



Metropolitan Transportation Authority

# Bridges and Tunnels Committee Meeting

## May 2021

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### **Committee Members**

L. Lacewell, Chair

A. Albert

J. Barbas

N. Brown

R. Glucksman

K. Law

D. Mack

H. Mihaltzes

J. Samuelsen

V. Tessitore

N. Zuckerman

# **Bridges & Tunnels Committee Meeting**

2 Broadway, 20th Floor Board Room

New York, NY 10004

Wednesday, 5/26/2021

10:00 AM - 1:00 PM ET

## **1. Summary of Actions**

*B&T Summary of Actions - Page 3*

## **2. Public Comments**

## **3. B&T Committee Minutes - April 2021**

*B&T Committee Minutes - April 2021 - Page 5*

## **4. Committee Work Plan**

*B&T Committee Work Plan - Page 6*

## **5. Report on Operations - March 2021**

*B&T Report on Operations - March 2021 - Page 12*

## **6. Safety Report - March 2021**

*B&T Safety Report - March 2021 - Page 26*

## **7. Financial Report - April 2021**

*B&T Financial Report - April 2021 - Page 31*

## **8. Capital Program Project Status Report - April 2021**

*B&T Capital Program Project Status Report - April 2021 - Page 46*

## **9. Procurements**

*B&T Procurements - Page 52*

### **B&T Competitive**

*B&T Competitive - Page 55*

## **10. Diversity Report - First Quarter 2021**

*B&T Diversity Report - First Quarter 2021 - Page 62*



# Bridges and Tunnels

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## Summary of Actions

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**MTA BRIDGES AND TUNNELS  
COMMITTEE ACTIONS and PRESENTATIONS  
SUMMARY for MAY 2021**

<b>Responsible Department</b>	<b>Vendor Name</b>	<b>Total Amount</b>	<b>Summary of action</b>
<b>Procurement</b>	Conduent State and Local Solutions, Inc.	\$246,086,235	<ul style="list-style-type: none"> <li>• Approval to Award a Miscellaneous Procurement Contract</li> <li>• New York Tolling Authorities Customer Service Center System and License Plate and Owner Identification Services</li> </ul>
<b>Procurement</b>	Faneuil, Inc.  TransCore,, LP	\$121,890,384  \$25,828,079	<ul style="list-style-type: none"> <li>• Approval to Award two Personal Service Contracts</li> <li>• NY Tolling Authorities Customer Contact Center Services</li> <li>• Transponder Distribution Services</li> </ul>



# Bridges and Tunnels

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## Minutes of Committee Meeting April 2021

Because of the ongoing COVID-19 public health crisis, the MTA Chairman convened a one-day, virtual Board and Committee meeting session on April 21, 2021 which included the following MTA committees:

- Long Island Rail Road and Metro-North Railroad;
- New York City Transit;
- MTA Bridges and Tunnels;
- Finance;
- Safety; and
- Capital Program Oversight Committee

To see a summary of the meeting and the actions taken by the Bridges and Tunnels Committee, please refer to the April 21, 2021 Board minutes in the May 2021 Board Book available here on the Board materials website: <https://new.mta.info/transparency/board-and-committee-meetings/may-2021>.



# 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

### TOPIC

Approval of Minutes  
Committee Work Plan  
Report on Operations  
Safety Report  
Financial Report  
Capital Program Project Status Report  
  
Procurements  
Action Items (if any)

### Responsibility

Committee Chair & Members  
Committee Chair & Members  
Revenue Management  
Safety & Health  
Controller/Planning & Budget  
Construction & Development/  
Planning & Budget  
Procurement & Materials

## II. SPECIFIC AGENDA ITEMS

### May 2021

Diversity Report – 1<sup>st</sup> Quarter 2021

EEO

### June 2021

No items scheduled

### July 2021

No items scheduled

### August 2021

No meeting scheduled

### September 2021

2022 Preliminary Budget  
Diversity Report – 2<sup>nd</sup> Quarter 2021

Planning & Budget  
EEO

### October 2021

2022 Preliminary Budget

Planning & Budget

### November 2021

No items scheduled

### December 2021

2022 Proposed Committee Work Plan  
2022 Proposed Final Budget  
Diversity Report – 3<sup>rd</sup> Quarter 2021

Committee Chair & Members  
Planning & Budget  
EEO

January 2022

Approval of 2022 Work Plan

Committee Chair & Members

February 2022

Preliminary Review of 2021 Operating Budget Results  
2022 Adopted Budget/Financial Plan 2022-2025  
2021 B&T Operating Surplus  
2021 Customer Environment Report  
Diversity Report – 4<sup>th</sup> Quarter 2021

Planning & Budget  
Planning & Budget  
Controller  
Operations  
EEO

March 2022

Annual Procurement Contracts Report

Procurement & Materials/  
Finance

April 2022

Final Review of 2021 Year-End Operating Results

Planning & Budget

## **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, average daily traffic by method of payment and vehicle type, traffic by facility, and data on 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.

##### 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, toll collection rates, and headcount charts. The Financial Report is provided on a one-month lag, except in the month of September, at which time it includes the July and August 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**

### **MAY 2021**

#### Diversity Report – 1<sup>st</sup> Quarter 2021

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

### **JUNE 2021**

No items scheduled

### **JULY 2021**

No items scheduled

### **AUGUST 2021**

No meeting scheduled

### **SEPTEMBER 2021**

#### 2022 Preliminary Budget

Agency will present highlights of the Preliminary Budget to the Committee. Public comment will be accepted on the 2022 Preliminary Budget.

#### Diversity Report – 2<sup>nd</sup> Quarter 2021

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

### **OCTOBER 2021**

#### 2022 Preliminary Budget

Public comment will be accepted on the 2022 Preliminary Budget.

### **NOVEMBER 2021**

No items scheduled.

### **DECEMBER 2021**

#### 2022 Proposed Committee Work Plan

The Committee Chair will present a draft Bridges and Tunnels Committee Work Plan for 2022 that will address initiatives to be reported throughout the year.

#### 2022 Proposed Final Budget

The Committee will recommend action to the Board.

## **DECEMBER 2021 (cont'd)**

### Diversity Report – 3<sup>rd</sup> Quarter 2021

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

## **JANUARY 2022**

### Approval of Work Plan for 2022

The committee will have already received a draft work plan for 2022 at the December 2021 meeting. The committee will be requested to approve the amended work plan for the year.

## **FEBRUARY 2022**

### Preliminary Review of 2021 Operating Budget Results

The agency will present a brief review of its 2020 Operating Budget results.

### 2022 Adopted Budget and February Financial Plan 2022-2025

The Agency will present its revised 2020 Adopted Budget and Financial Plan which will incorporate any changes made by the Board at the December 2021 meeting and any Agency technical adjustments.

### 2021 B&T Operating Surplus

The Committee will recommend action to the Board.

### 2021 Customer Environment Report

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 – 4<sup>th</sup> Quarter 2021

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

## **MARCH 2022**

### 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.

## **APRIL 2022**

### Final Review of 2021 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 financial performance. The MTA Budget Division will prepare an overall review also for inclusion in the materials that draws MTA-wide conclusions.



# Bridges and Tunnels

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## Report on Operations March 2021



## **MTA Bridges and Tunnels March 2021 Traffic Trends**

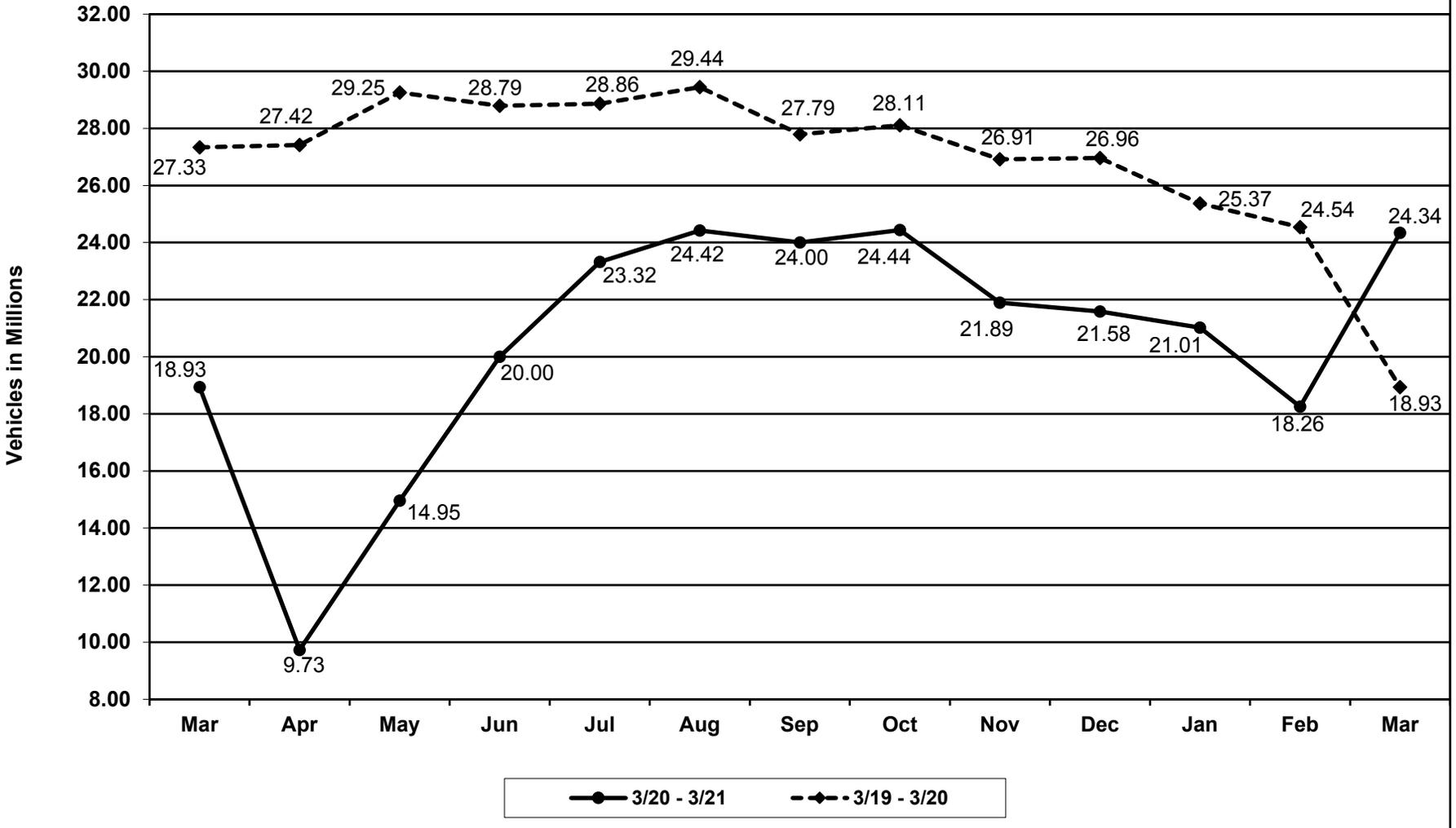
### **Summary**

The COVID-19 global pandemic was declared in March 2020, and B&T traffic levels were significantly impacted. To assess these impacts, this month's report compares current B&T traffic levels to those in both 2020 and 2019. In March 2021, there were 24.3 million paid crossings vs. 18.9 million in March 2020, an increase of 28.5% and the highest B&T traffic levels since February 2020. The increase is primarily due to the pandemic impacts on last year's traffic and the recovery since then. Compared to March 2019, current B&T traffic levels are 3.0 million vehicles or 11% lower, an indicator that the region is still recovering.

Average daily traffic increased by 30.0% for passenger cars and by 13.2% for other vehicles compared to March 2020. Average daily E-ZPass transactions increased by 26.6% on a year-to-year basis for the month, and Tolls by Mail transactions increased by 74.6%. March E-ZPass market share was 94.6%.

There was no snowfall this March. Rainfall was 4.1 inches this year and 2.7 inches last year. Gasoline prices increased for the fourth month in a row and averaged \$2.87 a gallon, which was \$0.39 higher than last year.

### MTA Bridges and Tunnels Traffic Volume - All Facilities Two Years Ending March 2021



**MTA Bridges and Tunnels  
E-ZPass and Tolls by Mail Traffic  
March 2021**  
Preliminary data subject to final audit

<b>All B&amp;T Facilities by Method of Payment</b>				
	March 2021	March 2020	March 2019	2021 YTD
E-ZPass <sup>1</sup>	23,012,475	18,165,284	25,969,961	60,209,624
Tolls by Mail <sup>1</sup>	<u>1,322,908</u>	<u>769,554</u>	<u>1,362,132</u>	<u>3,395,987</u>
<b>Total</b>	<b>24,335,383</b>	<b>18,934,838</b>	<b>27,332,093</b>	<b>63,605,611</b>
<b>E-ZPass Market Share:</b>				
Total	94.6%	95.9%	95.0%	94.7%
Cars	94.4%	95.8%	94.9%	94.5%
Trucks	96.5%	97.1%	96.2%	96.8%

Facility	<b>Average Weekday<sup>2</sup></b>					<b>Average Weekend<sup>2</sup></b>										
	March 2021			E-ZPass Market Share					March 2021			E-ZPass Market Share				
	Total	E-ZPass	TBM	Mar 2021	Mar 2020	Mar 2019	2021 vs 2020	2021 vs 2019	Total	E-ZPass	TBM	Mar 2021	Mar 2020	Mar 2019	2021 vs 2020	2021 vs 2019
Bronx-Whitestone Bridge	122,505	114,466	8,039	93.4%	94.9%	94.0%	-1.5%	-0.6%	119,535	109,705	9,830	91.8%	93.2%	91.9%	-1.4%	-0.1%
Cross Bay Bridge	21,575	20,656	918	95.7%	97.6%	97.1%	-1.9%	-1.4%	19,180	18,153	1,027	94.6%	96.5%	95.7%	-1.9%	-1.0%
Henry Hudson Bridge	61,151	58,288	2,864	95.3%	96.4%	96.2%	-1.1%	-0.9%	55,635	52,121	3,514	93.7%	95.8%	95.2%	-2.1%	-1.5%
Hugh L. Carey Tunnel	52,680	50,740	1,940	96.3%	97.0%	96.0%	-0.6%	0.3%	39,915	37,792	2,123	94.7%	95.8%	94.3%	-1.1%	0.3%
Marine Parkway Bridge	18,817	18,215	602	96.8%	97.5%	97.1%	-0.7%	-0.3%	16,302	15,639	663	95.9%	96.9%	96.2%	-0.9%	-0.2%
Queens Midtown Tunnel	69,256	65,954	3,302	95.2%	97.1%	96.6%	-1.8%	-1.3%	59,159	55,450	3,709	93.7%	96.0%	95.1%	-2.3%	-1.3%
Robert F. Kennedy Bridge	163,476	154,206	9,270	94.3%	95.9%	95.0%	-1.6%	-0.7%	147,479	136,908	10,570	92.8%	94.5%	93.1%	-1.7%	-0.2%
Throgs Neck Bridge	97,602	92,056	5,546	94.3%	95.6%	94.7%	-1.3%	-0.4%	100,217	92,828	7,389	92.6%	93.7%	92.5%	-1.1%	0.1%
Verrazzano-Narrows Bridge <sup>1</sup>	<u>199,087</u>	<u>190,835</u>	<u>8,252</u>	<u>95.9%</u>	<u>96.9%</u>	<u>96.4%</u>	<u>-1.1%</u>	<u>-0.6%</u>	<u>184,519</u>	<u>174,023</u>	<u>10,496</u>	<u>94.3%</u>	<u>95.4%</u>	<u>94.6%</u>	<u>-1.0%</u>	<u>-0.3%</u>
<b>All Facilities<sup>1</sup></b>	<b>806,149</b>	<b>765,415</b>	<b>40,734</b>	<b>94.9%</b>	<b>96.3%</b>	<b>95.6%</b>	<b>-1.4%</b>	<b>-0.6%</b>	<b>741,941</b>	<b>692,618</b>	<b>49,323</b>	<b>93.4%</b>	<b>94.8%</b>	<b>93.7%</b>	<b>-1.4%</b>	<b>-0.3%</b>

Notes:

- At the Verrazzano-Narrows Bridge (VNB), tolls were only collected in the westbound direction prior to December 1, 2020.
- Average traffic and market share figures exclude holidays.

**MTA Bridges and Tunnels**  
**E-ZPass and Tolls by Mail Traffic**  
**March 2021**  
Preliminary data subject to final audit

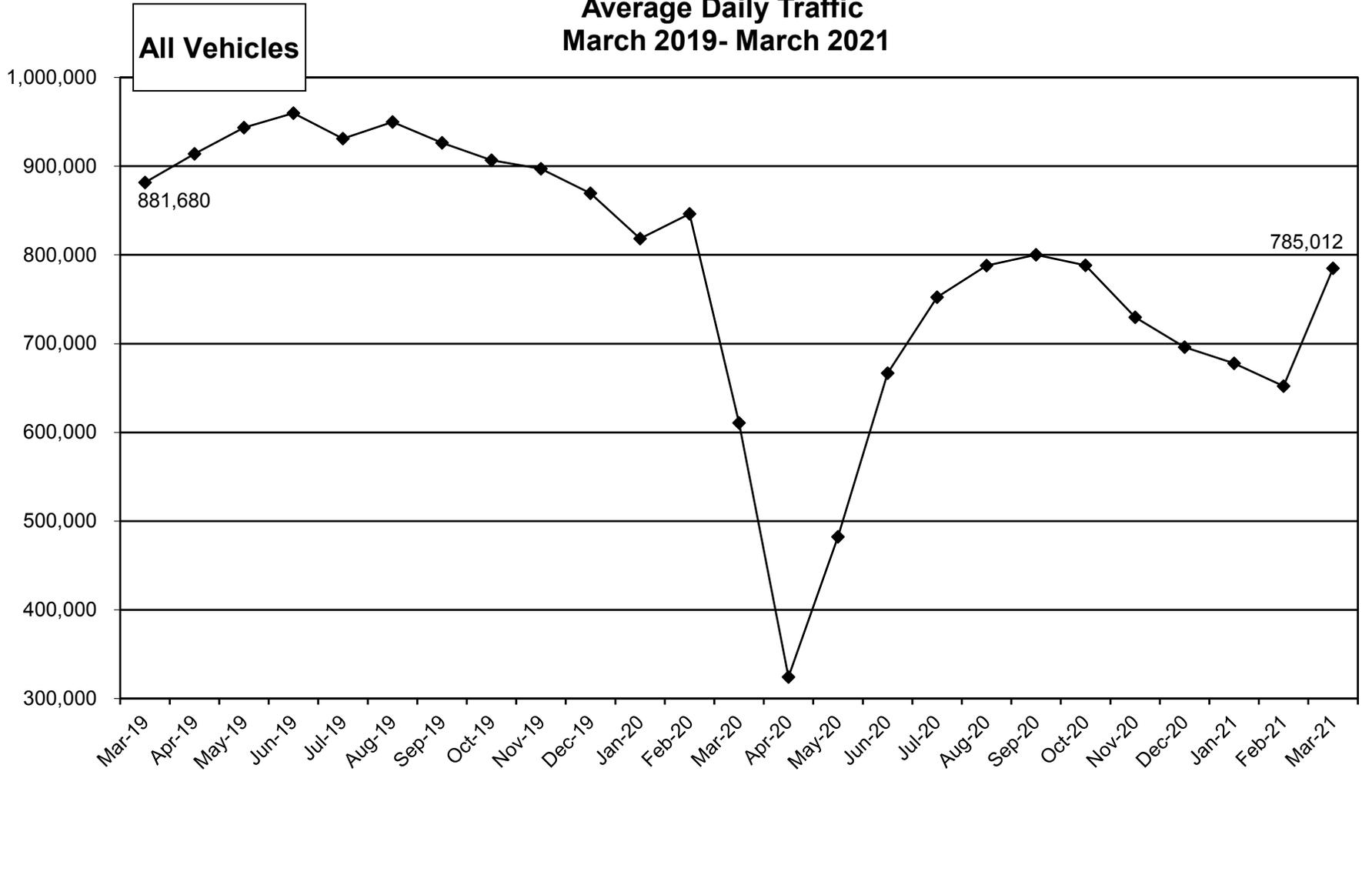
<b>Distribution by Facility &amp; Time Period</b>			
Facility	March 2021		
	Weekday AM Peak	Weekday PM Peak	Off-Peak
Bronx-Whitestone Bridge	23.2%	23.4%	53.4%
Cross Bay Bridge	22.3%	24.4%	53.2%
Henry Hudson Bridge	23.4%	29.7%	46.9%
Hugh L. Carey Tunnel	25.0%	27.2%	47.8%
Marine Parkway Bridge	23.6%	27.1%	49.3%
Queens Midtown Tunnel	24.7%	23.8%	51.6%
Robert F. Kennedy Bridge	24.6%	22.3%	53.1%
Throgs Neck Bridge	23.6%	24.2%	52.2%
Verrazzano-Narrows Bridge <sup>1</sup>	<u>23.0%</u>	<u>24.5%</u>	<u>52.5%</u>
<b>All Facilities</b>	<b>23.7%</b>	<b>24.4%</b>	<b>51.8%</b>

<b>Payment Method by Facility (Transactions)</b>			
Facility	March 2021		
	NY CSC E-ZPass	Non-NY CSC E-ZPass	Tolls by Mail
Bronx-Whitestone Bridge	88.2%	4.8%	7.0%
Cross Bay Bridge	94.1%	1.4%	4.5%
Henry Hudson Bridge	85.3%	9.6%	5.1%
Hugh L. Carey Tunnel	89.8%	6.2%	4.0%
Marine Parkway Bridge	93.8%	2.8%	3.4%
Queens Midtown Tunnel	88.5%	6.5%	5.1%
Robert F. Kennedy Bridge	88.1%	5.9%	6.0%
Throgs Neck Bridge	86.3%	7.6%	6.1%
Verrazzano-Narrows Bridge	<u>86.4%</u>	<u>9.0%</u>	<u>4.5%</u>
<b>All Facilities</b>	<b>87.7%</b>	<b>6.9%</b>	<b>5.4%</b>

Note:

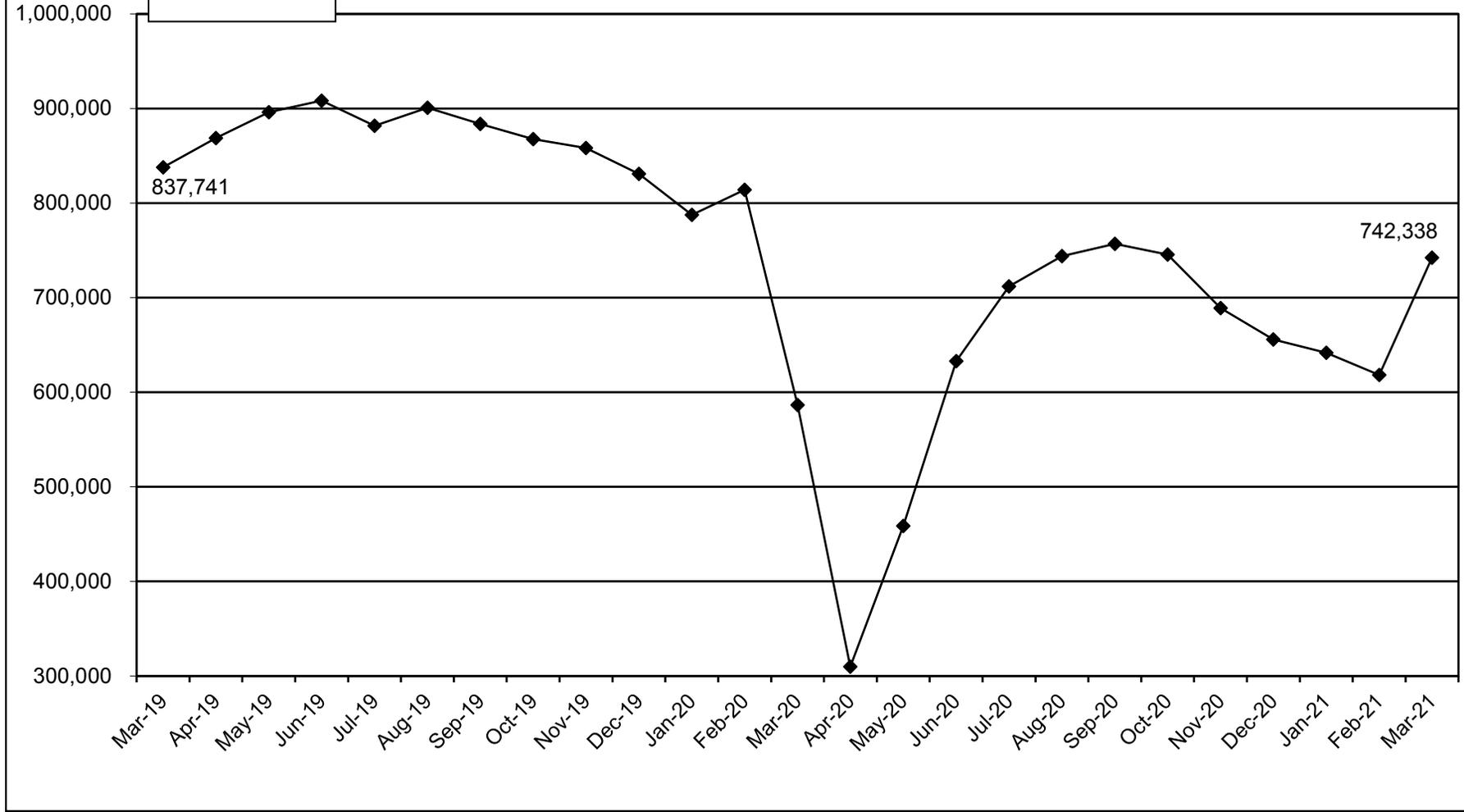
1. At the Verrazzano-Narrows Bridge (VNB), tolls were only collected in the westbound direction prior to December 1, 2020.

### MTA Bridges and Tunnels Average Daily Traffic March 2019- March 2021



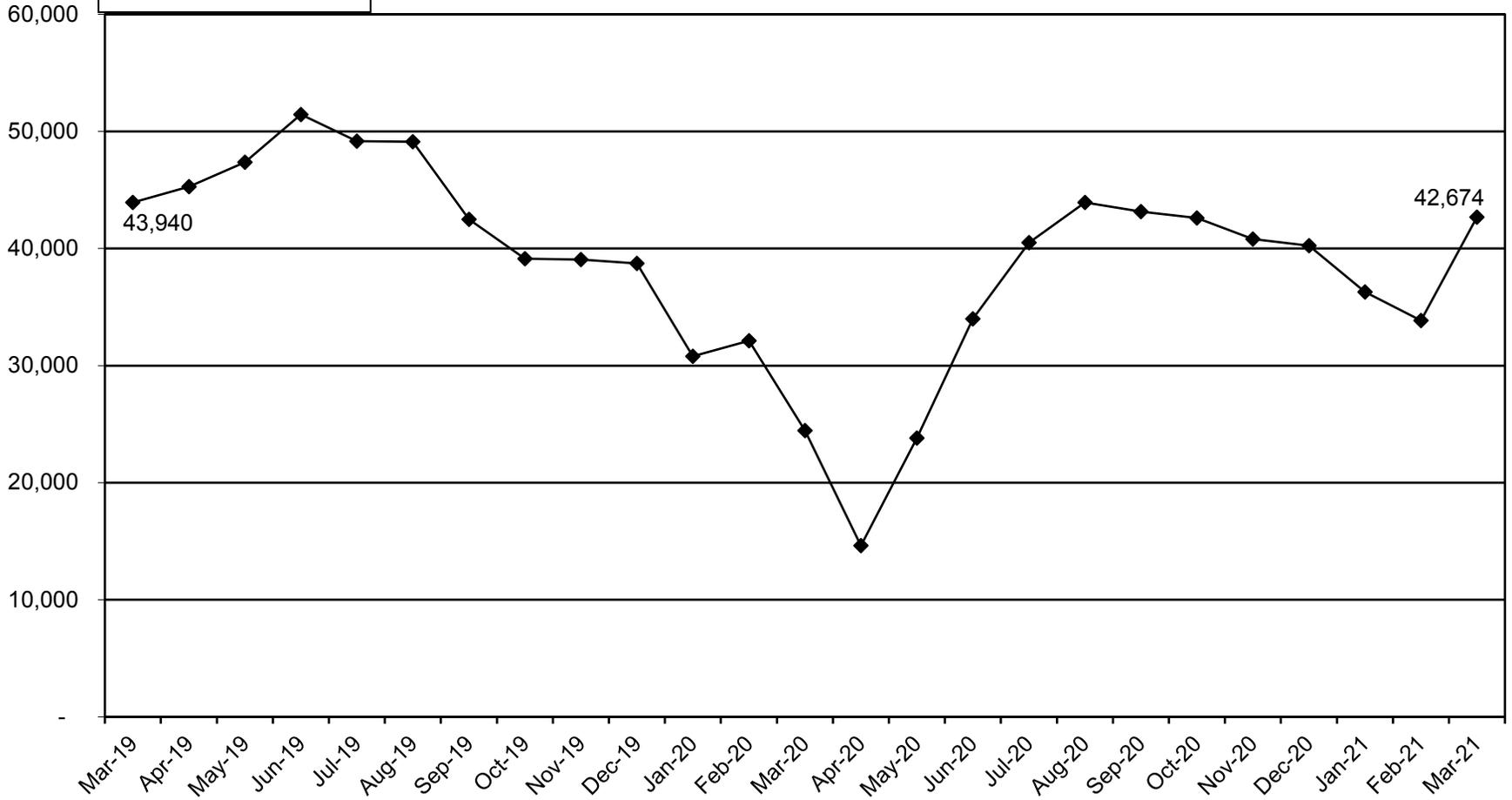
### MTA Bridges and Tunnels Average Daily Traffic March 2019- March 2021

**E-ZPass  
Vehicles**

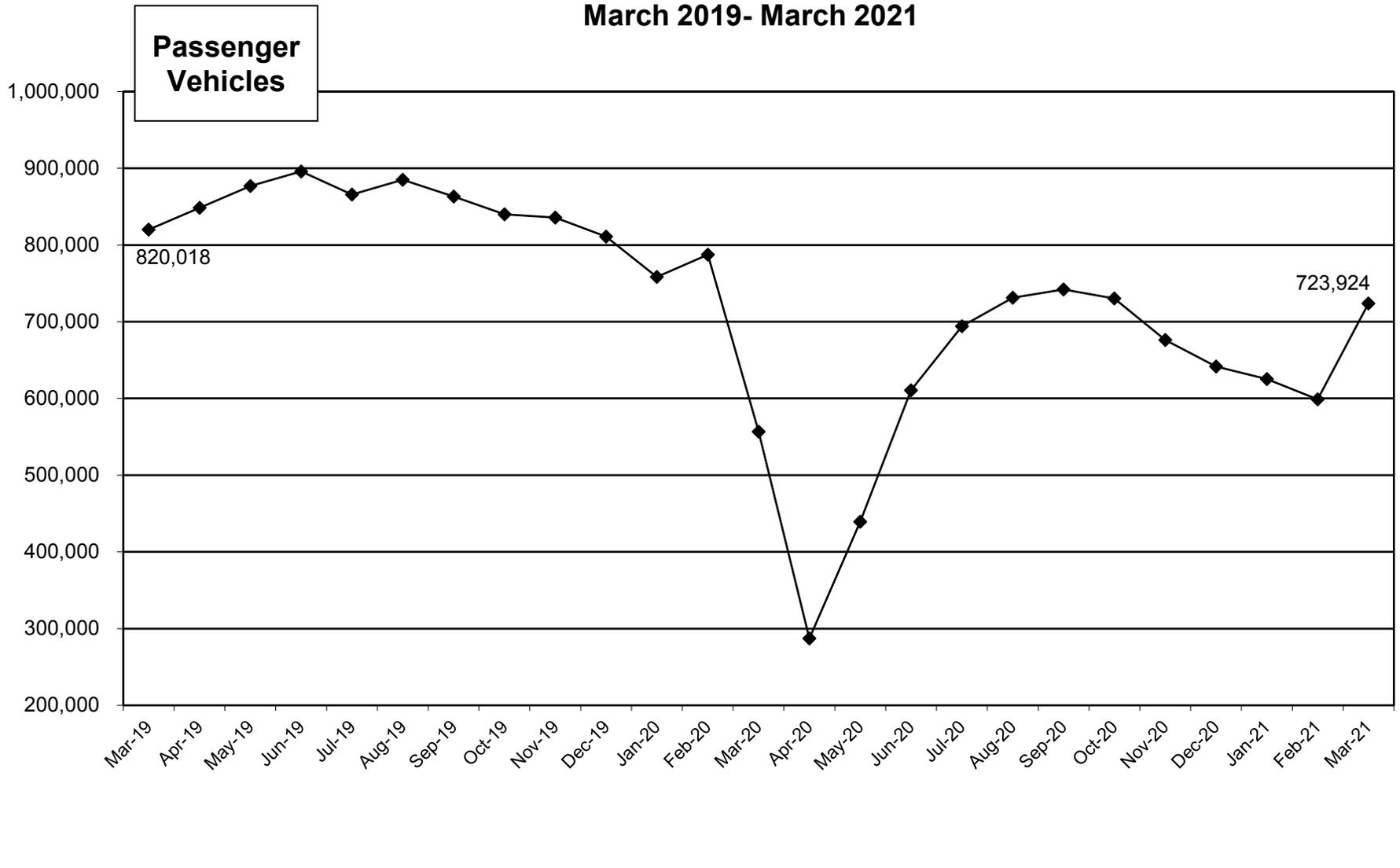


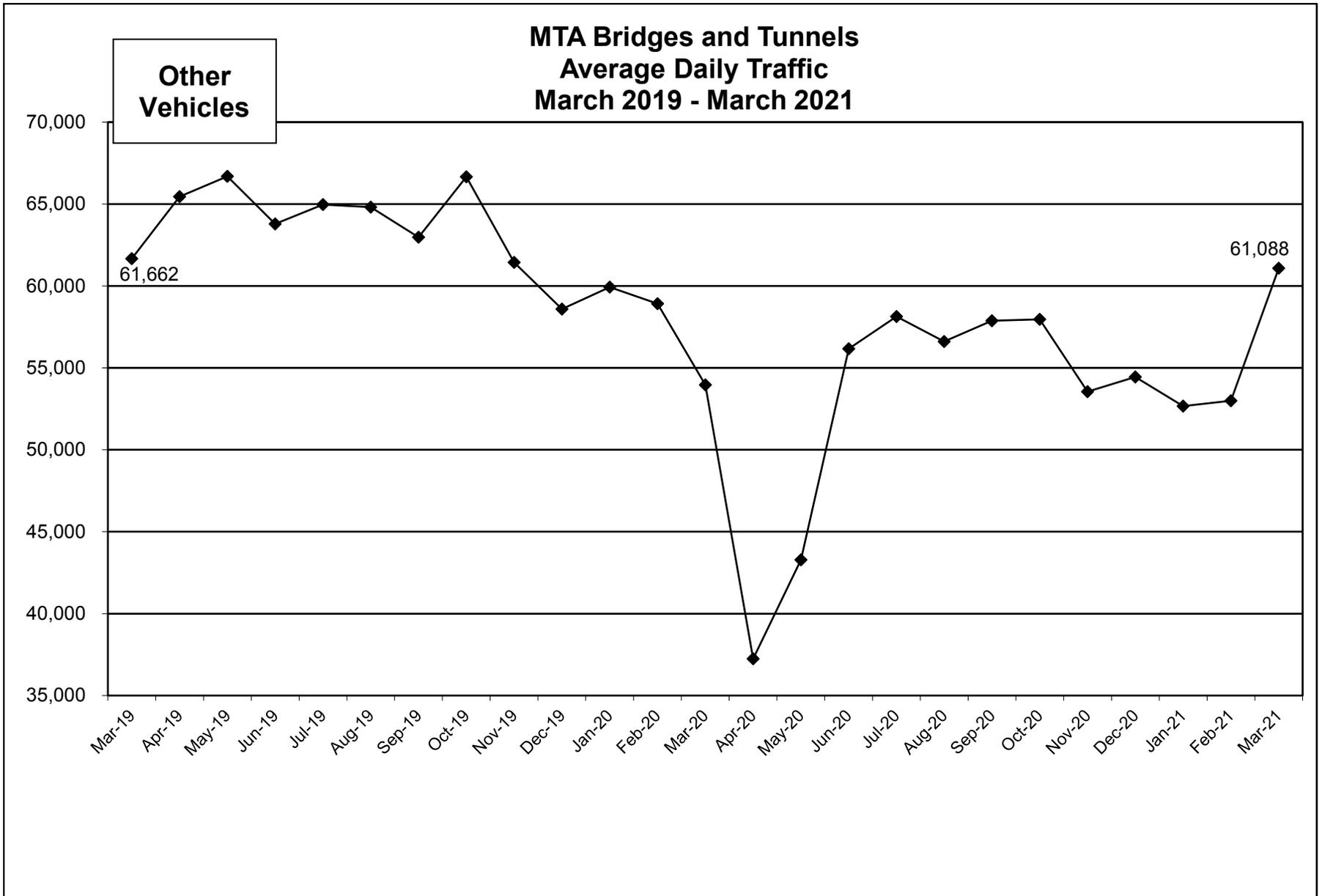
### MTA Bridges and Tunnels Average Daily Traffic March 2019- March 2021

**Tolls by Mail  
Vehicles**



### MTA Bridges and Tunnels Average Daily Traffic March 2019- March 2021





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

Corridor	Toll Media	Mar(1)	3 Months(2) (Jan-Mar)	6 Months(3) (Oct-Mar)	9 Months(4) (Jul-Mar)	12 Months(5) (Apr-Mar)
All Facilities	Total Vehicles	28.5%	-6.6%	-12.3%	-13.9%	-22.9%
	E-ZPass	26.6%	-8.0%	-13.5%	-14.8%	-23.5%
	Tolls by Mail	74.6%	29.9%	16.1%	5.6%	-10.6%
RFK Bridge	Total Vehicles	29.5%	-6.0%	-12.5%	-14.8%	-24.0%
	E-ZPass	27.2%	-7.7%	-14.0%	-16.0%	-24.8%
	Tolls by Mail	79.0%	34.1%	20.7%	9.6%	-8.0%
Queens Midtown Tunnel Hugh L. Carey Tunnel	Total Vehicles	35.1%	-11.2%	-17.7%	-19.8%	-30.7%
	E-ZPass	32.7%	-12.9%	-19.2%	-21.1%	-31.6%
	Tolls by Mail	116.0%	49.2%	32.6%	18.8%	-4.4%
Bronx-Whitestone Bridge Throgs Neck Bridge	Total Vehicles	23.7%	-8.0%	-12.7%	-13.9%	-22.1%
	E-ZPass	21.7%	-9.5%	-13.9%	-14.7%	-22.5%
	Tolls by Mail	59.4%	20.3%	8.3%	4.9%	-15.3%
Verrazzano-Narrows Bridge	Total Vehicles	27.5%	-1.1%	-6.5%	-8.3%	-16.4%
	E-ZPass	26.1%	-2.3%	-7.5%	-9.0%	-16.9%
	Tolls by Mail	69.3%	34.8%	19.5%	8.6%	-5.9%
Henry Hudson Bridge	Total Vehicles	43.7%	-10.8%	-18.6%	-20.1%	-32.2%
	E-ZPass	41.1%	-12.3%	-19.7%	-20.9%	-32.7%
	Tolls By Mail	122.8%	33.4%	9.4%	-1.8%	-21.4%
Marine Parkway Bridge Cross Bay Bridge	Total Vehicles	19.6%	-7.4%	-10.4%	-8.9%	-15.1%
	E-ZPass	18.5%	-8.1%	-11.2%	-9.5%	-15.6%
	Tolls by Mail	51.0%	13.9%	11.1%	6.7%	-4.3%

(1) March 2021 vs. March 2020  
(2) January 2021 to March 2021 vs. January 2020 to March 2020  
(3) October 2020 to March 2021 vs. October 2019 to March 2020  
(4) July 2020 to March 2021 vs. July 2019 to March 2020  
(5) April 2020 to March 2021 vs. April 2019 to March 2020

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

Corridor	Toll Media	Mar(1)	3 Months(2) (Jan-Mar)	6 Months(3) (Oct-Mar)	9 Months(4) (Jul-Mar)	12 Months(5) (Apr-Mar)
All Facilities	Total Vehicles	28.5%	-6.6%	-12.3%	-13.9%	-22.9%
	Passenger	30.0%	-6.9%	-12.7%	-14.3%	-23.5%
	Other	13.2%	-3.3%	-7.4%	-8.5%	-14.2%
RFK Bridge	Total Vehicles	29.5%	-6.0%	-12.5%	-14.8%	-24.0%
	Passenger	31.6%	-5.7%	-12.5%	-14.9%	-24.5%
	Other	10.2%	-8.5%	-12.1%	-13.0%	-18.5%
Queens Midtown Tunnel Hugh L. Carey Tunnel	Total Vehicles	35.1%	-11.2%	-17.7%	-19.8%	-30.7%
	Passenger	37.5%	-11.2%	-17.8%	-20.1%	-31.1%
	Other	9.9%	-11.5%	-16.3%	-16.8%	-25.2%
Bronx-Whitestone Bridge Throgs Neck Bridge	Total Vehicles	23.7%	-8.0%	-12.7%	-13.9%	-22.1%
	Passenger	25.3%	-8.5%	-13.5%	-14.3%	-23.3%
	Other	10.8%	-2.8%	-5.0%	-7.4%	-9.0%
Verrazzano-Narrows Bridge	Total Vehicles	27.5%	-1.1%	-6.5%	-8.3%	-16.4%
	Passenger	28.1%	-1.7%	-7.1%	-8.8%	-17.0%
	Other	20.8%	7.8%	1.5%	-1.6%	-7.9%
Henry Hudson Bridge	Total Vehicles	43.7%	-10.8%	-18.6%	-20.1%	-32.2%
	Passenger	43.8%	-10.7%	-18.5%	-20.1%	-32.1%
	Other	36.5%	-18.8%	-27.3%	-29.1%	-39.6%
Marine Parkway Bridge Cross Bay Bridge	Total Vehicles	19.6%	-7.4%	-10.4%	-8.9%	-15.1%
	Passenger	19.8%	-7.5%	-10.3%	-8.6%	-14.8%
	Other	15.7%	-6.6%	-12.5%	-13.9%	-21.0%

(1) March 2021 vs. March 2020

(2) January 2021 to March 2021 vs. January 2020 to March 2020

(3) October 2020 to March 2021 vs. October 2019 to March 2020

(4) July 2020 to March 2021 vs. July 2019 to March 2020

(5) April 2020 to March 2021 vs. April 2019 to March 2020

## Supplemental Data Page for the Report on Operations

<u>Month</u>	<u>Traffic &amp; Average Gas Price<sup>(1)</sup></u>		<u>Weather<sup>(2)</sup></u>			
	<u>Traffic</u>	<u>Gas</u>	<u>Average Temperature</u>	<u>Rain Inches</u>	<u>Snow Inches</u>	<u>Precipitation Days</u>
Mar-19 <sup>(3)</sup>	27,332,093	\$2.63	42	3.9	10.4	9
Apr-19	27,419,476	\$2.84	55	4.4	-	17
May-19	29,249,471	\$3.00	64	6.4	-	18
Jun-19	28,792,254	\$2.91	73	4.9	-	13
Jul-19	28,857,383	\$2.90	82	6.1	-	10
Aug-19	29,442,733	\$2.84	78	3.1	-	9
Sep-19	27,785,633	\$2.71	72	0.6	-	3
Oct-19	28,109,963	\$2.68	61	5.6	-	14
Nov-19	26,913,543	\$2.68	45	1.6	-	9
Dec-19	26,955,736	\$2.67	39	7.2	2.0	14
Jan-20	25,368,494	\$2.71	39	1.6	2.6	9
Feb-20	24,540,667	\$2.72	40	2.7	-	12
Mar-20	18,934,838	\$2.48	48	2.7	-	12
Apr-20	9,730,391	\$2.26	51	4.5	-	14
May-20	14,953,991	\$2.15	61	1.2	-	11
Jun-20	20,001,850	\$2.21	76	1.1	-	8
Jul-20	23,322,086	\$2.26	83	4.7	-	12
Aug-20	24,423,978	\$2.25	80	4.9	-	13
Sep-20	24,002,331	\$2.26	70	4.1	-	9
Oct-20	24,436,261	\$2.25	60	5.2	-	13
Nov-20	21,889,990	\$2.21	54	4.4	-	8
Dec-20	21,579,182	\$2.29	41	3.5	10.2	10
<b>Jan-21</b>	<b>21,014,689</b>	<b>\$2.45</b>	<b>37</b>	<b>2.2</b>	<b>1.6</b>	<b>9</b>
<b>Feb-21</b>	<b>18,255,539</b>	<b>\$2.61</b>	<b>35</b>	<b>4.1</b>	<b>23.2</b>	<b>14</b>
<b>Mar-21</b>	<b>24,335,383</b>	<b>\$2.87</b>	<b>46</b>	<b>3.1</b>		<b>7</b>

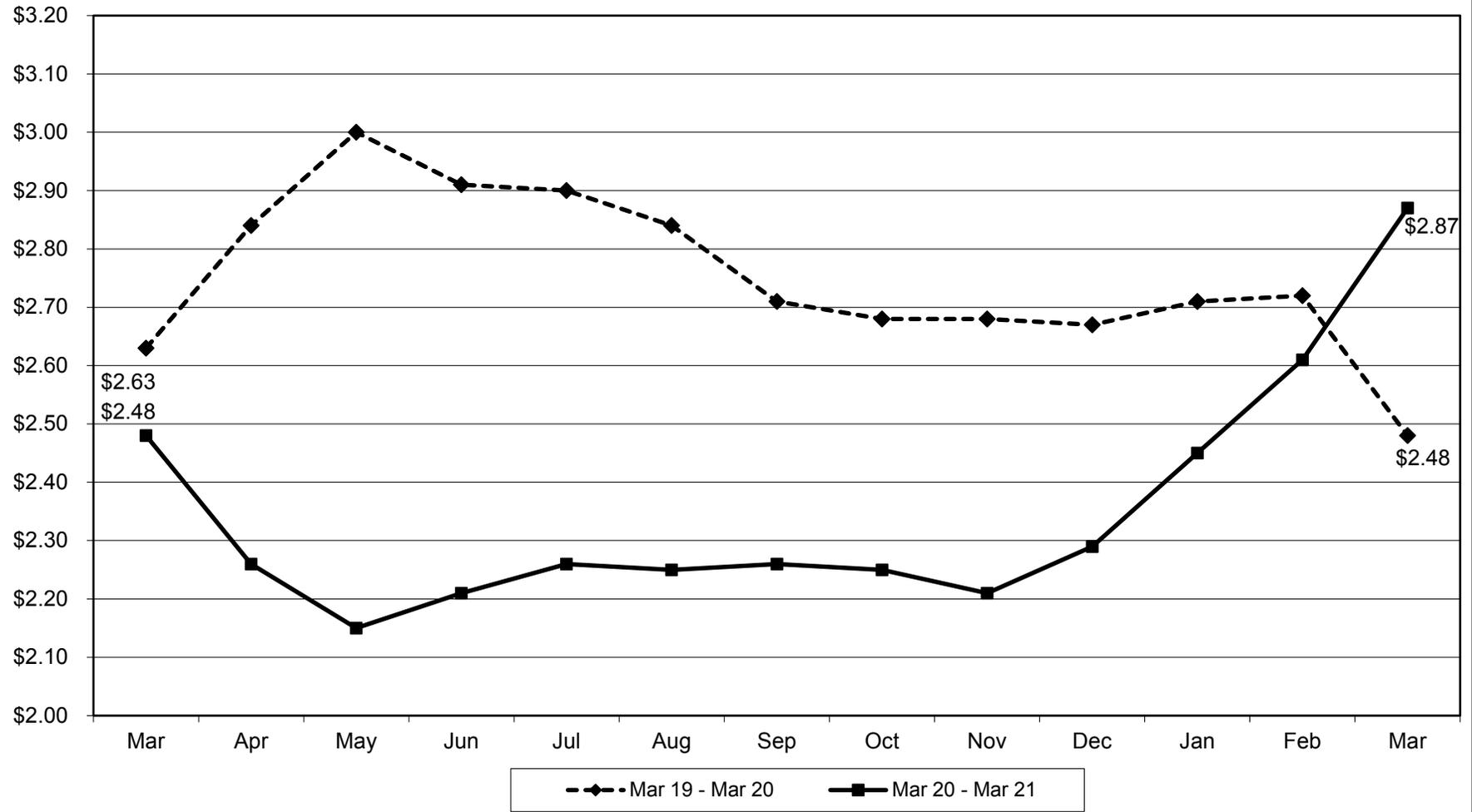
Note: Bold numbers are preliminary.

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

<u>Month</u>	<u>Traffic &amp; Gas Monthly Inc/(Dec)</u>		<u>Weather Monthly Inc/(Dec)</u>			
	<u>Traffic</u>	<u>Gas</u>	<u>Average Temperature</u>	<u>Rain Inches</u>	<u>Snow Inches</u>	<u>Precipitation Days</u>
<b>2020 vs. 2019</b>						
March	(8,397,255)	(\$0.15)	6	(1.2)	(10)	3
April	(17,689,085)	(\$0.58)	(4)	0.1	-	(3)
May	(14,295,480)	(\$0.85)	(3)	(5.2)	-	(7)
June	(8,790,404)	(\$0.70)	3	(3.8)	-	(5)
July	(5,535,297)	(\$0.64)	1	(1.4)	-	2
August	(5,018,755)	(\$0.59)	2	1.8	-	4
September	(3,783,302)	(\$0.45)	(2)	3.5	-	6
October	(3,673,702)	(\$0.43)	(1)	(0.4)	-	(1)
November	(5,023,553)	(\$0.47)	9	2.8	-	(1)
December	(5,376,554)	(\$0.38)	2	(3.7)	8	(4)
<b>2021 vs. 2020</b>						
January	(4,353,805)	(\$0.26)	(2)	0.6	(1)	0
February	(6,285,128)	(\$0.11)	(5)	1.4	23	2
March	5,400,545	\$0.39	(2)	0.4	-	(5)

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 31, 2019

### Supplemental Graph Gas Prices in the NY-NJ-CT-PA Area March 2020 - March 2021





# Bridges and Tunnels

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## Safety Report March 2021



## Safety Report

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

Performance Indicator				
Performance Indicator	12-Month Average			Last Two Years % Change
	April 2018 -March 2019	April 2019 -March 2020	April 2020 - March 2021	
Customer Collisions Rate per Million Vehicles	6.46	6.14	3.84	-37.5%
Customer Injury Collisions Rate per Million Vehicles	1.00	0.89	0.61	-31.5%
Employee Accident Reports	267	192	144	-25.0%
Employee Lost Time Injuries Rate per 200,000 Hours Worked	7.5	6.3	5.4	-14.3%
Construction Injuries per 200,000 Hours Worked	1.63	2.88	1.97	-31.6%
Leading Indicators				
Roadway Safety	2020		2021	
	March	Year End	March	Year to Date
Workforce Development (# of Participants)	24	270	0	0
Fleet Preventative Maintenance Insp.	177	1463	164	364
Safety Taskforce Inspections	0	0	3	3
Construction Safety	March	Year End	March	Year to Date
Construction Safety Inspections	180	1621	85	208
Fire Safety	March	Year End	March	Year to Date
Fire Code Audits Completed	0	14	3	3
FDNY Liaison Visits	0	12	0	0

\* Conditions beginning Mid-March 2020 reflect an intra-pandemic period and therefore, is not indicative of prior history.

### 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.

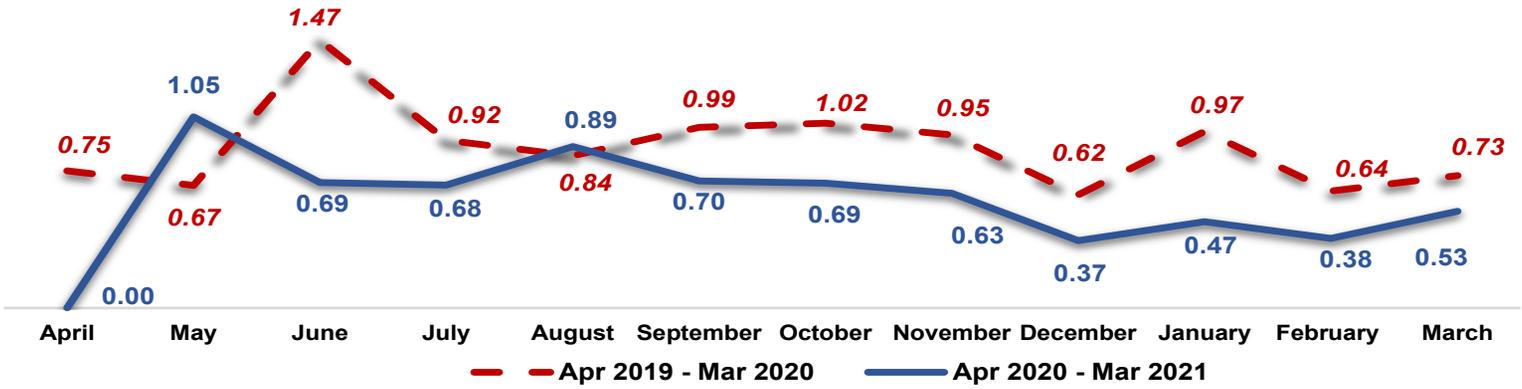
**Fire Code Audits** are required by the NYS Uniform Fire Prevention Code. They are conducted by the Safety and Health Department at each building and facility throughout the Agency. They feature a review of fire prevention activities and the condition of fire fighting and suppression equipment.

**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



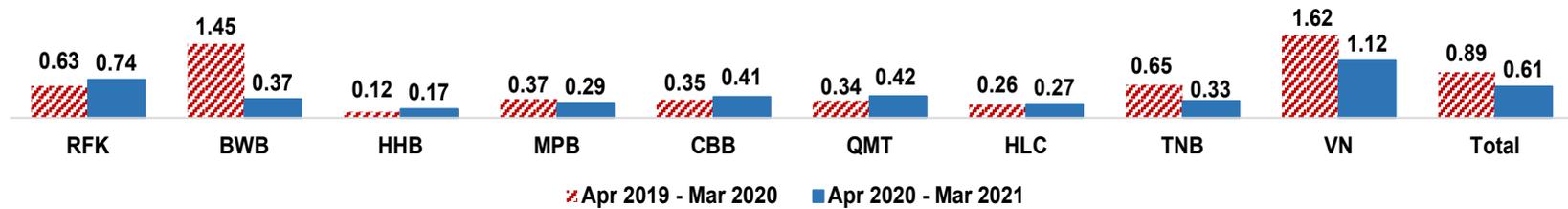
Total Collisions per Million Vehicles



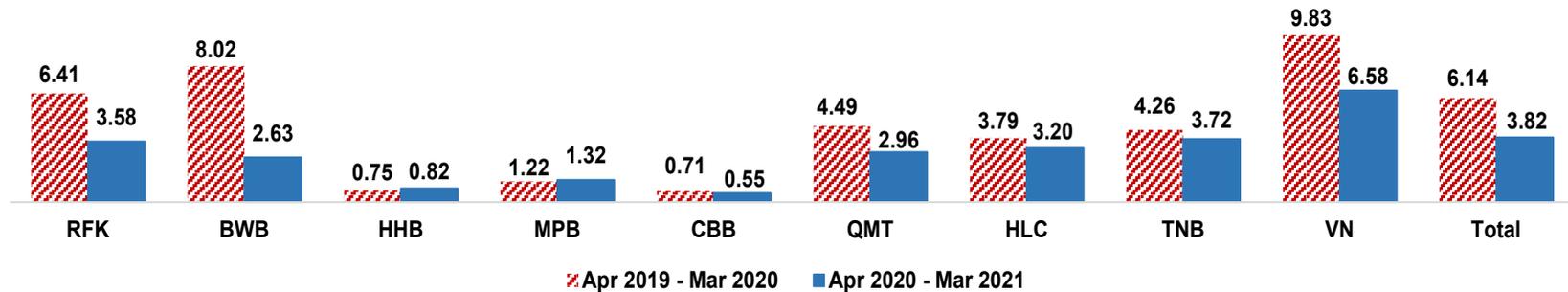


## Collision Rates by Facility Year over Year Comparison of 12-Month Averages

Collisions with Injuries per Million Vehicles



Total Collisions per Million Vehicles





## Collision Rates by Facility

Total Collisions per Million Vehicles: Mar 2020 – Mar 2021

	20-Mar	20-Apr	20-May	20-Jun	20-Jul	20-Aug	20-Sep	20-Oct	20-Nov	20-Dec	21-Jan	21-Feb	21-Mar
<b>RFK</b>	4.20	1.59	4.36	3.19	3.89	3.98	3.15	3.66	4.96	3.47	4.47	3.24	2.23
<b>BWB</b>	3.41	0.66	2.63	2.36	3.94	3.63	2.14	3.15	1.47	2.09	2.46	3.18	2.65
<b>TNB</b>	2.33	1.33	4.35	2.75	4.61	3.63	4.71	5.30	2.76	2.92	1.83	5.70	3.62
<b>VNB</b>	7.67	3.12	4.25	7.89	6.86	9.79	10.48	6.29	5.85	4.63	5.49	4.04	6.95
<b>QMT</b>	2.52	3.42	8.83	1.46	5.39	2.17	2.11	3.50	3.45	2.34	1.82	2.68	1.45
<b>HLC</b>	0.93	2.41	2.82	5.31	2.21	2.07	3.36	4.50	2.95	2.23	3.20	2.69	3.94
<b>HHB</b>	1.56	2.20	0.00	0.82	0.00	0.57	1.11	1.07	0.62	1.99	0.69	1.54	0.00
<b>MPB</b>	2.11	3.27	0.00	3.09	2.41	2.53	1.47	0.00	0.00	0.00	0.00	2.44	0.00
<b>CBB</b>	0.00	0.00	1.88	0.00	1.23	0.00	0.00	1.56	0.00	0.00	0.00	2.09	0.00
<b>Total</b>	4.06	2.02	3.81	3.99	4.35	4.68	4.68	4.16	3.56	3.05	3.32	3.49	3.40



# Bridges and Tunnels

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## Financial Report April 2021



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

As of April 30, 2021

(in thousands)

**ASSETS AND DEFERRED OUTFLOWS OF RESOURCES****CURRENT ASSETS:**

Cash-Unrestricted	213,414
Investments:	
Unrestricted	480,388
Restricted	1,257,062
Accrued interest receivable	315
Accounts receivable	373,238
Less allowance for uncollectible accounts	-301,834
Tolls due from other agencies	42,416
Prepaid expenses	5,656
	<hr/>
Total current assets	2,070,655

**NONCURRENT ASSETS:**

Investments:	
Unrestricted	
Restricted	0
Facilities, less acc.dep of \$2,025,972	7,291,488
Capital lease 2 Broadway net acc. dep.	35,165
Derivative Hedge Assets	3,487
	<hr/>
Total noncurrent assets	7,330,140

**TOTAL ASSETS:** 

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 9,400,795**DEFERRED OUTFLOWS OF RESOURCES:**

Deferred outflows of resources related to pension	62,209
Deferred outflow of resources related to other post-employment benefits	75,494
Accumulated decreases in fair value of derivative instruments	175,319
Defeasance costs	193,745
	<hr/>

**TOTAL DEFERRED OUTFLOWS OF RESOURCES:** 

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 506,767**TOTAL ASSETS AND DEFERRED OUTFLOWS  
OF RESOURCES**

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 9,907,562

**MTA BRIDGES & TUNNELS**  
**STATEMENT OF NET POSITION**  
**As of April 30, 2021**  
(in thousands)

**LIABILITIES AND INFLOWS OF RESOURCES**

**CURRENT LIABILITIES:**

Current portion-long term debt	269,460
Interest Payable	161,389
Accounts Payable	128,800
Accrued Pension Payable	0
Payable to MTA-CAP	389,003
Due to MTA-Operating Expenses	3,883
Due to NYCTA-Operating Expenses	38
Accrued salaries	25,697
Accrued Vac & Sick Benefits	20,807
Current portion of estimated liability arising from injury	0
Due to New York City Transit Authority	43,205
Due to Metropolitan Transportation Authority	55,300
Unearned Toll Revenue	191,789
Tolls due to other agencies	84,467
E-ZPass Airport Toll Liability	3,339
	<hr/>
Total current liabilities	1,377,177

**NONCURRENT LIABILITIES:**

Long term debt	9,738,305
Post Employment Benefits Other than Pensions	813,359
Estimated liability arising from injury	56,245
Capital lease obligations	58,725
Derivative Hedge Liabilities	157,180
Due (to)/from MTA - change in fair value of derivative	21,626
Net Pension Liability	255,543
	<hr/>
Total noncurrent liabilities	11,100,984

**DEFERRED INFLOW OF RESOURCES**

Deferred Inflow of resources related to Pension	76,095
Deferred Inflow of resources related to other post-employment benefits	43,985

**TOTAL LIABILITIES AND DEFERRED INFLOWS OF RESOURCES** 12,598,241

**NET POSITION** 

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 -2,690,679 \*

**TOTAL LIABILITIES, DEFERRED INFLOWS OF RESOURCES & NET** 

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 9,907,562

\*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 - 2021 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**APRIL 2021**  
(\$ 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	98.755	171.940	73.185	74.1	0.000	0.000	0.000	-	98.755	171.940	73.185	74.1
Other Operating Revenue	0.930	1.928	0.998	*	0.000	0.000	0.000	-	0.930	1.928	0.998	*
Capital & Other Reimbursements	0.000	0.000	0.000	-	1.849	2.340	0.491	26.5	1.849	2.340	0.491	26.5
Investment Income	0.102	0.004	(0.098)	(95.7)	0.000	0.000	0.000	-	0.102	0.004	(0.098)	(95.7)
<b>Total Revenue</b>	<b>\$99.787</b>	<b>\$173.872</b>	<b>\$74.085</b>	<b>74.2</b>	<b>\$1.849</b>	<b>\$2.340</b>	<b>\$0.491</b>	<b>26.5</b>	<b>\$101.637</b>	<b>\$176.212</b>	<b>\$74.575</b>	<b>73.4</b>
<b>Expenses</b>												
<i>Labor:</i>												
Payroll	\$9.727	\$9.166	\$0.561	5.8	\$0.742	\$0.917	(\$0.175)	(23.5)	10.469	\$10.083	\$0.387	3.7
Overtime	0.532	0.844	(0.312)	(58.6)	0.008	(0.054)	0.062	*	0.539	0.790	(0.250)	(46.4)
Health and Welfare	2.691	1.832	0.859	31.9	0.160	0.472	(0.312)	*	2.851	2.303	0.547	19.2
OPEB Current Payment	2.096	2.054	0.042	2.0	0.000	0.000	0.000	-	2.096	2.054	0.042	2.0
Pensions	3.230	2.449	0.782	24.2	0.191	0.588	(0.397)	*	3.421	3.037	0.385	11.2
Other Fringe Benefits	1.484	1.046	0.438	29.5	0.089	0.247	(0.158)	*	1.573	1.293	0.281	17.8
Reimbursable Overhead	(0.660)	(0.171)	(0.489)	(74.1)	0.660	0.171	0.489	74.1	0.000	0.000	0.000	-
<b>Total Labor Expenses</b>	<b>\$19.100</b>	<b>\$17.219</b>	<b>\$1.882</b>	<b>9.9</b>	<b>\$1.849</b>	<b>\$2.340</b>	<b>(\$0.491)</b>	<b>(26.5)</b>	<b>\$20.950</b>	<b>\$19.559</b>	<b>\$1.391</b>	<b>6.6</b>
<i>Non-Labor:</i>												
Electric Power	\$0.291	\$0.298	(\$0.008)	(2.6)	\$0.000	\$0.000	\$0.000	-	\$0.291	\$0.298	(\$0.008)	(2.6)
Fuel	0.038	0.266	(0.228)	*	0.000	0.000	0.000	-	0.038	0.266	(0.228)	*
Insurance	1.034	0.862	0.172	16.6	0.000	0.000	0.000	-	1.034	0.862	0.172	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	9.079	6.920	2.158	23.8	0.000	0.000	0.000	-	9.079	6.920	2.158	23.8
Professional Service Contracts	3.148	1.607	1.541	49.0	0.000	0.000	0.000	-	3.148	1.607	1.541	49.0
Materials & Supplies	0.079	0.048	0.031	39.1	0.000	0.000	0.000	-	0.079	0.048	0.031	39.1
Other Business Expenses	4.137	4.292	(0.155)	(3.8)	0.000	0.000	0.000	-	4.137	4.292	(0.155)	(3.8)
<b>Total Non-Labor Expenses</b>	<b>\$17.804</b>	<b>\$14.293</b>	<b>\$3.511</b>	<b>19.7</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$17.804</b>	<b>\$14.293</b>	<b>\$3.511</b>	<b>19.7</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>\$36.904</b>	<b>\$31.512</b>	<b>\$5.392</b>	<b>14.6</b>	<b>\$1.849</b>	<b>\$2.340</b>	<b>(\$0.491)</b>	<b>(26.5)</b>	<b>\$38.754</b>	<b>\$33.852</b>	<b>\$4.902</b>	<b>12.6</b>
Depreciation	\$13.960	\$15.492	(\$1.532)	(11.0)	\$0.000	\$0.000	\$0.000	-	13.960	\$15.492	(\$1.532)	(11.0)
OPEB Obligation	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
GASB 75 OPEB Expense Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
GASB 68 Pension Adjustment	0.000	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>\$50.864</b>	<b>\$47.004</b>	<b>\$3.861</b>	<b>7.6</b>	<b>\$1.849</b>	<b>\$2.340</b>	<b>(\$0.491)</b>	<b>(26.5)</b>	<b>\$52.714</b>	<b>\$49.344</b>	<b>\$3.370</b>	<b>6.4</b>
Less: Depreciation	\$13.960	\$15.492	(\$1.532)	(11.0)	\$0.000	\$0.000	\$0.000	-	\$13.960	\$15.492	(\$1.532)	(11.0)
Less: OPEB Obligation	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Less: GASB 75 OPEB Expense Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
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>\$36.904</b>	<b>\$31.512</b>	<b>\$5.392</b>	<b>14.6</b>	<b>\$1.849</b>	<b>\$2.340</b>	<b>(\$0.491)</b>	<b>(26.5)</b>	<b>\$38.754</b>	<b>\$33.852</b>	<b>\$4.902</b>	<b>12.6</b>
<b>Net Surplus/(Deficit)</b>	<b>\$62.883</b>	<b>\$142.360</b>	<b>\$79.477</b>	<b>*</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$62.883</b>	<b>\$142.360</b>	<b>\$79.477</b>	<b>*</b>

Results are preliminary and subject to audit review.  
Differences are due to rounding.  
\*Variance exceeds 100%

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**APRIL 2021**  
(\$ 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>\$62.883</b>	<b>\$142.360</b>	<b>\$79.477</b>	<b>*</b>	
Less: Capitalized Assets								0.573	0.042	0.531	92.7	
Reserves								0.000	0.000	0.000	-	
GASB Reserves								0.000	0.000	0.000	-	
<b>Adjusted Net Income/(Deficit)</b>								<b>\$62.310</b>	<b>\$142.318</b>	<b>\$80.008</b>	<b>*</b>	
Less: Debt Service								58.664	57.917	0.748	1.3	
Less: Contribution to the Capital Program								1.141	1.141	0.000	0.0	
<b>Income Available for Distribution</b>								<b>\$2.505</b>	<b>\$83.261</b>	<b>\$80.756</b>	<b>*</b>	
Distributable To:												
MTA - Investment Income								0.102	0.004	(0.098)	(95.7)	
MTA - Distributable Income								6.117	46.281	40.164	*	
NYCTR - Distributable Income								(3.714)	36.976	40.690	*	
<b>Total Distributable Income</b>								<b>\$2.505</b>	<b>\$83.261</b>	<b>\$80.756</b>	<b>*</b>	
<b>Support to Mass Transit:</b>												
Total Revenues								101.637	176.212	74.575	73.4	
Less: Total Operating Expenses								<u>38.754</u>	<u>33.852</u>	<u>4.902</u>	12.6	
<b>Net Operating Income/(Deficit)</b>								<b>\$62.883</b>	<b>\$142.360</b>	<b>\$79.477</b>	<b>*</b>	
Deductions from Net Operating Income:												
Capitalized Assets								0.573	0.042	0.531	92.7	
Reserves								0.000	0.000	0.000	-	
B&T Debt Service								27.575	28.126	(0.551)	(2.0)	
Contribution to the Capital Program								1.141	1.141	0.000	0.0	
GASB Reserves								0.000	0.000	0.000	-	
<b>Total Deductions From Operating Income</b>								<b>\$29.289</b>	<b>\$29.309</b>	<b>(\$0.020)</b>	<b>(0.1)</b>	
<b>Total Support to Mass Transit</b>								<b>\$33.594</b>	<b>\$113.052</b>	<b>\$79.457</b>	<b>*</b>	

**Note (a):** 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.

**Note (b):** A toll increase was implemented on 4/11/2021 and is reflected in actual results. The budget is captured below the line in MTA Consolidated results and will be incorporated above the line in the July Financial Plan.

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**APRIL 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>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	345.852	591.568	245.717	71.0	0.000	0.000	0.000	-	345.852	591.568	245.717	71.0
Other Operating Revenue	3.722	6.910	3.188	85.7	0.000	0.000	0.000	-	3.722	6.910	3.188	85.7
Capital & Other Reimbursements	0.000	0.000	0.000	-	7.507	8.298	0.791	10.5	7.507	8.298	0.791	10.5
Investment Income	0.408	0.022	(0.386)	(94.7)	0.000	0.000	0.000	-	0.408	0.022	(0.386)	(94.7)
<b>Total Revenue</b>	<b>\$349.981</b>	<b>\$598.500</b>	<b>\$248.519</b>	<b>71.0</b>	<b>\$7.507</b>	<b>\$8.298</b>	<b>\$0.791</b>	<b>10.5</b>	<b>\$357.488</b>	<b>\$606.798</b>	<b>\$249.310</b>	<b>69.7</b>
<b>Expenses</b>												
<i>Labor:</i>												
Payroll	\$38.813	\$35.967	\$2.846	7.3	2.968	\$2.967	\$0.001	0.0	41.781	\$38.934	\$2.847	6.8
Overtime	5.181	4.180	1.000	19.3	0.140	0.144	(0.004)	(2.9)	5.321	4.324	0.996	18.7
Health and Welfare	10.764	7.627	3.137	29.1	0.639	1.648	(1.009)	*	11.403	9.275	2.128	18.7
OPEB Current Payment	8.383	8.172	0.212	2.5	0.000	0.000	0.000	-	8.383	8.172	0.212	2.5
Pensions	12.921	10.092	2.829	21.9	0.764	2.055	(1.291)	*	13.685	12.147	1.538	11.2
Other Fringe Benefits	5.937	5.200	0.738	12.4	0.356	0.863	(0.507)	*	6.293	6.063	0.230	3.7
Reimbursable Overhead	(2.641)	(0.621)	(2.019)	(76.5)	2.641	0.621	2.019	76.5	0.000	0.000	0.000	-
<b>Total Labor Expenses</b>	<b>\$79.359</b>	<b>\$70.616</b>	<b>\$8.743</b>	<b>11.0</b>	<b>\$7.507</b>	<b>\$8.298</b>	<b>(\$0.791)</b>	<b>(10.5)</b>	<b>\$86.866</b>	<b>\$78.915</b>	<b>\$7.951</b>	<b>9.2</b>
<i>Non-Labor:</i>												
Electric Power	\$1.321	\$1.041	\$0.280	21.2	0.000	\$0.000	\$0.000	-	\$1.321	\$1.041	\$0.280	21.2
Fuel	0.638	0.636	0.002	0.2	0.000	0.000	0.000	-	0.638	0.636	0.002	0.2
Insurance	4.136	3.447	0.689	16.7	0.000	0.000	0.000	-	4.136	3.447	0.689	16.7
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	35.373	27.606	7.767	22.0	0.000	0.000	0.000	-	35.373	27.606	7.767	22.0
Professional Service Contracts	12.527	9.723	2.804	22.4	0.000	0.000	0.000	-	12.527	9.723	2.804	22.4
Materials & Supplies	0.686	1.411	(0.725)	*	0.000	0.000	0.000	-	0.686	1.411	(0.725)	*
Other Business Expenses	17.282	15.681	1.600	9.3	0.000	0.000	0.000	-	17.282	15.681	1.600	9.3
<b>Total Non-Labor Expenses</b>	<b>\$71.963</b>	<b>\$59.546</b>	<b>\$12.417</b>	<b>17.3</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$71.963</b>	<b>\$59.546</b>	<b>\$12.417</b>	<b>17.3</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>\$151.322</b>	<b>\$130.162</b>	<b>\$21.159</b>	<b>14.0</b>	<b>\$7.507</b>	<b>\$8.298</b>	<b>(\$0.791)</b>	<b>(10.5)</b>	<b>\$158.829</b>	<b>\$138.461</b>	<b>\$20.368</b>	<b>12.8</b>
Depreciation	\$55.840	\$63.128	(\$7.287)	(13.1)	0.000	\$0.000	\$0.000	-	55.840	\$63.128	(\$7.287)	(13.1)
OPEB Obligation	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
GASB 75 OPEB Expense Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
GASB 68 Pension Adjustment	0.000	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>\$207.162</b>	<b>\$193.290</b>	<b>\$13.872</b>	<b>6.7</b>	<b>\$7.507</b>	<b>\$8.298</b>	<b>(\$0.791)</b>	<b>(10.5)</b>	<b>\$214.669</b>	<b>\$201.589</b>	<b>\$13.081</b>	<b>6.1</b>
Less: Depreciation	\$55.840	\$63.128	(\$7.287)	(13.1)	\$0.000	\$0.000	\$0.000	-	\$55.840	\$63.128	(\$7.287)	(13.1)
Less: OPEB Obligation	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Less: GASB 75 OPEB Expense Adjustment	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
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>\$151.322</b>	<b>\$130.162</b>	<b>\$21.159</b>	<b>14.0</b>	<b>\$7.507</b>	<b>\$8.298</b>	<b>(\$0.791)</b>	<b>(10.5)</b>	<b>\$158.829</b>	<b>\$138.461</b>	<b>\$20.368</b>	<b>12.8</b>
<b>Net Surplus/(Deficit)</b>	<b>\$198.659</b>	<b>\$468.337</b>	<b>\$269.678</b>	<b>*</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$198.659</b>	<b>\$468.337</b>	<b>\$269.678</b>	<b>*</b>

Results are preliminary and subject to audit review.  
Differences are due to rounding.  
\*Variance exceeds 100%

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET**  
**ACCRUAL STATEMENT of OPERATIONS by CATEGORY**  
**APRIL 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>\$198.659</b>	<b>\$468.337</b>	<b>\$269.678</b>	<b>*</b>	
Less: Capitalized Assets								2.575	2.167	\$0.407	15.8	
Reserves								0.000	0.000	0.000	-	
GASB Reserves								0.000	0.000	0.000	-	
<b>Adjusted Net Income/(Deficit)</b>								<b>\$196.084</b>	<b>\$466.170</b>	<b>\$270.086</b>	<b>*</b>	
Less: Debt Service								234.658	226.058	8.600	3.7	
Less: Contribution to the Capital Program								4.563	4.563	0.000	0.0	
<b>Income Available for Distribution</b>								<b>(\$43.136)</b>	<b>\$235.550</b>	<b>\$278.685</b>	<b>*</b>	
Distributable To:												
MTA - Investment Income								0.408	0.022	(0.386)	(94.7)	
MTA - Distributable Income								(2.109)	136.260	138.370	*	
NYCTR - Distributable Income								(41.434)	99.268	140.702	*	
<b>Total Distributable Income</b>								<b>(\$43.136)</b>	<b>\$235.550</b>	<b>\$278.685</b>	<b>*</b>	
<b>Support to Mass Transit:</b>												
Total Revenues								357.488	606.798	249.310	69.7	
Less: Total Operating Expenses								<u>158.829</u>	<u>138.461</u>	<u>20.368</u>	12.8	
<b>Net Operating Income/(Deficit)</b>								<b>\$198.659</b>	<b>\$468.337</b>	<b>\$269.678</b>	<b>*</b>	
Deductions from Net Operating Income:												
Capitalized Assets								2.575	2.167	0.407	15.8	
Reserves								0.000	0.000	0.000	-	
B&T Debt Service								110.300	107.491	2.809	2.5	
Contribution to the Capital Program								4.563	4.563	0.000	0.0	
GASB Reserves								0.000	0.000	0.000	-	
<b>Total Deductions From Operating Income</b>								<b>\$117.438</b>	<b>\$114.221</b>	<b>\$3.217</b>	<b>2.7</b>	
<b>Total Support to Mass Transit</b>								<b>\$81.222</b>	<b>\$354.117</b>	<b>\$272.895</b>	<b>*</b>	

**Note (a):** 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.

**Note (b):** A toll increase was implemented on 4/11/2021 and is reflected in actual results. The budget is captured below the line in MTA Consolidated results and will be incorporated above the line in the July Financial Plan.

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS**  
 (\$ in millions)

Generic Revenue or Expense Category	Favorable/ (Unfavorable) Variance		Reason for Variance	Favorable/ (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
<b>Nonreimbursable</b>						
Vehicle Toll Revenue	73.185	74.1%	Traffic volumes exceeded the budget levels that were based on McKinsey projections of COVID-19 pandemic impacts. Increased traffic coupled with higher toll rates from the April 11th increase contributed to better than budgeted revenue	245.717	71.0%	Traffic volumes exceeded the budget levels that were based on McKinsey projections of COVID-19 pandemic impacts. Increased traffic coupled with higher toll rates from the April 11th increase contributed to better than budgeted revenues
Other Operating Revenue	0.998	*	Higher revenue primarily due to the timing of income from E-ZPass administrative fees	3.188	85.7%	Higher revenue due to timing against the YTD budget allocation.
Investment Income	(0.098)	*	Lower than anticipated short-term investment returns on fund balances.	(0.386)	*	Lower than anticipated short-term investment returns on fund balances
Payroll	0.561	5.8%	Lower payroll expenses primarily due to vacancies	2.846	7.3%	Lower payroll expenses primarily due to vacancies
Overtime	(0.312)	-58.6%	See overtime chart	1.000	19.3%	See overtime chart
Health and Welfare	0.859	31.9%	Lower expenses primarily due to vacancies	3.137	29.1%	Lower expenses primarily due to vacancies
OPEB Current Payment	0.042	2.0%	Lower expenses primarily due to timing against the budget allocation	0.212	2.5%	Lower expenses primarily due to timing against the YTD budget allocation
Pensions	0.782	24.2%	Lower non-reimbursable expenses primarily due to lower than allocated capital reimbursement offsets	2.829	21.9%	Lower non-reimbursable expenses primarily due to lower than allocated YTD capital reimbursement offsets
Other Fringe Benefits	0.438	29.5%	Lower expenses primarily due to vacancies	0.738	12.4%	Lower expenses primarily due to vacancies
Electric Power	(0.008)	-2.6%	Higher electricity expenses primarily due to timing against the monthly budget	0.280	21.2%	Lower electricity expenses primarily due to timing against the YTD budget allocation.
Fuel	(0.228)	*	Higher fuel expenses primarily due to timing against the monthly budget allocation	0.002	0.2%	Lower fuel expenses primarily due to timing against the YTD budget allocation.
Insurance	0.172	16.6%	Lower insurance expenses primarily due to timing against the monthly budget allocation	0.689	16.7%	Lower insurance expenses primarily due to timing against the YTD budget allocation.
Maintenance and Other Operating Contracts	2.158	23.8%	Lower expenses mainly due to timing against the monthly budget allocation for major maintenance and painting, (\$0.952), E-ZPass customer service center, (\$0.714 Mill), various general maintenance costs, (\$0.228) and security and surveillance costs, (\$0.113 Mill).	7.767	22.0%	Lower expenses mainly due to timing against the monthly budget allocation for E-ZPass customer service center costs, (\$3.363 Mill), major maintenance and painting, (\$2.099 Mill), E-ZPass tags, (\$0.876 Mill), security and surveillance costs, (\$0.434 Mill) and various general maintenance costs, (\$0.279 Mill).
Professional Service Contracts	1.541	49.0%	Lower expenses primarily due to timing against the monthly budget allocation for bond issuance costs, (\$0.924 Mill), engineering services, (\$0.330 Mill), other outside services, (\$0.250 Mill), planning studies, (\$0.188 Mill), and advertising and marketing costs, (\$0.170 Mill), offset by higher legal fees (\$0.600 Mill).	2.804	22.4%	Lower expenses primarily due to timing against the monthly budget allocation for other outside services, (\$0.941 Mill), advertising and marketing promotions, (\$0.735 Mill), planning studies (\$0.650 Mill), engineering services, (\$0.525 Mill) and professional service contracts, (\$0.158 Mill), offset by higher legal fees, (\$0.794 Mill).
Materials & Supplies	0.031	39.1%	Lower expenses across a variety of small equipment and supply categories, due to timing, against the monthly budget allocation	(0.725)	*	Higher expenses across a variety of small equipment and supply categories, due to timing, against the YTD budget allocation
Other Business Expense	(0.155)	-3.8%	Higher expenses primarily due to timing against the budget allocation for toll collection processing fees.	1.600	9.3%	Lower expenses primarily due to timing against the budget allocation for toll collection processing fees.
Depreciation	(1.532)	-11.0%	Higher depreciation expense primarily due to timing against the monthly budget allocation.	(7.287)	-13.1%	Higher depreciation expense primarily due to timing against the YTD budget allocation
Other Post Employment Benefits	0.000	-	No variance	0.000	-	No variance
<b>Reimbursable</b>						
Capital and Other Reimbursements	0.491	26.5%	Higher capital reimbursements due to timing against the monthly budget allocation	0.791	10.5%	Higher capital reimbursements due to timing against the YTD budget allocation
Payroll	(0.175)	-23.5%	Higher capital reimbursements due to timing against the monthly budget allocation	0.001	0.0%	Lower capital reimbursements due to timing against the YTD budget allocation
Overtime	0.062	*	See overtime tables	(0.004)	-2.9%	See overtime tables
Health and Welfare	(0.312)	*	Higher capital reimbursements due to timing against the monthly budget allocation	(1.009)	*	Higher capital reimbursements due to timing against the YTD budget allocation
OPEB Current Payment	0.000	-	No variance	0.000	-	No variance
Pensions	(0.397)	*	Higher capital reimbursements due to timing against the monthly budget allocation	(1.291)	*	Higher capital reimbursements due to timing against the YTD budget allocation
Other Fringe Benefits	(0.158)	*	Higher capital reimbursements due to timing against the monthly budget allocation	(0.507)	*	Higher capital reimbursements due to timing against the YTD budget allocation
Reimbursable Overhead	0.489	74.1%	Lower capital reimbursements due to timing against the monthly budget allocation	2.019	76.5%	Lower capital reimbursements due to timing against the YTD budget allocation

\*Variance exceeds 100%

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

Month of Apr

Year to date ending Apr 2021

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

Prior Year		Current Year <sup>1,2</sup>		Percentage Change			Prior Year		Current Year <sup>1,2</sup>		Percentage Change	
Traffic	Revenue	Traffic	Revenue	Traffic	Revenue		Traffic	Revenue	Traffic	Revenue	Traffic	Revenue
1.5	\$12.0	3.9	\$29.8	157.5%	148.5%	Bronx-Whitestone	12.1	\$87.1	13.7	\$101.9	13.6%	17.0%
0.4	1.1	0.7	1.7	80.0%	61.1%	Cross Bay	2.2	5.0	2.3	5.7	8.4%	14.5%
0.5	1.7	2.0	7.4	341.9%	347.5%	Henry Hudson	5.6	18.5	6.6	23.2	16.4%	25.2%
0.4	2.7	1.6	10.5	286.4%	291.7%	Hugh L. Carey	4.5	27.9	5.4	35.5	21.6%	27.4%
0.3	0.7	0.6	1.5	91.0%	100.0%	Marine Parkway	1.9	4.2	2.0	4.9	5.2%	17.6%
0.6	4.5	2.0	14.3	243.3%	222.3%	Queens Midtown	6.8	45.5	7.2	49.8	5.2%	9.6%
1.9	14.4	5.0	37.6	169.6%	161.0%	RFK	15.7	110.5	17.9	128.7	14.1%	16.5%
1.5	15.2	3.1	28.1	107.1%	84.2%	Throgs Neck	10.6	89.9	11.1	97.9	5.4%	8.9%
2.8	18.2	6.2	40.9	124.2%	124.4%	Verrazzano-Narrows	19.3	116.3	22.3	143.9	15.9%	23.7%
<b>9.7</b>	<b>\$70.5</b>	<b>25.0</b>	<b>\$171.9</b>	<b>156.7%</b>	<b>143.9%</b>	<b>Total</b>	<b>78.6</b>	<b>\$504.8</b>	<b>88.6</b>	<b>\$591.6</b>	<b>12.7%</b>	<b>17.2%</b>
	<b>\$7.245</b>		<b>\$6.883</b>		<b>-5.0%</b>	<b>Revenue Per Vehicle</b>		<b>\$6.424</b>		<b>\$6.678</b>		<b>3.9%</b>

1) Toll increase implemented April 11, 2021

2) At the Verrazzano-Narrows Bridge (VNB), tolls were only collected in the westbound direction prior to December 1, 2020.

3) Numbers may not add due to rounding.

**Comparison Actual vs. Adopted Budget:**

Apr Budget		Apr Actual		Percentage Change			YTD Budget		YTD Actual		Percentage Change	
Traffic	Revenue	Traffic	Revenue	Traffic	Revenue		Traffic	Revenue	Traffic	Revenue	Traffic	Revenue
15.5	\$98.8	25.0	\$171.9	61.2%	74.1%	Total All	54.3	\$345.9	88.6	\$591.6	63.1%	71.0%
	<b>\$6.372</b>		<b>\$6.883</b>		<b>8.0%</b>	<b>Revenue Per Vehicle</b>		<b>\$6.369</b>		<b>\$6.678</b>		<b>4.9%</b>

4) 2021 April traffic and revenue is 2.4M and \$3.9M below April 2019, a decline of -8.9% and -2.2% respectively

5) 2021 April YTD traffic and revenue is 14.7M and \$35.9M below April YTD 2019, a decline of -14.2% -5.7% respectfully

6) Toll increases were implemented on March 31, 2019 and April 11, 2021

**MTA Bridges and Tunnels**  
**Toll Revenue Collection Rates**  
Preliminary data subject to final audit

Facility	Revenue Collection Rate April 2021 <sup>1</sup>
Henry Hudson Bridge	98.8%
Hugh L. Carey Tunnel	99.0%
Queens Midtown Tunnel	99.6%
Marine Parkway Bridge	98.3%
Cross Bay Bridge	94.3%
Robert F. Kennedy Bridge	97.3%
Verrazzano-Narrows Bridge	95.5%
Bronx-Whitestone Bridge	96.8%
Throgs Neck Bridge	96.6%
<b>All Facilities</b>	<b>97.1%</b>

1. Represents total revenue collections from transactions in May 2019 through April 2020

**MTA BRIDGES AND TUNNELS**  
**FEBRUARY FINANCIAL PLAN - 2021 ADOPTED BUDGET**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE/REIMBURSABLE and FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**  
**April 2021**

Department	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Executive	9	7	2	2 Professional vacancies
Law <sup>(1)</sup>	12	9	3	1 Managerial and 2 Professional vacancies
Budget & Finance <sup>(2)</sup>	17	15	2	1 Managerial and 1 Professional vacancy
Administration <sup>(3)</sup>	34	28	6	3 Managerial and 3 Professional vacancies
EEO	1	-	1	1 Professional vacancy
<b>Total Administration</b>	<b>73</b>	<b>59</b>	<b>14</b>	
<b>Operations</b>				
ITS & Tolling	66	52	14	5 Managerial and 9 Professional vacancies
Central Business District Tolling Program	3	1	2	2 Professional vacancies
Operations (Non-Security)	58	43	15	14 Managerial vacancies and 1 Professional vacancy
<b>Total Operations</b>	<b>127</b>	<b>96</b>	<b>31</b>	
<b>Maintenance</b>				
Maintenance	205	190	15	6 Managerial, 3 Professional, and 6 Maintainer vacancies
Operations - Maintainers	168	160	8	8 Maintainer vacancies
<b>Total Maintenance</b>	<b>373</b>	<b>350</b>	<b>23</b>	
<b>Engineering/Capital</b>				
Engineering & Construction	123	122	1	1 Professional vacancy
Health & Safety	9	8	1	1 Professional vacancy
Law <sup>(1)</sup>	18	18	-	
Planning & Budget Capital	8	7	1	1 Managerial vacancy
<b>Total Engineering/Capital</b>	<b>158</b>	<b>155</b>	<b>3</b>	
<b>Public Safety</b>				
Operations (Security)	555	488	67	44 Managerial and 23 Operational vacancies
Internal Security - Operations	45	30	15	2 Managerial and 13 Professional vacancies
<b>Total Public Safety</b>	<b>600</b>	<b>518</b>	<b>82</b>	
<b>Total Positions</b>	<b>1,331</b>	<b>1,178</b>	<b>153</b>	
Non-Reimbursable	<b>1,244</b>	<b>1,091</b>	<b>153</b>	
Reimbursable	87	87	-	
<b>Total Full-Time</b>	<b>1,331</b>	<b>1,178</b>	<b>153</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 - 2021 ADOPTED BUDGET**  
**TOTAL POSITIONS BY FUNCTION AND OCCUPATION**  
**FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**  
**April 2021**

	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Managers/Supervisors	24	19	5	3 vacancies in Administration, 1 vacancy in Law, and 1 in Budget & Finance
Professional, Technical, Clerical	49	40	9	3 vacancies in Administration, 2 in Law, 2 in Executive, 1 in Budget & Finance, and 1 in EEO
Operational Hourlies	-	-	-	
<b>Total Administration</b>	<b>73</b>	<b>59</b>	<b>14</b>	
<b>Operations</b>				
Managers/Supervisors	70	51	19	14 vacancies in Operations and 5 in ITS & Tolling
Professional, Technical, Clerical	57	45	12	9 vacancies in ITS & Tolling, 2 in CBDTP, and 1 vacancy in Operations
Operational Hourlies	-	-	-	
<b>Total Operations</b>	<b>127</b>	<b>96</b>	<b>31</b>	
<b>Maintenance</b>				
Managers/Supervisors	27	21	6	6 vacancies in Maintenance
Professional, Technical, Clerical	11	8	3	3 vacancies in Maintenance
Operational Hourlies <sup>(1)</sup>	335	321	14	6 vacancies in Maintenance and 8 in Operations
<b>Total Maintenance</b>	<b>373</b>	<b>350</b>	<b>23</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	34	33	1	1 vacancy in Planning & Budget Capital
Professional, Technical, Clerical	124	122	2	1 vacancy in Health & Safety and 1 in Engineering
Operational Hourlies	-	-	-	
<b>Total Engineering/Capital</b>	<b>158</b>	<b>155</b>	<b>3</b>	
<b>Public Safety</b>				
Managers/Supervisors	179	133	46	44 vacancies in Operations and 2 in Internal Security
Professional, Technical, Clerical	36	23	13	13 vacancies in Internal Security
Operational Hourlies <sup>(2)</sup>	385	362	23	23 BTO vacancies in Operations
<b>Total Public Safety</b>	<b>600</b>	<b>518</b>	<b>82</b>	
<b>Total Positions</b>				
Managers/Supervisors	334	257	77	
Professional, Technical, Clerical	277	238	39	
Operational Hourlies	720	683	37	
<b>Total Positions</b>	<b>1,331</b>	<b>1,178</b>	<b>153</b>	

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

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

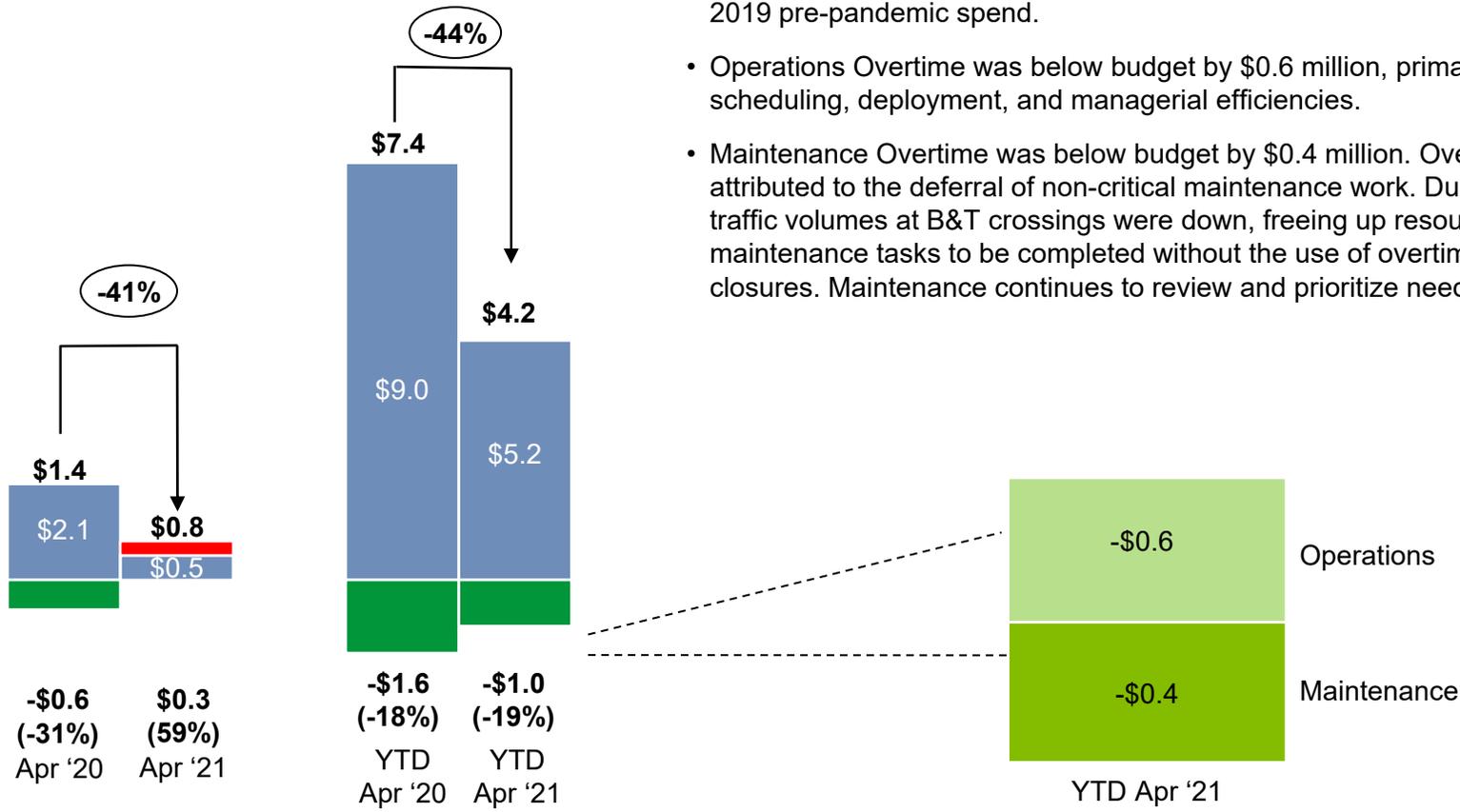
# B&T – Non-Reimbursable Overtime Variance

## April 2021 and YTD budget vs. variance

\$M

- Favorable
- Unfavorable
- Budget

Annual Adopted Budget: \$22.4M



## Overview

- YTD 2021 Non-reimbursable Overtime was \$1.0 million, or 19%, below budget through April.
- April 2021 Non-reimbursable Overtime was \$0.6 million, or 41%, below April 2020 spend.
- April 2021 Non-reimbursable Overtime was \$1.2 million, or 58%, below April 2019 pre-pandemic spend.
- Operations Overtime was below budget by \$0.6 million, primarily due to scheduling, deployment, and managerial efficiencies.
- Maintenance Overtime was below budget by \$0.4 million. Overtime savings are attributed to the deferral of non-critical maintenance work. Due to the pandemic, traffic volumes at B&T crossings were down, freeing up resources to allow more maintenance tasks to be completed without the use of overtime and roadway closures. Maintenance continues to review and prioritize need for overtime.

Note: The Non-reimbursable Overtime budget was reduced by \$4.1 million from 2020 to 2021.  
 Source: Adopted Budget. GL actuals for actual overtime spending. Numbers may not add due to rounding.

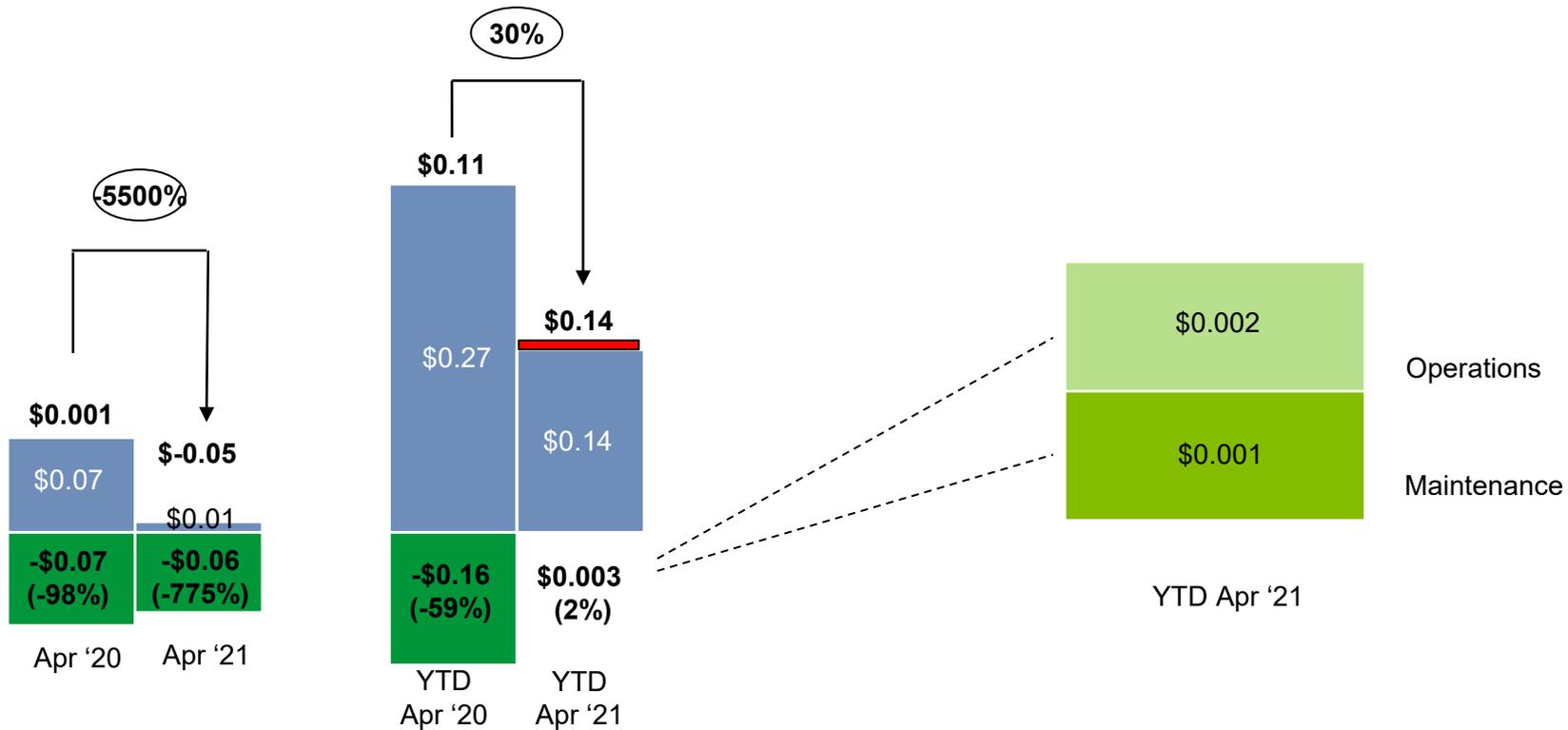
# B&T – Reimbursable Overtime Variance

## April 2021 and YTD budget vs. variance

\$M

- Favorable
- Unfavorable
- Budget

Annual Adopted Budget: \$0.91M



## Overview

- YTD 2021 Reimbursable Overtime was \$4 thousand above budget through April.
- April 2021 Reimbursable Overtime was \$55 thousand below April 2020 spend.
- April 2021 Reimbursable Overtime was \$60 thousand, or 29%, below April 2019 pre-pandemic spend.
- Operations and Maintenance’s minor variances were due to slightly higher than planned overtime needed on projects eligible for reimbursement from the capital program.

Note: The Reimbursable Overtime budget increased by \$41 thousand from 2020 to 2021.  
 Source: Adopted Budget. GL actuals for actual overtime spending. Numbers may not add due to rounding.

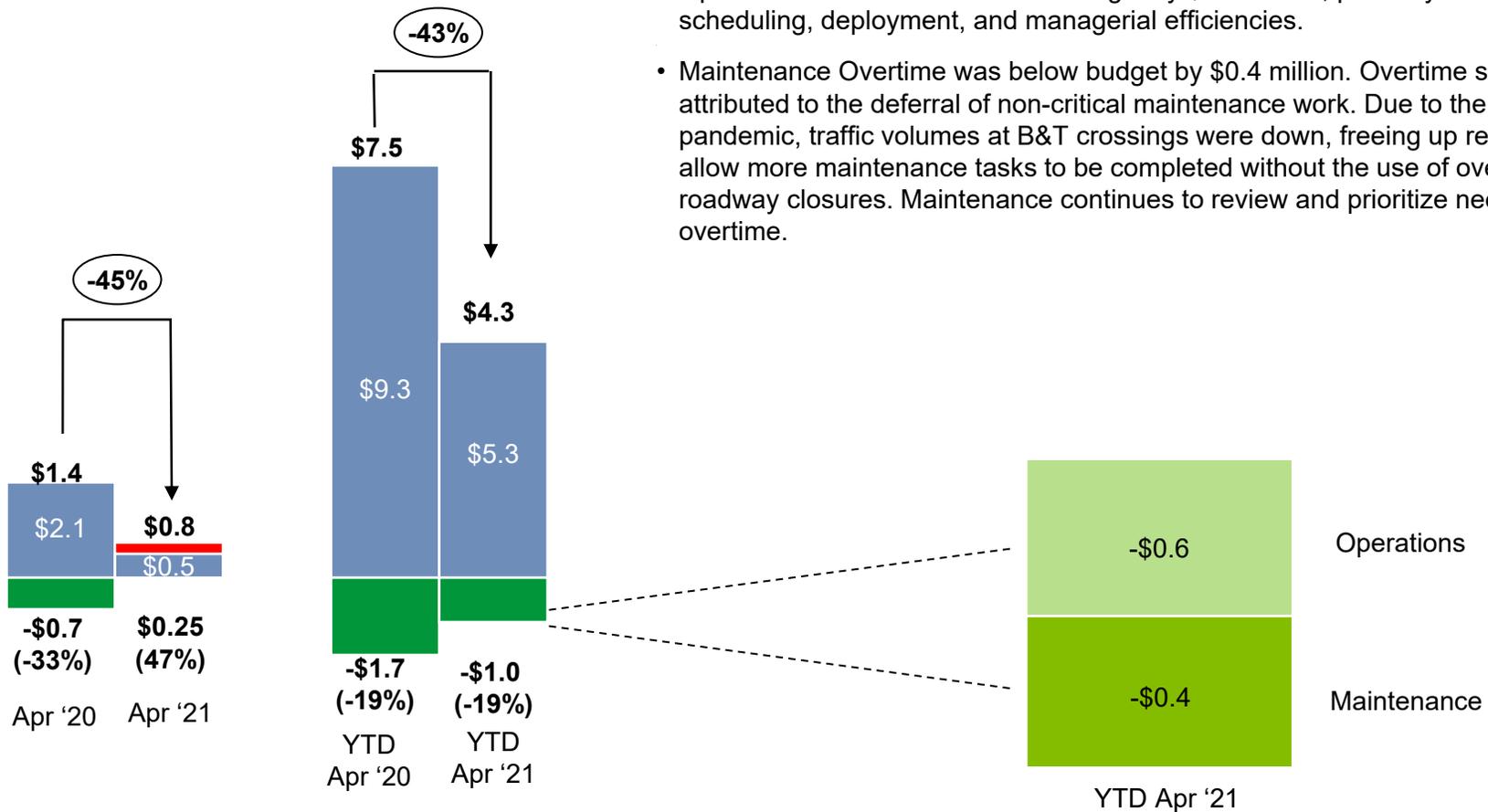
# B&T – Total Overtime Variance

## April 2021 and YTD budget vs. variance

\$M

- Favorable
- Unfavorable
- Budget

Annual Adopted Budget: \$23.3M



## Overview

- YTD 2021 total Overtime was \$1.0 million, or 19%, below budget through April.
- April 2021 total Overtime was \$0.6 million, or 45%, below April 2020 spend.
- April 2021 total Overtime was \$1.3 million, or 62% below April 2019 pre-pandemic spend.
- Operations Overtime was below budget by \$0.6 million, primarily due to scheduling, deployment, and managerial efficiencies.
- Maintenance Overtime was below budget by \$0.4 million. Overtime savings are attributed to the deferral of non-critical maintenance work. Due to the pandemic, traffic volumes at B&T crossings were down, freeing up resources to allow more maintenance tasks to be completed without the use of overtime and roadway closures. Maintenance continues to review and prioritize need for overtime.

Note: The total Overtime budget was reduced by \$4 million from 2020 to 2021.  
 Source: Adopted Budget. GL actuals for actual overtime spending. Numbers may not add due to rounding.



# Bridges and Tunnels

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## **Capital Program Project Status Report April 2021**

MTA BRIDGES & TUNNELS  
CAPITAL PROGRAM  
STATUS REPORT  
APRIL 30, 2021

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 April, there were eight commitments made with a total value of \$3.9 million. Ten commitments were planned. (See Attachment 1 – 2021 Commitments Chart and Attachment 2 – 2021 Major Commitments).

Year-to-date, 29 commitments totaling \$56.1 million were made, against a plan of 24 commitments with a total value of \$58.3 million. The variance in commitment dollars is largely attributable to good bid savings.

Completions

In April there was one completion – VN-10 Anchorage & Piers Rehabilitation and Sealing at the Verrazzano-Narrows Bridge, completed 1 month early, with a total value of \$49.0 million. No completions were planned.

Year-to-date, there were three completions with a total value of \$63.1 million, against a year-to-date goal of \$3.0 million. (See Attachment 3 – 2021 Completion Chart and Attachment 4 – 2021 Major Completions).

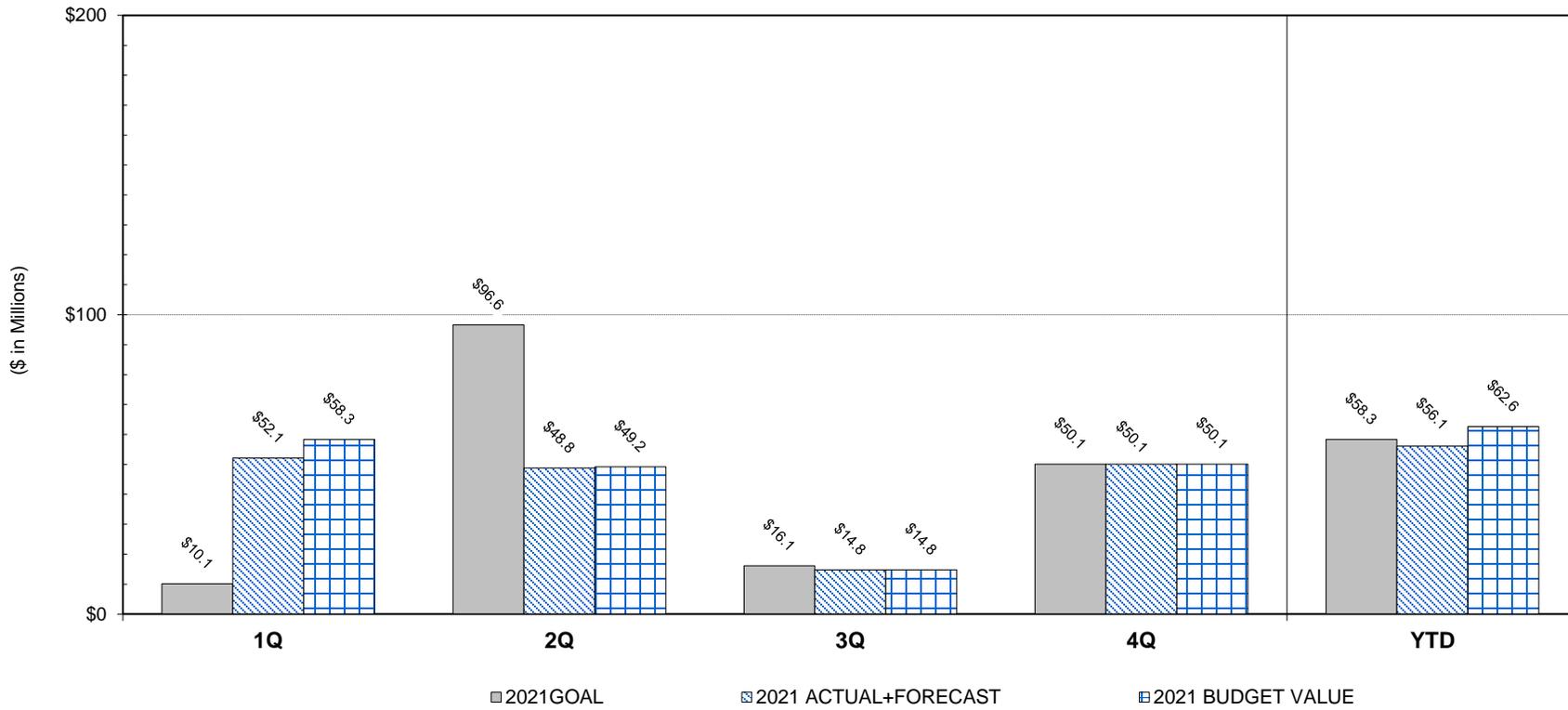
Close-outs

There were seven task level close-outs achieved in April for a total value of \$11.9 million, against a plan of 44 task level close-outs totaling \$673.7 million.

There are 75 task level close-outs year-to-date totaling \$40.7 million, against a year-to-date goal of 122 tasks totaling \$789 million.

**MTA Bridges and Tunnels**  
**Commitments as of April 30, 2021**

2021 Budget Goal:	\$172.9	
2021 Annual Forecast:	\$165.9	
YTD Goal:	\$58.3	
YTD Actual:	\$56.1	(96.2% of YTD Goal)
YTD Budgeted Value:	\$62.6	(107.4% of YTD Goal)
Left to Commit:	\$109.8	



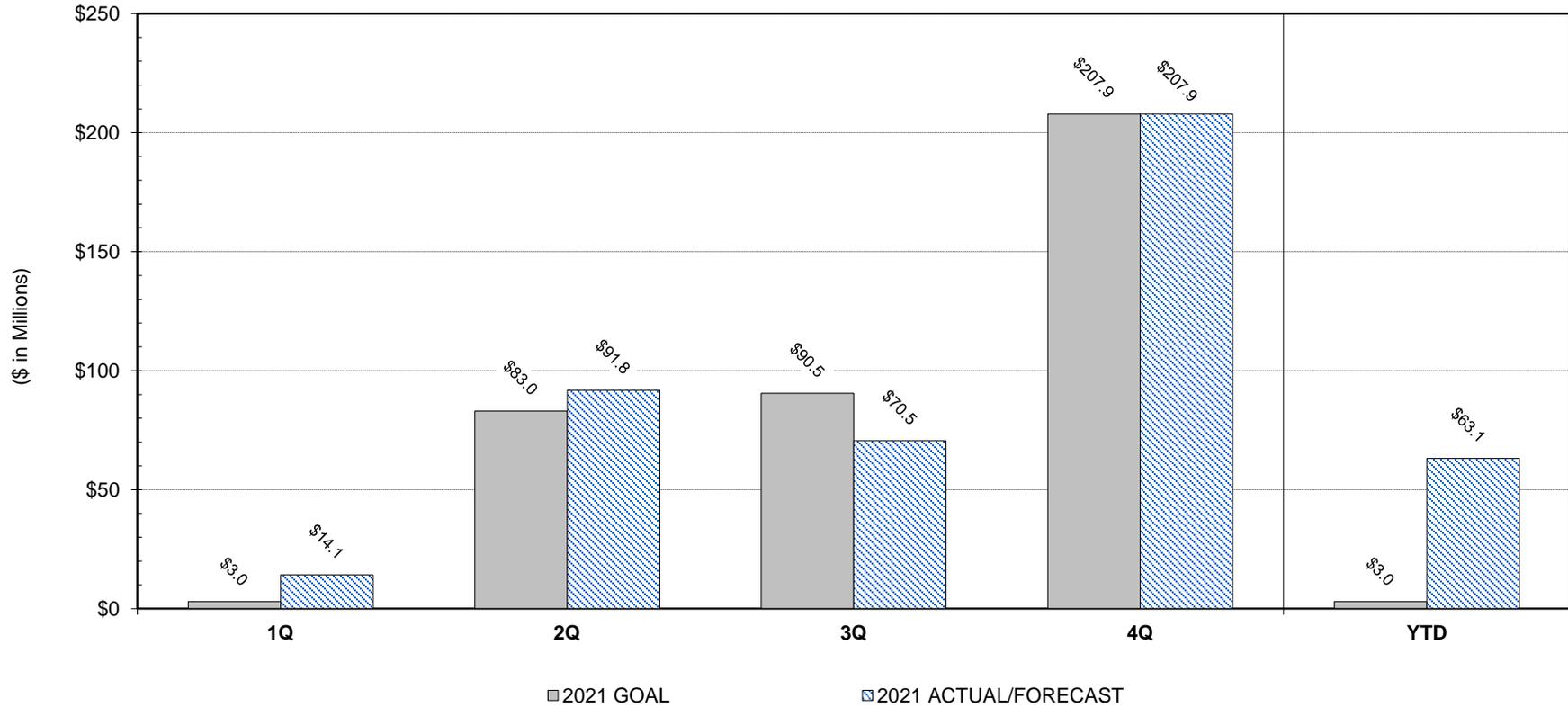
**MTA Bridges and Tunnels: Status of Major Commitments as of April 30, 2021**

Project ID	ACEP	Project Description	Budget (\$ in Millions)			Award Date			Notes	
			2021 Goal	Actual / Forecast*	Budgeted Value	2021 Goal	Advertisement Date	Actual / Forecast		
VN-X4	D806VNX1	VN - Operational Improvements (Safety Fence)	\$40.0	\$34.5M	\$40.0	Apr-21	May-20	Mar-21	A	1

Note 1: Good bid savings was achieved based on the proposals received.

**MTA Bridges and Tunnels**  
**Completions as of April 30, 2021**

2021 Budget Goal:	\$384.3	
2021 Annual Forecast:	\$384.3	
YTD Goal:	\$3.0	
YTD Actual:	\$63.1	(2126.7% of YTD Goal)
Left to Complete:	\$321.2	



**MTA Bridges and Tunnels: Status of Major Completions as of April 30, 2021**

Project ID	ACEP	Project Description	Budget (\$ in Millions)		Completions Status		Completion Date		Notes
			2021 Goal	Actual / Forecast*	Physical % Complete	% Contingency Spent	2021 Goal	Actual / Forecast	
VN-10	D701VN10	Anchorage & Piers Rehabilitation and Sealing	\$49.0	\$49.0	89	0	May-21	Apr-21	A 1
CB-18	D701CB18	CB Scour Protect/Repair/Replace CB/MP Pier Fender	\$65.9	\$65.9	41	0	Jul-21	Aug-21	F 2
HC-07	D704HC07	Rehabilitation of HCT Ventilation Systems	\$88.0	\$88.0	80	0	Oct-21	Oct-21	F
VN-49	D707VN49	Paint Suspended Span Upper & Lower Level Steel	\$73.6	\$73.6	46	17	Dec-21	Dec-21	F

Note 1: Project Completed one month earlier than anticipated.

Note 2: Primarily due to weather delays.



# Bridges and Tunnels

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## Procurements May 2021



# Staff Summary



<b>Subject:</b> Request for Authorization to Award Procurements
<b>Department:</b> Procurement
<b>Department Head Name</b> Brian Bajor
<b>Department Head Signature</b> <i>Brian Bajor</i>
<b>Project Manager Name</b> Various

<b>Date</b> 5/10//2021
<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	5/14/2021			
2	MTA B&T Committee	5/26/2021			
3	MTA Board	5/26/2021			

Internal Approvals			
Order	Approval	Order	Approval
	President <i>D. L. DeGisi</i>		
	General Counsel & Corporate Secretary		
	VP & Chief Procurement Officer		

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 procurement actions and to inform the Bridges and Tunnels Committee of the 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 Majority Vote:</u>	<u># of Actions</u>	<u>\$ Amount</u>
Schedule E: Miscellaneous Procurement Contracts	1 (A&B)	\$246.08M
Schedule F: Personal Service Contracts	2 (A&B)	\$147.72M
<b>SUBTOTAL</b>	<b>3</b>	<b>\$393.80M</b>

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

<b>TOTAL</b>	<b>3</b>	<b>\$393.80M</b>
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**BUDGET IMPACT:**

The purchases/contracts will result in obligating operating funds in the amount listed. Funds are available in the current MTA B&T operating/ budget 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 change 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 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 requests for proposal 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 contracts, the Board authorizes the execution of said contracts.
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; v) the contract modifications to purchase and public work contracts set forth in Schedule I; and vi) the modifications to miscellaneous procurement contracts set forth in Schedule J.
6. The Board ratifies each action taken set forth in Schedule K for which ratification is requested.

**MAY 2021**

**LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL**

**MTA BRIDGES & TUNNELS**

**Procurements Requiring Majority Vote:**

**Schedule E: Miscellaneous Procurement Contracts  
(Staff Summaries requiring Board approval)**

- |           |  |                      |  |
|-----------|--|----------------------|--|
| <b>1.</b> | <b>Conduent State and Local Solutions, Inc.<br/>Contract No. 15-RM-2949X (Category A and B)<br/>Eight years with two, 2-year options</b> | <b>\$246,086,235</b> | <b><u>Staff Summary Attached</u><br/>1</b> |
|-----------|--|----------------------|--|

B&T is seeking Board approval to award one competitively solicited miscellaneous procurement contract to Conduent State and Local Solutions, Inc. for the New York Tolling Authorities Customer Service Center System and License Plate and Owner Identification Services.

**Schedule F: Personal Service Contracts  
(Staff Summaries requiring Board approval)**

- |             |   |                      |  |
|-------------|---|----------------------|--|
| <b>2-3.</b> | <b>Faneuil, Inc.<br/>Contract No. PSC-15-2982X (Category A)<br/>Five years with two, 2-year options</b> | <b>\$121,890,384</b> | <b><u>Staff Summary Attached</u><br/>1</b> |
|             | <b>TransCore, LP<br/>Contract No. PSC-15-2982X (Category B)<br/>Five years with two, 2-year options</b> | <b>\$25,828,079</b>  | <b>1</b>                                   |

B&T is seeking Board approval to award two competitively solicited personal service contracts one to Faneuil, Inc. for NY Tolling Authorities Customer Contact Center Services and the other to TransCore, LP for Transponder Distribution Services.

## Schedule E: Miscellaneous Procurement Contracts

Item Number:

<b>Vendor Name (&amp; Location)</b> Conduent State & Local Solutions, Inc., Germantown, MD	<b>Contract Number</b> 15-RM-2949X Category A and B	<b>Renewal?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Description</b> New York Tolling Authorities Customer Service Center System and License Plate and Owner Identification Services	<b>Total Amount:</b> \$246,086,235	
<b>Contract Term (including Options, if any)</b> Design and Implementation: Twenty-four (24) months Operations and Maintenance: Six (6) years with two, 2- year options Total: Eight (8) years with two, 2-year options	<b>Funding Source</b> <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	
<b>Option(s) included in Total Amount?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Requesting Dept/Div &amp; Dept/Div Head Name:</b>  Acting Vice President, ITS & Toll Operations Anne Marie Bressler	
<b>Procurement Type</b>  <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	<b>Contract Manager:</b> Zulema B. Robinson	
<b>Solicitation Type</b> <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:		

### Narrative

#### I. PURPOSE/RECOMMENDATION

B&T is seeking Board approval under the All Agency General Contract Procurement Guidelines to award the New York Tolling Authorities Customer Service Center System and License Plate and Owner Identification Services Contract (15-RM-2949X) to Conduent State & Local Solutions, Inc. (Conduent) for eight years with two, 2-year options in the negotiated contract amount of \$246,086,235, including up to \$605,055 in incentive payments. Please note that funding for the option period is not included in the requested contract amount.

#### II DISCUSSION

The New York State Thruway Authority (NYSTA), The Port Authority of New York and New Jersey (PANYNJ), the Triborough Bridge and Tunnel Authority (TBTA), the New York State Bridge Authority (NYSBA), the Buffalo Fort Erie Public Bridge Authority (operator of the Peace Bridge), and Thousand Island Bridge Authority (TIBA) are public authorities that collect tolls from customers at their facilities using a number of different methods, including a transponder based electronic toll collection (ETC) system known as E-ZPass and cashless, image based license plate tolling known as Tolls by Mail. The resulting toll transactions are transmitted to and processed for payment by the New York Customer Service Center (NYCSC) system. The NYCSC currently provides services including account management, payment processing, customer contact, violation processing, transponder distribution, and invoicing for Tolls by Mail bills associated with Cashless Tolling. NYSTA, PANYNJ, and TBTA each currently contract with a jointly selected single vendor to perform all NYCSC systems and operations work, including customer contact.

The Authorities wanted to leverage changes and opportunities in the financial transaction processing and customer contact industries to take advantage of best-in-class services and specialization that were available and to expand competition from qualified providers. As a result, the work previously covered under the single NYCSC contract was split among up to four

## Schedule E: Miscellaneous Procurement Contracts

contracts. This procurement has two parts: Category A for provision of the overall NYCSC System transaction processing and core functionality and Category B for provision of NYCSC License Plate and Owner Identification Services (LPOIS). Proposers were allowed to propose on either Category A or Category B, or submit separate proposals for both categories.

### Scope of Services

#### Category A

Design, develop, implement, and maintain a technological system to support New York Customer Service Center operations for the Authorities. The toll system and customer service functionality includes: account management; transaction and initial image processing; customer notifications; payment processing; case management; quality control and quality assurance; transponder inventory system; provision of system interfaces; reconciliation; settlement and reporting; primary and disaster recovery NYCSC System Sites, and operations and maintenance services.

#### Category B

License Plate and Owner Identification Services to support New York Customer Service Center operations. The Contractor will provide full services for the accurate identification of license plate numbers from transaction images transmitted by the Authorities' host computers to the NYCSC System, and name and address acquisition for registered vehicle owners from various state Departments of Motor Vehicles and third party providers. The Contractor will provide a combination of technology and manual review that it determines will meet the performance and accuracy requirements of the contract.

Requirements for these services were publicly advertised. Four (4) firms submitted proposals for Category A: 1) Conduent 2) Cubic Transportation Systems Inc. (Cubic); 3) International Business Machines Corporation (IBM); and 4) TransCore, LP. Six (6) firms submitted proposals for Category B: 1) Conduent; 2) Cubic; 3) Emovis; 4) Electronic Transaction Consultants Corporation (ETC); 5) Law Enforcement Systems (LES); and 6) TransCore, LP. The evaluation committee included subject matter experts from tolling and information technology. The proposals were evaluated against established criteria set forth in the RFP, including: 1) Company History 2) Demonstrated Project Experience and Qualifications; 3) Demonstrated Current and Past Project Performance; 4) Key Project Team Experience; 5) Approach to Project Plan and Implementation; 6) Approach to Requirements; 7) Approach to Operations and Maintenance; 8) Approach to Performance Requirements; and 9) Price. Oral presentations were conducted with three of the four firms for Category A (Conduent, Cubic, and TransCore), and all six firms for Category B. Following the oral presentations and reference checks, the proposals were re-scored and the Evaluation Committee recommended, and the Selection Committee approved, that the Authorities negotiate and request Best and Final Offers (BAFOs) from the two highest rated proposals for Category A: Conduent and TransCore; and the three (3) highest rated proposals for Category B: Conduent; Emovis, and ETC. After receipt of BAFOs, the Evaluation Committee unanimously recommended Conduent as the highest rated proposer for both categories and the Selection Committee selected Conduent for award based on several factors:

#### Category A:

- Cloud-based system allows high availability and redundancy (can fail over to multiple locations), cost-effectiveness (pay for process time, not specific hardware)
- Use of Microsoft solutions for all key system aspects (reporting, analytics, dashboards), which allows streamlined integration of system and reporting
- Lockbox for customer payments is provided by direct subsidiary so changes can be made quickly
- Familiarity with multi-agency business rules and separate agency accounts
- Batch tag assignment capability saves time and improves customer service by automating assignment of tags to customer accounts

While TransCore provided a responsive proposal, which was viewed as technically acceptable, there were concerns that some aspects of the system were not automated or developed.

**Schedule E: Miscellaneous Procurement Contracts**

## Category B:

- Superior solution using nationally proven, highly accurate Q-Free image processing system
- Proposed rates for successful DMV information look-ups higher than other vendors
- Extensive proven experience with name/address look-up services
- Microsoft Azure Cloud-based system which allows for high availability and redundancy

Both Emovis and ETC provided responsive proposals that were viewed as technically acceptable. However, there were concerns regarding Emovis' data center solution and the lack of a fully redundant disaster recovery site. For ETC, there were concerns with the pricing, as well as with the DMV acquisition provider.

The negotiated price is a reduction of \$18,847,219, or 10.6%, from Conduent's original proposal. B&T's contract price of \$246,086,235 includes \$16,779,109 for the design and implementation phase of 24 months and \$229,307,126, spread across six years of operations and maintenance. This contract price also includes allowances, incentives, and pass-through costs such as postage, as well as services to support the Central Business District Tolling Program. The contract price is deemed the best value and is considered fair and reasonable. Conduent is a responsible Contractor.

**III. DBE/MBE/WBE/SDVOB INFORMATION**

The MTA Department of Diversity and Civil Rights has established goals of 10% MBE, 10% WBE and 0% SDVOB for this contract due to the specialized, automated, comprehensive, and proprietary system requirements which limits the MWBE/SDVOB opportunities on this contract. Conduent's projected MWBE utilization plan meets the overall MWBE goal requirements. Conduent has not completed any contracts with MWDBE/SDVOB goals; therefore, no assessment of the firm's MWDBE/SDVOB performance is available at this time.

**IV. IMPACT ON FUNDING**

Funding is available in the Operating Budget.

**V. ALTERNATIVES**

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

# Staff Summary

<b>Item Number</b>					
<b>Dept &amp; Dept Head Name:</b> Acting VP, ITS & Toll Operations, Anne Marie Bressler					
<b>Division &amp; Division Head Name:</b> Director, Video Tolling CSC Contract, Jacqueline Bertone					
<b>Board Reviews</b>					
Order	To	Date	Approval	Info	Other
1	President	5/10/21			
2	MTA B&T Committee	5/26/21			
3	MTA Board	5/26/21			
<b>Internal Approvals</b>					
Order	Approval	Order	Approval		
1	Chief Financial Officer	4	Executive Vice President		
2	General Counsel	5	President		
3	VP & Chief Procurement Officer				

<b>SUMMARY INFORMATION</b>	
<b>Vendor Name</b>  1) Faneuil, Inc. (Category A) 2) TransCore, LP (Category B)	<b>Contract Number</b>  PSC-15-2982XA PSC-15-2982XB
<b>Description</b>  NY Tolling Authorities Customer Service Center – Customer Contact Center and Transponder Distribution	
<b>Total Amount</b> Category A: \$121,890,384; Category B: \$25,828,079 Stipend - \$250,000	
<b>Contract Term (including Options, if any)</b> Implementation: Two Years; Operations & Maintenance: Three Years with two, 2-year options Total: Five (5) years with two, 2-year options	
<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 checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

## Narrative

### **I. PURPOSE/RECOMMENDATION**

B&T is seeking Board approval in accordance with the All Agency Service Contract Procurement Guidelines to award two personal service contracts, PSC-15-2982XA and PSC-15-2982XB solicited on a competitive basis to (A) Faneuil, Inc. (Faneuil) for Customer Contact Center Services (CCC) in the negotiated amount of \$121,890,384; and to (B) TransCore, LP (TransCore) to provide Transponder Distribution Services in the negotiated amount of \$25,828,079. Both contracts will be awarded for five-year terms with two, 2-year options. Please note that funding for the option period is not included in the requested contract amount. In order to enhance competition, this solicitation included a stipend in the amount of \$250,000 to be paid to each unsuccessful proposer who was invited for an Oral Presentation. Accordingly, approval is requested to pay a stipend totaling \$250,000 to the unsuccessful proposer who signed the stipend agreement.

## Staff Summary

### **II. DISCUSSION**

The New York State Thruway Authority (NYSTA), The Port Authority of New York and New Jersey (PANYNJ), the Triborough Bridge and Tunnel Authority (TBTA), the New York State Bridge Authority (NYSBA), the Buffalo Fort Erie Public Bridge Authority (operator of the Peace Bridge), and Thousand Island Bridge Authority (TIBA) are public authorities that collect tolls from customers at their facilities using a number of different methods, including a transponder based electronic toll collection (ETC) system known as E-ZPass and cashless, image based license plate tolling known as Tolls by Mail. The resulting toll transactions are transmitted to and processed for payment by the New York Customer Service Center (NYCSC). The NYCSC currently provides services including account management, payment processing, customer contact, violation processing, transponder distribution, and invoicing for Tolls by Mail bills associated with Cashless Tolling. NYSTA, PANYNJ, and TBTA each currently contract with a jointly selected single vendor to perform all NYCSC systems and operations work, including customer contact.

The Authorities wanted to leverage changes and opportunities in the financial transaction processing and customer contact industries to take advantage of best-in-class services and specialization that were available and to expand competition from qualified providers. As a result, the work previously covered under the single NYCSC contract was split among up to four contracts. This procurement has two parts: Category A for provision the Customer Contact Center and Category B for provision of Transponder Distribution Services (Transponder Distribution). Proposers were allowed to propose on either Category A or Category B, or submit separate proposals for both categories.

#### **Scope of Services**

##### **Category A - CCC**

Provision of customer contact center primary and business continuity facilities, which house CCC staff, desktop equipment, furniture, and fixtures; customer contact systems, including telephony and Interactive Voice Response, and portions of other customer channels in coordination with the NYCSC System Contractor; account management, customer contact, customer notifications, and case management services; financial management, reporting, and reconciliation services; support of discount plans and programs.

##### **Category B – Transponder Distribution**

The Transponder Distribution Contractor will be responsible for all aspects of transponder inventory, management, fulfillment and distribution. The Transponder Distribution Contractor will use the System provided by the NYCSC System Contractor to manage, monitor, control, and report on transponder distribution activities.

Requirements for these services were publicly advertised. Nine (9) firms submitted proposals for Category A: 1) Conduent State & Local Solutions, Inc. (Conduent); 2) Cubic Transportation Systems Inc. (Cubic); 3) Egis Projects, Inc. (Egis) ; 4) Faneuil; 5) Global Contact Services, LLC; 6) Professional Account Management, LLC; 7) TransCore; 8) Transworld Systems Inc.; and 9) WSP USA Services Inc. Four (4) firms submitted proposals for Category B: 1) AT&T Corp.; 2) Conduent; 3) Cubic; and 4) TransCore. The evaluation committee included subject matter experts from tolling operations.

The proposals were evaluated against established criteria set forth in the RFP, including: 1) Business; 2) Experience and Qualifications; 3) Technical Approach; and 4) Price. Oral presentations were conducted with two firms for Category A: Egis and Faneuil, and three of the firms for Category B: Conduent, Cubic, and TransCore. Following the oral presentations and reference checks, the proposals were re-scored by the Evaluation Committee. After meeting the Authorities decided to negotiate and request Best and Final Offers (BAFOs) from the highest rated proposal for Category A: Faneuil; and the two (2) highest rated proposals for Category B: Conduent and TransCore. After receipt of BAFOs, the Authorities unanimously recommended to award to Faneuil for Category A and TransCore for Category B based on several factors:

## Staff Summary

### Category A - Faneuil:

- Extensive tolling experience with large, multi-agency call centers
- Strong key team members, comprehensive staffing plan, highly competitive wage, robust training plan, demonstrated low employee turnover, proposed work from home will be 60% of staff
- Cloud-based telephony solution
- Enhanced IVR, chat capability, Vistio software (call handling tool), and good dashboard reporting
- Proponisi surveys; independent contractor hired to administer and evaluate customer satisfaction

### Category B - TransCore:

- Demonstrated the proposed integrated inventory reporting and performance monitoring tool
- Proposed experienced subcontractor, PRWT, is the current NYCSC subcontractor
- Highlighted experience managing and packaging 6C hard case and sticker transponders
- Lower cost

Faneuil's proposed contract in the amount of \$121,890,384 includes a 2% reduction in price and 20% increase in staffing from their original proposal. TransCore's BAFO price of \$25,828,079 is 2% lower than their revised proposal. The combined costs of both Category A and Category B represents a \$7,717,551, or 9% annual reduction from the current contract's comparable costs. Both contract prices include allowances and incentives, as well as services to support the Central Business District Tolling Program. Category B also includes \$16.7 million in pass-through costs for postage. Both contract prices are deemed the best value and considered fair and reasonable. Faneuil and TransCore are both responsible Contractors.

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

The MTA Department of Diversity and Civil Rights has established goals of 15% MBE, 15% WBE and 6% SDVOB for this contract. Both Faneuil and TransCore have submitted an MWBE/SDVOB utilization plan that meets the overall MWBE/SDVOB goal requirements. Neither company have completed any contracts with MWDBE/SDVOB goals; therefore, no assessment of the firms' MWDBE/SDVOB performance is available at this time.

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

Funding is available in the Operating Budget.

### **V. ALTERNATIVES**

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



# Bridges and Tunnels

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## Diversity Report First Quarter 2021



# Executive Summary

## ■ EEO

As of **March 31, 2021**, MTA Bridges and Tunnels workforce included 1,195 total employees. This represents a decrease of 77 employees from the first quarter 2020 (1Q20) workforce.

- Females represented 21% (255) of the total workforce.
- Minorities represented 79% (939) of the total workforce
- Female and Minority percentages of representation remained unchanged when compared to 1Q20.



# Executive Summary

MTA Bridges and Tunnels conducted a **utilization analysis**\* of females and minorities in its workforce as of March 31, 2021. Based on the analysis, underrepresentation for females and minorities occurred in the following EEO categories:

## Females:

- ❑ Officials/Administrators – Hispanics and Whites
- ❑ Professionals – Whites
- ❑ Technicians – Blacks
- ❑ Protective Services – Hispanics and Whites
- ❑ Administrative Support – Hispanics and Whites
- ❑ Service Maintenance – Hispanics

## Minorities:

- ❑ Technicians – Blacks, Hispanic Males, and Multiple Race Males
- ❑ Administrative Support – Black Males, Hispanics, and Asian Males
- ❑ Service Maintenance – Hispanics

\*The utilization analysis compares the percentages of females and minorities employed in each job group to 80 percent of the females and minorities available within the relevant labor market.



# Executive Summary

## ■ Diversity Initiatives to increasing representation

Bridges and Tunnels' capacity to engage its diversity strategy has been diminished due to the COVID-19 pandemic.

The all-agency recruitment team participated in a number of virtual events that resulted in establishing new partnerships with several organizations such as Catalyst, National & Disability Council and DCAS.

Additionally, the all-agency recruitment team attended eight virtual events targeted for persons with disabilities, females and minorities. Discussions were also held with representatives from the Young Adult Institute (YAI) regarding designing managerial training and coaching/mentoring opportunities for young adults with disabilities.



MTABT

# Workforce

as of March 31, 2021



# Definitions of EEO Job Categories

## **Officials & Administrators**

Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis.

## **Professionals**

Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge.

## **Technicians**

Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training.

## **Protective Services**

Occupations in which workers are entrusted with public safety, security and protection from destructive forces.

## **Paraprofessionals**

Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status.

## **Administrative Support**

Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.

## **Skilled Craft**

Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs.

## **Service Maintenance**

Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property.



# MTABT Workforce

JOB CATEGORY	TOTAL		Minorities		Est Avail %	WHITES		Est Avail %	BLACKS		Est Avail %	HISPANICS		Est Avail %	ASIANS		Est Avail %	AI/AN*		Est Avail %	NHOPi**		Est Avail %	2+ RACES		Est Avail %	VETERANS		PWD***	
	#	%	#	%		#	%		#	%		#	%		#	%		#	%		#	%		#	%		#	%	#	%
<b>Officials &amp; Administrators</b>	<b>220</b>		117	53%		103	47%		51	23%		22	10%		30	14%		1	0%		0	0%		13	6%		14	6%	0	0%
F	58	26%	45	20%	10%	13	6%	7%	25	11%	3%	5	2%	3%	10	5%	0%	1	0%	0%	0	0%	0%	4	2%	1%	3	21%	0	#DIV/0!
M	162	74%	72	33%	32%	90	41%	8%	26	12%	7%	17	8%	6%	20	9%	0%	0	0%	0%	0	0%	0%	9	4%	1%	11	79%	0	#DIV/0!
<b>Professionals</b>	<b>160</b>		103	64%		57	36%		41	26%		33	21%		15	9%		0	0%		1	1%		13	8%		10	6%	1	1%
F	72	45%	53	33%	15%	19	12%	8%	28	18%	4%	18	11%	3%	5	3%	0%	0	0%	0%	0	0%	0%	2	1%	2%	4	40%	0	0%
M	88	55%	50	31%	29%	38	24%	7%	13	8%	8%	15	9%	4%	10	6%	0%	0	0%	0%	1	1%	0%	11	7%	1%	6	60%	1	100%
<b>Technicians</b>	<b>99</b>		48	48%		51	52%		16	16%		23	23%		6	6%		1	1%		0	0%		2	2%		9	9%	0	0%
F	19	19%	15	15%	2%	4	4%	11%	6	6%	3%	7	7%	0%	1	1%	0%	0	0%	0%	0	0%	0%	1	1%	0%	1	0%	0	0%
M	80	81%	33	33%	17%	47	47%	16%	10	10%	17%	16	16%	3%	5	5%	0%	1	1%	0%	0	0%	0%	1	1%	5%	8	0%	0	0%
<b>Protective Services</b>	<b>368</b>		246	67%		122	33%		123	33%		92	25%		16	4%		1	0%		0	0%		14	4%		30	8%	0	0%
F	72	20%	63	17%	3%	9	2%	9%	49	13%	4%	11	3%	0%	0	0%	0%	1	0%	0%	0	0%	0%	2	1%	0%	4	0%	0	0%
M	296	80%	183	50%	31%	113	31%	12%	74	20%	15%	81	22%	3%	16	4%	0%	0	0%	0%	0	0%	0%	12	3%	13%	26	0%	0	0%
<b>Paraprofessionals</b>	<b>0</b>		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%	0	0%
F	0	0%	0	0%		0	0%		0	0%		0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
M	0	0%	0	0%		0	0%		0	0%		0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
<b>Administrative Support</b>	<b>26</b>		20	77%		6	23%		12	46%		2	8%		4	15%		0	0%		0	0%		2	8%		2	8%	0	0%
F	23	88%	20	77%	21%	3	12%	27%	12	46%	11%	2	8%	6%	4	15%	0%	0	0%	0%	0	0%	0%	2	8%	2%	2	100%	0	#DIV/0!
M	3	12%	0	0%	9%	3	12%	1%	0	0%	1%	0	0%	4%	0	0%	0%	0	0%	1%	0	0%	0%	0	0%	5%	0	0%	0	#DIV/0!
<b>Skilled Craft</b>	<b>0</b>		0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0		0	0	0	#DIV/0!
F	0	0%	0	0		0	0		0	0		0	0		0	0		0	0	0%	0	0	0%	0	0	0%	0	0	0	#DIV/0!
M	0	0%	0	0		0	0		0	0		0	0	0%	0	0	0%	0	0	0%	0	0	1%	0	0	4%	0	0	0	#DIV/0!
<b>Service Maintenance</b>	<b>322</b>		151	47%		171	53%		66	20%		53	16%		14	4%		3	1%		0	0%		15	5%		13	4%	1	0%
F	11	3%	9	3%	1%	2	1%	1%	2	1%	4%	7	2%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%
M	311	97%	142	44%	32%	169	52%	15%	64	20%	16%	46	14%	3%	14	4%	0%	3	1%	0%	0	0%	0%	15	5%	1%	13	100%	1	0%
<b>Total</b>	<b>1,195</b>		<b>685</b>	<b>57%</b>		<b>510</b>	<b>43%</b>		<b>309</b>	<b>26%</b>		<b>225</b>	<b>19%</b>		<b>85</b>	<b>7%</b>		<b>6</b>	<b>1%</b>		<b>1</b>	<b>0%</b>		<b>59</b>	<b>5%</b>		<b>78</b>	<b>7%</b>	<b>2</b>	<b>0%</b>



\* American Indian/Alaskan Native

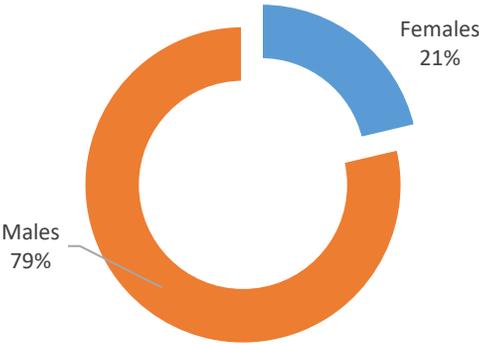
\*\*Native Hawaiian Other Pacific Islander

\*\*\* People with Disabilities

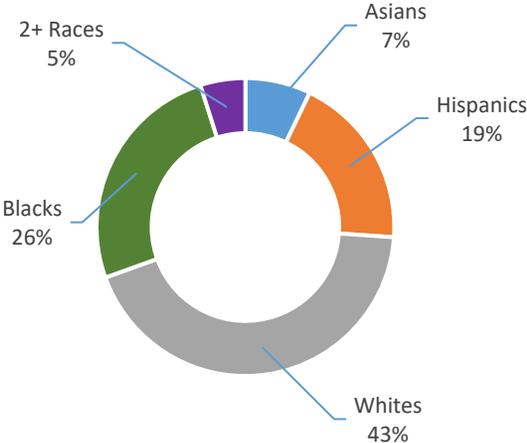
Note: All percentages have been rounded up to the nearest whole number.

# MTABT Workforce

Workforce by Gender



Workforce by Race/Ethnicity



MTABT workforce consists of 1,195 employees

- 21% females, 57% minorities, and 7% veterans.
- The percentage of females and minorities remained stable when compared to 1Q20



# Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in its workforce. This analysis consists of comparing **March 31, 2021** workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80 percent of their expected estimated availability.

The following chart provide shaded/bolded areas that represent below 80 percent of the Census availability or underutilization: (1) the female and minority workforce percentages for this agency; (2) 80 percent of the females and minorities available for work based on the 2010 Census by job category; and (3) whether or not the estimated availability percentages were met for females and minorities within each of the job categories.



# MTABT Underutilization Analysis

JOB CATEGORY	Gender	BLACKS		HISPANIC		ASIANS		AI/AN*		NHOPI**		2+ RACES		WHITES	
		Est Avail	Actual %												
Officials & Administrators	F	7%	11%	3%	2%	3%	5%	0%	0%	0%	0%	1%	2%	10%	6%
	M	8%	12%	7%	8%	6%	9%	0%	0%	0%	0%	3%	4%		
Professionals	F	8%	18%	4%	11%	3%	3%	0%	0%	0%	0%	1%	1%	15%	12%
	M	7%	8%	8%	9%	4%	6%	0%	0%	0%	1%	1%	7%		
Technicians	F	11%	6%	3%	7%	0%	1%	0%	0%	0%	0%	0%	1%	2%	4%
	M	16%	10%	17%	16%	3%	5%	0%	1%	0%	0%	2%	1%		
Protective Services	F	9%	13%	4%	3%	0%	0%	0%	0%	0%	0%	0%	1%	3%	2%
	M	12%	20%	15%	22%	3%	4%	0%	0%	0%	0%	1%	3%		
Paraprofessionals	F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Administrative Support	F	27%	46%	11%	8%	6%	15%	0%	0%	0%	0%	0%	8%	21%	12%
	M	1%	0%	1%	0%	4%	0%	0%	0%	0%	0%	0%	0%		
Skilled Craft	F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Service Maintenance	F	1%	1%	4%	2%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%
	M	15%	20%	16%	14%	3%	4%	0%	1%	0%	0%	2%	5%		

\*American Indian/Alaskan Native

\*\*Native Hawaiian Other Pacific Islander

Note: Pursuant to FTA Circular 4704.1A, EEO requirements and guideline, *white males* have been excluded from the underutilization analysis. The shaded areas represent underutilization.



# MTABT

## **New Hires and Veterans**

**January 1, 2021 – March 31, 2021**





## MTABT New Hires and Veterans

**There were no new hires during this reporting period.**



**MTABT**

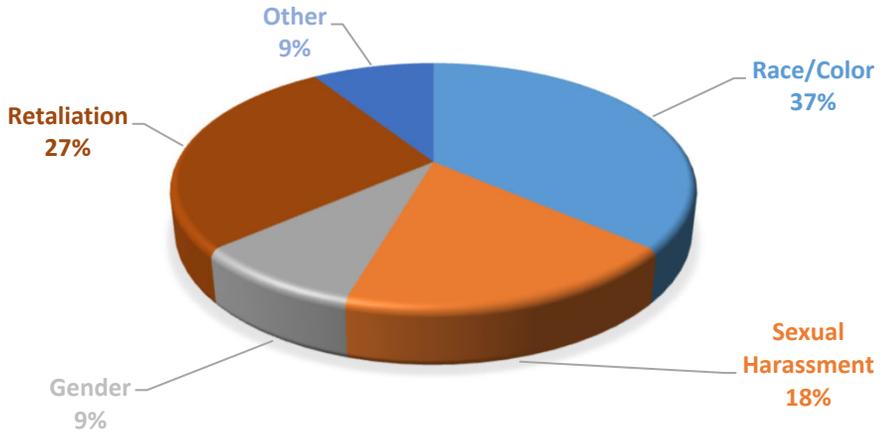
# **Complaints and Lawsuits**

**January 1, 2021 – March 31, 2021**

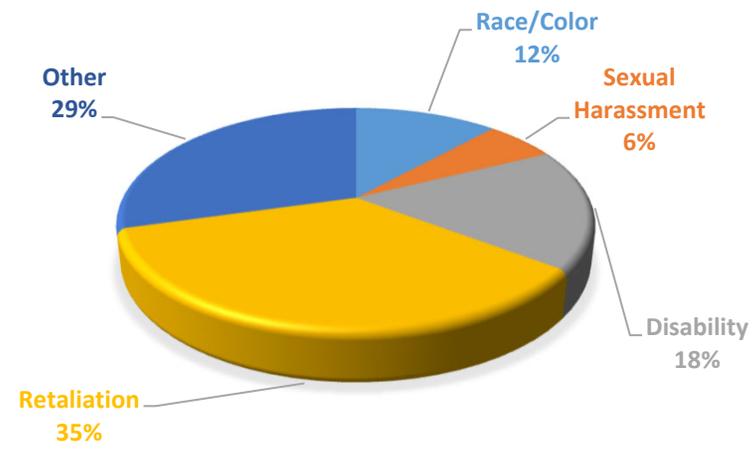


# MTABT Internal/External EEO Complaints and Lawsuits

### INTERNAL EEO COMPLAINTS



### EXTERNAL EEO COMPLAINTS



MTABT handled 13 EEO complaints, citing 28 separate allegations, and 2 lawsuits.

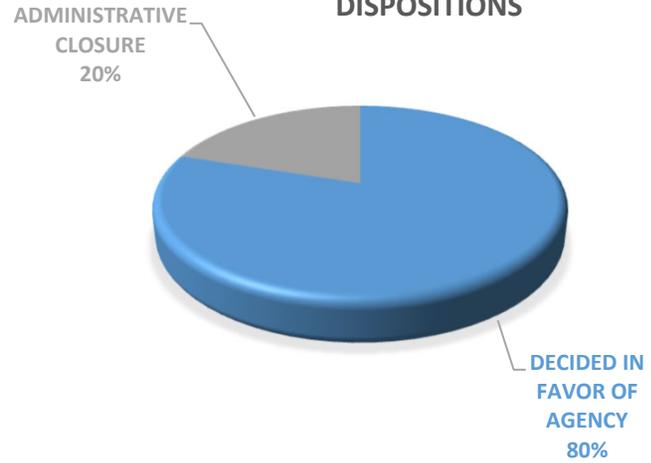
- ❑ 9 handled internal complaints.
- ❑ 4 handled external complaints.
- ❑ The most frequently cited basis internally was race/color and externally was retaliation.



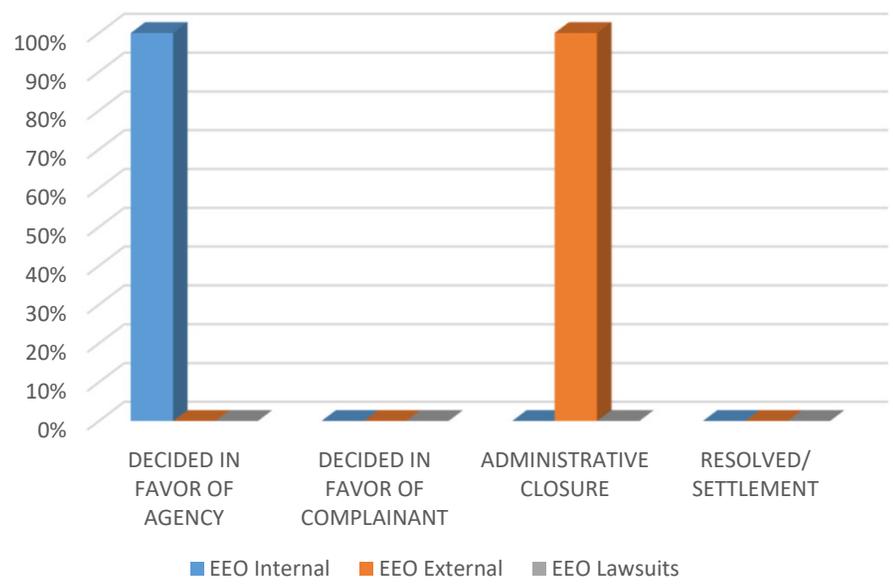
These charts include all pending matters as of the date of the report, including matters filed prior to the reporting period. "Other" contains all EEO categories not otherwise specifically mentioned on the chart (i.e., Sexual Orientation, Military status, or Marital Status etc.).

# MTABT EEO Complaints and Lawsuits Dispositions

### OVERALL EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



### EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



- MTABT disposed 5 EEO complaints and 0 EEO lawsuits.
- 80% complaints/lawsuits decided in favor of the agency.
- 20% administrative closure.



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**MTABT**  
**Title VI Discrimination Complaints, Lawsuits and Dispositions**

**There are no B&T Title VI Discrimination  
Complaints, Lawsuits, or Dispositions for the Reporting Period  
(January 1, 2021 – March 31, 2021)**

