



BRIDGES AND TUNNELS KEY PERFORMANCE METRICS

September 2025

mta.info



Infrastructure meeting nature - the Verrazzano-Narrows Bridge in the early morning haze.



This performance metrics document was prepared for the September 2025 meeting of the Bridges and Tunnels Committee.

130 Livingston Street • Brooklyn, NY 11201
September 29, 2025

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Visit <https://new.mta.info/transparency/board-and-committee-meetings> or scan the QR code for Board action staff summaries, administrative items, and information items.



Data in this report is current as of the publication date. For the most up-to-date data, visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of Bridges and Tunnels metrics.



Bridges and Tunnels

MESSAGE FROM THE PRESIDENT



Catherine Sheridan
President, Bridges and Tunnels

As we move into the autumn season, I am proud to reflect on the remarkable achievements of MTA Bridges and Tunnels over the past year. Our team continues to demonstrate leadership, innovation, and dedication, advancing our mission to keep New York moving safely, efficiently, and sustainably.

One of the highlights of 2025 has been the continued success of the Congestion Relief Zone (CRZ). Since its launch in January, the program has reduced traffic throughout the region, improving travel times across all major crossings. Morning peak travel times have decreased significantly on bridges and tunnels entering Manhattan, with reductions as high as 36 percent in the Holland Tunnel and 23 percent on the Williamsburg Bridge, while the number of vehicles entering the zone is down by 12% since congestion pricing started. These improvements have enhanced safety, reduced gridlock, and elevated the quality of life for New Yorkers, while generating critical revenue to fund transit improvements across the city and region. The program continues to receive awards from leading industry groups including the American Public Transportation Association Innovation Award and the International Bridge, Tunnel and Turnpike Association Social Responsibility Award.

On October 15th, we will also be celebrating the 30th anniversary of E-ZPass. MTA Bridges and Tunnels was one of seven founding members of an interagency working group that created a single, compatible transponder system accepted throughout the region. Since its introduction three decades ago, the system has evolved to support open road tolling and cashless operations, significantly reducing congestion at toll points and streamlining travel for millions of drivers each year. This technology remains a cornerstone of our commitment to innovation and operational excellence.

Safety and enforcement remain central to our mission. In August, our multi-agency task force targeting “ghost cars” — vehicles with fraudulent, altered, or obstructed license plates — conducted its 100th operation since March 2024, resulting in the removal of more than 5,400 vehicles from our streets and

significant reductions in unbillable tolls. These efforts, in partnership with federal, state, and local law enforcement, ensure accountability on our roadways and protect the public from unsafe driving practices.

Just this past weekend, MTA Bridges and Tunnels supported the 24th Tunnel to Towers 5K Run & Walk, which brought together 30,000 participants to honor the legacy of FDNY firefighter Stephen Siller, who lost his life on September 11, 2001, after donning his gear and running through the Hugh L. Carey Tunnel to the Twin Towers. I want to commend our employees and partners who all worked to ensure that the event ran safely and was respectful of the occasion.

These achievements reflect a broader commitment to innovation, service, and public safety. I extend my sincere gratitude to our employees, partners, and stakeholders whose efforts make these successes possible. Together, we are creating a safer, more efficient, and more resilient transportation network for all New Yorkers.

12%

reduction in number
of vehicles in the
Congestion Relief
Zone

5,488

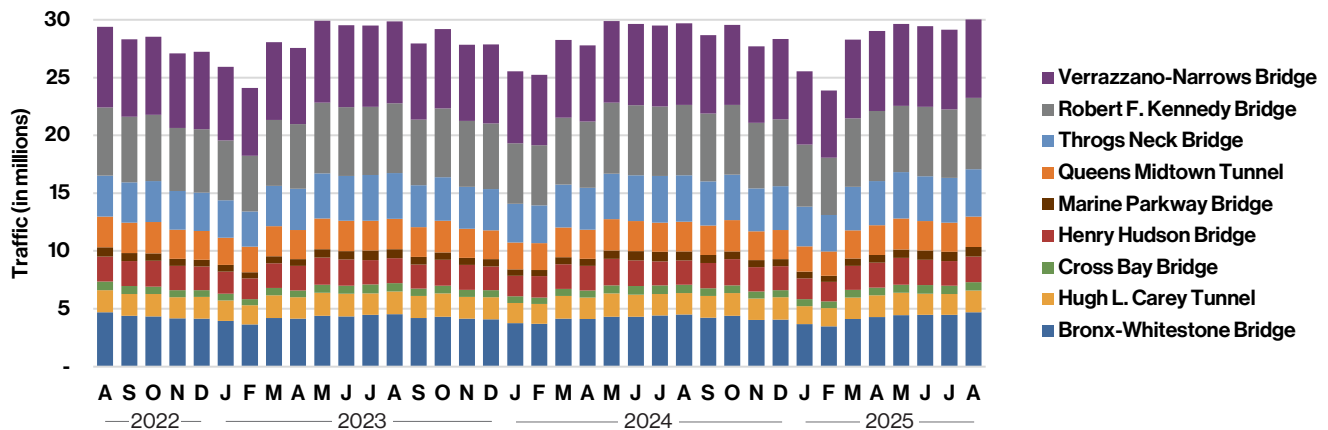
vehicles towed
through multi-
agency task force
efforts

Bridges and Tunnels

TRAFFIC

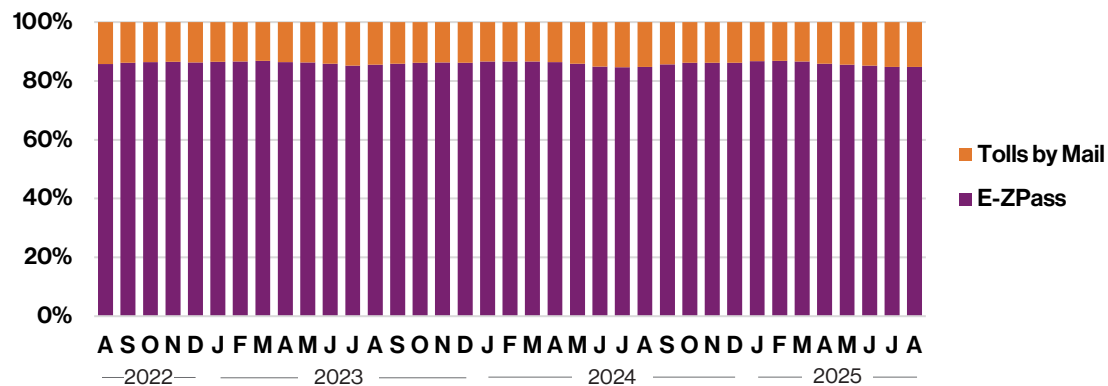
Total Traffic by Facility

The number of vehicles crossing each MTA Bridges and Tunnels facility.



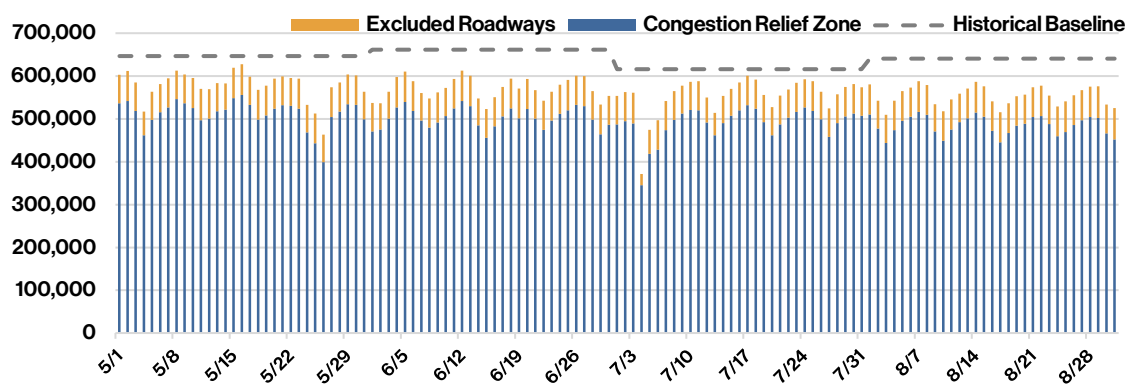
Payment Method (Preliminary)

Preliminary assessment of a vehicle's payment method at the time of crossing a MTA Bridges and Tunnels facility.



Congestion Relief Zone Vehicle Entries

The number of vehicles entering the Congestion Relief Zone and excluded roadways.



TRAFFIC

Data Review

Total traffic at MTA Bridges and Tunnels facilities increased by 330,378 vehicles or 1.1% in August 2025 over July traffic, with a slight increase for most facilities, the largest increase being 2.2% at the Hugh L. Carey Tunnel and 2.1% at the Henry Hudson Bridge. The Marine Parkway Bridge and Cross Bay Bridge traffic decreases of 4.0% and 5.3% respectively represent typical seasonal variations with traffic to the Rockaways peaking in July and continuing to decline through the end of the year.

In August 2025, year-to-date traffic increased slightly compared to 2024 by a total of 879,992 or 0.4%, with slight increases at most facilities except the two tunnels. The largest increases in year-to-date traffic were a 2.5% increase at the Marine Parkway Bridge, 2.2% at the Cross Bay Bridge, and 1.8% at the Bronx-Whitestone Bridge. Year-to-date traffic decreased by 3.6% to 2.1% at the Hugh L. Carey and Queens Midtown tunnels respectively. All other facilities were up by less than 1%.

Year-over-year traffic in August was up for 2025 by a total of 725,527 or 2.4% compared to 2024. All facilities saw increases ranging from 1.2% to 6.4%.

In August, average daily entries to the Congestion Relief Zone (CRZ) were 1% lower than in July. Entries to the Central Business District (CBD) which includes the CRZ and excluded roadways, were 14% lower than the historical August average, tied with June for the largest percentage decrease in average daily entries compared to baseline since the program began on January 5.

Moving Forward

Traffic volumes are anticipated to decrease after summer highs based on typical seasonal traffic patterns.

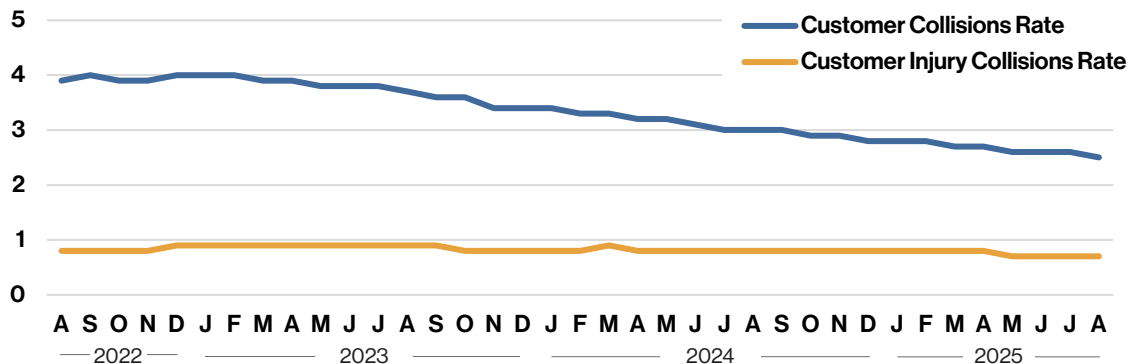
Historically, vehicle entries to the CBD increase in August before falling again in September, so average daily entries in September will likely be lower than in August.

Bridges and Tunnels

SAFETY

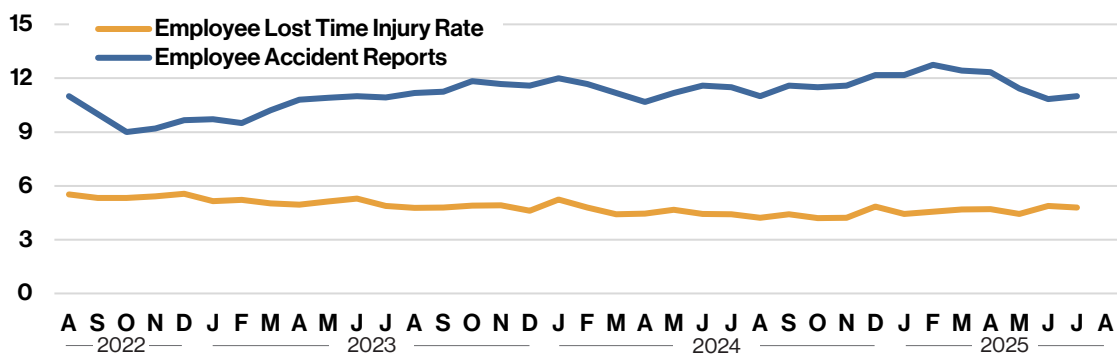
Customer Collision Rate and Customer Collision Injury Rate

The rate of customer vehicle collisions per one million vehicles and the rate of customer injuries from collisions per one million vehicles (12-month rolling average).



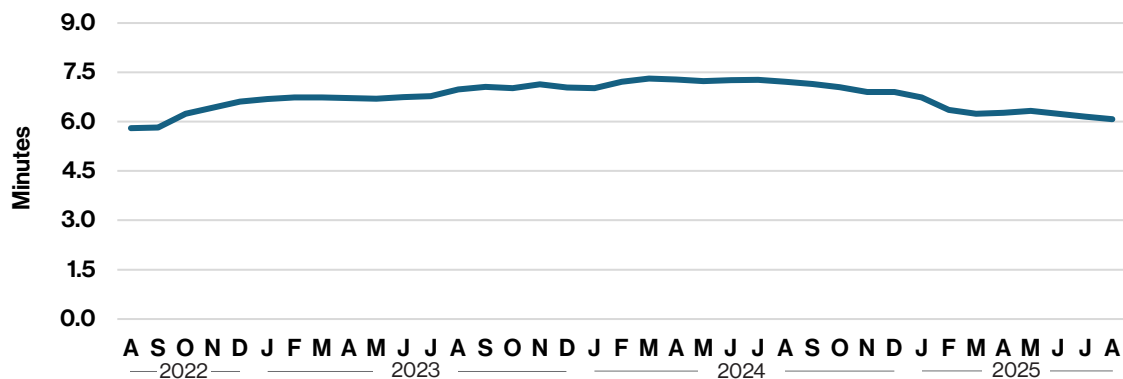
Employee Lost Time Injury Rate and Employee Accident Reports

The rate of employee lost time accidents per 200,000 hours worked and the number of reported employee accidents (12-month rolling average).



Incident Response Time

The average time between when an incident is reported and when emergency vehicles respond (12-month rolling average).



SAFETY

Data Review

In August 2025, MTA Bridges and Tunnels recorded a total collision rate of 2.5 per million vehicles, representing a 16.6 % reduction when compared with August 2024 (3.0 per million vehicles). Collisions with injury rate also declined, with a reported rate of 0.7 per million vehicles, reflecting a 12.5 % decrease from the same period last year (0.8 per million vehicles).

The lost-time injury rate for July 2025 was 4.8, which constitutes a 9.1 % increase relative to July 2024, when the rate was 4.4.

Operational performance continued to improve, as the average incident response time in August 2025 was reported at 6.1 minutes, marking a 16.4 % improvement compared with 7.3 minutes in August 2024.

Moving Forward

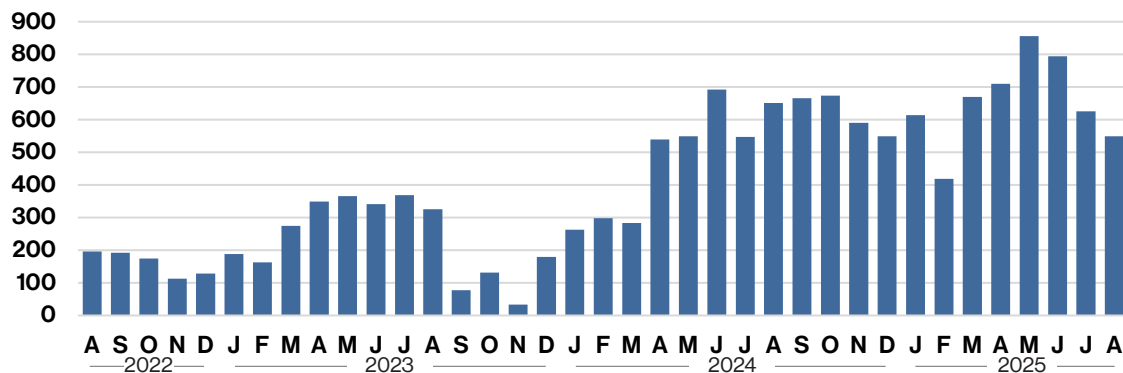
MTA Bridges and Tunnels staff and our joint partners will continue to focus on engineering, education, and enforcement to further reduce collisions.

Facility-specific efforts include developing safe work practices, conducting high-hazard work safety reviews, and increasing task-specific safety training to reduce our lost time injury rate. In addition, we are releasing facility-specific safety reports focusing on identifying injury causes/trends, closure of compliance findings, and tracking site-specific safety initiatives.

Bridges and Tunnels ENFORCEMENT

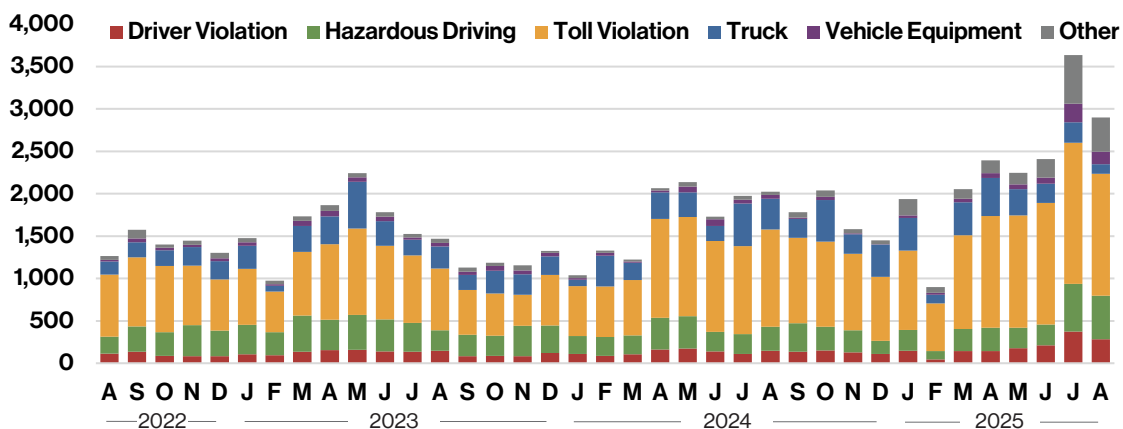
Roadway Interdictions

The number of vehicles interdicted by MTA Bridges and Tunnels officers. Data for early March 2025 and later excludes the Bronx-Whitestone and Throgs Neck bridges.



Summonses

The number of summonses issued. Data includes MTA Bridges and Tunnels/MTAPD joint enforcement.



Data Review

In July and August 2025, 625 and 549 vehicles were interdicted for persistent toll violations, respectively. Additionally, over 6,500 summonses were issued on MTA Bridges and Tunnels facilities during the same period. Enforcement remains strong, as the number of persistent toll violator interdictions and summonses issued during the first half of 2025 have been the highest over the past three years.

Moving Forward

MTA Bridges and Tunnels remains laser focused on revenue protection and recovery with an emphasis on safety and security as key factors in delivering service. With the recent addition of the Suffolk County Sheriff's Office, we currently have 16 partners involved in the multi-agency task force. We will continue to conduct targeted operations based on metrics and identify additional partners to expand the multi-agency task force.



FINANCIAL RESULTS

2025 Revenues & Expenses, August Year-to-Date

\$ in millions

Bridge and Tunnel Facilities	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$1,737.6	\$1,742.4	\$4.8
Toll Revenue	\$1,712.4	\$1,718.1	\$5.6
Other Revenue	\$25.2	\$24.4	(\$0.8)
Total Non-Reimbursable Expenses	\$309.3	\$314.8	(\$5.4)
Labor Expenses	\$159.9	\$161.8	(\$1.9)
Non-Labor Expenses	\$149.4	\$153.0	(\$3.5)
Non Cash Liabilities	\$154.7	\$158.5	(\$3.8)
Net Surplus / (Deficit) - Accrued	\$1,428.2	\$1,427.6	(\$0.6)

Total Support to Mass Transit	\$1,077.4	\$1,130.3	\$52.9
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Congestion Relief Zone	Budget	Actual	Variance
Toll Revenue	\$457.2	\$449.4	(\$7.8)
Program Expenses	\$97.1	\$84.6	\$12.5
Net Surplus / (Deficit) - Accrued	\$360.1	\$364.8	\$4.7

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	943	825	118
Reimbursable	61	73	(12)
Total Positions	1,004	898	106

Data Review

Year-to-date toll revenue is favorable by \$5.6 million, primarily due to higher than forecasted average toll revenue yield per vehicle. Total non-reimbursable expenses are unfavorable by \$5.4 million, due to higher than forecast labor expenses and the timing of non-labor expenses. Total support to mass transit is \$1,130.3 million, which is favorable by \$52.9 million.

Moving Forward

The Agency remains dedicated to keeping its facilities in a state of good repair and providing support to mass transit. These goals are accomplished by implementing cost-effective strategies for operational efficiencies and management of expenses.

Bridges and Tunnels

MAJOR PROJECTS

Cable Dehumidification Underway



Last month MTA Construction & Development awarded a \$249 million design-build contract to Skanska Koch Inc. for dehumidification of the main cables of the Verrazzano-Narrows Bridge. This contract marks the second of MTA Bridges and Tunnels four suspension bridges to receive this lifespan-extending technology.

Under the new system, elastic sheaths will be installed to encase each of the bridge's massive main cables—each made up of more than 26,000 wires. Dry air will then be pumped into the cables to bring the relative humidity within the cable wires below 40%. Removing moisture inhibits the corrosion process, preventing cable wires from breaking. The system is expected to extend the service life of the main cables—and therefore the bridge—by a minimum of 50 years. This technology has been used successfully on bridges in Japan and more recently on the George Washington Bridge.

In addition to cable dehumidification, the four-year contract will include replacement of bridge lights, hand ropes and the hardware attaching the main cables to the roadway suspension ropes. An acoustic monitoring system for tracking of conditions within the main cables will also be installed.

A similar installation is underway on the Queens Suspended Span of the Robert F. Kennedy Bridge under a contract awarded at the end of 2023. Dehumidification of the cables on the Bronx-Whitestone and Throgs Neck bridges is planned under the recently approved 2025-2029 MTA Capital Plan, at a total estimated cost of \$217 million.



ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY AND BRIDGES AND TUNNELS

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000 square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

MTA Bridges and Tunnels is comprised of over 1,000 employees and operates seven bridges and two tunnels in New York City, handling over 330 million vehicle crossings every year in addition to managing the Congestion Relief Zone.

The MTA is governed by a 23-member Board, organized in eight committees. Members of the Bridges and Tunnels Committee include:

- David Mack, Chair
- Andrew Albert
- Samuel Chu
- Randolph Glucksman
- James O'Donnell
- Lisa Sorin
- Midori Valdivia

