



Fleet and Back Office System Update

May 21, 2014

Key Topics

- Update - Fleet customer service
- Update - New back office



Update: Fleet Customer Service

- **Implemented new settlement guidelines for fleet intermediaries (e.g., BestPass), allowing them to settle violations on behalf of their fleet customers**
- **Finalizing set-up of dedicated fleet team at the customer service call center - anticipated “go-live” by August 2014**
 - Menu option on 1-800 number
 - Voicemail option
 - Email option
 - Experienced and dedicated customer service representatives
- **Continuing work to identify broader enhancements for commercial freight vehicles**



Update: New Back Office – Key Goals

- **World-class software in use by large revenue organizations**
- **Depth and accessibility of development resources**
- **Depth and discipline in development approach**
- **Enhanced transparency and accountability**
- **Robust functionality to support future innovation**
- **Flexibility to accommodate future changes**
- **Stability of architecture and capacity for monitoring**

Update: New Back Office – Emerging Benefits

■ Improved self-service

- Enhanced design, navigation and mobile access
- Enhanced automated capability for common activities
- Enhanced opportunity to customize a customer experience
- Enhanced unpaid toll payment functionality

■ Shorter call times and subsequent increased call capacity

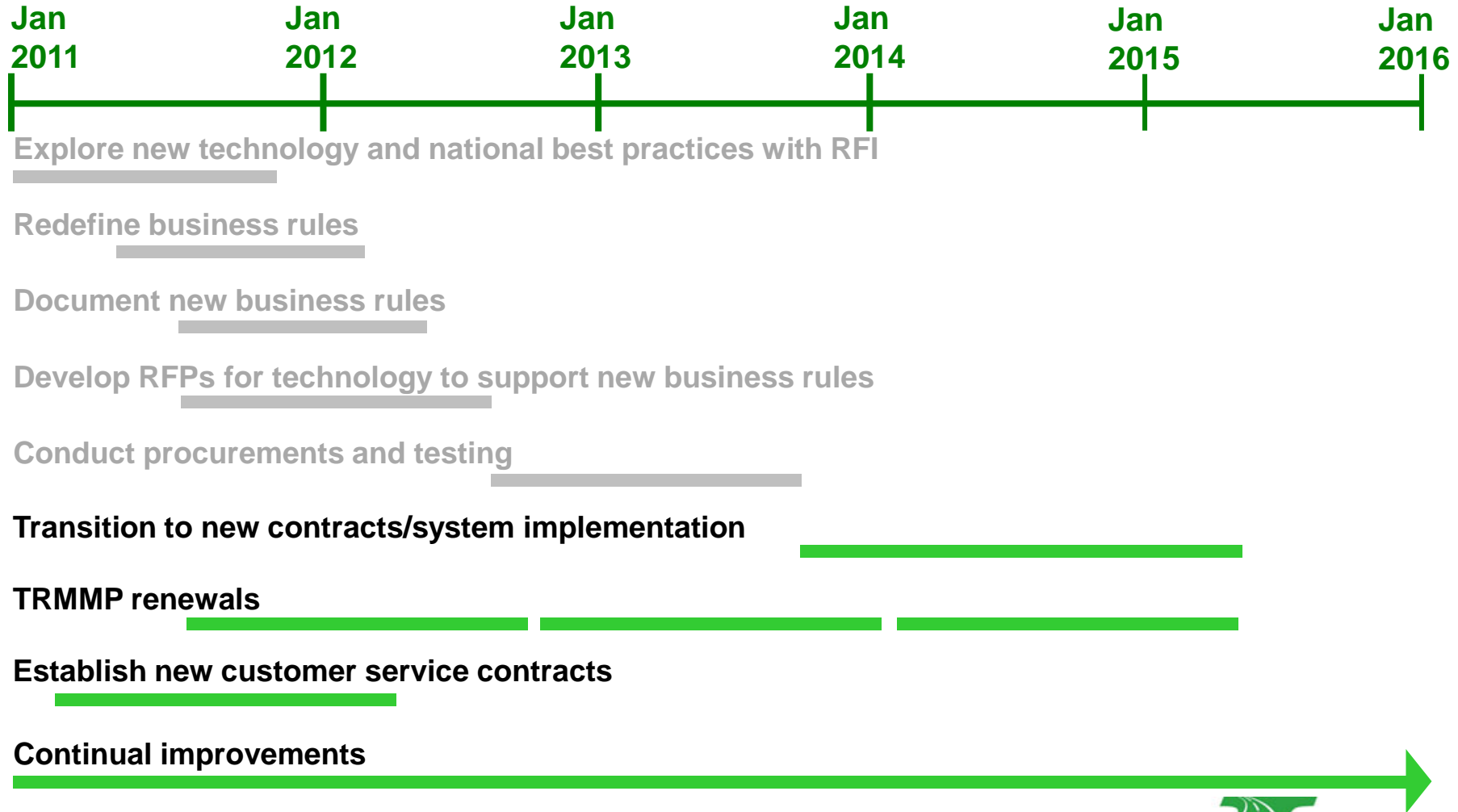
- Integrated customer account screens
- Automated settlement calculations

■ Potential reduced costs

- Web maintenance services
- Automated clearinghouse for large accounts
- Faster notification of I-PASS customers who violate



Update: New Back Office – Timeline Review



Update: New Back Office – Timeline Review

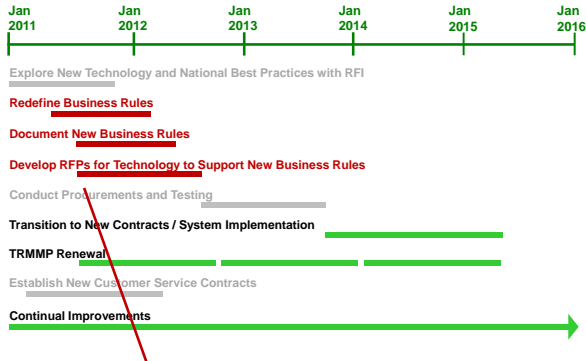


RFI Overview

- Twenty-six vendors submitted and presented responses to RFI
- Discussions with vendors focused on industrywide trends and emerging and/or comparative technologies
- Key lessons for RFP development included
 - Maximize operating flexibility and autonomy
 - Include “outlier” functionalities as optional from a pricing perspective
 - Include full functional and technical capabilities



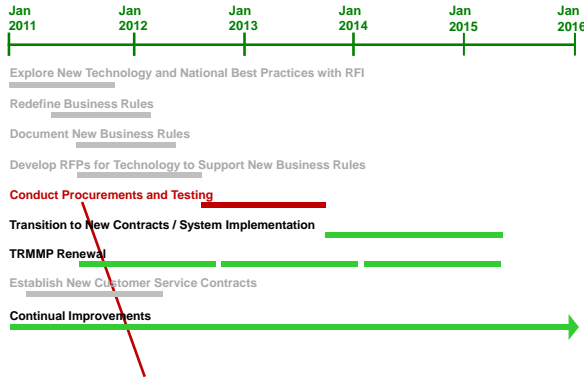
Update: New Back Office – Timeline Review



Business Rules and RFPs Overview

- Confirmed and documented key business processes
- Confirmed and documented new functional and technical requirements, including enhanced self service, automation, controls, analytics and growth capacity
- Final system RFP included business process diagrams and listed over 7,000 detailed requirements

Update: New Back Office – Timeline Review



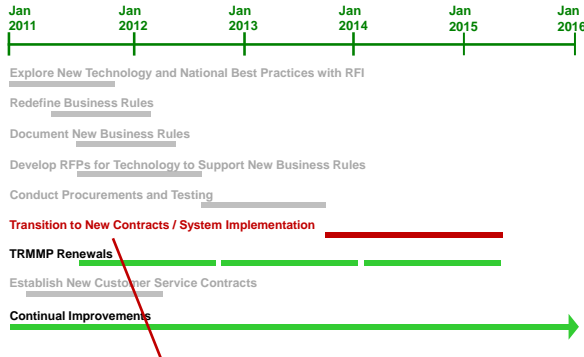
Procurements and Testing Overview

- Five vendors responded to system RFP**
 - Procurement for new system included testing of functionality in detailed, live software demonstrations
 - Contract for system signed with Accenture (with SAP product)

- Three vendors responded to services RFP**
 - Contract for services in process with Jacobs



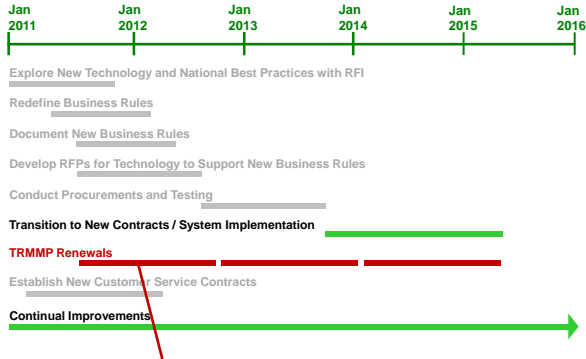
Update: New Back Office – Timeline Review



System Implementation Overview

- System implementation commenced November 2014
- System go-live anticipated Summer 2015
- Working through the detailed system “build” phase

Update: New Back Office – Timeline Review

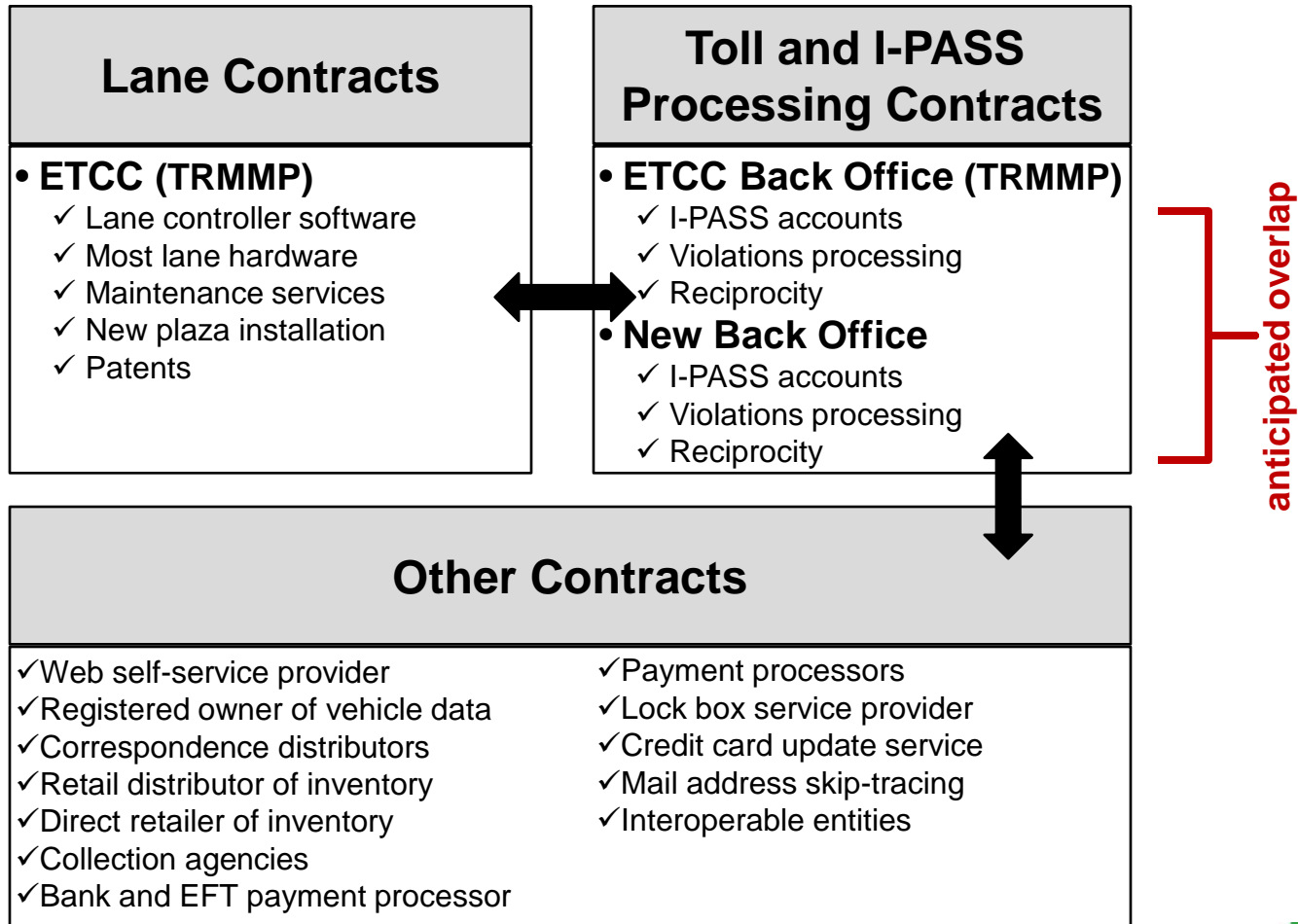


TRMMP Renewals Overview

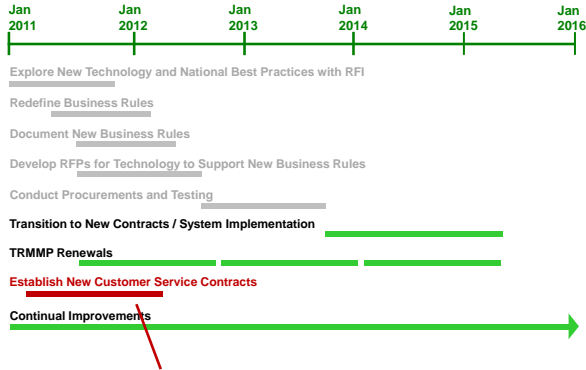
- Scope includes**
 - All lane hardware, software and maintenance
 - All back office hardware, software and maintenance
- Five-year contract with five one-year renewals**
- Seeking approval of fifth and final renewal**
- Anticipated need for additional transition time**



Update: TRMMP Transition Considerations



Update: New Back Office – Timeline Review



New Customer Service Contracts Overview

- Image review - Bridgeway Training Services
- Print and mail - The Printers Mark, a subsidiary of Transitions Mental Health Services
- Transponder fulfillment - Ada S. McKinley Community Services
- Customer service call center – The Chicago Lighthouse

Key Next Steps

- **Launch dedicated fleet team at customer service call center**
- **Continue implementation of new back office system**
- **Commence procurements to replace TRMMP**



THANK YOU