
All Electronic Tolling
6-Month Progress Report
May 8, 2017

Overview

- Since October 28th, when MassDOT successfully implemented All Electronic Tolling, we have made major accomplishments in the areas of tolling operations, customer service, and roadway reconstruction.
- The 6 month milestone for this program is an opportunity to discuss MassDOT's accomplishments in these areas.
- The program will continue to improve as more data is fed into the system, customer service representatives become more seasoned, and customers (especially Pay By Plate) become more familiar with the program.

Tolling Operations: nearly a quarter billion transactions since Go-Live

- MassDOT is serving 4.3 million accounts under the current AET program.
 - 1.9 million E-ZPassMA accounts and 2.4 million Pay By Plate accounts.
- As of May 1, 2017 there were approximately 3.2 million E-ZPassMA transponders in circulation.
- 86% rate of transactions paid with an E-ZPass transponder. This one of the highest levels of toll transponder use of any state in the U.S.
- As a result of public outreach , the number of E-ZPassMA transponders in circulation has increased by 587,000 since April 30, 2016, or by 22.3%.



Tolling Operations: data shows accuracy rate has been greater than 99%

- MassDOT's All Electronic Tolling image system is designed to be greater than 99% accurate, and data shows accuracy rate has been greater than 99%.
- During the first four months of AET, 28 million images were captured for Pay By Plate customers
- MassDOT has a regular audit process to evaluate and verify that accuracy rate on a monthly basis. The MassDOT Tolls section has several employees dedicated to auditing system performance.
- System upgrades to both the tolling system and customer service system continue to be made in order to constantly increase the accuracy of billing.

Customer Service: MassDOT opened 3 new customer service locations

- MassDOT is committed to excellent customer service as millions of new customers are added to the EZDriveMA program.
- MassDOT has opened 3 new walk-in customer service centers over the last year, in Lee, Ludlow, and an improved location in East Boston.
- The EZDriveMA customer service phone center receives an average of approximately 200,000 calls per week, and despite this large call volume, customers are served efficiently.

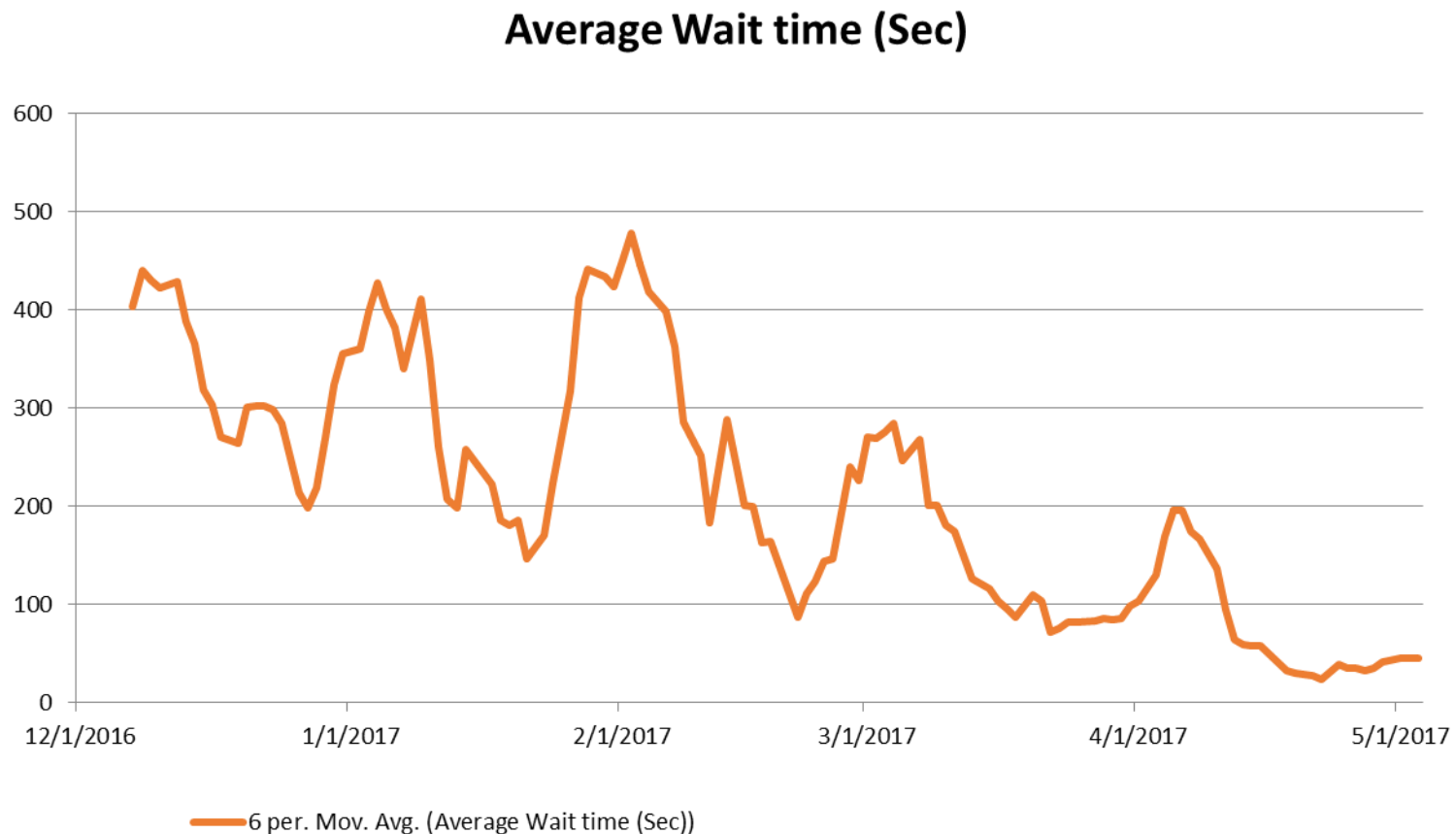


*Improved location at 145 Havre St
in East Boston*

Customer Service: average call wait times steadily decreased since December

- MassDOT's customer service vendor has more than doubled the number of call center employees, from 156 in October 2016 to 348 in April 2017.
- Over the last 3-5 months, there has been a dramatic reduction in call wait times.
- There has been a 90% decrease in the average wait time from December compared to first week of May.

Customer Service: Average call wait times decreased by 90%



Pay By Plate Grace Period

- After the launch of All Electronic Tolling, MassDOT implemented a grace period for Pay By Plate customers, after suggestions from the public and MassDOT Board.
- Over 16,000 individuals have already utilized MassDOT's Grace Period and converted their Pay By Plate account to an E-ZPassMA account.
- The grace period ends on May 8 for existing customers
- After May 8, any customers being invoiced for Pay By Plate for the first time will have a grace period during which they can sign up for a free E-ZPassMA transponder and pay the lower rate.

Toll Demolition and Road Reconstruction

- Toll demolition and road reconstruction activities are continuing on or ahead of schedule at all 23 work zones
- Construction activities are scheduled to be completed by the end of 2017.
- Bi-weekly calls with all contractors to ensure that work continues on or ahead of schedule



Toll Demolition and Road Reconstruction

- The public experienced immediate benefits from the removal of the toll plazas, but work continues in order to complete the reconstruction of the roadway.
- Activities include:
 - Toll booth foundation demolition
 - Underground tunnel excavation
 - Removal of toll buildings
 - Hazardous materials removal and abatement
 - Rock cut/blasting
- New roadway construction
 - Excavation, grading and alignment
 - New drainage
 - Guardrail and highway barrier



I-90 West to Interchange 10, Ramp Realignment work

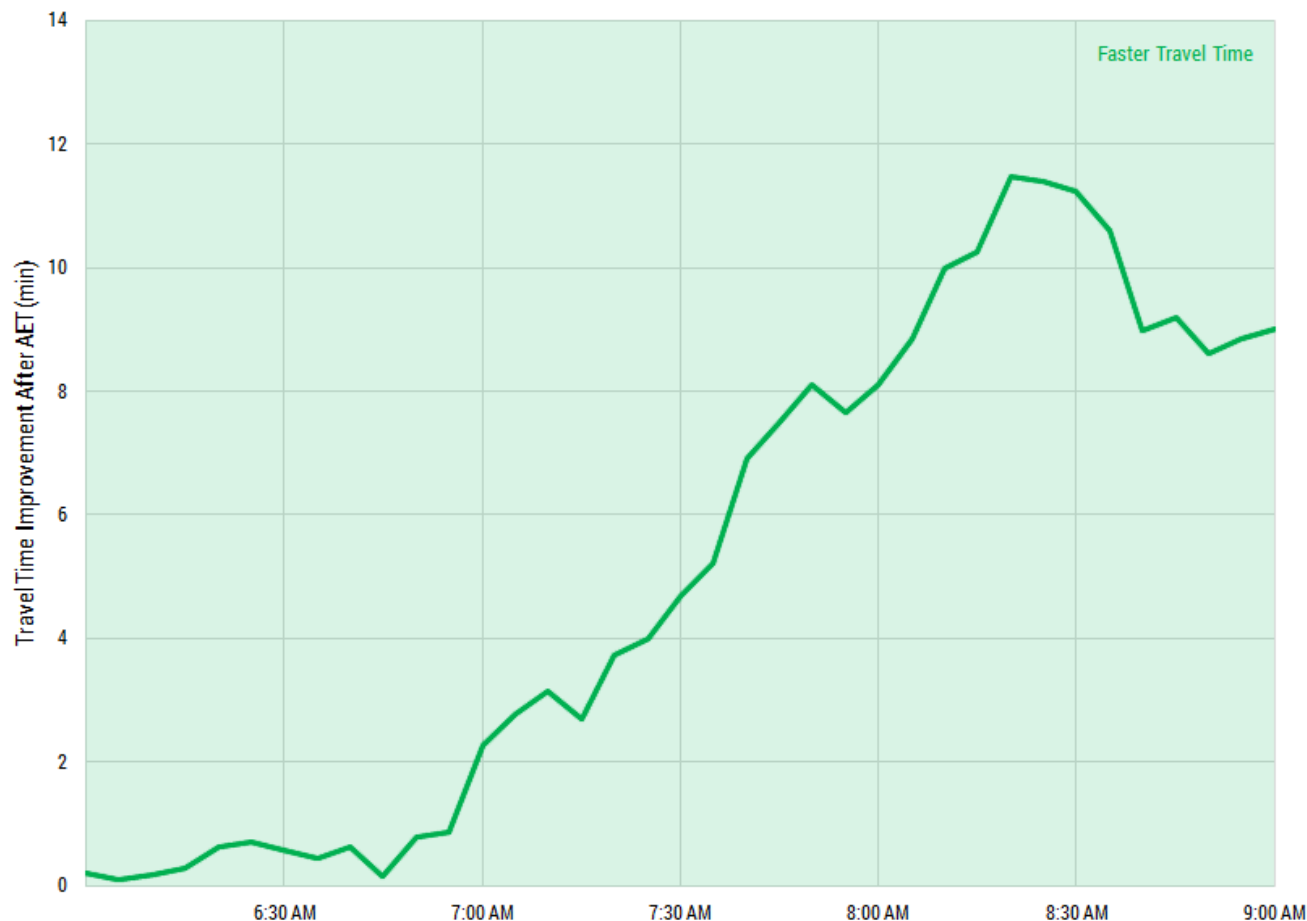
Toll Demolition: Sumner Tunnel

- MassDOT crews and contractors recently began work-related activities on the existing toll plaza at the Sumner Tunnel.
- Demolition of the toll booths occurred during the weekend of May 5 – May 7
- Demolition was completed ahead of schedule
- This follows close collaboration with members of surrounding neighborhoods and the City on the Sumner design plans.



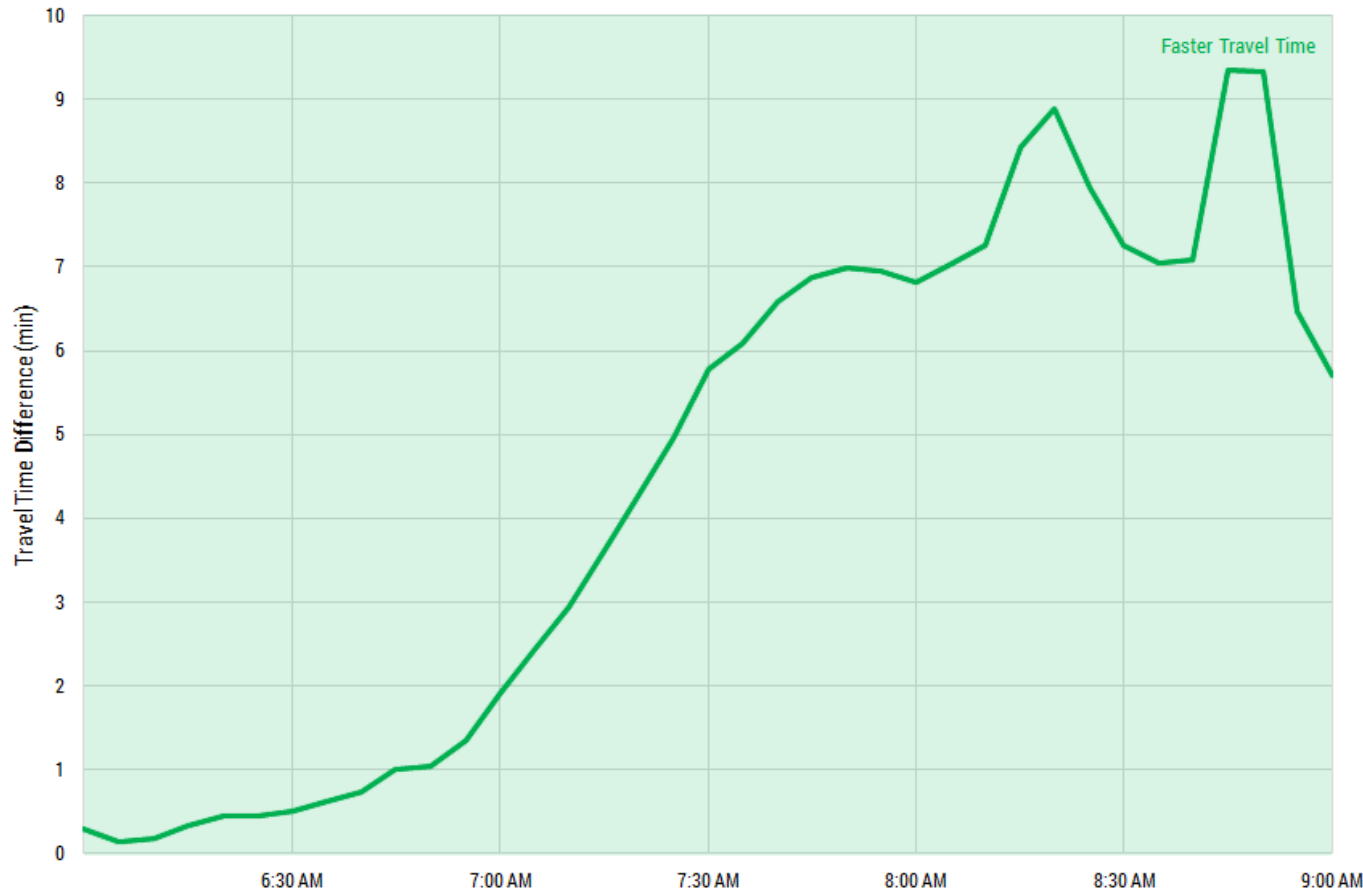
Sunday morning : Former Sumner Toll Plaza

Travel Time Benefits: (up to 11 minutes saved in January 2017)



I-90 Eastbound
from I-95 into Boston
Morning Rush Hour
January 2016 vs January 2017

Travel Time Benefits: (up to 9 minutes saved in February 2017)



I-90 Eastbound
from I-95 into Boston
Morning Rush Hour
February 2016 vs Feb 2017

Revenue collections under AET are on target through March

- Revenue collections are at or above forecast through March.
- The revenue projections for the first 5 months of the program demonstrate that MassDOT is on target for its estimates.
- This is also a clear indication of a healthy and successful system that is accurately billing customers and receiving payments.

In Summary

- The public will experience the full benefits of this program when roadway reconstruction is completed this year.
- MassDOT continues to work with, and maintains constant contact with, all contractors involved in the project.
- MassDOT's smooth transition has been accomplished in part thanks to the traveling public following directions and instructions through work zones.