



# **Bridges and Tunnels**

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## **E-ZPass Performance Report December 2012**



**MTA Bridges and Tunnels**  
**E-ZPASS Performance Report**  
**December 2012**  
Preliminary data subject to final audit

<b>E-ZPass Performance at All B&amp;T Facilities<sup>1</sup></b>			
	December 2012	Year to Date	December 2011
Total E-ZPass Traffic <sup>2</sup>	19,071,682	228,905,226	18,998,325
E-ZPass Market Share: Total	81.7%	81.0%	80.2%
Cars	81.0%	80.3%	79.4%
Trucks	90.2%	90.2%	91.0%

<b>Weekday E-ZPass Performance by Facility<sup>1,2</sup></b>			
Facility	December Average E-ZPass Weekday Traffic and Market Share		
	2012 Average Traffic	2012 Market Share	2011 Market Share
Bronx-Whitestone Bridge	85,023	78.3%	75.7%
Cross Bay Veterans Memorial Bridge	17,911	79.4%	81.9%
Henry Hudson Bridge	58,566	93.2%	87.8%
Hugh L. Carey Tunnel <sup>3</sup>	41,362	89.2%	87.5%
Marine Parkway-Gil Hodges Memorial Bridge	19,426	81.6%	86.0%
Queens Midtown Tunnel	71,572	87.8%	85.7%
Robert F. Kennedy Bridge - Bronx Plaza	56,709	75.4%	72.8%
Robert F. Kennedy Bridge - Manhattan Plaza	74,421	84.6%	82.2%
Throgs Neck Bridge	88,780	83.0%	81.2%
Verrazano-Narrows Bridge	<u>158,341</u>	85.0%	84.2%
All Facilities	672,111	83.8%	82.0%

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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<b>Weekday Peak Hour E-ZPass Performance by Facility<sup>4</sup></b>				
Facility	December E-ZPass Market Share			
	2012 AM Peak	2011 AM Peak	2012 PM Peak	2011 PM Peak
Bronx-Whitestone Bridge	83.5%	81.8%	79.2%	76.6%
Cross Bay Veterans Memorial Bridge	83.1%	86.8%	79.1%	83.4%
Henry Hudson Bridge	92.3%	90.7%	90.2%	88.5%
Hugh L. Carey Tunnel <sup>3</sup>	91.8%	90.9%	89.2%	87.2%
Marine Parkway-Gil Hodges Memorial Bridge	82.9%	88.8%	80.9%	86.4%
Queens Midtown Tunnel	90.4%	88.3%	87.5%	86.3%
Robert F. Kennedy Bridge - Bronx Plaza	80.6%	78.7%	76.4%	74.8%
Robert F. Kennedy Bridge - Manhattan Plaza	87.3%	85.6%	84.7%	82.3%
Throgs Neck Bridge	87.6%	86.4%	83.3%	81.8%
Verrazano-Narrows Bridge <sup>5</sup>	N/A	N/A	88.0%	87.6%
All Facilities	86.8%	85.8%	84.2%	83.2%

<b>Weekend E-ZPass Performance by Facility<sup>1</sup></b>			
Facility	December Average E-ZPass Weekend Traffic and Market Share		
	2012 Avg. Traffic	2012 Market Share	2011 Market Share
Bronx-Whitestone Bridge	71,099	71.5%	68.8%
Cross Bay Veterans Memorial Bridge	13,980	76.1%	78.0%
Henry Hudson Bridge	46,597	89.9%	84.8%
Hugh L. Carey Tunnel <sup>3</sup>	29,492	85.5%	83.2%
Marine Parkway-Gil Hodges Memorial Bridge	15,134	79.8%	82.8%
Queens Midtown Tunnel	54,819	83.0%	81.5%
Robert F. Kennedy Bridge - Bronx Plaza	44,116	67.2%	64.0%
Robert F. Kennedy Bridge - Manhattan Plaza	56,020	79.4%	77.6%
Throgs Neck Bridge	73,369	77.5%	76.3%
Verrazano-Narrows Bridge	<u>134,396</u>	79.4%	78.1%
All Facilities	539,022	78.2%	76.5%

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>B&amp;T E-ZPass Transactions From Other Agencies <sup>6</sup></b>			
Customer's E-ZPass Agency	December 2012 Total B&T E-ZPass Transactions	December 2012 Percentage of B&T Total Transactions	December 2011 Percentage of B&T Total Transactions
New York State Thruway Authority <sup>7</sup>	1,656,932	8.06%	7.57%
Port Authority of NY and NJ	1,169,788	5.69%	5.59%
New Jersey Toll Agencies <sup>8</sup>	1,204,198	5.86%	5.55%
Massachusetts Turnpike Authority <sup>9</sup>	139,334	0.68%	0.58%
Pennsylvania Turnpike Commission	82,902	0.40%	0.34%
Maryland Transportation Authority	40,293	0.20%	0.17%
Virginia Department of Transportation <sup>10</sup>	25,089	0.12%	0.10%
New Hampshire Department of Transportation	14,787	0.07%	0.06%
Delaware River Joint Toll Bridge Commission	14,305	0.06%	0.06%
Delaware Department of Transportation	13,359	0.07%	0.07%
Other <sup>11</sup>	<u>46,241</u>	<u>0.22%</u>	<u>0.16%</u>
Total	4,407,228	21.43%	20.25%

<b>Other Agency B&amp;T E-ZPass Transactions</b>			
Agency Used By B&T Customers	December 2012	YTD 2012	December 2011
New York State Thruway Authority <sup>7</sup>	2,354,479	28,654,246	2,266,054
Port Authority of NY and NJ	3,146,196	37,286,638	3,112,202
New Jersey Toll Agencies <sup>8</sup>	4,652,297	57,240,500	4,483,968
New York State Bridge Authority	214,491	2,717,720	209,184
Massachusetts Turnpike Authority <sup>9</sup>	414,381	5,522,097	392,381
Pennsylvania Turnpike Commission	218,271	2,666,184	205,426
Maryland Transportation Authority	252,275	2,968,636	226,313
Virginia Department of Transportation <sup>10</sup>	107,363	1,257,092	89,557
New Hampshire Department of Transportation	71,280	1,100,695	66,635
Delaware River Joint Toll Bridge Commission	193,272	2,503,990	193,138
Delaware Department of Transportation	202,630	2,686,216	189,531
Other <sup>11</sup>	<u>243,045</u>	<u>3,571,939</u>	<u>217,305</u>
Total	12,069,980	148,175,953	11,651,694

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 2011.
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, and Ohio Turnpike Commission.

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**E-ZPass Customer Service Statistics**

<b>MTA Bridges and Tunnels Customers</b>				
	December 2012	YTD 2012	YTD 2011	
Accounts Opened:				
Internet	4,698	67,839	81,125	
Walk-In	1,538	21,915	28,640	
Mail/Phone	715	11,599	9,088	
On-The-Go	<u>7,647</u>	<u>117,768</u>	<u>46,089</u>	
Total Accounts Opened	14,598	219,121	164,942	
Total Active Accounts		2,397,263	2,143,131	
Number of E-ZPass Tags Issued <sup>12</sup>	36,168	544,099	378,084	
Total Active Tags <sup>13</sup>		3,911,424	3,669,673	

<b>Customer Service Indicators</b>				
	December 2012	YTD 2012	YTD 2011	
Phone Calls Answered by Customer Service Center:				
Customer Service Representatives	189,020	2,761,540	2,614,776	
Automated System	<u>294,924</u>	<u>3,994,828</u>	<u>3,672,172</u>	
Total Phone Calls Answered	483,944	6,756,368	6,286,948	
Average Phone Call Waiting Time (in min.):				
Customer Service Representatives	0.10	0.22	0.36	
Commercial Unit	0.28	0.28	0.38	
Avg. Monthly B&T E-ZPass Trips Per Account	6.13	6.48	7.00	
Average Number of Active Tags Per Account	1.63	1.63	1.71	

<b>E-ZPass Tag Replacement Program</b>				
	December 2012	YTD 2012	2011-2012	
Number of Replacement Tags Mailed	22,237	418,107	1,150,312	
Number of Tags Returned <sup>14</sup>	27,589	458,497	1,121,568	
Number of Tags Pending Return	N/A	N/A	28,744	

12. 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.

13. 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.

14. Includes tags returned, reported as lost or stolen by the customer, and deactivated. Also, includes tags mailed in 2011 but returned in 2012.

**MTA Bridges and Tunnels  
E-ZPass Market Shares  
January 2011 to December 2012**

