	0:01:23	0:00:43
Select Bus Service	0:01:46	0:01:04	0:00:42
Express	0:03:11	0:01:59	0:01:12
Brooklyn	0:02:40	0:01:39	0:01:01
Local/Limited	0:02:46	0:01:41	0:01:05
Select Bus Service	0:01:55	0:01:19	0:00:36
Express	0:03:30	0:02:09	0:01:21
Manhattan	0:01:34	0:01:09	0:00:25
Local/Limited	0:01:46	0:01:17	0:00:29
Select Bus Service	0:01:15	0:00:50	0:00:25
Express	N/A	N/A	N/A
Queens	0:02:06	0:01:26	0:00:40
Local/Limited	0:02:10	0:01:26	0:00:44
Select Bus Service	0:01:26	0:01:13	0:00:13
Express	0:02:41	0:02:12	0:00:29
Staten Island	0:03:10	0:02:09	0:01:01
Local/Limited	0:03:32	0:02:18	0:01:14
Select Bus Service	0:02:14	0:01:22	0:00:52
Express	0:02:11	0:01:46	0:00:25
Systemwide	0:02:13	0:01:28	0:00:45
Local/Limited	0:02:19	0:01:30	0:00:49
Select Bus Service	0:01:32	0:01:03	0:00:29
Express	0:02:43	0:01:57	0:00:46

Note: The metrics in this report are preliminary

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

Desired trend




	Monthly			12-Month Average		
	Oct 21	Oct 20	Change	Oct 21	Oct 20	Change
Bronx	0:01:03	-0:00:05	+0:01:08	0:00:08	0:00:45	-0:00:37
Brooklyn	0:00:59	-0:00:32	+0:01:31	-0:00:08	0:00:28	-0:00:36
Manhattan	0:00:21	-0:00:41	+0:01:02	-0:00:29	0:00:06	-0:00:35
Queens	0:01:04	-0:00:36	+0:01:40	-0:00:11	0:00:32	-0:00:43
Staten Island	0:00:25	-0:01:49	+0:02:14	-0:01:36	-0:00:21	-0:01:15
Systemwide	0:00:53	-0:00:31	+0:01:24	-0:00:12	0:00:27	-0:00:39

Additional Travel Time Discussion

- Additional Travel Time in October 2021 increased by 1 minute and 24 seconds compared to October 2020, and decreased by 39 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 excluded from the 12-month average.

Note: The metrics in this report are preliminary

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

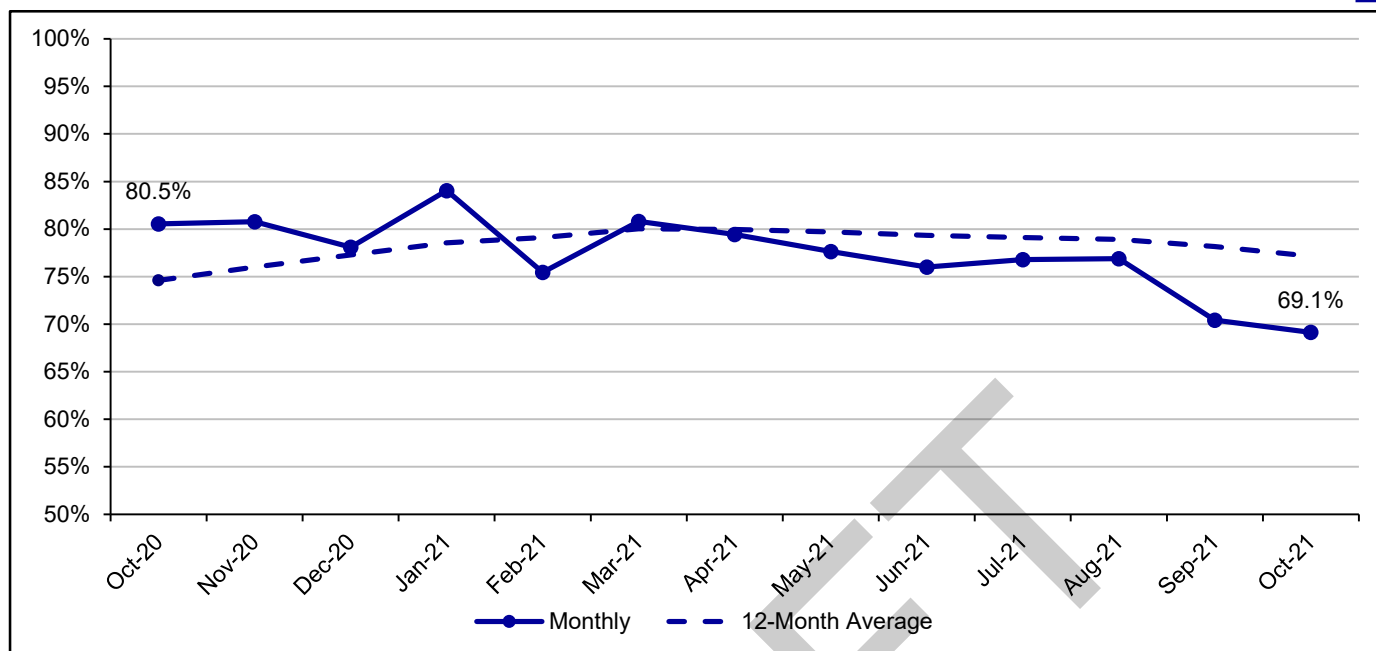
Desired trend 

<u>Borough</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change</u>
Bronx	0:01:03	-0:00:05	+0:01:08
Local/Limited	0:00:52	-0:00:06	+0:00:58
Select Bus Service	0:01:28	-0:00:01	+0:01:29
Express	0:06:51	0:00:20	+0:06:31
Brooklyn	0:00:59	-0:00:32	+0:01:31
Local/Limited	0:00:53	-0:00:32	+0:01:25
Select Bus Service	0:01:32	-0:00:17	+0:01:49
Express	0:03:41	-0:02:48	+0:06:29
Manhattan	0:00:21	-0:00:41	+0:01:02
Local/Limited	0:00:21	-0:00:40	+0:01:01
Select Bus Service	0:00:21	-0:00:45	+0:01:06
Express	N/A	N/A	N/A
Queens	0:01:04	-0:00:36	+0:01:40
Local/Limited	0:01:00	-0:00:38	+0:01:38
Select Bus Service	0:00:46	0:00:15	+0:00:31
Express	0:08:06	-0:02:08	+0:10:14
Staten Island	0:00:25	-0:01:49	+0:02:14
Local/Limited	0:00:06	-0:00:55	+0:01:01
Select Bus Service	0:00:54	-0:00:21	+0:01:15
Express	0:01:25	-0:07:03	+0:08:28
Systemwide	0:00:53	-0:00:31	+0:01:24
Local/Limited	0:00:49	-0:00:28	+0:01:17
Select Bus Service	0:00:52	-0:00:22	+0:01:14
Express	0:04:21	-0:03:50	+0:08:11

Note: The metrics in this report are preliminary

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

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	Change (Pts)	Oct 21	Oct 20	Change (Pts)
Bronx	68.7%	79.0%	-10.3%	75.7%	72.9%	+2.8%
Brooklyn	65.5%	78.3%	-12.8%	74.2%	72.9%	+1.3%
Manhattan	76.4%	84.0%	-7.6%	82.3%	79.6%	+2.7%
Queens	69.0%	82.3%	-13.3%	78.3%	74.8%	+3.5%
Staten Island	67.6%	81.2%	-13.6%	77.9%	73.9%	+4.0%
Systemwide	69.1%	80.5%	-11.4%	77.1%	74.6%	+2.5%

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in October 2021 decreased by 11.4 percentage points to 69.1 percent compared to October 2020, and increased by 2.5 percentage points to 77.1 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 excluded from the 12-month average.

Note: The metrics in this report are preliminary

Customer Journey Time Performance Monthly

Desired trend

<u>Borough</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change (Pts)</u>
Bronx	68.7%	79.0%	-10.3%
Local/Limited	69.6%	79.2%	-9.6%
Select Bus Service	65.7%	79.3%	-13.6%
Express	41.9%	65.6%	-23.7%
Brooklyn	65.5%	78.3%	-12.8%
Local/Limited	65.7%	78.1%	-12.4%
Select Bus Service	65.5%	79.6%	-14.1%
Express	51.8%	77.7%	-25.9%
Manhattan	76.4%	84.0%	-7.6%
Local/Limited	74.2%	82.3%	-8.1%
Select Bus Service	80.0%	88.1%	-8.1%
Express	N/A	N/A	N/A
Queens	69.0%	82.3%	-13.3%
Local/Limited	69.4%	82.8%	-13.4%
Select Bus Service	69.5%	74.0%	-4.5%
Express	35.9%	73.1%	-37.2%
Staten Island	67.6%	81.2%	-13.6%
Local/Limited	69.3%	80.4%	-11.1%
Select Bus Service	68.0%	77.9%	-9.9%
Express	60.2%	86.7%	-26.5%
Systemwide	69.1%	80.5%	-11.4%
Local/Limited	69.0%	80.4%	-11.4%
Select Bus Service	72.4%	82.4%	-10.0%
Express	49.9%	78.0%	-28.1%

Note: The metrics in this report are preliminary

Section 2: Inputs to Operations

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

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

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

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

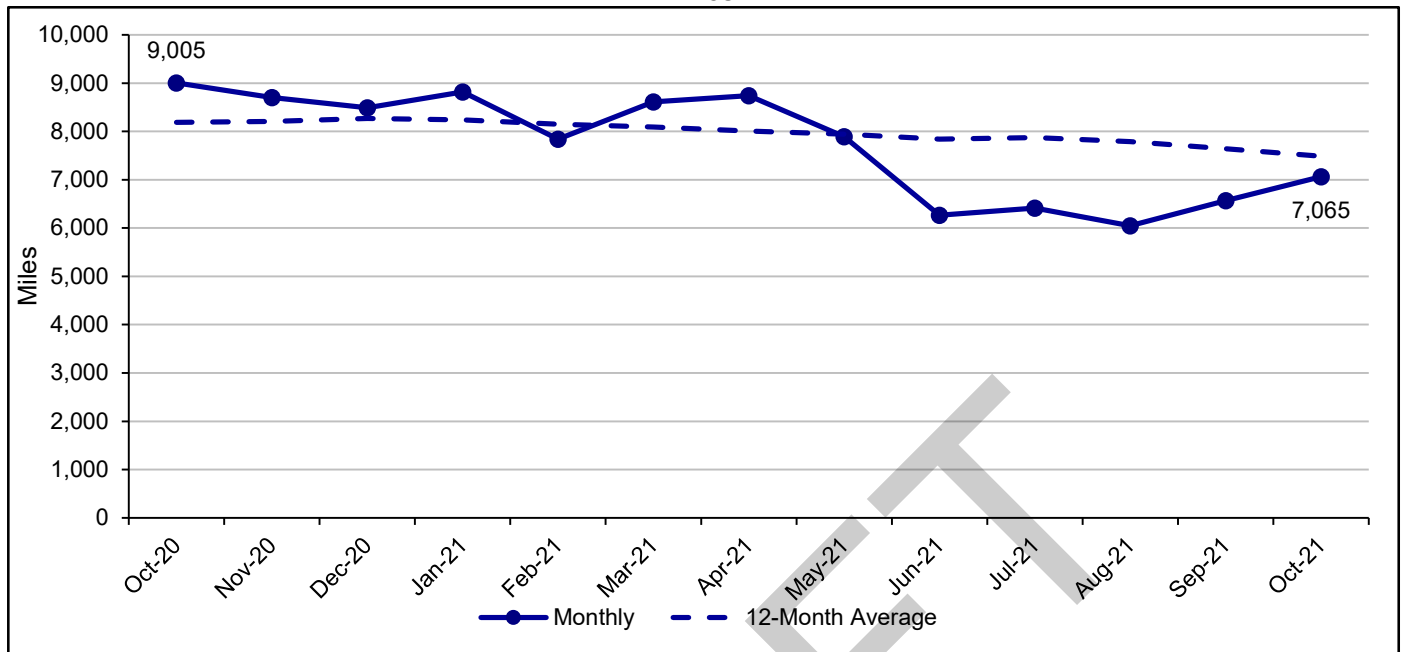
Bus Speeds

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

Note: The metrics in this report are preliminary

Mean Distance Between Failures (24 Hours) Miles

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	% Change	Oct 21	Oct 20	% Change
Bronx	4,988	6,620	-24.6%	5,302	6,120	-13.4%
Brooklyn	7,237	9,741	-25.7%	8,236	8,593	-4.2%
Manhattan	4,168	5,516	-24.4%	4,657	5,268	-11.6%
Queens	7,542	8,791	-14.2%	7,378	8,057	-8.4%
Staten Island	20,618	28,194	-26.9%	23,322	24,354	-4.2%
Systemwide	7,065	9,005	-21.5%	7,487	8,190	-8.6%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in October 2021 decreased by 21.5 percent to 7,065 miles compared to October 2020, and decreased by 8.6 percent to 7,487 miles on a 12-month average basis.

Note: The metrics in this report are preliminary

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

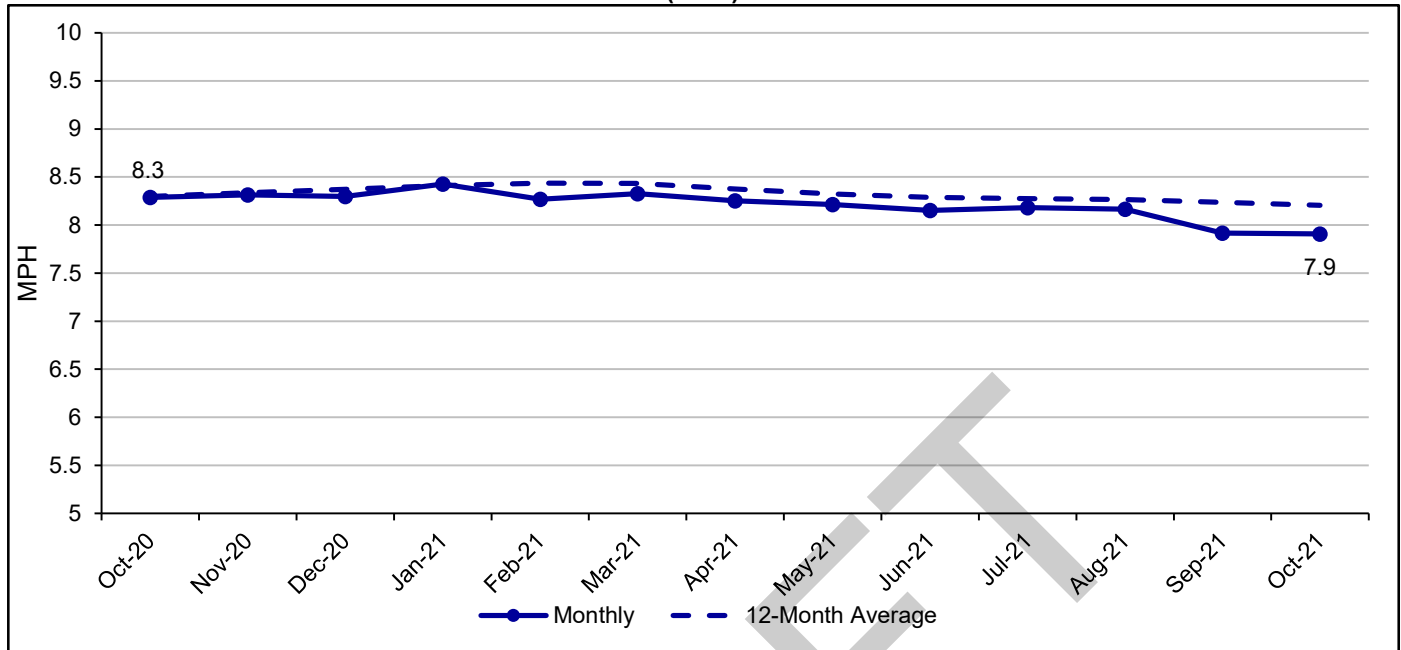
Desired trend 

<u>Borough</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>% Change</u>
Bronx	5,302	6,120	-13.4%
Local/Limited	4,643	5,270	-11.9%
Select Bus Service	6,326	9,736	-35.0%
Express	9,170	10,663	-14.0%
Brooklyn	8,236	8,593	-4.2%
Local/Limited	8,099	8,195	-1.2%
Select Bus Service	10,139	14,084	-28.0%
Express	8,998	10,785	-16.6%
Manhattan	4,657	5,268	-11.6%
Local/Limited	4,240	4,512	-6.0%
Select Bus Service	6,665	9,959	-33.1%
Express	N/A	N/A	N/A
Queens	7,378	8,057	-8.4%
Local/Limited	7,009	7,877	-11.0%
Select Bus Service	7,351	7,557	-2.7%
Express	9,766	9,339	+4.6%
Staten Island	23,322	24,354	-4.2%
Local/Limited	23,358	22,513	+3.8%
Select Bus Service	37,043	83,320	-55.5%
Express	22,470	24,198	-7.1%
Systemwide	7,487	8,190	-8.6%
Local/Limited	6,687	7,230	-7.5%
Select Bus Service	7,958	10,592	-24.9%
Express	13,020	13,641	-4.6%

Note: The metrics in this report are preliminary

Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	% Change	Oct 21	Oct 20	% Change
Bronx	7.4	7.7	-3.9%	7.6	7.7	-1.3%
Brooklyn	7.0	7.5	-6.7%	7.4	7.5	-1.3%
Manhattan	6.0	6.4	-6.3%	6.3	6.4	-1.6%
Queens	8.8	9.4	-6.4%	9.3	9.3	0.0%
Staten Island	13.8	14.2	-2.8%	14.2	14.0	+1.4%
Systemwide	7.9	8.3	-4.8%	8.2	8.3	-1.2%

Speed Discussion

- Bus Speeds in October 2021 decreased by 4.8 percent to 7.9 mph compared to October 2020, and decreased by 1.2 percent to 8.2 mph on a 12-month average basis.

Note: The metrics in this report are preliminary

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

<u>Borough</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>% Change</u>
Bronx	7.4	7.7	-3.9%
Local/Limited	6.7	7.1	-5.6%
Select Bus Service	8.6	9.0	-4.4%
Express	11.2	12.3	-8.9%
Brooklyn	7.0	7.5	-6.7%
Local/Limited	6.8	7.3	-6.8%
Select Bus Service	8.2	8.8	-6.8%
Express	12.3	13.8	-10.9%
Manhattan	6.0	6.4	-6.3%
Local/Limited	5.8	6.1	-4.9%
Select Bus Service	7.0	7.5	-6.7%
Express	N/A	N/A	N/A
Queens	8.8	9.4	-6.4%
Local/Limited	8.5	9.1	-6.6%
Select Bus Service	11.0	11.7	-6.0%
Express	12.6	14.4	-12.5%
Staten Island	13.8	14.2	-2.8%
Local/Limited	11.8	12.4	-4.8%
Select Bus Service	14.3	14.9	-4.0%
Express	16.9	18.3	-7.7%
Systemwide	7.9	8.3	-4.8%
Local/Limited	7.4	7.8	-5.1%
Select Bus Service	8.9	9.4	-5.3%
Express	13.5	14.7	-8.2%

Note: The metrics in this report are preliminary

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment

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

Bus Mean Distance Between Service Interruptions

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

Bus Percentage of Completed Trips

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

Bus AM Weekday Pull Out Performance

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

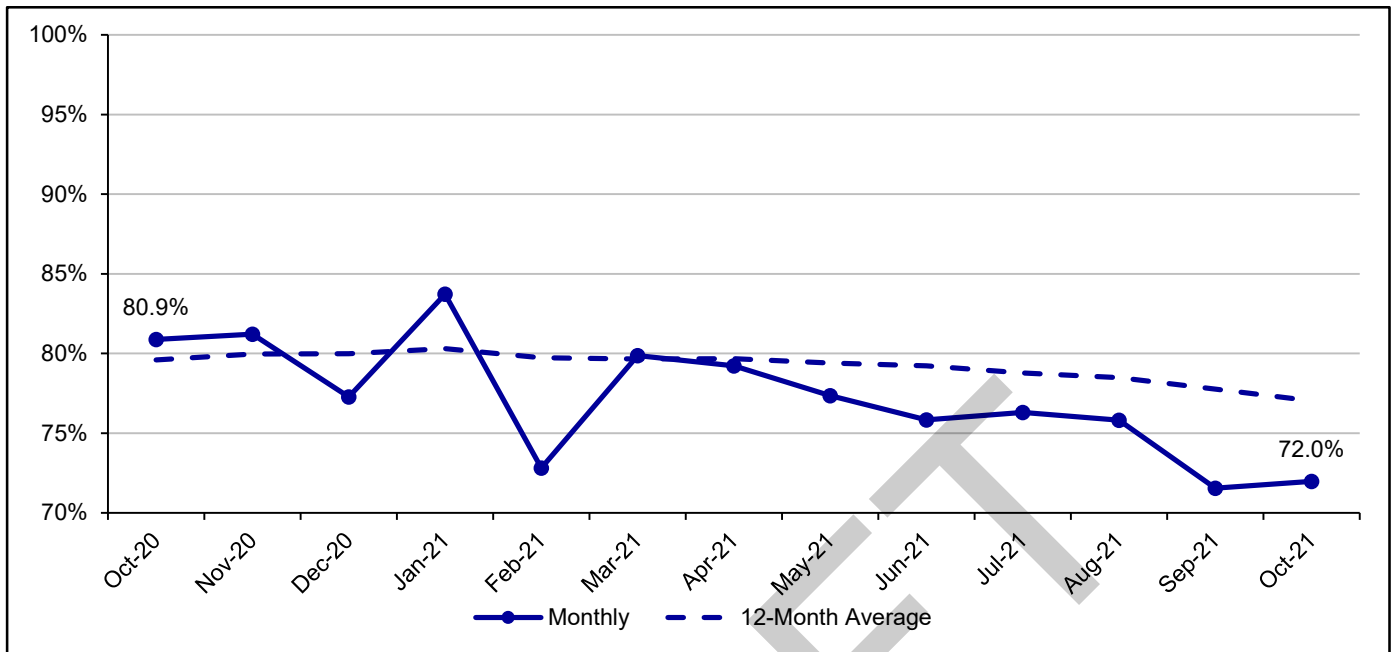
Bus PM Weekday Pull Out Performance

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

Note: The metrics in this report are preliminary

Wait Assessment


Desired trend



	Monthly			12-Month Average		
	Oct 21	Oct 20	Change (Pts)	Oct 21	Oct 20	Change (Pts)
Bronx	72.0%	80.9%	-8.9%	76.2%	79.2%	-3.0%
Brooklyn	67.8%	77.9%	-10.1%	73.5%	76.7%	-3.2%
Manhattan	75.1%	83.3%	-8.2%	80.4%	80.1%	+0.3%
Queens	74.3%	82.1%	-7.8%	79.1%	81.4%	-2.3%
Staten Island	70.5%	80.9%	-10.4%	76.1%	81.9%	-5.8%
Systemwide	72.0%	80.9%	-8.9%	77.0%	79.6%	-2.6%

Note: The metrics in this report are preliminary

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Oct 21</u>	<u>Oct 20</u>	<u>Change (Pts)</u>
Bronx	72.0%	80.9%	-8.9%
Local/Limited	71.7%	80.5%	-8.8%
Select Bus Service	70.0%	82.3%	-12.3%
Express	79.7%	88.3%	-8.6%
Brooklyn	67.8%	77.9%	-10.1%
Local/Limited	67.6%	77.9%	-10.3%
Select Bus Service	73.0%	80.5%	-7.5%
Express	72.2%	79.9%	-7.7%
Manhattan	75.1%	83.3%	-8.2%
Local/Limited	74.6%	82.7%	-8.1%
Select Bus Service	77.9%	88.1%	-10.2%
Express	N/A	N/A	N/A
Queens	74.3%	82.1%	-7.8%
Local/Limited	74.1%	82.1%	-8.0%
Select Bus Service	81.2%	83.3%	-2.1%
Express	77.2%	81.8%	-4.6%
Staten Island	70.5%	80.9%	-10.4%
Local/Limited	69.7%	80.4%	-10.7%
Select Bus Service	71.8%	82.5%	-10.7%
Express	73.5%	82.8%	-9.3%
Systemwide	72.0%	80.9%	-8.9%
Local/Limited	71.6%	80.6%	-9.0%
Select Bus Service	76.6%	84.9%	-8.3%
Express	75.7%	83.7%	-8.0%

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

Desired trend 

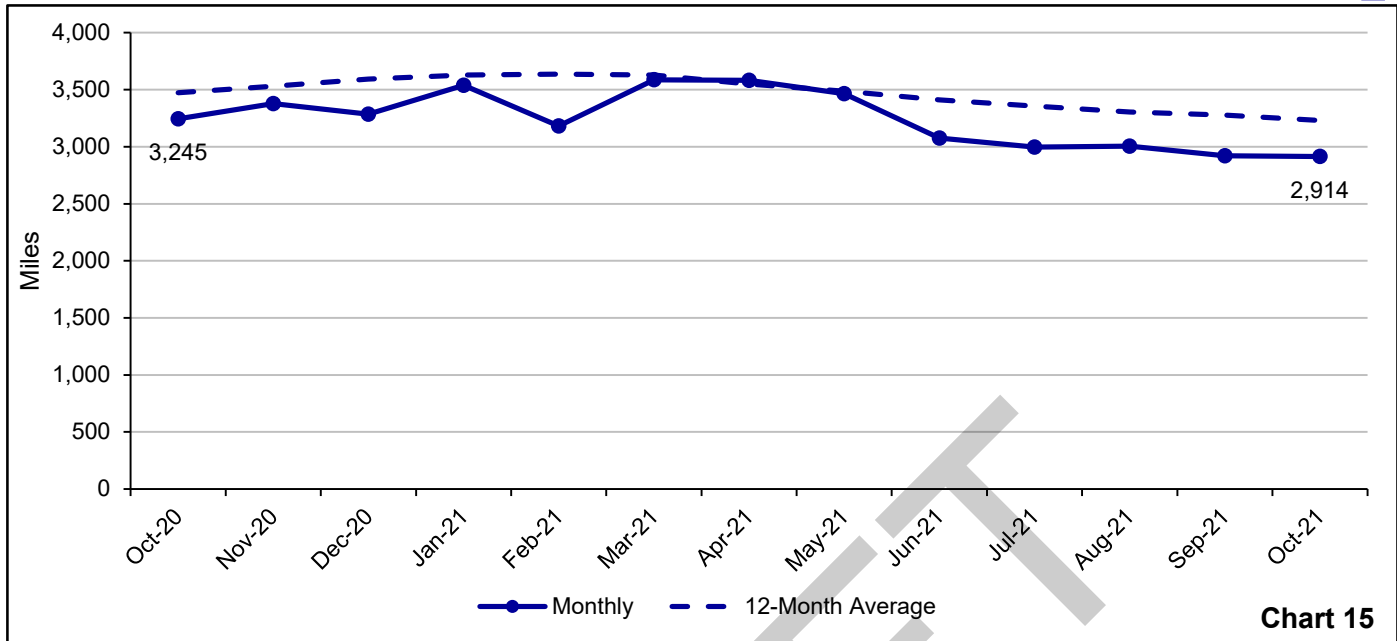


Chart 15

	Monthly			12-Month Average		
	Oct 21	Oct 20	% Change	Oct 21	Oct 20	% Change
Systemwide	2,914	3,245	-10.2%	3,230	3,473	-7.0%

Bus Percentage of Completed Trips

Desired trend 

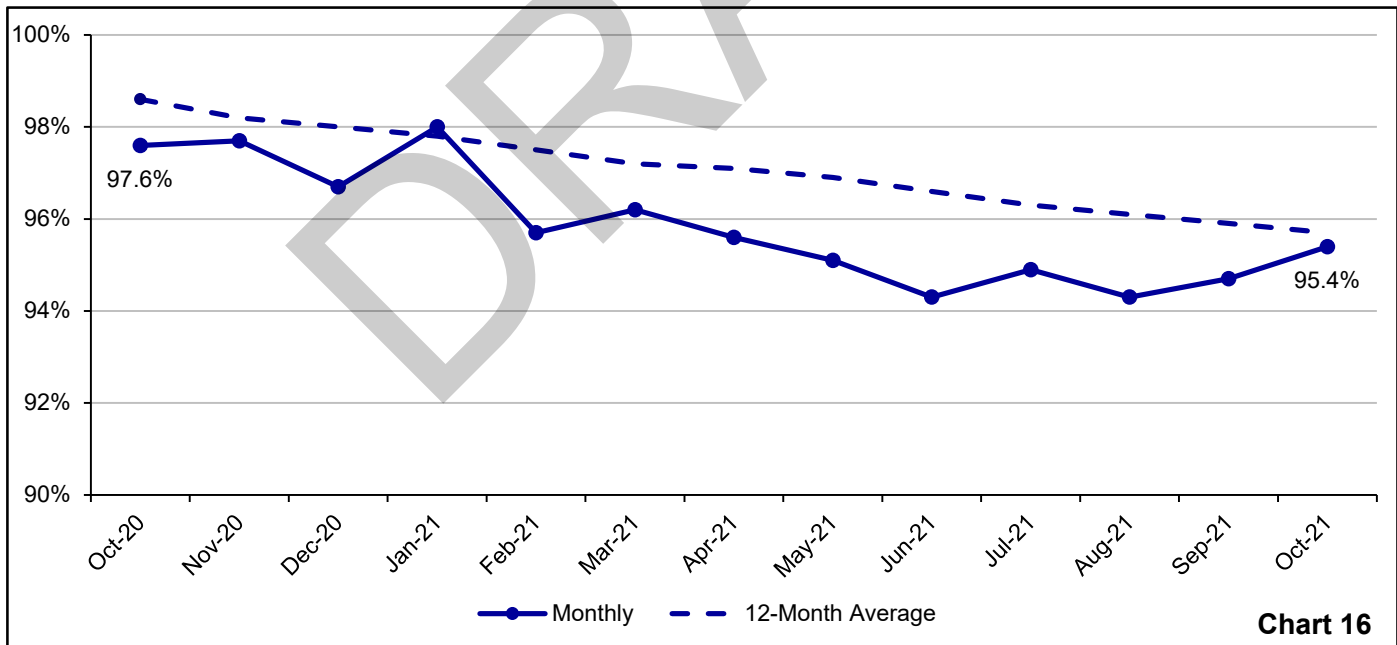



Chart 16

	Monthly			12-Month Average		
	Oct 21	Oct 20	Change (Pts)	Oct 21	Oct 20	Change (Pts)
Systemwide	95.4%	97.6%	-2.2%	95.7%	98.6%	-2.9%

Note: The metrics in this report are preliminary

Bus AM Weekday Pull Out Performance

Desired trend 

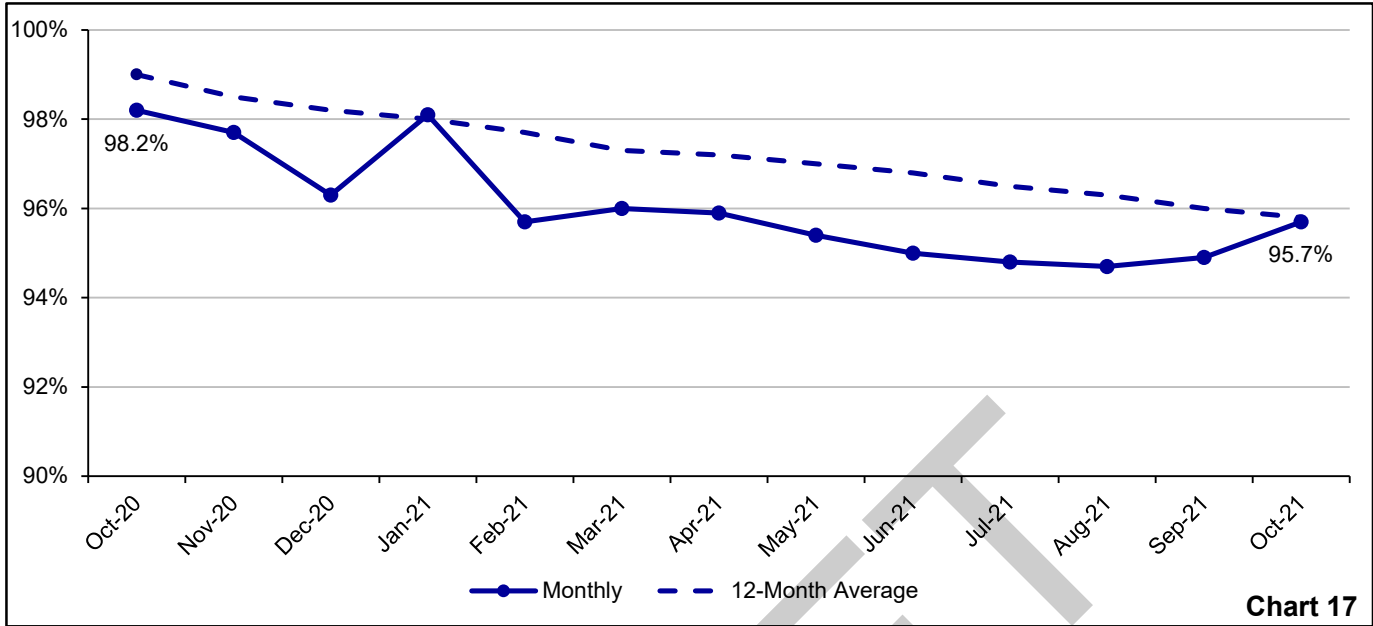


Chart 17

	Monthly			12-Month Average		
	Oct 21	Oct 20	Change (Pts)	Oct 21	Oct 20	Change (Pts)
Systemwide	95.7%	98.2%	-2.5%	95.8%	99.0%	-3.2%

Bus PM Weekday Pull Out Performance

Desired trend 

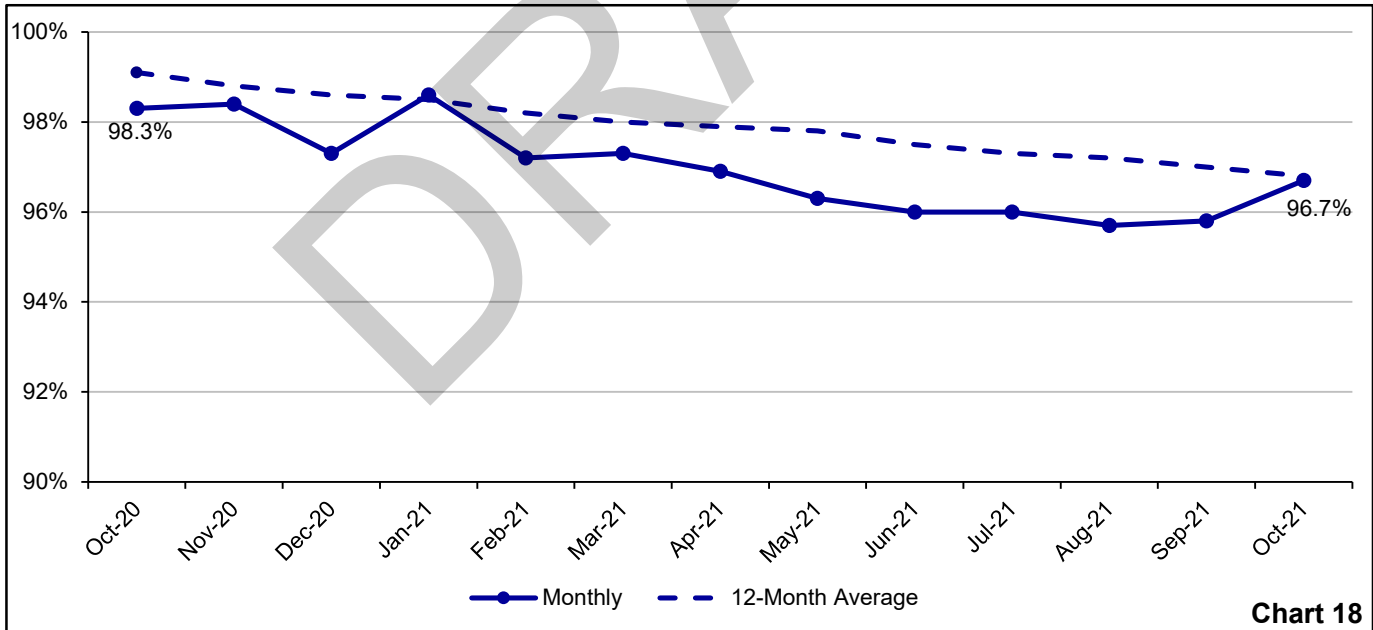


Chart 18

	Monthly			12-Month Average		
	Oct 21	Oct 20	Change (Pts)	Oct 21	Oct 20	Change (Pts)
Systemwide	96.7%	98.3%	-1.6%	96.8%	99.1%	-2.3%

Note: The metrics in this report are preliminary

Customer Service Report: Paratransit

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



The new busways in Jamaica and Archer Avenues recently launched in October provide speedier commute to Paratransit customers using Blue and White dedicated services. NYC Department of Transportation (DOT) allows select dedicated Access-A-Ride (AAR) vehicles to travel in dedicated bus lanes since May 2019.

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: September 2021			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	481,924	459,793	+4.8%	478,222	496,612	-3.7%
	Total Ridership	682,808	593,471	+15.1%	658,458	664,867	-1.0%
On-Time Performance	Pick-up Primary 30 Minute	90.0%	98.0%	-8.0%	95.3%	97.3%	-2.0%
	Pick-up Primary 15 Minute	77.0%	91.0%	-14.0%	86.5%	89.2%	-2.7%
	Pick-up Broker 30 Minute	87.0%	98.0%	-11.0%	94.0%	97.4%	-3.4%
	Pick-up Broker 15 Minute	71.0%	91.0%	-20.0%	81.2%	89.8%	-8.6%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	46.4%	n/a
	Appointment OTP Trips Primary - Early*	n/a	n/a	n/a	n/a	46.0%	n/a
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	n/a	n/a	n/a	32.6%	n/a
	Appointment OTP Trips Broker - Early*	n/a	n/a	n/a	n/a	59.0%	n/a
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	79.0%	87.0%	-8.0%	85.1%	84.8%	+0.3%
	Average Actual Trip Duration in Minutes	37	29	+27.6%	31	32	-4.2%
	Max Ride Time Performance Primary	98.0%	99.0%	-1.0%	98.9%	98.8%	+0.2%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	99.0%	98.8%	+0.2%
Customer Experience	Frequent Rider Experience Primary*	n/a	n/a	n/a	n/a	76.0%	n/a
	Frequent Rider Experience Broker*	n/a	n/a	n/a	n/a	70.6%	n/a
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	6.60	0.40	+1,550.0%	2.07	0.65	+220.4%
	Provider No-Shows per 1,000 Schedule Trips Broker	6.31	0.47	+1,242.6%	2.39	0.80	+198.9%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	6.4	1.7	+276.5%	3.5	2.0	+79.6%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	4.0	1.3	+207.7%	1.8	1.4	+25.7%
Call Center	Percent of Calls Answered	87.0%	97.0%	-10.0%	92.3%	96.9%	-4.6%
	Average Call Answer Speed in Seconds	219	33	+563.6%	111	41	+169.7%
Eligibility	Total Registrants	166,712	161,481	+3.2%	162,842	162,222	+0.4%

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Ridership by Provider Type

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

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

On-Time Performance for Primary and Broker Providers

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

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

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

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

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

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

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

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

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

Customer Complaints Per 1,000 Completed Trips

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

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

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

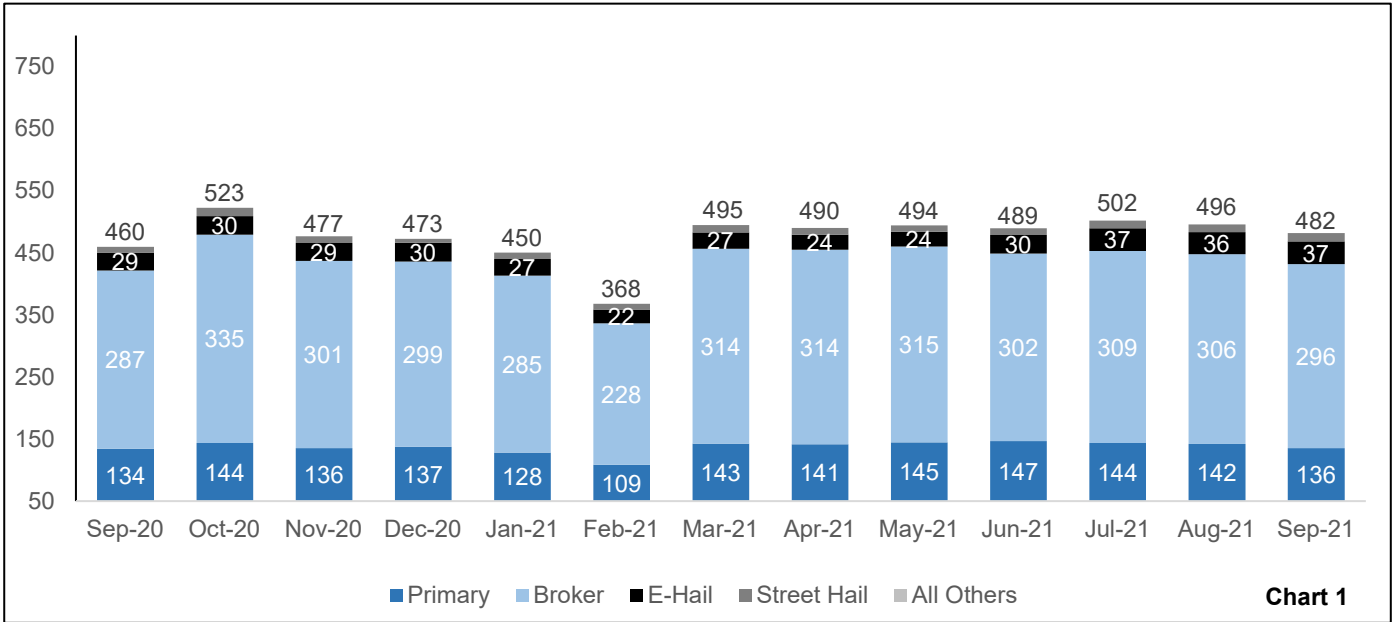
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

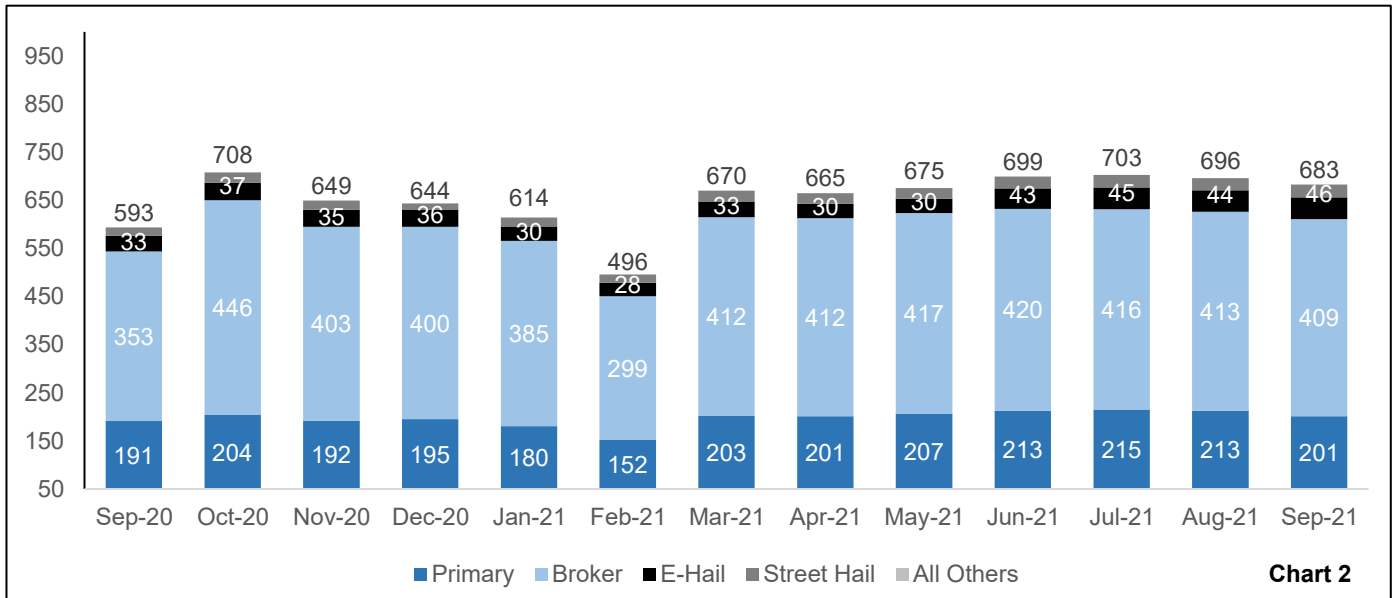
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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

Total Trips



Total Ridership



Total Trips Discussion

- Total Trips in September 2021 decreased by 14K (or 2.8%) when compared to August 2021, and increased by 22K (or 4.8%) when compared to September 2020.

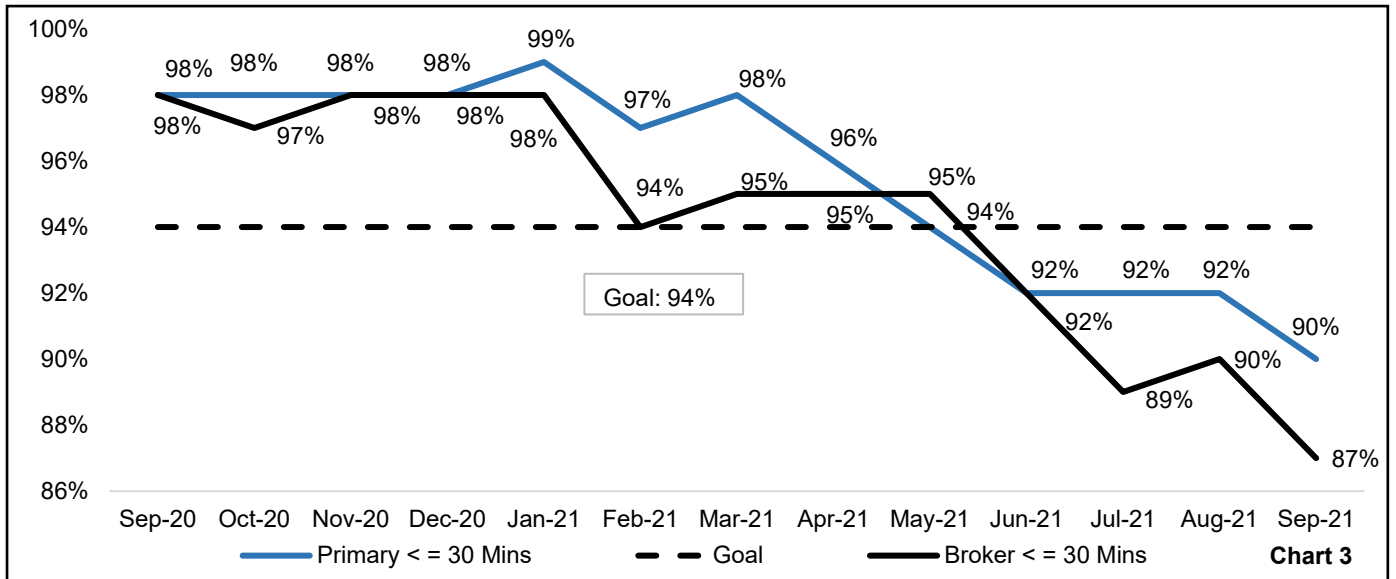
Total Ridership Discussion

- Total Ridership in September 2021 decreased by 13K (or 1.9%) when compared to August 2021, and increased by 89K (or 15.1%) when compared to September 2020.

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

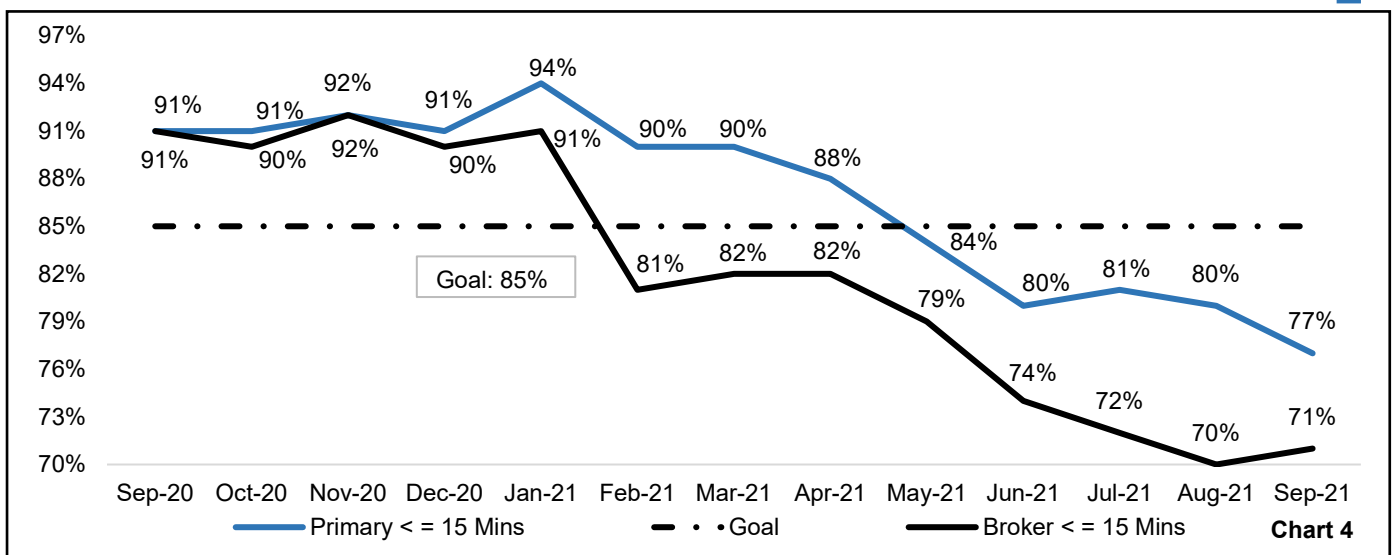
OTP <= 30 Minutes Primary and Broker

Desired trend 



OTP <= 15 Minutes Primary and Broker

Desired trend 



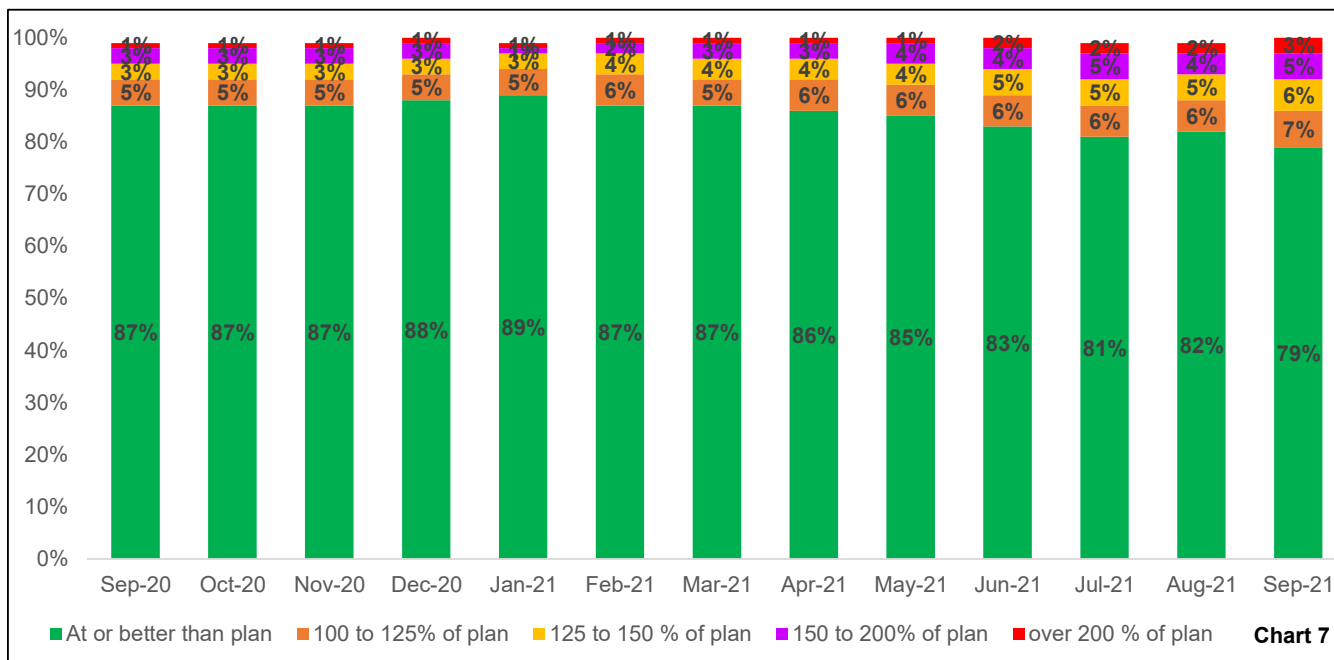
<= 30 Minutes Pick Up On-Time Performance Discussion

- September 2021 Primary 30 minute P/U, OTP result of 90% declined by 2 percentage points when compared to August 2021, and declined by 8 percentage points when compared to September 2020.
- September 2021 Broker 30 minute P/U, OTP result of 87% declined by 3 percentage points when compared to August 2021, and declined by 11 percentage points when compared to September 2020.

<= 15 Minutes Pick Up On-Time Performance Discussion

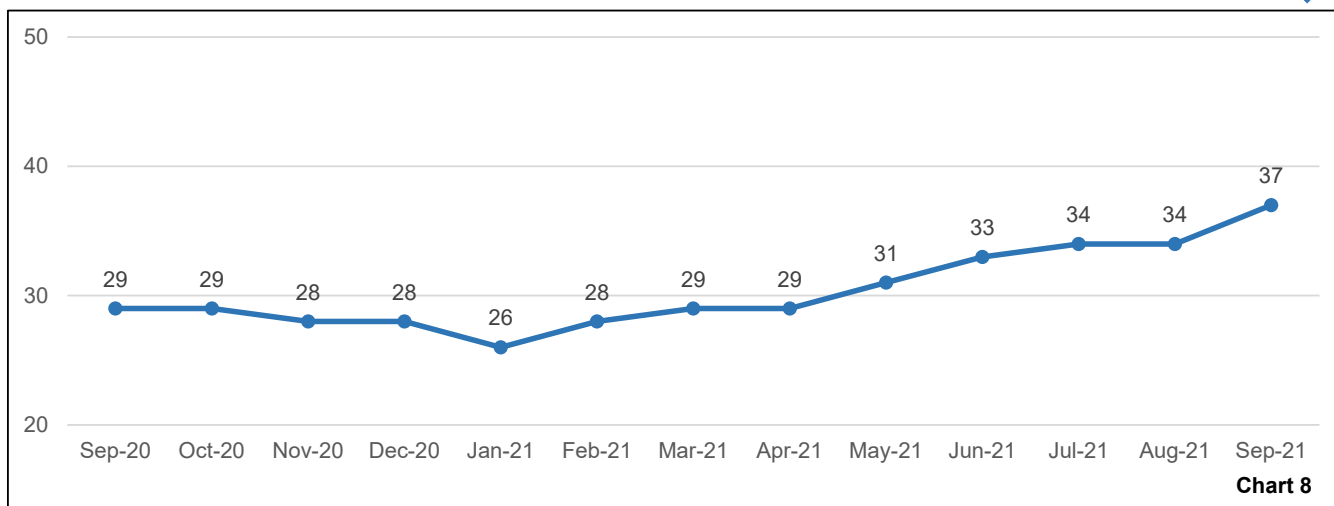
- September 2021 Primary 15 minute P/U, OTP result of 77% declined by 3 percentage points when compared to August 2021, and declined by 14 percentage points when compared to September 2020.
- September 2021 Broker 15 minute P/U, OTP result of 71% improved by 1 percentage point when compared to August 2021, and declined by 20 percentage points when compared to September 2020.

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



Average Actual Trip Duration in Minutes

Desired trend



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

- 79% of trips in September 2021 performed within the scheduled time or better which declined by 3 percentage points when compared to August 2021, and declined by 8 percentage points when compared to September 2020.

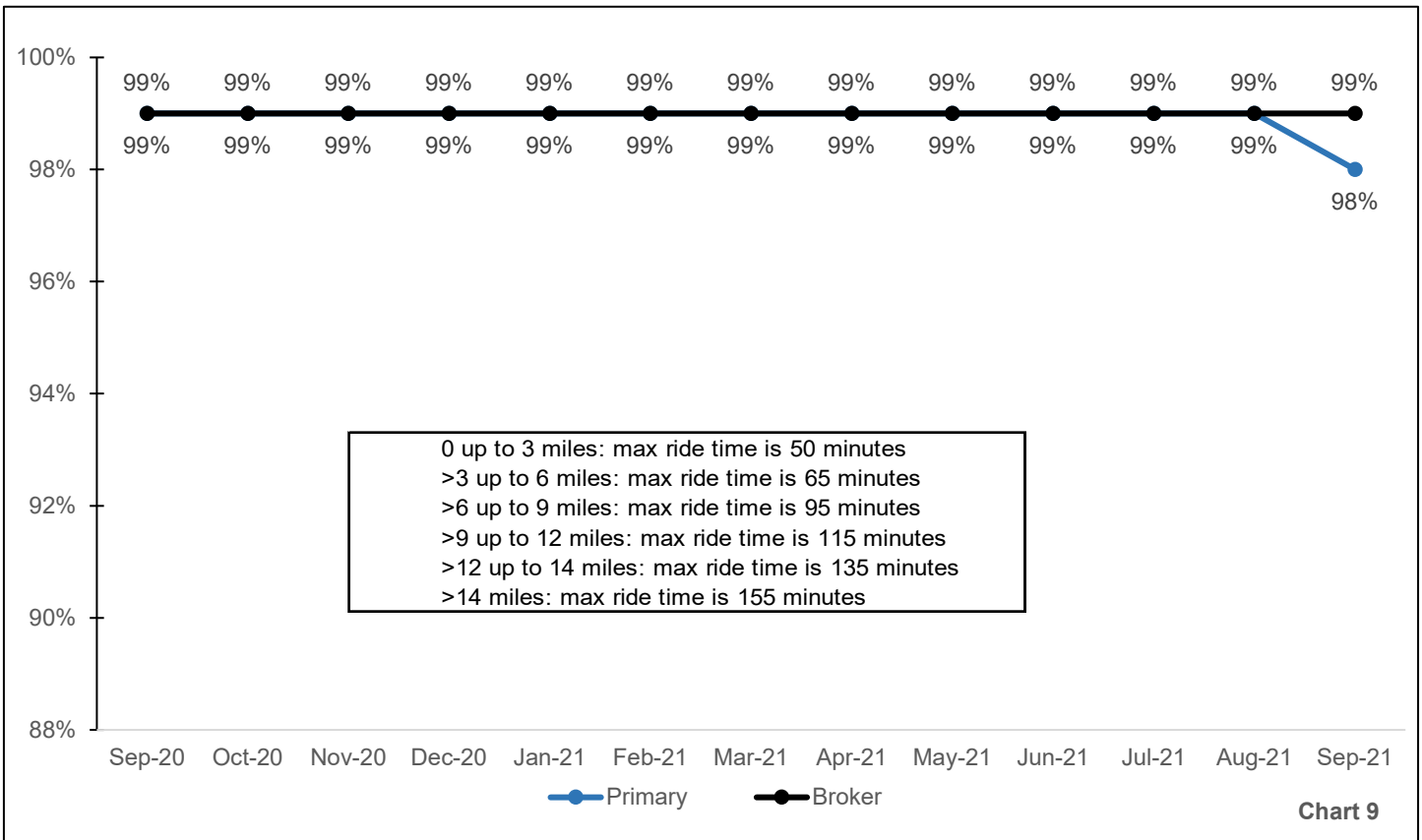
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in September 2021 increased by 3 minutes (or 8.8%) when compared to August 2021, and increased by 8 minutes (or 27.6%) when compared to September 2020.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend 

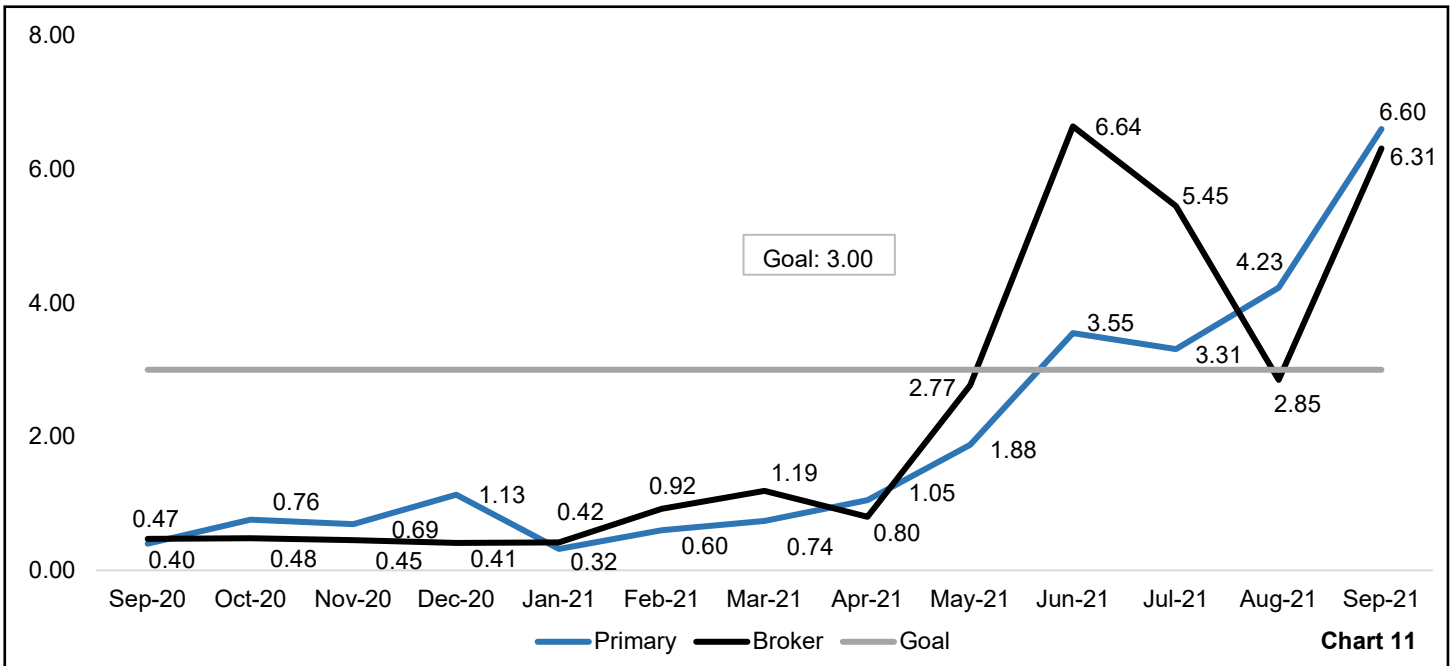


Max Ride Time Performance Discussion

- In the month of September 2021, 98% of Primary trips were completed within the Max Ride Time parameters. Performance declined by 1 percentage point when compared to August 2021 and September 2020.
- In the month of September 2021, 99% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to August 2021 and September 2020.

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

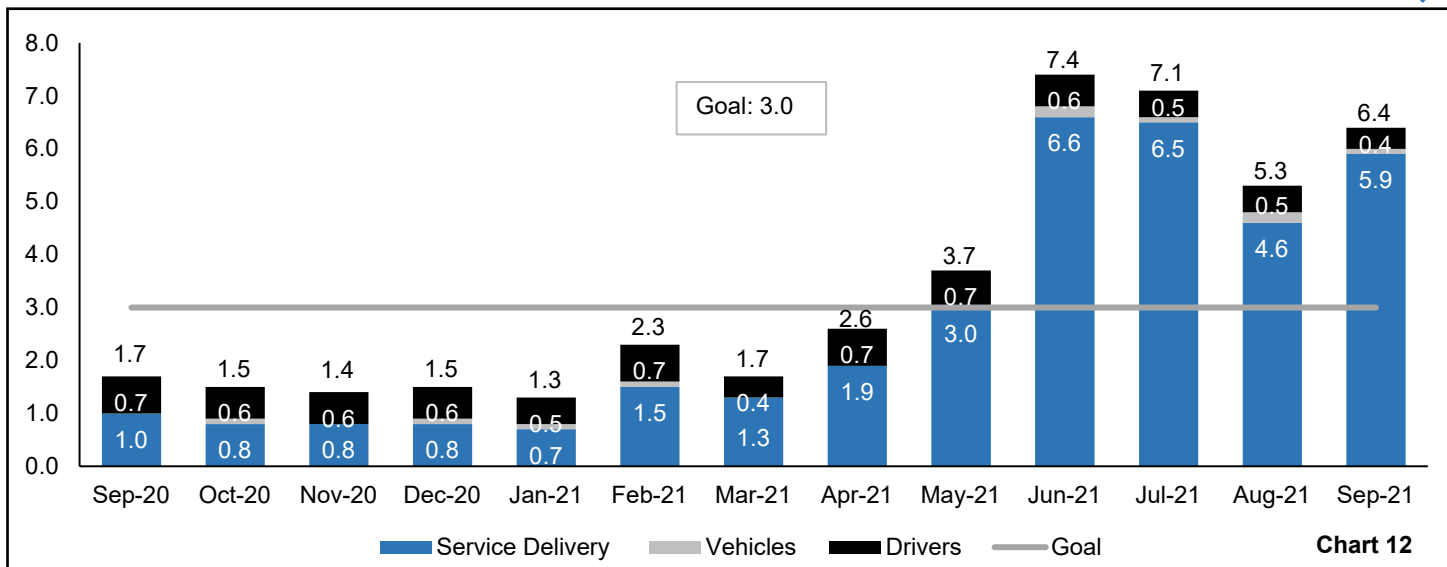


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 2.37 per 1,000 trips (or 56.0%) in September 2021 when compared to August 2021, and increased by 6.2 per 1,000 trips (or 1550%) when compared to the same month last year.
- Broker No-Shows increased by 3.46 per 1,000 trips (or 121.4%) in September 2021 when compared to August 2021, and increased by 5.84 per 1,000 trips (or 1242.6%) when compared to the same month last year.

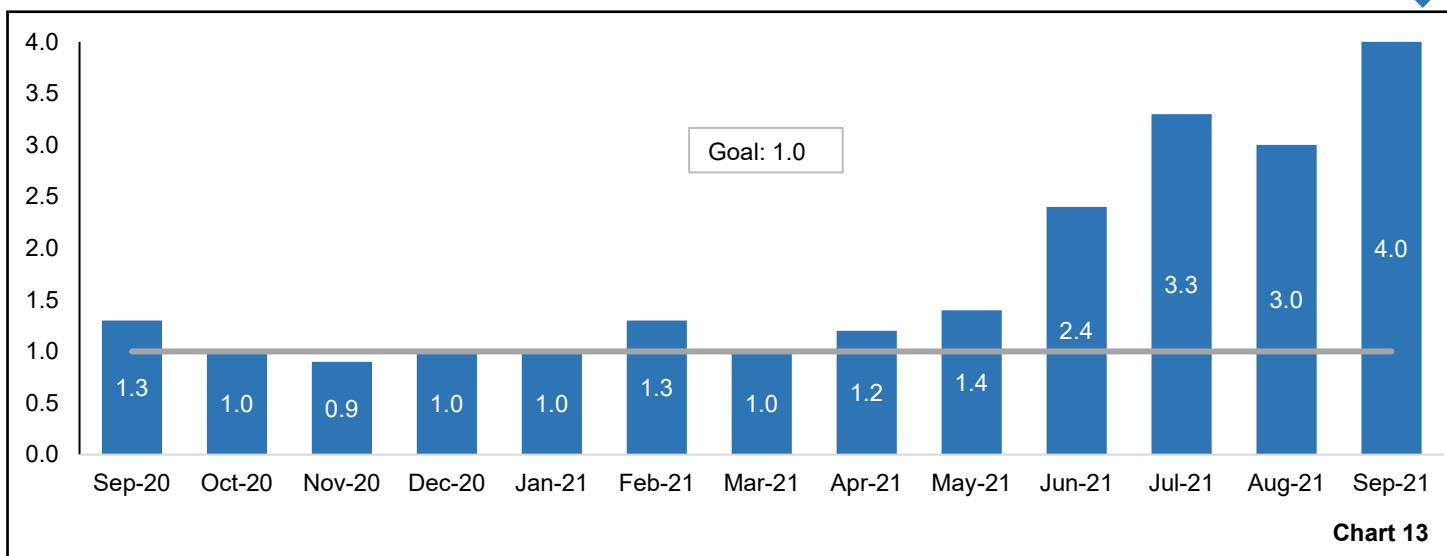
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 September 2021 increased by 1.1 per 1,000 trips (or 20.8%) when compared to August 2021, and increased by 4.7 per 1,000 trips (or 276.5%) when compared to September 2020.

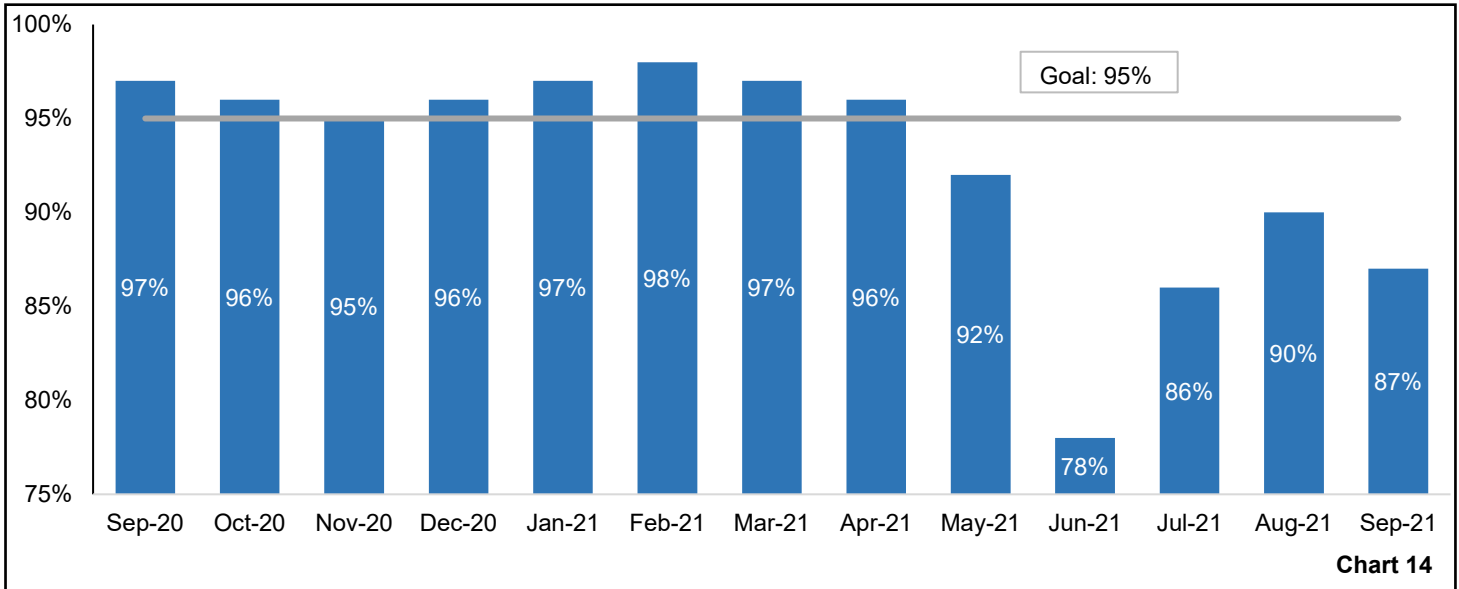
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service in September 2021 increased by 1.0 per 1,000 trips (or 33.3%) when compared to August 2021, and increased by 2.7 per 1,000 trips (or 207.7%) when compared to September 2020.

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

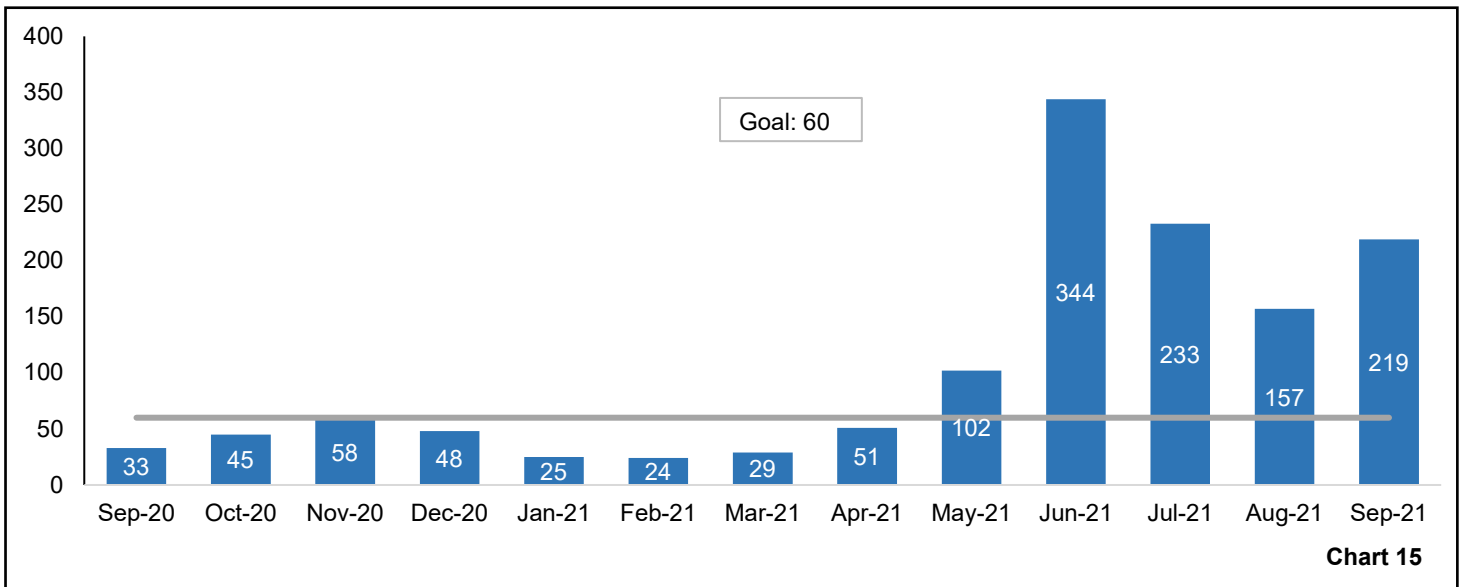
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

- The Percent of Calls Answered in September 2021 declined by 3 percentage points when compared to August 2021, and declined by 10 percentage points when compared to September 2020.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in September 2021 increased by 62 seconds (or 39.5%) when compared to August 2021, and increased by 186 seconds (or 563.6%) when compared to September 2020.

Strategy and Customer Experience

Sarah Meyer, Chief Customer Officer



The MTA is honoring its employees and customers who have served in the United States Armed Forces with the production of 100,000 double-sided commemorative Veterans Day MetroCards. Designed by the creative team in Strategy and Customer Experience, the cards – available in two designs, Parade and Skyline – are being distributed at select MetroCard vending machines across the five boroughs.

The front of the Parade card depicts the city's skyline with images representing the branches of the armed services and the front of the Skyline card depicts the southern skyline of New York City with One World Trade prominently featured, dough boy and images representative of the armed services in modern uniforms. The back of both cards features a silhouetted image of the Statue of Liberty with blue, red, and white colors with the words VETERANS DAY – Honoring All Who Served.

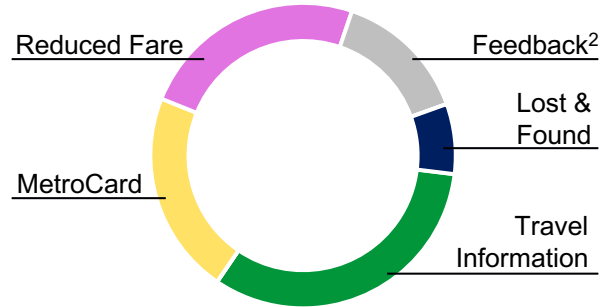
Customer engagement

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.

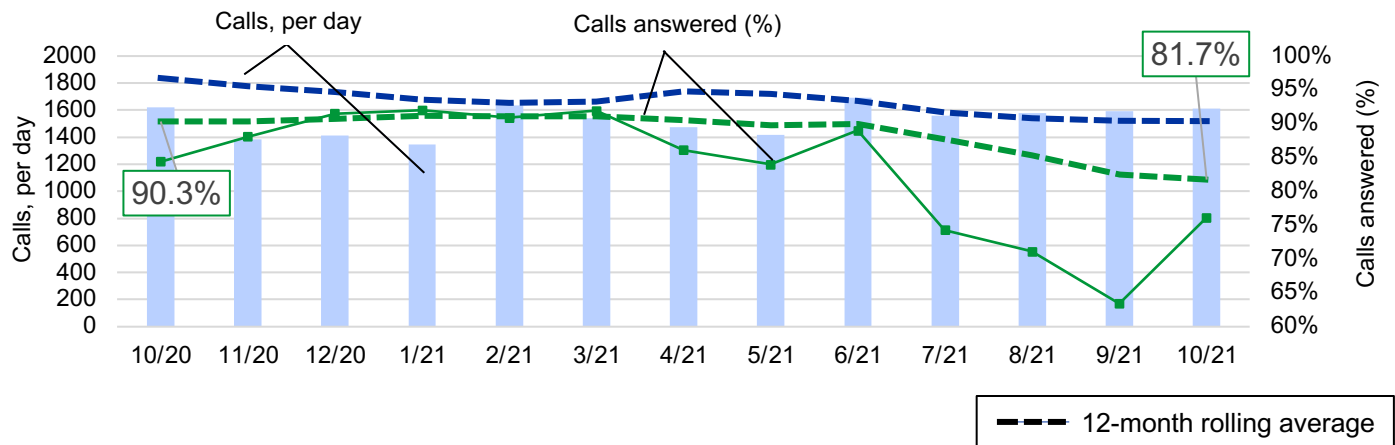
Telephone

	Oct 2021	Oct 2020	Variance
Telephone calls	50,006	50,294	▼0.6%
Calls answered	76.1%	84.4%	▼9.8%
Average time to answer ¹ (seconds)	352	138	▲155.1%

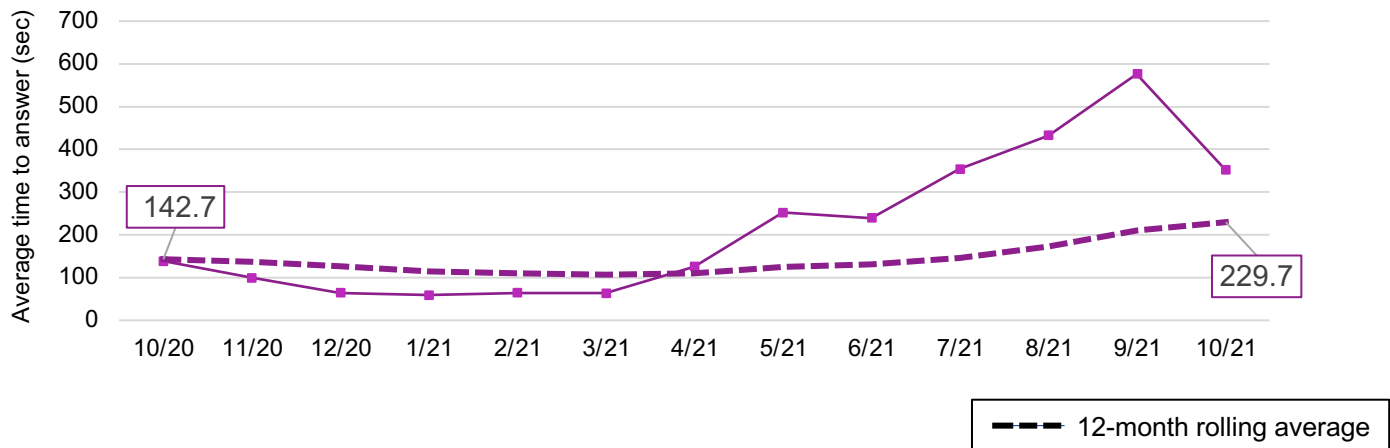
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



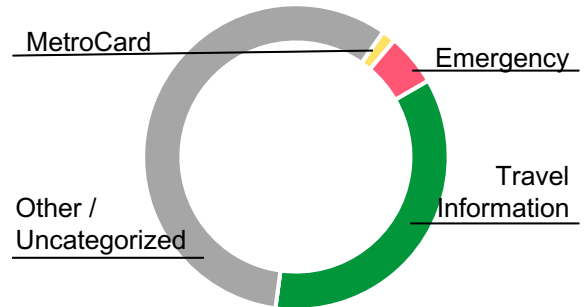
Telephone: average time to answer



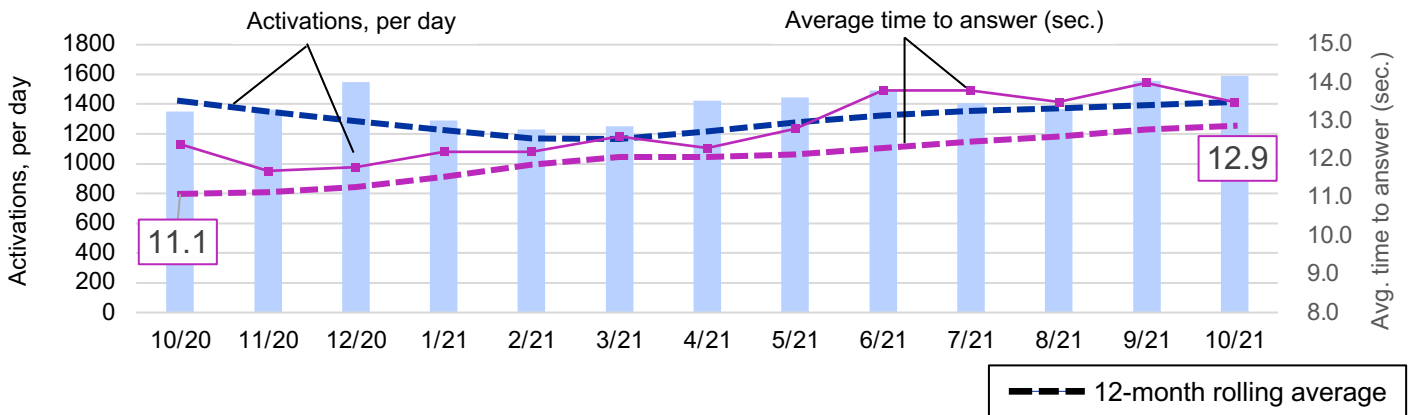
Customer engagement

Help Point

	Oct 2021	Oct 2020	Variance
Help Point activations	49,284	41,887	▲17.7%
Average time to answer (seconds)	13.5	12.4	▲9.2%

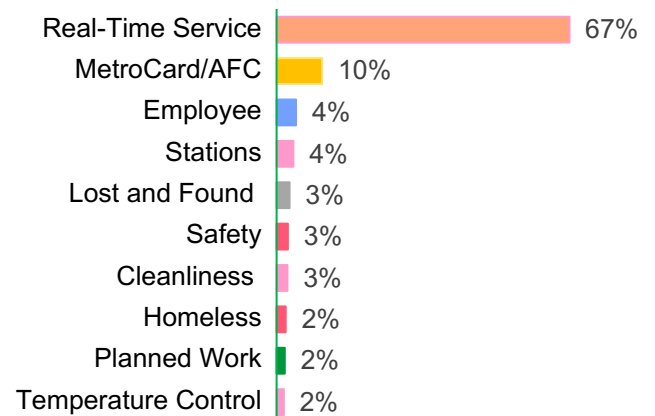


Help Point: activations and average time to answer

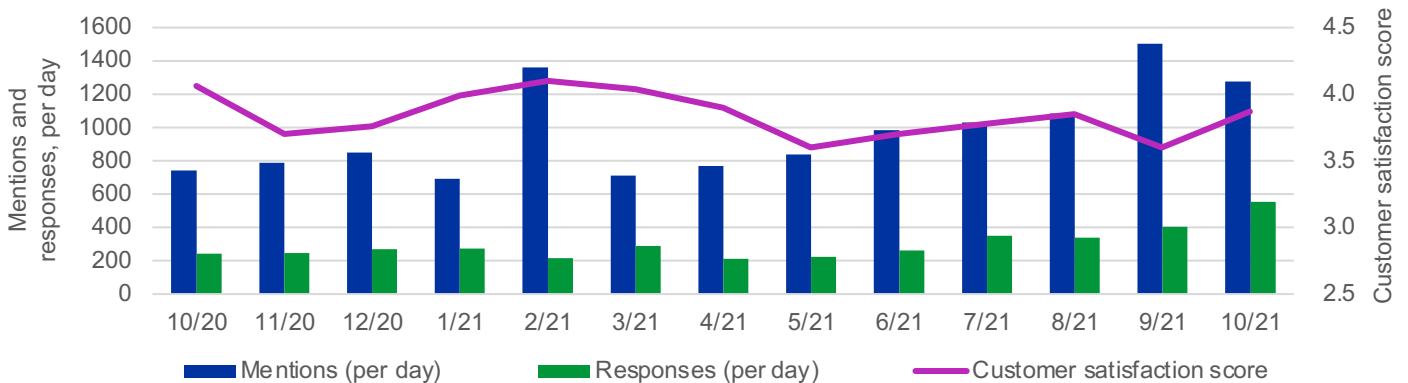


Social media

	Oct 2021	Oct 2020	Variance
Social media mentions ¹	39,589	23,051	▲71.7%
Responses sent	13,898	7,606	▲82.7%
Customer satisfaction score ²	3.92	3.70	▲5.9%



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

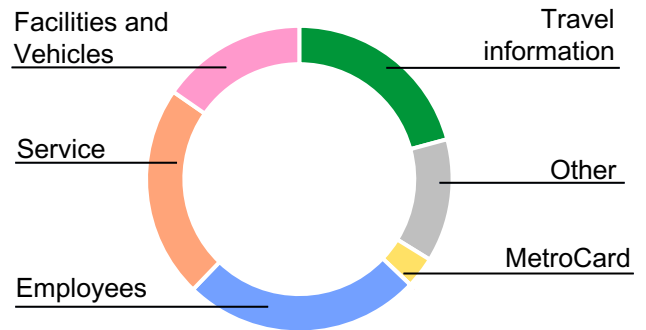


Customer engagement

Web, mobile app, and written feedback

	Oct 2021	Oct 2020	Variance
Received	8,690	3,946	▲ 120.2%
Responses sent ¹	12,223	6,146	▲ 98.9%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Oct 2021
Web	4,665
Twitter	4,215
Kiosks / Digital Displays ¹	4,678
Email and text alerts	
• Service	4,217
• Elevator and escalator status	8,254
Service Notice posters developed	330

1. Excludes countdown clocks

Social media followers

		Oct 2021	Oct 2020	Variance
Twitter	@NYCTSubway	1,003.5k	1,012.8k	▼ 0.9%
	@NYCTBus	31.9k	30.7k	▲ 3.9%
	@MTA	1,316.6k	1,325.1k	▼ 0.6%
Facebook	MTA	155.4k	154.1k	▲ 0.8%
Instagram	@mtanyctransit	47.3k	34.7k	▲ 36.3%

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

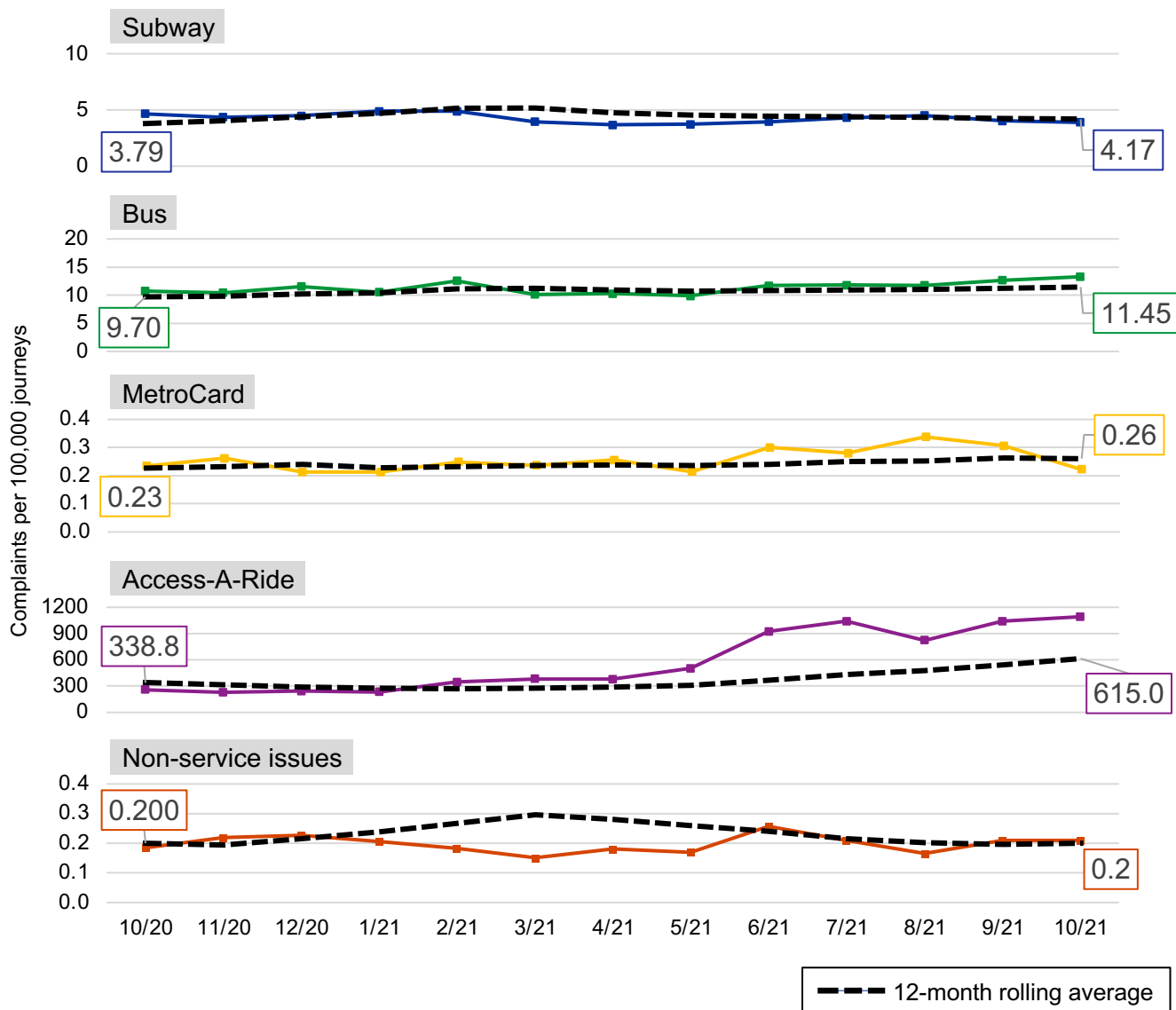
	Oct 2021	Oct 2020	Variance
Subway	3.91	4.65	▼15.9%
Bus	13.28	10.74	▲23.6%
MetroCard	0.22	0.24	▼5.4%
Access-A-Ride	1,092.1	258.6	▲322.3%
Non-service issues ¹	0.210	0.184	▲13.8%

Commendations per 100,000 journeys

	Oct 2021	Oct 2020	Variance
Subway	0.083	0.135	▼39.0%
Bus	0.66	0.51	▲30.3%
Access-A-Ride	80.8	85.3	▼5.2%
Non-service issues incl. MetroCard	0.023	0.023	▲0.0%

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

Complaints per 100,000 journeys: trends



Financial and Ridership Reports

Jaibala Patel, Deputy Chief Financial Officer, MTA



Staten Island express buses (SIM) transport Staten Island commuters to Manhattan. SIM has seen noticeable increase in return-to-work trips. The number of passengers served daily by SIM buses in October 2021 has approached 18 thousand, which is nearly 26% higher than in August, and has reached 51% of pre-covid level (October 2019).

Preliminary October 2021 Monthly Report:

New York City Transit

The purpose of this report is to provide the preliminary October 2021 financial results, on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results reflect the new accelerated accounting close and are compared to the Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

- October 2021 New York City Transit ridership of 114.9 million was 1.0 million (0.8 percent) under forecast, of which subway ridership of 83.4 million was 1.3 million (1.5 percent) below forecast, and bus ridership of 30.8 million was 0.4 million (1.5 percent) above forecast. For October 2021 year-to-date, total ridership was above forecast by 25.4 million (3.0 percent).
- October 2021 ridership compared with October 2019 was lower by 91.9 million (44.4 percent). Subway ridership was lower by 46.3 percent and bus ridership was lower by 39.1 percent. Total October 2021 year-to-date ridership compared to October 2019 year-to-date ridership was 1,033.7 million (54.6 percent) lower.
- October 2021 year-to-date ridership was 137.9 million (19.1 percent) above October 2020 year-to-date ridership. Subway YTD ridership was 8.5 percent higher, and bus ridership was 54.7 percent higher.
- October 2021 farebox revenue of \$239.9 million was \$9.0 million (3.9 percent), over forecast. October 2021 YTD farebox revenue exceeded forecast by \$100.8 million (5.7 percent).

October 2021 operating expenses of \$724.6 million were \$17.8 million (2.4 percent), below forecast.

- Labor expenses were over forecast by a net \$7.6 million (1.3 percent), mainly due to overtime overruns of \$6.9 million (13.7 percent) resulting from vacancy and availability coverage and additional maintenance requirements. Health & welfare/OPEB current expense overran by a net \$5.6 million (4.2 percent), due to unfavorable timing of expense accruals and lower prescription drug rebates. Reimbursable overhead credits were unfavorable \$1.7 million (8.1 percent), stemming from lower capital labor charges. Payroll was favorable to forecast \$3.4 million (1.2 percent), mainly due to vacancies, and pension expense was under \$3.8 million (4.7 percent), providing partial offset to general labor overruns in the month.
- Non-labor expenses were below forecast by a net \$25.4 million (15.2 percent), mainly due to lower public liability expense of \$9.7 million (79.5 percent) due to lower ridership, paratransit service contracts under forecast by \$9.0 million (23.4 percent) reflecting fewer trips, and Materials & supplies were under by \$7.3 million (24.6 percent), due to lower usage and favorable maintenance program expense timing. Maintenance and other operating contracts were favorable \$3.0 million (10.0 percent), largely due to favorable timing of operating contract charges, and professional service contracts were lower by \$2.5 million (16.8 percent), mainly reflecting favorable timing of bond service expense. Overruns in other business expense of \$3.7 million (85.3%), due to higher card processing fees and electric power expenses over by \$3.0 million (13.0 percent), due to higher rates provided partial offset to general favorability in non-labor expenses.

Year-to-date operating expenses of \$7,057.8 million were favorable to forecast \$97.3 million (1.4 percent).

- Labor expenses year-to-date were over forecast by a net \$19.2 million (0.3 percent), mainly due to reimbursable overhead credit shortfalls of \$40.3 million (18.1 percent), and overtime overruns of \$26.0 million (5.3 percent), largely due to vacancy and availability coverage, additional maintenance requirements, and adverse weather response. Other fringe benefits were over by \$7.9 million (1.8 percent), and Health & welfare/OPEB current expense overran by a net \$6.4 million (0.5 percent), due to unfavorable timing of expense accruals. Payroll underruns of \$37.6 million (1.3 percent), resulting from vacancies, and pension expense lower by \$23.8 million (3.0 percent), provided a partial offset to generally unfavorable labor expense.
- Non-labor expenses year-to-date were net favorable to forecast by \$116.5 million (7.5 percent), mainly due to materials & supply underruns of \$56.1 million (21.2%), reflecting primarily reduced usage and favorable maintenance program timing. Paratransit service contracts were lower by \$37.0 million (11.4 percent), reflecting fewer trips and favorable timing of support costs, and public liability expense underran by \$19.5 million (15.9 percent), due to lower ridership. Maintenance and other operating contracts were lower by \$12.8 million (4.4 percent) due to largely favorable timing of operating contract expense charges, fuel was also under forecast by \$8.3 million (9.2 percent) mainly due to lower consumption, and professional service contracts were lower by \$4.4 million (3.4 percent), mainly due to underruns in IT service and maintenance. Overruns in other business expense of \$22.1 million (50.1%), due to card processing fees provided partial offset to general non-labor underruns.

Financial Results

Farebox Revenue

October 2021 Farebox Revenue - (\$ in millions)								
	October				October Year-to-Date			
	Forecast	Prelim Actual	Favorable(Unfavorable)		Forecast	Prelim Actual	Favorable(Unfavorable)	
Amount			Percent	Amount			Percent	
Subway	176.2	183.2	7.0	4.0%	1,287.0	1,360.4	73.3	5.7%
NYCT Bus	49.7	51.6	1.9	3.7%	430.0	456.2	26.2	6.1%
Paratransit	1.4	1.5	0.1	7.9%	11.5	12.8	1.3	11.6%
Subtotal	227.3	236.2	9.0	4.0%	1,728.5	1,829.4	100.8	5.8%
Fare Media Liability	3.6	3.6	0.0	0.0%	27.6	27.6	0.0	0.0%
Total - NYCT	230.9	239.9	9.0	3.9%	1,756.1	1,857.0	100.8	5.7%

Note: Total may not add due to rounding

October 2021 farebox revenue of \$239.9 million was \$9.0 million (3.9 percent) above forecast. Subway revenue was \$7.0 million (4.0 percent) above forecast, bus revenue was \$1.9 million (3.7 percent) above forecast, and paratransit revenue was \$0.1 million (7.9 percent) above forecast. Accrued fare media liability was equal to forecast. The October 2021 non-student average fare of \$2.22 increased 5.5¢ from October 2020; subway fare increased 2.3¢; local bus fare decreased 1.2¢; express bus fare increased 6.5¢.

Average Fare

October Non-Student Average Fare - (in \$)				
	NYC Transit			
	2020	Prelim 2021	Change	
Amount			Percent	
Subway	2.316	2.339	0.023	1.0%
Local Bus	1.810	1.798	(0.012)	(0.7%)
Subway & Local Bus	2.146	2.200	0.055	2.5%
Express Bus	5.898	5.963	0.065	1.1%
Total	2.163	2.218	0.055	2.5%

The October 2021 non-student average local fare of \$2.22 increased 5.5¢ (2.5 percent) from the prior year.

Non-reimbursable Expenses

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, of \$724.6 million were \$17.8 million (2.4 percent), below forecast.

Labor expenses were over forecast by a net \$7.6 million (1.3 percent):

- Overtime expenses exceeded forecast by \$6.9 million (13.7 percent), primarily due to vacancy and availability coverage and additional maintenance requirements.
- Health and welfare/OPEB current expenses were over forecast by a \$5.6 million (4.2 percent), due to unfavorable timing of expense accruals and lower prescription drug rebates
- Reimbursable overhead credits were unfavorable to forecast by \$1.7 million (8.1 percent), reflecting less than anticipated capital labor expense
- Pension was under forecast by \$3.8 million (4.7 percent), reflecting lower pension expenses
- Payroll was favorable by \$3.4 million (1.2 percent), primarily due to vacancies

Non-labor expenses were below forecast by a net \$25.4 million (15.2 percent):

- Claims were lower by \$9.7 million (79.5 percent), on lower volume resulting from lower ridership
- Paratransit service contracts underran by \$9.0 million (23.4 percent), reflecting fewer trips and favorable timing of support costs
- Materials and Supplies were under forecast by \$7.3 million (24.6 percent), reflecting primarily reduced usage due to maintainer vacancies and favorable maintenance program timing
- Maintenance and other operating contract expenses underran by \$3.0 million (10.0 percent), largely due to favorable timing of operating contract charges
- Professional service contracts were lower by \$2.5 million (16.8 percent), mainly reflecting favorable timing of bond service expenses
- Other business expenses were higher by \$3.7 million (85.3 percent), mainly due to higher card processing fees
- Electric power overran by \$3.0 million (13.0 percent), mainly due to higher rates

Depreciation expense in October of \$173.8 million underran forecast by \$2.5 million (1.4 percent). There are no GASB 75 OPEB expense adjustment entries nor any GASB 68 Pension adjustment entries recorded in October as of the preliminary close.

The **operating cash deficit** (excluding subsidies) of \$449.6 million for October was \$28.0 million (6.6 percent) unfavorable to forecast.

Year to date non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment were lower than forecast by \$97.3 million (1.4 percent).

Labor expenses overran forecast by a net \$19.2 million (0.3 percent):

- Reimbursable overhead was unfavorable to the forecast by \$40.3 million (18.1 percent), mainly due to less than anticipated capital labor expense
- Overtime was over by \$26.0 million (5.3 percent), largely due to vacancy and availability coverage, additional maintenance requirements, and adverse weather response
- Other fringe benefits overran by \$7.9 million (1.8 percent), due to lower reimbursable fringe overhead credits than expected
- Health and welfare/OPEB current expenses were over forecast by a \$6.4 million (0.5 percent), due to unfavorable timing of expense accruals and lower drug rebates
- Payroll expenses were below forecast by \$37.6 million (1.3 percent), primarily due to vacancies
- Pension was less than forecast by \$23.8 million (3.0 percent), mainly reflecting lower pension expense and a favorable expense reclassification to reimbursable

Non-labor expenses were net favorable to forecast by \$116.5 million (7.5 percent):

- Materials and supplies underran by \$56.1 million (21.2%), reflecting primarily reduced usage due to maintainer vacancies and favorable maintenance program timing
- Paratransit service contracts were favorable \$37.0 million (11.4 percent), reflecting fewer trips and favorable timing of support costs
- Claims underran by \$19.5 million (15.9 percent), due to lower volume on lower ridership
- Maintenance and other operating contract expenses underran by \$12.8 million (4.4 percent), largely due to the favorable timing of operating contract expense charges
- Fuel was favorable \$8.3 million (9.2 percent), due to lower consumption partly offset by unfavorable pricing
- Professional service contracts were lower by \$4.4 million (3.4 percent), mainly reflecting underruns in IT service and maintenance
- Other business expenses overran forecast by \$22.1 million (50.1%), mainly due to higher card processing fees

Depreciation expense of \$1,732.4 million was under forecast by \$25.2 million (1.4 percent).

GASB 75 OPEB expense adjustment credit of (\$44.4) million was below forecast by \$64.4 million.

GASB 68 Pension adjustment of \$19.1 million was over forecast by \$6.6 million.

The year-to-date **operating cash deficit** of \$4,729.3 million (excluding subsidies) is \$258.2 million (5.2 percent) favorable to forecast.

Ridership Results

October 2021 Ridership vs. Forecast - (in millions)								
	October				October Year-to-Date			
	Forecast	Prelim Actual	More(Less)		Forecast	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	84.7	83.4	(1.3)	(1.5%)	584.8	599.0	14.2	2.4%
NYCT Bus	30.3	30.8	0.4	1.5%	243.5	255.3	11.8	4.8%
Paratransit	0.9	0.7	(0.1)	(16.9%)	7.2	6.7	(0.6)	(7.8%)
Total - NYCT	115.8	114.9	(1.0)	(0.8%)	835.6	861.0	25.4	3.0%

Note: Total may not add due to rounding

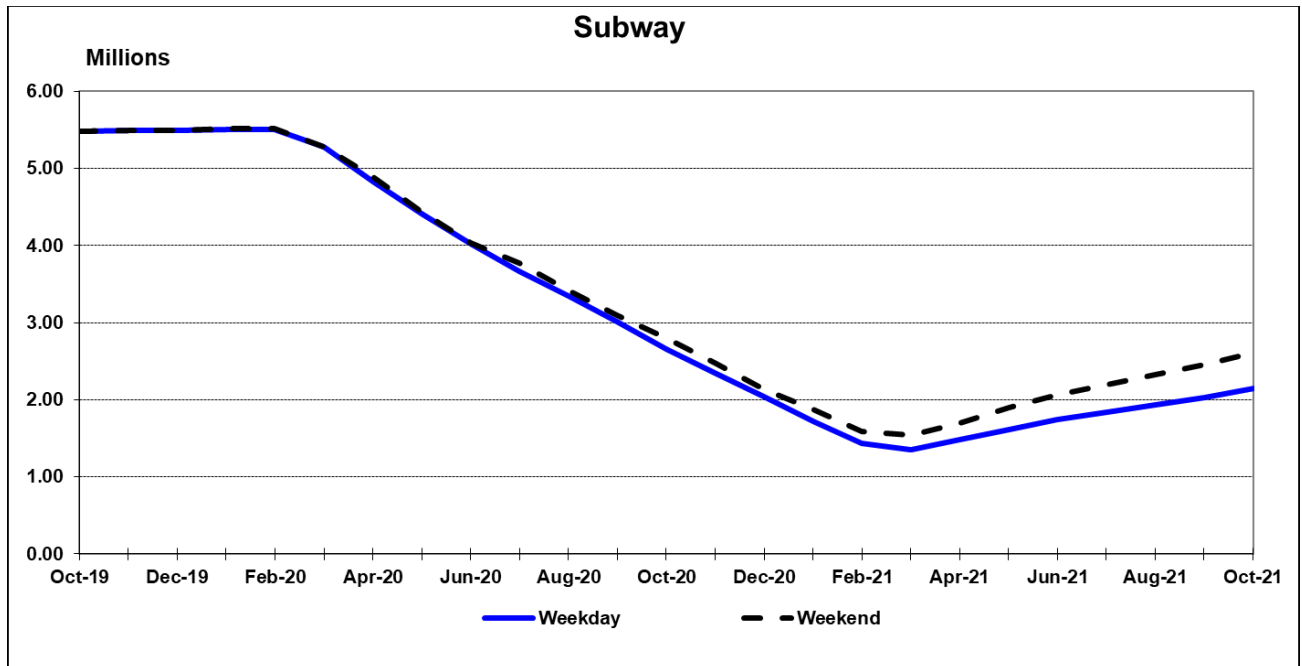
October Average Weekday and Weekend Ridership vs. Prior Year								
Month	Average Weekday - (thousands)				Average Weekend - (thousands)			
	2020	Preliminary 2021	Change		2020	Preliminary 2021	Change	
			Amount	Percent			Amount	Percent
Subway	1,753	3,099	1,346	+76.8%	2,053	3,663	1,610	+78.4%
NYCT Local Bus	878	1,149	271	+30.9%	1,106	1,207	101	+9.1%
NYCT Express Bus	14	22	8	+57.1%	7	10	3	+42.9%
Paratransit	26	27	0	+1.7%	28	30	2	+6.5%
TOTAL - NYCT	2,671	4,297	1,625	+60.8%	3,194	4,910	1,716	+53.7%
12-Month Rolling Average								
Subway	2,659	2,142	(517)	-19.4%	2,796	2,607	(189)	-6.8%
NYCT Local Bus	781	924	143	+18.3%	891	1,095	204	+22.9%
NYCT Express Bus	20	16	(4)	-20.0%	8	8	0	+0.0%
Paratransit	24	25	1	+3.0%	27	28	1	+3.1%
TOTAL - NYCT	3,484	3,107	(377)	-10.8%	3,722	3,738	16	+0.4%

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

- October 2021 subway ridership was 1.5 percent unfavorable to forecast and bus ridership was 1.5 percent favorable. Paratransit ridership was 16.9 percent unfavorable to forecast.
- Compared to the previous year, average weekday ridership was up 76.8 percent on subway and up 30.9 percent on local bus. Express bus ridership was up 57.1 percent. Paratransit average weekday ridership was up 1.7 percent. These results are due to restoring full overnight subway service, lifting many COVID-19 travel restrictions, and terminating fare-free back-door boarding policy on local buses, which was in effect last year from late March 2020 through late August 2020.
- Rolling average weekday ridership for the twelve-month period ending in October 2021, compared to twelve-month period ending in October 2020, is 19.4 percent down on subway, 18.3 percent down on local bus, 20.0 percent down on express bus, and 3.0 percent down on paratransit.

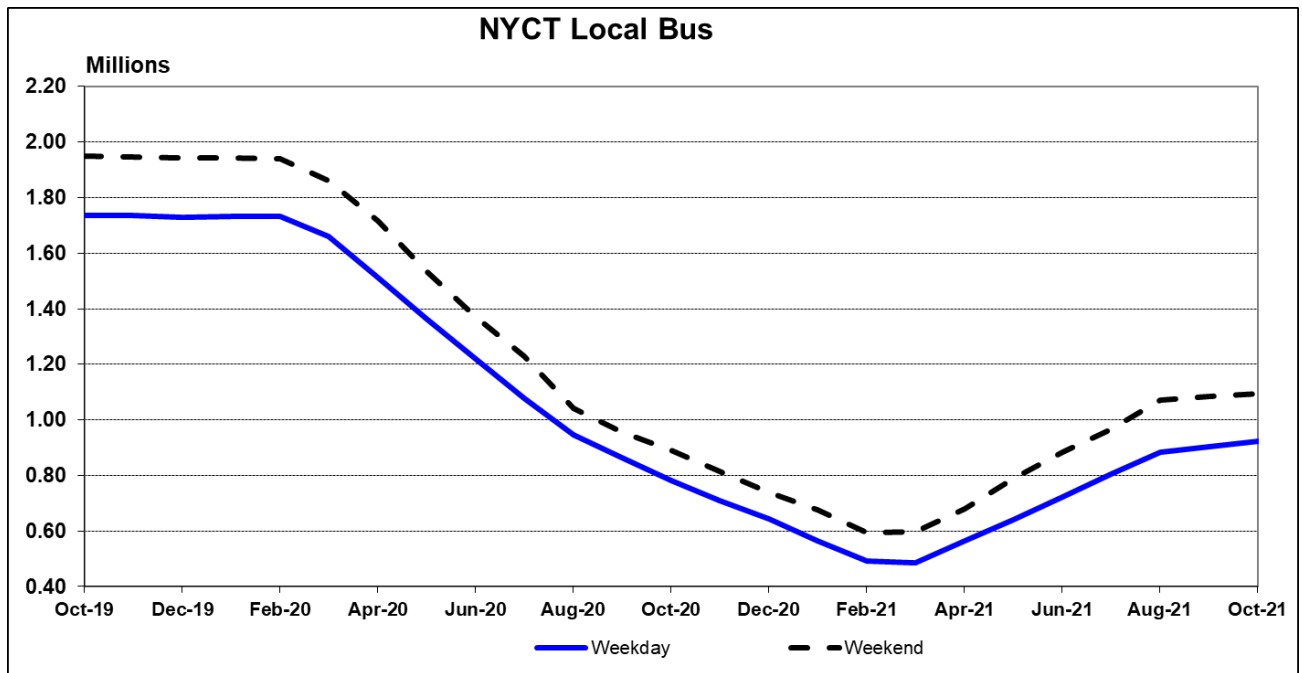
Average Weekday and Weekend Ridership

12-Month Rolling Averages



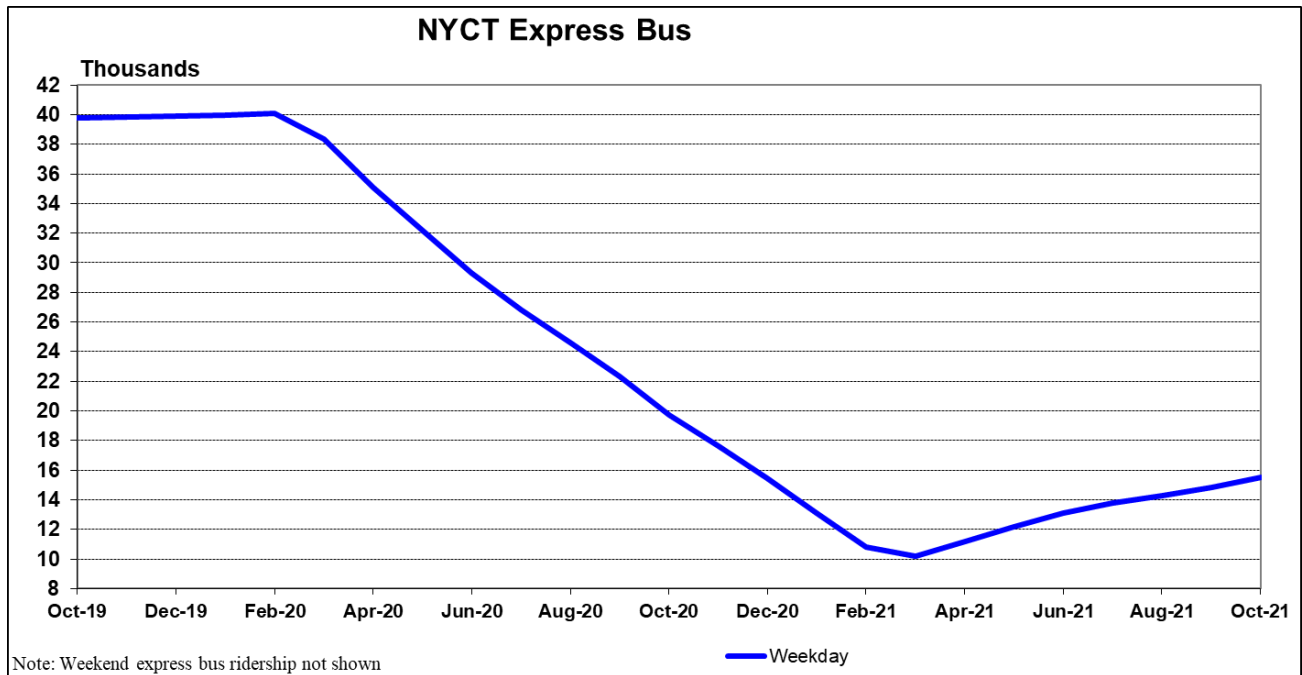
- Average weekday and weekend ridership increased moderately in 2019, before drastic declines due to COVID-19 travel restrictions, which began in March 2020.
- In February 2021, the ridership decline slowed, and in March 2021, a new period of growth began.

12-Month Rolling Averages



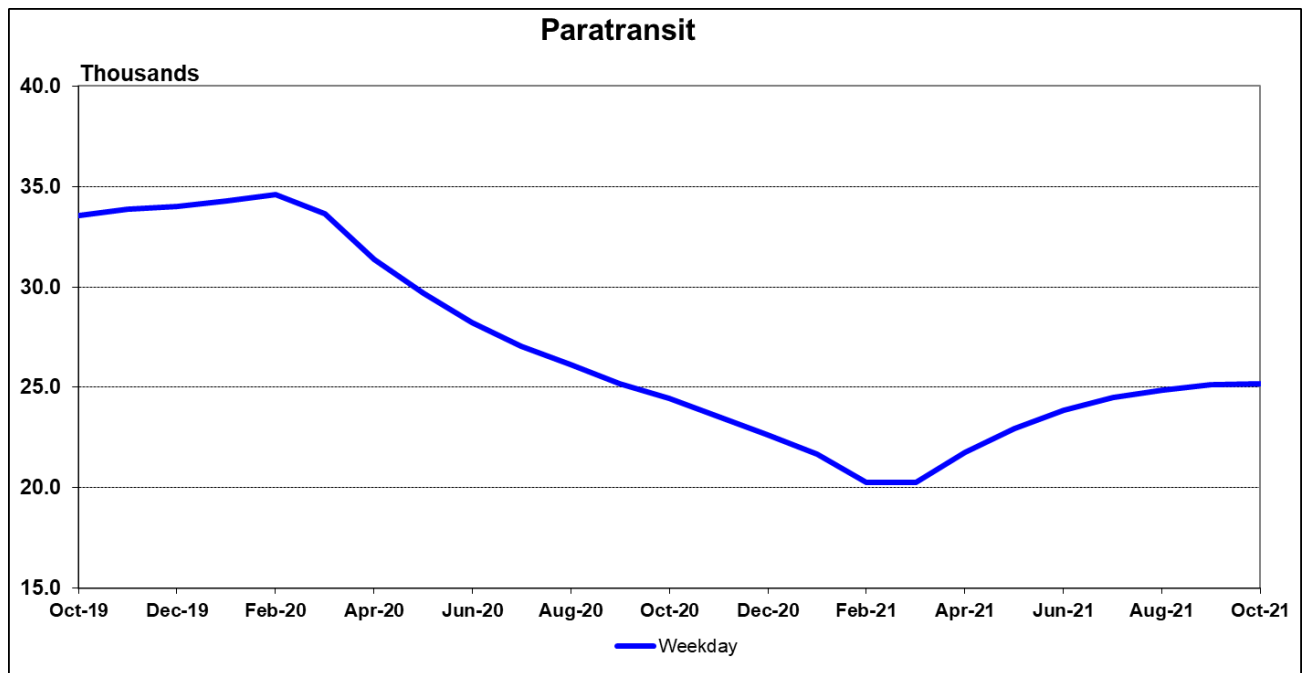
- Local bus ridership decreased slightly in 2019 and early 2020 before declining drastically starting in March 2020 due to COVID-19 travel limitations. Fare-free back door boarding was also in effect from late March through end of August 2020.
- In February 2021, the ridership decline slowed, and in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

12-Month Rolling Averages



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

12-Month Rolling Averages



- Paratransit ridership increased rapidly in 2019 due to outsize growth in E-hail and Enhanced Broker service trips, before declining drastically starting in March 2020 due to COVID-19 travel limitations.
- In February 2021, the ridership decline ceased, and in March 2021, a new period of growth began.

Ridership on New York Area Transit Services

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

In February - March 2021, the rate of decline started to slow down in all agencies and on all modes of transportation, and in March - October 2021 a new period of growth began. While ridership still hasn't reached October 2019 levels, the growth is very significant in comparison with October 2020.

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

Ridership on Transit Services in the New York Area (thousands)						
Transit Service	Oct-20	Prelim Oct-21	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	1,753	3,099	+76.8%	2,659	2,142	-19.4%
NYCT Local Bus	878	1,149	+30.9%	781	924	+18.3%
NYCT Express Bus	14	22	+57.1%	20	16	-20.0%
Paratransit	26	27	+1.7%	24	25	+3.0%
SIR	4	7	+73.3%	7	5	-36.8%
MTA Local Bus	186	263	+42.0%	163	201	+23.0%
MTA Express Bus	12	18	+48.3%	15	14	-9.5%
LIRR	81	148	+82.7%	143	99	-30.8%
Metro-North	65	127	+95.4%	126	79	-37.3%
PATH	66	125	+89.4%	128	81	-36.7%
Average Weekend						
Subway	2,053	3,663	+78.4%	2,796	2,607	-6.8%
NYCT Local Bus	1,106	1,207	+9.1%	891	1,095	+22.9%
NYCT Express Bus	7	10	+42.9%	8	8	+0.0%
Paratransit	28	30	+6.5%	27	28	+3.1%
SIR	1	4	+162.5%	1	2	+29.0%
MTA Local Bus	222	264	+19.1%	177	228	+28.7%
MTA Express Bus	7	9	+36.0%	7	8	+5.3%
LIRR	87	161	+85.1%	106	111	+4.7%
Metro-North	85	176	+107.1%	117	110	-6.0%
PATH	81	149	+84.0%	93	101	+8.6%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT

Oct - 2021 Mid_Year
Accrual Statement of Operations By Category
Month - Oct 2021

(\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Forecast	Actual	Favorable (Unfavorable) Variance	Forecast	Actual	Favorable (Unfavorable) Variance	Forecast	Actual	Favorable (Unfavorable) Variance
	Mid_Year		Percent	Mid_Year		Percent	Mid_Year		Percent
Revenue									
Farebox Revenue:									
Subway	\$176,206	\$183,225	\$7,019	\$0,000	\$0,000	-	\$176,206	\$183,225	\$7,019
Bus	\$49,696	\$51,558	\$1,862	\$0,000	\$0,000	-	\$49,696	\$51,558	\$1,862
Paratransit	\$1,352	\$1,458	\$0,107	\$0,000	\$0,000	-	\$1,352	\$1,458	\$0,107
Fare Liability	\$3,631	\$3,631	\$0,000	\$0,000	\$0,000	-	\$3,631	\$3,631	\$0,000
Farebox Revenue	\$230,884	\$239,872	\$8,988	\$0,000	\$0,000	-	\$230,884	\$239,872	\$8,988
Fare Reimbursement	\$8,749	\$8,749	\$0,000	\$0,000	\$0,000	-	\$8,749	\$8,749	\$0,000
Paratransit Reimbursement	\$21,727	\$18,735	(2,992)	\$0,000	\$0,000	-	\$21,727	\$18,735	(2,992)
Other Operating Revenue	\$13,101	\$13,101	\$0,000	\$0,000	\$0,000	-	\$13,101	\$13,101	\$0,000
Other Revenue	\$42,759	\$40,584	(2,175)	\$0,000	\$0,000	-	\$42,759	\$40,584	(2,175)
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$99,340	\$89,487	(9,853)	\$99,340	\$89,487	(9,853)
Total Revenue	\$273,644	\$280,456	\$6,813	\$99,340	\$89,487	(9,853)	\$372,984	\$369,943	(3,040)
Expenses									
Labor:									
Payroll	\$286,644	\$283,234	\$3,410	\$39,124	\$32,089	\$7,035	\$325,768	\$315,323	\$10,445
Overtime	\$50,488	\$57,422	(6,934)	\$9,369	\$10,600	(1,232)	\$59,856	\$68,023	(8,166)
Total Salaries & Wages	\$337,132	\$340,656	(3,524)	\$48,493	\$42,689	\$5,803	\$385,625	\$383,345	\$2,279
Health and Welfare	\$84,671	\$82,502	\$2,169	\$2,195	\$1,704	\$0,491	\$86,866	\$84,207	\$2,659
OPEB Current Payment	\$49,842	\$57,606	(7,764)	\$1,221	\$1,068	\$0,153	\$51,063	\$58,674	(7,611)
Pensions	\$80,958	\$77,159	\$3,799	\$2,363	\$3,327	(994)	\$83,322	\$80,486	\$2,835
Other Fringe Benefits	\$43,379	\$43,978	(600)	\$15,296	\$13,689	\$1,607	\$58,675	\$57,667	\$1,008
Total Fringe Benefits	\$258,850	\$261,245	(2,395)	\$21,075	\$19,788	\$1,287	\$279,925	\$281,033	(1,108)
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	(20,665)	(18,989)	(1,676)	\$20,665	\$18,989	\$1,676	\$0,000	\$0,000	\$0,000
Labor	\$575,317	\$582,912	(7,596)	\$90,233	\$81,466	\$8,766	\$665,550	\$664,379	\$1,171
Non-Labor:									
Electric Power	\$22,686	\$25,642	(2,956)	\$0,021	\$0,001	\$0,020	\$22,707	\$25,643	(2,936)
Fuel	\$8,452	\$8,166	\$2,286	\$0,000	\$0,000	\$0,000	\$8,452	\$8,166	\$2,286
Insurance	\$6,068	\$5,877	\$1,191	\$0,000	\$0,000	\$0,000	\$6,068	\$5,877	\$1,191
Claims	\$12,237	\$2,506	\$9,731	\$0,000	\$0,000	-	\$12,237	\$2,506	\$9,731
Paratransit Service Contracts	\$38,338	\$29,361	\$8,977	\$0,000	\$0,000	\$0,000	\$38,338	\$29,361	\$8,977
Maintenance and Other Operating Contracts	\$30,115	\$27,112	\$3,003	\$3,609	\$3,985	(375)	\$33,725	\$31,097	\$2,628
Professional Service Contracts	\$15,144	\$12,597	\$2,547	\$0,903	\$1,246	(343)	\$16,047	\$13,844	\$2,204
Materials & Supplies	\$29,688	\$22,398	\$7,290	\$4,418	\$2,762	\$1,656	\$34,105	\$25,160	\$8,945
Other Business Expenses	\$4,358	\$8,076	(3,718)	\$0,156	\$0,027	\$0,129	\$4,514	\$8,103	(3,589)
Non-Labor	\$167,086	\$141,735	\$25,351	\$9,107	\$8,021	\$1,087	\$176,194	\$149,756	\$26,438
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	\$742,403	\$724,647	\$17,756	\$99,340	\$89,487	\$9,853	\$841,743	\$814,135	\$27,609
Depreciation	\$176,302	\$173,809	\$2,493	\$0,000	\$0,000	-	\$176,302	\$173,809	\$2,493
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000
GASB 68 Pension Adjustment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000
Environmental Remediation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000
Total Expenses	\$918,705	\$898,457	\$20,249	\$99,340	\$89,487	\$9,853	\$1,018,046	\$987,944	\$30,102
OPERATING SURPLUS/DEFICIT	(645,062)	(618,001)	\$27,061	\$0,000	\$0,000	\$0,000	(645,062)	(618,001)	\$27,061

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

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

11/04/2021 04:40 PM

	Nonreimbursable			Reimbursable			Total		
	Forecast	Actual	Favorable (Unfavorable) Variance	Forecast	Actual	Favorable (Unfavorable) Variance	Forecast	Actual	Favorable (Unfavorable) Variance
	Mid_Year		Percent	Mid_Year		Percent	Mid_Year		Percent
Revenue									
Farebox Revenue:									
Subway	\$1,287,049	\$1,360,393	\$73,344	\$0,000	\$0,000	-	\$1,287,049	\$1,360,393	\$73,344
Bus	\$429,994	\$456,151	\$26,157	\$0,000	\$0,000	-	\$429,994	\$456,151	\$26,157
Paratransit	\$11,492	\$12,824	\$1,332	\$0,000	\$0,000	-	\$11,492	\$12,824	\$1,332
Fare Liability	\$27,612	\$27,612	\$0,000	\$0,000	\$0,000	-	\$27,612	\$27,612	\$0,000
Farebox Revenue	\$1,756,147	\$1,856,980	\$100,833	\$0,000	\$0,000	-	\$1,756,147	\$1,856,980	\$100,833
Fare Reimbursement	\$72,154	\$72,154	\$0,000	\$0,000	\$0,000	-	\$72,154	\$72,154	\$0,000
Paratransit Reimbursement	\$187,540	\$178,364	\$(9,176)	\$0,000	\$0,000	-	\$187,540	\$178,364	\$(9,176)
Other Operating Revenue	\$136,530	\$141,853	\$5,323	\$0,000	\$0,000	-	\$136,530	\$141,853	\$5,323
Other Revenue	\$396,224	\$392,371	\$(3,853)	\$0,000	\$0,000	-	\$396,224	\$392,371	\$(3,853)
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$1,023,250	\$887,484	\$(135,767)	\$1,023,250	\$887,484	\$(135,767)
Total Revenue	\$2,152,371	\$2,249,351	\$96,980	\$1,023,250	\$887,484	\$(135,767)	\$3,175,622	\$3,136,835	\$(38,787)
			4.5			(13.3)			(1.2)
Expenses									
Labor:									
Payroll	\$2,834,043	\$2,796,448	\$37,594	\$395,845	\$335,654	\$60,190	\$3,229,887	\$3,132,102	\$97,785
Overtime	\$490,405	\$516,374	\$(25,969)	\$106,494	\$88,460	\$18,034	\$596,899	\$604,833	\$(7,934)
Total Salaries & Wages	\$3,324,448	\$3,312,822	\$11,626	\$502,339	\$424,114	\$78,225	\$3,826,786	\$3,736,936	\$89,850
Health and Welfare	\$827,983	\$827,958	\$25	\$21,609	\$17,979	\$3,630	\$849,592	\$845,937	\$3,655
OPEB Current Payment	\$455,605	\$461,989	\$(6,384)	\$12,065	\$10,278	\$1,787	\$472,670	\$472,268	\$(402)
Pensions	\$793,263	\$769,497	\$23,766	\$23,109	\$40,308	\$(17,199)	\$816,371	\$809,805	\$6,566
Other Fringe Benefits	\$428,254	\$436,149	\$(7,895)	\$157,162	\$138,823	\$18,340	\$585,416	\$574,971	\$10,445
Total Fringe Benefits	\$2,505,105	\$2,495,594	\$9,511	\$213,944	\$207,387	\$6,557	\$2,719,049	\$2,702,981	\$16,068
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	(22,766)	(182,440)	(40,326)	\$222,766	\$182,440	\$40,326	\$0,000	\$0,000	\$0,000
Labor	\$5,606,786	\$5,625,976	\$(19,189)	\$939,049	\$813,941	\$125,108	\$6,545,835	\$6,439,917	\$105,919
			(0.3)			13.3			1.6
Non-Labor:									
Electric Power	\$221,808	\$223,145	\$(1,337)	\$0,210	\$0,272	\$(0,061)	\$222,018	\$223,416	\$(1,398)
Fuel	\$89,307	\$81,055	\$8,252	\$0,000	\$0,000	\$0,000	\$89,307	\$81,055	\$8,251
Insurance	\$61,682	\$59,656	\$2,026	\$0,000	\$0,000	\$0,000	\$61,682	\$59,656	\$2,026
Claims	\$122,374	\$102,912	\$19,463	\$0,000	\$0,000	\$0,000	\$122,374	\$102,912	\$19,462
Paratransit Service Contracts	\$323,649	\$286,633	\$37,016	\$0,000	\$0,000	\$0,000	\$323,649	\$286,633	\$37,016
Maintenance and Other Operating Contracts	\$292,272	\$279,481	\$12,791	\$33,364	\$36,998	\$(3,634)	\$325,636	\$316,479	\$9,157
Professional Service Contracts	\$129,018	\$124,622	\$4,396	\$8,038	\$9,456	\$(1,418)	\$137,056	\$134,078	\$2,978
Materials & Supplies	\$264,068	\$208,018	\$56,050	\$43,396	\$31,290	\$12,105	\$307,464	\$239,308	\$68,156
Other Business Expenses	\$44,135	\$66,256	\$(22,121)	(0,807)	(4,473)	\$3,666	\$43,328	\$61,783	\$(18,455)
Non-Labor	\$1,548,312	\$1,431,777	\$116,535	\$84,201	\$73,543	\$10,659	\$1,632,514	\$1,505,320	\$127,194
			7.5			12.7			7.8
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	\$7,155,099	\$7,057,753	\$97,346	\$1,023,250	\$887,484	\$135,767	\$8,178,349	\$7,945,236	\$233,113
Depreciation	\$1,757,596	\$1,732,393	\$25,204	\$0,000	\$0,000	-	\$1,757,596	\$1,732,393	\$25,204
GASB 75 OPEB Expense Adjustment	\$20,000	(44,371)	\$64,371	\$0,000	\$0,000	-	\$20,000	(44,371)	\$64,371
GASB 68 Pension Adjustment	\$12,526	\$19,100	\$(6,574)	\$0,000	\$0,000	-	\$12,526	\$19,100	\$(6,574)
Environmental Remediation	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses	\$8,945,221	\$8,764,874	\$180,347	\$1,023,250	\$887,484	\$135,767	\$9,968,471	\$9,652,358	\$316,114
			2.0			13.3			3.2
OPERATING SURPLUS/DEFICIT	(6,792,850)	(6,515,523)	\$277,327	\$0,000	\$0,000	\$0,000	(6,792,850)	(6,515,523)	\$277,327
			4.1			110.0			4.1

Note: Totals may not add due to rounding

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

**MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN 2021
EXPLANATION OF VARIANCES BETWEEN THE MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS
OCTOBER 2021
(\$ in millions)**

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE			
		Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance		
		\$	%	\$	%		
Farebox Revenue	NR	9.0	3.9	Primarily due to higher ridership and higher average fares	100.8	5.7	Primarily due to higher ridership and higher average fares
Other Operating Revenue	NR	(2.2)	(5.1)	Mainly unfavorable paratransit reimbursements	(3.9)	(1.0)	Mainly unfavorable paratransit reimbursements
Payroll	NR	3.4	1.2	Primarily due to vacancies	37.6	1.3	Primarily due to vacancies
Overtime	NR	(6.9)	(13.7)	Primarily due to vacancy coverage and additional maintenance requirements	(26.0)	(5.3)	Vacancy coverage, additional maintenance requirements, and adverse weather
Health & Welfare (including OPEB current payment)	NR	(5.6)	(4.2)	Unfavorable timing of expense accruals and rebate credits	(6.4)	(0.5)	Unfavorable timing of expense accruals and rebate credits
Pension	NR	3.8	4.7	Lower pension expenses	23.8	3.0	Lower pension expense and favorable expense reclass to reimbursable
Other Fringe Benefits	NR	(0.6)	(1.4)	Minor variance	(7.9)	(1.8)	Mainly lower reimbursable fringe OH credits than expected
Reimbursable Overhead	NR	(1.7)	(8.1)	Mainly due to less than anticipated capital labor expense	(40.3)	(18.1)	Mainly due to less than anticipated capital labor expense
Electric Power	NR	(3.0)	(13.0)	Mainly higher rates	(1.3)	(0.6)	Unfavorable timing and rates mainly offset by lower consumption
Fuel	NR	0.3	3.4	Minor variance	8.3	9.2	Mainly lower consumption partly offset by unfavorable pricing
Insurance	NR	0.2	3.2	Minor variance	2.0	3.3	Minor variance
Claims	NR	9.7	79.5	Lower claims due to lower ridership	19.5	15.9	Lower claims due to lower ridership
Paratransit Service Contracts	NR	9.0	23.4	Reflecting fewer trips and favorable timing of support costs	37.0	11.4	Reflecting fewer trips and favorable timing of support costs
Maintenance and Other Operating Contracts	NR	3.0	10.0	Largely favorable timing of operating contract charges	12.8	4.4	Largely favorable timing of operating contract charges
Professional Service Contracts	NR	2.5	16.8	Primarily favorable timing of bond issuance expense	4.4	3.4	Primarily underruns in IT service and maintenance
Materials & Supplies	NR	7.3	24.6	Primarily reduced usage due to maintainer vacancies and favorable maintenance program timing	56.1	21.2	Primarily reduced usage due to maintainer vacancies and favorable maintenance program timing
Other Business	NR	(3.7)	(85.3)	Mainly higher card processing fees	(22.1)	(50.1)	Mainly higher card processing fees

MTA NEW YORK CITY TRANSIT
 July Financial Plan - 2021 Mid_Year
 Cash Receipts and Expenditures

Oct FY21
 (\$ in Millions)

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	Month			Year-To-Date		
	Forecast	Actual	Favorable (Unfavorable)	Forecast	Actual	Favorable (Unfavorable)
	Mid_Year		Variance Percent	Mid_Year		Variance Percent
Receipts						
Farebox Revenue	\$230.884	\$230.625	(0.259) (0.1)	\$1,762.071	\$1,904.830	\$142.759 8.1
Fare Reimbursement	\$0.000	\$0.000	\$0.000 -	\$91.441	\$90.276	(1.165) (1.3)
Paratransit Reimbursement	\$21.698	\$17.385	(4.313) (19.9)	\$192.209	\$177.878	(14.331) (7.5)
Other Operating Revenue	\$2.767	\$2.526	(0.241) (8.7)	\$31.379	\$29.923	(1.456) (4.6)
Other Revenue	\$24.465	\$19.911	(4.554) (18.6)	\$315.029	\$298.077	(16.952) (5.4)
Capital and Other Reimbursements	\$119.340	\$82.671	(36.669) (30.7)	\$1,040.514	\$804.379	(236.135) (22.7)
Total Revenue	\$374.689	\$333.207	(41.482) (11.1)	\$3,117.615	\$3,007.286	(110.329) (3.5)
Expenditures						
Labor :						
Payroll	\$284.257	\$277.684	\$6.573 2.3	\$3,235.500	\$3,134.364	\$101.136 3.1
Overtime	\$59.866	\$68.023	(8.166) (13.6)	\$596.899	\$604.833	(7.934) (1.3)
Total Salaries & Wages	\$344.114	\$345.707	(1.593) (0.5)	\$3,832.399	\$3,739.197	\$93.202 2.4
Health and Welfare	\$86.866	\$95.313	(8.448) (9.7)	\$857.419	\$834.836	\$22.582 2.6
OPEB Current Payment	\$51.063	\$58.674	(7.611) (14.9)	\$467.670	\$472.268	(4.597) (1.0)
Pensions	\$85.322	\$80.972	\$4.350 5.1	\$833.828	\$823.494	\$10.334 1.2
Other Fringe Benefits	\$58.049	\$55.038	\$3.011 5.2	\$514.426	\$441.888	\$72.538 14.1
Total Fringe Benefits	\$281.299	\$289.997	(8.698) (3.1)	\$2,673.343	\$2,572.486	\$100.857 3.8
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000 -	\$0.000	\$0.000	\$0.000 -
Reimbursable Overhead	\$0.000	\$0.000	\$0.000 -	\$0.000	\$0.000	\$0.000 -
Labor	\$625.413	\$635.704	(10.291) (1.6)	\$6,505.742	\$6,311.683	\$194.059 3.0
Non-Labor :						
Electric Power	\$22.707	\$26.628	(3.921) (17.3)	\$230.210	\$232.349	(2.139) (0.9)
Fuel	\$8.452	\$8.623	(0.171) (2.0)	\$82.309	\$74.146	\$8.163 9.9
Insurance	\$7.483	\$7.483	\$0.000 100.0	\$36.991	\$38.335	(1.344) (3.6)
Claims	\$10.760	\$8.409	\$2.351 21.8	\$107.596	\$52.364	\$55.232 51.3
Paratransit Service Contracts	\$38.338	\$28.980	\$9.358 24.4	\$321.649	\$284.128	\$37.521 11.7
Maintenance and Other Operating Contracts	\$33.725	\$29.761	\$3.964 11.8	\$335.136	\$295.488	\$39.648 11.8
Professional Service Contracts	\$13.797	\$11.270	\$2.527 18.3	\$137.289	\$124.106	\$13.183 9.6
Materials & Supplies	\$31.064	\$25.092	\$5.972 19.2	\$304.905	\$258.768	\$46.137 15.1
Other Business Expenses	\$4.514	\$8.317	(3.803) (84.3)	\$43.328	\$65.214	(21.886) (50.5)
Non-Labor	\$170.839	\$147.080	\$23.759 13.9	\$1,599.412	\$1,424.898	\$174.514 10.9
Other Expense Adjustments:						
Other	\$0.000	\$0.000	\$0.000 -	\$0.000	\$0.000	\$0.000 -
Other Expense Adjustments	\$0.000	\$0.000	\$0.000 -	\$0.000	\$0.000	\$0.000 -
Total Expenditures before Depreciation and OPEB	\$796.252	\$782.784	\$13.468 1.7	\$8,105.154	\$7,736.581	\$368.573 4.5
Depreciation	\$0.000	\$0.000	\$0.000 (100.0)	\$0.000	\$0.000	\$0.000 (100.0)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000 -	\$0.000	\$0.000	\$0.000 -
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000 -	\$0.000	\$0.000	\$0.000 100.0
Environmental Remediation	\$0.000	\$0.000	\$0.000 -	\$0.000	\$0.000	\$0.000 -
Total Expenditures	\$796.252	\$782.784	\$13.468 1.7	\$8,105.154	\$7,736.581	\$368.573 4.5
Net Surplus/(Deficit)	(421.563)	(449.577)	(28.014) (6.6)	(4,987.539)	(4,729.295)	\$258.244 5.2

Note: Totals may not add due to rounding

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN 2021
EXPLANATION OF VARIANCES BETWEEN THE MID-YEAR FORECAST AND ACTUAL CASH BASIS
Oct FY21
(\$ in millions)

	MONTH		YEAR TO DATE	
	Favorable (Unfavorable) Variance \$	% Reason for Variance	Favorable (Unfavorable) Variance \$	% Reason for Variance
Operating Receipts or Disbursements				
Farebox Receipts	(0.3)	(0.1) Minor variance	142.8	8.1 Due to higher ridership and average fares
Other Operating Receipts	(4.6)	(18.6) Mainly underruns in Paratransit reimbursements	(17.0)	(5.4) Mainly underruns in Paratransit reimbursements and timing of senior fare Rmb
Capital and Other Reimbursements	(36.7)	(30.7) Unfavorable timing of reimbursement receipts	(236.1)	(22.7) Unfavorable timing of reimbursement receipts
Payroll	6.6	2.3 Primarily due to vacancies	101.1	3.1 Primarily due to vacancies
Overtime	(8.2)	(13.6) Mainly vacancy coverage and maintenance requirements	(7.9)	(1.3) Mainly vacancy coverage and maintenance requirements
Health & Welfare/OPEB Current	(16.1)	(11.6) Unfavorable timing of payments	18.0	1.4 Favorable timing of rebates, lower rates, and vacancies.
Pension	4.4	5.1 Mainly lower pension expense	10.3	1.2 Mainly lower pension expense
Other Fringe Benefits	3.0	5.2 Mainly favorable timing of deferred FICA repayments	72.5	14.1 Mainly favorable timing of deferred FICA repayments
Electric Power	(3.9)	(17.3) Higher rates and unfavorable timing of payments	(2.1)	(0.9) Lower consumption and timing of payments
Fuel	(0.2)	(2.0) Minor variance	8.2	9.9 Mainly lower consumption
Insurance	7.5	100.0 Favorable timing of payments	(1.3)	(3.6) Unfavorable timing of payments
Claims	2.4	21.8 Favorable timing of payments	55.2	51.3 Fewer settlements and favorable timing of payments
Paratransit Service Contracts	9.4	24.4 Fewer trips and favorable expense timing	37.5	11.7 Fewer trips and favorable expense timing
Maintenance and Other Operating Contracts	4.0	11.8 Favorable timing of payments	39.6	11.8 Largely favorable timing of expenses
Professional Service Contracts	2.5	18.3 Favorable timing of payments	13.2	9.6 Favorable timing of payments
Materials & Supplies	6.0	19.2 Primarily reduced usage due to maintainer vacancies and favorable maintenance program timing.	46.1	15.1 Primarily reduced usage due to maintainer vacancies and favorable maintenance program timing.
Other Business	(3.8)	(84.3) Primarily higher card processing fees	(21.9)	(50.5) Primarily higher card processing fees

MTA NEW YORK CITY TRANSIT
 July Financial Plan - 2021 Mid_Year
 Cash Conversion (Cash Flow Adjustments)

Oct FY21
 (\$ in Millions)

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	Month			Year-To-Date		
	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Forecast Mid_Year	Actual	Favorable (Unfavorable)
			Variance			Percent
Revenue						
Farebox Revenue	\$0.000	(9,247)	(9,247)	\$5,924	\$47,850	\$41,926
Fare Reimbursement	(8,749)	(8,749)	\$0.000	\$19,287	\$18,122	(1,166)
Paratransit Reimbursement	(0,028)	(1,350)	(1,321)	\$4,668	(0,486)	(5,154)
Other Operating Revenue	(9,517)	(10,575)	(1,057)	(105,150)	(111,930)	(6,779)
Other Revenue	(18,294)	(20,673)	(2,379)	(81,195)	(94,294)	(13,099)
Capital and Other Reimbursements	\$20,000	(6,816)	(26,816)	\$17,264	(83,105)	(100,369)
Total Revenue	\$1,706	(36,736)	(38,442)	(58,007)	(129,549)	(71,542)
Expenses						
Labor:						
Payroll	\$41,511	\$37,638	(3,873)	(5,612)	(2,261)	\$3,351
Overtime	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Total Salaries & Wages	\$41,511	\$37,638	(3,873)	(5,612)	(2,261)	\$3,351
Health and Welfare	\$0,000	(11,107)	(11,107)	(7,827)	\$11,101	\$18,928
OPEB Current Payment	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Pensions	(2,000)	(0,486)	(1,514)	(17,457)	(13,689)	\$3,768
Other Fringe Benefits	\$0,626	\$2,629	\$2,003	\$70,990	\$133,083	\$62,093
Total Fringe Benefits	(1,374)	(8,964)	(7,589)	\$45,706	\$130,495	\$84,789
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	\$40,137	\$28,675	(11,462)	\$40,094	\$128,234	\$88,140
Non-Labor:						
Electric Power	\$0,000	(0,985)	(0,985)	(8,192)	(8,933)	(0,741)
Fuel	\$0,000	(0,457)	(0,457)	\$6,998	\$6,910	(0,088)
Insurance	(1,415)	\$5,877	\$7,292	\$24,691	\$21,321	(3,370)
Claims	\$1,478	(5,903)	(7,381)	\$14,778	\$50,548	\$35,769
Paratransit Service Contracts	\$0,000	\$0,381	\$0,381	\$2,000	\$0,505	\$0,505
Maintenance and Other Operating Contracts	\$0,000	\$1,336	\$1,336	(9,500)	\$20,991	\$30,491
Professional Service Contracts	\$2,250	\$2,574	\$0,324	(0,233)	\$9,972	\$10,205
Materials & Supplies	\$3,042	\$0,068	(2,974)	\$2,559	(19,460)	(22,019)
Other Business Expenses	\$0,000	(0,214)	(0,214)	\$0,000	(3,431)	(3,431)
Non-Labor	\$5,354	\$2,676	(2,679)	\$33,102	\$80,422	\$47,320
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	\$45,491	\$31,351	(14,141)	\$73,196	\$208,655	\$135,460
Depreciation	\$176,302	\$173,809	(2,493)	\$1,757,596	\$1,732,393	(25,204)
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	\$0,000	\$20,000	(44,371)	(64,371)
GASB 68 Pension Adjustment	\$0,000	\$0,000	\$0,000	\$12,526	\$19,100	\$6,574
Environmental Remediation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000
Total Expenditures	\$221,793	\$205,160	(16,633)	\$1,863,318	\$1,915,777	\$52,459
Total Cash Conversion Adjustments	\$223,499	\$168,424	(55,075)	\$1,805,311	\$1,786,228	(19,083)

Note: Totals may not add due to rounding

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

NYCT – Non-Reimbursable Overtime Variance

October 2021 and YTD forecast vs. variance

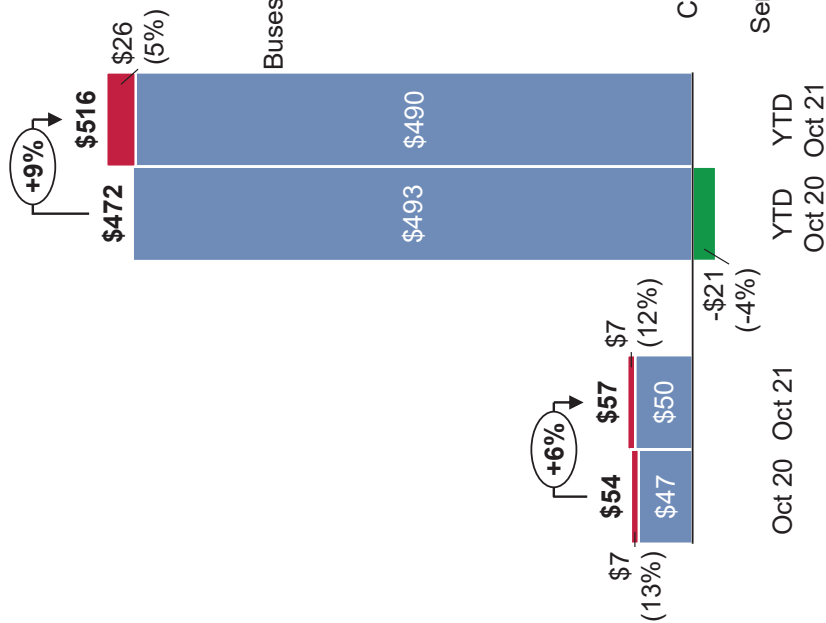
\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
Adopted: \$532M
Forecast: \$592M

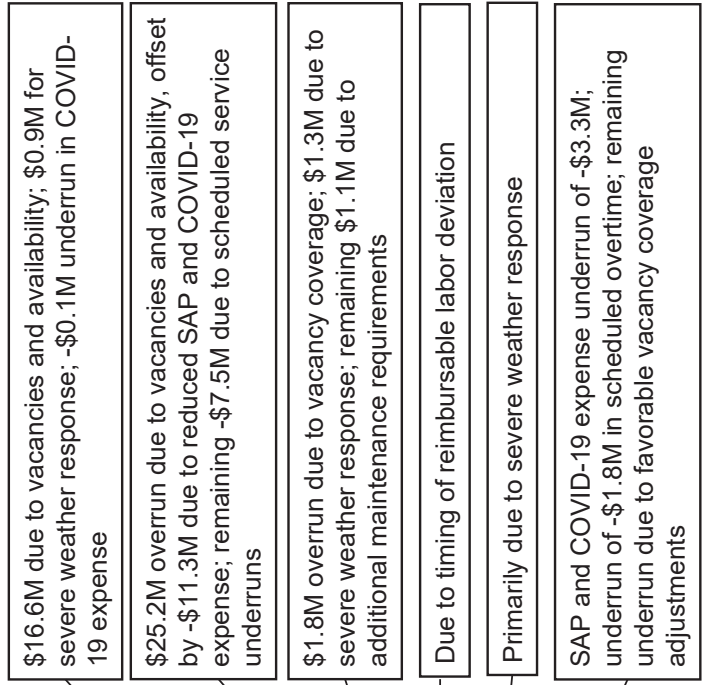
Overview

- Overall increase of \$44.2M or 9% compared to October YTD 2020
- Overall increase of \$11.1M or 2% compared to October YTD 2019
- \$26.0M or 5% above 2021 YTD budget; offset by -\$37.6M payroll underrun
- Subways -\$1.7M underrun; -\$5.3M due to favorable vacancy coverage adjustments; scheduled overtime underrun of -\$2.1M; \$5.7M for severe weather response
- Buses \$23.7M overrun; \$41.8M for vacancy/availability coverage; \$0.9M for severe weather response; -\$11.5M for COVID-19 response; -\$7.5M scheduled overtime



YTD variance by division

\$M



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

NYCT – Reimbursable Overtime Variance

October 2021 and YTD forecast vs. variance

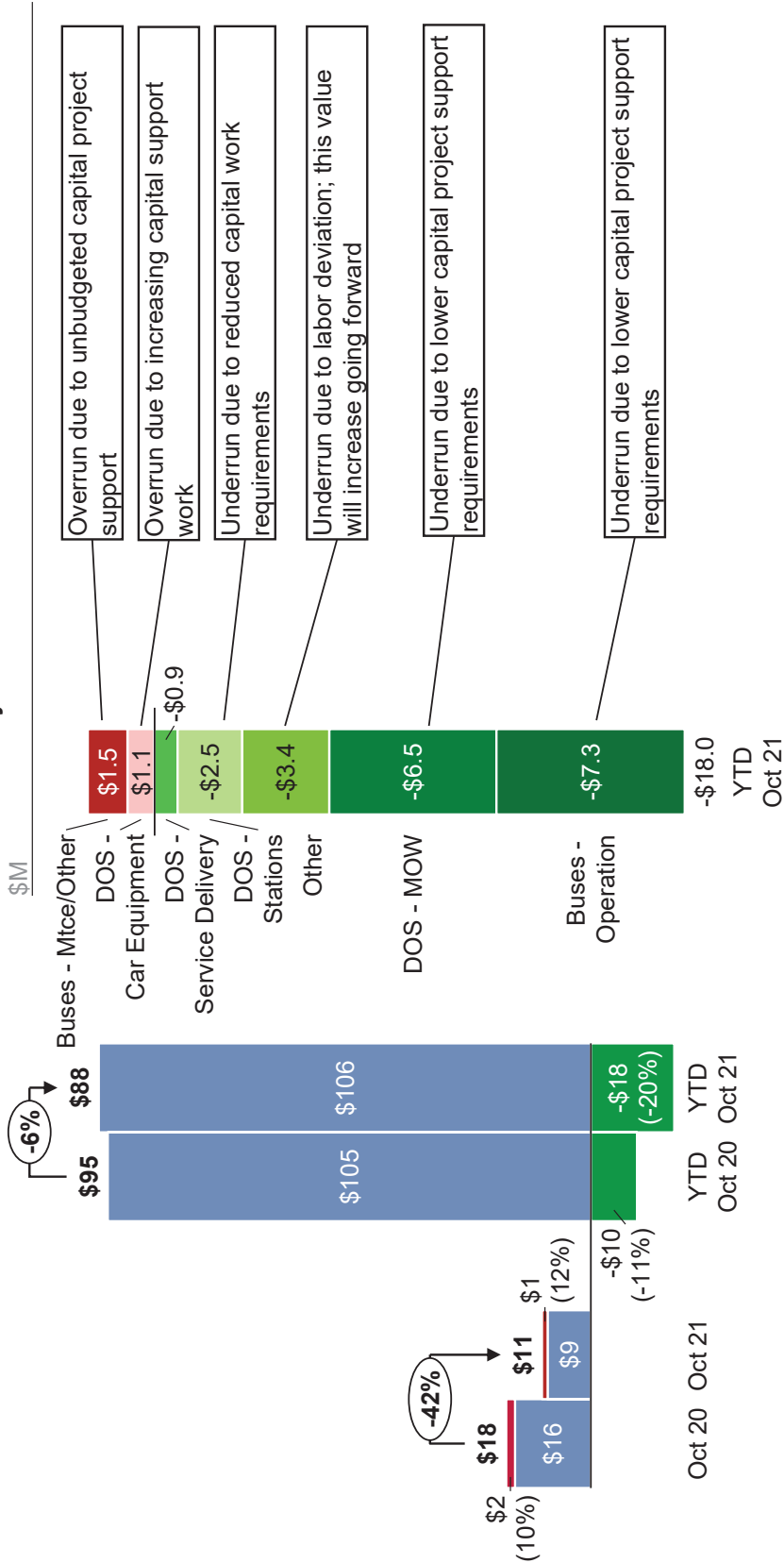
Annual Budget
Adopted: \$125M
Forecast: \$125M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Overview

- Overall decrease of -\$6.1M or -6% compared to October YTD 2020
- Overall decrease of -\$75.7M or -46% compared to October YTD 2019
- \$18.0M or -20% below 2021 YTD budget
- Subways -\$8.9M underrun due to lower capital support requirements and severe weather project cancellations
- Buses -\$5.8M underrun due to lower capital support requirements

YTD variance by division

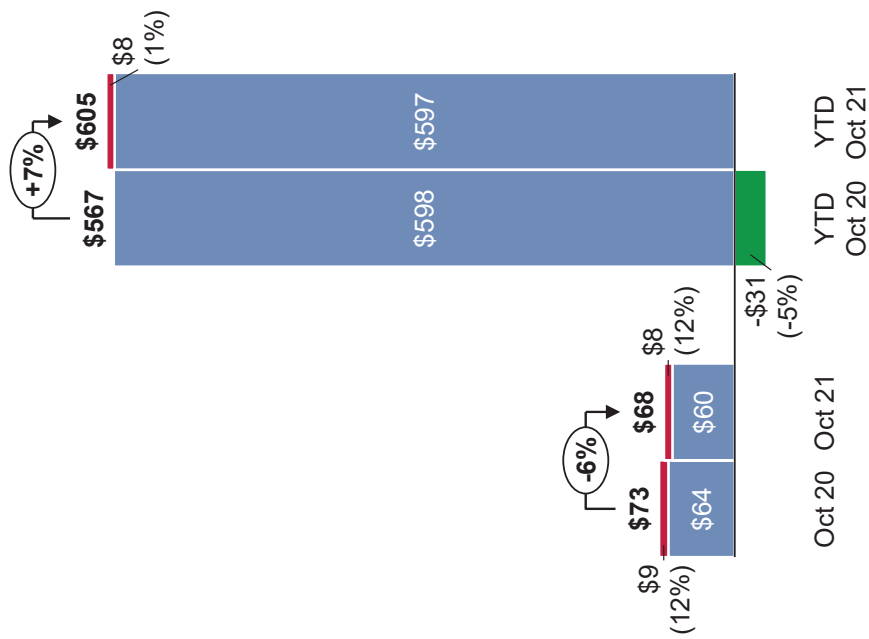
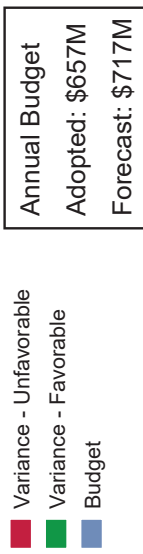


Source: Adopted budget. GL actuals for actual overtime spending.

NYCT – Total Overtime Variance

October 2021 and YTD forecast vs. variance

\$M

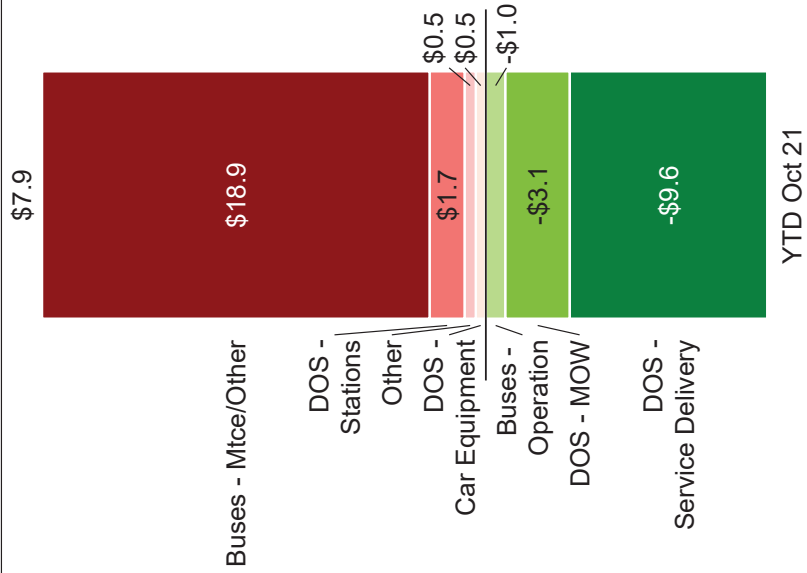


Overview

- Overall increase of \$38.1M or 7% compared to October YTD 2020
- Overall decrease of -\$64.6M or -10% compared to October YTD 2019
- \$7.9M or 1% above 2021 YTD budget

YTD variance by division

\$M



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

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN 2021
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS

October 2021

	<u>Mid-Year Forecast</u>	<u>Actual</u>	<u>Variance Fav./(Unfav)</u>	<u>Explanation</u>
Administration:				
Office of the President	26	16	10	
Law	240	220	20	
Office of the EVP	19	16	3	
Human Resources	197	171	26	
Office of Management and Budget	30	28	2	
Strategy & Customer Experience	177	161	16	
Non-Departmental	-	-	-	
Labor Relations	78	75	3	
Office of People & Business Transformation	14	14	0	
Material	154	188	(34)	
Controller	103	101	2	
Total Administration	1,038	990	48	
Operations:				
Subways Service Delivery	8,086	7,709	377	Mainly RVO vacancies.
Subways Operations Support/Admin	378	429	(51)	Mainly Hrly excesses.
Subways Stations	2,310	2,174	136	Mainly Station Agent vacancies.
Subtotal Subways	10,774	10,312	462	
Buses	10,787	10,696	91	Mainly Bus Operator vacancies.
Paratransit	185	173	12	
Operations Planning	357	289	68	Mainly Traffic Checker vacancies.
Revenue Control	559	520	39	
Non-Departmental	173	-	173	
Total Operations	22,835	21,990	845	
Maintenance:				
Subways Operations Support/Admin	102	75	27	
Subways Engineering	327	312	15	
Subways Car Equipment	4,163	4,103	60	Mainly Mgr, and PTE vacancies.
Subways Infrastructure	1,870	1,804	66	Mainly Mgr, Supv and hourly vacancies.
Subways Elevators & Escalators	470	467	3	
Subways Stations	3,665	3,456	209	Mainly Supv and hourly vacancies.
Subways Track	3,118	2,779	339	Mainly TEM, PDM and TrackWorker vacancies.
Subways Power	636	612	24	
Subways Signals	1,706	1,636	70	Mainly Signal Mtr vacancies.
Subways Electronic Maintenance	1,577	1,417	160	Mainly PTE and hourly vacancies.
Subtotal Subways	17,634	16,661	973	
Buses	3,388	3,299	89	Mainly Mrg and hourly vacancies.
Supply Logistics	523	511	12	
System Safety	85	72	13	
Non-Departmental	(138)	-	(138)	
Total Maintenance	21,492	20,543	949	
Engineering:				
Capital Program Management	1,302	1,053	249	Mainly Mgr, and PTE vacancies.
Total Engineering/Capital	1,302	1,053	249	
Public Safety:				
Security	620	574	46	
Total Public Safety	620	574	46	
Total Positions	47,287	45,150	2,137	
Non-Reimbursable	42,556	41,193	1,364	
Reimbursable	4,731	3,957	774	
Total Full-Time	47,130	45,051	2,079	
Total Full-Time Equivalents	157	99	58	

**MTA NEW YORK TRANSIT
JULY FINANCIAL PLAN 2021
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
October 2021**

FUNCTION/OCCUPATION	Mid-Year Forecast	Actual	Variance Fav./(Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	328	314	14	
Professional, Technical, Clerical	678	648	30	
Operational Hourlies	32	28	4	
Total Administration	1,038	990	48	
<u>Operations:</u>				
Managers/Supervisors	2,800	2,621	179	
Professional, Technical, Clerical	485	432	53	
Operational Hourlies	19,550	18,937	613	
Total Operations	22,835	21,990	845	
<u>Maintenance:</u>				
Managers/Supervisors	3,902	3,661	241	
Professional, Technical, Clerical	910	777	133	
Operational Hourlies	16,680	16,105	575	
Total Maintenance	21,492	20,543	949	
<u>Engineering/Capital:</u>				
Managers/Supervisors	353	261	92	
Professional, Technical, Clerical	947	790	157	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,302	1,053	249	
<u>Public Safety:</u>				
Managers/Supervisors	265	232	33	
Professional, Technical, Clerical	32	31	1	
Operational Hourlies	323	311	12	
Total Public Safety	620	574	46	
<u>Total Positions:</u>				
Managers/Supervisors	7,648	7,089	559	
Professional, Technical, Clerical	3,052	2,678	374	
Operational Hourlies	36,587	35,383	1204	
Total Positions	47,287	45,150	2,137	

Preliminary October 2021 Report: Staten Island Railway

The purpose of this report is to provide the preliminary October 2021 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

- October 2021 Staten Island Railway ridership of 168,583 was 39,760 rides (30.2 percent) above forecast. For October 2021 year-to-date, ridership was above forecast by 13.8 percent.
- Compared with October 2019, October 2021 ridership was lower by 58.2 percent. Compared with October 2020, October 2021 ridership was higher by 73.6 percent.
- October 2021 Farebox revenue of \$0.279 million was \$0.085 million (44.0 percent) above forecast. October 2021 YTD Farebox revenue of \$1.840 million was above forecast by \$0.277 million (17.7 percent).
- Operating expenses were under forecast by \$0.606 million (9.8 percent).
 - Labor expenses were less than forecast by \$0.091 million (2.0 percent).
 - Non-labor expenses were also less than forecast by \$0.516 million (31.0 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

October 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Mid-Year Forecast (forecast)

October 2021 Staten Island Railway ridership of 168,583 was 39,076 rides (30.2 percent) above forecast. Average weekday ridership of 7,171 was 3,034 rides (73.3 percent) higher than October 2020 and 10,144 rides (58.6 percent) lower than October 2019.

Total Operating Revenue of \$0.333 million was below forecast by \$0.050 million (13.0 percent).

- Farebox revenue of \$0.279 million was \$0.085 million (44.0 percent) above forecast. The overrun was due to higher than expected ridership.
- Other Revenue of \$0.054 million was \$0.135 million (71.4 percent) below forecast due to lower school fare reimbursement and advertising revenue.

Year-to-date Total Operating Revenue of \$2.433 million was \$0.407 million (14.3 percent) below forecast, due to underruns in school fare reimbursement and advertising revenue, partly offset by favorable farebox revenue.

Nonreimbursable expenses in October, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were less than forecast by \$0.606 million (9.8 percent).

- Labor expenses underran forecast by \$0.091 million (2.0 percent), due primarily to an underrun of \$0.359 million in payroll (15.5 percent) due to vacancies, offset by overrun of \$0.240 million (23.7 percent) in Health & Welfare/OPEB resulting from interagency expense charges. Overtime overran forecast by \$0.045 million (18.5 percent) due to vacancy coverage.
- Non-labor expenses were below forecast by \$0.516 million (31.0 percent) due to timing of projects, including an underrun in Maintenance and Other Operating contracts of \$0.343 million (74.9 percent) and Professional Services Contracts underran by \$0.148 million (54.0 percent). Other Business Expenses underran by \$0.065 million (45.6 percent) due to department control on expenses and Claims underran by \$0.087 million (73.1 percent). Electric Power overran forecast by \$0.077 million (22.5 percent) and Materials and Supplies overran by \$0.023 million (11.5 percent).

Year-to-date, expenses were below forecast by \$4.207 million (7.4 percent).

- Labor expenses were under by \$1.053 million (2.4 percent), mostly due to underruns in Payroll of \$0.901 million (4.0 percent) due to vacancies and Health & Welfare/OPEB underran by \$0.500 million (5.9 percent). Other Fringe Benefits overran forecast by \$0.250 million (7.7 percent) and Overtime overran by \$0.136 million (5.4 percent).
- Non-labor expenses underran by \$3.154 million (24.1 percent), mainly in Maintenance and Other Operating Contracts of \$1.526 million (53.6 percent) due to timing of projects and Other Business Expenses underran by \$0.501 million (53.2 percent) due to department control on expenses. Professional Service Contracts were under forecast by \$0.361 million (18.4 percent) and Electric Power underran by \$0.358 million (10.9 percent).

Operating cash deficit (excluding subsidies) in October of \$3.839 million was \$1.240 million (24.4 percent) favorable to forecast. On a year-to-date basis, the operating cash deficit was \$47.095 million, which was \$2.797 million (5.6 percent) favorable to forecast.

MTA STATEN ISLAND RAILWAY
July Financial Plan - 2021 Mid_Year
Ridership (Utilization) Actual to Budget
Oct FY21
 (# in Millions)

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	Month			Year-To-Date		
	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Forecast Mid_Year	Actual	Favorable (Unfavorable)
			Variance			Percent
<u>Ridership</u>						
Ridership - Subway	0.130	0.169	0.039	0.981	1.116	0.135
Total Ridership	0.130	0.169	0.039	0.981	1.116	0.135
<u>FareBox Revenue</u>						
Farebox Revenue	\$0.194	\$0.279	\$0.085	\$1.563	\$1.840	\$0.277
Total Farebox Revenue	\$0.194	\$0.279	\$0.085	\$1.563	\$1.840	\$0.277

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY

Oct - 2021 Mid_Year
Accrual Statement of Operations By Category

Month - Oct 2021

(\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Forecast	Actual	Favorable (Unfavorable) Variance	Forecast	Actual	Favorable (Unfavorable) Variance	Forecast	Actual	Favorable (Unfavorable) Variance
	Mid_Year		Percent	Mid_Year		Percent	Mid_Year		Percent
Revenue									
Farebox Revenue:									
Farebox Revenue	\$0.194	\$0.279	\$0.085	\$0.000	\$0.000	-	\$0.194	\$0.279	\$0.085
Other Revenue	\$0.189	\$0.064	(0.135)	\$0.000	\$0.000	-	\$0.189	\$0.064	(0.135)
Capital and Other Reimbursements	\$0.000	\$0.000	-	\$0.961	\$0.121	(0.840)	\$0.961	\$0.121	(0.840)
Total Revenue	\$0.383	\$0.333	(0.050)	\$0.961	\$0.121	(0.840)	\$1.343	\$0.454	(0.890)
Expenses									
Labor :									
Payroll	\$2.315	\$1.956	\$0.359	\$0.547	\$0.028	\$0.519	\$2.862	\$1.984	\$0.878
Overtime	\$0.243	\$0.287	(0.045)	\$0.094	\$0.035	\$0.059	\$0.337	\$0.323	\$0.014
Total Salaries & Wages	\$2.558	\$2.243	\$0.314	\$0.641	\$0.063	\$0.577	\$3.198	\$2.307	\$0.892
Health and Welfare	\$0.804	\$0.976	(0.172)	\$0.000	\$0.000	\$0.000	\$0.804	\$0.976	(0.172)
OPEB Current Payment	\$0.207	\$0.274	(0.068)	\$0.000	\$0.000	\$0.000	\$0.207	\$0.275	(0.068)
Pensions	\$0.655	\$0.646	\$0.008	\$0.000	\$0.000	-	\$0.655	\$0.646	\$0.008
Other Fringe Benefits	\$0.272	\$0.264	\$0.008	\$0.320	\$0.051	\$0.269	\$0.592	\$0.315	\$0.277
Total Fringe Benefits	\$1.938	\$2.161	(0.223)	\$0.320	\$0.051	\$0.269	\$2.258	\$2.212	\$0.046
Contribution to GASB Fund	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Labor	\$4.496	\$4.405	\$0.091	\$0.961	\$0.114	\$0.847	\$5.456	\$4.519	\$0.937
Non-Labor :									
Electric Power	\$0.341	\$0.417	(0.077)	\$0.000	\$0.000	\$0.000	\$0.341	\$0.417	(0.077)
Fuel	\$0.020	\$0.010	\$0.009	\$0.000	\$0.000	-	\$0.020	\$0.010	\$0.009
Insurance	\$0.105	\$0.142	(0.037)	\$0.000	\$0.000	-	\$0.105	\$0.142	(0.037)
Claims	\$0.119	\$0.032	\$0.087	\$0.000	\$0.000	-	\$0.119	\$0.032	\$0.087
Paratransit Service Contracts	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.457	\$0.115	\$0.343	\$0.000	\$0.000	-	\$0.457	\$0.115	\$0.343
Professional Service Contracts	\$0.274	\$0.126	\$0.148	\$0.000	\$0.001	(0.001)	\$0.274	\$0.127	\$0.147
Materials & Supplies	\$0.201	\$0.224	(0.023)	\$0.000	\$0.006	(0.006)	\$0.201	\$0.230	(0.029)
Other Business Expenses	\$0.143	\$0.078	\$0.065	\$0.000	\$0.000	-	\$0.143	\$0.078	\$0.065
Non-Labor	\$1.661	\$1.145	\$0.516	\$0.000	\$0.007	(0.007)	\$1.661	\$1.152	\$0.509
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	\$6.157	\$5.550	\$0.606	\$0.961	\$0.121	\$0.840	\$7.117	\$5.671	\$1.446
Depreciation	\$1.046	\$0.949	\$0.097	\$0.000	\$0.000	-	\$1.046	\$0.949	\$0.097
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000
Environmental Remediation	\$0.000	\$0.000	-	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenses	\$7.203	\$6.499	\$0.704	\$0.961	\$0.121	\$0.840	\$8.164	\$6.620	\$1.544
OPERATING SURPLUS/DEFICIT	(6.820)	(6.166)	\$0.654	\$0.000	\$0.000	\$0.000	(6.820)	(6.166)	\$0.654

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

Oct - 2021 Mid_Year
Accrual Statement of Operations By Category
Year-To-Date - Oct 2021

(\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Forecast Mid_Year	Actual	Favorable (Unfavorable)
			Variance			Variance			Variance
			Percent			Percent			Percent
Revenue									
Farebox Revenue:									
Farebox Revenue	\$1,563	\$1,840	17.7	\$0,000	\$0,000	-	\$1,563	\$1,840	17.7
Other Revenue	\$1,277	\$0,592	(53.6)	\$0,000	\$0,000	-	\$1,277	\$0,592	(53.6)
Capital and Other Reimbursements	\$0,000	\$0,000	-	\$5,658	\$1,671	(70.5)	\$5,658	\$1,671	(70.5)
Total Revenue	\$2,840	\$2,433	(14.3)	\$5,658	\$1,671	(70.5)	\$8,498	\$4,104	(51.7)
Expenses									
Labor :									
Payroll	\$22,524	\$21,623	4.0	\$2,889	\$0,347	88.0	\$25,413	\$21,969	13.6
Overtime	\$2,519	\$2,656	(5.4)	\$0,830	\$0,549	33.8	\$3,350	\$3,205	4.3
Total Salaries & Wages	\$25,043	\$24,278	3.1	\$3,720	\$0,896	75.9	\$28,763	\$25,174	12.5
Health and Welfare	\$6,041	\$5,494	9.0	\$0,000	\$0,000	-	\$6,041	\$5,494	9.0
OPEB Current Payment	\$2,389	\$2,436	(2.0)	\$0,000	\$0,001	(0.001)	\$2,389	\$2,437	(2.0)
Pensions	\$7,140	\$7,098	0.6	\$0,000	\$0,000	-	\$7,140	\$7,098	0.6
Other Fringe Benefits	\$3,264	\$3,514	(7.7)	\$1,939	\$0,725	62.6	\$5,202	\$4,239	18.5
Total Fringe Benefits	\$18,834	\$18,542	1.5	\$1,939	\$0,725	62.5	\$20,772	\$19,268	7.2
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	\$0,000	\$0,003	(0.003)	\$0,000	\$0,002	(0.002)	\$0,000	\$0,005	-
Labor	\$43,877	\$42,823	2.4	\$5,658	\$1,624	71.3	\$49,535	\$44,447	10.3
Non-Labor :									
Electric Power	\$3,284	\$2,926	10.9	\$0,000	\$0,004	(0.004)	\$3,284	\$2,930	10.8
Fuel	\$0,248	\$0,182	26.5	\$0,000	\$0,000	-	\$0,248	\$0,182	26.5
Insurance	\$1,096	\$1,062	3.1	\$0,000	\$0,000	-	\$1,096	\$1,062	3.1
Claims	\$0,755	\$0,570	24.5	\$0,000	\$0,000	-	\$0,755	\$0,570	24.5
Paratransit Service Contracts	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Maintenance and Other Operating Contracts	\$2,850	\$1,323	53.6	\$0,000	\$0,000	-	\$2,850	\$1,323	53.6
Professional Service Contracts	\$1,969	\$1,607	18.4	\$0,000	\$0,008	(0.008)	\$1,969	\$1,615	18.0
Materials & Supplies	\$1,951	\$1,829	6.3	\$0,000	\$0,036	(0.036)	\$1,951	\$1,864	4.4
Other Business Expenses	\$0,942	\$0,440	53.2	\$0,000	\$0,000	-	\$0,942	\$0,440	53.2
Non-Labor	\$13,094	\$9,940	24.1	\$0,000	\$0,047	(0.047)	\$13,094	\$9,987	23.7
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	\$56,970	\$52,763	7.4	\$5,658	\$1,671	70.5	\$62,629	\$54,434	13.1
Depreciation	\$9,907	\$9,424	4.9	\$0,000	\$0,000	-	\$9,907	\$9,424	4.9
GASB 75 OPEB Expense Adjustment	\$0,825	(0,544)	165.9	\$0,000	\$0,000	-	\$0,825	(0,544)	165.9
GASB 68 Pension Adjustment	(0,825)	(1,016)	23.1	\$0,000	\$0,000	-	(0,825)	(1,016)	23.1
Environmental Remediation	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenses	\$66,878	\$60,628	9.3	\$5,658	\$1,671	70.5	\$72,536	\$62,299	14.1
OPERATING SURPLUS/DEFICIT	(64,037)	(58,195)	9.1	\$0,000	\$0,000	426.4	(64,037)	(58,195)	9.1

Note: Totals may not add due to rounding

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

MTA STATEN ISLAND RAILWAY
JULY FINANCIAL PLAN- 2021 FORECAST BUDGET
EXPLANATION OF VARIANCES BETWEEN OCTOBER 2021 RESULTS AND THE JULY FINANCIAL PLAN
OCTOBER 2021
(\$ in millions)-Accrual Basis

Generic Revenue or Expense Category	Non Reimb. or Reimb.	MONTH		YEAR-TO-DATE		
		Favorable/ (Unfavorable) Variance		Favorable/ (Unfavorable) Variance		
		\$	%	\$	%	
Farebox Revenue	Non Reimb.	0.085	44.0	0.277	17.7	Favorable due to higher than anticipated ridership
Other Revenue	Non Reimb.	(0.135)	(71.4)	(0.684)	(53.6)	Unfavorable due to minimal reimbursement for school fares and advertising revenue
Payroll	Non Reimb.	0.359	15.5	0.901	4.0	Favorable due to vacancies
Overtime	Non Reimb.	(0.045)	(18.5)	(0.136)	(5.4)	Unfavorable primarily due to vacancies and timing of work assignment.
Health and Welfare (including OPEB current payment)	Non Reimb.	(0.240)	(23.7)	0.500	5.9	Favorable rates due to prescription drug contract rebates and vacancy savings
Pension	Non Reimb.	0.008	1.3	0.042	0.6	Favorable timing of expenses
Other Fringe Benefits	Non Reimb.	0.008	2.9	(0.250)	(7.7)	Unfavorable accrual for Workers Compensation
Electric Power	Non Reimb.	(0.077)	(22.5)	0.358	10.9	Favorable primarily due to timing of bills
Claims	Non Reimb.	0.087	73.1	0.185	24.5	Favorable due to timing of expenses
Maintenance & Other Operating Contracts	Non Reimb.	0.343	74.9	1.526	53.6	Favorable due to timing of Covid-19 maintenance project
Professional Service Contracts	Non Reimb.	0.148	54.0	0.361	18.4	Favorable due to timing of Covid-19 cleaning expenses
Materials and Supplies	Non Reimb.	(0.023)	(11.5)	0.123	6.3	Unfavorable due to the timing of material requirements
Other Business Expenses	Non Reimb.	0.065	45.6	0.501	53.2	Favorable due to department control on expenses
Payroll	Reimb.	0.519	94.8	2.543	88.0	Favorable due to constrained project work caused by COVID-19
Overtime	Reimb.	0.059	62.6	0.281	33.8	Favorable due to less backfill of vacancies since the pandemic began
Materials and Supplies	Reimb.	(0.006)	0.0	(0.036)	-	Draw down of project materials

MTA STATEN ISLAND RAILWAY
 July Financial Plan - 2021 Mid_Year
 Cash Receipts and Expenditures
 Oct FY21
 (\$ in Millions)

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	Month			Year-To-Date		
	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Forecast Mid_Year	Actual	Favorable (Unfavorable)
			Variance			Variance
Receipts						
Farebox Revenue	\$0.194	\$0.243	\$0.049	\$1.563	\$1.655	\$0.091
Other Revenue	\$0.145	\$0.007	(0.138)	\$1.424	\$0.556	(0.867)
Capital and Other Reimbursements	\$0.961	\$0.223	(0.738)	\$6.079	\$1.966	(4.113)
Total Revenue	\$1.300	\$0.473	(0.827)	\$9.066	\$4.177	(4.889)
			25.5			5.9
			(94.9)			(60.9)
			(76.8)			(67.7)
			(63.6)			(53.9)
Expenditures						
Labor :						
Payroll	\$2.402	\$2.022	\$0.380	\$23.659	\$20.587	\$3.072
Overtime	\$0.337	\$0.323	\$0.014	\$3.350	\$3.108	\$0.242
Total Salaries & Wages	\$2.739	\$2.345	\$0.394	\$27.009	\$23.695	\$3.313
			15.8			13.0
			4.1			7.2
			14.4			12.3
Health and Welfare	\$0.804	\$0.011	\$0.793	\$6.041	\$6.490	(0.449)
OPEB Current Payment	\$0.207	\$0.050	\$0.157	\$2.389	\$1.046	\$1.342
Pensions	\$0.655	\$0.646	\$0.008	\$7.140	\$7.098	\$0.042
Other Fringe Benefits	\$0.416	\$0.410	\$0.005	\$3.762	\$3.409	\$0.353
Total Fringe Benefits	\$2.081	\$1.118	\$0.963	\$19.332	\$18.043	\$1.288
			46.3			6.7
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Reimbursable Overhead	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Labor	\$4.820	\$3.463	\$1.357	\$46.340	\$41.739	\$4.602
			28.2			9.9
Non-Labor :						
Electric Power	\$0.341	\$0.351	(0.011)	\$3.284	\$2.912	\$0.373
Fuel	\$0.020	\$0.010	\$0.009	\$0.249	\$0.240	\$0.009
Insurance	\$0.105	\$0.000	\$0.105	\$1.097	\$0.873	\$0.224
Claims	\$0.087	\$0.000	\$0.087	\$0.435	\$0.472	(0.037)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and Other Operating Contracts	\$0.457	\$0.102	\$0.355	\$2.849	\$1.281	\$1.569
Professional Service Contracts	\$0.274	\$0.143	\$0.131	\$1.969	\$1.622	\$0.347
Materials & Supplies	\$0.131	\$0.165	(0.035)	\$1.793	\$1.645	\$0.148
Other Business Expenses	\$0.143	\$0.076	\$0.067	\$0.943	\$0.489	\$0.454
Non-Labor	\$1.558	\$0.849	\$0.710	\$12.618	\$9.533	\$3.084
			45.5			24.4
Other Expense Adjustments:						
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-
Total Expenditures before Depreciation and OPEB	\$6.378	\$4.312	\$2.067	\$58.958	\$51.272	\$7.686
			32.4			13.0
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$6.378	\$4.312	\$2.067	\$58.958	\$51.272	\$7.686
			32.4			13.0
Net Surplus/(Deficit)	(5.079)	(3.839)	\$1.240	(49.892)	(47.095)	\$2.797
			24.4			5.6

Note: Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
 JULY FINANCIAL PLAN - 2021 FORECAST BUDGET
 EXPLANATION OF VARIANCES BETWEEN OCTOBER 2021 RESULTS AND THE JULY FINANCIAL PLAN
 OCTOBER 2021
 (\$ in millions)

	MONTH		YEAR TO DATE	
	<u>Favorable/</u> <u>(Unfavorable)</u> <u>Variance</u>	<u>%</u>	<u>Favorable/</u> <u>(Unfavorable)</u> <u>Variance</u>	<u>%</u>
<u>Operating Receipts</u> <u>or Disbursements</u>	<u>\$</u>	<u>Reason for Variance</u>	<u>\$</u>	<u>Reason for Variance</u>
Farebox Receipts	0.049	25.5 Primarily due to favorable ridership	0.091	5.9 Primarily due to timing of revenue
Other Revenue	(0.138)	(94.9) Primarily due to receipt timing lag of fare reimbursement	(0.867)	(60.9) Primarily due to receipt timing lag of fare reimbursement
Capital and Other Reimbursements	(0.738)	(76.8) Timing of reimbursements	(4.113)	(67.7) Timing of reimbursements
Payroll	0.380	15.8 Favorable due to vacancies	3.072	13.0 Favorable due to vacancies
Overtime	0.014	4.1 Timing of payments	0.242	7.2 Timing of payments
Health and Welfare (including OPEB current payment)	0.950	0.0 Timing of payments	0.893	0.0 Timing of payments
Other Fringe Benefits	0.005	1.3 Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies	0.353	9.4 Timing of payroll expenditure (FICA) under CARES Act as well as vacancies
Electric Power	(0.011)	(3.2) Unfavorable mainly due to timing	0.373	11.3 Favorable mainly due to timing
Maintenance Contracts	0.355	77.6 Favorable timing of maintenance work postponed due to COVID-19	1.569	55.1 Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	0.131	47.8 Timing of contract payments	0.347	17.6 Timing of contract payments
Materials & Supplies	(0.035)	(26.8) Timing of payments	0.148	8.2 Timing of payments

MTA STATEN ISLAND RAILWAY
 July Financial Plan - 2021 Mid_Year
 Cash Conversion (Cash Flow Adjustments)
 Oct FY21
 (\$ in Millions)

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	Month			Year-To-Date			
	Forecast	Actual	Favorable (Unfavorable)	Forecast	Actual	Favorable (Unfavorable)	
	Mid_Year		Variance	Mid_Year		Variance	
			Percent			Percent	
Revenue							
Farebox Revenue	\$0.000	(0.036)	(0.036)	\$0.000	(0.186)	(0.186)	-
Other Revenue	(0.044)	(0.047)	(0.003)	\$0.147	(0.036)	(0.183)	(124.3)
Capital and Other Reimbursements	\$0.000	\$0.102	\$0.102	\$0.421	\$0.295	(0.126)	(30.0)
Total Revenue	(0.044)	\$0.019	\$0.063	\$0.568	\$0.073	(0.495)	(87.1)
Expenses							
Labor :							
Payroll	\$0.459	(0.038)	(0.498)	\$1.754	\$1.382	(0.372)	(21.2)
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.097	\$0.097	-
Total Salaries & Wages	\$0.459	(0.038)	(0.498)	\$1.754	\$1.479	(0.275)	(15.7)
Health and Welfare	\$0.000	\$0.965	\$0.965	\$0.000	(0.996)	(0.996)	-
OPEB Current Payment	\$0.000	\$0.224	\$0.224	\$0.000	\$1.391	\$1.391	-
Pensions	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Other Fringe Benefits	\$0.177	(0.095)	(0.272)	\$1.440	\$0.830	(0.611)	(42.4)
Total Fringe Benefits	\$0.177	\$1.094	\$0.917	\$1.441	\$1.225	(0.216)	(15.0)
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	\$0.000	\$0.005	\$0.005	-
Labor	\$0.636	\$1.056	\$0.420	\$3.194	\$2.708	(0.486)	(15.2)
Non-Labor :							
Electric Power	\$0.000	\$0.066	\$0.066	\$0.000	\$0.018	\$0.018	-
Fuel	\$0.000	\$0.000	\$0.000	(0.001)	(0.058)	(0.057)	-
Insurance	\$0.000	\$0.142	\$0.142	\$0.000	\$0.189	\$0.189	-
Claims	\$0.032	\$0.032	\$0.000	\$0.320	\$0.098	(0.222)	(69.5)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.000	\$0.012	\$0.012	\$0.000	\$0.043	\$0.042	-
Professional Service Contracts	\$0.000	(0.016)	(0.016)	\$0.000	(0.007)	(0.007)	-
Materials & Supplies	\$0.071	\$0.065	(0.006)	\$0.158	\$0.219	\$0.061	38.6
Other Business Expenses	\$0.000	\$0.002	\$0.002	(0.001)	(0.049)	(0.048)	-
Non-Labor	\$0.103	\$0.303	\$0.201	\$0.476	\$0.454	(0.022)	(4.7)
Other Expense Adjustments:							
Other	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$0.739	\$1.359	\$0.620	\$3.671	\$3.162	(0.509)	(13.9)
Depreciation	\$1.046	\$0.949	(0.097)	\$9.907	\$9.424	(0.483)	(4.9)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.825	(0.544)	(1.369)	(165.9)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	(0.825)	(1.016)	(0.191)	(23.1)
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	-
Total Expenditures	\$1.786	\$2.309	\$0.523	\$13.578	\$11.027	(2.551)	(18.8)
Total Cash Conversion Adjustments	\$1.742	\$2.328	\$0.586	\$14.145	\$11.100	(3.046)	(21.5)

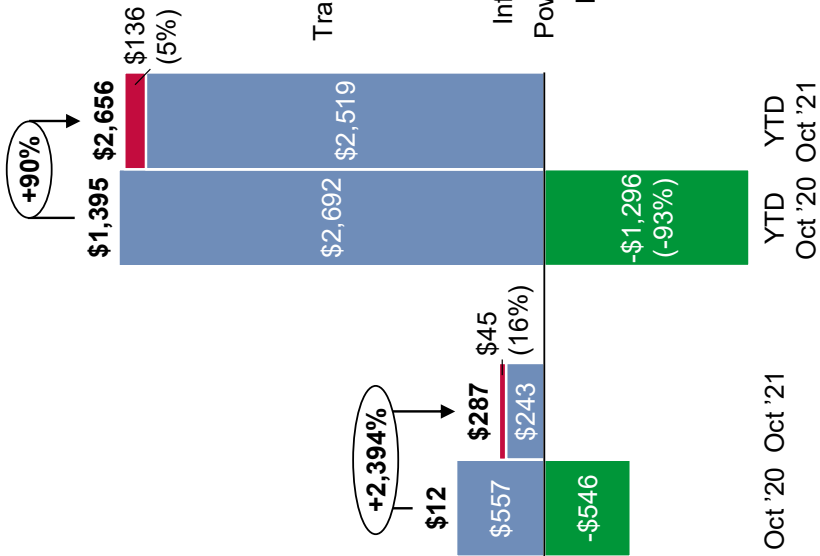
Note: Totals may not add due to rounding

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

SIRTOA – Non-Reimbursable Overtime Variance

October 2021 and YTD forecast vs. variance
\$K

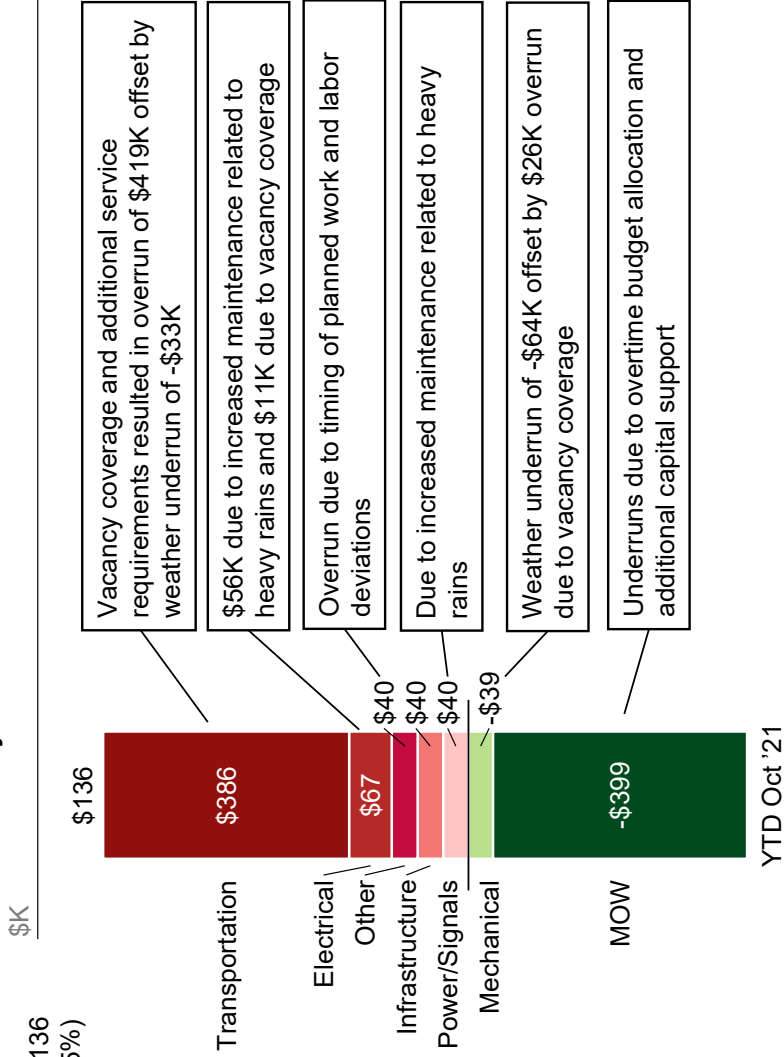
Variance - Unfavorable	Annual budget
Variance - Favorable	Adopted: \$2,415
Budget	Forecast: \$3,048



Overview

- Overall increase of \$1,260K or 90% compared to October YTD 2020
- \$136K or 5% above 2021 YTD budget
- Maintenance -\$291K underrun: \$146K weather overrun; \$37K vacancy overrun; remaining underrun of -\$473K due to budget allocation and increased capital project support
- Service \$386K overrun: -\$33K weather underrun offset by \$194K overrun due to vacancies and \$225K due to other service requirements

YTD variance by division



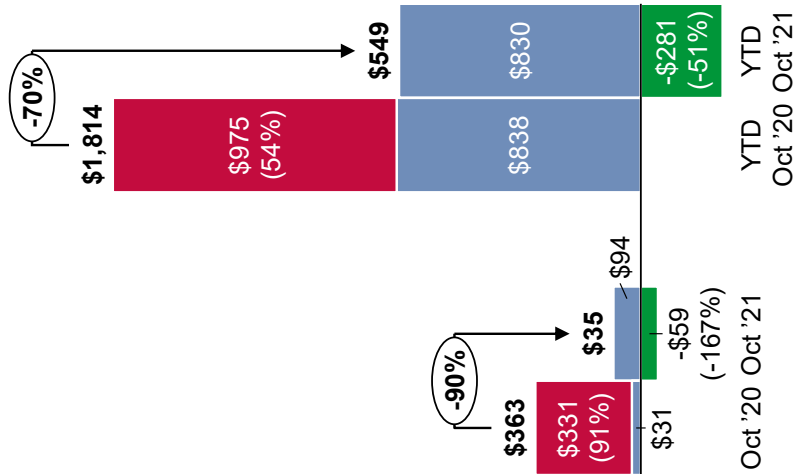
Source: Adopted budget. GL actuals for actual overtime spending.

SIRTOA – Reimbursable Overtime Variance

October 2021 and YTD forecast vs. variance

- Variance - Unfavorable
- Variance - Favorable
- Budget

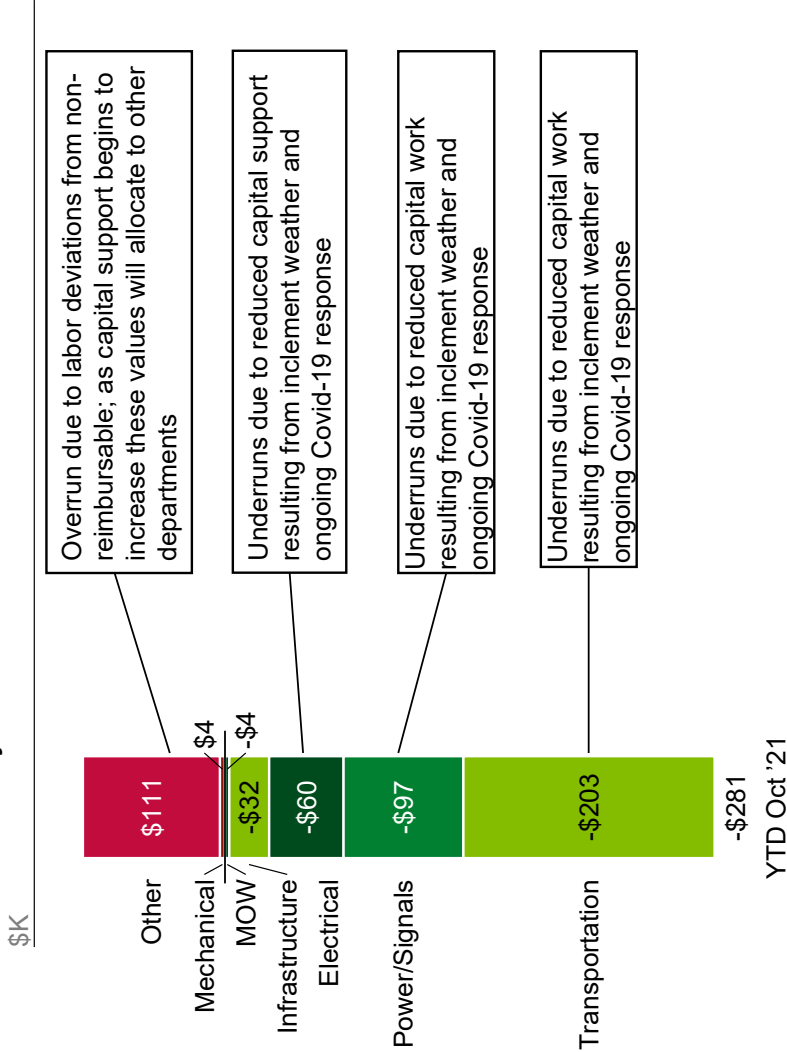
Annual budget
 Adopted: \$1,110K
 Forecast: \$1,118K



Overview

- Overall decrease of -\$1,264K or -70% compared to October YTD 2020
- -\$281K or -51% below 2021 YTD budget
- Maintenance -\$189K underrun due to reduced capital work resulting from inclement weather and Covid-19 response
- Service -\$203K underrun due to reduced capital support resulting from inclement weather and Covid-19 response

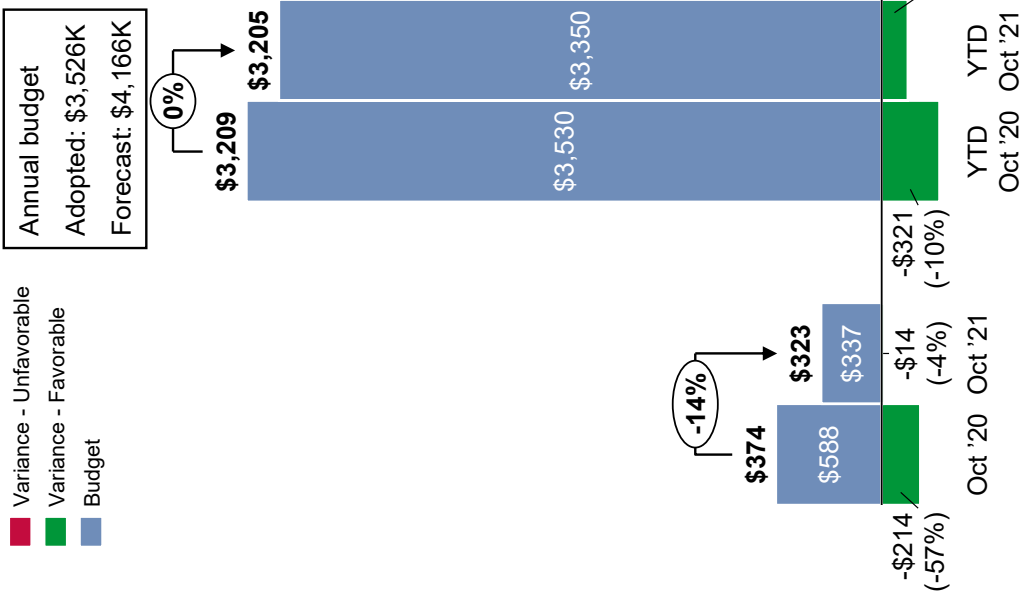
YTD variance by division



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

SIRTOA – Total Overtime Variance

October 2021 and YTD forecast vs. variance
\$K

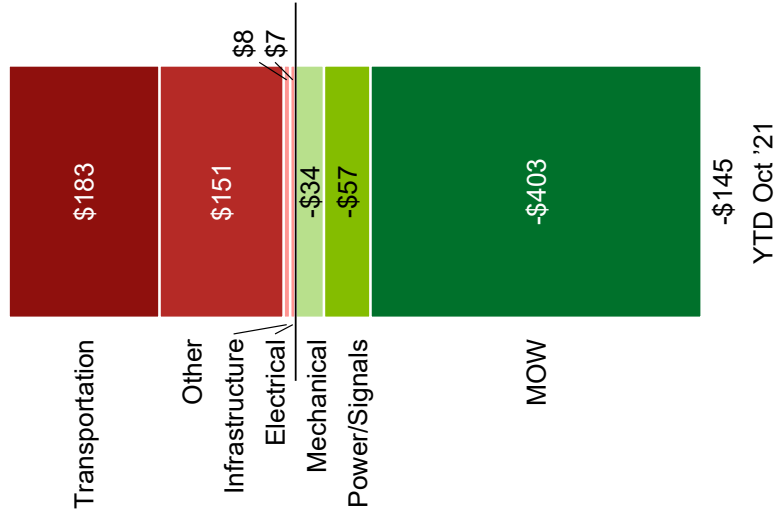


Overview

- Overall decrease of -\$4K or -0.1% compared to October YTD 2020
- -\$145K or -5% below 2021 YTD budget

YTD variance by division

\$K



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

**MTA Staten Island Railway
July Financial Plan
Total Full-Time Positions and Full-Time Equivalents
Oct 2021**

	Forecast	Actual	Favorable/ (Unfavorable)
Administration			
Executive	6	5	1
General Office	13	10	3
Purchasing Stores	4	3	1
Total Administration	23	18	5
Operations			
Transportation	152	134	18
Total Operations	152	134	18
Maintenance			
Mechanical	53	50	3
Electronics Electrical	18	18	0
Power Signals	32	27	5
Maintenance of Way	89	75	14
Infrastructure	16	16	0
Total Maintenance	208	186	22
Engineering/Capital			
Reimbursable Program Support	6	3	3
Total Engineering/Capital	6	3	3
Total Positions	389	341	48
Non-Reimbursable	336	335	1
Reimbursable	53	6	47
Total Full-Time	389	341	48
Total Full-Time-Equivalents	0	0	0

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

FUNCTION/OCCUPATION	Forecast	Actual	Favorable/ (Unfavorable)
<u>Administration</u>			
Managers/Supervisors	13	10	3
Professional/Technical/Clerical	6	6	0
Operational Hourlies	4	2	2
Total Administration	23	18	5
<u>Operations</u>			
Managers/Supervisors	26	22	4
Professional/Technical/Clerical	6	4	2
Operational Hourlies	120	108	12
Total Operations	152	134	18
<u>Maintenance</u>			
Managers/Supervisors	25	25	0
Professional/Technical/Clerical	6	6	0
Operational Hourlies	177	155	22
Total Maintenance	208	186	22
<u>Engineering/Capital</u>			
Managers/Supervisors	4	3	1
Professional/Technical/Clerical	2	0	2
Operational Hourlies	0	0	-
Total Engineering/Capital	6	3	3
<u>Total Positions</u>			
Managers/Supervisors	68	60	8
Professional/Technical/Clerical	20	16	4
Operational Hourlies	301	265	36
Total Positions	389	341	48

Preliminary October 2021 Report: Bus Company

The purpose of this report is to provide the preliminary October 2021 financial results on an accrual basis. The accrual basis is presented on a non-reimbursable account basis. These results are compared to the Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

October 2021 Bus Company ridership of 7.3 million was 0.8 million (11.9 percent) above forecast.

- Farebox Revenue of \$12.9 million was \$0.8 million (6.9 percent) above forecast.
- Total expenses before Non-Cash Liabilities of \$66.7 million were \$12.8 million (16.1 percent) below forecast.
 - Labor expenses were lower than forecast by \$0.3 million (0.5 percent). Payroll expenses were higher than forecast by \$0.1 million (0.2 percent). Overtime expenses were lower than forecast by \$1.3 million (14.4 percent). Health and Welfare (including OPEB) expenses were higher than forecast by \$2.8 million (33.4 percent). Other Fringe Benefits were lower than forecast by \$1.7 million (26.0 percent).
 - Non-labor expenses were favorable to forecast by \$12.5 million (46.0 percent). Claims expenses were favorable by \$3.0 million (40.1 percent). Maintenance and Other Operating Contracts expenses were lower than forecast by \$3.3 million (62.9 percent). Professional Service Contracts were lower than forecast by \$2.1 million (48.7 percent). Materials and Supplies expenses were favorable by \$3.1 million (50.0 percent). Other Business Expenses were lower than forecast by \$0.3 million (51.8 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
October 2021

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to Mid-Year Forecast (forecast).

Total Revenue was \$13.1 million in October, \$1.6 million (10.7 percent) unfavorable to forecast, mainly due to lower Other Operating Revenue. Farebox Revenue was favorable by \$0.8 million (6.9 percent) due to higher ridership, partially offset by lower average fare. Other Operating Revenue was unfavorable by \$2.4 million (91.3 percent) due to lower Student and Senior Citizen Fare reimbursement due to COVID-19, as well as lower recoveries from Other Insurance and Other Contract services.

October 2021 YTD Farebox Revenue of \$113.8 million was \$11.4 million (11.1 percent) above forecast, \$38.5 million (51.1 percent) above 2020, and \$73.6 million (39.3 percent) below 2019.

Total Ridership Total MTA Bus ridership in October 2021 was 7.3 million, 11.9 percent (0.8 million riders) above forecast. October 2021 average weekday ridership was 281,487, an increase of 42.4 percent (83,749 riders) from October 2020. Compared to October 2019, average weekday ridership decreased 30.7 percent (124,560 riders). Average weekday ridership for the twelve months ending October 2021 was 214,714, an increase of 20.3 percent (36,190 riders) from the twelve months ending October 2020. This is a decrease of 44.8 percent (174,564 riders) in comparison to the twelve months ending October 2019.

October 2021 YTD actual ridership of 57.9 million was 5.1 million (9.7 percent) above forecast, 21.6 million (59.3 percent) above 2020, and 43.3 million (42.8 percent) below 2019.

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$66.7 million in October, \$12.8 million (16.1 percent) favorable to forecast.

- Labor expenses were lower than forecast by \$0.3 million (0.5 percent). Payroll expenses were higher than forecast by \$0.1 million (0.2 percent), primarily due to higher vacation, and sick payments. Overtime expenses were lower than forecast by \$1.3 million (14.4 percent), primarily due to lower unscheduled overtime, COVID-related cleaning, and programmatic maintenance, partially offset by lower availability. Health and Welfare (including OPEB) expenses were higher than forecast by \$2.8 million (33.4 percent), primary due to higher prescription drugs and insurance expenses, offset by lower dental, medical & hospitalization and Health & Welfare reimbursement. Other Fringe Benefits were lower than forecast by \$1.7 million (26.0 percent), due to timing of interagency billing, and lower Worker's Compensation and Health Benefits Trust payments.
- Non-labor expenses were favorable to forecast by \$12.5 million (46.0 percent). Claims expenses were favorable by \$3.0 million (40.1 percent), due to the timing of expenses. Maintenance and Other Operating Contracts expenses were lower than forecast by \$3.3 million (62.9 percent), mainly due to the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program COVID-19 expenses, and Tires and Tube rental and vehicle purchases expenses. Professional Service Contracts were lower than forecast by \$2.1 million (48.7 percent), due to the timing of interagency billing, Bus Technology, and service contracts. Materials and Supplies expenses were favorable by \$3.1 million (50.0 percent), mainly due to lower usage of general maintenance material as well as the timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses. Other Business Expenses were lower than forecast by \$0.3 million (51.8 percent), due to lower print and stationery supplies costs, and the timing of Automatic Fare Collection (AFC) fees, Payroll Mobility Tax, and other miscellaneous expenses.

Depreciation expenses of \$3.7 million were \$1.1 million (22.9 percent) below forecast due to the timing of asset replacement. No expenses or credits were recorded in October regarding GASB 68 Pension adjustment and GASB 75 OPEB Expense adjustment.

Year-to-date, expenses were less than forecast by a net \$159.4 million (18.4 percent), including favorable non-labor expenses of \$64.3 million (31.1 percent), as well as favorable labor expenses of \$3.8 million (0.7 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 \$39.1 million, favorable to forecast by \$5.7 million (12.7 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 October was \$45.6 million, \$22.8 million (33.4 percent) favorable to the forecast; the year-to-date operating cash deficit was \$495.0 million, \$102.7 million (17.2 percent) favorable to forecast.

MTA BUS COMPANY
July Financial Plan - 2021 Mid-Year Forecast
ACCURAL STATEMENT of OPERATIONS by CATEGORY
October 2021
(\$ in millions)

	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)			Favorable (Unfavorable)			Favorable (Unfavorable)		
	Mid Year Forecast	Actual	Variance Percent	Mid Year Forecast	Actual	Variance Percent	Mid Year Forecast	Actual	Variance Percent
Revenue									
Farebox Revenue	\$12,067	\$12,895	\$0,828 6.9	\$0,000	\$0,000	\$0,000 -	\$12,067	\$12,895	\$0,828 6.9
Other Operating Income	2,633	0,229	(2,403) (91.3)	-	-	-	2,633	0,229	(2,403) (91.3)
Capital and Other Reimbursements	-	-	-	\$0,430	\$0,471	0,041 9.6	0,430	0,471	0,041 9.6
Total Revenue	\$14,700	\$13,125	(\$1,575) (10.7)	\$0,430	\$0,471	\$0,041	\$15,130	\$13,596	(\$1,534) (10.1)
Expenses									
Labor:									
Payroll	\$23,487	\$23,540	(\$0,053) (0.2)	\$0,103	\$0,252	(\$0,148) *	\$23,590	\$23,792	(\$0,201) (0.9)
Overtime	9,058	7,758	1,300 14.4	-	\$0,013	(0,013)	9,058	7,771	1,287 14.2
Health and Welfare	6,445	9,146	(2,700) (41.9)	\$0,193	-	0,193 100.0	6,638	9,146	(2,508) (37.8)
OPEB Current Payment	1,842	1,911	(0,069) (3.7)	-	-	-	1,842	1,911	(0,069) (3.7)
Pensions	4,978	5,057	(0,079) (1.6)	-	-	-	4,978	5,057	(0,079) (1.6)
Other Fringe Benefits	6,405	4,741	1,664 26.0	(0,003)	\$0,009	(0,012) *	6,402	4,750	1,652 25.8
GASB Account	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	0,023	(0,197)	0,220 *	(\$0,023)	\$0,197	(0,221) *	0,000	(0,001)	0,001 *
Total Labor Expenses	\$52,237	\$51,955	\$0,282 0.5	\$0,271	\$0,471	(\$0,200) (74.0)	\$52,508	\$52,426	\$0,082 0.2
Non-Labor:									
Electric Power	\$0,123	\$0,197	(\$0,075) (61.6)	\$0,000	\$0,000	\$0,000 -	\$0,123	\$0,197	(\$0,075) (61.6)
Fuel	2,685	2,079	0,606 22.6	-	-	-	2,685	2,079	0,606 22.6
Insurance	0,625	0,432	0,193 30.9	-	-	-	0,625	0,432	0,193 30.9
Claims	7,516	4,500	3,016 40.1	-	-	-	7,516	4,500	3,016 40.1
Maintenance and Other Operating Cont	5,274	1,953	3,320 62.9	\$0,034	-	0,034 100.0	5,308	1,953	3,355 63.2
Professional Service Contracts	4,336	2,223	2,113 48.7	-	-	-	4,336	2,223	2,113 48.7
Materials & Supplies	6,144	3,071	3,073 50.0	\$0,125	-	0,125 100.0	6,269	3,071	3,198 51.0
Other Business Expense	0,498	0,240	0,258 51.8	-	-	-	0,498	0,240	0,258 51.8
Total Non-Labor Expenses	\$27,200	\$14,695	\$12,504 46.0	\$0,159	\$0,000	\$0,159 100.0	\$27,359	\$14,695	\$12,663 46.3
Total Expenses before Non-Cash Lia	\$79,437	\$66,651	\$12,786 16.1	\$0,430	\$0,471	(\$0,041) (9.6)	\$79,867	\$67,122	\$12,745 16.0
Depreciation	4,839	\$3,730	\$1,108 22.9	\$0,000	\$0,000	\$0,000 -	\$4,839	\$3,730	\$1,108 22.9
GASB 75 OPEB Expense Adjustment	9,802	-	9,802 100.0	-	-	-	9,802	-	9,802 100.0
GASB 68 Pension Adjustment	7,067	-	7,067 100.0	-	-	-	7,067	-	7,067 100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-
Total Expenses	\$101,145	\$70,381	\$30,764 30.4	\$0,430	\$0,471	(\$0,041) (9.6)	\$101,574	\$70,852	\$30,723 30.2
Net Surplus/(Deficit)	(\$86,445)	(\$57,256)	\$29,188 33.8	\$0,000	\$0,000	(\$0,000) -	(\$86,445)	(\$57,256)	\$29,188 33.8

NOTE: Totals may not add due to rounding

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

MTA BUS COMPANY
July Financial Plan - 2021 Mid-Year Forecast
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
October 2021 Year-To-Date
(\$ in millions)

	Nonreimbursable			Reimbursable			Total			
	Mid Year Forecast	Favorable		Mid Year Forecast	Favorable		Mid Year Forecast	Favorable		
		Actual	Variance		Percent	Actual		Variance	Percent	Actual
Revenue										
Farebox Revenue	\$102,448	\$11,386	11.1	\$0,000	\$0,000	-	\$102,448	\$11,386	11.1	
Other Operating Income	15,768	(10,625)	(67.4)	-	-	-	15,768	(10,625)	(67.4)	
Capital and Other Reimburs	-	\$0,000	-	\$4,759	\$5,249	10.3	4,759	5,249	10.3	
Total Revenue	\$118,216	\$0,761	0.6	\$4,759	\$5,249	10.3	\$122,975	\$124,226	1.0	
Expenses										
Labor:										
Payroll	\$244,104	(5,337)	(2.2)	\$2,017	\$2,867	(42.1)	\$246,120	\$252,307	(2.5)	
Overtime	80,843	9,532	11.8	0,013	0,112	*	80,856	71,422	11.7	
Health and Welfare	72,875	(6,522)	(8.9)	\$0,977	-	100.0	73,852	79,397	(7.5)	
OPEB Current Payment	20,479	(0,327)	(1.6)	-	-	-	20,479	20,806	(1.6)	
Pensions	50,444	(0,541)	(1.1)	-	-	-	50,444	50,985	(1.1)	
Other Fringe Benefits	59,882	5,791	9.7	(0,008)	\$0,079	*	59,874	54,170	9.5	
GASB Account	-	-	-	-	-	-	-	-	-	
Reimbursable Overhead	(0,783)	1,239	*	\$0,953	\$2,191	*	0,17	0,000	0.1	
Total Labor Expenses	\$527,842	\$3,835	0.7	\$3,952	\$5,249	(32.8)	\$531,794	\$529,257	0.5	
Non-Labor:										
Electric Power	\$1,303	(\$0,266)	(20.4)	-	-	-	\$1,303	\$1,570	(20.4)	
Fuel	18,670	4,009	21.5	-	-	-	18,670	14,661	21.5	
Insurance	5,279	0,980	18.6	-	-	-	5,279	4,299	18.6	
Claims	60,612	15,612	25.8	-	-	-	60,612	45,000	25.8	
Maintenance and Other Op	37,337	15,970	42.8	\$0,173	-	100.0	37,511	21,367	43.0	
Professional Service Contr	32,412	11,477	35.4	-	-	-	32,412	20,935	35.4	
Materials & Supplies	47,535	15,26	32.1	\$0,633	-	100.0	48,167	32,278	33.0	
Other Business Expense	3,575	1,298	36.3	-	-	-	3,575	2,277	36.3	
Total Non-Labor Expense	\$206,723	\$64,336	31.1	\$0,806	\$0,806	100.0	\$207,529	\$142,387	31.4	
Total Expenses before Net	\$734,565	\$68,171	9.3	\$4,758	\$5,249	(10.3)	\$739,323	\$671,643	9.2	
Depreciation	\$44,808	\$5,681	12.7	-	-	-	\$44,808	\$39,127	\$5,681	
GASB 75 OPEB Expense	49,702	49,702	100.0	-	-	-	49,702	-	49,702	
GASB 68 Pension Adjustm	35,837	35,837	100.0	-	-	-	35,837	-	35,837	
Environmental Remediation	-	(0,006)	-	-	-	-	-	(0,006)	0.006	
Total Expenses	\$864,912	\$705,515	18.4	\$4,758	\$5,249	(10.3)	\$869,670	\$710,764	\$158,905	
Net Surplus/(Deficit)	(\$746,696)	(\$586,538)	21.4	\$0,000	\$0,000	*	(\$746,695)	(\$586,538)	\$160,157	

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
July Financial Plan - 2021 Mid-Year Forecast
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
 (\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	October 2021		Year-To-Date	
		Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance
Farebox Revenue	NR	\$ 0.828	6.9 Higher ridership partially offset by lower average fare	\$ 11.386	11.1 Higher ridership and higher average fare
Other Operating Revenue	NR	\$ (2,403)	(91.3) No Student fare revenue due to COVID-19, no Advertising revenue, lower Senior Citizen fare reimbursement as well as lower recoveries from Other Insurance, offset by NFS/OMNY payment.	\$ (10,625)	(67.4) No Student fare revenue due to COVID-19, no Advertising revenue, lower Senior Citizen fare reimbursement as well as lower recoveries from Other Insurance, offset by NFS/OMNY payment.
Capital and Other Reimbursements	R	\$ 0.041	(e)	\$ 0.491	10.3 Timing of Reimbursements
Total Revenue Variance		\$ (1,534)	(10.1)	\$ 1,252	1.0
Payroll	NR	\$ (0,053)	(0.2) (e)	\$ (5,337)	(2.2) Primarily due to higher vacation payment, higher cash out of sick and personal time, and lower attrition
Overtime	NR	\$ 1,300	14.4 Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability	\$ 9,532	11.8 Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by the essential overnight service and lower availability
Health and Welfare (including OPEB)	NR	\$ (2,768)	(33.4) Primary due to higher Prescription drug coverage and Life Insurance, offset by lower Dental, Medical & Hospitalization costs and Health & Welfare reimbursement.	\$ (6,848)	(7.3) Primary due to higher Life Insurance, and Prescription drug coverage offset by lower Dental, Medical and Hospitalization costs and Health & Welfare Reimbursable
Pension	NR	\$ (0,079)	(1.6) (e)	\$ (0,541)	(1.1) Higher expenses
Other Fringe Benefits	NR	\$ 1,664	26.0 Timing of interagency billing, lower Worker's Compensation and Health Benefit Trust.	\$ 5,791	9.7 Timing of interagency billing, lower Worker's Compensation and Health Benefit Trust.
Reimbursable Overhead	NR	\$ 0,220	(*) Timing of Expenses	\$ 1,239	(*) Timing of Expenses
Electric Power	NR	\$ (0,075)	(61.6) (e)	\$ (0,266)	(61.6) (a)
Fuel	NR	\$ 0,606	22.6 Primarily due to favorable diesel consumption and timing of CNG billing, partially offset by unfavorable Diesel and CNG pricing.	\$ 4,009	21.5 Primarily due to the receipt of the BS CNG excise tax rebate. Con Edison credit adjustment and lower usage partially offset by higher fuel prices.
Insurance	NR	\$ 0,193	30.9 Timing of expenses	\$ 0,960	18.6 Timing of expenses
Claims	NR	\$ 3,016	40.1 Timing of expenses	\$ 15,612	25.8 Timing of expenses
Maintenance and Other Operating Contracts	NR	\$ 3,320	62.9 Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses, Tires and Tubes Rentals and Vehicle Purchases	\$ 15,970	42.8 Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses, Tires and Tubes Rentals and Vehicle Purchases
Professional Service Contracts	NR	\$ 2,113	48.7 Timing of interagency billing, Bus Technology, and service contracts	\$ 11,477	35.4 Timing of interagency billing, Bus Technology, and service contracts
Materials & Supplies	NR	\$ 3,073	50.0 Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses	\$ 15,256	32.1 Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses
Other Business Expense	NR	\$ 0,258	51.8 Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other miscellaneous expenses	\$ 1,298	36.3 Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other miscellaneous expenses
Depreciation	NR	\$ 1,108	22.9 Timing of asset replacement	\$ 5,681	12.7 Timing of asset replacement
Other Post Employment Benefits	NR	\$ 9,802	100.0 (e)	\$ 49,702	100.0
GASB 68 Pension Adjustment	NR	\$ 7,067	100.0 (e)	\$ 35,837	100.0
Environmental Remediation	NR	\$ -	-	\$ 0,006	-
Payroll	R	\$ (0,148)	(e)	\$ (0,850)	(42.1)
Overtime	R	\$ (0,013)	(e)	\$ (0,098)	(*)
Health and Welfare	R	\$ 0,193	100.0	\$ 0,977	100.0
Pension	R	\$ -	(*) Timing of charges	\$ -	(*)
Other Fringe Benefits	R	\$ (0,012)	(*)	\$ (0,087)	(*)
Reimbursable Overhead	R	\$ (0,221)	(*)	\$ (1,239)	(*)
Professional Service Contracts	R	\$ -	(e)	\$ -	(e)
Maintenance and Other Operating	R	\$ 0,034	(e)	\$ 0,173	(e)
Materials & Supplies	R	\$ 0,125	(e)	\$ 0,633	(e)
Total Expense Variance		\$ 30,722	30.2	\$ 158,907	18.3
Net Variance		\$ 29,188	33.8	\$ 160,160	21.4

(e) - Variance less than 5%

MTA BUS COMPANY
July Financial Plan - 2021 Mid-Year Forecast
CASH RECEIPTS AND EXPENDITURES

(\$ in millions)

	October 2021			Year-To-Date		
	Mid Year Forecast	Actual	Favorable (Unfavorable)	Mid Year Forecast	Actual	Favorable (Unfavorable)
			Variance			Variance
Receipts						
Farebox Revenue	\$12.067	\$13.785	\$1.718	\$102.189	\$112.172	\$9.983
Other Operating Revenue	\$2.791	0.088	(2.703)	15.611	5.377	(10.234)
Capital and Other Reimburse	\$0.439	0.634	0.195	4.767	5.203	0.436
Total Receipts	\$15.297	\$14.507	(\$0.790)	\$122.567	\$122.752	\$0.185
			(5.2)			0.2
Expenditures						
Labor:						
Payroll	\$22.840	\$26.615	(\$3.775)	\$237.224	\$239.004	(\$1.780)
Overtime	9.058	7.771	1.287	80.857	71.422	9.435
Health and Welfare	9.224	1.261	7.963	76.053	78.495	(2.442)
OPEB Current Payment	2.107	1.911	0.196	20.060	19.193	0.867
Pensions	5.618	5.057	0.561	52.789	49.986	2.803
Other Fringe Benefits	5.281	6.365	(1.084)	48.919	50.179	(1.260)
GASB Account	-	-	-	-	-	-
Reimbursable Overhead	(0.000)	-	(0.000)	(0.000)	-	(0.000)
Total Labor Expenditures	\$54.126	\$48.980	\$5.146	\$515.902	\$508.279	\$7.623
			9.5			1.5
Non-Labor:						
Electric Power	\$0.101	\$0.197	(\$0.096)	\$1.355	\$1.739	(\$0.384)
Fuel	2.130	2.237	(0.107)	19.826	18.509	1.317
Insurance	0.938	-	0.938	4.691	-	4.691
Claims	4.641	0.777	3.864	27.713	8.810	18.903
Maintenance and Other Op	5.752	3.369	2.383	39.465	23.643	15.822
Professional Service Contr	8.298	0.924	7.374	55.307	21.043	34.264
Materials & Supplies	7.210	3.602	3.608	52.164	33.714	18.450
Other Business Expenses	0.540	0.024	0.516	3.819	2.022	1.797
Total Non-Labor Expendit	\$29.610	\$11.130	\$18.480	\$204.339	\$109.480	\$94.859
			62.4			46.4
Total Expenditures	\$83.736	\$60.110	\$23.626	\$720.242	\$617.759	\$102.483
			28.2			14.2
Operating Cash Surplus/((\$68.440)	(\$45.603)	\$22.837	(\$597.674)	(\$495.007)	\$102.667
			33.4			17.2

NOTE: Totals may not add due to rounding

MTA BUS COMPANY
July Financial Plan - 2021 Mid-Year Forecast
EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS
(\$ in millions)

	October 2021		Year-To-Date		Reason for Variance
	Favorable (Unfavorable) Variance	%	Favorable (Unfavorable) Variance	%	
Operating Receipts or Disbursements	\$		\$		
Farebox Revenue	\$ 1,718	14.2	\$ 9,983	9.8	Higher ridership partially offset by lower average fare
Other Operating Revenue	(2,703)	(96.9)	(10,234)	(65.6)	No Student fare revenue due to COVID-19, no Advertising revenue, lower Senior Citizen fare reimbursement as well as lower recoveries from Other Insurance, offset by NFS/OMNY payment.
Capital and Other Reimbursements	0.195	44.6 (a)	0.436	9.2	Timing of reimbursement receipts
Total Receipts	\$ (0.789)	(5.2)	\$ 0.185	0.2	
Payroll	\$ (3,775)	(16.5)	\$ (1,780)	(0.8)	Prior period payments of interagency billing offset by timing of expenses
Overtime	1,287	14.2	9,435	11.7	Primarily lower unscheduled overtime, COVID-19 related cleaning, and programmatic maintenance partially offset by lower availability
Health and Welfare (including OPEB)	8,159	72.0	(1,575)	(1.6)	Timing of Medical & Hospitalization costs and Health & Welfare reimbursement, partially offset by higher Prescription drug coverage and Life Insurance.
Pension	0,561	10.0	2,803	5.3	Timing of payments
Other Fringe Benefits	(1,084)	(20.5)	(1,260)	(2.6)	Timing of payments
GASB	-	(a)	-	-	
Electric Power	(0,096)	(95.3) (a)	(0,384)	(28.4) (a)	Primarily due to the receipt of the IRS CNG excise tax rebate, Con Edison credit adjustment and lower usage partially offset by higher fuel prices.
Fuel	(0,107)	(5.0) (a)	1,317	6.6	
Insurance	0,938	100.0	4,691	100.0	Timing of payments
Claims	3,864	83.3	18,903	68.2	Timing of payments
Maintenance and Other Operating Contracts	2,383	41.4	15,822	40.1	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, Shop Program and COVID-19 expenses, Tires and Tubes Rentals and Vehicle Purchases
Professional Service Contracts	7,374	88.9	34,264	62.0	Timing of interagency billing, Bus Technology, and service contracts
Materials & Supplies	3,608	50.0	18,450	35.4	Mainly due to lower usage of general maintenance material as well as timing of radio equipment maintenance/repairs, construction material, and COVID-19 expenses
Other Business Expenditure	0,516	95.6	1,797	47.0	Lower print and stationery supplies, and the timing of Automatic Fare Collection (AFC) fees, Mobility tax, and other miscellaneous expenses
Total Expenditures	\$ 23,628	28.2	\$ 102,481	14.2	
Net Cash Variance	\$ 22,837	33.4	\$ 102,667	17.2	

(a) - Variance less than 5%

MTA BUS COMPANY
July Financial Plan - 2021 Mid-Year Forecast
CASH CONVERSION (CASH FLOW ADJUSTMENTS)

(\$ in millions)

	October 2021				Year-To-Date			
	Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)	
	Mid Year Forecast	Actual	Variance	Percent	Mid Year Forecast	Actual	Variance	Percent
Receipts								
Farebox Revenue	\$0.000	0.890	\$0.890	-	(\$0.259)	(\$1.662)	(\$1.403)	*
Other Operating Revenue	0.158	(0.141)	(0.299)	*	(0.156)	0.235	0.391	*
Capital and Other Reimbursements	0.009	0.163	0.154	*	0.008	(0.046)	(0.054)	*
Total Receipts	\$0.167	\$0.912	\$0.745	*	(\$0.407)	(\$1.473)	(\$1.065)	*
Expenditures								
Labor:								
Payroll	\$0.750	(\$2.823)	(\$3.573)	*	\$8.896	\$13.303	\$4.407	49.5
Overtime	0.000	(0.000)	(0.001)	*	(0.001)	0.000	0.001	*
Health and Welfare	(2.586)	7.885	10.471	*	(2.201)	0.902	3.102	*
OPEB Current Payment	(0.265)	0.000	0.265	*	0.419	1.613	1.194	*
Pensions	(0.640)	0.000	0.640	*	(2.345)	0.999	3.344	*
Other Fringe Benefits	1.121	(1.615)	(2.737)	*	10.954	3.991	(6.963)	(63.6)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	0.000	(0.001)	(0.001)	*	0.169	0.169	(0.000)	(0.2)
Total Labor Expenditures	(\$1.619)	\$3.446	\$5.065	*	\$15.892	\$20.977	\$5.085	32.0
Non-Labor:								
Electric Power	\$0.022	(\$0.000)	(\$0.022)	*	(\$0.051)	(\$0.169)	(\$0.118)	*
Fuel	0.555	(0.158)	(0.713)	*	(1.156)	(3.848)	(2.692)	*
Insurance	(0.313)	0.432	0.745	*	0.588	4.299	3.711	*
Claims	2.875	3.723	0.848	29.5	32.899	36.190	3.291	10.0
Maintenance and Other Operating Contracts	(0.444)	(1.416)	(0.972)	*	(1.955)	(2.276)	(0.321)	(16.4)
Professional Service Contracts	(3.962)	1.299	5.261	*	(22.895)	(0.108)	22.787	99.5
Materials & Supplies	(0.942)	(0.531)	0.411	43.6	(3.997)	(1.436)	2.560	64.1
Other Business Expenditures	(0.043)	0.216	0.259	*	(0.245)	0.255	0.500	*
Total Non-Labor Expenditures	(\$2.251)	\$3.565	\$5.816	*	\$3.190	\$32.907	\$29.718	*
Total Cash Conversion Adjustments before Non-Cash Liability Adjs.	(\$3.703)	\$7.924	\$11.627	*	\$18.675	\$52.412	\$33.737	*
Depreciation Adjustment	4.839	3.730	(1.109)	(22.9)	44.808	39.127	(5.681)	(12.7)
GASB 75 OPEB Expense Adjustment	9.802	-	(9.802)	(100.0)	49.702	-	(49.702)	(100.0)
GASB 68 Pension Adjustment	7.067	-	(7.067)	(100.0)	35.837	-	(35.837)	(100.0)
Environmental Remediation	-	-	-	-	-	(0.006)	(0.006)	(0.006)
Total Expenses/Expenditures	\$ 18.005 \$	11.654 \$	(6.351)	(35.3)	\$ 149.021 \$	91.533 \$	(57.489)	(38.6)
Total Cash Conversion Adjustments	\$18.005	\$11.654	(\$6.351)	(35.3)	\$149.021	\$91.533	(\$57.489)	(38.6)

NOTE: Totals may not add due to rounding

MTA Bus – Non-Reimbursable Overtime Variance

Oct 2021 and YTD Mid-Year Forecast vs. Variance

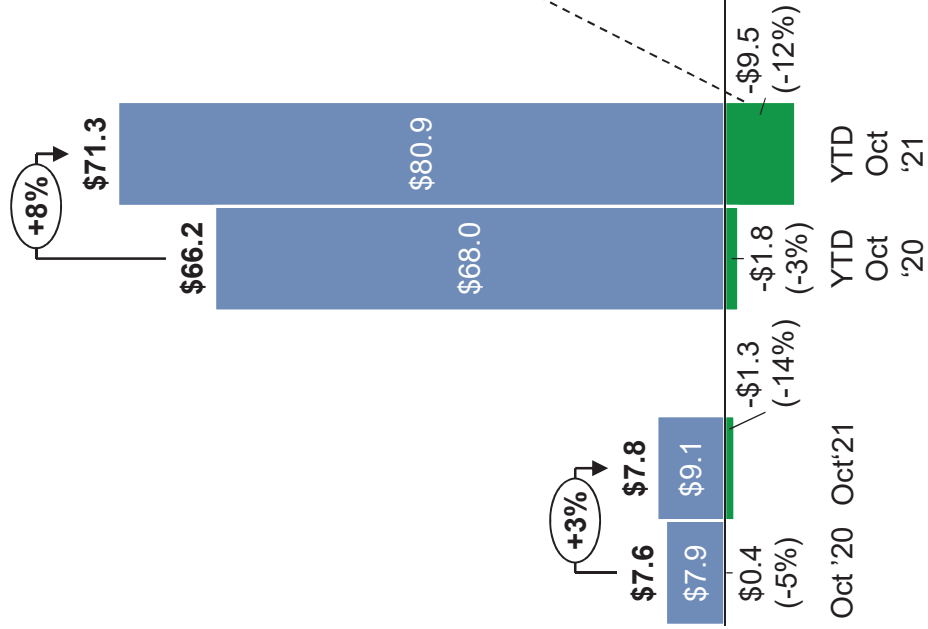
\$M

Overview



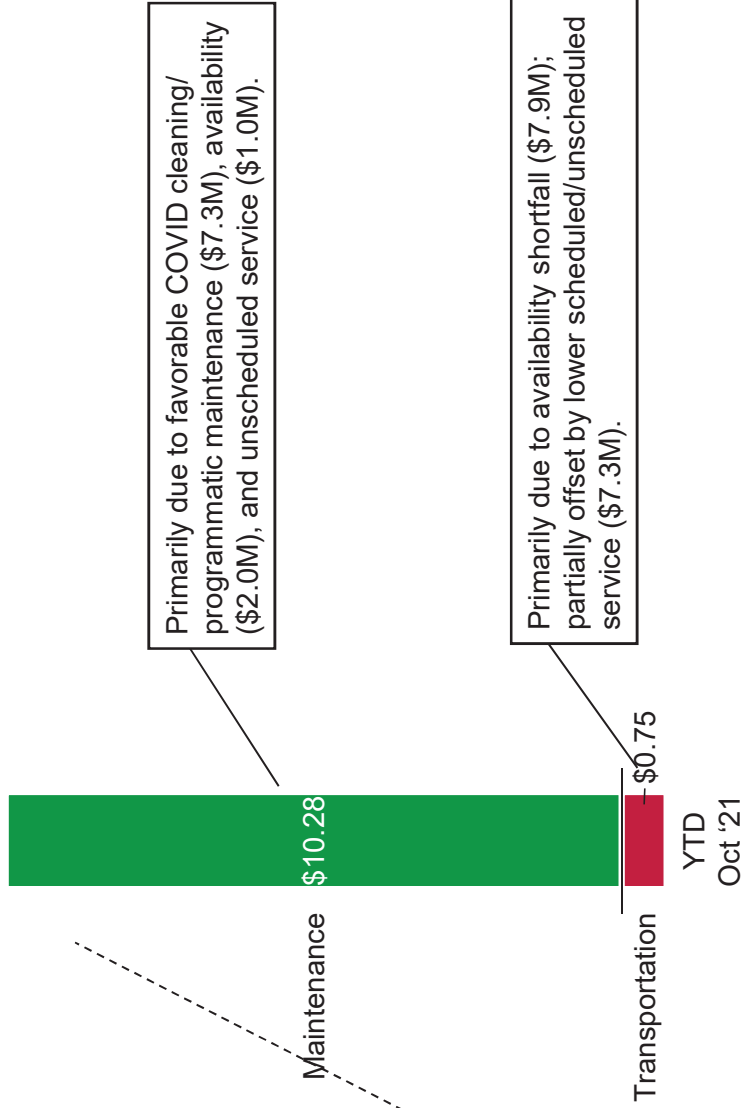
Annual Budget Forecast: \$99.8M

- Oct 2021 increased by \$0.2M or 3% compared to Oct 2020
- Oct YTD 2021 is 12% under budget



YTD variance by division

\$M



Source: Forecast budget, GL actuals for overtime spending.
 Note: MTABC does not have Reimbursable OT for 2020; 2021 Reimbursable OT is less than \$115K.

MTA BUS COMPANY
JULY FINANCIAL PLAN - 2021 MID - YEAR FORECAST
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS
OCTOBER 2021

FUNCTION/DEPARTMENT	Mid -Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Office of the EVP	3	2	1	
Human Resources	16	12	4	
Office of Management and Budget	14	10	4	
Material	15	13	2	
Controller	18	17	1	
Office of the President	4	-	4	
System Safety Administration	-	-	-	
Law	20	16	4	
Labor Relations	-	-	-	
Strategic Office	19	17	2	
Non-Departmental	2	-	2	
Total Administration	111	87	24	Vacancies
Operations				
Buses	2,298	2,225	73	Vacancies Bus Operators
Office of the Executive VP	6	4	2	
Safety & Training	68	105	(37)	More Bus Operator Training
Road Operations	141	137	4	
Transportation Support	25	24	1	
Operations Planning	34	27	7	
Revenue Control	6	6	-	
Total Operations	2,578	2,528	50	
Maintenance				
Buses	723	711	12	
Maintenance Support/CMF	210	193	17	
Facilities	76	73	3	
Supply Logistics	104	89	15	
Total Maintenance	1,113	1,066	47	Vacancies
Capital Program Management	35	22	13	
Total Engineering/Capital	35	22	13	Vacancies mainly Managers
Security	13	11	2	
Total Public Safety	13	11	2	Vacancy
Total Positions	3,850	3,714	136	
Non-Reimbursable	3,812	3,681	131	
Reimbursable	38	33	5	
Total Full-Time	3,832	3,699	133	
Total Full-Time Equivalents	18	15	3	

MTA BUS COMPANY
 JULY FINANCIAL PLAN 2021 MID - YEAR FORECAST
 TOTAL FULL - TIME AND FTE'S BY FUNCTION AND OCCUPATION
 OCTOBER 2021

FUNCTION/OCCUPATIONAL GROUP	Mid-Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	46	34	12	
Professional, Technical, Clerical	63	53	10	
Operational Hours	2	-	2	
Total Administration	111	87	24	Vacancies
Operations				
Managers/Supervisors	319	308	11	
Professional, Technical, Clerical	45	41	4	
Operational Hours	2,214	2,179	35	
Total Operations	2,578	2,528	50	Mainly Bus Operator vacancies
Maintenance				
Managers/Supervisors	241	219	22	
Professional, Technical, Clerical	35	32	3	
Operational Hours	837	815	22	
Total Maintenance	1,113	1,066	47	
Engineering/Capital				
Managers/Supervisors	21	11	10	
Professional, Technical, Clerical	14	11	3	
Operational Hours	-	-	-	
Total Engineering/Capital	35	22	13	Vacancies mainly Managers
Public Safety				
Managers/Supervisors	8	6	2	
Professional, Technical, Clerical	5	5	-	
Operational Hours	-	-	-	
Total Public Safety	13	11	2	Vacancy
Total Baseline Positions				
Managers/Supervisors	635	578	57	
Professional, Technical, Clerical	162	142	20	
Operational Hours	3,053	2,994	59	
Total Baseline Positions	3,850	3,714	136	

MTA BUS COMPANY
July Financial Plan - 2021 Mid-Year Forecast
Utilization
(In millions)

	<u>October 2021</u>		<u>Year-to-date as of October 2021</u>				
	Mid Year Forecast	Actual	Favorable/ (Unfavorable) Variance		Mid Year Forecast	Actual	Favorable/ (Unfavorable) Variance
<u>Farebox Revenue</u>							
Fixed Route	\$12.067	\$12.895	\$0.828		\$102.448	\$113.834	\$11.386
Total Farebox Revenue	\$12.067	\$12.895	\$0.828		\$102.448	\$113.834	\$11.386
<u>Ridership</u>							867.9%
Fixed Route	6.555	7.334	0.779		52.813	57.915	5.102
Total Ridership	6.555	7.334	0.779		52.813	57.915	5.102



Safety

Robert Diehl

Senior Vice President, Safety & Security



System Safety Specialist Jeanie Justinvil inspects a fire extinguisher during an unannounced safety inspection at Ulmer Park Bus Depot.

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report				
Performance Indicators	12-Month Average			
	Nov 18 - Oct 19	Nov 19 - Oct 20	Nov 20 - Oct 21	
Subways				
Subway Customer Accidents per Million Customers ¹	2.97	3.58	4.65	
Subway Collisions ²				
Total	1	2	2	
Mainline	0	0	0	
Yard	1	2	2	
Subway Derailments ²				
Total	5	9	9	
Mainline	1	4	1	
Yard	4	5	8	
Subway Fires ²	706	880	1,013	
Buses				
Bus Collisions Per Million Miles Regional	54.72	43.38	49.94	
Bus Collision Injuries Per Million Miles Regional	6.22	4.97	5.08	
Bus Customer Accidents Per Million Customers ¹ Regional*	1.49	1.58	1.94	
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹	4.21	5.24	4.72	

¹ 12-month Average data from October through September.

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	October	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	23	294	340	86.5%
Joint Track Safety Audits -- Compliance Rate	98.3%	99.4%	100.0%	99.4%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	2,216	22,711	9,999	227.1%
Friction Pad Installation	2,464	20,560	22,000	93.5%
Buses	October	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System	31	280	780	35.9%
Vision Zero Employee Training	484	4,669	5,800	80.5%

Monthly Operations Report

Safety Report Definitions:

Joint Track Safety Audits are conducted by a joint team of personnel from the Office of System Safety, the Transport Workers Union, and the Subway Surface Supervisors Association (SSSA). The teams look at critical items for on-track safety such as flagging, third rail safety and lighting. These reviews are conducted at various Department of Subways, and MTA Construction & Development work sites along the right of way to assess compliance with the rules and procedures, identify deficiencies in training and equipment, and improve on-track safety.

Continuous Welded Rail (CWR) significantly reduces the number of rail joints, which lessens the occurrence of broken rails while also providing a smoother ride. Track Engineering analyzed system-wide broken rail data and set forth a CWR installation plan to help reduce broken rails and improve track conditions. We anticipate expanded use of the Critter Rail Stringer and "E" Clip installer to help us achieve this goal.

Friction Pad Installations will increase resiliency of the rail, resulting in reduced broken rail incidents and, overall, will reduce the potential for development of rail defects.

Audible Pedestrian Warning System technology produces an audible voice alert to pedestrians when a bus is making a left- or a right-hand turn. The system turns on automatically without a bus operator's intervention and alerts pedestrians with a street- and curb-side speaker. Volume automatically adjusts based on outside ambient noise.

Vision Zero Training provides focused Safety Awareness Training to all Bus Operators, which engages them on all aspects of Pedestrian Safety issues, emphasizing the current challenges of managing their buses in an environment with distracted pedestrians, motorists and cyclists. The program incorporates testimonial videos from "Families for Safer Streets" along with a series of videos of serious bus and pedestrian accidents secured from onboard bus cameras as well as external traffic and security cameras. The training, which will be delivered over two years, is in the midst of a new cycle that began in April 2019 and will run through March 2021.

Subway Fires

October 2021

Fire severity is classified as follows:

Severity	Criteria
Low	No disruption to service No damage to NYC Transit property No reported injuries No discharge/evacuation of passengers Fire self-extinguished or extinguished without Fire Department
Average	Delays to service 15 minutes or less Minor damage to NYC Transit property (no structural damage) No reported injuries/fatalities due to fire/smoke Discharge of passengers in station Minor residual smoke present (haze)
Above Average	Delays to service greater than 15 minutes Moderate to heavy damage to NYC Transit property Four or less injuries due to fire/smoke Discharge of train or transfer of passengers to another train (not in station) Station/platform/train filled with smoke
High	Major delays in service (over one hour) Major structural damage Five or more reported injuries or one or more fatalities Evacuation of passengers to benchwall or roadbed Mass evacuation of more than one train

Severity & Location of fires during the current month were as follows:

Low:	90.8%	Train:	12
Average:	5.3%	Right-of-way:	41
Above Average:	3.9%	Station:	23
High:	0.0%	Other:	0
		Total:	76

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

Train:		Right-of-Way:		Station:	
Brake Shoes:	2	Debris:	28	Debris:	20
Debris:	2	Tie:	7	Air	
Hot Wheels:	2	Electrical Wire:	1	Conditioner:	1
Blower Motor:	1	Insulator:	1	Electrical:	1
Relay:	1	Steel Dust:	1		

2021 Quarterly Drug & Alcohol Testing

New York City Transit						
Quarter	Federally Mandated Tests			Other Agency Mandated Tests		
	Within 8 hours (Regulatory Required)	Within 2 Hour (Goal)	Exceeded 8 Hours - No Alcohol Test	Within 8 hours (Regulatory Required)	Within 2 Hour (Goal)	Exceeded 8 Hours - No Alcohol Test
Q1	124	13	0	157	21	3
Q2	174	17	12	285	32	0
Q3	233	12	0	412	42	2

Staten Island Rail						
Quarter	Federally Mandated Tests			Other Agency Mandated Tests		
	Within 8 hours (Regulatory Required)	Within 2 Hour (Goal)	Exceeded 8 Hours - No Alcohol Test	Within 8 hours (Regulatory Required)	Within 2 Hour (Goal)	Exceeded 8 Hours - No Alcohol Test
Q1	0	0	0	2	1	0
Q2	0	0	0	5	3	0
Q3	0	0	0	2	2	0

MTA Bus						
Quarter	Federally Mandated Tests			Other Agency Mandated Tests		
	Within 8 hours (Regulatory Required)	Within 2 Hour (Goal)	Exceeded 8 Hours - No Alcohol Test	Within 8 hours (Regulatory Required)	Within 2 Hour (Goal)	Exceeded 8 Hours - No Alcohol Test
Q1	24	3	0	1	0	0
Q2	22	2	0	3	0	0
Q3	28	2	1	58	5	0



November 2021 Crime Report

The purpose of this report is to provide Committee Members with statistical information regarding the number of major felonies including: homicide, robbery, assault, rape in addition to hate crime incidents occurring 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.

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 November 3, 2021

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
10/25/2021	0	2	11	25	38
10/18/2021	1	0	3	51	55
10/11/2021	0	4	6	51	61
10/4/2021	3	3	13	36	55
9/27/2021	1	1	12	39	53
9/20/2021	0	3	7	35	45
9/13/2021	1	0	4	40	45
9/6/2021	4	2	9	24	39
8/30/2021	2	1	8	31	42
8/23/2021	0	1	9	32	42
8/16/2021	0	3	6	41	50
8/9/2021	0	2	6	38	46
8/2/2021	0	1	9	21	31
7/26/2021	0	0	7	43	50
7/19/2021	0	1	14	28	43
7/12/2021	1	3	5	30	39
7/5/2021	2	0	8	31	41
6/28/2021	2	0	12	44	58
6/21/2021	1	3	9	30	43
6/14/2021	0	1	5	36	42
6/7/2021	1	1	8	44	54
5/31/2021	0	3	7	40	50
5/24/2021	1	4	7	43	55
5/17/2021	3	0	10	28	41
5/10/2021	3	3	13	37	56
5/3/2021	1	1	9	27	38

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.

Source: <https://new.mta.info/safety-and-security/nyct-vandalism-data> (Updated November 3, 2021)

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

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
10/25/2021	16	0	2	1	0	3	1	23
10/18/2021	24	0	1	1	0	5	5	36
10/11/2021	15	1	2	0	0	9	3	30
10/4/2021	7	0	5	1	3	4	2	22
9/27/2021	9	0	6	0	0	9	4	28
9/20/2021	20	0	15	0	5	4	4	48
9/13/2021	7	0	3	1	0	4	0	15
9/6/2021	11	0	6	1	0	4	3	25
8/30/2021	4	0	4	0	0	6	6	20
8/23/2021	9	0	3	4	0	3	0	19
8/16/2021	20	0	0	4	0	4	0	28
8/9/2021	19	0	4	0	0	4	2	29
8/2/2021	27	0	1	0	0	4	2	34
7/26/2021	4	0	3	8	0	12	3	30
7/19/2021	11	0	1	7	0	13	0	32
7/12/2021	15	0	4	1	1	8	2	31
7/5/2021	18	0	2	1	0	8	6	35
6/28/2021	13	0	0	0	0	11	0	24
6/21/2021	3	0	2	6	0	17	1	29
6/14/2021	27	0	8	0	0	2	4	41
6/7/2021	16	0	2	0	2	4	1	25
5/31/2021	6	0	2	1	2	3	3	17
5/24/2021	11	0	4	1	1	9	5	31
5/17/2021	22	0	1	5	6	6	0	40
5/10/2021	11	0	3	3	1	3	0	21
5/3/2021	18	0	4	0	1	6	3	32



CRIME STATISTICS OCTOBER

	2021	2020	Diff	% Change
MURDER	0	1	-1	-100.0%
RAPE	1	0	1	***. *%
ROBBERY	40	41	-1	-2.4%
GL	85	74	11	14.9%
FELASSAULT	34	38	-4	-10.5%
BURGLARY	1	0	1	***. *%
<u>TOTAL MAJOR FELONIES</u>	<u>161</u>	<u>154</u>	<u>7</u>	<u>4.5%</u>

During October, the daily Robbery average decreased from 1.3 to 1.3

During October, the daily Major Felony average increased from 5 to 5.2

CRIME STATISTICS JANUARY THRU OCTOBER

	2021	2020	Diff	% Change
MURDER	5	6	-1	-16.7%
RAPE	5	6	-1	-16.7%
ROBBERY	377	495	-118	-23.8%
GL	571	701	-130	-18.5%
FELASSAULT	382	296	86	29.1%
BURGLARY	5	22	-17	-77.3%
<u>TOTAL MAJOR FELONIES</u>	<u>1345</u>	<u>1526</u>	<u>-181</u>	<u>-11.9%</u>

Year to date the daily Robbery average decreased from 1.6 to 1.2

Year to date the daily Major Felony average decreased from 5 to 4.4

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



OCTOBER ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	639	323	316	97.8%
TOS Arrests	117	20	97	485.0%
Total Summons	6585	2031	4554	224.2%
TOS TABs	5204	1649	3555	215.6%
TOS C-Summ	71	24	47	195.8%

JANUARY THRU OCTOBER ACTIVITY

	2021	2020	Diff	% Change
Total Arrests	4889	3342	1547	46.3%
TOS Arrests	848	433	415	95.8%
Total Summons	63575	30555	33020	108.1%
TOS TABs	52036	20092	31944	159.0%
TOS C-Summ	816	471	345	73.2%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

Hate Crime Task Force Transit Bureau
HCTF Statistical Data
(As of 10/31/2021)

Motivation:

Motivation	2021	2020	Diff	% Change
ASIAN	28	9	19	211%
BLACK	4	3	1	33%
ETHNIC	3	0	3	***.*
GENDER	5	6	-1	-17%
HISPANIC	2	0	2	***.*
JEWISH	12	21	-9	-43%
SEXUAL ORIENTATION	14	5	9	180%
WHITE	6	2	4	200%
Grand Total	74	46	28	61%

Crime Name:

Crime Name	2021	2020	Diff	% Change
Aggravated Harassment 1	10	18	-8	-44%
Aggravated Harassment 2	13	7	6	86%
Assault 2	8	1	7	700%
Assault 3	25	8	17	213%
Criminal Mischief 2	0	1	-1	-100%
Criminal Mischief 3	3	0	3	***.*
Criminal Mischief 4	4	6	-2	-33%
Forcible Touching	1	0	1	***.*
Grand Larceny 1	1	0	1	***.*
Grand Larceny 4	0	1	-1	-100%
Making Graffiti	1	0	1	***.*
Menacing 2	3	1	2	200%
Menacing 3	1	1	0	0%
Reckless Endangerment 1	1	0	1	***.*
Robbery 3	1	2	-1	-50%
Strangulation 1	2	0	2	***.*
Grand Total	74	46	28	61%



Police Department
City of New York

REPORT

	JANUARY-OCTOBER																								
	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Murder	4	1	5	1	2	1	3	3	4	2	4	2	1	1	1	0	1	1	1	1	0	1	3	6	5
Rape	1	13	1	5	1	0	3	2	3	3	1	2	1	1	3	8	5	5	1	0	6	1	3	5	5
Robbery	1898	1555	1376	1161	1002	1049	955	897	960	831	657	636	572	605	643	680	509	351	422	399	377	391	428	492	377
Assault	397	363	345	305	227	238	208	228	181	155	174	150	134	162	166	165	164	176	206	253	272	284	282	294	382
Burglary	26	14	8	10	38	13	7	5	1	5	2	5	1	2	8	23	30	17	17	15	24	11	5	22	5
GL	2964	2143	1996	2105	1885	1803	1455	1547	1514	1233	1065	1090	940	1001	1255	1405	1411	1301	1373	1339	1336	1339	1257	696	571
TOTAL MAJOR FELONIES	5290	4089	3731	3587	3155	3104	2631	2682	2663	2229	1903	1885	1649	1772	2076	2281	2120	1851	2020	2007	2015	2027	1978	1515	1345
Major Fel Per Day	17.40	13.45	12.27	11.80	10.38	10.21	8.65	8.82	8.76	7.33	6.26	6.20	5.42	5.83	6.83	7.50	6.97	6.09	6.64	6.58	6.63	6.67	6.51	4.98	4.42



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department Staten Island Rapid Transit

October 2021 vs. 2020

	2021	2020	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	0	0	0%
Burglary	1	0	1	100%
Grand Larceny	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	1	0	1	100%

Year to Date 2021 vs. 2020

	2021	2020	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	3	-3	-100%
Felony Assault	0	1	-1	-100%
Burglary	1	0	1	100%
Grand Larceny	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	1	4	-3	-75%

November 2021 Highlights: Capital Program Status

The Capital Program Status Report provides a monthly and year-to-date overview of the progress of the Transit supported Capital Program including a brief discussion of the reporting month's highlights. The report focuses primarily on providing a summary of achievements and year-to-date performance regarding project awards and project completions for the period ending one month prior to the presentation of the report.

Transit's Capital Project Milestone performance through October 2021 is listed below:

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

	<u>Planned</u>	<u>Achieved</u>	<u>%</u>
Construction Awards	\$2,331.7	\$1,155.9	50
Substantial Completions	\$2,669.3	\$1,269.0	48

In October 2021, \$74.1 million in Transit projects were awarded, including a flooding resiliency project that will convert R110A railcars into two pump trains for \$28.3 million, phase 1 of the Livonia Maintenance Facility rehabilitation in Brooklyn for \$21.9 million, a flooding resiliency project at the Consolidated Revenue Facility in Queens for \$8.4 million, and water remedy and equipment replacement project at Prospect Park station on the Brighton Line for \$6.1 million.

Also, in October, \$193.4 million in Transit projects were completed, including repair of Superstorm Sandy damage to the 148th Street Yard in Manhattan and flooding resiliency projects at the yard for \$84.7 million, traction power upgrade projects on the Canarsie Line for \$59.2 million, and a station ventilator rehabilitation project on the 8th Avenue Line for \$6.7 million.

Capital Program Status November 2021

In October 2021, \$74.1 million in Transit projects were awarded, including a flooding resiliency project that will convert existing R110A railcars for use in two existing pump car consists for \$28.3 million. Additional pump trains are needed in the NYCT fleet in order to build capacity for protecting critical assets and quickly restoring service in the event of a significant flood event. The R110A cars will be linked with existing hose and reach cars and house pumping equipment and generators.

Additionally, phase 1 of the Livonia Maintenance Facility rehabilitation in Brooklyn was awarded for \$21.9 million. This project will repair or reconstruct high priority deficient components at the facility. The work will include structural repairs on the west and east side walls and several environmental upgrades such as the installation of new oil water-separators. Structural repairs on the west side walls will include column replacement, repair of exterior masonry and concrete spalling. The east side walls require exterior masonry work and repair of exposed cracked concrete. The work will also include supporting utility, electrical, communication and signal improvements to carry out the structural and architectural repairs.

Furthermore, a flooding resiliency project was awarded at the Consolidated Revenue Facility in Queens for \$8.4 million. This project will protect this critical facility against a 100-year storm by constructing a new flood wall around the perimeter of the property, furnishing deployable flood logs (to be stored within the facility) for all access openings.

Lastly, a water remedy and equipment replacement project at Prospect Park station on the Brighton Line was awarded for \$6.1 million. This project will construct a new electrical distribution room (EDR) at ground level to eliminate all water infiltration that occurs in the existing room. The work also includes replacement of related equipment that has been damaged due to water infiltration.

Also, in October, \$193.4 million in Transit projects were completed, including an \$84.7 million project to repair Superstorm Sandy damage and implement flood resiliency improvements at the 148th St Yard in Upper Manhattan. Flooding from Superstorm Sandy damaged power cables throughout the yard, which were replaced as part of this project. To provide long-term flood resiliency, the existing perimeter flood wall along the Harlem River was extended to a higher elevation and then extended around the yard's perimeter. Flood protection was provided for all flood-vulnerable access points, including a deployable stoplog system at the yard portal to protect the underground subway tunnels in the event flood heights surpasses the perimeter wall.

A new power substation was also completed on the Canarsie Line for \$59.2 million. The substation at Maspeth Avenue-Humboldt Street is one of three new substations along the line that will increase the traction power supply to enable additional L train service. Construction of the new substation included constructing the enclosure and furnishing and installing new power equipment such as high-tension AC switchgears, rectifiers, the DC switchgear line up, batteries, cables, manholes and ducts. Rehabilitations of two Canarsie Line Circuit Breaker Houses (CBHs) were also completed; CBH #85 south of Myrtle-Wyckoff Avenue Station and CBH #86 at Wilson Avenue Station. New enclosures were built, and new equipment was installed to help maintain power equalization along the line.

Lastly, a station ventilator rehabilitation project was completed on the 8th Avenue Line for \$6.7 million. Ventilators were addressed along the 8th Avenue line at 145th Street, 155th Street, 175th Street and Dyckman Street. Work included rehabilitation of the ventilator structures, repair of spalled concrete, replacement of ventilator gratings, frames check valves and drip pans, waterproofing of the structures and drainage modification improvements as needed.

**CAPITAL PROJECT MILESTONE SUMMARY - NYCT
2021**

(Through October 31, 2021)

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

October

Construction Awards	341.4	14	74.1	8	21.7	57.1
Substantial Completions	555.7	23	193.4	9	34.8	39.1

2021 Year-To-Date

Construction Awards	2,331.7	127	1,155.9	96	49.6	75.6
Substantial Completions	2,669.3	130	1,269.0	75	47.5	57.7

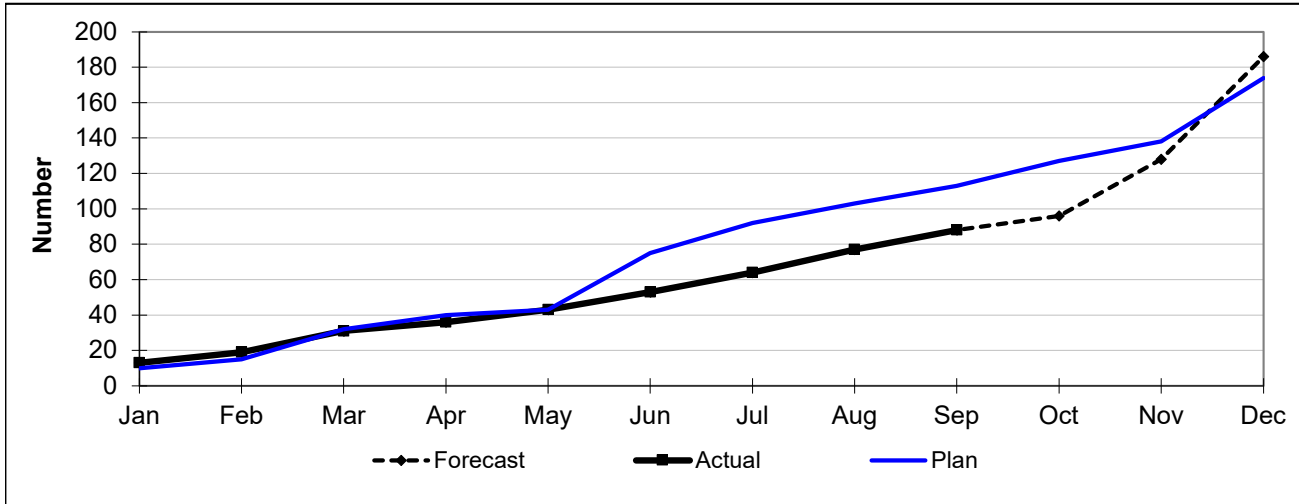
2021 Projected To-Year-End

	Initial Plan		Current Forecast		%(\$)	%(#)
Construction Awards	3,839.2	174	3,697.4	186	96.3	106.9
Substantial Completions	3,573.5	162	2,430.5	142	68.0	87.7

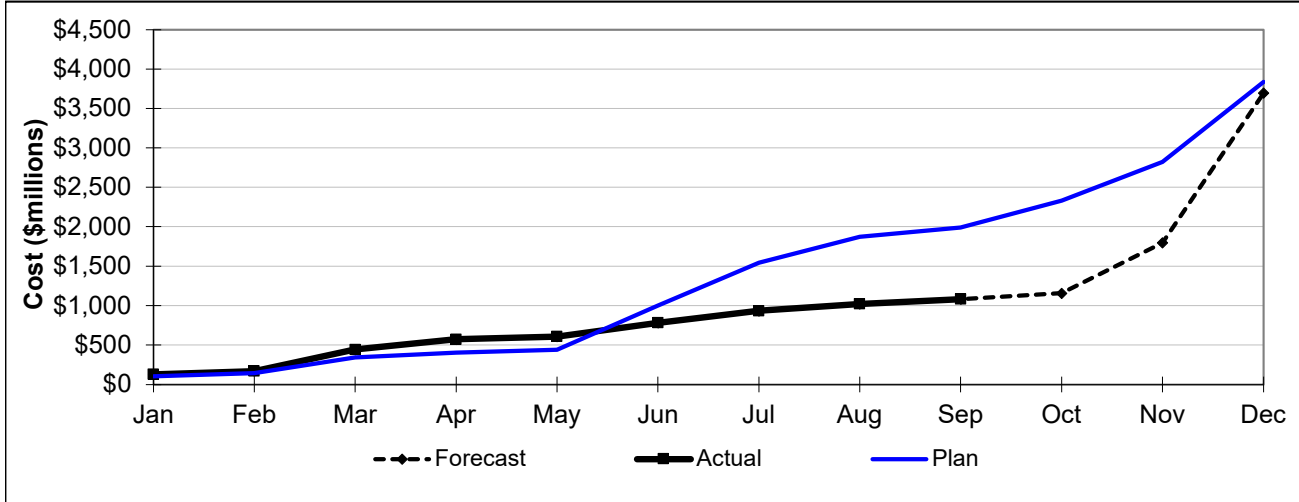
Totals do not include contingency, emergency funds and miscellaneous reserves;
performance percentages include early accomplishments.

2021 Awards

As of October 2021



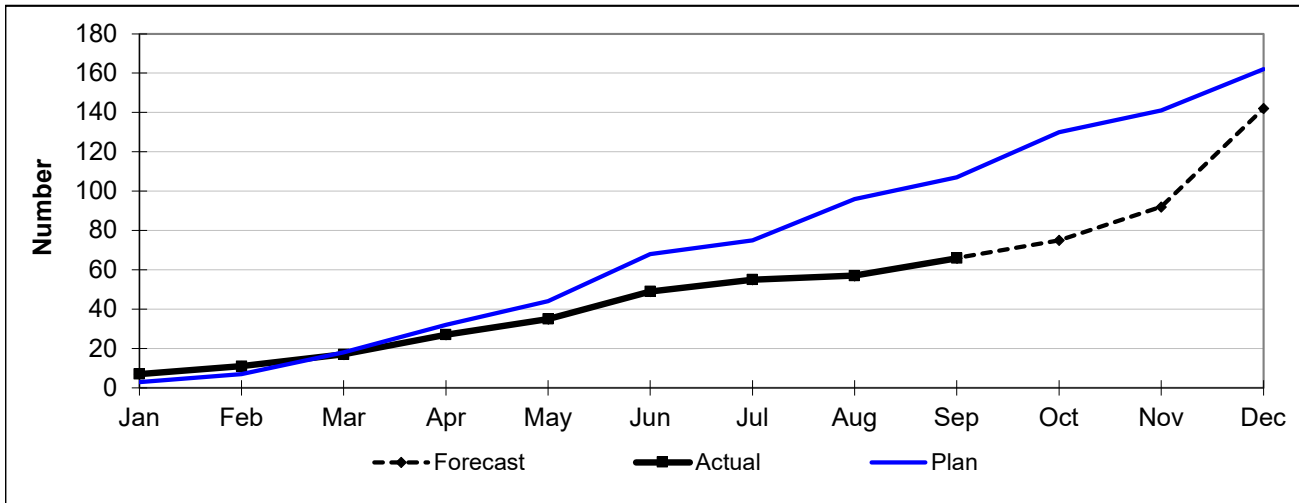
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast											32	58
Actual	13	6	12	5	7	10	11	13	11	8	11	36
Plan	10	5	17	8	3	32	17	11	10	14	11	36
Cumulative Forecast											128	186
Cumulative Actual	13	19	31	36	43	53	64	77	88	96	138	174
Cumulative Plan	10	15	32	40	43	75	92	103	113	127	138	174



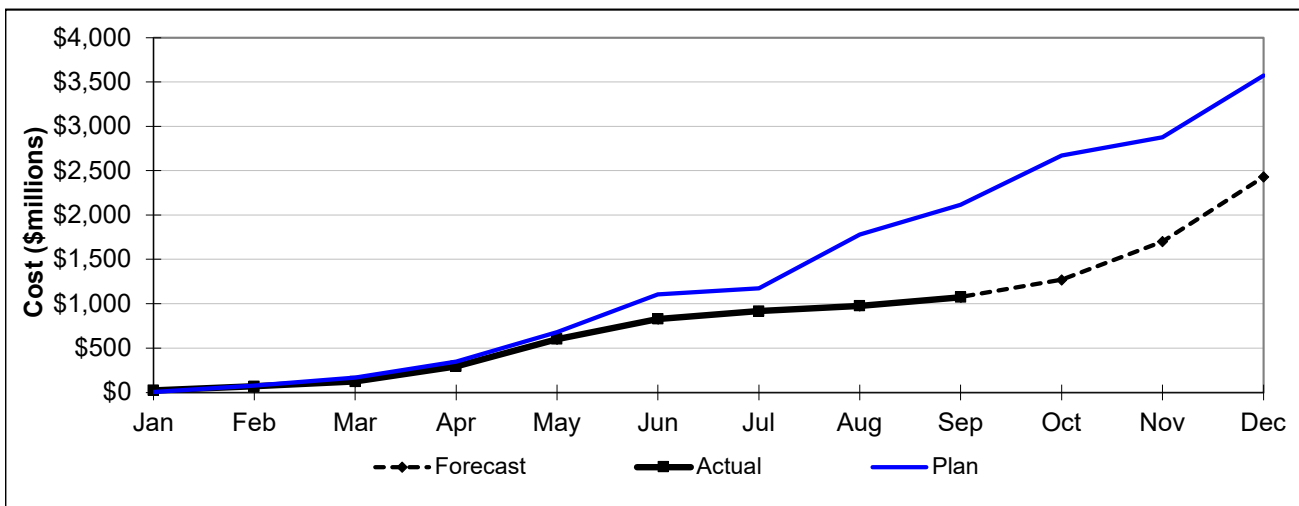
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast											639.8	1,901.7
Actual	126.7	41.3	274.2	128.9	35.5	174.1	151.6	88.0	61.4	74.1	490.2	1,017.3
Plan	105.7	37.7	198.5	61.5	37.2	558.3	542.4	331.9	117.2	341.4	490.2	1,017.3
Cumulative Forecast											1,795.7	3,697.4
Cumulative Actual	126.7	168.0	442.2	571.1	606.6	780.7	932.4	1,020.4	1,081.8	1,155.9	2,821.9	3,839.2
Cumulative Plan	105.7	143.3	341.9	403.4	440.6	998.9	1,541.3	1,873.2	1,990.3	2,331.7	2,821.9	3,839.2

2021 Completions

As of October 2021



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast	7	4	6	10	8	14	6	2	9	9	17	50
Actual	3	4	11	14	12	24	7	21	11	23	11	21
Plan	3	7	18	32	44	68	75	96	107	130	141	162
Cumulative												
Forecast	7	11	17	27	35	49	55	57	66	75	92	142
Actual	3	7	18	32	44	68	75	96	107	130	141	162
Plan	3	7	18	32	44	68	75	96	107	130	141	162



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast	25.4	42.3	55.2	170.4	306.0	227.9	89.2	58.9	100.1	193.4	432.0	729.6
Actual	4.3	72.8	90.6	178.3	331.0	429.0	65.9	607.8	334.0	555.7	206.9	697.2
Plan	4.3	77.1	167.7	346.0	677.0	1,105.9	1,171.8	1,779.6	2,113.6	2,669.3	2,876.2	3,573.5
Cumulative												
Forecast	25.4	67.8	123.0	293.4	599.4	827.3	916.5	975.4	1,075.5	1,269.0	1,700.9	2,430.5
Actual	4.3	77.1	167.7	346.0	677.0	1,105.9	1,171.8	1,779.6	2,113.6	2,669.3	2,876.2	3,573.5
Plan	4.3	77.1	167.7	346.0	677.0	1,105.9	1,171.8	1,779.6	2,113.6	2,669.3	2,876.2	3,573.5



New York City Transit Procurements

Louis A. Montanti, MTA Deputy Chief Procurement – Operations



With the purchase of 60 low-floor 40-foot all-electric buses from New Flyer on this month's Board agenda, NYC Transit emphasizes its commitment to transition to a zero-emission bus fleet by 2040. Representing a lot of firsts for the MTA including our first set of standard all-electric 40 foot buses, first overhead-pantograph based charging at depots and the beginnings of a long partnership with NYPA and ConEd, our commitment towards a zero-emissions future remains as strong as ever.

PROCUREMENTS

The Procurement Agenda this month includes 2 actions for a proposed expenditure of \$68M.

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

Board Action					
Order	To	Date	Approval	Info	Other
1	Committee	11/15/21			
2	Board	11/17/21			

November 9, 2021
Department
Department Head Name
Department Head Signature

Internal Approvals			
	Approval		Approval
	President NYCT	<i>FEA</i>	Pres. MTA Bus/SVP DOB
	SVP Operations Support		Subways
	Capital Prog. Management	X	Diversity/Civil Rights
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: NONE

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

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

<u>Procurements Requiring Two-Thirds Vote:</u>	<u># of Actions</u>	<u>\$ Amount</u>
Schedule C: Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)	1	\$ 64.5 M
<u>Schedules Requiring Majority Vote:</u>		
Schedule G: Miscellaneous Service Contracts	1	\$ 3.5 M
SUBTOTAL	2	\$ 68.0 M

MTA Capital Construction proposes to award Competitive procurements in the following categories: NONE

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

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

MTA Capital Construction proposes to award Ratifications in the following categories: NONE

TOTAL 2 \$ 68.0 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.

NOVEMBER 2021

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

C. Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)

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

1. **New Flyer of America, Inc.** **\$64,536,289** **Staff Summary Attached**
Contract# B40676R
Furnish and deliver 60 low-floor 40-foot all-electric buses and related items such as spare parts, special tools and equipment, diagnostic testing, technical documentation, and training.




Procurements Requiring Majority Vote:

G. Miscellaneous Service Contracts

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

2. **Bel-Linda, Inc. d/b/a** **\$3,528,144** **Staff Summary Attached**
Islander Transportation
Three years with an option to extend up to two years
Contract# 6%23299.2
Provision of Broker Car Service for Paratransit Access-A-Ride customers in Staten Island.

Staff Summary

Item Number 1			
Department, Department Head Name: Office of MTA Deputy Chief Procurement, Louis A. Montanti			
<i>Louis A. Montanti</i>			
Internal Approvals			
Order	Approval	Order	Approval
1	Materiel	6 	President
2	Law		
3 	CFO		
4	DCCR		
5 	Buses		

SUMMARY INFORMATION	
Vendor Name New Flyer America, Inc.	Contract No. B40676R
Description Furnish and Deliver 60 Low-Floor 40-Foot All-Electric Buses	
Total Amount: \$64,536,289	
Contract Term (including Options, if any) 93 Months from Notice of Award (inclusive of delivery of the buses and provision of warranty support)	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	
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 type="checkbox"/> Capital <input checked="" type="checkbox"/> Federal <input type="checkbox"/> Other:	

Purpose

To request that the Board, pursuant to Public Authorities Law, Section 1209, subdivision 9(g), approve the federally funded purchase of 60 low-floor 40-foot all-electric buses as well as related items such as spare parts, special tools and equipment, diagnostic testing, technical documentation, and training from New Flyer of America, Inc. ("New Flyer") in the total estimated amount of \$64,536,289 for NYC Transit.

Discussion

On June 17, 2019, the Board adopted a resolution authorizing the use of the competitive Request for Proposals ("RFP") in lieu of competitive bidding to award a contract for the purchase of 45 low-floor 40-foot all-electric buses ("AEB") for NYC Transit. On October 21, 2019, the Board adopted a revised resolution authorizing the addition of options for up to 30 additional AEBs to be added the original RFP.

The solicitation was originally advertised as contract B40676 in September 2019. However, it was cancelled in January 2021 because the pool of vendors was unable to meet the technical specifications. The solicitation was readvertised in March 2021 under B40676R, at which time nine bus manufacturers were directly contacted. Pursuant to the statutory framework, the selection criteria, listed in descending order, were as follows: Overall Project Cost, Delivery, Overall Quality of Proposer and Product, and Other Relevant Matters. Selection Committee ("SC") members were drawn from NYC Transit Department of Buses ("DOB"), Procurement, Office of Management & Budget, and Operations Planning.

Four AEB manufacturers, New Flyer of America, Inc. ("New Flyer"), Nova Bus ("Nova") a Division of Prevost Car (US) Inc., BYD Inc. ("BYD"), and Proterra Inc. ("Proterra") attended the pre-proposal conference held on April 7, 2021. Initial proposals were received on June 11, 2021, from New Flyer and BYD. Proterra and Nova indicated they did not propose because they were unable to meet the technical requirements in time to respond to the solicitation.

Staff Summary

Oral Presentations and negotiations were conducted on a series of dates spanning from August 2021 through September 2021. Negotiations centered on pricing, delivery, alternate proposals, exceptions/deviation/clarifications to the technical specifications, and the terms and conditions. During this process, the SC reviewed BYD's proposal and unanimously recommended that BYD be eliminated from further consideration because its proposal did not meet the minimum structural qualification requirements contained in the RFP. A Best and Final Offer ("BAFO") for 60 AEBs was received from New Flyer on November 1, 2021. The SC reviewed the BAFO in accordance with the evaluation criteria and unanimously recommended an award of the 60 AEBs to New Flyer because it affords the Best Value.

The award to New Flyer will consist of \$62,976,407 (\$1,049,607 per bus) for 60 AEBs; \$586,732 for qualification testing, diagnostic tools and manuals, \$501,856 for an estimated forty-two (42) training classes; and \$471,294 for capital spares for a total award amount of \$64,536,289 which is \$154,794 or 0.24 percent below New Flyer's initial proposal of \$64,691,082 and \$676,671 or 1.04 percent lower than DOB's estimate of \$65,212,960. Procurement, DOB, and NYC Transit's Cost Price Analysis Unit have determined the final price to be fair and reasonable.

New Flyer will build five pilot buses in order to expedite delivery of the production buses. Pilot buses are scheduled to be provided to NYC Transit by September 2022. The pilot buses will be used for configuration audit, qualification testing and in-service evaluation.

The balance of 55 buses is scheduled to begin being delivered in June 2023 and be completed in September 2023, for an overall period of 21 months from Notice of Award. The above delivery schedule is based on the assumption that Notice of Award will be issued on or before December 31, 2021.

New Flyer will comply with the Federal Transit Administration's ("FTA") Buy America requirement of 70 percent. The Pre-Award Buy America Audit to confirm compliance will be completed prior to award.

The contract resulting from this procurement has been evaluated to determine the necessity and appropriate scope, if any, of cybersecurity requirements, including any requirements under federal, state, and local law and regulations. Any applicable cybersecurity requirements, to the extent required, have been included in the contract terms and conditions.

M/W/DBE Information

Transit Vehicle Manufacturers ("TVM") is a program whereby the FTA pre-approves vehicle manufacturers to bid or propose on federally funded vehicle procurements based on established guidelines to ensure Disadvantaged Business Enterprises participation. As this contract will be federally funded, the TVM program applies. New Flyer has furnished its TVM Certification of Compliance with DBE Regulations in accordance with FTA guidelines.

Impact on Funding

This contract will be funded with 80 percent FTA funds and 20 percent New York City funds. Funds for this procurement have been approved in the MTA 2015–2019 and 2020–2024 Capital Programs. A WAR certificate will be secured prior to award.

Alternatives

There are no alternatives. There is no reason to believe that conducting another solicitation will result in a better outcome.

Recommendation

It is recommended that the Board, pursuant to Public Authorities Law, Section 1209, subdivision 9(g), approve the federally funded purchase of 60 low-floor 40-foot all-electric buses as well as related items such as spare parts, special tools and equipment, diagnostic testing, technical documentation, and training from New Flyer in the total estimated amount of \$64,536,289 for NYC Transit.

Schedule G: Miscellaneous Service Contracts



Item Number: 2

Vendor Name (Location) Bel-Linda, Inc. d/b/a Islander Transportation (Staten Island, New York)
Description: Staten Island Broker Car Service for Paratransit
Contract Term (including Options, if any) Three years with a two-year option
Option(s) included in Total Amount? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> n/a
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> 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 Dept./Div., Dept./Div. Head Name: Department of Buses, Frank Annicaro

Contract Numbers: 6%23299	AWO/Mod #s Modification 2
Original Amount:	\$ 10,163,549
Prior Modifications: Modification 1	\$ (\$254,088.73)
Prior Budgetary Increases:	\$ 0
Current Amount:	\$ 9,909,460.27
This Request:	\$ 3,528,144
% of This Request (Estimated Aggregate) to Current Amount:	35.6%
% of Modifications (including This Request) to Original Amount:	34.7%

Discussion:

NYC Transit is seeking Board approval to exercise the option years of contract 6%23299 with Bel-Linda Inc. d/b/a Islander Transportation (“Islander”) for the provision of Broker Car Service (“Broker”) for Paratransit Access-A-Ride (“AAR”) customers in Staten Island. The base term of this contract is three years (March 1, 2019–February 28, 2022) with an option to extend for up to an additional two years. The estimated expenditure of this two-year extension is \$7.2 million, however, only \$3.5M in additional funding is being requested as approximately \$3.7M is expected to remain on the contract at the end of its base term in February 2022.

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 using NYC Transit–owned vehicles. Non-dedicated service providers, such as Brokers, perform AAR service in concert with their existing operations. The use of non-dedicated service provides cost and operational benefits to NYC Transit in that Paratransit does not directly bear the total responsibility for maintenance and operating costs, as is the case with dedicated service. The Broker model is also a fully Americans with Disabilities Act–compliant mode of paratransit transportation that utilizes contractor(s) to schedule and dispatch prearranged trips for AAR customers through the use of the contractor’s own vehicles and/or its non-dedicated subcontractor network of taxi, livery, and black car service providers.

In April 2019, a competitively solicited Request for Proposal (“RFP”) 177567 was issued to gain Broker service capacity through expanding the pool of Broker providers, including a Broker contract for Staten Island service only. The RFP also increased the use of shared rides and includes power lift–equipped vehicles for oversized and motorized wheelchairs. Islander uses its own wholly owned and operated fleet of vehicles and drivers for approximately 90 percent of its AAR trips and uses network service providers on Staten Island to perform remaining 10 percent of the AAR trips. The RFP ultimately resulted in the award of three Broker contracts, one of which was made to Islander for Staten Island AAR service only. Through the addition of Islander as a Broker, AAR trips for Staten Island customers are now performed by drivers who are subject to random federal drug and alcohol testing, are able to be tracked via GPS, and include access to wheelchair-accessible vehicles. Staten Island AAR customers previously used an older mode of paratransit transportation called Voucher Car Service, which did not offer these amenities. Throughout the base term of its contract, Islander has performed well, either meeting or exceeding key performance metrics each month. Customers report Islander’s personnel and drivers to be helpful, knowledgeable, and extremely professional.

Through negotiations and the competitive nature of RFP 177567, pricing for Islander's base and option years was considered fair and reasonable. In December 2019, Islander agreed to provide a monthly discount of 2.5 percent for the duration of the contract, which resulted in a contract reduction of \$254,088 for the base years. The 2.5 percent discount will result in an estimated savings of \$181,364 during the option period. In addition to this discount, Islander has agreed to a discount of \$0.10 off all intraborough trips and \$1 off all interborough trips during the option period. The anticipated savings associated with the intraborough trip discount is approximately \$29,799. No savings have been calculated for interborough trips as Islander only performs interborough trips in times of emergency. Together, the total estimated savings for the option period is \$211,163. Based on the abovementioned, Islander's pricing remains fair and reasonable.

The NYC Transit Controller's Office performed an updated financial analysis of Islander and found the contractor to be financially qualified to perform the work.

Under RFP SSE177567, no goals were established for this contract due to a lack of available M/WBE firms in the marketplace. However, Procurement encouraged Islander to become a NYS certified WBE firm during the initial RFP process and worked closely with them throughout the certification process. Islander became certified in early 2021. It should be noted that Islander is the second M/WBE firm to hold a prime Paratransit Broker contract to date, the first being the firm Sentry, who received an award in August 2021. Cumulatively, the MTA will receive credit for approximately \$170M in prime contract awards made to M/WBE firms under the Broker program.

The Broker Car Service contract has been evaluated to determine the necessity and appropriate scope, if any, of cybersecurity requirements, including any requirements under federal, state, and local law and regulations. Any applicable cybersecurity requirements, to the extent required, have been included in the contract terms and conditions.

Contracts Department

David K. Cannon, Vice President

PROCUREMENTS

The Procurement Agenda this month includes three procurement actions for a proposed expenditure of \$198.2M

Staff Summary

Subject Request for Authorization to Award Procurement Action					
Department Contracts					
Department Head Name & Title David K. Cannon, Vice President, Contracts					
Department Head Signature <i>David K. Cannon</i>					
Board Action					
Order	To	Date	Approval	Info	Other
1	NYCT & Bus Committee	11/15/21	X		
2	Board	11/17/21	X		

Date: November 10, 2021			
Internal Approvals			
	Approval		Approval
<i>MR</i>	Deputy Chief Development Officer, Delivery	<i>[Signature]</i>	President
<i>[Signature]</i>	Deputy Chief Development Officer, Development	<i>[Signature]</i> <i>EE</i>	Executive Vice President & General Counsel

PURPOSE

To obtain the approval of the Board to adopt a resolution/declaration and to award two procurement actions and, to inform the New York City Transit and Bus Committee of these procurement actions.

DISCUSSION

MTA Construction & Development proposes to award a Noncompetitive Procurement in the following category:

<u>Schedules Requiring Two-Thirds Vote</u>	<u># of Actions</u>	<u>\$ Amount</u>
A. Non-Competitive Purchases & Public Work Contracts	1	\$TBD
	SUBTOTAL 1	\$TBD

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

<u>Schedules Requiring Two-Thirds Vote</u>	<u># of Actions</u>	<u>\$ Amount</u>
C. Competitive Requests for Proposals (Award of Purchase/Public Work Contracts)	2	\$198,177,085
	SUBTOTAL 2	\$198,177,085
	TOTAL 3	\$198,177,085

Budget Impact:

The approval of these procurement actions will obligate capital and operating funds in the amounts listed. Funds are available in the capital and operating budgets for these purposes.

Recommendation:

The procurement actions be approved as proposed. (The items is included in the resolution of approval at the beginning of the Procurement Section.)

MTA Construction & Development

BOARD RESOLUTION

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

WHEREAS, in accordance with the All Agency Procurement Guidelines, the Board authorizes the award of certain non-competitive miscellaneous service and miscellaneous procurement contracts, certain change orders to purchase, public work, and miscellaneous service and miscellaneous procurement contracts;

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

NOW, the Board resolves as follows:

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

NOVEMBER 2021

LIST OF RATIFICATIONS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

Schedule A. Noncompetitive Purchases and Public Work Contracts

(Staff Summaries required for items estimated to be greater than \$1M)

- | | | | |
|-----------|---|---------------------------------|--------------------------------------|
| 1. | Mitsubishi Electric Power Products Inc.
Contract No. S-48017 | \$ Cost To Be Determined | <u>Staff Summary Attached</u> |
|-----------|---|---------------------------------|--------------------------------------|

MTA Construction and Development requests that the Board adopt a resolution, pursuant to Public Authorities Law (“PAL”) Section 1265-a.4.d and Article III(B)(4)(b) of the All Agency General Procurement Guidelines, declaring that competitive bidding is impractical and it is in the public’s best interest to utilize a non-competitive procurement process to evaluate the Communications Based Train Control (“CBTC”) equipment supplied by a newly approved CBTC Supplier in revenue service on the Queens Boulevard Line East Project.

Schedule C. Competitive Requests for Proposals (Award of Purchase/Public Work Contracts)

(Staff Summaries required for all items greater than \$1M)

- | | | | |
|--------------|--|----------------------|---|
| 2 -3. | Citnalta-Forte JV
Contract No. A37129
Thirty-Five and a Half Months | \$192,972,000 | <u>Staff Summary Attached</u>

↓ |
| | Mid-American Elevator
Contract No. To Be Determined
Fifteen Years | \$ 5,205,085 | ↓ |

MTA Construction and Development requests Board approval to award a publicly advertised, competitively solicited and negotiated contract for the Design and Construction of Accessibility Upgrades at the 14th Street Complex in the Borough of Manhattan and the award of a long-term elevator maintenance contract.

Dept & Dept Head Contracts/David K. Cannon					
<i>David K Cannon</i>					
Div & Div Head					
Board Reviews					
Order	To	Date	Approval	Info	Other
1	NYCT & Bus Committee	11/15/21	X		
2	Board	11/17/21	X		
Internal Approvals					
	Approval		Approval		
<i>one for EA</i>	EVP & General Counsel	<i>Jul</i>	President		

SUMMARY INFORMATION	
Vendor Name Mitsubishi Electric Power Products Inc.	Contract Number S-48017
Description Communication Based Train Control ("CBTC") Equipment Contract for the Queens Boulevard Line "East" ("QBL East") Project	
Total Amount To Be Determined	
Contract Term To Be Determined	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	
Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Procurement Type <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Non-competitive	
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/RECOMMENDATION

MTA Construction & Development ("C&D") requests that the Board adopt a resolution, pursuant to Public Authorities Law ("PAL") Section 1265-a.4.d, declaring that competitive bidding is impractical so that the MTA can evaluate Communications Based Train Control ("CBTC") equipment supplied by newly approved CBTC Supplier, Mitsubishi Electric Power Products Inc. ("Mitsubishi"), in revenue service, on the Queens Boulevard Line East ("QBL East") Project (the "Contract"). PAL Section 1265-a.4.d expressly provides the Board with the authority to adopt such a resolution for the evaluation and testing of new products and technology.

DISCUSSION

This Contract is for designing, manufacturing, testing, and commissioning of new CBTC wayside zone controllers (the "CBTC Equipment") at four (4) stations on the Queens Boulevard F line. The signal systems at the four stations, (Jamaica -179th St., 169th St., Parsons Blvd., and Briarwood) will be upgraded from a fixed block relay-based system to a CBTC system with solid state interlockings. The upgrade of the signal system to CBTC will allow trains to run at a greater speed and at closer distances, providing more efficient and responsive service to NYCT passengers on the F line. The CBTC Equipment furnished under this Contract will be supplied to a CBTC installation contractor that will be solicited under a separate competitively bid contract.

Prior to April 2020, New York City Transit ("NYCT") had only two approved suppliers of CBTC equipment, Thales Ground Transportation Systems ("Thales") and Siemens Mobility, Inc. ("Siemens"). In April 2020, Mitsubishi was qualified as a third CBTC supplier after successfully demonstrating its CBTC equipment at the MTA's Integrated Test Facility and Culver Test Track. This Contract will provide NYCT an opportunity to evaluate Mitsubishi's production quality and performance as well as Mitsubishi's ability to efficiently validate and commission its CBTC Equipment in a revenue service environment.



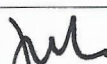

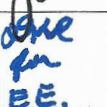

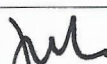

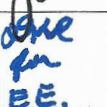

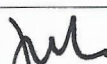

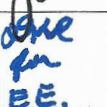
The QBL East Project was selected for Mitsubishi because it is the first CBTC project to be procured after Mitsubishi's qualification as a CBTC supplier and because QBL East is an ideal environment for the evaluation of Mitsubishi's CBTC Equipment. The entire Project consists of four stations at the tail-end of the F line, with no intersecting or adjacent lines. In addition, trains with existing CBTC carborne equipment already run on the F line so the wayside CBTC equipment to be supplied by Mitsubishi under this Contract can be easily tested.

In addition to providing NYCT with an opportunity to test and evaluate Mitsubishi's performance on a revenue service line, this Contract will also provide Mitsubishi with the engineering, project management and track training experience to be able to compete with Siemens and Thales for future NYCT CBTC projects, lowering the cost of future CBTC equipment contracts.

C&D requests authorization to procure this Contract through a non-competitive process at this time, so that if the negotiation with Mitsubishi is successful, C&D can request the Board's approval of the Contract award in December and immediately issue a Notice to Proceed to Mitsubishi.

ALTERNATIVES

This project represents the ideal opportunity and location to evaluate Mitsubishi and its newly approved product with the goal of increasing competition by introducing a third supplier into the mix. The alternative is the use of a competitive Request for Proposal process, however, without previous experience with this product on NYCT facilities and because of various non-recurring start-up costs, Mitsubishi would incur be unable to reasonably compete with Siemens and Thales, both of whom have decades of experience on NYCT CBTC projects. That said, C&D will not award a Contract to Mitsubishi without a negotiated price that compares favorably with our estimate.

Dept & Dept Head Stations Business Unit/Barney Gray						SUMMARY INFORMATION																							
Contracts Department David K. Cannon, Vice President 						Vendor Name 1. Citnalta-Forte JV 2. Mid-American Elevator Company, Inc. (Elevator Maintainer)		Contract Number 1. A37129 2. TBD (Maintenance)																					
Board Reviews						Description Design-Build Services for the 14th Street ADA Complex																							
						Total Amount 1. A37129 Award: \$192,972,000 2. Maintenance Award: \$ 5,205,085 3. Stipend Payments: \$ 750,000																							
						Contract Term 1. A37129: 32.5 Months 2. Maintenance Contract: 15 Years																							
						Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A																							
						Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																							
Internal Approvals						Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive																							
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						Funding Source <input checked="" type="checkbox"/> Operating** <input checked="" type="checkbox"/> Capital* <input checked="" type="checkbox"/> Federal* <input type="checkbox"/> MTA																							
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	Deputy Chief, Development		President																										
	Deputy Chief, Delivery		Executive Vice President & General Counsel																										

*Design-Build Contract **Maintenance Contract

PURPOSE/RECOMMENDATION

MTA Construction & Development (“C&D”) requests Board approval to award a publicly advertised, competitively solicited and negotiated contract for the Design and Construction of Accessibility Upgrades at the 14th Street Complex in the Borough of Manhattan to Citnalta-Forte JV in the amount of \$192,972,000 and a duration of 32.5 months. Board approval is also sought to award a long-term elevator maintenance Contract to Mid-American Elevator Company, Inc. in the amount of \$5,205,085 and a duration of 15 years. In accordance with MTA policy regarding the use of design-build, and to enhance competition and defray proposal costs, this solicitation includes a stipend of \$250,000 to be paid to each of the three unsuccessful proposers for a total amount of \$750,000.

DISCUSSION

Contract A37129 is one of a series of Americans with Disabilities Act (“ADA”) projects in support of the MTA’s commitment to make stations accessible. The contract will provide full accessibility, including nine new elevators, and state of good repair improvements, at three stations, the Sixth Avenue Station at 14th Street (L), the 14th Street Station on the Sixth Avenue Line (F/M), and the 14th Street

Station on the 7th Avenue Line (1/2/3). The Contract also includes state of good repair improvements at the 8th Avenue and 14th Street Station, where the A/C/E Line intersects with the Canarsie Line (this Station is already ADA accessible) and other state of good repair work along the Canarsie Line within Manhattan.

In addition, C&D will enter into a separate long-term Elevator Maintenance Contract for all maintenance, repairs, tests and inspections, callbacks and emergency services required to ensure optimum performance and longevity of the elevators and ancillary equipment. In order to ensure long-term optimum performance of the elevators, the procurement was structured to require continuity between the design and installation of the elevator equipment, and the subsequent maintenance thereof. Only the elevator manufacturer or installer is eligible for an award of the Maintenance Contract. The goal is to ensure that the Design-Builder works in concert with its elevator subcontractor to choose sufficiently robust equipment that would not only withstand the rigors of the New York City Transit (“NYCT”) system, but that would also take into consideration the elevator subcontractor’s ultimate responsibility for a performance-based long-term maintenance contract. The term of the Maintenance Contract includes a “ramp-up” period during which elevators placed in service prior to Substantial Completion of the Design/Build Contract will be maintained; a fifteen-year maintenance period, commencing with Substantial Completion of the Design/Build Contract; and finally, two 5-year option periods, exercisable at MTA’s discretion.

A 2-Step procurement process was conducted for these contracts. In Step 1, a Request for Qualifications (RFQ) was advertised resulting in the submission of seven (7) Statements of Qualifications which were evaluated against preestablished selection criteria addressing past performance, schedule compliance, diversity compliance, responsibility, financial strength, and understanding of the Project. The following four firms were selected to receive the Request for Proposal (“RFP”) in Step 2:

- Citnalta-Forte JV (“CFJV”)
- Judlau Contracting, Inc. (“Judlau”)
- MLJ Contracting Corp./TC Electric JV (“MLJTC2”)
- Skanska USA Civil Northeast, Inc. (“Skanska”).

In response to the RFP, four proposals were received: CFJV - \$194,525,000 (Maintenance: \$9,223,955), Judlau - \$249,940,000 (Maintenance: \$9,684,683.55), MLJTC2 - \$226,300,000 (Maintenance: \$5,676,270), and Skanska - \$219,500,000 (Maintenance: \$9,670,702.68)

The proposals were evaluated by a Selection Committee (“SC”) consisting of representatives from C&D and NYCT, utilizing pre-established selection criteria addressing the proposers’ design and construction approach, overall project schedule, maintenance approach, management plan, experience, record of performance, safety and quality control/quality assurance plans, diversity practices, and other relevant matters.

For the installation and the long-term maintenance of the elevators, CFJV proposed Mid-American Elevator Company, Inc. Each of the other three teams proposed Modern Elevator Installations, Inc.

The SC reviewed the technical proposals, observed the oral presentations, and subsequently reviewed the price proposals submitted by each proposer. All four technical proposals were deemed to include qualified design and construction teams, and Judlau, MLJTC2 and Skanska included pre-approved Alternate Technical Concepts (“ATC”) providing equal or better solutions to the technical requirements of the Contract designed to expedite the work and provide cost savings while still achieving project requirements. Although all four teams submitted comprehensive technical proposals with various strengths, CFJV’s and MLJTC2’s proposals presented a superior combination of technical approach, cost, schedule, and long-term elevator maintenance. After review and consideration of all proposals, the SC unanimously recommended that CFJV and MLJTC2 be invited for negotiations.

Negotiations were held with both CFJV and MLJTC2, including discussions of the proposed design and construction approach, project schedule, overall cost, clarification of the design/build requirements and elevator maintenance specifications. Negotiations were also held with the Elevator Maintainers from each Design-Build Team. A Post-Proposal Addendum was issued to both CFJV and MLJTC2 clarifying certain areas of the project requirements and design criteria as well as revising the Elevator Maintenance Specifications and Terms and Conditions to address risk sharing. Following negotiations, Best and Final Offers (BAFO) were requested and received from both CFJV and MLJTC2. The BAFOs were as follows:

- CFJV - \$192,972,000 (Maintenance: \$5,205,085)
- MLJTC2 - \$209,242,011 (Maintenance: \$5,037,540)



CFJV provided further schedule reductions resulting in an overall reduction of approximately 3.5 months to Substantial Completion and cumulative intermediate milestone reductions of approximately three months. The agreement includes incentives for the early completion of work as well as liquidated damages for contractor delays for each milestone and Substantial Completion. C&D and CFJV agreed on a lump sum price of \$192,972,000 for the Design-Build Contract and \$5,205,085 with Mid-American for the long-term Maintenance Contract. The agreed upon price for the Design-Build Contract takes into consideration reduced overhead costs associated with schedule reductions.

The Selection Committee unanimously recommended Citnalta-Forte JV for award of the Design-Build Contract and Mid-American Elevator Company, Inc. for the award of the long-term maintenance contract. The SC determined that CFJV's proposal offered the best overall value considering the strength of their technical proposal, their lowest proposed cost and reductions to schedule and Railroad Supplied Services, which will minimize the impact of the work on MTA's customers. CFJV and Mid-American's prices are considered fair and reasonable.

Citnalta-Forte JV is deemed to be responsible.

DBE/MBE/WBE/SDVOB INFORMATION

The MTA Department of Diversity and Civil Rights ("DDCR") has established a 22.5% DBE goal for the Design/Build Contract. CFJV, in joint venture and individually, has achieved established MWDBE goals on previously completed contracts.

DDCR has established a 0% MBE/WBE/SDVOB goal for the Maintenance Contract due to the lack of MWBE/SDVOB firms in the marketplace. Meetings are being coordinated with the MWBE/SDVOB community to establish certified firms in the area of elevator and escalator maintenance. Mid-American Elevator Company, Inc. has not completed any MTA contracts with MBE/WBE/SDVOB goals; therefore, no assessment of their performance can be determined at this time.

IMPACT ON FUNDING

Funding for the design and construction of accessibility upgrades at the 14th Street Station Complex and stipends for the three unsuccessful proposers are included in the NYCT portion of MTA's 2015-2019 and 2020-2024 Capital Programs. This Contract will be funded with Federal and MTA Local funds. Funding for the maintenance contract is included in the NYCT operating budget.

ALTERNATIVES

None recommended. Currently, MTA lacks available in-house technical personnel to perform the scope of work associated with the Design/Build Contract.



Standard Follow-Up Report: Transit Adjudication Bureau, 3rd Quarter 2021

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

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

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

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

David Farber

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

Transit Adjudication Bureau, Third Quarter 2021

The following is a comparison of the key indicators for the third quarter of 2021 as compared to the same period in 2020. Please note: The sharp percentage increases and decreases are attributed to a variety of factors related to the COVID-19 pandemic.

- TAB violations issued in the third quarter of 2021 (Q3 2021) increased by 981.7%, from 2,502 in 2020 to 27,063 in 2021.
- TAB received 16,542 payments in Q3 2021, a 161.2% increase from the 6,333 received in Q3 2020. Direct payments increased by 384.9% (from 2,941 to 14,261) compared to the third quarter of 2020. The number of third quarter payments received from state tax refunds decreased from 3,392 in 2020 to 2,281 in 2021.
- Total revenue for Q3 2021 was 15.1% higher than in 2020 (\$2,121,488 versus \$1,842,995). Receipts from direct payments in Q3 2021 increase by 349.6% (\$1,332,352 compared to \$296,313 in 2020). Receipts from state tax refunds for Q3 2021 relating to outstanding judgments from prior years totaled \$296,609, representing an 46.4% decrease from Q3 2020 state tax refund receipts of \$552,922.
- TAB revenue for Q3 2021 exceeded expenses by \$1,188,973. This compared to a margin of \$920,097 for Q3 2020. Third quarter expenses increased by 1.0% relative to 2020 (\$932,515 compared to \$922,898).

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

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

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

ANNUAL TOTALS				
Indicator	3rd Qtr 2021	3rd Qtr 2020	Y-T-D 2021	Y-T-D 2020
Issuance Data				
Violations Issued*	27,063	2,502	84,159	45,916
Payment Data				
Number of Payments	16,542	6,333	68,771	49,967
Regular	14,261	2,941	44,826	27,471
State Tax Refund	2,281	3,392	23,945	22,496
Amount Paid	\$1,628,960	\$849,235	\$7,878,268	\$6,402,254
Regular	\$1,332,352	\$296,313	\$4,215,685	\$2,637,158
State Tax Refund	\$296,609	\$552,922	\$3,662,583	\$3,765,096
Average Payment	\$98.47	\$134.10	\$114.56	\$128.13
Yield per NOV	\$60.19	\$339.42	\$93.61	\$139.43
Revenue/Expense Data				
Revenue**	\$2,121,488	\$1,842,995	\$8,318,548	\$7,393,405
Expenses	\$932,515	\$922,898	\$2,966,258	\$2,423,542
Adjudications				
Total Cases Adjudicated	2,251	1,147	7,547	5,279

Note: Due to the COVID-19 pandemic, the Transit Adjudication Bureau office was closed to the public March 17, 2020 – July 31, 2020.

* Y-T-D 2020 reflects an updated count of violations issued.

** Q3 2020 and Q3 2021 revenue includes an MTA Bus Company payment of \$1,028,124.12 and \$507,937.48 respectively pursuant to a Memorandum of Understanding.



Fare Evasion, 3rd Quarter 2021

Subway Fare Evasion Results

Subway fare evasion in the 3rd quarter of 2021 (Q3 2021) was 9.2%, 1.4% lower than the 10.6% rate in the 2nd quarter. The Q3 2021 revenue loss was \$40 million, equal to 2nd quarter revenue loss. NYPD enforcement actions decreased by 9.4% from prior quarter.

Subway Fare Evasion Survey Summary

	Jul-Sep 2021 (3Q21)*	Apr-Jun 2021 (2Q21)*	Change (2Q21 vs 1Q21)
Total Subway Fare Evasion	9.2%	10.6%	-1.4%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$40	\$40	\$0
Enforcement Actions			
TOS TABS Summonses	13,607	15,148	(1,541)
TOS C-Summonses	228	225	3
TOS Arrests	284	212	72
Total Enforcement Actions	14,119	15,585	(1,466)

*Jul-Sep 2021 (3Q21) Margin of error was +/-1.1% and Apr-Jun 2021 (2Q21) was +/-0.8%.

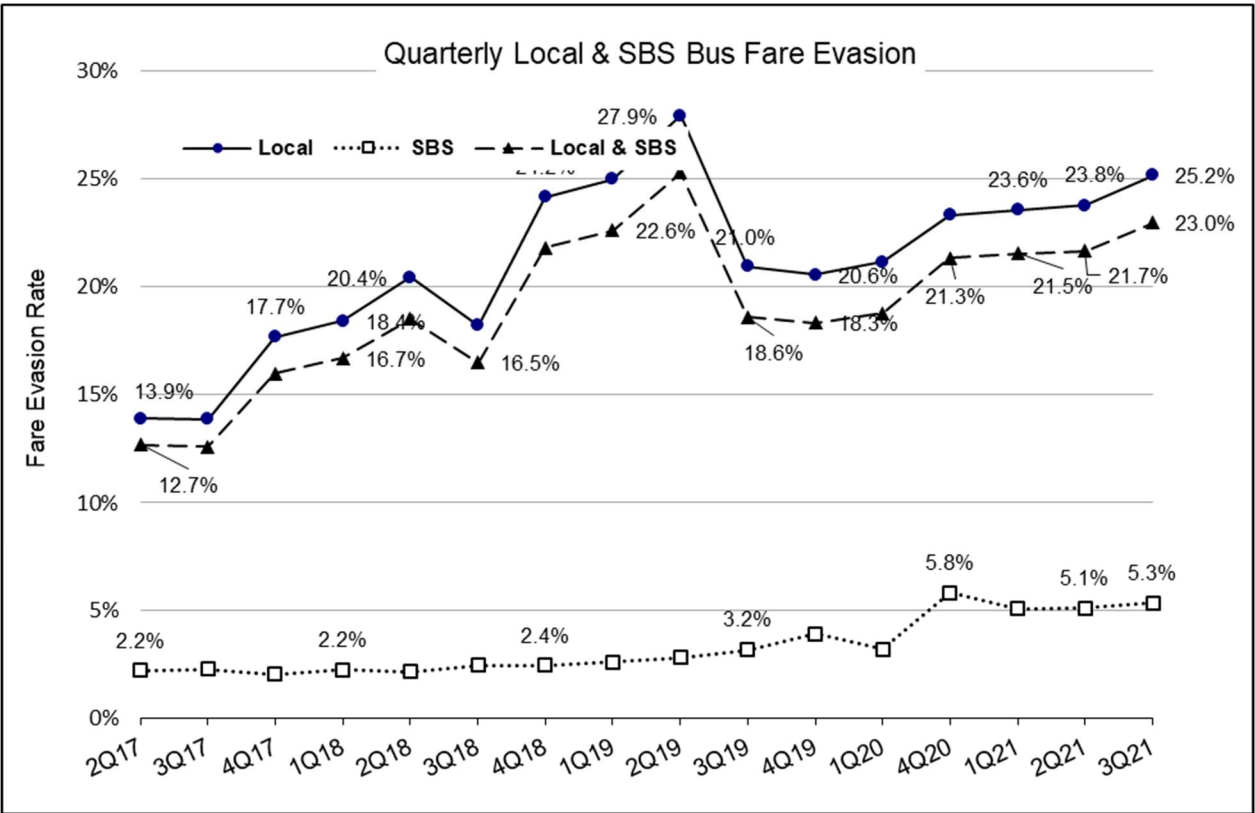
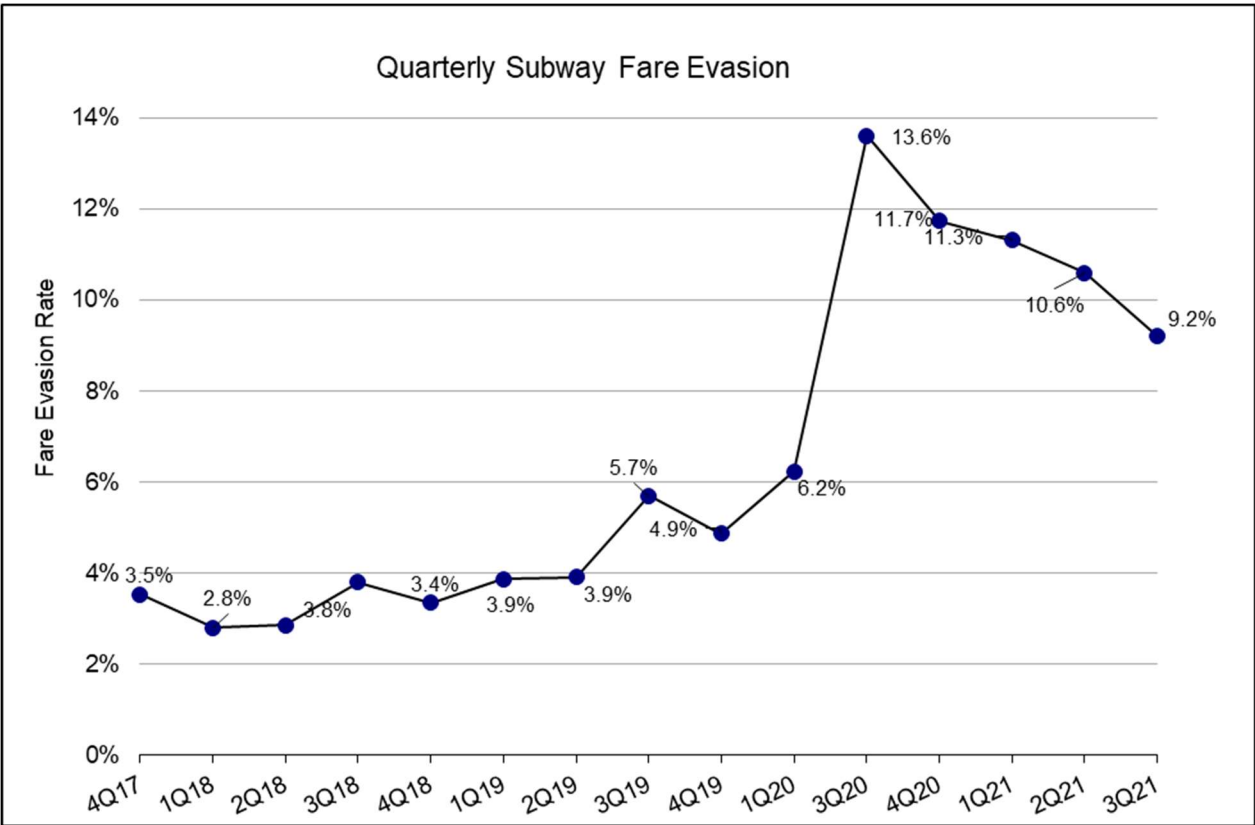
Bus Fare Evasion Results

Bus fare evasion in Q3 2021 was 23.0%, 1.3 percentage points higher than 2nd quarter. Bus fare evasion revenue loss in Q2 2021 was \$42M, \$6M more than prior quarter.

Bus Fare Evasion Survey Summary

	Jul-Sep 2021 (3Q21)*	Apr-Jun 2021 (2Q21)*	Change (2Q21 vs 1Q21)
Bus Fare Evasion			
Local Bus Evasion (Excl SBS)	25.2%	23.8%	1.4%
Select Bus Service (SBS) Evasion	5.3%	5.1%	0.3%
Total Local & SBS Bus Evasion	23.0%	21.7%	1.3%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$42	\$36	\$6

* Fare evasion based on APC counts



Customer
Satisfaction
Survey &
COVID Study

Access-A-Ride
Paratransit
Survey Results

November 17, 2021

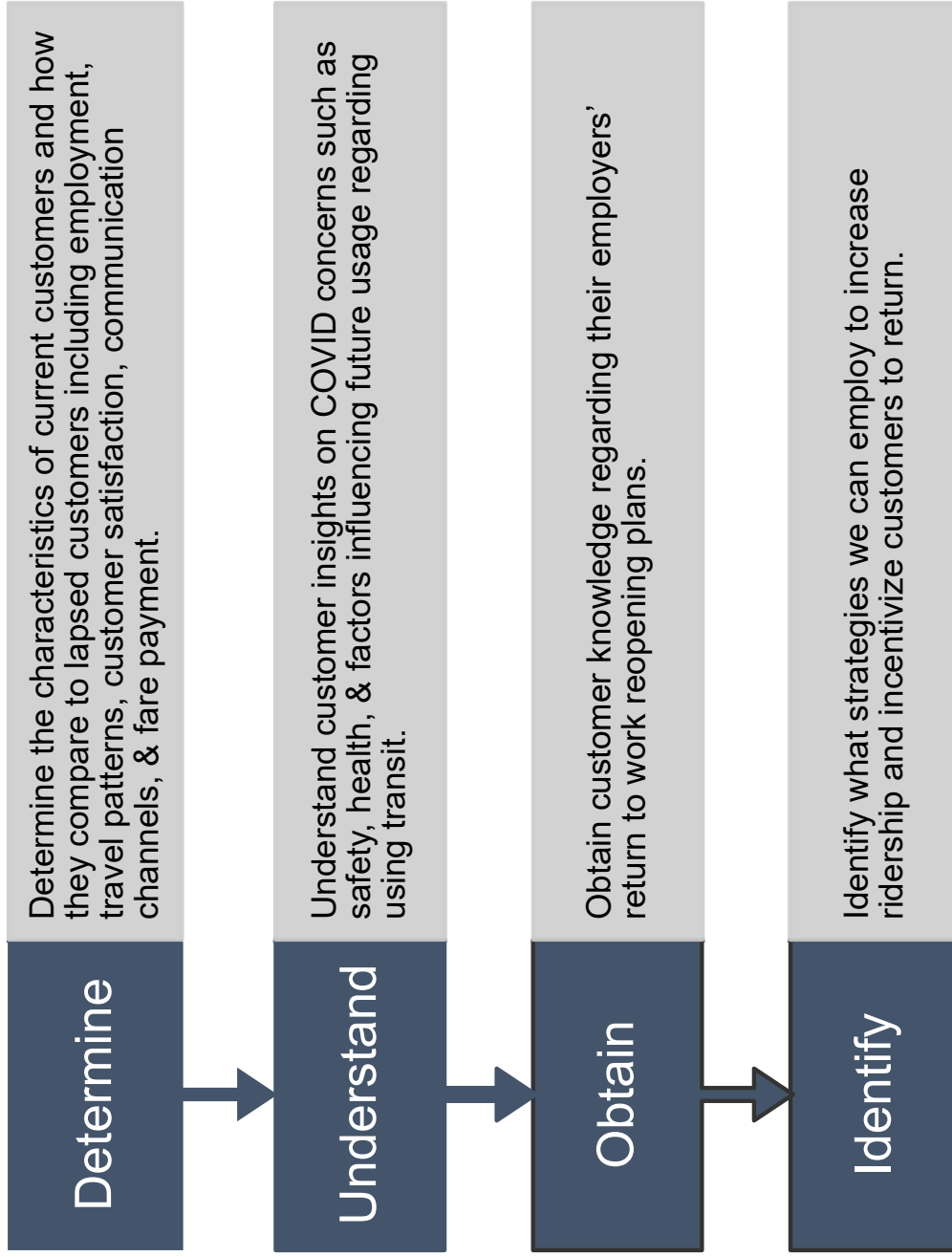
Fall 2021 Customers Count



Customers Count Executive Summary

- When considering their most frequent trip purpose, 66% of customers cited a trip to a medical or mental health clinic, office, or facility. Work as a primary purpose was reported by 15% of customers.
- More than three-quarters (78%) of customers book their trips by telephone. 13% use the MYmta app, and 9% use the AAR website.
- 73% of AAR customers reported they used an alternative mode instead of AAR for trips they made by AAR before COVID. Among customers who used alternative modes, 33% used for hire vehicles, 22% used local buses, 19% were passengers in a personal vehicle, and 17% used the subway.

Research Objectives



Research Methodology

- Conducted an online survey of current and lapsed customers that launched on September 20, 2021 and remained open through October 4, 2021.
- Obtained an excellent response rate with 3,704 valid responses, of which 3,548 responses were current, and 156 were lapsed.
- Data was weighted to represent the race, ethnicity and annual household incomes of our customers.
- The margin of error for the total sample is about 2% at the 95% confidence level.

Employer Plans to Reopen Work Location

Employer reopening?	Current Customers
Yes, plans on opening work locations	5%
No, but plans on reopening at another location in NY Metropolitan area	2%
No, but plans on reopening outside NY Metropolitan area	1%
No, does not plan on reopening/business closed	2%
My business never closed/is currently opened	89%
Don't know	1%

Telecommuting Among Current Customers

How often do you work from home?	Pre-COVID	Present
All the time	12%	22%
Usually	5%	12%
Sometimes	15%	18%
Rarely	12%	9%
Never	57%	40%

Trip Purpose

Trip purpose	Current Customers
Medical or mental health clinic, office, or facility	66%
Work	15%
Home of friend or relative	7%
Other	5%
Store, retail establishment, shopping center, restaurant, café, bar, or club	5%
Religious institution, community center, or senior center	3%
School	1%
Entertainment venue, cultural institution, or library	1%
Park, outdoor space, gym, or recreation facility	1%

Time of Day Usage

What time does your trip start?	Current Customers
6:30am to 9:30am	44%
9:30am to 3:30pm	45%
3:30pm to 8:00pm	2%
8:00pm to 12:00am	1%
12:00am to 6:30am	7%

Vehicle Type and Booking/Managing Trips

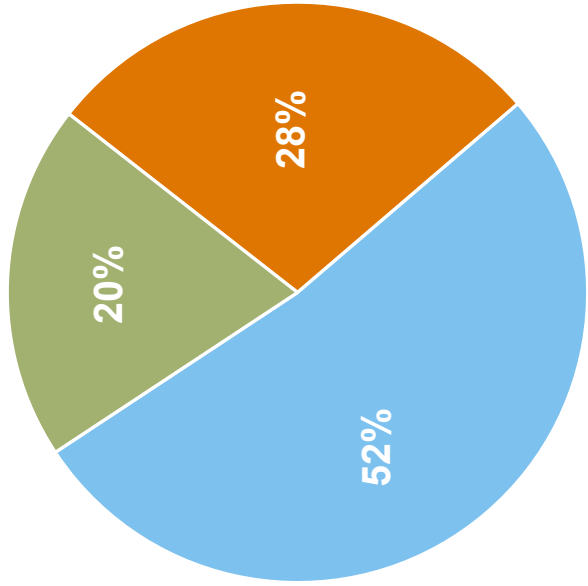
What type of vehicle have you ridden in?*	Current Customers
A blue-and-white Access-A-Ride van or MV-1	46%
A yellow or green taxi booked through AAR advance reservations or EBS	52%
A For-Hire-Vehicle booked through AAR advance reservations or EBS	53%

How do you usually book or manage your trips?	Current Customers
Telephone	78%
MYmta app	13%
AAR website	9%

*Multiple responses allowed so may add up to more than 100%.

Current Customers: Reasons for Using AAR Less

Reasons for riding less*	Current Customers
Change in my health	30%
Working from home	21%
Retired	19%
Lifestyle change	16%
Non-work destinations are closed	12%
Using a different mode	9%
Unemployed	7%
Moved to a different residence	2%
Furloughed	1%
Different work location	1%
Change of jobs	1%
Other	26%



- Riding less than before COVID
- Riding the same as before COVID
- Riding more than before COVID

*Multiple responses allowed so may add up to more than 100%.



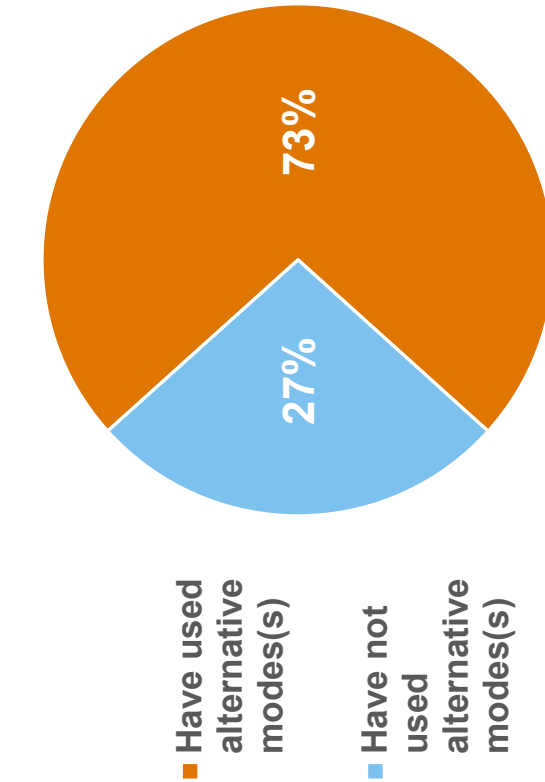
Reasons for Using a Different Mode Among those Using AAR Less

Why are you using a different mode?*	Current Customers
Concerns about COVID	53%
Access-A-Ride Paratransit takes longer	53%
Access-A-Ride Paratransit is not reliable	50%
Unable to social distance using Access-A-Ride Paratransit	43%
Access-A-Ride Paratransit vehicles are not clean	18%
I do not feel safe from crime and harassment when using Access-A-Ride Paratransit	14%
Access-A-Ride Paratransit is more expensive	4%

*Multiple responses allowed so may add up to more than 100%.



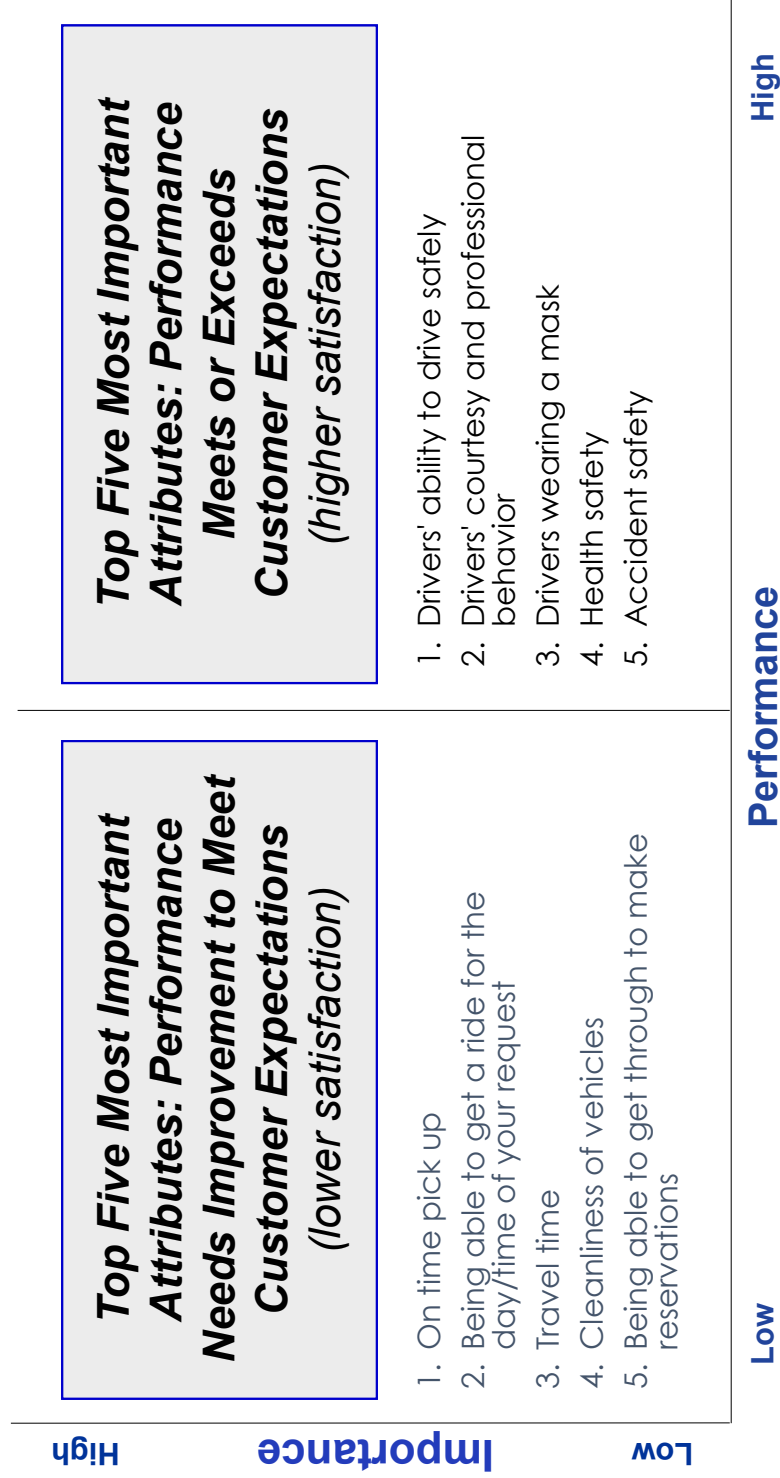
Alternative Modes Used for Trips Made by AAR before COVID



Which mode(s) have you been using?*	Current Customers
For hire vehicle	33%
Local, limited, or SBS bus	22%
Passenger in personal vehicle	19%
Subway	17%
Walk	12%
Personal vehicle as driver	11%
Other	7%
Express bus	6%
Other bus or jitney	4%
Long Island Rail Road	3%
Ferry	2%
Metro-North Railroad	2%
Driver of rented/borrowed personal vehicle	1%
Bicycle or scooter	1%
Staten Island Railway	1%
Other train or light-rail	1%
Tramway	<1%

*Multiple responses allowed so may add up to more than 100%.

Access-A-Ride Customer Key Drivers



Key Take-aways

- A large majority of employed customers work in locations that never closed or have already reopened (89%).
- Before COVID, only 17% of customers teleworked all or most of the time. In Fall 2021, twice as many (34%) reported teleworking all or most of the time.
- When considering their most frequent trip purpose, 66% of customers cited a trip to a medical or mental health clinic, office, or facility. Work as a primary purpose was reported by 15% of customers.
- More than three-quarters (78%) of customers book their trips by telephone. 13% use the MYmta app, and 9% use the AAR website.
- 28% used AAR less often than before COVID. Of those, 30% indicated a change in health, 21% indicated working from home, and 9% indicated they used an alternative mode as reasons. Among customers using alternative modes, 53% indicated concerns about COVID, 53% indicated that AAR takes longer, and 50% indicated AAR was not reliable as reasons.

Key Take-aways

- 73% of AAR customers reported they used an alternative mode instead of AAR for trips they made by AAR before COVID. Among customers who used alternative modes, 33% used for hire vehicles, 22% used local buses, 19% were passengers in a personal vehicle, and 17% used the subway.

Customer
Satisfaction
Survey &
COVID Study

Express Bus
Survey Results

November 17, 2021

Fall 2021 Customers Count



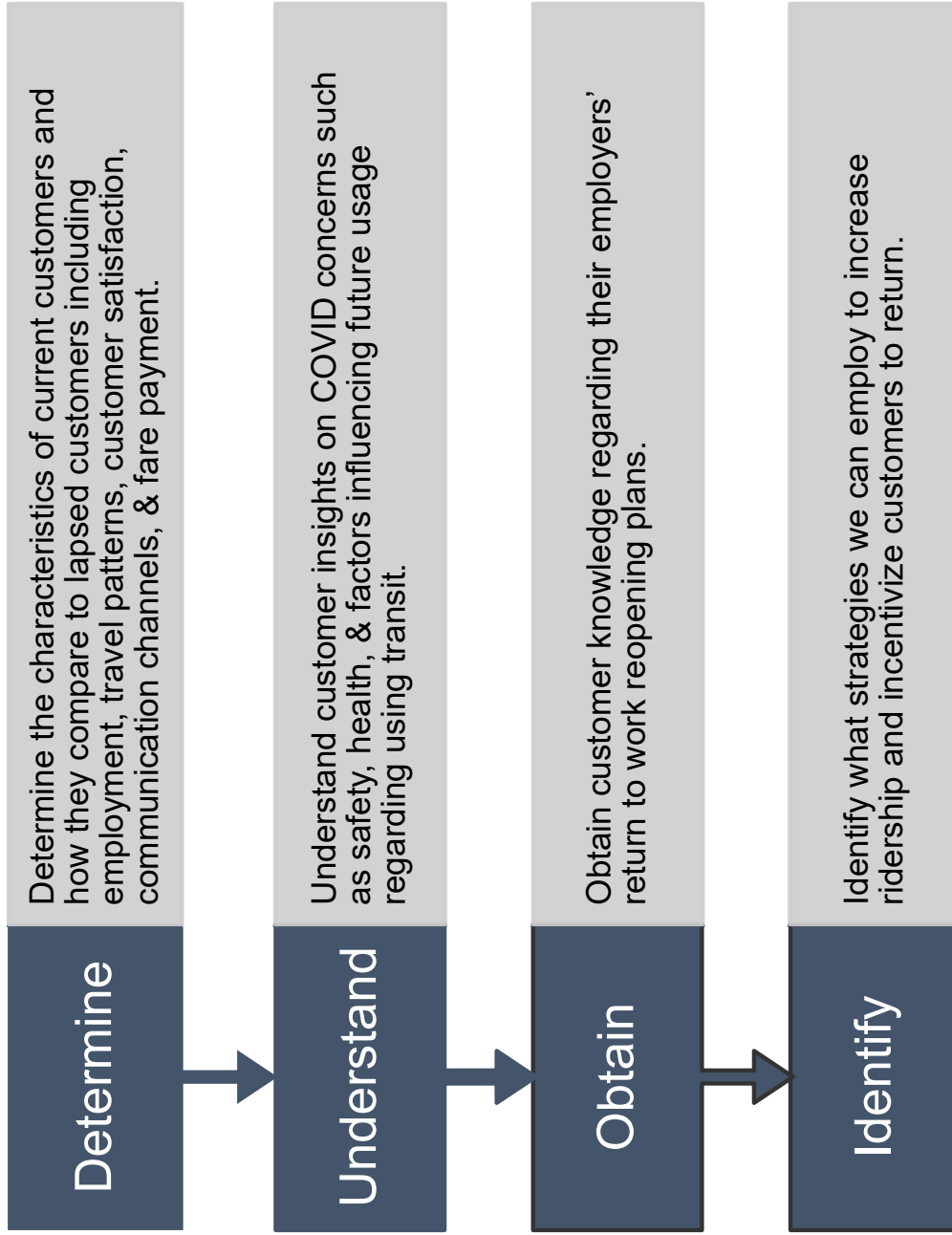
Customers Count Executive Summary

- A large majority of employed customers work in locations that never closed or have already reopened. 82% of lapsed customers report their workplace has reopened or never closed.
- Before COVID, only 10% to 11% of customers teleworked all or most of the time, regardless of their status as a lapsed or current customer. In Fall 2021, 78% of lapsed customers and 32% of current customers reported teleworking all or most of the time.
- Among lapsed customers, 59% indicated working from home and 17% indicated using an alternative mode as reasons they did not use buses. Among lapsed customers who used alternative modes, 88% indicated concerns about COVID and 53% indicated crowding or social distancing as reasons.

Customers Count Executive Summary

- 44% of current customers used buses more often before COVID. Slightly less than two-thirds of these customers (63%) indicated they were working from home, and 15% indicated they used an alternative mode as reasons. Among current customers using alternative modes, 58% indicated concerns about COVID, 41% indicated the bus takes longer, and 34% indicated concerns about crowding or social distancing as reasons.
- More than two-thirds of current customers (69%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using the buses.
- The following were the rated as important or very important factors to influence most lapsed customers to return to buses: buses are better cleaned and disinfected (78%), buses and bus stops feel safe from crime and harassment (77%), social distancing concerns are resolved (71%), COVID vaccination (70%), and cost of a ride (58%).

Research Objectives



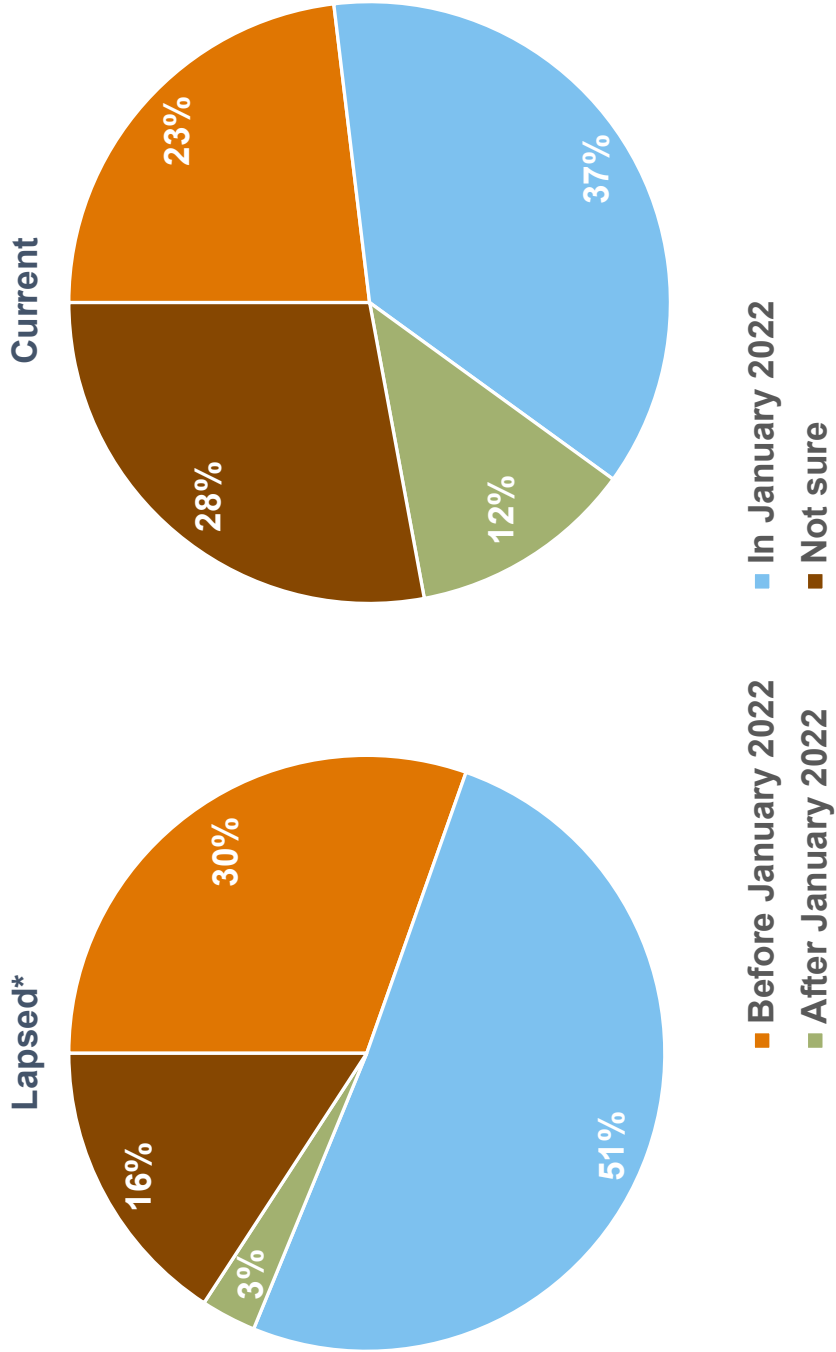
Research Methodology

- Conducted an online survey of current and lapsed customers that launched on September 20, 2021 and remained open through October 4, 2021.
- Obtained an excellent response rate with 3,301 valid responses, of which 2,906 responses were current, and 395 were lapsed.
- Data was weighted to represent the race, ethnicity and annual household incomes of our customers. Systemwide measures are derived from the weighted average of results by borough-wide ridership.
- The margin of error for the total sample, the lapsed customer sample, and the current customer sample is about 2% at the 95% confidence level.

Employer Plans to Reopen Work Location: Lapsed vs. Current

Employer Reopening?	Lapsed %	Current %
Yes, plans on opening work locations	12%	4%
No, but plans on reopening at another location in NY Metropolitan area	2%	1%
No, but plans on reopening outside NY Metropolitan area	1%	0%
No, does not plan on reopening/business closed	1%	2%
My business never closed/is currently opened	82%	93%
Don't know	1%	1%

Work Location Reopening Date: Lapsed vs. Current



*Small sample size

Telecommuting Among Customers: Lapsed vs. Current

How often do you work from home?	Pre-COVID		Present	
	Lapsed	Current	Lapsed	Current
All the time	6%	8%	69%	17%
Usually	4%	3%	9%	15%
Sometimes	22%	14%	8%	20%
Rarely	19%	18%	7%	12%
Never	50%	57%	7%	36%

Trip Purpose: Lapsed vs. Current

Trip Purpose	Lapsed	Current
Work	67%	60%
Medical or mental health clinic, office, or facility	10%	10%
Store, retail establishment, shopping center, restaurant, café, bar, or club	2%	9%
School	3%	6%
Other	5%	5%
Home of friend or relative	3%	5%
Entertainment venue, cultural institution, or library	9%	3%
Park, outdoor space, gym, or recreation facility	1%	2%
Religious institution, community center, or senior center	<1%	<1%

Time of Day Usage: Lapsed vs. Current

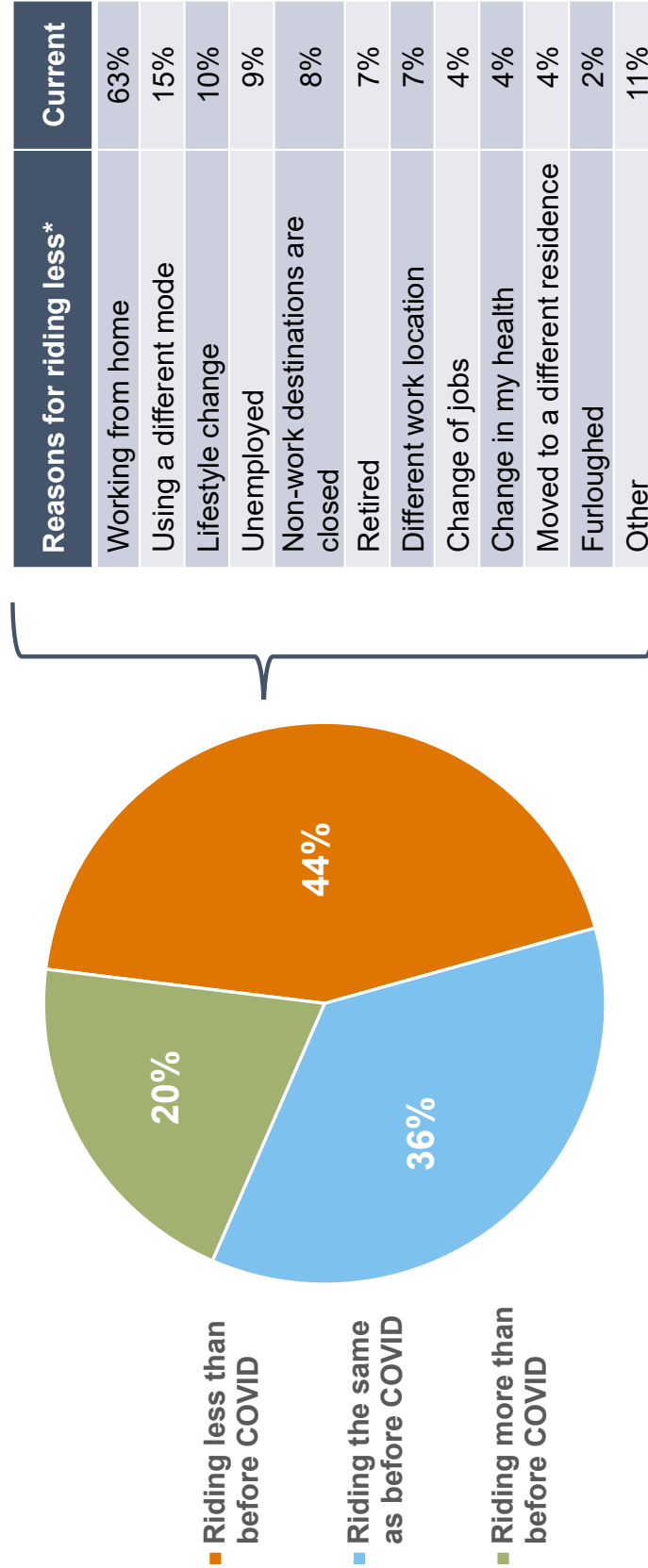
What time does your trip start?	Lapsed	Current
6:30am to 9:30am	60%	60%
9:30am to 3:30pm	17%	20%
3:30pm to 8:00pm	3%	5%
8:00pm to 12:00am	2%	1%
12:00am to 6:30am	18%	14%

Lapsed Customers: Reasons for Not Using the Bus

Reasons for not using*	Lapsed
Working from home	59%
Using a different mode	17%
Retired	15%
Change in my health	10%
Lifestyle change	8%
Different work location	6%
Moved to a different residence	6%
Non-work destinations are closed	6%
Unemployed	5%
Change of jobs	5%
Furloughed	1%
Other	8%

*Multiple responses allowed so may add up to more than 100%.

Current Customers: Reasons for Using the Bus Less



*Multiple responses allowed so may add up to more than 100%.

Reasons for Using a Different Mode Among those Using the Bus Less: Lapsed vs. Current

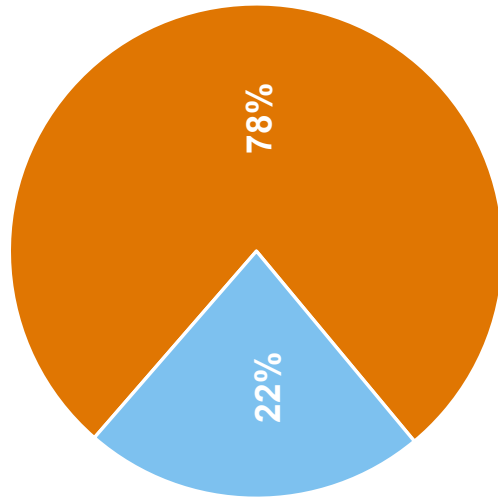
Reasons for using a different mode?*	Lapsed	Current
Concerns about COVID	88%	58%
The bus takes longer	25%	41%
The bus is crowded / unable to social distance	53%	34%
The bus is more expensive	6%	24%
The bus is not reliable	29%	21%
The bus is not clean	28%	18%
I do not feel safe from crime and harassment at bus stops	24%	13%
I do not feel safe from crime and harassment on the bus	27%	11%

*Multiple responses allowed so may add up to more than 100%.



Alternative Modes Used for Trips Made by Bus before COVID: Current and Lapsed

Which mode(s) have you been using?*	Current and Lapsed
Subway	54%
Walk	32%
Local bus	30%
Driver of owned personal vehicle	29%
For hire vehicle	23%
Passenger in a personal vehicle	13%
Ferry	12%
Long Island Rail Road	11%
Metro-North Railroad	8%
Driver of rented/borrowed personal vehicle	5%
Staten Island Railway	4%
Bicycle or scooter	4%
Access-A-Ride Paratransit	4%
Other	3%
Other bus or jitney	3%
Other train or light-rail	1%
Tramway	<1%



- Have used alternative modes(s)
- Have not used alternative modes(s)

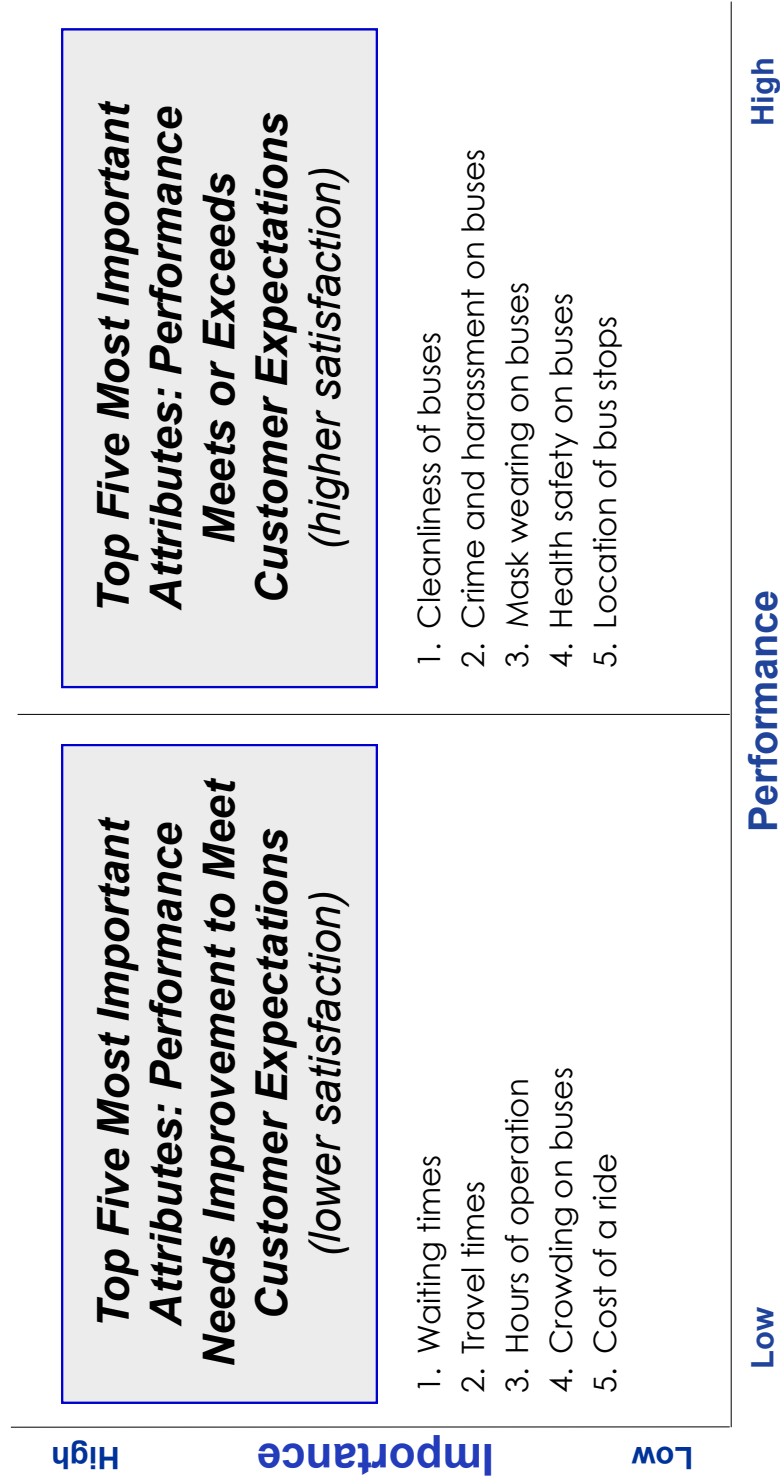
*Multiple responses allowed so may add up to more than 100%.



Fare Payment Before and After COVID: Lapsed vs. Current

Product	Lapsed Pre-COVID	Current Pre-COVID	Current Present
Pay-Per-Ride MetroCard	34%	46%	38%
7-Day Unlimited Express Bus Plus	18%	16%	13%
EasyPayXpress Pay-Per-Ride MetroCard	22%	13%	12%
OMNY Pay-Per-Ride	3%	5%	18%
Pay-Per-Ride Reduced-Fare MetroCard	9%	5%	5%
EasyPay Reduced-Fare MetroCard	6%	5%	5%
Access-A-Ride MetroCard	1%	1%	1%
Student MetroCard or pass	2%	3%	3%
Employee pass	1%	1%	1%
Other	4%	4%	4%

Express Bus Customer Key Drivers



Current Customers: Service and Travel Information Sources

Which service and travel information sources do you use?*	Percent
MTA website	62%
MYmta app	47%
Other (non-MTA) app	18%
My MTA Alerts	16%
MTA social media (Twitter, Facebook, WhatsApp, etc.)	16%
Friends and family	9%
Notify NYC	8%
TV, radio, newspaper, or news website	8%
Other (non-MTA) social media	7%
511	3%

Current Customers: Opinions on Mask Wearing and Cleaning/Disinfecting Efforts

To what extent do you agree with each of the following statements?	Agree or Strongly Agree
I feel safer when I see other customers wearing masks	85%
I wear a mask to protect myself	89%
I wear a mask to protect others	87%
I wear a mask to abide by the law	87%
MTA cleaning and disinfecting efforts make me feel safe	69%

Factors Influencing Future Usage: Lapsed vs Current

Factors in decision to increase usage in the future:	Lapsed Important or Very Important	Current Important or Very Important
Buses and bus stops feel safe from crime and harassment	77%	75%
Buses are better cleaned and disinfected	78%	75%
Social distancing concerns are resolved	71%	69%
Cost of a ride	58%	67%
COVID vaccination	70%	65%
Workplace reopens	39%	56%
Restrictions on travel are lifted	47%	52%
Non-work destinations reopen	34%	51%
Entertainment venues reopen	30%	48%
Working from home is no longer permitted	47%	48%
Your school or college reopens	11%	32%
Child's school reopens	14%	31%

Concerns About the Future: Lapsed vs Current

Concern:	Lapsed Concerned or Very Concerned	Current Concerned or Very Concerned
Mask wearing	90%	74%
Health safety	92%	73%
Social distancing	88%	71%
Cleanliness	90%	64%
Crime and harassment	80%	59%

Key Take-aways

- A large majority of employed customers work in locations that never closed or have already reopened. 82% of lapsed customers report their workplace has reopened or never closed. 93% of current customers report their workplace has reopened or never closed.
- Among current customers with closed workplaces that intend to reopen, 23% indicated their workplace will reopen before January 2022, 37% indicated it will reopen in January 2022, 12% indicated it will reopen after January 2022, and 28% don't know.
- Before COVID, only 10% to 11% of customers teleworked all or most of the time, regardless of their status as a lapsed or current customer. In Fall 2021, 78% of lapsed customers and 32% of current customers reported teleworking all or most of the time.

Key Take-aways

- When considering their most frequent trip, 67% of lapsed customers reported work as their primary trip purpose. Among current customers, 60% indicated work as their primary trip purpose. Though current customers indicated work as their trip purpose at a lower rate than lapsed customers, they report using the bus for trips to stores, retail establishments, shopping centers, restaurants, cafés, bars, and clubs at a greater rate (9%) than lapsed customers (2%).
- Six out of ten lapsed customers (60%) rode during the morning rush hour (6:30am to 9:30am), and 17% rode during middays (9:30am to 3:30pm) before COVID. Among current customers, 60% ride during the morning rush hour and 20% ride during middays.
- Among lapsed customers, 59% indicated working from home and 17% indicated using an alternative mode as reasons they did not use buses. Among lapsed customers who used alternative modes, 88% indicated concerns about COVID and 53% indicated crowding or social distancing as reasons.

Key Take-aways

- Among lapsed customers, 59% indicated working from home and 17% indicated using an alternative mode as reasons they did not use buses. Among lapsed customers who used alternative modes, 88% indicated concerns about COVID and 53% indicated crowding or social distancing as reasons.
- 44% of current customers used buses more often before COVID. Slightly less than two-thirds of these customers (63%) indicated they were working from home, and 15% indicated they used an alternative mode as reasons. Among current customers using alternative modes, 58% indicated concerns about COVID, 41% indicated the bus takes longer, and 34% indicated concerns about crowding or social distancing as reasons.
- Among both lapsed and current customers who used alternative modes for trips they made by express bus before COVID, the most used alternative modes were subway (54%), walk (32%), local bus (30%), personal vehicle as driver (29%), and for hire vehicle (23%).

Key Take-aways

- Current customers used Pay-Per-Ride MetroCards at a rate of 46% before COVID but reported using them at a lower rate of 38% in Fall 2021. Current customers used OMNY more in Fall 2021 (18%) than they did before COVID, when only 5% used it.
- The top three service and travel information sources among current bus customers are MTA website (62%), MYmta app (47%), and other (non-MTA) apps (18%). MTA social media is used by 16% of customers.
- More than two-thirds of current customers (69%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using the buses.



Fall 2021 Customers Count

Customer
Satisfaction
Survey &
COVID Study

Local Bus
Survey Results

November 17, 2021

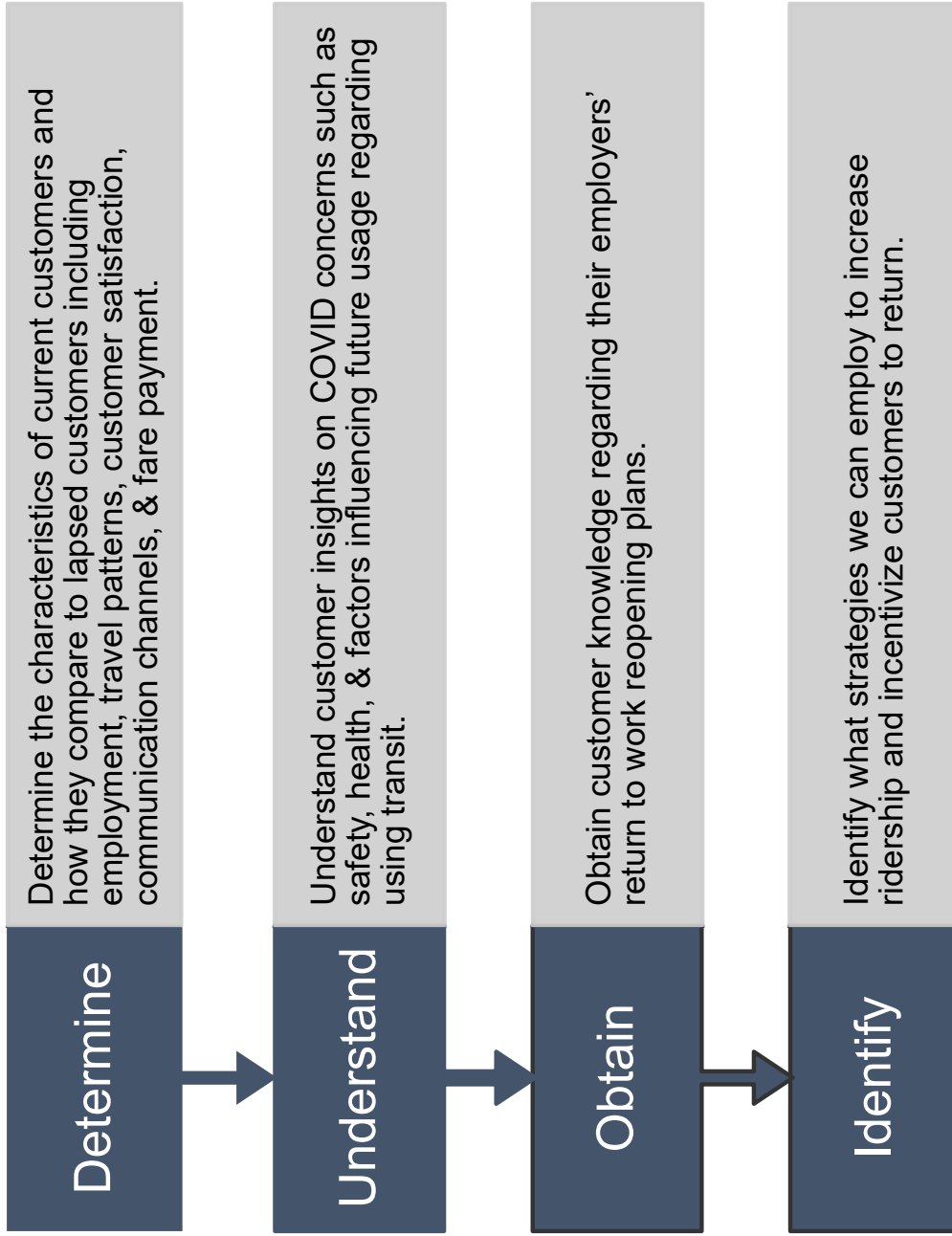
Customers Count Executive Summary

- A large majority of employed customers work in locations that never closed or have already reopened. 85% of lapsed customers report their workplace has reopened or never closed. 94% of current customers report their workplace has reopened or never closed.
- Before COVID, only 12% to 13% of customers teleworked all or most of the time, regardless of their status as a lapsed or current customer. In Fall 2021, 56% of lapsed customers and 28% of current customers reported teleworking all or most of the time.
- Among lapsed customers, 42% indicated using an alternative mode and 41% indicated working from home as reasons they did not use buses. Among lapsed customers who used alternative modes, 78% indicated concerns about COVID and 66% indicated crowding or social distancing as reasons.

Customers Count Executive Summary

- 36% of current customers used buses more often before COVID. More than one-third of these customers (36%) indicated the reason was that they were working from home. Similarly, 35% indicated they used an alternative mode. Among current customers using alternative modes, 62% indicated concerns about crowding or social distancing, and 61% indicated concerns about COVID as reasons.
- About two-thirds of current customers (67%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using the buses.
- The following were the rated as important or very important factors to influence most lapsed customers to return to buses: buses and bus stops feel safe from crime and harassment (76%), buses are better cleaned and disinfected (75%), social distancing concerns are resolved (74%), COVID vaccination (72%), and cost of a ride (55%).

Research Objectives



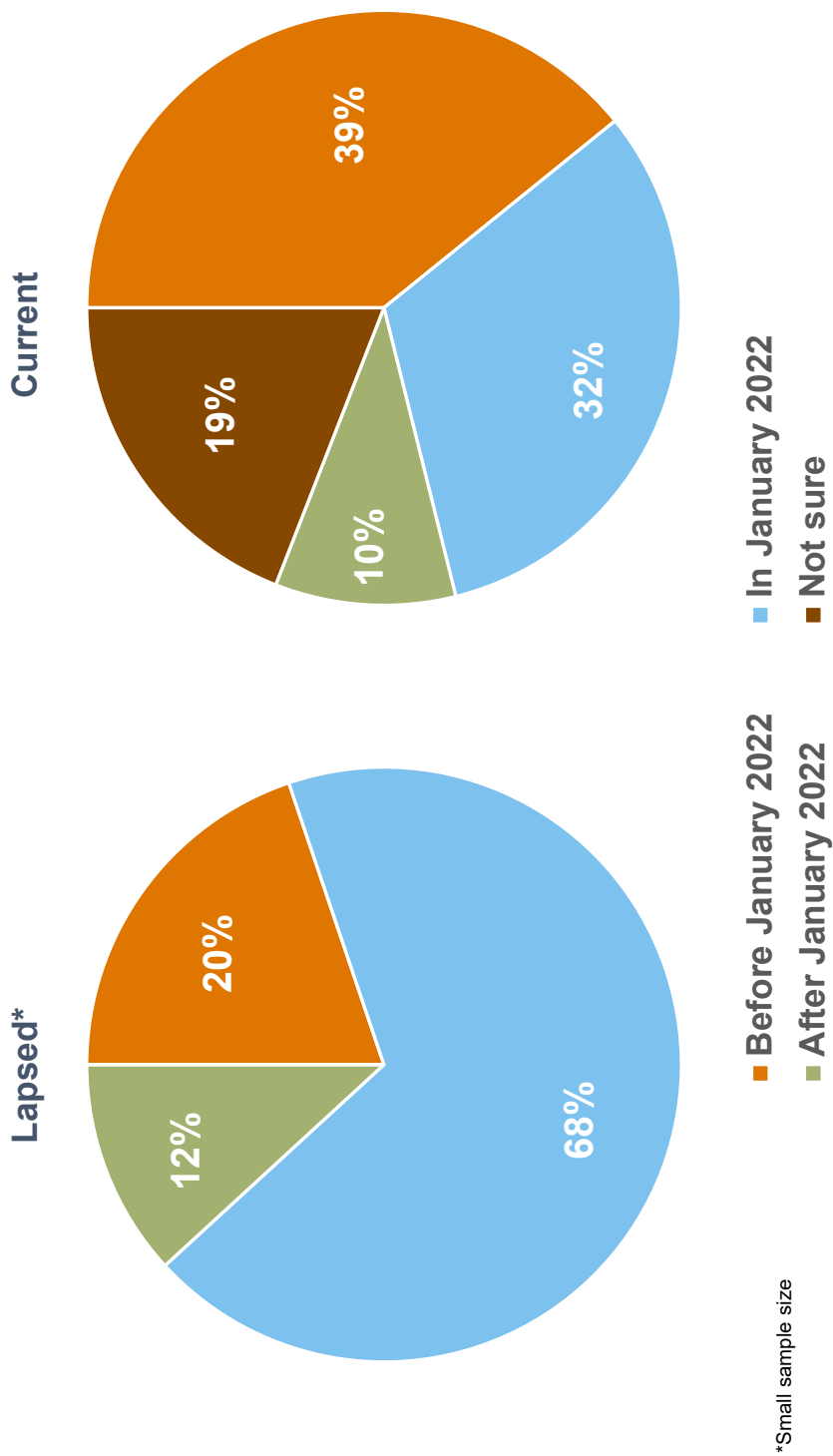
Research Methodology

- Conducted an online survey of current and lapsed customers that launched on September 20, 2021 and remained open through October 4, 2021.
- Obtained an excellent response rate with 8,797 valid responses, of which 8,359 responses were current, and 438 were lapsed.
- Data was weighted to represent the race, ethnicity and annual household incomes of our customers. Systemwide measures are derived from the weighted average of results by borough-wide ridership.
- The margin of error for the total sample, the lapsed customer sample, and the current customer sample is about 1% at the 95% confidence level.

Employer Plans to Reopen Work Location: Lapsed vs. Current

Employer reopening?	Lapsed	Current
Yes, plans on opening work locations	10%	4%
No, but plans on reopening at another location in NY Metropolitan area	2%	1%
No, but plans on reopening outside NY Metropolitan area	<1%	<1%
No, does not plan on reopening/business closed	2%	1%
My business never closed/is currently opened	85%	94%
Don't know	1%	<1%

Work Location Reopening Date: Lapsed vs. Current



Telecommuting Among Customers: Lapsed vs. Current

Pre-COVID Present

How often do you work from home?	Pre-COVID		Present	
	Lapsed	Current	Lapsed	Current
All the time	9%	8%	49%	17%
Usually	3%	5%	7%	11%
Sometimes	17%	12%	15%	15%
Rarely	21%	14%	10%	11%
Never	50%	60%	19%	46%

Trip Purpose: Lapsed vs. Current

Trip Purpose	Lapsed	Current
Work	48%	41%
Medical or mental health clinic, office, or facility	9%	17%
School	12%	13%
Store, retail establishment, shopping center, restaurant, café, bar, or club	6%	7%
Entertainment venue, cultural institution, or library	4%	6%
Home of friend or relative	3%	3%
Park, outdoor space, gym, or recreation facility	4%	2%
Religious institution, community center, or senior center	2%	2%
Other	12%	7%

Time of Day Usage: Lapsed vs. Current

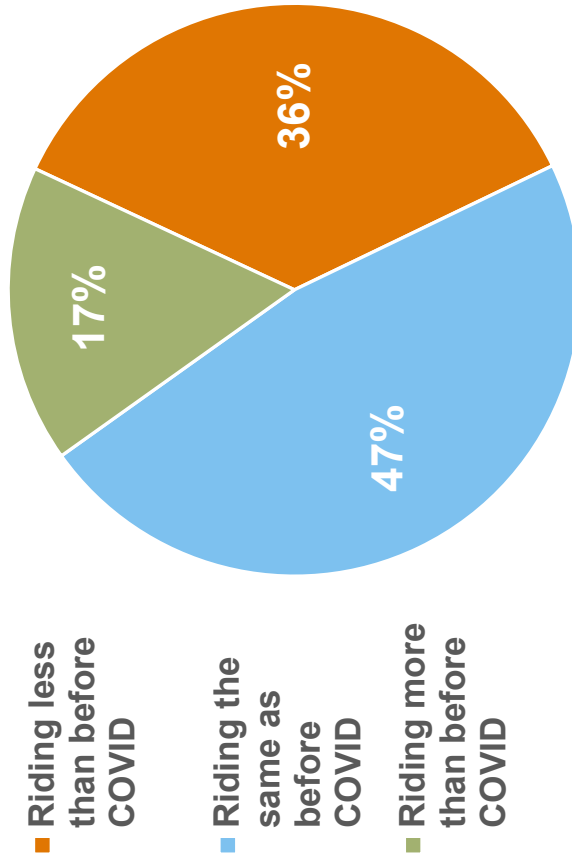
What time does your trip start?	Lapsed	Current
6:30am to 9:30am	52%	45%
9:30am to 3:30pm	32%	37%
3:30pm to 8:00pm	7%	9%
8:00pm to 12:00am	1%	2%
12:00am to 6:30am	8%	8%

Lapsed Customers: Reasons for Not Using the Bus

Reasons for not using*	Lapsed
Using a different mode	42%
Working from home	41%
Lifestyle change	16%
Change in my health	12%
Retired	10%
Moved to a different residence	10%
Unemployed	8%
Different work location	7%
Change of jobs	5%
Non-work destinations are closed	4%
Furloughed	<1%
Other	17%

*Multiple responses allowed so may add up to more than 100%.

Current Customers: Reasons for Using the Bus Less



Reasons for riding less*	Current
Working from home	36%
Using a different mode	35%
Lifestyle change	18%
Unemployed	14%
Retired	12%
Non-work destinations are closed	10%
Change in my health	9%
Different work location	6%
Change of jobs	5%
Moved to a different residence	4%
Furloughed	2%
Other	13%

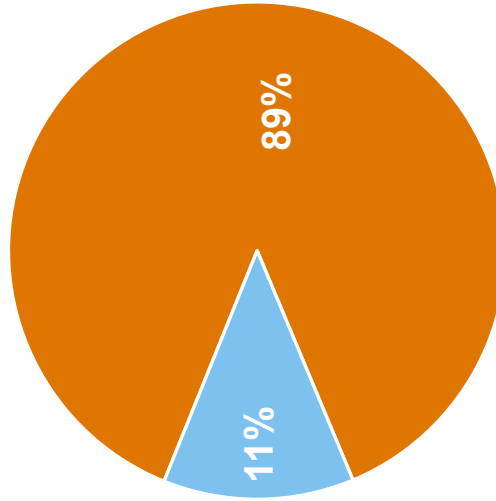
*Multiple responses allowed so may add up to more than 100%.

Reasons for Using a Different Mode Among those Using the Bus Less: Lapsed vs. Current

Reasons for using a different mode?*	Lapsed	Current
The bus is crowded / unable to social distance	66%	62%
Concerns about COVID	78%	61%
The bus takes longer	44%	42%
The bus is not reliable	33%	29%
I do not feel safe from crime and harassment on the bus	43%	22%
The bus is not clean	30%	20%
I do not feel safe from crime and harassment at bus stops	30%	17%
The bus is more expensive	11%	12%

*Multiple responses allowed so may add up to more than 100%.

Alternative Modes Used for Trips Made by Bus before COVID: Current and Lapsed



- Have used alternative modes(s)
- Have not used alternative modes(s)

Which mode(s) have you been using?*	Current and Lapsed
Walk	63%
Subway	48%
For hire vehicle	32%
Driver of owned personal vehicle	15%
Passenger in a personal vehicle	13%
Express bus	9%
Bicycle or scooter	8%
Long Island Rail Road	6%
Access-A-Ride Paratransit	5%
Metro-North Railroad	5%
Ferry	5%
Driver of rented/borrowed personal vehicle	3%
Other bus or jitney	2%
Staten Island Railway	1%
Other train or light-rail	1%
Tramway	<1%
Other	2%

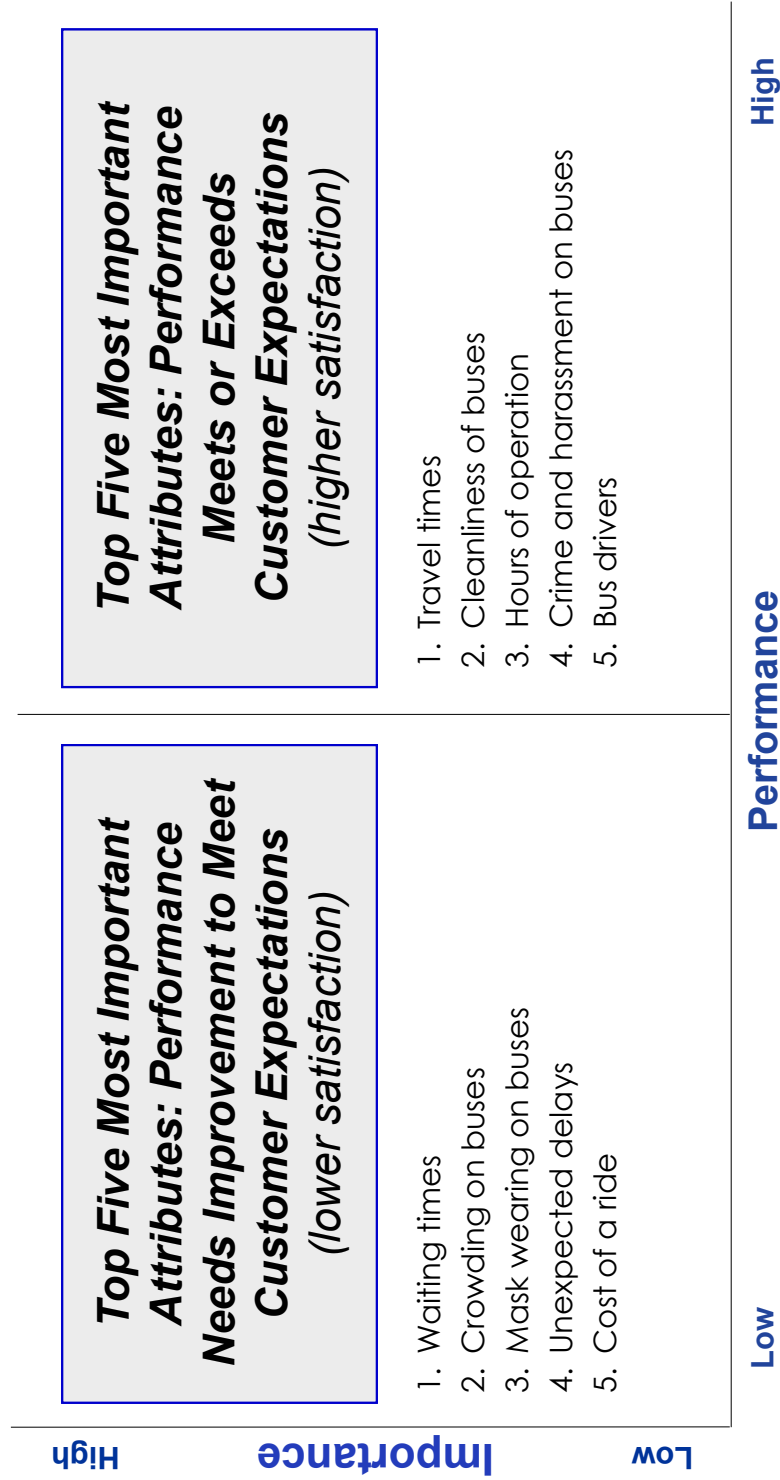
*Multiple responses allowed so may add up to more than 100%.



Fare Payment Before and After COVID: Lapsed vs. Current

Product	Lapsed Pre-COVID	Current Pre-COVID	Current Present
Pay-Per-Ride MetroCard	37%	34%	31%
7-Day Unlimited MetroCard	4%	8%	7%
30-Day Unlimited MetroCard	17%	18%	13%
7-Day Unlimited Express Bus Plus	<1%	1%	<1%
EasyPayXpress Pay-Per-Ride MetroCard	7%	3%	3%
EasyPayXpress 30-Day Unlimited MetroCard	1%	1%	1%
OMNY Pay-Per-Ride	3%	2%	13%
Pay-Per-Ride Reduced-Fare MetroCard	7%	9%	9%
7-Day Unlimited Reduced-Fare MetroCard	1%	1%	1%
30-Day Unlimited Reduced-Fare MetroCard	1%	2%	2%
EasyPay Reduced-Fare MetroCard	7%	8%	8%
Access-A-Ride MetroCard	4%	3%	3%
Student MetroCard or pass	2%	3%	3%
Employee pass	1%	1%	1%
Unificket	<1%	<1%	<1%
Coins	4%	2%	2%
Other	4%	4%	4%

Local, Limited, and SBS Bus Customer Key Drivers



Current Customers: Service and Travel Information Sources

Which service and travel information sources do you use?*	Percent
MTA website	56%
MYmta app	48%
Other (non-MTA) app	21%
My MTA Alerts	12%
MTA social media (Twitter, Facebook, WhatsApp, etc.)	12%
TV, radio, newspaper, or news website	11%
Friends and family	11%
Notify NYC	9%
Other (non-MTA) social media	7%
511	3%

Current Customers: Opinions on Mask Wearing and Cleaning/Disinfecting Efforts

To what extent do you agree with each of the following statements?	Agree or Strongly Agree
I feel safer when I see other customers wearing masks	87%
I wear a mask to protect myself	90%
I wear a mask to protect others	89%
I wear a mask to abide by the law	86%
MTA cleaning and disinfecting efforts make me feel safe	67%

Factors Influencing Future Usage: Lapsed vs Current

Factors in decision to increase usage in the future:	Lapsed Important or Very Important	Current Important Or Very Important
Buses and bus stops feel safe from crime and harassment	76%	73%
Buses are better cleaned and disinfected	75%	72%
Social distancing concerns are resolved	74%	69%
COVID vaccination	72%	65%
Cost of a ride	55%	61%
Non-work destinations reopen	35%	50%
Restrictions on travel are lifted	44%	47%
Workplace reopens	33%	46%
Entertainment venues reopen	31%	46%
Working from home is no longer permitted	35%	35%
Childs school reopens	16%	30%
Your school or college reopens	17%	30%

Concerns About the Future: Lapsed vs Current

Concern:	Lapsed Concerned or Very Concerned	Current Concerned or Very Concerned
Health safety	92%	80%
Social distancing	91%	77%
Cleanliness	91%	76%
Mask wearing	86%	69%
Crime and harassment	84%	67%

Key Take-aways

- A large majority of employed customers work in locations that never closed or have already reopened. 85% of lapsed customers report their workplace has reopened or never closed. 94% of current customers report their workplace has reopened or never closed.
- Among current customers with closed workplaces that intend to reopen, 39% indicated their workplace will reopen before January 2022, 32% indicated it will reopen in January 2022, 10% indicated it will reopen after January 2022, and 19% don't know.
- Before COVID, only 12% to 13% of customers teleworked all or most of the time, regardless of their status as a lapsed or current customer. In Fall 2021, 56% of lapsed customers and 28% of current customers reported teleworking all or most of the time.

Key Take-aways

- When considering their most frequent trip, 48% of lapsed customers reported work as their primary trip purpose. Among current customers, 41% indicated work as their primary trip purpose. Though current customers indicated work as their trip purpose at a lower rate than lapsed customers, they report using the bus for trips to medical or mental health facilities at a greater rate (17%) than lapsed customers (9%).
- Slightly more than half of lapsed customers (52%) rode during the morning rush hour (6:30am to 9:30am), and slightly less than one-third (32%) rode during middays (9:30am to 3:30pm) before COVID. Among current customers, 45% ride during the morning rush hour and 37% ride during middays.
- Among lapsed customers, 42% indicated using an alternative mode and 41% indicated working from home as reasons they did not use buses. Among lapsed customers who used alternative modes, 78% indicated concerns about COVID and 66% indicated crowding or social distancing as reasons.

Key Take-aways

- 36% of current customers used buses more often before COVID. More than one-third of these customers (36%) indicated the reason was that they were working from home. Similarly, 35% indicated they used an alternative mode. Among current customers using alternative modes, 62% indicated concerns about crowding or social distancing, and 61% indicated concerns about COVID as reasons.
- Among both lapsed and current customers who used alternative modes, about two-thirds (63%) indicated they walked for part or all of at least one trip they made by bus before COVID. Other than walking, the most used alternative modes for pre-COVID bus trips are subway (48%) and for hire vehicles (32%).
- Current customers used OMNY more (13%) than they did before COVID, when only 2% used it.

Key Take-aways

- The top three service and travel information sources among current bus customers are MTA website (56%), MYmta app (48%), and other (non-MTA) apps (21%). MTA social media is used by 12%.
- About two-thirds of current customers (67%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using buses.
- The following were the rated as important or very important factors to influence most lapsed customers to return to the buses: buses and bus stops feel safe from crime and harassment (76%), buses are better cleaned and disinfected (75%), social distancing concerns are resolved (74%), COVID vaccination (72%), and cost of a ride (55%).
- The following were the rated as important or very important factors that will influence most current bus customers to use the bus more often: buses and bus stops feel safe from crime and harassment (73%), buses are better cleaned and disinfected (72%), social distancing concerns are resolved (49%), COVID vaccination (65%), cost of a ride (61%), and non-work destinations reopen (50%).

Key Take-aways

- Considering the future, cleanliness, cleanliness, health safety and social distancing are at about the same level of concerning/very concerning to lapsed customers (91% to 92%). Health safety is the most concerning/very concerning to current customers (80%). Concerning/very concerning rates are greater for lapsed customers (84% to 92%), than they are for current customers (67% to 80%).

Customer
Satisfaction
Survey &
COVID Study

Staten Island
Railway
Survey Results

November 17, 2021

Fall 2021 Customers Count



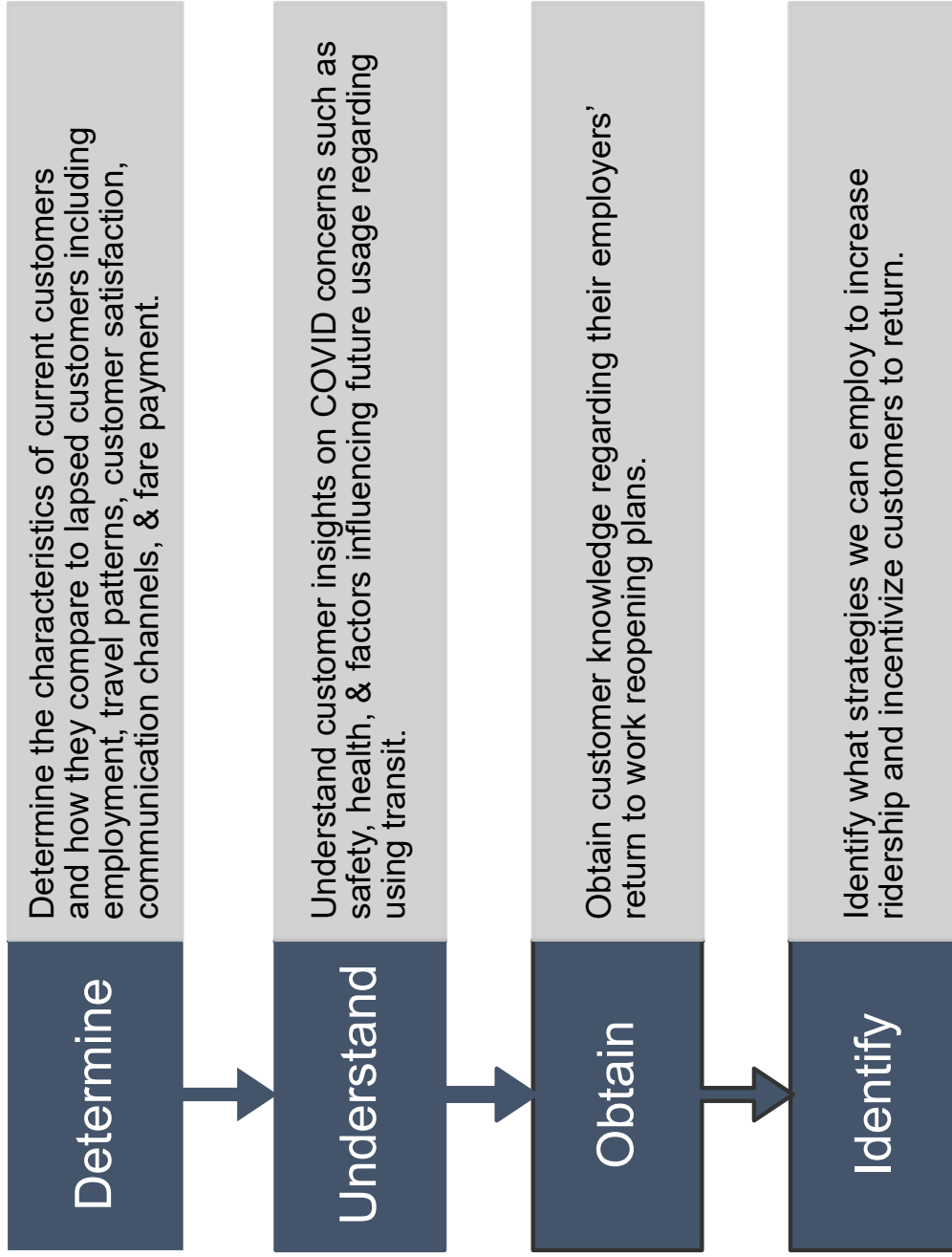
Customers Count Executive Summary

- A large majority of employed customers work in locations that never closed or have already reopened. 88% of lapsed customers report their workplace has reopened or never closed. 92% of current customers report their workplace has reopened or never closed.
- Before COVID, only 9% of lapsed and 21% of current customers teleworked all or most of the time. In Fall 2021, 76% of lapsed customers and 36% of current customers reported teleworking all or most of the time.
- Among lapsed customers, 42% indicated working from home and 20% indicated using an alternative mode as reasons they did not SIR. Among lapsed customers who used alternative modes, 28% indicated concerns about COVID as the reason.
- 45% of current customers used SIR more often before COVID. Slightly more than two out of five of these customers (41%) indicated they were working from home, and 18% indicated they used an alternative mode as reasons. Among current customers using alternative modes, 43% indicated concerns about COVID, and 38% indicated it takes longer to use SIR.

Customers Count Executive Summary

- About six in ten current customers (61%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using SIR.
- The following were the rated as important or very important factors to influence most lapsed customers to return to the SIR: trains and stations feel safe from crime and harassment (74%), trains are better cleaned and disinfected (74%), and social distancing concerns are resolved (65%).

Research Objectives



Research Methodology

- Conducted an online survey of current and lapsed customers that launched on September 20, 2021 and remained open through October 4, 2021.
- Obtained an excellent response rate with 276 valid responses, of which 244 responses were current, and 32 were lapsed.
- Data was weighted to represent the race, ethnicity and annual household incomes of our customers average.
- The margin of error for the total sample, the lapsed customer sample, and the current customer sample is about 6% at the 95% confidence level.

Employer Plans to Reopen Work Location: Lapsed vs. Current

Employer reopening?	Lapsed	Current
Yes, plans on opening work locations	12%	3%
No, but plans on reopening at another location in NY Metropolitan area	<1%	2%
No, but plans on reopening outside NY Metropolitan area	<1%	2%
No, does not plan on reopening/business closed	<1%	<1%
My business never closed/is currently opened	88%	92%
Don't know	<1%	2%

Telecommuting Among Customers: Lapsed vs. Current

How often do you work from home?	Pre-COVID		Present	
	Lapsed	Current	Lapsed	Current
All the time	6%	10%	62%	16%
Usually	3%	11%	14%	20%
Sometimes	6%	9%	4%	17%
Rarely	28%	18%	16%	15%
Never	58%	51%	3%	32%

Trip Purpose: Lapsed vs. Current

Trip Purpose	Lapsed	Current
Work	62%	42%
Store, retail establishment, shopping center, restaurant, café, bar, or club	10%	10%
Friend or relative's home	3%	10%
Entertainment venue, cultural institution, or library	<1%	8%
School	6%	7%
Medical or mental health clinic, office, or facility	<1%	7%
Park, outdoor space, gym, or recreation facility	<1%	5%
Religious institution, community center, or senior center	<1%	<1%
Other	20%	11%

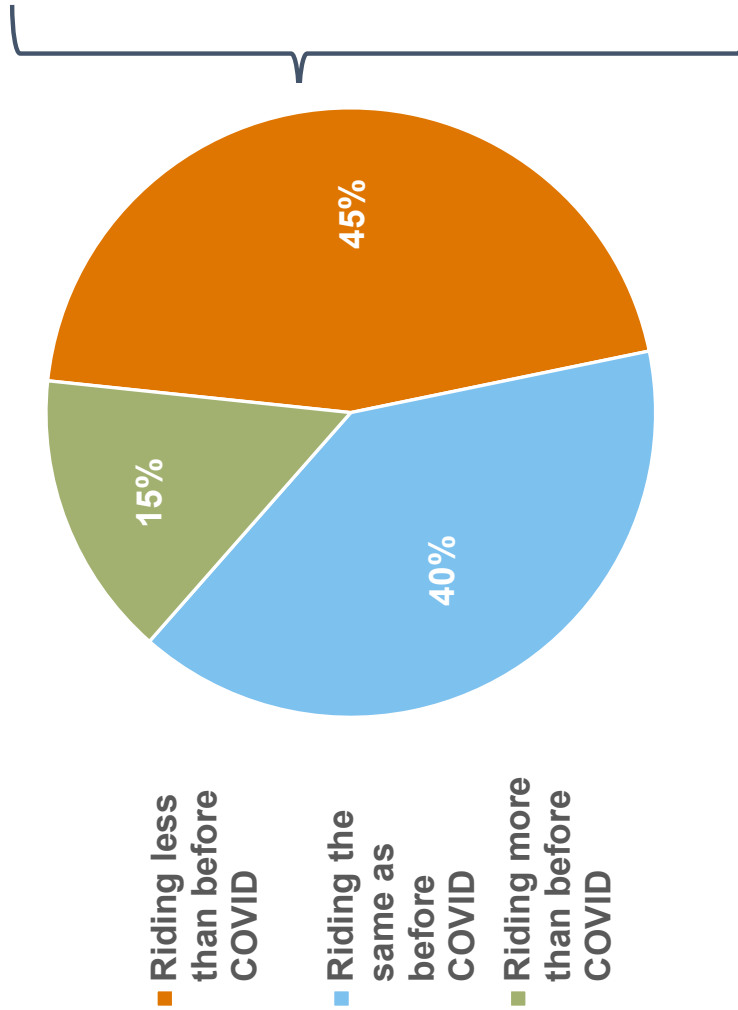
Time of Day Usage: Lapsed vs. Current

What time does your trip start?	Lapsed	Current
6:30am to 9:30am	48%	57%
9:30am to 3:30pm	27%	26%
3:30pm to 8:00pm	5%	6%
8:00pm to 12:00am	<1%	<1%
12:00am to 6:30am	21%	10%

Lapsed Customers: Reasons for Not Using the SIR

Reasons for not using*	Lapsed
Working from home	42%
Using a different mode	20%
Moved to a different residence	12%
Lifestyle change	12%
Unemployed	10%
Retired	9%
Different work location	5%
Change of jobs	3%
Non-work destinations are closed	<1%
Furloughed	<1%
Change in my health	<1%
Other	16%

Current Customers: Reasons for Using the SIR Less



- Riding less than before COVID
- Riding the same as before COVID
- Riding more than before COVID

*Multiple responses allowed so may add up to more than 100%.

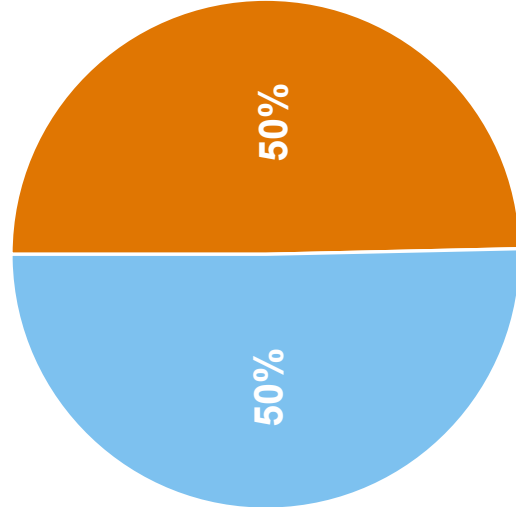
Reasons for Using a Different Mode Among those Using the SIR Less: Lapsed vs. Current

Reasons for using a different mode?*	Lapsed	Current
I do not feel safe from crime and harassment on the SIR	13%	25%
SIR is more expensive	<1%	<1%
SIR is crowded / unable to social distance	14%	20%
SIR is not clean	14%	10%
SIR takes longer	11%	38%
SIR is not reliable	6%	10%
Concerns about COVID	28%	43%
Other	3%	19%

*Multiple responses allowed so may add up to more than 100%.

Alternative Modes Used for Trips Made by SIR before COVID: Current and Lapsed

Which mode(s) have you been using?*	Current and Lapsed
Driver of owned personal vehicle	34%
Walk	30%
Local, limited, or SBS bus	26%
Express bus	23%
Ferry	16%
Subway	15%
Passenger in personal vehicle	11%
For hire vehicle	10%
Bicycle or scooter	7%
Long Island Rail Road	6%
Metro-North Railroad	5%
Driver of rented/borrowed personal vehicle	5%
Access-A-Ride Paratransit	4%
Other bus or jitney	3%
Other train or light-rail	2%
Tramway	1%
Other	2%



■ Have used alternative mode(s)

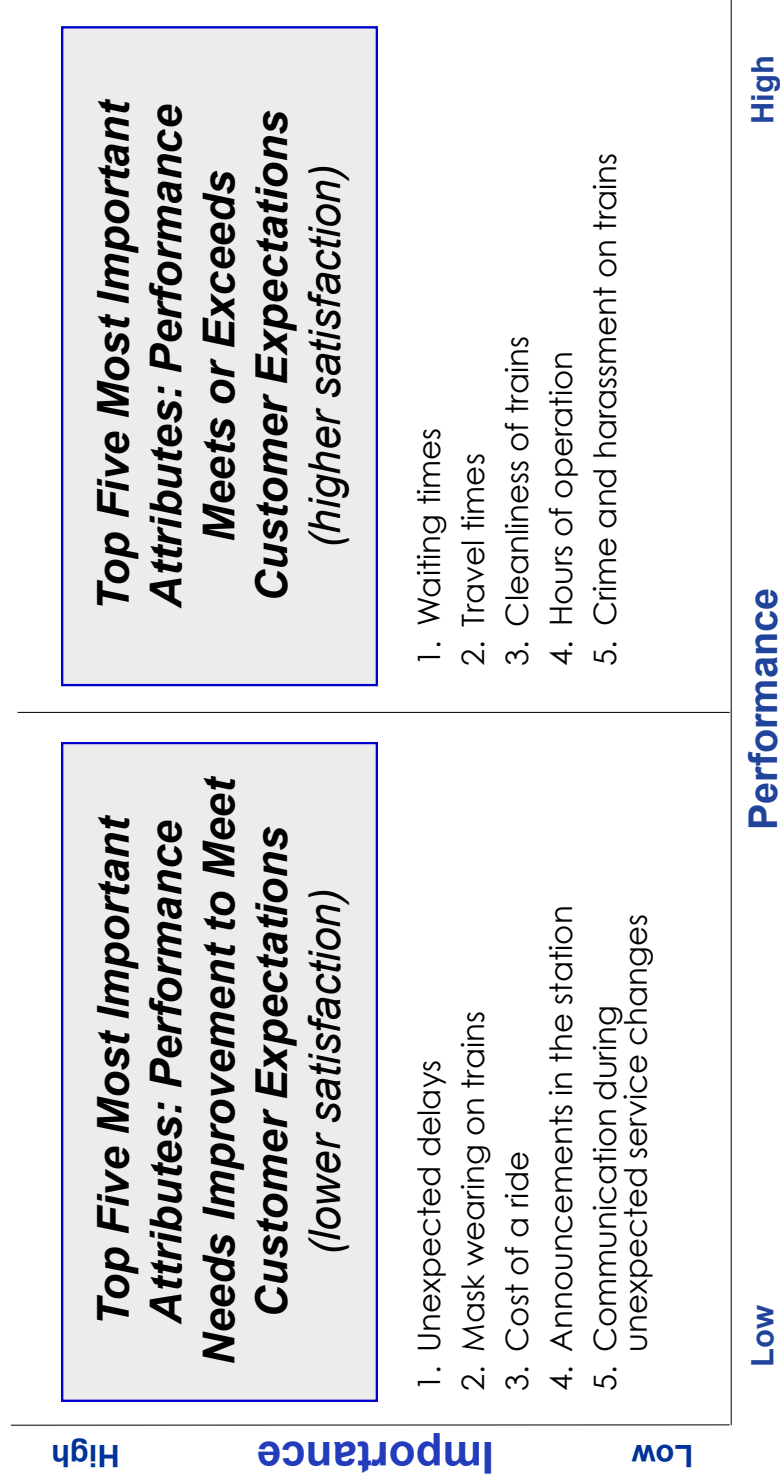
*Multiple responses allowed so may add up to more than 100%.



Fare Payment Before and After COVID: Lapsed vs. Current

Product	Lapsed Pre-COVID	Current Pre-COVID	Current Present
Pay-Per-Ride MetroCard	47%	40%	39%
7-Day Unlimited MetroCard	4%	5%	4%
30-Day Unlimited MetroCard	24%	9%	11%
7-Day Unlimited Express Bus Plus	3%	3%	2%
EasyPayXpress Pay-Per-Ride MetroCard	10%	6%	6%
EasyPayXpress 30-Day Unlimited MetroCard	<1%	1%	2%
Single Ride ticket from a MetroCard vending machine	<1%	2%	3%
OMNY Pay-Per-Ride	4%	11%	12%
Pay-Per-Ride Reduced-Fare MetroCard	3%	9%	8%
7-Day Unlimited Reduced-Fare MetroCard	<1%	1%	1%
30-Day Unlimited Reduced-Fare MetroCard	<1%	<1%	<1%
EasyPay Reduced-Fare MetroCard	<1%	7%	7%
Access-A-Ride MetroCard	<1%	1%	1%
Student MetroCard or pass	5%	3%	4%
Employee pass	<1%	1%	2%
Other	<1%	<1%	<1%

Staten Island Railway Customer Key Drivers



Current Customers: Service and Travel Information Sources

Which service and travel information sources do you use?*	Percent
MTA website	57%
MYmta app	32%
MTA social media (Twitter, Facebook, WhatsApp, etc.)	17%
Notify NYC	16%
Other (non-MTA) app	15%
TV, radio, newspaper, or news website	14%
Friends and family	13%
Other (non-MTA) social media	13%
My MTA Alerts	11%
511	7%

*Multiple responses allowed so may add up to more than 100%.



Current Customers: Opinions on Mask Wearing and Cleaning/Disinfecting Efforts

To what extent do you agree with each of the following statements?	Agree or Strongly Agree
I feel safer when I see other customers wearing masks	73%
I wear a mask to protect myself	79%
I wear a mask to protect others	80%
I wear a mask to abide by the law	80%
MTA cleaning and disinfecting efforts make me feel safe	61%

Factors Influencing Future Usage: Lapsed vs Current

Factors in decision to increase usage in the future:	Lapsed Important or Very Important	Current Important or Very Important
SIR trains and stations feel safe from crime and harassment	74%	64%
Trains are better cleaned and disinfected	74%	57%
COVID vaccination	50%	55%
Social distancing concerns are resolved	65%	55%
The cost of a ride	55%	54%
Workplace reopens	35%	51%
Restrictions on travel are lifted	41%	48%
Entertainment venues reopen	45%	47%
Non-work destinations reopen	42%	47%
Working from home is no longer permitted	37%	44%
Your school or college reopens	21%	33%
Child's school reopens	12%	32%

Concerns About the Future: Lapsed vs Current

Concern:	Lapsed Concerned or Very Concerned	Current Concerned or Very Concerned
Safety in relation to your health	79%	65%
Others wearing masks	75%	63%
Safety from crime and harassment	85%	60%
Cleanliness	77%	59%
Social distancing	70%	58%

Key Take-aways

- A large majority of employed customers work in locations that never closed or have already reopened. 88% of lapsed customers report their workplace has reopened or never closed. 92% of current customers report their workplace has reopened or never closed.
- Before COVID, only 9% of lapsed and 21% of current customers teleworked all or most of the time. In Fall 2021, 76% of lapsed customers and 36% of current customers reported teleworking all or most of the time.
- When considering their most frequent trip, 62% of lapsed customers reported work as their primary trip purpose. Among current customers, 42% indicated work as their primary trip purpose. Though current customers indicated work as their trip purpose at a lower rate than lapsed customers, they report using SIR to visit friends or relatives, to travel to entertainment/cultural institutions, to travel to medical or mental health facilities, and to travel to parks and recreational places, at a greater rate than lapsed customers did before COVID.

Key Take-aways

- Slightly less than half of lapsed customers (48%) rode during the morning rush hour (6:30am to 9:30am), and 27% rode during middays (9:30am to 3:30pm) before COVID. Among current customers, 57% ride during the morning rush hour and 26% ride during middays. Late night/early morning (12:00am to 6:30am) SIR use was higher among lapsed customers (21%) than it was for current customers (10%).
- Among lapsed customers, 42% indicated working from home and 20% indicated using an alternative mode as reasons they did not SIR. Among lapsed customers who used alternative modes, 28% indicated concerns about COVID as the reason.
- 45% of current customers used SIR more often before COVID. Slightly more than two out of five of these customers (41%) indicated they were working from home, and 18% indicated they used an alternative mode as reasons. Among current customers using alternative modes, 43% indicated concerns about COVID, and 38% indicated it takes longer to use SIR.

Key Take-aways

- Among both lapsed and current customers who used alternative modes for trips they made by SIR before COVID, the most used alternative modes were personal vehicle as driver (34%), walking (30%), and local (26%) and express (23%) buses.
- The top three service and travel information sources among current SIR customers are MTA website (57%), MYmta app (32%), and MTA social media (17%).
- About six in ten current customers (61%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using SIR.
- The following were the rated as important or very important factors to influence most lapsed customers to return to the SIR: trains and stations feel safe from crime and harassment (74%), trains are better cleaned and disinfected (74%), and social distancing concerns are resolved (65%).

Key Take-aways

- The following were the rated as important or very important factors that will influence most current SIR customers to use SIR more often: SIR trains and stations feel safe from crime and harassment (64%), trains are better cleaned and disinfected (57%), social distancing concerns are resolved (55%), COVID vaccination (55%), and cost of a ride (54%).
- Considering the future, lapsed customers are most concerned/very concerned about crime and harassment (85%). Current customers are most concerned/very concerned about health safety (65%). Concerning/very concerning rates are greater for lapsed customers (70% to 85%), than they are for current customers (58% to 65%).

Customer
Satisfaction
Survey &
COVID Study

Subway
Survey Results

November 15 2021

Fall 2021 Customers Count



Customers Count Executive Summary

- A large majority of employed customers work in locations that never closed or have already reopened. 83% of lapsed customers report their workplace has reopened or never closed. 91% of current customers report their workplace has reopened or never closed.
- Before COVID, only 12% to 13% of customers teleworked all or most of the time. In Fall 2021, 67% of lapsed customers and 37% of current customers teleworked all or most of the time.
- Among lapsed customers, 54% indicated working from home and 41% indicated using an alternative mode as reasons they did not use the subway. Among lapsed customers who used alternative modes, 80% indicated concerns about COVID, 68% indicated crime and harassment, and 64% indicated crowding or social distancing as reasons.

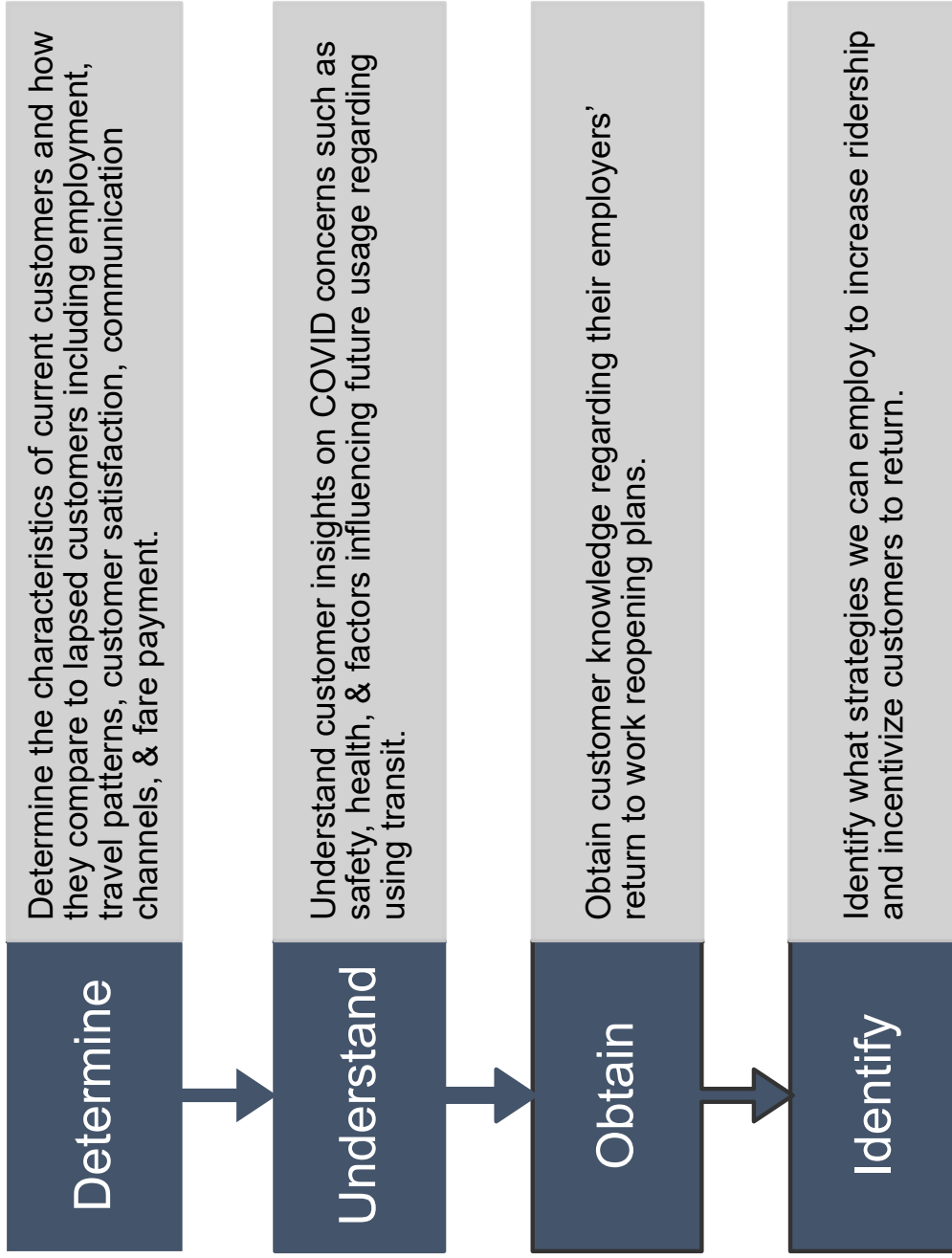
Customers Count Executive Summary

- 58% of current customers used the subway more often before COVID. Most of these customers (62%) indicated the reason was that they were working from home. Slightly more than one-third (36%) indicated they used an alternative mode. Among current customers using alternative modes, 62% indicated concerns about COVID, 55% indicated crowding or social distancing, and 49% indicated crime and harassment as reasons.
- About two-thirds of current customers (65%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using the subway.
- About two-thirds of current customers (64%) indicated they feel safer or much safer with the presence of uniformed police officers in the subway system.

Customers Count Executive Summary

- The following were the rated as important or very important factors to influence most lapsed customers to return to the subway: subway feels safe from crime and harassment (90%), trains are better cleaned and disinfected (82%), social distancing concerns are resolved (79%), COVID vaccination (74%), working from home is no longer permitted (59%), cost of a ride (57%), workplace reopens (54%), and restrictions on travel are lifted (51%).

Research Objectives



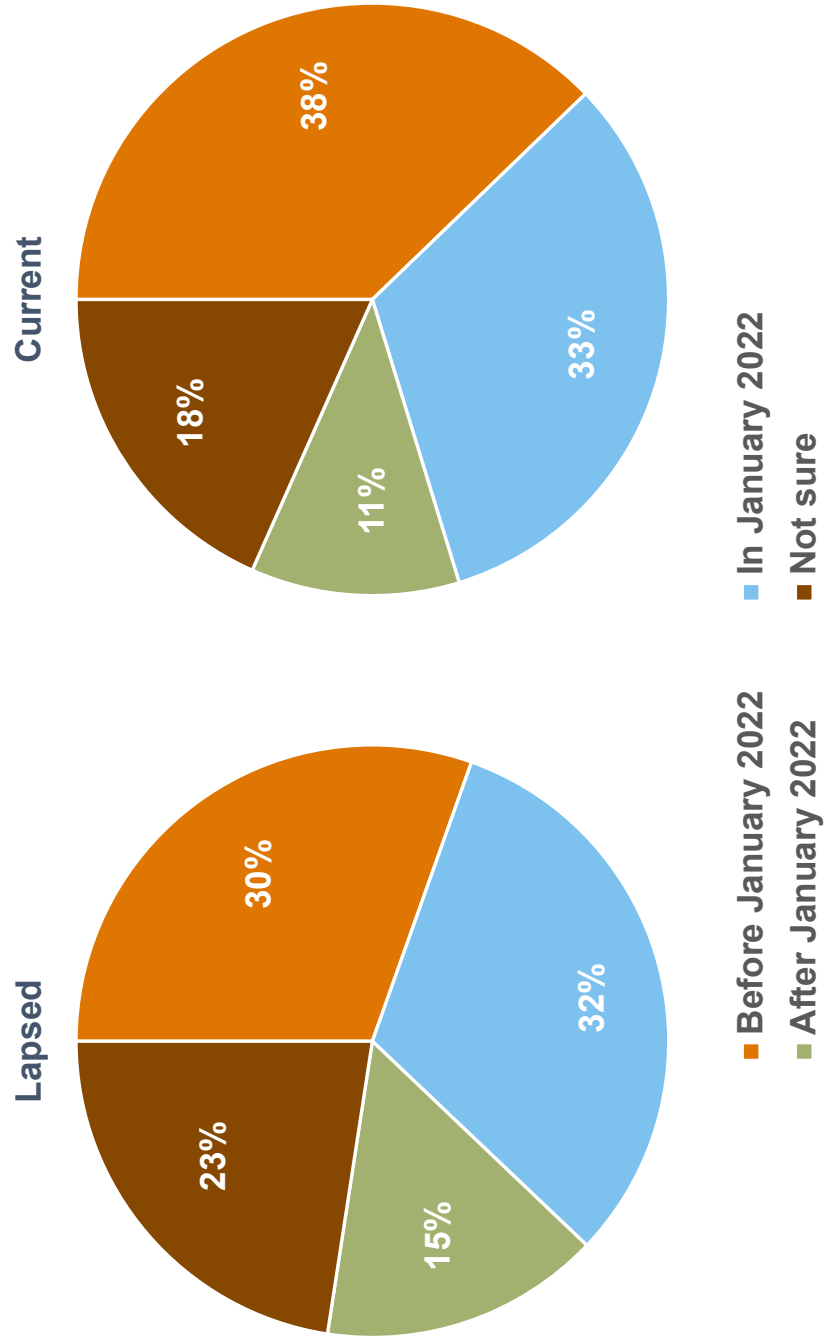
Research Methodology

- Conducted an online survey of current and lapsed customers that launched on September 20, 2021 and remained open through October 4, 2021.
- Obtained an excellent response rate with 57,186 valid responses, of which 52,319 responses were current, and 4,867 were lapsed.
- Data was weighted to represent the race, ethnicity and annual household incomes of our customers. Systemwide measures are the weighted average of all subway lines based on ridership.
- The margin of error for the total sample, the lapsed customer sample, and the current customer sample is less than 1% at the 95% confidence level.

Employer Plans to Reopen Work Location: Lapsed vs. Current

Employer reopening?	Lapsed	Current
Yes, plans on opening work locations	9%	4%
No, but plans on reopening at another location in NY Metropolitan area	3%	1%
No, but plans on reopening outside NY Metropolitan area	1%	<1%
No, does not plan on reopening/business closed	3%	2%
My business never closed/is currently opened	83%	91%
Don't know	1%	1%

Work Location Reopening Date: Lapsed vs. Current



Telecommuting Among Customers: Lapsed vs. Current

How often do you work from home?	Pre-COVID		Present	
	Lapsed	Current	Lapsed	Current
All the time	8%	8%	58%	23%
Usually	5%	4%	9%	14%
Sometimes	20%	14%	10%	18%
Rarely	22%	18%	6%	11%
Never	45%	56%	17%	35%

Trip Purpose: Lapsed vs. Current

Trip Purpose	Lapsed	Current
Work	67%	59%
Store, retail establishment, shopping center, restaurant, café, bar, or club	5%	12%
Friend or relative's home	7%	7%
Medical or mental health clinic, office, or facility	5%	7%
School	2%	6%
Entertainment venue, cultural institution, or library	6%	4%
Park, outdoor space, gym, or recreation facility	4%	3%
Religious institution, community center, or senior center	1%	1%
Other	4%	4%

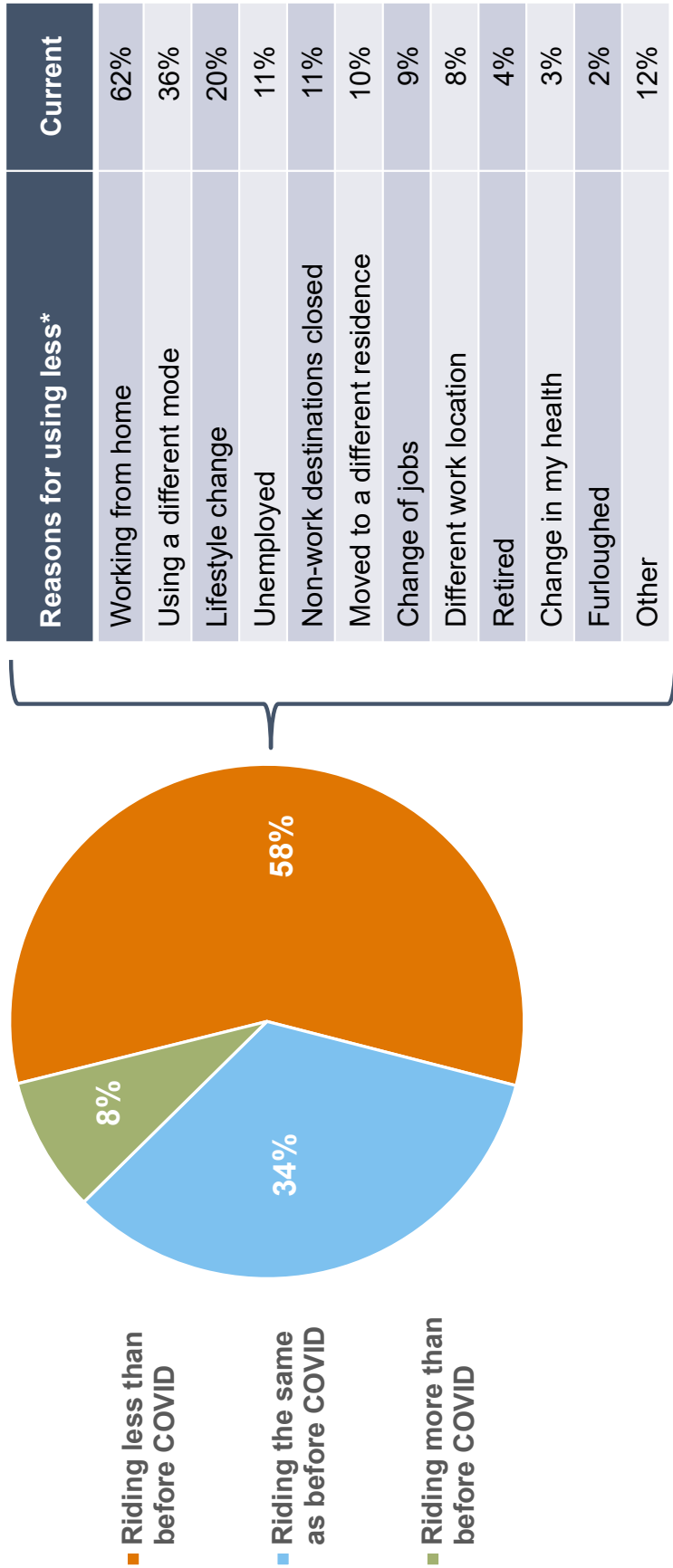
Time of Day Usage: Lapsed vs. Current

What time does your trip start?	Lapsed	Current
6:30am to 9:30am	63%	50%
9:30am to 3:30pm	23%	31%
3:30pm to 8:00pm	7%	10%
8:00pm to 12:00am	1%	1%
12:00am to 6:30am	6%	7%

Lapsed Customers: Reasons for Not Using the Subway

Reasons for not using*	Lapsed
Working from home	54%
Using a different mode	41%
Moved to a different residence	19%
Lifestyle change	14%
Different work location	9%
Unemployed	9%
Change in my health	6%
Retired	6%
Change of jobs	6%
Non-work destinations are closed	6%
Furloughed	1%
Other	25%

Current Customers: Reasons for Using the Subway Less



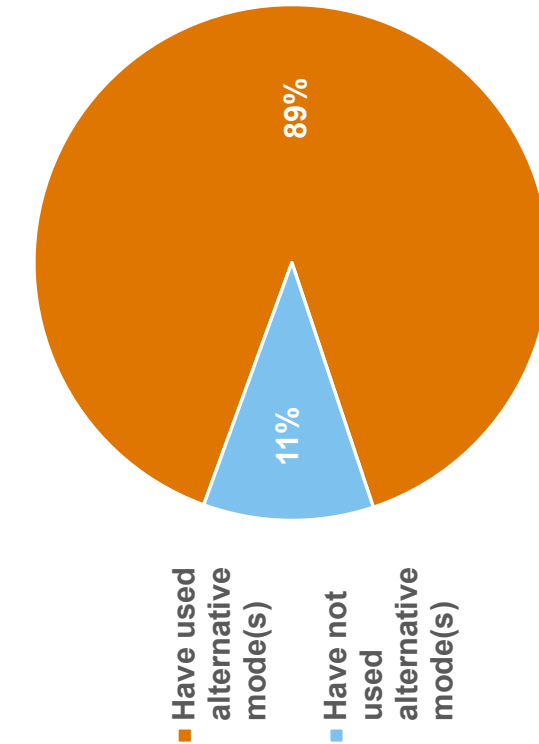
*Multiple responses allowed so may add up to more than 100%.

Reasons for Using a Different Mode Among those Using the Subway Less: Lapsed vs. Current

Reasons for using a different mode?*	Lapsed	Current
Concerns about COVID	80%	62%
Subway is crowded / unable to social distance	64%	55%
I don't feel safe from crime and harassment on the subway	68%	49%
Subway is not reliable	29%	35%
Subway takes longer	47%	29%
Subway is not clean	22%	33%
Subway is more expensive	12%	22%
Other	10%	20%

*Multiple responses allowed so may add up to more than 100%.

Alternative Modes Used for Trips Made by Subway before COVID: Current and Lapsed



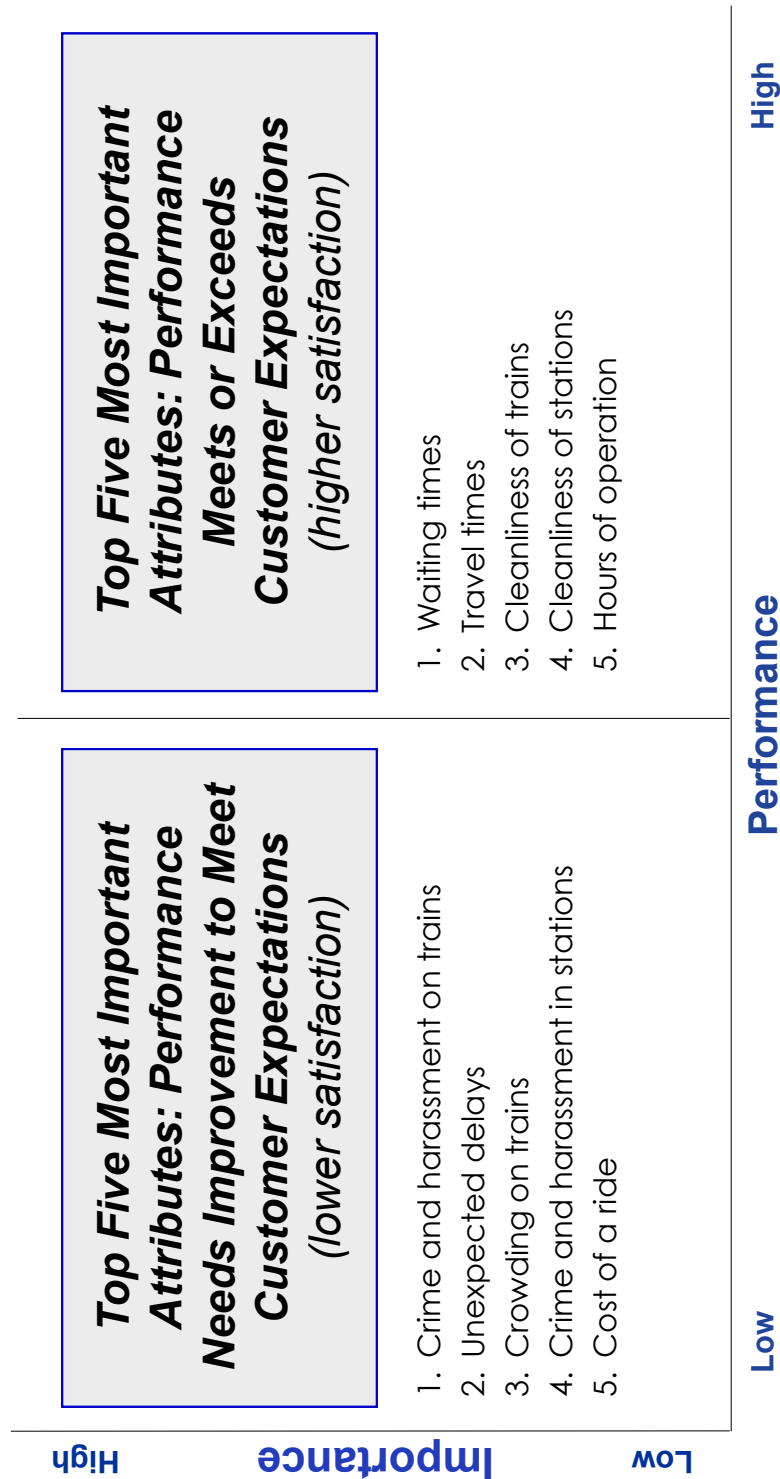
Which mode(s) have you been using?*	Current and Lapsed
Walk	67%
For hire vehicle	39%
Local, Limited and SBS bus	36%
Driver of owned personal vehicle	23%
Bicycle or scooter	21%
Passenger in personal vehicle	14%
Long Island Rail Road	12%
Express bus	10%
Ferry	9%
Metro-North Railroad	9%
Driver of rented/borrowed personal vehicle	5%
Other bus or jitney	3%
Other train or light-rail	2%
Access-A-Ride Paratransit	1%
Tramway	1%
Staten Island Railway	1%
Other	2%

*Multiple responses allowed so may add up to more than 100%.

Fare Payment Before and After COVID: Lapsed vs. Current

Product	Lapsed Pre-COVID	Current Pre-COVID	Current Present
Pay-Per-Ride MetroCard	37%	38%	37%
7-Day Unlimited MetroCard	6%	9%	7%
30-Day Unlimited MetroCard	31%	28%	16%
7-Day Unlimited Express Bus Plus	<1%	<1%	<1%
EasyPayXpress Pay-Per-Ride MetroCard	5%	3%	3%
EasyPayXpress 30-Day Unlimited MetroCard	1%	1%	1%
Single Ride ticket from a MetroCard vending machine	1%	1%	1%
OMNY Pay-Per-Ride	2%	4%	20%
Pay-Per-Ride Reduced-Fare MetroCard	4%	4%	4%
7-Day Unlimited Reduced-Fare MetroCard	<1%	1%	1%
30-Day Unlimited Reduced-Fare MetroCard	1%	2%	1%
EasyPay Reduced-Fare MetroCard	4%	3%	3%
Access-A-Ride MetroCard	1%	1%	1%
Student MetroCard or pass	1%	1%	1%
Employee pass	1%	2%	1%
Other	3%	3%	3%

Subway Customer Key Drivers



Current Customers: Service and Travel Information Sources

Which service and travel information sources do you use?*	Percent
MTA website	53%
MYmta app	51%
Other (non-MTA) app	22%
MTA social media (Twitter, Facebook, WhatsApp, etc.)	17%
Friends and family	15%
My MTA Alerts	13%
TV, radio, newspaper, or news website	11%
Notify NYC	9%
Other (non-MTA) social media	6%
511	1%

*Multiple responses allowed so may add up to more than 100%.



Current Customers: Opinions on Mask Wearing, Cleaning/Disinfecting Efforts, and Security Personnel

To what extent do you agree with each of the following statements?	Agree or Strongly Agree
I feel safer when I see other customers wearing masks	85%
I wear a mask to protect myself	88%
I wear a mask to protect others	88%
I wear a mask to abide by the law	82%
MTA cleaning and disinfecting efforts make me feel safe	65%

How safe does the presence of each of the following make you feel?	Safer or Much Safer
Uniformed Police officers	64%
MTA staff	57%
Uniformed security guards	54%
Customer ambassadors/volunteers	39%

Factors Influencing Future Usage: Lapsed vs Current

Factors in decision to increase usage in the future:	Lapsed Important Or Very Important	Current Important Or Very Important
Subway feels safe from crime and harassment	90%	78%
Trains are better cleaned and disinfected	82%	70%
COVID vaccination	74%	68%
Social distancing concerns are resolved	79%	68%
Workplace reopens	54%	66%
Working from home is no longer permitted	59%	62%
Cost of a ride	57%	62%
Your school or college reopens	38%	60%
Child's school reopens	37%	57%
Non-work destinations reopen	43%	55%
Entertainment venues reopen	39%	53%
Restrictions on travel are lifted	51%	47%

Concerns About the Future: Lapsed vs Current

Concern	Lapsed Concerned or Very Concerned	Current Concerned or Very Concerned
Mask wearing	76%	55%
Crime and harassment	79%	51%
Social distancing	66%	47%
Health safety	75%	46%
Cleanliness	67%	41%

Key Take-aways

- Among lapsed customers with closed workplaces that intend to reopen, 30% indicated their workplace will reopen before January 2022, 32% indicated it will reopen in January 2022, 15% indicated it will reopen after January 2022, and 23% don't know. Among current customers with closed workplaces that intend to reopen, 38% indicated their workplace will reopen before January 2022, 33% indicated it will reopen in January 2022, 11% indicated it will reopen after January 2022, and 18% don't know.
- Before COVID, only 12% to 13% of customers teleworked all or most of the time, regardless of their status as a lapsed or current customer. In Fall 2021, 67% of lapsed customers and 37% of current customers reported teleworking all or most of the time.

Key Take-aways

- 58% of current customers used the subway more often before COVID. Most of these customers (62%) indicated the reason was that they were working from home. Slightly more than one-third (36%) indicated they used an alternative mode. Among current customers who used alternative modes, 62% indicated concerns about COVID, 55% indicated crowding or social distancing, and 49% indicated crime and harassment as reasons.
- Among both lapsed and current customers who used alternative modes, about two-thirds (67%) indicated they walked for part or all of at least one trip they made by subway before COVID. The most used alternative modes for pre-COVID subway trips include for hire vehicles (39%), local buses (36%), personal vehicles as driver (23%), and bicycles/scooters (21%).
- Current customers used 30-Day Unlimited MetroCards to pay their fare more often before COVID (28%) than they did in Fall 2021 (16%). Conversely, only 4% of current customers used OMNY before COVID compared to 20% in Fall 2021.

Key Take-aways

- The top four service and travel information sources among current subway customers are MTA website (53%), MYmta app (51%), other (non-MTA) apps (22%), and MTA social media (27%).
- About two-thirds of current customers (65%) indicated they agree or strongly agree that MTA cleaning and disinfecting efforts make them feel safe when using the subway.
- About two-thirds of current customers (64%) indicated they feel safer or much safer with the presence of uniformed police officers in the subway system.
- The following factors were rated highest in importance for lapsed customers in their decision to return to the subway: subway feels safe from crime and harassment (90%), trains are better cleaned and disinfected (82%), social distancing concerns are resolved (79%), COVID vaccination (74%), working from home is no longer permitted (59%), cost of a ride (57%), workplace reopens (54%), and restrictions on travel are lifted (51%).

Key Take-aways

- The following factors were rated highest in importance for current customers in their decision to use the subway more often: subway feels safe from crime and harassment (78%), trains are better cleaned and disinfected (70%), COVID vaccination (68%), social distancing concerns are resolved (68%), workplace reopens (66%), working from home is no longer permitted (62%), cost of a ride (62%), school or college reopens (60%), child's school reopens (57%), non-work destinations reopen (55%), and entertainment venues reopen (53%).
- Considering the future, crime and harassment was the most concerning/very concerning to lapsed customers (79%). Mask wearing was the most concerning/very concerning to current customers (55%). Concerning/very concerning rates were greater for lapsed customers (66% to 79%), than they were for current customers (41% to 51%).



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