The Pennsylvania Turnpike Commission (PTC) began to explore Cashless Tolling in 2011 with an All Electronic Tolling (AET) Feasibility Study which concluded that the conversion to Cashless Tolling is fiscally and operationally feasible. Following in 2012, Implementation Planning began with a conceptual design and robust employee outreach and transition planning process. The schedule below outlines recent progress and the anticipated plan moving forward.

In 2016, 2017, and 2018 the first three Cashless Tolling Pilot Projects opened and customers adjusted to the new system without major challenges or concerns. Details on these projects are available on the project website at [www.nocashzone.com](http://www.nocashzone.com). The PA Turnpike TOLL BY PLATE payment system is currently working as planned with the Commission’s revenue collection estimates exceeding projections. Below is a detailed schedule that outlines the target dates for future conversions.

This staged approach provides time for testing and evaluating technology and customer touch points. In addition, the PTC has maintained a commitment that no employee layoffs will occur prior to 2022. Toll collectors have been, and will be, relocated to other toll plazas or positions within the system.

**HOW IT WORKS**

- All motorists pay tolls without stopping at tollbooths
- Tolls are collected electronically with a valid E-ZPass account or PA Turnpike TOLL BY PLATE
- TOLL BY PLATE uses cameras to capture a license plate image and invoices are mailed to the vehicle’s registered owner
- E-ZPass customers continue to travel through tolling points and pay tolls as usual

**AET-in-Place:** The PTC can use toll equipment at the existing toll plazas and express lanes.

**Open Road:** Motorists can pass under mainline tolling gantries at highway speeds.

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**NO CASH**

**NO STOPPING**

**NO WORRIES**

[www.nocashzone.com](http://www.nocashzone.com)
## A Closer Look at the Pennsylvania Turnpike

### Challenges
- More than 700 positions must be eliminated statewide
- Matching positions internally or externally depends on skill level and willingness to relocate
- Motivating employees to plan ahead
- Retaining sufficient toll collectors until conversion is complete

### Opportunities
- PTC established Employee Transition Plan
- PTC offered an expanded tuition reimbursement policy for impacted employees
- Project updates through letters, newsletters, and CEO Briefings keep employees informed

### Vehicle Classification System Change
- Maintenance of a weight-based classification system through the conversion to Cashless Tolling is cost prohibitive
- Toll rates will change for all users
- Commercial customer rates will change most significantly
- PA Turnpike is the only toll road in the U.S. with customer tolls based on vehicle weight
- Weight-based tolling is antiquated
- Axle/profile tolling is the industry standard for accuracy
- Customer education on purpose, benefits, and impacts to rates
- Clarks/Keyser and Findlay Pilot Projects offer the opportunity to test the transition in 2018
- Commercial users will benefit from more predictable classification

### Revenue
- Failure of customers to pay
- Traffic diversion of current cash customers
- Inability to identify some customers via license plate
- Inability to bill a customer due to poor address data
- Establishing reciprocity agreements to collect tolls from out of state motorists
- To date, the first two pilot projects have found that the majority of customers pay their tolls
- Chronic toll violators will face license registration suspension beginning 8/4/2017
- Current legislation allows for reciprocal agreements with other states
- Toll collection cost reduction
- Significant reduction of capital expenditures for interchange facilities upgrades
- Operational savings

### Public Outreach and Education
- Educating customers on how it works
- Establish an effective billing system
- Convenient customer payment options
- Quick online access to TOLL BY PLATE invoices
- Reaching the relevant audience with information about Pre-Registered TOLL BY PLATE option
- Legislative Outreach
- Created www.nocashzone.com
- Stakeholder outreach and support
- Local E-ZPass sales events to drive enrollment
- Advertising & marketing
- Social media promotions
- On the road signing and billboards
- Service plaza outreach

## National Trends
As of July 2017, more than 35 toll agencies in 13 states have successfully adopted all-electronic tolling systems.

### Cashless Tolling Benefits

| **Mobility** | Reduces travel times |
| **Safety** | Consistent and predictable traffic flow at tolling points |
| **Convenience** | Non-stop travel |
| **Operations** | Reduced operational costs are expected to save $80 million per year with full conversion |
| **Environment** | Reduced auto emissions without stop and go traffic |

For more information:
- **Email:** cashlesstolling@paturnpike.com
- **Call:** 800.331.3414
- **Visit:** www.nocashzone.com