



Bridges and Tunnels

E-ZPass Performance Report November 2013



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

E-ZPass Performance at All B&T Facilities¹			
	November 2013	Year to Date	November 2012
Total E-ZPass Traffic ²	19,576,943	217,775,851	16,798,295
E-ZPass Market Share: Total	84.5%	83.3%	80.2%
Cars	83.9%	82.7%	79.9%
Trucks	92.0%	91.5%	84.0%

Weekday E-ZPass Performance by Facility^{1,2}			
Facility	November Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	84,769	80.9%	78.4%
Cross Bay Veterans Memorial Bridge ³	18,052	86.5%	54.8%
Henry Hudson Bridge	62,808	97.1%	91.4%
Hugh L. Carey Tunnel ⁴	46,374	89.9%	89.5%
Marine Parkway-Gil Hodges Memorial Bridge ³	18,574	88.5%	59.5%
Queens Midtown Tunnel	74,570	89.5%	87.6%
Robert F. Kennedy Bridge - Bronx Plaza	61,354	77.8%	75.2%
Robert F. Kennedy Bridge - Manhattan Plaza	75,436	86.3%	84.8%
Throgs Neck Bridge	93,925	84.9%	82.5%
Verrazano-Narrows Bridge	<u>155,639</u>	<u>86.7%</u>	<u>85.1%</u>
All Facilities	691,501	86.2%	81.7%

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. Tolls were suspended in November 2012 at the Cross Bay and Marine Parkway Bridges by order of the Governor.
4. Formerly Brooklyn-Battery Tunnel

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Weekday Peak Hour E-ZPass Performance by Facility⁵				
Facility	November E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	86.0%	82.7%	81.5%	80.1%
Cross Bay Veterans Memorial Bridge ⁶	89.5%	N/A	86.7%	N/A
Henry Hudson Bridge	98.6%	92.2%	98.1%	90.1%
Hugh L. Carey Tunnel ⁴	92.8%	91.6%	89.9%	89.3%
Marine Parkway-Gil Hodges Memorial Bridge ⁶	91.4%	N/A	88.9%	N/A
Queens Midtown Tunnel	91.2%	90.6%	89.8%	87.5%
Robert F. Kennedy Bridge - Bronx Plaza	83.3%	80.2%	78.8%	76.7%
Robert F. Kennedy Bridge - Manhattan Plaza	88.9%	87.5%	87.5%	85.0%
Throgs Neck Bridge	89.2%	86.8%	85.4%	82.4%
Verrazano-Narrows Bridge ⁷	N/A	N/A	89.5%	87.9%
All Facilities ⁸	89.5%	86.6%	87.3%	84.4%

Weekend E-ZPass Performance by Facility¹			
Facility	November Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	74,827	74.4%	72.4%
Cross Bay Veterans Memorial Bridge ³	14,068	82.5%	54.2%
Henry Hudson Bridge	55,673	95.6%	88.2%
Hugh L. Carey Tunnel ⁴	35,585	84.8%	85.6%
Marine Parkway-Gil Hodges Memorial Bridge ³	13,669	85.7%	62.0%
Queens Midtown Tunnel	60,407	85.3%	83.5%
Robert F. Kennedy Bridge - Bronx Plaza	51,644	70.4%	68.0%
Robert F. Kennedy Bridge - Manhattan Plaza	60,537	80.8%	80.5%
Throgs Neck Bridge	82,745	79.9%	77.4%
Verrazano-Narrows Bridge	<u>130,798</u>	81.1%	79.0%
All Facilities	579,953	80.8%	76.4%

Notes:

5. 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.
6. Tolls were suspended in November 2012 at the Cross Bay and Marine Parkway Bridges by order of the Governor. Hourly count information was not available.
7. AM peak figures are not compiled for the eastbound direction because tolls are collected in westbound lanes only.
8. 2012 figures exclude Cross Bay and Marine Parkway Bridges.

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E-ZPass Interoperability Statistics

B&T E-ZPass Transactions From Other Agencies⁹			
Customer's E-ZPass Agency	November 2013 Total B&T E-ZPass Transactions	November 2013 Percentage of B&T Total Transactions	November 2012 Percentage of B&T Total Transactions
New York State Thruway Authority ¹⁰	1,620,948	7.88%	7.96%
Port Authority of NY and NJ	1,116,004	5.43%	5.35%
New Jersey Toll Agencies ¹¹	1,132,233	5.50%	5.21%
Massachusetts Turnpike Authority ¹²	121,877	0.59%	0.60%
Pennsylvania Turnpike Commission	75,731	0.37%	0.36%
Maryland Transportation Authority	33,339	0.16%	0.17%
Virginia Department of Transportation ¹³	21,326	0.10%	0.10%
New Hampshire Department of Transportation	13,508	0.07%	0.07%
Delaware Department of Transportation	10,968	0.05%	0.06%
Delaware River Joint Toll Bridge Commission	10,194	0.05%	0.06%
Other ¹⁴	<u>41,687</u>	<u>0.20%</u>	<u>0.22%</u>
Total	4,197,815	20.41%	20.15%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	November 2013	YTD 2013	November 2012
New York State Thruway Authority ¹⁰	2,510,005	27,919,414	2,146,288
Port Authority of NY and NJ	3,128,111	35,195,384	2,901,698
New Jersey Toll Agencies ¹¹	4,766,335	54,555,268	4,257,489
New York State Bridge Authority	237,116	2,642,204	204,445
Massachusetts Turnpike Authority ¹²	490,330	5,514,945	455,944
Pennsylvania Turnpike Commission	231,912	2,633,446	213,897
Maryland Transportation Authority	244,524	2,902,760	228,261
Virginia Department of Transportation ¹³	129,931	1,429,654	103,981
New Hampshire Department of Transportation	81,934	1,121,585	74,759
Delaware Department of Transportation	208,534	2,619,563	194,782
Delaware River Joint Toll Bridge Commission	203,525	2,399,273	189,776
Other ¹⁴	<u>275,210</u>	<u>3,551,536</u>	<u>260,638</u>
Total	12,507,467	142,485,032	11,231,958

Notes:

9. "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."
10. Includes Buffalo and Fort Erie Public Bridge Authority beginning in July 2012.
11. 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.
12. Includes Massachusetts Port Authority.
13. 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.
14. 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				
	November 2013	YTD 2013	YTD 2012	
Accounts Opened:				
Internet	6,139	76,871	63,141	
Walk-In	1,650	20,758	20,377	
Mail/Phone ¹⁵	214	6,744	10,884	
On-The-Go	<u>6,887</u>	<u>99,885</u>	<u>125,681</u>	
Total Accounts Opened	14,890	204,258	220,083	
Total Active Accounts		2,586,417	2,390,659	
Number of E-ZPass Tags Issued ¹⁶	35,151	476,668	507,931	
Total Active Tags ¹⁷		4,179,090	3,902,353	
Total Reload Cards Distributed ¹⁸	2,786	76,141	N/A	
Reload Card % of Cash Replenishments ¹⁸	14.7%	12.5%	N/A	

Customer Service Indicators				
	November 2013	YTD 2013	YTD 2012	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	211,691	2,670,506	2,572,520	
Automated System	<u>401,812</u>	<u>4,217,290</u>	<u>3,699,904</u>	
Total Phone Calls Answered	613,503	6,887,796	6,272,424	
Average Phone Call Waiting Time (in min.):				
Customer Service Representatives	0.10	0.16	0.22	
Commercial Unit	0.22	0.31	0.30	
Avg. Monthly B&T E-ZPass Trips Per Account	5.95	6.40	6.65	
Average Number of Active Tags Per Account	1.62	1.62	1.65	

E-ZPass Tag Replacement Program				
	November 2013	YTD 2013	2011-2013	
Number of Replacement Tags Mailed	4,740	257,477	1,407,789	
Number of Tags Returned ¹⁹	18,224	249,281	1,370,849	
Number of Tags Pending Return	N/A	N/A	36,940	

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

16. 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.

17. 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.

18. 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.

19. 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 December 2011 through November 2013



