



AET: Florida's Latest Success Story

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Florida's Turnpike System

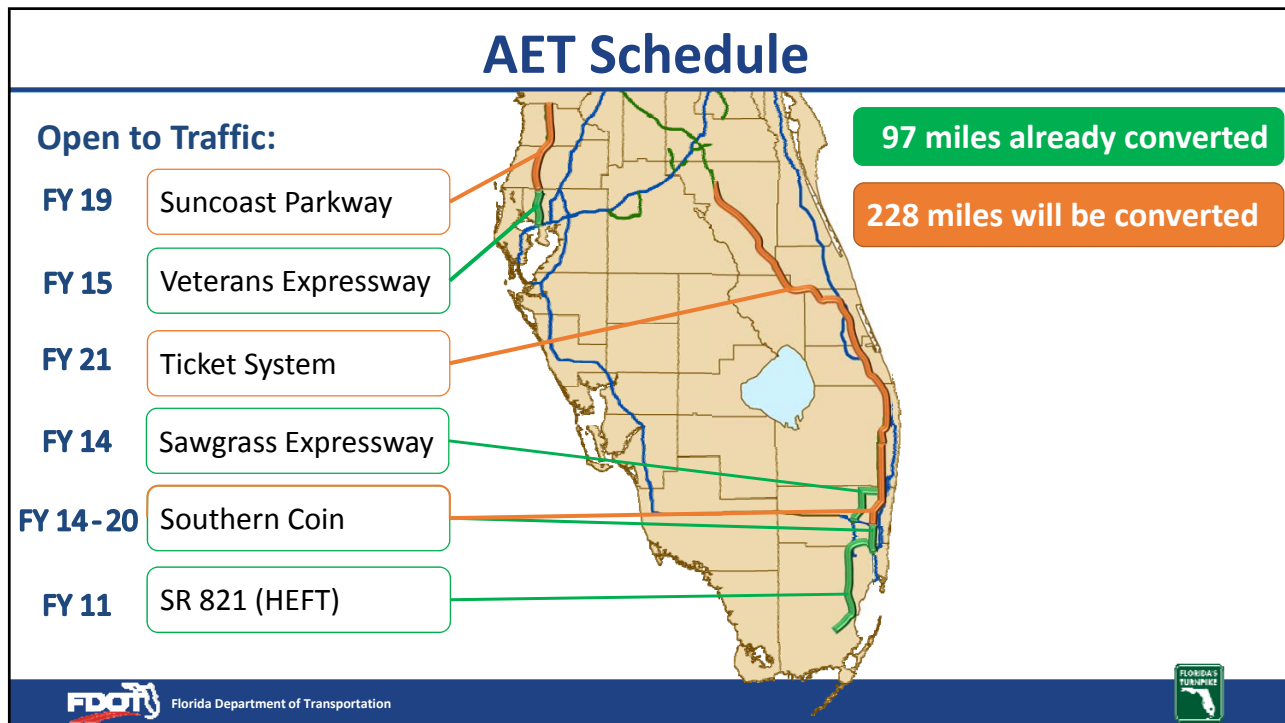
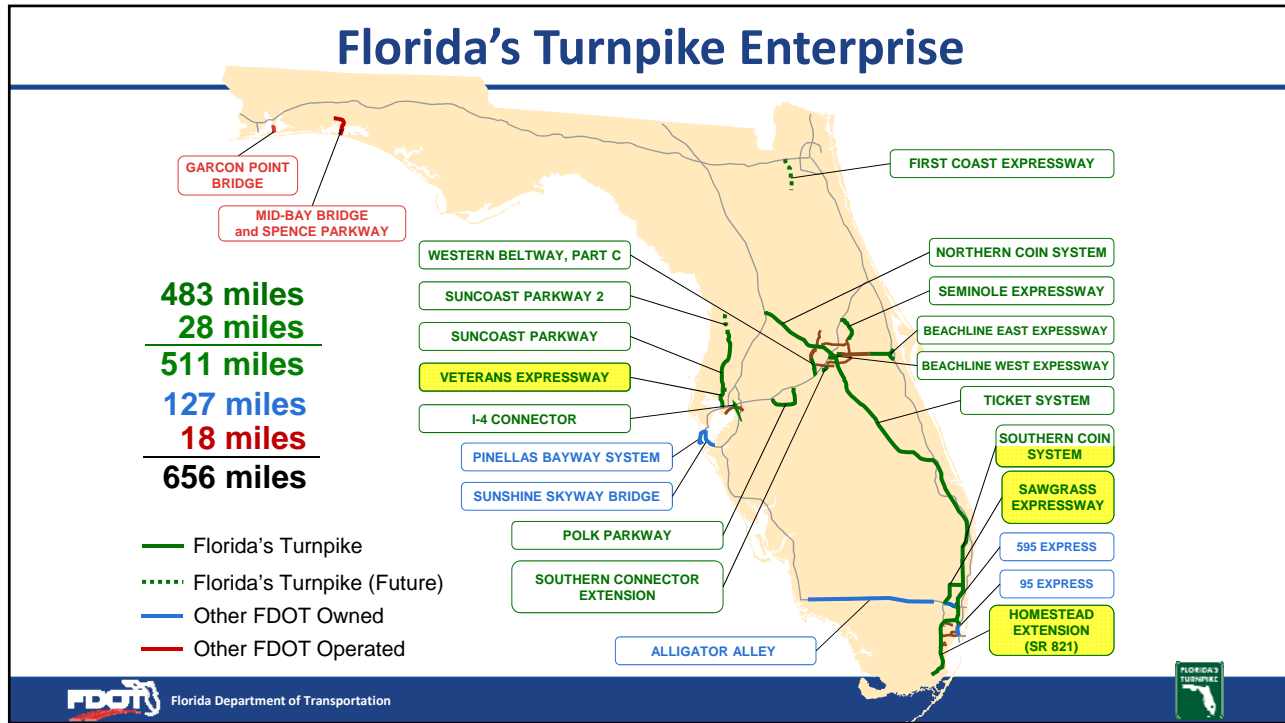
Largest toll system in Florida

Customer Characteristics

- 2.5M customers / day
- 61% of population
- 96% FL Plates
- 81% SunPass participation
- 8% TOLL-BY-PLATE

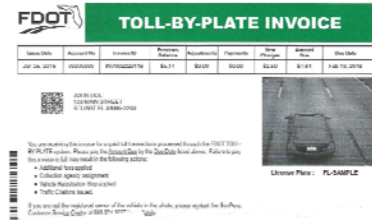
Operational Characteristics

- 768M transactions
- \$866M Revenue
- 138 interchanges
- 25 mainline plazas
- 600 toll lanes
- 2,300 lane miles



Why All-Electronic Tolling Conversion?

- Customer acceptance: Transponder/image based
- Video technology
- Convenience: No one stops
- Benefits
 - Cost savings
 - Efficiency: Lane throughput
 - Indexing implementation
 - SunPass participation ↑
 - Environment
 - Annual reduction (HEFT)
 - ✓ 6M gallons fuel
 - ✓ 54 tons CO emission
 - Safety



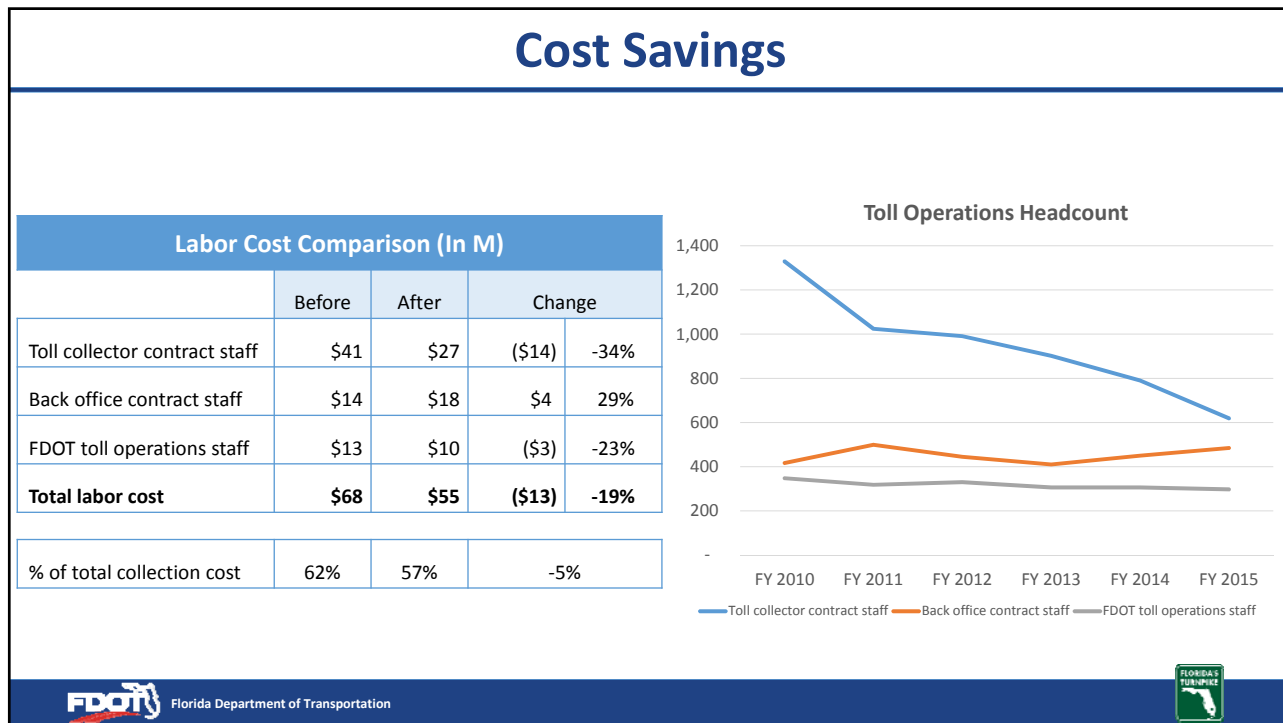
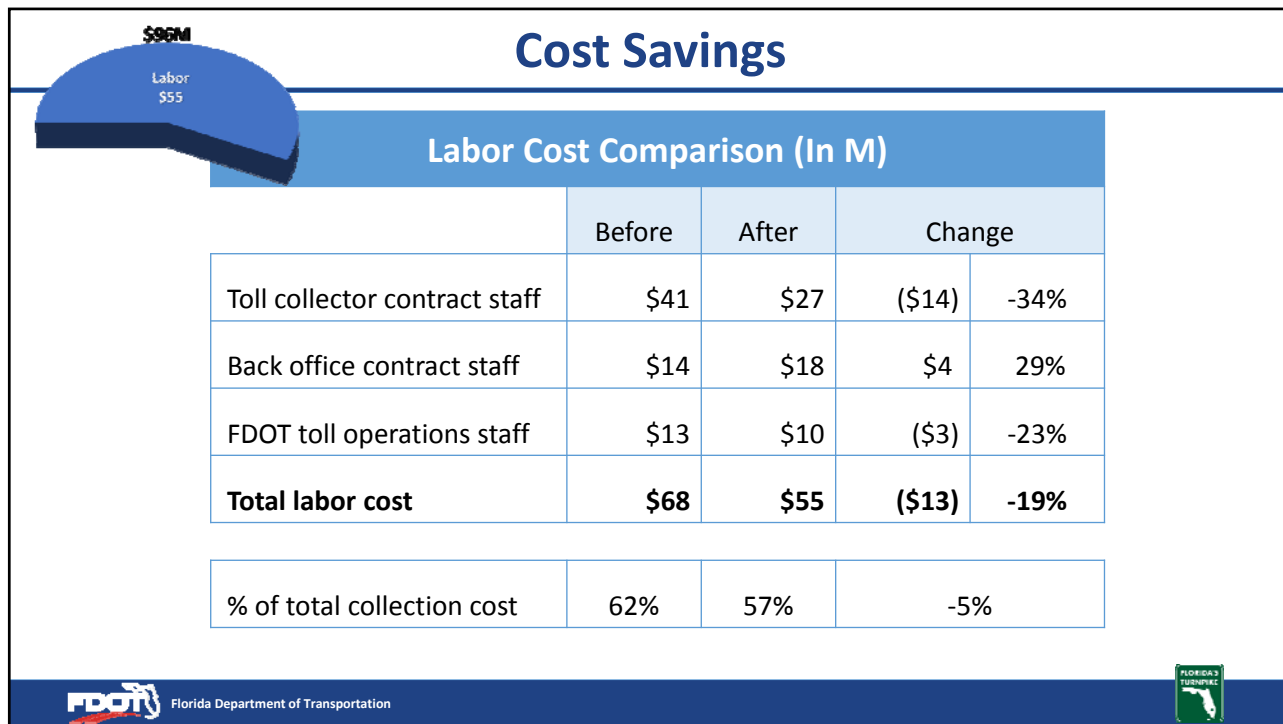
Cost Savings

50% of transactions on AET facilities

Toll Collection Cost Comparison (In M) Before/After AET

	Before	After	Change	
Toll collection cost	\$109	\$96	(\$13)	-12%
Total transactions	639	768	129	20%
Cost/transaction	\$0.17	\$0.13	(\$0.04)	-24%



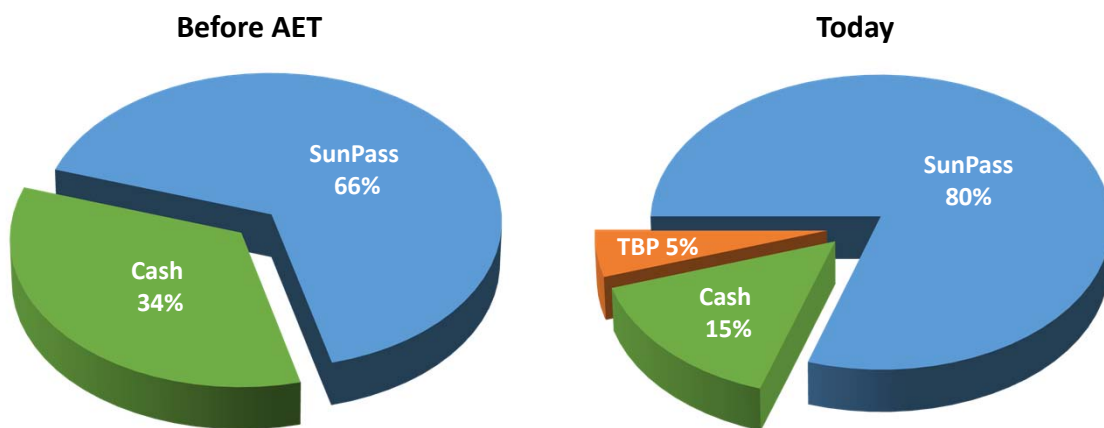


Cost Savings

Conversion Stats (Per Month)

- ✓ Documents Mailed: 76K → 916K (12X)
- ✓ Images Processed: 3.3M → 6.5M (2X)
- ✓ Calls: 231K → 305K (32% ↑)

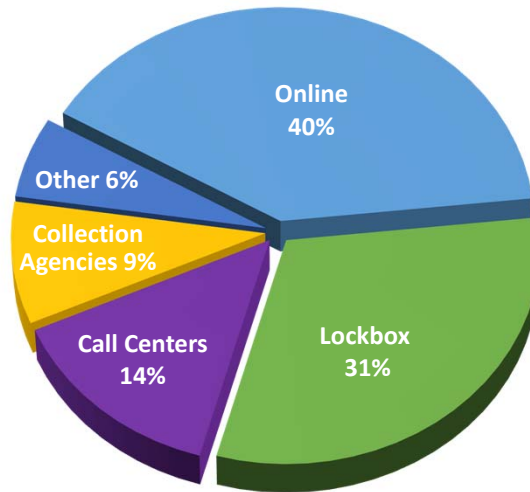
Revenue Impact



Revenue Impact

TBP 5%

TOLL-BY-PLATE Payment Methods



TBP 5%

Critical Success Factors

- Unusable images (equipment):
 - TSR deployment
 - 2% ↓ (5.3% to 3.3%)
- Inaccurate/missing ROV lookup
 - Fresh lookup
 - Access to nationwide NLETS
 - 1.4% ↓ (2.8% to 1.4%)
- Bad addresses
 - Current address: ROV or DL
 - Skip tracing
 - Returned mail: 0.7% ↓ (2% to 1.3%)
- Collection Agencies:
 - 2 Agencies (9/2012)
 - To date collection rate: 27%

TBP 5%

Critical Success Factors

- Enforcement
 - Evolution:
 - Uniform Traffic Citation → Registration Stop
 - UTC challenges:
 - ✓ Court capacity
 - ✓ Certified mail
 - ✓ License suspension
 - Registration Stop (12/2015)
 - ✓ Early stats encouraging (3-month data)
 - 19K accounts; \$2M collected
- Revenue recognition:
 - Recorded when collected
 - Up to 75 days after year end



Florida Department of
TRANSPORTATION

DATE: 01/21/2016

TOLL-BY-PLATE ACCOUNT ID: 99999999

LICENSE PLATE: FL-SAMPLE

DOCUMENT ID: INV000000001

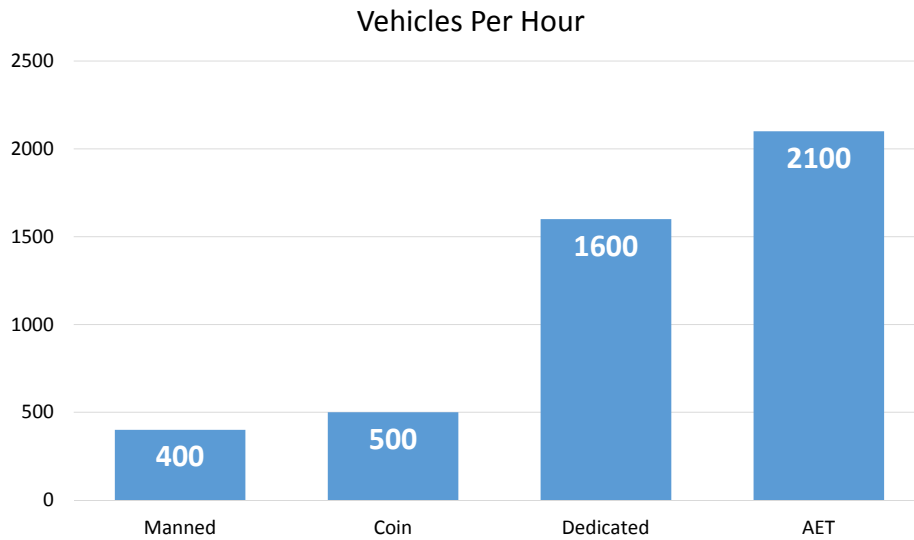
You are receiving this notice because you have delinquent unpaid tolls owed to the Florida Department of Transportation.

The following action(s) have taken place:

REGISTRATION STOP APPLIED: A registration stop has been placed against your motor vehicle record due to excessive amounts of unpaid tolls for the license plate listed on this notice. Failure to resolve this notice will prevent you from renewing your license plate.



Efficiency: Lane Throughput



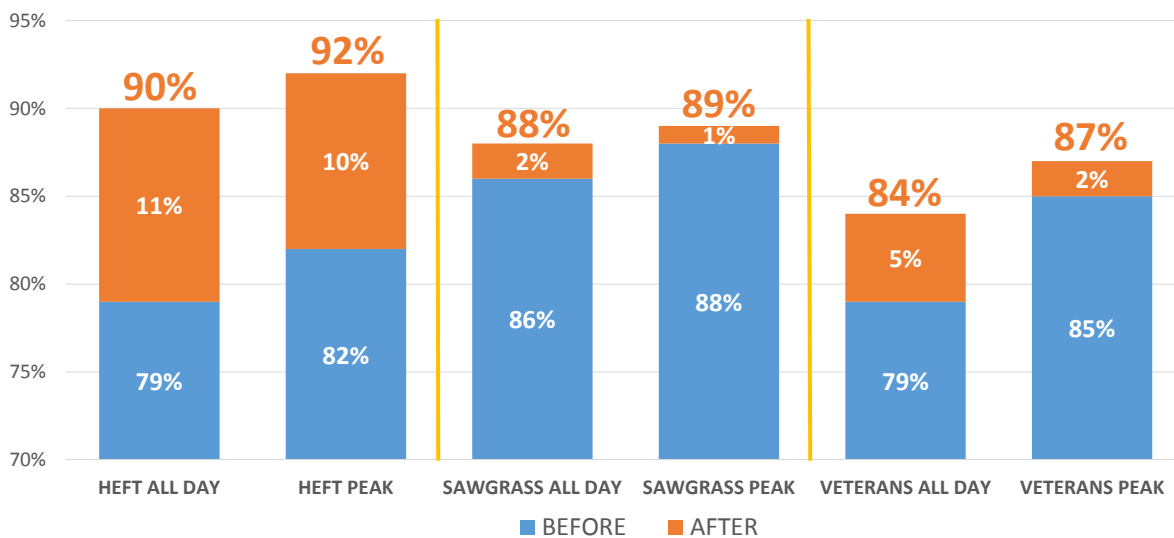
Indexing Implementation

- F.S. 338.165
 - Indexed based on CPI
- SunPass and TOLL-BY-PLATE:
 - Annual indexing
 - Tolls rounded to the nearest penny
- Cash every 5 years rounded up to the quarter

	FY 2014	FY 2015	FY 2016
Indexed Rate	2.1%	1.5%	1.6%



SunPass Participation Before/After AET Conversion



Convenient Access

Service Plazas






www.sunpass.com



SunPass Call Center








FDOT Florida Department of Transportation 

Promotions

- Website
- Billboards
- Toll booths
- Sports stadium
- Airports
- TV/Radio
- Print media
- PIO meetings
- Public Outreach



Unbanked and Underbanked

- Nationally: 1 in 4 households*

**Off-System
Cash
Replenishment**

5,400 Retail locations

- Kiosks
- Cashier Payments



BLACKSTONE

TIO TIO Networks Corp



Reloadable SunPass Cards



Wells Fargo Bank



*2013 FDIC National Survey of unbanked underbanked households.



Safety Improvement

Average Annual Crashes

Mainline Plaza	Before	After	Reduction
Miramar	24	10	-58%
Okeechobee	11	7	-36%
Bird Road	70	21	-70%
Homestead	46	5	-89%
Total	151	43	72% ↓



Safety Improvement



AET Summary

- Transportation solution
- Net revenue neutral
- Operational improvements enhance revenue collection
- Continued drive towards ETC participation