



Miami-Dade Expressway Authority



The Miami-Dade Expressway Authority is implementing ETC's technically advanced solutions to increase mobility and deliver exceptional customer service.

MDX chose ETC to provide the end-to-end systems and services to implement its vision for its new all-electronic tolling (AET) roadside systems and in-house operations.

Powered by RITE®

Customer Service Center
Violation Processing System
Host
Open Road Tolling Systems
Interoperability

Services

Seamless Transition Plan from Existing System
Call Center Operations
Customer Service Operations
Transponder Fulfillment and Inventory
Violation Processing
Maintenance

Innovative Solutions

Video-Based Accounts
Video Signature Recognition
High-Availability Systems
Video Audit System
SunPass® Interoperability
Integration with Interactive Voice Response System
Integrated Web Site Application

In March 2009, the Miami-Dade Expressway Authority (MDX) approved the contract award to ETC Corporation to implement MDX's systemwide all-electronic toll (AET) conversion, inclusive of state-of-the-art open road tolling (ORT) roadside systems and a new back-office Account Management and Toll Enforcement System (AMTES). Over the course of this multi-phase project, ORT will be implemented on five expressways (SR 924-Gratigny Parkway, SR 874-Don Shula Expressway, SR 878-Snapper Creek Expressway, SR 112-Airport Expressway, and SR 836-Dolphin Expressway) encompassing approximately 100 lanes across 40 tolling locations. ETC Corporation will also provide up to 10 years of maintenance and customer service center operations as part of the contract. The project began in 2010 and is anticipated to be phased in through 2013 as various construction and other milestones are met on the five expressways.

The MDX Program Goals Are:

- **Relieve congestion** on MDX facilities through elimination of conventional toll plazas and construction of additional roadway and interchange improvements.
- **Improve toll equity** for users of MDX facilities by charging 100 percent of the drivers using MDX facilities.
- **Provide video tolling** for those motorists who do not have a SunPass® account.

The New Solution. The ORT and back office systems are essential elements of MDX's goal to enable greater mobility throughout the greater Miami area. The project includes:

- **Back Office Solutions and Operations** – ETC is providing both solutions and operations that include Host, Customer Service, and Violation Processing as well as back office and storefront operations in the Miami area.
- **Complete Implementation of the Roadside ORT System** – The ETC-delivered ORT system will replace the existing legacy roadside system as well as be implemented on new tolling locations.
- **Enhanced Customer Self-Service** – The solution includes a new Web site design and integration with an interactive voice response system, delivering 24/7 self-service for the Authority's customers.
- **Interoperability/Reciprocity with SunPass®** – The new system includes the RITE® Interoperability Module to support interoperability with the other members of SunPass®.

About the Miami-Dade Expressway Authority. The Miami-Dade Expressway Authority is a state-sanctioned, locally administered, independent agency created by the state of Florida in 1994 and is funded by toll revenue. MDX currently operates and maintains five expressways in Miami-Dade County. www.mdxway.com.