Electronic Tolling Technology Assessment
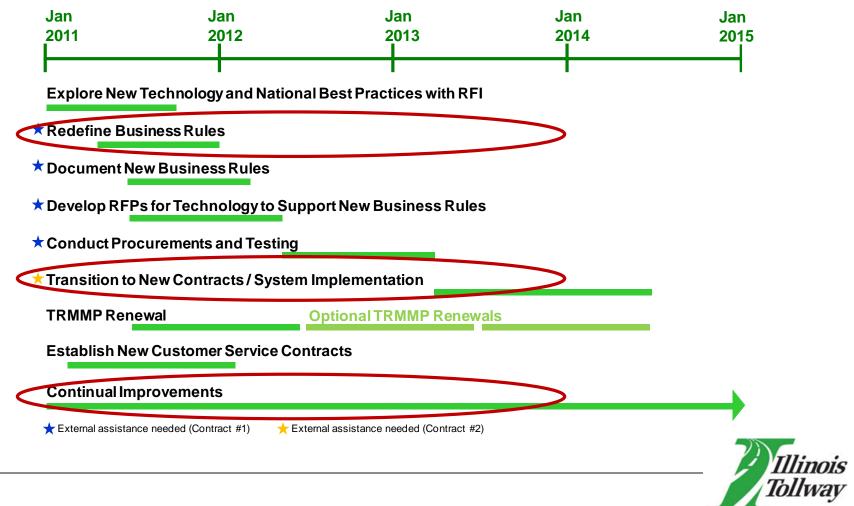
June 30, 2011

Background

- **Tollway initiated electronic tolling technology assessment following discovery of Indiana violations concern and to help inform selection of a new system**

- **Conducted over a five-month period**

- **Completed core analysis in early June, just received final report**

Presented by Shana Whitehead on June 30, 2011

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Assessment Informs Strategy for Improved Customer Service and Revenue Capture

Jan 2011	Jan 2012	Jan 2013	Jan 2014	Jan 2015

Explore New Technology and National Best Practices with RFI

★ **Redefine Business Rules**

★ **Document New Business Rules**

★ **Develop RFPs for Technology to Support New Business Rules**

★ **Conduct Procurements and Testing**

★ **Transition to New Contracts / System Implementation**

TRMMP Renewal   **Optional TRMMP Renewals**

Establish New Customer Service Contracts

Continual Improvements

★ External assistance needed (Contract #1)   ★ External assistance needed (Contract #2)

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Actions to Date

- **Opted to keep existing vendor to manage existing system**

- **Recognized limitations of existing system to accommodate future Tollway growth and established a plan to procure and implement a new system**

- **Established a realistic timeframe for evaluating, selecting, and implementing a new system according to leading practices**

- **Committed to maximizing existing system to enhance customer service in the interim**

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Assessment Results: Overview

Key Findings

- Although we collect almost all revenue due, the system architecture and performance is inadequate to support continued growth and customer service improvement

Recommendations

- Better manage existing system

  - ❏ Expand system documentation

  - ❏ Establish better data management procedures

  - ❏ Establish a more robust test environment

  - ❏ Continue improving direct involvement with daily management of existing system

- Select and implement a new system as planned

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Assessment Results: Overview (cont.)

Key Findings

- Backlogs exist and may continue

  - ❑ ≈ $1.8M of tolls in backlogged notices as old as 2003

  - ❑ ≈ $1.5M of tolls in backlogged violation transactions from past two years, most out-of-state

  - ❑ Possible $700K of refunds as old as 2004 owed due to overpayments

Recommendations

- Cleanse system of notice data as old as 2003 to protect customers

- Commence pursuing violations for states with newly available license plate data (up to $1M annually)

- Research any potential overpayments and issue any refunds due

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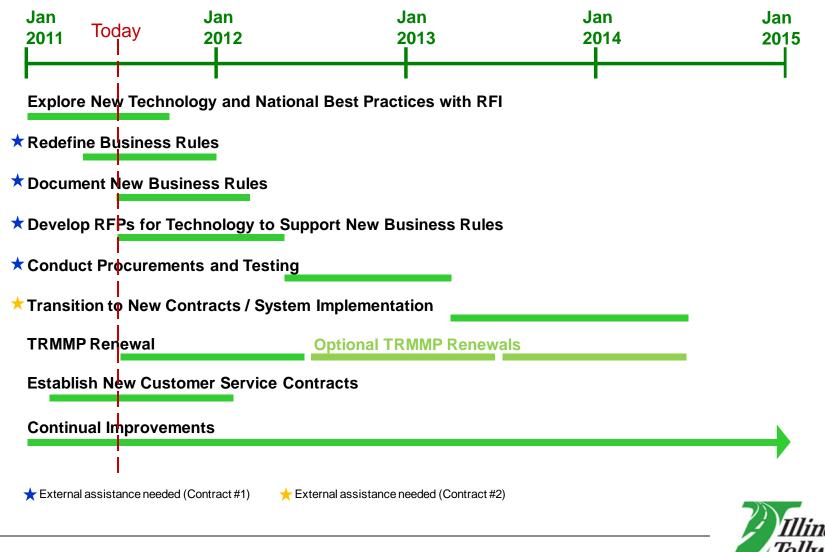
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Assessment Results: Continual Improvement of Customer Experience

- **Implement the "90-Day Rule" to eliminate the occurrence of large notices with many older violations**

- **Evaluate, select, and implement a new system**

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Strategy Update

Timeline:
- **Jan 2011** | Today | **Jan 2012** | **Jan 2013** | **Jan 2014** | **Jan 2015**

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THANK YOU