TOLL 101
INTRODUCTION TO TOLLING

TRANSPORTATION PLANNING OVERVIEW

Section 5
• Federal-State Partnership
• Transportation Planning
• System/Program/Project Planning
• Environmental Studies
• Financial Feasibility

TOLL INTEROPERABILITY

Section 6
• IBTTA IOP Committee & MAP 21
• Toll Industry Challenges
• IOP Committee Goals and Objectives
• Approach to Overcome Technical Disparities and Institutional Issues
• Hub Style Interoperability

FUTURE OF TOLLING AND ROAD USE CHARGING

Section 7
• Key Challenges and Opportunities
• Potential Growth of Tolling
• Road Use Charging
• New Toll Technologies
• New Collaborative Economy
• Impacts of Changes and Disruptions
• Summary of Effects on Tolling

HOW TO ACCESS TOLL 101 VIDEO SERIES, INTRODUCTION TO TOLLING.
Scan the QR Code or go to YouTube.com and search EGIS Projects, Inc.
TOLL ORGANIZATIONS, FACILITIES AND FINANCING

Section 1
• Federal-State Partnership
• Toll Agency Organizations
• Toll Agency Management/Oversight
• Toll Facilities
• Toll Financing

ROADSIDE TOLL COLLECTION

Section 2
• Toll System Configuration
• Cash Tolls
• Electronic Toll Collection (ETC)
• Violation Enforcement/Video
• Toll Collection Systems

ETC CUSTOMERS, BUSINESS RULES AND TOLL RATES

Section 3
• ETC Customers
• ETC Business Rules - Pre-Paid, Post-Paid & Violations
• Toll Rates – Types and Setting

BACK OFFICE OPERATIONS AND CUSTOMER SERVICE

Section 4
• Electronic Toll Organization
  Roadside Data Collection
  Financial Transaction Production
  Transaction & Account Management
  Financial Support Services
  Customer Service
• Customer Service and Operations
  Contact Center Operations
  Staffing Management and Training
  Remote Services
  Transponder Management
  Revenue Management/Payment Processing
  Image Review and Owner/Registration Look-Up
  PCI, Cyber Security and Disaster Recovery
  Performance Monitoring and Reporting
  Performance Standards

Toll 101

Toll 101 is a series of seven introductory videos designed to educate a variety of audiences to the unique characteristics and value of tolling as part of the approach to finance, build and operate viable transportation solutions in North America. The series feature presentations from two toll-industry leaders, Martin Stone, Ph.D., AICP and COO for Egis Projects, Inc. and Tom Knuckey, National Toll Technology Director for Atkins.