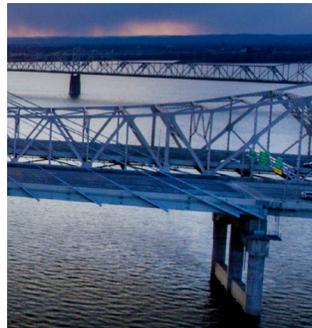


# 2020

Annual Progress Report



Produced By



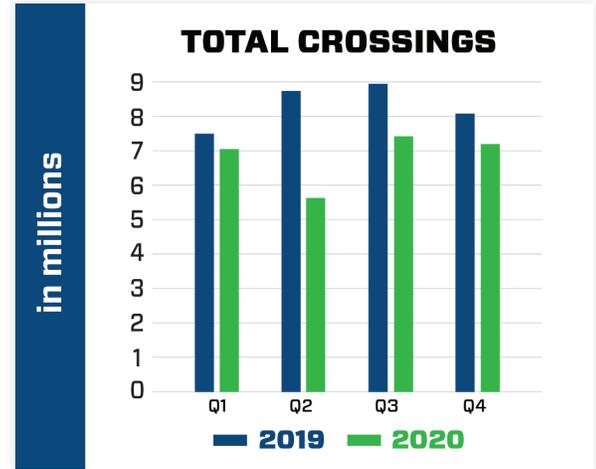
June 2021

# 2020 Annual Progress Report

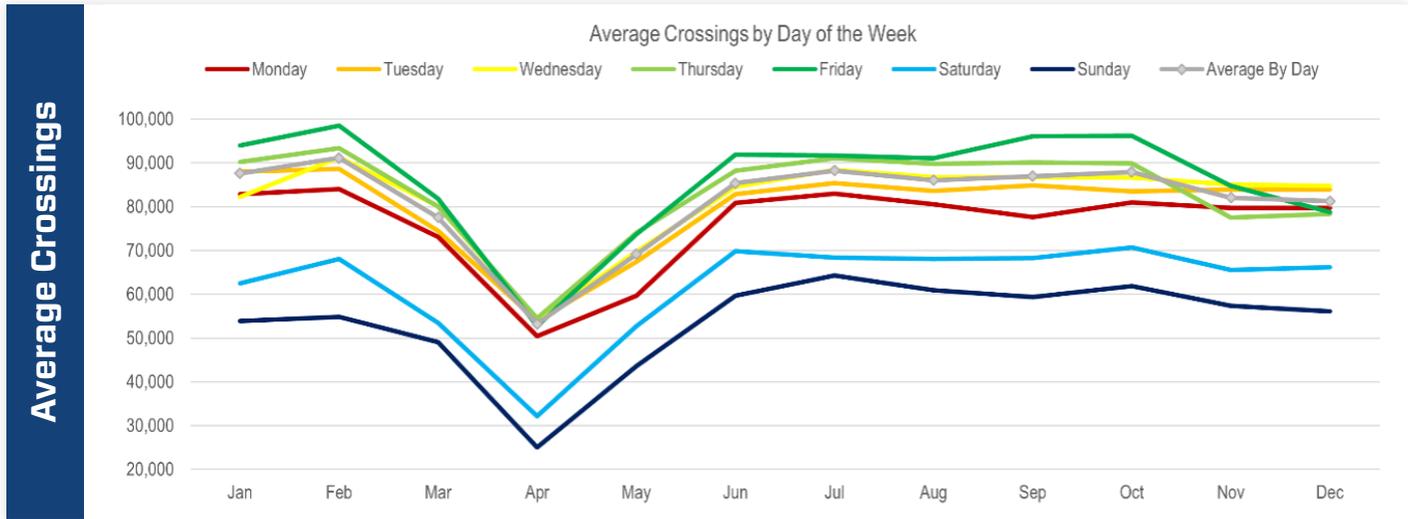
The Annual Progress Report summarizes 2020 activities for RiverLink, the bi-state tolling system for the Ohio River Bridges Project. Crossings and revenue decreased in a year impacted by the COVID-19 pandemic, stay-at-home orders and changing traffic patterns. Tolling on the I-65 Abraham Lincoln Bridge, I-65 Kennedy Bridge and SR 265/KY 841 Lewis and Clark Bridge started Dec. 30, 2016.

## ► Crossings on Tolled Bridges

There were 27.4 million crossings on all three tolled bridges in 2020, an 18% decrease from normal traffic patterns of 2019. The greatest declines were seen in April and May, the first full months of disrupted travel. An upward trend in travel and crossings is seen the rest of the year.



## Average Crossings by Month and Day of Week



## ► Prepaid Accounts and Transponders

Despite the disruption in travel and crossings, increases were seen in the number of drivers with prepaid accounts and transponders. Drivers with prepaid accounts in good standing and transponders save more than \$2 per crossing.

There were 232,809 active prepaid accounts in 2020, **up 5% from 2019**. There were 453,583 valid transponders in 2020, **up 3% from 2019**. Overall, 61% of crossings in 2020 were made with prepaid accounts and transponders. The average weekday transponder penetration rate in 2020 was 67%.

**CROSSINGS WITH TRANSPONDERS 2020**

**OVERALL AVERAGE: 61%**

**WEEKDAY AVERAGE: 67%**

**WEEKEND AVERAGE: 56%**

## ► Frequent-User Discount

The number of drivers who qualified for the frequent-user discount decreased significantly (down 41%) in 2020 with disrupted travel habits.



## ► Truck Traffic

Class 3 Vehicles, large trucks with 5-axles or more, made up nearly 15% of traffic on the tolled bridges in 2020. Total truck traffic totaled more than 4 million crossings with 79% of those crossings with transponders in use.

## ► Account Conversion

Online account conversion allows qualifying drivers to open prepaid accounts and have tolls owed lowered to transponder rates and fees waived. The offer is available once per license plate. Around 9,700 accounts were opened in 2020 with average savings of \$100 per person.

## ► Customer Service

More than 183,000 calls were answered by RiverLink customer service representatives in 2020, with an average speed of 2 minutes and 21 seconds to answer a call.

## ► Customer Satisfaction

RiverLink conducted its annual customer satisfaction survey in April 2021. 71% of respondents indicated their customer service experience was positive. 46% of respondents described their experience as excellent and 34% indicated their experience was good. 92% of respondents using tolled bridges most cited convenience factors as the reasons why including being closest to their destinations and saving them time.

## ► Revenue

Toll revenue is divided evenly between Indiana and Kentucky. Toll revenue is used to meet financial obligations of the Louisville – Southern Indiana Ohio River Bridges Project and for operations and maintenance of the project area. Toll revenue was down 10% in Fiscal Year 2020 when revenue totaled \$100.8 million. Since the start of tolling, tolling revenue has totaled \$386.9 million. Both states are meeting their financial obligations for the Bridges Project.

**TOTAL REVENUE TO DATE: \$386.9 MILLION**

12/30/16 - 12/31/20

**Commonwealth  
of Kentucky**

**\$193.45  
million**

**State of Indiana**

**\$193.45  
million**

Debt Service on Bridge  
Project and Operations  
for Maintenance for  
Bridges Project Area (KY)

Tolling System  
Operations and  
Maintenance  
(Both)

Availability Payments on  
Lewis and Clark Bridge  
Construction and  
Indiana Approaches (IN)

## ► **Environmental Justice (EJ) Assessment**

**Environmental Justice** is the fair treatment and meaningful involvement of all people regardless of race, color, national origin or income. It includes identifying and addressing disproportionately high and adverse effects on minority or low-income populations.

### ***Overview***

The Tolling Mitigation Plan was designed to mitigate the adverse effects of tolling on EJ populations and was adopted by the States' Tolling Body (May 2016). It included measures to minimize the adverse economic impacts of tolling on EJ populations.

An assessment of transponder usage by members of EJ communities shows the objective of the Tolling Mitigation Plan is being met and the measures in place are working.

Data gathered for the 2020 annual progress report shows a difference of only 2 percentage points in transponder usage between all drivers crossing tolled bridges (61%) and drivers in 27 zip codes identified for the environmental justice assessment (59%).

### ***Crossings on TARC Buses***

As part of the Tolling Mitigation Plan, \$20 million in funding was provided to the Transit Authority of River City (TARC). The money was used to construct and/or expand park and ride facilities, purchase buses and vans and improve existing bus stops. TARC buses are exempt from paying tolls.

There were 33,407 cross-river trips on tolled bridges by TARC-related vehicles in 2020, including trips made by smaller vehicles on contracted routes for riders with special needs.