

# New York's Central Business District Tolling Program Paving the Way

# **Innovative in Multiple Ways**

### **Project**

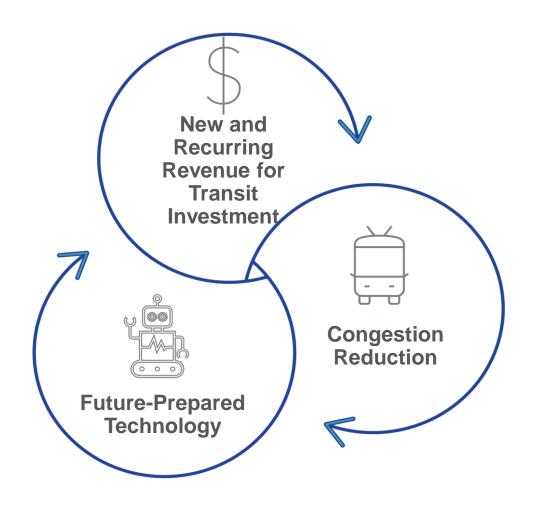
- First U.S. cordon/zone implementation of congestion pricing
- Directly linking tolls with transit and rail investment

## Technology and infrastructure

- Urban landscape
- 3<sup>rd</sup> party interface

### **Process**

- Exercising the Value Pricing Pilot Program
- Engaging the public



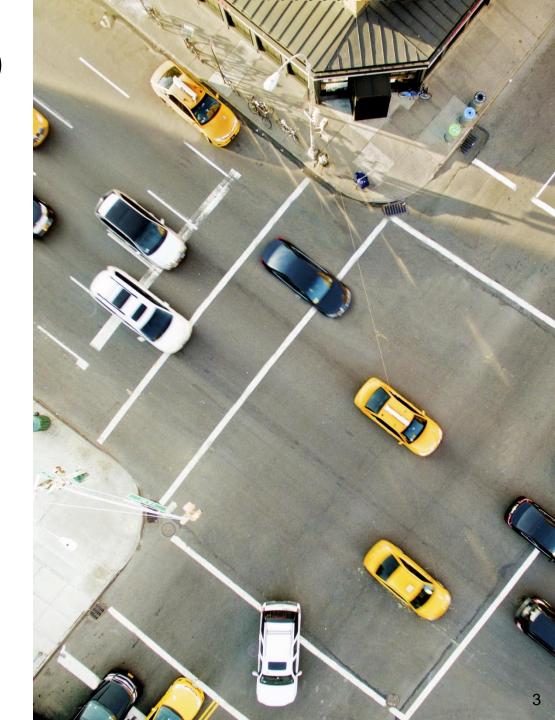
# MTA Traffic Mobility Act (Statute)

#### **Statutory Goals**

- Reduce congestion and enhance mobility in Manhattan's Central Business District
- Raise net revenues to generate \$15B for MTA's 2020-2024 Capital Program

#### **Key Features in the Statute**

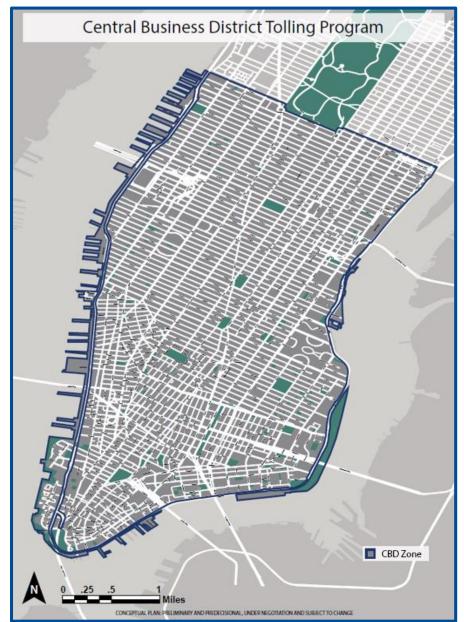
- TBTA plans, designs, installs, constructs, operates, and maintains the toll system and infrastructure, in coordination with NYCDOT via a Memorandum of Understanding
- Mandated periods for public outreach (60 days before Go-Live); system testing (30 days before Go-Live); tolls collected but no assessment of violation fees (first 60 days after Go-Live)
- Passenger vehicles tolled once daily for entering or remaining in the CBD
- Exemptions
  - Qualifying authorized emergency vehicles
  - Qualifying vehicles transporting persons with disabilities
- Tax credit for CBD tolls paid CBD residents making less than \$60K annually



# Infrastructure and System Design

- Charged for entering or remaining on or below 60th Street in Manhattan
- Existing light poles, sign structures, and bridges used when possible
- Algorithm used for excluded roadways to minimize infrastructure footprint





# The Customer Experience



# Consistency in Experience for E-ZPass and Tolls by Mail (TbM)

- Using the same customer service center and back office as other New York toll facilities
- Same E-ZPass statements and TbM
- New exemptions, and potential discounts and credits



#### **Third-Party Interface**

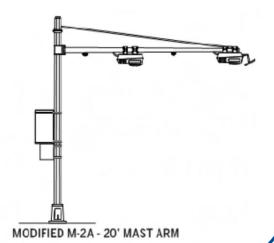
- Guaranteed payments (similar to E-ZPass)
- Provides innovative payment, detection, and customer interaction opportunities, while allowing technologies to compete in the marketplace

### **Visual Experience**









### **NEPA Outreach Process**

### Study Area

- 28 counties
- 22 million residents; 12.3 million of whom identify as or reside in an Environmental Justice (EJ) community
- 23 Federal, State, local and regional agencies, and 5 Tribal Nations

### Fully virtual outreach

- Advertising in ~40 publications, 9 languages
- 20+ meetings
- EJ Technical Advisory Group and EJ Stakeholder Working Group

#### Results

- >1,000 registrants
- >14,000 YouTube Views (as of 2/10/21)
- >7,000 comments to date

