

Authority Mission Statement and Performance Measurements

Name of Public Authority: New York State Thruway Authority (Authority)/
New York State Canal Corporation (Corporation)

Public Authority's Mission Statement:

We offer a user-fee supported highway and canal system that delivers high levels of safety and service.

Date Adopted: December 19, 1997

The mission statement was included in the "New York State Thruway Authority & Canal Corporation 1998 - 2002 Strategic Business Plan," which was adopted by both the Authority and Corporation Boards.

List of Performance Goals:

The Authority/Corporation assesses the efficiency of its operations in terms of achievement toward the following goals:

- maintain high levels of customer service and safety;
- maintain the infrastructure in good condition and deliver the Capital Plan; and
- enhance the efficiency and effectiveness of operations.

Defined performance measures support each goal for which data is collected quarterly. The results are reported in the quarterly report to the Governor. The performance measures are as follows:

2009 Thruway Performance Measures

Goal: Maintain High Levels of Customer Service and Safety

Objective: Maintain percentage of customers/stakeholders satisfied with service

Measure: Overall experience as reported on the biennial Customer Satisfaction Survey, on questions related to ride quality, overall maintenance, safety and time processing through toll lanes, using an average

Objective: Reduce time customers wait for road service

Measure: Customer wait time, defined as the time between first notification and arrival of roadside assistance

Objective: Maintain a safe roadway

Measure: Annual fatality rate per one million vehicle miles traveled compared to the previous year

Goal: Maintain Infrastructure in Good Condition and Deliver the Capital Plan

Objective: Maintain infrastructure in good condition

Measure: Average rating of roads and bridges

- Bridges – Average bridge rating on a scale from 0-7 (5-7 Good to Excellent)
- Highways – Average pavement rating on a scale from 0-10 (7-10 Good or Excellent)

Measure: Percentage of planned bridge inspections that were completed as compared to the annual target

Objective: Complete the Board-approved Contracts Program

Measure: The percentage of projects let within 30 days of the planned letting date

Measure: Percentage of funds expended as planned in the contacts program

Goal: Enhance Efficiency and Effectiveness

Objective: Maintain annual budget growth and reduce costs to meet mandates

Measure: Percentage of budget growth measured in terms of comparing actual expenditures to the targeted budget

Measure: Percentage of E-ZPass transactions: the total number of E-ZPass transactions divided by all transactions as compared to the same time frame in the previous year

Measure: Daily average Toll Collector hours – the total number of hours worked (excluding leave time) over total number of days for the quarter. Previous quarter will be defined as the same time period quarter from the previous year.

Measure: Number of position reductions achieved

2009 Canal Performance Measures

Goal: Increase Customer Service and Safety

Objective: Maintain a high level of customer satisfaction with Canal experience

Measure: Overall experience as reported on the biennial Boater and Trail Customer Satisfaction Surveys, on questions related to the availability of amenities and the quality of services and infrastructure

Goal: Maintain Infrastructure and Deliver the Capital Plan

Objective: Maintain current length of unrestricted navigable waterways

Measure: The volume of material dredged compared to the annual target

Objective: Maintain infrastructure in good condition

Measure: Linear feet of bank stabilized as compared to the annual target

Measure: Percentage of critical structures with General Recommendations of greater than or equal to 5

Measure: Percentage of all structures with a General Recommendation of greater than or equal to 5

Objective: Complete Board-approved Contracts Program

Measure: Percentage of projects let on time

Measure: Percentage of dollars spent as planned at end of year

Objective: Maintain infrastructure in good condition

Measure: Percentage of locks and bridges rated good or excellent

Measure: Percentage of planned inspections completed

Goal: Efficiency and Effectiveness

Objective: Maintain annual budget growth and reduce costs to meet mandates

Measure: Percentage of budget growth measured in terms of comparing actual expenditures to the targeted budget

Measure: Number of position reductions achieved