

News Release

For immediate release

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UDOT Selects ETC Corporation to Provide Customer Service for Express Lanes Electronic System

Salt Lake City, UT and Richardson, TX – [January 14, 2010] – 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. The electronic system, going live this fall, will replace UDOT's \$50/month decal program.

The Express Lanes electronic system will allow UDOT to better manage traffic on I-15 by giving more solo drivers the opportunity to use the Express Lanes while ensuring that carpooling remains a benefit. The system will charge solo drivers by using an algorithm that adjusts the price based on traffic conditions. Readers at several locations along the Express Lanes will detect in-vehicle transponders as they travel through the lanes and drivers' accounts will be debited when they exit.

ETC's systems provide all aspects of account management and ETC's staff will provide service to Express Lane users via phone, mail, email, fax, and Web access. All services will be hosted at ETC's customer service centers located at its headquarters in Richardson, Texas. UDOT's Express Lanes representative will continue to provide local support.

"We are very pleased to be selected as UDOT's Customer Services provider and to be associated with its I-15 Express Lanes program," said Ted Hull-Ryde, ETC's Director of Special Programs. "ETC's existing hosted solutions and services align with their requirements. By adopting our customer service operations environment, UDOT has dramatically reduced both capital and ongoing operational expenses to provide transponder account management services to its community. Furthermore, by contracting with ETC, UDOT's advance marketing programs and customer account services will be in full operations in less than six months from our contract start date."

The customer service center operations will open for new accounts in mid-2010. The contract has an initial duration of three years with the possibility of two, two-year renewals.

For more information about Utah's I-15 Express Lanes visit expresslanes.utah.gov.

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.

About ETC Corporation: For more than a decade, ETC Corporation has delivered innovative solutions to the toll industry that increase mobility, improve operational efficiency, and support high levels of customer service. Today, ETC's solutions collect nearly one-third of the toll transactions in the United States on some of the most technically advanced toll facilities in the industry. These solutions enable all-electronic toll collection, dynamic pricing, HOT lanes, interoperability, and open road tolling. ETC's integrated lane-to-back office solutions are supported by an impressive array of operations and maintenance services. ETC offers its solutions and services as both a customer-delivered model as well as through a hosted environment at ETC's state-of-the-art data and operations center. www.etcc.com.

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