



# Revenue Assurance Plan Metrics Summary



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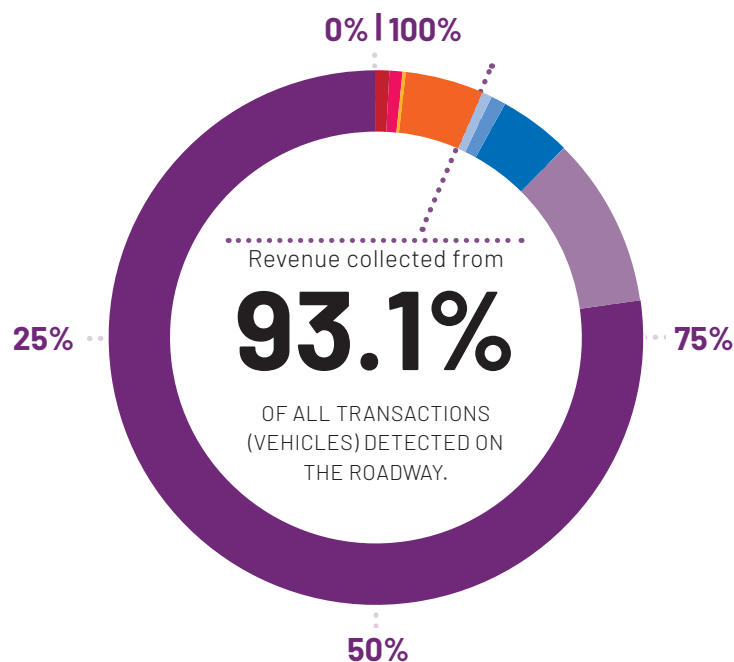
**Reporting period:**  
JAN 2024 - DEC 2024

**Total transactions:**  
210,283,795

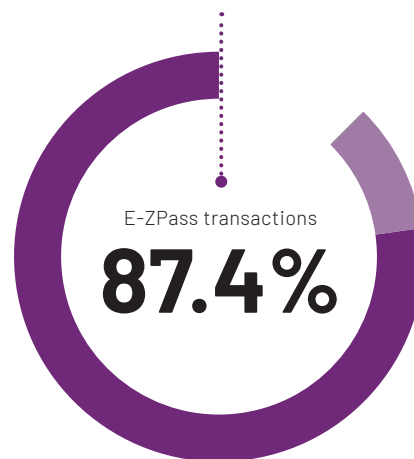
**Revenue estimated for  
paid/expected paid  
transactions:**  
\$1,754,895,484

# Overall Performance Summary

JAN 2024 - DEC 2024



Percentage of all transactions within the past 12 months that were paid and expected to be paid within 150 days of the transaction being recorded.



Percentage of all transactions paid via E-ZPass, majority by transponder in the vehicle or some by license plate matched to E-ZPass customer account.

## BREAKDOWN OF NON-E-ZPASS TRANSACTIONS

**Unbillable**  
**1.6% of all transactions** [12.7% of Toll By Plate transactions]

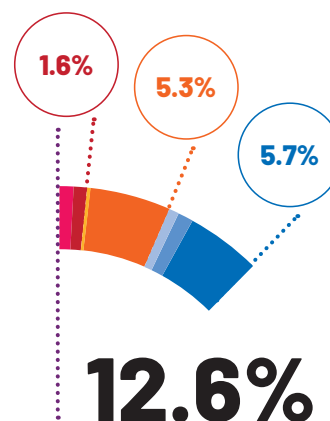
Percentage of transactions that cannot be pursued, either because no license plate could be identified or because no valid address could be found for the license plate.

**Uncollected**  
**5.3% of all transactions** [42.1% of Toll By Plate transactions]

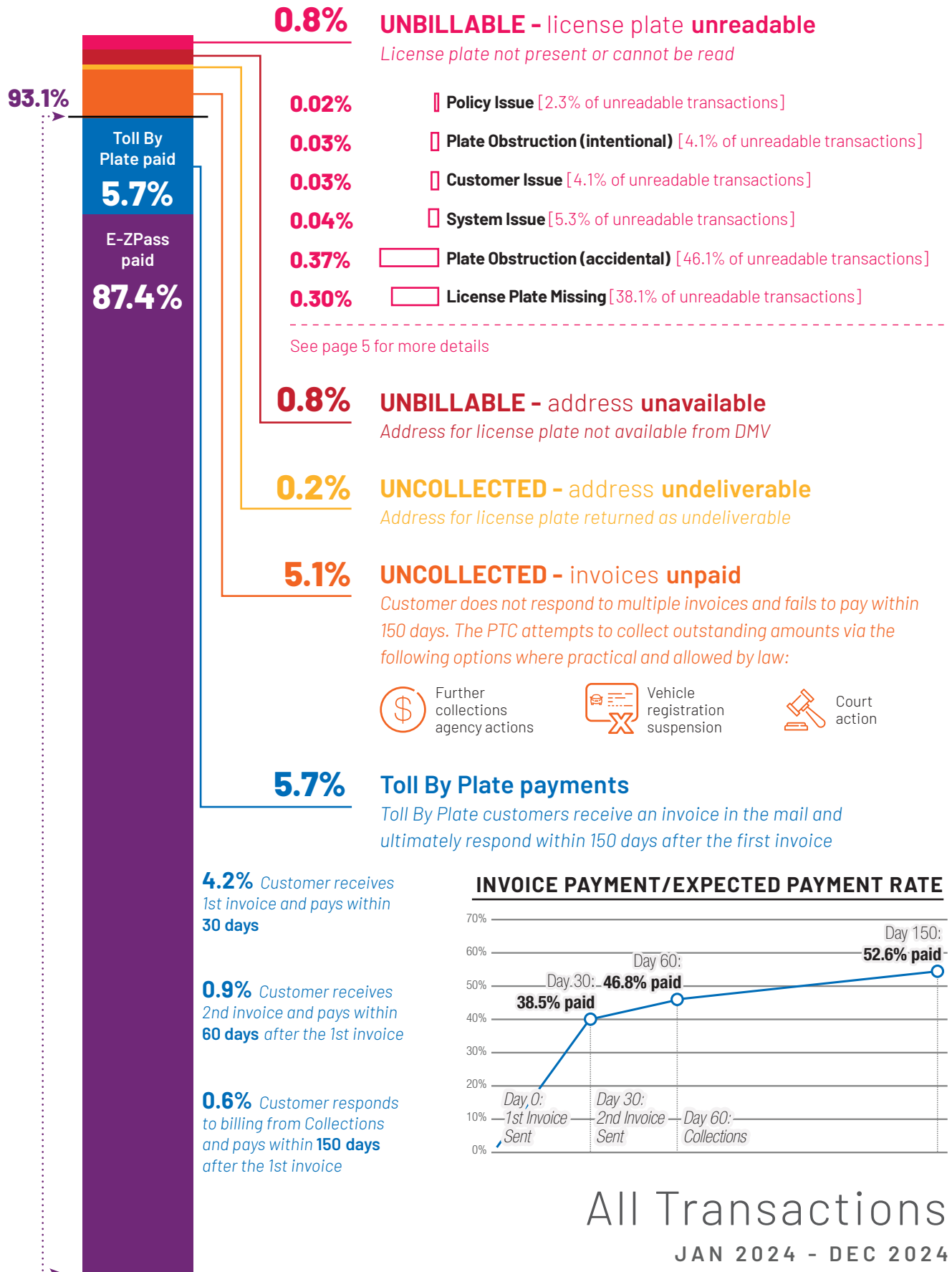
Percentage of transactions for which an invoice can be generated, but the customer does not pay within 150 days.

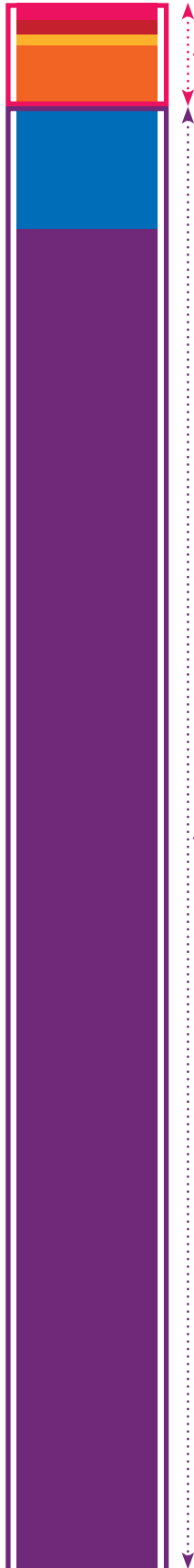
**Paid and expected to be paid**  
**5.7% of all transactions** [45.2% of Toll By Plate transactions]

Percentage of transactions for which an invoice can be generated and delivered to a customer and the customer pays within 150 days.



Percentage of all transactions made by drivers that are NOT E-ZPass customers.





**6.9%**

6.9% of all transactions recorded from January 2024 - December 2024 are expected to be unbillable or uncollected, with an estimated value of \$205 million.\*

Collection and enforcement efforts continue beyond the reporting period.

**93.1%**

93.1% of all transactions recorded from January 2024 - December 2024 are paid or expected to be paid, with an estimated value of \$1.75 billion.\*

\* Higher toll rates for Toll By Plate result in higher values per transaction paid or lost.

## All Transactions

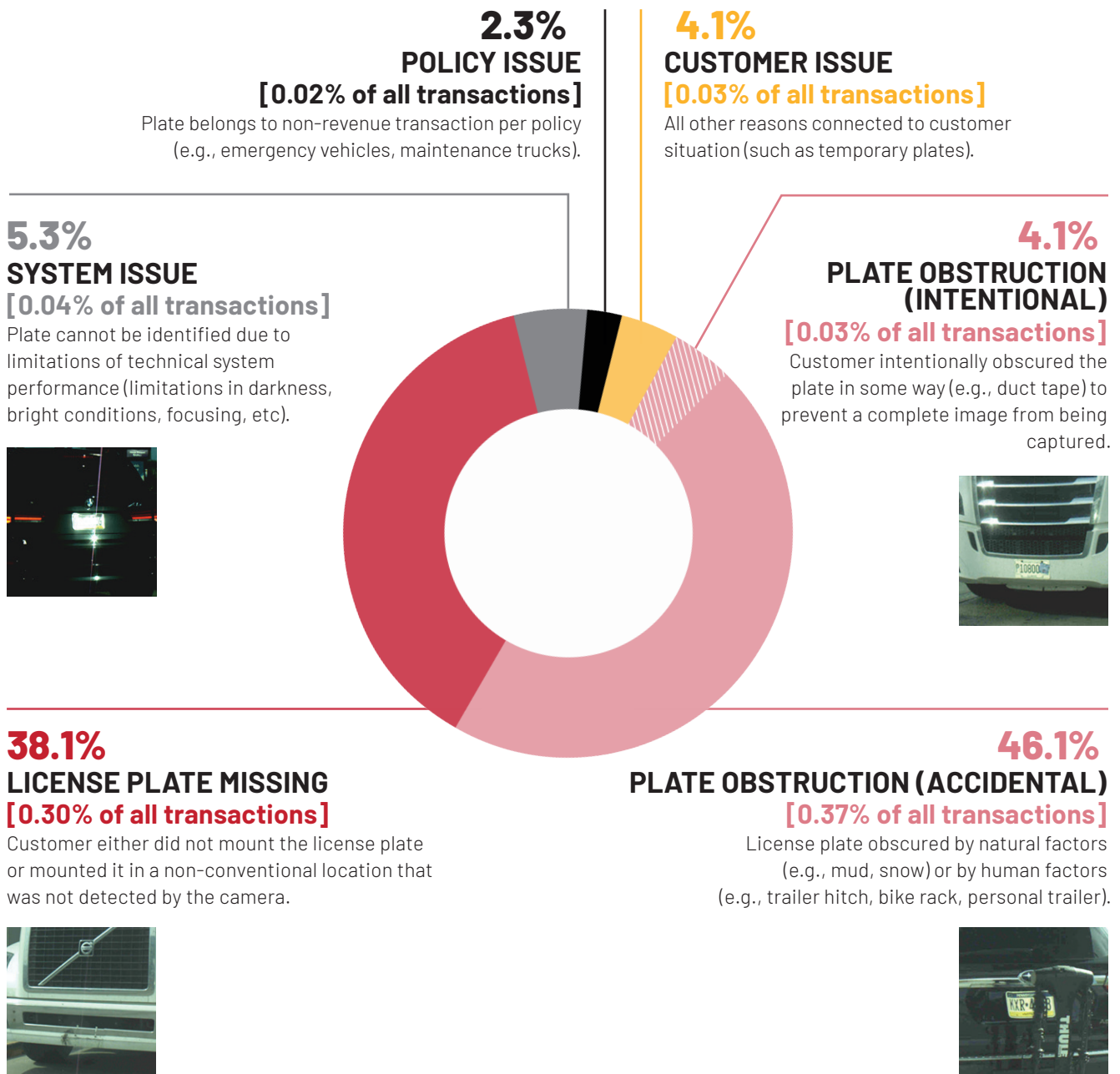
JAN 2024 - DEC 2024

Pennsylvania Turnpike Commission

# Summary of Unreadable License Plates (0.8% of all transactions)

JAN 2024 - DEC 2024

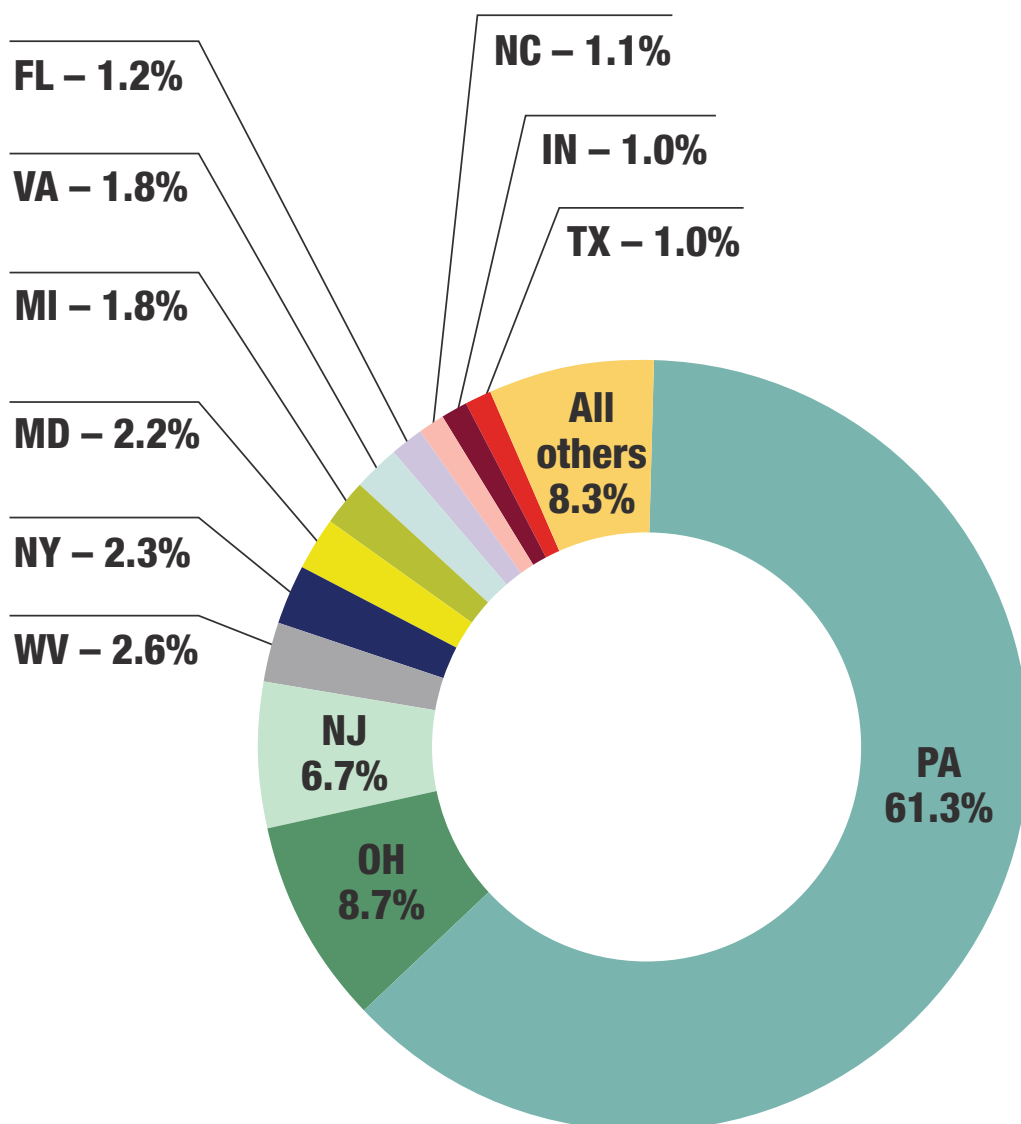
Unreadable license plates represent **0.8% of all transactions**.  
The graphic below is a further breakdown of that 0.8% of all transactions.



# Invoices Sent by State

JAN 2024 - DEC 2024

Identifies all states accounting for 1.0% or more of invoices over the past 12 months. Payment rates are generally similar across states.



# Highlighted Initiatives to Reduce Leakage

## through December 2023

Toll By  
Plate  
paid

E-ZPass  
paid

### UNBILLABLE license plate unreadable

*License plate not present or cannot be read.*

- Proactive transponder replacements to reduce the amount of images captured of E-ZPass customers. Phase 1 began Sep 2018; process is ongoing.
- Enhanced commercial vehicle identification (e.g., company names, logos, USDOT numbers) when plates are missing or blocked.
- Increased frequency of system checks to four times per day (started in Mar 2022) to keep system-specific issues at a minimum.

**27%**  
reduction since  
March 2020

+

### UNBILLABLE address undeliverable

*Address for license plate not available from DMV.*

- Since the advent of cashless tolling on the Pennsylvania Turnpike, PTC has added new direct connections to five state DMVs.
- For the states registering the most frequent TBP usage, PTC has initiated more frequent retries (generally one retry every 7-10 days) on address lookups by the respective DMVs.

**22%**  
reduction since  
March 2020

+

### UNCOLLECTED address undeliverable

*Address for license plate returned as undeliverable.*

- Introduced skip tracing into the collections process to locate challenging addresses. Skip tracing employs the services of a third party that specializes in using an array of publicly available data to track down individuals who have moved, are unresponsive, or are difficult to find.

**71%**  
reduction since  
March 2020

↓

### UNCOLLECTED invoices unpaid

*Customer does not respond to multiple invoices and fails to pay within 150 days.*

#### More ways to pay

- Toll By Plate AutoPay (launched Feb 2021).
- Kubra cash payment network (launched Mar 2022).
- QR codes on invoices (launched Sep 2022).
- Apple Pay and Google Pay (launched Oct 2024).

#### More ways to enforce

- Performance based collections - for customers who fail to pay repeated invoices, multiple collections contractors compete to maximize revenue recovery (launched Sep 2021).
- New legislation = more scofflaws qualify for registration suspension (2023).
- Expanded use of civil court options (2023).
- Real-time notification to police of on-road scofflaws for citation stops (2023).

*The PTC attempts to collect outstanding amounts via the following options where practical and allowed by law:*



**Further  
collections  
agency actions**



**Vehicle  
registration  
suspension**



**Court  
action**

More  
invoices are  
reaching the  
customer  
*but they are not  
paying, so the total  
collection efficiency  
of 93.4% remains  
unchanged.*

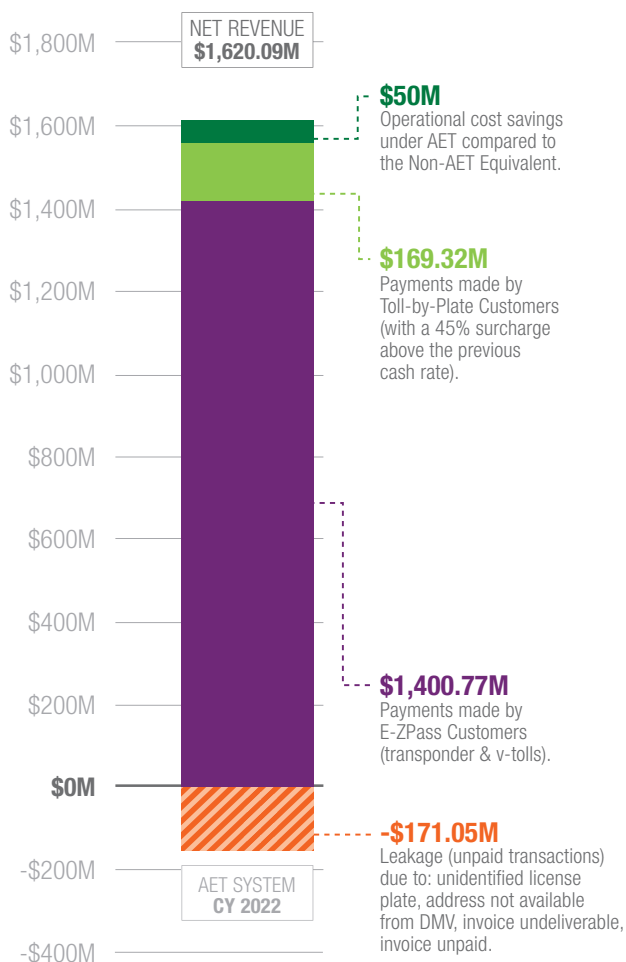
# AET Collection Comparison

AET VS. HYBRID CASH or ELECTRONIC COLLECTION

CY 2022

The graphs below demonstrate the virtually identical revenue collection rates of All-Electronic Tolling actuals today and a projected collection scenario if the PTC had remained in a hybrid cash and electronic collection operation. The figures are based on calendar year 2022 and show a steady collection rate of approximately \$1.6B in both operational scenarios. The PTC conversion to AET allows for greater safety, mobility, and access while decreasing environmental impact.

## AET System 2022



## Non-AET Equivalent 2022

(based on AET and projected pre-AET data)

