



# Cubic Tolling Solution

Innovative revenue management for tolling





# Tolling

## for the 21st Century

### **A flexible tolling management system**

**The tolling industry has matured from the days of anonymous patrons throwing money into a basket or handing over cash to a toll collector. Even since electronic toll collection transformed the industry more than 20 years ago, little has changed. That's why we have developed the Cubic Tolling Solution, a powerful integrated customer-focused back office solution. Our system provides the flexibility you need to keep up with today's changing technology, while preparing for the future.**

The Cubic Tolling Solution provides an alternative to inflexible, proprietary legacy systems that are difficult and expensive to change, customize, maintain and modernize. We integrate best-of-breed components familiar to the top blue chip firms in the financial services and logistics industries with Cubic's extensive experience in transportation revenue management. Every aspect of our solution is designed for configurability so changes can be made quickly and cost effectively. By working closely with our technology partners using commercially available, leading-edge technologies, our solution is designed to grow as customer needs change, thus extending the useful life of the system.

Our applications give agencies a tolling back office developed from the ground up for enhancing operations, customer services, and financial security management. Our system embeds specific deployment requirements within business processes rather than compiled code, resulting in faster, low-cost deployments. Agencies benefit from a customizable high-quality platform with the flexibility to make rapid changes. In addition, the system can easily scale and adjust to add new roads, plazas and agencies, including fully supporting multi-authority and multimodal transportation.

Our platform, the Cubic Tolling Back Office, is built around an enterprise-class database design to retain the highest levels of performance at all transaction volumes and system loads. Its highly secure architecture provides Personally Identifiable Information (PII) protection and Payment Card Industry (PCI) compliance for payment transactions. Through our data provenance approach, a wide variety of users can quickly identify issues with data flow without requiring specialized support.



- Flexible, easily configurable system
- Robust CRM component
- Superior financial accountability
- Low total cost of ownership



## Tolling Solution overview

The Cubic Tolling Back Office combines key components of our view for the future of transportation including:

- **Financial Accounting and Revenue Apportionment**  
A robust system that manages the day-to-day clearing and settlement for financial transactions including payment receipts, fees, refunds, customer adjustments and chargeback processing. Daily closings and summaries make revenue allocation simple, while transaction level detail and reconciliation provide full auditability.
- **Flexible Business Rules**  
Business and financial apportionment rules are configurable and intuitive to enable easy changes over time.
- **Image Review**  
Transaction images are provided in a user-efficient manner to minimize time per image. Images are pre-loaded and presented with variations to avoid manual adjustments during review. Queue logic can be easily modified without reprogramming.

## • Customer Management

Our solution is designed to enhance the efficiency and quality of customer service operations by leveraging Commercial Off-The-Shelf (COTS) products capabilities, image review throughput and quality, and reduced call center response times. Customer interactions are managed through a web- and smartphone-enabled transportation revenue collection Customer Relationship Management (CRM) platform. Available customer-assisted channels include retail points of sale, Integrated Voice Response (IVR) and call center systems. Customer self-service channels consist of interactive and mobile websites, smartphone applications and Short Message Service (SMS) capabilities.

## • Additional Capabilities

Leveraging our significant experience in multimodal trip building in transit and traffic management systems, we can extend the Tolling Back Office to include capabilities such as trip reconstruction and dynamic pricing. Integrated trip building and reconstruction enables a complete trip to be constructed and appropriate rates applied based on business rules. Pricing models are available by facility or plaza, including static, variable and dynamic pricing.

## Services to enhance the journey

Tolling transportation systems can be designed with an eye to the future by including services to make journeys smarter for providers and commuters alike. Cubic Services include community outreach and customer education, operational planning assistance, and data analytics. These can be integrated with the Cubic Tolling Back Office to optimize resources and provide performance that meets or exceeds the industry's highest standards.

## The Cubic Tolling Solution provides the flexibility you need to keep up with today's changing technology, while preparing for the future.

### NextCity – building a smarter tomorrow

The Cubic Tolling Solution is inspired by NextCity, Cubic's vision for city management and integrated traveler payment and information that centers on three core principles: the delivery of an integrated customer experience, one account, and integrated operations and analytics.

As the world's population moves to urban centers, the result is greater traffic congestion, frustrated travelers and lessened productivity. Intelligent and actionable information is the key to ensuring that everything is running as smoothly and efficiently as possible within the travel networks – and will empower travelers to make smarter, more informed decisions based on facts. NextCity provides a roadmap for a coordinated framework – using legacy and emerging payment methods and information systems to integrate all travel information and payment, customer experience, operations and analytics in the region for all modes of transportation.

The NextCity vision is built on a model for real-time data gathered across a transportation network through payments, sensors and other touch points, increasing travel efficiencies without losing individual authority flexibility. For travelers, NextCity offers a solution for personalized, actionable information sent directly to their mobile device, all supported by a single account to pay for their entire trip.

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### Cubic – a leader in intelligent travel solutions

At Cubic, we believe our identity is intrinsically linked with our customers, and the people our customers serve. How they get from one place to the next – how that impacts their lives, their fellow travelers and their cities – and how it feels along the way.

That's why we're passionate about developing transportation solutions that improve the way we move throughout cities. Innovation is in our culture, and our history speaks for itself. In our 45-year history, we've delivered transit fare collection systems to over 450 operators, including 20 regional back office systems and traffic and transportation management systems for major cities and regions on four continents.

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