

Tolling Proviso Reporting Update

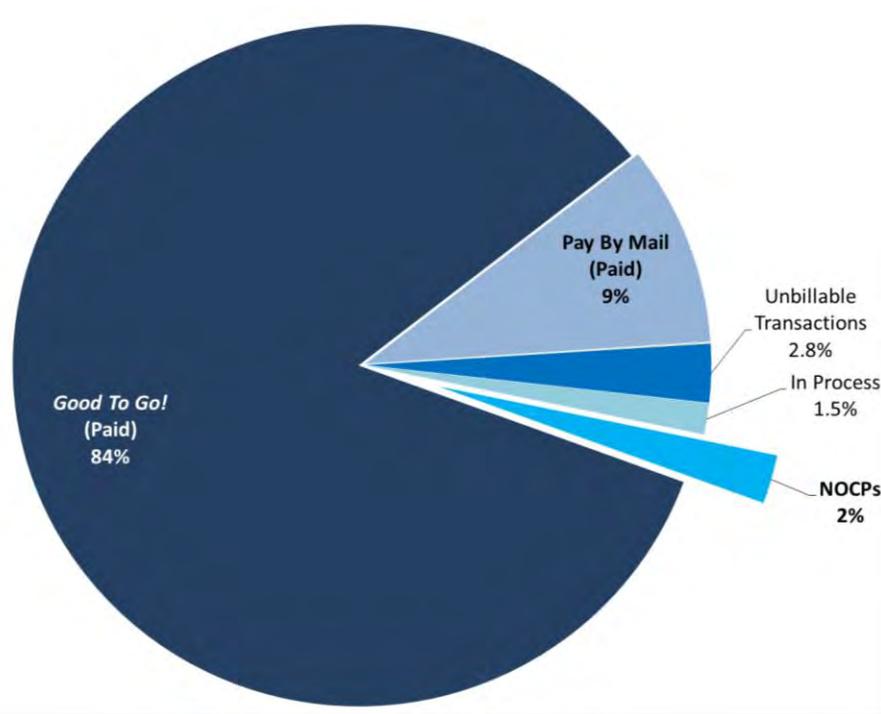
Patty Rubstello, P.E.
Assistant Secretary
Toll Division

Washington State Transportation Commission
March 15, 2016

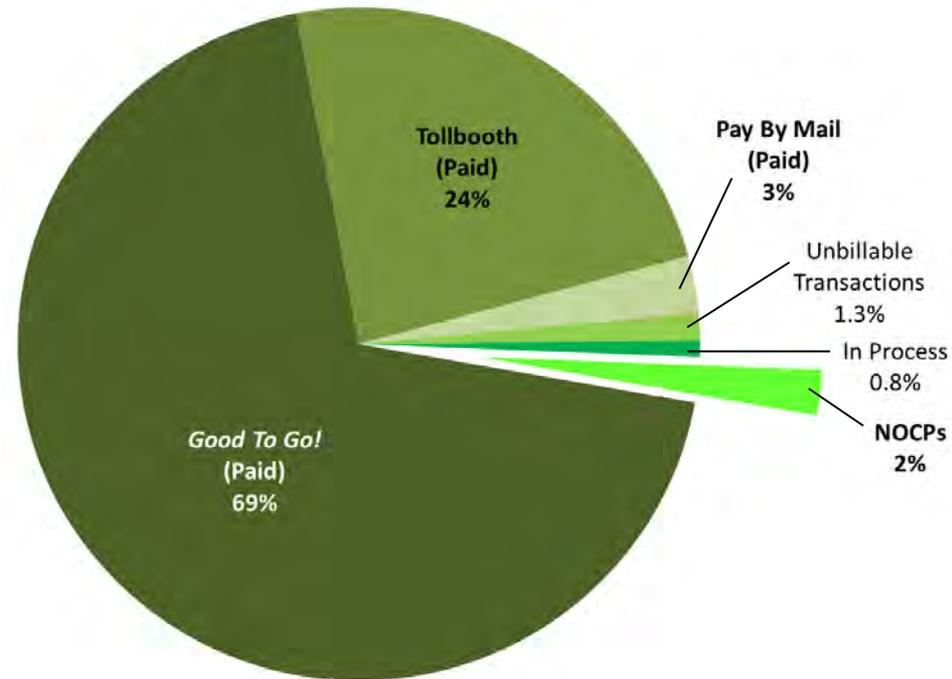
Toll Enforcement Program FY 2015

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 2011 (RCW 46.63.160) and implemented later that year with the start of photo tolling 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

Civil penalty program

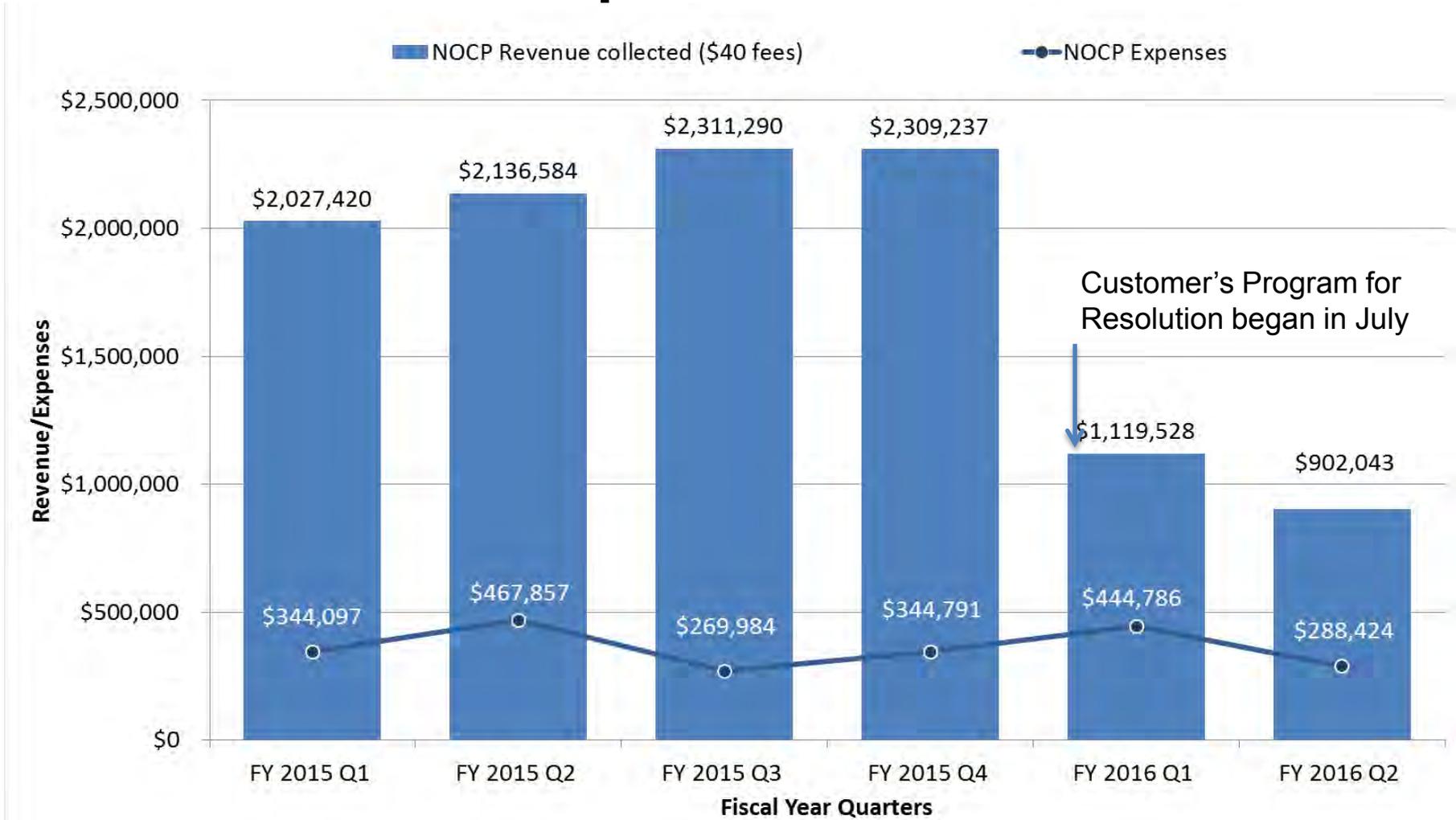
Summary of Program Outcomes

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

- **Popular with customers – 30,558 have used CPR**
(15% of all calls to the customer service center are CPR related)
- **Significant increase in civil penalty related tolls paid, totaling \$1.1 million**
(131.5% increase in the amount of unpaid tolls collected)
- **Fees and penalties are being dismissed**
(\$11.5 million have been or are in the process of being dismissed)
- **Significant reduction in administrative adjudication caseload and costs**
(down 54.3% and 31.3%, respectively)
- **Significant increase in resolution of DOL vehicle registration holds**
(net outstanding holds down 100.5% - more holds are being resolved than are being submitted to DOL)

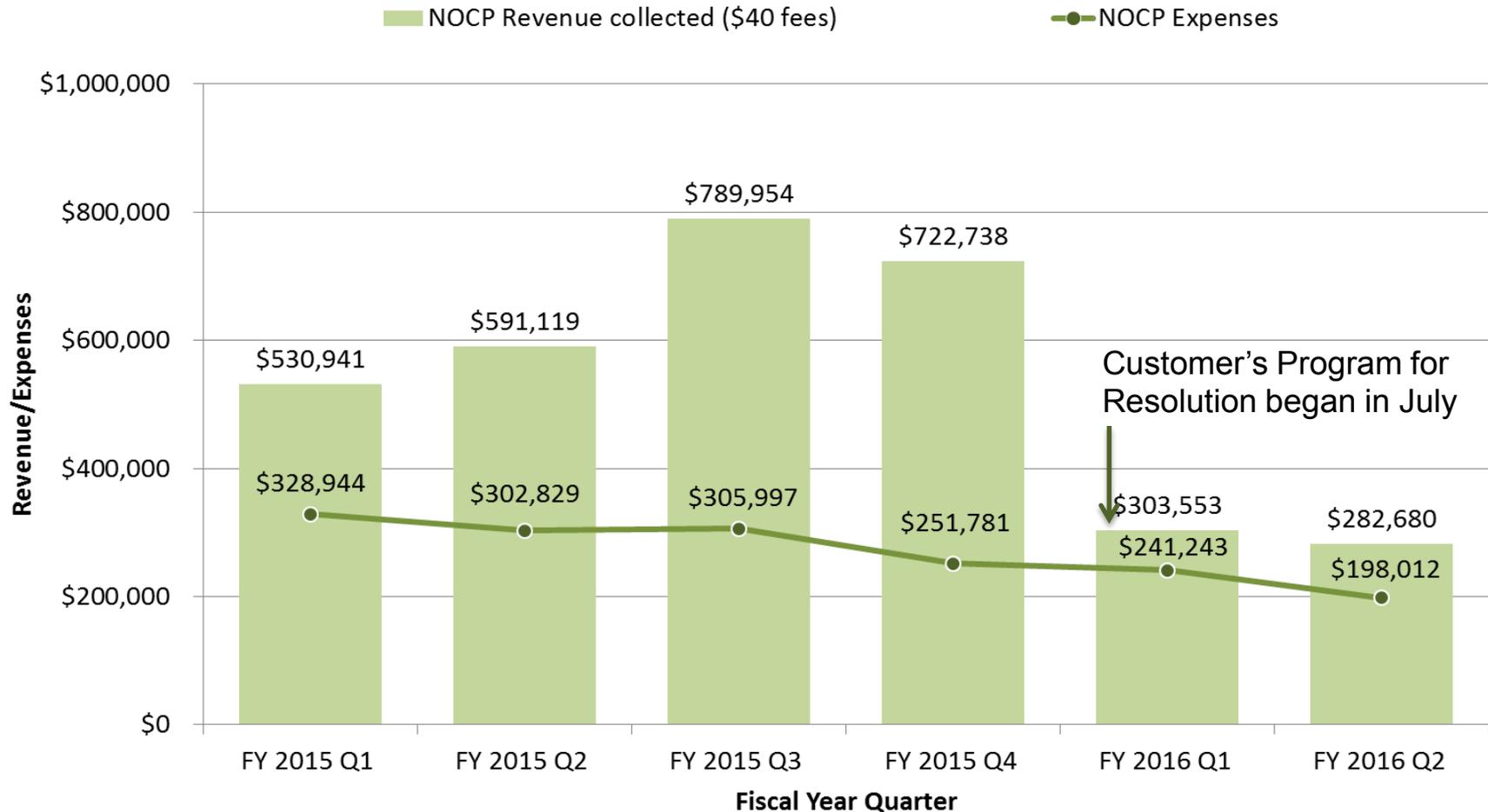
SR 520 Adjudication Program

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 2,000 in FY 2016 Q2

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 1,000 in FY 2016 Q2

Customer Service Center Reprourement

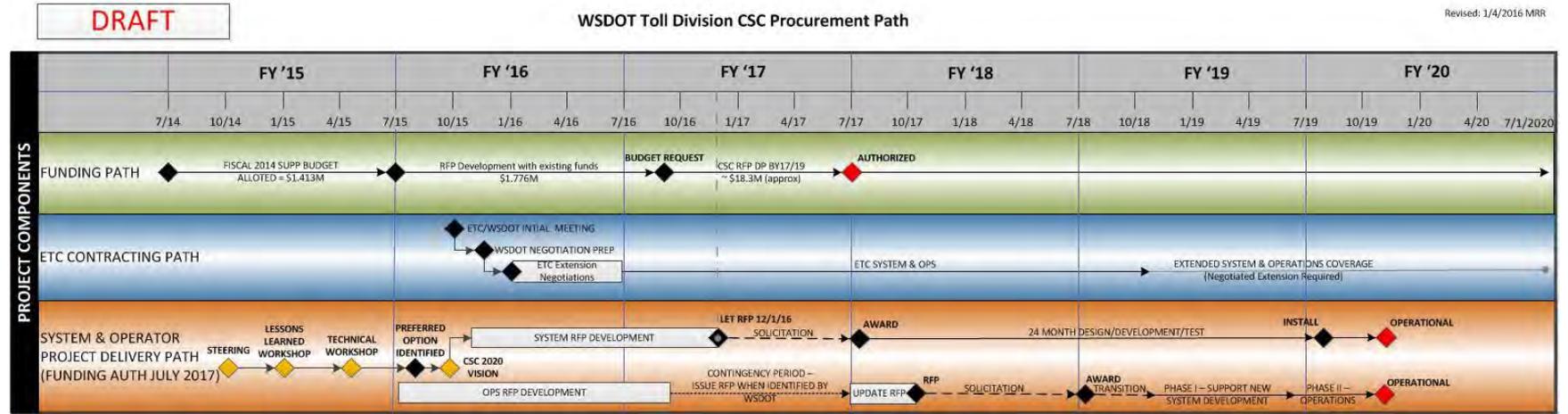
Overview

- Previous procurement was one large contract; Proposed 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

Progress to date

- **January 2015: Toll industry review**
 - Request for Information resulted in eight vendor presentations
- **February 2015: Conducted lessons learned workshops**
- **Summer 2015: Peer Agency Scan Tour**
 - Obtain information from public agencies who recently procured and/or implemented a new back office system
- **October 2014 & 2015: Expert Review Panel reviews**
 - Affirmed separation of back office system from operator
 - Affirmed approach for Single Payment system for tolling, ferries and potentially parking
 - Affirmed approach for a commercial back office system and an operational back office system
 - Recommends WSDOT continues evaluation of accounting requirements

Customer Service Center Reprourement Schedule Overview



Schedule

- December 1, 2016: Release of the system RFP
- After release, the Solicitation Phase is expected to last 9 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

Funding

- \$638,867 of authorized funds have been expended:
 - FY 2015 : \$425,676
 - FY 2016: \$213,191

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 : approximately 36
- 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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