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December 20, 2017

Jeffrey T. Folden, P.E., DBIA
Chief, Innovative Contracting
MDOT State Highway Administration
Via email address: I495_I270_P3@sha.state.md.us

RE: I-495/I-95 (Capital Beltway Congestion Relief Improvements from the American Legion Bridge to the Woodrow Wilson Bridge and I-270 Congestion Relief Improvements from I-495 to I-70

Dear Mr. Folden:

Conduent State & Local Solutions, Inc. is pleased to submit our response to your Request for Information.

We provide electronic tolling road side systems and tolling back office system operations and maintenance services globally, and to the MDTA today in support the Maryland E-ZPass® program. We help MDTA deliver over 700,000 toll trips daily and support a toll client base using over 1.5M E-ZPass® transponders. We have partnered with the MDTA over the last 20 years to provide innovative tolling solutions and hope to support the state with the managed lane tolling systems envisioned in this RFI.

As MDOT moves into the next phase of this bold congestion relief initiative, we are honored to have the opportunity to participate and contribute as a transportation thought leader. Through our multi-million dollar investments in R&D yielding the latest innovative transportation solution and services, we have helped DOTs tackle congestion, first mile/last mile, interoperability, and other smart city transportation opportunities. We are excited and prepared to leverage other technological trends, such as machine learning, computer vision, V2V, and V2I, to ensure our approach is forward looking. All of this will be critical in addressing the next decade of changes and growth in Maryland.

Under separate cover, we are requesting a one-on-one meeting with your team in January, 2018, and look forward to discussing how our background, capabilities, and perspectives on state-of-the-art tolling can benefit the state.

Sincerely,

Don Hubicki

I-495/I-95 (Capital Beltway) Congestion Relief Improvements from the American Legion Bridge to the Woodrow Wilson Bridge

I-270 Congestion Relief Improvements from I-495 to I-70

for Maryland Department of Transportation

Request for Information (RFI)
Due Date: December, 20, 2017

Submitted to:
Jeffrey T. Folden, P.E., DBIA
Chief, Innovative Contracting
Maryland DOT State Highway Administration
Email address: I495_I270_P3@sha.state.md.us

Submitted by:
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RFI Section IV. Information Requested

Any and all feedback is welcomed by MDOT; however, the below questions outline the general information being sought from this RFI. Please answer any or all questions that you or your organization deem relevant.

Conduent Responses

a. General

1. Please describe your firm, its experience in relation to P3 projects, and its potential interest in relation to these potential congestion relief improvements.

Conduent is responding to this RFI as MdTA's current toll vendor. We provide electronic toll lane (ETL) revenue and enforcement systems including in-lane ETL solutions and E-ZPass™ Back Office Systems (BOS)/Customer Service Center (CSC) and are experienced with supporting MdTA's tolling clients. During 20 years of collaboration with the MDTA, some of our deployment milestones include the Free Flow E-ZPass® lanes at the Fort McHenry Tunnel in 2009, the innovation of cashless All Electronic Tolling (AET) system at the Maryland Intercounty Connector (ICC) in 2011, an automated video toll transaction processing system to meet new 2013 Maryland legislation requirements, and the opening of high speed I-95 Lanes to improve Baltimore traffic in 2014. Our toll revenue and enforcement system solutions will work with any P3 concessionaire program.

On January 3, 2017, Conduent Incorporated (NYSE: CNDT) completed its separation from Xerox (NYSE: XRX) and is now an independent public company trading on the New York Stock Exchange (NYSE). Prior to joining the Xerox group of companies we were ACS State & Local Incorporated. This year Conduent debuted as the world's largest pure-play business process services leader with approximately $6.7 billion in annual revenue, a portfolio of differentiated offerings and a vision focused on technology and innovation to advance the client and constituent experience.

With over 93,000 employees in more than 40 countries, Conduent is a Fortune 500-scale company with expertise in transaction-intensive processing, analytics and automation. Conduent helps organizations modernize, advance and improve the lives of the people they serve every day: travelers, commuters, retail consumers, patients, employees, and citizens.

Conduent is the world's largest business process services company. Conduent Inc., the parent company of Conduent State & Local Solutions, Inc., incorporated in the State of New York in 1963 and is currently headquartered in Florham Park, NJ. We have been in business for over 50 years supporting government and commercial organizations across the United States. Conduent State & Local Solutions, Inc., and its Transportation Group, are headquartered in Germantown, Maryland, and we employ approximately 4,600 professionals including employees from our other lines of business. We support more than 1,700 government agency customers from all our government lines of businesses in all 50 states and the District of Columbia, and have locations all over the United States.

Conduent operates under a wide range of commercial arrangements delivering critical transportation projects in electronic parking, public transit and tolling industries including public private partnership (P3) contracts. Relevant to the Maryland DOT Congestion Relief initiative we bring advanced

transportation tolling systems, including E-ZPass® express toll lanes (ETL), Back Office toll processing, maintenance, and advanced toll enforcement systems that include end-to-end integrated tolling solutions from lane to back office processing. We have an outstanding capability to create high quality and low-risk efficient systems supporting toll and Intelligent Transportation System (ITS) operations. Conduent currently serves 25 tolling agencies across the U.S. We support 15 members of the E-ZPass® Group and process 70 percent of the E-ZPass® network's toll transactions. Toll authorities using Conduent tolling technologies include the Maryland Transportation Authority (MdTA) with an E-ZPass®-compliant back office system to process toll transactions and to process video tolls derived from license plate images. We also have provided the MdTA Intercounty Connector (ICC) electronic toll lane system based on E-ZPass standards.

We have successfully implemented high-profile, high-volume tolling systems for the largest toll agencies in the country by delivering innovative structures and systems that optimize the operational life cycle performance of their toll systems. Conduent is often the Prime Contractor for toll system projects but we also have delivered transportation systems and projects under P3 contracts as an equity investor and as a subcontractor.

A range of examples from our different lines of transportation business includes the following projects:

- **Los Angeles County Metropolitan Transportation Authority (LACMTA) LA Metro ExpressLanes** project which has some similar characteristics to the Maryland Congestion Relief initiative described in the MDOT RFI. The Metro ExpressLanes projects is a $210M toll P3 DBOM congestion relief project that converted existing HOV lanes to High Occupancy Toll (HOT) lanes while adding additional HOT Lanes for the I-10/I-110 corridors.
  - Conduent was the toll systems contractor to the DBOM construction firm (Atkinson) who built the road and infrastructure. Conduent designed and implemented the HOT lane system that included a new dynamic variable toll pricing model for traffic congestion management, in-lane toll systems and a Customer Service Center system including Back Office tolling operations.
- **The Transurban and Fluor P3 (95 EXPRESS LANES LLC) Virginia I-95/I-495 Hot Lanes and Beltway** project
  - Conduent is a subcontractor providing our new HOT/HOV lane enforcement system and associated maintenance—the Conduent Vehicle Passenger Detection System (CVPDS). The system uses non-intrusive cameras and our proprietary advanced facial recognition and video analytic system to identify vehicle passengers in order to enhance toll violation enforcement activities.
- **Lima, Peru BRT (Bus Rapid Transit) *Protransporte*** needed to improve public transportation infrastructure and transit payment efficiency including buses and operations.
  - Conduent helped create a privatized P3 operations company in 2007 with Conduent participating as a $26M equity investor and concessionaire in this 10-year DBOM contract. Conduent also provided expertise to design, furnish, operate and maintain 532 new buses with Conduent providing design, equipment, installation and maintenance of the Automatic Fare Collection, Fleet Management and Passenger Information Systems.
  - The result is significantly reduced operational cost and an over 20% increase in fare revenue.

- The **Indianapolis, Indiana ParkIndy** project where Conduent created a legal P3 entity, ParkIndy LLC, and invested $20M to help the City of Indianapolis solve the problem of inefficient parking space management and lack of payment alternatives.
  - A Design, Build, Operate, and Maintain (DBOM) concession was created to bring innovation, organization and efficiency to the city's 50 year parking modernization program in the 50 year contract.
  - Conduent provided modernized parking meter and parking payment processing technology upgrades including adding new pay-by-cell phone technology.
  - Under this privatized operation we increased parking availability and City revenues, net municipal revenue grew by more than $2.4 million in 2012 (a 2800% increase over 2010). These results led to Mayor Greg Ballard being named the Innovator of the Year by the National Parking Association in October 2013.

Conduent believes our expertise in building, delivering and operating E-ZPass®-compliant integrated tolling and toll enforcement systems will provide the basis for the critical revenue collection and toll enforcement system needed to make the MDOT congestion relief initiative viable.

Express Toll (ETL) lane systems or All Electronic Tolling (AET) systems are a very efficient way to implement Cashless tolling and, with variably priced managed lane toll pricing, such systems help manage congestion by pricing travel lanes based on factors such as time of day, number of passengers, and with other factors such as an analysis of current traffic congestion situations. Such high-speed, open road toll systems also create opportunities for high-speed toll violations. Sometimes called "Unpaid Toll Processing" or UTP this is the so-called "dark side" of ETL where toll violators represents a leakage of toll revenue and create excess traffic and so a poor traveler experience for those following the rules. Managed price toll lane systems can also include High Occupancy Toll (HOT) lanes and with HOT Lane systems there is an added dimension that includes enforcing the rules for the number of occupants in a vehicle. This relates to revenue and congestion issues and also goes to the sense of "fairness" in that travelers who don't obey HOT Lane occupancy rules lessen the psychological willingness of legal travelers to properly declare their single or multiple occupancy status in the HOT Lane.

Serious enforcement is needed to make any electronic toll system a commercial success for the state as well as the P3 concessionaire. For ETL systems in the Maryland area, this may include an electronic toll lane system based on E-ZPass® transponders and perhaps transponders from other regional tolling systems and a license plate reading and violation processing system. **Conduent can greatly contribute to creating a revenue and enforcement system for managed price ETL lanes, license plate video tolling and HOT lane enforcement.** Conduent has developed an additional toll enforcement system for HOT/HOV lanes by automatically detecting the number of passengers with high accuracy and with privacy controls. Beyond the individual function of a toll revenue capture system and enforcement system is the key function of integrating it all into an efficient processing solution. This includes the new concept of integrating HOT lane or HOV violations into an image review function independently or with toll Back Office operations.

2. **What would be the benefits and risks to MDOT entering a P3 agreement for congestion relief improvements? What risks do you believe would best be retained by MDOT and what risks would be best transferred to the private sector? Please explain your reasoning.**

Conduent: No comment for this item.

3. **What, if any, advantages will MDOT potentially gain by entering an agreement in which operations and maintenance and lifecycle responsibility and/or traffic and revenue risk are transferred to the private section? How do you assess the likely magnitude of such advantages? What are the potential offsetting disadvantages?**

Conduent: No comment for this item.

4. **Would it be advantageous for MDOT to transfer the operations and maintenance and lifecycle responsibility for the entire freeway or just the added congestion relief improvements? What would be the advantages and disadvantages of transferring the operations and maintenance and lifecycle responsibility for the entire freeway?**

Conduent recommends that the Toll Collection System (TCS) and congestion relief system operations and maintenance be a separate responsibility from the overall operations and maintenance and lifecycle for the entire freeway—no matter who is tasked with this—MDOT or the Concessionaire. The TCS/Congestion Relief system vendor has specialized expertise that cannot easily be transferred to MDOT or even a P3 concessionaire since the efficient operation of the system is predicated on the system design and maintaining knowledge of changing toll industry, payment industry and the legal context of delivering this service. Additionally the TCS vendor will use knowledge based experience from other projects for level 1 maintenance with customized MOMS (maintenance on-line monitoring systems), and level 2 maintenance systems are expandable for additional projects as they come on line.

The TCS/and or congestion relief system vendor, customarily a sub to the P3 concessionaire should coordinate with MDOT AND the chosen concessionaire, to coordinate changes and articulate concerns, focusing on continuous improvement on a regular basis.

5. **Would it be feasible to have a single solicitation for both corridors? If not, would you recommend any specific phasing for the solicitations including the corridor(s) and limits and why? What would your recommendation be for staggering multiple solicitations and why?**

Conduent believes that a single solicitation for both corridors would be more cost effective relative to both developing and delivering and maintaining the toll part of the project in phases rather than different procurements. This would reduce unnecessary project costs. In addition concessionaire revenue generated from more corridors versus fewer corridors would better support overall financing.

To some degree the feasibility of a single solicitation would necessarily include the consideration of the overall project timing. Single solicitation does not necessarily have to equate to sequential implementations. There are also many advantages to having a single solicitation from the various roadway systems point of view, common toll, ITS, and other systems on both corridors, cost savings

through economies of scale, identical aesthetics, signage, singular customer outreach program, elimination of possible application of different toll pricing with multiple vendors, etc.

There are some benefits to staggered or sequencing implementations, the most beneficial is lessons learned which typically result in lower costs, expedited implementations, and greater public satisfaction can be brought forward. Our recommendation would be to stagger the implementation where the design engineering phase of the second implementation would coincide with the completion of the installation of the first tolling site ensuring that the experience garnered on the first site can be applied to the second in a more timely and cost effective manner.

b. Project Development

1. **Do you believe your firm would be interested in submitting a detailed proposal for the development of any of the congestion relief improvements? Are there any particular concerns that may prevent your firm from getting engaged in the project development? How might these concerns be resolved?**

Conduent is interested in submitting a detailed proposal relative to all aspects of a multi-state interoperable toll revenue generation and enforcement system and services including E-ZPass®, other multi-protocol systems, and license plate video tolling.

If there are any concerns it would be in the process in which the concessionaire's determine the toll revenue and enforcement solution for the project. Some engineering and construction concessionaires may consider key supporting elements of this project, such as electronic tolling revenue and enforcement systems as a commodity to be let to the lowest bidder. For this project to be successful, it will take experience transportation firms to bring an innovative and balanced solution between adding capacity (building roadways) and maximizing existing capacity such as HOV to High Occupancy Toll (HOT) lane conversion. Conduent's expertise resides in electronic toll collection, be it roadside or back office systems, and the various congestion mitigation pricing schemas including, dynamic pricing. Contractual emphasis on selecting the most proven and experience electronic toll system integrator would benefit MDOT within the concessionaire's contract. This will ensure that MDOT will be served with the most innovative and experienced systems provider for such a regionally important project.

2. **At what stage of the NEPA and project development process would it be most beneficial to issue a RFQ: after establishment of the purpose and need, after determination of alternatives retained for detailed study, after selection of an MDOT preferred alternative, or after approval of the environmental document? At what stage would it be most beneficial to issue a RFP? Please discuss your reasoning.**

Conduent: No comment for this item.

3. **What are the critical path items for the solicitation for these improvements and why?**

Conduent: No comment for this item.

4. **What is the minimum amount of time that your firm would require to develop and submit a response after the issuance of a potential RFQ?**

90 days relative to the tolling infrastructure and systems needed for a managed ETL

5. **What is the minimum amount of time that your firm would require to develop and submit a detailed proposal after the issuance of a potential RFP?**

90 days relative to the tolling infrastructure and systems needed for a managed ETL.

6. **What information would your firm need in order to prepare a response to a potential RFP? What information should MDOT, the offeror, or others provide?**

Conduent: No comment for this item.

7. **What would you consider a reasonable stipend payment for unsuccessful proposers responding to a potential RFP? Please discuss how the stage of project development (purpose and need, alternatives retained for detailed study, preferred alternative, final environmental document, etc.) completed prior to RFP issuance would impact the stipend payment amount.**

Conduent: No comment for this item at this time.

8. **Would it be more beneficial for right-of-way acquisition activities to be transferred to the developer or should MDOT retain that risk? Please discuss your reasoning.**

Conduent: No comment for this item.

c. Technical Challenges

1. **Based on your experience in the development of similar projects and characteristics of the I-495/I-95 and I-270 corridors, please explain the technical challenges, including minimization of right-of-way impacts, to providing congestion relief improvements. Please provide any recommendations for mitigating or overcoming those challenges that you would be willing to share.**

The electronic tolling lanes envisioned by the RFI exist in a regional road system connected to other tolling systems in the area including the I-495, I-95, I-66 and other E-ZPass®-based tolling systems. Travelers will pass from one road and toll system to another and it is critical that tolling policies be harmonized amongst the various tolling systems. This is especially important for differing toll rates and high occupancy tolling policies since rules for single-occupancy and multiple-occupancy tolling need to be similar or the same from one toll system to another so that travelers can reasonably expect consistent treatment and tolling rules. This includes other tolling policies such as pricing and even treatment for toll violators which will make interagency coordination and toll reciprocity easier.

In addition, toll solution providers will need to know how the MDOT toll system will interact with the current MdTA BOS/CSC and license-plate violation processing system. Presumably the ETL in-lane technology will be required to be fully E-ZPass® compliant to read all E-ZPass® transponders. A few questions that we would ask include:

- Will the MDOT ETL system be required to read other system's transponders (national interoperability)?
- Will the MDOT ETL system output its electronic tolling data to the MdTA BOS/CSC for processing?
- Will the MDOT ETL system has its own E-ZPass® BOS/CSC and license plate processing system?

These are just some of the information and policy decisions that will need to be finalized before a RFP is issued for the ETL part of the project.

Conduent recommends that MDOT require full compliance with E-ZPass® Interagency Group (IAG) and MdTA E-ZPass® lane requirements including:

- toll transponder reading
- vehicle license plate reading
- interface protocols with the MdTA BOS/CSC, and
- toll reciprocity with other U.S. tolling systems that participate in national reciprocity agreements.

Conduent requires a lane-based vehicle occupancy detection system that automatically detects the number of vehicle occupants to a high degree of precision and a back-end violation processing system that includes automatic and manual review of images similar to the process required to read and adjudicate license-plate images for toll violations and/or video tolling.

2. Are there recommendations that you may be willing to share concerning the project scope or development strategies to reduce the upfront capital costs and/or the lifecycle costs of potential corridor congestion relief improvements?

Among the key recommendations that Conduent would make regarding managing overall project scope and controlling life cycle costs are the following:

- When instrumenting the facility, opt to include additional fiber optics for communications, additional power to support new technologies, and allow for additional room in conduits to readily expand capacity. We expect that additional technologies will be added to roadsides as Connected and Automated Vehicles achieve greater adoption. To prepare for the introduction of these capabilities, the roadside should be well-equipped to add cameras, to install new detection technologies, and to bring on line communications systems. The specific systems and protocols that will emerge are not clear, but the cost of retrofitting can be expensive. This will contribute to a reduction in costs over the program life-cycle.
- When selecting a design-build firm or a system integrator, opt for a solution provider that has a broad array of capabilities and can support new technologies. Conduent has experience managing transit fare collection, tolling, intelligent transportation system, parking, and speed enforcement. All of these

capabilities will be part of the smart city of tomorrow; the key is to have a partner that understands the various transportation modes in a deep, meaningful way.

3. Please explain any technical solutions that you may be willing to share that may enhance the development of the potential congestion relief improvements. Identify risks associated with the solutions and, if possible, discuss estimated cost of the solutions.

Conduent has significant experience in supporting managed lanes. Included in this experience is the use of some innovative tools which can assist in demand management and speed harmonization. Demand management is critical since this enable the agency to smooth out demand over a longer period of time and enable the system to operate at free flow for longer periods of time.

Among the solutions, the agency could pursue is High Occupancy Toll Lanes. The lanes could use Dynamic Pricing accompanied by Automated Vehicle Occupancy Detection. With respect to Dynamic Pricing, the agency could put in place a strategy that would:

- Establish roadside toll collection systems so that drivers would pay for use of the roadway.
- Adjust the price of the toll based upon speed of the Express Lanes so that as speed slows, the price increases, which has the effect managing throughput and significantly reducing congestion.
- Permit vehicles with HOV2+ of HOV3+ to use the lanes at no charge. This encourages drivers to take on additional passengers, and increases the throughput of people, even with the same vehicle throughput.
- The challenge becomes that non-qualified vehicles either enter the HOT lane or set the toll transponder to the HOV setting indicating they are entitled to the free ride even if they are a single occupant vehicle (SOV).
- Automated Vehicle Occupancy Detection can be used to identify those vehicles which are claiming the HOV/HOT discount but are not qualified to receive the discount.
  - Conduent has piloted and deployed a product named Conduent Vehicle Passenger Detection System™ which has proven to be an effective tool in identifying HOV/HOT violators.
  - The system relies on two cameras: one for the Front Seat and one for the Rear Seat. By using the images captured by the cameras and applying machine learning, Conduent can determine whether a vehicle is HOV/HOT qualified---that is, whether the vehicle has enough occupants to qualify for the discount.
  - In the trials, the system's automated accuracy was typically 95%, and when the images of potential violators are reviewed by humans, the accuracy approaches 99%.
  - Violation rates varied on the Conduent VPDS from 11% to 28%, indicating that while many road users are honest, there is a substantial portion of the population willing to fraudulently declare their occupancy status depending upon the size of the discount.
- Use of Dynamically Priced Express lanes with Automated Vehicle Occupancy Detection can assist the agency in achieving their throughput goals, and in reducing congestion.

- The system cost is not significantly more than the cost of an electronic toll lane, depending upon the location. Given that the system has been able to identify more than 1,000 violators per day at a detection point with 10,000 vehicles per day passing the point, the revenue earned from the 1,000 non-payers will quickly offset the cost of the system, and it can pay for itself in a few months.

Another area to consider is Speed Harmonization. When employing Speed Harmonization, the objective is to minimize accident and incidents. Roadway incidents/collisions are the biggest cause of non-recurring congestion. Roadway incidents most often occur when there is a speed differential between vehicles in adjacent lanes or even the same lane---speed differentials lead to accidents. Accidents lead to loss of life, property damage, create congestion, and reduced throughout.

The agency should consider employing Advanced Traffic Management Systems. Many ATMS approaches use overhead Dynamic Messaging Signs to achieve Speed Harmonization—the speed in the lane is adjusted to ensure that there is not great differences in speed between two adjacent lanes. Furthermore, should running can be supported with overhead ATMS signage.

The next generation of Speed Harmonization will likely rely on Connected Vehicle technologies, whereby the speed limit is adjusted and the message is provided to in-vehicle message screens so that the driver knows to adjust their speed. Compliance with Speed Harmonization messages can be increased by using incentives such as toll discounts for those drivers willing to participate. Further, there are opportunities to apply gamification strategies to Speed Harmonization such that drivers will want to participate (think of how Waze encourages participation).

In terms of strategies for Speed Harmonization, Accident Reduction, and Congestion Relief, Connected Vehicles are the next generation of solution and still require testing, but if Maryland seeks to be on the cutting edge, these are solutions they may want to evaluate as part of their approach.

d. Contract Structure

1. What is your recommended approach for financing the capital cost of potential congestion relief improvements?

In order to get investors comfortable with the transaction, they would need some level of assurance of the stability of the future cash flows that would be used to repay capital providers and to fund future operations. This could be done by guaranteeing a certain funding level to the consortium during a long period of operations such as a fixed level of guaranteed payments with an adjustment mechanism if volumes turn out to be higher than originally expected. The DoT will also need to show the investors that it has the financial strength to fund the minimum level of cash flows for the extended length of the transaction. The DoT may want to move away from a deal structure that assumes that there will be enough non-guaranteed volume to pay the capital and operating costs of the deal as investors may perceive that there is too much risk in the deal..

2. **Should MDOT set a concession term or allow proposers to establish a concession term as part of the response to a potential RFP? If MDOT were to set the concession term, what is a reasonable concession term and why?**

Conduent: No comment for this item.

3. **Are there any contract terms you would recommend, such as Alternative Technical Concepts, Alternative Financial Concepts, contract balancing, pre-development agreements or progressive agreements, etc. to minimize risk to proposers, maximize opportunities for innovation, maximize a concession payment to MDOT, or are key to obtaining competition? Please discuss the benefit and risks of the recommended contract terms.**

Conduent: No comment for this item.

e. Miscellaneous

1. **Are there any particular concerns with the information provided in this RFI? Please explain any concerns and provide any proposed solutions or mitigation to address those concerns.**

Conduent: No concerns.

2. **Please provide any suggestion or comments on how MDOT can encourage participation by Minority Business Enterprise/Disadvantaged Business Enterprise firms and local workforce in the development of the congestion relief improvements.**

Conduent (and formerly Lockheed, ACS and Xerox) has been able to consistently meet or exceed MBE/DBE firm participation rates and local labor force participation in our toll systems and services contracts with MdTA. Over twenty years of participation and interaction has allowed us to develop a network of successful DBE, WBE and VOSB firms in various implementation, operations and maintenance categories, giving them a bright future as partners in Maryland's transportation industry. MDOT should continue their outreach to the DBE community, and jointly sponsor job forums and industry days with vendors and educational institutions as downstream partnering and employment opportunities come into focus.

3. **What opportunities would you like to see for industry outreach related to these potential P3 opportunities?**

Conduent: No comment for this item.

4. Please provide any additional comments or questions you may have related to the information in this RFI.

Questions:

- Can MDOT confirm the Back Office System provider for E-ZPass® transactions will be centralized and utilize MDTA's CSC vendor?
- Since the new tolled travel lanes will interface with existing Virginia toll lanes, can MDOT confirm that VDOT's I-495 congestion relief policies in place will be consistent Maryland's congestion relief polices in their portion of the corridor, with the intention to provide a cohesive and unified commuter experience?
- Will the marketing, public relations and/or news and information to Maryland ETL patrons be communicated and coordinated with existing MDTA vendor(s) and VDOT toll patrons and VDOT's tolling contractors?