2013 Electronic Toll Collection Survey

1. **Total number of lanes**

2. **Total number of lanes with ETC capability**

3. **Number of centerline miles tolled**

4. **Number of lanes with Variable or Dynamic 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)?**
    Yes
    No

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

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)**
    Change to a different transponder technology?
    Switch to a different single-transponder reader?
    Switch to a multi-transponder reader?

9. **Does your agency operate price managed lanes?**
    No (go to question 10)
    Yes (please answer 9a below)

9a. **If applicable, please indicate the number of the following detection devices on your price managed lanes:**
    License plate readers
    RFID readers
    Other (please specify):

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

        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?**

        Yes

                What technologies are deployed? (Check all that apply)

                        Mobile RFID readers

                        License plate reader

                        Video

                        Other (please specify):

        No

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

        In-house staff

        Contracted support

        Both

13. **Does your agency have an Asset Management Plan?**

        Yes

        No

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

Yes

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

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 Detector	**d. Other Types of Detectors (radar, microwave)**
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
e. CCTV Cameras	**f. Other (please specify)**
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	

No

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

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Obsolescence (e.g. device becomes obsolete/out-of-date)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

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

    Yes

        What sources of data are used?

            Inspections
            Complaint calls
            Real-time monitoring
            Other (please specify):

        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
            To monitor specified performance metrics
            To monitor specified performance trends
            To conduct benefit-cost analysis
            To communicate to decision makers To communicate to public
            Other (please specify):

    No

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

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

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

    Yes

        Please describe:

    No

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

21. **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):

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

    Yes

        What is the name of the group?

    No
    Not applicable (there is no regional group)

23. Are your tags used by any other toll operators in your metropolitan area?
    Yes
    No
    No other toll operators in my metropolitan area

24. Are your tags used by any other toll operators in your state?
    Yes
    No
    No other toll operators in my state

25. Are your tags used by other states?
    Yes
        What states?
    No

26. Has your agency been a partner in any public-private partnerships in operating or maintaining your tolled facilities?
    Yes
    No

Screening question: Do you have a separate budget for ITS?
    Yes
    No

27a. Please indicate whether you track the budget separately for each of the following categories:
    ITS Planning and Systems Engineering Device Installation
    ITS Operations
    ITS Maintenance and Inspection Repair of ITS Technologies
    Do not track categories separately (go to next section)
    Other (please specify):

27b. Please indicate the percentage of budget allocated to each category that is separately tracked:
    ITS Planning and Systems Engineering
    Device Installation
    ITS Operations
    ITS Maintenance and Inspection
    Repair of ITS Technologies
    Other (specified above)

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**

   Cost of initial deployment
   Cost to maintain and repair
   Public/constituent 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):

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

   Yes
   Check all that apply:
       Invest in new ITS
       Expand current ITS coverage
       No

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

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.)**