

Electronic Toll Collection Survey

ELECTRONIC TOLL COLLECTION FACILITY

1. Total number of lanes: lanes
2. Total number of lanes with ETC capability: lanes_ETC
3. Number of centerline miles tolled: miles_tolled
4. Number of lanes with Variable or Dynamic Pricing: lanes_pricing
5. Does your agency utilize Open-Road Tolling (ORT), which enables tolling at highway speeds (e.g., drivers do not need to slow down)? utilize_ORT
- [1] Yes
- [2] No
- [3 = No response]

ELECTRONIC TOLL COLLECTION TECHNOLOGIES

6. Is your transponder technology proprietary or non-proprietary? transponder_technology
- [1] Proprietary
- [2] Non-proprietary
- [3 = No response]
7. What is the cost per transponder to your agency? cost_per_transponder
8. In the next 2-3 years, does your agency have plans to... (please check only 1 box per row) 1=Selected, 0=Not selected
- | | Yes | No | Do Not Know |
|---|--|---|---|
| a. Change to a different transponder technology? | change_yes | change_no | change_dontknow |
| b. Switch to a different single-transponder reader? | switch_single_yes | switch_single_no | switch_single_dontknow |
| c. Switch to a multi-transponder reader? | switch_multi_yes | switch_multi_no | switch_multi_dontknow |
9. Does your agency operate price managed lanes? price_managed_lanes
- [2] No (go to question 10)
- [1] Yes (please answer 9a below)
- [3=No response]
- 9a. If applicable, please indicate the number of the following detection devices on your price managed lanes:
- License plate readers number_plate
- Rfid readers number_RFID
- Other (please specify): number_other_reader
- other_reader_text

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

[1] Yes familiar_DSRC

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

[1] Currently use DSRC currently_use_plan_DSRC

[2] Plan to use DSRC

[3] No plans to use DSRC (go to Next Section)

[4=No response]

[2] No

[3=No response]

11. Does your agency deploy enforcement technologies?

enforcement_technologies

[1] Yes

What technologies are deployed? (Check all that apply)

1=Selected, 0=Not selected

Mobile RFID readers enforcement_tech_RFID

License plate reader enforcement_tech_plate

Video enforcement_tech_video

Other (please specify): enforcement_tech_reader_text

[2] No

[3=No response]

MAINTENANCE OF ELECTRONIC TOLL COLLECTION TECHNOLOGY

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

[1] In-house staff

perform_maintenance

[2] Contracted support

[3] Both

[4=No response]

13. Does your agency have an Asset Management Plan?

asset_mgt_plan

[1] Yes

[2] No

[3=No response]

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

[1] Yes preventive_maint_its

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

a. RFID Readers preventive_maint_rfid

- [1] Less than once annually
- [2] Once annually
- [3] More than once annually
- [4] Not regularly inspected and recalibrated
- [5] Not Applicable
- [6=No response]

b. License Plate Readers preventive_maint_license

- [1] Less than once annually
- [2] Once annually
- [3] More than once annually
- [4] Not regularly inspected and recalibrated
- [5] Not Applicable
- [6=No response]

c. Loop detectors preventive_maint_loop

- [1] Less than once annually
- [2] Once annually
- [3] More than once annually
- [4] Not regularly inspected and recalibrated
- [5] Not Applicable
- [6=No response]

d. Other Types of Detectors (radar, microwave) preventive_maint_radar

- [1] Less than once annually
- [2] Once annually
- [3] More than once annually
- [4] Not regularly inspected and recalibrated
- [5] Not Applicable
- [6=No response]

e. CCTV Cameras preventive_maint_cctv

- [1] Less than once annually
- [2] Once annually
- [3] More than once annually
- [4] Not regularly inspected and recalibrated
- [5] Not Applicable
- [6=No response]

f. Other (please specify): preventive_maint_other
preventive_maint_otherText

- [1] Less than once annually
- [2] Once annually
- [3] More than once annually
- [4=No response]

[2] No

[3=No response]

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

1=Selected, 0=Not selected

- | | |
|---|---|
| Reaction to failure in component or device | decisions_its_reaction |
| Planned program of routine and preventive maintenance | decisions_its_planned |
| Results of inspection and monitoring of conditions | decisions_its_inspection |
| Cost/ benefit analysis | decisions_its_cost |
| Estimated service life | decisions_its_estimated |
| Obsolescence (e.g. device becomes obsolete/out-of-date) | decisions_its_obsolescence |
| Other (please specify): | decisions_its_otherText |

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

[1] Yes `collect_data_health_its`

What sources of data are used? `1=Selected, 0=Not selected`

Inspections `collected_inspection`

Complaint calls `collected_complaints`

Real-time monitoring `collected_realtime`

Other (please specify): `collected_otherText`

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

`1=Selected, 0=Not selected`

To make investment decisions `purpose_health_invest`

To monitor specified performance metrics `purpose_health_monitor_metrics`

To monitor specified performance trends `purpose_health_monitor_trends`

To conduct benefit-cost analysis `purpose_health_conduct`

To communicate to decision makers `purpose_health_communicate_decision`

To communicate to public `purpose_health_communicate_public`

Other (please specify): `purpose_health_otherText`

[2] No

[3=No response]

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)? `charge_passenger`

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

19. Is there a discount for ETC use? `discount`

[1] Yes

Please describe: `discount_describe`

[2] No

[3=No response]

20. Your agency's approximate total number of ETC customer accounts: `number_customers`

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

Agency staff processes customer accounts in-house `process_inhouse`

The agency uses a bank to process customer accounts `process_bank`

The agency contracts out the processing of customer accounts to a private (non-bank) firm `process_private`

Other (please specify): `process_other`

INTEGRATION, OPERABILITY AND PARTNERSHIPS

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

regional_interoperability

[1] Yes

What is the name of the group?

regional_interoperability_group

[2] No

[3] Not applicable (there is no regional group)

[4=No response]

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

tags_used_other_operator_metro

[1] Yes

[2] No

[3] No other toll operators in my metropolitan area

[4=No response]

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

tags_used_other_operator_state

[1] Yes

[2] No

[3] No other toll operators in my state

[4=No response]

25. Are your tags used by other states?

tags_used_other_states

[1] Yes

What states?

tags_used_other_states_describe

[2] No

[3=No response]

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

[1] Yes

partner_operating_maint

[2] No

[3=No response]

ITS FUNDING

Screening question: Do you have a separate budget for ITS?

its_budget

1=Yes, 2=No, 3=No response

27a. Please indicate whether you track the budget separately for each of the following categories:

1=Selected, 0=Not selected

ITS Planning and Systems Engineering

its_budget_planning

Device Installation

its_budget_device

ITS Operations

its_budget_operations

ITS Maintenance and Inspection

its_budget_maintenance

Repair of ITS Technologies

its_budget_repair

Do not track categories separately (go to next section)

its_budget_do_not_track

Other (please specify):

its_budget_otherText

27b. Please indicate the percentage of budget allocated to each category that is separately tracked:

	% of Budget Allocated
ITS Planning and Systems Engineering	its_budget_planning_percent
Device Installation	its_budget_device_percent
ITS Operations	its_budget_operations_percent
ITS Maintenance and Inspection	its_budget_maintenance_percent
Repair of ITS Technologies	its_budget_repair_percent
Other (specified above)	its_budget_other_percent

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. 1=Selected, 0=Not selected

	Not at All Important	Not Very Important	Neutral	Somewhat Important	Very Important
Cost of initial deployment	Cost_Initial_NotAtAll	Cost_Initial_NotVery	Cost_Initial_Neutral	Cost_Initial_Somewhat	Cost_Initial_Very
Cost to maintain and repair	Cost_Maint_NotAtAll	Cost_Maint_NotVery	Cost_Maint_Neutral	Cost_Maint_Somewhat	Cost_Maint_Very
Public/constituent involvement	Public_NotAtAll	Public_NotVery	Public_Neutral	Public_Somewhat	Public_Very
Funding/grant availability	Funding_NotAtAll	Funding_NotVery	Funding_Neutral	Funding_Somewhat	Funding_Very
Mobility benefits (e.g., to address congestion)	Mobility_NotAtAll	Mobility_NotVery	Mobility_Neutral	Mobility_Somewhat	Mobility_Very
Safety benefits	Safety_NotAtAll	Safety_NotVery	Safety_Neutral	Safety_Somewhat	Safety_Very
Environmental benefits	Environmental_NotAtAll	Environmental_NotVery	Environmental_Neutral	Environmental_Somewhat	Environmental_Very
Integration with other agencies	Int_agencies_NotAtAll	Int_agencies_NotVery	Int_agencies_Neutral	Int_agencies_Somewhat	Int_agencies_Very
Integration with your current technologies	Int_tech_NotAtAll	Int_tech_NotVery	Int_tech_Neutral	Int_tech_Somewhat	Int_tech_Very
Already used by other agencies	Already_NotAtAll	Already_NotVery	Already_Neutral	Already_Somewhat	Already_Very
Other (please specify):	Other_Factor_Text	Other_NotVery	Other_Neutral	Other_Somewhat	Other_Very

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

[1] Yes invest_its

Check all that apply: 1=Selected, 0=Not selected

Invest in new ITS invest_its_new
 Expand current ITS coverage invest_its_expand

[2] No
 [3=No response]

29b. Please describe new ITS (if applicable): invest_its_describe

ADDITIONAL COMMENTS

30. Please use the space below to provide any additional comments regarding your agency's deployment, operations or maintenance of ITS. (Please be as specific as possible when commenting on particular ITS technologies.) additional_comments