



Bridges and Tunnels

E-ZPass Performance Report July 2013



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

E-ZPass Performance at All B&T Facilities¹			
	July 2013	Year to Date	July 2012
Total E-ZPass Traffic ²	20,453,159	135,988,818	19,855,436
E-ZPass Market Share: Total	82.2%	83.0%	79.8%
Cars	81.5%	82.4%	79.0%
Trucks	91.3%	91.4%	90.6%

Weekday E-ZPass Performance by Facility^{1,2}			
Facility	July Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	88,601	78.2%	75.6%
Cross Bay Veterans Memorial Bridge	19,107	80.8%	79.4%
Henry Hudson Bridge	57,863	93.2%	87.6%
Hugh L. Carey Tunnel ³	42,573	89.3%	87.2%
Marine Parkway-Gil Hodges Memorial Bridge	21,834	85.1%	84.9%
Queens Midtown Tunnel	71,299	88.2%	86.7%
Robert F. Kennedy Bridge - Bronx Plaza	60,341	75.8%	72.9%
Robert F. Kennedy Bridge - Manhattan Plaza	74,425	84.8%	82.8%
Throgs Neck Bridge	98,220	82.9%	81.5%
Verrazano-Narrows Bridge	<u>157,847</u>	<u>85.0%</u>	<u>83.4%</u>
All Facilities	692,110	83.9%	81.8%

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	July E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	84.1%	81.4%	80.1%	77.8%
Cross Bay Veterans Memorial Bridge	85.7%	87.0%	79.9%	78.3%
Henry Hudson Bridge	95.4%	90.9%	93.9%	88.9%
Hugh L. Carey Tunnel ³	92.5%	91.0%	89.7%	87.5%
Marine Parkway-Gil Hodges Memorial Bridge	85.4%	87.7%	85.2%	85.1%
Queens Midtown Tunnel	90.7%	89.6%	88.9%	87.6%
Robert F. Kennedy Bridge - Bronx Plaza	81.3%	79.4%	77.0%	74.2%
Robert F. Kennedy Bridge - Manhattan Plaza	88.2%	86.6%	85.9%	82.9%
Throgs Neck Bridge	87.7%	86.6%	84.0%	82.1%
Verrazano-Narrows Bridge ⁵	N/A	N/A	88.4%	87.2%
All Facilities	87.7%	86.1%	85.4%	83.3%

Weekend E-ZPass Performance by Facility¹			
Facility	July Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	82,730	72.1%	69.1%
Cross Bay Veterans Memorial Bridge	17,419	72.9%	70.5%
Henry Hudson Bridge	48,316	90.7%	83.4%
Hugh L. Carey Tunnel ³	30,853	83.5%	81.7%
Marine Parkway-Gil Hodges Memorial Bridge	19,930	79.5%	77.9%
Queens Midtown Tunnel	49,981	83.1%	81.5%
Robert F. Kennedy Bridge - Bronx Plaza	51,382	68.5%	64.6%
Robert F. Kennedy Bridge - Manhattan Plaza	59,681	79.4%	76.7%
Throgs Neck Bridge	96,346	77.5%	75.6%
Verrazano-Narrows Bridge	<u>137,835</u>	78.7%	76.5%
All Facilities	594,473	77.8%	75.1%

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	July 2013 Total B&T E-ZPass Transactions	July 2013 Percentage of B&T Total Transactions	July 2012 Percentage of B&T Total Transactions
New York State Thruway Authority ⁷	1,744,263	7.91%	7.62%
New Jersey Toll Agencies ⁸	1,252,300	5.68%	5.66%
Port Authority of NY and NJ	1,171,837	5.31%	5.28%
Massachusetts Turnpike Authority ⁹	125,466	0.57%	0.54%
Pennsylvania Turnpike Commission	89,073	0.40%	0.37%
Maryland Transportation Authority	43,075	0.20%	0.20%
Virginia Department of Transportation ¹⁰	28,835	0.13%	0.12%
Delaware River Joint Toll Bridge Commission	12,437	0.06%	0.06%
New Hampshire Department of Transportation	14,399	0.07%	0.07%
Delaware Department of Transportation	13,709	0.06%	0.06%
Other ¹¹	<u>46,707</u>	<u>0.21%</u>	<u>0.18%</u>
Total	4,542,101	20.59%	20.16%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	July 2013	YTD 2013	July 2012
New York State Thruway Authority ⁷	2,921,942	16,951,689	2,723,612
New Jersey Toll Agencies ⁸	5,745,777	33,395,692	5,730,076
Port Authority of NY and NJ	3,448,369	21,958,652	3,277,689
New York State Bridge Authority	263,767	1,585,582	249,044
Massachusetts Turnpike Authority ⁹	575,046	3,293,042	534,085
Pennsylvania Turnpike Commission	269,381	1,611,410	247,714
Maryland Transportation Authority	314,438	1,808,756	313,289
Virginia Department of Transportation ¹⁰	151,509	855,873	118,449
Delaware River Joint Toll Bridge Commission	275,268	1,449,194	266,959
New Hampshire Department of Transportation	157,115	645,558	151,400
Delaware Department of Transportation	348,536	1,603,408	307,008
Other ¹¹	<u>451,971</u>	<u>2,065,444</u>	<u>441,971</u>
Total	14,923,119	87,224,300	14,361,296

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				
	July 2013	YTD 2013	YTD 2012	
Accounts Opened:				
Internet	9,386	47,487	41,486	
Walk-In	2,300	13,284	13,770	
Mail/Phone ¹²	317	5,558	7,809	
On-The-Go	<u>13,614</u>	<u>62,747</u>	<u>78,277</u>	
Total Accounts Opened	25,617	129,076	141,342	
Total Active Accounts		2,531,913	2,319,756	
Number of E-ZPass Tags Issued ¹³	53,964	299,446	321,500	
Total Active Tags ¹⁴		4,128,786	3,830,073	
Total Reload Cards Distributed ¹⁵	4,251	62,752	N/A	
Reload Card % of Cash Replenishments ¹⁵	12.76%	11.91%	N/A	

Customer Service Indicators				
	July 2013	YTD 2013	YTD 2012	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	282,646	1,653,538	1,628,421	
Automated System	<u>434,287</u>	<u>2,514,432</u>	<u>2,355,301</u>	
Total Phone Calls Answered	716,933	4,167,970	3,983,722	
Average Phone Call Waiting Time (in min.):				
Customer Service Representatives	0.26	0.16	0.29	
Commercial Unit	0.34	0.32	0.36	
Avg. Monthly B&T E-ZPass Trips Per Account	6.34	6.40	6.65	
Average Number of Active Tags Per Account	1.63	1.62	1.66	

E-ZPass Tag Replacement Program				
	July 2013	YTD 2013	2011-2013	
Number of Replacement Tags Mailed	24,944	178,682	1,328,994	
Number of Tags Returned ¹⁶	3,134	157,456	1,279,024	
Number of Tags Pending Return	N/A	N/A	49,970	

12. Phone enrollment for private accounts ended June 15, 2013.

13. 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.

14. 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.

15. 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.

16. 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
August 2011 through July 2013**



