



New Point-of-Sale Terminals
Board of Directors Meeting

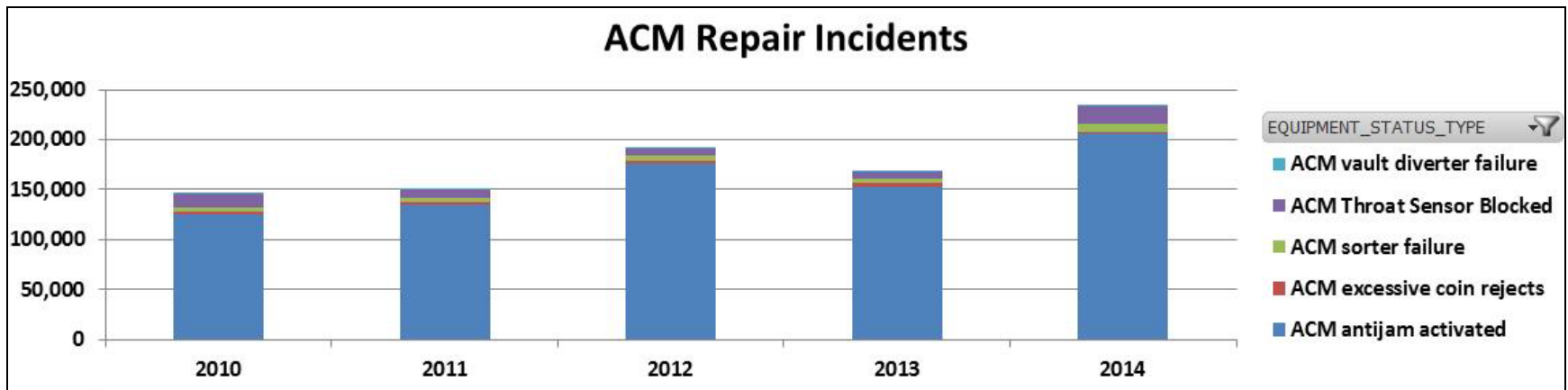
April 23, 2015

Automatic Coin Machines (ACMs) Are Beyond “End of Life”

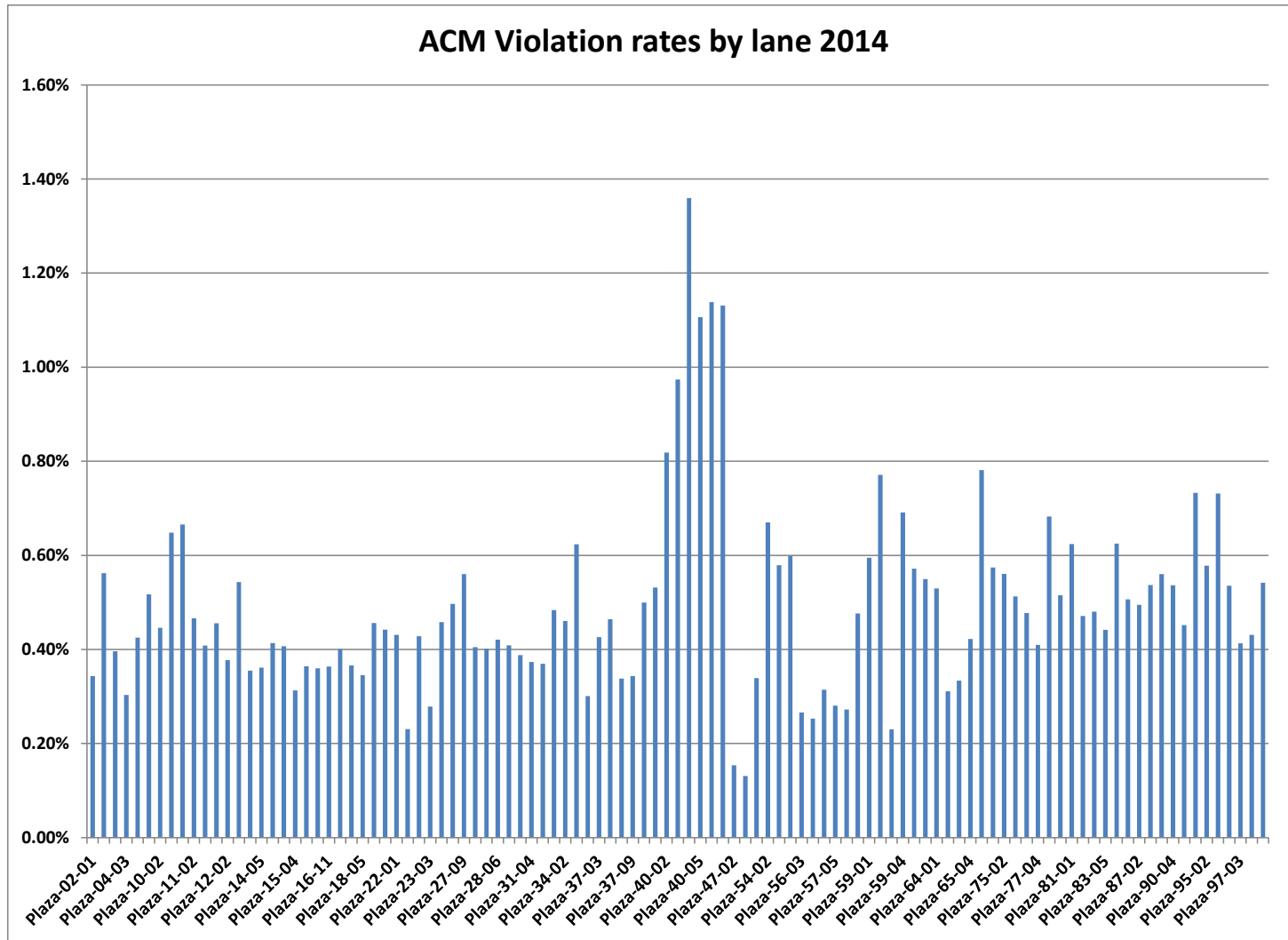
- Current ACMs are older than 20 years, some functioning with parts that are even older
- 102 ACMs collect approximately \$14 million every year
- Manufacturer went out of business in 2011 and spare parts are dwindling
- ACM technology is outdated, especially when the cash rate for a toll can exceed \$1



Maintenance Incidents Have Increased as ACMs Age



ACM Violation Rates Are Relatively Low

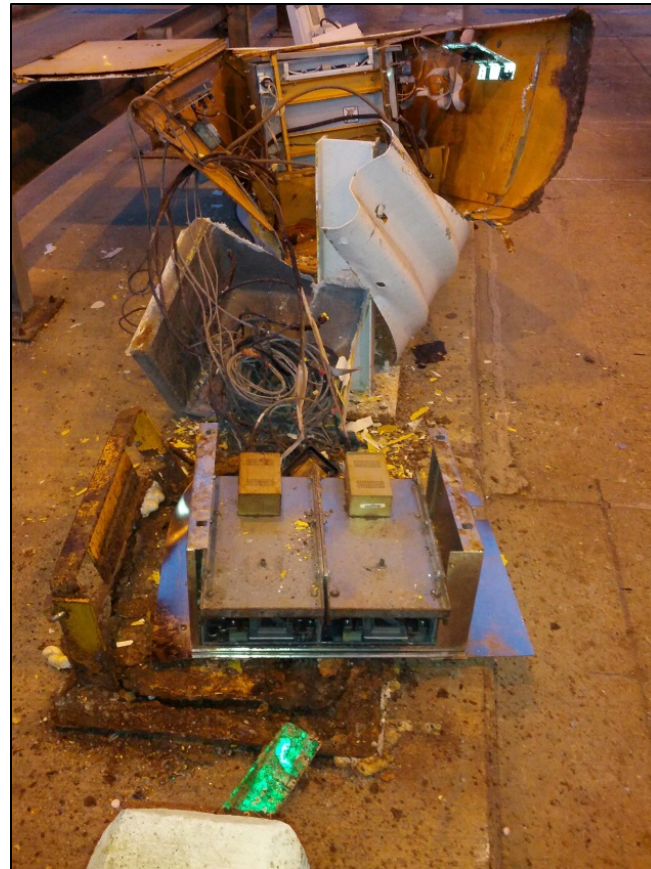


The Tollway Protects Customers from ACM Maintenance Incidents

- **24/7 monitoring of equipment and automatic suppression of violation images between the time an incident is recorded and the time it is verified as being corrected**
- **24/7 deployment of lane maintenance teams to quickly address maintenance incidents**
- **All customer disputes regarding violations recorded in ACM lanes are carefully researched**
 - In 2014, the Tollway researched 255 ACM disputes, which represents .001 percent of all ACM coin transactions during that year
 - Of the 255 ACM disputes, 28 resulted in the dismissal of violations



Maintenance Trends Pose Challenges in Keeping Up with Needed Replacements



Automatic Toll Payment Machines (ATPMs) Are Increasingly Common in Tolling Industry



ATPMs Have Many Potential Features

- **Accept coins**
- **Accept paper bills**
- **Accept credit cards with a swipe**
- **Accept credit cards with a tap**
- **Produce receipts**
- **Touch screen to help customer identify appropriate rate**
- **Button to immediately access remote customer service**
- **Video of transaction**



Key Benefits of ATPMs

- **Enable continued cash collection on strategic ramps**
- **Improve alignment with leading toll practices for smaller scale cash collection points**
 - ❑ Indiana Toll Road
 - ❑ Kansas Turnpike
 - ❑ LA1 Expressway (Louisiana)
 - ❑ Ohio Turnpike
 - ❑ New York State Bridge Authority



Plan for Introducing ATPMs

- **Summer 2015 – Request for Proposal (RFP)**
- **Spring/Summer 2016 – Complete proof of concept**
 - Proof of concept for traffic flow in lanes
 - Proof of concept for integration with back-office
- **Summer/Fall 2016 – Commence ATPM “roll-out”**
- **Summer/Fall 2017 – Complete ATPM “roll-out,” including full maintenance program that enables extensive remote interventions, as well as rapid responses of personnel to lanes**



Anticipated New Tollway Operations

- Integration with lane technology
- Remote maintenance team for immediate customer service
- Roving maintenance team for onsite response
- Receipt paper restocking and troubleshooting issues with dispensing of receipts
- Video maintenance, access and archiving



Questions?





THANK YOU