CONDUENT Transportation

Conduent Tolling Solutions

Improve mobility and revenue with our end-to-end program management

It's a fact that roadway managers and agencies are faced with the ever-changing challenge of improving the daily mobility of people, freight, and other commerce. That's why we have an array of tolling solutions to increase and manage your traffic flow. We can help you design, implement, and operate the best combination for your agency.

Modern open-road tolling systems help travelers and commercial goods move more efficiently with less congestion. This helps the economy expand and provides a crucial method of funding our growing transportation infrastructure needs. Numerous studies have shown that all-electronic tolling reduces traffic congestion, improves overall mobility and fosters safer and more predictable travel times.

Electronic Toll Collection Back Office System: Our back office system makes it easy for account owners to interact with customer support through the full array of communication channels such as voice, email, text, or chatbot; and resolve questions. Our services and operations are so tightly integrated that we're able to take advantage of the data collected in operations and constantly improve customer service.

Electronic Toll Collection Roadside System: It's in your best interest – as well as ours – to increase operational efficiencies wherever possible. We install all required overhead and roadside hardware and related software needed to deliver a fully functional, accurate and reliable tolling system.

Vehicle Passenger Detection System: Make sure your managed lanes are being used properly, so that they are increasing throughput of people on the roadway. Our HOV/HOT lane enforcement solution uses video analytics to identify the number of occupants in a vehicle, at speeds ranging from stop-and-go to well above maximum posted speed limits. This ensures that unauthorized vehicles don't create traffic congestion and reduce the average lane speed.

Automated License Plate Recognition System: Automated license plate recognition (ALPR) and back office identification processes are an essential part of any all-electronic tolling (AET) or toll collection program. While most vehicles traveling on toll roads will likely have a transponder, others will not. Our leading ALPR technology – a recipient of 19 unique patent awards - is critically important to identify vehicles accessing the toll roads so that tolling agencies don't lose revenue that could be reinvested into transportation projects.

Did you know?
We helped the tolling industry evolve with superior business innovations since the mid-1990's when we designed, built and integrated some of the first electronic toll systems. We implemented E-ZPass® electronic toll collection operations starting with our first electronic toll collection projects in New York, New Jersey, Georgia and California.

Traffic Management System: We provide managed lane systems that incorporate the dynamic pricing elements of electronic toll collection with intelligent transportation system (ITS) components to give urban planners an effective congestion management tool. By combining electronic toll collection and intelligent transportation system ITS technologies, we create best-in-class traffic management systems.

Toll Collections has evolved to support the digital age with technologies that safeguard toll revenues. Beyond replacing cash collections to improve revenue accountability, Conduent Transportation's solutions provides an enhanced customer experience by improving mobility, increasing safety, and adding convenience.

For toll agencies and public-private partnership toll concessions, toll roads have become a technically feasible and financially attractive alternative to finance and maintain highway construction. Open Road or All-Electronic Toll collection is now a necessity and a daily part of many commuters' lives as indicated by the popular use in congested urban areas of Washington D.C., Los Angeles, New York, and New Jersey. Demands for faster and greater vehicle throughput technologies are now providing the basis for another tolling evolution. This includes new concepts where toll booths give way to all-electronic tolling (AET), such as:

- Express Toll Lanes (ETL)
- Open Road Tolling (ORT)
- Video Tolling
- High Occupancy Toll (HOT) Lanes
- Dynamic Toll Pricing including Congestion Pricing, Vehicle Miles (Road Usage) Traveled Pricing options
- Integration with existing toll facilities and interoperability support through multiprotocol ETC readers and BOS reciprocity programs

We provide solutions that address critical mobility problems with an installed base of over 1,800 tolling lanes and hosting some of the largest electronic toll collection Back Office Systems/ Customer Service Centers in the world. We process over $2.4 billion in ETC transactions per year on average – that is over 50 percent of all ETC transactions in the United States and represents over 1.8 billion lane transactions. We process more than 48 million video-based violations per year and our highly-trained Customer Service Representatives are in contact with customers at an average of over 21 million calls per year. ETC tolling patrons enjoy a variety of options to manage their toll experience including use of our web-based systems which consistently have a 100 percent uptime performance record.

Solutions for a 24/7 world

The technology behind our ability to rapidly design and deliver superior electronic tolling solutions has been proven in hundreds of diverse tolling lane types and operational structures. Here are a few key benefits to using our system:

- Seamless toll transaction processing - one system for toll lanes and back-office management
- Fully integrated open-standards architecture
- Advanced, high-availability network design that includes a fully redundant systems architecture to provide 99.9% system updates and reliability
- Operates as standalone or complete solution
- Integrates with other vendors' legacy systems

Our commitment for the future is based on ensuring that our customers have the solutions they need to intelligently manage their changing operating environment.

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