



Harris County Toll Road Authority



Westpark Tollway, the nation's first all-electronic toll road.

ETC provides HCTRA with state-of-the-art solutions and full-featured consulting, integration, maintenance and customer services.

End-to-End Systems Solution

Powered by **rite**

Host

Customer Service

Violation Enforcement

Plaza

Lane

Maintenance

Interoperability

Systems Maintenance

Onsite Maintenance Team

24/7 Service

Innovative Solutions

Open Road Tolling

Interoperability

Managed HOT Lanes

Clearinghouse Operations

Integrated CSC Website

Disaster Recovery Site

Document Imaging Subsystem

Operations

Call Center Services

EZ TAG Recall

EZ TAG Refurbishment

ETC has worked with the Harris County Toll Road Authority (HCTRA) since 1998 and was awarded the role as HCTRA's systems integrator, maintenance, and supplemental service provider in July 2001. Under this contract, ETC provides overall program management, integration, and maintenance services for HCTRA's electronic toll collection system, HETCS. During this time, HCTRA and ETC have systematically and successfully renovated HCTRA's aging toll collection system, from the host system to the lane, replacing more than 250 lanes of legacy subsystems.

The cooperative relationship between HCTRA and ETC continues to deliver several industry-leading achievements that create significant benefits for HCTRA's customers and support transportation initiatives throughout the region:

- **The Westpark Tollway** – The nation's first all-electronic (open road tolling) toll road has been internationally recognized and is the winner of the IBTTA's 2005 President's Award for Toll Excellence.
- **Interoperability** – Solutions for interoperability enable statewide interoperability, including interoperability with the more than 1 million TollTag users of the North Texas Tollway Authority in greater Dallas. Additionally, the interoperability solution permits HCTRA's EZ TAGs to be used for parking access and fees at Houston airports.
- **Managed HOT Lanes** – HCTRA and ETC are working closely to design and implement High Occupancy Toll lanes currently under construction on Interstate 10, with an anticipated opening in 2008.
- **Clearinghouse Operations** – HCTRA's solutions give it the flexibility to act as the transaction and customer service clearinghouse for the Fort Bend County Toll Road Authority's operations.
- **Advanced Video/Violation System** – HCTRA is providing the foundation for future capability by implementing ETC's advanced violation enforcement system that delivers enhanced vehicle recognition as well as standard-setting transaction processing ability.
- **EZ TAG Recall and Refurbishment** – This program, provided by ETC, reduces potential violations, improves customer service and has saved HCTRA more than \$1 million.

About HCTRA. The Harris County Toll Road Authority, headquartered in Houston, Texas, is one of the nation's largest and most progressive toll authorities. HCTRA operates multiple toll facilities totalling more than 250 toll lanes and processes approximately 1 million toll transactions each day.