



# How Faith Technologies Cut Toll Violations by 90% While Tripling Fleet Size

Bestpass by Fleetworthy scales with a rapidly growing organization

## BACKGROUND

Faith Technologies Incorporated, a dynamic Electrical Contractor and renewable energy company known for its strong commitment to innovation, sustainability, and employee safety, found itself at a pivotal moment in early 2023.

As the company's light-duty fleet rapidly expanded across the nation—from their home in Wisconsin all the way to California, New York, Texas, and beyond—managing tolls became increasingly difficult. With more vehicles on the road and operations stretching coast-to-coast, and the patchwork of regional toll passes, the manual processes were becoming unsustainable.

## CHALLENGE

Before implementing Bestpass by Fleetworthy, Faith Technologies was overwhelmed by toll violations and administrative inefficiencies. Rachael Ciske, who oversees toll payments and violations, described receiving approximately 20 toll violations per week. Drivers often had multiple regional passes causing confusion, errors, and time-consuming tracking for the back-office team.



## Key Benefits

**97%**

reduction in violations

**4+ hours**

of time saved weekly

**Automated**

GL-code integration

**Enhanced**

driver satisfaction

Moreover, the company was struggling with:

- **Inconsistent toll coverage**
- **Disconnected billing systems**
- **Labor-intensive manual tracking and allocation of toll expenses**
- **Difficulty charging violations to the correct job accounts**



## **SOLUTION**

The team from Faith Technologies was introduced to Bestpass at the 2023 Geotab Connect conference by Badger Fleet Solutions. After learning about their solutions, Faith made the strategic decision to implement the Bestpass universal transponder solution, designed to provide coast-to-coast toll coverage under one account and one device.

### **Key benefits included:**

- **Reduction in violations** from 20/week to **just 2-3/month**
- **4+ hours of time saved weekly**, previously spent on billing and reconciliation
- **GL-code integrations** that automate cost allocation to the correct departments
- **Enhanced driver satisfaction**, thanks to the plug-and-play nature of the solution

“We just put the transponder in the vehicle, and they go. I’m no longer chasing down bills or trying to match tolls to jobs. It’s been a game-changer,” Ciske said.

## **SCALABILITY FOR A GROWING ORGANIZATION**

Faith Technologies initially deployed around 75 transponders. Today, that number has more than quadrupled, to 329 units, which is 64.5% of their fleet that now have transponders, which are automatically added to new vehicles as they’re deployed. Their team no longer waits to be asked by drivers—they proactively outfit every new vehicle with Bestpass from day one.

This seamless scalability has allowed their team, which manages over 500 vehicles with just three staff members, to grow operations without adding headcount. In a high-growth environment—where they anticipate adding 75 vehicles this year alone—this efficiency is critical.

“We don’t even ask anymore—we just install Bestpass in every vehicle,” said Jerry Swedberg, Fleet Manager. “It’s become essential.”

## UNMATCHED RELIABILITY AND SUPPORT

Faith Technologies has reported zero significant issues since adopting Bestpass. The system integrates smoothly with their telematics, and support from Bestpass representatives has remained responsive and proactive.

## LOOKING AHEAD

As Faith Technologies continues to scale its electric vehicle deployments and green energy initiatives, Bestpass remains a foundational partner. Whether their teams are working in California, New York, or anywhere in between, Bestpass by Fleetworthy ensures their fleet moves efficiently, affordably, and without administrative headaches.

“We can’t say enough good things about Bestpass. It’s saved us time, money, and stress—and made our drivers’ lives better too,” Ciske said.

## WHY FLEETWORTHY?

Fleetworthy is the only fleet management technology suite with Toll Management, Weigh Station Bypass, and Safety & Compliance solutions under one brand. Fleetworthy empowers fleets to streamline operations, reduce risk, and save money through proven solutions in toll management, safety compliance, and bypass technology. Supporting over 2 million vehicles and 30,000 customers, Fleetworthy is trusted by 75% of the top 200 fleets in North America.

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— Jerry Swedberg —  
**Fleet Manager at Faith Technologies**