

Video Tolling and Collections

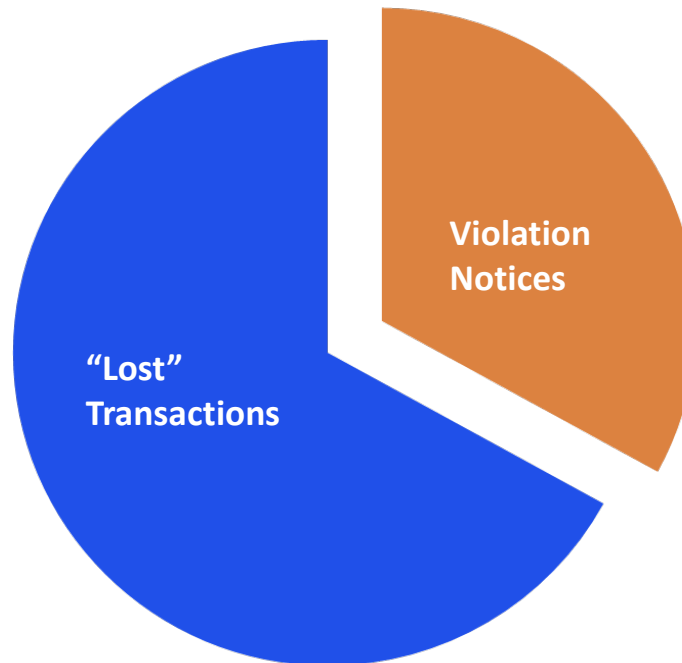
April 27, 2017



Toll Revenue Challenges

Two-thirds of leakage is not pursuable

- 40 percent represents aged transactions (violators must have three violations in one year to receive a notice)
- 19 percent represents rejected images (discarded because unreadable or because they are law enforcement and emergency vehicles)
- 6 percent represents transactions for which no violator information is available
- 1 percent represents manual lane transactions (no cameras in manual lanes)



One-third of leakage is unpaid violation notices

- Key approach
 - Violation notices issued
 - Unpaid notices placed with collection agencies
 - Vehicle registration suspensions for Illinois registered owners
 - Litigation of commercial registered owners for garnishment
- Key exceptions
 - Truck trailer license plates
 - Minnesota license plates



Toll Revenue Enhancement Initiatives

Reduce “lost” transactions

✓ Change rules so violators must have only two violations in one year to receive a notice	\$7.0 million
✓ Replace outdated violation cameras on roadway	\$4.0 million
✓ Improve license plate system management	\$0.5 million
Anticipated revenue gain	\$11.5 million

Increase violation recovery

✓ Enhance toll capture of commercial vehicles	\$12.0 million
✓ Pursue Minnesota license plates	\$1.8 million
✓ Cap number of violations on an initial notice to encourage better violator response	\$1.0 million
✓ Improve account maintenance reminders to I-PASS customers	\$0.5 million
Anticipated revenue gain	\$15.3 million

Additional key improvements

✓ Charge cash rate for excessive video tolls	\$18.0 million
✓ Improve collection agency rules	\$0.5 million
Anticipated revenue gain	\$18.5 million

TOTAL anticipated revenue gain: \$45.3 million



Toll Revenue Enhancement Option

Test behavior for revised transponder deposit

- Identify I-PASS customers with excessive video tolls
- Provide one sub-group free transponders, explaining anticipated future cash rate charges for video tolls
- Provide another sub-group with typical \$10-deposit transponders, explaining anticipated future cash rate charges for video tolls
- Monitor customer response and behavior to determine best approach for introducing a video tolling charge





THANK YOU

