

Travel on the Express Lanes – January 2016 Update

The vast majority of Express Lanes customers use the road properly. In fact, nearly **97% of trips on the 495 and 95 Express Lanes are successfully tolled, HOV or exempt trips. Only approximately 3% of trips go unpaid due to driver error. The majority of unpaid trips are paid by the second invoice. Just 0.08% of trips—and 0.24% of customers—reach the courts by failing to settle unpaid tolls for at least six months despite multiple notifications.**

How it works on the Express Lanes

It's easy for travelers to take care of their toll to avoid escalating fees. Here's how the enforcement process works if travelers do not pay their toll. The administrative fees outlined below are per trip.

V-TOLL	MISSED TOLL	FIRST INVOICE	SECOND INVOICE	COLLECTIONS	COURT SUMMONS	DISCOUNTED PRE-COURT SETTLEMENT	DISCOUNTED PRE-TRIAL SETTLEMENT
Administrative Fee							
\$0	\$1.50	\$12.50	\$25.00	\$100.00	\$100 + court fees and civil penalties	Drivers who settle prior to court date receive discount	Drivers have opportunity for discounted settlement even minutes before trial begins
Operator uses license plate number to process trip	Driver pays unpaid trip online						
Within 5 days of trip	Within 5 days of trip	6 days to 35 days after trip	45 days to 74 days after trip	75+ days after trip	180+ days after trip	180+ days after trip	At court
\$0 under First-Time Forgiveness				Discounted under First-Time Forgiveness			

First-Time Forgiveness

The First-Time Forgiveness program was implemented in fall 2014 to aid E-ZPass customers who unknowingly have issues on the Express Lanes for the first time.

It has helped more than 33,000 drivers avoid escalated fees to date. It includes:

- **No fees for E-ZPass customers** – If E-ZPass customers contact the Express Lanes within 60 days of their first trip (after two invoices have been issued) we will waive all fees when they provide evidence they have resolved these account issues with E-ZPass and pay their tolls.
- **Self-imposed cap on court penalties** – If travelers ignore the process above, we will seek to collect through court action. However, we will put a cap on the number of trips sent to court and pursue a maximum of \$2,200 plus tolls and court fees regardless of the number of violations. As an example, a first-time violator who has incurred 20 infractions and requires court action, we would pursue a maximum \$2,200 instead of the \$21,300 currently permitted by Virginia law.

Why wasn't the toll paid?

Drivers can receive an unpaid toll on the Express Lanes for the following reasons:

- They travel without an E-ZPass.
- Their E-ZPass account has no funds.
- Their E-ZPass cannot be read due to improper mounting.

No E-ZPass

Regulatory signs in advance of each entry point to the Express Lanes explicitly state an E-ZPass is required to use the Lanes.

Improperly mounted

The instructions provided with an E-ZPass direct drivers to install the E-ZPass near the center of the windshield and close to the roofline. If a driver installs the E-ZPass in an improper location, it might not be read while drivers travel on the Express Lanes.

The instructions also notify drivers to add their license plate number to their E-ZPass account. This allows toll facility operators to collect tolls even if the E-ZPass is improperly mounted so drivers avoid unpaid toll invoices. Unfortunately, many drivers fail to add their information to their account so operators cannot deduct the tolls using the license plate number as a backup method.

No funds

The majority of unpaid tolls come from customers who do not have funds on their E-ZPass account. With email and text alerts from E-ZPass and the option to add backup payment methods, it's easy to keep track of an E-ZPass account. Drivers should sign up for these alerts from Virginia E-ZPass and take action if their funds run low or if there is an issue with the payment method on file.

Enforcement process

In order to ensure travelers follow the rules of the road, toll facilities put an enforcement program in place. The Express Lanes program is similar to other tolled facilities in the Commonwealth and throughout the United States.

The Express Lanes are unique because they use dynamic tolls which increase as more drivers use the Lanes. This means that those who travel without paying their toll can still contribute to increasing toll prices for others.

Transurban's approach to collecting unpaid trips has several steps in order to help travelers avoid high fees, receive sufficient notice and provide ample opportunity to pay. In fact, it is one of a few toll facilities to offer a pre-invoice settlement option via Missed a Toll. Our invoice fees are in line with – if not lower than – many other operators.

The fee structure is designed to recover costs necessary to administer the enforcement program, including staff, call centers, notification of unpaid tolls and IT infrastructure.

All fees collected are used exclusively to fund enforcement activities. By law, Transurban cannot profit from enforcement fees. To date, Transurban has not recovered costs of the enforcement program and the deficit continues to grow.