



**Oregon Department of Transportation**



# Tolling Roads and Bridges in Oregon

Presented to  
***The House Committee on Transportation***  
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and Alternative Funding***





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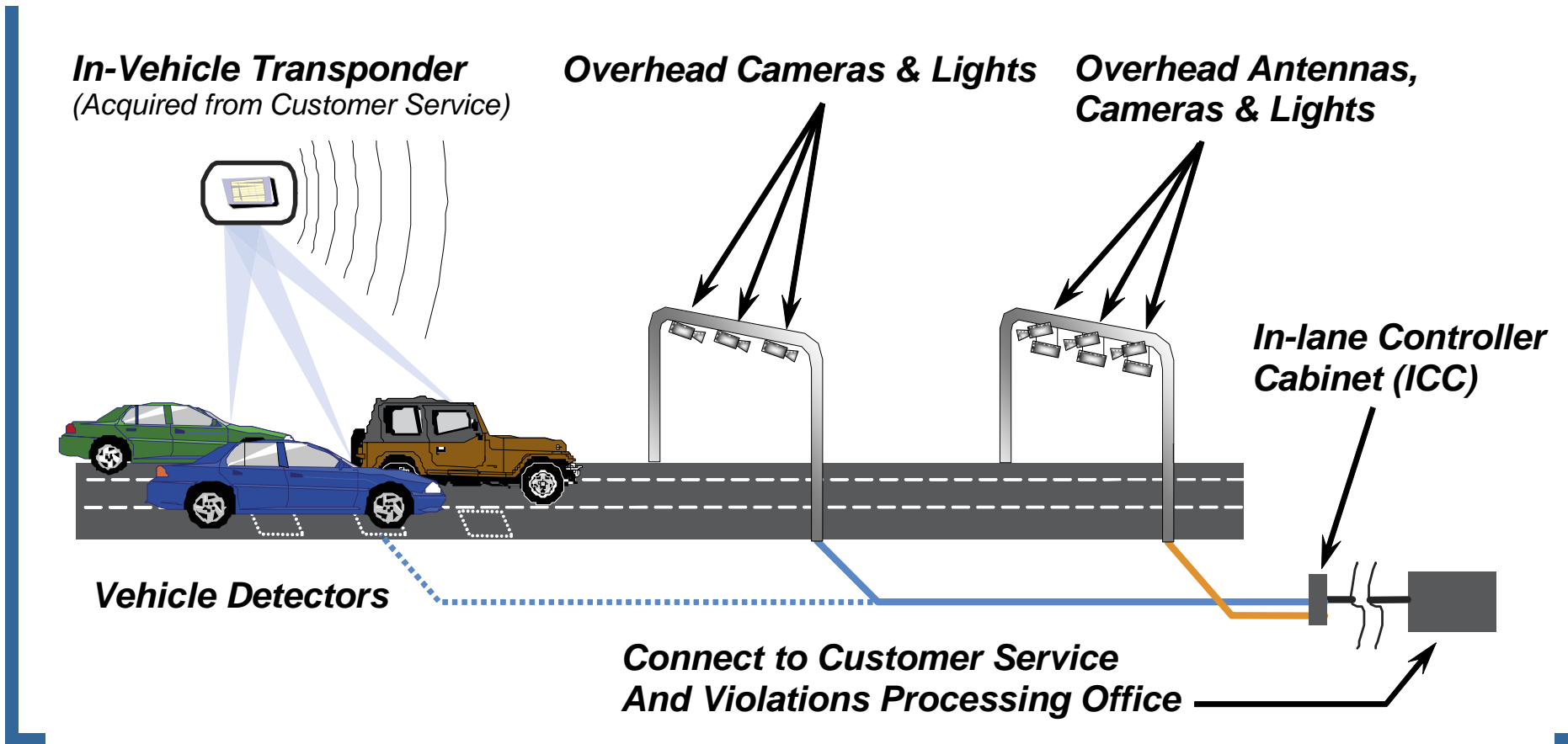
## All-Electronic Toll Collection

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# All-Electronic Toll Collection





## Customer Service Operations

### Operations

- New Transponder Account Applications
- Transponder Account Updates
- Processing and Mailing of Transponders
- Payment Collection
- Customer Inquiries
- CSC Training / Quality Assurance

### Equipment

- Call Center Software/Systems including Interactive Voice Response System
- Computers
- Offices / Cubicles
- Mailing / Sorting Equipment





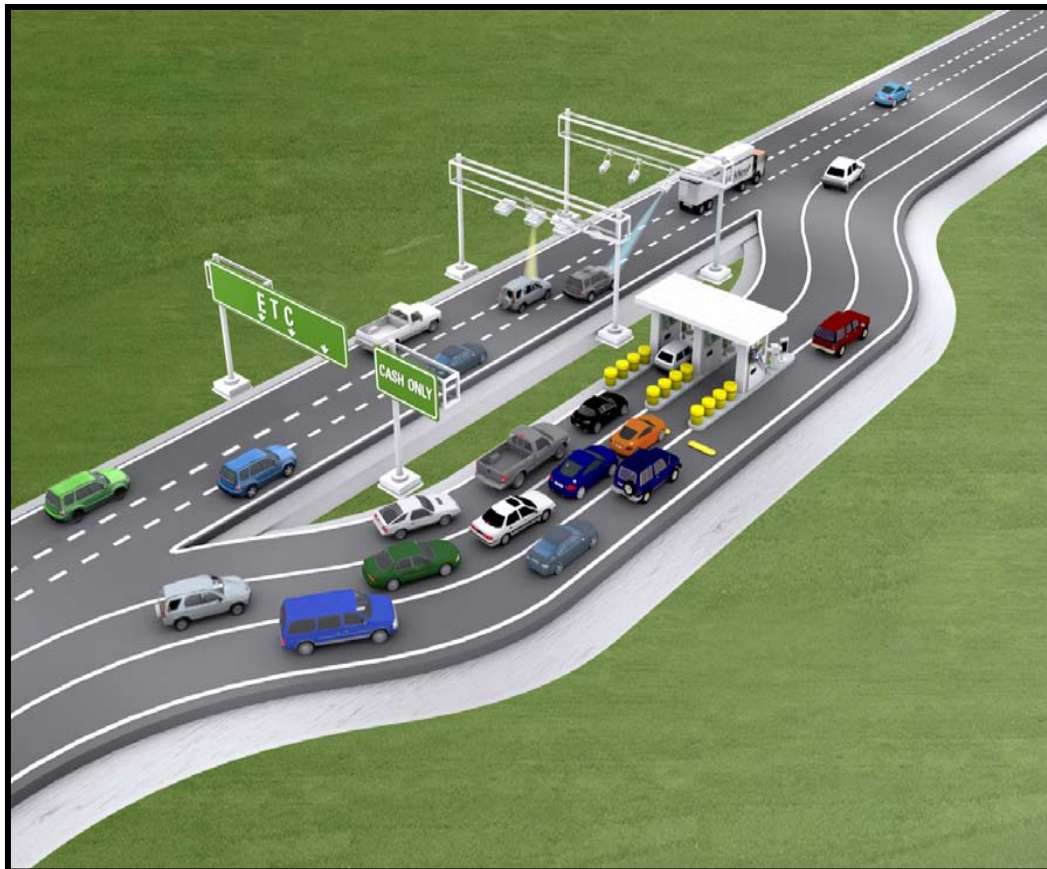
## All-Electronic Toll Collection

- Transponder Distribution
  - Internet
  - Third Party Retail Outlets
  - 1-800 Phone Number
  - Walk-in Customer Service Center
  - Mail
  - Kiosks





# Combined Electronic and Cash Toll Collection



## Tacoma Narrows Bridge

Washington State's new *Good To Go!* electronic toll collection system for the Tacoma Narrows Bridge will combine non-stop electronic toll collection with a more traditional cash alternative for visitors and other travelers.





## Types of Toll Charging

- Distance Tolling
  - Tolls are charged per mile of usage
- Point Tolling
  - Flat toll charged at on access point
- Variable Tolling
  - Tolls vary by time of day or amount of traffic



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## Violation Enforcement Camera





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## Violation Enforcement Image





## Violation Enforcement Issues

- Legal Authority
- Billing Customers
- DMV Information
- Issuing Citations
- Court Interface
- Video / Image Tolling  
Timing





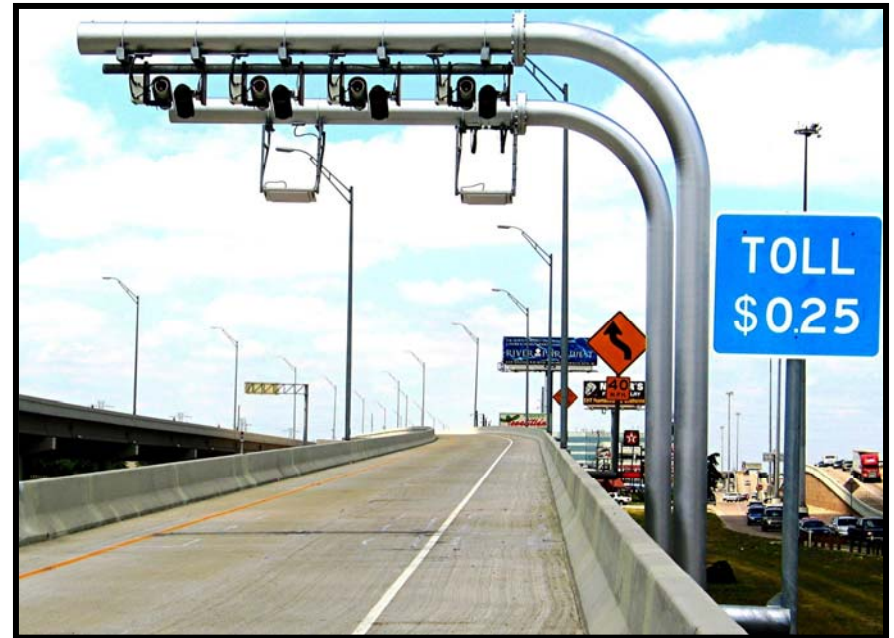
## Case Studies for All Electronic Toll Collection

- **407 Express Toll Route (Toronto)**
  - Use Transponders and Video Tolling
  - Toll Charge Distance Based
  - Video Toll Charges are Added to Bill (Approx. \$3.35 Canadian)
  - Refusal to Pay Invoices Means Inability to Renew License Plate





- **Westpark Tollway (Houston)**
  - Pre-paid Transponder Accounts Only
  - Toll Charge Fixed at Each Gantry
  - Total Trip Charge is Relative to Distance
  - Violators are Issued Citations with Administrative Fee





- **State Route 91 Express Lanes (Orange County)**

- High Occupancy Toll Lanes
  - 3+ Occupants - Free or Reduced Tolls
- All Vehicles Must Have Transponders
- Variable Pricing
  - Based on Time of Day
  - Peak Period Charges \$9.25 per Trip (about \$0.92 per Mile)





- **Cross Israel Highway (Tel Aviv)**

- Toll Charge Based on Number of Highway Sections Traveled
- Subscriber Accounts vs. Occasional Users
  - Transponder Users Receive 40% Toll Rate Reduction
  - Video Users Receive 20% Toll Rate Reduction





- **Melbourne CityLink (Melbourne)**
  - Registered Accounts or “Day Pass”
  - Non-transponder Equipped Vehicles are Compared to “Day Pass” Database Before Being Considered Violators





- **AutoPista Central (Santiago)**
  - Registered Accounts or “Day Pass”
  - Non-paying Users Offered Option to Purchase “Late Day Pass” Before Pursued as Violator

