

FY 2013 Q3 Tolling Proviso Reporting Update

Washington State Transportation Commission

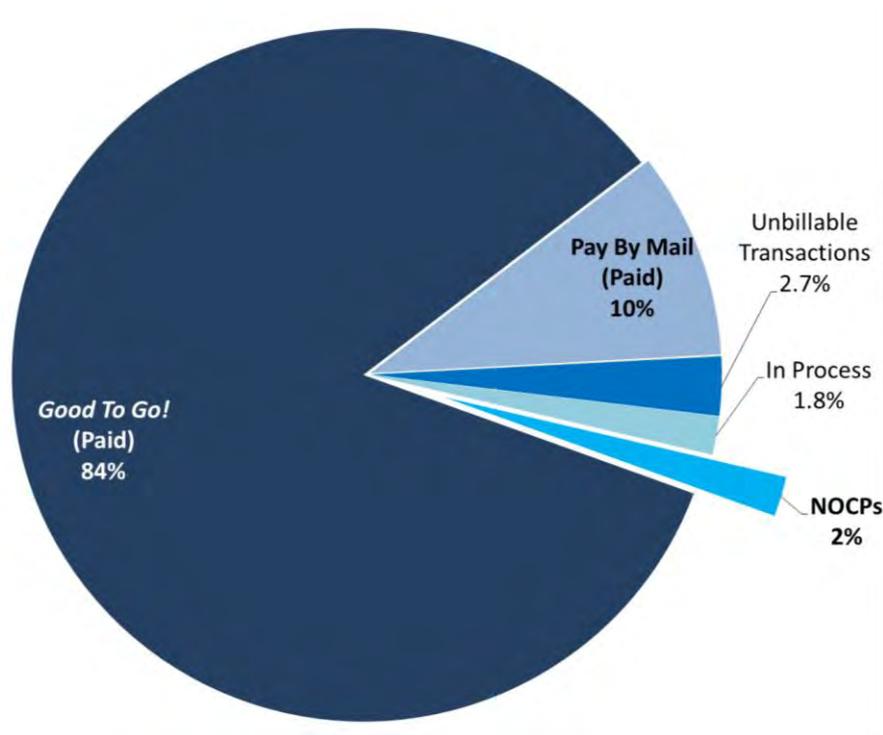
Patty Rubstello, Assistant Secretary of Tolling

July 19, 2016

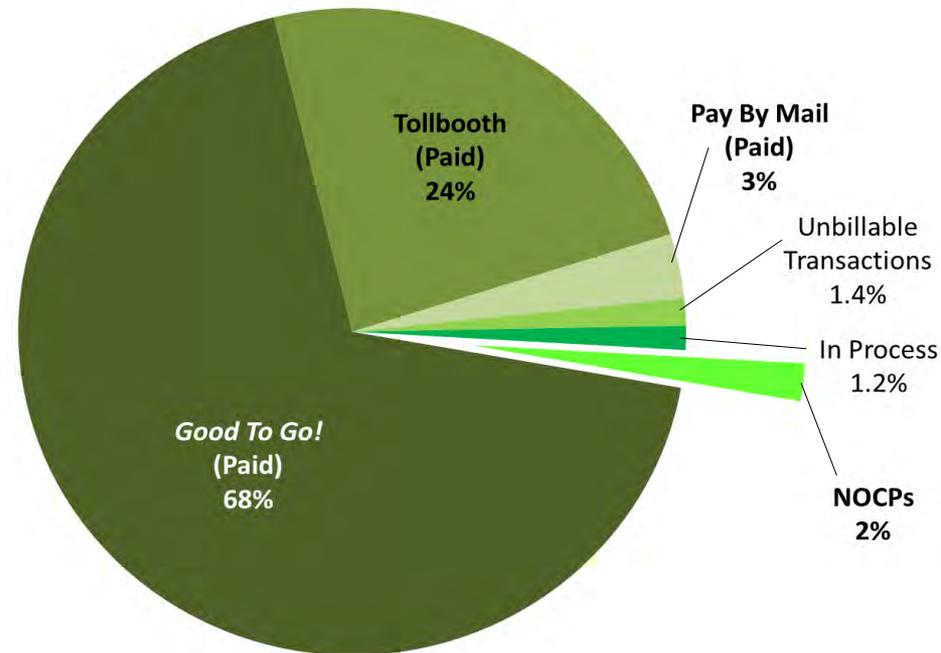
Toll Enforcement Program FY 2016 Q1-Q3

Notice of Civil Penalties (NOCPs) are a very small percentage of all transactions

SR 520



SR 16 TNB



Trips by Payment Method

History of Civil Penalties

- The Notice of Civil Penalty program was directed by the legislature in 2010 (RCW 46.63.160) and implemented Dec. 2011 both on the SR 520 and Tacoma Narrows bridges
- Customer's Program for Resolution began in July 2015
 - Allows customers with outstanding unpaid civil penalties to contact *Good To Go!* to request a one-time waiver of fees and penalties if they agree to pay all outstanding tolls.
 - Includes an educational component, providing customers with information on how to avoid future civil penalties.
 - The program is three tiered; customer requirements and fee/penalty waiver allowances for the three tiers are defined by WSDOT.
 - I-405 express toll lane customers began using the program after the first Notice of Civil Penalties were mailed in January 2016, three months after toll commencement.

Civil Penalty Program

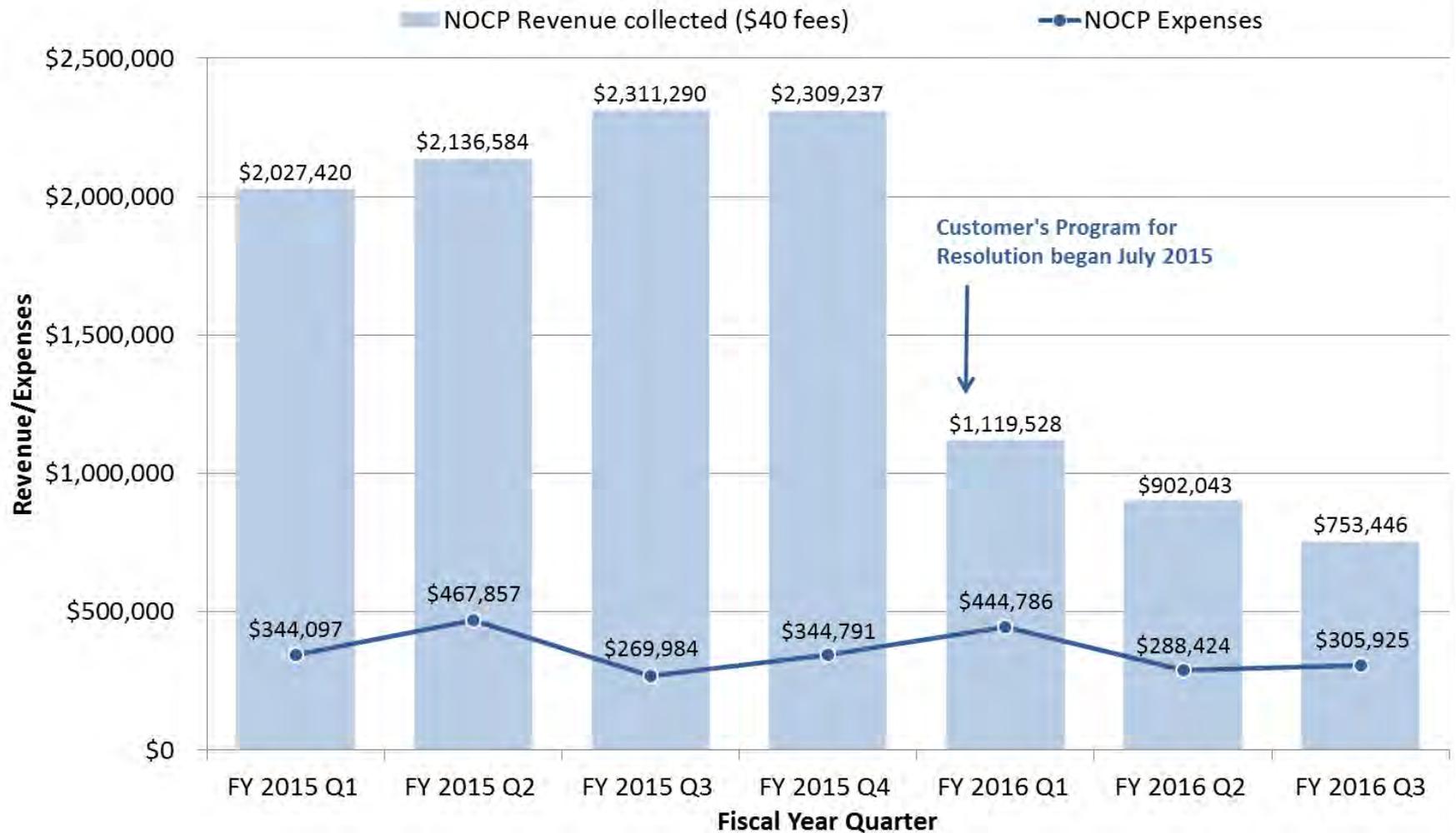
Summary of Program Outcomes

The first nine months of CPR have seen a strong response from customers:

- **Popular with customers – 49,686 have used CPR**
(16% of all calls to the customer service center are CPR related)
- **Significant increase in civil penalty related tolls paid, totaling \$1.8 million**
(123% increase in the amount of unpaid tolls collected)
- **Fees and penalties are being dismissed**
(\$17.3 million have been dismissed)
- **Significant reduction in requests for administrative adjudication hearings**
(down 82% compared to last year)
- **Significant increase in resolution of DOL vehicle registration holds**
(net outstanding holds down 113% - more holds are being resolved than are being submitted to DOL)

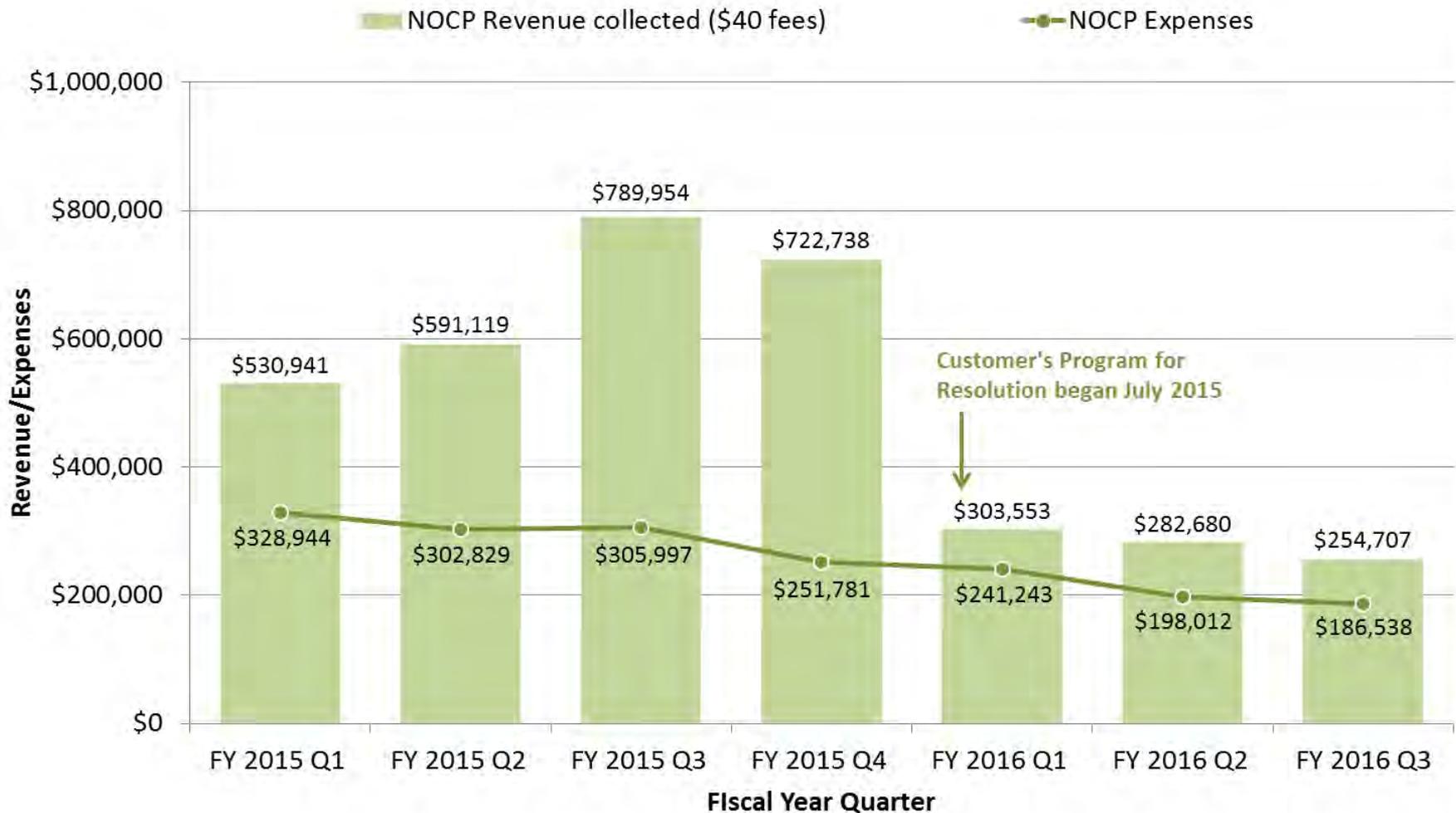
SR 520 Adjudication Program

Cash Revenue and Expense Trends



- The number of SR 520 NOCP transactions requesting adjudication per quarter dropped from 18,000 in early FY 2015 to 400 in FY 2016 Q3

SR 16 Tacoma Narrows Bridge Adjudication Program - Cash Revenue and Expense Trends



- The number of SR 16 Tacoma Narrows Bridge NOCP transactions requesting adjudication per quarter dropped from 8,800 in early FY 2015 to 470 in FY 2016 Q3

Customer Service Center Reprocurement

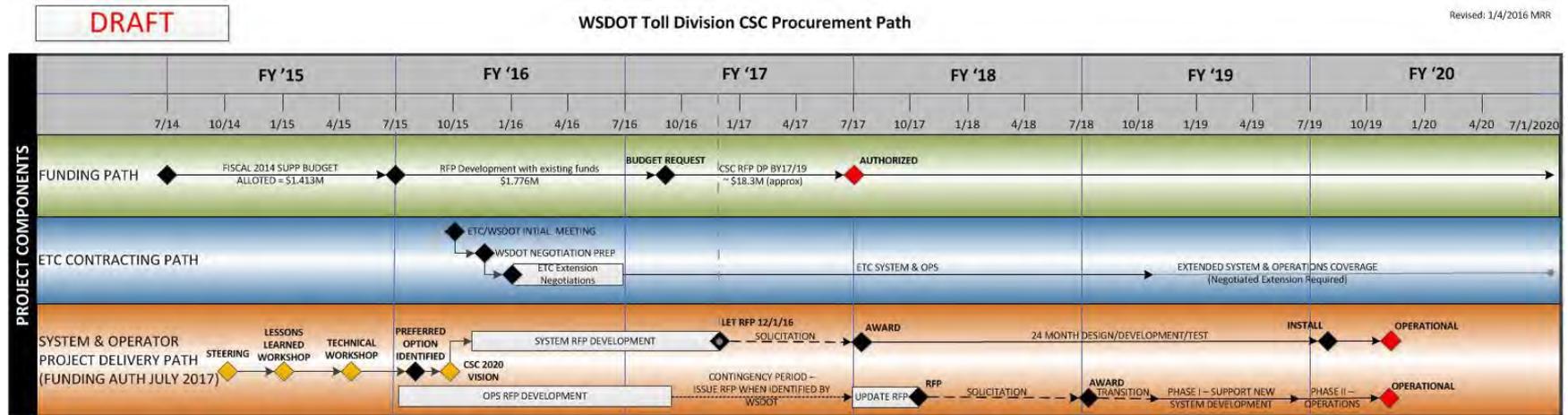
- **Overview**

- Procurement separates the back office system from the operator of the customer service center operator
- Early collaboration – Toll Division, Accounting and Financial Services, IT and Internal Audit

- **FY 2016 Q3 Progress**

- Extended the existing CSC vendor contract through June 30, 2018 to bridge the years until a new contract can be executed
- Completed CSC 2020 visioning workshops
- Continued development of project management tools
- Developed stakeholder engagement and review schedule
- Continued development of the RFP documents
- Identified system policy decision topics that have implications to requirements and business functionality development

Customer Service Center Reprocurement Schedule Overview



Schedule

- July 5, 2016: Released the system Notice of Intent (NOI)
- September 1, 2016: Release the system RFQ
- December 1, 2016: Release the system RFP
- After release, the Solicitation Phase is expected to last 7 months
- Design and Development Phase is an additional 24 months post-award
- Release of the Operator RFP is planned a few months after System RFP award
 - This allows for potential operators to bid knowing the system provider and allow for input during the design and development phase

WSDOT Toll Division

Use of Consultants

WSDOT has engaged services of a general tolling consultant, integrated with Toll Division staff

- Because tolling in Washington is still new, national toll industry expertise is required
 - To provide staffing during peak work loads, such as the opening of a new toll facility
 - To provide tolling expertise, such as regular Traffic and Revenue forecasts

Staffing

- WSDOT Staff
- Consultant companies:
 - Jacobs Engineering, Inc.
 - AECOM Technical Services, Inc.
 - CDM Smith, Inc.
 - Stantec Consulting Services, Inc.
 - Clifton Larson Allen LLP
 - IBI Group

For questions or further information

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