Tolling Contracts

November 2023

Tolling strategies

| Back office & lane tech split from customer service | Further refine back-office & customer service functions | Enhance innovation |
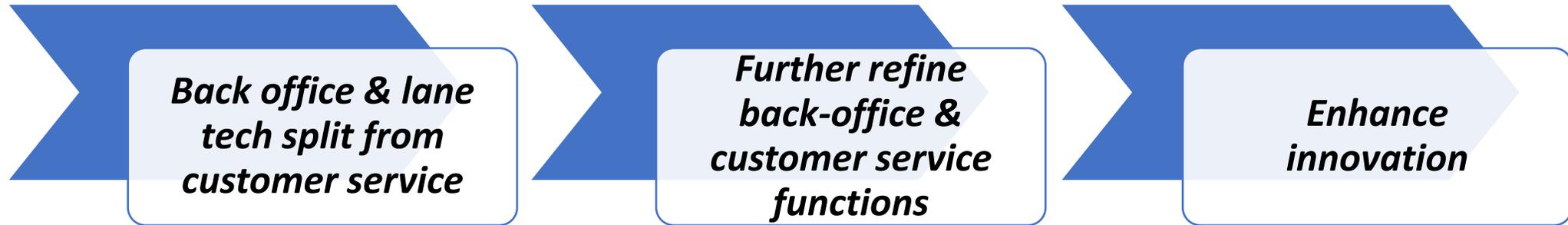
- **Pre-ORT - Single contract for all aspects of toll systems and services**
  - One vendor provided lane, back-office and customer/call contact services
- **Post-ORT – Shift to disaggregation**
  - ➢ Obtain **best solutions** provided by industry subject matter experts (SMEs)
  - ➢ Obtain **best value** via competitive solicitation
  - ➢ Create **opportunity for new firms**
  - ➢ Targeted **performance optimization**
    - ➢ Manage focus by contract scope/service
    - ➢ Monitor, measure and improve with SLAs and KPIs

Board Consideration

Board Item 1: *Requesting approval of a five-year contract renewal for Electronic Transaction Consultants (ETC) to continue lane maintenance services for the Tollway*

Board Item 2: *Requesting approval of a 12-month sole source contract with Electronic Transaction Consultants (ETC) to continue Host system support and maintenance services for the Tollway*

IMPACTS
Multi-departmental services & support (OPS, Planning, Engineering, IT, Business Systems, Finance, Communications, Legal)

OPPORTUNITY
Innovation and planning for new vehicle-to-infrastructure technologies

# #1 - Toll Collection System Maintenance Services

Maintenance Supports:
- 520 toll lanes and 89 toll plazas
  - 4,200 toll components (readers, cameras, servers, etc.)
- Installation of new toll lanes (MoveIL projects)
- Processing 3 million transactions per day

Maintenance Includes:
- 24/7 responsiveness
- Processing 25,000 work orders annually
- Meeting response service levels and KPIs

Roadside Lane Technology
- Readying software and technologies to support innovation
  - Multiprotocol transponders
  - New specifications and standards
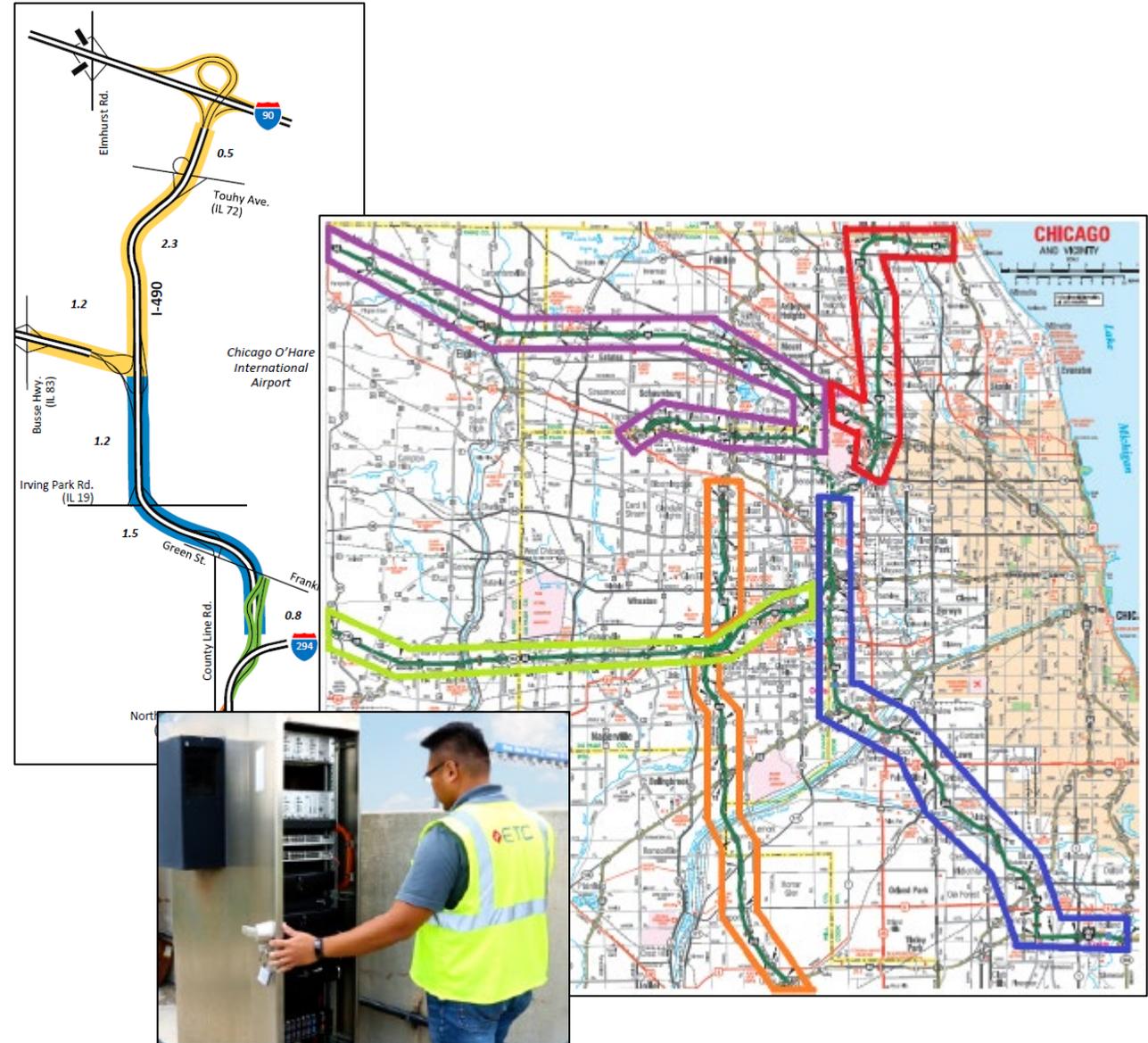
Roadside components

Cameras

Transponders

Antennas

Roadside Computer Equipment

Detector Loops

Moving from corrective to predictive maintenance

Asset Management and Maintenance System (AMMS)

- 24/7 hardware and software monitoring to service level
- Corrective, preventative and predictive work order and inventory management
- Continuous, automated maintenance scheduling and work order routing
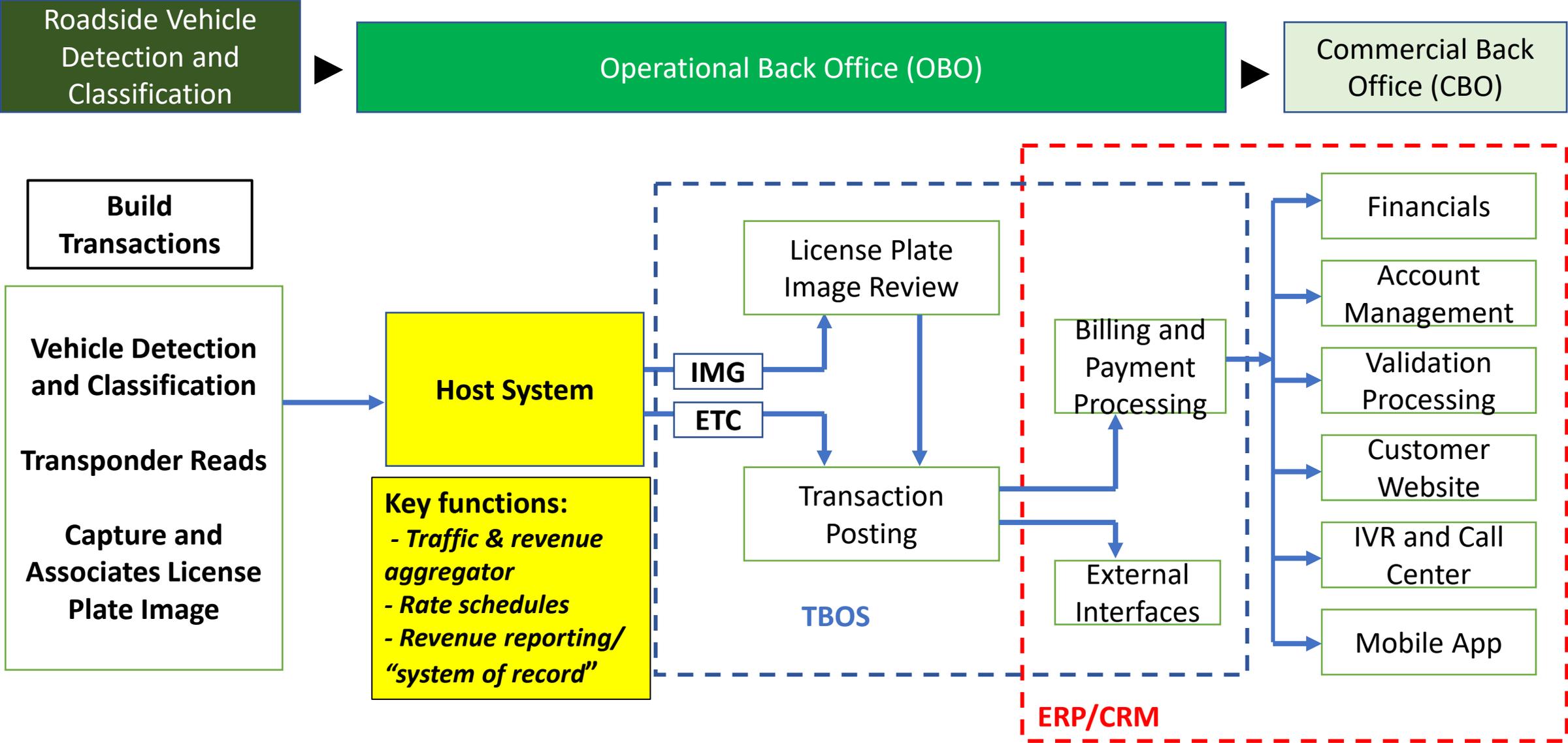- Customizable reporting and dashboards
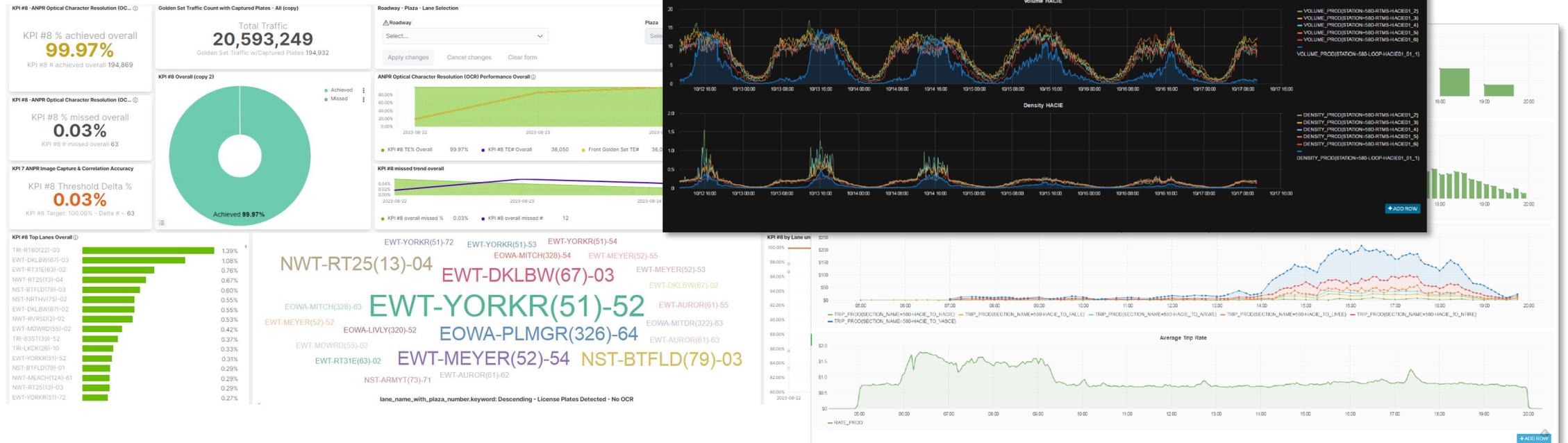
#2 - Toll Revenue Maintenance and Management Program

(Host System Support and Maintenance)

- 24/7/365 support and maintenance of the Host System which records and aggregates all toll transactions and traffic activity

- Complete and accurate recording of all toll transactions

- Support and maintenance of the legacy Violation Processing System (and its associated Customer Service Center System)

- Operational Support (customized reporting, year-end reporting, and configuration changes.

Host interface connects roadside to back-office

Roadside Vehicle Detection and Classification

Operational Back Office (OBO)

Commercial Back Office (CBO)

Build Transactions

Vehicle Detection and Classification

Transponder Reads

Capture and Associates License Plate Image

Host System

Key functions:
- *Traffic & revenue aggregator*
- *Rate schedules*
- *Revenue reporting/ "system of record"*

IMG

ETC

License Plate Image Review

Transaction Posting

TBOS

Billing and Payment Processing

External Interfaces

ERP/CRM

Financials

Account Management

Validation Processing

Customer Website

IVR and Call Center

Mobile App

Appendix

Procurement methods & timeline

31 contracts across 5 Tollway departments

17 Competitive Contracts

1 Competitive/Co-Op Contracts

2 Intergovernmental Agreements

8 State Master/State Use Contracts

3 Sole Source Contracts
(Bridge until completion of next RFPs)

2005
- ✓ Back office and Lane Services split from VES/Customer service
- ✓ I-Pass Retail sales
- ✓ I-Pass Distribution

2011
- ✓ Print & Mailing services
- ✓ Fulfillment
- ✓ Image review
- ✓ Contact center facility
- ✓ Call center staffing
- ✓ OoS registration retrieval
- ✓ Illinois SOS
- ✓ Adjudication services

2013
- ✓ Back office split from Lane Services
- ✓ System Integrator added for audit & oversight
- ✓ SAP Licensing
- ✓ Iron Mountain
- ✓ Fiserv/Credit Card processor

2016
- ✓ ANPR/Camera
- ✓ ATPM
- ✓ SMS/Text Service
- ✓ IGAs (IA DMV, ATI)
- ✓ Mail Bar Codes
- ✓ NCOA address correction database

2020-2021
- ✓ Google
- ✓ Apple
- ✓ Twilio
- ✓ Email distributor

2022-2023
- ✓ VEP
- ✓ Toll Innovation Business Strategy Services
- ✓ Retail Payment Solution
- ✓ Transponder Technology

Upcoming procurements:
- Toll Collection System Maintenance Services
- Host System Services