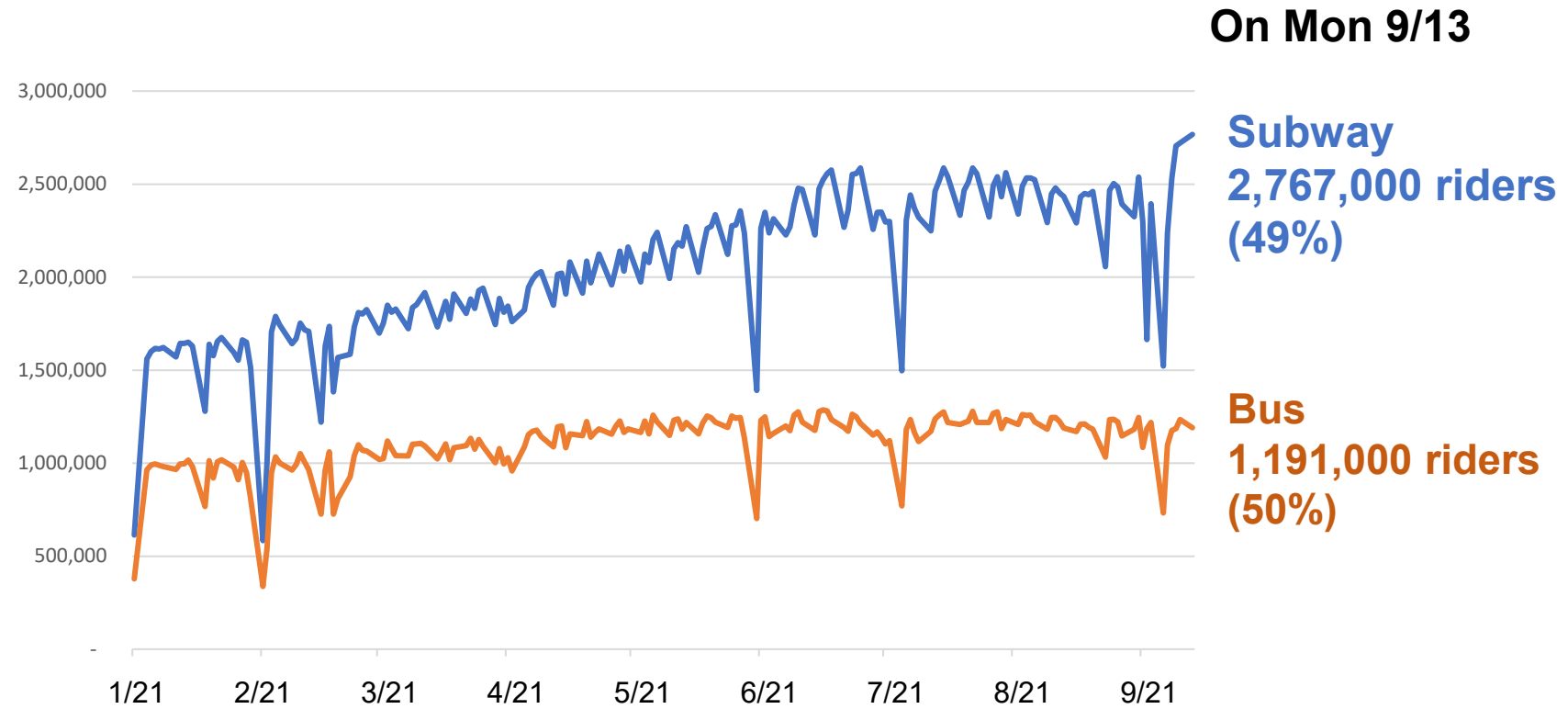


Focus on Ridership



NYCT Subways and Buses

Weekday Ridership on Subways and Buses



NYCT Subways and Buses

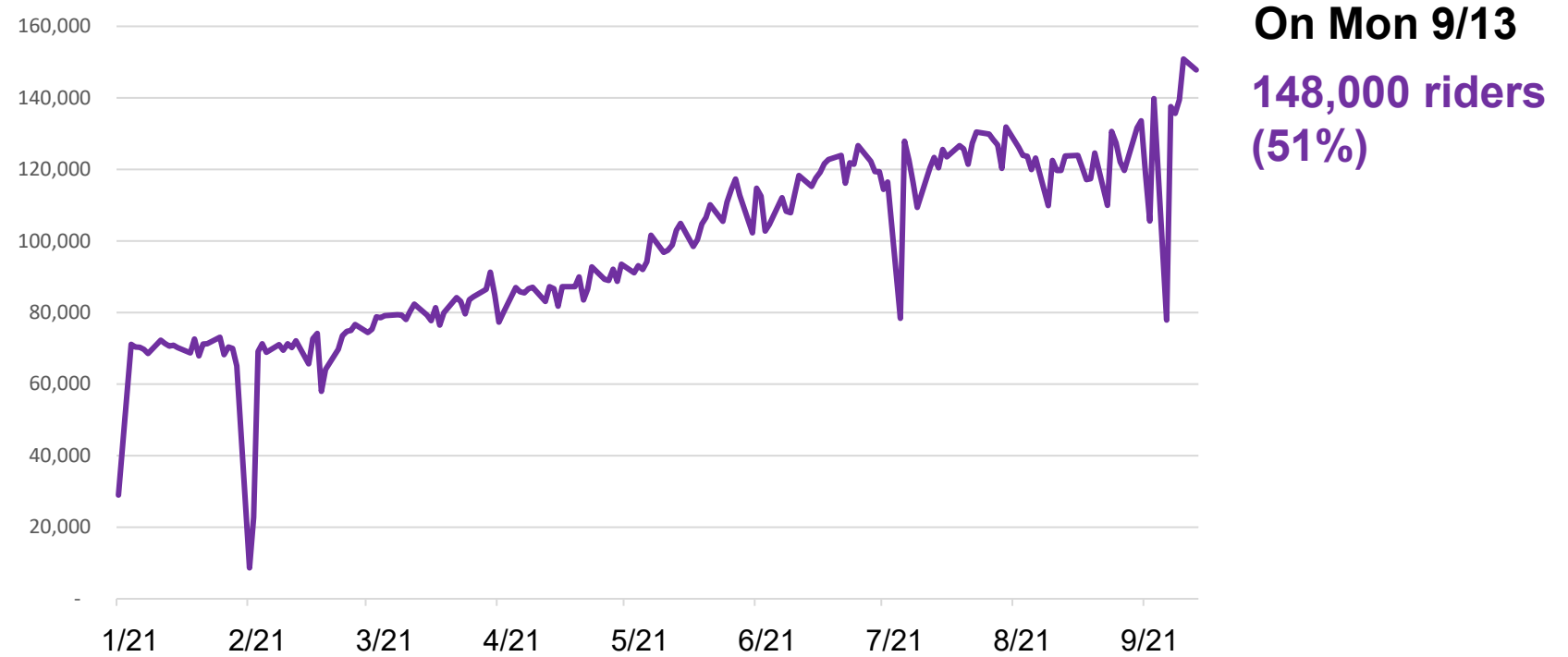
Strategies to increase ridership

- Cleaning
- Mask compliance & safety
- Service reliability
- Staffing
- Improvements to bus and paratransit



Long Island Rail Road

LIRR Weekday Ridership



- Increase in discretionary travel (off-peak and weekends)

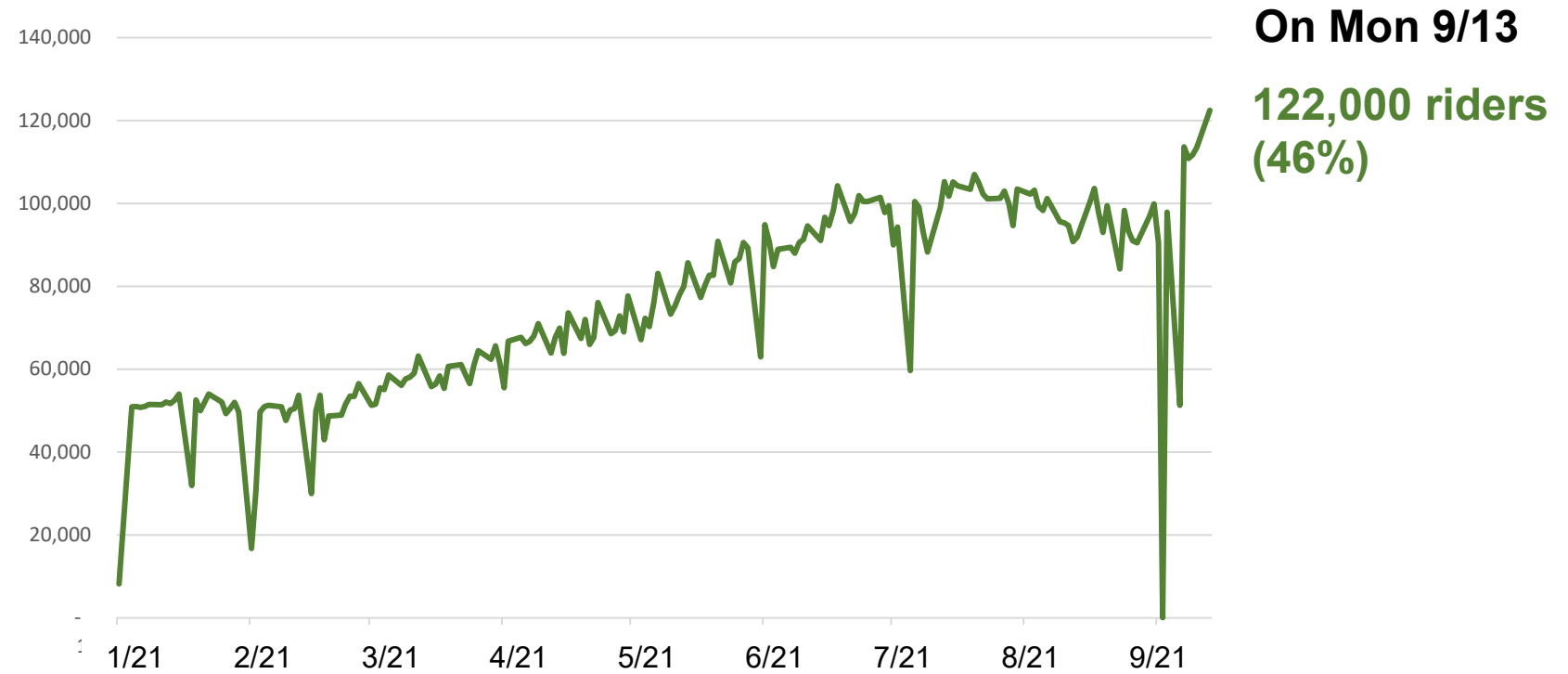


Strategies to increase ridership

- Cleaning, mask distribution & compliance
- TrainTime app
- Run more service where most needed
- Fare promotions for off-peak travelers
- Off-peak fares for peak travelers
- Elimination of bicycle permits

Metro-North Railroad

Metro-North Weekday Ridership



- Strong growth in weekend ridership
- More weekly, 10-trip and monthly tickets sold

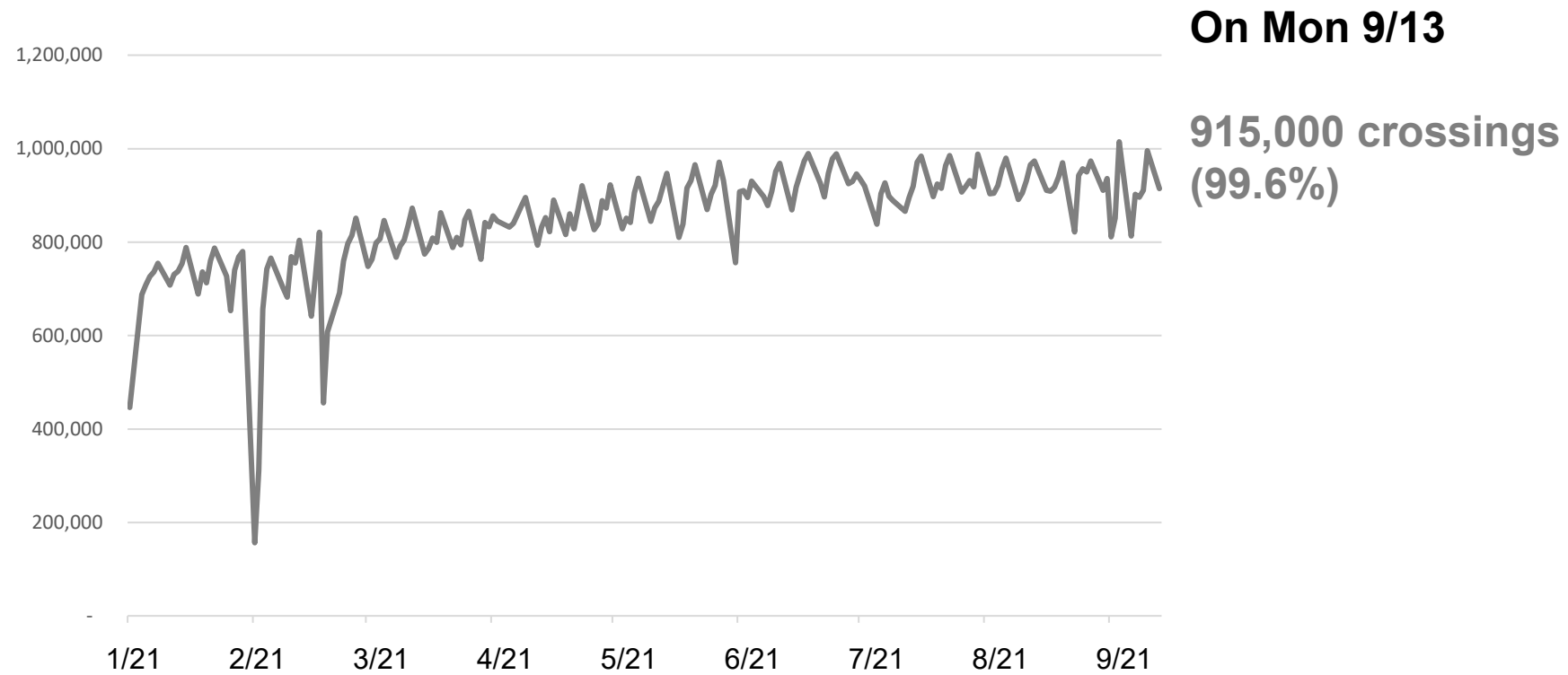


Strategies to increase ridership

- Increased service levels (82% weekdays and 100% weekends)
- Cleaning, mask distribution & compliance
- Real-time capacity tracking on TrainTime app
- Elimination of bicycle permits
- Fare promotions for off-peak travelers
- Off-peak fares for peak travelers

Bridges and Tunnels

B&T Weekday Crossings



- Essentially at full capacity

