



# Texas Department of Transportation



TxDOT administration building where customer service and violation processing operations are located.

ETC is delivering essential customer service and violation processing management and operations for TxDOT.

## *Customer Service and VPC Services*

*Storefront Staffing  
Call Center Agents  
Violation Processing  
Proactive Marketing Activities  
Phone, E-mail, Fax,  
and Remote Site Support*

Under a subcontract, ETC is providing full customer service center (CSC) management and operations in support of the Central Texas Turnpike System (CTTS) and other toll roads owned and/or operated by the Texas Department of Transportation (TxDOT). ETC has also provided operations for the TxTAG violations processing center (VPC) and will support other TxDOT toll roads and regional mobility authorities as they come on line. Because of interoperability throughout the state of Texas, customer service representatives (CSRs) are trained to be familiar with toll operations on a statewide basis.

ETC hired, trained, and managed the personnel for the CSC and VPC operations to support tolling commencement in October 2006. The CSC and VPC employees were cross-trained to perform both types of duties. This approach creates “universal agents” and provides flexibility for meeting staffing requirements.

In addition, ETC’s staff supported the TxDOT marketing efforts to introduce tolling to the region and establish a critical account base. TxDOT received a 2007 IBTTA Excellence Award for the innovative program.

ETC’s operations team provides in-person service and also assist patrons with enrollment procedures, billing matters, violation inquiries, and violation disputes. Representatives also support patrons who wish to open an account by phone, mail, e-mail, fax, or at specially located kiosks throughout the area.

**Key Features of TxDOT Services.** ETC’s CSC and VPC teams provide important services for TxDOT and its customers, including:

- 24/7 Bilingual Service
- Video billing
- VPC operations
- CSC call center and back office operations
- Customer walk-in storefront
- Statewide special event program activities for tag distribution and account registration
- Transponder management and distribution
- Staff recruiting, hiring, training, and management
- Revenue and traffic reporting and reconciliation