Best Practices to Reduce Tolling Costs

Did you know that PrePass has an entire team with deep toll expertise devoted to helping our tolling customers?

The PrePass Tolls team works to help customers resolve issues like maximum tolls, uploading vehicle plates and filing and researching toll disputes. And they speak with tens of thousands of customers to help them right-size their tolling management. From all of these discussions, our Tolling team has learned what great fleets do to manage their tolls.

Today we are sharing that information with you to help you build your own tolling best practices, gain visibility into your tolling charges and hopefully reduce your tolling costs.

Validate your toll charges:

Just like you review your credit card bill for purchases, you should validate your toll charges. PrePass offers **GPS Toll Verification**, which lets you use GPS data and machine learning to confirm your toll charges match when and where a toll charge happened. The PrePass Mobile App is the fastest way to get it – and PrePass can also use GPS Data from your current telematics services provider (TSP) or API files.

Through the **INFORM™ Tolling** dashboard you can track which tolls have been GPS validated, and which ones are under review.

Transponder vs. plate-read tolls

Look at how you are generating toll charges – are you using transponders or relying on toll by plate (plate-read) tolls? Toll by transponder uses a small, battery-powered device that transmits a radio signal to toll authorities. Toll by plate uses images of license plates on trucks and trailers to identify users.
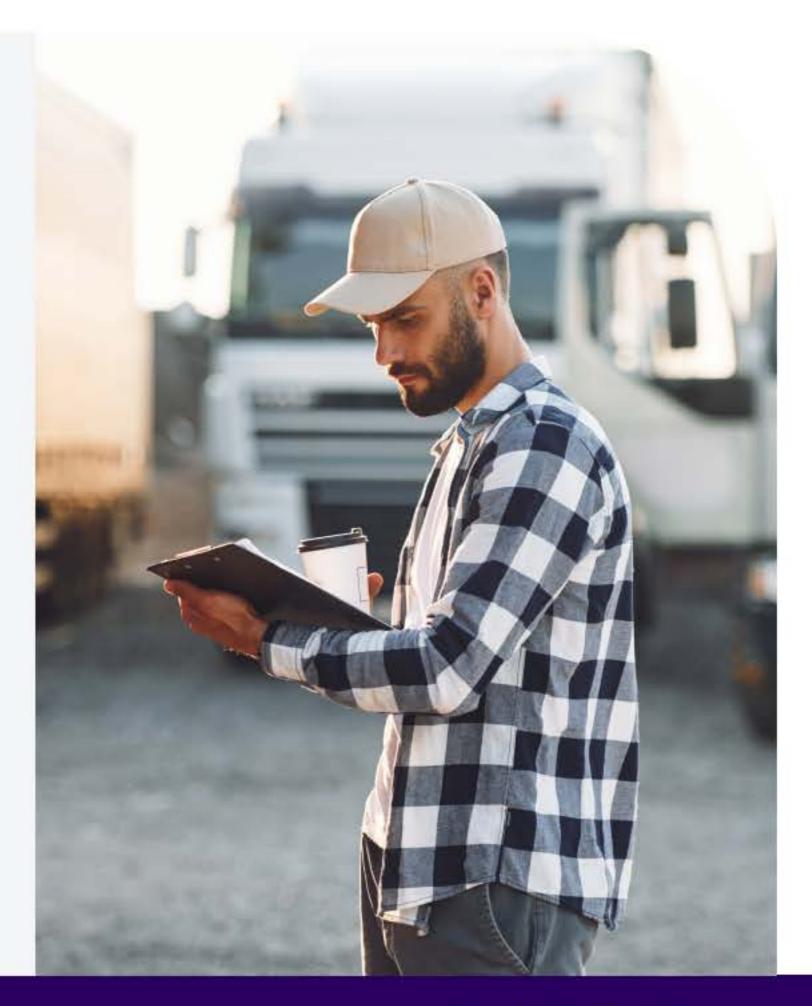
Costs
- Plate-read toll charges are higher as they require tolling agencies to often use third parties to identify the owner of a vehicle based on the plate, and these costs get passed on to you.

Flexibility
- You don't have to provide your vehicle information for plate-reads, like you do for transponders.

Savings versus flexibility?

That's up to each fleet manager, but PrePass advocates using transponders to help manage tolling charges. While reviewing your vehicles with transponders on a regular basis to ensure you have enough in trucks is a good practice, also look at any new, sold or leased vehicles to make sure they are equipped with a transponder to help keep your tolling costs down.

Continual, plate-based enrollment

For vehicles that are having transponders installed or replaced, you want to make sure that the vehicle has tolling coverage, especially with the agencies that allow plate only tolling. For any vehicles you may have that aren't associated with a transponder, it's important to also have the vehicle plates enrolled to avoid higher tolling fees.

Consolidate your toll accounts

Here's a scenario that the PrePass tolls team often sees – for fleets with regionally-based locations, each location manages their own toll accounts and if the person who was handling the tolls leaves, it doesn't always get reassigned. Then new staff join and set up new accounts at the same toll agencies, while the toll charges or violations continue to add up. Options to handle this include:

- Consolidate ALL of your tolling agencies so you can see exactly what you are spending on tolls and where.

- Working with a company like PrePass to manage your toll charges provides you a single invoice with visibility into your tolling charges.

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Don't ignore toll violations

Keep an eye on your toll violations and understand how they came about – insufficient funds in your tolling account, incorrect vehicle classification, speeding through a tolling plaza or if your vehicle didn't have a transponder/tag.

INCORRECT VEHICLE CLASSIFICATION

Review your fleet annually to ensure any new vehicles as well as vehicles in use are classified correctly.

SPEEDING THROUGH A TOLLING PLAZA

Fleets focused on safety know that driver training is ongoing, and addressing speeding is critical.

VEHICLE WITHOUT TRANSPONDER/TAG

Discuss where your vehicles travel with PrePass to see what may fit the needs of your fleet – transponders, tags, etc.

Avoid maximum and plate read tolls

Maximum or 'max' tolls occur when a toll agency has a record of a vehicle entering/exiting a toll road but no record of exiting/entering it. This results in a 'max' toll charge for the full length of the road. Without a toll management solution like PrePass Toll Management, it can take fleet managers several weeks to notice that they have a max tolls instance.

Best way to stay on top of max tolls is through the INFORM™ Tolling dashboard for PrePass tolling customers.

You can also view your proposed savings from any max tolls that are successfully disputed.

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Contact PrePass today to learn how we can help you with your own tolling management program.

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