

Conduent Electronic Toll Collection Systems:

Improve Mobility and Maximize Revenue with our End-to-End Program Management



It's a fact: traffic jams reduce quality of life for everyone. That's why we have an array of electronic toll collection systems and other mobility solutions to increase your traffic flow. We can help you determine the best combination for your agency.

Electronic Toll Collection Back Office: Our back office solution for tolling makes it easy for account owners to contact customer support through the full array of communication media such as voice, email, or text; 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: 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.

Conduent 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.

Automated License Plate Recognition: Automated license plate recognition is an essential aspect to any all-electronic tolling (AET) or toll collection program. While most vehicles traveling on toll roads will likely have a transponder, others will not. ALPR is critically important, because if there isn't a way to identify the vehicles accessing the toll roads tolling agencies lose revenue that could be reinvested into transportation projects.

Commercial Trucking Fleet Management: Intelligent transportation solutions create operational efficiencies for the commercial trucking industry. By reducing queues and idling at weigh stations and inspection facilities, carriers save time, money and fuel in addition to reducing harmful emissions.

Traffic Management: We provide managed lane solutions that incorporate the dynamic pricing elements of electronic toll collection with intelligent transportation 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 solutions.

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® ETC operations starting with our first ETC projects in New York, New Jersey, Georgia and California.

Electronic Toll Collection (ETC) has evolved to support the digital age with technologies that safeguard toll revenues. Beyond replacing cash collections to improve revenue accountability, ETC provides an enhanced customer experience by improving mobility, increasing safety and adding convenience.

Toll roads have become a technically feasible and financially attractive alternative to finance and maintain highway construction projects and their ongoing maintenance operations. ETC 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, also referred to as AET.

- Open Road Tolling (ORT)
- Video Tolling
- High Occupancy Toll (HOT) Lanes
- Dynamic Toll Pricing including Congestion Pricing, Vehicle Miles Traveled Pricing options
- Integration with existing toll facilities

We provide solutions that address critical mobility problems with an installed base of over 1,800 tolling lanes and hosting some of the largest ETC 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% 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% uptime performance record.

Solutions for a 24/7 World

The technology behind our ability to rapidly design and deliver superior ETC 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 ETC lanes and back-office management
- Fully integrated open-standards architecture
- Advanced, high-availability network design
- Can operate as standalone or complete solution
- Can be integrated 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.

Contact

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www.conduent.com/transportation