



— THE EASTERN —
TRANSPORTATION
COALITION
MBUF WORK



In Partnership with:
GDOT Georgia
Department
of Transportation

FREQUENTLY ASKED QUESTIONS

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FREQUENTLY ASKED QUESTIONS

General Questions

What is The Eastern Transportation Coalition?

The Eastern Transportation Coalition (Coalition) is a partnership of 17 states and Washington, D.C., dedicated to advancing the national conversation around Mileage-Based User Fees (MBUFs) through real-world pilots/studies, data analysis, education, and outreach.

What is The Eastern Transportation Coalition's Mileage-Based User Fee Pilot?

As vehicles are going farther on less fuel and some have stopped using fuel at all, the amount drivers pay in fuel tax, which helps maintain our transportation system, is varying widely depending on their vehicle. To explore alternative solutions, the Coalition is partnering with Transurban and the Georgia Department of Transportation (GDOT) to explore an MBUF, where each driver contributes to our transportation system based on the miles they drive instead of the fuel they buy. This Pilot will simulate an MBUF program (no actual money is exchanged) and study this approach to promote fair contributions throughout the state and as an alternative solution to fuel tax. For more information, visit GeorgiaMBUFpilot.org.

How much does it cost to participate in the Coalition's MBUF Pilot?

There is no cost to participate. If you join the Pilot, both participation in the Pilot and access to premium features are free. Fuel tax credits are simulated for the Pilot, and no actual money is exchanged.

What does MBUF stand for?

MBUF is an acronym for Mileage-Based User Fee.

Who do I contact if I have questions about the Pilot?

If you have questions about the Pilot, please contact a Pilot representative at (229) 391-1990 or info@GeorgiaMBUFpilot.org.

If you have questions about the technology, you can email the Pilot team at the above email or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin.

Who is Transurban?

Transurban, a global technology and tolling company focused on getting people where they want to go as quickly and safely as possible, is the technology provider for this Pilot. Transurban has developed advanced MBUF technology solutions that are flexible, secure, and future-ready to handle the changing requirements of infrastructure funding and customer needs. Together with government partners, Transurban is committed to developing technology solutions that support desired mobility outcomes that connect and strengthen communities today and for decades to come.



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Enrollment Questions

What mileage reporting options (MROs) are available if I sign up for the Pilot?

The following three options are available: plug-in device with GPS, plug-in device without GPS, and in-vehicle telematics. The plug-in devices (with or without GPS) are inserted into the On-Board Diagnostics (OBD)-II port on your vehicle.

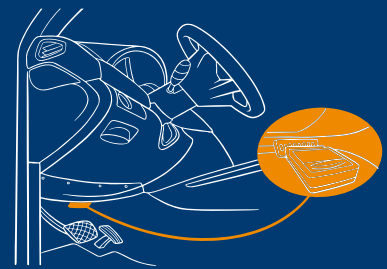
- **Plug-in Device with GPS:** The GPS-enhanced plug-in device differentiates miles driven by the state where the miles were accrued and calculates the fuel usage and associated fees in each state. This option also collects the odometer reading and provides maps of your trip routes for your personal use. Route information is not provided to the Coalition, state departments of transportation (DOTs), or any other third party.
- **Plug-in Device without GPS:** This plug-in device option has no GPS to identify which states the vehicle was driven in. All miles recorded are assumed to have occurred in the participant's state of residence using the non-location "per-mile rate" for that state. This option also collects fuel usage, the odometer reading and time of the mileage accrued.
- **In-Vehicle Telematics Without GPS:** The in-vehicle telematics option is available for most newer vehicles manufactured with telematics technology, which can be used to report vehicle mileage data automatically. If approved, the participant will be required to enable telematics service on the enrolled vehicle, authorize Transurban to receive automatic vehicle odometer data, and keep the subscription active for the duration of the Pilot (which may involve additional cost). Detailed step-by-step instructions for authorizing in-vehicle telematics will be provided to the approved participants after enrollment.

How do I know if my vehicle has an OBD-II port?

All vehicles sold in the U.S. after 1996 have an OBD-II port, with the exception of some newer fully electric vehicles. Some vehicles sold in 1994 and 1995 may also have the port. The port is typically located under the dashboard near the steering wheel column.

What personal information is requested in order to enroll in the Pilot?

- Your full name and address, including zip code
- Your email address and phone number
- Year, make and model of vehicles you own or lease
- Fuel type of the vehicles you own or lease (gasoline, diesel, electric or combination (hybrid/plug-in hybrid))
- The Vehicle Identification Number (VIN) for the vehicle(s) you will enroll in the Pilot
- The state you reside in
- The state your vehicle is registered in



I. Locate Your Port

Your vehicle's OBD-II port is an outlet often located under the dashboard.

II. Plug In the Device

Ensure it is installed securely and is not loose.

Port may be covered and the location may vary.



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How do you find your vehicle identification number (VIN) for your vehicle?

For most vehicles newer than 2006, the enrollment software will automatically pull the VIN based on other information provided. For vehicles older than 2006, the participant will need to have the VIN available for enrollment. You can typically find the VIN on your insurance card, vehicle registration, or on the vehicle itself.

Can I enroll an electric vehicle into the Coalition's MBUF Pilot?

Yes, electric vehicle (EV) owners can participate in the Pilot and are encouraged to do so. Most EVs will support the In-Vehicle Telematics option. During the enrollment process, the participants will only be offered compatible MROs based on the EV make, model, and year.

Can I enroll a diesel vehicle into the Coalition's MBUF Pilot?

Only if the vehicle is capable of in-vehicle telematics. Plug-in devices through the OBD-II does not typically work.

What types of vehicles are eligible for the Coalition's MBUF Pilot?

Light-duty passenger vehicles are eligible for the Pilot. Motorcycles, all-terrain vehicles (ATVs), and commercial and heavy-duty vehicles do not qualify for participation in the Pilot.

Installation Questions

How do I install one of the Transurban plug-in devices in my vehicle?

The plug-in devices with installation instructions are shipped directly to you. Once you receive the plug-in device, complete the following instructions:

1. For GPS-enabled devices, make sure the vehicle is parked outside and that there is a clear view of the sky to ensure proper GPS location and/or cell coverage.
2. Make sure the ignition is OFF.
3. Locate the OBD-II port. It is typically under the dashboard, below the steering wheel column.
4. Plug in the device firmly. The device will begin flashing to indicate its connection with the vehicle and GPS location fix. Allow a full two minutes for the device initialization to complete.
5. Turn ON the ignition for 30 seconds.

Your Plug-in Device is now installed!



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Can I use my device in other vehicles?

No. Once you install your device into the vehicle listed on your account, it is paired to that specific vehicle. If the device is plugged into another vehicle, the system will alert you that the device is not installed in the correct vehicle on your account. You will be asked to reinstall the device into the original vehicle. If you want to change your enrolled vehicle in the Pilot, please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin.

Is there a charge for replacement of a Transurban device due to loss, theft, or accident?

No. If your device is malfunctioning or has been lost or stolen, please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin and it will be replaced free of charge.

Will my mileage reporting options (MROs) still work if I drive out of state?

Yes, your MRO will continue to collect mileage data if you drive out of state. If you select the OBD-II device with GPS, those miles will be associated with the state where they are driven and it will be reflected as such on your statement. For the other MROs without GPS, all miles driven will be classified as if they are within the original state.

Privacy Questions

Will the government be able to see my driving data and location?

No. All program-related data remains secure and confidential. All personal identifying data is destroyed shortly after the completion of the Pilot. If a GPS-enabled MRO is chosen, precise location and routing information — other than the number of miles driven in each state — is collected and anonymized for research purposes.

Will my name and address be shared with others?

Your name and address, along with other information, is considered personally identifiable information and is not shared or disclosed without the participant's express permission. Please refer to the MBUF Pilot Participant Agreement. All personally identifiable information will be destroyed 30 days after the conclusion of the Pilot.

Is my data secure with Transurban?

Yes. Transurban maintains all necessary security compliance protocols to protect personal identification information and financial transactions. Data is encrypted, stored on secure servers, and destroyed 30 days after the conclusion of the Pilot per the Pilot Participation Agreement.



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What information will the Coalition or the state DOTs receive about my driving if I participate in the Pilot?

Each month, the Coalition will receive aggregated and anonymized vehicle mileage and account reports from Transurban. The only participant-specific information provided by Transurban is based on each participating vehicle's VIN, provided when a participant signs up with Transurban. Transurban does not provide detailed location or personal identifiable information (e.g., routes taken, names, addresses, etc.) to the Coalition or member state DOTs.

Access Your Transurban Pilot Account

How do I access my account online?

Simply go to ruc.transurban.io/signin and log in with the credentials you created when you signed up for your Transurban Pilot account. If you are having issues accessing your account, please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin.

What if I forgot my login information or password?

If you forgot your password, you can go to your login page and select the "Forgot Password?" link. You will be able to verify the primary email address on your account and will be sent instructions on how to reset your password. If you forgot the email address on the account as well as your password, please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin. A representative will be able to verify your identity and get you logged in.

Managing Your Transurban Pilot Account

What happens if I change my vehicle, license plate number, or registration address?

Please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin. A representative will be happy to assist you.



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I need activity statements and invoices. What should I do?

Statements are available on the “Statements” page of your participant dashboard where they can be viewed, printed, or downloaded. Full statement histories are available for all previous activity periods for 30 calendar days after the Pilot concludes. These statements are examples of what MBUF statements may look like if an MBUF were implemented in the future – no money is actually exchanged as part of this Pilot.

Can I transfer my account to someone else?

Accounts cannot be transferred.

What does “Cost” mean under Trip on the Dashboard and in the Trips detail?

“Cost” is an estimate for the cost of fuel used for your trip(s) based on the average cost of fuel in your area and the estimated amount of fuel you used for the trip(s). It is provided simply as a convenient indicator of what it costs to operate your vehicle based on fuel consumption.

Mileage Reporting Options (MROs)

Will I know if my mileage reporting plug-in device isn’t operating correctly?

The plug-in device can malfunction for a few reasons. These reasons include, but are not limited to, incorrect installation, low vehicle battery power, poor cellular signal, or a manufacturing flaw. The plug-in device has built-in safeguards to help you ensure your device is properly functioning. For example, the device will blink green when it is properly installed, connected to a strong cellular signal, and transmitting data correctly. If the pairing has failed or if there are some other issues, the device will not transmit data, and this can be verified on the participant dashboard at ruc.transurban.io/signin. Should the device malfunction after installation, Transurban will flag it, and you will be notified via email or phone to determine the cause and appropriate mitigation steps, which may include reinstallation or device replacement.

In-Vehicle Telematics malfunctions can be largely attributed to the issues with the telematics subscription (invalid or expired) or issues with the third-party data aggregation service, which serves as an intermediary between the In-Vehicle Telematics platform provided by the original equipment manufacturer (OEM) of the vehicle and the Transurban system. In either case, the system will flag it, and if it is determined to be a user subscription issue, you will be notified via email or phone to determine the appropriate mitigation steps.

Who do I contact if the device isn’t working correctly or if I get emails/phone calls that my device is having problems?

Please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin for resolution.



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What do I do if my device is lost or stolen?

Please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin for resolution. A replacement device to be shipped to you.

In-Vehicle Telematics

What is In-Vehicle Telematics?

In-Vehicle Telematics is a technology platform used to retrieve and broadcast vehicle data from a vehicle's onboard computer. In-Vehicle Telematics combines onboard vehicle diagnostics, wireless communication devices and protocols, and other technologies to transmit vehicle data, such as odometer, speed, vehicle health, and other parameters. Examples include OnStar (GM) and SYNC (Ford).

What should I do if I selected In-Vehicle Telematics, but I am not able to activate it on my vehicle?

A paid subscription to your vehicle's original equipment manufacturer In-Vehicle Telematics system (e.g., GM OnStar or Ford SYNC) is required to sign up for this MRO. During enrollment you will be diverted back to the device options page to choose a different method.

The subscription for my vehicle manufacturer's In-Vehicle Telematics system is about to expire. Will I still be able to participate in the Pilot if I do not renew it?

If you choose not to renew your subscription, you will not be able to participate in the Pilot using In-Vehicle Telematics as the MRO. You will need to choose an alternative MRO from the other options available to participants in the MBUF Pilot: plug-in device with GPS or plug-in device without GPS. Please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin.

Does it cost money to have an active In-Vehicle Telematics system??

It may. Some manufacturers provide the service for free, while others may require a recurring subscription fee to maintain access to the OEM's in-vehicle telematics system (e.g. Ford SYNC or GM OnStar).



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Other Drivers Using My Car

My children drive my car. Is this OK?

Yes, anyone may drive your car at any time. Just like refueling your vehicle or paying an electronic toll, your account would be charged regardless of who is in the vehicle. All MBUF and fuel tax credits are simulated for this Pilot, and no actual money is exchanged.

Will the simulated per-mile fees apply if I lend someone my car?

Yes, your device is paired to your specific vehicle that you enrolled in the MBUF Pilot. You should not switch the device with someone else's or unplug it when someone else is using the vehicle.

Other

What do I do if I don't own the vehicle anymore?

Please contact customer support at info@GeorgiaMBUFpilot.org or submit a help desk ticket on your participant dashboard at ruc.transurban.io/signin for assistance in un-enrolling a vehicle and returning the plug-in device. Additionally, contact customer support if you purchase a new vehicle to replace your existing one.

How do I return my device once the Pilot is over?

If you opted in to receive a Plug-in Device (with or without GPS) as your preferred mileage reporting option, you will receive instructions and a prepaid label to return the device in early March 2024.

If you have any questions about the return process, email info@GeorgiaMBUFpilot.org or call (229) 391-1990

Participant Surveys

How many surveys will I need to complete to participate in the Pilot?

Each participant will take two surveys online: an Initial Participant Survey and a Final Participant Survey. The Initial Participant Survey will be sent to you a few weeks after you enroll to get your initial feedback. When the Pilot closes at the end of February 2024, you will receive a Final Participant Survey.



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| Why will I receive surveys about the Pilot?

The Coalition values the feedback from Pilot participants like you and wants to know what worked well and what should be improved. Your participation will help shape the future of transportation funding.

| Final Pilot Results

The Coalition will summarize the Pilot results following the completion of the Pilot. Individuals can visit [tetcoalitionmbuf.org/
findings-reports](https://tetcoalitionmbuf.org/findings-reports) to view the results.