



Tampa-Hillsborough County Expressway Authority



ETC staff will provide the customer service operations for THEA at the Miami Operations Center.

ETC will provide systems and customer service operations for THEA via an innovative contractual arrangement with the Miami-Dade Expressway Authority.

Advanced Solutions

Powered by RITE®

Customer Service Center

Integrated Account Management

Interoperability

Host

Systems Maintenance

Centralized Maintenance Team

Innovative Solutions

Back Office Systems Hosted at

Miami Data Center

Customer Service Operations Hosted at

Miami Operations Center

Fully Integrated IVR and Web

The Tampa-Hillsborough County Expressway Authority (THEA) gave ETC Corporation notice to proceed in December 2009, to implement a new back office solution and operations including Customer Service Center, Toll Enforcement Center, Host, and Interoperability. The solution and operations are being provided through an innovative contractual arrangement with the Miami-Dade Expressway Authority (MDX), for which ETC is also providing advanced roadside and back office solutions as well as customer service operations. Through the arrangement with MDX, ETC provides THEA's systems and services via the technical infrastructure and operations facilities developed for MDX.

The solution is interfaced with THEA's roadside system and provides all functionality for video transaction processing, account management, and revenue recovery. In addition, the system meets Florida interoperability standards and supports interoperability with the SunPass® program.

The New Solution. The new customer service and operations are essential elements of THEA's overall goal of upgrading its systems and facilities to provide enhanced mobility and service for its customers. Elements of the new solution include:

- **Hosted Solutions and Operations** – THEA's solutions and operations are being hosted at MDX facilities, with ETC staff providing customer service operations.
- **Enhanced Customer Self-Service** – The new solution is tightly integrated with a new THEA Web site, enabling THEA's customers the ability to open and manage their accounts 24 hours a day.
- **Interoperability** – ETC provides interoperability with Florida's Turnpike Enterprise.
- **Transportability** – While THEA's solution is currently hosted on MDX's technical infrastructure, the system was designed to be easily transported should THEA wish to change this platform in the future.

About the Tampa-Hillsborough County Expressway Authority. The Tampa-Hillsborough County Expressway Authority (THEA) is a user-financed public agency led by a Board of local citizens. Operating with no tax dollars, THEA develops and owns toll highways in the City of Tampa and Hillsborough County. All tolls collected by THEA are reinvested back into projects in Hillsborough County. The 15-mile, limited access Lee Roy Selmon Crosstown Expressway is THEA's primary community asset. See www.tampa-xway.com for further information.