

FY 2018 Annual Report Update & FY 2019 Second Quarter Traffic and Revenue & Proviso Report

Washington State Transportation Commission

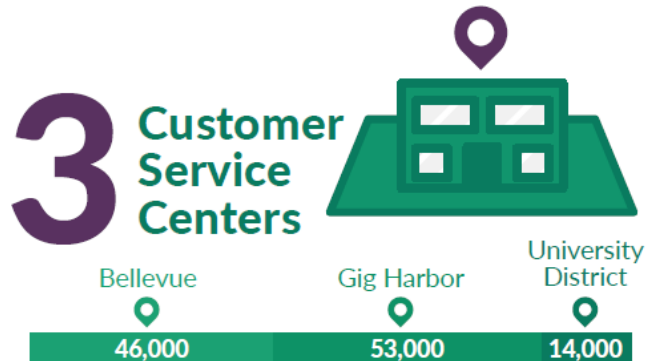
Edward Barry, Toll Division Director
March 19, 2019

Toll Division Annual Report – highlights

Business Plan Goals

- **High quality customer service**
 - *Good To Go!* served over 1.5 million customers
 - Drivers took 2.6 million more trips on tolled facilities in FY 2018, compared to FY 2017
- **Outstanding program delivery and operation**
 - SR 167 HOT lanes marked 10 years of operations
- **Proactive, transparent communication**
 - Focus on using social media platforms to provide consistent, reliable information about projects and issues affecting customers

Customer service highlights



113,000 VISITS

462,000 CALLS

The text is accompanied by a green icon of a telephone handset.

4.7 MILLION OUTGOING EMAILS

The text is accompanied by the 'Good To Go!' logo, which features a green monitor icon with the text 'Good To Go!' on it.

4.1 MILLION OUTGOING PIECES OF MAIL

The text is accompanied by a green icon of a mailbox.

Customer survey from FY 2018

Was your issue resolved in one call?



Representatives provided respectful service in a friendly manner



Representatives spent a sufficient amount of time helping me resolve my issue

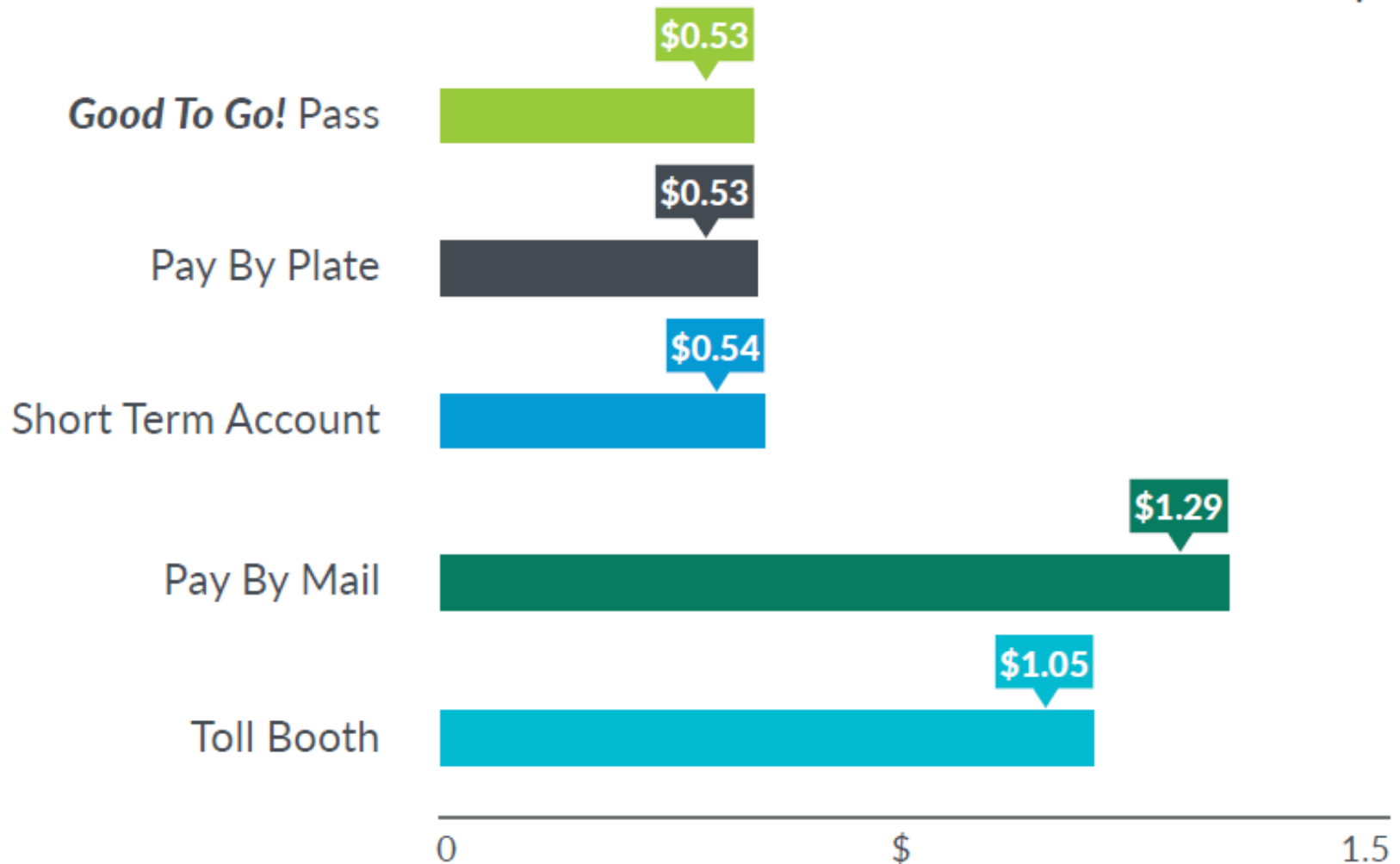


Representatives were knowledgeable and able to answer my questions



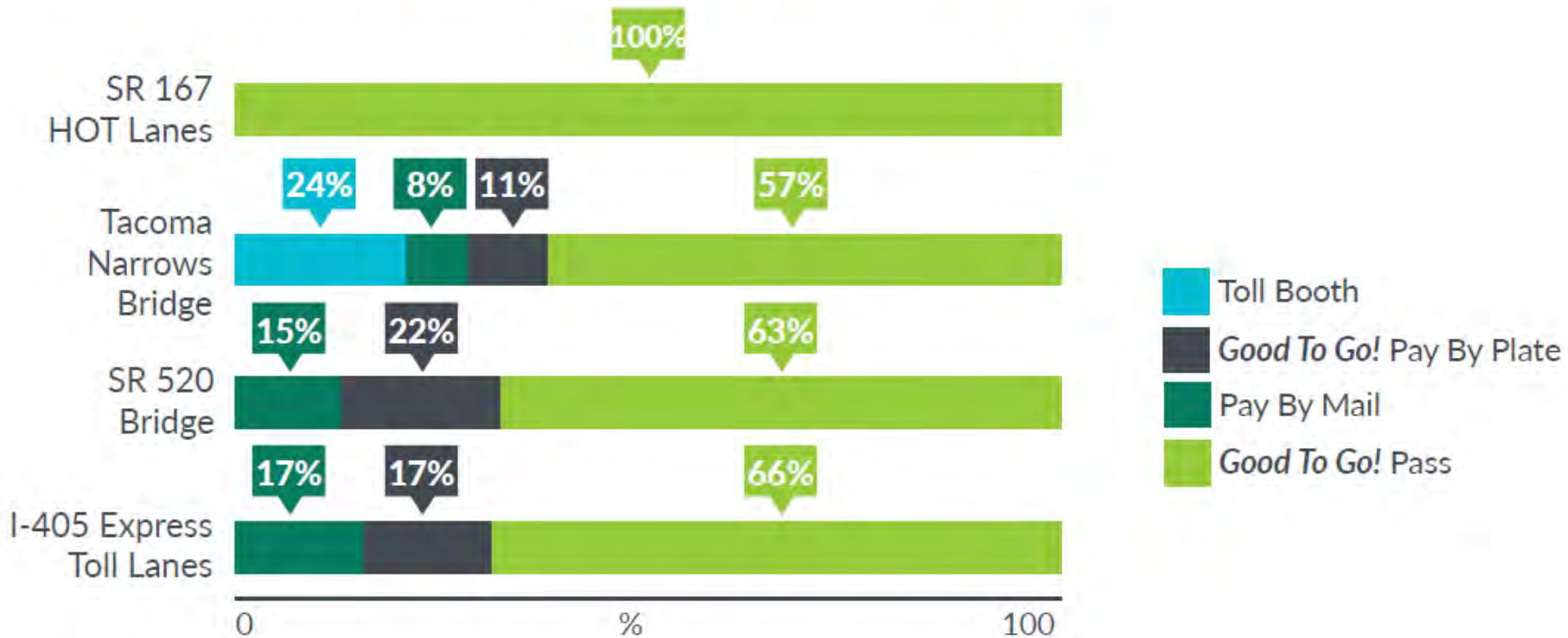
Transaction highlights

COST TO COLLECT TOLL PER TRANSACTION



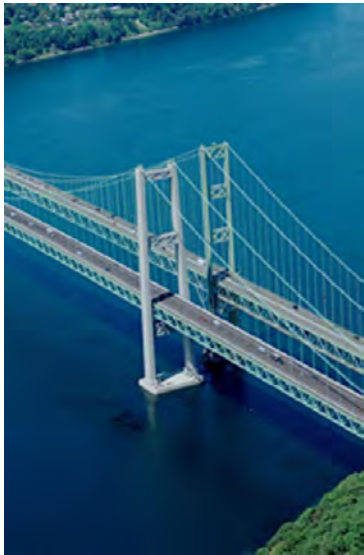
Transaction highlights

TOTAL TRANSACTIONS BY FACILITY AND PAYMENT METHOD



Facilities update

**SR 16 Tacoma
Narrows Bridge**



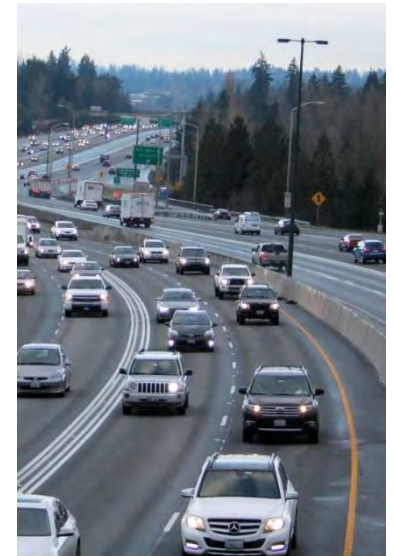
**SR 520
Floating Bridge**



**SR 167 HOT Lanes
Pilot Project**



**I-405 Express
Toll Lanes**



SR 16 Tacoma Narrows Bridge



Average weekday trips

45,000

Increase of 1,000 trips
each weekday compared
to FY 2017

SR 16 TOLL REVENUE VS TOLL EXPENSES FY 2018

Revenue ¹



Expenses ²



0 100 M

■ Projected ■ Actuals

¹ Only includes tolling revenues.

² Expenses exclude civil Penalty, preservation, and transponder costs.

SR 520 Bridge



Average weekday trips

81,000

Increase of 2,000 trips
each weekday compared
to FY 2017



Average weekday
transit boardings

23,000



Average weekday
vanpool trips

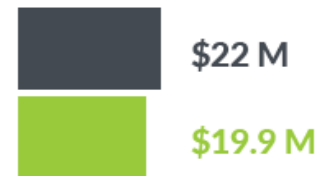
435

SR 520 TOLL REVENUE VS TOLL EXPENSES FY 2018

Toll Revenue



Expenses



0 100 M

■ Projected ¹ ■ Actuals ²

¹ Consistent with the November 2017 Net Revenue forecast. The revenue forecast only includes tolling revenue. The expense forecast includes toll collection O&M costs, CSC Procurement costs, Roadway O&M costs, Credit Card Fees, and Bridge Insurance Premiums, less transponder inventory costs.

² Consistent with the values reported in the WSDOT financial statements for the facility. The revenue only includes toll revenue. The expenses exclude transponder-related costs and toll lane system and facility periodic repair and replacement costs.

SR 167 HOT lanes



Average weekday trips

5,800

Increase of 500 trips
each weekday compared
to FY 2017



Average weekday
transit boardings

2,050



Travel time savings

8 minutes

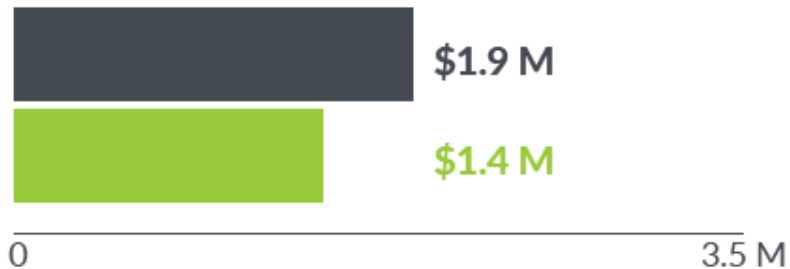
SR 167 TOLL REVENUE VS TOLL EXPENSES

FY 2018

Revenue ¹



Expenses ²

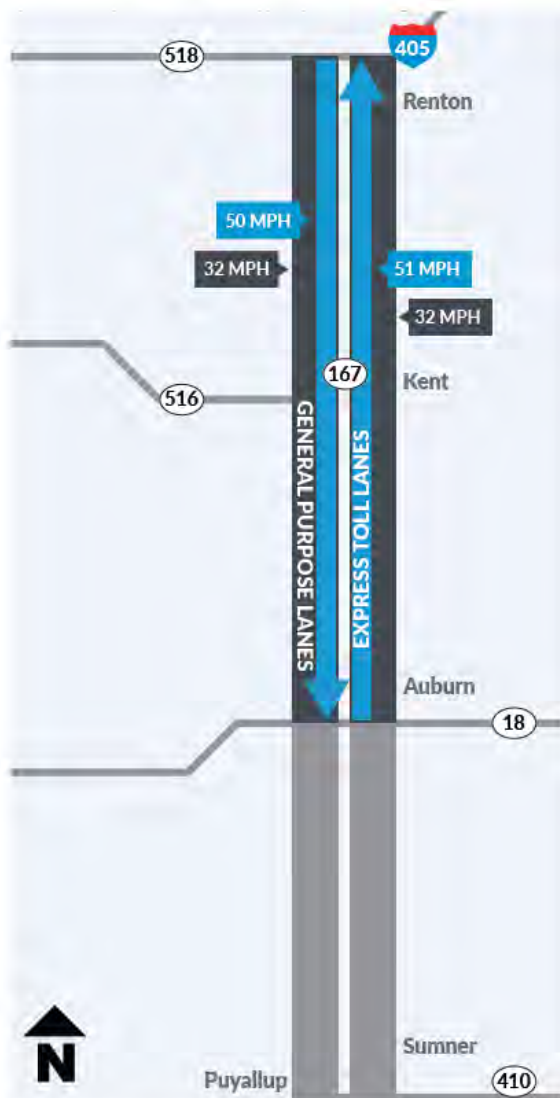


■ Projected ■ Actuals

¹ Only includes tolling revenues.

² Total expenses less Preservation and Transponder costs

SR 167 HOT lanes



**HOT LANES SPEEDS VS. GENERAL PURPOSE LANES SPEEDS
FY 2018**

**NORTHBOUND AUBURN TO RENTON
= 19 MPH FASTER**

**SOUTHBOUND RENTON TO AUBURN
= 18 MPH FASTER**



**Good To Go! rate
(average peak period)**

\$3.70

I-405 express toll lanes



Average paid weekday trips

40,000

Increase of 3,000 trips
each weekday compared
to FY 2017



Average weekday
transit boardings

7,800



Travel time savings

NB 10 minutes
SB 11 minutes

I-405 TOLL REVENUE VS TOLL EXPENSES

FY 2018

Revenue ¹



Expenses ²



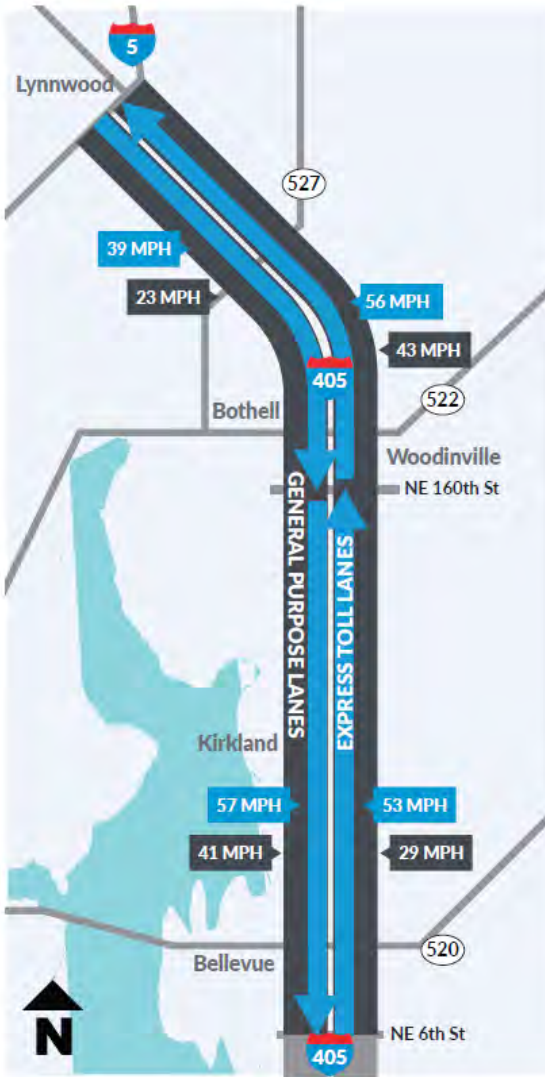
0 25 M

■ Projected ■ Actuals

¹ Only includes tolling revenues.

² Expenses exclude civil Penalty, capital improvements, and transponder costs.

I-405 express toll lanes



I-405 EXPRESS TOLL LANES VS GENERAL PURPOSE LANES SPEEDS FY 2018

NORTHBOUND BOTHELL TO LYNNWOOD
= 13 MPH FASTER

SOUTHBOUND LYNNWOOD TO BOTHELL
= 16 MPH FASTER

NORTHBOUND BELLEVUE TO BOTHELL
= 24 MPH FASTER

SOUTHBOUND BOTHELL TO BELLEVUE
= 16 MPH FASTER



Good To Go! rate
(average peak period)

\$3.50

FY 2019 Second Quarter Traffic and Revenue

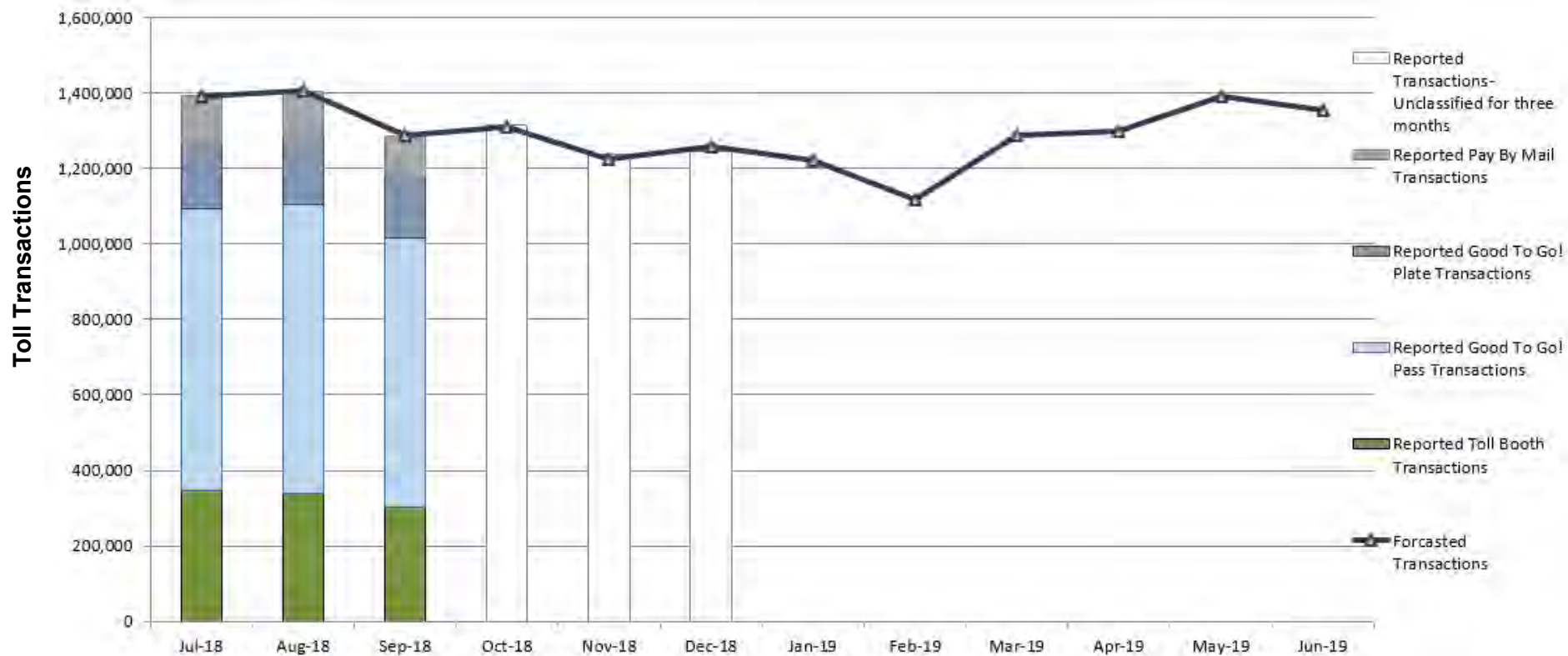
Summary

- This presentation compares November 2018 forecast vs. actual toll traffic and revenue for Q2 (July 2018 through December 2018) of fiscal year 2019.
- Overall, Q2 reported toll traffic and revenue were slightly above the forecast:
 - Total year-to-date toll transactions were 27.1 million, 321 thousand (or 1.2%) above the forecast
 - Total year-to-date toll revenues were \$101.1 million, \$1.8 million (or 1.9%) above the forecast.

Tacoma Narrows Bridge

FY 2019 Q2 forecasted and reported toll traffic

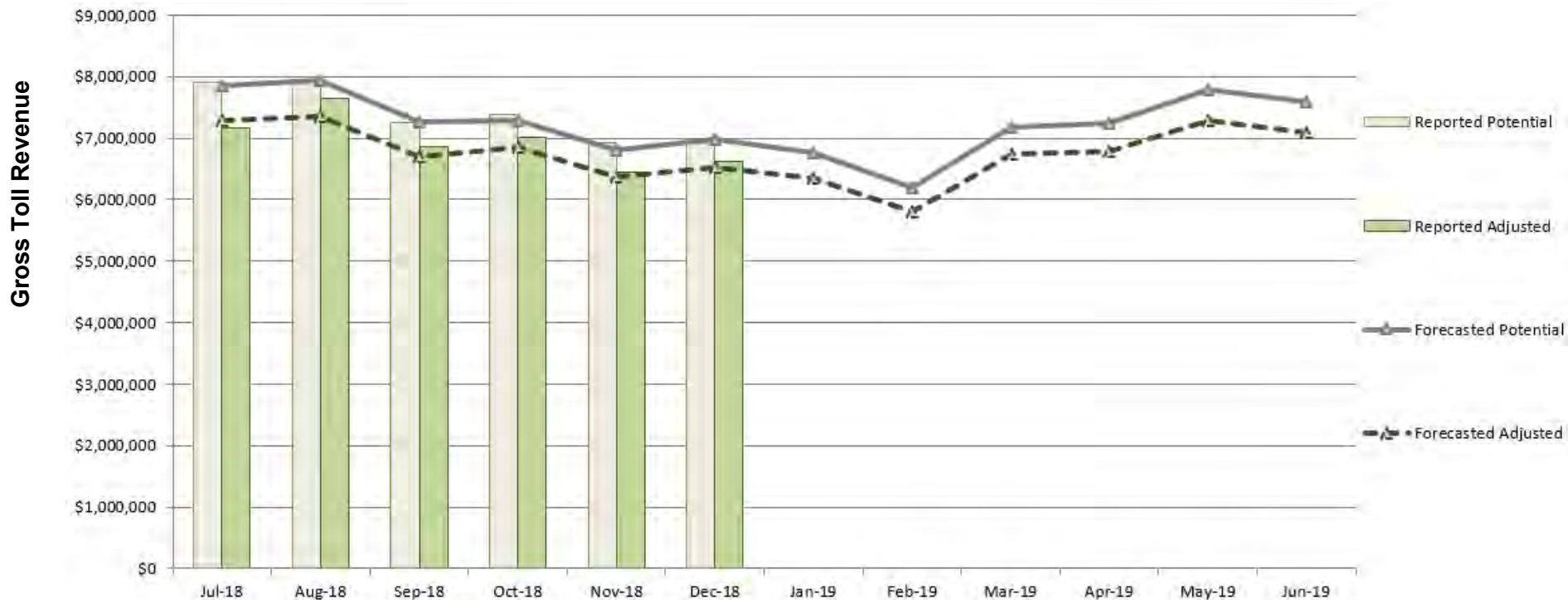
- Total reported toll traffic was in line with the forecast



Tacoma Narrows Bridge

FY 2019 Q2 forecasted and reported gross toll revenue

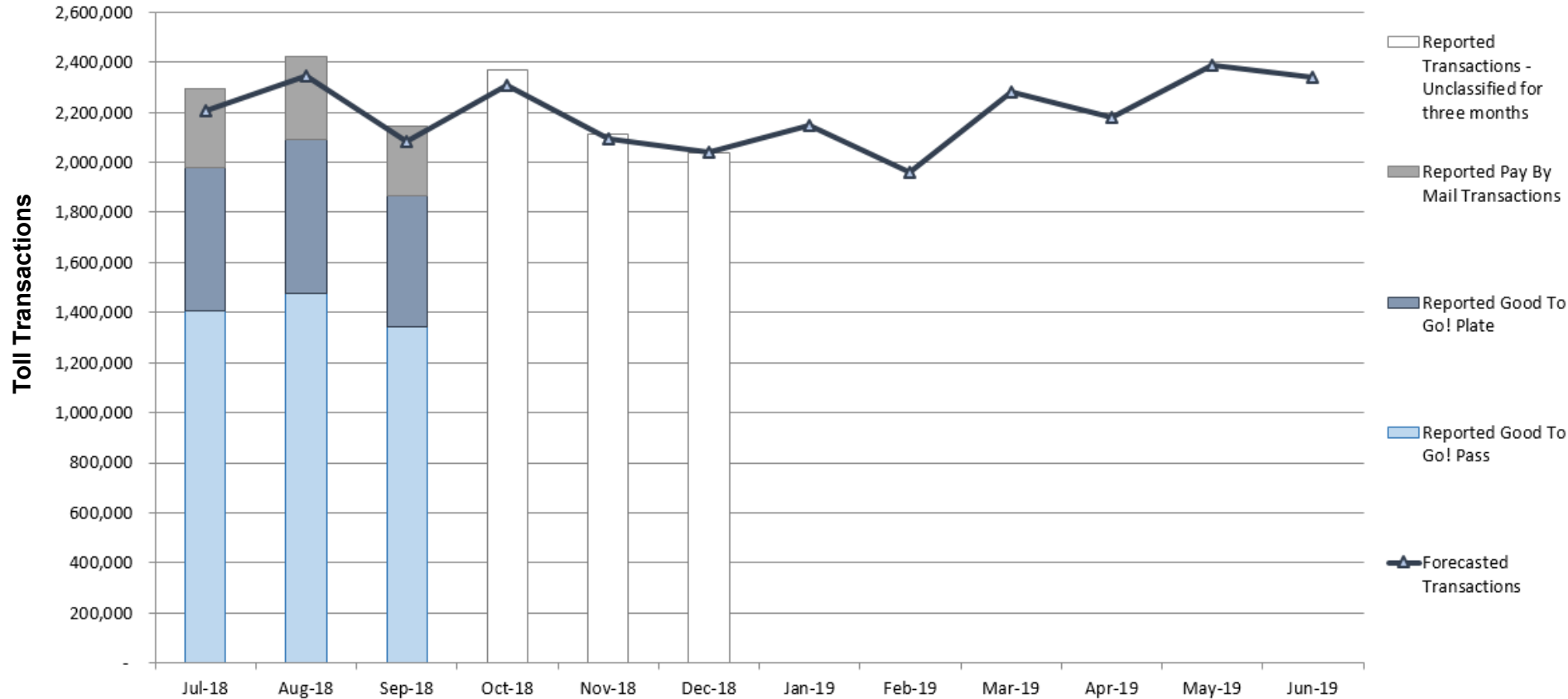
- Total reported adjusted gross toll revenue was 1.7% above the forecast, up by \$700 thousand



SR 520 Bridge

FY 2019 Q2 forecasted and reported toll traffic

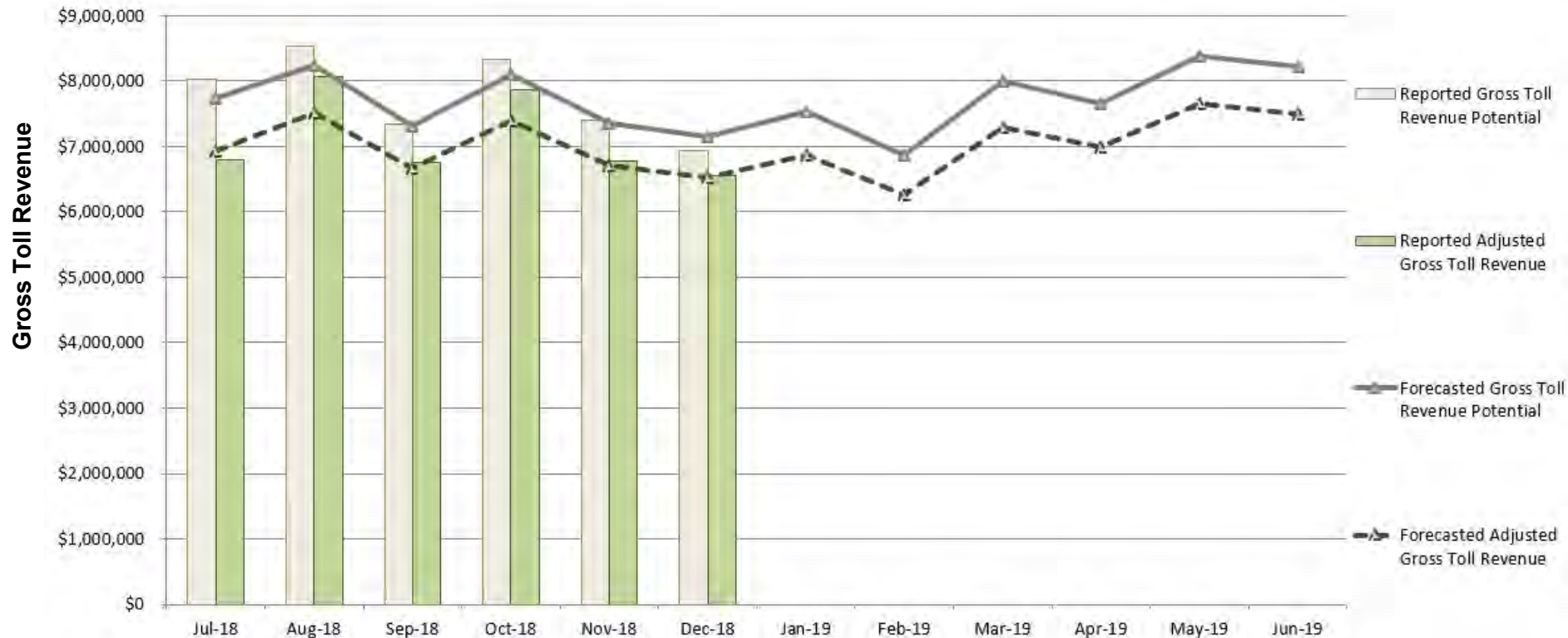
- Total reported toll transactions were 2.3% above the November 2018 forecast



SR 520 Bridge

FY 2019 Q2 forecasted and reported gross toll revenue

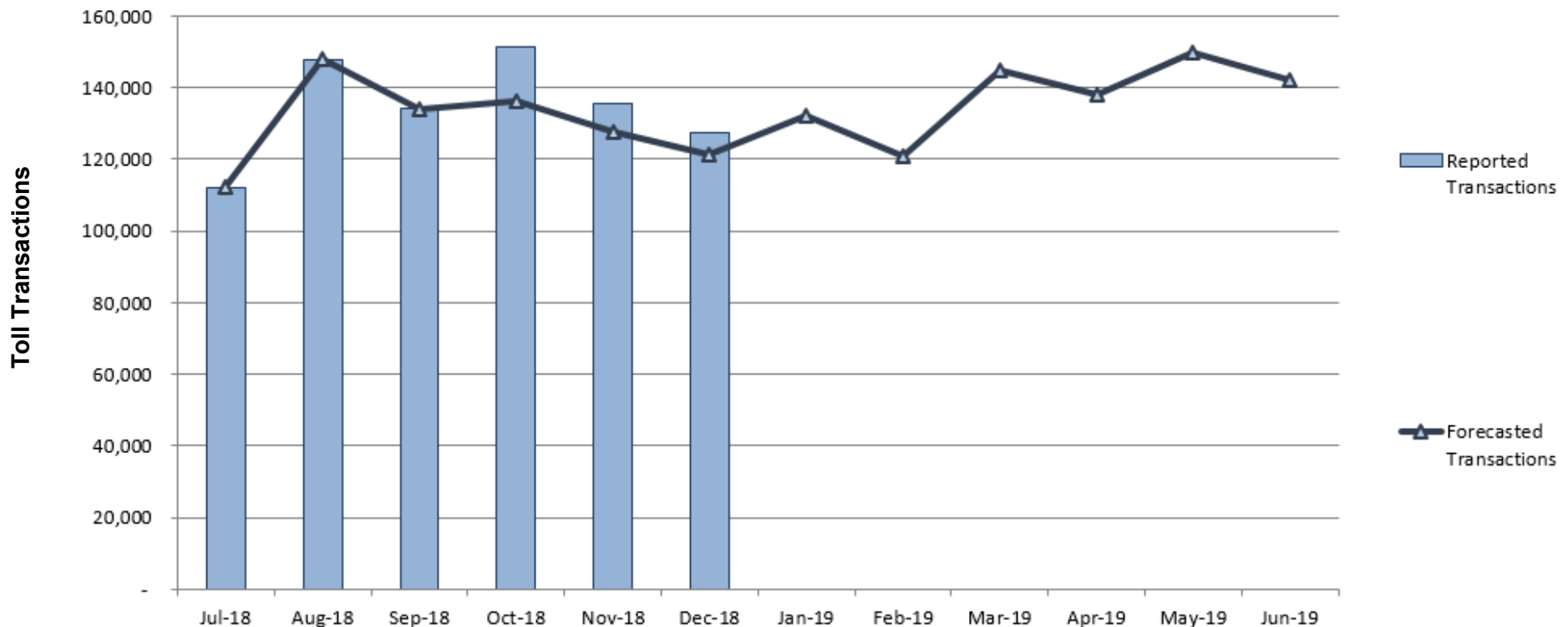
- Total reported adjusted gross toll revenue was 2.4% above forecast, up by \$1 million



SR 167 HOT Lanes

FY 2019 Q2 forecasted and reported toll traffic

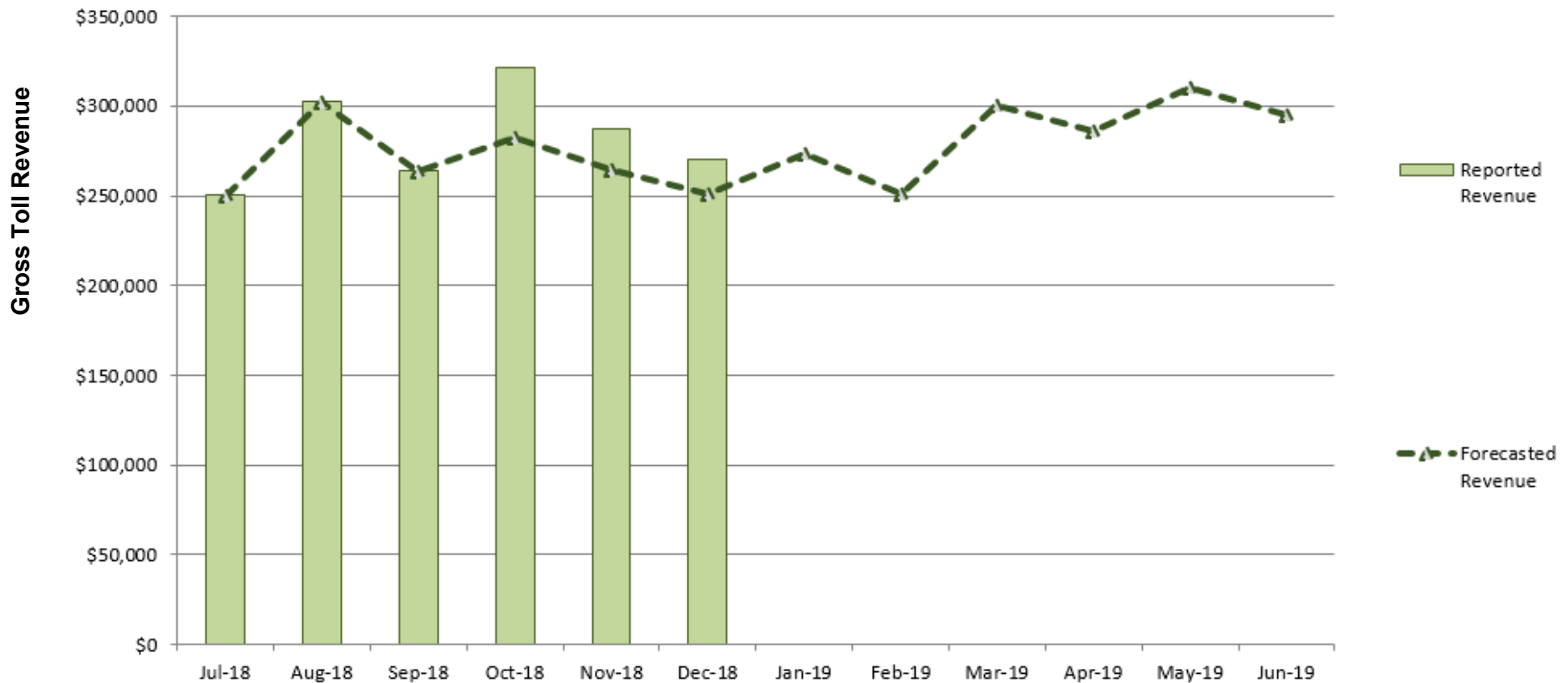
- Total reported toll transactions were 3.7% above the November 2018 forecast



SR 167 HOT Lanes

2019 Q2 forecasted and reported gross toll revenue

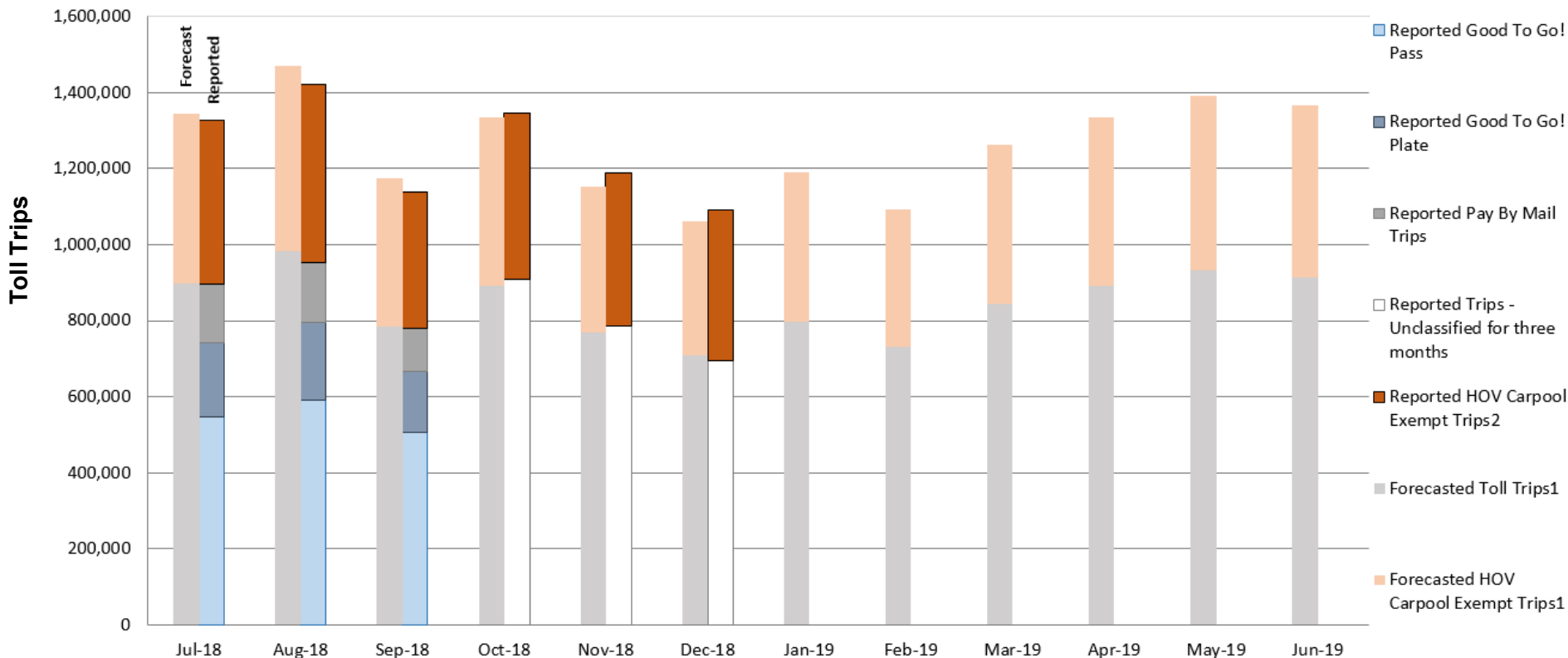
- Total reported adjusted gross toll revenue was 5.1% above forecast, up by \$82 thousand



I-405 Express Toll Lanes

FY 2019 Q2 forecasted and reported toll traffic

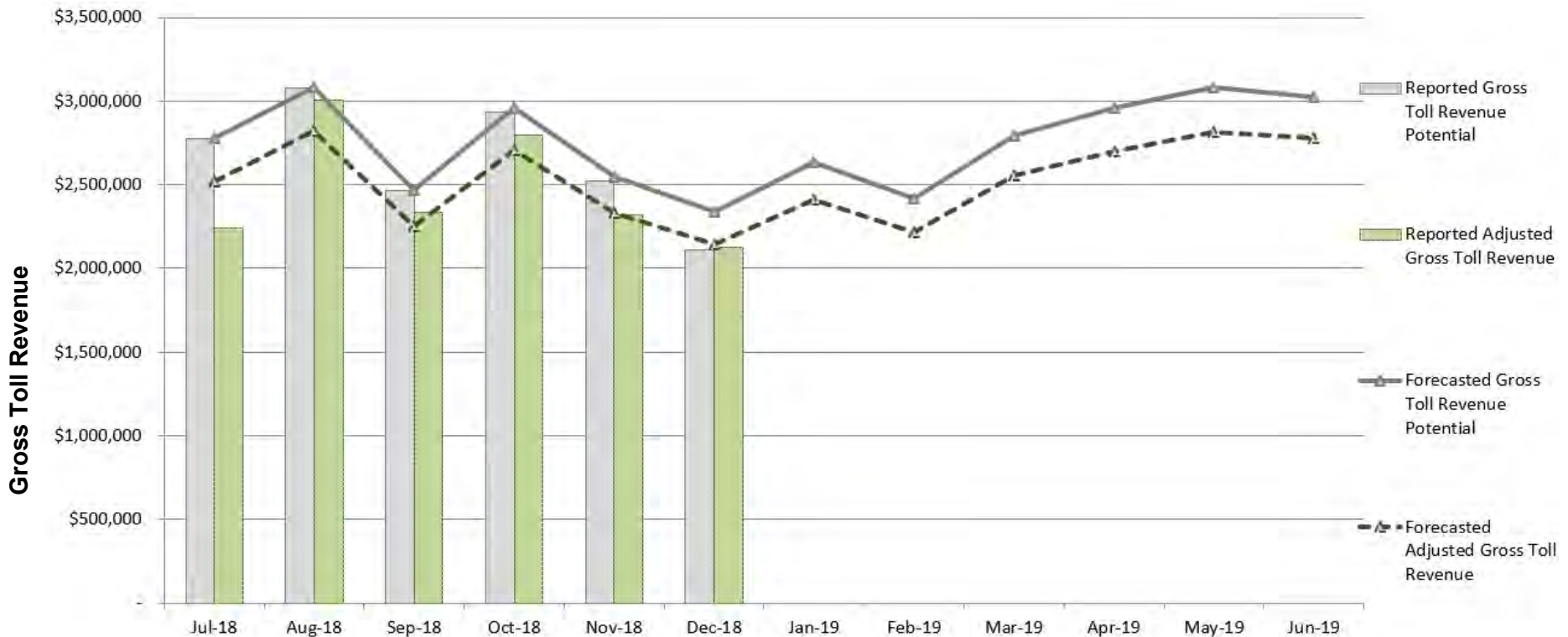
- Total reported toll trips were 0.4% below the November 2018 forecast
- Total reported toll-exempt trips were 0.1% below forecast
- Total reported trips (toll & exempt) were 0.3% below forecast



I-405 Express Toll Lanes

FY 2019 Q2 forecasted and reported gross toll revenue

- Total reported adjusted gross toll revenue was 0.4% above the forecast, up by \$64 thousand



Toll Division FY 2019 Q2 Proviso Report – highlights

October 1, 2018 – December 31, 2018

- **Civil Penalty Process**

- 420,422 civil penalties on unpaid toll trips
- \$888,763 unpaid tolls recovered
- \$1.78 M in civil penalties and fees

- **Customer Service Center Procurement**

- Primary focus on development completion
- OFM, OCIO meetings and reporting
- AECOM buildout
 - Renton – call center
 - Lynnwood – WIC
 - Gig Harbor – WIC

Toll Division FY 2019 Q2 Proviso Report – highlights

October 1, 2018 – December 31, 2018

- **Use of Consultants**
 - Reliance
 - Budget
 - 19-21 Biennium

- **Vendor and Non Vendor Expenditures**

Questions?

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