2014 Customer Satisfaction Survey
MTA Bridges and Tunnels
Context

- Key events which occurred over the last 12 months include:
  - Intense winter storms brought over 50 inches of snowfall
  - Year Two of the AET pilot implemented at the Henry Hudson Bridge
  - Ongoing construction at the Verrazano-Narrows, Bronx-Whitestone, and Robert F. Kennedy Bridges
Key Findings

- Overall B&T satisfaction levels are similar to 2013 levels
- Customers are very satisfied with All-Electronic Tolling at the Henry Hudson Bridge
- Consistent with previous years, travelers are most satisfied with the following service attributes: E-ZPass performance, appearance and cleanliness, lighting, and safety and security
- Ease of Crossing and Road Conditions are the strongest drivers of overall satisfaction
  - Frustration with the most recent winter may have led to a decrease in Road Conditions. Despite the challenges of winter, overall satisfaction only decreased marginally for these attributes.
Overall Satisfaction

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>83%</td>
<td>26%</td>
</tr>
<tr>
<td>2013</td>
<td>84%</td>
<td>27%</td>
</tr>
<tr>
<td>2012</td>
<td>85%</td>
<td>28%</td>
</tr>
<tr>
<td>2011</td>
<td>80%</td>
<td>22%</td>
</tr>
<tr>
<td>2010</td>
<td>81%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Top Area = Very Satisfied    Bottom Area = Satisfied

Scale of 1-10; satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10.

Boxed numbers indicate statistical change from 2013 at the 95% confidence level.
Overall Satisfaction by Facility

MTA Bridges and Tunnels

Boxed numbers indicate statistical change from 2013 at the 95% confidence level.
Overall Satisfaction by Payment Type

Boxed numbers indicate statistical change from 2013 at the 95% confidence level.

MTA Bridges and Tunnels
Overall Category Satisfaction

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-ZPass performance</td>
<td>95%</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Appearance &amp; cleanliness</td>
<td>93%</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Lighting</td>
<td>91%</td>
<td>92%</td>
<td>93%</td>
</tr>
<tr>
<td>Safety &amp; security</td>
<td>89%</td>
<td>91%</td>
<td>92%</td>
</tr>
</tbody>
</table>

Boxed numbers indicate statistical change from 2013 at the 95% confidence level.

MTA Bridges and Tunnels
Overall Category Satisfaction (cont.)

Toll plaza operations: 84% (2014), 85% (2013), 85% (2012)

Traveler information services: 79% (2014), 82% (2013), 83% (2012)

Ease of crossing: 78% (2014), 81% (2013), 79% (2012)

Boxed numbers indicate statistical change from 2013 at the 95% confidence level.

MTA Bridges and Tunnels
Overall Category Satisfaction (cont.)

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Road signs</strong></td>
<td>77%</td>
<td>79%</td>
<td>84%</td>
</tr>
<tr>
<td><strong>Road conditions</strong></td>
<td>76%</td>
<td>79%</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Service value</strong></td>
<td>51%</td>
<td>51%</td>
<td>53%</td>
</tr>
</tbody>
</table>

Boxed numbers indicate statistical change from 2013 at the 95% confidence level

MTA Bridges and Tunnels
All-Electronic Tolling

- Henry Hudson Bridge satisfaction has increased significantly in the last year, likely due to the completion of construction as well as All-Electronic Tolling (AET)
- Customers are also very satisfied with AET at the Henry Hudson Bridge
AET Satisfaction

Overall satisfaction with the Henry Hudson Bridge

- 2014: 43% Very Satisfied, 52% Satisfied
- 2013: 52% Very Satisfied, 40% Satisfied

Travel experience now that AET has been implemented

- 2014: 96% Very Satisfied, 52% Satisfied
- 2013: 95% Very Satisfied, 47% Satisfied

Scale of 1-10; satisfied customers are coded as respondents who rate overall satisfaction between 6 and 10.

Boxed numbers indicate statistical change from 2013 at the 95% confidence level.
Methodology Overview

• Approximately 65,000 surveys were distributed to MTA B&T customers between May 31st and June 8th, 2014
  – E-ZPass surveys were mailed (electronically or via USPS) to a subset of E-ZPass customers who traveled on one of the facilities during the survey period
  – Cash surveys were distributed on the toll plazas for one weekday and half a day on both Saturday and Sunday
  – Additionally, email invitations were sent to over 24,000 screened B&T ePanelists from past research projects
• A total of 6,776 completed surveys were obtained

<table>
<thead>
<tr>
<th>Payment Type</th>
<th>New Recruit</th>
<th>e-Panelist</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-ZPass*</td>
<td>1,845</td>
<td>4,342</td>
<td>6,039</td>
</tr>
<tr>
<td>Cash</td>
<td>406</td>
<td>183</td>
<td>589</td>
</tr>
</tbody>
</table>

*Includes Tolls by Mail customers at the Henry Hudson Bridge
Attribute Ratings by Year
# Overall Satisfaction by Year

<table>
<thead>
<tr>
<th>Overall satisfaction</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction</td>
<td>81%</td>
<td>80%</td>
<td>85%</td>
<td>84%</td>
<td>83%</td>
</tr>
</tbody>
</table>

*Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10*
## Service Value Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Availability of discount pricing options</strong></td>
<td>57%</td>
<td>58%</td>
<td>62%</td>
<td>60%</td>
<td>61%</td>
</tr>
<tr>
<td><strong>Variety of payment methods available</strong></td>
<td>81%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td><strong>Overall value for the money</strong></td>
<td>54%</td>
<td>50%</td>
<td>53%</td>
<td>51%</td>
<td>51%</td>
</tr>
</tbody>
</table>
# Lighting Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of lighting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>approaching and at toll</td>
<td>93%</td>
<td>92%</td>
<td>93%</td>
<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>plaza</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level of lighting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>on actual crossing</td>
<td>92%</td>
<td>92%</td>
<td>93%</td>
<td>92%</td>
<td>91%</td>
</tr>
<tr>
<td>Overall lighting</td>
<td>93%</td>
<td>92%</td>
<td>93%</td>
<td>92%</td>
<td>91%</td>
</tr>
</tbody>
</table>

Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10
## Safety and Security Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of emergency road service</td>
<td>86%</td>
<td>85%</td>
<td>85%</td>
<td>82%</td>
<td>83%</td>
</tr>
<tr>
<td>Signs and roadway markings to improve traffic safety</td>
<td>81%</td>
<td>80%</td>
<td>85%</td>
<td>81%</td>
<td>79%</td>
</tr>
<tr>
<td>Width of lanes leading to and through the toll plaza</td>
<td>81%</td>
<td>77%</td>
<td>80%</td>
<td>81%</td>
<td>81%</td>
</tr>
<tr>
<td>Enforcement of speed and traffic rules</td>
<td>86%</td>
<td>86%</td>
<td>86%</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Uniformed security presence at this facility</td>
<td>90%</td>
<td>88%</td>
<td>89%</td>
<td>87%</td>
<td>86%</td>
</tr>
<tr>
<td>Safety from traffic accidents while driving on this facility</td>
<td>85%</td>
<td>83%</td>
<td>86%</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>Personal security while driving on this facility</td>
<td>93%</td>
<td>91%</td>
<td>93%</td>
<td>92%</td>
<td>91%</td>
</tr>
<tr>
<td>Overall level of safety and security at this facility</td>
<td>91%</td>
<td>89%</td>
<td>92%</td>
<td>91%</td>
<td>89%</td>
</tr>
</tbody>
</table>

*Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10*
## Road Signs Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to choose proper lane when approaching toll plaza</td>
<td>74%</td>
<td>73%</td>
<td>76%</td>
<td>77%</td>
<td>75%</td>
</tr>
<tr>
<td>Signs indicating what lanes to use</td>
<td>86%</td>
<td>88%</td>
<td>89%</td>
<td>80%</td>
<td>79%</td>
</tr>
<tr>
<td>Signs providing current roadway or construction information</td>
<td>74%</td>
<td>74%</td>
<td>76%</td>
<td>73%</td>
<td>71%</td>
</tr>
<tr>
<td>Overall usefulness of road signs</td>
<td>79%</td>
<td>80%</td>
<td>84%</td>
<td>79%</td>
<td>77%</td>
</tr>
</tbody>
</table>

*Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10*
# Road Conditions Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition of the road surface</td>
<td>71%</td>
<td>62%</td>
<td>71%</td>
<td>69%</td>
<td>67%</td>
</tr>
<tr>
<td>Road-handling when surface is wet</td>
<td>81%</td>
<td>76%</td>
<td>80%</td>
<td>78%</td>
<td>77%</td>
</tr>
<tr>
<td>Removal of snow in the winter</td>
<td>89%</td>
<td>85%</td>
<td>90%</td>
<td>89%</td>
<td>86%</td>
</tr>
<tr>
<td>Overall road conditions</td>
<td>80%</td>
<td>72%</td>
<td>80%</td>
<td>79%</td>
<td>76%</td>
</tr>
</tbody>
</table>

Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10
<table>
<thead>
<tr>
<th>Toll Plaza Operations Attribute</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy and helpfulness of employees</td>
<td>83%</td>
<td>83%</td>
<td>82%</td>
<td>81%</td>
<td>80%</td>
</tr>
<tr>
<td>Speed in completing the toll transaction</td>
<td>82%</td>
<td>76%</td>
<td>77%</td>
<td>84%</td>
<td>77%</td>
</tr>
<tr>
<td>Overall personnel performance</td>
<td>86%</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
<td>84%</td>
</tr>
</tbody>
</table>

Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10.
# Ease of Crossing Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrangement of toll plaza</td>
<td>76%</td>
<td>75%</td>
<td>77%</td>
<td>78%</td>
<td>79%</td>
</tr>
<tr>
<td>Number of lanes in operation</td>
<td>77%</td>
<td>74%</td>
<td>76%</td>
<td>75%</td>
<td>75%</td>
</tr>
<tr>
<td>Speed and operation of tollbooth</td>
<td>78%</td>
<td>76%</td>
<td>74%</td>
<td>73%</td>
<td>71%</td>
</tr>
<tr>
<td>Traffic on the facility during rush hours</td>
<td>53%</td>
<td>52%</td>
<td>52%</td>
<td>52%</td>
<td>51%</td>
</tr>
<tr>
<td>Traffic on the facility during non-rush hours</td>
<td>.</td>
<td>.</td>
<td>.</td>
<td>85%</td>
<td>83%</td>
</tr>
<tr>
<td>Travel experience now that All-Electronic Tolling has been implemented</td>
<td>.</td>
<td>.</td>
<td>.</td>
<td>95%</td>
<td>96%</td>
</tr>
<tr>
<td>Scheduling of construction to minimize delays</td>
<td>60%</td>
<td>62%</td>
<td>62%</td>
<td>64%</td>
<td>63%</td>
</tr>
<tr>
<td>Predictability of travel time on this facility during rush hours</td>
<td>60%</td>
<td>60%</td>
<td>63%</td>
<td>62%</td>
<td>62%</td>
</tr>
<tr>
<td>Predictability of travel time on this facility during non-rush hours</td>
<td>78%</td>
<td>77%</td>
<td>78%</td>
<td>80%</td>
<td>77%</td>
</tr>
<tr>
<td>Overall ease of crossing this facility</td>
<td>77%</td>
<td>77%</td>
<td>79%</td>
<td>81%</td>
<td>78%</td>
</tr>
</tbody>
</table>

Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10.
## Appearance and Cleanliness Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness of lanes in toll plaza</td>
<td>92%</td>
<td>91%</td>
<td>92%</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>Absence of graffiti</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
<td>97%</td>
<td>96%</td>
</tr>
<tr>
<td>Overall appearance and cleanliness</td>
<td>92%</td>
<td>92%</td>
<td>93%</td>
<td>94%</td>
<td>93%</td>
</tr>
</tbody>
</table>

Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10
## Traveler Information Services Satisfaction by Year

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic signs displaying current travel times or construction info</td>
<td>69%</td>
<td>72%</td>
<td>78%</td>
<td>75%</td>
<td>73%</td>
</tr>
<tr>
<td>Email alerts about MTA Bridges and Tunnels</td>
<td>63%</td>
<td>74%</td>
<td>70%</td>
<td>69%</td>
<td>66%</td>
</tr>
<tr>
<td>Information available about Bridges and Tunnels on the MTA website</td>
<td>.</td>
<td>84%</td>
<td>82%</td>
<td>81%</td>
<td>79%</td>
</tr>
<tr>
<td>Information about Tolls by Mail on the MTA website</td>
<td>.</td>
<td>.</td>
<td>.</td>
<td>81%</td>
<td>85%</td>
</tr>
<tr>
<td>Information about Tolls by Mail on the E-ZPass website</td>
<td>.</td>
<td>.</td>
<td>.</td>
<td>79%</td>
<td>85%</td>
</tr>
<tr>
<td>Travel time information available on the MTA website</td>
<td>.</td>
<td>80%</td>
<td>81%</td>
<td>78%</td>
<td>77%</td>
</tr>
<tr>
<td>MTA B&amp;T's Travel Time app</td>
<td>.</td>
<td>.</td>
<td>.</td>
<td>79%</td>
<td>77%</td>
</tr>
<tr>
<td>Overall availability of information</td>
<td>67%</td>
<td>82%</td>
<td>83%</td>
<td>82%</td>
<td>79%</td>
</tr>
</tbody>
</table>

*Scale of 1-10; satisfied customers are coded as respondents who rate satisfaction between 6 and 10*
# E-ZPass Attribute Satisfaction by Year

<table>
<thead>
<tr>
<th>Attribute</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign-up procedures and documentation</td>
<td>94%</td>
<td>93%</td>
<td>94%</td>
<td>95%</td>
<td>94%</td>
</tr>
<tr>
<td>E-ZPass statement accuracy</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
<td>96%</td>
<td>95%</td>
</tr>
<tr>
<td>Frequency of statement</td>
<td>93%</td>
<td>94%</td>
<td>94%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Usefulness of statement information</td>
<td>93%</td>
<td>94%</td>
<td>95%</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Response of customer service center to inquiries</td>
<td>84%</td>
<td>85%</td>
<td>86%</td>
<td>86%</td>
<td>86%</td>
</tr>
<tr>
<td>Length of time on hold when calling customer service</td>
<td>76%</td>
<td>76%</td>
<td>80%</td>
<td>81%</td>
<td>80%</td>
</tr>
<tr>
<td>Reduction of waiting time at toll plaza</td>
<td>84%</td>
<td>85%</td>
<td>86%</td>
<td>89%</td>
<td>88%</td>
</tr>
<tr>
<td>Reliability of E-ZPass tag</td>
<td>95%</td>
<td>95%</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Discounts offered to E-ZPass users</td>
<td>65%</td>
<td>61%</td>
<td>66%</td>
<td>69%</td>
<td>67%</td>
</tr>
<tr>
<td>Access to your E-ZPass account online</td>
<td>90%</td>
<td>90%</td>
<td>92%</td>
<td>91%</td>
<td>91%</td>
</tr>
<tr>
<td>Information available on the E-ZPass website</td>
<td>.</td>
<td>84%</td>
<td>82%</td>
<td>80%</td>
<td>91%</td>
</tr>
<tr>
<td>Locations of walk-in centers</td>
<td>75%</td>
<td>74%</td>
<td>78%</td>
<td>77%</td>
<td>74%</td>
</tr>
<tr>
<td>Ease of adding funds to your E-ZPass account</td>
<td>.</td>
<td>.</td>
<td>95%</td>
<td>95%</td>
<td>94%</td>
</tr>
<tr>
<td>Overall E-ZPass performance</td>
<td>94%</td>
<td>95%</td>
<td>96%</td>
<td>96%</td>
<td>95%</td>
</tr>
</tbody>
</table>

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Paper Surveys
E-ZPass Paper Survey – Back

22. Based on your use of this facility, please rate each of the following areas on their overall importance to you.

Indicate the importance of the following attributes using the 1-10 scale by clicking one number. Circle "Y" if the question does not apply to you.
- Service value of this facility
- Lighting at this facility
- Safety and security at this facility
- Road signs in and around this facility
- Road conditions at this facility
- Toll plaza operations at this facility
- Ease of crossing this facility
- Appearance and cleanliness of this facility
- Travel information services for this facility

Other (please specify):

23. Who usually pays for tolls, parking, and gas for your trips using this crossing?

- Tolls
- Parking
- Gas

24. Do you have access to a company vehicle for travel to/from work?

- Yes
- No

25. Gender

- Male
- Female

26. Age ____________ years

27. What is your approximate annual household income?

- Less than $15,000
- $15,000 - $24,999
- $25,000 - $49,999
- $50,000 - $74,999
- $75,000 - $99,999
- $100,000 - $149,999
- $150,000 - $199,999
- $200,000 and over

28. Do you have access to the Internet?

- Yes
- No

29. You do NOT have to provide us with your contact information to return this survey. However, if you wish to be entered into the cash prize drawing, we need your contact information below. This information is confidential and will be used only to contact you if you are a winner.

Name:

Email: __________________________

30. In the event that you don’t win one of the prizes, may we still contact you for future MTA Bridges and Tunnels research?

- Yes
- No

31. If you have any additional comments, please write them below:

________________________________________________________________________

Thank you very much for your time!
SAFETY & SECURITY
6. How satisfied are you with the...
- Availability of emergency road service
  - Signs and roadway markings to improve safety
  - Width of lanes leading to and through toll plaza
  - Enforcement of speed and traffic rules
  - Uniformed security presence at this facility
  - Safety from traffic incidents while driving on this facility
  - Personal security while driving on this facility
  - Overall safety and security at this facility
  12 3 4 5 6 7 8 9 10

ROAD SIGNS
7. How satisfied are you with the...
- Ability to choose a proper lane when approaching the toll plaza
- Signs indicating what lanes to use
- Signs providing current roadway or construction information
- Overall usefulness of road signs at this facility
  12 3 4 5 6 7 8 9 10

ROAD CONDITIONS
8. How satisfied are you with the...
- Condition of the road surface
- Rain/icing when surface is wet
- Removal of snow from the road in the winter
- Overall road conditions at this facility
  12 3 4 5 6 7 8 9 10

TOLL PLAZA OPERATIONS
9. How satisfied are you with the...
- Courtesy and helpfulness of employees
- Speed of traveling through the toll plaza
- Overall performance of personnel at this facility’s toll plaza
  12 3 4 5 6 7 8 9 10

EASE OF CROSSING
10. How satisfied are you with the...
- Arrangement of toll plazas
- Number of lanes in operation
- Traffic on the facility during peak hours
- Traffic on the facility during non-peak hours
- Scheduling of construction to minimize delays
- Predictability of travel time on the facility during peak hours
- Predictability of travel time on the facility during non-peak hours
- Overall ease of crossing this facility
  12 3 4 5 6 7 8 9 10

APPEARANCE & CLEANLINESS
11. How satisfied are you with the...
- Cleanliness of lanes in toll plaza
- Absence of graffiti
- Overall appearance and cleanliness of this facility
  12 3 4 5 6 7 8 9 10

TRAVELER INFORMATION SERVICES
12. How satisfied are you with the...
- Electronic signs displaying current travel times or construction information
- Email alerts about MTA Bridges & Tunnels
- Information available about MTA Bridges & Tunnels on the MTA website
- Travel time information available on the MTA website
- MTA B&T’s Travel Time app
- Overall availability of information you need about this facility
  12 3 4 5 6 7 8 9 10

13. How do you prefer to receive real-time travel information about MTA bridges and tunnels? Please select all that apply
- MTA website
- Social media (eg. Twitter, Facebook)
- A third party mobile app (eg. Google Maps)
- The radio
- Real-time variable message signs on roadways
- Email or text alert to my cell phone, computer, or tablet
- Other, please specify:

14. Do you use this crossing more or less often than you did during the same time last year?
- More often
- About the same amount
- Less often
- If less often, how much influence do the following factors have on how frequently you use MTA Bridges and Tunnels?
  - Price of gasoline
  - Cost of tolls
  - Amount of congestion on the crossings
  - My personal situation (eg. temperature)

15. How many days per week do you typically use untolled city bridges or roads in place of this tolled crossing to get to your destination?
- I only drive
- I don’t have a transit option
- I take transit less then once per week
- I take transit 2-3 days per week
- I take transit 4 or more days per week

16. How many days per week do you typically use transit instead of driving on this crossing?
- I only drive
- I don’t have a transit option
- I take transit less then once per week
- I take transit 2-3 days per week
- I take transit 4 or more days per week

17. Regarding E-ZPass, how satisfied are you with the...
- Setup procedures and documentation
- E-ZPass statement accuracy
- Frequency of statement
- Usefulness of statement information
- When to contact customer service center inquires
- Length of time on hold when calling customer service
- E-ZPass travel time at toll plaza
- E-ZPass tag
- Discounts for E-ZPass users
- Access to your E-ZPass account online
- Information available on the E-ZPass website
- Locations of E-ZPass centers
- Overall performance of E-ZPass

MTA Bridges and Tunnels
19. Did you know you can now use the reload card to add funds to an E-ZPass account with cash at local retail stores (no credit card or bank account necessary)?
   - Yes
   - No

20. Are you more likely to enroll in E-ZPass now that there is an option to use the reload card at local retail stores to add cash to your E-ZPass accounts?
   - Much more likely to enroll
   - No more likely to enroll
   - Somewhat more likely
   - Much less likely
   - Need more information to decide whether to enroll

21. MTA B&T introduced a new way to pay with E-ZPass. Pay Per Trip is a way to link your checking account to your E-ZPass accounts and pay only on the days when you use a bridge or tunnel. With this new option, are you more likely to enroll in E-ZPass?
   - Much more likely to enroll
   - No more likely to enroll
   - Somewhat more likely
   - Much less likely
   - Need more information to decide whether to enroll

**OVERALL IMPORTANCE**

22. Based on your use of this facility, please rate each of the following areas on their overall importance to you.

   - Service value of this facility
   - Lighting at this facility
   - Safety and security at this facility
   - Road signs and markings around this facility
   - Road conditions at this facility
   - Toll plaza operations at this facility
   - Ease of crossing this facility
   - Appearance and cleanliness of this facility
   - Traveler information services for this facility
   - Other

**OTHER INFORMATION**

23. Who usually pays for tolls, parking, and gas for your trips using this crossing?
   - Toll
   - Parking
   - Gas

24. Do you have access to a company vehicle for travel to/from work?
   - Yes
   - No
29. Do you have access to a company vehicle for travel to or from work?
   0 Yes  0 No

30. Gender 0 Male  0 Female

31. Age ______ years

32. What is your approximate annual household income?
   0 Less than $15,000  0 $15,000 - $24,999
   0 $25,000 - $49,999  0 $50,000 - $74,999
   0 $75,000 - $99,999  0 $100,000 and over

33. Do you have access to the Internet?
   0 Yes

34. You DO NOT have to provide us with your contact information to return this survey. However, if you wish to be entered into the cash prize drawing, we need your contact information below. This information is confidential and will be used only to contact you if you are a winner.

   Name: ___________________________
   Email: ___________________________
   Phone: ___________________________

35. Is the event that you don’t win one of the prizes, may we still contact you for future MTA Bridges and Tunnels research?
   0 Yes

36. If you have any additional comments, please write them below:

   ___________________________________________________________

________________________

Thank you very much for your time.

37. Who usually pays for tolls, parking, and gas for your trips using this crossing?

   0 Driver
   0 Passenger
   0 Company
   0 Other

38. If you experience any issues during your trip, please indicate the type of issue that occurred:

   0 Tolls
   0 Parking
   0 Gas
   0 Other

39. Are you satisfied with the overall experience at this crossing?
   0 Very satisfied
   0 Somewhat satisfied
   0 Neutral
   0 Somewhat dissatisfied
   0 Very dissatisfied

40. Which is your opinion on the overall condition of the roadway?
   0 Excellent
   0 Good
   0 Fair
   0 Poor
   0 Very poor

41. How satisfied are you with the overall service provided?
   0 Very satisfied
   0 Somewhat satisfied
   0 Neutral
   0 Somewhat dissatisfied
   0 Very dissatisfied

42. How satisfied are you with the overall cleanliness of the roadway?
   0 Very satisfied
   0 Somewhat satisfied
   0 Neutral
   0 Somewhat dissatisfied
   0 Very dissatisfied

43. If you have any additional comments, please write them below:

   ___________________________________________________________

________________________

Thank you very much for your time.

44. If you are willing to provide additional information, please indicate:

   0 Yes
   0 No

45. How likely are you to use the MTA Bridges & Tunnels in the future?
   0 Very likely
   0 Somewhat likely
   0 Neutral
   0 Somewhat unlikely
   0 Very unlikely

46. If you have any additional comments, please write them below:

   ___________________________________________________________

________________________

Thank you very much for your time.

47. If you would like to receive more information about MTA Bridges & Tunnels, please provide your email address:

   ___________________________________________________________
**SAFETY & SECURITY**

6. How satisfied are you with the...
   - Availability of emergency road service: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Signs and roadway markings to improve traffic safety: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Width of lanes leading to and through toll plaza: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Enforcement of speed and traffic rules: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Uniform security presence at this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Safety from traffic accidents while driving on this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall safety and security at this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**APPEARANCE & CLEANLINESS**

10. How satisfied are you with the...
   - Cleanliness of lanes in toll plaza: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Absence of graffiti: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall appearance and cleanliness of this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**TRAVELER INFORMATION SERVICES**

11. How satisfied are you with the...
   - Electronic signs displaying current travel times or construction information: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Email alerts about MTA Bridges and Tunnels: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Information available about MTA Bridges & Tunnels on the MTA website: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Information about Tolls by Mail on the MTA website: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Information about Tolls by Mail on the E-ZPass website: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Travel time information available on the MTA website: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - MTA BART Travel Time app: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall availability of information you need about this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**ROAD SIGNS**

7. How satisfied are you with the...
   - Signs indicating what lanes to use: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Signs providing current roadway or construction information: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall usefulness of road signs at this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**ROAD CONDITIONS**

8. How satisfied are you with the...
   - Condition of the road surface: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Road-handing when surface is wet: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Removal of snow in the winter: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall road conditions at this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**ROAD EASE OF CROSSING**

9. How satisfied are you with the...
   - Traffic on the facility during rush hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Traffic on the facility during non-peak hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Traffic experience across the bridge now that All-Electronic Tolling has been implemented: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Scheduling of construction to minimize delays: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Predictability of traffic on the facility during rush hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Predictability of traffic on the facility during non-peak hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall ease of crossing this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**OVERALL SATISFACTION**

1. In the past 30 days, how many times did you use the Henry Hudson Bridge during the following time periods? Please write in the number of oneway trips you made at each time of day.

2. What is the Zip Code where you live?

3. Overall, how satisfied are you with the...
   - Henry Hudson Bridge: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

4. How satisfied are you with the...
   - Variety of payment methods available: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall value for the money using the facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

5. How satisfied are you with the...
   - Level of lighting approaching and at the toll plaza: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Level of lighting on actual crossing: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

5. How satisfied are you with the...
   - Level of lighting approaching and at the toll plaza: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Level of lighting on actual crossing: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**SERVICE VALUE**

6. How satisfied are you with the...
   - Variety of payment methods available: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall value for the money using the facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

**LIGHTING**

7. How satisfied are you with the...
   - Level of lighting approaching and at the toll plaza: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Level of lighting on actual crossing: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

8. How satisfied are you with the...
   - Traffic on the facility during rush hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Traffic on the facility during non-peak hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A

9. How satisfied are you with the...
   - Traffic experience across the bridge now that All-Electronic Tolling has been implemented: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Scheduling of construction to minimize delays: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Predictability of traffic on the facility during rush hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Predictability of traffic on the facility during non-peak hours: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
   - Overall ease of crossing this facility: 12, 3, 4, 5, 6, 7, 8, 9, 10, 11, N/A
Smaller Tolls by Mail Paper Survey – Back

Created to fit in toll bill envelope for CT mailings

22. How convenient is it for you to pay your bill?
   - Very convenient
   - Somewhat convenient
   - Somewhat inconvenient
   - Very inconvenient

24. Which of the following best describes how you feel about All-Electronic Tolling at the Henry Hudson Bridge?
   - Strongly favor
   - Somewhat favor
   - Somewhat oppose
   - Strongly oppose

25. How likely are you to start using EZ-Pass now that the Henry Hudson Bridge has All-Electronic Tolling?
   - Very likely
   - Somewhat likely
   - Somewhat unlikely
   - Very unlikely

26. Based on your use of this facility, please rate each of the following areas on their overall importance to you.
   - Service of this facility
   - Lighting at this facility
   - Safety and security at this facility
   - Road signs and markings near this facility
   - Road conditions at this facility
   - Ease of crossing this facility
   - Appearance and cleanliness of this facility
   - Traveler information services for this facility

27. Who usually pays for tolls, parking, and gas for your trips using this crossing?
   - Yourself
   - TOOLS
   - PARKING
   - GAS

28. Do you have access to a company vehicle for travel to/from work?
   - Yes
   - No

Thank you very much for your time!
Smaller Tolls by Mail Paper Survey – Front

Created to fit in toll bill envelope for CT mailings

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MTA Bridges and Tunnels