



# **Bridges and Tunnels**

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





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

<b>E-ZPass Performance at All B&amp;T Facilities<sup>1</sup></b>			
	May 2013	Year to Date	May 2012
Total E-ZPass Traffic <sup>2</sup>	20,911,392	95,083,504	20,465,818
E-ZPass Market Share: Total	83.5%	83.3%	81.2%
Cars	82.9%	82.6%	80.5%
Trucks	91.2%	91.6%	90.6%

<b>Weekday E-ZPass Performance by Facility<sup>1,2</sup></b>			
Facility	May Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	91,692	79.8%	77.0%
Cross Bay Veterans Memorial Bridge	20,111	83.8%	82.6%
Henry Hudson Bridge	61,866	93.7%	89.0%
Hugh L. Carey Tunnel <sup>3</sup>	44,348	89.7%	88.0%
Marine Parkway-Gil Hodges Memorial Bridge	20,949	86.6%	87.0%
Queens Midtown Tunnel	75,378	88.9%	87.2%
Robert F. Kennedy Bridge - Bronx Plaza	60,188	76.6%	74.2%
Robert F. Kennedy Bridge - Manhattan Plaza	79,513	85.7%	83.9%
Throgs Neck Bridge	95,043	84.0%	82.7%
Verrazano-Narrows Bridge	<u>161,279</u>	<u>86.2%</u>	<u>85.0%</u>
All Facilities	710,367	85.1%	83.2%

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	May E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	85.3%	83.1%	81.1%	78.9%
Cross Bay Veterans Memorial Bridge	88.4%	88.0%	83.4%	83.8%
Henry Hudson Bridge	95.5%	91.8%	94.1%	89.7%
Hugh L. Carey Tunnel <sup>3</sup>	92.7%	91.4%	89.1%	88.5%
Marine Parkway-Gil Hodges Memorial Bridge	89.3%	90.7%	85.7%	88.1%
Queens Midtown Tunnel	91.1%	89.5%	89.3%	88.1%
Robert F. Kennedy Bridge - Bronx Plaza	82.4%	80.6%	78.4%	76.1%
Robert F. Kennedy Bridge - Manhattan Plaza	88.4%	87.1%	86.6%	85.1%
Throgs Neck Bridge	89.2%	88.1%	84.5%	83.2%
Verrazano-Narrows Bridge <sup>5</sup>	N/A	N/A	89.3%	88.3%
All Facilities	88.8%	87.2%	86.2%	84.8%

<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	82,248	72.9%	69.1%
Cross Bay Veterans Memorial Bridge	14,652	80.6%	74.7%
Henry Hudson Bridge	49,770	91.0%	84.5%
Hugh L. Carey Tunnel <sup>3</sup>	30,335	84.8%	81.5%
Marine Parkway-Gil Hodges Memorial Bridge	15,329	84.6%	81.4%
Queens Midtown Tunnel	54,954	84.1%	81.6%
Robert F. Kennedy Bridge - Bronx Plaza	50,403	68.4%	64.7%
Robert F. Kennedy Bridge - Manhattan Plaza	60,958	80.4%	76.8%
Throgs Neck Bridge	87,995	78.5%	76.5%
Verrazano-Narrows Bridge	<u>139,256</u>	79.9%	77.4%
All Facilities	585,900	79.1%	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	May 2013 Total B&T E-ZPass Transactions	May 2013 Percentage of B&T Total Transactions	May 2012 Percentage of B&T Total Transactions
New York State Thruway Authority <sup>7</sup>	1,739,579	7.83%	7.55%
New Jersey Toll Agencies <sup>8</sup>	1,216,777	5.48%	6.10%
Port Authority of NY and NJ	1,200,698	5.41%	5.48%
Massachusetts Turnpike Authority <sup>9</sup>	125,637	0.57%	0.52%
Pennsylvania Turnpike Commission	78,312	0.35%	0.36%
Maryland Transportation Authority	35,553	0.16%	0.17%
Virginia Department of Transportation <sup>10</sup>	21,960	0.10%	0.10%
Delaware River Joint Toll Bridge Commission	11,372	0.05%	0.06%
New Hampshire Department of Transportation	13,704	0.06%	0.07%
Delaware Department of Transportation	11,945	0.05%	0.06%
Other <sup>11</sup>	<u>41,658</u>	<u>0.19%</u>	<u>0.16%</u>
Total	4,497,195	20.25%	20.63%

<b>Other Agency B&amp;T E-ZPass Transactions</b>			
Agency Used By B&T Customers	May 2013	YTD 2013	May 2012
New York State Thruway Authority <sup>7</sup>	2,644,686	11,990,438	2,499,292
New Jersey Toll Agencies <sup>8</sup>	5,050,283	23,596,498	5,054,922
Port Authority of NY and NJ	3,334,048	15,976,341	3,331,720
New York State Bridge Authority	252,074	1,131,345	241,634
Massachusetts Turnpike Authority <sup>9</sup>	537,783	2,314,167	493,925
Pennsylvania Turnpike Commission	257,446	1,147,640	237,154
Maryland Transportation Authority	298,004	1,282,473	276,490
Virginia Department of Transportation <sup>10</sup>	134,356	599,220	104,004
Delaware River Joint Toll Bridge Commission	215,588	995,164	214,072
New Hampshire Department of Transportation	91,848	403,149	83,837
Delaware Department of Transportation	257,926	1,085,130	245,659
Other <sup>11</sup>	<u>317,228</u>	<u>1,338,884</u>	<u>303,850</u>
Total	13,391,270	61,860,449	13,086,559

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>			
	May 2013	YTD 2013	YTD 2012
Accounts Opened:			
Internet	7,081	30,045	29,307
Walk-In	1,842	9,198	9,794
Mail/Phone	985	4,672	5,903
On-The-Go	<u>9,097</u>	<u>38,058</u>	<u>40,765</u>
Total Accounts Opened	19,005	81,973	85,769
Total Active Accounts		2,495,661	2,289,011
Number of E-ZPass Tags Issued <sup>12</sup>	47,174	199,043	221,364
Total Active Tags <sup>13</sup>		4,024,786	3,801,036
Total Reload Cards Distributed <sup>14</sup>	3,952	55,953	N/A
Reload Card % of Cash Replenishments <sup>14</sup>	12.16%	11.53%	N/A

<b>Customer Service Indicators</b>			
	May 2013	YTD 2013	YTD 2012
Phone Calls Answered by Customer Service Center:			
Customer Service Representatives	251,086	1,128,135	1,110,455
Automated System	<u>381,085</u>	<u>1,686,743</u>	<u>1,624,114</u>
Total Phone Calls Answered	632,171	2,814,878	2,734,569
Average Phone Call Waiting Time (in min.):			
Customer Service Representatives	0.15	0.13	0.24
Commercial Unit	0.36	0.31	0.31
Avg. Monthly B&T E-ZPass Trips Per Account	6.56	6.41	6.60
Average Number of Active Tags Per Account	1.61	1.62	1.66

<b>E-ZPass Tag Replacement Program</b>			
	May 2013	YTD 2013	2011-2013
Number of Replacement Tags Mailed	24,943	103,780	1,254,092
Number of Tags Returned <sup>15</sup>	15,075	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  
June 2011 to May 2013**



