# 2010 Electronic Toll Collection Survey

1. **Total number of toll collection plazas operated**

2. **Total number of toll collection plazas with Electronic Toll Collection (ETC) capabilities**

3. **Total number of toll collection lanes operated**

4. **Total number of toll collection lanes with Electronic Toll Collection (ETC) capabilities**

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

6. **Is there a discount for ETC use?**
   Yes, please describe:
   No

7. **Your agency's approximate total number of ETC customer accounts**

8. **How does your agency process its customer accounts? (Check all that apply)**
   Agency staff processes customer accounts in-house
   The agency uses a bank to process customer accounts
   The agency contracts out the processing of customer accounts to a private (non-bank) firm
   Other (please specify):

9. **Is your transponder technology proprietary or non-proprietary?**
   Proprietary
   Non-proprietary

10. **What is the cost per transponder to your agency?**

11. **In the next 2-3 years, does your agency have plans to…**
    a. Change to a different transponder technology?
    b. Switch to a different single-transponder reader?
    c. Switch to a multi-transponder reader?

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

       Yes

       No

       No other toll operators in my metropolitan area

**13. Are your tags used by other toll operators in your state?**

       Yes

       No

       No other toll operators in my state

**14. Are your tags used by other states?**

       Yes, what states?

       No

**15. Does your agency currently use congestion pricing (e.g., strategies that set the price of a toll to rise and fall to reduce congestion)?**

       Yes

       No, do you plan to use a congestion pricing strategy in the next few years?

              Yes

              No

**16. Does your agency use High Occupancy Toll (HOT) lanes?**

       Yes

       No

**17. Does your agency have a separate budget for ITS?**

       Yes, please indicate whether you track the budget separately for each of the following categories: (Check all that apply)

              ITS Deployments

              ITS Operations and Maintenance

              Traffic Management or Operations Center

              Other (please specify):

              Do not track categories separately

       No

18. **Please rate the importance of each of the following factors to your agency's decision to purchase ITS technologies:**

| Factor | Not at all important | Not very important | Neutral | Somewhat Important | Very Important |
|---|---|---|---|---|---|
| Price of equipment | | | | | |
| Public/constituent's Involvement | | | | | |
| Funding/grant availability | | | | | |
| Mobility benefits (e.g., to address congestion) | | | | | |
| Safety benefits | | | | | |
| Environmental benefits | | | | | |
| Integration with other agencies | | | | | |
| Integration with your current technologies | | | | | |
| Already used by other agencies | | | | | |
| Other (please specify) | | | | | |

19. **Does your agency have any plans to invest in new ITS technology or to expand current ITS coverage in 2010 through 2013?**

        Yes (Check all that apply)

                Invest in new ITS, please describe:

                Expand current ITS coverage

        No

20. **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.)**