



Bridges and Tunnels

E-ZPass Performance Report February 2013



MTA Bridges and Tunnels
E-ZPASS Performance Report
February 2013
Preliminary data subject to final audit

E-ZPass Performance at All B&T Facilities¹			
	February 2013	Year to Date	February 2012
Total E-ZPass Traffic ²	16,481,845	34,953,428	17,236,337
E-ZPass Market Share: Total	83.1%	83.1%	81.0%
Cars	82.4%	82.4%	80.2%
Trucks	91.7%	91.7%	91.5%

Weekday E-ZPass Performance by Facility^{1,2}			
Facility	February Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	82,012	79.0%	76.6%
Cross Bay Veterans Memorial Bridge	18,334	83.0%	82.0%
Henry Hudson Bridge	55,056	93.8%	89.1%
Hugh L. Carey Tunnel ³	42,989	89.6%	88.2%
Marine Parkway-Gil Hodges Memorial Bridge	18,324	85.2%	86.3%
Queens Midtown Tunnel	69,508	88.5%	87.1%
Robert F. Kennedy Bridge - Bronx Plaza	54,878	75.6%	73.1%
Robert F. Kennedy Bridge - Manhattan Plaza	69,671	84.7%	82.8%
Throgs Neck Bridge	85,014	83.5%	81.9%
Verrazano-Narrows Bridge	<u>151,694</u>	<u>86.2%</u>	<u>85.0%</u>
All Facilities	647,480	84.6%	82.8%

Notes:

1. At the Verrazano-Narrows Bridge (VNB), tolls are only collected in the westbound direction. These transactions are doubled to provide traffic statistics that are consistent with B&T's other facilities.
2. Weekday E-ZPass traffic and market share figures average data for all weekdays except for holidays
3. Formerly Brooklyn-Battery Tunnel.

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Weekday Peak Hour E-ZPass Performance by Facility⁴				
Facility	February E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	84.1%	82.7%	79.8%	77.9%
Cross Bay Veterans Memorial Bridge	93.2%	86.4%	92.8%	83.0%
Henry Hudson Bridge	92.3%	91.9%	89.8%	90.0%
Hugh L. Carey Tunnel ³	87.0%	91.3%	83.4%	88.4%
Marine Parkway-Gil Hodges Memorial Bridge	87.7%	89.6%	83.8%	86.4%
Queens Midtown Tunnel	90.7%	89.1%	89.3%	87.8%
Robert F. Kennedy Bridge - Bronx Plaza	81.2%	79.9%	77.1%	74.9%
Robert F. Kennedy Bridge - Manhattan Plaza	87.3%	85.9%	86.0%	84.2%
Throgs Neck Bridge	88.4%	87.1%	84.1%	82.4%
Verrazano-Narrows Bridge ⁵	N/A	N/A	89.3%	88.4%
All Facilities	87.8%	86.6%	85.7%	84.2%

Weekend E-ZPass Performance by Facility¹			
Facility	February Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	62,762	72.2%	68.7%
Cross Bay Veterans Memorial Bridge	11,788	79.4%	77.0%
Henry Hudson Bridge	38,729	91.4%	85.2%
Hugh L. Carey Tunnel ³	25,889	86.0%	83.3%
Marine Parkway-Gil Hodges Memorial Bridge	11,747	83.9%	82.9%
Queens Midtown Tunnel	41,616	83.6%	81.7%
Robert F. Kennedy Bridge - Bronx Plaza	38,692	67.0%	63.1%
Robert F. Kennedy Bridge - Manhattan Plaza	47,191	79.5%	76.0%
Throgs Neck Bridge	61,224	78.0%	75.3%
Verrazano-Narrows Bridge	<u>115,430</u>	79.9%	78.3%
All Facilities	455,068	78.7%	76.0%

Notes:

4. Peak *E-ZPass* market shares report the market share figures for all vehicles during the highest overall traffic hour in the AM and PM periods at each facility.
5. AM peak figures are not compiled for the eastbound direction because tolls are collected in westbound lanes only.

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E-ZPass Interoperability Statistics

B&T E-ZPass Transactions From Other Agencies ⁶			
Customer's E-ZPass Agency	February 2013 Total B&T E-ZPass Transactions	February 2013 Percentage of B&T Total Transactions	February 2012 Percentage of B&T Total Transactions
New York State Thruway Authority ⁷	1,344,499	7.68%	7.54%
New Jersey Toll Agencies ⁸	947,629	5.42%	5.55%
Port Authority of NY and NJ	946,504	5.41%	5.50%
Massachusetts Turnpike Authority ⁹	91,558	0.52%	0.50%
Pennsylvania Turnpike Commission	56,641	0.32%	0.35%
Maryland Transportation Authority	23,710	0.14%	0.13%
Virginia Department of Transportation ¹⁰	12,932	0.07%	0.07%
Delaware River Joint Toll Bridge Commission	9,048	0.05%	0.05%
New Hampshire Department of Transportation	9,500	0.05%	0.06%
Delaware Department of Transportation	8,054	0.05%	0.05%
Other ¹¹	<u>29,131</u>	<u>0.17%</u>	<u>0.15%</u>
Total	3,479,206	19.88%	19.94%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	February 2013	YTD 2013	February 2012
New York State Thruway Authority ⁷	1,976,365	4,121,275	2,015,445
New Jersey Toll Agencies ⁸	3,735,797	7,990,558	4,101,489
Port Authority of NY and NJ	2,645,229	5,599,977	2,799,779
New York State Bridge Authority	186,219	385,277	191,550
Massachusetts Turnpike Authority ⁹	332,243	728,924	367,954
Pennsylvania Turnpike Commission	182,797	381,774	183,529
Maryland Transportation Authority	183,357	388,588	194,630
Virginia Department of Transportation ¹⁰	94,778	193,690	86,937
Delaware River Joint Toll Bridge Commission	159,946	340,790	172,201
New Hampshire Department of Transportation	63,643	136,717	66,754
Delaware Department of Transportation	152,036	332,240	170,260
Other ¹¹	<u>214,469</u>	<u>437,601</u>	<u>195,673</u>
Total	9,926,879	21,037,411	10,546,201

Notes:

6. "B&T E-ZPass Transactions From Other Agencies" excludes an estimate of VNB travel in the untolled eastbound direction in order to maintain comparability with the figures reported in "Others Agency B&T E-ZPass Transactions."
7. Includes Buffalo and Fort Erie Public Bridge Authority beginning in July 2012.
8. Includes South Jersey Transportation Authority, New Jersey Turnpike Authority, Garden State Parkway, Delaware River Port Authority, Delaware River and Bay Authority and the Burlington County Bridge Commission.
9. Includes Massachusetts Port Authority.
10. Includes Dulles Greenway, Dulles Toll Road, Powhite Parkway Extension, RMA Expressway System, George P. Coleman Bridge, Chesapeake Bay Bridge and Tunnel Commission, and Chesapeake Expressway.
11. Other agencies include Illinois State Toll Highway Authority, Maine Turnpike Authority, West Virginia Parkway Authority, Indiana Toll Road Concession Company, and Rhode Island Bridge and Tunnel Authority, Ohio Turnpike Commission, and beginning January 2013, North Carolina Turnpike Authority.

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E-ZPass Customer Service Statistics

MTA Bridges and Tunnels Customers			
	February 2013	YTD 2013	YTD 2012
Accounts Opened:			
Internet	4,752	8,796	8,789
Walk-In	1,396	2,978	3,837
Mail/Phone	770	1,712	2,751
On-The-Go	<u>5,299</u>	<u>11,532</u>	<u>5,658</u>
Total Accounts Opened	12,217	25,018	21,035
Total Active Accounts		2,424,251	2,216,466
Number of E-ZPass Tags Issued ¹²	30,018	63,179	53,483
Total Active Tags ¹³		3,953,865	3,682,530
Total Reload Cards Distributed ¹⁴	3,070	43,905	N/A
Reload Card % of Cash Replenishments ¹⁴	11.0%	10.8%	N/A

Customer Service Indicators			
	February 2013	YTD 2013	YTD 2012
Phone Calls Answered by Customer Service Center:			
Customer Service Representatives	187,300	406,982	415,208
Automated System	<u>284,882</u>	<u>604,254</u>	<u>624,138</u>
Total Phone Calls Answered	472,182	1,011,236	1,039,346
Average Phone Call Waiting Time (in min.):			
Customer Service Representatives	0.12	0.15	0.18
Commercial Unit	0.32	0.32	0.25
Avg. Monthly B&T E-ZPass Trips Per Account	5.37	5.70	6.23
Average Number of Active Tags Per Account	1.63	1.63	1.66

E-ZPass Tag Replacement Program			
	February 2013	YTD 2013	2011-2013
Number of Replacement Tags Mailed	31,890	51,150	1,201,462
Number of Tags Returned ¹⁵	18,787	44,270	1,165,838
Number of Tags Pending Return	N/A	N/A	35,624

12. Includes tags for new accounts, additional tags for existing accounts, and replacement of lost or stolen tags for existing accounts. Excludes tags processed and reported within the E-ZPass Tag Replacement Program, which replaces tags that are approaching the end of their useful service lives with new tags.
13. Includes tags linked to active accounts, new tags issued through the E-ZPass Tag Replacement Program, and the associated replaced tags currently moving through the program's return process.
14. The MTA Reload Card initiative was implemented in February 2012. The figure reported in the YTD 2013 column reflects the total number of cards distributed from the program's inception.
15. Includes tags returned, reported as lost or stolen by the customer, and deactivated. Also, includes tags mailed in 2012 but returned in 2013.

**MTA Bridges and Tunnels
E-ZPass Market Shares
March 2011 to February 2013**

