California’s Journey

**Fall 2014**
Legislation Passed
SB 1077

**2015**
Outreach & Education

**2016**
Nine-month Live Pilot
July 2016 – March 2017

**December 2017**
Released report
By the Numbers

The Road Charge Pilot Program Achieved Many First

• Maintained more than 5,000 participating vehicles over a nine-month period
• Demonstrated six reporting and recording methods
• Offered manual, low tech, and high tech reporting methods
• For the first time included heavy commercial vehicles

Making it the largest road charge pilot in the nation to date!
Pilot Observations – Participation & Perception

• Certain demographic targets and sub-targets set by the TAC were unattainable

• 85% were satisfied with the overall pilot

• 78% were satisfied with the security of their data

• 73% agree that a road charge is more fair than a gas tax

• 90% say they would participate in another road charge demonstration

85% overall pilot satisfaction, which is further supported by the low rate of 4% attrition
Pilot Observations – Third Party Vendors

• Successful in studying the viability of using third-party vendors (Account Managers)
• Demonstrated the ability to offer value-added features as an enhancement to the user experience
• Account managers provided flexibility to pilot participants
• No direct relationship with Account Managers
  • Communication Issues
  • Unclear Expectations

74% satisfied with account manager chosen for the pilot
Pilot Observations – Privacy & Data Security

• Privacy and data security provisions were implemented, ensuring pilot participant information was secure
• No breaches or complications
• Privacy and data security were not of significant concern for the majority of focus group participants
• 78% participant satisfaction rating in regards to the pilot privacy and data security
Pilot Observations – Mileage Reporting Methods

• Manual and automated mileage reporting options offered

• At enrollment the clarity of communications and instructions regarding the mileage reporting methods caused a level of concern

**6 mileage recording and reporting methods...**

- Plug-in
- Smartphone
- Telematics
- Time Permit
- Mileage Permit
- Odometer Reading

86% satisfied with mileage reporting method
Pilot Observations – Technology

- Range of mileage recording and reporting technologies offered
- 62% of the participants with a technology based mileage recording and reporting device, chose a GPS enabled device
- Plug-in device reliable, but could be obsolete as vehicle technology evolves
- Smartphone applications and In-Vehicle Telematics show promise, but need further development
Next Steps

• Pay-at-the-Pump
• Revenue Collection
• In-Vehicle Telematics
• Technology Collaborative
• Organizational Considerations
Thank you!