







Produced By



2022 Annual Progress Report

The Annual Progress Report summarizes 2022 activities for RiverLink, the bi-state tolling system for the Ohio River Bridges Project. 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.

2022 showed a return to continued growth after disruptions caused by the pandemic. The number of crossings, accounts and transponders all surpassed 2021 data and pre-pandemic numbers from 2019.

► Crossings on Tolled Bridges

There were nearly 34 million crossings on the three tolled bridges in 2022, a nearly 5% increase from 2021 and a nearly 2% increase from pre-pandemic travel in 2019, demonstrating that travel has returned to pre-pandemic levels.

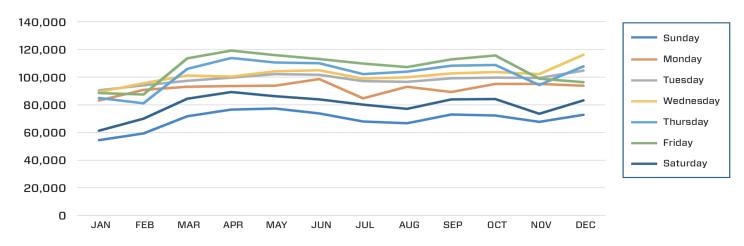
The average number of crossings for the first two quarters surpassed 2021 data before falling slightly in the final two quarters.

Q1 14% Q2 10% Q3 1 0%

Comparison of 2022 Crossings to 2021 Crossings



► Average Crossings by Month and Day of Week



-3%

► Prepaid Accounts and Transponders

Traffic patterns returned to normal in 2022, surpassing pre-pandemic travel numbers from 2019. 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 with every crossing.

There were 342,270 active prepaid accounts in 2022, **up 18% from 2021**. There were 607,560 valid transponders in 2022, **up 13% from 2021**. Overall, 63% of crossings in 2022 were made with prepaid accounts and transponders. The average weekday transponder penetration rate in 2022 was 66%.



► Frequent-User Discount

The number of drivers who qualified for the frequent-user discount increased 5% from 2021 to 2022.

Q1

4,096

Q2

4,518

Q3

4,385

Q4

3,974

Average Number of Frequent Users Per Month

► Truck Traffic

Class 3 Vehicles, large trucks with 5 or more axles, made up just over 13% of traffic on the tolled bridges in 2022, a slight decrease from 2021. Truck traffic totaled more than 4.5 million crossings with 82% 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 22,600 accounts were opened in 2022 with average savings of \$107 per person.

► Customer Service

More than 289,000 calls were answered by RiverLink customer service representatives in 2022, with an average speed of 36 seconds to answer a call. That was a 20-second improvement from 2021.

▶ Customer Satisfaction

RiverLink conducted its annual customer satisfaction survey in May 2023. A little over 65% of respondents reported a positive experience with RiverLink. More than 27% of customers said they were satisfied, while almost 38% said they were very satisfied.

▶ 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. Both states are meeting their financial obligations for the Bridges Project.

TOTAL REVENUE TO DATE: \$663.63 MILLION*

12/30/16 - 12/31/22

Commonwealth of Kentucky

\$331.816 million

State of Indiana

\$331.816 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)

^{*} Revenue reported was changed in 2022 from a cash collection basis to revenue basis to align with state accounting methods.

► 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 2022 annual progress report shows a difference of 6 percentage points in transponder usage between all drivers crossing tolled bridges (63%) and drivers in the 22 zip codes identified for the environmental justice assessment (69%).

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 36,601 cross-river trips on tolled bridges by TARC-related vehicles in 2022, including trips made by smaller vehicles on contracted routes for riders with special needs.