



Customer Service Committee

August 21, 2013

Customer Service Committee: Key Topics

■ Violations framework

- Approval of expanded Settlement Guidelines
- Implementation of “30-day notices”
- Analysis of two-year “look-back”

■ Fleet policies

■ Indiana toll concession fee

■ I-PASS customer survey



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

- **I-PASS settlements for qualifying customers, even if court-determined bankruptcy settlement amounts are higher**
- **Government organizations pay cash rate tolls only**



Violations Framework: Settlement Guidelines

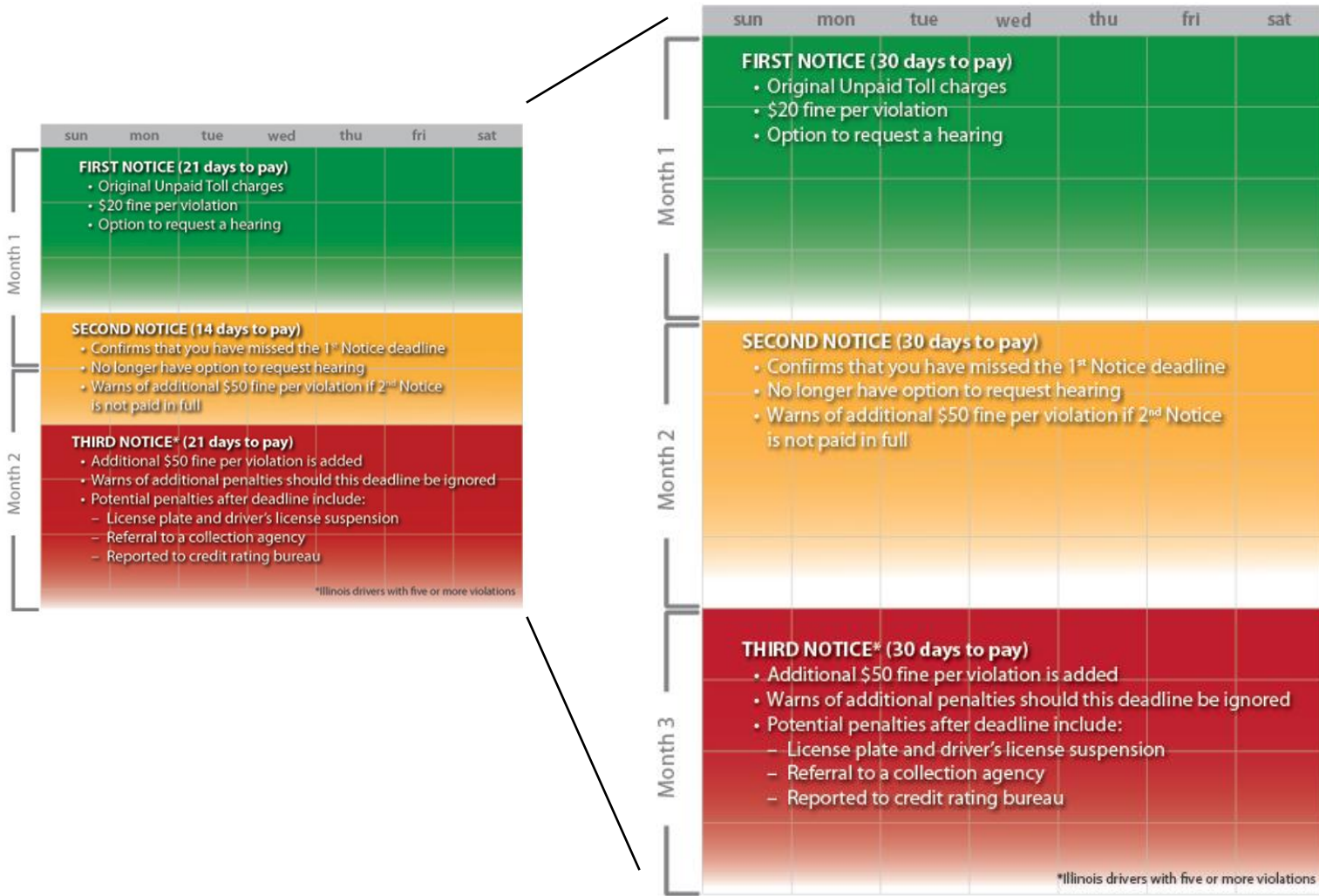
Resolution to update Settlement Guidelines

Violations Framework: Days to Pay

Agency	First Communication	Second Communication	Third Communication
Illinois Tollway	21 days to pay	14 days to pay	21 days to pay
E-470 Public Highway Authority (Denver)	30 days to pay (approximate)	30 days to pay (approximate)	N/A
Georgia State Road and Tollway Authority (Atlanta)	30 days to pay	90 days to pay	N/A
Miami-Dade Expressway Authority	30 days to pay (approximate)	30 days to pay (approximate)	N/A
North Texas Tollway Authority (Dallas)	30 days to pay	30 days to pay	N/A



Violations Framework: 30-Day Notices



Violations Framework: 30-Day Notices

Resolution to update Joint Committee on Administrative Rules (JCAR) language to allow for new 30-day cycle

Violations Framework: Two-Year “Look-Back”

	Minimum of <u>3</u> Violations		
Goals	2 Years (current)	1 Year	6 Months
Improve customer experience	No change	Improved	Improved
Maintain existing <u>net</u> revenue recovery	\$26 million/year	\$25.8 million	\$25.7 million
Accommodate notice volumes	1.4 million notices/year	1.4 million notices/year	1.3 million notices/year


	Minimum of <u>2</u> Violations		
Goals	2 Years	1 Year	6 Months
Improve customer experience	Improved	Improved	Improved
Maintain existing <u>net</u> revenue recovery	\$28.8 million/year	\$28.5 million	\$29.3 million
Accommodate notice volumes	2.1 million notices/year	2.1 million notices/year	2 million notices/year

Note: Costs rise as notice volumes rise, although net recovery can reflect improved collection potential.

Note: Any adjustments would need to wait until the new back office system were available.



Fleet Policies: “Contact Us” Link



www.illinoistollway.com > Contact Us > Construction

Frequently Asked Fleet Questions

Click on the question to view the answer.

How can I add multiple new vehicles/license plates to my I-PASS account?

I am a rental/leasing company, how do I reassign violation notices?

Contact the Fleet Customer Service Team

If you don't find your question answered above, please contact us using the form below.

Name

Email

ZIP code

Comments



Fleet Policies: Updated Web Guidance

[I-PASS Account Login](#) | [Contact Us](#) | [Site Map](#) | [Home](#) | [En Español](#)

[About the Tollway](#) | [News Room](#) | [Doing Business](#) | [Tolls and I-PASS](#) | [Construction/Planning](#) | [Roadway Information](#)

[www.illinoistollway.com](#) | [Tolls and I-PASS](#)

Tolls and I-PASS

- About I-PASS
- Manage My I-PASS Account
- Toll Information
- Unpaid Tolls
- Violations
- **Fleet Customers**
 - Truck Fleets
 - Rental/Leasing Fleets
 - Government Fleets
 - Other Commerical Fleets
- Customer Service

Fleet Customers

Save time and reduce costs with I-PASS.

When driving on the road, time is money. I-PASS keeps you moving through the open road tolling lanes along the Illinois Tollway—eliminating idle time and excessive braking at toll plazas. Online account management makes tracking and reporting of toll expenses much easier than collecting receipts.

Find information on:

- Truck Fleets
- Rental/Leasing Fleets
- Government Fleets
- Other Commerical Fleets

Tollway News

- Construction Alert July 11, 2013
- 07/08/2013 - Illinois Tollway to Host Construction Contract Meeting for Jane Addams Memorial Tollway (I-90) East Corridor
- 07/08/2013 - Illinois Tollway and Illinois State Police to Host Kids Safety Event at Discovery Center Museum in Rockford
- 07/05/2013 - Illinois Tollway Receives Rosa Parks Diversity Leadership Award From Women's Transportation Seminar Greater Chicago
- 07/02/2013 - Illinois Tollway Advises Leisure Travelers to Leave Early, Stay Late This Fourth of July and Throughout the Summer
- 07/01/2013 - Illinois Tollway and Illinois State Police to Host Kids Safety Events on Fourth of July Holiday Weekend

[Board Information](#) | [Manage Account](#) | [Move Illinois](#) | [Construction](#) | [State Police](#) | [Videos](#)

[Agreement](#) | [Employment](#) | [Privacy Information](#) | [eNewsletter](#) | [State of Illinois Information](#) | [Illinois Information Technology Accessibility Act](#) | [Contact the Tollway](#) | [Kids Privacy](#) | [Get Adobe Reader](#)



Fleet Policies: Updated Web Guidance

The screenshot displays the Illinois Tollway website's navigation and content. At the top, there is a search bar and navigation links: "I-PASS Account Login", "Contact Us", "Site Map", "Home", and "En Español". Below this is a main navigation menu with tabs for "About the Tollway", "News Room", "Doing Business", "Tolls and I-PASS" (highlighted), "Construction/Planning", and "Roadway Information". The Illinois Tollway logo is visible on the left. The main content area is titled "Tolls and I-PASS" and includes a breadcrumb trail: "www.illinoistollway.com > Tolls and I-PASS". A left sidebar lists various links, with "Fleet Customers" highlighted in an orange box. The "Fleet Customers" sub-menu includes "Truck Fleets", "Rental/Leasing Fleets", "Government Fleets", and "Other Commerical Fleets". The main content area is titled "Information for Truck Fleets" and features three tabs: "I-PASS", "Violations", and "Overweight Permits". Under the "I-PASS" tab, there are sections for "I-PASS Accounts" (listing New Accounts, Online Account Management, Adding Multiple New Vehicles/License Plates, Using I-PASS Transponders, Truck Toll Rates, and PrePass), "Violation Information" (listing Information for I-PASS, PrePass and E-ZPass Customers and Reassigning Illinois Tollway Violations), and "Overweight/Oversized Vehicle Permits" (listing Over-Dimension Limitations and Fees, Overweight Limitations and Fees, and Superloads). At the bottom, there are icons for "Board Information", "Manage Account", "Move Illinois", "Construction", "State Police", and "Videos". A "Tollway News" section lists several recent news items from July 2013.

Tolls and I-PASS

- About I-PASS
- Manage My I-PASS Account
- Toll Information
- Unpaid Tolls
- Violations
- **Fleet Customers**
 - Truck Fleets
 - Rental/Leasing Fleets
 - Government Fleets
 - Other Commerical Fleets
- Customer Service

Information for Truck Fleets

I-PASS Violations Overweight Permits

I-PASS Accounts

- New Accounts
- Online Account Management
- Adding Multiple New Vehicles/License Plates
- Using I-PASS Transponders
- Truck Toll Rates
- PrePass

Violation Information

- Information for I-PASS, PrePass and E-ZPass Customers
- Reassigning Illinois Tollway Violations

Overweight/Oversized Vehicle Permits

- Over-Dimension Limitations and Fees
- Overweight Limitations and Fees
- Superloads

Tollway News

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Board Information **Manage Account** **Move Illinois**

Construction **State Police** **Videos**



Fleet Policies: Online Truck Permits

- **Approximately 10,000 truck permits issued each year**
- **Current process is managed through paper and phone**
 - Application submission options
 - In person at toll plaza
 - By phone via the permitting desk
 - Payment options
 - Cash at plaza
 - Check via mail
 - Credit card via phone
- **Future process is presently under development**
 - Phase 1: Online application submission, reducing stops at plazas
 - Phase 2: Online payment and integration with IDOT



Indiana Toll Concession Fee: Overview

- **The Illinois Tollway charges the Indiana Toll Road Concession Company (ITRCC) \$0.03 for each transaction occurring on the Indiana Toll Road by a customer using an I-PASS transponder. In turn, ITRCC charges the Illinois Tollway \$0.03 for each transaction occurring on the Illinois Tollway system. The net result of this action is that ITRCC pays the Illinois Tollway approximately \$750,000 each year.**
- **To offset the charge assessed by the Illinois Tollway, ITRCC charges customers travelling on the Indiana Toll Road and using an I-PASS transponder a \$0.03 fee in addition to the regular toll.**



I-PASS Customer Survey: Key Results

- **More than 62 percent of respondents choose the Tollway because it is the fastest commute.**
- **More than 71 percent of respondents prefer to communicate with the Tollway online.**
- **Fifty-eight percent of respondents have used I-PASS outside of Illinois – a 12 percent increase since 2010.**
 - Reciprocity data confirms that I-PASS transactions outside of Illinois have grown 9 percent. Even more striking, I-PASS transactions outside of Illinois and Indiana have grown 29 percent.
- **More than 60 percent of respondents either agree or somewhat agree that the Tollway is a “good value.”**





THANK YOU