



Pennsylvania Turnpike Commission

America's First Superhighway

Fare Collection Department
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rdipiero@paturndpike.com

August 16, 2011

Dear Mrs.

This is in response to your email regarding your concern of being charged as a class 2 when driving your motorcycle pulling a trailer at the Keyser Avenue and Clark Summit Toll Plazas. I was in error in advising you via our telephone conversation to go through a staffed lane at these locations.

At our coin drop Barrier System Toll Plazas, Keyser Avenue and Clarks Summit, it is an axle-base system and it recognizes the number of axles on the vehicle. The display will appear as a class 2 rather than a class 1. In order to correct this problem to pay a class 1 fare, you need to push the button to contact the toll collector on duty. The toll collector will come to the lane and assist you with passing through the gate after paying your class 1 fare.

According to our Weight Class Information Sheet for traveling on the Pennsylvania Turnpike, motorcycles, with or without a sidecar and/or trailer, are to be considered as a class 1 vehicle. I have enclosed a weight class information sheet for your information and our new Fare Schedule for your review.

You may present this letter to a collector on our toll road at any location where they attempt to charge you a higher class. If a collector insists on charging a higher class, pay the fare, obtain a receipt and the collector's name. Please forward the receipt information to me to investigate and to follow-up with the individual involved to resolve the issue.

Today, E-ZPass customers are paying 25% less than our cash paying customers. Please refer to our fare schedule for this information.

Hopefully, this letter will assist you in paying the appropriate fare amount for your travel on the Pennsylvania Turnpike. Your interest is very much appreciated. I hope your future travels are pleasant and safe.

Sincerely,

Richard S. DiPiero
Director of Fare Collection

RSD/caa

Enclosures

cc: The Honorable Paul Clymer
File, Cactus #183654

Our Mission

To operate a safe, reliable and efficient toll-road system and serve as a funding partner in building Pennsylvania's ground-transportation network for the future.



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA TURNPIKE COMMISSION
HARRISBURG, PENNSYLVANIA 17106-7676

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September 28, 2011

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The Honorable Paul J. Clymer
House of Representatives
216 Ryan Office Building
PO Box 202145
Harrisburg, PA 17120-2145

Dear Representative Clymer:

At the request of Chairman Lieberman, I would like to address the inquiry you received from Mrs. [REDACTED]: believes there has been a discrepancy in the fare she and her husband have been charged when exiting the Turnpike, specifically while riding their motorcycles.

According to our current business rules, motorcycles (with/without a trailer or sidecar) are to be charged the Class 1 fare. When exiting the mainline ticket system, a motorcycle with a trailer will register as a Class 2 vehicle. Our procedures, however, instruct the toll collector to make the appropriate adjustment within the fare collection system to allow the customer to be charged the Class 1 fare. I apologize for those instances when the toll collectors have been less than cooperative.

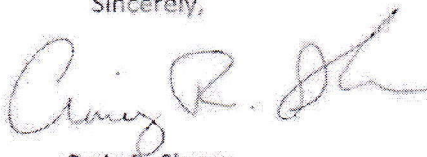
At coin drop locations, such as Keyser Avenue and Clarks Summit, a motorcycle with a trailer will register as a Class 2 vehicle. At these locations, toll collectors are not assigned to individual exit lanes. There are, however, toll collectors on duty at the interchange. As such, Mrs. Hoot should press the "call button" that is on the face of the coin machine and a toll collector will come to her assistance. The toll collector will make sure that she exits by paying the Class 1 fare.

On another note, motorcycle customers who are E-ZPass tag holders are charged a fare that is 25% less than that of the cash fare. As such, she may want to consider joining the E-ZPass program. I am enclosing an E-ZPass application for her review.

The Honorable Paul I. Clymer
September 28, 2011
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Finally, please be assured that it is not the Commission's intention to charge anyone more than their fair share for using our roadway. Likewise, when customers raise issues or concerns, we do our best to address the matter. In this case, I will speak with the appropriate people at the locations that you've identified to ensure that they are aware of Mrs. Hoot's past experiences. Should you have any questions or require further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Craig R. Shuey".

Craig R. Shuey
Chief Operating Officer

Enclosure