

Customer Service Center and Billing System Update

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Good To Go! System Updates

Building on Success:

- The current *Good To Go!* system was designed 10 years ago. Both technology and our customers' needs have changed significantly in that time.
- The *Good To Go!* customer service center now serves more than 1.5 million customers and processed more than 50 million transactions last year.



Four years of planning, research, and development:

- researching best practices in other states
- compiling customer feedback
- brainstorming innovative solutions
- building in scalability and configurability into a forward thinking design

New Partnerships

The current contract to operate the customer service center and billing system is expiring.



The new billing and payment system will be designed and managed by ETAN. This technology firm specializes in building toll payment systems used on toll roads throughout the country.



Good To Go! customer service will be provided by AECOM. This engineering firm has more than 25 years of experience planning, implementing, staffing and operating toll collection projects across the country.

The customer service center will remain in Puget Sound and current representatives will have the opportunity to apply to continue working in the new customer service center.

Benefits for Customers

- Modern, intuitive, customer-friendly approach to account management.
- New payment options to better fit customer's needs and provide more control over how to pay tolls.
- Customers will be able to manage their *Good To Go!* account and any Pay By Mail toll bills within a single account.
- Reduce confusion regarding negative accounts and toll bills.



New Payment Options

Today: Customers must deposit an initial balance of \$30 to open a *Good To Go!* account

- Creates an entry barrier for some customers.
- Frustrates exempt drivers, such as I-405 HOV drivers.

Future: Expanded payment options include an alternative to depositing an initial balance

- Customers will be able to make automatic payments after they drive, without requiring an initial account balance.
- No deposit required for people who only want to carpool or ride a motorcycle for free.
- Pre-paid accounts will still be an option.



The_Tim
@The_Tim

Replying to @The_Tim

@GoodToGoWSDOT I just want to open an account with zero dollars in it so I can get a Flex Pass.

3:54pm · 28 Sep 2015 · Twitter Web Client



Zachary Shaner
@zachshan

Why does @GoodToGoWSDOT make me keep a \$30 balance? I only accrue ~\$15/yr in tolls, so \$30 renewals feel like an interest-free loan to WSDOT

10:20am · 8 Feb 2016 · Tweetbot for iOS

Website Improvements

Website Improvements:

- Chat with a live customer service representative online when you need it.
- More online self-service features and more intuitive navigation.
- Build on last year's updates to redesign the website for phones and tablets



Spartan7adventures

@spartan7adventr

Replying to @GoodToGoWSDOT

How does a mistake of his nature happen in today's technological driven world. We live in the hub of technology. Your website is antiquated and constantly kicks users off. Explain?

2:02pm · 17 Nov 2017 · Twitter for iPhone



Noah Callaway

@ncallaway

@GoodToGoWSDOT Why on earth is their an upper limit to my password?

Schedule for Back Office and Operator Transition

Go-Live date delayed as previously reported

- Vendor had delays in start-up and initial deliverable preparation.
- Preliminary design and requirements development now complete.
- System development and configuration underway.
- Testing phase begins in fall.

Revised tunnel opening precedes SR 99 tolling commencement

- Key SR 99 project completion elements that remain include: final testing, commissioning, handoff, portal tie-ins, and demolition of existing viaduct.
- We expect the SR 99 toll commencement to create an influx of new customer activity in the new BOS.

Next Steps

We plan to begin rolling out improvements in 2019

There's still a lot of work to be done:

- Development
- Configuration
- Testing

System updates are an ongoing process. After the new system goes live, we will continue to add features to improve customer experience.

We will continue to provide updates.



Questions?

For additional information, please contact:

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