

Electronic Toll Collection Survey Summary

ELECTRONIC TOLL COLLECTION FACILITY

Number of Agencies:

	Total	Number of Agencies
1. Total number of lanes:	<input style="width: 100px;" type="text" value="4,073"/>	<input style="width: 100px;" type="text" value="56"/>
2. Total number of lanes with ETC capability:	<input style="width: 100px;" type="text" value="3,469"/>	<input style="width: 100px;" type="text" value="56"/>
3. Number of centerline miles tolled:	<input style="width: 100px;" type="text" value="2,068"/>	<input style="width: 100px;" type="text" value="35"/>
4. Number of lanes with Variable or Dynamic Pricing:	<input style="width: 100px;" type="text" value="69"/>	<input style="width: 100px;" type="text" value="6"/>

5. Does your agency utilize Open-Road Tolling (ORT), which enables tolling at highway speeds (e.g., drivers do not need to slow down)?

	Number of Agencies
Yes	<input style="width: 100px;" type="text" value="25"/>
No	<input style="width: 100px;" type="text" value="31"/>

ELECTRONIC TOLL COLLECTION TECHNOLOGIES

6. Is your transponder technology proprietary or non-proprietary?

	Number of Agencies
Proprietary	<input style="width: 100px;" type="text" value="47"/>
Non-proprietary	<input style="width: 100px;" type="text" value="9"/>

Number of Agencies

7. What is the cost per transponder to your agency?

8. In the next 2-3 years, does your agency have plans to... (please check only 1 box per row)

Number of Agencies

	Yes	No	Don't Know
a. Change to a different transponder technology?	<input style="width: 100px;" type="text" value="5"/>	<input style="width: 100px;" type="text" value="43"/>	<input style="width: 100px;" type="text" value="7"/>
b. Switch to a different single-transponder reader?	<input style="width: 100px;" type="text" value="4"/>	<input style="width: 100px;" type="text" value="36"/>	<input style="width: 100px;" type="text" value="15"/>
c. Switch to a multi-transponder reader?	<input style="width: 100px;" type="text" value="12"/>	<input style="width: 100px;" type="text" value="26"/>	<input style="width: 100px;" type="text" value="18"/>

9. Does your agency operate price managed lanes?

	Number of Agencies
No (go to question 10)	<input style="width: 100px;" type="text" value="8"/>
Yes (please answer 9a below)	<input style="width: 100px;" type="text" value="48"/>

9a. If applicable, please indicate the number of the following detection devices on your price managed lanes:

	Total	Number of Agencies
License plate readers	<input style="width: 100px;" type="text" value="308"/>	<input style="width: 100px;" type="text" value="14"/>
Rfid readers	<input style="width: 100px;" type="text" value="323"/>	<input style="width: 100px;" type="text" value="20"/>
Other	<input style="width: 100px;" type="text" value="0"/>	<input style="width: 100px;" type="text" value="0"/>

10. Is your agency familiar with Dedicated Short Range Communications (DSRC) technology?

Number of Agencies

Yes

Does your agency currently use or have plans to use dedicated short range communications (DSRC) in operating any of its ITS infrastructure?

Currently use DSRC

Plan to use DSRC

No plans to use DSRC (go to Next Section)

No

11. Does your agency deploy enforcement technologies?

Number of Agencies

Yes

What technologies are deployed? (Check all that apply)

Mobile RFID readers

License plate reader

Video

Other

No

MAINTENANCE OF ELECTRONIC TOLL COLLECTION TECHNOLOGY

12. Does your agency perform maintenance of ETC technologies with in-house staff or is maintenance contracted out?

Number of Agencies

In-house staff

Contracted support

Both

13. Does your agency have an Asset Management Plan?

Number of Agencies

Yes

No

14. Does your agency have a preventive maintenance program for ETC devices?

Number of Agencies

Yes

How often are your ETC devices inspected and re-calibrated?

Number of Agencies

a. RFID Readers

b. License Plate Readers

Less than once annually

Less than once annually

Once annually

Once annually

More than once annually

More than once annually

Not regularly inspected and recalibrated

Not regularly inspected and recalibrated

Not Applicable

Not Applicable

c. Loop detectors

Less than once annually	4
Once annually	4
More than once annually	43
Not regularly inspected and recalibrated	2
Not Applicable	1

d. Other Types of Detectors (radar, microwave)

Less than once annually	0
Once annually	2
More than once annually	29
Not regularly inspected and recalibrated	0
Not Applicable	21

e. CCTV Cameras

Less than once annually	1
Once annually	3
More than once annually	41
Not regularly inspected and recalibrated	1
Not Applicable	7
No	5

f. Other (please specify):

Less than once annually	1
Once annually	0
More than once annually	3

15. How are decisions for maintenance, repairs, and replacement of ETC devices made? (Check all that apply)

	Number of Agencies
Reaction to failure in component or device	52
Planned program of routine and preventive maintenance	51
Results of inspection and monitoring of conditions	54
Cost/ benefit analysis	28
Estimated service life	29
Obsolescence (e.g. device becomes obsolete/out-of-date)	43
Other	3

16. Does your agency collect data on the overall health and maintenance of ETC devices and equipment?

	Number of Agencies
Yes	49
What sources of data are used? (Check all that apply)	
Inspections	48
Complaint calls	39
Real-time monitoring	48
Other	6

For which of the following purposes does your agency use the data on equipment health and maintenance? (Check all that apply)

To make investment decisions	29
To monitor specified performance metrics	46
To monitor specified performance trends	44
To conduct benefit-cost analysis	27
To communicate to decision makers	41
To communicate to public	19
Other	3
No	2

TOLL CHARGES AND CUSTOMER ACCOUNTS

17. For passenger vehicles, how much does your agency charge by mile on your toll roads (only include fixed-rate charges)? Number of Agencies
30

18. For commercial vehicles, how much does your agency charge by mile on your toll roads (only include fixed-rate charges)?
24

19. Is there a discount for ETC use? Number of Agencies

Yes	47
No	8

20. Your agency's approximate total number of ETC customer accounts: Number of Agencies
43

21. How does your agency process its customer accounts? (Check all that apply) Number of Agencies

Agency staff processes customer accounts in-house	20
The agency uses a bank to process customer accounts	6
The agency contracts out the processing of customer accounts to a private (non-bank) firm	35
Other	6

INTEGRATION, OPERABILITY AND PARTNERSHIPS

22. Is your agency a member of a regional group that addresses interoperability issues? Number of Agencies

Yes	42
No	8
Not applicable (there is no regional group)	5

23. Are your tags used by any other toll operators in your metropolitan area?

Yes	43
No	3
No other toll operators in my metropolitan area	9

24. Are your tags used by any other toll operators in your state?

Yes	39
No	8
No other toll operators in my state	8

25. Are your tags used by other states?

Yes	50
No	5

26. Has your agency been a partner in any public-private partnerships in operating or maintaining your tolled facilities?

Yes	15
No	37

ITS FUNDING

27. Do you have a separate budget for ITS?

Number of Agencies

No (go to Next Section)

13

Yes

42

Please indicate a) whether you track the budget separately for each of the following categories and b) the percentage of budget allocated to each category that is separately tracked:

	Number of Agencies	
	Budgeted Separately	% of Budget Allocated
ITS Planning and Systems Engineering	29	16
Device Installation	29	16
ITS Operations	23	10
ITS Maintenance and Inspection	29	16
Repair of ITS Technologies	22	9
Do not track categories separately	9	

ITS PURCHASE DECISION-MAKING

28. Please rate the importance of each of the following factors to your agency's decision to purchase ITS technologies: (1 = Not at All Important; 2 = Not Very Important; 3 = Neutral; 4 = Somewhat Important; 5 = Very Important) Please check only one rating box per row.

	Number of Agencies				
	Not at All Important	Not Very Important	Neutral	Somewhat Important	Very Important
Cost of initial deployment	0	0	2	12	37
Cost to maintain and repair	0	0	1	10	40
Public/constituent involvement	4	1	4	27	14
Funding/grant availability	6	3	29	2	10
Mobility benefits (e.g., to address congestion)	0	1	12	5	33
Safety benefits	0	0	4	13	33
Environmental benefits	0	2	7	30	12
Integration with other agencies	0	2	8	24	17
Integration with your current technologies	0	0	3	16	30
Already used by other agencies	0	3	15	28	5
Other	0	0	1	0	5

29. Does your agency have any plans to invest in new ITS technology or to expand current ITS coverage in 2014 through 2016?

	Number of Agencies
Yes	41
Check all that apply:	
Invest in new ITS	26
Expand current ITS coverage	38
No	10