



Bridges and Tunnels

E-ZPass Performance Report December 2013



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

E-ZPass Performance at All B&T Facilities¹			
	December 2013	Year to Date	December 2012
Total E-ZPass Traffic ²	19,314,539	237,009,697	19,071,682
E-ZPass Market Share: Total	83.9%	83.3%	81.5%
Cars	83.3%	82.7%	80.8%
Trucks	92.3%	91.6%	90.0%

Weekday E-ZPass Performance by Facility^{1,2}			
Facility	December Average E-ZPass Weekday Traffic and Market Share		
	2013 Average Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	83,313	80.1%	78.0%
Cross Bay Veterans Memorial Bridge	17,482	86.6%	79.2%
Henry Hudson Bridge	59,086	94.4%	93.2%
Hugh L. Carey Tunnel ³	44,549	90.3%	89.3%
Marine Parkway-Gil Hodges Memorial Bridge	17,852	88.6%	81.1%
Queens Midtown Tunnel	73,711	89.1%	87.7%
Robert F. Kennedy Bridge - Bronx Plaza	59,119	77.3%	75.3%
Robert F. Kennedy Bridge - Manhattan Plaza	74,605	85.7%	84.4%
Throgs Neck Bridge	89,338	84.6%	82.8%
Verrazano-Narrows Bridge	<u>153,460</u>	<u>86.6%</u>	<u>84.8%</u>
All Facilities	672,515	85.6%	83.6%

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	December E-ZPass Market Share			
	2013 AM Peak	2012 AM Peak	2013 PM Peak	2012 PM Peak
Bronx-Whitestone Bridge	85.5%	83.5%	81.7%	79.2%
Cross Bay Veterans Memorial Bridge	89.5%	83.1%	87.2%	79.1%
Henry Hudson Bridge	97.5%	92.3%	96.7%	90.2%
Hugh L. Carey Tunnel ³	93.0%	91.8%	90.5%	89.2%
Marine Parkway-Gil Hodges Memorial Bridge	91.7%	82.9%	88.7%	80.9%
Queens Midtown Tunnel	90.9%	90.4%	89.3%	87.5%
Robert F. Kennedy Bridge - Bronx Plaza	82.9%	80.6%	78.1%	76.4%
Robert F. Kennedy Bridge - Manhattan Plaza	88.5%	87.3%	85.9%	84.7%
Throgs Neck Bridge	89.2%	87.6%	85.2%	83.3%
Verrazano-Narrows Bridge ⁵	N/A	N/A	89.2%	88.0%
All Facilities	89.2%	86.8%	86.8%	84.2%

Weekend E-ZPass Performance by Facility¹			
Facility	December Average E-ZPass Weekend Traffic and Market Share		
	2013 Avg. Traffic	2013 Market Share	2012 Market Share
Bronx-Whitestone Bridge	70,101	74.5%	71.3%
Cross Bay Veterans Memorial Bridge	12,917	83.0%	76.0%
Henry Hudson Bridge	47,779	92.5%	89.9%
Hugh L. Carey Tunnel ³	30,744	86.5%	85.2%
Marine Parkway-Gil Hodges Memorial Bridge	12,809	86.4%	79.0%
Queens Midtown Tunnel	57,219	84.8%	82.7%
Robert F. Kennedy Bridge - Bronx Plaza	45,477	69.7%	66.8%
Robert F. Kennedy Bridge - Manhattan Plaza	56,298	81.2%	79.0%
Throgs Neck Bridge	73,511	79.2%	77.1%
Verrazano-Narrows Bridge	<u>129,055</u>	81.0%	79.3%
All Facilities	535,910	80.5%	77.9%

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	December 2013 Total B&T E-ZPass Transactions	December 2013 Percentage of B&T Total Transactions	December 2012 Percentage of B&T Total Transactions
New York State Thruway Authority ⁷	1,630,691	8.01%	8.04%
Port Authority of NY and NJ	1,123,402	5.52%	5.67%
New Jersey Toll Agencies ⁸	1,172,141	5.76%	5.84%
Massachusetts Turnpike Authority ⁹	138,244	0.68%	0.68%
Pennsylvania Turnpike Commission	84,600	0.42%	0.40%
Maryland Transportation Authority	41,797	0.21%	0.20%
Virginia Department of Transportation ¹⁰	30,607	0.15%	0.12%
New Hampshire Department of Transportation	15,221	0.07%	0.07%
Delaware Department of Transportation	13,565	0.07%	0.06%
Delaware River Joint Toll Bridge Commission	10,803	0.05%	0.07%
Other ¹¹	<u>44,911</u>	<u>0.22%</u>	<u>0.22%</u>
Total	4,305,982	21.16%	21.38%

Other Agency B&T E-ZPass Transactions			
Agency Used By B&T Customers	December 2013	YTD 2013	December 2012
New York State Thruway Authority ⁷	2,417,806	30,337,220	2,354,479
Port Authority of NY and NJ	3,128,165	38,323,549	3,146,196
New Jersey Toll Agencies ⁸	4,673,182	59,228,450	4,652,297
New York State Bridge Authority	217,397	2,859,601	214,491
Massachusetts Turnpike Authority ⁹	473,190	5,988,135	414,381
Pennsylvania Turnpike Commission	228,203	2,861,649	218,271
Maryland Transportation Authority	293,180	3,195,940	252,275
Virginia Department of Transportation ¹⁰	125,664	1,555,318	107,363
New Hampshire Department of Transportation	85,990	1,207,575	71,280
Delaware Department of Transportation	237,973	2,857,536	202,630
Delaware River Joint Toll Bridge Commission	202,126	2,601,399	193,272
Other ¹¹	<u>270,078</u>	<u>3,821,614</u>	<u>243,045</u>
Total	12,352,954	154,837,986	12,069,980

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				
	December 2013	YTD 2013	YTD 2012	
Accounts Opened:				
Internet	5,580	82,451	67,839	
Walk-In	1,477	22,235	21,915	
Mail/Phone ¹²	273	7,017	11,599	
On-The-Go	<u>6,371</u>	<u>106,256</u>	<u>134,364</u>	
Total Accounts Opened	13,701	217,959	235,717	
Total Active Accounts		2,617,162	2,397,263	
Number of E-ZPass Tags Issued ¹³	33,885	510,553	544,099	
Total Active Tags ¹⁴		4,210,558	3,911,424	
Total Reload Cards Distributed ¹⁵	2,414	78,408	N/A	
Reload Card % of Cash Replenishments ¹⁵	14.2%	12.7%	N/A	

Customer Service Indicators				
	December 2013	YTD 2013	YTD 2012	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	226,492	2,896,998	2,761,540	
Automated System	<u>407,000</u>	<u>4,624,290</u>	<u>3,994,828</u>	
Total Phone Calls Answered	633,492	7,521,288	6,756,368	
Average Phone Call Waiting Time (in min.):				
Customer Service Representatives	0.12	0.16	0.22	
Commercial Unit	0.30	0.31	0.28	
Avg. Monthly B&T E-ZPass Trips Per Account	5.77	6.34	6.65	
Average Number of Active Tags Per Account	1.61	1.62	1.65	

E-ZPass Tag Replacement Program				
	December 2013	YTD 2013	2011-2013	
Number of Replacement Tags Mailed	19,901	277,380	1,427,692	
Number of Tags Returned ¹⁶	13,114	268,007	1,389,575	
Number of Tags Pending Return	N/A	N/A	38,117	

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
January 2012 through December 2013**



