



Perspectives on Interagency Clearinghouse/Regional Programs

Roik Hockenberger
Vice President
ACS Transportation Solutions



1

People Making Technology Work

Perspectives on Interagency Clearinghouse/Regional Programs

- ▶ **Review of Challenges Presented by Regional Multi-Agency Tolling**
- ▶ **Addressing the Challenges: Experiences of a Large Regional Center**
- ▶ **Summary of Benefits Achieved**
 - ◆ For the Supported Agencies
 - ◆ For our Toll Customers



2

People Making Technology Work

The Challenges

- ▶ **Multiple Roadways used by the same customers**
- ▶ **Multiple Agencies**
- ▶ **Varying Policies**
 - ◆ Different toll structures
 - ◆ Different Business Rules
- ▶ **Multiple statements**
- ▶ **Inefficient Operations**
- ▶ **Customer Service Issues**



3

People Making Technology Work

Addressing the Challenges

Implementation – Key Challenges

- ▶ **Financial reconciliation among agencies**
- ▶ **Varying policies between the agencies**
- ▶ **How agencies split costs of the program between themselves**



4

People Making Technology Work

Customer Service Center Overview



▶ **Example of large scale Regional Multi-Agency Customer Service Center in the Northeast US**



5

People Making Technology Work

Business and Clients

Overview

- ◆ **Our Business**
 - ▶ Electronic Toll Collection (ETC)
 - Call Center
 - Walk-in Center
 - Violation Enforcement
 - Warehousing
 - Correspondence
 - Tag Distribution
 - Lane Build Out and Maintenance
- ◆ **Clients**
 - ▶ New Jersey Turnpike Authority (NJTA)
 - ▶ South Jersey Transportation Authority (SJTA)
 - ▶ Delaware River Port Authority (DRPA)
 - ▶ Burlington County Bridge Commission (BCBC)
 - ▶ DRBA, DRJTBC, NHDOT
 - ▶ Port of Los Angeles
 - ▶ NYC Transit
 - ▶ Currently process over 50M transactions a month



6

People Making Technology Work

Call Center

- ▶ **8,000 calls per day**
 - Customer calls – 153,000 (76.5%) 17 average calls per hour
 - Violation calls – 46,000 (23.5%) 16 average calls per hour
- ▶ **Top Reasons for Calls**
 - Credit Card Updates
 - Vehicle Updates
 - Tag Requests



7

People Making Technology Work

Correspondence and Commercial

- ▶ **Correspondence Department**
 - 600 transponder returns per day
 - 1,600-1,800 pieces of correspondence received per day.
 - **Top Reasons for Inquiries**
 - ▶ Demographic updates (25%)
 - ▶ Tag replace request (20%)
 - ▶ Adjustments (10%)
- ▶ **Commercial / Postpaid Department**
 - 466 Commercial Accounts
 - Average collection per month - 2.5 million dollars



8

People Making Technology Work

Walk-in

- ▶ **Walk-in Centers**
 - **Main**
 - ▶ 470 customers per day
 - ▶ 45% account payments, 18% tag related issues, 6% new accounts
 - **Off Site 1**
 - ▶ 220 customers per day
 - ▶ 75% account payments, 6% tag related issues, 1% new accounts
 - **Off Site 2**
 - ▶ 15 customers per day
 - ▶ 15% account payments, 24% tag related issues, 14% new accounts



9

People Making Technology Work

Tag Distribution

- ▶ **Tag Distribution**
 - 2,440 tags issued per day
- ▶ **Lockbox**
 - **Daily Statistics**
 - ▶ An average of 9,500 pieces of mail are received daily
 - 80% violation payments
 - 15% account replenishments
 - 5% enrollment applications



10

People Making Technology Work

Violations Enforcement

- ▶ **Violations Enforcement System (VES)**
(Average monthly volumes)
 - Notice Volume: 537,300
 - Collection Notice Volume: 41,600
 - Image Review: 1,066,000
 - Incoming Appeal Correspondence: 68,200
 - ▶ Accepted Rate: 79%
 - ▶ Reject Rate: 21%



11

People Making Technology Work

Finance Operations

- (daily averages)
- ▶ **Reconciliation – 1,700,000 transactions per day**
 - ▶ **Revenue settlement among 16 agencies**
 - ▶ **Revenue reconciliation – Over \$3M per day**



12

People Making Technology Work

Information Technology

▶ Interagency Tolls, PierPass, PrePass:

- LAN administration
- Hardware installation and maintenance
- Phone support
- Software and reports release testing: online, web & IVR as required
- Daily production issue resolution
- Voice recording system



13

People Making Technology Work

PierPASS



▶ Program Overview

- Containers picked up or dropped off during peak hours at the Long Beach, CA terminal pay a fee to be released or delivered.
- Client support includes:
 - ▶ Call Center Operations
 - ▶ Accounting Services
 - ▶ Correspondence
 - ▶ Web Hosting
- Program goal is to reduce traffic and improve air quality in CA.
- Fees charged are used to pay for longer hours of operation for the terminals.
- Provides increased capacity for the terminals to process more containers generating more revenue.
- RESULT: Successfully moved 30% of traffic to off-peak.



14

People Making Technology Work

PierPASS



▶ Statistics

- Hours of Operation 9am - 6am
- Registered Customers: 14,000
- Credit Customers 1,200
- Invoices produced per month: 3,800
- Average calls per month: 8,000
- Payments collected per month: \$10,000,000
 - ▶ Credit Cards – 35%
 - ▶ E-check Payments 4%
 - ▶ ACH Payments – 61%



15

People Making Technology Work

ETC Services for smaller volume operations

Clearinghouse Services for multiple clients

Services	Agency		
	DRBA	DRJTBC	NHDOT
Back Office Processing	X	X	X
Call Center		X	X
Walk-in Center			X

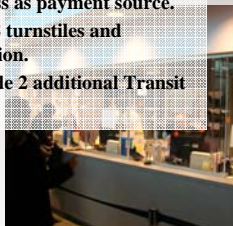


16

People Making Technology Work

Transit Operations Supported

- ▶ Account maintenance and call center services for New York City Transit Subway Pilot.
- ▶ Test of MasterCard PayPass as payment source.
- ▶ Pilot includes 26 stations/78 turnstiles and potential user base of 1Million.
- ▶ Possible expansion to include 2 additional Transit Agencies.



17

People Making Technology Work

Benefits

▶ For The Agencies

- Lower costs to operate - avoiding duplication of systems/services
- Ability to react more efficiently to customer issues by having access to all roadway information in one location
- More efficient enrollment of new Agencies – proven processes already in place and operating
- Ability to support added value non-toll operations
- Greater ETC penetration

▶ For the Traveling public

- Simplified account management (a single statement)
- Greater confidence in the service
- Single point of contact for all roadways



18

People Making Technology Work



Thank you for your attention

This presentation may contain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are subject to numerous risks and uncertainties, many of which are outside the Company's control. As such, no assurance can be given that the actual events and results will not be materially different than the anticipated results described in the forward-looking statements. Factors could cause actual results to differ materially from such forward-looking statements. For a description of these factors, see the Company's prior filings with the Securities and Exchange Commission, including the most recent Form 10-K. ACS disclaims any intention or obligation to revise any forward-looking statement, whether as a result of new information, future event, or otherwise.

