Washington State DOT Statewide CSC

Washington State Department of Transportation

ETC is implementing onsite customer service operations and hosted systems for WSDOT's Statewide CSC.

Advanced Toll Solution
- *Powered by RITE®*
- *Customer Service Center*
- *Integrated Account Management*
- *Host*

Systems Maintenance
- *Onsite and Centralized Maintenance*

Innovative Solutions
- *Transponder and License Plate Accounts*
- *Back Office and Storefront CSC Operations*
- *Solutions Hosted at ETC's Data Center*
- *Integrated IVR and Web Site*
- *Customer Smart Phone Access*
- *Advanced Financial Systems (GAAP)*

In January 2010, the Washington State Department of Transportation (WSDOT) selected ETC Corporation (ETC) to provide the systems and operations to support its new Statewide Customer Service Center (CSC). A primary goal of WSDOT is to enable drivers to use their *Good To Go!* accounts at any tolling facility in the state with one account, one transponder, and one customer service center contact. ETC will take over operation of customer service activities for the Tacoma Narrows Bridge and SR 167 HOT lanes, initiate customer service activities for the SR 520 bridge, which will begin all-electronic tolling in Spring 2011, and provide services for all new WSDOT tolled facilities that open over the course of the contract.

ETC will open two satellite walk-in facilities and a central service center in the greater Seattle area. ETC's suite of customer service back office applications are being delivered via ETC's Software-as-a-Service (Saas) with the solution hosted at ETC's Richardson, Texas technology center.

Significant features of the Statewide CSC project. The WSDOT Statewide CSC project has several significant features

- Hosted Solutions – All back office and customer service center systems are hosted at ETC's technology center in Richardson, Texas with a secondary, disaster recovery site at ETC's Lisle, Illinois location.
- Video Tolling – The system will support both transponder- and image-based accounts.
- Integrated Customer Self-Service – The solution will include a tightly integrated IVR and Web site, including integrated, real-time smart-phone access, permitting 24-hour customer service for WSDOT customers through their service channel of choice.
- Multiple CSC Facilities – ETC will establish, staff, and operate a primary customer service center in the greater Seattle area along with two satellite service centers in east and west King County, Washington.
- Integration with Multiple Roadside Systems – The back office solution will be integrated with ETC's roadside system providing High Occupancy Toll (HOT) Lane and dynamic pricing for WSDOT's SR 167 project as well as roadside systems provided by others, providing a single customer service center for all WSDOT toll customers. ETC's solutions will support multiple types of toll collection, including traditional, all-electronic, and HOT.

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. Visit www.wsdot.wa.gov for more information.