



# Bridges and Tunnels

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## E-ZPass Performance Report June 2013

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

<b>E-ZPass Performance at All B&amp;T Facilities<sup>1</sup></b>			
	June 2013	Year to Date	June 2012
Total E-ZPass Traffic <sup>2</sup>	20,495,469	115,558,584	20,363,409
E-ZPass Market Share: Total	82.9%	83.2%	80.7%
Cars	82.3%	82.6%	80.0%
Trucks	91.0%	91.5%	90.2%

<b>Weekday E-ZPass Performance by Facility<sup>1,2</sup></b>			
Facility	June Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	87,919	79.2%	76.1%
Cross Bay Veterans Memorial Bridge	19,531	82.8%	79.8%
Henry Hudson Bridge	60,579	93.9%	88.1%
Hugh L. Carey Tunnel <sup>3</sup>	45,251	89.6%	87.5%
Marine Parkway-Gil Hodges Memorial Bridge	21,388	86.2%	85.5%
Queens Midtown Tunnel	75,145	88.9%	87.1%
Robert F. Kennedy Bridge - Bronx Plaza	61,427	76.5%	73.9%
Robert F. Kennedy Bridge - Manhattan Plaza	78,527	85.5%	83.6%
Throgs Neck Bridge	98,368	83.9%	82.2%
Verrazano-Narrows Bridge	<u>163,042</u>	<u>85.9%</u>	<u>84.5%</u>
All Facilities	711,177	84.8%	82.6%

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	June E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	84.5%	82.0%	80.6%	78.5%
Cross Bay Veterans Memorial Bridge	88.0%	87.0%	81.0%	79.8%
Henry Hudson Bridge	95.5%	91.4%	94.2%	88.9%
Hugh L. Carey Tunnel <sup>3</sup>	92.7%	91.3%	89.9%	87.6%
Marine Parkway-Gil Hodges Memorial Bridge	89.2%	89.7%	85.0%	86.3%
Queens Midtown Tunnel	91.2%	89.6%	89.1%	87.5%
Robert F. Kennedy Bridge - Bronx Plaza	82.3%	80.3%	78.4%	75.2%
Robert F. Kennedy Bridge - Manhattan Plaza	88.6%	86.9%	85.9%	84.1%
Throgs Neck Bridge	88.8%	87.3%	84.4%	82.4%
Verrazano-Narrows Bridge <sup>5</sup>	N/A	N/A	89.1%	87.9%
All Facilities	88.6%	86.7%	86.0%	83.9%

<b>Weekend E-ZPass Performance by Facility<sup>1</sup></b>			
Facility	May Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	81,803	72.5%	69.7%
Cross Bay Veterans Memorial Bridge	17,798	74.7%	71.2%
Henry Hudson Bridge	52,259	90.9%	83.9%
Hugh L. Carey Tunnel <sup>3</sup>	32,256	84.5%	81.9%
Marine Parkway-Gil Hodges Memorial Bridge	19,961	81.7%	79.3%
Queens Midtown Tunnel	57,477	84.2%	81.9%
Robert F. Kennedy Bridge - Bronx Plaza	53,941	69.0%	65.2%
Robert F. Kennedy Bridge - Manhattan Plaza	65,841	80.1%	77.5%
Throgs Neck Bridge	95,708	78.0%	75.9%
Verrazano-Narrows Bridge	<u>147,561</u>	79.7%	77.5%
All Facilities	624,605	78.7%	75.9%

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	June 2013 Total B&T E-ZPass Transactions	June 2013 Percentage of B&T Total Transactions	June 2012 Percentage of B&T Total Transactions
New York State Thruway Authority <sup>7</sup>	1,746,172	7.98%	7.74%
New Jersey Toll Agencies <sup>8</sup>	1,241,273	5.67%	5.41%
Port Authority of NY and NJ	1,208,545	5.52%	5.59%
Massachusetts Turnpike Authority <sup>9</sup>	124,295	0.57%	0.54%
Pennsylvania Turnpike Commission	83,747	0.38%	0.34%
Maryland Transportation Authority	37,474	0.17%	0.14%
Virginia Department of Transportation <sup>10</sup>	23,382	0.11%	0.10%
Delaware River Joint Toll Bridge Commission	12,346	0.06%	0.06%
New Hampshire Department of Transportation	13,131	0.06%	0.06%
Delaware Department of Transportation	12,498	0.06%	0.05%
Other <sup>11</sup>	<u>43,551</u>	<u>0.20%</u>	<u>0.17%</u>
Total	4,546,414	20.76%	20.19%

<b>Other Agency B&amp;T E-ZPass Transactions</b>			
Agency Used By B&T Customers	June 2013	YTD 2013	June 2012
New York State Thruway Authority <sup>7</sup>	2,622,496	14,671,979	2,387,422
New Jersey Toll Agencies <sup>8</sup>	5,244,096	28,913,373	5,103,820
Port Authority of NY and NJ	3,296,596	19,096,587	3,235,895
New York State Bridge Authority	246,413	1,379,911	227,725
Massachusetts Turnpike Authority <sup>9</sup>	519,841	2,835,138	485,513
Pennsylvania Turnpike Commission	248,385	1,398,651	229,184
Maryland Transportation Authority	268,486	1,571,016	236,095
Virginia Department of Transportation <sup>10</sup>	132,765	735,844	112,151
Delaware River Joint Toll Bridge Commission	233,824	1,244,125	218,175
New Hampshire Department of Transportation	107,579	522,870	94,494
Delaware Department of Transportation	223,118	1,344,505	227,106
Other <sup>11</sup>	<u>347,617</u>	<u>1,713,548</u>	<u>343,764</u>
Total	13,491,216	75,427,547	12,901,344

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**

<b>MTA Bridges and Tunnels Customers</b>	June 2013	YTD 2013	YTD 2012
Accounts Opened:			
Internet	8,056	38,101	32,959
Walk-In	1,786	10,984	11,725
Mail/Phone	569	5,241	6,872
On-The-Go	<u>11,075</u>	<u>49,133</u>	<u>60,956</u>
Total Accounts Opened	21,486	103,459	112,512
Total Active Accounts		2,487,292	2,299,161
Number of E-ZPass Tags Issued <sup>12</sup>	46,439	245,482	269,843
Total Active Tags <sup>13</sup>		4,072,958	3,793,668
Total Reload Cards Distributed <sup>14</sup>	3,831	58,716	N/A
Reload Card % of Cash Replenishments <sup>14</sup>	13.00%	11.77%	N/A

<b>Customer Service Indicators</b>	June 2013	YTD 2013	YTD 2012
Phone Calls Answered by Customer Service Center:			
Customer Service Representatives	242,757	1,370,892	1,362,038
Automated System	<u>393,402</u>	<u>2,080,145</u>	<u>1,982,893</u>
Total Phone Calls Answered	636,159	3,451,037	3,344,931
Average Phone Call Waiting Time (in min.):			
Customer Service Representatives	0.18	0.14	0.27
Commercial Unit	0.35	0.32	0.37
Avg. Monthly B&T E-ZPass Trips Per Account	6.38	6.41	6.65
Average Number of Active Tags Per Account	1.64	1.62	1.66

<b>E-ZPass Tag Replacement Program</b>	June 2013	YTD 2013	2011-2013
Number of Replacement Tags Mailed	24,884	153,738	1,304,050
Number of Tags Returned <sup>15</sup>	8,333	139,979	1,261,547
Number of Tags Pending Return	N/A	N/A	42,503

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  
July 2011 through June 2013**

