
Authorities Budget Office Policy Guidance



Authority Mission Statement

Name of Public Authority: **New York State Thruway Authority (NYSTA)**

Public Authority's Mission Statement:

Mission Statement

The NYS Thruway Authority operates and maintains a reliable, user-fee supported superhighway delivering high levels of safety and service.

Vision Statement

To operate and maintain an essential transportation corridor that supports and enhances economic activity, by reliably delivering high levels of safety, convenience, and service while modernizing to meet dynamic customer and partner needs in a financially responsible manner.

Guiding Principles

- **Safety** – Ensure safety and security is at the core of everything we do.
- **Operational Excellence** – Deliver reliable, modern, streamlined operations (internal service mindset) and maintain financial self-sufficiency.
- **Customer Service** – Meet the needs and continually improve services and the experience for our customers.
- **Infrastructure Integrity** – Manage assets to ensure the timely and high-quality implementation of critical projects for the maintenance and improvement of infrastructure.
- **Continuous Improvement** – Consistently measure performance and pursue innovative ways of working more effectively and efficiently.
- **Environmental Stewardship** – Act in an environmentally sustainable manner in operating and maintaining the Thruway.

Performance Goals

- Maintain high levels of customer service and safety
 - Reduce the 5-year rolling average of fatalities and injuries
 - Reduce the number of traffic-related work zone incidents
 - Respond to escalated customer inquiries or complaints transferred from the contracted call center within 3 business days
- Maintain the infrastructure in good condition and deliver the Capital Plan; and

- Increase capital plan project pipeline to include full scope and estimates.
- Ensure all Thruway bridges are at an average rating of 5 (good condition) or higher according to general recommendation guidelines
- Develop and implement appropriate long-term plans for all Thruway roadway sections to ensure good ride quality
- Enhance the efficiency and effectiveness of operations.
 - Diversify revenues through expanded permitting and use of Right of Way
 - Review toll collection, reporting, analysis and accounting activities to reduce unpaid and unbillable transactions.
 - Allocate new state-of-the-art resources to maximize toll collection.

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