Utah DOT Customer Service Center

UDOT's customer service center solution is hosted via ETC's Technology Center in Richardson, Texas.

ETC will provide hosted systems and customer service operations for UDOT's Express Lanes.

Advanced Solutions
Powered by RITE®
Customer Service Center Host

Systems Maintenance
Centralized Maintenance Team

Innovative Solutions
Back Office Systems Hosted at ETC's Technology Center
Customer Service Operations Hosted at ETC's Operations Center
Fully Integrated IVR and Web Site

The Utah Department of Transportation (UDOT) has selected ETC Corporation (ETC) to provide payment processing and customer service for the I-15 Express Lanes electronic payment system.

ETC's systems provide all aspects of account management and ETC's staff provides service to Express Lane users via phone, mail, e-mail, fax, and Web access. All services are hosted at ETC's Technology and Customer Service Centers located at its headquarters in Richardson, Texas. UDOT's Express Lanes representatives continue to provide local support.

ETC's systems and operations went live in mid-2010 supporting the transition from the existing monthly decal program and providing ongoing account management and customer service operations. As part of its transition services, ETC provided a significant tag deployment program to help ensure that Utah vehicles were properly equipped to use the I-15 Express Lanes. ETC's unique approach to solution implementation and the benefits of its hosted environment enabled operations to begin in less than six months from contract award.

The New Solution. The new customer service and operations are essential elements of UDOT's goal to enable electronic payment for the I-15 Express Lanes. Elements of the new solution include:

- Hosted Solutions and Operations – ETC is providing both solutions and operations from its Richardson, Texas headquarters location, delivering significant schedule and cost benefits for UDOT.
- Complete Replacement of the Existing Sticker System – The ETC electronic customer service and account management system will replace the monthly sticker program currently in place, providing greater flexibility and auditability for UDOT.
- Greater Congestion Management – The new system will support UDOT's goals to better manage congestion in the Express Lanes and ensure that carpooling remains a benefit.
- Enhanced Customer Self-Service – ETC's solution includes a hosted Web site for Express Lane users and integration with an interactive voice response system, delivering 24/7 self-service for UDOT's customers.

About the Utah Department of Transportation. UDOT is responsible for more than 6,000 miles of highways –14 percent of the state's total highway road system. This responsibility includes snow removal, signage, bridges, repairs, building, and maintenance as well as the Traffic Operations Center with live camera coverage for monitoring road conditions, accidents, and safety. To learn more about UDOT, go to www.udot.utah.gov.