Port Authority Bus Terminal "Quality of Commute" Improvement Program

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
- ✓Improved disabled vehicle removal

Actions Taken to Date to Ease Commuting Challenges (continued)

- ✓Installed personal electronic charging stations
- ✓Worked with vendors and carriers to enhance cell/WiFi service
- ✓Added supplementary ventilation units
- ✓Identified upgrades for customer information kiosks
- ✓Started restrooms rehabilitation

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**

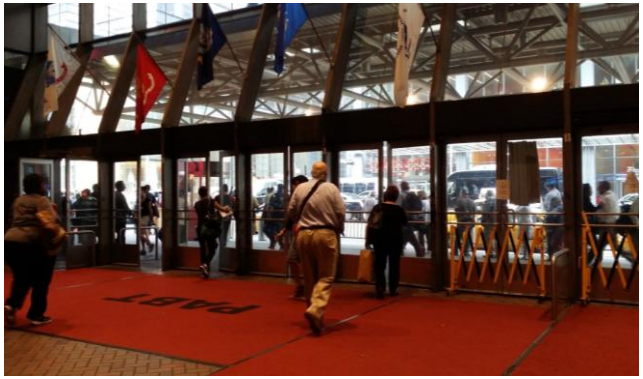
Quality of Commute: Representative Projects to Improve On-Time Performance

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

"THE ORPHANAGE"
In Theaters Dec. 28
"This year's Pan's Labyrinth"
- Joe Utichi, IGN Movies
NBC
ACADEMY
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