



THE EXPRESS

Referring a Friend to MnPASS is as Easy as A...B...C



\$15 in FREE tolls for you and a friend when you...

Refer a Friend to MnPASS!

On June 7, many of you received invitations to participate in the MnPASS Refer a Friend program, which allows existing customers to earn \$15 in free tolls for themselves and a friend, relative, co-worker, or anyone, just by referring them to MnPASS.

To take advantage of this program, if you haven't done so already, simply locate the five-digit code found in the email announcing the program, and tell your referral to reference that five-digit code when they call to set up their new account with MnPASS.

If you can't find your code, simply call or email us and we'll look it up for you.

There are no restrictions on the number of people an existing customer can refer*, and no time frame in which the free toll money has to be used.

Those of you who were recently referred through this program will also receive an opportunity to participate. Another Refer a Friend e-mail will be sent out in the future, complete with five-digit codes for all our new MnPASS customers.

Know a friend or two? Then refer them and ride the MnPASS Express lanes on us!

*Mn/DOT reserves the right to cancel this program at any time.



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MnPASS Wins Awards for Toll Excellence, Transportation

MnPASS recently won the International Bridge, Tunnel and Turnpike Association (IBTTA) Award in the Operations Category, as well as the Institute for Transportation Engineers (ITE) 2006 Transportation Achievement

Award. These awards recognize the success Mn/DOT, and private partners, have achieved in converting the underused I-394 high occupancy vehicle (HOV) lanes to high occupancy toll (HOT) lanes.

What makes this conversion unique is that no slowing down or stopping is required to collect tolls for single occupancy vehicles (SOV). At the same time, carpoolers, motorcycles, and buses can continue to use the lanes for free.



Minnesota
Department of
Transportation



FAQ: Why does MnPASS only accept credit and debit card payments?

REMINDER:

Your MnPASS account number is not the number on your transponder. It is an individual number assigned to you when you first opened your account.

MnPASS is only set up to receive credit card payments because MnPASS accounts essentially operate like a debit account.

When a customer first opens an account, they provide a credit or debit card. From this card, \$40 is then deducted for a customer's use in the MnPASS lanes.

Whenever a customer account drops below the threshold amount of \$15, that customer's credit or debit card is automatically charged another \$40.

This process ensures that MnPASS customers who use the Express lanes as solo drivers have funds in their account.

The acceptance of cash and checks is being contemplated for future MnPASS projects.

FAQ: What does the "open" sign mean at the entrance to MnPASS Express lanes?

The "open" sign at the entrances to the MnPASS Express lanes tell drivers that the lanes are not being tolled at that time.

Carpoolers, MnPASS customers, motorcycles, and buses may use the Express lanes for free.

Although the lanes are not being tolled when the "open" sign is in place, speed limits and rules regarding the crossing of the double white lines in the diamond lanes are still in effect.

When the "HOV" message is displayed on the board, it tells drivers that the Express

lanes are not open for MnPASS users at that time. Only carpoolers, motorcycles, and buses may travel on the Express lanes when the HOV message is displayed. This will only occur in extreme traffic situations, and has not been used yet.

FAQ: Can MnPASS be used on other toll roads?

At this time, MnPASS is only approved for use on I-394 in Minnesota.

Other toll roads across the United States that use a similar technology, such as I-PASS in Illinois, do not have interoperability agreements with MnPASS.

FAQ: Do I own the transponder? How much does it cost?

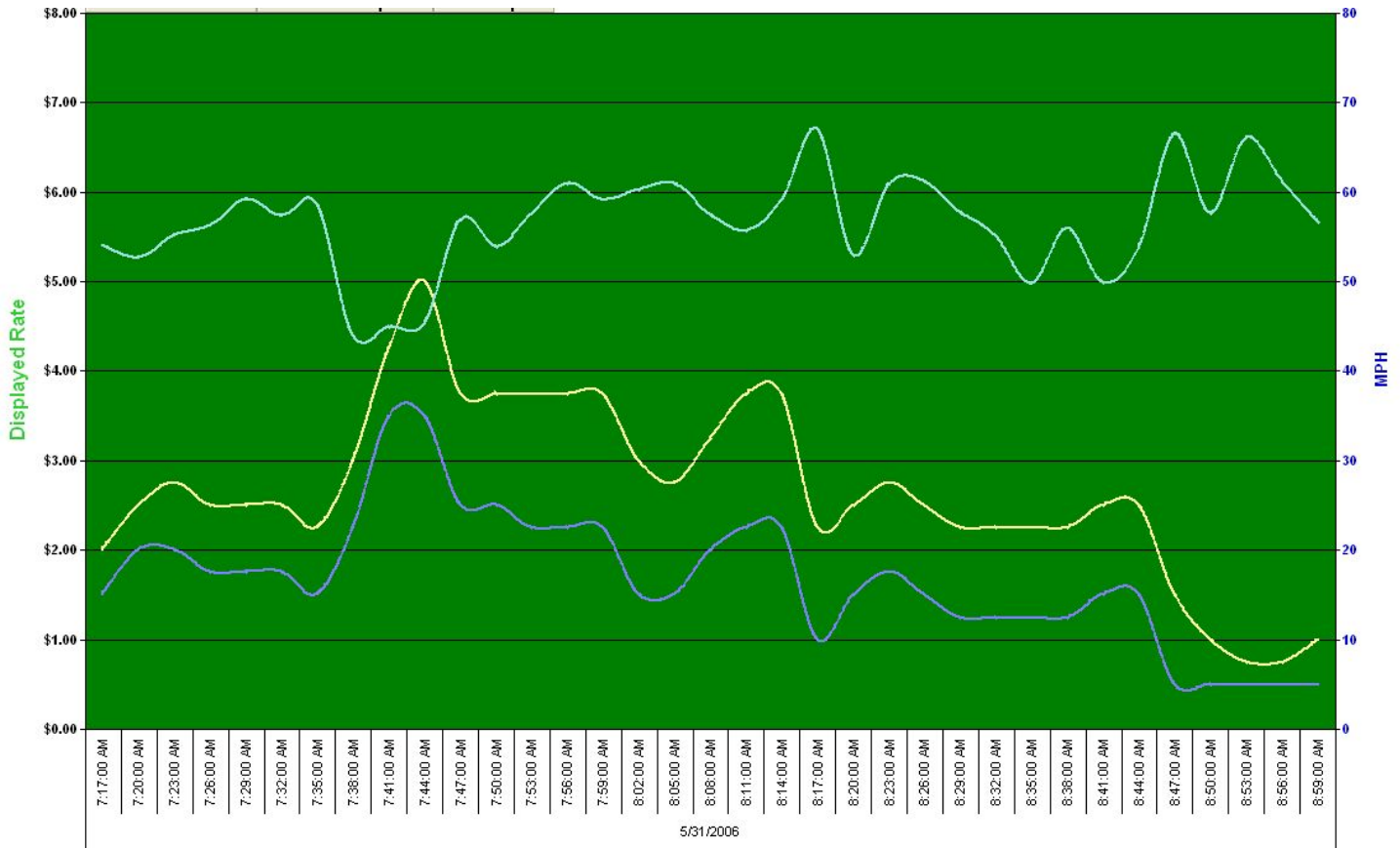
No, Mn/DOT owns the transponder.

There is a \$1.50 lease fee taken out of a customer's MnPASS account each month for use of the transponder.

Log onto

www.mnpass.net

to change or update your account information.



MnPASS Dynamic Pricing System

The above graph depicts how the MnPASS dynamic pricing system operated Eastbound on May 31, 2006.

Normally, as the speed of the vehicles (top, white line) begins to

drop in the Express lanes, congestion is occurring and the toll prices for either the I-494 to Hwy 100 (blue line) or the I-494 to I-94 (yellow line) begin to climb.

The purpose of the Express lanes

is to get drivers to and from their destinations faster, so the dynamic pricing system adjusts the toll price higher as the number of cars traveling on a particular stretch of the road increases.

By raising the toll prices as congestion increases, the amount of traffic heading onto the Express lane will decrease, thereby bringing the average speed back up.

Law Enforcement News

It is your responsibility to have your transponder correctly installed and in working order at all times. It is a violation of the HOV lanes when a single occupancy vehicle uses the lane without a transponder, or with a non-working

transponder.

Double white lines are also enforced at all times. Even though the road may be open to all drivers, it is still illegal to cross the double white lines. If you are stopped by law enforcement, you are sub-

ject to a \$142 moving violation.

If you have any questions regarding the installation and operation of your transponder, contact the Customer Service Center.

REMINDER:

Monthly statements are sent via email. Please remember to add us to your "safe sender" list so our communications always reach you.



MnPASS Customer Service Center
2055 Lilac Drive N.
Golden Valley, MN 55422

1-866-397-4334
E-mail: customerservice@mnpass.net

We're on the Web!

www.mnpass.net



easy to get. easy to use.

Courtesy Calls

Recently, MnPASS implemented an automated dialer system that contacts MnPASS customers who have low account balances, suspended accounts, or credit cards expiring at the end of the month.

If you receive any of these calls, please contact the MnPASS Customer Service Center at 1-866-397-4334 Mon-Fri from 8 a.m. to 5 p.m., or email them at customerservice@mnpass.net, to make the necessary changes to your account.

You can keep your account up-to-date by visiting www.mnpass.net. While online, you may select a username if it helps you remember your login information better. However, this username only works online. When visiting the MnPASS Customer Service Center, or using our phone system to contact us, you must give your account number or name to be properly identified.

ABC Ramps Promotion Brings Parking Option to MnPASS Customers

Parking downtown can be expensive. ABC Ramps and MnPASS have teamed up to offer you an affordable parking option.

As a MnPASS customer, you can receive \$30 off your first months parking contract (July, August, or September only) at any of the ABC Ramps locations in downtown Minneapolis. Just show your transponder when you sign up for an ABC Ramps parking contract.

The ABC Ramps are also a convenient parking option!

They are located between 2nd and 3rd Avenues North in the Warehouse District and are connected to downtown Minneapolis by the skyway system. Furthermore, the MnPASS Express lanes and all I-394 lanes lead to the ABC Ramps!

Visit www.abc-ramps.com for parking rates and more information on this special offer.



REMEMBER:

**CARPOOLERS CAN ALWAYS USE
THE EXPRESS LANES FOR FREE!**