Port Authority Bus Terminal "Quality of Commute" Improvement Program

Committee on Capital Planning, Execution and Asset Management

September 17, 2014

Actions Taken to Date to Ease Commuting Challenges

- ✓Hosted Commuter Chat forum for passengers
- ✓Led operational improvement meetings with carriers
- ✓Modified operational procedures to improve PM rush
- ✓Identified gate utilization efficiencies
- ✓Leveraged technology and dedicated staff to enhance customer messaging
- ✓Improved disabled vehicle removal

Actions Taken to Date to Ease Commuting Challenges (continued)

- ✓Installed personal electronic charging stations
- ✓Added supplementary ventilation units
- ✓Identified upgrades for customer information kiosks
- ✓Worked with vendors and carriers to enhance cell/WiFi service
- ✓Started restrooms rehabilitation
- ✓Initiated design on multiple projects
- ✓Received bids for construction program implementation
- ✓Submitted FTA grant application for Galvin Plaza bus staging/storage facility and solicited proposals for facility programming

Port Authority will invest $263M in the PABT over the next 10 years

		Investment
Existing 2014 – 2023 Capital Plan		**$ 173 M**
"Quality of Commute" Capital Program		**$ 90 M**
On-Time Performance Improvements	$ 18 M	
Building and Building Systems Improvements	$ 72 M	
Total Capital Investment		**$ 263 M**

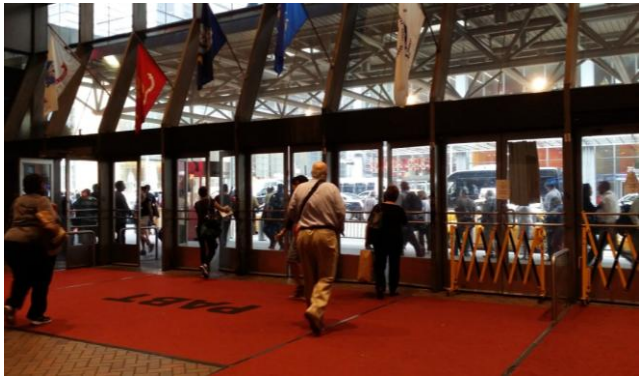
Quality of Commute: Representative Projects to Improve On-Time Performance

Project	Start Date	End Date
Construct by-pass lane	Underway	2Q 2015
Add bus parking/staging areas	Underway	3Q 2016
Install bus tracking system	Underway	3Q 2016
Program Galvin Plaza bus staging/storage facility	Underway	3Q 2015

Investment $ 18 M

Quality of Commute: Representative Projects to Improve Building and Building Systems

Project	Start Date	End Date
Rehabilitate restrooms, ceiling system, floors	Underway	3Q 2017
Mitigate leaks	Underway	3Q 2018
Enhance vestibules, escalators, elevators	Underway	4Q 2018
Replace visual paging	2Q 2015	4Q 2018



Investment $ 72 M

Breakdown of Offsets to Support the Quality of Commute Program

		Offset
TB&T – Total Deferred Spending		**$ 57 M**
LT – Replacement of Dyer Plaza & Dyer Ave. roadway slabs	$ 21 M	
LT – Replacement of helix (planning and design)	$ 20 M	
LT – Sump pump replacement at NY expressway	$ 6 M	
GWB – Upgrading, replacement of ITS signs and field devices	$ 7 M	
GWB– Rehabilitation of NJ anchorage sump pump room	$ 1 M	
2014 – Reforecast Spending	$ 2 M	
Energy Saving Program		**$ 7 M**
Agency wide – Total Deferred Spending		**$ 26 M**
Total		**$ 90 M**