

Metropolitan Intelligent Transportation Systems (ITS)  
Infrastructure 2010 Electronic Toll Collection Survey

## Instructions

This questionnaire will be completed by toll collection agencies. The results of this survey will be used to establish the extent of ITS deployment, to track deployment progress, and to report deployment status to Congress and other interested bodies.

Your participation is very important to ensuring a complete and accurate tracking of ITS deployment in the United States. Thank you for your assistance with this survey effort. Your cooperation is greatly appreciated.

## Electronic Toll Collection Facilities

1. Total number of toll collection plazas operated: plazas
2. Total number of toll collection plazas with Electronic Toll Collection (ETC) capabilities: plazas\_ETC
3. Total number of toll collection lanes operated: lanes
4. Total number of toll collection lanes with Electronic Toll Collection (ETC) capabilities: lanes\_ETC
5. For non-commercial passenger vehicles, how much does your agency charge by mile on your toll roads (only include fixed-rate charges)? charge
6. Is there a discount for ETC use?  
 Yes, please describe: discount     1 = Yes, 2 = No,3 = No Response  
 No discount\_describe
7. Your agency's approximate total number of ETC customer accounts: number\_customers
8. 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

## Technology

9. Is your transponder technology proprietary or non-proprietary?  
 Proprietary transponder\_technology     1 = Proprietary, 2 = Non-proprietary,3 = No Response  
 Non-proprietary
10. What is the cost per transponder to your agency? cost\_per\_transponder
11. In the next 2-3 years, does your agency have plans to...  

	Yes	No	Don't 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

## Integration

12. Are your tags used by any other toll operators in your metropolitan area?  
 Yes tags\_used\_other\_operator\_metro     1 = Yes, 2 = No,3 = No other toll, 4 = No Response  
 No  
 No other toll operators in my metropolitan area
13. Are your tags used by other toll operators in your state?  
 Yes tags\_used\_other\_operator\_state     1 = Yes, 2 = No,3 = No other toll, 4 = No Response  
 No  
 No other toll operators in my state

14. Are your tags used by other states?

- Yes, what states? **tags\_used\_other\_states** 1 = Yes, 2 = No,3 = No Response  
**tags\_used\_other\_states\_describe**
- No

### Congestion Pricing

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 **congestion\_pricing** 1 = Yes, 2 = No,3 = No Response
- No, do you plan to use a congestion pricing strategy in the next few years?
- Yes **congestion\_pricing\_years** 1 = Yes, 2 = No,3 = No Response
- No

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

- Yes **use\_hot** 1 = Yes, 2 = No,3 = No Response
- No

### ITS Funding

17. Does your agency have a separate budget for ITS? **separate\_its\_budget** 1 = Yes, 2 = No, 3 = No Response

- Yes, please indicate whether you track the budget separately for each of the following categories:  
 (Check all that apply)
- ITS Deployments **separate\_its\_budget\_deployments**
- ITS Operations and Maintenance **separate\_its\_budget\_operations**
- Traffic Management or Operations Center **separate\_its\_budget\_tmc**
- Other (please specify): **separate\_its\_budget\_otherText**
- Do not track categories separately **separate\_its\_budget\_do\_not**
- No

### ITS Purchase Decisions

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

<i>Factor</i>	<i>Not at all Important</i>	<i>Not very Important</i>	<i>Neutral</i>	<i>Somewhat Important</i>	<i>Very Important</i>
Price of equipment	Price_NotAtAll	Price_NotVery	Price_Neutral	Price_Somewhat	Price_Very
Public/constituent's Involvement	Public_NotAtAll	Public_NotVery	Public_Neutral	Public_Somewh	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_Somew	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	Other_NotAtAll	Other_NotVery	Other_Neutral	Other_Very

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\_its**      1 = Yes, 2 = No, 3 = No Response

Invest in new ITS, please describe:      **invest\_its\_new**      **invest\_its\_describe**

Expand current ITS coverage      **invest\_its\_expand**

No

**Additional Comments**

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.)

**additonal\_comments**