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?

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<tr>
<th></th>
<th>a. RFID Readers</th>
<th>b. License Plate Readers</th>
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<th>c. Loop Detector</th>
<th>d. Other Types of Detectors (radar, microwave)</th>
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<th>e. CCTV Cameras</th>
<th>f. Other (please specify)</th>
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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.)