



I-PASS CUSTOMER CONTINUITY AND EFFICIENCY

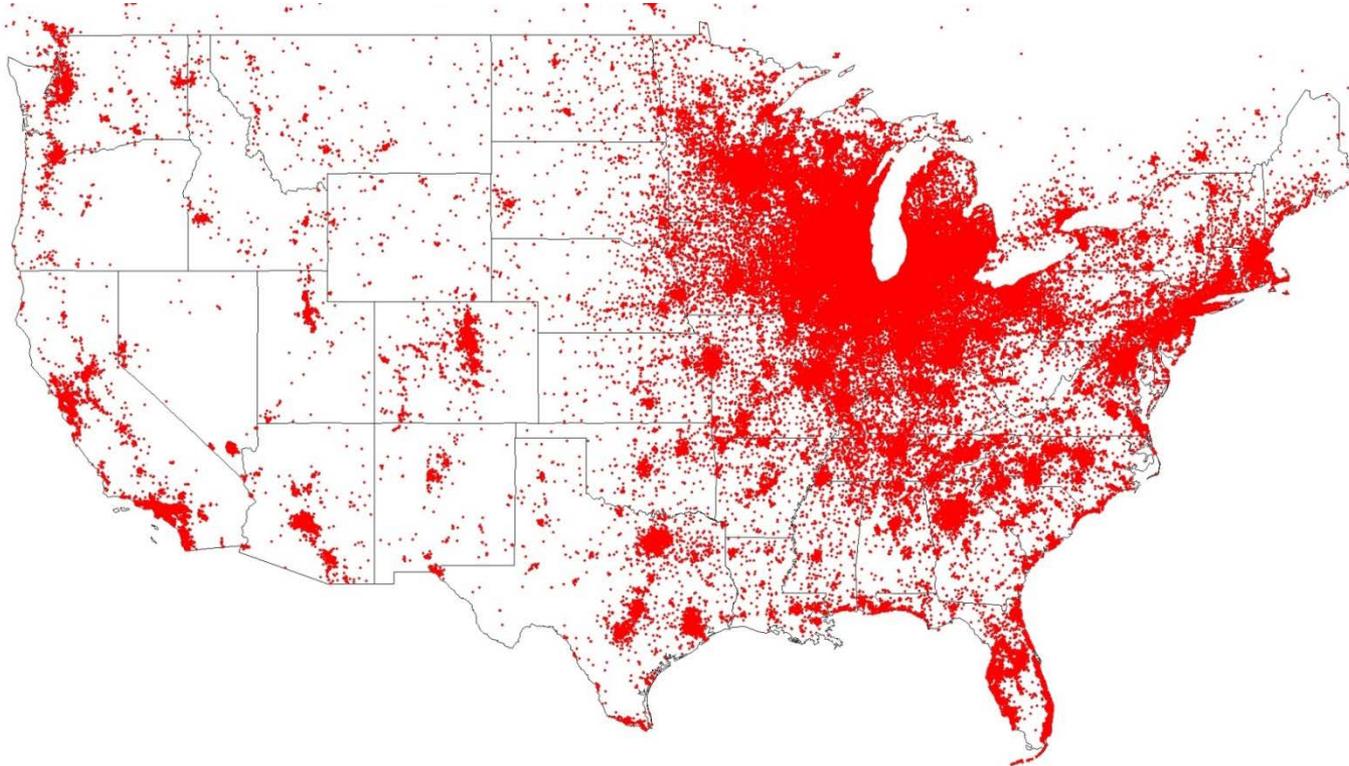
October 20, 2016

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Who are our I-PASS Customers?

I-PASS Transponders – May 2015



Key I-PASS Account Features

- Discounted toll rates
- Seamless open road tolling for time savings
- Interoperability with E-ZPass
- Shared account balance for multiple vehicles
- Self-service, including reports capability
- Account notifications for low balance and declined credit cards
- Credit card updater program for new and updated cards
- Video tolling – customer convenience at no additional cost
- Settlement guidelines for I-PASS customers with violations



A Video Toll

A video toll occurs when:

- The signal from an I-PASS transponder cannot be read
 - Missing, improperly mounted, inactive battery, lost signal
- Multiple vehicles share one I-PASS transponder

The transaction is digitally recorded and later matched to a license plate

“VIDEO TOLL” appears next to the transaction when customers review account records

Video Toll Transactions

- There are more than 70 million video toll transactions involving I-PASS customers per year
- Currently, there is no additional charge for a video toll transaction
- Cost of a video toll transaction averages 23 cents per dollar collected, which is more than twice as much as a standard transponder-based transaction

Recommendation

Charge additional 50 percent for video toll transactions to recoup additional costs

Key next steps

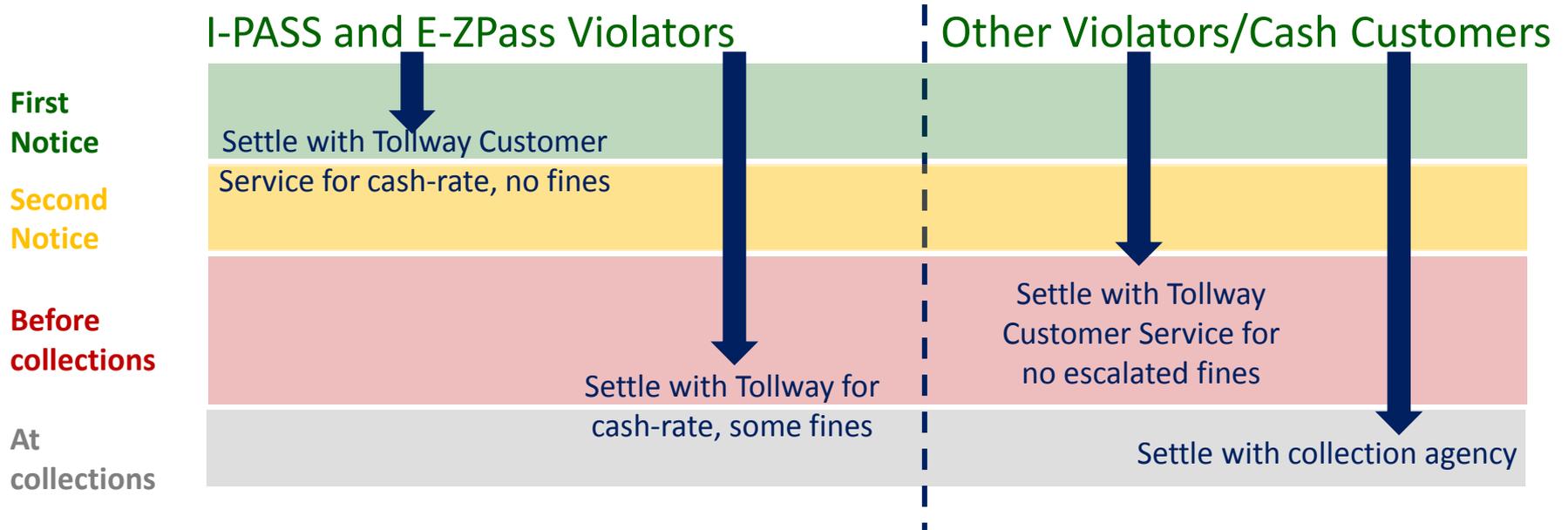
- Determine video tolling business rules, including allowable thresholds, account requirements, a dispute framework and notifications
- Implement system changes to support new business rules
- Determine if revisions to the I-PASS Agreement are required
- Ensure transponder inventory is adequate to meet additional demand
- Develop public communications plan

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Settlement Guidelines Overview

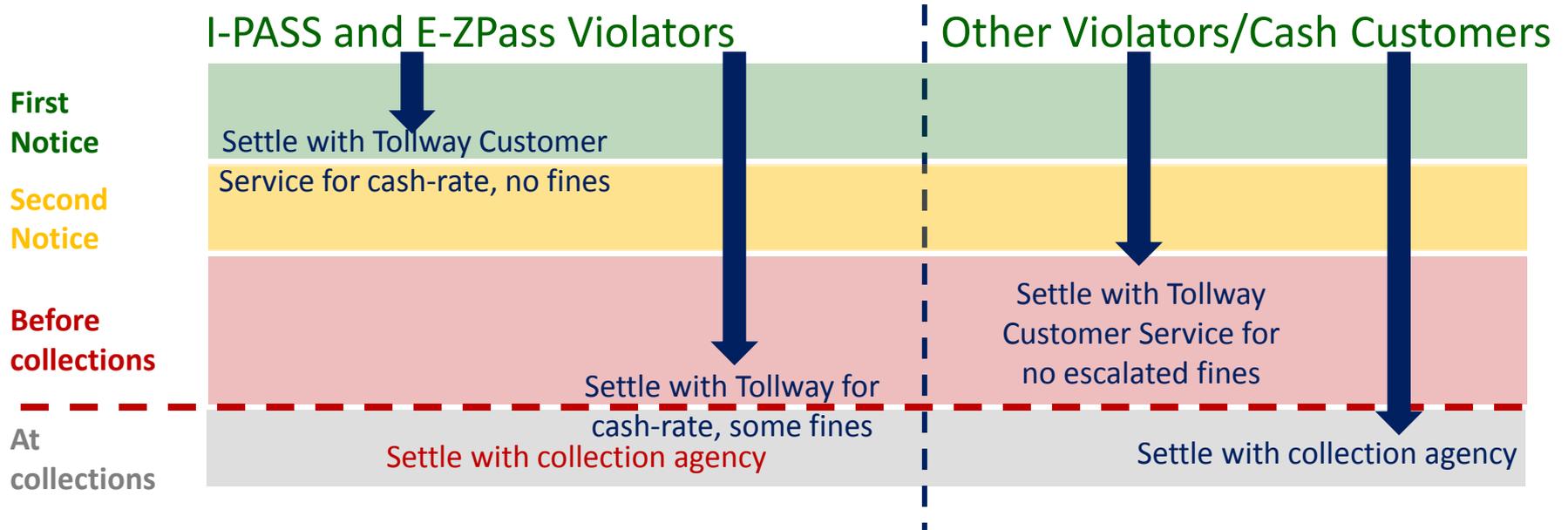


Why are Customers in Collections?

Customer failed to otherwise satisfy their payment obligations to the Tollway



Increase Continuity and Efficiency



Recommendation to Increase Continuity and Efficiency

Current collection agency settlement guidelines

- Collection agency approved to dismiss up to the \$50 fines assessed on a violation notice

Recommendation

- Discontinue I-PASS settlements after placement with collection agency
- Lower minimum settlement guidelines for collection agency
- Consider offset program managed by collection agency

Benefits

- Potentially increase collections
- Reduce Tollway involvement in settlements



Key Next Steps

- Develop new business rules, if necessary
- Implement any necessary system changes for automated settlement calculations
- Update and obtain Board approval for new settlement guidelines
- Update and obtain Board approval for new Collection Agency Settlement Guidelines
- Review collection contracts and determine if additional parameters for transparency and traceability are needed



Appendix

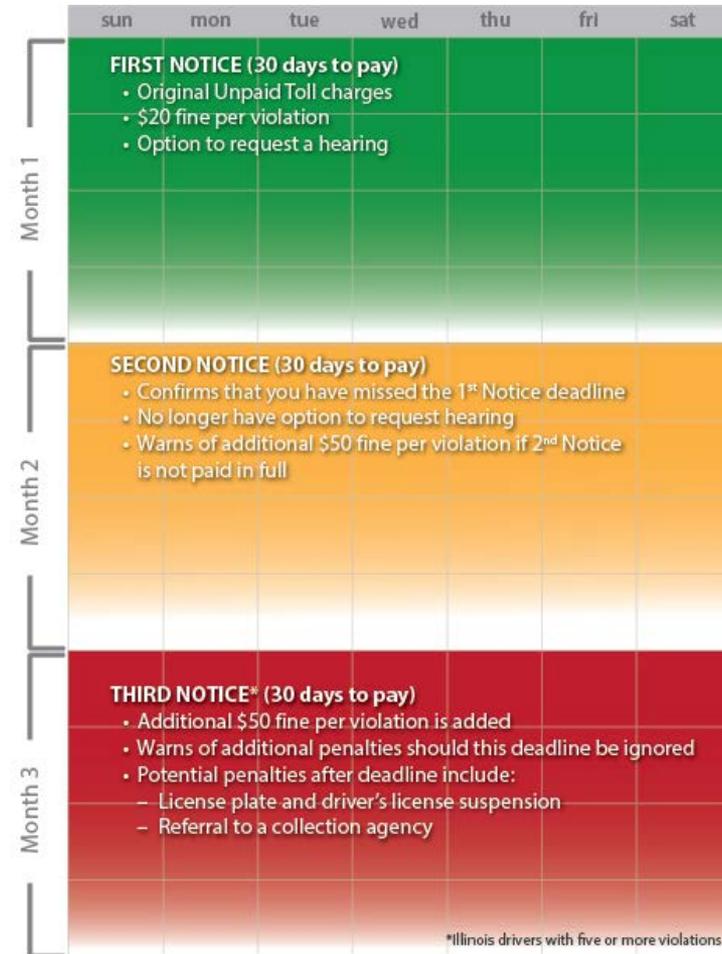


Cost Per Transaction

Cost Per Transaction (2015 est.)	
Transaction Type	Total Expense per \$1 collected
Cash – Manual Lane	\$ 0.48
Transponder	\$ 0.08
Video Toll	\$ 0.23
Seven Days to Pay	\$ 0.20



Violation Life Cycle



Note: Fines for the new IL 390 plazas are \$10 , and escalated fines are \$25.



Settlement Guideline Detail

# Violating Incidents	Settlement Amount	Number of Paid Fines
1 - 5	Cash tolls + \$20	1
6 - 9	Cash tolls + \$40	2
10 - 49	Cash tolls + \$100	5
50 - 99	Cash tolls + \$200	10
100 - 149	Cash tolls + \$300	15
150 - 199	Cash tolls + \$400	20
200 - 249	Cash tolls + \$500	25
250 - 299	Cash tolls + \$600	30
300 - 349	Cash tolls + \$700	35
350 - 399	Cash tolls + \$800	40
400 - 449	Cash tolls + \$900	45
450 - 500	Cash tolls + \$1,000	50
501 - 750	Cash tolls + \$1,500	75
751 and above	Cash tolls + \$2,000	100

Note: Fines for the new Illinois Route 390 Tollway plazas are \$10 , and a new settlement table reflects this for those notices.



Non-Standard Settlements: Financial Need

Any Violator

↓
Complete and submit non-standard settlement form

↓
Tollway reviews form and documents recommendation

↓
Tollway obtains necessary approvals

- < \$7,500: Proj. Coord, CSM, and Asst. AG. Approval by SPM or Senior Business Manager
- \$7,500 - \$15,000: Additional approval by Chief of Business Systems
- \$15,001 - \$30,000: Additional approval by Chief of Finance
- \$30,001 - \$50,000: Additional approval by Executive Director
- >\$50,000: Additional approval by Board

By due date on
Final Notice
of Liability

(2nd Notice)

Note: Non-standard settlements were previously known as “hardships.”

Non-Standard Settlements: Unique Issues

Any Violator

Escalate a complaint

Tollway researches complaint and documents recommendation

Tollway obtains necessary approvals

- < \$7,500: Proj. Coord, CSM, and Asst. AG. Approval by SPM or Senior Business Manager
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THANK YOU

