Striving for Excellence in Toll Customer Service

HILTON HEAD ISLAND
Cross Island Parkway

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Certified Public Manager
Class of 2007
Submitted: February 2007

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PROBLEM STATEMENT

In 1998 the South Carolina Department of Transportation (SCDOT) opened its first toll facility in modern times in Hilton Head Island. The Cross Island Parkway (CIP) was designed with state-of-the-art equipment inclusive of one of the first electronic toll collection (ETC) systems in the nation (the CIP website is http://www.crossislandparkway.org/). The ETC program in South Carolina is known as the Palmetto Pass (PP) program. With the introduction of ETC came the requirement of operating the PP program and incorporating a violations enforcement system.

Both the PP program and violations system required the establishment of customer service centers. Due to the agency’s inexperience with toll collection, the Department contracted with Lockheed Martin IMS for 10 years to operate and maintain the toll facility. Toll collection and operation of the PP program was included in the contract with the Lockheed Martin IMS. The contractor provides hardware, software and manpower for collecting and managing/maintaining PP tolls.

Initial calculations of the success of the PP program and the toll usage in general were greatly underestimated. Today, the PP program exceeds expectations by over 800% with accounts in excess of 24,000 and daily traffic nearing 25,000 vehicles per day. Although the Department is proud of the PP program’s success, with it came additional expenses including high transponder costs, bank fees and an account maintenance fee. These additional expenses
were not accounted for at the start of the program and will be one of the focuses for this report.

Furthermore, with the implementation of the ETC system, came the necessity for photo-enforcement of toll violators. Legislation was passed shortly after the opening of the toll facility giving the SCDOT the authority to pursue toll violators. A cost proposal was received from the CIP’s Operations and Maintenance contractor that was cost prohibitive with non-friendly customer policies. In an effort to keep costs to a minimum, enforce the legislation, and maintain flexible customer relations, the Department elected to process violators internally out of the Columbia office. Limited staff was available and software was developed internally to reduce the cost.

In reviewing data from 2004-2006, it is evident that as traffic on the CIP and the PP program grew, so did the violation enforcement effort. Refer to Table 1 below. Data prior to 2004 was insufficient and not tracked as thoroughly as it currently is today.

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Daily Traffic</th>
<th>Number of PP Accounts</th>
<th>Number of First Violation Notices</th>
<th>PP Violators</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>22,700</td>
<td>23,100</td>
<td>13,600</td>
<td>4400 (32%)</td>
</tr>
<tr>
<td>2005</td>
<td>23,500</td>
<td>24,100</td>
<td>14,800</td>
<td>4200 (28%)</td>
</tr>
<tr>
<td>2006</td>
<td>26,000</td>
<td>25,200</td>
<td>13,100</td>
<td>3200 (24%)</td>
</tr>
</tbody>
</table>

1. Values have been rounded to the nearest hundred.
2. In 2006 PP license plate information was provided by SCDOT to the PP CSC for updating accounts that reduced the number of PP violations. This is evident through the reduction of First Notices and the percent of PP violators.

As identified in Table 1, a significant number of violators are PP customers. PP violators receive more than one notice, however, the data retained only indicates how many accounts are manually debited for violations. The PP violation rate is actually higher than what is indicated in Table 1. PP
violations occur when a customer is negligent in maintaining their account (i.e. timely replenishment; transponder issues, updates to vehicle, payment, contact and address information, etc.) or their transponder is not mounted properly. If the license plate is up to date on the account, but the transponder is not read, the account is charged as a Violation Toll (V-Toll) without penalty.

The PP Customer Service Center (PP CSC) and the Violation Enforcement Customer Service Center (VE CSC) operate under policies and procedures established by the SCDOT at the inception of the CIP project. Many of the policies, procedures and software at both CSCs are out dated and non-interoperable. Customer communications are limited at both CSC. Internet services for account maintenance and violation payments have not been established; hence, communications between the two CSC’s and between the CSC’s and customers continues via phone, fax, mail and walk-in. These scenarios prevent efficient operations and do not promote effective and convenient customer service.

Operating two independent service centers (PP CSC in Hilton Head and VE CSC in Columbia) without access to one another’s software has created the need for band-aids and manual processes by both operating parties. The need for manual processes continues to increase as policies are modified in an attempt to be customer oriented. Customers have to contact both centers to resolve account and violation issues.

Violations processing also has its limitations. Currently, only violations for in-state violators are processed. Although processing of out-of-state violators
has been in the works for a number of years, technical difficulties has delayed implementation.

The violation process begins in the lane where a camera takes a photo of a violating vehicle. The violation images are read at the CIP CSC and forwarded via email to the VE CSC for processing in Columbia. Violations are processed weekly, with notices containing one week's worth of violations for each violator (license plate). The extent of the violations processed has been limited to processing through a three-notice process (First, Second and Department of Revenue (DOR) letter). A $10.00 administrative fee is applied to the First Notice. The fee is per notice, not for each individual violation. Second Notices are charged an administrative fee of $25.00. Violation legislation allows for a third attempt at collecting payment by pursuing violators through the court system, which apply greater fines to each violation. Management, to date, has elected to pursue violators through the Department of Revenue based on an internal directive for collection. However, in February 2007, new legislation will take effect that will allow the Department to pursue violators through the suspension of their vehicle registration.

The problems outlined above need resolution so that toll operations can address two of the Agency's primary strategic goals: 1) Efficient Use of Resources; and 2) Excelling in Customer Service. Policies and procedures have been added and modified individually as needed. The CSCs as a whole have not been thoroughly evaluated for current and future demands from the Department and the public. Advances in technology and customer service need
to be investigated and improvements recommended based on research results. Because a large portion of toll violators are actually electronic toll customers (Palmetto Pass), the separation of service centers has become an inconvenience to the public and has created additional work for both service centers. Additionally, since the VE CSC is located in Columbia, the only access customers have to violation services is through phone, fax and email.

Solutions for these CSC issues must be such that the results focus on:

- A more cost efficient operation of the PP program and VE for the Agency;
- State of the art software applications efficient and customer friendly operations; and
- Potential of consolidation of the CSCs for one stop resolution for the customer, whether it is via walk-in, phone, fax, email or the Internet.

DATA COLLECTION

Data Collection Steps

Data collection methods are listed in steps 1 – 4 below. The goal was to obtain information on ETC programs and VS, which included investigating policies, procedures and operations methods for toll facilities similar in nature to the CIP. Because the CIP is relatively small in comparison to most toll systems, to gain a more comprehensive look of today’s toll industry, the research was expanded to include a variety of toll systems throughout the United States. Once the information was collected, it was analyzed and potential modifications to the current programs were identified.
Step 1  Identify toll facilities throughout the United States. Reviewing Federal Highway Administration (FHWA) data on their website, specifically FHWA reports contained in Appendix A, completed this task:

- Interstate System Toll Bridges and Tunnels in the United States;
- Non-Interstate System Toll Bridges and Tunnels in the United States; and
- Other Proposed Toll Facilities.

Step 2  Research contact and address information on the toll facilities identified in step 1. The Internet and toll consultants were used to develop the list presented in Appendix B.

Step 3  Researching toll facility websites, and discussions with toll operation contractors and toll authorities/agencies, including SCDOT toll staff, determined:

- Which facilities operate using state of the art ETC and VE technology?
- Which facilities have similar ETC and VE operations to the CIP?
- Which facilities have similar ETC and VE policies to the CIP?
- Which facilities are operated by the Agency and which are outsourced?
- If outsourced, which contractors have the experience to provide the most information based on a variety of projects?

Step 4  Select the facilities to research operations, policies and procedures for facilities operated by an Agency and/or outsourced party. Appendix C lists the toll facilities initially selected for obtaining information for this project. Information in Appendix C provides the state, toll facility, ETC program, VE and link to the facility's website. The ETC and VE Programs researched in detail are identified by an "**". The programs identified by an "**" were discussed with toll industry contractors, toll agencies and toll consultants through phone and email.

The facilities selected in Step 4 were chosen because they represent larger operations; a number of these facilities utilize the same vendor for operations and maintenance; my familiarity with the vendors; and more
information could be obtained through these sources given the timeline rather than contacting numerous smaller facilities.

**Areas of Research**

Discussion pertaining to the subject issues with select operators of other facilities was completed. Areas researched included:

- Technology (CSC and VE)
- ETC Programs (Policies and Procedures)
- VE Programs (Policies and Procedures)
- Costs associated with changing policies, procedures and software

By exploring these areas the following questions were addressed which led to formulating resolutions:

- What current procedures can be improved?
- What is required to improve current procedures?
- Will amending the procedures require policy changes?
- What does the public expect from the customer service centers?
- How will the public be informed of any changes/new requirements?
- How will new policies and procedures be negotiated with the contractor that is operating the PP CS?

**DATA ANALYSIS**

Data analysis was conducted for ETC and VE programs in the areas identified as critical to the program. These areas are listed below.

**ETC Programs**

- Account types
  - Cash/check/credit card/debit card/other
  - Individual/personal, commercial/business
  - Residential (South Carolina)/Visitor (Out-of-State)
  - Non-revenue

- Discount Programs
  - Residential discounts
  - Commuter discounts
• Start up costs
  o Transponder deposits/transponder purchase
    ▪ Transferable transponders
    ▪ Transponder per vehicle (not transfer between vehicles)
  o Prepaid tolls (based on number of transponders issued)
  o Credit card requirements for deposit
  o Activation fee

• Replenishment Options
  o Cash/check (mail in or walk in)
  o Automatic replenishment of credit card/debit card (sign agreement)
  o Automatic bank draft (sign agreement)
  o On line account access

• Replenishment/Card Expiration Notification
  o Mail/Email/Phone

• Other Charges
  o Monthly Maintenance Fees
  o Returned Check Fee
  o Bank Draft Refusal
  o Rejected/Expired Credit Card/Debit Card Fees
  o Statement Fees (monthly/quarterly/annual) or Free On Line
  o Duplicate Statement Fee
  o Monthly Customer Service Charge
  o Minimum Usage
  o Monthly Transponder Fee
  o Violation Fee

• Transponder Fees
  o Lost/Stolen/Damaged

VE Programs

• Administrative Fees
  o First Notice
  o Any Additional Notice

• Violations per Notice
  o Single
  o Multiple (based on number of violations or time period)

• Frequency of Processing Violation Notices
  o Daily/Weekly/Monthly

• Violation Process
Appendix D presents a summary of the data collected from the various sources (toll facilities and toll operation contractors/consultants) for ETC and VS programs.

Solution Options

As a result of the research conducted in the areas identified above, recommended options have been developed that address current procedures and policies that need to be modified to provide improved customer relations, a more efficient CSC operation and additional funding for the PP and VE programs. Management’s approval will be necessary to implement the recommendations.

The recommendations discussed below will require funding for new software and hardware, and the evaluation of whether the service centers should be operated by a contractor or SCDOT personnel. Additionally, they would provide supplemental revenue to cover costs for account set up, account maintenance, bank fees, transponder fees, and violations processing expenses associated with out-of-state violations and court costs.

**Recommendation #1- Service Center Consolidation**

Consolidation of the PP and VE service centers will provide for a “one stop” shop for the customer in addressing account and violations issues. The consolidation will require software that will maintain PP accounts and violations processing activities. The new software should be more user-friendly; eliminating the manual processes conducted currently by both service centers; and improving efficiency such that the customer representative can resolve all PP and VE issues for the customer utilizing the same software with less staff. Consolidating programs into one location and one software will minimize the number of CSRs necessary to operate a CSC.
Recommendation #2- PP Program Fee Options to Subsidize Account Maintenance, Software Upgrades, Set Up Fees and Bank Fees

1. Pal Pass Discount
   - Modify current 50% PP discount to a discount that does not exceed 25% for SC residents. At the current rate, the SCDOT is losing valuable revenue because of the high ETC penetration.
   - Do not provide a discount for out-of-state patrons. The initial concept of a discount was to encourage SC residents to utilize the facility, not to provide discounts to visitors.

2. Account Maintenance Compensation
   - Charge ETC accounts a monthly maintenance fee based on the number of transponders issued to the account (commercial accounts have a higher fee).
   - Fees can range from $1 - $2 for residential and $10 - $25 for commercial accounts.

3. Minimum Usage Compensation
   - Require a monthly minimum usage charge of $5.00 (this equates to 10 mainline trips under the current toll schedule).
   - Would discourage tourist/seasonal patrons from opening accounts, saving the Department account set up, maintenance, and bank and transponder fees.

4. Statement Fees
   - Charge for mailed monthly statements in the range of $1.00 - $2.00.
   - Free quarterly statements through email.
   - Free on line statements.

5. Payments
   - Begin accepting Debit Cards and Automated Bank Withdrawal for replenishing accounts. Automation reduces responsibilities on the customer; allows the Agency to collect revenue on time; and allows for convenient rebilling for the CSRs.
   - Implement Internet account establishment, maintenance, replenishment and violation payments. This will allow for optimum customer service and relieve of additional CSC staff.

6. Out-of-State PP Customer Fees
   - Require an annual service fee for out of state account holders.
   - Fees can range from $25 for residential and $100 for commercial.
   - Allow only credit card payments, no check or cash.
Recommendation #3- PP Program Policy Modifications

1. Restrict PP to South Carolina Residents
   • Require proof of residency
   • Restriction would eliminate the cost of tourist accounts and reduce service center costs.
   • Would increase cash revenue.

2. Inactive Account Closure
   • Close accounts that are inactive for 90 consecutive days
   • Notification will be provided prior to closure

3. V-Toll Fees
   • Accounts holders with 5 or more consecutive V-Tolls will be notified that there is an issue with their account/transponder.
   • If no action is taken by the customer to resolve the issue, the account will be charged the Cash toll rate once 10 V-Tolls are reached.

Recommendation #4 – Transponder Options

1. Transponder Purchase-Not Deposit
   • Require customers to purchase transponders (eliminate deposit).
   • Department would provide warranty.

2. One Tag Per Vehicle
   • Transponder would stay mounted properly reducing violations.
   • Would reduce the number of PP violations.
   • Policy currently utilized by Southern Connector.

3. Alternative to current transponder model – Mark IV
   • Evaluate price of current transponder with other models available from other vendors.

Recommendation #5 – Customer Service Center Expansion

1. Develop a program that allows transponder purchases and account establishment through local retailers and resorts.

2. Instate on-line account establishment, account maintenance and replenishment and violations payments.

Recommendation #6 – Violations Processing Policies/Procedures

2. Develop policies pertaining to the implementation of vehicle registration and continuation of revenue collection through the DOR process.

3. Consider moving toward one violation per notice.

4. Begin processing violations daily.

**Recommendation #7 – Violations Processing Software**

1. Through the RFP process, select a software package that will allow for out-of-state violations processing and processing through the suspension of vehicle registration.

2. Select a software package that consolidates PP CSC and VE functions.

The recommendations presented above were developed based primarily on three factors. The first factor being the ability to utilize seven years of my toll experience, SCDOT's toll staff, and CIP contractor experience with the SC PP and VE Programs. Over the years, staff and management from both the PP and VE CSC’s have identified deficiencies in the programs. In an attempt to improve customer service, manual procedures were put in place. These procedures are time consuming and staff demanding, while only meeting a portion of what our customers demand.

Approximately every two years customer surveys were conducted by SCDOT to obtain input from ETC and VS customers. Low cost and feasible recommendations from customers were implemented. However, the major issue of Internet access for establishing and maintaining accounts could not be resolved due to financial and contractual constraints. This issue was the second factor considered in development of recommendations.

Researching other ETC and VE programs and discussing the advantages and disadvantages with industry specialists, provided options for consideration.
This final factor allowed for the development of a variety of recommendations for management to consider.

**IMPLEMENTATION PLAN**

Implementation of the recommendations will require that management review and select which options will be the most advantageous for the Agency and the citizens of SC. Toll staff will have to be prepared to defend their recommendations to management and the Commission. Detailed analyses involving historical data and forecast data, which will result in the staff’s recommendations will be critical in convincing Agency decision makers. Toll staff will need the buy-in and support from the Legal, Procurement, Finance, IT Services and Facility Management departments to aid in discussions with management. Once Agency management is fully educated in the options, they must approve an improvement plan, only then can toll staff begin work with the software and operations contractor(s) on implementation.

Changes to the PP program will require notification of all customers. Current customers could be notified via mail. The PP Agreement/Application could be revised to include the new changes. There is also the potential for a transponder exchange program, which will require additional work with existing customers.

Changes to the VE will require modifications to the violation notices to potentially include out-of-state violations and addition of the court process. These changes would involve the selected operations contractor and SCDOT toll
staff. Legal representation and technical documentation would also be required for the court process.

The current contract for operations and maintenance is scheduled to end February 2008. A Request for Proposal has been developed and advertised for the operations and maintenance of the CIP. Two areas of the RFP address the need for software and customer service operations for the PP Program and VE. Software and personnel costs will be established based on the response and selection of a new Operations and Maintenance contractor. The areas of research in the report are part of the RFP and are presented in Appendix E.

It is estimated that full implementation of the plan will take approximately 8-12 months. The transition plan and schedule will be the most critical part of the project. Coordination with management, SCDOT staff in various departments, the existing contractor and the new contractor will be essential for a successful transition. Throughout the process, Department and contractor staff should be integrating all modifications into the existing CSC, PP and VE standard operating procedures.

**Evaluation Method**

It is recommended that upon final implementation of the selected recommendations an annual evaluation be conducted. Evaluation of the implemented modifications will consist of Input, Output and Outcome Measures. Data will be collected through reports produced by PP and VE software, and PP surveys. This information will be compared to historical data and used to evaluate cost efficiency and customer service relations.
Input Measures:

- Number of accounts maintained
- Number of transponders issued
- Number of violation notices processed
- Number of violation notices paid
- Revenue lost from unpaid violation notices
- Number of CSC staff (before and after implementation of modifications)
- Operations cost (original vs. improved)

Output Measures:

- Percent of customers served by mode (phone, fax, walk-in, Internet)
- Percent of violation payments processed (through CSC, mail or Internet)

Outcome Measures:

- Revenue lost from unpaid violation notices
- Percent reduction in expenses
- Percent revenue increase

Success of the implemented recommendations should result in measures identifying:

- Reduction in PP violations by requiring one transponder per vehicle.
- Additional revenue from account fees to supplement PP program costs.
- Additional revenue from violation enforcement by processing out-of-state violations and completing the violation process through the court/DMV process.
- Reduced walk in and phone customer traffic through the use of the Internet will result in fewer CSRs needed and customer satisfaction from convenience.
- Reduction in manual processes and paper work, resulting in a reduction in CS work force, hence, reducing Department expenses.
APPENDIX A-INTERSTATE AND NON-INTERSTATE TOLL BRIDGES AND TUNNELS

http://www.fhwa.dot.gov/ohim/tollpage.htm
http://www.fhwa.dot.gov/ohim/tollpage/t1part1.htm
http://www.fhwa.dot.gov/ohim/tollpage/t1part2.htm
http://www.fhwa.dot.gov/ohim/tollpage/t1part3.htm

Source: Federal Highway Administration
This report contains selected information on toll facilities in the United States. The information is based on a survey of facilities in operation, financed, or under construction as of January 1, 2005.

View in HTML by Section.

- Cover page: History, Current Policy, and Abbreviations
- Data Explanation
- Fact Sheet
- Toll Mileage Trends
- Interstate System Toll Bridges and Tunnels in the United States
- Non-Interstate System Toll Bridges and Tunnels in the United States
- Interstate System Toll Roads in the United States
- Non-Interstate System Toll Roads in the United States
- Vehicle Toll Ferries in the United States
- Other Proposed Toll Facilities
- Appendix
- Toll Facilities in the United States Listing
- Bibliography

You may also view the complete PDF Report (555 KB), or download the entire file containing Excel and Word (242 KB) Files.

Below are links to toll facility finance tables on receipts and disbursements from the 2004 Highway Statistics publication.
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<thead>
<tr>
<th>Table Name</th>
<th>Description</th>
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<tr>
<td>SF-3B</td>
<td>Receipts of State-Administered Toll Road and Crossing Facilities</td>
</tr>
<tr>
<td>SF-4B</td>
<td>Disbursements of State-Administered Toll Road and Crossing Facilities</td>
</tr>
<tr>
<td>LGF-3B</td>
<td>Receipts of Local Toll Facilities</td>
</tr>
<tr>
<td>LGF-4B</td>
<td>Disbursements of Local Toll Facilities</td>
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Other toll related resources: [www.fhwa.dot.gov/programadmin/tollfac.html](http://www.fhwa.dot.gov/programadmin/tollfac.html)

If you have any questions regarding this report you may email us, or you may call 202-366-0170.

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# 2005 Toll Facilities in the United States

## Interstate System Toll Bridges and Tunnels in the United States (In operation, under construction, and financed as of January 1, 2005)

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<th>Name of Facility</th>
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<td>Financing or Operating Authority</td>
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<tr>
<td>From</td>
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<td>Body of Water Crossing</td>
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<td>To</td>
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<tr>
<td>Location</td>
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<td>Toll Collection?</td>
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<td>Electronic Toll Collection System?</td>
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<th>Name of Facility</th>
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<td>Fort McHenry (4 Tubes) (I-95)</td>
<td>MD Trans Auth</td>
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<td>Millard Tydings Bridge (I-95)</td>
<td>MD Trans Auth</td>
<td>MD Rt. 155</td>
<td>Susquehanna River</td>
<td>MD 222</td>
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<td>South Boston</td>
<td>Boston Harbor</td>
<td>East Boston</td>
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<td>2.41</td>
<td>Urban 94</td>
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<td>Elizabeth, NJ</td>
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<td>1.93</td>
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<td>NY State Thruway Auth</td>
<td>Grand Island, NY</td>
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<td>4.35</td>
<td>Urban 278 X</td>
<td>E-ZPass</td>
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<td>4.18</td>
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<td>Brooklyn Battery (I-495)</td>
<td>Triborough Brd &amp; Tunnel</td>
<td>New York, NY</td>
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<td>3.38</td>
<td>Urban 478 X</td>
<td>E-ZPass</td>
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### NEW YORK - ONTARIO, CANADA

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<tr>
<th>Road System</th>
<th>IS Toll Bridges &amp; Tunnels</th>
<th>Less Tolls Outside United States</th>
<th>Total IS Toll Bridges &amp; Tunnels in United States</th>
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<tr>
<td></td>
<td>Miles</td>
<td>Kilometers</td>
<td>Miles</td>
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<tr>
<td>Rural</td>
<td>16.80</td>
<td>27.04</td>
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<td>Urban</td>
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<td>154.88</td>
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<td>Total</td>
<td>113.04</td>
<td>181.92</td>
<td>6.80</td>
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</table>

[1] The length of structures includes approaches and connecting links which were financed as an integral part of the toll project. The length of toll bridges includes approach sections which may be used toll free by local residents. The length of such sections is identified as "nontoll" in the remarks column.

[2] Excludes toll transactions that require stopping (i.e., cash, ticket, or token payment).

This page last modified on January 25, 2007
## 2005 Toll Facilities in the United States

**Non-Interstate System Toll Bridges and Tunnels in the United States (In operation, under construction, and financed as of January 1, 2005)**

### Table T-1, Part 2

<table>
<thead>
<tr>
<th>Name of Facility</th>
<th>Financing or Operating Authority</th>
<th>Location</th>
<th>Length</th>
<th>Functional System Code</th>
<th>On NHS?</th>
<th>Toll Collection?</th>
<th>Electr Col Sys</th>
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<td>ALABAMA</td>
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<tr>
<td>Alabama River Parkway Brdg</td>
<td>United Toll Systems, Inc.</td>
<td>No. Bypass in Montgomery</td>
<td>Alabama River</td>
<td>SR 143 in Elmore Cnty</td>
<td>6.91</td>
<td>11.12</td>
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<tr>
<td>Emerald Mtn Expway Brdg</td>
<td>United Toll Systems, Inc.</td>
<td>Wares Ferry Rd, Tallapoosa River</td>
<td>Rifle Rangerd, Elmore Cnty</td>
<td>2.50</td>
<td>4.02</td>
<td>07</td>
<td>X</td>
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<td>ALASKA</td>
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<td>Whittier Tunnel</td>
<td>AK DOT</td>
<td>Portage, AK</td>
<td>Maynard Mt.</td>
<td>Whittier, AK</td>
<td>2.50</td>
<td>4.00</td>
<td>06</td>
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<tr>
<td>CALIFORNIA</td>
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<td></td>
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</tr>
</tbody>
</table>
| Antioch (John A. Nedjeddy) | BATA | Contra Costa Cnty | San Joaquin River | Sacramento Cnty | 1.40 | 2.25 | 06 | X | N | FA| 21:
| San Mateo-Hayward | BATA | San Mateo, CA | San Francisco Bay | Hayward, CA | 9.90 | 15.93 | 12 | X | W | FA| 21:
| Dumbarton | BATA | Palo Alto, CA | San Francisco Bay | Newark, CA | 5.90 | 9.50 | 12 | X | W | FA| 21:
| San Diego-Coronado | SANDAG | San Diego, CA | San Diego Bay | Coronado, CA | 2.10 | 3.38 | 12 | X | W | X |
| Golden Gate Brdg, Hwy & Trans Dist | Golden Gate Brdg, Hwy & Trans Dist | San Francisco, CA | San Francisco Bay | Marin Cnty, CA | 2.30 | 3.70 | 12 | X | S | AM |
| FLORIDA          |                                  |          |        |                        |         |                  |                |
| Card Sound Brdg | Monroe Cnty | Miami-Dade Cnty, FL | Card Sound | Steamboat Creek, FL | 3.25 | 5.23 | 06 | X | X | X |
| Mid-Bay Brdg Auth & FL Dept of Transportation | Mid-Bay Brdg Auth & FL Dept of Transportation | Niceville, FL | Chocawhatche Baye | Moreno Point | 6.56 | 10.56 | 06,16 | X | X | Sur |
| Pinellas Bayway System | St. Petersburg, FL | St. Petersburg, FL | Lower Tampa Bay | Mullet Key, FL | 13.56 | 21.82 | 16 | X | S | Sur |
| Pensacola Beach Brdg (Bob Sykes Bridge) | Escambia Cnty | Gulf Breeze, FL | Santa Rosa Sound | Pensacola Beach, FL | 2.00 | 3.22 | 17 | X | E | X |

*Note: Length in miles and kilometers, Functional System Code includes directions.*
<table>
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<tr>
<th>Treasure Island Causeway</th>
<th>City of Treasure Island</th>
<th>St. Petersburg, FL</th>
<th>Boca Ciega Bay</th>
<th>Treasure Island, FL</th>
<th>2.33</th>
<th>3.75</th>
<th>17</th>
<th>X</th>
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</thead>
<tbody>
<tr>
<td>Broad Causeway</td>
<td>Town of Bay Harbor Islands</td>
<td>North Miami, FL</td>
<td>Biscayne Bay</td>
<td>Bay Harbor Isle, FL</td>
<td>0.70</td>
<td>1.13</td>
<td>16</td>
<td>X</td>
<td>X</td>
<td>Bay</td>
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<td>Rickenbacker Causeway</td>
<td>Miami-Dade Cnty</td>
<td>Miami, FL</td>
<td>Biscayne Bay</td>
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<td>3.00</td>
<td>4.83</td>
<td>14</td>
<td>X</td>
<td>X</td>
<td>Tač Am</td>
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<td>Venetian Causeway</td>
<td>Miami-Dade Cnty</td>
<td>Miami, FL</td>
<td>Biscayne Bay</td>
<td>Miami Beach, FL</td>
<td>0.50</td>
<td>0.80</td>
<td>16</td>
<td>X</td>
<td>X</td>
<td>Tač Am</td>
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<tr>
<td>Clearwater Pass; Sand Key</td>
<td>City of Clearwater</td>
<td>Clearwater Beach, FL</td>
<td>Clearwater Pass</td>
<td>Bellair Beach, FL</td>
<td>1.00</td>
<td>1.61</td>
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<td>X</td>
<td>X</td>
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<td>Lee Cnty</td>
<td>Sanibel, FL</td>
<td>Pine Island Sound</td>
<td>Captiva, FL</td>
<td>2.00</td>
<td>3.22</td>
<td>16</td>
<td>X</td>
<td>S</td>
<td>Sur EP</td>
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<td>Cape Coral, FL</td>
<td>Caloosahatchee River</td>
<td>Fort Myers, FL</td>
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<td>1.77</td>
<td>16</td>
<td>X</td>
<td>S</td>
<td>Sur EP</td>
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<td>Cape Coral, FL</td>
<td>Caloosahatchee River</td>
<td>Fort Myers, FL</td>
<td>1.25</td>
<td>2.01</td>
<td>16</td>
<td>X</td>
<td>E</td>
<td>Sur EP</td>
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<td>Garcon Point Brdg</td>
<td>Santa Rosa Bay Brdg Auth &amp; FL Dept of Transportation</td>
<td>Garcon Point</td>
<td>Pensacola Bay</td>
<td>Redfish Point</td>
<td>3.50</td>
<td>5.63</td>
<td>16</td>
<td>X</td>
<td>X</td>
<td>Sur EP</td>
</tr>
</tbody>
</table>

**GEORGIA**

| F. J. Torras Causeway | GA State Road & Tollway Auth | Brunswick, GA | McKay River & Inter-Coastal Waterway | St. Simons Island | 4.20 | 6.76 | 12 | X | E | Bar |

**ILLINOIS - IOWA**

| New Harmony | White Cnty L Brdg Com | White Cnty, IL (0.3 Mi) | Wabash River | New Harmony, IN (0.2 Mi) | 0.50 | 0.80 | 06 | X | X | X |
| Wabash Memorial | IN Dept of Trans | White Cnty, IL (0.5 Mi) | Wabash River | Mt. Vernon, IN (0.4 Mi) | 0.90 | 1.45 | 06 | X | X | X |

**ILLINOIS - MISSOURI**

| Frank E. Bauer Brdg | Winnebego Cnty, IL | IL Route 2 | Rock River | IL Route 251 | 0.19 | 0.31 | 14 | X | X | X |
| Fort Madison | A.T. & SF. Rdway Co: Topeka, KS | Niota, IL (0.3 Mi) | Mississippi River | Ft. Madison, IA (0.3 Mi) | 0.60 | 0.97 | 14 | X | X | X |

**IOWA - NEBRASKA**

| St. Francisville | Wayland Special Road Dist, MO | Vincennes, IA (0.2 Mi) | Des Moines River | St. Francisville, MO (0.1 Mi) | 0.30 | 0.48 | 02 | X | X | X |
| Bellevue | City of Bellevue, NE Brdg Com | SR 370, IA (0.2 Mi) | Missouri River | Bellevue, NE (0.2 Mi) | 0.20 | 0.32 | 06 | X | X | X |
| Decatur | Burt Cnty, NE Brdg Com | Onawa, IA (0.5 Mi) | Missouri River | Decatur, NE (0.5 Mi) | 1.00 | 1.61 | 06 | X | X | X |
| Plattsmouth | Plattsmouth, NE Brdg | Mills Cnty, IA (0.1 Mi) | Missouri River | Plattsmouth, NE (0.1 Mi) | 0.20 | 0.32 | 02 | X | X | X |

**LOUISIANA**

<p>| Lake Pontchartrain Causeway | Greater New Orleans Expway Com | New Orleans, LA | Lake Pontchartrain | Mandeville, LA | 14.00 | 22.53 | 14 | X | S | Avi Cor |
| Greater New Orleans Mississippi River Bridge | LA Dept of Trans &amp; Dev | US - 90 at 1 - 10 | Mississippi River | US-90 at West Bank Expway | 0.60 | 0.97 | 12 | X | W | Ele Car |</p>
<table>
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<th>Location</th>
<th>Bridge Name</th>
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<th>River/Location</th>
<th>Length (Mi)</th>
<th>Width (Feet)</th>
<th>Lanes</th>
<th>Optional Features</th>
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<td>MD Trans Auth</td>
<td>Havre de Grace, MD</td>
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<td>2</td>
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<td>Wm Preston Lane, Jr. Bridge</td>
<td>MD Trans Auth</td>
<td>Sandy Point, MD</td>
<td>4.50</td>
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<td>X E</td>
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<td>Francis Scott Key Bridge</td>
<td>MD Trans Auth</td>
<td>Hawkins Points, MD</td>
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<td>Charles Cnty, MD (2.1 Mi)</td>
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<td>MA Trmpke Auth</td>
<td>Cross St, Boston, MA</td>
<td>1.24</td>
<td>2.00</td>
<td>12</td>
<td>X W</td>
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<td>J.F. Fitzgerald Expway</td>
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<td>The Brdg Co, Moorehead, MN &amp;Municipal Dev Co; NY, NY</td>
<td>15th Ave; Fargo, ND</td>
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<td>Tube</td>
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<td>Townends Inlet, NJ</td>
<td>Townends Inlet, NJ</td>
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<td>Ocean City-Longport</td>
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<td>Grassy Sound</td>
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<td>Grassy Sound Channel</td>
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<td>Middle Thorofare</td>
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**NEW JERSEY - NEW YORK**

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<tr>
<th>Tube</th>
<th>Cnty Brdg Com</th>
<th>Port Auth of NY &amp; NJ</th>
<th>Kill Van Kull</th>
<th>Port Richmond, S.I., NY (0.7 Mi)</th>
<th>1.55</th>
<th>2.49</th>
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<td>Outerbridge Crossing</td>
<td>Port Auth of NY &amp; NJ</td>
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<td>Arthur Kill</td>
<td>Tottenville, S.I., NY (0.6 Mi)</td>
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<td>Lincoln (3 Tubes)</td>
<td>Port Auth of NY &amp; NJ</td>
<td>Weehawken, NJ (1.58 Mi)</td>
<td>Hudson River</td>
<td>New York, NY (1.1 Mi)</td>
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**NEW JERSEY - PENNSYLVANIA**

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<th>Tube</th>
<th>Cnty Brdg Com</th>
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<th>Sandyston Township, NJ (0.1 Mi)</th>
<th>Delaware River</th>
<th>Dingman's Ferry, PA (0.3 Mi)</th>
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<td>Trenton-Morrisville</td>
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<td>Trenton, NJ (0.6 Mi)</td>
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<td>Morrisville, PA (0.5 Mi)</td>
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<td>Betsy Ross</td>
<td>DE River Port Auth</td>
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<td>Commodore John Barry</td>
<td>DE River Port Auth</td>
<td>Bridgeport, NJ (2.22 Mi)</td>
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**NEW YORK - INTRASTATE**

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<td>Rip Van Winkle</td>
<td>NY State Brdg Auth</td>
<td>Catskill, NY</td>
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<td>Marine Parkway-Gil Hodges Memorial</td>
<td>Triborough Brdg &amp; Tunnel Auth</td>
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<td>Rockaway Inlet</td>
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<td>Triborough Brdg &amp; Tunnel Auth</td>
<td>Channel Drive</td>
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**NEW YORK - ONTARIO, CANADA**

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<th>1.13</th>
<th>19</th>
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<th>W</th>
<th>X</th>
<th>Canada Com (AV)</th>
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<td>Ogdensburg-Prescott</td>
<td>Ogdensburg Bridge Auth</td>
<td>Ogdensburg, NY (1.3 Mi)</td>
<td>St. Lawrence River</td>
<td>Prescott, ON (0.9 Mi)</td>
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<td>Niagara Falls, NY (0.3 Mi)</td>
<td>Niagara Falls, ON (0.2 Mi)</td>
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<td>Whirlpool Rapids</td>
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<td>Niagara Falls, ON (0.1 Mi)</td>
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<td>Seaway International Bridge</td>
<td>St. Lawrence Seaway Dev Corp</td>
<td>Rooseveltown, NY (0.5 Mi)</td>
<td>St. Lawrence River</td>
<td>Cornwall, ON (2.0)</td>
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</table>

**NORTH DAKOTA**

| 12th/15th Ave. Bridge              | 12th Ave. N, Fargo, ND | Red River | 15th Ave. N, Moorhead, MN | 0.03 | 0.05 | 16 | X          | X          | X          |

**OREGON - WASHINGTON**

| Bridge of the Gods                 | Port Cascade Locks  | Cascade Locks, OR | Columbia River | Stevenson, WA | 0.64 | 1.03 | 09 | X          | X          | X          |
| Hood River Bridge                  | Port of Hood River  | Hood River, OR    | Columbia River | White Salmon, WA | 0.98 | 1.58 | 06 | X          | X          | X          |

**PUERTO RICO**

| Teodoro Moscoso                    | Autopistas de Puerto Rico | PR 181 | San Jose Lagoon | PR 26 | 1.72 | 2.77 | 12 | X          | X          | X          |

**RHODE ISLAND**

| Newport                            | RI Tnpke & Brdg Auth  | Jamestown, RI | Narragansett Bay | Newport, RI | 2.20 | 3.54 | 14 | X          | X          | X          |

**TEXAS**

<p>| Addison Airport Toll Tunnel       | North TX Tollway Auth (NTTA) | East Side - Addison Airport | West Side - Addison Airport | 0.30 | 0.48 | 16 | X          | X          | X          |
| Mountain Creek Lake Bridge        | North TX Tollway Auth (NTTA) | Grand Prairie, TX | Mountain Creek Lake | Dallas, TX | 1.41 | 2.27 | 14 | X          | X          | X          |
| Sam Houston Ship Channel Bridge   | Harris Cnty Toll Auth     | Pasadena, TX | Houston Ship Channel | East Houston, TX (South of I-10) | 4.50 | 7.24 | 14 | X          | X          | X          |</p>
<table>
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<th>Bridge Name</th>
<th>Location 1</th>
<th>Location 2</th>
<th>Location 3</th>
<th>Location 4</th>
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<th>Location 6</th>
<th>Location 7</th>
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<td>Galveston, TX</td>
<td>San Louis Pass, Brazoria, TX</td>
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<td><strong>TEXAS - MEXICO</strong></td>
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<td>Gateway Bridge</td>
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<td>Brownsville, TX</td>
<td>Rio Grande, Matamoros, TX</td>
<td>Matamoros, Tamaulipas</td>
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<td>B &amp; M Bridge</td>
<td>Brownsville &amp; Matamoros</td>
<td>Brownsville, TX</td>
<td>Rio Grande, Matamoros, TX</td>
<td>Matamoros, Tamaulipas</td>
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<td>Free Trade Bridge</td>
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<td>Los Indios, TX</td>
<td>Rio Grande, Lucia</td>
<td>Blanco, Tamaulipas</td>
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<td>Rio Grande, Nuevo</td>
<td>Laredo, Tamaulipas</td>
<td>0.20, 0.32, 14, X</td>
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<tr>
<td>Laredo International Bridge (Convent St)</td>
<td>City of Laredo</td>
<td>Laredo, TX (0.1 Mi)</td>
<td>Rio Grande, Nuevo</td>
<td>Laredo, Tamaulipas</td>
<td>0.20, 0.32, 14, X</td>
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<tr>
<td>World Trade Bridge</td>
<td>City of Laredo</td>
<td>Laredo, TX</td>
<td>Rio Grande, Nuevo</td>
<td>Laredo, Tamaulipas</td>
<td>0.19, 0.31, 02, X</td>
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<tr>
<td>Laredo-Columbia Solidarity Bridge</td>
<td>City of Laredo</td>
<td>Laredo, TX (0.09 Mi)</td>
<td>Rio Grande, Colombia</td>
<td>Nuevo Leon</td>
<td>0.18, 0.29, 14, X</td>
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<tr>
<td>Eagle Pass Bridge # 1</td>
<td>City of Eagle Pass</td>
<td>Eagle Pass, TX (0.3 Mi)</td>
<td>Rio Grande, Pedras Negras</td>
<td>Coahuila</td>
<td>0.40, 0.64, 14, X</td>
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<td>Eagle Pass Bridge # 2</td>
<td>City of Eagle Pass</td>
<td>Eagle Pass, TX (0.07 Mi)</td>
<td>Rio Grande, Pedras Negras</td>
<td>Coahuila</td>
<td>0.26, 0.42, 14, X</td>
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<td>Del Rio-Ciudad Acuna International Bridge</td>
<td>City of Del Rio</td>
<td>Del Rio, TX (0.6 Mi)</td>
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<td>Acuna, Coahuila</td>
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<tr>
<td>La Linda Bridge</td>
<td>National Parks &amp; Conservation Assn.</td>
<td>Texas FM 2067 (0.3 Mi)</td>
<td>Rio Grande, La Linda</td>
<td>Coahuila</td>
<td>0.40, 0.64, 02, X</td>
<td>MEXICO</td>
<td>SIDE</td>
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<tr>
<td>Bridge Name</td>
<td>City of El Paso</td>
<td>Texas, TX</td>
<td>Miles</td>
<td>Kilometers</td>
<td>City of El Paso</td>
<td>Mexico, Chihuahua</td>
<td>Miles</td>
<td>Kilometers</td>
<td>Aut Veft</td>
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<td>Presidio Bridge</td>
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<td>TX</td>
<td>0.12</td>
<td>0.19</td>
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<td>Chihuahua</td>
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<td>Ysleta-Zaragosa Bridge</td>
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<td>0.2</td>
<td>0.32</td>
<td>Zaragosa</td>
<td>Chihuahua</td>
<td>0.30</td>
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<tr>
<td>Good Neighbor Bridge (Stanton St)</td>
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<td>TX</td>
<td>0.1</td>
<td>0.16</td>
<td>Ciudad Juarez</td>
<td>Chihuahua</td>
<td>0.20</td>
<td>0.32</td>
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<tr>
<td>Paso Del Norte Bridge (Santa Fe St)</td>
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<td>0.3</td>
<td>0.49</td>
<td>Ciudad Juarez</td>
<td>Chihuahua</td>
<td>0.50</td>
<td>0.80</td>
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**VIRGINIA**

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<th>Kilometers</th>
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<th>(AV)</th>
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<td>Richmond Metropolitan Authority</td>
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<td>Richmond, VA</td>
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<td></td>
<td>0.36</td>
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<td>Boulevard</td>
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<td>(Byrd Park)</td>
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<td>0.63</td>
<td>Portsmouth, VA</td>
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<td>Chesapeake Bay</td>
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<td>Virginia Beach, VA</td>
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<td>G.P. Coleman</td>
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**WASHINGTON**

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<td>Tacoma Narrows Bridge</td>
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<td>1.64</td>
<td>Tacoma Narrows</td>
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**WEST VIRGINIA - KENTUCKY**

| City                     | Miles | Kilometers | City | Miles | Kilometers | Miles | Kilometers | X N/A | N/A          |
|--------------------------|-------|------------|------|-------|------------|-------|------------|       |              |
| Nolan Toll Bridge        | 0.10  | 0.16       | Noland, WV |      |            |       |            |        |              |

**WEST VIRGINIA - OHIO**

| City                     | Miles | Kilometers | City | Miles | Kilometers | Miles | Kilometers | X X X |              |
|--------------------------|-------|------------|------|-------|------------|-------|------------|       |              |
| Parkersburg Memorial     | 0.80  | 1.29       | Belpre, OH |      |            |       |            | X      |              |
| Newell-East Liverpool    | 0.30  | 0.48       | East Liverpool, OH |      |            |       |            | X      |              |

**Summary of Non-Interstate System (IS) Toll Bridge & Tunnel Length in Operation in the United States**

<table>
<thead>
<tr>
<th>Functional System</th>
<th>Non-IS Toll Bridges &amp; Tunnels</th>
<th>Less Non-Toll Portions</th>
<th>Less Tolls Outside United States</th>
<th>Total Non-IS Toll Bridges &amp; Tunnels in United States</th>
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</thead>
<tbody>
<tr>
<td>Miles</td>
<td>Kilometers</td>
<td>Miles</td>
<td>Kilometers</td>
<td>Miles</td>
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<tr>
<td>02</td>
<td>35.64</td>
<td>57.36</td>
<td>0.00</td>
<td>2.78</td>
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<tr>
<td>06</td>
<td>22.77</td>
<td>36.64</td>
<td>6.60</td>
<td>10.62</td>
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<tr>
<td>07</td>
<td>5.08</td>
<td>8.18</td>
<td>2.43</td>
<td>3.91</td>
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<tr>
<td>08</td>
<td>0.20</td>
<td>0.32</td>
<td>0.00</td>
<td>0.00</td>
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<tr>
<td>09</td>
<td>0.74</td>
<td>1.19</td>
<td>0.00</td>
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</table>

Total: Non-IS Toll Bridges & Tunnels in United States: 32.86 miles, 52.88 kilometers.
# 2005 Toll Facilities in the United States

Interstate System Toll Roads in the United States (In operation, under construction, and financed as of January 1, 2005)

## Table T-1, Part 3

<table>
<thead>
<tr>
<th>Name of Road</th>
<th>Financing or Operating Authority</th>
<th>Location</th>
<th>Length</th>
<th>Area Type</th>
<th>Toll Collection?</th>
<th>Electronic Toll Collection System?</th>
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</thead>
<tbody>
<tr>
<td><strong>Name of Road</strong></td>
<td><strong>Financing or Operating Authority</strong></td>
<td><strong>Location</strong></td>
<td><strong>Length</strong></td>
<td><strong>Area Type</strong></td>
<td><strong>Toll Collection?</strong></td>
<td><strong>Electronic Toll Collection System?</strong></td>
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<tr>
<td>CALIFORNIA</td>
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<tr>
<td>Interstate 53 Value Pricing Project</td>
<td>San Diego Assoc of Gov; CA Dept of Trans</td>
<td>SR 56/ Ted Williams Pkwy SR 52</td>
<td>8.0 12.9 Urban 15</td>
<td>X</td>
<td>FASTRAK/Title 21/Tiris</td>
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<td>DELAWARE</td>
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<tr>
<td>John F. Kennedy Memorial Highway (I-95 &amp; I-295)</td>
<td>DE Dept of Trans</td>
<td>Maryland Line SR 141</td>
<td>11.2 18.0 Urban 95</td>
<td>N</td>
<td>E-ZPass</td>
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<tr>
<td>FLORIDA</td>
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<td>ILLINOIS</td>
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<tr>
<td>Ronald Reagan Memorial Tollway (I-88)</td>
<td>IL State Toll Highway Authority</td>
<td>US 30 Rock Falls (W. terminus) MP 44.2 SR 26 MP 53.9</td>
<td>9.7 15.6 Rural 88</td>
<td>X</td>
<td>No plaza</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>SR 26 MP 53.9</td>
<td>SR 39 MP 78.5</td>
<td>24.6 39.6 Rural 88</td>
<td>X</td>
<td>Plazas 69, 70, &amp; 71 equipped with I-PASS ETC (Electronic Transaction Collection) is the vendor.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SR 39 MP 78.5</td>
<td>SR 47 MP 109.3</td>
<td>30.8 49.6 Rural 88</td>
<td>X</td>
<td>ETC for in-plac ramp &amp; tolling planas 2005.1 Plazas 66, 67 equipped with I-PASS ETC. Plazas 65, 66, 67 are under consideration.</td>
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*Length includes both miles and kilometers.*
<table>
<thead>
<tr>
<th>North-South Tollway</th>
<th>IL State Toll Highway Authority</th>
<th>I-55 at Bolingbrook (S. terminus) MP 12.3</th>
<th>Army Trail Road (N. terminus) MP 29.8</th>
<th>2.54 Mi South of WI Stateline MP 76.0</th>
<th>McCurry Rd (SR 8) MP 75.1</th>
<th>South of Swanson Rd MP 71.2</th>
<th>0.01 Mi South of Swanson Rd. MP 71.2</th>
<th>SR 20 Cherry Valley MP 61.4</th>
<th>SR 4 (Pearl St.) MP 55.0</th>
<th>Randall Rd. MP 26.6</th>
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<tbody>
<tr>
<td>SR 47 MP 109.3</td>
<td>SR 56 MP 113.8</td>
<td>4.5</td>
<td>7.2</td>
<td>Urban 88</td>
<td>X</td>
<td>Plazas 59, 61, 63 &amp; 64 equipped with I-PASS ETC is the vendor.</td>
<td>No place.</td>
<td>ETC ct in-plac mainlir ramp p Open I Tolling Planne mainlir plaza i</td>
<td>ETC ct in-plac mainlir ramp p Open I Tolling Planne mainlir plaza i</td>
<td>ETC ct in-plac mainlir ramp p Open I Tolling Planne mainlir plaza i</td>
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<tr>
<td>SR 56 MP 113.8</td>
<td>SR 59 MP 123.4</td>
<td>9.6</td>
<td>15.4</td>
<td>Urban 88</td>
<td>X</td>
<td>Plazas 51, 53, 55, 57 &amp; 58 equipped with I-PASS ETC is the vendor.</td>
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<tr>
<td>SR 59 MP 123.4</td>
<td>I-290 (E. terminus) MP 142.7</td>
<td>19.3</td>
<td>31.1</td>
<td>Urban 88</td>
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<td>Plazas 73, 75, 77, 79, 81, 83, 85, 87, &amp; 89 equipped with I-PASS, ETC is the vendor.</td>
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<td>ETC ct in-plac mainlir ramp p Open I Tolling Planne mainlir plaza i</td>
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<td>Plazas 1 equipped with I-PASS, ETC is the vendor.</td>
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<td>ETC ct in-plac mainlir plaza. Road 1 planne mainlir plaza i</td>
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<td>Plazas 2 &amp; 3 equipped with I-PASS, ETC is the vendor.</td>
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<td>Plazas 5 equipped with I-PASS, ETC is the vendor.</td>
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<td>Plazas 7 &amp; 8 equipped with I-PASS, ETC is the vendor.</td>
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<tr>
<td>Chicago Skyway City of Chicago</td>
<td>I-94 in Chicago Indiana Stateline</td>
<td>7.7 12.4 Urban 90</td>
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<td>1.11 Mi S. of WI Stateline</td>
<td>I-94 Eden's E. spur MP 53.5</td>
<td>23.5 37.8 Urban 94</td>
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<td>SR 41 Eden's E. terminus MP 48.5</td>
<td>5.0 8.0 Urban 94</td>
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<td>IN Dept of Trans Porter County Line-Gary</td>
<td>130.0 209.2 Rural 80</td>
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<td>18.9 30.4 Urban 35</td>
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</table>

PUERTO RICO

| PR-2 (Ponce) | Ponce East Urbanized Boundary | 8.7 | 14.0 | Urban | 1 | X | Radio Frequency ID (Auto Expreso) 4 lanes | Plaza | Auto E Lanes: 14,15,1 |
| Ponce East Urbanized Boundary | Juana Díaz West Urbanized Boundary | 0.4 | 0.6 | Rural | 1 | | | No Pla |
| Juana Díaz West Urbanized Boundary | Juana Díaz East Urbanized Boundary | 4.8 | 7.8 | Urban | 1 | X | Radio Frequency ID (Auto Expreso) 4 lanes | Plaza | Díaz A Expres Lanes: 3,13 |
| Louis A. Ferre Expway (PR-52) | PR Hwy & Trans Auth | Juana Díaz East Urbanized Boundary | Salinas West Urbanized Boundary | 7.1 | 11.5 | Rural | 1 | No Pla |
| Salinas West Urbanized Boundary | PR-53 | 8.3 | 13.4 | Urban | 1 | X | | Salina: Toll- R |
| PR-53 | San Juan South Urbanized Boundary | 6.2 | 9.9 | Rural | 1 | N | Radio Frequency ID (Auto Expreso) 2 lanes | Plaza | Auto E Lanes: |
| San Juan South Urbanized Boundary | PR-1 & PR-18 (San Juan) | 31.8 | 51.1 | Urban | 1 | N | Radio Frequency ID (Auto Expreso) 4 lanes | Plaza | Norte: expres Lanes: |

<p>| PR-2 | PR-10 | 5.7 | 9.2 | Urban | 2 | E | Radio Frequency ID (Auto Expreso) 2 lanes | Plaza | Auto E Lanes: |
| PR-10 | Florida West Urbanized Boundary | 1.6 | 2.5 | Rural | 2 | | | No Pla |
| Florida West Urbanized Boundary | Florida East Urbanized Boundary | 11.4 | 18.3 | Urban | 2 | X | Radio Frequency ID (Auto Expreso) 2 lanes | Plaza | Auto E Lanes: |
| Florida East Urbanized | San Juan West Urbanized | 1.2 | 1.9 | Rural | 2 | | | No Pla |</p>
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[1] The length of roads includes approaches and connecting links which were financed as an integral part of the toll project. The length of toll roads includes sections which may be used toll free by local residents. The length of such sections is identified as "nontoll" in the remarks column.

[2] Excludes toll transactions that require stopping (i.e., cash, ticket, or token payment).
APPENDIX B-TOLL FACILITY CONTACT INFORMATION

HTTP://WWW FHWA DOT GOV/OHIM/TOLLPAGE/TOLL_LIST.HTM
## 2005 Toll Facilities in the United States

### Partial Listing of Toll Facilities (Names, Addresses, Phone Numbers, Internet)

<table>
<thead>
<tr>
<th>State</th>
<th>Facility Name</th>
<th>Address</th>
<th>City, State</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td></td>
<td>Von Bergan Ltd</td>
<td>400 West Ramano Street</td>
<td>Pensacola, FL 32501</td>
<td>850-434-7345</td>
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<tr>
<td></td>
<td>Baldwin County Bridge Co.</td>
<td>P.O. Box 129</td>
<td>Greenville, AL 36037</td>
<td>334-382-3373</td>
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<tr>
<td>Alaska</td>
<td>Inter-Island Ferry Authority</td>
<td>P.O. Box 495</td>
<td>Craig, AK 99921</td>
<td>907-826-4848</td>
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<td></td>
<td>Alaska Dept of Trans &amp; Pub Fac</td>
<td>7559 North Tongas Highway</td>
<td>Ketchikan, AK 99901</td>
<td>907-228-7255</td>
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<td>Whittier Tunnel</td>
<td>Office of the Commissioner</td>
<td>Juneau, AK 99801-7898</td>
<td>907-465-3900</td>
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<td>Ketchikan International Airport</td>
<td>1000 Airport Terminal</td>
<td>907-225-6800</td>
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<td>Golden Gate Bridge Highway &amp; Transportation District</td>
<td>Box 9000, Presidio Station</td>
<td>San Francisco, CA 94129-0601</td>
<td>415-921-5858</td>
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<td>California Trans Commission</td>
<td>1120 N Street MS-52</td>
<td>Sacramento, CA 95814</td>
<td>916-653-2134</td>
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<tr>
<td>Minnesota</td>
<td>Gary Neumann</td>
<td>International Falls, MN 56649</td>
<td></td>
<td>218-285-5690</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Bridge Co.</td>
<td>P.O. Box 2561</td>
<td>Fargo, ND 58108</td>
<td>701-282-4692</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bellevue Bridge Commission</td>
<td>P.O. Box 133</td>
<td>Bellevue, NE 68005</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Burt County Bridge Commission</td>
<td>P.O. Box 92</td>
<td>Decatur, NE 68020</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Plattsmouth Bridge Company</td>
<td>P.O. Box 340</td>
<td></td>
<td>402-296-2194</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New Hampshire Dept. of Trans.</td>
<td>Bureau of Tunnipes</td>
<td>Concord, NH 03302-2950</td>
<td>603-485-3806</td>
<td>603-485-2107</td>
</tr>
<tr>
<td></td>
<td>New Jersey Tumpike Authority</td>
<td>P.O. Box 1121</td>
<td>New Brunswick, NJ 08903</td>
<td>732-247-0900</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Palisades Interstate Park Commission</td>
<td>Administration Building</td>
<td>Bear Mountain, NY 10911</td>
<td>914-786-2701</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Port Authority of NY &amp; NJ</td>
<td>One World Trade Center</td>
<td>New York, NY 10048</td>
<td>212-564-8484</td>
<td></td>
</tr>
<tr>
<td></td>
<td>South Jersey Port Corp</td>
<td>500 Broadway</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tennessee</td>
<td>Cumberland City Ferry</td>
<td>Two Rivers Excursions, Inc.</td>
<td>Clarksville, TN 37041</td>
<td>931-827-2322</td>
<td></td>
</tr>
<tr>
<td>Texas</td>
<td>President/Owner</td>
<td>Brownsville &amp; Matamoros Brdg Co.</td>
<td>P.O. Box 191</td>
<td>956-542-8558</td>
<td>956-548-2426</td>
</tr>
<tr>
<td></td>
<td>President/Chief Operating Officer</td>
<td>Brownsville, TX 78522-0191</td>
<td></td>
<td>956-982-2224</td>
<td>956-982-2444</td>
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<tr>
<td></td>
<td>International Bridge System Dir</td>
<td>Cameron County</td>
<td>Brownsville, TX 78520-0109</td>
<td>956-548-6150</td>
<td>956-548-6144</td>
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<tr>
<td></td>
<td>City of Brownsville</td>
<td>P.O. Box 109</td>
<td>Brownsville, TX 78520</td>
<td>956-982-2224</td>
<td>956-982-2444</td>
</tr>
<tr>
<td></td>
<td>Camino Colombia, Inc.</td>
<td>P.O. Box 44024</td>
<td>Laredo, TX 78044-0249</td>
<td>956-723-6779</td>
<td>956-417-2994</td>
</tr>
<tr>
<td></td>
<td>Bridge Supervisor</td>
<td>City of Del Rio</td>
<td>Del Rio, TX 78841-4239</td>
<td>830-774-8561</td>
<td>830-774-2192</td>
</tr>
<tr>
<td></td>
<td>City Manager, City of Donna</td>
<td>307 South 12th Street</td>
<td>Donna, TX 78537</td>
<td>956-464-3314</td>
<td>956-464-9923</td>
</tr>
</tbody>
</table>
Murray Road Toll Bridge
Director, Adm Serv Dept
City of Oceanside
300 North Coast Highway
Oceanside, CA 92054-2885
Tel: 760-966-4618

Routes 125, 57, 91, &
Mid-State Toll Roads
Div. of Innovative Finance
California Dept of Trans
P.O. Box 942874 MS-6
Sacramento, CA 94274-0001
Tel: 916-324-7625

San Joaquin Hills, Foothill & Eastern
Trans Corridors
Trans Corridor Agencies
P.O. Box 53770
Irvine, CA 92619-3770
Tel: 949-754-3400

State-Owned Toll Bridges
Toll Bridges Program Manager
California Department of Trans
District 4; P.O. Box 23660
Oakland, CA 94623-0660
Tel: 510-286-5906

Colorado
Colorado Tolling Enterprise
Peggy Catlin, Enterprise Director
Colorado Dept. of Transportation
4201 E. Arkansas Ave. Rm 262
Denver, CO 80222
Tel: 303-757-9208
Fax: 303-757-9656
http://www.dot.state.co.us/cte/

E-470 Public Highway Authority
Edward J. DeLozier, Executive Director
22470 E. 6th Parkway
Suite 100
Aurora, CO 80018
Tel: 303-537-3741
Fax: 303-537-3472
http://e-470.com

Northwest Parkway Public Highway Authority
Stephen D. Hogan, Executive Director
3701 Northwest Parkway
Broomfield, CO 80020
Tel: 303-533-1200
Fax: 303-404-3049
http://www.northwestparkway.org

Connecticut
Ferry Services
Rocky Hill – Glastonbury
http://www.ct.gov/

Chester – Hadlyme

Camden, NJ 08104
Tel: 856-757-4969

South Jersey Transportation Authority
Farley Service Plaza
P.O. Box 351
Hammonton, NJ 08037
Tel: 609-965-6060

TRANSCOM
Newport Financial Center
111 Pavonia Avenue
Jersey City, NJ 07310
Tel: 201-963-4033

Burlington County Bridge Commission
Bridge Plaza
1300 Route 73 North
Palmyra, NJ 08065
Tel: 856-829-1900

Cape May County Bridge Commission
Crest Haven Road
Cape May Court House, NJ 08210
Tel: 609-465-7806

Delaware River and Bay Auth
P.O. Box 71
New Castle, DE 19720
Tel: 302-571-6303

Delaware River Joint Toll Bridge Commission
Administration Building
P.O. Box 88
Morrisville, PA 19067
Tel: 215-295-5061

Delaware River Port Authority
One Port Center
2 Riverside Drive
P.O. Box 1949
Camden, NJ 08101
Tel: 856-968-2000

New Jersey Highway Authority
Garden State Parkway
Woodbridge, NJ 07095
Tel: 732-442-8600

New York
Metropolitan Trans. Auth.
347 Madison Ave.
New York, NY 10017
Tel: 212-893-3391

New York State Bridge Auth.
P.O. Box 1010
Highland, NY 12528
Tel: 845-691-7245

Eagle Pass Bridge System Mngr
Eagle Pass Bridge System
100 S. Monroe St.
Eagle Pass, TX 78852
Tel: 830-773-2622

Engineer,
City of El Paso
791 S. Zaragoza Road
El Paso, TX 79907
Tel: 915-621-6782
Fax: 915-621-6772

Bridge Manager
City of Laredo
201 Santa Ursula
Laredo, TX 78040
Tel: 956-791-2200
Fax: 956-729-2061

Bridge Superintendent
City of McAllen
P.O. Box 399
Hidalgo, TX 78557
Tel: 956-843-2471
Fax: 956-843-9501

City Manager
City of Mission
900 Doherty Avenue
Mission, TX 78572
Tel: 956-580-8662
Fax: 956-580-8669

Bridge Director
City of Pharr
9900 South Cage Street
Pharr, TX 78577
Tel: 956-781-1263
Fax: 956-781-1473

El Paso County
County Courthouse Rd & Bridge
500 East San Antonio - #407
El Paso, TX 79901
Tel: 915-546-2015
Fax: 915-546-8194

Galveston Co Rd; District #1
722 Moody
Galveston, TX 77550
Tel: 409-770-5381
Fax: 409-770-5338

Harris County Toll Authority
330 Meadowfern - Suite 200
Houston, TX 77067
Tel: 281-875-1400, ext. 456
Fax: 281-875-6941

Maverick County
International Bridge Coordinator
2354 Lorilee
Eagle Pass, TX 78852
Tel: 830-752-1911
New York State Thruway Auth.
Administrative HQ
200 Southern Blvd.,
P.O. Box 189
Albany, NY 12201-0189
Tel: 518-436-2700
Fax: 830-752-1910

North Texas Tollway Auth (NTTA)
P.O. Box 260729
Plano, TX 75026
Tel: 214-461-2000
Fax: 214-528-4826

Niagara Falls Bridge Comm.
Main P.O. Box 1031
Niagara Falls, NY 14302
Tel: 716-285-6322

Port Director/CEO
Brownsville Navigation District
1000 Foust Road
Brownsville, TX 78521
Tel: 956-831-4592
Fax: 956-831-5006

Ogdensburg Bridge & Port Auth.
1 Bridge Plaza
Ogdensburg, NY 13669
Tel: 315-393-4080

Reyna Estate
1100 Commerce - #13C30
Dallas, TX 75242
Tel: 214-753-2470
Fax: 214-753-2469

Palisades Interstate Park Comm.
Administration Bldg.
Bear Mountain State Park
Bear Mountain, NY 10911-0427
Tel: 845-786-2701

Starr Co Intern'l Bridge System
P.O. Box 941
Roma, TX 78584
Tel: 956-849-1211
Fax: 956-849-4308

Seaway Intern'l Bridge Corp.
P.O. Box 836
Cornwall, ON K6H 5T7
Canada
Tel: 613-932-6601

Inland Parks & Conservation
Association
823 Gold Ave. NW
Albuquerque, NM 87102
Tel: 915-229-3349
Fax: 915-229-4595

Thousand Is. Bridge Auth.
P.O. Box 10, Lansdowne
Ontario, Canada KOE 1LO
Main Office:
43530 Interstate 81
P.O. Box 428, Collins Landing
Alexandria Bay, NY 13607
Tel: 315-482-2501

Nat'l Parks & Conservation
Association
823 Gold Ave. NW
Albuquerque, NM 87102
Tel: 915-229-3349
Fax: 915-229-4595

Triborough Bridge and Tunnel Auth.
10 Columbus Circle, 18th Floor
New York, NY 10019
Tel: 212-360-3000

Director, TTA
TxDOT
125 E. 11th St.
Austin, TX 78701
Tel: 512-936-0903

Shelter Island Property Owners Corp
P.O.Box 589
Shelter Island Heights, NY 11965-0589

Utah

John Atlantic Burr/Charles Hall Ferry
Utah Department of Transportation
4501 South 2700
Westbox 195998
Salt Lake City, UT 84119-5998
Tel: 801-965-4000

Adams Avenue Parkway
920 East Lafayette Street
Tallahassee, FL 32301
Tel: 850-488-5687

Executive Director
Florida Turnpike Enterprise
Florida Dept of Transportation
MP 263, Bldg. 5315
Ocoee, FL 34761
Tel: 407-532-3999

**Georgia**

Georgia State Road & Tollway Authority
7 Piedmont Center
3525 Piedmont Rd.
Suite 210
Atlanta, GA 30305
Tel: 404-760-5889

**Indiana**

New Harmony Bridge
James Clark, Chairman
Carmi, IL 62821
Tel: 618-265-3462
Michael “Spud” Egbert, Secretary-Treasurer
Carmi, IL 62821
Tel: 618-382-5771
Dr. David Rice, Vice Chairman
New Harmony, IN 47631
Tel: 812-682-4550

Indian East-West Toll Rd (I-90)
52551 Ash Road; P.O. Box 1
Grander, IN 46530-0001
Tel: 574-674-8836

Wabash Memorial Bridge
(SR 62 over Wabash River west of Mt. Vernon, IN at the IN-IL State line)
Indiana Trans Finance Auth
One North Capitol Ave--Rm 320
Indianapolis, IN 46204
Tel: 317-233-8322

**Kansas**

President/CEO
9401 East Kellogg
Wichita, KS 67207-1804
Tel: 316-682-4537
Fax: 316-682-1201
E-Mail: kta@ksturnpike.com
http://ksturnpike.com

**Kentucky**

Kentucky Transportation Cabinet
Division of Toll Facilities
200 Mero Street W4-26-02
Frankfort, KY 40622
Tel: 502-564-4628

Mike Stanley, P.E.
Program Development Staff
Engineer
NC DOT
1542 Mail Service Center
Raleigh, NC 27699-1542
Tel: 919-733-2031

Director, Ferry Division
North Carolina Depart of Trans
113 Arendell Street - Room 120
Morehead City, NC 28557
Tel: 252-726-1380

**North Dakota**

The Bridge Company
403 Center Ave. Suite 510
Moorhead, MN 56560
Tel: 218-233-3386
Fax: 218-236-4618

**Ohio**

The Ohio Turnpike Com
682 Prospect Street
Berea, OH 44017
Tel: 440-234-2081
Fax: 440-234-4618

**Oklahoma**

Phil Tomlinson, Director
David Machamer, Toll Operations
Director
Oklahoma Transportation Authority
P.O. Box 11357
Oklahoma City, OK 73136-0357
Tel: 405-425-3600
Fax: 405-427-8246

Director
David Machamer, Toll Opr Dir
Oklahoma Turnpike Authority
P.O. Box 11357
Oklahoma City, OK 73136-0357
Tel: 405-425-3600
Fax: 405-427-8246

**Oregon**

Hood River Bridge
Port of Hood River
P.O. Box 239
720 E. Port Marina Drive
Hood River, OR 97031
Tel: 541-386-1164

Wheatland & Buena Vista Ferries
Marion County Dept. of Pub Wks
5155 Silverton Rd. NE
Salem, OR 97305-3802
Tel: 503-588-5304

**Virginia**

http://virginiadot.org/comtravel/faq-toll.asp

**Washington**

Washington State Ferries Division
2911 2nd Ave.
Seattle, WA 98121-1018
Tel: 206-515-3400

Guemes Island Ferry
Skagit County Public Works Department
1111 Cleveland Avenue
Mount Vernon, WA 98273-4215
Tel: 360-336-9400

Lummi Island-Gooseberry Pt Ferry
Whatcom County Public Works Department
Whatcom County Courthouse
311 Grand Avenue
Bellingham, WA 98225-4038
Tel: 360-676-6759

Puget Island Ferry
Wahkiakum County Public Works Department
P.O. Box 97
Cathlamet, WA 98612
Tel: 360-795-3301

Stellacoop (Tacoma-McNeil-Anderson) Ferry; Pierce County Public Works Department
2401 South 35th Street, Room 150
Tacoma, WA 98409-7485
Tel: 253-798-7250

**West Virginia**

West Virginia Division of Highways Planning and Research Division Intermodal and Special Projects Section
1900 Kanawha Boulevard, East Capitol Complex, Bldg 5

5917 South Adams Parkway
Ogden, UT 84005
Tel: 801-475-1909

**Vermont**

Lake Champlain Transportation
King Street Dock
Burlington, VT 05401
Tel: 802-660-3495

Shorewell Ferries
4675 West Route 74
Shoreham, VT 05770
Tel: 802-897-7999
Louisiana
Greater New Orleans Exp Com
P.O. Box 7656
Metairie, LA 70010
Tel: 504-835-3118

Crescent City Connection Div
Bridge & Marine Administrator
P.O. Box 6297
New Orleans, LA 70174-6297
Tel: 504-364-8100

Sunshine Bridge Operations
P.O. Box 1566
Donaldsonville, LA 70346-1566
Tel: 225-274-2002

Structures & Facilities Maintenance
Engr. Mgr.
P.O. Box 94245
Baton Rouge, LA 70804-9245
Tel: 225-379-1552

Maine
Maine Turnpike Authority
430 Riverside Street
Portland, ME 04103
Tel: 207-871-7771
http://www.maineturnpike.com

Maine DOT, Office of Passenger Transportation
16 State House Station
Augusta, ME 04333-0016
Tel: 207-624-3250
http://www.maine.gov/mdot/

Casco Bay Island Transit District, Casco Bay Lines
P.O. Box 4656
Portland, ME 04112-4645
Tel: 207-774-7871
http://www.cascobaylines.com/

Prince of Fundy Tours, Scotia Princes Cruises
468 Commercial Street
Portland, ME 04101
Tel: 1-800-845-4073
http://www.scotiaprince.com/

Bay Ferries, The Cat
121 Eden Street
Bar Harbor, ME 04609
Tel: 207-288-3395
http://www.nfl-bay.com/

Massachusetts
Massachusetts Turnpike Auth
10 Park Plaza
Boston, MA 02116

Canby Ferry
Clackamas County Dept of Trans
9101 SE Sunnybrook Blvd
Clackamas, OR 97015
Tel: 503-353-4400

Bridge of the Gods
Port of Cascade Locks
P.O. Box 307
Cascade Locks, OR 97014
Tel: 541-374-8619

Puget Island Ferry
Wahkiakum County
P.O. Box 97
Cathlamet, WA 98612
Tel: 360-795-3301

Pennsylvania
Pennsylvania Turnpike Commission
P.O. Box 67676
Harrisburg, PA 17106-7676
Tel: 717-939-9551

Mileburg Ferry Boat Association
P.O. Box 93
Mileburg, PA 17061
Tel: 717-692-2442

Puerto Rico
Puerto Rico Hwy. & Trans. Auth.
P.O. Box 42007
San Juan, PR 00940-2007
Tel: 787-721-8878 ext. 1024

Autopistas de Puerto Rico y Compania, S.E. (Pineiro Toll Brdg – PR-17)
P.O. Box 2780
Carolina, PR 00984-2780
Mr. Rafael B. Acosta,
General Manager
Tel: 787-767-9191

Rhode Island
Rhode Island Turnpike & Bridge Authority
P.O. Box 437
Jamestown, RI 02835
Tel: 401-423-0800

South Carolina
W. Keith Bishop,
Chief Financial Officer
SCDOT
955 Park St.
P.O. Box 191
Columbia, SC 29072
Tel: 803-737-1240

W. Keith Bishop,
Chief Financial Officer
SCDOT
955 Park St.
P.O. Box 191
Columbia, SC 29072
Tel: 803-737-1240

Charleston, WV 25305
Tel: 304-558-3165
Fax: 304-558-3783

West Virginia Turnpike General Manager
West Virginia Parkways, Economic Development & Tourism Auth
P.O. Box 1469
Charleston, WV 25325-1469
Tel: 304-926-1900
Fax: 304-926-1909

Parkersburg Memorial Bridge Office Manager
Parkersburg Memorial Bridge
P.O. Box 983
Parkersburg, WV 26102
Tel: 304-422-0394

Sistersville Ferry: Chairman
Ferry Boat Board
City Hall
200 Diamond Street
Sistersville, WV 26175

Newell-East Liverpool Bridge (Private)
Homer Laughlin China Company
672 Siesta Drive
Newell, WV 26050
Tel: 304-387-1300

Wisconsin
Cassville Car Ferry
P.O. Box 171
Cassville, WI 53806
Tel: 608-725-5190
http://www.cassville.org/ferry.html

Lake Michigan Car Ferry Serv, Inc.
P.O. Box 708
Ludington, MI 49431
Tel: 1-800-841-4243
http://www.sssbadger.com

Washington Island Ferry Line, Inc.
P.O. Box 39
Washington Island, WI 54246
Tel: 920-847-2546
http://www.wisferry.com

madeline Island Ferries, Inc.
P.O. Box 66
La Pointe, WI 54850
Tel: 715-747-2051
http://www.madferry.com

Lake Express, LLC
2330 S. Lincoln Memorial Dr.
Milwaukee, WI 53207
Tel: 866-914-1010
http://www.lake-express.com
Massachusetts Port Auth
1 Harborside Drive Suite 200S
East Boston, MA 02128-2909
Tel: 617-428-2800
www.massport.com

Massachusetts Steamship Auth
Woods Hole, MA 02543
Tel: 508-548-5011
www.steamshipauthority.com
http://web1.steamshipauthority.com/ssa/

Michigan

Morris Hall, Operations Manager
Blue Water Bridge Authority
1410 Elmwood Street
Port Huron, MI 48060
Tel: 810-984-3131

General Manager
Detroit Internat'l Bridge Auth
(Ambassador Bridge)
P.O. Box 32666
Detroit, MI 48232
Tel: 313-965-1184

Chief Financial Officer
International Bridge Authority
P.O. Box 317
Sault Ste. Marie, MI 49783
Tel: 906-635-5255

President
Detroit-Canada Tunnel Corp
100 East Jefferson
Detroit, MI 48226
Tel: 313-567-4422

President
Grosse Isle Bridge Authority
P.O. Box 24
Grosse Isle, MI 48138
Tel: 734-675-0511

Bob Sweeney, Mackinac Brdg Auth
333 I-75
St. Ignace, MI 49781
Tel: 906-643-7600

Beaver Island Boat Company
103 Bridge Park Drive
Charlevoix, MI 49720
Tel: 231-547-2311

Champion's Auto Ferry
3647 Pte. Tremble Road
Algonac, MI 48001
Tel: 810-748-3757

Southern Connector
Peter Femia
Exec. V.P./Gen. Mngr.
Connector 2000 Assoc.
P.O. Box 408
Piedmont, SC 29673
Tel: 864-527-2150/
1-866-PAL-PASS
Fax: 864-527-2176

Anna C. Salvagin
Prog. Manager, Toll Oper. Center
SCDOT
955 Park St.
P.O. Box 191
Columbia, SC 29072
Tel: 803-737-0459
Fax: 803-737-4831
E-Mail: salvaginac@dot.state.sc.us
Blue Water Ferry Ltd.
P.O. Box 72
Sombra, Ontario NOP 2BO
Tel: 519-892-3879

County Clerk
Charleviox County Trans Auth
c/o County Clerk, County Building
Charlevoix, MI 49720
Tel: 231-547-7200

Detroit Windsor Truck Ferry
6975 West Jefferson, P.O. Box 09033
Detroit, MI 48209
Tel: 313-842-2088

Corporate Secretary
Lake Michigan Carferry Serv, Inc.
P.O. Box 708
Ludington, MI 49431-0279
Tel: 231-845-5555

Walpole-Algonac Ferry Co. Ltd.
4258 St. Claire Parkway
Port Lambton, Ontario NOP 2BO
Tel: 519-677-5781

Chuck Moser, Eastern Upper Peninsula
Trans Authority
4001 I-75 Business Spur
Sault Ste. Marie, MI 49783
Tel: 906-632-2898

Plaunt Transportation Company
P.O. Box 2
Cheboygan, MI 49721-0002
Tel: 231-627-2354

This page last modified on January 25, 2007
# APPENDIX C - LINKS TO TOLL FACILITIES EVALUATED

<table>
<thead>
<tr>
<th>State/Toll Facility</th>
<th>ETC Program/VE Web Links</th>
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<td>SOUTH CAROLINA</td>
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<tr>
<td>Cross Island Parkway *</td>
<td>Pal Pass</td>
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<tr>
<td></td>
<td><a href="http://www.crossislandparkway.org">http://www.crossislandparkway.org</a></td>
</tr>
<tr>
<td>Southern Connector *</td>
<td>Pal Pass</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.southernconnector.com">http://www.southernconnector.com</a></td>
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<td>FLORIDA</td>
<td></td>
</tr>
<tr>
<td>FL Turnpike *</td>
<td>Sun Pass/EPass/O-Pass</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.sunpass.com">http://www.sunpass.com</a></td>
</tr>
<tr>
<td>Miami-Dade Expressway Authority</td>
<td><a href="http://www.oocea.com/epass/">http://www.oocea.com/epass/</a></td>
</tr>
<tr>
<td>Santa Rosa Bay Bridge Authority *</td>
<td><a href="http://osceola.org/index.cfm?IsFuses=department/OsceolaParkway">http://osceola.org/index.cfm?IsFuses=department/OsceolaParkway</a></td>
</tr>
<tr>
<td>Mid-Bay Bridge Authority *</td>
<td><a href="http://www.sunpass.com/violations.cfm">http://www.sunpass.com/violations.cfm</a></td>
</tr>
<tr>
<td>LeeWay</td>
<td><a href="http://www.floridasturnpike.com/">http://www.floridasturnpike.com/</a></td>
</tr>
<tr>
<td>Tampa-Hillsborough Expressway *</td>
<td></td>
</tr>
<tr>
<td>Orlando-Orange Co Expressway *</td>
<td></td>
</tr>
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<td>Osceola Parkway *</td>
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</tr>
<tr>
<td>NE USA</td>
<td></td>
</tr>
<tr>
<td>NY St. Thruway Authority</td>
<td>E-ZPASS</td>
</tr>
<tr>
<td>MTA Bridges &amp; Tunnels *</td>
<td><a href="http://www.ezpass.com">http://www.ezpass.com</a></td>
</tr>
<tr>
<td>NY St. Bridge Authority</td>
<td><a href="https://www.ezpassnj.com/vector/static/violations/ViolationsFrame.html">https://www.ezpassnj.com/vector/static/violations/ViolationsFrame.html</a></td>
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<td>Port Authority NY &amp; NJ</td>
<td><a href="http://www.mta.info/band/ezintro.htm">http://www.mta.info/band/ezintro.htm</a></td>
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<td><a href="http://www.bayareafastrak.org">http://www.bayareafastrak.org</a></td>
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# APPENDIX D-ETC AND VS DATA SUMMARY

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ANTHONY DEPODESTA ACS GOVERNMENT SOLUTIONS – REPRESENTING SC PP
ANNA SALVAGIN SCDOT – REPRESENTING SC PAL PASS AND VIOLATIONS
PETE FEMIA SC-PAL PASS - SOUTHERN CONNECTOR
CSR-ALEX CALIFORNIA
P. J. WILKINS DELAWARE DOT
CSR DELAWARE RIVER AND BAY AUTHORITY
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Dave Wynn OOCEA
DALE WALKER GEORGIA 400
ALAN BAKAITIS KANSAS TURNPIKE
JOELLE MCGINNIS ILLINOIS TOLLWAY
AMANDA JONES VIRGINIA CSR
JODY LAVERTY BW ZIMMERMAN ASSOCIATES – PA TURNPIKE AND OTHER
FACILITIES
STEVE MAYNARD WEST VIRGINIA TURNPIKE
FRAN O’CONNOR ETC CORPORATION - GENERAL ETC INFORMATION
OTHER WEB SITES AS IDENTIFIED IN APPENDIX C
CALIFORNIA

General Information

Toll Facility: San Francisco Bay Area toll bridges
(Antioch, Benicia-Martinez, Carquinez, Dumbarton, Richmond-San Rafael, San Francisco-Oakland Bay, San Meteo Hayward and Golden Gate)

Facility Location/Length:
Antioch-SR 160 between Contra Costa and Sacramento County-1.8 miles
Benicia-Martinez-I 680 between Solano and Contra Costa Counties-1.2 miles
Carquinez-I 80 between Contra Costa and Solano Counties near Vallejo-0.8 miles EB and 0.7 miles WB
Dumbarton-SR 84 between San Mateo and Alameda Counties-1.6 miles
Richmond-San Rafael-I 580 between Contra Costa and Marin Counties-5.5 miles
San Francisco-Oakland Bay-I 80 between San Francisco and Alameda Counties-8.4 miles
San Meteo Hayward-SR 92 between San Mateo and Alameda Counties-5.1 miles
Golden Gate-US 101 between San Francisco and Marin Counties-1.7 miles

Owned by: California Department of Transportation, except Golden Gate which is operated and funded by Golden Gate Bridge Highway and Transportation District.

No. Plazas: Varies
No. Ramps: Varies
Toll Collection: ETC, CM
Traffic: (total annual vehicles)
Antioch = 2,478,223
Benicia-Martinez = 17,064,000
Carquinez = 20,904,300
Dumbarton = 9,524,275
Richmond-San Rafael = 11,902,716
San Francisco-Oakland Bay = 41,242,048
San Meteo Hayward = 15,123,554
Golden Gate = 38,881,684

ETC Program

ETC Program Name: FASTRAK
ETC Discount: varies from $0.50 to $0.75; Golden Gate is a 20% discount
ETC Penetration: 37%; Golden Gate is 40% average and 70% peak
No of Accounts: 450,000
Transponder System: Sirit/Transcore
Transponder Requirement: Moveable from vehicle to vehicle (License plates must be registered on account)
Transponder Cost: $20.00 deposit credit card; $50.00 deposit cash/check
Replenishment Amount: $25.00
Replenishment Options: Cash, Check, Credit Card
Additional Fees: Returned check $25.00, lost/stolen transponder $20,00
Internet: Maintain accounts

Violations Program
Type of VES: Cameras in lane
Notices Sent: First, Second and Third
# Violations per notice: One
Administrative Fees: $47.50 first notice; double first notice amount for Second notice; triple first notice for Third notice; DMV holds registration if Third notice is not paid.
Processing Frequency: Daily
Payment Options: Credit card, check, debit card, ACH or money order

Other Comments
Can be used to pay parking fees at eligible facilities.
Transponders sold at retail establishments.
DELAWARE

General Information

**Toll Facility:** DE Turnpike and DE State Route 1  
**Facility Location:** Delaware  
**Owned by:** Delaware Department of Transportation  
**Length of Facility:** Turnpike is 11 miles; DE State Route 1 is 50 miles  
**No. Plazas:** Six  
**Toll Collection:** ORT, CM, ETC, ACM  
**Traffic:** 60 million transactions/year

ETC Program

**ETC Program Name:** E-ZPASS  
**ETC Discount:** Varies: 15% passenger vehicles; 50% commercial vehicles; and Frequent user plan of 50% for 30 or more trips per month.  
**ETC Penetration:** 58%  
**No of Accounts:** 122,000  
**Transponder System:** Mark IV  
**Transponder Requirement:** Moveable from vehicle to vehicle (License plates must be registered on account)  
**Transponder Cost:** $25.00 fee  
**Replenishment Amount:** Vary based on account type/usage  
**Replenishment Options:** Cash, Check, Credit Card, and Internet  
**Additional Fees:** $25.00 lost/stolen/damaged transponder; monthly statement fee of $1.00 (quarterly are free).  
**Internet:** Establish and maintain accounts

Violations Program

**Type of VES:** CRS and Pulnix Cameras  
**Notices Sent:** Notices and Warnings  
**# Violations per notice:** One for every violation  
**Administrative Fees:** $25.00 per Notice  
**Processing Frequency:** Daily  
**Payment Options:** Cash, Check, Credit Card, and Internet

Other Comments

Opening accounts and transponders can be purchased at CSC located at toll facility (24/7) and at DE DMV.

Use E-ZPASS for parking at Newark Liberty International Airport, JFK, LaGuardia, Albany International Airport, Atlantic City, New York Avenue Garage and other facilities.
DELAWARE AND NEW JERSEY

General Information

Toll Facility: Delaware Memorial Bridge  
Facility Location: Delaware and New Jersey (links the two states over the Delaware River  
Owned by: Delaware River and Bay Authority (Bi-State Agency)  
Length of Facility: Twin span 3,650 feet each direction  
No. Plazas: Two  
Toll Collection: ETC and CM  
Traffic: 17,593,410 vehicles (Annual 2005)

ETC Program

ETC Program Name: E-ZPASS  
ETC Discount: Monthly Commuter Plan = 75% discount and Frequent Traveler Plan discount = 67%  
ETC Penetration: Average = 52%; Peak = 69%  
No of Accounts: 25,912  
Transponder System: Mark IV  
Transponder Requirement: Moveable from vehicle to vehicle (License plates must be registered on account); up to 4 transponders per account  
Transponder Cost: $10 deposit (waived for credit card accounts)  
Replenishment Amount: $22.50 (cash and check Commuter Plan accounts) and $10 for credit card accounts  
Replenishment Options: Cash, Check, Credit Card by phone, walk-in, mail-in or web.  
Additional Fees: Statement fee of $6.00 per year. Can be mailed or emailed. Return check fee  
Internet: Payments and applications

Violations Program

Type of VES: Front and rear cameras  
Notices Sent: First, Second and Third  
# Violations per notice: One  
Administrative Fees: $25.00 per violation  
Processing Frequency: Daily  
Payment Options: Check, Cash, and Credit Card
FLORIDA-OOCE

General Information
Toll Facility: Orlando-Orange County Expressway
Facility Location: Central Florida (SR 408, SR 417, SR 528 and SR 429)
Owned by: Orlando-Orange County Expressway Authority (OOCEA)
Length of Facility: 100 miles total
No. Ramps: 46
Toll Collection: ORT, CM, ETC, ACM
Traffic: 415,593 transactions (as of Oct 2005)

ETC Program
ETC Program Name: SUN PASS, E-PASS and O-PASS
ETC Discount: 5% (40-70 transactions); 10% (80 or more transactions)
ETC Penetration: Average 60% and 70% Peak Hours
No of Accounts: 276,000
Transponder System: TransCore
Transponder Requirement: Transponder per vehicle, not movable
between vehicles (License plate must be on account)
Transponder Cost: $26.63
Replenishment Amount: $15.00
Replenishment Options: Check or Credit Card
Additional Fees: Lost/stolen transponder fee of $25.00 plus tax
Internet: Establish and maintain accounts

Violations Program
Type of VES: cameras
Notices Sent: Uniform Traffic Citation for 3 or more violations
# Violations per notice: One
Administrative Fees: Ticket = $114.50 plus 3 points if not paid; if paid
ticket is $50.00 with no points.
Processing Frequency: Daily
Payment Options: Check or Money Order

Other Comments
Transponders can be used at Orlando International Airport for parking.
FLORIDA-TURNPIKE

General Information

Toll Facility/Location: Florida Turnpike
1. Midbay Bridge in Okaloosa County
2. SR 528 (Beeline), SR 408, SR 417 and Oceola Parkway in Orange and Osceola Counties
3. Garcon Point Bridge in Santa Rosa County
4. Sunshine Skyway in Hillsborough County
5. Pinellas Bayway in Pinellas County

Owned by: Florida Department of Transportation

Length of Facility: 600 miles total

No. Plazas: 150
No. Ramps: over 100 interchanges

Toll Collection: ORT, CM, ETC, ACM

Traffic: Vary by location

ETC Program

ETC Program Name: SUN PASS
ETC Discount: 25%
ETC Penetration: 63%

No of Accounts: 2.2 million
Transponder System: TransCore

Transponder Requirement: Not vehicle specific but must be used on vehicle with number axles specified in account

Transponder Cost: $25.00 plus tax
Replenishment Amount: Based on usage demand
Replenishment Options: Check, Money Order, and Credit Card

Additional Fees: Lost/stolen transponder fee of $25.00 plus tax; returned check and bank refusal fees of $25.00; $1.50 monthly statement or $15.00 quarterly statement or $60.00 annual statement or Fee quarterly on line.

Internet: Establish and maintain accounts

Violations Program

Type of VES: cameras and CRS

Notices Sent: First Notice, Second Notice (Uniform Traffic Citation), Civil Penalty ($70.50-$89.50), 3 points on driver license and registration suspension.

# Violations per notice: One

Administrative Fees: $25.00 and Civil Penalty of $100.00 or more

Processing Frequency: Daily

Payment Options: Check or Money Order

Other Comments

Transponders can be used at Orlando International Airport for parking.
GEORGIA

General Information
  Toll Facility: Georgia 400
  Facility Location: Fulton County
  Owned by: Georgia State Road and Tollway Authority
  Length of Facility: 54 miles
  No. Plazas: One
  Toll Collection: CM, ETC, ACM
  Traffic: 800,000 vehicles per week

ETC Program
  ETC Program Name: Cruise Card
  ETC Discount: None
  ETC Penetration: 38%
  No of Accounts: Over 116,000
  Transponder System: TransCore
  Transponder Requirement: Transponder per vehicle, not movable between vehicles (License plate must be on account)
  Transponder Cost: $10.00 plus tax
  Replenishment Amount: $40.00
  Replenishment Options: Cash, check, credit card, debit card and Internet
  Additional Fees: $2.00/month for statement
  Internet: Open and maintain accounts

Violations Program
  Type of VES: Cameras in lane (Extreme CCTV)
  Notices Sent: One
  # Violations per notice: Up to 5-violation occurrences/notice
  Administrative Fees: $25.00/violation
  Processing Frequency: 2x a week
  Payment Options: Check or money order. Will accept cash.

Other Comments
  Multiple unpaid violations are referred to the Office of State Administrative Hearing (O.C.G.A 32-10-64)


**Kansas**

**General Information**

*Toll Facility:* Kansas Turnpike  
*Facility Location:* Kansas City to Oklahoma border, south of Wichita, Kansas  
*Owned by:* Kansas Turnpike Authority  
*Length of Facility:* 236 miles  
*No. Plazas:* 21 interchanges  
*Toll Collection:* Cash (Toll Collector) – ticket on entry, pay on exit.  
*Traffic:* 32,200,485 vehicles (annual 2005)

**ETC Program**

*ETC Program Name:* K-TAG  
*ETC Discount:* 10%  
*ETC Penetration:* 39%  
*No of Accounts:* 82,075  
*Transponder System:* TransCore  
*Transponder Requirement:* Moveable from vehicle to vehicle (License plates must be registered on account)  
*Transponder Cost:* $40.00 deposit  
*Replenishment Amount:* $40.00 (1-2 transponders), $20.00 per transponder (3 or more transponders)  
*Replenishment Options:* Cash, Check, Credit Card and Internet  
*Additional Fees:* Monthly fee of $1.00/transponder (K-TAG) and $5.00/transponder (KTAGII); $0.50 Statement fee upon request; $34.00 lost/stolen/damaged transponder fee  
*Internet:* Account setup and maintenance  
*Other:* K-TAG stores; Transponder can be used at Kansas City International Airport Parking

**Violations Program**

*Type of VES:* None, handled through State Police
ILLINOIS

General Information

_Toll Facility:_ Illinois Tollway
_Facility Location:_ Illinois
_Owned by:_ State of Illinois
_Length of Facility:_ 274 miles (12.5 mile expansion under construction)
_Traffic:_ 1.3 million ADT
_No. Plazas:_ 20
_No. Ramps:_ 65
_Toll Collection:_ ORT, CM, ETC, ACM

ETC Program

_ETC Program Name:_ I-PASS (interoperable with E-ZPASS and Chicago Skyway)
_ETC Discount:_ 50% for passenger vehicles, vary for multiple axle
_ETC Penetration:_ 77% (Average, up to 90% during peak AM and PM hours)
_No. of Accounts:_ 2.34 million
_Transponder System:_ Mark IV
_Transponder Requirement:_ Moveable from vehicle to vehicle (License plates must be registered on account)
_Transponder Cost:_ $20 deposit for cash/check customers & $10 deposit for credit card customers
_Replenishment Amount:_ $40.00
_Replenishment Options:_ Cash, Check, Credit Card and Internet
_Additional Fees:_ None
_Internet:_ Account maintenance
_Other:_ Transponder sold at retail stores and mobile units

Violations Program

_Type of VES:_ Cameras in lanes
_Notices Sent:_ After 3 violations per license plate within a 2-year period
_# Violations per notice:_ 3 per notice initially
_Administrative Fees:_ $20.00 per violation. If not paid within 14 days goes up to $70.00 per violation. Failure to pay can result in driver's license suspension and/or plate suspension. Tollway is authorized to use collection agency and has the ability to tow or boot a vehicle.
_Processing Frequency:_ Daily
_Payment Options:_ Cash, Check, and Credit Card by mail or on line

Other Comments

Illinois Tollway is a member of E-ZPASS Interagency Group
MARYLAND

General Information

**Toll Facility:** 7 Facilities – John F. Kennedy Memorial Highway; Thomas J. Hatem Memorial Bridge; Fort McHenry Tunnel; Baltimore Harbor Tunnel; Francis Scott Key Bridge; William Preston Lane Jr. Memorial Bridge; Governor Harry W. Nice Memorial Bridge.

**Facility Location:** Facilities are divided by 4 regions. Northern includes the JFK and Hatem Bridge. Central includes FMT, BHT, and Key Bridge. Southern includes the Nice Bridge and the Bay Bridge.

**Owned by:** Maryland Transportation Authority

**Length of Facility:** Hatem Bridge = 1.5 miles; JFK = 50-miles; FMT = 1.5 miles; BHT = 1.4 miles; FSK = 10.5 miles; Nice Bridge = 1.7 miles.

**No. Plazas:** 7 facilities

**Toll Collection:** ETC, CM, Commuter Ticket,

**Traffic:** 117,000,000 vehicles (annual 2005)

ETC Program

**ETC Program Name:** E-Z Pass

**ETC Discount:** Standard Plan (save up to 60% if all trips are used-time sensitive)

**ETC Penetration:** 49%

**No of Accounts:** 428,000 (YTD)

**Transponder System:** Mark IV

**Transponder Requirement:** Moveable from vehicle to vehicle (License plates must be registered on account)

**Transponder Cost:** $10.00 deposit (cash and check); no deposit for credit card.

**Replenishment Amount:** $10.00 for credit card; 50% of plan amount for cash and check.

**Replenishment Options:** Cash, Check, Credit Card, and Internet

**Additional Fees:** Transponder lost/damaged/stolen fee of $24.60

**Internet:** Manage account and replenish

**Other:** On-the-Go E-ZPASS can be purchased at various retailers

Violations Program

**Type of VES:** Cameras in lanes

**Notices Sent:** First, Second and Third (Notice of Liability). Repeat offenders are turned over to Maryland’s Central Collection Unit and license plate registrations can be suspended.

**# Violations per notice:** One

**Administrative Fees:** None on First and Second; $15 on Third and more notices.

**Processing Frequency:** Three/week

**Payment Options:** Cash, Check, Credit Card and Internet
PENNSYLVANIA

General Information
Toll Facility: Pennsylvania Turnpike
Facility Location: Easterly-Ohio state line to New Jersey; Northeasterly-Valley Forge to Wilkes-Barre/Scranton; Westerly-various segments in western PA
Owned by: Pennsylvania Turnpike Commission
Length of Facility: 531 miles
No. Plazas: 20 service plazas and 2 information centers
No. Ramps: 413
Toll Collection: ETC, CM, ACM, Ticket
Traffic: 188,000,000 vehicles (annual)

ETC Program
ETC Program Name: E-ZPASS
ETC Discount: None
ETC Penetration: 50%
No of Accounts: 535,674
Transponder System: Mark IV
Transponder Requirement: Moveable from vehicle to vehicle (License plates must be registered on account), but not recommended
Transponder Cost: $25.00 deposit (cash and check accounts); No deposit for credit card accounts
Replenishment Amount: $25.00
Replenishment Options: Cash, Check, Credit Card, ACH
Additional Fees: $3.00/year service fee
Internet: Account establishment and maintenance.
Other: Establish account on line, in person and at various retailers

Violations Program
Type of VES: SAIC and Pulnix cameras
Notices Sent: First, Second, Third, Fourth, Collection Agency
# Violations per notice: One
Administrative Fees: $25.00 First Notice; Additional $5.00 each subsequent notice ($30.00, $35.00, $40.00)
Processing Frequency: Daily
Payment Options: Credit card, cash, check, money order
SOUTH CAROLINA: CIP

General Information
Toll Facility: Cross Island Parkway
Facility Location: Hilton Head Island
Owned by: South Carolina Department of Transportation
Length of Facility: 7.5 miles
Traffic: 23,400 ADT
No. Plazas: 1
No. Ramps: 2
Toll Collection: CM, ETC, ACM (All lanes are ETC equipped)

ETC Program
ETC Program Name: Palmetto Pass
ETC Discount: 50%
ETC Penetration: 65%
No of Accounts: 24,000 accounts
Transponder System: Mark IV
Transponder Requirement: Moveable from vehicle to vehicle (License plates must be registered on account)
Transponder Cost: $40 Deposit
Replenishment Amount: $25.00 per transponder
Replenishment Options: Cash, Check, and Credit Card
Additional Fees: None
Internet: No Internet access.

Violations Program
Type of VES: Cameras in lanes
Notices Sent: First Notice, Second Notice, Citation resulting in DMV suspending registration or Collection through DOR
# Violations per notice: Violations by license plate per week
Administrative Fees: First Notice = $10.00; Second Notice = $25.00;
Citation = up to $25 per violation
Processing Frequency: Weekly
Payment Options: Check via mail. No Internet payments.
**SOUTH CAROLINA-GSC**

**General Information**
- **Toll Facility:** Southern Connector
- **Facility Location:** Greenville County
- **Owned by:** Connector 2000 Association, Inc.
- **Length of Facility:** 16 miles
- **Traffic:** 14,900 ADT
- **No. Plazas:** 2
- **No. Ramps:** 4
- **Toll Collection:** CM, ETC, ACM (All lanes are ETC equipped)

**ETC Program**
- **ETC Program Name:** Palmetto Pass
- **ETC Discount:** 20%
- **ETC Penetration:** 20%
- **No of Accounts:** 7,000 accounts
- **Transponder System:** Mark IV
- **Transponder Requirement:** Transponder per vehicle, not movable between vehicles (License plate must be on account)
- **Transponder Cost:** $40.00 (cash/check), No deposit (credit card)
- **Replenishment Amount:** $25.00 minimum
- **Replenishment Options:** Cash, Check, Credit Card and Internet
- **Additional Fees:** None
- **Internet:** Account sign up via website, fax, phone, mail, or by “walk-in”. Account balances are available on-line using a log on name & PIN. Can E-mail customer service center.

**Violations Program**
- **Type of VES:** Cameras in lanes
- **Notices Sent:** First Notice, Second Notice, Citation resulting in DMV suspending registration
- **# Violations per notice:** One violation per notice
- **Administrative Fees:** First Notice = $10.00; Second Notice = $25.00; Citation = up to $25 per violation
- **Processing Frequency:** As needed.
- **Payment Options:** Cash, Check, and Credit Card.
**TEXAS-HCTRA**

**General Information**

**Toll Facility:**
1. Sam Houston Tollway (SHT)
2. Hardy Toll Road (HTR)

**Facility Location:**
1. SHT-beltway around Houston (IH 45-US 59, IH 10-IH 45, and US 59)
2. HTR-from I45 to I610 (parallels I45)

**Owned by:** Harris County Toll Road Authority

**Length of Facility:** SHT-83 miles
HTR-22 miles

**No. Plazas:** 9

**Toll Collection:** CM, ETC, ACM

**ETC Program**

**ETC Program Name:** EZ TAG

**ETC Discount:** Up to 25%

**ETC Penetration:** NA

**No of Accounts:** NA

**Transponder System:** NA

**Transponder Requirement:** Transponder per vehicle, not movable between vehicles (License plate must be on account)

**Transponder Cost:** Current $15.00 first 3 transponders, $10.00 4 and more; past was a $15.00 deposit

**Replenishment Amount:** $40.00 up to 3 transponders, $80.00 for 4-6 transponders

**Replenishment Options:** Cash, Check, Credit Card, Debit Card and Internet

**Additional Fees:** $10.00 - $15.00 lost/stolen transponder; $1.00 monthly transponder fee; monthly statement fee of $1.50 for printed, fee quarterly statements on line.

**Internet:** Account and violation maintenance/payment

**Violations Program**

**Type of VES:** Cameras

**Notices Sent:** First, Second and Third violation forwarded to owner of vehicle, if not paid in 10 days, fines up to $200.00 per offense and impound vehicle plus license plate renewal is suspended.

**# Violations per notice:** One

**Administrative Fees:** $10.00 per violation

**Processing Frequency:** NA

**Payment Options:** Cash, Check, Credit Card, and Internet
Other Comments

Transponders can be used at Hobby and Bush International Airport for parking in the near future.
TEXAS-NTTA

General Information

Toll Facility:
1. Dallas North Tollway (DNT)
2. President George Bush Turnpike (PGBT)
3. Addison Airport Toll Terminal (AATT)
4. Mountain Creek Lake Bridge (MCLB)

Facility Location:
1. DNT- from downtown Dallas to northern Dallas and Collin/Denton Counties
2. PGBT-east/west route within northern Dallas Metroplex
3. AATT-Addison Airport (under runway)
4. MCLB-southwest Dallas County, bridges Oak Cliff and Grand Prairie

Owned by: North Texas Tollway Authority

Length of Facility: DNT-22 miles
PGBT-30.5 miles
AATT-3,700 feet
MCLB-7,425 feet

No. Plazas: 4

Toll Collection: CM and ETC

Traffic: 5.5 million transactions total all 4 facilities

ETC Program

ETC Program Name: TolITag
ETC Discount: Varies with averages from 20-25%
ETC Penetration: 33%
No of Accounts: 82,075

Transponder System: Amtech

Transponder Requirement: Transponder per vehicle, not movable between vehicles (License plate must be on account)

Transponder Cost: $25.00 deposit for up to 3 transponders

Replenishment Amount: $40.00

Replenishment Options: Cash, Check, Credit Card, Debit Card and Internet

Additional Fees: $25.00 lost/stolen transponder

Internet: Account and violation maintenance/payment

Violations Program

Type of VES: ACS cameras currently; also testing Pulnix
Notices Sent: First Notice, Collection Agency, and Citation

# Violations per notice: 3-11 violations

Administrative Fees: $25.00 plus citation

Processing Frequency: Daily

Payment Options: Cash, Check, Credit Card, and Internet
Other Comments

Transponders can be used at Dallas Forth Worth International Airport for parking and at some City garages.
VIRGINIA

General Information

Toll Facility/Location/Length:
1. Chesapeake Expressway (VA tag only)-Route 168 – 16 miles
2. Coleman Bridge – Yorktown – 3,750 feet
3. Dulles Greenway (private) – connects Dulles Airport to Leesburg – 14 miles
4. Pocahontas Parkway – Route 895 – 6 miles
5. Powhite Parkway – between Chippenham Parkway and Cary Street = 3.4 miles
6. Downtown Expressway – I-95 – 2.5 miles

Owned by: Virginia Department of Transportation (except Dulles Greenway)

Toll Collection: ORT, CM, ETC, ACM

ETC Program

ETC Program Name: Virginia Smart Tag and E-ZPASS
ETC Discount: VIP Miles Membership-up to 7.5% back
ETC Penetration: 75% peak hour
No of Accounts: over 520,000 transponders

Transponder System: Mark IV

Transponder Requirement: Moveable from vehicle to vehicle (License plates must be registered on account)

Transponder Cost: $15.00 deposit, Free for Credit Card
Replenishment Amount: $25.00 per transponder
Replenishment Options: Cash, Check, Credit Card, Debit Card and Internet

Additional Fees: $25.00 lost/stolen transponder; statement fee of $2.00 for monthly or free quarterly on line.

Internet: Establish and maintenance accounts

Violations Program

Type of VES: Cameras; some facilities have gates
Notices Sent: First, Second and Citation
# Violations per notice: NA

Administrative Fees: $15.00 - $25.00 (depends on facility)
Processing Frequency: As needed
Payment Options: Cash, Check, and Credit Card (Internet in future)
WEST VIRGINIA

General Information
Toll Facility: West Virginia Turnpike
Facility Location: West Virginia
Owned by: West Virginia Parkways Authority (self supported-state regulated)
Length of Facility: 88 miles
No. Plazas: 4
No. Ramps: 36
Toll Collection: ETC, CM, ACM
Traffic: 97,300 ADT

ETC Program
ETC Program Name: E-ZPASS and 4 PACC plans
ETC Discount: 5% for annual PACC
ETC Penetration: 21%
No of Accounts: 16,700
Transponder System: Mark IV
Transponder Requirement: Moveable from vehicle to vehicle (License plates must be registered on account)
Transponder Cost: $10.00 deposit
Replenishment Amount: Vary
Replenishment Options: Cash, Check, Credit Card, and Debit Card
Additional Fees: Lost/Stolen transponder fee of $25.00
Internet: Application only

Violations Program
Type of VES: TransCore cameras
Notices Sent: First, Second and Third
# Violations per notice: One
Administrative Fees: Up to $25.00
Processing Frequency: Daily
Payment Options: Cash, Check, Credit Card, and Debit Card
APPENDIX E-CROSS ISLAND PARKWAY REQUEST FOR PROPOSAL

http://www.scdot.org/doing/Procurement/biddoc.asp?Bid=SB9749-10_27_06
REQUEST FOR PROPOSALS

NOTE: SEE PAGE TWO (2) FOR INFORMATION ON SUBMISSION OF QUESTIONS.

Return Proposal No Later Than ... (Opening Date/Time): January 26, 2007
10:00 A.M. EST
Posting Date: 2-28-07

Return Proposal To: SCDOT
P. O. Box 191
Columbia, S.C. 29201

Express / Hand - Carry To: 955 Park St. - Room 101
Sfas Peamin Building
Columbia, S. C. 29201

Date of Proposal: October 27, 2006

Description: Cross Island Parkway Operations and Maintenance

Reference #: SB9749

Maximum Contract Period: Initial 3 years from award date with two two-year extensions.

Norma J. Hall, CPPO / Michael A. Burk, CPPO

Direct Inquiries to: Michael A. Burk, CPPO

Signatures

By signing this proposal, I certify, that we will comply with all requirements of Section 44-107-40, S.C. Code, relating to the S.C. Drug-Free Workplace Act.

*** Solicitation Number and Opening Date must be shown on sealed envelope. ***

Award will be posted at www.scdot.org/doing/procurement/awards.asp
PRE-PROPOSAL CONFERENCE

There will be a pre-proposal conference and site visit 10:00 A.M., November 28, 2006 at Hilton Head Town Hall, One Town Center, Hilton Head Island, SC, 29928. The site visit will begin at the conclusion of the pre-proposal conference. Questions concerning the contents of the project and procedural aspects of the RFP will be answered at this time. All interested offerors are encouraged to attend.

SUBMISSION OF QUESTIONS

Questions or requests for information other than those presented at the pre-proposal conference must be submitted in writing and received by 5:00 P.M. EST, December 13, 2006. After this date no further questions will be addressed. After all responses have been received, a written response will be mailed to all potential offerors.

Mark envelopes on questions mailed: QUESTIONS
Title: Cross Island Parkway Operations and Maintenance
Attn.: Michael A. Burk, CPPO
Or
Email: Burkma@SCDOT.Org

SEND QUESTIONS/PROPOSALS TO:

MAIL TO:
SCDOT
PO Box 191
Columbia, SC 29202-0191
Attn: Michael A. Burk

QUESTIONS MAY BE FAXED TO:
803-737-2046

HAND DELIVER/EXPRESS MAIL TO:
SCDOT
955 Park Street -- Room 101
Silas N. Pearman Building
Columbia, SC 29202-0191
Attn: Michael A. Burk

E-MAIL ADDRESS:
Burkma@SCDOT.Org
PART I
GENERAL INFORMATION

A. Proposals will be considered as specified herein or attached hereto under the terms and conditions of
this proposal.

B. Proposal must be made in the official name of the firm or individual under which business is
conducted (showing official business address) and must be signed in ink by a person duly authorized to
legally bind the person, partnership, company or corporation submitting the proposal.

C. Offerors are to include all applicable requested information and are encouraged to include any
additional information they wish to be considered.

D. ONE (1) ORIGINAL HARD DOCUMENT, (1) ELECTRONIC CD-ROM COPY, AND SEVEN (7)
COPIES OF YOUR PROPOSAL ARE REQUIRED. PROVIDE ONE (1) COPY UNDER SEPARATE COVER OF THE COST PROPOSAL WITH THE ORIGINAL PROPOSAL.

E. Due to the possibility of negotiation with any offeror submitting a proposal, which appears to be
eligible for contract award pursuant to the selection criteria set forth in this Request for Proposal
(RFP), prices will not be divulged at time of opening.

F. Sealed proposals will be received by SCDOT until 10:00 A.M. EST January 26, 2007.

G. Notice of intended award of contract will be posted at the location listed below.

   South Carolina Department of Transportation
   955 Park Street - Outside Conference Room 1
   Silas Pearman Building
   Columbia, SC 29202

   and

   on the SCDOT web site at www.scdot.org/doing/procurement.asp

ALL MAIL IS PICKED UP FROM THE US POSTAL SERVICE ONCE DAILY AROUND 8:30 A.M. (EXCLUDING WEEK-ENDS AND HOLIDAYS).

PROPOSALS SUBMITTED VIA FAX SIMILAR MACHINE ARE UNACCEPTABLE.

The submitting offeror is required to have printed on the envelope or wrapping containing his proposal
the Proposal Notice Number specified in this RFP and the proposal opening date. The label for FedEx,
UPS, USFS, or other must contain this information or misrouting may occur.
PART II
PURPOSE OF REQUEST FOR PROPOSALS

The South Carolina Department of Transportation (SCDOT) is seeking proposals in order to provide the public with an efficient toll collection service at the Cross Island Parkway (CIP) at the most advantageous cost. Proposals should be from qualified and experienced offerors who can evaluate the current CIP system and operations; recommend and provide a cost effective and efficient toll collection system; provide toll collection and violation enforcement equipment and software, including upgrades using state of the art technology, and operate and maintain the toll collection system, customer service center, violation processing system and facility in a cost effective and customer friendly manner and in accordance with SCDOT's policies and procedures. Offerors must have proven experience, financial resources, and professional expertise to deliver the requested goods and services.

SCDOT reserves the right to extend the services provided at CIP under this RFP to other SCDOT toll facilities in the State where such extension is in SCDOT's best interest. The cost of any extension would be negotiated with the Contractor at the time of such extension. At present, there are no such toll facilities, but other facilities could be developed during the term of this contract.

PART III
BACKGROUND INFORMATION

The CIP is a SCDOT toll facility designed to help alleviate traffic congestion on Hilton Head Island, South Carolina. The Parkway provides an alternative route across the island, beginning at US 278 near the intersection of Spanish Wells Road and ends at Palmetto Bay Road north of Sea Pines Circle. Current daily operations and maintenance of the toll facility are privatized with monitoring and violations processing provided by the SCDOT.

The CIP opened to traffic in January 1998, connecting US 278 with Palmetto Bay Road for a length of 5.2 miles. The Parkway is a four-lane, divided highway with a 48-foot wide median. The toll collection system operates with both a Mainline barrier toll plaza and two remote Ramp Plazas. The Mainline Toll Plaza provides both Electronic Toll Collection (ETC) and manual cash toll lanes in a mixed mode of operation. The Ramp Plazas are single-lane, unmanned, ETC and Automated Crash Machines (ACM) facilities. The South Carolina ETC program is known as the Palmetto Pass or "Pay Pass" Program.

The Mainline Toll Plaza is located on the Parkway, on the north side of the Big Creek Bridge, approximately 1,000 feet from the end of the bridge. It operates using nine (9) toll collection lanes: eight (8) tollbooths, canopy, tunnel, administrative building, and site amenities. Ramps leading from the CIP to Spanish Wells Road and Marshland Road are located north of the Mainline Toll Plaza.

The CIP was the first of several planned toll facilities in South Carolina. The CIP currently communicates with the Southern Connector (a private toll facility licensed by SCDOT) located in Greenville, South Carolina, through the SCDOT. Both toll facilities currently use a single Electronic Toll Collection (ETC) transponder manufactured by MARK IV.

Annual Average Daily Traffic (AADT) on the CIP over the last three fiscal years yielded 21,800 AADT, 22,500 AADT and 23,000 AADT, respectively. The CIP has an average violation rate of 1.2% with penetration averaging 61%, with approximately 24,000 established patron (Palmetto Pass) accounts.
PART IV
SCOPE OF SERVICES

SCDOT is seeking a contractor or contractors to provide some or all of the services described below. The solicited services are in three Work Areas. Offerors should submit proposals for each Work Area for which they are interested in obtaining a contract. Offeror shall discuss in detail the plan for transition and time frame for each of the areas described below. SCDOT facility plans and information are included with this RFP.

The CIP toll collection system will be required to communicate electronically with existing and any upcoming South Carolina toll facilities. If alternative transponders are recommended, the Contractor must also implement a Tag Swap Program or the proposed antenna and reader system must be such that the existing MARK IV transponders will be read for the normal life of the MARK IV transponder and existing inventory. The Contractor must receive approval from MARK IV to read their tags, the proposed tags must be interoperable with all South Carolina toll facilities.

The toll collection system components described above shall remain available for at least three (3) years following the commencement of the contract. The components shall be available at a unit price, on a per-lane or per-transponder basis, equal to current cost plus inflation as measured by the change in the Consumer Price Index (CPI) at the time of actual purchase of future components. For this reason, Offerors shall specify a "base unit price" for lane-level and on-board toll collection equipment.

In addition, SCDOT envisions the need for current and future electronic exchange of toll data and toll transactions between toll facilities within the State. The operator of the CIP will be required to enter into agreements for the sharing of transaction and account data and for the transferring of toll revenue with other toll facilities in the State at no additional cost to SCDOT. The equipment and operational procedures used on the CIP shall be designed to permit existing and future incorporation of reliable, secure electronic transfer of toll transactions, account and revenue information to and from other toll facilities. Proposed procedures for electronic interface with other toll facilities must be discussed in the proposal submitted in response to this RFP.

SCDOT reserves the right to extend the services provided at CIP under this RFP to other SCDOT toll facilities in the State where such extension is in SCDOT's best interest. The cost of any extension would be negotiated with the Contractor at the time of such extension. At present, there are no such toll facilities, but other facilities could be developed during the term of this contract. Proposers should take this into consideration when designing the solution at CIP.
A. TOLL COLLECTION SYSTEM INTEGRATION AND MAINTENANCE: Evaluate the current system’s functionality and determine which operations/equipment are in need of cost-effective upgrades and/or replacement to improve the efficiency and accuracy of the toll collection system. Develop, equip, purchase, install, demonstrate, test, manage and maintain the toll collection (Cash and ETC) equipment for the ramps, lanes, booths, plaza and toll host as necessary to bring the current system up to effective, and state of the art technology that is cost effective and user friendly. This may include upgrades to and/or replacement of the current system, including, but not limited to, ETC equipment (transponders, lane equipment, etc.), cash equipment (staffed and automatic, vehicle classification, etc.), toll host, and Violation Enforcement System (VES) equipment for optimum enforcement [camera options, e.g., Optical Character Recognition (OCR), vehicle lighting issues, provide resolution, etc.]. Equipment shall be based on site toll structure. The system should include, but not be limited to, the appropriate computer hardware, software applications, configurations, mechanical and electronic vehicle detection and classification and traffic control devices needed to achieve optimum toll collection, violation enforcement and smooth traffic flow. Software applications and computer hardware shall be compatible with software and hardware utilized by the customer service center. SC DOT and financial applications.

SC DOT will determine when upgrades are required to maintain industry-level standards and will negotiate costs based on current market costs.

Contractor must provide support to SC DOT as needed for obtaining judgments against toll violators pursuant to S. C. Code Section 57-5-1495 (copy attached as Appendix C including, but not limited to, certifications that toll violations have occurred, recorded images evidencing violations, and a person to accompany the SC DOT attorney to court to prosecute violators, if requested by SC DOT.

Maintenance shall include, but not be limited to, the upkeep and repair of all computer hardware, software applications, configurations, and mechanical and electronic vehicle detection and traffic control devices (such as, but not limited to, warranty maintenance, preventive maintenance, predictive maintenance, automatic notification, recording and reporting of degradations and failures and corrective maintenance). Maintenance shall be as necessary to provide consistent quality service. All lanes will be required to operate properly 24 hours a day, 7 days a week. Maintenance, preventative maintenance, system and host reports will be required and directly accessible to SC DOT.

The toll collection (Cash and ETC) and lane, booth, plaza and host equipment must be interoperable with other South Carolina toll facilities and accept data from existing transponders. The A/V System shall support existing and upgraded transponders (if applicable). Transponders recommended should be low cost; user friendly; provide replenishment options, and be interoperable with the other South Carolina toll facilities. The toll collection software shall provide for flexible toll schedule rate change options that will require no additional cost to SC DOT in the future.

All software and hardware installed at the CIP will become the property of SC DOT upon acceptance of the system by SC DOT. Contractor will be responsible for providing an itemized inventory of all systems, to include all hardware, software and other equipment, operating manuals, licenses, and warranties. Contractor will guarantee all hardware and software and installation to be free from defects and operationally sound. Contractor shall ensure data retention and retrieval based on SC DOT requirements. All operating manuals and warranties shall become the property of SC DOT. Contractor shall provide SC DOT all licenses necessary to operate software. The source code for any software developed for SC DOT shall become the exclusive property of SC DOT.
B. CASH TOLL COLLECTION. Includes collection, manpower, handling, depositing, reporting, auditing, reconciling and accounting to SCDOT for all cash toll revenues. Operating the toll collection system shall include, but is not limited to providing all necessary staffing to ensure smooth traffic flow at all times; and appropriate computer hardware and software for accurate collection, verification, and safe daily deposit of all toll revenues. Contractors must achieve and maintain optimum cash toll collection and traffic flow.

The Contractor shall be responsible for the efficient operation of the Parkway cash toll collection operations on a 7-day a week, 24-hour per day basis. The Contractor will be required to provide Standard Operating Procedure manuals for SCDOT approval. Under the current volumes, plaza operations require two plaza lanes per direction be manned between the hours of 6 AM and 11 PM. Between the hours of 11 PM and 6 AM, one lane per direction must be manned. The number of manned lanes is at the discretion of SCDOT. Personnel shall be provided with an ongoing training program to ensure that a properly trained staff is available. Staff must be properly uniformed, customer-friendly, and trained in SCDOT toll collection policies and evacuation procedures.

Contractor shall insure that a bona-fide and bonded Armored Car Company picks up all toll collections at least five days a week. Toll collections shall be deposited directly into SCDOT bank account within 24 hours of receipt of the revenue or the next banking day. Sound financial audits and reporting processes for all toll collection is required by SCDOT.

C. FACILITY MAINTENANCE, LANDSCAPING AND SECURITY. The OAP operations building, tollbooths, parking lot and grounds shall be managed and maintained, inclusive of security and landscaping, in a thorough and cost effective manner by the Contractor. The Contractor will be responsible for maintenance of the toll plaza building and related toll collection structures, all toll collection equipment and software, the grounds surrounding the toll plaza building and related structures, utilities, HVAC, UPS, well and septic systems; and cleaning and degrading the roadway surfaces for a distance of 100 feet on either side of the toll collection points. SCDOT will be responsible for structural maintenance and repair of the toll plaza building and roadway surfaces; except where the need for structural maintenance and repair is caused by the negligent or intentional acts of the Contractor or its agents. The Contractor shall be responsible for all janitorial services and lighting (buildings, plaza, ramps and bridge). The Contractor shall be responsible for preventative maintenance of systems such as, but not limited to, mechanical equipment, roofing, electrical, security, fire detection system, etc., to keep systems and components in good working order. Grounds maintenance will include mowing and landscaping. Roadway and bridge lighting and any future electronic or changeable message signs associated with the toll collection operations will be the responsibility of the Contractor. SCDOT will be responsible for maintenance of the drainage facilities, concrete medians and barriers, roadway surfaces (except cleaning and degrading) pavement markings and signs within the plaza area, and any flat sheet traffic control signs. Contractor will be responsible for providing an itemized inventory of all systems. [A SET OF 11 X 17 SIZE PLANS WILL BE DISTRIBUTED AT THE PRE-PROPOSAL CONFERENCE] REDUCED PLANS ATTACHED AS APPENDIX A.
WORK AREA 2. CUSTOMER SERVICE CENTER (CSC) AND VIOLATION PROCESSING SYSTEM (VPS) SOFTWARE.

Provide, install and maintain software program(s)/package(s) that will provide Palmetto Plus Customer Service Center (CSC), Violation Processing System (VPS) and interoperability/reciprocity operations. The state of the art program(s)/package(s) shall provide all aspects of account management, violations processing and interoperability/reciprocity. Program(s)/package(s) shall be flexible, user friendly, and supportable and operable by SCDOT’s contractor, or independently, if desired. The program(s)/package(s) must have the capacity to expand to support future toll facilities. SCDOT reserves the right to require software upgrades to maintain industry level standards and will have the option of implementing software modifications internally or requiring the Contractor to implement changes on agreed upon cost that is based on current market prices.

The CSC application shall be capable of the following functions at a minimum:

1. Web capabilities for customers to perform all transactions
2. Seamless interaction between VPS and CSC operations
3. Automated phone for customer service
4. Automated CSC account maintenance (fees, notifications correspondence, etc.), financial functions (rebilling, closed account collection, etc.), and VDOT processing
5. History of account maintenance
6. Scanning capabilities
7. Transponder inventory tracking system

The VPS application shall be capable of the following functions at a minimum:

1. Processing at least a minimum of three levels of violation notices
2. Processing in state and out of state violation notices
3. Obtaining registration information necessary for processing notices
4. Supporting current and future SCDOT policies (current policies are attached as Appendix B)
5. Processing customer correspondence
6. Providing options such as web capabilities, voice response system, OCR image reading, violation image selection, notices with images, etc., that Contractor and/or the CIP will benefit the CIP’s operations
7. Processing violation payments and providing financial reports
8. Providing necessary documentation to support violation processing pursuant to S.C. Code Section 57-5-1495 (copy attached as Appendix C with amendments in Appendix D)

The interoperability/reciprocity application shall be capable of the following automated functions at a minimum:

1. Daily data transfer
2. Transaction transfer
3. Account billing
4. Reporting and financial capabilities
Contractor shall provide licenses for all software and operating manuals and guarantees. Contractor shall provide an itemized inventory of software and other equipment, operating manuals, licenses, and warranties. Contractor will guarantee all software program(s)/package(s) and installation to be free from defects and operationally sound. Contractor shall provide ongoing maintenance as necessary to ensure consistent, quality service. Contractor will ensure data retention and retrieval based on SCOT requirements. All operating manuals and warranties shall become the property of SCOT. Contractor shall provide all licenses to operate software. Source code for any software developed for SCOT shall become the exclusive property of SCOT.

**WORK AREA 3.** (Sub-Areas A and B should be priced separately and in detail)

A. **OPERATION OF CUSTOMER SERVICE CENTER (CSC).** Manage, report on, and maintain daily operations of the Palmetto Pass CSC based on SCOT policies and procedures. This includes but is not limited to: patron account establishment, maintenance and processing; VPS assistance based on SCOT policies and procedures; complete transponder inventory control deposit at fund; credit procedures; marketing, advertising and public relations to support the Palmetto Pass CSC. Workstations (staff and resources) must be compatible with ETC, VES, CSC and VPS Software Package(s) selected in Work Areas 1 and 2.

Operation manuals containing policies will be approved and modified as deemed necessary by SCOT. The contractor will be required to provide Standard Operating Procedure manual for SCOT approval. Current operations require the CSC be open Monday-Friday from 9 AM to 5 PM. SCOT has the right to modify this schedule based on public demand and the contractor will be required to provide sufficient staffing. The CSC will observe SCOT holidays.

All data and documentation generated, collected, or stored by the Contractor for SCOT related to the toll collection system: operations procedures manuals to cover all processes, and all software (off-the-shelf and specific to the project or developed for SCOT) shall belong exclusively to SCOT. Source code for any software developed for SCOT shall become the exclusive property of SCOT. Contractor shall provide all licenses necessary to operate software.

B. **VIOLATION ENFORCEMENT PROCESSING AND NOTICING.** Process toll violation notices on a regular basis as set forth in SCOT's policies and procedures, including but not limited to handling all image review, resolving contested notices, providing support to SCOT attorneys as necessary to obtain court judgments against violators pursuant to S.C. Code Section 59-3-1250 (copy attached as Appendix C with amendments as Appendix D), reporting and reconciliation of payments, providing CSC assistance as required by SCOT policies and procedures, and providing a customer service representative (CSR) that will serve as a liaison with the public and the Palmetto Pass CSC. Workstations (staff and resources) must be compatible with the CSC and VPS Software Program(s)/Package(s) selected in Work Area 2.

Operation manuals containing policies will be approved and modified as deemed necessary by SCOT. The Contractor will be required to provide Standard Operating Procedure manual for SCOT approval. Operations will require a CSR to respond to VPS inquiries Monday-Friday from 9 AM to 5 PM; weekly processing for First and Second violation notices, processing of Orphans and/or Final Notice to Pay Toll, preparation of violation documentation, file court, court appearance, annual reporting of unpaid Final Notices to SCOT for collection processing, and administrative processes/processing modification based on future toll legislation amendments. SCOT has the right to modify this schedule based on the facility's violation rate and SCOT policies. Contractor will
be required to provide sufficient staffing to handle the procedures outlined by SCDOT. The USC will observe SCDOT holidays.

All data and documentation generated, collected, or stored by the Contractor for SCDOT relative to the toll collection system; operations procedures manuals to cover all processes; and all software (off-the-shelf and specific to the project or developed for SCDOT) shall belong exclusively to SCDOT. Source code for any software developed for SCDOT shall become the exclusive property of SCDOT. Contractor shall provide all licenses necessary to operate software.

POLICY FOR TOLL VIOLATION COLLECTION AND SAMPLE NOTICES ARE ATTACHED AS APPENDIX B.

Anticipated Contract Term(s)

The anticipated contract term(s), if a contract is awarded for the preceding Scope of Services general parameters and the tasks involved in the Work Areas listed above will be for an initial period of three (3) years with the option to renew for two additional two (2) year terms upon the agreement of both parties.

Bonds and Insurance

A Performance and Payment Bond in the amount of 100% of contract amount will be required of any successful Offeror(s). (See Part VII, Section 15.0 below.) Insurance and documentation required are set forth in Part VII, Section 16.0 below. No work will be permitted prior to the receipt of bonds and insurance documentation.

PART V
PROPOSAL CONTENT

Proposals may include proposals for one or more of the three Work Areas outlined above. SCDOT reserves the right to award one contract for all three Work Areas or multiple contracts for any combination of Work Areas based on the proposal or proposals that are deemed most advantageous to SCDOT. SCDOT may also decide not to award a contract in any one or more Work Areas or Sub-Areas (A, B, and/or C) if it is in the best interest of SCDOT.

Each proposal shall address and include at a minimum the following subject matter in the order given below:

1. Qualifications of the Offeror.
2. Overall understanding of the Scope of Services, needs of SCDOT, and proposed solution for each Work Area proposed.
3. Detailed technical proposal for each Work Area proposed in 1, 2. and 3. At a minimum provide the following:
   a. Detailed project management plan, including project administration, resources and staffing plan.
   b. Project schedule, with critical path clearly indicated.
   c. Describe plan for transition from current toll collection system to Offeror's proposed system. Discuss in detail the plan for transition, data migration, and time frames for each step of transition.
   d. Describe how quality control and quality assurance will be ensured.
c. Detailed listing of equipment, software and systems to be provided, including all associated deliverables such as software licenses, technical and operational manuals, warranties, guarantees, maintenance and service level agreements, etc.
d. Plan for coordination/cooperation with SCDOT, existing contractor and any other contractors selected by SCDOT for this work.
g. Explanation of internal financial and accounting controls that will be maintained to ensure full accounting of revenues and operations.

4. Provide references from a minimum of two (2) owners or agencies for whom offerors have provided projects of a similar nature. Provide the name of the contact person, address, verified telephone number, and a brief description of the referenced project.

5. Cost. Provide overall cost to SCDOT, with a breakdown for each Work Area and Subarea included in proposal, referring to them as listed above. Provide a detailed breakdown of the services or deliverables each Work Area and Sub-Area, as appropriate. (COST PROPOSAL TO BE SEPARATELY SUBMITTED.)

PART VI
SELECTION AND AWARD

Award Criteria

Award will be made to the highest ranked, responsive and responsible offerors, whose proposals, are determined to be most advantageous to SCDOT. Awards may be made by Work Area, or Areas which are result in multiple awards.

Evaluation Process

The evaluation process will be a two-phased process:

Phase I. Phase I will consist of the Evaluation Committee evaluating the proposals to determine if the proposals are responsive. Any non-responsive proposal will be returned to the Offeror with an explanation as to the reasons for the determination of non-responsiveness. A proposal may be determined to be non-responsive if it fails to provide the information requested in this RFP. All responsive proposals will be then evaluated in accordance with the Evaluation Factors listed below for each Work Area (1, 2, and 3) and the proposals will be ranked in each Work Area from the most advantageous to the least advantageous to SCDOT. The selection to advance to Phase II will be determined by the natural break in the ranking of the top three ranked Offerors in each Work Area whichever is in the best interest of SCDOT.

Phase II. Phase II will consist of having the selected Offerors from each Work Area (1, 2, and 3) present a demonstration of their proposed solution. Each Offeror will have a maximum of one and one half hour (1 1/2) to demonstrate their proposed solution. There will be a thirty-minute (30) question and answer period at the end of the demonstration. The Offeror may elect to answer questions during their demonstration, however the total time allotted to each Offeror will be a maximum of two hours (2). A schedule of presentations for each Work Area will be established after the Phase I evaluation process has been completed.

The Evaluation Committee will score the demonstrations. The demonstration scores will be added to the proposal scores for each Work Area. The Offeror(s) receiving the highest ranking for each Work Area (1, 2, and 3) will be selected as the successful Offeror(s).
Evaluation Factors

Offers will be evaluated using only the factors stated below. Evaluation factors are stated in the relative order of importance. Once evaluation is complete, all responsive offers will be ranked from most advantageous to least advantageous in each Work Area.

**Work Area 1**
TOLL COLLECTION SYSTEM INTEGRATION AND MAINTENANCE; CASH TOLL COLLECTIONS; FACILITY MAINTENANCE AND SECURITY

**Proposal**
1. Quality of proposal: response to needs addressed in RFP
2. Transition plan/data migration plan/project schedule time to deliver
3. Experience, qualifications, and technical competence
4. Cost - Separate the costs for Work Areas 1-A, B, and C

**Demonstration**
1. Demonstration (Phase II only) of proposed solution including any software products.

**Work Area 2**
CUSTOMER SERVICE CENTER (CSC) AND VIOLATION PROCESSING SYSTEM (VPS) SOFTWARE PROGRAM(S)/PACKAGE(S)

**Proposal**
1. Quality of proposal: ability of product to conform with SCDOT needs, practices, and procedures
2. Transition plan/data migration plan/project schedule time to deliver
3. Results of reference checks and past performance
4. Cost

**Demonstration**
1. Demonstration (Phase II only) of proposed solution including any software products.

**Work Area 3**
OPERATION OF CUSTOMER SERVICE CENTER (CSC) AND VIOLATION ENFORCEMENT PROCESSING AND NOTICING

**Proposal**
1. Quality of proposal and ability to conform with SCDOT needs, practices, and procedures
2. Cost - Separate costs for Work Areas 3-A and 3-B
3. Experience and qualifications

**Demonstration**
1. Demonstration (Phase II only) of proposed solution including any software products.
Negotiations

SCDOT may elect to make an award to the highest ranked Offeror in any Work Area or SubArea without conducting negotiations. However, after the offers have been ranked, SCDOT may elect to negotiate price or the general scope of work with the highest ranked Offeror in any Work Area or SubArea. If a satisfactory Agreement cannot be reached, negotiations may be conducted with the second, and then the third, and so on, ranked Offerors until an acceptable Agreement is reached.

PART VII
TERMS AND CONDITIONS

1.0 CONTRACT DOCUMENTS AND TERMINOLOGY: The documents forming the entire Agreement between SCDOT and the Contractor resulting from this solicitation shall consist of this Request for Proposals, any amendments or exhibits thereto, and the Contractor’s proposal(s). As used in this Request for Proposals, the term “Contract” or “Agreement” are interchangeable.

2.0 GOVERNING LAW: Contractor must be authorized to do business within the State, and agree to be subject to the jurisdiction and process of the courts of the State as to all matters and disputes arising under this Agreement. This Agreement shall be governed by and construed in accordance with the laws of the State of South Carolina, and any suit, action or proceeding arising out of or relating to the Agreement must be instituted and maintained only in a state or federal court located in Richland County, South Carolina. Contractor agrees that any act by the SCDOT regarding the Agreement is not a waiver of the States’, or its agency’s, sovereign immunity or the States’, or its agency’s, immunity under the Eleventh Amendment of the United States Constitution.

3.0 DRUG-FREE WORKPLACE: (Note: This clause applies to any resultant contract of $50,000 or more). By submitting an offer, Contractor certifies that, if awarded a contract, Contractor will comply with all applicable provisions of the Drug-free Workplace Act, Title 44, Chapter 105 of the South Carolina Code of Laws, as amended.

4.0 NON-DISCRIMINATION AND AFFIRMATIVE ACTION: The Contractor shall not discriminate in any way, against any person on the basis of age, sex, race, color, creed or national origin in connection with or related to the performance of this Agreement.

The contractor will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without regard or discrimination because of race, color, language, sex, national origin or physical handicap. The following are incorporated herein by reference: 41 C.F.R. 60-4, 60-250.4 and 60-741.4.

5.0 TERMINATION: Subject to the provisions below, SCDOT may terminate the Contract resulting from this solicitation by giving the Contractor thirty (30) days advance notice in writing.

5.1. Non-Acceptability: Funds for this Contract are payable from State and/or Federal appropriations. In the event sufficient appropriations are not made to pay the charges under the Contract, the Contract shall terminate without any obligation on the part of SCDOT or the State of South Carolina.
5.2. **Convenience:** In the event that this Contract is terminated or cancelled upon request and at the convenience of SCDOT without the required thirty (30) day advance written notice, then SCDOT shall negotiate reasonable termination costs, if applicable.

5.3. **Cause:** Termination by SCDOT for cause, default or negligence on the part of the Contractor shall be excluded from the foregoing provisions. In such cases, termination costs, if any, shall not be payable and the thirty (30) day advance notice requirement shall be inapplicable. In case of default by the Contractor, SCDOT shall give the Contractor written notice of the default and provide the Contractor an opportunity to cure the default. If the default is not cured within fifteen (15) days after notice is given, SCDOT reserves the right to purchase any or all items services in default in open market, charging Contractor with any excessive costs. **SHOULD SUCH CHARGE BE ASSESSED, NO SUBSEQUENT PROPOSALS OF THE DEFAULTING CONCTOR WILL BE CONSIDERED UNTIL THE ASSESSED CHARGE HAS BEEN SATISFIED.** The rights and remedies of SCDOT in this clause are in addition to any other rights and remedies provided by law.

6.0 **PRIME CONTRACTOR RESPONSIBILITIES:** The Contractor will be required to assume sole responsibility for the complete effort as required by this RFP. SCDOT will consider the Contractor to be the sole point of contact with regard to contractual matters.

7.0 **SUBCONTRACTING:** If any part of the work covered by this RFP is to be subcontracted, the Contractor shall identify the subcontracting organization and the contractual arrangements made therewith. All subcontractors must be approved by SCDOT. The Contractor will also furnish the corporate or company name and the names of the officers of any subcontractors engaged by the Contractor.

8.0 **OWNERSHIP OF MATERIAL:** Ownership of all data, material, and documentation originated and prepared for SCDOT pursuant to this Contract shall belong exclusively to SCDOT. All software developed solely for SCDOT pursuant to this Contract shall be the exclusive property of SCDOT.

9.0 **COMPLIANCE WITH LAWS:** During the term of the contract, Contractor shall comply with all applicable laws, codes, ordinances, rules or regulations of federal, state or local governments.

10.0 **COMPLIANCE WITH FEDERAL REQUIREMENTS:** State or Federal requirements that are more restrictive shall be followed.

11.0 **FORCE MAJEURE:** The Contractor shall not be liable for any excess costs if the failure to perform the contract arises out of causes beyond the control and without the fault or negligence of the contractor. Such causes may include, but are not restricted to acts of God or of the public enemy, acts of the Governments in either its sovereign or contractual capacity, riots, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather, but in every case the failure to perform must be beyond the control and without the fault or negligence of the contractor. If the failure to perform is caused by the default of a subcontractor and if such default arises out of causes beyond the control of both the contractor and subcontractor, and without the fault or negligence of either of them, the contractor shall not be liable for any excess costs or failure to perform unless the supplies or services to be furnished by the subcontractor were unobtainable from other sources in sufficient time to permit the contractor to meet the required delivery schedule.
12.0 **INDEMNIFICATION**: The Contractor shall indemnify and hold harmless SCDOT, its officers, agents and employees, and the State of South Carolina, its officers, agents, and employees, from any and all claims, damages (including attorneys' fees) and actions of any nature arising from the Contractor's operations.

13.0 **ASSIGNMENT**: No part of this Contract or its provisions may be assigned, sold, or transferred without the written consent of SCDOT.

14.0 **MAINTENANCE OF RECORDS & AUDITS**:

14.1 **Maintenance of Records**. Contractor shall maintain all data and records pertaining to the contract, including, but not limited to financial records, in a safe, secure, and accessible format throughout the term of this Contract and for a period of three (3) years from the date of final payment under the Contract.

14.2 **Contractor Audits**. Contractor shall provide to SCDOT, at Contractor's expense, an internal financial audit, prepared by an independent auditor.

14.3 **SCDOT Audits**. SCDOT shall have the right to inspect or audit or have an outside contractor inspect or audit, at reasonable times, all data, records and operations pertaining to this Contract. Such audits or inspections shall include, but not be limited to financial, internal controls, and/or performance audits and inspections. Contractor shall make all data, records, and operations, including computer files and software, available to SCDOT for the purpose of such audits, at no cost to SCDOT.

15.0 **BONDING REQUIREMENTS**. The Contractor shall furnish, at its own expense, an annual, renewable Performance and Payment Bond as security for the performance by the Contractor of the provisions of this Contract and to ensure payment of any subcontractors or material suppliers. The Performance Bond shall be in the full amount of the Contract price and shall cover any loss to SCDOT resulting from Contractor's, or its subcontractor's or agents', failure to perform in accordance with the agreement. The amount of the Payment Bond shall be in the full amount of the Contract price. The bonds shall be issued by a surety company licensed to do business in South Carolina with a “A” minimum rating of performance as stated in the most current publication of “Best's Key Rating Guide.” The Bonds for the first year shall be provided to SCDOT prior to the commencement of the work of this Agreement. The Bonds for each succeeding year shall be provided on or before the expiration date of the previous Bonds.

16.0 **INSURANCE REQUIREMENTS**: (1) The Contractor shall procure and maintain in force throughout the Contract, from a company or companies authorized to do business in South Carolina, insurance sufficient to protect the Contractor from the types of claims set forth below which may arise out of the Contractor's performance or operations under this Contract, whether such operations be by the Contractor or a subcontractor or by anyone directly or indirectly employed by them, or anyone for whom the Contractor may be held liable:

(a) claims under workers compensation, disability benefit and other similar employer benefit acts which are applicable to the work to be performed;
(b) claims for damages because of bodily injury, occupational sickness or disease, or death of the Contractor's employees;
(c) claims for damages because of bodily injury, sickness or disease, or death of any other than Contractor's employees.
(d) claims for damages insured by usual personal injury liability coverage;
(e) claims for damages, other than to the work itself, because of injury to or destruction of tangible property, including loss of use resulting therefrom;
(f) claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or use of a motor vehicle;
(g) claims for bodily injury or property damage arising out of completed operations;
(h) claims involving contractual liability insurance applicable to contractor's obligations under the indemnity provisions of this Agreement.

(2) Coverage shall be written on an occurrence basis and shall be maintained without interruption form the date of commencement of the work under this Contract until the date of final payment. The insurance shall be written for not less than the following limits of liability as required by law, whichever is greater:

(a) Comprehensive General Liability - $1,000,000
   a. Premises and Operations
   b. Contractors Protective Liability
   c. Products Liability/Completed Operations
   d. Personal and Advertising Injury
   e. Each occurrence - $1,000,000
(b) Comprehensive Business/Auto Liability - combined single limit - $1,000,000: bodily injury and property damage (each) - $750,000
(c) Workers Compensation/Employee's Liability - State Statutory requirements

(3) Required Documentation

(a) Prior to commencement of the work, Contractor shall provide a signed, original certificate of liability insurance (ACORD 25). The certificate shall identify the type of insurance, state the limits of liability for each coverage, include a provision for 30 days notice to SCDOT prior to cancellation, name SCDOT as an additional insured, and provide that the general aggregate limit applies to this project, and provide that coverage is on an occurrence basis.
(b) Prior to commencement of the work, Contractor shall provide a written endorsement to the Contractor's general liability insurance policy that (1) names SCDOT as an additional insured, (2) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless SCDOT has been given at least 30 days written notice, and (3) provides that Contractor's liability insurance policy shall be primary, with any liability insurance of SCDOT as secondary and non-contributory.
(c) Both the certificate and the endorsement must be sent to SCDOT directly from either the Contractor's insurance agency or the insurance company.

17.0 SURVIVAL OF OBLIGATIONS: SCDOT's rights and obligations, which by their nature would continue beyond the termination, cancellation, rejection, or expiration of this Contract shall survive such termination, cancellation and rejection, or expiration, including, but not limited to, the rights and obligations created by the indemnification clause and any provisions regarding warranties or audits.
18.0 CHANGE ORDERS AND MODIFICATIONS.

(a) Change Orders. SCDOT reserves the right to change any portion of the work required under this Contract or to amend such other terms as may become necessary. Any such changes shall be accomplished as follows:

(1) For changes which do not materially affect the scope of services, terms, payment provisions, or any other term or condition included herein, a Change Notice requesting such change may be prepared by SCDOT and sent to Contractor.

(2) For changes that materially affect the scope of services, terms, payment provisions, or any term and condition included herein, a negotiated Amendment to this Contract shall be executed by both parties.

(b) Modifications. All physical changes or modifications to the Toll Plaza buildings, facilities and grounds requested by the Contractor shall be at Contractor’s expense and must have SCDOT’s prior written approval. Such modifications shall include, but not be limited to, any modification for the customer service center or for security reasons.

19.0 VALUE ENGINEERING. If at any time after performance of the contract has begun, Contractor determines that there is a more cost effective way to accomplish the scope of work of the contract without substantially modifying the scope of the contract, Contractor may propose such modification to SCDOT in writing as a “Value Engineering Proposal.” The Value Engineering Proposal shall contain at a minimum, the following:

(a) A statement that the request for the modification is being made as a Value Engineering Proposal;
(b) A description of the difference between the existing contract requirements and the proposed modification, with the comparative advantages and disadvantages of each;
(c) Necessary documentation covering the proposed modification and supporting computations shall be included in the final submittal;
(d) An itemized list of the contract requirements that would be modified and recommendations of how to make each modification;
(e) A detailed estimate of the cost of performing work under the proposed modification;
(f) A statement of the time by which approval of the Value Engineering Proposal must be issued by SCDOT to obtain the total estimated cost reduction during the remainder of the contract, noting any effect on the completion or delivery schedule.

Contractor must provide any additional information requested by SCDOT for its use in evaluating the proposal. SCDOT will have no obligation to review or accept the proposal, if the proposal is accepted by SCDOT. SCDOT will agree to equally share the final net cost savings with Contractor. The final net cost savings to be distributed will be the difference in cost between the existing contract cost to SCDOT and the actual final cost to SCDOT resulting from the modification.

20.0 CONTRACT TERM:

20.1 Initial contract period. The initial contract period shall be three (3) years from the effective date as stated on the award document. The contract may be extended for up to two (2) additional two (2) year terms.

20.2 Extensions. Unless terminated by either party at the end of the initial term, at the end of each successive term, or as otherwise allowed within this document (see termination clauses), the contract will automatically extend for an additional two (2) year term if the prices, terms and conditions approved by SCDOT. If the contractor elects not to extend the contract for an additional term, the contractor must notify the SCDOT Procurement Office of its
intention in writing one hundred and eighty (180) days prior the end of the then current term.

20.3 Price Adjustments for Contract Extensions. Any request for price increase must be submitted to the Procurement Office at least one hundred eighty (180) days prior to the automatic renewal date. (Price increases will only become effective if approved in writing by the SCDOT Procurement Office). The maximum increase will not exceed the unadjusted percent change from the previous year shown in the Consumer Price Index (CPI), All Urban Consumers (CPI-U), "Other Goods and Services", or the current market conditions as determined by the Contract Administrator.

PART VIII
SPECIAL INSTRUCTIONS

1.0 INTENT TO PERFORM: It is the intent and purpose of SCDOT that this request permits competition. It shall be the Offeror's responsibility to advise SCDOT of any language, requirements, etc., or any combinations thereof, inadvertently restricts or limits the requirements stated in this RFP or a single source. Such notification must be submitted in writing and must be received by SCDOT within fifteen (15) days of the date of issue. A review of such notifications will be made.

2.0 RECEIPT OF PROPOSAL: The required copies of the proposal must be submitted no later than the date and time specified herein. Offerors mailing proposals should allow a sufficient mail delivery period to ensure timely receipt of their proposals by the issuing office. Any proposals received after the scheduled opening date and time will be immediately disqualified.

3.0 PREPARATION OF PROPOSAL:

3.1 All proposals should be complete and carefully worded and must convey all of the information requested by SCDOT. If significant errors are found in the offeror's proposal, or if the proposal fails to conform to the essential requirements of the RFP, SCDOT, and SCDOT alone, will be the judge as to whether that variance is significant enough to reject the proposal.

3.2 Proposals should be prepared simply and economically, providing a straightforward, concise, description of Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

3.3 Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.

3.4 If your proposal includes any comment over and above the specific information requested in this Request for Proposal, you are to include this information as a separate appendix to your proposal.

4.0 DISCUSSION NEGOTIATION: By submission of a proposal, Offeror agrees that during the period following issuance of a proposal and prior to final award of contract, Offeror shall not discuss its procurement with any party except the purchasing official of SCDOT's Office of Procurement Services who is specifically designated in this solicitation. Offeror shall not attempt to discuss with or attempt to negotiate with any individual any aspect of the procurement without prior approval of said purchasing official.
5.0 AMENDMENTS TO REQUEST FOR PROPOSALS:

5.1 VERBAL COMMENTS OR DISCUSSIONS BY SCDOT RELATIVE TO THIS SOLICITATION CANNOT ADD, DELETE OR MODIFY ANY WRITTEN PROVISION. ANY ALTERATION MUST BE IN THE FORM OF A WRITTEN AMENDMENT TO ANY OFFERORS.

5.2 If it becomes necessary to revise any part of the RFP, an amendment will be provided for all eligible offerors.

6.0 ORAL PRESENTATIONS: The three (3) highest ranked offerors for each Work Area will be requested to make oral presentations of their proposals to SCDOT. Such presentations provide an opportunity for the offerors to clarify their proposals and to ensure a thorough understanding.

7.0 OFFEROR’S QUALIFICATION: Offeror must, upon request of SCDOT, furnish satisfactory evidence of its ability to furnish products or services in accordance with the terms and conditions of this proposal. SCDOT reserves the right to make the final determination as to the offeror’s ability to provide the services requested herein.

8.0 OFFEROR RESPONSIBILITY: Each offeror shall fully acquaint himself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this proposal, it is expected that this will sometimes require on-site observation. The failure or omission of an offeror to acquaint itself with existing conditions shall in no way relieve offeror of any obligation with respect to this proposal or to the Agreement.

9.0 AWARD: An award resulting from this RFP shall be awarded to the responsive and responsible offeror(s) whose proposal is determined to be most advantageous to the State, taking into consideration price, when required, and the evaluation factors set forth herein. However, the right is reserved to reject any and all proposals received and in all cases, SCDOT shall be the sole judge as to whether an offeror’s proposal has or has not satisfactorily met the requirements of this RFP.

10.0 SUBMITTING CONFIDENTIAL INFORMATION:

10.1 OVERVIEW / APPLICABLE STATUTES Under the South Carolina Freedom of Information Act (FOIA), certain documents an offeror submits to SCDOT may be subject to public disclosure. All references are to the South Carolina Code of Laws which is available on the internet at: http://www.sc.gov/mlp/source/mlpstatelaw.htm. Offerors are urged to become familiar with FOIA (Title 30, Chapter 4 of the Code) and the Trade Secrets Act (Title 39, Chapter 8). Commercial or financial information obtained in response to a Request for Proposals or any type of bid solicitation which is privileged and confidential need not be disclosed. Privileged and confidential information is information in specific detail not customarily released to the general public, the release of which might cause harm to the competitive position of the party supplying the information. Examples of this type of information would include: (1) customer lists, (2) design recommendations and identifications of prospective problem areas under in RFP, (3) design concepts, including methods and procedures, (4) biographical data on key employees of the bidder,
10.2 INSTRUCTIONS: In determining whether to release documents, the State will detrimentally rely on Offeror's marking of documents, as required by these bidding instructions, as being either "CONFIDENTIAL" or "TRADE SECRET". For every document Offeror submits in response to or with regard to this solicitation, Offeror must separately mark with the word "CONFIDENTIAL" every page, or portion thereof, that Offeror contends contains information that is exempt from public disclosure because it is either (a) a trade secret or (b) privileged and confidential. For every document Offeror submits in response to or with regard to this solicitation, Offeror must separately mark with the words "TRADE SECRET" every page, or portion thereof, that Offeror contends contains a trade secret as that term is defined by the Trade Secrets Act. All markings must be conspicuous; use color, bold, underlining, or other method in order to conspicuously distinguish the mark from the other text. If a portion of a bid or proposal is improperly marked as confidential or trade secret, SCDOT may, in its sole discretion, determine it nonresponsive. If only portions of a page are protected, do not mark the entire page.

10.3 CONSENT TO RELEASE: By submitting a bid or proposal, Offeror (1) consents to the release of documents governed by FOIA statutes unless Offeror conspicuously states otherwise on the cover of its bid or proposal, (2) agrees to the public disclosure of any documents regarding this solicitation submitted at any time prior to entering into a contract (including, but not limited to, documents contained in a bid or proposal, documents submitted to clarify either a bid or proposal, and documents submitted during negotiations), unless the document is conspicuously marked "TRADE SECRET" or "CONFIDENTIAL", (3) agrees that any information not marked, as required by these bidding instructions, as a "TRADE SECRET" is not a trade secret as defined by the Trade Secrets Act and any information not marked "CONFIDENTIAL" as required by these instructions is not confidential, and (4) that, notwithstanding any claim or marking otherwise, any process used to determine the award is subject to public disclosure. By submitting a bid or proposal, Offeror agrees to defend, indemnify and hold harmless SCDOT, its officers and employees, from every claim, demand, loss, expense, cost, damage or injury, including attorney's fees, arising out of or resulting from SCDOT's withholding information that Offeror marked as "CONFIDENTIAL" or "TRADE SECRET".

11.0 RIGHT OF NON-COMMITMENT OR REJECTION: This solicitation does not commit SCDOT to award a contract, to pay any costs incurred in the preparation of a proposal or to procure or contract for the articles of goods or services requested. SCDOT reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this proposal if it is in the best interest of SCDOT to do so.

12.0 PROTEST: Any protest to this solicitation must be filed within fifteen (15) days of the date of issuance of the Request for Proposals and any protest to the award of a contract hereunder must be filed within fifteen (15) days of the notification of the award. Protests must be filed with Norm Hall, SCDOT Director of Procurement Services, P.O. Box 191, Columbia, SC 29020.

14.0 COST: Cost submitted with proposal shall be firm for a period of at least 20 days from the closing date.

15.0 UNSUCCESSFUL OFFERORS: Offerors not awarded a contract under this solicitation may request return of their proposals within thirty (30) days after notification of award is mailed. All cost of returns will be paid by the offeror. If Federal Express, UPS, or other shipping number is not received with request, all materials will be destroyed.
16.0 DISCUSSION WITH RESPONSIVE OFFERORS: Discussions may be conducted with responsive offerors who submit proposals for the purpose of clarification to assure full understanding of the requirements of the request for proposals. All offerors whose proposals in SCDOT's sole judgment, needing clarification shall be accorded such an opportunity.

17.0 PAYMENT FOR GOODS & SERVICES: Payment for goods & services received by SCDOT hereunder shall be processed in accordance with State Law.

18.0 TAXES: Do not include any taxes in the proposed price shown that SCDOT may be required to pay. Upon submission of a proposal by a state agency, the procurement officer will compute and sales/use tax to the non-state agency proposals when applicable (servicelabor excluded) in determining the low offeror. This procedure is necessary in accordance with the SC Department of Revenue regulation 117-174-95.
IMPORTANT NOTICE

APPLIES TO NONRESIDENTS ONLY

BIDDER OFFEROR

REF: SC WITHHOLDING TAX AMENDMENTS
CODE SECTION 12-6-310, A.C.A.

EFFECTIVE JULY 1, 1984, SECTION 49, APPROPRIATIONS BILL, PART II, AMENDED THE ABOVE-REFERENCED CODE SECTION TO ELIMINATE WITHHOLDING FROM PAYMENTS TO NONRESIDENT CONTRACTORS AND RENTAL RECIPENTS IF THE NONRESIDENT IS REGISTERED OR REGISTERS WITH THE SC DEPARTMENT OF REVENUE OR THE SC SECRETARY OF STATE'S OFFICE. THE NONRESIDENT MUST PROVIDE AN AFFIDAVIT TO WHOMSOEVER THEY ARE CONTRACTING WITH TO THAT EFFECT.

THE AFFIDAVIT WILL BE RETAINED BY THE ENTITY OR PERSONS LETTING THE CONTRACT TO THE NONRESIDENT. IN THE ABSENCE OF AN AFFIDAVIT BEING PROVIDED, WITHHOLDING WILL BE REQUIRED (CONTRACTS ≥ 2% RENTAL OR ROYALTY RECIPENTS ≥ 5% FOR CORPORATION OR 5% FOR INDIVIDUALS AND PARTNERSHIPS).

THE FILING OF THE AFFIDAVIT AFFIRMING REGISTRATION BY THE NONRESIDENT ELIMINATES THE REQUIREMENT TO WITHHOLD BY THOSE LETTING CONTRACTS TO NONRESIDENTS AS WELL AS THE POSTING OF THE SURETY BOND BY THE NONRESIDENT. ENCLOSURE 47, AFFIDAVIT AND INSTRUCTIONS TO BE USED WHEN CONTRACTING WITH NONRESIDENTS.

FORMS TO REGISTER FOR ALL TAXES ADMINISTERED BY THE SC DEPARTMENT OF REVENUE MAY BE OBTAINED BY CALLING THE LICENSE AND REGISTRATION SECTION AT 803-734-5812 OR WRITING TO THE SC DEPARTMENT OF REVENUE, REGISTRATION UNIT, COLUMBIA, SC 29201-5040.

INSTRUCTIONS - NONRESIDENT TAXPAYER REGISTRATION AFFIDAVIT

REQUIREMENT TO MAKE WITHHOLDING PAYMENTS: CODE SECTION 12-6-310 (A) (2) REQUIRES PERSONS HIRING OR CONTRACTING WITH A NONRESIDENT TAXPAYER TO WITHHOLD 2% OF EACH PAYMENT MADE TO THE NONRESIDENT WHERE THE PAYMENTS UNDER THE CONTRACT EXCEED $10,000.00 IN ONE CALENDAR YEAR.

CODE SECTION 12-6-310 (A) (2) REQUIRES PERSONS MAKING PAYMENT TO A NONRESIDENT TAXPAYER OF RENTALS OR ROYALTIES AT A RATE OF $1,200.00 OR MORE A YEAR FOR THE USE OF OR FOR THE PRIVILEGE OF USING PROPERTY IN SOUTH CAROLINA TO WITHHOLD 7% OF THE TOTAL OF EACH PAYMENT MADE TO A NONRESIDENT TAXPAYER WHO IS NOT A CORPORATION AND WHERE THE PAYMENT IS MADE TO A CORPORATION.

PURPOSE OF AFFIDAVIT: A PERSON IS NOT REQUIRED TO WITHHOLD TAXES WITH REGARD TO ANY NONRESIDENT TAXPAYER WHO SUBMITS AN AFFIDAVIT CERTIFYING THAT IT IS REGISTERED WITH THE SOUTH CAROLINA SECRETARY OF STATE OF THE SOUTH CAROLINA DEPARTMENT OF REVENUE.

TERM AND DURATION OF AFFIDAVIT: IT IS RECOMMENDED THAT AN AFFIDAVIT BE OBTAINED FROM A NONRESIDENT TAXPAYER FOR EACH SEPARATE CONTRACT OR AGREEMENT. OTHERWISE, THE AFFIDAVIT SUBMITTED BY A NONRESIDENT TAXPAYER SHALL REMAIN IN EFFECT FOR A PERIOD OF THREE YEARS, OR FOR A LESSER TIME IF THE PERSON EARLIER RECEIVES NOTICE OF REVOCATION OR EXEMPTION FROM WITHHOLDING FROM THE SC DEPARTMENT OF REVENUE.
STATE OF SOUTH CAROLINA, DEPARTMENT OF REVENUE (4-312)
NONRESIDENT TAXPAYER ON REGISTRATION AFFIDAVIT, INCOME TAX
WITHHOLDING

THIS AFFIDAVIT APPLIES TO NONRESIDENTS ONLY

THE UNDERSIGNED NONRESIDENT TAXPAYER ON OATH, BEING FIRST OF HERSELF, SWORN
HEREBY CERTIFIES AS FOLLOWS.

1. OWNER, PARTNER(S) OR CORPORATE NAME OF NONRESIDENT TAXPAYER

2. TRADE NAME (DOING BUSINESS AS)

3. MAILING ADDRESS

4. FEDERAL IDENTIFICATION NUMBER

5. HIRING OR CONTRACTING WITH:
   NAME:
   ADDRESS:
   RECEIVING RENTALS OR ROYALTIES FROM:
   NAME:
   ADDRESS:

6. CERTIFY THAT THE ABOVE NAMED NONRESIDENT TAXPAYER IS CURRENTLY
   REGISTERED WITH
   (CHECK APPROPRIATE BOX)
   ( ) THE SOUTH CAROLINA SECRETARY OF STATE OR
   ( ) THE SOUTH CAROLINA DEPARTMENT OF REVENUE
   DATE OF REGISTRATION

7. I UNDERSTAND THAT BY THIS REGISTRATION, THE ABOVE NAMED NONRESIDENT
   TAXPAYER HAS AGREED TO BE SUBJECT TO THE JURISDICTION OF THE SOUTH
   CAROLINA DEPARTMENT OF REVENUE AND THE COURTS OF SOUTH CAROLINA TO
   DETERMINE ITS SOUTH CAROLINA TAX LIABILITY, INCLUDING ESTIMATED TAXES,
   TOGETHER WITH ANY RELATED INTEREST AND PENALTIES

8. I UNDERSTAND THE SOUTH CAROLINA DEPARTMENT OF REVENUE MAY REVOC
   THE WITHHOLDING EXEMPTION GRANTED UNDER CODE SECTION 12-6-40 AT
   ANY TIME IF DETERMINES THAT THE ABOVE NAMED NONRESIDENT TAXPAYER IS
   NOT COOPERATING WITH THE DEPARTMENT IN THE DETERMINATION OF ITS
   CORRECT SOUTH CAROLINA TAX LIABILITY.

THE UNDERSIGNED UNDERSTAND THAT ANY FALSE STATEMENT CONTAINED
HEREIN COULD BE PUNISHED BY FINE, IMPRISONMENT OR BOTH.

(SIGNATURE OF OWNER, PARTNER OR CORPORATE OFFICER)  (SEAL)

(CORPORATE OFFICER'S STATE TITLE)  (DATE)

102606  23
APPENDIX A

CROSS ISLAND PARKWAY TOLL PLAZA
Cross Island Parkway (CIP)
Violation Enforcement System (VES) Policies

NOTICE TO PAY TOLL

A. First Notice to Pay Toll will be processed and sent by First Class mail.
B. Exceptions to "A" above are as follows and will be processed within 90 days of the time of
violation:
   a. Violations resubmitted due to CIP image review clerk error.
   b. Violations returned due to insufficient address.
   c. Violations returned with forwarding address provided by Post Office.
   d. Rental car violations.
   e. Violations not matched with registered owner by Department of Motor Vehicles
      (DMV).
   f. Notices that are contested and waived due to DMV error.
   g. Violations on notices that have to be regenerated due to remittance beyond
      SCDOT's control.
C. Notices will not be processed for violations in excess of 40 days unless specified by SCDOT
   management.
D. Violations that do not receive a DMV match and are in excess of 90 days will be archived on
   a weekly basis.
E. First Notices are processed on a weekly basis and contain the prior week's notices.
F. First Notices will be tracked for 45 days, if not paid; a Second Notice will be generated for the
   same violations.
G. If payment is not received for the Second Notice within 45 days the Second Notice is then
   classified as either Directive 30 Status or Citation and processed based on SCDOT notices.
   o Directive 30:
      a. Violators that owe a combined total in excess of $100 in tolls and administrative fees
         for unpaid Second Notices receive a monthly invoice until payment is received.
      b. If payment is not received for Directive 30 invoices, the violators are summarized
         annually and added to the Department of Revenue (DOR) Report for Collection.
   o Citation
      a. Violators that owe excessive amounts (as determined of SCDOT) in tolls and
         administrative fees for unpaid Second Notices will be forwarded to CIP in the form
         of a citation.
   b. Per Amended South Carolina State Law Section 57-5-1495, Violators will continue to
      be outstanding until notification is received from the court of final payment.
H. Per South Carolina State Law Section 57-5-1495, An Administrative Fee of $10 will be
   assessed for all First Notices and a $25 Administrative Fee assessed for all Second Notices
   with two or more violations. The Directive 30 Notice and Citation is Primary the same
   Administrative Fee as the Notice associated with it.

PAYMENTS
A. Overpayment by $5.00 or more. Difference will be refunded to the customer.
B. Overpayment by less than $5.00. Deposit the entire amount with a refund to the customer.
C. Partial payments can be accepted based on VES payment policies.

CONTENDING VIOLATIONS

A. Cash Violators may contest by phone, fax, email, or letter.
B. All contact with customers must be recorded directly into customer service account when received.
C. Good Faith payments can be made either at the PP CSC or SC DOT. Phased Payment Tickets are cash payments made by violators, within 48 hours of the violation.
D. Violators may contest for the following reason, but not limited to, each will be billed in a case by case basis.
   a. Not registered owner of vehicle.
   b. Did not use the CIP at the time of violation.
   c. State that they paid when they used the CIP.
   d. Accident use of the CIP.
   e. Received a "Turn around pass".
   f. Good Faith that was not recorded correctly.
E. Leased Rental Vehicles.
   a. Notice are sent to the Lease Rental company, the company then has 30 days to submit the leased or rental information, the notice is then regenerated and sent to appropriate party. If this is not done so in the allotted time, the Lease Rental customer is liable for the amount owed for the violation.

PARKING VIOLATORS

PP account holders are instructed by the PP Agreement to maintain the responsibility at all times to keep their account information up to date, maintain sufficient funds, and to notify the PP Customer Service Center (CSC) if they do not receive a "green light" of payment received or a stop when traveling on the Cross Island Parkway. These procedures will require that the SC DOT verify account status and process the violation notice based on the outcome of the research and VES policies. If the PP customer is required to take appropriate action to ensure that additional fees have not incurred.

STOLEN VEHICLES

For purposes of asserting the defense provided by this subsection "Known to Condition Violated are," it shall be sufficient that a certified copy of the police report on the stolen vehicle be sent by the owner to the Department, its agent within 30 days after receipt of the notice.

A. If an owner receives a notice or citation pursuant to this section for any violation more than which the vehicle involved in the violation was reported to the police department as having been stolen. It shall be a valid defense to an allegation of liability for a failure to pay within that the vehicle has been reported to the police as stolen prior to the time the violation occurred and not recovered by the time of the violation.

B. If an owner receives a notice pursuant to this section for a violation which occurred during any time period in which the vehicle was stolen but which had not been reported to the police as having been stolen. It shall be a valid defense to an allegation of liability for such violation pursuant to this section that the vehicle was reported as stolen within two hours after the discovery of the theft by the owner.

CORRESPONDENCE

102606 39
Customer correspondence excluding Notice to Pay Toll, Directive 30 and Citation Letters, but is not limited to:

A. Palmetto Pass Letters
B. Rental Letters
C. Cash Violator Letters
D. Financial Letters
First Notice to Pay Toll

JOHN DOE
915 PARK STREET
HILTON HEAD, SC 29928

The vehicle identified above, which is registered in your name, was detected by the photo-enforcement system at the Bridge Parkway on Hilton Head Island, South Carolina, as having passed through a toll collection point without paying the required toll on the dates and times listed below.

Pursuant to Section 53A-3-140 of the South Carolina Code of Laws, 1996, as amended, after a vehicle travels through a toll collection facility without payment of the required toll, the owner and operator of the vehicle are guilty of a traffic violation. The South Carolina Department of Transportation (SCDOT) must pay the required toll and any administrative costs and penalties, plus any civil penalty.

<table>
<thead>
<tr>
<th>Violation Number</th>
<th>Violation Date &amp; Time</th>
<th>Lane</th>
<th>Toll Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>294-906</td>
<td>10/11/2000 1:54:18A</td>
<td>1</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

**Total Due:** $1.00

**Payment Due Date:** 12/04/2000

If you fail to pay the "Total Due" shown above on or before the payment due date specified above, you shall be subject to penalty pursuant to S.C. Code Section 57-5-1485 and subject to payment of a civil penalty, court costs and attorney fees. Any amounts not paid may be offset against any tax refund that you may be due. Contesting Liability Information is provided on the last page.

**PALS PASS CUSTOMER:**
If you feel that you have received this violation notice in error, please contact the SCDOT Toll Operation Center at 1-866-552-0000 (Mon - Fri 9:00 a.m. - 5:00 p.m.). Please have your Pal Pass account number and your vehicle license plate number available when you call. Questions regarding your Pal Pass account should be directed to the Pal Pass Customer Service Center at 1-844-898-5714 or toll-free Pal Pass FAX 888-5714. Please do not mail money for repaying your account to SCDOT. Repayment should be made to Palmetto Pass Customer Service Center Post Office Box 2000 Hilton Head Island, SC 29989.

Page 1 of 2

102606 41
Instructions for Payment

IN ORDER FOR YOUR PAYMENT TO BE PROCESSED, ALL STEPS BELOW MUST BE FOLLOWED:

1. Payment must be returned to Finance Office, Attention: Auditor, Post Office Box 17109, Columbia, SC 29211.
2. Payment must be for the full violation amount due. NO partial payments will be accepted.
3. Payment must be via U.S. Postal Service money order, cashier's check, or personal check payable to SC DOT. A $20.00 non-refundable check fee will be charged for all returned checks. Send NO CASH. SC DOT will not be responsible for cash received by mail.
4. The Notice Number and license plate number must be included on the money order, cashier’s check or personal check.
5. Enclose the Payment Stub below with your payment.

Contacting Liability Information

If, at the time of the toll violation noted, the vehicle identified was (1) stolen, (2) leased to another person(s) merely in the name but not owned by you, you may contest liability for the violation.

To contest liability for any of the above reasons, send the documentation listed below by first class mail to SF DOT Toll Operations Center, Post Office Box 17109, Columbia, South Carolina 29211-1709, within thirty (30) days of receipt of the violation:

1. For a stolen vehicle, provide a certified copy of the police report on the stolen vehicle.
2. For a leased vehicle, provide a copy of the rental, lease, or other contract document covering the vehicle on which the violation occurred with the name and address of the lessee clearly legible.
3. For a vehicle no longer owned by you, provide a copy of the bill of sale or certificate of title showing the transfer of the vehicle in another name prior to the violation.

SC DOT will notify you whether your documentation is determined to be adequate to release you from liability for the toll violation. Failure to contest liability for the above reasons in the time and manner provided is deemed to admission of liability for the toll violation.

If you feel that a violation has been sent to you in error, to clear the violation with SC DOT, send a letter along with documentation of a call the SC DOT Toll Operations Center at 1-888-395-8853 or 1-803-737-1140 (Monday - Friday from 8:00 a.m. to 5:00 p.m. EST) to have that the violation be researched.

PAYMENT STUB

First Notice Number: 124024  Registered Owner: JOHN DOE
License Plate: ST 253AB  Violator ID: 16001

Violated Date: 12/01  Administrative Fee: $10.00

Total Due: $110.00  Payment Due Date: December 04, 2006

Page 2 of 2
Second Notice to Pay Toll

JOHN DOE
935 PARK STREET
Carriage, MO 44336

The vehicle identified above, which is registered in your name, was identified by the photo enforcement system in the Charleston Parkway on Hilton Head Island, South Carolina, as having passed through a toll collection point without paying the required toll on the dates and times listed below.

Pursuant to Section 17-5-1445 of the South Carolina Code of Laws, 1996, as amended, when a vehicle enters through a toll facility without payment of the required toll, the owner and operator of the vehicle are subject to several violated by the South Carolina Department of Transportation (S.C. DOT) to pay the required toll and an administrative fee which may be assessed.

Toll violations and total amount due are shown below. If you have one violation, you are being charged a $15.00 administrative fee. If you have more than one violation, you are being charged a $25.00 administrative fee. The total amount of your account is the "Total Due."

<table>
<thead>
<tr>
<th>Violation</th>
<th>Violation Date &amp; Time</th>
<th>Lane</th>
<th>Total Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>935155a</td>
<td>6/11/2006 8:30:47 P</td>
<td>14</td>
<td>$15.00</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Index Due</th>
<th>Administrative Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>$15.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

TOTAL DUE: $15.00

PAYMENT DUE DATE: 11-11-2006

If you fail to pay the "Total Due" shown above on or before the payment due date specified above, you may be subject to the action(s) provided for pursuant to S.C. Code Section 17-5-1445 and subject to payment of a civil penalty court costs and interested on the amount due. If you have questions about this debt, you may contact the South Carolina Department of Revenue pursuant to Section 12-61-50 of the S.C. Code. (See Sec. 12-61-50 of S.C. Code) for set-off against any tax refund that you may be due. Contacting Liability Information is provided on the back page.

PAL PASS CUSTOMER:
If you feel that you have received this violation notice in error, please contact the SCDOT Pal Pass Customer Service Center at 843-757-5707 (Monday - Friday from 9:00 a.m. - 5:00 p.m.) or visit the website at PalPass.sc.gov. Questions regarding your Pal Pass account should be directed to the Pal Pass Customer Service Center at 843-757-5707 (Monday - Friday from 9:00 a.m. - 5:00 p.m.) or visit the website at PalPass.sc.gov. Please do not send money for repaying your account since the Pal Pass account should be issued by PalPass Customer Service Center. This notice is not a bill.
Instructions for Payment

IN ORDER FOR YOUR PAYMENT TO BE PROCESSED, ALL 5 STEPS BELOW MUST BE FOLLOWED:

1. Payment must be returned to the Finance Office, Attention Cashier, Post Office Box 11769, Columbia, SC 29211.
2. Payment must be for the full violation amount due. NO partial payments will be accepted.
3. Payment must be via U.S. Postal Services money order, cashier’s check, or personal check payable to SC DOT. A $10.76 per check fee will be charged for all returned checks. Send NO CASH. SC DOT will not be responsible for lost or stolen payments.
4. The Notice Number and license plate number must be included on the money order, cashier’s check or personal check.
5. Include the Payment Stub below with your payment.

Contacting Liability Information

If, at the time of the toll violation(s) listed, the vehicle identified was stolen, it was leased to another person or was owned by you, you may contest liability for the violation.

To contest liability for any of the above reasons, send the documentation listed below by first class mail to the Service Center, Post Office Box 11769, Columbia, South Carolina 29211 within thirty (30) days of your receipt of the notice:

1. For a stolen vehicle, provide a certified copy of the police report on the stolen vehicle.
2. For a leased vehicle, provide a copy of the rental, lease, or other contract document covering the vehicle on the date of the violation, with the name and address of the lessor clearly legible.
3. For a vehicle no longer owned by you, provide a copy of the bill of sale or certificate of title showing the owner of the vehicle at another name prior to the violation.

SCDOT will notify you whether your documentation is determined to be adequate to relieve you from liability for the toll violation. Failure to contest liability for the above reasons in the time and manner provided is deemed an admission of liability (for the toll violation(s)).

If you feel that a violation has been sent to you in error, please contact SC DOT, send a copy of the notice and documentation to the SC DOT Toll Operations Center at 1-800-550-6533 or 1-803-737-5149 (Monday - Friday from 8:00 a.m. to 5:00 p.m.) and your notice will be researched.

PAYMENT STUB

Second Notice Number: 120382  Registered Owner: JOHN DOL
First Notice Number: 122251  License Plate No.: 1254670
Violance (B): 125467

Initial Due: $40.76
Administrative Fee: $10.76
Total Due: $51.52
Payment Due Date: November 30, 2000

Page 2 of 2
October 26, 2006

JOHN DUE
953 PARK STREET
HILTON HEAD

RE: TOLL VIOLATIONS - AMOUNT DUE $117.00

According to our records, you owe the South Carolina Department of Transportation (SCDOT) the amounts shown above, plus accruing interest, if applicable. Please follow the payment process outlined below:

1. Payments must be for the full amount due. No partial payments will be accepted.
2. Payments must be in the form of a check or money order payable to SCDOT and must be mailed to: P.O. Box 17769, Columbia, SC 29211-1769. If a return check is received, SCDOT will charge an additional fee for the returned check.
3. The Violator ID and License Plate Number must be included on all payments.
4. If you wish to contest the payment, you must submit the Payment Stub with your payment.

If you have any questions pertaining to this letter, please contact the Toll Operations Center at 1-800-539-3563.

If payment is not received, you may be referred to the South Carolina Department of Revenue to be set off against your South Carolina income tax refund. Pursuant to the South Carolina Administrative Code this amount, plus any administrative costs, will be deducted from your South Carolina income tax refund unless you file a written protest within thirty (30) days of the date of this notice. For violations occurring in the current tax year, if you fail to file a written protest within thirty (30) days of the date of this notice, an amount will be deducted from the total amount owed with no opportunity to dispute the debt or actually withhold the tax.

The protest must contain the following information:
- Name
- Address
- Social security number
- License plate number
- Type of debt in dispute
- A detailed statement of all the reasons you disagree or dispute the debt.

Your payment or original written protest must be mailed to SCDOT at the following address:

South Carolina Department of Transportation
P.O. Box 17769
Columbia, South Carolina 29211-1769

Attention: Manager of Debt and Revenue

Sincerely,

Clint Atkins
# Payment Stub

**Registered Owner:** JOHN DOE  
**License Plate Number:** 123ABC  
**Violator ID Number:** 56145  

<table>
<thead>
<tr>
<th>Notice ID</th>
<th>Notice Due Date</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>104445</td>
<td>January 15, 2006</td>
<td>$28.00</td>
</tr>
<tr>
<td>104912</td>
<td>January 19, 2006</td>
<td>$27.00</td>
</tr>
<tr>
<td>105454</td>
<td>January 28, 2006</td>
<td>$11.00</td>
</tr>
<tr>
<td>106278</td>
<td>February 10, 2006</td>
<td>$11.00</td>
</tr>
<tr>
<td>108652</td>
<td>February 18, 2006</td>
<td>$29.00</td>
</tr>
<tr>
<td>109764</td>
<td>April 03, 2006</td>
<td>$11.00</td>
</tr>
</tbody>
</table>

**Subtotal Due:** $117.00

**Grand Total Due:** $117.00
The department or its authorized agent may assess and collect administrative fees of:

(7) "Vehicle" means a device in, upon, or by which a person or property is or may be transported or drawn upon a highway. except devices used exclusively upon stationary rails or tracks.

(A) As used in this section:

(1) "Electronic toll collection system" means a system of collecting tolls or charges which is capable of charging an account holder the appropriate toll or charge by transmission of information from an electronic device on a motor vehicle to the toll lane, which information is used to charge the account the appropriate toll or charge.

(2) "Lessee" means any person, corporation, firm, partnership, agency, association, or organization that rents, leases, or contracts for the use of one or more vehicles and has exclusive use of the vehicle for any period of time.

(3) "Owner" means a person or an entity who, at the time of a toll violation and with respect to the vehicle involved in the violation, is the registrant or co-registrant of the vehicle with the Department of Motor Vehicles of this State or another state, territory, district, province, nation, or jurisdiction.

(B) Notwithstanding another provision of law, when a vehicle is driven through a turnpike facility without payment of the required toll, the owner and operator of the vehicle is jointly and severally liable to the Department of Transportation to pay the required toll, administrative fees, and civil penalty as provided for in this section. The department or its authorized agent may enforce collection of the required toll as provided for in this section.

(C) A certificate, sworn to or affirmed by an agent of the department, or a facsimile of it, that a toll violation has occurred, based upon inspection of photographs, microphotographs, videotape, or other recorded images produced by a photo-monitoring system, is prima facie evidence of the violation and is admissible in any proceeding charging a toll violation pursuant to this section. A photograph, microphotograph, videotape, or other recorded image evidencing a violation must be available for inspection by the party charged and is admissible into evidence in a proceeding to adjudicate liability for a violation.

(D) The department or its authorized agent may assess and collect administrative fees of:
(1) not more than ten dollars for the first toll violation within a period of one year;

(2) not more than twenty-five dollars for each subsequent toll violation within a period of one year.

(E) Upon failure to pay the required toll and administrative fees to the department within thirty days of the notice, the owner or operator may be cited for failure to pay a toll pursuant to this subsection and, upon an adjudication of liability, is subject to a civil penalty not to exceed fifty dollars for each violation as contained in subsection (F). An owner or operator who has been convicted of a violation of Section 57-5-1490 is not liable for the penalty imposed by this subsection.

(F) If a magistrate or municipal judge determines that the person or entity charged with liability under this section is liable, the magistrate or municipal judge shall collect the unpaid tolls and administrative fee and forward them to the department or its authorized agent. The magistrate or municipal judge also may impose a civil penalty of up to fifty dollars for each violation, plus court costs and attorney's fees. The civil penalty must be distributed in the same manner as other fines and penalties collected by the magistrate. Notwithstanding another provision of law:

(1) adjudication of liability pursuant to this section must be made by the magistrate's court of the county in which the toll facility is located or the municipal court of the city in which the toll facility is located; and

(2) an imposition of liability pursuant to this section must be based upon a preponderance of evidence submitted and is not a conviction as an operator pursuant to Section 57-5-1490.

(G) The department or its authorized agent shall send:

(1) a "First Notice to Pay Toll" to the owner or operator of a vehicle which, on one occasion in any twelve-month period, is identified as having been involved in a toll violation. The first notice must require payment to the department of the required toll, plus an administrative fee as provided for in subsection (D), within thirty days of the mailing of the notice;

(2) a "Second Notice to Pay Toll" to the owner or operator of a vehicle which is identified as having been involved in a second toll violation in a twelve-month period, or who has failed to respond to a "First Notice to Pay Toll" within the required time period. The second notice must require payment to the department of the required tolls, plus an administrative fee as provided for in subsection (D) for each violation within thirty days of the mailing of the notice;

(3) a "Failure to Pay a Toll" citation to the owner or operator of a vehicle which is identified as having been involved in a third toll violation in a twelve-month period, or who has failed to respond to the second notice within the required time period. The citation requires payment to the department of the unpaid tolls, plus an administrative fee of not more than twenty-five dollars for each violation, within thirty days, or the recipient's appearance in magistrate's court of the county in which the violation occurred or the municipal court of the city in which the violation has occurred to contest the citation. The citation is a traffic citation within the meaning of Chapter 25, Title 56; and

(4) notwithstanding another provision of law, the notices and citation required by subsection (G) by first-class mail to the owner or operator of the vehicle identified as being involved in the toll violation. If a vehicle is registered in two or more names, the notices or citation must be mailed to the first name listed on the registration records. Notwithstanding another provision of law, personal delivery of the notices and citation is not required. A manual or automatic record of the mailing of the notices or citation prepared in the ordinary course of business is prima facie evidence of the mailing of the notices or citation;

(5) the notices and citation required by this subsection must contain the following information:
(a) the name and address of the person or entity alleged to be liable for a failure to pay a toll pursuant to this section;

(b) the registration number of the vehicle involved in the toll violation;

(c) the location where the toll violation took place;

(d) the date and time of the toll violation;

(e) the identification number of the photo-monitoring system which recorded the violation or other document locator number;

(f) information advising of the manner and time in which liability may be contested; and

(g) warning advising that failure to contest liability in the manner and time provided in this section is an admission of liability.

(H) If a vehicle owner receives a notice or citation pursuant to this section for a period during which the vehicle involved in the toll violation was:

(1) reported to a law enforcement division as having been stolen, a valid defense to an allegation of liability for a failure to pay a toll is that the vehicle had been reported to a law enforcement division as stolen before the time the violation occurred and had not been recovered by the time of the violation. If an owner receives a notice or citation pursuant to this section for a violation which occurred during a time period in which the vehicle was stolen, but which had not been reported to a law enforcement division as having been stolen, a valid defense to an allegation of liability for a toll violation pursuant to this section is that the vehicle was reported as stolen within two hours after the discovery of the theft by the owner. For purposes of asserting the defense provided by this subitem, a certified copy of the police report on the stolen vehicle, sent by first-class mail to the department, its agent, or the magistrate's court or the municipal court having jurisdiction of the citation within thirty days after receipt of the notices or citation, is sufficient;

(2) leased to another person or entity, the lessor is not liable for the violation if the lessor sends to the department or to the court having jurisdiction over the citation a copy of the rental, lease, or another contract document covering the vehicle on the date of the violation, with the name and address of the lessee clearly legible, within thirty days after receiving the notices or citation. Failure to send the information within the thirty-day period renders the lessor liable for the unpaid tolls and any administrative fees or penalties assessed pursuant to this section. If the lessor complies with the provisions of this subitem, the lessee of the vehicle on the date of the violation is subject to liability for the failure to pay the toll if the department or its agent mails a notice of liability to the lessee within thirty days after receipt of a copy of the rental, lease, or other contract document.

(I) If a person or entity receives a notice or citation pursuant to this section, it is a valid defense to liability that the person or entity that receives the notice was not the owner of the vehicle at the time of the toll violation.

(J) If an owner who pays the required tolls, fees, or penalties, or all of them pursuant to this section was not the operator of the vehicle at the time of the violation, the owner may maintain an action for indemnification against the operator.

(K) An owner of a vehicle is not liable for a penalty imposed pursuant to this section if the operator of the vehicle has been convicted of a violation of Section 57-5-1490 for the same incident.

(L) On turnpike facilities where electronic toll collection systems are utilized:

(1) a person who wants to make payment of tolls electronically must apply to the department or its...
authorized agent to become an account holder. The department or its authorized agent, in its discretion, may deny the application of a person. A person whose application is accepted must execute an account holder's agreement. The terms of the account holder's agreement must be established by the department;

(2) the department shall ensure that adequate and timely notice is given to all electronic toll collection system account holders to inform them when their accounts are delinquent. The owner of a vehicle who is an account holder under the electronic toll collection system is not liable for a failure to pay a toll pursuant to the provisions of this section unless the department or its authorized agent has first sent a notice of delinquency to the account holder and the account holder was delinquent at the time of the violation;

(3) the department shall not sell, distribute, or make available the names and addresses of electronic toll collection system account holders, without the account holder's consent, to any entity that uses the information for commercial purposes. However, this restriction does not preclude the exchange of this information between entities with jurisdiction over or operating a toll highway bridge or tunnel;

(4) information or data collected by the department or its authorized agent for the purpose of establishing and monitoring electronic toll collection accounts is not subject to disclosure under the Freedom of Information Act;

(5) notwithstanding another provision of law, all information, data, photographs, microphotographs, videotape, or other recorded images prepared pursuant to this section must be for the exclusive use of the department or its authorized agent in the discharge of its duties under this section and must not be open to the public, subject to the disclosure under the Freedom of Information Act, nor used in a court in an action or a proceeding pending unless the action or proceeding relates to the imposition of or indemnification for liability pursuant to this section.

(M) Notwithstanding any other provision of law, school buses transporting school children for a school event, shall be exempt from the payment of any tolls.


CODE COMMISSIONER'S NOTE

Pursuant to the direction to the Code Commissioner in 2003 Act No. 51, § 18, "division of motor vehicles" was changed to "Department of Motor Vehicles" in paragraph (A)(4).

LIBRARY REFERENCES

   Turnpikes and Toll Roads 43.  
   Westlaw Topic No. 391.  
   C.J.S. Turnpikes and Toll Roads § 36. 40. 43 to 44.

Code 1976 § 57-5-1495. SC ST § 57-5-1495


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END OF DOCUMENT
AN ACT TO AMEND THE CODE OF LAWS OF SOUTH CAROLINA, 1976, BY ADDING SECTION 56-3-1335 SO AS TO PROVIDE THAT THE DEPARTMENT OF MOTOR VEHICLES SHALL SUSPEND A VEHICLE'S REGISTRATION AND NOT REGISTER OR REREGISTER A MOTOR VEHICLE THAT WAS OPERATED WHEN ITS DRIVER FAILED TO PAY A TOLL AND WHOSE OWNER HAS AN OUTSTANDING JUDGMENT FOR FAILURE TO PAY A TOLL ENTERED AGAINST HIM, AND TO PROVIDE A FIFTY DOLLAR REINSTATEMENT FEE THAT MUST BE USED TO DEFRAY THE COSTS ASSOCIATED WITH THIS SECTION; AND TO AMEND SECTION 57-5-1495, RELATING TO THE COLLECTION OF TOLLS, SO AS TO PROVIDE THAT UPON AN ADJUDICATION OF LIABILITY FOR FAILURE TO PAY A TOLL, THE COURT MUST MAIL A COPY OF THE JUDGMENT TO THE VEHICLE'S OWNER OR OPERATOR, TO PROVIDE THAT IF THE JUDGMENT IS NOT SATISFIED WITHIN A CERTAIN PERIOD OF TIME, THE COURT SHALL NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THIS INCIDENT WHICH SHALL SUSPEND THE REGISTRATION OF THE VEHICLE THAT WAS OPERATED WHEN THE TOLL WAS NOT PAID AND DENY THE VEHICLE'S REGISTRATION OR REREGISTRATION UNTIL THE JUDGMENT IS SATISFIED, TO DELETE THE PROVISION THAT REFERS TO THE CITATION AS A TRAFFIC CITATION, TO PROVIDE THAT A "FAILURE TO PAY A TOLL" CITATION CONSTITUTES THE SUMMONS AND COMPLAINT FOR AN ACTION TO RECOVER THE TOLL AND ALL APPLICABLE FEES ALLOWED PURSUANT TO THIS SECTION, AND TO PROVIDE THAT THE NOTICES THAT ARE ISSUED PURSUANT TO THIS SECTION MUST CONTAIN INFORMATION THAT ADVISES A PERSON THAT FAILURE TO PAY A TOLL MAY RESULT IN THE SUSPENSION OF A VEHICLE REGISTRATION.

Be it enacted by the General Assembly of the State of South Carolina:

Suspension of a vehicle's registration for failure to pay a toll

SECTION 1. Article 9, Chapter 3, Title 56 of the 1976 Code is amended by adding:

<< SC ST § 56-3-1335 >>

Section 56-3-1335. The Department of Motor Vehicles shall suspend a motor vehicle's current registration and shall not register or reregister a motor vehicle that was operated when its driver failed to pay a toll and whose owner has an outstanding judgment for failure to pay a toll pursuant to Section 57-5-1495(E) entered against him. The suspension or denial of registration or reregistration shall remain in effect until the judgment is satisfied, evidence of the satisfaction has been provided to the Department of Motor Vehicles, and a reinstatement fee of fifty dollars has been paid. The reinstatement fee collected must be placed by the Comptroller General into a special restricted account to be used by the Department of Motor Vehicles to defray the costs associated with this section.

Suspension of a vehicle's registration for failure to pay a toll

SECTION 2. Section 57-5-1495(E) of the 1976 Code is amended to read:
(E) Upon failure to pay the required toll and administrative fees to the department within thirty days following the notice, the owner or operator may be cited for failure to pay a toll pursuant to this subsection, and, upon an adjudication of liability, is subject to a civil penalty not to exceed fifty dollars for each violation as contained in subsection (F). Upon an adjudication of liability, a judgment must be entered against the owner or operator, and the department must mail a copy of the judgment to the owner or operator. Upon failure to satisfy the judgment within thirty days, the court shall notify the Department of Motor Vehicles and the authorized agent, and the department shall suspend the registration of the vehicle that was operated when the toll was not paid and deny the vehicle’s registration or reregistration pursuant to Section 56-3-1335. The suspension shall remain in effect until the judgment is satisfied and evidence of its satisfaction has been presented to the Department of Motor Vehicles and the authorized agent. An owner or operator who has been convicted of a violation of Section 57-5-1490 is not liable for the penalty imposed by this subsection.

Failure to pay a toll citation

SECTION 3. Section 57-5-1495(G)(3) of the 1976 Code is amended to read:

(3) a "Failure to Pay a Toll" citation to the owner or operator of a vehicle which is identified as having been involved in a third toll violation in a twelve-month period, or who has failed to respond to the second notice within the required time period. The citation requires payment to the department of the unpaid tolls, plus an administrative fee of not more than twenty-five dollars for each violation, within thirty days, or the recipient’s appearance in magistrate’s court of the county in which the violation occurred or the municipal court of the city in which the violation has occurred to contest the citation. A "Failure to Pay a Toll" citation constitutes the summons and complaint for an action to recover the toll and all applicable fees allowed pursuant to this section; and

Contents of a failure to pay a toll citation

SECTION 4. Section 57-5-1495(G)(5) of the 1976 Code is amended to read:

(5) the notices and citation required by this subsection must contain the following information:

(a) the name and address of the person or entity alleged to be liable for a failure to pay a toll pursuant to this section;

(b) the registration number of the vehicle involved in the toll violation;

(c) the location where the toll violation took place;

(d) the date and time of the toll violation;

(e) the identification number of the photo-monitoring system which recorded the violation or other document locator number;

(f) information advising of the manner and time in which liability may be contested;

(g) warning advising that failure to contest liability in the manner and time provided in this section is an admission of liability; and

(h) information advising that failure to pay a toll may result in the suspension of vehicle registration.
Time effective

SECTION 5. This act takes effect nine months after its approval by the Governor.

Ratified the 27th day of April, 2006.

Approved the 2nd day of May, 2006.

SC LEGIS 267 (2006)

END OF DOCUMENT
THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers (X) is extended. ( ) is not extended.

Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods: a) by signing and returning one copy of this amendment, (b) by acknowledging receipt of this amendment on each copy of the offer submitted or (c) by separate letter or telegram which includes a reference to the solicitation & amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR & DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation & this amendment, & is received prior to the opening hour & date specified.

The changes set forth below are made to the above numbered order.

DESCRIPTION OF AMENDMENT/MODIFICATION

Cross Island Parkway Operations and Maintenance:
1. The opening date for this Request for Proposals has been changed to March 6, 2007. The time and place remain unchanged.
2. The anticipated date for responding to the questions received is January 17, 2007. This will be in the form of an amendment.
3. The anticipated posting date for the award will be April 30, 2007.
4. If you have not already done so we recommend that you log into the following SCDOT web site. Doing this will give you an automatic notification of any changes to this RFP. http://www.dot.state.sc.us/doing/procurement/bids.asp

Except as provided herein, all terms & conditions of the document referenced as heretofore changed, remain unchanged & in full force & effect.

( ) CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT

( ) CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS DOCUMENT & RETURN TO S.C. DEPT. OF TRANSPORTATION OFFICE AT ADDRESS SHOWN ABOVE.

CONTRACTOR'S SIGNATURE

(Signature of Authorized Rep.)

BY

DATE 12/18/2006

(Signature of Authorized Rep.)
SOUTH CAROLINA
DEPARTMENT OF TRANSPORTATION
PROCUREMENT DIVISION
AMENDMENT OF SOLICITATION/MODIFICATION-PURCHASE ORDER

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<td>S. C. DEPT. OF TRANSPORTATION PROCUREMENT DIVISION P. O. BOX 191 COLUMBIA, S.C. 29202</td>
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<td>(Street, city, county, state, and zip code)</td>
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**THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers (X) is extended. ( ) is not extended.

Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods: a) by signing and returning one copy of this amendment, (b) by acknowledging receipt of this amendment on each copy of the offer submitted or (c) by separate letter or telegram which includes a reference to the solicitation & amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR & DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation & this amendment, & is received prior to the opening hour & date specified. The changes set forth below are made to the above numbered order.

**DESCRIPTION OF AMENDMENT/MODIFICATION**

This amendment will serve to give you notice that this Request for Proposals (RFP) is being transferred to the authority of the Materials Management Office (MMO) under the Budget and Control Board. This project will be administered by MMO in its entirety. Any communications regarding this Proposal should be directed to the attention of: John Stevens, State Procurement Officer, Materials Management Office, 1201 Main Street, Suite 600, Columbia, SC 29201. Communications from that office will be forthcoming.

Except as provided herein, all terms & conditions of the document referenced as heretofore changed, remain unchanged & in full force & effect.

( ) CONTRACTOR/OFFEROR IS NOT REQUIRED TO SIGN THIS DOCUMENT

( ) CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS DOCUMENT & RETURN TO S.C. DEPT. OF TRANSPORTATION OFFICE AT ADDRESS SHOWN ABOVE.

CONTRACTOR'S SIGNATURE
BY ____________________________
(Signature of Authorized Rep.)

DATE 01/12/2007

(Signature of Authorized Rep.)