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## ETAN Industries Awarded Collection and Citation Services Contract for Tampa Hillsborough Expressway Authority

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ETAN to assume account management responsibilities for delinquent unpaid toll-by-plate accounts including customer service, notification, dispute resolution, and payment processing

TAMPA, FL, June 21, 2016 /24-7PressRelease/ -- The Tampa Hillsborough Expressway Authority (THEA) has hired ETAN Industries to provide back-office support for its delinquent toll-account operations. Under the three-year contract, executed on June 15, ETAN will assume account management responsibilities for THEA's delinquent unpaid toll by plate accounts including customer service, notification, dispute resolution, and payment processing.

"Customer satisfaction is at the heart of our business model," said ETAN President Steve Levine. "Our goal is to provide outstanding services to THEA's toll users at every point of contact, whether it be by mail, on the phone, over the Internet, or in person."

According to Rafael Hernandez, Director of Toll Operations for THEA, customer service was the biggest determining factor in choosing a partner. "ETAN makes it easy for travelers to resolve unpaid tolls incurred in our roadways," he said. "Even the process of removing a vehicle registration hold will be simplified for our customers."

Dallas-based ETAN will open a call center in Tampa, and provide staff for satellite customer service locations in the community. In support of THEA's Small Business Enterprise (SBE) policy, which was designed to encourage opportunities for small and minority-owned companies, ETAN has pledged to work with SBE or MBE (minority business enterprise) certified businesses whenever possible for its Tampa-based operations.

ETAN brings to Tampa an award-winning product and demonstrated toll management success in Florida. The Miami Dade Expressway Authority (MDX) is also an ETAN client. In July of last year, the company was honored with the International Bridge, Tunnel and Turnpike Association's Toll Excellence Award for the development of FASTLane--the Financial Accountability Solution for Tolling. Several aspects of FASTLane, which combines industry-leading accounting services with powerful video toll transaction capabilities, will be implemented at THEA.

The ETAN/THEA partnership is expected to bring approximately \$1 million in its first year to the Tampa Bay economy. The contract also provides the option of two one-year extensions. "We look forward to working with THEA to facilitate smooth travels and bring unsurpassed customer service to the Tampa-Hillsborough community," said Levine. ETAN and THEA plan to go live with FASTLane in early fall.

About The Tampa Hillsborough County Expressway Authority  
Tampa Hillsborough Expressway Authority (THEA) is a user-financed public agency led by a Board of local citizens. Operating with no tax dollars, THEA develops and owns toll highways, including Lee Roy Selmon Expressway, as well as non-tolled roads, including Brandon Parkway and Meridian Avenue. All tolls collected by THEA are reinvested back into projects in Hillsborough County. For more information, please visit [www.tampa-xway.com](http://www.tampa-xway.com).

Follow THEA on Twitter: @THEASelmon  
Like us on Facebook: <https://www.facebook.com/TampaHillsboroughExpresswayAuthority>

About ETAN Industries  
ETAN Industries was founded on a tradition of innovation and excellence. Throughout our history, we have focused on developing industry-leading transaction management solutions and a wide variety of operation processes supporting the cable, telecom, tolling and utilities industries. Our expertise has been advanced over decades of studying consumer behavior, constantly refining operating standards, and fortified by our tradition of developing and implementing forward-facing, game-changing technologies. Our comprehensive catalog of solutions spans the entire customer lifecycle, from new-account creation to post write-off receivables management. For more information visit [www.etanindustries.com](http://www.etanindustries.com) or follow us on Twitter @ETANFastLane.

About IBTTA  
The International Bridge, Tunnel and Turnpike Association (IBTTA) is the worldwide association for the owners and operators of toll facilities and the businesses that serve them. Founded in 1932, IBTTA has members in 20 countries on six continents. Through advocacy, thought leadership and education, members are implementing state-of-the-art, innovative user-based transportation financing solutions to address the critical infrastructure challenges of the 21st Century.

About the IBTTA Toll Excellence Awards  
The IBTTA Toll Excellence Awards program recognizes IBTTA members who are furthering the mission of the industry through creative, innovative and positive programs. Awards are offered in the following categories: Customer Service & Marketing Outreach,

Social Responsibility, Technology, Toll Operations, Maintenance & Engineering and Private Sector Innovation.

To learn more visit [www.ibtta.org/toll-excellence-awards](http://www.ibtta.org/toll-excellence-awards)

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