

# Electronic Toll Collection



## Non-Stop Maximum Revenue

Electronic Toll Collection (ETC) has become a technically feasible and financially attractive alternative to finance and maintain highway construction projects and their ongoing maintenance operations. Beyond replacing cash collections to improve revenue accountability, ETC has evolved to support the digital age with technologies that safeguard toll revenues. It provides an improved patron experience by mobility, safety, convenience and even support for a “greener” world by reducing pollution. ETC is now a necessity and a daily part of many commuters lives as indicated by the popular use in congested urban areas of New York and New Jersey. Demands for faster and greater vehicle throughput technologies are now providing the basis for another tolling evolution which Xerox is leading. This includes new concepts where toll booths give way to all-electronic non-stop open highway tolling or AET.

- Multi-lane Free-Flow Tolling –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

Xerox has 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 have implemented innovative E-ZPass® ETC operations starting with our first ETC projects in New York, New Jersey, Georgia and California. Today Xerox has provided solutions that address our customer’s business critical mobility problems with an installed base of over 1800 tolling lanes and hosting some of the largest ETC Back Office Systems/ Customer Service Centers in the world. Xerox processes over \$2.3 billion in ETC transactions per year on average – that is over 50% of all ETC transactions in the United States and represents over 116.7 million ETC lane transactions. We process over 48 million video-based violations per year and our highly trained Customer Service Representatives contact customers at an average of over 12 million calls per year. ETC tolling patrons enjoy a variety of options to manage their toll experience including use of Xerox’s 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 are Xerox’s VECTOR 4G suite of applications. It is the technical foundation for our lane and customer service / back office solutions. It has been proven in hundreds of diverse tolling lane types and operations including multi-lane free-flow ORT designs. VECTOR 4G is based on a fully integrated open-computer systems architecture and advanced network-based highly-availability design. It is deployed in ETC lanes and back office systems for non-stop, auditable toll transaction processing. As the diagram to the right indicates, each VECTOR 4G module can operate standalone as a complete solution, or be easily integrated with other vendors’ legacy systems.

## Client Support

Supporting our client's requirement is Xerox's Germantown, Maryland transportation design center where over 200 subject matter experts design, build, deploy and support integrated transportation solutions. Our rigorous product lifecycle development process and testing ensures quality and durability of our solutions. Our Crofton, Maryland test center supports our clients' needs including full ORT lane requirements.

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

## Contact Us

Steve Moseley  
VP, Director of Sales  
Transportation Solutions  
615.498.0017

Mark Cantelli  
Chief Technology Officer  
Transportation Solutions  
301.820.4205

