



Howard P. Milstein
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Thomas J. Madison, Jr.
Executive Director

October 8, 2014

Honorable Andrew M. Cuomo
Governor, State of New York
State Capitol, Executive Chamber
Albany, New York 12224

Dear Governor Cuomo:

In accordance with Section 170 of the Executive Law, below is our response to the Office of State Comptroller's audit report, *Mission Statement and Performance Measures (2013-S-9)*, and its associated recommendations.

The New York State Thruway Authority and Canal Corporation ("Authority") agrees with the report's recommendations regarding the need to have:

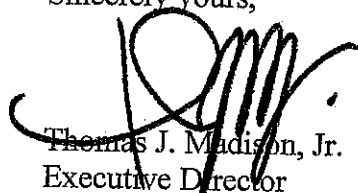
- A mission statement and performance measures that are reviewed and approved by the Board on an annual basis;
- Well-defined quantifiable targets for performance areas;
- Accurate and complete performance reporting; and,
- Performance measures that can be used to determine the Authority's effectiveness in meeting its mission, goals and the needs of the traveling public.

The Authority has long understood the importance of providing value to its customers through the establishment of best practices and cost effective methods which can be readily monitored to ensure high standards of performance are maintained. Through the NY Performs initiative, the Authority and its transportation partners are working to establish an effective set of standardized performance goals and measures. These new tools will serve as a foundation for a new management system for performance reporting and monitoring that will greatly enhance transparency and accountability to the public and allow for better management and oversight of our extensive highway and waterway networks.

The Authority's Board of Directors and our staff welcome this opportunity and are eager to demonstrate our commitment to achieving performance goals that ensure high levels of safety and service for our employees and customers. As we work to finalize new performance measures, Authority staff will also work with the Board to develop a new, updated mission statement. We anticipate that a new mission statement will be brought to the Board for consideration at its December 2014 Board Meeting. If the NY Performs process is completed by then, we will also bring the finalized performance goals and measures to the Board for action in December.

We anticipate that the Board approval of our mission statement and performance goals and measures will allow us to successfully address all of the audit report's recommendations.

Sincerely yours,



Thomas J. Madison, Jr.
Executive Director

cc: Comptroller Thomas P. DiNapoli
Senator Dean G. Skelos
Senator Jeffrey D. Klein
Speaker Sheldon Silver
Assemblymember Joseph Morelle
Assemblymember Brian M. Kolb
Senator Andrea Stewart-Cousins
Assemblymember Bob Oaks
Senator John A. DeFrancisco
Assemblymember Herman Farrell
Senator Liz Kruegar
✓ Ms. Carmen L. Maldonado, OSC Audit Director