



News from the Ohio Turnpike

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For Immediate Release:

Ohio Turnpike observes 5th anniversary of E-ZPass with spotlight on customer savings

BEREA (Sept. 30, 2014) – Since it began operating on the Ohio Turnpike on Oct. 1, 2009, the *E-ZPass*® electronic toll payment system has saved its customers nearly \$202 million compared to customers who paid cash over the same five-year period.

While savings to customers has been paramount to the ongoing success of *E-ZPass*, the need to upgrade an aging toll collection system, including obsolete software, was a major catalyst in implementing the program. Other considerations included reducing customer delays at interchanges and the deployment of *E-ZPass* by Ohio's neighboring states as early as 2002.

Ohio Turnpike leaders began the planning process to upgrade to *E-ZPass* in late 2004. After several years of planning, preparation and testing, *E-ZPass* went "live" with electronic tolling on Oct. 1, 2009. Coincidentally, it was exactly 54 years from the date that the entire 241-mile toll road opened to traffic on Oct. 1, 1955.

"Bringing *E-ZPass* to customers was one of the biggest capital projects undertaken in the Commission's history," said Interim Executive Director Robin Carlin. "From the construction of gantries, preparations to vehicle lanes and deployment of new software and equipment—to the creation of a customer service center and new business rules—it was an enormous undertaking."

The \$50 million toll system project heralded a fundamental change to how the Commission operates and brought with it a higher level of operating efficiency that ultimately benefited customers.

The number of overall users and vehicle miles travelled with *E-ZPass* has increased steadily since 2009. Now, 45 percent of passenger vehicle customers who travel the Turnpike use *E-ZPass*. Meanwhile, nearly 80 percent of commercial vehicle drivers streamline their hauling trips using *E-ZPass*.

The number of frequent *E-ZPass* users has steadily increased over five years as well. There are nearly 10,000 Ohio *E-ZPass* customers who now use the system for at least 30 trips per month. In recognition of their high rate of usage, the Ohio Turnpike waives their monthly 75 cents maintenance fee.

"*E-ZPass* customers appreciate saving time at Turnpike interchanges and saving money on tolls," said Carlin. "In fact, passenger car customers can save up to 50 percent on a single trip while the average savings is about 33 percent."

The number of total vehicle miles traveled using *E-ZPass* also has steadily increased since the program was implemented. In 2010, all *E-ZPass* customers accounted for 47.6 percent of total vehicle miles (98.3 million vehicle miles). Currently, more than half—54 percent (168.7 million vehicle miles)—of all vehicle miles are traveled using *E-ZPass*.

With 26 tolling authorities in 15 states – and growing—*E-ZPass* represents the largest and most successful interoperable tolling network in the world.

***E-ZPass* by the Numbers:**

- Savings realized by all *E-ZPass* customers since 2009: \$201,696,827 (as of 9/29/2014).
- About 52 percent of all customers currently use *E-ZPass*.
- Nearly 80 percent of commercial vehicle drivers now use *E-ZPass*.
- Almost 10,000 Ohio *E-ZPass* customers use the system for at least 30 trips per month.
- Year-to-date in 2014, 56.6 percent (1.09 billion) of vehicle miles travelled are by *E-ZPass* customers.
- *E-ZPass* is compatible with 26 tolling authorities in 15 states, the largest network of its kind.

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The Ohio Turnpike is a 241-mile toll road offering one of the safest, best and most convenient routes for motorists to reach east/west destinations along the northern corridor of Ohio. The Ohio Turnpike & Infrastructure Commission provides excellent customer service and amenities to meet travelers' wants and needs, including state-of-the-art service plazas, a variety of restaurant choices, and routine maintenance for a smooth, pleasant trip. For a better travel experience, choose the Ohio Turnpike.