



# **Bridges and Tunnels**

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## **E-ZPass Performance Report April 2013**

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

<b>E-ZPass Performance at All B&amp;T Facilities<sup>1</sup></b>			
	April 2013	Year to Date	April 2012
Total E-ZPass Traffic <sup>2</sup>	19,800,535	74,172,112	19,159,030
E-ZPass Market Share: Total	83.7%	83.2%	81.0%
Cars	83.1%	82.5%	80.3%
Trucks	91.7%	91.7%	90.9%

<b>Weekday E-ZPass Performance by Facility<sup>1,2</sup></b>			
Facility	April Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	88,733	79.8%	76.5%
Cross Bay Veterans Memorial Bridge	19,299	84.5%	82.3%
Henry Hudson Bridge	59,525	94.1%	88.8%
Hugh L. Carey Tunnel <sup>3</sup>	43,212	90.1%	88.2%
Marine Parkway-Gil Hodges Memorial Bridge	19,413	86.4%	86.3%
Queens Midtown Tunnel	72,641	89.4%	87.2%
Robert F. Kennedy Bridge - Bronx Plaza	58,463	76.8%	73.9%
Robert F. Kennedy Bridge - Manhattan Plaza	75,292	85.7%	83.6%
Throgs Neck Bridge	90,974	84.0%	82.6%
Verrazano-Narrows Bridge	<u>156,523</u>	<u>86.4%</u>	<u>84.6%</u>
All Facilities	684,075	85.3%	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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<b>Weekday Peak Hour E-ZPass Performance by Facility<sup>4</sup></b>				
Facility	April E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	85.6%	82.6%	81.2%	78.5%
Cross Bay Veterans Memorial Bridge	88.3%	86.7%	84.4%	83.3%
Henry Hudson Bridge	95.3%	91.6%	94.2%	89.5%
Hugh L. Carey Tunnel <sup>3</sup>	92.8%	91.5%	90.4%	88.5%
Marine Parkway-Gil Hodges Memorial Bridge	88.8%	90.0%	85.4%	87.1%
Queens Midtown Tunnel	91.4%	89.0%	89.9%	88.1%
Robert F. Kennedy Bridge - Bronx Plaza	82.7%	80.1%	77.9%	75.4%
Robert F. Kennedy Bridge - Manhattan Plaza	88.4%	87.2%	86.8%	84.6%
Throgs Neck Bridge	89.4%	87.7%	84.0%	82.5%
Verrazano-Narrows Bridge <sup>5</sup>	N/A	N/A	89.7%	87.9%
All Facilities	88.9%	86.8%	86.4%	84.3%

<b>Weekend E-ZPass Performance by Facility<sup>1</sup></b>			
Facility	April Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	83,323	73.2%	69.8%
Cross Bay Veterans Memorial Bridge	14,695	80.9%	77.0%
Henry Hudson Bridge	53,037	91.5%	85.0%
Hugh L. Carey Tunnel <sup>3</sup>	35,920	85.0%	82.9%
Marine Parkway-Gil Hodges Memorial Bridge	15,124	84.3%	82.4%
Queens Midtown Tunnel	41,355	81.4%	82.2%
Robert F. Kennedy Bridge - Bronx Plaza	51,228	68.6%	64.6%
Robert F. Kennedy Bridge - Manhattan Plaza	71,723	81.8%	78.2%
Throgs Neck Bridge	84,990	78.2%	76.2%
Verrazano-Narrows Bridge	<u>142,465</u>	80.2%	77.9%
All Facilities	593,860	79.2%	76.6%

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>B&amp;T E-ZPass Transactions From Other Agencies <sup>6</sup></b>			
Customer's E-ZPass Agency	April 2013 Total B&T E-ZPass Transactions	April 2013 Percentage of B&T Total Transactions	April 2012 Percentage of B&T Total Transactions
New York State Thruway Authority <sup>7</sup>	1,660,542	7.93%	7.66%
New Jersey Toll Agencies <sup>8a</sup>	1,169,660	5.58%	4.91%
Port Authority of NY and NJ	1,149,105	5.49%	5.47%
Massachusetts Turnpike Authority <sup>9</sup>	122,310	0.58%	0.57%
Pennsylvania Turnpike Commission	72,704	0.35%	0.29%
Maryland Transportation Authority	33,109	0.16%	0.14%
Virginia Department of Transportation <sup>10</sup>	19,855	0.09%	0.08%
Delaware River Joint Toll Bridge Commission	12,192	0.05%	0.05%
New Hampshire Department of Transportation	13,978	0.07%	0.06%
Delaware Department of Transportation	11,083	0.06%	0.05%
Other <sup>11</sup>	<u>39,018</u>	<u>0.19%</u>	<u>0.15%</u>
Total	4,303,556	20.55%	19.43%

<b>Other Agency B&amp;T E-ZPass Transactions</b>			
Agency Used By B&T Customers	April 2013	YTD 2013	April 2012
New York State Thruway Authority <sup>7</sup>	2,336,562	8,762,565	2,250,320
New Jersey Toll Agencies <sup>8a, 8b</sup>	4,658,529	17,355,536	6,670,112
Port Authority of NY and NJ	3,576,423	11,879,639	3,090,452
New York State Bridge Authority	226,050	823,328	212,176
Massachusetts Turnpike Authority <sup>9</sup>	468,198	1,660,372	451,534
Pennsylvania Turnpike Commission	229,690	836,198	220,983
Maryland Transportation Authority	302,706	927,828	300,248
Virginia Department of Transportation <sup>10</sup>	122,111	437,243	102,731
Delaware River Joint Toll Bridge Commission	188,553	724,514	196,157
New Hampshire Department of Transportation	77,686	289,016	69,172
Delaware Department of Transportation	232,182	773,828	251,499
Other <sup>11</sup>	<u>254,921</u>	<u>948,628</u>	<u>246,348</u>
Total	12,673,611	45,418,695	14,061,732

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. April 2012 transactions include transactions from previous months due to a switch over 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 Higiway 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**

<b>MTA Bridges and Tunnels Customers</b>			
	April 2013	YTD 2013	YTD 2012
Accounts Opened:			
Internet	6,838	22,964	22,062
Walk-In	2,063	7,356	8,006
Mail/Phone	971	3,687	4,970
On-The-Go	<u>8,266</u>	<u>28,961</u>	<u>28,017</u>
Total Accounts Opened	18,138	62,968	63,055
Total Active Accounts		2,495,661	2,260,653
Number of E-ZPass Tags Issued <sup>12</sup>	41,932	151,869	152,347
Total Active Tags <sup>13</sup>		4,024,786	3,773,309
Total Reload Cards Distributed <sup>14</sup>	4,083	51,591	N/A
Reload Card % of Cash Replenishments <sup>14</sup>	12.1%	11.4%	N/A

<b>Customer Service Indicators</b>			
	April 2013	YTD 2013	YTD 2012
Phone Calls Answered by Customer Service Center:			
Customer Service Representatives	244,496	877,049	873,171
Automated System	<u>359,695</u>	<u>1,305,658</u>	<u>1,279,660</u>
Total Phone Calls Answered	604,191	2,182,707	2,152,831
Average Phone Call Waiting Time (in min.):			
Customer Service Representatives	0.11	0.13	0.20
Commercial Unit	0.28	0.29	0.29
Avg. Monthly B&T E-ZPass Trips Per Account	6.23	6.41	6.51
Average Number of Active Tags Per Account	1.61	1.62	1.66

<b>E-ZPass Tag Replacement Program</b>			
	April 2013	YTD 2013	2011-2013
Number of Replacement Tags Mailed	24,698	103,780	1,254,092
Number of Tags Returned <sup>15</sup>	15,723	101,793	1,223,361
Number of Tags Pending Return	N/A	N/A	30,731

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 April 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  
May 2011 to April 2013**

