



Metropolitan Transportation Authority

Corporate Governance Committee Meeting

March 2017

Committee Members

F. Ferrer, Vice Chairman

S. Metzger

J. Molloy

M. Pally

P. Trottenberg

J. Vitiello

P. Ward

N. Zuckerman

Corporate Governance Committee Meeting

Monday, 3/20/2017

3:45 - 4:45 PM ET

2 Broadway

20th Floor Board Room

1. PUBLIC COMMENTS PERIOD

2. APPROVAL of MINUTES-NOVEMBER 14, 2016

Minutes of Meeting - November 14 2016 - Page 3

3. REVIEW AND APPROVE MISSION STATEMENT AND PERFORMANCE MEASUREMENT REPORT Approve

Staff Summary Mission Statement - Page 7

*Mission Statement, Measurements, and Performance Indicators Report Covering Fiscal Year
2016 - Page 8*

4. REVIEW AND APPROVE MTA POLICIES REQUIRING BOARD APPROVAL Approve

Staff Summary Policies Required Board Approval - Page 40

MINUTES OF THE MEETING
MTA Corporate Governance Committee
March 22, 2017
2 Broadway – 20th Floor
New York, New York

The following MTA Corporate Governance Committee members were present:

Hon. Fernando Ferrer, Vice Chairman
Hon. Susan Metzger
Hon. John J. Molloy
Hon. Neal Zuckerman

The following MTA Corporate Governance Committee members were absent:

Hon. Thomas F. Prendergast, Chairman
Hon. Mitchell H. Pally
Hon. Polly Trottenberg
Hon. James E. Vitiello
Hon. Peter Ward

The following MTA staff attended the meeting:

Donna M. Evans, Chief of Staff
Lamond W. Kearse, Chief Compliance Officer
Monica Murray, Sr. Associate Counsel
Nathan Gilbertson, Director, Corporate Compliance & Strategic Initiatives - MNCR

* * *

Vice Chairman Ferrer called the November 14, 2016 meeting of the MTA Corporate Governance Committee to order at 4:00p.m.

Public Comments Period

There were no speakers in the public comments portion of the meeting.

Approval of Minutes

Upon motion duly made and seconded, the Committee approved the minutes of the Committee meeting held on June 22, 2016.

1. 2017 Draft Committee Work Plan

Upon motion duly made and seconded the Committee approved the 2017 Committee Work Plan.

2. Procurement Lobby Law Presentation

MTA Chief Compliance Officer, Lamond W. Kearse informed the Committee that each year a review is conducted by the MTA and its constituent agencies to ensure our policies and practices are in compliance with the procurement lobby law. Mr. Kearse informed the Committee that the review determined that there have been no violations by the MTA nor its constituent agencies of the requirements of the procurement lobby law.

3. Review and Approval of MTA By-Laws

Mr. Kearse advised the Committee that each year this Committee must review the By-Laws of the MTA and its Agencies. Mr. Kearse advised the Committee that there were no recommended changes at this time.

4. Review of MTA Governance Principals

Mr. Kearse advised the Committee that each year this Committee is required to review the MTA's Governance principals. Mr. Kearse informed the Committee that there were no recommended changes at this time.

Hon. N. Zuckerman asked about Paragraph 2 section (a) the Functions of the MTA Board as it pertains to compensation of senior management.

Hon. F. Ferrer informed board member Zuckerman that it is presented to the Board at the discretion of the Board Chairman.

5. Review and Approval of MTA Whistleblower and Protection Policy

Mr. Kearse advised the Committee that each year this Committee must review and approve the MTA Whistleblower and Protection Policy. Mr. Kearse advised the Committee that there were no recommended changes at this time.

Upon motion duly made and seconded, the Committee approved the MTA Whistleblower and Protection Policy.

6. Review and Approval of Board Committee Charters

Mr. Kearse advised the Committee that each year this Committee as well at the other committees of the MTA Board are required to review their charters.

LIRR Committee recommended their charter be amended by removing the Metropolitan Suburban Bus Authority. Mr. Kearse informed the Board these changes should not be adopted – while LIBus is no longer in operation they are still officially a subsidiary corporation of the MTA. In addition there are still pending legal issues that involve LIBus.

Mr. Kearse also noted that Public Authority Law Section 1263 requires that the MTA maintain a committee on the operation of LIBus.

Mr. Kearse recommended that the Committee not adopt the proposed changes to the Long Island Rail Road and the Metropolitan Suburban Bus Authority Charters at this time.

7. Review of MTA Code of Ethics

Mr. Kearse informed the Committee that each year they are required to review the MTA Code of Ethics. The MTA Code of Ethics was last revised in December 2015. The Committee was advised that there are no recommended changes to the Code of Ethics at this time.

8. Review and Approval of MTA Procurement Guidelines

MTA's Chief Compliance Officer informed the Committee that Public Authorities Law Section 2879 requires the MTA to annually review and approve its procurement guidelines, which were last approved by the Board at its June 2016 meeting.

After the Board approved the guidelines in June, the staff noticed a few typographical errors. The proposed revisions correct those errors as well as clarify the process for discretionary procurements in the amounts no less than \$100k.

Mr. Kearse recommended that the Committee accept the recommended revisions.

Upon motion duly made and seconded, the Committee approved the revised All Agency General Contract Procurement Guidelines and All Agency Service Contract Procurement Guidelines.

9. Review and Approval of MTA Policies in Connection with PAL Provisions

Mr. Kearse advised the Committee that pursuant to Public Authority Law Section 2824, Board members of state authorities are required to establish written policies and procedures regarding expenses related to travel. The Travel and Business Policy was last approved in March 2015.

After reviewing the Travel and Business Policy, staff proposes several substantive and non-substantive revisions. The substantive revisions are: (1) to travel via business class the employee must travel 12 continuous hours (revised from 6 hours), (2) follow the General Services Administration per diem for the first and last day of travel, (3) clarifies that, subject to MTA approval, an employee may arrive or depart from a travel location within 24 hours of the time required for the travel, and (4) require Chief of Staff approval for travel \$3,000 or more (revised from \$1,500).

Mr. Kearse recommended that the Committee approve the proposed revisions to the Travel and Business Expense policy.

Upon motion duly made and seconded, the Committee recommended Board approval of the proposed changes to the MTA Travel and Business expense policy

Mr. Kearse advised the Committee that Public Authorities Law Section requires the MT A approve guidelines regarding the disposition of property. The All-Agency Guidelines for the Disposal of Personal Property were last approved by the Board at its March 2016 meeting.

Staff proposes substantive and non-substantive revisions. The substantive revision relates to amendments of Public Authorities Law Sections 553, 1204, and 1265, which changed the threshold for disposal of personal property by public auction from \$15,000 to \$500,000. It also created the requirement that the public auction be advertised.

Mr. Kearse recommended that the Committee approve the proposed revisions to the All-Agency Personal Property Disposition Guidelines.

Upon motion duly made and seconded, the Committee recommended Board approval of the proposed changes to the All-Agency Personal Property Disposition Guidelines.


Adjournment

Upon motion duly made and seconded, Chairman Prendergast adjourned the November 14, 2016 meeting of the Corporate Governance Committee at 4:07pm.

Respectfully submitted

Lamond W. Kearse
MTA Chief Compliance Officer

Staff Summary

Subject Mission Statement, Measurements, and Performance Indicators Report
Department Chief of Staff
Department Head Name Donna Evans
Department Head Signature 
Project Manager Name

Date March 22, 2017
Vendor Name N/A
Contract Number N/A
Contract Manager Name N/A
Table of Contents Ref #

Board Action					
Order	To	Date	Approval	Info	Other
	Corporate Governance	3/20/2017			
	Board	3/22/2017			

Internal Approvals			
Order	Approval	Order	Approval
1	Chief of Staff 		
2	Legal		
3	Chief Compliance Officer 		

Purpose:

To obtain Board approval of the MTA's Mission Statement and to authorize submission of the annexed 2016 Mission Statement, Measurements, and Performance Indicators Report (the "Report") to the Independent Authorities Budget Office ("ABO").

Discussion:

Section 1269-f and Section 2824-a of the Public Authorities Law require MTA annually to reexamine its mission statement, reassess its stakeholders, and selected performance measurement indicators and to submit a report based on the performance indicator results from the previous year.

The MTA and its Board engage in oversight of agency operating performance throughout the year. The Board, through its transit, rail and bridge/tunnel operating committees, closely monitors agency operating performance. Each operating agency reports its most recent performance data in posted monthly reports and in committee books distributed in advance of public MTA operating committee meetings, which are conducted at least eleven times a year. At these public meetings, operating agency results are reviewed and discussed by Board members and agency senior staff. In addition, presentations focused on particular areas of performance are made by the agency staff to the Board operating committees periodically through the year, in accordance with the work plan schedule of each operating committee. The MTA website also contains a "Performance Dashboard" for each of the MTA operating agencies, updated monthly, summarizing the agencies' leading performance measurements.

The Report compiles the MTA Mission Statement, Stakeholder Assessment and the performance measurements from 2016. The operating agencies have each submitted, within the Report, a summary that evaluates agency performance on the applicable indicators in the past year.

Recommendation:

It is recommended that the MTA Board approve the annexed Report and authorize submission of such Report as required by Section 1269-f and Section 2824-a of the Public Authorities Law to the ABO.



**Metropolitan Transportation Authority
Mission Statement, Measurements, and Performance
Indicators Report Covering Fiscal Year 2016**

In Compliance with New York State Public Authorities Law §1269-f and §2824-a

Submitted as Part of the MTA 2016 Annual Report to the Governor

Note

Because of the timing of this report, the performance indicators against which the MTA agencies measure their performance are preliminary and subject to subsequent reconciliation and adjustment as data are finalized over the course of the year. For that reason, some of the 2015 data presented in last year's report have been adjusted, and the 2016 performance is being measured against this more recent and accurate data, even if it differs only slightly from the data in last year's report. Likewise, the 2016 preliminary data are also subject to subsequent adjustment, and the 2017 report will similarly measure performance against the most recent and accurate data available.

MTA Mission Statement

The Metropolitan Transportation Authority (MTA) preserves and enhances the quality of life and economic health of the region it serves through the cost-efficient provision of safe, on-time, reliable, and clean transportation services.

Stakeholder Assessment

The main stakeholders of the MTA are its customers; the businesses, residents, and taxpayers of our service area and the State; the MTA's employees and unions; and its government partners. A set of goals for each group has been defined, along with performance indicators to measure the attainment of these goals.

Customers	
Our customers are those who ride our trains and buses or cross our bridges and tunnels. They include the residents in our region, as well as tourists and visiting business persons. Our customers expect service that is safe, on-time, reliable, and that provides good value for their money.	
MTA Goals	Performance Indicators
Ensure our customers' safety	<ul style="list-style-type: none"> ✓ Customer injury rates ✓ Bus collision rate
Provide on-time and reliable services	<ul style="list-style-type: none"> ✓ On-time performance (subway and commuter railroads) ✓ Subway wait assessment ✓ Bus trips completed ✓ Mean distance between failures
Provide services to people with disabilities	<ul style="list-style-type: none"> ✓ Elevator availability ✓ Escalator availability ✓ Bus passenger wheelchair lift usage (does not include paratransit) ✓ Paratransit ridership
Repair, replace, and expand transportation infrastructure	<ul style="list-style-type: none"> ✓ Capital Program commitments ✓ Capital Program completions

Businesses, Residents, and Taxpayers

The businesses, residents, and taxpayers in our service area want the MTA to spend its resources efficiently and appropriately, while enhancing the mobility of the region.

MTA Goals	Performance Indicators
Perform services in an efficient manner	<ul style="list-style-type: none">✓ Farebox operating ratio✓ Operating cost per customer✓ Total support to mass transit
Maximize system usage	<ul style="list-style-type: none">✓ Ridership✓ Traffic volume
Repair, replace, and expand transportation infrastructure	<ul style="list-style-type: none">✓ Capital Program commitments✓ Capital Program completions

Employees and Unions

Our employees and unions expect a safe workplace, skills training relevant to their roles, and opportunities for growth.

MTA Goals	Performance Indicators
Ensure our employees' safety	<ul style="list-style-type: none">✓ Employee lost time and restricted-duty rate
Maintain a workforce that reflects the regional availability of all races, nationalities, and genders for our industry	<ul style="list-style-type: none">✓ Female representation in MTA workforce✓ Minority representation in MTA workforce

Government Partners (Federal, State, and Local Governments)

Our government partners expect us to enhance regional mobility by providing excellent service, while spending our resources in a cost-effective and appropriate manner.

MTA Goals	Performance Indicators
Provide on-time and reliable services	<ul style="list-style-type: none">✓ On-time performance (subway and commuter railroads)✓ Subway wait assessment✓ Bus trips completed✓ Mean distance between failures
Maximize system usage	<ul style="list-style-type: none">✓ Ridership✓ Traffic volume
Perform services in an efficient manner	<ul style="list-style-type: none">✓ Farebox operating ratio✓ Operating cost per customer
Repair, replace, and expand transportation infrastructure	<ul style="list-style-type: none">✓ Capital Program commitments✓ Capital Program completions

MTA New York City Transit (“NYCT”)

Performance Indicator	2015 Actual	2016 Actual
Service Indicators		
On-Time Performance – Terminal	69.6%	66.8%
Subway Wait Assessment	77.3%	78.0%
Elevator Availability – Subways	96.6%	95.9%
Escalator Availability – Subways	94.3%	93.7%
Total Ridership – Subways	1,762,565,419	1,756,775,380
Mean Distance Between Failures – Subways (miles)	131,325	112,208
Mean Distance Between Failures – Staten Island Railway (miles)	61,176	56,301
On-Time Performance – Staten Island Railway	95.5%	95.1%
% of Completed Trips – NYCT Bus	99.0%	99.1%
Total Paratransit Ridership – NYCT Bus	8,828,545	8,938,140
Bus Passenger Wheelchair Lift Usage – NYCT Bus	1,454,543	1,493,274
Total Ridership – NYCT Bus	650,652,440	638,413,113
Mean Distance Between Failures – NYCT Bus (miles)	4,618	5,957
Safety Indicators		
Customer Injury Rate – Subways (per million customers)	2.59	2.52
Customer Accident Injury Rate – NYCT Bus (per million customers)	1.23	1.34
Collisions with Injury Rate – NYCT Bus (per million vehicle miles)	6.68	6.87
Employee Lost Time and Restricted-Duty Rate (per 100 employees)	3.68	3.64
Workforce Indicators		
Female Representatives in NYCT Workforce	17.6%	18%
Minority Representatives in NYCT Workforce	75.8%	76.5%
<i>Note: MTA performance data are subject to periodic adjustment. Some 2015 data may have been updated subsequent to the 2015 PAL §1269-f report. This table of NYCT Performance Indicators continues on the following page.</i>		

NYCT, cont.

Performance Indicator	2015 Actual	2016 Actual
Financial Indicators		
Farebox Operating Ratio	59.7%	59.9%
Operating Cost per Passenger	\$3.09	NA*
Capital Program Indicators		
Commitments in \$ Millions (% of planned value)	\$1,557 (65%)	\$2,335 (64%)
Completions in \$ Millions (% of planned value)	\$1,679 (89%)	\$1,964 (83%)
<i>Note: MTA performance data are subject to periodic adjustment. Some 2015 data may have been updated subsequent to the 2015 PAL §1269-f report. The 2016 Farebox Operating Ratios are based on preliminary 2016 actual results and will be updated by the MTA Division of Management & Budget in April 2017. The Operating Costs per Passenger exclude debt service expenses. *The preliminary 2016 Operating Cost per Passenger will be calculated in second quarter 2017, prior to the July Financial Plan.</i>		

MTA GOAL: Ensure Customer Safety**PERFORMANCE INDICATORS: Customer Injury Rate**

The 2016 “customer injury rate” for the NYCT Subways was 2.52 per million customers. This represents a decrease over the latest adjusted 2015 rate of 2.59 per million customers and follows a steady overall decline in customer injuries, down from 3.33 per million in 2009. NYCT Subways remains committed to continuing this longterm decline in customer injuries through expanded use of safety-related posters and public information, improvement of train announcements and incident reports, and the training and deployment of station staff.

The “customer accident injury rate” for NYCT Bus increased by about 8.3 percent in 2016, from 1.2 per million customers to 1.3 per million. The agency expanded its program of anonymously monitoring driver safety in 2016, while also providing positive feedback, where warranted, at the completion of every ride.

NYCT Bus saw an increase in its 2016 “collision injury rate” of about 2.8 percent over the previous year. Throughout the year, NYCT Bus continued to incorporate relevant accident findings into its safety and training initiatives. These initiatives focus on basic operating procedures in bus stop areas, including scanning mirrors, observing all sides of the bus, pulling in and out of bus stops properly, and positioning the bus correctly in the bus stop. In 2016, the

Vision Zero II “Eye on Safety” eight-hour training program was expanded to include all bus operators, managers, and supervisors. The agency is leveraging indicators such as speed camera violations, red light violations, cell phone infractions, and customer complaints as part of an enhanced monitoring program. With these expanded programs, the agency expects to achieve improved outcomes in 2017.

In a joint agreement with all labor unions, NYCT Bus continues to emphasize a “zero-tolerance” policy on use of cell phones and electronic devices while operating a bus. In another joint agreement with these labor unions, NYCT Bus has established a process whereby bus operators who receive speed camera violations are disciplined and must pay the fine. In addition, the agency recently negotiated an “Accident Review System” (ARS) with bus operators in the TWU Local 100.

MTA GOAL: Provide On-Time and Reliable Services

PERFORMANCE INDICATORS: Subway Wait Assessment, On-Time Performance, Mean Distance Between Failures, Bus Trips Completed

Wait assessment, which measures the regularity of subway service by measuring the percentage of trains maintaining their scheduled train-to-train intervals, increased from 77.3 percent in 2015 to 78.0 percent in 2016.

NYCT Subways “terminal” on-time performance (OTP) declined from 69.6 percent in 2015 to 66.8 percent in 2016. Terminal OTP is based on the difference between the time a train is scheduled to arrive at its terminal and the time it actually arrives.

NYCT is deploying wide-ranging strategies to manage the impacts on OTP of record ridership and growing maintenance needs. By increasing the frequency of inspections, the agency is identifying more maintenance issues *before* they cause service disruptions. This has resulted in an 8.0 percent reduction in right-of-way (ROW) incidents causing delays in 2016. NYCT also increased the number of multi-disciplinary crews positioned for rapid response to service disruptions. Additionally, “step-aside boxes” and platform control staff are being deployed at crowded stations to expedite passenger boarding, with more staff added during the PM peak.

Finally, NYCT is utilizing new real-time service management tools at its Rail Control Center (RCC) to assist dispatchers in providing evenly spaced service and in restoring service following incidents.

The subway “mean distance between failures” (MDBF) fell from 131,325 miles in 2015 to 112,208 in 2016. MDBF is highest when the subway fleet is new, then fluctuates as the age composition of the fleet changes. Historically, NYCT experienced record high MDBF in 2010 after receiving new R160s cars, which comprised over a quarter of the fleet. After a period of subsequent fluctuation, MDBF will again increase as new cars enter the fleet from the MTA’s 2015-2019 Capital Plan.

At the Staten Island Rapid Transit Operating Authority (SIRTOA), OTP decreased from 95.5 percent in 2015 to 95.1 percent in 2016. SIRTOA’s MDBF decreased from 61,176 miles in 2015 to 56,301 in 2016.

NYCT Bus posted an MDBF of 5,957 miles in 2016, representing a 29.0-percent improvement over the previous year. NYCT will continue to replace its remaining over-age bus fleet under the 2015-2019 Capital Program.

The percentage of “bus trips completed,” which depends on both vehicle and operator availability, increased slightly to 99.1 percent in 2016.

MTA GOAL: Provide Services to People with Disabilities

PERFORMANCE INDICATORS: Elevator Availability, Escalator Availability, Bus Passenger Wheelchair Lift Usage, Paratransit Ridership

NYCT elevator availability declined between 2015 and 2016, from 96.6 percent to 95.9 percent, while escalator availability declined during the same period from 94.3 percent to 93.7 percent.

Wheelchair ridership at NYCT Buses increased by 2.7 percent in 2016 to a total of 1.49 million passengers. The agency’s new low-floor buses provide easier boarding and more reliable service for wheelchair passengers.

NYCT Paratransit's Access-A-Ride ridership grew slightly to 8.93 million in 2016, a 1.2-percent increase over the previous year.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure

PERFORMANCE INDICATORS: Capital Program Commitments and Completions

NYCT committed nearly \$2.33 billion of its Capital Program funds in 2016, representing 64 percent of the 2016 total commitment goal.

NYCT achieved capital project completions in 2016 worth nearly \$1.96 billion, representing 83 percent of the 2016 total completion goal.

MTA GOAL: Perform Services in an Efficient Manner

PERFORMANCE INDICATORS: Farebox Operating Ratio, Operating Cost per Passenger

NYCT's "farebox operating ratio" increased slightly in 2016, going from a final figure of 59.7 percent of operating costs in 2015 to 59.9 percent in 2016, as estimated in the MTA 2016 Year-End Operating Results.

After final adjustments, the NYCT "operating cost per passenger" was \$3.09 in 2015. The preliminary 2016 "operating cost per passenger" will be available in the second quarter of 2017, prior to the July Financial Plan.

MTA GOAL: Maximize System Usage

PERFORMANCE INDICATORS: Ridership

Average weekday ridership on NYCT Subways has increased by 11 percent from 2009 to 2016. This represents the highest levels of subway ridership since the 1940s, generating a steady, six-year increase in annual farebox revenues. Total farebox revenues for subways reached nearly \$3.4 billion in 2016, up 1.1 percent over the previous year. NYCT Bus ridership decreased again in 2016 by 1.9 percent to 638 million riders, with most of the decline occurring on Manhattan and Brooklyn routes.

MTA GOAL: Ensure Our Employees' Safety

PERFORMANCE INDICATORS: Employee Lost Time and Restricted-Duty Rate

The total NYCT employee “lost time and restricted-duty” accident rates fell slightly from 3.68 per 100 employees in 2015 to the latest adjusted 2016 rate of 3.64 per 100 employees, a 1.1-percent decrease.

At NYCT Subways, the rate increased from 3.07 per 100 employees in 2015 to 3.11 in 2016. This increase occurred primarily in the Rail Operations division, and it follows a significant increase from 2014 to 2015. NYCT Subways will continue to operate an expanded safety program for employees, including safety communications, safety audits, training, and accident investigations. In addition, NYCT Subways continues efforts to maximize use of the FASTRACK program, which provides a safer working environment for maintenance and repair crews by curbing train operations in work areas.

NYCT Bus implemented several bus safety programs in 2016, including new safety awareness campaigns and analysis of incident data pertaining to injuries. In addition, both NYCT Bus and MTA Bus continued major initiatives aimed at protecting bus operators from assault, including oversight by an executive task force, enhanced training, and the ongoing installation of bus operator shields.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders

PERFORMANCE INDICATORS: Female and Minority Representation in the Workforce

Female representation agency-wide rose by 2.2 percent in 2016, yet continues to fall below the estimated percentage of women available for work within NYCT’s recruiting area. A contributing factor is the low percentage of women who apply for what are generally considered non-traditional jobs. NYCT will continue to increase its outreach and recruitment efforts to improve female representation within its workforce. The percentage of minority representation grew in 2016, from 75.8 percent to 76.5 percent, exceeding the estimated percentage of minorities available for work within NYCT’s recruiting area.

MTA Long Island Rail Road ("LIRR")

Performance Indicator	2015 Actual	2016 Actual
Service Indicators		
On-Time Performance	91.6%	92.7%
Elevator Availability	98.5%	98.7%
Escalator Availability	97.9%	98.1%
Total Ridership	87,648,046	89,351,676
Mean Distance Between Failures (miles)	208,383	211,975
Safety Indicators		
FRA-Reportable Customer Injury Rate (per million customers)	4.16	2.80
Employee Lost Time Case Rate (per 200,000 worker hours)	3.57	2.99
Workforce Indicators		
Female Representatives in LIRR Workforce	15.4%	15.2%
Minority Representatives in LIRR Workforce	34.7%	35.4%
Financial Indicators		
Farebox Operating Ratio	51.0%	50.8%
Operating Cost per Passenger	\$15.62	\$15.76
Capital Program Indicators		
Commitments in \$ Millions (% of planned value)	\$323.2 (114%)	\$570.4 (121%)
Completions in \$ Millions (% of planned value)	\$245.7 (137%)	\$189.5 (123%)
<i>Note: MTA performance data are subject to periodic adjustment. Some 2015 data may have been updated subsequent to the 2015 PAL §1269-f report. The 2016 Farebox Operating Ratios are based on preliminary estimates from the "MTA 2017 Adopted Budget, February Financial Plan," and will be updated by the MTA Division of Management & Budget in April 2017.</i>		

MTA GOAL: Ensure Customer Safety

PERFORMANCE INDICATORS: Customer Injury Rate

The LIRR experienced a significant decrease in the “customer injury rate” in 2016. The total number of Federal Railroad Administration (FRA)-reportable customer injuries decreased by more than 25 percent from the previous year, and the injury rate (based on injuries per 1 million rides) likewise decreased by more than 30 percent. This decrease is significant, particularly in view of the substantial growth in ridership. LIRR’s “Let’s Travel Safely Together” safety information campaign contributed to the improvement and will remain an integral part of LIRR’s safety program in 2017.

MTA GOAL: Provide On-Time and Reliable Services

PERFORMANCE INDICATORS: On-Time Performance, Mean Distance Between Failures

The LIRR’s “on-time performance” (OTP) for 2016 was 92.7 percent, an increase of 1.1 percent from the previous year. The increase in OTP was attributable to fewer winter weather events, as well as a decrease in the number of delays caused by trespasser or motor vehicle incidents.

The agency’s 2016 “mean distance between failures” (MDBF) exceeded the goals set for each of the LIRR fleets, except for the M-3 and M-7 fleets, and set a new record at 211,975 MDBF, a 1.7-percent improvement over the 2015 MDBF of 208,383 miles. This increase was largely attributable to the continued efforts of the LIRR’s reliability-centered maintenance program; performance-improvement teams; and initiatives targeting the performance of the entire fleet.

MTA GOAL: Provide Services to People with Disabilities

PERFORMANCE INDICATORS: Elevator Availability, Escalator Availability

Elevator availability increased to 98.7 percent in 2016, a 0.2-percent improvement from the previous year. Escalator availability increased to 98.1 percent, also up 0.2 percent from last year. Much of that success was due to the reliability-centered maintenance program implemented for elevators and escalators. The LIRR’s Elevator and Escalator Operations Center, staffed with

certified "Qualified Elevator-Escalator Inspectors," further reduced the frequency of breakdowns through scheduled repairs and improved response times.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure

PERFORMANCE INDICATORS: Capital Program Commitments and Completions

The LIRR's 2016 capital commitments totaled over \$570 million, or 121 percent of goal. Major commitments included Jamaica Capacity Improvements; the 2016 Annual Track Program; new elevators at Flushing-Main Street Station; Wantagh Station Platform Replacement Project; and Main Line Double Track Phase II.

The railroad's 2016 capital completions totaled nearly \$190 million, or 123 percent of goal. Among the major completions during the year were lighting in the Atlantic Avenue Tunnel; improvement to the Fiber Optic Network; replacement of the Ellison Avenue Bridge (Main Line); and waterproofing and rehabilitation of various bridges on the Main Line, Oyster Bay and Montauk branches.

MTA GOAL: Perform Services in an Efficient Manner

PERFORMANCE INDICATORS: Farebox Operating Ratio, Operating Cost per Passenger

The LIRR's "farebox operating ratio" decreased from 51.0 percent in 2015 to 50.8 percent in 2016, as estimated in the "MTA 2017 Adopted Budget, February Financial Plan." This decrease was driven by an increase in passenger expenses, mostly attributable to higher operating expenses, offset partially by an increase in farebox revenue due to strong ridership growth. The LIRR's "operating cost per passenger" increased from \$15.62 in 2015 to \$15.76 in 2016. This increase stemmed largely from higher passenger expenses offset by an increase in ridership.

MTA GOAL: Maximize System Usage

PERFORMANCE INDICATORS: Ridership

LIRR ridership rose to 89.3 million in 2016 from 87.6 million customers in 2015, a 1.9-percent increase. This represents LIRR's highest annual ridership in decades. In fact, LIRR's 2016 ridership was the railroad's highest since 1949, which saw 91.8 million passengers.

This can be attributed partly to good weather, along with additional ridership for games and events at the Barclays Center. LIRR saw robust travel demand for New York Islanders hockey games in 2016, adding to this already strong market for the railroad.

Service enhancements enacted during 2016 included: restoration of year-round, weekend service between Ronkonkoma and Greenport; addition of two seasonal trains to the summer timetable for Montauk Branch customers connecting to Fire Island ferries; and expanded Atlantic Terminal service to accommodate the increased ridership to and from Barclays Center events.

MTA GOAL: Ensure Our Employees' Safety

PERFORMANCE INDICATORS: Employee Lost Time Case Rate

LIRR experienced a positive trend with respect to employee accidents and injuries in 2016. The total number of FRA-reportable employee "lost time" injuries decreased in 2016 by almost 9 percent, and the rate, per 200,000 worker hours, of reportable employee "lost time" injuries decreased in 2016 by just over 16 percent. The highest number of employee accidents are in the "slips, trips, and falls" category. LIRR will be reviewing the 2016 data to identify trends and potential mitigation strategies.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders

PERFORMANCE INDICATORS: Female and Minority Representation in the Workforce

The percentage of women in LIRR's workforce decreased slightly in 2016 from 15.4 percent to 15.2 percent. The percentage of minority representation increased from 34.7 percent to 35.4

percent. The percentage of minority representation exceeds the estimated percentage of minorities available in LIRR's recruitment area. The percentage of women continues to fall below the estimated percentage of women available for work in the recruitment area. Many of the positions available in 2016 are considered "nontraditional" jobs for women and, as a result, a low percentage of the applicants for these positions were women. LIRR continues to focus on efforts to improve the representation of women and minorities in its workforce.

MTA Metro-North Railroad (“Metro-North”)

Performance Indicator	2015 Actual	2016 Actual
Service Indicators		
On-Time Performance (East of Hudson)	93.5%	93.7%
On-Time Performance (West of Hudson)	94.9%	95.9%
Elevator Availability	99.7%	99.23 %
Escalator Availability	97.1%	97.97%
Total Rail Ridership (East & West of Hudson)	86,018,159	86,494,210
Total Ridership on Connecting Services Provided by MNR Contractors	556,009	577,000
Mean Distance Between Failures (miles)	199,838	216,772
Safety Indicators		
Customer Injury Rate (per million customers)	4.27	2.46
Employee Lost Time and Restricted-Duty Rate (per 200,000 worker hours)	2.49	2.85
Workforce Indicators		
Female Representatives in MNR Workforce	13%	13%
Minority Representatives in MNR Workforce	36%	37%
Financial Indicators		
Farebox Operating Ratio	59.4%	59%
Operating Cost per Passenger	\$13.67	\$13.93
Capital Program Indicators		
Commitments in \$ Millions (% of planned value)	\$283.6 (82%)	\$289.6 (70%)
Completions in \$ Millions (% of planned value)	\$204.3 (88%)	\$106.9 (94%)
<i>Note: MTA performance data are subject to periodic adjustment. Some 2015 data may have been updated subsequent to the 2015 PAL §1269-f report. The 2016 Farebox Operating Ratios are based on preliminary estimates from the “MTA 2017 Adopted Budget, February Financial Plan” and will be updated by the MTA Division of Management & Budget in April 2017.</i>		

MTA GOAL: Ensure Customer Safety

PERFORMANCE INDICATORS: Customer Injury Rate

The “customer injury rate” at Metro-North decreased to 2.46 per million customers in 2016 from 4.27 per million in 2015. Metro-North carried out the following initiatives aimed at reducing customer injuries:

- Implemented a community outreach program to promote rail safety and grade-crossing awareness to schools, busing and trucking companies, and the general public. Working in partnership with Operation Lifesaver and MTAPD, Metro-North’s new TRACKS program (Together Railroads and Communities Keeping Safe) has reached over 50,000 individuals since June 2016 and plans to visit every station and grade crossing in the railroad’s territory by the end of 2017.
- Continued work with a private contractor to inspect, audit, and update grade crossings. Installed “Don’t Block the Box/Active Stop” on warning devices at four grade crossings and performed formal inspections at six grade crossings.
- Continued the “Best Foot Forward” campaign to promote safe customer footing and handling on trains, platforms, and stairs during bad weather. Posted weekly safety “tweets” to social media followers.

MTA GOAL: Provide On-Time and Reliable Services

PERFORMANCE INDICATORS: On-Time Performance, Mean Distance Between Failures

Metro-North’s system-wide on-time performance (OTP) for 2016 totaled 93.7 percent, up from 93.5 percent in 2015 and above the railroad’s goal of 93 percent. The Harlem Line performed at 94.6 percent, the Hudson Line at 95.0 percent, and the New Haven Line at 92.1 percent. West-of-Hudson OTP increased to 95.9 percent in 2016 from 94.8 percent the previous year.

The railroad maintained a high mean distance between failures (MDBF)—the distance a train travels before experiencing a mechanical problem--of 216,772 miles, improving on the 2015 MDBF by more than 8.0 percent and beating the railroad’s goal of 200,000 MDBF. Contributing factors included the performance of the new M8 fleet on the New Haven Line and aggressive car and locomotive maintenance programs. This also resulted in a 99.5 percent “consist compliance rate,” the percentage of railcars and passenger seats in daily service.

Metro-North overcame numerous challenges service delivery in 2016. These included speed restrictions to enable aggressive track inspection and maintenance; operating restrictions caused by a fire under the Park Avenue Viaduct; and record high temperatures during August 2016.

MTA GOAL: Provide Services to People with Disabilities

PERFORMANCE INDICATORS: Elevator Availability, Escalator Availability

At 99.2 percent, Metro-North’s elevator availability in 2016 remained at a high service level, above the goal of 98.0 percent. The railroad’s focus on escalator repairs, particularly in Grand Central Terminal, resulted in a 97.9 percent escalator availability for 2016, above the goal of 97 percent. Metro-North plans to replace all 11 escalators in Grand Central Terminal (GCT) with a new, heavy-duty model designed to handle the terminal’s high pedestrian traffic. Design work was completed in 2016, with full replacement planned for completion around 2020. Metro-North provides customers with online information on the current status of all station elevators and escalators.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure

PERFORMANCE INDICATORS: Capital Program Commitments and Completions

Metro-North’s Capital Program commitments and completions for 2016 came in at 70 percent and 94 percent of the year’s goals, respectively.

Capital Program Commitments achieved in 2016 included: Positive Train Control (PTC) equipment installations; the cyclical track program; East-of-Hudson rock slope remediations; turnouts and mainline high-speed replacements; GCT turnouts/switch renewal; and design-build

of Phase II of the Superstorm Sandy Restoration work for power, communication, and signal infrastructure repairs.

Capital program completions achieved in 2016 included: Fordham Station improvements; New Haven Line signal improvements; 2010-2014 East-of-Hudson rock slope remediations; the annual cyclical track program; and the GCT Train Shed/Park Avenue Tunnel structural repairs.

MTA GOAL: Perform Services in an Efficient Manner

PERFORMANCE INDICATORS: Farebox Operating Ratio, Operating Cost per Passenger

Metro-North's 2016 "farebox operating ratio" was 59.0 percent, representing a 0.4 percent decrease from the previous year. Though total revenues increased by 2.0 percent in 2016, total expenses also increased year-over-year by 2.4 percent.

The revenue increase reflects the highest East-of-Hudson ridership in Metro-North's history, partially offset by a small decrease in West-of-Hudson ridership. In addition, the increased revenue reflects Connecticut Department of Transportation (CTDOT) fare increases of 1.0 percent in January and 6.0 percent in December. Non-passenger revenue increased by 4.2 percent, driven primarily by increased net GCT retail operations and commuter parking. Higher expenses in 2016 primarily reflect an increased reserve in payroll expense for unused sick and vacation time.

Initiatives funded in 2016 continue to focus on Metro-North's strategic plan, with emphasis on our three key priorities, "Our People, Our Customers and Our Infrastructure," as well as the continuation of the comprehensive "Infrastructure Improvement" and "Station Enhancement" programs.

The 2016 "operating cost per passenger" of \$13.93 is \$0.26 higher than in 2015, mainly due to the higher expenses noted above.

MTA GOAL: Maximize System Usage

PERFORMANCE INDICATORS: Ridership

Total Metro-North ridership was approximately 86.5 million rides in 2016, the highest in the railroad's history and about 0.2 million rides more than the previous record of 86.3 million in 2015.

Total East-of-Hudson ridership was approximately 84.8 million, also the highest in Metro-North history (surpassing last year's record of 84.5 million by approximately 0.3 million rides). The year saw record ridership on all three East-of-Hudson lines. Both the Harlem Line and the Hudson Line surpassed last year's record by over 125,000 each, with 27.7 and 16.6 million rides respectively. And despite a CTDOT fare increase, the New Haven Line also had a record-setting 40.5 million rides, surpassing last's year's record by approximately 20,000 rides.

West-of-Hudson ridership was approximately 1.7 million in 2016, 3.5 percent below the previous year and 400,000 fewer rides than the record of 2.1 million set in 2008. West-of-Hudson ridership was adversely impacted by the Hoboken Terminal train accident in September 2016, which resulted in approximately 47,000 fewer rides. Discounting that incident, ridership would have decreased by about 0.8 percent.

Combined ridership on the three Metro-North Connecting Services was approximately 577,000 in 2016, up 3.8 percent from the previous year. Ridership increased by 10.8 percent on the Haverstraw-Ossining Ferry; by 4.3 percent on the Newburgh-Beacon Ferry; and by 1.5 percent on the Hudson Rail Link.

MTA GOAL: Ensure Our Employees' Safety

PERFORMANCE INDICATORS: Employee Lost Time and Restricted-Duty Rate

Metro-North's "employee lost time and restricted-duty rate" for 2016 was 2.85 (per 200,000 worker hours), a marginal increase over the 2015 rate of 2.49. The railroad has developed the following initiatives aimed at reducing employee injuries:

Metro-North, cont.

- Held quarterly employee “Safety Focus Days” to bring attention to safety issues such as seasonal working conditions, employee fatigue, and fire safety. The fourth-quarter “Safety Focus Day” saw record attendance.
- Became the first commuter railroad in the country to fully implement the confidential “close call” reporting system (C3RS), which encourages workers to anonymously report potential safety hazards or breaches of procedure. The program is based on a partnership with the Federal Railroad Administration (FRA), the National Aeronautics and Space Administration (NASA) and participating labor organizations.
- Developed EEPS (Enhanced Employee Protection System), an industry-leading tool which provides an additional layer of safety for Maintenance of Way workers. The Metro-North EEPS was awarded the 2016 APTA Safety Gold Award.
- Conducted an Obstructive Sleep Apnea (OSA) pilot study, which screened all 434 Metro-North locomotive engineers, referred approximately 115 for further testing, and began monitored treatment of approximately 51. The program is being expanded to screening of conductors.
- Conducted bi-annual “Safety Clean Up Days” at Brewster, North White Plains, Croton-Harmon, Poughkeepsie, New Haven, Stamford, and Springdale yards to remove debris and clutter, conducted a full-scale “Emergency Preparedness Simulation” to provide first responders with the training and hands-on experience needed to manage rail-based incidents and emergencies.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders

PERFORMANCE INDICATORS: Female and Minority Representation in the Workforce

Metro-North’s minority recruitment efforts show continued improvement in 2016. Over 45 percent of our *new hires* in 2016 were minorities, increasing our total workforce representation to 37 percent, as compared to 36 percent in 2015. Our female *new hires* in 2016 remained constant at 15 percent, while total representation of women in the workforce remained at 13 percent. Metro-North will continue its outreach and recruitment efforts to attract qualified women, minorities and veterans.

MTA Bridges and Tunnels (“Bridges and Tunnels”)

Performance Indicator	2015 Actual	2016 Actual
Service Indicators		
Paid Traffic	297,980,113	307,345,513
Safety Indicators		
Collisions with Injury Rate (per million vehicles)	0.96	1.08
Employee Lost Time Injury Rate (per 200,000 work hours)	4.8	6.7
Workforce Indicators		
Female Representation in B&T Workforce	22%	22%
Minority Representation in B&T Workforce	53%	54%
Financial Indicators		
E-ZPass Market Share	85.6%	86.3%
Total Support to Transit (\$ millions)	\$1,125	\$1,126
Capital Program Indicators		
Commitments in \$ Millions (% of planned value)	\$526.5 (128%)	\$287.4 (272%)
Completions in \$ Millions (% of planned value)	\$214.8 (103%)	\$161.5 (110%)
<i>Note: MTA B&T performance data are subject to final audit. Some 2015 data may have been updated subsequent to last year's report.</i>		

MTA GOAL: Ensure Customer Safety

PERFORMANCE INDICATOR: Customer Injury Rate

Bridges and Tunnels reported 336 customer accidents with injuries in 2016, an increase from 290 in 2015. Adjusting for increased annual traffic, the rate of collisions with injuries per million vehicles increased from 0.96 in 2015 to 1.08 in 2016.

To address customer safety issues, Collision Task Force meetings are conducted monthly at each Bridges and Tunnels facility to analyze collisions locally. In addition, an interdepartmental

Collision Reduction Team reviews collisions quarterly to help guide safety improvements. The agency's strategy for improving customer safety is primarily focused on identifying collision-prone locations and improving their physical characteristics, as well as targeted enforcement efforts to address unsafe driving behaviors.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure

PERFORMANCE INDICATORS: Capital Program Commitments and Completions

In 2016, Bridges and Tunnels made 93 task commitments to Capital Program projects, above its goal of 76 task commitments. The total value of the awards was \$287.4 million. This represents 272 percent of the 2016 goal, as compared to \$526.5 million and 128 percent of the goal committed in 2015. The actual awards in 2016 were \$181.8 million above the approved plan, primarily due to unplanned and accelerated commitments against the 2015-2019 Capital Program for the Governor's initiative of Open Road Cashless Tolling (ORT) and against the 2010-2014 Superstorm Sandy Restoration and Mitigation Programs. Major project commitments in 2016 included:

- Awarded Superstorm Sandy-related flood mitigation projects at the Queens Midtown and Hugh L. Carey tunnels, including the Governor's Island Ventilation Building, for the construction of perimeter walls and other flood barriers at the tunnel entrances.
- Awarded a contract for design services for the first phase reconstruction of the Verrazano-Narrows Bridge approach ramps.
- Awarded the contract amendment for the ORT project to provide installation and integration services for all toll facilities, except the Henry Hudson Bridge, which is already cashless. Also awarded the contract amendment for design and management services, as well as contract amendments for the first phase of ORT civil construction work at the agency's tunnels.

The value of Capital Program projects completed in 2016 totaled \$161.5 million, versus planned completions of \$146.4 million, representing 110 percent of the 2016 goal. In 2015, by

Bridges & Tunnels, cont.

comparison, a total of \$214.8 million was completed, representing 103 percent of the goal. Major projects completed in 2016 include: the rehabilitation of overpasses at the Marine Parkway Bridge; construction of the new high voltage switchgear substation at the Verrazano-Narrows Bridge; a new Training Facility on Randall's Island; miscellaneous structural rehabilitation at the Throgs Neck and Verrazano-Narrows bridges. Projects completed at the Henry Hudson Bridge included relocation of utilities in the service building; installation of a generator and the ORT gantry and equipment; and the removal of existing toll booths.

MTA GOAL: Perform Services in an Efficient Manner

PERFORMANCE INDICATORS: Total Support to Transit

Bridges and Tunnels provided a total of \$1,126 million in total support for MTA transit services in 2016. This surpassed the \$995 estimated for mass transit support in the MTA 2016 Adopted Budget by 13 percent and was slightly higher than in 2015.

MTA GOAL: Maximize System Usage

PERFORMANCE INDICATORS: Traffic Volume

Bridges and Tunnels had an all-time record of 307.3 million paid crossings in 2016, an increase of about 3 percent or 9.3 million more crossings than in 2015. Overall E-ZPass usage increased from 85.6 percent in 2015 to 86.3 percent of total crossings at year-end 2016, the highest year-end E-ZPass usage rate ever.

MTA GOAL: Ensure Our Employees' Safety

PERFORMANCE INDICATORS: Employee Lost Time and Restricted-Duty Rate

Bridges and Tunnels experienced 100 lost-time injuries in 2016, a 38-percent increase from 72 in 2015. As a result, the "employee lost-time injury rate" increased to 6.7 per 200,000 work hours in 2016, up from 4.8 in 2015. Efforts are underway to address this performance decline, including:

Bridges & Tunnels, cont.

- Continuing safety training for all field employees, including traffic management safety training for all Bridge and Tunnel Officers (BTOs) and supervisors.
- Utilizing joint labor/management safety task forces to address safety risks in the new operating environment.
- Intensifying effective case management of Injuries on Duty to minimize lost work time.
- Renewing a focus on incident investigations and condition audits to determine and address the root causes of safety issues.
- Revising and updating agency Policies and Procedures as a part of a safety management system for all Bridges and Tunnels facilities.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders

PERFORMANCE INDICATORS: Female and Minority Representation in the Workforce

The percentage of minority employees at Bridges and Tunnels rose to 54 percent in 2016, while the percentage of women in the agency's workforce remained constant at 22 percent. Bridges and Tunnels maintains a program aimed at achieving workforce representation based on the availability of women and minorities within the relevant labor markets serviced by the MTA. The program includes: targeted outreach/recruitment efforts to attract qualified women and minority candidates; a monitoring program to identify and address under-representation of women and minorities; and retention and mobility programs providing the skills and opportunities women and minority employees require for successful career paths within the agency.

MTA Bus Company (“MTA Bus”)

Performance Indicator	2015 Actual	2016 Actual
Service Indicators		
% of Completed Trips	98.7%	99.2%
Bus Passenger Wheelchair Lift Usage	75,911	82,092
Total Ridership	125,399,522	125,617,157
Mean Distance Between Failures (miles)	5,741	7,271
Safety Indicators		
Customer Accident Injury Rate (per million customers)	1.09	1.30
Collisions with Injury Rate (per million vehicle miles)	5.68	5.66
Employee Lost Time Rate (per 100 employees)	7.37	7.32
Workforce Indicators		
Female Representation in MTA Bus Workforce	12.6%	13%
Minority Representation in MTA Bus Workforce	74.1%	75%
Financial Indicators		
Farebox Operating Ratio	34.6%	32.9%
Operating Cost per Passenger	\$5.32	\$5.47
Capital Program Indicators		
Commitments in \$ Millions (% of planned value)	\$43.6 (45%)	\$0.7 (13%)
Completions in \$ Millions (% of planned value)	\$89.4 (202%)	\$89.3 (90%)
<i>Note: MTA performance data are subject to periodic adjustment. Some 2015 data may have been updated subsequent to the 2015 PAL §1269-f report. The 2016 Farebox Operating Ratios are based on preliminary estimates from the “MTA 2017 Adopted Budget, February Financial Plan,” and will be updated in April 2016.</i>		

MTA GOAL: Ensure Customer Safety

PERFORMANCE INDICATOR: Customer Injury Rate

MTA Bus saw a 19.2-percent increase in its “customer accident injury rate” in 2016, as compared to 2015. The agency expanded its program of anonymously monitoring driver safety in 2016 to evaluate and reinforce good safety habits. In addition to monitoring drivers, the program provides positive feedback, where warranted, at the completion of every ride.

The “collisions with injury rate” decreased by 0.2 percent in 2016 from the previous year. Throughout the year, MTA Bus continued to incorporate relevant accident findings into its safety and training initiatives. These initiatives focus on basic operating procedures in bus stop areas, including scanning mirrors, observing all sides of the bus, pulling in and out of bus stops properly, and positioning the bus correctly in the bus stop. In 2016, the Vision Zero II “Eye on Safety” eight-hour training program was expanded to include all bus operators, managers, and supervisors. The agency is leveraging indicators such as speed camera violations, red light violations, cellphone infractions, and customer complaints as part of an enhanced monitoring program. With these expanded programs, the agency expects to achieve improved outcomes in 2017.

In a joint agreement with all labor unions, MTA Bus continues to emphasize a “zero-tolerance” policy on cell phone and electronic device usage by all bus operators while operating a bus. In another joint agreement with these labor unions, MTA Bus has established a process for bus operators who receive speed camera violations whereby discipline is applied and the bus operators are required to pay the fine. In addition, the agency recently negotiated an “Accident Review System” (ARS) with bus operators in the TWU Local 100 and intends to continue negotiating with the remaining MTA labor unions

MTA GOAL: Provide On-Time and Reliable Services

PERFORMANCE INDICATORS: Mean Distance Between Failures, Bus Trips Completed

MTA Bus had a “mean distance between failures” (MDBF) of 7,271 miles in 2016, which represents an increase of 26.7 percent from the 2015 MDBF of 5,741 miles. The number of bus trips completed depends on the availability of both buses and bus operators. The “percentage of trips completed” increased from 98.7 percent in 2015 to 99.2 percent in 2016.

MTA GOAL: Provide Services to People with Disabilities

PERFORMANCE INDICATORS: Bus Passenger Wheelchair Lift Usage

Wheelchair ridership on MTA buses was 82,092 passengers in 2016, an increase of 8.1 percent from 75,911 passengers in 2015. The agency’s new low-floor buses provide easier boarding and more reliable service for wheelchair passengers, contributing to the increase in wheelchair ridership.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure

PERFORMANCE INDICATORS: Capital Program Commitments and Completions

MTA Bus committed \$0.7 million in capital project funds in 2016. This represents 13 percent of planned commitments, compared to 45 percent committed in 2015. Notable 2016 commitments included the LaGuardia Depot Annex roof. The planned commitment not achieved in 2016 was the CNG upgrade at the College Point Depot (\$7.5 million).

MTA Bus completed \$89.3 million in capital projects in 2016. This represents 90 percent of the value of planned completions for the year, as compared to 202 percent of planned completions in 2015. The actual completions included the purchase of 75 articulated buses (\$61.6 million); the ‘Bus Time’ projects (\$12.1 million); and the installation of emergency generators at six depots (\$8.6 million). The planned completion not achieved in 2016 was the security upgrade at the Far Rockaway and Baisley Park Depots (\$9.9 million).

MTA GOAL: Perform Services in an Efficient Manner

PERFORMANCE INDICATORS: Farebox Operating Ratio, Operating Cost per Passenger

The farebox operating ratio (which includes farebox revenue, student fares, and senior citizen fares) was 32.9 percent in 2016, down from 33.1 percent in 2015. Fare collections from increased ridership and fares in 2016 were offset by increased operating expenses. These were primarily attributable to higher wages and benefits costs, as well as higher costs for insurance, materials and supplies, maintenance, and other operating contracts. The “operating cost per passenger” was \$5.47 in 2016 as compared to \$5.38 in 2015. The \$0.09 increase was the result of the increased operating costs cited above.

MTA GOAL: Maximize System Usage

PERFORMANCE INDICATORS: Ridership

Total MTA Bus ridership increased slightly in 2016 to 125.6 million riders, as compared to 125.4 million riders in 2015.

A GOAL: Ensure Our Employees' Safety

PERFORMANCE INDICATORS: Employee Lost Time and Restricted-Duty Rate

MTA Bus saw a 0.7-percent decrease in the “employee lost-time accident rate” in 2016. In 2016, MTA Bus continued its Vision Zero II “Eye on Safety” program aimed at reducing collisions and improving pedestrian safety. A reduction of these incidents also reduces the instances of operators injured or traumatized by accidents.

In Spring of 2017, an updated version of the program, Vision Zero III, will begin, along with a program aimed at dealing with customer incidents in order to improve service and mitigate assaults.

**MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races,
Nationalities, and Genders**

PERFORMANCE INDICATORS: Female and Minority Representation in the Workforce

Female representation agency-wide continues to be below the estimated percentage of women available to work within MTA Bus's recruiting area. The percentage of women in the workforce increased slightly during this reporting period from 12.6 percent to 13.0 percent. MTA Bus will continue to increase its outreach and recruitment efforts to improve female representation within its workforce. The percentage of minority representation, which increased slightly in 2016 from 74.1 percent to 75.0 percent, exceeds the estimated percentage of minorities available to work within MTA Bus's recruiting area.

MTA Capital Construction (“MTACC”)

Performance Indicator	2015 Actual	2016 Actual
Workforce Indicators		
Female Representatives in MTACC Workforce	33.1%	35%
Minority Representatives in MTACC Workforce	53.5%	53%
Capital Program Indicators		
Commitments in \$ Millions (% of planned value)	\$940.6 (146%)	\$1,526 (81%)
Completions in \$ Millions (% of planned value)	\$378.6 (24%)	\$1,156 (43%)
<i>Note: MTA performance data are subject to periodic adjustment. Some prior year may have been updated subsequent to the 2015 PAL §1269-f report.</i>		

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure

PERFORMANCE INDICATORS: Capital Program Commitments and Completions

MTACC had a total commitment goal of \$1.89 billion in capital funds for 2016 and committed approximately \$1.53 billion, or 81 percent of goal. The net commitments below goal were primarily due to the delay in award of the Mid-Day Storage Yard contract. Notable MTACC commitments in 2016 included the East Side Access (ESA) Grand Central Terminal Station Caverns and Track contract and the first Second Avenue Subway (SAS) Phase 2 contracts for environmental and design work.

MTACC’s goal for capital project completions in 2016 was \$2.71 billion, of which \$1.16 billion, or 43 percent, was achieved. The shortfall was primarily due to delayed substantial completion of contracts, including: the SAS Station Finishes contracts for the 72nd Street, 86th Street, and 96th Street stations; the SAS Systems contract; and the ESA Queens Plaza Substation and Structures contract. Notable completions included the ESA Manhattan Southern Structures contract and the 7 Line Extension Systems and Finishes contract.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders

PERFORMANCE INDICATORS: Female and Minority Representation in the Workforce

The agency's percentage of overall female representation increased from 33.1 percent to 35.0 percent in 2016. Overall minority representation remained stable at 53 percent in 2016, MTACC continues to strengthen its outreach and recruitment efforts to attract qualified female and minority candidates by partnering with other MTA agencies to share resources and best practices. Outreach efforts are expanding in 2017 to include military veterans.



Staff Summary

Subject
Policies Requiring Board Approval
Department
Corporate Compliance
Department Head Name
Lamond W. Kearse
Department Head Signature

Project Manager Name
Lamond W. Kearse

Date
March 22, 2017
Vendor Name
N/A
Contract Number
N/A
Contract Manager Name
N/A
Table of Contents Ref #
N/A

Board Action					
Order	To	Date	Approval	Info	Other
1	Governance	03/20/2017	X		
2	Board	03/22/2017	X		

Internal Approvals			
Order	Approval	Order	Approval
1	Legal 		
2	Corporate Compliance 		
3	Chief of Staff 		

Purpose:

To obtain Board approval for revisions to certain existing policies of the MTA and its Agencies, in order to comply with New York State and Federal laws and regulations.

Discussion:

PAL 2824 requires the MTA Board to, among other things, establish policies regarding travel, the payment of salary, compensation and reimbursements, and rules for the time and attendance of the chief executive and management. The MTA and its Agencies have existing policies addressing the above subject areas.

Most of these policies are All-Agency Policy Directives; others are agency-specific. Because PAL 2824 requires formal Board adoption of these enumerated policies, an exhibit book has been prepared that includes the relevant policies for your review.

In addition, the drug and alcohol policies of MTA and its constituent Agencies are governed by a variety of laws and regulations, including but not limited to, the Drug Free Workplace Act, the Federal Transit Administration regulation entitled Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations, and the Federal Railroad Administration regulation entitled Control of Alcohol and Drug use. An exhibit book has been prepared that includes the relevant policies for your review.

The policies in the exhibit book are new or revisions to existing policies which have been approved by headquarters, or their respective Agencies. These policies are being presented to the Board for its review and approval.

Recommendation:

It is recommended that the Board approve the policies contained in the exhibit book.