



Customer Service Committee

May 2013

Customer Service: Key Topics

- **Violation framework**

- Settlement guidelines
- Two-year “look-back”

- **Fleet policies**

- **Indiana Toll concession fee**

- **In-person customer service improvements**

- **Electronic tolling technology and data contracts**

- **Procurement**

- Planning
- Contract for vote



Customer Service Workplan Update

Key Decisions	Decision-Making Timeframe		
	4-6 months	6-12 months	12+ months
Violations Framework <ul style="list-style-type: none"> • Fines analysis (complete) • Implement “30-day notices” • Evaluate settlement guidelines • Analyze two-year “look-back” 		X	X
Fleet Policies <ul style="list-style-type: none"> • Fill Fleet Senior Manager Role (complete) • Identify and implement quick wins • Plan and pilot new fleet program 			X
Feedback Transponders (“beeping transponders”) <ul style="list-style-type: none"> • Test transponders • Assess longevity of new readers with respect to interoperability 		X	
American Express Fees (complete)	X		



Violations Framework: Settlement Guidelines

■ Overview of current parameters

- All or most fines removed for I-PASS customers in good standing, regardless of level of escalation
- Only \$50 fines removed for non-I-PASS customers up until debt is sent to collections
- Disputes reviewed and processed at any point in the process
- Non-standard settlement requests (hardships) reviewed and processed at any point in the process

■ Considering flexibility in settlement guidelines

- Common customer concern
- Measurable customer concern
- Documentable customer concern
- Impact is revenue neutral



Violations Framework: Settlement Guidelines

■ Potential for greater flexibility

- I-PASS settlements for qualifying customers, even if court-determined bankruptcy settlement amounts are higher
- Government organizations pay cash rate tolls only
- First-time offenders over the age of 65 pay cash rate tolls, plus one \$20 fine per notice
- Other unique, well-documented situations



Violations Framework: Two-Year “Look-Back”

Analysis in process.

Goal is to balance rapid notification with costs.

Fleet Policies: Overview

■ In-progress quick wins

- Website and literature review and update
- Piloting of fleet-specific email link from website
- Fleet industry round-table discussions
- Toll industry benchmarking

Timeframe

Summer

Summer

Fall

Fall

■ Future pilot programs?



Indiana Fee Timeline

- **2006-2007:** Indiana leases toll roads to Cintra (which partners with the MacQuarie Infrastructure Group), a private tolling company. Cintra introduces electronic tolling and i-Zoom brand.
- **2008-2009:** The Chicago Skyway contracts with Cintra. The Chicago Skyway does not issue its own transponders to this day.

The E-ZPass Group requires private entities like Cintra to pay \$0.03 for every transaction of a non-Cintra driver on the Indiana Toll Road and the Chicago Skyway. The goal was to avoid the use of the public funds used for E-ZPass customer service in the subsidization of Cintra's private profit.
- **2009-2010:** The E-ZPass Group negotiates with Indiana to continue extending E-ZPass toll rate discounts to non-Indiana drivers.



Indiana Fee Timeline (cont.)

- **2010:** The Illinois Tollway estimates that more than 60 percent of Cintra's toll transactions are from I-PASS customers, at the cost of approximately \$0.06 per transaction to the Illinois Tollway. The Illinois Tollway chooses to impose on Cintra the optional E-ZPass fee of \$0.03.
- **2011:** Cintra chooses to pass the \$0.03 fee imposed by the Illinois Tollway directly to the I-PASS drivers on their roads.

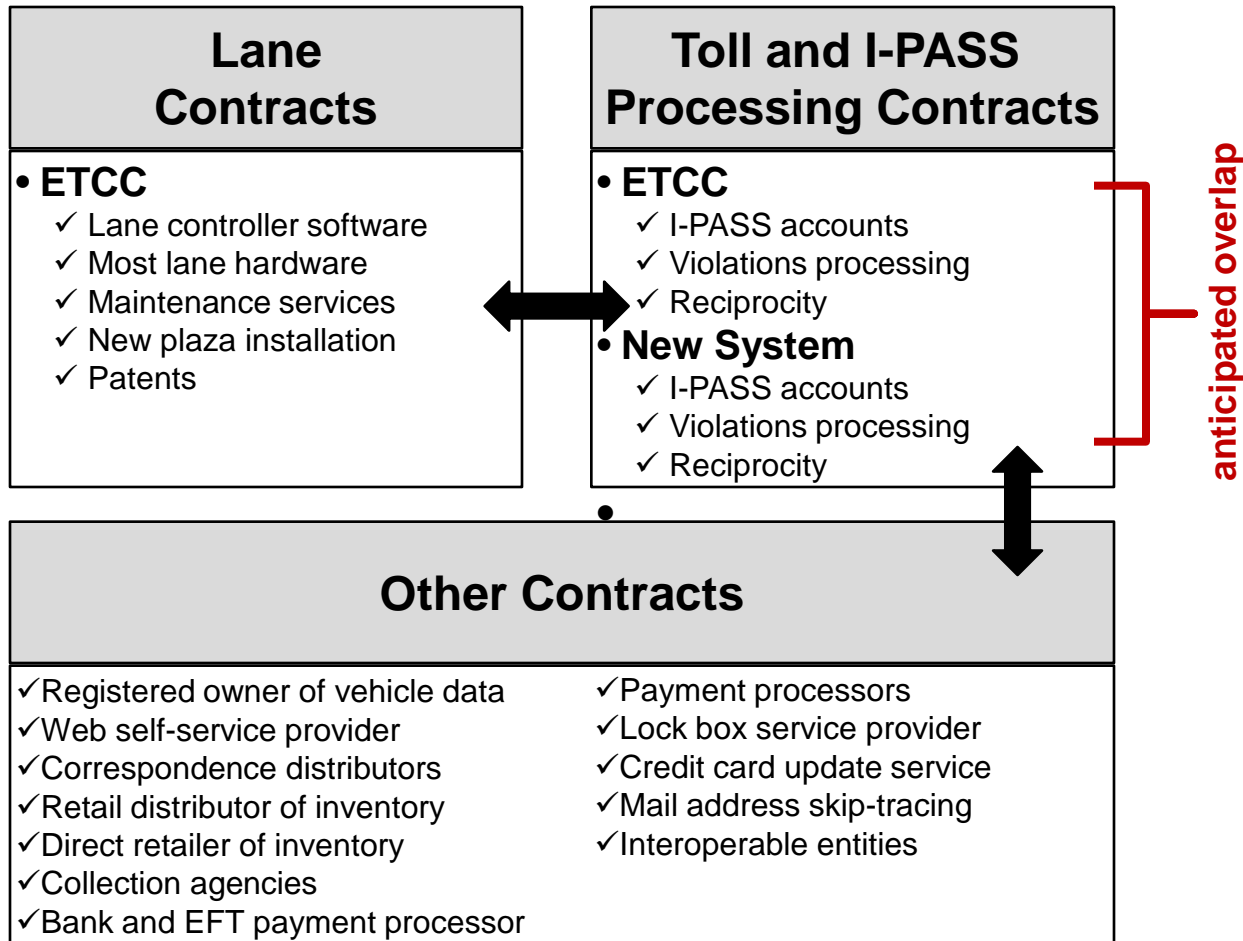


Indiana Toll Concession Fee

- **Cintra avoids an estimated \$1.5 million in customer service costs by serving I-PASS drivers**
 - I-PASS customers on Cintra's roads pay the collective \$750,000 to Cintra every year via the pass-through \$0.03 fee, which is then remitted to the Illinois Tollway
 - The Illinois Tollway absorbs the remaining \$750,000 of customer service costs associated with I-PASS drivers on Cintra's roads
- **Cintra collects approximately \$95,000 from the Illinois Tollway on an annual basis for Cintra drivers on Illinois Tollway roads**
- **Next steps?**



Procurement: Electronic Tolling Technology and Data Contracts



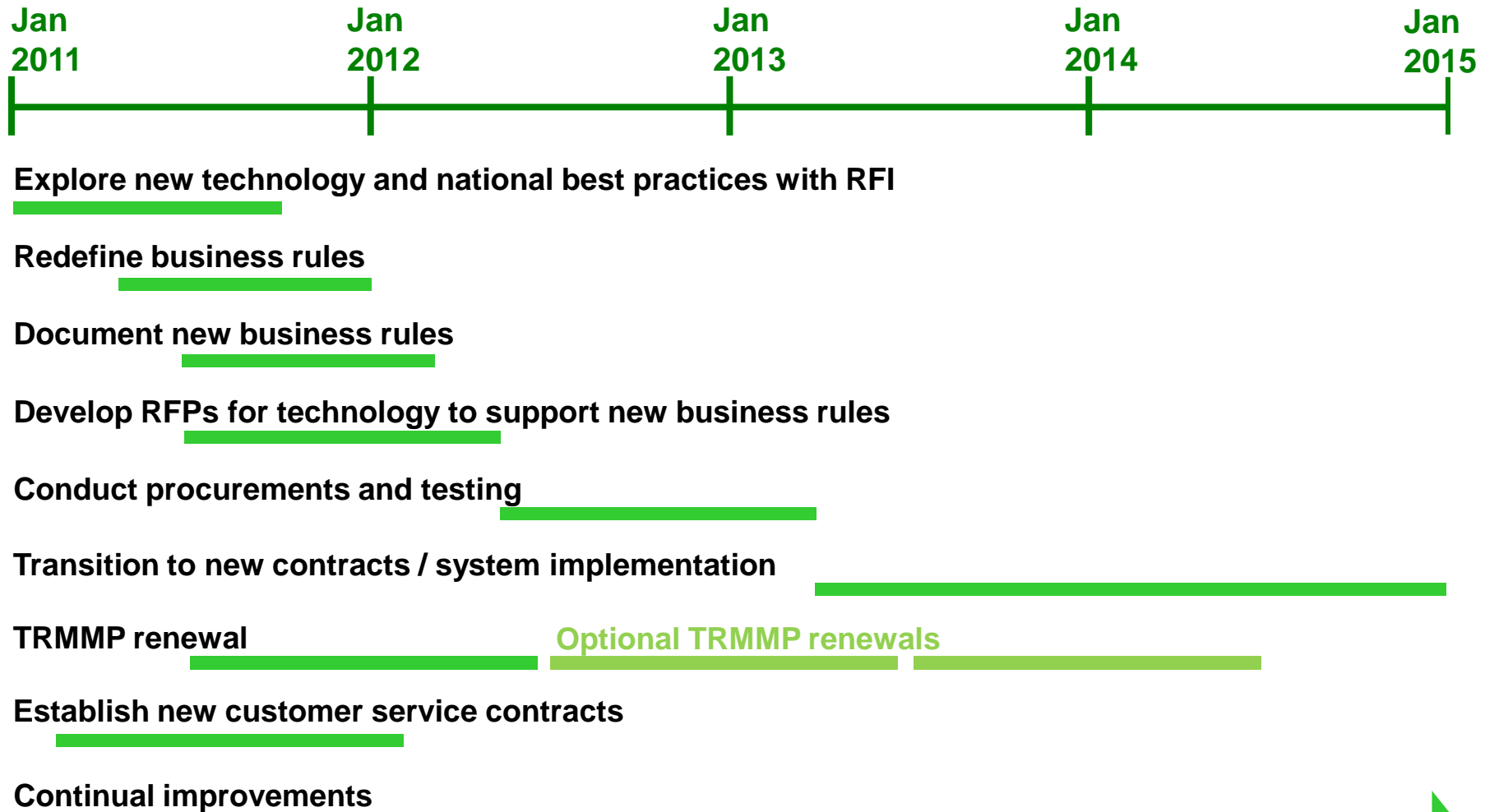
Procurement: Key Procurement Options

- **Small purchase**
- **Competitive invitation to bid (IFB)**
- **Master contract**
- **State Use Program**
- **Competitive request for proposal (RFP)**
- **Competitive request for proposal – professional and artistic (RFP – P & A)**
- **Sole source**

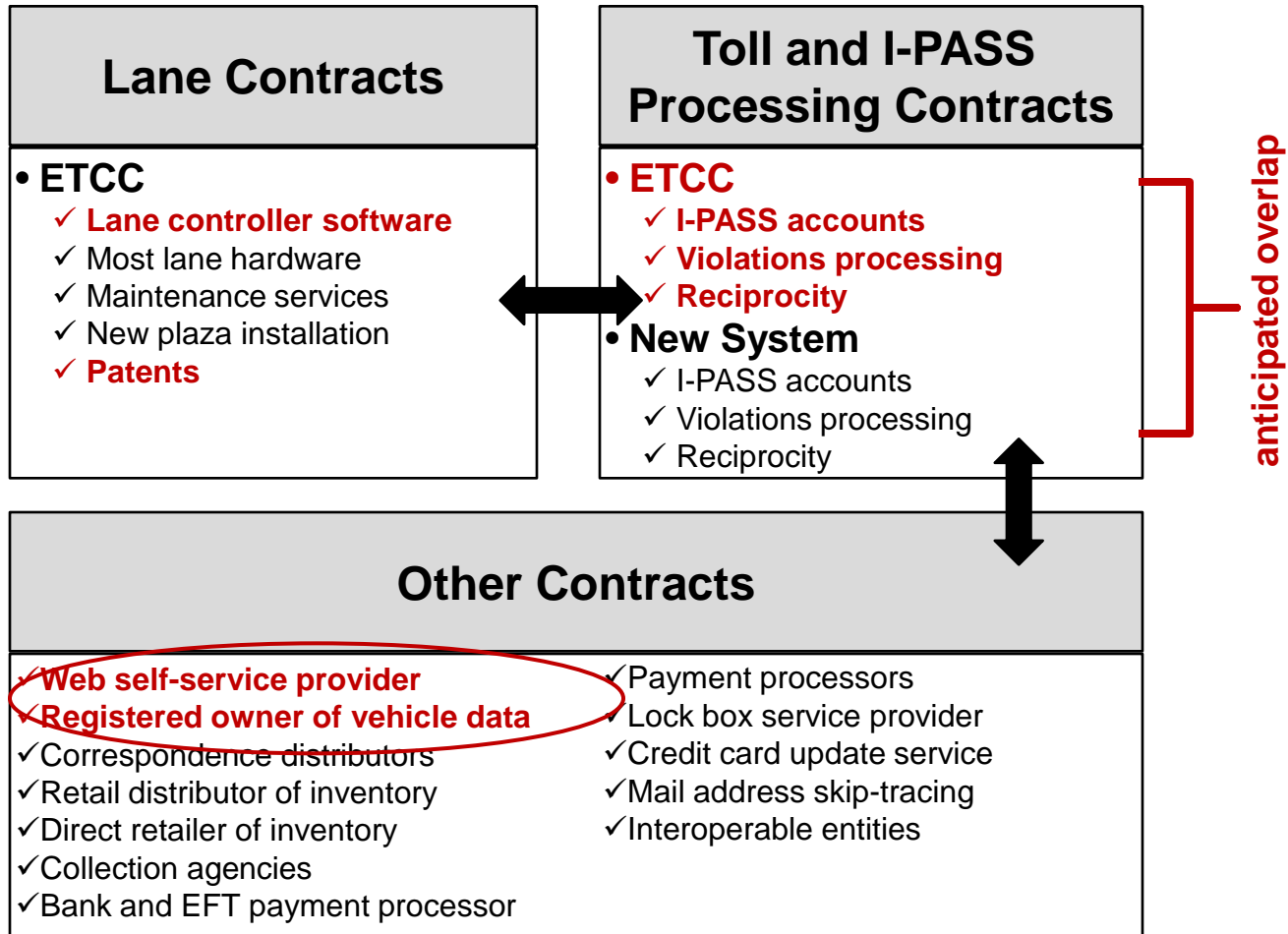
Procurement: Key Sole Source Considerations

- Plan to move beyond sole source in future
- Existing revenue dependencies are significant
- Cost avoidance opportunities are significant
- Complexity and/or uniqueness of good or service

Procurement: Back Office System Timeline



Procurement: Potential Sole Source Contracts



Procurement: Law Enforcement Services Inc.

- **Anticipated sole source with Law Enforcement Services Inc. (LES), hearing scheduled for May 22, 2013**
- **Anticipated contract term of three years**
- **Anticipated cost of \$400,000/year**
- **Key sole source considerations**
 - Risk of establishing a new, complex, heavily customized integration when data provides approximately \$11 million in revenue recovery every year
 - Cost to integrate with a new vendor when current system sunsets in approximately two years
 - Similar to the integration with Unisys for web functionality, LES is a uniquely risky integration





THANK YOU