



Delaware River Joint Toll Bridge Commission



The Commission operates seven toll bridges that span the Delaware River.

DRJTBC chose ETC to provide back office solutions and operations to replace its legacy systems.

Back Office Solutions

Powered by RITE®

Customer Service

Violation Enforcement

IAG Interoperability/Reciprocity

Services

Call Center Operations

Customer Service Operations

Transponder Fulfillment and Inventory

Violation Processing

Innovative Solutions

Solutions and Operations Hosted at ETC's

Richardson, TX Headquarters

Integration with Interactive

Voice Response System

Integrated Web site Application

Seamless Transition from

Existing System

Interface to Roadside System Provider

In November 2008, the Delaware River Joint Toll Bridge Commission (DRJTBC or the Commission) selected ETC to replace its existing customer service solution and operations and provide a new violation processing system and operations. The combined customer service and violation systems are an important upgrade for the DRJTBC and support the Commission's goals of enhancing traffic throughput on its facilities. The solutions and operations are hosted at ETC's Richardson, TX headquarters that houses state-of-the-art Technology and Operations Centers.

The customer service solution and operations began in June 2009 with the violations solution and operations starting in February 2010, once the Commission's roadside systems were installed.

The New Solution. The new customer service and violation processing systems and operations are critical elements of DRJTBC's goal to enable greater mobility and help improve traffic flow across these important bridges. The DRJTBC project includes:

- **Hosted Solutions and Operations** – ETC is providing both solutions and operations from its Richardson, TX headquarters location, delivering significant schedule and cost benefits for the Commission.
- **Complete Replacement of the Existing Customer Service System** – The ETC-delivered system completely replaced the existing legacy system, and all customer data was seamlessly transitioned.
- **Implementation of a New Violation Processing System** – The new violation system supports the Commission's decision to remove gates from its toll lanes and provide a wide range of escalation, enforcement, and collection features.
- **Enhanced Customer Self-Service** – The solution includes a new Web site design and integration with an interactive voice response system, delivering 24/7 self-service for the Commission's customers.
- **Interoperability/Reciprocity with the E-ZPassSM Interagency Group (IAG)** – The new system includes the RITE[®] IAG Reciprocity Module to support interoperability with the other members of the IAG.

About the Delaware River Joint Toll Bridge Commission. The DRJTBC operates seven toll bridges and 13 toll-supported bridges that span the Delaware River between New Jersey and Pennsylvania. The Commission currently collects nearly 105,000 transactions per day or 38.2 million transactions per year. More information on the DRJTBC can be found at www.drjtbc.org.