



LaDOTD – Crescent City Connection Division



The Crescent City Connection bridge in New Orleans.

CCCD chose ETC to provide the design and integration of its new electronic toll collection system.

End-to-End IETCS Solution

Powered by **rite**

Host

Customer Service

Violation Enforcement

Plaza

Lane

Services

Maintenance

Interim Violation Processing

Innovative Solutions

Integration with Interactive

Voice Response System

Integrated Website Application

Seamless Transition Plan from

Existing System

In the first quarter of 2005, ETC was given notice of award for the Louisiana Department of Transportation and Development's Crescent City Connection Division's (CCCD) project to develop, design, and implement a replacement system for the existing Integrated Electronic Toll Collection System (IETCS). The IETCS project includes the full system design and integration as well as the migration plan from CCCD's existing solution. Expected to be fully implemented in late 2006, the solution includes a customer service center, violations processing center, lane, violation enforcement, plaza, toll host, interactive voice response, and Web-application subsystems, as well as Interim Violation Processing Services (IVPS).

As part of the project, ETC will also provide the system design and integration for LA1, a new toll road being constructed in southern Louisiana. ETC will provide ongoing maintenance and support for the IETCS.

The New IETCS. CCCD's new system is an important project for the facility that was the site of the first commercial electronic toll collection system in the United States. The IETCS project includes:

- **Complete Replacement of the Existing System** – The IETCS encompasses the full suite of solutions from the customer service center to the lane, delivering a powerful, fully integrated system.
- **Enhanced Customer Self-Service** – The IETCS includes new Website design and integration with CCCD's interactive voice response system, delivering 24/7 self-service for CCCD's customers.
- **Interim Violation Processing Services** – ETC will initially provide violation processing services as part of the project.
- **Operations and Clearinghouse for LA1** – The CCCD IETCS will provide operations and clearinghouse services for the new LA1 highway.

About Crescent City Connection Division. The Crescent City Connection Division implemented the nation's first commercial electronic toll collection system on the Crescent City Connection Bridge with the first tolls being collected January 4, 1989. The CCCD operates both bridges and ferries over the Mississippi River and will provide operations for the new LA1 toll road.