

**MINUTES OF THE
OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION
SEPTEMBER 19, 2022 WORKSHOP**

The September 19, 2022 Workshop of the Ohio Turnpike and Infrastructure Commission was called to order at 10:55 a.m. by Chairman Jerry Hruby.

Roll was done at which time Chairman Hruby advised that there was a quorum.

ROLL CALL OF MEMBERS:

Commission Members: Chairman Jerry Hruby; Secretary-Treasurer Sandra Barber; Commission Member Guy Coviello; Commission Member Myron Pakush; and Office of Budget and Management Representative James Kennedy.

Excused: Vice Chairman Timothy Paradiso; State Representative Haraz N. Ghanbari; and Ohio Senator Bill N. Reineke.

OTHER ATTENDEES:

Ohio Turnpike and Infrastructure Commission Employees: Ferzan M. Ahmed; Jennifer Monty Rieker; Chris Matta; Lisa Mejac; Jennifer Diaz; Adam Greenslade; Amanda Ginley; David Miller; Heather Veljkovic; Jacquelyn Dohoda-Herberger; Brian Kelley; Travis Bonnett; Denise Criscuolo; Chris Pogorelc; Chuck Cyrill; Lisa Drozdowski; Sue Coleman; and Joseph Mannion.

Guests: No outside guests in attendance in person.

PRESENTATION(S):

1. Presentation regarding Toll Collection Modernization - Administrative Code Changes by General Counsel, Jennifer Monty Rieker

WORKSHOP ADJOURNED: With no further business before this Commission, Motion by Chairman Hruby and seconded by Mr. Coviello to adjourn at 11:59 a.m. Yeas: All

Approved as a correct record of the September 19, 2022 Workshop of the Ohio Turnpike and Infrastructure Commission



Sandra K. Barber, Secretary-Treasurer

PRESENTATION



OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Toll Collection System Modernization – Administrative Code Changes

September 19, 2022

1 |



MODERNIZED SYSTEM OPEN ROAD TOLLING (ORT) Option 1 – E-ZPass® Option 2 – Cash and Credit



2 |





Our New System is Hybrid ORT and Ticketed System

OTIC's *E-ZPass*® penetration rate is too low for all electronic tolling (cashless)

Maintain a ticketed system where 85% of toll revenue is generated

Hybrid System eliminates inefficient tolling points

4 New high-speed Open Road Tolling plazas and reduction from 31 to 20 low-speed ticketed plazas

Ohio Turnpike – A Better Way To Travel™

3 |



Common Causes of Unpaid Tolls

Non- *E-ZPass*® customer mistakenly travels in an *E-ZPass*® Only lane

E-ZPass® customer with improperly mounted transponder and did not register their plate to their account

E-ZPass® customer with inoperable transponder and did not register their plate to their account

E-ZPass® customer with invalid account (no funds)

Run through (Intentional Violator)

4 |





INVOICE

ENTRY PLAZA	EXIT PLAZA	EXIT DATE	EXIT TIME	CLASS	UNPAID TOLLS	LATE FEES	ADJUSTMENTS	TOTAL DUE
PLZ-142	PLZ-71	07/11/21	23:45:50	1	\$8.00			\$8.00
PLZ-110	PLZ-161	07/16/21	13:45:50	1	\$3.00		(\$3.00)	\$3.00
PLZ-161	PLZ-110	07/16/21	17:10:03	1	\$3.00			\$3.00
TOTAL AMOUNT DUE								\$11.00

INVOICE TIMELINE

(This following is only an example.)



*To dispute any transaction on this invoice, please visit www.ezpassoh.com

**How do I dispute a transaction on this invoice, see below www.ezpassoh.com

WHY DID I RECEIVE THIS INVOICE?

You will be issued a bill if you have an account on the Ohio Turnpike. If you do not have an account, you will be issued a bill if you have a vehicle that is registered in Ohio and you have used the Ohio Turnpike.

¿POR QUÉ RECIBI ESTA FACTURA?

Si usted es propietario de un vehículo que tiene un permiso de conducir en Ohio, será emitida una factura si usted ha utilizado el sistema de peajes de Ohio. Si usted no es propietario de un vehículo que tiene un permiso de conducir en Ohio, será emitida una factura si usted ha utilizado el sistema de peajes de Ohio.

WHAT IF I HAVE E-ZPASS?

E-ZPass will be used to pay for tolls. If you have an account, you will be issued a bill if you have a vehicle that is registered in Ohio and you have used the Ohio Turnpike. If you do not have an account, you will be issued a bill if you have a vehicle that is registered in Ohio and you have used the Ohio Turnpike.

¿QUÉ PASA SI TENGO E-ZPASS?

Si usted tiene un sistema de pago de peajes E-ZPass, será emitida una factura si usted ha utilizado el sistema de peajes de Ohio. Si usted no tiene un sistema de pago de peajes E-ZPass, será emitida una factura si usted ha utilizado el sistema de peajes de Ohio.

HOW DO I DISPUTE THIS INVOICE?

To dispute any transaction on this invoice, please visit www.ezpassoh.com. You will need to provide the invoice number and the date of the transaction. You will also need to provide a reason for the dispute.

¿CÓMO DISPUTAR ESTA FACTURA?

Si usted desea disputar cualquier transacción en esta factura, por favor visite www.ezpassoh.com. Necesita proporcionar el número de factura y la fecha de la transacción. También necesitará proporcionar una razón para la disputa.

Unpaid Toll Invoice – DRAFT Work-in-Progress



INVOICE

This invoice is for toll charges incurred by the vehicle/license plate identified below for travel on the Ohio Turnpike.

Mr/Ms John Dohé
97221 Prospect St.
Cleveland, OH 44013



INVOICE NUMBER: 104081960-1
ACCOUNT NUMBER: 9620569
LICENSE PLATE: OH-GZQ3596
INVOICE DATE: 07/31/2021



INVOICE SUMMARY	
TOLL CHARGES	\$14.00
PAYMENT	\$0.00
ADJUSTMENTS	(\$3.00)
LATE FEES	\$0.00
BALANCE DUE	\$11.00
PAYMENT DUE DATE	08/25/2021

HOW CAN I PAY?

Pay online at www.ezpassoh.com or scan the QR code to the right. Please have your invoice number available. Mail check or money order with payment remittance below in envelope provided.



Failure to pay by the due date will result in late fees being added. Unpaid balances may be sent to a debt collection agency. Under Ohio Revised Code Section 5537.041(C), if you fail to pay the amount due, the Commission may notify the Bureau of Motor Vehicles and **you will not be able to renew your license plate registration for any of your vehicles.**

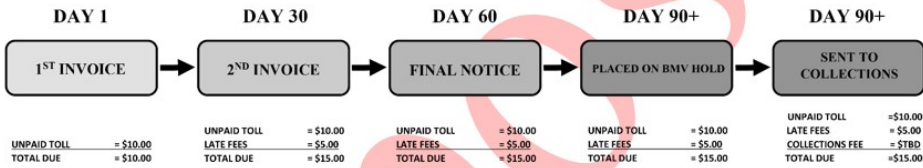




INVOICE

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PLZ-161	PLZ-110	07/16/21	17:10:03	1	\$3.00			\$3.00
TOTAL AMOUNT DUE								\$11.00

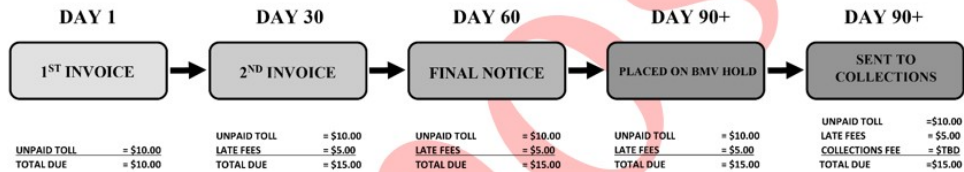
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INVOICE TIMELINE (The following is only an example.)



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 *Para disputar cualquier transacción en esta factura, por favor visite www.ezpassoh.com.

WHY DID I RECEIVE THIS INVOICE?

Your vehicle traveled through an E-ZPass exit lane on the Ohio Turnpike. A valid transponder was not detected, and therefore payment was not received for your travel. Our toll collection system captured an image of your vehicle license plate to enable collecting the amount due.

¿POR QUÉ RECIBÍ ESTA FACTURA?

Su vehículo atravesó un carril de salida de E-ZPass en el autograto de peaje de Ohio. No se detectó un transpondedor válido y, por lo tanto, no se recibió el pago de su viaje. Nuestro sistema de cobro de peaje capturó una imagen de la placa de su vehículo para permitir el cobro del monto adeudado.

WHAT IF I HAVE E-ZPASS?

An invoice will be issued if payment is not received at the time of travel on the Ohio Turnpike, even when you have an account. Nonpayment could have occurred if:

- (1) Your account did not have sufficient funds to pay the toll on the date of travel.
- (2) The license plate is not listed on your account or is incorrect.
- (3) Your transponder is improperly mounted on the vehicle's windshield.

Your E-ZPass account may need attention. Please check your account and transponder. After updating your account, pay your invoice at www.ezpassoh.com or by mail. Keep your account current so that you don't receive future unpaid tolls.

¿QUÉ PASA SI TENGO E-ZPASS?

Se emitirá una factura si no se recibe el pago en el momento del viaje en el autograto de peaje de Ohio, incluso cuando tenga una cuenta. La falta de pago podría haber ocurrido si:

- (1) Su cuenta no tenía fondos suficientes para pagar el peaje en la fecha del viaje
- (2) Su placa de licencia no aparece en su cuenta o esta incorrecta
- (3) Su transpondedor está montado incorrectamente en el parabrisas del vehículo

Su cuenta E-ZPass puede necesitar atención. Por favor, compruebe su cuenta y transpondedor. Después de actualizar su cuenta, pague su factura en www.ezpassoh.com o por correo. Mantenga su cuenta al día para no recibir futuras peajes impagos.

HOW DO I DISPUTE THIS INVOICE?

If you disagree with the information on this invoice, you may contact the Customer Service Center by visiting www.ezpassoh.com to dispute this invoice and/or request an administrative hearing. Please use your invoice number and license plate number/state to login.

¿CÓMO DISPUTAR ESTA FACTURA?

Si no está de acuerdo con la información de esta factura, puede comunicarse con el Centro De Atención visitando www.ezpassoh.com para solicitar una disputa y/o audiencia administrativa. Por favor utilice su número de factura y número de la placa/estado para acceso.



E-ZPass® Ohio Website

Pay Your Unpaid Toll
Please choose one option below

Missed Toll
(do not have invoice yet)

If you missed a toll and have not received an invoice yet.

Received Invoice
(by mail)

Have you received a toll invoice? You can pay for that here.

Pay Now

Pay Now

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E-ZPass® Ohio Website

Missed Toll
(do not have invoice yet)

Enter your License Plate *

Select State of Registration *

Virginia

Select Plate Type *

Standard

Next

Back

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E-ZPass® Ohio Website

←
Dispute/Hearing Request

Balance Due

\$30.00

[Pay Now](#)

Account Number: 745215
License Plate: 53PC12
State: MA

Attention

If you took a toll ticket on entry and exited through an E-ZPass only lane, Click on **"Enter Ticket Number"** and enter your toll ticket information to adjust your toll.

Start Date End Date Items per page: 10 1-2 of 2 < > [Export to Excel](#) [Print](#)

Travel date	Entry Location	Exit Location	Amount	Balance
<input checked="" type="checkbox"/> 10/16/2021	Enter Ticket Number	STONY RIDGE-TOLEDO	-\$7.00	-\$6.00
<input checked="" type="checkbox"/> 10/16/2021	Enter Ticket Number	STONY RIDGE-TOLEDO	-\$10.00	-\$16.00
DETAILS				
Travel date: mm/dd/yyyy				
Travel time: 12:55:10				
Entry Location: Enter Ticket Number				
Exit Location: Stony Ridge-Toledo				
License Plate: 53PC12-MA				
Plate Type: PAN				
Transaction Type: Unpaid Toll - Received from Audit				
Disputed: No				
Adjusted: No				
Vehicle Class: 2				
OPTIONS				
Enter Ticket Number Dispute/Hearing Print				
<input checked="" type="checkbox"/> 10/19/2021	LORAIN COUNTY WEST	STONY RIDGE-TOLEDO	-\$7.00	-\$23.00
<input checked="" type="checkbox"/> 10/20/2021	Enter Ticket Number	STONY RIDGE-TOLEDO	-\$7.00	-\$30.00
<input checked="" type="checkbox"/> 10/21/2021	Enter Ticket Number	STONY RIDGE-TOLEDO	-\$7.00	-\$37.00
<input checked="" type="checkbox"/> 10/22/2021	LORAIN COUNTY WEST	STONY RIDGE-TOLEDO	-\$7.00	-\$44.00
<input checked="" type="checkbox"/> 10/23/2021	Enter Ticket Number	STONY RIDGE-TOLEDO	-\$7.00	-\$51.00

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E-ZPass® Ohio Website

←
Dispute/Hearing Request
✕

Dispute Information

Dispute Reason *

Comment

Transaction Amount 0 of 2000 characters

Attach supporting documentation

Drop files or browse

Upload media (Max file size: 10MB)

Pdf, doc, dot, rtf, png, gif, tiff, jpg

[Browse](#)

Customer Information

First Name *

Last Name *

Phone Number *

Phone Type **

Email Address *

Street Address *

Address 2 *

City *

State *

Zip *

[Cancel](#)
[Save](#)

*Denotes Required Field

**By providing your cell phone number, you have provided us with consent to call and send you text messages in conjunction with the services you have requested. Your cellular provider's Message and Data Rates may apply to our confirmation message and all subsequent messages.

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E-ZPass® Ohio Website

Received Invoice
(by mail)

E-ZPass

Enter your License Plate *

Select State of Registration *

Ohio

Invoice/Notice Number *

Log In

Back

OHIO TURNPIKE

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E-ZPass® Ohio Website

INVOICE

...rred by the vehicle/license plate identified below for travel on the Ohio Turnpike.

INVOICE NUMBER: 104081960-1

ACCOUNT NUMBER: 9620569

LICENSE PLATE: OH-GZQ3596

INVOICE DATE: 8/10/2021

Close

OHIO TURNPIKE

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E-ZPass® Ohio Website

Received Invoice (by mail)

Balance Due: **\$83.80** [Edit](#)

[Pay Now](#)

Summary: #125434-F: \$35.00 Account Number: 745215 Name: Queen Avery
 #1265487-F: \$21.55 License Plate: 53PC12 Primary Phone: (404) 234-2081
 Uninvoiced: \$27.25 State: MA Email Address: None
 Address: 180 Fairfield Dr., Covington, GA 30016 [Name/Address are Read Only](#)

Our Records Indicate that you have a pending hearing request.

Start Date: End Date: Items per page: 10 1-2 of 2 < >

Travel Period	Pay	Invoice	Invoice date	Due Date	Status	Amount	View Details
6/16/2021 – 6/20/2021	!	! BMV Hold				\$35.00	Dispute/Hearing
		#125434	6/20/2021	7/20/2021	1st Invoice	\$25.00	Invoice Transactions
		#125434-D	7/21/2021	8/21/2021	Delinquent Invoice	\$30.00	Invoice Transactions
	<input checked="" type="checkbox"/>	#125434-F	8/22/2021	9/22/2021	Final Notice	\$35.00	Invoice Transactions
6/20/2021 – 7/20/2021	<input checked="" type="checkbox"/>					\$21.55	Dispute/Hearing
		#1255487	6/16/2021	7/16/2021	1st Invoice	\$11.55	Invoice Transactions
		#125434-D	7/17/2021	8/17/2021	Delinquent Invoice	\$16.55	Invoice Transactions
	<input checked="" type="checkbox"/>	#125434-F	9/22/2021	10/18/2021	Final Notice	\$21.55	Invoice Transactions
7/21/2021 – 8/21/2021	<input checked="" type="checkbox"/>					\$27.25	
	<input checked="" type="checkbox"/>	Uninvoiced				\$27.25	Transactions
Total:						\$83.80	Pay Now

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E-ZPass® Ohio Website

BMV Hold Alert ✕

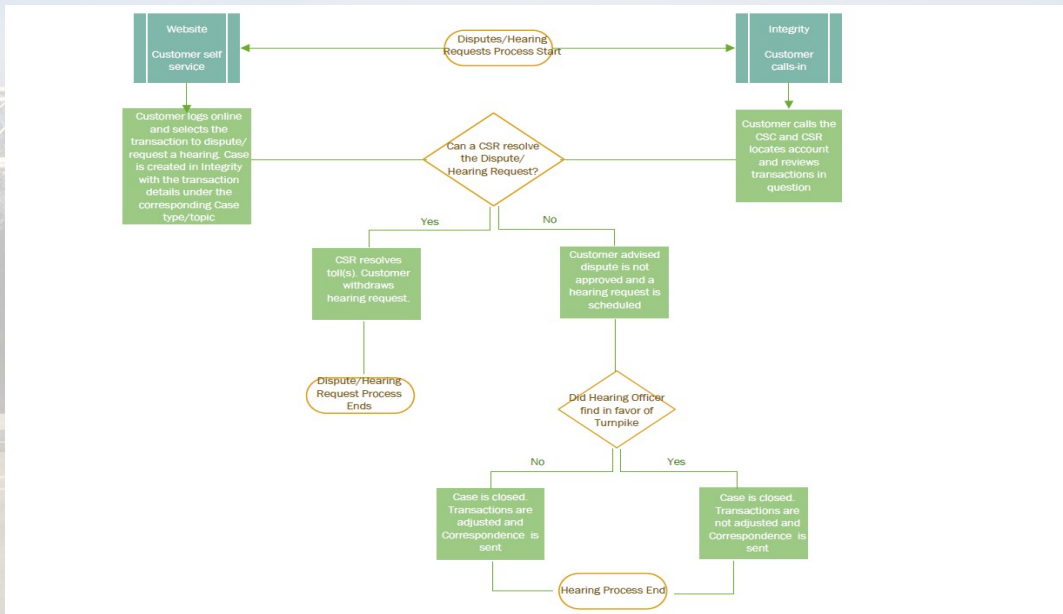
This invoice must be paid for the BMV hold to be released.

[Close](#)

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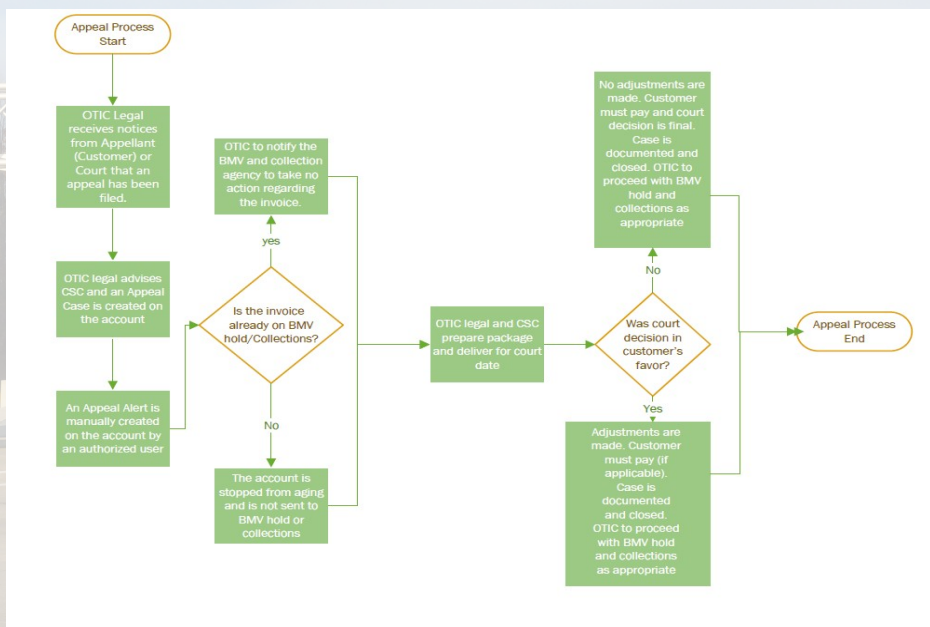
Disputing an Invoice/Requesting a Hearing



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Administrative Appeals



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BMV Holds & Collections

- BMV Hold—60 Days After First Invoice is Issued
 - If no request for a dispute is made, plate is sent to BMV for a hold (minimum amount needed)
 - Hold will be released at time that invoice is paid
 - If a dispute or appeal is pending, no BMV hold until all disputes/appeals resolved
- Collections—60 Days After First Invoice is Issued
 - If no request for a dispute is made, invoice amount will be sent to collections

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Next Steps

- Commission Resolution to submit the rules to the Office of Common-Sense Initiative (CSI) and Joint Committee on Agency Rule Review (JCARR)
- Will report back to Commission following the adoption

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OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Toll Collection System Modernization

- TCS Infrastructure Construction Update
- TCS Implementation Schedule
- Customer Service Center Update
- Toll Collection System Integrator Update

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OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Toll Collection System Modernization

Questions?

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