



Texas Department of Transportation



TxDOT administration building where customer service and violation processing operations are located.

ETC is delivering essential customer service and violation processing management and operations for TxDOT.

Customer Service and VPC Services

*Storefront Staffing
Call Center Agents
Violation Processing
Proactive Marketing Activities
Phone, Email, Fax,
and Remote Site Support*

Under a subcontract, ETC is providing full customer service center (CSC) management and operations in support of the Central Texas Turnpike System (CTTS) and other future toll roads owned and/or operated by the Texas Department of Transportation (TxDOT). ETC is also providing operations support for the TxTAG violations processing center (VPC). ETC's CSC and VPC staff will also support other TxDOT toll roads and regional mobility authorities as they come on line. Because of interoperability throughout the state of Texas, customer service representatives (CSRs) will be trained to be familiar with toll operations on a statewide basis.

In anticipation of first tolls being collected in November 2006, ETC will hire, train, and manage the personnel for the CSC and VPC. Both CSC and VPC employees will be cross-trained to perform both types of duties. This approach creates "universal agents" and provides flexibility for meeting staffing requirements.

CSRs will provide in-person service and also assist patrons with enrollment procedures, billing matters, handle violation inquiries, and violation disputes. Representatives will also support patrons who wish to open an account by phone, mail, e-mail, fax, or at specially located kiosks throughout the area.

Key Features of TxDOT Services. ETC's CSC and VPC teams will provide important services for TxDOT and its customers, including:

- **24/7 Bilingual Service** – Customers will be able to reach a live agent who speaks English or Spanish, 24 hours per day, 7 days a week by phone.
- **Pre-Opening Marketing Activities** – The CSC is conducting outreach campaigns designed to build an initial base of customers and spread awareness about the new roads.

About CTTS. The Central Texas Turnpike System (CTTS) is a new transportation system designed to improve overall traffic mobility, facilitate access to regional services, and increase travel safety in Central Texas. The system will initially consist of three elements in the greater Austin area: SH 130 (49 miles), SH 45N (approximately 13 miles), and the Loop 1 Extension (approximately three miles). The system will also include any future projects added to the system under the Texas Turnpike Act, as well as other roads, bridges, or other toll facilities for which the Texas Transportation Commission has responsibility and is collecting tolls.