Processing Fee Breakdown

The table below disaggregates the Pay-As-You-Go processing fee into it major cost components and their corresponding risk-adjusted amounts, using the latest available volume data for Pay-As-You-Go trips. The cost values reflect the forecasted effects of CPI changes through July 2023, when the new processing fee is assumed to take effect following Board Approval in May 2023 and a 30-day notice period of the planned fee change.

COST	COST CATEGORY
$1.20	**Roadside Systems Maintenance,** including: • Provision and maintenance of license plate cameras, including health monitoring systems. • Automated license plate image extraction software/licenses. • Trip construction system licensing and maintenance for assembling license plate transactions into trips. • Provision and maintenance of high-bandwidth communications needed to transmit high-resolution license plate images from roadside locations.
$0.58	**Manual Review of License Plate Images,** including: • Manual license plate image review platform and labor. • QA/QC audit/verification systems for license plate processing. • Transaction costs accrued for each individual trip segment traveled for a given trip.
$3.69	**Customer Service Costs,** including: • Labor costs for in-person PAYG notice support. • Labor costs for over-the-phone PAYG notice support. • Labor costs for handling/processing of PAYG payments/responses returned by postal mail. • Maintenance costs for web payment systems and chat-based support for PAYG notices. • Incremental costs of back-end support systems and infrastructure for customer service functions for PAYG.
$2.50	**Printing, Postage, Third Party fees, and Other Costs,** including: • Notice printing and other bundled instructions. • DMV registered vehicle owner lookup system. • Credit card fees and other third party payment processor fees. • Envelope, postage, and return envelope.
$7.97	Total Processing Cost per notice
$8.00	Processing Cost (rounded in accordance with Attachment D)