Revenue Assurance Plan Metrics Summary
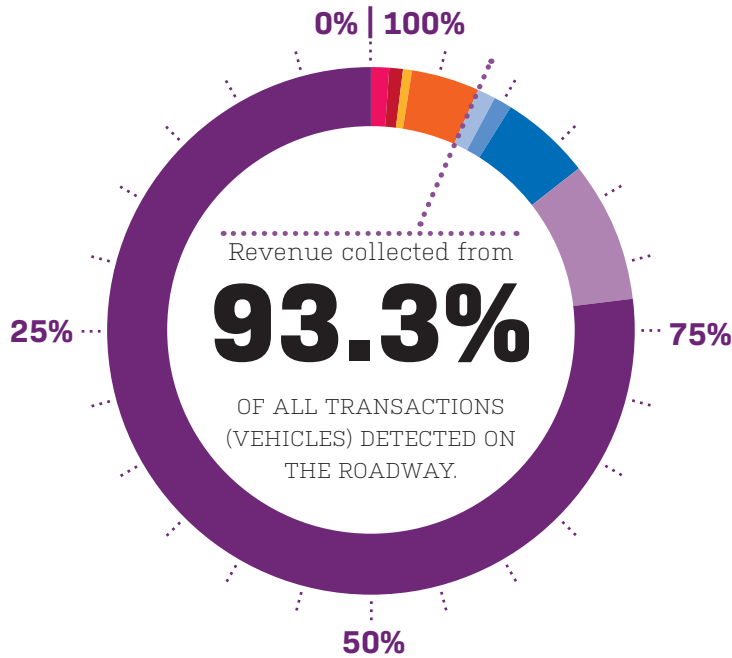
AET ALL-ELECTRONIC TOLLING

INSIDE:

Reporting period:
APR 2022-MAR 2023

Total Transactions:
204,990,720

Revenue estimated for paid/expected paid transactions:
$ 1,595,269,278

Overall performance summary

APR 2022-MAR 2023

0% | 100%

Revenue collected from
93.3%
OF ALL TRANSACTIONS (VEHICLES) DETECTED ON THE ROADWAY.

25%

75%

50%

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.
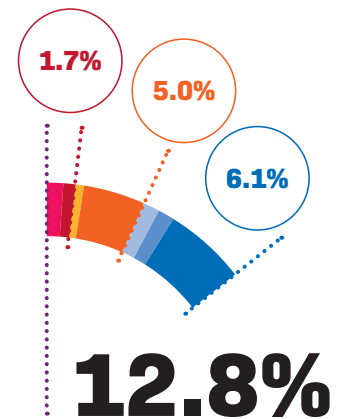
E-ZPass transactions
87.2%
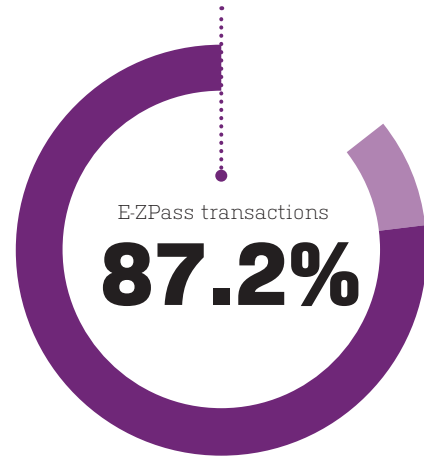
Percentage of all transactions paid via E-ZPass, majority by transponder in the vehicle or some by license plate matched to E-ZPass customer account.

BREAKDOWN OF NON-E-ZPASS TRANSACTIONS

Unbillable
1.7% of all transactions [13.3% 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
5.0% of all transactions [39.0% 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
6.1% of all transactions [47.7% 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.
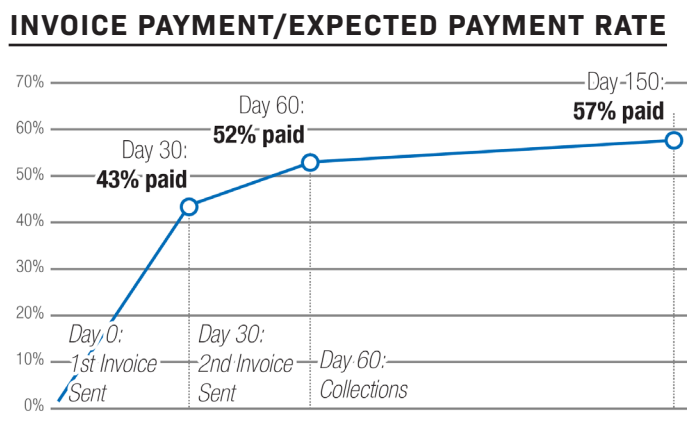
1.7%

5.0%

6.1%

12.8%

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

93.3%

Toll By Plate paid
6.1%

E-ZPass paid
87.2%

0.9% **UNBILLABLE -** license plate **unreadable**
License plate not present or cannot be read

<0.01% **Policy Issue** [0.8% of unreadable transactions]

0.02% **Plate Obstruction (intentional)** [2.3% of unreadable transactions]

0.04% **Customer Issue** [3.8% of unreadable transactions]

0.03% **System Issue** [3.4% of unreadable transactions]

0.39% **Plate Obstruction (accidental)** [42.4% of unreadable transactions]

0.44% **License Plate Missing** [47.3% of unreadable transactions]

See page 4 for more details

0.8% **UNBILLABLE -** address **unavailable**
Address for license plate not available from DMV

0.4% **UNCOLLECTED -** address **undeliverable**
Address for license plate returned as undeliverable

4.6% **UNCOLLECTED -** invoices **unpaid**
Customer does not respond to multiple invoices and fails to pay within 150 days. 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

6.1% **Toll By Plate payments**
Toll By Plate customers receive an invoice in the mail and ultimately respond within 150 days after the first invoice
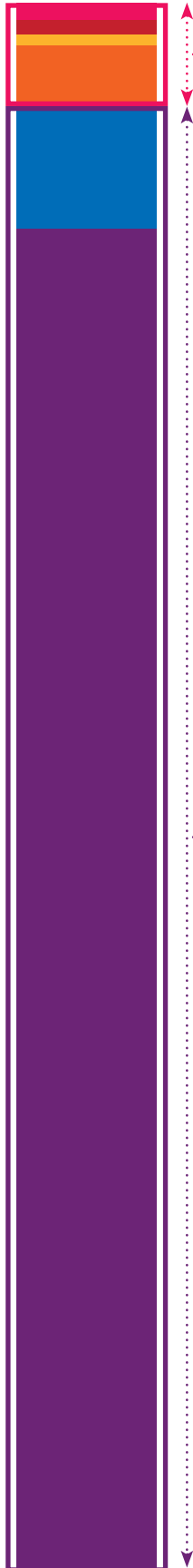
4.5% *Customer receives 1st invoice and pays within* **30 days**

1.0% *Customer receives 2nd invoice and pays within* **60 days** *after the 1st invoice*

0.6% *Customer responds to billing from Collections and pays within* **150 days** *after the 1st invoice*

INVOICE PAYMENT/EXPECTED PAYMENT RATE

Day 30: **43% paid**

Day 60: **52% paid**

Day-150: **57% paid**

70%
60%
50%
40%
30%
20%
10%
0%

Day 0: 1st Invoice Sent

Day 30: 2nd Invoice Sent

Day 60: Collections

All transactions
APR 2022-MAR 2023

6.7%

6.7% of all transactions recorded from April 2022 - March 2023 are expected to be unbillable or uncollected, with an estimated value of $170 million.*

Collection and enforcement efforts continue beyond the reporting period.

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

93.3%

93.3% of all transactions recorded from April 2022 - March 2023 are paid or expected to be paid, with an estimated value of $1.6 billion.*
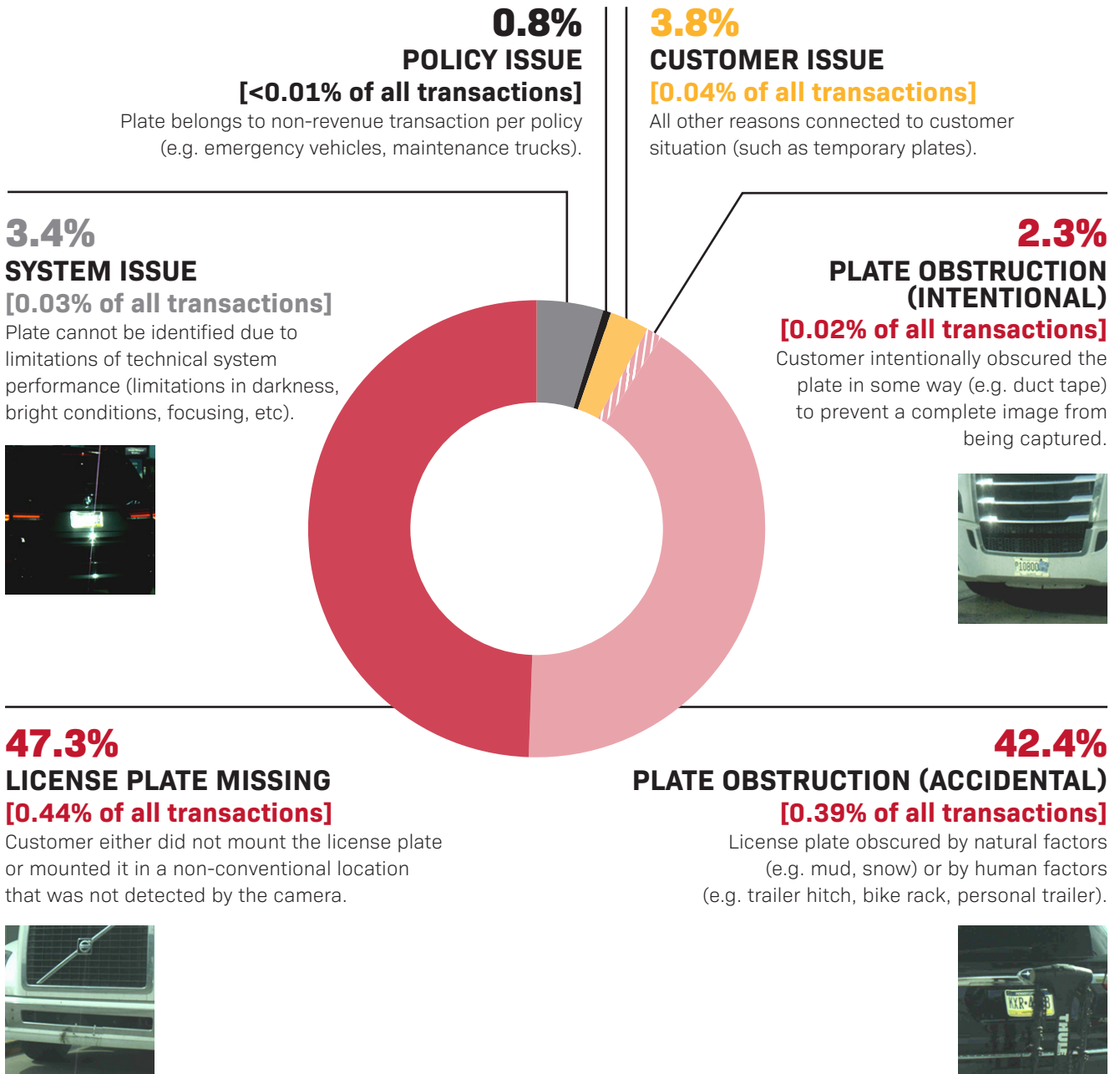
All transactions
APR 2022-MAR 2023

Pennsylvania Turnpike Commission

Summary of unreadable license plates
(0.9% of all transactions)
APR 2022-MAR 2023

Unreadable license plates represent **0.9% of all transactions**.
The graphic below is a further breakdown of that 0.9% of all transactions.

0.8%
POLICY ISSUE
[<0.01% of all transactions]
Plate belongs to non-revenue transaction per policy (e.g. emergency vehicles, maintenance trucks).

3.8%
CUSTOMER ISSUE
[0.04% of all transactions]
All other reasons connected to customer situation (such as temporary plates).

3.4%
SYSTEM ISSUE
[0.03% of all transactions]
Plate cannot be identified due to limitations of technical system performance (limitations in darkness, bright conditions, focusing, etc).

2.3%
PLATE OBSTRUCTION (INTENTIONAL)
[0.02% of all transactions]
Customer intentionally obscured the plate in some way (e.g. duct tape) to prevent a complete image from being captured.

47.3%
LICENSE PLATE MISSING
[0.44% of all transactions]
Customer either did not mount the license plate or mounted it in a non-conventional location that was not detected by the camera.

42.4%
PLATE OBSTRUCTION (ACCIDENTAL)
[0.39% of all transactions]
License plate obscured by natural factors (e.g. mud, snow) or by human factors (e.g. trailer hitch, bike rack, personal trailer).

Invoices sent by state
APR 2022-MAR 2023

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

FL – 1.3%

VA – 1.9%

MI – 1.9%

MD – 2.2%

NY – 2.4%

WV – 2.6%

NC – 1.1%

IN – 1.0%

TX – 1.0%

All others 7.8%

PA 61.6%

NJ 6.3%

OH 8.9%