



Bridges and Tunnels

E-ZPass Performance Report March 2013



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E-ZPASS Performance Report
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E-ZPass Performance at All B&T Facilities¹			
	March 2013	Year to Date	March 2012
Total E-ZPass Traffic ²	19,446,100	54,387,736	19,429,976
E-ZPass Market Share: Total	83.2%	83.0%	81.2%
Cars	82.5%	82.4%	80.5%
Trucks	91.6%	91.6%	91.1%

Weekday E-ZPass Performance by Facility^{1,2}			
Facility	March Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	85,253	79.6%	76.5%
Cross Bay Veterans Memorial Bridge	18,424	84.1%	82.1%
Henry Hudson Bridge	55,028	93.9%	88.9%
Hugh L. Carey Tunnel ³	42,026	89.9%	87.9%
Marine Parkway-Gil Hodges Memorial Bridge	18,558	86.2%	86.6%
Queens Midtown Tunnel	72,288	89.2%	87.1%
Robert F. Kennedy Bridge - Bronx Plaza	56,269	76.2%	73.3%
Robert F. Kennedy Bridge - Manhattan Plaza	71,693	85.4%	83.3%
Throgs Neck Bridge	88,109	84.1%	82.5%
Verrazano-Narrows Bridge	<u>153,570</u>	<u>86.2%</u>	<u>85.1%</u>
All Facilities	661,218	85.0%	82.9%

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	March E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	84.9%	82.9%	80.7%	78.2%
Cross Bay Veterans Memorial Bridge	88.2%	86.9%	83.8%	83.6%
Henry Hudson Bridge	95.5%	91.5%	94.5%	89.8%
Hugh L. Carey Tunnel ³	92.6%	91.0%	90.3%	88.7%
Marine Parkway-Gil Hodges Memorial Bridge	88.3%	90.3%	85.2%	86.5%
Queens Midtown Tunnel	91.2%	89.1%	89.9%	87.9%
Robert F. Kennedy Bridge - Bronx Plaza	82.4%	79.8%	77.1%	75.2%
Robert F. Kennedy Bridge - Manhattan Plaza	88.3%	86.7%	86.3%	84.9%
Throgs Neck Bridge	89.0%	87.8%	84.5%	83.4%
Verrazano-Narrows Bridge ⁵	N/A	N/A	89.2%	88.4%
All Facilities	88.6%	86.8%	86.2%	84.5%

Weekend E-ZPass Performance by Facility¹			
Facility	March Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	77,109	72.9%	69.4%
Cross Bay Veterans Memorial Bridge	14,052	80.2%	77.6%
Henry Hudson Bridge	47,600	91.2%	85.1%
Hugh L. Carey Tunnel ³	30,015	85.7%	83.4%
Marine Parkway-Gil Hodges Memorial Bridge	14,022	83.8%	83.0%
Queens Midtown Tunnel	56,376	84.6%	82.1%
Robert F. Kennedy Bridge - Bronx Plaza	47,131	68.1%	63.8%
Robert F. Kennedy Bridge - Manhattan Plaza	58,437	79.9%	77.4%
Throgs Neck Bridge	78,435	77.9%	76.1%
Verrazano-Narrows Bridge	<u>136,133</u>	80.3%	78.2%
All Facilities	559,310	79.2%	76.4%

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	March 2013 Total B&T E-ZPass Transactions	March 2013 Percentage of B&T Total Transactions	March 2012 Percentage of B&T Total Transactions
New York State Thruway Authority ⁷	1,654,775	8.01%	7.61%
New Jersey Toll Agencies ^{8a}	1,148,235	5.56%	5.49%
Port Authority of NY and NJ	1,142,415	5.53%	5.55%
Massachusetts Turnpike Authority ⁹	116,259	0.56%	0.49%
Pennsylvania Turnpike Commission	71,850	0.35%	0.31%
Maryland Transportation Authority	31,332	0.15%	0.13%
Virginia Department of Transportation ¹⁰	18,288	0.09%	0.08%
Delaware River Joint Toll Bridge Commission	11,219	0.05%	0.05%
New Hampshire Department of Transportation	11,776	0.06%	0.06%
Delaware Department of Transportation	10,342	0.05%	0.05%
Other ¹¹	<u>37,226</u>	<u>0.18%</u>	<u>0.15%</u>
Total	4,253,717	20.59%	19.97%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	March 2013	YTD 2013	March 2012
New York State Thruway Authority ⁷	2,304,728	6,426,003	2,174,930
New Jersey Toll Agencies ^{8a, 8b}	4,706,449	12,697,007	2,282,625
Port Authority of NY and NJ	2,703,239	8,303,216	2,988,122
New York State Bridge Authority	212,001	597,278	207,015
Massachusetts Turnpike Authority ⁹	463,250	1,192,174	401,156
Pennsylvania Turnpike Commission	224,734	606,508	204,081
Maryland Transportation Authority	236,534	625,122	202,700
Virginia Department of Transportation ¹⁰	121,442	315,132	95,936
Delaware River Joint Toll Bridge Commission	195,171	535,961	174,661
New Hampshire Department of Transportation	74,613	211,330	66,307
Delaware Department of Transportation	209,406	541,646	168,151
Other ¹¹	<u>256,106</u>	<u>693,707</u>	<u>222,865</u>
Total	11,707,673	32,745,084	9,188,549

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.
- 8a. 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.
- 8b. In 2012, some March transactions weren't reported until April due to a switchover of back-office systems.
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			
	March 2013	YTD 2013	YTD 2012
Accounts Opened:			
Internet	7,330	16,126	15,405
Walk-In	2,315	5,293	6,084
Mail/Phone	1,004	2,716	3,939
On-The-Go	<u>9,163</u>	<u>20,695</u>	<u>14,362</u>
Total Accounts Opened	19,812	44,830	39,790
Total Active Accounts		2,483,031	2,230,370
Number of E-ZPass Tags Issued ¹²	46,758	109,937	91,733
Total Active Tags ¹³		4,018,688	3,672,177
Total Reload Cards Distributed ¹⁴	4,421	47,892	N/A
Reload Card % of Cash Replenishments ¹⁴	11.7%	11.1%	N/A

Customer Service Indicators			
	March 2013	YTD 2013	YTD 2012
Phone Calls Answered by Customer Service Center:			
Customer Service Representatives	225,571	632,553	646,455
Automated System	<u>341,709</u>	<u>945,963</u>	<u>950,673</u>
Total Phone Calls Answered	567,280	1,578,516	1,597,128
Average Phone Call Waiting Time (in min.):			
Customer Service Representatives	0.12	0.14	0.21
Commercial Unit	0.26	0.30	0.27
Avg. Monthly B&T E-ZPass Trips Per Account	6.19	6.42	6.43
Average Number of Active Tags Per Account	1.62	1.63	1.66

E-ZPass Tag Replacement Program			
	March 2013	YTD 2013	2011-2013
Number of Replacement Tags Mailed	27,253	79,114	1,229,426
Number of Tags Returned ¹⁵	21,460	65,274	1,186,842
Number of Tags Pending Return	N/A	N/A	42,584

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 March 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 April 2011 to March 2013



