

## News Release

*For immediate release*

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### ETC Corporation to Provide Statewide Customer Service Solutions and Services for WSDOT

Richardson, TX – December 31, 2009 – ETC Corporation today announced that the Washington State Department of Transportation (WSDOT) has selected it to provide both systems and operations services for Washington’s statewide customer service center. ETC’s systems will be used to provide all aspects of customer account management for WSDOT’s toll operations that currently include the Tacoma Narrows Bridge and the SR 167 HOT Lanes Pilot Project. It is anticipated that toll operations will extend to other facilities over the course of the contract, including the SR 520 Bridge. ETC will open two satellite walk-in facilities and a central service center in the greater Seattle area and will provide a suite of customer service back office applications via ETC’s state-of-the-art data center in Richardson, Texas.

Mr. Craig Stone, WSDOT Toll Division Director, stated, “We conducted an extensive procurement process of what the industry had to offer to meet the future needs of our tolling program in Washington state. We determined that our current and future customers were best served by the value and services ETC offers. We look forward to working closely with an outstanding team from ETC to bring innovative technology and services to our customers statewide.”

Mr. Tim Gallagher, ETC’s Managing Director, commented, “We are extremely pleased by WSDOT’s selection of ETC’s hosted back-office service platform for this important state-wide program. WSDOT is quickly rising as a leader in our industry by re-inventing the thought process about tolling, from implementing tolls on existing infrastructure in order to finance new infrastructure, to strengthening toll accounting, and providing

advanced programs for all electronic tolling (AET). ETC is very pleased to be WSDOT's new customer services partner for their Good to Go! program."

The WSDOT Statewide CSC program will be operational to support advanced marketing prior to toll commencement of WSDOT's newest toll facility, the SR 520 bridge, opening in Spring 2011.

**About the Washington State Department of Transportation:** The Washington State Department of Transportation (WSDOT) is the steward of a large and robust transportation system, and is responsible for ensuring that people and goods move safely and efficiently. In addition to building, maintaining, and operating the state highway system, WSDOT is responsible for the state ferry system, and works in partnership with others to maintain and improve local roads, railroads, airports, and multi-modal alternatives to driving. To learn more about WSDOT go to [www.wsdot.wa.gov](http://www.wsdot.wa.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](http://www.etcc.com).

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