



# Transit and Bus Committee Meeting January 2020

## Committee Members

S. Feinberg, Committee Chair

A. Albert

N. Brown

R. Glucksman

D. Jones

L. Lacewell

R. Linn

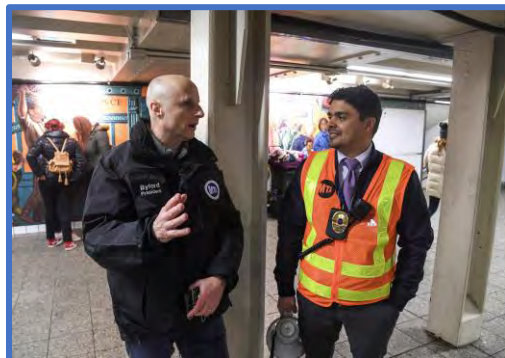
S. Metzger

H. Mihaltses

R. Mujica

J. Samuelson

L. Schwartz



In keeping with tradition, NYCT employees and senior staff did their part to ring in the New Year - delivering service, helping customers and monitoring station conditions for a safe and happy start to 2020. NYCT President Andy Byford rode the system, visiting several stations and thanking the team and the NYPD for their hard work.

# New York City Transit and Bus Committee Meeting

2 Broadway, 20th Floor

New York, NY 10004

Tuesday, 1/21/2020

10:00 AM - 1:00 PM ET

## 1. PUBLIC COMMENT PERIOD

## 2. Summary of Actions

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## 3. APPROVAL OF MINUTES – December 16, 2019

*December 2019 Meeting Minutes - Page 5*

## 4. APPROVAL OF WORK PLAN

*Proposed 2020 Work Plan - Page 17*

## 5. PRESIDENT'S REPORT

### a. Customer Service Report

#### i. President's Commentary

*President's Commentary - Page 25*

#### ii. Subway Report

*Subways Report (December Data) - Page 27*

*Subways Report (November Data) - Page 55*

#### iii. NYCT, MTA Bus Report

*NYCT, MTA Bus Report (December Data) - Page 81*

*NYCT, MTA Bus Report (November Data) - Page 103*

#### iv. Paratransit Report

*Paratransit Report - Page 123*

#### v. Accessibility Update

*Accessibility Update - Page 137*

#### vi. Strategy and Customer Experience Report

*Strategy and Customer Experience (December data) - Page 139*

*Strategy and Customer Experience (November data) - Page 145*

### b. Safety Report

*Safety Report - Page 149*

### c. Crime Report

*Crime Report - Page 154*

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

*NYCT, SIR and MTA Bus Financial and Ridership Reports (December data) - Page 161*

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**e. Capital Program Status Report**

*Capital Program Status Report - Page 266*

**6. PROCUREMENTS**

*Procurement Cover, Staff Summary & Resolution - Page 277*

**a. Non-Competitive (none)**

**b. Competitive**

*NYCT Competitive Actions - Page 282*

**c. Ratifications (none)**

**7. SERVICE CHANGES**

*Spring Bus Schedule Service Changes - Page 289*

**8. STANDARD FOLLOW UP REPORTS**

**a. MetroCard Report**

*MetroCard Report - Page 294*

**b. Quarterly Customer Satisfaction Report, 4th Quarter, 2019**

*Quarterly Customer Satisfaction Report, 4th Quarter 2019 - Page 299*

**9. OUTSTANDING BUSINESS (No Materials)**

**10. EXECUTIVE OFFICE CONTACT INFORMATION**

*Contact Information - Page 362*

**NYCT Committee  
ACTIONS and PRESENTATIONS  
SUMMARY for JANUARY 2020**

<b>Responsible Department</b>	<b>Vendor Name</b>	<b>Total Amount</b>	<b>Summary of action</b>
Operations Planning	n/a	\$200k	Staff summary to inform the NYCT and MTA Bus Committee of schedule adjustments in response to changes in ridership as well as conversion of the B1 to an articulated bus route.
Procurement and Supply Chain	TBD	TBD	Authorizing Resolution for the purchase of 504 "A" Division Rapid Transit Open Gangway Cars with an option to purchase 445 additional cars and a second option to purchase 415 additional cars.
Procurement and Supply Chain	TBD	\$286,985,491 (Est.)	Service contract for the operation of the Paratransit Call Center.
Procurement and Supply Chain	CH2M Hill New York	\$5,961,327 (Est.)	Modification to the contract for consulting services for the development of specification and pre-award support for the R211 subway cars; R262 pre-award support services.
President	n/a	n/a	Presentation - 2019 Year in Review

**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,**  
**Capital Construction Company and Bus Company**  
**December 16, 2019**

Meeting Held at:  
Metropolitan Transportation Authority  
Two Broadway  
New York, New York 10004  
10:00 AM

The following Members were present:

Hon. Sarah Feinberg, Committee Chair  
Hon. Andrew Albert  
Hon. Randolph Glucksman  
Hon. Rhonda Herman  
Hon. David Jones  
Hon. Linda Lacewell  
Hon. Robert Linn  
Hon. Susan Metzger  
Hon. Haeda Mihaltses  
Hon. Robert Mujica  
Hon. John Samuelsen  
Hon. Veronica Vanterpool

Also present were:

Andy Byford, President  
Joel Andrews, Vice President, EEO and Diversity  
Craig Cipriano, Acting President, MTA Bus Company/Senior Vice President, NYCT  
Department of Buses  
Michael Cosgrove, Vice President, Paratransit  
Vincent Coogan, Chief, NYPD Transit Bureau  
Robert Diehl, Senior Vice President, Safety and Security Department  
Alex Elegudin, Senior Advisor for Systemwide Accessibility  
David Farber, General Counsel  
Gwen Harleston, Deputy Director of Compliance, MTA Bus  
Patricia Lodge, Vice President, Human Resources  
Frank Jezycki, Executive Vice President and Chief Operating Officer, Subways  
Robert Lai, Assistant Chief Officer, MTA Bus  
Sally Librera, Senior Vice President, Subways  
Judith McClain, Chief, Operations Planning  
Sarah Meyer, Senior Vice President and Chief Customer Officer, Strategy and  
Customer Experience  
Jaibala Patel, Chief Financial Officer, Office of Management and Budget  
Stephen Plochochi, Senior Vice President, Procurement & Supply Chain  
Deborah Prato, Senior Vice President, Chief People Officer  
Alok Saha, Acting Senior Vice President, Capital Program Management

## **I. Chair Feinberg Opens the Meeting**

Chair Feinberg opened the meeting with the safety announcements. Chair Feinberg noted that it was Member Vanterpool's last Committee Meeting. She congratulated Member Vanterpool on her new opportunity and expressed that she would be missed on the Committee as a gracious, helpful and thoughtful colleague with great wisdom and experience.

## **II. Public Speakers**

There were twenty-three public speakers. A video recording of the meeting produced by the MTA and maintained in MTA records contains the content of speakers' statements.

## **III. Minutes and Work Plan**

Upon motion duly made and seconded, the Committee approved the minutes of the November 12, 2019 meeting of the MTA New York City Transit Authority, Manhattan and Bronx Surface Transit Operating Authority, Staten Island Rapid Transit Operating Authority, Capital Construction Company and Bus Company.

There were no changes to the Work Plan.

## **IV. Agenda Items**

Prior to delivering the President's Report, President Byford stated that he would follow up on the comments that were made by public speakers concerning seatbelts and straps in taxis and broker service vehicles. President Byford noted Member Vanterpool's service as a Committee Member who led the charge on accessibility and helped draft the accessibility element of the Fast Forward plan. He stated that she will be missed for asking insightful questions and for acknowledging NYCT's successes while ensuring accountability.

President Byford delivered the President's Report.

### **A. Customer Service Operations Report**

Sally Librera, SVP of Subways, delivered the Subway Report.

Member Lacewell asked if any subway lines were outliers on performance, and, if so, whether a triage plan is in place to address them. Member Lacewell also noted the importance of directly communicating the sustained performance improvements to riders, possibly in the stations, so that riders can see the forward progress. Ms. Librera advised that some subway lines have more complex challenges than others. She credited the installation of CBTC on the 7 line for the significant improvements in service between 2018 and 2019 and referred to challenges specific to certain corridors. For example, Ms. Librera explained that the Fourth Avenue Corridor in Brooklyn is challenging because it handles all work train movement for the extensive work being

performed throughout the subway system. Ms. Librera stated that NYCT has been very focused on the accuracy of its schedules and on service delivery tactics to ensure that NYCT is interlining regular trains as well as possible with the slower-moving work trains . In addition, she noted that speed adjustments have led to improved run times. President Byford commented that the information screens in the subway stations and on trains are keeping customers advised of service improvements and the progress on Fast Forward and proposed a discussion about communicating additional information about system improvements to customers as suggested by Member Lacewell.

Member Albert congratulated NYCT staff on the improved statistics and asked about the seventy-one percent increase in additional platform time at the Franklin Avenue Station. Ms. Librera explained that that increase was due to one incident that occurred during peak service. She advised that platform and train time statistics are very sensitive to a small number of very impactful incidents. Ms. Librera stated that the primary focus is whether there is a worsening trend. She also stated that seasonal fluctuation is expected for the additional platform and train time statistics because they are sensitive to additional ridership. Chair Feinberg asked for an example of what is considered a major incident. Ms. Librera responded that it could be a downed limb during a storm or a signal failure.

Craig Cipriano, Acting President, MTA Bus Company/Senior Vice President, NYCT Department of Buses, delivered the Bus Report.

Chair Feinberg praised the significant progress on capturing photos and issuing summonses to vehicles blocking bus lanes. She emphasized the importance of understanding whether such vehicles belong to delivery vehicles, passenger vehicles or state-owned vehicles and noted Mr. Cipriano's progress in quickly obtaining that granular data from the vendor. Chair Feinberg also noted that some cameras require repositioning, such as those that are pointed at the curb instead of straight ahead, and expressed her willingness to assist with the issue of trucks blocking bus lanes. Chair Feinberg noted that at the prior month's Committee Meeting, Committee Members had asked whether the City would allow businesses receiving multiple bus lane violation summonses to pay a bundled and discounted rate as the City does for other types of vehicle summonses. Chair Feinberg indicated that according to Mr. Cipriano's discussions with the City, the answer is no. Chair Feinberg also indicated that the question of whether the five-minute grace period for bus lane violations could be shortened was still pending and she requested a follow-up discussion at the next Committee Meeting.

Member Jones questioned whether the fine structure will have a sufficient impact on large corporations such as UPS and Amazon. Mr. Cipriano responded that that question requires granular, quantitative data, which is currently being gathered. Mr. Cipriano stated that once that data is obtained, NYCT will want to engage with those companies and impress upon them the importance of prioritizing the movement of buses in the bus lanes. Chair Feinberg stated that NYCT is not in control of the fine structure but that Committee Members could advocate for an increase in the fines if supported by the data. She also stated that she is willing to publicly identify companies responsible for blocking the bus lanes so that fines were not the only cost to the businesses. Member Jones suggested that it might be useful to have business leaders present to the

Committee and assist with the development of a workable fine structure. Chair Feinberg referred to Member Schwartz's suggestion at a prior meeting that the penalties should include towing and impounding business vehicles in violation of bus lane rules.

Craig Cipriano, Acting President, MTA Bus Company/Senior Vice President, NYCT Department of Buses, delivered the Paratransit Report.

Alex Elegudin, Senior Advisor for Systemwide Accessibility, delivered the Accessibility Report.

Chair Feinberg asked about efforts to right-size the paratransit fleet and whether additional reductions could be made to the number of carriers to ensure the correct level of service as opposed to having excess drivers only for occasional spikes in service. Mr. Elegudin agreed that NYCT is looking to achieve that goal. He advised that the fleet had already been reduced from approximately 1,850 vehicles to between approximately 1,300 and 1,400 vehicles. Mr. Elegudin indicated that if an additional ten to fifteen percent of trips were shifted from primary paratransit service to broker service, the size of the fleet could be further reduced to approximately 1,000 vehicles. Mr. Elegudin stated that if NYCT can have the confidence to rely on the broker service to meet ridership needs during peak periods of the most challenging days, that will create a comfort level to shift the excess capacity from the primary fleet to the broker service. Mr. Elegudin acknowledged that the current amount of excess capacity on the primary side does come with a cost

Member Vanterpool thanked Mr. Elegudin for spearheading the development of a strategic plan for paratransit as she had requested. She asked whether there is an aggregate projection of the cost savings that could be achieved by implementing the recommendations presented. Mr. Elegudin advised that a concrete savings projection will be dependent on the outcome of the procurements currently advertised. However, he noted that NYCT had already saved \$28 million dollars in 2019 and shifting an additional ten to fifteen percent of trips to broker service would result in additional savings of between twenty and thirty million dollars. Further savings could be achieved through operational improvements such as to the call center, which is the subject of a current RFP, as well as improvements to the app and the website. Mr. Elegudin advised that the current cost to operate the call center is approximately \$35 million dollars and there is an opportunity for significant savings. Member Vanterpool emphasized there is a clear need to increase broker capacity and asked whether NYCT was speaking with ride-sharing companies like Via which had recently been awarded a contract by the State of Virginia to assess paratransit services. She stated that discussions with ride-sharing companies would help to inform an appropriate model at the MTA and would allow for customization to support increased capacity. Mr. Elegudin noted that procurements are subject to legal requirements but advised that Via had reached out to NYCT regarding the potential benefits of its service. He stated that questions of whether existing brokers or additional vendors would provide the excess capacity would be decided by MTA senior management, but noted that Uber and Via have emphasized that they can provide paratransit service using their existing models. Mr. Elegudin stated that ride-sharing companies have increased the number of vehicles in their fleets that that can accommodate wheelchairs and it would behoove NYCT to take advantage of that capacity.



Member Vanterpool commented on the E-hail program, noting that she previously had supported a maximum subsidy per-ride to constrain the unsustainable growth, but she has since received additional input from the advocacy community. She stated that it is possible to design the next phase of the pilot program differently than the original phase in order to look at the average cost per ride with a more random pool of users. She explained that a second phase with a more random pool of users as opposed to the high-volume users in the first phase would be more reflective of actual usage and can be used to determine whether a maximum subsidy of fifteen dollars per ride is necessary. Member Vanterpool asked whether there has been discussion about separating Paratransit from Bus into its own department. President Byford stated that he agreed subject to approval from the Transformation Steering Committee. He referred to the need for parity between subways, buses, and paratransit, with each department led by a Senior Vice President. Mr. Cipriano thanked Member Vanterpool for her contributions during her time as a Committee Member and wished her the best in future endeavors.

Sarah Meyer, Senior Vice President and Chief Customer Officer, Strategy and Customer Experience, delivered the Strategy and Customer Experience Report.

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

Member Vanterpool advised that she noticed bus collisions and injuries had slightly increased but overall had trended downward month to month. Mr. Diehl stated that the decrease in collisions is attributable to bus operator training provided by the Department of Buses to increase situational awareness, particularly with the increased number of bus lanes. Mr. Diehl thanked Mr. Cipriano and his team. Member Vanterpool highlighted the success of Vision Zero safety training, in which she has also participated, noting that it has been pivotal and is a model to replicate because of its effectiveness. Mr. Diehl agreed, noting that he has seen a decrease in the number of accidents at Queens Boulevard, where he lives

Member Albert asked about the cause of the majority of the fires listed in the Safety Report. Mr. Diehl stated that they are primarily a result of trash on the platforms and the tracks.

Chief Coogan, NYPD Transit Bureau, delivered the Crime Report.

Chair Feinberg stated that there are many crime statistics shared specifically with the Committee as well as other statistics shared publicly by the NYPD and expressed concern that the statistics are not always aligned. She advised Chief Coogan that she wanted to confirm certain statistics on the year-to-date crime data. Chair Feinberg asked Chief Coogan to confirm a year-to-date increase of 11.5 percent in misdemeanor assaults. Chief Coogan replied that the precise number was 11.4 percent to date. Chair Feinberg asked Chief Coogan to confirm a year-to-date 11.5 increase in robberies. Chief Coogan confirmed that the number was correct through the end of November, but commented that the number had declined to 9.7 percent as of the Committee Meeting date. Chief Coogan confirmed that sex crimes increased by 2.7 percent and petty

larceny crimes increased by 4.2 percent year-to-date. He also confirmed that there was no change to the felony assault statistic through the end of November, but noted it had decreased as of the Committee date.

Chief Coogan advised that overall crime is down 3.7 percent across the transit system. Chair Feinberg acknowledged that statistic, which is shared with the Committee, but stated that the statistics she had asked Chief Coogan to confirm were not shared with the Committee. Chief Coogan stated that he believed the statistics for robberies and sex crimes were shared. Chair Feinberg responded there has been an ongoing debate over the past few months about the crime statistics and she did not see those numbers included in the monthly reports to the Committee. She noted that while there is general agreement that verbal and physical assaults on MTA employees have increased, the percentage has varied and asked Chief Coogan for that information. Chief Coogan advised that the Transit Bureau tracks assaults on transit workers and indicated there have been 24 year-to-date compared to 30 during 2018. For further details on this discussion, please refer to the video recording of the meeting produced by the MTA and maintained in MTA records. Chair Feinberg asked Chief Coogan about policies as to what is known as "lesser crimes," such as groping, public urination, public lewdness, whether those crimes are tracked, and how they are treated by police officers. She acknowledged that such crimes occur quickly and the perpetrators may be difficult to catch as they often disappear into the transit system. Chief Coogan advised that public lewdness and forcible touching are classified as sex crimes and are treated very seriously. He referenced an incident witnessed by Chair Feinberg where she had reported being a witness to a sex crime in the subway. He stated that NYPD had pulled camera footage of the incident, released the footage, and made an arrest of a sixty-six-year-old man who had turned himself in. Chief Coogan explained that public urination must be witnessed in person by a police officer for a violation to be issued. He advised that the NYPD follows serial offenders, but doing so is difficult because those individuals must be followed repeatedly in order to see them commit additional crimes. Chief Coogan expressed his support for a policy to exclude serial offenders from the subway system. Chief Coogan advised that arrests are made for forty-five percent of sex crimes.

Member Lacewell expressed her confidence that the NYPD treats all criminal activity in a serious manner, but commented that the current discussion was about the types of information included in each category of the crime statistics and what statistics are presented to the Committee, so that Committee Members can understand where certain crimes are captured in the statistics. Chief Coogan responded that the statistics are based on a compilation of numbers from complaint reports received and investigated and are also available on the NYPD website. Member Lacewell inquired whether the MTA is notified when individuals who were incarcerated for crimes in the transit system, particularly sex offenders and recidivists, are set to be released. Member Lacewell also asked whether the MTA communicates with the responsible party during the sentencing of sex offenders and recidivists to set conditions of their releases or has in place other safeguards so that such individuals do not simply return to preying on riders once released, such as communications with the court system or parole agency. Chief Coogan advised that the NYPD works with the MTA Legal Department to track the individuals who are arrested and to write letters for sentencings. Chief Coogan also indicated that the NYPD has a parole program through which it asks the court system to stipulate that certain individuals are excluded from the system. Chief Coogan explained

that stipulated individuals who are seen by NYPD in the transit system cannot be arrested but their parole agency can be notified about a parole violation

Member Lacewell referred to a particular individual with a lengthy arrest record who had committed another offense. She asked what safeguards were in place and asked for a report on that individual as a case study. Chief Coogan noted that the individual had been released from jail on December 16, 2019. Chair Feinberg added that by using one individual as an example, the Committee could assess what the police knew about the person, when the information was known and whether additional measures could have been taken to prevent a repeat offense while the legislation to exclude serial recidivists is pending. David Farber, General Counsel, noted that the proposed legislation includes provisions for courts to impose conditions preventing or limiting access to the transit system during the pendency of criminal proceedings. Additionally, it includes provisions to impose partial or full restrictions on access to the transit system upon conviction. Member Lacewell stated that while the legislation was pending, NYCT should communicate with the court system and relevant agencies during a serial offender's sentencing or release. Mr. Farber acknowledged that Member Lacewell had previously raised this concern and noted he had followed up on the issue with MTA General Counsel Tom Quigley and offered to discuss in more detail separately from the Committee Meeting.

Commenting on the crime statistics, Member Linn noted that while the chart for November shows a decrease in the total number of felonies by 3.7 percent in year-to-date, the chart also shows that murders have increased from one in 2018 to three in 2019, rapes increased from one in 2018 to three in 2019, and robberies have increased by fifty in the year-to-date. Member Linn commented that these crimes in particular are frightening to riders and that New York City has been considered safe because of a dramatic decrease in the murder rate. Member Linn requested to focus on these very serious crimes and asked about the approach taken in response. Chair Feinberg agreed that those numbers receive a high attention level, but stated that she was not focusing specifically on those categories when assessing the crime statistics. She advised that there were multiple instances of grand larceny, attempted robberies assaults and stabbings that were posted to the official Twitter handles of the NYPD and the MTA as well as three attempted rapes, and that she had reviewed Twitter because of the difficulty obtaining certain statistics. Chair Feinberg explained that she had asked Chief Coogan earlier in the Committee meeting to confirm certain crime statistics because a single statistic does not always convey a complete picture or provide sufficient information and the same statistics are not always shared equivalently. Member Albert agreed, noting that it was unclear which crime statistic captured the category of sexual assaults and groping incidents. Member Linn noted that the large number of incidents occurring daily was expected given the size of the transit system and the City. Chair Feinberg stressed that it was unacceptable to simply accept the occurrence of crimes because of the system's large size rather than taking necessary action to keep riders safe. She stated that there must be a change in the approach as vulnerable populations cannot simply be told that crime will happen. Chief Coogan stated that social media has increased the information made available to the public regarding crime. He added that more information is also shared on the news because riders take photos and videos and those are shared to assist in solving crimes.

## **B. Financial Reports**

Jaibala Patel, Chief Financial Officer, Office of Management and Budget, delivered the NYCT, SIR and MTA Bus Finance Report.

Alok Saha, Acting Senior Vice President, delivered the Capital Program Report.

President Byford advised that the last R179 vehicle had left the shop and was on the test track, and the full fleet would be on NYCT property by the end of the calendar year. He added that the vehicles are increasing the average Mean Distance Between Failure which increased to a monthly average of two-hundred seventy-eight thousand.

## **C. Procurements**

Stephen Plochochi, Senior Vice President, Procurement & Supply Chain, introduced the procurement package representing NYCT procurements, comprised of four actions totaling an estimated \$601.2 million in expenditures.

Mr. Plochochi highlighted one procurement action: the split award to Nova Bus for a base award of 165 hybrid buses in the total amount of \$132,349,722, with options for up to 126 additional hybrid buses and 209 diesel buses for a total price of \$227,233,618, and to New Flyer for a base award of 110 hybrid buses in the total amount of \$86,555,608, with options for up to 84 additional hybrid buses and 139 diesel buses for a total price of \$155,056,127.

A motion was duly made and seconded to approve these competitive procurements, which required a two-thirds vote (Schedule C in the Agenda), and to approve the ratifications which required a majority vote (Schedule K in the Agenda).

## **V. Final Proposed Budget and the Four-Year Financial Plan**

Ms. Patel presented the action seeking approval of the 2020 Final Proposed Budget and the Four-Year Financial Plan for the years 2020-2023 for NYCT, Staten Island Railway and MTA Bus Company.

Member Albert asked if the proposed budget makes any assumptions on the level of fare evasion. Ms. Patel stated that the proposed budget includes an annual recovery of fifty million dollars from fare evasion.

Member Linn advised that he intended to vote against the proposed budget and financial plan and wanted to set forth his reasons for doing so. He noted there have been tremendous accomplishments over the past year including the resolution of a very important labor agreement. However, Member Linn expressed concerns with the proposed budget and financial plan. He noted that in November Mr. Foran had presented risks associated with the proposed budget information which need to be considered. Member Linn highlighted one of those risks as the cost of the labor agreement, though he emphasized he supported the labor agreement and would vote in favor of it. He explained that in an email from Chairman Foye, the Committee Members were advised that the cost of the labor agreement is approximately 2.3 percent net cost

per year, which is 0.3 percent more than what is budgeted for in the financial plan. Member Linn stated that the first year at a two percent wage increase is likely funded because it is a back-loaded wage increase. However, now that the Committee Members are on notice from Chairman Foye that the costs of the labor agreement are more than what is budgeted, responsible budgeting would require accommodating the actual costs into the plan. Member Linn noted that in his seventeen years of experience with the City working with Mayor Koch and Mayor DeBlasio, they always would accommodate in the budget and the financial plan the cost of a labor agreement and when it was a pattern agreement, they would accommodate the costs of its application to the entire work force. Member Linn also raised concern about other elements in the financial plan such as the reduction in fare revenue loss by two hundred million dollars as he has not seen a program to accommodate that figure and the hiring of an additional five hundred police officers as he has not seen a plan to have the officers address fare evasion, terrorism, and homelessness. He noted that among the five hundred positions, there were no supervisors among the new hires, which would be irresponsible.

Member Linn also commented that there is very little overtime assumption for the new police officers even though the average overtime amount per year was thirty-eight thousand dollars per year for police officers according to the Alix Partners report, the highest of any MTA worker, and overtime needs to be accommodated in the financial plan. Member Linn further commented that, while the plan generally assumes a reduction of controlled overtime, Ms. Patel had reported earlier in the meeting an excess of fifty million dollars in labor costs for the current year and he has not seen a strategic plan to reduce the cost of overtime. Lastly, Member Linn commented that the plan assumes three hundred sixty-one million dollars from renegotiating paratransit cost sharing with the City and the City has not yet indicated it is on board with those figures and he does not see a basis of support for those numbers. Member Linn stated that the anticipated cost savings for transformation from the Alix Partners report was Mr. Foran's top risk and he has also not seen how that will be accommodated. Member Linn reflected on the death of Felix Rohatyn who served as the head of MAC with Mayor Koch, Governor Carey, Mr. Kummerfeld as the chairman of the New York City Financial Control Board, and Mr. Brigham as the New York City Budget Director. Member Linn stated that he did not believe the financial plan was consistent with the principles set forth during the fiscal crisis and they should never forget the Daily News headline: Ford to New York, Drop Dead. He emphasized the need to have serious conversations and to make necessary decisions based on the lessons he learned from the fiscal crisis and, in honor of the teachings of Mr. Rohatyn, Member Linn concluded by reiterating his intent to vote against the plan.

Member Jones stated that he also intended to vote against the proposed budget and plan and agreed with many of the issues raised by Member Linn. He expressed concern about the hiring of an additional five-hundred police officers, noting that when he joined the Board in 2016 and raised concern at that time about the allocation of the existing police officers, he was told that two-thirds of officers were focused on fare evasion. Member Jones stated that until recently the statistics showed the majority of revenue loss on buses but a recent adjustment to the methodology shows a sharp increase of revenue loss on the subways and a decline on buses. Member Jones requested a better understanding of how this methodology was developed and the projections for the decrease of fare evasion and increased revenue. Member Jones asked how the

new police officers will be trained to respond to fare evasion on buses. Additionally, Member Jones expressed concern about the rising rates of expenditures, nearing twenty percent, on debt service. Member Jones noted that in his career he had chaired a small bank where they were forced to stress test assumptions and stated that the financial plan had not been evaluated for the possibility of a sharp disruption in the financial markets that could lead to increased payments beyond those anticipated. Member Jones concluded by expressing his appreciation for the work performed by NYCT staff over the past year.

Member Vanterpool stated that during the months of discussion regarding the hiring of an additional five-hundred police officers, the Committee had not been apprised of a strategy for the officers' deployment. She also expressed concern as to how social media has depicted the hiring of the police officers. Member Vanterpool raised a concern based on a video taken the prior weekend during the Santacon Event that showed individuals hopping the turnstile at Astor Place Station. She noted that the individuals were not people of color and were of a different demographic than individuals typically shown hopping the turnstile. Member Vanterpool asked why additional police had not been assigned to stations as the event is notoriously disruptive. Member Vanterpool expressed that the lack of police officers at Astor Place Station during Santacon contributes to the impression among the public of inequity with fare evasion enforcement. Member Vanterpool stated that this was why it was critically important to press for a deployment strategy and the Task Force on Fare Evasion should spearhead the issue.

Chair Feinberg asked about the police presence at subway stations over the prior weekend. Member Vanterpool noted that she specifically mentioned the Santacon incident because the individuals evading the fare were not people of color. Chair Feinberg asked if there had been any flyers about abating the fare related to the incident at Astor Place Station. Member Vanterpool responded that this did not appear to be a coordinated effort to evade the fare. Chair Feinberg stated there may have been references to different videos posted and she had seen flyers circulated that encouraged jumping the turnstiles over the weekend. Chair Feinberg agreed with Member Vanterpool that the Santacon event is extremely disruptive and that she believed there had been a significant additional police presence in the subway system during the event. Chair Feinberg asked if police had been present at Astor Place Station but had not taken enforcement action against those individuals jumping the turnstile. Member Albert asked whether the flyer encouraging jumping the turnstiles had specifically mentioned Astor Place Station. Member Vanterpool advised that she was unsure whether police had been present at Astor Place Station.

Patrick Warren, Chief Safety Officer, spoke about the additional police presence on the commuter rail systems during Santacon. He explained there was an increase in the number of police on the trains and on the platforms. Chief Coogan advised that there were also additional police officers assigned to the subway system, but was not aware whether any police officers had been specifically assigned to Astor Place. Member Vanterpool noted that she did not see police officers in the video. Chief Coogan expressed his expectation that officers will take action at any station where fare evasion occurs. Member Jones expressed concern that the NYPD has focused fare evasion enforcement measures in poor black and brown communities since 2016 and that equity

requires that individuals who evade the fare at events like Santacon be treated in the same manner as people of color who evade the fare. Member Jones noted that when individuals evade the fare without consequences because they are in a more advantaged neighborhood, it perpetuates inequity concerns and requires additional trust building. Chair Feinberg agreed with Member Jones that all individuals who jump the turnstiles should be treated the same and stated that was why she inquired whether police were present. She stated that enforcement of fare evasion is particularly difficult because of an inherent distrust of the NYPD for many years, but the answer could not be to avoid policing the system. Member Vanterpool noted that the real issue is why police officers had not been assigned to the Astor Place Station as it is located in a college community with individuals excited about the Santacon event. She added that not having officers assigned at stations like Astor Place reinforces the perception that law enforcement is only stationed in communities of color. Chief Coogan replied that it is possible the NYPD did not anticipate Astor Place being busy as most officers were stationed in Midtown Manhattan. Chief Coogan agreed that enforcement of fare evasion should apply equally to all individuals. Chair Feinberg asked Chief Coogan to circulate the flyer regarding fare evasion and Member Lacewell agreed it would be helpful to have all the facts followed by a briefing after the Committee Meeting.

The Committee Members did not vote on the proposed budget and financial plan.

## **VI. Bronx Bus Network Public Hearing**

Judith McClain, Chief, Operations Planning, presented a request that the Chairman authorize a public hearing regarding the proposal to redesign the Bronx bus network.

Member Albert asked Ms. McClain about the public speaker who commented on the BxM1's cut in afternoon service. Ms. McClain advised that she had heard the public comment and noted there were span adjustments on the express bus routes. Additionally, she noted that comments are still being received which is why meetings are scheduled through the end of December and adjustments will be proposed in January. Ms. McClain stated that she anticipated coming back in April with a final plan for approval.

## **VII. Special Reports and Action Items**

President Byford noted the standard follow-up reports in the Committee Book, which includes the Monthly MetroCard Report, the EEO and Diversity Report and the Transit Recidivism and Fare Evasion for Q3,19 Report. President Byford advised that there were no outstanding action items.

Member Jones requested information on the change in methodology for the rates of fare evasion on the subways and buses. He asked whether any additional changes were anticipated. Chair Feinberg noted she had a similar question and advised Member Jones to speak with Mr. Warren for a briefing. Member Jones stated that the entire Committee should be briefed because it has a material impact on the budget. President Byford offered to provide a fact sheet summary. Chair Feinberg advised that the change was due to the addition of fare evasion counters and greater oversight of them.

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

Respectfully submitted,

*Jessica Goldstein*

Jessica Goldstein





## 2020 Transit & Bus Committee Work Plan

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### **I. RECURRING AGENDA ITEMS**

Approval of Minutes  
 NYCT Committee Work Plan  
 Operations Performance Summary Presentation  
 (including Financial/Ridership, Capital Program  
 Status, Crime & Safety)  
 Procurements  
 Service Changes (if any)  
 Tariff Changes (if any)  
 Capital Budget Modifications (if any)  
 Action Items (if any)

#### Responsibility

Committee Chair & Members  
 Committee Chair & Members  
 NYCT President &  
 MTA Bus Co. President

Materiel  
 Operations Planning  
 Management & Budget  
 Capital Planning & Budget  
 As Listed

### **II. SPECIFIC AGENDA ITEMS**

#### January 2020

Approval of 2020 NYCT Committee Work Plan  
 Quarterly Customer Satisfaction Report, 4<sup>th</sup> Qtr, 2019  
 MetroCard Report

#### Responsibility

Committee Chair & Members  
 Strategy & Customer Experience  
 AFC Program Mgmt & Sales

#### February 2020

Preliminary Review of NYCT 2019 Operating Results  
 Preliminary Review of SIR 2019 Operating Results  
 Preliminary Review of MTA Bus 2019 Operating Results  
 NYCT Adopted Budget/Financial Plan 2020-2023  
 SIR Adopted Budget/Financial Plan 2020-2023  
 MTA Bus Adopted Budget/Financial Plan 2020-2023  
 ADA Compliance Report  
 Elevator & Escalator Service Report, 4th Qtr, 2019  
 Transit Adjudication Bureau Report, 4th Qtr, 2019  
 NYCT & MTA Bus EEO & Diversity Report, 2019 Yr End Rpt

Management & Budget  
 Management & Budget  
 Management & Budget  
 Management & Budget  
 Management & Budget  
 Management & Budget  
 Management & Budget  
 Capital Program Management  
 Subways  
 Law  
 EEO & Human Resources

#### March 2020

Transit Recidivism Report, 4th Qtr, 2019  
 Fare Evasion Report, 4th Qtr, 2019

Law  
 Management & Budget

#### April 2020

Final Review of NYCT 2019 Operating Results  
 Final Review of SIR 2019 Operating Results  
 Final Review of MTA Bus 2019 Operating Results  
 Quarterly Customer Satisfaction Report, 1st Qtr, 2020

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

## II. SPECIFIC AGENDA ITEMS (con't)

## Responsibility

### May 2020

Transit Adjudication Bureau Report, 1<sup>st</sup> Qtr, 2020  
Elevator & Escalator Service Report, 1<sup>st</sup> Qtr, 2020

Law  
Subways

### June 2020

NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2020  
Transit Recidivism Report, 1<sup>st</sup> Qtr, 2020  
Fare Evasion Report, 1<sup>st</sup> Qtr, 2020

EEO & Human Resources  
Law  
Management & Budget

### July 2020

Quarterly Customer Satisfaction Report, 2<sup>nd</sup> Qtr 2020

Strategy & Customer Experience

### August 2020

No Meetings Held

### September 2020

Public comment/Committee review of budget  
2020 NYCT Mid-Year Forecast Monthly Allocation  
2020 SIR Mid-Year Forecast Monthly Allocation  
2020 MTA Bus Mid-Year Forecast Monthly Allocation  
2021 Preliminary NYCT Budget  
2021 Preliminary SIR Budget  
2021 Preliminary MTA Bus Budget  
Elevator & Escalator Service Report, 2nd Qtr, 2020  
Transit Adjudication Bureau Report, 2nd Qtr, 2020  
Transit Recidivism Report, 2nd Qtr, 2020  
Fare Evasion Report, 2nd Qtr, 2020  
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2020

Management & Budget  
Management & Budget  
Management & Budget  
Management & Budget  
Management & Budget  
Management & Budget  
Subways  
Law  
Law  
Management & Budget  
EEO & Human Resources

### October 2020

Public Comment/Committee review of budget  
Customer Satisfaction Report, 3<sup>rd</sup> Qtr 2020  
2021 Preliminary NYCT Budget  
2021 Preliminary SIR Budget  
2021 Preliminary MTA Bus Budget

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

### November 2020

Elevator & Escalator Service Report, 3rd Qtr, 2020  
Transit Adjudication Bureau Report, 3rd Qtr, 2020  
Charter for Transit Committee

Subways  
Law  
Law

### December 2020

NYCT 2021 Adopted Budget/Financial Plan 2021-2024  
SIR 2021 Adopted Budget/Financial Plan 2021-2024  
MTA Bus 2021 Adopted Budget/Financial Plan 2021-2024  
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2020  
Transit Recidivism Report, 3rd Qtr, 2020  
Fare Evasion Report, 3rd Qtr, 2020

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

## 2020 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 (con't)

### DECEMBER 2020

#### NYCT 2021 Adopted Budget/Financial Plan 2021-2024

NYCT will present its revised 2021-2024 Financial Plan. This plan will reflect the 2020 Adopted Budget and an updated Financial Plan for 2021-2024 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 2021 Adopted Budget/Financial Plan 2021-2024

SIR will present its revised 2021-2024 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2021-2021 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 2021-2024

MTA Bus will present its revised 2021-2024 Financial Plan. This plan will reflect the 2020 Adopted Budget and an updated Financial Plan for 2021-2024 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.

#### EEO & Diversity Report, 3<sup>rd</sup> Qtr, 2020

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.

#### Transit Recidivism Report, 3<sup>rd</sup> Qtr, 2020

Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

#### Fare Evasion Report, 3<sup>rd</sup> Qtr, 2020

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.

### JANUARY 2020

#### Approval of Committee Work Plan

The Committee will be provided with the work plan for 2020 and will be asked to approve its use for the year.

#### Quarterly Customer Satisfaction Report, 4<sup>th</sup> Qtr 2019

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.

#### MetroCard Report

Status Report on progress related to the implementation of the MetroCard fare collection system. Report provides information on MetroCard market share, the Reduced Fare Program, MetroCard sales initiatives and the Balance Protection Program.

## II. SPECIFIC AGENDA ITEMS (con't)

### FEBRUARY 2020

#### Preliminary Review of NYCT's 2019 Operating Results

NYCT will present a brief review of its 2019 Budget results.

#### Preliminary Review of SIR 2019 Operating Results

SIR will present a brief review of SIR's 2019 Budget results.

#### Preliminary Review of MTA Bus 2019 Operating Results

MTA Bus will present a brief review of its 2019 Budget results.

#### Adopted Budget/Financial Plan 2020-2023

NYCT will present its revised 2020-2023 Financial Plan. This plan will reflect the 2020 Adopted Budget and an updated Financial Plan for 2020-2023 reflecting the out-year impact of any changes incorporated into the 2019 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2020 by category.

#### SIR Adopted Budget/Financial Plan 2020-2023

NYCT will present SIR's revised 2020-2023 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2020-2023 reflecting the out-year impact of any changes incorporated into the 2019 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2020 by category.

#### MTA Bus Adopted Budget/Financial Plan 2020-2023

MTA Bus will present its revised 2021-2024 Financial Plan. This plan will reflect the 2019 Adopted Budget and an updated Financial Plan for 2020-2023 reflecting the out-year impact of any changes incorporated into the 2019 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2020 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.

#### Elevator & Escalator Service Report, 4<sup>th</sup> Qtr, 2020

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

#### Transit Adjudication Bureau Report, 4<sup>th</sup> Qtr, 2020

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

## **II. SPECIFIC AGENDA ITEMS (con't)**

### EEO & Diversity Report- 2019 Year-End Report

A detailed year-end 2018 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.

### **MARCH 2020**

#### Transit Recidivism Report, 4th Qtr, 2020

Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

#### Fare Evasion Report, 4th Qtr, 2020

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.

### **APRIL 2020**

#### Final Review of NYCT 2020 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 2020 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 2020 Operating Results

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

#### Quarterly Customer Satisfaction Report, 1<sup>st</sup> Qtr 2020

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

### **MAY 2020**

#### Transit Adjudication Bureau Report, 1<sup>st</sup> Qtr, 2020

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

#### Elevator & Escalator Service Report, 1<sup>st</sup> Qtr, 2020

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

## **II. SPECIFIC AGENDA ITEMS (con't)**

### **JUNE 2020**

#### EEO & Diversity Report, 1<sup>st</sup> Qtr, 2020

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.

#### Transit Recidivism Report, 1<sup>st</sup> Qtr, 2020

Quarterly report to the Committee providing statistical information on recidivist arrest data. Discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime in the system.

#### Fare Evasion Report, 1<sup>st</sup> Qtr, 2020

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.

### **JULY 2020**

#### Quarterly Customer Satisfaction Report, 2<sup>nd</sup> Qtr 2020

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

### **AUGUST 2020**

No Meetings Held

### **SEPTEMBER 2020**

#### 2020 NYCT Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of its 2020 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

#### 2020 SIR Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of SIR's 2020 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

#### 2020 MTA Bus Mid-Year Forecast Monthly Allocation

MTA Bus will present its monthly allocation of MTA Bus' 2020 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

#### 2021 NYCT Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

#### 2021 SIR Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

#### 2021 MTA Bus Preliminary Budget

## **II. SPECIFIC AGENDA ITEMS (con't)**

Public comments will be accepted on the 2021 Preliminary Budget.

### Elevator & Escalator Service Report, 2<sup>nd</sup> Qtr, 2020

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

### Transit Adjudication Bureau Report, 2<sup>nd</sup> Qtr, 2020

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, 2<sup>nd</sup> Qtr, 2020

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, 2<sup>nd</sup> Qtr, 2020

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.

### Transit Recidivism Report, 2<sup>nd</sup> Qtr, 2020

Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

## **OCTOBER 2019**

### 2020 NYCT Preliminary Budget

Public comments will be accepted on the 2020 Preliminary Budget.

### 2020 SIR Preliminary Budget

Public comments will be accepted on the SIR 2020 Preliminary Budget.

### 2020 MTA Bus Preliminary Budget

Public comments will be accepted on the MTA Bus 2020 Preliminary Budget.

## **NOVEMBER 2020**

### Elevator & Escalator Service Report, 3<sup>rd</sup> Qtr, 2020

Quarterly report to the Committee on system wide reliability and availability goal for elevators and escalators throughout the subway system.

### Transit Adjudication Bureau Report, 3<sup>rd</sup> Qtr, 2020

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

### 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.



## President's Report

Andy Byford, President



On December 12, NYCT President Andy Byford was 'conductor' for a day on a Bay Ridge-95 St bound R train to show solidarity with employees who have been victims of assault while performing their duties.

## January 2020 President's Commentary

January gives us the opportunity to not only report on December data, but to also look back on another year of progress at New York City Transit.

At Committee, I will present a short synopsis of 2019 highlights, achievements that have been delivered by an excellent, diverse and passionate executive team, supported by our hard-working 50,000 front-line and administrative team members.

The December statistics show continued progress in the turnaround of the subway under Sally Librera's leadership. For the seventh period in a row, on-time performance exceeded 80%, with the average for the year also exceeding that figure - the best operating performance since 2013.

The Bus team continues to deliver tangible progress in executing the master plan that I asked Craig Cipriano to pull together, a plan that enables us to track the myriad improvements that we are making *now* while working in parallel to completely redesign the entire network.

We are very proud of the progress that we are making on delivering an accessible network. Alex Elegudin's team will update the Committee on feedback received at our Jay Street Accessible Station lab and on further improvements to the existing AAR service.

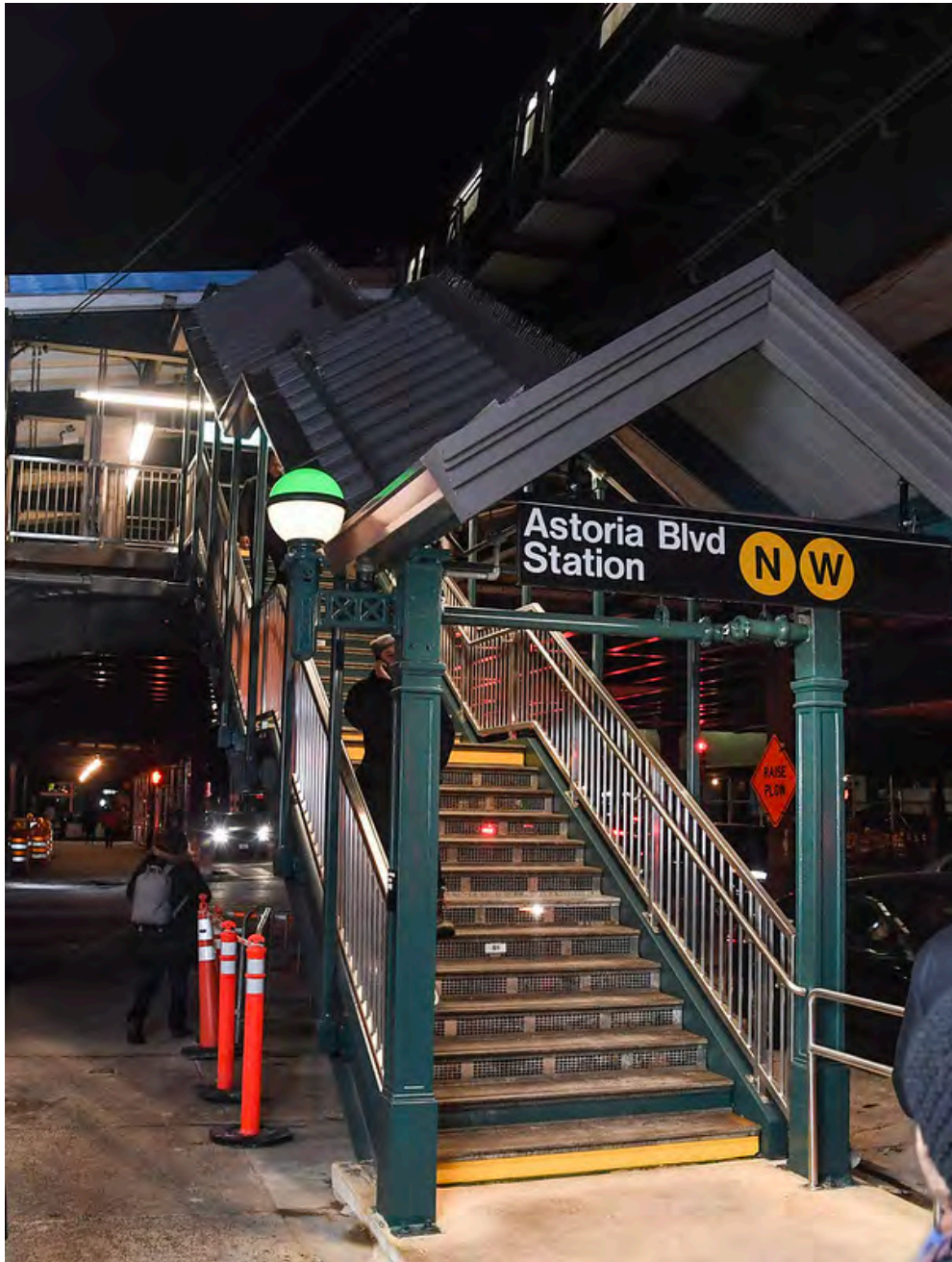
As we prepare to transfer many of Alok Saha's Capital Program (CPM) team to the new Construction and Development Group, I want to acknowledge the excellent work that CPM staff have done for Transit during my two years as President and before that. The team has regularly delivered complex projects on-time and on budget and has achieved a high level of spend and project completion against its project portfolio. As of this writing, authority has just been received to proceed with the 8th Avenue CBTC resignaling project, one that will see Transit use axle counters, rather than traditional track circuits for the first time.

The past year presented many challenges, but in each case, my team has overcome these including the recent door problems with our R179 subway fleet. We worked with HQ and our union partners to successfully negotiate a fair Collective Bargaining Agreement and we have made huge progress in delivering board initiatives relating to fare evasion, timekeeping and subway ambience.

The fact that we closed out 2019 with improved operating performance, resurgent subway ridership and increased customer satisfaction is testimony to the men and women of Transit and to the effectiveness of the Fast Forward plan - a roadmap that has successfully focused everyone on the priorities and pathway to a modernized, customer-led transit organization to serve this great city.

## Customer Service Report: Subways

Sally Librera, Senior Vice President



The Astoria Blvd. station on the N and W lines in Queens was re-opened to customers in December after a year-long project to rebuild and raise the mezzanine and to prepare for the installation of elevators in 2020.

# January 2020 Highlights: Department of Subways

I am pleased to report that Subways ended 2019 with another month of strong performance. December was the 7<sup>th</sup> consecutive month with weekday on-time performance (OTP) above 80% and the full-year average exceeded 80% for the first time since 2013. December was also the 16<sup>th</sup> consecutive month in which Subways' delay reduction target was met. There were 48 weekday major incidents in December, a 7.7% improvement from last year, but up from recent months due in part to persistent inclement weather that caused delays on eight weekdays during the month. For the full-year, weekday major incidents per month decreased by nearly one-third, from 68 in 2018 to 45.5 in 2019.

Other customer-focused metrics also saw strong improvements in 2019. Service Delivered, which measures our ability to deliver the number of scheduled rush hour trains, increased to 96.6%, the best of the five years this metric has been tracked. Additional Platform Time improved by 9% in 2019 as trains arrived more reliably according to schedule. Additional Train Time improved to 54 seconds, the first year this metric was below one minute, as both reliability and speeds have improved. These improvements also increased Customer Journey Time Performance to 83.6%, also the best since this metric has been tracked. Weekday OTP and running times improved on nearly every non-shuttle line compared to one year ago.

One of the best indicators of our success is the turnaround in ridership trends. After several years of decreases, average weekday subway ridership increased year-over-year for six consecutive months and exceeded six million riders on two weekdays in November. These improvements are even more impressive considering the majority of heavy rail systems continue to see ridership declines according to a recent APTA report.

In December, the Astoria Boulevard station on the N and W lines, seen in this month's cover photo, re-opened after a one-year reconstruction. The reconstruction raised the height of the mezzanine to prevent vehicle strikes that can delay service, and also prepared the station for the installation of four elevators. This key station serves both the local community in Astoria, as well as transfers to and from the M60-SBS that connects to LaGuardia Airport.

I am very proud of the hard work and dedication of the Subways team as we improved service in 2019, and we are fully committed to continuing that improvement as we move in to 2020.

## **Sally Librera**

Senior Vice President, Department of Subways



# Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	December 2019			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>Weekday Customer-Focused Metrics</b>						
<b>Weekday Major Incidents (Chart 1)</b> Unplanned incidents delaying 50+ trains	48	52	-7.7%	45.5	68.0	-33.1%
<b>Weekday Service Delivered (Chart 3)</b> % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	95.9%	95.4%	+0.5%	96.6%	94.8%	+1.9%
<b>Additional Platform Time (h:mm:ss) (Chart 7)</b> Average added time spent waiting for trains, compared with scheduled wait time	0:01:12	0:01:18	-7.7%	0:01:11	0:01:18	-9.0%
<b>Additional Train Time (h:mm:ss) (Chart 9)</b> Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:56	0:01:10	-20.0%	0:00:54	0:01:19	-31.6%
<b>Customer Journey Time Performance (Chart 11)</b> % of customers whose journeys are completed within five minutes of schedule.	83.0%	80.2%	+3.5%	83.6%	79.4%	+5.3%
<b>Inputs to Operations</b>						
<b>Mean Distance Between Failures (Chart 13)</b> Revenue car miles divided by the number of delays attributed to car-related causes	134,947	118,854	+13.5%	127,743	121,116	+5.5%
<b>Elevator Availability* (Chart 14)</b> % of time elevators are operational systemwide	96.0%	96.9%	-0.9%	96.3%	96.5%	-0.2%
<b>Escalator Availability* (Chart 14)</b> % of time escalators are operational systemwide	91.7%	93.1%	-1.5%	89.4%	93.6%	-4.5%
<b>Weekday Legacy Indicators</b>						
<b>Weekday Wait Assessment (Chart 15)</b>	74.2%	72.2%	+2.8%	74.9%	70.8%	+5.8%
<b>Weekday Terminal On-Time Performance (Chart 17)</b>	80.2%	72.6%	+10.5%	80.3%	67.1%	+19.7%
<b>Weekday Trains Delayed (Chart 19)</b>	34,064	45,418	-25.0%	34,302	57,774	-40.6%

\* 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.)

Note: The metrics in this report are preliminary.

# Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	December 2019			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>Weekend Customer-Focused Metrics</b>						
<b>Weekend Major Incidents (Chart 2)</b> Unplanned incidents delaying 50+ trains	4	8	-50.0%	4.3	8.1	-46.9%
<b>Weekend Service Delivered (Chart 5)</b> % of scheduled trains operated during Weekends (10a-6p)	98.5%	98.2%	+0.3%	98.6%	97.2%	+1.4%
<b>Weekend Legacy Indicators</b>						
<b>Weekend Wait Assessment (Chart 16)</b>	83.1%	80.8%	+2.8%	82.1%	77.8%	+5.5%
<b>Weekend Terminal On-Time Performance (Chart 18)</b>	86.4%	78.7%	+9.8%	83.9%	70.3%	+19.3%
<b>Weekend Trains Delayed (Chart 20)</b>	7,454	12,534	-40.5%	8,073	15,566	-48.1%

# Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	December 2019			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>On-Time Performance</b>						
<b>24 Hour On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	92.6%	95.1%	-2.6%	95.6%	95.4%	+0.2%
<b>AM Rush On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time	97.2%	97.4%	-0.2%	97.7%	96.1%	+1.7%
<b>PM Rush On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time	83.9%	98.5%	-14.8%	93.4%	95.0%	-1.7%
<b>Percentage of Completed Trips</b>						
<b>Percentage of Completed Trips</b>	99.1%	100.0%	-0.9%	99.7%	99.6%	+0.1%
<b>Mean Distance Between Failures</b>						
<b>Mean Distance Between Failures</b> Revenue car miles divided by the number of delays attributed to car-related causes	53,721	221,234	-75.7%	77,187	70,949	+8.8%

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

Note: The metrics in this report are preliminary.

# 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.

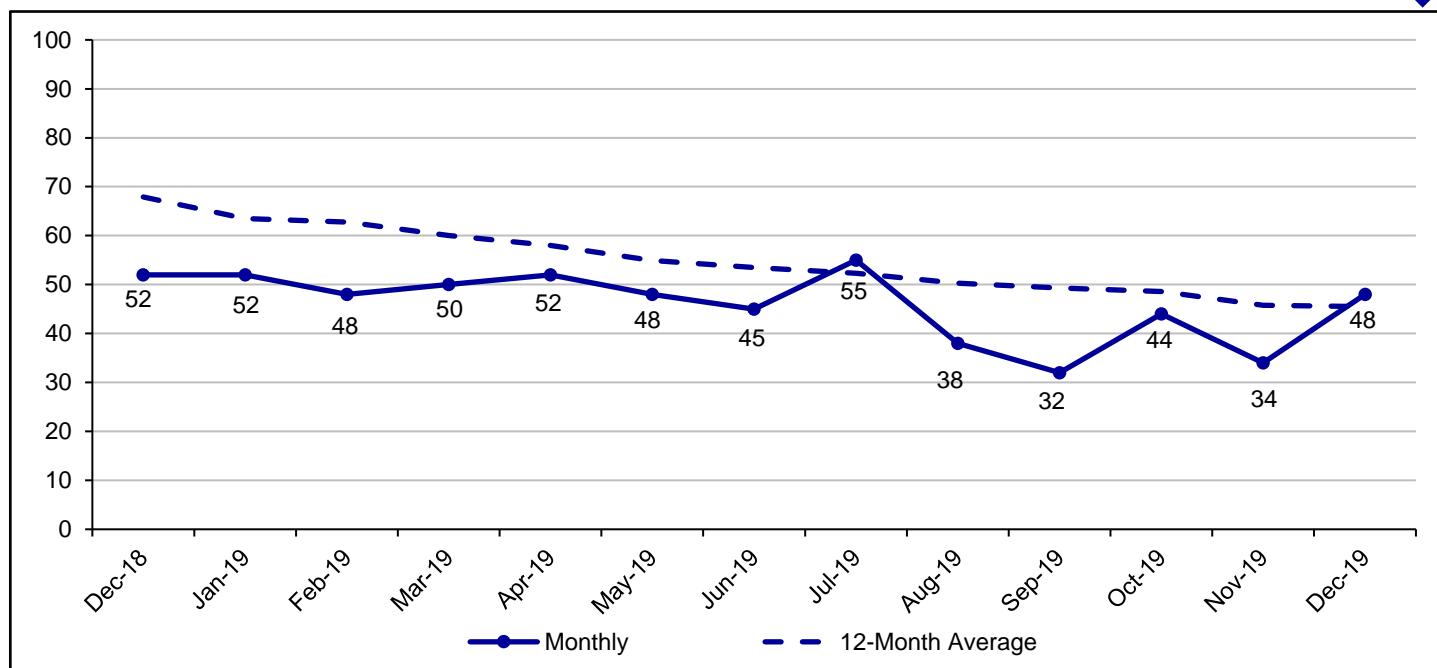
### Customer Journey Time Performance (CJTP)

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 a combination of customers' MetroCard entry data into stations, scheduled arrival and departure times from stations (including adjustments for planned work), and actual arrival and departure times from stations. The measures use information from the real-time train tracking technologies that provide train arrival information and are expected to be refined as data sources change. They are reported for trips starting from 6 a.m. to 11 p.m. on weekdays.

## Subway Weekday Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
Track	9	11	-18.2%	6.9	12.2	-43.4%
Signals	14	13	+7.7%	15.1	21.9	-31.1%
Persons on Trackbed/Police/Medical	10	15	-33.3%	11.0	13.7	-19.7%
Stations & Structures	2	1	+100.0%	1.8	5.8	-69.0%
Subway Car	3	4	-25.0%	4.0	4.1	-2.4%
Other	10	8	+25.0%	6.7	10.3	-35.0%
<b>Subdivision A</b>	<b>19</b>	<b>25</b>	<b>-24.0%</b>	<b>21.2</b>	<b>31.6</b>	<b>-32.9%</b>
<b>Subdivision B</b>	<b>29</b>	<b>27</b>	<b>+7.4%</b>	<b>24.3</b>	<b>36.3</b>	<b>-33.1%</b>
<b>Systemwide</b>	<b>48</b>	<b>52</b>	<b>-7.7%</b>	<b>45.5</b>	<b>68.0</b>	<b>-33.1%</b>
Avg Incident Duration (h:mm:ss)	0:19:36	0:16:36	+18.1%	0:17:00	0:17:00	0.0%
Avg Trains Delayed per Incident	120	118	+1.7%	103	105	-1.9%

### Major Incidents Discussion

- There were 48 weekday major incidents in December 2019, a decrease of 7.7% from December 2018.
- The increase from the 12-month average was due to persistent inclement weather, which resulted in delays on eight weekdays during the month.

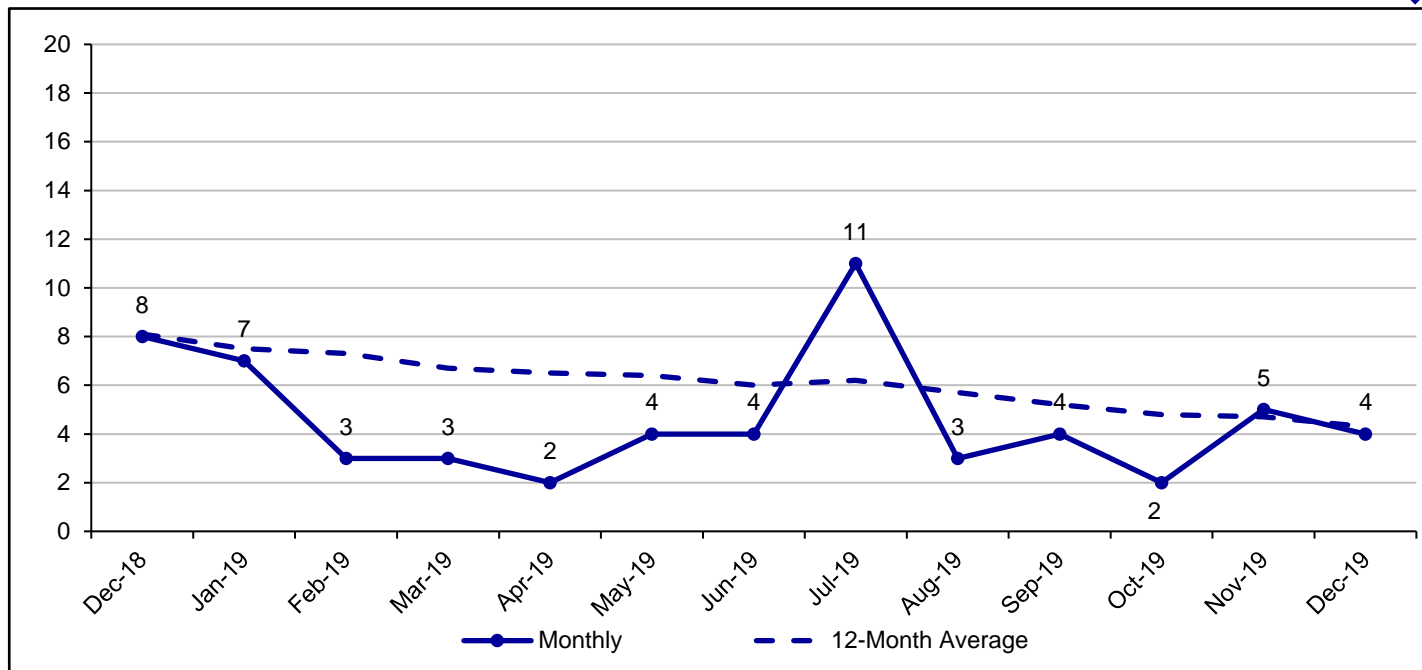
Note: The metrics in this report are preliminary.

Chart 1



## Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
Track	0	3	-100.0%	0.3	1.4	-78.6%
Signals	1	1	0.0%	0.8	2.3	-65.2%
Persons on Trackbed/Police/Medical	1	1	0.0%	1.1	1.3	-15.4%
Stations & Structure	0	2	-100.0%	0.2	1.5	-86.7%
Subway Car	0	0	N/A	0.2	0.2	0.0%
Other	2	1	+100.0%	1.8	1.4	+28.6%
<b>Subdivision A</b>	<b>1</b>	<b>5</b>	<b>-80.0%</b>	<b>2.0</b>	<b>3.5</b>	<b>-42.9%</b>
<b>Subdivision B</b>	<b>3</b>	<b>3</b>	<b>0.0%</b>	<b>2.3</b>	<b>4.6</b>	<b>-50.0%</b>
<b>Systemwide</b>	<b>4</b>	<b>8</b>	<b>-50.0%</b>	<b>4.3</b>	<b>8.1</b>	<b>-46.9%</b>
Avg Incident Duration (h:mm:ss)	0:59:18	0:05:00	+1,086.0%	0:23:48	0:18:54	+26.0%
Avg Trains Delayed per Incident	80	76	+5.3%	97	92	+5.4%

### Major Incidents Discussion

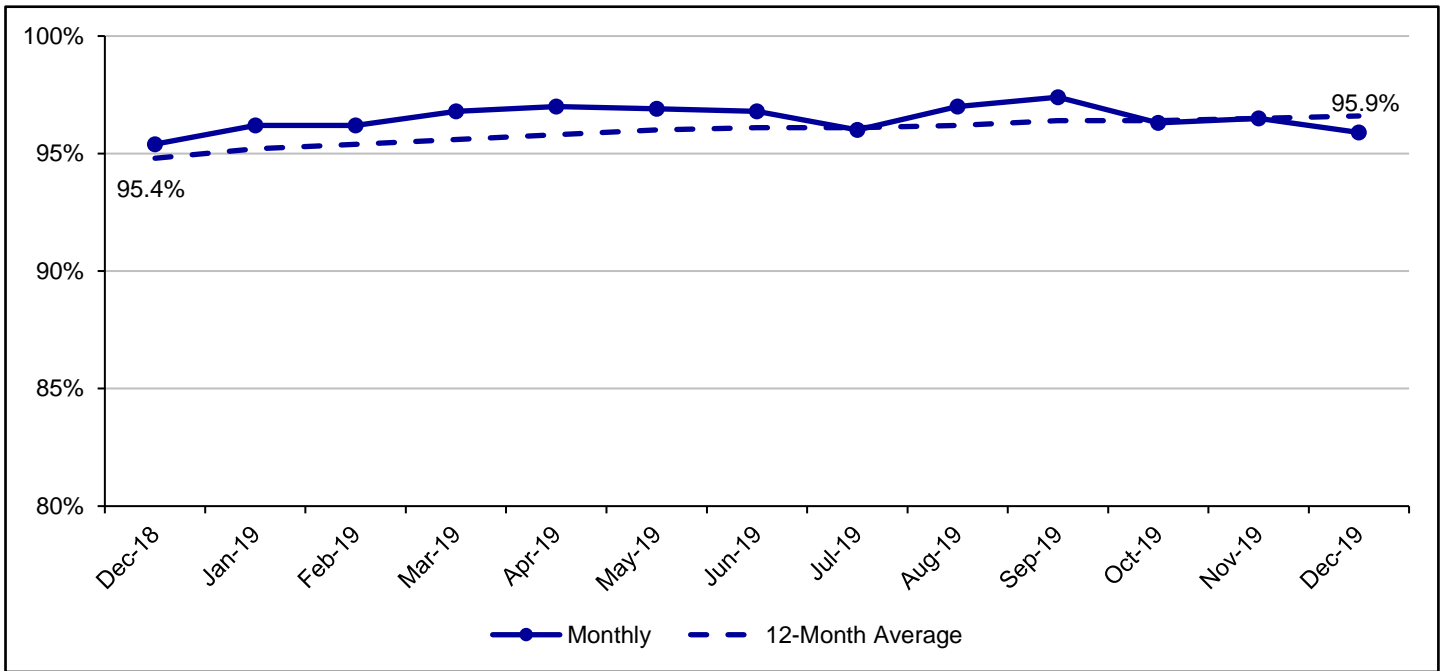
- There were 4 weekend major incidents in December 2019, slightly below the 12-month average and a decrease of 50% from December 2018.
- Only one of the December 2019 incidents had an internal cause compared to 6 of the 8 incidents in December 2018.

Note: The metrics in this report are preliminary.

**Chart 2**

## Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Subdivision A</b>	96.0%	94.9%	+1.2%	96.2%	93.4%	+3.0%
<b>Subdivision B</b>	95.9%	95.8%	+0.1%	96.9%	95.9%	+1.0%
<b>Systemwide</b>	<b>95.9%</b>	<b>95.4%</b>	<b>+0.5%</b>	<b>96.6%</b>	<b>94.8%</b>	<b>+1.9%</b>

### Weekday Service Delivered Discussion

- Service Delivered was 95.9% in December 2019, an increase of 0.5% compared to the prior year.
- Service Delivered improved on every A Division line except the 42 St Shuttle, which is undergoing major reconstruction.
- The largest decrease in Service Delivered was on the G due to multiple unrelated incidents that affected rush hour service in December 2019.

Note: The metrics in this report are preliminary.

## Subway Weekday % Service Delivered

### Monthly (Peak Hours)

Desired trend 

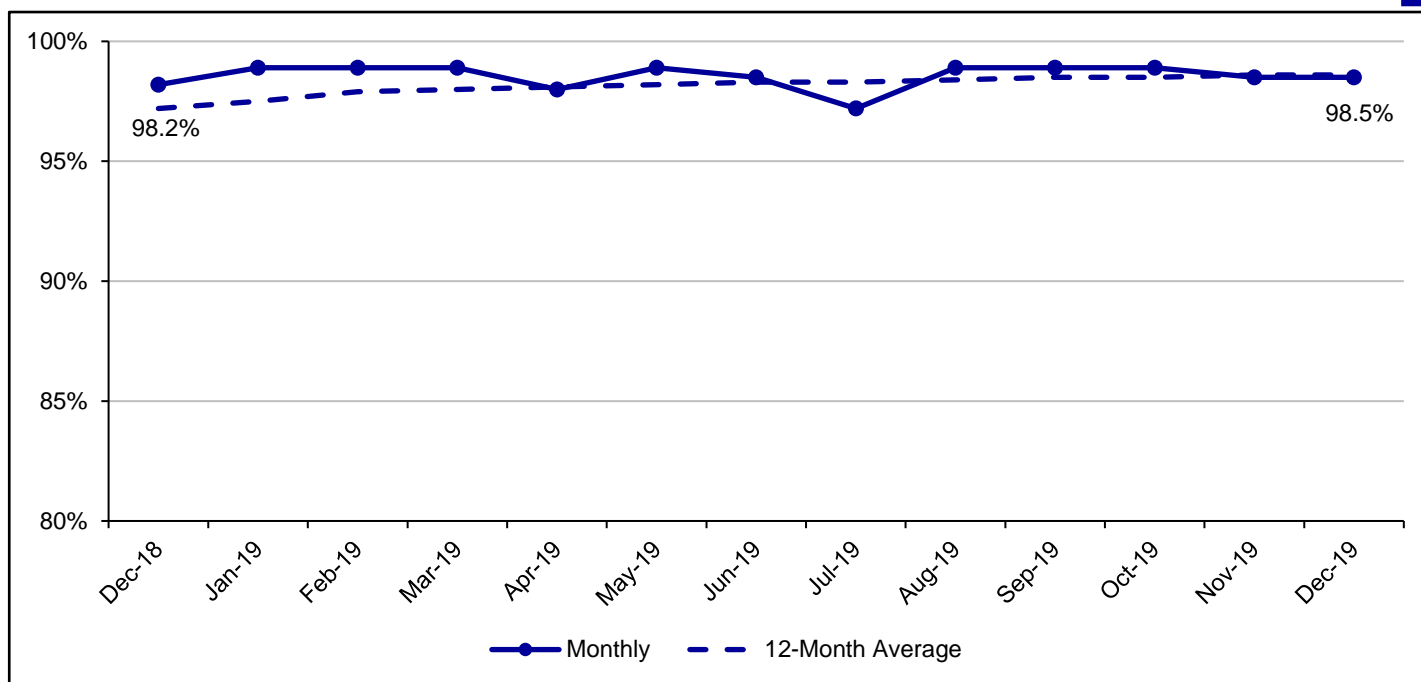
<u>Line</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
1	98.5%	96.6%	+2.0%
2	95.8%	95.5%	+0.3%
3	96.2%	96.0%	+0.2%
4	95.7%	90.5%	+5.7%
5	94.6%	91.9%	+2.9%
6	95.9%	94.0%	+2.0%
7	95.2%	95.0%	+0.2%
S 42nd	97.1%	99.9%	-2.8%
<b>Subdivision A</b>	<b>96.0%</b>	<b>94.9%</b>	<b>+1.2%</b>
A	93.4%	94.4%	-1.1%
B	94.6%	97.8%	-3.3%
C	94.8%	97.0%	-2.3%
D	96.3%	98.6%	-2.3%
E	95.2%	93.0%	+2.4%
F	97.4%	93.4%	+4.3%
S Fkn	100.0%	99.4%	+0.6%
G	97.1%	102.0%	-4.8%
S Rock	97.8%	100.5%	-2.7%
JZ	98.2%	97.2%	+1.0%
L	98.8%	98.9%	-0.1%
M	94.9%	93.3%	+1.7%
N	95.8%	94.5%	+1.4%
Q	95.0%	93.3%	+1.8%
R	94.9%	95.3%	-0.4%
W	94.6%	94.2%	+0.4%
<b>Subdivision B</b>	<b>95.9%</b>	<b>95.8%</b>	<b>+0.1%</b>
<b>Systemwide</b>	<b>95.9%</b>	<b>95.4%</b>	<b>+0.5%</b>

Note: The metrics in this report are preliminary.

Chart 4

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

*Desired trend*



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Subdivision A</b>	98.1%	97.5%	+0.6%	98.3%	96.0%	+2.4%
<b>Subdivision B</b>	98.7%	98.7%	0.0%	98.8%	98.0%	+0.8%
<b>Systemwide</b>	<b>98.5%</b>	<b>98.2%</b>	<b>+0.3%</b>	<b>98.6%</b>	<b>97.2%</b>	<b>+1.4%</b>

### Weekend Service Delivered Discussion

- Weekend Service Delivered increased 0.3% from December 2018 to December 2019.
- There were only four lines that had less than 98.0% weekend Service Delivered for the month.

Note: The metrics in this report are preliminary.

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

Desired trend



<u>Line</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
1	98.9%	99.2%	-0.3%
2	97.0%	96.2%	+0.8%
3	98.6%	98.9%	-0.3%
4	96.9%	95.3%	+1.7%
5	98.7%	97.3%	+1.4%
6	98.1%	97.6%	+0.5%
7	98.4%	97.5%	+0.9%
S 42nd	99.8%	99.9%	-0.1%
<b>Subdivision A</b>	<b>98.1%</b>	<b>97.5%</b>	<b>+0.6%</b>
A	98.3%	99.2%	-0.9%
C	98.2%	98.0%	+0.2%
D	99.3%	98.1%	+1.2%
E	100.1%	99.9%	+0.2%
F	98.7%	99.4%	-0.7%
S Fkln	99.8%	99.3%	+0.5%
G	99.2%	97.7%	+1.5%
S Rock	99.6%	98.5%	+1.1%
JZ	99.1%	99.7%	-0.6%
L	98.2%	98.1%	+0.1%
M	96.7%	N/A	N/A
N	99.3%	99.7%	-0.4%
Q	97.8%	98.9%	-1.1%
R	98.9%	99.0%	-0.1%
<b>Subdivision B</b>	<b>98.7%</b>	<b>98.7%</b>	<b>0.0%</b>
<b>Systemwide</b>	<b>98.5%</b>	<b>98.2%</b>	<b>+0.3%</b>

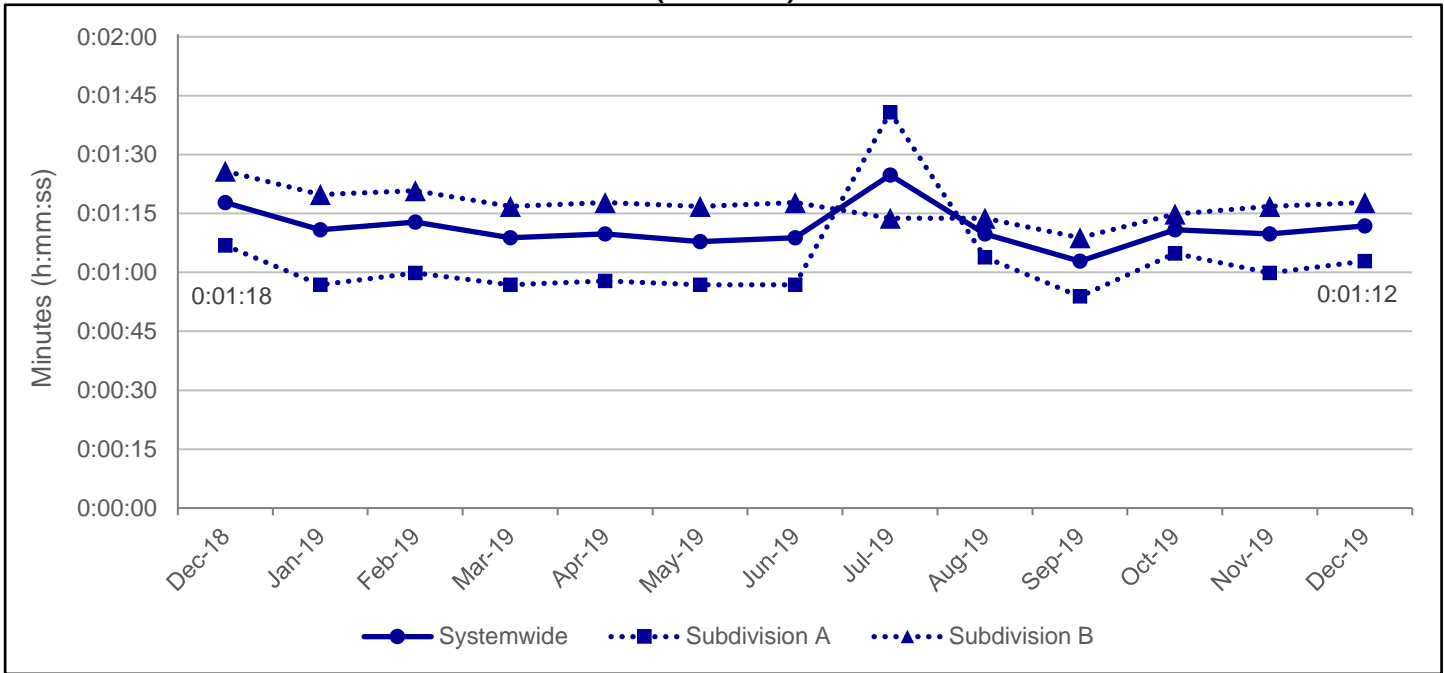
Note: B and W lines do not operate on weekends.

Note: The metrics in this report are preliminary.

**Chart 6**

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

*Desired trend*



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Subdivision A</b>	0:01:03	0:01:07	-6.0%	0:01:03	0:01:06	-4.5%
<b>Subdivision B</b>	0:01:18	0:01:26	-9.3%	0:01:17	0:01:27	-11.5%
<b>Systemwide</b>	<b>0:01:12</b>	<b>0:01:18</b>	<b>-7.7%</b>	<b>0:01:11</b>	<b>0:01:18</b>	<b>-9.0%</b>

### Additional Platform Time Discussion

- Weekday Additional Platform Time (APT) improved by 7.7% compared to December 2018 and improved 9.0% in the 12-month average.
- Most lines had improved APT, and the worst increase of any non-shuttle line was only 6 seconds.

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.

Note: The metrics in this report are preliminary.

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

*Desired trend*



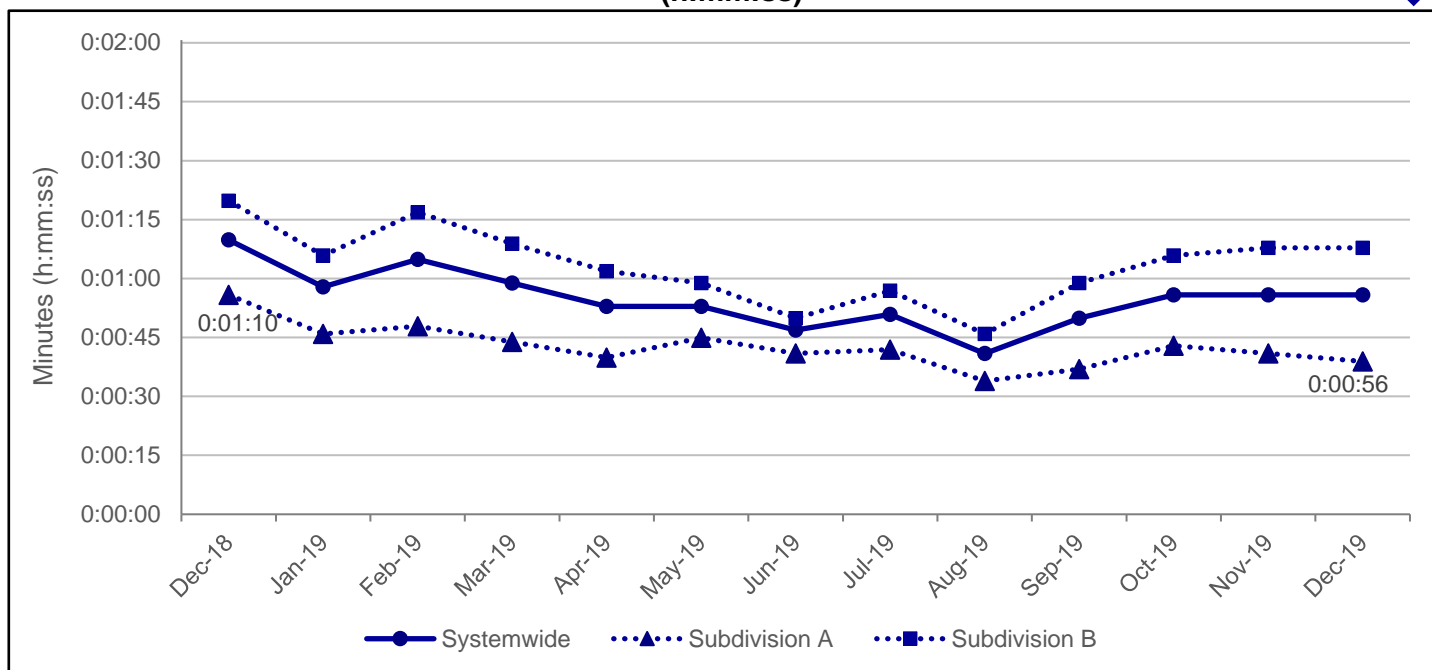
<u>Line</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
1	0:00:58	0:01:05	-10.8%
2	0:01:22	0:01:23	-1.2%
3	0:01:06	0:01:01	+8.2%
4	0:00:59	0:01:08	-13.2%
5	0:01:01	0:01:12	-15.3%
6	0:00:58	0:01:05	-10.8%
7	0:01:06	0:01:04	+3.1%
S 42nd	0:00:55	0:00:21	+161.9%
<b>Subdivision A</b>	<b>0:01:03</b>	<b>0:01:07</b>	<b>-6.0%</b>
A	0:01:20	0:01:19	+1.3%
B	0:01:46	0:01:40	+6.0%
C	0:01:46	0:01:44	+1.9%
D	0:01:32	0:01:31	+1.1%
E	0:01:09	0:01:16	-9.2%
F	0:01:25	0:01:41	-15.8%
S Fkln	0:00:22	0:00:43	-48.8%
G	0:01:24	0:01:29	-5.6%
S Rock	0:00:36	0:00:42	-14.3%
JZ	0:01:10	0:01:28	-20.5%
L	0:00:46	0:00:53	-13.2%
M	0:01:15	0:01:49	-31.2%
N	0:01:12	0:01:25	-15.3%
Q	0:01:17	0:01:26	-10.5%
R	0:01:13	0:01:29	-18.0%
W	0:00:55	0:00:54	+1.9%
<b>Subdivision B</b>	<b>0:01:18</b>	<b>0:01:26</b>	<b>-9.3%</b>
<b>Systemwide</b>	<b>0:01:12</b>	<b>0:01:18</b>	<b>-7.7%</b>

Note: The metrics in this report are preliminary.

**Chart 8**

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

*Desired trend*



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Subdivision A</b>	0:00:39	0:00:56	-30.4%	0:00:42	0:01:11	-40.8%
<b>Subdivision B</b>	0:01:08	0:01:20	-15.0%	0:01:02	0:01:26	-27.9%
<b>Systemwide</b>	<b>0:00:56</b>	<b>0:01:10</b>	<b>-20.0%</b>	<b>0:00:54</b>	<b>0:01:19</b>	<b>-31.6%</b>

### Additional Train Time Discussion

- Additional Train Time (ATT) improved by 14 seconds from last December, while the 12-month average improved 25 seconds year-over-year.
- The consistent improvements in ATT indicate that service has become faster with Save Safe Seconds efforts to update signal timers and speed limits throughout the system.
- Seventeen of the twenty non-shuttle lines had improved ATT.

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.

Note: The metrics in this report are preliminary.

**Chart 9**



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

*Desired trend*



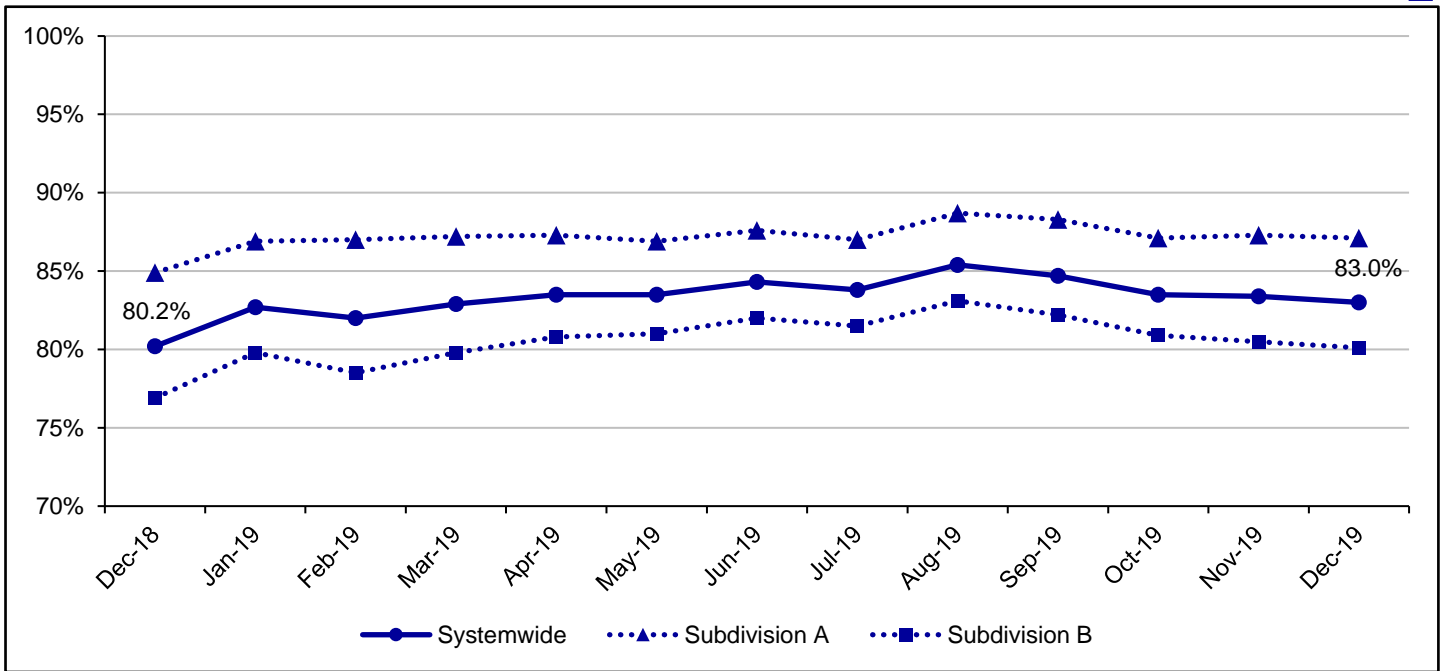
<u>Line</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
1	0:00:50	0:01:03	-20.6%
2	0:00:28	0:00:54	-48.1%
3	0:00:17	0:00:41	-58.5%
4	0:00:32	0:01:08	-52.9%
5	0:00:26	0:01:00	-56.7%
6	0:00:51	0:00:56	-8.9%
7	0:00:51	0:00:50	+2.0%
S 42nd	0:00:28	0:00:27	+3.7%
<b>Subdivision A</b>	<b>0:00:39</b>	<b>0:00:56</b>	<b>-30.4%</b>
A	0:01:37	0:01:43	-5.8%
B	0:01:41	0:01:42	-1.0%
C	0:01:07	0:01:07	0.0%
D	0:01:28	0:01:37	-9.3%
E	0:01:07	0:01:17	-13.0%
F	0:01:03	0:01:50	-42.7%
S Fkln	0:00:43	0:00:35	+22.9%
G	0:01:08	0:01:03	+7.9%
S Rock	0:00:17	0:00:25	-32.0%
JZ	0:01:41	0:02:05	-19.2%
L	-0:00:01	0:00:03	N/A
M	0:00:55	0:01:23	-33.7%
N	0:01:07	0:01:26	-22.1%
Q	0:01:17	0:01:29	-13.5%
R	0:00:47	0:00:59	-20.3%
W	0:00:50	0:00:40	+25.0%
<b>Subdivision B</b>	<b>0:01:08</b>	<b>0:01:20</b>	<b>-15.0%</b>
<b>Systemwide</b>	<b>0:00:56</b>	<b>0:01:10</b>	<b>-20.0%</b>

Note: The metrics in this report are preliminary.

**Chart 10**

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

Desired trend




	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Subdivision A</b>	87.1%	84.9%	+2.6%	87.4%	83.6%	+4.5%
<b>Subdivision B</b>	80.1%	76.9%	+4.2%	80.9%	76.4%	+5.9%
<b>Systemwide</b>	<b>83.0%</b>	<b>80.2%</b>	<b>+3.5%</b>	<b>83.6%</b>	<b>79.4%</b>	<b>+5.3%</b>

### Weekday Customer Journey Time Performance Discussion

- Weekday Customer Journey Time Performance (CJTP) showed significant year-on-year improvement in both divisions.
- CJTP of 83.0% improved by 3.5% compared to the prior year.

Note: The metrics in this report are preliminary.

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

*Desired trend* 

<u>Line</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
1	87.6%	85.4%	+2.6%
2	84.8%	82.0%	+3.4%
3	88.9%	87.2%	+1.9%
4	85.2%	81.8%	+4.2%
5	86.0%	81.6%	+5.4%
6	87.5%	86.0%	+1.7%
7	87.9%	85.9%	+2.3%
S 42nd	95.3%	99.8%	-4.5%
<b>Subdivision A</b>	<b>87.1%</b>	<b>84.9%</b>	<b>+2.6%</b>
A	77.1%	74.9%	+2.9%
B	72.6%	71.5%	+1.5%
C	77.0%	75.1%	+2.5%
D	74.3%	73.1%	+1.6%
E	82.4%	79.5%	+3.6%
F	79.5%	71.2%	+11.7%
S Fkn	96.8%	94.3%	+2.7%
G	80.1%	82.6%	-3.0%
S Rock	90.3%	90.3%	0.0%
JZ	75.6%	67.2%	+12.5%
L	92.7%	92.0%	+0.8%
M	81.6%	73.1%	+11.6%
N	81.2%	75.7%	+7.3%
Q	77.5%	75.2%	+3.1%
R	82.8%	79.3%	+4.4%
W	86.6%	87.7%	-1.3%
<b>Subdivision B</b>	<b>80.1%</b>	<b>76.9%</b>	<b>+4.2%</b>
<b>Systemwide</b>	<b>83.0%</b>	<b>80.2%</b>	<b>+3.5%</b>

Note: The metrics in this report are preliminary.

**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)

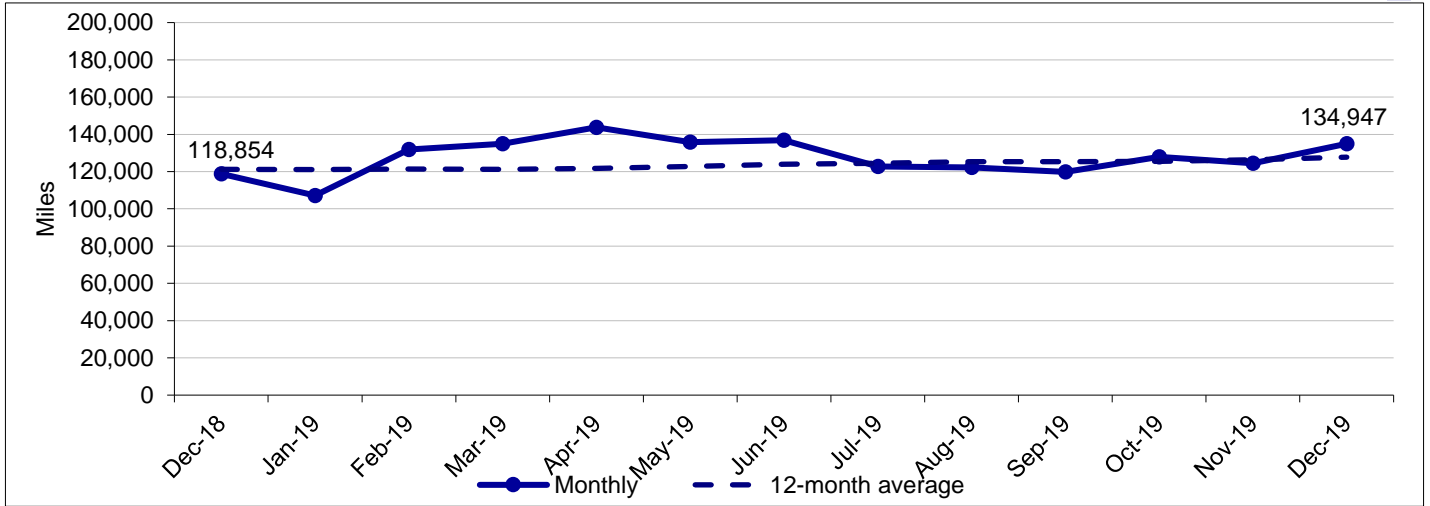
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

#### 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 



	# of Cars	Monthly		% Change
		Dec '19	Dec '18	
Subdivision A	2,895	171,326	140,565	+21.9%
Subdivision B	3,819	117,003	106,565	+9.8%
<b>Systemwide</b>	<b>6,714</b>	<b>134,947</b>	<b>118,854</b>	<b>+13.5%</b>

Car Class	# of Cars	12-Month Average		% Change
		Dec '19	Dec '18	
R32	222	29,805	34,890	-14.6%
R42	50	33,146	25,400	+30.5%
R46	750	62,014	68,714	-9.8%
R62	315	215,194	355,086	-39.4%
R62A	824	114,129	99,358	+14.9%
R68	425	63,610	81,675	-22.1%
R68A	200	86,243	99,255	-13.1%
R142	1,030	212,186	175,880	+20.6%
R142A	220	124,767	75,880	+64.4%
R143	212	126,684	97,152	+30.4%
R160	1,662	267,016	242,265	+10.2%
R179	298	163,704	N/A	N/A
R188 - New	126	480,717	583,931	-17.7%
R188 - Conversion	380	261,839	198,413	+32.0%
<b>Subdivision A</b>	<b>2,895</b>	<b>167,931</b>	<b>140,673</b>	<b>+19.4%</b>
<b>Subdivision B</b>	<b>3,819</b>	<b>108,873</b>	<b>110,044</b>	<b>-1.1%</b>
<b>Systemwide</b>	<b>6,714</b>	<b>127,743</b>	<b>121,116</b>	<b>+5.5%</b>

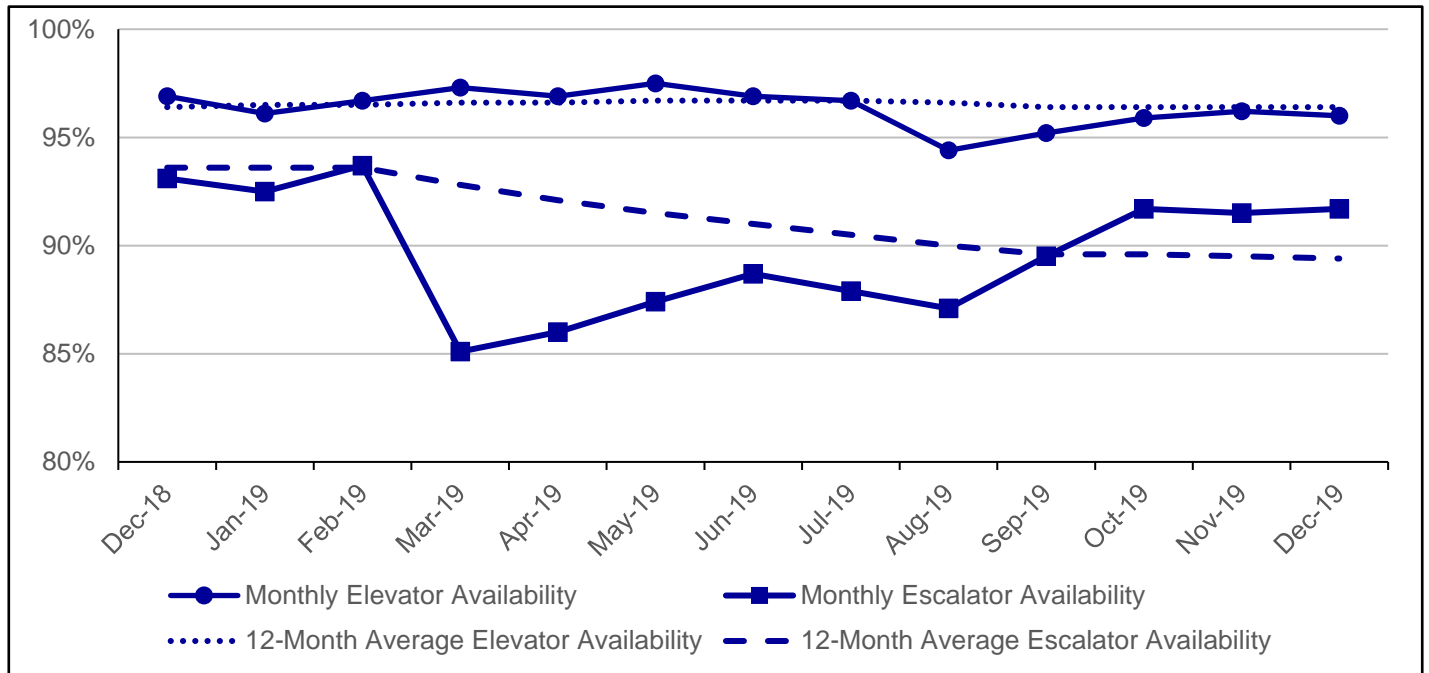
### MDBF Discussion

- Monthly MDBF increased 13.5% compared to December 2018.
- 12-month average MDBF was 127,743, the highest since February 2016.
- 12-month average MBDF for new technology cars was 217,311, the highest since June 2013. The NYCT fleet is now made up of 59% new technology subway cars.

Note: The metrics in this report are preliminary.

## Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Elevator Availability</b>	96.0%	96.9%	-0.9%	96.3%	96.5%	-0.2%
<b>Escalator Availability</b>	91.7%	93.1%	-1.5%	89.4%	93.6%	-4.5%

### Elevator and Escalator Availability Discussion

- Elevator availability in December 2019 was lower than December 2018, but continues to show improvements compared to earlier in 2019 when enhanced inspections began.
- Escalator availability was lower compared to the prior year due in part to increased planned maintenance work. Escalator availability remains higher than earlier in 2019 when special inspections began.

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 (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	Dec 19					Dec 18					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	79.0%	8.4%	6.5%	6.1%	79.4%	76.2%	9.7%	7.5%	6.6%	75.3%	+3.7%
2	71.7%	10.5%	9.7%	8.2%	71.8%	68.6%	11.1%	10.8%	9.6%	67.5%	+4.5%
3	74.4%	11.1%	7.7%	6.9%	75.7%	71.0%	11.8%	9.8%	7.4%	70.3%	+4.8%
4	73.0%	10.2%	8.6%	8.2%	71.6%	67.9%	10.5%	9.8%	11.8%	67.2%	+7.5%
5	69.5%	10.6%	9.6%	10.4%	69.9%	66.5%	10.8%	10.4%	12.4%	64.6%	+4.5%
6	75.6%	8.4%	7.3%	8.6%	75.1%	72.7%	9.3%	8.8%	9.2%	68.6%	+4.0%
7	77.2%	10.9%	6.9%	5.0%	76.8%	73.1%	11.0%	9.1%	6.7%	67.4%	+5.6%
S 42nd	93.0%	2.5%	2.5%	2.0%	94.1%	95.6%	2.9%	0.9%	0.5%	94.1%	-2.7%
<b>Subdivision A</b>	<b>74.8%</b>	<b>9.7%</b>	<b>7.9%</b>	<b>7.6%</b>	<b>74.9%</b>	<b>71.7%</b>	<b>10.2%</b>	<b>9.1%</b>	<b>8.9%</b>	<b>69.6%</b>	<b>+4.3%</b>
A	67.9%	10.1%	10.2%	11.8%	69.5%	68.9%	9.7%	9.8%	11.6%	67.1%	-1.5%
B	74.0%	10.7%	8.7%	6.6%	75.1%	73.8%	12.0%	8.8%	5.4%	72.4%	+0.3%
C	73.7%	12.4%	9.2%	4.7%	75.7%	73.5%	12.2%	9.5%	4.9%	71.7%	+0.3%
D	71.9%	11.6%	9.4%	7.1%	74.1%	73.8%	11.2%	8.5%	6.6%	70.9%	-2.6%
E	70.7%	11.5%	9.8%	8.0%	71.8%	67.8%	11.2%	10.9%	10.1%	66.8%	+4.3%
F	70.2%	9.9%	9.5%	10.4%	71.2%	67.5%	10.3%	10.5%	11.8%	68.7%	+4.0%
S Fkn	98.8%	0.7%	0.2%	0.4%	98.4%	97.1%	1.0%	0.2%	1.8%	97.8%	+1.8%
G	77.1%	11.5%	7.0%	4.3%	80.2%	80.1%	11.5%	5.8%	2.6%	80.2%	-3.7%
S Rock	94.4%	3.1%	1.4%	1.1%	94.5%	95.4%	2.8%	1.0%	0.8%	93.9%	-1.0%
JZ	80.2%	10.5%	6.1%	3.2%	80.8%	75.3%	11.4%	8.5%	4.9%	75.5%	+6.5%
L	78.5%	11.0%	6.9%	3.7%	77.2%	76.5%	11.5%	7.4%	4.5%	76.1%	+2.6%
M	74.3%	10.9%	8.2%	6.6%	76.1%	74.0%	10.5%	8.5%	7.0%	72.4%	+0.4%
N	72.4%	11.8%	9.3%	6.5%	74.6%	70.4%	11.4%	9.4%	8.8%	69.5%	+2.8%
Q	74.1%	10.5%	9.0%	6.3%	76.2%	72.9%	10.7%	9.1%	7.3%	73.9%	+1.6%
R	72.5%	11.0%	8.8%	7.7%	74.2%	72.4%	10.9%	9.3%	7.4%	69.9%	+0.1%
W	73.8%	10.8%	8.3%	7.1%	76.7%	72.7%	11.5%	8.4%	7.4%	70.7%	+1.5%
<b>Subdivision B</b>	<b>73.6%</b>	<b>10.8%</b>	<b>8.6%</b>	<b>7.0%</b>	<b>75.0%</b>	<b>72.6%</b>	<b>10.9%</b>	<b>8.9%</b>	<b>7.6%</b>	<b>71.7%</b>	<b>+1.4%</b>
<b>Systemwide</b>	<b>74.2%</b>	<b>10.3%</b>	<b>8.3%</b>	<b>7.3%</b>	<b>74.9%</b>	<b>72.2%</b>	<b>10.6%</b>	<b>9.0%</b>	<b>8.2%</b>	<b>70.8%</b>	<b>+2.8%</b>

### Weekday Wait Assessment Discussion

- December 2019 weekday Wait Assessment improved year-over-year to 74.2%.

Note: The metrics in this report are preliminary.

Chart 15



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

Line	Dec 19					Dec 18					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	88.1%	5.6%	2.9%	3.5%	88.9%	88.5%	7.2%	3.3%	1.0%	83.8%	-0.5%
2	77.4%	10.5%	7.3%	4.8%	75.7%	73.5%	12.1%	9.6%	4.9%	70.7%	+5.3%
3	85.5%	8.7%	3.6%	2.3%	84.1%	84.6%	9.0%	4.1%	2.4%	84.4%	+1.1%
4	78.6%	10.6%	7.2%	3.6%	76.7%	72.8%	11.3%	9.9%	6.1%	68.1%	+8.0%
5	84.2%	9.7%	3.9%	2.1%	84.1%	86.9%	9.3%	2.7%	1.1%	75.5%	-3.1%
6	89.7%	5.8%	2.5%	2.1%	85.2%	84.3%	7.8%	4.8%	3.1%	80.7%	+6.4%
7	88.0%	7.5%	2.6%	2.0%	85.6%	79.8%	11.5%	5.9%	2.8%	77.5%	+10.3%
S 42nd	99.1%	0.5%	0.2%	0.2%	98.5%	99.5%	0.4%	0.1%	0.0%	98.6%	-0.4%
<b>Subdivision A</b>	<b>84.2%</b>	<b>8.2%</b>	<b>4.6%</b>	<b>3.0%</b>	<b>82.7%</b>	<b>80.9%</b>	<b>9.6%</b>	<b>6.2%</b>	<b>3.3%</b>	<b>77.1%</b>	<b>+4.1%</b>
A	80.1%	11.2%	6.2%	2.5%	75.8%	74.8%	11.1%	8.6%	5.5%	72.2%	+7.1%
C	84.7%	9.3%	4.6%	1.4%	81.0%	79.7%	12.0%	6.3%	2.0%	74.4%	+6.3%
D	79.9%	11.4%	6.2%	2.5%	81.1%	76.7%	12.2%	7.7%	3.4%	76.7%	+4.2%
E	85.7%	8.8%	4.0%	1.4%	85.1%	85.8%	9.3%	3.5%	1.5%	81.3%	-0.1%
F	81.1%	10.4%	6.0%	2.5%	80.2%	80.7%	10.1%	6.1%	3.0%	79.4%	+0.5%
S Fkln	98.4%	0.3%	0.1%	1.3%	98.2%	97.8%	0.2%	0.5%	1.4%	98.3%	+0.6%
G	84.0%	9.8%	4.5%	1.7%	85.2%	85.9%	9.1%	3.5%	1.5%	86.1%	-2.2%
S Rock	94.8%	3.0%	1.2%	1.0%	95.2%	96.2%	1.3%	0.6%	1.9%	94.1%	-1.5%
JZ	87.1%	8.3%	3.6%	1.0%	87.6%	88.3%	8.5%	2.3%	0.9%	84.7%	-1.4%
L	89.7%	6.7%	2.9%	0.8%	86.2%	80.2%	10.9%	5.7%	3.2%	79.2%	+11.8%
M	78.3%	11.3%	6.5%	3.9%	78.0%	N/A	N/A	N/A	N/A	N/A	N/A
N	79.2%	10.7%	6.9%	3.1%	79.7%	79.1%	11.5%	6.9%	2.4%	73.1%	+0.1%
Q	76.7%	11.0%	7.6%	4.7%	82.2%	81.8%	10.2%	5.3%	2.7%	81.0%	-6.2%
R	81.0%	10.5%	6.0%	2.5%	80.1%	79.8%	11.0%	6.6%	2.6%	75.6%	+1.5%
<b>Subdivision B</b>	<b>82.2%</b>	<b>9.9%</b>	<b>5.5%</b>	<b>2.4%</b>	<b>81.7%</b>	<b>80.8%</b>	<b>10.5%</b>	<b>5.9%</b>	<b>2.8%</b>	<b>78.4%</b>	<b>+1.7%</b>
<b>Systemwide</b>	<b>83.1%</b>	<b>9.2%</b>	<b>5.1%</b>	<b>2.7%</b>	<b>82.1%</b>	<b>80.8%</b>	<b>10.1%</b>	<b>6.0%</b>	<b>3.1%</b>	<b>77.8%</b>	<b>+2.8%</b>

### Weekend Wait Assessment Discussion

- December 2019 weekend Wait Assessment improved to 83.1% from 80.8% the prior year.

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

Note: The metrics in this report are preliminary.

Chart 16

# Subway Weekday Terminal On-Time Performance

Monthly  
(24 hours)

Desired trend



<u>Line</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
1	84.3%	78.0%	+8.1%
2	77.1%	61.9%	+24.6%
3	86.2%	74.0%	+16.5%
4	79.0%	61.7%	+28.0%
5	80.7%	70.1%	+15.1%
6	76.9%	72.5%	+6.1%
7	89.1%	85.7%	+4.0%
S 42nd	98.4%	99.8%	-1.4%
<b>Subdivision A</b>	<b>84.8%</b>	<b>77.9%</b>	<b>+8.9%</b>
A	65.4%	57.4%	+13.9%
B	63.0%	61.5%	+2.4%
C	70.3%	62.7%	+12.1%
D	63.0%	60.6%	+4.0%
E	77.6%	64.1%	+21.1%
F	67.0%	42.9%	+56.2%
S Fkln	99.8%	99.6%	+0.2%
G	72.8%	77.6%	-6.2%
S Rock	95.8%	96.3%	-0.5%
JZ	78.2%	59.4%	+31.6%
L	95.4%	90.0%	+6.0%
M	79.4%	66.5%	+19.4%
NW	70.6%	62.7%	+12.6%
Q	83.0%	78.5%	+5.7%
R	71.6%	58.5%	+22.4%
<b>Subdivision B</b>	<b>76.7%</b>	<b>68.4%</b>	<b>+12.1%</b>
<b>Systemwide</b>	<b>80.2%</b>	<b>72.6%</b>	<b>+10.5%</b>

## Weekday Terminal On-Time Performance Discussion

- December 2019 weekday On-Time Performance (OTP) was 80.2%, a 10.5% increase from a year ago in December 2018.
- Every non-shuttle line except the G saw an increase in OTP year-over-year.

Note: The metrics in this report are preliminary.

Chart 17

## Subway Weekend Terminal On-Time Performance

Monthly  
(24 hours)

Desired trend



<u>Line</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
1	92.7%	89.6%	+3.5%
2	64.8%	46.5%	+39.4%
3	76.0%	59.2%	+28.4%
4	77.5%	56.4%	+37.4%
5	89.5%	78.0%	+14.7%
6	89.4%	75.6%	+18.3%
7	95.1%	89.6%	+6.1%
S 42nd	99.9%	100.0%	-0.1%
<b>Subdivision A</b>	<b>87.1%</b>	<b>76.6%</b>	<b>+13.7%</b>
A	81.2%	74.8%	+8.6%
C	78.4%	70.9%	+10.6%
D	88.7%	60.8%	+45.9%
E	91.2%	83.2%	+9.6%
F	83.1%	63.6%	+30.7%
S Fkn	99.0%	99.6%	-0.6%
G	79.8%	83.3%	-4.2%
S Rock	97.0%	94.4%	+2.8%
JZ	86.5%	88.6%	-2.4%
L	97.0%	91.9%	+5.5%
M	90.7%	N/A	N/A
N	73.4%	63.2%	+16.1%
Q	73.3%	79.3%	-7.6%
R	85.5%	77.5%	+10.3%
<b>Subdivision B</b>	<b>85.8%</b>	<b>80.2%</b>	<b>+7.0%</b>
<b>Systemwide</b>	<b>86.4%</b>	<b>78.7%</b>	<b>+9.8%</b>

### Weekend Terminal On-Time Performance Discussion

- Weekend OTP improved to 86.4% in December 2019 from 78.7% a year ago.
- Sixteen of nineteen weekend lines had improvements in OTP.

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

Note: The metrics in this report are preliminary.

Chart 18

**Subway Weekday Trains Delayed**  
**Monthly - December 2019**  
**(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>2,065</u>	<u>98</u>	<u>6.0%</u>
Rail and Roadbed	1,895	90	5.5%
Fire, Smoke, Debris	170	8	0.5%
Signal Failures and Emergency Remediation	4,227	201	12.4%
Subway Car	<u>1,861</u>	<u>89</u>	<u>5.5%</u>
Door-Related	434	21	1.3%
Propulsion	216	10	0.6%
Braking	492	23	1.4%
Other	719	34	2.1%
Other Unplanned Disruptions (e.g. station defect)	731	35	2.2%
Train Brake Activation - cause unknown	153	7	0.4%
Service Delivery (e.g., crew performance)	1,572	75	4.6%
External	<u>8,921</u>	<u>425</u>	<u>26.2%</u>
Public Conduct, Crime, Police Response	2,756	131	8.1%
Sick/Injured Customer	1,502	72	4.4%
Persons on Roadbed (including persons struck by train)	1,681	80	4.9%
External Debris on Roadbed (e.g., trees, shopping cart)	187	9	0.6%
Other Passenger-Related (e.g., retrieval of property from track)	649	31	1.9%
Public Event (e.g., civil demonstration, parade)	299	14	0.9%
Inclement Weather	1,800	86	5.3%
Other External Disruptions	47	2	0.1%
Operating Environment	8,760	417	25.7%
Planned Right-of-Way Work	5,774	275	17.0%
<b>Total Trains Delayed</b>	<b>34,064</b>	<b>1,622</b>	<b>100%</b>

Baseline average daily delays for January-June 2018

2,939

Target average daily delays to achieve reduction of 18,000 monthly delays

2,346

% to Target

222%

**Note: Based on new electronic feeds. Root cause analysis and improved categorization of delays are ongoing.**

**Subway Weekend Trains Delayed**  
**Monthly - December 2019**  
**(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>231</u>	<u>23</u>	<u>3.1%</u>
Rail and Roadbed	152	15	2.0%
Fire, Smoke, Debris	79	8	1.1%
Signal Failures and Emergency Remediation	494	49	6.6%
Subway Car	<u>171</u>	<u>17</u>	<u>2.3%</u>
Door-Related	66	7	0.9%
Propulsion	19	2	0.3%
Braking	16	2	0.2%
Other	70	7	0.9%
Other Unplanned Disruptions (e.g. station defect)	55	6	0.7%
Train Brake Activation - cause unknown	127	13	1.7%
Service Delivery (e.g., crew performance)	379	38	5.1%
External	<u>2,100</u>	<u>210</u>	<u>28.2%</u>
Public Conduct, Crime, Police Response	811	81	10.9%
Sick/Injured Customer	310	31	4.2%
Persons on Roadbed (including persons struck by train)	336	34	4.5%
External Debris on Roadbed (e.g., trees, shopping cart)	25	3	0.3%
Other Passenger-Related (e.g., retrieval of property from track)	91	9	1.2%
Public Event (e.g., civil demonstration, parade)	71	7	1.0%
Inclement Weather	456	46	6.1%
Other External Disruptions	0	0	0.0%
Operating Environment	2,211	221	29.7%
Planned Right-of-Way Work	1,686	169	22.6%
<b>Total Trains Delayed</b>	<b><u>7,454</u></b>	<b><u>745</u></b>	<b><u>100%</u></b>

Baseline average daily delays for January-June 2018	1,944
Target average daily delays to achieve reduction of 18,000 monthly delays	1,261
% to Target	176%

**Note: Based on new electronic feeds. Root cause analysis and improved categorization of delays are ongoing.**

## Subway Action Plan Accomplishments July 2017 - December 2019

Phase I of the Subway Action Plan represented a surge of activity in 2017-18 to improve the reliability of subway assets, enhance response to delay-causing incidents, and improve the customer environment. 2019 targets reflect continued focus in strategic areas consistent with the ongoing SAP financial plan.

	Phase I SAP	This Month	Ongoing SAP YTD	Full Campaign to date
<b>TRACK: Clean track and improve ride quality</b>	Jul 2017- Dec 2018	Dec 2019	Jan - Dec 2019	Jul 2017- Dec 2019
Clean underground subway track (in miles) *	467	354	3,867	4,334
High priority track repairs (in number of defects cleared)	19,138	561	9,008	28,146
Rail grinding to improve ride quality and reduce defects (in miles)	-	12	187	187
Install Continuous Welded Rail to provide strong tracks and a smoother ride for customers (in miles)	40	-	15	55
Add 16 specialized, multidisciplinary teams (for a total of 24) to improve incident response and recovery times	Established	Ongoing	Ongoing	Ongoing

\* Cleaning underground subway track includes vacuum train totals starting in Jan 2019.

<b>INFRASTRUCTURE: Remediate conditions that damage track, signals and power sources</b>	Jul 2017- Dec 2018	Dec 2019	Jan - Dec 2019	Jul 2017- Dec 2019
Clean street grates systemwide (number of grates)	40,987	2,041	41,355	82,342
Seal leaks (number of leaks addressed)	3,925	360	4,293	8,218
Clean and repair all 418 miles of drain lines (in track miles)	385	-	33	418

<b>POWER: Ensure supporting infrastructure reliability</b>	Jul 2017- Dec 2018	Dec 2019	Jan - Dec 2019	Jul 2017- Dec 2019
Install "SAGs" to mitigate the impact of electric voltage variations that could cause signal failures (number of SAGs)	384	Ongoing maintenance	Ongoing maintenance	384
Install new third rail insulators in high fire areas (number of locations)	-	25	550	550

<b>CARS: Reduce downtime and upgrade critical components</b>	Jul 2017- Dec 2018	Dec 2019	Jan - Dec 2019	Jul 2017- Dec 2019
Accelerate the major car overhaul cycle from 7 years to 6 years (number of cars overhauled)	2,278	116	953	3,231
Install LED lighting and double-loop stanchions (in cars upgraded)	1,235	311	3,102	4,337
Deep cleaning of subway cars (in cars cleaned)	-	-	3,046	3,046
Add 20 Emergency Car Response teams for in-service car incidents	Established	Ongoing	Ongoing	Ongoing

<b>SIGNALS: Improve signal reliability</b>	Jul 2017- Dec 2018	Dec 2019	Jan - Dec 2019	Jul 2017- Dec 2019
Rebuild signal stops, air lines and cables (in assets repaired)	224	123	400	624
Priority maintenance and repair tasks to improve reliability of signal and switch equipment (in number of tasks)	-	82	1,806	1,806

<b>STATIONS: Improve overall Station environment</b>	Jul 2017- Dec 2018	Dec 2019	Jan - Dec 2019	Jul 2017- Dec 2019
Deep cleaning of subway stations (in stations cleaned)	-	-	106	106
Focused cleaning and repair campaign led by Group Station Managers (in stations enhanced)	-	-	217	217
Expand dedicated EMT deployment by 7 teams for a total of 12	Established	Ongoing	Ongoing	Ongoing

<b>COMMUNICATIONS</b>	Jul 2017- Dec 2018	Dec 2019	Jan - Dec 2019	Jul 2017- Dec 2019
Add Dedicated Announcers to better inform customers regarding current service status	Established	Ongoing	Ongoing	Ongoing

# Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	November 2019			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>Weekday Customer-Focused Metrics</b>						
<b>Weekday Major Incidents (Chart 1)</b> Unplanned incidents delaying 50+ trains	34	67	-49.3%	45.9	67.8	-32.3%
<b>Weekday Service Delivered (Chart 3)</b> % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	96.5%	95.0%	+1.6%	96.5%	94.7%	+1.9%
<b>Additional Platform Time (h:mm:ss) (Chart 7)</b> Average added time spent waiting for trains, compared with scheduled wait time	0:01:10	0:01:18	-10.3%	0:01:11	0:01:19	-10.1%
<b>Additional Train Time (h:mm:ss) (Chart 9)</b> Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:56	0:01:17	-27.3%	0:00:55	0:01:21	-32.1%
<b>Customer Journey Time Performance (Chart 11)</b> % of customers whose journeys are completed within five minutes of schedule.	83.4%	79.2%	+5.3%	83.3%	79.3%	+5.0%
<b>Inputs to Operations</b>						
<b>Mean Distance Between Failures (Chart 13)</b> Revenue car miles divided by the number of delays attributed to car-related causes	124,477	114,008	+9.2%	126,386	121,249	+4.2%
<b>Elevator Availability* (Chart 14)</b> % of time elevators are operational systemwide	96.2%	96.0%	+0.2%	96.4%	96.5%	-0.1%
<b>Escalator Availability* (Chart 14)</b> % of time escalators are operational systemwide	91.5%	92.2%	-0.8%	89.5%	93.7%	-4.5%
<b>Weekday Legacy Indicators</b>						
<b>Weekday Wait Assessment (Chart 15)</b>	75.1%	71.6%	+4.9%	74.8%	70.6%	+5.9%
<b>Weekday Terminal On-Time Performance (Chart 17)</b>	81.8%	69.9%	+17.0%	79.7%	66.3%	+20.2%
<b>Weekday Trains Delayed (Chart 19)</b>	29,863	51,964	-42.5%	35,248	59,109	-40.4%

\* 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.)

# Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	November 2019			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>Weekend Customer-Focused Metrics</b>						
<b>Weekend Major Incidents (Chart 2)</b> Unplanned incidents delaying 50+ trains	5	6	-16.7%	4.6	8.5	-45.9%
<b>Weekend Service Delivered (Chart 5)</b> % of scheduled trains operated during Weekends (10a-6p)	98.5%	97.9%	+0.6%	98.6%	96.9%	+1.8%
<b>Weekend Legacy Indicators</b>						
<b>Weekend Wait Assessment (Chart 16)</b>	82.0%	79.2%	+3.5%	81.9%	77.2%	+6.1%
<b>Weekend Terminal On-Time Performance (Chart 18)</b>	84.9%	75.3%	+12.7%	83.2%	69.0%	+20.6%
<b>Weekend Trains Delayed (Chart 20)</b>	8,313	11,914	-30.2%	8,496	16,332	-48.0%

# Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	November 2019			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>On-Time Performance</b>						
<b>24 Hour On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	88.9%	84.8%	+4.8%	95.9%	95.4%	+0.5%
<b>AM Rush On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time	87.1%	78.9%	+10.4%	97.7%	96.1%	+1.7%
<b>PM Rush On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time	85.0%	82.4%	+3.2%	94.6%	94.6%	0.0%
<b>Percentage of Completed Trips</b>						
<b>Percentage of Completed Trips</b>	100.0%	99.0%	+1.0%	99.8%	99.6%	+0.2%
<b>Mean Distance Between Failures</b>						
<b>Mean Distance Between Failures</b> Revenue car miles divided by the number of delays attributed to car-related causes	66,172	53,529	+23.6%	85,118	70,847	+20.1%

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.

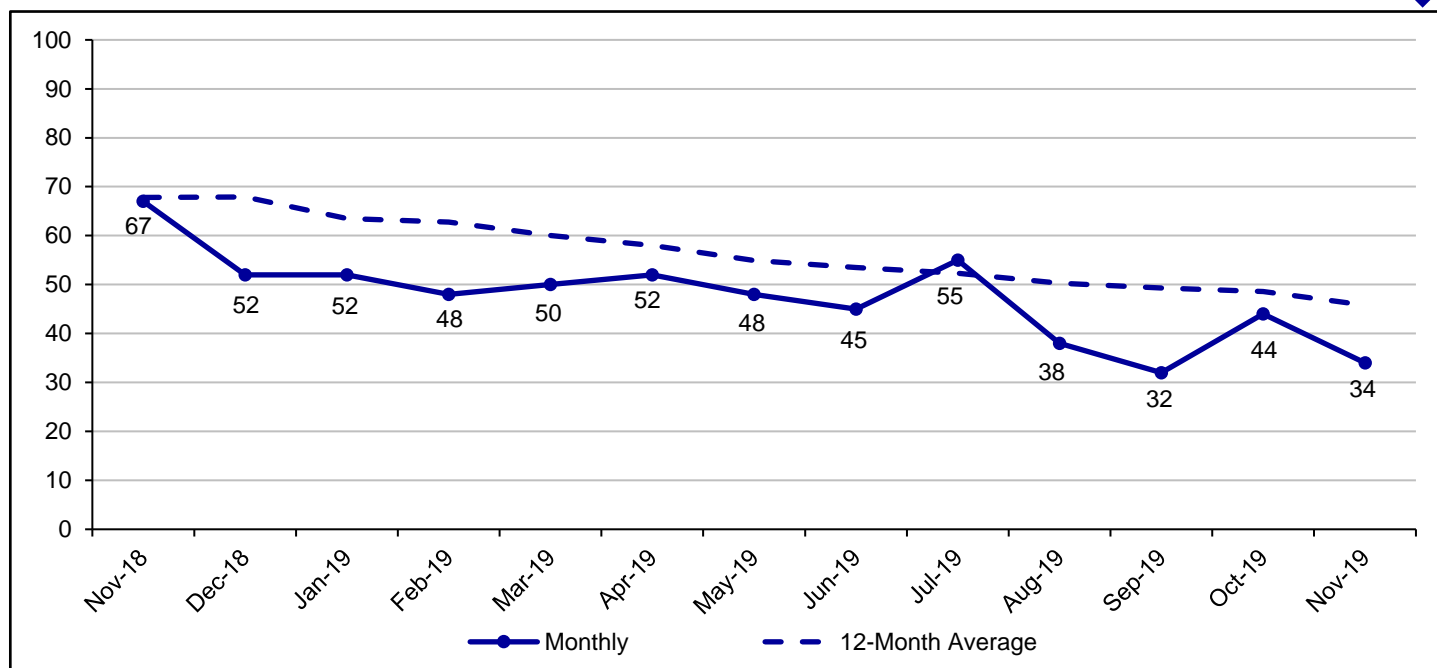
### Customer Journey Time Performance (CJTP)

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 a combination of customers' MetroCard entry data into stations, scheduled arrival and departure times from stations (including adjustments for planned work), and actual arrival and departure times from stations. The measures use information from the real-time train tracking technologies that provide train arrival information and are expected to be refined as data sources change. They are reported for trips starting from 6 a.m. to 11 p.m. on weekdays.

## Subway Weekday Major Incidents (24 hours)

Desired trend ↓



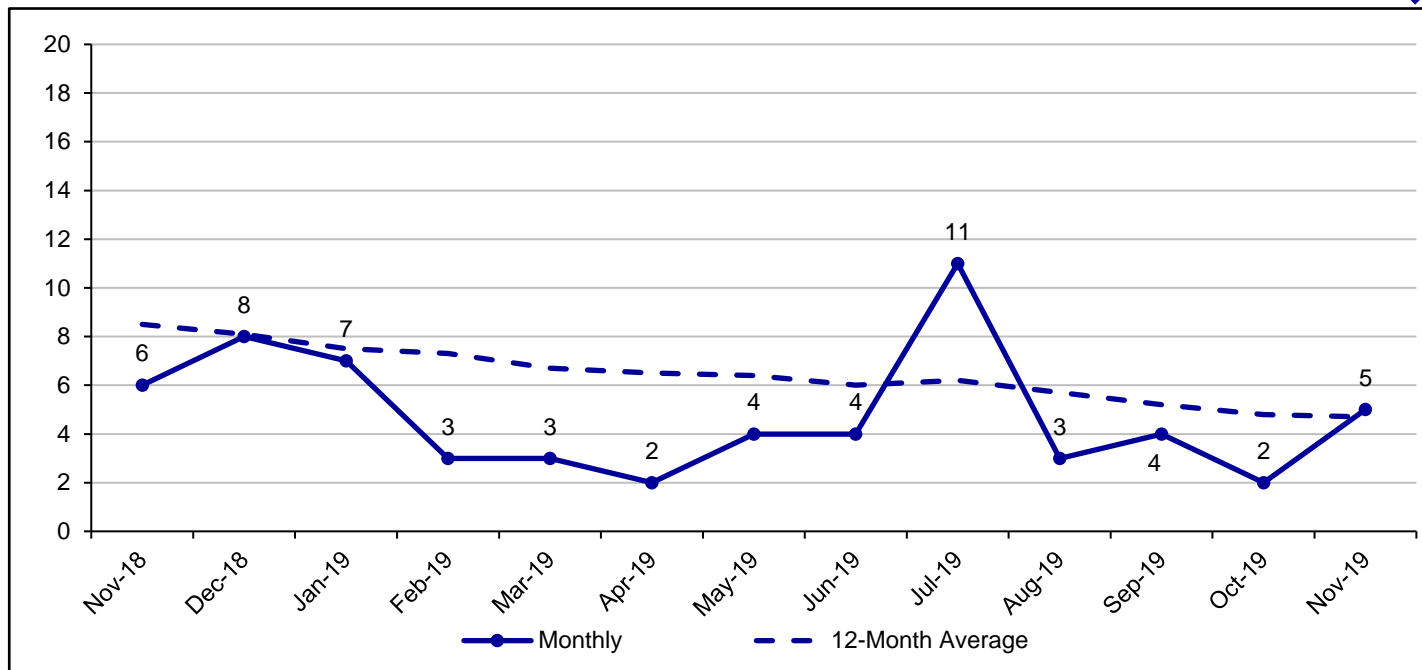
Categories	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
Track	5	11	-54.5%	7.1	11.8	-39.8%
Signals	16	24	-33.3%	15.0	22.8	-34.2%
Persons on Trackbed/Police/Medical	9	18	-50.0%	11.4	13.3	-14.3%
Stations & Structures	0	1	-100.0%	1.8	6.1	-70.5%
Subway Car	1	5	-80.0%	4.1	3.9	+5.1%
Other	3	8	-62.5%	6.5	9.9	-34.3%
<b>Subdivision A</b>	<b>15</b>	<b>37</b>	<b>-59.5%</b>	<b>21.7</b>	<b>31.3</b>	<b>-30.7%</b>
<b>Subdivision B</b>	<b>19</b>	<b>30</b>	<b>-36.7%</b>	<b>24.2</b>	<b>36.4</b>	<b>-33.5%</b>
<b>Systemwide</b>	<b>34</b>	<b>67</b>	<b>-49.3%</b>	<b>45.9</b>	<b>67.8</b>	<b>-32.3%</b>
Avg Incident Duration (h:mm:ss)	0:17:48	0:12:48	+39.1%	0:16:42	0:17:06	-2.3%
Avg Trains Delayed per Incident	100	100	0.0%	103	104	-1.0%

### Major Incidents Discussion

- There were 34 weekday major incidents in November 2019, a 49% improvement compared to a year ago, and the second fewest of any month since historical tracking began in 2015.
- Both Track and Signals had significant improvements year-over-year in line with the improvements in the 12-month averages.

## Subway Weekend Major Incidents (24 hours)

Desired trend



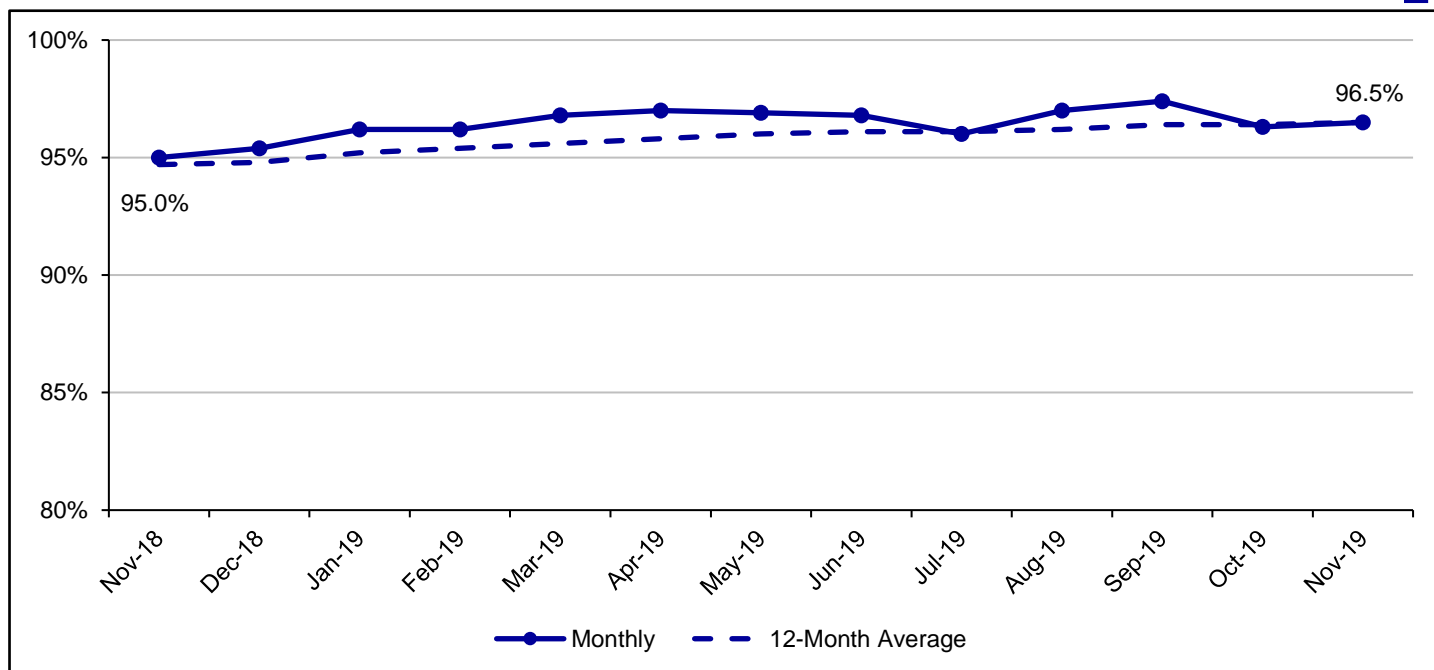
Categories	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
Track	0	1	-100.0%	0.6	1.3	-53.8%
Signals	1	2	-50.0%	0.8	2.6	-69.2%
Persons on Trackbed/Police/Medical	3	0	N/A	1.1	1.4	-21.4%
Stations & Structure	0	2	-100.0%	0.3	1.4	-78.6%
Subway Car	0	0	N/A	0.2	0.2	0.0%
Other	1	1	0.0%	1.8	1.6	+12.5%
<b>Subdivision A</b>	<b>5</b>	<b>3</b>	<b>+66.7%</b>	<b>2.3</b>	<b>3.4</b>	<b>-32.4%</b>
<b>Subdivision B</b>	<b>0</b>	<b>3</b>	<b>-100.0%</b>	<b>2.3</b>	<b>5.1</b>	<b>-54.9%</b>
<b>Systemwide</b>	<b>5</b>	<b>6</b>	<b>-16.7%</b>	<b>4.6</b>	<b>8.5</b>	<b>-45.9%</b>
Avg Incident Duration (h:mm:ss)	0:41:12	0:17:48	+131.5%	0:18:36	0:19:48	-6.1%
Avg Trains Delayed per Incident	70	105	-33.3%	96	91	+5.5%

### Major Incidents Discussion

- Weekend major incidents decreased by one from November 2018.
- Only one of the major incidents on November weekends had an internal cause, compared to five a year ago.

## Subway Weekday % Service Delivered (Peak Hours)

*Desired trend*



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Subdivision A</b>	96.4%	94.2%	+2.3%	96.2%	93.1%	+3.3%
<b>Subdivision B</b>	96.6%	95.6%	+1.0%	96.9%	95.8%	+1.1%
<b>Systemwide</b>	<b>96.5%</b>	<b>95.0%</b>	<b>+1.6%</b>	<b>96.5%</b>	<b>94.7%</b>	<b>+1.9%</b>

### Weekday Service Delivered Discussion

- Service Delivered was 96.5%, an increase of 1.6% compared to the prior year, and an increase of 0.2% from the prior month.
- Service Delivered improved on 17 of the 21 non-shuttle lines.

**Subway Weekday % Service Delivered**  
**Monthly**  
**(Peak Hours)**

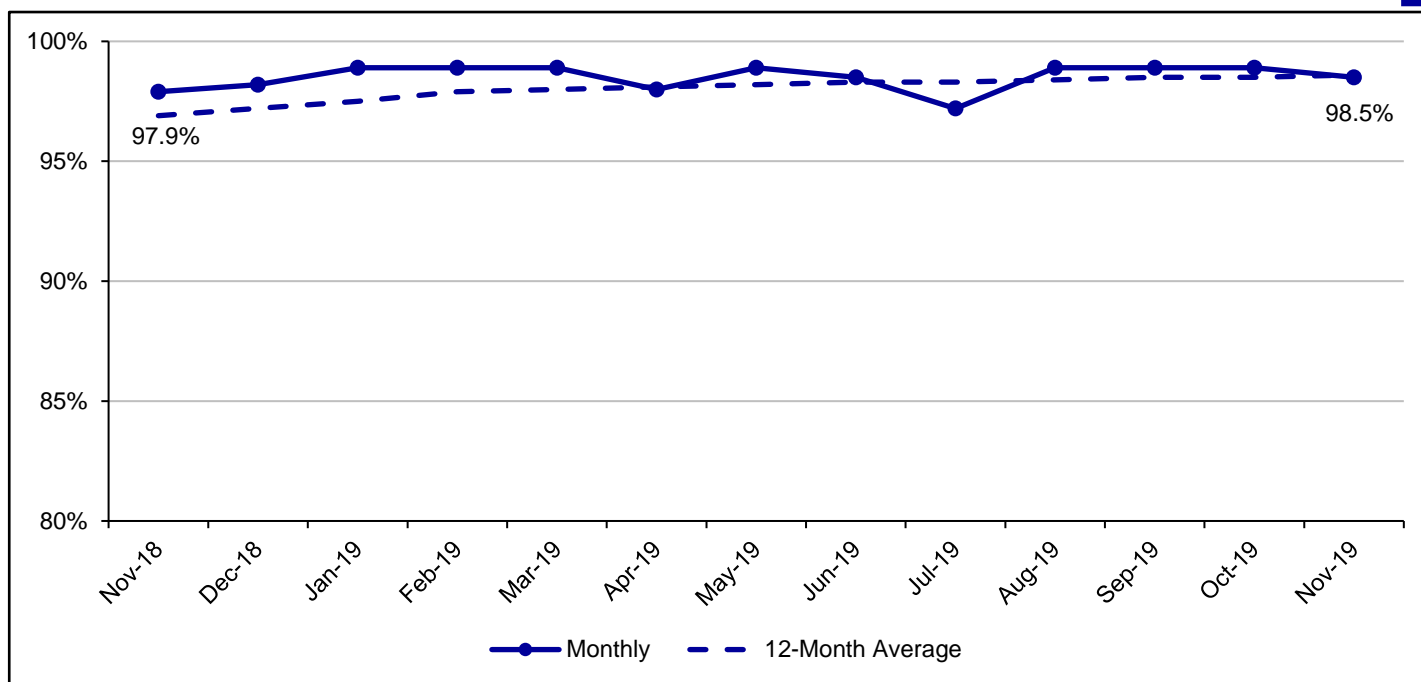
*Desired trend* 

<u>Line</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
1	98.7%	97.0%	+1.8%
2	98.7%	94.5%	+4.4%
3	99.1%	96.0%	+3.2%
4	94.7%	92.7%	+2.2%
5	93.1%	91.6%	+1.6%
6	93.7%	93.7%	0.0%
7	97.3%	89.3%	+9.0%
S 42nd	96.8%	99.2%	-2.4%
<b>Subdivision A</b>	<b>96.4%</b>	<b>94.2%</b>	<b>+2.3%</b>
A	95.1%	94.6%	+0.5%
B	97.1%	97.5%	-0.4%
C	96.5%	95.7%	+0.8%
D	97.4%	97.9%	-0.5%
E	94.7%	94.6%	+0.1%
F	97.7%	95.8%	+2.0%
S Fkn	99.3%	98.4%	+0.9%
G	97.5%	102.4%	-4.8%
S Rock	98.9%	97.6%	+1.3%
JZ	97.8%	96.1%	+1.8%
L	99.3%	98.5%	+0.8%
M	96.4%	91.9%	+4.9%
N	95.3%	93.8%	+1.6%
Q	94.3%	92.8%	+1.6%
R	96.0%	94.1%	+2.0%
W	95.1%	94.4%	+0.7%
<b>Subdivision B</b>	<b>96.6%</b>	<b>95.6%</b>	<b>+1.0%</b>
<b>Systemwide</b>	<b>96.5%</b>	<b>95.0%</b>	<b>+1.6%</b>

**Chart 4**

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

*Desired trend*



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Subdivision A</b>	98.1%	97.7%	+0.4%	98.2%	95.7%	+2.6%
<b>Subdivision B</b>	98.7%	98.0%	+0.7%	98.8%	97.6%	+1.2%
<b>Systemwide</b>	<b>98.5%</b>	<b>97.9%</b>	<b>+0.6%</b>	<b>98.6%</b>	<b>96.9%</b>	<b>+1.8%</b>

### Weekend Service Delivered Discussion

- November 2019 weekend Service Delivered improved by 0.6% year-over-year, and the 12-month average improved 1.8%.

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

Desired trend

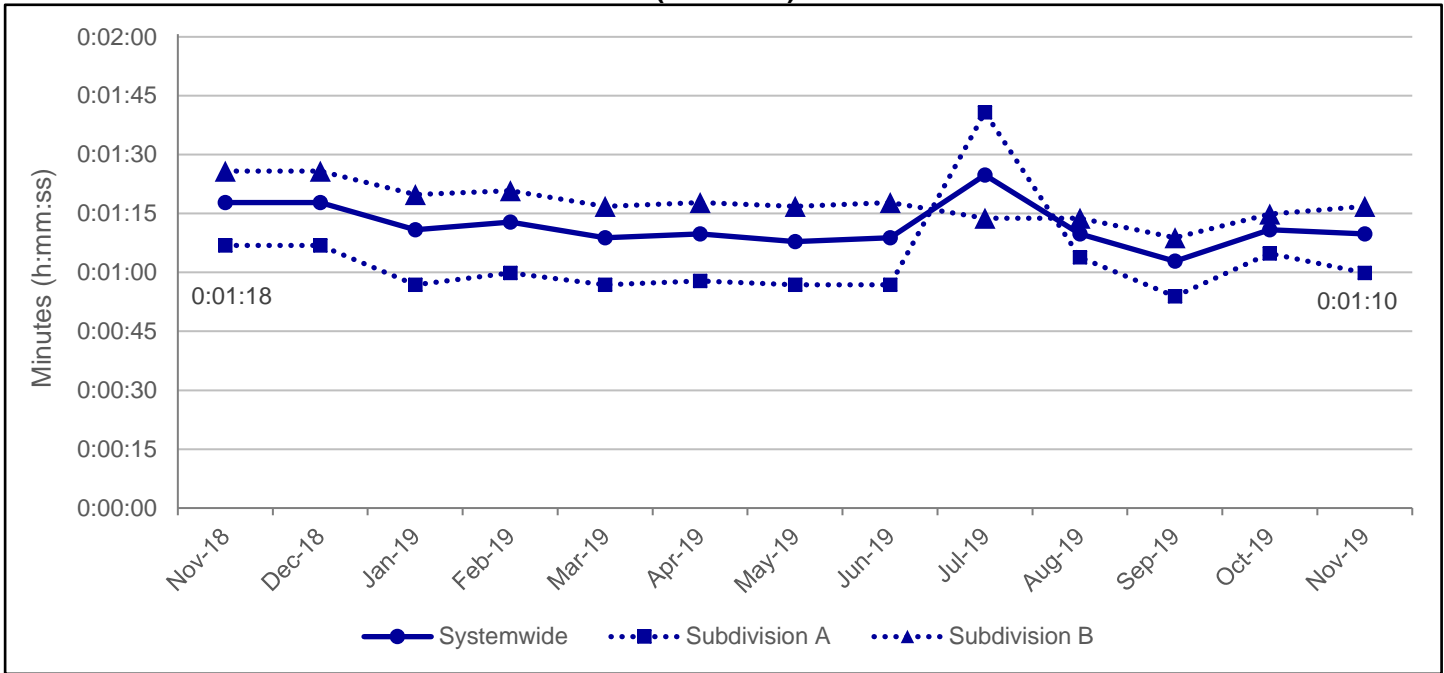


<u>Line</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
1	98.2%	99.1%	-0.9%
2	95.6%	97.5%	-1.9%
3	95.8%	97.4%	-1.6%
4	98.0%	95.5%	+2.6%
5	98.0%	97.5%	+0.5%
6	99.6%	98.1%	+1.5%
7	100.1%	98.0%	+2.1%
S 42nd	99.9%	99.9%	0.0%
<b>Subdivision A</b>	<b>98.1%</b>	<b>97.7%</b>	<b>+0.4%</b>
A	98.7%	96.3%	+2.5%
C	98.8%	96.1%	+2.8%
D	98.8%	98.5%	+0.3%
E	99.5%	98.5%	+1.0%
F	99.1%	98.2%	+0.9%
S Fkln	99.8%	99.4%	+0.4%
G	99.5%	97.8%	+1.7%
S Rock	99.8%	100.6%	-0.8%
JZ	99.8%	100.2%	-0.4%
L	96.5%	95.0%	+1.6%
M	98.9%	99.9%	-1.0%
N	97.4%	97.9%	-0.5%
Q	99.5%	99.1%	+0.4%
R	96.9%	99.3%	-2.4%
<b>Subdivision B</b>	<b>98.7%</b>	<b>98.0%</b>	<b>+0.7%</b>
<b>Systemwide</b>	<b>98.5%</b>	<b>97.9%</b>	<b>+0.6%</b>

Note: 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		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Subdivision A</b>	0:01:00	0:01:07	-10.4%	0:01:03	0:01:07	-6.0%
<b>Subdivision B</b>	0:01:17	0:01:26	-10.5%	0:01:17	0:01:27	-11.5%
<b>Systemwide</b>	<b>0:01:10</b>	<b>0:01:18</b>	<b>-10.3%</b>	<b>0:01:11</b>	<b>0:01:19</b>	<b>-10.1%</b>

### Additional Platform Time Discussion

- Weekday Additional Platform Time (APT) improved by 10.3% compared to November 2018 and improved 10.1% in the 12-month average.
- APT improved on almost every line in the system. Notable exceptions were the 42nd Street Shuttle and the B and Q lines, both due to major incidents that affected these services.

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*

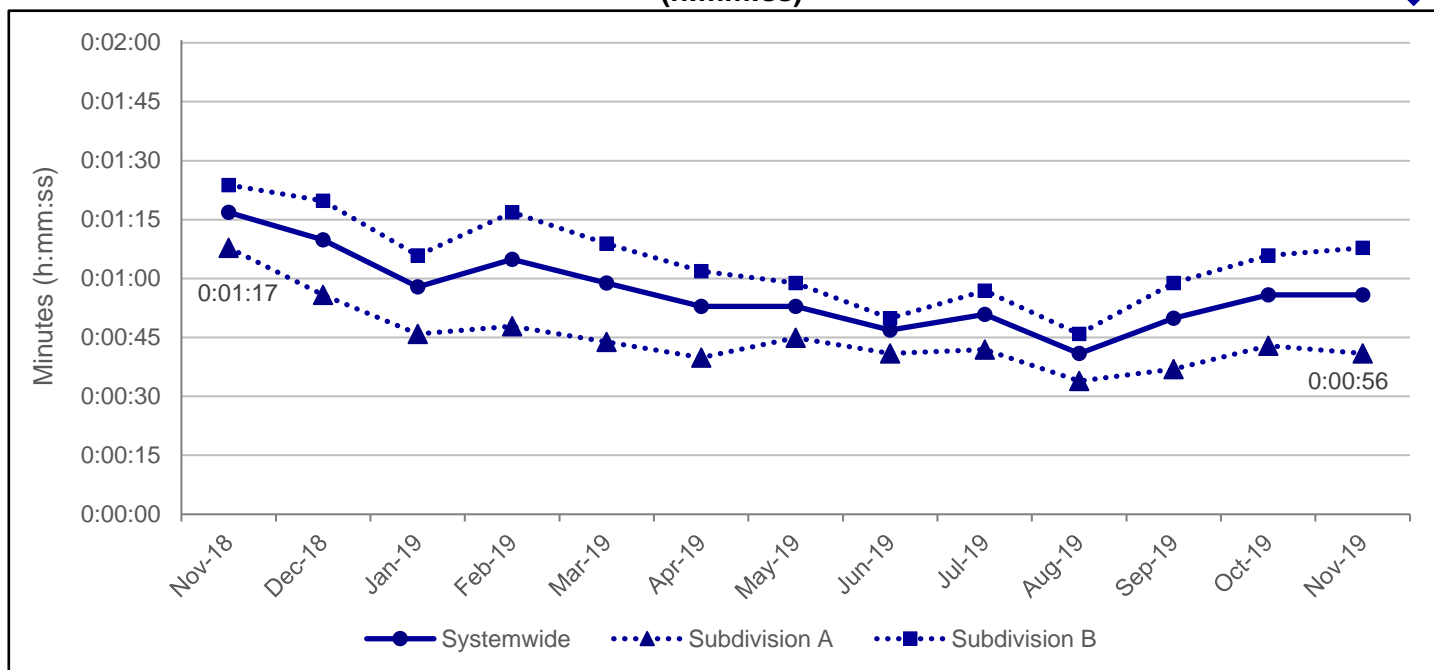


<u>Line</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
1	0:00:56	0:01:05	-13.8%
2	0:01:01	0:01:22	-25.6%
3	0:00:46	0:01:00	-23.3%
4	0:01:01	0:01:01	0.0%
5	0:01:06	0:01:13	-9.6%
6	0:01:09	0:01:05	+6.2%
7	0:00:48	0:01:16	-36.8%
S 42nd	0:01:41	0:00:24	+320.8%
<b>Subdivision A</b>	<b>0:01:00</b>	<b>0:01:07</b>	<b>-10.4%</b>
A	0:01:11	0:01:22	-13.4%
B	0:02:02	0:01:43	+18.4%
C	0:01:36	0:01:47	-10.3%
D	0:01:26	0:01:34	-8.5%
E	0:01:06	0:01:10	-5.7%
F	0:01:15	0:01:26	-12.8%
S Fkln	0:00:31	0:00:47	-34.0%
G	0:01:12	0:01:14	-2.7%
S Rock	0:00:52	0:01:10	-25.7%
JZ	0:01:08	0:01:47	-36.4%
L	0:00:47	0:00:43	+9.3%
M	0:01:23	0:02:04	-33.1%
N	0:01:07	0:01:27	-23.0%
Q	0:01:43	0:01:25	+21.2%
R	0:01:08	0:01:38	-30.6%
W	0:00:51	0:01:06	-22.7%
<b>Subdivision B</b>	<b>0:01:17</b>	<b>0:01:26</b>	<b>-10.5%</b>
<b>Systemwide</b>	<b>0:01:10</b>	<b>0:01:18</b>	<b>-10.3%</b>

**Chart 8**

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

*Desired trend*



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Subdivision A</b>	0:00:41	0:01:08	-39.7%	0:00:43	0:01:13	-41.1%
<b>Subdivision B</b>	0:01:08	0:01:24	-19.0%	0:01:03	0:01:27	-27.6%
<b>Systemwide</b>	<b>0:00:56</b>	<b>0:01:17</b>	<b>-27.3%</b>	<b>0:00:55</b>	<b>0:01:21</b>	<b>-32.1%</b>

### Additional Train Time Discussion

- Additional Train Time (ATT) improved by 21 seconds from last November, while the 12-month average improved 26 seconds year-over-year.
- The consistent improvements in ATT indicate that service has become faster with Save Safe Seconds efforts to update signal timers and speed limits throughout the system.
- ATT improved on all but three lines, which had increases of no more than 3 seconds.

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)**

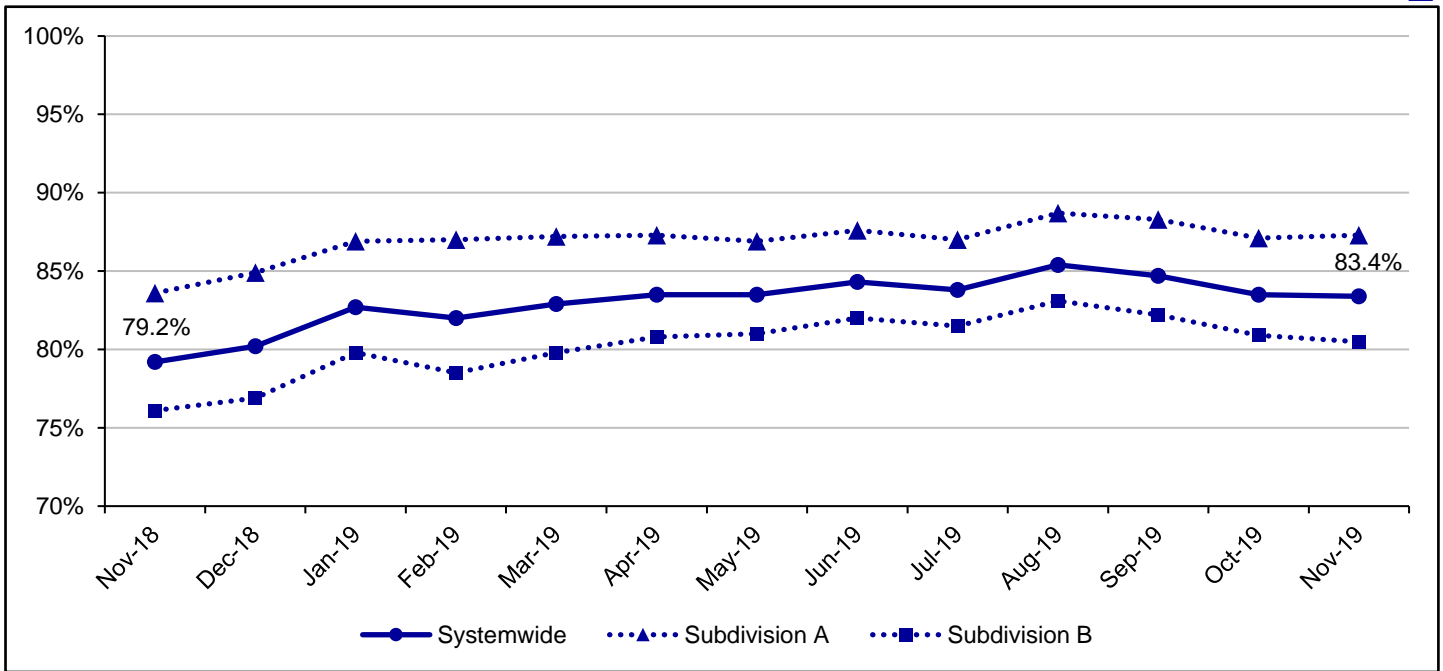
*Desired trend*



<u>Line</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
1	0:00:55	0:01:12	-23.6%
2	0:00:23	0:01:05	-64.6%
3	0:00:15	0:00:47	-68.1%
4	0:00:42	0:01:05	-35.4%
5	0:00:34	0:01:01	-44.3%
6	0:00:57	0:01:03	-9.5%
7	0:00:37	0:01:40	-63.0%
S 42nd	0:00:30	0:00:28	+7.1%
<b>Subdivision A</b>	<b>0:00:41</b>	<b>0:01:08</b>	<b>-39.7%</b>
A	0:01:33	0:01:51	-16.2%
B	0:01:43	0:01:58	-12.7%
C	0:01:05	0:01:09	-5.8%
D	0:01:34	0:01:42	-7.8%
E	0:00:54	0:01:07	-19.4%
F	0:00:59	0:01:22	-28.0%
S Fkln	0:00:45	0:00:46	-2.2%
G	0:01:09	0:01:06	+4.5%
S Rock	0:00:18	0:00:30	-40.0%
JZ	0:01:37	0:02:34	-37.0%
L	-0:00:04	-0:00:02	N/A
M	0:00:56	0:01:28	-36.4%
N	0:00:57	0:01:36	-40.6%
Q	0:01:46	0:01:45	+1.0%
R	0:00:49	0:01:09	-29.0%
W	0:00:45	0:01:08	-33.8%
<b>Subdivision B</b>	<b>0:01:08</b>	<b>0:01:24</b>	<b>-19.0%</b>
<b>Systemwide</b>	<b>0:00:56</b>	<b>0:01:17</b>	<b>-27.3%</b>

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

*Desired trend*




	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Subdivision A</b>	87.3%	83.6%	+4.4%	87.2%	83.3%	+4.7%
<b>Subdivision B</b>	80.5%	76.1%	+5.8%	80.6%	76.3%	+5.6%
<b>Systemwide</b>	<b>83.4%</b>	<b>79.2%</b>	<b>+5.3%</b>	<b>83.3%</b>	<b>79.3%</b>	<b>+5.0%</b>

### Weekday Customer Journey Time Performance Discussion

- Weekday Customer Journey Time Performance (CJTP) showed significant year-on-year improvement in both divisions.
- CJTP of 83.4% improved by 5.3% compared to the prior year and was better than the 12-month average.

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

*Desired trend* 

<u>Line</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
1	87.8%	84.1%	+4.4%
2	86.6%	81.4%	+6.4%
3	91.0%	86.7%	+5.0%
4	84.5%	82.6%	+2.3%
5	85.1%	82.2%	+3.5%
6	87.0%	85.6%	+1.6%
7	89.3%	78.5%	+13.8%
S 42nd	90.6%	99.6%	-9.0%
<b>Subdivision A</b>	<b>87.3%</b>	<b>83.6%</b>	<b>+4.4%</b>
A	77.4%	73.4%	+5.4%
B	71.9%	68.9%	+4.4%
C	78.8%	75.0%	+5.1%
D	74.9%	70.8%	+5.8%
E	84.0%	80.6%	+4.2%
F	80.7%	75.5%	+6.9%
S Fkln	95.1%	93.6%	+1.6%
G	81.7%	81.5%	+0.2%
S Rock	90.8%	90.2%	+0.7%
JZ	77.8%	64.4%	+20.8%
L	93.5%	94.1%	-0.6%
M	81.6%	72.0%	+13.3%
N	82.9%	74.6%	+11.1%
Q	72.7%	72.4%	+0.4%
R	83.7%	76.7%	+9.1%
W	88.5%	84.2%	+5.1%
<b>Subdivision B</b>	<b>80.5%</b>	<b>76.1%</b>	<b>+5.8%</b>
<b>Systemwide</b>	<b>83.4%</b>	<b>79.2%</b>	<b>+5.3%</b>

**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)

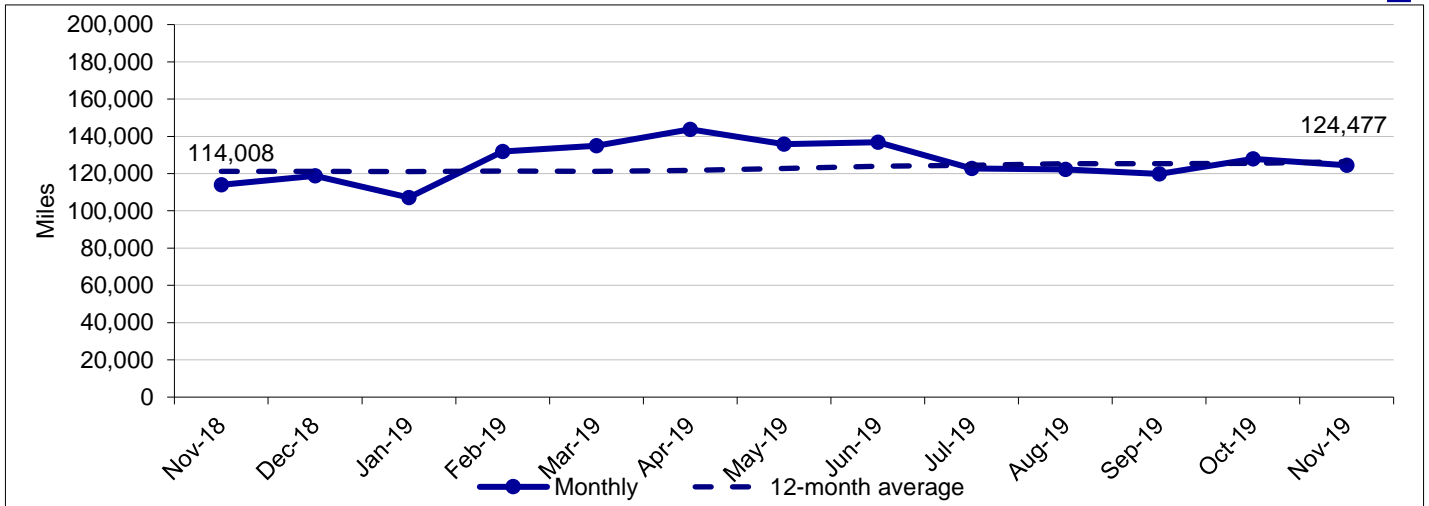
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

#### 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



	# of Cars	Monthly		% Change
		Nov '19	Nov '18	
<b>Subdivision A</b>	2,895	161,824	146,366	<b>+10.6%</b>
<b>Subdivision B</b>	3,799	106,406	98,301	<b>+8.2%</b>
<b>Systemwide</b>	<b>6,694</b>	<b>124,477</b>	<b>114,008</b>	<b>+9.2%</b>

Car Class	# of Cars	12-Month Average		% Change
		Nov '19	Nov '18	
R32	222	29,885	36,146	-17.3%
R42	50	29,775	26,292	+13.2%
R46	750	62,741	66,791	-6.1%
R62	315	213,271	343,344	-37.9%
R62A	824	114,927	100,139	+14.8%
R68	425	63,128	80,764	-21.8%
R68A	200	84,769	103,476	-18.1%
R142	1,030	206,692	179,845	+14.9%
R142A	220	111,437	74,730	+49.1%
R143	212	115,872	99,559	+16.4%
R160	1,662	265,406	248,656	+6.7%
R179	278	168,365	N/A	N/A
R188 - New	126	524,280	588,336	-10.9%
R188 - Conversion	380	261,464	182,861	+43.0%
<b>Subdivision A</b>	2,895	164,932	140,742	<b>+17.2%</b>
<b>Subdivision B</b>	3,799	108,046	110,210	<b>-2.0%</b>
<b>Systemwide</b>	<b>6,694</b>	<b>126,386</b>	<b>121,249</b>	<b>+4.2%</b>

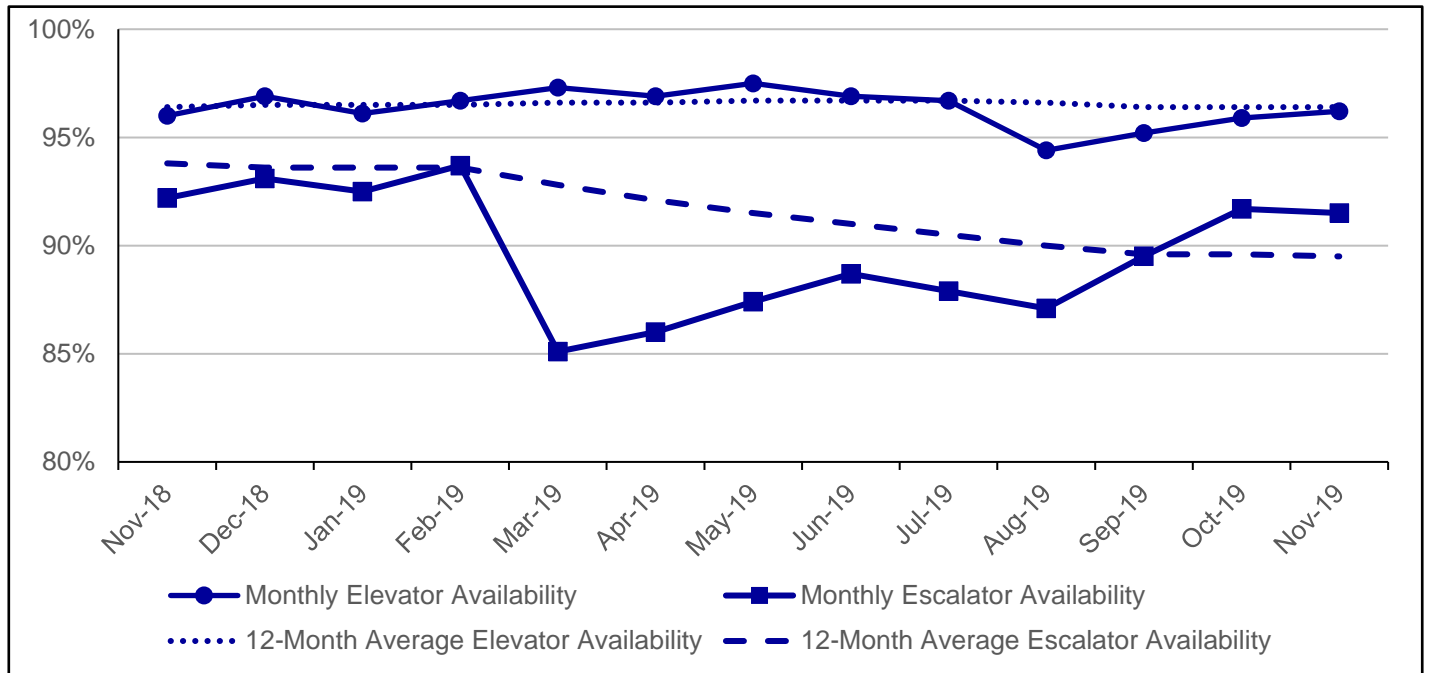
### MDBF Discussion

- Monthly MDBF increased 9.2% compared to November 2018.
- 12-month average MDBF increased 4.2% compared to November 2018, continuing a trend of consistent improvements.
- November 2019 12-month average MBDF for new technology cars was 217,311, the highest since August 2013. The NYCT fleet is now made up of 58% new technology subway cars.

Chart 13

## Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Elevator Availability</b>	96.2%	96.0%	+0.2%	96.4%	96.5%	-0.1%
<b>Escalator Availability</b>	91.5%	92.2%	-0.8%	89.5%	93.7%	-4.5%

### Elevator and Escalator Availability Discussion

- Elevator availability improved compared to November 2018, and was the third consecutive month of month-over-month improvements.
- Escalator availability decreased 0.8% from November 2018, but remains well above most of 2019 due to new maintenance practices aimed at improving reliability.



## 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	Nov 19					Nov 18					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	78.8%	8.9%	6.6%	5.7%	79.2%	74.9%	10.0%	7.9%	7.2%	75.4%	+5.2%
2	73.8%	11.0%	8.8%	6.4%	71.6%	68.9%	10.7%	10.4%	9.9%	67.4%	+7.1%
3	78.8%	10.7%	6.8%	3.8%	75.4%	71.9%	11.4%	9.2%	7.5%	70.3%	+9.6%
4	71.7%	10.3%	8.7%	9.3%	71.2%	69.7%	10.9%	9.5%	9.9%	66.9%	+2.9%
5	69.7%	10.6%	9.5%	10.2%	69.7%	67.1%	10.9%	10.3%	11.7%	64.3%	+3.9%
6	76.1%	8.7%	7.0%	8.2%	74.9%	71.3%	9.3%	9.0%	10.4%	67.8%	+6.7%
7	78.7%	10.1%	6.9%	4.3%	76.5%	69.4%	10.2%	10.1%	10.3%	67.0%	+13.4%
S 42nd	92.0%	2.6%	2.9%	2.6%	94.3%	93.4%	3.2%	1.9%	1.5%	93.7%	-1.5%
<b>Subdivision A</b>	<b>75.6%</b>	<b>9.8%</b>	<b>7.7%</b>	<b>7.0%</b>	<b>74.6%</b>	<b>71.4%</b>	<b>10.2%</b>	<b>9.2%</b>	<b>9.3%</b>	<b>69.3%</b>	<b>+5.9%</b>
A	68.6%	10.1%	10.0%	11.3%	69.6%	67.4%	9.4%	10.4%	12.8%	66.8%	+1.8%
B	72.1%	10.9%	8.5%	8.5%	75.1%	70.7%	12.2%	10.0%	7.1%	72.0%	+2.0%
C	77.5%	11.1%	8.0%	3.4%	75.7%	72.8%	11.5%	9.5%	6.2%	71.2%	+6.5%
D	73.6%	11.6%	8.9%	5.9%	74.2%	70.5%	11.9%	10.5%	7.1%	70.6%	+4.4%
E	72.2%	11.4%	9.3%	7.1%	71.6%	69.0%	11.5%	10.1%	9.4%	66.7%	+4.6%
F	71.2%	10.4%	9.2%	9.2%	71.0%	69.1%	10.0%	10.2%	10.7%	68.7%	+3.0%
S Fkn	97.4%	1.2%	0.7%	0.7%	98.3%	97.7%	0.5%	0.4%	1.3%	97.9%	-0.3%
G	80.0%	11.2%	6.3%	2.6%	80.5%	80.5%	11.0%	5.8%	2.7%	80.1%	-0.6%
S Rock	93.1%	3.0%	1.5%	2.4%	94.6%	95.0%	2.6%	1.3%	1.1%	93.5%	-2.0%
JZ	81.5%	9.9%	5.8%	2.8%	80.4%	73.8%	11.1%	8.8%	6.3%	75.5%	+10.4%
L	79.3%	10.7%	6.6%	3.3%	77.1%	77.7%	11.5%	7.3%	3.5%	76.1%	+2.1%
M	75.5%	11.1%	7.4%	6.0%	76.1%	71.4%	11.0%	9.3%	8.3%	71.9%	+5.7%
N	73.6%	12.0%	8.2%	6.2%	74.5%	69.8%	11.6%	9.9%	8.7%	69.5%	+5.4%
Q	70.6%	11.3%	10.2%	8.0%	76.1%	69.6%	11.2%	10.1%	9.0%	74.0%	+1.4%
R	74.7%	11.2%	8.3%	5.7%	74.2%	70.1%	10.5%	10.0%	9.5%	69.6%	+6.6%
W	76.9%	11.3%	7.1%	4.7%	76.6%	71.4%	10.2%	9.2%	9.2%	70.4%	+7.7%
<b>Subdivision B</b>	<b>74.7%</b>	<b>10.8%</b>	<b>8.2%</b>	<b>6.3%</b>	<b>74.9%</b>	<b>71.8%</b>	<b>10.8%</b>	<b>9.3%</b>	<b>8.1%</b>	<b>71.6%</b>	<b>+4.0%</b>
<b>Systemwide</b>	<b>75.1%</b>	<b>10.3%</b>	<b>7.9%</b>	<b>6.6%</b>	<b>74.8%</b>	<b>71.6%</b>	<b>10.5%</b>	<b>9.2%</b>	<b>8.6%</b>	<b>70.6%</b>	<b>+4.9%</b>

### Weekday Wait Assessment Discussion

- November 2019 weekday Wait Assessment improved year-over-year to 75.1%.
- Wait Assessment improved on every line except the G and the shuttles.

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

Line	Nov 19					Nov 18					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	86.4%	7.1%	3.5%	3.1%	88.9%	84.6%	8.9%	4.7%	1.7%	82.1%	+2.1%	
2	75.8%	10.3%	7.2%	6.6%	75.3%	74.7%	12.0%	9.4%	3.9%	69.4%	+1.5%	
3	81.5%	7.6%	4.8%	6.1%	84.0%	83.6%	9.1%	4.3%	3.0%	84.1%	-2.5%	
4	76.9%	10.4%	8.1%	4.6%	76.2%	69.2%	11.1%	11.0%	8.7%	67.6%	+11.1%	
5	83.4%	8.7%	5.1%	2.8%	84.3%	84.0%	9.8%	5.0%	1.2%	73.9%	-0.7%	
6	88.8%	6.5%	3.1%	1.7%	84.7%	80.4%	9.0%	6.1%	4.4%	80.5%	+10.4%	
7	86.9%	8.0%	3.1%	1.9%	84.8%	82.4%	9.4%	5.0%	3.2%	77.5%	+5.5%	
S 42nd	99.1%	0.3%	0.1%	0.4%	98.5%	98.6%	0.5%	0.4%	0.5%	98.5%	+0.5%	
<b>Subdivision A</b>	<b>82.8%</b>	<b>8.3%</b>	<b>5.1%</b>	<b>3.8%</b>	<b>82.3%</b>	<b>79.5%</b>	<b>9.7%</b>	<b>6.8%</b>	<b>4.1%</b>	<b>76.3%</b>	<b>+4.2%</b>	
A	75.3%	11.9%	8.3%	4.5%	75.4%	69.2%	11.3%	10.9%	8.6%	71.9%	+8.8%	
C	82.2%	11.4%	5.0%	1.3%	80.5%	74.9%	11.5%	8.5%	5.1%	74.0%	+9.7%	
D	83.6%	10.1%	4.4%	1.9%	80.8%	76.6%	12.2%	7.6%	3.5%	75.5%	+9.1%	
E	86.8%	8.2%	3.6%	1.4%	85.1%	83.1%	10.2%	4.6%	2.1%	80.3%	+4.5%	
F	80.9%	10.1%	6.5%	2.4%	80.2%	78.7%	10.8%	6.5%	3.9%	77.7%	+2.8%	
S Fkn	96.3%	1.4%	1.0%	1.3%	98.2%	97.7%	1.1%	0.1%	1.0%	98.4%	-1.4%	
G	84.4%	9.9%	4.4%	1.2%	85.3%	86.9%	8.9%	2.7%	1.5%	86.2%	-2.9%	
S Rock	97.6%	1.5%	0.8%	0.1%	95.4%	93.4%	4.3%	0.5%	1.7%	93.9%	+4.5%	
JZ	89.0%	7.9%	2.4%	0.7%	87.7%	85.3%	9.0%	4.3%	1.4%	84.6%	+4.3%	
L	86.3%	7.1%	3.6%	2.9%	84.6%	80.1%	9.2%	6.0%	4.7%	78.9%	+7.7%	
M	79.4%	10.3%	6.7%	3.6%	78.1%	80.4%	10.1%	6.2%	3.2%	86.6%	-1.2%	
N	74.6%	11.7%	8.0%	5.6%	79.7%	76.1%	11.5%	8.3%	4.1%	72.3%	-2.0%	
Q	83.2%	10.4%	4.9%	1.5%	82.7%	81.4%	8.6%	6.1%	4.0%	80.0%	+2.2%	
R	77.4%	11.3%	7.2%	4.1%	80.0%	78.7%	11.6%	6.7%	3.0%	74.4%	-1.7%	
<b>Subdivision B</b>	<b>81.4%</b>	<b>10.1%</b>	<b>5.7%</b>	<b>2.8%</b>	<b>81.5%</b>	<b>79.0%</b>	<b>10.4%</b>	<b>6.6%</b>	<b>3.9%</b>	<b>77.9%</b>	<b>+3.0%</b>	
<b>Systemwide</b>	<b>82.0%</b>	<b>9.3%</b>	<b>5.4%</b>	<b>3.3%</b>	<b>81.9%</b>	<b>79.2%</b>	<b>10.1%</b>	<b>6.7%</b>	<b>4.0%</b>	<b>77.2%</b>	<b>+3.5%</b>	

### Weekend Wait Assessment Discussion

- November 2019 weekend Wait Assessment improved to 82.0% from 79.2% the prior year.

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>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
1	84.2%	74.4%	+13.2%
2	81.2%	61.0%	+33.1%
3	89.3%	73.5%	+21.5%
4	76.6%	62.8%	+22.0%
5	79.5%	72.7%	+9.4%
6	77.5%	67.6%	+14.6%
7	92.4%	74.8%	+23.5%
S 42nd	98.1%	99.6%	-1.5%
<b>Subdivision A</b>	<b>85.6%</b>	<b>75.0%</b>	<b>+14.1%</b>
A	66.7%	52.3%	+27.5%
B	62.9%	50.9%	+23.6%
C	76.4%	61.6%	+24.0%
D	67.7%	54.5%	+24.2%
E	78.4%	65.4%	+19.9%
F	71.4%	51.1%	+39.7%
S Fkln	99.1%	99.1%	+0.0%
G	76.6%	69.0%	+11.0%
S Rock	95.2%	96.2%	-1.0%
JZ	82.4%	59.9%	+37.6%
L	95.3%	95.0%	+0.3%
M	80.9%	56.5%	+43.2%
NW	74.7%	60.8%	+22.9%
Q	81.6%	69.8%	+16.9%
R	75.8%	46.8%	+62.0%
<b>Subdivision B</b>	<b>78.9%</b>	<b>65.9%</b>	<b>+19.7%</b>
<b>Systemwide</b>	<b>81.8%</b>	<b>69.9%</b>	<b>+17.0%</b>

### Weekday Terminal On-Time Performance Discussion

- November 2019 weekday On-Time Performance (OTP) was 81.8%, a 17.0% increase from a year ago in November 2018.
- Every non-shuttle line saw an increase in OTP year-over-year.
- The L and 7 lines, which both operate with CBTC signaling, had OTP above 90%, while six other non-shuttle lines had OTP above 80%. A year ago, only five non-shuttle lines had OTP above 70%.

## Subway Weekend Terminal On-Time Performance

Monthly  
(24 hours)

*Desired trend*



<u>Line</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
1	88.9%	86.0%	+3.4%
2	65.4%	41.0%	+59.5%
3	75.4%	49.0%	+53.9%
4	70.9%	56.0%	+26.6%
5	83.0%	77.6%	+7.0%
6	87.0%	69.6%	+25.0%
7	94.0%	90.2%	+4.2%
S 42nd	100.0%	99.8%	+0.2%
<b>Subdivision A</b>	<b>84.4%</b>	<b>73.9%</b>	<b>+14.2%</b>
A	81.9%	58.9%	+39.0%
C	75.7%	65.7%	+15.2%
D	87.8%	68.8%	+27.6%
E	88.0%	78.2%	+12.5%
F	79.5%	58.1%	+36.8%
S Fkn	98.4%	99.6%	-1.2%
G	79.8%	74.4%	+7.3%
S Rock	98.4%	93.8%	+4.9%
JZ	91.3%	85.6%	+6.7%
L	92.9%	91.2%	+1.9%
M	88.2%	86.0%	+2.6%
N	64.7%	61.2%	+5.7%
Q	94.5%	79.7%	+18.6%
R	72.5%	64.2%	+12.9%
<b>Subdivision B</b>	<b>85.3%</b>	<b>76.3%</b>	<b>+11.8%</b>
<b>Systemwide</b>	<b>84.9%</b>	<b>75.3%</b>	<b>+12.7%</b>

### Weekend Terminal On-Time Performance Discussion

- November 2019 Weekend On-Time Performance improved year-over-year to 84.9%.
- The improvements in weekend OTP were due in part to differences in planned work and more accurate schedules for planned service changes.

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

**Subway Weekday Trains Delayed**  
**Monthly - November 2019**  
**(24 hours)**

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (20)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>1,246</u>	<u>62</u>	<u>4.2%</u>
Rail and Roadbed	1,007	50	3.3%
Fire, Smoke, Debris	239	12	0.8%
Signal Failures and Emergency Remediation	4,723	236	15.8%
Subway Car	<u>1,515</u>	<u>76</u>	<u>5.1%</u>
Door-Related	343	17	1.1%
Propulsion	383	19	1.3%
Braking	266	13	0.9%
Other	523	26	1.7%
Other Unplanned Disruptions (e.g. station defect)	325	16	1.1%
Train Brake Activation - cause unknown	375	19	1.3%
Service Delivery (e.g., crew performance)	1,024	51	3.4%
External	<u>6,212</u>	<u>311</u>	<u>20.8%</u>
Public Conduct, Crime, Police Response	2,294	115	7.7%
Sick/Injured Customer	1,597	80	5.4%
Persons on Roadbed (including persons struck by train)	1,052	53	3.5%
External Debris on Roadbed (e.g., trees, shopping cart)	118	6	0.4%
Other Passenger-Related (e.g., retrieval of property from track)	576	29	1.9%
Public Event (e.g., civil demonstration, parade)	239	12	0.8%
Inclement Weather	318	16	1.1%
Other External Disruptions	18	1	0.1%
Operating Environment	7,980	399	26.7%
Planned Right-of-Way Work	6,463	323	21.6%
<b>Total Trains Delayed</b>	<b>29,863</b>	<b>1,493</b>	<b>100%</b>

Baseline average daily delays for January-June 2018	2,939
Target average daily delays to achieve reduction of 18,000 monthly delays	2,346
% to Target	244%

**Note: Based on new electronic feeds. Root cause analysis and improved categorization of delays are ongoing.**

**Subway Weekend Trains Delayed**  
**Monthly - November 2019**  
**(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>205</u>	<u>21</u>	<u>2.5%</u>
Rail and Roadbed	129	13	1.6%
Fire, Smoke, Debris	76	8	0.9%
Signal Failures and Emergency Remediation	654	65	7.9%
Subway Car	<u>304</u>	<u>30</u>	<u>3.7%</u>
Door-Related	93	9	1.1%
Propulsion	102	10	1.2%
Braking	25	3	0.3%
Other	84	8	1.0%
Other Unplanned Disruptions (e.g. station defect)	33	3	0.4%
Train Brake Activation - cause unknown	64	6	0.8%
Service Delivery (e.g., crew performance)	301	30	3.6%
External	<u>1,901</u>	<u>190</u>	<u>22.9%</u>
Public Conduct, Crime, Police Response	819	82	9.9%
Sick/Injured Customer	367	37	4.4%
Persons on Roadbed (including persons struck by train)	394	39	4.7%
External Debris on Roadbed (e.g., trees, shopping cart)	32	3	0.4%
Other Passenger-Related (e.g., retrieval of property from track)	56	6	0.7%
Public Event (e.g., civil demonstration, parade)	112	11	1.3%
Inclement Weather	119	12	1.4%
Other External Disruptions	2	0	0.0%
Operating Environment	1,916	192	23.0%
Planned Right-of-Way Work	2,935	294	35.3%
<b>Total Trains Delayed</b>	<b>8,313</b>	<b>831</b>	<b>100%</b>

Baseline average daily delays for January-June 2018	1,944
Target average daily delays to achieve reduction of 18,000 monthly delays	1,261
% to Target	163%

**Note: Based on new electronic feeds. Root cause analysis and improved categorization of delays are ongoing.**

## Subway Action Plan Accomplishments July 2017 - November 2019

Phase I of the Subway Action Plan represented a surge of activity in 2017-18 to improve the reliability of subway assets, enhance response to delay-causing incidents, and improve the customer environment. 2019 targets reflect continued focus in strategic areas consistent with the ongoing SAP financial plan.

	Phase I SAP	This Month	Ongoing SAP YTD	Full Campaign to date
<b>TRACK: Clean track and improve ride quality</b>	Jul 2017- Dec 2018	Nov 2019	Jan - Nov 2019	Jul 2017- Nov 2019
Clean underground subway track (in miles) *	467	289	3,513	3,980
High priority track repairs (in number of defects cleared)	19,138	504	8,447	27,585
Rail grinding to improve ride quality and reduce defects (in miles)	-	12	176	176
Install Continuous Welded Rail to provide strong tracks and a smoother ride for customers (in miles)	40	0	15	55
Add 16 specialized, multidisciplinary teams (for a total of 24) to improve incident response and recovery times	Established	Ongoing	Ongoing	Ongoing

\* Cleaning underground subway track includes vacuum train totals starting in Jan 2019.

<b>INFRASTRUCTURE: Remediate conditions that damage track, signals and power sources</b>	Jul 2017- Dec 2018	Nov 2019	Jan - Nov 2019	Jul 2017- Nov 2019
Clean street grates systemwide (number of grates)	40,987	5,047	39,314	80,301
Seal leaks (number of leaks addressed)	3,925	496	3,933	7,858
Clean and repair all 418 miles of drain lines (in track miles)	385	-	45	418

<b>POWER: Ensure supporting infrastructure reliability</b>	Jul 2017- Dec 2018	Nov 2019	Jan - Nov 2019	Jul 2017- Nov 2019
Install "SAGs" to mitigate the impact of electric voltage variations that could cause signal failures (number of SAGs)	384	Ongoing maintenance	Ongoing maintenance	384
Install new third rail insulators in high fire areas (number of locations)	-	50	525	525

<b>CARS: Reduce downtime and upgrade critical components</b>	Jul 2017- Dec 2018	Nov 2019	Jan - Nov 2019	Jul 2017- Nov 2019
Accelerate the major car overhaul cycle from 7 years to 6 years (number of cars overhauled)	2,278	93	837	3,115
Install LED lighting and double-loop stanchions (in cars upgraded)	1,235	847	2,791	4,026
Deep cleaning of subway cars (in cars cleaned)	-	-	3,046	3,046
Add 20 Emergency Car Response teams for in-service car incidents	Established	Ongoing	Ongoing	Ongoing

<b>SIGNALS: Improve signal reliability</b>	Jul 2017- Dec 2018	Nov 2019	Jan - Nov 2019	Jul 2017- Nov 2019
Rebuild signal stops, air lines and cables (in assets repaired)	224	67	277	501
Priority maintenance and repair tasks to improve reliability of signal and switch equipment (in number of tasks)	-	60	1,724	1,724

<b>STATIONS: Improve overall Station environment</b>	Jul 2017- Dec 2018	Nov 2019	Jan - Nov 2019	Jul 2017- Nov 2019
Deep cleaning of subway stations (in stations cleaned)	-	-	106	106
Focused cleaning and repair campaign led by Group Station Managers (in stations enhanced)	-	-	217	217
Expand dedicated EMT deployment by 7 teams for a total of 12	Established	Ongoing	Ongoing	Ongoing

<b>COMMUNICATIONS</b>	Jul 2017- Dec 2018	Nov 2019	Jan - Nov 2019	Jul 2017- Nov 2019
Add Dedicated Announcers to better inform customers regarding current service status	Established	Ongoing	Ongoing	Ongoing



## Customer Service Report: Buses

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



The Queens Bus Network Redesign (QBNR) draft plan was released at the end of 2019. The proposal wiped the map clean and started from scratch to create a faster, more reliable system of interconnected routes. Over the next several months, multiple public workshops are scheduled to share the proposed plan with customers. NYCT Department of Buses and MTA Bus Company senior leadership, Craig Cipriano and Mark Holmes (pictured above) attended the QBNR in-station event at 74 St-Roosevelt Avenue this month, answered questions on the draft plan and gathered critical feedback from the community and customers. This is an iterative process, public input is crucial, and Buses is listening.

# January 2020 Highlights: Buses

As we begin 2020, it is important to recognize this significant point in time for bus service in New York and for our two million daily customers. New York City and its policy makers are clearly beginning to value the importance of buses and taking notice of what New York's bus system can be with well enforced bus priority on our city streets.

In 2019 we saw improvements in all key customer-focused metrics. Both travel times and wait times declining and journey time performance improving. Our bus fleet continues to operate at record levels of reliability, up 19% from 2018.

We have clearly demonstrated that well enforced bus priority improves bus speeds and bus service, and encourages more customers to choose the bus as their mode of choice. We see it on the 14th Street busway and we see it in other areas where we began our own automated camera enforcement on the M15 and B44 routes. And, thanks to our partners in Strategy and Customer Experience, we launched an exciting awareness campaign to ensure all New Yorkers know that "Bus Lanes are for Buses".

Not only are we seeing pockets of significant improvements in speed and ridership in certain impacted segments – we are also seeing an encouraging slowing in the rate of overall bus ridership decline.

In 2019, we also made significant progress on network redesign – our holistic, clean slate look at bus service patterns in each borough to better match service with current and future travel demands. We finalized the Bronx Plan, launched network redesign in Brooklyn, and released the draft plan for Queens. Staten Island express service, our first network redesign implementation, continues to sustain the improvements from the old X network more than one year after its implementation.

Another exciting development is the purchase of our first ever all-electric articulated buses – an important step on our journey to an all-electric fleet by 2040. Each of these buses eliminates 90 tons of carbon dioxide annually and would further reduce New Yorkers' carbon footprint. So, ride this bus and save the planet!

Looking ahead, we are really excited by the approval of the 2020-2024 Capital Program – the largest Bus program in history. This program includes \$3.5 billion for Buses, including 500 all-electric buses and \$85M to expand our automated bus lane enforcement program. And, in 2020, network redesign will touch every single borough in the City with the goal of improving commutes for millions of customers.

My team and I are energized and look forward to working with our customers and stakeholders to build upon the great momentum we gathered in 2019.

## **Craig Cipriano**

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

# Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: December 2019			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Customer Focused Metrics	Service Delivered (Chart 1)	96.8%	97.1%	-0.3%	97.3%	96.9%	+0.4%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)	0:01:48	0:01:48	0.0%	0:01:44	0:01:47	-2.5%
	Additional Travel Time (h:mm:ss) (Chart 5)	0:00:49	0:00:47	+4.3%	0:00:47	0:00:53	-12.0%
	Customer Journey Time Performance (Chart 7)	71.4%	71.7%	-0.4%	72.3%	+71.7%	+0.8%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	7,791	8,253	-5.6%	7,749	6,505	+19.1%
	Speed (MPH) (Chart 11)	7.9	8.0	-1.3%	8.0	7.9	+1.3%
Legacy Indicators	Wait Assessment (Chart 13)	76.9%	77.1%	-0.3%	77.8%	77.5%	+0.4%
	<b>System MDBSI (Chart 16)</b>	2,792	2,940	-5.0%	3,029	2,787	+8.7%
	NYCT Bus	2,653	2,778	-4.5%	2,879	2,602	+10.6%
	MTA Bus	3,345	3,631	-7.9%	3,644	3,610	+0.9%
	<b>System Trips Completed (Chart 17)</b>	99.1%	99.1%	0.0%	99.2%	99.1%	+0.1%
	NYCT Bus	99.2%	99.2%	0.0%	99.3%	99.1%	+0.2%
	MTA Bus	98.8%	98.6%	+0.2%	98.9%	99.1%	-0.2%
	<b>System AM Pull Out (Chart 18)</b>	99.5%	99.6%	-0.1%	99.8%	99.8%	0.0%
	NYCT Bus	99.7%	99.7%	0.0%	99.8%	99.8%	0.0%
	MTA Bus	99.2%	99.2%	0.0%	99.5%	99.6%	-0.1%
	<b>System PM Pull Out (Chart 19)</b>	99.7%	99.6%	+0.1%	99.8%	99.8%	0.0%
	NYCT Bus	99.8%	99.8%	0.0%	99.9%	99.8%	+0.1%
	MTA Bus	99.3%	99.2%	+0.1%	99.5%	99.7%	-0.2%
	<b>System Buses &gt;= 12 years</b>	19.0%	24.0%				
	NYCT Bus	6.8%	18.6%				
	MTA Bus	62.0%	42.0%				
	<b>System Fleet Age</b>	7.2	8.2				
	NYCT Bus	6.1	7.7				
MTA Bus	11.1	10.1					

System refers to the combined results of NYCT Bus and MTA Bus

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 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 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.

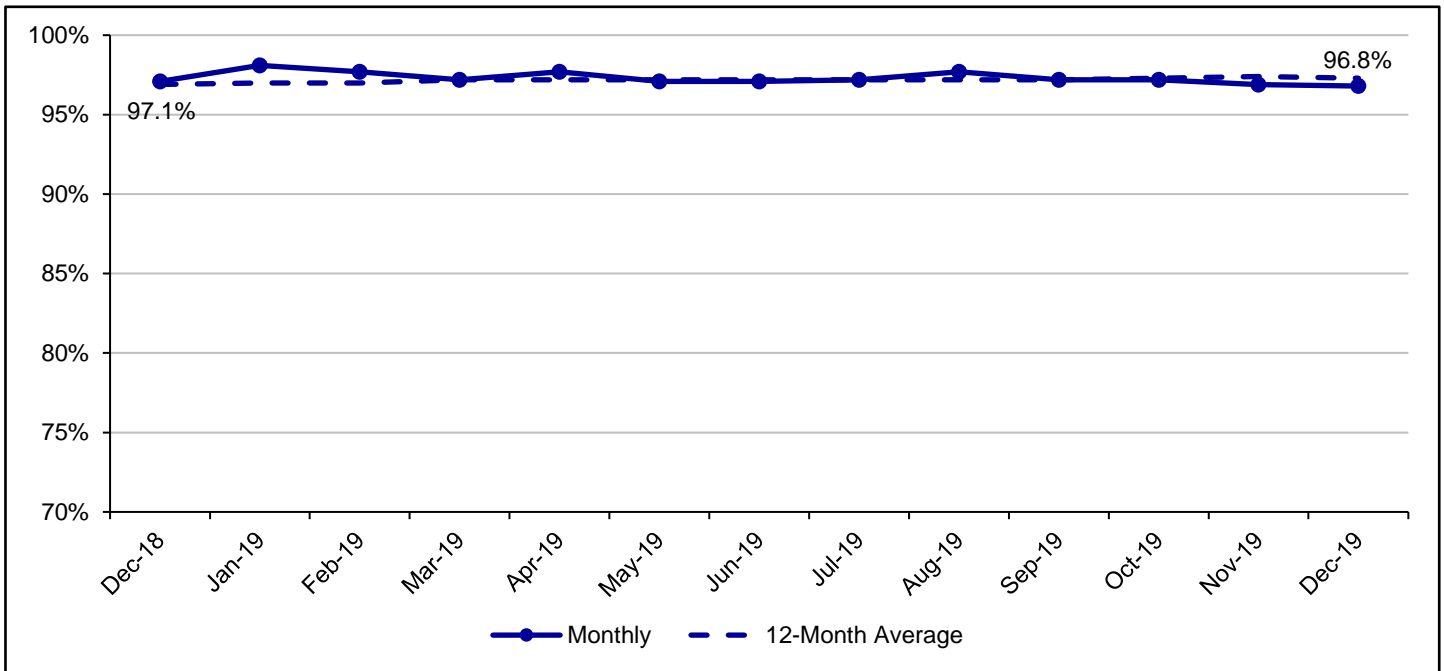
### Customer Journey Time Performance (CJTP)

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 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		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Bronx</b>	97.1%	97.9%	-0.8%	97.5%	97.3%	+0.2%
<b>Brooklyn</b>	97.1%	97.3%	-0.2%	97.6%	97.3%	+0.3%
<b>Manhattan</b>	97.3%	97.7%	-0.4%	97.6%	97.1%	+0.5%
<b>Queens</b>	96.4%	96.7%	-0.3%	96.8%	96.7%	+0.1%
<b>Staten Island</b>	96.6%	95.9%	+0.7%	97.7%	96.0%	+1.8%
<b>Systemwide</b>	<b>96.8%</b>	<b>97.1%</b>	<b>-0.3%</b>	<b>97.3%</b>	<b>96.9%</b>	<b>+0.4%</b>

### Service Delivered Discussion

- Service Delivered in December 2019 declined by 0.3% compared to December 2018, and improved by 0.4% on a 12-month average.

Note: The metrics in this report are preliminary.

**Chart 1**

**Service Delivered  
Monthly  
(Peak Hours)**

*Desired trend*



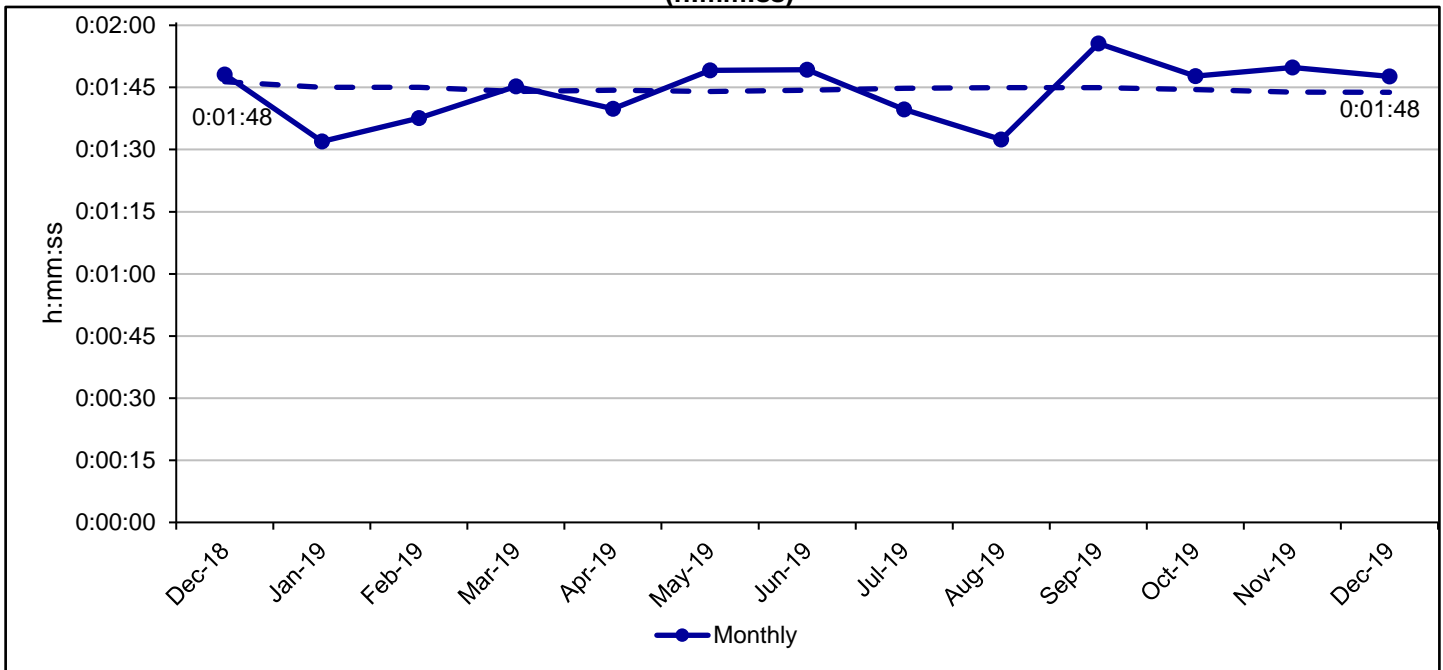
<u>Borough</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>97.1%</b>	<b>97.9%</b>	<b>-0.8%</b>
Local/Limited	97.1%	97.9%	-0.8%
Select Bus Service	97.6%	99.3%	-1.7%
Express	96.7%	97.3%	-0.6%
<b>Brooklyn</b>	<b>97.1%</b>	<b>97.3%</b>	<b>-0.2%</b>
Local/Limited	97.1%	97.3%	-0.2%
Select Bus Service	96.7%	97.1%	-0.4%
Express	97.5%	98.2%	-0.7%
<b>Manhattan</b>	<b>97.3%</b>	<b>97.7%</b>	<b>-0.4%</b>
Local/Limited	96.7%	97.3%	-0.6%
Select Bus Service	98.5%	99.1%	-0.6%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>96.4%</b>	<b>96.7%</b>	<b>-0.3%</b>
Local/Limited	96.2%	96.6%	-0.4%
Select Bus Service	96.7%	99.6%	-2.9%
Express	97.5%	96.5%	+1.0%
<b>Staten Island</b>	<b>96.6%</b>	<b>95.9%</b>	<b>+0.7%</b>
Local/Limited	97.8%	96.7%	+1.1%
Select Bus Service	100.0%	99.5%	+0.5%
Express	95.3%	94.8%	+0.5%
<b>Systemwide</b>	<b>96.8%</b>	<b>97.1%</b>	<b>-0.3%</b>
Local/Limited	96.7%	97.1%	-0.4%
Select Bus Service	97.8%	98.8%	-1.0%
Express	96.5%	96.2%	+0.3%

Note: The metrics in this report are preliminary.

**Chart 2**

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

*Desired trend* ↓



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Bronx</b>	0:01:49	0:01:42	+6.9%	0:01:45	0:01:42	+2.9%
<b>Brooklyn</b>	0:01:58	0:02:00	-1.7%	0:01:54	0:01:56	-1.9%
<b>Manhattan</b>	0:01:20	0:01:31	-12.1%	0:01:24	0:01:32	-8.4%
<b>Queens</b>	0:01:49	0:01:47	+1.9%	0:01:43	0:01:46	-2.6%
<b>Staten Island</b>	0:02:16	0:02:21	-3.5%	0:02:00	0:02:07	-5.8%
<b>Systemwide</b>	<b>0:01:48</b>	<b>0:01:48</b>	<b>0.0%</b>	<b>0:01:44</b>	<b>0:01:47</b>	<b>-2.5%</b>

### Additional Bus Stop Time Discussion

- Additional Bus Stop Time in December 2019 remained the same compared to December 2018, and improved by three seconds (or 2.5%) in the 12-month average.

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

*Desired trend*



<u>Borough</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>0:01:49</b>	<b>0:01:42</b>	<b>+6.9%</b>
Local/Limited	0:01:49	0:01:42	+6.9%
Select Bus Service	0:01:33	0:01:22	+13.4%
Express	0:02:40	0:02:40	0.0%
<b>Brooklyn</b>	<b>0:01:58</b>	<b>0:02:00</b>	<b>-1.7%</b>
Local/Limited	0:01:59	0:02:03	-3.3%
Select Bus Service	0:01:35	0:01:26	+10.5%
Express	0:02:24	0:02:27	-2.0%
<b>Manhattan</b>	<b>0:01:20</b>	<b>0:01:31</b>	<b>-12.1%</b>
Local/Limited	0:01:30	0:01:38	-8.2%
Select Bus Service	0:01:02	0:01:11	-12.7%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>0:01:49</b>	<b>0:01:47</b>	<b>+1.9%</b>
Local/Limited	0:01:51	0:01:48	+2.8%
Select Bus Service	0:01:17	0:01:21	-4.9%
Express	0:02:08	0:02:19	-7.9%
<b>Staten Island</b>	<b>0:02:16</b>	<b>0:02:21</b>	<b>-3.5%</b>
Local/Limited	0:02:30	0:02:33	-2.0%
Select Bus Service	0:01:42	0:01:36	+6.3%
Express	0:01:47	0:02:04	-13.7%
<b>Systemwide</b>	<b>0:01:48</b>	<b>0:01:48</b>	<b>0.0%</b>
Local/Limited	0:01:52	0:01:51	+0.9%
Select Bus Service	0:01:16	0:01:19	-3.8%
Express	0:02:07	0:02:16	-6.6%

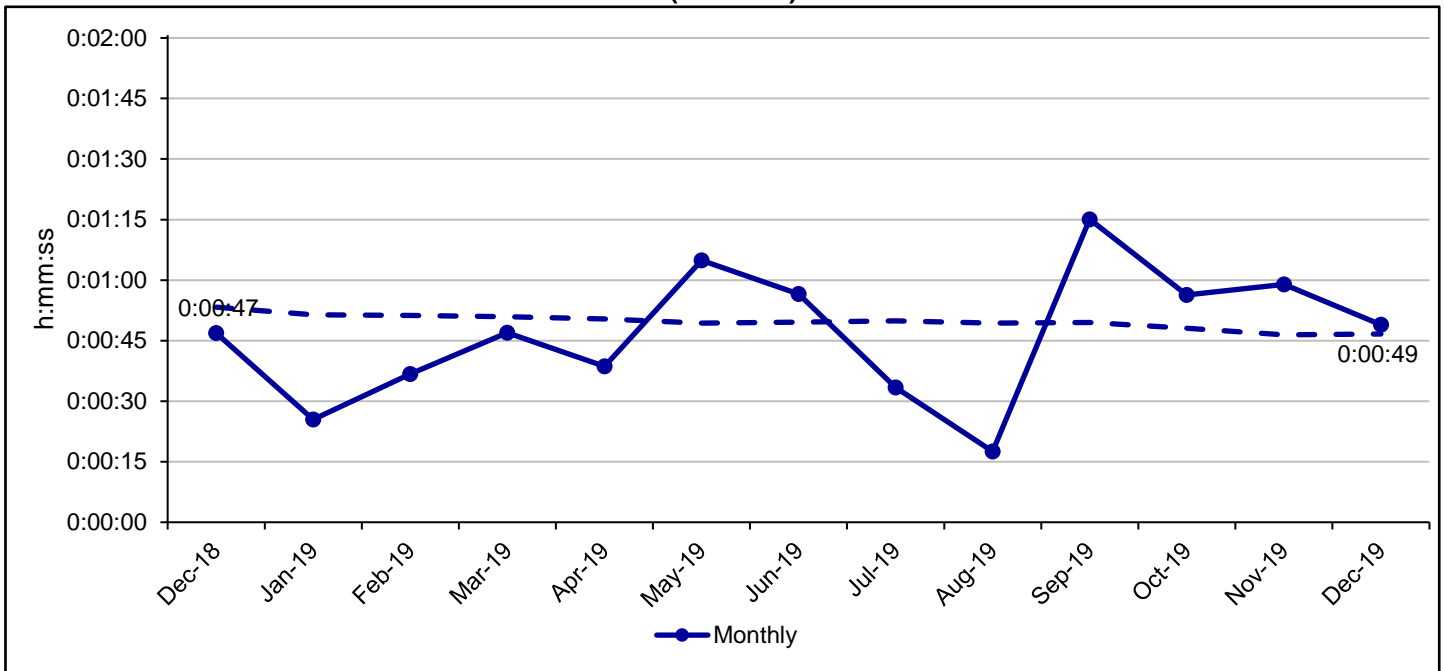
Note: The metrics in this report are preliminary.

**Chart 4**



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

Desired trend



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Bronx</b>	0:00:58	0:00:57	+1.8%	0:01:00	0:01:02	-3.0%
<b>Brooklyn</b>	0:00:48	0:00:45	+6.7%	0:00:45	0:00:53	-14.6%
<b>Manhattan</b>	0:00:22	0:00:28	-21.4%	0:00:25	0:00:29	-14.6%
<b>Queens</b>	0:01:02	0:00:54	+14.8%	0:00:55	0:01:01	-9.4%
<b>Staten Island</b>	0:00:36	0:00:36	0.0%	0:00:19	0:00:51	-62.7%
<b>Systemwide</b>	<b>0:00:49</b>	<b>0:00:47</b>	<b>+4.3%</b>	<b>0:00:47</b>	<b>0:00:53</b>	<b>-12.0%</b>

### Additional Travel Time Discussion

- Additional Travel Time in December 2019 declined by two seconds (or 4.3%) compared to December 2018, and improved by six seconds (or 12%) on a 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*



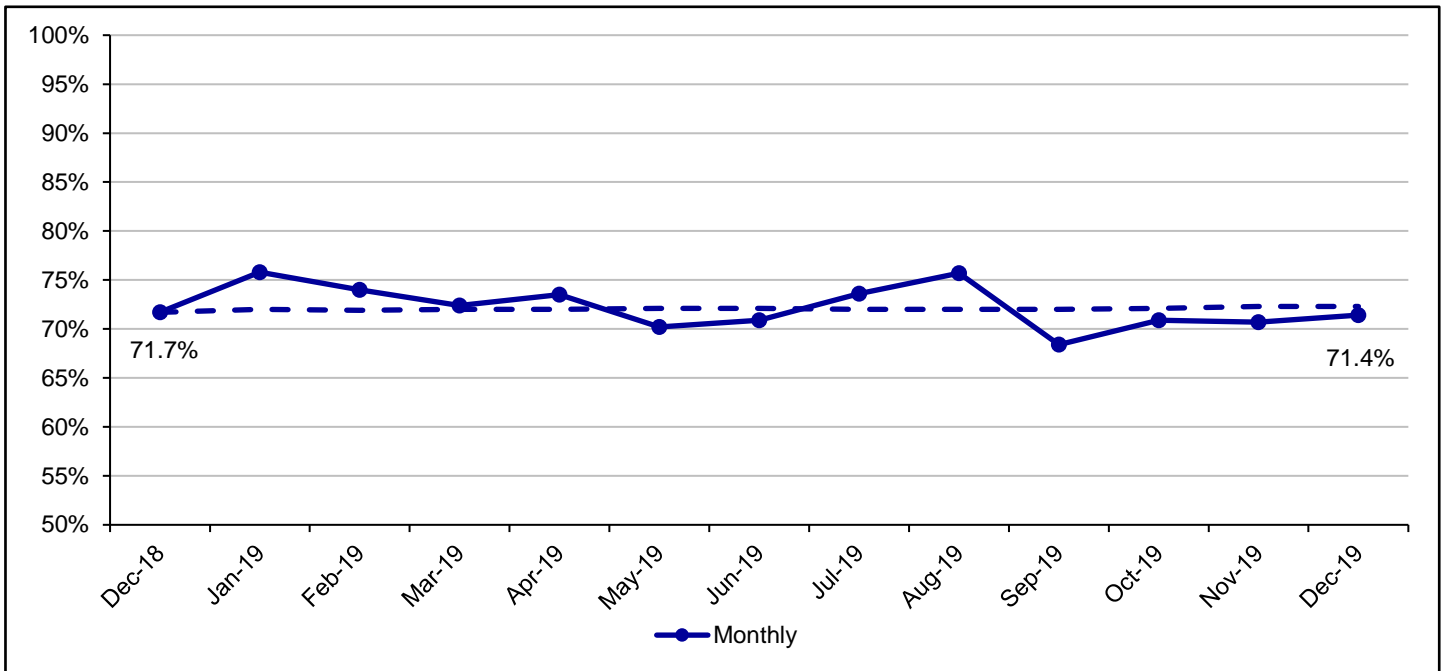
<u>Borough</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>0:00:58</b>	<b>0:00:57</b>	<b>+1.8%</b>
Local/Limited	0:00:51	0:00:48	+6.3%
Select Bus Service	0:01:08	0:01:23	-18.1%
Express	0:04:45	0:04:44	+0.4%
<b>Brooklyn</b>	<b>0:00:48</b>	<b>0:00:45</b>	<b>+6.7%</b>
Local/Limited	0:00:46	0:00:45	+2.2%
Select Bus Service	0:01:01	0:00:50	+22.0%
Express	0:01:43	0:00:19	+442.1%
<b>Manhattan</b>	<b>0:00:22</b>	<b>0:00:28</b>	<b>-21.4%</b>
Local/Limited	0:00:29	0:00:36	-19.4%
Select Bus Service	0:00:09	0:00:08	+12.5%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>0:01:02</b>	<b>0:00:54</b>	<b>+14.8%</b>
Local/Limited	0:00:57	0:00:49	+16.3%
Select Bus Service	0:00:59	0:00:49	+20.4%
Express	0:04:53	0:04:34	+6.9%
<b>Staten Island</b>	<b>0:00:36</b>	<b>0:00:36</b>	<b>0.0%</b>
Local/Limited	0:00:38	0:00:31	+22.6%
Select Bus Service	0:01:35	0:00:56	+69.6%
Express	0:00:09	0:00:41	-78.0%
<b>Systemwide</b>	<b>0:00:49</b>	<b>0:00:47</b>	<b>+4.3%</b>
Local/Limited	0:00:48	0:00:45	+6.7%
Select Bus Service	0:00:38	0:00:40	-5.0%
Express	0:02:15	0:02:09	+4.7%

Note: The metrics in this report are preliminary.

**Chart 6**

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

Desired trend



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Bronx</b>	70.8%	71.6%	-1.1%	71.2%	71.6%	-0.6%
<b>Brooklyn</b>	70.1%	70.2%	-0.1%	71.1%	70.5%	+0.9%
<b>Manhattan</b>	77.3%	75.3%	+2.7%	76.9%	75.5%	+1.9%
<b>Queens</b>	70.4%	71.8%	-1.9%	71.9%	71.5%	+0.6%
<b>Staten Island</b>	67.8%	67.9%	-0.1%	70.1%	68.1%	+2.9%
<b>Systemwide</b>	71.4%	71.7%	-0.4%	72.3%	71.7%	+0.8%

### Customer Journey Time Performance Discussion

- Customer Journey Time Performance in December 2019 declined by 0.4% compared to December 2018, and improved by 0.8% on a 12-month average.

Note: The metrics in this report are preliminary.

## Customer Journey Time Performance Monthly

Desired trend



<u>Borough</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>70.8%</b>	<b>71.6%</b>	<b>-1.1%</b>
Local/Limited	71.5%	72.5%	-1.4%
Select Bus Service	69.6%	69.2%	+0.6%
Express	47.1%	47.2%	-0.2%
<b>Brooklyn</b>	<b>70.1%</b>	<b>70.2%</b>	<b>-0.1%</b>
Local/Limited	70.1%	69.9%	+0.3%
Select Bus Service	71.7%	73.9%	-3.0%
Express	58.4%	62.4%	-6.4%
<b>Manhattan</b>	<b>77.3%</b>	<b>75.3%</b>	<b>+2.7%</b>
Local/Limited	74.8%	73.7%	+1.5%
Select Bus Service	81.9%	79.7%	+2.8%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>70.4%</b>	<b>71.8%</b>	<b>-1.9%</b>
Local/Limited	70.9%	72.2%	-1.8%
Select Bus Service	71.1%	72.4%	-1.8%
Express	47.5%	47.3%	+0.4%
<b>Staten Island</b>	<b>67.8%</b>	<b>67.9%</b>	<b>-0.1%</b>
Local/Limited	69.1%	69.9%	-1.1%
Select Bus Service	66.1%	71.2%	-7.2%
Express	64.3%	61.6%	+4.4%
<b>Systemwide</b>	<b>71.4%</b>	<b>71.7%</b>	<b>-0.4%</b>
Local/Limited	71.2%	71.8%	-0.8%
Select Bus Service	75.9%	74.9%	+1.3%
Express	56.6%	56.2%	+0.7%

Note: The metrics in this report are preliminary.

**Chart 8**

## Section 2: Inputs to Operations

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

### Performance Indicator Definitions

#### Mean Distance Between Failures (MDBF)

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

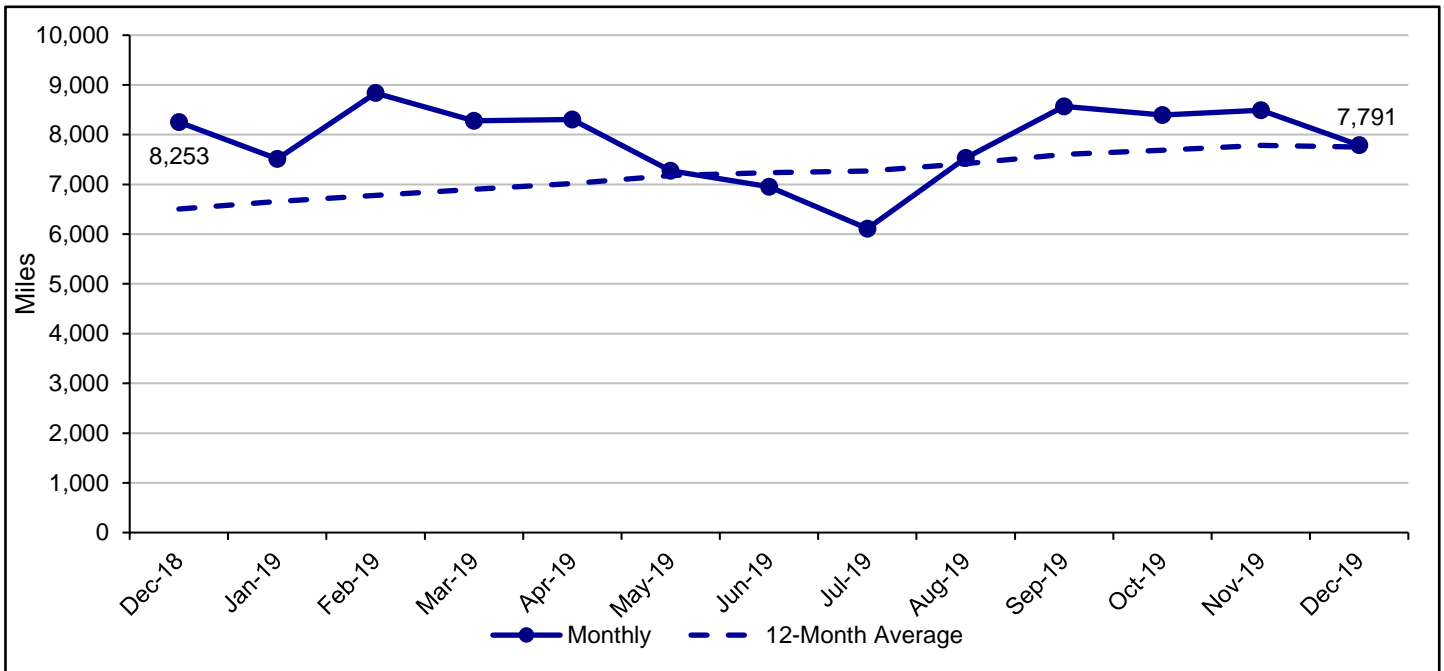
MDBF numbers include weekdays and weekends. This borough and trip-type combinations (Chart 10) are reported as a 12-month average.

#### Bus Speeds

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

## Mean Distance Between Failures (24 Hours) Miles

Desired trend




	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Bronx</b>	6,550	7,088	-7.6%	6,051	4,630	+30.7%
<b>Brooklyn</b>	7,607	8,889	-14.4%	8,689	6,350	+36.8%
<b>Manhattan</b>	5,055	5,021	+0.7%	4,448	3,890	+14.3%
<b>Queens</b>	7,164	7,361	-2.7%	7,332	7,144	+2.6%
<b>Staten Island</b>	24,315	23,784	+2.2%	21,419	19,514	+9.8%
<b>Systemwide</b>	<b>7,791</b>	<b>8,253</b>	<b>-5.6%</b>	<b>7,749</b>	<b>6,505</b>	<b>+19.1%</b>

### Mean Distance Between Failures Discussion

- Means Distance Between Failures declined by 5.6% from 8,253 in December 2018 to 7,791 in December 2019.
- The 12-month average through December 2019 improved by 19.1%.

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

*Desired trend* 

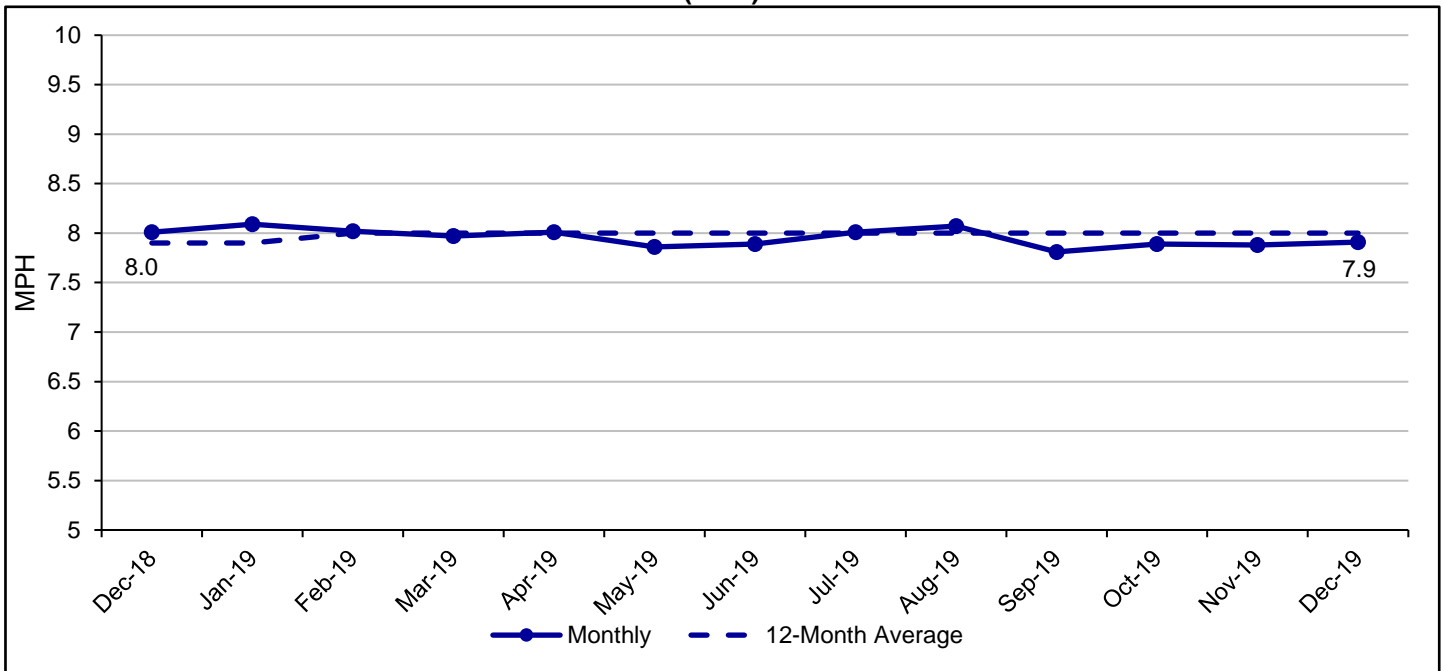
<u>Borough</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>6,051</b>	<b>4,630</b>	<b>+30.7%</b>
Local/Limited	5,231	3,921	+33.4%
Select Bus Service	11,799	5,879	+100.7%
Express	9,846	10,595	-7.1%
<b>Brooklyn</b>	<b>8,689</b>	<b>6,350</b>	<b>+36.8%</b>
Local/Limited	8,527	6,163	+38.4%
Select Bus Service	11,183	8,676	+28.9%
Express	9,028	8,573	+5.3%
<b>Manhattan</b>	<b>4,448</b>	<b>3,890</b>	<b>+14.3%</b>
Local/Limited	3,865	3,478	+11.1%
Select Bus Service	8,511	7,440	+14.4%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>7,332</b>	<b>7,144</b>	<b>+2.6%</b>
Local/Limited	7,209	6,761	+6.6%
Select Bus Service	8,644	11,515	-24.9%
Express	7,409	7,844	-5.5%
<b>Staten Island</b>	<b>21,419</b>	<b>19,514</b>	<b>+9.8%</b>
Local/Limited	21,722	17,755	+22.3%
Select Bus Service	19,443	10,067	+93.1%
Express	21,295	23,378	-8.9%
<b>Systemwide</b>	<b>7,749</b>	<b>6,505</b>	<b>+19.1%</b>
Local/Limited	6,962	5,678	+22.6%
Select Bus Service	9,753	8,468	+15.2%
Express	11,786	12,328	-4.4%

Note: The metrics in this report are preliminary.

**Chart 10**

## Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Bronx</b>	7.4	7.4	0.0%	7.4	7.4	0.0%
<b>Brooklyn</b>	7.1	7.1	0.0%	7.1	7.1	0.0%
<b>Manhattan</b>	5.9	5.9	0.0%	5.9	5.9	0.0%
<b>Queens</b>	8.8	8.9	-1.1%	8.8	8.9	-1.1%
<b>Staten Island</b>	13.5	14.0	-3.6%	13.7	13.6	+0.7%
<b>Systemwide</b>	<b>7.9</b>	<b>8.0</b>	<b>-1.3%</b>	<b>8.0</b>	<b>7.9</b>	<b>+1.3%</b>

### Speed Discussion

- Bus Speeds in December 2019 declined by 1.3% compared to December 2018, and improved by 1.3% on a 12-month average.



**Bus Speeds**  
**Monthly (24 Hours)**  
**MPH**

*Desired trend* 

<u>Borough</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>7.4</b>	<b>7.4</b>	<b>0.0%</b>
Local/Limited	6.7	6.8	-1.5%
Select Bus Service	8.5	8.6	-1.2%
Express	11.2	11.2	0.0%
<b>Brooklyn</b>	<b>7.1</b>	<b>7.1</b>	<b>0.0%</b>
Local/Limited	6.8	6.9	-1.4%
Select Bus Service	8.5	8.6	-1.2%
Express	12.0	12.1	-0.8%
<b>Manhattan</b>	<b>5.9</b>	<b>5.9</b>	<b>0.0%</b>
Local/Limited	5.6	5.6	0.0%
Select Bus Service	6.8	7.2	-5.6%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>8.8</b>	<b>8.9</b>	<b>-1.1%</b>
Local/Limited	8.5	8.5	0.0%
Select Bus Service	11.1	11.4	-2.6%
Express	12.6	12.9	-2.3%
<b>Staten Island</b>	<b>13.5</b>	<b>14.0</b>	<b>-3.6%</b>
Local/Limited	11.7	11.8	-0.8%
Select Bus Service	14.2	14.5	-2.1%
Express	16.4	17.1	-4.1%
<b>Systemwide</b>	<b>7.9</b>	<b>8.0</b>	<b>-1.3%</b>
Local/Limited	7.4	7.4	0.0%
Select Bus Service	8.8	9.2	-4.3%
Express	13.4	13.9	-3.6%

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.

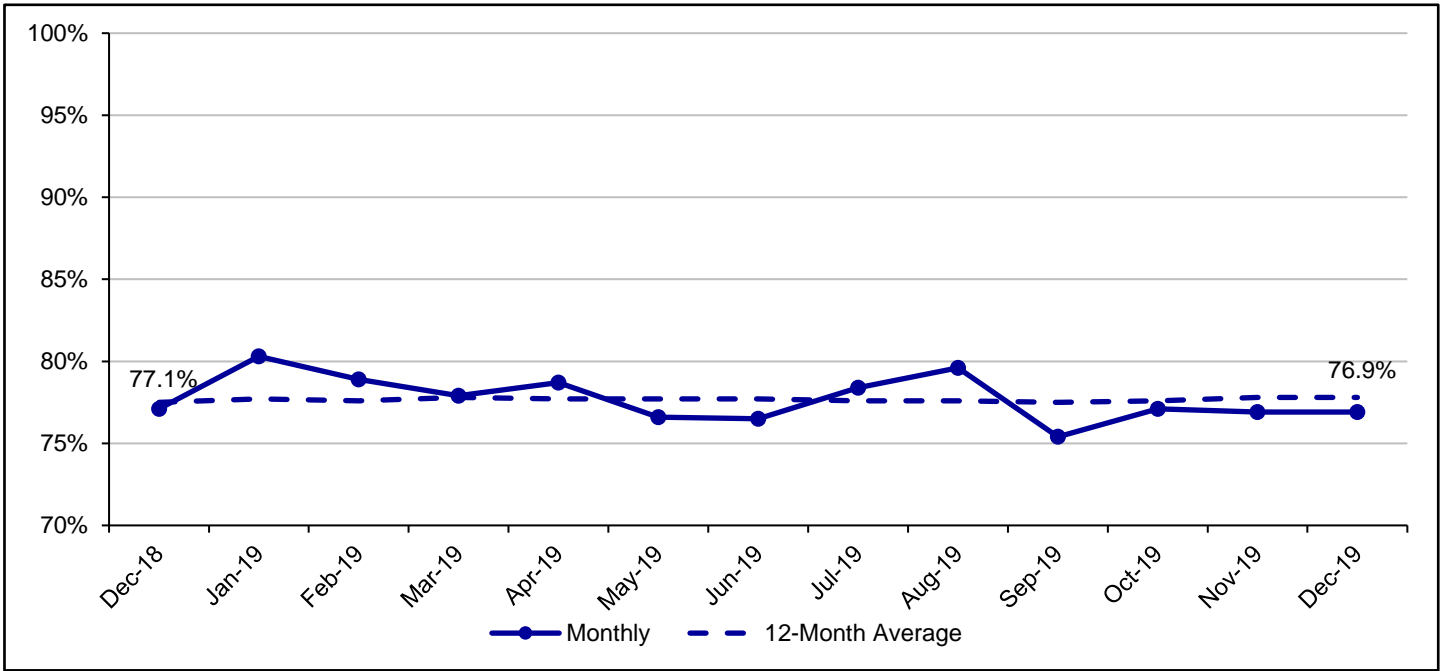
#### Bus PM Weekday Pull Out Performance

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		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Bronx</b>	75.6%	77.1%	-1.9%	76.5%	76.8%	-0.4%
<b>Brooklyn</b>	75.4%	75.0%	+0.5%	76.1%	76.0%	+0.1%
<b>Manhattan</b>	77.7%	76.4%	+1.7%	77.6%	76.2%	+1.8%
<b>Queens</b>	77.7%	78.6%	-1.1%	79.1%	79.0%	+0.1%
<b>Staten Island</b>	80.0%	79.3%	+0.9%	81.1%	80.2%	+1.1%
<b>Systemwide</b>	<b>76.9%</b>	<b>77.1%</b>	<b>-0.3%</b>	<b>77.8%</b>	<b>77.5%</b>	<b>+0.4%</b>

Note: The metrics in this report are preliminary.

## Wait Assessment Monthly

*Desired trend*



<u>Borough</u>	<u>Dec 19</u>	<u>Dec 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>75.6%</b>	<b>77.1%</b>	<b>-1.9%</b>
Local/Limited	75.3%	76.9%	-2.1%
Select Bus Service	74.8%	77.3%	-3.2%
Express	80.5%	80.7%	-0.2%
<b>Brooklyn</b>	<b>75.4%</b>	<b>75.0%</b>	<b>+0.5%</b>
Local/Limited	75.4%	74.9%	+0.7%
Select Bus Service	78.5%	79.8%	-1.6%
Express	74.6%	75.9%	-1.7%
<b>Manhattan</b>	<b>77.7%</b>	<b>76.4%</b>	<b>+1.7%</b>
Local/Limited	77.0%	76.1%	+1.2%
Select Bus Service	82.2%	80.9%	+1.6%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>77.7%</b>	<b>78.6%</b>	<b>-1.1%</b>
Local/Limited	77.6%	78.5%	-1.1%
Select Bus Service	82.5%	81.0%	+1.9%
Express	80.6%	79.9%	+0.9%
<b>Staten Island</b>	<b>80.0%</b>	<b>79.3%</b>	<b>+0.9%</b>
Local/Limited	79.9%	78.9%	+1.3%
Select Bus Service	77.2%	77.8%	-0.8%
Express	81.5%	81.6%	-0.1%
<b>Systemwide</b>	<b>76.9%</b>	<b>77.1%</b>	<b>-0.3%</b>
Local/Limited	76.6%	76.9%	-0.4%
Select Bus Service	80.5%	80.0%	+0.6%
Express	80.0%	80.2%	-0.2%

Note: The metrics in this report are preliminary.

**Chart 14**

## Bus Mean Distance Between Service Interruptions

Desired trend

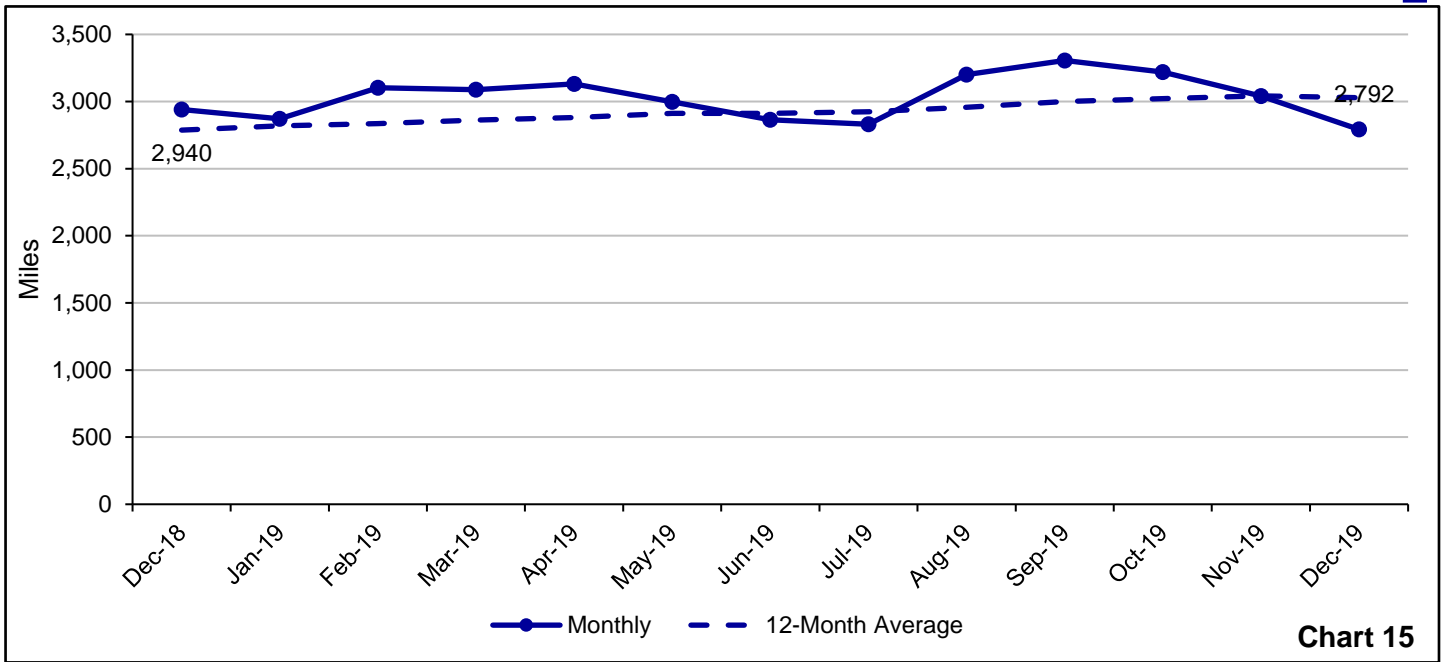


Chart 15

Systemwide	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
	2,792	2,940	-5.0%	3,029	2,787	+8.7%

## Bus Percentage of Completed Trips

Desired trend

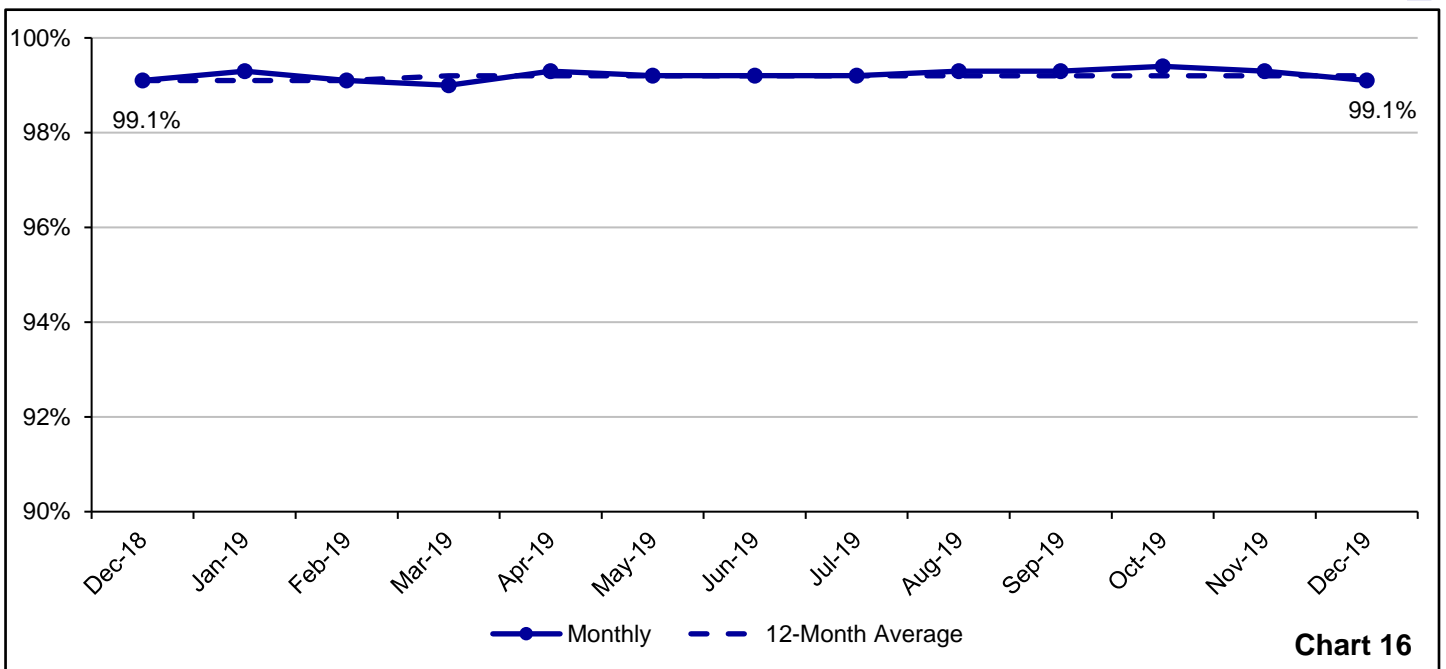


Chart 16

Systemwide	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
	99.1%	99.1%	0.0%	99.2%	99.1%	+0.1%

Note: The metrics in this report are preliminary.

## Bus AM Weekday Pull Out Performance

Desired trend

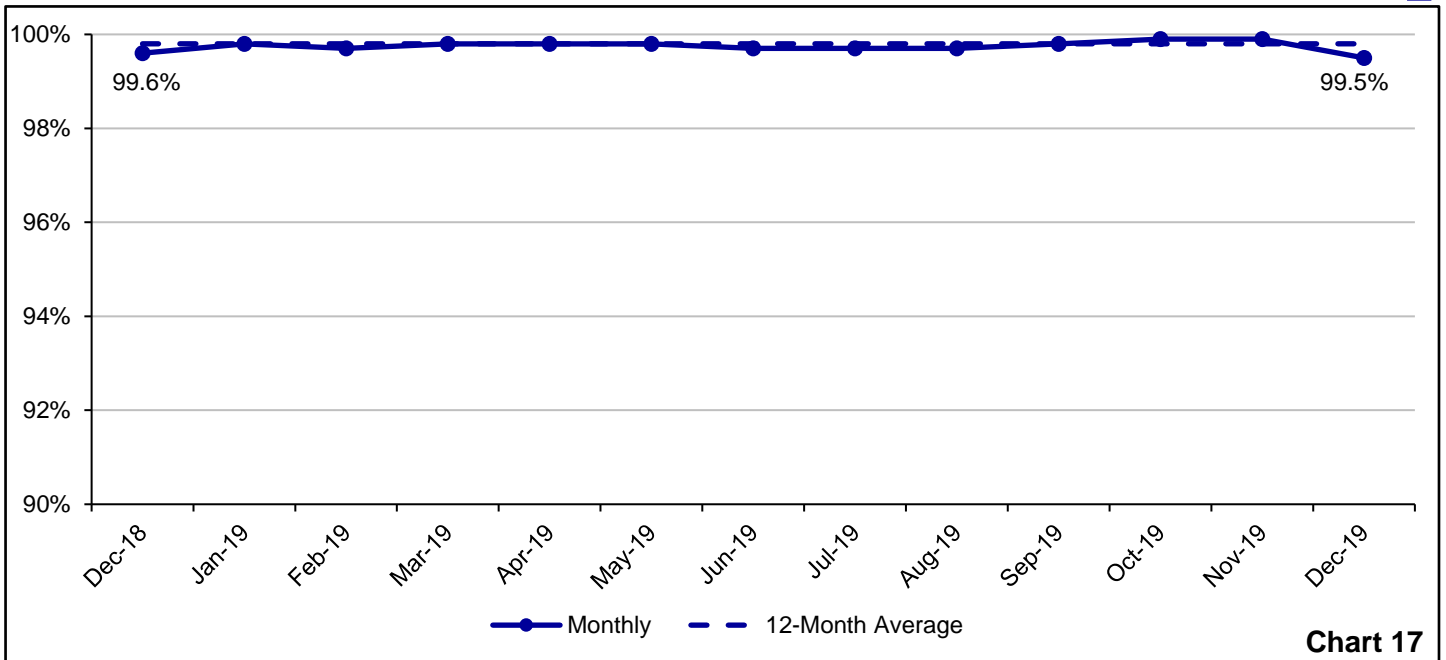


Chart 17

	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Systemwide</b>	99.5%	99.6%	-0.1%	99.8%	99.8%	0.0%

## Bus PM Weekday Pull Out Performance

Desired trend

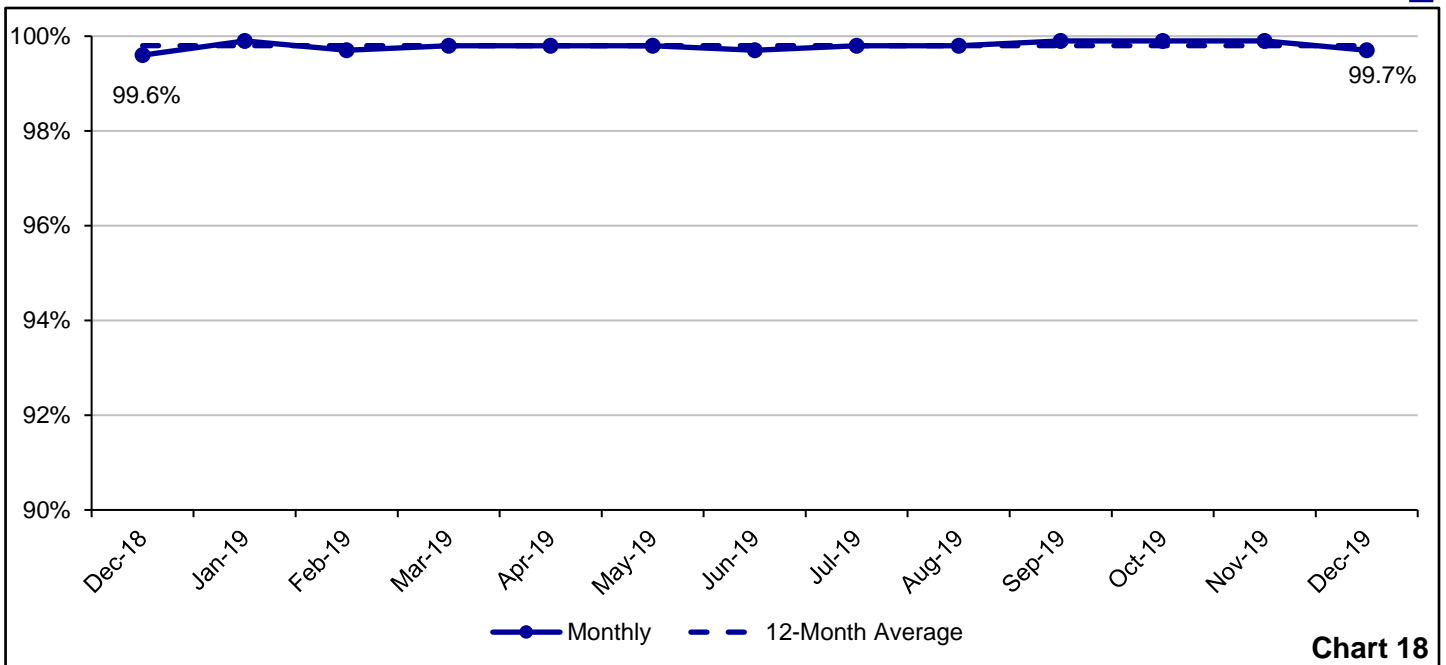


Chart 18

	Monthly			12-Month Average		
	Dec 19	Dec 18	% Change	Dec 19	Dec 18	% Change
<b>Systemwide</b>	99.7%	99.6%	+0.1%	99.8%	99.8%	0.0%

Note: The metrics in this report are preliminary.

# Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: November 2019			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Customer Focused Metrics	Service Delivered (Chart 1)	96.9%	95.9%	+1.0%	97.4%	96.9%	+0.5%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)	0:01:50	0:01:58	-6.8%	0:01:44	0:01:46	-2.3%
	Additional Travel Time (h:mm:ss) (Chart 5)	0:00:59	0:01:19	-25.3%	0:00:47	0:00:54	-13.2%
	Customer Journey Time Performance (Chart 7)	70.7%	68.2%	+3.7%	72.3%	+71.7%	+0.8%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,488	7,266	+16.8%	7,785	6,433	+21.0%
	Speed (MPH) (Chart 11)	7.9	7.9	0.0%	8.0	7.9	+1.3%
Legacy Indicators	Wait Assessment (Chart 13)	76.9%	75.1%	+2.4%	77.8%	77.6%	0.3%
	<b>System MDBSI (Chart 15)</b>	3,041	2,794	+8.8%	3,042	2,783	+9.3%
	NYCT Bus	2,889	2,597	+11.2%	2,890	2,598	+11.2%
	MTA Bus	3,679	3,720	-1.1%	3,671	3,599	+2.0%
	<b>System Trips Completed (Chart 16)</b>	99.3%	98.9%	+0.4%	99.2%	99.1%	+0.1%
	NYCT Bus	99.3%	99.0%	+0.3%	99.3%	99.1%	+0.2%
	MTA Bus	99.3%	98.8%	+0.5%	98.9%	99.2%	-0.3%
	<b>System AM Pull Out (Chart 17)</b>	99.9%	99.8%	+0.1%	99.8%	99.8%	0.0%
	NYCT Bus	99.9%	99.9%	0.0%	99.9%	99.8%	+0.1%
	MTA Bus	99.6%	99.4%	+0.2%	99.5%	99.7%	-0.2%
	<b>System PM Pull Out (Chart 18)</b>	99.9%	99.7%	+0.2%	99.8%	99.8%	0.0%
	NYCT Bus	99.9%	99.8%	+0.1%	99.9%	99.9%	0.0%
	MTA Bus	99.7%	99.5%	+0.2%	99.5%	99.8%	-0.3%
	<b>System Buses &gt;= 12 years</b>	19.0%	22.0%				
	NYCT Bus	6.7%	17.7%				
	MTA Bus	62.0%	39.0%				
	<b>System Fleet Age</b>	7.1	8.1				
	NYCT Bus	6.0	7.6				
MTA Bus	11.0	10.0					

System refers to the combined results of NYCT Bus and MTA Bus

# 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 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 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.

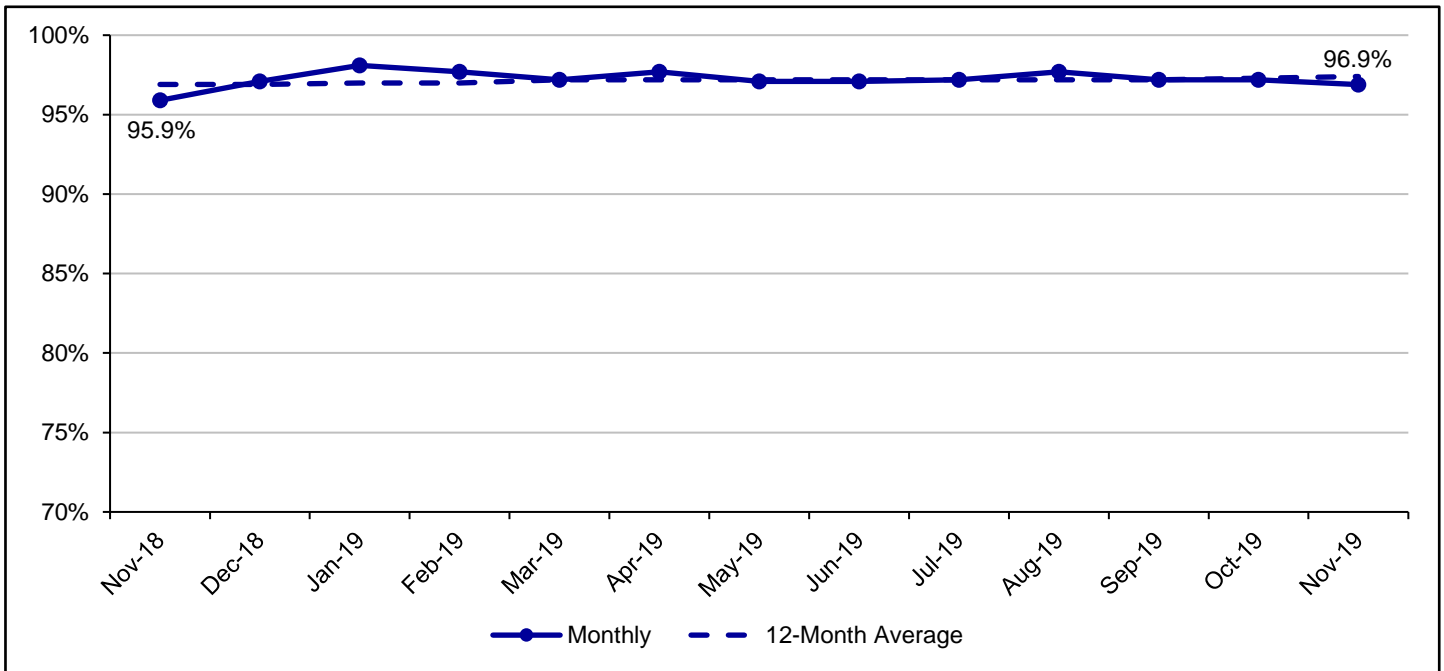
### Customer Journey Time Performance (CJTP)

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 on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. CJTP is reported for trips starting between 4am to 11pm on weekdays.



## Service Delivered (Peak Hours)

*Desired trend*



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Bronx</b>	97.1%	95.7%	+1.5%	97.6%	97.3%	+0.3%
<b>Brooklyn</b>	97.1%	96.9%	+0.2%	97.7%	97.3%	+0.4%
<b>Manhattan</b>	97.6%	96.8%	+0.8%	97.6%	97.1%	+0.5%
<b>Queens</b>	96.4%	96.1%	+0.3%	96.8%	96.8%	0.0%
<b>Staten Island</b>	97.1%	93.3%	+4.1%	97.6%	96.1%	+1.6%
<b>Systemwide</b>	<b>96.9%</b>	<b>95.9%</b>	<b>+1.0%</b>	<b>97.4%</b>	<b>96.9%</b>	<b>+0.5%</b>

### Service Delivered Discussion

- November 2019 Service Delivered improved by 1.0% compared to November 2018.
- Service Delivered improved by 0.5% on a 12-month average.

**Service Delivered  
Monthly  
(Peak Hours)**

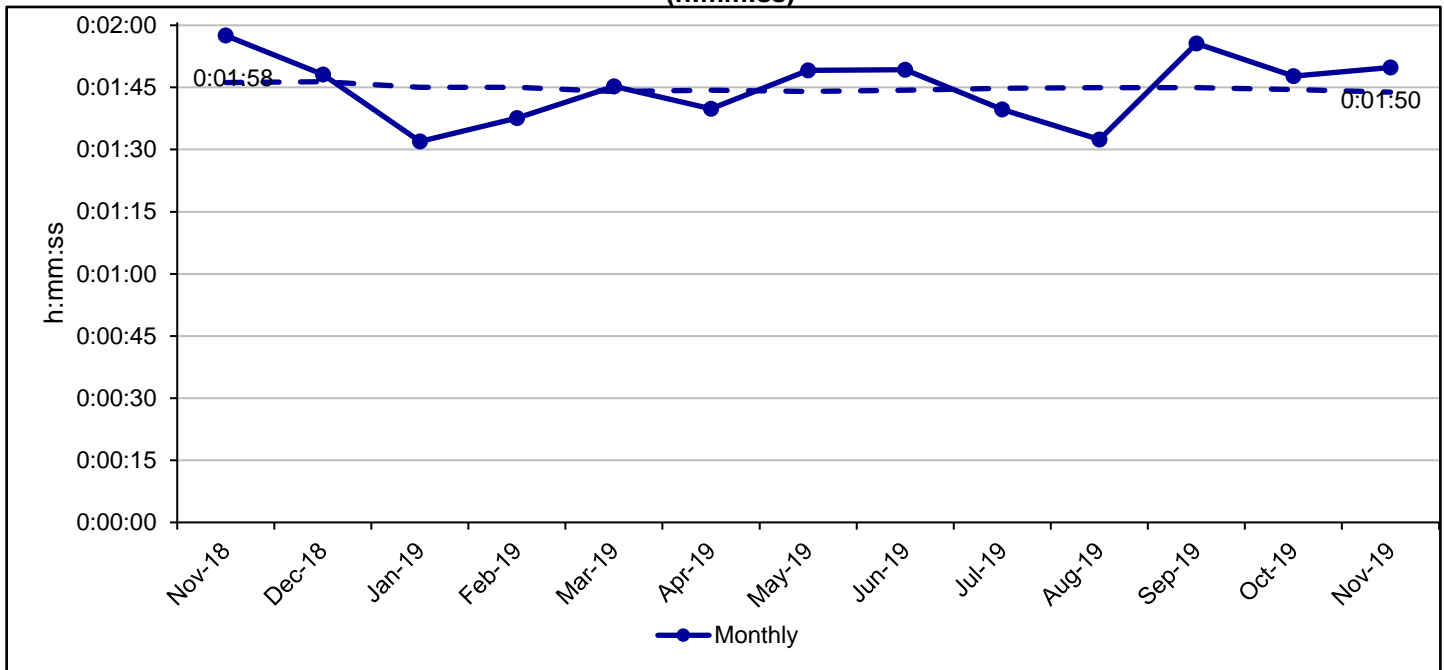
*Desired trend* 

<u>Borough</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>97.1%</b>	<b>95.7%</b>	<b>+1.5%</b>
Local/Limited	96.8%	95.7%	+1.1%
Select Bus Service	97.2%	96.3%	+0.9%
Express	98.6%	95.4%	+3.4%
<b>Brooklyn</b>	<b>97.1%</b>	<b>96.9%</b>	<b>+0.2%</b>
Local/Limited	97.0%	96.9%	+0.1%
Select Bus Service	96.2%	95.8%	+0.4%
Express	98.7%	98.1%	+0.6%
<b>Manhattan</b>	<b>97.6%</b>	<b>96.8%</b>	<b>+0.8%</b>
Local/Limited	97.4%	96.4%	+1.0%
Select Bus Service	98.0%	98.2%	-0.2%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>96.4%</b>	<b>96.1%</b>	<b>+0.3%</b>
Local/Limited	96.2%	96.0%	+0.2%
Select Bus Service	97.4%	100.1%	-2.7%
Express	98.1%	96.2%	+2.0%
<b>Staten Island</b>	<b>97.1%</b>	<b>93.3%</b>	<b>+4.1%</b>
Local/Limited	97.2%	95.9%	+1.4%
Select Bus Service	101.7%	97.2%	+4.6%
Express	96.7%	91.9%	+5.2%
<b>Systemwide</b>	<b>96.9%</b>	<b>95.9%</b>	<b>+1.0%</b>
Local/Limited	96.7%	96.2%	+0.5%
Select Bus Service	97.6%	97.6%	+0.0%
Express	97.7%	93.8%	+4.2%

**Chart 2**

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

*Desired trend* ↓



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Bronx</b>	0:01:51	0:01:55	-3.5%	0:01:44	0:01:42	+2.1%
<b>Brooklyn</b>	0:02:01	0:02:07	-4.7%	0:01:54	0:01:56	-1.6%
<b>Manhattan</b>	0:01:23	0:01:46	-21.7%	0:01:25	0:01:32	-7.3%
<b>Queens</b>	0:01:52	0:01:56	-3.4%	0:01:43	0:01:46	-2.6%
<b>Staten Island</b>	0:02:07	0:02:13	-4.5%	0:02:00	0:02:07	-5.4%
<b>Systemwide</b>	<b>0:01:50</b>	<b>0:01:58</b>	<b>-6.8%</b>	<b>0:01:44</b>	<b>0:01:46</b>	<b>-2.3%</b>

### Additional Bus Stop Time Discussion

- Additional Bus Stop Time improved by eight seconds (or 6.8%) in November 2019 compared to November 2018, and improved by two seconds (or 2.3%) in the 12-month average.

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

*Desired trend*

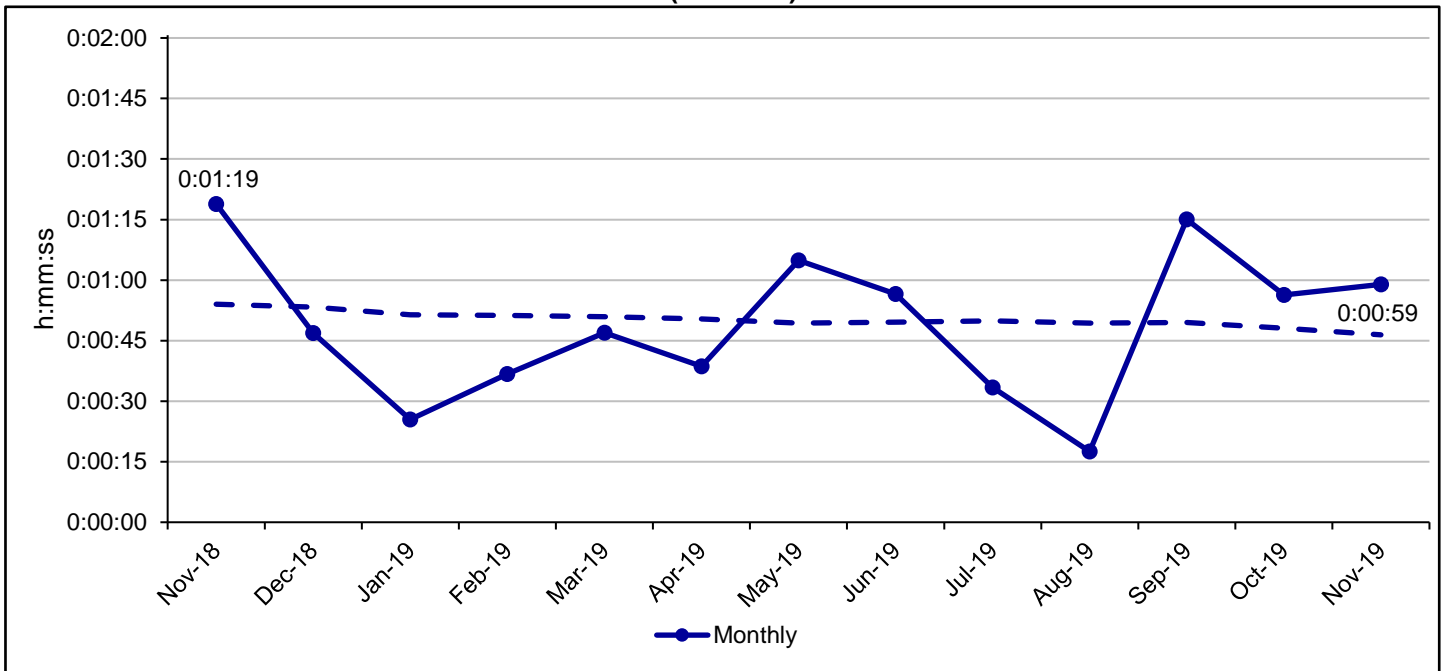


<u>Borough</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>0:01:51</b>	<b>0:01:55</b>	<b>-3.5%</b>
Local/Limited	0:01:52	0:01:55	-2.6%
Select Bus Service	0:01:29	0:01:36	-7.3%
Express	0:02:38	0:02:55	-9.7%
<b>Brooklyn</b>	<b>0:02:01</b>	<b>0:02:07</b>	<b>-4.7%</b>
Local/Limited	0:02:04	0:02:10	-4.6%
Select Bus Service	0:01:28	0:01:35	-7.4%
Express	0:02:00	0:02:16	-11.8%
<b>Manhattan</b>	<b>0:01:23</b>	<b>0:01:46</b>	<b>-21.7%</b>
Local/Limited	0:01:35	0:01:56	-18.1%
Select Bus Service	0:01:01	0:01:18	-21.8%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>0:01:52</b>	<b>0:01:56</b>	<b>-3.4%</b>
Local/Limited	0:01:55	0:01:57	-1.7%
Select Bus Service	0:01:12	0:01:30	-20.0%
Express	0:01:51	0:02:32	-27.0%
<b>Staten Island</b>	<b>0:02:07</b>	<b>0:02:13</b>	<b>-4.5%</b>
Local/Limited	0:02:24	0:02:29	-3.4%
Select Bus Service	0:01:36	0:01:31	+5.5%
Express	0:01:28	0:01:46	-17.0%
<b>Systemwide</b>	<b>0:01:50</b>	<b>0:01:58</b>	<b>-6.8%</b>
Local/Limited	0:01:55	0:02:01	-5.0%
Select Bus Service	0:01:13	0:01:27	-16.1%
Express	0:01:50	0:02:11	-16.0%

**Chart 4**

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

Desired trend




	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Bronx</b>	0:01:16	0:01:24	-9.5%	0:01:00	0:01:02	-3.3%
<b>Brooklyn</b>	0:00:57	0:01:15	-24.0%	0:00:45	0:00:54	-16.1%
<b>Manhattan</b>	0:00:31	0:00:56	-44.6%	0:00:25	0:00:30	-17.2%
<b>Queens</b>	0:01:08	0:01:28	-22.7%	0:00:54	0:01:01	-11.9%
<b>Staten Island</b>	0:00:49	0:01:41	-51.5%	0:00:19	0:00:53	-64.1%
<b>Systemwide</b>	<b>0:00:59</b>	<b>0:01:19</b>	<b>-25.3%</b>	<b>0:00:47</b>	<b>0:00:54</b>	<b>-13.2%</b>

### Additional Travel Time Discussion

- Additional Travel Time improved by 20 seconds (or 25.3%) in November 2019 compared to November 2018, and improved by seven seconds (or 13.2%) on a 12-month average.

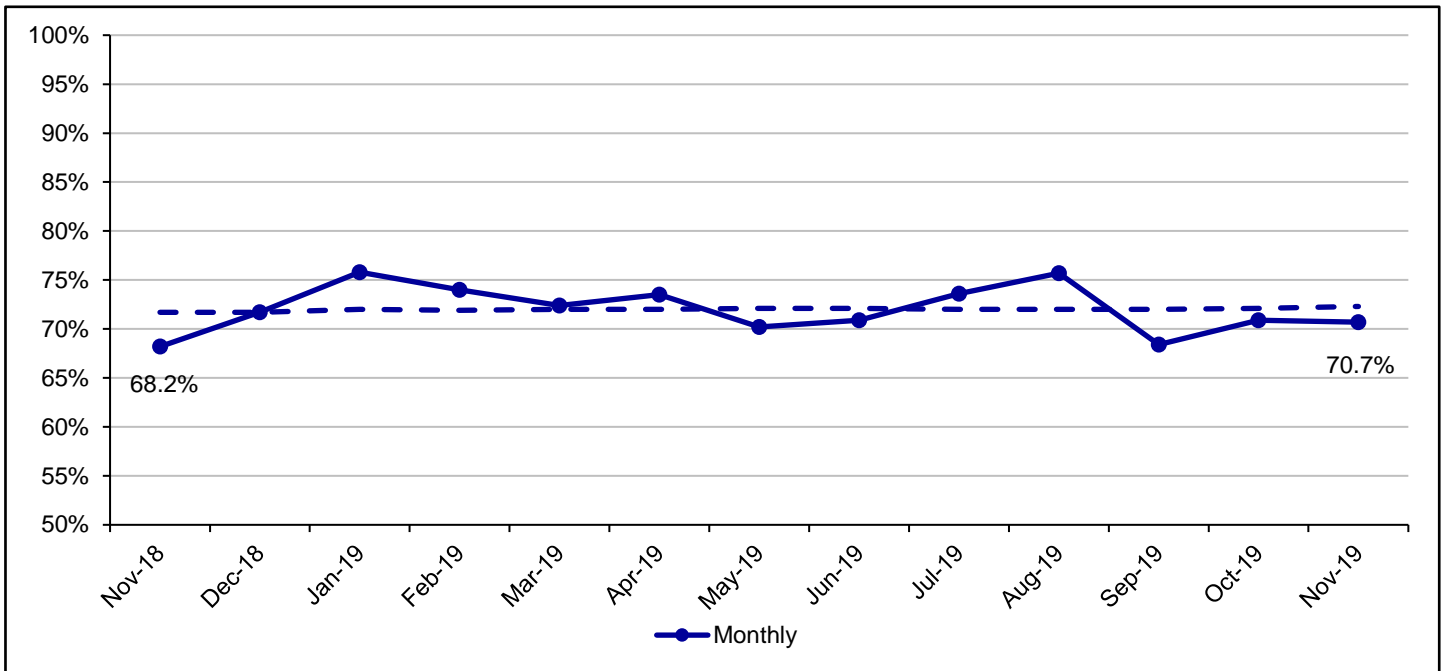
**Additional Travel Time**  
**Monthly (4 a.m. - 11 p.m.)**  
(h:mm:ss)

*Desired trend* 

<u>Borough</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>0:01:16</b>	<b>0:01:24</b>	<b>-9.5%</b>
Local/Limited	0:01:06	0:01:10	-5.7%
Select Bus Service	0:01:32	0:01:53	-18.6%
Express	0:06:27	0:08:19	-22.4%
<b>Brooklyn</b>	<b>0:00:57</b>	<b>0:01:15</b>	<b>-24.0%</b>
Local/Limited	0:00:55	0:01:11	-22.5%
Select Bus Service	0:00:56	0:01:35	-41.1%
Express	0:03:12	0:03:09	+1.6%
<b>Manhattan</b>	<b>0:00:31</b>	<b>0:00:56</b>	<b>-44.6%</b>
Local/Limited	0:00:35	0:01:06	-47.0%
Select Bus Service	0:00:23	0:00:29	-20.7%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>0:01:08</b>	<b>0:01:28</b>	<b>-22.7%</b>
Local/Limited	0:01:03	0:01:20	-21.3%
Select Bus Service	0:00:51	0:01:06	-22.7%
Express	0:05:35	0:09:28	-41.0%
<b>Staten Island</b>	<b>0:00:49</b>	<b>0:01:41</b>	<b>-51.5%</b>
Local/Limited	0:00:47	0:01:00	-21.7%
Select Bus Service	0:01:33	0:01:32	+1.1%
Express	0:00:37	0:03:25	-82.0%
<b>Systemwide</b>	<b>0:00:59</b>	<b>0:01:19</b>	<b>-25.3%</b>
Local/Limited	0:00:57	0:01:13	-21.9%
Select Bus Service	0:00:46	0:01:06	-30.3%
Express	0:03:05	0:05:29	-43.8%

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

Desired trend



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Bronx</b>	69.3%	68.5%	+1.2%	71.3%	71.6%	-0.4%
<b>Brooklyn</b>	69.4%	67.2%	+3.3%	71.1%	70.5%	+0.9%
<b>Manhattan</b>	76.5%	71.6%	+6.8%	76.8%	75.5%	+1.7%
<b>Queens</b>	70.1%	67.9%	+3.2%	72.0%	71.4%	+0.8%
<b>Staten Island</b>	67.6%	63.6%	+6.3%	70.1%	68.1%	+2.9%
<b>Systemwide</b>	<b>70.7%</b>	<b>68.2%</b>	<b>+3.7%</b>	<b>72.3%</b>	<b>71.7%</b>	<b>+0.8%</b>

### Customer Journey Time Performance Discussion

- Customer Journey Time Performance in November 2019 improved by 3.7% compared to November 2018, and improved by 0.8% on a 12-month average.

**Chart 7**

## Customer Journey Time Performance Monthly

*Desired trend*



<u>Borough</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>69.3%</b>	<b>68.5%</b>	<b>+1.2%</b>
Local/Limited	70.1%	69.7%	+0.6%
Select Bus Service	67.7%	65.3%	+3.7%
Express	41.1%	35.2%	+16.8%
<b>Brooklyn</b>	<b>69.4%</b>	<b>67.2%</b>	<b>+3.3%</b>
Local/Limited	69.3%	67.3%	+3.0%
Select Bus Service	72.7%	68.4%	+6.3%
Express	55.7%	54.2%	+2.8%
<b>Manhattan</b>	<b>76.5%</b>	<b>71.6%</b>	<b>+6.8%</b>
Local/Limited	74.0%	69.4%	+6.6%
Select Bus Service	81.2%	77.5%	+4.8%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>70.1%</b>	<b>67.9%</b>	<b>+3.2%</b>
Local/Limited	70.5%	68.4%	+3.1%
Select Bus Service	72.4%	70.5%	+2.7%
Express	45.8%	30.7%	+49.2%
<b>Staten Island</b>	<b>67.6%</b>	<b>63.6%</b>	<b>+6.3%</b>
Local/Limited	68.7%	66.8%	+2.8%
Select Bus Service	67.4%	69.7%	-3.3%
Express	64.7%	53.7%	+20.5%
<b>Systemwide</b>	<b>70.7%</b>	<b>68.2%</b>	<b>+3.7%</b>
Local/Limited	70.4%	68.5%	+2.8%
Select Bus Service	75.7%	71.8%	+5.4%
Express	55.2%	45.8%	+20.5%



## Section 2: Inputs to Operations

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

### Performance Indicator Definitions

#### Mean Distance Between Failures (MDBF)

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

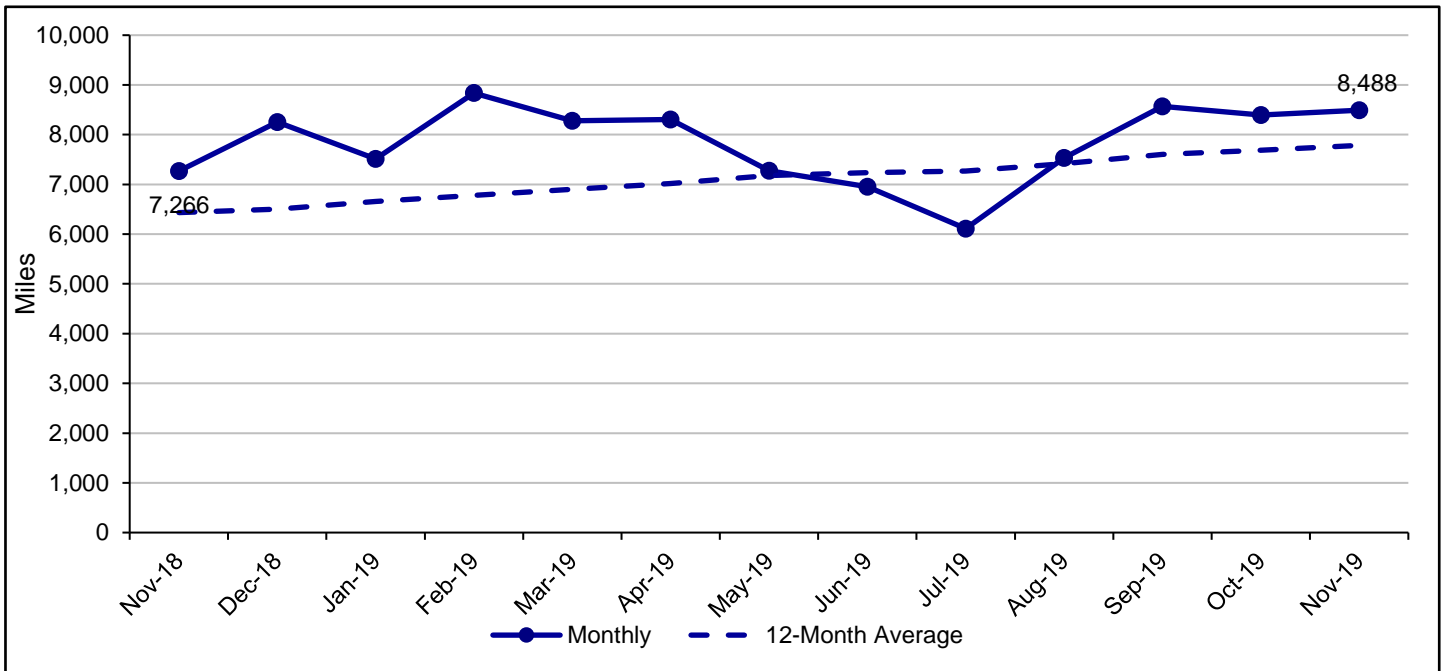
MDBF numbers include weekdays and weekends. This borough and trip-type combinations (Chart 10) are reported as a 12-month average.

#### Bus Speeds

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

## Mean Distance Between Failures (24 Hours) Miles

Desired trend




	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Bronx</b>	6,662	5,747	+15.9%	6,087	4,514	+34.8%
<b>Brooklyn</b>	9,780	6,802	+43.8%	8,808	6,270	+40.5%
<b>Manhattan</b>	4,108	4,490	-8.5%	4,445	3,806	+16.8%
<b>Queens</b>	8,747	7,445	+17.5%	7,349	7,219	+1.8%
<b>Staten Island</b>	23,195	20,455	+13.4%	21,379	19,301	+10.8%
<b>Systemwide</b>	<b>8,488</b>	<b>7,266</b>	<b>+16.8%</b>	<b>7,785</b>	<b>6,433</b>	<b>+21.0%</b>

### Mean Distance Between Failures Discussion

- Mean Distance Between Failures improved by 16.8% from 7,266 in November 2018 to 8,488 in November 2019.
- The 12-month average through November 2019 also improved by 21.0%.

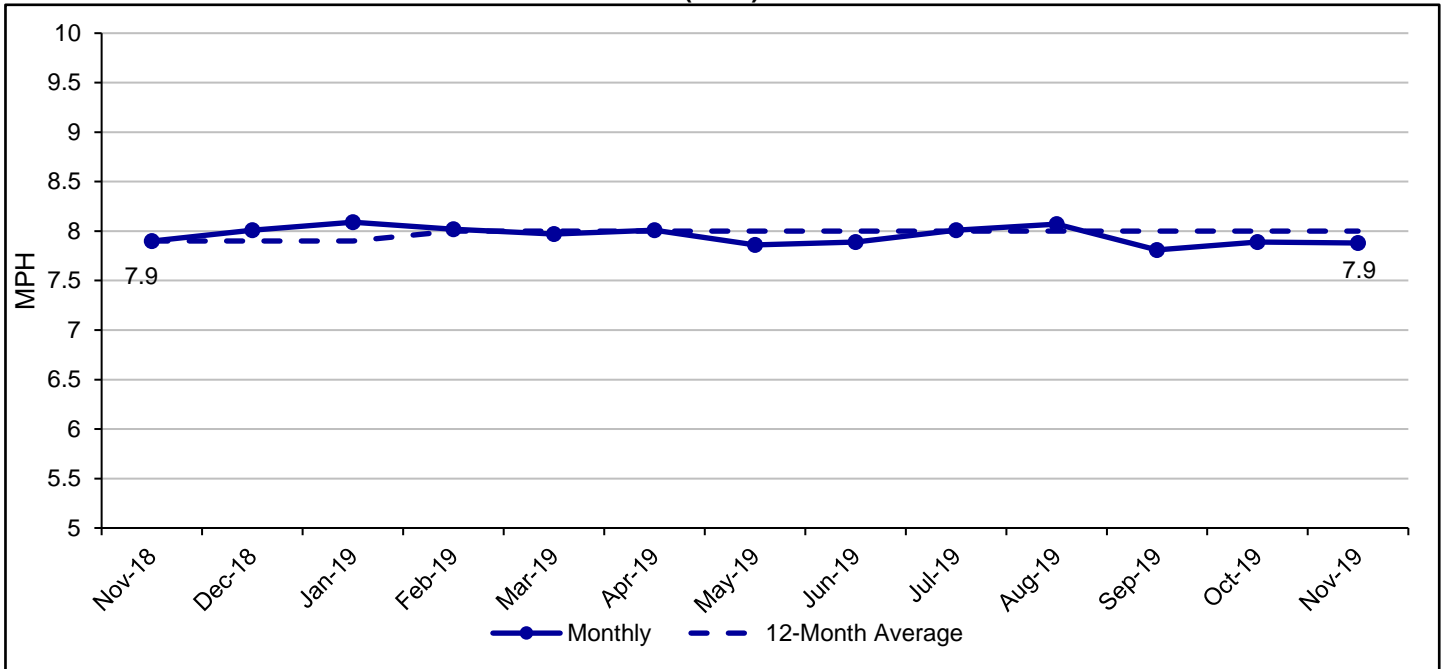
**Mean Distance Between Failures**  
**12 Month Rolling Average (24 Hours)**  
Miles

*Desired trend* 

<u>Borough</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>6,087</b>	<b>4,514</b>	<b>+34.8%</b>
Local/Limited	5,245	3,803	+37.9%
Select Bus Service	11,423	5,911	+93.2%
Express	10,255	10,646	-3.7%
<b>Brooklyn</b>	<b>8,808</b>	<b>6,270</b>	<b>+40.5%</b>
Local/Limited	8,641	6,094	+41.8%
Select Bus Service	11,636	8,227	+41.4%
Express	8,927	8,660	+3.1%
<b>Manhattan</b>	<b>4,445</b>	<b>3,806</b>	<b>+16.8%</b>
Local/Limited	3,867	3,412	+13.3%
Select Bus Service	8,666	7,139	+21.4%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>7,349</b>	<b>7,219</b>	<b>+1.8%</b>
Local/Limited	7,169	6,823	+5.1%
Select Bus Service	9,061	12,026	-24.7%
Express	7,579	7,913	-4.2%
<b>Staten Island</b>	<b>21,379</b>	<b>19,301</b>	<b>+10.8%</b>
Local/Limited	21,729	17,308	+25.5%
Select Bus Service	17,394	10,422	+66.9%
Express	21,387	23,305	-8.2%
<b>Systemwide</b>	<b>7,785</b>	<b>6,433</b>	<b>+21.0%</b>
Local/Limited	6,969	5,607	+24.3%
Select Bus Service	9,986	8,403	+18.8%
Express	12,012	12,373	-2.9%

## Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Bronx</b>	7.3	7.3	0.0%	7.4	7.4	0.0%
<b>Brooklyn</b>	7.1	7.0	+1.4%	7.1	7.1	0.0%
<b>Manhattan</b>	5.9	5.8	+1.7%	5.9	5.9	0.0%
<b>Queens</b>	8.7	8.7	0.0%	8.8	8.9	-1.1%
<b>Staten Island</b>	13.5	13.7	-1.5%	13.8	13.5	+2.2%
<b>Systemwide</b>	<b>7.9</b>	<b>7.9</b>	<b>0.0%</b>	<b>8.0</b>	<b>7.9</b>	<b>+1.3%</b>

### Speed Discussion

- Bus Speeds in November 2019 remained at 7.9 mph compared to November 2018.
- Speeds improved by 1.3% on a 12-month average.

**Bus Speeds**  
**Monthly (24 Hours)**  
**MPH**

*Desired trend* 

<u>Borough</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>7.3</b>	<b>7.3</b>	<b>0.0%</b>
Local/Limited	6.7	6.7	0.0%
Select Bus Service	8.4	8.5	-1.2%
Express	11.0	10.8	+1.9%
<b>Brooklyn</b>	<b>7.1</b>	<b>7.0</b>	<b>+1.4%</b>
Local/Limited	6.8	6.8	0.0%
Select Bus Service	8.6	8.3	+3.6%
Express	11.8	11.8	0.0%
<b>Manhattan</b>	<b>5.9</b>	<b>5.8</b>	<b>+1.7%</b>
Local/Limited	5.6	5.5	+1.8%
Select Bus Service	6.8	6.9	-1.4%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>8.7</b>	<b>8.7</b>	<b>0.0%</b>
Local/Limited	8.4	8.4	0.0%
Select Bus Service	11.1	11.2	-0.9%
Express	12.6	12.3	+2.4%
<b>Staten Island</b>	<b>13.5</b>	<b>13.7</b>	<b>-1.5%</b>
Local/Limited	11.7	11.6	+0.9%
Select Bus Service	14.2	14.2	0.0%
Express	16.4	16.7	-1.8%
<b>Systemwide</b>	<b>7.9</b>	<b>7.9</b>	<b>0.0%</b>
Local/Limited	7.4	7.3	+1.4%
Select Bus Service	8.8	9.1	-3.3%
Express	13.4	13.5	-0.7%

**Chart 12**

## Section 3: Legacy Indicators

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

### Performance Indicator Definitions

#### Wait Assessment

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

#### Bus Mean Distance Between Service Interruptions

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

#### Bus Percentage of Completed Trips

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

#### Bus AM Weekday Pull Out Performance

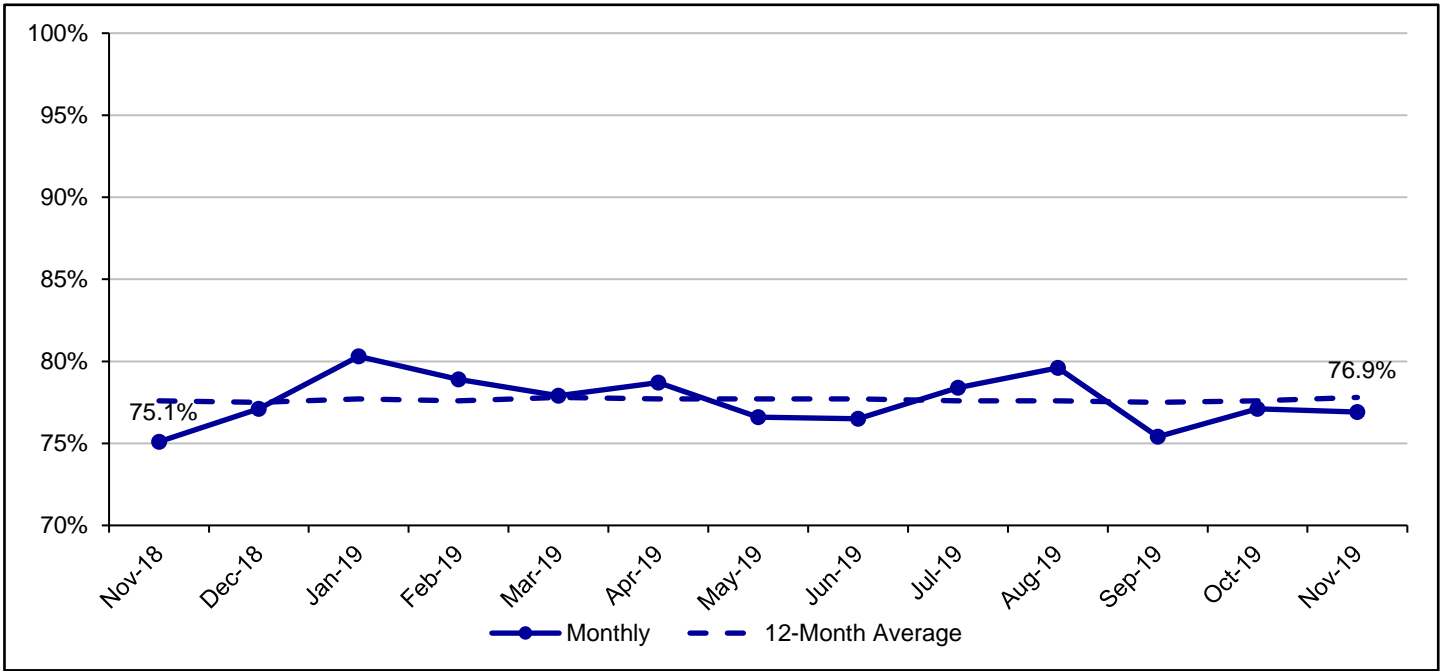
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

#### Bus PM Weekday Pull Out Performance

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


# Wait Assessment

Desired trend 



	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Bronx</b>	75.3%	74.4%	+1.2%	76.6%	76.9%	-0.4%
<b>Brooklyn</b>	75.2%	73.8%	+1.9%	76.0%	76.1%	-0.1%
<b>Manhattan</b>	77.3%	73.3%	+5.5%	77.5%	76.2%	+1.7%
<b>Queens</b>	78.2%	76.7%	+2.0%	79.2%	79.0%	+0.3%
<b>Staten Island</b>	80.2%	77.9%	+3.0%	81.1%	80.2%	+1.1%
<b>Systemwide</b>	<b>76.9%</b>	<b>75.1%</b>	<b>+2.4%</b>	<b>77.8%</b>	<b>77.6%</b>	<b>+0.3%</b>

## Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Nov 19</u>	<u>Nov 18</u>	<u>% Change</u>
<b>Bronx</b>	<b>75.3%</b>	<b>74.4%</b>	<b>+1.2%</b>
Local/Limited	75.1%	74.2%	+1.2%
Select Bus Service	74.7%	73.9%	+1.1%
Express	79.6%	78.2%	+1.8%
<b>Brooklyn</b>	<b>75.2%</b>	<b>73.8%</b>	<b>+1.9%</b>
Local/Limited	75.0%	73.7%	+1.8%
Select Bus Service	79.9%	78.0%	+2.4%
Express	78.2%	75.0%	+4.3%
<b>Manhattan</b>	<b>77.3%</b>	<b>73.3%</b>	<b>+5.5%</b>
Local/Limited	76.6%	72.8%	+5.2%
Select Bus Service	82.6%	78.8%	+4.8%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>78.2%</b>	<b>76.7%</b>	<b>+2.0%</b>
Local/Limited	78.0%	76.6%	+1.8%
Select Bus Service	83.2%	79.4%	+4.8%
Express	81.5%	77.2%	+5.6%
<b>Staten Island</b>	<b>80.2%</b>	<b>77.9%</b>	<b>+3.0%</b>
Local/Limited	79.3%	77.0%	+3.0%
Select Bus Service	78.7%	78.8%	-0.1%
Express	84.3%	81.0%	+4.1%
<b>Systemwide</b>	<b>76.9%</b>	<b>75.1%</b>	<b>+2.4%</b>
Local/Limited	76.5%	74.8%	+2.3%
Select Bus Service	81.2%	78.4%	+3.6%
Express	81.6%	78.8%	+3.6%



## Bus Mean Distance Between Service Interruptions

Desired trend

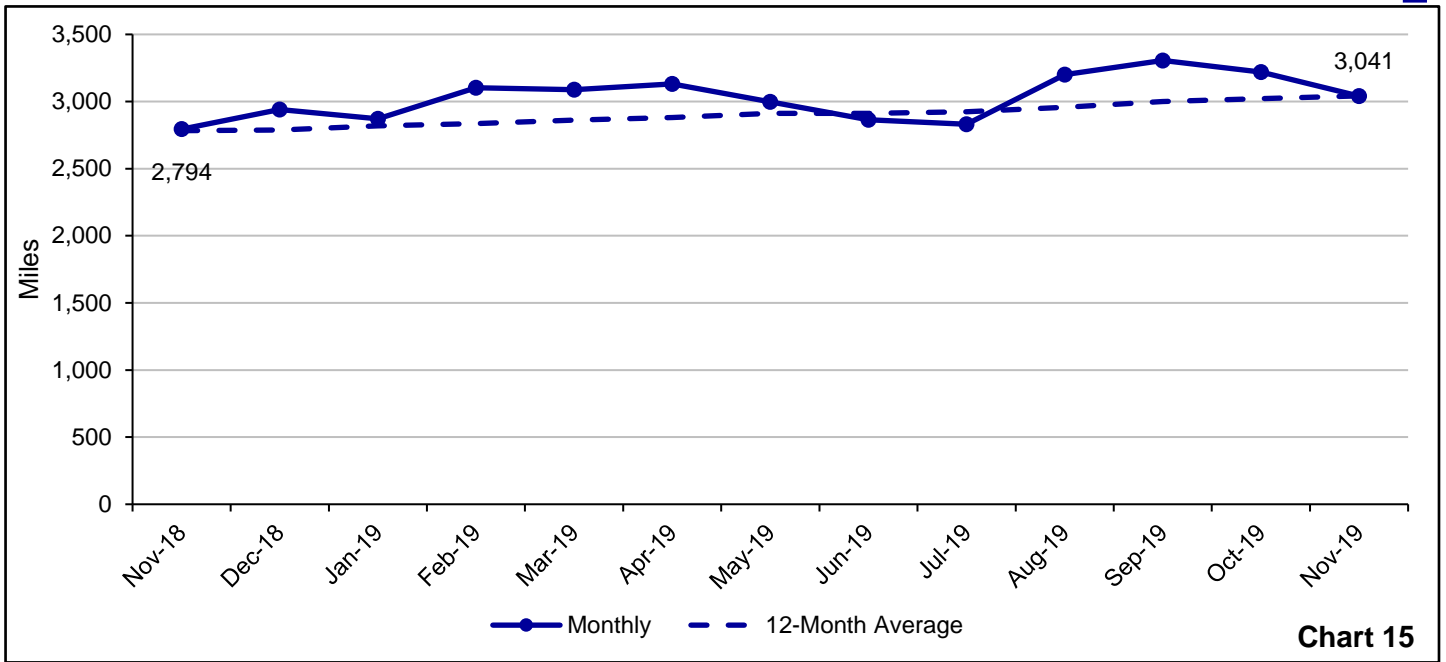


Chart 15

Systemwide	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
	3,041	2,794	+8.8%	3,042	2,783	+9.3%

## Bus Percentage of Completed Trips

Desired trend

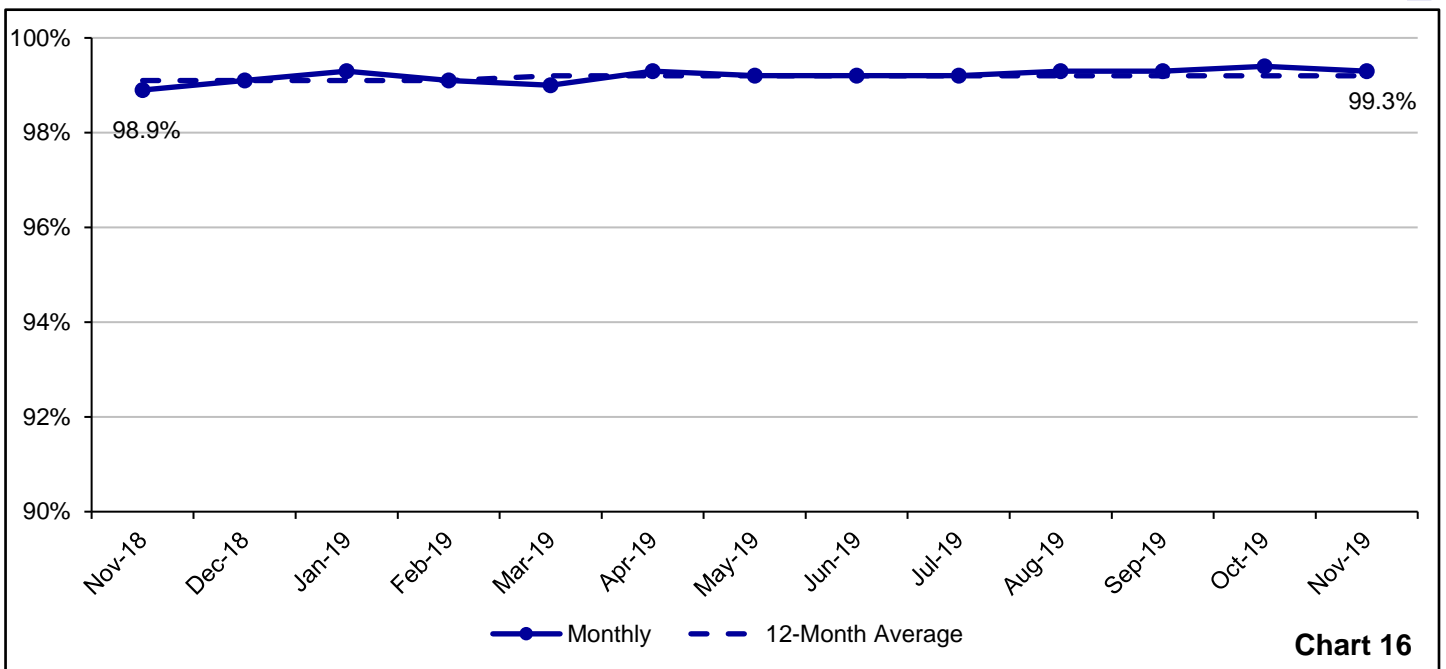


Chart 16

Systemwide	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
	99.3%	98.9%	+0.4%	99.2%	99.1%	+0.1%

## Bus AM Weekday Pull Out Performance

Desired trend

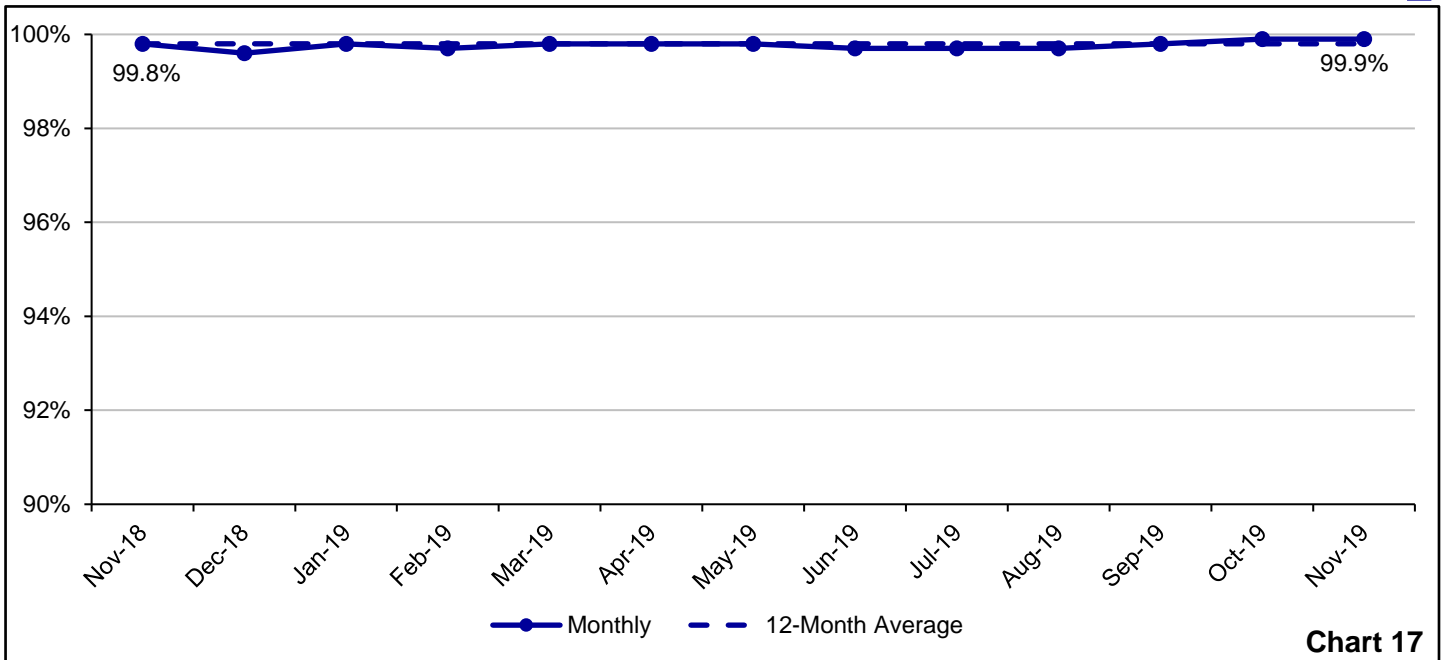


Chart 17

	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Systemwide</b>	99.9%	99.8%	+0.1%	99.8%	99.8%	0.0%

## Bus PM Weekday Pull Out Performance

Desired trend

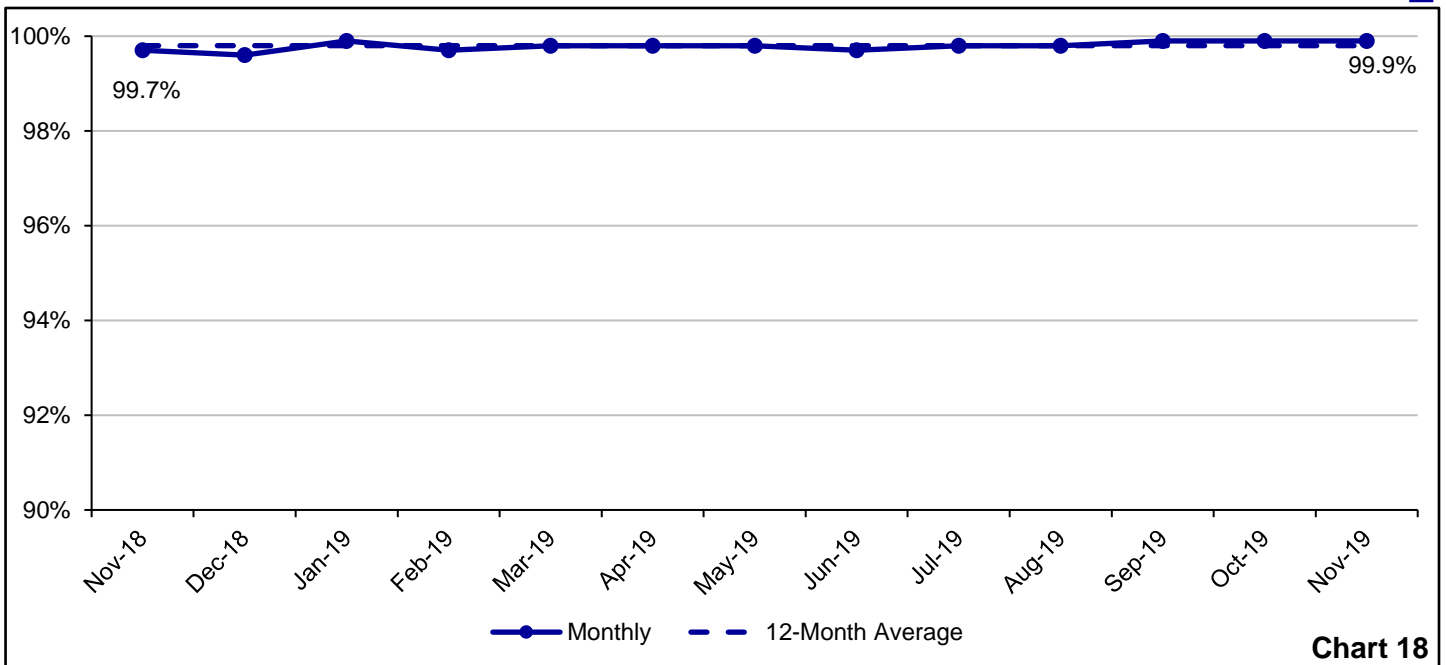


Chart 18

	Monthly			12-Month Average		
	Nov 19	Nov 18	% Change	Nov 19	Nov 18	% Change
<b>Systemwide</b>	99.9%	99.7%	+0.2%	99.8%	99.8%	0.0%

## Customer Service Report: Paratransit

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



NYCT's Paratransit team presented a commendation award to Access-A-Ride operator Erickson Gelle, who provided exemplary care and concern for one of our AAR customers during a drop off – even carrying the customer's packages to her door.

## January 2020 Highlights: Paratransit

As we start the new year, we have almost a year's worth of service since we introduced the enhanced broker program last March, which provided customers with the benefits of on-line reservations, broker vehicle tracking, Paratransit specific training, and ADA compliant service. This service provided more of its trips in taxis and for-hire vehicles (FHV), improving the customer experience and reducing journey time. In addition, it provided more trips on wheelchair accessible vehicles, Staten Island Broker Service, and door-to-door assisted service by specially trained operators for those who need it. The program ensures that drivers meet FTA drug and alcohol training, streamlines the complaint process and allows drivers to accept Transit checks as payment.

When we launched the program back in March 2019, we performed 187,000 broker trips. Since that time, we have grown the program and rolled out service to Staten Island. In November, we performed 380,000 broker trips, which represents an 103% increase. While there were some growing pains, we have worked with our contractors on improving their service.

In fact, our broker service pick-up on-time performance within the 30-minute window has improved from 92% in March to 96% in November. Within the 15-minute window, broker on-time performance has improved from 78% in March to 85% in November. The average duration of a broker trip has decreased from 39 minutes in March to 35 minutes in November. Our compliance for maximum ride time parameters also improved from 96% in March to 98% in November. Broker related complaints reported also improved from 14.1 in March to 6.4 in November per 1000 completed trips. The overall broker customer trip experience improved from 67% in March to 70% in November.

While there is still much to do, we consider this to be a significant improvement to the enhanced broker service mode. We will continue to work with our stakeholders such as the Paratransit Advisory Committee and our contractors to continue these trends and improve all areas of service.

### **Craig Cipriano**

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

# Paratransit Report

Statistical results for the month of November 2019 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: November 2019			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	678,620	631,054	+7.5%	664,808	579,189	+14.8%
	Total Ridership	928,408	867,391	+7.0%	901,932	806,428	+11.8%
On-Time Performance	Pick-up Primary 30 Minute	96.0%	95.0%	+1.1%	96.1%	95.5%	+0.6%
	Pick-up Primary 15 Minute	87.0%	86.0%	+1.2%	87.2%	86.5%	+0.8%
	Pick-up Broker 30 Minute	96.0%	92.0%	+4.4%	95.2%	91.3%	+4.2%
	Pick-up Broker 15 Minute	85.0%	79.0%	+7.6%	84.8%	78.9%	+7.4%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)	47.0%	46.0%	+2.2%	46.0%	49.0%	-6.1%
	Appointment OTP Trips Primary - Early	44.0%	44.0%	0.0%	46.0%	39.1%	17.7%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)	34.0%	36.0%	-5.6%	34.4%	46.4%	-25.9%
	Appointment OTP Trips Broker - Early	55.0%	47.0%	+17.0%	54.9%	37.8%	45.2%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	81.0%	74.0%	+9.5%	79.4%	74.0%	+7.3%
	Average Actual Trip Duration in Minutes	38	44	-13.6%	40	44	-9.1%
	Max Ride Time Performance Primary	98.0%	97.0%	+1.0%	97.8%	97.3%	0.6%
	Max Ride Time Performance Broker	98.0%	96.0%	+2.1%	97.8%	96.5%	1.4%
Customer Experience	Frequent Rider Experience Primary	75.0%	72.0%	+4.2%	74.1%	71.9%	3.0%
	Frequent Rider Experience Broker	70.0%	69.0%	+1.5%	69.7%	N/A	N/A
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	1.16	2.45	-52.7%	1.41	2.08	-32.1%
	Provider No-Shows per 1,000 Schedule Trips Broker	1.16	1.21	-4.1%	1.45	2.95	-50.7%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	2.5	2.3	+8.7%	2.8	2.9	-2.7%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.9	1.2	+58.3%	2.1	1.4	+49.4%
Call Center	Percent of Calls Answered	96.0%	96.0%	0.0%	96.0%	96.0%	0.0%
	Average Call Answer Speed in Seconds	51	55	-7.3%	59	42	+40.1%
Eligibility	Total Registrants	161,784	152,984	+5.8%	157,059	150,015	+4.7%

Note: 1) The percentage comparisons are the percentage change instead of the percentage point 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 in vehicles ranging from lift and ramp-equipped vans to sedans.
- 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.

## 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

## 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.

## PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

### 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.

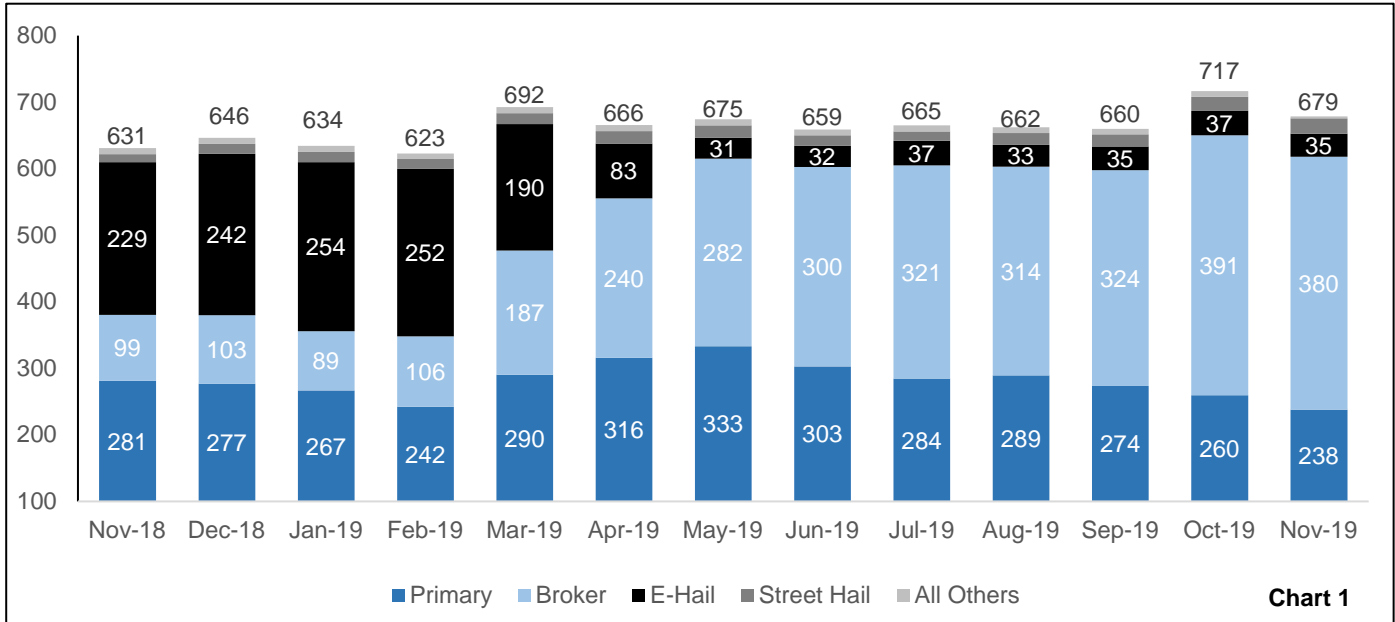
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

### Call Center

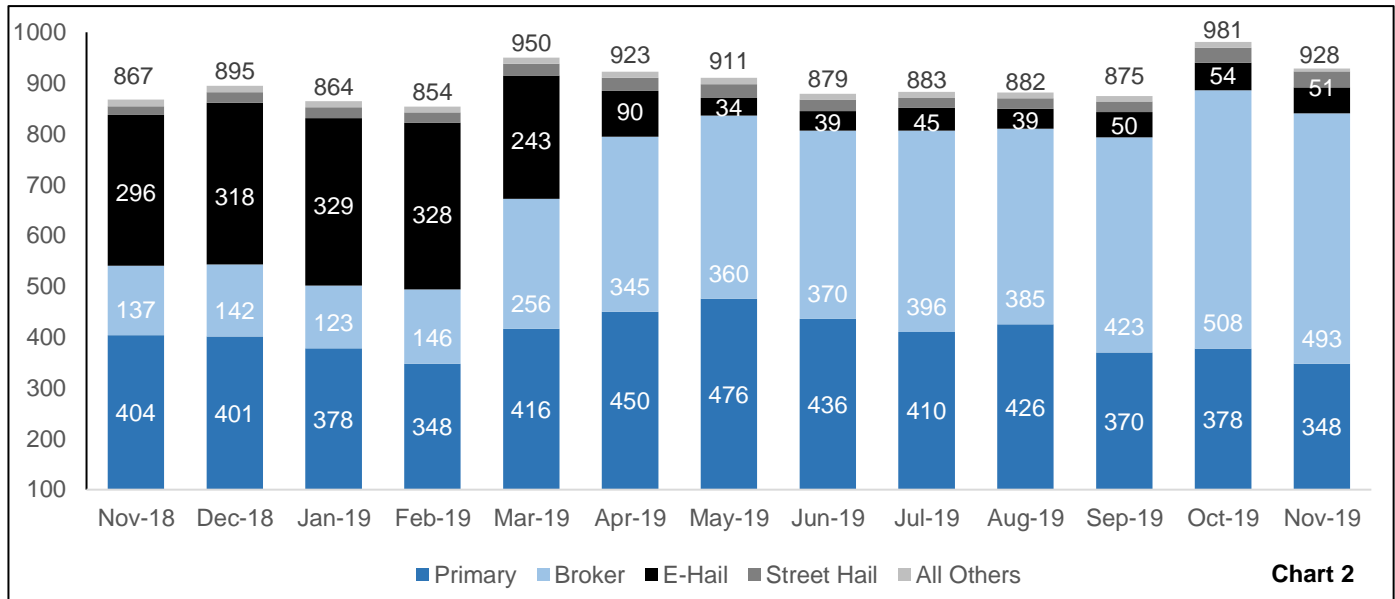
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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 November 2019 decreased by 38K (or 5.3%) when compared to October 2019, and increased by 48K (or 7.5%) when compared to November 2018.

### Total Ridership Discussion

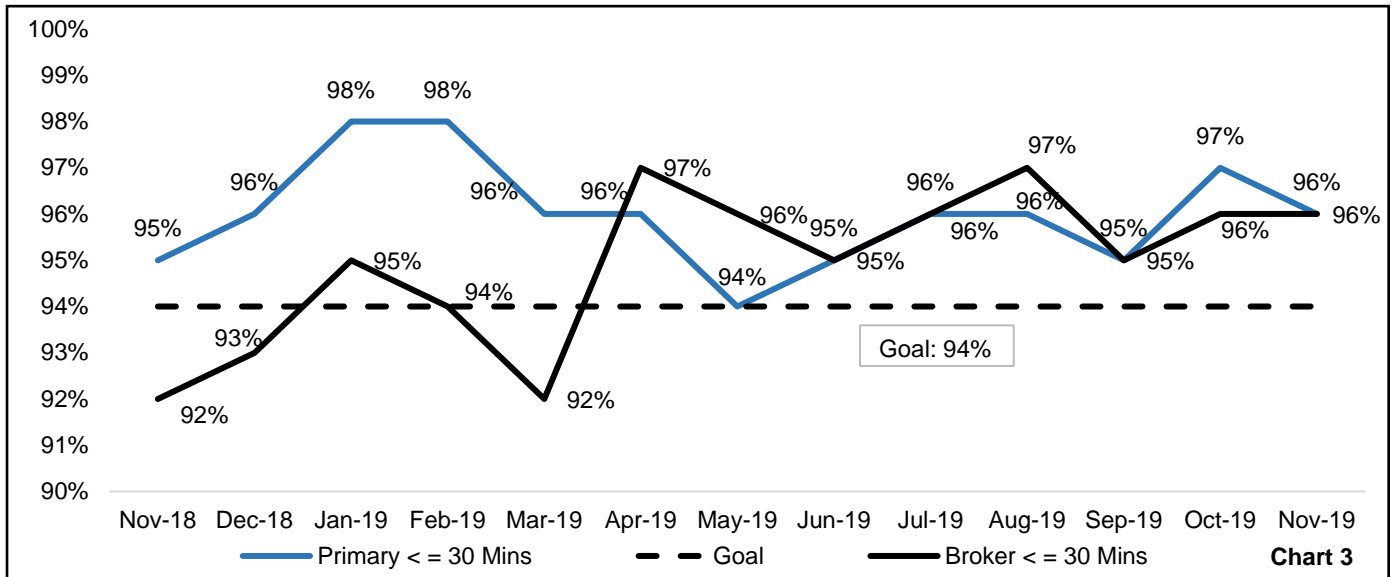
- Total Ridership in November 2019 decreased by 53K (or 5.4%) when compared to October 2019, and increased by 61K (or 7%) when compared to November 2018.

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



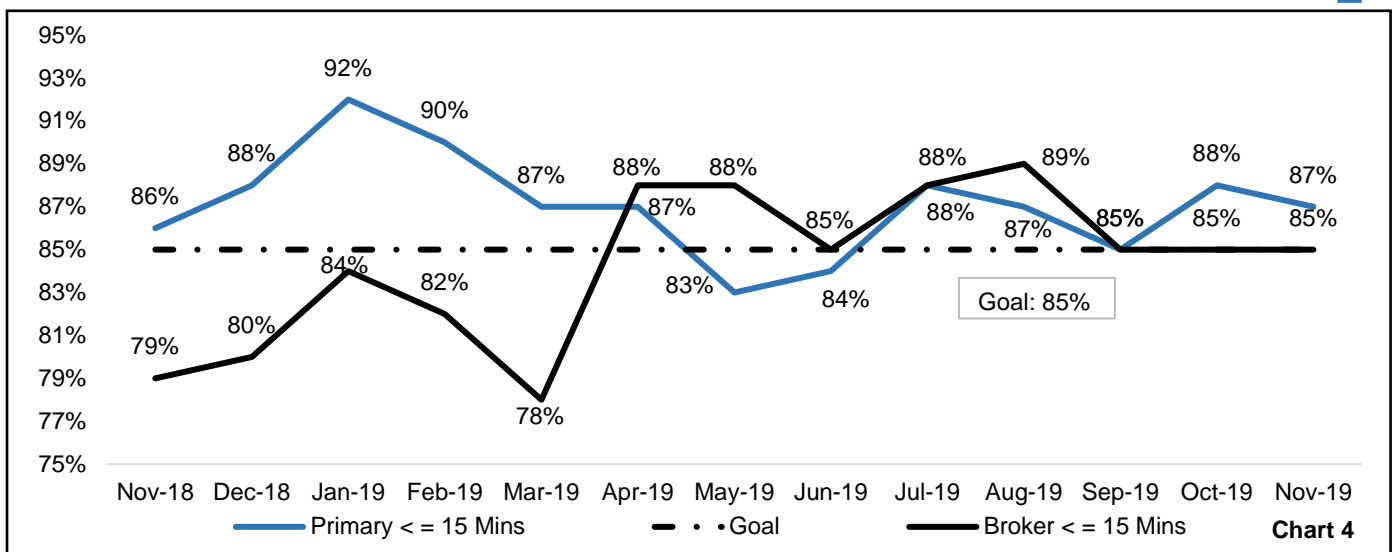
## OTP <= 30 Minutes Primary and Broker

Desired trend



## OTP <= 15 Minutes Primary and Broker

Desired trend



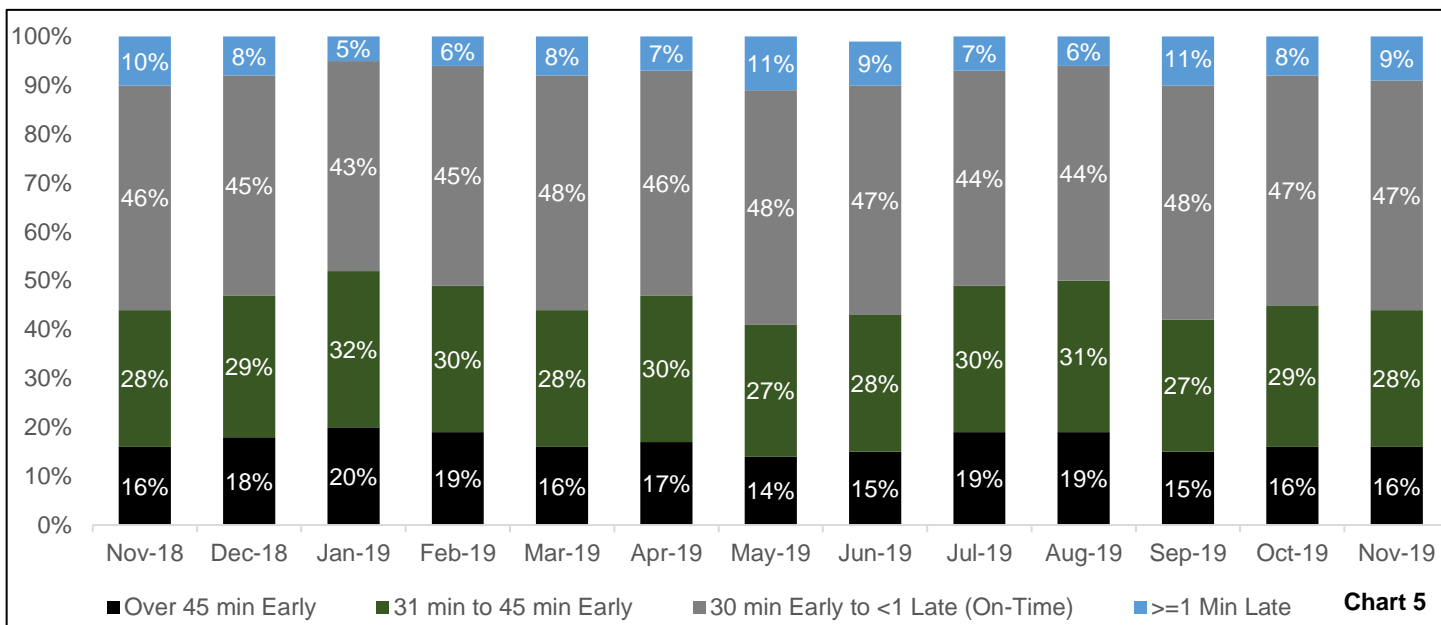
### <= 30 Minutes Pick Up On-Time Performance Discussion

- November 2019 Primary 30 minute P/U, OTP result of 96% indicates a rate decrease of 1% when compared to October 2019 and improved at a rate of 1.1% when compared to November 2018.
- November 2019 Broker 30 minute P/U, OTP result of 96% remained flat when compared to October 2019, and improved at a rate of 4.4% when compared to November 2018.

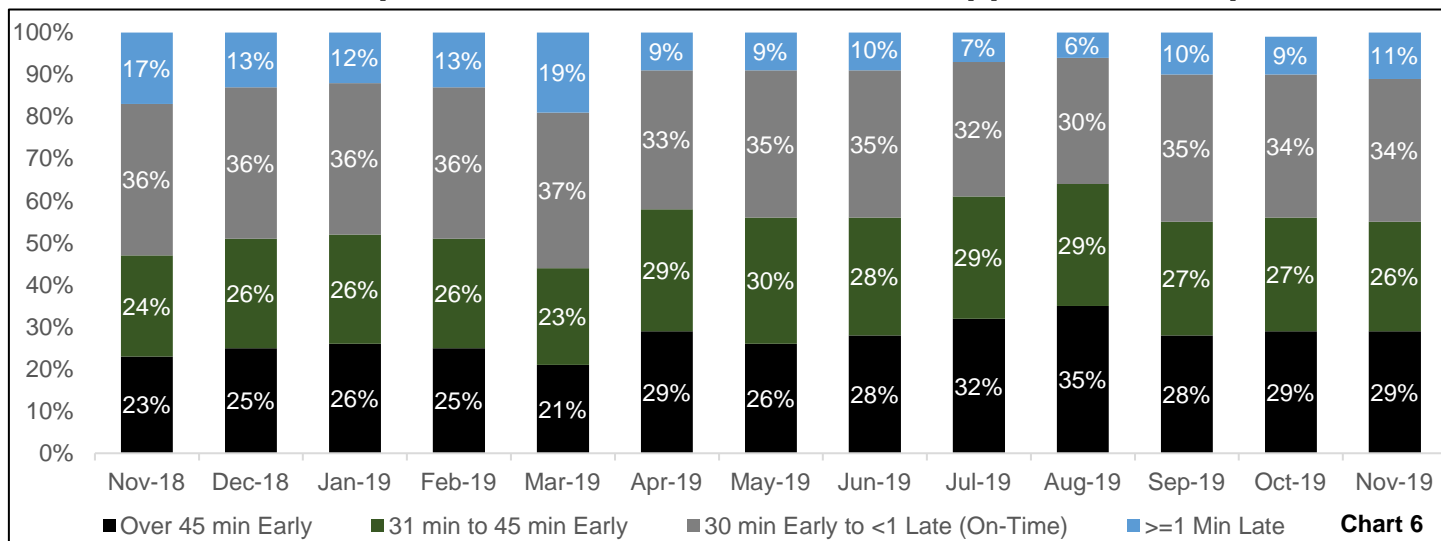
### <= 15 Minutes Pick Up On-Time Performance Discussion

- November 2019 Primary 15 minute P/U, OTP result of 87% indicates a rate decrease of 1.1% when compared to October 2019, and improved at a rate of 1.2% when compared to November 2018.
- November 2019 Broker 15 minute P/U, OTP result of 85% remained flat when compared to October 2019, and improved at a rate of 7.6% when compared to November 2018.

## Primary Drop Off On-Time Performance On Appointment Trips



## Broker Drop Off On-Time Performance On Appointment Trips



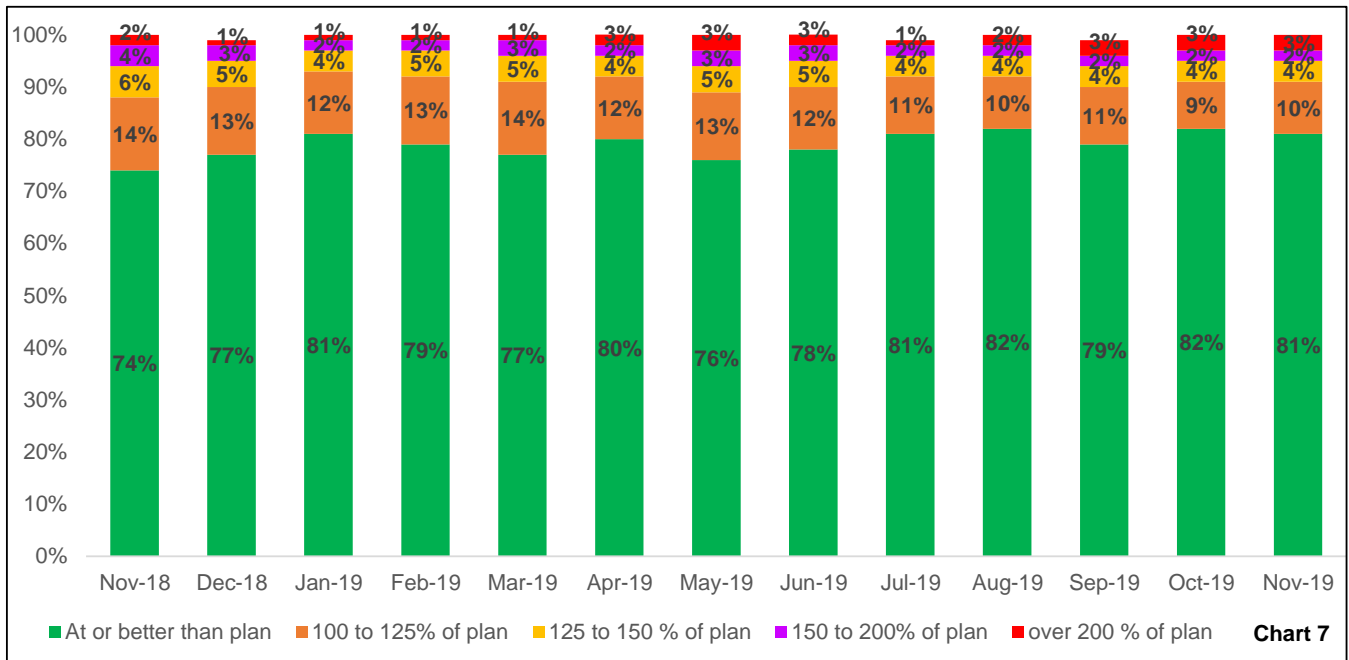
### Primary Drop Off On-Time Performance On Appointment Trips Discussion

- In the month of November, 47% of appointment trips arrived on time. Arrival times remained flat when compared to the previous month, and improved at a rate of 2.2% when compared to the same period last year.

### Broker Drop Off On-Time Performance On Appointment Trips Discussion

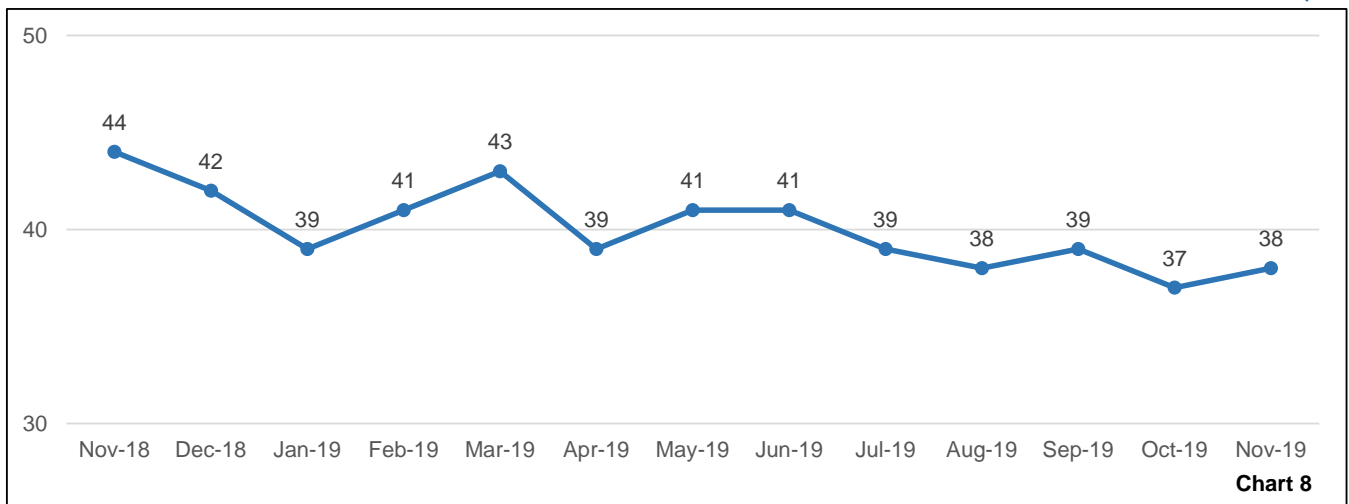
- In the month of November, 34% of appointment trips arrived on time. Arrival times remained flat when compared to the previous month, and declined at a rate of 5.6% when compared to the same period last year.

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



## Average Actual Trip Duration in Minutes

Desired trend



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

- 81% of trips in November 2019 performed within the scheduled time or better which declined at a rate of 1.2% when compared to October 2019, and improved at a rate of 9.5% when compared to November 2018.

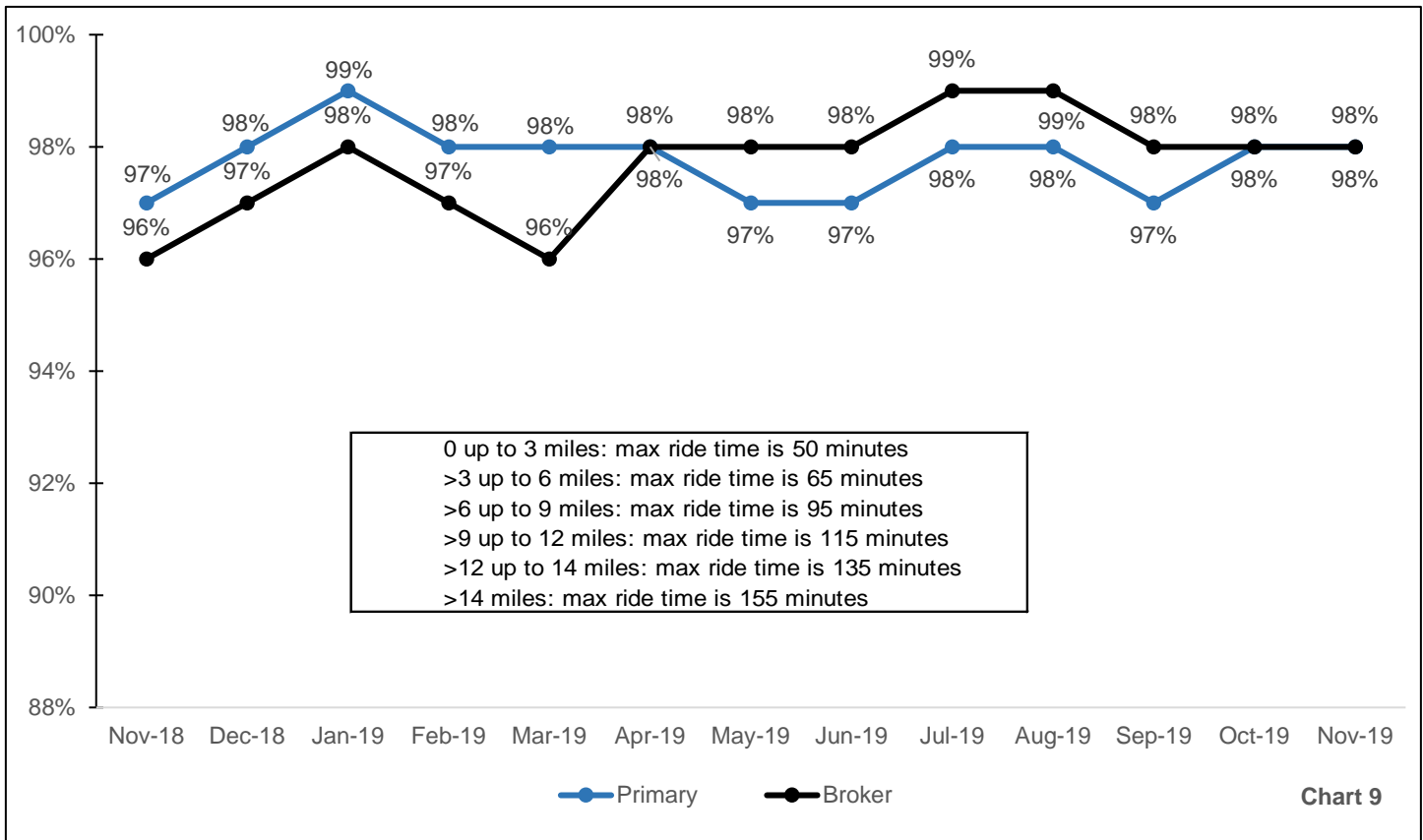
### Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in November 2019 increased by 1 minute (or 2.7%) when compared to October 2019, and improved by 6 minutes (or 13.6%) when compared to November 2018.

Note: Percentages may not be exact due to rounding.

## Max Ride Time Performance


Desired trend 

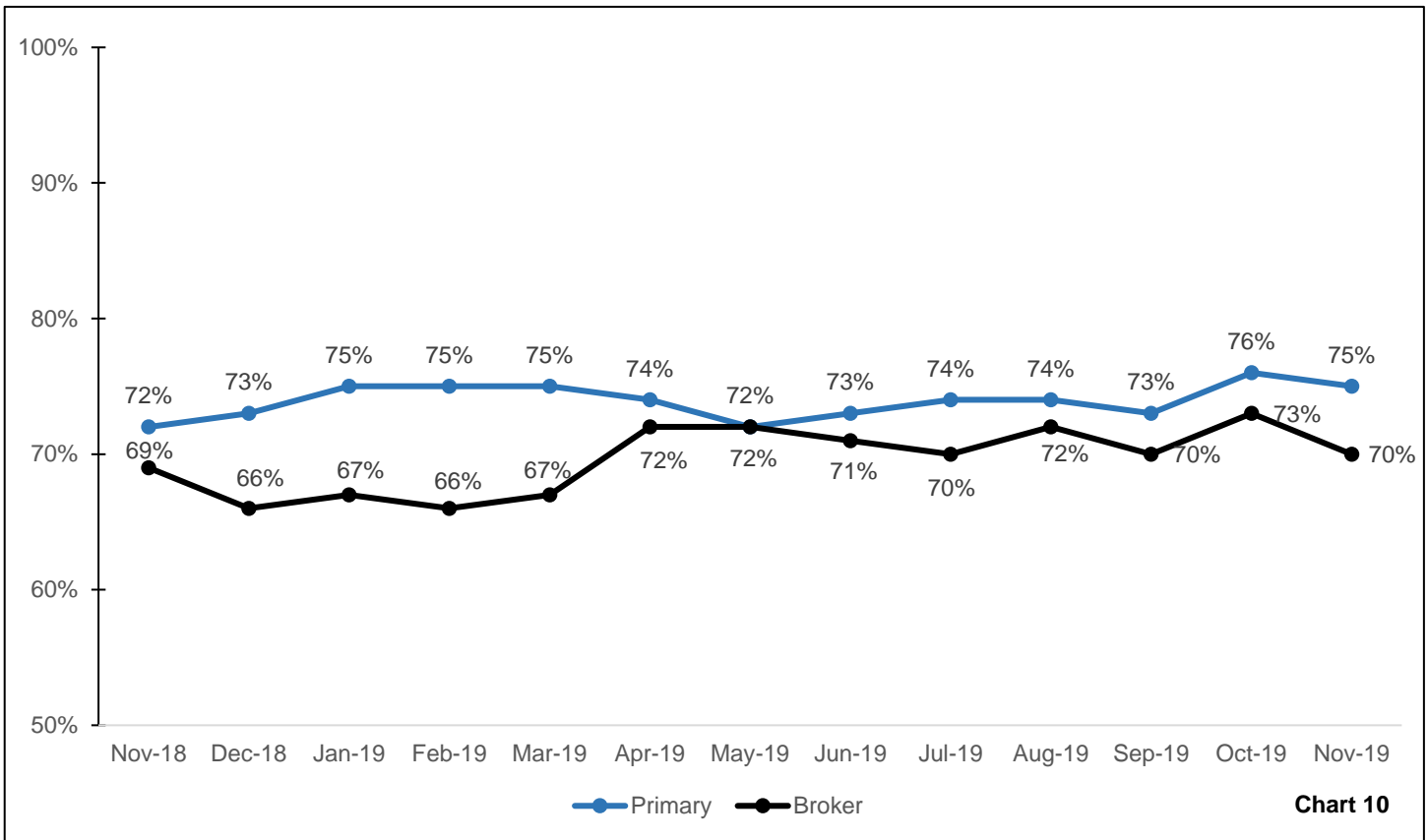


### Max Ride Time Performance Discussion

- In the month of November, 98% of Primary trips were completed within the Max Ride Time parameters. Performance remained flat when compared to October 2019, and improved at a rate of 1% when compared to November 2018.
- In the month of November, 98% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to October 2019, and improved at a rate of 2.1% when compared to November 2018.

# Customer Experience Performance

Desired trend 

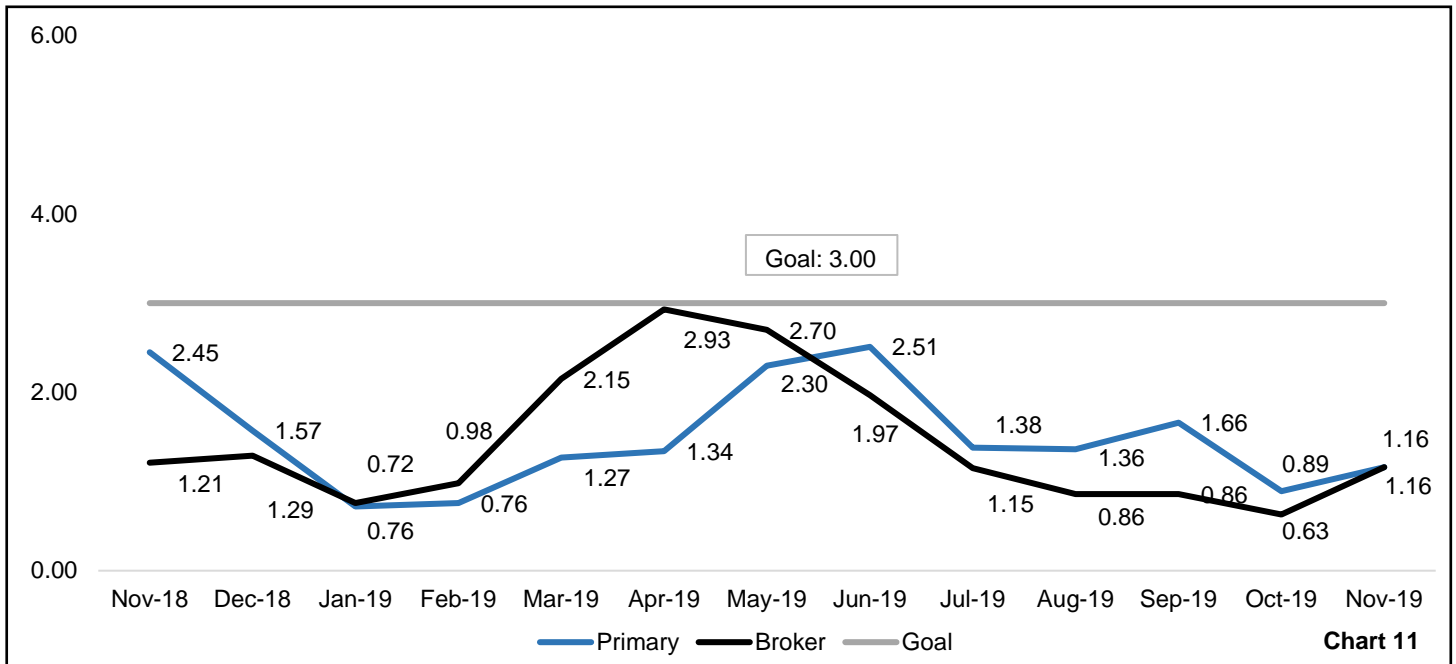


## Customer Experience Performance Discussion

- In the month of November, 75% of the Primary carrier trips completed resulted in a positive customer experience. This decreased at a rate of 1.3% when compared to the previous month, and a rate improvement of 4.2% when compared to the same period last year.
- In the month of November, 70% of the Broker trips completed resulted in a positive customer experience. This decreased at a rate of 4.1% when compared to the previous month, and a rate improvement of 1.5% when compared to the same period last year.

## Provider No Shows Per 1,000 Scheduled Trips

Desired trend

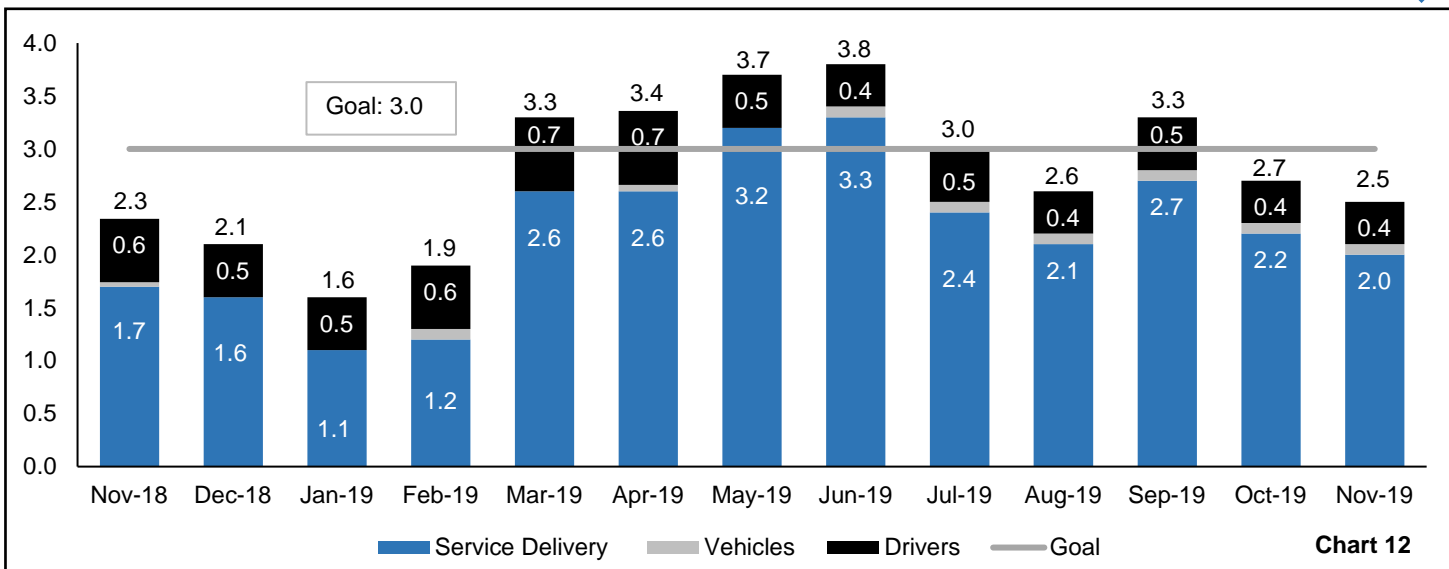


### Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.27 per 1,000 trips (or 30.3%) in November 2019 when compared to October 2019, and improved by 1.29 per 1,000 trips (or 52.7%) when compared to the same month last year.
- Broker No-Shows increased by 0.53 per 1,000 trips (or 84.1%) in November 2019 when compared to October 2019, and improved by 0.05 per 1,000 trips (or 4.1%) when compared to the same month last year.

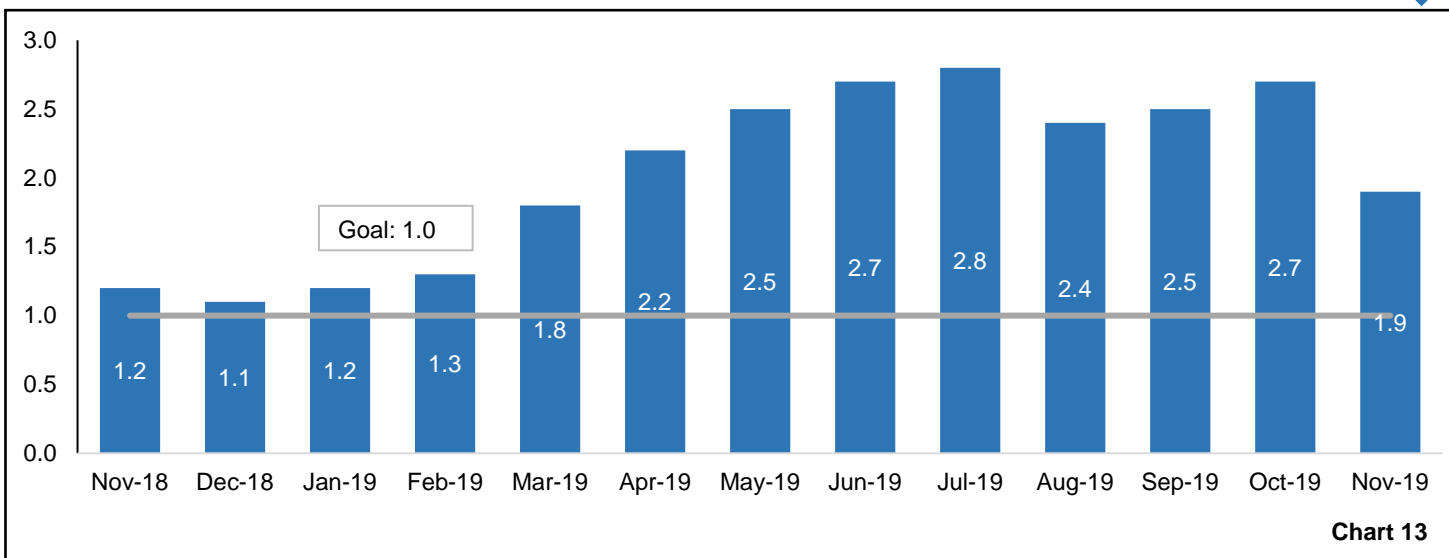
### Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 improved by 0.2 per 1,000 trips (or 7.4%) in November 2019 when compared to October 2019, and increased by 0.2 per 1,000 trips (or 8.7%) when compared to November 2018.

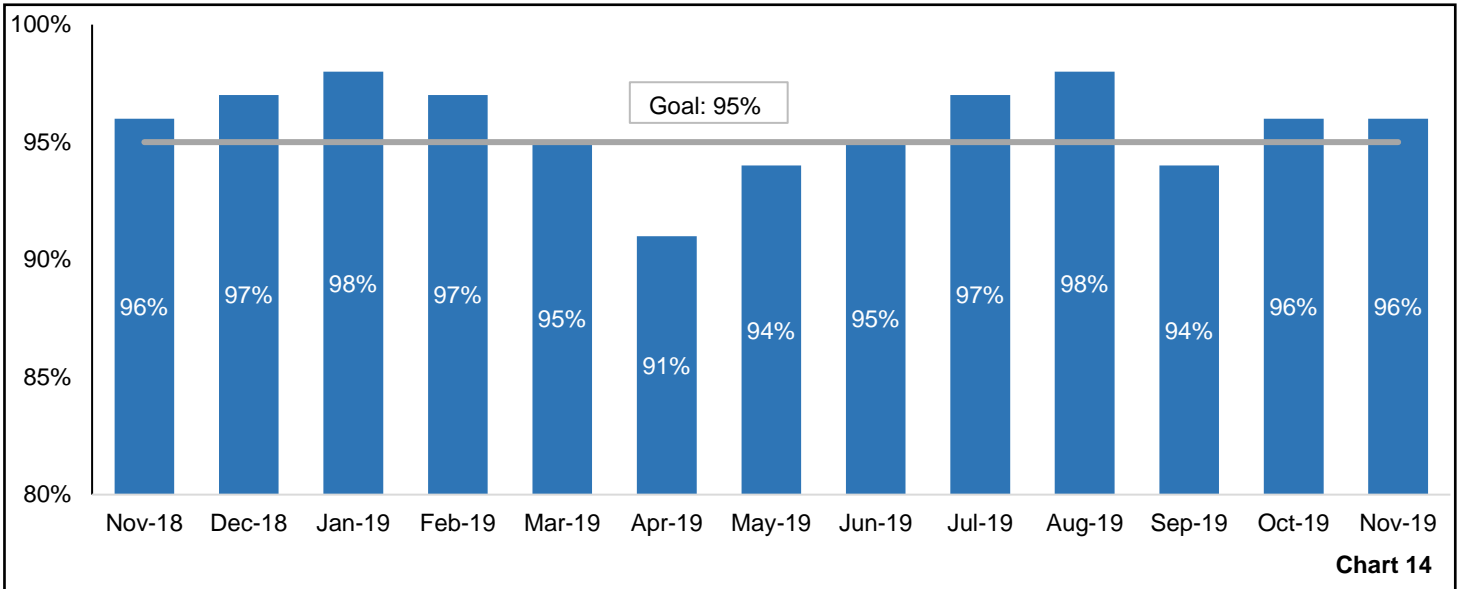
#### Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service decreased by 0.8 per 1,000 trips (or 29.6%) in November 2019 when compared to October 2019, and increased by 0.7 per 1,000 trips (or 58.3%) when compared to November 2018.

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

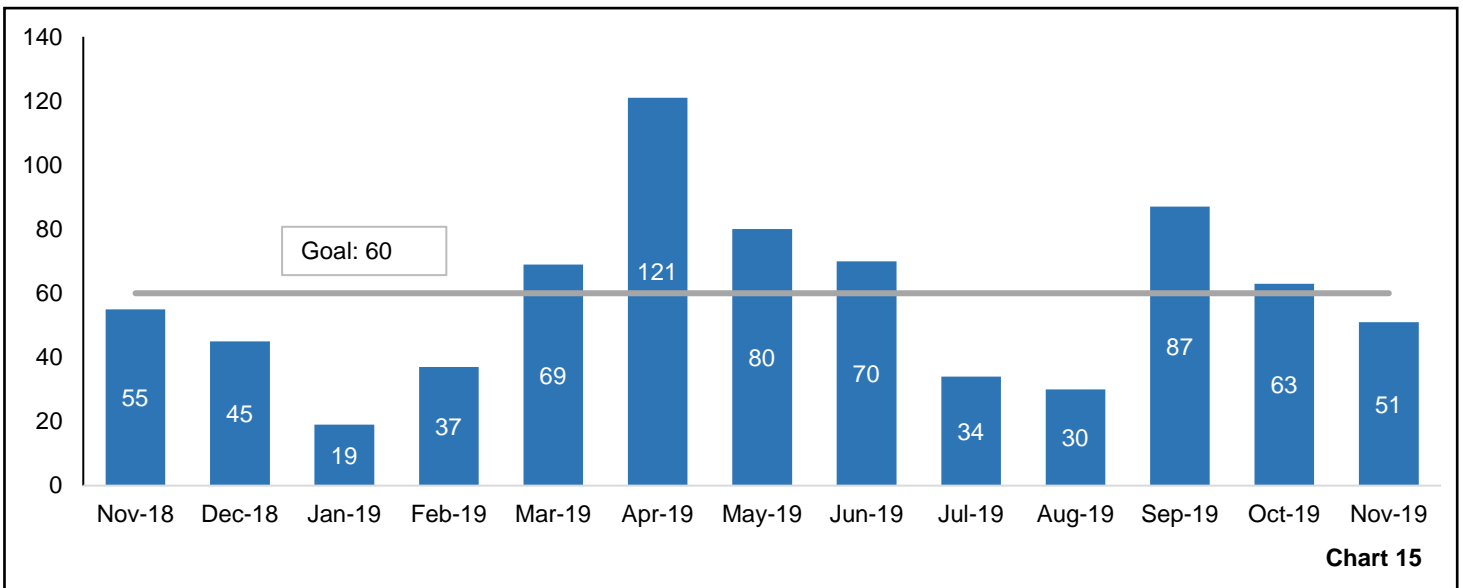
## Percent of Calls Answered

Desired trend 



## Average Call Answer Speed in Seconds

Desired trend 



### Percent of Calls Answered Discussion

- The Percent of Calls Answered in November 2019 remained flat at 96% when compared to October 2019 and November 2018.

### Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in November 2019 improved by 12 seconds (or 19%) when compared to October 2019, and improved by 4 seconds (or 7.3%) when compared to November 2018.



## Accessibility Update

Alex Elegudin, Senior Advisor for Systemwide Accessibility



Disability advocate Jonathan Weekes took a tour of the Accessible Station Lab at Jay St – MetroTech with Sara Bahri, NYCT Accessibility Outreach Coordinator, and other advocates. Weekes learned about the lab’s new Accessible Boarding Area floor markers and had the chance to speak with an NYCT subway conductor for the first time. The Systemwide Accessibility team conducted over 25 tours of the Station Lab with more than 250 visitors over the last three months. The Station Lab will remain open until late January 2020. Customers are invited to provide feedback at [new.mta.info/accessibility/stationlab](https://new.mta.info/accessibility/stationlab).

# January 2020 Accessibility Update

The Systemwide Accessibility team is excited to start 2020 by building on the foundations we laid in 2019 to advance the accessibility components of the Fast Forward Plan, and to launch several new efforts that will make our subway, bus, and Access-A-Ride paratransit systems better serve all of our customers with disabilities.

One of our biggest 2019 projects, which continues right into the New Year, is our Accessible Station lab at Jay St – MetroTech. On January 17, we ended the formal evaluation period for the 15 new smart phones apps and wayfinding features we are testing at the Lab. Working with our partners at NYU, we will now analyze the feedback received from advocates, community members and NYCT staff who visited the station during the last three months. Community engagement was a critical piece of this project, and the Systemwide Accessibility team conducted 30 tours of the lab with hundreds of participants throughout the pilot period. We also received hundreds of additional responses on our online survey, through social media, email and phone calls. Early feedback from members of Advisory Committee for Transit Accessibility, the Mayor’s Office for People with Disabilities, and the dozens of advocacy groups and agencies we have taken to the Lab has been very positive. Based on the volume of feedback received, some of the most engaging features were the colorful wayfinding strips on the floor that mark transfers and the accessible route through the station, the Accessible Boarding Area floor marker, and the tactile and colored tape warning strips at the top and bottom of each stair case. Even as we develop a longer-term rollout plan for the full set of successful features, we are working with the Department of Subways to incorporate individual features into more of our stations where they could assist with wayfinding during construction and address other immediate needs.

Launching the Station Lab was our lead Customer Commitment for the Q4 2019, but I am happy to report that we fulfilled all five of our quarterly commitments. That included starting a new ad campaign for courtesy seating on buses, and the publication of an updated version of our Accessible Travel Guide, which outlines all of the key accessibility features on our buses and subways and helps customers with any type of disability navigate the system. The guide includes the location of the accessible entrance to every accessible station in the NYCT and SIR systems, tips on things like how to use the audio feature on the MetroCard Vending Machine and navigate the AutoGate, and information on how to safely ride the bus if you use a mobility device. You can find the guide on the Accessibility page of our website and we welcome feedback on how we can continue to make it as useful as possible for customers with mobility, vision, hearing, or cognitive disabilities.

Finally, we continue to make progress on a range of efforts to get elevator status information to customers wherever they are in the system, and to make all audio and text-based service information accessible. We are now making elevator outage announcements from subway cars on the 1 line in Manhattan and on the entire E line and announcing outages in accessible stations on the 6 and Q lines in Manhattan. You can also increasingly find elevator and escalator status information on our Customer Information Center screens, often before you go through the fare gate at a station. Our goal is to get this information to customers wherever they are in the system, so that an unexpected outage never leaves you stuck in the middle of your trip. We encourage riders to let us know if you hear these announcements and give us your feedback on where and how you need this information to make it most useful.

**Alex Elegudin**

Senior Advisor for Systemwide Accessibility



# Strategy & Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



**Why Redesign the Bronx Bus Network?**

- Improve travel times
- Improve declining bus speeds
- Improve reliability and traffic conditions
- Increase declining ridership



FINAL PLAN

**The Bronx Bus Network Redesign**

New York City Transit

CC HD YouTube

MTA New York City Transit hosted its first-ever digital open house on December 12 to broaden public outreach efforts and gather additional feedback on the Bronx Bus Network Redesign final plan proposal. The livestream event provided another opportunity for customers to learn how the redesign will improve service for the borough's 675,000 daily riders.

# January 2020 Highlights: Strategy and Customer Experience

In 2020, we remain focused on modernizing our customer service functions, making our transit system easier to access, easier to navigate and more comfortable to ride. Our efforts are proving results.

We have released the Q4 report of Customers Count from 2019. Customer satisfaction with the subway, which is measured by asking customers to evaluate service on individual subway lines and weighting the results by ridership, increased by 9.4 percentage-points compared year over year. During that time, satisfaction increased on more than half the lines in the system and did not decrease on any line. Compared to last quarter, results did not change by a statistically significant remaining at 64.7%.

Customer satisfaction with stations increased by 5.9 percentage-points from last year. Compared to last quarter, satisfaction increased by 1.5 percentage-points from 70.0% to 71.5%, with an increase in Zone 4 team performance that includes 3 Av-149 (2/5) to Wakefield-241 (2) and Eastchester-Dyre (5) as well as those in Zone 7 from Canal St (A/C/E) to 59 St-Columbus Circle (A/B/C/D/1), and 50 St (1) and 7Av (A/B/E). There were no station zones that satisfaction decreased.

Local, limited, and select bus service satisfaction, which is weighting by borough-level ridership, has not changed by a statistically significant margin from last year. During that time, there was an increase satisfaction on Staten Island routes, and a decrease on Bronx and Brooklyn routes. Compared to last quarter, satisfaction decreased by 2.3 percentage-points from 55.6% to 53.3%, with a decrease on Bronx and Queens routes.

Customer satisfaction with express bus service did not change by a statistically significant margin compared to last year but did decrease slightly from 62.5% to 60.4%.

Compared to the third quarter, system satisfaction decreased by 4.5 percentage-points from 46.3% to 41.8%. Please see the full report located in the Standard Follow Up Report section of this book.

Our community engagement teams worked steadily again last month organizing and participating in 15 public meeting with communities, transportation advocacy groups, and elected officials. In addition, there were 17 meetings dedicated to continuing discussions and briefings on our Bronx, Brooklyn, and Queens bus redesigns. We also hosted our first-ever live digital open house to broaden our public outreach for the Bronx Bus Network Redesign Final Plan proposal. The livestream YouTube event, hosted by President Byford and lead by our planners, garnered 2,100 views giving even more customers the opportunity to learn about the redesign and provide feedback.

We are happy to report that our Lost and Found office hours were extended; it will be opening earlier and staying open late on certain days. We realigned staffing for better customer convenience, increasing the time customers can come and pick up their found things by 33%. The new hours are: Monday, 9am- 7pm; and, Tuesday through Friday, 8am - 6pm.

**Sarah Meyer**  
Senior Vice President & Chief Customer Officer

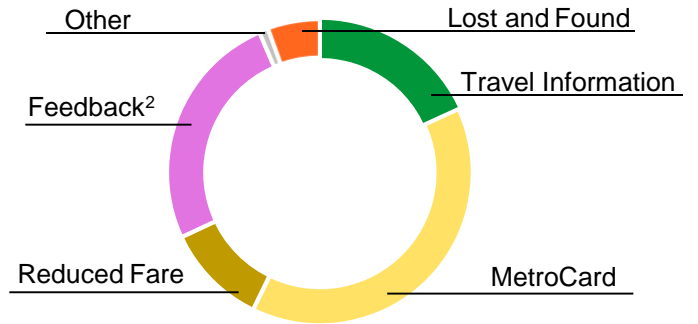


# Customer engagement

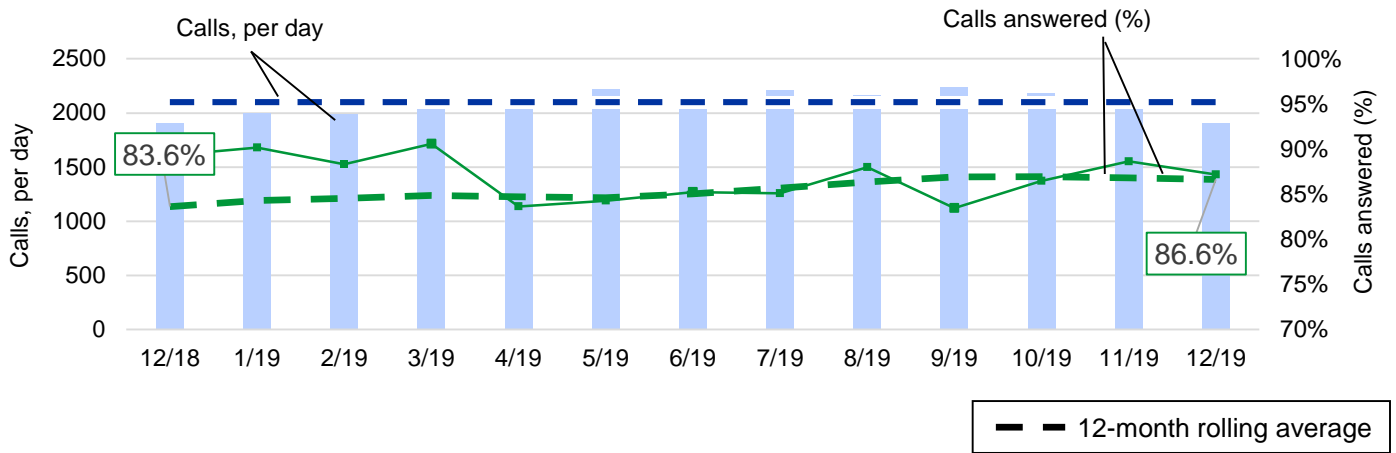
## Telephone

	Dec 2019	Dec 2018	Variance
Telephone calls	59,140	58,894	▲ 0.4%
Calls answered	87.2%	89.3%	▼ 2.4%
Average time to answer <sup>1</sup> (seconds)	205	140	▲ 46.4%

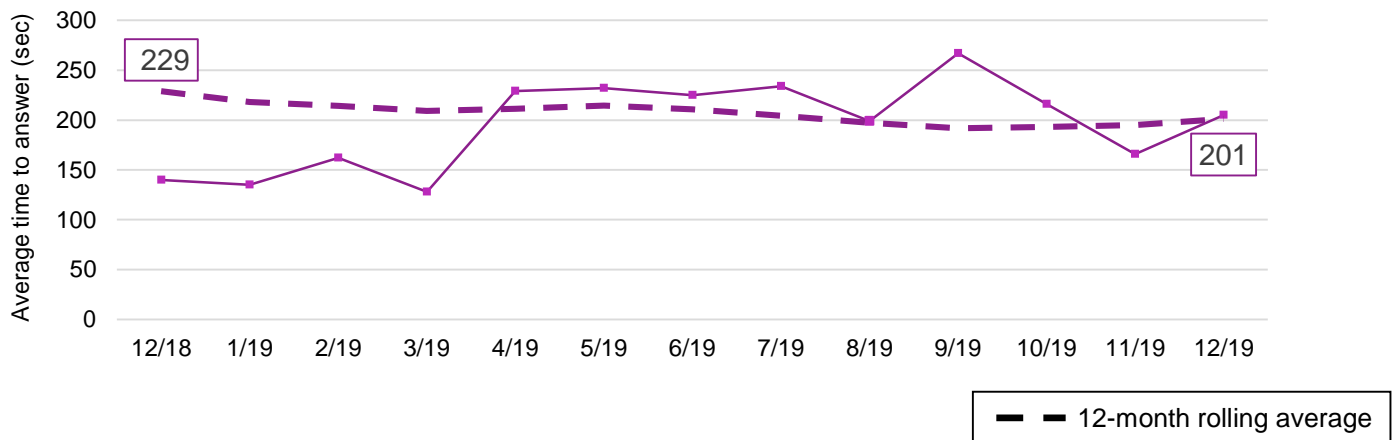
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



## Telephone: calls received and answered



## Telephone: average time to answer

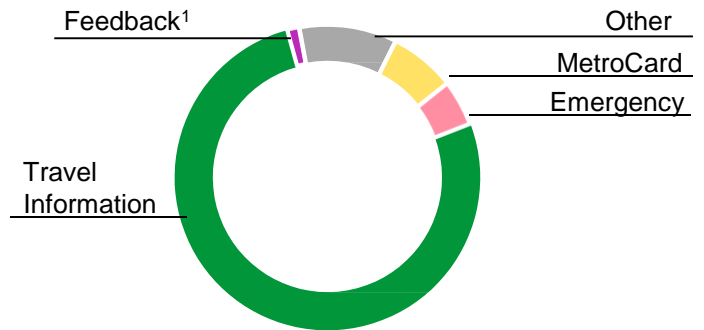


# Customer engagement

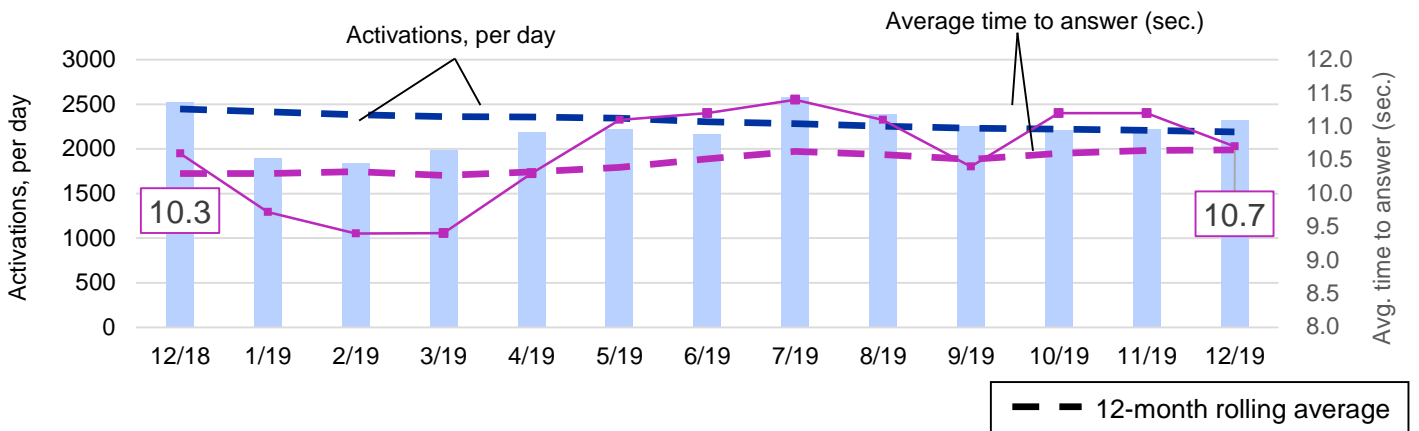
## Help Point

	Dec 2019	Dec 2018	Variance
Help Point activations	71,796	78,200	▼ 8.2%
Average time to answer (seconds)	10.7	10.6	▲ 1.2%

1. Feedback is customers calling with comments or concerns



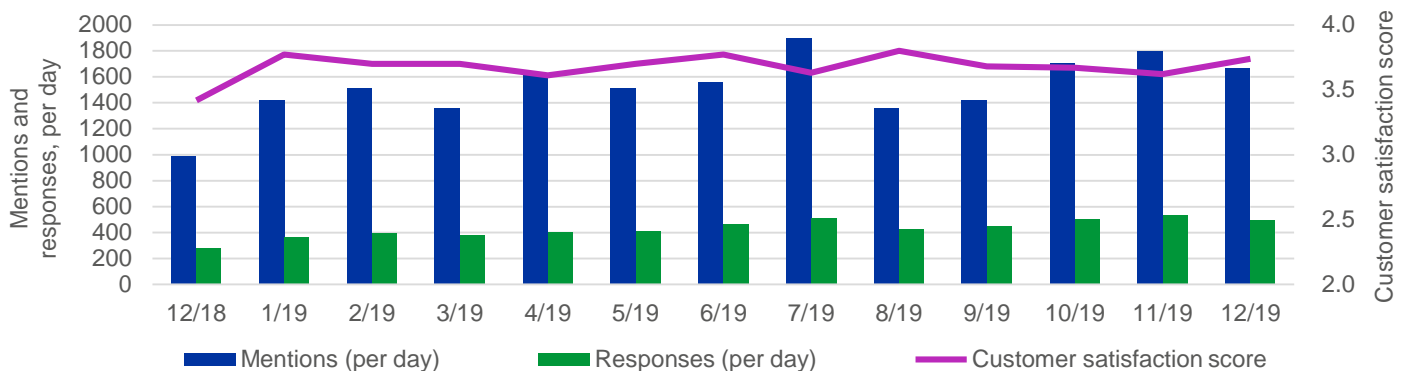
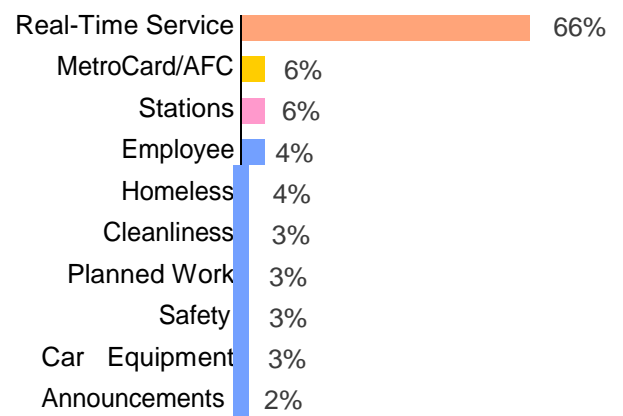
## Help Point: activations and average time to answer



## Social media

	Dec 2019	Dec 2018	Variance
Social media mentions <sup>1</sup>	51,634	30,701	▲ 68.2%
Responses sent	15,242	8,620	▲ 76.8%
Customer satisfaction score <sup>2</sup>	3.74	3.42	▲ 9.4%

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

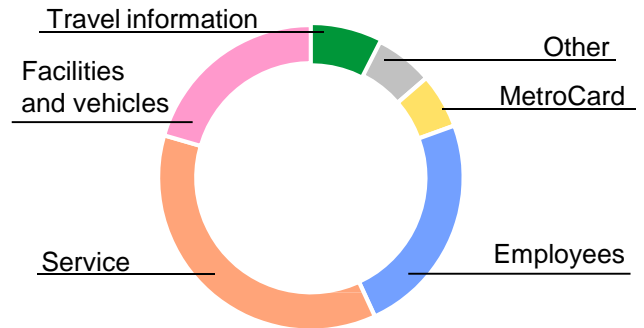


# Customer engagement

## Web, mobile app, and written feedback

	Dec 2019	Dec 2018	Variance
Received	6,176	5,727	▲7.8%
Responses sent <sup>1</sup>	8,461	8,963	▼5.6%

1. Includes automated and manual responses



## Keeping customers informed

### Alerts and service notices

	Dec 2019
Web	5,048
Twitter	3,337
Kiosks / Digital Displays <sup>1</sup>	1,377
Email and text alerts	
• Service	3,504
• Elevator and escalator status	10,777
Service Notice posters developed	440

1. Excludes countdown clocks

### Social media followers

		Dec 2019	Dec 2018	Variance
Twitter	@NYCTSubway	1,003.0k	961.0k	▲4.4%
	@NYCTBus	26.6k	22.2k	▲19.8%
	@MTA	1,314.7k	1,288.0k	▲2.1%
Facebook	NYCT	64.9k	61.4k	▲5.7%
Instagram	@mtanyctransit	25.0k	18.3k	▲36.6%

# Customer feedback

## Complaints per 100,000 journeys

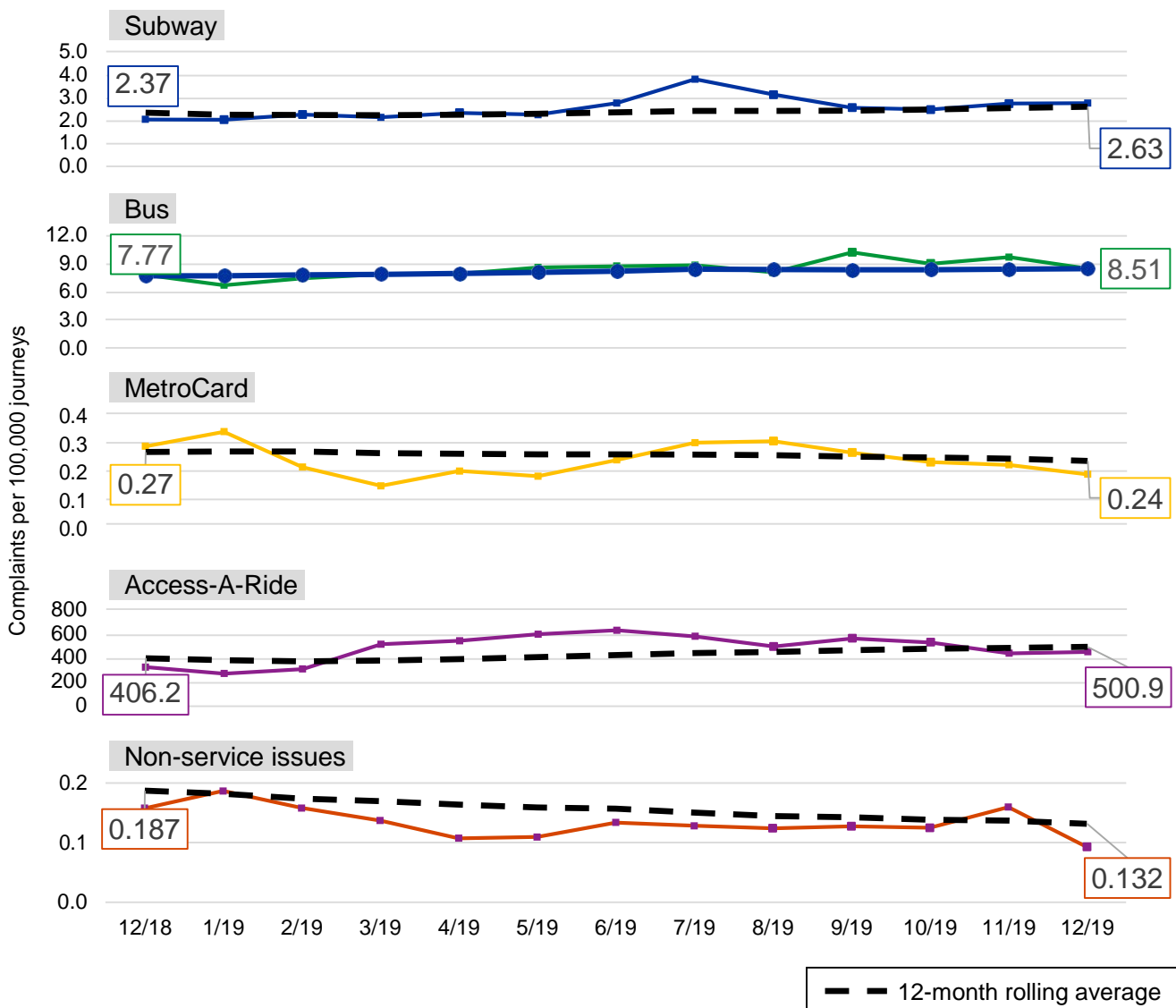
	Dec 2019	Dec 2018	Variance
Subway	2.79	2.07	▲34.6%
Bus	8.51	7.86	▲8.4%
MetroCard	0.19	0.29	▼34.3%
Access-A-Ride	458.9	330.3	▲38.9%
Non-service issues <sup>1</sup>	0.093	0.156	▼41.0%

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

## Commendations per 100,000 journeys

	Dec 2019	Dec 2018	Variance
Subway	0.103	0.073	▲34.7%
Bus	0.48	0.43	▲11.6%
Access-A-Ride	101.7	111.6	▼8.9%
Non-service issues incl. MetroCard	0.015	0.006	▲139%

## Complaints per 100,000 journeys: trends



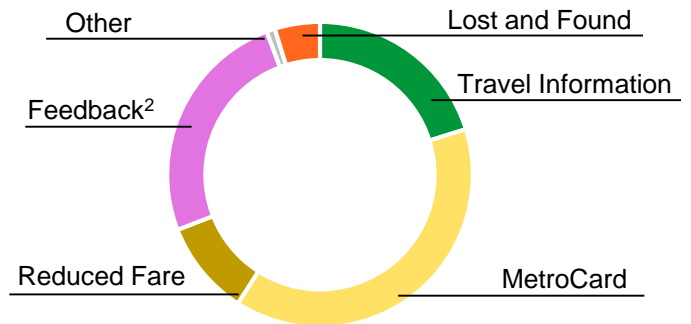


# Customer engagement

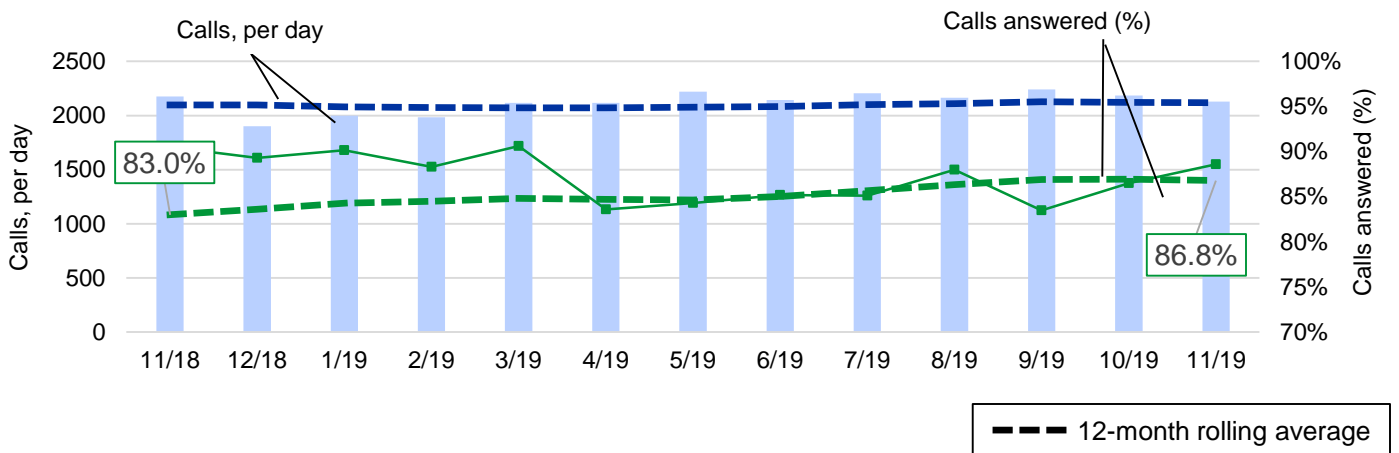
## Telephone

	Nov 2019	Nov 2018	Variance
Telephone calls	63,881	65,255	▼2.1%
Calls answered	88.6%	90.5%	▼2.1%
Average time to answer <sup>1</sup> (seconds)	166	136	▲22.1%

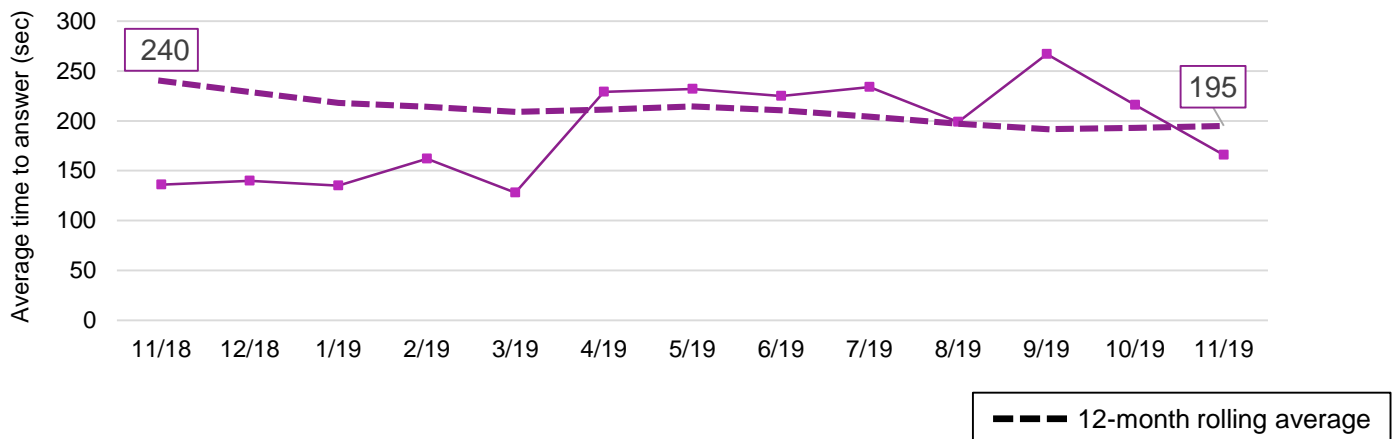
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



## Telephone: calls received and answered



## Telephone: average time to answer

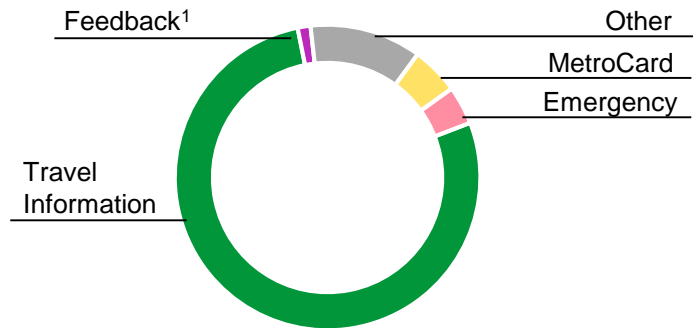


# Customer engagement

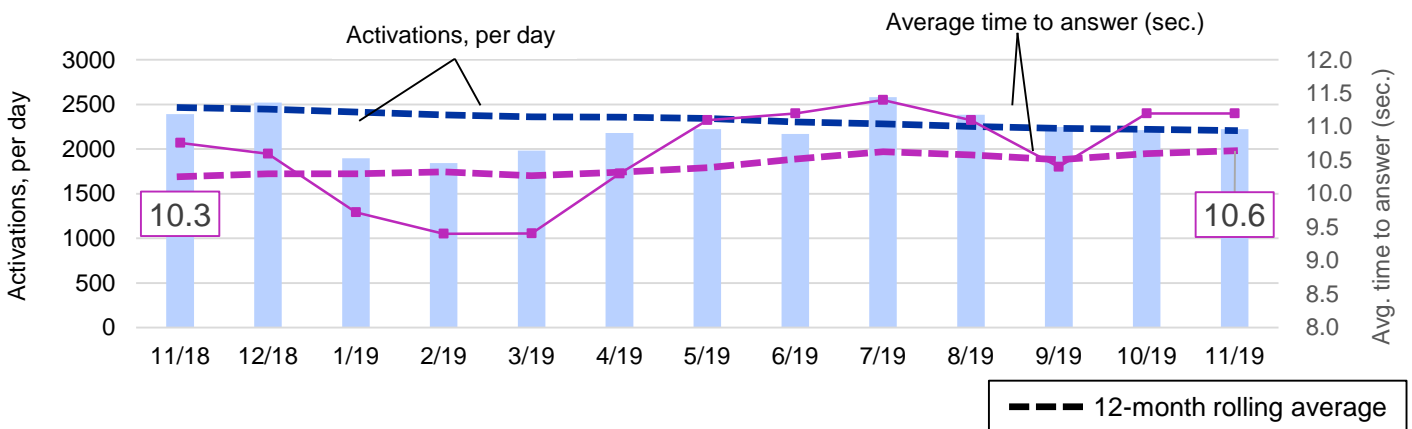
## Help Point

	Nov 2019	Nov 2018	Variance
Help Point activations	66,679	71,730	▼7.0%
Average time to answer (seconds)	11.2	10.8	▲3.8%

1. Feedback is customers calling with comments or concerns



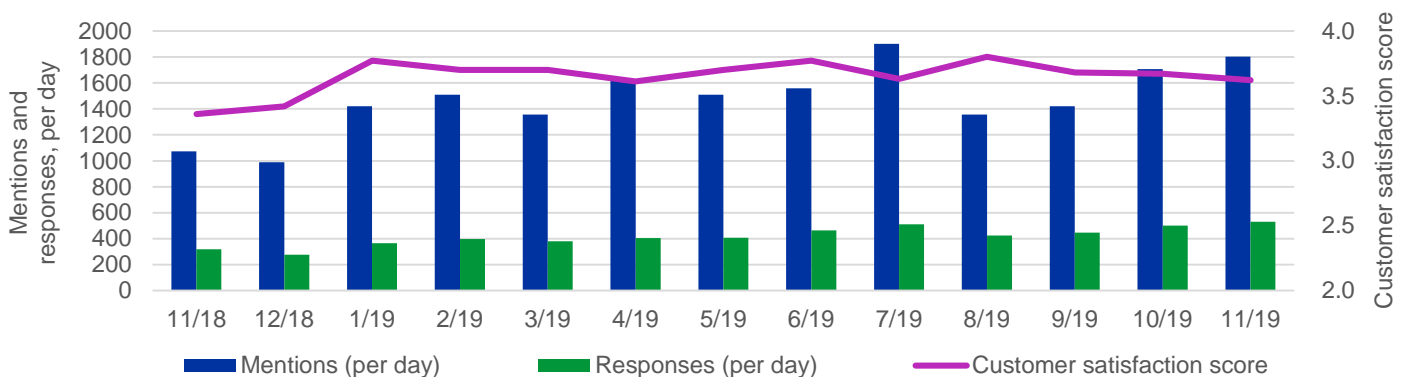
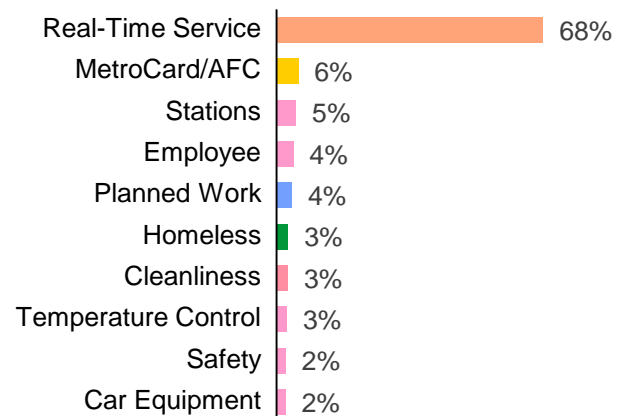
## Help Point: activations and average time to answer



## Social media

	Nov 2019	Nov 2018	Variance
Social media mentions <sup>1</sup>	54,031	32,231	▲67.6%
Responses sent	15,898	9,543	▲66.6%
Customer satisfaction score <sup>2</sup>	3.62	3.36	▲7.7%

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

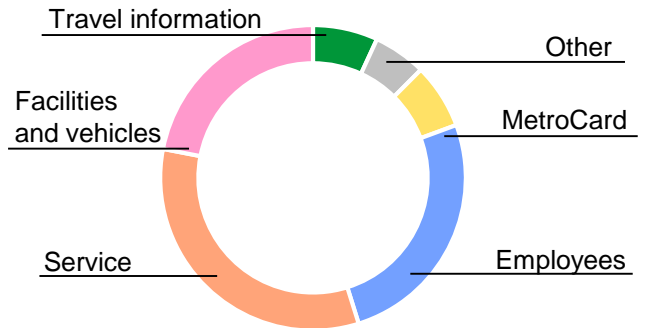


# Customer engagement

## Web, mobile app, and written feedback

	Nov 2019	Nov 2018	Variance
Received	6,429	6,629	▼3.0%
Responses sent <sup>1</sup>	8,508	9,868	▼13.8%

1. Includes automated and manual responses



## Keeping customers informed

### Alerts and service notices

	Nov 2019
Web	5,202
Twitter	3,341
Kiosks / Digital Displays <sup>1</sup>	1,292
Email and text alerts	
• Service	3,611
• Elevator and escalator status	10,769
Service Notice posters developed	450

1. Excludes countdown clocks

### Social media followers

		Nov 2019	Nov 2018	Variance
Twitter	@NYCTSubway	1,000.0k	957k	▲4.5%
	@NYCTBus	26.0k	21.9k	▲18.5%
	@MTA	1,314.5k	1,285.0k	▲2.3%
Facebook	NYCT	64.6k	61.0k	▲5.9%
Instagram	@mtanyctransit	24.3k	18.0k	▲35.2%

# Customer feedback

## Complaints per 100,000 journeys

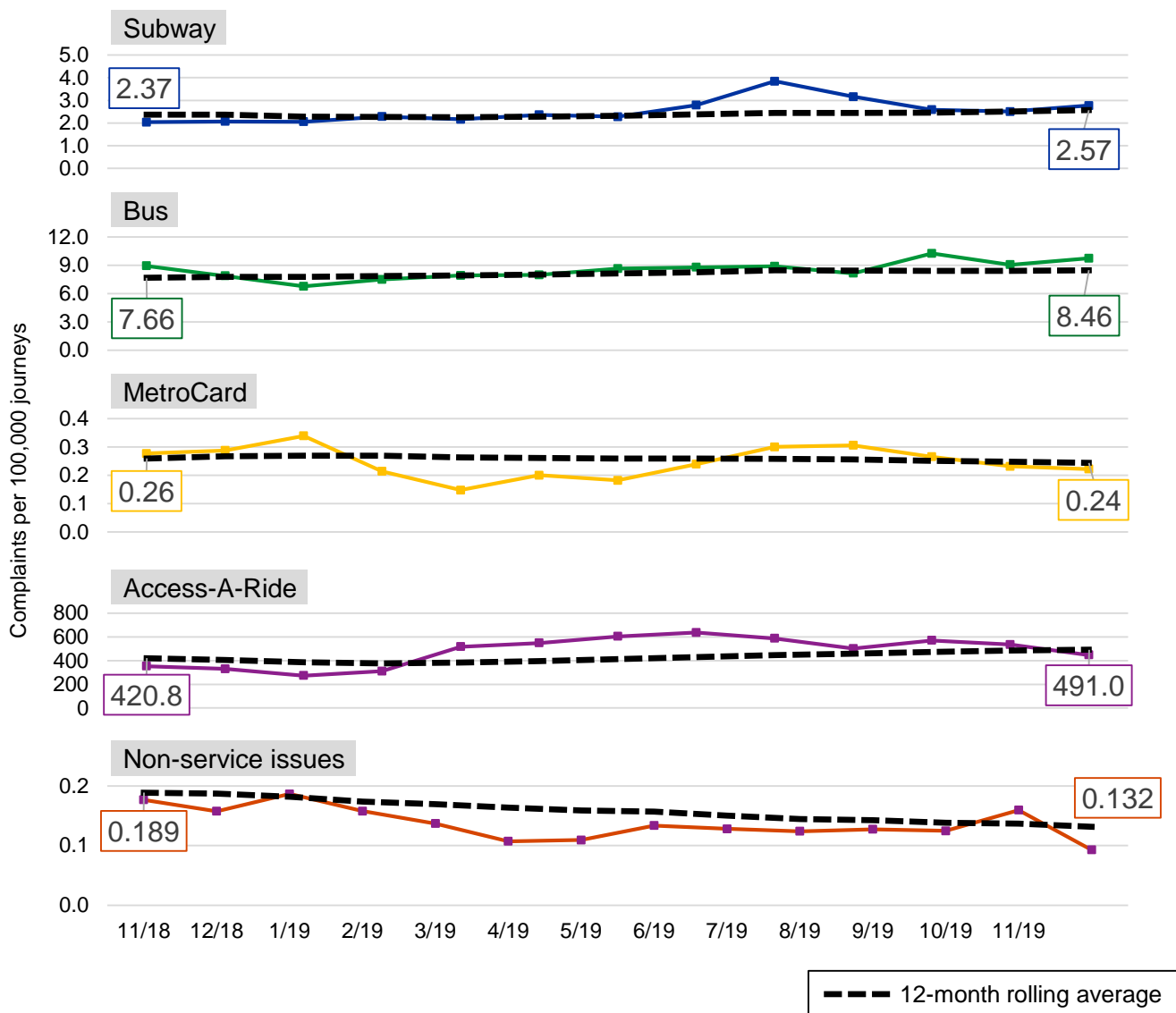
	Nov 2019	Nov 2018	Variance
Subway	2.77	2.04	▲36.0%
Bus	9.72	8.92	▲9.0%
MetroCard	0.22	0.28	▼19.9%
Access-A-Ride	446.8	352.7	▲26.7%
Non-service issues <sup>1</sup>	0.159	0.177	▼9.7%

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

## Commendations per 100,000 journeys

	Nov 2019	Nov 2018	Variance
Subway	0.120	0.070	▲71.8%
Bus	0.48	0.42	▲14.2%
Access-A-Ride	96.7	156.3	▼38.1%
Non-service issues incl. MetroCard	0.018	0.003	▲484%

## Complaints per 100,000 journeys: trends





## Safety

**Robert Diehl**

Senior Vice President, Safety & Security



**MTA New York City Transit**

Results Report 2019



MTA New York City Transit employees participated in the MTA All Agency Safety Barometer Survey conducted by the National Safety Council. In 2020, the results will be used as a tool to make improvements to NYCT's safety culture.

# January 2020 Highlights: Safety

This month we are focusing on the MTA Agency-Wide Safety Barometer Survey that we participated in, which was administered by the National Safety Council. Working groups from various Departments have convened to highlight what we are doing well while calling attention to opportunities for us as management to improve, and developing an action plan to realize those improvements.

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

Bus Collisions, Collision Injuries, and Customer Accidents have increased when comparing the most-recent 12-month period to the previous one. It is worth noting that Bus Collision Rates declined on a monthly basis for the past 3 months, showing the results of Department of Buses efforts to reduce these collisions.

Employee Lost Time Accidents has shown an increase. The Office of System Safety along with the Departments have identified the most prevalent types and are educating NYCT employees on how to avoid these.

NYC Transit has exceeded nearly all our Leading Indicator goals.

Lastly, the Department of Subways continues to make significant strides in the reduction of Fires.

## **Robert Diehl**

Senior Vice President, Safety and Security

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

# Monthly Operations Report

Statistical results for the 12-Month period are shown below

<b>Safety Report</b>				
<b>Performance Indicators</b>		<b>12-Month Average</b>		
		<b>Jan 17 - Dec 17</b>	<b>Jan 18 - Dec 18</b>	<b>Jan 19 - Dec 19</b>
<b>Subways</b>				
Subway Customer Accidents per Million Customers <sup>1</sup>		2.82	3.02	2.88
Subway Collisions <sup>2</sup>				
<b>Total</b>		1	2	1
Mainline		0	0	0
Yard		1	2	1
Subway Derailments <sup>2</sup>				
<b>Total</b>		11	3	5
Mainline		7	0	1
Yard		4	3	4
Subway Fires <sup>2</sup>		964	878	718
<b>Buses</b>				
Bus Collisions Per Million Miles                      Regional		55.10	53.97	54.07
Bus Collision Injuries Per Million Miles                      Regional		6.08	6.08	6.21
Bus Customer Accidents Per Million Customers <sup>1</sup> Regional		1.25	1.32	1.50
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees <sup>1</sup>		3.62	3.79	4.01

<sup>1</sup> 12-month Average data from December through November.

<sup>2</sup> 12-month figures shown are totals rather than averages.

<b>Leading Indicators</b>				
<b>Subways</b>	<b>December</b>	<b>YTD</b>	<b>Goal</b>	<b>YTD as % of Goal</b>
<b>Roadway Worker Protection</b>				
Joint Track Safety Audits -- Actual Count	27	374	340	110.0%
Joint Track Safety Audits -- Compliance Rate	99.8%	98.8%	100.0%	98.8%
<b>Mainline Collision/Derailment Prevention</b>				
Continuous Welded Rail Initiative (# of Track Feet)	375	79,028	47,520	166.3%
Friction Pad Installation	3,054	74,550	33,500	222.5%
<b>Buses</b>	<b>December</b>	<b>YTD</b>	<b>Goal</b>	<b>YTD as % of Goal</b>
<b>Collision Prevention</b>				
Audible Pedestrian Turn Warning System	23	639	630	101.4%
Vision Zero Employee Training	548	6,752	6,200	108.9%

# 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, Capital Program Management and MTA Capital Construction 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

December 2019

Fire severity is classified as follows:

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

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

Low:	91.9%	Train:	14
Average:	5.4%	Right-of-way:	38
Above Average:	2.7%	Station:	22
High:	0.0%	Other:	0
		Total:	74

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

Train:		Right-of-Way:		Station:	
Debris:	4	Debris:	24	Debris:	18
Low Volt Wiring:	2	3rd Rail Circuit Brkr:	4	Electrical:	3
Trolley Lead:	2	Insulator:	2	Light Fixture:	1
Hot Wheels:	2	Fiberglass Insulator:	1		
Element:	1	Cable:	1		



## January 2020 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 on the NYCT Subway and Staten Island Railway systems. The report is submitted by NYPD's Transit Division on a monthly basis for the month ending prior to the reporting period.



Police Department  
City of New York

**CRIME STATISTICS DECEMBER**

	<b>2019</b>	<b>2018</b>	<b>Diff</b>	<b>% Change</b>
MURDER	0	0	0	0.0%
RAPE	0	1	-1	-100.0%
ROBBERY	60	51	9	17.6%
FELASSAULT	43	47	-4	-8.5%
BURGLARY	2	0	2	***. *%
GRLARCENY	152	174	-22	-12.6%
<b><u>TOTAL MAJOR FELONIES</u></b>	<b><u>257</u></b>	<b><u>273</u></b>	<b><u>-16</u></b>	<b><u>-5.9%</u></b>

*During December the daily Robbery average increased from 1.6 to 1.9*

*During December the daily Major Felony average decreased from 8.8 to 8.3*

**CRIME STATISTICS JANUARY THRU DECEMBER**

	<b>2019</b>	<b>2018</b>	<b>Diff</b>	<b>% Change</b>
MURDER	3	1	2	200.0%
RAPE	3	2	1	50.0%
ROBBERY	546	486	60	12.3%
FELASSAULT	373	375	-2	-0.5%
BURGLARY	7	11	-4	-36.4%
GRLARCENY	1567	1711	-144	-8.4%
<b><u>TOTAL MAJOR FELONIES</u></b>	<b><u>2499</u></b>	<b><u>2586</u></b>	<b><u>-87</u></b>	<b><u>-3.4%</u></b>

*Year to date, the daily Robbery average increased from 1.3 to 1.5*

*Year to date, the daily Major Felony average decreased from 7.1 to 6.8*

**FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION**



Police Department  
City of New York

**REPORT**

**DECEMBER ACTIVITY**

	<b>2019</b>	<b>2018</b>	<b>Diff</b>	<b>% Change</b>
TotalArrest	766	891	-125	-14.0%
TosArrest	153	316	-163	-51.6%
Summ	6595	6972	-377	-5.4%

**JANUARY - DECEMBER ACTIVITY**

	<b>2019</b>	<b>2018</b>	<b>Diff</b>	<b>% Change</b>
TotalArrest	10507	13808	-3301	-23.9%
TosArrest	3113	5905	-2792	-47.3%
Summ	89181	67281	21900	32.6%

***FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION***



**Police Department  
City of New York**

**JANUARY-DECEMBER**

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
<i>Murder</i>	4	1	5	2	2	2	4	3	5	2	4	2	2	2	1	2	1	2	2	2	0	1	3
<i>Rape</i>	3	14	1	6	2	0	3	3	3	4	1	3	2	1	3	10	5	5	1	0	7	2	3
<i>Robbery</i>	2216	1860	1708	1363	1200	1249	1126	1083	1097	975	794	831	710	714	787	785	612	439	527	464	450	485	546
<i>Assault</i>	501	418	411	357	268	303	257	281	229	192	209	183	155	192	203	205	198	228	260	313	340	370	373
<i>Burglary</i>	31	16	12	12	41	18	7	6	1	5	3	5	2	3	10	27	32	19	24	19	25	11	7
<i>GL</i>	3463	2483	2382	2522	2243	2133	1821	1910	1765	1525	1344	1304	1178	1281	1552	1705	1771	1562	1693	1636	1652	1700	1567
<i>TOTAL MAJOR FELONIES</i>	6218	4792	4519	4262	3756	3705	3218	3286	3100	2703	2355	2328	2049	2193	2556	2734	2619	2255	2507	2434	2474	2569	2499
<i>Major Fel Per Day</i>	17.04	13.13	12.38	11.64	10.29	10.15	8.82	8.98	8.49	7.41	6.45	6.36	5.61	6.01	7.00	7.47	7.18	6.18	6.87	6.65	6.78	7.04	6.85

**Hate Crime Task Force  
Transit Bureau  
HCTF Statistical Data  
(As of 12/29/2019)**

**Motivation:**

Motivation	2019	2018	Diff	% Change
ASIAN	0	1	-1	<b>-100%</b>
BLACK	8	8	0	<b>0%</b>
ETHNIC	0	1	-1	<b>-100%</b>
GENDER	3	0	3	<b>***.*</b>
HISPANIC	1	3	-2	<b>-67%</b>
MUSLIM	2	7	-5	<b>-71%</b>
OTHER	4	1	3	<b>300%</b>
SEMITIC	47	24	23	<b>96%</b>
SEXUAL ORIENTATION	7	4	3	<b>75%</b>
WHITE	3	4	-1	<b>-25%</b>
Grand Total	75	53	22	<b>42%</b>

**Crime Name:**

<b>Crime Name</b>	<b>2019</b>	<b>2018</b>	<b>Diff</b>	<b>% Change</b>
Aggravated Harassment 1	17	7	10	<b>143%</b>
Aggravated Harassment 2	4	5	-1	<b>-20%</b>
Assault 2	4	4	0	<b>0%</b>
Assault 3	5	2	3	<b>150%</b>
Criminal Impersonation 1	0	1	-1	<b>-100%</b>
Criminal Mischief 3	3	0	3	<b>*** *</b>
Criminal Mischief 4	39	25	14	<b>56%</b>
Grand Larceny 4	1	1	0	<b>0%</b>
Harassment 2	0	1	-1	<b>-100%</b>
Menacing 2	1	1	0	<b>0%</b>
Public Lewdness	0	1	-1	<b>-100%</b>
Reckless Endangerment 1	1	0	1	<b>*** *</b>
Reckless Endangerment 2	0	1	-1	<b>-100%</b>
Robbery 2	0	2	-2	<b>-100%</b>
Robbery 3	0	2	-2	<b>-100%</b>
<b>Grand Total</b>	<b>75</b>	<b>53</b>	<b>22</b>	<b>42%</b>



**METROPOLITAN TRANSPORTATION AUTHORITY**  
**Police Department**  
**Staten Island Rapid Transit**

**December 2019 vs. 2018**

	<b>2019</b>	<b>2018</b>	<b>Diff</b>	<b>% Change</b>
<b>Murder</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Rape</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Robbery</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Felony Assault</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Burglary</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Grand Larceny</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Grand Larceny Auto</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Total Major Felonies</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

**Year to Date 2019 vs. 2018**

	<b>2019</b>	<b>2018</b>	<b>Diff</b>	<b>% Change</b>
<b>Murder</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Rape</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Robbery</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>33%</b>
<b>Felony Assault</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0%</b>
<b>Burglary</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>100%</b>
<b>Grand Larceny</b>	<b>1</b>	<b>5</b>	<b>-4</b>	<b>-80%</b>
<b>Grand Larceny Auto</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Total Major Felonies</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>0%</b>



## Financial and Ridership Reports

**Jaibala Patel**, Chief Financial Officer

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



NYC DOT's 14th Street Transit & Truck Priority (TTP) pilot project launched on October 3rd between 3rd Avenue and 9th Avenue, creating faster service for the approximately 30,000 riders who travel on the M14 A/D SBS on an average weekday. In November 2019 weekly average travel times improved 36 percent and weekday ridership increased by 24 percent, compared to the year prior.

# Preliminary December 2019 Year-End Report: New York City Transit

The purpose of this report is to provide the preliminary 2019 financial results, on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results reflect the new accelerated accounting close and are compared to the Adopted Budget (budget) and Final Estimate (estimate).

## **Summary of Preliminary Financial Results**

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

- 2019 annual New York City Transit ridership of 2,265.5 million was 16.4 million (0.7 percent) above estimate, of which subway ridership of 1,697.7 million was 11.4 million (0.7 percent) above estimate, and bus ridership of 557 million was 5 million (0.9 percent) above estimate.
- 2019 farebox revenue of \$4,613.4 million was \$31.5 million (0.7 percent) above estimate.
- Operating expenses of \$8,889.3 million underran the estimate by \$47.2 million (0.5 percent), of which labor expenses were favorable by \$25.3 million (0.4 percent) and non-labor expenses were also below the estimate by \$21.9 million (1.0 percent).

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

- 2019 annual New York City Transit ridership was 39.5 million (1.8 percent) above budget, of which subway ridership was 37.5 million (2.3 percent) above budget, and bus ridership was 2.1 million (0.4 percent) above budget.
- 2019 farebox revenue was \$75.5 million (1.7 percent) above budget
- Operating expenses exceeded budget by \$127.1 million (1.5 percent), including higher labor expenses of \$162.7 million (2.5 percent) and lower non-labor expenses of \$35.5 million (1.7 percent).

**Preliminary financial results for 2019 are presented in the table below.**

Preliminary Financial Results Compared to Budget and Estimate							
Category (\$ in millions)	2019			Favorable/(Unfavorable)			
	Budget	Estimate	Prelim Actual	Budget		Estimate	
				\$	%	\$	%
Total Farebox Revenue	4,537.9	4,581.9	4,613.4	75.5	1.7	31.5	0.7
Nonreimb. Exp. before Dep./OPEB	(8,762.2)	(8,936.4)	(8,889.3)	(127.1)	(1.5)	47.2	0.5
Net Cash Deficit*	(3,420.9)	(3,623.5)	(3,618.2)	(197.3)	(5.8)	5.3	0.1

\*Excludes Subsidies and Debt Service

### **Preliminary Actual Results Compared to the Final Estimate (estimate)**

2019 **farebox revenue** of \$4,613.4 million was \$31.5 million (0.7 percent) above estimate. Subway revenue was \$23 million (0.6 percent) above estimate, bus revenue was \$8.5 million (0.9 percent) above estimate, and Paratransit revenue was less than \$0.1 million (0.1 percent) below estimate. Accrued fare media liability was equal to estimate.

The 2019 non-student average fare of \$2.09 increased 6.4¢ from 2018; subway fare increased 6.7¢; local bus fare increased 3.8¢; express bus fare increased 33.5¢.

**Total ridership** in 2019 of 2,265.5 million was 16.4 million (0.7 percent) above estimate. Average weekday ridership in 2019 was 7.3 million, 0.2 percent lower than 2018.

**Nonreimbursable expenses**, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were below estimate by \$47.2 million (0.5 percent).

**Labor expenses** underran the estimate by \$25.3 million (0.4 percent), including favorable results in payroll in other fringe benefits of \$14.7 million (3.0 percent), health & welfare/OPEB current expenses of \$12.5 million (0.9 percent), payroll expenses of \$9.4 million (0.3 percent) pension expenses of \$1.1 million (0.1 percent) and overtime expenses of a net \$0.7 million (0.1 percent), partly offset by unfavorable reimbursable overhead credits of \$13.1 million (4.3 percent).

**Non-labor expenses** were also below the estimate by a net \$21.9 million (1.0 percent), including underruns in maintenance contract expenses of \$23.0 million (7.4 percent), paratransit service contract expenses of \$11.5 million (2.3 percent), and professional service contract expenses of \$9.3 million (4.7 percent), partly offset by expense overruns in materials & supplies of \$12.9 million (3.9 percent), fuel expenses of \$4.1 million (3.9 percent) and electric power expenses of \$3.8 million (1.4 percent).

The **net cash deficit** for December year-to-date was \$3,618.2 million, favorable to the Final Estimate by a net \$5.3 million (0.1 percent).

### **Preliminary Actual Results Compared to Adopted Budget (budget)**

2019 farebox revenue was \$75.5 million (1.7 percent) above budget, reflecting an improvement in ridership beginning in April and carrying through the balance of the year, particularly on subway, and mild weather throughout the year.

**Nonreimbursable expenses**, before depreciation, OPEB and GASB 68 Pension Adjustment, were in excess of budget by a net \$127.1 million (1.5 percent), including unfavorable results in labor expenses of \$162.7 million (2.5 percent). This labor overrun was comprised mostly of higher overtime expenses of \$131.0 million (27.6 percent), driven largely by additional subways requirements, including Subway Action Plan needs. Another significant overrun versus budget was reported in pensions of \$118.9 million (12.5 percent), understood to be caused by an error/complication in the updating of projected actuarial information. Non-labor expenses underran budget by \$35.5 million (1.7 percent), due largely to lower maintenance contract requirements of \$77.2 million (21.1 percent).

## Financial Results

### Farebox Revenue

2019 Farebox Revenue - (\$ in millions)							
	2019			Favorable(Unfavorable)			
	Budget	Estimate	Prelim Actual	Budget		Estimate	
				Amount	Percent	Amount	Percent
Subway	3,505.2	3,550.9	3,574.0	68.8	2.0%	23.0	0.6%
NYCT Bus	931.2	929.0	937.5	6.3	0.7%	8.5	0.9%
Paratransit	23.0	23.5	23.4	0.4	1.6%	0.0	(0.1%)
Subtotal	4,459.4	4,503.4	4,534.9	75.5	1.7%	31.5	0.7%
Fare Media Liability	78.5	78.5	78.5	0.0	0.0%	0.0	0.0%
<b>Total - NYCT</b>	<b>4,537.9</b>	<b>4,581.9</b>	<b>4,613.4</b>	<b>75.5</b>	<b>1.7%</b>	<b>31.5</b>	<b>0.7%</b>

Note: Total may not add due to rounding

The positive revenue variance is driven by higher than expected ridership, particularly with respect to the budget – which was largely calculated before the improvement in ridership began.

### Average Fare

Annual Non-Student Average Fare - (in \$)				
	NYC Transit			
	2018	Prelim 2019	Change	
			Amount	Percent
Subway	2.112	2.180	0.067	3.2%
Local Bus	1.687	1.724	0.038	2.2%
Subway & Local Bus	2.010	2.071	0.062	3.1%
Express Bus	5.298	5.633	0.335	6.3%
<b>Total</b>	<b>2.026</b>	<b>2.090</b>	<b>0.064</b>	<b>3.2%</b>

The increase in the non-student average fare from 2018 is largely due to the April 21<sup>st</sup> fare increase.

## **Nonreimbursable Expenses**

Nonreimbursable expenses, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were under the Final Estimate (estimate) by \$47.2 million (0.5 percent).

*Labor* expenses were less than the estimate by \$25.3 million (0.4 percent):

- Payroll expenses were under by \$9.4 million (0.3 percent), due largely to vacancies.
- Other fringe benefits were below forecast by \$14.7 million (3.0 percent), due principally to very preliminary Workers' compensation accrued reserves, subject to an actuarial based year-end update.
- Health & welfare/OPEB current expenses were less by \$12.5 million (0.9 percent), due largely to greater-than-anticipated credits.
- Overtime expenses underran by a net \$0.7 million (0.1 percent), including favorable variances reported regarding scheduled/unscheduled service and weather-related, mostly offset by unfavorable results pertaining to weather emergencies and vacancy/absentee coverage requirements.
- Pension expenses were less than the estimate by \$1.1 million (0.1 percent), due to favorable MaBSTOA expenses.
- Reimbursable overhead credits were unfavorable by \$13.1 million (4.3 percent), due mainly to lower reimbursable work requirements than anticipated.

*Non-labor* expenses were favorable to the estimate a net \$21.9 million (1.0 percent):

- Maintenance contract expenses were less by \$23.0 million (7.4 percent), due mostly to the favorable timing of revenue/non-revenue vehicle maintenance & repair expenses and auto purchases.
- Paratransit service contract expenses underran by \$11.5 million (2.3 percent), involving negotiated contract modifications that have contributed to these results.
- Professional service contract expenses were under by \$9.3 million (4.7 percent), due largely to the favorable timing of information technology-related requirements, MTA-related expenses and bond service expenses.
- Materials & supplies overran by \$12.9 million (3.9 percent), due principally to additional materiel requirements.
- Electric power expenses overran by \$3.8 million (1.4 percent), due mostly to higher prices and consumption.
- Fuel expenses exceeded the estimate by \$4.1 million (3.9 percent), due to the timing of expenses now under review.

Depreciation expenses year-to-date were higher than the estimate by \$91.2 million (4.9 percent), caused by additional capital assets then projected coming on stream and reaching beneficial use.

GASB #75 OPEB Expense Adjustment reported a preliminary credit of \$27.6 million year-to-date. This result will be updated on an actuarial basis during the year end period.

GASB #68 Pension Adjustment reported a preliminary credit of \$45.7 million year-to-date. This result will also be updated on an actuarial basis during the year-end period.

**Net Cash Deficit**

The net cash deficit for December year-to-date was \$3,618.2 million, favorable to the estimate by \$5.3 million (0.1 percent).

## Ridership Results

2019 Ridership vs. Budget and Estimate - (\$ in millions)							
	2019			Favorable(Unfavorable)			
	Budget	Estimate	Prelim Actual	Budget		Estimate	
				Amount	Percent	Amount	Percent
Subway	1,660.2	1,686.3	1,697.7	37.5	2.3%	11.4	0.7%
NYCT Bus	554.8	552.0	557.0	2.1	0.4%	5.0	0.9%
Paratransit	11.0	10.9	10.9	(0.2)	(1.4%)	(0.1)	(0.7%)
<b>Total - NYCT</b>	<b>2,226.0</b>	<b>2,249.2</b>	<b>2,265.5</b>	<b>39.5</b>	<b>1.8%</b>	<b>16.4</b>	<b>0.7%</b>

Note: Total may not add due to rounding

2019 Average Weekday and Weekend Ridership vs. Prior Year										
Month	Average Weekday - (thousands)					Average Weekend - (thousands)				
	2018	Preliminary		Change		2018	Preliminary		Change	
		2019	Amount	Percent	2019		Amount	Percent		
Subway	5,438	5,494	56	+1.0%	5,439	5,494	55	+1.0%		
Local Bus	1,772	1,730	(42)	-2.4%	1,978	1,943	(34)	-1.7%		
Express Bus	40	40	0	+0.3%	13	13	1	+4.1%		
Paratransit	31	34	3	+10.3%	38	41	3	+7.8%		
<b>TOTAL - NYCT</b>	<b>7,280</b>	<b>7,298</b>	<b>18</b>	<b>+0.2%</b>	<b>7,468</b>	<b>7,492</b>	<b>24</b>	<b>+0.3%</b>		

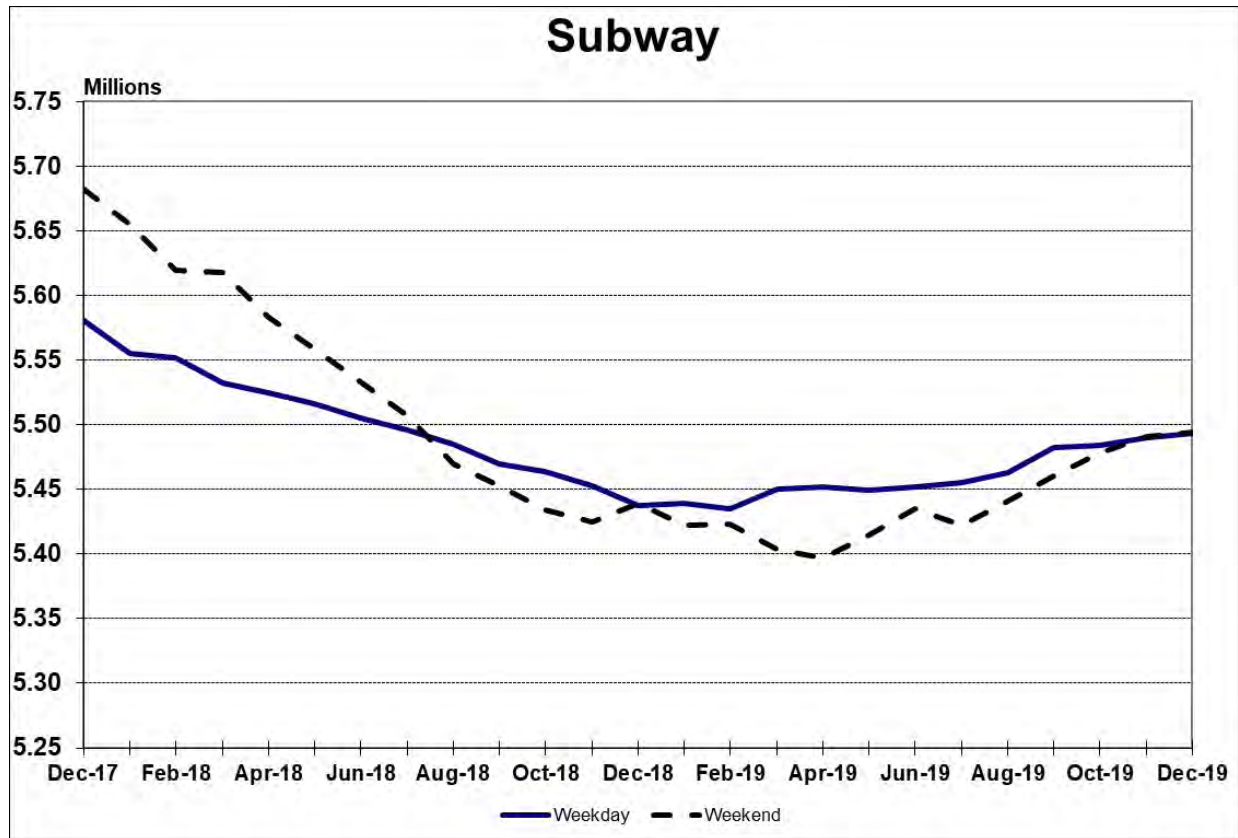
Notes: Totals may not add due to rounding. Percentages are based on unrounded figures.

Ridership was favorable to budget and estimate due in part to the reduction of service interruptions and delays as major Subway Action Plan initiatives were completed in the last year, new charges implemented in March on for-hire vehicles, and employment growth resulted in higher than expected ridership.

These factors also drove the year-over-year growth in ridership on subway, as well as a narrowing of the multi-year decline on bus, indicating that the larger negative trend that began in 2017 has reversed.

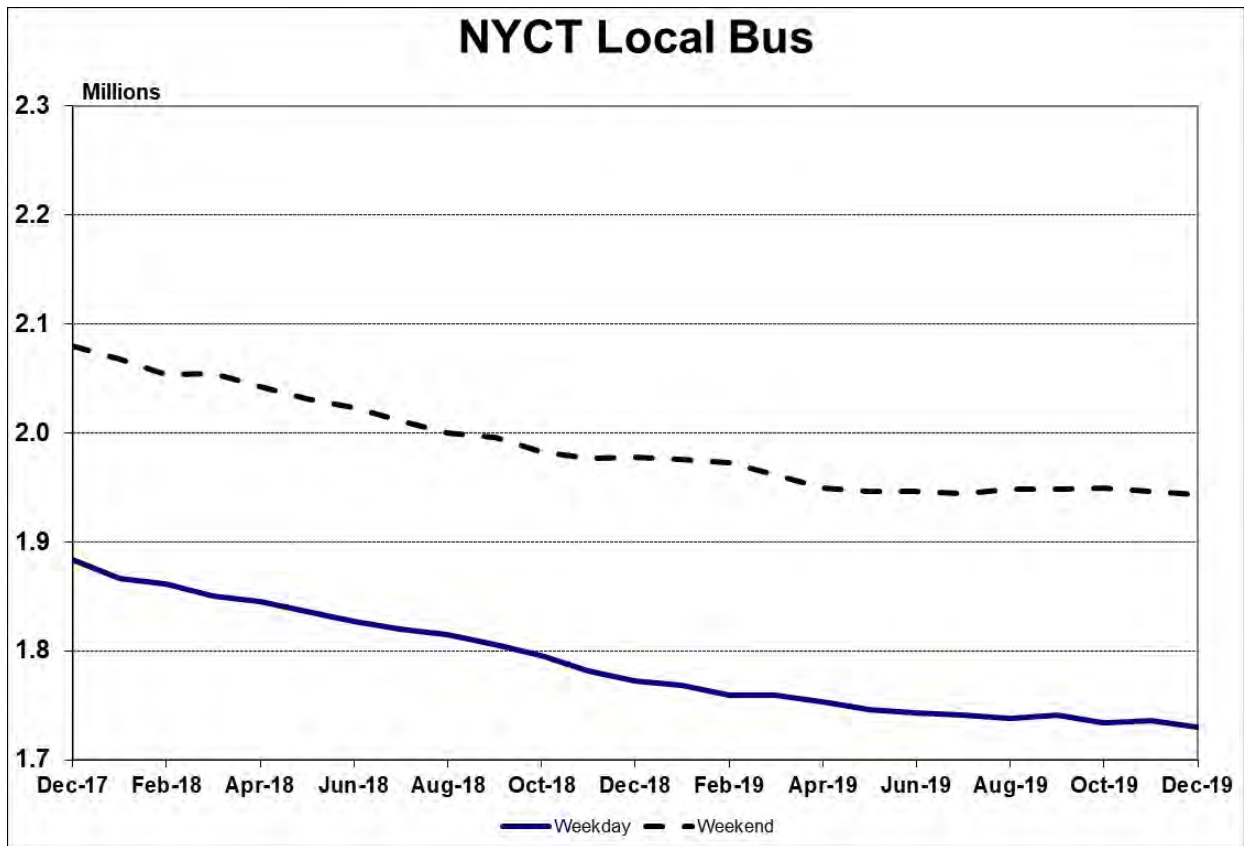


**Average Weekday and Weekend Ridership**  
 12-Month Rolling Averages



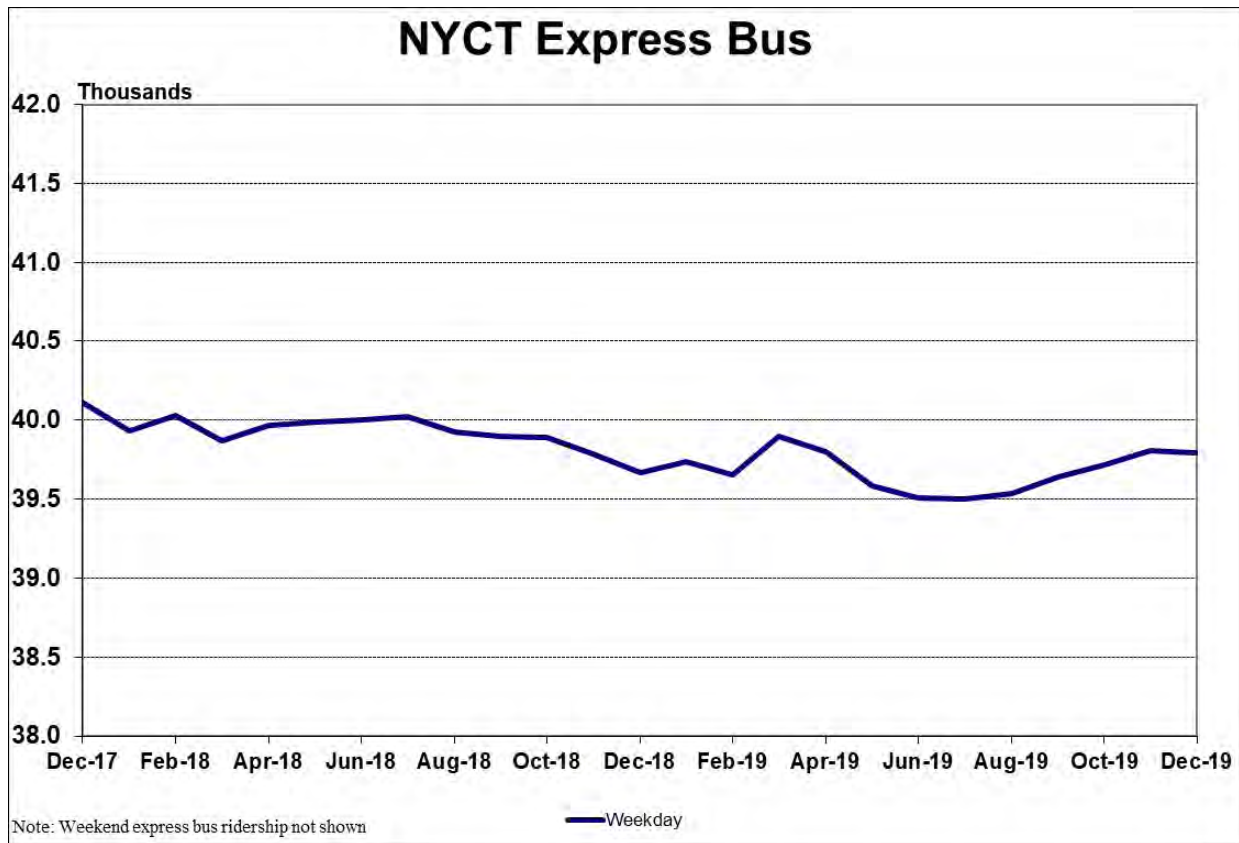
- Average weekday subway ridership was flat in 2016 and began to decline in 2017. In 2019, average weekday ridership increased over the previous year for ten out of twelve months. A striking indicator of the ridership turnaround on the subway is the recording of multiple days of over 6 million riders in each of the last four months of the year. The last day with over 6 million riders prior to this period was December 7, 2017, and the last four-month period with multiple 6 million rider days in each month was September to December of 2016.
- Average weekend ridership decreased from 2015 to 2016, and from 2016 to 2017. Average weekend subway ridership in 2019 was 1.0 percent higher than 2018.

12-Month Rolling Averages



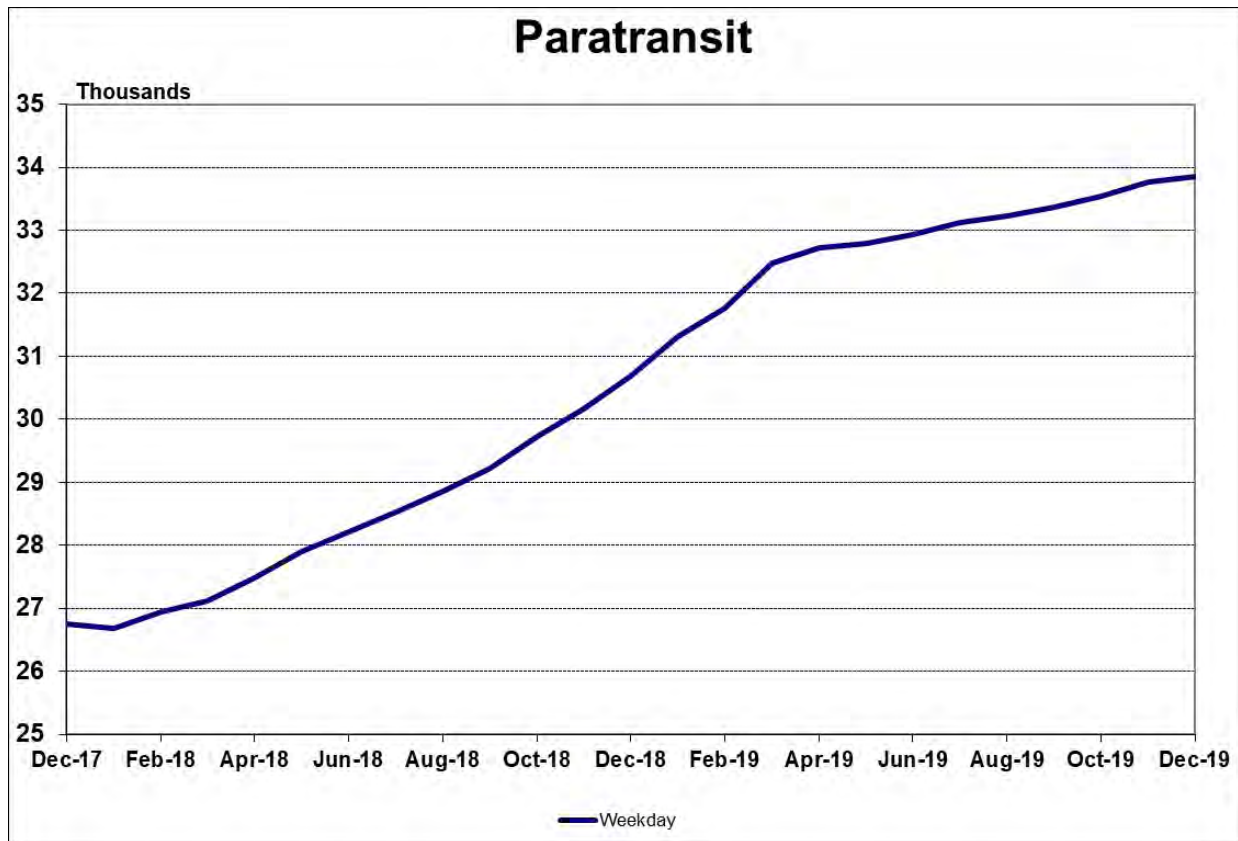
- The long-term downward trend in bus ridership accelerated modestly in April 2019 paralleling the fare increase, and has largely continued in 2019, though the rate slowed in the latter half of the year.
- 2019 average weekday local bus ridership decreased 2.4 percent from 2018.
- 2019 average weekend local bus ridership decreased 1.7 percent from 2018.

12-Month Rolling Averages



- Express bus ridership increased year-over-year from April 2018 to August 2018, but began to decline again in August of 2018. The downward trend largely continued in the first half of 2019, though year-over-year ridership then increased from August 2019 to December 2019, particularly on weekends.

12-Month Rolling Averages



- The increase in Paratransit ridership is driven by a growth in Enhanced Broker service trips, though the growth has slowed with program changes implemented in March 2019.

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(\$ in Millions)

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NON-REIMBURSABLE

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted Budget</u>	<u>Final Estimate</u>	<u>Actual</u>	<u>Adopted Budget</u>	<u>%</u>	<u>Final Estimate</u>	<u>%</u>
	\$	\$	\$	\$		\$	
<b>Revenue</b>							
<b>Farebox Revenue:</b>							
Subway	\$3,505.151	\$3,550.933	\$3,573.979	\$68.828	2.0	\$23.045	0.6
Bus	\$931.184	\$929.012	\$937.504	\$6.320	0.7	\$8.493	0.9
Paratransit	\$23.047	\$23.453	\$23.426	\$0.380	1.6	(0.027)	(0.1)
Fare Liability	\$78.500	\$78.500	\$78.500	\$0.000	0.0	\$0.000	0.0
<b>Farebox Revenue</b>	<b>\$4,537.882</b>	<b>\$4,581.898</b>	<b>\$4,613.409</b>	<b>\$75.527</b>	<b>1.7</b>	<b>\$31.511</b>	<b>0.7</b>
Fare Reimbursement	\$84.016	\$84.016	\$84.016	\$0.000	0.0	\$0.000	0.0
Paratransit Reimbursement	\$214.981	\$215.717	\$215.439	\$0.458	0.2	(0.278)	(0.1)
Other Operating Revenue	\$180.278	\$172.383	\$169.600	(10.678)	(5.9)	(2.783)	(1.6)
<b>Other Revenue</b>	<b>\$479.275</b>	<b>\$472.116</b>	<b>\$469.055</b>	<b>(10.220)</b>	<b>(2.1)</b>	<b>(3.061)</b>	<b>(0.6)</b>
Capital and Other Reimbursements	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Revenue</b>	<b>\$5,017.157</b>	<b>\$5,054.014</b>	<b>\$5,082.464</b>	<b>\$65.307</b>	<b>1.3</b>	<b>\$28.451</b>	<b>0.6</b>
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$3,514.260	\$3,516.382	\$3,507.002	\$7.258	0.2	\$9.380	0.3
Overtime	\$474.452	\$606.158	\$605.468	(131.016)	(27.6)	\$0.690	0.1
<b>Total Salaries &amp; Wages</b>	<b>\$3,988.712</b>	<b>\$4,122.540</b>	<b>\$4,112.470</b>	<b>(123.758)</b>	<b>(3.1)</b>	<b>\$10.070</b>	<b>0.2</b>
Health and Welfare	\$1,030.969	\$951.560	\$936.101	\$94.868	9.2	\$15.460	1.6
OPEB Current Payment	\$505.365	\$486.342	\$489.341	\$16.024	3.2	(2.999)	(0.6)
Pensions	\$947.936	\$1,067.967	\$1,066.839	(118.903)	(12.5)	\$1.128	0.1
Other Fringe Benefits	\$445.821	\$498.209	\$483.502	(37.681)	(8.5)	\$14.707	3.0
<b>Total Fringe Benefits</b>	<b>\$2,930.091</b>	<b>\$3,004.078</b>	<b>\$2,975.782</b>	<b>(45.691)</b>	<b>(1.6)</b>	<b>\$28.297</b>	<b>0.9</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	-	-	-
Reimbursable Overhead	(287.346)	(307.196)	(294.137)	\$6.792	2.4	(13.059)	(4.3)
<b>Labor</b>	<b>\$6,631.457</b>	<b>\$6,819.422</b>	<b>\$6,794.115</b>	<b>(162.657)</b>	<b>(2.5)</b>	<b>\$25.308</b>	<b>0.4</b>
<b>Non-Labor :</b>							
Electric Power	\$272.040	\$278.491	\$282.292	(10.253)	(3.8)	(3.801)	(1.4)
Fuel	\$113.954	\$107.657	\$111.804	\$2.150	1.9	(4.147)	(3.9)
Insurance	\$71.671	\$69.486	\$69.825	\$1.847	2.6	(0.338)	(0.5)
Claims	\$208.909	\$240.864	\$240.864	(31.955)	(15.3)	\$0.000	0.0
Paratransit Service Contracts	\$482.751	\$488.157	\$476.692	\$6.059	1.3	\$11.465	2.3
Maintenance and Other Operating Contracts	\$366.759	\$312.585	\$289.539	\$77.219	21.1	\$23.046	7.4
Professional Service Contracts	\$187.096	\$195.574	\$186.288	\$0.808	0.4	\$9.286	4.7
Materials & Supplies	\$341.964	\$327.864	\$340.797	\$1.166	0.3	(12.933)	(3.9)
Other Business Expenses	\$85.575	\$96.348	\$97.071	(11.497)	(13.4)	(0.724)	(0.8)
<b>Non-Labor</b>	<b>\$2,130.718</b>	<b>\$2,117.026</b>	<b>\$2,095.173</b>	<b>\$35.545</b>	<b>1.7</b>	<b>\$21.854</b>	<b>1.0</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$8,762.175</b>	<b>\$8,936.449</b>	<b>\$8,889.288</b>	<b>(127.112)</b>	<b>(1.5)</b>	<b>\$47.161</b>	<b>0.5</b>
Depreciation	\$1,878.062	\$1,878.062	\$1,969.275	(91.213)	(4.9)	(91.213)	(4.9)
GASB 75 OPEB Expense Adjustment	\$1,040.666	\$1,083.900	(27.578)	\$1,068.244	-	\$1,111.478	-
GASB 68 Pension Adjustment	(296.398)	(296.398)	(45.707)	(250.691)	(84.6)	(250.691)	(84.6)
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenses</b>	<b>\$11,384.505</b>	<b>\$11,602.013</b>	<b>\$10,785.278</b>	<b>\$599.227</b>	<b>5.3</b>	<b>\$816.735</b>	<b>7.0</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(6,367.348)</b>	<b>(6,547.999)</b>	<b>(5,702.814)</b>	<b>\$664.535</b>	<b>10.4</b>	<b>\$845.185</b>	<b>12.9</b>

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general actuals do not include post-close adjustments, which will be

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(\$ in Millions)

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REIMBURSABLE

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted Budget</u>	<u>Final Estimate</u>	<u>Actual</u>	<u>Adopted Budget</u>	<u>%</u>	<u>Final Estimate</u>	<u>%</u>
	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>		<u>\$</u>	
<b>Revenue</b>							
<b>Farebox Revenue:</b>							
Subway	\$0.000	\$0.000	\$0.000	-	-	-	-
Bus	\$0.000	\$0.000	\$0.000	-	-	-	-
Paratransit	\$0.000	\$0.000	\$0.000	-	-	-	-
Fare Liability	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Farebox Revenue</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	-	-	-
Fare Reimbursement	\$0.000	\$0.000	\$0.000	-	-	-	-
Paratransit Reimbursement	\$0.000	\$0.000	\$0.000	-	-	-	-
Other Operating Revenue	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Revenue</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	-	-	-
Capital and Other Reimbursements	\$1,457.543	\$1,382.926	\$1,374.748	(82.795)	(5.7)	(8.178)	(0.6)
<b>Total Revenue</b>	<b>\$1,457.543</b>	<b>\$1,382.926</b>	<b>\$1,374.748</b>	<b>(82.795)</b>	<b>(5.7)</b>	<b>(8.178)</b>	<b>(0.6)</b>
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$600.896	\$493.393	\$476.013	\$124.883	20.8	\$17.380	3.5
Overtime	\$125.812	\$194.264	\$190.816	(65.004)	(51.7)	\$3.448	1.8
<b>Total Salaries &amp; Wages</b>	<b>\$726.708</b>	<b>\$687.657</b>	<b>\$666.829</b>	<b>\$59.879</b>	<b>8.2</b>	<b>\$20.828</b>	<b>3.0</b>
Health and Welfare	\$27.805	\$22.970	\$24.412	\$3.393	12.2	(1.442)	(6.3)
OPEB Current Payment	\$11.305	\$11.542	\$11.154	\$0.150	1.3	\$0.387	3.4
Pensions	\$40.294	\$45.224	\$44.470	(4.177)	(10.4)	\$0.754	1.7
Other Fringe Benefits	\$240.805	\$211.530	\$206.756	\$34.049	14.1	\$4.774	2.3
<b>Total Fringe Benefits</b>	<b>\$320.208</b>	<b>\$291.266</b>	<b>\$286.793</b>	<b>\$33.416</b>	<b>10.4</b>	<b>\$4.473</b>	<b>1.5</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	-	-	-
Reimbursable Overhead	\$287.346	\$307.196	\$294.137	(6.792)	(2.4)	\$13.059	4.3
<b>Labor</b>	<b>\$1,334.262</b>	<b>\$1,286.119</b>	<b>\$1,247.759</b>	<b>\$86.503</b>	<b>6.5</b>	<b>\$38.360</b>	<b>3.0</b>
<b>Non-Labor :</b>							
Electric Power	\$0.252	\$0.252	\$0.337	(0.085)	(33.9)	(0.085)	(33.9)
Fuel	\$1.475	\$0.097	\$0.000	\$1.475	-	\$0.097	-
Insurance	\$0.000	\$0.000	\$0.000	-	-	-	-
Claims	\$0.000	\$0.000	\$0.096	(0.096)	-	(0.096)	-
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	-	-	-
Maintenance and Other Operating Contracts	\$44.729	\$37.834	\$46.147	(1.418)	(3.2)	(8.312)	(22.0)
Professional Service Contracts	\$9.472	\$15.761	\$22.995	(13.523)	-	(7.235)	(45.9)
Materials & Supplies	\$67.689	\$46.983	\$59.738	\$7.950	11.7	(12.756)	(27.1)
Other Business Expenses	(0.336)	(4.120)	(2.324)	\$1.989	-	(1.795)	(43.6)
<b>Non-Labor</b>	<b>\$123.281</b>	<b>\$96.807</b>	<b>\$126.989</b>	<b>(3.708)</b>	<b>(3.0)</b>	<b>(30.182)</b>	<b>(31.2)</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	-	-	-
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$1,457.543</b>	<b>\$1,382.926</b>	<b>\$1,374.748</b>	<b>\$82.795</b>	<b>5.7</b>	<b>\$8.178</b>	<b>0.6</b>
Depreciation	\$0.000	\$0.000	\$0.000	-	-	-	-
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	-	-	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	-	-	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenses</b>	<b>\$1,457.543</b>	<b>\$1,382.926</b>	<b>\$1,374.748</b>	<b>\$82.795</b>	<b>5.7</b>	<b>\$8.178</b>	<b>0.6</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>25.0</b>	<b>\$0.000</b>	<b>-</b>

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general actuals do not include post-close adjustments, which will be

**MTA NEW YORK CITY TRANSIT**  
**Preliminary 2019 Year-End Report**  
**Accrual Statement of Operations By Category**  
**2019 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

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NON-REIMBURSABLE & REIMBURSABLE

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted Budget</u>	<u>Final Estimate</u>	<u>Actual</u>	<u>Adopted Budget</u>	<u>%</u>	<u>Final Estimate</u>	<u>%</u>
	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>		<u>\$</u>	
<b>Revenue</b>							
<b>Farebox Revenue:</b>							
Subway	\$3,505.151	\$3,550.933	\$3,573.979	\$68.828	2.0	\$23.045	0.6
Bus	\$931.184	\$929.012	\$937.504	\$6.320	0.7	\$8.493	0.9
Paratransit	\$23.047	\$23.453	\$23.426	\$0.380	1.6	(0.027)	(0.1)
Fare Liability	\$78.500	\$78.500	\$78.500	\$0.000	0.0	\$0.000	0.0
<b>Farebox Revenue</b>	<b>\$4,537.882</b>	<b>\$4,581.898</b>	<b>\$4,613.409</b>	<b>\$75.527</b>	<b>1.7</b>	<b>\$31.511</b>	<b>0.7</b>
Fare Reimbursement	\$84.016	\$84.016	\$84.016	\$0.000	0.0	\$0.000	0.0
Paratransit Reimbursement	\$214.981	\$215.717	\$215.439	\$0.458	0.2	(0.278)	(0.1)
Other Operating Revenue	\$180.278	\$172.383	\$169.600	(10.678)	(5.9)	(2.783)	(1.6)
<b>Other Revenue</b>	<b>\$479.275</b>	<b>\$472.116</b>	<b>\$469.055</b>	<b>(10.220)</b>	<b>(2.1)</b>	<b>(3.061)</b>	<b>(0.6)</b>
Capital and Other Reimbursements	\$1,457.543	\$1,382.926	\$1,374.748	(82.795)	(5.7)	(8.178)	(0.6)
<b>Total Revenue</b>	<b>\$6,474.700</b>	<b>\$6,436.940</b>	<b>\$6,457.213</b>	<b>(17.488)</b>	<b>(0.3)</b>	<b>\$20.273</b>	<b>0.3</b>
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$4,115.156	\$4,009.775	\$3,983.015	\$132.141	3.2	\$26.760	0.7
Overtime	\$600.264	\$800.422	\$796.284	(196.020)	(32.7)	\$4.138	0.5
<b>Total Salaries &amp; Wages</b>	<b>\$4,715.420</b>	<b>\$4,810.197</b>	<b>\$4,779.299</b>	<b>(63.879)</b>	<b>(1.4)</b>	<b>\$30.898</b>	<b>0.6</b>
Health and Welfare	\$1,058.774	\$974.531	\$960.513	\$98.261	9.3	\$14.018	1.4
OPEB Current Payment	\$516.670	\$497.884	\$500.495	\$16.174	3.1	(2.611)	(0.5)
Pensions	\$988.229	\$1,113.191	\$1,111.309	(123.079)	(12.5)	\$1.883	0.2
Other Fringe Benefits	\$686.627	\$709.739	\$690.258	(3.632)	(0.5)	\$19.481	2.7
<b>Total Fringe Benefits</b>	<b>\$3,250.300</b>	<b>\$3,295.345</b>	<b>\$3,262.575</b>	<b>(12.275)</b>	<b>(0.4)</b>	<b>\$32.770</b>	<b>1.0</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	-	-	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
<b>Labor</b>	<b>\$7,965.719</b>	<b>\$8,105.542</b>	<b>\$8,041.873</b>	<b>(76.154)</b>	<b>(1.0)</b>	<b>\$63.668</b>	<b>0.8</b>
<b>Non-Labor :</b>							
Electric Power	\$272.292	\$278.743	\$282.630	(10.338)	(3.8)	(3.886)	(1.4)
Fuel	\$115.429	\$107.754	\$111.804	\$3.625	3.1	(4.050)	(3.8)
Insurance	\$71.671	\$69.486	\$69.825	\$1.847	2.6	(0.338)	(0.5)
Claims	\$208.909	\$240.864	\$240.960	(32.051)	(15.3)	(0.096)	0.0
Paratransit Service Contracts	\$482.751	\$488.157	\$476.692	\$6.059	1.3	\$11.465	2.3
Maintenance and Other Operating Contracts	\$411.488	\$350.419	\$335.686	\$75.802	18.4	\$14.733	4.2
Professional Service Contracts	\$196.568	\$211.335	\$209.284	(12.716)	(6.5)	\$2.051	1.0
Materials & Supplies	\$409.652	\$374.847	\$400.536	\$9.117	2.2	(25.689)	(6.9)
Other Business Expenses	\$85.239	\$92.228	\$94.747	(9.508)	(11.2)	(2.519)	(2.7)
<b>Non-Labor</b>	<b>\$2,253.999</b>	<b>\$2,213.833</b>	<b>\$2,222.162</b>	<b>\$31.837</b>	<b>1.4</b>	<b>(8.329)</b>	<b>(0.4)</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$10,219.719</b>	<b>\$10,319.375</b>	<b>\$10,264.036</b>	<b>(44.317)</b>	<b>(0.4)</b>	<b>\$55.339</b>	<b>0.5</b>
Depreciation	\$1,878.062	\$1,878.062	\$1,969.275	(91.213)	(4.9)	(91.213)	(4.9)
GASB 75 OPEB Expense Adjustment	\$1,040.666	\$1,083.900	(27.578)	\$1,068.244	-	\$1,111.478	-
GASB 68 Pension Adjustment	(296.398)	(296.398)	(45.707)	(250.691)	(84.6)	(250.691)	(84.6)
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenses</b>	<b>\$12,842.049</b>	<b>\$12,984.939</b>	<b>\$12,160.026</b>	<b>\$682.022</b>	<b>5.3</b>	<b>\$824.913</b>	<b>6.4</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(6,367.348)</b>	<b>(6,547.999)</b>	<b>(5,702.814)</b>	<b>\$664.535</b>	<b>10.4</b>	<b>\$845.185</b>	<b>12.9</b>

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general led actuals do not include post-close adjustments, which will be capture

**MTA NEW YORK CITY TRANSIT**  
**EXPLANATION OF VARIANCES BETWEEN FINAL ESTIMATE AND PRELIMINARY ACTUAL - ACCRUAL BASIS**  
**December Year-to-Date 2019**  
**(\$ in millions)**

<b>Generic Revenue or Expense Category</b>	<b>Nonreimb or Reimb</b>	<b>Favorable (Unfavorable) Variance</b>		<b>Reason for Variance</b>
		<b>\$</b>	<b>%</b>	
		<b>YEAR TO DATE</b>		
Farebox Revenue	NR	31.5	0.7	Subway revenue increased by \$23.0 million (0.6 percent), and bus revenue increased by \$8.5 million (0.9 percent), due largely to higher ridership
Other Operating Revenue	NR	(3.1)	(0.6)	The unfavorable timing of revenues anticipated to be offset in the final close period.
Payroll	NR	9.4	0.3	Primarily vacancies
Overtime	NR	0.7	0.1	Overtime Expenses underran by a net of 0.7 million (0.1 percent), including favorable variances reported regarding scheduled/unscheduled service and fare December weather condition, mostly offset by unfavorable result pertaining to higher than projected SAP project spent and vacancy/absentee coverage requirements.
Health & Welfare (including OPEB Current Payment)	NR	12.5	0.9	Due mainly to greater-than-anticipated credits
Pension	NR	1.1	0.1	Favorable MaBSTOA pension expenses
Other Fringe Benefits	NR	14.7	3.0	Due principally to preliminary Workers' Compensation accrued reserve requirements, subject to a year-end actuarial update
Reimbursable Overhead Credits	NR	(13.1)	(4.3)	Mainly lower reimbursable work requirements than anticipated
Electric Power	NR	(3.8)	(1.4)	Mostly higher prices and consumption
Fuel	NR	(4.1)	(3.9)	Preliminary timing variance now under review



**MTA NEW YORK CITY TRANSIT**  
**EXPLANATION OF VARIANCES BETWEEN FINAL ESTIMATE AND PRELIMINARY ACTUAL - ACCRUAL BASIS**  
**December Year-to-Date 2019**  
**(\$ in millions)**

<b>Generic Revenue or Expense Category</b>	<b>Nonreimb or Reimb</b>	<b>Favorable (Unfavorable) Variance</b>		<b>Reason for Variance</b>
		<b>\$</b>	<b>%</b>	
		<b>YEAR TO DATE</b>		
Paratransit Service Contracts	NR	11.5	2.3	Negotiated contract modifications have contributed to these results
Maintenance Contracts	NR	23.0	7.4	Due primarily to the timing of revenue/non-revenue vehicle maintenance & repair expenses and auto purchases
Professional Service Contracts	NR	9.3	4.7	Mainly the favorable timing of Information Technology/MTA-related expenses and bond services expenses
Materials & Supplies	NR	(12.9)	(3.9)	Due largely to additional materiel requirements
Depreciation Expense	NR	(91.2)	(4.9)	Represents additional capital assets than projected coming on stream and reaching beneficial use

**MTA NEW YORK CITY TRANSIT**  
**Preliminary 2019 Year-End Report**  
**Cash Receipts and Expenditures**  
**FY19 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

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	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted</u>	<u>Final</u>	<u>Actual</u>	<u>Adopted Budget</u>		<u>Final Estimate</u>	
	<u>Budget</u>	<u>Estimate</u>		<u>\$</u>	<u>%</u>	<u>\$</u>	<u>%</u>
	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>%</u>	<u>\$</u>	<u>%</u>
<b>Receipts</b>							
<b>Farebox Revenue</b>	<b>\$4,538.082</b>	<b>\$4,582.098</b>	<b>\$4,607.253</b>	<b>\$69.171</b>	<b>1.5</b>	<b>\$25.155</b>	<b>0.5</b>
Fare Reimbursement	\$84.016	\$114.016	\$129.052	\$45.036	53.6	\$15.036	13.2
Paratransit Reimbursement	\$215.109	\$218.077	\$173.759	(41.350)	(19.2)	(44.318)	(20.3)
Other Operating Revenue	\$72.953	\$66.782	\$58.014	(14.939)	(20.5)	(8.768)	(13.1)
<b>Other Revenue</b>	<b>\$372.078</b>	<b>\$398.875</b>	<b>\$360.825</b>	<b>(11.253)</b>	<b>(3.0)</b>	<b>(38.050)</b>	<b>(9.5)</b>
Capital and Other Reimbursements	\$1,578.589	\$1,424.554	\$1,389.947	(188.642)	(12.0)	(34.607)	(2.4)
<b>Total Revenue</b>	<b>\$6,488.749</b>	<b>\$6,405.527</b>	<b>\$6,358.025</b>	<b>(130.724)</b>	<b>(2.0)</b>	<b>(47.502)</b>	<b>(0.7)</b>
<b>Expenditures</b>							
<b>Labor :</b>							
Payroll	\$4,081.884	\$3,991.293	\$3,922.471	\$159.412	3.9	\$68.822	1.7
Overtime	\$600.264	\$800.422	\$796.284	(196.020)	(32.7)	\$4.138	0.5
<b>Total Salaries &amp; Wages</b>	<b>\$4,682.147</b>	<b>\$4,791.715</b>	<b>\$4,718.755</b>	<b>(36.608)</b>	<b>(0.8)</b>	<b>\$72.960</b>	<b>1.5</b>
Health and Welfare	\$1,048.078	\$963.071	\$942.107	\$105.971	10.1	\$20.964	2.2
OPEB Current Payment	\$516.670	\$497.884	\$500.495	\$16.174	3.1	(2.611)	(0.5)
Pensions	\$988.229	\$1,110.267	\$1,111.052	(122.823)	(12.4)	(0.785)	(0.1)
Other Fringe Benefits	\$515.451	\$528.838	\$516.111	(0.660)	(0.1)	\$12.727	2.4
<b>Total Fringe Benefits</b>	<b>\$3,068.428</b>	<b>\$3,100.059</b>	<b>\$3,069.765</b>	<b>(1.337)</b>	<b>0.0</b>	<b>\$30.294</b>	<b>1.0</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Labor</b>	<b>\$7,750.575</b>	<b>\$7,891.775</b>	<b>\$7,788.520</b>	<b>(37.945)</b>	<b>(0.5)</b>	<b>\$103.255</b>	<b>1.3</b>
<b>Non-Labor :</b>							
Electric Power	\$272.292	\$289.665	\$296.352	(24.060)	(8.8)	(6.687)	(2.3)
Fuel	\$115.429	\$107.754	\$108.146	\$7.283	6.3	(0.392)	(0.4)
Insurance	\$70.578	\$67.952	\$86.850	(16.272)	(23.1)	(18.898)	(27.8)
Claims	\$122.718	\$157.973	\$170.106	(47.388)	(38.6)	(12.133)	(7.7)
Paratransit Service Contracts	\$480.751	\$486.157	\$484.088	(3.337)	(0.7)	\$2.069	0.4
Maintenance and Other Operating Contracts	\$419.340	\$356.801	\$315.778	\$103.562	24.7	\$41.023	11.5
Professional Service Contracts	\$184.568	\$205.335	\$202.303	(17.735)	(9.6)	\$3.032	1.5
Materials & Supplies	\$408.152	\$373.347	\$427.650	(19.498)	(4.8)	(54.303)	(14.5)
Other Business Expenses	\$85.239	\$92.228	\$96.415	(11.176)	(13.1)	(4.187)	(4.5)
<b>Non-Labor</b>	<b>\$2,159.067</b>	<b>\$2,137.212</b>	<b>\$2,187.688</b>	<b>(28.621)</b>	<b>(1.3)</b>	<b>(50.476)</b>	<b>(2.4)</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Expenditures before Depreciation and OPEB</b>	<b>\$9,909.642</b>	<b>\$10,028.987</b>	<b>\$9,976.208</b>	<b>(66.566)</b>	<b>(0.7)</b>	<b>\$52.779</b>	<b>0.5</b>
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	-	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	-	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenditures</b>	<b>\$9,909.642</b>	<b>\$10,028.987</b>	<b>\$9,976.208</b>	<b>(66.566)</b>	<b>(0.7)</b>	<b>\$52.779</b>	<b>0.5</b>
<b>Net Surplus/(Deficit)</b>	<b>(3,420.893)</b>	<b>(3,623.460)</b>	<b>(3,618.183)</b>	<b>\$197.290</b>	<b>5.8</b>	<b>\$5.277</b>	<b>0.1</b>

Note: Totals may not add due to rounding

**MTA NEW YORK CITY TRANSIT**  
**EXPLANATION OF VARIANCES BETWEEN FINAL ESTIMATE AND PRELIMINARY ACTUAL - CASH BASIS**  
**December Year-to-Date 2019**  
**(\$ in millions)**

<b><u>Operating Receipts or Disbursements</u></b>	<b>YEAR TO DATE</b>		<b>Reason for Variance</b>
	Favorable (Unfavorable) Variance		
	\$	%	
Farebox Receipts	25.2	0.5	Primarily from higher farebox revenue
Other Operating Receipts	(38.1)	(9.5)	Due mainly to the unfavorable timing of receipts
Capital Reimbursements	(34.6)	(2.4)	The unfavorable timing of receipts
Salaries & Wages	73.0	1.5	Due largely to vacancies
Health & Welfare (including OPEB Current Payment)	18.4	1.3	Due mainly to greater-than-anticipated credits
Insurance	(18.9)	(27.8)	Due principally to the unfavorable timing of insurance payments to MTA
Maintenance Contracts	41.0	11.5	Due primarily to the timing of revenue/non-revenue vehicle maintenance & repair expenses and auto purchases
Materials & Supplies	(54.3)	(14.5)	Due largely to the timing and additional material requirements

**MTA NEW YORK CITY TRANSIT**  
**Preliminary 2019 Year-End Report**  
**Cash Conversion (Cash Flow Adjustments)**  
**2019 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

1/09/2020 11:07 AM

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted</u>	<u>Final</u>	<u>Actual</u>	<u>Adopted Budget</u>		<u>Final Estimate</u>	
	<u>Budget</u>	<u>Estimate</u>	<u>Actual</u>	<u>\$</u>	<u>%</u>	<u>\$</u>	<u>%</u>
<b>Revenue</b>							
<b>Farebox Revenue</b>	<b>\$0.200</b>	<b>\$0.200</b>	<b>(6.156)</b>	<b>(6.356)</b>	-	<b>(6.356)</b>	-
Fare Reimbursement	\$0.000	\$30.000	\$45.036	\$45.036	-	\$15.036	50.1
Paratransit Reimbursement	\$0.128	\$2.360	(41.680)	(41.808)	-	(44.040)	-
Other Operating Revenue	(107.325)	(105.601)	(111.586)	(4.261)	(4.0)	(5.985)	(5.7)
<b>Other Revenue</b>	<b>(107.197)</b>	<b>(73.241)</b>	<b>(108.230)</b>	<b>(1.033)</b>	<b>(1.0)</b>	<b>(34.989)</b>	<b>(47.8)</b>
Capital and Other Reimbursements	\$121.046	\$41.628	\$15.199	(105.847)	(87.4)	(26.429)	(63.5)
<b>Total Revenue</b>	<b>\$14.049</b>	<b>(31.413)</b>	<b>(99.188)</b>	<b>\$113.237</b>	-	<b>(67.774)</b>	-
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$33.272	\$18.482	\$60.544	\$27.271	82.0	\$42.062	-
Overtime	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
<b>Total Salaries &amp; Wages</b>	<b>\$33.272</b>	<b>\$18.482</b>	<b>\$60.544</b>	<b>\$27.271</b>	<b>82.0</b>	<b>\$42.062</b>	-
Health and Welfare	\$10.696	\$11.460	\$18.406	\$7.709	72.1	\$6.946	60.6
OPEB Current Payment	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Pensions	\$0.000	\$2.924	\$0.257	\$0.257	-	(2.667)	(91.2)
Other Fringe Benefits	\$171.176	\$180.901	\$174.147	\$2.971	1.7	(6.754)	(3.7)
<b>Total Fringe Benefits</b>	<b>\$181.872</b>	<b>\$195.285</b>	<b>\$192.810</b>	<b>\$10.938</b>	<b>6.0</b>	<b>(2.475)</b>	<b>(1.3)</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
<b>Labor</b>	<b>\$215.144</b>	<b>\$213.767</b>	<b>\$253.353</b>	<b>\$38.209</b>	<b>17.8</b>	<b>\$39.587</b>	<b>18.5</b>
<b>Non-Labor :</b>							
Electric Power	\$0.000	(10.922)	(13.722)	(13.722)	-	(2.800)	(25.6)
Fuel	\$0.000	\$0.000	\$3.658	\$3.658	-	\$3.658	-
Insurance	\$1.093	\$1.534	(17.025)	(18.118)	-	(18.559)	-
Claims	\$86.191	\$82.891	\$70.854	(15.337)	(17.8)	(12.037)	(14.5)
Paratransit Service Contracts	\$2.000	\$2.000	(7.396)	(9.396)	-	(9.396)	-
Maintenance and Other Operating Contracts	(7.852)	(6.382)	\$19.908	\$27.760	-	\$26.290	-
Professional Service Contracts	\$12.000	\$6.000	\$6.981	(5.019)	(41.8)	\$0.981	16.3
Materials & Supplies	\$1.500	\$1.500	(27.114)	(28.614)	-	(28.614)	-
Other Business Expenses	\$0.000	\$0.000	(1.668)	(1.668)	-	(1.668)	-
<b>Non-Labor</b>	<b>\$94.932</b>	<b>\$76.621</b>	<b>\$34.474</b>	<b>(60.458)</b>	<b>(63.7)</b>	<b>(42.147)</b>	<b>(55.0)</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	-	-	-
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$310.076</b>	<b>\$290.388</b>	<b>\$287.828</b>	<b>(22.249)</b>	<b>(7.2)</b>	<b>(2.560)</b>	<b>(0.9)</b>
Depreciation	\$1,878.062	\$1,878.062	\$1,969.275	\$91.213	4.9	\$91.213	4.9
GASB 75 OPEB Expense Adjustment	\$1,040.666	\$1,083.900	(27.578)	(1,068.244)	-	(1,111.478)	-
GASB 68 Pension Adjustment	(296.398)	(296.398)	(45.707)	\$250.691	84.6	\$250.691	84.6
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
<b>Total Expenditures</b>	<b>\$2,932.406</b>	<b>\$2,955.952</b>	<b>\$2,183.818</b>	<b>(748.588)</b>	<b>(25.5)</b>	<b>(772.134)</b>	<b>(26.1)</b>
<b>Total Cash Conversion Adjustments</b>	<b>\$2,946.456</b>	<b>\$2,924.539</b>	<b>\$2,084.631</b>	<b>(861.825)</b>	<b>(29.2)</b>	<b>(839.908)</b>	<b>(28.7)</b>

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 NEW YORK CITY TRANSIT  
2019 Year-End Report**

**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT  
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**

	Dec. 2019			Favorable/(Unfavorable) Variance			
	<u>Adopted</u>	<u>Final</u>	<u>Actual</u>	<u>Adopted Budget</u>		<u>Final Estimate</u>	
	<u>Budget</u>	<u>Estimate</u>		<u>Variance</u>	<u>Percent</u>	<u>Variance</u>	<u>Percent</u>
<b>Administration:</b>							
Office of the President	33	30	25	8	24.2%	5	16.7%
Law	315	311	261	54	17.1%	50	16.1%
Office of the EVP	18	19	12	6	33.3%	7	36.8%
Human Resources	248	248	210	38	15.3%	38	15.3%
Office of Management and Budget	43	43	36	7	16.3%	7	16.3%
Capital Planning and Budget	37	37	28	9	24.3%	9	24.3%
Strategy & Customer Experience	215	215	189	26	12.1%	26	12.1%
Non-Departmental	6	9	0	6	100.0%	9	100.0%
Labor Relations	100	100	81	19	19.0%	19	19.0%
Office of People & Business Transformation	25	25	14	11	44.0%	11	44.0%
Materiel	269	266	218	51	19.0%	48	18.0%
Controller	122	122	105	17	13.9%	17	13.9%
<b>Total Administration</b>	<b>1,431</b>	<b>1,425</b>	<b>1,179</b>	<b>252</b>	<b>17.6%</b>	<b>246</b>	<b>17.3%</b>
<b>Operations:</b>							
Subways Service Delivery	8,911	8,687	8,562	349	3.9%	125	1.4%
Subways Operations Support/Admin	411	412	436	(25)	-6.1%	(24)	-5.8%
Subways Stations	2,765	2,724	2,579	186	6.7%	145	5.3%
<b>Subtotal Subways</b>	<b>12,087</b>	<b>11,823</b>	<b>11,577</b>	<b>510</b>	<b>4.2%</b>	<b>246</b>	<b>2.1%</b>
Buses	11,442	11,094	11,139	303	2.6%	(45)	-0.4%
Paratransit	214	214	185	29	13.6%	29	13.6%
Operations Planning	429	403	342	87	20.3%	61	15.1%
Revenue Control	653	646	593	60	9.2%	53	8.2%
Non-Departmental	(63)	0	0	(63)	100.0%	0	0.0%
<b>Total Operations</b>	<b>24,762</b>	<b>24,180</b>	<b>23,836</b>	<b>926</b>	<b>3.7%</b>	<b>344</b>	<b>1.4%</b>
<b>Maintenance:</b>							
Subways Operations Support/Admin	30	89	107	(77)	-256.7%	(18)	-20.2%
Subways Engineering	392	395	326	66	16.8%	69	17.5%
Subways Car Equipment	4,980	5,006	4,963	17	0.3%	43	0.9%
Subways Infrastructure	1,984	1,965	1,966	18	0.9%	(1)	-0.1%
Subways Elevators & Escalators	452	455	475	(23)	-5.1%	(20)	-4.4%
Subways Stations	3,466	3,466	3,464	2	0.1%	2	0.1%
Subways Track	3,150	3,117	3,051	99	3.1%	66	2.1%
Subways Power	711	670	671	40	5.6%	(1)	-0.1%
Subways Signals	1,650	1,658	1,658	(8)	-0.5%	0	0.0%
Subways Electronic Maintenance	1,754	1,626	1,545	209	11.9%	81	5.0%
<b>Subtotal Subways</b>	<b>18,569</b>	<b>18,447</b>	<b>18,226</b>	<b>343</b>	<b>1.8%</b>	<b>221</b>	<b>1.2%</b>
Buses	3,672	3,548	3,560	112	3.1%	(12)	-0.3%
Supply Logistics	567	567	554	13	2.3%	13	2.3%
System Safety	95	95	83	12	12.6%	12	12.6%
Non-Departmental	(104)	(111)	(1)	(103)	99.0%	(110)	99.1%
<b>Total Maintenance</b>	<b>22,799</b>	<b>22,546</b>	<b>22,422</b>	<b>377</b>	<b>1.7%</b>	<b>124</b>	<b>0.5%</b>
<b>Engineering:</b>							
Capital Program Management	1,468	1,468	1,244	224	15.3%	224	15.3%
<b>Total Engineering/Capital</b>	<b>1,468</b>	<b>1,468</b>	<b>1,244</b>	<b>224</b>	<b>15.3%</b>	<b>224</b>	<b>15.3%</b>
<b>Public Safety:</b>							
Security	688	667	632	56	8.1%	35	5.2%
<b>Total Public Safety</b>	<b>688</b>	<b>667</b>	<b>632</b>	<b>56</b>	<b>8.1%</b>	<b>35</b>	<b>5.2%</b>
<b>Total Positions</b>	<b>51,148</b>	<b>50,286</b>	<b>49,313</b>	<b>1,835</b>	<b>3.6%</b>	<b>973</b>	<b>1.9%</b>
Non-Reimbursable	44,627	44,467	44,359	268	0.6%	108	0.2%
Reimbursable	6,521	5,819	4,954	1,567	24.0%	865	14.9%
Total Full-Time	50,915	50,078	49,137	1,778	3.5%	941	1.9%
Total Full-Time Equivalents	233	208	176	57	24.5%	32	15.4%

**MTA NEW YORK TRANSIT  
2019 YEAR-END REPORT  
TOTAL POSITIONS by FUNCTION and OCCUPATION  
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**

FUNCTION/OCCUPATION	Dec. 2019			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget Variance	Percent	Final Estimate Variance	Percent
<b>Administration:</b>							
Managers/Supervisors	542	540	399	143	26.4%	141	26.1%
Professional, Technical, Clerical	853	849	748	105	12.3%	101	11.9%
Operational Hourlies	36	36	32	4	11.1%	4	11.1%
<b>Total Administration</b>	<b>1,431</b>	<b>1,425</b>	<b>1,179</b>	<b>252</b>	<b>17.6%</b>	<b>246</b>	<b>17.3%</b>
<b>Operations:</b>							
Managers/Supervisors	2,894	2,854	2,743	151	5.2%	111	3.9%
Professional, Technical, Clerical	591	585	508	83	14.0%	77	13.2%
Operational Hourlies	21,277	20,741	20,585	692	3.3%	156	0.8%
<b>Total Operations</b>	<b>24,762</b>	<b>24,180</b>	<b>23,836</b>	<b>926</b>	<b>3.7%</b>	<b>344</b>	<b>1.4%</b>
<b>Maintenance:</b>							
Managers/Supervisors	4,042	4,029	3,973	69	1.7%	56	1.4%
Professional, Technical, Clerical	1,098	1,123	926	172	15.7%	197	17.5%
Operational Hourlies	17,659	17,394	17,523	136	0.8%	(129)	-0.7%
<b>Total Maintenance</b>	<b>22,799</b>	<b>22,546</b>	<b>22,422</b>	<b>377</b>	<b>1.7%</b>	<b>124</b>	<b>0.5%</b>
<b>Engineering/Capital:</b>							
Managers/Supervisors	379	379	308	71	18.7%	71	18.7%
Professional, Technical, Clerical	1,087	1,087	934	153	14.1%	153	14.1%
Operational Hourlies	2	2	2	-	0.0%	0	0.0%
<b>Total Engineering/Capital</b>	<b>1,468</b>	<b>1,468</b>	<b>1,244</b>	<b>224</b>	<b>15.3%</b>	<b>224</b>	<b>15.3%</b>
<b>Public Safety:</b>							
Managers/Supervisors	293	272	257	36	12.3%	15	5.5%
Professional, Technical, Clerical	41	41	32	9	22.0%	9	22.0%
Operational Hourlies	354	354	343	11	3.1%	11	3.1%
<b>Total Public Safety</b>	<b>688</b>	<b>667</b>	<b>632</b>	<b>56</b>	<b>8.1%</b>	<b>35</b>	<b>5.2%</b>
<b>Total Positions:</b>							
Managers/Supervisors	8,150	8,074	7,680	470	5.8%	394	4.9%
Professional, Technical, Clerical	3,670	3,685	3,148	522	14.2%	537	14.6%
Operational Hourlies	39,328	38,527	38,485	843	2.1%	42	0.1%
<b>Total Positions</b>	<b>51,148</b>	<b>50,286</b>	<b>49,313</b>	<b>1,835</b>	<b>3.6%</b>	<b>973</b>	<b>1.9%</b>

MTA  
New York City Transit  
Preliminary 2019 Year-End  
2019 Adopted Budget and Final Estimate vs. Actual  
Non-Reimbursable/Reimbursable Overtime  
(\$ in millions)

	2019 Adopted Budget		2019 Final Estimate		Actuals		2019 Adopted vs. Actuals		2019 Final Estimate vs. Actuals	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
							Var. - Fav./(Unfav)		Var. - Fav./(Unfav)	
<b>NON-REIMBURSABLE OVERTIME</b>										
<u>Scheduled Service</u>	4,533,733	\$ 151.868	4,431,941	\$149.807	4,458,293	\$148.085	75,440	\$3.783 2.5%	(26,352)	\$1.721 1.1%
<u>Unscheduled Service</u>	3,841,890	\$ 131.026	4,970,452	\$169.649	4,981,799	\$167.834	(1,139,909)	(\$36.808) (28.1%)	(11,347)	\$1.815 1.1%
<u>Programmatic/Routine Maintenance</u>	3,936,443	\$ 139.891	6,516,029	\$233.992	6,699,951	\$239.618	(2,763,508)	(\$99.727) (71.3%)	(183,923)	(\$5.626) (2.4%)
<u>Vacancy/Absentee Coverage</u>	524,751	\$ 17.095	566,216	\$18.028	685,846	\$22.008	(161,095)	(\$4.913) *	(119,630)	(\$3.981) (22.1%)
<u>Weather Emergencies</u>	737,881	\$ 24.429	737,881	\$24.429	564,788	\$19.304	173,093	\$5.125 %	173,093	\$5.125 %
<u>Safety/Security/Law Enforcement</u>	95,801	\$ 2.848	95,801	\$2.822	100,281	\$2.910	(4,480)	(\$0.061) -2.2%	(4,480)	(\$0.088) -3.1%
<u>Other</u>	159,795	\$ 7.295	165,830	\$7.433	150,626	\$5.709	9,169	\$1.586 %	15,204	\$1.724 %
<b>Sub-Total</b>	<b>13,830,295</b>	<b>\$474.452</b>	<b>17,484,149</b>	<b>\$606.158</b>	<b>17,641,585</b>	<b>\$605.468</b>	<b>(3,811,290)</b>	<b>(\$131.016)</b> (27.6%)	<b>(157,436)</b>	<b>\$0.690</b> %
<b>REIMBURSABLE OVERTIME</b>	3,595,781	\$ 125.812	5,555,294	\$194.264	5,372,281	\$190.816	(1,776,500)	(\$65.004) (51.7%)	183,013	\$3.448 1.8%
<b>TOTAL NR &amp; R OVERTIME</b>	<b>17,426,076</b>	<b>\$600.264</b>	<b>23,039,444</b>	<b>\$800.422</b>	<b>23,013,866</b>	<b>\$796.284</b>	<b>(5,587,790)</b>	<b>(\$196.020)</b> (32.7%)	25,578	\$4.138 %

\* Above 100%

MTA  
 New York City Transit  
 Preliminary 2019 Year-End  
 2019 Adopted Budget and Final Estimate vs. Actual  
 Non-Reimbursable/Reimbursable Overtime  
 (\$ in millions)

December 2019 Year-to-Date

	Var. - Fav./(Unfav)		Explanations
	Hours	\$	
<b>NON-REIMBURSABLE OVERTIME</b>			
<u>Scheduled Service</u>	(26,352)	1.7 1.1%	Favorable variance is related to revenue operator absences
<u>Unscheduled Service</u>	(11,347)	1.8 1.1%	Favorable variance due to less than forecasted running time, other service support activities and backfill coverage for employee absences
<u>Programmatic/Routine Maintenance</u>	(183,923)	(5.6) (2.4%)	Unfavorable variance mainly due to higher than projected SAP requirement for Car Equipment, Infrastructure, Signals and Power repair and inspection and Station Maintenance efforts project
<u>Vacancy/Absentee Coverage</u>	(119,630)	(4.0) (22.1%)	Unfavorable variance mainly due to vacancy/absentee coverage for Bus Dispatcher, Bus Maintainers and RTO Tower operators.
<u>Weather Emergencies</u>	173,093	5.1 %	Favorable variance mainly due to fair December weather compared with monthly estimate of \$4.4M
<u>Safety/Security/Law Enforcement</u>	(4,480)	(0.1) -3.1%	
<u>Other</u>	15,204	1.7 %	Favorable variance mainly due to less than projected timing lag of reimbursable charges
<b>Sub-Total</b>	<b>(157,436)</b>	<b>0.7</b> %	
<b>REIMBURSABLE OVERTIME</b>	183,013	3.4 1.8%	Favorable variance mainly lower than projected capital services support offset by vacancy/absentee coverage
<b>TOTAL OVERTIME</b>	<b>25,578</b>	<b>4.1</b> %	

<sup>1</sup> All other & reimbursable budget and actual includes PTE \$ 's only. Does not include hours.

\* Above 100%



**METROPOLITAN TRANSPORTATION AUTHORITY**  
**2019 Overtime Reporting**  
**Overtime Legend**

**REVISED OVERTIME DECOMPOSITION LEGEND DEFINITIONS**

<u>Type</u>	<u>Definition</u>
<i>Scheduled Service</i>	Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays).
<i>Unscheduled Service</i>	Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related.
<i>Programmatic/Routine Maintenance</i>	<i>Program Maintenance work for which overtime is planned (e.g. Railroad Tie Replacement, Sperry Rail Testing, Running Board Replacement Programs). This also includes Routine Maintenance work for which OT has been planned, as well as all other maintenance not resulting from extra ordinary events, including running repairs. Program/Routine maintenance work is usually performed during hours that are deemed more practical in order to minimize service disruptions, and includes contractual scheduled pay over 8 hours.</i>
<i>Unscheduled Maintenance</i>	Resulting from an <u>extraordinary event</u> (not weather-related) requiring the use of unplanned maintenance to perform repairs on trains, buses, subway and bus stations, depots, tracks and administrative and other facilities, including derailments, tour length and weekend coverage.
<i>Vacancy/Absentee Coverage</i>	Provides coverage for an absent employee or a vacant position.
<i>Weather Emergencies</i>	Coverage necessitated by extreme weather conditions (e.g. snow, flooding, hurricane, and tornadoes), as well as preparatory and residual costs.
<i>Safety/Security/Law Enforcement</i>	Coverage required to provide additional customer & employee protection and to secure MTA fleet facilities, transportation routes, and security training.
<i>Other</i>	Includes overtime coverage for clerical, administrative positions that are eligible for overtime.
<i>Reimbursable Overtime</i>	Overtime incurred to support projects that are reimbursed from the MTA Capital Program and other funding sources.

# Preliminary December 2019 Year-End Report: Staten Island Railway

The purpose of this report is to provide the preliminary 2019 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget) and Final Estimate (estimate).

## **Summary of Preliminary Financial Results**

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

- 2019 Staten Island Railway ridership of 4.3 million was 90,868 rides (2.1 percent) below estimate. 2019 average weekday ridership was 15,843 rides, 239 rides (1.5 percent) lower than 2018.
- 2019 farebox revenue of \$6.6 million was \$0.3 million (4.1 percent) below estimate.
- Operating expenses of \$53.2 million were below estimate by \$11.2 million (17.4 percent).
  - Labor expenses were below estimate by \$4.0 million (8.1 percent).
  - Non-labor expenses were less than estimate by \$7.2 million (47.4 percent).

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

- 2019 Staten Island Railway ridership of 4.3 million was 321,898 rides (7.0 percent) below budget.
- 2019 farebox revenue of \$6.6 million was \$0.7 million (9.4 percent) below budget.
- Operating expenses were below budget by \$12.0 million (18.4%).
  - Labor expenses were less than budget by \$4.0 million (8.2 percent).
  - Non-labor expenses were less than budget by \$8.0 million (49.8%).

## STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

### December 2019 Year-to-Date

(All data are preliminary and subject to audit)

#### **Preliminary Actual Results Compared to the Final Estimate (estimate)**

**Total ridership** in 2019 of 4.3 million was 90,868 rides (2.1 percent) below estimate. 2019 average weekday ridership was 15,843 rides, 239 rides (1.5 percent) lower than 2018.

**Operating revenues** were \$9.3 million in 2019, less than \$0.1 million (0.4 percent) below the estimate.

**Nonreimbursable expenses**, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$53.2 million in 2019, \$11.2 million (17.4 percent) below the estimate. Labor expenses were less than the estimate by \$4.0 million (8.1 percent), including an underrun in health & welfare/OPEB current expenses of \$1.2 million (13.2 percent), due largely to the recording of actual credits, not anticipated in the estimate, along with vacancies. Payroll expenses underran by \$1.3 million (5.1 percent), due mostly to vacancies. Pension expenses were also favorable by \$0.4 million (4.9 percent), due also to vacancies. Non-labor expenses were below the estimate by \$7.2 million (47.4 percent), due primarily to an underrun in maintenance contracts of \$3.6 million (77.7 percent), due mostly to the timing of management vacancies/replacement. Electric power expenses also underran by \$1.6 million (41.6 percent). Other business expenses were favorable by \$1.1 million (85.5 percent), due mainly to management replacement timing as it pertains to project implementation.

Depreciation expenses, GASB #75 Other Post-Employment Benefits, and GASB #68 Pension Adjustment will be updated during the year-end adjustment period.

The **operating cash deficit** (excluding subsidies) was \$43.3 million, \$8.0 million (15.6 percent) favorable to the estimate.

#### **Preliminary Actual Results Compared to the Adopted Budget (budget)**

**Total ridership** in 2019 of 4.3 million was 321,898 rides (7.0 percent) below budget.

**Operating revenues** were less than budget by \$0.4 million (4.6 percent).

**Non-reimbursable expenses** were \$12.0 million (18.4 percent) below budget. Labor expenses were below budget by \$4.0 million (8.2 percent). Non-labor expenses were also below budget by \$8.0 million (49.8 percent).

**MTA STATEN ISLAND RAILWAY**  
**Preliminary 2019 Year-End Report**  
**Accrual Statement of Operations By Category**  
**2019 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

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NON-REIMBURSABLE

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted Budget</u>	<u>Final Estimate</u>	<u>Actual</u>	<u>Adopted Budget</u>	<u>%</u>	<u>Final Estimate</u>	<u>%</u>
	\$	\$	\$	\$		\$	
<b>Revenue</b>							
<b>Farebox Revenue:</b>							
Farebox Revenue	\$7.281	\$6.878	\$6.600	(0.681)	(9.4)	(0.279)	(4.1)
Other Revenue	\$2.468	\$2.468	\$2.705	\$0.237	9.6	\$0.237	9.6
Capital and Other Reimbursements	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Revenue</b>	<b>\$9.749</b>	<b>\$9.346</b>	<b>\$9.304</b>	<b>(0.444)</b>	<b>(4.6)</b>	<b>(0.042)</b>	<b>(0.4)</b>
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$25.221	\$25.516	\$24.205	\$1.016	4.0	\$1.310	5.1
Overtime	\$2.709	\$2.744	\$2.986	(0.277)	(10.2)	(0.242)	(8.8)
<b>Total Salaries &amp; Wages</b>	<b>\$27.930</b>	<b>\$28.259</b>	<b>\$27.191</b>	<b>\$0.739</b>	<b>2.6</b>	<b>\$1.068</b>	<b>3.8</b>
Health and Welfare	\$6.869	\$6.612	\$5.736	\$1.133	16.5	\$0.876	13.2
OPEB Current Payment	\$2.585	\$2.584	\$2.266	\$0.319	12.3	\$0.318	12.3
Pensions	\$7.316	\$7.616	\$7.244	\$0.072	1.0	\$0.372	4.9
Other Fringe Benefits	\$5.363	\$5.144	\$5.035	\$0.329	6.1	\$0.109	2.1
<b>Total Fringe Benefits</b>	<b>\$22.133</b>	<b>\$21.956</b>	<b>\$20.280</b>	<b>\$1.853</b>	<b>8.4</b>	<b>\$1.676</b>	<b>7.6</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	-	-	-
Reimbursable Overhead	(0.861)	(1.061)	(2.300)	\$1.439	-	\$1.239	-
<b>Labor</b>	<b>\$49.203</b>	<b>\$49.154</b>	<b>\$45.171</b>	<b>\$4.032</b>	<b>8.2</b>	<b>\$3.983</b>	<b>8.1</b>
<b>Non-Labor :</b>							
Electric Power	\$4.404	\$3.814	\$2.226	\$2.178	49.4	\$1.588	41.6
Fuel	\$0.220	\$0.277	\$0.184	\$0.036	16.2	\$0.093	33.4
Insurance	\$1.232	\$1.047	\$0.952	\$0.280	22.8	\$0.095	9.1
Claims	\$0.088	\$0.088	\$0.329	(0.241)	-	(0.241)	-
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	-	-	-
Maintenance and Other Operating Contracts	\$4.582	\$4.579	\$1.019	\$3.563	77.8	\$3.560	77.7
Professional Service Contracts	\$1.041	\$1.040	\$0.798	\$0.243	23.3	\$0.242	23.3
Materials & Supplies	\$3.174	\$3.168	\$2.344	\$0.830	26.2	\$0.824	26.0
Other Business Expenses	\$1.255	\$1.255	\$0.182	\$1.073	85.5	\$1.073	85.5
<b>Non-Labor</b>	<b>\$15.996</b>	<b>\$15.268</b>	<b>\$8.034</b>	<b>\$7.962</b>	<b>49.8</b>	<b>\$7.235</b>	<b>47.4</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$65.199</b>	<b>\$64.422</b>	<b>\$53.205</b>	<b>\$11.994</b>	<b>18.4</b>	<b>\$11.217</b>	<b>17.4</b>
Depreciation	\$12.000	\$12.000	\$7.628	\$4.372	36.4	\$4.372	36.4
GASB 75 OPEB Expense Adjustment	\$7.500	\$7.500	\$0.293	\$7.207	96.1	\$7.207	96.1
GASB 68 Pension Adjustment	\$0.500	\$0.500	(0.205)	\$0.705	-	\$0.705	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenses</b>	<b>\$85.199</b>	<b>\$84.422</b>	<b>\$60.921</b>	<b>\$24.278</b>	<b>28.5</b>	<b>\$23.501</b>	<b>27.8</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(75.450)</b>	<b>(75.076)</b>	<b>(51.617)</b>	<b>\$23.833</b>	<b>31.6</b>	<b>\$23.459</b>	<b>31.2</b>

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general actuals do not include post-close adjustments, which will be

**MTA STATEN ISLAND RAILWAY**  
**Preliminary 2019 Year-End Report**  
**Accrual Statement of Operations By Category**  
**2019 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

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REIMBURSABLE

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted Budget</u>	<u>Final Estimate</u>	<u>Actual</u>	<u>Adopted Budget</u>	<u>%</u>	<u>Final Estimate</u>	<u>%</u>
	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>		<u>\$</u>	
<b>Revenue</b>							
<b>Farebox Revenue:</b>							
Farebox Revenue	\$0.000	\$0.000	\$0.000	-	-	-	-
Other Revenue	\$0.000	\$0.000	\$0.000	-	-	-	-
Capital and Other Reimbursements	\$4.555	\$5.237	\$5.433	\$0.877	19.3	\$0.195	3.7
<b>Total Revenue</b>	<b>\$4.555</b>	<b>\$5.237</b>	<b>\$5.433</b>	<b>\$0.877</b>	<b>19.3</b>	<b>\$0.195</b>	<b>3.7</b>
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$1.732	\$2.342	\$0.886	\$0.846	48.9	\$1.457	62.2
Overtime	\$1.000	\$1.000	\$1.580	(0.580)	(58.0)	(0.580)	(58.0)
<b>Total Salaries &amp; Wages</b>	<b>\$2.732</b>	<b>\$3.342</b>	<b>\$2.465</b>	<b>\$0.267</b>	<b>9.8</b>	<b>\$0.877</b>	<b>26.2</b>
Health and Welfare	\$0.279	\$0.000	\$0.000	\$0.279	-	\$0.000	-
OPEB Current Payment	\$0.000	\$0.000	\$0.004	(0.004)	-	(0.004)	-
Pensions	\$0.122	\$0.000	\$0.000	\$0.122	-	\$0.000	-
Other Fringe Benefits	\$0.561	\$0.834	\$0.000	\$0.561	-	\$0.834	-
<b>Total Fringe Benefits</b>	<b>\$0.962</b>	<b>\$0.834</b>	<b>\$0.004</b>	<b>\$0.958</b>	-	<b>\$0.829</b>	-
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	-	-	-
Reimbursable Overhead	\$0.861	\$1.061	\$2.302	(1.441)	-	(1.241)	-
<b>Labor</b>	<b>\$4.555</b>	<b>\$5.237</b>	<b>\$4.772</b>	<b>(0.216)</b>	<b>(4.8)</b>	<b>\$0.465</b>	<b>8.9</b>
<b>Non-Labor :</b>							
Electric Power	\$0.000	\$0.000	\$0.042	(0.042)	-	(0.042)	-
Fuel	\$0.000	\$0.000	\$0.000	-	-	-	-
Insurance	\$0.000	\$0.000	\$0.000	-	-	-	-
Claims	\$0.000	\$0.000	\$0.000	-	-	-	-
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	-	-	-
Maintenance and Other Operating Contracts	\$0.000	\$0.000	\$0.000	-	-	-	-
Professional Service Contracts	\$0.000	\$0.000	\$0.030	(0.030)	-	(0.030)	-
Materials & Supplies	\$0.000	\$0.000	\$0.595	(0.595)	-	(0.595)	-
Other Business Expenses	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Non-Labor</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.668</b>	<b>(0.668)</b>	-	<b>(0.668)</b>	-
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	-	-	-
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$4.555</b>	<b>\$5.237</b>	<b>\$5.440</b>	<b>(0.884)</b>	<b>(19.4)</b>	<b>(0.202)</b>	<b>(3.9)</b>
Depreciation	\$0.000	\$0.000	\$0.000	-	-	-	-
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	-	-	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	-	-	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenses</b>	<b>\$4.555</b>	<b>\$5.237</b>	<b>\$5.440</b>	<b>(0.884)</b>	<b>(19.4)</b>	<b>(0.202)</b>	<b>(3.9)</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>(0.007)</b>	<b>\$0.007</b>	-	<b>\$0.007</b>	-

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general actuals do not include post-close adjustments, which will be

**MTA STATEN ISLAND RAILWAY**  
**Preliminary 2019 Year-End Report**  
**Accrual Statement of Operations By Category**  
**2019 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

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NON-REIMBURSABLE & REIMBURSABLE

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted Budget</u>	<u>Final Estimate</u>	<u>Actual</u>	<u>Adopted Budget</u>	<u>%</u>	<u>Final Estimate</u>	<u>%</u>
	\$	\$	\$	\$		\$	
<b>Revenue</b>							
<b>Farebox Revenue:</b>							
Farebox Revenue	\$7.281	\$6.878	\$6.600	(0.681)	(9.4)	(0.279)	(4.1)
Other Revenue	\$2.468	\$2.468	\$2.705	\$0.237	9.6	\$0.237	9.6
Capital and Other Reimbursements	\$4.555	\$5.237	\$5.433	\$0.877	19.3	\$0.195	3.7
<b>Total Revenue</b>	<b>\$14.304</b>	<b>\$14.584</b>	<b>\$14.737</b>	<b>\$0.433</b>	<b>3.0</b>	<b>\$0.153</b>	<b>1.1</b>
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$26.953	\$27.858	\$25.091	\$1.863	6.9	\$2.767	9.9
Overtime	\$3.709	\$3.744	\$4.566	(0.857)	(23.1)	(0.822)	(22.0)
<b>Total Salaries &amp; Wages</b>	<b>\$30.662</b>	<b>\$31.602</b>	<b>\$29.656</b>	<b>\$1.006</b>	<b>3.3</b>	<b>\$1.945</b>	<b>6.2</b>
Health and Welfare	\$7.148	\$6.612	\$5.736	\$1.412	19.8	\$0.876	13.2
OPEB Current Payment	\$2.585	\$2.584	\$2.270	\$0.315	12.2	\$0.314	12.2
Pensions	\$7.438	\$7.616	\$7.244	\$0.194	2.6	\$0.372	4.9
Other Fringe Benefits	\$5.925	\$5.977	\$5.035	\$0.890	15.0	\$0.943	15.8
<b>Total Fringe Benefits</b>	<b>\$23.096</b>	<b>\$22.789</b>	<b>\$20.284</b>	<b>\$2.811</b>	<b>12.2</b>	<b>\$2.505</b>	<b>11.0</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	-	-	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.002	(0.002)	-	(0.002)	-
<b>Labor</b>	<b>\$53.758</b>	<b>\$54.391</b>	<b>\$49.943</b>	<b>\$3.815</b>	<b>7.1</b>	<b>\$4.448</b>	<b>8.2</b>
<b>Non-Labor :</b>							
Electric Power	\$4.404	\$3.814	\$2.268	\$2.136	48.5	\$1.546	40.5
Fuel	\$0.220	\$0.277	\$0.184	\$0.036	16.2	\$0.093	33.4
Insurance	\$1.232	\$1.047	\$0.952	\$0.280	22.8	\$0.095	9.1
Claims	\$0.088	\$0.088	\$0.329	(0.241)	-	(0.241)	-
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	-	-	-
Maintenance and Other Operating Contracts	\$4.582	\$4.579	\$1.019	\$3.563	77.8	\$3.560	77.7
Professional Service Contracts	\$1.041	\$1.040	\$0.828	\$0.213	20.4	\$0.212	20.3
Materials & Supplies	\$3.174	\$3.168	\$2.939	\$0.235	7.4	\$0.229	7.2
Other Business Expenses	\$1.255	\$1.255	\$0.182	\$1.073	85.5	\$1.073	85.5
<b>Non-Labor</b>	<b>\$15.996</b>	<b>\$15.268</b>	<b>\$8.702</b>	<b>\$7.294</b>	<b>45.6</b>	<b>\$6.567</b>	<b>43.0</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$69.754</b>	<b>\$69.659</b>	<b>\$58.644</b>	<b>\$11.110</b>	<b>15.9</b>	<b>\$11.015</b>	<b>15.8</b>
Depreciation	\$12.000	\$12.000	\$7.628	\$4.372	36.4	\$4.372	36.4
GASB 75 OPEB Expense Adjustment	\$7.500	\$7.500	\$0.293	\$7.207	96.1	\$7.207	96.1
GASB 68 Pension Adjustment	\$0.500	\$0.500	(0.205)	\$0.705	-	\$0.705	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenses</b>	<b>\$89.754</b>	<b>\$89.659</b>	<b>\$66.361</b>	<b>\$23.394</b>	<b>26.1</b>	<b>\$23.299</b>	<b>26.0</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(75.450)</b>	<b>(75.076)</b>	<b>(51.624)</b>	<b>\$23.826</b>	<b>31.6</b>	<b>\$23.452</b>	<b>31.2</b>

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general actuals do not include post-close adjustments, which will be

**MTA STATEN ISLAND RAILWAY**  
**Preliminary 2019 Year-End Report**  
**Cash Receipts and Expenditures**  
**FY19 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

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	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted</u>	<u>Final</u>	<u>Actual</u>	<u>Adopted Budget</u>		<u>Final Estimate</u>	
	<u>Budget</u>	<u>Estimate</u>		<u>\$</u>	<u>%</u>	<u>\$</u>	<u>%</u>
	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>%</u>	<u>\$</u>	<u>%</u>
<b>Receipts</b>							
<b>Farebox Revenue</b>	\$7.281	\$6.878	\$6.585	(0.696)	(9.6)	(0.293)	(4.3)
<b>Other Revenue</b>	\$2.468	\$3.470	\$4.735	\$2.267	91.9	\$1.265	36.5
Capital and Other Reimbursements	\$4.556	\$5.791	\$5.520	\$0.963	21.1	(0.271)	(4.7)
<b>Total Revenue</b>	<b>\$14.305</b>	<b>\$16.139</b>	<b>\$16.840</b>	<b>\$2.534</b>	<b>17.7</b>	<b>\$0.700</b>	<b>4.3</b>
<b>Expenditures</b>							
<b>Labor :</b>							
Payroll	\$26.953	\$27.863	\$24.379	\$2.575	9.6	\$3.484	12.5
Overtime	\$3.709	\$3.744	\$4.059	(0.350)	(9.4)	(0.315)	(8.4)
<b>Total Salaries &amp; Wages</b>	<b>\$30.662</b>	<b>\$31.607</b>	<b>\$28.437</b>	<b>\$2.225</b>	<b>7.3</b>	<b>\$3.169</b>	<b>10.0</b>
Health and Welfare	\$7.148	\$6.612	\$8.515	(1.367)	(19.1)	(1.903)	(28.8)
OPEB Current Payment	\$2.585	\$2.584	\$0.870	\$1.715	66.4	\$1.714	66.3
Pensions	\$7.438	\$7.616	\$7.202	\$0.236	3.2	\$0.414	5.4
Other Fringe Benefits	\$5.925	\$4.178	\$4.149	\$1.776	30.0	\$0.029	0.7
<b>Total Fringe Benefits</b>	<b>\$23.096</b>	<b>\$20.990</b>	<b>\$20.736</b>	<b>\$2.359</b>	<b>10.2</b>	<b>\$0.254</b>	<b>1.2</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	-	-	-	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Labor</b>	<b>\$53.758</b>	<b>\$52.597</b>	<b>\$49.174</b>	<b>\$4.584</b>	<b>8.5</b>	<b>\$3.423</b>	<b>6.5</b>
<b>Non-Labor :</b>							
Electric Power	\$4.404	\$3.814	\$3.590	\$0.814	18.5	\$0.225	5.9
Fuel	\$0.220	\$0.277	\$0.272	(0.052)	(23.4)	\$0.005	1.9
Insurance	\$1.232	\$1.047	\$1.248	(0.016)	(1.3)	(0.201)	(19.2)
Claims	\$0.088	(0.387)	\$0.004	\$0.084	96.0	(0.391)	-
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	-	-	-
Maintenance and Other Operating Contracts	\$4.582	\$4.579	\$0.690	\$3.892	84.9	\$3.889	84.9
Professional Service Contracts	\$1.041	\$1.040	\$0.748	\$0.293	28.2	\$0.292	28.1
Materials & Supplies	\$3.174	\$3.168	\$4.212	(1.038)	(32.7)	(1.044)	(32.9)
Other Business Expenses	\$1.255	\$1.255	\$0.155	\$1.100	87.7	\$1.100	87.7
<b>Non-Labor</b>	<b>\$15.996</b>	<b>\$14.793</b>	<b>\$10.917</b>	<b>\$5.079</b>	<b>31.8</b>	<b>\$3.876</b>	<b>26.2</b>
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Expenditures before Depreciation and OPEB</b>	<b>\$69.754</b>	<b>\$67.390</b>	<b>\$60.091</b>	<b>\$9.663</b>	<b>13.9</b>	<b>\$7.299</b>	<b>10.8</b>
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	-	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	-	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Total Expenditures</b>	<b>\$69.754</b>	<b>\$67.390</b>	<b>\$60.091</b>	<b>\$9.663</b>	<b>13.9</b>	<b>\$7.299</b>	<b>10.8</b>
<b>Net Surplus/(Deficit)</b>	<b>(55.449)</b>	<b>(51.251)</b>	<b>(43.251)</b>	<b>\$12.198</b>	<b>22.0</b>	<b>\$7.999</b>	<b>15.6</b>

Note: Totals may not add due to rounding

**MTA STATEN ISLAND RAILWAY**  
**Preliminary 2019 Year-End Report**  
**Cash Conversion (Cash Flow Adjustments)**  
**2019 Adopted Budget and Final Estimate vs. Actual**  
(\$ in Millions)

1/10/2020 03:26 PM

	<u>December 2019 Year-To-Date</u>			<u>Favorable (Unfavorable) Variance</u>			
	<u>Adopted</u>	<u>Final</u>	<u>Actual</u>	<u>Adopted Budget</u>		<u>Final Estimate</u>	
	<u>Budget</u>	<u>Estimate</u>		<u>\$</u>	<u>%</u>	<u>\$</u>	<u>%</u>
	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>		<u>\$</u>	
<b>Revenue</b>							
<b>Farebox Revenue</b>	\$0.000	\$0.000	(0.015)	(0.015)	-	(0.015)	-
<b>Other Revenue</b>	\$0.000	\$1.002	\$2.030	\$2.030	-	\$1.028	-
Capital and Other Reimbursements	\$0.001	\$0.554	\$0.087	\$0.086	-	(0.467)	(84.3)
<b>Total Revenue</b>	<b>\$0.001</b>	<b>\$1.556</b>	<b>\$2.103</b>	<b>(2.102)</b>	-	<b>\$0.547</b>	<b>35.1</b>
<b>Expenses</b>							
<b>Labor :</b>							
Payroll	\$0.000	(0.005)	\$0.712	\$0.712	-	\$0.717	-
Overtime	\$0.000	\$0.000	\$0.507	\$0.507	-	\$0.507	-
<b>Total Salaries &amp; Wages</b>	<b>\$0.000</b>	<b>(0.005)</b>	<b>\$1.219</b>	<b>\$1.219</b>	-	<b>\$1.224</b>	-
Health and Welfare	\$0.000	\$0.000	(2.779)	(2.779)	-	(2.779)	-
OPEB Current Payment	\$0.000	\$0.000	\$1.400	\$1.400	-	\$1.400	-
Pensions	\$0.000	\$0.000	\$0.041	\$0.041	-	\$0.041	-
Other Fringe Benefits	\$0.000	\$1.800	\$0.886	\$0.886	-	(0.914)	(50.8)
<b>Total Fringe Benefits</b>	<b>\$0.000</b>	<b>\$1.800</b>	<b>(0.452)</b>	<b>(0.452)</b>	-	<b>(2.252)</b>	-
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Reimbursable Overhead	\$0.000	\$0.000	\$0.002	\$0.002	-	\$0.002	-
<b>Labor</b>	<b>\$0.000</b>	<b>\$1.794</b>	<b>\$0.769</b>	<b>\$0.769</b>	-	<b>(1.025)</b>	<b>(57.1)</b>
<b>Non-Labor :</b>							
Electric Power	\$0.000	\$0.000	(1.321)	(1.321)	-	(1.321)	-
Fuel	\$0.000	\$0.000	(0.087)	(0.087)	-	(0.087)	-
Insurance	\$0.000	\$0.000	(0.297)	(0.297)	-	(0.297)	-
Claims	\$0.000	\$0.475	\$0.325	\$0.325	-	(0.150)	(31.6)
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Maintenance and Other Operating Contracts	\$0.000	\$0.000	\$0.329	\$0.329	-	\$0.329	-
Professional Service Contracts	\$0.000	\$0.000	\$0.081	\$0.081	-	\$0.081	-
Materials & Supplies	\$0.000	\$0.000	(1.273)	(1.273)	-	(1.273)	-
Other Business Expenses	\$0.000	\$0.000	\$0.028	\$0.028	-	\$0.028	-
<b>Non-Labor</b>	<b>\$0.000</b>	<b>\$0.475</b>	<b>(2.216)</b>	<b>(2.216)</b>	-	<b>(2.691)</b>	-
<b>Other Expense Adjustments:</b>							
Other	\$0.000	\$0.000	\$0.000	-	-	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	-	-	-
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$0.000</b>	<b>\$2.269</b>	<b>(1.446)</b>	<b>(1.446)</b>	-	<b>(3.716)</b>	-
Depreciation	\$12.000	\$12.000	\$7.628	(4.372)	(36.4)	(4.372)	(36.4)
GASB 75 OPEB Expense Adjustment	\$7.500	\$7.500	\$0.293	(7.207)	(96.1)	(7.207)	(96.1)
GASB 68 Pension Adjustment	\$0.500	\$0.500	(0.205)	(0.705)	-	(0.705)	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
<b>Total Expenditures</b>	<b>\$20.000</b>	<b>\$22.269</b>	<b>\$6.270</b>	<b>(13.730)</b>	<b>(68.7)</b>	<b>(16.000)</b>	<b>(71.8)</b>
<b>Total Cash Conversion Adjustments</b>	<b>\$20.001</b>	<b>\$23.825</b>	<b>\$8.372</b>	<b>(11.629)</b>	<b>(58.1)</b>	<b>(15.453)</b>	<b>(64.9)</b>

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 STATEN ISLAND RAILWAY**  
**Explanation of Variances Between Final Estimate and Actual: Accrual & Cash**  
**December 2019 Year-to-Date**

Generic Revenue or Expense Category	Non-Reimb. or Reimb.	Favorable/ (Unfavorable) Variance		Reason for Variance
		\$	%	
<b><u>ACCRUAL</u></b>				
Payroll	Non Reimb.	1.310	5.1%	Mostly vacancies
Overtime	Non Reimb.	(0.242)	(8.8)%	Vacancy coverage requirements, project work, weather
Health and Welfare/OPEB Current Expenses	Non Reimb.	1.194	13.0%	Largely due to recorded actual credits, vacancies
Pensions	Non Reimb.	0.372	4.9%	Vacancies
Reimbursable Overhead Credits	Non Reimb.	1.239	over 100.0%	Increased Reimbursable Work Requirements
Power	Non Reimb.	1.588	41.6%	Lower prices/usage than planned
Fuel	Non Reimb.	0.093	33.4%	Lower non-revenue vehicle usage than anticipated
Insurance	Non Reimb.	0.095	9.1%	Interagency billing underrun with MTA
Maintenance and Other Operating Contracts	Non Reimb.	3.560	77.7%	Significant underrun-reduced work requirements and timing
Professional Service Contracts	Non Reimb.	0.242	23.3%	Lower requirements than anticipated
Materials & Supplies	Non Reimb.	0.824	26.0%	Lower requirements than anticipated
Payroll	Reimb.	1.457	62.2%	Project work covered by mostly by overtime
Overtime	Reimb.	(0.580)	(58.0)%	Most work covered by overtime
<b><u>CASH</u></b>				
Farebox Receipts	-	(0.293)	(4.3)%	Unfavorable timing of cash settlements with NYCT
Other Operating Receipts	-	1.265	36.5%	Mostly favorable timing of reimbursements
Capital and Other Reimbursements	-	(0.271)	(4.7)%	Mostly the unfavorable timing of capital reimbursements
Payroll	-	3.484	12.5%	Mostly vacancies
Overtime	-	(0.315)	(8.4)%	Higher requirements in lieu of vacancies
H&W?Opeb Current	-	(0.189)	(2.1)%	Lower rates/vacancies
Pensions	-	0.414	5.4%	Vacancies
Insurance	-	(0.201)	(19.2)%	Unfavorable timing of interagency payments with MTA
Materials and supplies	-	(1.004)	(32.9)%	Unfavorable timing of payments
Other Business Expenses	-	1.100	87.7%	Under review-assumed to be timing
Maintenance Contracts	-	3.889	84.9%	Timing of payments

**MTA STATEN ISLAND RAILWAY**  
**Explanation of Variances Between Budget and Actual: Accrual**  
**December 2019 Year-to-Date**

Generic Revenue or Expense Category	Non-Reimb. or Reimb.	Favorable/ (Unfavorable) Variance		Reason for Variance
		\$	%	
<b><u>ACCRUAL</u></b>				
Payroll	Non Reimb.	2.575	9.6%	Mostly due to vacancies
Overtime	Non Reimb.	(0.350)	(9.4)%	Additional project work, vacancy coverage requirements, adverse weather
Health & Welfare/OPEB Current Expenses	Non Reimb.	0.348	3.6%	Mainly due to recorded actual credits, vacancies
Pensions	Non Reimb.	0.236	3.2%	Mostly due to vacancies
Other Fringe Benefits	Non Reimb.	1.776	30.0%	Mostly vacancies
Power	Non Reimb.	0.814	18.5%	Mostly lower prices

**MTA Staten Island Railway  
Preliminary 2019 Year-End Report  
Non-Reimbursable-Reimbursable Positions by Function and Department  
Full-Time Positions and Full-Time Equivalents**

	<u>December 31, 2019</u>			<u>Favorable/(Unfavorable) Variance</u>			
	<u>Adopted Budget</u>	<u>Final Estimate</u>	<u>Actual</u>	<u>Adopted Budget Variance</u>	<u>Percent</u>	<u>Final Estimate Variance</u>	<u>Percent</u>
<b>Administration</b>							
Executive	13	13	7	6	46.2	6	46.2
General Office	9	9	9	0	0.0	0	0.0
Purchasing/Stores	6	6	4	2	33.3	2	33.3
<b>Total Administration</b>	<b>28</b>	<b>28</b>	<b>20</b>	<b>8</b>	<b>28.6</b>	<b>8</b>	<b>28.6</b>
<b>Operations</b>							
Transportation	119	131	121	(2)	(1.7)	10	7.6
<b>Total Operations</b>	<b>119</b>	<b>131</b>	<b>121</b>	<b>(2)</b>	<b>(1.7)</b>	<b>10</b>	<b>7.6</b>
<b>Maintenance</b>							
Mechanical	53	53	51	2	3.8	2	3.8
Electronics/Electrical	15	15	19	(4)	(26.7)	(4)	(26.7)
Power/Signals	29	32	28	1	3.4	4	12.5
Maintenance of Way	50	83	79	(29)	(58.0)	4	4.8
Infrastructure	26	26	30	(4)	(15.4)	(4)	(15.4)
<b>Total Maintenance</b>	<b>173</b>	<b>209</b>	<b>207</b>	<b>(34)</b>	<b>(19.7)</b>	<b>2</b>	<b>1.0</b>
<b>Engineering/Capital</b>							
Capital Project Support	16	16	9	7	0.0	7	0.0
<b>Public Safety</b>							
Total Public Safety	0	0	0	0	0.0	0	0.0
<b>Grand Total</b>	<b>336</b>	<b>384</b>	<b>357</b>	<b>(21)</b>	<b>(6.3)</b>	<b>27</b>	<b>7.0</b>
Non-Reimbursable	308	334	329	(21)	(6.8)	5	1.5
Reimbursable	28	50	28	0	0.0	22	44.0
Total Full-Time	336	384	357	(21)	(6.3)	27	7.0
Total Full-Time Equivalents	0	0	0	0	0.0	0	0.0

**MTA Staten Island Railway  
Preliminary 2019 Year-End Report  
Full-Time Positions and Full-Time Equivalents by Function and Occupational Group**

	December 31, 2019			Favorable/(Unfavorable) Variance			
	Adopted	Final	Actual	Adopted Budget		Final Estimate	
	Budget	Estimate		Variance	Percent	Variance	Percent
<b>Administration</b>							
Managers/Supervisors	16	16	10	6	37.5	6	37.5
Professional, Technical, Clerical	12	12	10	2	16.7	2	16.7
Operational Hourlies	-	-	-	0	0.0	0	0.0
<b>Total Administration</b>	<b>28</b>	<b>28</b>	<b>20</b>	<b>8</b>	<b>28.6</b>	<b>8</b>	<b>28.6</b>
<b>Operations</b>							
Managers/Supervisors	11	11	8	3	27.3	3	27.3
Professional, Technical, Clerical	3	3	1	2	66.7	2	66.7
Operational Hourlies	105	117	112	(7)	(6.7)	5	4.3
<b>Total Operations</b>	<b>119</b>	<b>131</b>	<b>121</b>	<b>(2)</b>	<b>(1.7)</b>	<b>10</b>	<b>7.6</b>
<b>Maintenance</b>							
Managers/Supervisors	13	17	26	(13)	(100.0)	(9)	(52.9)
Professional, Technical, Clerical	6	6	7	(1)	(16.7)	(1)	(16.7)
Operational Hourlies	154	186	174	(20)	(13.0)	12	6.5
<b>Total Maintenance</b>	<b>173</b>	<b>209</b>	<b>207</b>	<b>(34)</b>	<b>(19.7)</b>	<b>2</b>	<b>1.0</b>
<b>Engineering/Capital Projects</b>							
Managers/Supervisors	3	3	3	0	0.0	0	0.0
Professional, Technical, Clerical	4	4	-	4	0.0	4	0.0
Operational Hourlies	9	9	6	3	0.0	3	0.0
<b>Total Engineering/Capital</b>	<b>16</b>	<b>16</b>	<b>9</b>	<b>7</b>	<b>0.0</b>	<b>7</b>	<b>0.0</b>
<b>Public Safety</b>							
Managers/Supervisors	-	-	-	0	0.0	0	0.0
Professional, Technical, Clerical	-	-	-	0	0.0	0	0.0
Operational Hourlies (other than un	-	-	-	0	0.0	0	0.0
<b>Total Public Safety</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>
<b>Total Positions</b>							
Managers/Supervisors	43	47	47	(4)	(9.3)	0	0.0
Professional, Technical, Clerical	25	25	18	7	28.0	7	28.0
Operational Hourlies	268	312	292	(24)	(9.0)	20	6.4
<b>Total Positions</b>	<b>336</b>	<b>384</b>	<b>357</b>	<b>(21)</b>	<b>(6.3)</b>	<b>27</b>	<b>7.0</b>

# Preliminary December 2019 Year-End Report: Bus Company

## Background

The purpose of this report is to provide the preliminary 2019 year-end financial results, on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results are compared to both the Adopted Budget (Budget) and the Final Estimate (Estimate).

The final audited 2019 year-end results are scheduled to be completed in April 2020.

## Summary of Preliminary Financial Results

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

- 2019 annual Bus Company ridership of 120.4 million was 0.9 million (0.7 percent) above the Estimate.
- Farebox revenue of \$221.8 million was in line with the Estimate.
- Operating expenses of \$826.3 million were below the Estimate by \$5.4 million (0.7 percent). Labor expenses were greater than the Estimate by \$29.9 million (5.1 percent). Non-labor expenses were significantly below the Estimate by \$35.3 million (14.4 percent).

Preliminary ridership and accrual results versus the Adopted Budget are summarized as follows:

- 2019 annual Bus Company ridership was 0.4 million (0.3 percent) over the Budget.
- Farebox Revenue was \$7.1 million (3.1 percent) below the Budget.
- Operating expenses were below the Budget by a \$4.3 million (0.5 percent). Labor expenses were in excess of the Budget by \$40.0 million (7.0 percent). Non-labor expenses were lower than the Budget by \$44.4 million (17.4 percent).

**BUS COMPANY  
FINANCIAL AND RIDERSHIP REPORT  
December 2019 Year-to-Date**

(All data are preliminary and subject to audit)

**Preliminary Actual Results Compared to the Final Estimate**

**Operating revenue** was \$239.0 million in 2019, \$3.1 million (1.3 percent) below the Estimate, due primarily to lower Other Operating Revenue of \$3.1 million (15.2 percent), involving student reimbursements and advertising revenue. Farebox revenue of \$221.8 million was in line with the Estimate.

**Non-reimbursable expenses**, before Depreciation, GASB 75 OPEB Expense Adjustment, GASB 68 Pension Expense Adjustment, and Environmental Remediation were \$826.3 million, \$5.4 million (0.7 percent) below the Estimate.

Labor expenses exceeded the Estimate by \$29.9 million (5.1 percent), including a Payroll expense overrun of \$16.8 million (5.8 percent), mainly due to interagency billings, retro payments and the timing of reimbursable projects. Overtime expenses were above Budget by \$8.5 million (12.4 percent), mainly from vacancies, traffic and retro payments. Health & Welfare/OPEB overran the Budget by \$14.1 million (14.4 percent). Other Fringe Benefits underran by \$7.4 million (10.3 percent), due primarily to the timing of interagency expenses.

Non-labor expenses were less than the Estimate by \$35.3 million (14.4 percent), including an underrun in Maintenance and Other Operating Contracts expenses of \$18.8 million (38.6 percent), driven by the timing of the Shop Program, Bus Technology and SBS rollouts. Favorable Professional Services of \$17.6 million (38.5 percent), due mainly to Bus Technology, New Fare System and Inter-agency payments and Materials & Supplies expense of \$7.1 million (13.6 percent), due mostly to the timing of the New Fare Payment System, the timing of Select Bus Service (SBS) rollouts and lower general maintenance expenses. Claims expense were higher by \$11.6 million (18.9 percent) primarily due to higher claims payout.

Depreciation expenses of \$42.3 million were below the Estimate by \$12.0 million (22.1 percent). No GASB 75 OPEB Expense and GASB 68 Pension Expense Adjustment were recognized at this time.

**Operating Cash Deficit** (excluding subsidies) was \$568.0 million, \$5.8 million (1.0 percent) favorable to the Estimate.

**Preliminary Actual Results Compared to the Adopted Budget**

**Operating revenue** was under Budget by \$10.6 million (4.2 percent) due primarily to lower Farebox Revenue of \$7.1 million (3.1 percent) and Other Operating Revenue of \$3.5 million (16.7 percent).

**Non-reimbursable expenses** were below the Budget by \$4.3 million (0.5 percent), with Non-labor expenses favorable by \$44.4 million (17.4 percent), mostly attributable to an underrun in Maintenance and Other Operating Contracts by \$20.5 million (40.7 percent), Professional Services by \$10.8 million (27.7 percent) and Materials & Supplies by \$17.8 million (28.4 percent). The same factors discussed above in the Estimate contributed the favorable variances.

Labor expenses exceeded the Budget by \$40.0 million (7.0 percent), mostly attributed to the same factors impacting the unfavorable variances to the Estimate described above.

**Note-Final 2019 results and their impact on 2020 will be reported in April.**

**MTA BUS COMPANY**  
**Accrual Statement of Operations by Category**  
**2019 Adopted Budget and Final Estimate vs. Preliminary Actual**  
**(\$ in millions)**

<b>NON-REIMBURSABLE</b>
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	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Preliminary Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
<b>Operating Revenue</b>							
Farebox Revenue	\$ 228.953	\$ 221.848	\$ 221.838	\$ (7.115)	(3.1)	\$ (0.010)	0.0
Other Operating Revenue	20.657	20.284	17.207	(3.450)	(16.7)	(3.077)	(15.2)
Capital and Other Reimbursements				-	-	-	-
<b>Total Revenue</b>	<b>\$ 249.610</b>	<b>\$ 242.132</b>	<b>\$ 239.045</b>	<b>\$ (10.565)</b>	<b>(4.2)</b>	<b>\$ (3.087)</b>	<b>(1.3)</b>
<b>Operating Expenses</b>							
<u>Labor:</u>							
Payroll	\$ 285.086	\$ 287.719	\$ 304.481	\$ (19.395)	(6.8)	\$ (16.762)	(5.8)
Overtime	62.301	68.264	76.722	(14.421)	(23.1)	(8.458)	(12.4)
Health and Welfare	76.752	73.864	86.211	(9.459)	(12.3)	(12.347)	(16.7)
OPEB Current Payment	25.227	24.404	26.165	(0.938)	(3.7)	(1.761)	(7.2)
Pensions	55.703	60.467	59.770	(4.067)	(7.3)	0.697	1.2
Other Fringe Benefits	71.667	72.167	64.760	6.907	9.6	7.407	10.3
GASB Account			-	-	-	-	-
Reimbursable Overhead	(1.003)	(1.003)	(2.350)	1.347	*	1.347	*
<b>Total Labor Expenses</b>	<b>\$ 575.734</b>	<b>\$ 585.884</b>	<b>\$ 615.760</b>	<b>\$ (40.026)</b>	<b>(7.0)</b>	<b>\$ (29.876)</b>	<b>(5.1)</b>
<u>Non-Labor:</u>							
Traction and Propulsion Power	\$ 1.961	\$ 1.764	\$ 1.708	\$ 0.253	12.9	\$ 0.056	3.2
Fuel for Buses and Trains	27.536	24.775	24.517	3.019	11.0	0.258	1.0
Insurance	6.702	6.307	4.614	2.088	31.2	1.693	26.8
Claims	61.336	61.336	72.950	(11.614)	(18.9)	(11.614)	(18.9)
Maintenance and Other Operating Contracts	50.485	48.755	29.940	20.545	40.7	18.815	38.6
Professional Service Contracts	38.964	45.786	28.158	10.806	27.7	17.628	38.5
Materials & Supplies	62.588	51.908	44.834	17.754	28.4	7.074	13.6
Other Business Expenses	5.323	5.183	3.799	1.524	28.6	1.384	26.7
<b>Total Non-Labor Expenses</b>	<b>\$ 254.896</b>	<b>\$ 245.816</b>	<b>\$ 210.521</b>	<b>\$ 44.375</b>	<b>17.4</b>	<b>\$ 35.295</b>	<b>14.4</b>
<b>Total Expenses before Non-Cash Liability Adjs.</b>	<b>\$ 830.630</b>	<b>\$ 831.700</b>	<b>\$ 826.281</b>	<b>\$ 4.349</b>	<b>0.5</b>	<b>\$ 5.419</b>	<b>0.7</b>
Depreciation	\$ 54.341	\$ 54.341	\$ 42.332	\$ 12.009	22.1	\$ 12.009	22.1
GASB 75 OPEB Expense Adjustment	100.150	100.150	-	100.150	100.0	100.150	100.0
GASB 68 Pension Expense Adjustment	85.900	110.700	-	85.900	100.0	110.700	100.0
Environmental Remediation	-	-	1.664	(1.664)	-	(1.664)	-
<b>Total Expenses</b>	<b>\$ 1,071.021</b>	<b>\$ 1,096.891</b>	<b>\$ 870.277</b>	<b>\$ 200.744</b>	<b>18.7</b>	<b>\$ 226.614</b>	<b>20.7</b>
<b>Baseline Surplus/(Deficit)</b>	<b>\$ (821.411)</b>	<b>\$ (854.761)</b>	<b>\$ (631.231)</b>	<b>\$ 190.179</b>	<b>23.2</b>	<b>\$ 223.528</b>	<b>26.2</b>

\*Totals may not add due to rounding

**MTA BUS COMPANY**  
**Accrual Statement of Operations by Category**  
**2019 Adopted Budget and Final Estimate vs. Preliminary Actual**  
**(\$ in millions)**

	REIMBURSABLE			2019				Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Preliminary Actual	Adopted Budget		Final Estimate					
	\$	\$	\$	\$	%	\$	%	\$	%		
<b>Revenue</b>											
Farebox Revenue	\$ -	\$ -	\$ -	\$ -	-	\$ -	-	\$ -	-	-	-
Other Operating Revenue											
Capital and Other Reimbursements	5.925	5.925	6.071	0.146	2.5	0.146	2.5	0.146	2.5	0.146	2.5
<b>Total Revenue</b>	<b>\$ 5.925</b>	<b>\$ 5.925</b>	<b>\$ 6.071</b>	<b>\$ 0.146</b>	<b>2.5</b>	<b>\$ 0.146</b>	<b>2.5</b>	<b>\$ 0.146</b>	<b>2.5</b>	<b>\$ 0.146</b>	<b>2.5</b>
<b>Expenses</b>											
<u>Labor:</u>											
Payroll	\$ 2.586	\$ 2.586	\$ 3.518	\$ (0.932)	(36.0)	\$ (0.932)	(36.0)	\$ (0.932)	(36.0)	\$ (0.932)	(36.0)
Overtime	-	-	0.070	(0.070)	-	(0.070)	-	(0.070)	-	(0.070)	-
Health and Welfare	1.214	1.214	-	1.214	100.0	1.214	100.0	1.214	100.0	1.214	100.0
OPEB Current Payment	-	-	-	-	-	-	-	-	-	-	-
Pensions	-	-	-	-	-	-	-	-	-	-	-
Other Fringe Benefits	-	-	0.073	(0.073)	-	(0.073)	-	(0.073)	-	(0.073)	-
GASB Account	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	1.003	1.003	2.350	(1.347)	*	(1.347)	*	(1.347)	*	(1.347)	*
<b>Total Labor Expenses</b>	<b>\$ 4.803</b>	<b>\$ 4.803</b>	<b>\$ 6.012</b>	<b>\$ (1.209)</b>	<b>(25.2)</b>	<b>\$ (1.209)</b>	<b>(25.2)</b>	<b>\$ (1.209)</b>	<b>(25.2)</b>	<b>\$ (1.209)</b>	<b>(25.2)</b>
<u>Non-Labor:</u>											
Traction and Propulsion Power	\$ -	\$ -	\$ -	\$ -	-	\$ -	-	\$ -	-	\$ -	-
Fuel for Buses and Trains	-	-	-	-	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-	-	-	-	-
Claims	-	-	-	-	-	-	-	-	-	-	-
Paratransit Service Contracts	-	-	-	-	-	-	-	-	-	-	-
Maintenance and Other Operating Contracts	0.242	0.242	-	0.242	100.0	0.242	100.0	0.242	100.0	0.242	100.0
Professional Service Contracts	-	-	0.060	(0.060)	-	(0.060)	-	(0.060)	-	(0.060)	-
Materials & Supplies	0.881	0.881	-	0.881	100.0	0.881	100.0	0.881	100.0	0.881	100.0
Other Business Expenses	-	-	-	-	-	-	-	-	-	-	-
<b>Total Non-Labor Expenses</b>	<b>\$ 1.122</b>	<b>\$ 1.122</b>	<b>\$ 0.060</b>	<b>\$ 1.062</b>	<b>94.7</b>	<b>\$ 1.062</b>	<b>94.7</b>	<b>\$ 1.062</b>	<b>94.7</b>	<b>\$ 1.062</b>	<b>94.7</b>
<u>Other Expense Adjustments:</u>											
Other	\$ -	\$ -	\$ -	\$ -	-	\$ -	-	\$ -	-	\$ -	-
<b>Total Other Expense Adjustments</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>
<b>Total Expenses Before Depreciation</b>	<b>\$ 5.925</b>	<b>\$ 5.925</b>	<b>\$ 6.071</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>
Depreciation	\$ -	\$ -	\$ -	\$ -	-	\$ -	-	\$ -	-	\$ -	-
GASB 75 OPEB Expense Adjustment	-	-	-	-	-	-	-	-	-	-	-
GASB 68 Pension Expense Adjustment	-	-	-	-	-	-	-	-	-	-	-
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-
<b>Total Expenses</b>	<b>\$ 5.925</b>	<b>\$ 5.925</b>	<b>\$ 6.071</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>	<b>\$ (0.146)</b>	<b>(2.5)</b>
<b>Net Surplus/(Deficit)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>	<b>\$ -</b>	<b>-</b>

\*Totals may not add due to rounding



**MTA BUS COMPANY**  
**Accrual Statement of Operations by Category**  
**2019 Adopted Budget and Final Estimate vs. Preliminary Actual**  
(\$ in millions)

NON-REIMBURSABLE/ REIMBURSABLE
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	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Preliminary Actual	Adopted Budget		Final Estimate	
	\$	\$	\$	\$	%	\$	%
<b>Revenue</b>							
Farebox Revenue	\$ 228.953	\$ 221.848	\$ 221.838	\$ (7.115)	(3.1)	\$ (0.010)	0.0
Other Operating Revenue	20.657	20.284	17.207	(3.450)	(16.7)	(3.077)	(15.2)
Capital and Other Reimbursements	5.925	5.925	6.071	0.146	2.5	0.146	2.5
<b>Total Revenue</b>	<b>\$ 255.535</b>	<b>\$ 248.057</b>	<b>\$ 245.116</b>	<b>\$ (10.419)</b>	<b>(4.1)</b>	<b>\$ (2.941)</b>	<b>(1.2)</b>
<b>Expenses</b>							
<u>Labor:</u>							
Payroll	\$ 287.672	\$ 290.305	\$ 307.999	\$ (20.327)	(7.1)	\$ (17.694)	(6.1)
Overtime	62.301	68.264	76.792	(14.491)	(23.3)	(8.528)	(12.5)
Health and Welfare	77.966	75.078	86.211	(8.245)	(10.6)	(11.133)	(14.8)
OPEB Current Payment	25.227	24.404	26.165	(0.938)	(3.7)	(1.761)	(7.2)
Pensions	55.703	60.467	59.770	(4.067)	(7.3)	0.697	1.2
Other Fringe Benefits	71.667	72.167	64.833	6.834	9.5	7.334	10.2
Reimbursable Overhead	-	-	-	-	-	-	-
<b>Total Labor Expenses</b>	<b>\$ 580.537</b>	<b>\$ 590.687</b>	<b>\$ 621.771</b>	<b>\$ (41.234)</b>	<b>(7.1)</b>	<b>\$ (31.084)</b>	<b>(5.3)</b>
<u>Non-Labor:</u>							
Traction and Propulsion Power	\$ 1.961	\$ 1.764	\$ 1.708	\$ 0.253	12.9	\$ 0.056	3.2
Fuel for Buses and Trains	27.536	24.775	24.517	3.019	11.0	0.258	1.0
Insurance	6.702	6.307	4.614	2.088	31.2	1.693	26.8
Claims	61.336	61.336	72.950	(11.614)	(18.9)	(11.614)	(18.9)
Maintenance and Other Operating Contracts	50.726	48.996	29.940	20.786	41.0	19.056	38.9
Professional Service Contracts	38.964	45.786	28.218	10.746	27.6	17.568	38.4
Materials & Supplies	63.468	52.788	44.834	18.634	29.4	7.954	15.1
Other Business Expenses	5.323	5.183	3.799	1.524	28.6	1.384	26.7
<b>Total Non-Labor Expenses</b>	<b>\$ 256.018</b>	<b>\$ 246.937</b>	<b>\$ 210.580</b>	<b>\$ 45.438</b>	<b>17.7</b>	<b>\$ 36.357</b>	<b>14.7</b>
<b>Total Expenses Before Depreciation and GASB Adjs.</b>	<b>\$ 836.555</b>	<b>\$ 837.624</b>	<b>\$ 832.352</b>	<b>\$ 4.203</b>	<b>0.5</b>	<b>\$ 5.272</b>	<b>0.6</b>
Depreciation	\$ 54.341	\$ 54.341	\$ 42.332	\$ 12.009	22.1	\$ 12.009	22.1
GASB 75 OPEB Expense Adjustment	100.150	100.150	-	100.150	100.0	100.150	100.0
GASB 68 Pension Expense Adjustment	85.900	110.700	-	85.900	0.0	110.700	100.0
Environmental Remediation	-	-	1.664	(1.664)	-	(1.664)	-
<b>Total Expenses</b>	<b>\$ 1,076.946</b>	<b>\$ 1,102.815</b>	<b>\$ 876.348</b>	<b>\$ 200.598</b>	<b>18.6</b>	<b>\$ 226.467</b>	<b>20.5</b>
<b>Baseline Surplus/(Deficit)</b>	<b>\$ (821.411)</b>	<b>\$ (854.758)</b>	<b>\$ (631.231)</b>	<b>\$ 190.180</b>	<b>23.2</b>	<b>\$ 223.527</b>	<b>26.2</b>

\*Totals may not add due to rounding

**MTA BUS COMPANY**  
**Explanation of Variances between 2019 Final Estimate and Preliminary Actual: Accrual**  
**December 2019 Year-to-Date**

Generic Revenue or Expense Category	Non Reimb. or Reimb.	Variance Fav (Unfav)		Reason for Variance
		\$	%	
Farebox Revenue	Non Reimb	(\$0.010)	0.0	Higher ridership offset by lower average fare
Other Operating Revenue	Non Reimb	(\$3.077)	(15.2)	Lower of students reimbursements and advertising Revenue
Capital and Other Reimbursements	Reimb	\$0.146	2.5	(a)
Payroll	Non Reimb	(\$16.762)	(5.8)	Mainly due to interagency billings, retro payment and timing of reimbursable projects
Overtime	Non Reimb	(\$8.458)	(12.4)	Higher medical expenses
Health and Welfare	Non Reimb	(\$12.347)	(16.7)	
OPEB Current Payment	Non Reimb	(\$1.761)	(7.2)	
Pensions	Non Reimb	\$0.697	1.2	Timing of expenses
Other Fringe Benefits	Non Reimb	\$7.407	10.3	Timing of interagency expenses
Reimbursable Overhead	Non Reimb	\$1.347	*	
Traction and Propulsion Power	Non Reimb	\$0.056	3.2	Lower rates
Fuel for Buses and Trains	Non Reimb	\$0.258	1.0	Lower fuel rates
Insurance	Non Reimb	\$1.693	26.8	Timing of expenses
Claims	Non Reimb	(\$11.614)	(18.9)	Timing of expenses
Maintenance and Other Operating Contracts	Non Reimb	\$18.815	38.6	Timing of Shop program, bus technology and Facility
Professional Service Contracts	Non Reimb	\$17.628	38.5	Mainly due to Timing of interagency billings, New Fare System (OMNY) and Bus Technology
Materials & Supplies	Non Reimb	\$7.074	13.6	Timing of New Fare System (OMNY), SBS rollout and lower general maintenance expenses
Other Business Expenses	Non Reimb	\$1.384	26.7	Timing of Misc. expenses and lower AFC expenses
Depreciation	Non Reimb	\$12.009	22.1	Non cash expense
Other Post Employment Benefits	Non Reimb	\$100.150	100.0	Non cash expense
GASB 68 Pension Expense Adjustment	Non Reimb	\$110.700	100.0	Timing, pending actuarial evaluation at year end close
Environmental Remediation	Non Reimb	(\$1.664)	-	Not Budgeted
Payroll	Reimb	(\$0.932)	(36.0)	Timing of reimbursable projects
Health and Welfare	Reimb	\$1.214	100.0	Offsing Reimbursable Overhead Expenses
Reimbursable Overhead	Reimb	(\$1.347)	*	Offsetting Health and Welfare Expenses
Maintenance and Other Operating Contracts	Reimb	\$0.242	-	Timing of reimbursable projects
Materials & Supplies	Reimb	\$0.881	100.0	Timing of reimbursable projects
<b>Total Expense Variance</b>		\$226.672		
<b>Net Variance</b>		\$223.732		

\* Variance exceeds 100%.

(a) - Variance less than 5% or below \$ threshold

**MTA BUS COMPANY**  
**Cash Receipts and Expenditures**  
**2019 Adopted Budget and Final Estimate vs. Preliminary Actual**  
**(\$ in millions)**

	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Preliminary Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
<b>Receipts</b>							
Farebox Revenue	\$ 228,953	\$ 221,848	\$ 226,465	\$ (2,488)	(1.1)	\$ 4,617	2.1
Other Operating Revenue	20,657	20,284	15,282	(5,375)	(26.0)	(5,002)	(24.7)
Capital and Other Reimbursements	11,308	11,308	6,071	(5,237)	(46.3)	(5,237)	(46.3)
<b>Total Receipts</b>	<b>\$ 260,918</b>	<b>\$ 253,440</b>	<b>\$ 247,819</b>	<b>\$ (13,099)</b>	<b>(5.0)</b>	<b>\$ (5,621)</b>	<b>(2.2)</b>
<b>Expenditures</b>							
<b>Labor:</b>							
Payroll	\$ 289,051	\$ 291,684	\$ 304,566	\$ (15,515)	(5.4)	\$ (12,882)	(4.4)
Overtime	62,301	68,264	76,793	(14,491)	(23.3)	(8,528)	(12.5)
Health and Welfare	77,966	80,678	87,786	(9,820)	(12.6)	(7,108)	(8.8)
OPEB Current Payment	25,227	24,404	25,136	0,092	0.4	(0,731)	(3.0)
Pensions	55,529	60,293	59,773	(4,244)	(7.6)	0,520	0.9
Other Fringe Benefits	56,490	56,990	58,511	(2,021)	(3.6)	(1,521)	(2.7)
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	-	0,000	-	-	-	0,000	100.0
<b>Total Labor Expenditures</b>	<b>\$ 566,565</b>	<b>\$ 582,315</b>	<b>\$ 612,565</b>	<b>\$ (46,000)</b>	<b>(8.1)</b>	<b>\$ (30,250)</b>	<b>(5.2)</b>
<b>Non-Labor:</b>							
Traction and Propulsion Power	\$ 1,961	\$ 1,764	\$ 1,707	\$ 0,254	12.9	\$ 0,057	3.2
Fuel for Buses and Trains	26,113	23,352	24,663	1,451	5.6	(1,310)	(5.6)
Insurance	6,702	12,207	10,209	(3,507)	(52.3)	1,998	16.4
Claims	26,604	26,604	44,760	(18,156)	(68.2)	(18,156)	(68.2)
Maintenance and Other Operating Contracts	49,238	62,708	41,196	8,042	16.3	21,512	34.3
Professional Service Contracts	38,964	52,686	30,505	8,459	21.7	22,181	42.1
Materials & Supplies	63,469	60,489	46,479	16,990	26.8	14,010	23.2
Other Business Expenses	5,323	5,183	3,762	1,561	29.3	1,421	27.4
<b>Total Non-Labor Expenditures</b>	<b>\$ 218,375</b>	<b>\$ 244,994</b>	<b>\$ 203,282</b>	<b>\$ 15,093</b>	<b>6.9</b>	<b>\$ 41,712</b>	<b>17.0</b>
<b>Total Expenditures Before Depreciation</b>	<b>\$ 784,940</b>	<b>\$ 827,309</b>	<b>\$ 815,847</b>	<b>\$ (30,906)</b>	<b>(3.9)</b>	<b>\$ 11,463</b>	<b>1.4</b>
Depreciation	\$ -	\$ -	\$ -	\$ -	-	\$ -	-
GASB 75 OPEB Expense Adjustment	-	-	-	-	-	-	-
GASB 68 Pension Expense Adjustment	-	-	-	-	-	-	-
Environmental Remediation	-	-	-	-	-	-	-
<b>Total Expenditures</b>	<b>\$ 784,940</b>	<b>\$ 827,309</b>	<b>\$ 815,847</b>	<b>\$ (30,906)</b>	<b>(3.9)</b>	<b>\$ 11,463</b>	<b>1.4</b>
<b>Baseline Cash Deficit</b>	<b>\$ (524,022)</b>	<b>\$ (573,870)</b>	<b>\$ (568,028)</b>	<b>\$ (44,006)</b>	<b>(8.4)</b>	<b>\$ 5,842</b>	<b>1.0</b>

\*Totals may not add due to rounding

**MTA BUS COMPANY**  
**2019 Adopted Budget and Final Estimate vs. Preliminary Actual**  
**Cash Conversion (Cash Flow Adjustments)**  
(\$ in millions)

	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Preliminary Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
<b>Receipts</b>							
Farebox Revenue	\$ -	\$ -	\$ 4.627	\$ 4.627	-	\$ 4.627	-
Other Operating Revenue	-	-	(1.925)	(1.925)	-	(1.925)	-
Capital and Other Reimbursements	5.383	5.383	0.000	(5.383)	(100.0)	(5.383)	(100.0)
<b>Total Receipts</b>	<b>\$ 5.383</b>	<b>\$ 5.383</b>	<b>\$ 2.703</b>	<b>\$ (2.680)</b>	<b>(49.8)</b>	<b>\$ (2.680)</b>	<b>(49.8)</b>
<b>Expenditures</b>							
<b>Labor:</b>							
Payroll	\$ (1,379)	\$ (1,379)	\$ 3,433	\$ 4,812	*	\$ 4,812	*
Overtime	-	-	(0.001)	(0.001)	-	(0.001)	-
Health and Welfare	-	(5.600)	(1.575)	(1.575)	-	4.025	71.9
OPEB Current Payment	-	-	1.029	1.029	-	1.029	-
Pensions	0.174	0.174	(0.003)	(0.177)	*	(0.177)	*
Other Fringe Benefits	15.177	15.177	6.322	(8.855)	(58.3)	(8.855)	(58.3)
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	-	(0.000)	-	-	-	0.000	100.0
<b>Total Labor Expenditures</b>	<b>\$ 13.972</b>	<b>\$ 8.372</b>	<b>\$ 9.205</b>	<b>\$ (4.767)</b>	<b>(34.1)</b>	<b>\$ 0.833</b>	<b>10.0</b>
<b>Non-Labor:</b>							
Traction and Propulsion Power	\$ -	\$ -	\$ 0.001	\$ (0.001)	-	\$ (0.001)	-
Fuel for Buses and Trains	1.423	1.423	(0.146)	(1.569)	*	(1.569)	*
Insurance	-	(5.900)	(5.595)	(5.595)	-	0.305	5.2
Claims	34.732	34.732	28.190	(6.542)	(18.8)	(6.542)	(18.8)
Maintenance and Other Operating Contracts	1.488	(13.712)	(11.256)	(12.745)	*	2.455	17.9
Professional Service Contracts	-	(6.900)	(2.287)	(2.287)	-	4.613	66.9
Materials & Supplies	(0.001)	(7.701)	(1.645)	(1.645)	*	6.055	78.6
Other Business Expenses	0.000	0.000	0.037	0.036	*	0.036	*
<b>Total Non-Labor Expenditures</b>	<b>\$ 37.643</b>	<b>\$ 1.943</b>	<b>\$ 7.298</b>	<b>\$ (30.345)</b>	<b>(80.6)</b>	<b>\$ 5.355</b>	<b>*</b>
<b>Total Cash Conversion Adjustments before Depreciation and GASB Adjs.</b>	<b>\$ 56.998</b>	<b>\$ 15.698</b>	<b>\$ 19.206</b>	<b>\$ (37.792)</b>	<b>(66.3)</b>	<b>\$ 3.508</b>	<b>22.4</b>
Depreciation	\$ 54.341	\$ 54.341	\$ 42.332	\$ (12.009)	(22.1)	\$ (12.009)	(22.1)
GASB 75 OPEB Expense Adjustment	100.150	100.150	-	(100.150)	(100.0)	(100.150)	(100.0)
GASB 68 Pension Expense Adjustment	85.900	110.700	-	(85.900)	(100.0)	(110.700)	(100.0)
Environmental Remediation	-	-	1.664	(1.664)	-	1.664	-
<b>Baseline Total Cash Conversion Adjustments</b>	<b>\$ 297.389</b>	<b>\$ 280.889</b>	<b>\$ 63.202</b>	<b>\$ (234.187)</b>	<b>(78.7)</b>	<b>\$ (217.687)</b>	<b>(77.5)</b>

\*Totals may not add due to rounding

**MTA BUS COMPANY**  
**Explanation of Variances between 2019 Final Estimate and Preliminary Actual: Cash**  
**December 2019 Year-to-Date**

Generic Revenue or Expense Category	Variance Fav (Unfav)		Reason for Variance
	\$	%	
Farebox Revenue	\$4.617	2.1	Higher ridership
Other Operating Revenue	(\$5.002)	(24.7)	Lower Advertising Revenues and Student reimbursment
Capital and Other Reimbursements	(\$5.237)	(46.3)	Timing of reimbursable projects
Payroll	(\$12.882)	(4.4)	Mainly due to interagency billings, retro payment and timing of reimbursable projects
Overtime	(\$8.528)	(12.5)	Mainly due to running time/traffic and bus maintenance/campaign
Health and Welfare	(\$7.108)	(8.8)	} Timing of payments
OPEB Current Payment	(\$0.731)	(3.0)	
Pensions	\$0.520	0.9	Timing of Payments
Other Fringe Benefits	(\$1.521)	(2.7)	Higher Expenses
Reimbursable Overhead	\$0.000	100.0	(a)
GASB account	\$0.000	-	(a)
Traction and Propulsion Power	\$0.057	3.2	Lower rates
Fuel for Buses and Trains	(\$1.310)	(5.6)	Payment for prior periods
Insurance	\$1.998	16.4	Timing of payments
Claims	(\$18.156)	(68.2)	Higher than anticipated claim payouts
Maintenance and Other Operating Contracts	\$21.512	34.3	Timing of Shop program, bus technology and Facility
Professional Service Contracts	\$22.181	42.1	Mainly due to Timing of interagency billings, New Fare System (OMNY) and Bus Technology
Materials & Supplies	\$14.010	23.2	Timing of New Fare System (OMNY), SBS rollout and lower general maintenance expenses
Other Business Expenses	\$1.421	27.4	Timing of payments

**Total Expense Variance**      \$11.463

**Net Variance**                      \$5.842

\* Variance exceeds 100%.

(a) - Variance less than 5% or below \$ threshold

**MTA BUS COMPANY  
2019 YEAR-END REPORT  
UTILIZATION  
(in millions)**

	December Year-to-Date			Favorable/(Unfavorable) Variance			
	2019 Adopted Budget	2019 Final Estimate	Preliminary Actual	2019 Adopted Budget		2019 Final Estimate	
				\$	%	\$	%
<b><u>Farebox Revenue</u></b>							
Fixed Route	\$ 228.953	\$ 221.848	\$ 221.838	\$ (7.115)	(3.1)	\$ (0.010)	0.0
<b>Total Farebox Revenue</b>	<b>\$ 228.953</b>	<b>\$ 221.848</b>	<b>\$ 221.838</b>	<b>\$ (7.115)</b>	<b>(3.1)</b>	<b>\$ (0.010)</b>	<b>0.0</b>
<b><u>Ridership</u></b>							
Fixed Route	120.053	119.555	120.427	0.374	0.3	0.872	0.7
<b>Total Ridership</b>	<b>120.053</b>	<b>119.555</b>	<b>120.427</b>	<b>0.374</b>	<b>0.3</b>	<b>0.872</b>	<b>0.7</b>

**MTA BUS COMPANY**  
**NON-REIMBURSABLE AND REIMBURSABLE BY FUNCTION AND DEPARTMENT**  
**FULL - TIME POSITIONS AND FULL - TIME EQUIVALENTS**  
**DECEMBER 2019 YEAR-TO-DATE**

FUNCTION/DEPARTMENT	Final Estimate	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Office of the EVP	3	3	-	
Human Resources	22	17	5	
Office of Management and Budget	16	12	4	
Technology & Information Services	-	-	-	
Material	17	14	3	
Controller	19	19	-	
Office of the President	4	4	-	
System Safety Administration	5	-	5	
Law	24	21	3	
Corporate Communications	-	-	-	
Labor Relations	-	-	-	
Strategic Office	30	19	11	
Non-Departmental	3	-	3	
<b>Total Administration</b>	<b>143</b>	<b>109</b>	<b>34</b>	Vacancies
<b>Operations</b>				
Buses	2,338	2,347	(9)	Excess Bus Operators
Office of the Executive VP	4	5	(1)	
Safety & Training	64	35	30	Lower Bus Operator training
Road Operations	141	142	(1)	
Transportation Support	23	23	-	
Operations Planning	34	33	1	
Revenue Control	7	6	1	
<b>Total Operations</b>	<b>2,611</b>	<b>2,591</b>	<b>21</b>	
<b>Maintenance</b>				
Buses	731	737	(6)	
Maintenance Support/CMF	235	235	-	
Facilities	80	78	2	
Supply Logistics	104	101	3	
<b>Total Maintenance</b>	<b>1,150</b>	<b>1,151</b>	<b>(1)</b>	
Capital Program Management	37	26	11	
<b>Total Engineering/Capital</b>	<b>37</b>	<b>26</b>	<b>11</b>	Vacancies mainly Managers
Security	15	12	3	
<b>Total Public Safety</b>	<b>15</b>	<b>12</b>	<b>3</b>	Vacancies mainly Managers
<b>Total Positions</b>	<b>3,956</b>	<b>3,889</b>	<b>68</b>	
Non-Reimbursable	3,916	3,853	64	
Reimbursable	40	36	4	
<b>Total Full-Time</b>	<b>3,938</b>	<b>3,878</b>	<b>61</b>	
Total Full-Time Equivalents	18	11	7	

**MTA BUS COMPANY  
NON-REIMBURSABLE AND REIMBURSABLE BY FUNCTION AND DEPARTMENT  
FULL - TIME POSITIONS AND FULL - TIME EQUIVALENTS  
DECEMBER 2019 YEAR-TO-DATE**

FUNCTION/OCCUPATIONAL GROUP	Final Estimate	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Managers/Supervisors	63	43	20	
Professional, Technical, Clerical	78	66	12	
Operational Hourlies	2	-	2	
<b>Total Administration</b>	<b>143</b>	<b>109</b>	<b>34</b>	Vacancies
<b>Operations</b>				
Managers/Supervisors	316	316	-	
Professional, Technical, Clerical	44	48	(4)	
Operational Hourlies	2,251	2,227	25	
<b>Total Operations</b>	<b>2,611</b>	<b>2,591</b>	<b>21</b>	Excess Bus Operators/offset by less Students in training
<b>Maintenance</b>				
Managers/Supervisors	242	238	4	
Professional, Technical, Clerical	33	36	(3)	
Operational Hourlies	875	877	(2)	
<b>Total Maintenance</b>	<b>1,150</b>	<b>1,151</b>	<b>(1)</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	21	15	6	
Professional, Technical, Clerical	16	11	5	
Operational Hourlies	-	-	-	
<b>Total Engineering/Capital</b>	<b>37</b>	<b>26</b>	<b>11</b>	Vacancies mainly Managers
<b>Public Safety</b>				
Managers/Supervisors	9	6	3	
Professional, Technical, Clerical	6	6	-	
Operational Hourlies	-	-	-	
<b>Total Public Safety</b>	<b>15</b>	<b>12</b>	<b>3</b>	Vacancies mainly Managers
<b>Total Baseline Positions</b>				
Managers/Supervisors	651	618	33	
Professional, Technical, Clerical	177	167	10	
Operational Hourlies	3,128	3,104	25	
<b>Total Baseline Positions</b>	<b>3,956</b>	<b>3,889</b>	<b>68</b>	



MTA Bus Company  
Preliminary 2019 Overtime Results  
Non-Reimbursable/Reimbursable Overtime  
(\$ in millions)

	2019 Adopted Budget		2019 Final Estimate		Actuals		2019 Adopted vs. Actuals		2019 Final Estimate vs. Actuals	
	Hours	\$	Hours	\$	Hours	\$	Var. - Fav./(Unfav)		Var. - Fav./(Unfav)	
							Hours	\$	Hours	\$
<b>NON-REIMBURSABLE OVERTIME</b>										
<u>Scheduled Service</u>	658,444	\$26.352	699,045	\$28.851	607,726	\$30.415	50,718 7.7%	(\$4.063) -15.4%	91,319 13.1%	(\$1.564) -5.4%
<u>Unscheduled Service</u>	133,555	\$5.850	146,888	\$6.506	138,253	\$6.500	(4,698) -3.5%	(\$0.651) -11.1%	8,635 5.9%	\$0.005 0.1%
<u>Programmatic/Routine Maintenance</u>	257,712	\$11.325	314,779	\$13.652	401,687	\$19.689	(143,976) -55.9%	(\$8.364) -73.9%	(86,909) -27.6%	(\$6.037) -44.2%
<u>Unscheduled Maintenance</u>	0	\$0.000	0	\$0.000	0	\$0.000	- 0.0%	(\$0.000) 0.0%	- 0.0%	(\$0.000) 0.0%
<u>Vacancy/Absentee Coverage</u>	308,065	\$16.603	317,566	\$17.084	418,062	\$18.329	(109,996) -35.7%	(\$1.726) -10.4%	(100,495)	(\$1.245)
<u>Weather Emergencies</u>	45,129	\$1.726	45,129	\$1.726	29,412	\$1.406	15,717 *	\$0.320 *	15,717	\$0.320
<u>Safety/Security/Law Enforcement</u>	3,127	\$0.166	3,127	\$0.166	1,477	\$0.125	1,650 52.8%	\$0.041 24.7%	1,650 52.8%	\$0.041 24.7%
<u>Other</u>	3,316	\$0.279	3,316	\$0.279	2,733	\$0.259	583 17.6%	\$0.020 7.3%	583 17.6%	\$0.020 7.3%
							-13.5%	-23.1%	-4.5%	-12.4%
<b>TOTAL NON-REIMBURSABLE OVERTIME:</b>	<b>1,409,348</b>	<b>\$62.301</b>	<b>1,529,850</b>	<b>\$68.264</b>	<b>1,599,349</b>	<b>\$76.723</b>	<b>(190,002)</b> <b>-13.5%</b>	<b>(\$14.422)</b> <b>-23.1%</b>	<b>(69,500)</b> <b>-4.5%</b>	<b>(\$8.459)</b> <b>-12.4%</b>
<b>REIMBURSABLE OVERTIME <sup>1</sup></b>	<b>0</b>	<b>\$0.000</b>	<b>0</b>	<b>\$0.000</b>	<b>2,137</b>	<b>\$0.070</b>	<b>(2,137)</b>	<b>(\$0.070)</b>	<b>(2,137)</b>	<b>(\$0.070)</b>
<b>TOTAL OVERTIME</b>	<b>1,409,348</b>	<b>\$62.301</b>	<b>1,529,850</b>	<b>\$68.264</b>	<b>1,601,486</b>	<b>\$76.793</b>	<b>(192,138)</b>	<b>(\$14.492)</b>	<b>(71,636)</b> <b>-4.7%</b>	<b>(\$8.529)</b> <b>-12.5%</b>

<sup>1</sup> All other & reimbursable budget and actual includes PTE \$ 's only. Does not include hours.

\* Above 100%

MTA Bus Company  
Preliminary 2019 Overtime Results  
Non-Reimbursable/Reimbursable Overtime  
(\$ in millions)

December 2019 Year-to-Date vs. Final Estimate

	Var. - Fav./(Unfav)		Explanations
	Hours	\$	
<u>Scheduled Service</u>	91,319 13.1%	(\$1.564) -5.4%	Less schedule service operated and Running Time
<u>Unscheduled Service</u>	8,635 5.9%	\$0.005 0.1%	
<u>Programmatic/Routine Maintenance</u>	(86,909) -27.6%	(6.037) -44.2%	Unfavorable variance due to maintenance on the Overage Fleet, Campaign work and Retro payment.
<u>Unscheduled Maintenance</u>	- 0.0%	(0.000) 0.0%	
<u>Vacancy/Absentee Coverage</u>	(100,495) 0.0%	(\$1.245) 0.0%	Vacancy/Absentee Coverage due to poor availability
<u>Weather Emergencies</u>	15,717 0.0%	\$0.320 0.0%	
<u>Safety/Security/Law Enforcement</u>	1,650 52.8%	\$0.041 24.7%	
<u>Other</u>	583 17.6%	\$0.020 7.3%	
Total Unscheduled	(69,500) -4.5%	(\$8.459) -12.4%	
<b>TOTAL NON-REIMBURSABLE OVERTIME:</b>	<b>(69,500)</b> <b>-4.5%</b>	<b>(\$8.459)</b> <b>-12.4%</b>	
<b>REIMBURSABLE OVERTIME <sup>1</sup></b>	<b>(2,137)</b>	<b>(\$0.070)</b>	
<b>TOTAL OVERTIME</b>	<b>(71,636)</b> <b>-4.7%</b>	<b>(\$8.529)</b> <b>-12.5%</b>	

<sup>1</sup> All other & reimbursable budget and actual includes PTE \$ 's only. Does not include hours.

\* Above 100%

**MTA Bus Company  
2019 Overtime Reporting  
Overtime legend**

<u>Type</u>	<u>Definition</u>
<i>Scheduled Service</i>	Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays).
<i>Unscheduled Service</i>	Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related.
<i>Programmatic/Routine Maintenance</i>	<i>Program Maintenance work for which overtime is planned (e.g. Railroad Tie Replacement, Sperry Rail Testing, Running Board Replacement Programs). This also includes Routine Maintenance work for which OT has been planned, as well as all other maintenance <u>not resulting from extraordinary events</u>, including running repairs. Program/Routine maintenance work is usually performed during hours that are deemed more practical in order to minimize service disruptions, and includes contractual scheduled pay over 8 hours.</i>
<i>Unscheduled Maintenance</i>	Resulting from an <u>extraordinary event</u> (not weather-related) requiring the use of unplanned maintenance to perform repairs on trains, buses, subway and bus stations, depots, tracks and administrative and other facilities, including derailments, tour length and weekend coverage.
<i>Vacancy/Absentee Coverage</i>	Provides coverage for an absent employee or a vacant position.
<i>Weather Emergencies</i>	Coverage necessitated by extreme weather conditions (e.g. snow, flooding, hurricane, and tornadoes), as well as preparatory and residual costs.
<i>Safety/Security/Law Enforcement</i>	Coverage required to provide additional customer & employee protection and to secure MTA fleet facilities, transportation routes, and security training.
<i>Other</i>	Includes overtime coverage for clerical, administrative positions that are eligible for overtime.
<i>Reimbursable Overtime</i>	Overtime incurred to support projects that are reimbursed from the MTA Capital Program and other funding sources.

# Preliminary November 2019 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary 2019 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:

- November 2019 New York City Transit ridership of 186.8 million was 5.3 million (2.9 percent) above forecast, of which subway ridership of 140.7 million was 2.8 million (2.0 percent) above forecast, and bus ridership of 45.2 million was 2.6 million (6.0 percent) above forecast.
- November 2019 farebox revenue of \$384.7 million was \$8.3 million (2.2 percent) above forecast.

Operating expenses of \$739.7 million were less than forecast in October by \$20.3 million (2.7 percent).

- Labor expenses were lower by a net \$10.8 million (1.9 percent), due largely to favorable results in payroll, health & welfare/OPEB current expenses and reimbursable overhead credits, partly offset by higher overtime expenses.
- Non-labor expenses were favorable on a net basis by \$9.5 million (5.3 percent), driven mostly by underruns in several accounts.

**Preliminary financial results for 2019 are presented in the table below and compared to the forecast.**

Preliminary Financial Results Compared to Fcst							
Category (\$ in millions)	Nov Results			Fcst \$	Nov Year-to-Date Results		
	Variance Fav(UnFav)		Prelim Actual \$		Variance Fav(UnFav)		
	\$	%			\$	%	
Total Farebox Revenue	8.3	2.2	4,163.7	4,226.6	62.9	1.5	
Nonreimb. Exp. before Dep./OPEB	20.3	2.7	(8,076.9)	(8,140.7)	(63.8)	(0.8)	
Net Cash Deficit*	15.3	5.5	(3,293.0)	(3,395.9)	(102.9)	(3.1)	

\*Excludes Subsidies and Debt Service

November 2019 farebox revenue of \$384.7 million was \$8.3 million (2.2 percent) above forecast. Subway revenue was \$4.2 million (1.4 percent) above forecast, bus revenue was \$4.1 million (5.7 percent) above forecast, and Paratransit revenue was less than \$0.1 million (2.0 percent) below forecast. Accrued fare media liability was equal to forecast. The November 2019 non-student average fare of \$2.14 increased 9.2¢ from November 2018; subway fare increased 9.6¢; local bus fare increased 6.8¢; express bus fare increased 50.0¢.

Total ridership in November 2019 of 186.8 million was 5.3 million (2.9 percent) above forecast. Average weekday ridership in November 2019 was 7.5 million, 1.3 percent above November 2018. Average weekday ridership for the twelve months ending November 2019 was 7.3 million, 0.1 percent lower than the twelve months ending November 2018.

**Nonreimbursable expenses**, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were below forecast in November by a net \$20.3 million (2.7 percent).

**Labor expenses** underran forecast by a net \$10.8 million (1.9 percent), including favorable results in payroll expenses of \$6.9 million (2.2 percent), reimbursable overhead credits of \$3.9 million (18.5 percent) and health & welfare/OPEB current expenses of \$3.5 million (2.9 percent), partly offset by unfavorable results in overtime expenses of \$6.6 million (15.1 percent).

**Non-labor expenses** were also below forecast by a net \$9.5 million (5.3 percent), including underruns in maintenance contract expenses of \$7.5 million (23.7 percent), materials & supplies of \$6.4 million (21.4 percent), professional service contract expenses of \$4.4 million (27.0 percent) and paratransit expenses of \$3.9 million (9.3 percent). These underruns were partly offset by higher claims expenses of \$10.7 million (61.2 percent).

**Year-to-date**, nonreimbursable expenses were in excess of forecast by \$63.8 million (0.8 percent), of which labor expenses exceeded forecast by \$80.8 million (1.3 percent), including higher overtime expenses of \$50.7 million (10.0 percent), an overrun in health & welfare/OPEB current expenses of \$21.2 million (1.6 percent), and higher other fringe benefits of \$18.0 million (4.2 percent). Non-labor expenses were favorable by a net \$16.3 million (0.8 percent), including favorable results in maintenance contracts of \$27.4 million (9.3 percent), paratransit service contracts of \$14.5 million (3.2 percent), professional service contracts of \$8.2 million (4.6 percent) and materials & supplies of \$5.7 million (1.8 percent), partly offset by higher claims expenses of \$21.3 million (11.1 percent).

The **net cash deficit** for November year-to-date was \$3,395.9 million, unfavorable to forecast by \$102.9 million (3.1 percent), due mainly to the delayed resolution of capital project overruns.

## Financial Results

### Farebox Revenue

Nov 2019 Farebox Revenue - (\$ in millions)								
	Nov				Nov Year-to-Date			
	MYF	Prelim Actual	Favorable(Unfavorable)		MYF	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	295.2	299.4	4.2	1.4%	3,227.9	3,270.5	42.6	1.3%
NYCT Bus	72.7	76.8	4.1	5.7%	842.3	862.7	20.3	2.4%
Paratransit	2.0	2.0	0.0	(2.0%)	21.5	21.5	0.0	(0.1%)
Subtotal	369.9	378.2	8.3	2.2%	4,091.8	4,154.7	62.9	1.5%
Fare Media Liability	6.5	6.5	0.0	0.0%	72.0	72.0	0.0	0.0%
<b>Total - NYCT</b>	<b>376.4</b>	<b>384.7</b>	<b>8.3</b>	<b>2.2%</b>	<b>4,163.7</b>	<b>4,226.6</b>	<b>62.9</b>	<b>1.5%</b>

Note: Total may not add due to rounding

The positive revenue variance is due in part to more favorable ridership than forecast.

### Average Fare

November Non-Student Average Fare - (in \$)				
	NYC Transit			
	2018	Prelim 2019	Change	
			Amount	Percent
Subway	2.129	2.225	0.096	4.5%
Local Bus	1.700	1.768	0.068	4.0%
Subway & Local Bus	2.029	2.117	0.088	4.3%
Express Bus	5.296	5.795	0.500	9.4%
<b>Total</b>	<b>2.045</b>	<b>2.137</b>	<b>0.092</b>	<b>4.5%</b>

The increase in the non-student average fare from the prior year is largely due to the April 21<sup>st</sup> fare increase.

## **Nonreimbursable Expenses**

**Nonreimbursable expenses, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were under forecast in the month of November by \$20.3 million (2.7 percent).**

***Labor expenses were less than forecast by \$10.8 million (1.9 percent):***

- Payroll expenses were under by \$6.9 million (2.2 percent), due largely to vacancies and the favorable timing of miscellaneous expenses.
- Reimbursable overhead credits were favorable by \$3.9 million (18.5 percent), largely resulting from higher reimbursable work requirements.
- Health & welfare/OPEB current expenses were less by \$3.5 million (2.9 percent), due largely to lower charges and higher credits than anticipated.
- Pension expenses were less than forecast by \$2.0 million (2.2 percent), due to the favorable timing of NYCERS expenses.
- Other fringe benefits were below forecast by \$1.2 million (2.9 percent), mostly from lower FICA expenses.
- Overtime expenses overran by \$6.6 million (15.1 percent), due primarily to requirements for infrastructure, signals, power repair and inspection, along with station maintenance project needs.

***Non-labor expenses were lower than forecast by a net \$9.5 million (5.3 percent):***

- Maintenance contract expenses were less by \$7.5 million (23.7 percent), due mostly to the favorable timing of expenses/payments.
- Materials & supplies underran by \$6.4 million (21.4 percent), due principally to the favorable timing of material requirements.
- Professional service contract expenses were under by \$4.4 million (27.0 percent), due largely to the favorable timing of information technology-related requirements and various professional service needs.
- Paratransit service contract expenses underran by \$3.9 million (9.3 percent), involving negotiated contract modifications.
- Claims expense were over forecast by \$10.7 million (61.2 percent), based on a preliminary projection of reserve requirements in anticipation of a year-end actuarial update.
- Electric power expenses overran by \$1.1 million (5.2 percent), due mostly to unfavorable pricing and consumption.

**Year-to-date, nonreimbursable expenses exceeded forecast by \$63.8 million (0.8 percent).**

***Labor expenses exceeded forecast by \$80.0 million (1.3 percent):***

- Overtime expenses overran by \$50.7 million (10.0 percent), due primarily to requirements for infrastructure, signals, power repair and inspection, along with station maintenance project needs. Also, SAP project overruns related to car equipment fleet improvements, track/infrastructure defect repairs and emergency response efforts.
- Health & welfare/OPEB current expenses were over by \$21.3 million (1.7 percent), due largely to higher charges and lower credits than anticipated.
- Other fringe benefits were above forecast by \$18.0 million (4.2 percent), largely due to lower reimbursable work requirements, resulting in unfavorable overhead results, and higher FICA expenses than anticipated.
- Payroll expenses were favorable by \$5.1 million (0.2 percent), due primarily to vacancies and the favorable timing of miscellaneous expenses.

**Non-labor expenses were lower than forecast by a net \$16.3 million (0.8 percent):**

- Maintenance contract expenses were less by \$27.4 million (9.3 percent), due mostly to the favorable timing of maintenance services and building-related expenses.
- Paratransit service contract expenses underran by \$14.5 million (3.2 percent), involving negotiated contract modifications.
- Professional service contract expenses were under by \$8.2 million (4.6 percent), due largely to the favorable timing of information technology-related requirements.
- Materials & supplies expenses underran by \$5.7 million (1.8 percent), due principally to the favorable timing of materiel requirements.
- Claims expense were over forecast by \$21.3 million (11.1 percent), based on a preliminary projection of reserve requirements in anticipation of a year-end actuarial update.
- Other business expenses were higher by \$11.3 million (14.6 percent), due mostly to the impact of reimbursable job closing adjustments.
- Electric power expenses overran by \$5.2 million (2.0 percent), due mostly to higher prices and consumption.

Depreciation expenses year-to-date were higher than forecast by \$80.1 million (4.7 percent).

GASB #75 OPEB Expense Adjustment reported a credit of \$27.6 million year-to-date, resulting in a favorable variance to forecast of \$49.4 million.

GASB #68 Pension Adjustment reported a credit of \$104.8 million year-to-date, resulting in a favorable variance to forecast of \$99.9 million.

**Net Cash Deficit**

The net cash deficit for November year-to-date was \$3,395.9 million, unfavorable to forecast by \$102.9 million (3.1 percent), due mainly to the delayed resolution of capital project overruns.



## Ridership Results

Nov 2019 Ridership vs. MYF - (in millions)									
	Nov				Nov Year-to-Date				
	MYF	Prelim Actual	More(Less)		MYF	Prelim Actual	More(Less)		
			Amount	Percent			Amount	Percent	
Subway	137.9	140.7	2.8	2.0%	1,538.1	1,557.9	19.8	1.3%	
NYCT Bus	42.6	45.2	2.6	6.0%	501.2	513.6	12.5	2.5%	
Paratransit	1.0	0.9	0.0	(3.4%)	10.2	9.9	(0.3)	(3.0%)	
<b>Total - NYCT</b>	<b>181.5</b>	<b>186.8</b>	<b>5.3</b>	<b>2.9%</b>	<b>2,049.4</b>	<b>2,081.4</b>	<b>32.0</b>	<b>1.6%</b>	

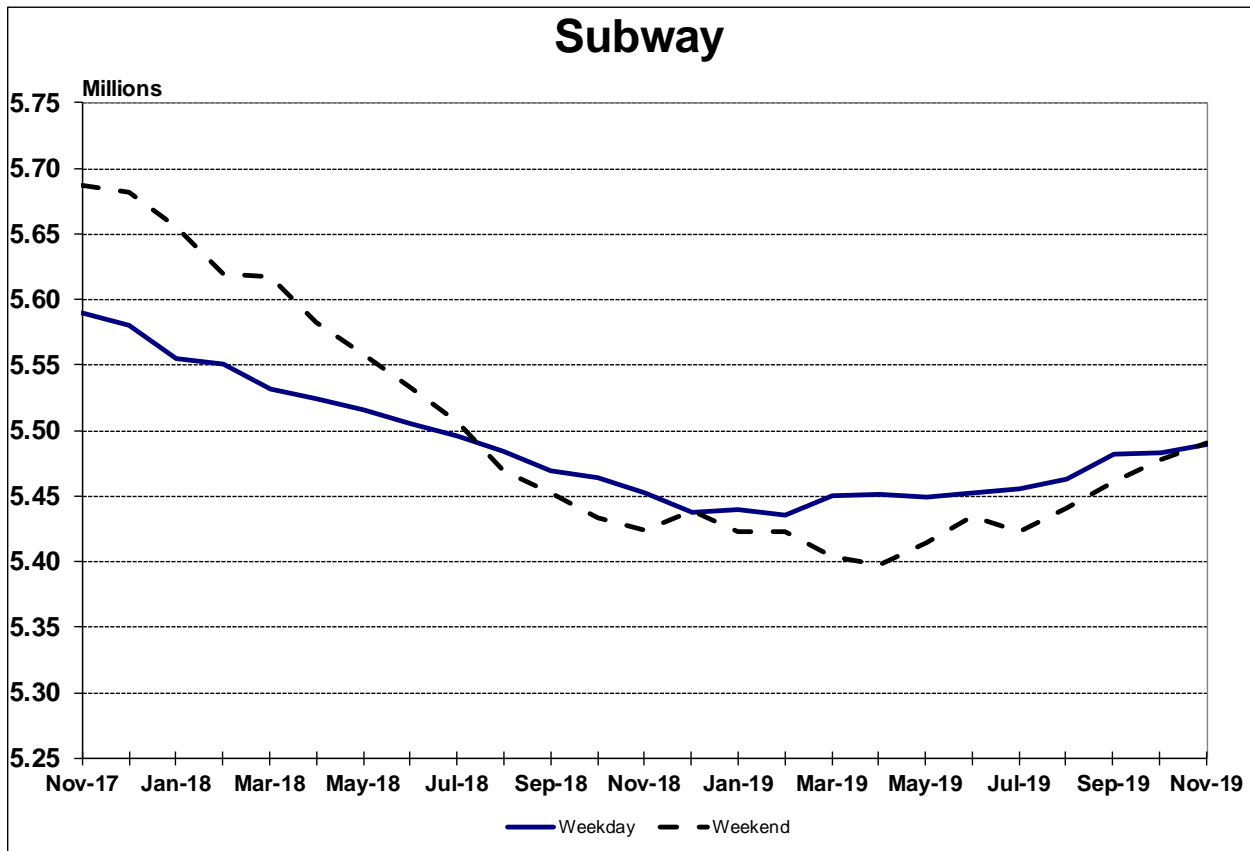
Note: Total may not add due to rounding

November Average Weekday and Weekend Ridership vs. Prior Year									
Month	Average Weekday - (thousands)				Average Weekend - (thousands)				
	2018	2019	Change		2018	2019	Change		
			Amount	Percent			Amount	Percent	
Subway	5,557	5,635	79	+1.4%	5,524	5,679	155	+2.8%	
NYCT Local Bus	1,738	1,749	11	+0.7%	1,949	1,901	(49)	-2.5%	
NYCT Express Bus	39	40	1	+2.3%	13	14	1	+10.8%	
Paratransit	33	35	3	+8.5%	39	42	3	+6.9%	
<b>TOTAL - NYCT</b>	<b>7,366</b>	<b>7,460</b>	<b>94</b>	<b>+1.3%</b>	<b>7,525</b>	<b>7,636</b>	<b>110</b>	<b>+1.5%</b>	
<b>12-Month Rolling Average</b>									
Subway	5,452	5,490	37	+0.7%	5,424	5,491	67	+1.2%	
Local Bus	1,782	1,735	(46)	-2.6%	1,977	1,945	(32)	-1.6%	
Express Bus	40	40	(0)	-0.0%	13	13	0	+3.6%	
Paratransit	30	34	4	+11.9%	37	41	4	+11.0%	
<b>TOTAL - NYCT</b>	<b>7,304</b>	<b>7,298</b>	<b>(5)</b>	<b>-0.1%</b>	<b>7,451</b>	<b>7,491</b>	<b>40</b>	<b>+0.5%</b>	

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

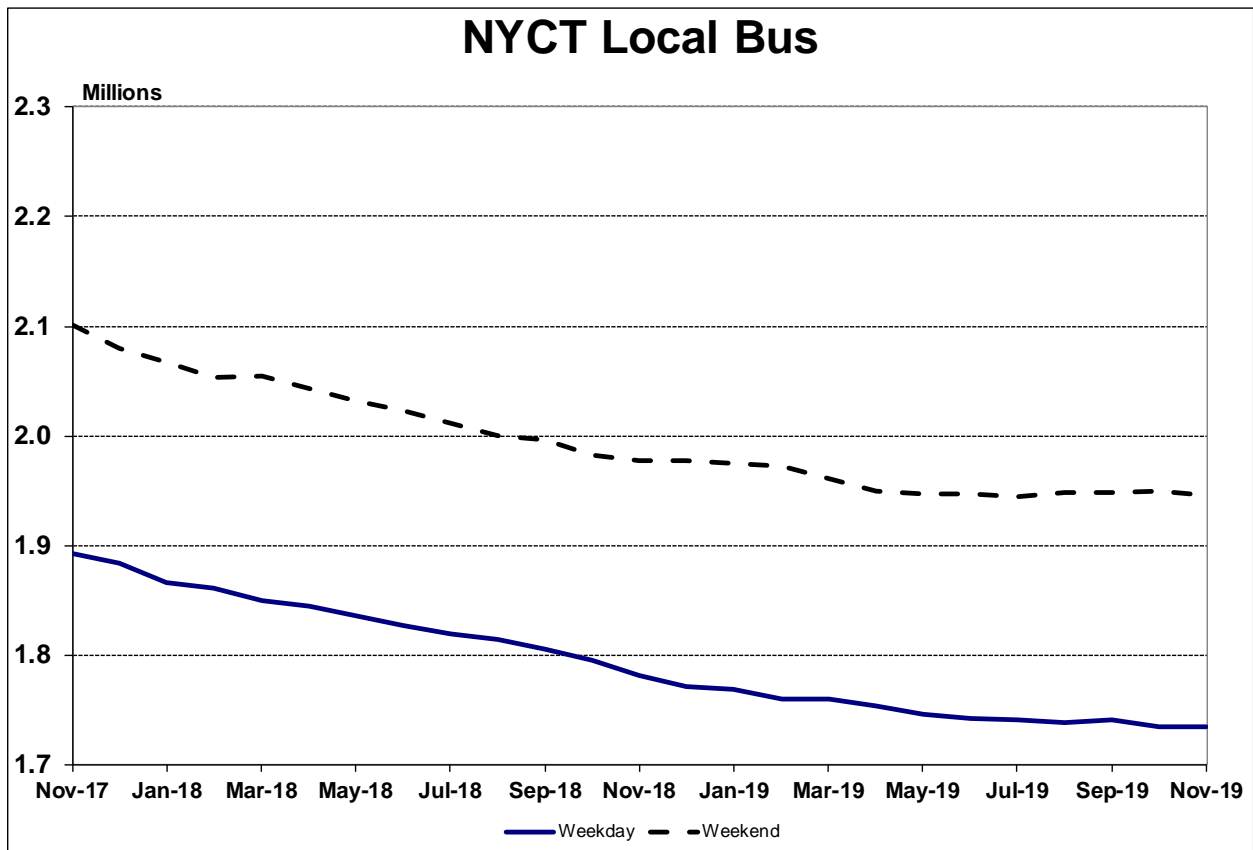
Ridership was favorable to forecast due in part to the reduction of service interruptions and delays as major Subway Action Plan initiatives were completed in the last year, and higher than expected ridership.

**Average Weekday and Weekend Ridership**  
*12-Month Rolling Averages*



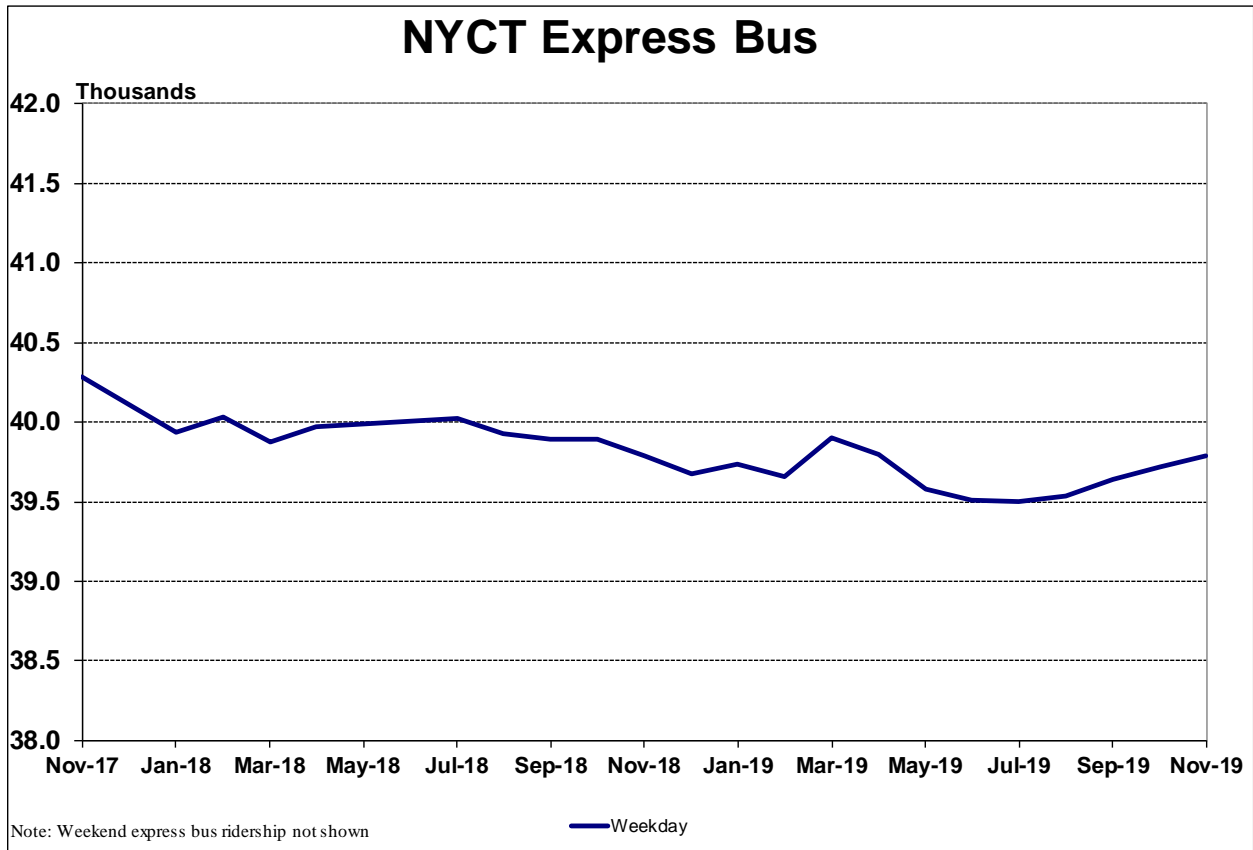
- Average weekday subway ridership was flat in 2016 and began to decline in 2017. In 2019, average weekday ridership has increased over the previous year for nine out of eleven months.
- Average weekend ridership decreased from 2015 to 2016, and from 2016 to 2017. Average weekend subway ridership in November 2019 was 2.8 percent higher than November 2018.

12-Month Rolling Averages



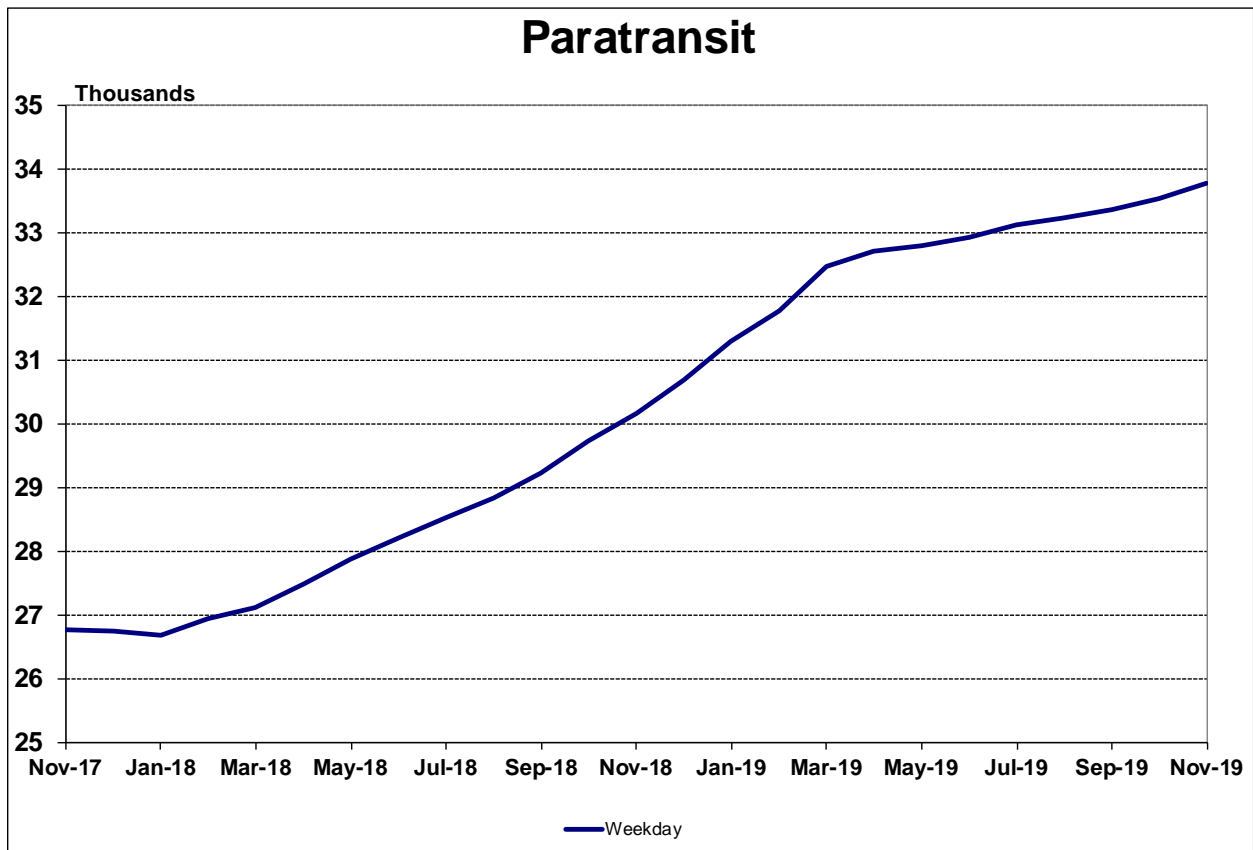
- The long-term downward trend in bus ridership accelerated in March 2017 and has largely continued in 2019, though the rate has slowed recently.

12-Month Rolling Averages



- After a period of stable ridership, express bus ridership has been declining since the March 2017 fare increase. Though ridership increased year-over-year from April 2018 to August 2018, returning to the 2016 ridership levels, ridership began to decline again in August of 2018.

12-Month Rolling Averages



- The increase in Paratransit ridership is driven by a growth in Enhanced Broker service trips.

## Ridership on New York Area Transit Services

From November 2018 to November 2019, average weekday ridership was mixed across area services. NYCT Paratransit (up 8.5 percent) saw the largest increase, while MTA Express Bus (down 8.4 percent) saw the largest decrease. Weekend ridership was mixed, with NYCT Express Bus (up 10.8 percent) posting the largest increase, while Staten Island Railway (down 86.7 percent) posting the largest loss. Staten Island Railway ridership was impacted by planned weekend service changes.

Ridership on Transit Services in the New York Area (thousands)						
Transit Service	Nov-18	Prelim Nov-19	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
<b>Average Weekday</b>						
NYCT Subway	5,557	5,635	+1.4%	5,452	5,490	+0.7%
NYCT Local Bus	1,738	1,749	+0.7%	1,782	1,735	-2.6%
NYCT Express Bus	39	40	+2.3%	40	40	-0.0%
NYCT Paratransit	33	35	+8.5%	30	34	+11.9%
Staten Island Railway	17	17	-2.6%	16	16	-1.7%
MTA Local Bus	367	358	-2.7%	363	361	-0.7%
MTA Express Bus	28	25	-8.4%	30	27	-7.8%
Long Island Rail Road	326	328	+0.7%	311	317	+1.8%
Metro-North Railroad	294	288	-2.0%	284	284	+0.0%
PATH	288	290	+0.9%	282	285	+1.1%
<b>Average Weekend</b>						
NYCT Subway	5,524	5,679	+2.8%	5,424	5,491	+1.2%
NYCT Local Bus	1,949	1,901	-2.5%	1,977	1,945	-1.6%
NYCT Express Bus	13	14	+10.8%	13	13	+3.6%
NYCT Paratransit	39	42	+6.9%	37	41	+11.0%
Staten Island Railway	7	1	-86.7%	8	5	-33.8%
MTA Local Bus	390	362	-7.1%	381	386	+1.5%
MTA Express Bus	12	12	-1.9%	12	12	-0.4%
Long Island Rail Road	209	210	+0.2%	206	212	+3.2%
Metro-North Railroad	247	247	+0.1%	237	242	+1.9%
PATH	200	184	-7.9%	194	189	-2.5%

MTA Bridges and Tunnels (thousands)						
Average Weekday	904	918	+1.6%	904	922	+2.0%
Average Weekend	1,684	1,690	+0.3%	1,657	1,727	+4.2%

Note: Percentages are based on unrounded data.

**MTA NEW YORK CITY TRANSIT**  
**Nov - 2019 Mid\_Year**  
**Accrual Statement of Operations By Category**  
**Month - Nov 2019**  
(\$ 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	Percent			Variance	Percent			Variance	Percent
<b>Revenue</b>												
<b>Farebox Revenue:</b>												
Subway	\$295.191	\$299.414	\$4.223	1.4	\$0.000	\$0.000	-	-	\$295.191	\$299.414	\$4.223	1.4
Bus	\$72.658	\$76.777	\$4.119	5.7	\$0.000	\$0.000	-	-	\$72.658	\$76.777	\$4.119	5.7
Paratransit	\$2.002	\$1.963	(0.039)	(2.0)	\$0.000	\$0.000	-	-	\$2.002	\$1.963	(0.039)	(2.0)
Fare Liability	\$6.541	\$6.539	(0.002)	0.0	\$0.000	\$0.000	-	-	\$6.541	\$6.539	(0.002)	0.0
<b>Farebox Revenue</b>	<b>\$376.392</b>	<b>\$384.693</b>	<b>\$8.301</b>	<b>2.2</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$376.392</b>	<b>\$384.693</b>	<b>\$8.301</b>	<b>2.2</b>
Fare Reimbursement	\$5.990	\$7.457	\$1.466	24.5	\$0.000	\$0.000	-	-	\$5.990	\$7.457	\$1.466	24.5
Paratransit Reimbursement	\$18.327	\$17.982	(0.345)	(1.9)	\$0.000	\$0.000	-	-	\$18.327	\$17.982	(0.345)	(1.9)
Other Operating Revenue	\$14.293	\$13.455	(0.838)	(5.9)	\$0.000	\$0.000	-	-	\$14.293	\$13.455	(0.838)	(5.9)
<b>Other Revenue</b>	<b>\$38.610</b>	<b>\$38.894</b>	<b>\$0.284</b>	<b>0.7</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$38.610</b>	<b>\$38.894</b>	<b>\$0.284</b>	<b>0.7</b>
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$109.777	\$117.547	\$7.770	7.1	\$109.777	\$117.547	\$7.770	7.1
<b>Total Revenue</b>	<b>\$415.002</b>	<b>\$423.587</b>	<b>\$8.585</b>	<b>2.1</b>	<b>\$109.777</b>	<b>\$117.547</b>	<b>\$7.770</b>	<b>7.1</b>	<b>\$524.779</b>	<b>\$541.134</b>	<b>\$16.355</b>	<b>3.1</b>
<b>Expenses</b>												
<b>Labor :</b>												
Payroll	\$309.114	\$302.259	\$6.855	2.2	\$44.167	\$40.413	\$3.754	8.5	\$353.280	\$342.671	\$10.609	3.0
Overtime	\$43.785	\$50.418	(6.633)	(15.1)	\$10.089	\$15.303	(5.215)	(51.7)	\$53.873	\$65.721	(11.848)	(22.0)
<b>Total Salaries &amp; Wages</b>	<b>\$352.899</b>	<b>\$352.677</b>	<b>\$0.222</b>	<b>0.1</b>	<b>\$54.255</b>	<b>\$55.716</b>	<b>(1.461)</b>	<b>(2.7)</b>	<b>\$407.154</b>	<b>\$408.392</b>	<b>(1.239)</b>	<b>(0.3)</b>
Health and Welfare	\$78.820	\$73.272	\$5.548	7.0	\$2.231	\$1.946	\$0.285	12.8	\$81.051	\$75.218	\$5.833	7.2
OPEB Current Payment	\$41.331	\$43.395	(2.064)	(5.0)	\$0.891	\$1.551	(0.660)	(74.1)	\$42.222	\$44.946	(2.724)	(6.5)
Pensions	\$87.718	\$85.745	\$1.973	2.2	\$3.517	\$3.492	\$0.024	0.7	\$91.234	\$89.237	\$1.997	2.2
Other Fringe Benefits	\$40.730	\$39.538	\$1.192	2.9	\$17.414	\$17.561	(0.147)	(0.8)	\$58.144	\$57.099	\$1.045	1.8
<b>Total Fringe Benefits</b>	<b>\$248.599</b>	<b>\$241.951</b>	<b>\$6.649</b>	<b>2.7</b>	<b>\$24.052</b>	<b>\$24.549</b>	<b>(0.497)</b>	<b>(2.1)</b>	<b>\$272.651</b>	<b>\$266.500</b>	<b>\$6.151</b>	<b>2.3</b>
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(21.205)	(25.121)	\$3.916	18.5	\$21.205	\$25.121	(3.916)	(18.5)	\$0.000	\$0.000	\$0.000	-
<b>Labor</b>	<b>\$580.292</b>	<b>\$569.506</b>	<b>\$10.786</b>	<b>1.9</b>	<b>\$99.512</b>	<b>\$105.386</b>	<b>(5.874)</b>	<b>(5.9)</b>	<b>\$679.805</b>	<b>\$674.892</b>	<b>\$4.913</b>	<b>0.7</b>
<b>Non-Labor :</b>												
Electric Power	\$21.756	\$22.886	(1.130)	(5.2)	\$0.020	\$0.031	(0.010)	(50.3)	\$21.776	\$22.916	(1.140)	(5.2)
Fuel	\$8.177	\$8.560	(0.383)	(4.7)	\$0.020	\$0.000	\$0.020	-	\$8.197	\$8.560	(0.363)	(4.4)
Insurance	\$5.840	\$6.011	(0.171)	(2.9)	\$0.000	\$0.000	-	-	\$5.840	\$6.011	(0.171)	(2.9)
Claims	\$17.409	\$28.061	(10.652)	(61.2)	\$0.000	\$0.000	-	-	\$17.409	\$28.061	(10.652)	(61.2)
Paratransit Service Contracts	\$41.784	\$37.911	\$3.872	9.3	\$0.000	\$0.000	-	-	\$41.784	\$37.911	\$3.872	9.3
Maintenance and Other Operating Contracts	\$31.679	\$24.169	\$7.510	23.7	\$3.685	\$3.584	\$0.102	2.8	\$35.364	\$27.753	\$7.611	21.5
Professional Service Contracts	\$16.175	\$11.814	\$4.361	27.0	\$0.700	\$1.712	(1.013)	-	\$16.875	\$13.526	\$3.349	19.8
Materials & Supplies	\$29.791	\$23.412	\$6.379	21.4	\$5.680	\$6.374	(0.695)	(12.2)	\$35.471	\$29.787	\$5.684	16.0
Other Business Expenses	\$7.096	\$7.368	(0.273)	(3.8)	\$0.159	\$0.460	(0.300)	-	\$7.255	\$7.828	(0.573)	(7.9)
<b>Non-Labor</b>	<b>\$179.707</b>	<b>\$170.193</b>	<b>\$9.514</b>	<b>5.3</b>	<b>\$10.264</b>	<b>\$12.161</b>	<b>(1.896)</b>	<b>(18.5)</b>	<b>\$189.971</b>	<b>\$182.353</b>	<b>\$7.618</b>	<b>4.0</b>
<b>Other Expense Adjustments:</b>												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$759.999</b>	<b>\$739.699</b>	<b>\$20.301</b>	<b>2.7</b>	<b>\$109.777</b>	<b>\$117.547</b>	<b>(7.770)</b>	<b>(7.1)</b>	<b>\$869.776</b>	<b>\$857.245</b>	<b>\$12.530</b>	<b>1.4</b>
Depreciation	\$156.505	\$166.055	(9.549)	(6.1)	\$0.000	\$0.000	-	-	\$156.505	\$166.055	(9.549)	(6.1)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Total Expenses</b>	<b>\$916.504</b>	<b>\$905.753</b>	<b>\$10.751</b>	<b>1.2</b>	<b>\$109.777</b>	<b>\$117.547</b>	<b>(7.770)</b>	<b>(7.1)</b>	<b>\$1,026.281</b>	<b>\$1,023.300</b>	<b>\$2.981</b>	<b>0.3</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(501.502)</b>	<b>(482.166)</b>	<b>\$19.336</b>	<b>3.9</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>(501.502)</b>	<b>(482.166)</b>	<b>\$19.336</b>	<b>3.9</b>

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 NEW YORK CITY TRANSIT**  
**Nov - 2019 Mid\_Year**  
**Accrual Statement of Operations By Category**  
**Year-To-Date - Nov 2019**  
(\$ in Millions)

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	Nonreimbursable				Reimbursable				Total			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Var Percent Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Percent
			Variance				Variance					
<b>Revenue</b>												
<b>Farebox Revenue:</b>												
Subway	\$3,227.938	\$3,270.528	\$42.590	1.3	\$0.000	\$0.000	-	-	\$3,227.938	\$3,270.528	\$42.590	1.3
Bus	\$842.337	\$862.670	\$20.333	2.4	\$0.000	\$0.000	-	-	\$842.337	\$862.670	\$20.333	2.4
Paratransit	\$21.476	\$21.456	(0.021)	(0.1)	\$0.000	\$0.000	-	-	\$21.476	\$21.456	(0.021)	(0.1)
Fare Liability	\$71.959	\$71.959	\$0.000	0.0	\$0.000	\$0.000	-	-	\$71.959	\$71.959	\$0.000	0.0
<b>Farebox Revenue</b>	<b>\$4,163.710</b>	<b>\$4,226.612</b>	<b>\$62.902</b>	<b>1.5</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$4,163.710</b>	<b>\$4,226.612</b>	<b>\$62.902</b>	<b>1.5</b>
Fare Reimbursement	\$78.026	\$76.576	(1.450)	(1.9)	\$0.000	\$0.000	-	-	\$78.026	\$76.576	(1.450)	(1.9)
Paratransit Reimbursement	\$200.719	\$197.722	(2.997)	(1.5)	\$0.000	\$0.000	-	-	\$200.719	\$197.722	(2.997)	(1.5)
Other Operating Revenue	\$158.424	\$156.871	(1.553)	(1.0)	\$0.000	\$0.000	-	-	\$158.424	\$156.871	(1.553)	(1.0)
<b>Other Revenue</b>	<b>\$437.169</b>	<b>\$431.169</b>	<b>(6.000)</b>	<b>(1.4)</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$437.169</b>	<b>\$431.169</b>	<b>(6.000)</b>	<b>(1.4)</b>
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$1,307.359	\$1,271.534	(35.825)	(2.7)	\$1,307.359	\$1,271.534	(35.825)	(2.7)
<b>Total Revenue</b>	<b>\$4,600.879</b>	<b>\$4,657.781</b>	<b>\$56.902</b>	<b>1.2</b>	<b>\$1,307.359</b>	<b>\$1,271.534</b>	<b>(35.825)</b>	<b>(2.7)</b>	<b>\$5,908.238</b>	<b>\$5,929.315</b>	<b>\$21.077</b>	<b>0.4</b>
<b>Expenses</b>												
<b>Labor :</b>												
Payroll	\$3,203.653	\$3,198.535	\$5.119	0.2	\$515.654	\$440.599	\$75.055	14.6	\$3,719.307	\$3,639.134	\$80.173	2.2
Overtime	\$504.969	\$555.696	\$(50.727)	(10.0)	\$131.045	\$179.466	\$(48.420)	(36.9)	\$636.015	\$735.162	\$(99.147)	(15.6)
<b>Total Salaries &amp; Wages</b>	<b>\$3,708.623</b>	<b>\$3,754.231</b>	<b>\$(45.608)</b>	<b>(1.2)</b>	<b>\$646.699</b>	<b>\$620.065</b>	<b>\$26.634</b>	<b>4.1</b>	<b>\$4,355.322</b>	<b>\$4,374.296</b>	<b>\$(18.974)</b>	<b>(0.4)</b>
Health and Welfare	\$858.299	\$857.132	\$1.167	0.1	\$24.121	\$22.448	\$1.673	6.9	\$882.420	\$879.581	\$2.840	0.3
OPEB Current Payment	\$445.653	\$468.100	\$(22.447)	(5.0)	\$9.695	\$10.295	\$(0.600)	(6.2)	\$455.347	\$478.395	\$(23.047)	(5.1)
Pensions	\$978.797	\$979.249	\$(0.452)	0.0	\$38.979	\$40.875	\$(1.896)	(4.9)	\$1,017.776	\$1,020.124	\$(2.348)	(0.2)
Other Fringe Benefits	\$423.929	\$441.937	\$(18.008)	(4.2)	\$207.757	\$192.621	\$15.137	7.3	\$631.687	\$634.558	\$(2.871)	(0.5)
<b>Total Fringe Benefits</b>	<b>\$2,706.678</b>	<b>\$2,746.418</b>	<b>\$(39.740)</b>	<b>(1.5)</b>	<b>\$280.552</b>	<b>\$266.239</b>	<b>\$14.314</b>	<b>5.1</b>	<b>\$2,987.230</b>	<b>\$3,012.657</b>	<b>\$(25.427)</b>	<b>(0.9)</b>
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	\$(270.403)	\$(275.702)	\$5.300	2.0	\$270.403	\$275.702	\$(5.300)	(2.0)	\$0.000	\$0.000	\$0.000	-
<b>Labor</b>	<b>\$6,144.898</b>	<b>\$6,224.947</b>	<b>\$(80.049)</b>	<b>(1.3)</b>	<b>\$1,197.654</b>	<b>\$1,162.006</b>	<b>\$35.648</b>	<b>3.0</b>	<b>\$7,342.552</b>	<b>\$7,386.953</b>	<b>\$(44.400)</b>	<b>(0.6)</b>
<b>Non-Labor :</b>												
Electric Power	\$255.830	\$260.993	\$(5.163)	(2.0)	\$0.231	\$0.315	\$(0.085)	(36.7)	\$256.061	\$261.309	\$(5.248)	(2.0)
Fuel	\$100.235	\$101.706	\$(1.471)	(1.5)	\$0.118	\$0.000	\$0.118	-	\$100.353	\$101.706	\$(1.353)	(1.3)
Insurance	\$63.070	\$63.270	\$(0.200)	(0.3)	\$0.000	\$0.000	\$0.000	-	\$63.070	\$63.270	\$(0.200)	(0.3)
Claims	\$191.500	\$212.803	\$(21.303)	(11.1)	\$0.000	\$0.096	\$(0.096)	-	\$191.500	\$212.899	\$(21.399)	(11.2)
Paratransit Service Contracts	\$452.538	\$438.071	\$14.467	3.2	\$0.000	\$0.000	\$0.000	-	\$452.538	\$438.071	\$14.467	3.2
Maintenance and Other Operating Contracts	\$293.651	\$266.291	\$27.360	9.3	\$39.416	\$42.947	\$(3.531)	(9.0)	\$333.067	\$309.238	\$23.829	7.2
Professional Service Contracts	\$180.429	\$172.214	\$8.215	4.6	\$7.905	\$17.723	\$(9.817)	-	\$188.334	\$189.937	\$(1.602)	(0.9)
Materials & Supplies	\$316.999	\$311.325	\$5.674	1.8	\$62.649	\$51.817	\$10.832	17.3	\$379.648	\$363.142	\$16.506	4.3
Other Business Expenses	\$77.767	\$89.089	\$(11.322)	(14.6)	\$(0.615)	\$(3.370)	\$2.755	-	\$77.152	\$85.719	\$(8.567)	(11.1)
<b>Non-Labor</b>	<b>\$1,932.019</b>	<b>\$1,915.763</b>	<b>\$16.256</b>	<b>0.8</b>	<b>\$109.705</b>	<b>\$109.528</b>	<b>\$0.176</b>	<b>0.2</b>	<b>\$2,041.724</b>	<b>\$2,025.291</b>	<b>\$16.433</b>	<b>0.8</b>
<b>Other Expense Adjustments:</b>												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$8,076.917</b>	<b>\$8,140.710</b>	<b>\$(63.792)</b>	<b>(0.8)</b>	<b>\$1,307.359</b>	<b>\$1,271.534</b>	<b>\$35.825</b>	<b>2.7</b>	<b>\$9,384.276</b>	<b>\$9,412.244</b>	<b>\$(27.968)</b>	<b>(0.3)</b>
Depreciation	\$1,721.557	\$1,801.623	\$(80.067)	(4.7)	\$0.000	\$0.000	-	-	\$1,721.557	\$1,801.623	\$(80.067)	(4.7)
GASB 75 OPEB Expense Adjustment	\$21.866	\$(27.578)	\$49.444	-	\$0.000	\$0.000	-	-	\$21.866	\$(27.578)	\$49.444	-
GASB 68 Pension Adjustment	\$(4.934)	\$(104.805)	\$99.871	-	\$0.000	\$0.000	-	-	\$(4.934)	\$(104.805)	\$99.871	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Total Expenses</b>	<b>\$9,815.406</b>	<b>\$9,809.950</b>	<b>\$5.456</b>	<b>0.1</b>	<b>\$1,307.359</b>	<b>\$1,271.534</b>	<b>\$35.825</b>	<b>2.7</b>	<b>\$11,122.765</b>	<b>\$11,081.484</b>	<b>\$41.281</b>	<b>0.4</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(5,214.527)</b>	<b>(5,152.169)</b>	<b>\$62.358</b>	<b>1.2</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>(5,214.527)</b>	<b>(5,152.169)</b>	<b>\$62.358</b>	<b>1.2</b>

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 NEW YORK CITY TRANSIT**  
**JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS**  
**November 2019**  
**(\$ in millions)**

<b>Generic Revenue or Expense Category</b>	<b>Nonreimb or Reimb</b>	<b>MONTH</b>			<b>YEAR TO DATE</b>		
		<b>Favorable (Unfavorable) Variance</b>		<b>Reason for Variance</b>	<b>Favorable (Unfavorable) Variance</b>		<b>Reason for Variance</b>
		<b>\$</b>	<b>%</b>		<b>\$</b>	<b>%</b>	
Farebox Revenue	NR	8.3	2.2	Due mostly to higher subway revenue of \$4.2 million (1.4 percent) and bus revenue of \$4.1 million (5.7 percent), due primarily to higher ridership	62.9	1.5	Due mostly to higher subway revenue of \$42.6 million (1.3 percent) and bus revenue of \$20.3 million (2.4 percent), due primarily to higher ridership
Other Operating Revenue	NR				(6.0)	(1.4)	Largely the unfavorable timing of paratransit and fare reimbursements
Payroll	NR	6.9	2.2	Due primarily to vacancies and the favorable timing of miscellaneous expenses	5.1	0.2	Due primarily to vacancies and the favorable timing of miscellaneous expenses
Overtime	NR	(6.6)	(15.1)	Due primarily to requirements for Infrastructure, signals, Power Repair and inspection, along with Station Maintenance project needs..	(50.7)	(10.0)	Due primarily to requirements for Infrastructure, Signals, Power Repair and inspection, along with Station Maintenance project needs, SAP Project overruns related to Car Equipment fleet improvements, track/infrastructure/defect repairs and emergency response efforts.
Health & Welfare (including OPEB current payment)	NR	3.5	2.9	Due largely to lower charges/higher credits than anticipated	(21.3)	(1.7)	Due largely to higher charges and lower credits than anticipated
Pension	NR	2.0	2.2	The favorable timing of NYCERS expenses			
Other Fringe Benefits	NR	1.2	2.9	Mostly from lower FICA expenses	(18.0)	(4.2)	Largely due to lower reimbursable work requirements, resulting in unfavorable overhead results, and higher FICA expenses than anticipated
Electric Power	NR	(1.1)	(5.2)	Primarily higher prices and consumption	(5.2)	(2.0)	Primarily higher prices and consumption
Claims	NR	(10.7)	(61.2)	Represents a preliminary projection of reserve requirements in anticipation of a year-end actuarial update	(21.3)	(11.1)	Represents a preliminary projection of reserve requirements in anticipation of a year-end actuarial update

**MTA NEW YORK CITY TRANSIT**  
**JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS**  
**November 2019**  
**(\$ in millions)**

<b>Generic Revenue or Expense Category</b>	<b>Nonreimb or Reimb</b>	<b>MONTH</b>			<b>YEAR TO DATE</b>		
		<b>Favorable (Unfavorable) Variance</b>		<b>Reason for Variance</b>	<b>Favorable (Unfavorable) Variance</b>		<b>Reason for Variance</b>
		<b>\$</b>	<b>%</b>		<b>\$</b>	<b>%</b>	
Paratransit Service Contracts	NR	3.9	9.3	Negotiated contract modifications have contributed to these results	14.5	3.2	Negotiated contract modifications have contributed to these results
Maintenance and Other Operating Contracts	NR	7.5	23.7	Mostly the favorable timing of expenses/payments	27.4	9.3	Mostly the favorable timing of maintenance services and building-related expenses
Professional Service Contracts	NR	4.4	27.0	Largely the favorable timing of Information Technology-related requirements and various professional service needs	8.2	4.6	Mainly the favorable timing of Information Technology-related requirements
Materials & Supplies	NR	6.4	21.4	Principally the favorable timing of materiel requirements	5.7	1.8	Principally the favorable timing of materiel requirements
Other Business Expenses	NR				(11.3)	(14.6)	Mostly the impact of reimbursable job closing adjustments
Capital and Other Reimbursements	R	7.8	7.1	Increased reimbursements consistent with an increase in reimbursable expenses.	(35.8)	(2.7)	Decreased reimbursements consistent with a decrease in reimbursable expenses.
Payroll	R	3.8	8.5	Mostly vacancies	75.1	14.6	Mainly vacancies/absentees not available for Capital Support/project requirements
Overtime	R	(5.2)	(51.7)	Due mainly to vacancy/absentee coverage requirements, overtime offset-leave usage, SAP job overruns in Signal and Power initiatives and SAP CWR IHC Initiative, along with additional capital service support by Service Delivery	(48.4)	(36.9)	Due mainly to vacancy/absentee coverage requirements, overtime offset-leave usage, SAP job overruns in Signal and Power initiatives and SAP CWR IHC Initiative, along with additional capital service support by Service Delivery
Maintenance Contracts	R				(3.5)	(9.0)	Primarily higher requirements for construction services and auto purchases

**MTA NEW YORK CITY TRANSIT**  
**JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS**  
**November 2019**  
**(\$ in millions)**

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		Reason for Variance	YEAR TO DATE		Reason for Variance
		Favorable (Unfavorable) Variance			Favorable (Unfavorable) Variance		
		\$	%		\$	%	
Professional Service Contracts	R	(1.0)	over (100.0)	Represents various professional services requirements	(9.8)	over (100.0)	Represents various professional services requirements along with additional IT hardware and software requirements
Materials & Supplies	R				10.8	17.3	Mainly the favorable timing of mostly non-vehicle maintenance material requirements
Other Business Expenses	R				2.8	over 100.0	Mostly represents an overhead "True-up" adjustment offset in non-reimbursable

**MTA NEW YORK CITY TRANSIT**  
**July Financial Plan - 2019 Mid\_Year**  
**Cash Receipts and Expenditures**  
**Nov FY19**  
(\$ in Millions)

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	Month				Year-To-Date			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<b>Receipts</b>								
<b>Farebox Revenue</b>	<b>\$376.392</b>	<b>\$360.363</b>	<b>(16.029)</b>	<b>(4.3)</b>	<b>\$4,187.447</b>	<b>\$4,235.357</b>	<b>\$47.910</b>	<b>1.1</b>
Fare Reimbursement	\$24.469	\$6.313	(18.156)	(74.2)	\$84.016	\$122.739	\$38.723	46.1
Paratransit Reimbursement	\$3.418	\$3.278	(0.140)	(4.1)	\$217.988	\$170.395	(47.593)	(21.8)
Other Operating Revenue	\$5.450	\$3.456	(1.994)	(36.6)	\$49.832	\$40.568	(9.264)	(18.6)
<b>Other Revenue</b>	<b>\$33.336</b>	<b>\$13.047</b>	<b>(20.289)</b>	<b>(60.9)</b>	<b>\$351.837</b>	<b>\$333.702</b>	<b>(18.135)</b>	<b>(5.2)</b>
Capital and Other Reimbursements	\$129.777	\$124.958	(4.819)	(3.7)	\$1,337.901	\$1,200.110	(137.791)	(10.3)
<b>Total Revenue</b>	<b>\$539.505</b>	<b>\$498.368</b>	<b>(41.137)</b>	<b>(7.6)</b>	<b>\$5,877.184</b>	<b>\$5,769.169</b>	<b>(108.015)</b>	<b>(1.8)</b>
<b>Expenditures</b>								
<b>Labor :</b>								
Payroll	\$320.351	\$303.534	\$16.817	5.2	\$3,703.225	\$3,615.254	\$87.971	2.4
Overtime	\$53.873	\$65.721	(11.848)	(22.0)	\$636.015	\$735.162	(99.147)	(15.6)
<b>Total Salaries &amp; Wages</b>	<b>\$374.224</b>	<b>\$369.255</b>	<b>\$4.969</b>	<b>1.3</b>	<b>\$4,339.240</b>	<b>\$4,350.416</b>	<b>(11.176)</b>	<b>(0.3)</b>
Health and Welfare	\$81.051	\$73.322	\$7.729	9.5	\$893.421	\$859.716	\$33.705	3.8
OPEB Current Payment	\$42.222	\$44.946	(2.724)	(6.5)	\$455.347	\$478.395	(23.047)	(5.1)
Pensions	\$91.234	\$89.224	\$2.010	2.2	\$1,017.628	\$1,019.881	(2.253)	(0.2)
Other Fringe Benefits	\$42.764	\$52.321	(9.557)	(22.3)	\$482.297	\$479.047	\$3.250	0.7
<b>Total Fringe Benefits</b>	<b>\$257.271</b>	<b>\$259.813</b>	<b>(2.542)</b>	<b>(1.0)</b>	<b>\$2,848.693</b>	<b>\$2,837.039</b>	<b>\$11.654</b>	<b>0.4</b>
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	-	-
<b>Labor</b>	<b>\$631.495</b>	<b>\$629.068</b>	<b>\$2.427</b>	<b>0.4</b>	<b>\$7,187.933</b>	<b>\$7,187.455</b>	<b>\$0.478</b>	<b>0.0</b>
<b>Non-Labor :</b>								
Electric Power	\$21.776	\$0.450	\$21.326	97.9	\$266.234	\$252.234	\$14.000	5.3
Fuel	\$8.197	\$10.720	(2.523)	(30.8)	\$104.795	\$98.982	\$5.813	5.5
Insurance	\$13.615	\$0.000	\$13.615	-	\$67.385	\$66.758	\$0.627	0.9
Claims	\$10.303	\$13.170	(2.867)	(27.8)	\$133.125	\$150.882	(17.757)	(13.3)
Paratransit Service Contracts	\$42.784	\$38.714	\$4.070	9.5	\$449.801	\$445.252	\$4.549	1.0
Maintenance and Other Operating Contracts	\$35.364	\$20.385	\$14.979	42.4	\$322.019	\$288.421	\$33.598	10.4
Professional Service Contracts	\$16.875	\$14.677	\$2.198	13.0	\$177.464	\$192.310	(14.846)	(8.4)
Materials & Supplies	\$31.929	\$28.266	\$3.663	11.5	\$383.087	\$395.863	(12.776)	(3.3)
Other Business Expenses	\$7.255	\$7.680	(0.425)	(5.9)	\$78.309	\$86.864	(8.555)	(10.9)
<b>Non-Labor</b>	<b>\$188.098</b>	<b>\$134.062</b>	<b>\$54.036</b>	<b>28.7</b>	<b>\$1,982.220</b>	<b>\$1,977.566</b>	<b>\$4.654</b>	<b>0.2</b>
<b>Other Expense Adjustments:</b>								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>
<b>Total Expenditures before Depreciation and OPEB</b>	<b>\$819.593</b>	<b>\$763.130</b>	<b>\$56.463</b>	<b>6.9</b>	<b>\$9,170.153</b>	<b>\$9,165.021</b>	<b>\$5.132</b>	<b>0.1</b>
Depreciation	\$0.000	\$0.000	\$0.000	-	(0.001)	\$0.000	(0.001)	-
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	-
<b>Total Expenditures</b>	<b>\$819.594</b>	<b>\$763.130</b>	<b>\$56.464</b>	<b>6.9</b>	<b>\$9,170.152</b>	<b>\$9,165.021</b>	<b>\$5.131</b>	<b>0.1</b>
<b>Net Surplus/(Deficit)</b>	<b>(280.089)</b>	<b>(264.762)</b>	<b>\$15.327</b>	<b>5.5</b>	<b>(3,292.968)</b>	<b>(3,395.852)</b>	<b>(102.884)</b>	<b>(3.1)</b>

Note: Totals may not add due to rounding

**MTA NEW YORK CITY TRANSIT**  
**JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN THE MID-YEAR FORECAST AND ACTUAL CASH BASIS**  
**November 2019**  
**(\$ in millions)**

<b>Operating Receipts or Disbursements</b>	<b>MONTH</b>			<b>YEAR TO DATE</b>		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Receipts	(16.0)	(4.3)	Driven by the timing of receipts	47.9	1.1	Driven by higher farebox revenue, resulting mostly from increased ridership
Other Operating Receipts	(20.3)	(60.9)	Largely the unfavorable timing of receipts	(18.1)	(5.2)	Largely the unfavorable timing of receipts
Capital and Other Reimbursements	(4.8)	(3.7)	Largely the unfavorable timing of capital reimbursements	(137.8)	(10.3)	Delayed resolution of capital project job overruns
Salaries & Wages	5.0	1.3	Due primarily to vacancies and the favorable timing of miscellaneous expenses	(11.2)	(0.3)	Mainly higher overtime requirements
Insurance	13.6	0.0	The favorable timing of interagency payments			
Maintenance Contracts	15.0	42.4	Mainly the favorable timing of expenses/payments	33.6	10.4	Mostly the favorable timing of maintenance services and building-related expenses
Materials & Supplies	3.7	11.5	Primarily the unfavorable timing of payments	(12.8)	(3.3)	Primarily due to a greater than projected inventory buildup

**MTA NEW YORK CITY TRANSIT**  
**July Financial Plan - 2019 Mid\_Year**  
**Cash Conversion (Cash Flow Adjustments)**  
**Nov FY19**  
(\$ in Millions)

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	Month				Year-To-Date			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<b>Revenue</b>								
<b>Farebox Revenue</b>	<b>\$0.000</b>	<b>(24.330)</b>	<b>(24.330)</b>	-	<b>\$23.737</b>	<b>\$8.745</b>	<b>(14.992)</b>	<b>(63.2)</b>
Fare Reimbursement	\$18.478	(1.144)	(19.622)	-	\$5.990	\$46.163	\$40.173	-
Paratransit Reimbursement	(14.909)	(14.704)	\$0.205	1.4	\$17.269	(27.327)	(44.596)	-
Other Operating Revenue	(8.843)	(9.999)	(1.156)	(13.1)	(108.592)	(116.303)	(7.711)	(7.1)
<b>Other Revenue</b>	<b>(5.274)</b>	<b>(25.847)</b>	<b>(20.573)</b>	-	<b>(85.332)</b>	<b>(97.467)</b>	<b>(12.134)</b>	<b>(14.2)</b>
Capital and Other Reimbursements	\$20.000	\$7.411	(12.589)	(62.9)	\$30.542	(71.424)	(101.966)	-
<b>Total Revenue</b>	<b>\$14.726</b>	<b>(42.766)</b>	<b>(57.492)</b>	-	<b>(31.053)</b>	<b>(160.146)</b>	<b>(129.093)</b>	-
<b>Expenses</b>								
<b>Labor :</b>								
Payroll	\$32.929	\$39.137	\$6.208	18.9	\$16.082	\$23.880	\$7.798	48.5
Overtime	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
<b>Total Salaries &amp; Wages</b>	<b>\$32.929</b>	<b>\$39.137</b>	<b>\$6.208</b>	<b>18.9</b>	<b>\$16.082</b>	<b>\$23.880</b>	<b>\$7.798</b>	<b>48.5</b>
Health and Welfare	\$0.000	\$1.896	\$1.896	-	(11.001)	\$19.864	\$30.865	-
OPEB Current Payment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Pensions	\$0.000	\$0.013	\$0.013	-	\$0.148	\$0.243	\$0.095	64.3
Other Fringe Benefits	\$15.380	\$4.778	(10.602)	(68.9)	\$149.390	\$155.511	\$6.121	4.1
<b>Total Fringe Benefits</b>	<b>\$15.380</b>	<b>\$6.687</b>	<b>(8.693)</b>	<b>(56.5)</b>	<b>\$138.537</b>	<b>\$175.618</b>	<b>\$37.081</b>	<b>26.8</b>
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	-
<b>Labor</b>	<b>\$48.310</b>	<b>\$45.824</b>	<b>(2.485)</b>	<b>(5.1)</b>	<b>\$154.619</b>	<b>\$199.498</b>	<b>\$44.879</b>	<b>29.0</b>
<b>Non-Labor :</b>								
Electric Power	\$0.000	\$22.466	\$22.466	-	(10.173)	\$9.075	\$19.248	-
Fuel	\$0.000	(2.160)	(2.160)	-	(4.442)	\$2.724	\$7.166	-
Insurance	(7.775)	\$6.011	\$13.786	-	(4.315)	(3.488)	\$0.827	19.2
Claims	\$7.106	\$14.891	\$7.785	-	\$58.375	\$62.017	\$3.642	6.2
Paratransit Service Contracts	(1.000)	(0.803)	\$0.197	19.7	\$2.737	(7.181)	(9.918)	-
Maintenance and Other Operating Contracts	\$0.000	\$7.368	\$7.368	-	\$11.048	\$20.817	\$9.769	88.4
Professional Service Contracts	\$0.000	(1.151)	(1.151)	-	\$10.870	(2.373)	(13.243)	-
Materials & Supplies	\$3.542	\$1.521	(2.021)	(57.1)	(3.439)	(32.721)	(29.282)	-
Other Business Expenses	\$0.000	\$0.148	\$0.148	-	(1.157)	(1.145)	\$0.012	1.1
<b>Non-Labor</b>	<b>\$1.873</b>	<b>\$48.291</b>	<b>\$46.418</b>	-	<b>\$59.504</b>	<b>\$47.725</b>	<b>(11.779)</b>	<b>(19.8)</b>
<b>Other Expense Adjustments:</b>								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	-	<b>\$0.000</b>	<b>\$0.000</b>	-	-
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$50.183</b>	<b>\$94.115</b>	<b>\$43.933</b>	<b>87.5</b>	<b>\$214.123</b>	<b>\$247.223</b>	<b>\$33.100</b>	<b>15.5</b>
Depreciation	\$156.505	\$166.055	\$9.550	6.1	\$1,721.558	\$1,801.623	\$80.065	4.7
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	\$21.866	(27.578)	(49.444)	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	(4.934)	(104.805)	(99.871)	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
<b>Total Expenditures</b>	<b>\$206.688</b>	<b>\$260.170</b>	<b>\$53.483</b>	<b>25.9</b>	<b>\$1,952.613</b>	<b>\$1,916.463</b>	<b>(36.150)</b>	<b>(1.9)</b>
<b>Total Cash Conversion Adjustments</b>	<b>\$221.413</b>	<b>\$217.404</b>	<b>(4.009)</b>	<b>(1.8)</b>	<b>\$1,921.559</b>	<b>\$1,756.317</b>	<b>(165.242)</b>	<b>(8.6)</b>

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 NEW YORK CITY TRANSIT**  
**JULY FINANCIAL PLAN - 2019**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**  
November 2019

	<u>Mid Year</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<b><u>Administration:</u></b>				
Office of the President	32	25	7	
Law	301	261	40	
Office of the EVP	18	12	6	
Human Resources	247	212	35	
Office of Management and Budget	41	37	4	
Capital Planning and Budget	37	28	9	
Strategy & Customer Experience	207	185	22	
Non-Departmental	9	0	9	
Labor Relations	97	80	17	
Office of People & Business Transformation	22	15	7	
Materiel	261	226	35	
Controller	122	105	17	
<b>Total Administration</b>	<b>1,394</b>	<b>1,186</b>	<b>208</b>	
<b><u>Operations:</u></b>				
Subways Service Delivery	8,523	8,858	(335)	Excess mainly due to Train Operators and Conductors.
Subways Operations Support/Admin	434	435	(1)	
Subways Stations	2,755	2,574	181	Vacancies mainly due to Station Agents.
<b>Subtotal Subways</b>	<b>11,712</b>	<b>11,867</b>	<b>(155)</b>	
Buses	11,125	11,130	(5)	
Paratransit	209	188	21	
Operations Planning	393	346	47	
Revenue Control	642	596	46	
Non-Departmental	-	-	0	
<b>Total Operations</b>	<b>24,081</b>	<b>24,127</b>	<b>(46)</b>	
<b><u>Maintenance:</u></b>				
Subways Operations Support/Admin	95	110	(15)	
Subways Engineering	391	328	63	Vacancies mainly due to PTEs
Subways Car Equipment	4,924	4,952	(28)	
Subways Infrastructure	1,964	1,953	11	
Subways Elevators & Escalators	455	469	(14)	
Subways Stations	3,459	3,450	9	
Subways Track	3,120	3,047	73	Vacancies mainly due to Supt and Track Equip Mtr.
Subways Power	665	673	(8)	
Subways Signals	1,638	1,662	(24)	
Subways Electronic Maintenance	1,615	1,549	66	Vacancies mainly due to PTEs
<b>Subtotal Subways</b>	<b>18,326</b>	<b>18,193</b>	<b>133</b>	
Buses	3,553	3,548	5	
Supply Logistics	565	555	10	
System Safety	92	83	9	
Non-Departmental	(93)	(1)	(92)	
<b>Total Maintenance</b>	<b>22,443</b>	<b>22,378</b>	<b>65</b>	
<b><u>Engineering:</u></b>				
Capital Program Management	1,471	1,253	218	Vacancies mainly due to Mgrs and PTEs
<b>Total Engineering/Capital</b>	<b>1,471</b>	<b>1,253</b>	<b>218</b>	
<b><u>Public Safety:</u></b>				
Security	664	625	39	
<b>Total Public Safety</b>	<b>664</b>	<b>625</b>	<b>39</b>	
<b>Total Positions</b>	<b>50,053</b>	<b>49,569</b>	<b>484</b>	
Non-Reimbursable	44,135	44,655	(519)	
Reimbursable	5,918	4,914	1,004	
Total Full-Time	49,798	49,386	412	
Total Full-Time Equivalents	255	183	72	

**MTA NEW YORK TRANSIT**  
**JULY FINANCIAL PLAN - 2019**  
**TOTAL POSITIONS by FUNCTION and OCCUPATION**  
**FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**  
**November 2019**

FUNCTION/OCCUPATION	Mid_Year	Actual	Variance Fav./ (Unfav)	Explanation
<b><u>Administration:</u></b>				
Managers/Supervisors	488	402	86	
Professional, Technical, Clerical	870	757	113	
Operational Hourlies	36	27	9	
<b>Total Administration</b>	<b>1,394</b>	<b>1,186</b>	<b>208</b>	
<b><u>Operations:</u></b>				
Managers/Supervisors	2,880	2,751	129	
Professional, Technical, Clerical	586	511	75	
Operational Hourlies	20,615	20,865	(250)	
<b>Total Operations</b>	<b>24,081</b>	<b>24,127</b>	<b>(46)</b>	
<b><u>Maintenance:</u></b>				
Managers/Supervisors	3,978	3,957	21	
Professional, Technical, Clerical	1,127	937	190	
Operational Hourlies	17,338	17,484	(146)	
<b>Total Maintenance</b>	<b>22,443</b>	<b>22,378</b>	<b>65</b>	
<b><u>Engineering/Capital:</u></b>				
Managers/Supervisors	379	311	68	
Professional, Technical, Clerical	1,090	940	150	
Operational Hourlies	2	2	0	
<b>Total Engineering/Capital</b>	<b>1,471</b>	<b>1,253</b>	<b>218</b>	
<b><u>Public Safety:</u></b>				
Managers/Supervisors	270	256	14	
Professional, Technical, Clerical	40	32	8	
Operational Hourlies	354	337	17	
<b>Total Public Safety</b>	<b>664</b>	<b>625</b>	<b>39</b>	
<b><u>Total Positions:</u></b>				
Managers/Supervisors	7,995	7,677	318	
Professional, Technical, Clerical	3,713	3,177	536	
Operational Hourlies	38,345	38,715	(370)	
<b>Total Positions</b>	<b>50,053</b>	<b>49,569</b>	<b>484</b>	



**MTA New York City Transit**  
**2019 July Financial Plan - Mid-Year Forecast**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

	Nov						Nov Year-to-Date					
	Forecast		Actuals		Var. - Fav./(Unfav)		Forecast		Actuals		Var. - Fav./(Unfav)	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
<b>NON-REIMBURSABLE OVERTIME</b>												
<u>Scheduled Service</u>	359,376	\$12.145	378,072	\$12.615	(18,696)	(\$0.470)	4,129,217	\$138.238	4,085,747	\$135.706	43,470	\$2.532
						-3.9%						1.8%
<u>Unscheduled Service</u>	368,430	\$12.437	420,297	\$14.292	(51,867)	(\$1.855)	3,890,903	\$131.268	4,467,721	\$150.570	(576,818)	(\$19.302)
						-14.9%						-14.7%
<u>Programmatic/Routine Maintenance</u>	364,919	\$13.033	596,598	\$21.390	(231,679)	(\$8.357)	4,986,847	\$174.294	6,149,006	\$219.496	(1,162,160)	(\$45.202)
						-64.1%						-25.9%
<u>Vacancy/Absentee Coverage</u>	105,369	\$3.441	34,081	\$0.999	71,288	\$2.442	1,018,161	\$33.145	739,832	\$23.928	278,329	\$9.217
						71.0%						27.8%
<u>Weather Emergencies</u>	22,843	\$0.690	11,290	\$0.401	11,552	\$0.289	604,613	\$19.997	529,334	\$18.082	75,279	\$1.916
						41.9%						9.6%
<u>Safety/Security/Law Enforcement</u>	7,984	\$0.239	9,251	\$0.274	(1,267)	(\$0.035)	87,813	\$2.609	91,996	\$2.670	(4,183)	(\$0.061)
						-14.7%						-2.4%
<u>Other[1]</u>	13,323	\$1.800	11,906	\$0.448	1,417	\$1.352	148,798	\$5.418	138,417	\$5.245	10,382	\$0.174
						75.1%						3.2%
Subtotal	1,242,243	\$43.785	1,461,496	\$50.418	(219,253)	(\$6.633)	14,866,352	\$504.969	16,202,052	\$555.696	(1,335,700)	(\$50.727)
						-15.1%						-10.0%
<b>REIMBURSABLE OVERTIME</b>	318,955	\$10.089	434,164	\$15.303	(115,209)	(\$5.215)	3,740,503	\$131.045	5,052,134	\$179.466	(1,311,631)	(\$48.420)
						-51.7%						-36.9%
<b>TOTAL OVERTIME</b>	<b>1,561,198</b>	<b>\$53.873</b>	<b>1,895,661</b>	<b>\$65.721</b>	<b>(334,462)</b>	<b>(\$11.848)</b>	<b>18,606,855</b>	<b>\$636.015</b>	<b>21,254,186</b>	<b>\$735.162</b>	<b>(2,647,331)</b>	<b>(\$99.147)</b>
						-22.0%						-15.6%

Totals may not add due to rounding

NOTE: Percentages are based on each type of overtime and not on total overtime.

\* Exceeds 100%

MTA New York City Transit  
 2019 July Financial Plan - Mid-Year Forecast  
 Non-Reimbursable/Reimbursable Overtime  
 (\$ in millions)

	Nov			Nov Year-to-Date		
	Var. - Fav./(Unfav)		Explanations	Var. - Fav./(Unfav)		Explanations
	Hours	\$		Hours	\$	
<b>NON-REIMBURSABLE OVERTIME</b>						
<u>Scheduled Service</u>	(18,696)	(\$0.5)		43,470	\$2.5	Favorable variance is related to revenue operator absences
		7.1%			(5.0%)	
<u>Unscheduled Service</u>	(51,867)	(\$1.9)	Unfavorable variance due to running time, other service support activities and backfill coverage for employee absences	(576,818)	(\$19.3)	Unfavorable variance due to running time, other service support activities and backfill coverage for employee absences
		28.0%	Due to a forecast budget misallocation, the real overrun in this category is \$-1.4M		38.1%	Due to a forecast budget misallocation, the real overrun in this category is \$-15.6M
<u>Programmatic/Routine Maintenance</u>	(231,679)	(\$8.4)	Unfavorable variance mainly due to Infrastructure, Signals and Power repair and inspection. In addition, Station Maintenance efforts project.	(1,162,160)	(\$45.2)	Unfavorable variance mainly due to Infrastructure, Signals and Power repair and inspection. In addition, Station Maintenance efforts project.
		*	Due to a forecast budget misallocation, the real overrun in this category is \$-6.7M		89.1%	In addition, SAP project overruns related to Car Equipment fleet improvement projects, Track and Infrastructure defect repairs and emergency response efforts offset by underruns in Stations and Signals
						Due to a forecast budget misallocation, the real overrun in this category is \$-30.5M
<u>Vacancy/Absentee Coverage</u>	71,288	\$2.4	Favorable variance mainly due to a forecast budget misallocation, the real overrun in this category is \$-2.0M.	278,329	\$9.2	Favorable variance mainly due to a forecast budget misallocation, the real overrun in this category is \$-9.5M.
		(36.8%)	This overrun was due to vacancy/absentee coverage for Station Agents and Station Cleaners		(18.2%)	This overrun was due to vacancy/absentee coverage for Station Agents and Station Cleaners
<u>Weather Emergencies</u>	11,552	\$0.3		75,279	\$1.9	Favorable variance mainly due to less weather job requirement than projected
		-4.4%			(3.8%)	
<u>Safety/Security/Law Enforcement</u>	(1,267)	(\$0.0)		(4,183)	(\$0.1)	
		.5%			.1%	
<u>Other</u>	1,417	\$1.4	Favorable variance is related to timing of reimbursable expenses	10,382	\$0.2	
		(20.4%)			(0.3%)	
<b>Subtotal</b>	(219,253)	(\$6.6)		(1,335,700)	(\$50.7)	
		56.0%			51.2%	
<b>REIMBURSABLE OVERTIME</b>	(115,209)	(\$5.2)	Unfavorable variance mainly due to vacancy/absentee coverage, overtime offset leave usage, SAP Job overrun in Signal and Power initiatives and SAP CWR IHC Initiative, and additional capital service support by Service Delivery, Stations and Buses (mainly providing shuttle service).	(1,311,631)	(\$48.4)	Unfavorable variance mainly due to vacancy/absentee coverage, overtime offset leave usage, SAP Job overrun in Signal and Power initiatives and SAP CWR IHC Initiative, and additional capital service support by Service Delivery, Stations and Buses (mainly providing shuttle service).
		44.0%			48.8%	
<b>TOTAL OVERTIME</b>	<b>(334,462)</b>	<b>(\$11.8)</b>		<b>(2,647,331)</b>	<b>(\$99.1)</b>	

Totals may not add due to rounding.

NOTE: Percentages are based on each type of overtime and not on total overtime.

\* Exceeds 100%

**METROPOLITAN TRANSPORTATION AUTHORITY**  
**2019 Overtime Reporting**  
**Overtime Legend**

<u>Type</u>	<u>Definition</u>
<i>Scheduled Service</i>	Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays).
<i>Unscheduled Service</i>	Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related.
<i>Programmatic/Routine Maintenance</i>	<i>Program Maintenance</i> work for which overtime is planned (e.g. Railroad Tie Replacement, Sperry Rail Testing, Running Board Replacement Programs). This also includes <i>Routine Maintenance</i> work for which OT has been planned, as well as all other maintenance <u>not resulting from extraordinary events</u> , including running repairs. Program/Routine maintenance work is usually performed during hours that are deemed more practical in order to minimize service disruptions, and includes contractual scheduled pay over 8 hours.
<i>Unscheduled Maintenance</i>	Resulting from an <u>extraordinary event</u> (not weather-related) requiring the use of unplanned maintenance to perform repairs on trains, buses, subway and bus stations, depots, tracks and administrative and other facilities, including derailments, tour length and weekend coverage.
<i>Vacancy/Absentee Coverage</i>	Provides coverage for an absent employee or a vacant position.
<i>Weather Emergencies</i>	Coverage necessitated by extreme weather conditions (e.g. snow, flooding, hurricane, and tornadoes), as well as preparatory and residual costs.
<i>Safety/Security/Law Enforcement</i>	Coverage required to provide additional customer & employee protection and to secure MTA fleet facilities, transportation routes, and security training.
<i>Other</i>	Includes overtime coverage for clerical, administrative positions that are eligible for overtime, and miscellaneous overtime.
<i>Reimbursable Overtime</i>	Overtime incurred to support projects that are reimbursed from the MTA Capital Program and other funding sources.

**MTA NEW YORK CITY TRANSIT**  
**MID-YEAR FORECAST AND NOVEMBER FORECAST vs. ACTUAL RESULTS (NON-REIMBURSABLE)**  
**NOVEMBER 2019 YEAR-TO-DATE**  
(\$ in millions)

	November 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Mid-Year Forecast	November Forecast	Actual Results	Mid-Year Forecast		November Forecast	
	\$	\$	\$	\$	%	\$	%
Total Revenue	4,600.9	4,640.5	4,657.8	56.9	1.2	17.2	0.4
Total Expenses before Depreciation, OPEB and Environmental Remediation	8,076.9	8,154.3	8,140.7	(63.8)	(0.8)	13.6	0.2
Depreciation	1,721.6	1,721.6	1,801.6	(80.1)	(4.7)	(80.1)	(4.7)
OPEB Account	21.9	21.9	(27.6)	49.4	n/a	49.4	n/a
GASB 68 Pension Adjustment	(4.9)	(4.9)	(104.8)	99.9	n/a	99.9	n/a
Total Expenses	9,815.4	9,892.8	9,810.0	5.5	0.1	82.8	0.8
Net Surplus/(Deficit)	(5,214.5)	(5,252.2)	(5,152.2)	62.4	1.2	100.1	1.9

Note: Totals may not add due to rounding

**MTA NEW YORK CITY TRANSIT**  
**EXPLANATION OF VARIANCES BETWEEN NOVEMBER FORECAST AND ACTUAL RESULTS**  
**NOVEMBER 2019 YEAR-TO-DATE**  
(\$ in millions)

	November 2019 Year-to-Date		Reason for Variance
	Favorable (Unfavorable) Variance		
	\$	%	
Total Revenue (Nonreimbursable)	17.2	0.4	Farebox revenue exceeded forecast by \$17.5 million (0.4 percent), of which subway revenue was higher by \$12.2 million (0.4 percent) and bus revenue increased by \$5.3 million (0.6 percent).
Total Expenses (Nonreimbursable)	82.8	0.8	<p>Operating expenses were favorable by a net \$13.6 million (0.2 percent):</p> <p>Labor expenses were under by \$3.0 million, driven by lower payroll expenses of \$12.1 million caused mostly by vacancies, largely offset by higher health &amp; welfare/OPEB current expenses of \$10.2 million, resulting from a mix of higher expenses and lower credits than anticipated</p> <p>Non-labor expenses were favorable by \$10.6 million (0.6 percent):  Maintenance contract expenses decrease by \$15.5 million  Paratransit service contract expenses decrease by \$9.1 million  Materials &amp; supplies expenses increase by \$13.3 million</p> <p>Non-operating expense adjustments were favorable by a net \$82.8 million:  Depreciation expenses increase of (\$80.1) million  GASB 75 OPEB Adjustment decreased by \$49.4 million  GASB 68 Pension Adjustment decreased by \$99.9 million</p>

NOTE: Regarding Mid-Year Forecast vs. Actual Results, variance explanations are provided in the monthly report to the Finance Committee.

# Preliminary November 2019 Report: Staten Island Railway

The purpose of this report is to provide the preliminary November 2019 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 the Mid-Year forecast, are summarized as follows:

- November 2019 Staten Island Railway ridership of 355,184 was 9,108 rides (2.5 percent) below forecast. Average weekday ridership of 16,581 was 439 rides (2.6 percent) below November 2018.
- Farebox revenue of \$0.5 million was below forecast by \$0.1 million (15.4 percent).
- Operating expenses of \$3.9 million in November were below forecast by \$1.5 million (27.4 percent):
  - Labor expenses were under forecast by \$0.8 million (19.3 percent).
  - Non-labor expenses were also under forecast by \$0.7 million (55.1 percent).

## STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

**November 2019**

(All data are preliminary and subject to audit)

**November 2019 Staten Island Railway ridership** of 355,184 was 9,108 rides (2.5 percent) below forecast. Average weekday ridership of 16,581 was 439 rides (2.6 percent) below November 2018. Average weekday ridership for the twelve months ending November 2019 was 15,893, 236 riders (1.7 percent) below the previous twelve-month period.

Farebox revenue of \$0.5 million was below forecast by \$0.1 million (15.4 percent).

**Operating revenue** of \$0.8 million was slightly above forecast by less than \$0.1 million (3.0 percent). Year-to-date, operating revenue of \$8.5 million was \$0.2 million (2.5 percent) below forecast.

**Nonreimbursable expenses** in November, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were lower than forecast by \$1.5 million (27.4 percent).

- Labor expenses underran forecast by \$0.8 million (19.3 percent), of which payroll expenses were lower by \$0.5 million (21.8 percent), due primarily to vacancies. Reimbursable overhead credits were favorable by \$0.2 million (over 100.0 percent), due to an increase in reimbursable work requirements.
- Non-labor expenses were also below forecast by \$0.7 million (55.1 percent), including an underrun in maintenance contract expenses of \$0.7 million (over 100.0 percent), due primarily to expense adjustments.

**Year-to-date**, expenses were below forecast by \$9.6 million (16.1 percent), including underruns in labor expenses of \$3.5 million (7.8 percent), which were driven by several account underruns. Non-labor expenses were also below forecast by \$6.1 million (41.0 percent), due primarily to favorable results in maintenance contract expenses of \$3.4 million (80.8 percent) and other business expenses of \$1.0 million (86.2 percent), both resulting mostly from the timing of expenses under review.

Depreciation expenses of \$10.7 million year-to-date were slightly below forecast by \$0.3 million (2.8 percent). GASB 75 OPEB Expense Adjustments were significantly favorable by \$4.5 million (89.3 percent). GASB 68 Pension Adjustment expenses reported a credit of \$0.2 million, which resulted in a favorable variance of \$0.5 million (over 100.0 percent).

The **operating cash deficit** (excluding subsidies) reported through November year-to-date was \$40.4 million, \$9.5 million (19.0 percent) favorable to forecast.

**MTA STATEN ISLAND RAILWAY**  
**Nov - 2019 Mid\_Year**  
**Accrual Statement of Operations By Category**  
**Month - Nov 2019**  
(\$ 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	Percent			Variance	Percent			Variance	Percent
<b>Revenue</b>												
<b>Farebox Revenue:</b>												
Farebox Revenue	\$0.567	\$0.480	(0.087)	(15.4)	\$0.000	\$0.000	-	-	\$0.567	\$0.480	(0.087)	(15.4)
Other Revenue	\$0.187	\$0.297	\$0.110	58.7	\$0.000	\$0.000	-	-	\$0.187	\$0.297	\$0.110	58.7
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$0.374	\$0.588	\$0.214	57.1	\$0.374	\$0.588	\$0.214	57.1
<b>Total Revenue</b>	<b>\$0.754</b>	<b>\$0.777</b>	<b>\$0.023</b>	<b>3.0</b>	<b>\$0.374</b>	<b>\$0.588</b>	<b>\$0.214</b>	<b>57.1</b>	<b>\$1.128</b>	<b>\$1.365</b>	<b>\$0.236</b>	<b>21.0</b>
<b>Expenses</b>												
<b>Labor :</b>												
Payroll	\$2.268	\$1.774	\$0.494	21.8	\$0.141	\$0.055	\$0.086	60.9	\$2.409	\$1.829	\$0.580	24.1
Overtime	\$0.182	\$0.190	(0.008)	(4.2)	\$0.084	\$0.242	(0.158)	-	\$0.266	\$0.432	(0.166)	(62.4)
<b>Total Salaries &amp; Wages</b>	<b>\$2.451</b>	<b>\$1.964</b>	<b>\$0.487</b>	<b>19.9</b>	<b>\$0.225</b>	<b>\$0.298</b>	<b>(0.073)</b>	<b>(32.4)</b>	<b>\$2.675</b>	<b>\$2.262</b>	<b>\$0.414</b>	<b>15.5</b>
Health and Welfare	\$0.533	\$0.560	(0.027)	(5.0)	\$0.023	\$0.000	\$0.023	-	\$0.557	\$0.560	(0.004)	(0.7)
OPEB Current Payment	\$0.215	\$0.211	\$0.005	2.1	\$0.000	\$0.000	\$0.000	-	\$0.215	\$0.211	\$0.004	2.0
Pensions	\$0.610	\$0.604	\$0.006	0.9	\$0.010	\$0.000	\$0.010	-	\$0.620	\$0.604	\$0.016	2.6
Other Fringe Benefits	\$0.450	\$0.318	\$0.132	29.3	\$0.045	\$0.000	\$0.045	-	\$0.495	\$0.318	\$0.177	35.8
<b>Total Fringe Benefits</b>	<b>\$1.808</b>	<b>\$1.693</b>	<b>\$0.115</b>	<b>6.4</b>	<b>\$0.079</b>	<b>\$0.000</b>	<b>\$0.078</b>	<b>-</b>	<b>\$1.887</b>	<b>\$1.693</b>	<b>\$0.194</b>	<b>10.3</b>
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(0.071)	(0.277)	\$0.207	-	\$0.071	\$0.278	(0.207)	-	\$0.000	\$0.000	\$0.000	-
<b>Labor</b>	<b>\$4.188</b>	<b>\$3.379</b>	<b>\$0.809</b>	<b>19.3</b>	<b>\$0.374</b>	<b>\$0.575</b>	<b>(0.201)</b>	<b>(53.7)</b>	<b>\$4.562</b>	<b>\$3.955</b>	<b>\$0.607</b>	<b>13.3</b>
<b>Non-Labor :</b>												
Electric Power	\$0.367	\$0.287	\$0.080	21.9	\$0.000	\$0.009	(0.009)	-	\$0.367	\$0.295	\$0.072	19.6
Fuel	\$0.016	\$0.026	(0.010)	(57.9)	\$0.000	\$0.000	-	-	\$0.016	\$0.026	(0.010)	(57.9)
Insurance	\$0.103	\$0.135	(0.032)	(31.1)	\$0.000	\$0.000	-	-	\$0.103	\$0.135	(0.032)	(31.1)
Claims	\$0.007	\$0.041	(0.034)	-	\$0.000	\$0.000	-	-	\$0.007	\$0.041	(0.034)	-
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.250	(0.411)	\$0.662	-	\$0.000	\$0.000	-	-	\$0.250	(0.411)	\$0.662	-
Professional Service Contracts	\$0.087	\$0.094	(0.008)	(8.9)	\$0.000	\$0.002	(0.002)	-	\$0.087	\$0.097	(0.010)	(11.6)
Materials & Supplies	\$0.306	\$0.368	(0.062)	(20.3)	\$0.000	\$0.002	(0.002)	-	\$0.306	\$0.370	(0.064)	(20.9)
Other Business Expenses	\$0.097	\$0.014	\$0.083	85.3	\$0.000	\$0.000	-	-	\$0.097	\$0.014	\$0.083	85.3
<b>Non-Labor</b>	<b>\$1.233</b>	<b>\$0.554</b>	<b>\$0.679</b>	<b>55.1</b>	<b>\$0.000</b>	<b>\$0.013</b>	<b>(0.013)</b>	<b>-</b>	<b>\$1.233</b>	<b>\$0.567</b>	<b>\$0.667</b>	<b>54.1</b>
<b>Other Expense Adjustments:</b>												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$5.421</b>	<b>\$3.933</b>	<b>\$1.488</b>	<b>27.4</b>	<b>\$0.374</b>	<b>\$0.588</b>	<b>(0.214)</b>	<b>(57.1)</b>	<b>\$5.796</b>	<b>\$4.521</b>	<b>\$1.274</b>	<b>22.0</b>
Depreciation	\$1.000	\$0.918	\$0.082	8.2	\$0.000	\$0.000	-	-	\$1.000	\$0.918	\$0.082	8.2
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Total Expenses</b>	<b>\$6.421</b>	<b>\$4.851</b>	<b>\$1.570</b>	<b>24.5</b>	<b>\$0.374</b>	<b>\$0.588</b>	<b>(0.214)</b>	<b>(57.1)</b>	<b>\$6.796</b>	<b>\$5.439</b>	<b>\$1.356</b>	<b>20.0</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(5.667)</b>	<b>(4.074)</b>	<b>\$1.593</b>	<b>28.1</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>(5.667)</b>	<b>(4.074)</b>	<b>\$1.593</b>	<b>28.1</b>

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 STATEN ISLAND RAILWAY**  
**Nov - 2019 Mid\_Year**  
**Accrual Statement of Operations By Category**  
**Year-To-Date - Nov 2019**  
(\$ 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	Percent			Variance	Percent			Variance	Percent
<b>Revenue</b>												
<b>Farebox Revenue:</b>												
Farebox Revenue	\$6.361	\$6.103	(0.258)	(4.1)	\$0.000	\$0.000	-	-	\$6.361	\$6.103	(0.258)	(4.1)
Other Revenue	\$2.352	\$2.394	\$0.042	1.8	\$0.000	\$0.000	-	-	\$2.352	\$2.394	\$0.042	1.8
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$4.190	\$4.951	\$0.761	18.2	\$4.190	\$4.951	\$0.761	18.2
<b>Total Revenue</b>	<b>\$8.713</b>	<b>\$8.497</b>	<b>(0.216)</b>	<b>(2.5)</b>	<b>\$4.190</b>	<b>\$4.951</b>	<b>\$0.761</b>	<b>18.2</b>	<b>\$12.903</b>	<b>\$13.448</b>	<b>\$0.545</b>	<b>4.2</b>
<b>Expenses</b>												
<b>Labor :</b>												
Payroll	\$23.198	\$22.092	\$1.106	4.8	\$1.596	\$0.785	\$0.812	50.8	\$24.794	\$22.877	\$1.917	7.7
Overtime	\$2.550	\$2.680	(0.130)	(5.1)	\$0.916	\$1.432	(0.516)	(56.4)	\$3.466	\$4.113	(0.647)	(18.7)
<b>Total Salaries &amp; Wages</b>	<b>\$25.748</b>	<b>\$24.773</b>	<b>\$0.975</b>	<b>3.8</b>	<b>\$2.512</b>	<b>\$2.217</b>	<b>\$0.295</b>	<b>11.8</b>	<b>\$28.260</b>	<b>\$26.990</b>	<b>\$1.270</b>	<b>4.5</b>
Health and Welfare	\$5.866	\$5.333	\$0.534	9.1	\$0.256	\$0.000	\$0.256	-	\$6.122	\$5.333	\$0.789	12.9
OPEB Current Payment	\$2.370	\$2.081	\$0.288	12.2	\$0.000	\$0.004	(0.004)	-	\$2.370	\$2.085	\$0.285	12.0
Pensions	\$6.706	\$6.526	\$0.180	2.7	\$0.112	\$0.000	\$0.112	-	\$6.818	\$6.526	\$0.292	4.3
Other Fringe Benefits	\$4.928	\$4.690	\$0.237	4.8	\$0.518	\$0.000	\$0.518	-	\$5.446	\$4.690	\$0.756	13.9
<b>Total Fringe Benefits</b>	<b>\$19.870</b>	<b>\$18.630</b>	<b>\$1.239</b>	<b>6.2</b>	<b>\$0.886</b>	<b>\$0.004</b>	<b>\$0.882</b>	<b>-</b>	<b>\$20.756</b>	<b>\$18.634</b>	<b>\$2.122</b>	<b>10.2</b>
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(0.792)	(2.068)	\$1.276	-	\$0.792	\$2.070	(1.278)	-	\$0.000	\$0.002	(0.002)	-
<b>Labor</b>	<b>\$44.826</b>	<b>\$41.335</b>	<b>\$3.491</b>	<b>7.8</b>	<b>\$4.190</b>	<b>\$4.291</b>	<b>(0.101)</b>	<b>(2.4)</b>	<b>\$49.016</b>	<b>\$45.626</b>	<b>\$3.390</b>	<b>6.9</b>
<b>Non-Labor :</b>												
Electric Power	\$4.037	\$3.288	\$0.749	18.6	\$0.000	\$0.039	(0.039)	-	\$4.037	\$3.327	\$0.710	17.6
Fuel	\$0.199	\$0.236	(0.037)	(18.5)	\$0.000	\$0.000	-	-	\$0.199	\$0.236	(0.037)	(18.5)
Insurance	\$1.129	\$0.952	\$0.178	15.7	\$0.000	\$0.000	-	-	\$1.129	\$0.952	\$0.178	15.7
Claims	\$0.201	\$0.408	(0.207)	-	\$0.000	\$0.000	-	-	\$0.201	\$0.408	(0.207)	-
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$4.230	\$0.812	\$3.418	80.8	\$0.000	\$0.000	-	-	\$4.230	\$0.812	\$3.418	80.8
Professional Service Contracts	\$0.954	\$0.798	\$0.156	16.4	\$0.000	\$0.026	(0.026)	-	\$0.954	\$0.824	\$0.131	13.7
Materials & Supplies	\$2.948	\$2.131	\$0.817	27.7	\$0.000	\$0.595	(0.595)	-	\$2.948	\$2.727	\$0.221	7.5
Other Business Expenses	\$1.194	\$0.165	\$1.030	86.2	\$0.000	\$0.000	-	-	\$1.194	\$0.165	\$1.030	86.2
<b>Non-Labor</b>	<b>\$14.892</b>	<b>\$8.788</b>	<b>\$6.104</b>	<b>41.0</b>	<b>\$0.000</b>	<b>\$0.660</b>	<b>(0.660)</b>	<b>-</b>	<b>\$14.892</b>	<b>\$9.449</b>	<b>\$5.444</b>	<b>36.6</b>
<b>Other Expense Adjustments:</b>												
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$59.718</b>	<b>\$50.124</b>	<b>\$9.594</b>	<b>16.1</b>	<b>\$4.190</b>	<b>\$4.951</b>	<b>(0.761)</b>	<b>(18.2)</b>	<b>\$63.908</b>	<b>\$55.075</b>	<b>\$8.834</b>	<b>13.8</b>
Depreciation	\$11.000	\$10.693	\$0.307	2.8	\$0.000	\$0.000	-	-	\$11.000	\$10.693	\$0.307	2.8
GASB 75 OPEB Expense Adjustment	\$5.084	\$0.547	\$4.538	89.3	\$0.000	\$0.000	-	-	\$5.084	\$0.547	\$4.538	89.3
GASB 68 Pension Adjustment	\$0.375	(0.154)	\$0.529	-	\$0.000	\$0.000	-	-	\$0.375	(0.154)	\$0.529	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Total Expenses</b>	<b>\$76.178</b>	<b>\$61.210</b>	<b>\$14.968</b>	<b>19.6</b>	<b>\$4.190</b>	<b>\$4.951</b>	<b>(0.761)</b>	<b>(18.2)</b>	<b>\$80.368</b>	<b>\$66.161</b>	<b>\$14.207</b>	<b>17.7</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(67.465)</b>	<b>(52.713)</b>	<b>\$14.752</b>	<b>21.9</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>(67.465)</b>	<b>(52.713)</b>	<b>\$14.752</b>	<b>21.9</b>

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 STATEN ISLAND RAILWAY**  
**JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL ACCRUAL BASIS**  
**NOVEMBER 2019**  
**(\$ in millions)**

Generic Revenue or Expense Category	MONTH				YEAR-TO-DATE		
	Non Reimb. or Reimb.	Favorable/		Reason for Variance	Favorable/		Reason for Variance
		\$	%		\$	%	
Farebox Revenue	Non Reimb.	(0.087)	(15.4)	Lower ridership due mostly to weekend station shutdowns	(0.258)	(4.1)	Lower ridership due mostly to weekend station shutdowns
Other Operating Revenue	Non Reimb.	0.110	58.7	Mainly the favorable timing of reimbursements	0.042	1.8	Mainly the favorable timing of reimbursements
Payroll	Non Reimb.	0.494	21.8	Primarily vacancies	1.106	4.8	Primarily vacancies
Overtime	Non Reimb.				(0.130)	(5.1)	Largely vacancy coverage requirements
Health and Welfare (including OPEB current payment)	Non Reimb.	(0.022)	(2.9)	Primarily the unfavorable timing of expenses/credits	0.822	10.0	Primarily the favorable timing of expenses/credits
Other Fringe Benefits	Non Reimb.	0.132	29.3	Mostly the favorable timing of billing regarding interagency personnel	0.237	4.8	Mostly the favorable timing of billing regarding interagency personnel
Reimbursable Overhead	Non Reimb.	0.207	over 100.0	Increased reimbursable work requirements	1.276	over 100.0	Increased reimbursable work requirements
Electric Power	Non Reimb.				0.749	18.6	Mostly the timing of expenses and lower prices
Maintenance & Other Operating Contracts	Non Reimb.	0.662	over 100.0%	Largely corrections/adjustments	3.418	80.8	Mainly the favorable timing of various maintenance work requirements and corrections/adjustments
Professional Service Contracts	Non Reimb.				0.156	16.4	Largely the favorable timing of bridge inspections and other professional service expenses
Materials and Supplies	Non Reimb.	(0.062)	(20.3)	Largely the timing of various material requirements, including track ties	0.817	27.7	Largely the favorable timing of various material requirements, including track ties
Other Business Expenses	Non Reimb.	0.083	85.3	Mainly the timing of several needs	1.030	86.2	Mainly the timing of several needs
Capital and Other Reimbursements	Reimb.	0.214	57.1	Timing of contractor requirements	0.761	18.2	Timing of contractor requirements
Payroll	Reimb.	0.086	60.9	Timing of contractor requirements	0.812	50.8	Timing of contractor requirements
Overtime	Reimb.	(0.158)	over (100.0)	Timing of contractor requirements	(0.516)	(56.4)	Timing of contractor requirements

**MTA STATEN ISLAND RAILWAY**  
**July Financial Plan - 2019 Mid\_Year**  
**Cash Receipts and Expenditures**  
**Nov FY19**  
(\$ in Millions)

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	Month				Year-To-Date			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<b>Receipts</b>								
Farebox Revenue	\$0.567	\$0.602	\$0.035	6.1	\$6.235	\$6.119	(0.115)	(1.8)
Other Revenue	\$0.092	\$0.131	\$0.039	42.1	\$4.182	\$4.631	\$0.449	10.7
Capital and Other Reimbursements	\$0.374	\$0.610	\$0.236	63.0	\$3.839	\$3.702	(0.137)	(3.6)
<b>Total Revenue</b>	<b>\$1.034</b>	<b>\$1.343</b>	<b>\$0.309</b>	<b>29.9</b>	<b>\$14.256</b>	<b>\$14.452</b>	<b>\$0.197</b>	<b>1.4</b>
<b>Expenditures</b>								
<b>Labor :</b>								
Payroll	\$2.485	\$1.978	\$0.507	20.4	\$26.610	\$22.159	\$4.451	16.7
Overtime	\$0.266	\$0.395	(0.129)	(48.4)	\$3.271	\$3.709	(0.438)	(13.4)
<b>Total Salaries &amp; Wages</b>	<b>\$2.751</b>	<b>\$2.373</b>	<b>\$0.378</b>	<b>13.7</b>	<b>\$29.880</b>	<b>\$25.868</b>	<b>\$4.013</b>	<b>13.4</b>
Health and Welfare	\$0.557	\$0.549	\$0.008	1.4	\$7.281	\$7.858	(0.577)	(7.9)
OPEB Current Payment	\$0.215	\$0.073	\$0.142	66.0	\$1.859	\$0.821	\$1.038	55.8
Pensions	\$0.620	\$0.604	\$0.016	2.6	\$6.818	\$6.485	\$0.333	4.9
Other Fringe Benefits	\$0.291	\$0.282	\$0.009	3.1	\$3.964	\$3.712	\$0.252	6.4
<b>Total Fringe Benefits</b>	<b>\$1.683</b>	<b>\$1.508</b>	<b>\$0.175</b>	<b>10.4</b>	<b>\$19.923</b>	<b>\$18.877</b>	<b>\$1.047</b>	<b>5.3</b>
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	-	-
<b>Labor</b>	<b>\$4.434</b>	<b>\$3.881</b>	<b>\$0.553</b>	<b>12.5</b>	<b>\$49.804</b>	<b>\$44.745</b>	<b>\$5.059</b>	<b>10.2</b>
<b>Non-Labor :</b>								
Electric Power	\$0.367	\$0.002	\$0.365	-	\$3.985	\$2.991	\$0.993	24.9
Fuel	\$0.016	\$0.026	(0.010)	(57.9)	\$0.215	\$0.252	(0.037)	(17.0)
Insurance	\$0.103	\$0.000	\$0.103	-	\$0.779	\$0.940	(0.161)	(20.7)
Claims	(0.013)	\$0.000	(0.013)	-	(0.079)	\$0.004	(0.082)	-
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.250	\$0.021	\$0.229	91.7	\$4.234	\$0.659	\$3.575	84.4
Professional Service Contracts	\$0.087	\$0.130	(0.044)	(50.3)	\$0.963	\$0.682	\$0.281	29.2
Materials & Supplies	\$0.306	\$0.136	\$0.170	55.6	\$3.025	\$4.490	(1.466)	(48.5)
Other Business Expenses	\$0.097	\$0.010	\$0.087	90.0	\$1.255	\$0.132	\$1.123	89.5
<b>Non-Labor</b>	<b>\$1.213</b>	<b>\$0.324</b>	<b>\$0.889</b>	<b>73.3</b>	<b>\$14.377</b>	<b>\$10.151</b>	<b>\$4.226</b>	<b>29.4</b>
<b>Other Expense Adjustments:</b>								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>
<b>Total Expenditures before Depreciation and OPEB</b>	<b>\$5.647</b>	<b>\$4.205</b>	<b>\$1.442</b>	<b>25.5</b>	<b>\$64.181</b>	<b>\$54.895</b>	<b>\$9.285</b>	<b>14.5</b>
Depreciation	\$0.000	\$0.000	\$0.000	-	\$0.001	\$0.000	\$0.001	-
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	(0.001)	\$0.000	(0.001)	-
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	-
<b>Total Expenditures</b>	<b>\$5.647</b>	<b>\$4.205</b>	<b>\$1.442</b>	<b>25.5</b>	<b>\$64.181</b>	<b>\$54.895</b>	<b>\$9.286</b>	<b>14.5</b>
<b>Net Surplus/(Deficit)</b>	<b>(4.613)</b>	<b>(2.861)</b>	<b>\$1.752</b>	<b>38.0</b>	<b>(49.925)</b>	<b>(40.443)</b>	<b>\$9.482</b>	<b>19.0</b>

Note: Totals may not add due to rounding

**MTA STATEN ISLAND RAILWAY**  
**JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN MID-YEAR FORECAST AND ACTUAL CASH BASIS**  
**NOVEMBER 2019**  
**(\$ in millions)**

<b>Operating Receipts or Disbursements</b>	<b>MONTH</b>			<b>YEAR TO DATE</b>		
	<b>Favorable/ (Unfavorable) Variance</b>		<b>Reason for Variance</b>	<b>Favorable/ (Unfavorable) Variance</b>		<b>Reason for Variance</b>
	<b>\$</b>	<b>%</b>		<b>\$</b>	<b>%</b>	
Farebox Receipts	0.035	6.1%	Favorable timing of cash resolution with NYCT	(0.115)	(1.8%)	Unfavorable timing of cash resolution with NYCT
Other Operating Revenue	0.039	42.1%	Favorable timing of reimbursements	0.449	10.7%	Mostly the favorable timing of reimbursements
Capital and Other Reimbursements	0.236	63.0%	Mostly the favorable timing of reimbursements	(0.137)	(3.6%)	Mostly the unfavorable timing of reimbursements
Salaries & Wages	0.378	13.7%	Mostly vacancies, partly offset by overtime coverage and work requirements	4.013	13.4%	Mostly vacancies, partly offset by overtime coverage and work requirements
Health and Welfare (including OPEB current payment)	0.150	1.9%	Mostly the favorable timing of expenses	0.461	5.0%	Lower headcount and the favorable timing of expenses
Other Fringe Benefits				0.252	6.4%	Mostly lower headcount
Electric Power	0.365	over 100.0	Mostly the timing of expenses and lower prices	0.993	24.9%	Mostly the timing of expenses and lower prices
Maintenance Contracts	0.229	91.7%	Mainly the favorable timing of various maintenance work requirements	3.575	84.4%	Mainly the favorable timing of various maintenance work requirements
Professional Service Contracts				0.281	29.2%	Mostly the favorable timing of bridge inspections and other professional service expenses
Materials & Supplies	0.170	55.6%	Largely the timing of various material requirements, including track ties	(1.466)	(48.5%)	Largely the timing of various material requirements, including track ties
Other Business Expenses				1.123	89.5%	Mainly the timing of several needs

**MTA STATEN ISLAND RAILWAY**  
**July Financial Plan - 2019 Mid\_Year**  
**Cash Conversion (Cash Flow Adjustments)**  
**Nov FY19**  
(\$ in Millions)

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	Month				Year-To-Date			
	Forecast Mid Year	Actual	Favorable (Unfavorable)		Forecast Mid Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<b>Revenue</b>								
Farebox Revenue	\$0.000	\$0.122	\$0.122	-	(0.126)	\$0.016	\$0.143	-
Other Revenue	(0.094)	(0.165)	(0.071)	(75.0)	\$1.830	\$2.237	\$0.407	22.3
Capital and Other Reimbursements	\$0.000	\$0.022	\$0.022	-	(0.351)	(1.249)	(0.898)	-
<b>Total Revenue</b>	<b>(0.094)</b>	<b>(0.021)</b>	<b>\$0.073</b>	<b>77.3</b>	<b>\$1.352</b>	<b>\$1.004</b>	<b>(0.348)</b>	<b>(25.7)</b>
<b>Expenses</b>								
<b>Labor :</b>								
Payroll	(0.076)	(0.149)	(0.073)	(96.3)	(1.815)	\$0.718	\$2.534	-
Overtime	\$0.000	\$0.037	\$0.037	-	\$0.195	\$0.404	\$0.209	-
<b>Total Salaries &amp; Wages</b>	<b>(0.076)</b>	<b>(0.111)</b>	<b>(0.036)</b>	<b>(47.1)</b>	<b>(1.620)</b>	<b>\$1.122</b>	<b>\$2.742</b>	<b>-</b>
Health and Welfare	\$0.000	\$0.011	\$0.011	-	(1.159)	(2.525)	(1.366)	-
OPEB Current Payment	\$0.000	\$0.138	\$0.138	-	\$0.510	\$1.264	\$0.753	-
Pensions	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.041	\$0.041	-
Other Fringe Benefits	\$0.204	\$0.036	(0.168)	(82.3)	\$1.482	\$0.978	(0.503)	(34.0)
<b>Total Fringe Benefits</b>	<b>\$0.204</b>	<b>\$0.186</b>	<b>(0.019)</b>	<b>(9.2)</b>	<b>\$0.832</b>	<b>(0.243)</b>	<b>(1.075)</b>	<b>-</b>
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	\$0.002	\$0.002	-
<b>Labor</b>	<b>\$0.129</b>	<b>\$0.074</b>	<b>(0.054)</b>	<b>(42.3)</b>	<b>(0.788)</b>	<b>\$0.882</b>	<b>\$1.669</b>	<b>-</b>
<b>Non-Labor :</b>								
Electric Power	\$0.000	\$0.293	\$0.293	-	\$0.052	\$0.336	\$0.284	-
Fuel	\$0.000	\$0.000	\$0.000	-	(0.017)	(0.016)	\$0.000	1.0
Insurance	\$0.000	\$0.135	\$0.135	-	\$0.350	\$0.011	(0.339)	(96.8)
Claims	\$0.020	\$0.041	\$0.021	-	\$0.279	\$0.404	\$0.125	44.6
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Maintenance and Other Operating Contracts	\$0.000	(0.432)	(0.432)	-	(0.004)	\$0.152	\$0.157	-
Professional Service Contracts	\$0.000	(0.034)	(0.034)	-	(0.008)	\$0.142	\$0.150	-
Materials & Supplies	\$0.000	\$0.234	\$0.234	-	(0.076)	(1.764)	(1.687)	-
Other Business Expenses	\$0.000	\$0.005	\$0.005	-	(0.060)	\$0.033	\$0.093	-
<b>Non-Labor</b>	<b>\$0.020</b>	<b>\$0.242</b>	<b>\$0.222</b>	<b>-</b>	<b>\$0.515</b>	<b>(0.702)</b>	<b>(1.218)</b>	<b>-</b>
<b>Other Expense Adjustments:</b>								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$0.149</b>	<b>\$0.317</b>	<b>\$0.168</b>	<b>-</b>	<b>(0.272)</b>	<b>\$0.180</b>	<b>\$0.452</b>	<b>-</b>
Depreciation	\$1.000	\$0.918	(0.082)	(8.2)	\$10.999	\$10.693	(0.306)	(2.8)
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	\$5.085	\$0.547	(4.538)	(89.3)
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.375	(0.154)	(0.529)	-
Environmental Remediation	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
<b>Total Expenditures</b>	<b>\$1.149</b>	<b>\$1.234</b>	<b>\$0.086</b>	<b>7.5</b>	<b>\$16.187</b>	<b>\$11.265</b>	<b>(4.921)</b>	<b>(30.4)</b>
<b>Total Cash Conversion Adjustments</b>	<b>\$1.054</b>	<b>\$1.213</b>	<b>\$0.159</b>	<b>15.1</b>	<b>\$17.539</b>	<b>\$12.270</b>	<b>(5.269)</b>	<b>(30.0)</b>

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 STATEN ISLAND RAILWAY  
 JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST  
 TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS  
 November 2019**

<u>Function/Departments</u>	<u>Forecast</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
<b>Administration</b>				
Executive	13	7	6	
General Office	9	14	(5)	
Purchasing/Stores	6	3	3	
<b>Total Administration</b>	<b>28</b>	<b>24</b>	<b>4</b>	
<b>Operations</b>				
Transportation	119	120	(1)	
<b>Total Operations</b>	<b>119</b>	<b>120</b>	<b>(1)</b>	
<b>Maintenance</b>				
Mechanical	53	51	2	
Electronics/Electrical	15	15	0	
Power/Signals	29	29	0	
Maintenance of Way	70	78	(8)	
Infrastructure	26	30	(4)	
<b>Total Maintenance</b>	<b>193</b>	<b>203</b>	<b>(10)</b>	
<b>Engineering/Capital</b>				
Capital Project Support	16	8	8	
<b>Total Engineering Capital</b>	<b>16</b>	<b>8</b>	<b>8</b>	
<b>Total Positions</b>	<b>356</b>	<b>355</b>	<b>1</b>	
Non-Reimbursable	328	327	1	
Reimbursable	28	28	0	
Total Full-Time	356	355	1	
Total Full-Time-Equivalents	0	0	0	

MTA STATEN ISLAND RAILWAY  
 JULY FINANCIAL PLAN - 2019 MID-YEAR FORECAST  
 TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION  
 November 2019

	<u>Forecast</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
<b>Administration</b>				
Managers/Supervisors	16	12	4	
Professional, Technical, Clerical	12	12	0	
Operational Hourlies	0	0	0	
<b>Total Administration</b>	<b>28</b>	<b>24</b>	<b>4</b>	
<b>Operations</b>				
Managers/Supervisors	11	6	5	
Professional, Technical, Clerical	3	1	2	
Operational Hourlies	105	113	(8)	
<b>Total Operations</b>	<b>119</b>	<b>120</b>	<b>(1)</b>	
<b>Maintenance</b>				
Managers/Supervisors	16	24	(8)	
Professional, Technical, Clerical	6	5	1	
Operational Hourlies	171	174	(3)	
<b>Total Maintenance</b>	<b>193</b>	<b>203</b>	<b>(10)</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	3	2	1	
Professional, Technical, Clerical	4	0	4	
Operational Hourlies	9	6	3	
<b>Total Engineering/Capital</b>	<b>16</b>	<b>8</b>	<b>8</b>	
<b>Total Positions</b>				
Managers/Supervisors	46	44	2	
Professional, Technical, Clerical	25	18	7	
Operational Hourlies	285	293	(8)	
<b>Total Positions</b>	<b>356</b>	<b>355</b>	<b>1</b>	

**MTA STATEN ISLAND RAILWAY**  
**MID-YEAR FORECAST AND NOVEMBER FORECAST vs. ACTUAL RESULTS (NON-REIMBURSABLE)**  
**NOVEMBER 2019 YEAR-TO-DATE**  
**(\$ in millions)**

	November 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Mid-Year Forecast	November Forecast	Actual Results	Mid-Year Forecast		November Forecast	
	\$	\$	\$	\$	%	\$	%
Total Revenue	8.7	8.6	8.5	(0.2)	(2.5)	(0.1)	(0.8)
Total Expenses before Depreciation, OPEB and Environmental Remediation	59.7	59.2	50.1	9.6	16.1	9.0	15.3
Depreciation	11.0	11.0	10.7	0.3	2.8	0.3	2.8
OPEB Account	5.1	0.5	0.5	4.5	89.2	0.0	0.0
GASB 68 Pension Adjustment	0.4	(0.2)	(0.2)	0.5	n/a	0.0	0.0
Total Expenses	76.2	70.6	61.2	15.0	19.6	9.3	13.2
Net Surplus/(Deficit)	(67.5)	(62.0)	(52.7)	14.8	21.9	9.3	15.0

Note: Totals may not add due to rounding



**MTA STATEN ISLAND RAILWAY  
EXPLANATION OF VARIANCES BETWEEN NOVEMBER FORECAST AND ACTUAL RESULTS  
NOVEMBER 2019 YEAR-TO-DATE  
(\$ in millions)**

	Favorable (Unfavorable) Variance		November 2019 Year-to-Date
	\$	%	Reason for Variance
	Total Revenue (Nonreimbursable)	(0.2)	(2.5)
Total Expenses (Nonreimbursable)	9.3	13.2	<p>Operating expenses were favorable to the Estimate by \$9.0 million (15.3 %), of which labor expenses underran by \$3.7 million (8.3 percent), due largely to payroll underruns of \$1.2 million (5.3 percent), mostly from vacancies, and lower health &amp; welfare/OPEB current expenses of \$1.0 million (11.9 percent), due mainly to vacancies along with lower expenses and higher credits than anticipated. Non-labor expenses underran by \$5.3 million (37.7 percent), resulting largely from the favorable timing of both maintenance contract work and other business requirements.</p> <p>Depreciation expenses were favorable by \$0.3 million (2.8 percent), as actual expenses recorded to date have been lower than anticipated.</p>

NOTE: Regarding Mid-Year Forecast vs. Actual Results, variance explanations are provided in the monthly report to the Finance Com

# Preliminary November 2019 Report: Bus Company

The purpose of this report is to provide the preliminary November 2019 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.

## **Summary of Preliminary Financial Results**

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

- November 2019 Bus Company ridership of 9.5 million was \$ 0.1 million (1.3 percent) above forecast.
- Farebox revenue in November of \$17.4 million was \$0.7 million (3.8 percent) under forecast.
- Total expenses of \$75.3 million were \$5.8 million (8.4 percent) above forecast.
  - Total Labor expenses exceeded forecast by a net \$9.1 million (20.2 percent), including overruns mainly in payroll expenses of \$5.0 million (22.6 percent) and Health & Welfare / OPEB expenses of \$3.3 million (42.6 percent).
  - Total Non-labor expenses underran by \$3.2 million (13.2 percent), including favorable results primarily in Professional Service Contracts expenses of \$3.0 million (54.5 percent), Maintenance and Other Operating Contracts expenses of \$2.5 million (49.0 percent), and Material & Supplies expenses of \$1.8 million (33.5 percent).

**MTA BUS FINANCIAL AND RIDERSHIP REPORT**  
**November 2019**

(All data are preliminary and subject to audit)

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

Total MTA Bus **ridership** in November 2019 was 9.5 million, 0.1 million riders (1.3 percent) above forecast. Year-to-date, Bus Ridership was 110.7 million, 2.6 million riders (2.4 percent) above forecast. Average weekday ridership for the twelve months ending November 2019 was 388,152, a decrease of 5,037 riders (1.3 percent) from the twelve months ending November 2018.

**Operating revenue** in November was below forecast by \$0.9 million (4.5 percent) due largely to lower average fare revenue of \$0.7 million (3.8 percent) and lower Other Operating Revenue of \$0.2 million (12.3 percent) resulting from lower insurance recoveries (Workers Comp.). Year-to-date, Operating Revenue was unfavorable by \$0.8 million (0.3 percent), due to lower Other Operating Revenue of \$2.8 million (14.9 percent) and partially offset by higher farebox revenue of \$2.0 million (1.0 percent).

**Nonreimbursable expenses** before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$75.0 million in November 2019, \$6.1 million (8.9 percent) under forecast.

- Labor expenses overran forecast by \$9.2 million (20.7 percent), including higher Payroll expenses of \$5.0 million (22.9 percent), due to higher interagency billings, rate variances, and lower attrition than anticipated. Higher overtime expenses of \$1.5 million (35.7 percent), were mainly due to running time/traffic, maintenance/campaign work, rate variances, and lower rate of attrition. Health & welfare/OPEB current expenses were greater than forecast by \$3.4 million (45.9 percent), due to more claims being submitted.
- Non-labor expenses were below forecast by \$3.1 million (12.6 percent). Professional Service Contracts expenses underran by \$3.0 million (54.5 percent), due mainly to the timing of interagency billing, New Fare System (OMNY) and Bus Technology. Maintenance and Other Operating Contracts expenses were also below forecast by \$2.5 million (48.7 percent), driven by the timing of the Shop Program and Bus Technology requirements. Material & Supplies expenses underran by \$1.6 million (31.9 percent) driven by the timing of the SBS rollout.

Year-to-date, expenses were less than forecast by a net \$15.3 million (2.0 percent), including favorable non-labor expenses of \$45.4 million (19.7 percent), partially offset by an overrun in labor expenses of \$30.1 million (5.7 percent). The major factors driving these year-to-date results were consistent with the factors described above affecting the month results.

Depreciation expenses year-to-date were \$38.9 million, favorable to forecast by \$10.3 million (20.9 percent).

Neither Other Post-Employment Benefit accrued expenses, nor GASB #68 Pension Expense Adjustments was recorded year-to-date.

Environmental remediation expenses of \$1.7 million were recorded year-to-date, resulting in an overrun to forecast of \$0.9 million (over 100.0 percent).

The **operating cash deficit** (excluding subsidies) was \$527.2 million year-to-date, unfavorable to the forecast by \$6.3 million (1.2 percent).

**MTA BUS COMPANY**  
**JULY FINANCIAL PLAN 2019 MID YEAR FORECAST**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**November 2019**  
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	(Unfavorable)				(Unfavorable)				(Unfavorable)			
	Mid Year Forecast	Actual	Variance	Percent	Mid Year Forecast	Actual	Variance	Percent	Mid Year Forecast	Actual	Variance	Percent
<b>Revenue</b>												
Farebox Revenue	\$18.047	\$17.360	(\$0.687)	(3.8)	\$0.000	\$0.000	\$0.000	-	\$18.047	\$17.360	(\$0.687)	(3.8)
Other Operating Income	1.679	1.473	(0.207)	(12.3)	-	\$0.000	-	-	1.679	1.473	(0.207)	(12.3)
Capital and Other Reimbursements	-	-	-	-	0.556	0.278	(0.278)	(50.0)	0.556	0.278	(0.278)	(50.0)
<b>Total Revenue</b>	<b>\$19.726</b>	<b>\$18.832</b>	<b>(\$0.894)</b>	<b>(4.5)</b>	<b>\$0.556</b>	<b>\$0.278</b>	<b>(\$0.278)</b>	<b>(50.0)</b>	<b>\$20.283</b>	<b>\$19.111</b>	<b>(\$1.172)</b>	<b>(5.8)</b>
<i>Labor:</i>												
Payroll	\$21.920	\$26.944	(\$5.024)	(22.9)	\$0.200	\$0.171	\$0.029	14.3	\$22.120	\$27.115	(\$4.995)	(22.6)
Overtime	4.266	5.788	(1.522)	(35.7)	-	-	-	-	4.266	5.788	(1.522)	(35.7)
Health and Welfare	5.322	7.791	(2.469)	(46.4)	0.170	-	0.170	100.0	5.491	7.791	(2.299)	(41.9)
OPEB Current Payment	2.145	3.100	(0.955)	(44.5)	-	-	-	-	2.145	3.100	(0.955)	(44.5)
Pensions	4.896	4.879	0.017	0.3	-	-	-	-	4.896	4.879	0.017	0.3
Other Fringe Benefits	5.963	5.277	0.686	11.5	-	-	-	-	5.963	5.277	0.686	11.5
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.036)	(0.107)	0.072	*	0.034	0.107	(0.073)	*	(0.002)	-	(0.002)	(100.0)
<b>Total Labor Expenses</b>	<b>\$44.476</b>	<b>\$53.672</b>	<b>(\$9.195)</b>	<b>(20.7)</b>	<b>\$0.403</b>	<b>\$0.278</b>	<b>\$0.125</b>	<b>31.0</b>	<b>\$44.879</b>	<b>\$53.950</b>	<b>(\$9.070)</b>	<b>(20.2)</b>
<i>Non-Labor:</i>												
Electric Power	\$0.150	\$0.131	\$0.019	12.4	\$0.000	\$0.000	\$0.000	-	\$0.150	\$0.131	\$0.019	12.4
Fuel	2.186	1.892	0.294	13.5	-	-	-	-	2.186	1.892	0.294	13.5
Insurance	0.615	0.374	0.242	39.3	-	-	-	-	0.615	0.374	0.242	39.3
Claims	5.234	10.000	(4.766)	(91.1)	-	-	-	-	5.234	10.000	(4.766)	(91.1)
Maintenance and Other Operating Contracts	5.109	2.622	2.487	48.7	0.034	-	0.034	100.0	5.143	2.622	2.521	49.0
Professional Service Contracts	5.557	2.529	3.028	54.5	-	-	-	-	5.557	2.529	3.028	54.5
Materials & Supplies	5.097	3.470	1.626	31.9	0.123	-	0.123	100.0	5.220	3.470	1.750	33.5
Other Business Expense	0.504	0.342	0.162	32.1	-	-	-	-	0.504	0.342	0.162	32.1
<b>Total Non-Labor Expenses</b>	<b>\$24.452</b>	<b>\$21.360</b>	<b>\$3.092</b>	<b>12.6</b>	<b>\$0.157</b>	<b>\$0.000</b>	<b>\$0.157</b>	<b>100.0</b>	<b>\$24.609</b>	<b>\$21.360</b>	<b>\$3.249</b>	<b>13.2</b>
<b>Total Expenses before Non-Cash Liability Adjs.</b>	<b>\$68.928</b>	<b>\$75.031</b>	<b>(\$6.103)</b>	<b>(8.9)</b>	<b>\$0.560</b>	<b>\$0.278</b>	<b>\$0.282</b>	<b>50.3</b>	<b>\$69.488</b>	<b>\$75.309</b>	<b>(\$5.822)</b>	<b>(8.4)</b>
Depreciation	\$4.979	\$3.206	\$1.773	35.6	\$0.000	\$0.000	\$0.000	-	\$4.979	\$3.206	\$1.773	35.6
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	(0.002)	-	(0.002)	(100.0)	-	-	-	-	(0.002)	-	(0.002)	(100.0)
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Expenses</b>	<b>\$73.905</b>	<b>\$78.237</b>	<b>(\$4.332)</b>	<b>(5.9)</b>	<b>\$0.560</b>	<b>\$0.278</b>	<b>\$0.282</b>	<b>50.3</b>	<b>\$74.465</b>	<b>\$78.516</b>	<b>(\$4.051)</b>	<b>(5.4)</b>
<b>Net Surplus/(Deficit)</b>	<b>(\$54.178)</b>	<b>(\$59.405)</b>	<b>(\$5.226)</b>	<b>(9.6)</b>	<b>(\$0.004)</b>	<b>\$0.000</b>	<b>\$0.004</b>	<b>100.0</b>	<b>(\$54.182)</b>	<b>(\$59.405)</b>	<b>(\$5.222)</b>	<b>(9.6)</b>

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 2019 MID YEAR FORECAST**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**November 2019 Year-To-Date**

(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	(Unfavorable)				(Unfavorable)				(Unfavorable)			
	Mid Year Forecast	Actual	Variance	Percent	Mid Year Forecast	Actual	Variance	Percent	Mid Year Forecast	Actual	Variance	Percent
<b>Revenue</b>												
Farebox Revenue	\$202.784	\$204.779	\$1.994	1.0	\$0.000	\$0.000	\$0.000	-	\$202.784	\$204.779	\$1.994	1.0
Other Operating Income	18.623	15.857	(2.767)	(14.9)	-	-	-	-	18.623	15.857	(2.767)	(14.9)
Capital and Other Reimbursements	-	-	-	-	5.352	5.524	0.172	3.2	5.352	5.524	0.172	3.2
<b>Total Revenue</b>	<b>\$221.408</b>	<b>\$220.635</b>	<b>(\$0.773)</b>	<b>(0.3)</b>	<b>\$5.352</b>	<b>\$5.524</b>	<b>\$0.172</b>	<b>3.2</b>	<b>\$226.760</b>	<b>\$226.159</b>	<b>(\$0.600)</b>	<b>(0.3)</b>
<b>Expenses</b>												
<i>Labor:</i>												
Payroll	\$261.281	\$276.405	(\$15.124)	(5.8)	\$2.380	\$3.200	(\$0.820)	(34.4)	\$263.661	\$279.605	(\$15.944)	(6.0)
Overtime	58.329	69.968	(11.639)	(20.0)	0.025	0.070	(0.045)	*	58.354	70.038	(11.684)	(20.0)
Health and Welfare	68.714	78.438	(9.724)	(14.2)	1.039	-	1.039	100.0	69.753	78.438	(8.685)	(12.5)
OPEB Current Payment	23.677	23.825	(0.149)	(0.6)	-	-	-	-	23.677	23.825	(0.149)	(0.6)
Pensions	54.156	53.454	0.702	1.3	-	-	-	-	54.156	53.454	0.702	1.3
Other Fringe Benefits	65.204	60.372	4.832	7.4	0.014	0.064	(0.050)	*	65.218	60.435	4.782	7.3
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(1.126)	(2.131)	1.005	89.2	0.956	2.131	(1.175)	*	(0.170)	(0.000)	(0.170)	(100.0)
<b>Total Labor Expenses</b>	<b>\$530.233</b>	<b>\$560.331</b>	<b>(\$30.098)</b>	<b>(5.7)</b>	<b>\$4.415</b>	<b>\$5.465</b>	<b>(\$1.050)</b>	<b>(23.8)</b>	<b>\$534.648</b>	<b>\$565.796</b>	<b>(\$31.148)</b>	<b>(5.8)</b>
<i>Non-Labor:</i>												
Electric Power	\$1.692	\$1.591	\$0.100	5.9	\$0.000	\$0.000	\$0.000	-	\$1.692	\$1.591	\$0.100	5.9
Fuel	23.580	22.342	1.238	5.2	-	-	-	-	23.580	22.342	1.238	5.2
Insurance	5.673	4.241	1.432	25.2	-	-	-	-	5.673	4.241	1.432	25.2
Claims	55.942	58.900	(2.958)	(5.3)	-	-	-	-	55.942	58.900	(2.958)	(5.3)
Maintenance and Other Operating Contracts	43.714	27.475	16.239	37.1	0.207	-	0.207	100.0	43.921	27.475	16.446	37.4
Professional Service Contracts	45.259	25.860	19.399	42.9	-	0.060	(0.060)	-	45.259	25.919	19.340	42.7
Materials & Supplies	49.859	41.060	8.799	17.6	0.754	-	0.754	100.0	50.613	41.060	9.553	18.9
Other Business Expense	4.669	3.488	1.181	25.3	-	-	-	-	4.669	3.488	1.181	25.3
<b>Total Non-Labor Expenses</b>	<b>\$230.388</b>	<b>\$184.957</b>	<b>\$45.430</b>	<b>19.7</b>	<b>\$0.961</b>	<b>\$0.060</b>	<b>\$0.901</b>	<b>93.8</b>	<b>\$231.348</b>	<b>\$185.017</b>	<b>\$46.332</b>	<b>20.0</b>
<b>Total Expenses before Non-Cash Liability Adjs.</b>	<b>\$760.621</b>	<b>\$745.288</b>	<b>\$15.333</b>	<b>2.0</b>	<b>\$5.375</b>	<b>\$5.524</b>	<b>(\$0.149)</b>	<b>(2.8)</b>	<b>\$765.996</b>	<b>\$750.813</b>	<b>\$15.184</b>	<b>2.0</b>
Depreciation	\$49.210	\$38.903	\$10.306	20.9	\$0.000	\$0.000	\$0.000	-	\$49.210	\$38.903	\$10.306	20.9
GASB 75 OPEB Expense Adjustment	\$0.000	\$0.000	\$0.000	100.0	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	100.0
GASB 68 Pension Adjustment	-	-	-	-	-	-	-	-	-	-	-	-
Environmental Remediation	0.749	1.661	(0.912)	*	-	-	-	-	0.749	1.661	(0.912)	*
<b>Total Expenses</b>	<b>\$810.580</b>	<b>\$785.853</b>	<b>\$24.727</b>	<b>3.1</b>	<b>\$5.375</b>	<b>\$5.524</b>	<b>(\$0.149)</b>	<b>(2.8)</b>	<b>\$815.955</b>	<b>\$791.377</b>	<b>\$24.578</b>	<b>3.0</b>
<b>Net Surplus/(Deficit)</b>	<b>(\$589.172)</b>	<b>(\$565.218)</b>	<b>\$23.954</b>	<b>4.1</b>	<b>(\$0.023)</b>	<b>(\$0.000)</b>	<b>\$0.023</b>	<b>99.8</b>	<b>(\$589.196)</b>	<b>(\$565.218)</b>	<b>\$23.978</b>	<b>4.1</b>

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 2019 MID YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS**  
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	November 2019			Year-To-Date		
		Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
		\$	%		\$	%	
Farebox Revenue	NR	\$ (0.687)	(3.8)	Lower avreage fare	\$ 1.994	1.0	Higher ridership
Other Operating Revenue	NR	\$ (0.207)	(12.3)	Lower recovery from other insurance (Workers' Comp reimbursement)	\$ (2.767)	(14.9)	Lower Student fare and recovery from other insurance (Workers' Comp reimbursement)
Capital and Other Reimbursements	R	\$ (0.278)	(50.0)	(a)	\$ 0.172	3.2	Higher Capital Reimbursements than planned
<b>Total Revenue Variance</b>		<b>\$ (1.172)</b>	<b>(5.8)</b>		<b>\$ (0.600)</b>	<b>(0.3)</b>	
Payroll	NR	\$ (5.024)	(22.9)	Higher interagency billings, rate variance, and lower attrition than anticipated	\$ (15.124)	(5.8)	Payment of interagency billings from a prior period, higher cash out of banked holiday, sick and personal time than budgeted as well as rate variances and lower attrition
Overtime	NR	\$ (1.522)	(35.7)	Mainly due to running time/traffic, maintenance/campaign work, and rate vairance	\$ (11.639)	(20.0)	Mainly due to running time/traffic, maintenance/campaign work, and rate vairance
Health and Welfare (including OPEB)	NR	\$ (3.424)	(45.9)	Higher expenses due to more claims bing submitted	\$ (9.873)	(10.7)	Higher expenses due to more claims bing submitted
Pension	NR	\$ 0.017	0.3	(a)	\$ 0.702	1.3	Lower expenses
Other Fringe Benefits	NR	\$ 0.686	11.5	Lower Workers Compensation expenses	\$ 4.832	7.4	Lower Workers Compensation expenses and timing of interagency billings
Reimbursable Overhead	NR	\$ 0.072	*	Higher reimbursable expenses	\$ 1.005	89.2	Higher reimbursable expenses
Electric Power	NR	\$ 0.019	12.4	(a)	\$ 0.100	12.4	(a)
Fuel	NR	\$ 0.294	13.5	(a)	\$ 1.238	5.2	Lower rates
Insurance	NR	\$ 0.242	39.3	Timing of expenses	\$ 1.432	25.2	Timing of expenses
Claims	NR	\$ (4.766)	(91.1)	Timing of expenses	\$ (2.958)	(5.3)	Timing of expenses
Maintenance and Other Operating Contracts	NR	\$ 2.487	48.7	Timing of Shop Program, Bus Technology, and Facility	\$ 16.239	37.1	Timing of Shop Program, Bus Technology, and Facility
Professional Service Contracts	NR	\$ 3.028	54.5	Timing of interagency billing, New Fare System/OMNY and Bus Technology	\$ 19.399	42.9	Timing of interagency billing, New Fare System/OMNY and Bus Technology
Materials & Supplies	NR	\$ 1.626	31.9	Timing of SBS rollout, radio equipment and lower general maintenance expenses	\$ 8.799	17.6	Timing of New Fare System (NFS)/One Metro NY (OMNY), Select Bus Service (SBS) rollout and lower general maintenance expenses
Other Business Expense	NR	\$ 0.162	32.1	Timing of Automatic Fare Collection (AFC) fees and other Misc. expenses	\$ 1.181	25.3	Timing of Automatic Fare Collection (AFC) fees and other Misc. expenses
Depreciation	NR	\$ 1.773	35.6	Timing of asset replacement	\$ 10.306	20.9	Timing of asset replacement
Other Post Employment Benefits	NR	\$ -	-	(a)	\$ 0.000	100.0	(a)
GASB 68 Pension Adjustment	NR	\$ (0.002)	(100.0)	(a)	\$ -	-	(a)
Environmental Remediation	NR	\$ -	-	Non cash item	\$ (0.912)	*	Non cash item
Payroll	R	\$ 0.029	14.3	(a)	\$ (0.820)	(34.4)	(a)
Overtime	R	\$ -	*	(a)	\$ (0.045)	*	(a)
Health and Welfare	R	\$ 0.170	100.0		\$ 1.039	100.0	
Pension	R	\$ -	.	Timing of charges	\$ -	.	Timing of charges
Other Fringe Benefits	R	\$ -	.		\$ (0.050)	.	
Professional Service Contracts	R	\$ -	(a)		\$ (0.060)	(a)	
Maintenance and Other Operating Contracts	R	\$ 0.034	*	Timing of charges	\$ 0.207	*	Timing of charges
Materials & Supplies	R	\$ 0.123	*	Timing of charges	\$ 0.754	*	Timing of charges
<b>Total Expense Variance</b>		<b>\$ (4.051)</b>	<b>(5.4)</b>		<b>\$ 24.578</b>	<b>3.0</b>	
<b>Net Variance</b>		<b>\$ (5.222)</b>	<b>(9.6)</b>		<b>\$ 23.978</b>	<b>4.1</b>	

(a) - Variance less than 5%, >= \$ .100

**MTA BUS COMPANY**  
**JULY FINANCIAL PLAN 2019 MID YEAR FORECAST**  
**CASH RECEIPTS AND EXPENDITURES**

(\$ in millions)

	November 2019				Year-To-Date			
	Mid Year Forecast	Actual	Favorable (Unfavorable)		Mid Year Forecast	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<b><u>Receipts</u></b>								
Farebox Revenue	\$18.047	\$ 19.750	\$1.703	9.4	\$205.153	\$208.168	\$3.015	1.5
Other Operating Revenue	2.578	0.284	(2.294)	(89.0)	17.776	15.080	(2.697)	(15.2)
Capital and Other Reimbursements	1.325	0.464	(0.861)	(65.0)	9.983	5.793	(4.188)	(42.0)
<b>Total Receipts</b>	<b>\$21.951</b>	<b>\$20.499</b>	<b>(\$1.452)</b>	<b>(6.6)</b>	<b>\$232.912</b>	<b>\$229.041</b>	<b>(\$3.869)</b>	<b>(1.7)</b>
<b><u>Expenditures</u></b>								
<i>Labor:</i>								
Payroll	\$20.362	\$22.228	(\$1.866)	(9.2)	\$265.473	\$279.661	(\$14.188)	(5.3)
Overtime	4.266	5.788	(1.522)	(35.7)	58.355	70.038	(11.683)	(20.0)
Health and Welfare	6.209	5.981	0.227	3.7	73.687	84.918	(11.231)	(15.2)
OPEB Current Payment	2.191	3.100	(0.909)	(41.5)	22.213	22.796	(0.583)	(2.6)
Pensions	4.978	4.879	0.099	2.0	54.049	53.457	0.592	1.1
Other Fringe Benefits	4.352	3.917	0.435	10.0	51.834	54.704	(2.870)	(5.5)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-	-	-	-	-	-	-	-
<b>Total Labor Expenditures</b>	<b>\$42.358</b>	<b>\$45.894</b>	<b>(\$3.536)</b>	<b>(8.3)</b>	<b>\$525.612</b>	<b>\$565.574</b>	<b>(\$39.962)</b>	<b>(7.6)</b>
<i>Non-Labor:</i>								
Electric Power	\$0.150	\$0.000	\$0.150	100.0	\$1.692	\$1.460	\$0.232	13.7
Fuel	1.942	2.558	(0.616)	(31.7)	22.407	22.417	(0.010)	(0.0)
Insurance	1.707	0.000	1.707	100.0	10.450	10.209	0.241	2.3
Claims	2.019	1.075	0.944	46.8	24.524	43.960	(19.436)	(79.3)
Maintenance and Other Operating Contracts	6.316	3.646	2.670	42.3	56.425	37.932	18.493	32.8
Professional Service Contracts	7.005	2.518	4.488	64.1	50.667	28.357	22.310	44.0
Materials & Supplies	6.150	4.009	2.142	34.8	57.354	42.892	14.463	25.2
Other Business Expenses	0.490	0.293	0.197	40.2	4.683	3.461	1.222	26.1
<b>Total Non-Labor Expenditures</b>	<b>\$25.778</b>	<b>\$14.098</b>	<b>\$11.680</b>	<b>45.3</b>	<b>\$228.203</b>	<b>\$190.688</b>	<b>\$37.515</b>	<b>16.4</b>
<b><u>Other Expenditure Adjustments :</u></b>								
Other	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
<b>Total Other Expenditure Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>
<b>Total Expenditures</b>	<b>\$68.136</b>	<b>\$59.992</b>	<b>\$8.144</b>	<b>12.0</b>	<b>\$753.814</b>	<b>\$756.262</b>	<b>(\$2.447)</b>	<b>(0.3)</b>
<b>Operating Cash Surplus/(Deficit)</b>	<b>(\$46.185)</b>	<b>(\$39.493)</b>	<b>\$6.692</b>	<b>14.5</b>	<b>(\$520.902)</b>	<b>(\$527.220)</b>	<b>(\$6.318)</b>	<b>(1.2)</b>

NOTE: Totals may not add due to rounding

**MTA BUS COMPANY**  
**JULY FINANCIAL PLAN 2019 MID YEAR FORECAST**  
**EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS**  
(\$ in millions)

Operating Receipts or Disbursements	November 2019			Year-To-Date		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Revenue	\$ 1.703	9.4	Timing of receipts	\$ 3.015	1.5	Timing of receipts
Other Operating Revenue	(2.294)	(89.0)	Lowers Student fare and recoveries from other insurance (Workers' Comp reimbursement)	(2.697)	(15.2)	Receipt of Student's reimbursements
Capital and Other Reimbursements	(0.861)	(65.0)	Timing of reimbursement receipts	(4.188)	(42.0)	Timing of reimbursement receipts
<b>Total Receipts</b>	<b>\$ (1.452)</b>	<b>(6.6)</b>		<b>\$ (3.870)</b>	<b>(1.7)</b>	
Payroll	\$ (1.866)	(9.2)	Higher interagency billings, rate variance, and lower attrition than anticipated	\$ (14.188)	(5.3)	Higher interagency billings, rate variance, retro payments, and lower attrition than anticipated
Overtime	(1.522)	(35.7)	Mainly due to running time/traffic, and maintenance/campaign work	(11.683)	(20.0)	Mainly due to running time/traffic, maintenance/campaign work, and rate vairance
Health and Welfare (including OPEB)	(0.681)	(8.1)	Higher expenses due to more claims bing submitted	(11.814)	(12.3)	Higher expenses due to more claims bing submitted
Pension	0.099	2.0	(a)	0.592	1.1	Lower expenses
Other Fringe Benefits	0.435	10.0	Timing of payments	(2.870)	(5.5)	Payments for prior periods
GASB	-	-	(a)	-	-	(a)
Electric Power	0.150	100.0	(a)	0.232	13.7	(a)
Fuel	(0.616)	(31.7)	Payments for prior periods	(0.010)	(0.0)	Payments for prior periods
Insurance	1.707	100.0	Timing of payments	0.241	2.3	Payments for prior periods
Claims	0.944	46.8	Higher claim payments	(19.436)	(79.3)	Higher claim payments
Maintenance and Other Operating Contracts	2.670	42.3	Timing of Shop Program, Bus Technology, and Facility	18.493	32.8	Timing of Shop Program, Bus Technology, and Facility
Professional Service Contracts	4.488	64.1	Timing of interagency billing, New Fare System/OMNY and Bus Technology	22.310	44.0	Timing of interagency billing, New Fare System/OMNY and Bus Technology
Materials & Supplies	2.142	34.8	Timing of SBS rollout, radio equipment and lower general maintenance expenses	14.463	25.2	Timing of SBS rollout, radio equipment and lower general maintenance expenses
Other Business Expenditure	0.197	40.2	Timing of Automatic Fare Collection (AFC) fees and other Misc.	1.222	26.1	Timing of Automatic Fare Collection (AFC) fees and other Misc.
<b>Total Expenditures</b>	<b>\$ 8.144</b>	<b>12.0</b>		<b>\$ (2.447)</b>	<b>(0.3)</b>	
<b>Net Cash Variance</b>	<b>\$ 6.692</b>	<b>14.5</b>		<b>\$ (6.318)</b>	<b>(1.2)</b>	

(a) - Variance less than 5% , >= \$.100



**MTA BUS COMPANY**  
**JULY FINANCIAL PLAN 2019 MID YEAR FORECAST**  
**CASH CONVERSION (CASH FLOW ADJUSTMENTS)**

(\$ in millions)

	November 2019				Year-To-Date			
	Mid Year Forecast	Actual	Favorable (Unfavorable)		Mid Year Forecast	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
<b>Receipts</b>								
Farebox Revenue	\$0.000	2.391	\$2.391	-	\$2.369	\$3.390	\$1.021	43.1
Other Operating Revenue	0.899	(1.188)	(2.087)	*	(0.847)	(0.777)	0.071	8.4
Capital and Other Reimbursements	0.769	0.186	(0.584)	(75.9)	4.631	0.269	(4.362)	(94.2)
<b>Total Receipts</b>	<b>\$1.668</b>	<b>\$1.388</b>	<b>(\$0.280)</b>	<b>(16.8)</b>	<b>\$6.152</b>	<b>\$2.882</b>	<b>(\$3.270)</b>	<b>(53.2)</b>
<b>Expenditures</b>								
<i>Labor:</i>								
Payroll	\$1.759	\$4.887	\$3.128	*	(\$1.812)	(\$0.056)	\$1.756	96.9
Overtime	-	-	-	-	(0.001)	0.000	0.001	*
Health and Welfare	(0.718)	1.809	2.527	*	(3.934)	(6.480)	(2.546)	(64.7)
OPEB Current Payment	(0.046)	-	0.046	100.0	1.464	1.030	(0.434)	(29.7)
Pensions	(0.083)	-	0.083	100.0	0.106	(0.003)	(0.110)	*
Other Fringe Benefits	1.611	1.360	(0.250)	(15.5)	13.384	5.731	(7.652)	(57.2)
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.002)	-	0.002	100.0	(0.170)	(0.000)	0.170	100.0
<b>Total Labor Expenditures</b>	<b>\$2.521</b>	<b>\$8.056</b>	<b>\$5.535</b>	<b>*</b>	<b>\$9.036</b>	<b>\$0.222</b>	<b>(\$8.814)</b>	<b>(97.5)</b>
<i>Non-Labor:</i>								
Electric Power	\$0.000	\$0.131	\$0.131	-	\$0.000	\$0.132	\$0.132	-
Fuel	0.244	(0.666)	(0.911)	*	1.172	(0.075)	(1.248)	*
Insurance	(1.091)	0.374	1.465	*	(4.777)	(5.968)	(1.191)	(24.9)
Claims	3.215	8.925	5.710	*	31.419	14.940	(16.478)	(52.4)
Maintenance and Other Operating Contracts	(1.172)	(1.024)	0.149	12.7	(12.504)	(10.457)	2.047	16.4
Professional Service Contracts	(1.448)	0.011	1.460	*	(5.408)	(2.438)	2.970	54.9
Materials & Supplies	(0.930)	(0.538)	0.392	42.1	(6.741)	(1.832)	4.910	72.8
Other Business Expenditures	0.014	0.049	0.035	*	(0.014)	0.027	0.041	*
<b>Total Non-Labor Expenditures</b>	<b>(\$1.170)</b>	<b>\$7.261</b>	<b>\$8.431</b>	<b>*</b>	<b>\$3.146</b>	<b>(\$5.671)</b>	<b>(\$8.817)</b>	<b>*</b>
<b>Total Cash Conversion Adjustments before Non-Cash Liability Adjs.</b>	<b>\$3.020</b>	<b>\$16.706</b>	<b>\$13.686</b>	<b>*</b>	<b>\$18.334</b>	<b>(\$2.567)</b>	<b>(\$20.901)</b>	<b>*</b>
Depreciation Adjustment	4.979	3.206	(1.773)	(35.6)	49.210	38.903	(10.306)	(20.9)
GASB 75 OPEB Expense Adjustment	-	-	-	-	0.000	-	(0.000)	(100.0)
GASB 68 Pension Adjustment	(0.002)	-	0.002	100.0	-	-	-	-
Environmental Remediation	-	-	-	-	0.749	1.661	0.912	-
<b>Total Expenses/Expenditures</b>	<b>\$ 7.997</b>	<b>\$ 19.912</b>	<b>\$ 11.915</b>	<b>*</b>	<b>\$ 68.293</b>	<b>\$ 37.998</b>	<b>(\$30.296)</b>	<b>(44.4)</b>
<b>Total Cash Conversion Adjustments</b>	<b>\$7.997</b>	<b>\$19.912</b>	<b>\$11.915</b>	<b>*</b>	<b>\$68.293</b>	<b>\$37.998</b>	<b>(\$30.296)</b>	<b>(44.4)</b>

NOTE: Totals may not add due to rounding

**MTA BUS COMPANY**  
**JULY FINANCIAL PLAN 2019 MID YEAR FORECAST**  
**Utilization**  
(In millions)

	<u>November 2019</u>			<u>Year-to-date as of November 2019</u>		
	<u>Mid Year Forecast</u>	<u>Actual</u>	<u>Favorable/ (Unfavorable) Variance</u>	<u>Mid Year Forecast</u>	<u>Actual</u>	<u>Favorable/ (Unfavorable) Variance</u>
<b><u>Farebox Revenue</u></b>						
Fixed Route	\$18.047	\$17.360	(\$0.687)	\$202.784	\$204.779	\$1.994
<b>Total Farebox Revenue</b>	<b>\$18.047</b>	<b>\$17.360</b>	<b>(\$0.687)</b>	<b>\$202.784</b>	<b>\$204.779</b>	<b>\$1.994</b>
<b><u>Ridership</u></b>						
Fixed Route	9.340	9.466	0.126	108.076	110.696	2.620
<b>Total Ridership</b>	<b>9.340</b>	<b>9.466</b>	<b>0.126</b>	<b>108.076</b>	<b>110.696</b>	<b>2.620</b>

**MTA BUS COMPANY  
JULY FINANCIAL PLAN - 2019 MID - YEAR FORECAST  
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT  
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS  
NOVEMBER 2019**

FUNCTION/DEPARTMENT	Mid-Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Office of the EVP	3	3	-	
Human Resources	22	17	5	
Office of Management and Budget	16	12	4	
Technology & Information Services	-	-	-	
Material	17	14	3	
Controller	19	19	-	
Office of the President	4	5	(1)	
System Safety Administration	5	-	5	
Law	25	21	4	
Corporate Communications	-	-	-	
Labor Relations	-	-	-	
Strategic Office	30	20	10	
Non-Departmental	3	-	3	
<b>Total Administration</b>	<b>144</b>	<b>111</b>	<b>33</b>	Vacancies
<b>Operations</b>				
Buses	2,303	2,357	(54)	Excess Bus Operators due to delay in service reduction
Office of the Executive VP	4	4	-	
Safety & Training	64	37	27	Lower Bus Operator training due to delay in service reduction
Road Operations	141	143	(2)	
Transportation Support	22	23	(1)	
Operations Planning	34	33	1	
Revenue Control	7	6	1	
<b>Total Operations</b>	<b>2,575</b>	<b>2,603</b>	<b>(28)</b>	
<b>Maintenance</b>				
Buses	725	733	(8)	
Maintenance Support/CMF	236	236	-	
Facilities	80	71	9	
Supply Logistics	104	101	3	
<b>Total Maintenance</b>	<b>1,145</b>	<b>1,141</b>	<b>4</b>	
Capital Program Management	37	26	11	
<b>Total Engineering/Capital</b>	<b>37</b>	<b>26</b>	<b>11</b>	Vacancies mainly Managers
Security	15	12	3	
<b>Total Public Safety</b>	<b>15</b>	<b>12</b>	<b>3</b>	Vacancies mainly Managers
<b>Total Positions</b>	<b>3,916</b>	<b>3,893</b>	<b>23</b>	
Non-Reimbursable	3,876	3,858	18	
Reimbursable	40	35	5	
<b>Total Full-Time</b>	<b>3,898</b>	<b>3,882</b>	<b>16</b>	
Total Full-Time Equivalents	18	11	7	

**MTA BUS COMPANY**  
**JULY FINANCIAL PLAN - 2019 MID - YEAR FORECAST**  
**TOTAL FULL - TIME POSITIONS AND FTE's BY FUNCTION AND OCCUPATION**  
**NOVEMBER 2019**

FUNCTION/OCCUPATIONAL GROUP	Mid-Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Managers/Supervisors	64	46	18	
Professional, Technical, Clerical	78	65	13	
Operational Hourlies	2	-	2	
<b>Total Administration</b>	<b>144</b>	<b>111</b>	<b>33</b>	Vacancies
<b>Operations</b>				
Managers/Supervisors	315	320	(5)	
Professional, Technical, Clerical	44	48	(4)	
Operational Hourlies	2,216	2,235	(19)	
<b>Total Operations</b>	<b>2,575</b>	<b>2,603</b>	<b>(28)</b>	Excess Bus Operators/offset by Students
<b>Maintenance</b>				
Managers/Supervisors	243	237	6	
Professional, Technical, Clerical	33	34	(1)	
Operational Hourlies	869	870	(1)	
<b>Total Maintenance</b>	<b>1,145</b>	<b>1,141</b>	<b>4</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	21	14	7	
Professional, Technical, Clerical	16	12	4	
Operational Hourlies	-	-	-	
<b>Total Engineering/Capital</b>	<b>37</b>	<b>26</b>	<b>11</b>	Vacancies mainly Managers
<b>Public Safety</b>				
Managers/Supervisors	9	6	3	
Professional, Technical, Clerical	6	6	-	
Operational Hourlies	-	-	-	
<b>Total Public Safety</b>	<b>15</b>	<b>12</b>	<b>3</b>	Vacancies mainly Managers
<b>Total Baseline Positions</b>				
Managers/Supervisors	652	623	29	
Professional, Technical, Clerical	177	165	12	
Operational Hourlies	3,087	3,105	(18)	
<b>Total Baseline Positions</b>	<b>3,916</b>	<b>3,893</b>	<b>23</b>	

MTA Bus Company  
**JULY FINANCIAL PLAN 2019 MID-YEAR FORECAST**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

	November						November Year- To - Date					
	Mid-Year Budget		Actuals		Var. - Fav./(Unfav)		Mid-Year Budget		Actuals		Var. - Fav./(Unfav)	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
<b>NON-REIMBURSABLE OVERTIME</b>												
<u>Scheduled Service</u>	56,342	\$1.858	46,985	\$2.186	9,357	(\$0.328)	600,378	\$24.438	558,905	\$27.927	41,473	(\$3.489)
					16.6%	-17.7%					6.9%	-14.3%
<u>Unscheduled Service</u>	11,285	\$0.459	13,020	\$0.593	(1,735)	(\$0.133)	121,925	\$5.376	125,778	\$5.924	(3,853)	(\$0.548)
					-15.4%	-29.0%					-3.2%	-10.2%
<u>Programmatic/Routine Maintenance</u>	15,637	\$0.470	32,340	\$1.552	(16,703)	(\$1.082)	256,730	\$10.942	366,331	\$17.936	(109,601)	(\$6.993)
					-106.8%	-230.0%					-42.7%	-63.9%
<u>Unscheduled Maintenance</u>	0	\$0.000	0	\$0.000	0	-	0	\$0.000	0	\$0.000	0	\$0.000
					0.0%	0.0%					0.0%	0.0%
<u>Vacancy/Absentee Coverage</u>	22,131	\$1.325	30,794	\$1.429	(8,663)	(\$0.104)	285,257	\$15.237	380,930	\$16.590	(95,673)	(\$1.353)
					-39.1%	-7.8%					-33.5%	-8.9%
<u>Weather Emergencies</u>	3,883	\$0.120	419	\$0.003	3,464	\$0.117	48,121	\$1.925	25,204	\$1.214	22,916	\$0.711
					89.2%	97.9%					*	*
<u>Safety/Security/Law Enforcement</u>	338	\$0.015	96	\$0.007	242	\$0.007	2,779	\$0.151	1,392	\$0.118	1,387	\$0.032
					71.6%	50.4%					49.9%	21.3%
<u>Other</u>	256	\$0.019	211	\$0.019	45	(\$0.000)	3,052	\$0.260	2,744	\$0.259	307	\$0.000
Subtotal	109,871	\$4.266	123,865	\$5.788	(13,994)	(\$1.523)	1,318,240	\$58.329	1,461,284	\$69.968	(143,044)	(\$11.640)
					-12.7%	-35.7%					-10.9%	-20.0%
<b>REIMBURSABLE OVERTIME</b>	0	\$0.000			0	\$0.000	0	\$0.026	2,137	\$0.070	(2137)	(\$0.044)
<b>TOTAL OVERTIME</b>	<b>109,871</b>	<b>\$4.266</b>	<b>123,865</b>	<b>\$5.788</b>	<b>(13,994)</b>	<b>(\$1.523)</b>	<b>1,318,240</b>	<b>\$58.355</b>	<b>1,463,421</b>	<b>\$70.038</b>	<b>(145,180)</b>	<b>(\$11.684)</b>
					-12.7%	-35.7%					-11.0%	-20.0%

Totals may not add due to rounding.

NOTE: Percentages are based on each type of Overtime and not on Total Overtime.

\* Exceeds 100%

MTA Bus Company  
**JULY FINANCIAL PLAN 2019 MID-YEAR FORECAST**  
 Non-Reimbursable/Reimbursable Overtime  
 (\$ in millions)

	November			November Year- To - Date		
	Var. - Fav./(Unfav)		Explanations	Var. - Fav./(Unfav)		Explanations
	Hours	\$		Hours	\$	
<b>NON-REIMBURSABLE OVERTIME</b>						
<u>Scheduled Service</u>	9,357 16.6%	(\$0.328) -17.7%	More scheduled service operated than budgeted	41,473 6.9%	(\$3.489) -14.3%	Running Time/Traffic and more scheduled service operated than budgeted
<u>Unscheduled Service</u>	(1,735) -15.4%	(\$0.133) -29.0%	Unfavorable variance due to Traffic	(3,853) -3.2%	(\$0.548) -10.2%	Unfavorable variance due to Traffic
<u>Programmatic/Routine Maintenance</u>	(16,703) -106.8%	(\$1.082) -230.0%	Unfavorable variance due to Maintenance Programs and required Campaign work	(109,601) -42.7%	(\$6.993) -63.9%	Unfavorable variance due to Maintenance Programs and required Campaign work
<u>Unscheduled Maintenance</u>	- 0.0%	\$0.000 0.0%		- 0.0%	\$0.000 0.0%	
<u>Vacancy/Absentee Coverage</u>	(8,663) -39.1%	(\$0.104) -7.8%	Higher coverage requirement due to poor availability	(95,673) -33.5%	(\$1.353) -8.9%	Higher coverage requirement due to poor availability
<u>Weather Emergencies</u>	3,464 89.2%	\$0.117 97.9%	Fewer weather events than forecasted	22,916 *	\$0.711 *	Fewer weather events than forecasted
<u>Safety/Security/Law Enforcement</u>	242 71.6%	\$0.007 50.4%		1,387 49.9%	\$0.032 21.3%	
<u>Other</u>	45 0.0%	(\$0.000) 0.0%		307 0.0%	\$0.000 0.0%	
<b>Subtotal</b>	<b>(13,994)</b> -12.7%	<b>(\$1.523)</b> -35.7%		<b>(143,044)</b> -10.9%	<b>(\$11.640)</b> -20.0%	
<b>REIMBURSABLE OVERTIME</b>	0 0.0%	\$0.000 0.0%		(2137) 0.0%	(\$0.044) 0.0%	
<b>TOTAL OVERTIME</b>	<b>(13,994)</b>	<b>(\$1.523)</b>		<b>(145,180)</b>	<b>(\$11.684)</b>	

NOTE: Percentages are based on each type of Overtime and not on Total Overtime.

\* Exceeds 100%

**MTA Bus Company  
2019 Overtime Reporting  
Overtime legend**

<u>Type</u>	<u>Definition</u>
<i>Scheduled Service</i>	Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays).
<i>Unscheduled Service</i>	Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related.
<i>Programmatic/Routine Maintenance</i>	<i>Program Maintenance work for which overtime is planned (e.g. Railroad Tie Replacement, Sperry Rail Testing, Running Board Replacement Programs). This also includes Routine Maintenance work for which OT has been planned, as well as all other maintenance <u>not resulting from extraordinary events</u>, including running repairs. Program/Routine maintenance work is usually performed during hours that are deemed more practical in order to minimize service disruptions, and includes contractual scheduled pay over 8 hours.</i>
<i>Unscheduled Maintenance</i>	Resulting from an <u>extraordinary event</u> (not weather-related) requiring the use of unplanned maintenance to perform repairs on trains, buses, subway and bus stations, depots, tracks and administrative and other facilities, including derailments, tour length and weekend coverage.
<i>Vacancy/Absentee Coverage</i>	Provides coverage for an absent employee or a vacant position.
<i>Weather Emergencies</i>	Coverage necessitated by extreme weather conditions (e.g. snow, flooding, hurricane, and tornadoes), as well as preparatory and residual costs.
<i>Safety/Security/Law Enforcement</i>	Coverage required to provide additional customer & employee protection and to secure MTA fleet facilities, transportation routes, and security training.
<i>Other</i>	Includes overtime coverage for clerical, administrative positions that are eligible for overtime.
<i>Reimbursable Overtime</i>	Overtime incurred to support projects that are reimbursed from the MTA Capital Program and other funding sources.

**MTA BUS COMPANY**  
**MID-YEAR FORECAST AND NOVEMBER FORECAST vs. ACTUAL RESULTS (NON-REIMBURSABLE)**  
**NOVEMBER 2019 YEAR-TO-DATE**  
(\$ in millions)

	November Year-to-Date			Favorable(Unfavorable) Variance			
	Mid-Year Forecast	November Forecast	Actual	Mid-Year Forecast		November Forecast	
	\$	\$	\$	\$	%	\$	%
Total Revenue	221.4	222.0	220.6	(0.8)	(0.3)	(1.4)	(0.6)
Total Expenses before Non-Cash Liability Adjs	760.6	763.0	745.3	15.3	2.0	17.7	2.3
Depreciation	49.2	49.2	38.9	10.3	20.9	10.3	20.9
OPEB Obligation	-	-	-	-	0.0	-	0.0
GASB 68 Pension Expense Adjustment	0.0	0.0	-	0.0	100.0	0.0	100.0
GASB75 OPEB Obligation	0.0	0.0	-	0.0	100.0	0.0	100.0
Environmental Remediation	0.7	0.7	1.7	(0.9)	0.0	(0.9)	0.0
Total Expenses	810.6	813.0	785.9	24.7	3.1	27.1	3.3
<b>Net Surplus/(Deficit)</b>	<b>(589.2)</b>	<b>(591.0)</b>	<b>(565.2)</b>	<b>24.0</b>	<b>4.1</b>	<b>25.8</b>	<b>4.4</b>

Note: Totals may not add due to rounding



**MTA BUS COMPANY**  
**EXPLANATION OF VARIANCES BETWEEN NOVEMBER FORECAST AND ACTUAL RESULTS**  
**NON-REIMBURSABLE**  
**NOVEMBER 2019 YEAR-TO-DATE**  
**(\$ in millions)**

	<u>Favorable/(Unfavorable)</u>		<u>Variance Explanation</u>
	<u>Variance</u>	<u>Percent</u>	
Total Revenue	(\$1.4)	(0.6)	Lower recovery from other insurance (Workers' Comp reimbursement)
Total Expenses	\$27.1	3.3	Timing of GASB 68 Pension Expense Adjustment, the GASB 75 OPEB Obligation, and favorable timing of the Shop Program, Bus Technology, SBS Rollout, New Fare Payment System (NFS), and interagency billings. This is partially offset by higher overtime expenses due to vacancies, traffic, shuttles, availability and claims expenses.

NOTE: Mid-Year Forecast vs. Actual Variance explanations are provided in the monthly report to the Finance Committee

(a) - Variance less than 5%

## Capital Program

Alok Saha, Acting Senior Vice President



NYCT recently completed rehabilitation of the line structure between 36 St and 59 St stations on the R line in Brooklyn. The rehabilitation included sealing leaking cracks in walls, ceilings, and ventilators; and repairing spalled concrete, corroded knee braces, connection and clip angles, rivets, wing plates, steel, ventilator structures, emergency exits and duct benches.

## January 2020 Highlights: Capital Program Status

The Capital Program Status Report provides a monthly and year-to-date overview of the progress of NYCT's Capital Program including a brief discussion of the reporting month's highlights. The report focuses primarily on providing a summary of achievements regarding project awards, project completions and project closeouts for the period ending one month prior to the presentation of the report. In addition, year-to-date performance for all five major capital program milestones, as well as a quarterly report on fan plant status are presented.

NYCT's year-end performance against its 2019 Capital Project Milestones was:

(\$ in Millions)

	<b><u>Planned</u></b>	<b><u>Achieved</u></b>	<b><u>%</u></b>
Design Starts	\$39.8	\$89.7	226
Design Completions	\$155.0	\$119.8	77
Construction Awards	\$3,719.5	\$2,301.5	62
Substantial Completions	\$4,176.7	\$4,139.6	99
Closeouts	\$10,214.7	\$6,075.4	59

In December 2019, NYCT awarded projects totaling \$495.0 million, including purchase of 275 hybrid-electric standard buses for \$241.5 million, a flood mitigation project for the 207<sup>th</sup> Street Yard sewer system for \$142.7 million and renewal of the Central Substation in Manhattan for \$38.2 million.

Also in December, NYCT completed projects totaling \$203.5 million, including the Ultra-Wideband (UWB)-Based Train Control Pilot Program for \$59.9 million, acceptance of 20 B-Division R179 cars for \$49.5 million and the placement of elevated structure netting at six locations for \$17.5 million.

Furthermore, NYCT closed out projects totaling \$3.9 billion in December, including purchase of 1,662 B-Division R160 cars for \$3.2 billion and the South Ferry Station Complex restoration for \$340.0 million.

## **Capital Program Status December 2019**

NYCT awarded projects totaling \$491.6 million, including the purchase of 275 express buses for \$145.9 million. These buses will replace older buses in the city-wide fleet while providing new and improved safety and customer service technologies. The buses will be equipped with USB chargers, Wi-Fi and digital information screens with route and next stop information for improved customer service. Furthermore, all buses will come equipped with pedestrian turn warning (PTW) technology, additional on-bus cameras and exterior cameras, hi-vis windows and traffic signal priority (TSP) hardware technology.

Furthermore, NYCT awarded a flood mitigation project for the 207<sup>th</sup> Street Yard sewer system for \$142.7 million. The existing sewer system must be relocated to supplement ongoing projects that will make the 207<sup>th</sup> Street Yard resilient against severe storms and flooding. This project will build a new interceptor sewer along 215<sup>th</sup> Street and 10<sup>th</sup> Avenue in Manhattan with new sewer regulators, a sanitary pump, force main, tide gates and branch interceptors to achieve flooding resiliency in the yard.

Lastly, NYCT awarded renewal of the Central Substation in Manhattan for \$38.2 million. The substation provides traction power to the 6<sup>th</sup> Avenue line and needs to be brought back to a state of good repair. The project will rehabilitate the substation by furnishing and installing new power equipment for a transformer-rectifier unit, new DC switchgear, a new battery set, new cables, a ventilation system and all necessary lighting, communication equipment and controls. The project also includes the reconstruction of six negative manholes along Lexington Avenue that are associated with the Central Substation.

NYCT completed projects totaling \$203.5 million, including the Ultra-Wideband (UWB)-Based Train Control Pilot Program for \$59.9 million. The pilot program tested and evaluated next generation train control technology on the Canarsie and Flushing Lines.

NYCT also completed acceptance of B Division R179 cars for \$49.5 million. The procurement of these cars will allow for the retirement of 272 R32 and R42 cars, and provide a modern fleet with improved customer amenities and operational and performance efficiencies to the B Division.

Lastly, NYCT completed the placement of elevated structure netting at six locations for \$17.5 million. The netting will provide protection to people and property below elevated structures at six critical locations: 125<sup>th</sup> Street station on the Broadway Line, 61<sup>st</sup> Street-Woodside station on the Flushing Line, south of 39<sup>th</sup> Avenue station on the Astoria Line and north of 111<sup>th</sup> Street station on the Jamaica Line.

In addition, NYCT started 3 design projects for \$1.7 million, completed 7 design projects for \$7.7 million, and closed out 33 projects for \$3.1 billion.

The following table presents the base and current budget, closeout target date, and schedule variance for the projects that NYCT closed out in December.

**Projects Closed in December 2019\***  
(\$ in millions)

<b>Project</b>	<b>Base Budget</b>	<b>Current Budget</b>	<b>Original Date</b>	<b>Months Delay</b>
Security: 09TSG: 74th St/Roosevelt Av Access Control	\$15.9	\$15.9	05/2018	19
Sandy Repairs: Mainline Switches South Ferry	\$6.4	\$4.0	7/2018	17
Alstom Relay Replacement - Room @ 211th St/BW	\$0.2	\$0.2	7/2018	17
Sandy Repairs: 1 Pump Room (South Ferry)	\$5.1	\$3.7	7/2018	17
RTO Facility Hardening: South Ferry Terminal BW7	\$1.2	\$1.2	7/2018	17
Sandy Repair: South Ferry Leak Mitigation	\$12.0	\$11.3	7/2018	17
Sandy Repairs: South Ferry CBHs # 367 & 368	\$18.6	\$17.4	7/2018	17
Sandy Repairs: South Ferry Track	\$16.1	\$13.7	7/2018	17
Sandy Repairs: South Ferry Tunnel Lighting	\$9.0	\$9.2	7/2018	17
Sandy Repairs: Employee Facility at Whitehall Station BWY	\$2.7	\$2.8	7/2018	17
Sandy Repairs: South Ferry Interlocking	\$63.5	\$58.6	7/2018	17
Sandy Repairs: Fan Plant South Ferry	\$7.0	\$6.1	7/2018	17
Sandy Repairs: South Ferry Station Complex	\$156.6	\$210.3	7/2018	17
ISIM B-Div: Module 1	\$53.2	\$56.2	9/2019	3
Upgrade Copper Cable: Livingston Plaza	\$3.5	\$5.0	10/2019	2
2 Stairs: Franklin St / BW7 (S2/P2 & S4/P4) [SBMP]	\$1.3	\$1.3	11/2019	1
B-Division Beacon Train Arrival System, Phase 2	\$69.2	\$78.0	12/2019	0
B-Division Beacon Train Arrival System, Phase 1	\$20.2	\$19.9	12/2019	0
Mainline Track Switches 2018 / 4 Avenue	\$6.4	\$8.6	12/2019	0
Mainline Track Replacement 2017 / Pelham	\$8.4	\$19.0	12/2019	0
Storage Tank Components: Jackie Gleason and Castleton Depots	\$9.3	\$9.3	12/2019	0
Sandy Mitigation: 14 Fan Plants, LT - 1 Loc, FP 7207	\$5.8	\$6.5	12/2019	0
Mainline Track Replacement 2018 / Astoria	\$13.5	\$17.3	12/2019	0
Track Force Account - 2018	\$35.0	\$35.0	12/2019	0
PA/CIS: 45 Stations: Install Cable	\$47.3	\$48.2	12/2019	0
Track Inspection Car 3: Platform Measuring System	\$4.5	\$4.5	12/2019	0
Mainline Track Replacement 2018 / Flushing	\$22.8	\$15.4	12/2019	0
Mainline Track Switches 2018 / White Plains Road	\$7.4	\$6.1	12/2019	0
Hoyt-Schermerhorn Benchwall Replacement	\$1.8	\$0.6	12/2019	0
Subway Stairs: Carroll St-6th Ave (S6/P4A/P4B) [SBMP]	\$0.9	\$0.9	2/2020	(2)

\*Closeout table does not include rolling stock procurements

**Status of Fan Plants and Fans  
(as of December 28, 2019)**

Fan plants and fans enhance passenger safety in the event of fire or smoke conditions in tunnels by directing heat, smoke, and noxious fumes away from passengers and evacuation routes. The Capital Program Status Report examines fan plant data on a quarterly basis, compared to the previous year's quarter.

There are 195 operable fans plants; this is three less operable fan plants in the NYCT system as of December 28, 2019 compared to 4<sup>th</sup> Quarter 2018. The number of inoperable fan plants in the system increased from six to nine compared to last year's quarter. Six inoperable fan plants are maintained by Capital Program Management and four by MOW/Hydraulics; there are no fan plants currently out of service for test section repair. There is a total of 204 fan plants in the system; the same amount of fan plants compared to last year's quarter.

There are 416 operable fan units in the system, down from ten compared to 4<sup>th</sup> Quarter 2018. The number of inoperable fan units in the system is now 30, up from 20 compared to the same time period. 21 inoperable fan units are maintained by Capital Program Management and 9 by MOW/Hydraulics; there are no fan plant units currently out of service for test section repair. There is a total of 446 fan units in the system; the same amount of fan units compared to last year's quarter.

**Status of Fan Plants and Fans  
(as of December 28, 2019)**

<b>Fan Plants</b>	<b>Dec '18</b>	<b>Dec '19</b>	<b>More/(Less)</b>
All	204	204	-
Operable	198	195	(3)
Inoperable	6	9	3
Reduced Capacity	0	0	-
<b>Fan Units</b>	<b>Dec '18</b>	<b>Dec '19</b>	<b>More/(Less)</b>
All	446	446	-
Operable	426	416	(10)
Inoperable	20	30	10
Reduced Capacity	0	0	-

**Inoperable Fan Plants and Fans (as of December 28, 2019)**

<b>Jurisdiction</b>	<b>Fan Plants</b>	<b>Fan Units</b>
Capital Program Management	6	21
MOW / Hydraulics	3	9
Warranty Work, Test Section Repair, MTA-CC or Cable Sct.	0	0
Total	9	30

# Capital Project Milestone Summary 2019

(Through December 31, 2019)

Milestones Planned		Milestones Accomplished		Percent Performance	
\$M	#	\$M	#	%(\$)	%(#)

## December

	\$M	#	\$M	#	%(\$)	%(#)
Design Starts	\$0.0	0	\$1.7	3	N/A	N/A
Design Completions	8.9	10	7.7	7	87.3	70.0
Construction Awards	710.9	13	495.0	20	69.6	153.8
Substantial Completions	579.5	35	203.5	16	35.1	45.7
Closeouts	415.6	20	3,901.0	33	938.6	165.0

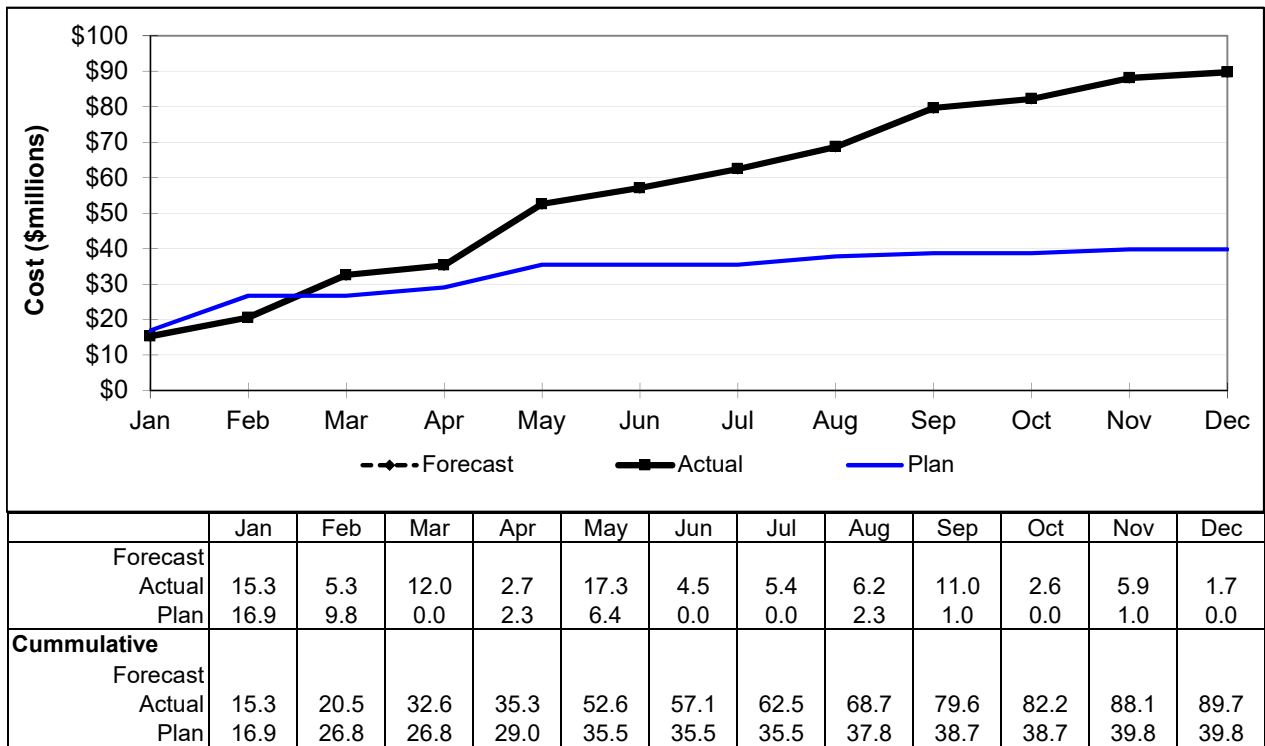
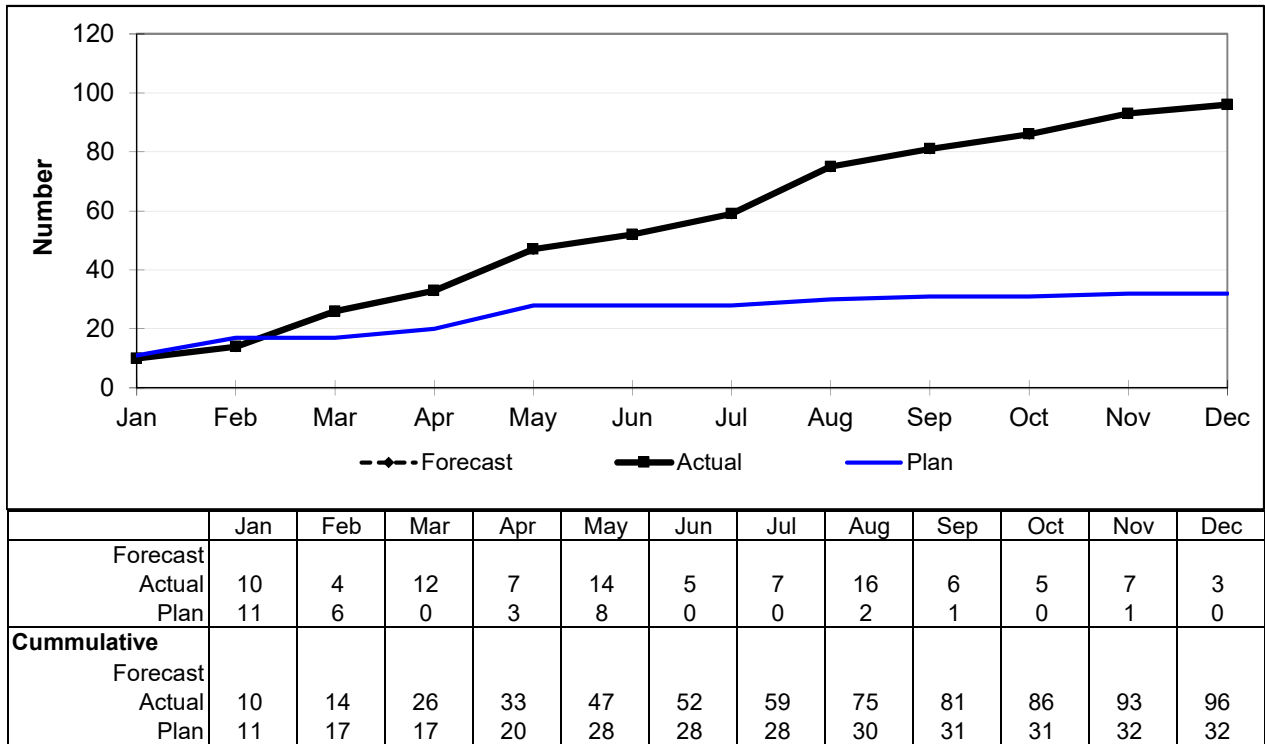
## 2019 Year-End

	Initial Plan		Current Forecast		%(\$)	%(#)
Design Starts	\$39.8	32	\$89.7	96	225.6	300.0
Design Completions	155.0	127	119.8	103	77.3	81.1
Construction Awards	3,719.5	144	2,301.5	107	61.9	74.3
Substantial Completions	4,176.7	207	4,139.6	177	99.1	85.5
Closeouts	10,213.7	264	6,075.4	167	59.5	63.3

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

## 2019 Design Starts Charts

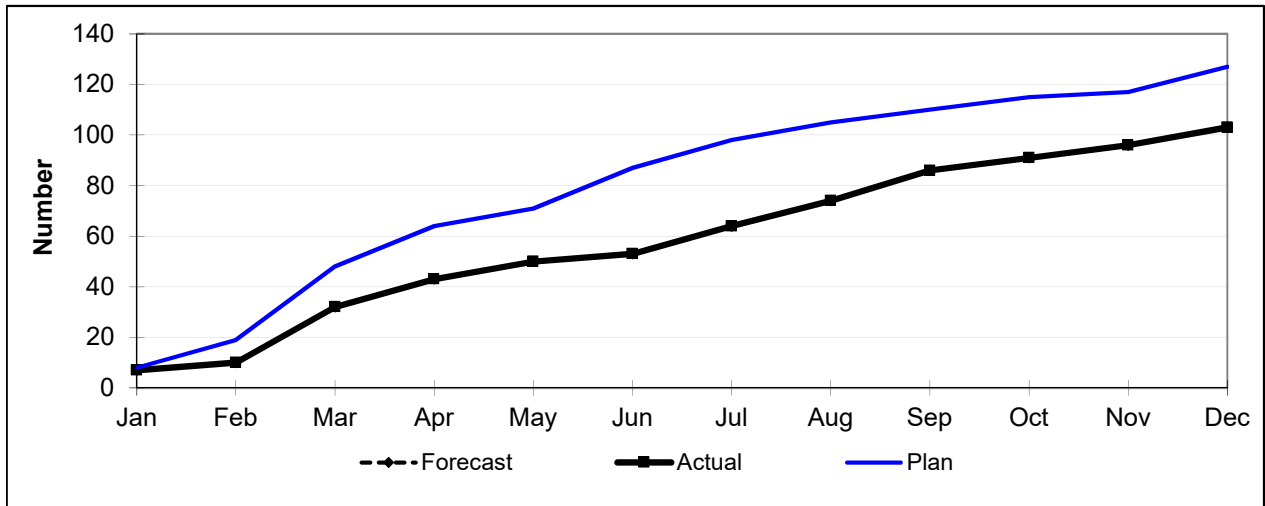
As of December 2019



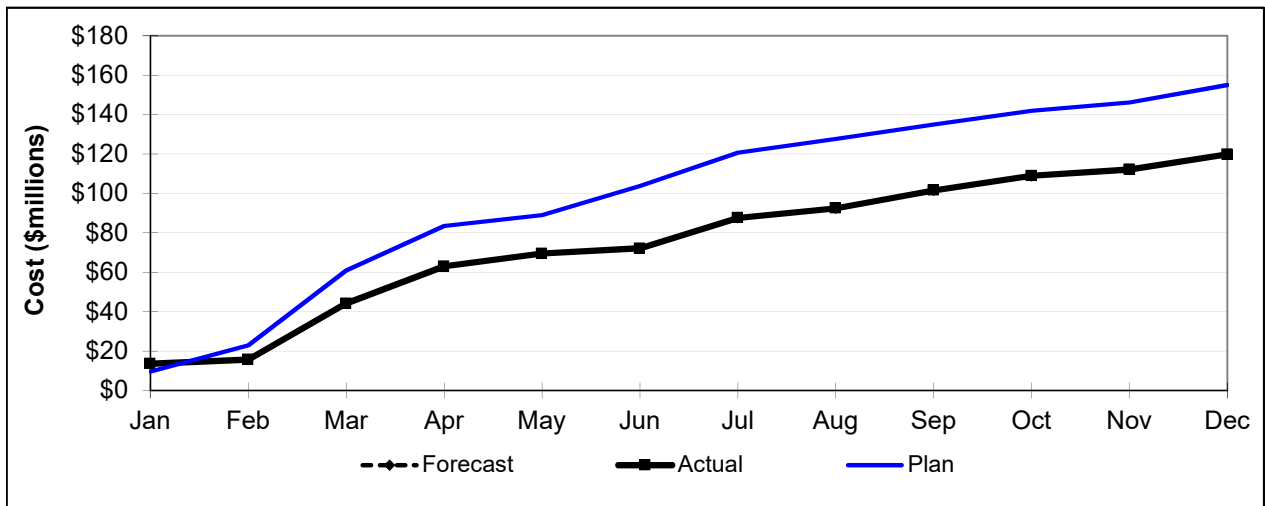


## 2019 Design Completions Charts

As of December 2019



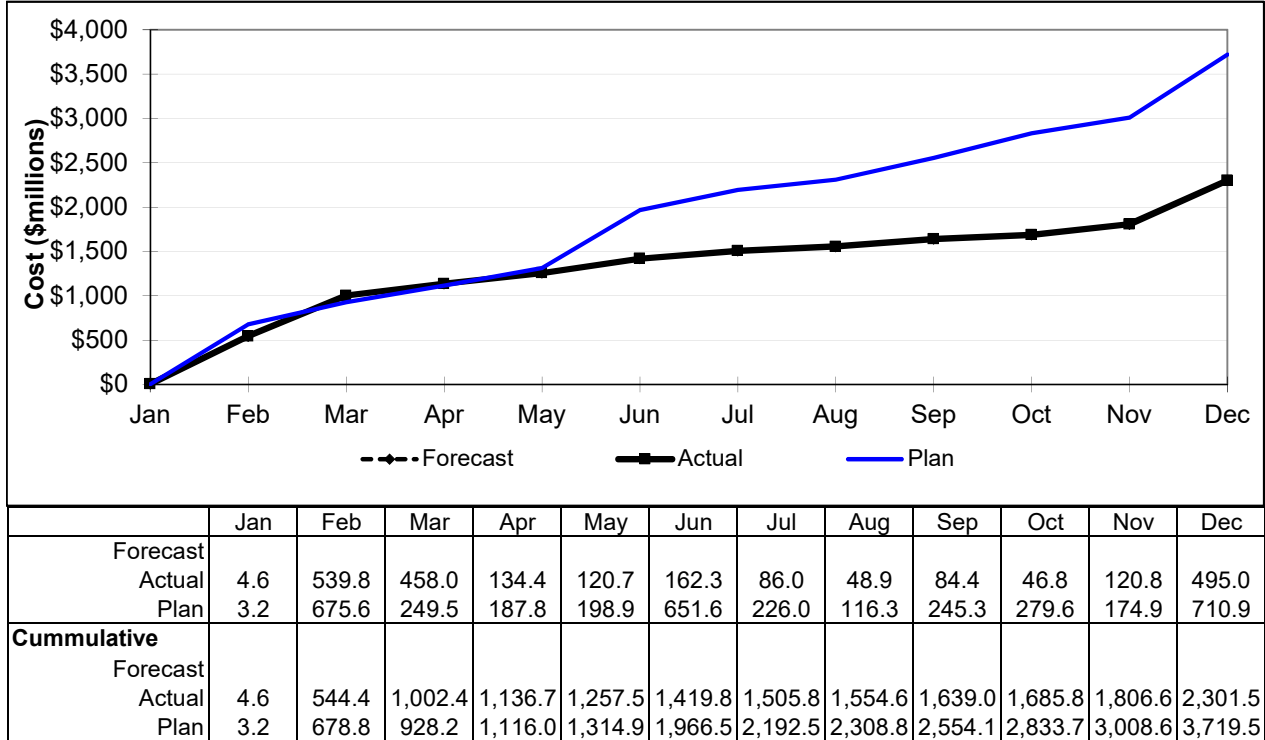
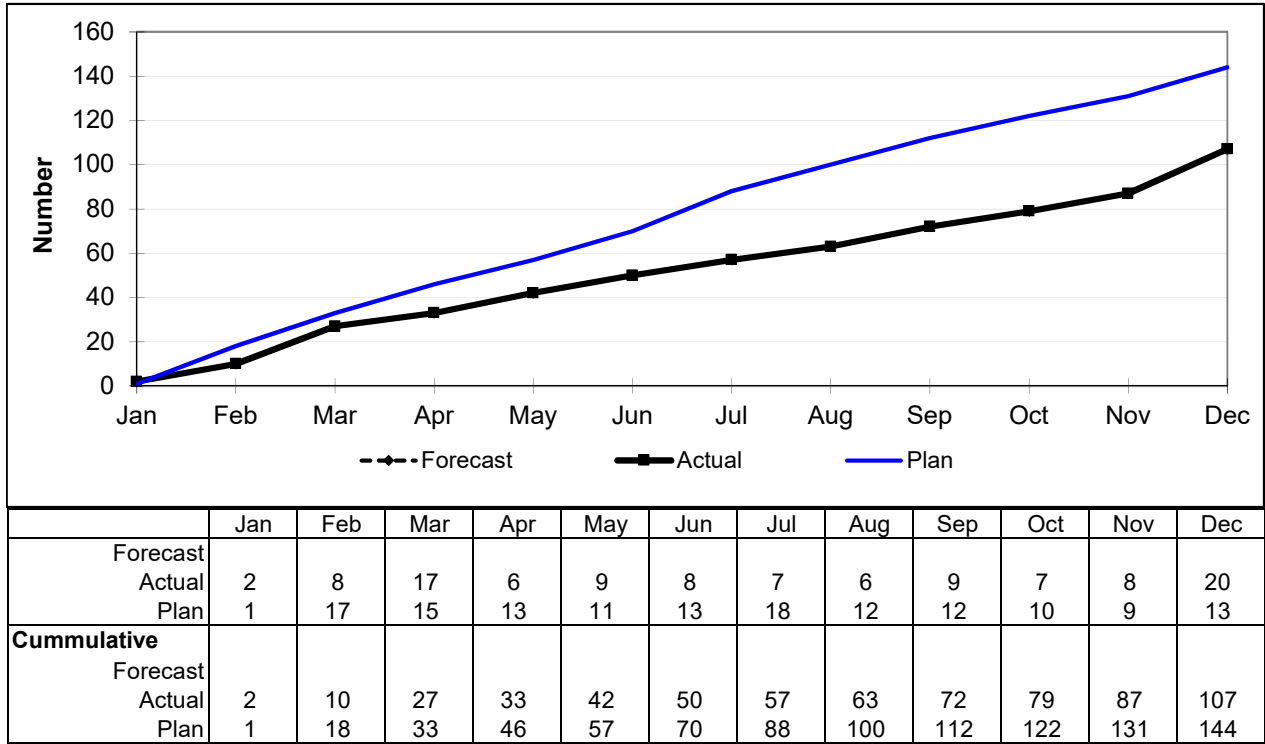
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Cummulative</b>												
Forecast	7	10	32	43	50	53	64	74	86	91	96	103
Actual	7	10	32	43	50	53	64	74	86	91	96	103
Plan	8	19	48	64	71	87	98	105	110	115	117	127



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Cummulative</b>												
Forecast	13.6	15.6	44.1	63.0	69.5	72.0	87.6	92.5	101.5	108.9	112.1	119.8
Actual	13.6	15.6	44.1	63.0	69.5	72.0	87.6	92.5	101.5	108.9	112.1	119.8
Plan	9.5	23.0	61.0	83.4	89.0	103.8	120.6	127.7	134.9	141.9	146.1	155.0

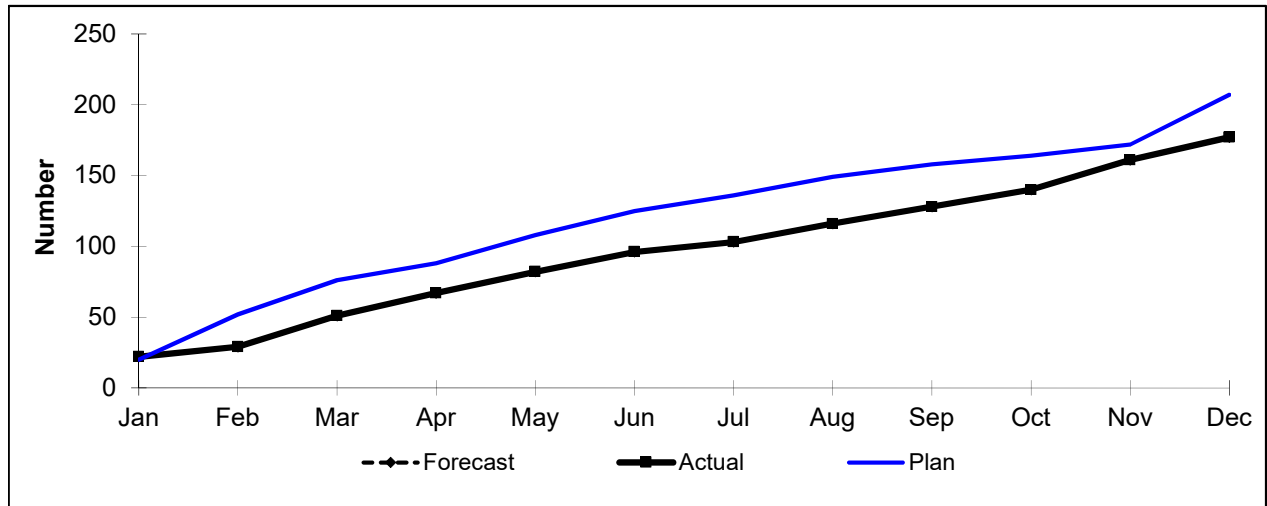
## 2019 Awards Charts

As of December 2019

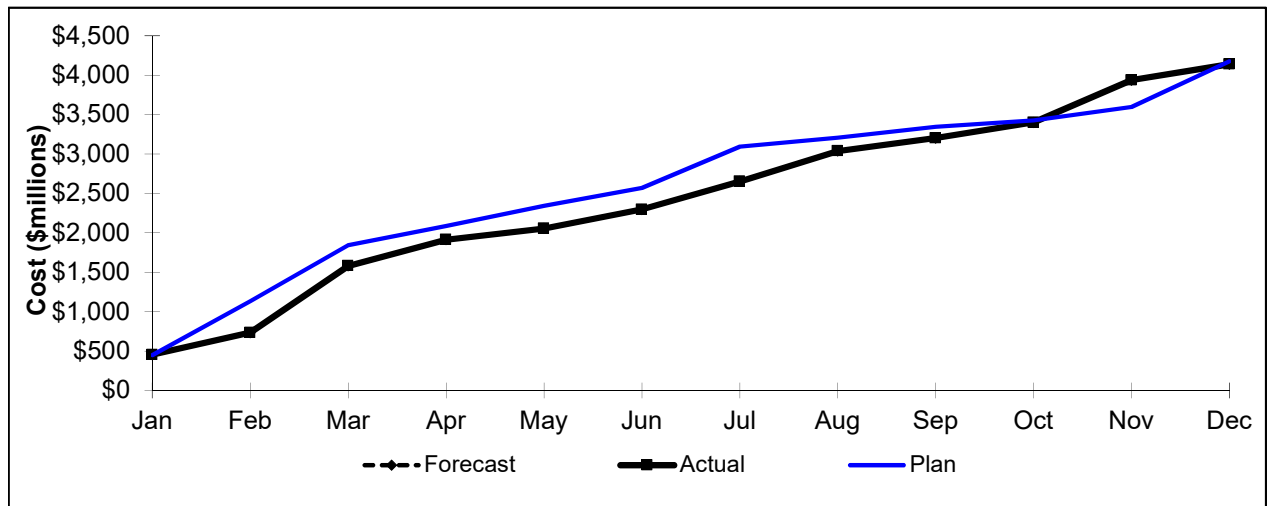


## 2019 Substantial Completions Charts

As of December 2019



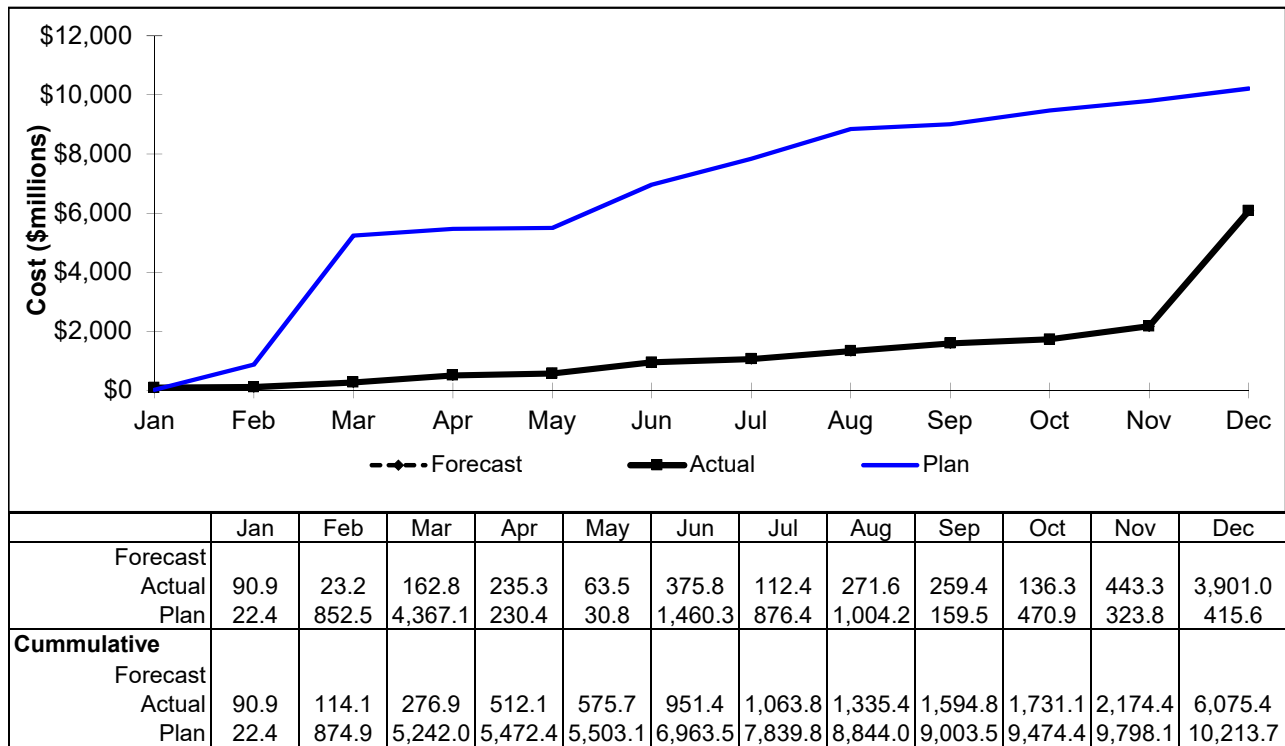
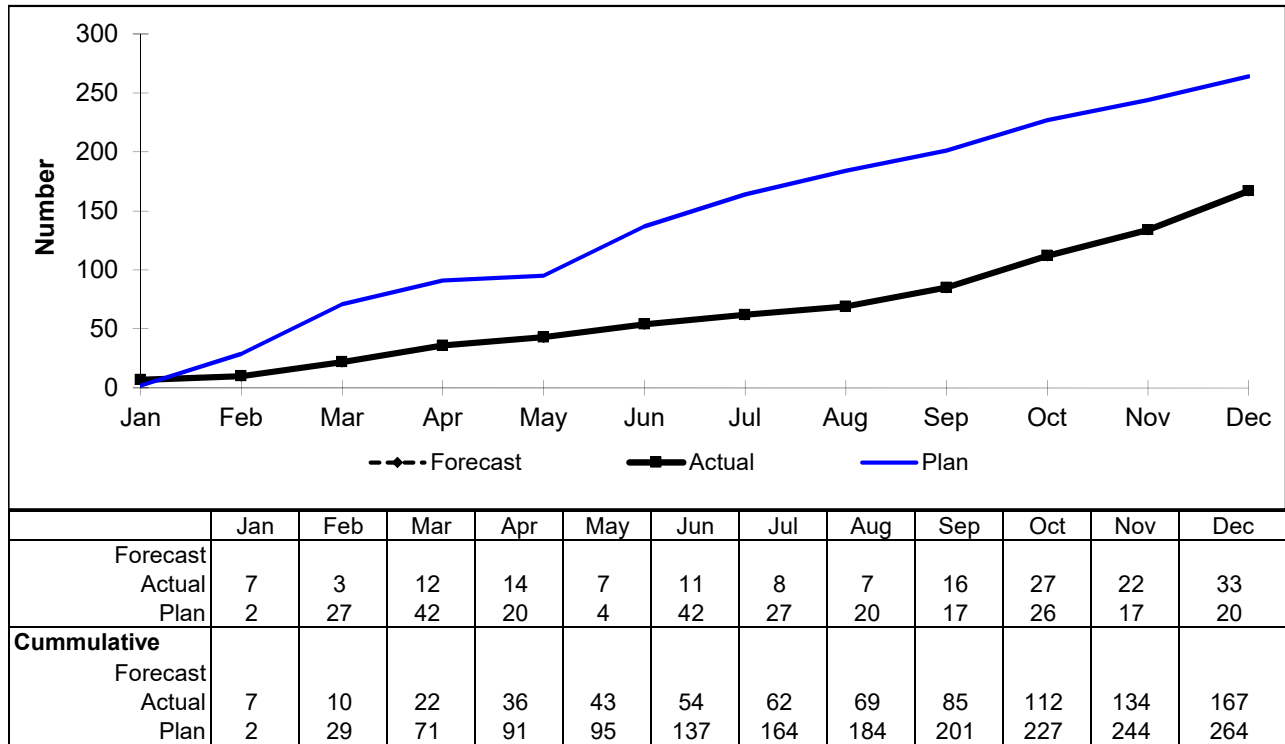
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast												
Actual	22	7	22	16	15	14	7	13	12	12	21	16
Plan	20	32	24	12	20	17	11	13	9	6	8	35
<b>Cummulative</b>												
Forecast												
Actual	22	29	51	67	82	96	103	116	128	140	161	177
Plan	20	52	76	88	108	125	136	149	158	164	172	207



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast												
Actual	454.7	278.6	847.9	331.5	142.2	241.1	355.6	386.1	165.2	198.8	534.5	203.5
Plan	448.9	684.7	710.1	244.6	255.6	224.6	523.6	116.4	135.4	83.9	169.5	579.5
<b>Cummulative</b>												
Forecast												
Actual	454.7	733.3	1,581.2	1,912.7	2,054.9	2,296.0	2,651.6	3,037.6	3,202.8	3,401.6	3,936.1	4,139.6
Plan	448.9	1,133.5	1,843.7	2,088.2	2,343.9	2,568.5	3,092.1	3,208.4	3,343.9	3,427.8	3,597.3	4,176.7

## 2019 Closeouts Charts

As of December 2019



# Procurement & Supply Chain

Louis Montanti, Vice President



Pictured above on the left is a mid-1980s rendering of an R62 subway car. The R62 and R62A cars were delivered between 1984 and 1987 and are near the end of their 40-year useful life. Therefore, they are scheduled for replacement. On the right is a rendering of what the new A Division R262 replacement subway cars might look like. The request to begin that procurement is part of this month's Board package. The purchase of up to 1,364 cars will be funded, in part, by the 2020–2024 Capital Plan.

PROCUREMENTS

The Procurement Agenda this month includes 3 actions for a proposed expenditure of \$292.9M.

<b>Subject</b> Request for Authorization to Award Various Procurements					
<b>Department</b> Procurement & Supply Chain – NYCT					
<b>Department Head Name</b> Louis Montanti					
<b>Department Head Signature</b> 					
<b>Project Manager Name</b> Rose Davis					
<b>Board Action</b>					
<b>Order</b>	<b>To</b>	<b>Date</b>	<b>Approval</b>	<b>Info</b>	<b>Other</b>
1	Committee	1/21/20			
2	Board	1/23/20			
<b>Internal Approvals (cont.)</b>					
<b>Order</b>	<b>Approval</b>	<b>Order</b>	<b>Approval</b>	<b>Order</b>	<b>Approval</b>

January 9, 2020		
<b>Department</b> Law and Procurement		
<b>Department Head Name</b>		
<b>Department Head Signature</b>		
<b>Internal Approvals</b>		
	<b>Approval</b>	<b>Approval</b>
 1/13/20	President NYCT	
 1/13/20	SVP Operations Support	X Pres. MTA Bus/SVP DOB
	Capital Prog. Management	X Subways
X	Law	X Diversity/Civil Rights
<b>Internal Approvals (cont.)</b>		
<b>Order</b>	<b>Approval</b>	<b>Order</b>

**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 Capital Construction proposes to award Noncompetitive procurements in the following categories: NONE

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

<b>NYC Transit proposes to award Ratifications in the following categories: NONE</b>			
<b>MTA Capital Construction proposes to award Ratifications in the following categories: NONE</b>			
<b>MTA Bus Company proposes to award Ratifications in the following categories: NONE</b>			
<b>MTA Capital Construction proposes to award Competitive procurements in the following categories:</b>			
<b>MTA Bus Company proposes to award Competitive procurements in the following categories: NONE</b>			
<b>NYC Transit proposes to award Competitive procurements in the following categories:</b>			
<u>Schedules Requiring Two-Thirds Vote:</u>			
Schedule B:	Competitive Requests for Proposals (Solicitation of Purchase and Public Work Contracts)	1	\$ TBD M
<u>Schedules Requiring Majority Vote:</u>			
Schedule G:	Miscellaneous Service Contracts	1	\$ 286.9 M
Schedule H:	Modifications to Personal/Miscellaneous Service Contracts	1	\$ 6.0 M
		<u>3</u>	<u>\$ 292.9 M</u>
		<b>SUBTOTAL</b>	<b>\$ 292.9 M</b>
		<b>TOTAL</b>	<b>\$ 292.9 M</b>
 <b>COMPETITIVE BIDDING REQUIREMENTS:</b> 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.			
 <b>BUDGET IMPACT:</b> The purchases/contracts will result in obligating funds in the amounts listed. Funds are available in the current operating/capital budgets for this purpose.			
 <b>RECOMMENDATION:</b> 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 in regard to 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 certain budget adjustments to estimated quantity 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.

**JANUARY 2020**

**LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL**

**Procurements Requiring Two-Thirds Vote:**

**B. Competitive Requests for Proposals (Solicitation of Purchase and Public Work Contracts)**

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

- |                                       |              |                                      |
|---------------------------------------|--------------|--------------------------------------|
| <b>1. Contractor To Be Determined</b> | <b>\$TBD</b> | <b><u>Staff Summary Attached</u></b> |
| <b>Contract Term To Be Determined</b> |              |                                      |
| <b>Contract# R-34262</b>              |              |                                      |

RFP Authorizing Resolution for the purchase of 504 A Division Rapid Transit Open Gangway Cars with an option to purchase 445 additional cars and a second option to purchase up to 415 additional cars.

**Procurements Requiring Majority Vote:**

**G. Miscellaneous Service Contracts**

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

- |  |                             |                                      |
|--|-----------------------------|--------------------------------------|
| <b>2. Global Contact Services, LLC</b>   | <b>\$286,985,491 (Est.)</b> | <b><u>Staff Summary Attached</u></b> |
| <b>Five years with a two-year option</b> |                             |                                      |
| <b>Contract# SSE 254942</b>              |                             |                                      |

Operation of the Paratransit Call Center.

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

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

- |                                    |                           |                                      |
|------------------------------------|---------------------------|--------------------------------------|
| <b>3. CH2M HILL New York, Inc.</b> | <b>\$5,961,327 (Est.)</b> | <b><u>Staff Summary Attached</u></b> |
| <b>Contract# CM-1868.11</b>        |                           |                                      |

Modification to the contract for consulting services for the R211 subway cars, in order to provide consultant support services for additional scope of work tasks for the R262 subways cars.

# Staff Summary

<b>Item Number</b> 1			
<b>Department, Department Head Name:</b> Procurement & Supply Chain, Louis A. Montanti			
<b>Internal Approvals</b>			
<b>Order</b>	<b>Approval</b>	<b>Order</b>	<b>Approval</b>
1	Materiel		
2	X Law		
3	X Subways		
4	CFO		
5	President		

<b>SUMMARY INFORMATION</b>	
<b>Vendor Name</b> RFP Authorizing Resolution	<b>Contract No.</b> R-34262
<b>Description</b> Purchase of 949 A Division Rapid Transit Open Gangway Cars configured as a base of 504 Cars and an option of 445 Cars with a second option to purchase up to an additional 415 cars	
<b>Total Amount</b> TBD	
<b>Contract Term (including Options, if any)</b> TBD	
<b>Option(s) included in Total Amount?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	
<b>Renewal?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Procurement Type</b> <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
<b>Solicitation Type</b> <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
<b>Funding Source</b> <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input checked="" type="checkbox"/> Federal <input type="checkbox"/> Other:	

**Purpose**

To request that the Board determine competitive bidding impractical or inappropriate for the procurement of 949 A Division Rapid Transit Open Gangway cars, configured as a base of 504 cars and an option of 445 cars with a second option to purchase up to an additional 415 cars, and that it is in the public interest to issue competitive Requests for Proposals (“RFPs”) pursuant to subdivision 9(g) of Section 1209 of the NYS Public Authorities Law.

**Discussion**

Subdivision 9(g) of Section 1209 of the NYS Public Authorities Law permits NYC Transit to use a competitive RFP in lieu of competitive bidding to award a contract for the purchase or rehabilitation of rapid transit cars or omnibuses. NYC Transit is desirous of utilizing such a procedure with respect to the procurement of 949 cars, configured as a base of 504 cars and an option of 445 cars. This purchase of 949 cars will be supported by the 2020–2024 capital budget funds allocated for new train procurements. This solicitation will include a second option of up to an additional 415 cars and is anticipated to progress as part of the subsequent 2025–2029 Capital Program, once its funding is approved.

This purchase supports NYC Transit’s Fast Forward Plan to re-signal the NYC Transit wayside and to equip the existing subway cars with communication-based train control (“CBTC”) for the Lexington Avenue line. Since the R62 and R62A cars delivered between 1984 and 1987 are nearing the end of their useful life and do not have the required network and equipment infrastructure to be converted to CBTC, a decision was made to replace these cars with new CBTC-equipped cars. The base quantity of 504 cars plus the 445 cars from the option, and up to an additional 415 cars for the second option for NYC Transit’s A Division (totaling 1,364 51-foot cars) will be purchased to replace the 1,139 R62 and R62A cars scheduled for retirement. This second option will support ridership growth as well as other operational needs.

The latest R211 technical specification will be used as a baseline for the R262 open gangway cars; therefore, features such as updated Crash Energy Management standards, state-of-the-art communications and signage, and an Ethernet network backbone will also be employed on the R262s. New features unique to the R262s include open gangway for the A Division and added hearing loops for hearing-impaired customers.

Utilizing the RFP process will allow NYC Transit to select the proposal that offers the best overall value through negotiations and evaluation based on criteria that reflect the critical needs of NYC Transit. More specifically, NYC Transit will be able to consider factors including: (1) the technical proposal, overall technical qualifications including the quality of product, experience of proposer, delivery schedule; (2) overall project cost and financial benefit to NYC Transit; and (3) other relevant matters. Upon completion of the RFP process, NYC Transit intends to obtain Board approval for the actual contract award.

### **Impact on Funding**

The procurement of the 949 cars, configured as 504 cars (Base) and 445 cars (Option 1), is funded as part of the MTA NYC Transit approved 2020–2024 Capital Program. Award of the 949 cars will be subject to the availability of funding within that program. A second option of up to an additional 415 cars is anticipated to progress as part of the subsequent 2025–2029 Capital Program once its funding is approved. This contract is anticipated to be federally funded.

### **Alternative**

Issue a competitive Invitation for Bid. Not recommended, given the complexity of this procurement and the advantages discussed above offered by the RFP process.

### **Recommendation**

It is recommended that the Board determine competitive bidding impractical or inappropriate for the procurement of 949 A Division Rapid Transit Open Gangway cars, configured as a base of 504 cars and an option of 445 cars with a second option to purchase up to an additional 415 cars for NYC Transit and that it is in the public interest to issue competitive RFPs pursuant to subdivision 9(g) of Section 1209 of the NYS Public Authorities Law.

**Schedule G: Miscellaneous Service Contracts**



**Item Number:** 2

<b>Vendor Name (Location)</b> Global Contact Services, LLC (Salisbury, North Carolina)	<b>Contract Number</b> SSE 254942	<b>Renewal?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Description</b> Operation of the Paratransit Call Center	<b>Total Amount</b> \$286,985,491(Est.)	
<b>Contract Term (including Options, if any)</b> Five years (with an option for up to an additional two years)	<b>Base Amt:</b> \$202,251,225 <b>Option Amt:</b> \$84,734,266	
<b>Option(s) included in Total Amount?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> n/a	<b>Funding Source</b> <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	
<b>Procurement Type</b> <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	<b>Requesting Dept./Div., Dept./Div. Head Name:</b> Department of Buses, Craig Cipriano	
<b>Solicitation Type</b> <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:		

**Discussion:**

NYC Transit is seeking Board approval to award a five-year, estimated quantity, miscellaneous service contract with an option to extend the term for up to an additional two years, for the Operation of the Paratransit Call Center, to Global Contact Services, LLC (“GCS”) in the estimated total amount of \$286,985,491 (\$202,251,225 for the base award and \$84,734,266 for the option years). The Board is also requested to authorize the Assistant Chief Procurement Officer to approve the exercise of these option years if enacted.

Paratransit’s Command Center Headquarters, located in Long Island City, NY, includes its Call Center operation. Since the first Paratransit Call Center contract in 1997, the Call Center has become an integral part of Paratransit’s overall operation and is responsible for providing customer service to Access-A-Ride (“AAR”) customers by scheduling trips, responding to customer inquiries, and performing other customer service–related functions on behalf of NYC Transit. The Call Center operates on a 24-hour, 7 day a week basis in compliance with the Americans with Disabilities Act (“ADA”). To facilitate the AAR program, which consists of over 160,000 AAR registrants and performs approximately 30,000 trips per day, the Call Center contractor employs nearly eight-hundred employees who presently service up to 25,000 customer calls per day. NYC Transit sets stringent requirements on the contractor regarding customer wait times and hold times, to which the contractor must continuously ensure that the number of agents scheduled at a given time is reflective of the call volume. Call Center agents are specially trained to communicate with customers with disabilities, including the use of specialized equipment utilized by vision and/or hearing-impaired individuals. Agents also receive detailed training on the topics of AAR software systems, ADA compliance, NYC maps, AAR eligibility, modes of transportation, and providing language translation assistance.

In May 2019, Request for Proposal (“RFP”) No. SSE 254942 was competitively solicited for the continued service of the Paratransit Call Center. An extensive industry outreach performed by NYC Transit Procurement to identify industry leaders and cultivate new competition resulted in a total of twenty-three firms requesting the RFP package and eight proposal submissions, including the incumbent, GCS and the previous contractor, First Transit Inc. (“FT”), who held the contract from April 2004 through December 2012. After the initial review and subsequent Oral Presentations, the Selection Committee (“SC”) unanimously determined that of the eight proposers, only three firms, GCS, FT, and Datamark Inc., possessed the required qualifications and experience to perform the work. The Evaluation Criteria for the RFP included: Overall Experience and Qualifications, Approach to the Work, Overall Price, and Other Relevant Matters. The SC focused on proposers’ experience with successfully operating high-volume call centers, the quality of the proposed project management team(s), support for languages other than English, start-up plan(s), capabilities and experience in hiring, training and retaining employees and familiarity with ADA requirements. The three proposers were deemed qualified and were invited to participate in negotiations.

The RFP was updated to take advantage of industry best practices, capture further efficiencies, and to align contractual requirements with the recent and rapid changes in Paratransit transportation services. The RFP includes mandatory pre-employment background checks and drug and alcohol testing for all Call Center employees.

## Schedule G: Miscellaneous Service Contracts

Negotiations centered on fixed costs, the all-in Agent hourly rate, and the all-in Agent in training hourly rate. After multiple rounds of negotiations, the SC determined that only GCS and FT would be invited to submit Best and Final Offers (“BAFOs”). Datamark was not invited to submit a BAFO due to its high pricing through each round of negotiations and its inability to conclude negotiations on final contract terms and conditions. The following BAFO pricing was submitted from GCS and FT:

### Pricing for Proposals:

<b>Proposer</b>	<b>Base Term (5 Years)</b>	<b>Option Years (2 Years)</b>	<b>Total (Base + Option)</b>
Global Contact Services, LLC	\$202,251,225	\$84,734,266	\$286,985,491
First Transit, Inc.	\$214,559,538	\$93,221,480	\$307,781,017

While both proposers were technically strong, the SC determined that GCS’s lower pricing outweighed FT’s moderately higher technical ranking. The SC unanimously recommended that an award be made to GCS because of its strong technical proposal, extensive knowledge in the industry and lower pricing, all of which provide the best value for NYC Transit. GCS has consistently performed well on its current NYC Transit contract.

Through multiple rounds of negotiations and the competitive nature of this RFP, Procurement was able to achieve a 24.5 percent savings when comparing GCS’s original price proposal to its BAFO price proposal. GCS offered the lowest proposed price for the base term as well as the option years and its total price proposal is approximately \$20.8 million or 6.8 percent lower than FT’s total price proposal. GCS’s total price proposal has been deemed fair and reasonable and is 18.3 percent lower than the in-house estimate.

Due to the insufficient availability of M/WBE firms in the marketplace, zero goals were recommended.

The Office of the State Comptroller has exercised its right to review and approve this contract, which will take place after Board approval and prior to an award being made.

Item Number: 3

<b>Vendor Name (Location)</b> CH2M HILL New York, Inc. (New York, New York)
<b>Description</b> Consulting Services for the R211 Subway Cars
<b>Contract Term (including Options, if any)</b> December 14, 2012–December 31, 2020
<b>Option(s) included in Total Amount?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a
<b>Procurement Type</b> <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive
<b>Solicitation Type</b> <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification
<b>Funding Source</b> <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:
<b>Requesting Dept./Div., Dept./Div. Head Name:</b> Department of Subways, Sally Librera

<b>Contract Number</b> CM-1868	<b>AWO/Mod. #:</b> 11
<b>Original Amount:</b>	\$ 4,321,069
<b>Prior Modifications</b>	\$ 5,662,870
<b>Prior Budgetary Increases:</b>	\$ 1,030,000
<b>Current Amount:</b>	\$ 11,013,939
<b>This request:</b>	\$ 5,961,327 (Est.)
<b>% of This Request to Current Amount:</b>	54.1%
<b>% of Modifications (including This Request) to Original Amount:</b>	292.9%

**Discussion:**

This modification will extend the contract term for an additional 12 months, from January 1, 2021 to December 31, 2021, and add funding in the estimated amount of \$5,961,327.

The base contract was awarded to CH2M HILL New York, Inc. (“CH2M”) in December 2012 as the result of a competitive Request for Proposal (“RFP”) to provide consultant services for the development of specifications and pre-award support for the R211 subway car contract.

There have been 10 previous modifications to this contract (two of which, valued at \$1,139,263 and \$3,923,607, were approved by the Board), resulting in (1) additional modification and budgetary funding in the combined amount of \$6,692,870; (2) additional scope-of-work tasks; and (3) the extension of the contract term through December 31, 2020.

Under this modification, the Department of Subways is requesting consultant services for pre-award support for the upcoming A-Division subway car procurement (designated the R262 with an RFP release projected for the first quarter of 2020) to replace the existing R62 and R62A cars which are approaching the end of their useful life. This project is part of the Fast Forward Plan to re-signal the NYC Transit wayside and to equip existing subway cars with communication-based train control (“CBTC”). Since the R62 and R62A cars do not have the required network and equipment infrastructure to be converted to CBTC, a decision was made to replace these cars with new CBTC-equipped cars.

Utilizing this contract for the R262 pre-award support was determined to be the most expeditious and efficient approach based on the following: (1) the R262 technical specification will be based on the R211 specification adapted and modified for A-Division cars; (2) through research of successful prototypes of subway cars/components in other transit properties, CH2M assisted NYC Transit in defining a new class of subway car (R211), whose specification will serve as a model for future subway car orders; (3) CH2M is uniquely qualified to provide the R262 pre-award support based on its prior work for pre-award support for the R211 subway car contract, and CBTC implementation for both wayside and carborne applications; and (4) immediate availability to support the compressed timeframe for the release of the R262 RFP.

Under this modification, CH2M will assist NYC Transit in the development of the technical specification and the RFP documentation to support the launch of the R262 RFP. In addition, CH2M will support NYC Transit in the review of the terms and conditions, proposal evaluations, negotiations with prospective carbuilders, and price analysis.

CH2M's proposal was in the amount of \$6,372,367. The proposed labor rates were based on the competitively established rates in the base contract. Negotiations resulted in the final estimated price of \$5,961,327, which represents a 6.5 percent decrease from the initial pricing of \$6,372,367 and savings of \$411,040. Procurement and NYC Transit's Cost Price Analysis Unit have determined that the pricing is fair and reasonable.

It should be noted that the rates established under this modification will be subject to a 10 percent cost reduction pursuant to the Consultant Cost Reduction Initiative. The actual savings will be calculated based on the actual expenditures.

In connection with a previous contract awarded to CH2M, CH2M was found to be responsible notwithstanding significant adverse information ("SAI") pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Managing Director in consultation with the MTA General Counsel in October 2018. No new SAI has been found relating to CH2M<sup>1</sup>, and CH2M has been found to be responsible.

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<sup>1</sup>CH2M was acquired by Jacobs Engineering Group Inc. ("Jacobs") on December 15, 2017. Jacobs has no direct SAI outside of the SAI associated with the acquisition of CH2M.





## Service Changes: Bus Schedule Changes Effective April 2020

**Judy McClain**, Chief, Operations Planning

### **Service Issue**

Regularly assessing bus schedules is one of our agency's routine business practices. It is an effort to ensure that we are adequately meeting current ridership demand on each route by time of day, consistent with MTA bus loading guidelines. It also allows us to deploy available bus resources where they are most needed to provide our customers with the most efficient and effective bus service that is possible.

The April 2020 proposed schedule revisions, which are detailed in Attachment 1, include the following changes:

- One route (B1) is being converted to articulated bus service, which will significantly increase seat capacity on this route and better accommodate large customer loads at Kingsborough Community College. Weekday and Saturday frequencies will be somewhat reduced, but customers on average will not have to wait more than one additional minute for a bus. On Sundays, service frequencies will increase during the morning and evenings periods, and will stay the same during the middays and afternoon periods.
- On other routes, service frequency adjustments result in net increases for twenty-five schedules and net reductions for twenty-seven schedules.

The increases are needed to meet MTA loading guidelines for bus operations, and reductions in service frequencies more closely align service with current customer demand. We will closely monitor the service to ensure that the new schedules provide sufficient service to meet customer demand.

### **Recommendation**

Implement fifty-five bus schedule changes across forty-one bus routes in April 2020, as part of its ongoing bus schedule review and evaluation process.

### **Budget Impact**

A net annual cost of approximately \$120,000 is expected with the implementation of the April 2020 schedule changes. The service adjustments, including some running time adjustments, will cost approximately \$200,000 annually. The articulated bus conversion will save \$80,000 annually.

### **Proposed Implementation Date**

April 2020

# Staff Summary



<b>Subject</b>	Bus Schedule Changes Effective April 2020
<b>Department</b>	Operations Planning
<b>Department Head Name</b>	Judy McClain
<b>Department Head Signature</b>	
<b>Project Manager Name</b>	Sarah Wyss

<b>Date</b>	January 9, 2020
<b>Vendor Name</b>	N/A
<b>Contract Number</b>	N/A
<b>Contract Manager Name</b>	N/A
<b>Table of Contents Ref #</b>	N/A

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

Internal Approvals			
Order	Approval	Order	Approval
8	President	4	VP General Counsel
7	CFO	3	Director OMB
6	SVP Buses	2	Acting VP GCR
5	Chief Cust. Officer	1	Chief OP

## Purpose

To obtain presidential approval for and to inform the New York City Transit and MTA Bus Committee of bus schedule adjustments in response to changes in ridership as well as the conversion of the B1 to an articulated bus route. This will reallocate resources to where they are most needed throughout New York City.

## Discussion

To ensure that bus schedules accurately match current rider demand as well as to ensure that NYCT has resources available where they are most needed, schedules are regularly reviewed, evaluated and revised to provide passengers with the most efficient and effective service possible. NYCT routinely adjusts service to reflect changes in demand consistent with MTA Board-adopted bus loading guidelines.

Under the NYCT bus schedule review program, we evaluate weekday local bus schedules every two years, weekend local bus schedules every four years, and weekday express bus schedules every year. We further review any bus schedules shown to have significant changes in ridership or running time that may necessitate service adjustments. Where feasible, these routes are modified to reflect changes in ridership demand consistent with MTA Board-adopted loading guidelines. In addition, schedules on routes where destinations have changed, vehicle types have changed, or route paths have been significantly modified are reviewed as soon as practicable, to determine whether follow-up adjustments are warranted.

Fifty-five bus schedule changes (on forty-one routes) have been identified for proposed changes in service levels in April 2020. *(See Attachment I for details.)*

# Staff Summary

- One route (B1) is being converted to articulated bus service, which will significantly increase seat capacity on this route and better accommodate large customer loads at Kingsborough Community College. Weekday and Saturday frequencies will be somewhat reduced, but customers on average will not have to wait more than one additional minute for a bus. On Sundays, service frequencies will increase during the morning and evenings periods, and will stay the same during the middays and afternoon periods.
- On other routes, service frequency adjustments result in net increases for twenty-five schedules and net reductions for twenty-seven schedules.

We will closely monitor the service to ensure that the new schedules provide sufficient service to meet customer demand.

## **Recommendation**

Implement fifty-five bus schedule changes across forty-one bus routes in April 2020, as part of its ongoing bus schedule review and evaluation process.

## **Alternatives**

*Do nothing.* NYCT would not make service level adjustments to better meet customer demand and actual operating conditions.

## **Budget Impact**

A net annual cost of approximately \$120,000 is expected with the implementation of the April 2020 schedule changes. The service adjustments, including some running time adjustments, will cost approximately \$200,000 annually. The articulated bus conversion will save \$80,000 annually.

## **Implementation Date**

April 2020

**Attachment 1**  
**Spring 2020 - Page 1 of 2**

The table below shows the headways and percent of guideline capacity at the maximum load point for four selected one hour time periods during the service day. It does not necessarily reflect all changes in the schedules, some of which take place during time periods not shown in the table.

Weekday	AM Peak				Midday				PM Peak				Evening				Revenue Seat Miles Change
	Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		
Route	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Change
B01*	2	4	68%	83%	7	8	96%	85%	3	4	93%	89%	10	10	86%	86%	+38.8%
B08	6	5.5	102%	93%	10	12	79%	94%	6.5	7.5	82%	92%	10	12	73%	87%	-3.4%
B82SBS	8.5	6	129%	91%	12	12	73%	73%	10	6.5	139%	89%	10	10	70%	70%	+8.1%
Bx03	5.5	5.5	92%	92%	6.5	7.5	73%	89%	6	6	81%	81%	8	8	87%	87%	-2.7%
Bx35	6	6	75%	75%	10	8.5	98%	84%	7.5	6.5	83%	72%	10	12	67%	81%	+3.0%
M14SBS***	2	2	76%	76%	5	5	80%	80%	4	4	79%	79%	5	5	75%	75%	+2.6%
M101	9	9	71%	71%	9	10	66%	77%	8	8	78%	78%	10	12	60%	72%	-5.1%
M102	10	12	52%	67%	10	12	60%	73%	9	9	71%	71%	10	12	69%	83%	-5.0%
M103	12	12	64%	64%	12	15	43%	83%	10	10	66%	66%	15	15	86%	86%	-4.0%
Q13	6.5	6	98%	88%	12	12	74%	74%	10	10	79%	79%	10	15	46%	81%	-1.5%
Q15	6	5.5	95%	86%	20	20	74%	74%	7.5	7.5	85%	85%	10	10	84%	84%	+2.7%
Q31**	7.5	7.5	70%	70%	20	20	66%	66%	10	10	76%	76%	20	20	66%	66%	+2.5%
Q36	N/A	N/A	N/A	N/A	20	15	112%	84%	N/A	N/A	N/A	N/A	20	20	64%	64%	+3.5%
Q36Ltd	8	6	112%	90%	N/A	N/A	N/A	N/A	8	8	85%	85%	N/A	N/A	N/A	N/A	+2.6%
Q56	12	8.5	130%	82%	12	12	76%	76%	12	12	73%	73%	20	20	60%	60%	+4.5%
Q58	4.5	5	76%	83%	8.5	7.5	102%	87%	4	5	76%	81%	6.5	7.5	62%	75%	-1.2%
Q76	5	6	65%	78%	30	30	85%	85%	12	12	80%	80%	30	30	60%	60%	-3.4%
Q88	4	5	69%	86%	8.5	7.5	94%	83%	6.5	6.5	83%	83%	15	12	99%	75%	+0.8%
S40	12	6.5	162%	87%	15	15	74%	74%	12	15	62%	85%	20	15	108%	81%	+3.2%
S90	12	10	94%	76%	N/A	N/A	N/A	N/A	15	12	117%	79%	30	30	78%	78%	+16.8%
S79SBS	4.5	4.5	91%	91%	12	10	107%	81%	5	6	70%	84%	12	10	103%	78%	+2.3%
SIM1**	6	6	88%	88%	15	15	66%	66%	5	5	80%	80%	8.5	8.5	83%	83%	+0.6%
SIM2**	10	10	91%	91%	N/A	N/A	N/A	N/A	10	10	79%	79%	N/A	N/A	N/A	N/A	+2.3%
SIM3**	12	12	74%	74%	30	30	86%	86%	12	12	78%	78%	15	15	67%	67%	-0.9%
SIM4**	5.5	5.5	86%	86%	30	30	74%	74%	6	6	78%	78%	15	20	61%	84%	-0.5%
SIM6	4.5	5	75%	82%	N/A	N/A	N/A	N/A	6.5	6.5	74%	74%	N/A	N/A	N/A	N/A	-4.5%
SIM8	6	6	79%	79%	N/A	N/A	N/A	N/A	7.5	8.5	69%	79%	30	30	58%	58%	-1.5%
SIM8X**	20	20	73%	73%	N/A	N/A	N/A	N/A	20	20	62%	62%	N/A	N/A	N/A	N/A	-5.9%
SIM9**	10	10	75%	75%	N/A	N/A	N/A	N/A	15	15	52%	52%	N/A	N/A	N/A	N/A	-3.9%
SIM11	10	10	69%	69%	N/A	N/A	N/A	N/A	10	12	59%	71%	N/A	N/A	N/A	N/A	-4.8%
SIM15	8.5	7.5	91%	82%	N/A	N/A	N/A	N/A	12	12	78%	78%	N/A	N/A	N/A	N/A	+5.7%
SIM22**	10	10	89%	89%	N/A	N/A	N/A	N/A	15	15	80%	80%	N/A	N/A	N/A	N/A	+10.3%
SIM25**	8.5	8.5	79%	79%	N/A	N/A	N/A	N/A	12	12	75%	75%	N/A	N/A	N/A	N/A	-4.9%
SIM26**	10	10	82%	82%	N/A	N/A	N/A	N/A	15	15	83%	83%	30	30	69%	69%	-4.7%
SIM33	12	15	62%	77%	30	30	41%	41%	15	20	55%	73%	20	20	71%	71%	-2.3%
SIM34	7.5	7.5	89%	89%	N/A	N/A	N/A	N/A	10	8.5	85%	72%	N/A	N/A	N/A	N/A	+4.8%

Local bus guidelines call for standees during peak periods and up to a seated load during non-peak periods and on weekends. Express bus guidelines call for up to a seated load at all times. Weekday AM and PM peak headways and percent of guideline capacity based on peak hour. Midday, evening, and weekend headways and percent of guideline capacity based on a representative hour during the time periods described in the headings. Routes with running time changes only -

(\*) Articulated Bus Conversion, "Current" represents Standard Bus service, "Proposed" represents Articulated Bus Service.

(\*\*) Trip adjustment occurs during time periods not shown above.

(\*\*\*) M14SBS - Capitally funded trips for the L Project will be discontinued at the end of the L Project. The data shown reflects pre-L Project frequencies and proposed post- L Project frequencies.

Service Decrease	Service Increase	Artic Conversion	No Change
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**Attachment 1  
Spring 2020 - Page 2 of 2**

The table below shows the headways and percent of guideline capacity at the maximum load point for four selected one hour time periods during the service day. It does not necessarily reflect all changes in the schedules, some of which take place during time periods not shown in the table.

Saturday	Morning				Midday				Afternoon				Evening				Revenue Seat Miles Change
	Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		
	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	
Route																	
B01*	8	10	87%	76%	8	9	106%	80%	8	10	95%	83%	12	12	81%	81%	+39.6%
B70	20	15	96%	72%	15	15	81%	81%	20	15	101%	76%	30	30	67%	67%	+9.8%
M14SBS	6	5	100%	90%	4	4	68%	68%	5	4.5	103%	89%	4	4	53%	53%	+0.4%
Q03	20	15	120%	90%	15	12	104%	83%	15	15	63%	63%	15	15	86%	86%	+4.9%
Q05	10	10	74%	74%	9	10	69%	80%	9	9	83%	83%	10	12	54%	65%	-6.4%
Q13**	12	12	80%	80%	12	12	85%	85%	12	12	77%	77%	15	15	68%	68%	-5.0%
Q30	10	15	60%	90%	12	15	63%	79%	20	20	65%	65%	20	30	53%	79%	-9.4%
Q31**	30	30	35%	35%	30	30	53%	53%	20	20	67%	67%	30	30	36%	36%	-7.7%
Q43	12	8.5	130%	93%	10	10	93%	93%	12	10	103%	86%	12	12	84%	84%	+1.9%
Q76	30	20	146%	97%	30	30	61%	61%	30	30	86%	86%	30	30	86%	86%	+9.0%

Local bus guidelines call for standees during peak periods and up to a seated load during non-peak periods and on weekends. Express bus guidelines call for up to a seated load at all times. Weekday AM and PM peak headways and percent of guideline capacity based on peak hour. Midday, evening, and weekend headways and percent of guideline capacity based on a representative hour during the time periods described in the headings. Routes with running time changes only

(\*) Articulated Bus Conversion, "Current" represents Standard Bus service, "Proposed" represents Articulated Bus Service.

(\*\*) Trip adjustment occurs during time periods not shown above.

(\*\*\*) M14SBS - Capitally funded trips for the L Project will be discontinued at the end of the L Project. The data shown reflects pre-L Project frequencies and proposed post- L Project frequencies.

Sunday	Morning				Midday				Afternoon				Evening				Revenue Seat Miles Change
	Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		Schedule Headway in Minutes		Percent of Guideline Capacity		
	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	Current	Proposed	
Route																	
B01*	15	12	103%	53%	10	10	88%	57%	10	10	88%	56%	20	15	115%	86%	+56.3%
B06	8.5	8.5	92%	92%	7.5	8.5	76%	90%	6.5	8.5	63%	89%	7.5	8.5	72%	84%	-8.9%
B70	15	15	81%	81%	20	15	109%	82%	30	15	169%	85%	30	20	100%	67%	+26.9%
M14SBS***	6	6	62%	62%	5	5	89%	89%	5	5	82%	82%	6	6	70%	70%	+0.5%
Q03	20	20	87%	87%	15	15	78%	78%	20	20	63%	63%	15	20	54%	72%	-2.7%
Q05	15	15	72%	72%	12	15	71%	89%	10	10	81%	81%	10	12	62%	74%	-10.0%
Q13	15	20	38%	50%	15	15	76%	76%	15	20	54%	72%	15	20	36%	48%	-8.7%
Q30**	20	20	60%	60%	20	20	44%	44%	20	20	51%	51%	30	30	44%	44%	-2.8%
Q43	15	15	94%	94%	15	15	86%	86%	15	12	101%	81%	15	15	74%	74%	+5.1%

Local bus guidelines call for standees during peak periods and up to a seated load during non-peak periods and on weekends. Express bus guidelines call for up to a seated load at all times. Weekday AM and PM peak headways and percent of guideline capacity based on peak hour. Midday, evening, and weekend headways and percent of guideline capacity based on a representative hour during the time periods described in the headings. Routes with running time changes only -

(\*) Articulated Bus Conversion, "Current" represents Standard Bus service, "Proposed" represents Articulated Bus Service.

(\*\*) Trip adjustment occurs during time periods not shown above

(\*\*\*) M14SBS - Capitally funded trips for the L Project will be discontinued at the end of the L Project. The data shown reflects pre-L Project frequencies and proposed post- L Project frequencies.

Service Decrease	Service Increase	Artic Conversion	No Change
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# Standard Follow-Up Reports: January 2020 MetroCard Report



This report was created to document monthly trends of Automated Fare Collection (AFC) payments from various sources offering internal or external MetroCard sales. Sales data shown is from the month ending two months prior to the report. Payment mechanisms are reported for revenue received from debit/credit, electronic settlements and cash transactions from automated sales.

**Alan F. Putre**

New Fare Payment Program Executive Director (MTA)  
and VP & Chief Revenue Officer (NYCT)

### **MetroCard Market Share**

Actual November 2019 fare media market share of non-student passenger trips compared to the previous year are summarized below:

<u>Fare Media</u>	<u>Nov. 2018</u>	<u>Nov. 2019*</u>	<u>Difference</u>
Cash	1.8%	1.8%	(0.1%)
Single-Ride Ticket	0.8%	0.8%	0.0%
Bonus Pay-Per-Ride	41.5%	0.0%	(41.5%)
Non-Bonus Pay-Per-Ride	4.3%	46.0%	41.7%
<i>MetroCard Non-Bonus Pay-Per Ride</i>	4.3%	45.5%	41.2%
<i>OMNY</i>	0.0%	0.5%	0.5%
7-Day Farecard	21.6%	21.6%	0.0%
30-Day Farecard	<u>30.0%</u>	<u>29.8%</u>	(0.2%)
Total	100.0%	100.0%	

\* Preliminary

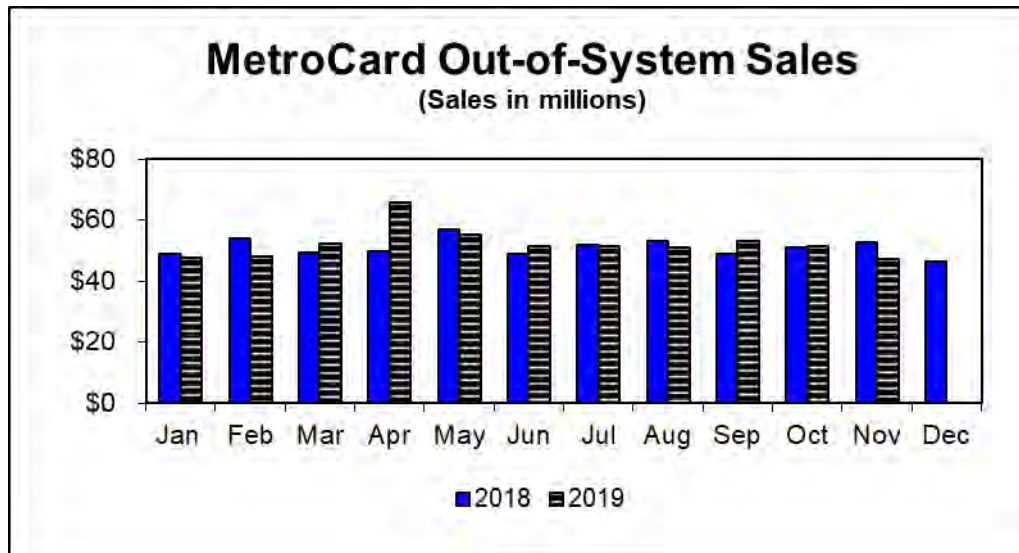
*Note: Percentages may not add due to rounding.*

### **Balance-Protection Program**

MetroCard customers who purchase a 30-day Unlimited MetroCard or a 7-day Unlimited Express Bus Plus MetroCard using a debit or credit card at either a MetroCard Vending Machine or MetroCard Express Machine are protected from the loss or theft of their farecard. This program provides customers with a refund, on a pro-rated basis, for the unused value on their farecard. The number of validated balance-protection claims in November 2019 was 3,817 a 12.85 percent decrease from the same period last year. The average value of a credit issued was \$76.92.

### **MetroCard Extended Sales**

Out-of-system sales (retail, employer-based programs and joint ticket programs, plus other extended sales outlets) were \$47.3 million in November 2019, a 10.6 percent decrease compared to November of 2018. Year to date sales totaled \$574.2 million, a 1.6 percent increase compared to the same period last year.



### *Retail Sales*

There were 3,849 active out-of-system sales and distribution locations for MetroCards, generating \$18.2 million in sales revenue during November 2019.

### *Employer-based Sales of Pre-tax Transportation Benefits*

Sales of 65,655 MetroCards valued at approximately \$6.2 million were made in November 2019 to private, employer-based providers of pre-tax transportation benefits through agreements with MetroCard Extended Sales. The average value of MetroCards sold was \$93.96. In addition, the number of employees enrolled in the annual pre-tax MetroCard programs was 125,310 for November 2019, generating an additional \$15.9 million in sales. Year-to-date sales of all pre-tax MetroCard products totaled \$305.8 million, a 2.3 percent increase when compared to last year.

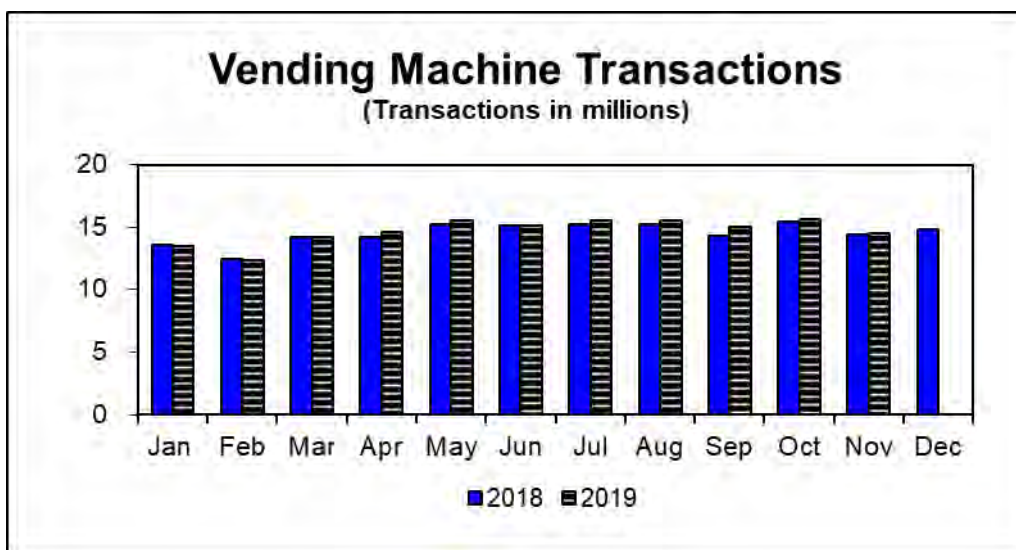
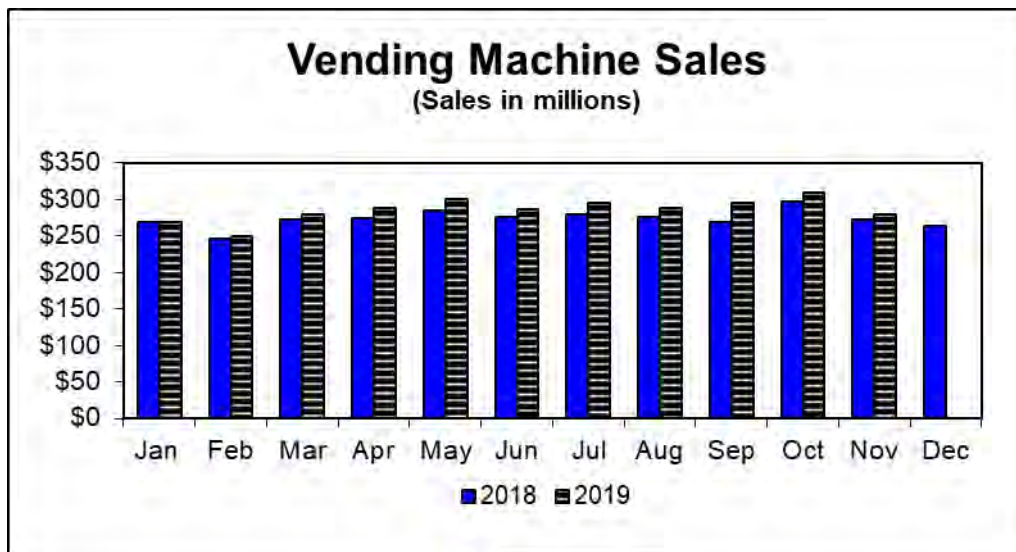
### **Mobile Sales Program**

In November 2019, the Mobile Sales unit completed 189 site visits, of which 124 were advertised locations. Fifty-four (54) of these visits were co-sponsored by an elected official or community organization. A total of \$96,086 in revenue was generated. In November 2019, the Mobile Sales unit assisted and enabled 1,741 new applicants to become Reduced-Fare customers. Mobile Sales also continued outreach efforts in Westchester County and local events such as support for a Family Day event at the Lexington School for the Deaf (Queens, NY).



**In-System Automated Sales**

Vending machine sales (MetroCard Vending Machines and MetroCard Express Machines) during November 2019 totaled \$279.2 million, on a base of 14.5 million customer transactions. This represents 1.3 percent increase in vending machine transactions compared to the same period last year. During November 2019, MEMs accounted for 2,339,495 transactions resulting in \$61,582,540.50 in sales. Debit/credit card purchases accounted for 84.2 percent of total vending machine revenue, while cash purchases accounted for 15.9 percent. Debit/credit card transactions account for 65.4 percent of total vending machine transactions, while cash transactions account for 34.6 percent. The average credit sale was \$28.37, more than three times the average cash sale of \$8.81. The average debit sale was \$19.48.



### **Reduced-Fare Program**

During November 2019, enrollment in the Reduced-Fare Program increased by 5,205 new customers. The total number of customers in the program is 1,241,804. Seniors account for 1,041,664 or 85 percent of the total Reduced-Fare customer base. Persons with disabilities comprise the remaining 15 percent or 200,140 customers. Of those, a total of 41,290 customers were enrolled in the program under the criterion of persons diagnosed with serious mental illness who receive Supplemental Security Income (SSI) benefits. Active Reduced-Fare customers added approximately \$9.3 million in value to their farecards during the month.

### **EasyPay Reduced Fare Program**

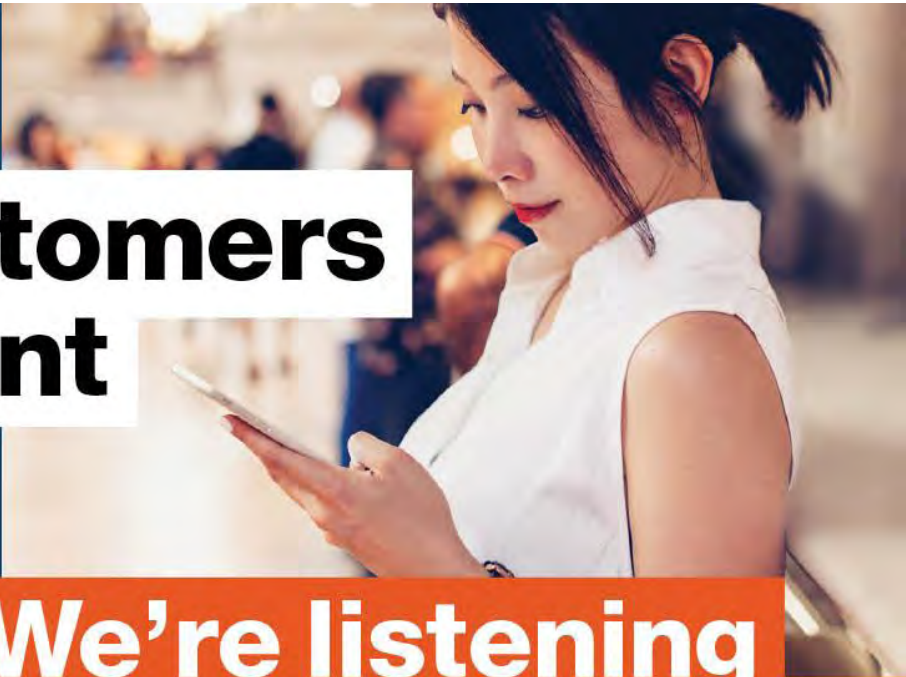
In November 2019, the EasyPay Reduced Fare program enrollment totaled 190,646 accounts. During the month, active EasyPay customers accounted for approximately 2.5 million subway and bus rides with \$2.9 million charged to their accounts. Each active account averaged 28 trips per month, with an average monthly bill of \$14.

### **EasyPay Xpress Pay-Per-Ride Program**

In November 2019, enrollment in the EasyPay Xpress PPR program totaled 132,225 accounts. During that month, active Xpress PPR customers accounted for approximately 2.2 million subway, express bus and local bus rides with \$6.1 million charged to their accounts. Each active account averaged 21 trips per month, with an average monthly bill of \$61.

### **EasyPay Xpress Unlimited Program**

In November 2019, enrollment in the EasyPay Xpress Unlimited program totaled 27,138 accounts. During that month, active Xpress Unlimited customers accounted for approximately 1.2 million subway and local bus rides with \$2.8 million charged to their accounts. Each active account averaged 47 trips per month with a fixed monthly bill of \$127.00.



# Customers Count

**We're listening**

Q4 2019  
Subway & Bus Report



## Customers Count Q4 2019 Subway & Bus Report

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### Executive Summary

#### Subways

Service satisfaction, which is obtained by asking customers to evaluate service on individual subway lines and weighting the results by ridership, did not change by a statistically significant margin from the third to the fourth quarter and remains at 64.7%. Satisfaction increased on the ① and ②, and decreased on the ④ and ⑤. Since Q4 2018, one year ago, service satisfaction has increased by 9.4 percentage-points. During that time, satisfaction increased on more than half the lines in the system, and did not decrease on any line.

Station satisfaction increased by 1.5 percentage-points from 70.0% to 71.5%, with an increase in zones 4 and 7, and no decrease in any zone. Since Q4 2018, station satisfaction has increased by 5.9 percentage-points.

System satisfaction is obtained by asking customers to rate the entire subway system as a whole, is directly queried of all respondents, and is unweighted. This metric is less a measure of actual experience and more a measure of overall impression that includes service and non-service related influences, such as media coverage and recent events. From the third to the fourth quarter, satisfaction increased by 3.8 percentage-points from 45.5% to 49.3%. Since Q4 2018, system satisfaction has increased by 14.5 percentage-points. As of Q4 2019, system satisfaction is at the highest level since the launch of *Customers Count*, and very close to the key threshold of having a majority of customers satisfied.

#### Local, Limited, and Select Buses

Service satisfaction, which is weighting by borough-level ridership, decreased by 2.3 percentage-points from the third to fourth quarter from 55.6% to 53.3%, with a decrease on B and Q routes. Since Q4 2018, service satisfaction has not changed by a statistically significant margin. During that time, there was an increase on S routes, and a decrease on Bx and B routes.

System satisfaction, which is obtained by asking customers to rate the entire bus system, did not change by a statistically significant margin, but increased slightly from 49.3% to 49.8%. Since Q4 2018, system satisfaction has increased by 6.0 percentage-points.

#### Express Buses





Service satisfaction did not change by a statistically significant margin from the third to fourth quarter, but decreased slightly from 62.5% to 60.4%.

From the third to the fourth quarter, system satisfaction decreased by 4.5 percentage-points from 46.3% to 41.8%.

## Customers Count Q4 2019 Subway & Bus Report

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### Notes

- Results for the  and  are incorporated into results for the  and .
- Subway system-wide results do not include SIR results.
- Results for the X27, X28, X37 and X38 bus routes are included in BM results.
- Results for the X63, X64 and X68 bus routes are included in QM results.
- Q3 2018 and Q4 2018 results do not include Staten Island express bus (SIM) customers or routes.

## Customers Count Q4 2019 Subway & Bus Report

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**Customers Count Q4 2019 Subway & Bus Report: Subways**

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**Subways**

## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Overall Satisfaction

#### Service

Service satisfaction, which is obtained by asking customers to evaluate service on individual subway lines and weighting the results by ridership, did not change by a statistically significant margin from the third to the fourth quarter and remains at 64.7%. Satisfaction increased on the **1** and **2**, and decreased on the **D** and **Q**. Satisfaction on the **Q 1 2 3** and **7** is above average and satisfaction on the **A C D F L** and **R** is below average.

Since Q4 2018, one year ago, service satisfaction has increased by 9.4 percentage-points. During that time, satisfaction increased on the **A B C F G N Q R 1 2 3** and **7**, more than half the lines in the system. Satisfaction did not decrease on any line.

#### Stations

Station satisfaction increased by 1.5 percentage-points from 70.0% to 71.5%. Satisfaction increased in zones 4 and 7, and did not decrease in any zone. Satisfaction in zones 2, 8, 9 and 11 is above average and satisfaction in zones 10, 12, and 19 is below average.

Since Q4 2018, station satisfaction has increased by 5.9 percentage-points. During that time, satisfaction increased in zones 1, 2, 7, 8, 11, 18, 19 and 20, and did not decrease in any zone.

#### System

System satisfaction is obtained by asking customers to rate the entire subway system as a whole, is directly queried of all respondents, and is unweighted. This metric is less a measure of actual experience and more a measure of overall impression that includes service and non-service related influences, such as media coverage and recent events. From the third to the fourth quarter, satisfaction increased by 3.8 percentage-points from 45.5% to 49.3%.

Since Q4 2018, system satisfaction has increased by 14.5 percentage-points. As of Q4 2019, satisfaction is at the highest level since the launch of *Customers Count*, and very close to the key threshold of having a majority of customers satisfied.

#### Fares

Satisfaction with fares, which can also be thought of as satisfaction with value of service provided, increased by 2.7 percentage-points from 48.7% to 51.4% since last quarter. For the first time since the launch of *Customer Count*, a majority of customers are satisfied.

Since Q4 2018, satisfaction with fares has increased by 13.3 percentage-points. During that time, there was a fare increase in Q2 2019 (effective April 21) that raised the cost to purchase Unlimited Ride MetroCards and eliminated the Pay-Per-Ride MetroCard bonus.



## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Overall Satisfaction

#### Fare Payment

Satisfaction with fare payment did not change by a statistically significant margin, but increased slightly from 66.1% to 67.4%.

Since Q4 2018, satisfaction has increased by 11.3 percentage-points. During that time, we launched OMNY in Q2 2019 (May 31, 2019) in 16 stations. OMNY was expanded to more stations in Q4 2019.

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Overall Satisfaction

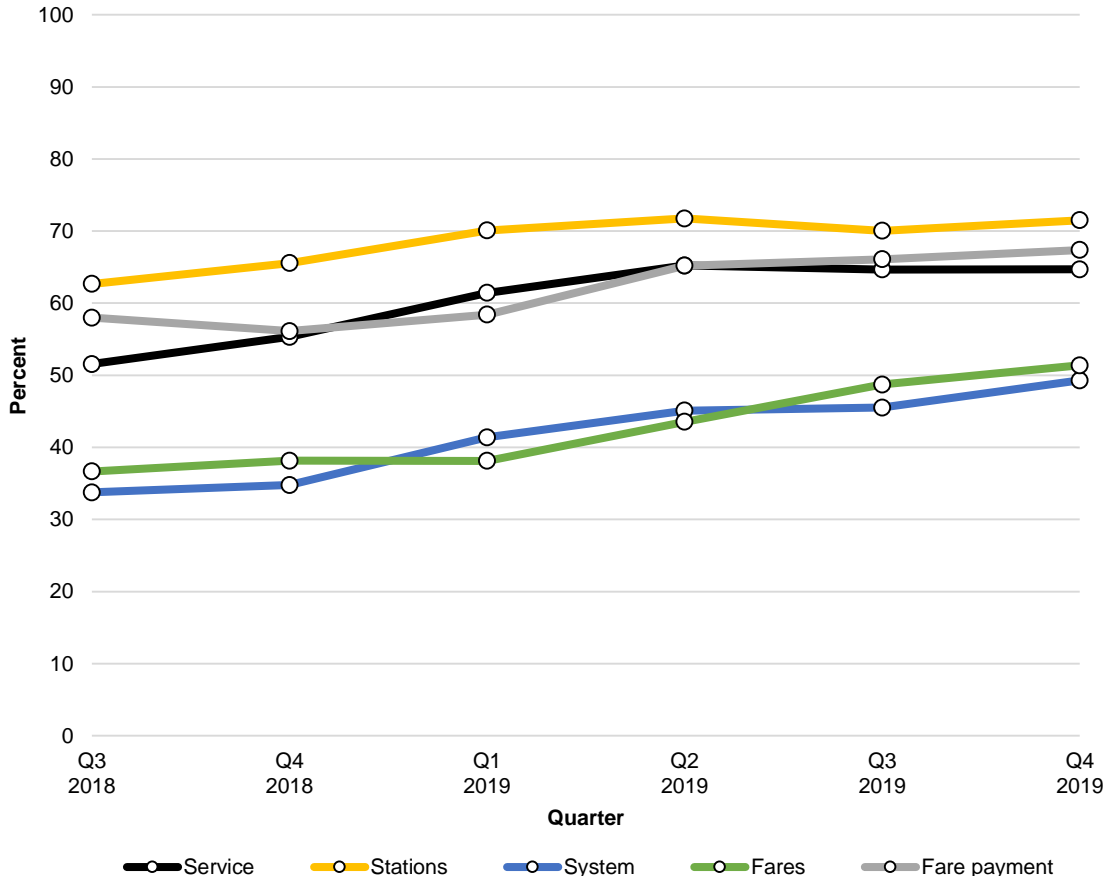
Overall Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Service <sup>(1)</sup>	51.6	55.3	61.4	65.2	64.7	<b>64.7</b>	△
Stations	62.7	65.6	70.1	71.8	70.0	<b>71.5</b>	△ ▲
System <sup>(2)</sup>	33.7	34.8	41.4	45.1	45.5	<b>49.3</b>	△ ▲
Fares	36.7	38.1	38.1	43.5	48.7	<b>51.4</b>	△ ▲
Fare payment	58.0	56.1	58.4	65.2	66.1	<b>67.4</b>	△

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

Notes:

- (1) Satisfaction with service is weighted by line-level ridership.
- (2) Satisfaction with system is directly queried of all respondents and unweighted. It is less a measure of actual experience and more a measure of overall impression that includes service and non-service related influences.



## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Journey Time and Reliability

#### Waiting Time

Satisfaction did not change by a statistically significant margin from the third to fourth quarter and remains at 67.2%. Satisfaction increased on the **2** and decreased on the **D**. Satisfaction on the **E 1 2 3 4 6** and **7** is above average and satisfaction on the **A B C D F G M N R** and **W** is below average. 59.3% of customers consider waiting time important to improve, the most of any attribute measured by *Customers Count*.

Since Q4 2018, satisfaction has increased by 9.3 percentage-points. During that time, satisfaction increased on the **A C F N Q R 1 2 3 4 5 6** and **7**, and did not decrease on any line.

#### Travel Time

Satisfaction did not change by a statistically significant margin, but increased slightly from 73.5% to 74.3%, with an increase on the **C F** and **2**, and no decrease on any line. Satisfaction on the **G Q 1 2 3** and **7** is above average and satisfaction on the **D F N R** and **5** is below average. 26.8% of customers consider travel time to be among the most important subway attributes to improve, the sixth most of all attributes.

Since Q4 2018, satisfaction has increased by 11.7 percentage-points. During that time, satisfaction increased on the **B C D E F G J M N Q R W 1 2 3 5 6** and **7**. Customers on three lines, the **A L** and **4**, did not report changes in satisfaction. During this time, satisfaction did not decrease on any line.

#### Number of Unexpected Delays

Satisfaction increased by 2.3 percentage-points from 42.9% to 45.2%, with an increase on the **C E L 1 2** and **3**, and no decrease on any line. Satisfaction on the **G Q 1** and **3** is above average and satisfaction on the **A D F N R W** and **5** is below average. 53.8% of customers consider the number of unexpected delays to be among the most important subway attributes to improve, the second most important of all.

Since Q4 2018, satisfaction has increased by 12.3 percentage-points. During that time, satisfaction increased on the **A B C D E F G M N Q R 1 2 3 4 6** and **7**, and did not decrease on any line. Customers on the **J L W** and **5** did not indicate any change in satisfaction.

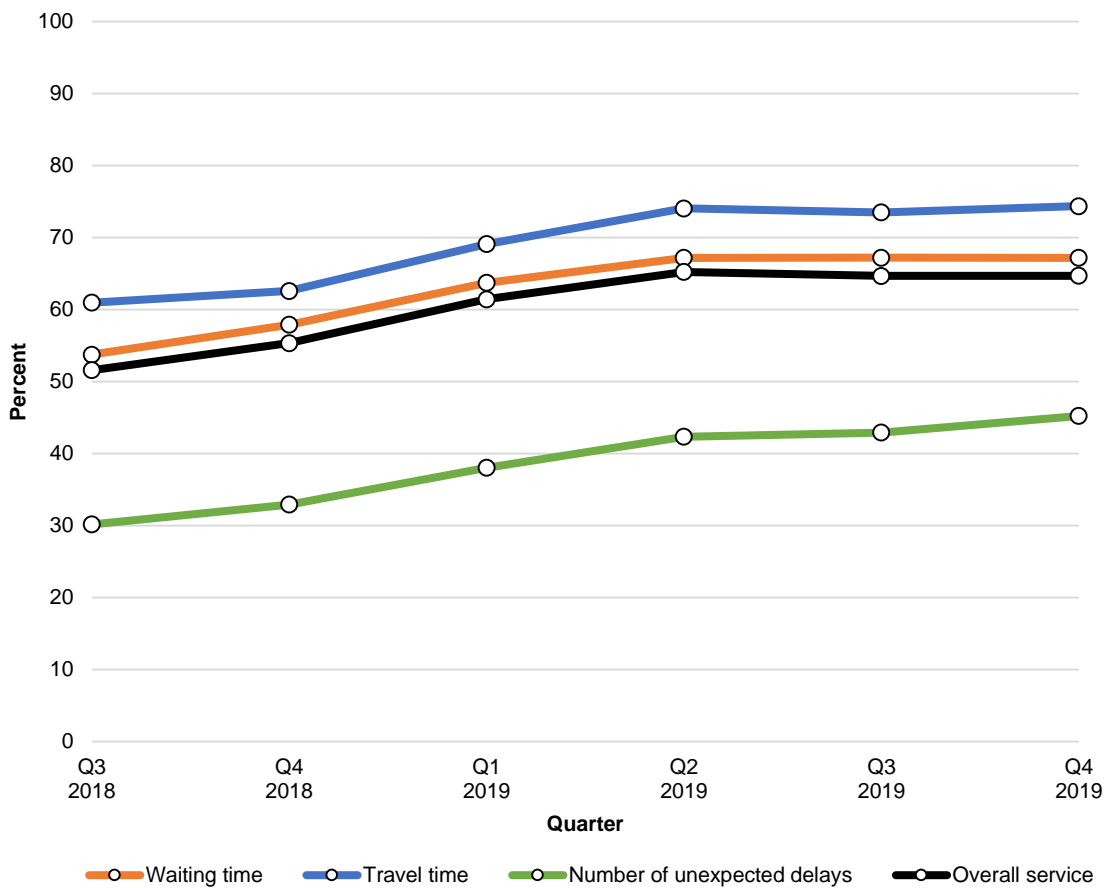
## Customers Count Q4 2019 Subway & Bus Report: Subways

### Journey Time and Reliability

Journey Time and Reliability Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Waiting time	53.7	57.9	63.7	67.2	67.2	<b>67.2</b>	△
Travel time	60.9	62.6	69.1	74.0	73.5	<b>74.3</b>	△
Number of unexpected delays	30.2	32.9	38.0	42.3	42.9	<b>45.2</b>	△ ▲
Overall service	51.6	55.3	61.4	65.2	64.7	<b>64.7</b>	△

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Service Period

#### Morning Rush Hour

Satisfaction did not change by a statistically significant margin, but decreased slightly from 62.7% to 61.8%, with an increase on the **C**, and a decrease on the **G** and **Q**. Satisfaction on the **1 2 3** and **7** is above average and satisfaction on the **C F** and **G** is below average. 23.3% of customers think we should prioritize improvement, the seventh most of all attributes.

Since Q4 2018, satisfaction has increased by 11.2 percentage-points. During that time, satisfaction increased on the **A B C E F M N Q R 1 2 3 5 6** and **7**, and did not decrease on any line.

#### Midday

Satisfaction did not change by a statistically significant margin, but decreased slightly from 78.4% to 77.0%, with an increase on the **2**, and a decrease on the **D N R 6** and **7**. Satisfaction on the **E 1 2** and **3** is above average and satisfaction on the **A D** and **R** is below average. Few customers (2.7%) prioritize improvement of service during this period.

Since Q4 2018, satisfaction has increased by 7.7 percentage-points. During that time, satisfaction increased on the **A B C E G N R W 1 2 3** and **7**, and did not decrease on any line. Midday continues to be the service period rated the best by customers.

#### Afternoon Rush Hour

Satisfaction did not change by a statistically significant margin, but decreased slightly from 59.9% to 59.7%, with no increase on any line, and a decrease on the **R**. Satisfaction on the **Q 1 2 3** and **7** is above average and satisfaction on the **C F M N** and **R** is below average. A small minority (14.8%) think we should prioritize improvement.

Since Q4 2018, satisfaction has increased by 7.4 percentage-points. During that time, satisfaction increased on the **A B D G R 1 2 3 6** and **7**, and did not decrease on any line.

#### Evening

Satisfaction did not change by a statistically significant margin, but decreased slightly from 62.4% to 62.1%, with an increase on the **F**, and a decrease on the **N** and **7**. Satisfaction on the **1 2 3 6** and **7** is above average and satisfaction on the **B C D L M** and **R** is below average. A small minority (7.2%) think we should prioritize improvement.

Since Q4 2018, satisfaction has increased by 8.7 percentage-points. During that time, satisfaction increased on the **A B C E F G M R 1 2 3 4 5** and **7**, and decreased on the **L**.

## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Service Period

#### Weekend

Satisfaction increased by 1.8 percentage-points from 45.2% to 47.0%, with an increase on the **L 1 2 4** and **6**, and a decrease on the **Q** and **7**. Satisfaction on the **G Q 1 4** and **6** is above average and satisfaction on the **E F L N** and **R** is below average. 22.7% of customers think we should prioritize weekend service improvement, the eighth most of all attributes.

Since Q4 2018, satisfaction has increased by 10.0 percentage-points. During that time, satisfaction increased on the **A C D F G J M Q R 1 2 4 5 6** and **7**, and decreased on the **L**.

#### Late Night

Satisfaction did not change by a statistically significant margin, but increased slightly from 39.7% to 41.4%, with an increase on the **A L R** and **1**, and a decrease on the **Q**. Satisfaction on the **J 1** and **7** is above average and satisfaction on the **L** is below average. Late night has the lowest satisfaction rate of any period, but it is also the period with the fewest riders, and longer headways to match lower ridership. It is also the time during which necessary track and station maintenance tend to occur so as not to disrupt service during higher-volume periods. 8.2% of customers think we should make improving service during this period a priority.

Since Q4 2018, satisfaction has increased by 9.5 percentage-points. During that time, satisfaction increased on the **A E F G J M N R 1 2 3 5** and **7**, and did not decrease on any line.

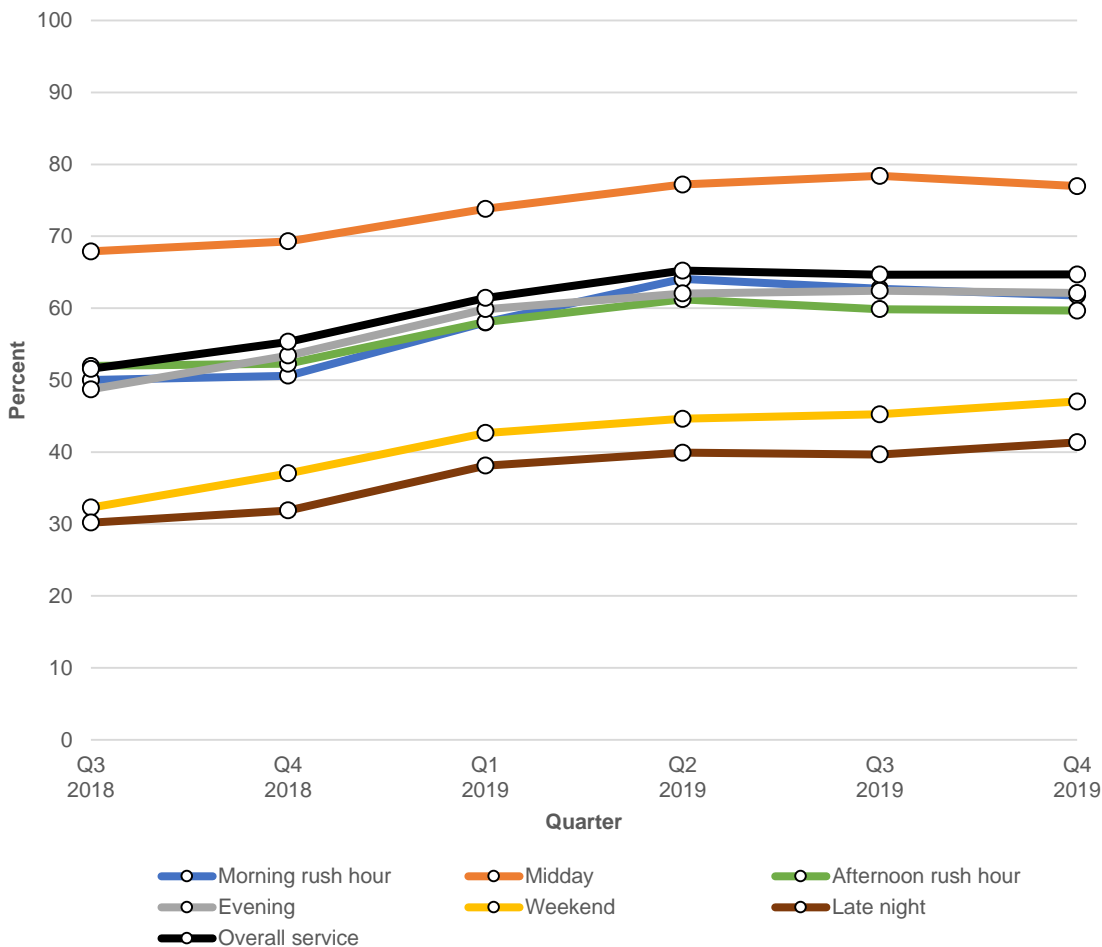
## Customers Count Q4 2019 Subway & Bus Report: Subways

### Service Period

Service Period Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Morning rush hour	50.0	50.6	58.0	64.1	62.7	<b>61.8</b>	△
Midday	67.9	69.3	73.8	77.2	78.4	<b>77.0</b>	△
Afternoon rush hour	52.0	52.3	58.1	61.2	59.9	<b>59.7</b>	△
Evening	48.7	53.4	59.9	62.0	62.4	<b>62.1</b>	△
Weekend	32.3	37.0	42.6	44.6	45.2	<b>47.0</b>	△ ▲
Late night	30.2	31.9	38.1	39.9	39.7	<b>41.4</b>	△
Overall service	51.6	55.3	61.4	65.2	64.7	<b>64.7</b>	△

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Onboard Experience

#### Cleanliness

Satisfaction decreased by 2.1 percentage-points from 59.6% to 57.5%, with no increase on any line, and a decrease on the **E L N** and **R**. Satisfaction on the **B G M Q** and **7** is above average and satisfaction on the **A D E R** and **6** is below average. Cleanliness is second only to crowding among onboard experience attributes that customers think are important to improve. Improvement is a priority for 30.5% of customers, the fifth most of any attribute.

Since Q4 2018, satisfaction has not changed by a statistically significant margin.

#### Temperature

Satisfaction increased by 6.7 percentage-points from 76.8% to 83.5%, with an increase on the **A C E F J L M N Q R W 1 2 3 4 5** and **6**, and no decrease on any line. Satisfaction on the **F G N** and **Q** is above average and satisfaction on the **D 1** and **6** is below average. A large majority of customers are satisfied and very few, only 10.8%, prioritize improvement.

Since Q4 2018, satisfaction has increased by 4.8 percentage-points. During that time, satisfaction increased on the **E G J N R 1** and **6**, and did not decrease on any line.

#### Announcements

Satisfaction increased by 1.8 percentage-points from 53.6% to 55.4%, with an increase on the **L 1 2 4** and **5**, and a decrease on the **N**. Satisfaction on the **L Q 2 4 5** and **7** is above average and satisfaction on the **A B C D G R** and **6** is below average. 18.1% prioritizing improvement over other attributes.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, satisfaction on the **4** has decreased.

#### Crowding

Satisfaction did not change by a statistically significant margin, but decreased slightly from 40.6% to 40.4%, with no improvement on any line, and a decrease on the **N**. Satisfaction on the **C M Q R W** and **7** is above average and satisfaction on the **A D L 4 5** and **6** is below average. Reducing crowding is the most important onboard experience priority for customers (41.7%) and the third most important attribute to improve of all. More than two in five customers prioritize the reduction of crowding and it has the lowest satisfaction rate of the seven onboard experience attributes.

Since Q4 2018, satisfaction has increased by 5.8 percentage-points. During that time, satisfaction increased on the **A C Q R 3 4 6** and **7**, and did not decrease on any line.



## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Onboard Experience

#### Train Crews

Satisfaction decreased by 0.8 percentage-points from 84.6% to 83.8%, with no increase on any line, and a decrease on the **L**. Satisfaction on the **Q** and **1** is above average. Customers are more satisfied with train crews than they are with any other attribute and very few, only 2.9%, think they need improvement.

Since Q4 2018, satisfaction has increased by 4.5 percentage-points. During that time, satisfaction increased on the **A C F G J M 1 6** and **7**, and did not decrease on any line.

#### Service and Delay Communication

Satisfaction increased by 2.9 percentage-points from 43.4% to 46.3%, with an increase on the **C 1 2 4** and **5**, and no decrease on any line. Satisfaction on the **Q 1 2 4** and **5** is above average and satisfaction on the **A B D F** and **R** is below average. 20.6% consider improvement a priority, the ninth most of all attributes.

Since Q4 2018, satisfaction has increased by 6.1 percentage-points. During that time, satisfaction increased on the **A C E G N Q R 2 3** and **7**, and did not decrease on any line.

#### Security from Crime

Satisfaction decreased by 1.9 percentage-points from 67.3% to 65.4% with no increase on any line, and a decrease on the **A**. Satisfaction on the **G N Q W** and **7** is above average and satisfaction on the **A** and **D** is below average. Only 15.3% prioritize improvement.

Since Q4 2018, satisfaction has not changed by a statistically significant margin.

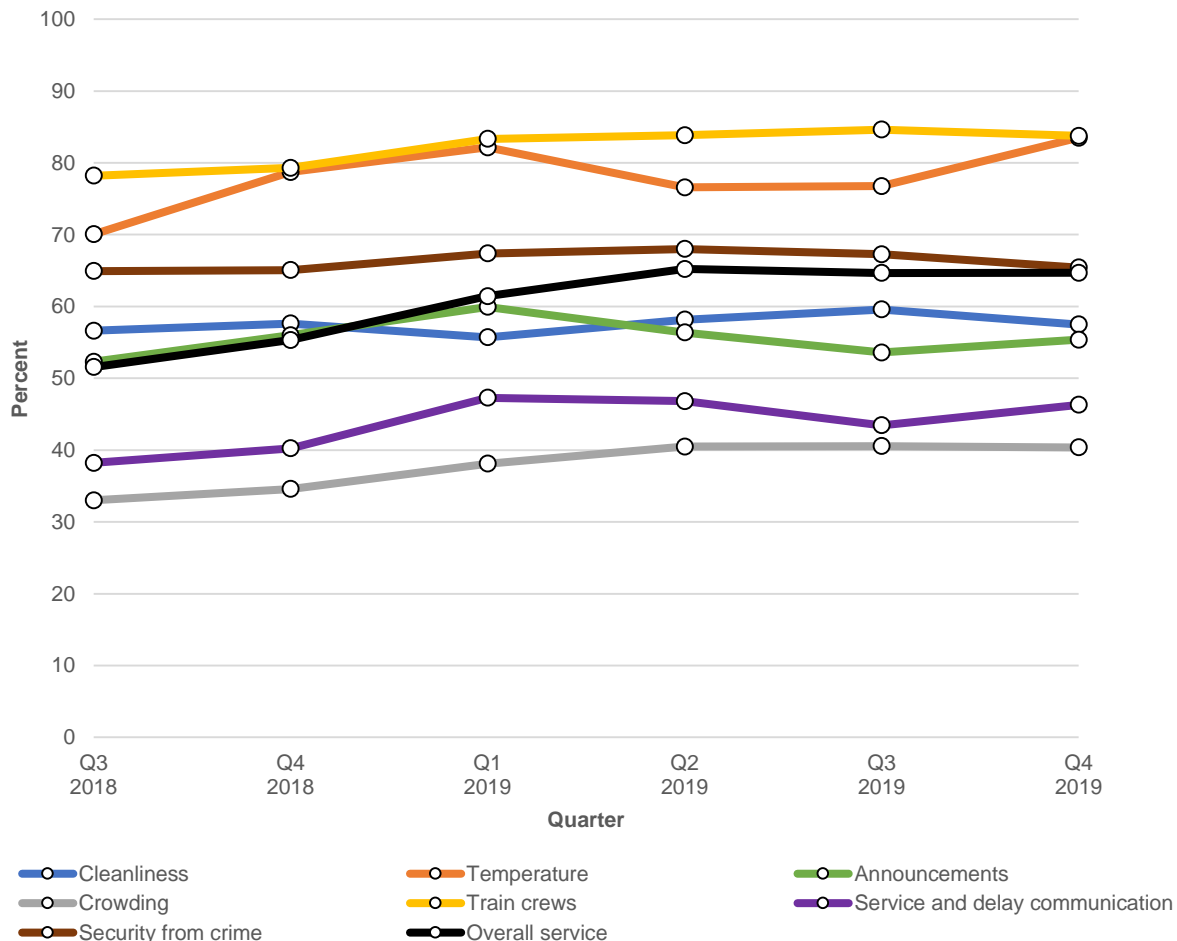
## Customers Count Q4 2019 Subway & Bus Report: Subways

### Onboard Experience

Onboard Experience Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Cleanliness	56.6	57.6	55.7	58.2	59.6	<b>57.5</b>	▼
Temperature	70.1	78.7	82.1	76.6	76.8	<b>83.5</b>	△ ▲
Announcements	52.3	56.0	59.9	56.4	53.6	<b>55.4</b>	▲
Crowding	33.0	34.6	38.1	40.5	40.6	<b>40.4</b>	△
Train crews	78.2	79.3	83.3	83.8	84.6	<b>83.8</b>	△ ▼
Service and delay communication	38.2	40.2	47.3	46.8	43.4	<b>46.3</b>	△ ▲
Security from crime	64.9	65.1	67.4	68.0	67.3	<b>65.4</b>	▼
Overall service	51.6	55.3	61.4	65.2	64.7	<b>64.7</b>	△

△ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Stations

#### Cleanliness

Satisfaction increased by 2.0 percentage-points from 61.9% to 63.9%, with an increase in zones 8, 9 and 11, and no decrease in any zone. Satisfaction in zones 2, 8, 9, 11, 16 and 17 is above average and satisfaction in zones 5, 6, 7, 10 and 19 is below average. 19.2% of customers think improving station cleanliness is a priority, which is the most of any station attribute.

Since Q4 2018, satisfaction has increased by 3.2 percentage-points, with an increase in zones 6, 8, 11 and 18, and a decrease in zone 21.

#### Announcements

Satisfaction increased by 2.0 percentage-points from 57.1% to 59.1%, with an increase in zones 11 and 19, and no decrease in any zone. Satisfaction in zones 2, 4, 5, 11 and 15 is above average and satisfaction in zones 1, 10, 13, 14 and 17 is below average. Only 7.2% of customers consider improvement to be among priorities.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, satisfaction increased in zone 11, and decreased in zones 3 and 21.

#### Crowding

Satisfaction increased by 1.2 percentage-points from 60.0% to 61.2%, with an increase in zone 4, and no decrease in any zone. Satisfaction in zones 1, 2, 11, 12, 15, 17, 19 and 22 is above average and satisfaction in zones 6, 8, 10 and 18 is below average. 9.0% of customers list reducing station crowding among the priorities for improvement.

Since Q4 2018, satisfaction has increased by 6.3 percentage-points, with an increase in zones 1, 2, 4, 8, 11 and 18, and no decrease in any zone.

#### Station Staff

Satisfaction did not change by a statistically significant margin, but increased slightly from 78.5% to 79.0%, with an increase in zone 4, and no decrease in any zone. Satisfaction in zone 8 is above average. This attribute is rated the best among the station attributes and very few (3.3%) cite improvement as a priority.

Since Q4 2018, satisfaction has increased by 1.9 percentage-points, with an increase in zones 6, 8, 11 and 14, and a decrease in zone 3.

## Customers Count Q4 2019 Subway & Bus Report: Subways

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### Stations

#### Service and Delay Communication

Satisfaction increased by 2.0 percentage-points from 49.1% to 51.1%, with an increase in zones 8, 11 and 14, and no decrease in any zone. Satisfaction in zone 2, 4, 5, 11 and 15 is above average and satisfaction in zones 1, 10, 13 and 17 is below average. 13.2% consider improvement to be a priority.

Since Q4 2018, satisfaction has increased by 4.8 percentage-points, with an increase in zones 2, 7, 8, 9, 11, 14 and 18, and no decrease in any zone.

#### Elevators

Satisfaction did not change by a statistically significant margin, but increased slightly from 48.5% to 49.3%, with an increase in zones 2, 4, 6, 11, 14, 21 and 22, and a decrease in zones 8, 15 and 19. Satisfaction in zones 2, 9, 11 and 22 is above average and satisfaction in zones 1, 8, 10 and 18 is below average. Though only 10.6% of customers think it is important for us to improve elevators, that percentage is much greater for customers who regularly rely on them. Among respondents who always, usually or sometimes use elevators, 20.5% consider improvement a priority.

Since Q4 2018, satisfaction has decreased by 3.6 percentage-points, with an increase in zones 2, 6 and 10, and a decrease in zones 1, 9, 14, 15, 17, 18 and 19.

#### Security from Crime

Satisfaction did not change by a statistically significant margin, but decreased slightly from 70.6% to 69.8%, with no increase in any zone, and a decrease in zones 6 and 16. Satisfaction in zones 8, 9, 11 and 18 is above average and satisfaction in zones 1, 3, 4, 5 and 19 is below average. With a good satisfaction rate, and only 10.6% of customers prioritizing improvement, customers feel safe in our stations.

Since Q4 2018, satisfaction has not changed by a statistically significant margin, with an increase in zone 8, and a decrease in zone 3.

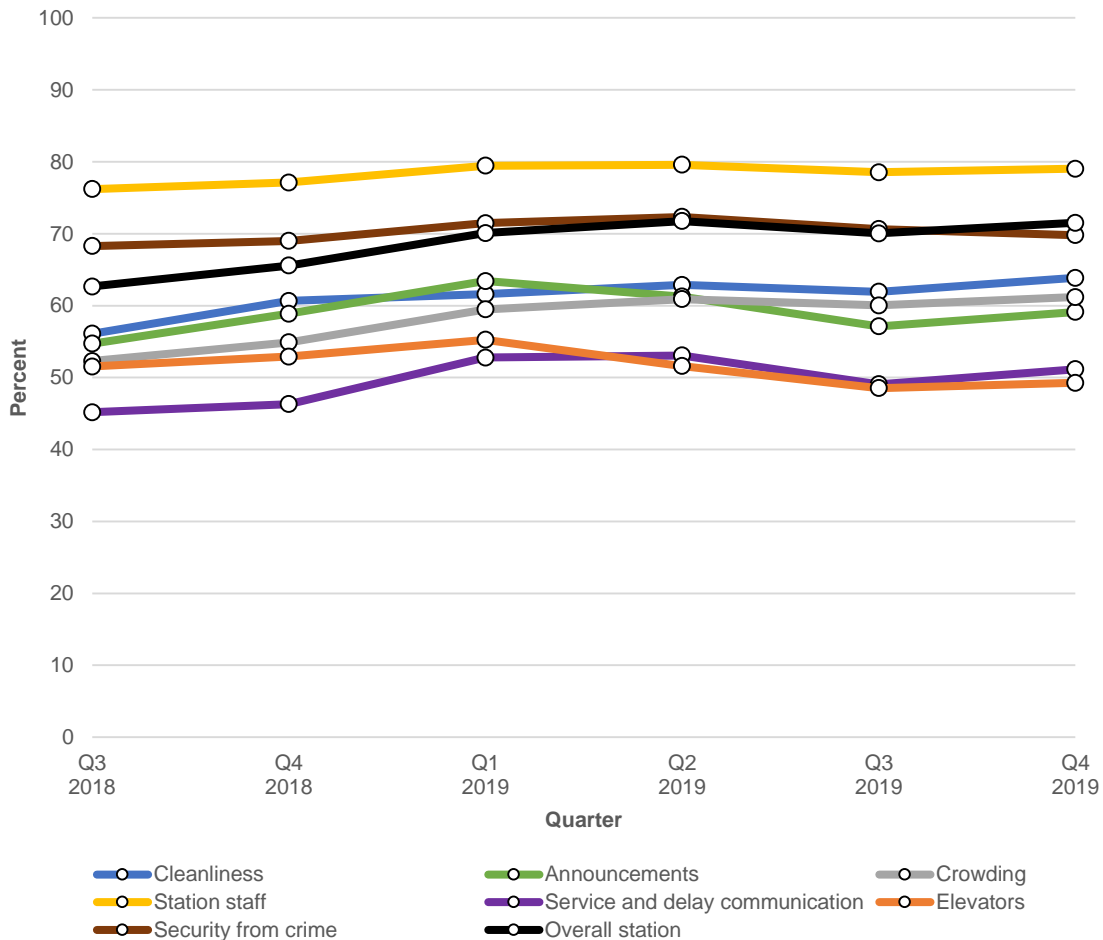
## Customers Count Q4 2019 Subway & Bus Report: Subways

### Stations

Station Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019		
Cleanliness	56.1	60.7	61.6	62.9	61.9	<b>63.9</b>	△	▲
Announcements	54.7	58.9	63.4	61.3	57.1	<b>59.1</b>		▲
Crowding	52.3	54.9	59.5	60.9	60.0	<b>61.2</b>	△	▲
Station staff	76.2	77.1	79.4	79.6	78.5	<b>79.0</b>		△
Service and delay communication	45.2	46.3	52.8	53.1	49.1	<b>51.1</b>	△	▲
Elevators	51.5	52.9	55.3	51.6	48.5	<b>49.3</b>		▽
Security from crime	68.3	69.0	71.5	72.3	70.6	<b>69.8</b>		
Overall station	62.7	65.6	70.1	71.8	70.0	<b>71.5</b>	△	▲

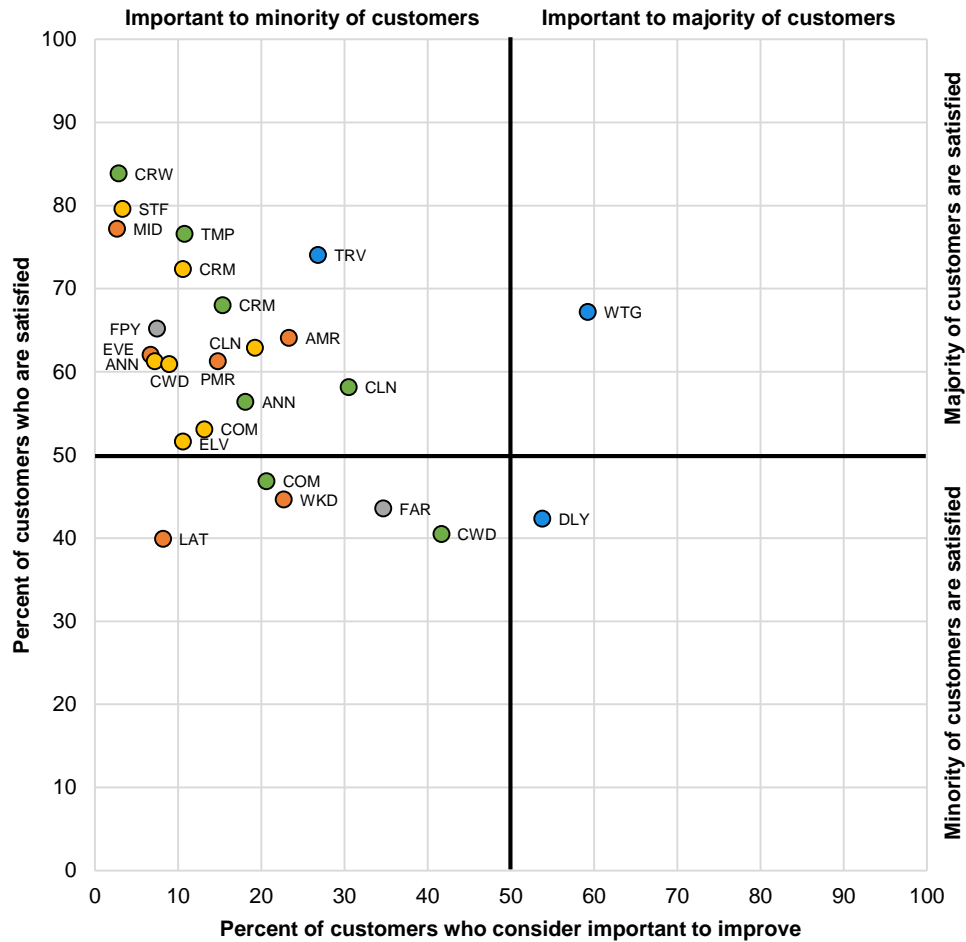
△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix A: Gap Analysis

Satisfaction vs. Importance in Q4 2019



**Journey Time and Reliability**

- WTG Waiting time
- TRV Travel time
- DLY Number of unexpected delays

**Service Period**

- AMR Morning rush hour service
- MID Midday service
- PMR Afternoon rush hour service
- EVE Evening service
- WKD Weekend service
- LAT Late night service

**Onboard Experience**

- CLN Cleanliness
- TMP Temperature
- ANN Announcements
- CWD Crowding
- CRW Train crews
- COM Service and delay communication
- CRM Security from crime

**Fares and Fare Payment**

- FAR Fares
- FPY Fare payment

**Stations**

- CLN Cleanliness
- ANN Announcements
- CWD Crowding
- STF Station staff
- COM Service and delay communication
- ELV Elevators
- CRM Security from crime

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix B: Line Results

Line Satisfaction Rates in Q4 2019 (%)

	A	B	C
Waiting time	62.3 ● △	56.8 ●	53.7 ● △
Travel time	74.5 △	76.1 △	74.7 △ ▲
Number of unexpected delays	39.9 ● △	41.1 △	47.3 △ ▲
Morning rush hour	57.6 △	60.3 △	54.0 ● △ ▲
Midday	71.0 ● △	71.7 △	70.3 △
Afternoon rush hour	54.9 △	59.9 △	51.1 ●
Evening	59.7 △	52.3 ● △	52.7 ● △
Weekend	47.1 △	----	44.1 △
Late night	37.9 △ ▲	----	----
Cleanliness	48.5 ●	63.9 ●	58.1
Temperature	82.8 ▲	81.2	83.9 ▲
Announcements	50.6 ●	40.3 ●	47.0 ●
Crowding	31.3 ● △	44.6	49.0 ● △
Train crews	81.8 △	85.4	82.9 △
Service and delay communication	41.2 ● △	37.8 ●	44.6 △ ▲
Security from crime	58.7 ● ▼	67.8	64.9
Overall service	60.1 ● △	61.4 △	56.5 ● △

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix B: Line Results

Line Satisfaction Rates in Q4 2019 (%)

	D	E	F	G
Waiting time	52.8 ● ▼	71.7 ●	62.3 ● △	52.7 ●
Travel time	67.9 ● △	71.9 △	68.1 ● △ ▲	80.1 ● △
Number of unexpected delays	39.2 ● △	47.7 △ ▲	37.4 ● △	56.6 ● △
Morning rush hour	59.5	62.9 △	54.4 ● △	46.9 ● ▼
Midday	64.2 ● ▼	83.1 ● △	74.0	78.9 △
Afternoon rush hour	53.1 △	60.8	52.7 ●	67.4 △
Evening	53.5 ●	62.3 △	58.1 △ ▲	68.3 △
Weekend	43.4 △	36.7 ●	40.8 ● △	59.8 ● △
Late night	35.0	38.8 △	41.7 △	56.9 △
Cleanliness	49.1 ●	46.9 ● ▼	54.8	66.7 ●
Temperature	77.1 ●	85.2 △ ▲	86.8 ● ▲	88.3 ● △
Announcements	44.6 ●	59.3	52.8	45.7 ●
Crowding	35.2 ●	36.9	37.2	47.1
Train crews	80.0	81.0	82.5 △	86.2 △
Service and delay communication	39.6 ●	45.1 △	41.9 ●	47.7 △
Security from crime	57.6 ●	61.3	64.7	74.9 ●
Overall service	55.5 ● ▼	61.3	59.4 ● △	65.4 △

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix B: Line Results

Line Satisfaction Rates in Q4 2019 (%)

	J	L	M
Waiting time	62.8	61.9	57.8 ●
Travel time	73.7 △	74.7	73.2 △
Number of unexpected delays	40.7	43.5 ▲	45.1 △
Morning rush hour	63.8	55.2	62.7 △
Midday	70.8	78.6	74.0
Afternoon rush hour	62.7	62.6	51.7 ●
Evening	62.7	49.4 ● ▽	52.4 ● △
Weekend	45.7 △	20.0 ● ▽ ▲	45.5 △
Late night	60.4 ● △	25.9 ● ▲	38.7 △
Cleanliness	63.7	62.0 ▼	65.1 ●
Temperature	87.2 △ ▲	87.1 ▲	86.3 ▲
Announcements	59.2	66.4 ● ▲	57.4
Crowding	43.9	28.1 ●	52.1 ●
Train crews	85.2 △	83.8 ▼	86.1 △
Service and delay communication	51.0	47.4	43.8
Security from crime	58.9	68.1	68.8
Overall service	62.9	56.6 ●	62.0

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix B: Line Results

Line Satisfaction Rates in Q4 2019 (%)

	N	Q	R	W
Waiting time	62.2 ● △	68.4 △	53.1 ● △	56.9 ●
Travel time	69.6 ● △	79.1 ● △	63.8 ● △	72.1 △
Number of unexpected delays	39.7 ● △	52.9 ● △	39.3 ● △	36.4 ●
Morning rush hour	60.9 △	61.7 △ ▼	59.9 △	58.6
Midday	70.2 △ ▼	80.1	66.1 ● △ ▼	73.3 △
Afternoon rush hour	52.3 ●	69.7 ●	51.1 ● △ ▼	59.2
Evening	54.8 ▼	66.9	51.8 ● △	58.9
Weekend	36.9 ●	55.7 ● △ ▼	35.7 ● △	----
Late night	40.3 △	46.7 ▼	41.4 △ ▲	----
Cleanliness	59.2 ▼	73.9 ●	51.3 ● ▼	60.1
Temperature	87.2 ● △ ▲	89.6 ● ▲	85.2 △ ▲	87.4 ▲
Announcements	53.9 ▼	66.9 ●	44.1 ●	52.6
Crowding	44.6 ▼	53.8 ● △	57.6 ● △	52.9 ●
Train crews	80.6	90.5 ●	80.6	82.6
Service and delay communication	42.9 △	51.3 ● △	39.2 ● △	41.5
Security from crime	70.7 ●	75.9 ●	66.4	73.2 ●
Overall service	62.2 △	74.6 ● △ ▼	56.1 ● △	60.1

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix B: Line Results

Line Satisfaction Rates in Q4 2019 (%)

	1	2	3
Waiting time	81.2 ● △	78.2 ● △ ▲	80.8 ● △
Travel time	82.5 ● △	79.1 ● △ ▲	82.0 ● △
Number of unexpected delays	60.0 ● △ ▲	48.5 △ ▲	52.3 ● △ ▲
Morning rush hour	71.0 ● △	66.5 ● △	73.3 ● △
Midday	88.2 ● △	82.6 ● △ ▲	86.6 ● △
Afternoon rush hour	67.5 ● △	65.6 ● △	68.9 ● △
Evening	75.8 ● △	69.2 ● △	72.7 ● △
Weekend	59.6 ● △ ▲	48.6 △ ▲	47.1
Late night	57.5 ● △ ▲	50.3 △	47.6 △
Cleanliness	58.0	54.8	56.9
Temperature	78.4 ● △ ▲	82.8 ▲	82.0 ▲
Announcements	52.2 ▲	61.7 ● ▲	53.2
Crowding	41.5	36.8	43.8 △
Train crews	87.5 ● △	85.1	86.6
Service and delay communication	51.8 ● ▲	51.7 ● △ ▲	49.2 △
Security from crime	69.1	63.2	61.8
Overall service	77.2 ● △ ▲	72.3 ● △ ▲	75.5 ● △

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix B: Line Results

Line Satisfaction Rates in Q4 2019 (%)

	4	5	6	7
Waiting time	75.3 ● △	71.2 △	72.2 ● △	78.4 ● △
Travel time	72.8	69.6 ● △	77.1 △	78.4 ● △
Number of unexpected delays	43.7 △	37.5 ●	46.0 △	48.3 △
Morning rush hour	57.3	56.5 △	63.8 △	74.1 ● △
Midday	79.2	79.6	79.3 ▼	79.4 △ ▼
Afternoon rush hour	57.3	57.0	60.2 △	68.8 ● △
Evening	66.9 △	57.1 △	68.5 ●	72.9 ● △ ▼
Weekend	60.7 ● △ ▲	42.6 △	60.2 ● △ ▲	50.7 △ ▼
Late night	47.2	40.0 △	50.4	62.7 ● △
Cleanliness	57.3	54.4	53.4 ●	70.7 ●
Temperature	83.6 ▲	81.0 ▲	77.0 ● △ ▲	86.5
Announcements	64.9 ● ▼ ▲	65.0 ● ▲	51.0 ●	65.5 ●
Crowding	27.2 ● △	29.0 ●	34.4 ● △	45.9 ● △
Train crews	81.9	83.8	83.0 △	83.9 △
Service and delay communication	52.4 ● ▲	51.3 ● ▲	46.3	48.9 △
Security from crime	62.7	61.4	62.6	72.2 ●
Overall service	65.3	62.2	64.6	75.4 ● △

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix C: Station Zone Results

Station Zone Satisfaction Rates in Q4 2019 (%)

	1	2	3
Cleanliness	64.9	68.8 ●	62.7
Announcements	53.8 ●	68.1 ●	61.9 ▽
Crowding	74.7 ● △	69.7 ● △	61.1
Station staff	77.5	82.0	73.2 ▽
Service and delay communication	44.9 ●	60.2 ● △	56.3
Elevators	34.9 ● ▽	62.1 ● △ ▲	47.1
Security from crime	64.4 ●	71.5	54.8 ● ▽
Overall station	71.4 △	76.6 ● △	66.2
	4	5	
Cleanliness	60.8	56.9 ●	
Announcements	71.8 ●	68.4 ●	
Crowding	61.4 △ ▲	57.2	
Station staff	77.9 ▲	78.2	
Service and delay communication	60.5 ●	58.0 ●	
Elevators	53.3 ▲	39.1	
Security from crime	56.3 ●	61.9 ●	
Overall station	69.5 ▲	67.1	

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix C: Station Zone Results

Station Zone Satisfaction Rates in Q4 2019 (%)

	6	7	8
Cleanliness	54.0 ● △	59.8 ●	68.3 ● △ ▲
Announcements	59.2	57.5	59.6
Crowding	55.7 ●	58.7	48.6 ● △
Station staff	81.6 △	77.0	83.9 ● △
Service and delay communication	50.3	50.1 △	54.5 △ ▲
Elevators	47.6 △ ▲	42.6	38.6 ● ▼
Security from crime	70.3 ▼	72.3	78.4 ● △
Overall station	71.3	71.2 △ ▲	75.3 ● △
	9	10	11
Cleanliness	74.0 ● ▲	48.0 ●	77.4 ● △ ▲
Announcements	60.6	44.1 ●	67.9 ● △ ▲
Crowding	58.2	52.8 ●	68.5 ● △
Station staff	80.0	73.8	83.1 △
Service and delay communication	51.0 △	37.8 ●	60.3 ● △ ▲
Elevators	62.9 ● ▼	32.1 ● △	72.7 ● ▲
Security from crime	77.8 ●	66.2	77.8 ●
Overall station	75.1 ●	58.2 ●	81.1 ● △

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix C: Station Zone Results

Station Zone Satisfaction Rates in Q4 2019 (%)

	12	13	14
Cleanliness	59.1	67.3	61.7
Announcements	55.0	47.5 ●	44.4 ●
Crowding	69.1 ●	65.8	55.8
Station staff	82.1	76.4	79.6 △
Service and delay communication	46.8	43.6 ●	44.5 △ ▲
Elevators	40.8	47.2	58.8 ▽ ▲
Security from crime	66.3	66.7	71.1
Overall station	65.9 ●	68.0	66.4
	15	16	17
Cleanliness	58.6	75.1 ●	70.5 ●
Announcements	69.0 ●	57.7	48.0 ●
Crowding	68.1 ●	66.3	69.7 ●
Station staff	80.2	77.7	80.6
Service and delay communication	59.1 ●	46.8	40.4 ●
Elevators	46.3 ▽ ▼	66.7	57.1 ▽
Security from crime	64.0	65.0 ▼	69.8
Overall station	74.5	73.1	75.8

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Subways

### Appendix C: Station Zone Results

Station Zone Satisfaction Rates in Q4 2019 (%)

	18	19	20
Cleanliness	67.8 △	50.1 ●	67.1
Announcements	60.0	58.1 ▲	50.3
Crowding	54.6 ● △	67.4 ●	60.2
Station staff	76.0	74.3	76.0
Service and delay communication	47.7 △	48.8	49.3
Elevators	36.7 ● ▽	47.7 ▽ ▼	31.6
Security from crime	74.6 ●	58.2 ●	64.1
Overall station	70.7 △	64.6 ● △	74.5 △
	<b>21</b>	<b>22</b>	
Cleanliness	64.0 ▽	68.1	
Announcements	54.9 ▽	58.6	
Crowding	65.7	69.5 ●	
Station staff	77.7	75.8	
Service and delay communication	48.6	48.6	
Elevators	70.0 ▲	78.1 ● ▲	
Security from crime	66.4	61.2	
Overall station	71.3	68.2	

● and ● indicate above or below system average by a statistically significant margin in Q4 2019  
 △ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



**Customers Count Q4 2019 Subway & Bus Report: Buses**

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**Buses**

## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Overall Satisfaction

#### Local, Limited, and Select Bus

##### Service

Service satisfaction, which is obtained by asking customers to evaluate individual bus routes and weighting the results by borough-level ridership, decreased by 2.3 percentage-points from the third to fourth quarter from 55.6% to 53.3%, with a decrease on B and Q routes.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, there was an increase on S routes, and a decrease on Bx and B routes.

##### System

System satisfaction is obtained by asking customers to rate the entire bus system as a whole, is directly queried of all respondents, and is unweighted. This metric is less a measure of actual experience and more a measure of overall impression that includes service and non-service related influences, such as media coverage and recent events. From the third to the fourth quarter, satisfaction did not change by a statistically significant margin, but increased slightly from 49.3% to 49.8%.

Since Q4 2018, satisfaction has increased by 6.0 percentage-points.

##### Fares

Satisfaction with fares, which can also be thought of as satisfaction with value of service provided, increased by 2.1 percentage-points from 48.7% to 50.8%.

Since Q4 2018, satisfaction has increased by 13.6 percentage-points. During that time, there was a fare increase in Q2 2019 (effective April 21) that raised the cost to purchase Unlimited Ride MetroCards and eliminated the Pay-Per-Ride MetroCard bonus.

##### Fare Payment

Satisfaction with fare payment did not change by a statistically significant margin, but increased slightly from 64.6% to 65.5%.

Since Q4 2018, satisfaction has increased by 12.5 percentage-points. During that time, we launched OMNY in Q2 2019 (May 31, 2019) on S and SIM routes.

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Overall Satisfaction

Overall Local, Limited, and Select Bus Satisfaction Rates (%)

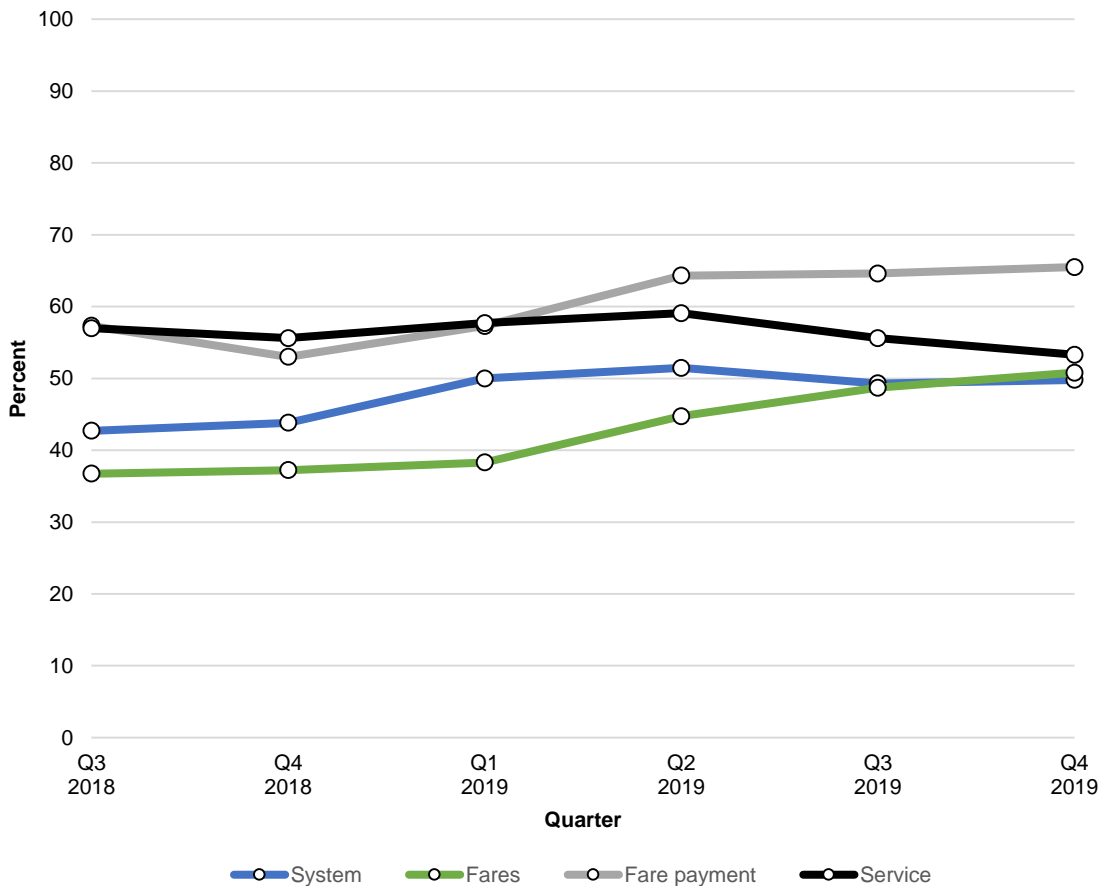
	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Service <sup>(1)</sup>	57.0	55.6	57.7	59.1	55.6	53.3	▼
System <sup>(2)</sup>	42.7	43.8	50.0	51.5	49.3	49.8	△
Fares	36.7	37.2	38.3	44.7	48.7	50.8	△▲
Fare payment	57.3	53.0	57.3	64.3	64.6	65.5	△

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

**Notes:**

(1) Satisfaction with service is weighted by borough-level ridership.

(2) Satisfaction with system is directly queried of all respondents and unweighted. It is less a measure of actual experience and more a measure of overall impression that includes service and non-service related influences.



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Overall Satisfaction

#### Express Bus

##### Service

Service satisfaction, which is obtained by asking customers to evaluate individual bus routes and weighting the results by borough-level ridership, did not change by a statistically significant margin from the third to fourth quarter, but decreased slightly from 62.5% to 60.4%.

##### System

System satisfaction is obtained by asking customers to rate the entire bus system as a whole, is directly queried of all respondents, and is unweighted. This metric is less a measure of actual experience and more a measure of overall impression that includes service and non-service related influences, such as media coverage and recent events. From the third to the fourth quarter, system satisfaction decreased by 4.5 percentage-points from 46.3% to 41.8%.

##### Fares

Satisfaction with fares did not change by a statistically significant margin, but decreased slightly from 29.6% to 28.7%.

##### Fare Payment

Satisfaction with fare payment did not change by a statistically significant margin, but decreased slightly from 60.7% to 58.5%.

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Overall Satisfaction

Overall Express Bus Satisfaction Rates (%)

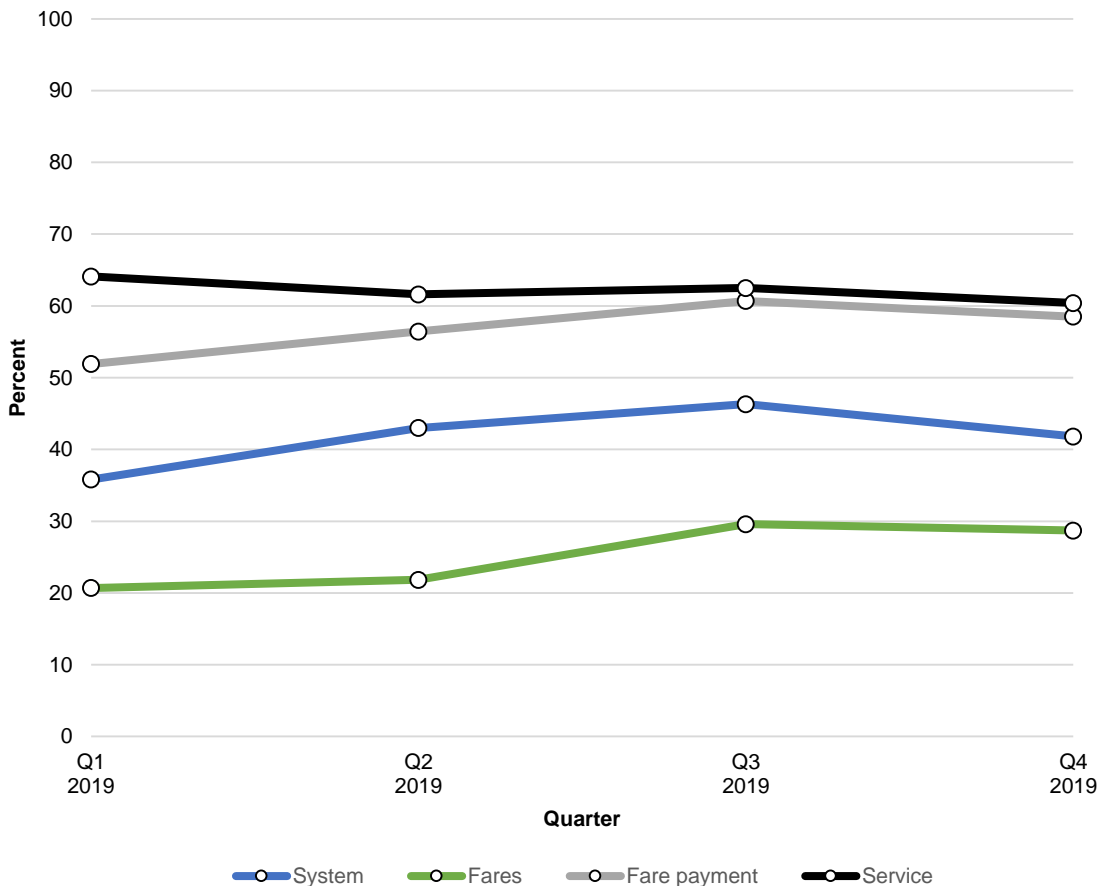
	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Service <sup>(1)</sup>	64.1	61.6	62.5	<b>60.4</b>
System <sup>(2)</sup>	35.8	43.0	46.3	<b>41.8</b> ▼
Fares	20.7	21.8	29.6	<b>28.7</b>
Fare payment	51.9	56.4	60.7	<b>58.5</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

Notes:

(1) Satisfaction with service is weighted by borough-level ridership.

(2) Satisfaction with system is directly queried of all respondents and unweighted. It is less a measure of actual experience and more a measure of overall impression that includes service and non-service related influences.



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Journey Time and Reliability

#### Local, Limited, and Select Bus

##### Waiting Time

Satisfaction did not change by a statistically significant margin, but decreased slightly from 40.4% to 39.2%, with a decrease on B routes. Waiting time is an important attribute to improve for 81.9% of customers, far more than any other attribute.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, there was an increase in satisfaction on M and S routes.

##### Travel Time

Satisfaction did not change by a statistically significant margin, but increased slightly from 60.0% to 60.9%, with an increase on M routes. Travel time is the third most important attribute to improve for customers, with 35.9% indicating it is a priority.

Since Q4 2018, satisfaction has increased by 6.2 percentage-points, with an increase on Bx, M, Q, and S routes.

##### Number of Unexpected Delays

Satisfaction did not change by a statistically significant margin, but increased slightly from 39.5% to 39.8%, with an increase on M routes. 29.4% prioritize a reduction in the number of unexpected delays; the fourth most of all attributes.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, there was an increase in satisfaction on M and Q routes.

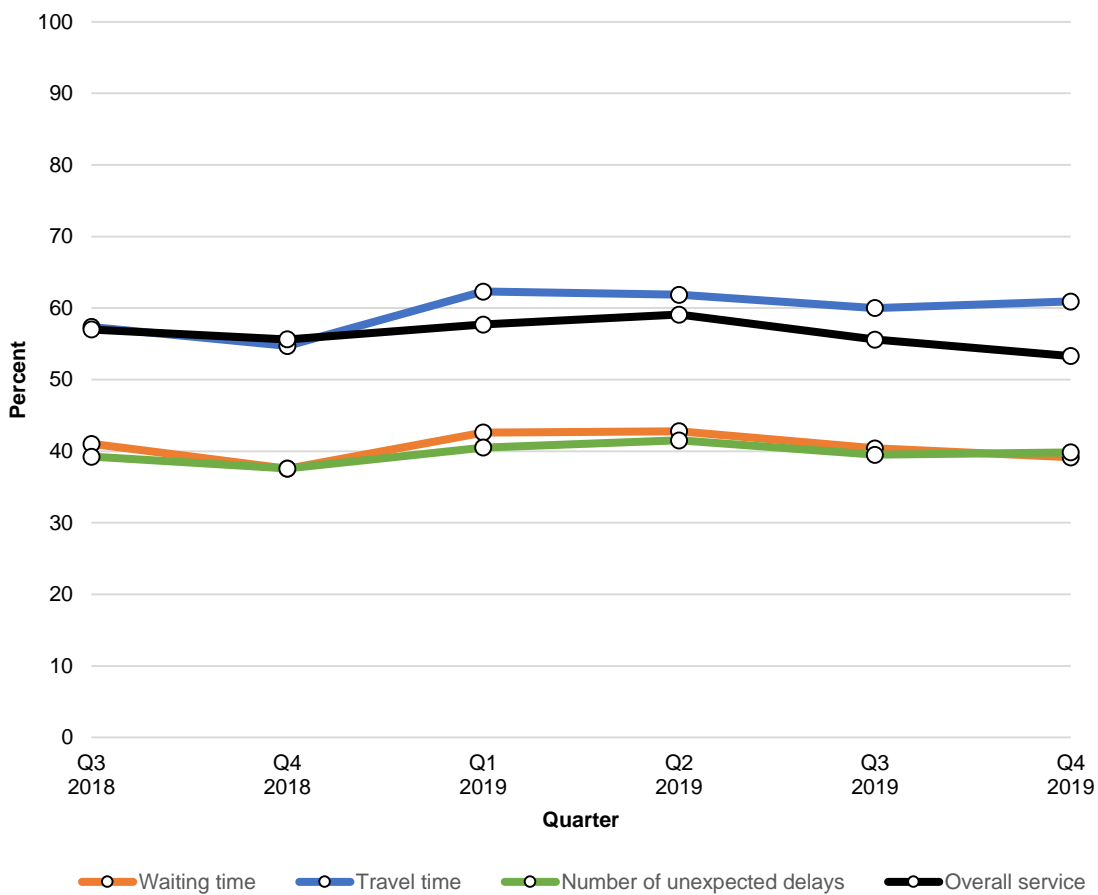
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Journey Time and Reliability

Local, Limited, and Select Bus Journey Time and Reliability Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Waiting time	41.0	37.6	42.6	42.8	40.4	<b>39.2</b>
Travel time	57.4	54.7	62.3	61.8	60.0	<b>60.9</b> △
Number of unexpected delays	39.2	37.6	40.5	41.5	39.5	<b>39.8</b>
Overall service	57.0	55.6	57.7	59.1	55.6	<b>53.3</b> ▼

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Journey Time and Reliability

#### Express Bus

##### Waiting Time

Satisfaction did not change by a statistically significant margin, but decreased slightly from 53.0% to 50.9%. Reducing waiting time is important to 70.1% of customers, which is the most of any attribute.

##### Travel Time

Satisfaction did not change by a statistically significant margin, but increased slightly from 56.1% to 56.4%. Travel time is the second most important attribute to improve for customers, with 49.5% indicating it is a priority.

##### Number of Unexpected Delays

Satisfaction did not change by a statistically significant margin, but decreased slightly from 43.3% to 42.8%, with an increase on QM routes. 24.5% of customer think we should prioritize the reduction of unexpected delays, which is the seventh most of all attributes.



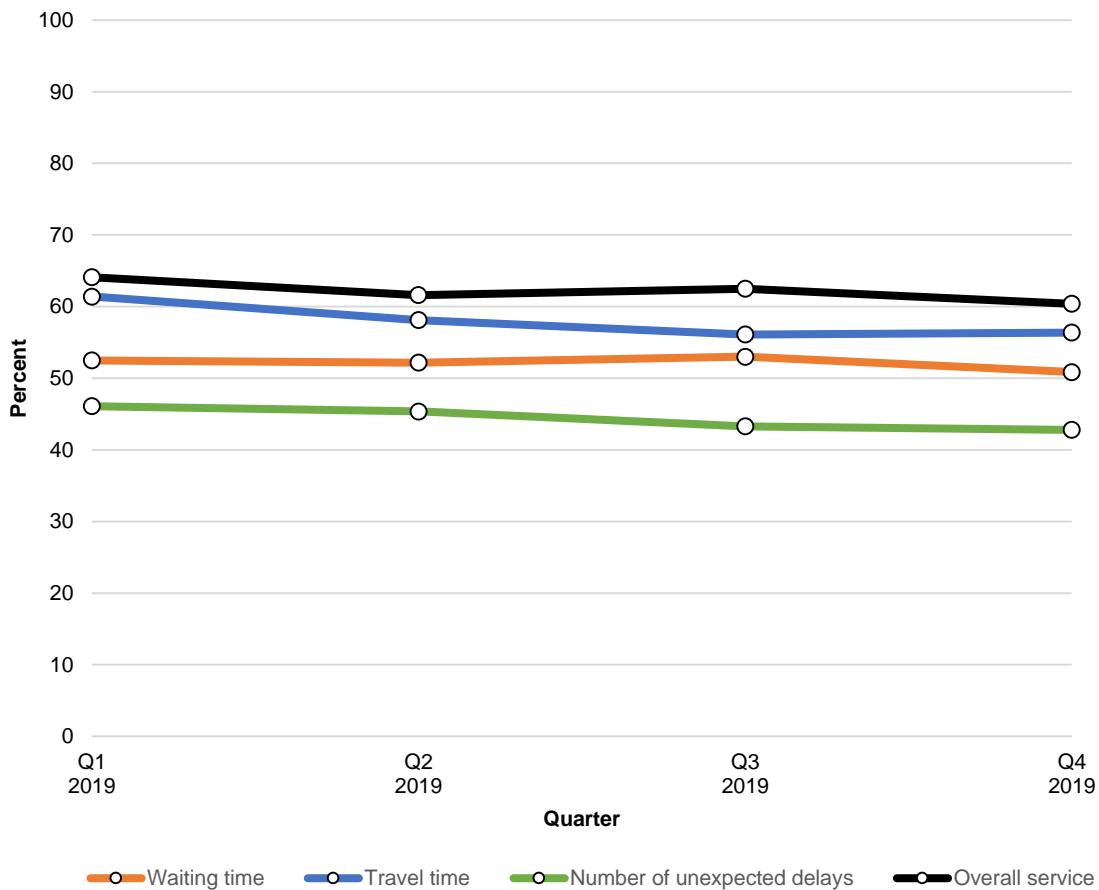
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Journey Time and Reliability

Express Bus Journey Time and Reliability Satisfaction Rates (%)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Waiting time	52.5	52.2	53.0	<b>50.9</b>
Travel time	61.4	58.1	56.1	<b>56.4</b>
Number of unexpected delays	46.1	45.4	43.3	<b>42.8</b>
Overall service	64.1	61.6	62.5	<b>60.4</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Service Period

#### Local, Limited, and Select Bus

##### Morning Rush Hour

Satisfaction did not change by a statistically significant margin, but decreased slightly from 48.1% to 47.6%. 21.4% of customers prioritize improvement, which is the fifth most important attribute.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, there was an increase in satisfaction on S routes.

##### Midday

From the third to fourth quarter, satisfaction did not change by a statistically significant margin, but decreased slightly from 53.6% to 52.6%. Since Q4 2018, satisfaction has not changed by a statistically significant margin.

##### Afternoon Rush Hour

Satisfaction did not change by a statistically significant margin, but decreased slightly from 40.0% to 38.7%, with an increase on M routes, and a decrease on B routes.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, there was an increase in satisfaction on M and S routes.

##### Evening

Satisfaction did not change by a statistically significant margin, but decreased slightly from 43.6% to 42.3%.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time there was an increase in satisfaction on S routes.

##### Weekend

Satisfaction did not change by a statistically significant margin, but decreased slightly from 45.7% to 44.4%. Improving weekend service is important to 21.0% of customers and is the sixth most important attributes to improve.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time there was a decrease on B routes.

##### Late Night

From the third to fourth quarter, satisfaction did not change by a statistically significant margin, but decreased slightly from 38.1% to 37.8%. Since Q4 2018, satisfaction has not changed by a statistically significant margin.

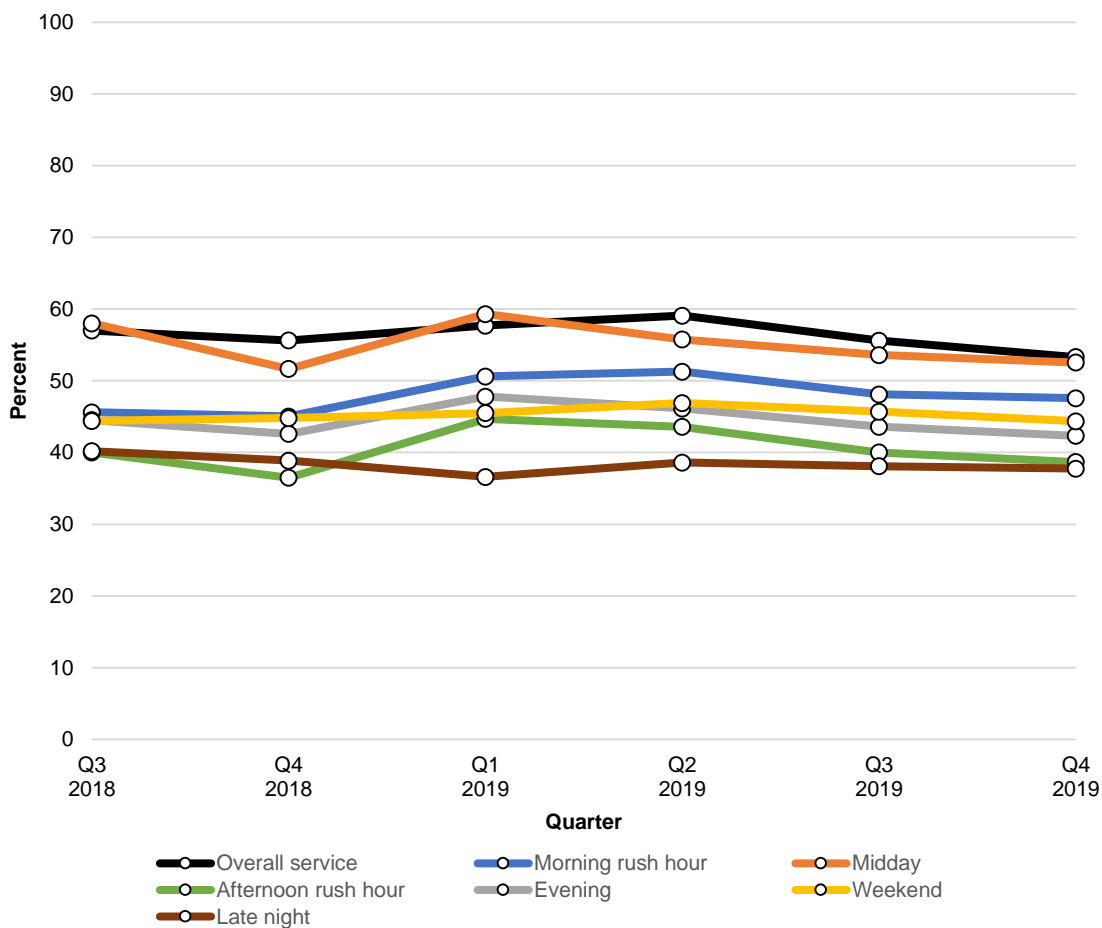
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Service Period

Local, Limited, and Select Bus Service Period Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Morning rush hour	45.6	45.0	50.6	51.3	48.1	<b>47.6</b>
Midday	58.0	51.7	59.3	55.8	53.6	<b>52.6</b>
Afternoon rush hour	40.0	36.5	44.7	43.6	40.0	<b>38.7</b>
Evening	44.5	42.6	47.8	46.2	43.6	<b>42.3</b>
Weekend	44.4	44.8	45.5	46.9	45.7	<b>44.4</b>
Late night	40.2	38.9	36.6	38.6	38.1	<b>37.8</b>
Overall service	57.0	55.6	57.7	59.1	55.6	<b>53.3 ▼</b>

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Service Period

#### Express Bus

##### Morning Rush Hour

Satisfaction did not change by a statistically significant margin, but decreased slightly from 59.7% to 58.5%. 31.2% of customers think morning rush hour service should be a focus area for improvement; the sixth most of all *Customers Count* attributes.

##### Midday

Satisfaction did not change by a statistically significant margin, but decreased slightly from 58.0% to 55.8%.

##### Afternoon Rush Hour

Satisfaction did not change by a statistically significant margin, but decreased slightly from 41.2% to 39.2%. Similar to morning rush hour service, 33.1% of customers feel we should prioritize improvement of service during this period, which is the fifth most of all attributes.

##### Evening

Satisfaction decreased by 7.1 percentage-points from 48.8 to 41.7%.

##### Weekend

Satisfaction did not change by a statistically significant margin, but decreased slightly from 52.2% to 48.9%.

##### Late Night

Satisfaction did not change by a statistically significant margin, but decreased slightly from 59.6% to 57.7%.

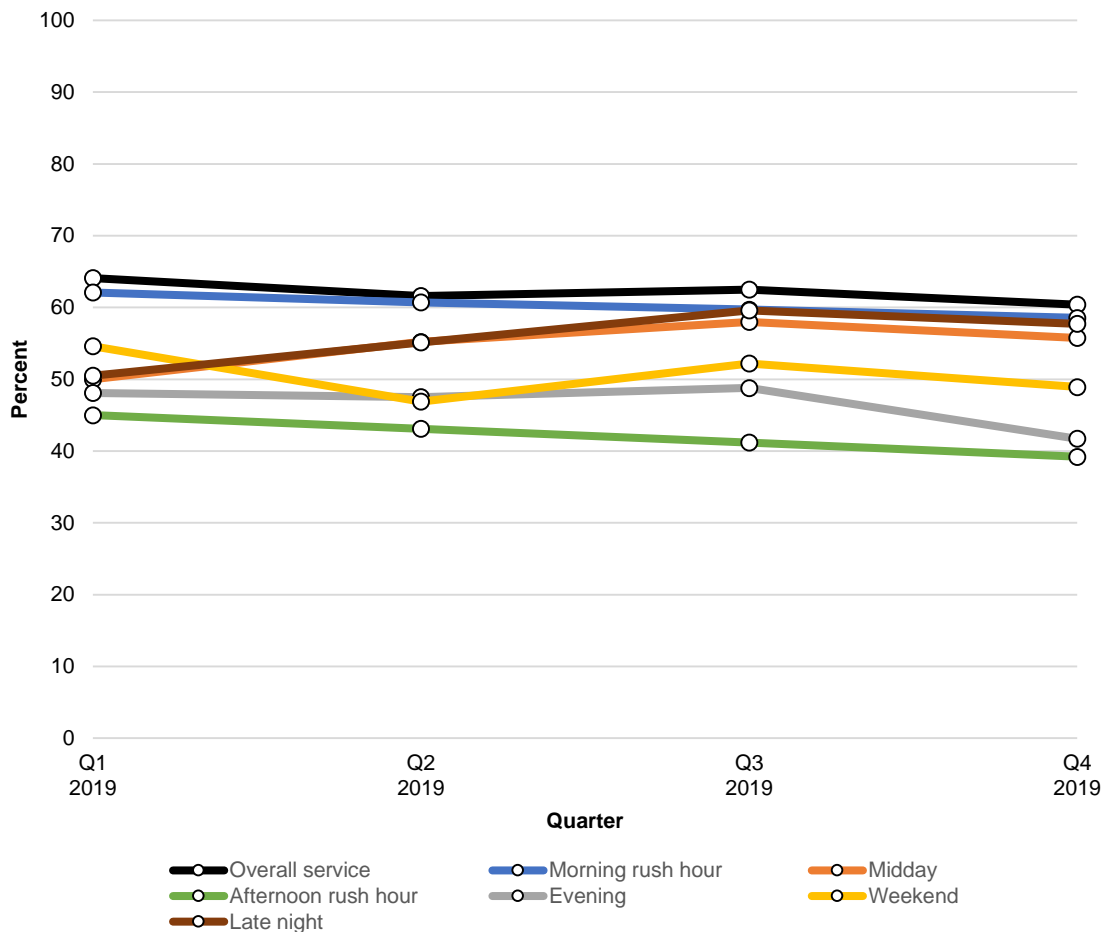
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Service Period

Express Bus Service Period Satisfaction Rates (%)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Morning rush hour	62.1	60.7	59.7	<b>58.5</b>
Midday	50.0	55.2	58.0	<b>55.8</b>
Afternoon rush hour	45.0	43.1	41.2	<b>39.2</b>
Evening	48.1	47.5	48.8	<b>41.7 ▼</b>
Weekend	54.6	46.9	52.2	<b>48.9</b>
Late night	50.5	55.1	59.6	<b>57.7</b>
Overall service	64.1	61.6	62.5	<b>60.4</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Onboard Experience

#### Local, Limited, and Select Bus

##### Cleanliness

Satisfaction decreased by 2.3 percentage-points from 78.5% to 76.2%. From the third to fourth quarter there was a decrease in satisfaction on Q routes.

Since Q4 2018, satisfaction has increased by 2.6 percentage-points.

##### Temperature

Satisfaction did not change by a statistically significant margin, but increased slightly from 85.1% to 85.9%, with an increase on B routes.

Since Q4 2018, satisfaction has increased by 3.0 percentage-points, with an increase on Bx routes.

##### Announcements

Satisfaction did not change by a statistically significant margin, but decreased slightly from 71.5% to 71.0%.

Since Q4 2018, satisfaction has increased by 3.4 percentage-points, with an increase on B routes.

##### Crowding

Satisfaction decreased by 1.9 percentage-points from 45.7% to 43.8%. There was a decrease in satisfaction on B routes. 42.3% of customers feel that crowding should be improved; the second most of all attributes.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time there was a decrease on Bx routes.

##### Bus Drivers

Satisfaction did not change by a statistically significant margin and remains at 77.7%.

Since Q4 2018, satisfaction has increased by 3.1 percentage-points, with an increase on M and Q routes.

##### Ease of Getting On and Off

Satisfaction did not change by a statistically significant margin, but decreased slightly from 77.0% to 75.9%.

Since Q4 2018, satisfaction has not changed by a statistically significant margin.

## **Customers Count Q4 2019 Subway & Bus Report: Buses**

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### **Onboard Experience**

#### **Local, Limited, and Select Bus**

##### Service and Delay Communication

Satisfaction did not change by a statistically significant margin, but increased slightly from 47.0% to 47.2%, with an increase on M routes.

Since Q4 2018, satisfaction has not changed by a statistically significant margin. During that time, there was an increase on S routes.

##### Security from Crime

Satisfaction did not change by a statistically significant margin, but decreased slightly from 78.2% to 77.3%, with a decrease on B and S routes.

Since Q4 2018, satisfaction has increased by 3.9 percentage-points, with an increase on Bx and Q routes.

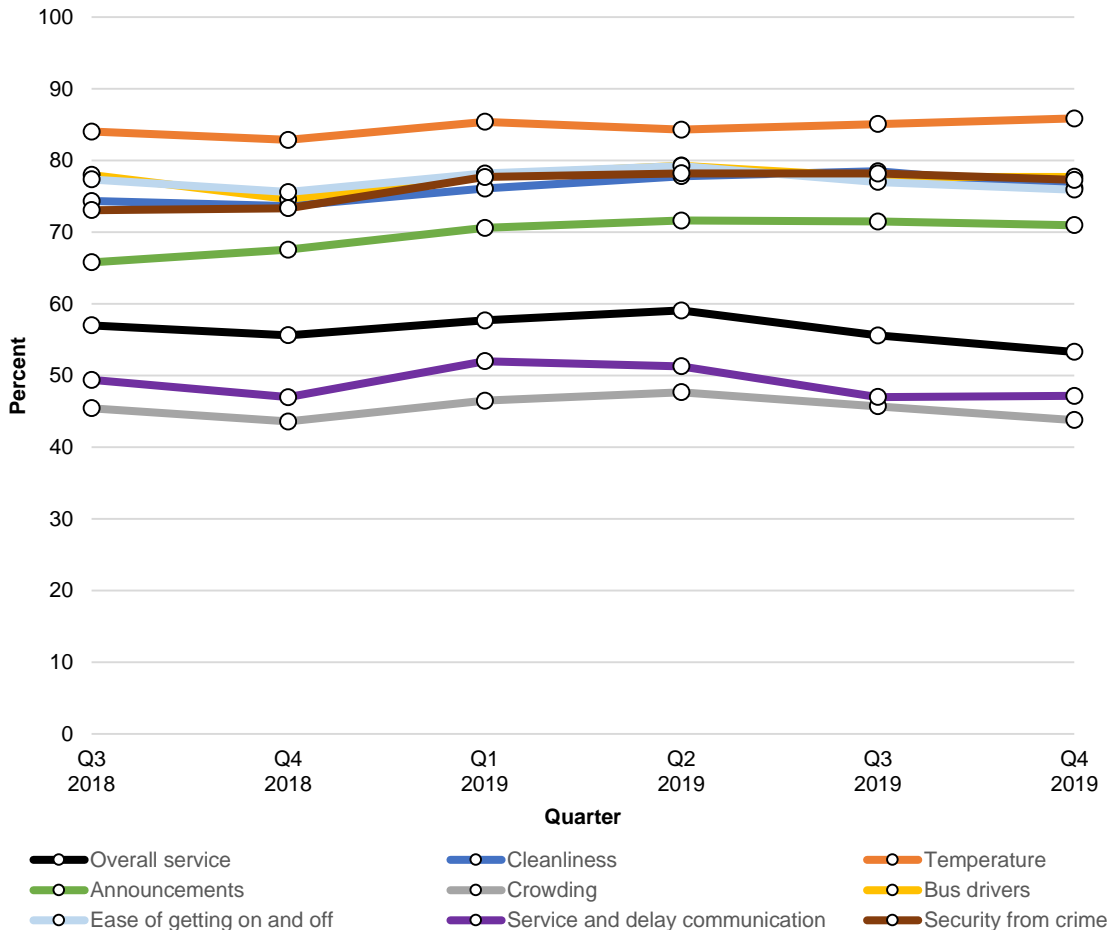
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Onboard Experience

Local, Limited, and Select Bus Onboard Experience Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Cleanliness	74.4	73.6	76.1	77.8	78.5	<b>76.2</b>	△▼
Temperature	84.0	82.9	85.4	84.3	85.1	<b>85.9</b>	△
Announcements	65.8	67.6	70.6	71.6	71.5	<b>71.0</b>	△
Crowding	45.4	43.6	46.5	47.7	45.7	<b>43.8</b>	▼
Bus drivers	78.0	74.6	78.0	79.3	77.7	<b>77.7</b>	△
Ease of getting on and off	77.4	75.6	78.2	79.2	77.0	<b>75.9</b>	
Service and delay communication	49.4	47.0	52.0	51.3	47.0	<b>47.2</b>	
Security from crime	73.1	73.4	77.7	78.2	78.2	<b>77.3</b>	△
Overall service	57.0	55.6	57.7	59.1	55.6	<b>53.3</b>	▼

△ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019





## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Onboard Experience

#### Express Bus

##### Cleanliness

Satisfaction did not change by a statistically significant margin, but decreased slightly from 75.4% to 75.5%.

##### Temperature

Satisfaction did not change by a statistically significant margin, but decreased slightly from 79.4% to 78.0%.

##### Announcements

Satisfaction did not change by a statistically significant margin, but decreased slightly from 63.3% to 61.4%. There was a decrease in satisfaction on SIM routes from the third to fourth quarter.

##### Crowding

Satisfaction did not change by a statistically significant margin, but decreased slightly from 61.2% to 57.9%. 35.2% of customers feel that crowding should be improved; the fourth most of all express bus attributes.

##### Bus Drivers

Satisfaction did not change by a statistically significant margin, but decreased slightly from 83.8% to 83.3%.

##### Ease of Getting On and Off

Satisfaction decreased by 4.1 percentage-points from 86.2% to 82.1%. There was a decrease in satisfaction on SIM routes.

##### Service and Delay Communication

Satisfaction did not change by a statistically significant margin, but decreased slightly from 43.0% to 42.4%.

##### Security from Crime

Satisfaction did not change by a statistically significant margin, but decreased slightly from 88.8% to 87.5%.

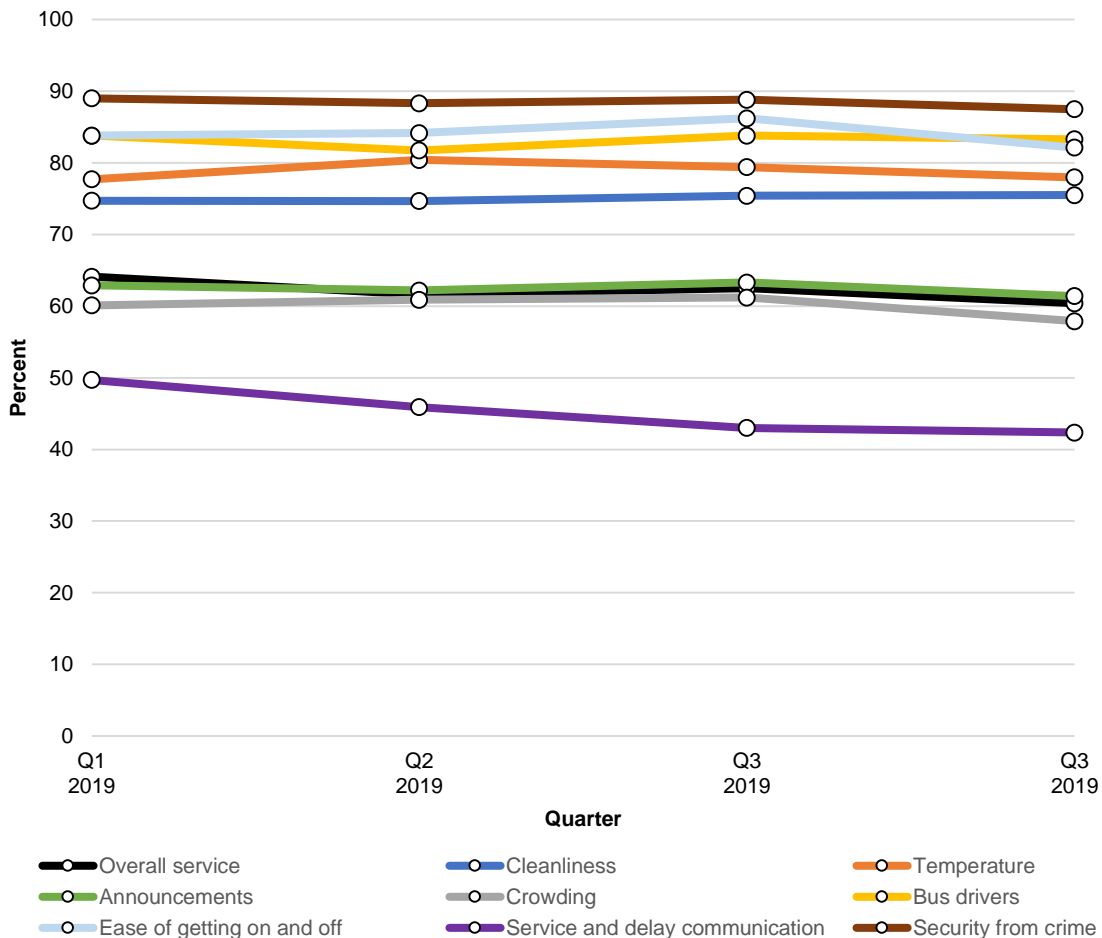
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Onboard Experience

Express Bus Onboard Experience Satisfaction Rates (%)

	Q1 2019	Q2 2019	Q3 2019	Q3 2019
Cleanliness	74.7	74.7	75.4	<b>75.5</b>
Temperature	77.7	80.4	79.4	<b>78.0</b>
Announcements	62.9	62.2	63.3	<b>61.4</b>
Crowding	60.1	60.9	61.2	<b>57.9</b>
Bus drivers	83.8	81.7	83.8	<b>83.3</b>
Ease of getting on and off	83.8	84.2	86.2	<b>82.1 ▼</b>
Service and delay communication	49.7	45.9	43.0	<b>42.4</b>
Security from crime	89.0	88.3	88.8	<b>87.5</b>
Overall service	64.1	61.6	62.5	<b>60.4</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Bus Stops

#### Local, Limited, and Select Bus

##### Cleanliness

Satisfaction increased by 2.0 percentage-points from 75.7% to 77.7%, with an increase on M routes. Since Q4 2018, satisfaction has increased by 2.3 percentage-points, with an increase on B routes.

##### Location

Satisfaction did not change by a statistically significant margin, but increased slightly from 86.0% to 86.2%.

Since Q4 2018, satisfaction has not change by a statistically significant margin. During that time, there was an increase in satisfaction on B and S routes.

##### Security from Crime

Satisfaction did not change by a statistically significant margin, but increased slightly from 72.7% to 73.0%.

Since Q4 2018, satisfaction has increased by 4.1 percentage-points, with an increase on Bx and Q routes.

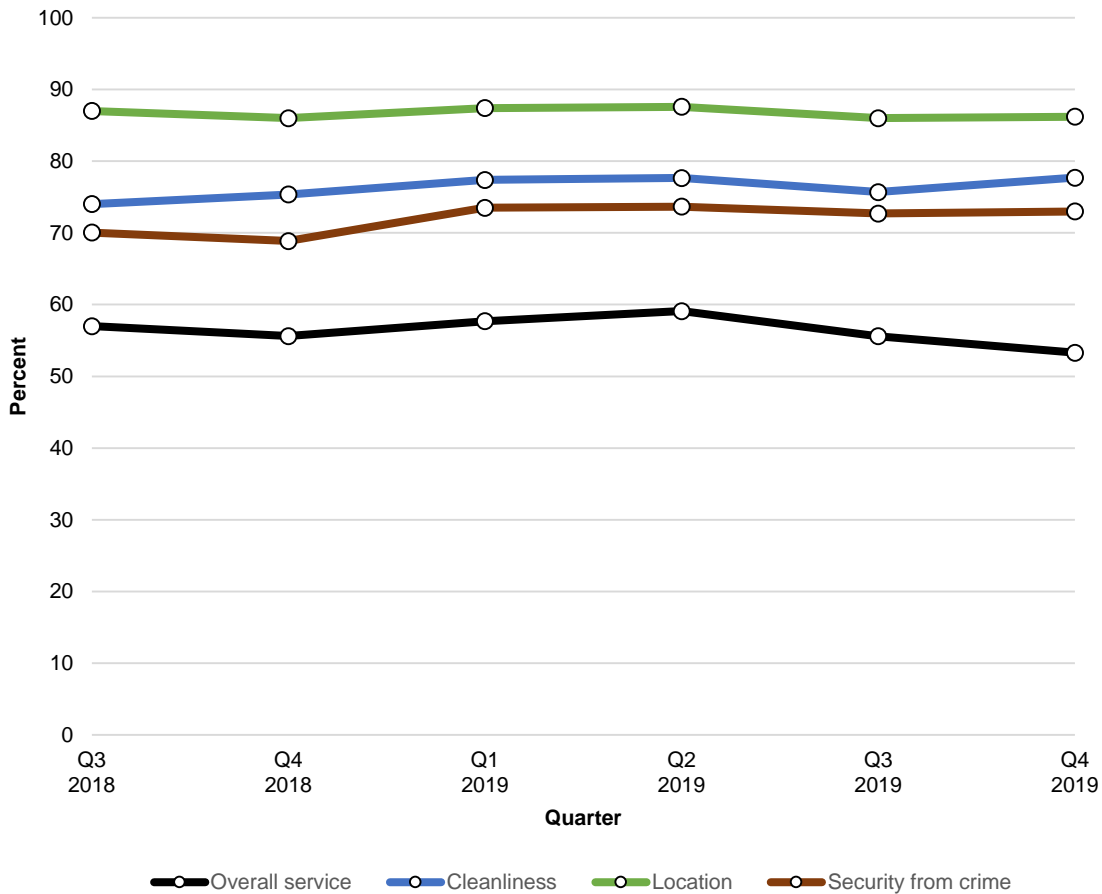
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Bus Stops

Local, Limited, and Select Bus Stop Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Cleanliness	74.0	75.4	77.4	77.7	75.7	<b>77.7</b>	△▲
Location	87.0	86.0	87.4	87.6	86.0	<b>86.2</b>	
Security from crime	70.1	68.9	73.5	73.7	72.7	<b>73.0</b>	△
Overall service	57.0	55.6	57.7	59.1	55.6	<b>53.3</b>	▼

△ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

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### Bus Stops

#### Express Bus

##### Cleanliness

Satisfaction did not change by a statistically significant margin, but increased slightly from 76.5% to 78.0%.

##### Location

Satisfaction did not change by a statistically significant margin, but decreased slightly from 73.8% to 73.6%. From the third to fourth quarter, there was a decrease in satisfaction on QM routes.

##### Security from Crime

Satisfaction decreased by 4.2 percentage-points from 81.8% to 77.6%, with a decrease on SIM routes.

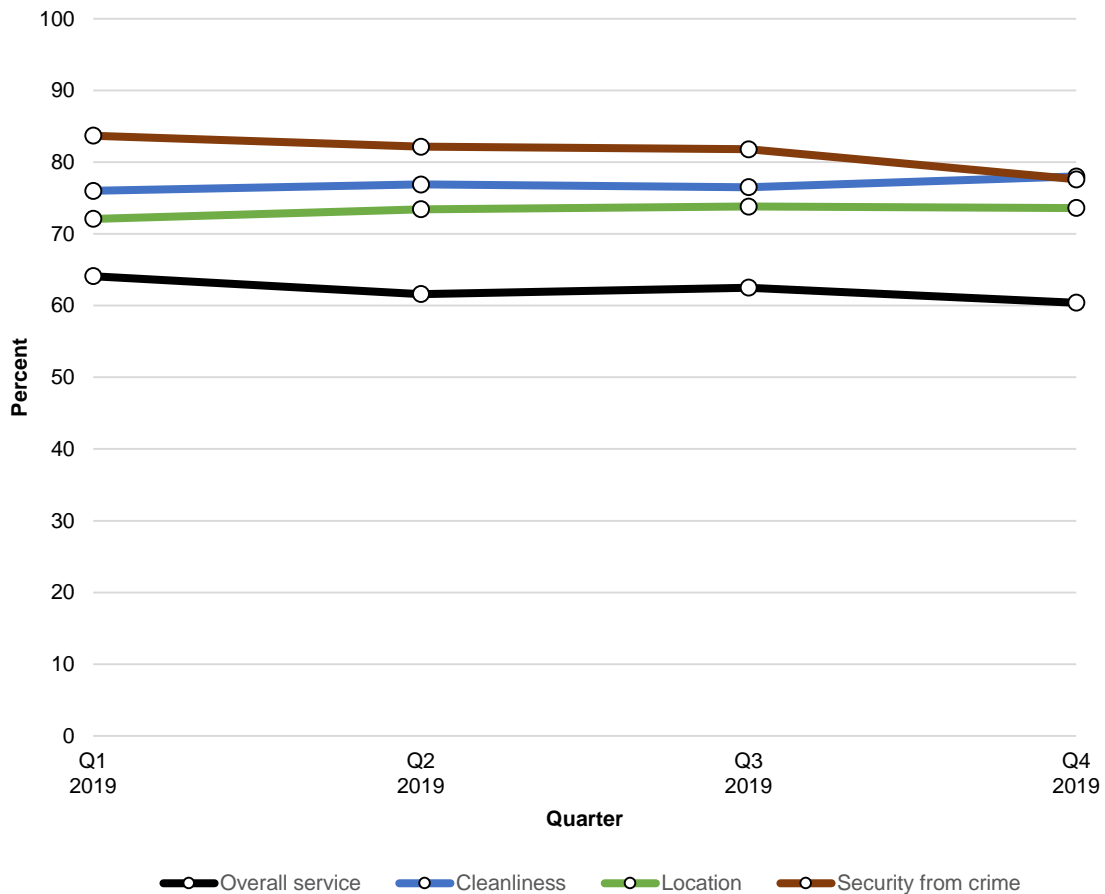
## Customers Count Q4 2019 Subway & Bus Report: Buses

### Bus Stops

Express Bus Stop Satisfaction Rates (%)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Cleanliness	76.0	76.9	76.5	<b>78.0</b>
Location	72.1	73.4	73.8	<b>73.6</b>
Security from crime	83.7	82.1	81.8	<b>77.6 ▼</b>
Overall service	64.1	61.6	62.5	<b>60.4</b>

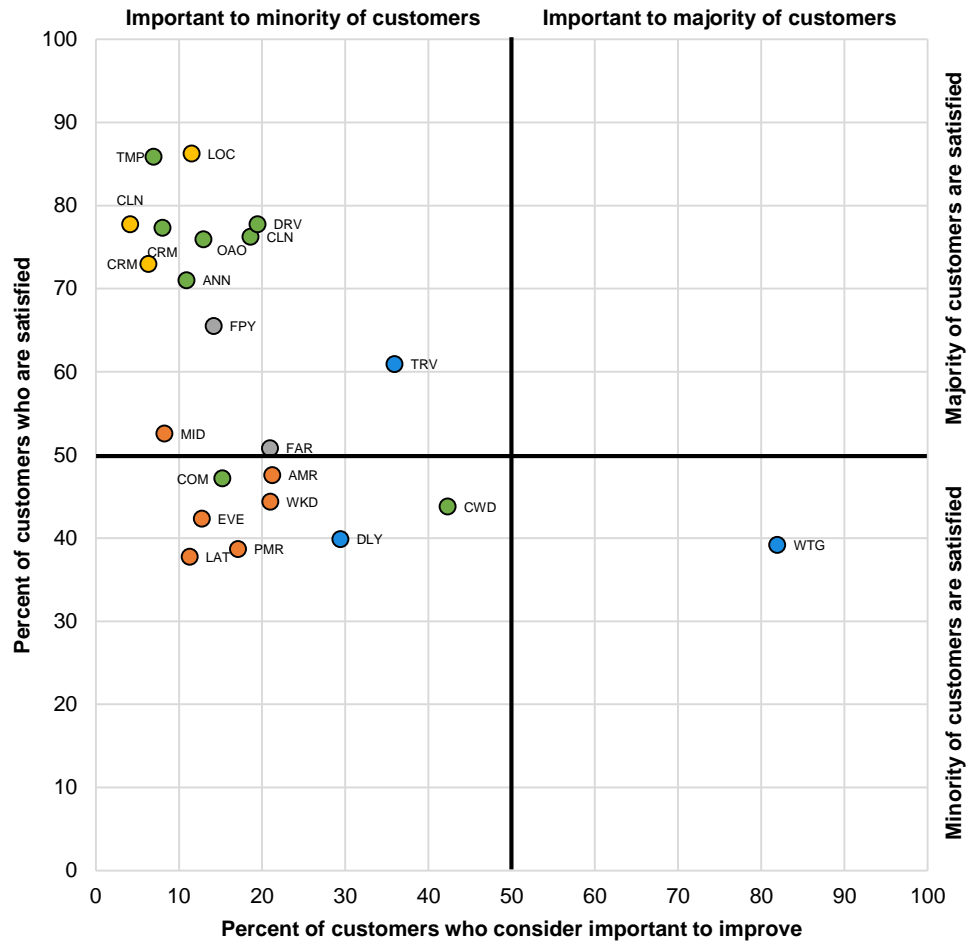
▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix A: Gap Analysis

Local, Limited, and Select Bus Satisfaction vs. Importance in Q4 2019



**Journey Time and Reliability**

- WTG Waiting time
- TRV Travel time
- DLY Number of unexpected delays

**Service Period**

- AMR Morning rush hour service
- MID Midday service
- PMR Afternoon rush hour service
- EVE Evening service
- WKD Weekend service
- LAT Late night service

**Onboard Experience**

- CLN Cleanliness
- TMP Temperature
- ANN Announcements
- CWD Crowding
- DRV Bus drivers
- OAO Ease of getting on and off
- COM Service and delay communication
- CRM Security from crime

**Fares and Fare Payment**

- FAR Fares
- FPY Fare payment

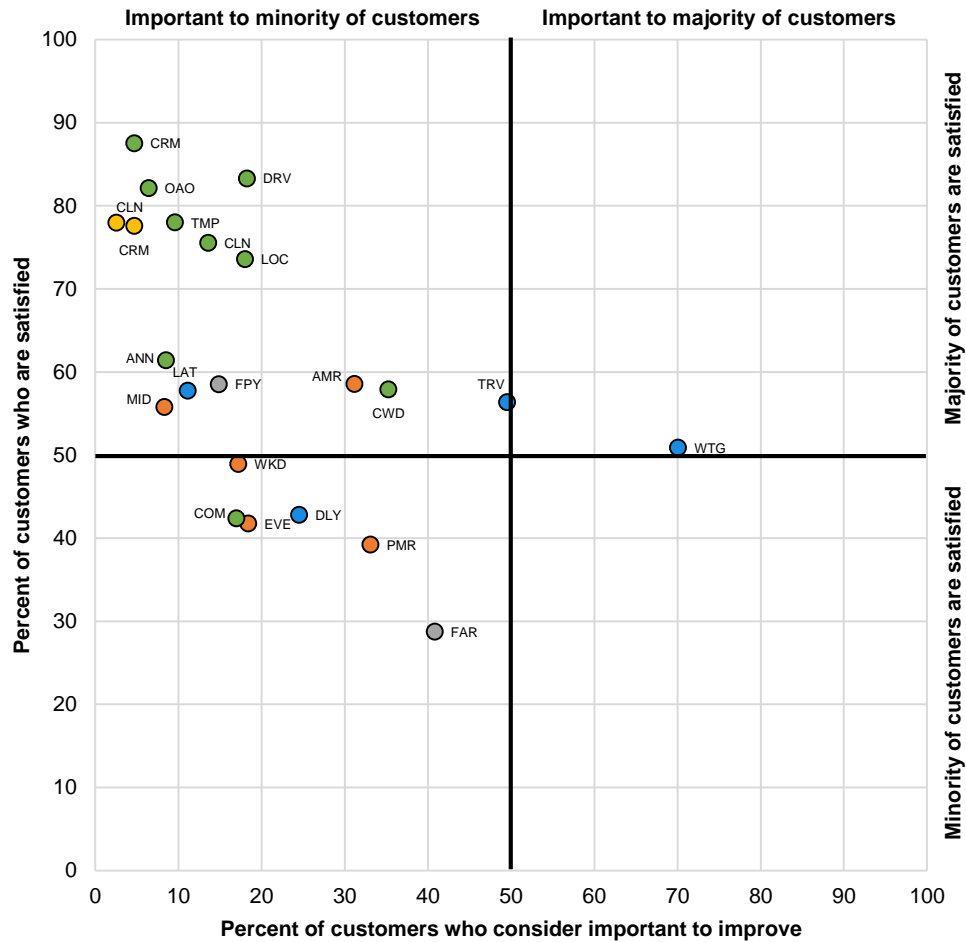
**Bus Stops**

- CLN Cleanliness
- LOC Location
- CRM Security from crime

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix A: Gap Analysis

Express Bus Satisfaction vs. Importance in Q4 2019



**Journey Time and Reliability**

- WTG Waiting time
- TRV Travel time
- DLY Number of unexpected delays

**Service Period**

- AMR Morning rush hour service
- MID Midday service
- PMR Afternoon rush hour service
- EVE Evening service
- WKD Weekend service
- LAT Late night service

**Onboard Experience**

- CLN Cleanliness
- TMP Temperature
- ANN Announcements
- CWD Crowding
- DRV Bus drivers
- OAO Ease of getting on and off
- COM Service and delay communication
- CRM Security from crime

**Fares and Fare Payment**

- FAR Fares
- FPY Fare payment

**Bus Stops**

- CLN Cleanliness
- LOC Location
- CRM Security from crime



## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix B: Borough Results

Time Series of Bx Route Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Waiting time	43.4	39.8	43.7	40.1	35.9	<b>35.3</b>	
Travel time	64.0	51.5	59.8	60.5	57.1	<b>59.2</b>	△
Number of unexpected delays	35.1	35.7	36.4	36.4	33.3	<b>31.7</b>	
Morning rush hour	43.5	39.6	48.1	45.5	45.3	<b>43.1</b>	
Midday	54.1	52.8	60.0	52.1	48.8	<b>46.8</b>	
Afternoon rush hour	30.0	29.8	39.6	35.7	32.4	<b>32.4</b>	
Evening	44.3	37.0	46.2	40.0	33.5	<b>35.3</b>	
Weekend	45.5	35.8	44.5	45.1	44.4	<b>42.2</b>	
Late night	42.1	42.2	29.0	32.5	32.6	<b>37.0</b>	
Cleanliness	74.4	62.5	67.4	67.7	67.6	<b>66.4</b>	
Temperature	84.0	77.8	83.4	83.7	84.7	<b>83.1</b>	△
Announcements	61.1	70.9	72.3	70.4	71.8	<b>71.2</b>	
Crowding	35.6	37.0	38.6	35.5	32.8	<b>30.2</b>	▽
Bus drivers	75.0	73.0	73.0	76.3	73.9	<b>74.7</b>	
Ease of getting on and off	73.8	69.3	74.3	71.6	68.4	<b>69.3</b>	
Service and delay communication	47.0	44.7	47.6	47.9	42.1	<b>42.1</b>	
Security from crime	62.4	57.9	70.4	69.8	66.3	<b>68.8</b>	△
Cleanliness of stops	73.9	69.5	72.4	70.6	70.4	<b>72.0</b>	
Location of stops	83.9	87.6	88.4	88.9	84.1	<b>84.6</b>	
Security from crime at stops	62.4	53.6	66.7	65.2	60.5	<b>62.4</b>	△
Overall service	53.4	54.0	54.9	54.8	49.4	<b>47.3</b>	▽

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019  
 ▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

**Customers Count Q4 2019 Subway & Bus Report: Buses**


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**Appendix B: Borough Results**
**Time Series of B Route Satisfaction Rates (%)**

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Waiting time	44.0	36.1	40.2	38.9	38.0	<b>34.3</b>	▼
Travel time	59.6	57.2	62.3	63.6	60.1	<b>59.9</b>	
Number of unexpected delays	42.2	38.8	38.9	39.3	37.0	<b>37.4</b>	
Morning rush hour	50.4	46.4	50.1	50.3	46.5	<b>46.6</b>	
Midday	65.1	50.8	56.3	55.0	50.4	<b>46.5</b>	
Afternoon rush hour	49.2	37.0	46.6	45.1	39.5	<b>34.1</b>	▼
Evening	46.6	43.3	47.4	44.8	44.0	<b>39.2</b>	
Weekend	46.6	52.1	45.2	46.5	43.0	<b>40.9</b>	▽
Late night	40.7	38.5	34.9	36.7	33.2	<b>31.2</b>	
Cleanliness	77.4	76.2	79.3	80.2	81.8	<b>79.7</b>	
Temperature	83.0	85.5	86.7	84.7	86.1	<b>88.5</b>	▲
Announcements	67.7	64.8	71.5	74.1	73.8	<b>71.2</b>	△
Crowding	54.3	46.3	48.6	50.5	50.5	<b>46.3</b>	▼
Bus drivers	81.9	76.6	80.7	80.4	78.7	<b>77.9</b>	
Ease of getting on and off	75.0	76.2	78.5	81.1	78.1	<b>75.6</b>	
Service and delay communication	50.2	45.4	55.6	51.5	46.6	<b>46.1</b>	
Security from crime	75.3	77.9	78.5	78.9	80.0	<b>76.6</b>	▼
Cleanliness of stops	72.0	74.4	79.2	77.2	77.5	<b>79.1</b>	△
Location of stops	86.2	84.4	86.6	88.1	86.9	<b>87.7</b>	△
Security from crime at stops	71.6	72.0	73.6	75.1	74.5	<b>74.4</b>	
Overall service	62.4	56.0	57.2	57.7	54.7	<b>50.7</b>	▽▼

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix B: Borough Results

Time Series of M Route Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Waiting time	45.8	39.4	46.6	47.0	46.1	<b>49.0</b>	△
Travel time	56.6	59.0	62.2	63.8	62.7	<b>66.9</b>	△▲
Number of unexpected delays	46.1	46.5	44.7	49.5	45.9	<b>51.7</b>	△▲
Morning rush hour	46.7	51.7	53.6	56.4	52.0	<b>55.9</b>	
Midday	59.5	51.9	54.8	59.0	54.9	<b>58.9</b>	
Afternoon rush hour	40.7	40.0	43.8	46.7	43.5	<b>48.2</b>	△▲
Evening	42.7	51.8	47.8	51.7	51.2	<b>52.6</b>	
Weekend	51.6	54.4	45.0	53.4	49.9	<b>53.0</b>	
Late night	45.0	40.7	41.1	48.1	39.6	<b>45.2</b>	
Cleanliness	81.6	82.0	82.6	84.5	83.6	<b>83.7</b>	
Temperature	90.0	87.2	87.3	84.9	85.4	<b>86.9</b>	
Announcements	67.9	71.7	71.4	72.3	70.6	<b>72.1</b>	
Crowding	57.9	58.7	59.1	63.6	61.2	<b>60.4</b>	
Bus drivers	85.6	79.7	83.9	83.5	84.3	<b>85.4</b>	△
Ease of getting on and off	86.8	81.9	84.9	85.0	83.7	<b>83.5</b>	
Service and delay communication	47.7	50.8	51.5	54.2	51.1	<b>54.3</b>	▲
Security from crime	81.2	84.1	85.2	87.0	86.4	<b>85.0</b>	
Cleanliness of stops	80.1	82.0	81.5	83.6	79.0	<b>82.3</b>	▲
Location of stops	90.9	87.8	89.4	88.9	88.2	<b>88.0</b>	
Security from crime at stops	79.0	80.2	80.6	82.9	81.3	<b>80.0</b>	
Overall service	63.6	62.9	65.5	67.7	65.6	<b>67.3</b>	

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix B: Borough Results

Time Series of Q Route Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Waiting time	35.3	36.5	41.8	44.9	42.2	<b>39.8</b>
Travel time	52.3	53.6	64.1	59.9	60.2	<b>59.6</b> △
Number of unexpected delays	36.8	33.1	42.3	42.3	41.9	<b>40.7</b> △
Morning rush hour	44.0	45.1	50.6	52.5	49.1	<b>46.7</b>
Midday	55.1	51.2	64.7	57.2	57.2	<b>56.4</b>
Afternoon rush hour	38.1	38.9	48.0	45.4	43.8	<b>40.5</b>
Evening	45.3	42.2	50.1	48.5	45.6	<b>43.3</b>
Weekend	39.3	41.2	47.8	45.4	48.1	<b>44.9</b>
Late night	37.1	36.4	39.7	39.4	44.2	<b>38.2</b>
Cleanliness	69.4	76.5	77.0	80.6	81.9	<b>77.5</b> ▼
Temperature	82.0	82.0	84.5	84.4	84.3	<b>85.5</b>
Announcements	66.7	65.2	67.8	69.6	69.1	<b>69.5</b>
Crowding	38.9	38.4	43.7	46.0	42.7	<b>42.5</b>
Bus drivers	72.8	71.4	76.6	78.6	77.3	<b>76.3</b> △
Ease of getting on and off	76.3	76.4	77.3	80.3	78.1	<b>76.7</b>
Service and delay communication	52.8	48.6	53.2	53.1	48.8	<b>47.3</b>
Security from crime	75.3	75.2	78.7	79.7	80.8	<b>81.2</b> △
Cleanliness of stops	72.9	77.7	78.2	80.6	77.0	<b>79.0</b>
Location of stops	88.7	86.0	86.7	85.6	85.4	<b>85.0</b>
Security from crime at stops	69.9	71.0	74.3	73.8	75.2	<b>76.5</b> △
Overall service	52.8	54.2	57.0	59.3	55.8	<b>52.0</b> ▼

△ and ▼ indicate a statistically significant annual change from Q4 2018 to Q4 2019

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix B: Borough Results

Time Series of S Route Satisfaction Rates (%)

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	
Waiting time	31.8	35.0	40.8	49.1	43.4	<b>45.3</b>	△
Travel time	48.9	46.7	62.5	64.1	63.1	<b>62.3</b>	△
Number of unexpected delays	32.2	35.8	40.7	43.5	43.0	<b>43.4</b>	
Morning rush hour	33.2	36.6	55.9	57.6	50.3	<b>49.1</b>	△
Midday	48.8	52.6	52.9	55.6	67.1	<b>67.7</b>	
Afternoon rush hour	45.3	35.4	37.3	50.0	51.0	<b>48.3</b>	△
Evening	34.6	33.0	40.7	46.6	47.4	<b>50.5</b>	△
Weekend	32.7	32.6	36.5	44.0	34.9	<b>38.1</b>	
Late night	29.5	34.8	47.3	38.6	47.1	<b>50.0</b>	
Cleanliness	62.3	59.8	67.9	67.1	68.9	<b>64.8</b>	
Temperature	81.6	81.5	85.1	82.5	85.6	<b>81.9</b>	
Announcements	63.1	68.4	73.3	75.1	76.2	<b>75.4</b>	
Crowding	38.1	36.7	43.1	41.4	40.7	<b>40.8</b>	
Bus drivers	76.8	74.0	73.7	75.6	68.6	<b>71.5</b>	
Ease of getting on and off	80.7	73.5	76.1	75.9	79.3	<b>76.1</b>	
Service and delay communication	37.9	41.1	45.9	42.9	46.2	<b>50.2</b>	△
Security from crime	64.9	67.7	73.3	70.5	75.9	<b>66.0</b>	▼
Cleanliness of stops	71.1	67.3	69.4	70.9	68.8	<b>71.6</b>	
Location of stops	79.8	80.5	83.1	86.3	84.6	<b>87.1</b>	△
Security from crime at stops	64.8	67.0	74.2	70.0	71.0	<b>64.4</b>	
Overall service	45.1	42.4	50.4	54.0	52.4	<b>54.0</b>	△

△ and ▽ indicate a statistically significant annual change from Q4 2018 to Q4 2019

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix B: Borough Results

Time Series of BxM Route Satisfaction Rates (%)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Waiting time	56.7	57.5	52.2	<b>53.5</b>
Travel time	60.3	64.0	60.7	<b>55.8</b>
Number of unexpected delays	43.5	44.7	41.0	<b>39.0</b>
Morning rush hour	65.7	66.5	60.0	<b>60.1</b>
Midday	70.6	75.6	69.4	<b>63.6</b>
Afternoon rush hour	44.8	47.8	43.9	<b>39.5</b>
Evening	63.0	66.9	54.3	<b>43.9</b>
Weekend	69.2	63.2	62.9	<b>54.5</b>
Late night	72.2	78.7	75.0	<b>68.2</b>
Cleanliness	77.8	78.3	81.1	<b>75.6</b>
Temperature	78.3	85.6	83.9	<b>80.4</b>
Announcements	76.5	71.0	64.3	<b>63.4</b>
Crowding	80.7	79.8	81.4	<b>78.2</b>
Bus drivers	85.7	84.0	81.6	<b>81.1</b>
Ease of getting on and off	82.5	88.6	89.6	<b>87.5</b>
Service and delay communication	66.0	44.8	35.0	<b>37.5</b>
Security from crime	93.9	90.3	92.6	<b>91.6</b>
Cleanliness of stops	77.8	83.8	79.9	<b>80.1</b>
Location of stops	89.7	83.0	81.6	<b>85.2</b>
Security from crime at stops	89.6	83.9	82.1	<b>79.3</b>
Overall service	84.7	68.5	70.7	<b>65.3</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix B: Borough Results

Time Series of BM Route Satisfaction Rates (%)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Waiting time	53.8	54.8	53.2	<b>50.0</b>
Travel time	67.2	59.6	55.6	<b>56.4</b>
Number of unexpected delays	60.7	55.8	51.3	<b>45.8</b>
Morning rush hour	64.7	65.7	58.3	<b>61.8</b>
Midday	65.0	61.3	59.8	<b>52.7</b>
Afternoon rush hour	58.3	55.9	49.4	<b>45.5</b>
Evening	62.8	59.3	53.2	<b>46.2</b>
Weekend	61.5	61.7	57.4	<b>48.9</b>
Late night	63.6	61.2	54.9	<b>50.0</b>
Cleanliness	74.2	72.3	70.7	<b>66.7</b>
Temperature	75.4	71.8	70.6	<b>69.2</b>
Announcements	70.2	67.7	60.3	<b>60.0</b>
Crowding	64.9	69.1	66.1	<b>59.9</b>
Bus drivers	76.8	71.4	70.3	<b>68.3</b>
Ease of getting on and off	79.3	72.2	71.4	<b>68.5</b>
Service and delay communication	62.3	58.2	52.6	<b>47.3</b>
Security from crime	74.5	72.3	68.6	<b>64.2</b>
Cleanliness of stops	75.4	67.1	65.9	<b>64.3</b>
Location of stops	75.0	71.0	71.4	<b>67.6</b>
Security from crime at stops	72.0	71.9	65.1	<b>60.0</b>
Overall service	68.4	69.3	62.3	<b>61.6</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019

**Customers Count Q4 2019 Subway & Bus Report: Buses**


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**Appendix B: Borough Results**
**Time Series of QM Route Satisfaction Rates (%)**

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Waiting time	61.3	60.0	61.7	<b>61.2</b>
Travel time	67.6	57.4	58.1	<b>65.4</b>
Number of unexpected delays	52.8	52.9	48.7	<b>59.1 ▲</b>
Morning rush hour	66.0	67.3	68.9	<b>70.2</b>
Midday	47.4	62.3	79.3	<b>78.6</b>
Afternoon rush hour	55.0	46.1	48.7	<b>46.6</b>
Evening	60.7	54.5	65.1	<b>59.5</b>
Weekend	75.0	49.4	56.9	<b>65.2</b>
Late night	57.1	58.8	74.3	<b>66.7</b>
Cleanliness	72.9	75.2	76.7	<b>78.3</b>
Temperature	75.8	81.3	81.5	<b>82.1</b>
Announcements	71.0	73.0	70.4	<b>75.4</b>
Crowding	77.6	73.4	74.1	<b>75.3</b>
Bus drivers	81.2	80.9	84.3	<b>84.6</b>
Ease of getting on and off	77.9	84.1	87.1	<b>83.0</b>
Service and delay communication	48.4	50.6	47.6	<b>51.2</b>
Security from crime	88.3	88.6	91.2	<b>93.1</b>
Cleanliness of stops	79.7	83.1	84.3	<b>86.3</b>
Location of stops	82.6	82.7	88.1	<b>81.4 ▼</b>
Security from crime at stops	84.5	85.6	86.6	<b>84.9</b>
Overall service	68.7	69.2	71.6	<b>75.8</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## Customers Count Q4 2019 Subway & Bus Report: Buses

### Appendix B: Borough Results

Time Series of SIM Route Satisfaction Rates (%)

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Waiting time	46.8	46.1	49.5	<b>45.6</b>
Travel time	57.4	55.9	53.8	<b>52.6</b>
Number of unexpected delays	40.0	39.4	39.6	<b>36.2</b>
Morning rush hour	58.3	54.4	56.0	<b>51.9</b>
Midday	39.4	42.9	44.0	<b>43.8</b>
Afternoon rush hour	36.9	36.5	34.7	<b>34.1</b>
Evening	33.1	34.1	38.6	<b>32.0</b>
Weekend	38.4	35.7	44.8	<b>39.8</b>
Late night	36.0	43.3	48.8	<b>52.2</b>
Cleanliness	74.5	73.8	74.0	<b>76.7</b>
Temperature	79.0	80.6	79.4	<b>77.8</b>
Announcements	52.3	52.7	60.7	<b>55.0 ▼</b>
Crowding	43.6	46.2	46.9	<b>42.4</b>
Bus drivers	86.3	84.2	88.3	<b>87.7</b>
Ease of getting on and off	88.0	85.9	88.7	<b>83.6 ▼</b>
Service and delay communication	40.8	40.8	41.1	<b>38.9</b>
Security from crime	91.6	91.9	92.0	<b>90.1</b>
Cleanliness of stops	74.0	74.5	74.8	<b>77.4</b>
Location of stops	60.3	66.6	65.4	<b>67.6</b>
Security from crime at stops	84.5	82.9	84.3	<b>78.7 ▼</b>
Overall service	53.4	53.6	55.7	<b>51.7</b>

▲ and ▼ indicate a statistically significant quarterly change from Q3 2019 to Q4 2019



## **New York City Transit**

**Andy Byford**  
President  
New York City Transit

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## **Bus Company**

**Craig Cipriano**  
Acting President  
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