



Bridges and Tunnels

E-ZPass Performance Report October 2013



MTA Bridges and Tunnels
E-ZPASS Performance Report
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E-ZPass Performance at All B&T Facilities¹			
	October 2013	Year to Date	October 2012
Total E-ZPass Traffic ²	21,208,781	198,198,908	18,899,140
E-ZPass Market Share: Total	84.6%	83.2%	82.4%
Cars	84.1%	82.5%	81.8%
Trucks	92.0%	91.5%	91.2%

Weekday E-ZPass Performance by Facility^{1,2}			
Facility	October Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	86,998	81.2%	78.4%
Cross Bay Veterans Memorial Bridge	18,594	86.3%	85.0%
Henry Hudson Bridge	63,127	95.0%	89.8%
Hugh L. Carey Tunnel ³	47,818	90.0%	88.8%
Marine Parkway-Gil Hodges Memorial Bridge	19,040	88.2%	88.1%
Queens Midtown Tunnel	76,450	89.5%	88.3%
Robert F. Kennedy Bridge - Bronx Plaza	61,925	78.1%	75.2%
Robert F. Kennedy Bridge - Manhattan Plaza	78,683	86.5%	84.5%
Throgs Neck Bridge	94,052	84.9%	83.2%
Verrazano-Narrows Bridge	<u>158,463</u>	<u>87.2%</u>	<u>85.7%</u>
All Facilities	705,150	86.2%	84.0%

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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Weekday Peak Hour E-ZPass Performance by Facility⁴				
Facility	October E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	86.2%	84.2%	83.0%	79.9%
Cross Bay Veterans Memorial Bridge	89.8%	88.8%	86.7%	86.1%
Henry Hudson Bridge	96.4%	92.5%	95.2%	90.9%
Hugh L. Carey Tunnel ³	92.7%	91.8%	90.2%	88.8%
Marine Parkway-Gil Hodges Memorial Bridge	91.8%	91.9%	88.2%	88.7%
Queens Midtown Tunnel	90.9%	90.4%	90.2%	88.3%
Robert F. Kennedy Bridge - Bronx Plaza	83.7%	80.5%	79.4%	76.8%
Robert F. Kennedy Bridge - Manhattan Plaza	89.2%	87.5%	87.3%	85.5%
Throgs Neck Bridge	89.5%	88.4%	85.3%	83.5%
Verrazano-Narrows Bridge ⁵	N/A	N/A	89.8%	89.0%
All Facilities	89.5%	87.8%	87.4%	85.4%

Weekend E-ZPass Performance by Facility¹			
Facility	October Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	84,475	75.1%	72.7%
Cross Bay Veterans Memorial Bridge	14,578	81.9%	80.2%
Henry Hudson Bridge	57,681	92.9%	86.4%
Hugh L. Carey Tunnel ³	40,348	84.3%	83.6%
Marine Parkway-Gil Hodges Memorial Bridge	14,258	85.3%	84.6%
Queens Midtown Tunnel	60,793	83.9%	82.3%
Robert F. Kennedy Bridge - Bronx Plaza	56,335	70.5%	67.6%
Robert F. Kennedy Bridge - Manhattan Plaza	71,066	81.5%	80.2%
Throgs Neck Bridge	87,174	79.3%	77.7%
Verrazano-Narrows Bridge	<u>143,948</u>	80.5%	79.0%
All Facilities	630,656	80.3%	78.2%

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	October 2013 Total B&T E-ZPass Transactions	October 2013 Percentage of B&T Total Transactions	October 2012 Percentage of B&T Total Transactions
New York State Thruway Authority ⁷	1,767,375	7.94%	7.67%
Port Authority of NY and NJ	1,216,480	5.47%	5.46%
New Jersey Toll Agencies ⁸	1,215,564	5.46%	5.78%
Massachusetts Turnpike Authority ⁹	123,590	0.56%	0.53%
Pennsylvania Turnpike Commission	83,259	0.37%	0.35%
Maryland Transportation Authority	38,373	0.17%	0.16%
Virginia Department of Transportation ¹⁰	22,731	0.10%	0.10%
New Hampshire Department of Transportation	13,911	0.06%	0.07%
Delaware Department of Transportation	12,132	0.05%	0.06%
Delaware River Joint Toll Bridge Commission	11,293	0.05%	0.06%
Other ¹¹	<u>43,799</u>	<u>0.20%</u>	<u>0.18%</u>
Total	4,548,507	20.43%	20.42%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	October 2013	YTD 2013	October 2012
New York State Thruway Authority ⁷	2,741,656	25,409,409	2,582,633
New Jersey Toll Agencies ⁸	5,069,984	49,788,933	4,574,882
Port Authority of NY and NJ	3,363,988	32,067,273	3,056,720
New York State Bridge Authority	269,492	2,405,088	258,548
Massachusetts Turnpike Authority ⁹	554,656	5,024,615	485,765
Pennsylvania Turnpike Commission	256,786	2,401,534	232,216
Maryland Transportation Authority	263,281	2,658,236	235,587
Virginia Department of Transportation ¹⁰	140,515	1,299,723	103,258
New Hampshire Department of Transportation	106,104	1,039,651	115,049
Delaware Department of Transportation	217,455	2,411,029	206,293
Delaware River Joint Toll Bridge Commission	215,414	2,195,748	211,140
Other ¹¹	<u>341,986</u>	<u>3,276,326</u>	<u>313,966</u>
Total	13,541,317	129,977,565	12,376,057

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				
	October 2013	YTD 2013	YTD 2012	
Accounts Opened:				
Internet	6,450	70,732	59,132	
Walk-In	1,834	19,108	19,163	
Mail/Phone ¹²	359	6,530	10,262	
On-The-Go	<u>7,670</u>	<u>92,998</u>	<u>116,527</u>	
Total Accounts Opened	16,313	189,368	205,084	
Total Active Accounts		2,585,026	2,385,029	
Number of E-ZPass Tags Issued ¹³	41,374	441,517	473,855	
Total Active Tags ¹⁴		4,195,940	3,886,049	
Total Reload Cards Distributed ¹⁵	3,359	73,216	N/A	
Reload Card % of Cash Replenishments ¹⁵	13.5%	12.3%	N/A	

Customer Service Indicators				
	October 2013	YTD 2013	YTD 2012	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	255,823	2,458,815	2,361,498	
Automated System	<u>423,019</u>	<u>3,815,478</u>	<u>3,401,653</u>	
Total Phone Calls Answered	678,842	6,274,293	5,763,151	
Average Phone Call Waiting Time (in min.):				
Customer Service Representatives	0.14	0.17	0.23	
Commercial Unit	0.29	0.32	0.33	
Avg. Monthly B&T E-ZPass Trips Per Account	6.45	6.40	6.65	
Average Number of Active Tags Per Account	1.62	1.62	1.65	

E-ZPass Tag Replacement Program				
	October 2013	YTD 2013	2011-2013	
Number of Replacement Tags Mailed	24,270	252,705	1,403,017	
Number of Tags Returned ¹⁶	1,655	227,986	1,349,554	
Number of Tags Pending Return	N/A	N/A	53,463	

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 November 2011 through October 2013



