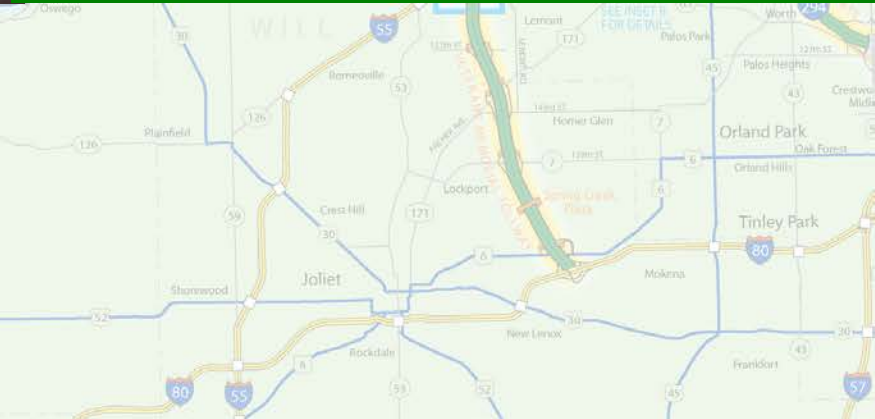
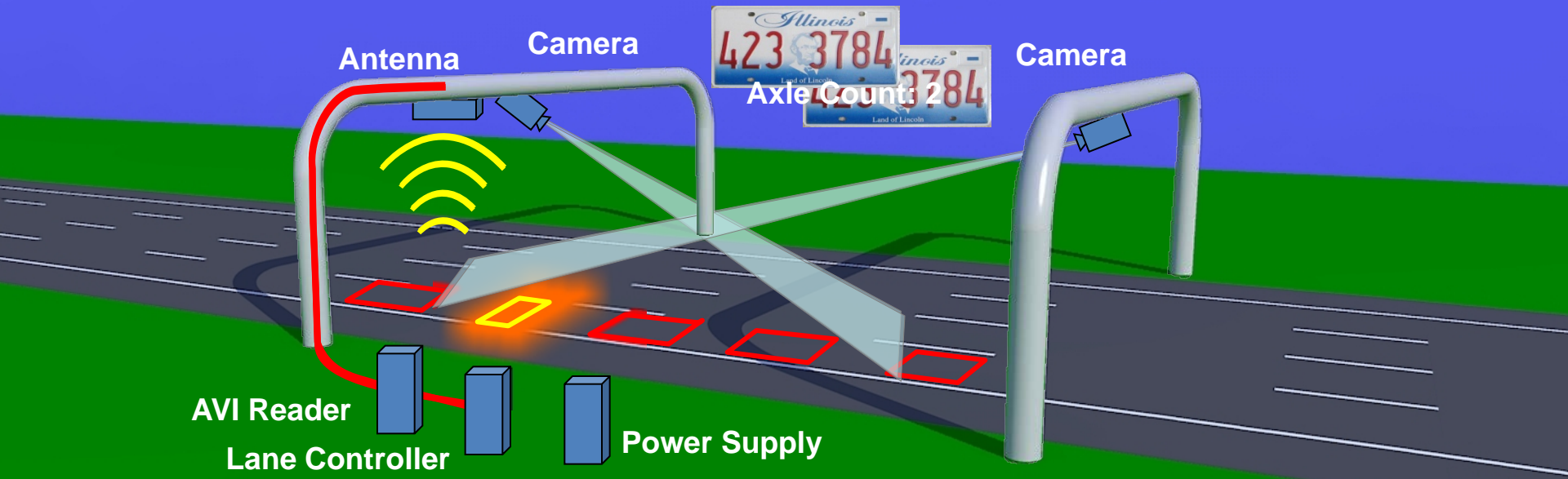


Business Systems Electronic Toll Collection Overview

November 2011



I-PASS Lane Technology In Action



1. Vehicle enters first main road loop, activating camera to photograph front license plate. Transponder tag (AVI) is detected by antenna and sent to AVI reader, then to lane controller.
 - Average weekday peak-hour ORT transactions: 4,731
2. Road Axle loops (IDRIS) detects vehicle and counts axles.
 - Average weekday ORT transactions: 58,481
3. 2nd and 3rd main road loops track vehicle passage through the zone.
 - Total ORT transactions: 19,657,794
4. 4th main road loop triggers rear camera, which photographs rear license plate and indicates vehicle exit. Indicates to the system to package data as a transaction.
 - Total transactions: **23,832,584**

High-Level Transaction Flow

Ramps

- I-PASS Only Lanes (IPO)
- Automatic Coin Machines (ACM)

Toll Plaza



Electronic Transactions

Cash Transactions

Unpaid Transactions

Central Administration

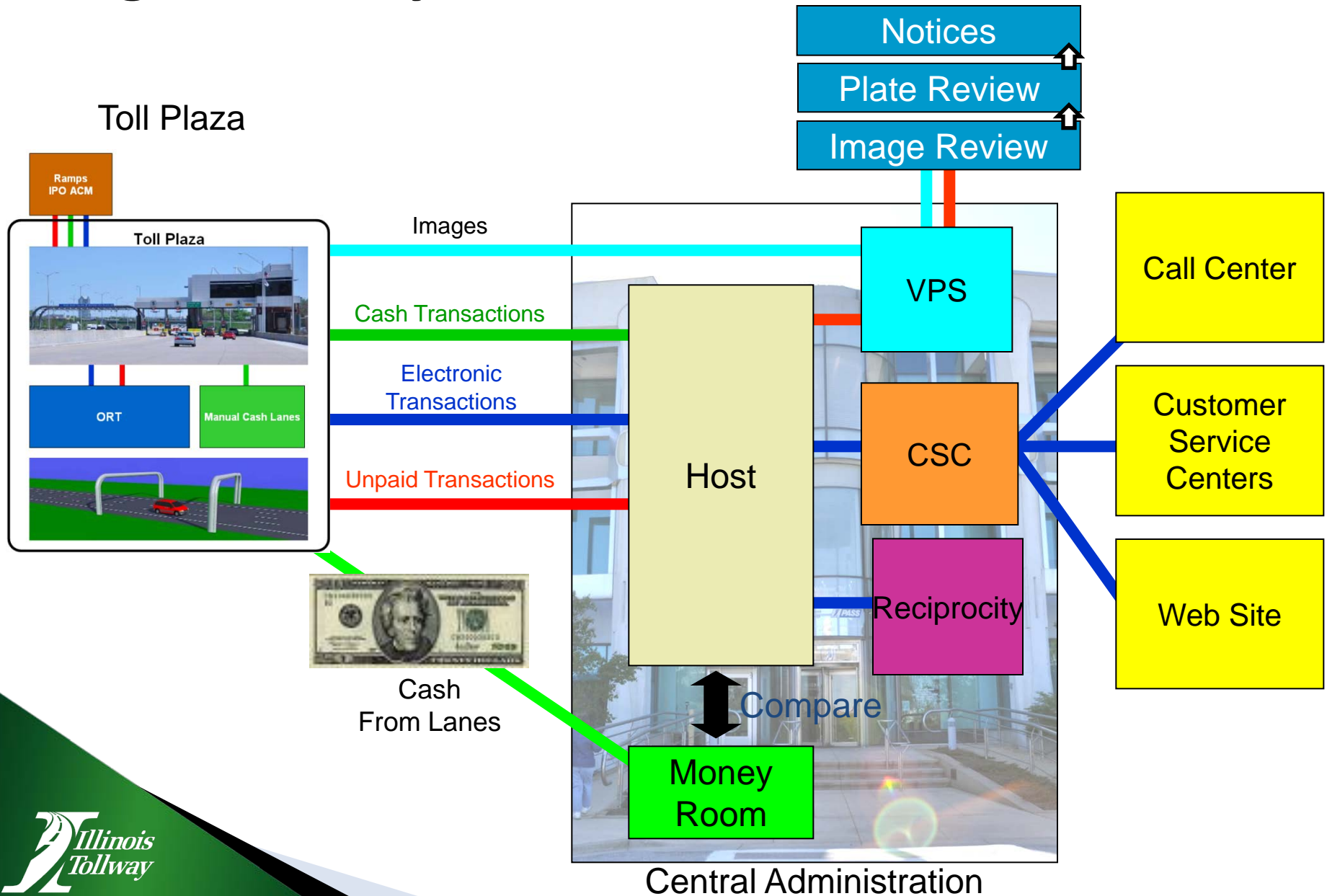


Open Road Tolling Lanes (ORT)

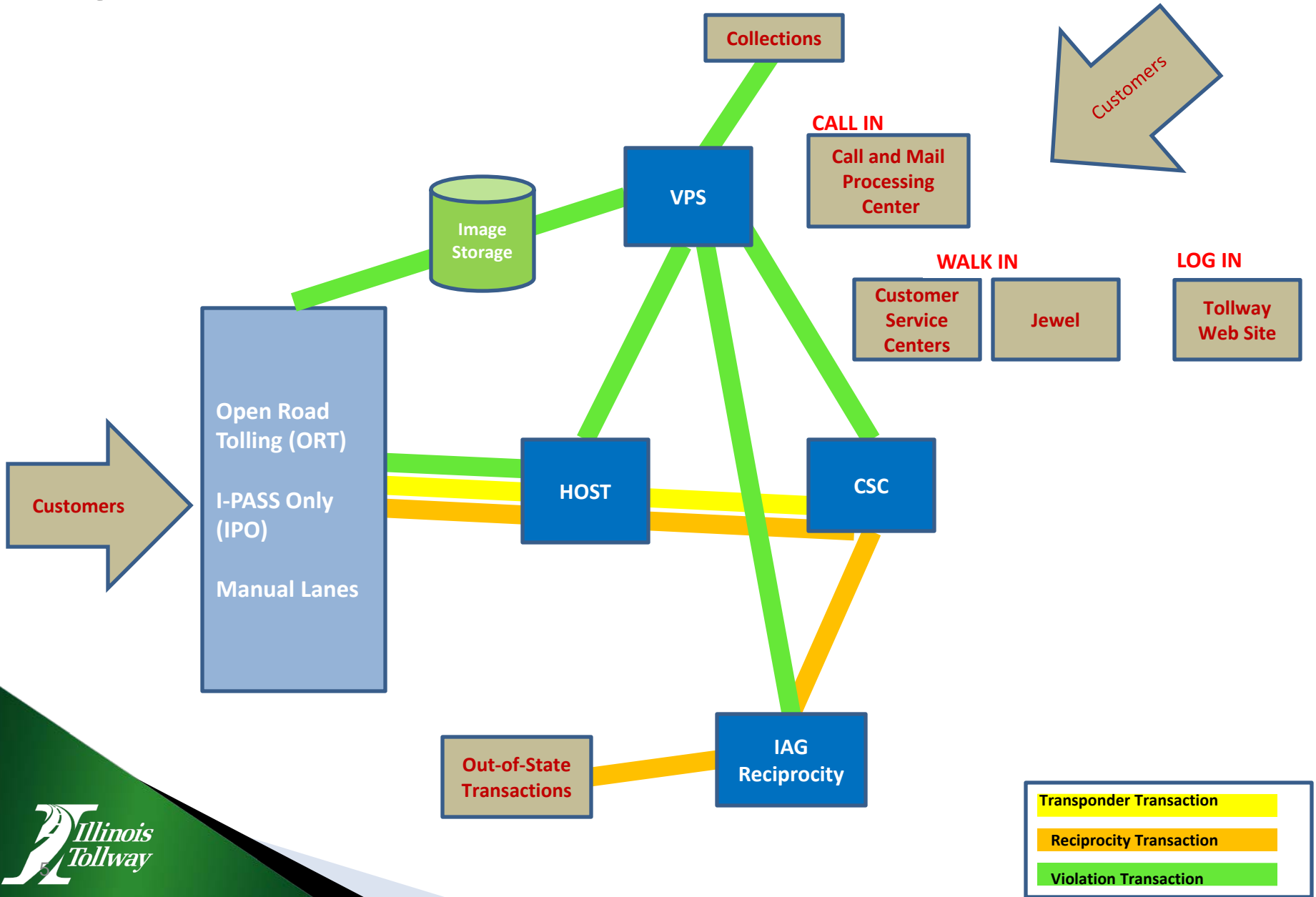
Manual Cash Lanes



High-Level System Flow



Systems and Customers



Key Statistics (2010)

Approximately 820 million transactions per year

Approximately 680 million electronic transactions per year (approximately 83 percent of all transactions)

Approximately 9.6 million toll transactions NOT paid at time of transaction (approximately 2 percent of all transactions)

Approximately 1.4 million toll transactions NOT paid after violations process (approximately 0.2 percent of all toll transactions)

Approximately 1.3 million violation notices per year

Approximately 207,000 closed for payment per year (approximately 15 percent)

Approximately 685 million closed for dismissal per year (approximately 50 percent)

Customer Service Interactions

Approximately 7,000 customer service calls per day

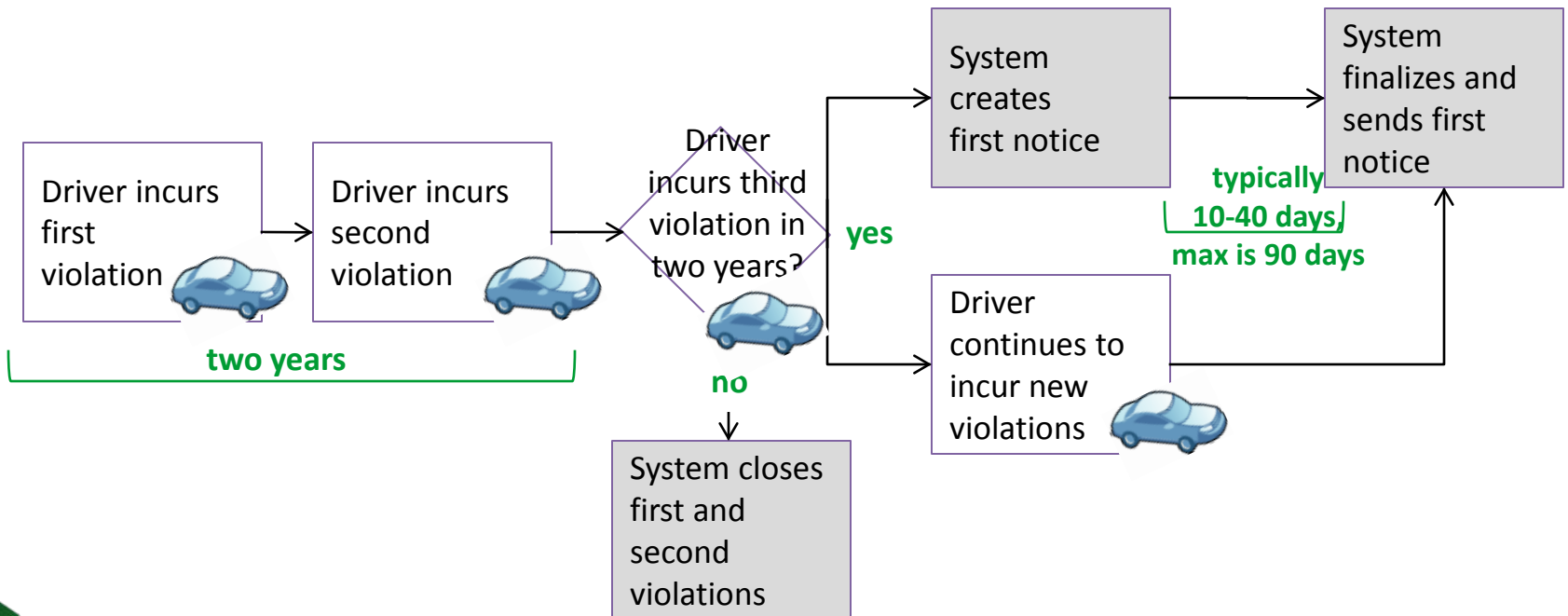
Approximately 1,500 walk-in visits to customer service centers per day

Approximately 15,000 web transactions per day

Approximately 40 percent of I-PASS distribution occurs through Jewel

Violations Escalation: Going to Notice

A violation notice is only sent when the system detects three violations within a two-year period for the same license plate. At minimum, a violation notice contains three violations and three associated fines, typically totaling to approximately \$63.



Violations Escalation: Collecting on Notices

	sun	mon	tue	wed	thu	fri	sat
Month 1	FIRST NOTICE (21 days to pay) <ul style="list-style-type: none"> • Original Unpaid Toll charges • \$20 fine per violation • Option to request a hearing 						
	SECOND NOTICE (14 days to pay) <ul style="list-style-type: none"> • Confirms that you have missed the 1st Notice deadline • No longer have option to request hearing • Warns of additional \$50 fine per violation if 2nd Notice is not paid in full 						
	THIRD NOTICE (21 days to pay) <ul style="list-style-type: none"> • Additional \$50 fine per violation is added • Warns of additional penalties should this deadline be ignored • Potential penalties after deadline include: <ul style="list-style-type: none"> – License plate and driver's license suspension – Referral to a collection agency – Reported to credit rating bureau 						

■ **I-PASS, E-ZPass and iZoom:**

- Fines dismissed
- Pay cash value of tolls

■ **I-PASS, E-ZPass and iZoom:**

- Fines dismissed
- Pay cash value of tolls

■ **I-PASS, E-ZPass and iZoom:**

- Settlement per "Settlement Table"
- Pay cash value of tolls

■ **Other Drivers:**

- \$50 fines dismissed
- Pay cash value of tolls and \$20 fines



Violations Escalation: Comparison

Agency	First Communication	Second Communication	Third Communication
Illinois Tollway	<ul style="list-style-type: none"> • Violation notice • Tolls are 50 percent higher because tag is not read • Fine of \$20 per transaction 	<ul style="list-style-type: none"> • Late notice • Tolls are 50 percent higher because tag is not read • Fine of \$20 per transaction 	<ul style="list-style-type: none"> • Final notice • Tolls are 50 percent higher because tag is not read • Fine of \$20 per transaction • Additional \$50 per transaction
North Texas Tollway Authority	<ul style="list-style-type: none"> • Invoice • Tolls are 50 percent higher because tag is not read 	<ul style="list-style-type: none"> • Late notice • Fee of \$2.50 per notice 	<ul style="list-style-type: none"> • Violation notice • Fine of \$25 per transaction
E-470 Public Highway Authority	<ul style="list-style-type: none"> • Invoice • Tolls are 10 percent higher because tag is not read 	<ul style="list-style-type: none"> • Late notice • Fee of \$5.00 per notice 	<ul style="list-style-type: none"> • Citation • Fine of \$25 per transaction
Delaware Department of Transportation	<ul style="list-style-type: none"> • Violation notice • Fine of \$25 per transaction 	<ul style="list-style-type: none"> • Final violation notice • Additional \$25 per transaction 	
Pennsylvania (Delaware River Joint Toll Bridge Commission)	<ul style="list-style-type: none"> • Violation notice • Fine of \$25 per transaction 	<ul style="list-style-type: none"> • Second violation notice • Additional \$10 per transaction 	

Customer Service Working Group: Re-Cap

HIGHLIGHTS

- **Electronic Tolling Technology**
 - **Halted bid for new maintenance vendor for existing system**
 - **Assessed existing system**
 - **Commenced effort to evaluate replacement systems (vs. simple maintenance of existing system)**
 - **Continued efforts to improve existing system and existing contract management**

UPDATES

- **Electronic Tolling Technology**
 - Established “back-office” system replacement timeline
 - Developed Request for Information (RFI); anticipated release September 30th
 - Commenced development of functional and technical requirements
 - Existing system improvements
 - Online violation images
 - 90-day rule
 - Credit card updater

Customer Service Working Group: Re-Cap



Explore New Technology and National Best Practices with RFI

- ★ **Redefine Business Rules**
- ★ **Document New Business Rules**
- ★ **Develop RFPs for Technology to Support New Business Rules**
- ★ **Conduct Procurements and Testing**
- ★ **Transition to New Contracts / System Implementation**

TRMMP Renewal

Optional TRMMP Renewals

Establish New Customer Service Contracts

Continual Improvements

★ External assistance needed (Contract #1)

★ External assistance needed (Contract #2)

Customer Service Working Group: Re-Cap

HIGHLIGHTS

- **Customer Service Contract**
 - Image review
 - Transponder fulfillment
 - Print and mail
 - Call center

UPDATES

- **Customer Service Contracts**
 - Image review contract with state use vendor finalized in December 2010 (Bridgeway Training Services)
 - Print and mail contract with State Use Program vendor approved 8/25 (The Printers Mark, a subsidiary of Transitions Mental Health Services)
 - Transponder fulfillment contract with State Use Program vendor approved 8/25 (Ada S. McKinley Community Services, Inc.)
 - Call center contract in progress

Customer Service Working Group: Re-Cap

HIGHLIGHTS

- **Key Initiatives**
 - **Transponder replacements**
 - **Address corrections**
 - **Online violation images**
 - **90-day rule**

UPDATES

- **Key Initiatives**
 - Approximately 300,000 in 2011. More than 550,000 scheduled for 2012.
 - 92 percent response rate
 - Conducting additional outreach to 700 unresponsive but active accounts
 - Average 4,300 per month. Anticipated savings of \$40,000 January-August 2011.
 - 44,593 images (violations) reviewed by 11,006 unique parties March-September 2011
 - 1,782 images (4 percent) disputed overall
 - 664 images (2 percent) ultimately dismissed
 - Board agreement on June 30, 2011

Customer Service Committee Workplan

Key Decisions	Decision-Making Timeframe		
	4-6 months	6-12 months	12+ months
Violations framework (fines vs. fees / notices vs. invoices)		X	X
Violations “look-back” (two-year rule)		X	X
Toll discounts			X
American Express usage	X		
Feedback transponder purchase plan	X		
Collection litigation plan		X	