



# Illinois State Toll Highway Authority



Open road tolling at Illinois Tollway's Irving Park Plaza.

**ETC is delivering critical systems and essential services for Illinois Tollway's Congestion Relief Plan.**

## End-to-End TRMMP Solution

Powered by **rite**

Host

Customer Service

Violation Enforcement

Plaza

Lane

Maintenance

Interoperability

## Systems Maintenance

Onsite Maintenance Team

Maintenance Command Center

PDA Dispatched and Managed System

24/7 Service

## Innovative Solutions

Open Road Tolling

Interagency Group Interoperability

Phased, Seamless Transition Plan

In January 2005, the Illinois Tollway selected ETC to implement the reciprocity (interoperability) program between its I-PASS system and the Interagency Group's E-ZPass system. In March 2005, the Tollway awarded ETC the contract to implement and maintain a new toll collection system, a significant element of its 10-year Congestion Relief Plan. ETC's proven experience in successfully delivering elegant solutions for complex toll collection challenges, including open road tolling, has been an important factor in meeting the aggressive schedules required by the project.

**One of the most important initiatives in the industry**, the Illinois Tollway's Congestion Relief Plan includes rebuilding/reconstructing 90 percent of the system, including converting 20 mainline toll plazas to barrier-free, nonstop open road tolling. Essential to the success of the project is improving operations through the new Toll Revenue Management and Maintenance Program (TRMMP) powered by the RITE® Solution, providing a fully integrated, end-to-end toll collection system. Key highlights of the project include:

- **Nine Mainline Toll Plazas Converted in Less Than Eight Months** – In order to meet the Tollway's Phase 1 Open Road Tolling goals, ETC implemented the conversion of the first nine mainline toll plazas to open road tolling by the end of 2005, less than eight months after the project started.
- **Convert 11 More Plazas in 2006** – The remainder of the Tollway's mainline plazas are scheduled for open road tolling implementation during 2006. Supporting the Tollway's Congestion Relief Effort, ETC enabled the Tollway to open certain ORT lanes earlier than planned to help alleviate Memorial Day weekend traffic.
- **Upgrade/Retrofit All Lanes** – ETC is retrofitting and upgrading all lanes to increase efficiency and accuracy and to provide further capabilities. New subsystems include vehicle identification and classification technology, an advanced violation enforcement system and state-of-the-art toll attendant terminals.
- **Transition to New Toll Collection System** – ETC has created a phased transition process that reduces risk and seamlessly converts to the new TRMMP.
- **Take Maintenance to a Whole New Level** – ETC is implementing a Maintenance Command Center that converts maintenance data into graphical information. Additionally, the maintenance team uses PDA units to create efficiency and ensure response times.

**About Illinois Tollway.** The Illinois Tollway operates 274 miles of tollways in 12 counties in northern Illinois, including the Ronald Reagan Memorial Tollway (I-88), the North-South Tollway (I-355), the Northwest Tollway (I-90) and the Tri-State Tollway (I-94, I-294, I-80/I-294).