

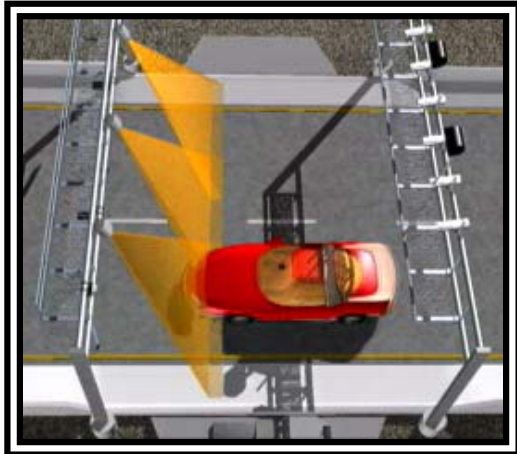
HOW MUCH DOES IT COST?

How to Identify Leakage and the Unit Cost of Collecting All-Electronic Tolls

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LEAKAGE and TOLL COLLECTION COST

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LEAKAGE and TOLL COLLECTION COST

All Revenue Traffic x Class x Base Toll Rate (ETC)
= Expected Revenue

- All Toll-Related Income
= Leakage

OR

ETC Revenue Traffic x Class x Base Toll Rate (ETC)
VTC Revenue Traffic x Class x Video Toll Rate
= Expected Revenue

- All Toll-Related Income
= Leakage

LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

Step 1: Outline Business Process

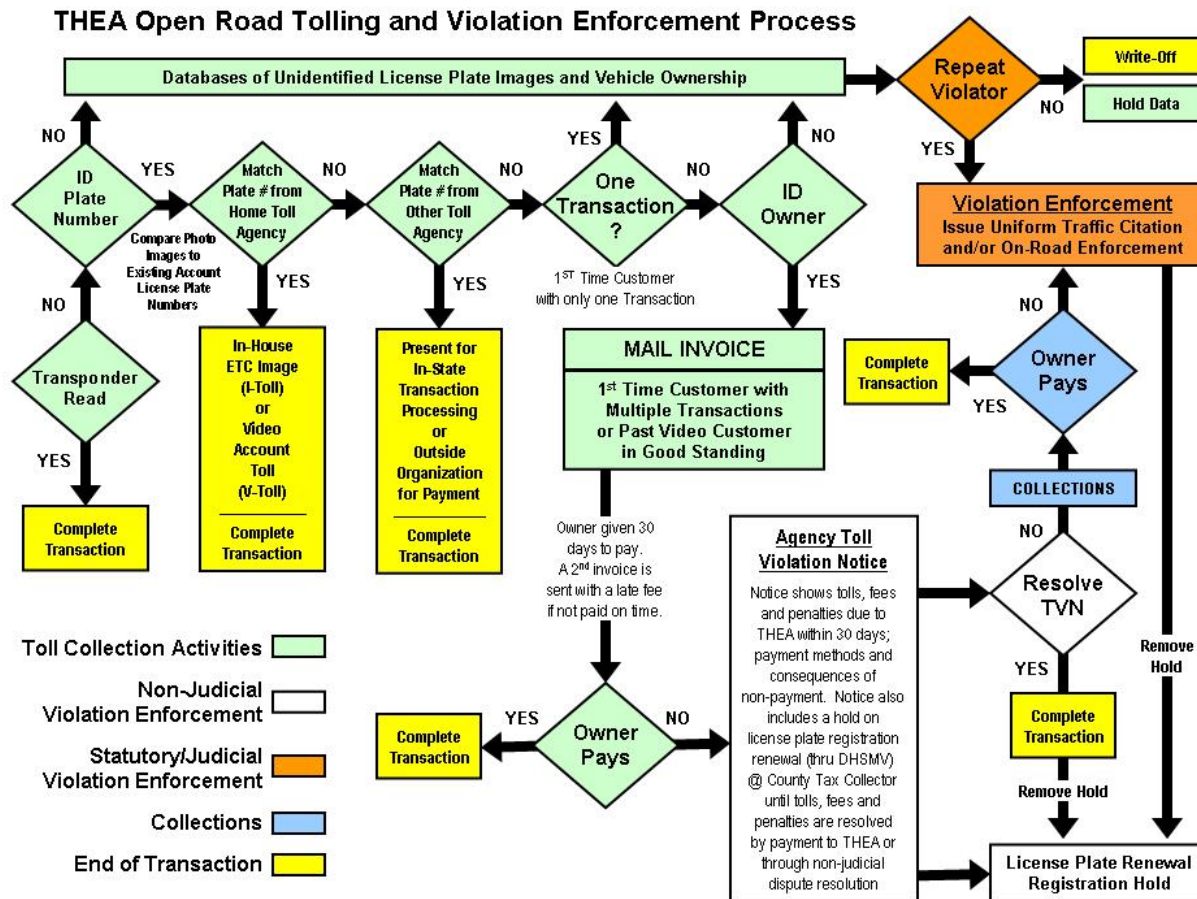
THEA Open Road Tolling and Violation Enforcement Process

Pre-Paid Toll Collection	Post-Paid Toll Collection	Non-Judicial Violations	Judicial Violations
<p>Electronic Toll Collection (ETC) (Transponder Account)</p> <p>or</p> <p>Video Toll Collection (VTC) (Video Toll Account-VTA) Based on License Plate Photography</p> <ul style="list-style-type: none"><input type="checkbox"/> Registered<ul style="list-style-type: none">o Credit Cardo Bank Accounto Casho Checko Money Order<input type="checkbox"/> Anonymous<ul style="list-style-type: none">o Casho Money Order	<p>ETC or VTC Commercial Accounts</p> <ul style="list-style-type: none"><input type="checkbox"/> Multiple Vehicles<input type="checkbox"/> Monthly Invoice (For accumulated monthly trips with access to account) <p>VTC Unregistered</p> <ul style="list-style-type: none"><input type="checkbox"/> Invoice to 1st Time Unregistered Users (For all trips up to 8 days after 1st trip – invoice every 30 days after 1st invoice) <p>30 Days to Pay by:</p> <p>Opening Account (ETC or VTA and deduct tolls and fee from initial payment)</p> <p>or</p> <p>Direct Payment (Payment of tolls and fee by mail, internet, cash or phone)</p> <p><small>If payment not received within 30 days of invoice, a second notice mailed with additional service fee with 14 additional days to pay the 1st invoice and any additional trips and fees recorded between day #8 and 2nd invoice date.</small></p>	<p>Toll Violation Notice (TVN) Notice of violation for failure to pay tolls</p> <ul style="list-style-type: none"><input type="checkbox"/> 30 Days<input type="checkbox"/> Pay Tolls/Fees<input type="checkbox"/> Penalty (\$XX) <p>License Plate Registration Hold Hold placed at Local County Tax Collector by THEA through DHSMV</p> <p>To Remove Hold:</p> <ul style="list-style-type: none">> Pay toll, fees and penalties to THEA, or> Resolve violations and amount owed with THEA through CSC or Staff based on business rules <p><small>If not resolved within XX days THEA may turn over to private agency for collection prior to issuing UTC</small></p>	<p>Uniform Traffic Citation Notice of violation for failure to pay tolls</p> <ul style="list-style-type: none"><input type="checkbox"/> 30 days to pay tolls, fees and penalty (\$200?) fine (with \$25 to THEA) <p>or</p> <ul style="list-style-type: none"><input type="checkbox"/> 45 days to request a court hearing <p>or</p> <ul style="list-style-type: none"><input type="checkbox"/> No Action (failure to appear) Court submits to DHSMV for failure to appear and notice to owner for. <p>Drivers License Suspension</p>

LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

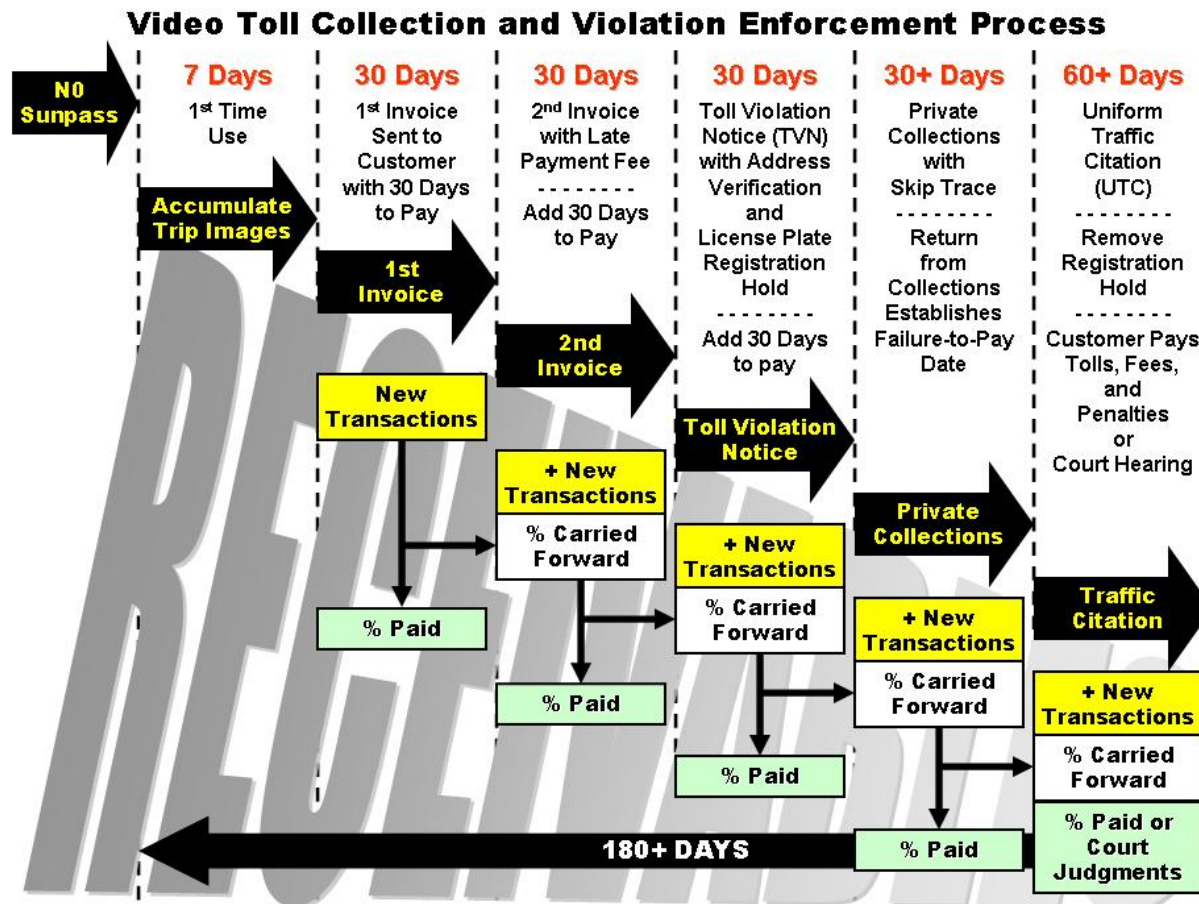
Step 1: Outline Business Process



LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

Step 1: Outline Business Process



LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

Step 1: Outline Business Process

Step 2: Determine Elements & Assumptions

- Annual Transactions
- % of ETC Tolls - % of I-Tolls
- % of Unusable Photo Images
- Average Transactions per Invoice
- % of 1st & 2nd Invoices Mailed & Paid
- % of Toll Violations & Collections Mailed & Paid
- % of Traffic Citations Mailed & Paid
- Unit Costs for Address Lookup & Mail
- Administrative Fees, Late Fees & Penalties
- Maintenance Costs (lane & back office)
- **Capital Expenditures**

Are costs fully loaded without including them?

LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

Step 1: Outline Business Process

Step 2: Determine Elements & Assumptions

Step 3: Group Elements by Unit Cost Desires

- **Pre-Paid Toll Collection**
- **Post-Paid Toll Collection**
- **Total Electronic & VideoToll Collection**
- **All Violation Enforcement**
and
- **Unit Cost per Transaction**
- **Unit Cost per \$ Collected**

LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

Step 1: Outline Business Process

Step 2: Determine Elements & Assumptions

Step 3: Group Elements by Unit Cost Desires

Step 4: Allocate into Fixed & Variable Costs

- **FIXED:** System costs that are not priced by a production unit (labor for CSR, mgmt, etc.)
- **VARIABLE:** Costs tied specifically to units of expense activity (postage/piece, etc.)

(costs might be either --- invoice printing, paper stock, postage, etc. based on how you pay for it)

LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

Step 1: Outline Business Process

Step 2: Determine Elements & Assumptions

Step 3: Group Elements by Unit Cost Desires

Step 4: Allocate into Fixed & Variable Costs

Step 5: PLAY WITH IT!

Review and Test Variables

Revise Assumptions

Revisit Model Design

Revise Business Plans

LEAKAGE and TOLL COLLECTION COST

Create a Forecast/Operations Cost Model

Step 1: Outline Business Process

Step 2: Determine Elements & Assumptions

Step 3: Group Elements by Unit Cost Desires

Step 4: Allocate into Fixed & Variable Costs

Step 5: PLAY WITH IT!

**Step 6: Use Model to Monitor and Modify
Your Business Process and Rules**

It's a Management Tool!

Forecast & Operations Model

V.13 (10/8/1)

Transaction Assumptions

	Annual Transactions	Annual Expected Revenue
Average Toll per Transaction (\$)	\$ 1.30	
% Total ETC Transactions (includes I-Tolls)	80.000%	\$ 26,400,000
% of I-Tolls of Total ETC Transactions	10%	\$ 2,640,000
Average ETC Toll Rate	\$ 1.23	
% Total Non-ETC (VTC)	20.000%	\$ 6,600,000
VTC Toll Rate Differential % (per transaction)	35.0%	
Average Video Toll Rate	\$ 1.66	
TOTAL	33,000,000	\$ 42,900,000
Total Annual Toll-Related Income Leakage		\$ 42,468,024
		\$ 431,976
If 100% ETC Tolls Collected		\$ 40,590,000

Collection Cost Assumptions

Annual System Costs	By % of Transactions	Annual System Costs	Annual System Costs	Annual System Costs
Seg 1 System & Credit Cost	82.10%	\$ 3,280,342	\$ 165,000	Annual Transponder Stacking Costs (estimated - Segment 1)
Seg 2 System & Credit Cost	5.40%	\$ 245,200	\$ 1,312,457	FTE Surpass Account Mgmt, Transaction Processing Fees (for Segment 1)
Seg 3 System & Credit Cost	12.50%	\$ 478,246	\$ 610,926	MDX Annual Cost - (VTC & VES - Segment 1 Video & Segments 2 & 3)
	100.00%	\$ 4,003,788	\$ 186,300	MDX Internal Management Cost for THEA (Segments 1, 2 & 3)
	All CC Volume	\$ 39,078,923	\$ 879,276	2.25% Credit Cards (Segments 1 & 2 and TVN only in Segment 3)

Incremental Transaction Unit Costs	THEA Internal Staff, Parts, Lane Maintenance & Contingency Annual Costs
Bulk Mail Cost - All Invoices	\$ 85,198
Administrative Fee - Fla Invoices	\$ 175,000
Late Fee - 2nd Florida Invoice	\$ 307,736
Admin Fee - Out-of-State Invoices	\$ 281,895
Address Lookup - Out-of-State	\$ 849,829
Late Fee - 2nd Out-of-State Inv	\$ 5.00
Bulk Mail Cost for TVN	\$ 0.44
Address Correction (All)	\$ 0.05
THEA Penalty - TVN	\$ 15.00
Add Cost for Registration Hold	\$ 25.00

Seg 1 (ETC)	Seg 2 (VTC)	Seg 3 (VES)	Total
\$ 165,000			\$ 165,000
\$ 1,312,457			\$ 1,312,457
\$ 220,370	\$ 117,807	\$ 272,749	\$ 610,926
\$ 152,952	\$ 10,059	\$ 23,289	\$ 186,300
\$ 731,853	\$ 71,448	\$ 75,974	\$ 879,276
\$ 89,948	\$ 4,600	\$ 10,850	\$ 105,400
\$ 143,675	\$ 9,449	\$ 21,876	\$ 175,000
\$ 252,651	\$ 16,616	\$ 38,469	\$ 307,736
\$ 231,436	\$ 15,220	\$ 35,239	\$ 281,895
\$ 697,710	\$ 45,885	\$ 106,234	\$ 849,829
\$ 3,280,342	\$ 245,200	\$ 478,246	\$ 4,003,788

1. Pre-Paid Toll Collection (ETC & VTA)

Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Processed (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Processed	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
ETC Transactions w/ Tolls (Clearance by FTE)	79.500%	\$ 26,235,000			\$ 32,269,050				\$ 3,234,522	\$ 0.123	\$ 0.100	\$ -	\$ -	\$ -	\$ 0.123	\$ 0.100	\$ 32,269,050
ETC Transactions w/ Tolls (Other Agencies)	0.500%	\$ 165,000			\$ 202,950				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 202,950
Total ETC Transactions	80.000%	\$ 26,400,000	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ 29,237,478	\$ -	\$ -	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ -	\$ -	\$ -	\$ 0.123	\$ 0.100	\$ 32,472,000
Total Available for Video Transactions	20.000%	\$ 6,600,000															
Unidentifiable Photo Images (% of video transactions)	9.500%	\$ 627,000	\$ 41,456	\$ 0.066					\$ 41,456	\$ 0.066							
One-Time Users/No Invoice	0.500%	\$ 33,000	\$ 2,182	\$ 0.066					\$ 2,182	\$ 0.066							
Total Uncollectable (% of video transactions)	10.000%	\$ 660,000	\$ 43,638	\$ 0.066					\$ 43,638	\$ 0.066							
Total Uncollectable (% of All transactions)	2.000%	\$ 660,000															
Pre-Paid Video Toll Act (VTA) Transactions	0.500%	\$ 33,000	\$ 2,182	\$ 0.066	\$ 52,615				\$ 2,182	\$ 0.066	\$ 0.040	\$ -	\$ -	\$ -	\$ 0.066	\$ 0.040	\$ 54,797
Total Pre-Paid Transactions & Write-offs	82.100%	\$ 27,093,000	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ 29,290,092	\$ -	\$ -	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ -	\$ -	\$ -	\$ 0.121	\$ 0.101	\$ 32,526,797

2. Post-Paid Toll Collection

Annual Revenue With Fees	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Collection Cost for Transactions Processed	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Collected	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only		
Total VTC Post-Paid Transactions Processed for Invoicing	5,577,000																	
Florida VTC Customers																		
# of 1st Fla Invoices Paid = # of Transactions Paid	133,848	\$ 1,070,784	\$ 235,769	\$ 0.044	\$ 0.083	\$ 2,809,862	\$ 242,265	\$ 0.141	\$ 0.085	\$ 478,034	\$ 0.279	\$ 0.168	\$ 200,772	\$ 0.117	\$ 0.071	\$ 2,844,859		
# of 2nd Invoices Paid = # of Transactions Paid	40,154	\$ 642,470																
Total Fla Invoices Paid = Total Fla VTC Transactions Paid	174,002	\$ 1,713,254																
Out-of-State VTC Customers																		
# of 1st Invoices Paid = # of Transactions Paid	10,708	\$ 42,831																
# of 2nd OOS Invoices Paid = # of Transactions Paid	3,212	\$ 25,699																
Total OOS Invoices Paid = Total OOS VTC Transactions Paid	13,920	\$ 68,530	\$ 9,431	\$ 0.044	\$ 0.083	\$ 120,425	\$ 19,917	\$ 0.291	\$ 0.175	\$ 29,347	\$ 0.428	\$ 0.258	\$ 16,062	\$ 0.234	\$ 0.141	\$ 113,794		
Total Post-Paid Transactions Collected	5.399%	\$ 1,781,785	\$ 245,200	\$ 0.044	\$ 0.083	\$ 2,930,287	\$ 262,181	\$ 0.147	\$ 0.089	\$ 507,381	\$ 0.285	\$ 0.171	\$ 216,834	\$ 0.122	\$ 0.073	\$ 2,958,653		
Total Transactions Processed including Transfers to VES	32,670,000																	
Total Toll Collection	87.499%	\$ 28,874,785	\$ 3,525,542	\$ 0.122	\$ 0.099	\$ 32,220,380	\$ 262,181	\$ 0.009	\$ 0.107	\$ 3,787,723	\$ 0.131	\$ 0.107	\$ 216,834	\$ 0.008	\$ 0.006	\$ 0.124	\$ 0.101	\$ 35,485,450

3. Violation Enforcement System (VES)

Annual Revenue With All Fees And Penalties	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Collection Cost for Transactions Processed	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Collected	Total Unit Cost Per \$ of Toll Collected	Total Collection Cost Recovery	Cost Recovery Per Transaction Collected	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only		
Transactions from Non-Payment of Invoices	11.501%	\$ 3,795,215																
Florida & Out-of-State TVNs																		
# of Fla TVNs Paid = # of Transactions Paid	64,247	\$ 1,242,109	\$ 149,761	\$ 0.116	\$ 0.070	\$ 3,226,879	\$ 87,151	\$ 0.067	\$ 0.041	\$ 236,912	\$ 0.183	\$ 0.110	\$ 1,231,616	\$ 0.953	\$ 0.574	\$ 2,062,523		
# of OOS TVNs Paid = # of Transactions Paid	5,140	\$ 49,684																
# of TVNs Paid Direct to THEA = # of Transactions Paid	69,387	\$ 1,291,794																
Florida & Out-of-State Collections																		
# of Fla TVNs Paid = # of Transactions Paid	9,637	\$ 213,086	\$ 25,692	\$ 0.116	\$ 0.070	\$ 550,451	\$ -	\$ -	\$ -	\$ 25,692	\$ 0.116	\$ 0.070	\$ 208,160	\$ 0.939	\$ 0.566	\$ 353,829		
# of OOS TVNs Paid = # of Transactions Paid	771	\$ 8,523																
# of TVNs Paid Direct to THEA = # of Transactions Paid	10,408	\$ 221,609																
Florida & Out-of-State UTCs																		
# of Repeat Violation UTCs Paid = # of Transactions	495	\$ 179,240																
# of Fla TVNUTCs Paid = # of Transactions Paid	34,693	\$ 2,492,391																
# of OOS TVNUTCs Paid = # of Transactions Paid	2,775	\$ 141,328																
% of UTC Paid to Court = # of UTC Transactions Paid	37.469%	\$ 1,008,156	\$ 116,878	\$ 0.116	\$ 0.070	\$ 2,696,081	\$ 41,216	\$ 0.041	\$ 0.025	\$ 158,094	\$ 0.157	\$ 0.094	\$ 1,138,916	\$ 1.130	\$ 0.680	\$ 164,390		
Total Uncollected Violations	4.860%	\$ 1,803,657	\$ 185,916	\$ 0.116						\$ 185,916						\$ 14,153		
Total Violations Collected (\$)	7.641%	\$ 2,521,559	\$ 478,246	\$ 0.190	\$ 0.114	\$ 6,473,410	\$ 128,367	\$ 0.051	\$ 0.031	\$ 606,613	\$ 0.241	\$ 0.145	\$ 2,578,692	\$ 1.023	\$ 0.616	\$ 58,064		
Total Violation Transactions	12.501%	\$ 4,125,215																
Total Transactions	100%	\$ 42,468,024	\$ 4,003,788	\$ 0.121	\$ 0.101	\$ 38,693,790	\$ 390,548	\$ 0.012	\$ 0.010	\$ 4,394,336	\$ 0.133	\$ 0.111	\$ 2,795,526	\$ 0.085	\$ 0.070	\$ 0.048	\$ 0.040	\$ 39,672,498

Forecast & Operations Model

Transaction Assumptions

	Annual Transactions	Annual Expected Revenue
Average Toll per Transaction (\$)	\$ 1.30	
% Total ETC Transactions (includes I-Tolls)	80.00%	\$ 26,400,000
% of I-Tolls of Total ETC Transactions	10%	\$ 2,640,000
Average ETC Toll Rate	\$ 1.23	
% Total Non-ETC (VTC)	20.00%	\$ 6,600,000
VTC Toll Rate Differential % (per transaction)	35.0%	
Average Video Toll Rate	1.66	
TOTAL	33,000,000	\$ 42,900,000
Total Annual Toll-Related Income Leakage		\$ 42,468,024
		\$ 431,976
If 100% ETC Tolls Collected		\$ 40,590,000

Annual System Costs		By % of Transactions			
Seg 1 System & Credit Cost	82.10%	\$ 3,280,342	\$ 165,000		
Seg 2 System & Credit Cost	5.40%	\$ 245,200	\$ 1,312,457		
Seg 3 System & Credit Cost	12.50%	\$ 478,246	\$ 610,926		
	100.00%	\$ 4,003,788	\$ 186,300		
All CC Volume		\$ 39,078,923	\$ 879,276	2.25%	

Incremental Transaction Unit Costs		THEA Internal Staff, Parts, Lane Maintenance & Contingency Annual Costs
Total Revenue - All Invoices	\$ 85,198	THEA Data Communications to TMC/Back Office (Segments 1, 2 & 3)
Per Transaction Processed	\$ 0.44	THEA Internal Toll Collection Staff & Contingency (Segments 1, 2 & 3)
Per \$ of Toll Collected	\$ 0.0066	Contracted Lane Maintenance (Segments 1, 2 & 3)
		THEA Maintenance Staff, Spare Parts & Contingency (Segments 1, 2 & 3)
		Processing & Contingency (\$1.2 & 3)

Seg 1 (ETC)	Seg 2 (VTC)	Seg 3 (VES)	Total
\$ 165,000			\$ 165,000
\$ 1,312,457			\$ 1,312,457
\$ 220,370	\$ 117,807	\$ 272,749	\$ 610,926
\$ 152,952	\$ 10,059	\$ 23,289	\$ 186,300
\$ 731,853	\$ 71,448	\$ 75,974	\$ 879,276
\$ 89,948	\$ 4,600	\$ 10,850	\$ 105,400
\$ 143,675	\$ 9,449	\$ 21,876	\$ 175,000
\$ 252,651	\$ 16,616	\$ 38,469	\$ 307,736
\$ 231,436	\$ 15,220	\$ 35,239	\$ 281,895
\$ 697,710	\$ 45,885	\$ 106,234	\$ 849,829
\$ 3,280,342	\$ 245,200	\$ 478,246	\$ 4,003,788

Annual Transactions

1. Pre-Paid Toll Collection		Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Processed (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Processed	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
Total VTC Post-Paid Transactions Processed for Invoicing		5,577,000			\$ 0.123	\$ 0.100	\$ 29,237,478				\$ 3,234,522	\$ 0.123	\$ 0.100	\$ -	\$ -	\$ -	\$ 0.123	\$ 0.100	\$ 32,269,050
Florida VTC Customers																			\$ 202,950
# of 1st Fla Invoices Paid = # of Transactions Paid	133,848		\$ 1,070,784								\$ 41,456	\$ 0.066							\$ 32,472,000
# of 2nd Invoices Paid = # of Transactions Paid	40,154		\$ 642,470								\$ 2,182	\$ 0.066							
Total Fla Invoices Paid = Total Fla VTC Transactions Paid	174,002		\$ 1,713,254								\$ 43,638	\$ 0.066							
Out-of-State VTC Customers																			
# of 1st Invoices Paid = # of Transactions Paid	10,708		\$ 42,831																
# of 2nd OOS Invoices Paid = # of Transactions Paid	3,212		\$ 25,699																
Total OOS Invoices Paid = Total OOS VTC Transactions Paid	13,920		\$ 68,530																
Total Post-Paid Transactions Collected	5,399%	31.9%	1,781,785																
Total Transactions Processed including Transfers to VES			32,670,000																
Total Toll Collection	87.499%		28,874,785																
			\$ 35,702,284	\$ 3,525,542	\$ 0.122	\$ 0.099	\$ 32,220,380	\$ 262,181	\$ 0.009	\$ 0.107	\$ 3,787,723	\$ 0.131	\$ 0.107	\$ 216,834	\$ 0.008	\$ 0.006	\$ 0.124	\$ 0.101	\$ 35,485,450

2. Post-Paid Toll Collection		Annual Revenue With Fees	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Collection Cost for Transactions Processed	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Collected	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only	
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3. Violation Enforcement System (VES)		Annual Revenue With All Fees And Penalties	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Collection Cost for Transactions Processed	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Collected	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only	
Transactions from Non-Payment of Invoices	11.501%	68.1%	3,795,215																
Florida & Out-of-State TVNs																			
# of Fla TVNs Paid = # of Transactions Paid	64,247		\$ 1,242,109																
# of OOS TVNs Paid = # of Transactions Paid	5,140		\$ 49,684																
# of TVNs Paid Direct to THEA = # of Transactions Paid	69,387		\$ 1,291,794																
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# of Fla TVNUTCs Paid = # of Transactions Paid	34,693		\$ 874,188																
# of OOS TVNUTCs Paid = # of Transactions Paid	2,775		\$ 34,968																
% of UTC Paid to Court = # of UTC Transactions Paid	37,469		\$ 1,008,156																
Total Uncollected Violations	4.860%		1,803,657																
Total Violations Collected (\$)	7.641%		2,521,559																
Total Violation Transactions	12.501%		4,125,215																
Total Transactions	100%		33,000,000																
			\$ 42,468,024	\$ 4,003,788	\$ 0.121	\$ 0.101	\$ 38,693,790	\$ 390,548	\$ 0.012	\$ 0.010	\$ 4,394,336	\$ 0.133	\$ 0.111	\$ 2,795,526	\$ 0.085	\$ 0.070	\$ 0.048	\$ 0.040	\$ 39,672,498

% of ETC Transactions
 % of I-Tolls
 Average ETC Toll Rate
 VTC Rate Differential

Forecast & Operations Model

Transaction Assumptions

Cost Assumptions

	Annual Transactions	Annual Expected Revenue
Average Toll per Transaction (\$)	1.30	
% Total ETC Transactions (includes I-Tolls)	80.000%	\$ 26,400,000
% of I-Tolls of Total ETC Transactions	10%	\$ 2,640,000
Average ETC Toll Rate	1.23	
% Total Non-ETC (VTC)	20.000%	\$ 6,600,000
VTC Toll Rate Differential % (per transaction)	35.0%	
Average Video Toll Rate	1.66	
TOTAL	33,000,000	\$ 42,900,000
Total Annual Toll-Related Income		\$ 42,468,024
Leakage		\$ 431,976
If 100% ETC Tolls Collected		\$ 40,590,000

Annual System Costs	By % of Transactions	Annual System Costs	Annual System Costs	Annual System Costs	Annual System Costs	Seg 1 (ETC)	Seg 2 (VTC)	Seg 3 (VES)	Total
Seg 1 System & Credit Cost	82.10%	\$ 3,280,342	\$ 165,000	\$ 165,000	\$ 165,000	\$ 165,000			\$ 165,000
Seg 2 System & Credit Cost	5.40%	\$ 245,200	\$ 1,312,457	\$ 1,312,457	\$ 1,312,457	\$ 1,312,457			\$ 1,312,457
Seg 3 System & Credit Cost	12.50%	\$ 478,246	\$ 610,926	\$ 610,926	\$ 610,926	\$ 220,370	\$ 117,807	\$ 272,749	\$ 610,926
	100.00%	\$ 4,003,788	\$ 186,383	\$ 186,383	\$ 186,383	\$ 152,952	\$ 10,059	\$ 23,289	\$ 186,383
	All CC Volume	\$ 39,078,923	\$ 879,271	\$ 879,271	\$ 879,271	\$ 731,853	\$ 71,448	\$ 75,974	\$ 879,271

Incremental Transaction Unit Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs	THEA Internal Staff, Parts, Labor, Maintenance & Contingency Annual Costs
Bulk Mail Cost - All Invoices	\$ 0.44	\$ 85,198	THEA Data Comm. - Transfer to TMC/Back Office (Segments 1, 2 & 3)	\$ 69,948	\$ 4,600	\$ 10,850	\$ 85,198		
Administrative Fee - Fla Invoices	\$ -	\$ 175,000	THEA Internal Toll Collection Staff & Contingency (Segments 1, 2 & 3)	\$ 143,675	\$ 9,449	\$ 21,876	\$ 175,000		
Late Fee - 2nd Florida Invoice	\$ 5.00	\$ 317,736	Contracted Lane Maintenance (Segments 1, 2 & 3)	\$ 252,651	\$ 16,616	\$ 38,469	\$ 317,736		
Admin Fee - Out-of-State Invoices	\$ -	\$ 2,189,595	THEA Maintenance Staff, Parts, Labor, Maintenance & Contingency (Segments 1, 2 & 3)	\$ 231,436	\$ 15,220	\$ 35,239	\$ 2,189,595		
Address Lookup - Out-of-State	\$ -	\$ 8,182,929	Total THEA Internal Staff, Parts, Labor, Maintenance & Contingency (\$1.2 & 3)	\$ 697,710	\$ 45,885	\$ 106,234	\$ 8,182,929		
Late Fee - 2nd Out-of-State	\$ 5.00	\$ 5,000	FTE Transaction Fee for Surpass Account Processing				\$ 5,000		
Bulk Mail Cost for TVN	\$ 0.44	\$ 1,005	Address Correction Hits				\$ 1,005		
Address Correction	\$ 0.05	\$ 130	Bulk Mail Cost for UTC				\$ 130		
THEA Penetration Hold	\$ 15.00	\$ 44	UTC Penalty Returned to THEA				\$ 44		
Address Correction Hold	\$ -	\$ 0					\$ 0		

1. Pre-Paid Toll Collection (ETC & VTA)	Annual Transactions	Annual Revenue	Fixed System and Unit Cost	Fixed Unit Cost	Fixed Unit Cost	Net Revenue	Variable Unit Cost	Variable Unit Cost	Total Collection Cost	Cost Recovery	Cost Recovery	All Costs	All Costs	Toll Revenue Only
ETC Transactions w/ Tolls (Clearance by FTE)	79.500%	\$ 26,235,000	123	\$ 0.100		\$ 29,237,478								\$ 32,269,050
ETC Tr														\$ 202,950
Total Available														\$ 32,472,000
Unidentifiable Photo			366											
Total Uncollected			366											
Pre-Paid			366	\$ 0.040		\$ 52,615								\$ 54,797
Total Pre-Paid			121	\$ 0.101		\$ 29,290,092								\$ 32,526,797

2. Post-Paid Toll Collection	Annual Revenue With Fees	Fixed System and Unit Cost	Fixed Unit Cost	Fixed Unit Cost	Net Revenue	Variable Unit Cost	Variable Unit Cost	Collection Cost	Recovery	Recovery	Unit Cost	Unit Cost	Toll Revenue Only
Total VTC Post-Paid Transactions Processed for Invoicing	5,577,000												
Florida VTC Customers													
# of 1st Fla Invoices Paid = # of Transactions Paid	133,848												
# of 2nd Invoices Paid = # of Transactions Paid	40,154												
Total Fla Invoices Paid = Total Fla VTC Transactions Paid	174,002												
Out-of-State VTC Customers													
# of 1st Invoices Paid = # of Transactions Paid	10,708												
# of 2nd OOS Invoices Paid = # of Transactions Paid	3,212												
Total OOS Invoices Paid = Total OOS VTC Transactions Paid	13,920												
Total Post-Paid Transactions Collected	5.399% 31.9%	1,781,785				\$ 3,175,487							\$ 2,844,859
Total Transactions Processed including Transfers to VES		32,670,000											
Total Toll Collection	87.499%	28,874,785				\$ 35,702,284							\$ 35,485,450

3. Violation Enforcement System (VES)	Annual Revenue With All Fees And Penalties	Fixed System and Unit Cost	Fixed Unit Cost	Fixed Unit Cost	Net Revenue	Variable Unit Cost	Variable Unit Cost	Total Collection Cost	Cost Recovery	Cost Recovery	Unit Cost	Unit Cost	Toll Revenue Only
Transactions from Non-Payment of Invoices	11.501% 68.1%	3,795,215											
Florida & Out-of-State TVNs													
# of Fla TVNs Paid = # of Transactions Paid	64,247												
# of OOS TVNs Paid = # of Transactions Paid	5,140												
# of TVNs Paid Direct to THEA = # of Transactions Paid	69,387												
Florida & Out-of-State Collections													
# of Fla TVNs Paid = # of Transactions Paid	9,637												
# of OOS TVNs Paid = # of Transactions Paid	771												
# of TVNs Paid Direct to THEA = # of Transactions Paid	10,408												
Florida & Out-of-State UTCs													
# of Repeat Violation UTCs Paid = # of Transactions Paid	495												
# of Fla TVNUTCs Paid = # of Transactions Paid	34,693												
# of OOS TVNUTCs Paid = # of Transactions Paid	2,775												
% of UTC Paid to Court = # of UTC Transactions Paid	37.469%	1,008,156											
Total Uncollected Violations	4.860%	1,803,657											
Total Violations Collected (\$)	7.641%	2,521,559											
Total Violation Transactions	12.501%	4,125,215											
Total Transactions	100%	33,000,000				\$ 42,468,024							\$ 39,672,498

Variable Costs and Fees Associated with Transactions

External Fixed Costs (Back-Office) Public Partners, Consultants and Contractors

Internal Fixed Cost (Personnel, Lane Maintenance and Management)

Forecast & Operations Model

Transaction Assumptions

Cost Assumptions

	Annual Transactions	Annual Expected Revenue
Average Toll per Transaction (\$)	\$ 1.30	
% Total ETC Transactions (includes I-Tolls)	80.000%	\$ 26,400,000
% of I-Tolls of Total ETC Transactions	10%	\$ 2,640,000
Average ETC Toll Rate	\$ 1.23	
% Total Non-ETC (VTC)	20.000%	\$ 6,600,000
VTC Toll Rate Differential % (per transaction)	35.0%	
Average Video Toll Rate	\$ 1.66	
TOTAL	33,000,000	\$ 42,900,000
Total Annual Toll-Related Income Leakage		\$ 42,468,024
		\$ 431,976
If 100% ETC Tolls Collected		\$ 40,590,000

	By % of Transactions	Annual System & Credit Cost	Annual System & Credit Cost	Annual System & Credit Cost	Annual System & Credit Cost	Seg 1 (ETC)	Seg 2 (VTC)	Seg 3 (VES)	Total
Annual System & Credit Cost	82.10%	\$ 3,280,342	\$ 165,000	\$ 3,445,342	\$ 3,445,342	\$ 165,000			\$ 165,000
Seg 1 System & Credit Cost	5.40%	\$ 245,200	\$ 1,312,457	\$ 1,557,657	\$ 1,557,657	\$ 1,312,457			\$ 1,312,457
Seg 2 System & Credit Cost	12.50%	\$ 478,246	\$ 610,926	\$ 1,089,172	\$ 1,089,172	\$ 220,370	\$ 117,807	\$ 272,749	\$ 610,926
Seg 3 System & Credit Cost	100.00%	\$ 4,003,788	\$ 186,300	\$ 4,190,088	\$ 4,190,088	\$ 152,952	\$ 10,059	\$ 23,289	\$ 186,300
All CC Volume		\$ 39,078,923	\$ 879,276	\$ 40,958,199	\$ 40,958,199	\$ 731,853	\$ 71,448	\$ 75,974	\$ 879,276

	Annual System & Credit Cost	Annual System & Credit Cost	Annual System & Credit Cost	Annual System & Credit Cost
Annual Transponder Stacking Costs (estimated - Segment 1)	\$ 165,000			\$ 165,000
FTE Surpass Account Mgmt, Transaction Processing Fees (for Segment 1)	\$ 1,312,457			\$ 1,312,457
MDX Annual Cost - (VTC & VES - Segment 1 Video & Segments 2 & 3)	\$ 220,370	\$ 117,807	\$ 272,749	\$ 610,926
MDX Internal Management Cost for THEA (Segments 1, 2 & 3)	\$ 152,952	\$ 10,059	\$ 23,289	\$ 186,300
Credit Cards (Segments 1 & 2 and TVN only in Segment 3)	\$ 731,853	\$ 71,448	\$ 75,974	\$ 879,276

	Annual System & Credit Cost	Annual System & Credit Cost	Annual System & Credit Cost	Annual System & Credit Cost
THEA Internal Staff, Parts, Lane Maintenance & Contingency Annual Costs	\$ 85,198			\$ 85,198
THEA Data Communications to TMC/Back Office (Segments 1, 2 & 3)	\$ 175,000			\$ 175,000
THEA Internal Toll Collection Staff & Contingency (Segments 1, 2 & 3)	\$ 307,736			\$ 307,736
Contracted Lane Maintenance (Segments 1, 2 & 3)	\$ 281,895			\$ 281,895
THEA Maintenance Staff, Spare Parts & Contingency (Segments 1, 2 & 3)	\$ 849,829			\$ 849,829
THEA Internal Staff, Lane Maintenance & Contingency (\$1.2 & 3)	\$ 5.00			\$ 5.00
FTE Transaction Fee for Surpass Account Mgmt & Processing	\$ 0.44	\$ 0.05	\$ 0.44	\$ 0.93
Bulk Mail Cost for UTC	\$ 0.05	\$ 0.30	\$ 0.35	\$ 0.35
UTC Penalty Returned to THEA	\$ 15.00	\$ 0.44	\$ 15.44	\$ 15.44
Add Cost for Registration Hold	\$ -	\$ 25.00	\$ 25.00	\$ 25.00

1. Pre-Paid Toll Collection (ETC & VTA)

	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Processed (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Processed	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction Collected (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
ETC Transactions w/ Tolls (Clearance by FTE)	79.500%	\$ 26,235,000																
ETC Transactions w/ Tolls (Other Agencies)	0.500%	\$ 165,000																
Total ETC Transactions	80.000%	\$ 26,400,000	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ 29,237,478	\$ -	\$ -	\$ -	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ -	\$ -	\$ -	\$ 0.123	\$ 0.100	\$ 32,472,000
Total Available for Video Transactions	20.000%	\$ 6,600,000																
Unidentifiable Photo Images (% of video transactions)	9.500%	\$ 627,000	\$ 41,456	\$ 0.066						\$ 41,456	\$ 0.066							\$ 54,797
One-Time Users/No Invoice	0.500%	\$ 33,000	\$ 2,182	\$ 0.066						\$ 2,182	\$ 0.066							\$ 54,797
Total Uncollectible (% of video transactions)	10.000%	\$ 660,000																
Total Uncollectible (% of All transactions)	2.000%	\$ 660,000	\$ 43,638	\$ 0.066						\$ 43,638	\$ 0.066							\$ 52,615
Pre-Paid Video Toll Act (VTA) Transactions	0.500%	\$ 33,000	\$ 2,182	\$ 0.066	\$ 0.040	\$ 52,615				\$ 2,182	\$ 0.066	\$ 0.040				\$ 0.066	\$ 0.040	\$ 54,797
Total Pre-Paid Transactions & Write-offs	82.100%	\$ 27,093,000	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ 29,290,092	\$ -	\$ -	\$ -	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ -	\$ -	\$ -	\$ 0.121	\$ 0.101	\$ 32,526,797

2. Post-Paid Toll Collection

	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Collection Cost for Transactions Processed	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Collected	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction Collected (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
Florida VTC Customers	133,848	\$ 1,070,784	\$ 235,769	\$ 0.044	\$ 0.083	\$ 2,809,862	\$ 242,265	\$ 0.141	\$ 0.085	\$ 478,034	\$ 0.279	\$ 0.168	\$ 200,772	\$ 0.117	\$ 0.071	\$ 0.162	\$ 0.097	\$ 2,844,589
# of 1st Invoices Paid = # of Transactions Paid	40,154	\$ 642,470																
# of 2nd Invoices Paid = # of Transactions Paid	174,002	\$ 1,713,254																
Total Fla Invoices Paid = Total Fla VTC Transactions Paid																		
Out-of-State VTC Customers																		
# of 1st Invoices Paid = # of Transactions Paid	10,708	\$ 42,831																
# of 2nd OOS Invoices Paid = # of Transactions Paid	3,212	\$ 25,699																
Total OOS Invoices Paid = Total OOS VTC Transactions Paid																		
Total Post-Paid Transactions Collected	5.399%	\$ 3,175,487	\$ 245,200	\$ 0.044	\$ 0.083	\$ 2,930,287	\$ 262,181	\$ 0.147	\$ 0.089	\$ 507,381	\$ 0.285	\$ 0.171	\$ 216,834	\$ 0.122	\$ 0.073	\$ 0.163	\$ 0.098	\$ 2,958,653
Total Toll Collection	87.499%	\$ 30,268,487	\$ 3,525,542	\$ 0.122	\$ 0.099	\$ 32,220,380	\$ 262,181	\$ 0.009	\$ 0.107	\$ 3,787,723	\$ 0.131	\$ 0.107	\$ 216,834	\$ 0.008	\$ 0.006	\$ 0.124	\$ 0.101	\$ 35,485,450

Violation Enforcement System (VES)

	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Collection Cost for Transactions Collected	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Collected	Total Unit Cost Per \$ of Toll Collected	Total Collection Cost Recovery	Cost Recovery Per Transaction Collected	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction Collected (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
Transactions from Non-Payment of Invoices	11.501%	\$ 3,795,215																
# of Fla TVNs Paid = # of Transactions Paid	64,247	\$ 1,242,109	\$ 149,761	\$ 0.116	\$ 0.070	\$ 3,226,879	\$ 17,151	\$ 0.067	\$ 0.041	\$ 236,912	\$ 0.183	\$ 0.110	\$ 1,231,616	\$ 0.953	\$ 0.574	\$ (0.770)	\$ (0.464)	\$ 2,062,523
# of OOS TVNs Paid = # of Transactions Paid	5,140	\$ 49,684																\$ 82,501
# of TVNs Paid Direct to THEA = # of Transactions Paid	69,387	\$ 1,291,794																\$ 14,153
Florida & Out-of-State Collections																		\$ 353,829
# of Fla TVNs Paid = # of Transactions Paid	9,637	\$ 213,086																\$ 14,153
# of OOS TVNs Paid = # of Transactions Paid	771	\$ 8,598																\$ 58,064
# of TVNs Paid Direct to THEA = # of Transactions Paid	10,408	\$ 221,684																\$ 164,390
Florida & Out-of-State UTCs																		\$ 1,451,589
# of Repeat Violation UTCs Paid = # of Transactions Paid	495	\$ 99,000																\$ 58,064
# of Fla TVN/UTCs Paid = # of Transactions Paid	34,693	\$ 874,100																\$ 1,674,042
# of OOS TVN/UTCs Paid = # of Transactions Paid	2,775	\$ 34,900																\$ 1,674,042
% of UTC Paid to Court = # of UTC Transactions Paid	37.469%	\$ 1,008,100																\$ 1,674,042
Total Uncollected Violations	4.860%	\$ 1,803,600																
Total Violations Collected (\$)	7.641%	\$ 2,521,559	\$ 478,246	\$ 0.190	\$ 0.114	\$ 6,413,410	\$ 126,367	\$ 0.051	\$ 0.031	\$ 606,613	\$ 0.241	\$ 0.145	\$ 2,378,692	\$ 1.023	\$ 0.616	\$ (0.782)	\$ (0.471)	\$ 4,187,048
Total Violation Transactions	12.501%	\$ 4,125,215																
Total Transactions	100%	\$ 42,468,024	\$ 4,003,788	\$ 0.121	\$ 0.101	\$ 38,693,790	\$ 390,548	\$ 0.012	\$ 0.010	\$ 4,394,336	\$ 0.133	\$ 0.111	\$ 2,795,526	\$ 0.085	\$ 0.070	\$ 0.048	\$ 0.040	\$ 39,672,498

Combined Revenues and Costs for All Toll Collection Transactions

Forecast & Operations Model

Transaction Assumptions

Cost Assumptions

	Annual Transactions	Annual Expected Revenue
Average Toll per Transaction (\$)	\$ 1.30	
% Total ETC Transactions (includes I-Tolls)	80.000%	\$ 26,400,000
% of I-Tolls of Total ETC Transactions	10%	\$ 2,640,000
Average ETC Toll Rate	\$ 1.23	
% Total Non-ETC (VTC)	20.000%	\$ 6,600,000
VTC Toll Rate Differential % (per transaction)	35.0%	
Average Video Toll Rate	\$ 1.66	
TOTAL	33,000,000	\$ 42,900,000
Total Annual Toll-Related Income Leakage		\$ 42,468,024
		\$ 431,976
If 100% ETC Tolls Collected		\$ 40,590,000

Annual System Costs	By % of Transactions	Cost	Annual Transponder Stocking Costs (estimated - Segment 1)	Seg 1 (ETC)	Seg 2 (VTC)	Seg 3 (VES)	Total
Seg 1 System & Credit Cost	82.10%	\$ 3,280,342	\$ 165,000	\$ 165,000			\$ 165,000
Seg 2 System & Credit Cost	5.40%	\$ 245,200	\$ 1,312,457	\$ 1,312,457			\$ 1,312,457
Seg 3 System & Credit Cost	12.50%	\$ 478,246	\$ 610,926	\$ 220,370	\$ 117,807	\$ 272,749	\$ 610,926
	100.00%	\$ 4,003,788	\$ 186,300	\$ 152,952	\$ 10,059	\$ 23,289	\$ 186,300
All CC Volume		\$ 39,075,923	\$ 879,276	\$ 2,25%			\$ 879,276

Incremental Transaction Unit Costs	THEA Internal Staff, Parts, Lane Maintenance & Contingency Annual Costs	Seg 1 (ETC)	Seg 2 (VTC)	Seg 3 (VES)	Total
Bulk Mail Cost - All Invoices	\$ 85,198	\$ 89,948	\$ 4,600	\$ 10,850	\$ 85,198
Administrative Fee - Fla Invoices	\$ 175,000	\$ 143,675	\$ 9,449	\$ 21,876	\$ 175,000
Late Fee - 2nd Florida Invoice	\$ 5.00	\$ 252,651	\$ 16,616	\$ 38,469	\$ 307,736
Admin Fee - Out-of-State Invoices	\$ -	\$ -	\$ -	\$ -	\$ -
Address Lookup - Out-of-State	\$ -	\$ -	\$ -	\$ -	\$ -
Late Fee - 2nd Out-of-State Inv	\$ 5.00	\$ 231,436	\$ 15,220	\$ 35,239	\$ 281,895
Bulk Mail Cost for TVN	\$ 0.44	\$ 697,710	\$ 45,885	\$ 106,234	\$ 849,829
Address Correction (All)	\$ 0.05	\$ -	\$ -	\$ -	\$ -
THEA Penalty - TVN	\$ 15.00	\$ -	\$ -	\$ -	\$ -
Add Cost for Registration Hold	\$ -	\$ -	\$ -	\$ -	\$ -

1. Pre-Paid Toll Collection (ETC & VTA)

	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Processed (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Processed	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
ETC Transactions w/ Tolls (Clearance by FTE)	79.500%	\$ 26,235,000				\$ 29,237,478	\$ -	\$ -	\$ -	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ -	\$ -	\$ -	\$ 0.123	\$ 0.100	\$ 32,269,050
ETC Transactions w/ Tolls (Other Agencies)	0.500%	\$ 202,950																\$ 202,950
Total ETC Transactions	80.000%	\$ 26,400,000	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ 29,237,478	\$ -	\$ -	\$ -	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ -	\$ -	\$ -	\$ 0.123	\$ 0.100	\$ 32,472,000
Total Available for Video Transactions	20.000%	\$ 6,600,000																
Unidentifiable Photo Images (% of video transactions)	9.500%	\$ 627,000	\$ 41,456	\$ 0.066						\$ 41,456	\$ 0.066							
One-Time Users/No Invoice	0.500%	\$ 33,000	\$ 2,182	\$ 0.066						\$ 2,182	\$ 0.066							
Total Uncollectible (% of video transactions)	10.000%	\$ 660,000	\$ 43,638	\$ 0.066						\$ 43,638	\$ 0.066							
Total Uncollectible (% of All transactions)	2.000%	\$ 660,000				\$ 52,615				\$ 2,182	\$ 0.066	\$ 0.040						\$ 54,797
Pre-Paid Video Toll Act (VTA) Transactions	0.500%	\$ 33,000	\$ 2,182	\$ 0.066	\$ 0.040	\$ 52,615	\$ -	\$ -	\$ -	\$ 2,182	\$ 0.066	\$ 0.040	\$ -	\$ -	\$ -	\$ 0.066	\$ 0.040	\$ 54,797
Total Pre-Paid Transactions & Write-offs	82.100%	\$ 27,093,000	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ 29,290,092	\$ -	\$ -	\$ -	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ -	\$ -	\$ -	\$ 0.121	\$ 0.101	\$ 32,526,797

2. Post-Paid Toll Collection

	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Processed (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Processed	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
Florida VTC Customers		\$ 1,070,784	\$ 235,769	\$ 0.044	\$ 0.083	\$ 2,809,862	\$ 242,265	\$ 0.141	\$ 0.085	\$ 478,034	\$ 0.279	\$ 0.168	\$ 200,772	\$ 0.117	\$ 0.071	\$ 0.162	\$ 0.097	\$ 2,844,859
Out-of-State VTC Customers		\$ 42,831	\$ 9,431	\$ 0.044	\$ 0.083	\$ 120,425	\$ 19,917	\$ 0.291	\$ 0.175	\$ 29,347	\$ 0.428	\$ 0.258	\$ 16,062	\$ 0.234	\$ 0.141	\$ 0.194	\$ 0.117	\$ 113,794
Total OOS Invoices Paid = Total OOS VTC Transactions Paid		\$ 68,530	\$ 9,431	\$ 0.044	\$ 0.083	\$ 120,425	\$ 19,917	\$ 0.291	\$ 0.175	\$ 29,347	\$ 0.428	\$ 0.258	\$ 16,062	\$ 0.234	\$ 0.141	\$ 0.194	\$ 0.117	\$ 113,794
Total Post-Paid Transactions Collected	5.399%	\$ 1,781,785	\$ 245,200	\$ 0.044	\$ 0.083	\$ 2,930,287	\$ 262,181	\$ 0.147	\$ 0.089	\$ 507,381	\$ 0.285	\$ 0.171	\$ 216,834	\$ 0.122	\$ 0.073	\$ 0.163	\$ 0.098	\$ 2,958,653
Total Transactions Processed including Transfers to VES		\$ 32,870,000				\$ 32,220,380	\$ 262,181	\$ 0.009	\$ 0.107	\$ 3,787,723	\$ 0.131	\$ 0.107	\$ 216,834	\$ 0.008	\$ 0.006	\$ 0.124	\$ 0.101	\$ 35,485,450
Total Toll Collection	87.499%	\$ 28,874,785	\$ 3,525,542	\$ 0.122	\$ 0.099	\$ 32,220,380	\$ 262,181	\$ 0.009	\$ 0.107	\$ 3,787,723	\$ 0.131	\$ 0.107	\$ 216,834	\$ 0.008	\$ 0.006	\$ 0.124	\$ 0.101	\$ 35,485,450

3. Violation Enforcement System (VES)

	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Processed (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Processed	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
Florida & Out-of-State TVNs		\$ 1,242,115	\$ 25,692	\$ 0.116	\$ 0.070	\$ 550,451	\$ -	\$ -	\$ -	\$ 25,692	\$ 0.116	\$ 0.070	\$ 208,160	\$ 0.939	\$ 0.566	\$ (0.823)	\$ (0.496)	\$ 367,983
Florida & Out-of-State Collections		\$ 8,500	\$ 116,878	\$ 0.116	\$ 0.070	\$ 2,696,081	\$ 41,216	\$ 0.041	\$ 0.025	\$ 158,094	\$ 0.157	\$ 0.094	\$ 1,138,916	\$ 1.130	\$ 0.680	\$ (0.973)	\$ (0.589)	\$ 1,674,042
Total Uncollected Violations	4.860%	\$ 1,803,657	\$ 185,916	\$ 0.116	\$ 0.070	\$ 2,696,081	\$ 41,216	\$ 0.041	\$ 0.025	\$ 185,916	\$ 0.157	\$ 0.094	\$ 1,138,916	\$ 1.130	\$ 0.680	\$ (0.973)	\$ (0.589)	\$ 1,674,042
Total Violations Collected (\$)	7.641%	\$ 2,521,559	\$ 478,246	\$ 0.190	\$ 0.114	\$ 6,473,410	\$ 128,367	\$ 0.051	\$ 0.031	\$ 606,613	\$ 0.241	\$ 0.145	\$ 2,578,692	\$ 1.023	\$ 0.616	\$ (0.782)	\$ (0.471)	\$ 4,187,000
Total Violation Transactions	12.501%	\$ 4,125,215	\$ 478,246	\$ 0.190	\$ 0.114	\$ 6,473,410	\$ 128,367	\$ 0.051	\$ 0.031	\$ 606,613	\$ 0.241	\$ 0.145	\$ 2,578,692	\$ 1.023	\$ 0.616	\$ (0.782)	\$ (0.471)	\$ 4,187,000

Combined Revenues and Costs for All Toll and Violation Transactions

	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost	Total Unit Cost Per Transaction Processed (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Processed	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
Total Transactions	100%	\$ 33,000,000	\$ 4,003,788	\$ 0.121	\$ 0.101	\$ 38,693,790	\$ 390,548	\$ 0.012	\$ 0.010	\$ 4,394,336	\$ 0.133	\$ 0.111	\$ 2,795,526	\$ 0.085	\$ 0.070	\$ 0.048	\$ 0.040	\$ 39,672,498

Forecast & Operations Model

Transaction Assumptions

Cost Assumptions

	Annual Transactions	Annual Expected Revenue
Average Toll per Transaction (\$)	\$ 1.30	
% Total ETC Transactions (includes I-Tolls)	80.000%	\$ 26,400,000
% of I-Tolls of Total ETC Transactions	10%	\$ 2,640,000
Average ETC Toll Rate	\$ 1.23	
% Total Non-ETC (VTC)	20.000%	\$ 6,600,000
VTC Toll Rate Differential % (per transaction)	35.0%	
Average Video Toll Rate	\$ 1.66	
TOTAL	33,000,000	\$ 42,900,000
Total Annual Toll-Related Income Leakage		\$ 42,468,024
		\$ 431,976
If 100% ETC Tolls Collected		\$ 40,590,000

	By % of Transactions	Annual Transactional Stocking Costs (estimated - Segment 1)	Seg 1 (ETC)	Seg 2 (VTC)	Seg 3 (VES)	Total
Annual System & Credit Cost	82.10%	\$ 3,280,342	\$ 165,000			\$ 165,000
Seg 1 System & Credit Cost						\$ 1,312,450
Seg 2 System & Credit Cost						\$ 610,920
Seg 3 System & Credit Cost						\$ 281,890
Incremental Bulk Mail Cost - Administrative Fee		\$ 307,736				\$ 85,190
Late Fee - 2nd Florida Invoice		\$ 281,895				\$ 175,000
Address Lookup - Out of State		\$ 849,829				\$ 307,736
Late Fee - 2nd Out of State Invoice		\$ 5.00				\$ 10,850
Bulk Mail Cost		\$ 0.44				\$ 21,876
Address Lookup - Out of State		\$ 0.05				\$ 18,469
THEA Processing Fee		\$ 15.00				\$ 35,239
Add'l Registration Hold		\$ 25.00				\$ 89,270
Contracted Lane Maintenance			\$ 252,651	\$ 16,616		\$ 269,267
THEA Maintenance			\$ 231,436	\$ 15,220		\$ 246,656
THEA Internal Maintenance & Contingency (Segments 1, 2 & 3)			\$ 697,710	\$ 45,885		\$ 743,595
FTE Transaction Processing Account Mgmt & Processing			\$ 3,280,342	\$ 245,200		\$ 3,525,542
Bulk Mail Cost - ETC						\$ 10,850
UTC Processing Fee						\$ 21,876
UTC Processing Fee - Returned to THEA						\$ 18,469

Annual Costs Per Activity

Category	Annual Transactions	Annual Revenue	Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs	Variable Cost Per Transaction Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost (with recovery)	Total Unit Cost Per Transaction Collected (with recovery)	Total Unit Cost Per \$ of Toll Collected (with recovery)	Total Collection Cost Recovery	Cost Recovery Per Transaction Collected	Cost Recovery Per \$ of Toll Collected	All Costs Unit Cost Per Transaction Collected (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
1. Pre-Paid Toll Collection (ETC & VTA)	26,400,000	\$ 32,690,500	\$ 3,234,522	\$ 0.123	\$ 0.190	\$ 29,237,478	\$ -	\$ -	\$ -	\$ 3,234,522	\$ 0.123	\$ 0.100	\$ -	\$ -	\$ -	\$ 0.123	\$ 0.100	\$ 32,690,500
ETC Transactions w/ Tolls (Clearance by FTE)	79.500%	\$ 26,235,000																\$ 202,950
ETC Transactions w/ Tolls (Other Agencies)	0.500%	\$ 165,000																\$ 202,950
Total ETC Transactions	80.000%	\$ 26,400,000																\$ 32,472,000
Total Available for Video Transactions	20.000%	\$ 6,600,000																
Unidentifiable Photo Images (% of video transactions)	9.500%	\$ 627,000	\$ 41,458	\$ 0.066	\$ 0.040	\$ 52,615	\$ -	\$ -	\$ -	\$ 41,458	\$ 0.066	\$ 0.040	\$ -	\$ -	\$ -	\$ 0.066	\$ 0.040	\$ 54,797
One-Time Users/No Invoice	0.500%	\$ 33,000	\$ 2,182	\$ 0.066	\$ 0.040	\$ 52,615	\$ -	\$ -	\$ -	\$ 2,182	\$ 0.066	\$ 0.040	\$ -	\$ -	\$ -	\$ 0.066	\$ 0.040	\$ 54,797
Total Uncollectible (% of video transactions)	10.000%	\$ 660,000	\$ 43,638	\$ 0.066	\$ 0.040	\$ 52,615	\$ -	\$ -	\$ -	\$ 43,638	\$ 0.066	\$ 0.040	\$ -	\$ -	\$ -	\$ 0.066	\$ 0.040	\$ 54,797
Total Uncollectible (% of All transactions)	2.000%	\$ 660,000	\$ 43,638	\$ 0.066	\$ 0.040	\$ 52,615	\$ -	\$ -	\$ -	\$ 43,638	\$ 0.066	\$ 0.040	\$ -	\$ -	\$ -	\$ 0.066	\$ 0.040	\$ 54,797
Pre-Paid Video Toll Act (VTA) Transactions	0.500%	\$ 33,000	\$ 2,182	\$ 0.066	\$ 0.040	\$ 52,615	\$ -	\$ -	\$ -	\$ 2,182	\$ 0.066	\$ 0.040	\$ -	\$ -	\$ -	\$ 0.066	\$ 0.040	\$ 54,797
Total Pre-Paid Transactions & Write-offs	82.100%	\$ 27,093,000	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ 29,290,092	\$ -	\$ -	\$ -	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ -	\$ -	\$ -	\$ 0.121	\$ 0.101	\$ 32,526,797
2. Post-Paid Toll Collection	2,907,000	\$ 3,175,487	\$ 245,200	\$ 0.083	\$ 0.099	\$ 2,930,287	\$ 262,181	\$ 0.089	\$ 0.107	\$ 3,787,723	\$ 1,298,948	\$ 0.428	\$ 216,834	\$ 0.122	\$ 0.071	\$ 0.162	\$ 0.097	\$ 2,844,859
Florida VTC Customers	133,848	\$ 1,070,784	\$ 9,431	\$ 0.082	\$ 0.098	\$ 1,204,423	\$ 19,911	\$ 0.149	\$ 0.115	\$ 47,428	\$ 35,928	\$ 0.268	\$ 16,062	\$ 0.234	\$ 0.141	\$ 0.194	\$ 0.117	\$ 113,794
# of 1st Fla Invoices Paid = # of Transactions Paid	40,154	\$ 642,470																\$ 68,530
# of 2nd Invoices Paid = # of Transactions Paid	174,002	\$ 1,713,254																\$ 129,890
Total Fla Invoices Paid = Total Fla VTC Transactions Paid	10,708	\$ 42,831																\$ 9,431
Out-of-State VTC Customers	3,212	\$ 25,699																\$ 9,431
# of 1st Invoices Paid = # of Transactions Paid	13,920	\$ 68,530																\$ 9,431
# of 2nd OOS Invoices Paid = # of Transactions Paid	13,920	\$ 68,530																\$ 9,431
Total OOS Invoices Paid = Total OOS VTC Transactions Paid	5.399%	\$ 1,781,785																\$ 1,781,785
Total Post-Paid Transactions Collected	31.9%	\$ 3,175,487	\$ 245,200	\$ 0.083	\$ 0.099	\$ 2,930,287	\$ 262,181	\$ 0.089	\$ 0.107	\$ 3,787,723	\$ 1,298,948	\$ 0.428	\$ 216,834	\$ 0.122	\$ 0.071	\$ 0.162	\$ 0.097	\$ 2,958,653
Total Transactions Processed including Transfers to VES		\$ 32,870,000																\$ 32,870,000
Total Toll Collection	87.499%	\$ 28,874,785	\$ 3,525,542	\$ 0.121	\$ 0.101	\$ 32,220,380	\$ 262,181	\$ 0.089	\$ 0.107	\$ 3,787,723	\$ 1,298,948	\$ 0.428	\$ 216,834	\$ 0.122	\$ 0.071	\$ 0.162	\$ 0.097	\$ 35,485,450
3. Violation Enforcement System (VES)	4,125,215	\$ 6,765,741	\$ 478,246	\$ 0.190	\$ 0.114	\$ 6,473,410	\$ 128,367	\$ 0.051	\$ 0.031	\$ 606,613	\$ 241	\$ 0.145	\$ 2,578,692	\$ 1,023	\$ 0.616	\$ (0.782)	\$ (0.471)	\$ 4,187,048
Florida & Out-of-State TVNs	64,247	\$ 1,242,109																\$ 1,242,109
# of Fla TVNs Paid = # of Transactions Paid	5,140	\$ 49,684																\$ 49,684
# of OOS TVNs Paid = # of Transactions Paid	69,387	\$ 1,291,794																\$ 1,291,794
# of TVNs Paid Direct to THEA = # of Transactions Paid	9,637	\$ 213,080																\$ 213,080
Florida & Out-of-State Collections	771	\$ 8,522																\$ 8,522
# of Fla TVNs Paid = # of Transactions Paid	10,408	\$ 221,609																\$ 221,609
# of OOS TVNs Paid = # of Transactions Paid	495	\$ 179,240																\$ 179,240
Florida & Out-of-State UTCs	34,693	\$ 2,492,391																\$ 2,492,391
# of Fla TVN/UTCs Paid = # of Transactions Paid	2,775	\$ 34,968																\$ 34,968
# of OOS TVN/UTCs Paid = # of Transactions Paid	37,469	\$ 1,008,150																\$ 1,008,150
% of UTC Paid to Court = # of UTC Transactions Paid	4.860%	\$ 1,803,657																\$ 1,803,657
Total Uncollected Violations	7.641%	\$ 2,521,559	\$ 478,246	\$ 0.190	\$ 0.114	\$ 6,473,410	\$ 128,367	\$ 0.051	\$ 0.031	\$ 606,613	\$ 241	\$ 0.145	\$ 2,578,692	\$ 1,023	\$ 0.616	\$ (0.782)	\$ (0.471)	\$ 4,187,048
Total Violations Collected (\$)	12.501%	\$ 4,125,215	\$ 478,246	\$ 0.190	\$ 0.114	\$ 6,473,410	\$ 128,367	\$ 0.051	\$ 0.031	\$ 606,613	\$ 241	\$ 0.145	\$ 2,578,692	\$ 1,023	\$ 0.616	\$ (0.782)	\$ (0.471)	\$ 4,187,048
Total Transactions	100%	\$ 42,468,024	\$ 4,003,788	\$ 0.121	\$ 0.101	\$ 38,693,790	\$ 390,548	\$ 0.012	\$ 0.010	\$ 4,394,336	\$ 1,333	\$ 0.111	\$ 2,795,526	\$ 0.085	\$ 0.070	\$ (0.048)	\$ (0.040)	\$ 9,672,498

Fixed Costs

Variable Costs

Total Costs

Unit Costs Per Transaction and Per Dollar Collected

Unit Costs After Cost Recovery

Forecast & Operations Model

Expected Revenue

Combined Fixed and Variable Costs For Total System & By Segment

Actual Revenue

Fixed Costs For Total System & By Segment

Annual Transactions	Annual Expected Revenue
33,000,000	\$ 32,472,000
Average Toll per Transaction (\$)	1.30
% Total ETC Transactions (includes I-Tolls)	80.000%
10%	6,600,000
1.23	\$ 10,428,000
200%	6,600,000
35.0%	\$ 42,900,000
1.66	\$ 42,468,024
Total Annual Toll-Related Income	\$ 42,468,024
Leakage	\$ 431,976
If 100% ETC Tolls Collected	40,590,000

Annual System Costs	By % of Transactions	Cost	Annual Transponder Stocking Cost
Seg 1 System & Credit Cost	82.10%	\$ 3,280,342	\$ 165,000
Seg 2 System & Credit Cost	5.40%	\$ 245,200	\$ 1,312,457
Seg 3 System & Credit Cost	12.50%	\$ 478,246	\$ 610,926
	100.00%	\$ 3,999,788	\$ 1,866,383
All CC Volume		\$ 879,276	\$ 2,295,000

Annual Costs	Cost	Cost	Cost
Bulk Mail Cost - All Invoices	\$ 0.44	\$ 14,636	\$ 14,636
Annual Parts, Lane Maintenance & Contingency		\$ 89,948	\$ 89,948
Annual Data Communications to TMC/Back Office (Segments 1, 2 & 3)		\$ 143,675	\$ 143,675
Staff & Contingency (Segments 1, 2 & 3)		\$ 252,651	\$ 252,651
Parts & Contingency (Segments 1, 2 & 3)		\$ 231,436	\$ 231,436
Lane Maintenance & Contingency (\$1.2 & 3)		\$ 697,710	\$ 697,710
Account Mgmt & Processing		\$ 3,280,342	\$ 3,280,342

1. Pre-Paid Toll Collection (ETC & VTA)

Pre-Paid Leakage

Category	Value
ETC Transactions w/ Tolls (Clearance by Florida VTC Customers)	0.500%
ETC Transactions w/ Tolls (Other Agencies)	0.500%
Total ETC Transactions	80.000%
Total Available for Video Transactions	20.000%
Unidentifiable Photo Images (% of video transactions)	9.500%
One-Time Users/No Invoice	0.500%
Total Uncollectable (% of video transactions)	10.000%
Total Uncollectable (% of All transactions)	2.000%
Pre-Paid Video Toll Acct (VTA) Transactions	0.500%
Total Pre-Paid Transactions & Write-offs	82.100%

Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Processed	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs
\$ 3,234,522	\$ 0.123	\$ 0.100	\$ 29,237,478
41,456	\$ 0.066		Uncollectable
2,182	\$ 0.066		Uncollectable
43,638	\$ 0.066		\$ 0
2,182	\$ 0.066	\$ 0.040	\$ 52,615
3,280,342	\$ 0.121	\$ 0.101	\$ 29,290,092

Variable Cost Cost for Transactions Processed	Variable Unit Cost Per Transaction Processed	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost (w/o recovery)	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)
\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41,456	\$ 0.066		\$ 41,456	\$ 0.066	
2,182	\$ 0.066		\$ 2,182	\$ 0.066	
43,638	\$ 0.066		\$ 43,638	\$ 0.066	
2,182	\$ 0.066		\$ 2,182	\$ 0.066	
3,280,342	\$ 0.121	\$ 0.101	\$ 3,280,342	\$ 0.121	\$ 0.101

Total Collection Cost (w/o recovery)	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost (with recovery)	Total Unit Cost Per Transaction Collected (with recovery)	Total Unit Cost Per \$ of Toll Collected (with recovery)	All Costs Unit Cost Per Transaction Collected (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 32,269,050
41,456	\$ 0.066		\$ 41,456	\$ 0.066		\$ 41,456	\$ 0.066	\$ 202,950
2,182	\$ 0.066		\$ 2,182	\$ 0.066		\$ 2,182	\$ 0.066	\$ 1,095,930
43,638	\$ 0.066		\$ 43,638	\$ 0.066		\$ 43,638	\$ 0.066	\$ 1,095,930
2,182	\$ 0.066	\$ 0.040	\$ 2,182	\$ 0.066	\$ 0.040	\$ 2,182	\$ 0.066	\$ 54,797
3,280,342	\$ 0.121	\$ 0.101	\$ 3,280,342	\$ 0.121	\$ 0.101	\$ 3,280,342	\$ 0.121	\$ 29,290,092

2. Post-Paid Toll Collection

Post-Paid Tolls

Category	Value
Florida VTC Customers	133,848
# of 1st Fla Invoices Paid = # of Transactions Paid	40,154
# of 2nd Invoices Paid = # of Transactions Paid	174,002
Total Fla Invoices Paid = Total Fla VTC Transactions Paid	174,002
Out-of-State VTC Customers	10,708
# of 1st Invoices Paid = # of Transactions Paid	3,212
# of 2nd OOS Invoices Paid = # of Transactions Paid	13,920
Total OOS Invoices Paid = Total OOS VTC Transactions Paid	13,920
Total Post-Paid Transactions Collected	5.399%

Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs
\$ 235,769	\$ 0.044	\$ 0.083	\$ 2,809,862
9,431	\$ 0.044	\$ 0.083	\$ 120,425
245,200	\$ 0.044	\$ 0.083	\$ 2,930,287

Variable Cost Cost for Transactions Collected	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost (w/o recovery)	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)
\$ 242,265	\$ 0.114		\$ 242,265	\$ 0.114	
16,062	\$ 0.234	\$ 0.141	\$ 16,062	\$ 0.234	\$ 0.141
236,912	\$ 0.183	\$ 0.110	\$ 236,912	\$ 0.183	\$ 0.110
25,692	\$ 0.116	\$ 0.070	\$ 25,692	\$ 0.116	\$ 0.070
158,094	\$ 0.157	\$ 0.094	\$ 158,094	\$ 0.157	\$ 0.094
185,916	\$ 0.241	\$ 0.145	\$ 185,916	\$ 0.241	\$ 0.145

Total Collection Cost (w/o recovery)	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost (with recovery)	Total Unit Cost Per Transaction Collected (with recovery)	Total Unit Cost Per \$ of Toll Collected (with recovery)	All Costs Unit Cost Per Transaction Collected (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
\$ 242,265	\$ 0.114		\$ 242,265	\$ 0.114		\$ 242,265	\$ 0.114	\$ 2,809,862
16,062	\$ 0.234	\$ 0.141	\$ 16,062	\$ 0.234	\$ 0.141	\$ 16,062	\$ 0.234	\$ 113,794
236,912	\$ 0.183	\$ 0.110	\$ 236,912	\$ 0.183	\$ 0.110	\$ 236,912	\$ 0.183	\$ 2,844,859
25,692	\$ 0.116	\$ 0.070	\$ 25,692	\$ 0.116	\$ 0.070	\$ 25,692	\$ 0.116	\$ 54,797
158,094	\$ 0.157	\$ 0.094	\$ 158,094	\$ 0.157	\$ 0.094	\$ 158,094	\$ 0.157	\$ 2,930,287
185,916	\$ 0.241	\$ 0.145	\$ 185,916	\$ 0.241	\$ 0.145	\$ 185,916	\$ 0.241	\$ 2,930,287

3. Violation Enforcement System (VES)

Violations

Category	Value
Florida & Out-of-State TVNs	64,247
# of Fla TVNs Paid = # of Transactions Paid	5,140
# of OOS TVNs Paid = # of Transactions Paid	69,387
Total Fla TVNs Paid = Total Fla VTC Transactions Paid	69,387
Florida & Out-of-State Collections	9,637
# of Fla TVNs Paid = # of Transactions Paid	771
# of OOS TVNs Paid = # of Transactions Paid	10,408
Total Fla TVNs Paid = Total Fla VTC Transactions Paid	10,408
Florida & Out-of-State UTCs	495
# of Repeat Violation UTCs Paid = # of Transactions Paid	34,693
# of Fla TVNUTCs Paid = # of Transactions Paid	2,775
# of OOS TVNUTCs Paid = # of Transactions Paid	37,469
% of UTC Paid to Court = # of UTC Transactions Paid	4.860%
Total Uncollected Violations	1,603,657
Total Violations Collected (\$)	2,521,559
Total Violation Transactions	12.501%

Fixed Cost System and THEA Internal	Fixed Unit Cost Per Transaction Collected	Fixed Unit Cost Per \$ of Toll Collected	Net Revenue Total Revenue Less Fixed System Costs
\$ 478,246	\$ 0.090	\$ 0.114	\$ 6,473,410
128,367	\$ 0.051	\$ 0.031	\$ 6,473,410
478,246	\$ 0.090	\$ 0.114	\$ 6,473,410

Variable Cost Cost for Transactions Collected	Variable Unit Cost Per Transaction Collected	Variable Unit Cost Per \$ of Toll Collected	Total Collection Cost (w/o recovery)	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)
\$ 41,216	\$ 0.041	\$ 0.025	\$ 41,216	\$ 0.041	\$ 0.025
128,367	\$ 0.051	\$ 0.031	\$ 128,367	\$ 0.051	\$ 0.031
158,094	\$ 0.157	\$ 0.094	\$ 158,094	\$ 0.157	\$ 0.094
185,916	\$ 0.241	\$ 0.145	\$ 185,916	\$ 0.241	\$ 0.145

Total Collection Cost (w/o recovery)	Total Unit Cost Per Transaction Collected (w/o recovery)	Total Unit Cost Per \$ of Toll Collected (w/o recovery)	Total Collection Cost (with recovery)	Total Unit Cost Per Transaction Collected (with recovery)	Total Unit Cost Per \$ of Toll Collected (with recovery)	All Costs Unit Cost Per Transaction Collected (with recovery)	All Costs Unit Cost Per \$ of Toll Collected (with recovery)	Toll Revenue Only
\$ 41,216	\$ 0.041	\$ 0.025	\$ 41,216	\$ 0.041	\$ 0.025	\$ 41,216	\$ 0.041	\$ 4,187,048
128,367	\$ 0.051	\$ 0.031	\$ 128,367	\$ 0.051	\$ 0.031	\$ 128,367	\$ 0.051	\$ 1,451,588
158,094	\$ 0.157	\$ 0.094	\$ 158,094	\$ 0.157	\$ 0.094	\$ 158,094	\$ 0.157	\$ 2,415,024
185,916	\$ 0.241	\$ 0.145	\$ 185,916	\$ 0.241	\$ 0.145	\$ 185,916	\$ 0.241	\$ 367,983
4,394,336	\$ 0.133	\$ 0.111	\$ 4,394,336	\$ 0.133	\$ 0.111	\$ 4,394,336	\$ 0.133	\$ 39,672,498

The Dashboard

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