

# Bridges and Tunnels Committee Meeting

## April 2018

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### Committee Members

C. Moerdler, Chair

N. Brown

I Greenberg

M. Pally

P. Trottenberg

V. Vanterpool

P. Ward

N. Zuckerman

# **Bridges & Tunnels Committee Meeting**

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

**Monday, 4/23/2018  
11:30 AM - 12:00 PM ET**

## **1. Public Comments Period**

## **2. Approval of Minutes - March 2018**

*B&T Committee Minutes - Page 4*

## **3. Approval of Committee Work Plan**

*B&T Committee Work Plan - Page 9*

## **4. Report on Operations - February 2018**

*B&T Report on Operations - February 2018 - Page 17*

## **5. Safety Report - February 2018**

*B&T Safety Report - February 2018 - Page 30*

## **6. Report on Cashless Tolling - February 2018**

*B&T Report on Cashless Tolling - February 2018 - Page 36*

## **7. Financial Report - February 2018**

*B&T Financial Report - February 2018 - Page 44*

## **8. Final Review of 2017 Year-End Operating Results**

*B&T Final Review of 2017 Year-End Operating Results - Page 58*

## **9. Capital Program Project Status Report - March 2018**

*B&T Capital Program Project Status Report - March 2018 - Page 86*

## **10. Procurements**

*B&T Procurements - Page 94*

### **Competitive**

*B&T Competitive - Page 97*

**11. 2017 Customer Satisfaction Survey - Information Item**

*B&T 2017 Customer Satisfaction Survey - Page 101*

Next Meeting: Monday, May 21, 2018 at 12:00 p.m.



# Bridges and Tunnels

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## Minutes of Committee Meeting March 2018

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

**March 19, 2018**

**12:00 p.m.**

In attendance were the Honorable:

Charles G. Moerdler, Chairman  
Norman Brown  
Ira Greenberg  
Mitchell H. Pally  
Veronica Vanterpool  
Peter Ward

Cedrick T. Fulton, President  
Dore Abrams, Acting Assistant Vice President and Deputy Chief Financial Officer  
Tim Baker, Assistant Vice President, Strategic Initiatives  
Julia R. Christ, Executive Agency General Counsel  
Mildred Chua, Vice President and Chief Financial Officer  
Daniel DeCrescenzo, Vice President and Chief of Operations  
Sharon Gallo-Kotcher, Vice President, Labor Relations, Administration and Employee Development  
Lloyd Jairam, Acting Controller  
Joseph Keane, Vice President and Chief Engineer  
Donald Look, Vice President and Chief Security Officer  
Shawn Moore, Vice President and Chief of Staff  
Eric Osnes, Vice President, Safety and Health  
Patrick J. Parisi, Vice President, Maintenance and Operations Support  
Albert Rivera, Executive Vice President  
Patrick Smith, Vice President, Human Resources  
Brian A. Walsh, Director, Procurement

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

**March 19, 2018**

Minutes of TBTA Committee held March 19, 2018 at 12:00 p.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 February 20, 2018 were approved.

**Committee Work Plan**

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

**President Fulton's Opening Remarks**

Mr. Fulton opened his remarks by announcing that Executive Vice President Albert Rivera is retiring from TBTA after 30 years of service. He recognized the many positions Mr. Rivera held at TBTA and thanked him for the contributions he made over the course of his career especially on the Governor's New York Crossings Project and delivering Open Road Tolling (ORT) in record time. Chairman Moerdler also congratulated Mr. Rivera and described him as dedicated, able and principled. Mr. Fulton also commended TBTA's Operations and Maintenance personnel for keeping TBTA's bridges and tunnels open to customers throughout the three recent nor'easter storms. While the storms may negatively impact March traffic, January and February traffic performance was strong. Preliminary toll revenue is \$8.3 million or 3% higher than budget year to date through February 2018.

**Report on Operations**

With regard to the Report on Operations for January 2018, Mr. DeCrescenzo stated that traffic was higher by 1.2%; passenger vehicle traffic increased by 0.9%; and other vehicle traffic increased by 5.3%. Preliminary traffic figures for February 2018 are 5.2% higher than February 2017. For January 2018, as compared to the same period in 2017, 30.4% more summonses were issued with the largest increases in summonses for unsafe lane change, speeding and cellular telephone violations. In January 2018, the total number of collisions decreased to 4.6 per million vehicles as compared to 6.8 in January 2017, which is a 32.5% improvement.

**Safety Report**

With regard to the Safety Report for January 2018, Mr. Osnes stated that the January 2018 collision rate was 32.5% better than the collision rate in January 2017, which reduced the average rate for the 12 months ending January 2018 to 7.83 collisions per million vehicles from the 8.00 rate reported last month. TBTA has gotten closer to the 7.59 rate for the previous 12-month period and is on pace to show year over year collision rate improvements in the coming months. In January 2018, employee lost time injuries decreased to 7.0 injuries per 200,000 work hours from the 7.2 rate reported last month for the same period ending December 2017 and is higher than the rate of 6.7 for the previous 12 months ending January 2017. The contractor lost time injury rate of 1.41 per 200,000 work hours for the 12 months ending January 2018 is lower than the rate of 1.84 for the same period ending January 2017 and is slightly lower than the 1.49 rate reported last month for the 12 months ending December 2017. Chairman Moerdler noted that the customer collision rate is higher and asked whether any additional law enforcement activities could reduce the number of collisions. Mr. DeCrescenzo responded

that the higher collision rate is the 12 month rolling average but that in January and February 2018 the collision rates are lower.

### **Report on Cashless Tolling**

With regard to the Report on Cashless Tolling for January 2018, Ms. Chua stated that as of January 2018, all facilities that went live with ORT through July 2017 have collection rates, including tolls and violation fees, above 100%, with the exception of the Verrazano-Narrows Bridge which went live in early July 2017 and is at 98.4%. In total, the combined collection rate for all facilities that went live through July 2017 is at 101.1%. The Throgs Neck and Bronx-Whitestone Bridges went live in September 2017 so the revenue collection performance for those facilities will be reported at the June 2018 Committee Meeting, which will cover transactions through April 2018 and is consistent with the six month timeframe that allows for complete billing and collection cycles. TBTA has included in the Committee materials an enhanced report on Customer Service Center statistics to include performance metrics on the Tolls by Mail program. Average telephone call waiting time, a key performance metric, has increased significantly with large call volumes and general customer inquiries due to Cashless Tolling since the implementation of ORT. The January 2018 average call waiting time of 6:56 for the general call queue and 7:16 for the violation call queue are far below the performance requirement established for the back office contractor. The standard metric is that 80% of the calls must be answered in 45 seconds or less. Penalties have been imposed on the contractor for failure to meet this performance requirement. Call capacity has since been increased, wait time messages have been implemented and additional staff has been hired and trained. As of this month, call wait time currently averages 21 seconds for the general call queue, a reduction of over 6-1/2 minutes since January 2018, and the call wait time currently averages 15 seconds for the violation call queue, a reduction of over 7 minutes since January 2018.

Commissioner Pally asked how customers will know whether their E-ZPass has a low balance or insufficient funds since ORT eliminated gates and driver feedback indicators. Mr. Baker responded that TBTA is engaging in customer outreach by implementing mobile alerts so that customers who sign up for mobile alerts will be notified when their accounts are low, especially those high risk customers who manually replenish their accounts with cash. Customers will also be sent helpful tips on how to keep their accounts in good standing and for those customers who sign up for mobile alerts, TBTA will send them mounting strips and read-proof E-ZPass bags so that they can bag their tag if it has insufficient funds. Commissioner Pally asked what percentage of customers have manual replenishment. Mr. Baker stated that in 2017 there were approximately 385,000 customers or around 15% who manually replenished their accounts. He also commented that if they do use a tag with insufficient funds and they have signed up for mobile alerts then they will have 10 days to bring their account into good standing to avoid receiving a Notice of Violation. Commissioner Brown discussed violation fees and a proposed bill in Albany that, if enacted, will change the toll collection process and reduce violation fee rates that will impact funding to the MTA. Mr. Fulton responded that with the implementation of ORT, the 95% E-ZPass customer group and 5% Tolls by Mail customer group have their own unique issues but both are impacted by lack of driver feedback signage and the elimination of toll gates. He stated that TBTA is engaging in a communication campaign to target the high risk E-ZPass customers with manual replenishment and Tolls by Mail customers to provide them with useful information and encourage them to sign up for email and text message alerts so that they can be customers in good standing not those with violations. So far, 17% have signed up. Chairman Moerdler and Commissioner Greenberg asked why E-ZPass does not automatically email or text customers who have provided such contact information that their balances are low or why letters cannot be sent to customers to alert them to low balances in their accounts within 10 days before they incur a violation fee. Mr. Fulton responded that the customer needs to opt in in order to receive emails and texts. He also stated that with the 10-day grace period, close to 70% put money back into their accounts so that they are not violators in the first instance. The TBTA is looking to improve its business rules to address the remaining 30%. Commissioner Brown reiterated his concern about the pending bill and compliance by customers in paying their tolls and violation fees especially if the violation fees are reduced.

### **Financial Report**

Ms. Chua stated that in January 2018, toll revenue was \$146.2 million, which is \$3.1 million or 2.1% better than budget. Traffic in January 2018 was up against the budget by 2.2%. Preliminary February 2018 toll revenue was approximately \$138.7 million, which is \$5.2 million or 3.9% higher than the adopted budget and traffic is 5.1% or 1.1 million vehicles better than forecast. Total expenses were \$35.5 million, which is \$10.2 million or 22.3% below budget. TBTA's support to mass transit was \$89.8 million, which is \$16 million or 21.7% better than plan.

### **Capital Program Status Report**

With regard to the Capital Program Status Report for February 2018, Mr. Keane stated that TBTA awarded 11 commitments totaling \$10.3 million compared to 10 planned commitments totaling \$12.8 million. Year to date, 16 commitments were awarded for \$13.8 million against 13 planned commitments totaling \$15.8 million. Mr. Keane stated that there were no completions planned or realized in February. There was one task level closeout in February for \$0.3 million and six closeouts year-to-date totaling \$1.8 million.

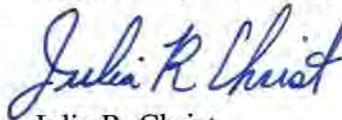
### **Procurements**

For March 2018, Chairman Moerdler stated that there are no procurements.

### **Adjournment**

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

Respectfully submitted,



Julia R. Christ  
Secretary



# Bridges and Tunnels

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## Committee Work Plan

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# BRIDGES & TUNNELS COMMITTEE WORK PLAN

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## 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	Revenue Management
Safety Report	Safety & Health
Financial Report	Controller/Planning & Budget
Report on Cashless Tolling	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 2018</u>	
Final Review of 2017 Year-End Operating Results	Planning & Budget
<u>May 2018</u>	
Customer Environment Survey – 1 <sup>st</sup> Quarter 2018	Operations
Diversity Report – 1 <sup>st</sup> Quarter 2018	EEO
<u>June 2018</u>	
No items scheduled.	
<u>July 2018</u>	
No items scheduled.	
<u>August 2018</u>	
No meeting scheduled.	
<u>September 2018</u>	
Customer Environment Survey – 2nd Quarter 2018	Operations
2019 Preliminary Budget	Planning & Budget
Diversity Report – 2 <sup>nd</sup> Quarter 2018	EEO
<u>October 2018</u>	
2019 Preliminary Budget	Planning & Budget
<u>November 2018</u>	
Customer Environment Survey – 3rd Quarter 2018	Operations
B&T Committee Charter – Review	MTA Board

December 2018

2019 Proposed Committee Work Plan  
2019 Proposed Final Budget  
Diversity Report – 3<sup>rd</sup> Quarter 2018

Committee Chair & Members  
Planning & Budget  
EEO

January 2019

Approval of 2019 Work Plan

Committee Chair & Members

February 2019

Preliminary Review of 2018 Operating Budget Results  
2019 Adopted Budget/Financial Plan 2018-2021  
2018 B&T Operating Surplus  
Customer Environment Survey – 4<sup>th</sup> Quarter 2018  
Diversity Report – 4<sup>th</sup> Quarter 2018

Planning & Budget  
Planning & Budget  
Controller  
Operations  
EEO

March 2019

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

Summary of major B&T service indicators, including graphs and tables depicting total traffic for all facilities, 12 month rolling traffic averages, traffic by facility, and factors that can impact B&T traffic such as weather and gasoline prices. The Report on Operations is provided on a two-month lag, except in September when it includes reports with June and July data.

##### Safety Report

A compilation of key leading and lagging customer and employee safety indicators, including collision rates, employee lost time injury rates, construction injury rates, and leading indicators for roadway, construction, and fire safety. The Safety Report is provided on a two month lag, except in September when it includes reports with June and July data.

##### Report on Cashless Tolling

Summary presentation of information about cashless tolling performance, including figures for E-ZPass and Tolls by Mail traffic, revenue collection and the E-ZPass customer service center. This report contains data on overall E-ZPass market share, average traffic and traffic shares in peak and non-peak periods, revenue collection rates by facility, E-ZPass accounts and service metrics, and an E-ZPass market share chart. The Report on Cashless Tolling is provided on a two month lag, except in September when it includes reports with June and July data.

##### 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 2018**

#### Final Review of 2017 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 2018**

#### Customer Environment Survey – 1st Quarter 2018

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 – 1<sup>st</sup> Quarter 2018

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

### **JUNE 2018**

No items scheduled.

### **JULY 2018**

No items scheduled.

### **AUGUST 2018**

No meeting scheduled.

### **SEPTEMBER 2018**

#### Customer Environment Survey – 2nd Quarter 2018

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.

#### 2019 Preliminary Budget

Agency will present highlights of the Preliminary Budget to the Committee. Public comment will be accepted on the 2019 Preliminary Budget.

#### Diversity Report – 2<sup>nd</sup> Quarter 2018

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

## **OCTOBER 2018**

### 2019 Preliminary Budget

Public comment will be accepted on the 2019 Preliminary Budget.

## **NOVEMBER 2018**

### Customer Environment Survey – 3rd Quarter 2018

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.

### B&T Committee Charter - Review

Review and assess the adequacy of the Charter annually.

## **DECEMBER 2018**

### 2019 Proposed Committee Work Plan

The Committee Chair will present a draft Bridges and Tunnels Committee Work Plan for 2019 that will address initiatives to be reported throughout the year.

### 2019 Proposed Final Budget

The Committee will recommend action to the Board.

### Diversity Report – 3<sup>rd</sup> Quarter 2018

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

## **JANUARY 2019**

### Approval of Work Plan for 2019

The committee will have already received a draft work plan for 2019 at the December 2018 meeting. The committee will be requested to approve the amended work plan for the year.

## **FEBRUARY 2019**

### Preliminary Review of 2018 Operating Budget Results

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

### 2019 Adopted Budget and February Financial Plan 2019-2022

The Agency will present its revised 2018 Adopted Budget and Financial Plan which will incorporate any changes made by the Board at the December 2018 meeting and any Agency technical adjustments.

### 2018 B&T Operating Surplus

The Committee will recommend action to the Board.

### Customer Environment Survey – 4th Quarter 2018

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.

**FEBRUARY 2019 (cont'd)**

Diversity Report – 4<sup>th</sup> Quarter 2018

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

**MARCH 2019**

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

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## Report on Operations February 2018



## **MTA Bridges and Tunnels February 2018 Traffic Trends**

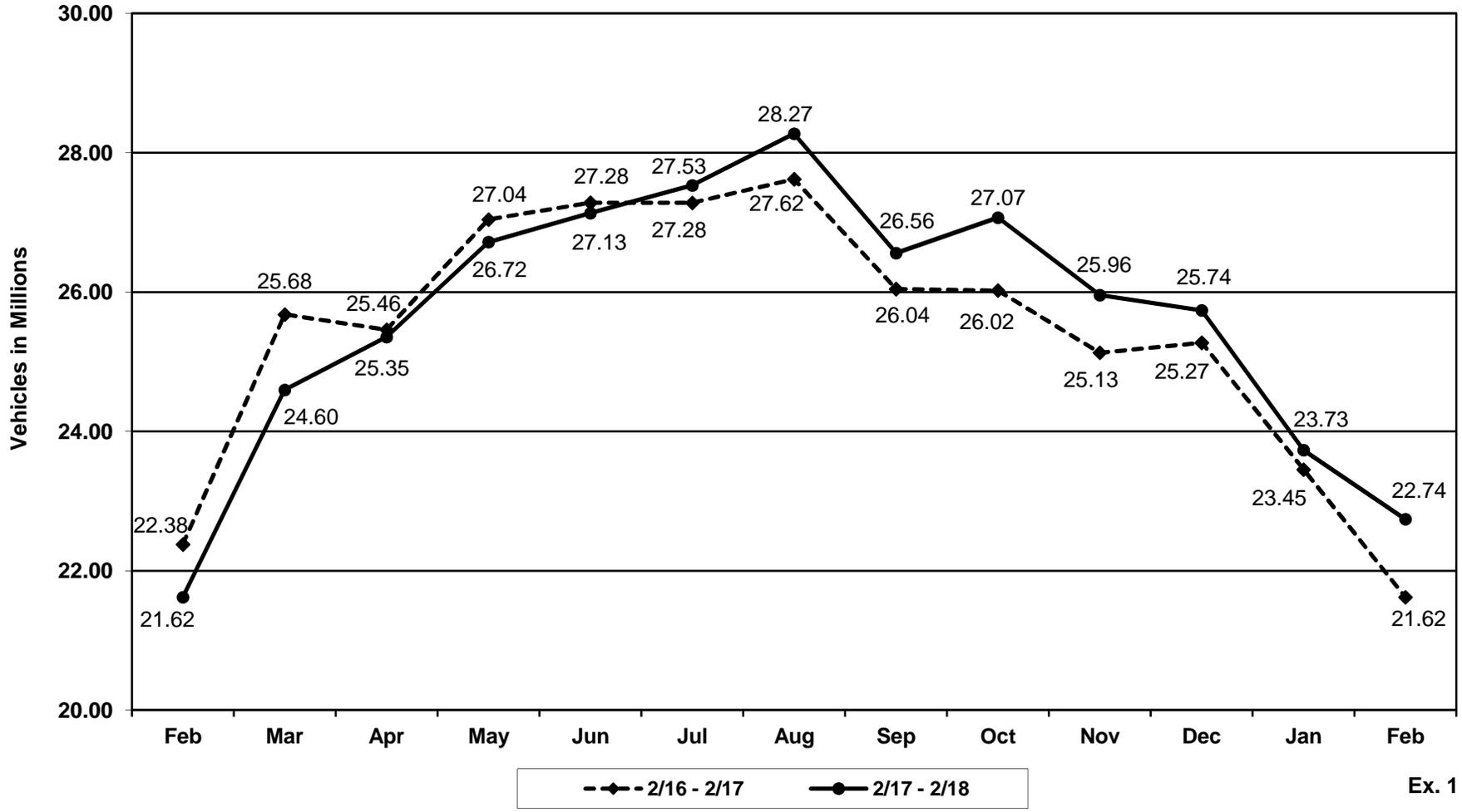
### **Summary**

Traffic was higher on a year-to-year basis, with 22.7 million crossings this month vs. 21.6 million crossings in February 2017, an increase of 5.2% (Exhibit 1).

Snowfall was 4.9 inches this year compared to 10.3 inches in 2017. Rainfall this year was 5.9 inches compared to 2.0 inches last year. Gas prices averaged \$2.75 per gallon this February, which was \$0.26 more than last year at this time.

E-ZPass volume increased by 13.5% on a year-to-year basis for the month while crossings using Tolls by Mail declined 55.2% compared to Tolls by Mail, cash and other payment methods used in February 2017 (Exhibit 7). Passenger car travel increased 5.1% and other vehicle travel increased 5.8% from February 2017 (Exhibit 8).

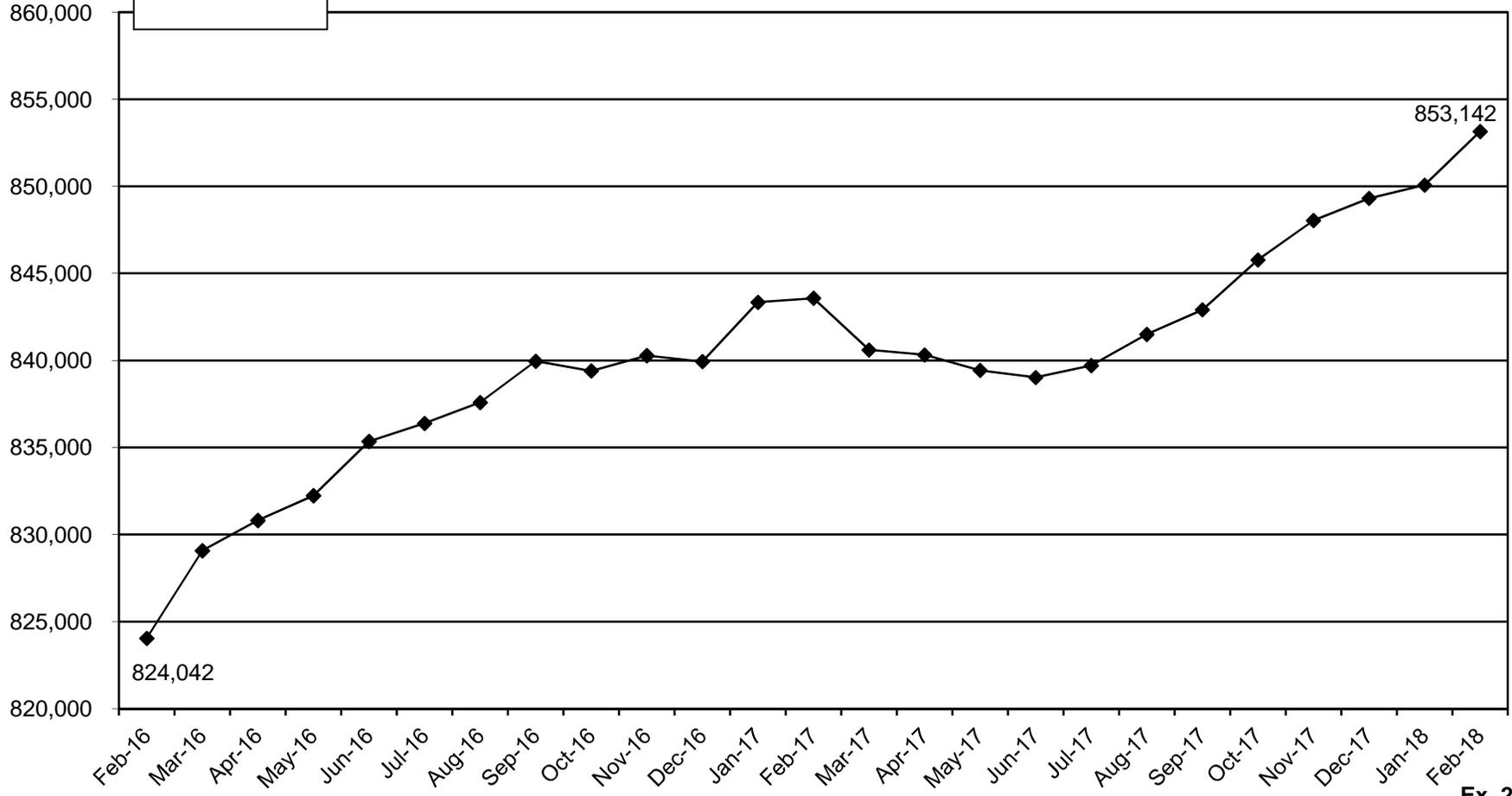
### MTA Bridges and Tunnels Traffic Volume - All Facilities Two Years Ending February 2018



Ex. 1

### MTA Bridges and Tunnels Average Daily Traffic: February 2016 - February 2018 12-Month Rolling Averages

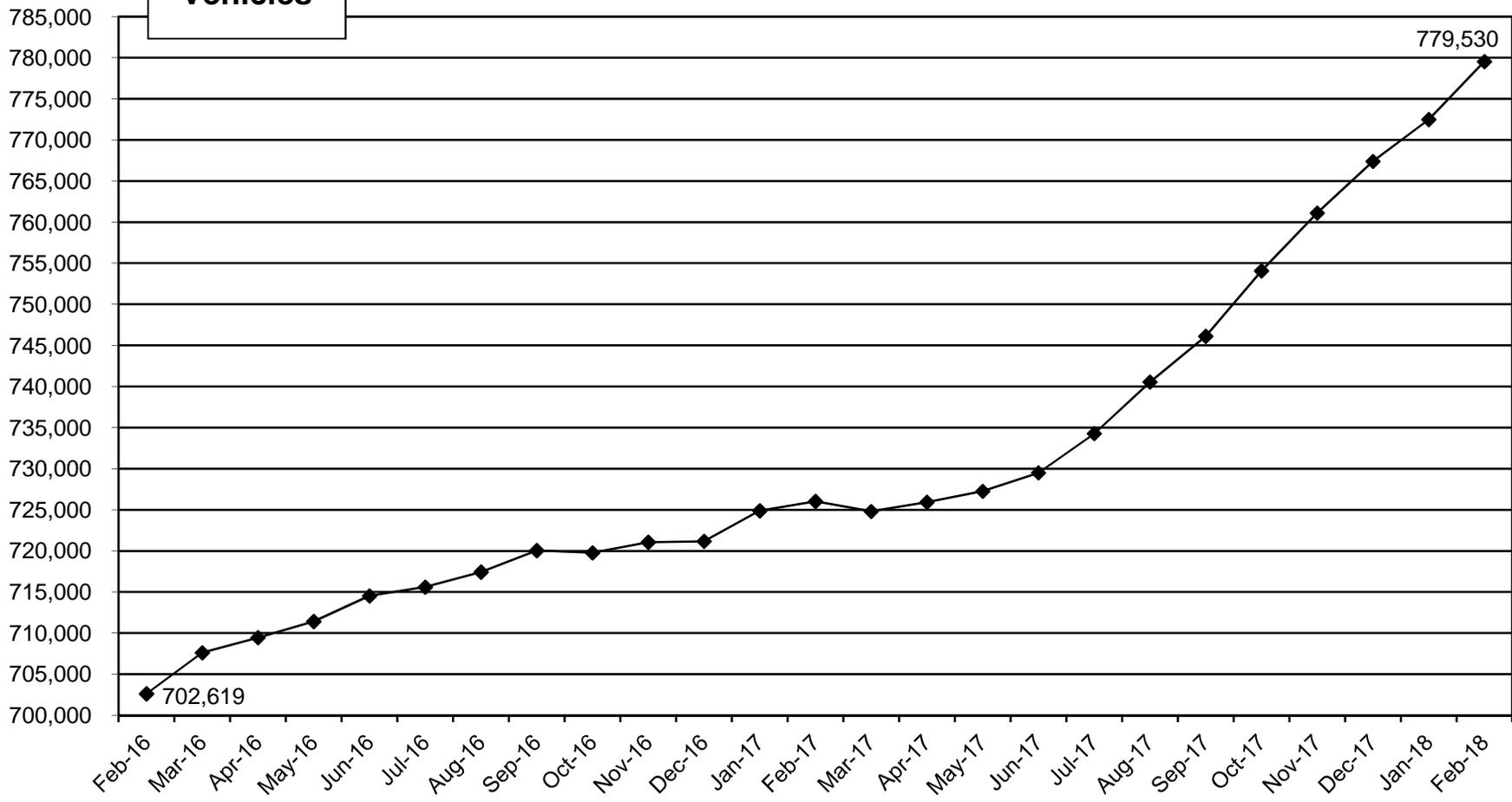
All Vehicles



Ex. 2

### MTA Bridges and Tunnels Average Daily Traffic: February 2016 - February 2018 12-Month Rolling Averages

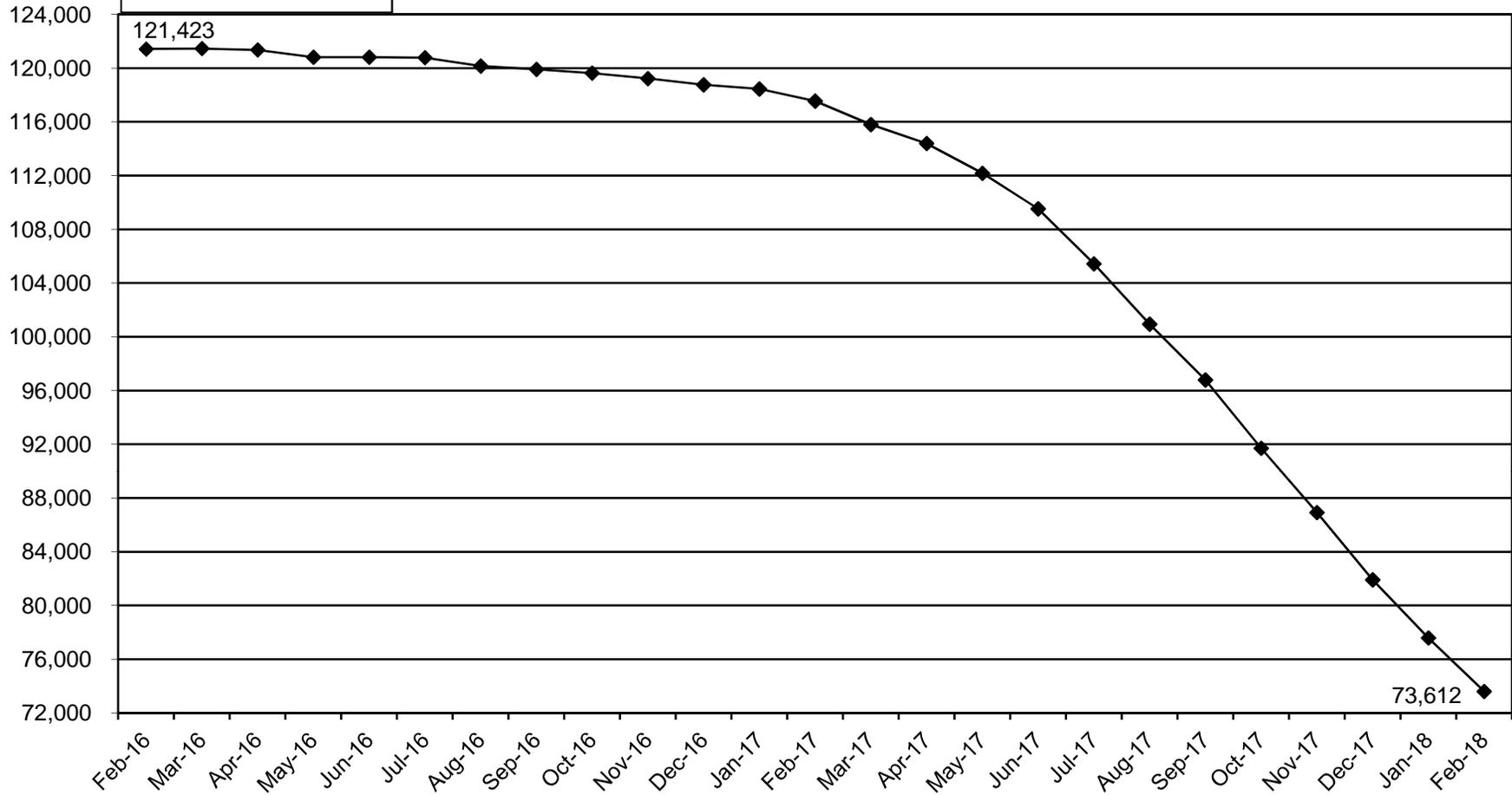
**E-ZPass  
Vehicles**



Ex. 3

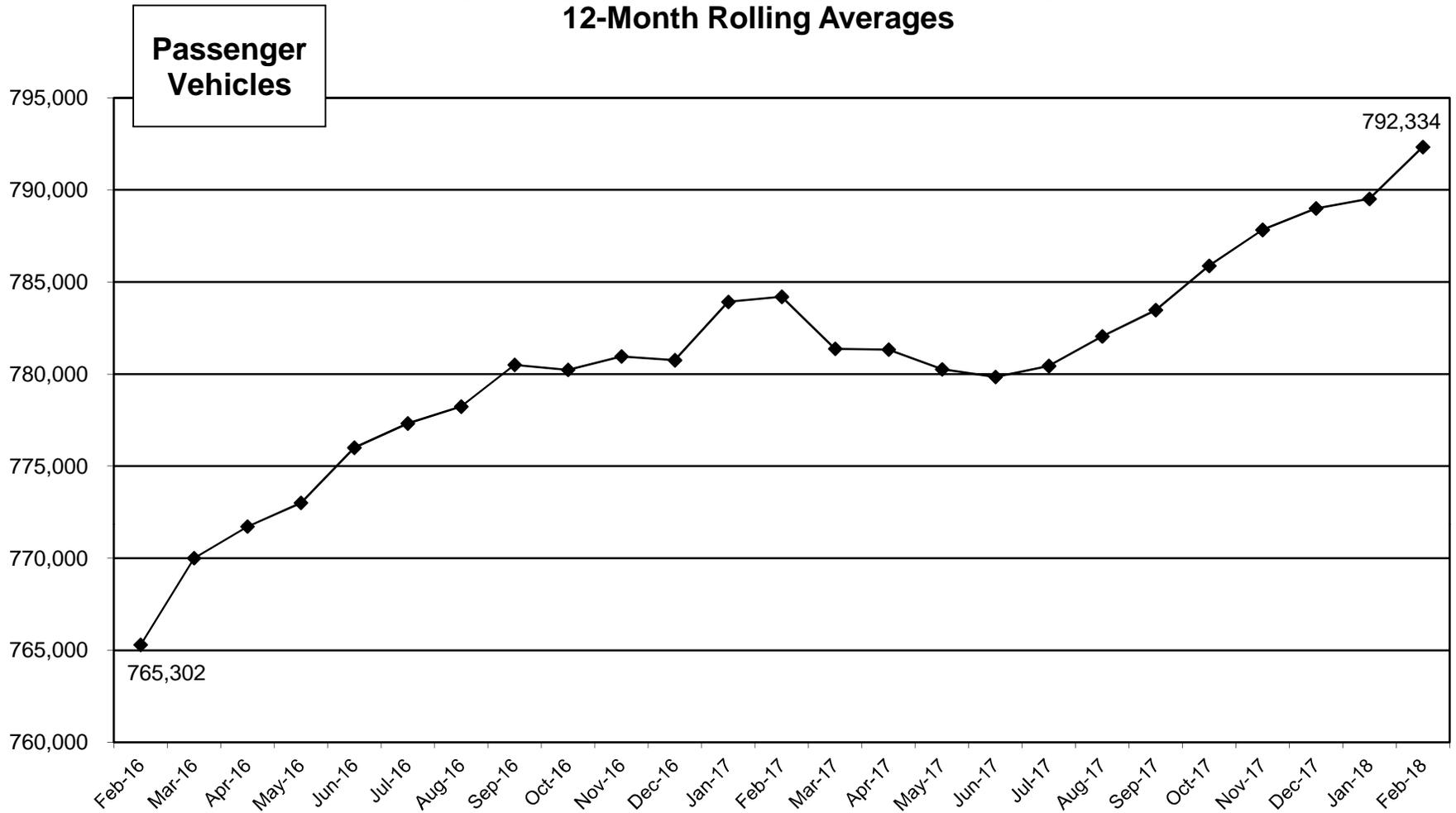
### MTA Bridges and Tunnels Average Daily Traffic: February 2016 - February 2018 12-Month Rolling Averages

**Non-E-ZPass  
Vehicles\***



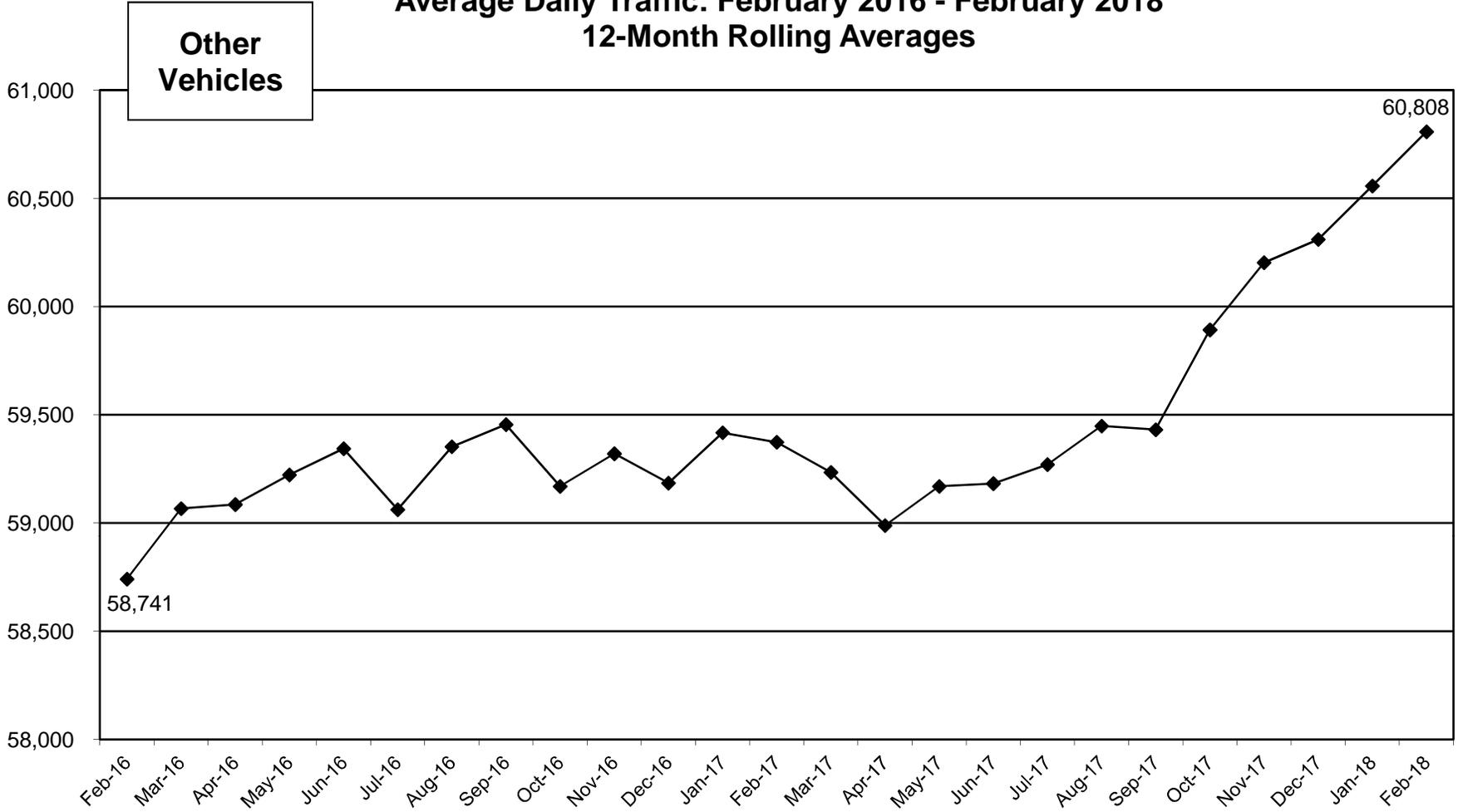
\*Includes Tolls by Mail, cash, token, and ticket transactions.

### MTA Bridges and Tunnels Average Daily Traffic: February 2016 - February 2018 12-Month Rolling Averages



Ex. 5

### MTA Bridges and Tunnels Average Daily Traffic: February 2016 - February 2018 12-Month Rolling Averages



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

Corridor	Toll Media	Feb(1)	3 Months(2) (Dec-Feb)	6 Months(3) (Sep-Feb)	9 Months(4) (Jun-Feb)	12 Months(5) (Mar-Feb)
All Facilities	Total Vehicles	5.2%	2.6%	2.9%	2.2%	1.1%
	E-ZPass	13.5%	11.0%	11.1%	9.6%	7.4%
	Cash/Tolls by Mail <sup>(6)(7)</sup>	-55.2%	-53.6%	-50.9%	-44.0%	-37.4%
RFK Bridge	Total Vehicles	8.8%	4.5%	4.8%	3.9%	2.0%
	E-ZPass	21.0%	16.2%	16.6%	15.3%	11.5%
	Cash/Tolls by Mail <sup>(6)(7)</sup>	-58.1%	-56.8%	-55.7%	-51.6%	-43.8%
Queens Midtown Tunnel	Total Vehicles	5.2%	3.1%	2.9%	0.1%	-3.2%
Hugh L. Carey Tunnel	E-ZPass	7.5%	6.6%	7.3%	4.8%	1.4%
	Cash/Tolls by Mail <sup>(6)(7)</sup>	-33.5%	-41.9%	-46.6%	-47.7%	-48.3%
Bronx-Whitestone Bridge Throgs Neck Bridge	Total Vehicles	2.8%	0.7%	0.5%	-4.7%	0.4%
	E-ZPass	13.7%	11.2%	9.8%	1.5%	6.6%
	Cash/Tolls by Mail <sup>(6)(7)</sup>	-56.0%	-53.5%	-47.0%	-45.5%	-29.7%
Verrazano-Narrows Bridge	Total Vehicles	5.9%	3.7%	4.4%	3.8%	3.1%
	E-ZPass	14.6%	12.2%	13.1%	11.8%	9.5%
	Cash/Tolls by Mail <sup>(6)(7)</sup>	-60.6%	-58.2%	-57.3%	-49.9%	-39.7%
Henry Hudson Bridge	Total Vehicles	3.3%	1.9%	2.6%	3.5%	3.5%
	E-ZPass	5.1%	3.7%	4.3%	5.0%	4.7%
	Tolls By Mail	-25.5%	-24.3%	-22.3%	-17.2%	-13.0%
Marine Parkway Bridge	Total Vehicles	4.3%	1.5%	2.8%	2.1%	1.4%
Cross Bay Bridge	E-ZPass	12.3%	8.9%	10.4%	10.4%	8.6%
	Cash/Tolls by Mail <sup>(6)(7)</sup>	-62.7%	-59.5%	-57.0%	-53.7%	-47.8%

(1) February 2018 vs. February 2017  
 (2) December 2017 to February 2018 vs. December 2016 to February 2017  
 (3) September 2017 to February 2018 vs. September 2016 to February 2017  
 (4) June 2017 to February 2018 vs. June 2016 to February 2017  
 (5) March 2017 to February 2018 vs. March 2016 to February 2017  
 (6) Includes tokens and tickets  
 (7) Tolls by Mail was implemented on the following schedule in 2017: Hugh L. Carey Tunnel, January 4; Queens Midtown Tunnel, January 10; Marine Parkway and Cross Bay Bridges, April 30; RFK Bridge, June 15; Verrazano-Narrows Bridge, July 8; Throgs Neck and Bronx-Whitestone Bridges, September 30

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

Corridor	Toll Media	Feb(1)	3 Months(2) (Dec-Feb)	6 Months(3) (Sep-Feb)	9 Months(4) (Jun-Feb)	12 Months(5) (Mar-Feb)
All Facilities	Total Vehicles	5.2%	2.6%	2.9%	2.2%	1.1%
	Passenger	5.1%	2.5%	2.7%	2.1%	1.0%
	Other	5.8%	4.4%	4.7%	3.7%	2.4%
RFK Bridge	Total Vehicles	8.8%	4.5%	4.8%	3.9%	2.0%
	Passenger	8.8%	4.3%	4.5%	3.7%	1.8%
	Other	8.7%	6.8%	7.5%	6.2%	4.2%
Queens Midtown Tunnel Hugh L. Carey Tunnel	Total Vehicles	5.2%	3.1%	2.9%	0.1%	-3.2%
	Passenger	5.9%	3.7%	3.3%	0.4%	-3.1%
	Other	-2.7%	-3.7%	-1.9%	-2.9%	-4.5%
Bronx-Whitestone Bridge Throgs Neck Bridge	Total Vehicles	2.8%	0.7%	0.5%	-4.7%	0.4%
	Passenger	2.6%	0.6%	0.4%	-4.9%	0.3%
	Other	4.6%	1.8%	1.3%	-1.1%	1.0%
Verrazano-Narrows Bridge	Total Vehicles	5.9%	3.7%	4.4%	3.8%	3.1%
	Passenger	5.7%	3.3%	4.0%	3.5%	2.9%
	Other	8.4%	8.8%	9.5%	8.0%	6.6%
Henry Hudson Bridge	Total Vehicles	3.3%	1.9%	2.6%	3.5%	3.5%
	Passenger	3.1%	1.6%	2.4%	3.4%	3.5%
	Other	22.2%	46.3%	25.7%	15.1%	8.2%
Marine Parkway Bridge Cross Bay Bridge	Total Vehicles	4.3%	1.5%	2.8%	2.1%	1.4%
	Passenger	3.5%	0.8%	2.0%	1.5%	0.9%
	Other	15.9%	13.1%	15.2%	13.5%	9.8%

(1) February 2018 vs. February 2017

(2) December 2017 to February 2018 vs. December 2016 to February 2017

(3) September 2017 to February 2018 vs. September 2016 to February 2017

(4) June 2017 to February 2018 vs. June 2016 to February 2017

(5) March 2017 to February 2018 vs. March 2016 to February 2017

## Supplemental Data Page for the Report on Operations

<u>Month</u>	<b>Traffic &amp; Average Gas Price<sup>(1)</sup></b>		<b>Weather<sup>(2)</sup></b>			
	<u>Traffic</u>	<u>Gas</u>	<u>Average Temperature</u>	<u>Rain Inches</u>	<u>Snow Inches</u>	<u>Precipitation Days</u>
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	25,130,058	\$2.39	53	5.4	-	8
Dec-16	25,273,158	\$2.44	40	3.0	3.0	10
Jan-17	23,452,652	\$2.54	40	3.9	10.1	15
Feb-17	21,620,767	\$2.49	44	2.0	10.3	6
Mar-17 <sup>(3)</sup>	24,595,618	\$2.44	41	4.7	9.8	10
Apr-17	25,354,830	\$2.52	58	4.1	-	12
May-17	26,717,750	\$2.51	63	6.0	-	12
Jun-17	27,133,265	\$2.49	74	4.2	-	9
Jul-17	27,530,620	\$2.44	79	4.3	-	8
Aug-17	28,271,494	\$2.51	76	3.3	-	13
Sep-17	26,559,138	\$2.83	72	1.8	-	5
Oct-17	27,068,258	\$2.65	66	3.8	-	9
Nov-17	25,955,869	\$2.66	66	2.1	-	8
<b>Dec-17</b>	<b>25,737,018</b>	<b>\$2.62</b>	<b>39</b>	<b>2.0</b>	<b>7.2</b>	<b>9</b>
<b>Jan-18</b>	<b>23,731,797</b>	<b>\$2.69</b>	<b>32</b>	<b>2.1</b>	<b>8.7</b>	<b>7</b>
<b>Feb-18</b>	<b>22,741,094</b>	<b>\$2.75</b>	<b>43</b>	<b>5.9</b>	<b>4.9</b>	<b>17</b>

Note: Bold numbers are preliminary.

**TABLE 2 - Year-over-Year Differences**

<u>Month</u>	<b>Traffic &amp; Gas Monthly Inc/(Dec)</b>		<b>Weather Monthly Inc/(Dec)</b>			
	<u>Traffic</u>	<u>Gas</u>	<u>Average Temperature</u>	<u>Rain Inches</u>	<u>Snow Inches</u>	<u>Precipitation Days</u>
<b>2017 vs. 2016</b>						
February	(758,678)	\$0.59	5	(2.4)	5	(7)
March	(1,082,389)	\$0.51	(8)	3.4	8	(1)
April	(105,232)	\$0.35	5	2.4	-	1
May	(323,809)	\$0.18	(1)	2.1	-	1
June	(148,208)	\$0.11	0	2.0	-	0
July	250,780	\$0.13	(2)	(0.7)	-	(4)
August	651,048	\$0.29	(6)	2.2	-	3
September	515,882	\$0.60	(2)	(0.7)	-	(4)
October	1,045,827	\$0.38	5	(1.0)	-	3
November	825,811	\$0.27	13	(3.3)	-	0
December	463,860	\$0.18	(1)	(1.0)	4	(1)
<b>2018 vs. 2017</b>						
January	279,145	\$0.15	(8)	(1.8)	(1)	(8)
February	1,120,327	\$0.26	(1)	3.9	(5)	11

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 19, 2017

## Supplemental Data Page for Exhibits 2 through 6

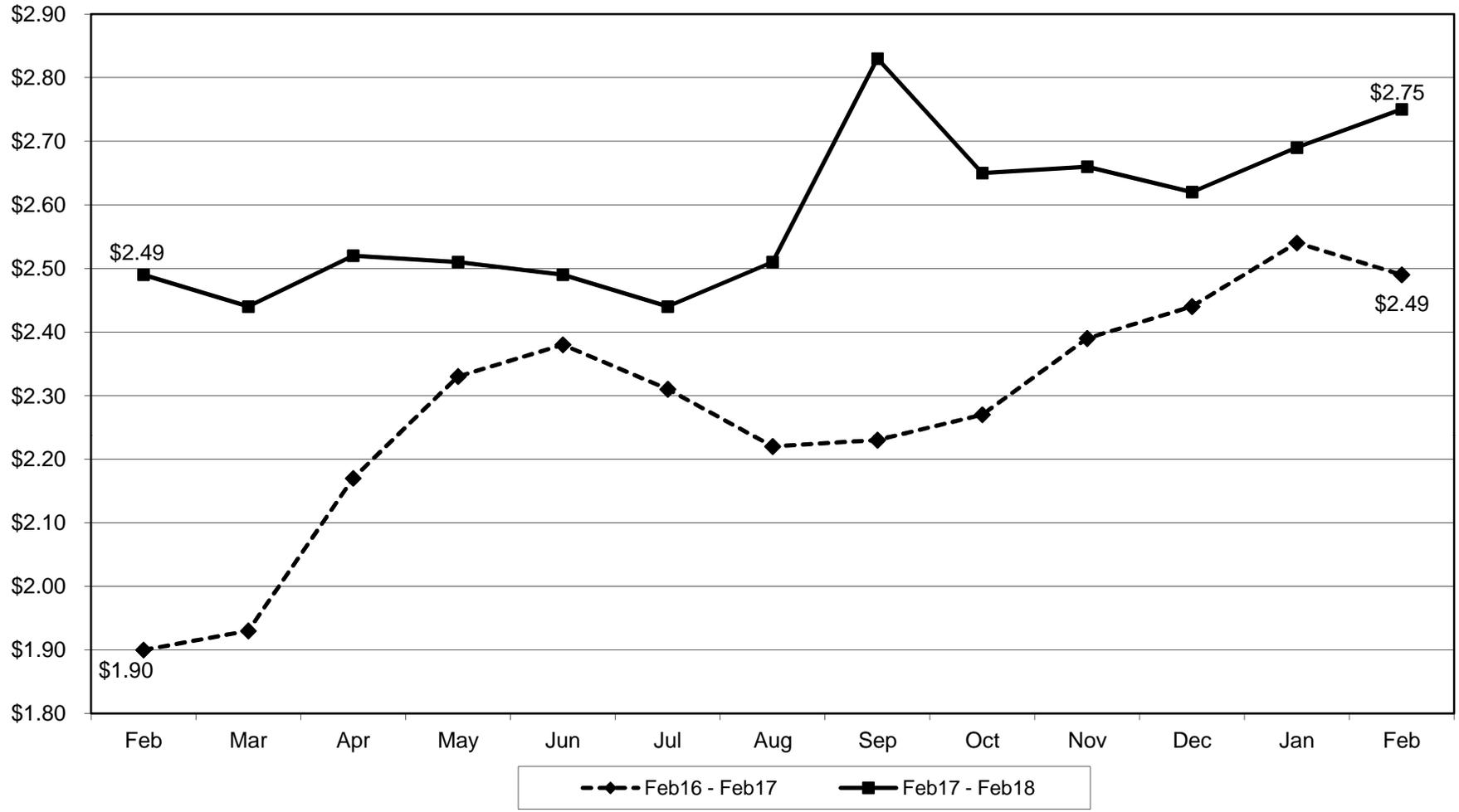
### Average Daily Traffic: 12-Month Rolling Averages

<u>Month</u>	<u>All Vehicles<sup>1</sup></u>	<u>E-ZPass</u>	<u>Non-E-ZPass<sup>2</sup></u>	<u>Passenger</u>	<u>Other</u>
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	840,278	721,056	119,223	780,958	59,320
Dec-16	839,936	721,175	118,761	780,752	59,184
Jan-17	843,340	724,889	118,451	783,923	59,417
Feb-17	843,572	726,022	117,550	784,199	59,373
Mar-17	840,606	724,805	115,801	781,372	59,234
Apr-17	840,318	725,931	114,387	781,329	58,989
May-17	839,431	727,255	112,175	780,261	59,169
Jun-17	839,025	729,496	109,529	779,843	59,182
Jul-17	839,712	734,273	105,439	780,442	59,270
Aug-17	841,496	740,550	100,945	782,047	59,448
Sep-17	842,909	746,115	96,794	783,478	59,431
Oct-17	845,774	754,069	91,705	785,882	59,892
Nov-17	848,037	761,116	86,921	787,834	60,203
<b>Dec-17</b>	<b>849,308</b>	<b>767,393</b>	<b>81,914</b>	<b>788,998</b>	<b>60,310</b>
<b>Jan-18</b>	<b>850,072</b>	<b>772,485</b>	<b>77,587</b>	<b>789,515</b>	<b>60,557</b>
<b>Feb-18</b>	<b>853,142</b>	<b>779,530</b>	<b>73,612</b>	<b>792,334</b>	<b>60,808</b>

Note: Bold numbers are preliminary.

1. Numbers may not add due to rounding.
2. Includes Tolls by Mail, cash, token, and ticket transactions

### Supplemental Graph Gas Prices in the NY-NJ-CT-PA Area February 2016 - February 2018





# Bridges and Tunnels

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## Safety Report February 2018



## Safety Report

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

Performance Indicator			
Performance Indicator	12-Month Average		
	March 2015 - February 2016	March 2016 - February 2017	March 2017 - February 2018
Customer Collisions Rate for Bridge Customers per Million Vehicles	5.94	7.64	7.76
Customer Injury Collisions Rate for Bridge Customers per Million Vehicles	0.97	0.90	0.94
Employee Accident Reports	225	269	234
Employee Lost Time Injuries Rate per 200,000 worker hours	4.8	6.6	7.8
Construction Injuries per 200,000 worker hours	2.15	1.96	1.43

Leading Indicators				
Roadway Safety	2017		2018	
	February	Year End	February	Year to Date
Workforce Development (# of Participants)	58	926	181	211
Fleet Preventative Maintenance Insp.	113	1445	107	265
Safety Taskforce Inspections	2	12	0	0
Construction Safety	February	Year End	February	Year to Date
Construction Safety Inspections	262	3384	149	307
Fire Safety	February	Year End	February	Year to Date
Fire Code Audits Completed	0	14	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.

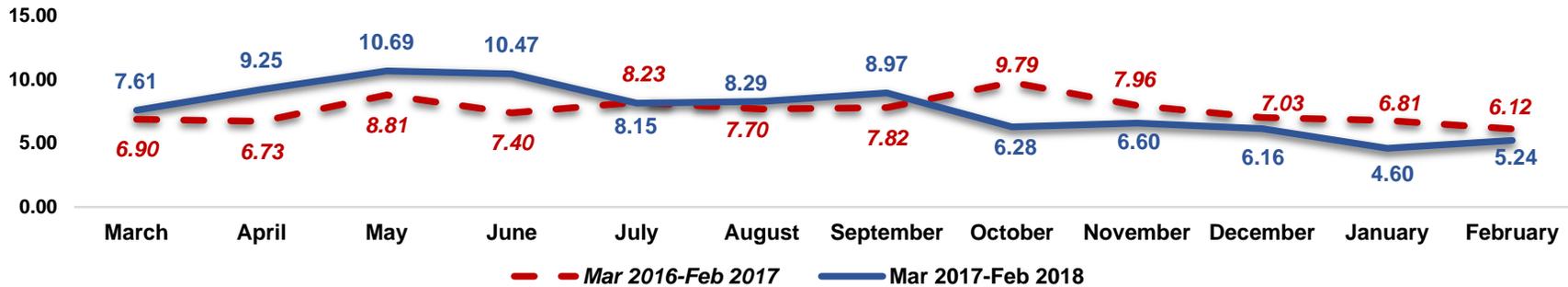


## Collision Rates – All Facilities Year over Year Comparison of Monthly Data

Collisions with Injuries per Million Vehicles



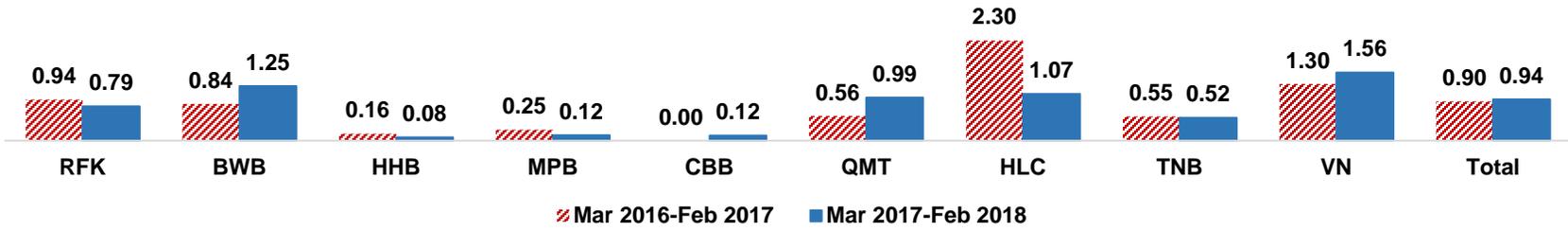
Total Collisions per Million Vehicles



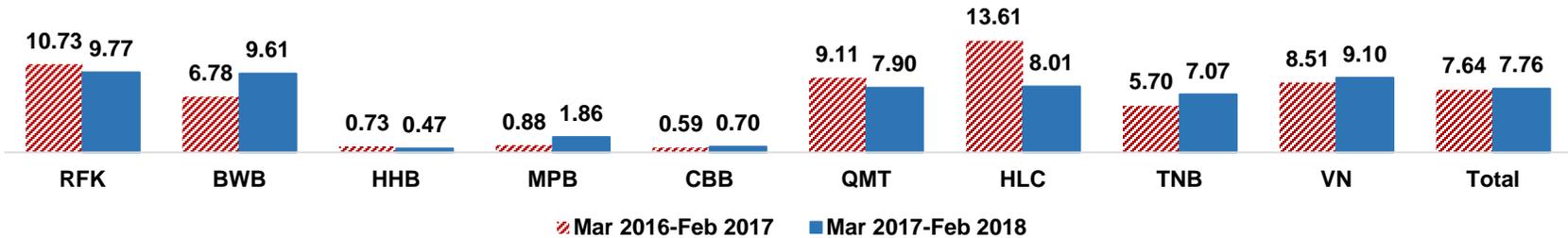


## Collision Rates by Facility Year over Year Comparison of 12 Month Averages

Collisions with Injuries per Million Vehicles



Total Collisions per Million Vehicles





## Collision Rates by Facility

### Total Collisions per Million Vehicles: February 2017 – February 2018

	17-Feb	17-Mar	17-Apr	17-May	17-Jun	17-Jul	17-Aug	17-Sep	17-Oct	17-Nov	17-Dec	18-Jan	18-Feb
<b>RFK</b>	9.64	13.98	13.77	18.13	14.07	6.93	8.87	7.51	7.42	9.61	6.67	6.24	4.17
<b>BWB</b>	5.22	6.09	11.33	11.59	13.54	11.27	13.26	13.18	9.02	6.80	5.18	5.91	6.79
<b>TNB</b>	3.93	6.01	5.91	11.67	12.63	9.12	8.11	10.32	5.82	2.73	5.37	2.47	2.59
<b>VNB</b>	8.83	7.48	9.82	9.32	10.94	11.82	10.43	10.67	6.66	8.83	8.65	5.23	8.73
<b>QMT</b>	2.21	7.36	11.78	7.93	11.18	3.64	5.51	7.93	7.74	7.55	10.68	7.65	6.25
<b>HLC</b>	7.63	7.36	8.99	14.20	6.55	10.22	6.94	14.78	5.28	7.71	4.09	2.87	6.62
<b>HHB</b>	0.57	1.50	0.46	0.43	0.43	0.45	0.44	0.00	0.87	0.92	0.00	0.00	0.00
<b>MPB</b>	1.97	1.67	5.03	1.41	0.00	3.51	2.45	1.42	1.54	0.00	3.26	1.76	0.00
<b>CBB</b>	0.00	2.99	1.49	0.00	1.22	1.18	0.00	1.38	0.00	0.00	0.00	0.00	0.00
<b>Total</b>	6.12	7.61	9.25	10.69	10.47	8.15	8.29	8.97	6.28	6.60	6.16	4.60	5.24



## B&T Law Enforcement

To improve its customer safety performance, MTA B&T aggressively enforces traffic regulations with a focus on deterring unsafe driver behaviors. The following is a summary of its safety enforcement efforts:

- 3,608 summonses were issued in February 2018 period—26.5% higher than in 2017.
- 74% (2,671) of the summonses issued in February 2018 were safety related. Types of safety summonses include Speeding, Disobey Traffic Control Devices, Unsafe Lane Change, and Unsafe Backing.

Summons Type	Feb-17	Feb-18	% Change
Speed	261	463	77.4%
Disobey Signs/Traffic Control Device	552	878	59.1%
Cell Phone/Texting	118	137	16.1%
Unsafe Lane Change/Failure to Signal	68	269	295.6%
*All Other	1,854	1,861	0.4%
<b>Total</b>	<b>2,853</b>	<b>3,608</b>	<b>26.5%</b>

*\*All other summonses include vehicle equipment, covered/obstructed plates, other secondary summonses, etc.*



# Bridges and Tunnels

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## Report on Cashless Tolling February 2018



**MTA Bridges and Tunnels  
Report on Cashless Tolling  
April 2018 Committee Meeting**

**February 2018 Highlights**

The *Report on Cashless Tolling* provides monthly data on traffic and revenue performance at MTA Bridges and Tunnels facilities. The report is organized along three categories of information: Traffic, Revenue and Customer Service Center Statistics.

**TRAFFIC**

**I. Traffic: All B&T Facilities by Method of Payment**

This table presents a summary of traffic by payment type (E-ZPass vs. Tolls by Mail) and E-ZPass market share for all B&T facilities.

*For the month of February, overall E-ZPass market share was 94.8%, which was 7.0% points higher than February 2017.*

**II. Traffic: Average Weekday by Facility**

This table shows the current month average weekday traffic volume by payment type (E-ZPass vs. Tolls by Mail) and facility, and E-ZPass market share for the current month and the same month in the previous year.

*Average weekday E-ZPass market share was 95.2% overall in February. Every facility was over 90%, and six facilities were over 95% (Cross Bay Bridge, Henry Hudson Bridge, Hugh L. Carey Tunnel, Queens Midtown Tunnel, Marine Parkway Bridge, and Verrazano-Narrows Bridge). Overall, 4.8% of weekday toll transactions were subject to the Tolls by Mail (TBM) Program.*

**III. Traffic: Average Weekend by Facility**

This table shows the current month average weekend traffic volume by payment type (E-ZPass vs. Tolls by Mail) and facility, and E-ZPass market share for the current month and the same month in the previous year.

*Average weekend E-ZPass market share was 93.7% overall in February. Each facility was above 90%. Overall, 6.3% of toll transactions were subject to TBM.*

**IV. Traffic: Distribution by Facility and Time Period**

This table reports the percentage of total traffic occurring in the weekday AM/PM peak periods vs. Off-Peak times at each facility.

*In February, 48.4% of traffic volume occurred during the weekday peak periods (23.3% in the AM peak and 25.1% in the PM peak) and 51.6% of the volume occurred on off-peak hours.*

**V. Traffic: Distribution by Facility and Payment Method**

This table highlights the share of crossings at each facility that are associated with E-ZPass accounts administered by the New York Customer Service Center (NY CSC) vs. Non-NY CSC E-ZPass and Tolls by Mail (TBM) accounts. The lion share of transactions at B&T facilities are made by NY CSC E-ZPass customers, who are subject to lower toll rates than Non-NY CSC E-ZPass and Tolls by Mail customers.

*In February, 87.9% of transactions were associated with New York Customer Service Center (NYCSC) E-ZPass account holders vs. 6.9% and 5.2% for Non-NYCSC E-ZPass accounts and TBM, respectively.*

**REVENUE**

**VI. Revenue Collection Rates Through February 2018**

This table presents ORT revenue collection performance (revenue collected divided by tolled transactions) at all B&T Facilities. It reports on transactions that have matured for at least six months prior to the current reporting month (February 2018), to allow for the longer Tolls by Mail (TBM) billing and collection period.

*As of February, all the facilities that went live with ORT through July 2017 are showing collection rates above 100%, that is, when tolls and fees are considered, with the exception of the Verrazano-Narrows Bridge, which is at 98.6%. Due to one-way toll collection at the VNB, the time frame to reach a 100% collection rate is longer at this facility than the average six-month collection period at our other facilities.*

**CUSTOMER SERVICE CENTER**

**VII. Customer Service Center Metrics**

These tables present metrics for E-ZPass, tag, accounts and expanded call center performance data for the E-ZPass and Tolls by Mail (TBM) Programs.

*In February, the number of active MTA E-ZPass accounts exceeded 3.3 million accounts and the number of active MTA E-ZPass tags exceeded 5.2 million tags. Call volumes handled by the Customer Service Center continue to increase in all categories (E-ZPass, Tolls by Mail, Violations) with nearly 66% of calls handled by the interactive voice response system. Call waiting times dropped some in February from January, as can be seen by the lower wait times for February compared to the year-to-date figures.*

**VIII. Toll Processing Metrics**

This table presents ORT metrics for the Tolls by Mail (TBM) and E-ZPass programs, including toll transactions, Toll Bills issued, and Violation Notices issued. Toll Bills Issued represent consolidated Toll Bills that contain a combination of ORT transactions for MTA B&T, the New York State Thruway Authority, and the Port Authority of New York and New Jersey. E-ZPass and Toll Bill transactions are reported by transaction date. Toll Bills and Violation Notices issued are reported by Mail Date.

*In February, E-ZPass and TBM transactions were 94.8% and 5.2% of all toll transactions, respectively. About 1.2% of E-ZPass transactions resulted in violations. 631,367 toll bills were issued under the TBM program and 176,421 MTA B&T violation notices were issued to customers.*

**IX. Chart: Comparison of E-ZPass Market Share Performance – 2016/2017 vs. 2017/2018**

**MTA Bridges and Tunnels  
Report on Cashless Tolling  
February 2018**  
Preliminary data subject to final audit

<b>I. Traffic: All B&amp;T Facilities by Method of Payment</b>			
	February 2018	February 2017	2018 YTD
E-ZPass <sup>1</sup>	21,562,105	18,990,796	43,924,060
Tolls by Mail/Cash <sup>1,2,3</sup>	1,178,989	2,629,971	2,548,831
<b>Total</b>	<b>22,741,094</b>	<b>21,620,767</b>	<b>46,472,891</b>
<b>E-ZPass Market Share:</b>			
Total	94.8%	87.8%	94.5%
Cars	94.8%	87.3%	94.4%
Trucks	95.6%	94.1%	95.4%

<b>II. Traffic: Average Weekday by Facility<sup>4</sup></b>						
Facility	February 2018			E-ZPass Market Share		
	Total	E-ZPass	TBM	Feb 2018	Feb 2017	Change
Bronx-Whitestone Bridge	123,479	115,243	8,236	93.3%	84.5%	8.8%
Cross Bay Bridge	22,555	21,608	947	95.8%	89.1%	6.7%
Henry Hudson Bridge	69,394	66,707	2,688	96.1%	94.9%	1.2%
Hugh L. Carey Tunnel	54,254	52,607	1,647	97.0%	95.5%	1.5%
Marine Parkway Bridge	21,236	20,583	653	96.9%	91.4%	5.5%
Queens Midtown Tunnel	78,129	75,417	2,712	96.5%	94.6%	1.9%
Robert F. Kennedy Bridge	178,840	168,957	9,883	94.5%	86.1%	8.4%
Throgs Neck Bridge	113,624	107,231	6,393	94.4%	87.7%	6.7%
Verrazano-Narrows Bridge <sup>1</sup>	<u>198,769</u>	<u>191,063</u>	<u>7,706</u>	<u>96.1%</u>	<u>90.0%</u>	<u>6.1%</u>
<b>All Facilities<sup>1</sup></b>	<b>860,281</b>	<b>819,415</b>	<b>40,865</b>	<b>95.2%</b>	<b>89.3%</b>	<b>6.0%</b>

Notes:

- 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.
- Tolls by Mail was implemented on the following dates in 2017: Hugh L. Carey Tunnel, January 4; Queens Midtown Tunnel, January 10; Marine Parkway and Cross Bay Bridges, April 30; RFK Bridge, June 15; Verrazano-Narrows Bridge, July 8; Throgs Neck and Bronx-Whitestone Bridges, September 30.
- Reference to "Cash" applies to December 2016 and YTD 2017 transactions during months when cash toll collection was still in effect at B&T facilities other than the Henry Hudson Bridge, where cashless tolling was in effect at all times.
- Weekday traffic and market share figures do not include holidays.

**MTA Bridges and Tunnels  
Report on Cashless Tolling  
February 2018**  
Preliminary data subject to final audit

<b>III. Traffic: Average Weekend by Facility</b>						
Facility	February 2018			E-ZPass Market Share		
	Total	E-ZPass	TBM	Feb 2018	Feb 2017	Change
Bronx-Whitestone Bridge	113,951	104,337	9,614	91.6%	78.3%	13.3%
Cross Bay Bridge	16,447	15,637	810	95.1%	85.4%	9.7%
Henry Hudson Bridge	54,857	52,174	2,683	95.1%	92.6%	2.5%
Hugh L. Carey Tunnel	34,761	33,350	1,411	95.9%	93.2%	2.7%
Marine Parkway Bridge	14,043	13,532	511	96.4%	88.5%	7.8%
Queens Midtown Tunnel	45,583	43,419	2,164	95.3%	91.7%	3.5%
Robert F. Kennedy Bridge	151,887	141,106	10,782	92.9%	80.6%	12.3%
Throgs Neck Bridge	101,287	93,740	7,546	92.5%	82.5%	10.0%
Verrazano-Narrows Bridge <sup>1</sup>	<u>173,151</u>	<u>164,039</u>	<u>9,112</u>	<u>94.7%</u>	<u>84.9%</u>	<u>9.9%</u>
<b>All Facilities</b>	<b>705,965</b>	<b>661,333</b>	<b>44,633</b>	<b>93.7%</b>	<b>84.1%</b>	<b>9.5%</b>

<b>IV. Traffic: Distribution by Facility &amp; Time Period</b>			
Facility	February 2018		
	Weekday AM Peak	Weekday PM Peak	Off-Peak
Bronx-Whitestone Bridge	24.4%	21.9%	53.7%
Cross Bay Bridge	23.6%	23.7%	52.7%
Henry Hudson Bridge	23.9%	29.8%	46.3%
Hugh L. Carey Tunnel	27.4%	26.6%	46.0%
Marine Parkway Bridge	25.2%	24.1%	50.7%
Queens Midtown Tunnel	22.7%	24.0%	53.3%
Robert F. Kennedy Bridge	25.2%	27.2%	47.6%
Throgs Neck Bridge	25.2%	23.6%	51.1%
Verrazano-Narrows Bridge <sup>5</sup>	<u>16.3%</u>	<u>29.8%</u>	<u>53.9%</u>
<b>All Facilities</b>	<b>23.3%</b>	<b>25.1%</b>	<b>51.6%</b>

Note:

5. Traffic distributions reported in westbound tolled direction only

**MTA Bridges and Tunnels  
Report on Cashless Tolling  
February 2018**  
Preliminary data subject to final audit

<b>V. Traffic: Distribution by Facility and Payment Method</b>			
Facility	February 2018		
	NY CSC E-ZPass	Non-NY CSC E-ZPass	Tolls by Mail
Bronx-Whitestone Bridge	87.3%	5.5%	7.2%
Cross Bay Bridge	94.3%	1.3%	4.4%
Henry Hudson Bridge	85.3%	10.5%	4.1%
Hugh L. Carey Tunnel	91.2%	5.5%	3.3%
Marine Parkway Bridge	94.5%	2.3%	3.2%
Queens Midtown Tunnel	91.7%	4.6%	3.7%
Robert F. Kennedy Bridge	87.7%	6.3%	6.0%
Throgs Neck Bridge	86.5%	7.4%	6.2%
Verrazano-Narrows Bridge	<u>86.5%</u>	<u>9.2%</u>	<u>4.3%</u>
<b>All Facilities</b>	<b>87.9%</b>	<b>6.9%</b>	<b>5.2%</b>

<b>VI. Revenue Collection Rates Through February 2018</b>		
Facility	ORT Go-Live Date	Transactions from Go-Live Date through August (6 months prior to Feb)
Henry Hudson Bridge <sup>6</sup>	11/20/16	103.3%
Hugh L. Carey Tunnel	1/4/17	102.6%
Queens Midtown Tunnel	1/10/17	103.8%
Marine Parkway Bridge	4/30/17	104.7%
Cross Bay Bridge	4/30/17	105.9%
Robert F. Kennedy Bridge	6/15/17	102.6%
Verrazano-Narrows Bridge	7/8/17	98.6%
Bronx-Whitestone Bridge	9/30/17	N/A
Throgs Neck Bridge	9/30/17	N/A

Note:

6. Cashless tolling has been in effect at the HHB since 2012. The facility implemented open road cashless tolling on November 20, 2016 when its tollbooths were removed.

**MTA Bridges and Tunnels  
Report on Cashless Tolling  
February 2018**

Preliminary data subject to final audit

<b>VII. Customer Service Center</b>			
<b>E-ZPass</b>	<b>February 2018</b>	<b>February 2017</b>	<b>YTD 2018</b>
Total Accounts Opened	23,817	19,410	48,157
Total Active Accounts			3,355,052
Total Active Tags			5,287,134
Total Reload Cards Distributed	3,587	3,346	7,621
Reload Card % of Cash Replenishments			22.78%
Total Active Reload Cards			175,128

	<b>February 2018</b>	<b>February 2017</b>	<b>YTD 2018</b>
<b>Customer Service Center Metrics</b>			
<b>Number of Phone Calls Handled by Customer Service Center</b>			
General E-ZPass	254,067	210,453	473,794
Tolls by Mail	118,780	21,064	232,910
Violations	51,935	25,363	111,161
Other <sup>7</sup>	10,120	11,271	18,901
Interactive Voice Response System	830,750	622,712	1,713,599
Total	1,265,652	890,863	2,550,365
<b>Average Phone Call Waiting Time (in minutes)</b>			
General E-ZPass Call Unit	4:50	0:11	5:53
Violations Call Unit	4:28	0:09	5:52
Tolls By Mail Call Unit	1:11	0:14	2:04

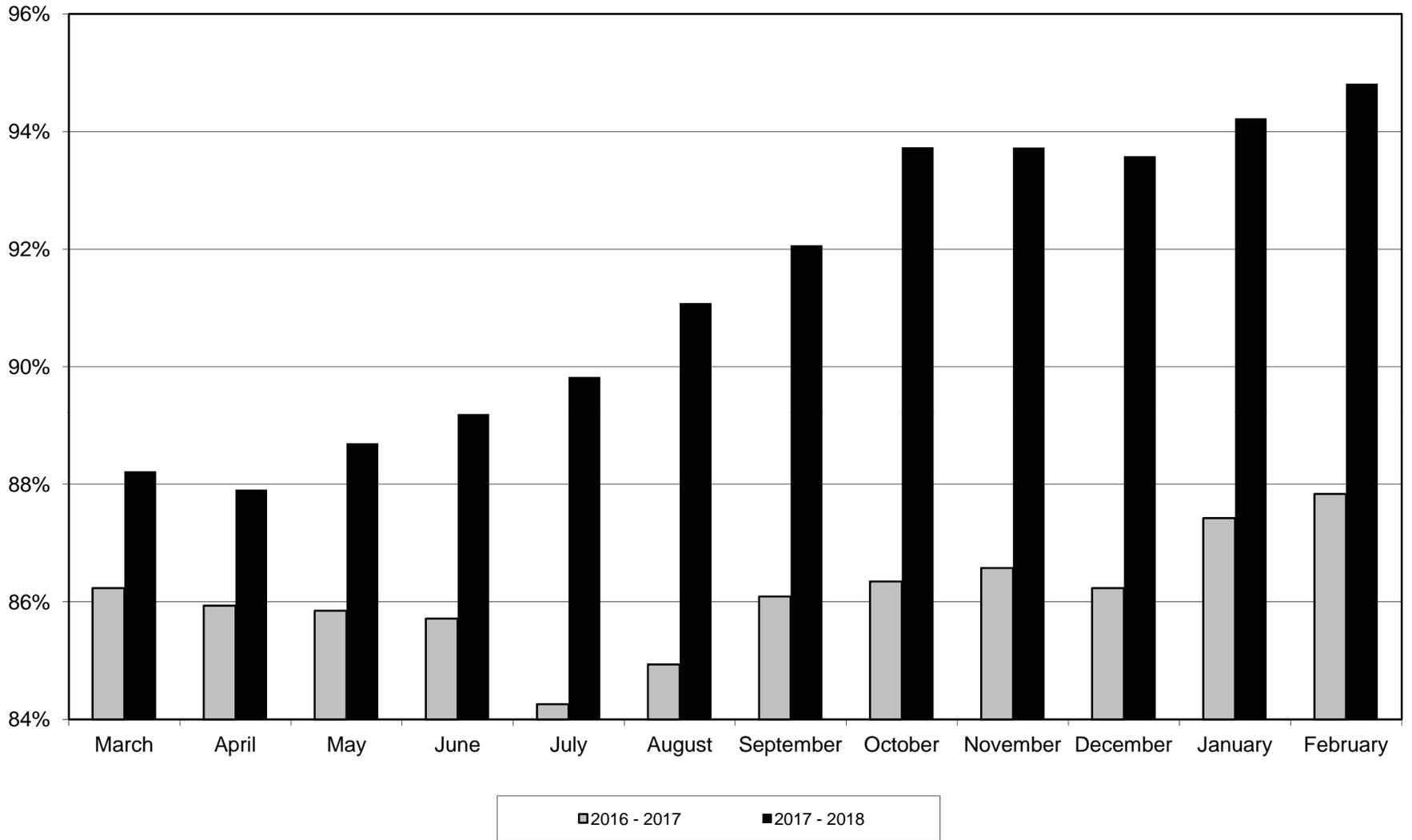
<b>VIII. Toll Processing Metrics</b>		
	<b>February 2018</b>	<b>YTD 2018</b>
<b>E-ZPass and Tolls by Mail Metrics</b>		
<b>E-ZPass Program</b>		
# of Transactions	21,562,105	43,924,060
# of Violations	259,680	562,452
# of First Violation Notices Issued (By Mail Date)	123,123	271,553
<b>Tolls by Mail Program (TBM)</b>		
# of Transactions	1,178,989	2,548,831
# of Toll Bills Issued (By Mail Date) <sup>8</sup>	631,367	1,406,150
# of Violation Notices Issued (By Mail Date)	176,421	356,866

Note:

7. Business and retail tag registration calls

8. Toll Bills issued include bills issued under the consolidated ORT program for MTA B&T, the New York State Thruway Authority, and the Port Authority of New York and New Jersey.

### IX. E-ZPass Market Shares March 2016 through February 2018





# Bridges and Tunnels

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## Financial Report February 2018

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# MTA BRIDGES & TUNNELS

## STATEMENT OF NET POSITION

As of February 28, 2018

(in thousands)

### ASSETS AND DEFERRED OUTFLOWS OF RESOURCES

#### CURRENT ASSETS:

Cash-Unrestricted	8,730
Investments:	
Unrestricted	52,027
Restricted	904,513
Accrued interest receivable	1,702
Accounts receivable	120,224
Less allowance for uncollectible accounts	-60,333
Tolls due from other agencies	31,667
Insurance recovery receivable	96,325
Less allowance for insurance recovery	-96,325
Due (to)/from MTA - change in fair value of derivative	0
Prepaid expenses	6,823
	<hr/>
Total current assets	1,065,352

#### NONCURRENT ASSETS:

Investments:	
Restricted	5
Facilities, less acc.dep of \$1,504,783	5,968,495
Capital lease 2 Broadway net acc. dep.	38,712
Derivative Hedge Assets	3,545
Security Deposits	-
	<hr/>
Total noncurrent assets	6,010,758

**TOTAL ASSETS:** 7,076,111

#### DEFERRED OUTFLOWS OF RESOURCES:

Deferred outflows of resources related to Pension	100,903
Accumulated decreases in fair value of derivative instruments	169,283
Defeasance costs	262,033
	<hr/>

**TOTAL DEFERRED OUTFLOWS OF RESOURCES:** 532,219

**TOTAL ASSETS AND DEFERRED OUTFLOWS OF RESOURCES** 7,608,330

**MTA BRIDGES & TUNNELS****STATEMENT OF NET POSITION**

As of February 28, 2018

(in thousands)

**LIABILITIES AND INFLOWS OF RESOURCES****CURRENT LIABILITIES:**

Current portion-long term debt	245,505
Interest Payable	98,074
Accounts Payable	178,641
Accrued Pension Payable	3,250
Payable to MTA-CAP	360,760
Due to MTA-Operating Expenses	4,167
Due to NYCTA-Operating Expenses	852
Accrued salaries	25,130
Accrued Vac & Sick Benefits	16,423
Current portion of estimated liability arising from injury	5,217
Current portion of capital lease obligation	-
Pollution remediation projects	-
Due to New York City Transit Authority	17,836
Due to Metropolitan Transportation Authority	29,053
Unredeemed Tolls	179,537
Tolls due to other agencies	51,854
E-ZPass Airport Toll Liability	7,004
	<hr/>
Total current liabilities	1,223,304

**NONCURRENT LIABILITIES:**

Long term debt	9,246,559
Post Employment Benefits Other than Pensions	729,102
Estimated liability arising from injury	42,661
Capital lease obligations	55,711
Derivative Hedge Liabilities	155,426
Due (to)/from MTA - change in fair value of derivative	17,402
Net Pension Liability	271,608
Security deposits-Contra	0
	<hr/>
Total noncurrent liabilities	10,518,468

**DEFERRED INFLOW OF RESOURCES**

Deferred Inflow of resources related to Pension	54,244
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**TOTAL LIABILITIES AND DEFERRED INFLOWS OF RESOURCES**

11,796,016

**NET POSITION**

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-4,187,686**TOTAL LIABILITIES, DEFERRED INFLOWS OF**

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7,608,330

\*The negative Net Position 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 - 2018 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**FEBRUARY 2018**

(\$ 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
<b>Revenue</b>												
Farebox Revenue	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Vehicle Toll Revenue	133.475	138.945	5.470	4.1	0.000	0.000	0.000	-	133.475	138.945	5.470	4.1
Other Operating Revenue	1.503	0.647	(0.856)	(57.0)	0.000	0.000	0.000	-	1.503	0.647	(0.856)	(57.0)
Capital & Other Reimbursements	0.000	0.000	0.000	-	1.822	2.718	0.896	49.2	1.822	2.718	0.896	49.2
Investment Income	0.095	0.183	0.088	92.4	0.000	0.000	0.000	-	0.095	0.183	0.088	92.4
<b>Total Revenue</b>	<b>\$135.073</b>	<b>\$139.775</b>	<b>\$4.701</b>	<b>3.5</b>	<b>\$1.822</b>	<b>\$2.718</b>	<b>\$0.896</b>	<b>49.2</b>	<b>\$136.895</b>	<b>\$142.493</b>	<b>\$5.598</b>	<b>4.1</b>
<b>Expenses</b>												
<i>Labor:</i>												
Payroll	\$10.603	\$8.425	\$2.178	20.5	\$0.653	\$1.201	(\$0.548)	(84.0)	11.255	\$9.626	\$1.630	14.5
Overtime	2.264	1.979	0.285	12.6	0.167	0.083	0.084	50.3	2.431	2.062	0.369	15.2
Health and Welfare	2.620	2.173	0.448	17.1	0.140	0.293	(0.152)	*	2.761	2.466	0.295	10.7
OPEB Current Payment	1.693	1.793	(0.100)	(5.9)	0.000	0.000	0.000	-	1.693	1.793	(0.100)	(5.9)
Pensions	3.066	2.940	0.127	4.1	0.190	0.319	(0.129)	(67.7)	3.257	3.259	(0.002)	(0.1)
Other Fringe Benefits	1.460	1.239	0.221	15.2	0.091	0.165	(0.073)	(80.4)	1.551	1.403	0.148	9.5
Reimbursable Overhead	(0.581)	(0.658)	0.077	13.3	0.581	0.658	(0.077)	(13.3)	0.000	0.000	0.000	-
<b>Total Labor Expenses</b>	<b>\$21.125</b>	<b>\$17.890</b>	<b>\$3.235</b>	<b>15.3</b>	<b>\$1.822</b>	<b>\$2.718</b>	<b>(\$0.896)</b>	<b>(49.2)</b>	<b>\$22.947</b>	<b>\$20.609</b>	<b>\$2.339</b>	<b>10.2</b>
<i>Non-Labor:</i>												
Electric Power	\$0.539	\$0.345	\$0.194	35.9	\$0.000	\$0.000	\$0.000	-	\$0.539	\$0.345	\$0.194	35.9
Fuel	0.181	0.211	(0.030)	(16.7)	0.000	0.000	0.000	-	0.181	0.211	(0.030)	(16.7)
Insurance	0.963	0.802	0.160	16.6	0.000	0.000	0.000	-	0.963	0.802	0.160	16.6
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	11.630	8.933	2.697	23.2	0.000	0.000	0.000	-	11.630	8.933	2.697	23.2
Professional Service Contracts	2.783	8.050	(5.267)	*	0.000	0.000	0.000	-	2.783	8.050	(5.267)	*
Materials & Supplies	0.361	0.371	(0.010)	(2.7)	0.000	0.000	0.000	-	0.361	0.371	(0.010)	(2.7)
Other Business Expenses	3.550	3.700	(0.150)	(4.2)	0.000	0.000	0.000	-	3.550	3.700	(0.150)	(4.2)
<b>Total Non-Labor Expenses</b>	<b>\$20.008</b>	<b>\$22.413</b>	<b>(\$2.405)</b>	<b>(12.0)</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$20.008</b>	<b>\$22.413</b>	<b>(\$2.405)</b>	<b>(12.0)</b>
<b>Other Expense Adjustments:</b>												
Other	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
<b>Total Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>
<b>Total Expenses before Non-Cash Liability Adjs.</b>	<b>\$41.133</b>	<b>\$40.303</b>	<b>\$0.830</b>	<b>2.0</b>	<b>\$1.822</b>	<b>\$2.718</b>	<b>(\$0.896)</b>	<b>(49.2)</b>	<b>\$42.955</b>	<b>\$43.022</b>	<b>(\$0.066)</b>	<b>(0.2)</b>
Depreciation	\$10.492	\$14.912	(\$4.420)	(42.1)	\$0.000	\$0.000	\$0.000	-	10.492	\$14.912	(\$4.420)	(42.1)
OPEB Obligation	6.285	5.986	0.299	4.8	0.000	0.000	0.000	-	6.285	5.986	0.299	4.8
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	-
<b>Total Expenses after Non-Cash Liability Adjs.</b>	<b>\$57.910</b>	<b>\$61.201</b>	<b>(\$3.291)</b>	<b>(5.7)</b>	<b>\$1.822</b>	<b>\$2.718</b>	<b>(\$0.896)</b>	<b>(49.2)</b>	<b>\$59.732</b>	<b>\$63.920</b>	<b>(\$4.187)</b>	<b>(7.0)</b>
Less: Depreciation	\$10.492	\$14.912	(\$4.420)	(42.1)	\$0.000	\$0.000	\$0.000	-	\$10.492	\$14.912	(\$4.420)	(42.1)
Less: OPEB Obligation	6.285	5.986	0.299	4.8	0.000	0.000	0.000	-	6.285	5.986	0.299	4.8
Less: GASB 68 Pension Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
<b>Total Expenses</b>	<b>\$41.133</b>	<b>\$40.303</b>	<b>\$0.830</b>	<b>2.0</b>	<b>\$1.822</b>	<b>\$2.718</b>	<b>(\$0.896)</b>	<b>(49.2)</b>	<b>\$42.955</b>	<b>\$43.022</b>	<b>(\$0.066)</b>	<b>(0.2)</b>
<b>Net Surplus/(Deficit)</b>	<b>\$93.939</b>	<b>\$99.471</b>	<b>\$5.532</b>	<b>5.9</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$93.940</b>	<b>\$99.471</b>	<b>\$5.531</b>	<b>5.9</b>

Differences are due to rounding.

\*Variance exceeds 100%

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2018 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**FEBRUARY 2018**  
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable (Unfavorable)				Favorable (Unfavorable)				Favorable (Unfavorable)			
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
<b>Net Income/(Deficit)</b>									<b>\$93.940</b>	<b>\$99.471</b>	<b>\$5.531</b>	<b>5.9</b>
Less: Capitalized Assets									1.218	0.203	1.015	83.3
Reserves									2.330	2.330	0.000	0.0
GASB Reserves									0.000	0.000	0.000	-
<b>Adjusted Net Income/(Deficit)</b>									<b>\$90.392</b>	<b>\$96.938</b>	<b>\$6.547</b>	<b>7.2</b>
Less: Debt Service									55.930	55.856	0.074	0.1
<b>Income Available for Distribution</b>									<b>\$34.461</b>	<b>\$41.082</b>	<b>\$6.621</b>	<b>19.2</b>
Distributable To:												
MTA - Investment Income									0.095	0.183	0.088	92.4
MTA - Distributable Income									22.238	25.398	3.160	14.2
NYCTR - Distributable Income									12.128	15.501	3.373	27.8
<b>Total Distributable Income</b>									<b>\$34.461</b>	<b>\$41.082</b>	<b>\$6.621</b>	<b>19.2</b>
<b>Support to Mass Transit:</b>												
Total Revenues									136.895	142.493	5.598	4.1
Less: Total Operating Expenses									<u>42.955</u>	<u>43.022</u>	<u>(0.066)</u>	(0.2)
<b>Net Operating Income/(Deficit)</b>									<b>\$93.940</b>	<b>\$99.471</b>	<b>\$5.531</b>	<b>5.9</b>
Deductions from Net Operating Income:												
Capitalized Assets									1.218	0.203	1.015	83.3
Reserves									2.330	2.330	0.000	0.0
B&T Debt Service									23.797	22.854	0.943	4.0
GASB Reserves									0.000	0.000	0.000	-
<b>Total Deductions From Operating Income</b>									<b>\$27.346</b>	<b>\$25.387</b>	<b>\$1.958</b>	<b>7.2</b>
<b>Total Support to Mass Transit</b>									<b>\$66.594</b>	<b>\$74.084</b>	<b>\$7.490</b>	<b>11.2</b>

*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 - 2018 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**FEBRUARY 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
<b>Revenue</b>												
Farebox Revenue	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Vehicle Toll Revenue	276.629	285.166	8.537	3.1	0.000	0.000	0.000	-	276.629	285.166	8.537	3.1
Other Operating Revenue	3.099	2.835	(0.264)	(8.5)	0.000	0.000	0.000	-	3.099	2.835	(0.264)	(8.5)
Capital & Other Reimbursements	0.000	0.000	0.000	-	3.823	3.908	0.086	2.2	3.823	3.908	0.086	2.2
Investment Income	0.200	0.328	0.128	63.8	0.000	0.000	0.000	-	0.200	0.328	0.128	63.8
<b>Total Revenue</b>	<b>\$279.929</b>	<b>\$288.330</b>	<b>\$8.401</b>	<b>3.0</b>	<b>\$3.823</b>	<b>\$3.908</b>	<b>\$0.086</b>	<b>2.2</b>	<b>\$283.752</b>	<b>\$292.238</b>	<b>\$8.487</b>	<b>3.0</b>
<b>Expenses</b>												
<i>Labor:</i>												
Payroll	\$22.257	\$18.697	\$3.559	16.0	\$1.375	\$1.683	(\$0.308)	(22.4)	23.632	\$20.381	\$3.251	13.8
Overtime	4.519	4.422	0.097	2.1	0.335	0.098	0.237	70.6	4.854	4.520	0.333	6.9
Health and Welfare	5.521	4.439	1.082	19.6	0.296	0.397	(0.101)	(34.0)	5.817	4.836	0.981	16.9
OPEB Current Payment	3.567	3.598	(0.030)	(0.8)	0.000	0.000	0.000	-	3.567	3.598	(0.030)	(0.8)
Pensions	6.113	6.062	0.051	0.8	0.401	0.460	(0.059)	(14.7)	6.514	6.522	(0.008)	(0.1)
Other Fringe Benefits	4.014	3.749	0.265	6.6	0.192	0.232	(0.040)	(20.7)	4.207	3.981	0.225	5.4
Reimbursable Overhead	(1.223)	(1.038)	(0.185)	(15.1)	1.223	1.038	0.185	15.1	0.000	0.000	0.000	-
<b>Total Labor Expenses</b>	<b>\$44.768</b>	<b>\$39.930</b>	<b>\$4.839</b>	<b>10.8</b>	<b>\$3.823</b>	<b>\$3.908</b>	<b>(\$0.086)</b>	<b>(2.2)</b>	<b>\$48.591</b>	<b>\$43.838</b>	<b>\$4.753</b>	<b>9.8</b>
<i>Non-Labor:</i>												
Electric Power	\$1.136	\$0.494	\$0.642	56.5	0.000	\$0.000	\$0.000	-	\$1.136	\$0.494	\$0.642	56.5
Fuel	0.370	0.376	(0.006)	(1.5)	0.000	0.000	0.000	-	0.370	0.376	(0.006)	(1.5)
Insurance	1.925	1.605	0.320	16.6	0.000	0.000	0.000	-	1.925	1.605	0.320	16.6
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	21.949	14.732	7.218	32.9	0.000	0.000	0.000	-	21.949	14.732	7.218	32.9
Professional Service Contracts	5.874	9.641	(3.766)	(64.1)	0.000	0.000	0.000	-	5.874	9.641	(3.766)	(64.1)
Materials & Supplies	0.762	0.538	0.224	29.4	0.000	0.000	0.000	-	0.762	0.538	0.224	29.4
Other Business Expenses	8.080	7.320	0.760	9.4	0.000	0.000	0.000	-	8.080	7.320	0.760	9.4
<b>Total Non-Labor Expenses</b>	<b>\$40.097</b>	<b>\$34.705</b>	<b>\$5.391</b>	<b>13.4</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$40.097</b>	<b>\$34.705</b>	<b>\$5.391</b>	<b>13.4</b>
<b>Other Expense Adjustments</b>												
Other	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
<b>Total Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>
<b>Total Expenses before Non-Cash Liability Adjs.</b>	<b>\$84.865</b>	<b>\$74.635</b>	<b>\$10.230</b>	<b>12.1</b>	<b>\$3.823</b>	<b>\$3.908</b>	<b>(\$0.086)</b>	<b>(2.2)</b>	<b>\$88.688</b>	<b>\$78.544</b>	<b>\$10.144</b>	<b>11.4</b>
Depreciation	\$22.107	\$29.824	(\$7.716)	(34.9)	0.000	\$0.000	\$0.000	-	22.107	\$29.824	(\$7.716)	(34.9)
OPEB Obligation	12.571	11.972	0.599	4.8	0.000	0.000	0.000	-	12.571	11.972	0.599	4.8
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	-
<b>Total Expenses after Non-Cash Liability Adjs.</b>	<b>\$119.543</b>	<b>\$116.431</b>	<b>\$3.112</b>	<b>2.6</b>	<b>\$3.823</b>	<b>\$3.908</b>	<b>(\$0.086)</b>	<b>(2.2)</b>	<b>\$123.366</b>	<b>\$120.339</b>	<b>\$3.026</b>	<b>2.5</b>
Less: Depreciation	\$22.107	\$29.824	(\$7.716)	(34.9)	\$0.000	\$0.000	\$0.000	-	\$22.107	\$29.824	(\$7.716)	(34.9)
Less: OPEB Obligation	12.571	11.972	0.599	4.8	0.000	0.000	0.000	-	12.571	11.972	0.599	4.8
Less: GASB 68 Pension Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
<b>Total Expenses</b>	<b>\$84.865</b>	<b>\$74.635</b>	<b>\$10.230</b>	<b>12.1</b>	<b>\$3.823</b>	<b>\$3.908</b>	<b>(\$0.086)</b>	<b>(2.2)</b>	<b>\$88.688</b>	<b>\$78.544</b>	<b>\$10.144</b>	<b>11.4</b>
<b>Net Surplus/(Deficit)</b>	<b>\$195.064</b>	<b>\$213.695</b>	<b>\$18.631</b>	<b>9.6</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$195.064</b>	<b>\$213.695</b>	<b>\$18.631</b>	<b>9.6</b>

Differences are due to rounding.  
\*Variance exceeds 100%

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2018 ADOPTED BUDGET**  
**ACCURAL STATEMENT of OPERATIONS by CATEGORY**  
**FEBRUARY Year-To-Date**  
(\$ 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
<b>Net Income/(Deficit)</b>								<b>\$195.064</b>	<b>\$213.695</b>	<b>\$18.631</b>	<b>9.6</b>	
Less: Capitalized Assets								2.437	0.556	\$1.881	77.2	
Reserves								4.660	4.660	0.000	0.0	
GASB Reserves								0.000	0.000	0.000	-	
<b>Adjusted Net Income/(Deficit)</b>								<b>\$187.967</b>	<b>\$208.478</b>	<b>\$20.511</b>	<b>10.9</b>	
Less: Debt Service								111.861	110.639	1.221	1.1	
<b>Income Available for Distribution</b>								<b>\$76.106</b>	<b>\$97.839</b>	<b>\$21.733</b>	<b>28.6</b>	
Distributable To:												
MTA - Investment Income								0.200	0.328	0.128	63.8	
MTA - Distributable Income								48.062	58.663	10.601	22.1	
NYCTR - Distributable Income								27.844	38.848	11.004	39.5	
<b>Total Distributable Income</b>								<b>\$76.106</b>	<b>\$97.839</b>	<b>\$21.733</b>	<b>28.6</b>	
<b>Support to Mass Transit:</b>												
Total Revenues								283.752	292.238	8.487	3.0	
Less: Total Operating Expenses								<u>88.688</u>	<u>78.544</u>	<u>10.144</u>	11.4	
<b>Net Operating Income/(Deficit)</b>								<b>\$195.064</b>	<b>\$213.695</b>	<b>\$18.631</b>	<b>9.6</b>	
Deductions from Net Operating Income:												
Capitalized Assets								2.437	0.556	1.881	77.2	
Reserves								4.660	4.660	0.000	0.0	
B&T Debt Service								47.594	44.583	3.011	6.3	
GASB Reserves								0.000	0.000	0.000	-	
<b>Total Deductions From Operating Income</b>								<b>\$54.691</b>	<b>\$49.799</b>	<b>\$4.892</b>	<b>8.9</b>	
<b>Total Support to Mass Transit</b>								<b>\$140.373</b>	<b>\$163.895</b>	<b>\$23.523</b>	<b>16.8</b>	

*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 - 2018 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS**  
(\$ in millions)

Generic Revenue or Expense Category	Favorable/ (Unfavorable) Variance		February 2018  Reason for Variance	Favorable/ (Unfavorable) Variance		Year-to-Date  Reason for Variance
	\$	%		\$	%	
	<b>Nonreimbursable</b>					
Vehicle Toll Revenue	5.470	4.1%	Higher toll revenue due to 5.1% higher traffic	8.537	3.1%	Higher toll revenue due to 3.6% higher traffic
Other Operating Revenue	(0.856)	-57.0%	Lower Other Operating Revenue primarily due to lower revenue from E-ZPass administrative fees	(0.264)	-8.5%	Higher Other Operating Revenue primarily due to higher revenue from E-ZPass administrative fees
Investment Income	0.088	92.4%	Higher than anticipated short-term investment returns on fund balances	0.128	63.8%	Higher than anticipated short-term investment returns on fund balances
Payroll	2.178	20.5%	Lower payroll expenses primarily due to vacancies	3.559	16.0%	Lower payroll expenses primarily due to vacancies
Overtime	0.285	12.6%	See overtime tables	0.097	2.1%	See overtime tables
Health and Welfare	0.448	17.1%	Lower expenses primarily due to vacancies	1.082	19.6%	Lower expenses primarily due to vacancies
OPEB Current Payment	(0.100)	-5.9%	Higher expenses primarily due to timing against the monthly budget allocation	(0.030)	-0.8%	Higher expenses primarily due to timing against the YTD budget allocation
Pensions	0.127	4.1%	Lower non-reimbursable expenses due to higher than allocated capital reimbursement offsets. Total non-reimbursable and reimbursable expenses are very close to budget	0.051	0.8%	Lower non-reimbursable expenses due to higher than allocated capital reimbursement offsets. Total non-reimbursable and reimbursable expenses are very close to budget
Other Fringe Benefits	0.221	15.2%	Lower expenses primarily due to vacancies	0.265	6.6%	Lower expenses primarily due to vacancies
Electric Power	0.194	35.9%	Lower electricity expenses primarily due to timing against the monthly budget allocation	0.642	56.5%	Lower electricity expenses primarily due to timing against the YTD budget allocation
Fuel	(0.030)	-16.7%	Higher fuel expenses primarily due to timing against the monthly budget allocation	(0.006)	-1.5%	Higher fuel expenses primarily due to timing against the YTD budget allocation
Insurance	0.160	16.6%	Lower insurance expenses primarily due to timing against the monthly budget allocation	0.320	16.6%	Lower insurance expenses primarily due to timing against the YTD budget allocation
Maintenance and Other Operating Contracts	2.697	23.2%	Lower expenses primarily due to the timing of E-ZPass Customer Service Center costs (\$1.891M), major maintenance projects (\$0.561M) and security and surveillance equipment (\$0.322M) against the monthly budget allocation	7.218	32.9%	Lower expenses primarily due to the timing of E-ZPass Customer Service Center costs (\$4.874 Mill), major maintenance projects (\$0.834 Mill), security and surveillance (\$0.490 Mill) and other maintenance and repair (\$0.533 Mill) against the YTD budget allocation
Professional Service Contracts	(5.267)	*	Higher expenses primarily due to timing against the monthly budget allocation for advertising and marketing costs	(3.766)	-64.1%	Higher expenses primarily due to timing against the YTD budget allocation for advertising and marketing costs (\$5.022M) partially offset by lower expenses for bond issuance (\$0.401M), engineering services (\$0.496M) and various miscellaneous consulting needs (\$0.244M)
Materials & Supplies	(0.010)	-2.7%	Higher expenses across a variety of small equipment and supply categories, due to timing, against the monthly budget allocation	0.224	29.4%	Lower expenses across a variety of small equipment and supply categories, due to timing, against the YTD budget allocation
Other Business Expense	(0.150)	-4.2%	Higher expenses primarily due to timing against the monthly budget allocation for credit card fees	0.760	9.4%	Lower expenses primarily due to timing against the YTD budget allocation for credit card fees and other toll collection costs
Depreciation	(4.420)	-42.1%	Higher depreciation expense primarily due to timing against the monthly budget allocation	(7.716)	-34.9%	Higher depreciation expense primarily due to timing against the YTD budget allocation
Other Post Employment Benefits	0.299	4.8%	Lower expense due to a decreased actuarial assessment of OPEB obligations	0.599	4.8%	Lower expense due to a decreased actuarial assessment of OPEB obligations
<b>Reimbursable</b>						
Capital and Other Reimbursements	0.896	49.2%	Higher capital reimbursements due to timing against the monthly budget allocation	0.086	2.2%	Higher capital reimbursements due to timing against the YTD budget allocation
Payroll	(0.548)	-84.0%	Higher capital reimbursements due to timing against the monthly budget allocation	(0.308)	-22.4%	Higher capital reimbursements due to timing against the YTD budget allocation
Overtime	0.084	50.3%	See overtime tables	0.237	70.6%	See overtime tables
Health and Welfare	(0.152)	*	Higher capital reimbursements due to timing against the monthly budget allocation	(0.101)	-34.0%	Higher capital reimbursements due to timing against the YTD budget allocation
OPEB Current Payment	0.000	-	No variance	0.000	-	No variance
Pensions	(0.129)	-67.7%	Higher capital reimbursements due to timing against the monthly budget allocation	(0.059)	-14.7%	Higher capital reimbursements due to timing against the YTD budget allocation
Other Fringe Benefits	(0.073)	-80.4%	Higher capital reimbursements due to timing against the monthly budget allocation	(0.040)	-20.7%	Higher capital reimbursements due to timing against the YTD budget allocation
Reimbursable Overhead	(0.077)	-13.3%	Higher capital reimbursements due to timing against the monthly budget allocation	0.185	15.1%	Lower capital reimbursements due to timing against the YTD budget allocation

\*Variance exceeds 100%

**MTA Bridges and Tunnels**  
**2018 February Financial Plan**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

	February						February Year-to-Date					
	Adopted Budget		Actuals		Var. - Fav./(Unfav)		Adopted Budget		Actuals		Var. - Fav./(Unfav)	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
<b>NON-REIMBURSABLE OVERTIME</b>												
<b>OPERATIONS &amp; MAINTENANCE</b>												
<u>Scheduled Service</u>	5,850	\$0.390	3,957	\$0.264	1,893	\$0.126	11,591	\$0.770	7,765	\$0.516	3,826	\$0.254
					32.4%	32.3%					33.0%	33.0%
<u>Unscheduled Service</u>	261	\$0.021	44	\$0.004	218	\$0.017	522	\$0.042	82	\$0.007	441	\$0.035
					83.3%	81.0%					84.4%	83.3%
<u>Programmatic/Routine Maintenance</u>	1,549	\$0.130	3,685	\$0.309	(2,136)	(\$0.179)	3,101	\$0.260	8,246	\$0.691	(5,145)	(\$0.431)
					**	**					**	**
<u>Unscheduled Maintenance</u>	1,213	\$0.101	682	\$0.057	532	\$0.044	2,428	\$0.203	1,724	\$0.144	704	\$0.059
					43.8%	43.6%					29.0%	29.1%
<u>Vacancy/Absentee Coverage</u>	16,418	\$1.098	12,693	\$0.849	3,725	\$0.249	32,843	\$2.196	25,000	\$1.672	7,843	\$0.524
					22.7%	22.7%					23.9%	23.9%
<u>Weather Emergencies</u>	1,287	\$0.088	1,902	\$0.130	(615)	(\$0.042)	2,593	\$0.177	6,011	\$0.410	(3,418)	(\$0.233)
					-47.8%	-47.7%					**	**
<u>Safety/Security/Law Enforcement</u>	1,480	\$0.098	1,035	\$0.069	445	\$0.029	2,968	\$0.196	2,208	\$0.146	760	\$0.050
					30.1%	29.6%					25.6%	25.5%
<u>Other</u>	8	\$0.001	1,706	\$0.213	(1,698)	(\$0.212)	19	\$0.002	4,221	\$0.444	(4,202)	(\$0.442)
					**	**					**	**
*All Other Departments and Accruals		\$0.337		\$0.084		\$0.253		\$0.673		\$0.392		\$0.281
						75.0%						41.7%
Subtotal	28,066	\$2.264	25,703	\$1.979	2,363	\$0.285	56,065	\$4.519	55,257	\$4.422	808	\$0.097
					8.4%	12.6%					1.4%	2.1%
<b>REIMBURSABLE OVERTIME</b>	2,874	\$0.167	550	\$0.083	2,324	\$0.084	5,764	\$0.335	782	\$0.098	4,982	\$0.237
					80.9%	50.3%					86.4%	70.7%
<b>TOTAL OVERTIME</b>	<b>30,940</b>	<b>\$2.431</b>	<b>26,253</b>	<b>\$2.062</b>	<b>4,687</b>	<b>\$0.369</b>	<b>61,829</b>	<b>\$4.854</b>	<b>56,039</b>	<b>\$4.520</b>	<b>5,790</b>	<b>\$0.333</b>
					15.1%	15.2%					9.4%	3.6%

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.  
\*\*Variance exceeds 100%

**MTA Bridges and Tunnels**  
**2018 February Financial Plan**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

	Monthly			Year-to-Date		
	Var. - Fav./(Unfav)		Explanations	Var. - Fav./(Unfav)		Explanations
	Hours	\$		Hours	\$	
<b>NON-REIMBURSABLE OVERTIME</b>						
<b>OPERATIONS &amp; MAINTENANCE</b>						
<u>Scheduled Service</u>	1,893 32.4%	\$0.126 32.3%	Lower than planned expenses	3,826 33.0%	\$0.254 33.0%	Lower than planned expenses
<u>Unscheduled Service</u>	218 83.3%	\$0.017 81.0%	Lower than planned expenses	441 84.4%	\$0.035 83.3%	Lower than planned expenses
<u>Programmatic/Routine Maintenance</u>	(2,136) **	(\$0.179) **	Higher than planned expenses	(5,145) **	(\$0.431) **	Higher than planned expenses
<u>Unscheduled Maintenance</u>	532 43.8%	\$0.044 43.6%	Lower than planned expenses	704 29.0%	\$0.059 29.1%	Lower than planned expenses
<u>Vacancy/Absentee Coverage</u>	3,725 22.7%	\$0.249 22.7%	Lower than planned expenses	7,843 23.9%	\$0.524 23.9%	Lower than planned expenses
<u>Weather Emergencies</u>	(615) -47.8%	(\$0.042) -47.7%	Higher than planned expenses	(3,418) -131.8%	(\$0.233) -131.6%	Higher than planned expenses
<u>Safety/Security/Law Enforcement</u>	445 30.1%	\$0.029 29.6%	Lower than planned expenses	760 25.6%	\$0.050 25.5%	Lower than planned expenses
<u>Other</u>	(1,698) **	(\$0.212) **	Higher than planned expenses	(4,202) **	(\$0.442) **	Higher than planned expenses
<u>*All Other Departments and Accruals</u>		\$0.253 75.0%	Primarily due to adjustments for the 28-day OT payroll lag		\$0.281 41.7%	Primarily due to adjustments for the 28-day OT payroll lag
<b>Subtotal</b>	2,363 8.4%	\$0.285 12.6%		808 1.4%	\$0.097 2.1%	
<b>REIMBURSABLE OVERTIME</b>	2,324 80.9%	\$0.084 50.3%	Lower than planned overtime needed on projects eligible for reimbursement from the capital program	4,982 86.4%	\$0.237 70.7%	Lower than planned overtime needed on projects eligible for reimbursement from the capital program
<b>TOTAL OVERTIME</b>	<b>4,687</b>	<b>\$0.369</b>		<b>5,790</b>	<b>\$0.333</b>	

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.

\*\*Variance exceeds 100%

**METROPOLITAN TRANSPORTATION AUTHORITY**  
**2018 Overtime Reporting**  
**Overtime Legend**

**OVERTIME DECOMPOSITION LEGEND DEFINITIONS**

<u>Type</u>	<u>Definition</u>
<i>Scheduled Service</i>	Scheduled hours above normal tours required of operations and maintenance workers for special events (e.g., NYC Marathon, Five-Borough Bike Tour, etc.) and bridge lifts.
<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>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 bridges, tunnels and other facilities.
<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, hurricanes, 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 facilities 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 February**

**Year to date ending February 2018**

**Comparison Current Year vs. Prior Year:**

<u>*Prior Year</u>		<u>Current Year</u>		<u>Percentage Change</u>			<u>*Prior Year</u>		<u>Current Year</u>		<u>Percentage Change</u>	
<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>		<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>
3.2	\$22.6	3.4	\$23.5	4.1%	4.3%	Bronx-Whitestone	6.8	\$47.1	6.9	\$48.6	2.2%	3.0%
0.6	1.2	0.6	1.3	2.9%	5.4%	Cross Bay	1.2	2.5	1.2	2.7	1.6%	4.6%
1.8	5.9	1.8	5.8	3.3%	-0.6%	Henry Hudson	3.6	12.1	3.7	12.0	2.1%	-0.8%
1.3	7.3	1.3	8.3	3.9%	13.1%	Hugh L. Carey	2.7	15.1	2.7	16.7	2.1%	10.4%
0.5	1.1	0.5	1.1	5.8%	8.4%	Marine Parkway	1.1	2.2	1.1	2.4	2.8%	5.1%
1.8	10.6	1.9	12.2	6.1%	15.2%	Queens Midtown	3.7	22.1	3.9	24.6	3.6%	11.6%
4.4	29.7	4.8	32.3	8.8%	8.8%	RFK	9.2	62.1	9.7	66.0	5.7%	6.3%
3.0	23.3	3.1	23.9	1.3%	2.4%	Throgs Neck	6.3	48.6	6.3	49.1	-0.5%	1.0%
5.0	27.9	5.3	30.5	5.9%	9.5%	Verrazano-Narrows	10.5	58.3	11.0	63.2	4.2%	8.4%
<b>21.6</b>	<b>\$129.5</b>	<b>22.7</b>	<b>\$138.9</b>	<b>5.2%</b>	<b>7.3%</b>	<b>Total</b>	<b>45.1</b>	<b>\$270.2</b>	<b>46.5</b>	<b>\$285.2</b>	<b>3.1%</b>	<b>5.5%</b>
	<u><b>\$5.988</b></u>		<u><b>\$6.110</b></u>		<u><b>2.0%</b></u>	<b>Revenue Per Vehicle</b>		<u><b>\$5.995</b></u>		<u><b>\$6.136</b></u>		<u><b>2.4%</b></u>

Note: Numbers may not add due to rounding.

\*Toll Increase implemented March 19, 2017

**Comparison Actual vs. Adopted Budget:**

<u>Feb Budget</u>		<u>Feb Actual</u>		<u>Percentage Change</u>			<u>YTD Budget</u>		<u>YTD Actual</u>		<u>Percentage Change</u>	
<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>		<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>	<u>Traffic</u>	<u>Revenue</u>
<b>21.6</b>	<b>\$133.5</b>	<b>22.7</b>	<b>\$138.9</b>	<b>5.1%</b>	<b>4.1%</b>	<b>Total All</b>	<b>44.9</b>	<b>\$276.6</b>	<b>\$46.5</b>	<b>\$285.2</b>	<b>3.6%</b>	<b>3.1%</b>
	<u><b>\$6.166</b></u>		<u><b>\$6.110</b></u>		<u><b>-0.9%</b></u>	<b>Revenue Per Vehicle</b>		<u><b>\$6.166</b></u>		<u><b>\$6.136</b></u>		<u><b>-0.5%</b></u>

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2018 ADOPTED BUDGET**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE/REIMBURSABLE and FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**  
**February 2018**

Department	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Executive	12	5	7	1 Managerial vacancy and 6 Professional vacancies
Law <sup>(1)</sup>	16	15	1	1 Professional vacancy
CFO <sup>(2)</sup>	25	25	-	
Administration <sup>(3)</sup>	37	38	(1)	1 Managerial vacancy and 2 Professional overages
EEO	2	-	2	2 Managerial vacancies
<b>Total Administration</b>	<b>92</b>	<b>83</b>	<b>9</b>	
<b>Operations</b>				
Revenue Management	43	33	10	6 Managerial vacancies, 3 Professional vacancies, and 1 BTO vacancy
Operations (Non-Security)	543	432	111	32 Managerial and 79 BTO vacancies
<b>Total Operations</b>	<b>586</b>	<b>465</b>	<b>121</b>	
<b>Maintenance</b>				
Maintenance	206	201	5	4 Managerial vacancies and 1 Professional vacancy
Operations - Maintainers	176	176	-	
<b>Total Maintenance</b>	<b>382</b>	<b>377</b>	<b>5</b>	
<b>Engineering/Capital</b>				
Engineering & Construction	192	152	40	4 Managerial and 36 Professional vacancies
Safety & Health	10	8	2	2 Professional vacancies
Law <sup>(1)</sup>	22	19	3	2 Managerial vacancies and 1 Professional vacancy
CFO-Planning & Budget Capital	29	23	6	6 Professional vacancies
<b>Total Engineering/Capital</b>	<b>253</b>	<b>202</b>	<b>51</b>	
<b>Public Safety</b>				
Operations (Security)	232	232	-	
Internal Security - Operations	44	36	8	7 Managerial vacancies and 1 Professional vacancy
<b>Total Public Safety</b>	<b>276</b>	<b>268</b>	<b>8</b>	
<b>Total Positions</b>				
	<b>1,589</b>	<b>1,395</b>	<b>194</b>	
Non-Reimbursable	<b>1,502</b>	<b>1,308</b>	<b>194</b>	
Reimbursable	87	87	-	
<b>Total Full-Time</b>	<b>1,589</b>	<b>1,395</b>	<b>194</b>	

(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 - 2018 ADOPTED BUDGET**  
**TOTAL POSITIONS BY FUNCTION AND OCCUPATION**  
**FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**  
**February 2018**

	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Managers/Supervisors	30	25	5	1 vacancy in Executive, 1 in CFO, 1 in Administration, and 2 vacancies in EEO
Professional, Technical, Clerical	62	58	4	6 vacancies in Executive, 1 vacancy in Law, 2 overages in Admin and 1 overage in CFO
Operational Hourlies	-	-	-	
<b>Total Administration</b>	<b>92</b>	<b>83</b>	<b>9</b>	
<b>Operations</b>				
Managers/Supervisors	216	178	38	32 vacancies in Operations and 6 in Revenue Management
Professional, Technical, Clerical	34	31	3	3 vacancies in Revenue Management
Operational Hourlies <sup>(1)</sup>	336	256	80	79 BTO vacancies in Operations and 1 BTO vacancy in Revenue Management
<b>Total Operations</b>	<b>586</b>	<b>465</b>	<b>121</b>	
<b>Maintenance</b>				
Managers/Supervisors	25	21	4	4 vacancies in Maintenance
Professional, Technical, Clerical	14	13	1	1 vacancy in Maintenance
Operational Hourlies <sup>(2)</sup>	343	343	-	
<b>Total Maintenance</b>	<b>382</b>	<b>377</b>	<b>5</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	52	46	6	4 vacancies in Engineering and 2 in Law
Professional, Technical, Clerical	201	156	45	36 vacancies in Engineering, 6 in CFO, 2 in Safety and Health, and 1 vacancy in Law
Operational Hourlies	-	-	-	
<b>Total Engineering/Capital</b>	<b>253</b>	<b>202</b>	<b>51</b>	
<b>Public Safety</b>				
Managers/Supervisors	48	41	7	7 vacancies in Internal Security
Professional, Technical, Clerical	32	31	1	1 vacancy in Internal Security
Operational Hourlies <sup>(3)</sup>	196	196	-	
<b>Total Public Safety</b>	<b>276</b>	<b>268</b>	<b>8</b>	
<b>Total Positions</b>				
Managers/Supervisors	371	311	60	
Professional, Technical, Clerical	343	289	54	
Operational Hourlies	875	795	80	
<b>Total Positions</b>	<b>1,589</b>	<b>1,395</b>	<b>194</b>	

(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**

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## **Final Review of 2017 Year-End Operating Results**



## **MTA BRIDGES AND TUNNELS 2017 YEAR-END REPORT SUMMARY**

In 2017, MTA Bridges and Tunnels (B&T) generated \$1,122.6 million in Support to Mass Transit, which was \$88.6 million above the Final Estimate of \$1,034.0 million. This additional support was achieved through favorable results in both revenue and expenses.

Total non-reimbursable revenue in 2017 was \$1,933.4 million, which was \$7.1 million above the 2017 Final Estimate. Toll revenue reached \$1,911.9 million, which was \$5.5 million above forecast due to favorable traffic trends. Paid traffic for the year totaled 310.0 million crossings, which exceeded the previous record high of 307.4 million crossings set in 2016. Actual traffic came in 3.3 million crossings, or 1.1% higher than the Final Estimate primarily due to generally favorable weather during the fourth quarter and improvements in the local economy. Other Operating Revenue totaled \$20.1 million, which was \$1.1 million above the estimate primarily due to higher than expected receipts from the Battery Parking Garage.

Total non-reimbursable operating expenses were \$490.2 million, which was \$55.4 million below the Final Estimate of \$545.6 million. Under-spending occurred in both non-labor (\$48.6 million) and labor expenses (\$6.8 million). Approximately \$24.4 million, or 50% of the favorable non-labor variance is due to lower than anticipated costs associated with implementation and operation of B&T's Open Road Tolling (ORT) program. Actual expenses came in below initial estimates for most components of the program, including implementation, revenue collection and processing. Other non-labor cost areas with favorable year-end results include major maintenance and bridge painting projects (\$6.1 million), outside consulting (\$2.9 million), building occupancy (\$2.9 million), and numerous routine maintenance contracts (\$2.1 million). The favorable labor variance of \$6.8 million was primarily due to vacant positions.

Total reimbursable revenues and operating expenses before depreciation were each \$21.4 million. In both cases, this was \$2.5 million below the 2017 Final Estimate due to lower than estimated time spent on projects eligible for reimbursement from the capital program.

Deductions from Income, which include Capitalized Assets, Capital Reserves, and Prepaid Expenses, totaled \$49.4 million. This was \$2.9 million below the Final Estimate primarily due to the timing of projects funded through Capitalized Assets.

Debt Service totaled \$652.2 million and was \$10.5 million below the Final Estimate. B&T's portion was \$271.2 million, which was \$23.1 million below the Estimate.

**MTA BRIDGES AND TUNNELS  
2017 YEAR-END REPORT  
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES  
ACCRUAL BASIS**

**2017 Final Estimate vs. Actual**

The following section summarizes actual 2017 results and discusses variances to the 2017 Final Estimate by generic category.

**Non-Reimbursable**

**Revenue**

Total non-reimbursable revenue was \$1,933.4 million in 2017, which was \$7.1 million or 0.4% above the 2017 Final Estimate.

Toll revenue comprised 99% of total non-reimbursable revenue and reached \$1,911.9 million, which was \$5.5 million greater than the Final Estimate. Favorable traffic trends account for the additional revenue. Paid traffic for the year totaled 310.0 million crossings, which exceeded the previous record high of 307.4 million crossings set in 2016. Actual traffic was 3.3 million crossings, or 1.1% higher than the Final Estimate primarily due to generally favorable weather during the fourth quarter and improvements in the local economy.

Other Operating Revenue totaled \$20.1 million, which was \$1.1 million above the estimate primarily due to higher than expected receipts from the Battery Parking Garage.

**Operating Expenses**

Total non-reimbursable operating expenses were \$490.2 million in 2017, which was \$55.4 million or 10.2% below the 2017 Final Estimate.

**Labor**

Labor expenses were \$248.3, which was \$6.8 million below the Final Estimate. Payroll expenses were \$7.0 million lower and associated Health and Welfare costs were \$2.1 million lower primarily due to vacancies in both administrative and uniformed personnel. Other Fringe Benefits costs were over the Final Estimate by \$1.4 million due to a higher actuarial adjustment to Workers' Compensation of \$2.1 million partially offset by \$0.7 million in lower payroll taxes and other employer expenses due to vacancies.

## **Non-Labor**

Total Non-Labor expenses were \$241.8 million, which was \$48.6 million below the Final Estimate. The major variances occurred in the categories of Maintenance and Other Operating Contracts and Professional Service Contracts.

Maintenance and Other Operating Contracts were below the Final Estimate by \$32.9 million. Approximately \$21.8 million of under-spending in this category resulted from lower than anticipated costs for the implementation and operation of B&T's ORT program. Other favorable year-end results include lower than planned expenses for major maintenance and bridge painting projects (\$6.1 million), building occupancy (\$2.9 million), and numerous routine maintenance contracts (\$2.1 million).

Professional Service Contracts were \$10.9 million below the Final Estimate, of which \$4.3 million was due to the timing of advertising and marketing services associated with the implementation of cashless tolling. Real savings in this category totaled \$6.6 million and were realized through lower than anticipated costs for outside engineering services (\$1.9 million), planning studies (\$1.4 million), property management/real estate related services (\$1.2 million) and numerous smaller under-runs totaling \$2.1 million across a variety of miscellaneous consulting and service areas, including outside legal counsel, banking, auditing, and others.

## **Non-Cash Categories**

**Depreciation** expenses for 2017 were \$240.4 million, which was \$90.4 million higher than the Final Estimate. Most of the variance is due to the retirement of assets taken out of service as a result of ORT program completion.

**Other Post-Employment Benefits (OPEB) Obligations** are derived by reducing the actuarial valuation of post-employment benefit (excluding pension) expenses by the claims paid during the year. Obligations totaled \$71.8 million in 2017, which was at the Final Estimate level.

The **GASB 68 Pension Adjustment** was \$6.3 million, which was \$5.6 million below the Final Estimate.

## **Net Surplus**

The net surplus for 2017 was \$1,443.2 million, which was \$62.6 million higher than the Final Estimate (\$4.6 million due to favorable revenue and \$58.0 million due to lower expenses).

## **Reimbursable**

Total reimbursable revenues and operating expenses were each \$21.4 million. In both cases, this was \$2.5 million below the 2017 Final Estimate. The variance resulted from lower than estimated time spent on projects eligible for reimbursement from the capital program.

## **Non-Reimbursable and Reimbursable**

### **Deductions from Income**

Deductions from Income, which include Capitalized Assets, Capital Reserves, and Prepaid Expenses, totaled \$49.4 million, which was \$2.9 million below the Final Estimate primarily due to the re-scheduling of several projects funded through Capitalized Assets into 2018.

### **Debt Service**

Total Debt Service was \$652.2 million in 2017, which was \$10.5 million below the Final Estimate. B&T's portion was \$271.2 million, which was lower by \$23.1 million. B&T debt service for NYC Transit projects was above the Final Estimate by \$9.6 million. B&T debt service for MTA projects was over the estimate by \$3.0 million.

### **Total Support to Mass Transit**

Total Support to Mass Transit was \$1,122.6 million in 2017. The level was \$88.6 million above the Final Estimate of \$1,034.0 million, with the positive variance resulting from favorable revenues (\$4.6 million) and lower net operating expenses (\$58.0 million), Capitalized Assets (\$2.8 million), B&T debt service (\$23.1 million), and prepaid expenses (\$0.2 million).

Since 1968, when B&T became part of the MTA, nearly \$25.0 billion has been provided to the MTA for support to mass transit.

## **2017 Adopted Budget vs. Actual**

The following summarizes actual 2017 results and discusses variances to the estimates in the 2017 Adopted Budget by generic category.

### **Non-Reimbursable**

#### **Revenue**

Total non-reimbursable revenue was \$1,933.4 million in 2017, which was \$16.4 million below the 2017 Adopted Budget of \$1,949.8 million. Toll revenue was 99% of total non-reimbursable revenue and reached \$1,911.9 million, which was \$15.4 million below the Adopted Budget. Although actual traffic volume was higher than the Adopted Budget forecast, the correlated revenue gains were more than offset by losses from lower average tolls stemming from unexpectedly large increases in discounted E-ZPass

usage as ORT implementation progressed throughout the year. Paid traffic totaled 310.0 million crossings, which exceeded the previous record high of 307.4 million crossings set in 2016, and was 1.6% higher than the Adopted Budget forecast of 305.0 million crossings. These traffic gains generated approximately \$31.6 million in additional revenue. However, the average toll came in at \$6.17 for the year, which was 2.4% below the initial forecast of \$6.32. This drop in the average toll resulted in revenue losses of \$47.0 million against budget.

Other Operating Revenue totaled \$20.1 million, which was \$1.5 million below the Adopted Budget due to a technical adjustment required for the re-categorization of toll violation fees and toll recovery revenue from Other Operating Revenue to Toll Revenue.

### **Operating Expenses**

Total operating expenses were \$490.2 million in 2017, which was \$62.7 million below the 2017 Adopted Budget of \$552.8 million. Labor expenses were \$25.1 million under budget and non-labor expenses were \$37.5 million under.

#### **Labor**

Labor expenses were \$248.3 million, which was \$25.1 million lower than the Adopted Budget. Payroll expenses were \$20.2 million lower and associated Health and Welfare costs were \$4.4 million lower primarily due to vacancies in both administrative and uniformed personnel. An additional \$2.2 million in labor savings were realized through revised pension expense estimates provided by NYCERS.

#### **Non-Labor**

Non-Labor expenses were \$241.8 million, which was \$37.5 million below the 2017 Adopted Budget. The variance was largely the result of lower than planned spending in the following categories:

Electricity costs were \$2.3 million below budget primarily due to lower rates than initially forecast.

Insurance costs were \$3.5 million below budget primarily due to lower than projected premiums for property insurance.

Maintenance and Other Operating Contracts were below the Adopted Budget by \$26.8 million. Approximately \$15.0 million in under-spending in this category resulted from lower than anticipated costs for the implementation and operation of B&T's ORT program. Other favorable year-end results include lower than planned expenses for major maintenance and bridge painting projects (\$6.1 million), building occupancy (\$2.9 million), and numerous routine maintenance contracts (\$2.8 million).

Professional Service Contracts were \$4.2 million below the Adopted Budget primarily due to lower outside consulting costs across several areas including

engineering services (\$1.9 million), planning studies (\$1.4 million), and property management/real estate related services (\$1.2 million).

### **Non-Cash Categories**

**Depreciation** expenses for 2017 were \$240.4 million, which was \$112.5 million higher than the Adopted Budget. Most of the variance is due to the retirement of assets taken out of service as a result of ORT program completion.

**Other Post-Employment Benefits (OPEB) Obligations** are derived by reducing the actuarial valuation of post-employment benefit (excluding pension) expenses by the claims paid during the year. Obligations totaled \$71.8 million in 2017, which was \$1.2 million above the Adopted Budget.

The **GASB 68 Pension Adjustment** was \$6.3 million, which was \$15.0 million above the Adopted Budget.

### **Net Surplus**

The net surplus for 2017 was \$1,443.2 million, which was \$46.3 million greater than the Adopted Budget (\$62.7 million from lower expenses partially offset by \$16.4 million in lower revenue).

### **Reimbursable**

Total reimbursable revenues and operating expenses were each \$21.4 million. In both cases, this was \$2.5 million below the 2017 Adopted Budget. The variance was a result of lower than estimated time spent on projects eligible for reimbursement from the capital program.

### **Non-Reimbursable and Reimbursable**

#### **Deductions from Income**

Deductions from Income, which include Capitalized Assets, Capital Reserves, and Prepaid Expenses, totaled \$49.4 million, which was \$0.2 million above the Adopted Budget due to the rescheduling of projects funded through Capitalized Assets from 2016 into 2017.

#### **Debt Service**

Debt Service totaled \$652.2 million in 2017, which was \$12.3 million below the Adopted Budget. B&T's portion of total debt service was \$271.2 million, which was \$27.6 million below budget. B&T debt service for NYC Transit projects was above budget by \$11.9 million and B&T debt service for MTA projects was above by \$3.4 million.

**Total Support to Mass Transit**

Total Support to Mass Transit was \$1,122.6 million in 2017, which was \$73.7 million above the Adopted Budget of \$1,048.9 million. The positive variance resulted from lower net operating expenses (\$65.2 million), reduced B&T debt service (\$27.6 million), and lower pre-paid expenses (\$0.2 million), partially offset by lower revenues (\$18.9 million) and higher Capitalized Assets (\$0.3 million).

**MTA BRIDGES AND TUNNELS**  
**2017 ADOPTED BUDGET AND FINAL ESTIMATE vs. ACTUAL**  
(\$ in millions)

<b>NON-REIMBURSABLE</b>
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	2017			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	2017 Adopted Budget		Final Estimate	
				\$	%	\$	%
<b>Revenue</b>							
Vehicle Toll Revenue	\$1,927.222	\$1,906.354	\$1,911.857	(\$15.365)	(0.8)	\$5.503	0.3
Other Operating Revenue	21.619	18.936	20.082	(1.537)	(7.1)	1.146	6.1
Capital and Other Reimbursements	0.000	0.000	0.000	0.000	-	0.000	-
Investment Income	0.987	0.987	1.477	0.490	49.6	0.490	49.6
<b>Total Revenue</b>	<b>\$1,949.828</b>	<b>\$1,926.277</b>	<b>\$1,933.416</b>	<b>(\$16.412)</b>	<b>(0.8)</b>	<b>\$7.139</b>	<b>0.4</b>
<b>Expenses</b>							
Labor:							
Payroll	\$141.608	\$128.459	\$121.438	\$20.170	14.2	\$7.021	5.5
Overtime	26.658	28.000	28.382	(1.725)	(6.5)	(0.382)	(1.4)
Health and Welfare	31.044	28.783	26.694	4.350	14.0	2.089	7.3
OPEB Current Payment	19.424	20.247	20.096	(0.672)	(3.5)	0.151	0.7
Pensions	41.182	38.928	39.001	2.181	5.3	(0.073)	(0.2)
Other Fringe Benefits	18.936	18.183	19.540	(0.604)	(3.2)	(1.357)	(7.5)
Reimbursable Overhead	(5.368)	(7.420)	(6.805)	1.437	26.8	(0.615)	(8.3)
<b>Total Labor Expenses</b>	<b>\$273.483</b>	<b>\$255.180</b>	<b>\$248.347</b>	<b>\$25.136</b>	<b>9.2</b>	<b>\$6.833</b>	<b>2.7</b>
Non-Labor:							
Electric Power	\$5.971	\$5.184	\$3.683	\$2.288	38.3	\$1.500	28.9
Fuel	1.805	1.762	1.575	0.230	12.8	0.187	10.6
Insurance	15.617	11.699	12.101	3.516	22.5	(0.402)	(3.4)
Claims	0.000	0.000	0.000	0.000	-	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	176.077	182.178	149.266	26.811	15.2	32.912	18.1
Professional Service Contracts	40.885	47.544	36.674	4.211	10.3	10.870	22.9
Materials & Supplies	4.212	4.785	3.901	0.311	7.4	0.884	18.5
Other Business Expenses	34.795	37.270	34.637	0.158	0.5	2.633	7.1
<b>Total Non-Labor Expenses</b>	<b>\$279.363</b>	<b>\$290.422</b>	<b>\$241.838</b>	<b>\$37.525</b>	<b>13.4</b>	<b>\$48.584</b>	<b>16.7</b>
<b>Total Expenses before Depreciation &amp; GASB Adj.</b>	<b>\$552.846</b>	<b>\$545.602</b>	<b>\$490.185</b>	<b>\$62.661</b>	<b>11.3</b>	<b>\$55.417</b>	<b>10.2</b>
Add: Depreciation	\$127.853	\$150.000	\$240.957	(\$113.104)	(88.5)	(\$90.957)	(60.6)
Add: OPEB Obligation	70.656	71.832	71.832	(1.176)	(1.7)	0.000	0.0
Add: GASB Pension	(8.740)	11.828	6.274	(15.014)	*	5.554	47.0
Add: Environmental Remediation	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Expenses after Depreciation &amp; GASB Adj.</b>	<b>\$742.615</b>	<b>\$779.262</b>	<b>\$809.247</b>	<b>(\$66.632)</b>	<b>(9.0)</b>	<b>(\$29.986)</b>	<b>(3.8)</b>
Less: Depreciation	\$127.853	\$150.000	\$240.957	(\$113.104)	(88.5)	(\$90.957)	(60.6)
Less: OPEB Obligation	70.656	71.832	71.832	(1.176)	(1.7)	0.000	0.0
Less: GASB Pension	(8.740)	11.828	6.274	(15.014)	*	5.554	47.0
Less: Environmental Remediation	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Expenses</b>	<b>\$552.846</b>	<b>\$545.602</b>	<b>\$490.185</b>	<b>\$62.661</b>	<b>11.3</b>	<b>\$55.417</b>	<b>10.2</b>
<b>Net Surplus/(Deficit)</b>							
<i>(Excluding Subsidies and Debt Service)</i>	<b>\$1,396.982</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$46.250</b>	<b>3.3</b>	<b>\$62.556</b>	<b>4.5</b>

Totals may not add due to rounding

**MTA BRIDGES AND TUNNELS**  
**2017 ADOPTED BUDGET AND FINAL ESTIMATE vs. ACTUAL**  
(\$ in millions)

<b>REIMBURSABLE</b>
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	2017			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	2017 Adopted Budget		Final Estimate	
				\$	%	\$	%
<b>Revenue</b>							
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Capital and Other Reimbursements	23.873	23.898	21.361	(2.512)	(10.5)	(2.537)	(10.6)
Investment Income	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Revenue</b>	<b>\$23.873</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>(\$2.512)</b>	<b>(10.5)</b>	<b>(\$2.537)</b>	<b>(10.6)</b>
<b>Expenses</b>							
Labor:							
Payroll	\$9.904	\$8.340	\$8.011	\$1.893	19.1	\$0.329	3.9
Overtime	1.587	2.745	1.333	0.254	16.0	1.412	51.4
Health and Welfare	2.587	1.795	1.718	0.869	33.6	0.077	4.3
OPEB Current Payment	0.000	0.000	0.000	0.000	-	0.000	-
Pensions	3.008	2.432	2.361	0.647	21.5	0.071	2.9
Other Fringe Benefits	1.419	1.167	1.133	0.286	20.1	0.034	2.9
Reimbursable Overhead	5.368	7.420	6.805	(1.437)	(26.8)	0.615	8.3
<b>Total Labor Expenses</b>	<b>\$23.873</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.512</b>	<b>10.5</b>	<b>\$2.537</b>	<b>10.6</b>
Non-Labor:							
Electric Power	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Fuel	0.000	0.000	0.000	0.000	-	0.000	-
Insurance	0.000	0.000	0.000	0.000	-	0.000	-
Claims	0.000	0.000	0.000	0.000	-	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Professional Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Materials & Supplies	0.000	0.000	0.000	0.000	-	0.000	-
Other Business Expenses	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Non-Labor Expenses</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>-</b>
<b>Total Expenses before Depreciation &amp; GASB Adj.</b>	<b>\$23.873</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.512</b>	<b>10.5</b>	<b>\$2.537</b>	<b>10.6</b>
Add: Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Add: OPEB Obligation	0.000	0.000	0.000	0.000	-	0.000	-
Add: Environmental Remediation	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Expenses after Depreciation &amp; GASB Adj.</b>	<b>\$23.873</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.512</b>	<b>10.5</b>	<b>\$2.537</b>	<b>10.6</b>
Less: Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Less: OPEB Obligation	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Expenses</b>	<b>\$23.873</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.512</b>	<b>10.5</b>	<b>\$2.537</b>	<b>10.6</b>
<b>Net Surplus/(Deficit)</b> <i>(Excluding Subsidies and Debt Service)</i>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>-</b>

Totals may not add due to rounding

**MTA BRIDGES AND TUNNELS**  
**2017 ADOPTED BUDGET AND FINAL ESTIMATE vs. ACTUAL**  
(\$ in millions)

NON-REIMBURSABLE/REIMBURSABLE  
(Page 1 of 2)

	2017			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	2017 Adopted Budget		Final Estimate	
				\$	%	\$	%
<b>Revenue</b>							
Vehicle Toll Revenue	\$1,927.222	\$1,906.354	\$1,911.857	(\$15.365)	(0.8)	\$5.503	0.3
Other Operating Revenue	21.619	18.936	20.082	(1.537)	(7.1)	1.146	6.1
Capital and Other Reimbursements	23.873	23.898	21.361	(2.512)	(10.5)	(2.536)	(10.6)
Investment Income	0.987	0.987	1.477	0.490	49.6	0.490	49.6
<b>Total Revenue</b>	<b>\$1,973.701</b>	<b>\$1,950.175</b>	<b>\$1,954.778</b>	<b>(\$18.923)</b>	<b>(1.0)</b>	<b>\$4.603</b>	<b>0.2</b>
<b>Expenses</b>							
Labor:							
Payroll	\$151.512	\$136.799	\$129.449	\$22.063	14.6	\$7.349	5.4
Overtime	28.245	30.745	29.715	(1.471)	(5.2)	1.029	3.3
Health and Welfare	33.631	30.578	28.412	5.219	15.5	2.166	7.1
OPEB Current Payment	19.424	20.247	20.096	(0.672)	(3.5)	0.151	0.7
Pensions	44.190	41.360	41.362	2.828	6.4	(0.003)	0.0
Other Fringe Benefits	20.355	19.349	20.673	(0.318)	(1.6)	(1.324)	(6.8)
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Labor Expenses</b>	<b>\$297.356</b>	<b>\$279.078</b>	<b>\$269.708</b>	<b>\$27.648</b>	<b>9.3</b>	<b>\$9.370</b>	<b>3.4</b>
Non-Labor:							
Electric Power	\$5.971	\$5.184	\$3.683	\$2.288	38.3	\$1.500	28.9
Fuel	1.805	1.762	1.575	0.230	12.8	0.187	10.6
Insurance	15.617	11.699	12.101	3.516	22.5	(0.402)	(3.4)
Claims	0.000	0.000	0.000	0.000	-	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	176.077	182.178	149.266	26.811	15.2	32.912	18.1
Professional Service Contracts	40.885	47.544	36.674	4.211	10.3	10.870	22.9
Materials & Supplies	4.212	4.785	3.901	0.311	7.4	0.884	18.5
Other Business Expenses	34.795	37.270	34.637	0.158	0.5	2.633	7.1
<b>Total Non-Labor Expenses</b>	<b>\$279.363</b>	<b>\$290.422</b>	<b>\$241.838</b>	<b>\$37.525</b>	<b>13.4</b>	<b>\$48.584</b>	<b>16.7</b>
<b>Total Expenses before Depreciation &amp; GASB Adj.</b>	<b>\$576.719</b>	<b>\$569.499</b>	<b>\$511.546</b>	<b>\$65.173</b>	<b>11.3</b>	<b>\$57.954</b>	<b>10.2</b>
Add: Depreciation	\$127.853	\$150.000	\$240.957	(\$113.104)	(88.5)	(\$90.957)	(60.6)
Add: OPEB Obligation	70.656	71.832	71.832	(1.176)	(1.7)	0.000	0.0
Add: GASB Pension	(8.740)	11.828	6.274	(15.014)	*	5.554	47.0
Add: Environmental Remediation	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Expenses after Depreciation &amp; GASB Adj.</b>	<b>\$766.488</b>	<b>\$803.159</b>	<b>\$830.608</b>	<b>(\$64.120)</b>	<b>(8.4)</b>	<b>(\$27.449)</b>	<b>(3.4)</b>
Less: Depreciation	\$127.853	\$150.000	\$240.957	(\$113.104)	(88.5)	(\$90.957)	(60.6)
Less: OPEB Obligation	70.656	71.832	71.832	(1.176)	(1.7)	0.000	0.0
GASB 68 Pension Adjustment	(8.740)	11.828	6.274	(15.014)	*	5.554	47.0
<b>Total Expenses</b>	<b>\$576.719</b>	<b>\$569.499</b>	<b>\$511.546</b>	<b>\$65.173</b>	<b>11.3</b>	<b>\$57.954</b>	<b>10.2</b>
<b>Net Surplus/(Deficit)</b> <i>(Excluding Subsidies and Debt Service)</i>	<b>\$1,396.982</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$46.250</b>	<b>3.3</b>	<b>\$62.557</b>	<b>4.5</b>

Totals may not add due to rounding

**MTA BRIDGES AND TUNNELS**  
**2017 ADOPTED BUDGET AND FINAL ESTIMATE vs. ACTUAL**  
(\$ in millions)

NON-REIMBURSABLE/REIMBURSABLE (Page 2 of 2)
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	2017			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	2017 Adopted Budget		Final Estimate	
				\$	%	\$	%
<b>Net Surplus/(Deficit)</b>	<b>\$1,396.982</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$46.250</b>	<b>3.3</b>	<b>\$62.557</b>	<b>4.5</b>
<b>Deductions from Income:</b>							
Less: Capitalized Assets	\$21.714	\$24.813	\$22.032	(\$0.319)	(1.5)	\$2.781	11.2
Reserves and Prepaid Expenses	27.515	27.515	27.347	0.168	0.6	0.168	0.6
GASB Reserve	0.000	0.000	0.000	0.000	-	0.000	-
<b>Adjusted Baseline Net Surplus/(Deficit)</b>	<b>\$1,347.753</b>	<b>\$1,328.347</b>	<b>\$1,393.853</b>	<b>\$46.100</b>	<b>3.4</b>	<b>\$65.506</b>	<b>4.9</b>
Less: Debt Service	\$664.509	\$662.709	\$652.232	\$12.276	1.8	\$10.477	1.6
<b>Income Available for Distribution</b>	<b>\$683.245</b>	<b>\$665.638</b>	<b>\$741.621</b>	<b>\$58.376</b>	<b>8.5</b>	<b>\$75.983</b>	<b>11.4</b>
<b>Distributable To:</b>							
MTA - Investment Income	\$0.987	\$0.987	\$1.477	\$0.490	49.6	\$0.490	49.6
MTA - Distributable Income	396.598	388.726	429.777	33.179	8.4	41.051	10.6
NYCT - Distributable Income	285.660	275.925	310.367	24.707	8.6	34.442	12.5
<b>Total Distributable Income:</b>	<b>\$683.245</b>	<b>\$665.638</b>	<b>\$741.621</b>	<b>\$58.376</b>	<b>8.5</b>	<b>\$75.983</b>	<b>11.4</b>
<b>Actual Cash Transfers:</b>							
MTA - Investment Income	\$0.427	\$0.635	\$0.635	\$0.208	48.8	\$0.000	0.0
MTA - Transfers	397.778	406.189	423.436	25.658	6.5	17.247	4.2
NYCT - Transfers	287.269	286.431	307.556	20.287	7.1	21.125	7.4
<b>Total Cash Transfers:</b>	<b>\$685.473</b>	<b>\$693.255</b>	<b>\$731.627</b>	<b>\$46.154</b>	<b>6.7</b>	<b>\$38.372</b>	<b>5.5</b>
<b>SUPPORT TO MASS TRANSIT:</b>							
Total Revenues	\$1,973.701	\$1,950.175	\$1,954.778	(18.923)	(1.0)	4.603	0.2
Less: Net Operating Expenses	576.719	569.499	511.546	65.173	11.3	57.954	10.2
<b>Net Surplus/(Deficit)</b>	<b>\$1,396.982</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$46.250</b>	<b>3.3</b>	<b>\$62.557</b>	<b>4.5</b>
<b>Deductions from Operating Income:</b>							
B&T Debt Service	\$298.838	\$294.368	\$271.246	27.592	9.2	23.121	7.9
Capitalized Assets	21.714	24.813	22.032	(0.319)	(1.5)	2.781	11.2
Reserves and Prepaid Expenses	27.515	27.515	27.347	0.168	0.6	0.168	0.6
GASB Reserve	0.000	0.000	0.000	0.000	-	0.000	-
<b>Total Deductions from Operating Inc.</b>	<b>\$348.067</b>	<b>\$346.696</b>	<b>\$320.625</b>	<b>\$27.441</b>	<b>7.9</b>	<b>\$26.071</b>	<b>7.5</b>
<b>Total Support to Mass Transit:</b>	<b>\$1,048.915</b>	<b>\$1,033.979</b>	<b>\$1,122.606</b>	<b>\$73.691</b>	<b>7.0</b>	<b>\$88.627</b>	<b>8.6</b>

Totals may not add due to rounding

\* Variance exceeds 100%.

**MTA BRIDGES AND TUNNELS**  
**2017 YEAR-END REPORT**  
**2017 ACCRUAL RESULTS - ACTUAL vs. FINAL ESTIMATE**  
(\$ in millions)

NON-REIMBURSABLE	Final Estimate	Actual	Favorable/(Unfavorable) Variance		
			Total	Real	Timing
<b>Revenue</b>					
Vehicle Toll Revenue	\$1,906.354	\$1,911.857	\$5.503	\$5.503	\$0.000
Other Operating Revenue	18.936	20.082	1.146	1.146	0.000
Capital and Other Reimbursements	0.000	0.000	0.000	0.000	0.000
Investment Income	0.987	1.477	0.490	0.490	0.000
<b>Total Revenue</b>	<b>\$1,926.277</b>	<b>\$1,933.416</b>	<b>\$7.139</b>	<b>\$7.139</b>	<b>\$0.000</b>
<b>Expenses</b>					
Labor:					
Payroll	\$128.459	\$121.438	\$7.021	\$7.021	\$0.000
Overtime	28.000	28.382	(0.382)	(0.382)	0.000
Health and Welfare	28.783	26.694	2.089	2.089	0.000
OPEB Current Payment	20.247	20.096	0.151	0.151	0.000
Pensions	38.928	39.001	(0.073)	(0.073)	0.000
Other Fringe Benefits	18.183	19.540	(1.357)	(1.357)	0.000
Reimbursable Overhead	(7.420)	(6.805)	(0.615)	(0.615)	0.000
<b>Total Labor Expenses</b>	<b>\$255.180</b>	<b>\$248.347</b>	<b>\$6.833</b>	<b>\$6.833</b>	<b>\$0.000</b>
Non-Labor:					
Electric Power	\$5.184	\$3.683	\$1.500	\$1.500	\$0.000
Fuel	1.762	1.575	0.187	0.187	0.000
Insurance	11.699	12.101	(0.402)	(0.402)	0.000
Claims	0.000	0.000	0.000	0.000	0.000
Paratransit Service Contracts	0.000	0.000	0.000	0.000	0.000
Maintenance and Other Operating Contracts	182.178	149.266	32.912	32.912	0.000
Professional Service Contracts	47.544	36.674	10.870	6.560	4.310
Materials & Supplies	4.785	3.901	0.884	0.884	0.000
Other Business Expenses	37.270	34.637	2.633	2.633	0.000
<b>Total Non-Labor Expenses</b>	<b>\$290.422</b>	<b>\$241.838</b>	<b>\$48.584</b>	<b>\$44.274</b>	<b>\$4.310</b>
<b>Total Expenses before Depreciation &amp; GASB Adj.</b>	<b>\$545.602</b>	<b>\$490.185</b>	<b>\$55.417</b>	<b>\$51.107</b>	<b>\$4.310</b>
Add: Depreciation	\$150.000	\$240.957	(\$90.957)	(\$90.957)	\$0.000
Add: OPEB Obligation	71.832	71.832	0.000	0.000	0.000
Add: Environmental Remediation	0.000	0.000	0.000	0.000	0.000
Add: GASB 68 Pension Adjustment	11.828	6.274	5.554	5.554	0.000
<b>Total Expenses after Depreciation &amp; GASB Adj.</b>	<b>\$779.262</b>	<b>\$809.247</b>	<b>(\$29.986)</b>	<b>(\$34.296)</b>	<b>\$4.310</b>
Less: Depreciation	\$150.000	\$240.957	(\$90.957)	(\$90.957)	\$0.000
Less: OPEB Obligation	71.832	71.832	0.000	0.000	0.000
Less: GASB 68 Pension Adjustment	11.828	6.274	5.554	5.554	0.000
<b>Total Expenses</b>	<b>\$545.602</b>	<b>\$490.185</b>	<b>\$55.417</b>	<b>\$51.107</b>	<b>\$4.310</b>
<b>Net Surplus/(Deficit)</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$62.556</b>	<b>\$58.246</b>	<b>\$4.310</b>

Totals may not add due to rounding

**MTA BRIDGES AND TUNNELS**  
**2017 YEAR-END REPORT**  
**2017 ACCRUAL RESULTS - ACTUAL vs. FINAL ESTIMATE**  
(\$ in millions)

REIMBURSABLE	Final Estimate	Actual	Favorable/(Unfavorable) Variance		
			Total	Real	Timing
<b>Revenue</b>					
Vehicle Toll Revenue	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Other Operating Revenue	0.000	0.000	0.000	0.000	0.000
Capital and Other Reimbursements	23.898	21.361	(2.537)	(2.537)	0.000
Investment Income	0.000	0.000	0.000	0.000	0.000
<b>Total Revenue</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>(\$2.537)</b>	<b>(\$2.537)</b>	<b>\$0.000</b>
<b>Expenses</b>					
Labor:					
Payroll	\$8.340	\$8.011	\$0.329	\$0.329	\$0.000
Overtime	2.745	1.333	1.412	1.412	0.000
Health and Welfare	1.795	1.718	0.077	0.077	0.000
OPEB Current Payment	0.000	0.000	0.000	0.000	0.000
Pensions	2.432	2.361	0.071	0.071	0.000
Other Fringe Benefits	1.167	1.133	0.034	0.034	0.000
Reimbursable Overhead	7.420	6.805	0.615	0.615	0.000
<b>Total Labor Expenses</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.537</b>	<b>\$2.537</b>	<b>\$0.000</b>
Non-Labor:					
Electric Power	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Fuel	0.000	0.000	0.000	0.000	0.000
Insurance	0.000	0.000	0.000	0.000	0.000
Claims	0.000	0.000	0.000	0.000	0.000
Paratransit Service Contracts	0.000	0.000	0.000	0.000	0.000
Maintenance and Other Operating Contracts	0.000	0.000	0.000	0.000	0.000
Professional Service Contracts	0.000	0.000	0.000	0.000	0.000
Materials & Supplies	0.000	0.000	0.000	0.000	0.000
Other Business Expenses	0.000	0.000	0.000	0.000	0.000
<b>Total Non-Labor Expenses</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>
<b>Total Expenses before Depreciation &amp; GASB Adj.</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.537</b>	<b>\$2.537</b>	<b>\$0.000</b>
Add: Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Add: OPEB Obligation	0.000	0.000	0.000	0.000	0.000
Add: GASB 68 Pension Adjustment	0.000	0.000	0.000	0.000	0.000
Add: Environmental Remediation	0.000	0.000	0.000	0.000	0.000
<b>Total Expenses after Depreciation &amp; GASB Adj.</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.537</b>	<b>\$2.537</b>	<b>\$0.000</b>
Less: Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Less: OPEB Obligation	0.000	0.000	0.000	0.000	0.000
Less: GASB 68 Pension Adjustment					
<b>Total Expenses</b>	<b>\$23.898</b>	<b>\$21.361</b>	<b>\$2.537</b>	<b>\$2.537</b>	<b>\$0.000</b>
<b>Net Surplus/(Deficit)</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>

Totals may not add due to rounding

**MTA BRIDGES AND TUNNELS**  
**2017 YEAR-END REPORT**  
**2017 ACCRUAL RESULTS - ACTUAL vs. FINAL ESTIMATE**  
(\$ in millions)

NON-REIMBURSABLE/ REIMBURSABLE (Page 1 of 2)	Final Estimate	Actual	Favorable/(Unfavorable) Variance		
			Total	Real	Timing
<b>Revenue</b>					
Vehicle Toll Revenue	1,906.354	1,911.857	5.503	5.503	0.000
Other Operating Revenue	18.936	20.082	1.146	1.146	0.000
Capital and Other Reimbursements	23.898	21.361	(2.537)	(2.537)	0.000
Investment Income	0.987	1.477	0.490	0.490	0.000
<b>Total Revenue</b>	<b>\$1,950.175</b>	<b>\$1,954.777</b>	<b>\$4.603</b>	<b>\$4.603</b>	<b>\$0.000</b>
<b>Expenses</b>					
Labor:					
Payroll	\$136.799	\$129.449	\$7.349	\$7.349	\$0.000
Overtime	30.745	29.715	1.029	1.029	0.000
Health and Welfare	30.578	28.412	2.166	2.166	0.000
OPEB Current Payment	20.247	20.096	0.151	0.151	0.000
Pensions	41.360	41.362	(0.003)	(0.003)	0.000
Other Fringe Benefits	19.349	20.673	(1.324)	(1.324)	0.000
Reimbursable Overhead	0.000	0.000	0.000	0.000	0.000
<b>Total Labor Expenses</b>	<b>\$279.078</b>	<b>\$269.708</b>	<b>\$9.370</b>	<b>\$9.370</b>	<b>\$0.000</b>
Non-Labor:					
Electric Power	\$5.184	\$3.683	\$1.500	\$1.500	\$0.000
Fuel	1.762	1.575	0.187	0.187	0.000
Insurance	11.699	12.101	(0.402)	(0.402)	0.000
Claims	0.000	0.000	0.000	0.000	0.000
Paratransit Service Contracts	0.000	0.000	0.000	0.000	0.000
Maintenance and Other Operating Contracts	182.178	149.266	32.912	32.912	0.000
Professional Service Contracts	47.544	36.674	10.870	6.560	4.310
Materials & Supplies	4.785	3.901	0.884	0.884	0.000
Other Business Expenses	37.270	34.637	2.633	2.633	0.000
<b>Total Non-Labor Expenses</b>	<b>\$290.422</b>	<b>\$241.838</b>	<b>\$48.584</b>	<b>\$44.274</b>	<b>\$4.310</b>
<b>Total Expenses before Depreciation &amp; GASB Adj.</b>	<b>\$569.499</b>	<b>\$511.546</b>	<b>\$57.954</b>	<b>\$53.644</b>	<b>\$4.310</b>
Add: Depreciation	\$150.000	\$240.957	(\$90.957)	(\$90.957)	\$0.000
Add: OPEB Obligation	71.832	71.832	0.000	0.000	0.000
Add: GASB 68 Pension Adjustment	0.000	0.000	0.000	0.000	0.000
Add: Environmental Remediation	11.828	6.274	5.554	5.554	0.000
<b>Total Expenses after Depreciation &amp; GASB Adj.</b>	<b>\$803.159</b>	<b>\$830.608</b>	<b>(\$27.449)</b>	<b>(\$31.759)</b>	<b>\$4.310</b>
Less: Depreciation	\$150.000	\$240.957	(\$90.957)	(\$90.957)	\$0.000
Less: OPEB Obligation	71.832	71.832	0.000	0.000	0.000
Less: GASB 68 Pension Adjustment	11.828	6.274	0.000	0.000	0.000
<b>Total Expenses</b>	<b>\$569.499</b>	<b>\$511.546</b>	<b>\$57.954</b>	<b>\$53.644</b>	<b>\$4.310</b>
<b>Net Surplus/(Deficit)</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$62.556</b>	<b>\$58.246</b>	<b>\$4.310</b>

Totals may not add due to rounding

**MTA BRIDGES AND TUNNELS**  
**2017 YEAR-END REPORT**  
**2017 ACCRUAL RESULTS - ACTUAL vs. FINAL ESTIMATE**  
(\$ in millions)

<b>NON-REIMBURSABLE/ REIMBURSABLE (Page 2 of 2)</b>	<b>Final Estimate</b>	<b>Actual</b>	<b>Favorable/(Unfavorable) Variance</b>		
			<b>Total</b>	<b>Real</b>	<b>Timing</b>
<b>Net Surplus/(Deficit)</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$62.556</b>	<b>\$58.246</b>	<b>\$4.310</b>
<u>Deductions from Income:</u>					
Less: Capitalized Assets	\$24.813	\$22.032	\$2.781	\$0.000	\$2.781
Less: Reserves and Prepaid Expenses	27.515	27.347	0.168	0.168	0.000
Less: GASB 45 Reserve	0.000	0.000	0.000	0.000	0.000
<b>Adjusted Net Surplus/(Deficit)</b>	<b>\$1,328.347</b>	<b>\$1,393.853</b>	<b>\$65.505</b>	<b>\$58.415</b>	<b>\$7.091</b>
Less: Debt Service	\$662.709	\$652.232	\$10.477	\$10.477	\$0.000
<b>Income Available for Distribution</b>	<b>\$665.638</b>	<b>\$741.621</b>	<b>\$75.982</b>	<b>\$68.892</b>	<b>\$7.091</b>
<b>Distributable To:</b>					
MTA - Investment Income	\$0.987	\$1.477	\$0.490	\$0.490	\$0.000
MTA - Distributable Income	388.726	429.777	41.051	37.505	3.545
NYCT - Distributable Income	275.925	310.367	34.442	30.896	3.545
<b>Total Distributable Income:</b>	<b>\$665.638</b>	<b>\$741.621</b>	<b>\$75.983</b>	<b>\$68.892</b>	<b>\$7.091</b>
<b>SUPPORT TO MASS TRANSIT:</b>					
Total Revenues	\$1,950.175	\$1,954.777	\$4.603	\$4.603	\$0.000
Less: Net Operating Expenses	569.499	511.546	57.954	53.644	4.310
<b>Net Operating Income:</b>	<b>\$1,380.675</b>	<b>\$1,443.232</b>	<b>\$62.556</b>	<b>\$58.246</b>	<b>\$4.310</b>
<b>Deductions from Operating Income:</b>					
B&T Debt Service	\$294.368	\$271.246	\$23.121	\$23.121	\$0.000
Capitalized Assets	24.813	22.032	2.781	0.000	2.781
Reserves and Prepaid Expenses	27.515	27.347	0.168	0.168	0.000
<b>Total Deductions from Operating Inc.</b>	<b>\$346.696</b>	<b>\$320.625</b>	<b>\$26.071</b>	<b>\$23.290</b>	<b>\$2.781</b>
<b>Total Support to Mass Transit:</b>	<b>\$1,033.979</b>	<b>\$1,122.606</b>	<b>\$88.627</b>	<b>\$81.536</b>	<b>\$7.091</b>

*Totals may not add due to rounding*

**MTA BRIDGES AND TUNNELS**  
**2017 Overtime Results**  
**Non-Reimbursable/Reimbursable Overtime**  
(\$ in millions)

	2017 Adopted Budget		2017 Final Estimate		Actual		Var. - Fav./(Unfav)		Var. - Fav./(Unfav)	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
<b>NON-REIMBURSABLE OVERTIME</b>										
<b>Operations &amp; Maintenance</b>										
<u>Scheduled Service</u>	78,762	\$4.996	76,450	\$4.781	66,978	\$4.189	11,784	\$0.807	9,472	\$0.592
							15.0%	16.2%	12.4%	12.4%
<u>Unscheduled Service</u>	1,742	0.136	3,165	0.242	1,498	0.115	245	0.021	1,668	0.127
							14.0%	15.4%	52.7%	52.5%
<u>Programmatic/Routine Maintenance</u>	20,084	1.646	20,120	1.583	35,806	2.817	(15,722)	(1.171)	(15,686)	(1.234)
							(78.3%)	(71.1%)	(78.0%)	(78.0%)
<u>Unscheduled Maintenance</u>	11,730	0.962	14,535	1.143	10,631	0.836	1,100	0.126	3,905	0.307
							9.4%	13.1%	26.9%	26.9%
<u>Vacancy/Absentee Coverage</u>	181,206	11.971	197,016	12.393	199,785	12.567	(18,579)	(0.596)	(2,769)	(0.174)
							(10.3%)	(5.0%)	(1.4%)	(1.4%)
<u>Weather Emergencies</u>	18,180	1.386	15,240	1.124	13,225	0.975	4,955	0.411	2,015	0.149
							27.3%	29.7%	13.2%	13.3%
<u>Safety/Security/Law Enforcement</u>	27,381	1.811	17,635	1.093	22,334	1.384	5,047	0.427	(4,699)	(0.291)
							18.4%	23.6%	(26.6%)	(26.6%)
<u>Other</u>	1,920	0.156	26,443	2.063	26,448	2.063	(24,528)	(1.907)	(5)	0.000
							*	*	(0.0%)	0.0%
<u>*All Other Departments and Accruals</u>		3.594		3.578		3.436		0.158		0.142
								4.4%	-	4.0%
Subtotal	341,005	\$26.658	370,604	\$28.000	376,703	\$28.382	(35,698)	(\$1.725)	(6,099)	(\$0.382)
							(10.5%)	(6.5%)	(1.6%)	(1.4%)
<b>REIMBURSABLE OVERTIME</b>										
	23,237	\$1.587	36,290	\$2.745	24,529	\$1.333	(1,292)	0.254	11,761	1.412
							(5.6%)	16.0%	32.4%	51.4%
<b>TOTAL OVERTIME</b>	<b>364,242</b>	<b>\$28.245</b>	<b>406,894</b>	<b>\$30.745</b>	<b>401,232</b>	<b>\$29.715</b>	<b>(36,990)</b>	<b>(\$1.471)</b>	<b>5,662</b>	<b>\$1.029</b>
							(10.2%)	(5.2%)	1.4%	3.3%

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**  
**2017 YEAR-END REPORT**  
**EXPLANATIONS OF VARIANCES ON TRAFFIC VOLUME (UTILIZATION)**

**2017 Final Estimate vs. Actuals**

Paid traffic for the year totaled 310.0 million crossings, which was 3.3 million crossings, or 1.1% higher than the Final Estimate primarily due to generally favorable weather during the fourth quarter and improvements in the local economy.

**2017 Adopted Budget vs. Actuals**

Paid traffic totaled 310.0 million crossings, which was 1.6% higher than the Adopted Budget forecast of 305.0 million crossings. The positive results were primarily due to relatively generally favorable weather over the second half of the year and improvements in the local economy.

**MTA BRIDGES AND TUNNELS**  
**2017 Adopted Budget and Final Estimate vs. Actual**  
**Traffic Volume and Toll Revenue**  
(in millions)

	December 2017 Year-to-Date			Favorable/(Unfavorable)			
	2017 Adopted Budget	2017 Final Estimate	Actual	2017 Adopted Budget Variance %		2017 Final Estimate Variance %	
<b>Total Traffic Volume*</b>	305.033	306.747	309.997	4.964	1.6%	3.250	1.1%
<b>Total Toll Revenue</b>	\$1,927.222	\$1,906.354	\$1,911.857	(\$15.365)	-0.8%	\$5.503	0.3%

*\*Subject to final audit.*

**MTA BRIDGES AND TUNNELS**  
**2017 YEAR-END REPORT**  
**EXPLANATIONS OF VARIANCES ON POSITIONS**  
**BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE/REIMBURSABLE AND FULL-TIME/FULL-TIME EQUIVALENTS**

**2017 Final Estimate vs. Actuals**

Year-end headcount was 1,407 against the Final Estimate of 1,589 positions, for a net variance of 182 positions. Net vacancies by function totaled 110 within Operations, 50 in Engineering/Capital, 3 in Maintenance, 10 in Administration and 9 in Public Safety.

**2017 Adopted Budget vs. Actuals**

Year-end headcount was 1,407 against the Adopted Budget of 1,589 positions, for a net variance of 182 positions. Net vacancies by function totaled 109 within Operations, 50 in Engineering/Capital, 4 in Maintenance, 7 in Administration and 12 in Public Safety.

**MTA BRIDGES AND TUNNELS**  
**2017 YEAR-END REPORT**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE/REIMBURSABLE and FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**  
**December 2017**

Department	Final Estimate	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Executive	12	5	7	1 Managerial vacancy and 6 Professional vacancies
Law <sup>(1)</sup>	16	15	1	1 Professional vacancy
CFO <sup>(2)</sup>	25	23	2	2 Managerial vacancies
Administration <sup>(3)</sup>	37	38	(1)	1 Professional overage
EEO	2	1	1	1 Managerial vacancy
<b>Total Administration</b>	<b>92</b>	<b>82</b>	<b>10</b>	
<b>Operations</b>				
Revenue Management	43	35	8	5 Managerial and 3 Professional vacancies
Operations (Non-Security)	543	441	102	32 Managerial vacancies, 1 Professional overage, and 71 BTO vacancies
<b>Total Operations</b>	<b>586</b>	<b>476</b>	<b>110</b>	
<b>Maintenance</b>				
Maintenance	206	203	3	3 Managerial vacancies, 3 Professional vacancies, and 3 Maintainer overages
Operations - Maintainers	176	176	-	
<b>Total Maintenance</b>	<b>382</b>	<b>379</b>	<b>3</b>	
<b>Engineering/Capital</b>				
Engineering & Construction	192	154	38	3 Managerial and 35 Professional vacancies
Safety & Health	10	8	2	2 Professional vacancies
Law <sup>(1)</sup>	22	18	4	2 Managerial and 2 Professional vacancies
CFO-Planning & Budget Capital	29	23	6	6 Professional vacancies
<b>Total Engineering/Capital</b>	<b>253</b>	<b>203</b>	<b>50</b>	
<b>Public Safety</b>				
Operations (Security)	232	232	-	
Internal Security - Operations	44	35	9	7 Managerial and 2 Professional vacancies
<b>Total Public Safety</b>	<b>276</b>	<b>267</b>	<b>9</b>	
<b>Total Positions</b>				
	<b>1,589</b>	<b>1,407</b>	<b>182</b>	
Non-Reimbursable	<b>1,502</b>	<b>1,320</b>	<b>182</b>	
Reimbursable	87	87	-	
<b>Total Full-Time</b>				
	<b>1,589</b>	<b>1,407</b>	<b>182</b>	

(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**  
**2017 YEAR-END REPORT**  
**EXPLANATIONS OF VARIANCES ON POSITIONS**  
**BY FUNCTION AND OCCUPATION**

**2017 Final Estimate vs. Actuals**

Year-end headcount was 1,407 against the Final Estimate of 1,589 positions, for a net variance of 182 positions. Managerial vacancies totaled 56, with 37 in Operations, 7 in Public Safety, 5 in Engineering/Capital, 4 in Administration, and 3 in Maintenance. Professional vacancies totaled 58, with 45 in Engineering/Capital, 6 in Administration, 3 in Maintenance, 2 in Operations, and 2 in Public Safety. Operational Hourlies were favorable by 68, which included 71 vacancies in Operations and 3 overages in Maintenance.

**2017 Adopted Budget vs. Actuals**

Year-end headcount was 1,407 against the Adopted Budget of 1,589 positions, for a net favorable variance of 182 positions. Managerial vacancies totaled 57, with 37 in Operations, 8 in Engineering/Capital, 7 in Public Safety and 5 in Administration. Professional vacancies totaled 57, with 42 in Engineering/Capital, 7 in Maintenance, 5 in Public Safety, 2 in Administration and 1 in Operations. Operational Hourlies were favorable by 68, which included 71 vacancies in Operations and 3 overages in Maintenance.

**MTA BRIDGES AND TUNNELS**  
**2017 YEAR-END REPORT**  
**TOTAL POSITIONS BY FUNCTION AND OCCUPATION**  
**FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**  
**December 2017**

	Final Estimate	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Managers/Supervisors	30	26	4	2 vacancies in CFO, 1 vacancy in Executive, and 1 vacancy in EEO
Professional, Technical, Clerical	62	56	6	6 vacancies in Executive, 1 vacancy in Law, and 1 overage in Administration
Operational Hourlies	-	-	-	
<b>Total Administration</b>	<b>92</b>	<b>82</b>	<b>10</b>	
<b>Operations</b>				
Managers/Supervisors	216	179	37	32 vacancies in Operations and 5 in Revenue Management
Professional, Technical, Clerical	34	32	2	3 vacancies in Revenue Management and 1 overage in Operations
Operational Hourlies <sup>(1)</sup>	336	265	71	71 BTO vacancies in Operations
<b>Total Operations</b>	<b>586</b>	<b>476</b>	<b>110</b>	
<b>Maintenance</b>				
Managers/Supervisors	25	22	3	3 vacancies in Maintenance
Professional, Technical, Clerical	14	11	3	3 vacancies in Maintenance
Operational Hourlies <sup>(2)</sup>	343	346	(3)	3 Maintainer overages in Maintenance
<b>Total Maintenance</b>	<b>382</b>	<b>379</b>	<b>3</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	52	47	5	3 vacancies in Engineering and 2 in Law
Professional, Technical, Clerical	201	156	45	35 vacancies in Engineering, 6 in CFO, 2 in Law, and 2 in Safety and Health
Operational Hourlies	-	-	-	
<b>Total Engineering/Capital</b>	<b>253</b>	<b>203</b>	<b>50</b>	
<b>Public Safety</b>				
Managers/Supervisors	48	41	7	7 vacancies in Internal Security
Professional, Technical, Clerical	32	30	2	2 vacancies in Internal Security
Operational Hourlies <sup>(3)</sup>	196	196	-	
<b>Total Public Safety</b>	<b>276</b>	<b>267</b>	<b>9</b>	
<b>Total Positions</b>				
Managers/Supervisors	371	315	56	
Professional, Technical, Clerical	343	285	58	
Operational Hourlies	875	807	68	
<b>Total Positions</b>	<b>1,589</b>	<b>1,407</b>	<b>182</b>	

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

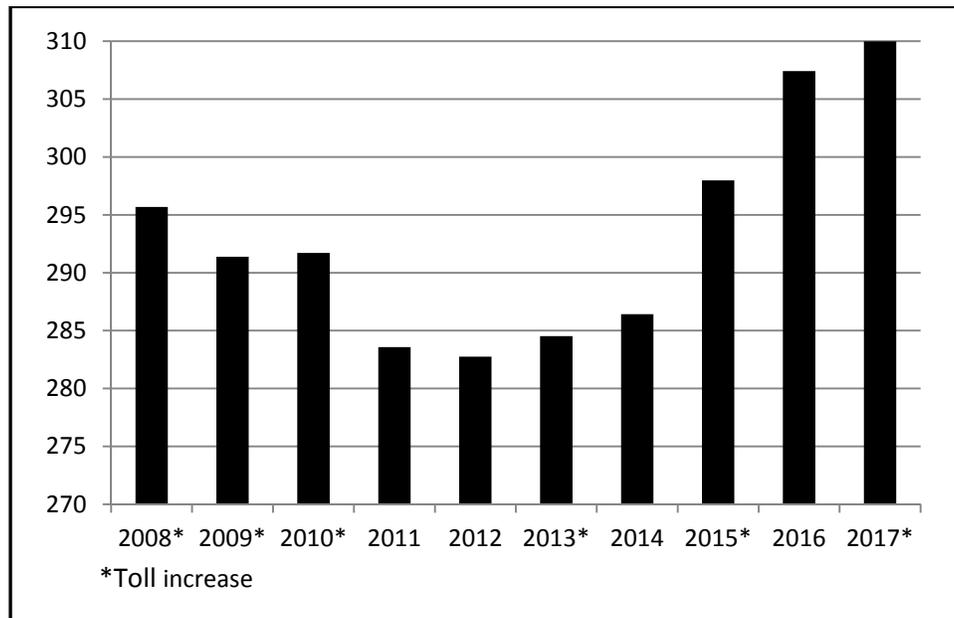
(2) Represents Maintenance personnel. These positions are paid annually, not hourly.

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

# MTA BRIDGES AND TUNNELS 2017 YEAR-END REPORT RESULTS OF OPERATIONS

## Traffic

Total paid traffic reached 310.0 million crossings in 2017, which was 2.6 million, or 0.8% above the previous record level of 307.4 million crossings in 2016.



## New York Crossings Project (NYCP)

In October 2016, Governor Andrew M. Cuomo announced the “New York Crossings Project,” a transformational plan to improve the overall customer experience at B&T. This included an aggressive schedule to complete the conversion of all B&T tolled NYC bridges and tunnels to open road, cashless tolling at all crossings, enabling a free flow of traffic through overhead gantries with vehicle classification and E-ZPass sensors. For vehicles without an E-ZPass, a “Tolls by Mail” invoice is sent to the vehicle’s registered owner.

Cashless tolling reduces customer travel time and idle time, thus saving energy and lowering carbon emissions. Data collected over a full year at toll plazas that had transitioned from traditional toll booths to Open Road Cashless Tolling revealed significant and sustained improvements for motorists and the environment through decreased travel times, reduced congestion, lower carbon emissions, improved safety, and savings to the agency through reduced overall costs. After a year-long rollout, all B&T facilities had transitioned to cashless, open road tolling by the end of September 2017.

In addition, B&T engaged in the following customer service initiatives to support NYCP in 2017:

- Undertook a number of marketing, advertising, public awareness and outreach initiatives to promote E-ZPass in advance of Open Road Tolling, explain the related construction progress and its associated traffic impacts, and inform customers of the new toll collection environment well in advance of the changes to each facility.
- The Pay Toll Now option on the Tolls by Mail website for cashless billings allows non-E-ZPass customers to pay their tolls before they receive a bill in the mail. The website informs customers about new cashless tolling procedures; allows drivers to pre-register vehicles and pay incurred tolls; and enables visitors and rental car drivers to set up accounts and avoid added fees. In addition, B&T collaborated with the New York State Thruway Authority and the Port Authority of New York and New Jersey to merge toll bills into a single bill from all three authorities.
- B&T Staten Island resident customers who formerly used tickets to pay the reduced carpool rate in cash lanes were migrated to switchable carpool tags with an HOV indicator that enables them to use any lane on the VNB and receive the discounted carpool rate, provided they have three or more occupants in their car.

### **E-ZPass**

E-ZPass continues to be the most efficient means of toll collection. Through a variety of programs, B&T has steadily increased the market share of E-ZPass users. Major 2017 achievements include:

- The public outreach campaigns cited above, along with other ongoing programs resulted in 93.6% of MTA B&T tolls being paid with E-ZPass, the most in the country, and a 7% increase from 2016.
- Increased the number of the MTA E-ZPass Reload Cards in circulation to nearly 175,000 and customers have used their cards to reload more than \$18 million to their E-ZPass accounts since the inception of the program. The Reload Card makes it easier for customers to manage their E-ZPass balances, enabling them to add cash to their accounts through the Visa ReadyLink system at thousands of retail locations across the country.
- Increased the number of accounts using the E-ZPass “Pay Per Trip” payment plan to more than 86,000 accounts, enabling customers to pay their tolls with an automatic checking account transaction without having to maintain a prepaid E-ZPass balance.
- Exchanged over 91,000 E-ZPass customer tags that reached the end of their useful life through a prepaid mail program that ensures a continuous high level of E-ZPass tag performance.

## **Safety**

There is no more important priority for B&T than safety. B&T responded to a 2017 increase in employee “lost time accidents” with a broad range of initiatives, as described below:

- Performed safety training for all field employees, including traffic management safety training for all Bridge and Tunnel Officers (BTOs) and supervisors.
- Intensified case management of injuries on duty (IOD) to minimize lost work time and to discourage abuse.
- Provided safety support for the cashless tolling implementation, including an update of the Roadway Safety guidelines and the abatement of hazardous materials before toll booth demolitions.
- Utilized joint labor/management safety task forces to address safety risks in the cashless tolling environment.

Further details include:

- Continued to address overall collisions and collisions with injuries and drove the rate down to 0.99 per million vehicles in 2017 from 1.08 in the previous year.
- Intensified customer-safety strategies, focusing on identifying collision-prone locations and improving their physical characteristics, as well as targeted enforcement efforts to reduce unsafe driver behaviors. In 2017, B&T issued 53.4% more summonses than the previous year, with the largest increase in the following categories: Unsafe lane change, disobeying a traffic control device and cell phone violations.
- Achieved a 34-percent reduction in the rate of contractor injuries in 2017 through accident program management and prevention.

## **Operations/Technology**

B&T continually upgrades its operational procedures and technology infrastructure to achieve cost savings in the workplace, improve communication with motorists, and enhance safety, traffic flow, and toll collections at the agency’s structures. Major 2017 operations/technology activities include:

- Installed License Plate Recognition technology at all B&T crossings, as well as in patrol vehicles. This technology, which is distributed to state and local law enforcement agencies, is used for the detection of persistent toll violators and toll violation enforcement.

- Cashless tolling equipment was installed at all crossings in 2017. Cameras and sensors combine data sources to charge E-ZPass accounts or to identify and classify vehicles for Tolls by Mail processing.
- Installed an automated Vehicle Occupant Detection System (VODS) at the Verrazano-Narrows Bridge to identify vehicle occupancy for customers using carpool tags at that location. This system seamlessly checks vehicles displaying carpool tags indicating HOV status and confirms that they have three or more occupants. This system helped eliminate the need for carpool tickets that were manually accepted at toll booths in the pre-open road environment.
- Advanced the construction of a new Operation Command and Control Center (OCCC) in the B&T training academy building on Wards Island. The center, to be completed by March 2018, will accommodate the agency's expanded operational role in the New York Crossings Project. The OCCC will operate 24/7, 365 days a year and will house new security and control systems, as well as the Training Academy, the Special Operations Highway Unit, and the Multi-Agency Coordination Center (MACC) which includes representatives from the NY State Police and National Guard.

### **Enterprise Asset Management**

B&T, along with the other MTA operating agencies, continued to advance the agency-wide Enterprise Asset Management (EAM) program, which aims to maximize the efficient use of capital assets. B&T is in the process of implementing a "top to bottom" EAM framework for more transparent, data-driven investment and operational decisions, enabling the agency to make better use of resources; justify funding requirements; improve safety and reliability; and, ultimately, lower the cost of maintaining assets in a "state of good repair." In 2017, the EAM program progressed from the foundation phase into the implementation phase. One of the major milestones achieved this year was the creation of the B&T EAM Presidential Policy which was signed into effect in March 2017. This project was critical for two reasons: 1) It provided clarity to the vision of what EAM would look like at B&T and 2) It provided a basis for B&T to assess itself in its performance against the policy.

Other major milestones in 2017 include:

- Linking the Operations reporting system (CARS) to the computerized maintenance management system (Infor EAM) to improve response time to property damage from incidents and provide the ability to track availability of asset classes;
- Automating the fleet management process by moving the team from a spreadsheet-based operation to a database operation that is available for all management on an as-needed basis;

- Completion of a scope of work and the selection of a third-party vendor to analyze inspection software to determine the best fit for B&T and the EAM program;
- Development of an asset class management strategy template that streamlines how B&T collects and documents detailed information for any specific asset class, thereby ensuring efficient and effective lifecycle management.

## **Capital Program**

Bridges and Tunnels (B&T) is committed to maintaining its facilities in a state of good repair. Major projects include: reconstruction of the southbound approach of the Henry Hudson Bridge; Rehabilitation of the concrete skewbacks at the Henry Hudson Bridge; cashless tolling initiatives; and the installation of an Integrated Electronic Monitoring and Detection System at the Bronx-Whitestone and Robert F. Kennedy bridges. B&T committed a total of \$676.1 million to Capital Program projects in 2017. Major project completions in 2017 included the replacement of toll equipment and new toll initiatives at various facilities; reconstruction of the 125th Street on and off bound ramps; and at the Verrazano-Narrows Bridge, replacement of the upper level suspended span deck, construction of a new bus/HOV ramp, miscellaneous steel repairs, concrete rehabilitation and structural painting.



# **Bridges and Tunnels**

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## **Capital Program Project Status Report March 2018**

MTA BRIDGES & TUNNELS  
CAPITAL PROGRAM  
STATUS REPORT  
MARCH 31, 2018

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 March, 10 commitments were made with a total value of \$6.6 million. There were no planned commitments in the 2018 Plan for March. (See *Attachment 1, 2018 Commitment Chart; Attachment 2 – 2018 Major Commitments*).

Year-to-date 26 commitments, totaling \$20.4 million have been made, against a plan of 13 commitments with a total value of \$15.8 million.

Completions

BB28S/BB28 - Hugh L. Carey Tunnel Sandy Restoration /Replacement of Firelines and Rehabilitation of Roadway was completed from the 2018 plan for \$377.5 million accomplishing 96.6% of year to date goal of \$390.9 million. (See *Attachment 3 - 2018 Completion Chart; Attachment 4 – 2018 Major Project Completions*).

ED010324-MPB/CBB Master Plan and Resiliency Needs (CB24) from 2017 completions was also completed in March for \$10.0 million. (See *Attachment 4a--2017 Major Completions*).

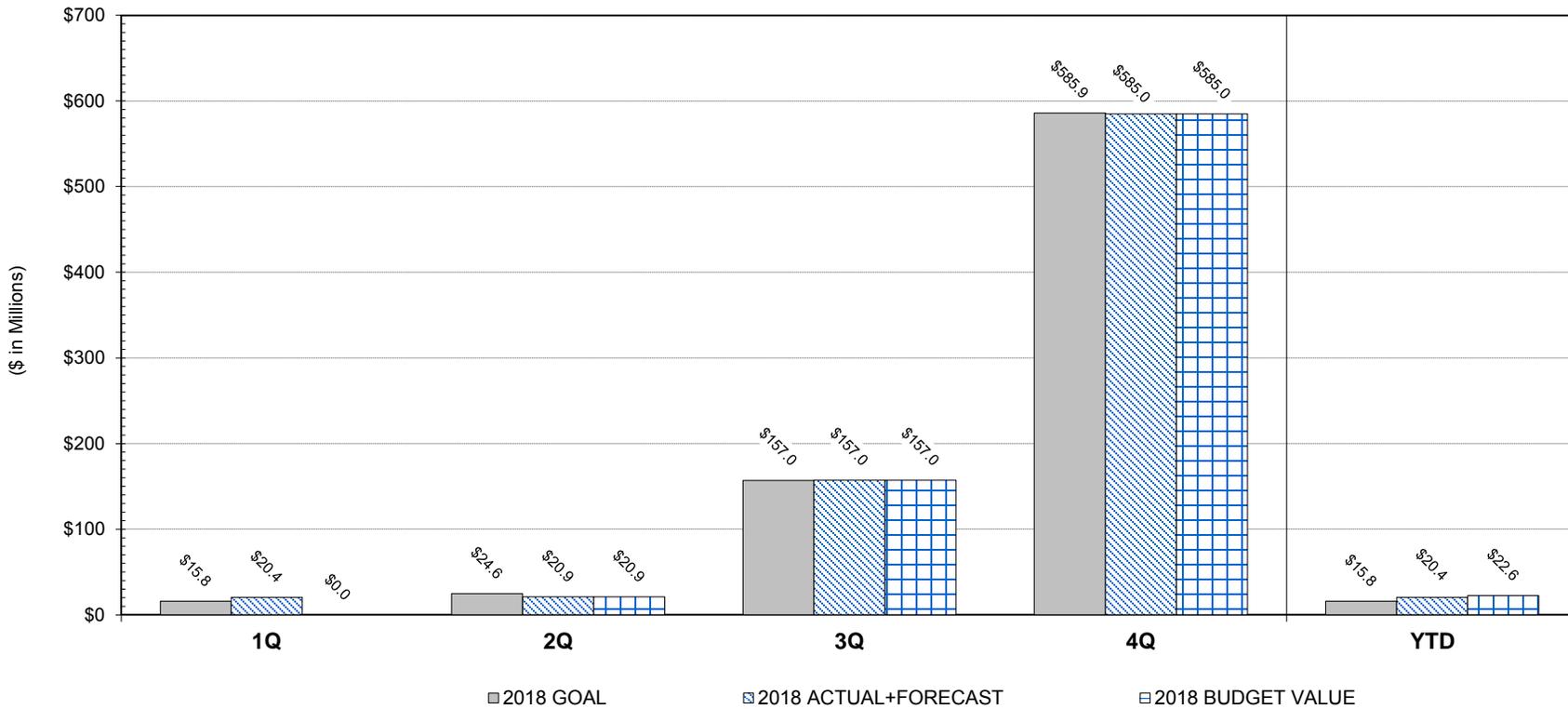
In aggregate, there were 2 Completions totaling \$387.5 million.

Close-outs

There were 14 task level closeouts in March for \$12.9 million, bringing the year-to-date total to 20 task closeouts for a total of \$14.7 million.

**MTA Bridges and Tunnels**  
**Commitments as of March 31, 2018**

2018 Budget Goal:	\$783.4	
2018 Annual Forecast:	\$783.3	
YTD Goal:	\$15.8	
YTD Actual:	\$20.4	(129.5% of YTD Goal)
YTD Budgeted Value:	\$22.6	(143.2% of YTD Goal)
Left to Commit:	\$762.9	

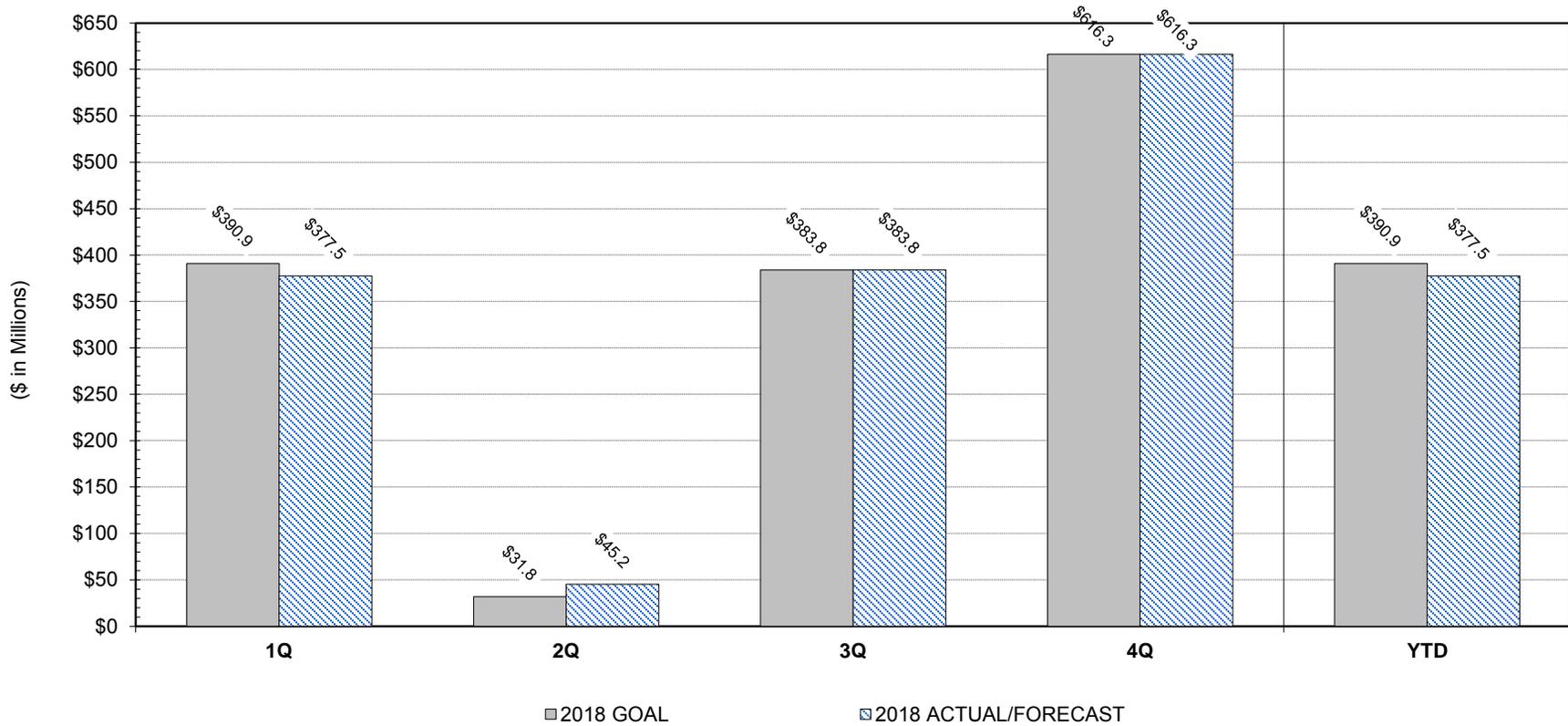


**MTA Bridges and Tunnels: Status of Major Commitments as of March 31, 2018**

Project ID	ACEP	Project Description	Budget (\$ in Millions)			Award Date			Notes
			2018 Goal	Actual / Forecast*	Budgeted Value	2018 Goal	Advertisement Date	Actual / Forecast	
RK65B	D702RK65	Reconstruct Manhattan Toll Plaza Structure & Ramps	\$21.0	\$21.0	\$21.0	Jul-18	Feb-18	Jul-18	F
VN10	D701VN10	Anchorage & Piers Rehabilitation and Sealing	\$35.1	\$35.1	\$35.1	Jul-18	Jan-18	Jul-18	F
VN30/VN89	D701VN89	Tower Pier Rehab/Construct Mooring Platform	\$27.2	\$27.2	\$27.2	Jul-18	Jan-18	Jul-18	F
	D704VN30	Elevator Rehabilitation							
TN49	D702TN49	Replacement of Grid Decks on Suspended Span (Construction Adm. Services)	\$23.2	\$23.2	\$23.2	Sep-18	2017	Sep-18	F
	D707TN49	Structural Painting (Construction Adm. Services)							
HC07	D704HC07	Rehabilitation of HCT Ventilation Systems	\$66.9	\$66.9	\$66.9	Oct-18	Mar-18	Oct-18	F
VN32/VN49P	D701VN32	Steel Repair & Concrete Rehabilitation	\$55.3	\$55.3	\$55.3	Oct-18	Apr-18	Oct-18	F
	D707VN49	Paint Suspended Span Upper & Lower Level Steel							
CB18	D701CB18	CB Scour Protect/Repair/Rpl CB/MP Pier Fender Sys	\$35.1	\$35.1	\$35.1	Nov-18	Mar-18	Nov-18	F
QM81	D704QM81	Rehab of Tunnel Controls & Communication Systems	\$31.5	\$31.5	\$31.5	Nov-18	Mar-18	Nov-18	F
TN49	D702TN49	Replacement of Grid Decks on Suspended Span (Construction)	\$318.8	\$318.8	\$318.8	Dec-18	Feb-18	Dec-18	F
	D707TN49	Structural Painting (Construction )							

**MTA Bridges and Tunnels**  
**Completions as of March 31, 2018**

2018 Budget Goal: \$1,422.8  
 2018 Annual Forecast: \$1,422.8  
 YTD Goal: \$390.9  
 YTD Actual: \$377.5 (96.6% of YTD Goal)  
 Left to Complete: \$1,045.3



### MTA Bridges and Tunnels: Status of Major Completions as of March 31, 2018

Project ID	Project Description	Budget (\$ in Millions)		Completions Status		Completion Date		Notes
		2018 Goal	Actual / Forecast*	Physical % Complete	% Contingency Spent	2018 Goal	Actual / Forecast	
<b>BB28S/BB28</b>	Hugh L. Carey Tunnel Sandy Restoration Hugh L. Carey Tunnel - Replacement of Firelines, Rehabilitation of Roadway	\$377.5	\$377.5	98%	24%	Mar-18	Mar-18	A
<b>CB99S/MP03S</b>	MP/CB Sandy Restoration - Replacement Electrical Equipment - Bridge Abutments and Service Building MP Phase 1 Rehabilitation of Lift Span PLC and Mechanical System	\$31.8	\$31.8	92%	72%	Jun-18	Jun-18	F
<b>QM30</b>	Queens Midtown Tunnel - Vent Building Electrical Upgrades Queens Midtown Tunnel - Flood Mitigation - Equipment Relocation	\$57.4	\$57.4	91%	81%	Jul-18	Jul-18	F
<b>QM40S/QM40</b>	Queens Midtown Tunnel - Sandy Restoration Queens Midtown Tunnel - Replacement of Firelines, Upgrade Ceiling Hangers	\$326.4	\$326.4	87%	17%	Jul-18	Jul-18	F
<b>TN60</b>	Installation of Anchorage Dehumidification System and Structural Painting	\$51.8	\$51.8	78%	3%	Oct-18	Oct-18	F
<b>BW14/BW84</b>	Miscellaneous Structural Rehabilitation and Painting of Interior Bridge Tower Cells and Struts Cable & Suspender Rope Investigation/Testing	\$59.8	\$59.8	91%	25%	Dec-18	Dec-18	F
<b>MP03/MP16</b>	MP Phase 2 Rehabilitation of Lift Span PLC and Mechanical System Miscellaneous Structural Rehabilitation and Zone Painting	\$102.8	\$102.8	75%	74%	Dec-18	Dec-18	F
<b>RK75</b>	Interim Repairs - RFK Roadway Deck	\$52.9	\$52.9	90%	91%	Dec-18	Dec-18	F
<b>RK65A</b>	Deck Replacement - Bronx/Manhattan Ramps/Toll Plaza	\$252.6	\$252.6	78%	73%	Dec-18	Dec-18	F
<b>Tun-Mit-01</b>	Hugh L. Carey & Queens Midtown Tunnel Sandy Mitigation - Floodgates Hugh L. Carey - GIVB Sandy Mitigation - Raise Seawalls	\$96.3	\$96.3	66%	25%	Dec-18	Dec-18	F

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

**MTA Bridges and Tunnels: 2017 Major Commitments Status as of March 31, 2018**

Project ID	ACEP	Project Description	Budget (\$ in Millions)			Award Date			Notes	
			2017 Goal	Actual / Forecast*	Budgeted Value	2017 Goal	Advertisement Date	Actual / Forecast		
RK07	D704RK07	Electrical/Mechanical Rehab of HR Lift Span	\$17.0	\$30.9	\$26.0	Nov-17	Jan-17	Apr-18	F	1

1. Design/Build teams requested additional time to review RFP documents.

**MTA Bridges and Tunnels: 2017 Major Completions Status as of March 31, 2018**

Project ID	ACEP	Project Description	Budget (\$ in Millions)		Completions Status		Completion Date			Notes
			2017 Goal	Actual / Forecast*	Physical % Complete	% Contingency Spent	Original Goal	Actual / Forecast		
CB24	ED010324	MPB / CBB Master Plan & Resiliency Needs (CB-24)	\$10.0	\$10	97%	0%	Dec-17	Mar-18	A	1

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

Note:1: Additional time required for structural data collection and traffic analysis



# Bridges and Tunnels

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## Procurements April 2018

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# Staff Summary

<b>Subject:</b>	Request for Authorization to Award Various Procurements
<b>Department:</b>	Procurement
<b>Department Head Name</b>	M. Margaret Tenenbaum
<b>Department Head Signature</b>	<i>[Signature]</i>
<b>Project Manager Name</b>	Various

<b>Date</b>	04/16/2018
<b>Vendor Name</b>	
<b>Contract Number</b>	
<b>Contract Manager Name</b>	
<b>Table of Contents Ref #</b>	

Board Action					
Order	To	Date	Approval	Info	Other
1	President	04/16/2018			
2	MTA B&T Committee	04/23/2018			
3	MTA Board	04/25/2018			

Internal Approvals			
Order	Approval	Order	Approval
	President <i>[Signature]</i>		VP Operations
	VP & Chief of Staff <i>[Signature]</i>		VP & Chief Engineer
	SVP & General Counsel <i>[Signature]</i>		VP & Chief Procurement Officer <i>[Signature]</i>
	VP & Chief Financial Officer <i>[Signature]</i>		

Internal Approvals (cont.)							
Order	Approval	Order	Approval	Order	Approval	Order	Approval
	Chief Financial Officer		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 Work Contracts)	1	\$29.440M
 <u>Schedules Requiring Majority Vote</u>		
Schedule H: Modifications to Personal Service Contracts and Misc. Service Contracts Awarded as Contracts for Services	1	\$ 2.031M
<b>SUBTOTAL</b>	<b>2</b>	<b>\$31.471M</b>

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

<b>TOTAL</b>	<b>2</b>	<b>\$31.471M</b>
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**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**  
**APRIL 2018**

**MTA BRIDGES & TUNNELS**

**Procurements Requiring Two-Thirds Vote:**

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

- |                                |   |                        |                                      |
|--------------------------------|---|------------------------|--------------------------------------|
| 1.                             | <b>Kiewit Infrastructure Co.</b><br><b>Contract No. RK-07</b> | <b>\$29,440,000.00</b> | <b><u>Staff Summary Attached</u></b> |
| 2yr. 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 electrical and mechanical rehabilitations to the Harlem River Lift Span at the Robert F. Kennedy Bridge to Kiewit Infrastructure Co. The Work is necessary to maintain the existing lift span electrical and mechanical systems in a state of good repair.

**Procurements Requiring Majority Vote:**

**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)

- |                                |  |                       |                                      |
|--------------------------------|--|-----------------------|--------------------------------------|
| 2.                             | <b>LiRo Engineers, Inc.</b><br><b>Contract No. PSC-15-2965</b> | <b>\$2,031,154.00</b> | <b><u>Staff Summary Attached</u></b> |
| 3yr. Contract- Competitive RFP |  |                       |                                      |

B&T is seeking Board approval under the All Agency Service Contract Procurement Guidelines to amend personal service contract PSC-15-2965 in order to provide ongoing construction inspection and administration (CI&A) services for the electrical and mechanical Rehabilitation, friction mitigation, miscellaneous steel repairs, painting and fire standpipe installation at the Marine Parkway-Gil Hodges Memorial Bridge.

# Staff Summary

<b>Item Number: 1 (Final)</b>					
Dept. & Dept. Head Name: Engineering and Construction, Joe Keane, P.E., V.P. & C.E. <i>Joe Keane</i>					
Division & Division Head Name: Engineering and Construction, Walter Hickey, P.E. <i>Walter Hickey</i>					
<b>Board Reviews</b>					
Order	To	Date	Approval	Info	Other
1	President	4/09/18			
2	MTA B&T Committee	4/23/18			
3	MTA Board	4/25/18			
<b>Internal Approvals</b>					
Order	Approval	Order	Approval		
1	Chief Financial Officer <i>John MC</i>	4	Vice President & Chief of Staff		
2	General Counsel <i>MM</i>	5	President <i>WJ</i>		
3	Chief Procurement Officer <i>BB</i>				

SUMMARY INFORMATION	
<b>Vendor Name</b> Kiewit Infrastructure Co.	<b>Contract Number</b> RK-07
<b>Description:</b> Design-Build of Electrical and Mechanical Rehabilitations at the RFK Bridge Harlem River Lift Span	
<b>Total Amount</b> \$29,440,000	
<b>Contract Term (including Options, if any)</b> 24 Months	
<b>Option(s) included in Total Amount?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Renewal?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Procurement Type</b> <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	
<b>Solicitation Type</b> <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
<b>Funding Source</b> <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input 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 services for electrical and mechanical rehabilitations to the Harlem River Lift Span at the Robert F. Kennedy Bridge to Kiewit Infrastructure Co. for a period of 24 Months in the negotiated amount of \$29,440,000. The Work is necessary to maintain the existing lift span electrical and mechanical systems in a state of good repair. 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 \$51,000 whose proposal met a defined standard. Accordingly, approval is also requested to pay stipends totaling \$102,000 to the two unsuccessful shortlisted firms.

### II. DISCUSSION

In July 2016, the Board authorized B&T to enter into a competitive Request for Proposal (RFP) process for design-build services for rehabilitation of the Harlem River Lift Span electrical and mechanical systems at the Robert F. Kennedy Bridge. The Work requires the design, construction and construction management of electrical and mechanical rehabilitation, as well as structural and environmental tasks in support of the upgrades at the Harlem River Lift Span of the Robert F. Kennedy Bridge.

## Staff Summary

The service requirements were publicly advertised; four firms submitted qualification information and based on a review of their qualifications, those four firms were deemed qualified to receive the RFP. Three of the four firms submitted proposals: Kiewit Infrastructure Co. (KIC) (\$27,730,000), Posillico Civil, Inc. (Posillico) (\$55,192,800), and Skanska Koch, Inc. (Skanska) (\$53,508,035). The proposals and oral presentations were evaluated against established criteria set forth in the RFP, including proposed price, technical approach, key personnel and management approach.

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 SC recommended KIC as the highest rated firm based on several factors. KIC's proposal demonstrated successful past experience on comparable moveable bridge projects of similar complexity including that of their proposed designer, HNTB. KIC provided an innovative design which will minimize traffic disruptions and improve operability and maintenance of the systems. KIC proposed an aggressive schedule which includes a nine-month construction duration and completion of the entire project in 21 months. These factors in combination with the lowest proposed price, compared to other proposers, made KIC's proposal the most advantageous to the Authority.

Although Posillico and Skanska provided strong technical proposals demonstrating extensive moveable bridge experience and viable technical solutions, their price proposals were higher and the SC unanimously considered the KIC proposal to offer the best value for the Authority.

KIC submitted a proposal of \$27,730,000. Negotiations were conducted with KIC which included discussion of technical requirements, design assumptions, and construction approach. During the detailed technical discussion, it was agreed that, due to the actual field conditions and difficulty removing and replacing components of the lift span mechanical system, additional time and effort are required, including additional maintenance and protection of traffic, additional equipment to lift out the mechanical components, additional cabling and raceway and associated engineering. KIC offered reasonable explanations to support its revised pricing that include: 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 bridge shutdown period to navigation was re-evaluated to ensure adequate time to safely complete the construction work. Based on these scope clarifications, the parties agreed to a contract duration of 24 months with a value of \$29,440,000, which is 6.11% above the Engineer's revised estimate of \$27,745,941 and is fair and reasonable. Upon review of final technical score and the negotiated fee, the SC recommended the KIC 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, KIC was found to be responsible notwithstanding significant adverse information (SAI) pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Interim Executive Director in consultation with the MTA General Counsel on February 26, 2013. No new SAI has been found related to the Contractor and KIC has been deemed responsible.

### **III. D/M/WBE INFORMATION**

MTA Department of Diversity and Civil Rights has 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. Kiewit Infrastructure Co. has not completed any MTA contracts with MWDBE goals for B&T; therefore, no assessment of the firm's MWDBE performance can be determined at this time.

### **IV. IMPACT ON FUNDING**

Funding is available in the 2015-2019 Capital Program under projects: D704RK07/D03585, D701RK70/D03668, and D706AW22/D03453.

### **V. ALTERNATIVES**

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

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

Item Number: 2 (Final)

<b>Vendor Name (&amp; Location)</b> LiRo Engineers, Inc.	<b>Contract Number</b> PSC-15-2965	<b>AWOModification#</b>
<b>Description</b> Construction Administration and Inspection Services for Project MP-03/MP-16, Electrical and Mechanical Rehabilitation, Friction Mitigation, Miscellaneous Steel Repairs, Painting and Fire Standpipe Installation at the Marine Parkway-Gil Hodges Memorial Bridge		
<b>Contract Term (including Options, if any)</b> October 29, 2015 – October 28, 2018	<b>Original Amount:</b>	\$7,438,401.37
<b>Option(s) included in Total Amount</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Prior Modifications:</b>	\$722,343.00
<b>Procurement Type</b> <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	<b>Prior Budgetary Increases:</b>	\$0.00
<b>Solicitation Type</b> <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	<b>Current Amount:</b>	\$8,160,744.37
<b>Funding Source</b> <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	<b>This Request:</b>	\$2,031,154.00
<b>Requesting Dept/Div &amp; Dept/Div Head Name:</b> Engineering & Construction, Joe Keane, P.E.	<b>% of This Request to Current Amount:</b>	24.9%
	<b>% of Modifications (including This Request) to Original Amount:</b>	37.0%

### Discussion:

B&T is seeking Board approval under the All Agency Service Contract Procurement Guidelines to amend this personal service contract with LiRo Engineers, Inc. (LiRo) to provide ongoing construction inspection and administration (CI&A) services for the Project in the amount of \$2,031,154.

On October 29, 2015 pursuant to Board approval the subject contract was awarded to LiRo in the negotiated amount of \$7,438,401.37 for a duration of three (3) years to provide CI&A services to support Project MP-03/MP-16. The scope of construction includes: replacement of lift span motors and drives; electrical and mechanical replacements and upgrades to the lift span; installation of new auxiliary counterweight ropes; rope socket enhancements; installation of new fire line system and hydrants; machinery and control room upgrades and restorations; various structural steel and grid deck repairs; abatement of asbestos and lead containing materials; painting and maintenance and protection of traffic.

B&T requires additional funding for ongoing CA&I services resulting from: (i) increases to the construction scope of work; (ii) the construction contract duration was extended 6 months by addenda after proposals for the CA&I were received and under final evaluation; (iii) construction contractor's use of multiple shifts and weekend work; (iv) complexities associated with the electrical and mechanical upgrades for the Project. LiRo requires a six (6) month extension of time to complete its services through project close-out.

LiRo submitted a proposal in the amount of \$2,201,663. The Engineer's estimate is \$1,973,293. Negotiations resulted in B&T and LiRo agreeing to the negotiated amount totaling \$2,031,154, which is 2.9% above the estimate and is considered fair and reasonable. Funding for this amendment is available in the 2010 – 2014 Capital Program as follows: Project MP-03, Task D03311 - \$566,824.54; Project MP-16 Structural, Task D03316 - \$602,203.03; Project MP-16 Paint, Task D03321 - \$426,299.04 and the Operating Budget in the amount of \$435,827.39.



# Bridges and Tunnels

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## 2017 Customer Satisfaction Survey



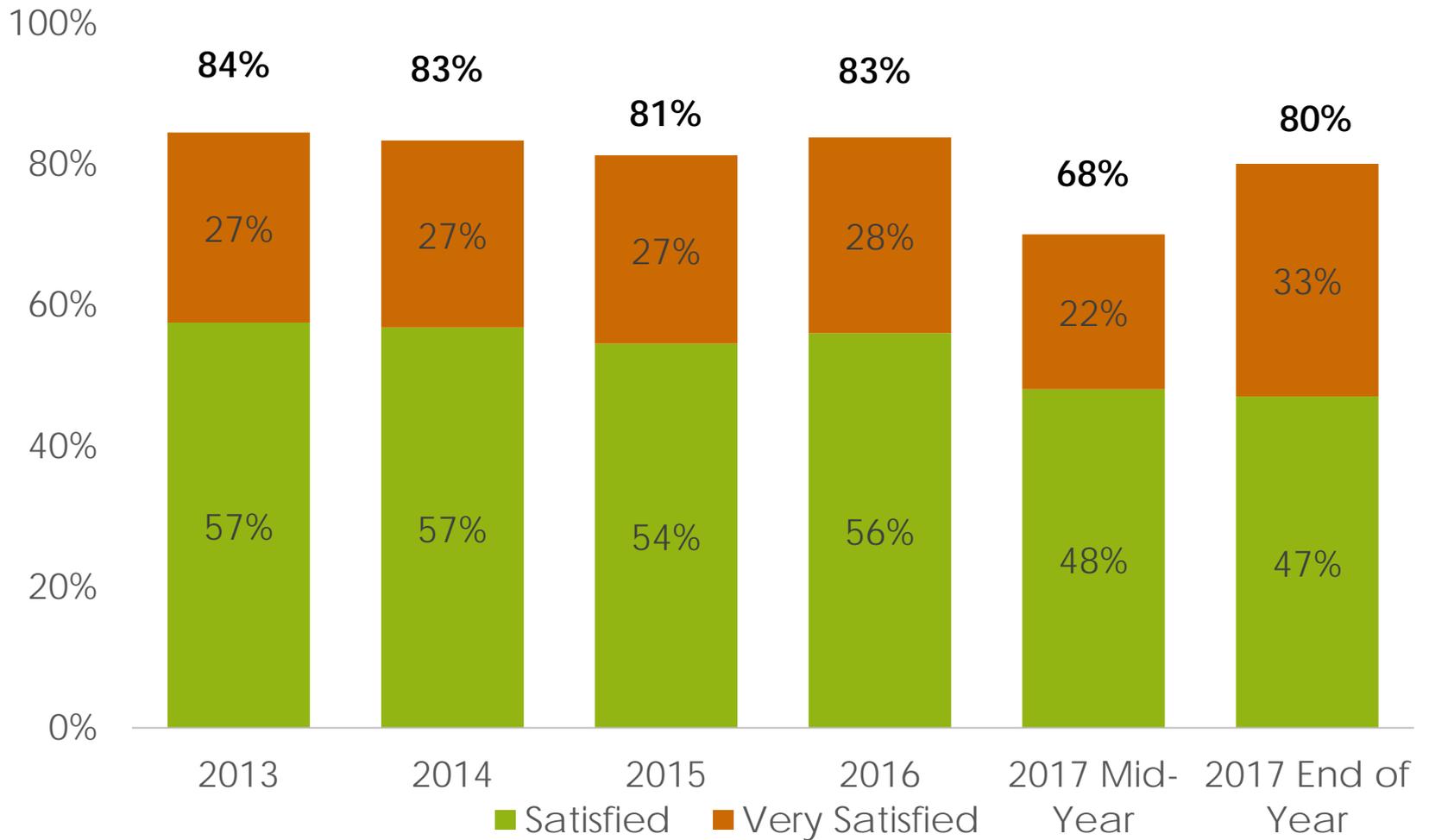
# Context

- MTA Bridges & Tunnels (B&T) rapidly implemented Cashless Open Road Tolling at all of its facilities by September 2017
- Major toll plaza reconstruction and other work was underway during the survey period in early summer
  - To be consistent with previous years, survey fieldwork was done in early June
  - At that point, five facilities were cashless and four were being converted
- Because of this fundamental change in B&T operations, a follow-up survey was conducted in late 2017
- B&T customers were significantly more satisfied at the end of 2017, and both the mid-year and year-end survey results are presented

# Key Findings

- End of Year Overall Customer Satisfaction was 80%, while at the mid-year it was 68%
- Ease of Crossing drove the midyear decrease in satisfaction: there was a 14-17 point decline in predictability of travel
- With Cashless Tolling completed, Ease of Crossing increased 12 points at the year-end, the same increase as overall satisfaction
  - The same facilities that converted to Cashless Tolling after the Mid-Year Survey experienced a significant increase in satisfaction
- Two facilities that experienced a decline in overall Customer Satisfaction in the End of Year Survey had extensive construction activity (Henry Hudson and Marine Parkway)
- Compared to previous surveys, there are more customers at year-end who are both Very Satisfied (33%) and Very Unsatisfied (7%)

# Overall Satisfaction Ratings

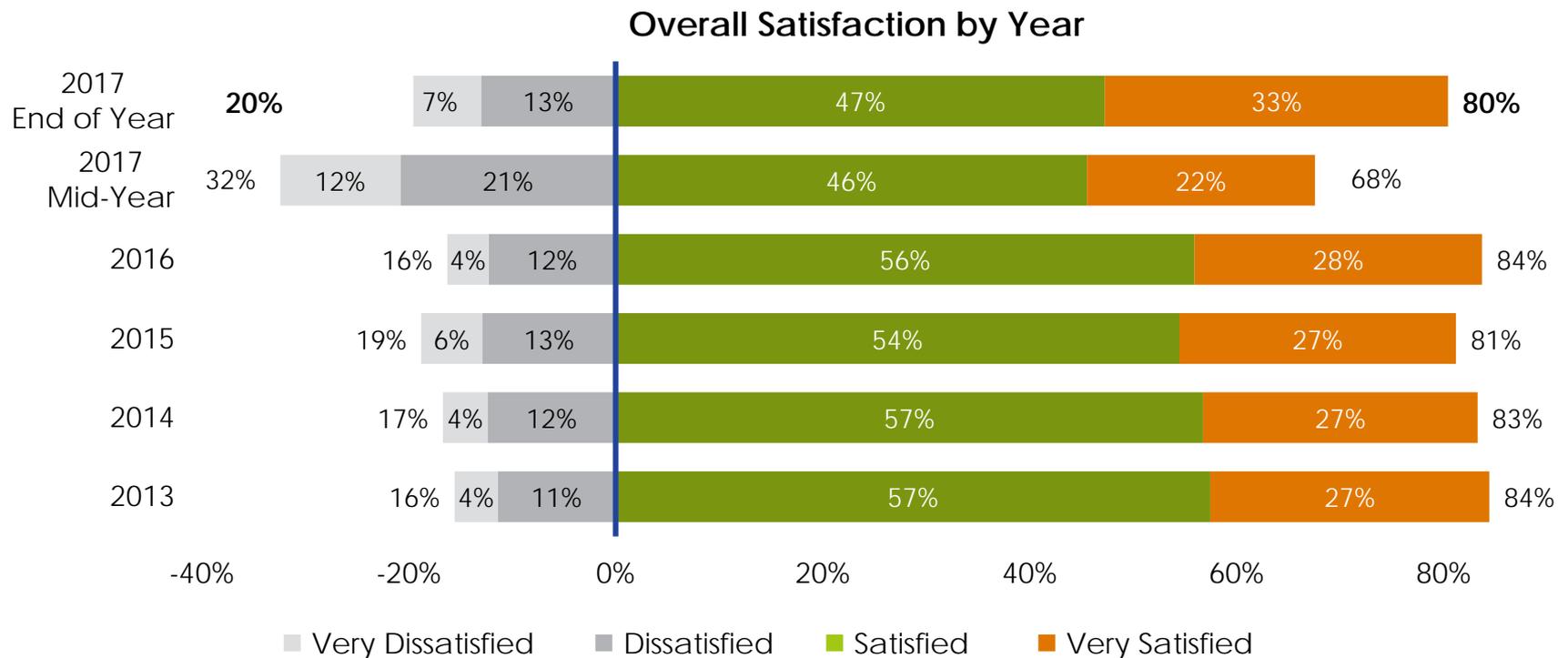


Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10



# Satisfaction and Dissatisfaction

- 33% of customers were Very Satisfied in the year-end survey- the highest rating ever
- 7% of customers were Very Dissatisfied in the same survey- better than at mid-year, but higher than previous years



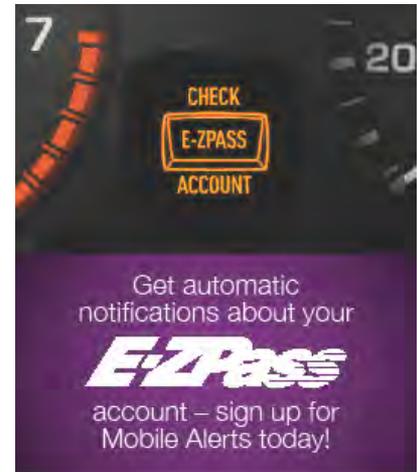
Scale of 1-10 - Satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10



# Helping Customers Transition to Cashless Tolling

B&T is focused on outreach efforts to reduce the number of its “Very Unsatisfied” customers:

- Promoting Mobile Alerts to help E-ZPass customers know when their accounts are low
- Providing Tolls By Mail customers with clear information on toll payment to avoid violations
- Pop-up community outreach teams to directly address customer needs



Managing your E-ZPass account is E-Z. Just sign up for our free Mobile Alerts service, and we'll send you a text message whenever something important happens with your account.

- Get low balance notifications
- Learn when your chosen payment method is expiring
- Know if your account replenishment succeeded
- Be informed of changes to your replenishment amount
- Find out if a statement or other mail is returned to us

It's a simple way to stay on top of your account!

To sign up now, just:

- 1 Log in to your account at [ezpassny.com](http://ezpassny.com)
- 2 Select "Account Profile," then "Edit" in the Account Holder Information section
- 3 Enter your cell phone number, accept the Terms and Conditions, and opt-in to "Mobile Alerts"

We never charge you anything for Mobile Alerts.  
Messages and data rates may apply.

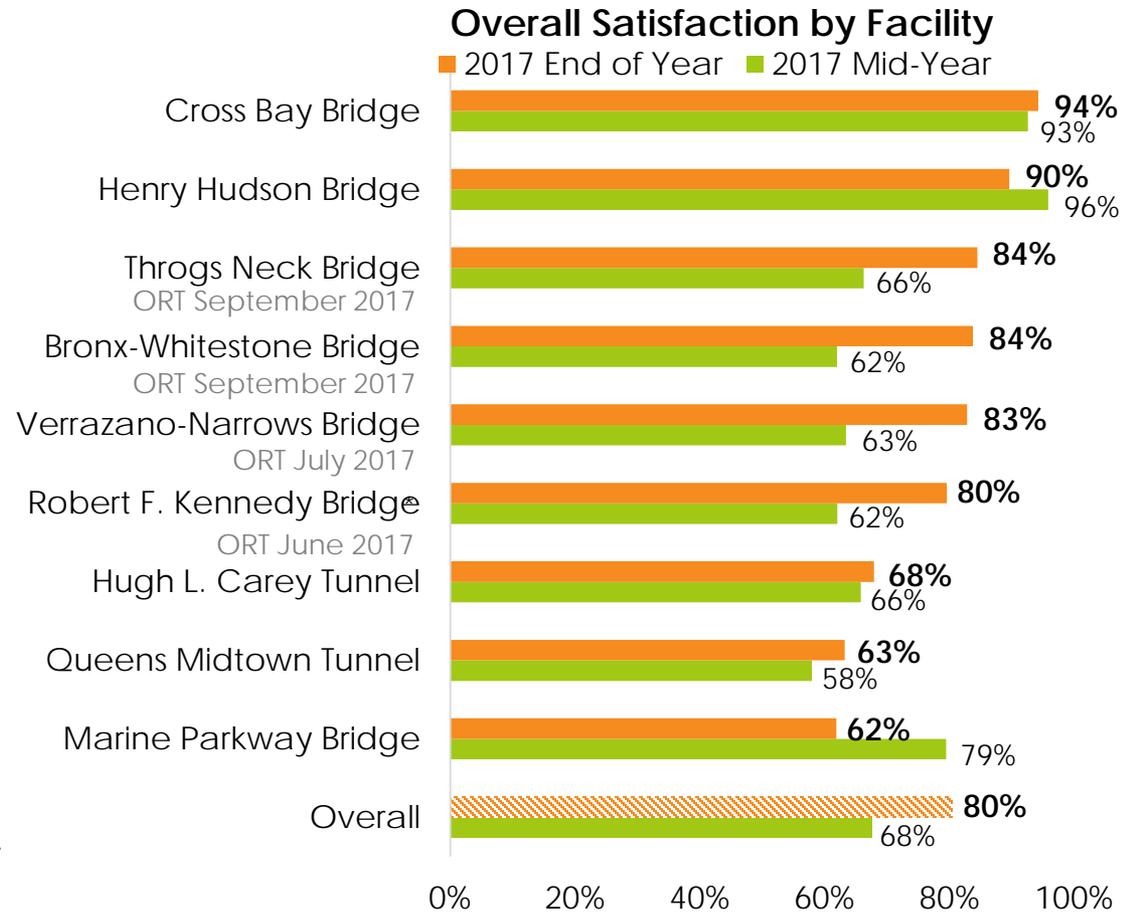
# Survey Results

MTA Bridges & Tunnels



# 2017 Overall Satisfaction by Facility

- The largest increases in satisfaction occurred at the facilities that most recently implemented ORT
- Overall satisfaction jumped 22%-points at BWB, 20%-points at VNB, 18%-points at TNB and RFK
- Facilities with increases in construction activity saw a decline in overall satisfaction since midyear (Marine Parkway & Henry Hudson)

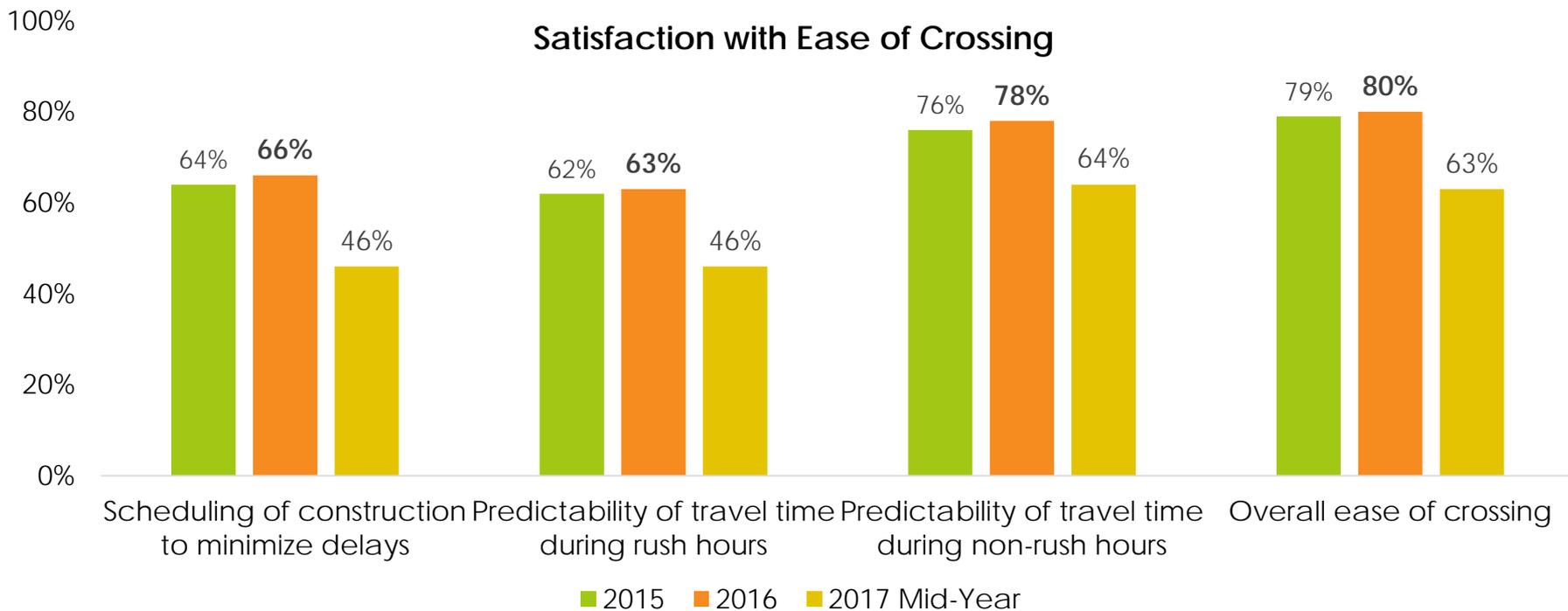


Scale of 1-10; satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10



# Ease of Crossing Impact

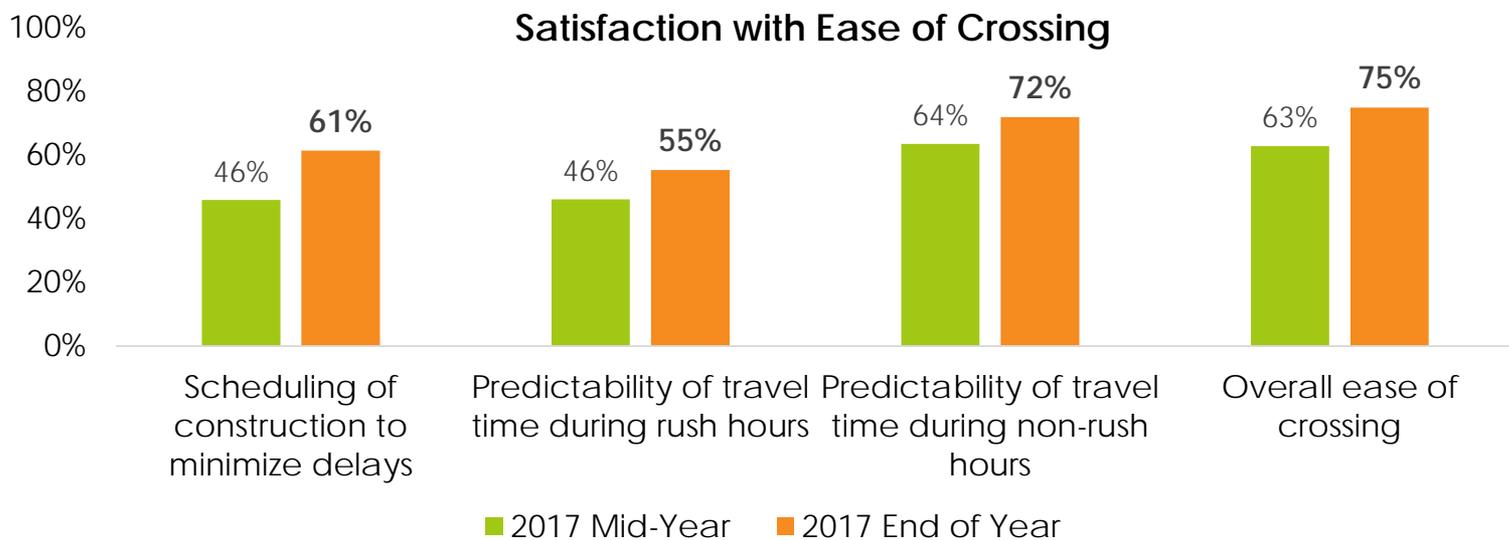
- Ease of Crossing, which includes travel time predictability, historically is the leading driver of overall satisfaction
- Predictability in travel time decreased significantly, helping to bring down overall satisfaction



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

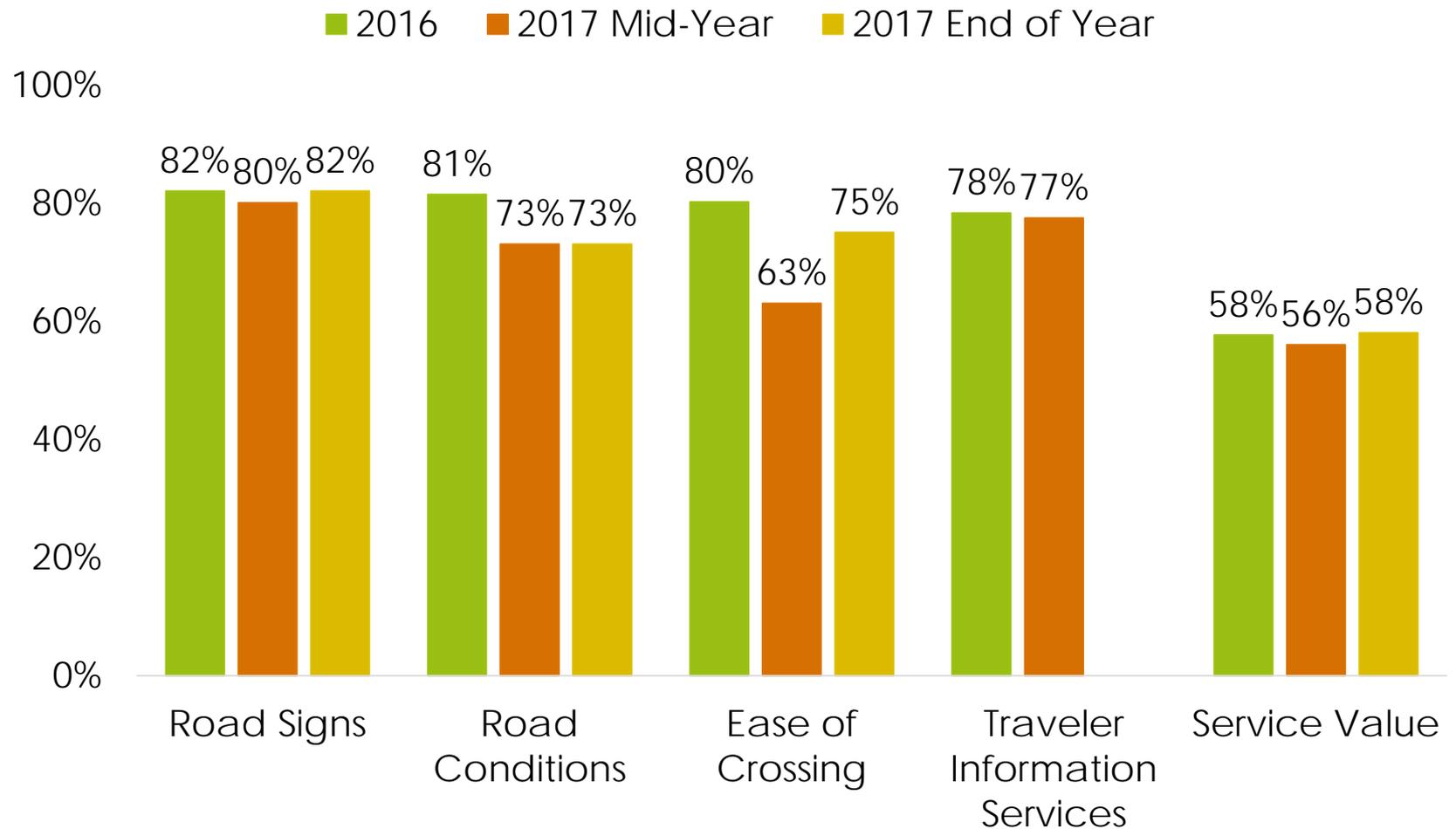
# 2017 Ease of Crossing Improvement

- The Year-End Survey found increased satisfaction was reported with each Ease of Crossing attribute
- Satisfaction with scheduling of construction to minimize delays increased 15%-points
- Three in four respondents are now satisfied with the overall ease of crossing, an increase of 12%-points from the Mid-Year Survey



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



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

- Methodology Review
- Attribute Ratings by Year

# Methodology Overview

- 47,859 surveys were distributed to MTA Bridges & Tunnels customers between June 9<sup>th</sup> and June 13<sup>th</sup>, 2017
  - Surveys were mailed or emailed to a subset of E-ZPass/Tolls by Mail customers who traveled on one of the nine 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
- 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, for a response rate of 17%
- In December 2017- January 2018, members of the ePanel were recruited for a follow-up End of Year Survey
  - 5,002 members of the ePanel completed the survey for a 20% response rate

# Overall Satisfaction by Year

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Overall Satisfaction	84%	83%	81%	84%	68%	80%

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



# Service Value Attribute Satisfaction by Year

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Availability of discount pricing options	60%	61%	67%	69%	72%	-
Variety of payment methods available	90%	90%	91%	91%	89%	-
Overall value for the money	51%	51%	53%	58%	56%	58%

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



# Lighting Attribute Satisfaction by Year

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Overall Lighting	92%	91%	92%	92%	88%	-

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

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Availability of emergency road service	82%	83%	85%	87%	79%	-
Roadway markings/lane striping					70%	-
Enforcement of speed and traffic rules	85%	85%	85%	85%	80%	-
Uniformed security presence at this facility	87%	86%	86%	87%	82%	-
Safety from traffic accidents while driving on this facility	84%	83%	84%	84%	77%	-
Overall level of safety and security at this facility	91%	89%	88%	88%	82%	-

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



# Road Signs Attribute Satisfaction by Year

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Traffic signs	^	^	^	^	81%	-
Signs providing directions	^	^	^	^	80%	-
Overall usefulness of road signs	79%	77%	79%	82%	80%	82%

^ Question introduced in 2017

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

# Road Conditions Attribute Satisfaction by Year

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Condition of the road surface	69%	67%	71%	74%	65%	-
Road-handling when surface is wet	78%	77%	80%	82%	77%	-
Removal of snow in the winter	89%	86%	88%	90%	87%	-
Overall road conditions	79%	76%	78%	81%	73%	73%

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

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Travel experience now that Cashless Tolling has been implemented	95%	96%	91%	94%	86%	80%
Scheduling of construction to minimize delays	64%	63%	64%	66%	46%	61%
Predictability of travel time on this facility during rush hours	62%	62%	62%	63%	46%	55%
Predictability of travel time on this facility during non-rush hours	80%	77%	76%	78%	64%	72%
Overall ease of crossing this facility	81%	78%	79%	80%	63%	75%

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

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Visual appeal of the facility	-	-	-	-	74%	-
Cleanliness of the facility	-	-	-	-	78%	-
Overall appearance and cleanliness	94%	93%	86%	85%	77%	-

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

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Electronic signs displaying current travel times and/or construction information	75%	73%	74%	76%	68%	-
Email alerts about MTA Bridges and Tunnels	69%	66%	66%	68%	62%	-
Information available about Bridges & Tunnels on the MTA website	81%	79%	79%	80%	72%	-
Third party travel information (apps, radio, etc.)	~	~	~	81%	75%	-
Overall availability of information	82%	79%	77%	78%	70%	-

^ 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

	2013	2014	2015	2016	2017 Mid-Year	2017 End of Year
Sign-up procedures and documentation	95%	94%	94%	95%	94%	-
Frequency of statement	95%	95%	94%	95%	94%	-
Usefulness of statement information	94%	93%	93%	94%	93%	-
Response to inquiries by customer service center	86%	86%	85%	86%	86%	-
Length of time on hold when calling customer service	81%	80%	79%	81%	80%	-
Overall service provided by the customer service center	*	*	86%	87%	86%	-
Reliability of E-ZPass tag	96%	96%	96%	95%	95%	-
Discounts offered to E-ZPass users	69%	67%	72%	75%	76%	-
Access to your E-ZPass account online	91%	91%	91%	91%	92%	-
Information available on the E-ZPass website	80%	91%	91%	91%	92%	-
Ease of adding funds to your E-ZPass account	95%	94%	94%	94%	94%	-
Overall performance of E-ZPass	96%	95%	95%	96%	95%	-

\* Question introduced in 2015

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

