

Systems Review and Customer Service Committee Update

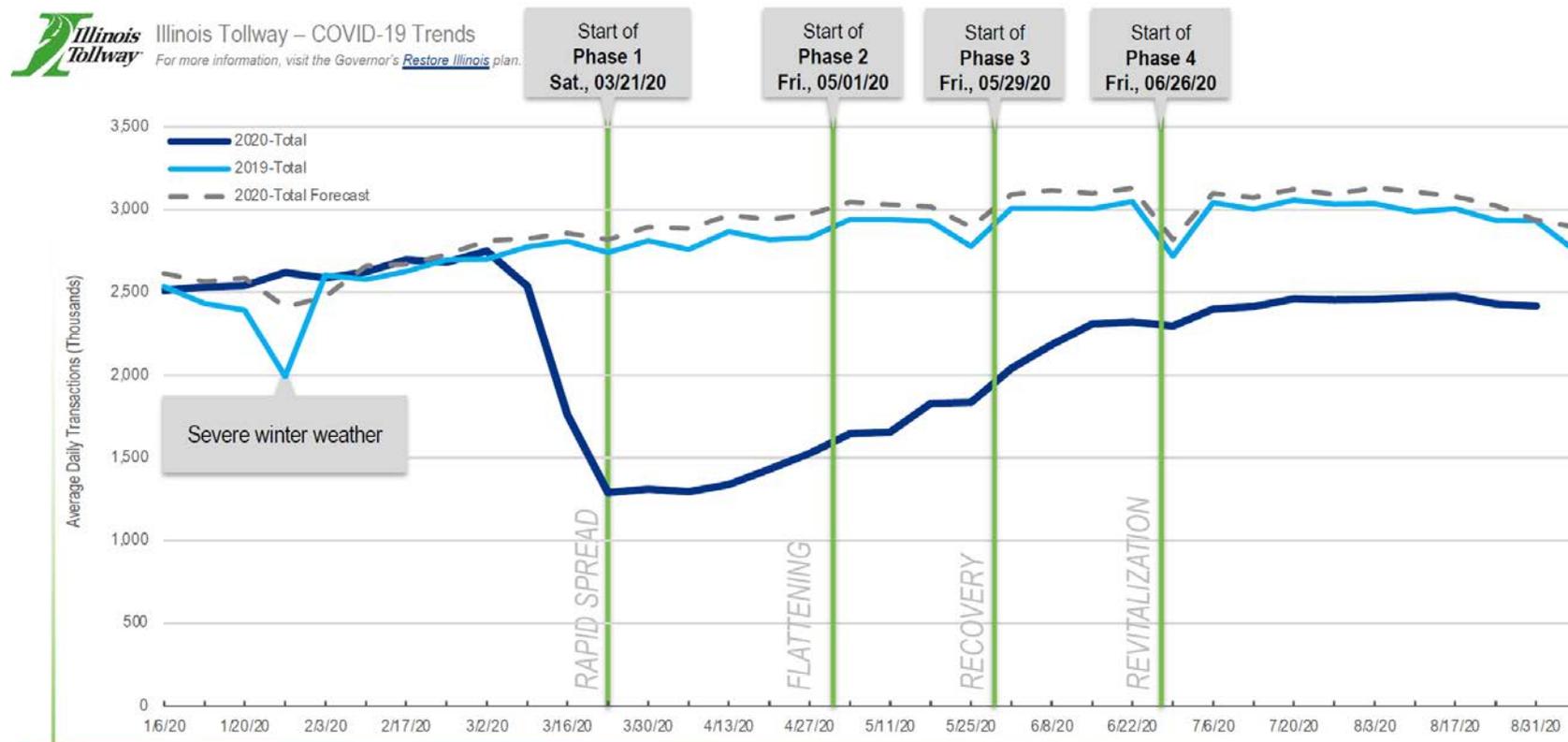
SEPTEMBER 17, 2020

Agenda

- I. TRAFFIC VOLUME YTD
- II. AMNESTY PROGRAM UPDATE
- III. PAY BY PLATE SERVICE

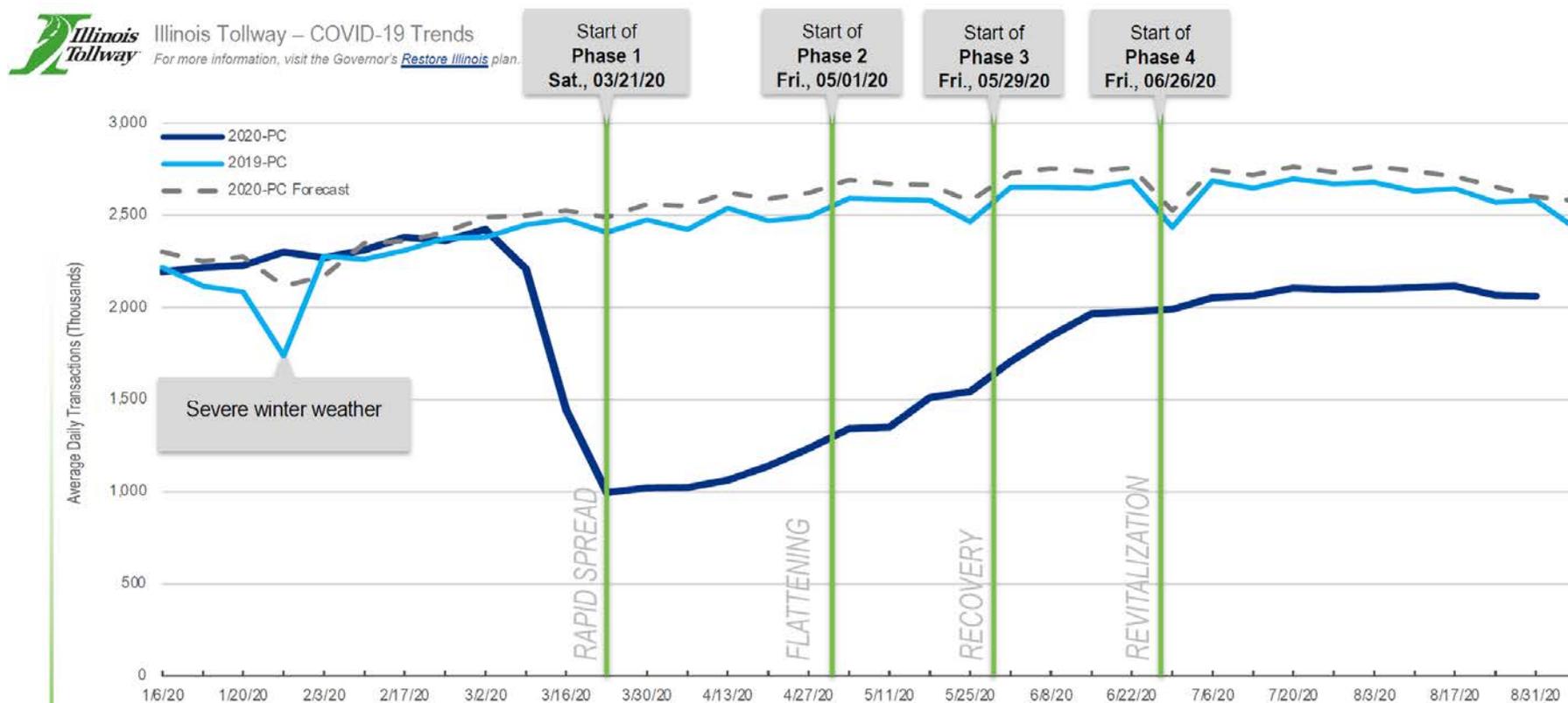


Systemwide Transactions



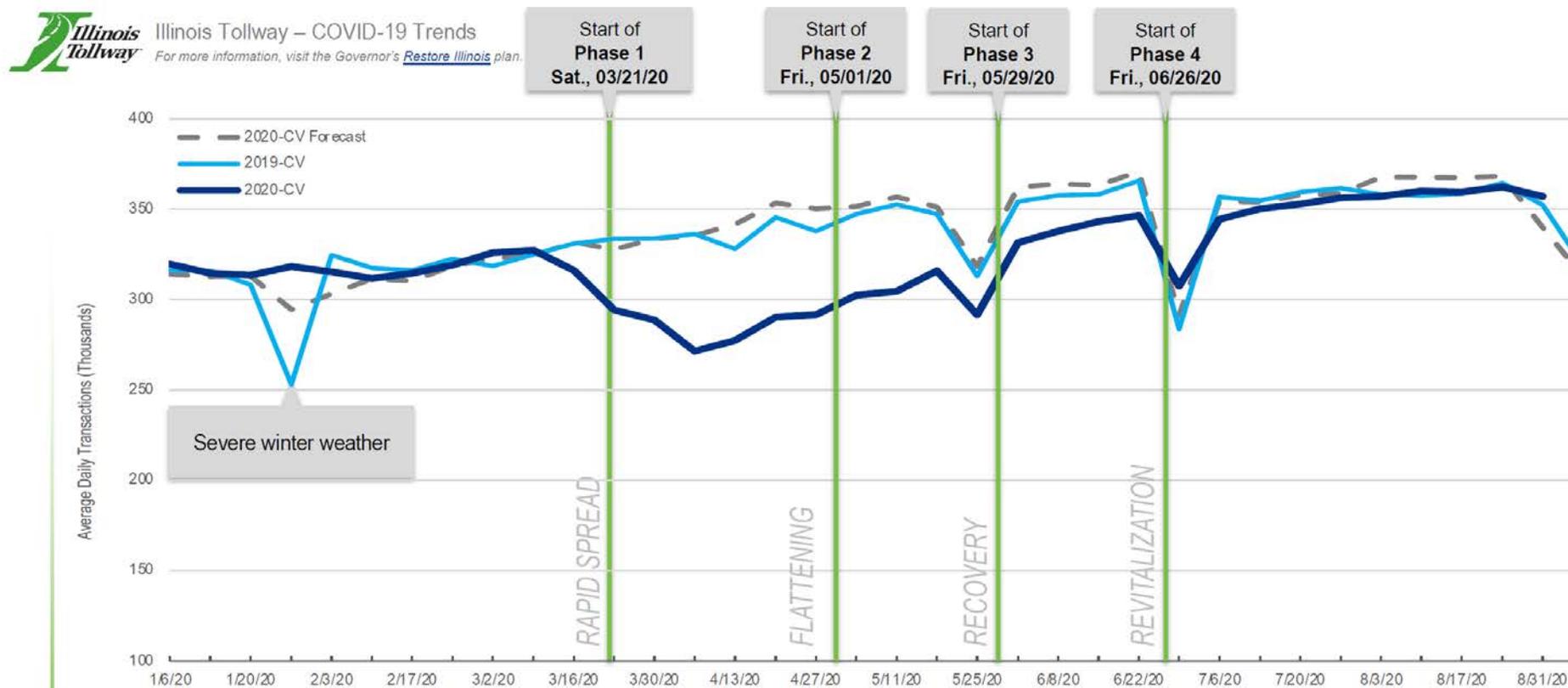
Traffic volume has largely stabilized at 83% of 2020 forecasted levels

Passenger Transactions



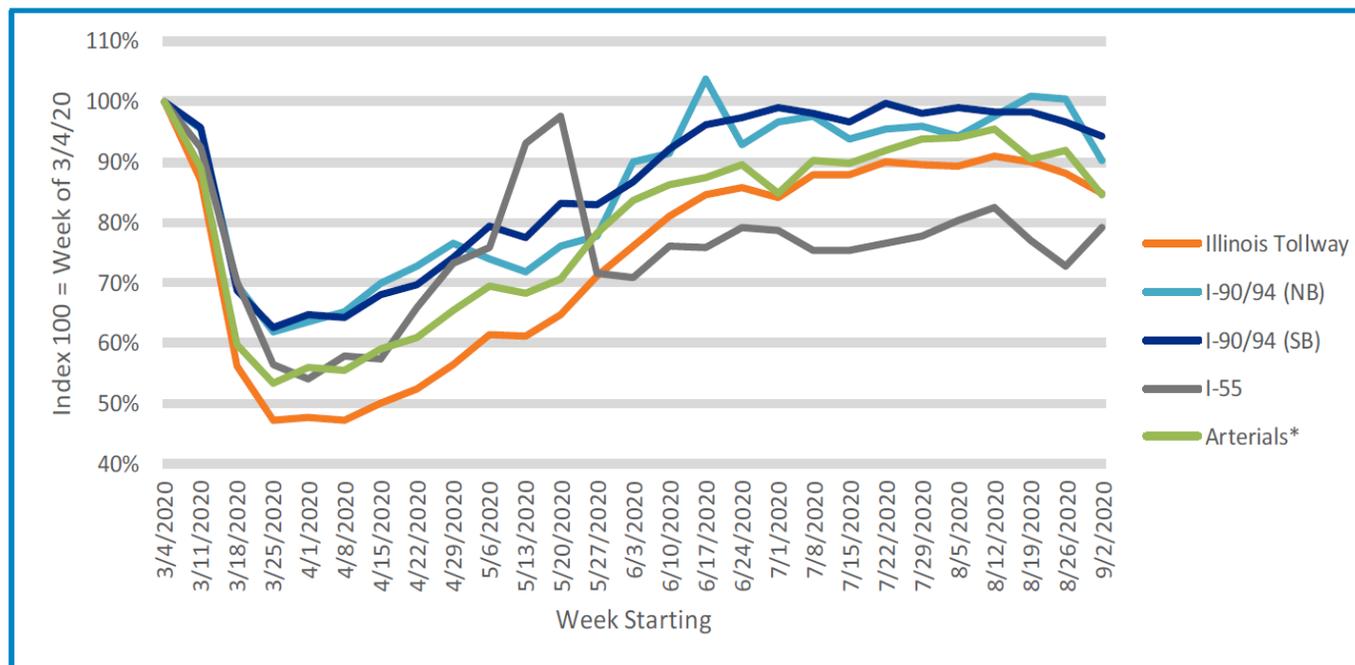
Passenger volume has recovered and stabilized at close to 80% pre-pandemic

Commercial Transactions



Commercial volume has recovered and stabilized close to pre-pandemic

Daily Traffic Counts on Select IDOT Facilities Compared to the Illinois Tollway



Local Road Comparison

Illinois Tollway trend matching local IDOT facilities

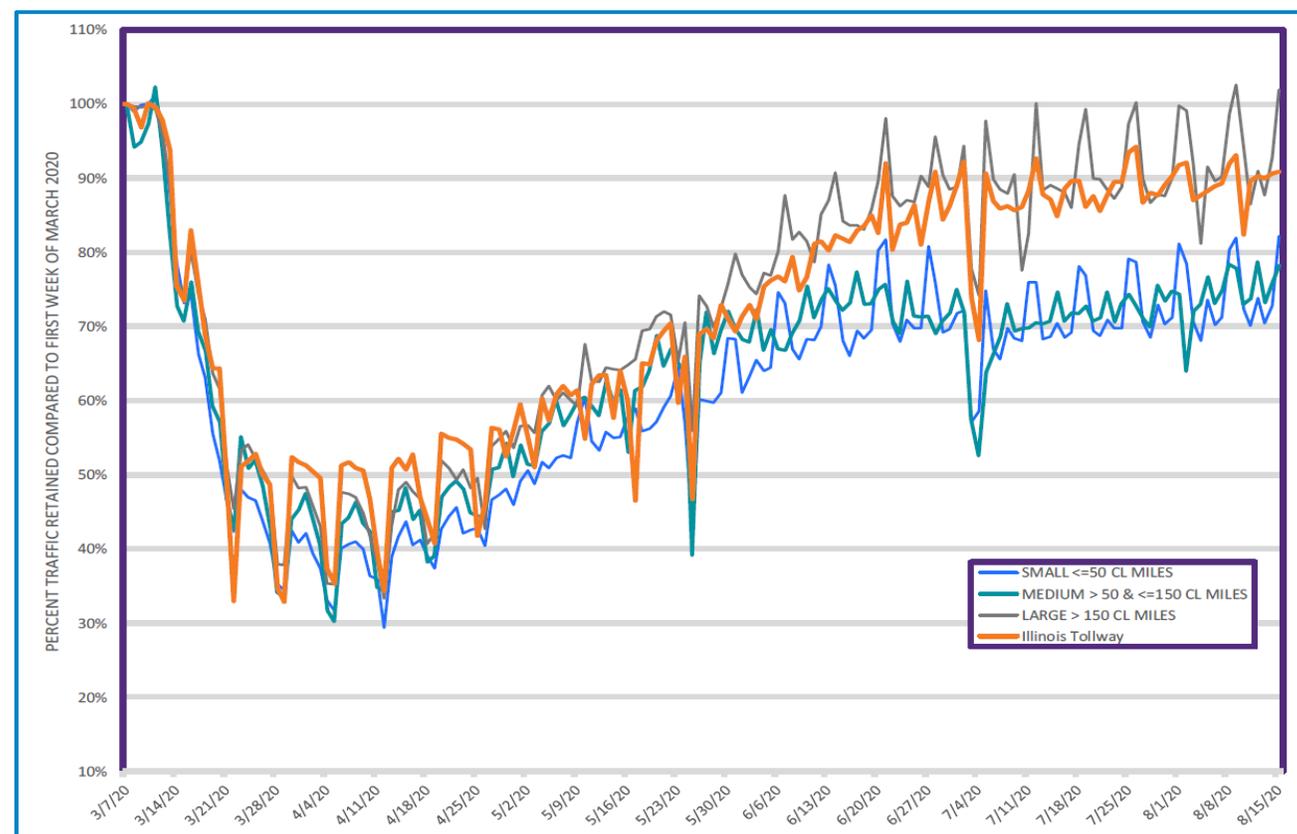
Note that local volumes are based upon a limited number of tracking points as compared to continuous monitoring on the Tollway system

* Arterial facilities include US 45/Mannheim Rd, IL 50/Cicero Avenue, IL 64/North Avenue, and IL 83/Kingery Highway

National Toll Facility Comparison

- Illinois Tollway traffic patterns tracking to similarly sized toll operators
- Operators with managed lanes tend to see less recovery nationally

Daily Trends for US Toll Roads During COVID-19 Pandemic (By Agency Size)





Violation Relief

Amnesty & COVID-19 Relief

A New Way to Pay

Pay By Plate

Violation & COVID-19 Relief



Violation Relief - Amnesty

All \$20 and \$50 fines related to outstanding Notice of Liability or Final Order of Liability shall be restated to a \$3 fee per violation across – Through 12/30/20

			Current Board Approved State		
Current	Facility	Rate Tier	Tolls	Penalties	Total Due
5 Unpaid Tolls	I-294	Passenger	\$ 6	\$ 350	\$ 356

			Violation Relief		
Current	Facility	Rate Tier	Tolls	Amnesty Fee	Total Due
5 Unpaid Tolls	I-294	Passenger	\$ 6	\$ 15	\$ 21

			COVID-19 Relief (March 9 – June 25)		
Current	Facility	Rate Tier	Tolls	Invoice Fee	Total Due
5 Unpaid Tolls	I-294	Passenger	\$ 6	\$.05	\$ 6.05

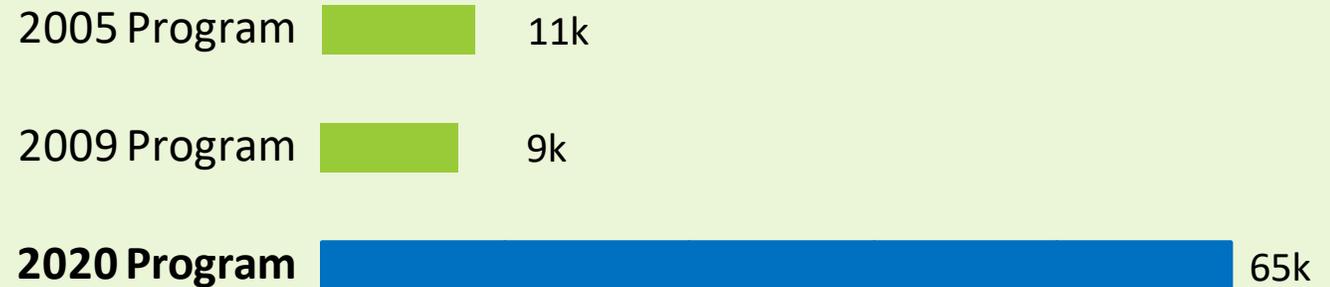
COVID-19 RELIEF

Unpaid tolls between March 9, 2020 and June 25, 2020 will be invoiced for tolls only with only a 1-cent invoice fee.

2020 Amnesty Status (as of 9/11/20)

- **86K** Notices Cleared as of 9/11/20
- **\$4.3** Million Paid
- **\$60** Average Payment
- **70%** Web Self Service
- **4.7** Million Tolls Invoiced with \$.01 fee from March 9 – June 25

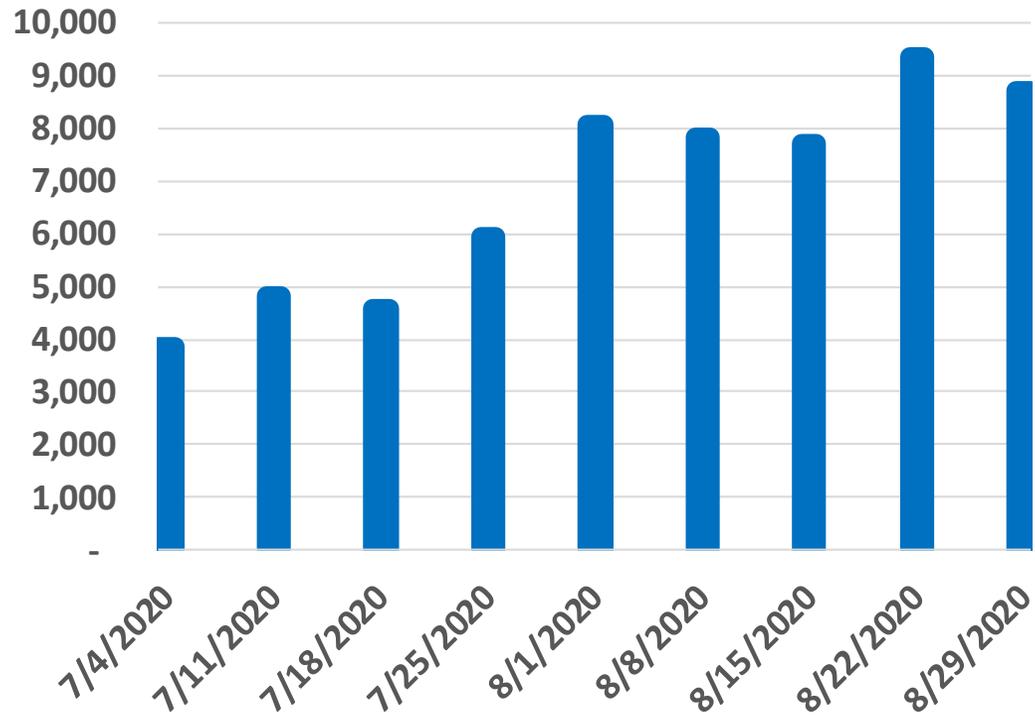
Amnesty Programs Comparison of Cleared Notices (after 60 days)



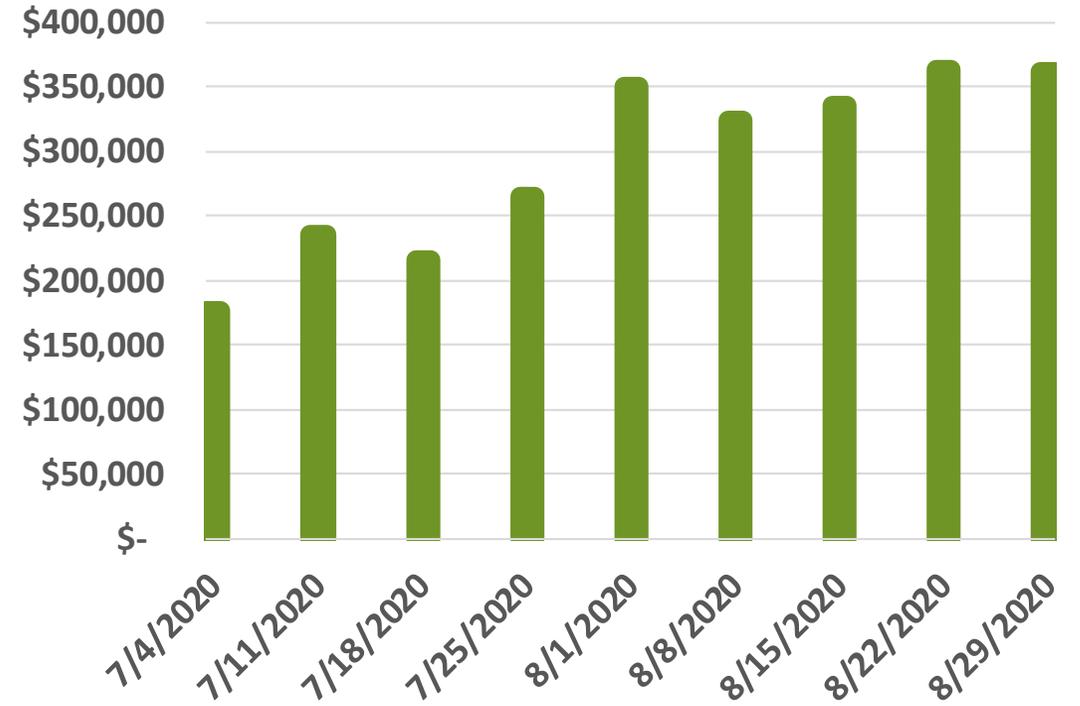
Amnesty Payments & Revenue



Amnesty Payments - Notices Cleared



Amnesty Payments - Revenue



PAY BY PLATE Service



New Payment Service

- New post-paid payment service
- Customers have 14 days after a missed toll to enroll
- Customers provide contact, credit card information and plate info and are charged for missed tolls
- Prevents customer from having to recreate/track trips or continually check back to view missed tolls

Benefits

- Reduced operating expenses per transaction
- More ability for customer to self-service
- Contactless form of payment
- Provides more options for payment to meet different customer needs



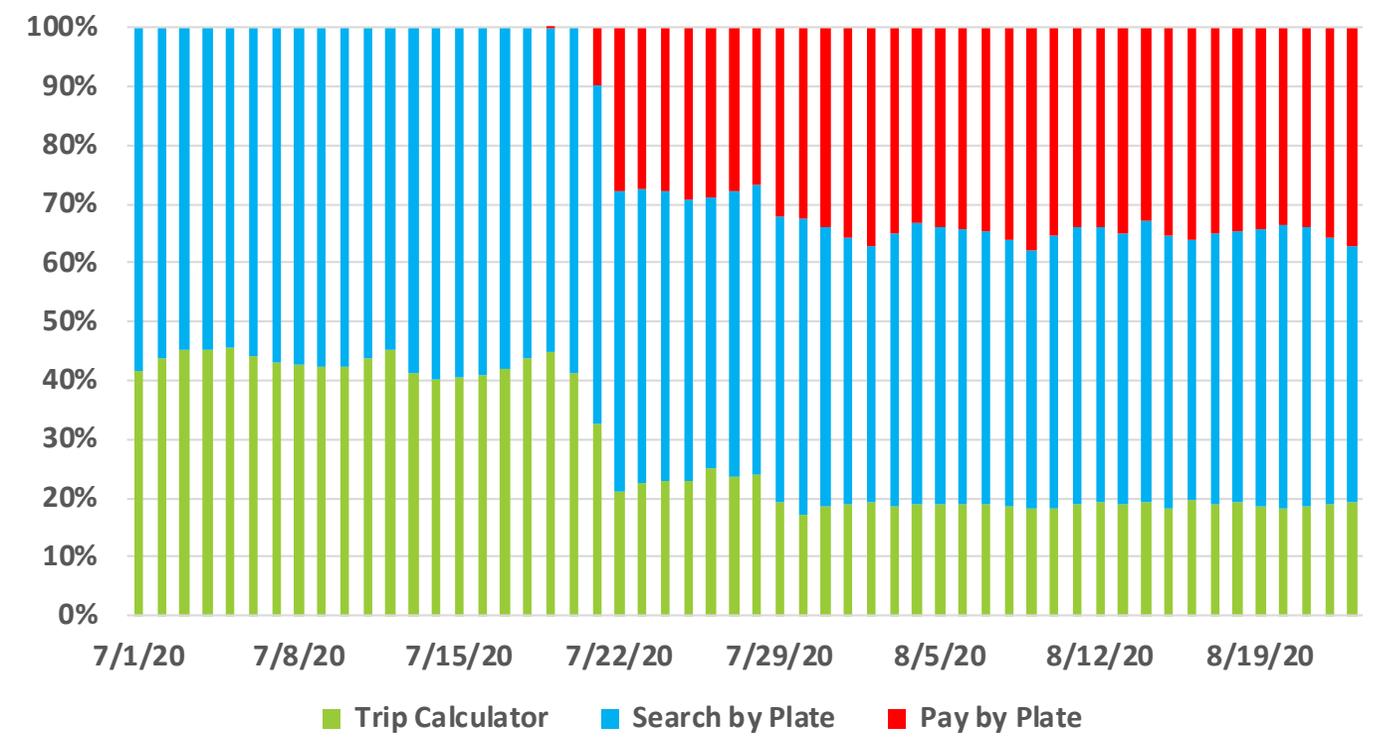
PAY-BY-PLATE

illinoistollway.com

PAY BY PLATE at a Glance

- Growth is steady at > 20,000 customer/week
- 182,000 total accounts (as of 9/11/20)
- Manual Trip Calculator users reduced from 42% to 26% of Grace Period Tolling (GPT) customers
- As service matures it is expected to account for up to 70% of GPT

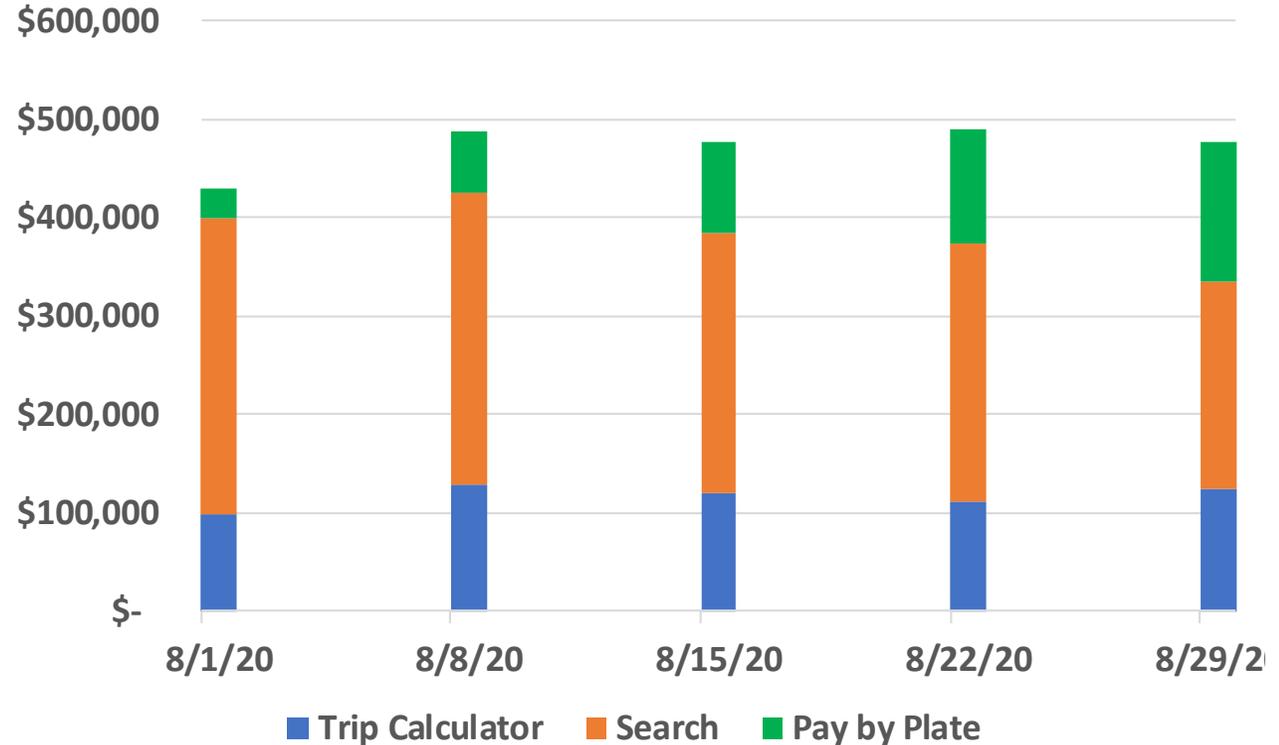
Web Traffic



Grace Period Tolling

- Grace Period Toll (GPT) Payments
- Baseline of \$1.5M/month
- Since Introduction of PAY BY PLATE - GPT \$2M/ month = 33% increase
- GPT Forecast of \$2.2M to \$2.4M/month
- 106,000 payments for 400k Tolls; \$712k

Grace Period Toll Payments



TOLLING

A NEW WAY TO PAY

THANK YOU

