DMV’s & Tolls A Match Made in Highway Heaven

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Mutually Beneficial Partnership

• “We may not be interested in chaos but chaos is interested in us.” — Robert Cooper, The Breaking of Nations: Order and Chaos in the Twenty-first Century

• “You may not be interested in Tolls but Tolling agencies are interested in you” – Jennifer Cohan, AAMVA AIC 2012
The Nature of Tolling Agencies

• Normally Quasi Governmental Agencies
• Very political
• Looked upon as cash cows
• Emerging technologies
• Lone agencies
• Industry in flux
  • Interoperability
Current US Interoperability

Regional Networks
Future Interoperability

- 3 Million Customers
- No Interoperability Established
- No Toll Programs Established
- 4 Million Customers
- 21 Million Customers
- 4 Million Customers

United States map with states color-coded for customer data.
The Nature of DMV’s

• Heavily regulated government agency
• Very, very political
• In desperate need of resources
  – Funding
  – Staffing
• Emerging technologies
• Growing number of non DMV related services
What do Tolling Agencies Want from DMV’s?

- Customer data
- Violations collections assistance
- Reciprocity with other state DMV’s
- Assistance with interoperability
- Pay by plate linkage
  - Direct
  - Real time
What do DMV’s Want from Tolling Agencies?

- Resources
  - Funding
  - Staff
- Customer data
- Service venues
- Transponder Info
It does not need to be a cat fight....
Delaware Model

• Toll Authority merged into DMV in 2010
  • Initial savings approximately $500k
    – Combined administrative functions
    – Eliminated outsourcing of audit
• New Employee Pool
  – Cross trained toll employees at DMV
• New Service Venues
  – Offer DMV services at existing Toll Plaza’s
  – Combining Toll CSC and created a DMV Call Center
Delaware Model Cont.

• Launched Vehicle Registration Hold Program
  – In state violators only
  – Initial 40% collection rate

• Working on reciprocity with surrounding states

• Combined force for new toll roads
  – AET

• Combined customer centric systems
  – One stop shop
Other Things to Keep in Mind

• Revenue Sharing...

• License Plate Standardization...

• Traffic Flow...