



# **Bridges and Tunnels**

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





**MTA Bridges and Tunnels**  
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**August 2013**  
Preliminary data subject to final audit

<b>E-ZPass Performance at All B&amp;T Facilities<sup>1</sup></b>			
	August 2013	Year to Date	August 2012
Total E-ZPass Traffic <sup>2</sup>	21,146,260	157,124,267	20,652,939
E-ZPass Market Share: Total	82.5%	82.9%	80.5%
Cars	81.8%	82.3%	79.7%
Trucks	91.3%	91.4%	90.7%

<b>Weekday E-ZPass Performance by Facility<sup>1,2</sup></b>			
Facility	August Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	90,891	78.6%	76.1%
Cross Bay Veterans Memorial Bridge	18,515	83.0%	80.4%
Henry Hudson Bridge	58,525	94.4%	87.5%
Hugh L. Carey Tunnel <sup>3</sup>	43,704	88.8%	87.1%
Marine Parkway-Gil Hodges Memorial Bridge	21,147	86.5%	85.5%
Queens Midtown Tunnel	73,830	88.0%	86.7%
Robert F. Kennedy Bridge - Bronx Plaza	62,074	76.1%	73.0%
Robert F. Kennedy Bridge - Manhattan Plaza	76,576	84.4%	82.8%
Throgs Neck Bridge	99,134	83.2%	81.6%
Verrazano-Narrows Bridge	<u>160,640</u>	<u>85.1%</u>	<u>83.7%</u>
All Facilities	705,036	84.2%	82.0%

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	August E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	84.1%	82.4%	80.3%	78.0%
Cross Bay Veterans Memorial Bridge	86.9%	85.7%	82.1%	79.8%
Henry Hudson Bridge	95.1%	90.9%	94.5%	88.3%
Hugh L. Carey Tunnel <sup>3</sup>	92.3%	90.9%	89.2%	87.5%
Marine Parkway-Gil Hodges Memorial Bridge	86.3%	88.4%	86.5%	85.9%
Queens Midtown Tunnel	90.9%	89.4%	88.8%	87.6%
Robert F. Kennedy Bridge - Bronx Plaza	81.4%	79.2%	76.7%	74.7%
Robert F. Kennedy Bridge - Manhattan Plaza	87.9%	86.4%	85.1%	83.9%
Throgs Neck Bridge	87.5%	86.2%	83.8%	82.5%
Verrazano-Narrows Bridge <sup>5</sup>	N/A	N/A	88.5%	87.5%
All Facilities	87.7%	86.1%	85.4%	83.6%

<b>Weekend E-ZPass Performance by Facility<sup>1</sup></b>			
Facility	August Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	88,588	73.0%	69.8%
Cross Bay Veterans Memorial Bridge	16,741	75.6%	72.4%
Henry Hudson Bridge	51,758	92.7%	83.4%
Hugh L. Carey Tunnel <sup>3</sup>	34,482	82.4%	81.6%
Marine Parkway-Gil Hodges Memorial Bridge	19,351	81.6%	79.4%
Queens Midtown Tunnel	57,927	82.8%	81.8%
Robert F. Kennedy Bridge - Bronx Plaza	55,178	68.9%	64.8%
Robert F. Kennedy Bridge - Manhattan Plaza	64,244	78.8%	76.8%
Throgs Neck Bridge	92,512	77.1%	76.1%
Verrazano-Narrows Bridge	<u>145,380</u>	78.9%	77.0%
All Facilities	626,161	78.2%	75.7%

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	August 2013 Total B&T E-ZPass Transactions	August 2013 Percentage of B&T Total Transactions	August 2012 Percentage of B&T Total Transactions
New York State Thruway Authority <sup>7</sup>	1,815,957	7.99%	7.70%
New Jersey Toll Agencies <sup>8</sup>	1,316,687	5.79%	5.63%
Port Authority of NY and NJ	1,213,455	5.34%	5.39%
Massachusetts Turnpike Authority <sup>9</sup>	135,892	0.60%	0.53%
Pennsylvania Turnpike Commission	91,932	0.40%	0.36%
Maryland Transportation Authority	43,027	0.19%	0.18%
Virginia Department of Transportation <sup>10</sup>	29,687	0.13%	0.11%
Delaware River Joint Toll Bridge Commission	12,927	0.06%	0.06%
New Hampshire Department of Transportation	15,113	0.07%	0.06%
Delaware Department of Transportation	13,762	0.06%	0.07%
Other <sup>11</sup>	<u>48,957</u>	<u>0.22%</u>	<u>0.18%</u>
Total	4,737,396	20.84%	20.29%

<b>Other Agency B&amp;T E-ZPass Transactions</b>			
Agency Used By B&T Customers	August 2013	YTD 2013	August 2012
New York State Thruway Authority <sup>7</sup>	3,074,974	20,026,663	3,042,076
New Jersey Toll Agencies <sup>8</sup>	6,200,564	39,596,256	5,840,780
Port Authority of NY and NJ	3,522,654	25,481,306	3,486,574
New York State Bridge Authority	290,218	1,875,800	285,605
Massachusetts Turnpike Authority <sup>9</sup>	627,507	3,920,549	545,975
Pennsylvania Turnpike Commission	287,262	1,898,672	267,601
Maryland Transportation Authority	352,938	2,161,694	309,951
Virginia Department of Transportation <sup>10</sup>	167,766	1,023,639	131,394
Delaware River Joint Toll Bridge Commission	310,563	1,759,757	281,274
New Hampshire Department of Transportation	172,337	817,895	149,092
Delaware Department of Transportation	352,703	1,956,111	326,859
Other <sup>11</sup>	<u>499,029</u>	<u>2,564,473</u>	<u>470,575</u>
Total	15,858,515	103,082,815	15,137,756

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>				
	August 2013	YTD 2013	YTD 2012	
Accounts Opened:				
Internet	9,541	57,028	49,179	
Walk-In	2,216	15,500	16,058	
Mail/Phone <sup>12</sup>	326	5,884	8,823	
On-The-Go	<u>13,534</u>	<u>76,281</u>	<u>95,695</u>	
Total Accounts Opened	25,617	154,693	169,755	
Total Active Accounts		2,565,190	2,343,815	
Number of E-ZPass Tags Issued <sup>13</sup>	56,333	355,779	393,834	
Total Active Tags <sup>14</sup>		4,165,949	3,878,087	
Total Reload Cards Distributed <sup>15</sup>	3,831	67,015	N/A	
Reload Card % of Cash Replenishments <sup>15</sup>	12.57%	11.96%	N/A	

<b>Customer Service Indicators</b>				
	August 2013	YTD 2013	YTD 2012	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	299,465	1,953,003	1,922,916	
Automated System	<u>464,633</u>	<u>2,979,065</u>	<u>2,735,045</u>	
Total Phone Calls Answered	764,098	4,932,068	4,657,961	
Average Phone Call Waiting Time (in min.):				
Customer Service Representatives	0.20	0.17	0.25	
Commercial Unit	0.36	0.33	0.36	
Avg. Monthly B&T E-ZPass Trips Per Account	6.44	6.40	6.65	
Average Number of Active Tags Per Account	1.62	1.62	1.66	

<b>E-ZPass Tag Replacement Program</b>				
	August 2013	YTD 2013	2011-2013	
Number of Replacement Tags Mailed <sup>16</sup>	4,940	183,624	1,333,936	
Number of Tags Returned <sup>17</sup>	1,981	181,656	1,303,224	
Number of Tags Pending Return	N/A	N/A	30,712	

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. Private tags were not mailed in August

17. 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 September 2011 through August 2013



