

WSDOT

Toll Division Update

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Olympia, WA
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SR 520 Tolling Update

Goals for SR 520 Bridge Tolling



- **Build awareness about SR 520 bridge program and *Good To Go!* tolling**
- **Convey key messages to public**
 - Tolling helps fund new bridge and manage congestion
 - All-electronic tolling keeps traffic moving and makes paying tolls easy
 - *Good To Go!* passes save drivers money
- **Measures of success**
 - 50 percent of SR 520 bridge drivers have passes by the start of tolling
 - Congestion during peak travel times are shorter and lighter
 - Trips across the bridge are reliable
 - Earn toll revenue to pay back bonds for SR 520 projects

Post-tolling Commencement Findings

- 216,676 new account sign ups
- About 75 percent of drivers crossing the bridge are using passes (higher during peak travel times)
- The total number of trips across Lake Washington (SR 520, SR 522 and I-90) has decreased approximately five percent
- The total number of vehicle trips across the SR 520 bridge is at 60-70% of pre-toll levels
- SR 520 bridge traffic volume spikes just prior to each increase and after each drop in the toll rate
- SR 520 bridge traffic is now typically free flow during the peak travel time



SR 520 Tolling: Traffic Monitoring

2/06/12 - 2/10/12 average

Baseline data: M-F, 10/29-11/18 & 11/26-12/16

% change
2/06/12 -
2/10/12
average
baseline

Weekly traffic reports are posted online:

<http://www.wsdot.wa.gov/Tolling/publications.htm>

Daily Volume:

SR 520 Bridge

-34%
66,900
101,100

I-90 Bridge

11%
153,600
137,900

SR 522 at 68th Ave NE

9%
44,200
40,700

Cross-lake Total
I-90, SR 520, SR 522

-5%
264,700
279,700

7-9 am Volume:

SR 520 Bridge

-18%
11,270
13,800

I-90 Bridge

2%
22,700
22,230

SR 522 at 68th Ave NE

1%
5,760
5,710

Cross-lake Total
I-90, SR 520, SR 522

-5%
39,730
41,740

3-6 pm Volume:

SR 520 Bridge

-24%
15,200
19,900

I-90 Bridge

5%
33,320
31,590

SR 522 at 68th Ave NE

6%
10,390
9,830

Cross-lake Total
I-90, SR 520, SR 522

-4%
58,910
61,320

Traffic Summary:

- SR 520 daily volume on Thursday and Friday was about the same as last Friday, 2/3/12
- SR 520 travel times continue to be faster than normal with the exception of westbound on Thursday afternoon
- I-90 travel times continue to be slower than normal, especially WB in the morning and EB in the evening
- SR 522 EB travel times are unavailable before noon each day due to a data outage
- SR 522 WB travel times vary greatly from day to day and were sometimes better than normal and sometimes worse
- I-90 Express Lanes eastbound reversible 80th Ave SE ramp reopened on 2/1/12 and will remain open for three to four weeks

Traffic Monitoring

- **Monitor** all of the Lake Washington highway corridors
- **Collaborate** with local jurisdictions to monitor key routes on highways and city streets
- **Coordinate** signals where possible and needed
- **Share** what we learn about traffic with the public, local governments, the Legislature and the Transportation Commission

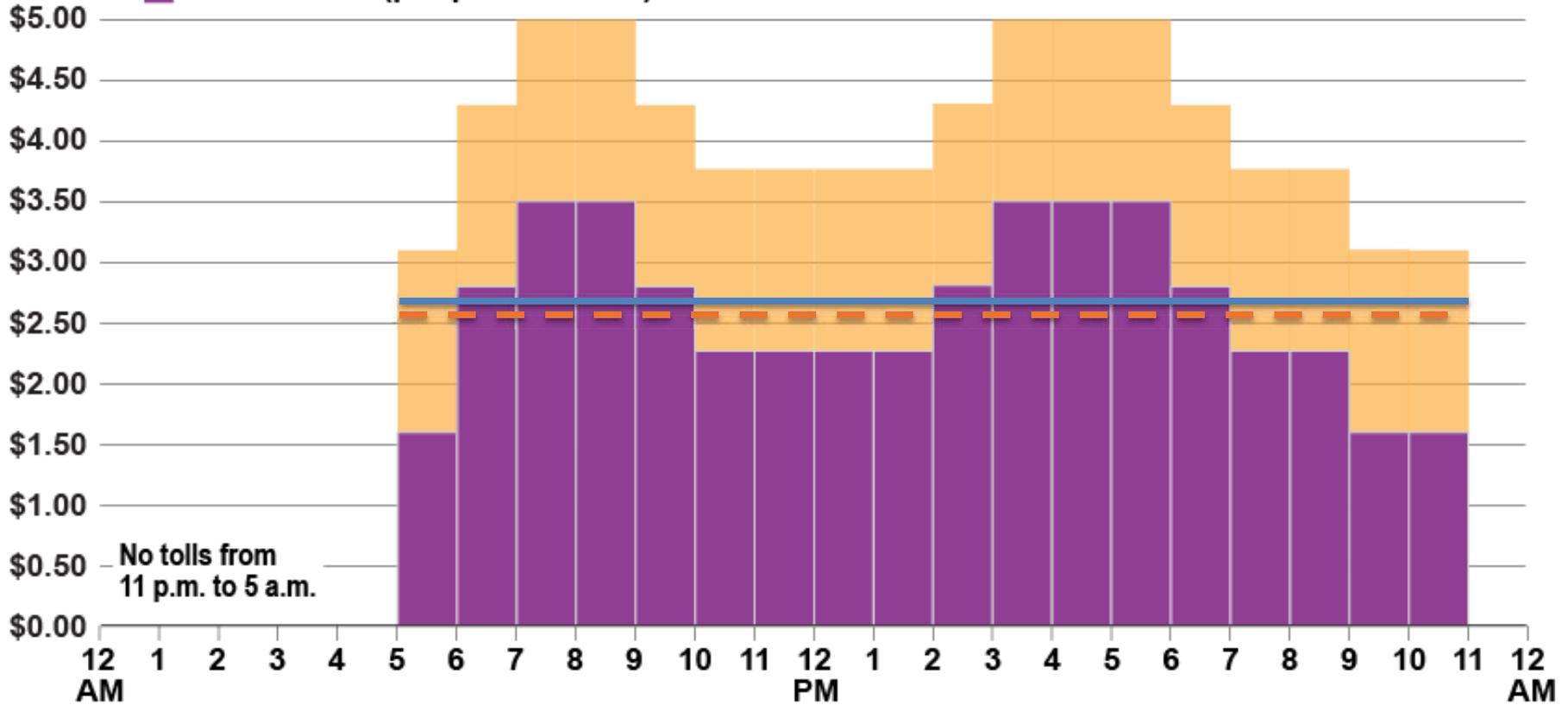
Map showing vicinity of monitoring equipment



Weekday Toll Rates

520	TOLL BRIDGE
	PAY BY MAIL
2 AXLES	\$3.50 \$5.00
ADDED TOLL PER AXLE	

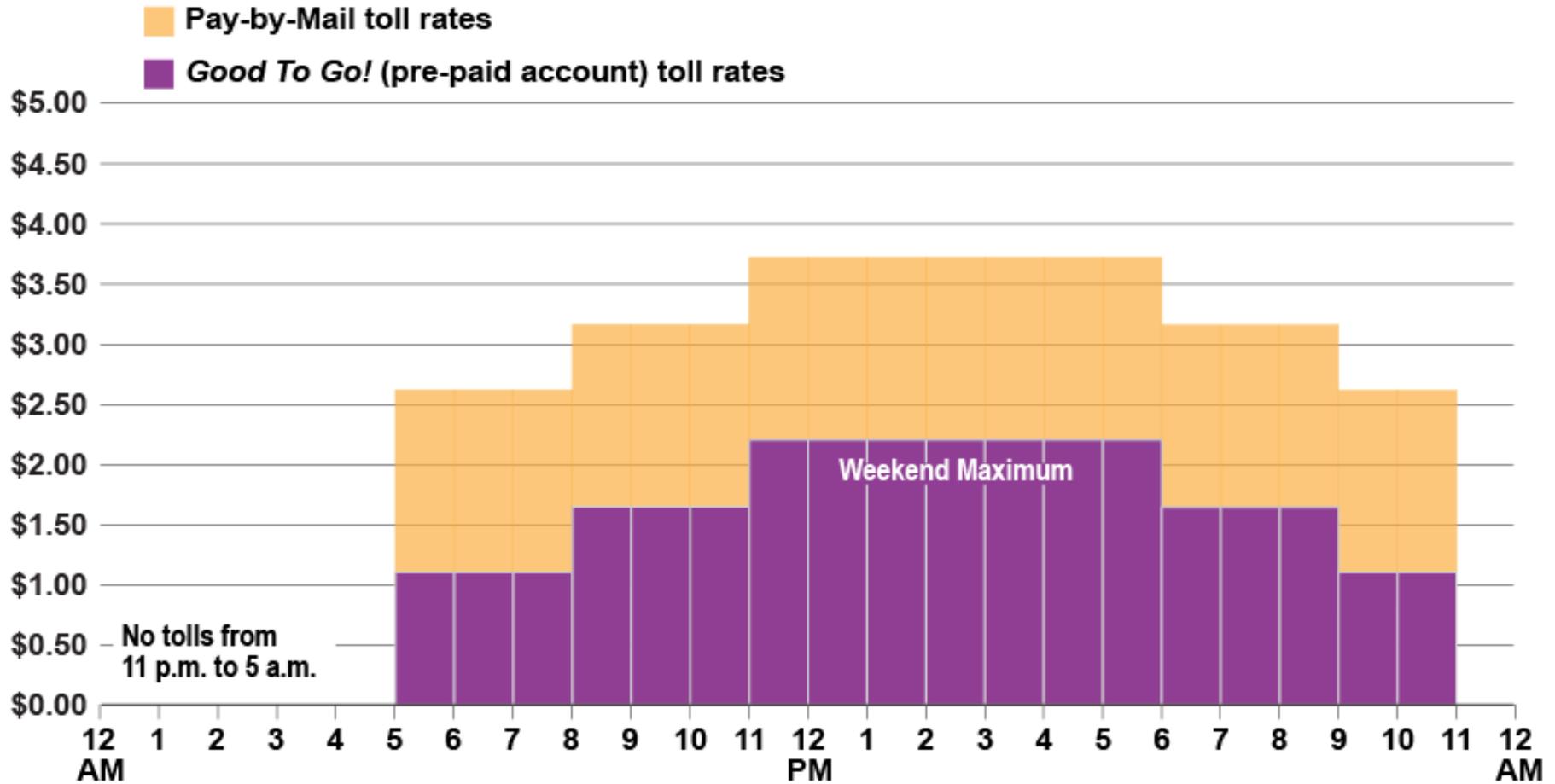
- Pay-by-Mail toll rates
- Good To Go! (pre-paid account) toll rates
- Average Toll Rate
- 1963 Toll Rate Adjusted for Inflation



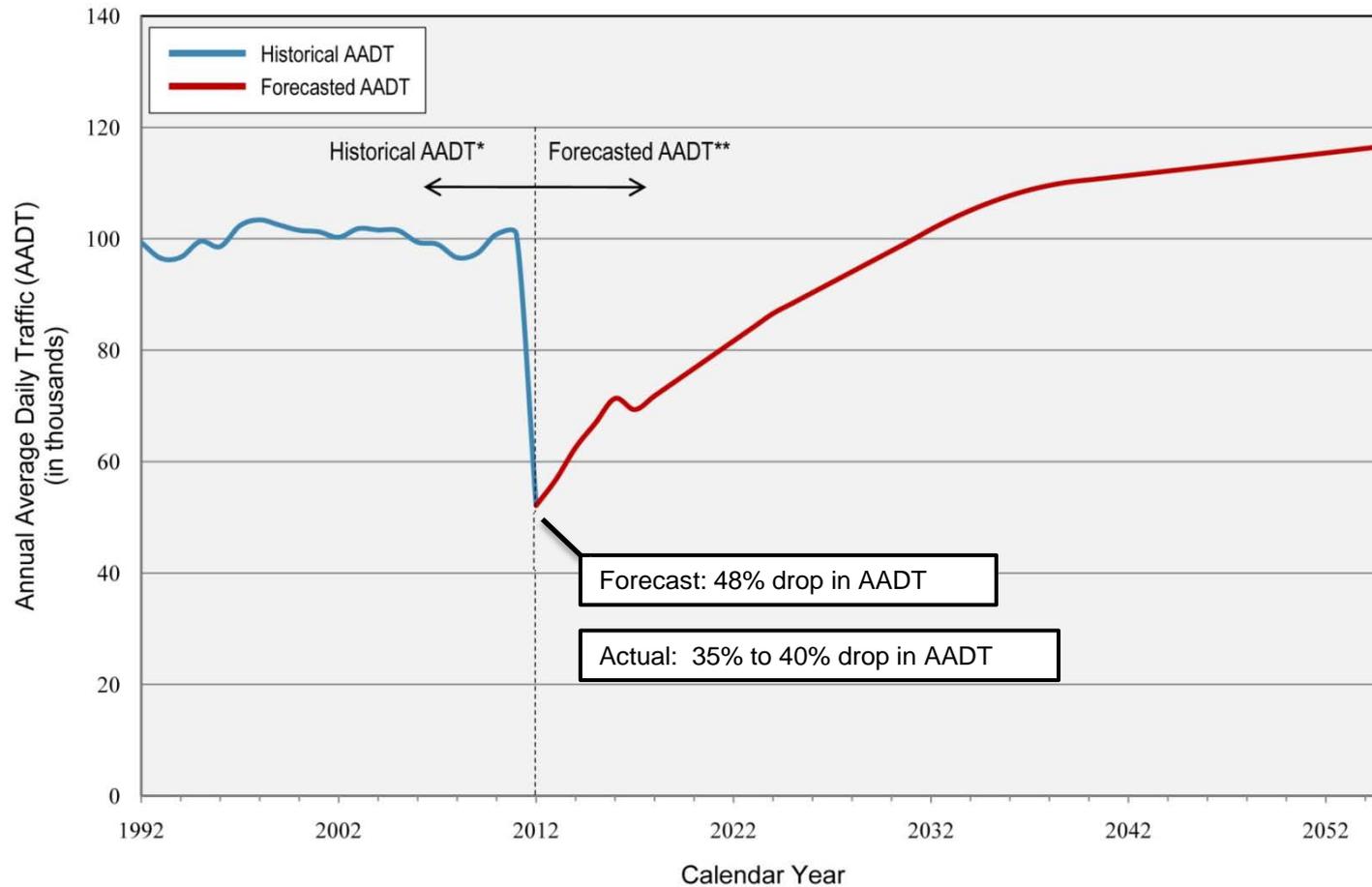
SR 520 Bridge Toll Rate Comparison

		Toll Rates		
		Pass	Pay By Plate	No pass or account
Seattle – Eastside SR 520 Bridge				
 <ul style="list-style-type: none"> • Toll rates based on time of day • Toll rates charged in each direction 	\$3.50 7-9 am, 3-6 pm \$2.25 mid-day (four rates)	\$0.25 more than pass rate	\$1.50 more than pass rate	
San Francisco – Oakland Bay Bridge				
 <ul style="list-style-type: none"> • Toll rates based on time of day • Toll rates charged in one direction 	No discount	N/A	\$6.00 5-10 am, 3-7 pm \$4.00 at off-peak (two rates)	
Vancouver, B.C. – Golden Ears Bridge				
 <ul style="list-style-type: none"> • Flat toll rate • Toll rates charged in each direction 	\$2.90	\$3.45	\$4.10	

Weekend Toll Rates



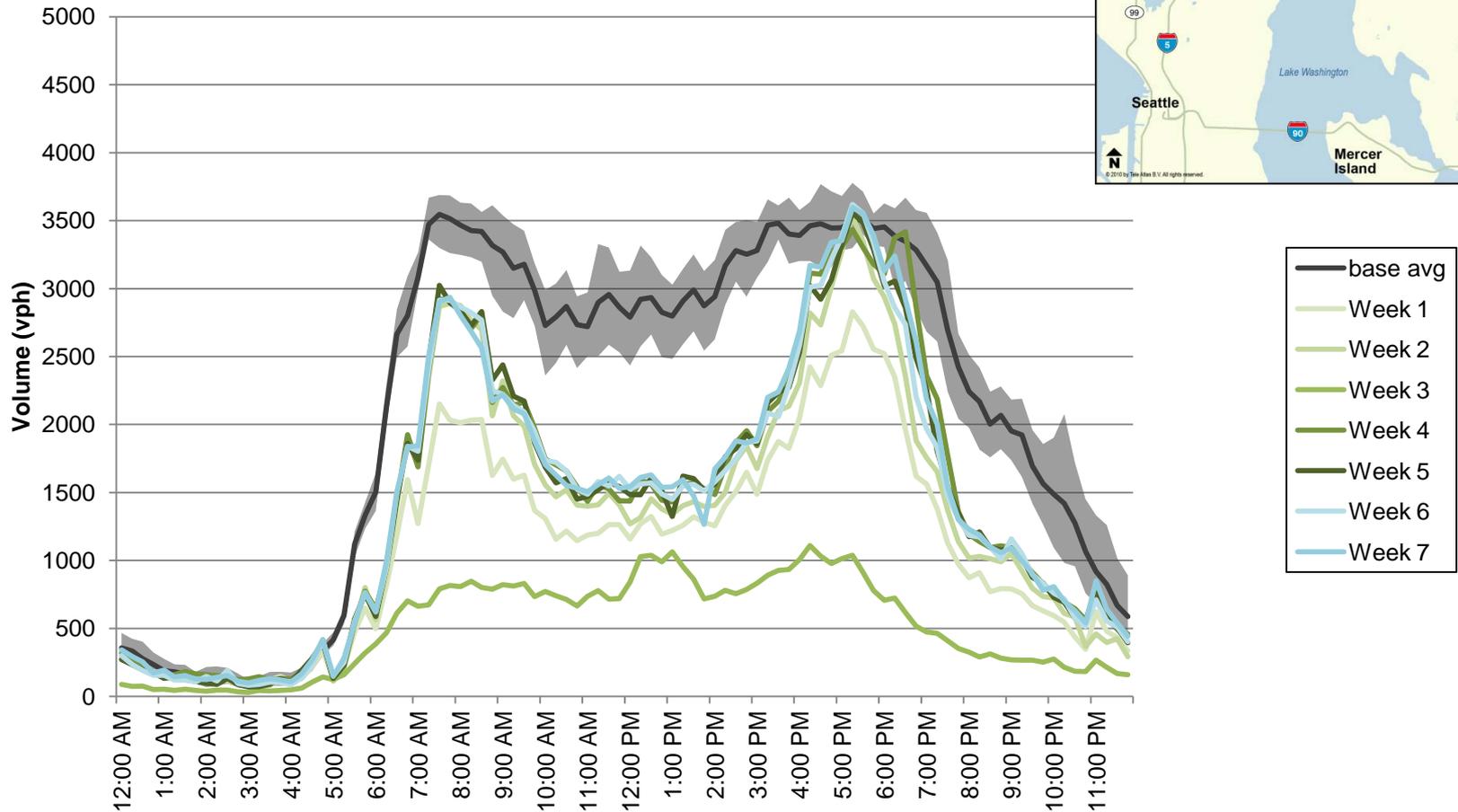
Historical and Forecasted SR 520 Bridge Volumes



* Historical AADT: WSDOT Annual Traffic Data Reports

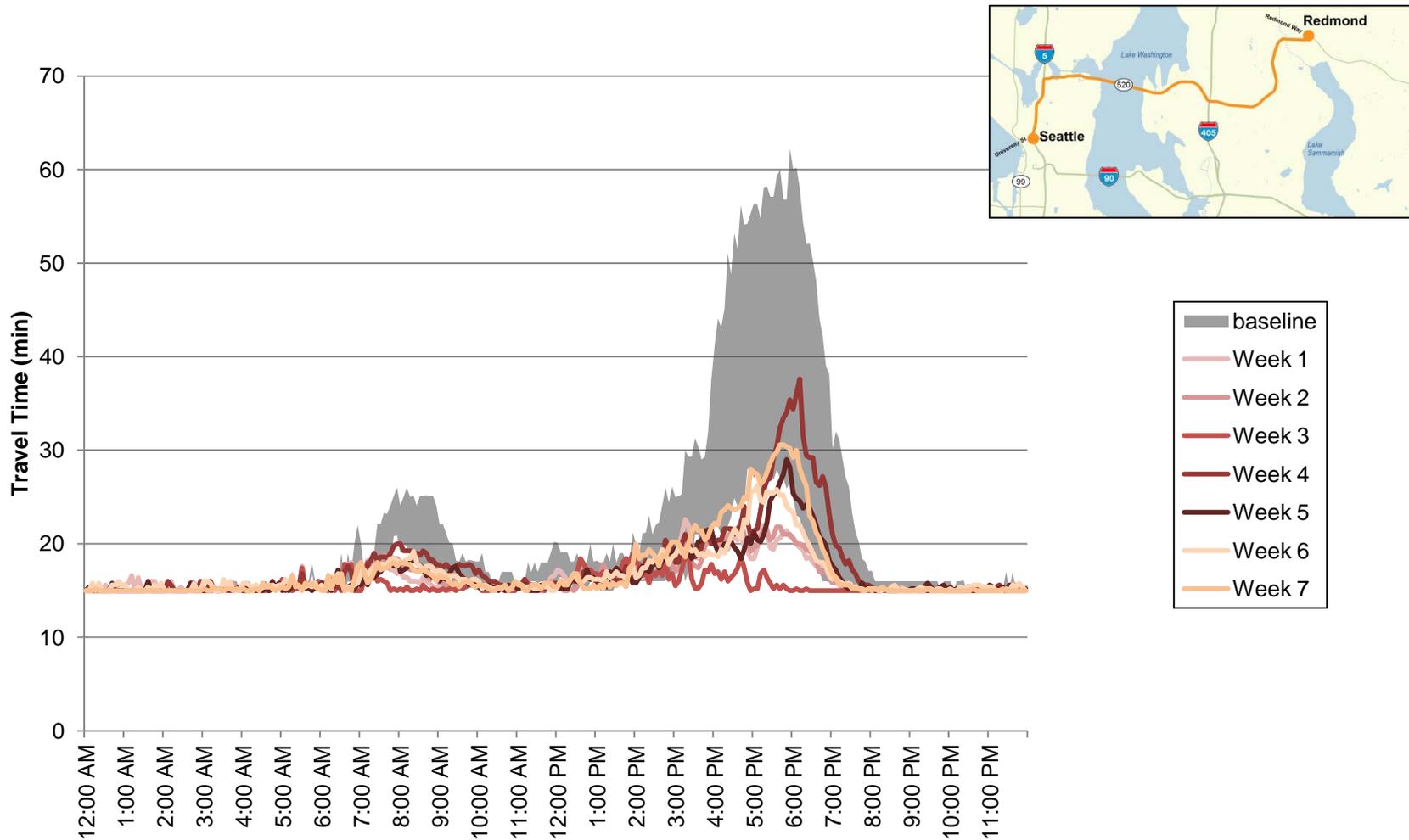
** Forecast AADT: T&R Analysis

Traffic Volume: Westbound SR 520



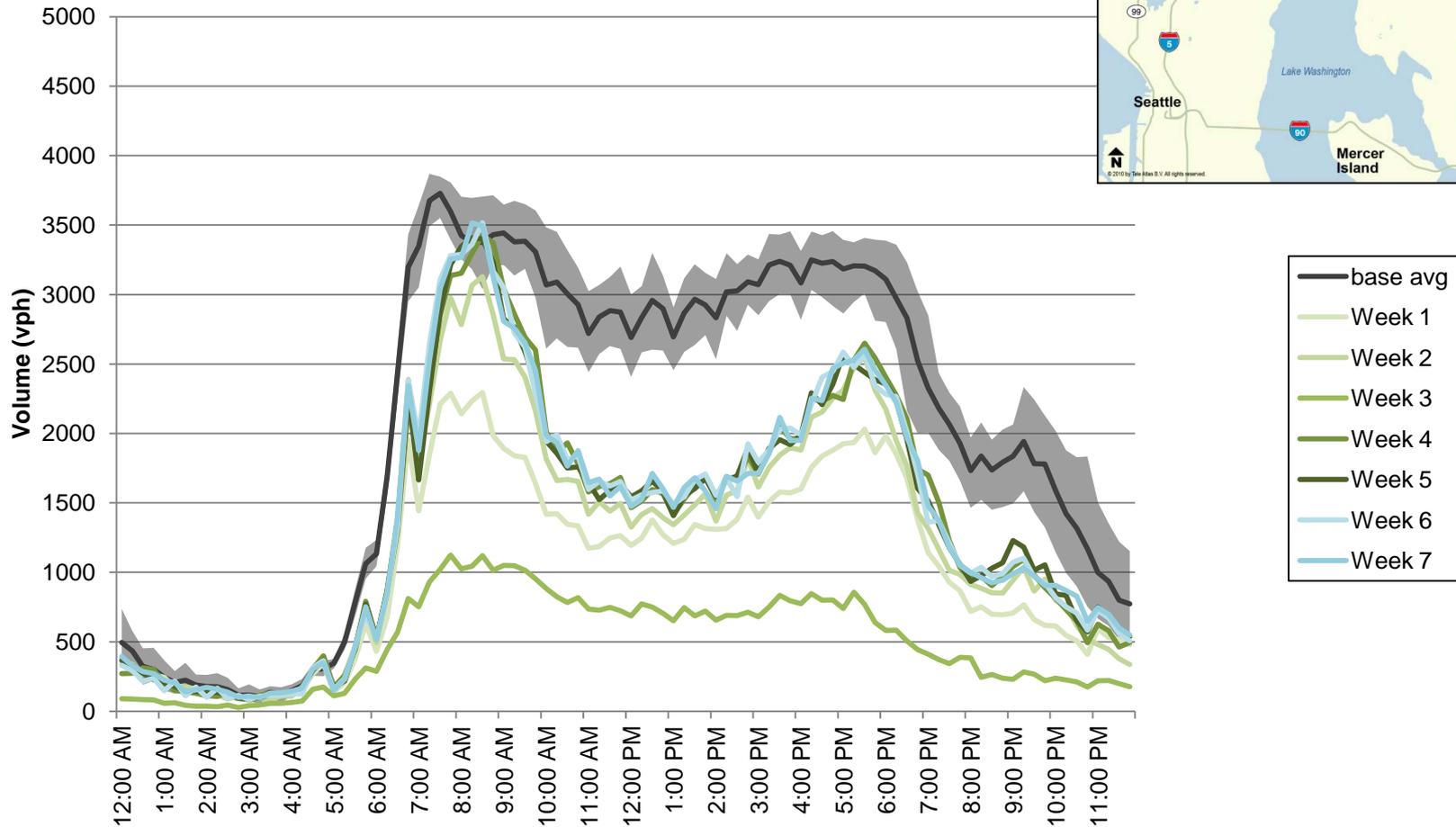
Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
 Post-tolling average is for weekdays

Travel Time: Redmond to Seattle via SR 520



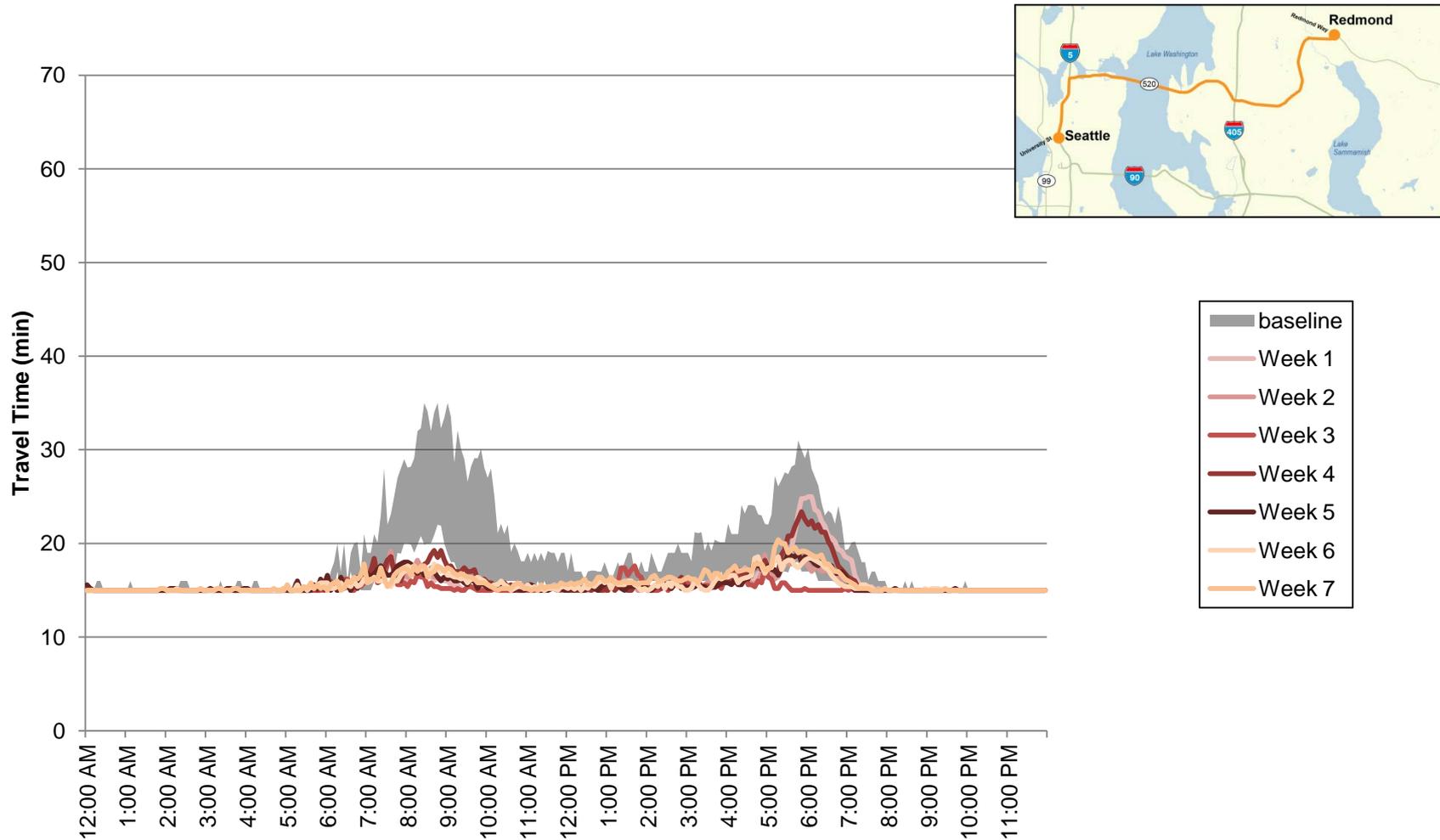
Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
Post-tolling average is for weekdays

Traffic Volume: Eastbound SR 520



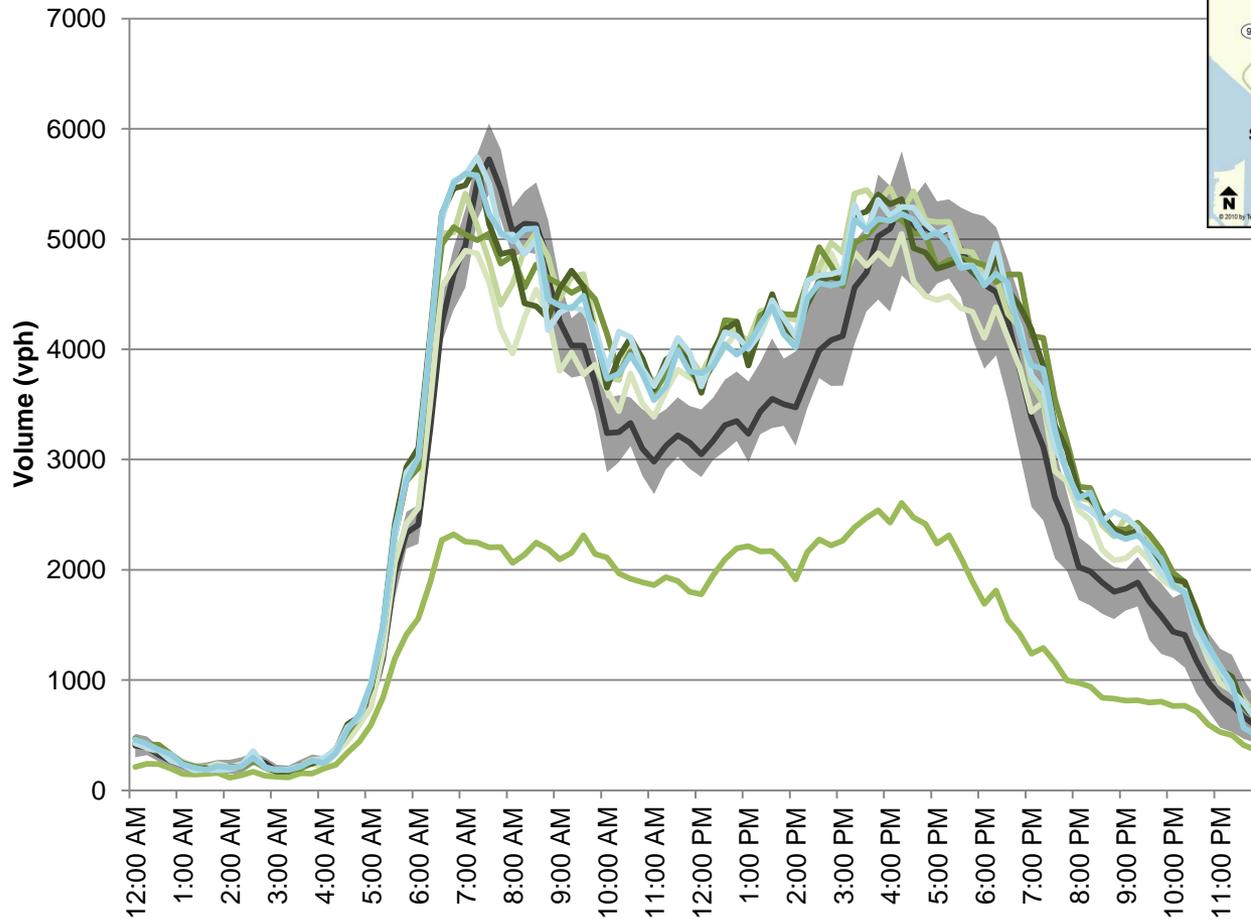
Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
 Post-tolling 10th to 90th percentile and average is for weekdays Feb. 6-10, 2012

Travel Time: Seattle to Redmond via SR 520



Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
Post-tolling average is for weekdays

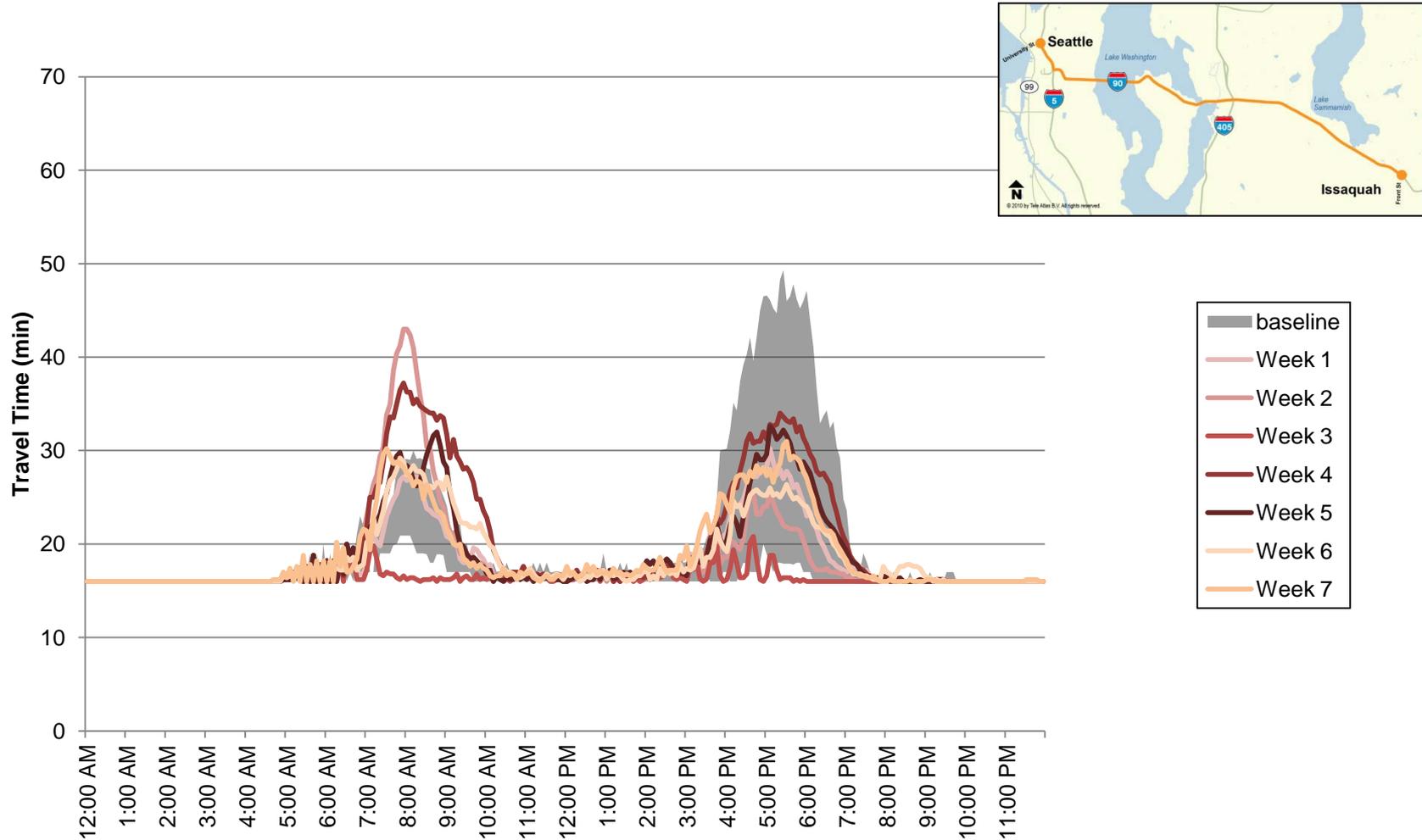
Traffic Volume: Westbound I-90



- base avg
- Week 1
- Week 2
- Week 3
- Week 4
- Week 5
- Week 6
- Week 7

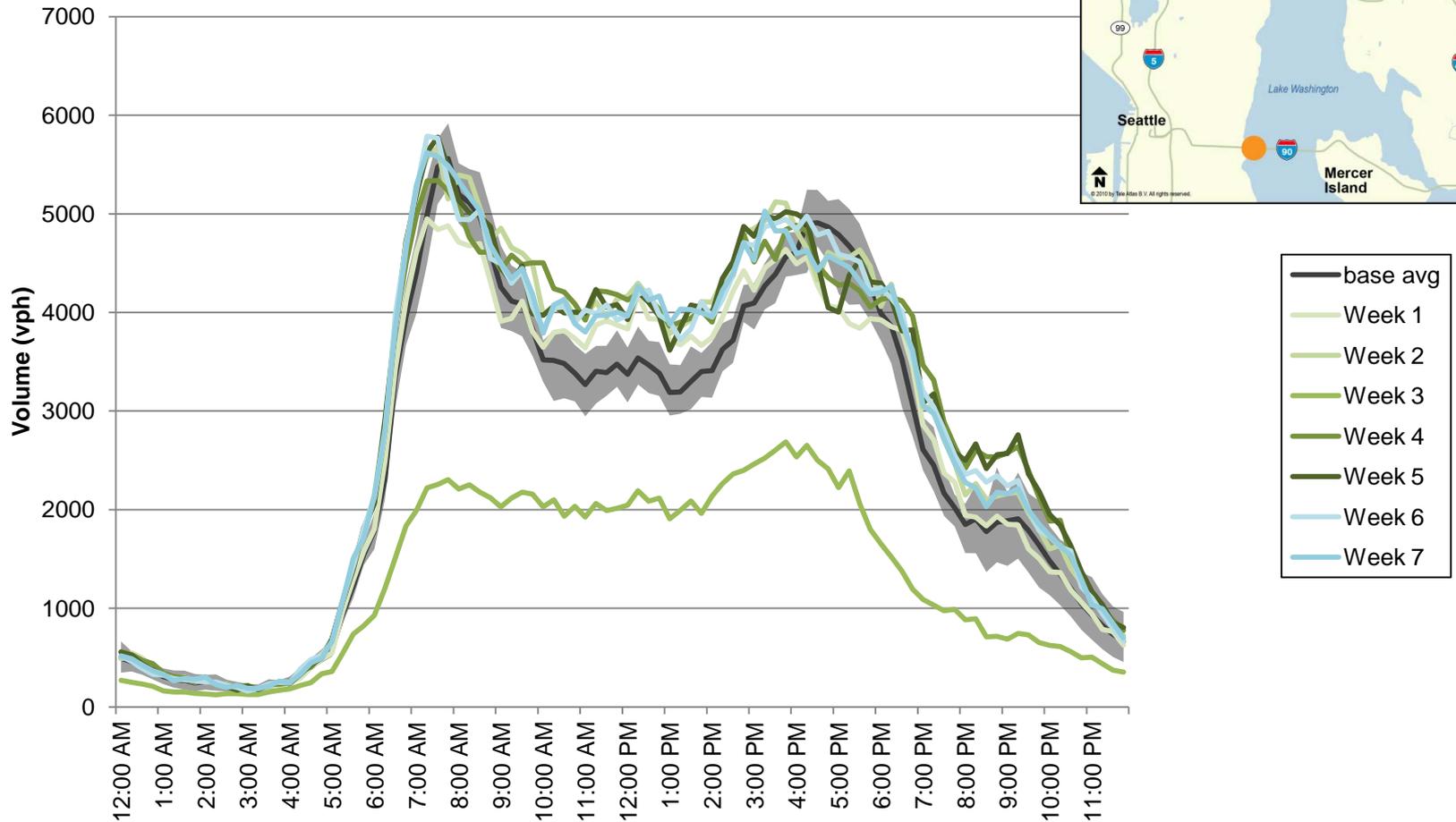
Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
 Post-tolling average is for weekdays

Travel Time: Issaquah to Seattle via I-90



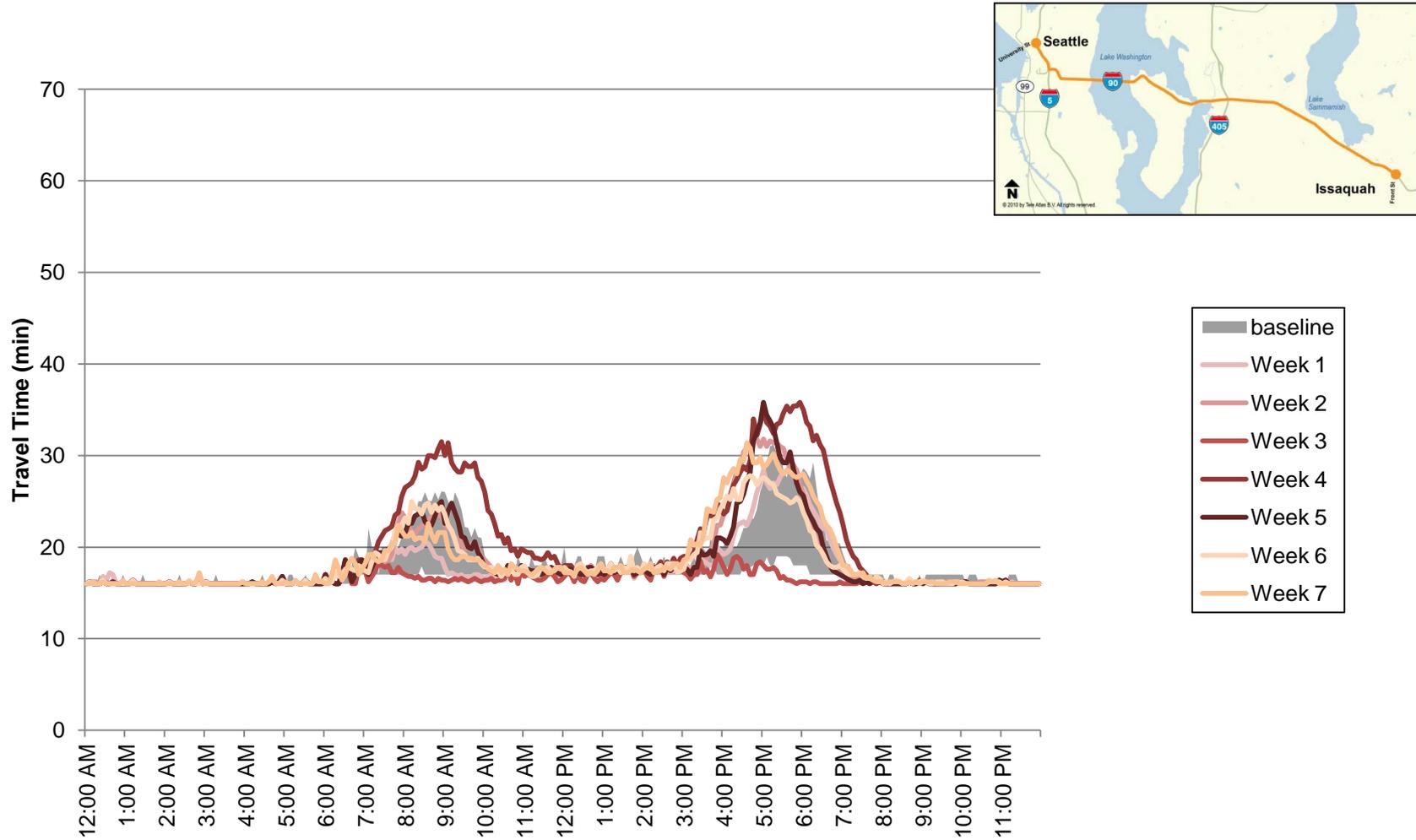
Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
Post-tolling average is for weekdays

Traffic Volume: Eastbound I-90



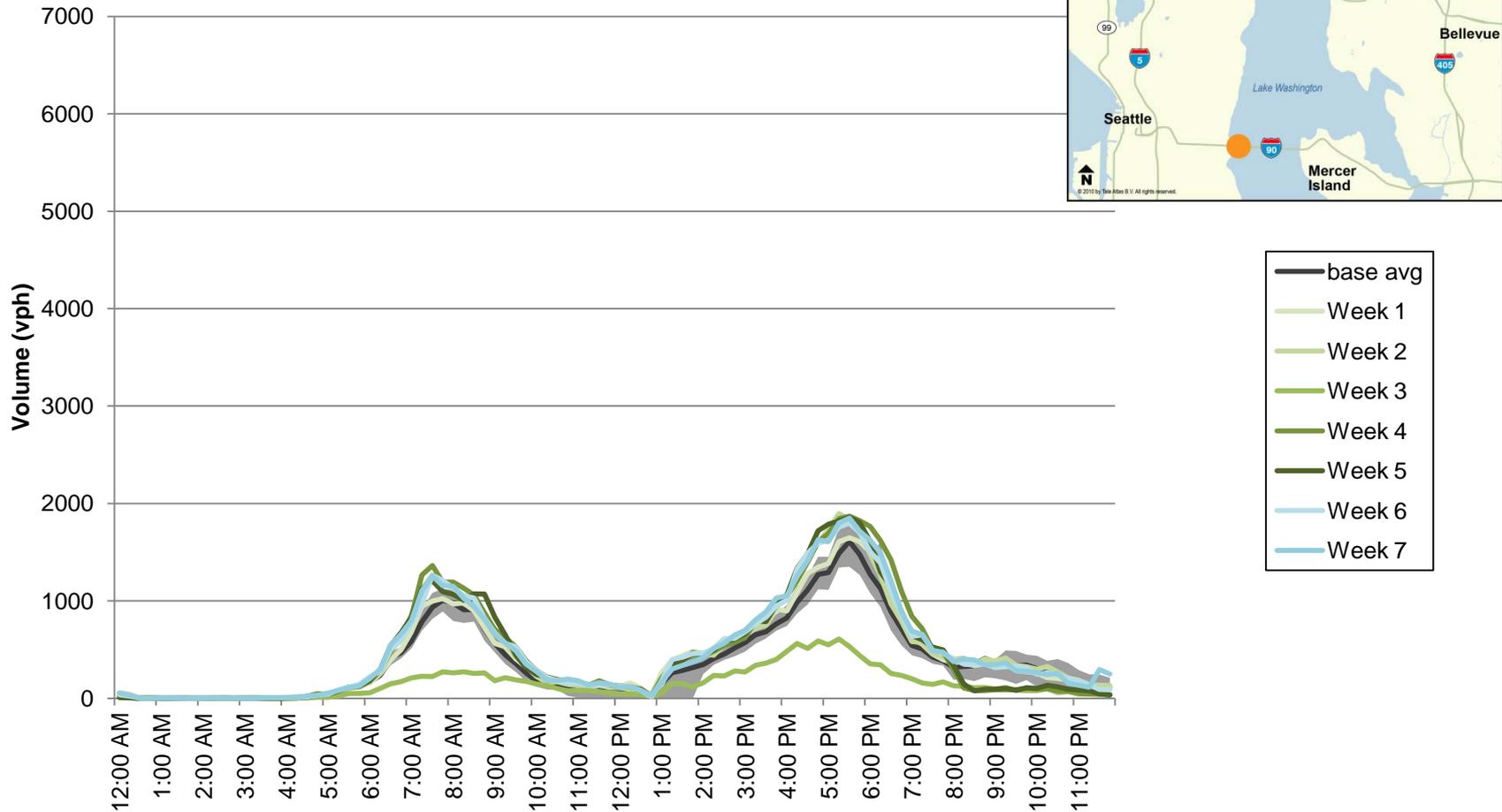
Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
 Post-tolling average is for weekdays

Travel Time: Seattle to Issaquah via I-90



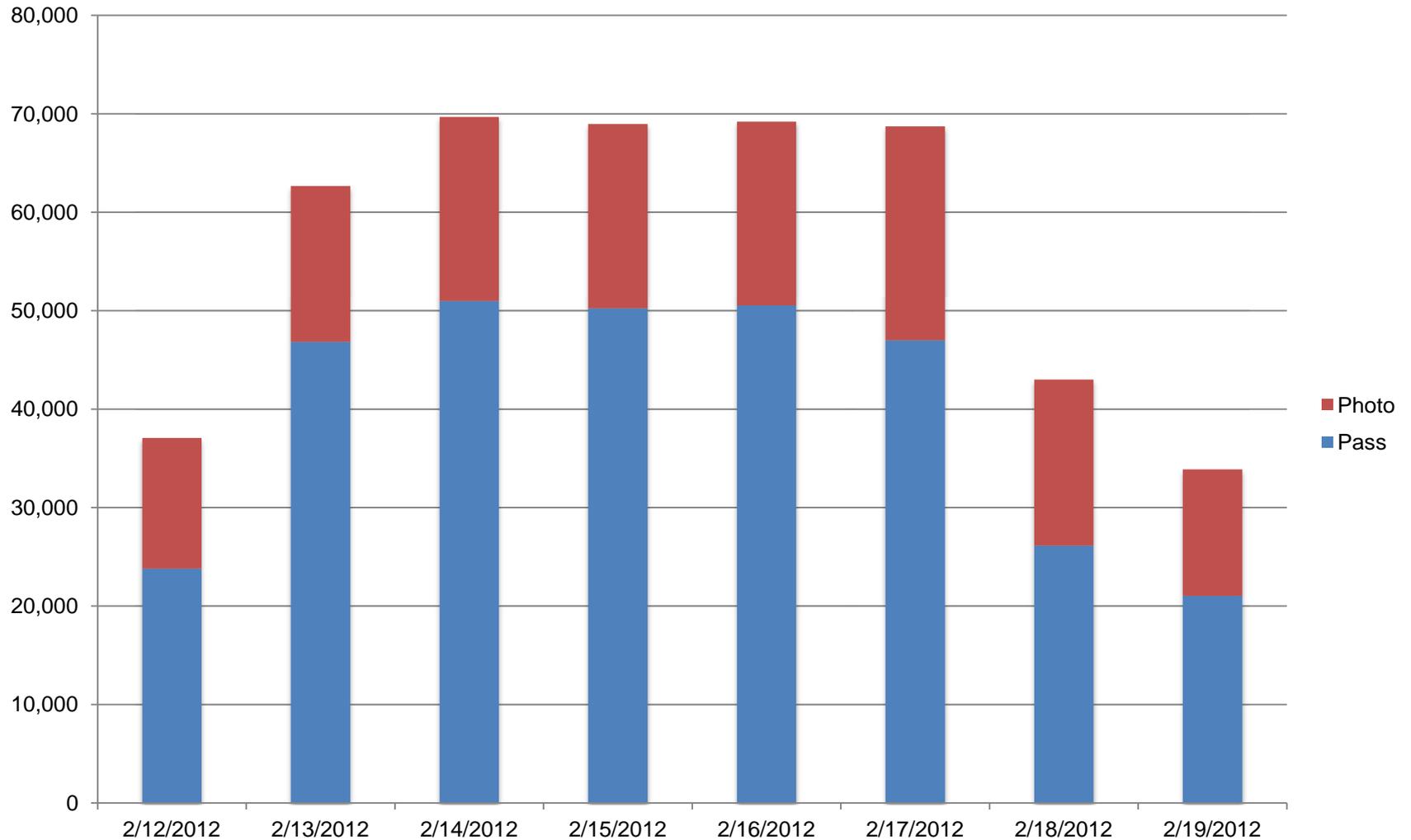
Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
 Post-tolling 10th to 90th percentile and average is for weekdays Feb. 6-10, 2012

Traffic Volume: I-90 Reversible Roadway

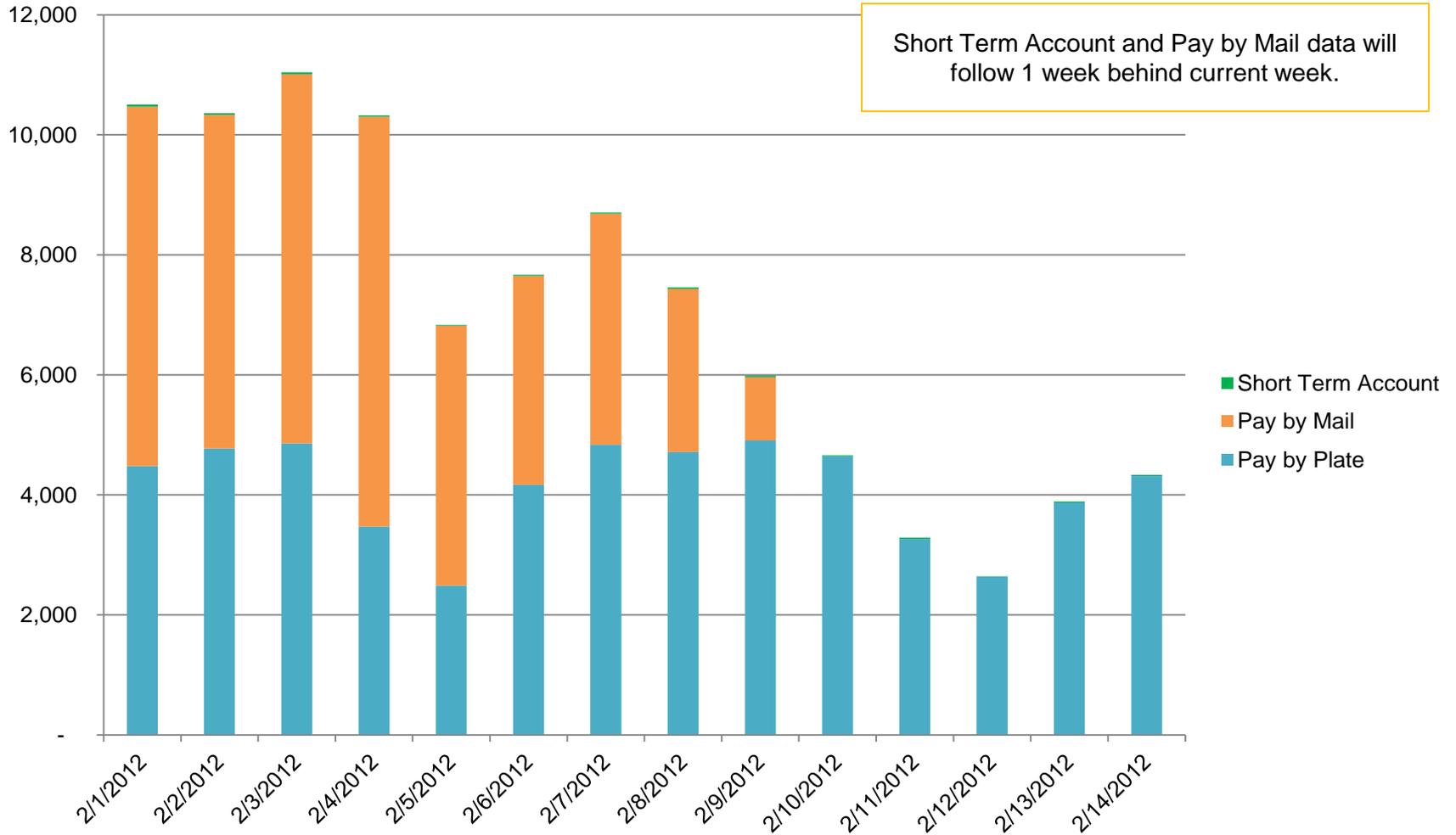


Pre-tolling 10th to 90th percentile and average is for weekdays Oct. 29 -Nov. 18, 2011 and Nov. 26-Dec.16, 2011
 Post-tolling 10th to 90th percentile and average is for weekdays Feb. 6-10, 2012

SR 520 Daily Transactions by Type (Feb. 12-29, 2012)



SR 520 Photo Toll Transactions by Type (Feb. 1-14, 2012)

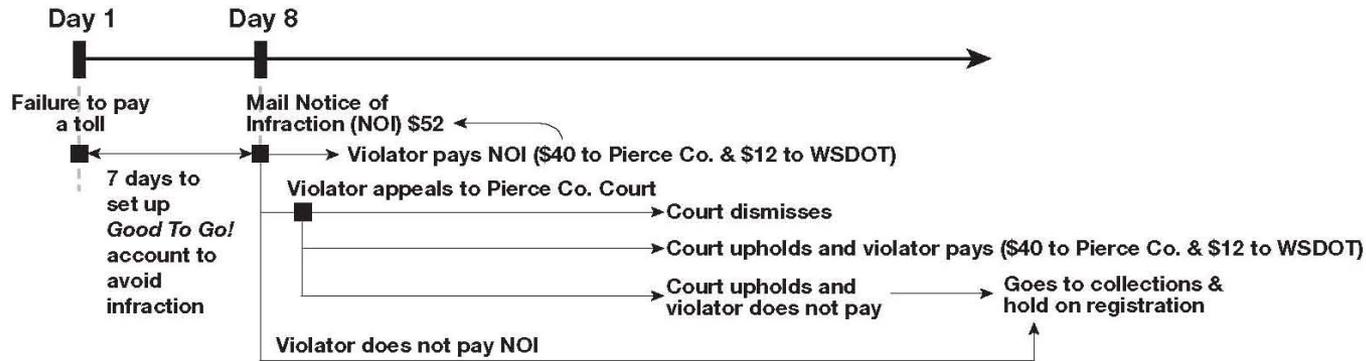


SR 520 Bridge on Jan. 11, 2012

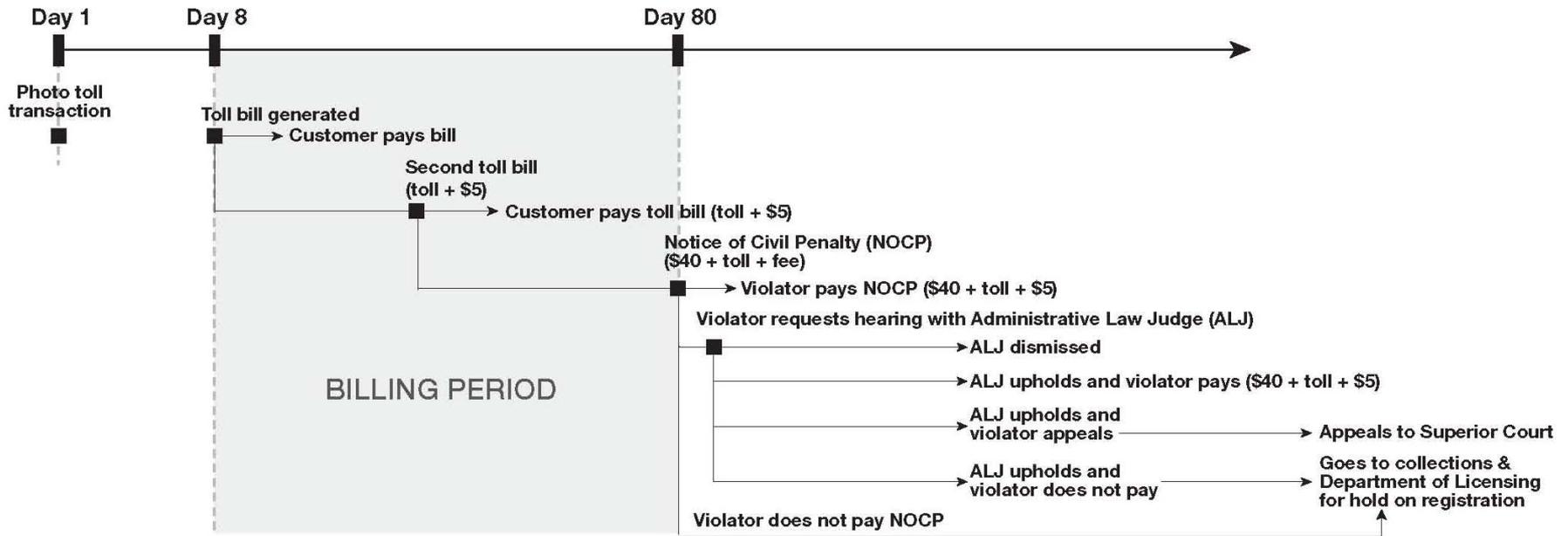


WSDOT Adjudication Program

Former Notice of Infraction Process



Current Toll Bills & Notice of Civil Penalty Process



NOCP Processing and System Development

- **Electronic Transaction Consultant Corporation (ETCC)** provides customer service and back office processing of electronic and photo toll transactions and notices of civil penalties. In addition, ETCC provides overall administrative support for the adjudication process including hearing scheduling and payment processing.
- The **Office of Administrative Hearings (OAH)** provides administrative law judges to provide in person and writing hearings for contested civil penalties. Hearings will be held in Fife or Seattle.
- **Department of Licensing** is developing a system and protocol for transferring license plate information and toll violation information for vehicle registration holds.

Factors to Adjudication Costs and Revenues

SR 520 FY 2014 (from June 2010 fiscal note –numbers are rounded)

Factor	Effect	Remaining Transactions
<u>Of Total Monthly Transactions . . .</u>		1,850,000
78% will be Good to Go! or pay w/in 72 hours	1,413,000	437,000
10% of license plates will be unreadable	44,000	393,000
2% of those will not have a valid address	8,000	385,000
65% will pay the first bill	250,000	135,000
10% of first bills will be returned undelivered	39,000	96,000
50% will pay the second bill	48,000	48,000
5% of second bills will be returned undelivered	5,000	43,000
6% of NOCP's won't be received	3,000	40,000
15% of NOCP's will be paid on receipt	6,100*	34,000
20% of remainder will request a hearing	6,900	27,100
15% of those will pay after hearing	1,050*	26,050**

Each **assumption** affects the result!

***Total Civil Penalties estimate:
7138/month @ \$40.00 = \$285,535**

****Remainder to collections**

SR 520 Adjudication – Projected Costs

Civil Penalties	FY2012	FY2013	FY2011-2013
Salaries/benefits	\$209,000	\$384,000	\$593,000
CSC vendor cost	\$293,000	\$540,000	\$833,000
ccard bank fees	\$53,000	\$99,000	\$152,000
printing and postage	\$152,000	\$285,000	\$437,000
Supplies	\$85,000	\$160,000	\$245,000
OAH	\$506,000	\$936,000	\$1,442,000
Estimated total cost*	\$1,298,000	\$2,404,000	\$3,702,000

- All numbers rounded
- WSDOT Positions: 4.4 FTEs in FY2012 and 8.1 FTEs in FY2013
- Adjudication costs have been set high enough to cover unknown level of demand. If the number of people requesting adjudication is lower, the program will be scaled down as appropriate.

TNB Adjudication – Projected Costs

Civil Penalties	FY2012	FY2013	FY2011-2013
Salaries/benefits	\$51,000	\$139,000	\$190,000
CSC vendor cost	\$83,000	\$231,000	\$314,000
ccard bank fees	\$15,000	\$38,000	\$53,000
printing and postage	\$41,000	\$123,000	\$164,000
Supplies	\$28,000	\$76,000	\$104,000
OAH	\$118,000	\$344,000	\$462,000
Estimated total cost*	\$336,000	\$951,000	\$1,287,000

- All numbers rounded
- WSDOT Positions: 1.8 FTEs in FY2012 and 3.5 FTEs in FY2013
- Adjudication costs have been set high enough to cover unknown level of demand. If the number of people requesting adjudication is lower, the program will be scaled down as appropriate.

2012 SUPPLEMENTAL TRANSPORTATION BUDGET – House Chair’s Proposal

The appropriations in this section are subject to the following conditions and limitations:

(2) \$4,622,000 of the state route number 520 civil penalties account--state appropriation and \$1,458,000 of the Tacoma Narrows toll bridge account--state appropriation are provided solely for expenditures related to the toll adjudication process. All costs associated with the toll adjudication process are anticipated to be covered by revenue collected from the toll adjudication process. The department shall report quarterly on the civil penalty process to the office of financial management and the house of representatives and senate transportation committees beginning September 30, 2011. The reports must include a summary table for each toll facility that includes: The number of notices of civil penalty issued; the number of recipients who pay before the notice becomes a penalty; the number of recipients who request a hearing and the number who do not respond; workload costs related to hearings; the cost and effectiveness of debt collection activities; and revenues generated from notices of civil penalty.

(3) It is the intent of the legislature that transitioning to a statewide tolling operations center and preparing for all-electronic tolling on certain toll facilities will have no adverse revenue or expenditure impact on the Tacoma Narrows toll bridge account. Any increased costs related to this transition shall not be allocated to the Tacoma Narrows toll bridge account. ~~All costs associated with the toll adjudication process are anticipated to be covered by revenue collected from the toll adjudication process.~~

Questions?

For more information please contact:

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206-464-1222 or stonec@wsdot.wa.gov