



2024 Annual Progress Report

The Annual Progress Report summarizes 2024 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.

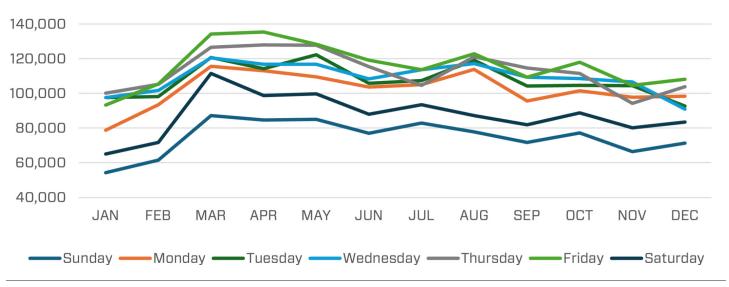
The number of prepaid accounts, active transponders, drivers using transponders when crossing tolled bridges and crossings all increased. Significant increases were also seen in both the number of RiverLink prepaid accounts opened and transponders distributed.

Crossings on Tolled Bridges

There were more than 37.1 million crossings on the three tolled bridges in 2024, a 2% increase from 2023.



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 transponders and prepaid accounts in good standing save more than \$2.50 every crossing.

There were 455,407 active prepaid accounts in 2024, up 21% from 2023. There were 828,098 valid transponders in 2024, up 15% from 2023. Overall, 61% of crossings in 2024 were made with prepaid accounts and transponders. The average weekday transponder penetration rate in 2024 was 63%.

CROSSINGS WITH TRANSPONDERS 2024

OVERALL AVERAGE: 61% WEEKDAY AVERAGE: 63% WEEKEND AVERAGE: 54%



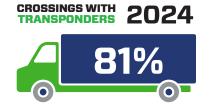
Prepaid Accounts and Transponders

A 50% discount is applied when drivers make 40 crossings (20 round trips) in a calendar month. Only trips take in a passenger vehicle with a RiverLink transponder registered to a personal prepaid account in good standing count toward the forty crossings.



Truck Traffic

Class 3 Vehicles, large trucks with 5 or more axles, made up nearly 13% of traffic on the tolled bridges in 2024, a slight decrease from 2023. 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 17,800 accounts were opened in 2024 with average savings of \$73.

Customer Service

More than 385,000 calls were answered by RiverLink customer service representatives in 2024, with an average speed of 7 minutes and 28 seconds to answer a call. Call volumes remained high in the first quarter of 2024 as the new toll service provider that started in Sept. 2023 completed its transition. The average speed to answer a call was under a minute and a half for the final two quarters of 2024.

Customer Satisfaction

RiverLink conducted its annual customer satisfaction survey in May 2025. Nearly 64% of respondents reported a positive experience with RiverLink. Nearly 27% of customers said they were satisfied, while nearly 37% 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.

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TOTAL REVENUE TO DATE: $960.6 MILLION
12/30/16 - 12/31/24

Total revenue in 2024: $164 million
12/30/16 - 12/31/24
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