

# **Washington State Transportation Commission**

## **Annual Tolling Report**

Patty Rubstello, Assistant Secretary of Tolling

May 17, 2016

# Agenda

- FY 2015 Toll Division Annual Report
- FY 2016 third quarter Traffic and Revenue reporting

# **FY 2015 TOLL DIVISION ANNUAL REPORT HIGHLIGHTS**

# System-wide statistics

## FY 2015 toll facilities:

- SR 16 Tacoma Narrows Bridge
- SR 167 HOT Lanes Pilot Project
- SR 520 Floating Bridge

## Authorized toll facilities:

- I-405 Express Toll Lanes  
(operations began in Sept. 2015)
- SR 99 Tunnel

## Directed to study:

- Puget Sound Gateway Project  
(SR 167, SR 509)

<p><b>37.6 million</b> toll transactions</p> <p><b>22 million</b> SR 520 Bridge</p> <p><b>14.4 million</b> Tacoma Narrows Bridge</p> <p><b>1.2 million</b> SR 167 HOT Lanes</p>	<p><b>\$133.8 million</b> gross toll revenue</p> <p><b>\$68.2 million</b> Tacoma Narrows Bridge</p> <p><b>\$64 million</b> SR 520 Bridge</p> <p><b>\$1.7 million</b> SR 167 HOT Lanes</p>	<p><b>448,000 Calls</b> to Good To Go! Customer Service Center last year</p>	<p><b>116,000</b> visits to <b>3</b> Good To Go! Customer Service Centers</p>
<p>On SR 520 <b>Transit ridership levels increase 52%</b> since 2010 (4 percent increase since FY14)</p>	<p><b>7.5 minutes</b> average time saved using SR 167 HOT Lanes</p> <p><b>5</b> minutes southbound   <b>10</b> minutes northbound</p>	<p><b>Good To Go!</b> tolling on track to generate <b>\$1.2 billion</b> to help fund new SR 520 Bridge</p>	<p><b>540,000</b> Good To Go! accounts surpassed half million mark <b>Launch of Flex Pass</b> <b>44,000</b> distributed in first 3 months</p>

# Good To Go! Customer Service

The *Good To Go!* customer service center provides a direct connection between WSDOT and its customers.

## 3 Customer Service Centers



**116,000 visits**

**1/2 of all visits are in Gig Harbor**



**448,000 phone calls**



**3.1 million emails**

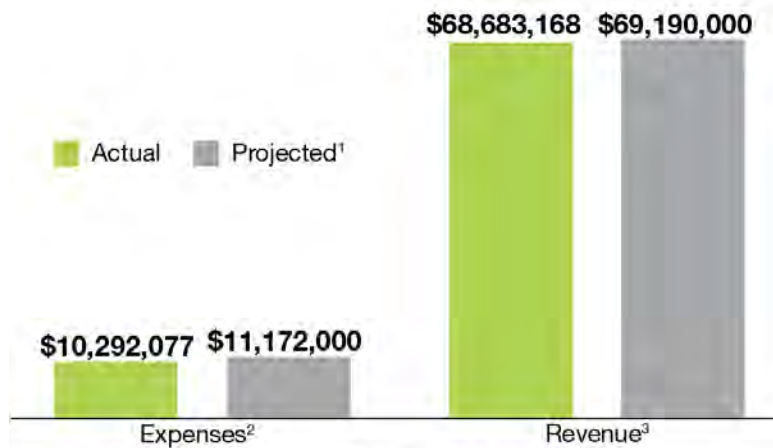


**2.8 million pieces of mail**

Source: WSDOT Toll Operations

# SR 16 Tacoma Narrows Bridge

- Traffic increased to 14.4 million transactions, with an average of 42,000 vehicles crossing the bridge each weekday
- Expenses were less than projected due to cost saving measures implemented by WSDOT

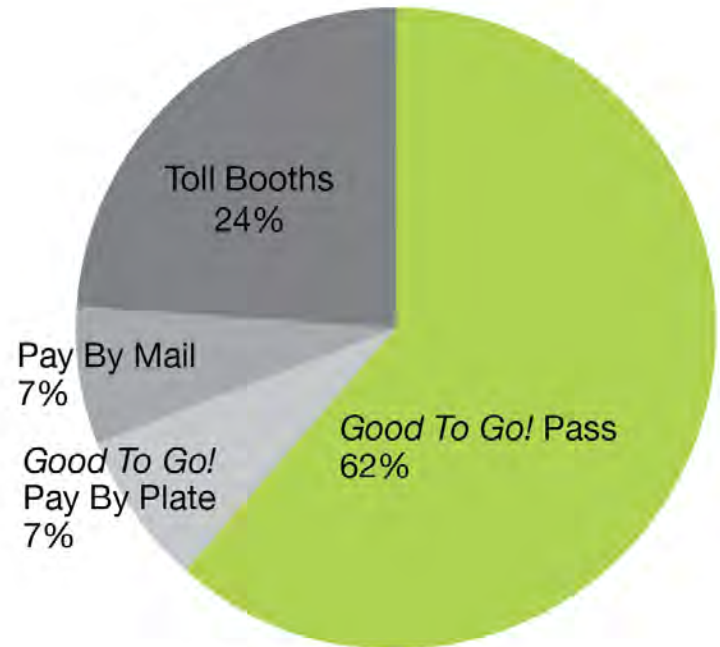


<sup>1</sup> November 2014 Forecasted Revenue and January 2015 Projected Expenses

<sup>2</sup> Expenses exclude Preservation, Civil Penalty, and Transponder costs

<sup>3</sup> Includes tolling revenue and rebilling fees

Source: WSDOT Toll Finance















Source: WSDOT Toll Operations

- 69 percent of all transactions paid using *Good To Go!*

# SR 167 HOT lanes pilot project

More drivers are using the HOT lanes and saving time

	Tolled Trips <sup>1</sup>	Average Toll Paid <sup>2</sup>	Travel Time Savings <sup>3</sup>	
			Northbound	Southbound
June 2008	1,000 	\$1.00	8 	4 
Minutes Saved				
June 2013	4,200 	\$1.25	9 	6 
Minutes Saved				
June 2014	4,500 	\$1.25	8 	6 
Minutes Saved				
June 2015	4,800 	\$1.75	10 	5 

<sup>1</sup>Tolled trips per weekday (Tuesday - Thursday)

<sup>2</sup>Average toll rate (Tuesday - Thursday)

<sup>3</sup>AM Peak (7-8am) PM Peak (4-5pm); Savings = HOT lanes vs. general purpose lane

Source: WSDOT Toll Operations

## Change to HOT lane access has made them easier to use

- \$520,000 federal grant to fund construction and study continuous access in conjunction with the Washington State Transportation Center
- Study results will help inform access on other WSDOT toll lane projects

## More people are choosing HOT lanes. Between FY 2009 to FY 2015:

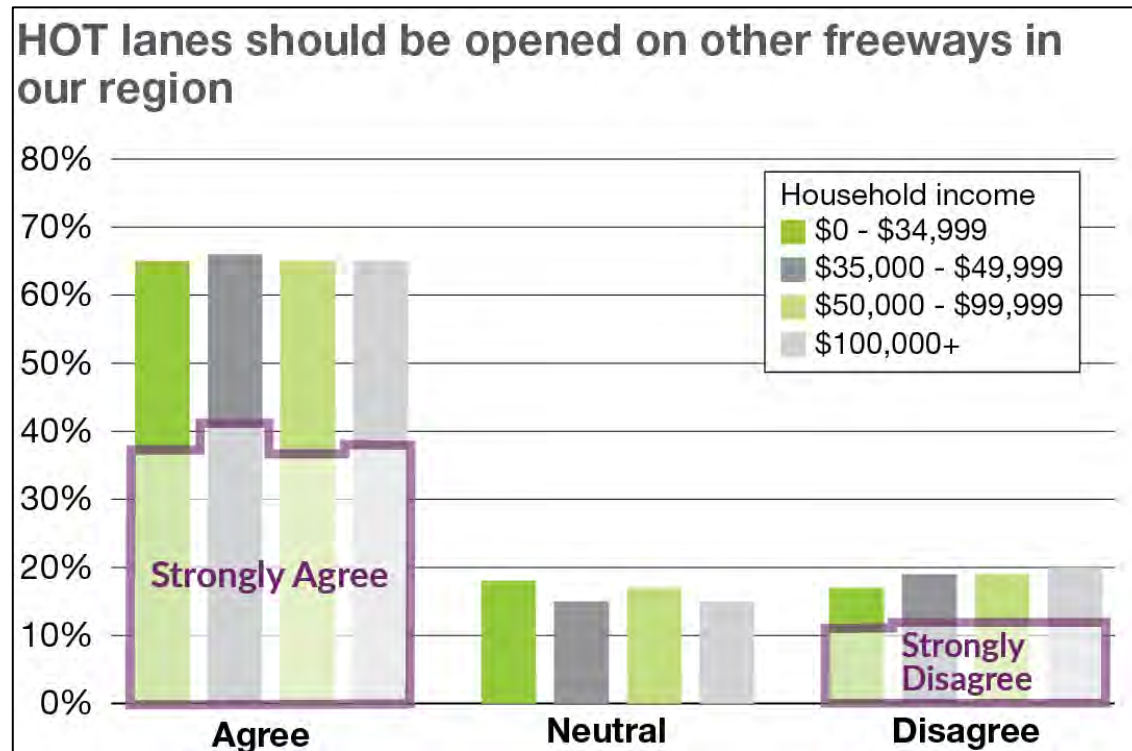
- 6 percent increase in average daily traffic
- 33 percent increase in average HOT lanes traffic



# SR 167 HOT lanes

## Yearly customer survey shows high satisfaction again

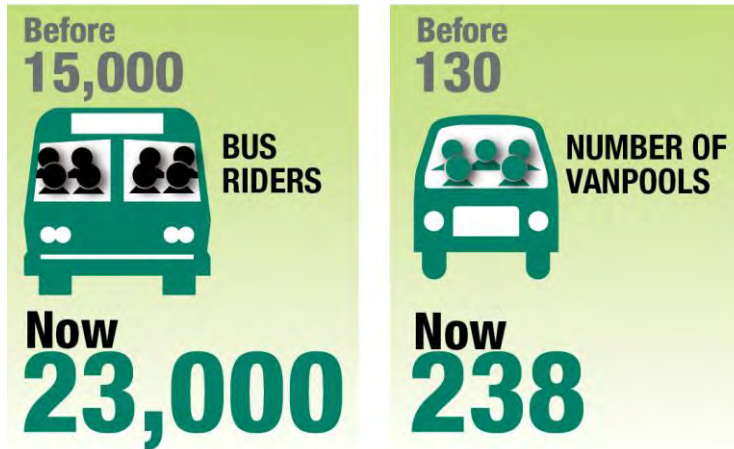
- 65 percent of users across all income groups supported expanding HOT lanes to other freeways in our region



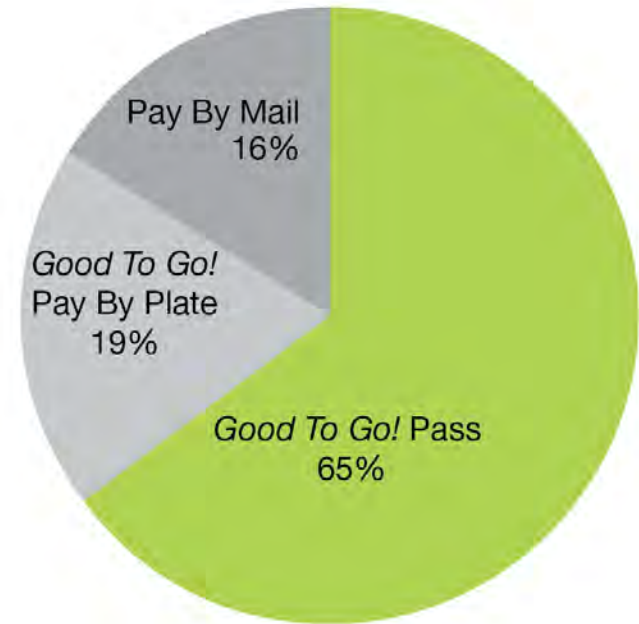


# SR 520 Bridge

- Traffic increased to an average of 74,000 vehicles each weekday, up from 72,000 in FY 2014
- Daily transit volumes continue to increase compared to pre-tolling levels



Source: King County Metro

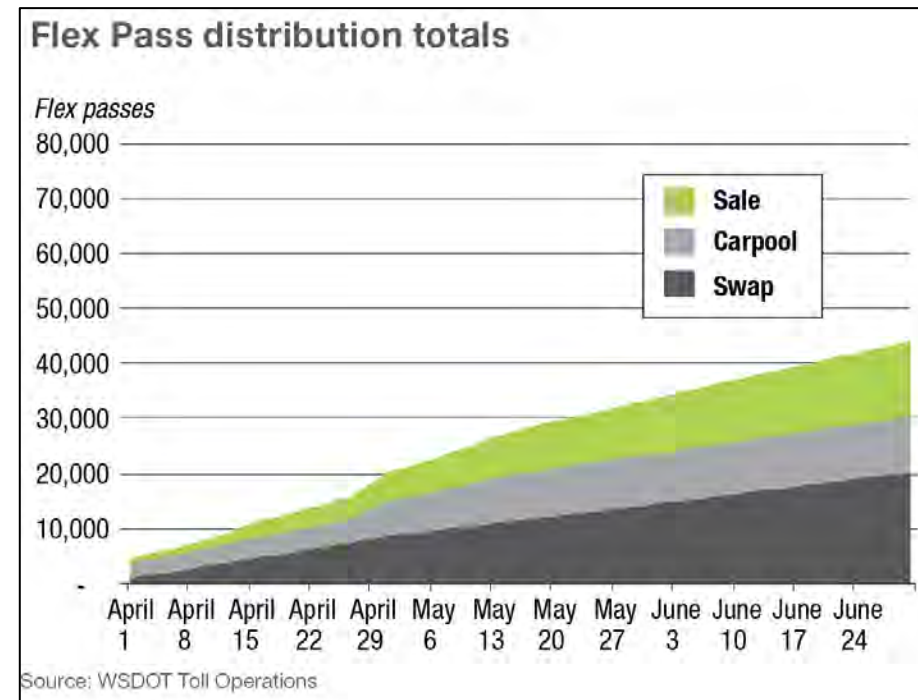


Source: WSDOT Toll Operations

- 84 percent of all transactions paid using *Good To Go!*

# I-405 express toll lanes

- The Flex Pass was introduced March 2015
- The pass replacement program replaced 20,000 switchable passes with Flex Passes by the end of FY 2015
- Two incentive programs were introduced:
  - The Flex Pass incentive distributed 10,000 free carpool passes by the end of FY 2015
  - The motorcycle incentive program distributed 2,500 free motorcycle passes by the end of FY 2015



# **FY 2016 THIRD QUARTER TRAFFIC AND REVENUE REPORTING**

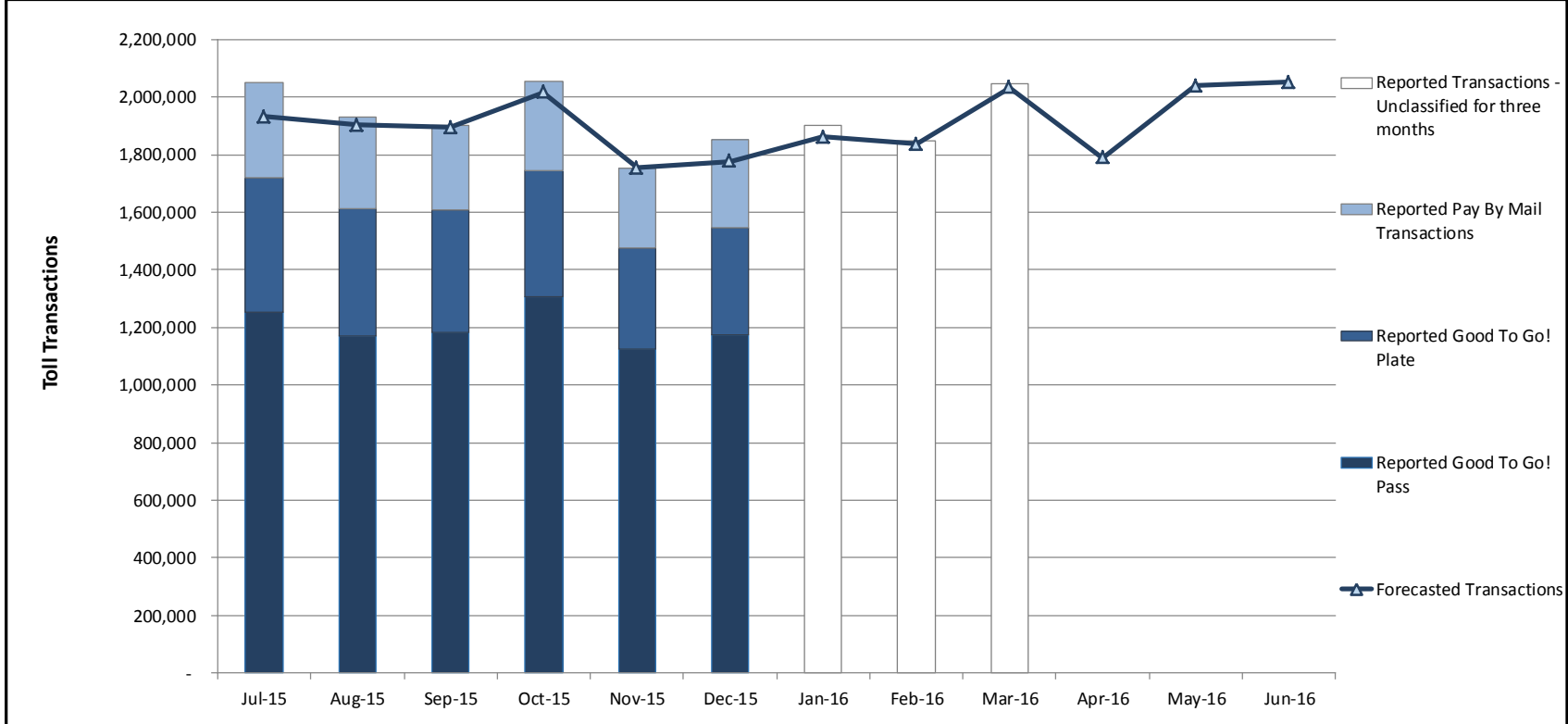
# **PERFORMANCE REPORTING**

## **SR 520 Bridge**

# SR 520 Bridge – FY 2016 Q3

## Forecast and Reported Toll Transactions

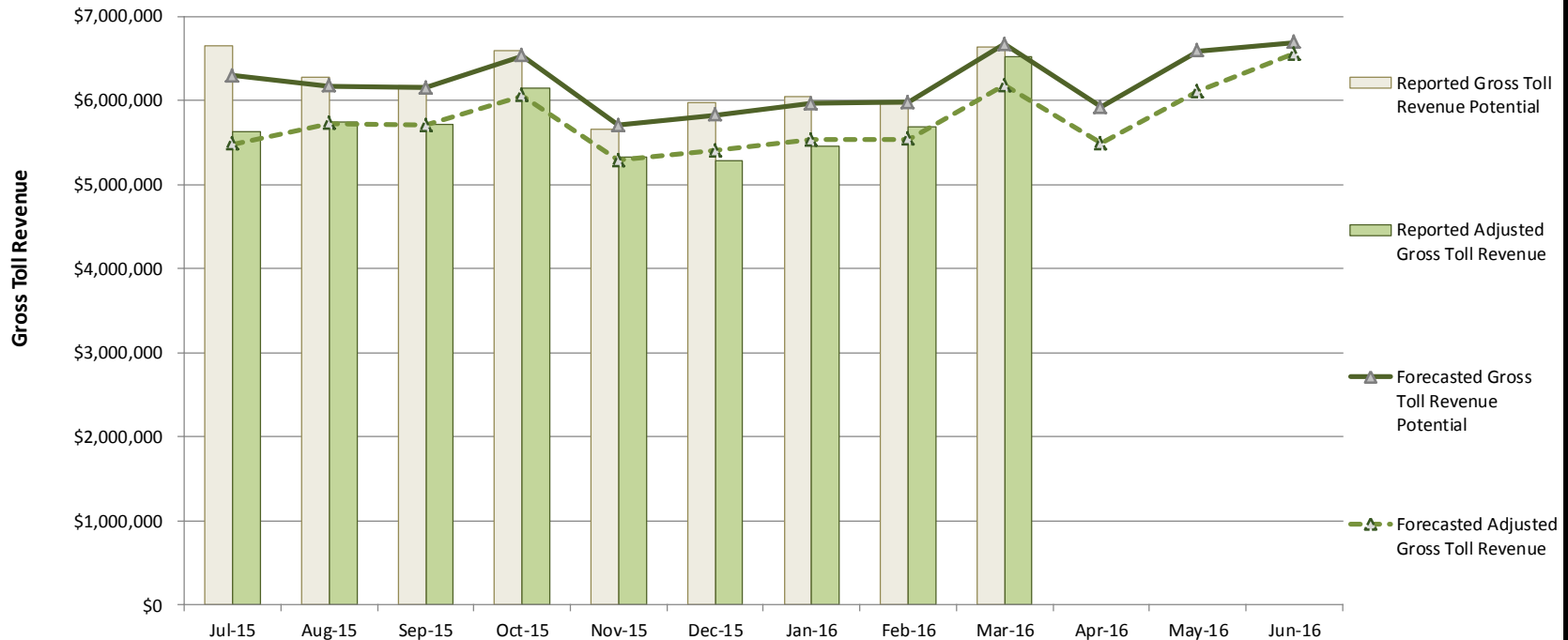
TOLL TRANSACTIONS	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Fiscal Year To Date	Annual Total
Forecasted Closure Days <sup>1</sup>	-	1.4	-	-	2.0	2.0	-	-	1.0	4.0	-	-	6.4	10.4
Reported Closure Days	-	1.4	-	-	1.7	0.8	-	-	0.5				4.3	
Forecasted Transactions <sup>2</sup>	1,932,000	1,903,000	1,894,000	2,016,000	1,754,000	1,777,000	1,862,000	1,837,000	2,033,000	1,788,000	2,038,000	2,052,000	17,008,000	22,886,000
Reported Transactions <sup>3</sup>	2,048,217	1,931,808	1,902,320	2,052,569	1,752,932	1,852,481	1,901,672	1,849,759	2,046,140				17,337,898	
Variance From Forecast	116,217	28,808	8,320	36,569	(1,068)	75,481	39,672	12,759	13,140				329,898	
Variance - % Change	6.0%	1.5%	0.4%	1.8%	(0.1%)	4.2%	2.1%	0.7%	0.6%				1.9%	
Reported Good To Go! Pass	61.2%	60.6%	62.1%	63.6%	64.1%	63.4%	-	-	-	-	-	-	62.5%	
Reported Good To Go! Plate	22.8%	23.0%	22.3%	21.4%	20.0%	20.0%	-	-	-	-	-	-	21.6%	
Reported Pay By Mail	16.0%	16.5%	15.6%	14.9%	15.9%	16.5%	-	-	-	-	-	-	15.9%	



# SR 520 Bridge – FY 2016 Q3

## Forecast and Reported Gross Toll Revenue

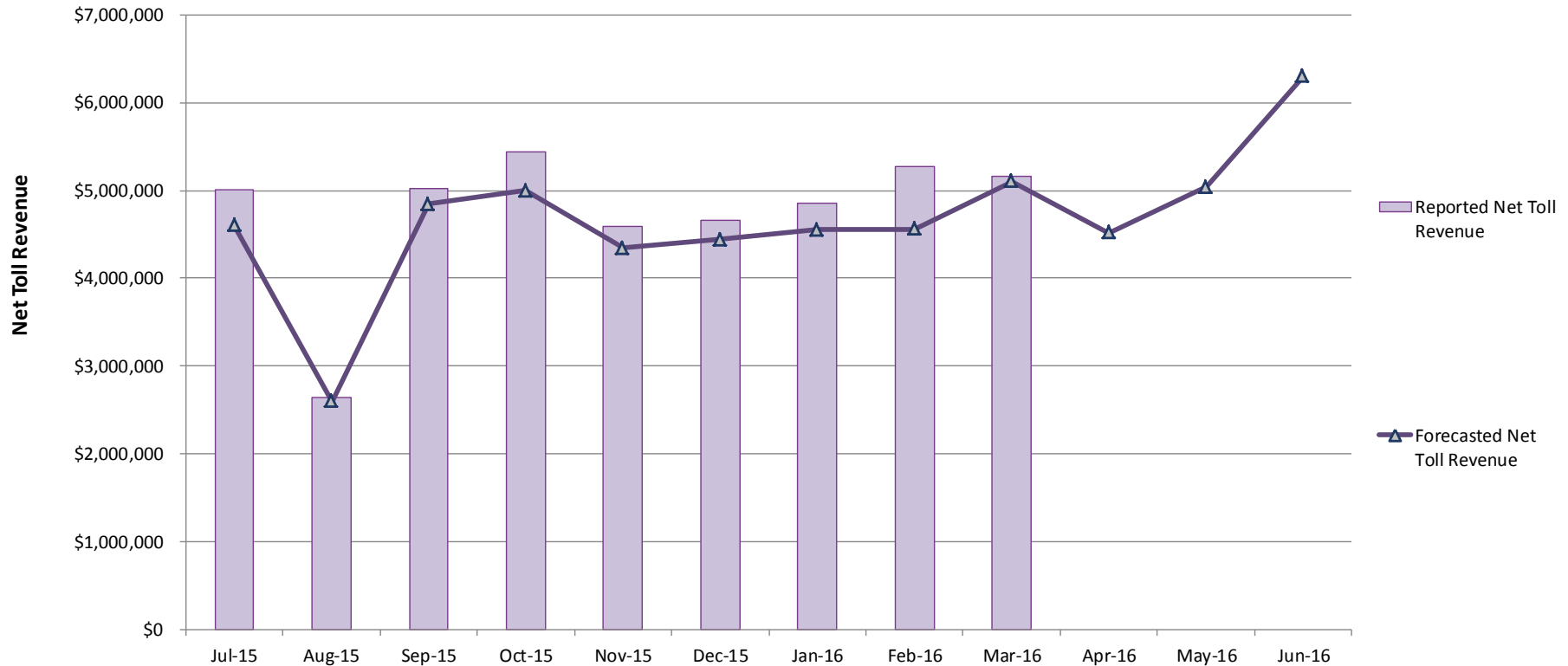
GROSS TOLL REVENUE	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Fiscal Year To Date	Annual Total
Forecasted Closure Days <sup>1</sup>	-	1.4	-	-	2.0	2.0	-	-	1.0	4.0	-	-	6.4	10.4
Reported Closure Days	-	1.4	-	-	1.7	0.8	-	-	0.5				4.3	
Forecasted Potential <sup>2</sup>	\$6,293,000	\$6,174,000	\$6,150,000	\$6,533,000	\$5,705,000	\$5,829,000	\$5,965,000	\$5,978,000	\$6,667,000	\$5,922,000	\$6,588,000	\$6,688,000	\$55,294,000	\$74,492,000
Reported Potential <sup>3</sup>	\$6,645,846	\$6,273,471	\$6,168,971	\$6,590,492	\$5,656,778	\$5,971,444	\$6,038,102	\$5,963,796	\$6,631,687				\$55,940,588	
Variance From Forecast	\$352,846	\$99,471	\$18,971	\$57,492	(\$48,222)	\$142,444	\$73,102	(\$14,204)	(\$35,313)				\$646,588	
Variance - % Change	5.6%	1.6%	0.3%	0.9%	(0.8%)	2.4%	1.2%	(0.2%)	(0.5%)				1.2%	
Forecasted Adjusted <sup>4</sup>	\$5,482,022	\$5,724,000	\$5,701,000	\$6,056,000	\$5,288,000	\$5,403,000	\$5,530,000	\$5,541,000	\$6,181,000	\$5,490,000	\$6,106,000	\$6,551,978	\$50,906,022	\$69,054,000
Reported Adjusted <sup>5</sup>	\$5,627,319	\$5,740,750	\$5,711,531	\$6,143,241	\$5,322,810	\$5,277,914	\$5,461,808	\$5,691,787	\$6,519,559				\$51,496,719	
Variance From Forecast	\$145,298	\$16,750	\$10,531	\$87,241	\$34,810	(\$125,086)	(\$68,192)	\$150,787	\$338,559				\$590,698	
Variance - % Change	2.7%	0.3%	0.2%	1.4%	0.7%	(2.3%)	(1.2%)	2.7%	5.5%				1.2%	



# SR 520 Bridge – FY 2016 Q3

## Forecast and Reported Net Toll Revenue

NET TOLL REVENUE	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Fiscal Year To Date	Annual Total
Forecasted Net Revenue <sup>1</sup>	\$4,602,022	\$2,596,000	\$4,841,000	\$4,997,000	\$4,345,000	\$4,442,000	\$4,550,000	\$4,558,000	\$5,103,000	\$4,515,000	\$5,040,000	\$6,297,978	\$40,034,022	\$55,887,000
Reported Net Revenue <sup>2</sup>	\$5,003,575	\$2,641,014	\$5,024,301	\$5,442,901	\$4,584,074	\$4,662,040	\$4,860,259	\$5,276,352	\$5,158,552				\$42,653,067	
Variance From Forecast	\$401,553	\$45,014	\$183,301	\$445,901	\$239,074	\$220,040	\$310,259	\$718,352	\$55,552				\$2,619,045	
Variance - % Change	8.7%	1.7%	3.8%	8.9%	5.5%	5.0%	6.8%	15.8%	1.1%				6.5%	



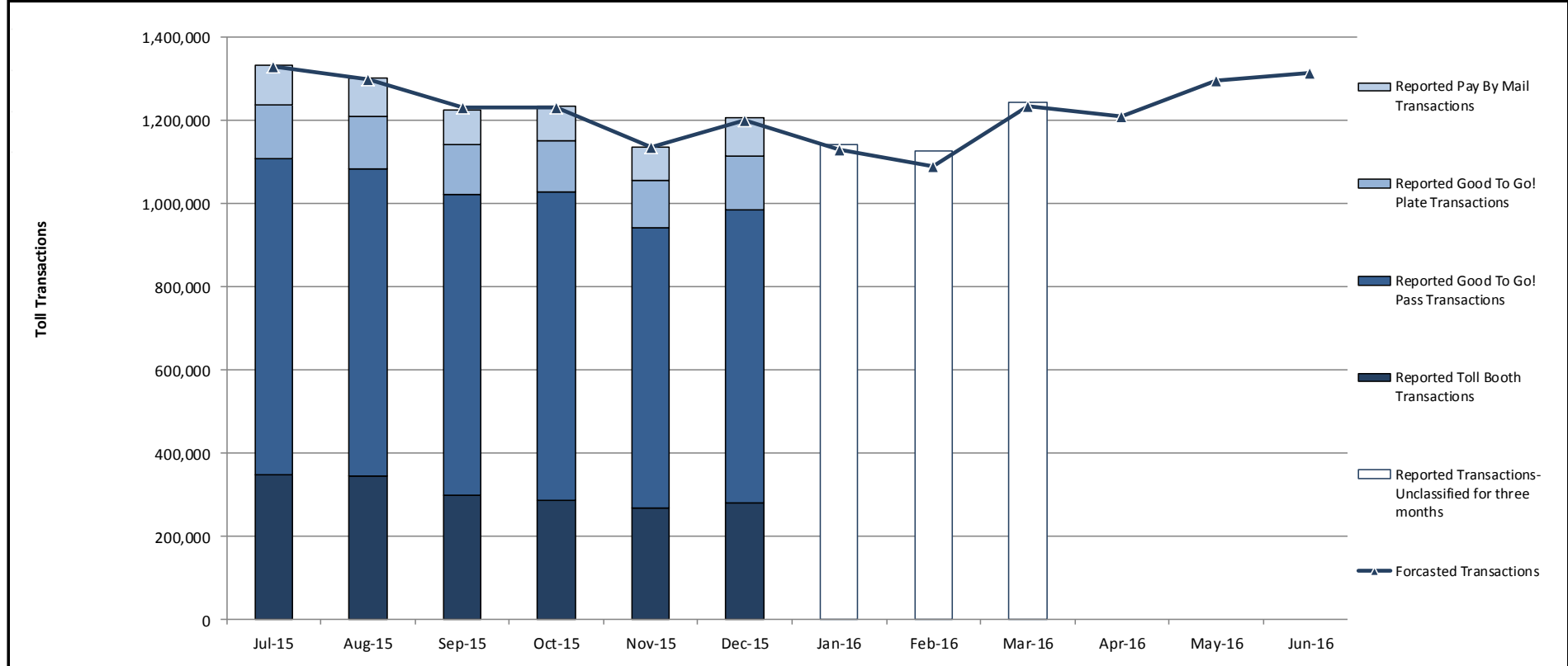


# **PERFORMANCE REPORTING**

## **SR 16 Tacoma Narrows Bridge**

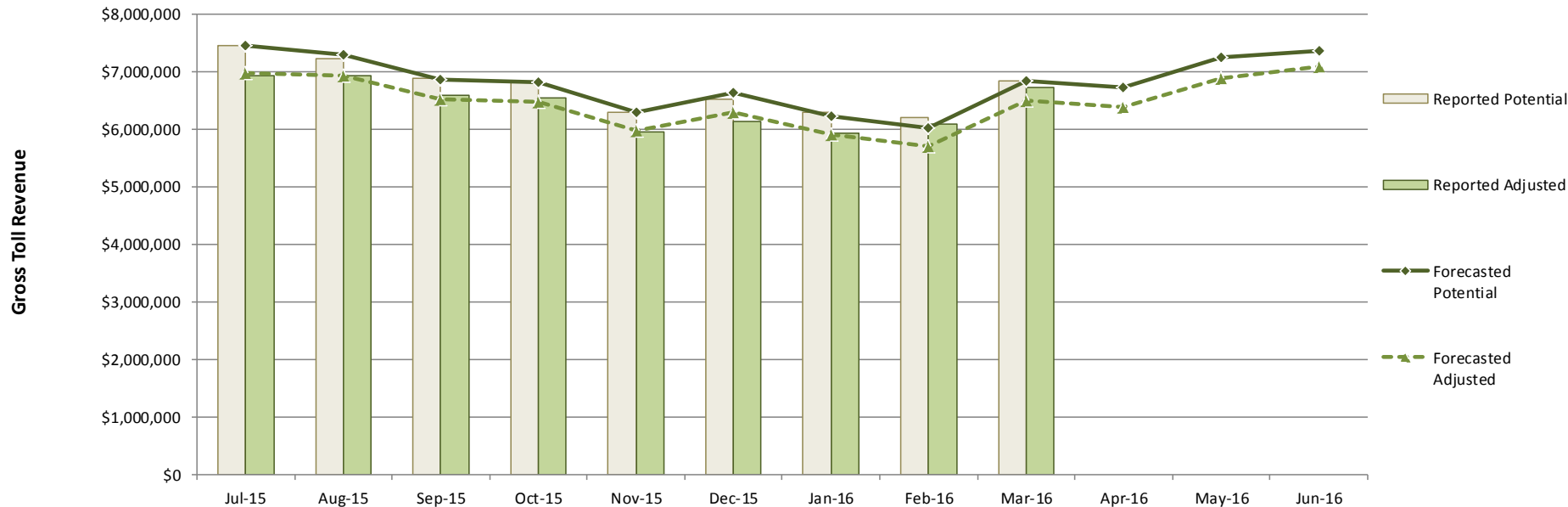
# Tacoma Narrows Bridge – FY 2016 Q3 Forecast and Reported Toll Transactions

TOLL TRANSACTIONS	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	YTD	Annual Total
Forecasted Transactions <sup>1</sup>	1,329,105	1,299,129	1,230,100	1,231,043	1,137,055	1,200,096	1,128,038	1,088,039	1,233,055	1,208,051	1,296,052	1,315,181	10,875,660	14,695,000
Reported Transactions <sup>2</sup>	1,331,532	1,302,183	1,226,444	1,234,934	1,136,584	1,206,380	1,140,463	1,126,514	1,241,916	-	-	-	10,946,950	
Variance from Forecast	2,427	3,054	(3,656)	3,891	(471)	6,284	12,425	38,475	8,861	-	-	-	71,290	
Variance - % change	0.2%	0.2%	(0.3%)	0.3%	(0.0%)	0.5%	1.1%	3.5%	0.7%	-	-	-	0.7%	
Reported Toll Booth	26.2%	26.4%	24.4%	23.1%	23.5%	23.1%							24.5%	
Reported Good To Go! Pass	57.1%	56.8%	58.9%	60.1%	59.4%	58.4%							58.4%	
Reported Good To Go! Plate	9.6%	9.6%	9.8%	9.9%	9.9%	10.7%							9.9%	
Reported Pay By Mail	7.0%	7.1%	6.9%	6.8%	7.2%	7.7%							7.1%	



# Tacoma Narrows Bridge – FY 2016 Q3 Forecast and Reported Toll Revenue

GROSS TOLL REVENUE	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	YTD	Annual Total
Forecasted Potential <sup>1</sup>	\$7,444,794	\$7,285,970	\$6,855,754	\$6,812,322	\$6,286,409	\$6,620,715	\$6,212,287	\$6,004,288	\$6,840,411	\$6,705,386	\$7,244,393	\$7,356,361	\$60,362,950	\$81,669,000
Reported Potential <sup>2</sup>	\$7,451,601	\$7,221,540	\$6,879,062	\$6,809,512	\$6,276,598	\$6,521,575	\$6,288,539	\$6,198,315	\$6,840,546	-	-	-	\$60,487,285	
Variance From Forecasted Potential	\$6,807	(\$64,431)	\$23,308	(\$2,811)	(\$9,811)	(\$99,140)	\$76,252	\$194,027	\$135	-	-	-	\$124,335	
Variance - % Change	0.1%	(0.9%)	0.3%	(0.0%)	(0.2%)	(1.5%)	1.2%	3.2%	0.0%	-	-	-	0.2%	
Forecasted Adjusted <sup>3</sup>	\$6,970,998	\$6,915,548	\$6,507,205	\$6,465,981	\$5,966,805	\$6,284,115	\$5,896,452	\$5,699,028	\$6,492,642	\$6,364,481	\$6,876,085	\$7,077,661	\$57,198,773	\$77,517,000
Reported Adjusted	\$6,924,297	\$6,910,146	\$6,588,359	\$6,532,833	\$5,940,625	\$6,114,163	\$5,931,340	\$6,068,713	\$6,705,563	-	-	-	\$57,716,039	
Variance From Forecasted Adjusted	(\$46,700)	(\$5,403)	\$81,155	\$66,852	(\$26,181)	(\$169,952)	\$34,888	\$369,685	\$212,922	-	-	-	\$517,267	
Variance - % Change	(0.7%)	(0.1%)	1.2%	1.0%	(0.4%)	(2.7%)	0.6%	6.5%	3.3%	-	-	-	0.9%	



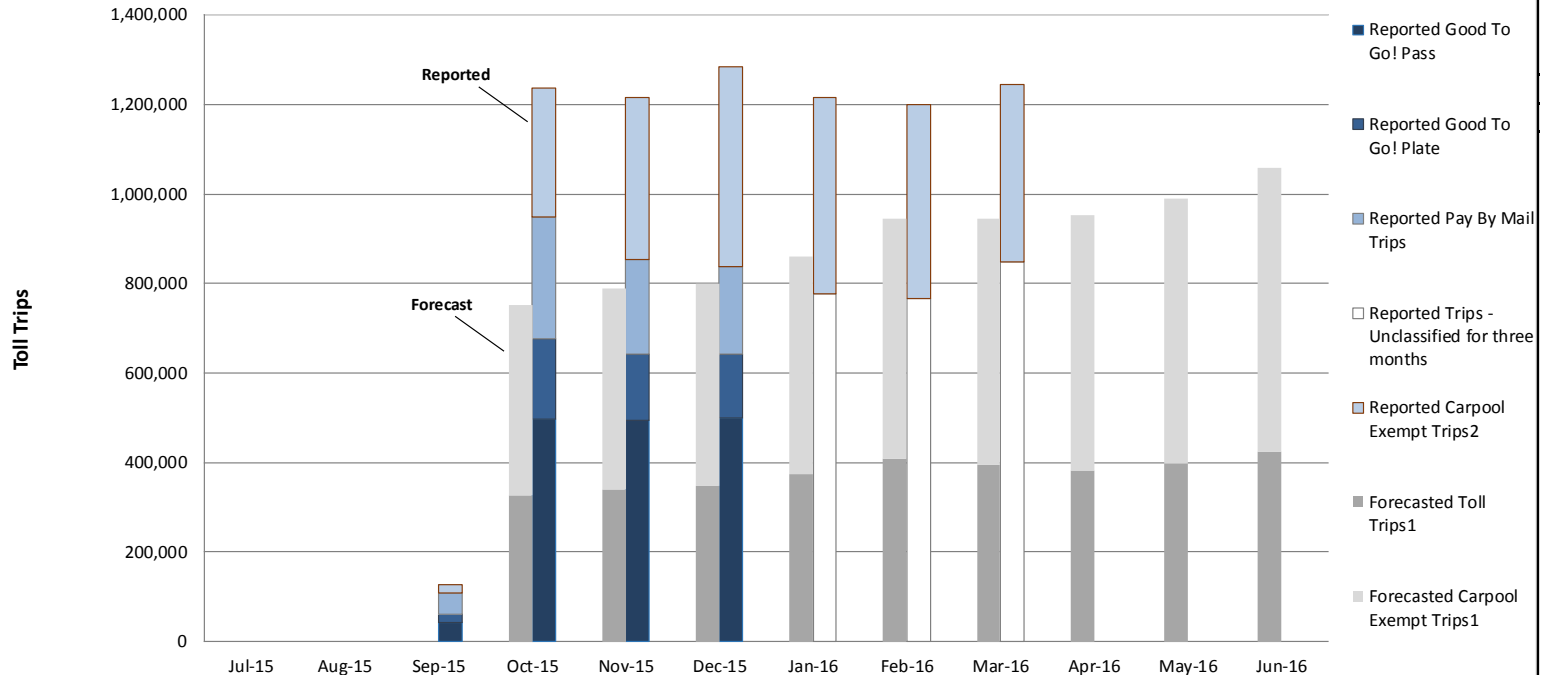
# **PERFORMANCE REPORTING**

## **I-405 express toll lanes**

# I-405 Express Toll Lanes– FY 2016 Q3

## Forecast and Reported Toll Trips

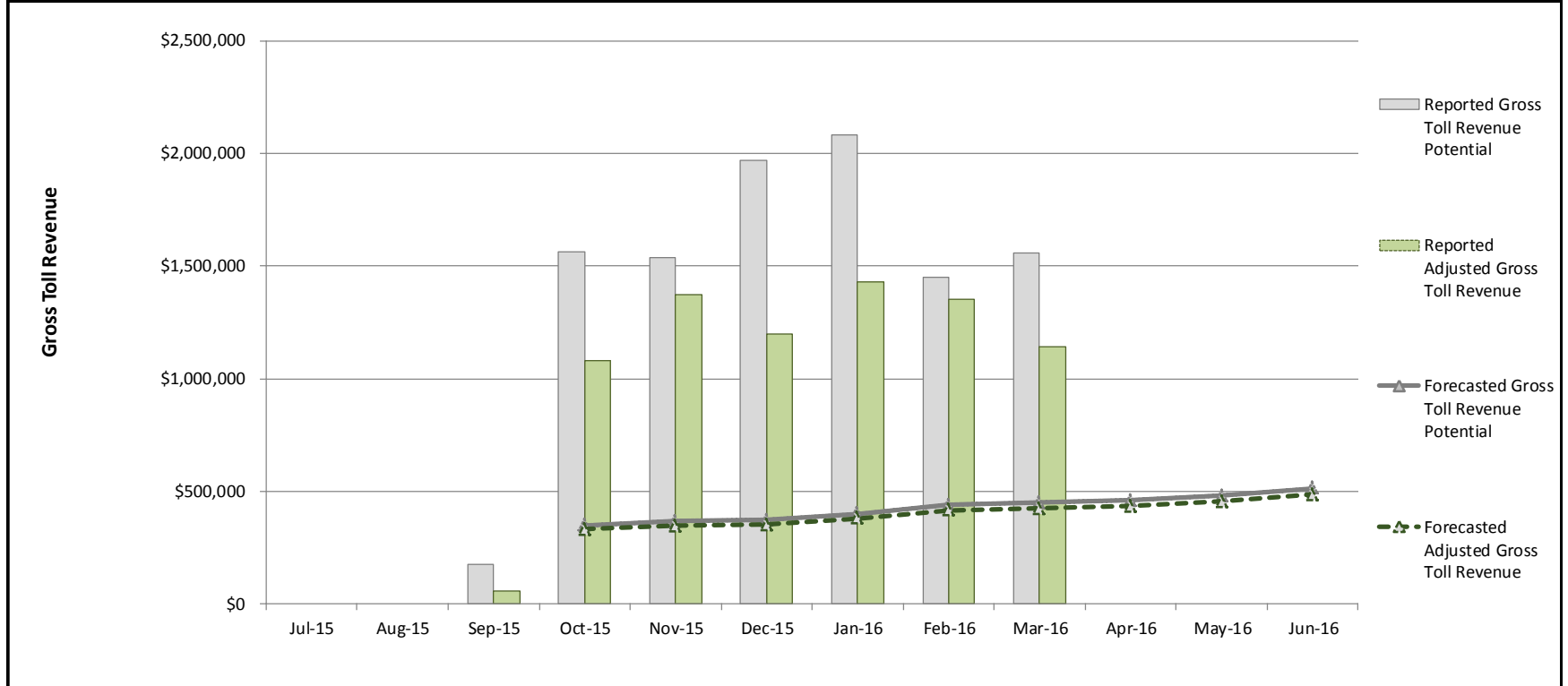
TRIPS	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Fiscal Year To Date	Annual Total
Forecasted Toll Trips <sup>1</sup>	-	-	-	326,000	341,000	347,000	373,000	409,000	396,000	383,000	397,000	425,000	2,192,000	3,397,000
Reported Toll Trips <sup>2</sup>	-	-	107,592	950,294	853,584	837,974	776,285	765,975	847,905				5,139,609	
Variance From Forecast	-	-	107,592	624,294	512,584	490,974	403,285	356,975	451,905				2,947,609	
Variance - % Change	-	-		191.5%	150.3%	141.5%	108.1%	87.3%	114.1%				134.5%	
Reported Good To Go! Pass <sup>3</sup>	-	-	39.2%	52.2%	58.0%	59.6%	-	-	-	-	-	-	55.8%	55.8%
Reported Good To Go! Plate <sup>3</sup>	-	-	17.7%	19.0%	17.1%	16.9%	-	-	-	-	-	-	17.7%	17.7%
Reported Pay By Mail <sup>3</sup>	-	-	43.2%	28.8%	24.9%	23.4%	-	-	-	-	-	-	26.5%	26.5%
Forecasted Carpool Exempt Trips <sup>1</sup>	-	-	-	427,000	447,000	453,000	488,000	535,000	550,000	570,000	594,000	635,000	2,900,000	4,699,000
Reported Carpool Exempt Trips <sup>2</sup>	-	-	20,058	286,109	361,389	446,333	440,488	434,904	397,545				2,386,826	
Variance From Forecast	-	-	20,058	(140,891)	(85,611)	(6,667)	(47,512)	(100,096)	(152,455)				(513,174)	
Variance - % Change	-	-		(33.0%)	(19.2%)	(1.5%)	(9.7%)	(18.7%)	(27.7%)				(17.7%)	
Reported Toll and Carpool Trips	-	-	127,650	1,236,403	1,214,973	1,284,307	1,216,773	1,200,879	1,245,450				7,526,435	



# I-405 Express Toll Lanes – FY 2016 Q3

## Forecast and Reported Toll Revenue

GROSS TOLL REVENUE	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Fiscal Year To Date	Annual Total
Forecasted Potential <sup>1</sup>				\$351,000	\$368,000	\$373,000	\$402,000	\$440,000	\$449,000	\$461,000	\$481,000	\$514,000	\$2,383,000	\$3,839,000
Reported Potential <sup>2</sup>	\$0	\$0	\$174,248	\$1,562,031	\$1,535,721	\$1,967,775	\$2,080,366	\$1,448,698	\$1,557,931				\$10,326,771	
Variance From Forecast	\$0	\$0	\$174,248	\$1,211,031	\$1,167,721	\$1,594,775	\$1,678,366	\$1,008,698	\$1,108,931				\$7,943,771	
Variance - % Change	-	-		345.0%	317.3%	427.6%	417.5%	229.2%	247.0%				333.4%	
Forecasted Adjusted <sup>3</sup>				\$332,000	\$348,000	\$353,000	\$380,000	\$416,000	\$424,000	\$435,000	\$454,000	\$485,000	\$2,253,000	\$3,627,000
Reported Adjusted <sup>4</sup>	\$0	\$0	\$56,015	\$1,079,310	\$1,373,490	\$1,200,211	\$1,427,997	\$1,351,888	\$1,144,256				\$7,633,166	
Variance From Forecast	\$0	\$0	\$56,015	\$747,310	\$1,025,490	\$847,211	\$1,047,997	\$935,888	\$720,256				\$5,380,166	
Variance - % Change	-	-		225.1%	294.7%	240.0%	275.8%	225.0%	169.9%				238.8%	



# For questions or further information

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**Assistant Secretary, Toll Division**  
**206-464-1299 or [RubsteP@wsdot.wa.gov](mailto:RubsteP@wsdot.wa.gov)**



# SR 520 Bridge – FY 2016 Q3

## Forecast and Reported Toll Transactions

### Footnotes

1. Forecasted weekend construction related closures as provided by the November 2015 Forecast.
2. Values based on the November 2015 Forecast.
3. Reported values are based on total monthly transactions adjusted for non-revenue and duplicate transactions.

# SR 520 Bridge – FY 2016 Q3

## Forecast and Reported Gross Toll Revenue

### Footnotes

1. Forecasted weekend construction related closures as provided by the November 2015 Forecast.
2. Values based on the November 2015 Forecast.
3. Reported values are based on adjusted monthly revenue from the Unbilled Transaction Report.
4. Values based on the November 2015 Forecast. The forecasted adjusted gross toll revenue equals the gross toll revenue potential minus the adjustments.
5. Reported adjusted gross toll revenue corresponds to "tolling revenue" values reported in WSDOT annual financial statements. Values may change to align with year-end reports.

# SR 520 Bridge – FY 2016 Q3

## Forecast and Reported Net Toll Revenue

### Footnotes

1. Values based on the November 2015 Forecast.
2. Reported net toll revenue prior to adjustments for payment of deferred sales tax, debt service, periodic facility repair & replacement costs and periodic toll equipment and customer service center repair & replacement costs. Values may be subject to change to align with year-end reports.

# Tacoma Narrows Bridge – FY 2016 Q3 Forecast and Reported Toll Transactions Footnotes

1. The data is based upon the TRFC November 2015 Forecast.
2. The reported transaction is based on the TNB lane collection system data adjusted for duplicate and non-revenue transactions.

# Tacoma Narrows Bridge – FY 2016 Q3 Forecast and Reported Toll Revenue Footnotes

1. The data is based upon the TRFC November 2015 Forecast.
2. The reported gross toll revenue potential values exclude toll revenue associated with duplicate transactions and non-revenue transactions and are comparable to forecast values.
3. The Forecasted Adjusted Gross Toll Revenue reflects adjustments for Pay By Plate Fees, less Short-term Account Discounts and Toll Revenue Not Recognized, and the extended year-end accounting window.

# I-405 Express Toll Lanes– FY 2016 Q3

## Forecast and Reported Toll Trips

### Footnotes

1. March 18 - July 31 Forecast values based on EAG Scenario C Revised with the Following Key Assumptions: \$0.25 Pay By Plate Fee | \$2 Pay By Mail Toll Increment | \$0.75 Fixed Minimum Toll | No Tolling Nights (7:00PM-5:00AM) and Weekends | 3+ Free for 8 Hours Peak | 2+ Free Off-Peak October 1 - March 17 Forecast values based on EAG Scenario C Revised with the Following Key Assumptions: \$0.25 Pay By Plate Fee | \$2 Pay By Mail Toll Increment | \$0.75 Fixed Minimum Toll | 24/7 Operations | 3+ Free for 8 Hours Peak | 2+ Free Off-Peak
2. Reported values are based on total monthly trips adjusted for non-revenue and duplicate trips. HOV volumes include operations during toll hours only.
3. Trips by payment method are based on values extracted from the monthly Toll Business Report and are subject to change as transactions are resolved.

# I-405 Express Toll Lanes – FY 2016 Q3

## Forecast and Reported Toll Revenue

### Footnotes

1. March 18 - July 31 Forecast values based on EAG Scenario C Revised with the Following Key Assumptions: \$0.25 Pay By Plate Fee | \$2 Pay By Mail Toll Increment | \$0.75 Fixed Minimum Toll | No Tolling Nights (7:00PM-5:00AM) and Weekends | 3+ Free for 8 Hours Peak | 2+ Free Off-Peak October 1 - March 17 Forecast values based on EAG Scenario C Revised with the Following Key Assumptions: \$0.25 Pay By Plate Fee | \$2 Pay By Mail Toll Increment | \$0.75 Fixed Minimum Toll | 24/7 Operations | 3+ Free for 8 Hours Peak | 2+ Free Off-Peak
2. Revenue potential values are calculated using the reported adjusted gross toll revenue with adjustments for Pay By Plate fees and Leakage as derived from the ICRS/VPS Report.
3. Values based on EAG Scenario C Forecast with revisions. The forecasted adjusted gross toll revenue equals the gross toll revenue potential plus adjustments for Pay By Plate fees and less leakage.
4. Reported adjusted gross toll revenue corresponds to "Tolling revenue" values reported in WSDOT annual financial statements. Values may change to align with year-end reports.