



# **Violation Enforcement Philosophy**

## ***A Customer Service Approach***

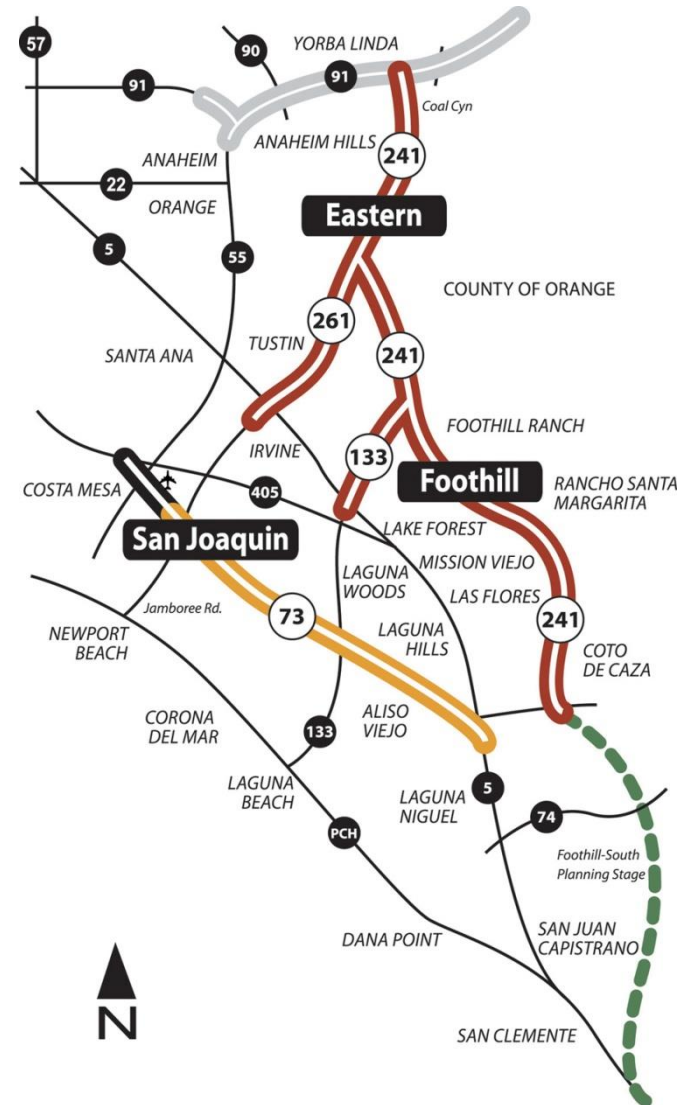
*International Bridge, Tunnel and Turnpike Association*

May 16, 2011

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Transportation Corridor Agencies

# Transportation Corridor Agencies

- Two joint powers agencies formed in 1986.
- Manage the financing, design, construction and operation of the existing 51-mile toll road network in Orange County, CA.
- Funded by the sale of bonds to both private individuals and institutional investors.

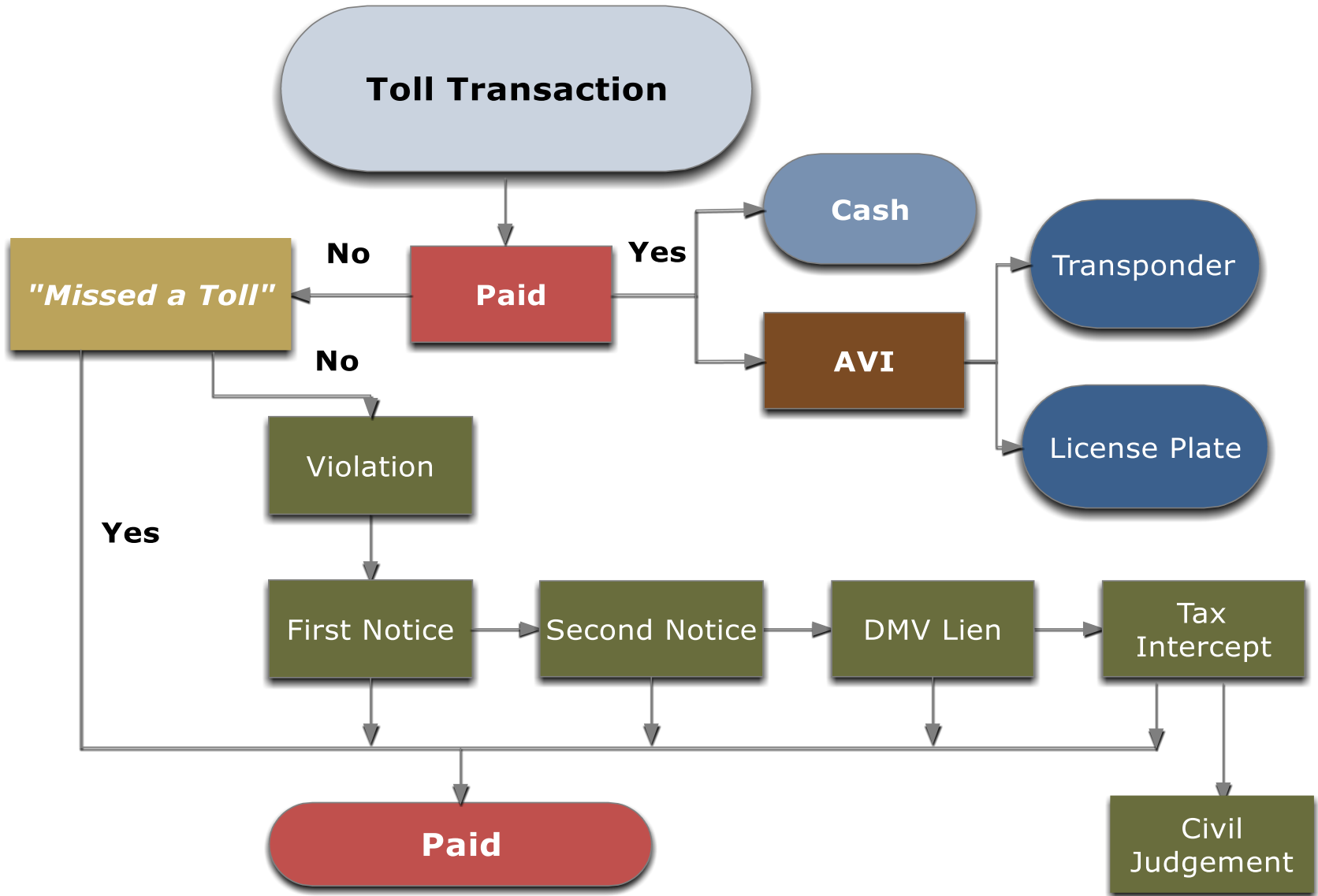


# Transactions & Violations Revenue

- Over 80M annual toll transactions resulting in almost \$190M in annual toll revenue.
- About 1M annual toll violations creating approximately \$15M in annual violation revenue.



# Transaction Process



# Violation Enforcement

- Effective violation enforcement is an obligation to the bondholders and patrons.
- The collection process of unpaid tolls is part of the tolling operations.
- Enforcement elements
  - Photo enforcement
  - CHP enforcement





# Who is a Violator?

***A customer who did not pay the proper toll at the time of the toll transaction falls into the following categories:***

- **Accidental violator** – Intended to pay but did not.
  - Cash customer wasn't paying attention and uses the ETC lane.
  - Cash customer got on the toll roads and had no cash. Unable to pay.
  - Patron unaware that account has a zero balance and needs to be replenished.
  - Customer who had no intention to drive on a toll road, but accidentally entered. Unfamiliar and/or lost.
- **Intentional violator** – Chooses to drive on the toll roads and not pay.
  - Non-patron uses the ETC lanes.
  - Customer drives through the manual lanes without paying.



# Dealing with the Violator

- Patron—regardless of the interop-agency—resolves account issue & toll amount is paid from account.
  - Vehicle updated on account prompts automated conversion of violation transaction to toll transaction (V-Toll).
  - Replenishing account in timely manner automatically clears violation.
- Unfamiliar driver pays toll amount within grace period without penalty, or after receiving violation notice converts to a patron with penalty waived.
- Intentional violator is assessed penalty which is increased after becoming delinquent. Vehicle registration lien is placed if violation remains unresolved.



# Enforcement Philosophy

***We bring our philosophy of excellent customer service to the toll evasion process.***

- Fairness and equity to paying customers
  - 99% of tolls are paid at the time of transaction
- Courteous treatment throughout the process
- Simple resolution process via user-friendly website, email contact, or traditional call center
- Several opportunities for violators to contest
- Flexible mitigation policy with a customer-first approach.
- Treating a violator as a “potential patron”





# Simplifying Violation Resolution

***Recently implemented interactive web enhancements ease violation resolution.***

- Ability to add vehicle and allow back-dating to clear violations as “pay-by-plate” transactions
- “Missed-a-Toll” feature allowing transactions to be paid at toll-only
- Reopening of suspended accounts enabling customers to avoid embarrassing situations
- Setting-up of payment plans with automated payments providing self-management



# Thank You

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