

SEPT/OCT 2011

Wondering why not all toll plaza lanes are open? Toll Operations Director explains:

Safety more important than speed

Customers expect that all available lanes at a toll plaza should be open during heavy traffic periods, and they are understandably concerned when a lane is closed down and not available to them. On some rare occasions we do intentionally close a lane in order to control the flow of traffic and the reasons for doing so are explained below.

One of our KTA service goals is to facilitate the movement of traffic through our toll plazas in the quickest possible manner. The numbers of lanes at a toll plaza have been calculated to provide service to the anticipated average number of vehicles during routine peak travel periods.

All available lanes at all plazas are not staffed 24/7 so that we can meet our budgeted labor costs, which helps us to keep our fares as low as is reasonably possible. We realize that no customer likes waiting in line to pick up a ticket or pay a toll and we therefore match our employee staffing to coincide

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KTA Toll Operations Director Alan Bakaitis was a guest blogger on KTA President/CEO Michael Johnston's blog "Looking Down the Road". Find other blogs in the Media Center on the Turnpike's web site at www.ksturnpike.com.

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Michela Creel, left, and Summer White were presented with Honorary Trooper Awards from Kansas Highway Patrol Col. Ernest Garcia.

Two honored for actions after Turnpike accident

Kansas Highway Patrol Colonel Ernest Garcia presented Honorary Trooper Awards to Summer White and Michela Creel at KTA Headquarters on August 11.

The award recognized their heroic efforts after and during vehicle crashes near the Mulvane interchange on the Turnpike on the night of June 12. On that evening, the two came upon a traffic accident and attempted to save the passenger of one of the vehicles.

The criteria to be nominated for this award are performance in a highly meritorious manner under conditions where their own personal safety was jeopardized in an effort to aid another. Both received injuries while trying to pull the passenger from the roadway to safety when the driver of a moving truck struck one of the vehicles involved in the accident. That vehicle then hit the injured woman they were trying to help, which resulted in her death.

K-TAG KORNER

Customer privacy may mean slight inconvenience

According to a statistic from the Federal Trade Commission, there have been more than 5.4 million complaints of identity theft since 1997.

One way the Kansas Turnpike Authority can ensure customer satisfaction is by keeping personal and financial information safe. Unfortunately, this sometimes comes at a slight inconvenience to the customer.

When contacting a Customer Service Representative, you must verify your identity. If this information is not verified, K-TAG Customer Service Representatives will not release any

information to them and will not complete any transactions until they can verify that it is the account holder speaking.

Not even a spouse can access account information unless they are authorized on the account.

In order to keep K-TAG customers' information safe, we always strive to maintain privacy and security. KTA is happy to provide great customer service to every K-TAG customer and this is always accomplished when we keep your information safe.

How to read your online K-TAG statement

Accessing your online statements is easy:

1. Go online to www.myktag.com
2. Type your username and password into their respective boxes, unless it is your first time using the account. If it is your first time using the online account information, click on "Account Log-in," then "Register for Online Access."
3. This step will then ask you for your account number and zip code. If you do not know your account number, you may call the K-TAG offices and they will assist you.

About your statements:

Once logged in, you can read any statement

for your account for the past 12 months. Statements will show all trips for the month, separated by each K-TAG on your account. The bottom of the statement will have an actual summary of your balance.

Other information you should know:

- Pay attention to the yellow box underneath the statement. It will explain codes used in statements & give important reminders to keep your account up-to-date.
- Credit card information and your e-mail address can be changed online, as well as your username and password. For address changes, call the K-TAG offices: 1-800-873-5824.

Safety *continued*

with the anticipated number of vehicles expected during a specific time period.

However, there are some unique situations that may occur that cause us to change our operational quick service goals, with the intention of decreasing the number of vehicles that flow through a toll plaza on a per minute basis. This is normally done if we believe that in doing so we are providing an overall safer trip for our customers.

When there is a situation on the main line portion of the Turnpike that has resulted in vehicles having to suddenly and unexpectedly reduce their speed or come to a complete stop, accidents may result when those vehicles come up on the situation and suddenly have to brake or make lane changes.

In order to accomplish that decreased traffic goal, we may close down one or more lanes at a toll plaza, which will decrease the

number of vehicles entering the problem area. This intentional "slowing down of operations" at the toll plaza will delay both cash and K-TAG customers. However, we believe that it is much safer for a back up or delay to occur at a toll plaza where drivers are already expecting to slow down or stop, than it is for a back up to occur further down the road where they are expecting they will be able to travel at normal highway speeds.

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