



Bridges and Tunnels

E-ZPass Performance Report September 2013



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

E-ZPass Performance at All B&T Facilities¹			
	September 2013	Year to Date	September 2012
Total E-ZPass Traffic ²	19,925,740	177,036,744	19,317,024
E-ZPass Market Share: Total	83.7%	83.0%	81.3%
Cars	83.1%	82.4%	80.6%
Trucks	91.7%	91.4%	90.8%

Weekday E-ZPass Performance by Facility^{1,2}			
Facility	September Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	87,200	80.5%	77.9%
Cross Bay Veterans Memorial Bridge	18,711	85.3%	84.3%
Henry Hudson Bridge	61,082	94.7%	89.2%
Hugh L. Carey Tunnel ³	42,690	89.8%	88.3%
Marine Parkway-Gil Hodges Memorial Bridge	19,033	87.6%	87.7%
Queens Midtown Tunnel	75,067	89.1%	87.6%
Robert F. Kennedy Bridge - Bronx Plaza	61,350	77.7%	74.7%
Robert F. Kennedy Bridge - Manhattan Plaza	78,274	86.0%	84.3%
Throgs Neck Bridge	95,820	84.6%	83.2%
Verrazano-Narrows Bridge	<u>156,436</u>	<u>86.5%</u>	<u>85.2%</u>
All Facilities	695,663	85.6%	83.7%

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	September E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	85.7%	83.6%	82.0%	79.6%
Cross Bay Veterans Memorial Bridge	88.9%	88.0%	85.7%	85.4%
Henry Hudson Bridge	96.0%	92.1%	94.8%	90.4%
Hugh L. Carey Tunnel ³	92.5%	91.7%	90.2%	87.9%
Marine Parkway-Gil Hodges Memorial Bridge	91.2%	91.2%	87.2%	88.1%
Queens Midtown Tunnel	90.8%	90.1%	89.7%	87.8%
Robert F. Kennedy Bridge - Bronx Plaza	83.0%	80.5%	79.1%	76.4%
Robert F. Kennedy Bridge - Manhattan Plaza	88.2%	87.1%	87.2%	85.1%
Throgs Neck Bridge	89.1%	88.0%	85.4%	83.9%
Verrazano-Narrows Bridge ⁵	N/A	N/A	89.5%	88.8%
All Facilities	89.0%	87.4%	86.9%	85.0%

Weekend E-ZPass Performance by Facility¹			
Facility	September Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	86,428	74.3%	70.6%
Cross Bay Veterans Memorial Bridge	14,817	80.2%	76.9%
Henry Hudson Bridge	53,192	92.8%	84.9%
Hugh L. Carey Tunnel ³	37,064	84.3%	82.8%
Marine Parkway-Gil Hodges Memorial Bridge	16,239	84.5%	81.8%
Queens Midtown Tunnel	62,207	84.5%	82.7%
Robert F. Kennedy Bridge - Bronx Plaza	54,441	69.9%	65.9%
Robert F. Kennedy Bridge - Manhattan Plaza	65,862	80.8%	78.4%
Throgs Neck Bridge	84,932	77.9%	77.2%
Verrazano-Narrows Bridge	<u>141,926</u>	80.1%	78.4%
All Facilities	617,108	79.7%	77.1%

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	September 2013 Total B&T E-ZPass Transactions	September 2013 Percentage of B&T Total Transactions	September 2012 Percentage of B&T Total Transactions
New York State Thruway Authority ⁷	1,671,688	7.91%	7.47%
New Jersey Toll Agencies ⁸	1,205,966	5.70%	5.54%
Port Authority of NY and NJ	1,135,674	5.37%	5.31%
Massachusetts Turnpike Authority ⁹	121,741	0.58%	0.54%
Pennsylvania Turnpike Commission	82,254	0.39%	0.34%
Maryland Transportation Authority	33,929	0.16%	0.16%
Virginia Department of Transportation ¹⁰	24,463	0.12%	0.09%
Delaware River Joint Toll Bridge Commission	11,262	0.06%	0.06%
New Hampshire Department of Transportation	13,446	0.06%	0.05%
Delaware Department of Transportation	12,611	0.05%	0.06%
Other ¹¹	<u>42,177</u>	<u>0.20%</u>	<u>0.16%</u>
Total	4,355,211	20.60%	19.77%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	September 2013	YTD 2013	September 2012
New York State Thruway Authority ⁷	2,641,090	22,667,753	2,428,908
New Jersey Toll Agencies ⁸	5,122,693	44,718,949	4,756,262
Port Authority of NY and NJ	3,221,979	28,703,285	3,139,388
New York State Bridge Authority	259,796	2,135,596	233,845
Massachusetts Turnpike Authority ⁹	549,410	4,469,959	519,268
Pennsylvania Turnpike Commission	246,076	2,144,748	228,467
Maryland Transportation Authority	233,261	2,394,955	233,438
Virginia Department of Transportation ¹⁰	135,569	1,159,208	107,183
Delaware River Joint Toll Bridge Commission	220,577	1,980,334	215,737
New Hampshire Department of Transportation	115,652	933,547	91,977
Delaware Department of Transportation	237,463	2,193,574	222,715
Other ¹¹	<u>369,867</u>	<u>2,934,340</u>	<u>340,070</u>
Total	13,353,433	116,436,248	12,517,258

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				
	September 2013	YTD 2013	YTD 2012	
Accounts Opened:				
Internet	7,254	64,282	54,539	
Walk-In	1,774	17,274	17,664	
Mail/Phone ¹²	287	6,171	9,541	
On-The-Go	<u>9,047</u>	<u>85,328</u>	<u>106,970</u>	
Total Accounts Opened	18,362	173,055	188,714	
Total Active Accounts		2,584,471	2,364,790	
Number of E-ZPass Tags Issued ¹³	44,364	400,143	433,992	
Total Active Tags ¹⁴		4,199,573	3,866,848	
Total Reload Cards Distributed ¹⁵	3,339	70,358	N/A	
Reload Card % of Cash Replenishments ¹⁵	13.6%	12.2%	N/A	

Customer Service Indicators				
	September 2013	YTD 2013	YTD 2012	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	249,989	2,202,992	2,153,463	
Automated System	<u>413,394</u>	<u>3,392,459</u>	<u>3,082,838</u>	
Total Phone Calls Answered	663,383	5,595,451	5,236,301	
Average Phone Call Waiting Time (in min.):				
Customer Service Representatives	0.21	0.17	0.24	
Commercial Unit	0.28	0.32	0.36	
Avg. Monthly B&T E-ZPass Trips Per Account	6.05	6.40	6.65	
Average Number of Active Tags Per Account	1.62	1.62	1.65	

E-ZPass Tag Replacement Program				
	September 2013	YTD 2013	2011-2013	
Number of Replacement Tags Mailed	39,609	228,375	1,378,687	
Number of Tags Returned ¹⁶	1,779	199,182	1,320,750	
Number of Tags Pending Return	N/A	N/A	57,937	

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
October 2011 through September 2013**



