

# **2012 MTA Bridges and Tunnels Customer Satisfaction Study**



# Methodology Overview

- **Approximately 60,000 paper surveys and 15,000 postcards were distributed to MTA B&T customers in June of 2012**
  - Cash surveys and postcards were distributed on the toll plazas for one weekday and half a day on both Saturday and Sunday
  - E-ZPass surveys were mailed to a subset of E-ZPass customers who traveled on one of the facilities during the survey period
  - Additionally, email invitations were sent to roughly 5,600 screened B&T e-Panelists from past research projects
- **A total of 3,363 completed surveys were obtained**

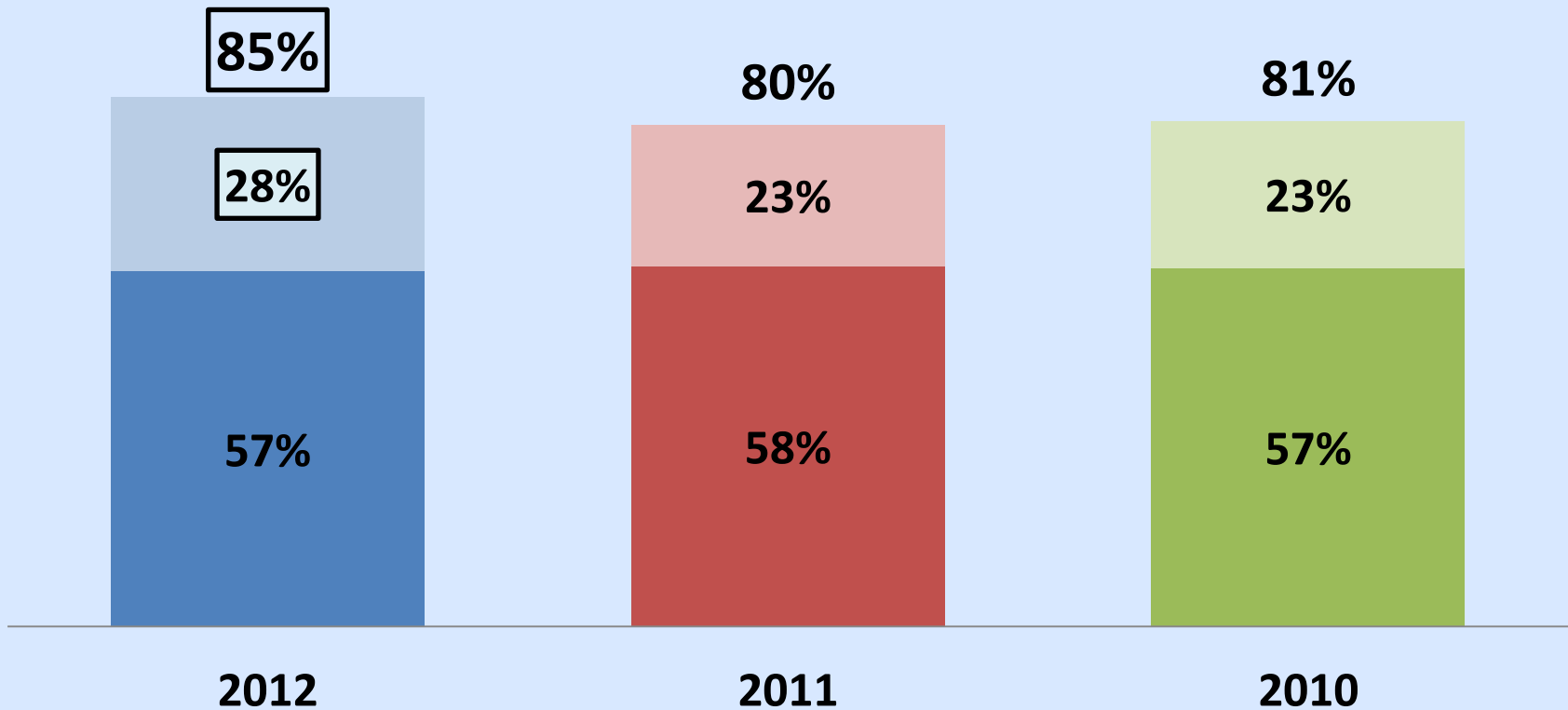
Payment Type	New Recruit	e-Panelist	Total
Cash	954	142	1,096
E-ZPass	1,221	1,046	2,267

# Key Findings

- **Overall satisfaction has increased since 2011, and has surpassed even the 2010 levels**
  - Satisfaction with the Bronx-Whitestone has increased substantially since 2011, returning to pre-construction levels
- **Satisfaction has increased significantly for several service attributes, including: safety/security, service value, road signs, road conditions, and ease of crossing**
- **Satisfaction with electronic signage is high and respondents report these signs are useful**



# Overall Satisfaction



**Top Area = Very Satisfied    Bottom Area = Satisfied**

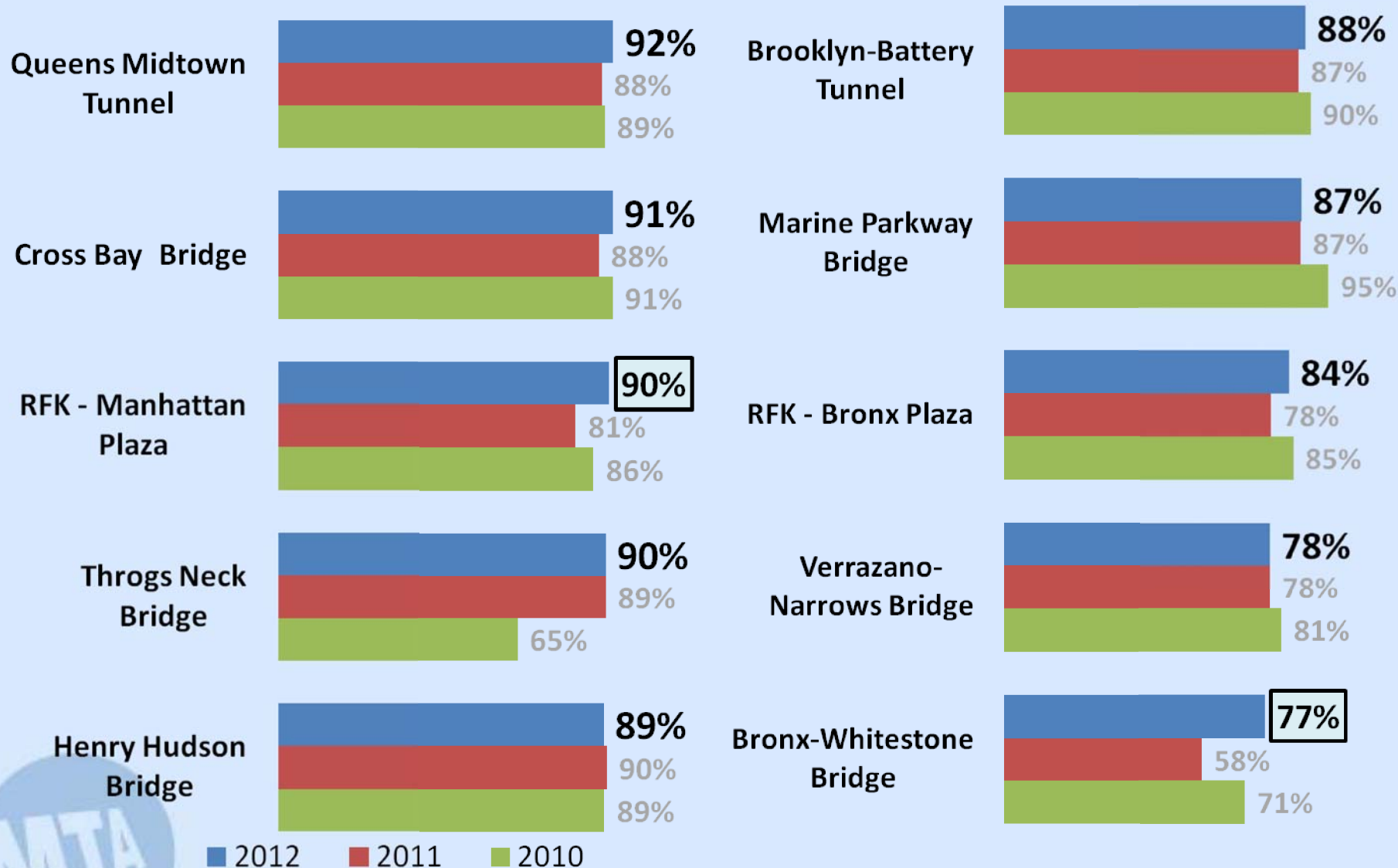


MTA Bridges and Tunnels

*Scale of 1-10; satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10*

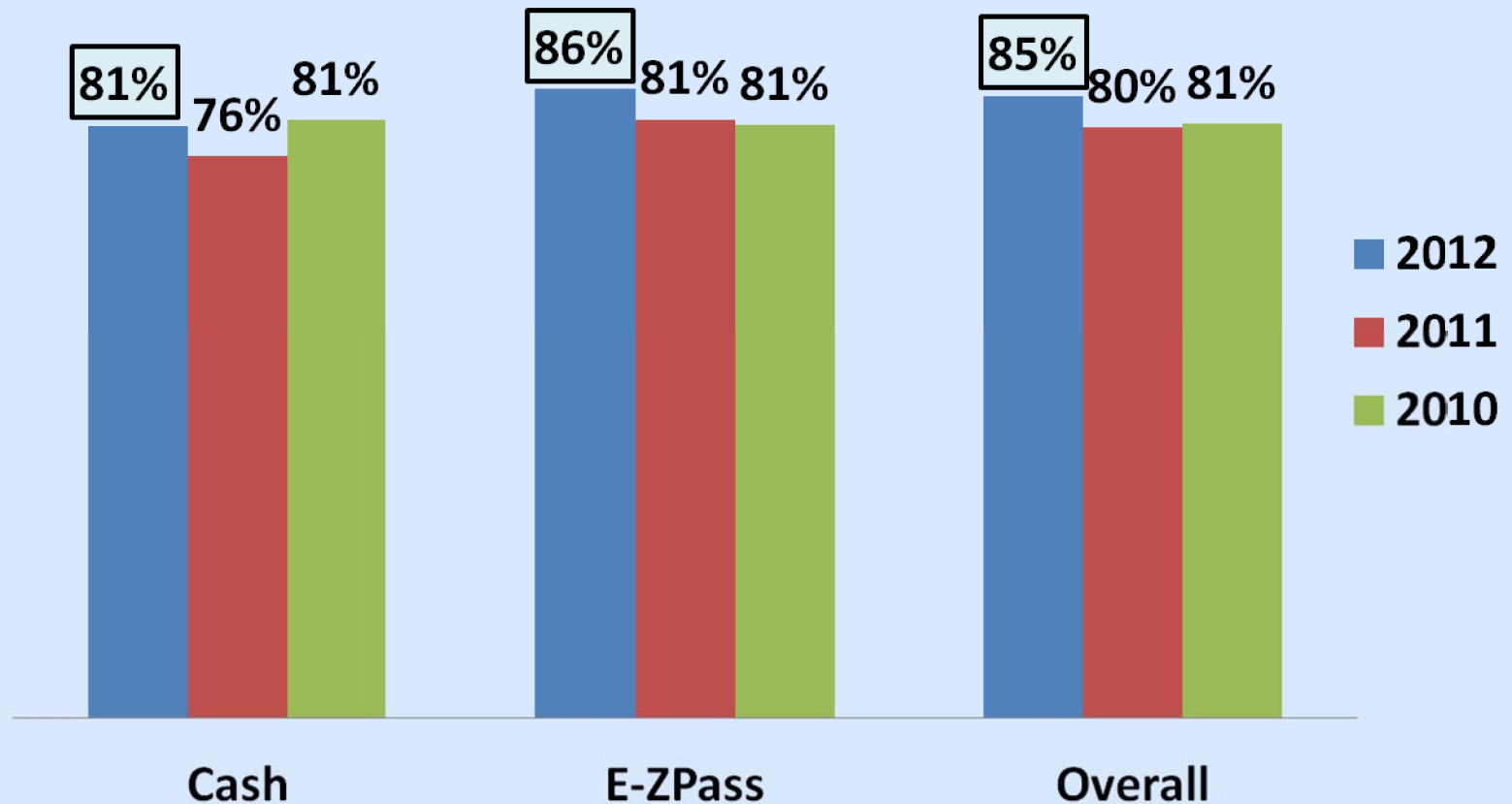
*Boxed numbers indicate statistical increase from 2011 at the 95% confidence level*

# Overall Satisfaction by Facility



Boxed numbers indicate statistical increase from 2011 at the 95% confidence level

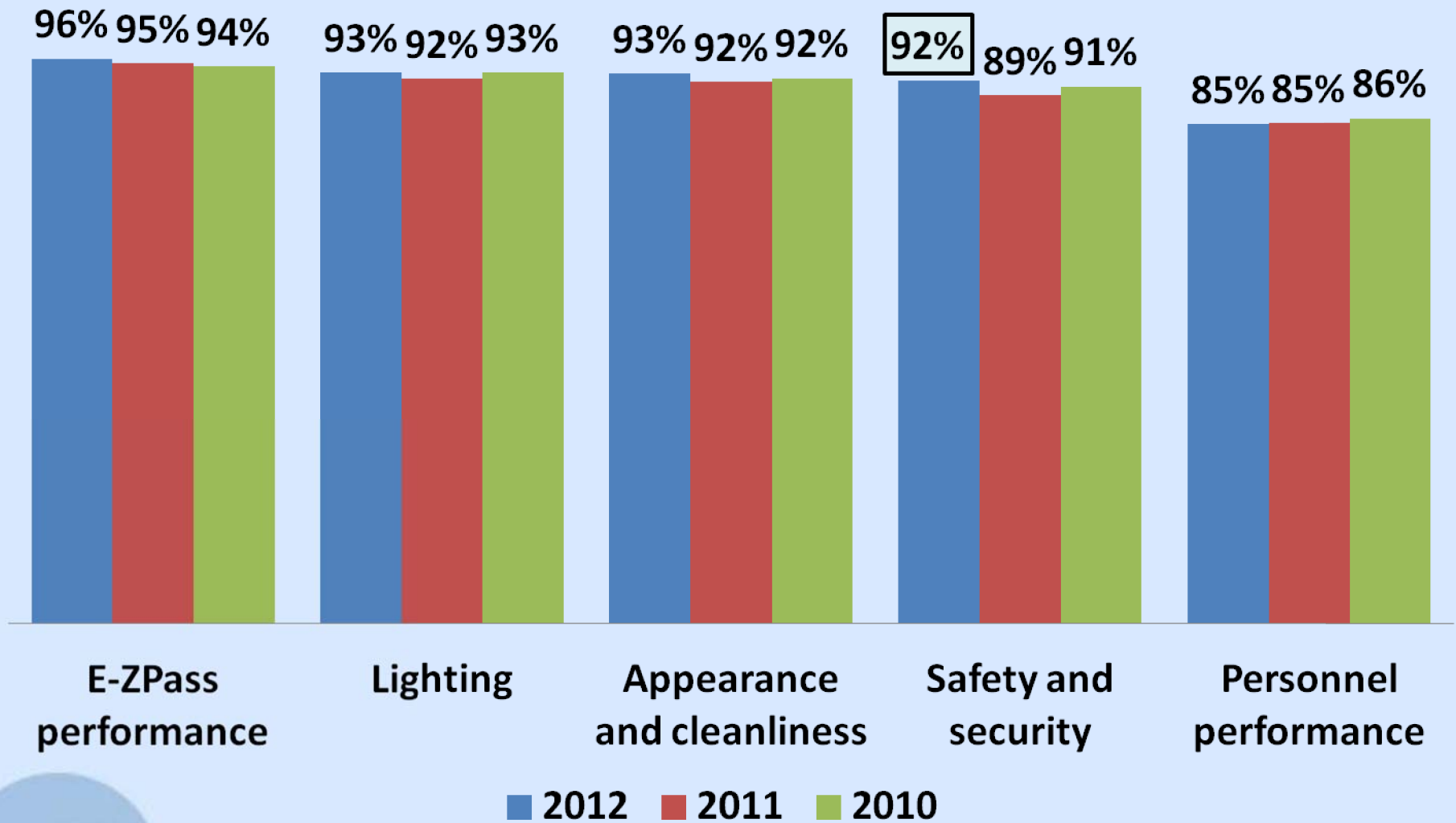
# Overall Satisfaction – Cash vs. E-ZPass



Boxed numbers indicate statistical increase from 2011 at the 95% confidence level

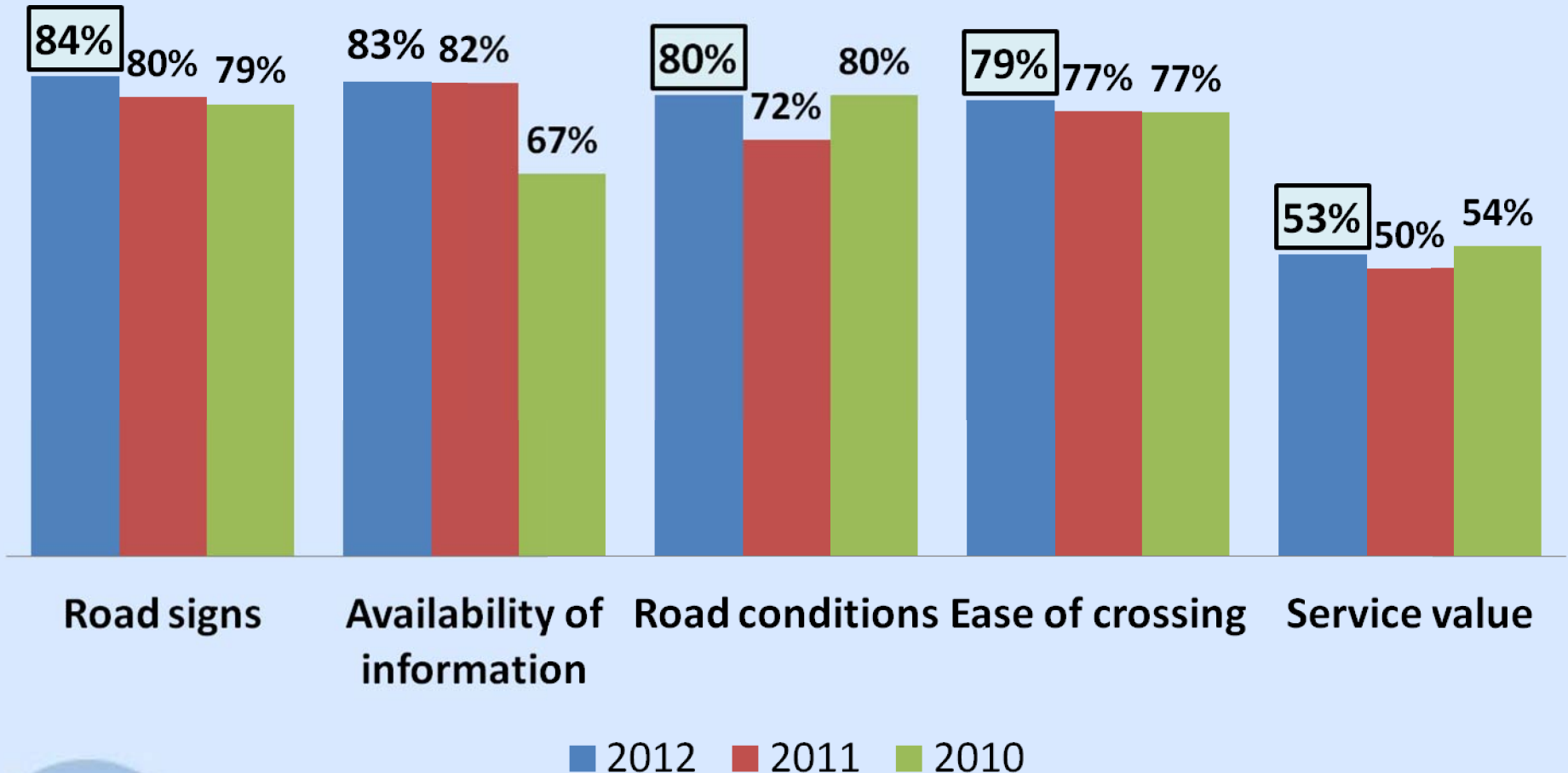
MTA Bridges and Tunnels

# Overall Category Satisfaction



Boxed numbers indicate statistical increase from 2011 at the 95% confidence level

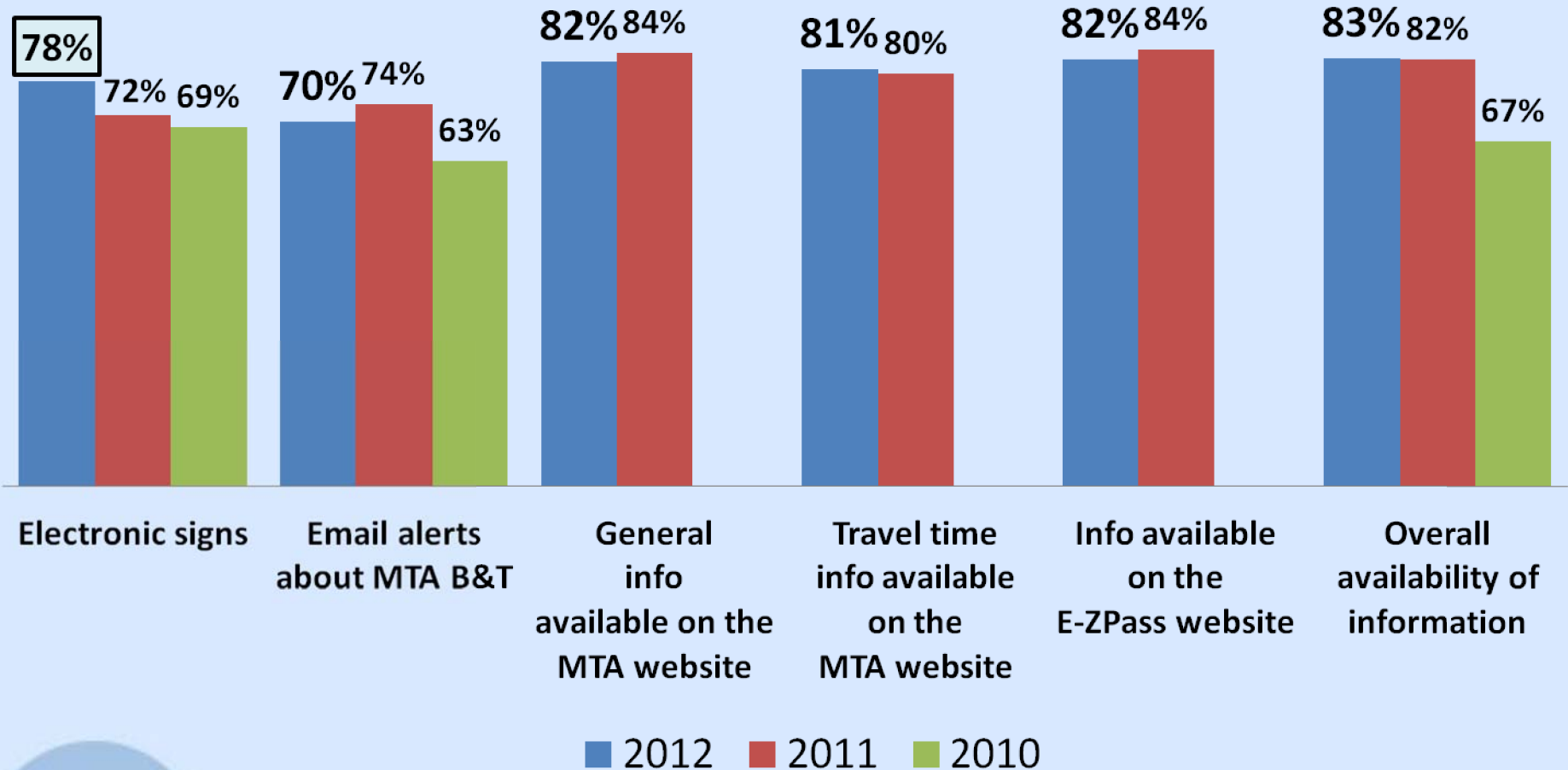
# Overall Category Satisfaction (cont'd)



Boxed numbers indicate statistical increase from 2011 at the 95% confidence level



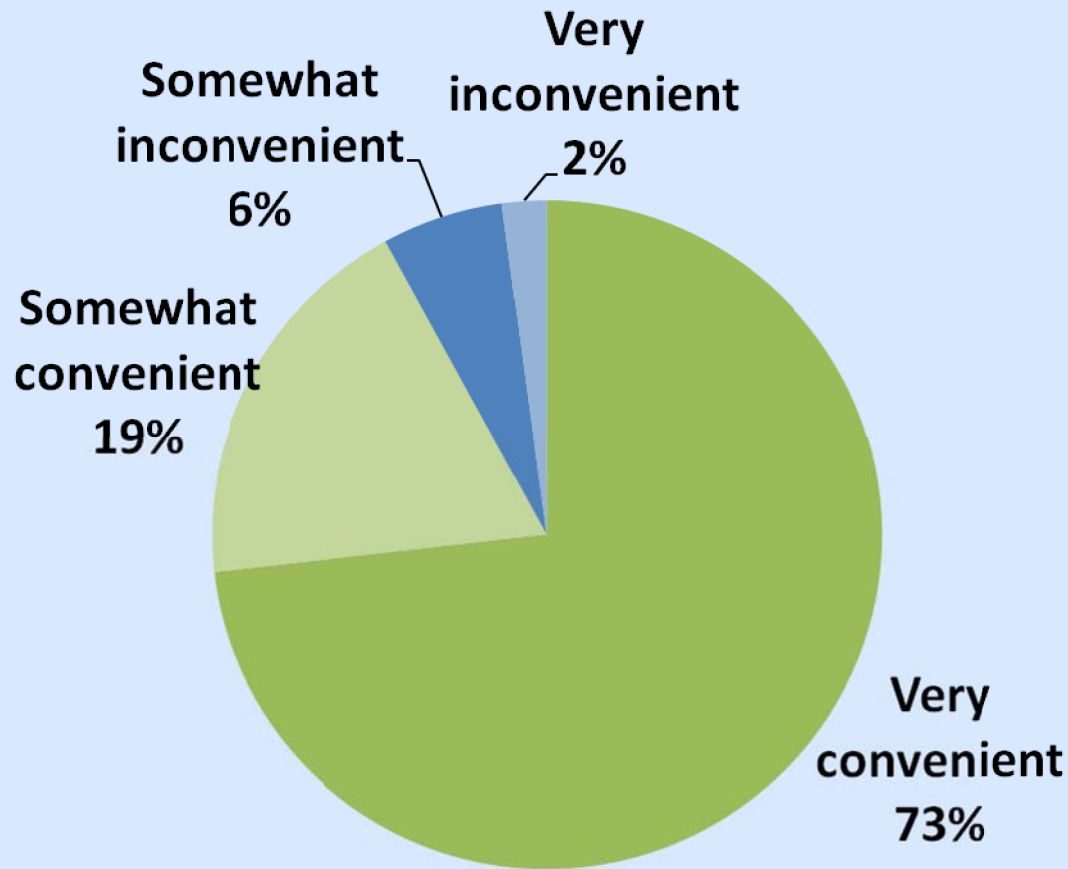
# Information Availability



*Note: Some information availability attributes were not included on the 2010 survey*

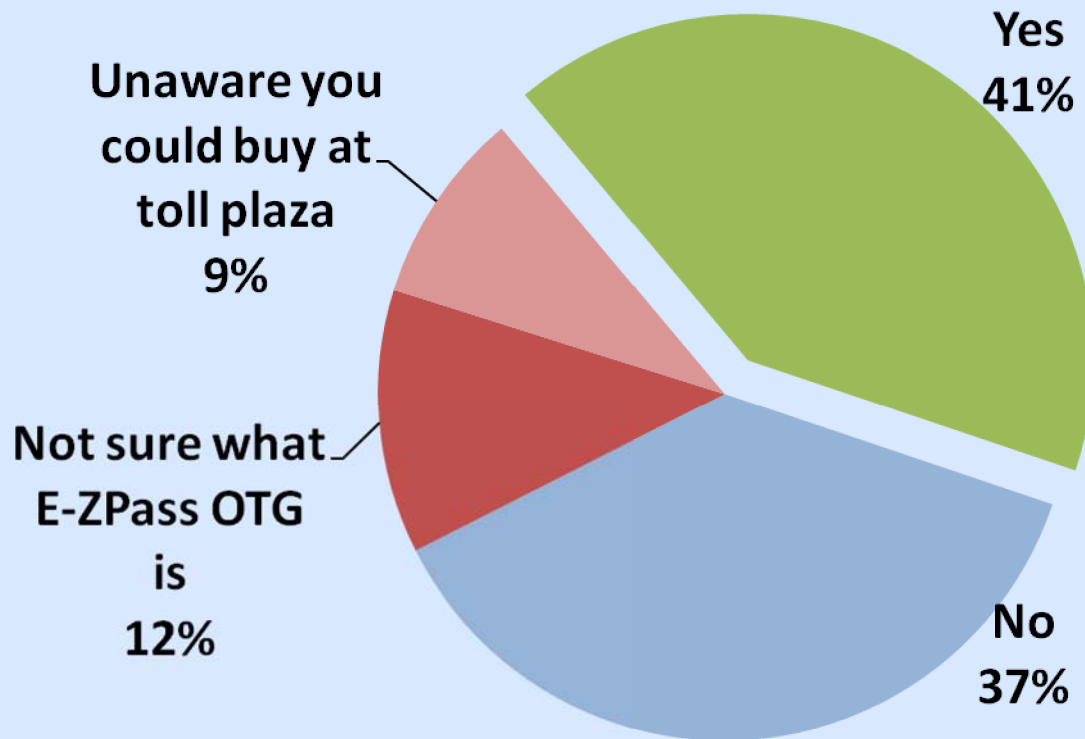
*Boxed numbers indicate statistical increase from 2011 at the 95% confidence level*

# Satisfaction with E-ZPass Tag Swap



# E-ZPass On-the-Go in Cash Lanes

## Considered Purchasing E-ZPass On-the-Go at Toll Plaza



# Summary

- **MTA B&T's customers are increasingly satisfied due to:**
  - Increased satisfaction with road conditions, road signs, ease of crossing, and safety/security
  - Continued high levels of satisfaction with E-ZPass
  - Large increase in satisfaction with the Bronx-Whitestone Bridge after completion of a large construction project (BW-89)
- **MTA B&T's efforts to improve electronic signage over the past 3 years has been well received**
- **The E-ZPass tag swap continues to go smoothly, with 92% of customers feeling it was a convenient process**
- **41% of Cash customers report they have considered buying an E-ZPass On-the-Go in the cash lanes**



# Paper Survey – Cash Front

**OVERALL IMPORTANCE**

21. Based on your use of this facility, please rate each of the following areas on their overall importance to you.

Indicate the importance of the following attributes using the 1-10 scale by circling one number. Circle "n/a" if the question does not apply to you.

	1	2	3	4	5	6	7	8	9	10	n/a
• Service value of this facility											
• Lighting at this facility											
• Safety and security at this facility											
• Road signs in and around this facility											
• Road conditions at this facility											
• Toll plaza operations at this facility											
• Ease of crossing this facility											
• Appearance and cleanliness of this facility											
• Traveler information services for this facility											

**OTHER INFORMATION**

22. Please rank your three most preferred methods for getting information about MTA Bridges and Tunnels' new initiatives and improvements.

Write a '1' by your most preferred method, a '2' by your second most preferred method, and a '3' by your third most preferred method.

\_\_\_ Radio ads  
\_\_\_ Newspaper ads  
\_\_\_ Flyers/posters in the toll lanes  
\_\_\_ MTA website  
\_\_\_ Facebook/Twitter/social media  
\_\_\_ TV ads  
\_\_\_ YouTube  
\_\_\_ Other, please specify: \_\_\_\_\_

23. Who usually pays for tolls, parking, and gas for your trips using this crossing?

Check only one circle in each row

	I Pay All Costs	My Spouse/Partner Pays All Costs	My Family/Other Pays All Costs
• TOLLS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• PARKING	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• GAS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Do you have access to a company vehicle for travel to/from work?

☐ Yes ☐ No

continue on to page 7

**ABOUT YOU**

The following section will be used only to categorize your answers. All information will be kept strictly confidential.

25. Are you...?  
☐ Male ☐ Female

26. What is your age? \_\_\_\_\_ years

27. What is your approximate annual household income?  
☐ Less than \$15,000 ☐ \$100,000 - \$149,999  
☐ \$15,000 - \$24,999 ☐ \$150,000 - \$199,999  
☐ \$25,000 - \$49,999 ☐ \$200,000 - \$249,999  
☐ \$50,000 - \$74,999 ☐ \$250,000 - \$299,999  
☐ \$75,000 - \$99,999 ☐ \$300,000 and over

28. Do you have access to the Internet?  
☐ Yes ☐ No

29. You do NOT have to provide us with your contact information to return this survey. However, if you wish to be entered into the cash prize drawing, we need your contact information below. This information is confidential and will be used only to contact you if you are a winner.

Name: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Telephone: (\_\_\_\_) \_\_\_\_\_

30. In the event that you don't win one of the prizes, may we still contact you for future MTA Bridges and Tunnels research?  
☐ Yes ☐ No

31. If you have any additional comments, please write them below:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Thank you very much for your time!



**2012 MTA BRIDGES & TUNNELS CUSTOMER SATISFACTION SURVEY**

**CASH CUSTOMERS**

You have been selected to participate in the MTA Bridges & Tunnels Customer Satisfaction Survey. Your answers are important and will help the authority serve the public better. All replies are strictly confidential and will be used only for this study.

Earn a chance to win a **CASH PRIZE** by returning your survey.

**GRAND PRIZE: / 30 SECOND PRIZES:**  
**\$1000 / \$100**

The drawing will take place upon completion of the survey process and winners will be notified using the contact information given at the end of this survey form. Employees and families of the MTA and its constituent agencies and firms administering the survey are not eligible for the cash prize drawing.

We ask that you complete this survey form as soon as possible and return it either by:

1 Dropping it in any mailbox – postage free; or  
 2 Answering the questions online at:  
<https://www.rsgsurvey.com/mtasurvey>

Enter the password printed below to begin the online survey. If you would like help with the survey, please call toll-free 888-774-5980.

**PASSWORD:**

\_\_\_\_\_



# Paper Surveys – Cash Back



## 2012 MTA BRIDGES & TUNNELS CUSTOMER SATISFACTION SURVEY

1. Please note the name of the tunnel or bridge printed on the cover. In the past 7 days, how many times have you used this facility during each of the following time periods? Please write in the number of **one-way trips** you make at **each time of day**.

# trips in the last 7 days	Number of trips on WEEKDAYS	Number of trips on WEEKENDS
MORNING 6:00AM – 8:59AM		
MIDDAY 9:00AM – 3:59PM		
EVENING 4:00PM – 6:59PM		
NIGHT 7:00PM – 5:59AM		

2. What is the ZIP Code where you live?



### YOUR OPINION IS IMPORTANT!

Based on your use of this bridge or tunnel facility over the past 30 days, how satisfied or dissatisfied are you with various aspects of this facility's operation? Please answer **only for the bridge or tunnel shown on the cover**. Indicate your satisfaction with the following attributes using the 1-10 scale by circling one number. Circle "n/a" if the question does not apply to you.

#### OVERALL SATISFACTION

3. Overall, how satisfied are you with the...
- |   | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|---|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| MTA bridge or tunnel shown on the cover | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

#### SERVICE VALUE

4. How satisfied are you with the...
- |  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|--|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Overall value for the money using the facility | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

#### LIGHTING

5. How satisfied are you with the...
- |   | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|---|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Level of lighting approaching and at the toll plaza | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Level of lighting on actual crossing                | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall level of lighting at this facility          | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

continue on to page 3

#### SAFETY & SECURITY

6. How satisfied are you with the...
- |  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|--|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Availability of emergency road service                       | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Signs and roadway markings related to traffic safety         | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Width of lanes leading to and through toll plaza             | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Enforcement of speed and traffic rules                       | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Uniformed security presence at this facility                 | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Safety from traffic accidents while driving on this facility | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Personal security while driving on this facility             | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall level of safety and security at this facility        | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

#### ROAD SIGNS

7. How satisfied are you with the...
- |  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|--|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Ability to choose a proper lane when approaching the toll plaza          | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Signs at the tollbooths indicating the type of toll lane (E-ZPass, Cash) | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Signs providing current roadway or construction information              | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall usefulness of road signs at this facility                        | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

#### ROAD CONDITIONS

8. How satisfied are you with the...
- |  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|--|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Condition of the road surface            | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Road-handling when surface is wet        | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Removal of snow in the winter            | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall road conditions at this facility | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

#### TOLL PLAZA OPERATIONS

9. How satisfied are you with the...
- |  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|--|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Courtesy and helpfulness of employees                          | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Speed in completing the toll transaction                       | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall performance of personnel at this facility's toll plaza | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

continue on to page 4

#### EASE OF CROSSING

10. How satisfied are you with the...
- |  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|--|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Arrangement of tollbooth types (E-ZPass, Cash)                             | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Number of tollbooths in operation  | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Speed and operation of toll collection                                     | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Traffic on the facility during rush hours                                  | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Scheduling of construction to minimize delays                              | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Predictability of travel time on the facility during <i>rush hours</i>     | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Predictability of travel time on the facility during <i>non-rush hours</i> | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall ease of crossing this facility                                     | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

#### APPEARANCE & CLEANLINESS

11. How satisfied are you with the...
- |   | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|---|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Cleanliness of lanes in toll plaza                  | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Absence of graffiti                                 | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall appearance and cleanliness of this facility | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

#### TRAVELER INFORMATION SERVICES

12. How satisfied are you with the...
- |  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | N/A |   |   |   |   |    |     |
|--|-------------------|--------------|-----------|----------------|-----|---|---|---|---|----|-----|
| Electronic signs displaying current travel times or construction information | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Email alerts about MTA Bridges and Tunnels                                   | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| General information available on the MTA website                             | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Travel time information available on the MTA website                         | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |
| Overall availability of information you need about this facility             | 1                 | 2            | 3         | 4              | 5   | 6 | 7 | 8 | 9 | 10 | n/a |

13. How useful is the information shown on the electronic signs leading up to the crossing?

- ☐ Very useful  
☐ Somewhat useful  
☐ Not at all useful

continue on to page 5

14. Do you use this crossing more or less often than you did in May 2011?

- ☐ More often ☐ About the same amount ☐ Less often

If **less often**, how much influence do the following factors have on how frequently you use MTA Bridges and Tunnels?

• The price of gasoline	1	2	3	4	5	6	7	8	9	10	d/k
• The cost of tolls	1	2	3	4	5	6	7	8	9	10	d/k
• The amount of congestion on the crossings	1	2	3	4	5	6	7	8	9	10	d/k
• My personal situation (job, family, etc.)	1	2	3	4	5	6	7	8	9	10	d/k

15. How many days per week do you typically use untolled city bridges or roads instead of THIS tolled crossing to get to your destination?

- ☐ I use only this crossing to get to my destination  
☐ I use untolled bridges/routes less than once per week  
☐ I use untolled bridges/routes 1 day per week  
☐ I use untolled bridges/routes 2-3 days per week  
☐ I use untolled bridges/routes 4 or more days per week

16. How many days per week do you typically use transit instead of driving on this crossing?

- ☐ I only drive ☐ I take transit 1 day per week  
☐ I don't have a transit option ☐ I take transit 2-3 days per week  
☐ I take transit less than once per week ☐ I take transit 4 or more days per week

#### E-ZPASS QUESTIONS

17. Have you considered purchasing an E-ZPass On-The-Go tag in the Cash lanes at the toll plaza?

- ☐ Yes ☐ No  
☐ Not sure what E-ZPass On-The-Go is  
☐ I didn't know you could buy E-ZPass On-The-Go at the toll plaza

18. Have you ever had an E-ZPass, but decided to stop using it?

- ☐ Yes ☐ No ☐ Don't Know  
If **yes**, was it an E-ZPass On-The-Go (OTG) tag?  
☐ Yes ☐ No ☐ Don't Know

19. Did you know you can now reload an E-ZPass account with cash at local retail stores (no credit card or bank account necessary)?

- ☐ Yes ☐ No

20. Are you more likely to enroll in E-ZPass now that there is an option to reload E-ZPass accounts with cash at local retail stores?

- ☐ Much more likely to enroll ☐ No more likely to enroll  
☐ Somewhat more likely to enroll ☐ I need more information to decide whether to enroll

flip over to page 6

# Paper Survey – E-ZPass Front

18. How did you obtain your E-ZPass tag?
- ☐ In the mail
  - ☐ Purchased an On-the-Go tag in a store
  - ☐ Purchased an On-the-Go tag in the Cash lane at the toll plaza

19. How do you usually add funds to your E-ZPass account?
- ☐ Credit card
  - ☐ Check or money order
  - ☐ Debit card
  - ☐ Cash

20. Did you know that you can now add funds to your E-ZPass account with cash at local retail stores?
- ☐ Yes
  - ☐ No

21. Have you or do you plan to add funds to your E-ZPass account with cash at retail stores?

- ☐ Yes – I have already done this
- ☐ Yes – I plan to try this in the future
- ☐ No – I will continue to reload my E-ZPass my usual way
- ☐ Not sure – I need more information

22. Have you received a new replacement E-ZPass transponder in the past two years to replace an old one?

- ☐ Yes
- ☐ No

If yes, how convenient was the process of switching to a new E-ZPass transponder?

- ☐ Very convenient
- ☐ Somewhat inconvenient
- ☐ Somewhat convenient
- ☐ Very inconvenient

## OVERALL IMPORTANCE

23. Based on your use of this facility, please rate each of the following areas on their overall importance to you.

Indicate the importance of the following attributes using the 1-10 scale by circling one number. Circle "n/a" if the question does not apply to you.

	1	2	3	4	5	6	7	8	9	10	n/a
• Service value of this facility											
• Lighting at this facility											
• Safety and security at this facility											
• Road signs in and around this facility											
• Road conditions at this facility											
• Toll plaza operations at this facility											
• Ease of crossing this facility											
• Appearance and cleanliness of this facility											
• Traveler information services for this facility											

## OTHER INFORMATION

24. Please rank your three most preferred methods for getting information about MTA Bridges and Tunnels' new initiatives and improvements.

Write a '1' by your most preferred method, a '2' by your second most preferred method, and a '3' by your third most preferred method.

- ☐ Radio ads
- ☐ Newspaper ads
- ☐ Flyers/posters in the toll lanes
- ☐ Other, please specify: \_\_\_\_\_
- ☐ MTA website
- ☐ TV ad
- ☐ YouTube
- ☐ Facebook/Twitter/social media

25. Who usually pays for tolls, parking, and gas for your trips using this crossing?

Check only one circle in each row

	1 Pay All Costs	2 Pay Toll Only	3 Pay Some Costs	4 Pay Toll & Gas	5 Pay All Costs
• TOLLS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• PARKING	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• GAS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Do you have access to a company vehicle for travel to/from work?

- ☐ Yes
- ☐ No

## ABOUT YOU

The following section will be used only to categorize your answers. All information will be kept strictly confidential.

27. Gender ☐ Male ☐ Female

28. Age \_\_\_\_\_ years

29. What is your approximate annual household income?

- ☐ Less than \$15,000
- ☐ \$15,000 - \$24,999
- ☐ \$25,000 - \$49,999
- ☐ \$50,000 - \$74,999
- ☐ \$75,000 - \$99,999
- ☐ \$100,000 - \$149,999
- ☐ \$150,000 - \$199,999
- ☐ \$200,000 - \$249,999
- ☐ \$250,000 - \$299,999
- ☐ \$300,000 and over

30. Do you have access to the Internet?

- ☐ Yes
- ☐ No

31. You do NOT have to provide us with your contact information to return this survey. However, if you wish to be entered into the cash prize drawing, we need your contact information below. This information is confidential and will be used only to contact you if you are a winner.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

32. In the event that you don't win one of the prizes, may we still contact you for future MTA Bridges and Tunnels research?

- ☐ Yes
- ☐ No

33. Any additional comments?

Thank you very much for your time!



## 2012 MTA BRIDGES & TUNNELS CUSTOMER SATISFACTION SURVEY

E-ZPASS CUSTOMERS



You have been selected to participate in the MTA Bridges & Tunnels Customer Satisfaction Survey. Your answers are important and will help the authority serve the public better. All replies are strictly confidential and will be used only for this study.

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<https://www.rsgsurvey.com/mtasurvey>

Enter the password printed below to begin the online survey. If you would like help with the survey, please call toll-free 888-774-5980.

PASSWORD:



# Paper Surveys – E-ZPass Back



1. Please note the name of the tunnel or bridge printed on the cover. In the past 7 days, how many times have you used this facility during each of the following time periods? Please write in the number of **one-way trips** you make at each time of day.

# trips in the last 7 days	Number of trips on WEEKDAYS	Number of trips on WEEKENDS
MORNING 6:00AM – 8:59AM		
MIDDAY 9:00AM – 3:59PM		
EVENING 4:00PM – 6:59PM		
NIGHT 7:00PM – 5:59AM		

2. What is the ZIP Code where you live?



## YOUR OPINION IS IMPORTANT!

Based on your use of this bridge or tunnel facility over the past 30 days, how satisfied or dissatisfied are you with various aspects of this facility's operation?

Please answer **only** for the bridge or tunnel shown on the cover. Indicate your satisfaction with the following attributes using the 1-10 scale by circling one number. Circle "n/a" if the question does not apply to you.

## OVERALL SATISFACTION

3. Overall, how satisfied are you with the...

- MTA bridge or tunnel shown on the cover

1	2	3	4	5	6	7	8	9	10	n/a

## SERVICE VALUE

4. How satisfied are you with the...

- Availability of discount pricing options
- Variety of payment methods available
- Overall value for the money using the facility

1	2	3	4	5	6	7	8	9	10	n/a

## LIGHTING

5. How satisfied are you with the...

- Level of lighting approaching and at the toll plaza
- Level of lighting on actual crossing
- Overall level of lighting at this facility

1	2	3	4	5	6	7	8	9	10	n/a

2 continue on to page 3

## SAFETY & SECURITY

6. How satisfied are you with the...

- Availability of emergency road service
- Signs and roadway markings related to traffic safety
- Width of lanes leading to and through toll plaza
- Enforcement of speed and traffic rules
- Uniformed security presence at this facility
- Safety from traffic accidents while driving on this facility
- Personal security while driving on this facility
- Overall level of safety and security at this facility

1	2	3	4	5	6	7	8	9	10	n/a

## ROAD SIGNS

7. How satisfied are you with the...

- Ability to choose a proper lane when approaching the toll plaza
- Signs at the tollbooths indicating the type of toll lane (E-ZPass, Cash)
- Signs providing current roadway or construction information
- Overall usefulness of road signs at this facility

1	2	3	4	5	6	7	8	9	10	n/a

## ROAD CONDITIONS

8. How satisfied are you with the...

- Condition of the road surface
- Road-handling when surface is wet
- Removal of snow in the winter
- Overall road conditions at this facility

1	2	3	4	5	6	7	8	9	10	n/a

## TOLL PLAZA OPERATIONS

9. How satisfied are you with the...

- Courtesy and helpfulness of employees
- Speed of traveling through the toll plaza in the E-ZPass lanes
- Overall performance of personnel at this facility's toll plaza

1	2	3	4	5	6	7	8	9	10	n/a

3 continue on to page 4

## EASE OF CROSSING

10. How satisfied are you with the...

- Arrangement of lane types (E-ZPass, Cash)
- Number of lanes in operation
- Speed and operation of toll collection
- Traffic on the facility during rush hours
- Scheduling of construction to minimize delays
- Predictability of travel time on the facility during *rush hours*
- Predictability of travel time on the facility during *non-rush hours*
- Overall ease of crossing this facility

1	2	3	4	5	6	7	8	9	10	n/a

## APPEARANCE & CLEANLINESS

11. How satisfied are you with the...

- Cleanliness of lanes in toll plaza
- Absence of graffiti
- Overall appearance and cleanliness of this facility

1	2	3	4	5	6	7	8	9	10	n/a

## TRAVELER INFORMATION SERVICES

12. How satisfied are you with the...

- Electronic signs displaying current travel times or construction information
- Email alerts about MTA Bridges and Tunnels
- General information available on the MTA website
- Travel time information available on the MTA website
- Information available on the E-ZPass website
- Overall availability of information you need about this facility

1	2	3	4	5	6	7	8	9	10	n/a

13. How useful is the information shown on the electronic signs leading up to the crossing?

- ☐ Very useful
- ☐ Somewhat useful
- ☐ Not at all useful

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14. Do you use this crossing more or less often than you did in May 2011?

- ☐ More often
- ☐ About the same amount
- ☐ Less often

If **less often**, how much influence do the following factors have on how frequently you use MTA Bridges and Tunnels?

	1	2	3	4	5	6	7	8	9	10	d/k
• The price of gasoline											
• The cost of tolls											
• The amount of congestion on the crossings											
• My personal situation (job, family, etc.)											

15. How many days per week do you typically use **untolled city bridges or roads** instead of **THIS tolled crossing** to get to your destination?

- ☐ I use only this crossing to get to my destination
- ☐ I use untolled bridges/routes less than once per week
- ☐ I use untolled bridges/routes 1 day per week
- ☐ I use untolled bridges/routes 2-3 days per week
- ☐ I use untolled bridges/routes 4 or more days per week

16. How many days per week do you typically use **transit** instead of **driving on this crossing**?

- ☐ I only drive
- ☐ I don't have a transit option
- ☐ I take transit less than once per week
- ☐ I take transit 1 day per week
- ☐ I take transit 2-3 days per week
- ☐ I take transit 4 or more days per week

## E-ZPASS SATISFACTION

17. Regarding E-ZPass, how satisfied are you with the...

	1	2	3	4	5	6	7	8	9	10	n/a
• Sign-up procedures and documentation											
• E-ZPass statement accuracy											
• Frequency of statement											
• Usefulness of statement information											
• Response of customer service center to inquiries											
• Length of time on hold when calling customer service											
• Reduction of waiting time at toll plaza											
• Reliability of E-ZPass tag											
• Discounts offered to E-ZPass users											
• Access to your E-ZPass account online											
• Locations of walk-in centers											
• Ease of adding funds to your E-ZPass account											
• Overall performance of E-ZPass											

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