



Metropolitan Transportation Authority

Bridges and Tunnels Committee Meeting

March 2017

Committee Members

C. Moerdler, Chair

I. Greenburg

M. Pally

J. Samuelsen

P. Trottenberg

V. Vanterpool

P. Ward

N. Zuckerman

Bridges & Tunnels Committee Meeting

**2 Broadway, 20th Floor Board Room
New York, NY 10004**

**Monday, 3/20/2017
12:00 - 12:30 PM ET**

1. Public Comments Period

2. Approval of Minutes - February 2017

BT Committee Minutes - February 2017 - Page 4

3. Approval of Committee Work Plan

BT Committee Work Plan - Page 13

4. Report on Operations - January 2017

BT Report on Operations - January 2017 - Page 20

5. Safety Report - January 2017

BT Safety Report - January 2017 - Page 33

6. E-ZPass Performance Report - January 2017

BT E-ZPass Performance Report - January 2017 - Page 35

7. Financial Report - January 2017

BT Financial Report - January 2017 - Page 41

8. Capital Program Project Status Report - February 2017

BT Capital Program Project Status Report - February 2017 - Page 55

9. Procurements

BT Procurements - Page 70

Competitive

BT Competitive - Page 73

10. Annual Procurement Contracts Report - Fiscal Year 2016 - Under Separate Cover

11. Open Road Tolling Cost Update - Information Item (materials to be distributed)

12. Customer Satisfaction Survey - Information Only

BT Customer Satisfaction Survey - Page 93

Next Meeting: Monday, April 24, 2017 at 11:30 a.m.



Bridges and Tunnels

Minutes of Committee Meeting February 2017

**MONTHLY MEETING OF
TRIBOROUGH BRIDGE AND TUNNEL AUTHORITY COMMITTEE**

February 21, 2017

11:30 a.m.

In attendance were the Honorable:

Charles G. Moerdler, Chairman
Mitchell H. Pally
Polly Trottenberg
Veronica Vanterpool
Peter Ward

Also in Attendance:
Andrew B. Albert

Donald Spero, President
Angelo Cerbone, Assistant Vice President and Controller
Mildred Chua, Vice President and Chief Financial Officer
Daniel DeCrescenzo, Acting Vice President and Chief of Operations
Sharon Gallo-Kotcher, Vice President, Labor Relations, Administration and Employee Development
Joseph Keane, Vice President and Chief Engineer
Gavin Masterson, Vice President and Chief Procurement Officer
Shawn Moore, Chief Equal Employment Opportunity Officer
Eric Osnes, Vice President, Safety and Health
Patrick J. Parisi, Vice President, Maintenance and Operations Support
M. Margaret Terry, Senior Vice President and General Counsel

**MONTHLY MEETING OF
TRIBOROUGH BRIDGE AND TUNNEL AUTHORITY COMMITTEE**

February 21, 2017

Minutes of TBTA Committee held February 21, 2017 at 11:30 a.m. A list of those in attendance is attached.

Public Speakers

There were no public speakers.

Minutes

Upon a motion duly made and seconded, the minutes of the Committee Meeting held on January 23, 2017 were approved.

Committee Work Plan

Mr. Spero stated that there are no changes to the Committee Work Plan.

Report on Operations

With regard to the Report on Operations for December 2016, Mr. DeCrescenzo stated the following:

In December 2016, there were 25.2 million crossings as compared to 25.4 million crossings in December 2015, which is a decrease of 0.7%; E-ZPass volume increased in December 2016 by 0.1% as compared to December 2015, while crossings using cash and other payment methods decreased by 5.2%; passenger car travel decreased 0.4% and other vehicle travel was down 4.0%. Traffic data for 2016 indicate that there were 307.3 million crossings, which is an increase of 9.4 million or 3.1% as compared to 2015 traffic data. Traffic in 2016 set a new record for the highest number of crossings by year, surpassing 2007 which had 304.4 million crossings. Preliminary traffic figures for January 2017 are 5.5% higher than in January 2016.

Safety Report

With regard to the Report on Safety for December 2016, Mr. Osnes stated that the customer collision rate increased from 5.86 to 7.57 and the injury collision rate increased from 0.97 to 1.08. However, there was a rate reduction of 2.8 collisions per million vehicle crossings in the Fourth Quarter of 2016. TBTA has increased its law enforcement presence at six accident-prone locations. There were 9,903 summonses issued in the Fourth Quarter 2016, which was 52% higher than the same period in 2015. Four out of the six accident prone locations experienced a reduction in the number of collisions with one remaining the same.

The total number of employee accident reports increased from 247 to 261 and the lost time injury rate increased from 4.8 to 6.7. Approximately 40% of the lost time injuries occurred in the Third Quarter of 2016. In the Fourth Quarter of 2016, there was a 30% decrease in lost time injuries as compared to the Third Quarter of 2016. The severity of the injuries as indicated by the total number of days lost decreased by 26%.

The contractor lost time injury rate decreased from 2.31 to 1.91 per 200,000 work hours. With regard to leading indicators, a higher number of Fire Code Audits have been completed with the FDNY.

Finally, Mr. Osnes stated that he would be working to reinforce TBTA's safety culture and initiatives at its facilities through utilizing joint labor management safety task forces to identify safety risks; investigating employee injuries on duty to determine root causes, detect patterns and recommend corrective actions; conducting classroom and field training to provide employees with the knowledge and skills to work safely; and conducting audits of facility safety conditions.

Commissioner Pally asked whether a determination can be made with regard to the effect that ORT has on safety characteristics and whether ORT facilities can be compared to non-ORT facilities to determine that effect. Mr. Osnes responded that it is too early to tell and Mr. Spero stated that as time goes on, and the

transition to ORT stabilizes, TBTA should be able to determine what effect ORT has on safety at its facilities. Chairman Moerdler asked where the New York State Police have been deployed at TBTA facilities and whether their presence has had a positive effect at TBTA facilities. Mr. DeCrescenzo responded that the State Police have one vehicle deployed 24/7 to all TBTA facilities and that they have a detail where they can deploy more personnel to assist TBTA officers in targeted enforcement. Thus far, TBTA officers together with the State Police have interdicted and issued summonses to 62 toll violators for suspended registrations. Commissioner Pally asked who is paying for the State Police presence. Mr. Spero responded that the State Police are paying but discussions are being held with the State regarding that issue. Commissioner Albert asked how long toll bills take to be sent to customers without E-ZPass and when they would become eligible for registration suspension. Mr. Spero responded that the first toll bill is sent within 30 days after use of a facility, if the customer does not pay within 30 days then a second toll bill is sent with a \$5.00 late fee and if they fail to pay that bill they become a violator. The violation notice will include a \$50 or \$100 violation fee depending on the facility. Violators become eligible for registration suspension after incurring three (3) toll violations on different days within a five (5) year period. Commissioner Albert asked how TBTA addresses obscured license plates. Mr. DeCrescenzo responded that year-to-date TBTA with the State Police have issued 737 summonses for altered or obscured plates.

Customer Environment Survey – Fourth Quarter 2016

During the Fourth Quarter of 2016, Mr. Parisi reported the following:

- TBTA striped 79,650 linear feet of roadway, which brought the total 2016 striping to just over 379,087 linear feet.
- TBTA repaired 500 potholes, which brought the total 2016 pothole repairs to 4,120 compared to 4,007 that were repaired in 2015. Thus far, over 500 potholes have been repaired in the first six weeks of 2017.
- TBTA swept 3,236 miles of roadway, bringing the total for 2016 to 12,906 miles.
- In 2016, approximately 89% of the 7,579 roadway, aviation, navigation and necklace lights were operational, which was nearly identical to 2015.
- TBTA maintained and cleaned 504 storm drains, which brought the total 2016 number of storm drains cleaned to 2,098.
- E-ZPass toll lane availability, which is a measure of operational performance of E-ZPass equipment and the percentage of lanes available for use, remained high for 2016 at 99.98%.

Chairman Moerdler inquired about safety statistics. Mr. Parisi responded that TBTA will continue its efforts to reduce customer collisions through law enforcement activities that address unsafe driver behavior and through other mitigation measures including enhanced roadway striping, delineation and signage. With regard to the percentage of rear-end collisions at ORT versus non-ORT facilities, Chairman Moerdler asked whether ORT will likely have a positive impact on significantly reducing collisions once all facilities have been converted to ORT. Mr. Parisi responded that rear-end collisions account for around 40% to 50% and that it is expected that the collision rate will be reduced with ORT. Commissioner Albert commented that eliminating the need to slow down to pay a toll should have a positive impact on reducing collisions. Mr. Parisi stated that following too closely is a leading factor and rear-end collision is a leading type.

E-ZPass Performance Report

With regard to the E-ZPass Performance Report for December 2016, Mr. Spero stated that the E-ZPass market share was 86.3% or 0.7 percentage points higher than the prior December. A total of 21,441 E-ZPass accounts were opened in December 2016. For 2016, more than 260,000 E-ZPass accounts were opened and there are a total of 3.083 million active accounts as of December 2016. Commissioner Albert noted that on pages 45 and 46 of the Committee materials, the December weekday E-ZPass market share by facility data indicate that the Cross Bay and Henry Hudson Bridges had a slightly lower market share in 2016 as compared

to 2015 but the weekend E-ZPass market share for those facilities was higher than 2015. Mr. Spero responded that month-to-month anomalies may account for the difference.

Financial Report

Ms. Chua stated that through December toll revenue was \$1.870 billion, which is \$1.2 million or 0.1% higher than the final estimate. Total traffic for 2016 was a record with 307.3 million crossings, which was 0.8% above the final estimate and 3.1% higher than 2015. Preliminary January 2017 traffic was up 5.5% against plan and revenue was up 4.4% against the budget. For 2016, total expenses were \$485.9 million, which is \$32.9 million or 6.3% lower than the final estimate. Non-Labor costs were \$221.4 million, which is \$26.2 million or 10.6% lower than plan due to timing of expenses. Labor costs were \$264.5 million, which is \$6.7 million or 2.5% lower than plan due to payroll vacancies. Overtime was down 10.2% against plan or \$2.8 million. Total support to mass transit was \$1.126 billion, which is \$61.3 million or 5.8% better than plan.

2016 TBTA Operating Surplus – Action Item

Ms. Chua introduced eight resolutions associated with transferring the 2016 TBTA Operating Surplus as follows:

- Resolutions to certify and transfer \$742,908,947 in 2016 operating surplus to the MTA and New York City Transit pursuant to Public Authorities Law §1219-a(2)(b);
- Resolutions to transfer the 2016 Investment Income of \$634,951 to the MTA pursuant to Public Authorities Law §569-c;
- Resolutions to deduct from FY 2017 operating revenues of TBTA the amount of \$27,515,186 to be deposited into a Necessary Reconstruction Reserve, which was adopted by a Board Resolution on March 29, 1968. Money credited to the Reserve will be applied to the payment of the cost and expense of current and anticipated necessary construction of TBTA facilities; and
- Pursuant to the Public Authorities Law, Resolutions to advance monthly the FY 2017 TBTA surplus to the MTA and New York City Transit in an aggregate amount not to exceed 90% of the estimate of the sum of that month's operations, if available, with the first \$1.8 million going to New York City Transit and the remaining sum split 50% to New York City Transit (less applicable bond service) and 50% to MTA (less applicable bond service).

Upon a motion duly made and seconded, the transfer of TBTA Operating Surplus was approved.

A copy of the documents and details of the above items are filed with the minutes of the meeting of the TBTA Committee held this day.

2017 Adopted Budget and Financial Plan 2017-2020

Ms. Chua referred the Committee to the 2017 Adopted Budget and Financial Plan 2017-2020 contained in the Committee materials, which include schedules detailing the monthly allocation of revenue and expenses for the purpose of reporting actual results on a monthly basis to the Board. She also stated that the 2017 Adopted Budget and Financial Plan 2017-2020 is essentially the same as what was adopted by the Board in December 2016. With regard to the LED lighting project, Commissioner Vanterpool asked about the additional expenses and whether there will be any carryover into 2017. Ms. Chua responded that they are for the design cost, which was \$3.4 million at year-end 2016 and that there will be approximately \$2.4 million carried over into 2017.

Capital Program Status Report

With regard to the Capital Program Status Report for January 2017, Mr. Keane stated that overall in 2017, TBTA plans to commit \$527.6 million and 113 tasks. Also, \$490.7 million and 94 task awards are forecast against the 2017 plan. An additional \$36.9 million and 19 tasks have been carried forward from the 2016 plan. The most significant commitments include major reconstruction projects at the Henry Hudson (HHB) and Robert F. Kennedy (RFKB) Bridges and four design-build projects involving structural rehabilitation at the HHB, electrical/mechanical rehabilitation of the Harlem River lift span at the RFKB, main cable and suspender work at the Verrazano-Narrows Bridge (VNB), and installation of electronic monitoring systems at the RFKB and Bronx-Whitestone Bridge (BWB). In 2017, TBTA plans to complete 12 projects totaling \$531.4 million including 11 projects with a value of \$527.9 million from the 2017 plan with one carryover project from the 2016 plan for \$3.5 million. The most significant planned completions include two major reconstruction projects at the VNB for replacement of the upper level suspended span decks and construction of a new bus HOV ramp for a total of \$328.7 million. In addition, completion of the reconstruction of the Manhattan approach spans at the RFKB for \$102.9 million is forecast for 2017. In January 2017, there were 16 commitments made with a total value of \$8.6 million, with 14 planned in 2017 and two carried over from 2016. There were no projects completions planned or made in January 2017. There were 10 task level closeouts in January totaling \$58.6 million. Commissioner Vanterpool asked for more information about the widening of the Belt Parkway ramps, whether any traffic studies were conducted and, if so, for a copy of same. Mr. Keane responded that a 2016 design project looked at the reconstruction of the VNB approach ramps on the Brooklyn side, a traffic study was performed to determine how to implement the necessary reconstruction while maintaining an appropriate level of service to motorists, and he agreed to provide Commissioner Vanterpool with the traffic study.

Procurements

Mr. Masterson stated that there are four (4) procurements totaling \$120.9 million.

Non-Competitive Procurements

Mr. Masterson stated that there are no non-competitive procurements.

Competitive Procurements

Mr. Masterson stated that there are four (4) competitive procurements totaling \$120.9 million, as follows:

- One competitively solicited personal service contract for as-needed design, inspection, expert engineering services and reviews for constructability and operability to 16 separate engineering firms with work issued on an as-needed basis through competitive work orders, to the extent practicable, with a draw-down ceiling of \$60 million.
- Three procurement modifications to public work contracts related to Open Road Tolling (ORT) in the amount of \$60.9 million. The modifications include necessary civil, structural, and electrical infrastructure work to install ORT gantries and associated work prior to the installation of E-ZPass tag readers, cameras, system software and integration work to be performed by others. The work is at the Robert F. Kennedy Bridge, Queens and Bronx approaches, under Contract RK-65A with El Sol Contracting in the negotiated amount of \$23.1 million; at the Marine Parkway and Cross Bay Bridges under Contract MP-03/MP-16 with Kiska Construction in the negotiated amount of \$14.2 million; and for the initial phase at the Verrazano-Narrows Bridge upper and lower levels under Contract VN-80B with Tutor Perini in the negotiated amount of \$23.5 million.

Personal Service Contracts

AECOM USA, Inc.

Contract No. PSC-16-2991A

\$60,000,000.00

Ammann & Whitney Consulting Engineers	Contract No. PSC-16-2991B
Dewberry Engineers, Inc.	Contract No. PSC-16-2991C
Gannett Fleming Engineers and Architects, P.C.	Contract No. PSC-16-2991D
HAKS Engineers, Architects and Land Surveyors, P.C.	Contract No. PSC-16-2991E
Hardesty & Hanover Construction Services, LLC	Contract No. PSC-16-2991F
Henningson, Durham & Richardson Architectural and Engineering P.C.	Contract No. PSC-16-2991G
HNTB Corporation	Contract No. PSC-16-2991H
Jacobs Civil Consultants, Inc.	Contract No. PSC-16-2991I
KS Engineers, P.C./COWI	Contract No. PSC-16-2991J
Modjeski & Masters, Inc.	Contract No. PSC-16-2991K
Parsons Transportation Group	Contract No. PSC-16-2991L
Syska Hennessy Group	Contract No. PSC-16-2991M
Thornton Tomasetti Inc.	Contract No. PSC-16-2991N
T.Y. Lin International Engineering, Architecture, and Land Surveying, P.C./Hatch Mott MacDonald Group, Inc.	Contract No. PSC-16-2991O
WSP/Parsons Brinckerhoff, Inc.	Contract No. PSC-16-2991P

B&T is seeking Board approval under the All-Agency Service Contract Procurement Guidelines to award personal service contracts to the sixteen firms listed above.

Modifications to Purchase & Public Works Contracts

Kiska Construction, Inc.	Contract No. MP-03/MP-16 B&T is seeking Board approval under the All Agency General Contract Procurement Guidelines to amend a public works contract, Contract MP-03/MP-16 with Kiska Construction, Inc. (Kiska) to perform civil, structural and electrical infrastructure construction work for Open Road Tolling (ORT) at the Marine Parkway-Gil Hodges Memorial Bridge (MPB) and Cross Bay Veterans Memorial Bridge (CBB).	\$14,295,000.00
El Sol Contracting & Construction Corp./El Sol Limited Enterprises J.V.	Contract No. RK-65A B&T is seeking Board approval under the All Agency General Contract Procurement Guidelines to amend a public works contract, Contract RK-65A, for the necessary civil, structural and electrical infrastructure construction work for Open Road Tolling (ORT) at the Bronx and Queens approaches to the Robert F. Kennedy Bridge.	\$23,100,000.00
Tutor Perini Corp.	Contract No. VN-80B B&T is seeking Board approval under the All Agency General Contract Procurement Guidelines to amend a public works contract, Contract VN-80B, for the necessary civil, structural and electrical infrastructure construction work for the initial phase (Phase 1) of Open Road Tolling (ORT) for both the Upper and Lower Levels within the Staten Island Plaza and Approach in the westbound direction at the Verrazano-Narrows Bridge.	\$23,500,000.00

Upon a motion duly made and seconded, the Committee considered and voted in favor of the competitive procurements.

Ratifications

Mr. Masterson stated that there are no ratifications.

Diversity Report Fourth Quarter 2016

Ms. Moore stated that TBTA's workforce is comprised of 1,451 employees of which 22% are females, 54% are minorities and 6% are veterans. The percentage of females and the overall composition of the workforce as it relates to race and ethnicity remained constant from the Third Quarter 2016. Compared to the Fourth Quarter of 2015, TBTA increased the number of new hires from 51 to 101, of which 24% were females,

59% were minorities and 4% were veterans. With regard to EEO and Title VI complaints, Ms. Moore stated that TBTA's caseload included a total of 26 EEO complaints – 20 internal complaints that most frequently cited gender discrimination and six (6) external complaints that most frequently cited race/color discrimination. During the Fourth Quarter of 2016, TBTA processed 17 EEO complaints with 23% decided in favor of TBTA, 12% decided in favor of the complainant and 65% were resolved internally. There were no reported Title VI complaints.

Chairman Moerdler asked whether an Administrative Law Judge makes the determinations and on what basis are administrative closures made. Ms. Moore responded that the determinations are made by her as TBTA's Chief EEO Officer and that administrative closures may occur if a case does not fall within EEO's jurisdiction, if the parties do not cooperate with the investigation, or if they withdraw a complaint unless Ms. Moore determines that it is in the best interest of the TBTA that it be pursued. Finally Chairman Moerdler asked whether settlements are included in administrative closures and Ms. Moore stated that they are separate.

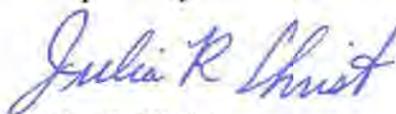
Morris Street Bridge - Information Item

Mr. Spero stated that the TBTA is entering into an agreement with the City of New York to assume ownership, jurisdiction and control of the Morris Street Bridge, which spans the Manhattan Plaza of the Hugh L. Carey Tunnel (HCT) from Greenwich Street to Washington Street. The bridge was built under a TBTA contract with TBTA funds under a 1947 agreement with the City, which provided that the City would own and control the bridge but divided responsibility for maintenance and cleaning between the City and TBTA. The bridge is in need of replacement and both parties agree that TBTA funds should be used to build the new bridge, just as they were used to build the original structure. Under the agreement with the City, TBTA plans to completely replace the bridge at an estimated cost of approximately \$4 million to \$5 million, which has been budgeted in TBTA's Capital Program. The new bridge will span across the plaza with no intermediate piers to allow for better traffic management and it will be compliant with the Americans with Disabilities Act (ADA). Structurally, the Morris Street Bridge is inextricably linked to the HCT structure as the overpass abutments are integral with and perform the same function for the plaza as the retaining walls do, which is to support Washington Street and Greenwich Street. The two steel piers of the pedestrian overpass are anchored to the plaza structural slab which is supported by columns founded on rock. The overpass stairways at Washington Street and Greenwich Street were constructed together with and remain integrated with the plaza retaining walls. The bridge is used by TBTA as a gantry for various tunnel traffic control systems including traffic control devices, variable message signs, overheight detection and security cameras and it also enhances pedestrian safety near the tunnel by preventing pedestrians from walking onto the tunnel plaza. If the bridge were not available TBTA would need to construct a separate gantry at a cost of around \$2 million. It is expected that the replacement bridge will be up within the year. Chairman Moerdler asked who will own and maintain the bridge and Mr. Spero responded TBTA.

Adjournment

There being no further business before the Committee, the meeting adjourned.

Respectfully submitted,



Julia R. Christ
Secretary



Bridges and Tunnels

Committee Work Plan

BRIDGES & TUNNELS COMMITTEE WORK PLAN

I. RECURRING AGENDA ITEMS

<u>TOPIC</u>	<u>Responsibility</u>
Approval of Minutes	Committee Chair & Members
Committee Work Plan	Committee Chair & Members
Report on Operations/Safety	Revenue Management/ Health & Safety
Financial Report	Controller/Planning & Budget
E-ZPass Performance Report	Revenue Management
Capital Program Project Status Report	Engineering & Construction/ Planning & Budget
Procurements	Procurement & Materials
Action Items (if any)	

II. SPECIFIC AGENDA ITEMS

	<u>Responsibility</u>
<u>April 2017</u> Final Review of 2016 Year-End Operating Results	Planning & Budget
<u>May 2017</u> Customer Environment Survey – 1 st Quarter 2017 Diversity Report – 1 st Quarter 2017	Operations EEO
<u>June 2017</u> No items scheduled.	
<u>August 2017</u> No meeting scheduled.	
<u>September 2017</u> Customer Environment Survey – 2 nd Quarter 2017 2018 Preliminary Budget Diversity Report – 2 nd Quarter 2017	Operations Planning & Budget EEO
<u>October 2017</u> 2018 Preliminary Budget	Planning & Budget
<u>November 2017</u> Customer Environment Survey – 3 rd Quarter 2017 2018 Preliminary Budget B&T Committee Charter – Review	Operations Planning & Budget MTA Board
<u>December 2017</u> 2018 Proposed Committee Work Plan 2018 Proposed Final Budget Diversity Report – 3 rd Quarter 2017	Committee Chair & Members Planning & Budget EEO

January 2018

Approval of 2018 Work Plan

Committee Chair & Members

February 2018

Preliminary Review of 2017 Operating Budget Results
2018 Adopted Budget/Financial Plan 2018-2021
2017 B&T Operating Surplus
Customer Environment Survey – 4th Quarter 2017
Diversity Report – 4th Quarter 2017

Planning & Budget
Planning & Budget
Controller
Operations
EEO

March 2018

Annual Procurement Contracts Report

Procurement & Materials/
Finance

BRIDGES & TUNNELS COMMITTEE WORK PLAN

Detailed Summary

I. RECURRING

Approval of Minutes

Approval of the official proceedings of the Committee Meeting.

Report on Operations/Safety

Summary of B&T's major service indicators, which includes graphs and tables depicting total traffic for all facilities, manual traffic, and E-ZPass traffic volume for the most recent rolling 12 months compared to the previous year's rolling 12 months. Customer and employee safety indicators are included in various graphs and tables. The Report on Operations/Safety is reported on a two-month lag, except in the month of September, at which time it includes the statistics for June and July.

E-ZPass Performance Report

Summary presentation of the performance of E-ZPass, which includes various E-ZPass statistics, such as performance at all facilities, weekday and weekend performance by facility, interoperability statistics, and customer service statistics, in addition to graphs depicting E-ZPass market share, transactions from other agencies, tags issued, and the tag swap program. The E-ZPass Performance Report is provided on a two-month lag, except in the month of September, at which time it includes the June and July reports.

Financial Report

Summary presentation of the financial indicators for the month, which includes the Balance Sheet for the reported month, Accrual Statement of Operations for the month and year-to-date, variance analysis, traffic volume and ridership information, and headcount charts. The Financial Report is provided on a two-month lag, except in the month of September, at which time it includes the June and July reports.

Capital Program Project Status Report

Summary of the status of the current capital program, including commitments, completions, and closeouts, in addition to graphic presentations of the commitments and completions for the plan vs. actuals for the year. The Capital Program Project Status Report is provided on a one-month lag, except in the month of September, at which time it includes the July and August reports.

Procurements

List of procurement action items requiring Board approval. The non-competitive items are listed first, followed by competitive items, and then ratifications. The list will indicate items that require a 2/3 vote and a majority vote of the Board for approval. Procurements are for the current month; in the month of September, the August and September procurements are included.

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

II. SPECIFIC AGENDA ITEMS

APRIL 2017

Final Review of 2016 Year-End Operating Results

The customary review of prior year's budget results and their implications for current and future budget performance will be presented to the Committee. Each Agency will present for inclusion in the Agenda materials, and be prepared to answer questions, on a review of its experience. The MTA Budget Division will prepare an overall review also for inclusion in the materials that draws MTA-wide conclusions.

MAY 2017

Customer Environment Survey – 1st Quarter 2017

Review and discuss key customer service areas: improve customer service and traffic mobility at all facilities; ensure the safety of customers traveling over the bridges and tunnels; and enhance the customer environment of bridge and tunnel facilities.

Diversity Report – 1st Quarter 2017

Review and discuss workforce analysis and activities as presented to the Board's Diversity Committee Quarterly meeting.

JUNE 2017

No items scheduled.

JULY 2017

No items scheduled.

AUGUST 2017

No meeting scheduled.

SEPTEMBER 2017

Customer Environment Survey – 2nd Quarter 2017

Review and discuss key customer service areas: improve customer service and traffic mobility at all facilities; ensure the safety of customers traveling over the bridges and tunnels; and enhance the customer environment of bridge and tunnel facilities.

2018 Preliminary Budget

Agency will present highlights of the Preliminary Budget to the Committee. Public comment will be accepted on the 2018 Preliminary Budget.

Diversity Report – 2nd Quarter 2017

Review and discuss workforce analysis and activities as presented to the Board's Diversity Committee Quarterly meeting.

OCTOBER 2017

2018 Preliminary Budget

Public comment will be accepted on the 2018 Preliminary Budget.

NOVEMBER 2017

Customer Environment Survey – 3rd Quarter 2017

Review and discuss key customer service areas: improve customer service and traffic mobility at all facilities; ensure the safety of customers traveling over the bridges and tunnels; and enhance the customer environment of bridge and tunnel facilities.

2018 Preliminary Budget

Public comment will be accepted on the 2017 Preliminary Budget.

B&T Committee Charter - Review

Review and assess the adequacy of the Charter annually.

DECEMBER 2017

2018 Proposed Committee Work Plan

The Committee Chair will present a draft Bridges and Tunnels Committee Work Plan for 2018 that will address initiatives to be reported throughout the year.

2018 Proposed Final Budget

The Committee will recommend action to the Board.

Diversity Report – 3rd Quarter 2017

Review and discuss workforce analysis and activities as presented to the Board's Diversity Committee Quarterly meeting.

JANUARY 2018

Approval of Work Plan for 2018

The committee will have already received a draft work plan for 2018 at the December 2017 meeting. The committee will be requested to approve the amended work plan for the year.

FEBRUARY 2018

Preliminary Review of 2017 Operating Budget Results

The agency will present a brief review of its 2017 Operating Budget results.

2018 Adopted Budget and February Financial Plan 2018-2021

The Agency will present its revised 2017 Adopted Budget and Financial Plan which will incorporate any changes made by the Board at the December 2017 meeting and any Agency technical adjustments.

2017 B&T Operating Surplus

The Committee will recommend action to the Board.

FEBRUARY 2018 (cont'd)

Customer Environment Survey – 4th Quarter 2017

Review and discuss key customer service areas: improve customer service and traffic mobility at all facilities; ensure the safety of customers traveling over the bridges and tunnels; and enhance the customer environment of bridge and tunnel facilities.

Diversity Report – 4th Quarter 2017

Review and discuss workforce analysis and activities as presented to the Board's Diversity Committee Quarterly meeting.

MARCH 2018

Annual Procurement Contracts Report

This report contains information on contracts awarded during the previous fiscal year and contracts open from the previous years as required by Section 2879 of the State Public Authorities Law.



Bridges and Tunnels

Report on Operations January 2017



MTA Bridges and Tunnels January 2016 Traffic Trends

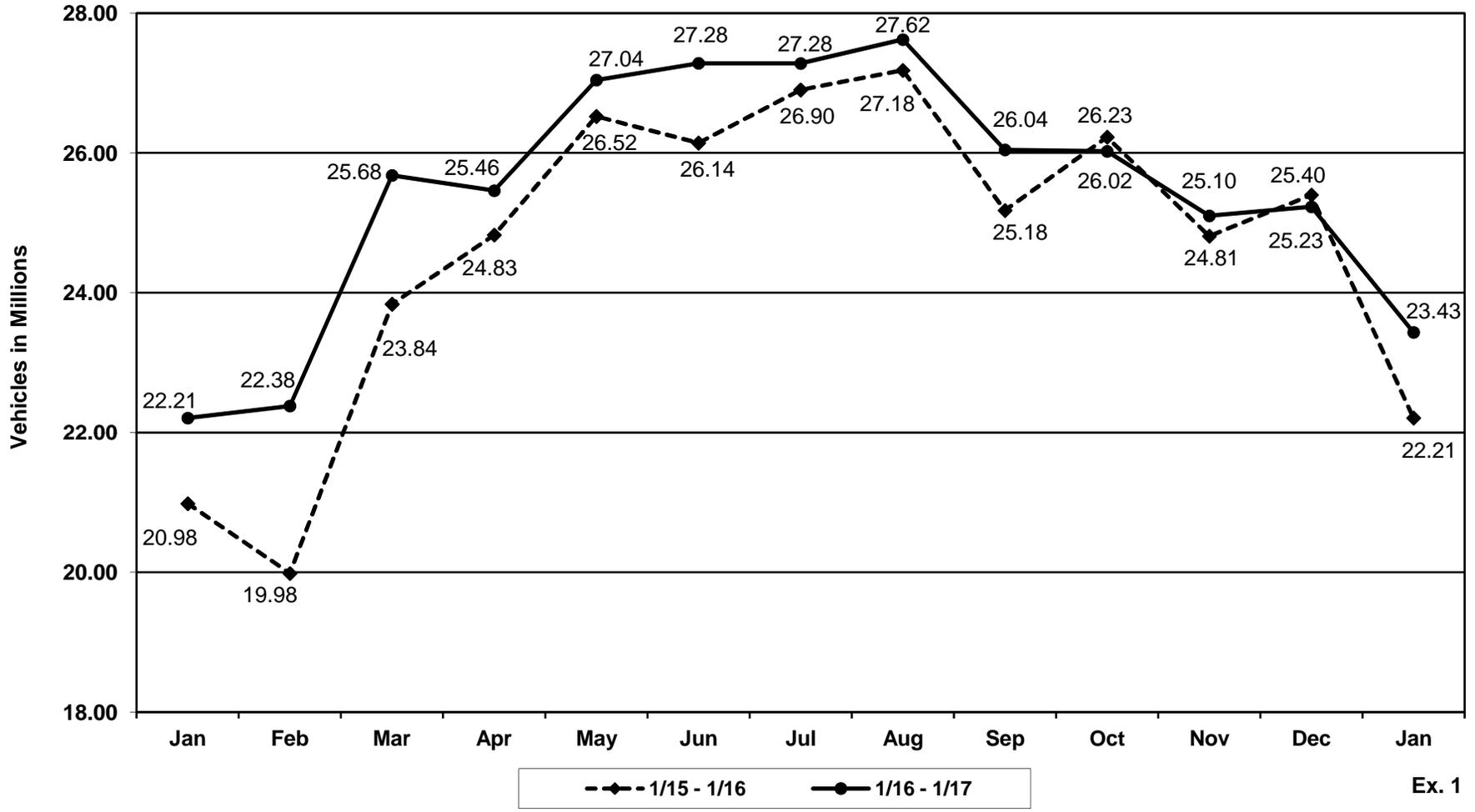
Summary

Traffic was higher on a year-to-year basis, with 23.4 million crossings this month vs. 22.2 million crossings in January 2016 (Exhibit 1).

Snowfall was 10.1 inches in 2017 compared to 28.8 inches in 2016. Gas prices averaged \$2.54 per gallon this January, which was \$0.49 higher than last year at this time.

E-ZPass volume increased in January by 7.0% compared to the same month in 2016, while crossings using cash and other payment methods declined by 4.0% (Exhibit 7). Passenger car travel was up 5.7% and other vehicle travel increased 3.6% from January of 2016 (Exhibit 8).

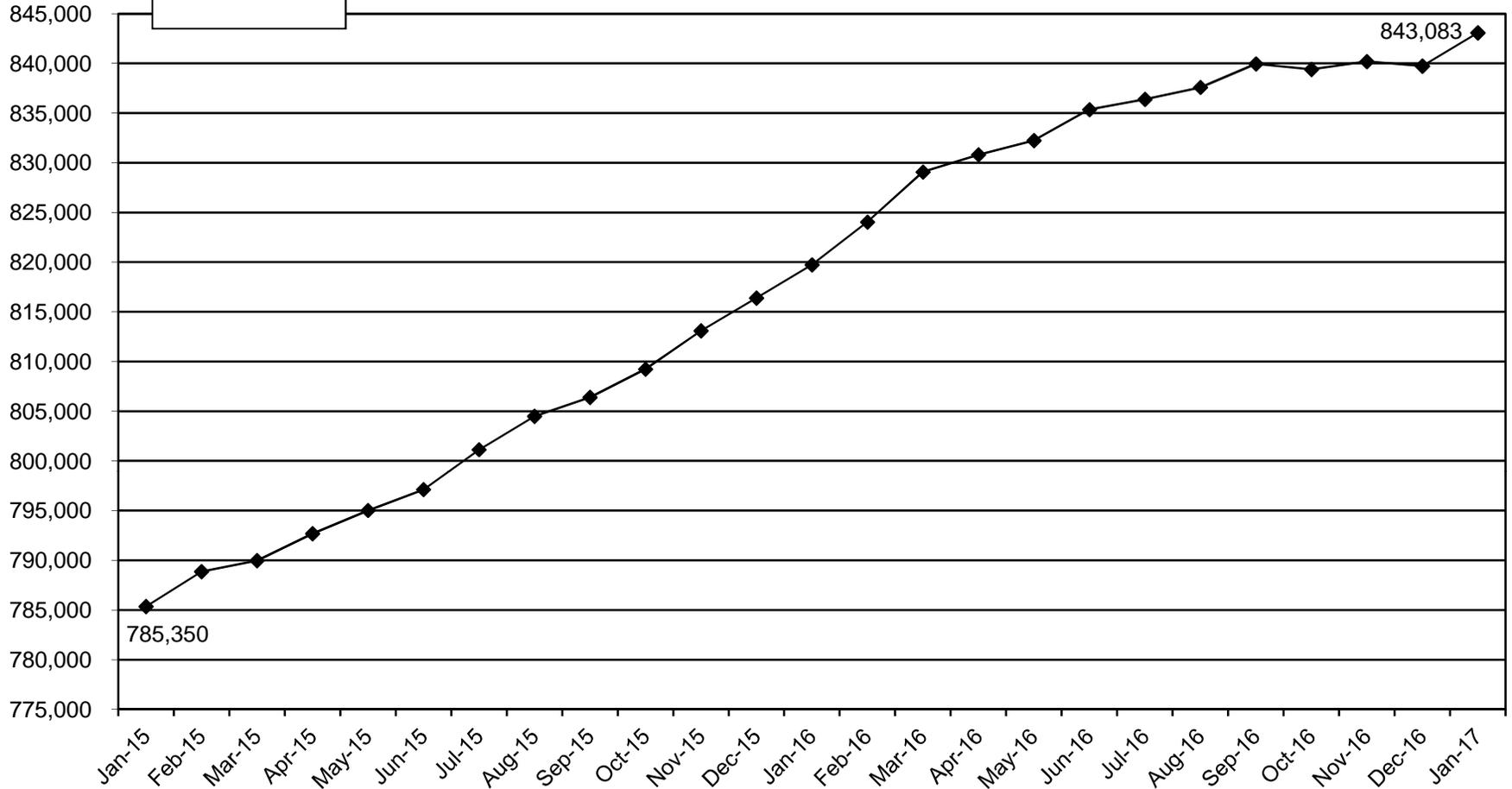
MTA Bridges and Tunnels Traffic Volume - All Facilities Two Years Ending January 2017



Ex. 1

MTA Bridges and Tunnels Average Daily Traffic: January 2015 - January 2017 12-Month Rolling Averages

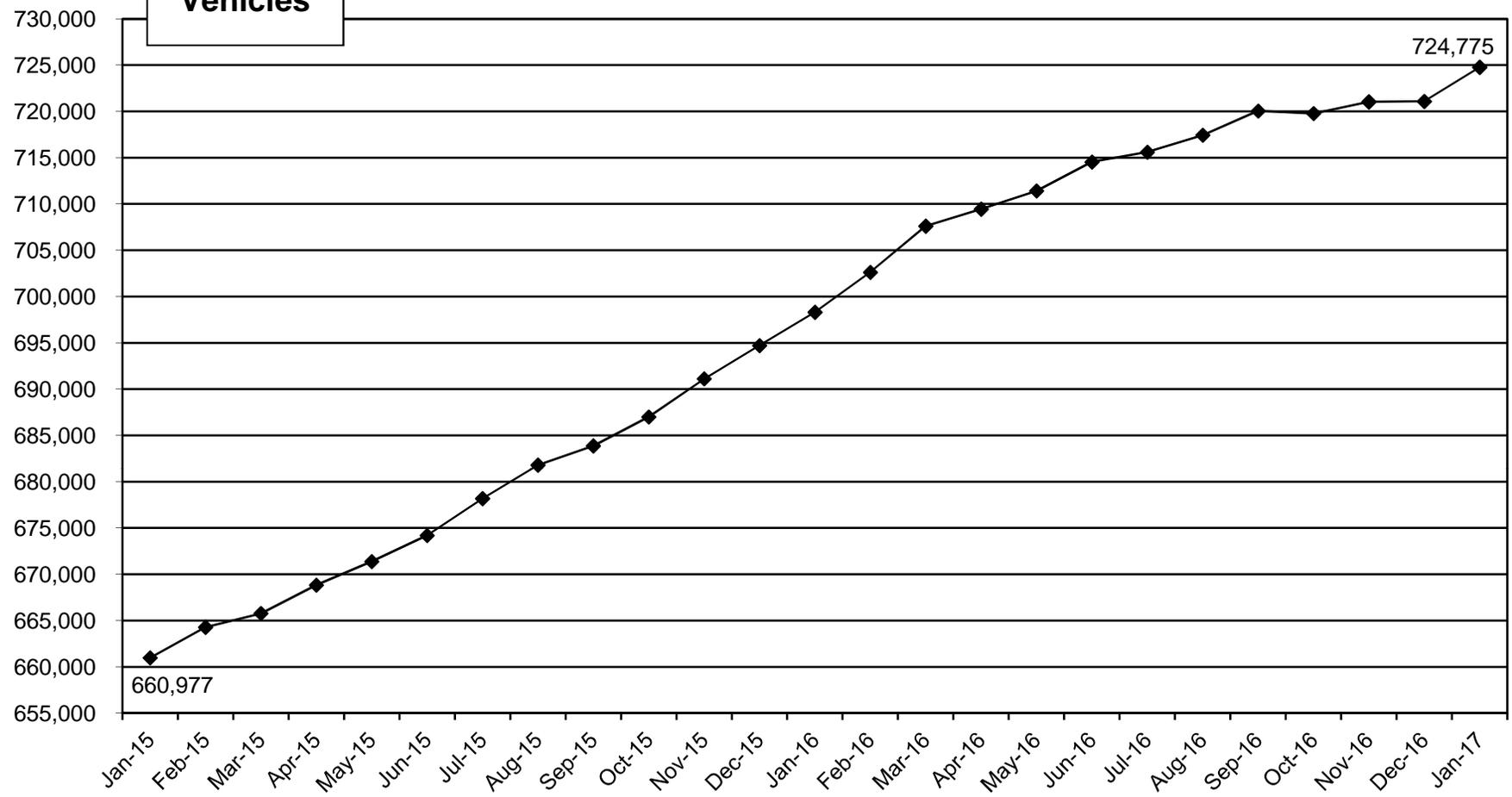
All Vehicles



Ex. 2

MTA Bridges and Tunnels Average Daily Traffic: January 2015 - January 2017 12-Month Rolling Averages

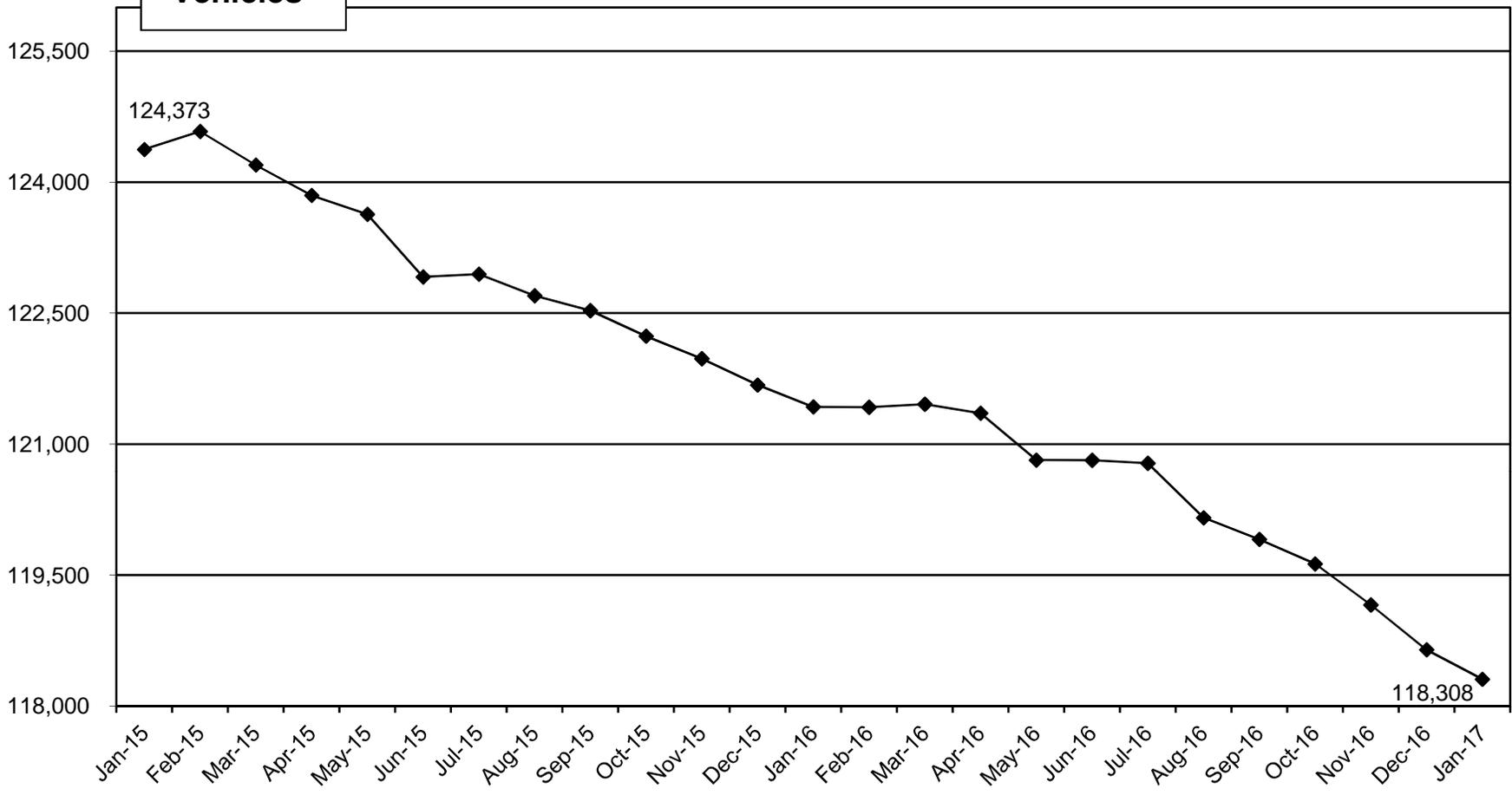
**E-ZPass
Vehicles**



Ex. 3

MTA Bridges and Tunnels Average Daily Traffic: January 2015 - January 2017 12-Month Rolling Averages

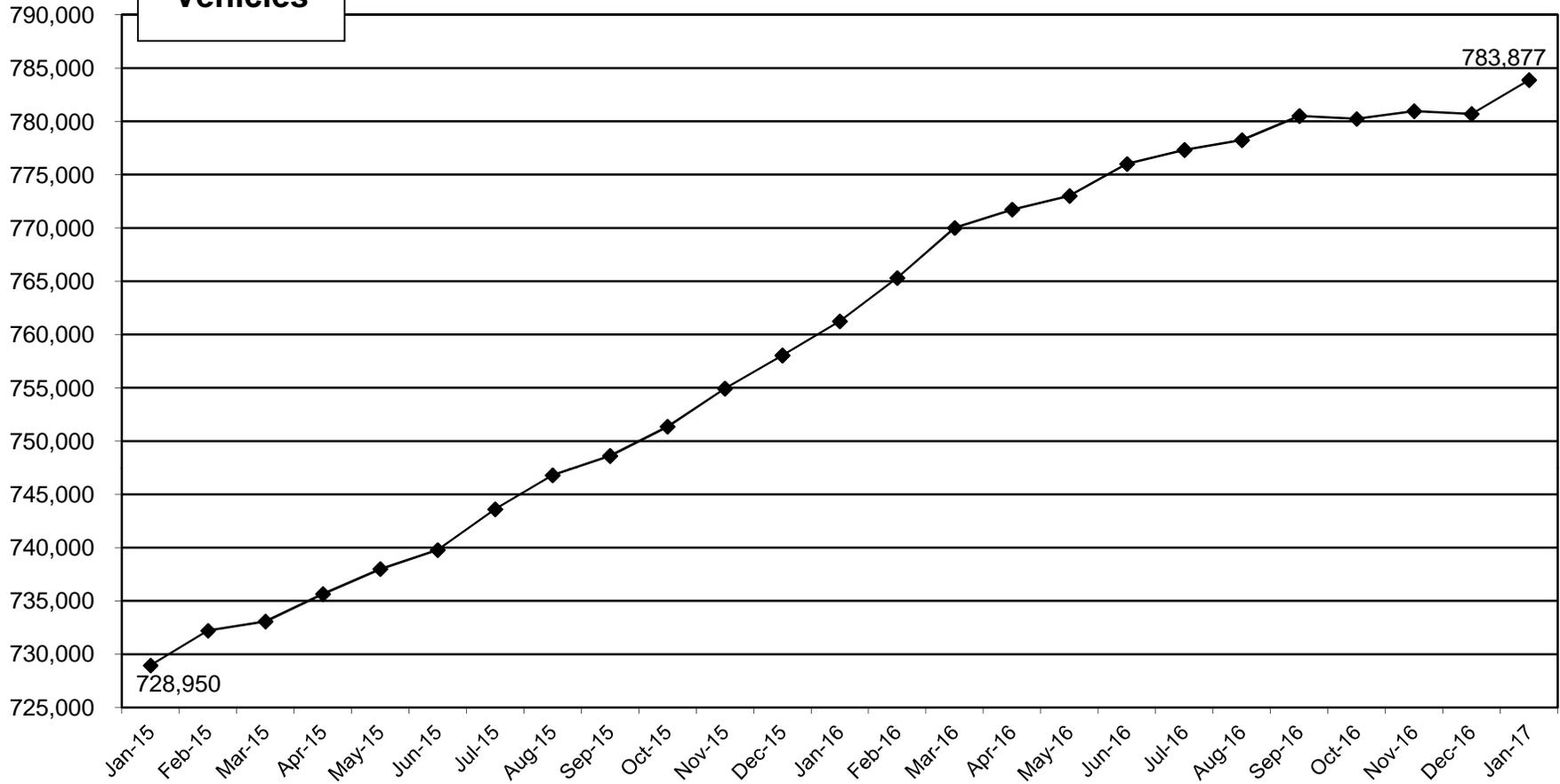
**Cash
Vehicles***



*Includes token, ticket and Tolls by Mail transactions.

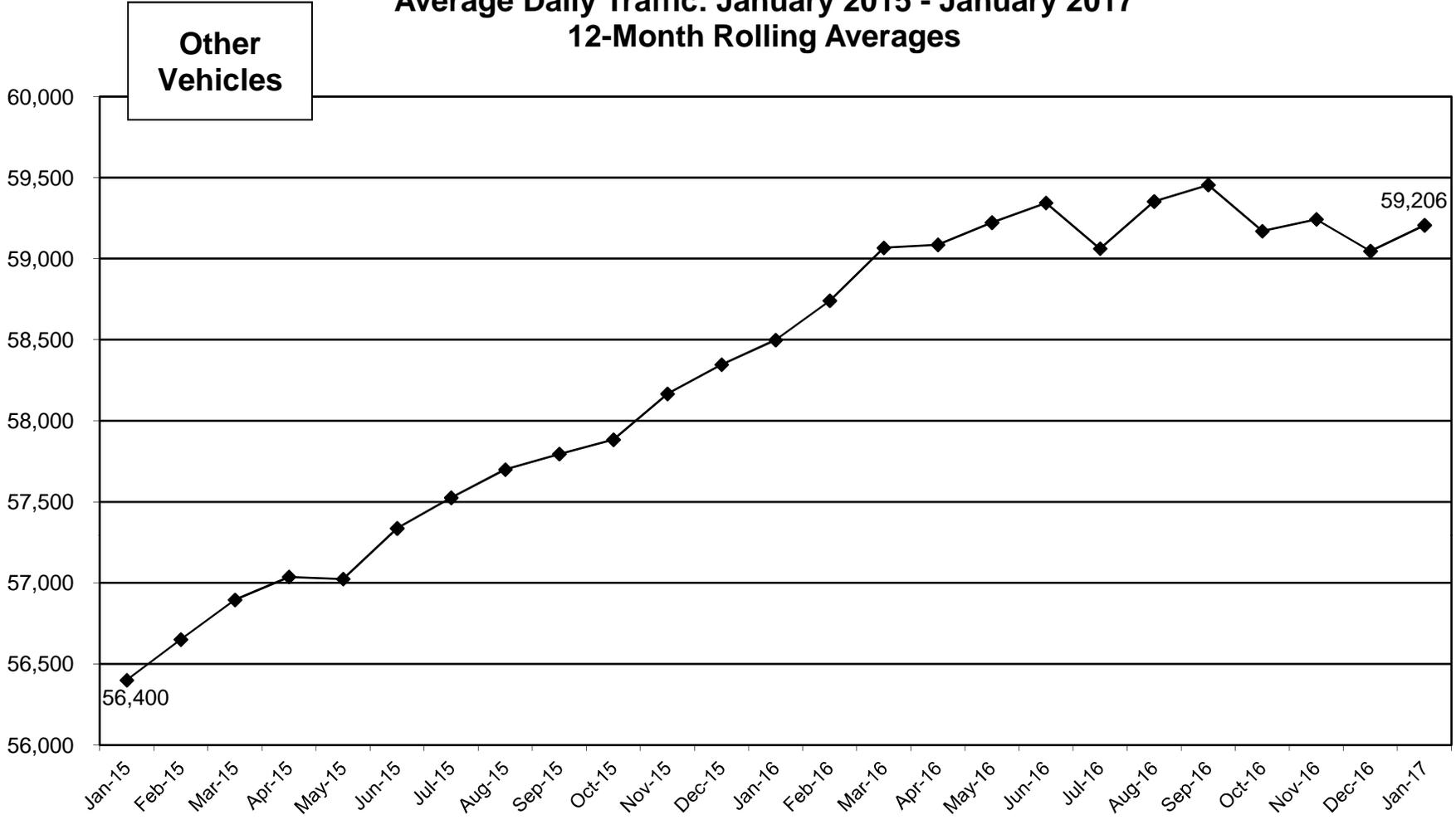
MTA Bridges and Tunnels Average Daily Traffic: January 2015 - January 2017 12-Month Rolling Averages

Passenger
Vehicles



Ex. 5

MTA Bridges and Tunnels Average Daily Traffic: January 2015 - January 2017 12-Month Rolling Averages



Ex. 6

**MTA Bridges and Tunnels
Percent Change in Average Daily Traffic by Toll Media**

Corridor	Toll Media	Jan ⁽¹⁾	3 Months ⁽²⁾ (Nov-Jan)	6 Months ⁽³⁾ (Aug-Jan)	9 Months ⁽⁴⁾ (May-Jan)	12 Months ⁽⁵⁾ (Feb-Jan)
All Facilities	Total Vehicles	5.5%	1.9%	1.6%	1.9%	2.8%
	E-ZPass	7.0%	2.9%	2.6%	2.9%	3.8%
	Cash/Tolls by Mail ⁽⁶⁾	-4.0%	-4.7%	-4.1%	-3.3%	-2.6%
RFK Bridge-Bronx Plaza Bronx-Whitestone Bridge Throgs Neck Bridge	Total Vehicles	6.9%	4.1%	3.4%	3.3%	4.2%
	E-ZPass	8.7%	5.5%	4.7%	4.5%	5.4%
	Cash ⁽⁶⁾	-1.0%	-2.2%	-2.3%	-1.7%	-1.0%
RFK Bridge-Manhattan Plaza Queens Midtown Tunnel Hugh L. Carey Tunnel	Total Vehicles	0.7%	-5.0%	-4.7%	-3.3%	-2.0%
	E-ZPass	3.0%	-3.6%	-3.7%	-2.3%	-1.0%
	Cash/Tolls by Mail ^(6,7)	-17.9%	-15.5%	-12.6%	-10.1%	-9.1%
Verrazano-Narrows Bridge	Total Vehicles	8.0%	5.1%	5.0%	4.7%	5.3%
	E-ZPass	9.3%	6.2%	6.0%	5.7%	6.3%
	Cash ⁽⁶⁾	-0.4%	-2.2%	-1.4%	-1.4%	-1.1%
Henry Hudson Bridge	Total Vehicles	7.2%	4.3%	4.7%	4.7%	5.7%
	E-ZPass	7.1%	4.2%	4.7%	4.8%	5.7%
	Tolls By Mail	8.8%	4.8%	5.1%	3.8%	5.5%
Marine Parkway Bridge Cross Bay Bridge	Total Vehicles	5.6%	2.2%	1.2%	2.1%	2.9%
	E-ZPass	6.4%	2.7%	1.9%	2.7%	3.6%
	Cash ⁽⁶⁾	-0.7%	-1.2%	-3.9%	-1.6%	-1.5%

(1) January 2017 vs. January 2016.
 (2) November 2016 to January 2017 vs. November 2015 to January 2016.
 (3) August 2016 to January 2017 vs. August 2015 to January 2016.
 (4) May 2016 to January 2017 vs. May 2015 to January 2016.
 (5) February 2016 to January 2017 vs. February 2015 to January 2016.
 (6) Includes tokens and tickets.
 (7) Tolls by Mail was implemented at the Hugh L. Carey Tunnel on January 4th and at the Queens Midtown Tunnel on January 10th.

**MTA Bridges and Tunnels
Percent Change in Average Daily Traffic by Vehicle Type**

Corridor	Vehicle Type	Jan ⁽¹⁾	3 Months ⁽²⁾ (Nov-Jan)	6 Months ⁽³⁾ (Aug-Jan)	9 Months ⁽⁴⁾ (May-Jan)	12 Months ⁽⁵⁾ (Feb-Jan)
All Facilities	Total Vehicles	5.5%	1.9%	1.6%	1.9%	2.8%
	Passenger	5.7%	2.0%	1.7%	2.1%	3.0%
	Other	3.6%	0.3%	0.5%	0.3%	1.2%
RFK Bridge-Bronx Plaza Bronx-Whitestone Bridge Throgs Neck Bridge	Total Vehicles	6.9%	4.1%	3.4%	3.3%	4.2%
	Passenger	7.1%	4.2%	3.5%	3.5%	4.4%
	Other	5.2%	2.3%	2.2%	1.7%	2.6%
RFK Bridge-Manhattan Plaza Queens Midtown Tunnel Hugh L. Carey Tunnel	Total Vehicles	0.7%	-5.0%	-4.7%	-3.3%	-2.0%
	Passenger	0.7%	-5.0%	-4.7%	-3.2%	-1.9%
	Other	0.8%	-4.0%	-4.3%	-4.2%	-3.0%
Verrazano-Narrows Bridge	Total Vehicles	8.0%	5.1%	5.0%	4.7%	5.3%
	Passenger	8.2%	5.3%	5.1%	4.9%	5.4%
	Other	5.0%	2.6%	3.2%	2.7%	3.2%
Henry Hudson Bridge	Total Vehicles	7.2%	4.3%	4.7%	4.7%	5.7%
	Passenger	7.4%	4.6%	4.9%	4.8%	5.8%
	Other	-14.7%	-28.0%	-12.9%	-7.6%	-2.3%
Marine Parkway Bridge Cross Bay Bridge	Total Vehicles	5.6%	2.2%	1.2%	2.1%	2.9%
	Passenger	6.0%	2.6%	1.4%	2.3%	3.1%
	Other	0.3%	-3.2%	-2.3%	-0.8%	0.9%

(1) January 2017 vs. January 2016.

(2) November 2016 to January 2017 vs. November 2015 to January 2016.

(3) August 2016 to January 2017 vs. August 2015 to January 2016.

(4) May 2016 to January 2017 vs. May 2015 to January 2016.

(5) February 2016 to January 2017 vs. February 2015 to January 2016.

Supplemental Data Page for the Report on Operations

<u>Month</u>	<u>Traffic & Average Gas Price¹</u>		<u>Weather²</u>			
	<u>Traffic</u>	<u>Gas</u>	<u>Average Temperature</u>	<u>Rain Inches</u>	<u>Snow Inches</u>	<u>Precipitation Days</u>
Jan-15	20,983,289	\$2.30	30	4.8	15.5	11
Feb-15	19,983,679	\$2.33	24	2.0	15.2	8
Mar-15 ³	23,836,645	\$2.48	38	4.5	17.3	14
Apr-15	24,825,057	\$2.52	54	1.8	-	8
May-15	26,520,622	\$2.78	67	1.6	-	6
Jun-15	26,140,659	\$2.86	71	4.8	-	12
Jul-15	26,900,933	\$2.85	79	3.5	-	8
Aug-15	27,179,957	\$2.68	79	1.9	-	4
Sep-15	25,176,781	\$2.44	74	2.5	-	6
Oct-15	26,225,167	\$2.29	59	3.4	-	7
Nov-15	24,808,987	\$2.25	54	1.7	-	5
Dec-15	25,398,337	\$2.18	50	3.9	-	17
Jan-16	22,206,860	\$2.05	36	4.2	28.8	7
Feb-16	22,379,445	\$1.90	39	4.4	5.6	13
Mar-16	25,678,007	\$1.93	49	1.3	1.8	11
Apr-16	25,460,062	\$2.17	53	1.7	-	11
May-16	27,041,559	\$2.33	64	3.9	-	11
Jun-16	27,281,473	\$2.38	74	2.2	-	9
Jul-16	27,279,840	\$2.31	81	5.0	-	12
Aug-16	27,620,446	\$2.22	82	1.1	-	10
Sep-16	26,043,256	\$2.23	74	2.5	-	9
Oct-16	26,022,431	\$2.27	61	4.8	-	6
Nov-16	25,099,944	\$2.39	53	5.4	-	8
Dec-16	25,229,432	\$2.44	40	3.0	3.0	10
Jan-17	23,432,512	\$2.54	40	3.9	10.1	15

Note: Bold numbers are preliminary.

TABLE 2 - Year-over-Year Differences

<u>Month</u>	<u>Traffic & Gas Monthly Inc/(Dec)</u>		<u>Weather Monthly Inc/(Dec)</u>			
	<u>Traffic</u>	<u>Gas</u>	<u>Average Temperature</u>	<u>Rain Inches</u>	<u>Snow Inches</u>	<u>Precipitation Days</u>
2016 vs. 2015						
January	1,223,571	(\$0.25)	6	(0.6)	13	(4)
February	2,395,766	(\$0.43)	15	2.4	(10)	5
March	1,841,362	(\$0.55)	11	(3.2)	(16)	(3)
April	635,005	(\$0.35)	(1)	(0.1)	-	3
May	520,937	(\$0.45)	(3)	2.3	-	5
June	1,140,814	(\$0.48)	3	(2.6)	-	(3)
July	378,907	(\$0.54)	2	1.5	-	4
August	440,489	(\$0.46)	3	(0.8)	-	6
September	866,475	(\$0.21)	0	0.0	-	3
October	(202,736)	(\$0.02)	2	1.4	-	(1)
November	290,957	\$0.14	(1)	3.7	-	3
December	(168,905)	\$0.26	(10)	(0.9)	3	(7)
2017 vs. 2016						
January	1,225,652	\$0.49	4	(0.3)	(19)	8

1. Average gasoline (all types) price per gallon data are from the U.S. Bureau of Labor Statistics, NY-NJ-CT-PA area.
2. Local weather data are from the National Weather Service, LaGuardia Airport Station.
3. Toll Increase, March 22, 2015

Supplemental Data Page for Exhibits 2 through 6

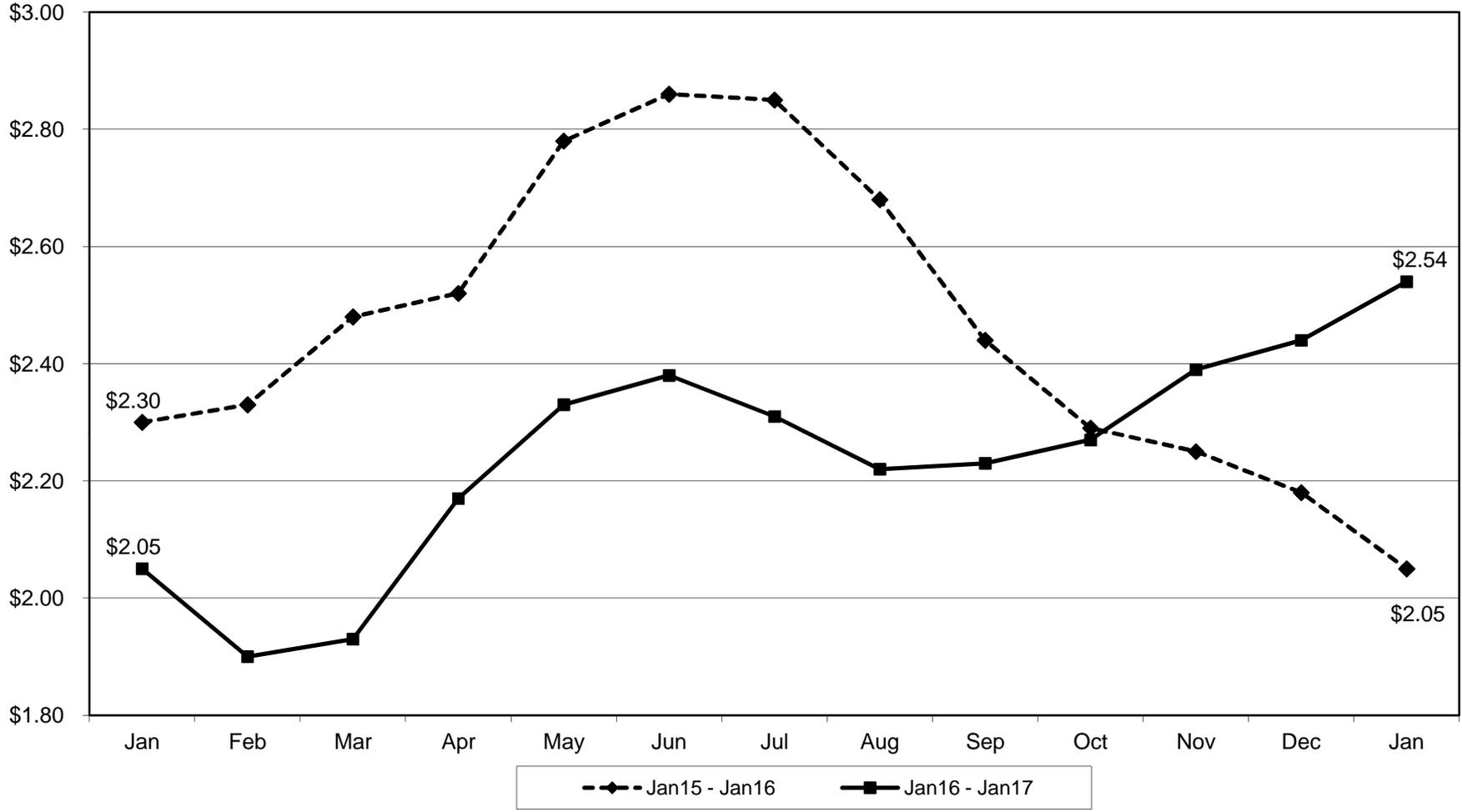
Average Daily Traffic: 12-Month Rolling Averages

<u>Month</u>	<u>All Vehicles¹</u>	<u>E-ZPass</u>	<u>Cash²</u>	<u>Passenger</u>	<u>Other</u>
Jan-15	785,350	660,977	124,373	728,950	56,400
Feb-15	788,863	664,283	124,580	732,211	56,651
Mar-15	789,972	665,777	124,196	733,077	56,896
Apr-15	792,686	668,837	123,848	735,648	57,037
May-15	795,019	671,387	123,632	737,995	57,024
Jun-15	797,117	674,203	122,914	739,780	57,336
Jul-15	801,132	678,186	122,946	743,606	57,526
Aug-15	804,496	681,797	122,700	746,797	57,699
Sep-15	806,402	683,874	122,529	748,607	57,795
Oct-15	809,239	687,002	122,236	751,355	57,883
Nov-15	813,097	691,118	121,979	754,931	58,166
Dec-15	816,384	694,706	121,678	758,038	58,346
Jan-16	819,736	698,310	121,426	761,238	58,498
Feb-16	824,042	702,619	121,423	765,302	58,741
Mar-16	829,073	707,615	121,458	770,006	59,067
Apr-16	830,808	709,454	121,354	771,723	59,086
May-16	832,232	711,414	120,817	773,009	59,222
Jun-16	835,349	714,533	120,816	776,005	59,343
Jul-16	836,384	715,603	120,780	777,322	59,062
Aug-16	837,587	717,430	120,157	778,235	59,353
Sep-16	839,955	720,046	119,909	780,500	59,455
Oct-16	839,401	719,772	119,629	780,231	59,169
Nov-16	840,196	721,036	119,160	780,953	59,243
Dec-16	839,734	721,089	118,645	780,688	59,046
Jan-17	843,083	724,775	118,308	783,877	59,206

Note: Bold numbers are preliminary.

1. Numbers may not add due to rounding.
2. Cash transactions include: tokens, tickets and beginning November 11, 2012, Tolls by Mail at the Henry Hudson Bridge

Supplemental Graph Gas Prices in the NY-NJ-CT-PA Area January 2015 - January 2017





Bridges and Tunnels

Safety Report January 2017



Safety Report

Statistical results for the 12-Month period are shown below.

Performance Indicator			
Performance Indicator	12-Month Average		
	February 2014 - January 2015	February 2015 - January 2016	February 2016 - January 2017
Customer Collisions Rate for Bridge Customers per Million Vehicles	5.54	5.96	7.69
Customer Injury Collisions Rate for Bridge Customers per Million Vehicles	0.90	0.99	1.12
Employee Accident Reports	293	233	275
Employee Lost Time Injuries Rate per 200,000 worker hours	6.5	4.7	6.7
Construction Injuries per 200,000 worker hours	3.23	2.08	1.84

Leading Indicators				
Roadway Safety	2016		2017	
	January	Year End	January	Year to Date
Workforce Development (# of Participants)	47	740	22	22
Fleet Preventative Maintenance Insp.	70	1281	124	124
Safety Taskforce Inspections	0	13	0	0
Construction Safety	January	Year End	January	Year to Date
Construction Safety Inspections	287	4161	291	291
Fire Safety	January	Year End	January	Year to Date
Fire Code Audits Completed	0	13	0	0
FDNY Liaison Visits	0	25	0	0

Definitions:

Workforce Development provides for focused safety and skills training to all operations, maintenance and staff personnel. Classes feature OSHA 10 and 30 Classes, operations mandatory safety and skills instruction and retraining and specialty training (TIMS, CDL, FDNY instruction, Wrecker Driver Instruction and Roadway Safety Rules).

Fleet Preventative Maintenance Inspections are conducted at each location to improve the customer and worker safety environment. Inspections identify potential hazardous roadway or facility conditions and prescribe corrective actions to eliminate hazards.

Safety Taskforce Inspections are conducted by the joint Labor and Management Committee at each facility throughout the year on a rotating basis. The inspections consist of reviewing past accident and incident experiences/reports and facility safety reports. The Taskforce meets with location management and union representatives and makes a complete tour of the facility. The Taskforce is comprised of representatives of the Safety and Operations groups and has representation from each of the represented unions.

Construction Safety Inspections are conducted by an independent safety monitor to ensure that the necessary components for a safe construction are present. Inspections include review of safety organization, job hazard analysis, safe work plans for specific high risk activities, personal protective equipment, fire protection, industrial hygiene, and training.

Fire Code Audits are required by the NYS Uniform Fire Prevention Code. They are conducted by the Safety and Health Department at each building and facility throughout the Agency. They feature a review of fire prevention activities and the condition of fire fighting and suppression equipment.

FDNY Liaison Visits are conducted on a regular basis (typically twice a year) whereby local fire companies visit and tour the facilities to become familiar with the structures and buildings and the fire equipment provided. This facilitates the development of strategies for fighting fires and responding to emergencies. Additionally, special drills and training exercises are conducted to drill on communications and special rescue operations should they be required.



Bridges and Tunnels

E-ZPass Performance Report January 2017



MTA Bridges and Tunnels
E-ZPASS Performance Report
January 2017
Preliminary data subject to final audit

E-ZPass Performance at All B&T Facilities			
	January 2017	Year to Date	January 2016
Total E-ZPass Traffic ¹	20,493,315	20,493,315	19,144,306
E-ZPass Market Share: Total	87.5%	87.5%	86.2%
Cars	87.0%	87.0%	85.6%
Trucks	94.0%	94.0%	93.9%

Weekday E-ZPass Performance by Facility²			
Facility	January Average E-ZPass Weekday Traffic and Market Share		
	2017 Average Traffic	2017 Market Share	2016 Market Share
Bronx-Whitestone Bridge	98,042	84.1%	83.0%
Cross Bay Veterans Memorial Bridge	19,961	89.3%	88.8%
Henry Hudson Bridge	62,015	94.8%	95.0%
Hugh L. Carey Tunnel	48,656	94.8%	92.4%
Marine Parkway-Gil Hodges Memorial Bridge	18,650	91.3%	91.1%
Queens Midtown Tunnel	67,029	93.9%	91.5%
Robert F. Kennedy Bridge - Bronx Plaza	64,558	82.7%	81.1%
Robert F. Kennedy Bridge - Manhattan Plaza	76,009	88.7%	87.8%
Throgs Neck Bridge	96,883	87.7%	87.0%
Verrazano-Narrows Bridge ¹	<u>166,653</u>	<u>89.9%</u>	<u>89.1%</u>
All Facilities ¹	718,456	89.0%	88.0%

Notes:

1. At the Verrazano-Narrows Bridge (VNB), tolls are only collected in the westbound direction. These transactions are doubled to provide traffic statistics that are consistent with B&T's other facilities.
2. Weekday E-ZPass traffic and market share figures average data for all weekdays except for holidays

**MTA Bridges and Tunnels
E-ZPASS Performance Report
January 2017**
Preliminary data subject to final audit

Weekday Peak Hour E-ZPass Performance by Facility³				
Facility	January E-ZPass Market Share			
	2017 AM Peak	2016 AM Peak	2017 PM Peak	2016 PM Peak
Bronx-Whitestone Bridge	88.8%	88.4%	85.3%	84.0%
Cross Bay Veterans Memorial Bridge	90.3%	92.7%	89.8%	89.5%
Henry Hudson Bridge	96.6%	96.4%	95.2%	94.7%
Hugh L. Carey Tunnel	96.6%	94.7%	95.3%	92.4%
Marine Parkway-Gil Hodges Memorial Bridge	93.2%	93.0%	91.0%	90.9%
Queens Midtown Tunnel	95.6%	93.0%	94.6%	91.5%
Robert F. Kennedy Bridge - Bronx Plaza	87.2%	86.0%	83.2%	82.6%
Robert F. Kennedy Bridge - Manhattan Plaza	91.0%	90.2%	88.5%	88.0%
Throgs Neck Bridge	91.9%	91.5%	88.4%	87.6%
Verrazano-Narrows Bridge ⁴	N/A	N/A	92.8%	91.7%
All Facilities	92.0%	91.2%	90.1%	88.9%

Weekend E-ZPass Performance by Facility			
Facility	January Average E-ZPass Weekend Traffic and Market Share		
	2017 Avg. Traffic	2017 Market Share	2016 Market Share
Bronx-Whitestone Bridge	83,027	78.0%	76.4%
Cross Bay Veterans Memorial Bridge	13,633	86.1%	84.6%
Henry Hudson Bridge	46,283	92.9%	92.6%
Hugh L. Carey Tunnel	29,063	92.7%	88.6%
Marine Parkway-Gil Hodges Memorial Bridge	12,079	89.1%	87.9%
Queens Midtown Tunnel	38,325	91.2%	87.6%
Robert F. Kennedy Bridge - Bronx Plaza	51,864	76.1%	73.9%
Robert F. Kennedy Bridge - Manhattan Plaza	59,031	85.3%	83.2%
Throgs Neck Bridge	80,046	82.8%	81.0%
Verrazano-Narrows Bridge ¹	<u>135,478</u>	85.1%	83.3%
All Facilities ¹	548,829	84.1%	82.4%

Notes:

3. Peak E-ZPass market shares report the market share figures for all vehicles during the highest overall traffic hour in the AM and PM periods at each facility.
4. AM peak figures are not compiled for the eastbound direction because tolls are collected in westbound lanes only.

**MTA Bridges and Tunnels
E-ZPASS Performance Report
January 2017**
Preliminary data subject to final audit

E-ZPass Interoperability Statistics

B&T E-ZPass Transactions From Other Agencies ⁵			
Customer's E-ZPass Agency	January 2017 Total B&T E-ZPass Transactions	January 2017 Percentage of B&T Total Transactions	January 2016 Percentage of B&T Total Transactions
New York State Thruway Authority ⁶	1,755,314	8.48%	8.33%
Port Authority of NY and NJ	1,118,195	5.40%	5.31%
New Jersey Toll Agencies ⁷	1,018,422	4.92%	5.23%
Massachusetts Turnpike Authority ⁸	137,647	0.67%	0.59%
Pennsylvania Turnpike Commission	90,890	0.44%	0.42%
Maryland Transportation Authority	36,784	0.18%	0.17%
Virginia Department of Transportation ⁹	32,224	0.16%	0.13%
New Hampshire Department of Transportation	14,866	0.07%	0.07%
Delaware Department of Transportation	14,790	0.07%	0.07%
Other ¹⁰	<u>44,506</u>	<u>0.22%</u>	<u>0.21%</u>
Total	4,263,638	20.61%	20.53%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	January 2017	YTD 2017	January 2016
New York State Thruway Authority ⁶	2,533,950	2,533,950	2,431,762
Port Authority of NY and NJ	3,455,214	3,455,214	3,058,644
New Jersey Toll Agencies ⁷	5,470,540	5,470,540	5,237,030
New York State Bridge Authority	243,012	243,012	234,896
Massachusetts Turnpike Authority ⁸	603,712	603,712	494,010
Pennsylvania Turnpike Commission	268,958	268,958	260,366
Maryland Transportation Authority	378,686	378,686	289,283
Virginia Department of Transportation ⁹	176,001	176,001	164,895
New Hampshire Department of Transportation	93,937	93,937	91,889
Delaware Department of Transportation	245,217	245,217	214,324
Other ¹⁰	<u>301,143</u>	<u>301,143</u>	<u>304,845</u>
Total	13,770,370	13,770,370	12,781,944

Notes:

5. "B&T E-ZPass Transactions From Other Agencies" excludes an estimate of VNB travel in the untolled eastbound direction in order to maintain comparability with the figures reported in "Others Agency B&T E-ZPass Transactions."
6. Includes Buffalo and Fort Erie Public Bridge Authority.
7. Includes South Jersey Transportation Authority, New Jersey Turnpike Authority, Garden State Parkway, Delaware River Port Authority, Delaware River and Bay Authority, Delaware River Joint Toll Bridge Commission and the Burlington County Bridge Commission.
8. Includes Massachusetts Port Authority.
9. Includes Dulles Greenway, Dulles Toll Road, Powhite Parkway Extension, RMA Expressway System, George P. Coleman Bridge, Chesapeake Bay Bridge and Tunnel Commission, and Chesapeake Expressway.
10. Other agencies include Illinois State Toll Highway Authority, Maine Turnpike Authority, West Virginia Parkway Authority, Indiana Toll Road Concession Company, and Rhode Island Bridge and Tunnel Authority, Ohio Turnpike Commission, North Carolina Turnpike Authority, Niagara Falls Bridge Commission and Chicago Skyway Concession Company.

E-ZPASS Performance Report
January 2017
Preliminary data subject to final audit

E-ZPass Customer Service Statistics

MTA Bridges and Tunnels Customers				
	January 2017	YTD 2017	YTD 2016	
Accounts Opened:				
Internet	10,598	10,598	6,203	
Walk-In	3,438	3,438	2,073	
Mail	371	371	254	
On-The-Go	<u>9,804</u>	<u>9,804</u>	<u>7,271</u>	
Total Accounts Opened	24,211	24,211	15,801	
Total Active Accounts		3,103,629	3,000,025	
Number of E-ZPass Tags Issued ¹¹	52,974	52,974	38,365	
Total Active Tags ¹²		4,887,824	4,719,377	
Total Reload Cards Distributed	3,031	177,366	151,237	
Reload Card % of Cash Replenishments	17.2%	17.2%	19.0%	

Customer Service Indicators				
	January 2017	YTD 2017	YTD 2016	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	293,486	293,486	237,854	
Automated System	<u>678,434</u>	<u>678,434</u>	<u>554,879</u>	
Total Phone Calls Answered	971,920	971,920	792,733	
Average Phone Call Waiting Time (in min.):				
General Call Unit	0.13	0.13	0.28	
Commercial Call Unit	0.21	0.21	0.48	
Avg. Monthly B&T E-ZPass Trips Per Account	5.25	5.25	4.96	
Average Number of Active Tags Per Account	1.57	1.57	1.57	

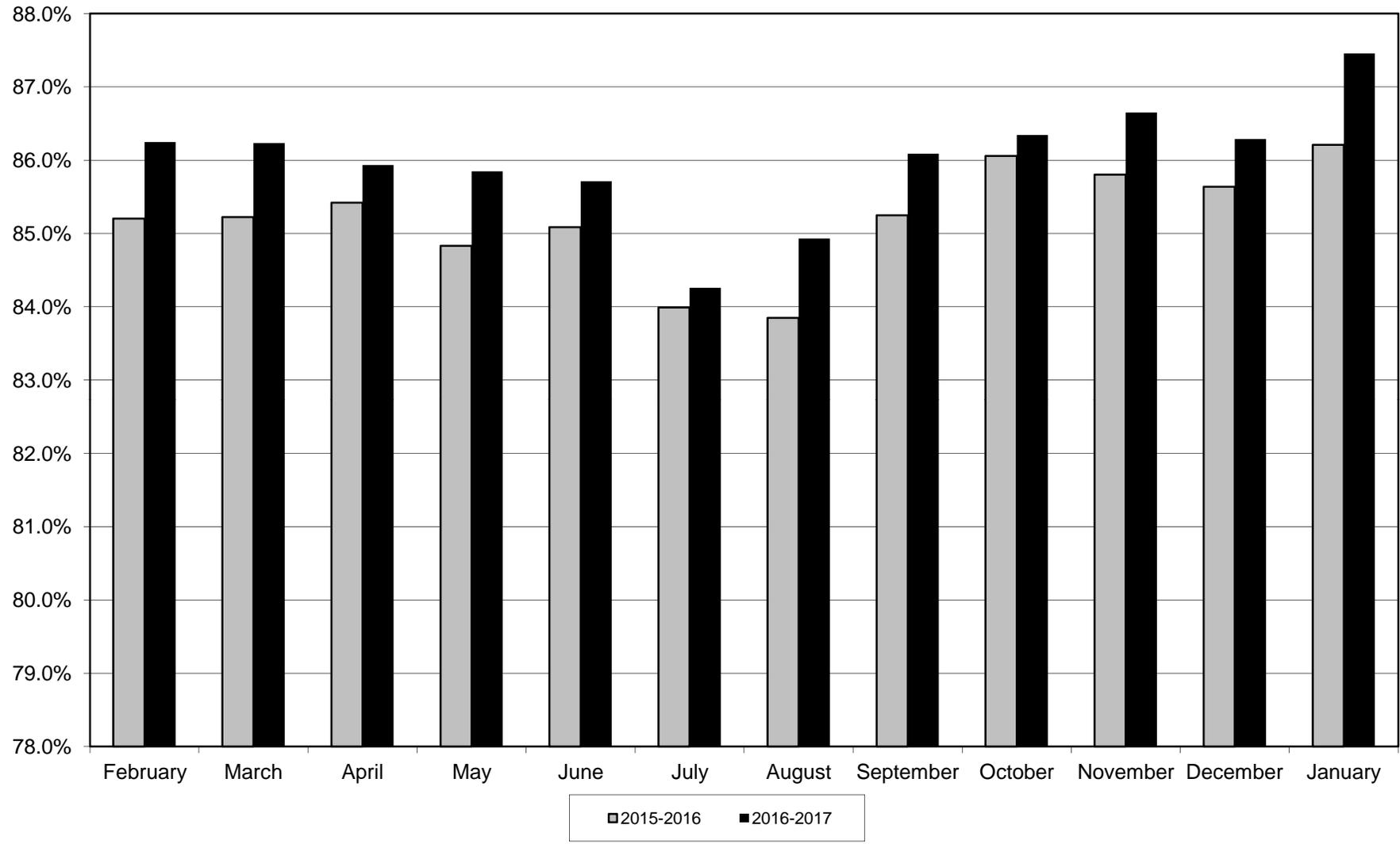
E-ZPass Tag Replacement Program				
	January 2017	YTD 2017	2011-2017	
Number of Replacement Tags Mailed	9,989	9,989	1,967,948	
Number of Tags Returned ¹³	6,849	6,849	1,931,068	
Number of Tags Pending Return	N/A	N/A	36,880	

11. Includes tags for new accounts, additional tags for existing accounts, and replacement of lost or stolen tags for existing accounts. Excludes tags processed and reported within the E-ZPass Tag Replacement Program, which replaces tags that are approaching the end of their useful service lives with new tags.

12. Includes tags linked to active accounts, new tags issued through the E-ZPass Tag Replacement Program, and the associated replaced tags currently moving through the program's return process.

13. Includes tags reported as lost or stolen by the customer, and deactivated. Also, includes tags mailed in 2015 but returned in 2016.

MTA Bridges and Tunnels E-ZPass Market Shares February 2015 through January 2017





Bridges and Tunnels

Financial Report January 2017



MTA BRIDGES & TUNNELS
STATEMENT OF NET POSITION
As of January 31, 2017
(in thousands)

ASSETS AND DEFERRED OUTFLOWS OF RESOURCES

CURRENT ASSETS:

Cash-Unrestricted	\$13,681
Investments:	
Unrestricted	180,318
Restricted	865,429
Accrued interest receivable	988
Accounts receivable	1,340
Tolls due from other agencies	31,651
Prepaid expenses	<u>5,216</u>
 Total current assets	 <u>1,098,622</u>

NONCURRENT ASSETS:

Investments:	
Restricted	6
Insurance recovery receivable	126,325
Facilities, less acc.dep of \$1,527,683	5,192,612
Capital lease 2 Broadway net acc. dep.	39,847
Derivative Hedge Assets	3,564
Security Deposits	<u>14,315</u>
 Total noncurrent assets	 <u>5,376,669</u>

TOTAL ASSETS: 6,475,292

DEFERRED OUTFLOWS OF RESOURCES:

Deferred outflows of resources related to Pension	130,673
Accumulated decreases in fair value of derivative instruments	136,894
Defeasance costs	<u>260,143</u>

TOTAL DEFERRED OUTFLOWS OF RESOURCES: 527,710

TOTAL ASSETS AND DEFERRED OUTFLOWS OF RESOURCES \$7,003,001

MTA BRIDGES & TUNNELS
STATEMENT OF NET POSITION
As of January 31, 2017
(in thousands)

LIABILITIES AND INFLOWS OF RESOURCES

CURRENT LIABILITIES:

Current portion-long term debt	\$237,554
Interest Payable	54,780
Accounts Payable	157,111
Accrued Pension Payable	0
Payable to MTA-CAP	141,315
Due to MTA-Operating Expenses	3,135
Due to NYCTA-Operating Expenses	838
Accrued salaries	23,584
Accrued Vac & Sick Benefits	17,451
Current portion of estimated liability arising from injury	20,363
Current portion of capital lease obligation	0
Pollution remediation projects	1,829
Due to New York City Transit Authority	56,451
Due to Metropolitan Transportation Authority	86,633
Unredeemed Tolls	138,271
Tolls due to other agencies	54,088
E-ZPass Airport Toll Liability	<u>5,153</u>
 Total current liabilities	 <u>998,555</u>

NONCURRENT LIABILITIES:

Long term debt	9,174,158
Post Employment Benefits Other than Pensions	651,284
Estimated liability arising from injury	22,884
Capital lease obligations	38,345
Derivative Hedge Liabilities	140,458
Net Pension Liability	307,596
Security deposits-Contra	<u>14,315</u>
 Total noncurrent liabilities	 <u>10,349,039</u>

DEFERRED INFLOW OF RESOURCES

Deferred Inflow of resources related to Pension	39,856
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TOTAL LIABILITIES AND DEFERRED INFLOWS OF 11,387,450

NET POSITION -4,384,449 *

TOTAL LIABILITIES, DEFERRED INFLOWS OF \$7,003,001

*The negative Net Position of \$4,386,080 consists of various fund balances such as surplus monies and purchase of assets on behalf of MTA and NYCTA. The negative balance occurs because the assets are transferred to MTA and NYCTA during the year, and taken off the B&T Statement of Net Position; while the debt to purchase these assets remains as a liability on the Statement of Net Position of B&T.

MTA BRIDGES AND TUNNELS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
JANUARY 2017

(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Vehicle Toll Revenue	135.289	140.760	5.471	4.0	0.000	0.000	0.000	-	135.289	140.760	5.471	4.0
Other Operating Revenue	1.824	2.070	0.246	13.5	0.000	0.000	0.000	-	1.824	2.070	0.246	13.5
Capital & Other Reimbursements	0.000	0.000	0.000	0.0	2.042	1.810	(0.232)	(11.4)	2.042	1.810	(0.232)	(11.4)
Investment Income	0.084	0.060	(0.024)	(28.3)	0.000	0.000	0.000	-	0.084	0.060	(0.024)	(28.3)
Total Revenue	\$137.198	\$142.891	\$5.693	4.1	\$2.042	\$1.810	(\$0.232)	(11.4)	\$139.240	\$144.701	\$5.461	3.9
Expenses												
<i>Labor:</i>												
Payroll	\$11.659	\$10.470	\$1.189	10.2	\$0.841	\$0.605	\$0.236	28.1	\$12.500	\$11.075	\$1.425	11.4
Overtime	2.535	2.187	0.347	13.7	0.148	0.324	(0.176)	*	2.683	2.511	0.171	6.4
Health and Welfare	2.636	2.286	0.350	13.3	0.220	0.125	0.095	43.2	2.856	2.411	0.445	15.6
OPEB Current Payment	1.650	1.645	0.004	0.3	0.000	0.000	0.000	-	1.650	1.645	0.004	0.3
Pensions	3.498	3.465	0.033	0.9	0.255	0.170	0.085	33.3	3.753	3.635	0.118	3.1
Other Fringe Benefits	2.160	1.893	0.267	12.4	0.122	0.081	0.041	33.6	2.282	1.974	0.308	13.5
Reimbursable Overhead	(0.456)	(0.505)	0.049	10.7	0.456	0.505	(0.049)	(10.7)	0.000	0.000	0.000	-
Total Labor Expenses	\$23.682	\$21.443	\$2.240	9.5	\$2.042	\$1.810	\$0.232	11.4	\$25.724	\$23.253	\$2.472	9.6
<i>Non-Labor:</i>												
Electric Power	\$0.507	\$0.176	\$0.331	65.2	\$0.000	\$0.000	\$0.000	-	\$0.507	\$0.176	\$0.331	65.2
Fuel	0.154	0.003	0.151	98.3	0.000	0.000	0.000	-	0.154	0.003	0.151	98.3
Insurance	1.326	0.961	0.366	27.6	0.000	0.000	0.000	-	1.326	0.961	0.366	27.6
Claims	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Maintenance and Other Operating Contracts	6.388	3.865	2.523	39.5	0.000	0.000	0.000	-	6.388	3.865	2.523	39.5
Professional Service Contracts	2.979	9.400	(6.421)	*	0.000	0.000	0.000	-	2.979	9.400	(6.421)	*
Materials & Supplies	0.368	0.088	0.280	76.0	0.000	0.000	0.000	-	0.368	0.088	0.280	76.0
Other Business Expenses	3.239	3.096	0.142	4.4	0.000	0.000	0.000	-	3.239	3.096	0.142	4.4
Total Non-Labor Expenses	\$14.961	\$17.589	(\$2.628)	(17.6)	\$0.000	\$0.000	\$0.000	-	\$14.961	\$17.589	(\$2.628)	(17.6)
Other Expense Adjustments:												
Other	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Other Expense Adjustments	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Total Expenses before Non-Cash Liability Adjs.	\$38.644	\$39.032	(\$0.388)	(1.0)	\$2.042	\$1.810	\$0.232	11.4	\$40.686	\$40.842	(\$0.156)	(0.4)
Depreciation	\$10.654	\$9.309	\$1.346	12.6	\$0.000	\$0.000	\$0.000	-	\$10.654	\$9.309	\$1.346	12.6
OPEB Obligation	5.888	5.986	(0.098)	(1.7)	0.000	0.000	0.000	-	5.888	5.986	(0.098)	(1.7)
GASB 68 Pension Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Environmental Remediation	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Expenses after Non-Cash Liability Adjs.	\$55.186	\$54.327	\$0.859	1.6	\$2.042	\$1.810	\$0.232	11.4	\$57.228	\$56.137	\$1.091	1.9
Less: Depreciation	\$10.654	\$9.309	\$1.346	12.6	\$0.000	\$0.000	\$0.000	-	\$10.654	\$9.309	\$1.346	12.6
Less: OPEB Obligation	5.888	5.986	(0.098)	(1.7)	0.000	0.000	0.000	-	5.888	5.986	(0.098)	(1.7)
Less: GASB 68 Pension Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Expenses	\$38.644	\$39.032	(\$0.388)	(1.0)	\$2.042	\$1.810	\$0.232	11.4	\$40.686	\$40.842	(\$0.156)	(0.4)
Net Surplus/(Deficit)	\$98.553	\$103.859	\$5.306	5.4	\$0.000	\$0.000	\$0.000	-	\$98.554	\$103.859	\$5.305	5.4

Differences are due to rounding.

*Variance exceeds 100%

MTA BRIDGES AND TUNNELS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
JANUARY 2017
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget	Favorable (Unfavorable)			Adopted Budget	Favorable (Unfavorable)			Adopted Budget	Favorable (Unfavorable)		
		Actual	Variance	Percent		Actual	Variance	Percent		Actual	Variance	Percent
Net Income/(Deficit)								\$98.554	\$103.859	\$5.305	5.4	
Less: Capitalized Assets								0.897	0.169	0.728	81.1	
Reserves								2.293	2.293	0.000	0.0	
GASB Reserves								0.000	0.000	0.000	-	
Adjusted Net Income/(Deficit)								\$95.364	\$101.397	\$6.032	6.3	
Less: Debt Service								55.376	53.383	1.993	3.6	
Income Available for Distribution								\$39.989	\$48.014	\$8.025	20.1	
Distributable To:												
MTA - Investment Income								0.084	0.060	(0.024)	(28.3)	
MTA - Distributable Income								24.575	28.685	4.110	16.7	
NYCTR - Distributable Income								15.330	19.269	3.939	25.7	
Total Distributable Income								\$39.989	\$48.014	\$8.025	20.1	
Support to Mass Transit:												
Total Revenues								139.240	144.701	5.461	3.9	
Less: Total Operating Expenses								<u>40.686</u>	<u>40.842</u>	<u>(0.156)</u>	(0.4)	
Net Operating Income/(Deficit)								\$98.554	\$103.859	\$5.305	5.4	
Deductions from Net Operating Income:												
Capitalized Assets								0.897	0.169	0.728	81.1	
Reserves								2.293	2.293	0.000	0.0	
B&T Debt Service								24.903	23.205	1.698	6.8	
GASB Reserves								0.000	0.000	0.000	-	
Total Deductions From Operating Income								\$28.093	\$25.667	\$2.426	8.6	
Total Support to Mass Transit								\$70.461	\$78.192	\$7.730	11.0	

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 BRIDGES AND TUNNELS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
JANUARY Year-To-Date
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Vehicle Toll Revenue	135.289	140.760	5.471	4.0	0.000	0.000	0.000	-	135.289	140.760	5.471	4.0
Other Operating Revenue	1.824	2.070	0.246	13.5	0.000	0.000	0.000	-	1.824	2.070	0.246	13.5
Capital & Other Reimbursements	0.000	0.000	0.000	-	2.042	1.810	(0.232)	(11.4)	2.042	1.810	(0.232)	(11.4)
Investment Income	0.084	0.060	(0.024)	(28.3)	0.000	0.000	0.000	-	0.084	0.060	(0.024)	(28.3)
Total Revenue	\$137.197	\$142.891	\$5.693	4.1	\$2.042	\$1.810	(\$0.232)	(11.4)	\$139.240	\$144.701	\$5.461	3.9
Expenses												
<i>Labor:</i>												
Payroll	\$11.659	\$10.470	\$1.189	10.2	\$0.841	\$0.605	\$0.236	28.1	\$12.500	\$11.075	\$1.425	11.4
Overtime	2.535	2.187	0.347	13.7	0.148	0.324	(0.176)	*	2.683	2.511	0.171	6.4
Health and Welfare	2.636	2.286	0.350	13.3	0.220	0.125	0.095	43.2	2.856	2.411	0.445	15.6
OPEB Current Payment	1.650	1.645	0.004	0.3	0.000	0.000	0.000	-	1.650	1.645	0.004	0.3
Pensions	3.498	3.465	0.033	0.9	0.255	0.170	0.085	33.3	3.753	3.635	0.118	3.1
Other Fringe Benefits	2.160	1.893	0.267	12.4	0.122	0.081	0.041	33.6	2.282	1.974	0.308	13.5
Reimbursable Overhead	(0.456)	(0.505)	0.049	10.7	0.456	0.505	(0.049)	(10.7)	0.000	0.000	0.000	-
Total Labor Expenses	\$23.682	\$21.443	\$2.240	9.5	\$2.042	\$1.810	\$0.232	11.4	\$25.724	\$23.253	\$2.472	9.6
<i>Non-Labor:</i>												
Electric Power	\$0.507	\$0.176	\$0.331	65.2	\$0.000	\$0.000	\$0.000	-	\$0.507	\$0.176	\$0.331	65.2
Fuel	0.154	0.003	0.151	98.3	0.000	0.000	0.000	-	0.154	0.003	0.151	98.3
Insurance	1.326	0.961	0.366	27.6	0.000	0.000	0.000	-	1.326	0.961	0.366	27.6
Claims	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Maintenance and Other Operating Contracts	6.388	3.865	2.523	39.5	0.000	0.000	0.000	-	6.388	3.865	2.523	39.5
Professional Service Contracts	2.979	9.400	(6.421)	*	0.000	0.000	0.000	-	2.979	9.400	(6.421)	*
Materials & Supplies	0.368	0.088	0.280	76.0	0.000	0.000	0.000	-	0.368	0.088	0.280	76.0
Other Business Expenses	3.239	3.096	0.142	4.4	0.000	0.000	0.000	-	3.239	3.096	0.142	4.4
Total Non-Labor Expenses	\$14.961	\$17.589	(\$2.628)	(17.6)	\$0.000	\$0.000	\$0.000	-	\$14.961	\$17.589	(\$2.628)	(17.6)
Other Expense Adjustments												
Other	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Other Expense Adjustments	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Total Expenses before Non-Cash Liability Adjs.	\$38.644	\$39.032	(\$0.388)	(1.0)	\$2.042	\$1.810	\$0.232	11.4	\$40.686	\$40.842	(\$0.156)	(0.4)
Depreciation	\$10.654	\$9.309	\$1.346	12.6	\$0.000	\$0.000	\$0.000	-	\$10.654	\$9.309	\$1.346	12.6
OPEB Obligation	5.888	5.986	(0.098)	(1.7)	0.000	0.000	0.000	-	5.888	5.986	(0.098)	(1.7)
GASB 68 Pension Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Environmental Remediation	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Expenses after Non-Cash Liability Adjs.	\$55.186	\$54.327	\$0.859	1.6	\$2.042	\$1.810	\$0.232	11.4	\$57.228	\$56.137	\$1.091	1.9
Less: Depreciation	\$10.654	\$9.309	\$1.346	12.6	\$0.000	\$0.000	\$0.000	-	\$10.654	\$9.309	\$1.346	12.6
Less: OPEB Obligation	5.888	5.986	(0.098)	(1.7)	0.000	0.000	0.000	-	5.888	5.986	(0.098)	(1.7)
Less: GASB 68 Pension Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Expenses	\$38.644	\$39.032	(\$0.388)	(1.0)	\$2.042	\$1.810	\$0.232	11.4	\$40.686	\$40.842	(\$0.156)	(0.4)
Net Surplus/(Deficit)	\$98.553	\$103.859	\$5.305	5.4	\$0.000	\$0.000	\$0.000	-	\$98.554	\$103.859	\$5.305	5.4

Differences are due to rounding.
*Variance exceeds 100%

MTA BRIDGES AND TUNNELS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
JANUARY Year-To-Date
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Net Income/(Deficit)									\$98.554	\$103.859	\$5.305	5.4
Less: Capitalized Assets									0.897	0.169	\$0.728	81.1
Reserves									2.293	2.293	0.000	0.0
GASB Reserves									0.000	0.000	0.000	-
Adjusted Net Income/(Deficit)									\$95.364	\$101.397	\$6.032	6.3
Less: Debt Service									55.376	53.383	1.993	3.6
Income Available for Distribution									\$39.989	\$48.014	\$8.025	20.1
Distributable To:												
MTA - Investment Income									0.084	0.060	(0.024)	(28.3)
MTA - Distributable Income									24.575	28.685	4.110	16.7
NYCTR - Distributable Income									15.330	19.269	3.939	25.7
Total Distributable Income									\$39.989	\$48.014	\$8.025	20.1
Support to Mass Transit:												
Total Revenues									139.240	144.701	5.461	3.9
Less: Total Operating Expenses									<u>40.686</u>	<u>40.842</u>	<u>(0.156)</u>	(0.4)
Net Operating Income/(Deficit)									\$98.554	\$103.859	\$5.305	5.4
Deductions from Net Operating Income:												
Capitalized Assets									0.897	0.169	0.728	81.1
Reserves									2.293	2.293	0.000	0.0
B&T Debt Service									24.903	23.205	1.698	6.8
GASB Reserves									0.000	0.000	0.000	-
Total Deductions From Operating Income									\$28.093	\$25.667	\$2.426	8.6
Total Support to Mass Transit									\$70.461	\$78.192	\$7.730	11.0

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 BRIDGES AND TUNNELS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
(\$ in millions)

Generic Revenue or Expense Category	Favorable/ (Unfavorable) Variance		Reason for Variance	Favorable/ (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Nonreimbursable						
Vehicle Toll Revenue	5.471	4.0%	Higher toll revenue due to a 5.5% higher traffic volume	5.471	4.0%	Higher toll revenue due to a 5.5% higher traffic volume
Other Operating Revenue	0.246	13.5%	Higher Other Operating Revenue primarily due to higher revenue from E-ZPass administrative fees	0.246	13.5%	Higher Other Operating Revenue primarily due to higher revenue from E-ZPass administrative fees
Investment Income	(0.024)	-28.3%	Minor variance	(0.024)	-28.3%	Minor variance
Payroll	1.189	10.2%	Lower payroll expenses against the YTD budget allocation primarily due to vacancies	1.189	10.2%	Lower payroll expenses against the YTD budget allocation primarily due to vacancies
Overtime	0.347	13.7%	See overtime tables	0.347	13.7%	See overtime tables
Health and Welfare	0.350	13.3%	Lower expenses primarily due to vacancies	0.350	13.3%	Lower expenses primarily due to vacancies
OPEB Current Payment	0.004	0.3%	Minor variance	0.004	0.3%	Minor variance
Pensions	0.033	0.9%	Minor variance	0.033	0.9%	Minor variance
Other Fringe Benefits	0.267	12.4%	Lower expenses primarily due to vacancies	0.267	12.4%	Lower expenses primarily due to vacancies
Electric Power	0.331	65.2%	Lower electricity expenses primarily due to timing against the monthly budget allocation	0.331	65.2%	Lower electricity expenses primarily due to timing against the monthly budget allocation
Fuel	0.151	98.3%	Lower fuel expenses primarily due to timing against the monthly budget allocation	0.151	98.3%	Lower fuel expenses primarily due to timing against the monthly budget allocation
Insurance	0.366	27.6%	Lower insurance expenses primarily due to timing against the monthly budget allocation	0.366	27.6%	Lower insurance expenses primarily due to timing against the monthly budget allocation
Maintenance and Other Operating Contracts	2.523	39.5%	Lower expenses primarily due to timing against the monthly budget allocation for major maintenance and painting (\$1.059M), E-Z Pass Customer Service Center (\$0.481M) and security/surveillance equipment (\$0.160M).	2.523	39.5%	Lower expenses primarily due to timing against the monthly budget allocation for major maintenance and painting (\$1.059M), E-Z Pass Customer Service Center (\$0.481M) and security/surveillance equipment (\$0.160M).
Professional Service Contracts	(6.421)	*	Higher expenses due to timing against the monthly budget allocation for Bond Issuance costs	(6.421)	*	Higher expenses due to timing against the monthly budget allocation for Bond Issuance costs
Materials & Supplies	0.280	76.0%	Lower expenses across a variety of small equipment and supply categories, due to timing, against the monthly adopted budget allocation.	0.280	76.0%	Lower expenses across a variety of small equipment and supply categories, due to timing, against the monthly adopted budget allocation.
Other Business Expense	0.142	4.4%	Minor variance	0.142	4.4%	Minor variance
Depreciation	1.346	12.6%	Variance primarily due to the timing of accounting entries	1.346	12.6%	Variance primarily due to the timing of accounting entries
Other Post Employment Benefits	(0.098)	-1.7%	Minor variance	(0.098)	-1.7%	Minor variance
Reimbursable						
Capital and Other Reimbursements	(0.232)	-11.4%	Lower capital reimbursements against the monthly budget allocation	(0.232)	-11.4%	Lower capital reimbursements against the monthly budget allocation
Payroll	0.236	28.1%	Lower than planned reimbursable expenses against the monthly budget allocation	0.236	28.1%	Lower than planned reimbursable expenses against the monthly budget allocation
Overtime	(0.176)	-118.9%	See overtime tables	(0.176)	-118.9%	See overtime tables
Health and Welfare	0.095	43.2%	Lower than planned reimbursable expenses against the monthly budget allocation	0.095	43.2%	Lower than planned reimbursable expenses against the monthly budget allocation
OPEB Current Payment	0.000	-	No variance	0.000	-	No variance
Pensions	0.085	33.3%	Lower than planned reimbursable expenses against the monthly budget allocation	0.085	33.3%	Lower than planned reimbursable expenses against the monthly budget allocation
Other Fringe Benefits	0.041	33.6%	Lower than planned reimbursable expenses against the monthly budget allocation	0.041	33.6%	Lower than planned reimbursable expenses against the monthly budget allocation
Reimbursable Overhead	(0.049)	-10.7%	Higher than planned reimbursable expenses against the monthly budget allocation	(0.049)	-10.7%	Lower than planned reimbursable expenses against the monthly budget allocation

MTA Bridges and Tunnels
February Financial Plan - 2017 Adopted Budget
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

	January						January Year-to-Date					
	Adopted Budget		Actuals		Var. - Fav./(Unfav)		Adopted Budget		Actuals		Var. - Fav./(Unfav)	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
NON-REIMBURSABLE OVERTIME												
OPERATIONS & MAINTENANCE												
<u>Scheduled Service</u>	6,442	\$0.407	6,732	\$0.425	(290)	(\$0.018)	6,442	\$0.407	6,732	\$0.425	(290)	(\$0.018)
					-4.5%	-4.4%					-4.5%	-4.4%
<u>Unscheduled Service</u>	158	\$0.012	40	\$0.003	118	\$0.009	158	\$0.012	40	\$0.003	118	\$0.009
					74.7%	75.0%					74.7%	75.0%
<u>Programmatic/Routine Maintenance</u>	1,674	\$0.137	1,882	\$0.154	(208)	(\$0.017)	1,674	\$0.137	1,882	\$0.154	(208)	(\$0.017)
					-12.4%	-12.4%					-12.4%	-12.4%
<u>Unscheduled Maintenance</u>	975	\$0.080	854	\$0.070	122	\$0.010	975	\$0.080	854	\$0.070	122	\$0.010
					12.5%	12.5%					12.5%	12.5%
<u>Vacancy/Absentee Coverage</u>	15,288	\$1.009	17,884	\$1.180	(2,596)	(\$0.171)	15,288	\$1.009	17,884	\$1.180	(2,596)	(\$0.171)
					-17.0%	-16.9%					-17.0%	-16.9%
<u>Weather Emergencies</u>	5,103	\$0.391	537	\$0.041	4,567	\$0.350	5,103	\$0.391	537	\$0.041	4,567	\$0.350
					89.5%	89.5%					89.5%	89.5%
<u>Safety/Security/Law Enforcement</u>	2,347	\$0.155	1,280	\$0.085	1,067	\$0.070	2,347	\$0.155	1,280	\$0.085	1,067	\$0.070
					45.5%	45.2%					45.5%	45.2%
<u>Other</u>	160	\$0.013	11	\$0.001	149	\$0.012	160	\$0.013	11	\$0.001	149	\$0.012
					93.1%	92.3%					93.1%	92.3%
<u>*All Other Departments and Accruals</u>		\$0.331		\$0.228		\$0.102	0	\$0.331	0	\$0.228	0.0%	\$0.102
						30.9%						30.9%
Subtotal	32,147	\$2.535	29,219	\$2.187	2,928	\$0.347	32,147	\$2.535	29,219	\$2.187	2,928	\$0.347
					9.1%	13.7%					9.1%	13.7%
REIMBURSABLE OVERTIME	2,159	\$0.148	4,516	\$0.324	(2,357)	(\$0.176)	2,159	\$0.148	4,516	\$0.324	(2,357)	(\$0.176)
					**	**					**	**
TOTAL OVERTIME	34,306	\$2.683	33,735	\$2.511	571	\$0.171	34,306	\$2.683	33,735	\$2.511	571	\$0.171
					1.7%	6.4%					1.7%	6.4%

Figures are preliminary.

Totals may not add due to rounding

NOTE: Percentages are based on each type of Overtime and not on Total Overtime.

*Includes overtime for all departments other than Operations and Maintenance, and adjustments to reflect the 28-day payroll lag.

MTA Bridges and Tunnels
February Financial Plan - 2017 Adopted Budget
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

	Monthly			Year-to-Date		
	Var. - Fav./(Unfav)		Explanations	Var. - Fav./(Unfav)		Explanations
	Hours	\$		Hours	\$	
NON-REIMBURSABLE OVERTIME						
OPERATIONS & MAINTENANCE						
<u>Scheduled Service</u>	(290) -4.5%	(\$0.018) -4.4%	Higher than planned expenses	(290) -4.5%	(\$0.018) -4.4%	Lower than planned expenses
<u>Unscheduled Service</u>	118 74.7%	\$0.009 75.0%	Minor variance	118 74.7%	\$0.009 75.0%	Minor variance
<u>Programmatic/Routine Maintenance</u>	(208) -12.4%	(\$0.017) -12.4%	Higher than planned expenses	(208) -12.4%	(\$0.017) -12.4%	Higher than planned expenses
<u>Unscheduled Maintenance</u>	122 12.5%	\$0.010 12.5%	Lower than planned expenses	122 12.5%	\$0.010 12.5%	Lower than planned expenses
<u>Vacancy/Absentee Coverage</u>	(2,596) -17.0%	(\$0.171) -16.9%	Higher than planned expenses	(2,596) -17.0%	(\$0.171) -16.9%	Higher than planned expenses
<u>Weather Emergencies</u>	4,567 89.5%	\$0.350 89.5%	Lower than planned expenses	4,567 89.5%	\$0.350 89.5%	Lower than planned expenses
<u>Safety/Security/Law Enforcement</u>	1,067 45.5%	\$0.070 45.2%	Lower than planned expenses	1,067 45.5%	\$0.070 45.2%	Lower than planned expenses
<u>Other</u>	149 93.1%	\$0.012 92.3%	Lower than planned expenses	149 93.1%	\$0.012 92.3%	Lower than planned expenses
<u>*All Other Departments and Accruals</u>		\$0.102 30.9%	Primarily due to adjustments for the 28-day OT payroll lag		\$0.102 30.9%	Primarily due to adjustments for the 28-day OT payroll lag
Subtotal	2,928 9.1%	\$0.347 13.7%		2,928 9.1%	\$0.347 13.7%	
REIMBURSABLE OVERTIME						
	(2,357) **	(\$0.176) **	Primarily due to the timing of billing for projects eligible for reimbursement from the capital program	(2,357) **	(\$0.176) **	Primarily due to the timing of billing for projects eligible for reimbursement from the capital program
TOTAL OVERTIME	571	\$0.171		571	\$0.171	

Figures are preliminary.

Totals may not add due to rounding

NOTE: Percentages are based on each type of Overtime and not on Total Overtime.

*Includes overtime for all departments other than Operations and Maintenance, and adjustments to reflect the 28-day payroll lag.

METROPOLITAN TRANSPORTATION AUTHORITY
2017 Overtime Reporting
Overtime Legend

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</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.
<i>Reimbursable Overtime</i>	Overtime incurred to support projects that are reimbursed from the MTA Capital Program and other funding sources.

**MTA BRIDGES AND TUNNELS
TRAFFIC VOLUME AND REVENUE
(millions)**

Month of January

Year to date ending January 2017

Comparison Current Year vs. Prior Year:

Prior Year		Current Year		Percentage Change			Prior Year		Current Year		Percentage Change	
Traffic	Revenue	Traffic	Revenue	Traffic	Revenue		Traffic	Revenue	Traffic	Revenue	Traffic	Revenue
3.2	\$22.7	3.5	\$24.6	9.0%	8.1%	Bronx-Whitestone	3.2	\$22.7	3.5	\$24.6	9.0%	8.1%
0.6	1.3	0.6	1.3	6.6%	5.7%	Cross Bay	0.6	1.3	0.6	1.3	6.6%	5.7%
1.7	5.5	1.9	6.2	7.2%	4.7%	Henry Hudson	1.7	5.5	1.9	6.2	7.2%	4.7%
1.3	8.0	1.4	7.8	4.1%	0.9%	Hugh L. Carey	1.3	8.0	1.4	7.8	4.1%	0.9%
0.5	1.1	0.6	1.2	4.6%	3.2%	Marine Parkway	0.5	1.1	0.6	1.2	4.6%	3.2%
2.1	13.4	1.9	11.5	-8.3%	-10.1%	Queens Midtown	2.1	13.4	1.9	11.5	-8.3%	-10.1%
2.2	16.1	2.3	17.0	6.6%	5.5%	RFK - Bronx	2.2	16.1	2.3	17.0	6.6%	5.5%
2.3	14.7	2.5	15.4	6.9%	5.3%	RFK - Manhattan	2.3	14.7	2.5	15.4	6.9%	5.3%
3.1	24.3	3.3	25.3	5.0%	4.3%	Throgs Neck	3.1	24.3	3.3	25.3	5.0%	4.3%
5.1	28.4	5.5	30.4	8.0%	7.0%	Verrazano-Narrows	5.1	28.4	5.5	30.4	8.0%	7.0%
22.2	\$135.5	23.4	\$140.8	5.5%	3.9%	Total	22.2	\$135.5	23.4	\$140.8	5.5%	3.9%
	<u>\$6.100</u>		<u>\$6.007</u>		<u>-1.5%</u>	Revenue Per Vehicle		<u>\$6.100</u>		<u>\$6.007</u>		<u>-1.5%</u>

Note: Numbers may not add due to rounding.

Comparison Actual vs. Adopted Budget:

Jan Budget		Jan Actual		Percentage Change			YTD Budget		YTD Actual		Percentage Change	
Traffic	Revenue	Traffic	Revenue	Traffic	Revenue		Traffic	Revenue	Traffic	Revenue	Traffic	Revenue
22.2	135.3	23.4	140.8	5.5%	4.0%	Total All	22.2	\$135.3	23.4	\$140.8	5.5%	4.0%
	<u>\$6.091</u>		<u>\$6.007</u>		<u>-1.4%</u>	Revenue Per Vehicle		<u>\$6.091</u>		<u>\$6.007</u>		<u>-1.4%</u>

MTA BRIDGES AND TUNNELS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE/REIMBURSABLE and FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS
January 2017

Department	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Executive	8	5	3	4 Professional vacancies and 1 Managerial overage
Law ⁽¹⁾	16	12	4	4 Professional vacancies
CFO ⁽²⁾	25	22	3	4 Managerial vacancies and 1 Professional overage
Administration ⁽³⁾	38	40	(2)	2 Professional overages
EEO	2	1	1	1 Managerial vacancy
Total Administration	89	80	9	
Operations				
Revenue Management	43	38	5	2 Managerial vacancies and 3 Professional vacancies
Operations (Non-Security)	542	481	61	41 Managerial vacancies, 22 BTO vacancies and 2 Professional overages
Total Operations	585	519	66	
Maintenance				
Maintenance	202	195	7	6 Managerial vacancies and 1 Professional vacancy
Operations - Maintainers	181	170	11	11 Maintainer vacancies
Total Maintenance	383	365	18	
Engineering/Capital				
Engineering & Construction	192	159	33	8 Managerial and 25 Professional vacancies
Safety & Health	10	9	1	1 Professional vacancy
Law ⁽¹⁾	22	19	3	3 Professional vacancies
CFO-Planning & Budget Capital	29	18	11	6 Managerial and 5 Professional vacancies
Total Engineering/Capital	253	205	48	
Public Safety				
Operations (Security)	232	232	-	
Internal Security - Operations	47	38	9	4 Managerial and 5 Professional vacancies
Total Public Safety	279	270	9	
Total Positions	1,589	1,439	150	
Non-Reimbursable	1,502	1,352	150	
Reimbursable	87	87	-	
Total Full-Time	1,589	1,439	150	

(1) Includes Legal and Procurement staff.

(2) Includes Controller and Operating Budget staff.

(3) Includes Human Resources, Labor Relations, and Administration staff.

MTA BRIDGES AND TUNNELS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
TOTAL POSITIONS BY FUNCTION AND OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
January 2017

	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	31	27	4	4 vacancies in CFO, 1 vacancy in EEO and 1 overage in Executive
Professional, Technical, Clerical	58	53	5	4 vacancies in Executive, 4 vacancies in Law, 2 overages in Administration and 1 overage in CFO
Operational Hourlies	-	-	-	
Total Administration	89	80	9	
Operations				
Managers/Supervisors	216	173	43	41 vacancies in Operations and 2 in Revenue Management
Professional, Technical, Clerical	33	32	1	3 vacancies in Revenue Management and 2 overages in Operations
Operational Hourlies ⁽¹⁾	336	314	22	22 BTO vacancies in Operations
Total Operations	585	519	66	
Maintenance				
Managers/Supervisors	22	16	6	6 vacancies in Operations
Professional, Technical, Clerical	18	17	1	1 vacancy in Operations
Operational Hourlies ⁽²⁾	343	332	11	11 Maintainer vacancies in Operations
Total Maintenance	383	365	18	
Engineering/Capital				
Managers/Supervisors	55	41	14	8 vacancies in Engineering and 6 in CFO
Professional, Technical, Clerical	198	164	34	25 vacancies in Engineering, 5 in CFO, 3 in Law, and 1 in Safety and Health
Operational Hourlies	-	-	-	
Total Engineering/Capital	253	205	48	
Public Safety				
Managers/Supervisors	48	44	4	4 vacancies in Internal Security
Professional, Technical, Clerical	35	30	5	5 vacancies in Internal Security
Operational Hourlies ⁽³⁾	196	196	-	
Total Public Safety	279	270	9	
Total Positions				
Managers/Supervisors	372	301	71	
Professional, Technical, Clerical	342	296	46	
Operational Hourlies	875	842	33	
Total Positions	1,589	1,439	150	

(1) Represents Bridge and Tunnel Officers. These positions are paid annually, not hourly.

(2) Represents Maintenance personnel. These positions are paid annually, not hourly.

(3) Represents Bridge and Tunnel Officers performing public safety. These positions are paid annually, not hourly.



Bridges and Tunnels

Capital Program Project Status Report February 2017



MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
STATUS REPORT
FEBRUARY 28, 2017

Introduction

This report presents the year's planned versus actual and forecast commitments, completions, and close-outs in narrative, tabular and graphic formats.

Commitments

In February, 19 commitments were made with a total value of \$39.2 million compared to the plan calling for 8 commitments with a total value of \$30.1 million from the 2017 Plan (See *Attachment 1, 2017 Commitment Chart; Attachment 7 – 2017 Commitment Plan*).

No commitments were made against the 2016 Commitment Plan in February (See *Attachment 9, 2016 Commitment Plan*).

Year to date, 33 commitments have been made with a total value of \$44.5 million against a plan calling for 19 commitments with a total value of \$42.8 million from the 2017 plan. Additionally 2 commitments have been made with a total value of \$3.3 million from the 2016 plan against a plan calling for 7 commitments with a value of \$29.6 million from the 2016 plan.

In aggregate 35 commitments, totaling \$47.8 million have been made to date, against a plan of 26 commitments with a total value of \$72.4 million.

Completions

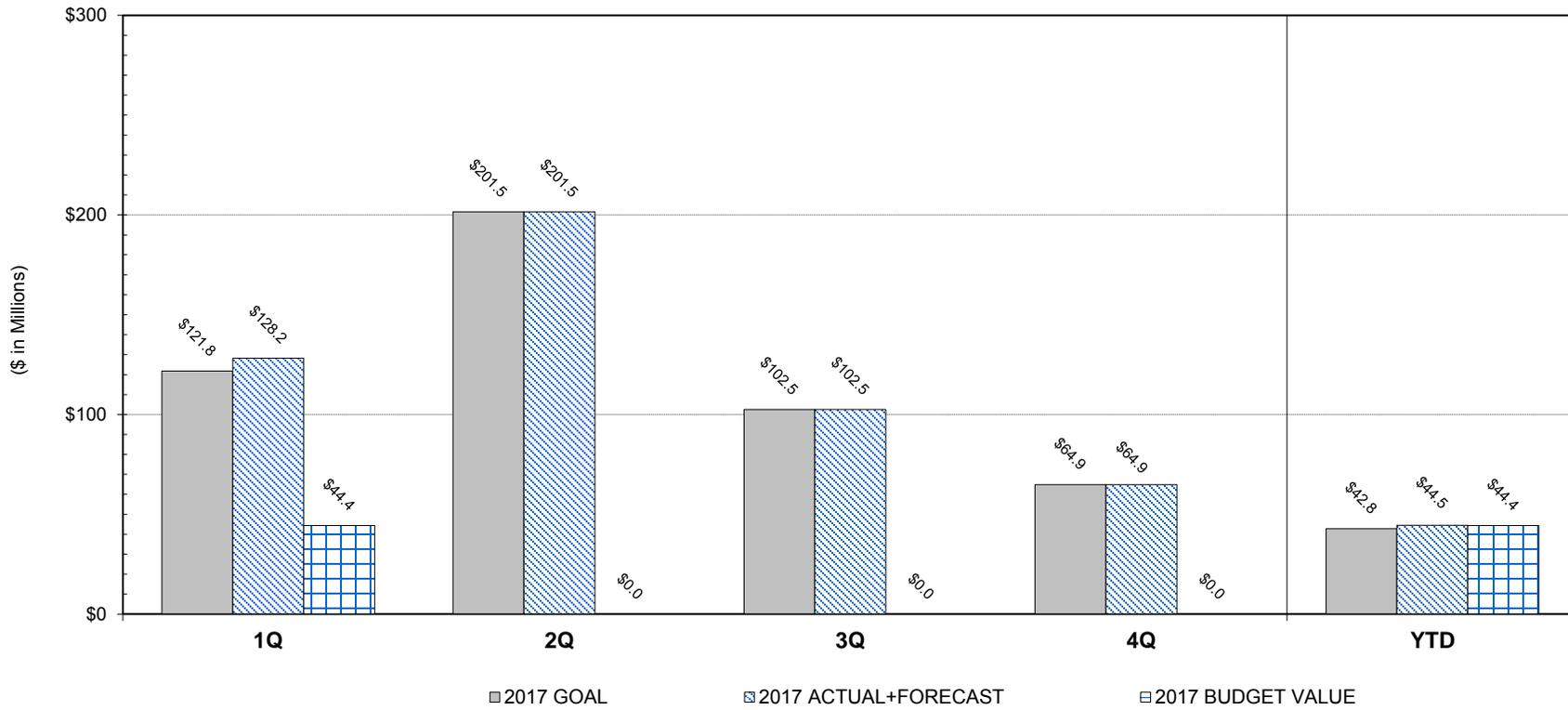
There were no projects planned or completed in February (See *Attachment 3 - 2017 Completion Chart; Attachment 4 – 2017 Major Project Completions; Attachment 5 - 2017 Project Completion Plan; Attachment 10 – 2016 Completion Plan*).

Close-outs

There were 11 task level closeouts in February for \$18.1million. Year to date there are 21 task level closeouts for \$76.7 million (See *Attachment 6 – 2017 Task Level Closeouts*).

MTA Bridges and Tunnels
Commitments as of February 28, 2017

2017 Budget Goal:	\$490.8	
2017 Annual Forecast:	\$497.1	
YTD Goal:	\$42.8	
YTD Actual:	\$44.5	(103.9% of YTD Goal)
YTD Budgeted Value:	\$44.4	(103.7% of YTD Goal)
Left to Commit:	\$452.6	



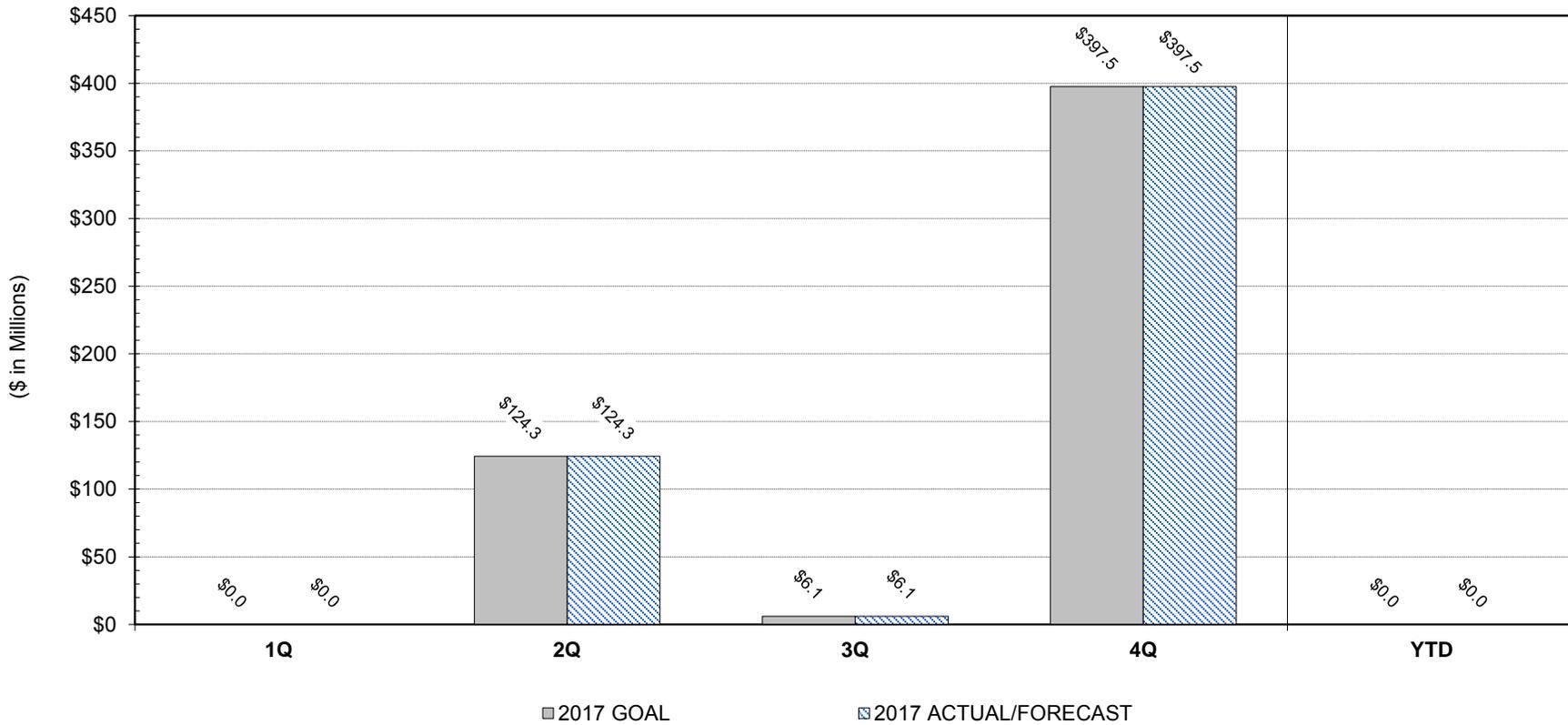
MTA Bridges and Tunnels: Status of Major Commitments as of February 28, 2017

Project		Budget (\$ in Millions)			Award Date			Notes	
		2017 Goal	Actual / Forecast*	Budgeted Value	2016 Goal	Advertisement Date	Actual / Forecast		
D703RK63	Open Road Tolling Initiative - RFK Bridge (Manhattan)	\$12.9	\$12.9	\$12.9	Feb-17	NA	Feb-17	A	1
D702RK65	Interim Repairs - RFK	\$12.3	\$12.3	\$12.5	Feb-17	NA	Feb-17	A	1
D703CB63	Open Road Tolling Initiative - CB Bridge	\$12.0	\$12.0	\$12.0	Mar-17	NA	Mar-17	F	1
D703MP63	Open Road Tolling Initiative - MP Bridge	\$13.3	\$13.3	\$13.3	Mar-17	NA	Mar-17	F	1
D703RK63	Open Road Tolling Initiative - RFK Bridge (Bronx/Queens)	\$27.0	\$27.0	\$27.0	Mar-17	NA	Mar-17	F	1
D703VN63	Open Road Tolling Initiative - VN Bridge	\$23.5	\$23.5	\$23.5	Mar-17	NA	Mar-17	F	1
D703HH88	Toll Plazas & Southbound Approach Reconstruction	\$73.3	\$73.3	\$73.3	Apr-17	Oct-16	Apr-17	F	
D704HH13	Replacement of Facility Lighting System	\$14.0	\$14.0	\$14.0	Apr-17	Oct-16	Apr-17	F	
D701HH89	Skewback Retrofit	\$83.7	\$83.7	\$83.7	Apr-17	Feb-16	Apr-17	F	
D704BW39	Install Electronic Monitoring & Detection Systems	\$23.0	\$23.0	\$23.0	Jul-17	Apr-16	Jul-17	F	
D704RK60	Install Electronic Monitoring & Detection Systems	\$34.3	\$34.3	\$34.3	Jul-17	Apr-16	Jul-17	F	
D701RK22	Interim Repairs - FDR Ramp	\$20.0	\$20.0	\$20.0	Sep-17	Apr-17	Sep-17	F	
D704RK07	Electrical/Mechanical Rehab of HR Lift Span	\$17.0	\$17.0	\$17.0	Nov-17	Jan-17	Nov-17	F	
D701VN34	Main Cable & Suspender Rope Testing - Phase 1	\$33.7	\$33.7	\$33.7	Nov-17	Apr-17	Nov-17	F	

1. Construction task will be procured through on-call construction contracts or change orders to existing capital projects.

MTA Bridges and Tunnels Completions as of February 28, 2017

2017 Budget Goal: \$527.9
 2017 Annual Forecast: \$527.9
 YTD Goal: \$0.0
 YTD Actual: \$0.0
 Left to Complete: \$527.9



MTA Bridges and Tunnels: Status of Major Completions as of February 28, 2017

Project		Budget (\$ in Millions)		Completions Status		Completion Date		Notes
		2017 Goal	Actual / Forecast*	Physical % Complete	% Contingency Spent	2017 Goal	Actual / Forecast	
D601VN35	Steel Repair & Concrete Rehab. & Drainage Systems	\$11,064,339	\$11,064,339	93%	0%	Jun-17	Jun-17	F
D602VN80	Replace Upper Level Suspended Span; VN80C: Bus/HOV Access Improvement	\$84,780,020	\$84,780,020	93%	16%	Jun-17	Jun-17	F
D607VN35	Paint - Brooklyn & Staten Island Lower Level Ramps	\$15,893,313	\$15,893,313	93%	0%	Jun-17	Jun-17	F
D601RK23	Miscellaneous Rehab - Manhattan Approach Ramps	\$102,947,301	\$102,947,301	72%	0%	Oct-17	Oct-17	F
D602VN80	VN80B Replace Upper Level Suspended Span	\$243,929,977	\$243,929,977	93%	0%	Nov-17	Nov-17	F
D607VN80	Paint - Upper Level Superstructure	\$32,908,184	\$32,908,184	93%	0%	Nov-17	Nov-17	F
ED010324	MPB / CBB Master Plan & Resiliency Needs (CB-24)	\$10,000,000	\$10,000,000	77%	0%	Dec-17	Dec-17	F

* Forecast is equal to the project's most recently validated estimate at completion (EAC).

**MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2017 PROJECT COMPLETIONS**

Project ID (ACEP)	Project Description	Type	Goal End Date	Goal Value	Budgeted Value	Actual End Date	Actual Value	Forecast End Date	Forecast Value
ED050301	Flood Mitigation-Relocate Rev Equip -VN	Construction	Apr-17	\$7,596,436	\$7,596,436			Apr-17	\$7,596,436
			Apr-17 Total	\$7,596,436	\$7,596,436				
ED040303	Flood Mitigation-Generator at GIVB	Construction	May-17	\$4,964,711	\$4,964,711			May-17	\$4,964,711
			May-17 Total	\$4,964,711	\$4,964,711				
D601VN35	Steel Repair & Concrete Rehab. & Drainage Systems	Construction	Jun-17	\$11,064,339	\$11,064,339			Jun-17	\$11,064,339
D602VN80	Replace Upper Level Suspended Span; VN80C: Bus HOV Access Improvements	Construction - Sub-Project VN80C	Jun-17	\$84,780,020	\$84,780,020			Jun-17	\$84,780,020
D607VN35	Paint - Brooklyn & Staten Island Lower Level Ramps	Construction	Jun-17	\$15,893,313	\$15,893,313			Jun-17	\$15,893,313
			Jun-17 Total	\$111,737,672	\$111,737,672				
D607RK65	RK44: Paint - Plaza and Approach Ramps	Construction - Sub-Project RK44	Sep-17	\$6,082,621	\$6,082,621			Sep-17	\$6,082,621
			Sep-17 Total	\$6,082,621	\$6,082,621				
D601RK23	Miscellaneous Rehab - Manhattan Approach Ramps	Construction	Oct-17	\$102,947,301	\$102,947,301			Oct-17	\$102,947,301
			Oct-17 Total	\$102,947,301	\$102,947,301				
D602VN80	VN80B Replace Upper Level Suspended Span	Construction - Sub-Project VN80B	Nov-17	\$243,929,977	\$243,929,977			Nov-17	\$243,929,977
D607VN80	Paint - Upper Level Superstructure	Construction	Nov-17	\$32,908,184	\$32,908,184			Nov-17	\$32,908,184
			Nov-17 Total	\$276,838,161	\$276,838,161				
D602VN84	Widening of Belt Parkway Ramps DES	Design	Dec-17	\$7,686,915	\$7,686,915			Dec-17	\$7,686,915
ED010324	MPB / CBB Master Plan & Resiliency Needs (CB-24)	Design	Dec-17	\$10,000,000	\$10,000,000			Dec-17	\$10,000,000
			Dec-17 Total	\$17,686,915	\$17,686,915				
			Grand Total	\$527,853,817	\$527,853,817				
	<u>Unplanned Completions</u>								
			Grand Total:	\$527,853,817	\$527,853,817		\$0	Remaining	\$527,853,817

* Forecast is equal to the project's most recently validated estimate at completion (EAC).

**MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2017 TASK LEVEL CLOSEOUTS**

PROJECT	PROJECT DESCRIPTION	TASK	TASK DESCRIPTION	CLOSEOUT WAR	CERTIFICATE	
					DATE	CERTIFICATE AMOUNT
D701RK19	Seismic/ Wind Retrofit & Structural Rehabilitation Phase I	D03424	BC Development F/A (TBTA-D1783)	D00001783A	Jan-17	\$31,904.36
D503AW35	Weather Information System	D02420	Operations-Maintenance F/A (TBTA_D1235)	D00001235B	Jan-17	\$72,564.22
D601AW98	Feasibility Study-BBT/QMT Improvements/Modernization	D02550	Feasibility Study (PSC-10-2877)	D00001365A	Jan-17	\$1,808,257.78
D604QM81	Controls/ Communication System	D02684	Design (PSC-13-2942X)	D00001635A	Jan-17	\$1,483,542.59
D601MP06	Substructure & Underwater Scour Protection	D03167	SBMP-MP06B-Construction South Abutment	D00001622D	Jan-17	\$851,416.08
D502TB64	Replace Deck-Randalls Island Viaduct	D02935	RK75 CM Repairs Queens-Manhattan (GFM474 #69)	D00001348B	Jan-17	\$25,787.84
D601TN52	Miscellaneous Structural Rehabilitation	D02994	CM-Safety Flag Repairs ((PSC-08-2849C)	D00001417A	Jan-17	\$28,959.74
D602RK75	Interim Repairs-Toll Plaza Deck	D03131	Construction Adm. Ph I	D00001581A	Jan-17	\$361,552.43
G5140104	B&T Triborough Hardening	G01817	Contr Constr: TBB Task 39/C52077	G00001436G	Jan-17	\$48,384,211.92
G5140107	08TSG RfK Bridge Hardening	G02423	Cns.- Suspender Rope Shielding	G00001822B	Jan-17	\$5,544,000.00
D704BW39	Install Electronic Monitoring & Detection Systems	D03418	BC Development F/A (TBTA-D1772)	D00001772A	Feb-17	\$57,968.37
D706AW21	Program Administration	D03443	2016 Indirect Program Adm F/A(TBTA-D1841)	D00001841A	Feb-17	\$1,976,389.79
D706AW21	Program Administration	D03444	2017 Program Adm F/A(TBTA-D1842)	D00001842A	Feb-17	\$233,346.73
D704HH13	Replacement of Facility Lighting System	D03361	PM Design F/A (TBTA-1766)	D00001766A	Feb-17	\$153,451.60
D606AW22	Miscellaneous	D03362	Independent Design-Build Review BW39?RK60	D00001879A	Feb-17	\$5,100.00
D602BW89	Deck Replacement-Elevated and On Grade Approach	D02600	Construction Support Services (PSC-06-2810)	D00001363B	Feb-17	\$4,002,951.74
D602TN82	Rehabilitate Orthotropic Deck-Phase B	D02743	TN82B-Construction Administration (PSC-10-2888)	D00001396B	Feb-17	\$2,215,535.93
D607TN82	Paint-Bronx and Queens Approach Spans	D02749	Paint Construction Administration (PSC-10-2888)	D00001397B	Feb-17	\$2,932,256.57
D402BW89	Approach Ramps Replacement & Lower Garage	D01690	BW89C-Design Phase II- Queens Approach (PSC-06-2810)	D00001170B	Feb-17	\$5,878,658.03
ED060201	Sandy Program Administration	E04012	2016 Grants Management (TBTA-E2433)	E00002433A	Feb-17	\$426,197.81
ED060201	Sandy Program Administration	E04013	2016 E & C Support (TBTA-E2435)	E00002435A	Feb-17	\$236,168.33
Total					21	\$76,710,221.86

MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2017 CAPITAL MILESTONE BACK-UP - PROJECT AWARDS

ACEP	Project Description	IMPACT Task	Task Description	Goal Start Date	Goal Value	Budget Value	Actual Start Date	Actual Value	Forecast Start Date	Forecast Value
D705AW66	Operations Command Center Rehab/Replacement	D03490	PM Const. F/A	Jan-17	\$500,000	\$500,000			Mar-17	\$500,000
D705AW66	Operations Command Center Rehab/Replacement	D03493	Construction(GFM-516 wo11)	Jan-17	\$8,295,085	\$8,295,085	Feb-17	\$8,295,085		
D706AW21	Program Administration	D03445	2017 Indirect Program Adm F/A	Jan-17	\$2,000,000	\$2,000,000	Jan-17	\$2,000,000		
D706AW21	Program Administration	D03446	2017 Program Adm F/A	Jan-17	\$1,100,000	\$1,100,000	Jan-17	\$1,100,000		
D703AW65	Toll Collection System Rehab.	D03936	ORT-Satellite Booths-BWB -Air Monit.	Jan-17	\$2,760	\$2,760	Jan-17	\$2,760		
D703AW65	Toll Collection System Rehab.	D03937	ORT-Satellite Booths-BWB-Abatement	Jan-17	\$6,815	\$6,815	Jan-17	\$6,815		
D703AW65	Toll Collection System Rehab.	D03938	ORT-Satellite Booths-BWB-Proj. Monit.	Jan-17	\$8,530	\$8,530	Jan-17	\$8,530		
D703AW65	Toll Collection System Rehab.	D03881	ORT Const. Adm. MP PSC-15-2965	Jan-17	\$315,000	\$315,000	Jan-17	\$315,000		
D703AW65	Toll Collection System Rehab.	D03883	ORT Const. Adm. CB PSC-15-2965	Jan-17	\$315,000	\$315,000	Jan-17	\$315,000		
D703AW65	Toll Collection System Rehab.	D03935	Lighting Mock-up - HHB	Jan-17	\$86,359	\$86,359	Jan-17	\$86,359		
D701VN32	Steel Repair & Concrete Rehabilitation	D03741	BC Development F/A	Jan-17	\$56,243	\$56,243			Mar-17	\$56,243
				Jan-17 Total	\$12,685,792	\$12,685,792				
D704AW81	Installation of Digital Roadway Signage at all Facilities	D03972	Digital Sign RFK -Bx. Truss	Feb-17	\$493,145	\$493,145	Jan-17	\$493,145		
D706AW28	Scope Development	D03457	Scope Dev.-L-T Cable/Susp.	Feb-17	\$1,638,000	\$1,638,000			Mar-17	\$1,638,000
D703AW65	Toll Collection System Rehab.	D03966	Final Aesthetic Designs(PSC12-2891F wo101)	Feb-17	\$2,000,000	\$2,000,000			Mar-17	\$2,000,000
D703AW65	Toll Collection System Rehab.	D03949	Lighting Mock-up - RFK	Feb-17	\$272,968	\$272,968	Jan-17	\$376,693		
D703AW65	Toll Collection System Rehab.	D03954	Lighting Mock-up MPB	Feb-17	\$328,354	\$328,354			Mar-17	\$328,354
D703AW65	Toll Collection System Rehab.	DXAW65	Lighting Mock-up CBB	Feb-17	\$192,831	\$192,831			Mar-17	\$192,831
D702RK65	Interim Repairs - RFK	D03965	Construction Manhattan Plaza Deck (RK23A)	Feb-17	\$12,285,000	\$12,285,000	Feb-17	\$12,285,000		
D703RK63	Open Road Tolling Initiative - RFK Bridge	D03950	ORT - Civil Construction Manhattan Plaza	Feb-17	\$12,925,000	\$12,925,000	Feb-17	\$12,925,000		
				Feb-17 Total	\$30,135,298	\$30,135,298				
D703BW63	Open Road Tolling Initiative - BW Bridge	DxBW63	ORT - Civil Construction (Ph.1)	Mar-17	\$2,100,000	\$2,100,000			Mar-17	\$2,100,000
D703CB63	Open Road Tolling Initiative - CB Bridge	DxCB63	ORT - Civil Construction (Ph.1 & 2)	Mar-17	\$11,998,564	\$11,998,564			Mar-17	\$11,998,564
D703MP63	Open Road Tolling Initiative - MP Bridge	DxMP63	ORT - Civil Construction (Ph.1 & 2)	Mar-17	\$13,339,765	\$13,339,765			Mar-17	\$13,339,765
D703RK63	Open Road Tolling Initiative - RFK Bridge	D03951	ORT Civil Construction - Bronx/Queens	Mar-17	\$27,000,000	\$27,000,000			Mar-17	\$27,000,000
D703RK63	Open Road Tolling Initiative - RFK Bridge	D03967	ORT - Const. Adm. RFK Manhattan	Mar-17	\$556,000	\$556,000			Mar-17	\$556,000
D703RK63	Open Road Tolling Initiative - RFK Bridge	D03968	ORT - Const. Adm. RFK Bronx/Queens	Mar-17	\$500,000	\$500,000			Mar-17	\$500,000
D703VN63	Open Road Tolling Initiative - VN Bridge	DxVN63	ORT - Civil Construction (Ph.1)	Mar-17	\$23,500,000	\$23,500,000			Mar-17	\$23,500,000
				Mar-17 Total	\$78,994,329	\$78,994,329				
D704HC07	Rehabilitation of HCT Ventilation Systems	D03603	PM Design F/A & D/B RFP Dev.	Apr-17	\$750,000	\$750,000			Apr-17	\$750,000
D704HH13	Replacement of Facility Lighting System	D03781	CSS	Apr-17	\$325,662	\$300,000			Apr-17	\$325,662
D704HH13	Replacement of Facility Lighting System	D03782	Construction	Apr-17	\$13,955,582	\$12,188,462			Apr-17	\$13,955,582

MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2017 CAPITAL MILESTONE BACK-UP - PROJECT AWARDS

ACEP	Project Description	IMPACT Task	Task Description	Goal Start	Goal Value	Budget Value	Actual Start Date	Actual Value	Forecast Start	Forecast Value
				Date			Date		Date	
D701HH89	Skewback Retrofit	D03523	CSS	Apr-17	\$584,929	\$584,929			Apr-17	\$584,929
D701HH89	Skewback Retrofit	D03524	Design/Build	Apr-17	\$83,680,000	\$66,012,079			Apr-17	\$83,680,000
D701HH89	Skewback Retrofit	D03528	Operations F/A	Apr-17	\$355,988	\$355,988			Apr-17	\$355,988
D703HH88	Toll Plazas & Southbound Approach Reconstruction	D03795	Construction	Apr-17	\$73,266,804	\$65,555,329			Apr-17	\$73,266,804
D703HH88	Toll Plazas & Southbound Approach Reconstruction	D03794	CSS	Apr-17	\$2,818,391	\$1,921,064			Apr-17	\$2,818,391
D703HH88	Toll Plazas & Southbound Approach Reconstruction	D03797	Operations F/A	Apr-17	\$533,923	\$533,923			Apr-17	\$533,923
D701RK20	Cable Inspection and Rehabilitation	D03607	PM Design F/A	Apr-17	\$865,929	\$865,929			Apr-17	\$865,929
D701RK70	Miscellaneous Structural Rehabilitation	D03662	Design	Apr-17	\$3,700,000	\$3,700,000			Apr-17	\$3,700,000
D707RK70	Paint Suspended Span/Bronx Truss Steel	D03670	Design	Apr-17	\$330,000	\$330,000			Apr-17	\$330,000
D701RK19	Seismic/Wind Retrofit & Structural Rehab Ph1	D03592	Design	Apr-17	\$3,500,000	\$3,500,000			Apr-17	\$3,500,000
				Apr-17 Total	\$184,667,208	\$156,597,703				
D702TN55	Study for Bx/Queens Approach Viaduct Replacement	D03694	PM Design Study F/A	May-17	\$1,333,297	\$1,333,297			May-17	\$1,333,297
D702TN55	Study for Bx/Queens Approach Viaduct Replacement	D03695	Study/PSC-16-3003	May-17	\$7,000,000	\$7,000,000			May-17	\$7,000,000
D702TN55	Study for Bx/Queens Approach Viaduct Replacement	D03697	Geotechnical Survey PSC-16-3003	May-17	\$3,000,000	\$3,000,000			May-17	\$3,000,000
				May-17 Total	\$11,333,297	\$11,333,297				
D705AW66	Operations Command Center Replacement	D03957	Video Display Wall Furnish/Install	Jun-17	\$1,700,000	\$1,700,000			Jun-17	\$1,700,000
D705AW66	Operations Command Center Replacement	D03958	OCCC Workstation equipment purchases	Jun-17	\$200,000	\$200,000			Jun-17	\$200,000
D505QM01	Service Building Rehab.	D03959	Renovate Bathroom/Kitchens -Svc. & Vent Bldgs Ph	Jun-17	\$1,400,000	\$1,400,000			Jun-17	\$1,400,000
D701RK20	Cable Inspection and Rehabilitation	D03608	Design	Jun-17	\$2,221,243	\$2,221,243			Jun-17	\$2,221,243
				Jun-17 Total	\$5,521,243	\$5,521,243				
D706AW18	Protective Liability Insurance	D03440	2017-AAPL	Jul-17	\$2,500,000	\$2,500,000			Jul-17	\$2,500,000
D704BW39	Install Electronic Monitoring & Detection Systems	D03558	PM Const.F/A	Jul-17	\$1,000,000	\$1,000,000			Jul-17	\$1,000,000
D704BW39	Install Electronic Monitoring & Detection Systems	D03559	Constr. QC and Admin.	Jul-17	\$1,727,250	\$1,727,250			Jul-17	\$1,727,250
D704BW39	Install Electronic Monitoring & Detection Systems	D03560	CSS	Jul-17	\$1,000,000	\$1,000,000			Jul-17	\$1,000,000
D704BW39	Install Electronic Monitoring & Detection Systems	D03566	Design/Build	Jul-17	\$22,955,703	\$22,955,703			Jul-17	\$22,955,703
D704RK60	Install Electronic Monitoring & Detection Systems	D03647	PM Construction F/A	Jul-17	\$1,000,000	\$1,000,000			Jul-17	\$1,000,000
D704RK60	Install Electronic Monitoring & Detection Systems	D03648	Constr. QC and Admin.	Jul-17	\$2,263,689	\$2,263,689			Jul-17	\$2,263,689
D704RK60	Install Electronic Monitoring & Detection Systems	D03649	CSS	Jul-17	\$1,000,000	\$1,000,000			Jul-17	\$1,000,000
D704RK60	Install Electronic Monitoring & Detection Systems	D03650	Design/Build	Jul-17	\$34,270,492	\$34,270,492			Jul-17	\$34,270,492
				Jul-17 Total	\$67,717,134	\$67,717,134				
D702VN80	Prelim Design for Suspended Span Lower Level Deck	D03822	BC Development F/A	Aug-17	\$58,493	\$58,493			Aug-17	\$58,493
				Aug-17 Total	\$58,493	\$58,493				

MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2017 CAPITAL MILESTONE BACK-UP - PROJECT AWARDS

ACEP	Project Description	IMPACT Task	Task Description	Goal Start	Goal Value	Budget Value	Actual Start Date	Actual Value	Forecast Start	Forecast Value
				Date			Date		Date	
D702RK23	Construction of New Harlem River Drive Ramp	D03632	PM Design F/A & RFP Dev.	Sep-17	\$500,000	\$500,000			Sep-17	\$500,000
D701RK22	Interim Repairs - FDR Ramp	D03625	PM Construction F/A	Sep-17	\$400,000	\$400,000			Sep-17	\$400,000
D701RK22	Interim Repairs - FDR Ramp	D03626	Construction Administration	Sep-17	\$2,300,000	\$2,300,000			Sep-17	\$2,300,000
D701RK22	Interim Repairs - FDR Ramp	D03627	CSS	Sep-17	\$600,000	\$600,000			Sep-17	\$600,000
D701RK22	Interim Repairs - FDR Ramp	D03628	Construction	Sep-17	\$20,000,000	\$20,000,000			Sep-17	\$20,000,000
D705RK58	Rehab Robert Moses Bldg & Ancillary Facilities	D03639	PM Design F/A	Sep-17	\$800,000	\$800,000			Sep-17	\$800,000
D705RK58	Rehab Robert Moses Bldg & Ancillary Facilities	D03640	Design	Sep-17	\$2,000,000	\$2,000,000			Sep-17	\$2,000,000
D601TN52	Miscellaneous Structural Rehabilitation	D03960	TN52-A1-Construction - Catwalk	Sep-17	\$4,800,000	\$4,800,000			Sep-17	\$4,800,000
D601TN52	Miscellaneous Structural Rehabilitation	D03961	TN52-A1-Const. Adm. - Catwalk	Sep-17	\$600,000	\$600,000			Sep-17	\$600,000
D601TN52	Miscellaneous Structural Rehabilitation	D03962	TN52-A1-PM Construction F/A	Sep-17	\$220,000	\$220,000			Sep-17	\$220,000
D601TN52	Miscellaneous Structural Rehabilitation	D03963	TN52-A1-Flag Repairs	Sep-17	\$2,520,000	\$2,520,000			Sep-17	\$2,520,000
				Sep-17 Total	\$34,740,000	\$34,740,000				
D704TN27	Install Service Building Alarm Systems & Upgrades (SBMP)	Dxx101	PM Construction F/A	Oct-17	\$90,000	\$90,000			Oct-17	\$90,000
D704TN27	Install Service Building Alarm Systems & Upgrades (SBMP)	Dxx102	SBMP Construction	Oct-17	\$892,500	\$892,500			Oct-17	\$892,500
D704TN27	Install Service Building Alarm Systems & Upgrades (SBMP)	Dxx103	Const. Adm.	Oct-17	\$106,911	\$106,911			Oct-17	\$106,911
D704TN27	Install Service Building Alarm Systems & Upgrades (SBMP)	Dxx104	CSS	Oct-17	\$78,750	\$78,750			Oct-17	\$78,750
				Oct-17 Total	\$1,168,161	\$1,168,161				
D704RK07	Electrical/Mechanical Rehab of HR Lift Span	D03582	PM Construction F/A	Nov-17	\$340,000	\$340,000			Nov-17	\$340,000
D704RK07	Electrical/Mechanical Rehab of HR Lift Span	D03583	Construction Administration	Nov-17	\$1,700,000	\$1,700,000			Nov-17	\$1,700,000
D704RK07	Electrical/Mechanical Rehab of HR Lift Span	D03584	CSS	Nov-17	\$340,000	\$340,000			Nov-17	\$340,000
D704RK07	Electrical/Mechanical Rehab of HR Lift Span	D03585	Design/Build	Nov-17	\$17,000,000	\$17,000,000			Nov-17	\$17,000,000
D704RK07	Electrical/Mechanical Rehab of HR Lift Span	D03586	Operations F/A	Nov-17	\$250,000	\$250,000			Nov-17	\$250,000
D701VN34	Main Cable & Suspender Rope Testing - Phase 1	D03755	PM Construction F/A	Nov-17	\$1,409,786	\$1,409,786			Nov-17	\$1,409,786
D701VN34	Main Cable & Suspender Rope Testing - Phase 1	D03756	Constr. QC and Admin.	Nov-17	\$3,374,592	\$3,374,592			Nov-17	\$3,374,592
D701VN34	Main Cable & Suspender Rope Testing - Phase 1	D03757	Design QA	Nov-17	\$700,000	\$700,000			Nov-17	\$700,000
D701VN34	Main Cable & Suspender Rope Testing - Phase 1	D03759	Design/Build (Main Cable & Susp Ropes)	Nov-17	\$33,745,920	\$33,745,920			Nov-17	\$33,745,920
				Nov-17 Total	\$58,860,298	\$58,860,298				
ED050302	Flood Mitigation	E03739	BWB Design	Dec-17	\$606,654	\$606,654			Dec-17	\$606,654
ED050302	Flood Mitigation	E04328	BWB PM Design F/A	Dec-17	\$301,250	\$301,250			Dec-17	\$301,250
ED050302	Flood Mitigation	E04448	CBB Design	Dec-17	\$141,750	\$141,750			Dec-17	\$141,750
ED050302	Flood Mitigation	E04449	CBB PM Design F/A	Dec-17	\$67,500	\$67,500			Dec-17	\$67,500
ED050302	Flood Mitigation	E04450	MPB Design	Dec-17	\$147,000	\$147,000			Dec-17	\$147,000

MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2017 CAPITAL MILESTONE BACK-UP - PROJECT AWARDS

ACEP	Project Description	IMPACT Task	Task Description	Goal Start	Goal Value	Budget Value	Actual Start Date	Actual Value	Forecast Start	Forecast Value
				Date					Date	
ED050302	Flood Mitigation	E04451	MPB Design F/A	Dec-17	\$70,000	\$70,000			Dec-17	\$70,000
ED050302	Flood Mitigation	E03768	RFK Design	Dec-17	\$116,550	\$116,550			Dec-17	\$116,550
ED050302	Flood Mitigation	E04446	RFK PM Design F/A	Dec-17	\$55,000	\$55,000			Dec-17	\$55,000
ED050302	Flood Mitigation	E03769	RMB Design	Dec-17	\$144,375	\$144,375			Dec-17	\$144,375
ED050302	Flood Mitigation	E04447	RMB PM Design F/A	Dec-17	\$68,750	\$68,750			Dec-17	\$68,750
ED050302	Flood Mitigation	E03740	TNB Design	Dec-17	\$255,959	\$255,959			Dec-17	\$255,959
ED050302	Flood Mitigation	E04327	TNB PM Design F/A	Dec-17	\$55,000	\$55,000			Dec-17	\$55,000
D701HH89	Skewback Retrofit	D03525	Mitigation	Dec-17	\$2,339,717	\$2,339,717			Dec-17	\$2,339,717
D702RK65	Reconstruct Manhattan Toll Plaza Structure & Ramps	D03653	PM Design F/A	Dec-17	\$500,000	\$500,000			Dec-17	\$500,000
				Dec-17 Total	\$4,869,505	\$4,869,505				
				Grand Total	\$490,750,758	\$462,681,253				
Unplanned Commitments										
D706AW28	Scope Development	D03852	Scope Dev-HH14 (PSC-12-2891L/WO #92)				Jan-17	\$195,828		
D703AW63	Replace Toll Equipment & New Toll Initiatives	D03930	ORT-RFK Kapsch 07-IAG-2782A				Jan-17	\$193,344		
D703AW63	Replace Toll Equipment & New Toll Initiatives	D03929	ORT-CBB Kapsch 07-IAG-2782A				Jan-17	\$93,933		
D706AW28	Scope Development	D03922	RKBx Trss Span-Fire Vul(PSC-12-2891L/WO90)				Jan-17	\$102,263		
D703HC63	Open Road Tolling Initiative at HLCT	D03944	TEB Protection -Design QA				Feb-17	\$4,070		
D703HC63	Open Road Tolling Initiative at HLCT	D03945	TEB Protection -Construction QA				Feb-17	\$11,510		
D703AW63	Replace Toll Equipment & New Toll Initiatives	D03887	ORT-BBT Transmit				Feb-17	\$61,159		
D703AW63	Replace Toll Equipment & New Toll Initiatives	D03928	ORT-MPB Kapsch 07-IAG-2782A				Feb-17	\$97,267		
D703AW63	Replace Toll Equipment & New Toll Initiatives	D03931	ORT-BWB Kapsch 07-IAG-2782A				Feb-17	\$111,938		
D703AW63	Replace Toll Equipment & New Toll Initiatives	D03932	ORT-TNB Kapsch 07-IAG-2782A				Feb-17	\$121,154		
D703AW63	Replace Toll Equipment & New Toll Initiatives	D03933	ORT-VNB Kapsch 07-IAG-2782A				Feb-17	\$153,236		
D703HH88	Toll Plaza & Southbound Approach Reconstruction	D03886	CM Demolition UL/LL Tollbooths (PSC-14-2950)				Feb-17	\$44,138		
ED010301	Hugh Carey Tunnel Mitigation-Perimeter Work	E04036	Construction Quality Oversight				Feb-17	\$1,150,949		
ED010301	Hugh Carey Tunnel Mitigation-Perimeter Work	E04037	Design Quality Oversight				Feb-17	\$407,042		
ED010304	Queens Midtown Tunnel Mitigation-Flood Gates & Other Work	E04047	Construction Quality Oversight				Feb-17	\$840,193		
ED010304	Queens Midtown Tunnel Mitigation-Flood Gates & Other Work	E04048	Design Quality Oversight				Feb-17	\$297,141		
ED050303	Hugh Carey Tunnel -GIVB Mitigation-Raise Seawalls	E04056	Construction Quality Oversight				Feb-17	\$299,247		
ED050303	Hugh Carey Tunnel -GIVB Mitigation-Raise Seawalls	E04057	Design Quality Oversight				Feb-17	\$105,831		
ED060201	Sandy Program Administration	E04177	2017 Grants Management (TBTA-E2777)				Feb-17	\$1,000,000		
ED060201	Sandy Program Administration	E04178	2017 E & C Support (TBTA-E2778)				Feb-17	\$1,000,000		
				Grand Total	\$490,750,758	\$462,681,253	YTD Total	\$44,499,630	Remaining	\$452,645,096
								Grand Total	\$497,144,726	

Master Page # 66 of 123 - Bridges & Tunnels Committee Meeting 3/20/2017

MTA Bridges and Tunnels: Status of 2016 Major Commitments as of January 31, 2017

Project	Budget (\$ in Millions)			Award Date			Notes
	2016 Goal	Actual / Forecast*	Budgeted Value	2016 Goal	Advertisement Date	Actual / Forecast	
D704RK21 Installation of Fire Standpipe & Upgrade of Fire Protection System	\$17.0	\$19.4	\$17.0	Dec-16	N/A	Mar-17	F

MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2016 CAPITAL MILESTONE BACK-UP - PROJECT AWARDS

ACEP	Project Description	IMPACT Task	Task Description	Original Start Date	Goal Start		Actual Start Date	Actual Value	Forecast		
					Date	Goal Value			Budget Value	Start Date	Forecast Value
D701HH89	Skewback Retrofit	D03522	Constr. Quality Oversight PSC-15-2973 wo4	Dec-16	Jan-17	\$2,328,548	\$2,328,548	Jan-17	\$2,328,548		
D703HH88	Reconstruction of Toll Plazas and Southbound Approach	D03793	Construction Adm.(PSC-16-2986)	Nov-16	Jan-17	\$7,095,465	\$6,000,000			Mar-17	\$7,095,465
D704HH13	Replacement of Facility Lighting System	D03780	Construction Adm.(PSC-16-2986)	Nov-16	Jan-17	\$463,664	\$800,000			Mar-17	\$463,664
D704RK21	Installation of Fire Standpipe & Upgrade of Fire Protection System	D03396	Constr. QC and Admin. (PSC-15-2973)	Nov-16	Jan-17	\$981,678	\$981,678	Jan-17	\$981,678		
						Jan-17 Total	\$10,869,355	\$10,110,226			
D701BW07	Fender Protection around Tower Piers (Const)	D03808	10% Design & D/B RFP Development	Jun-16	Feb-17	\$1,500,000	\$1,500,000			Mar-17	\$1,500,000
D704BW32	Installation of Fire Standpipe Connections	D03545	10% Design & RFP Dev.	Jun-16	Feb-17	\$200,000	\$200,000			Mar-17	\$200,000
D704RK21	Installation of Fire Standpipe & Upgrade of Fire Protection System	D03397	Design/Build	Dec-16	Feb-17	\$17,043,254	\$17,043,254			Mar-17	\$19,425,000
						Feb-17 Total	\$18,743,254	\$18,743,254			
D701CB18	CB Scour Protect/Repair/Rpl CB/MP Pier Fender Sys	D03569	PM Design F/A & D/B RFP Dev.	Jul-16	Mar-17	\$609,901	\$609,901			Mar-17	\$609,901
D704BW39	Install Electronic Monitoring & Detection Systems	D03558	PM Const.F/A	Aug-16	Mar-17	\$1,000,000	\$1,000,000			Mar-17	\$1,000,000
D704RK60	Install Facility-wide Electronic Monitoring & Detection Systems	D03647	PM Construction F/A	Aug-16	Mar-17	\$1,000,000	\$1,000,000			Mar-17	\$1,000,000
D701RK20	Main Bridge Cable Inspection and Rehabilitation	D03607	PM Design F/A	Sep-16	Mar-17	\$865,929	\$865,929			Mar-17	\$865,929
						Mar-17 Total	\$3,475,830	\$3,475,830			
D704HC30	Install Smoke Detection/Alarm Systems-HCT Vent & Svc. Bldgs.	D03705	PM Design F/A & D/B RFP Dev.	Sep-16	Apr-17	\$200,000	\$200,000			Apr-17	\$200,000
D704HC64	Brooklyn Service Building Electrical Rehab.	D03735	PM Design F/A & D/B RFP Dev.	Sep-16	Apr-17	\$224,973	\$224,973			Apr-17	\$224,973
D704QM91	Install Smoke Detection/Alarm Systems-QMT Vent & Svc. Bldgs.	D03571	PM Design F/A & D/B RFP Dev.	Sep-16	Apr-17	\$200,000	\$200,000			Apr-17	\$200,000
D707VN49	Painting of Suspended Span Upper & Lower Level Steel & Truss	D03827	In-House Design F/A	Oct-16	Apr-17	\$285,000	\$285,000			Apr-17	\$285,000
						Apr-17 Total	\$909,973	\$909,973			
D603AW35	Replacement of Weather Information Systems	D02480	3rd Ply-Furnish/install		Jun-17	\$1,871,967	\$1,871,967			Jun-17	\$1,871,967
D603AW35	Replacement of Weather Information Systems	D03326	Capital Materials Purchase		Jun-17	\$25,000	\$25,000			Jun-17	\$25,000
						Jun-17 Total	\$1,896,967	\$1,896,967			
D705RK58	Rehabilitation of the Robert Moses Bldg and Ancillary Facilities	D03639	PM Design F/A		Sep-17	\$800,000	\$800,000			Sep-17	\$800,000
D704RK21	Installation of Fire Standpipe & Upgrade of Fire Protection System	D03398	Operations F/A		Sep-17	\$243,331	\$243,331			Sep-17	\$243,331
						Grand Total	\$36,938,710	\$36,179,581			
					Grand Total	\$36,938,710	\$36,179,581	YTD Total	\$3,310,226	Remaining	\$36,010,230
										Grand Total	\$39,320,456

MTA BRIDGES & TUNNELS
CAPITAL PROGRAM
2016 PROJECT COMPLETIONS

Project ID (ACEP)	Project Description	Type	Original Goal End Date	Goal End Date	Goal Value	Budgeted Value	Actual End Date	Actual Value	Forecast End Date	Forecast Value
D603AW48	2nd Generation E-Zpass In-Lane	Study	Aug-16	Mar-17	\$3,533,142	\$3,533,142			Mar-17	\$3,533,142
				Mar-17 Total	\$3,533,142	\$3,533,142				
				Grand Total	\$3,533,142	\$3,533,142				

* Forecast is equal to the project's most recently validated estimate at completion (EAC).

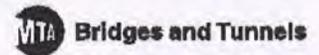


Bridges and Tunnels

Procurements March 2017



Staff Summary



Subject: Request for Authorization to Award Various Procurements
Department: Procurement
Department Head Name: M. Margaret Terry
Department Head Signature:
Project Manager Name: Various

Date: 03/03/2017
Vendor Name:
Contract Number:
Contract Manager Name:
Table of Contents Ref #:

Board Action					
Order	To	Date	Approval	Info	Other
1	President	03/03/17			
2	MTA B&T Committee	03/20/17			
3	MTA Board	03/22/17			

Internal Approvals			
Order	Approval	Order	Approval
	President <i>PT</i>		VP Operations
	Executive Vice President		VP & Chief Engineer
	SVP & General Counsel		VP & Chief Procurement Officer <i>MM</i>
	VP Administration		

Internal Approvals (cont.)							
Order	Approval	Order	Approval	Order	Approval	Order	Approval
	Chief Financial Officer <i>AS</i>		Chief Technology Officer		Chief Health & Safety Officer		Chief EEO Officer
	Chief Security Officer		Chief Maintenance Officer		MTA Office of Civil Rights		

PURPOSE:

To obtain approval of the Board to award various contracts and purchase orders, and to inform the MTA B&T Committee of these procurement actions.

DISCUSSION:

MTA B&T proposes to award Non-Competitive procurements in the following categories: None

MTA B&T proposes to award Competitive procurements in the following categories:

<u>Schedules Requiring Two-Thirds Vote:</u>	<u># of Actions</u>	<u>\$ Amount</u>
Schedule C: Competitive Requests for Proposals (Award of Purchase And Public Works Contracts)	1	\$82.180M

<u>Schedules Requiring Majority Vote:</u>	<u># of Actions</u>	<u>\$ Amount</u>
Schedule F: Personal Service Contracts	3	\$26.838M
Schedule H: Modifications to Personal Service Contracts and Miscellaneous Service Contracts	2	\$4.485M
Schedule I: Modifications to Purchase and Public Works Contracts	2	\$37.461M

SUBTOTAL **\$150.964M**

MTA B&T presents the following procurement actions for Ratification: None

TOTAL **\$150.964M**

BUDGET IMPACT:

The purchases/contracts will result in obligating MTA B&T and Capital funds in the amount listed. Funds are available in the current MTA B&T operating/capital budgets for this purpose.

RECOMMENDATION:

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

The legal name of MTA Bridges and Tunnels is Triborough Bridge and Tunnel Authority.

MTA BRIDGES & TUNNELS
TRIBOROUGH BRIDGE AND TUNNEL AUTHORITY

WHEREAS, in accordance with §559 and §2879 of the Public Authorities Law and the All Agency Procurement Guidelines, the Board authorizes the award of certain non-competitive purchase and public work contracts, and the solicitation and award of request for proposals in regard to purchase and public work contracts; and

WHEREAS, in accordance with §2879 of the Public Authorities Law and the All Agency Procurement Guidelines, the Board authorizes the award of certain non-competitive miscellaneous procurement contracts, and certain changes orders to procurement, public work, and miscellaneous procurement contracts; and

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

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. The Board ratifies each action set forth in Schedule D 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; 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.
7. The Board authorizes the budget adjustments to estimated contracts set forth in Schedule L.

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL
MARCH 2017

MTA BRIDGES & TUNNELS

Procurements Requiring Two-Thirds Vote:

C: Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)
(Staff Summaries required for items requiring Board approval)

- | | | |
|--------------------------------------|----------------------|--------------------------------------|
| 1. Tutor Perini Corp. | \$ 82,180,000 | <u>Staff Summary Attached</u> |
| Contract No. HH-89 | | |
| 2yr, 9 mo. Contract- Competitive RFP | | |

B&T is seeking Board approval under the All Agency General Contract Procurement Guidelines to award a competitively solicited public work contract for Design/Build Services for the Rehabilitation of Skewbacks, Viaduct Piers and Lower Level North Abutment at the Henry Hudson Bridge to Tutor Perini Corp. (TPC).

Procurements Requiring Majority Vote:

F: Personal Service Contracts
(Staff Summaries required for items greater than: \$100K Sole Source; \$250K Other Non-Competitive; \$1M Competitive)

- | | | |
|--|-------------------------------|--------------------------------------|
| 1. Hardesty & Hanover, LLC | \$ 2,373,533.00 | <u>Staff Summary Attached</u> |
| Contract No. PSC-16-3000A | | |
| HAKS Engineers, Architects
& Land Surveyors, P.C. | \$ 2,038,963.00 | |
| Contract No. PSC-16-3000B | | |
| HNTB New York Engineering
and Architecture, P.C. | \$ 1,971,358.00 | |
| Contract No. PSC-16-3000C | | |
| WSP Parsons Brinkerhoff | <u>\$ 1,697,028.00</u> | |
| Contract No. PSC-16-3000D | \$ 8,080,882.00 | |

2yr, 9mo. Contract- Competitive RFP

B&T is seeking Board approval under the All-Agency Service Contract Procurement Guidelines to award four personal service contracts for the 2017 Biennial Bridge Inspections at the: (i) Throgs Neck Bridge to Hardesty & Hanover, LLC (H&H), (ii) Bronx-Whitestone Bridge to HAKS Engineers, Architects & Land Surveyors, P.C. (HAKS), (iii) Marine Parkway/Cross Bay Bridges to HNTB New York Engineering and Architecture, P.C. (HNTB), and (iv) Henry Hudson & Queens-Midtown-Tunnel Approach Bridges to WSP|Parsons Brinkerhoff (WSP|PB).

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL
MARCH 2017

2. **EnviroMed Services., Inc.** \$ 1,939,963.98 Staff Summary Attached
Contract No. PSC-16-3002

2yr Contract- Competitive RFP

B&T is seeking Board approval under the All Agency Service Contract Procurement Guidelines to award a personal service contract to provide services for independent safety monitoring for ongoing B&T construction projects.

3. **AECOM USA, Inc.** \$ 1,543,753.37 Staff Summary Attached
Contract No. PSC-16-2997

1yr, 6mo. Contract- Competitive RFP

B&T is seeking Board Approval under the All Agency Service Contract Procurement Guidelines to award a personal service contract for Design Services for Project AW-28, Strategic Plan for Service Life Extension of Suspension Bridges.

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

(Approvals/Staff Summaries required for substantial change orders and change orders that cause original contract to equal or exceed monetary or durational threshold required for Board approval)

1. **WSP/URS a Joint Venture** \$ 2,957,064.66 Staff Summary Attached
Contract No. PSC-12-2906

7yr, 3mo. Contract- Competitive RFP

B&T is seeking Board approval under the All-Agency Service Contract Procurement Guidelines to amend Contract PSC-12-2906, Design Services for Reconstruction of the Upper and Lower Level Toll Plazas and Southbound Approach at the Henry Hudson Bridge (HHB) for construction support services for Project HH-88B/HH-13A, Reconstruction of Upper and Lower Level Toll Plazas and Southbound Approach at Henry Hudson Bridge and Lighting Replacement at Northbound/Southbound Henry Hudson Parkways.

2. **Ammann & Whitney Consulting** \$ 1,528,424.00 Staff Summary Attached
Engineering, P.C.
Contract No. PSC-13-2929

6yr, 1mo. Contract- Competitive RFP

B&T is seeking Board approval in accordance with the All-Agency Service Contract Procurement Guidelines to amend Contract No. PSC-13-2929, Design and Design Services During Construction for Project HH-89, Retrofit /Repair of Skewbacks, Approach Concrete Piers and North Abutment at the Henry Hudson Bridge to provide design quality assurance services.

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL
MARCH 2017

I: Modifications to Purchase and Public Works Contracts

(Approvals/Staff Summaries required for individual change orders greater than \$750K. Approvals without Staff Summaries required for change orders greater than 15% of previous approved amount which are also at least \$250K)

- | | | |
|---|------------------------|--------------------------------------|
| 1. Halmar International, LLC
Contract No. BW-14/BW-84C | \$19,311,211.44 | <u>Staff Summary Attached</u> |
|---|------------------------|--------------------------------------|

3yr Contract- Competitive Bid

B&T is seeking Board Approval under the All Agency General Contract Procurement Guidelines to amend Contract BW-14/BW-84C for installation of the Open Road Tolling (ORT) system and associated civil, structural, electrical and demolition work at the Bronx-Whitestone Bridge.

- | | | |
|--|------------------------|--------------------------------------|
| 2. Schiavone Construction Co., LLC
Contract No. TN-60 | \$18,149,300.00 | <u>Staff Summary Attached</u> |
|--|------------------------|--------------------------------------|

2yr, 5mo. Contract- Competitive Bid

B&T is seeking Board Approval under the All Agency General Contract Procurement Guidelines to amend a public works contract (TN-60) to perform civil, structural and electrical infrastructure construction work for Open Road Tolling (ORT) at the Throgs Neck Bridge.

Staff Summary

Item Number 1 (Final)					
Dept. & Dept. Head Name: Engineering and Construction, Joe Keane, P.E., V.P. <i>Joe Keane</i>					
Division & Division Head Name: Engineering and Construction, Walter Hickey, P.E.					
Board Reviews					
Order	To	Date	Approval	Info	Other
1	President	3/3/17			
2	MTA B&T Committee	3/20/17			
3	MTA Board	3/22/17			
Internal Approvals					
Order	Approval	Order	Approval		
1	Chief Financial Officer <i>[Signature]</i>		Executive Vice President		
2	General Counsel	4	President <i>[Signature]</i>		
3	Chief Procurement Officer <i>[Signature]</i>				

SUMMARY INFORMATION	
Vendor Name Tutor Perini Corp.	Contract Number HH-89
Description: Design/Build Services for the Rehabilitation of Skewbacks, Viaduct Piers and Lower Level North Abutment at the Henry Hudson Bridge	
Total Amount \$82,180,000	
Contract Term (including Options, if any) 33 Months	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Narrative
I. PURPOSE/RECOMMENDATION

B&T is seeking Board approval under the All Agency General Contract Procurement Guidelines to award a competitively solicited public work contract for Design/Build Services for the reconstruction of the Arch Span Skewbacks, Viaduct Span Pedestal supports and Lower Level North Abutment at the Henry Hudson Bridge to Tutor Perini Corp. (TPC) for a period of 33 Months at a cost of \$82,180,000. The work is necessary to address deterioration of the existing bridge concrete foundation structures. In accordance with the MTA Design-Build Best Practice Guidance, and in order to enhance competition and defray proposal costs, this solicitation included stipends to be paid to each unsuccessful proposer in the amount of \$166,000 whose proposal met a defined standard. Accordingly, approval is also requested to pay stipends totaling \$664,000.

II. DISCUSSION

In November 2015, the Board authorized B&T to enter into a competitive Request for Proposal (RFP) process for design-build services for the reconstruction of the Arch Span Skewbacks, Viaduct Span Pedestal supports and Lower Level North Abutment at the Henry Hudson Bridge. The work requires the design and construction of retrofit/repair of the skewbacks, column pedestals, the lower level north abutment, and associated work at the Henry Hudson Bridge.

The service requirements were publicly advertised; eleven firms submitted qualification information and based on a review of their qualifications, five firms were deemed qualified to receive the RFP. All five firms submitted proposals: Halmar International LLC (\$71,710,609), Judlau Contracting Inc. (\$71,780,000), Kiewit Infrastructure Co. (\$97,475,000), Skanska

Staff Summary

USA Civil Northeast Inc. (\$99,765,000), and Tutor Perini Corp. (\$83,680,000). The proposals were evaluated against established criteria set forth in the RFP, including proposed price, design-build technical approach, key personnel and management approach, and oral presentations.

In accordance with the MTA Design-Build Best Practice Guidance, Technical Proposals were evaluated by a Selection Committee (SC) prior to evaluation of the cost proposals. The Authority also contracted with a prominent bridge engineering consultant to provide a 'blind' review of each technical solution and prepare an evaluation of advantages and disadvantages of each solution along with ensuring each meets or exceeds the requirements of the RFP. This subject matter expert opinion was considered by the SC in their evaluation.

The committee recommended TPC as the highest rated firm based on several factors. The proposed design from TPC provides greater certainty of successful construction on the skewbacks as compared to the other proposers. TPC provided an innovative design which limits the amount of disturbance to the existing skewback concrete and avoids interference with existing steel elements within the concrete. The design and constructability of all major components of their proposed technical solution was more developed than that of the other proposals and included innovative details to ensure accurate installation of the new mini piles without interference between new and existing structural elements. TPC's proposal demonstrated successful past experience on similar projects and that of their proposed designer with load transfer applications of similar complexity. The proposed design also gave more consideration to future inspection and maintenance accessibility and was advantageous in that regard.

The committee found that upon detailed examination the technical solutions provided by the proposers other than TPC all had inherent design and constructability risks of varying degree, the outcome of which could not be known in advance of actual construction with certainty. If these risks were to develop during the construction or post construction period they could potentially compromise the structural integrity of the bridge, resulting in lengthy, costly, and complex corrective action.

Although Judlau and Halmar provided lower cost proposals, they proposed deep excavations next to the skewbacks which increased concerns with undermining and differential settlement of the existing foundations and the possibility of compromising the arch structure. Neither of these proposals addressed dewatering to the satisfaction of the SC. Additionally each of their technical solutions required significant temporary or permanent lane closures during the length of construction. The Kiewit and Skanska technical proposals were not fully compliant with RFP testing requirements and cost proposals were significantly higher.

TPC's proposal significantly exceeded those of the other proposers on technical merit, met all the requirements of the RFP, greatly mitigated the known risks associated with the project implementation as outlined in the RFP, and can be expected to be successfully constructed with a high degree of confidence and offered the best value overall as compared to the other proposers.

TPC submitted a proposal of \$83,680,000. Negotiations were conducted with TPC which included discussion on technical requirements, design assumptions, and construction approach. TPC offered reasonable explanations to back up costs such as the high complexity of the design, high risk of the construction process on a difficult site with low tolerance for variances and difficult access to the work areas. The parties agreed to \$82,180,000 which is 6.1% above the Engineer's estimate of \$77,123,104. The negotiated amount is deemed to be fair and reasonable as the estimate understated the level of effort for ongoing monitoring of the structural health system required by the scope of the RFP. Upon review of final technical score and the negotiated fee, the SC recommended the TPC team for award, determining that they proposed the best technical solution, and based on the reasons listed above, will provide the best value to the Authority.

In connection with a previous contract awarded to the Contractor, TPC was found to be responsible notwithstanding significant adverse information (SAI) pursuant to the All-Agency Responsibility Guidelines and such responsibility finding

Staff Summary

was approved by the Interim MTA Chairman/CEO in consultation with the Acting MTA General Counsel on February 11, 2017. No new SAI has been found related to the Contractor and TPC has been found to be responsible.

III. D/M/WBE INFORMATION

MTA Department of Diversity and Civil Rights have assigned goals of 15% MBE and 15% WBE to this contract. Award will not be made until the Department of Diversity and Civil Rights' approval is obtained. Tutor Perini has achieved its previous MWDBE goals on previous MTA contracts.

IV. IMPACT ON FUNDING

Funding is available in the 2015–2019 Capital Program under Projects D701/HH89/D03524.

V. ALTERNATIVES

There are no recommended alternatives. The Authority does not possess the resources required to perform these services.

Staff Summary

Item Number 2 (Final)					
Dept & Dept Head Name: Engineering and Construction, Joe Keane, P.E. <i>Joe Keane</i>					
Division & Division Head Name: Engineering and Construction, Philip Swanton, P.E. <i>Philip Swanton</i>					
Board Reviews					
Order	To	Date	Approval	Info	Other
1	President	2/27/17			
2	MTA B&T Committee	3/20/17			
3	MTA Board	3/22/17			
Internal Approvals					
Order	Approval	Order	Approval		
1	Chief Financial Officer <i>[Signature]</i>	4	Executive Vice President		
2	General Counsel <i>[Signature]</i>	5	President <i>[Signature]</i>		
3	Chief Procurement Officer <i>[Signature]</i>				

SUMMARY INFORMATION	
Vendor Name	Contract No.
A) Hardesty & Hanover, LLC	PSC-16-3000A
B) HAKS Engineers, Architects & Land Surveyors, P.C.	PSC-16-3000B
C) HNTB New York Engineering and Architecture, P.C.	PSC-16-3000C
D) WSP Parsons Brinkerhoff	PSC-16-3000D
Description 2017 Biennial Bridge Inspection & Design of Miscellaneous Structural Repairs at the Throgs Neck, Bronx Whitestone, Marine Parkway, Cross Bay, Henry Hudson & Queens-Midtown-Tunnel Approach Bridges	
Total Amount PSC-16-3000A, \$2,373,533.00; PSC-16-3000B, \$2,038,963.00; PSC-16-3000C, \$1,971,358.00; PSC-16-3000D, \$1,697,028.00	
Contract Term (including Options, if any) Two years, nine months (through 12/31/19)	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Renewal? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Narrative

I. PURPOSE/RECOMMENDATION

B&T is seeking Board approval under the All-Agency Service Contract Procurement Guidelines to award four personal service contracts for the 2017 Biennial Bridge Inspections at the: (i) Throgs Neck Bridge (Contract PSC-16-3000A) to Hardesty & Hanover, LLC (H&H), (ii) Bronx-Whitestone Bridge (Contract PSC-16-3000B) to HAKS Engineers, Architects & Land Surveyors, P.C. (HAKS), (iii) Marine Parkway/Cross Bay Bridges (Contract PSC-16-3000C) to HNTB New York Engineering and Architecture, P.C. (HNTB), and (iv) Henry Hudson & Queens-Midtown-Tunnel Approach Bridges (Contract PSC-16-3000D) to WSP|Parsons Brinkerhoff (WSP|PB). The negotiated contract amounts are: (A) \$2,373,533.00 (B) \$2,038,963.00 (C) \$1,971,358.00 and (D) \$1,697,028.00. Each contract will be for a duration of approximately two years, nine months through December 31, 2019.

II DISCUSSION

B&T requires the services of four consultant firms to provide biennial bridge inspection and miscellaneous design services at the: Throgs Neck, Bronx Whitestone, Marine Parkway, Cross Bay, Henry Hudson & Queens-Midtown-Tunnel Approach Bridges. These inspections assist in our mission to keep B&T's assets in a state of good repair, and are required by the New York State Department of Transportation.

The requirements were publicly advertised. Nine firms submitted qualification information for review and evaluation by the selection committee. Seven firms: AECOM, USA, Inc. (AECOM); Ammann & Whitney Consulting Engineers, P.C. (A&W); HAKS Engineers, Architects and Land Surveyors, P.C. (HAKS); Hardesty & Hanover, LLC (H&H); HNTB New York

Staff Summary

Engineering & Architecture, P.C. (HNTB)' Stantec Consulting Services, Inc. (Stantec); and WSP|Parsons Brinkerhoff (WSP|PB) were chosen to receive the RFP based on a review of those qualifications and six of those firms submitted proposals (all but Stantec, which withdrew because of competing priorities). The proposals were evaluated against established criteria set forth in the RFP including technical work proposed, depth of understanding of the project, qualifications of the firm for specific personnel proposed and cost. Based on the committee's review of all submittals and its consideration of proposed costs, the committee selected H&H for Group A (Throgs Neck Bridge), HAKS for Group B (Bronx-Whitestone Bridge), HNTB for Group C (Cross Bay/Marine Parkway Bridges) and WSP|PB for Group D (Henry Hudson and QMT Approach Bridges).

The Committee's selections were based on the following:

- A. Throgs Neck Bridge** – H&H submitted a superior comprehensive technical proposal for this group and provided additional supporting details during its oral presentation. The firms also displayed a clear understanding of the process and unique needs of TBTA and the facilities for which they were selected.
- B. Bronx-Whitestone Bridge** – HAKS has a Project Manager who has significant experience performing Biennials for the Authority at various Facilities, a large staff to complete inspection in a timely manner and a clear understanding of the process and needs unique to TBTA and the facilities for which they were selected.
- C. Marine Parkway/Cross Bay Bridges** – HNTB has a strong mechanical/electrical team for inspecting the elevator, lift span and mechanical drive systems and a proactive management history on previous biennial inspections. It also has demonstrated recent experience with truss and lift-span bridges and recent relevant experience with bridge inspection software.
- D. Henry Hudson & Queens-Midtown Tunnel Approach Bridges** – WSP|PB had a well-tailored technical proposal and meets the Authority's inspection requirements. In addition, their past responsiveness along with their in-depth knowledge of the Authority's requirements will be beneficial assets to Authority.

While the other two firms were technically qualified, Ammann & Whitney currently has insufficient staff, compared to other firms, to perform the workload at the Authority, which may impact their effectiveness if awarded work under the 2017 Biennials. AECOM lacked some details during their presentation in regards to the elements based inspection system. In addition, it appears they may have underestimated the level of effort required for the inspection, calling their understanding of it into question.

The overall cost of the four recommended 2017 Biennial Contracts reflects an increase of 7.42% compared with the preceding 2015 Biennial Contracts (PSC-14-2963). This is generally due to the increased level of effort required to calculate the Special Hauling Vehicle Load Ratings (for vehicles exceeding NYS weight limit regulations) and to comply with new National Bridge Element Inspection System requirements. The following represents a summary of costs for the 2015 Biennial Contracts, and the costs proposed, estimated and negotiated for the recommended 2017 Biennial Contracts (all excluding allowances).

Group	2015 Contracts	2017 Contracts			Comparisons	
	Amount	B&T Estimate	Proposed	Negotiated	2017 Negotiated vs. 2015	2017 Negotiated vs. Estimate
A	\$1,544,489.00	\$2,336,663.00	\$1,899,429.00	\$1,673,533.00	+8.4%	-28.4%
B	\$1,116,726.00	\$1,569,018.00	\$1,994,955.00	\$1,538,963.00	+37.8%	-1.9%
C	\$1,437,888.00	\$1,615,257.00	\$1,734,508.00	\$1,671,358.00	+16.2%	+3.5%
D	\$1,715,441.00	\$1,408,025.00	\$1,450,432.00	\$1,397,028.00	-18.6%	-0.6%

* All costs above exclude allowances.

H&H's negotiated cost for Group A (TNB) is 8.4% higher than the previous contract cycle. This is attributable to the addition of three additional tasks at this facility for diving inspection (which were not required in the previous cycle) and the development of a computerized BDIS and asset management system for the Cross Island Parkway On-Ramp and wearing surface condition inspection report. The negotiated price is 28.4% less than the Estimate. This is due to the Estimate's assumption of higher wage and overhead rates than what the selected consultant and its proposed sub-consultants use.

Staff Summary

HAKS's negotiated cost for Group B (BWB) is 37.8% higher than the previous cycle. This is attributable to the addition of three tasks which were not required in the previous cycle, including fathometric survey, diving inspections and preparation of a wearing surface condition and inspection report.

HNTB's negotiated cost for Group C (CBB & MPB) is 16.2% higher than the same tasks under the previous cycle. This is attributable to the addition of two tasks which were not required in the previous cycle, which are the development of computerized bridge inspection software and asset management system at the CBB and wearing surface condition inspection report.

WSP|PB's negotiated cost for Group D (HHB & QMT Approaches) is 18.6% less than what was negotiated in the previous cycle. This is primarily due to the omission of the previous cycle's significant task for development of facility specific bridge inspection software. Migrating to the new bridge inspection software is an initiative being pursued among various bridge authorities and was initially implemented at the HHB and has subsequently been instituted at the other Authority facilities.

Based on the above, and when compared to the Estimate, the negotiated amounts are considered fair and reasonable. H&H and HNTB are each considered to be responsible consultants.

In connection with a previous contract awarded to the Consultant, HAKS was found to be responsible notwithstanding significant adverse information pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel on January 12th, 2017. No new SAI has been found relating to the consultant and HAKS has been found to be responsible.

In connection with a previous contract awarded to the Consultant, WSP|Parsons Brinkerhoff, Inc. was found to be responsible notwithstanding significant adverse information pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel on March 25th, 2008. No new SAI has been found relating to the consultant and WSP|Parsons Brinkerhoff, Inc has been found to be responsible.

Summary of 2017 Proposed Contracts			
Group	Negotiated Amount	Allowance	Contract Amount with Allowance
A	\$1,673,533.00	\$700,000.00	\$2,373,533.00
B	\$1,538,963.00	\$500,000.00	\$2,038,963.00
C	\$1,671,358.00	\$300,000.00	\$1,971,358.00
D	\$1,397,028.00	\$300,000.00	\$1,697,028.00

The total amount for each contract will include the assigned allowances as shown in the table above. Services under these allowances are to provide support based on the results of the inspection and include: (i) interim or special inspections; (ii) spalling concrete removal supervision; (iii) sign gantries and light pole inspections; (iv) auxiliary design services for the repair of defective structural conditions; (v) preliminary design investigations toward alternative solutions; and (vi) auxiliary testing services for elements such as concrete cores, steel coupons, and cable wires. These services will be provided via work orders on an as-needed basis. The allowances are based on historical costs and will permit B&T to quickly respond to the needs of each facility. The services being performed under the allowances will typically be performed at the rates negotiated for overhead and profit.

III. D/M/WBE INFORMATION

The MTA Department of Diversity and Civil Rights has established goals of 15% MBE and 15% WBE for each of these contracts. H&H, HAKS, HNTB and WSP|PB have each achieved their MWDDBE goals on previous MTA contracts.

IV. IMPACT ON FUNDING

Staff Summary

Funding in the amount of \$8,080,882 is available in the Operating Budget under GFM-521, General Ledger #711101.

V. ALTERNATIVES

There are no recommended alternatives. B&T does not have the resources required to perform these New York State inspection requirements.

Staff Summary

Item Number 3 (Final)					
Dept & Dept Head Name: Engineering & Construction, Joe Keane P.E. <i>Joe Keane</i>					
Division & Division Head Name: Engineering & Construction, Aris Stathopoulos, P.E.					
Board Reviews					
Order	To	Date	Approval	Info	Other
1	President	2/27/17			
2	MTA B&T Committee	3/20/17			
3	MTA Board	3/22/17			
Internal Approvals					
Order	Approval	Order	Approval		
1	Chief Financial Officer <i>[Signature]</i>	4	Chief of Staff		
2	General Counsel <i>[Signature]</i>	5	Executive Vice President		
3	Chief Procurement Officer <i>[Signature]</i>	6	President <i>[Signature]</i>		

SUMMARY INFORMATION	
Vendor Name EnviroMed Services, Inc., Meriden CT	Contract Number PSC-16-3002
Description Independent Safety Monitor for Ongoing Authority Construction Projects	
Total Amount \$1,939,963.98	
Contract Term (including Options, if any) Two (2) Years	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Renewal? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Narrative

PURPOSE/RECOMMENDATION

B&T is seeking Board approval under the All Agency Service Contract Procurement Guidelines to award a personal service contract to provide services for independent safety monitoring for ongoing B&T construction projects to the incumbent EnviroMed Services, Inc. (EnviroMed) for a period of two (2) years at a cost of \$1,939,963.98.

DISCUSSION

B&T requires the services of a consultant to provide independent safety monitoring services for ongoing B&T construction projects. The Contract requires the Consultant to perform short term and continuous on-site monitoring; safety analysis; report preparation and presentations; training and additional services as required to aid in ensuring a safe working environment on B&T construction projects.

The service requirements were publicly advertised and seven (7) firms submitted qualification information. Four (4) firms were chosen to receive the RFP based on a review of those qualifications and four (4) firms submitted proposals: Creative Environment Solutions (CES); EnviroMed Services, Inc. (EnviroMed); Safety Dynamics, LLC (Safety Dynamics); and Total Safety Consulting LLC (Total Safety). The proposals were evaluated against established criteria set forth in the RFP including an understanding of the technical requirements and expertise, qualifications of proposed personnel, oral presentations and cost. The Selection Committee selected the incumbent EnviroMed based on: their demonstrated knowledge concerning project safety; their reliable performance on the current contract; their team of qualified personnel and the most advantageous cost proposal. The cost proposals ranged from \$1,939,963.98 to \$3,147,343.58.

(rev. 4/07/10)

Staff Summary

EnviroMed submitted the lowest cost proposal in the amount of \$1,939,963.98. The Engineer's estimate is \$2,603,307.43. Negotiations resulted in B&T and EnviroMed agreeing to a cost totaling \$1,939,963.98, which is 25% below the estimate and is considered fair and reasonable. EnviroMed is deemed to be a responsible consultant.

D/M/WBE INFORMATION

MTA Department of Diversity and Civil Rights have assigned goals of 15% MBE and 15% WBE. Enviromed Services Inc. has satisfactorily achieved the assigned goals. Enviromed Services Inc. has achieved its previous MWDBE goals on previous MTA contracts.

IMPACT ON FUNDING

Funding is available in the Operating Budget under GES-239 in the amount of \$1,939,963.98.

ALTERNATIVES

There are no recommended alternatives. B&T does not have the resources needed to perform these services.

Staff Summary

Item Number 4 (Final)					
Dept & Dept Head Name: Engineering & Construction Department, Joe Keane, P.E. <i>Joe Keane</i>					
Division & Division Head Name: Engineering & Construction Department, Aris Stathopoulos, P.E. <i>Aris Stathopoulos</i>					
Board Reviews					
Order	To	Date	Approval	Info	Other
1	President	3/3/17			
2	MTA B&T Committee	3/20/17			
3	MTA Board	3/22/17			
Internal Approvals					
Order	Approval	Order	Approval		
1	Chief Financial Officer <i>[Signature]</i>	4	Executive Vice President		
2	General Counsel <i>[Signature]</i>	5	President <i>DS</i>		
3	Chief Procurement Officer <i>[Signature]</i>				

SUMMARY INFORMATION	
Vendor Name	Contract Number
AECOM USA, Inc.	PSC-16-2997
Description: Design Services for Project AW-28, Strategic Plan for Service Life Extension of Suspension Bridges	
Total Amount \$1,543,753.37	
Contract Term (including Options, if any) One (1) Year, Six (6) months	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Narrative

I. PURPOSE/RECOMMENDATION

B&T is seeking Board approval under the All-Agency Guidelines for Procurement of Services to award a personal service contract for Design Services for Project AW-28, Strategic Plan for Service Life Extension of Suspension Bridges to AECOM USA, Inc. (AECOM) in the agreed amount of \$1,543,753.37 for a duration of one (1) year, six (6) months.

II. DISCUSSION

B&T requires the services of an engineering consultant firm to provide professional engineering services and expertise to assist B&T in developing an overall strategy to extend the service life of B&T suspension bridges. The study will examine strategies that include, but are not be limited to, strengthening, reconstruction or replacement of key suspension elements. The overall life extension strategies for the main cables are to consider both short-term maintenance alternatives as well as long-term capital intensive strategies, in a logical, prioritized sequence to maximize the overall service life at B&T's suspension bridge facilities.

The service requirements were publicly advertised. Four (4) firms submitted qualification information for review and evaluation by the selection committee and all four firms were chosen to receive the Request For Proposal (RFP). The firms are: AECOM, Parsons Transportation Group of New York, Ammann & Whitney, and Buckland & Taylor[COWI and Thornton Tomasetti/Weidlinger Corporation, Joint Venture. The proposals were evaluated against established criteria set forth in the RFP, including technical work proposed, depth of understanding of the project, qualifications of the firm for specific personnel proposed and cost.

(rev. 1/22/14)

Staff Summary

The selection committee recommended that negotiations be conducted with AECOM. AECOM was the only consultant that demonstrated a complete understanding of the project requirements. AECOM proposed a holistic risk based approach for inspection of the bridges and identification of needs to be addressed to extend the service life of the suspension systems, identify possible mitigation strategies, and evaluate and prioritize on a program wide level. AECOM's proposed project staff experience is unique when compared with the experience of other proposers. The AECOM team features project program leadership as well as significant project level involvement by highly qualified suspension bridge engineers. These individuals bring to the project practical experience but also the knowledge and vision of former suspension bridge owners. Also, AECOM submitted the lowest cost proposal and their total man-hours are within 3.1% of the Engineer's Estimate.

The proposals ranged from \$1,543,753.37 to \$2,797,241.31. AECOM submitted a cost proposal in the amount of \$1,543,753.37. The Engineer's estimate is \$2,235,435.36. Negotiations resulted in B&T accepting AECOM's proposal in the amount totaling \$1,543,753.37, which is approximately 31% lower than the estimate which is considered most advantageous to B&T and is fair and reasonable.

In connection with a previous contract awarded to the Consultant, AECOM USA, Inc. was found to be responsible notwithstanding significant adverse information pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel on May 25th, 2016. No new SAI has been found relating to the consultant and AECOM USA, Inc. has been found to be responsible.

III. D/M/WBE INFORMATION

The MTA Department of Diversity and Civil Rights has established goals of 15% MBE and 15% WBE for this contract. AECOM has achieved their M/WBE goals on previous MTA contracts.

IV. IMPACT ON FUNDING

Funding is available in the 2015-2019 Capital Program under Project AW-28, Strategic Plan for Service Life Extension of Suspension Bridges.

V. ALTERNATIVES

There are no recommended alternatives. B&T does not possess the resources required to perform these services.

Schedule H: Modifications to Personal Service Contracts and Miscellaneous Service Contracts

Item Number: 5 (Final)

Vendor Name (& Location) WSP/URS a Joint Venture, Briarcliff Manor, NY	Contract Number PSC-12-2906	AWO/Modification# 7
Description Design Services for Reconstruction of the Upper and Lower Level Toll Plazas and Southbound Approach at the Henry Hudson Bridge		
Contract Term (including Options, if any) January 4, 2013 – April 3, 2020		
Option(s) included in Total Amount <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive		
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:		
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:		
Requesting Dept/Div & Dept/Div Head Name: Engineering & Construction, Joe Keane, P.E.		
	Original Amount:	\$7,193,724.52
	Prior Modifications:	\$2,942,564.60
	Prior Budgetary Increases:	
	Current Amount:	\$10,136,289.12
	This Request:	\$2,957,064.66
	% of This Request to Current Amount:	29.2%
	% of Modifications (including This Request) to Original Amount:	82.0%

Discussion:

B&T is seeking Board approval under the All-Agency Service Contract Procurement Guidelines to amend Contract PSC-12-2906, Design Services for Reconstruction of the Upper and Lower Level Toll Plazas and Southbound Approach at the Henry Hudson Bridge (HHB) with WSP/URS a Joint Venture (W/U) for construction support services (CSS) for Project HH-88B/HH-13A, Reconstruction of Upper and Lower Level Toll Plazas and Southbound Approach at Henry Hudson Bridge and Lighting Replacement at Northbound/Southbound Henry Hudson Parkways, in the amount of \$2,957,064.66.

Contract PSC-12-2906 was awarded pursuant to Board approval in December, 2012 with the proviso that design services during construction would be presented at a later date for Board approval. Designs are now complete and the levels of effort during construction can be more accurately estimated. The engineering services required during construction include reviews of shop drawings, requests for information, catalog cuts, calculations, meeting attendance and unanticipated design efforts. W/U submitted a proposal totaling \$2,994,337. The negotiated amount of \$2,957,064.66 is 7.0% below the Engineer's estimate of \$3,180,000 and is deemed fair and reasonable. Funding is available in the 2015-2019 Capital Program under Projects HH-88B CSS (TaskD03794 \$2,663,014.3) and HH-13A CSS (Task D03781 \$294,050.36).

In connection with a previous contract awarded to the Consultant, URS Corporation was found to be responsible notwithstanding significant adverse information pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel on September 10th, 2013. No new SAI has been found relating to the consultant and URS Corporation has been found to be responsible.

Schedule H: Modifications to Personal Service Contracts and Miscellaneous Service Contracts

Item Number: 6 (Final)

Vendor Name (& Location) Ammann & Whitney Consulting Engineering, P.C.		Contract Number PSC-13-2929	AWO/Modification 4
Description Design and Design Services During Construction for Project HH-89, Retrofit/Repair of Skewbacks, Approach Concrete Piers and North Abutment at the Henry Hudson Bridge		Original Amount: \$4,075,700.00	
Contract Term (including Options, if any) December 11, 2013 – January 10, 2020		Prior Modifications: \$607,461.00	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Prior Budgetary Increases: \$0.00	
Procurement Type	<input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	Current Amount: \$4,683,161.00	
Solicitation Type	<input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	This Request: \$1,528,424.00	
Funding Source		% of This Request to Current Amount: 32.6%	
<input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:		% of Modifications (including This Request) to Original Amount: 52.4%	
Requesting Dept/Div & Dept/Div Head Name: VP and Chief Engineer, Joe Keane			

Discussion

B&T is seeking Board approval in accordance with the All-Agency Service Contract Procurement Guidelines to amend Contract No. PSC-13-2929, Design and Design Services During Construction for Project HH-89, Retrofit /Repair of Skewbacks, Approach Concrete Piers and North Abutment at the Henry Hudson Bridge with Ammann & Whitney Consulting Engineering, P.C. (A&W) to provide design quality assurance oversight services in the negotiated amount of \$1,528,424.00.

This Contract was awarded to A&W in December 2013 on a competitive basis in the amount of \$4,075,700.00 and for a duration of seventy-three months to provide design services for Project HH-89, Retrofit /Repair of Skewbacks, Approach Concrete Piers and North Abutment at the Henry Hudson Bridge. Under previous amendments services were increased to perform additional field investigations and to convert the project to a design-build solicitation.

Under this proposed amendment A&W's scope will be expanded to include the required Design Quality Assurance Oversight Services (DQAOS) for design-build project HH-89. The DQAOS tasks shall include, but not be limited to: (1) Reviewing D/B compliance with all Contract requirements; (2) Attend meetings and provide technical staff on an as needed basis; (3) Document Review: provide detailed review of critical, structural and geotechnical plans, calculations and assumptions along with verifying that the concepts appear consistent with the contract requirements; (4) Review shop drawings for critical/structural elements; (5) Monitor As-Built documentation.

A&W's Design Quality Assurance team are intimately familiar with the site and previous testing, preliminary design investigations and third party requirements. Extending their current contract allows A&W to leverage their existing knowledge of the bridge systems and maintain a continuity of their services and is deemed to be the most advantageous means of providing best value design quality oversight services for this project.

A&W submitted an initial proposal totaling \$1,798,882 for this additional effort. Based on discussion of the anticipated level of effort for the required work, A&W submitted a revised proposal of \$1,528,424 which is 1.9% above the Engineer's estimate of \$1,500,000 and is deemed to be fair and reasonable.

Funding is available in the 2015-2019 Capital Program under Project D701/HH89/D03523.

Schedule I: Modifications to Purchase and Public Works Contracts

Item Number: 7 (Final)

Vendor Name (& Location) Halmar International, LLC, Nanuet, New York	Contract Number BW14/BW-84C	AWO/Modification #
Description Various Structural Repairs and Removal of the Tuned Mass Damper and Inspection of Select Main Cable Panels at the Bronx-Whitestone Bridge	Original Amount:	\$53,941,711.99
Contract Term (including Options, if any) December 31, 2015 – December 31, 2018	Prior Modifications:	\$ 721,175.14
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Prior Budgetary Increases:	\$0.00
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	Current Amount:	\$54,662,887.13
Solicitation Type <input type="checkbox"/> RFP <input checked="" type="checkbox"/> Bid <input type="checkbox"/> Other:	This Request:	\$19,311,211.44
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	% of This Request to Current Amount:	34.1%
Requesting Dept/Div & Dept/Div Head Name: Engineering & Construction, Joe Keane, P.E.	% of Modifications (including This Request) to Original Amount:	40.9%

Discussion:

B&T is seeking Board Approval under the All Agency General Contract Procurement Guidelines to amend Contract BW-14/BW-84C with Halmar International, LLC (Halmar) for installation of the Open Road Tolling (ORT) system and associated civil, structural, electrical and demolition work at the Bronx-Whitestone Bridge in the negotiated amount totaling \$19,311,211.44.

The Contract was awarded to Halmar in December 2015 in the amount of \$53,941,711.99 subsequent to competitive bidding with a duration of three (3) years. The Scope of Work requires the following: removal of the tuned mass damper (TMD); removal of cross over platform for service to TMD; miscellaneous repairs, cable wedging and inspection between bands and also at bands after removal and three suspender replacements (including testing of cable wires and suspender ropes); painting of all exposed surfaces of both cables, all exposed surfaces of all suspenders and stay cables, all interior surfaces of both towers including bases as well as painting of interior faces of girders (splash zone) including stiffeners and floorbeams. Two amendments have been issued totaling \$721,174.14.

On October 5, 2016, New York State Governor Cuomo announced the implementation of cashless all-electronic ORT for adoption at all B&T facilities as part of the New York Crossings Project to be completed at all facilities by no later than December 2017. This has been identified as a major priority of the MTA and the State of New York. The goals for the ORT implementation are to reduce customer travel time, reduce congestion at B&T's facilities, as well as reduction of vehicular exhaust emissions caused by idling traffic. Efficiencies realized by amending Contract BW-14/BW-84C include mobilization cost savings, early commitment for long lead items, enhanced coordination and overall reduction of project schedule.

B&T determined that the most reliable means to accomplish the expedited implementation of ORT at the BWB is to amend Contract BW-14/BW-84C. As a result, B&T is embarking on the Work in an expedited manner that includes necessary civil, structural and electrical infrastructure construction work to install ORT gantries prior to the installation of E-ZPass tag readers, cameras, system software and integration that is to be performed under a separate contract. The Work also includes demolition and of the toll booths and roadway restoration. An initial ORT amendment for long lead time items and preliminary work at the BWB has been executed in the amount of \$2,029,885.44 and B&T is requesting its ratification along with approval of the remaining work in the negotiated amount totaling \$17,281,326.00.

Halmar submitted a proposal for the remaining ORT infrastructure work total \$17,822,136.37. The Engineer's estimate totals \$18,486,999.64. Negotiations resulted in B&T and Halmar agreeing to the amount totaling \$17,281,326.00, which includes an allowance of \$1,500,000 for unforeseen conditions and unanticipated work due to the expedited design and potential scope modifications for the ORT program. The negotiated amount totaling \$17,281,326.00 is 6.5% below the estimate and is fair and reasonable. B&T requests approval in the amount totaling \$19,311,211.44 (\$17,281,326.00 + \$2,029,885.44), inclusive of the amount for ratification. A subsequent request for Board approval shall be submitted in the near future for additional remaining work related to ORT.

Funding for the proposed ORT civil, structural and electrical infrastructure work in the total amount of \$19,311,211.44 is available in the 2015-2019 Capital Program (Project D703/AW65). Funds are being reallocated in the 2015-2019 Capital Program to establish Project D703BW63. This action modifies B&T's 2015-2019 Capital Program to reflect this new project. This is in line with the strategy for funding the ORT initiatives through a combination of efficiencies generated from other projects including existing toll plaza work that did not assume open road tolling as the means of toll collection. No critical state of good repair work is affected as a result of these programmatic changes.

Schedule I: Modifications to Purchase and Public Works Contracts

Item Number: 8 (Final)

Vendor Name (& Location) Schiavone Construction Co., LLC, Secaucus, NJ	Contract Number TN-60	AWO/Modification #
Description Dehumidification System at the Main Cable Splays and Elimination of Water Infiltration into the Anchorages at the Throgs Neck Bridge	Original Amount:	\$47,414,881.00
Contract Term (including Options, if any) December 24, 2015 – May 23, 2018	Prior Modifications:	\$64,900.00
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Prior Budgetary Increases:	\$0.00
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	Current Amount:	\$47,479,781.00
Solicitation Type <input type="checkbox"/> RFP <input checked="" type="checkbox"/> Bid <input type="checkbox"/> Other:	This Request:	\$18,149,300
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	% of This Request to Current Amount:	38.2%
Requesting Dept/Div & Dept/Div Head Name: Engineering & Construction, Joe Keane, P.E.	% of Modifications (including This Request) to Original Amount:	38.4%

Discussion:

B&T is seeking Board approval under the All Agency General Contract Procurement Guidelines to amend a public works Contract TN-60 with Schiavone Construction Co., LLC (Schiavone) to perform civil, structural and electrical infrastructure construction work for Open Road Tolling (ORT) at the Throgs Neck Bridge (TNB) in the negotiated amount totaling \$18,149,300.

Pursuant to competitive bidding, the subject Contract was awarded to Schiavone in December 2015 in the amount of \$47,414,881 for a duration of two (2) years, six (6) months. The Scope of Work requires the following: construction of four (4) new dehumidification enclosures (one around each of the main cable splays); construction of four (4) new desiccant dehumidification systems including redundant equipment; provide anchorage electrical modification plus additional lighting, receptacles and exhaust fans; replacement of the existing reinforced concrete sidewalk at the anchorages; construction of new entrances into the anchorages at the roadway level, new catwalks within the anchorages and access stairways and ladders within the anchorages; furnish and install fire standpipe system at the Queens approach; replace the entire anchorage lighting system; abatement of asbestos and lead containing materials; painting and maintenance and protection of traffic. Two amendments totaling \$64,900 have been issued.

On October 5, 2016, New York State Governor Cuomo announced the implementation of cashless all-electronic ORT for adoption at all B&T facilities as part of the New York Crossings Project to be completed at all facilities by no later than December 2017. This has been identified as a major priority of the MTA and the State of New York. The goals for the ORT implementation are to reduce customer travel time, congestion at B&T's facilities and vehicular exhaust emissions caused by idling traffic.

B&T determined the most reliable means to accomplish the expedited implementation of ORT at the TNB is to amend Contract TN-60. Efficiencies realized by amending Contract TN-60 include mobilization cost savings, early commitment for long lead items, enhanced coordination and overall reduction of project schedule and risk. As a result, B&T is embarking on the Work in an expedited manner that includes necessary civil, structural and electrical infrastructure construction work to install ORT gantries prior to the installation of E-ZPass tag readers, cameras, system software and integration that is to be performed under a separate contract. The Work also includes demolition of the toll booths and roadway restoration. An initial ORT amendment for long lead items and preliminary work at the TNB in the amount of \$2,000,000 has been issued and B&T is requesting its ratification along with approval of the remaining work in the negotiated amount (including allowance) totaling \$16,149,300.

Schiavone proposed an amount totaling \$18,613,041 for the ORT infrastructure work at the TNB, The Engineer's estimate totals \$17,895,707.87. Negotiations resulted in B&T and Schiavone agreeing to the amount of \$18,149,300, which includes an allowance of \$1,500,000 for unforeseen conditions and unanticipated work due to the expedited design and potential scope modifications for the ORT program. The negotiated amount totaling \$18,149,300 is 1.4% higher than the Engineer's estimate and is fair and reasonable.

Funding for the proposed ORT civil, structural and electrical infrastructure work at the TNB in the amount of \$18,149,300 is available in the 2015-2019 Capital Program (Project D703/AW65). Funds are being reallocated in the 2015-2019 Capital Program to establish Project D703TN63 (\$16,649,300 + \$1,500,000). This action modifies B&T's 2015-2019 Capital Program to reflect this new project. This is in line with the strategy for funding the ORT initiatives through a combination of efficiencies generated from other projects including existing toll plaza work that did not assume open road tolling as the means of toll collection. No critical state of good repair work is affected as a result of these programmatic changes to reflect these new projects.

In connection with a previous contract award to the Contractor, Schiavone was found to be responsible notwithstanding previous significant adverse information (SAI) pursuant to the All-Agency Responsibility Guideline and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel in December 2014. No new SAI has been found to be related to the Contractor and Schiavone has been found to be responsible.



Bridges and Tunnels

Customer Satisfaction Survey



2016 Customer Satisfaction Survey

MTA Bridges and Tunnels



Methodology Overview

- **55,866 surveys were distributed to MTA Bridges & Tunnels customers between May 13th and May 23rd, 2016**
 - E-ZPass surveys were mailed or emailed to a subset of E-ZPass customers who traveled on one of the ten facilities during the sampling period
 - Cash surveys were distributed on the toll plazas for a full weekday and a half day on a Saturday and a Sunday
 - Tolls by Mail customers of the Henry Hudson Bridge were mailed a survey
- Additionally, invitations to complete the survey online were emailed to over 22,000 screened B&T ePanelists from past research projects
- **In total, 6,829 customers successfully completed the survey**

Payment Type	New Recruit	e-Panelist	Total
E-ZPass	1,269	3,987	5,256
Cash	1,280	151	1,431
Tolls by Mail	128	14	142



Key Findings

- Overall, 84% of B&T customers are satisfied with the facility they use, a statistically significant 3% increase from 2015
 - Satisfaction with the Bronx-Whitestone Bridge and the Henry Hudson Bridge has increased significantly in the last year
 - None of the facilities decreased significantly from last year
- Similar to previous years, customers are most satisfied with E-ZPass performance, lighting, safety and security, and appearance/cleanliness
 - Three of the ten satisfaction attributes (road signs, road conditions, and service value) saw significant increases, and none saw significant decreases
- Once again, customers are least satisfied with service value
 - However, satisfaction with service value saw the largest increase of any attribute (a significant 5%-point increase)

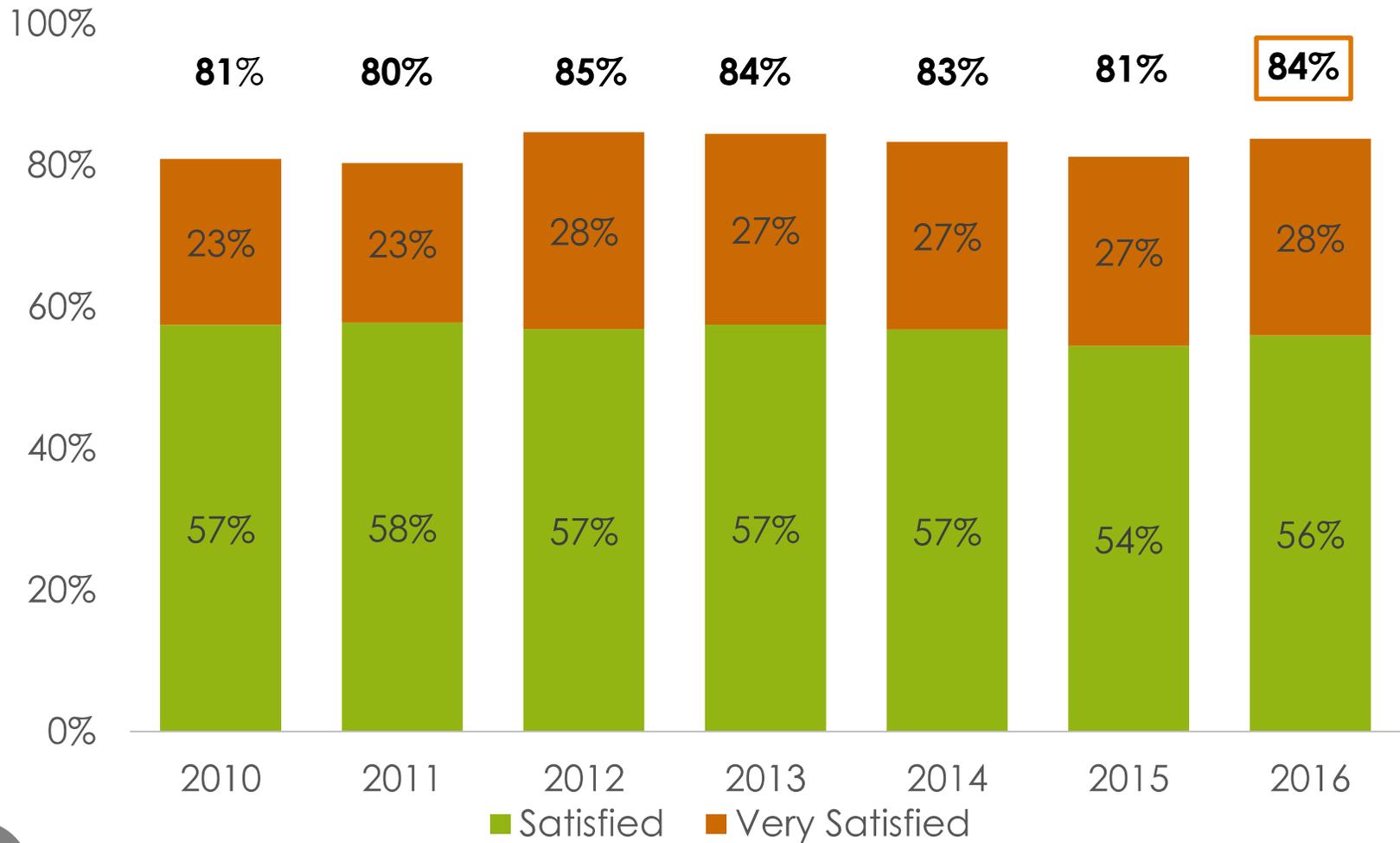


Survey Results

MTA Bridges and Tunnels

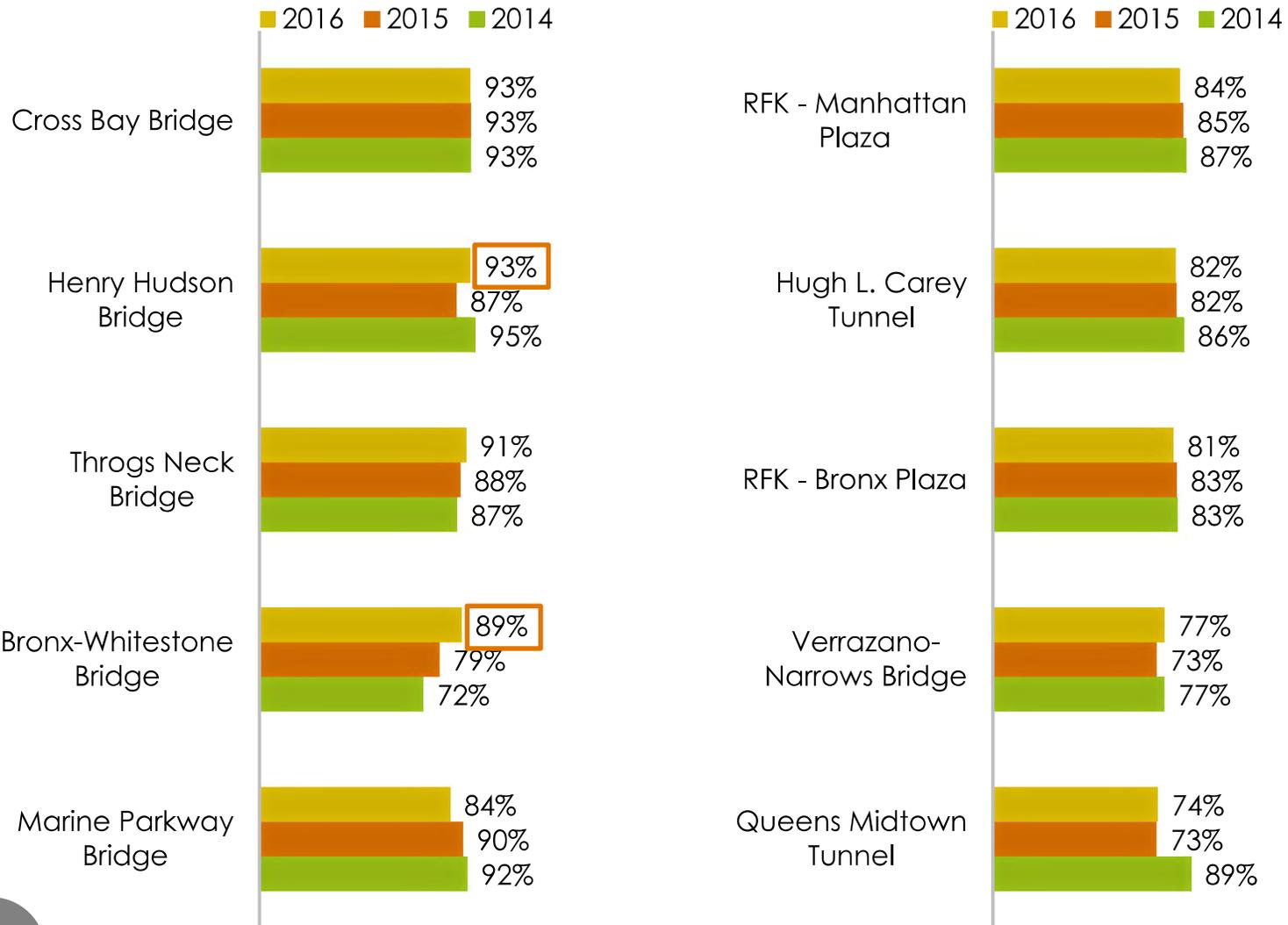


Overall Satisfaction



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10
Boxed numbers indicate statistical change from 2015 at the 95% confidence level

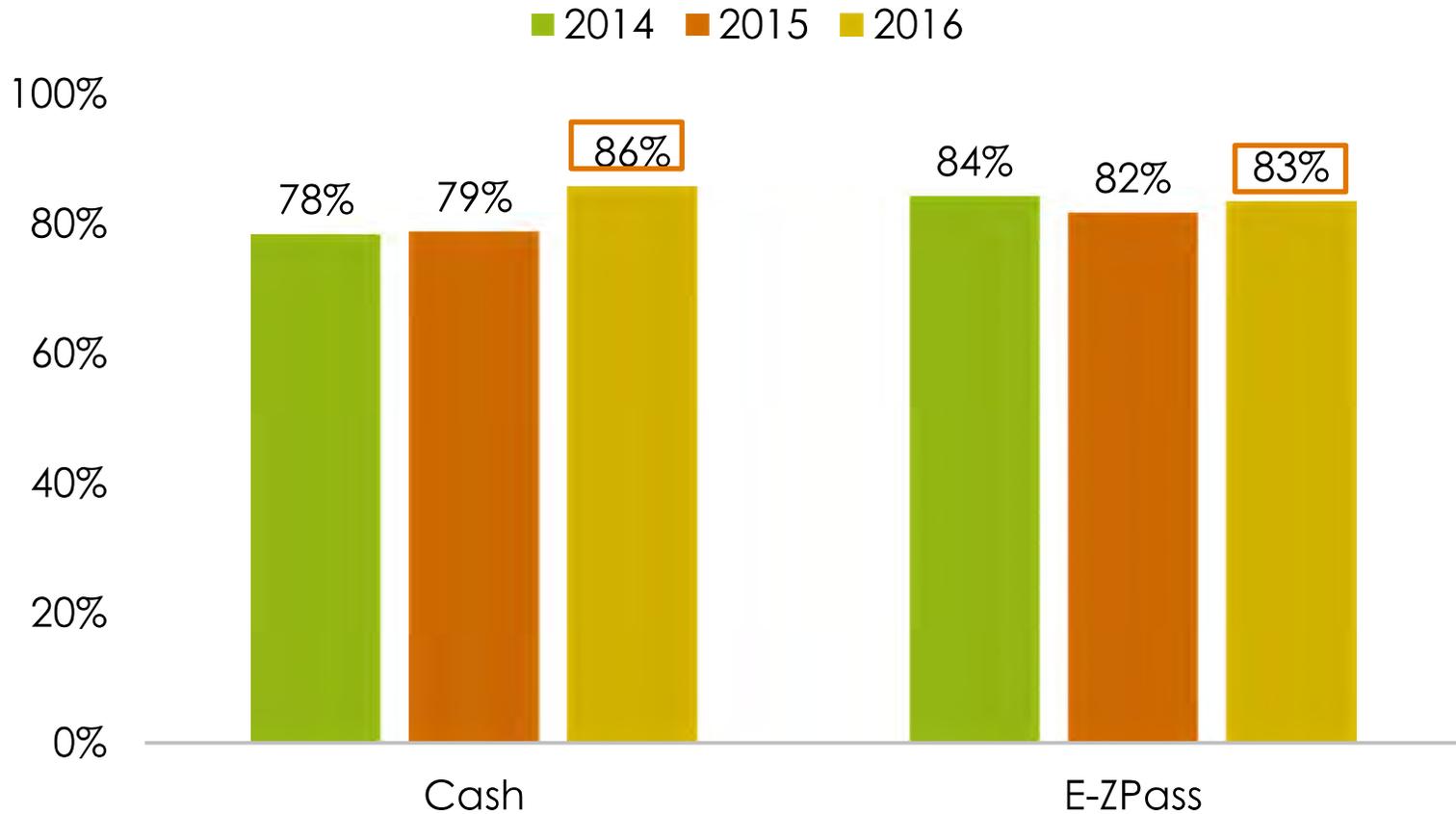
Overall Satisfaction by Facility



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10
 Boxed numbers indicate statistical change from 2015 at the 95% confidence level



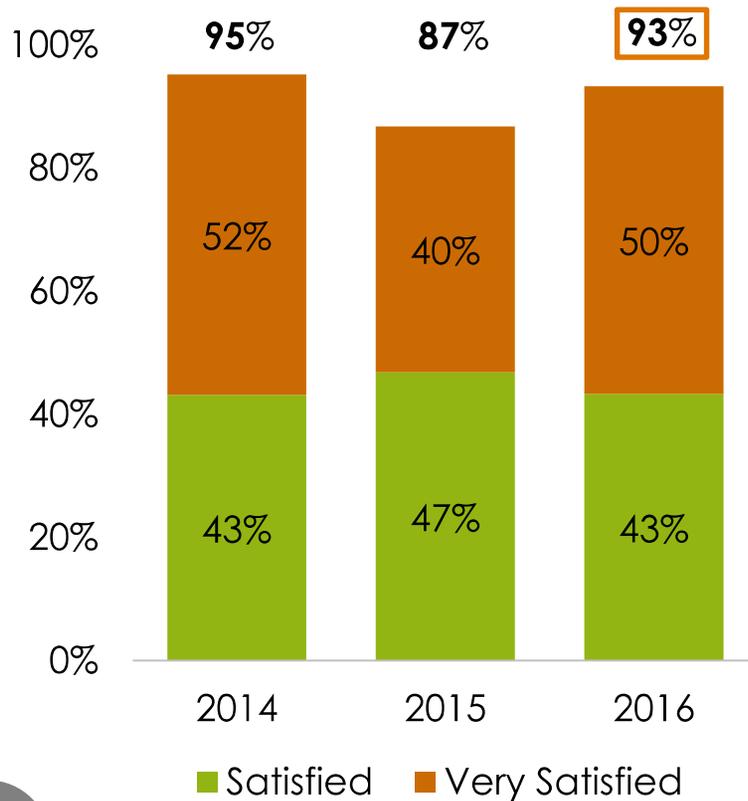
Overall Satisfaction by Payment Type



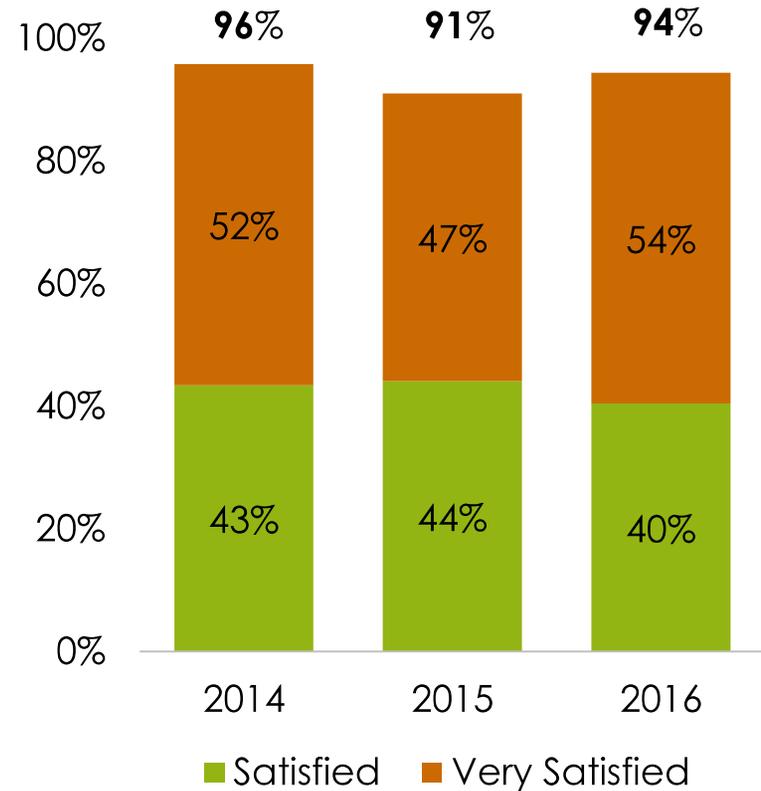
Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10
Boxed numbers indicate statistical change from 2015 at the 95% confidence level

Henry Hudson Bridge Cashless Tolling Satisfaction

OVERALL SATISFACTION WITH HENRY HUDSON BRIDGE



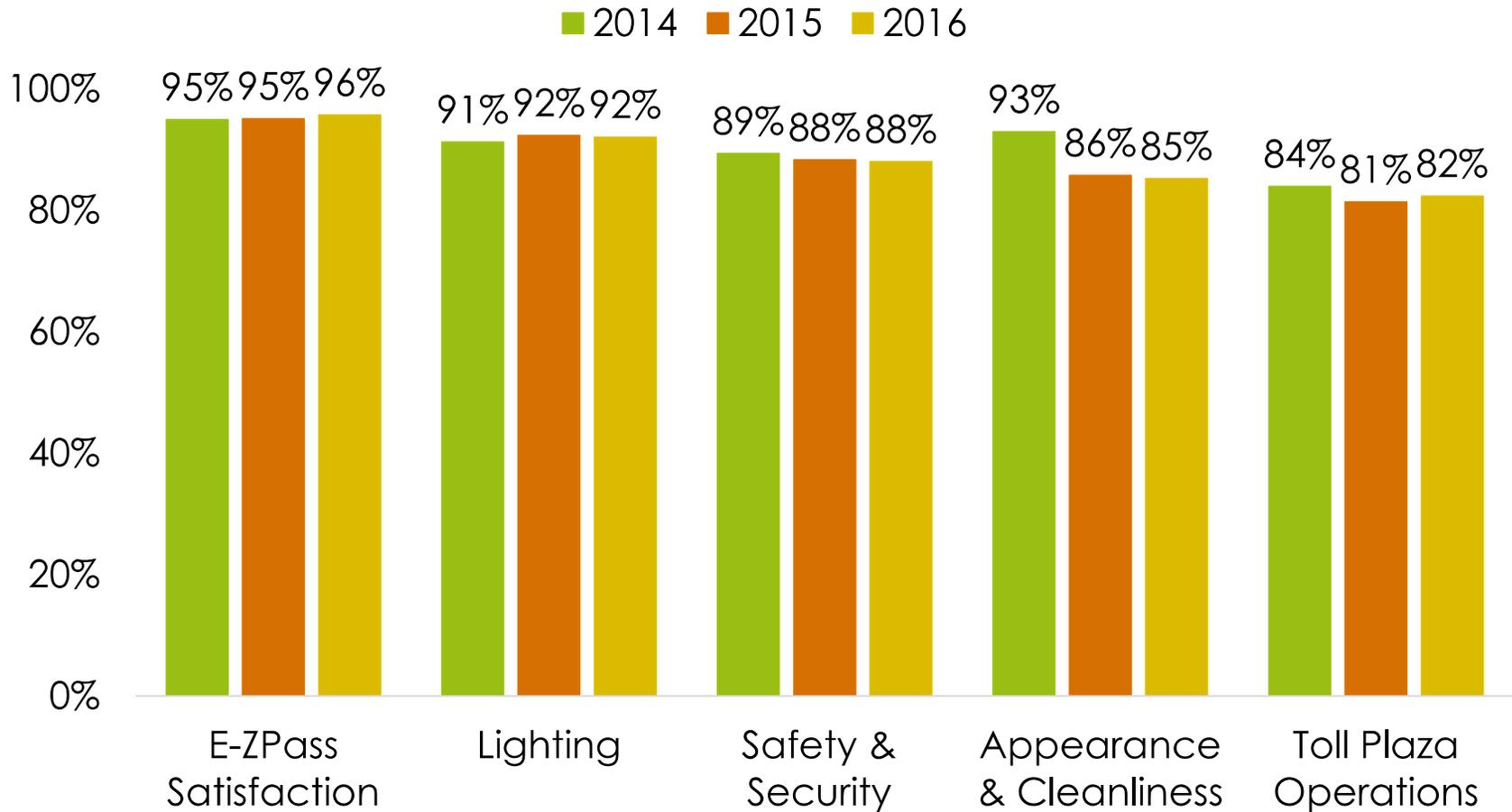
SATISFACTION WITH TRAVEL EXPERIENCE NOW THAT CASHLESS TOLLING HAS BEEN IMPLEMENTED



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10
 Boxed numbers indicate statistical change from 2015 at the 95% confidence level

Overall Category Satisfaction

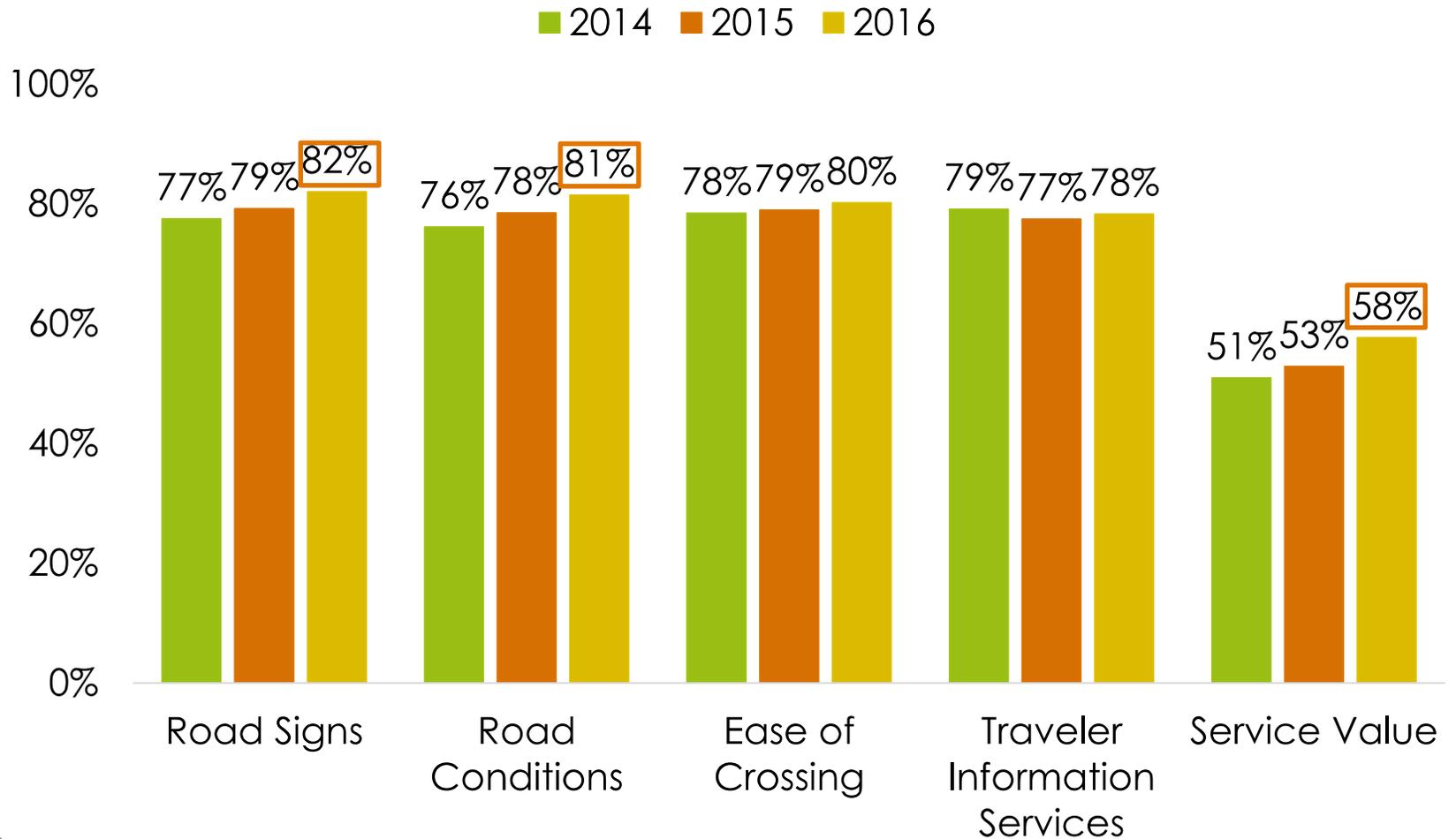
(one of two)



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Overall Category Satisfaction

(two of two)



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10
Boxed numbers indicate statistical change from 2015 at the 95% confidence level

Appendices

- Paper Surveys
- Attribute Ratings by Year



Paper Surveys

E-ZPass, Cash, Tolls by Mail



E-ZPass Paper Survey - Front



2016 MTA BRIDGES & TUNNELS CUSTOMER SATISFACTION SURVEY

1. Please note the name of the tunnel or bridge printed on the cover. In the past 30 days, how many times have you used this facility during each of the following time periods? Please write in the number of one-way trips you make at each time of day.

# trips in the last 30 days	Number of trips on WEEKDAYS	Number of trips on WEEKENDS
MORNING 6:00AM - 8:59AM		
MIDDAY 9:00AM - 3:59PM		
EVENING 4:00PM - 6:59PM		
NIGHT 7:00PM - 5:59AM		

2. What is the ZIP Code where you live?

YOUR OPINION IS IMPORTANT!

Based on your use of this bridge or tunnel facility over the past 30 days, how satisfied or dissatisfied are you with various aspects of this facility's operation? Please answer only for the bridge or tunnel shown on the cover.

Indicate your satisfaction with the following attributes using the 1-10 scale by circling one number. Circle 'n/a' if the question does not apply to you.

OVERALL SATISFACTION

3. Overall, how satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• MTA bridge or tunnel shown on the cover	1	2	3	4	5	6	7	8	9	10	n/a

SERVICE VALUE

4. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Availability of discount pricing options	1	2	3	4	5	6	7	8	9	10	n/a
• Variety of payment methods available	1	2	3	4	5	6	7	8	9	10	n/a
• Overall value for the money using the facility	1	2	3	4	5	6	7	8	9	10	n/a

TOLL PLAZA OPERATIONS

5. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Courtesy and helpfulness of employees	1	2	3	4	5	6	7	8	9	10	n/a
• Speed of traveling through the toll plaza	1	2	3	4	5	6	7	8	9	10	n/a
• Overall performance of personnel at this facility's toll plaza	1	2	3	4	5	6	7	8	9	10	n/a

continue on to page 3

LIGHTING

6. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Overall level of lighting at this facility	1	2	3	4	5	6	7	8	9	10	n/a

SAFETY & SECURITY

7. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Availability of emergency road service	1	2	3	4	5	6	7	8	9	10	n/a
• Signs and roadway markings to improve traffic safety	1	2	3	4	5	6	7	8	9	10	n/a
• Width of lanes leading to and through toll plaza	1	2	3	4	5	6	7	8	9	10	n/a
• Enforcement of speed and traffic rules	1	2	3	4	5	6	7	8	9	10	n/a
• Uniformed security presence at this facility	1	2	3	4	5	6	7	8	9	10	n/a
• Safety from traffic accidents while driving on this facility	1	2	3	4	5	6	7	8	9	10	n/a
• Overall safety and security at this facility	1	2	3	4	5	6	7	8	9	10	n/a

ROAD SIGNS

8. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Signs indicating what lanes to use	1	2	3	4	5	6	7	8	9	10	n/a
• Signs providing current roadway or construction information	1	2	3	4	5	6	7	8	9	10	n/a
• Overall usefulness of road signs at this facility	1	2	3	4	5	6	7	8	9	10	n/a

ROAD CONDITIONS

9. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Condition of the road surface	1	2	3	4	5	6	7	8	9	10	n/a
• Road-handling when surface is wet	1	2	3	4	5	6	7	8	9	10	n/a
• Removal of snow in the winter	1	2	3	4	5	6	7	8	9	10	n/a
• Overall road conditions at this facility	1	2	3	4	5	6	7	8	9	10	n/a

EASE OF CROSSING

10. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Arrangement of toll plaza	1	2	3	4	5	6	7	8	9	10	n/a
• Number of lanes in operation	1	2	3	4	5	6	7	8	9	10	n/a
• Scheduling of construction to minimize delays	1	2	3	4	5	6	7	8	9	10	n/a
• Predictability of travel time on the facility during rush hours	1	2	3	4	5	6	7	8	9	10	n/a
• Predictability of travel time on the facility during non-rush hours	1	2	3	4	5	6	7	8	9	10	n/a
• Overall ease of crossing this facility	1	2	3	4	5	6	7	8	9	10	n/a

continue on to page 4

APPEARANCE & CLEANLINESS

11. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Overall appearance and cleanliness of this facility	1	2	3	4	5	6	7	8	9	10	n/a

TRAVELER INFORMATION SERVICES

12. How satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Electronic signs displaying current travel times and/or construction information	1	2	3	4	5	6	7	8	9	10	d/u
• Email alerts about MTA Bridges and Tunnels	1	2	3	4	5	6	7	8	9	10	d/u
• Information available about MTA Bridges & Tunnels on the MTA website	1	2	3	4	5	6	7	8	9	10	d/u
• MTA B&T's Travel Time app	1	2	3	4	5	6	7	8	9	10	d/u
• Third party travel information (apps, radio, etc.)	1	2	3	4	5	6	7	8	9	10	d/u
• Overall availability of information you need about this facility	1	2	3	4	5	6	7	8	9	10	d/u

13. How do you get information to plan your trips in/through NYC?

Please select all that apply.

<input type="checkbox"/> MTA website	<input type="checkbox"/> Twitter
<input type="checkbox"/> Another website	<input type="checkbox"/> Facebook
<input type="checkbox"/> Waze or other mobile app	<input type="checkbox"/> Other social media
<input type="checkbox"/> Email alerts	<input type="checkbox"/> The radio
<input type="checkbox"/> Electronic signs displaying current travel times and/or construction information	
<input type="checkbox"/> Other, please specify: _____	

14. When are you most likely to collect information about traffic and construction conditions in NYC?

<input type="checkbox"/> During trip	<input type="checkbox"/> 1-23 hours before
<input type="checkbox"/> In car, before start of trip	<input type="checkbox"/> One or more days before trip
<input type="checkbox"/> 1-59 minutes before	

TRAVELER BEHAVIOR

15. Do you use this crossing more or less often than you did during the same time last year?

<input type="checkbox"/> More often	<input type="checkbox"/> About the same amount	<input type="checkbox"/> Less often
-------------------------------------	--	-------------------------------------

16. How much influence do the following factors have on how frequently you use MTA Bridges and Tunnels?

	Very Little Influence	Little Influence	Some Influence	Much Influence	Very Much Influence						
• The price of gasoline	1	2	3	4	5	6	7	8	9	10	d/x
• The cost of tolls	1	2	3	4	5	6	7	8	9	10	d/x
• The amount of traffic on the crossings	1	2	3	4	5	6	7	8	9	10	d/x
• Reliability of public transportation	1	2	3	4	5	6	7	8	9	10	d/x
• The cost of public transportation	1	2	3	4	5	6	7	8	9	10	d/x

continue on to page 5

17. Did you notice construction on this facility during the past 30 days?

Yes No

If yes, were you delayed because of it?

Yes No

18. How many days per week do you typically use untolled city bridges or roads instead of THIS tolled crossing to get to your destination?

I use only this crossing to get to my destination

I use untolled bridges/routes less than once per week

I use untolled bridges/routes 1 day per week

I use untolled bridges/routes 2-3 days per week

I use untolled bridges/routes 4 or more days per week

19. How many days per week do you typically use transit instead of driving on this crossing?

I only drive

I don't have a transit option

I take transit less than once per week

I take transit 1 day per week

I take transit 2-3 days per week

I take transit 4 or more days per week

E-ZPASS SATISFACTION

20. Regarding E-ZPass, how satisfied are you with the...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	n/a						
• Sign-up procedures and documentation	1	2	3	4	5	6	7	8	9	10	n/a
• E-ZPass statement accuracy	1	2	3	4	5	6	7	8	9	10	n/a
• Frequency of statement	1	2	3	4	5	6	7	8	9	10	n/a
• Usefulness of statement information	1	2	3	4	5	6	7	8	9	10	n/a
• Response to inquiries by customer service center	1	2	3	4	5	6	7	8	9	10	n/a
• Length of time on hold when calling customer service	1	2	3	4	5	6	7	8	9	10	n/a
• Overall service provided by the customer service center	1	2	3	4	5	6	7	8	9	10	n/a
• Reduction of waiting time at toll plaza	1	2	3	4	5	6	7	8	9	10	n/a
• Reliability of E-ZPass tag	1	2	3	4	5	6	7	8	9	10	n/a
• Discounts offered to E-ZPass users	1	2	3	4	5	6	7	8	9	10	n/a
• Access to your E-ZPass account online	1	2	3	4	5	6	7	8	9	10	n/a
• Information available on the E-ZPass website	1	2	3	4	5	6	7	8	9	10	n/a
• Ease of adding funds to your E-ZPass account	1	2	3	4	5	6	7	8	9	10	n/a
• Overall performance of E-ZPass	1	2	3	4	5	6	7	8	9	10	n/a

flip over to page 6



E-ZPass Paper Survey - Back

21. How did you obtain your E-ZPass tag?
 In the mail/ordered online
 Purchased an On-the-Go tag in a store
 Purchased an On-the-Go tag at the toll plaza

22. Why did you decide to become an E-ZPass customer?
 Save money
 Faster travel
 Overall convenience
 Other, please specify: _____

23. How do you usually add funds to your E-ZPass account?
 Credit card
 Bank Account Debit (ACH)
 Debit card
 Cash
 Check or money order
 Reload card

24. Do you use automatic replenishment for your E-ZPass account (where funds are automatically deducted from your bank account or credit/debit card based on how often you use tolled bridges and tunnels)?
 Yes
 No

25. Do you have a reload card?
 Yes
 No
 If **yes**, have you used your reload card?
 Yes
 No
 If **no**, why haven't you used your card?
Please check all that apply.
 The locations of stores that accept the Reload Card are not convenient
 The fee to use the MTA Reload Card is too high
 It is difficult to understand how to use the MTA Reload Card
 I prefer to replenish my E-ZPass account another way
 Other, please specify: _____

26. What is your primary method of payment for everyday retail transactions (food, drinks, etc.) under \$10?
 Cash
 Credit/debit card
 Mobile device
 Some other method

27. Which option would be your preferred method of payment for tolls if they were all available at the plaza?
 Cash
 Credit/debit card
 Mobile device
 E-ZPass
 Some other method

continue on to page 7

ABOUT YOU

The following section will be used only to categorize your answers. All information will be kept strictly confidential.

28. Gender Male Female

29. Age _____ years

30. What is your approximate annual household income?
 Less than \$15,000
 \$15,000 - \$24,999
 \$25,000 - \$49,999
 \$50,000 - \$74,999
 \$75,000 - \$99,999
 \$100,000 - \$149,999
 \$150,000 - \$199,999
 \$200,000 - \$249,999
 \$250,000 - \$299,999
 \$300,000 and over

31. Do you have access to the Internet?
 Yes
 No

32. You do **NOT** have to provide us with your contact information to return this survey. However, if you wish to be entered into the cash prize drawing, we need your contact information below. This information is confidential and will be used only to contact you if you are a winner.
 Name: _____
 Email: _____
 Phone: (____) _____

33. In the event that you don't win one of the prizes, may we still contact you for future MTA Bridges and Tunnels research?
 Yes
 No

34. If you have any additional comments, please write them below:

Thank you very much for your time!


NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES

BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMITTED WITH POSTAGE PAID BY ADDRESSEE

MTA BRIDGES AND TUNNELS SURVEY
 TAB SERVICE COMPANY
 310 S RACINE AVE STE 6S
 CHICAGO IL 60607-9300

2016
 MTA BRIDGES & TUNNELS CUSTOMER SATISFACTION SURVEY
 E-ZPASS CUSTOMERS

You have been selected to participate in the MTA Bridges & Tunnels Customer Satisfaction Survey. Your answers are important and will help the authority serve the public better. All replies are strictly confidential and will be used only for this study.

Earn a chance to win a **CASH PRIZE** by completing this survey.

2 GRAND PRIZES / 30 SECOND PRIZES
 \$500 \$100

The drawing will take place upon completion of the survey process and winners will be notified using the contact information given at the end of this survey form. Employees and families of the MTA and its constituent agencies and firms administering the survey are not eligible for the cash prize drawing.

We ask that you complete this survey form as soon as possible and return it either by:
 Dropping it in any mailbox - postage free;
 or
 Answering the questions online at:
<https://rsgresearch.com/BTsurvey>

Enter the password printed below to begin the online survey. If you would like help with the survey, please call toll-free 1-888-292-9639.

PASSWORD:



Cash Paper Survey - Front



1. Please note the name of the tunnel or bridge printed on the cover. In the past 30 days, how many times have you used this facility during each of the following time periods? Please write in the number of **one-way trips** you make at **each time of day**.

# trips in the last 30 days	Number of trips on	
	WEEKDAYS	WEEKENDS
MORNING 6:00AM – 8:59AM	[]	[]
MIDDAY 9:00AM – 3:59PM	[]	[]
EVENING 4:00PM – 6:59PM	[]	[]
NIGHT 7:00PM – 5:59AM	[]	[]

2. What is the ZIP Code where you live? [] [] [] [] [] []

YOUR OPINION IS IMPORTANT!
Based on your use of this bridge or tunnel facility over the past 30 days, how satisfied or dissatisfied are you with various aspects of this facility's operation?
Please answer **only** for the bridge or tunnel shown on the cover.
Indicate your satisfaction with the following attributes using the 1-10 scale by circling one number. Circle 'n/a' if the question does not apply to you.

OVERALL SATISFACTION

3. Overall, how satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• MTA bridge or tunnel shown on the cover	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

SERVICE VALUE

4. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Overall value for the money using the facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

TOLL PLAZA OPERATIONS

5. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Courtesy and helpfulness of employees	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Speed in completing the toll transaction	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Overall performance of personnel at this facility's toll plaza	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

LIGHTING

6. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Overall level of lighting at this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

SAFETY & SECURITY

7. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Availability of emergency road service	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Signs and roadway markings to improve traffic safety	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Width of lanes leading to and through toll plaza	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Enforcement of speed and traffic rules	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Uniformed security presence at this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Safety from traffic accidents while driving on this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Overall safety and security at this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

ROAD SIGNS

8. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Signs indicating what lanes to use	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Ability to identify cash lane when approaching the toll	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Signs providing current roadway or construction information	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Overall usefulness of road signs at this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

ROAD CONDITIONS

9. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Condition of the road surface	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Road-handling when surface is wet	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Removal of snow in the winter	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Overall road conditions at this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

EASE OF CROSSING

10. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Arrangement of toll plaza	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Number of tollbooths in operation	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Speed and operation of toll collection	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Scheduling of construction to minimize delays	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Predictability of travel time on the facility during <i>rush hours</i>	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Predictability of travel time on the facility during <i>non-rush hours</i>	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Overall ease of crossing this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

APPEARANCE & CLEANLINESS

11. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Overall appearance and cleanliness of this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

TRAVELER INFORMATION SERVICES

12. How satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	d/u
• Electronic signs displaying current travel times and/or construction information	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Email alerts about MTA Bridges and Tunnels	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Information available about MTA Bridges & Tunnels on the MTA website	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• MTA B&T's Travel Time app	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Third party travel information (apps, radio, etc.)	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• Overall availability of information you need about this facility	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

13. How do you get information to plan your trips in/through NYC? Please select all that apply.

<input type="checkbox"/> MTA website	<input type="checkbox"/> Twitter
<input type="checkbox"/> Another website	<input type="checkbox"/> Facebook
<input type="checkbox"/> Waze or other mobile app	<input type="checkbox"/> Other social media
<input type="checkbox"/> Email alerts	<input type="checkbox"/> The radio
<input type="checkbox"/> Electronic signs displaying current travel times and/or construction information	
<input type="checkbox"/> Other, please specify: _____	

14. When are you most likely to collect information about traffic and construction conditions in NYC?

During trip
 In car, before start of trip
 1-59 minutes before
 1-23 hours before
 One or more days before trip

TRAVELER BEHAVIOR

15. Do you use this crossing more or less often than you did during the same time last year?

More often About the same amount Less often

16. How much influence do the following factors have on how frequently you use MTA Bridges and Tunnels?

	1	2	3	4	5	6	7	8	9	10	d/k
• The price of gasoline	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• The cost of tolls	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• The amount of traffic on the crossings	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]
• The cost of public transportation	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]	[]

17. Did you notice construction on this facility during the past 30 days?

Yes No

If yes, were you delayed because of it?
 Yes No

18. How many days per week do you typically use untolled city bridges or roads instead of THIS tolled crossing to get to your destination?

I use only this crossing to get to my destination
 I use untolled bridges/routes less than once per week
 I use untolled bridges/routes 1 day per week
 I use untolled bridges/routes 2-3 days per week
 I use untolled bridges/routes 4 or more days per week

19. How many days per week do you typically use transit instead of driving on this crossing?

I only drive
 I don't have a transit option
 I take transit less than once per week
 I take transit 1 day per week
 I take transit 2-3 days per week
 I take transit 4 or more days per week



Cash Paper Survey - Back

E-ZPASS QUESTIONS

20. Do you currently have an E-ZPass?
 Yes No Don't Know

If **no**, why do you not have an E-ZPass, or why did you stop using E-ZPass? *Please select all that apply.*

- Too difficult to apply
- My E-ZPass tag was lost or stolen
- My E-ZPass was retained (taken) at a toll plaza
- I do not frequently use tolled bridges and tunnels
- Billing issues
- The automatic replenishment amounts are/were too high
- Cash replenishment was too difficult
- I personally prefer to not use E-ZPass
- Other, please specify: _____

21. Did you know you can fund your E-ZPass with cash by using the MTA Reload Card?
 Yes No

22. Did you know you can pay **only** on the days when you use a bridge or tunnel by linking your checking account to an E-ZPass account (Pay per Trip)?
 Yes No

23. Are you likely to enroll in E-ZPass and use either of these options?
 Yes No

If yes, which of the following options would you use?
Please select all that apply.

- Reload Card (cash load E-ZPass)
- Pay per Trip (via checking account)
- Pay with credit card
- None of the above

24. What is your primary method of payment for everyday retail transactions (food, drinks, etc.) under \$10?
 Cash
 Credit/debit card
 Mobile device
 Some other method

25. Which option would be your preferred method of payment for tolls if they were all available at the plaza?
 Cash
 Credit/debit card
 Mobile device
 E-ZPass
 Some other method

continue on to page 7

ABOUT YOU

The following section will be used only to categorize your answers. All information will be kept strictly confidential.

26. Gender
 Male Female

27. Age _____ years

28. What is your approximate annual household income?
 Less than \$15,000 \$100,000 - \$149,999
 \$15,000 - \$24,999 \$150,000 - \$199,999
 \$25,000 - \$49,999 \$200,000 - \$249,999
 \$50,000 - \$74,999 \$250,000 - \$299,999
 \$75,000 - \$99,999 \$300,000 and over

29. Do you have access to the Internet?
 Yes No

30. You do **NOT** have to provide us with your contact information to return this survey. However, if you wish to be entered into the prize drawing, we need your contact information below. This information is confidential and will be used only to contact you if you are a winner.

Name: _____
 Street Address: _____
 City, State: _____
 Email: _____
 Phone: (____) _____

31. In the event that you don't win one of the prizes, may we still contact you for future MTA Bridges and Tunnels research?
 Yes No

32. If you have any additional comments, please write them below:

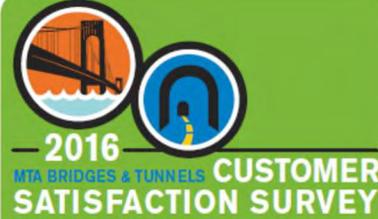
Thank you very much for your time!

Bridges and Tunnels

NO POSTAGE
NECESSARY
IF MAILED
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TAB SERVICE COMPANY
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CHICAGO IL 60607-9300



2016
MTA BRIDGES & TUNNELS CUSTOMER
SATISFACTION SURVEY

● CASH CUSTOMERS



You have been selected to participate in the MTA Bridges & Tunnels Customer Satisfaction Survey. Your answers are important and will help the authority serve the public better. All replies are strictly confidential and will be used only for this study.



Earn a chance to win a **CASH PRIZE** by returning your survey.

2 GRAND PRIZES / 30 SECOND PRIZES:
\$500 \$100

The drawing will take place upon completion of the survey process and winners will be notified using the contact information given at the end of this survey form. Employees and families of the MTA and its constituent agencies and firms administering the survey are not eligible for the cash prize drawing.

We ask that you complete this survey form as soon as possible and return it either by:

- Dropping it in any mailbox – postage free; or
- Answering the questions online at:
<https://rsgresearch.com/BTSurvey>

Enter the password printed below to begin the online survey. If you would like help with the survey, please call toll-free 1-888-292-9639.

PASSWORD:



Tolls by Mail Paper Survey - Front



1. Please note the name of the tunnel or bridge printed on the cover. In the past 30 days, how many times have you used this facility during each of the following time periods?
Please write in the number of one-way trips you make at each time of day.

# trips in the last 30 days	Number of trips on WEEKDAYS	Number of trips on WEEKENDS
MORNING 6:00AM – 8:59AM	<input type="text"/>	<input type="text"/>
MIDDAY 9:00AM – 3:59PM	<input type="text"/>	<input type="text"/>
EVENING 4:00PM – 6:59PM	<input type="text"/>	<input type="text"/>
NIGHT 7:00PM – 5:59AM	<input type="text"/>	<input type="text"/>

2. What is the ZIP Code where you live?

YOUR OPINION IS IMPORTANT!
Based on your use of this bridge or tunnel facility over the past 30 days, how satisfied or dissatisfied are you with various aspects of this facility's operation?
Please answer only for the bridge or tunnel shown on the cover.
Indicate your satisfaction with the following attributes using the 1-10 scale by circling one number. Circle "n/a" if the question does not apply to you.

OVERALL SATISFACTION

3. Overall, how satisfied are you with the...
- MTA bridge or tunnel shown on the cover

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

SERVICE VALUE

4. How satisfied are you with the...
- Variety of payment methods available
- Overall value for the money using the facility

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

LIGHTING

5. How satisfied are you with the...
- Overall level of lighting at this facility

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

continue on to page 3

SAFETY & SECURITY

6. How satisfied are you with the...

- Availability of emergency road service
- Signs and roadway markings to improve traffic safety
- Width of lanes leading to and through toll plaza
- Enforcement of speed and traffic rules
- Uniformed security presence at this facility
- Safety from traffic accidents while driving on this facility
- Overall safety and security at this facility

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

ROAD SIGNS

7. How satisfied are you with the...

- Signs indicating what lanes to use
- Signs providing current roadway or construction information
- Overall usefulness of road signs at this facility

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

ROAD CONDITIONS

8. How satisfied are you with the...

- Condition of the road surface
- Road-handling when surface is wet
- Removal of snow in the winter
- Overall road conditions at this facility

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

EASE OF CROSSING

9. How satisfied are you with the...

- Travel experience across the bridge now that All-Electronic Tolling (Tolls by Mail) has been implemented
- Scheduling of construction to minimize delays
- Predictability of travel time on the facility during *rush hours*
- Predictability of travel time on the facility during *non-rush hours*
- Overall ease of crossing this facility

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

continue on to page 4

APPEARANCE & CLEANLINESS

10. How satisfied are you with the...
- Overall appearance and cleanliness of this facility

	1	2	3	4	5	6	7	8	9	10	n/a
	<input type="radio"/>										

TRAVELER INFORMATION SERVICES

11. How satisfied are you with the...

- Electronic signs displaying current travel times or construction information
- Email alerts about MTA Bridges and Tunnels
- Information available about MTA Bridges & Tunnels on the MTA website
- Information about Tolls by Mail on the MTA website
- MTA B&T's Travel Time app
- Third party travel information (apps, radio, etc.)
- Overall availability of information you need about this facility

	1	2	3	4	5	6	7	8	9	10	d/u
	<input type="radio"/>										

12. How do you get information to plan your trips in/through NYC?
Please select all that apply.

- MTA website
- Another website
- Waze or other mobile app
- Email alerts
- Twitter
- Facebook
- Other social media
- The radio
- Electronic signs displaying current travel times and/or construction information
- Other, please specify: _____

13. When are you most likely to collect information about traffic and construction conditions in NYC?

- During trip
- In car, before start of trip
- 1-59 minutes before
- 1-23 hours before
- One or more days before trip

continue on to page 5

TRAVELER BEHAVIOR

14. Do you use this crossing more or less often than you did during the same time last year?
 More often
 About the same amount
 Less often

15. How much influence do the following factors have on how frequently you use MTA Bridges and Tunnels?

	1	2	3	4	5	6	7	8	9	10	d/k
- The price of gasoline	<input type="radio"/>										
- The cost of tolls	<input type="radio"/>										
- The amount of traffic on the crossings	<input type="radio"/>										
- Reliability of public transportation	<input type="radio"/>										
- The cost of public transportation	<input type="radio"/>										

16. Did you notice construction on this facility during the past 30 days?
 Yes No
 If yes, were you delayed because of it?
 Yes No

17. How many days per week do you typically use untolled city bridges or roads instead of THIS tolled crossing to get to your destination?
 I use only this crossing to get to my destination
 I use untolled bridges/routes less than once per week
 I use untolled bridges/routes 1 day per week
 I use untolled bridges/routes 2-3 days per week
 I use untolled bridges/routes 4 or more days per week

18. How many days per week do you typically use transit instead of driving on this crossing?
 I only drive
 I don't have a transit option
 I take transit less than once per week
 I take transit 1 day per week
 I take transit 2-3 days per week
 I take transit 4 or more days per week

flip over to page 6



Tolls by Mail Paper Survey - Back

TOLLS BY MAIL QUESTIONS

19. How many toll bills have you received from crossing the Henry Hudson Bridge?
 Only one
 Between 2 and 5 toll bills
 More than 5 toll bills

20. How did you receive your most recent toll bill?
 By mail (paper bill) Email

21. Is the toll bill easy to read and understand?
 Yes No
 If **no**, what parts are the most difficult to understand?

22. How convenient is it for you to pay your bill?
 Very convenient Somewhat inconvenient
 Somewhat convenient Very inconvenient

23. Which of the following best describes your travel experience with All-Electronic Tolling at the Henry Hudson Bridge?
 Very good Somewhat bad
 Somewhat good Very bad
 Neutral

24. Are you aware of the consequences of not paying Tolls-by-Mail bills, which may include suspension of your vehicle registration?
 Yes No Unsure

25. How likely are you to start using E-ZPass?
 Very likely Somewhat unlikely
 Somewhat likely Very unlikely
 Neutral

26. Did you know you can pay only on the days when you use a bridge or tunnel by linking your checking account to an E-ZPass account (Pay per Trip)?
 Yes No

27. What is your primary method of payment for everyday retail transactions (food, drinks, etc) under \$10?
 Cash
 Credit/debit card
 Mobile device
 Some other method

28. Which option would be your preferred method of payment for tolls if they were all available at the plaza?
 Cash
 Credit/debit card
 Mobile device
 E-ZPass
 Some other method

continue on to page 7 →

ABOUT YOU

The following section will be used only to categorize your answers. All information will be kept strictly confidential.

29. Gender Male Female

30. Age _____ years

31. What is your approximate annual household income?
 Less than \$15,000 \$100,000 - \$149,999
 \$15,000 - \$24,999 \$150,000 - \$199,999
 \$25,000 - \$49,999 \$200,000 - \$249,999
 \$50,000 - \$74,999 \$250,000 - \$299,999
 \$75,000 - \$99,999 \$300,000 and over

32. Do you have access to the Internet?
 Yes No

33. You do NOT have to provide us with your contact information to return this survey. However, if you wish to be entered into the cash prize drawing, we need your contact information below. This information is confidential and will be used only to contact you if you are a winner.
 Name: _____
 Email: _____
 Phone: (____) _____

34. In the event that you don't win one of the prizes, may we still contact you for future MTA Bridges and Tunnels research?
 Yes No

35. If you have any additional comments, please write them below:

Thank you very much for your time!



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2016 CUSTOMER SATISFACTION SURVEY

MTA BRIDGES & TUNNELS

TOLLS BY MAIL CUSTOMERS

You have been selected to participate in the MTA Bridges & Tunnels Customer Satisfaction Survey. Your answers are important and will help the authority serve the public better. All replies are strictly **CONFIDENTIAL** and will be used only for this study.

Earn a chance to win a **CASH PRIZE** by returning your survey.

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\$500 \$100

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We ask that you complete this survey form as soon as possible and return it either by:

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- Answering the questions online at: <https://rsgresearch.com/BTSurvey>

Enter the password printed below to begin the online survey. If you would like help with the survey, please call toll-free 1-888-292-9639.

PASSWORD: _____



Attribute Ratings by Year

2010 through 2016



Overall Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Overall Satisfaction	81%	80%	85%	84%	83%	81%	84%



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Service Value Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Availability of discount pricing options	57%	58%	62%	60%	61%	67%	69%
Variety of payment methods available	81%	90%	90%	90%	90%	91%	91%
Overall value for the money	54%	50%	53%	51%	51%	53%	58%



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Toll Plaza Operations Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Courtesy and helpfulness of employees	83%	83%	82%	81%	80%	81%	81%
Speed in completing the toll transaction / traveling through toll plaza	82%	76%	77%	84%	77%	74%	73%
Overall personnel performance	86%	85%	85%	85%	84%	81%	82%



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Lighting Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Overall Lighting	93%	92%	93%	92%	91%	92%	92%



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Safety and Security Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Availability of emergency road service	86%	85%	85%	82%	83%	85%	87%
Signs and roadway markings to improve traffic safety	81%	80%	85%	81%	79%	82%	83%
Width of lanes leading to and through the toll plaza	81%	77%	80%	81%	81%	82%	83%
Enforcement of speed and traffic rules	86%	86%	86%	85%	85%	85%	85%
Uniformed security presence at this facility	90%	88%	89%	87%	86%	86%	87%
Safety from traffic accidents while driving on this facility	85%	83%	86%	84%	83%	84%	84%
Overall level of safety and security at this facility	91%	89%	92%	91%	89%	88%	88%



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Road Signs Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Ability to identify cash lane when approaching the toll	^	^	^	^	^	^	86%
Signs indicating what lanes to use	86%	88%	89%	80%	79%	82%	84%
Signs providing current roadway or construction information	74%	74%	76%	73%	71%	73%	77%
Overall usefulness of road signs	79%	80%	84%	79%	77%	79%	82%

^ Question introduced in 2016



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Road Conditions Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Condition of the road surface	71%	62%	71%	69%	67%	71%	74%
Road-handling when surface is wet	81%	76%	80%	78%	77%	80%	82%
Removal of snow in the winter	89%	85%	90%	89%	86%	88%	90%
Overall road conditions	80%	72%	80%	79%	76%	78%	81%



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Ease of Crossing Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Arrangement of toll plaza	76%	75%	77%	78%	79%	80%	80%
Number of tollbooths / lanes in operation	77%	74%	76%	75%	75%	76%	78%
Speed and operation of toll collection	78%	76%	74%	73%	71%	73%	81%
Travel experience now that Cashless Tolling has been implemented	^	^	^	95%	96%	91%	94%
Scheduling of construction to minimize delays	60%	62%	62%	64%	63%	64%	66%
Predictability of travel time on this facility during rush hours	60%	60%	63%	62%	62%	62%	63%
Predictability of travel time on this facility during non-rush hours	78%	77%	78%	80%	77%	76%	78%
Overall ease of crossing this facility	77%	77%	79%	81%	78%	79%	80%

^ Question introduced in 2013



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Appearance and Cleanliness Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Overall appearance and cleanliness	92%	92%	93%	94%	93%	86%	85%



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

Traveler Information Services Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Electronic signs displaying current travel times and/or construction information	69%	72%	78%	75%	73%	74%	76%
Email alerts about MTA Bridges and Tunnels	63%	74%	70%	69%	66%	66%	68%
Information available about Bridges & Tunnels on the MTA website	*	84%	82%	81%	79%	79%	80%
Information about Tolls by Mail on the MTA website	^	^	^	81%	85%	80%	74%
MTA B&T's Travel Time app	^	^	^	79%	77%	76%	79%
Third party travel information (apps, radio, etc.)	~	~	~	~	~	~	81%
Overall availability of information	67%	82%	83%	82%	79%	77%	78%

- * Question introduced in 2011
- ^ Question introduced in 2013
- ~ Question introduced in 2016



Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10

E-ZPass Attribute Satisfaction by Year

	2010	2011	2012	2013	2014	2015	2016
Sign-up procedures and documentation	94%	93%	94%	95%	94%	94%	95%
E-ZPass statement accuracy	95%	95%	95%	96%	95%	94%	95%
Frequency of statement	93%	94%	94%	95%	95%	94%	95%
Usefulness of statement information	93%	94%	95%	94%	93%	93%	94%
Response to inquiries by customer service center	84%	85%	86%	86%	86%	85%	86%
Length of time on hold when calling customer service	76%	76%	80%	81%	80%	79%	81%
Overall service provided by the customer service center	*	*	*	*	*	86%	87%
Reduction of waiting time at toll plaza	84%	85%	86%	89%	88%	86%	87%
Reliability of E-ZPass tag	95%	95%	96%	96%	96%	96%	95%
Discounts offered to E-ZPass users	65%	61%	66%	69%	67%	72%	75%
Access to your E-ZPass account online	90%	90%	92%	91%	91%	91%	91%
Information available on the E-ZPass website	^	84%	82%	80%	91%	91%	91%
Ease of adding funds to your E-ZPass account	~	~	95%	95%	94%	94%	94%
Overall performance of E-ZPass	94%	95%	96%	96%	95%	95%	96%



* Question introduced in 2015

^ Question introduced in 2011

~ Question introduced in 2012

Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10