







2023 Annual Progress Report

The Annual Progress Report summarizes 2023 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.

The number of prepaid accounts, active transponders, drivers using transponders when crossing tolled bridges and crossings all increased. Significant increases were also seen in both the number of RiverLink prepaid accounts opened and transponders distributed.

A new toll service provider, Quarterhill (formerly Electronic Transaction Consultants), was selected in 2021 and the transition to the new provider was complete in September 2023.

Improvements with the new provider include a local call center, new and updated customer service centers, and the introduction of consolidated monthly bills for customers without prepaid accounts and transponders.

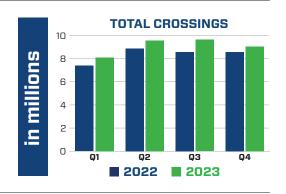
Crossings on Tolled Bridges

There were more than 36.4 million crossings on the three tolled bridges in 2023, a more than 7% increase from 2022.

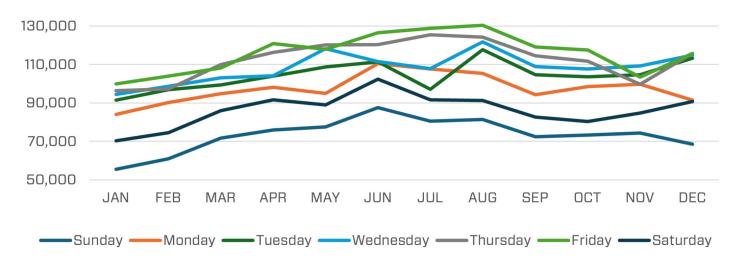
The average number of crossings for all four quarters surpassed 2022 data.



Comparison of 2023 Crossings to 2022 Crossings



Average Crossings by Month and Day of Week



Prepaid Accounts and Transponders

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 376,181 active prepaid accounts in 2023, up 6% from 2022. There were 722,498 valid transponders in 2023, up 19% from 2022. Overall, 63% of crossings in 2022 were made with prepaid accounts and transponders. The average weekday transponder penetration rate in 2023 was 65%.



► Frequent-User Discount

The number of drivers who qualified for the frequent-user discount increased 7% from 2022 to 2023.

Q1

4,600

Q2

4,505

QЗ

4,578

Q4

4.480

Average Number of Frequent Users Per Month

► Truck Traffic

Class 3 Vehicles, large trucks with 5 or more axles, made up nearly 13% of traffic on the tolled bridges in 2023, a slight decrease from 2022. Truck traffic totaled more than 4.6 million crossings with 81% 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 12,400 accounts were opened in 2023 with average savings of \$110 per conversion.

► Customer Service

More than 240,000 calls were answered by RiverLink customer service representatives in 2023, with an average speed of 5 minutes and 37 seconds to answer a call. Call volumes increased significantly as the new toll service provider transitioned in September 2023, resulting in increased call wait times in the final two quarters of the year.

Customer Satisfaction

RiverLink conducted its annual customer satisfaction survey in May 2024. Nearly 50% of respondents reported a positive experience with RiverLink. Nearly 23% of customers said they were satisfied, while nearly 26% 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: \$796.6 million

12/30/16 - 12/31/23

Commonwealth of Kentucky

\$398.3 million

State of Indiana

\$398.3 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 2023 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 Busses

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 37,978 cross-river trips on tolled bridges by TARC-related vehicles in 2023, including trips made by smaller vehicles on contracted routes for riders with special needs.