Business Systems Department Overview

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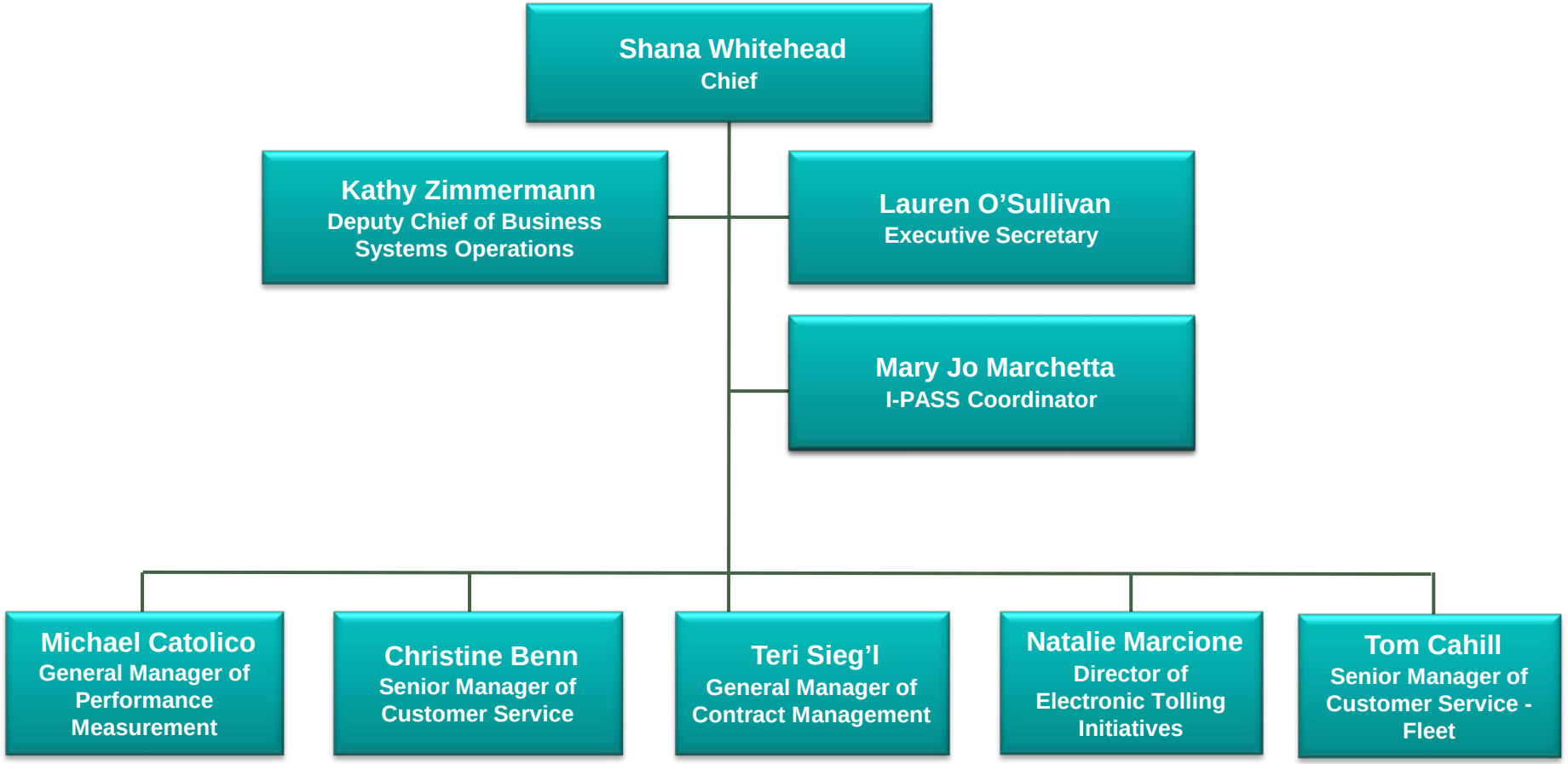


Key Departmental Functions/Roles

- **Manage all transaction capture, electronic and cash, at lane**
  - Technology implementation and maintenance
  - Monitoring and troubleshooting
  - Innovation to maximize revenues, minimize costs, and ensure compliance
- **Manage all electronic transaction processing in back office (includes I-PASS/E-ZPass postings, unpaid toll payments, and violations)**
  - Technology implementation and maintenance
  - Monitoring and troubleshooting
  - Innovation to maximize revenues, minimize costs, and ensure compliance
- **Manage all electronic transaction customer service**
  - Manage seven in-person customer service centers (approximately 1,500 visits/day)
  - Manage customer service call center (approximately 7,000 calls/day)
  - Manage disputes, hearings, mailed payments, and transponder inventory
  - Innovation to improve customer service

Key Departmental Functions/Roles

- **Manage all transaction capture, electronic and cash, at lane**
  - Technology implementation and maintenance
  - Monitoring and troubleshooting
  - Innovation to maximize revenues, minimize costs, and ensure compliance

- **Constant learning and calibration of "business rules." Examples include:**
  - Ttolling (transponder tolling) and Vtolling (video tolling)
  - Filtering duplicate transponder reads
  - Filtering errors caused by traffic events and equipment failures
  - Settlement Guidelines
- **Constant learning and calibration of technologies. Examples include:**
  - "Art Car"
  - Camera washer
  - Test site

Other Processes/Functions

- Represent Illinois Tollway in national planning for national interoperability
- Represent Illinois Tollway in the E-ZPass Group for I-PASS/E-ZPass interoperability
- Assist in leading tolling policy analysis and implementation

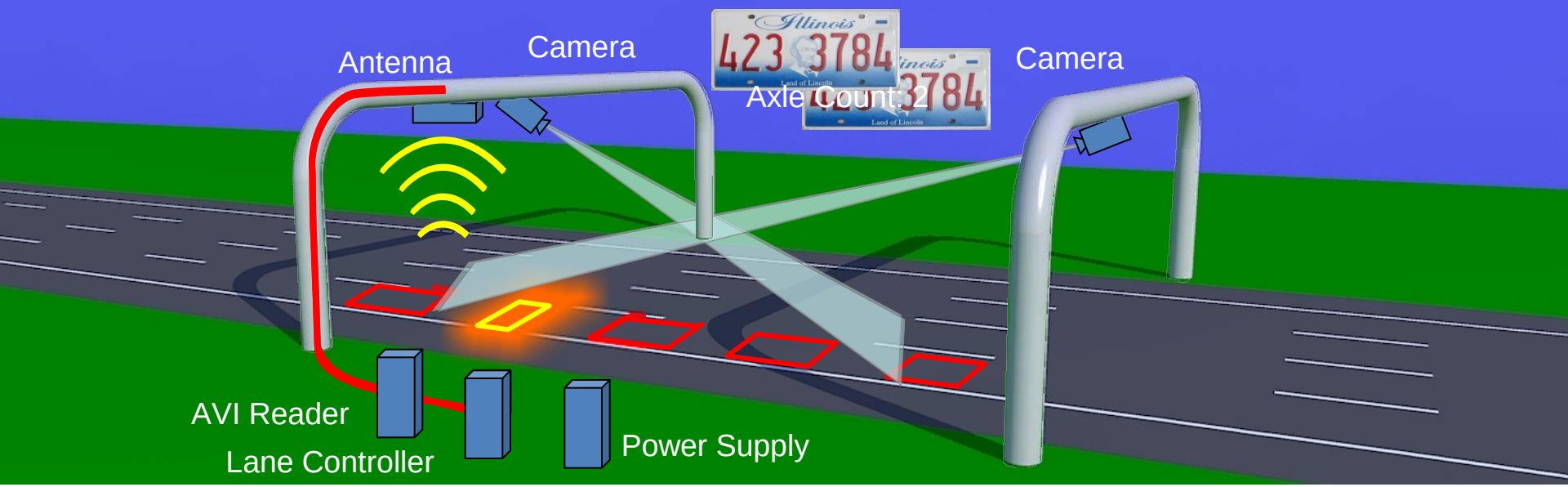
Board/Committee Agenda Items

- **Procurements for tolling technologies and supporting services**
- **Innovation and planning for tolling technologies and policies**
- **Innovation and planning for customer service technologies and policies**

New Programs/Initiatives/Goals/Upcoming Projects

- **Implementation of SAP for the back office**
- **Procurement to replace lane contract**
- **Procurement to replace all cameras**
- **Procurement to replace all coin baskets**
- **Procurement to replace lane aggregator technology**
- **Implementation of new policies and procedures, such as:**
  - Tolling framework for Elgin-O'Hare
  - Unclaimed property compliance
  - Automated Clearing House (ACH) for fleets
  - Rental car options and communications

I-PASS Lane Technology In Action



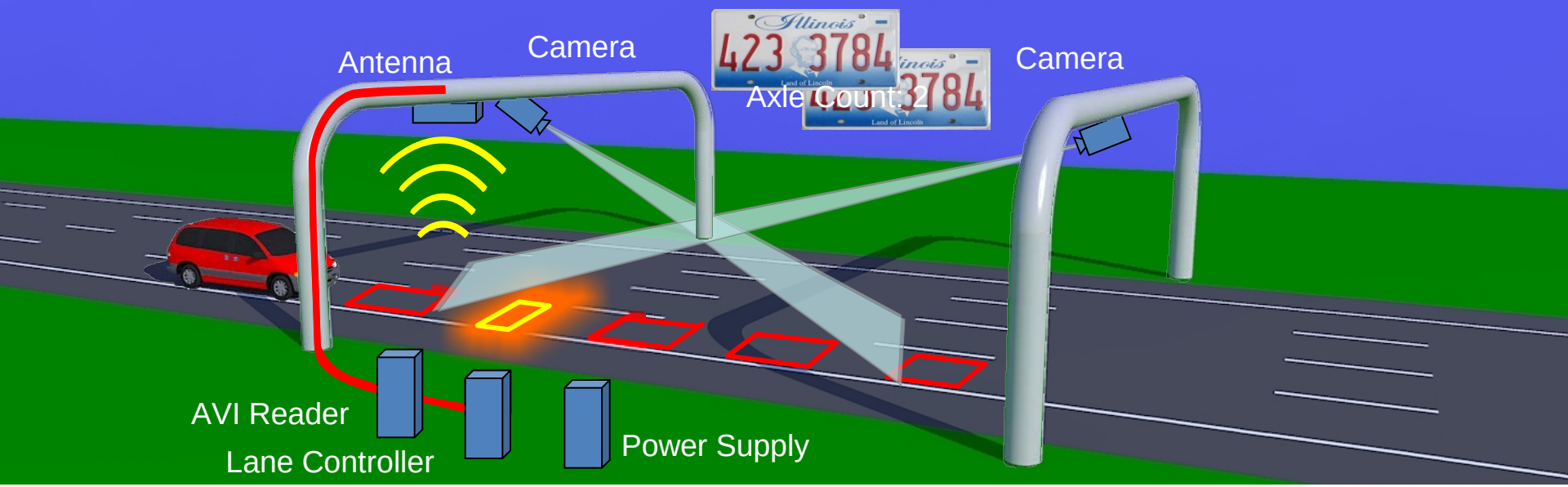
1. Vehicle enters first main road loop, activating camera to photograph front license plate. Transponder tag (AVI) is detected by antenna and sent to AVI reader, then to lane controller.

2. Road Axle loops (IDRIS) detects vehicle and counts axles.

3. 2nd and 3rd main road loops track vehicle passage through the zone.

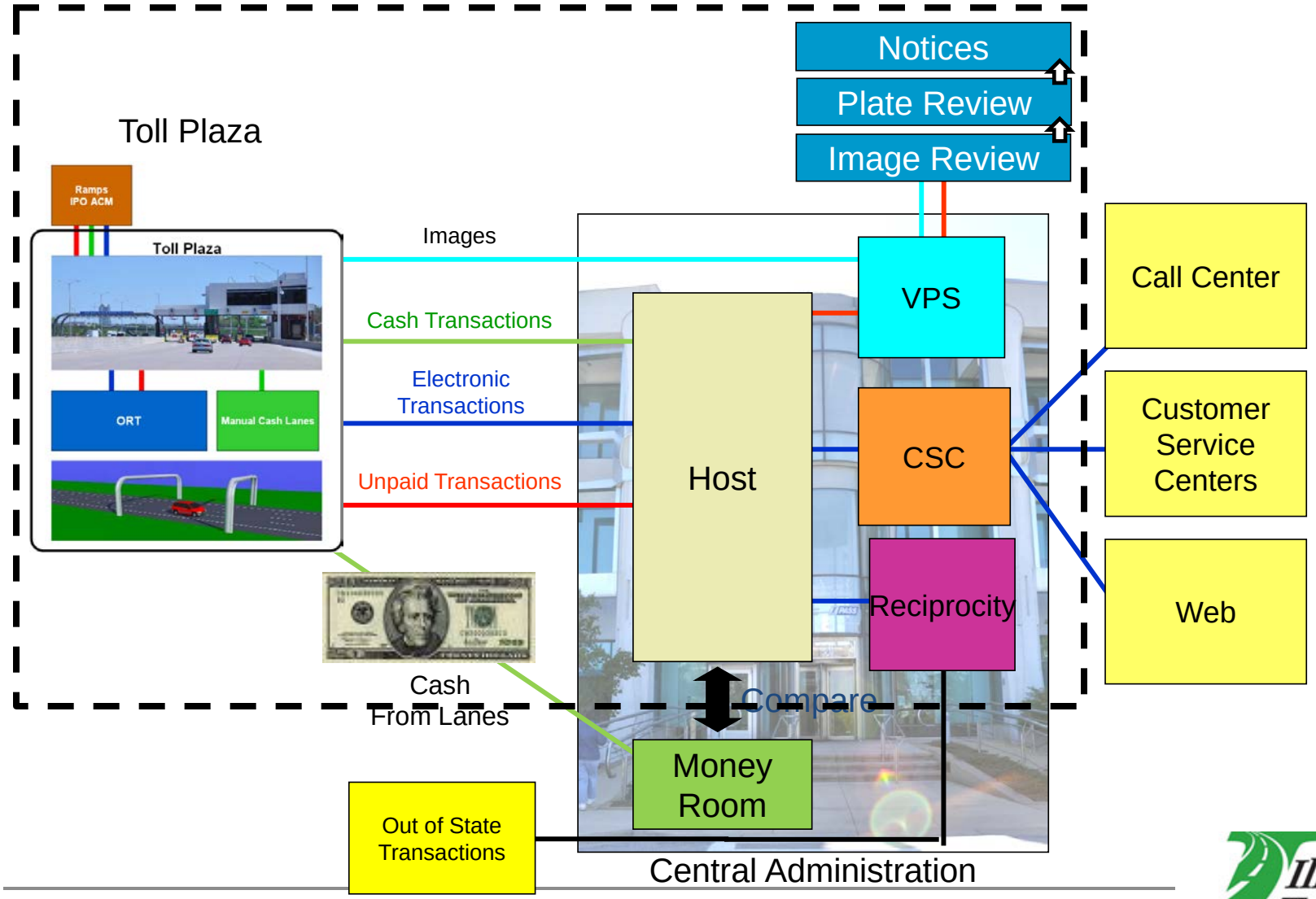
4. 4th main road loop triggers rear camera, which photographs rear license plate and indicates vehicle exit. Indicates to the system to package data as a transaction.

I-PASS Lane Technology In Action

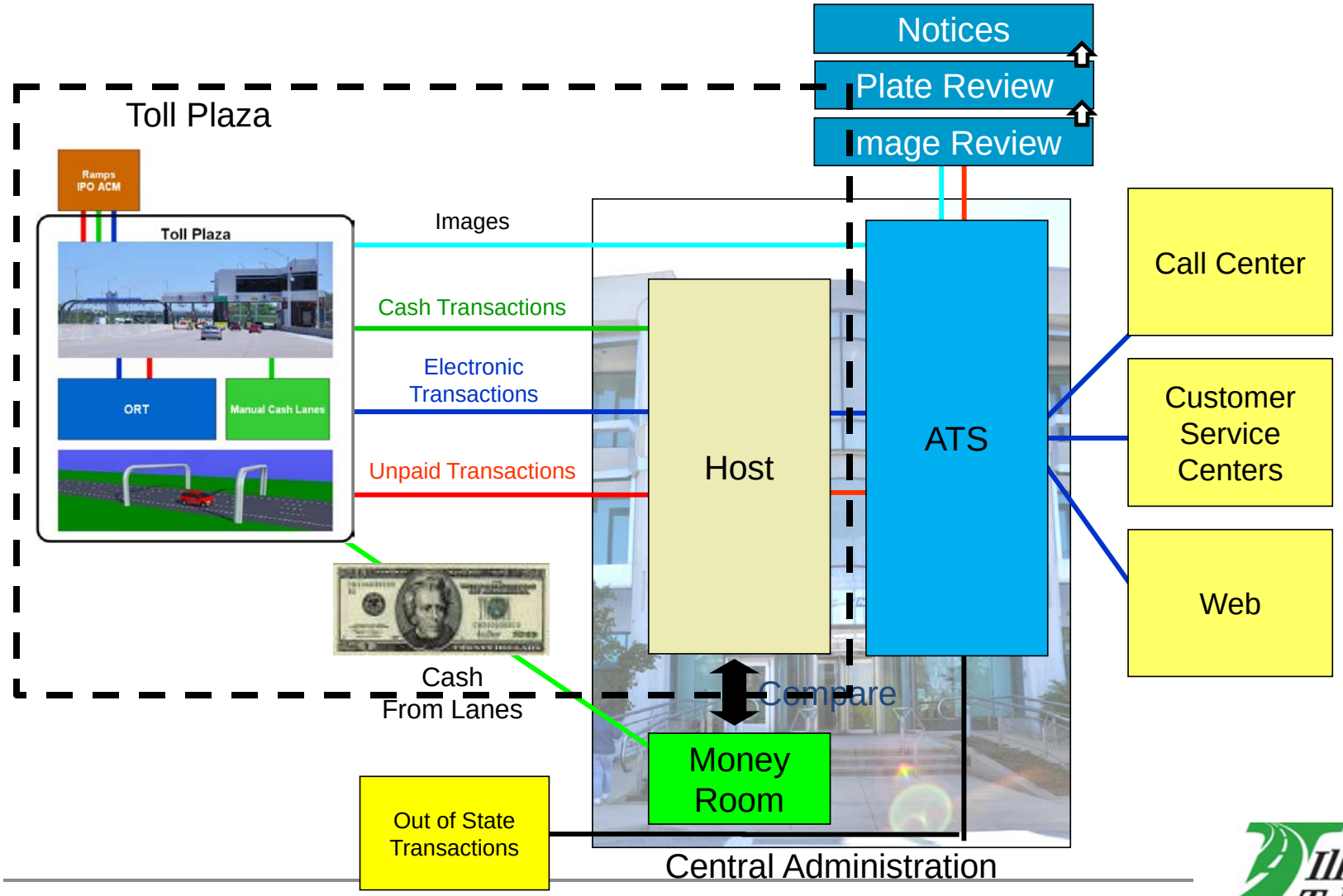


- Statistics for a single plaza (Meyers Road Toll Plaza 52 – 2014)
- Average weekday peak-hour ORT transactions: 6,745
- Average weekday ORT transactions: 82,865
- Total ORT transactions: 27,683,922
- Total transactions: 29,958,704

Today, Combined Lane and Back Office Projects



By 2016, a New Back Office System



Key Statistics (2014)

Approximately 838 million transactions per year

Approximately 726 million electronic transactions per year (approximately 87 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 1.5 million violation notices per year

Approximately 220,000 closed for payment per year (approximately 15 percent)

Approximately 700 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 25,000 web transactions per day

Approximately 40 percent of I-PASS distribution occurs through Jewel-Osco

THANK YOU