

# WSDOT Tolling Update

## Fiscal Year 2017 Year-end Reporting

Ed Barry, P.E.  
Director, Toll Division

Washington State Transportation Commission  
October 18, 2017

# Agenda

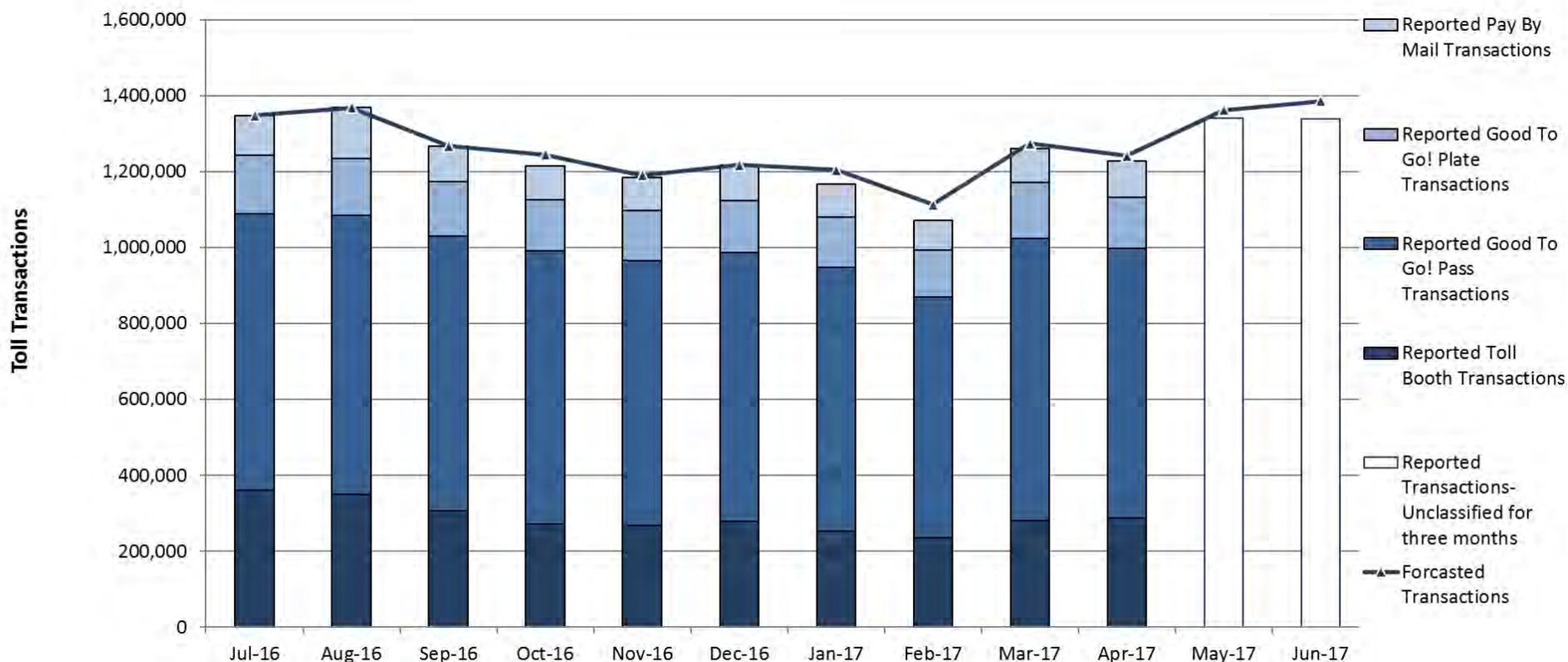
- **Review FY 2017 year-end Traffic and Revenue**
- **Review FY 2017 Legislative Proviso report**
  - Civil Penalty Program
  - Customer Service Center Procurement
  - Use of Consultant staff
  - Vendor and Non-Vendor Expenditures

# FY 2017 TRAFFIC AND REVENUE REPORT

# TACOMA NARROWS BRIDGE

## FY 2017 FORECASTED AND REPORTED TOLL TRAFFIC

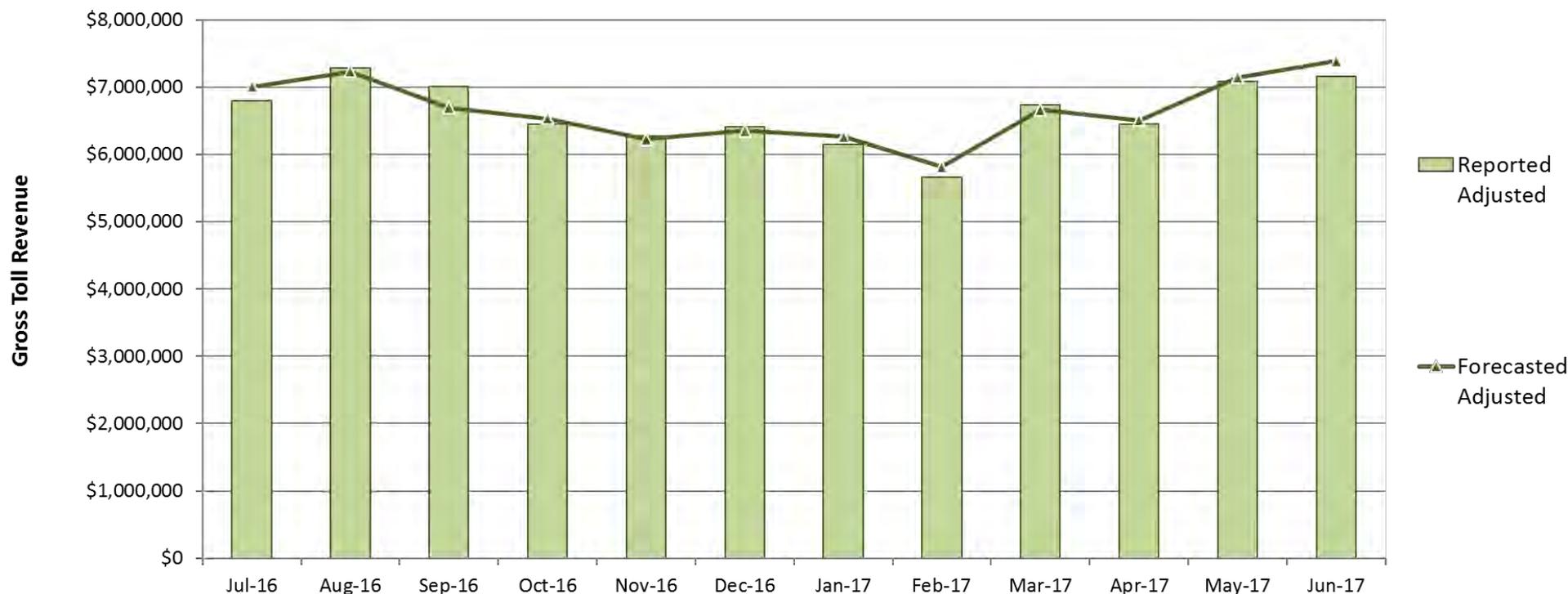
- Total reported toll traffic was near forecast, with a variance of -1.4 percent



# TACOMA NARROWS BRIDGE

## FY 2017 FORECASTED AND REPORTED GROSS TOLL REVENUE

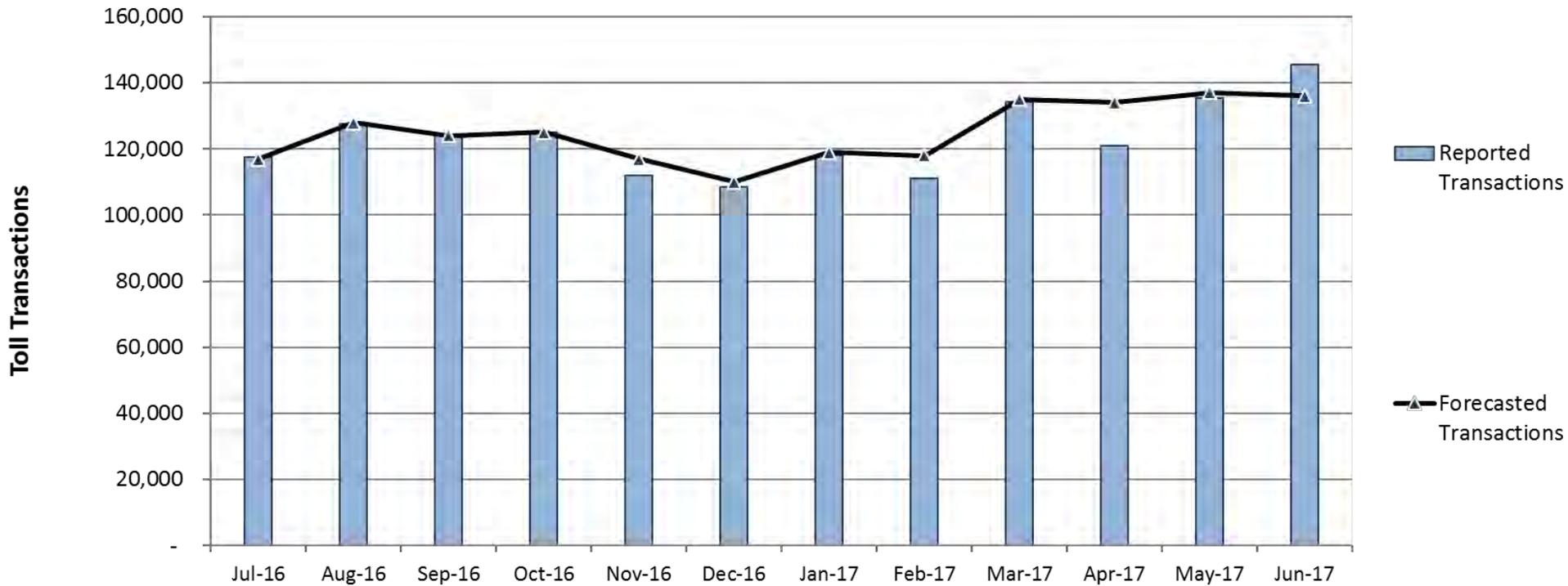
- Total reported toll revenue was near forecast, with a variance of -0.5 percent



# SR 167 HOT LANES

## FY 2017 FORECASTED AND REPORTED TOLL TRAFFIC

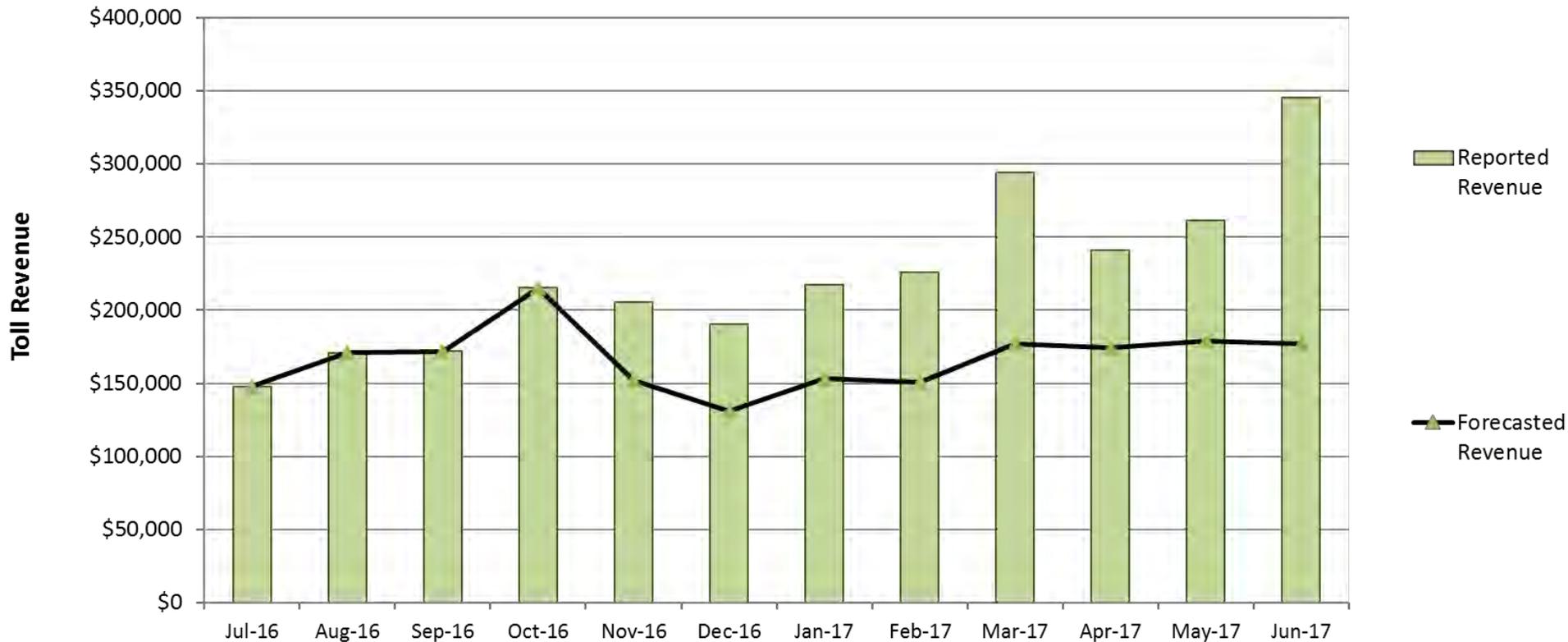
- Total reported toll traffic was near forecast, with a variance of -1.4 percent



# SR 167 HOT LANES

## FY 2017 FORECASTED AND REPORTED GROSS TOLL REVENUE

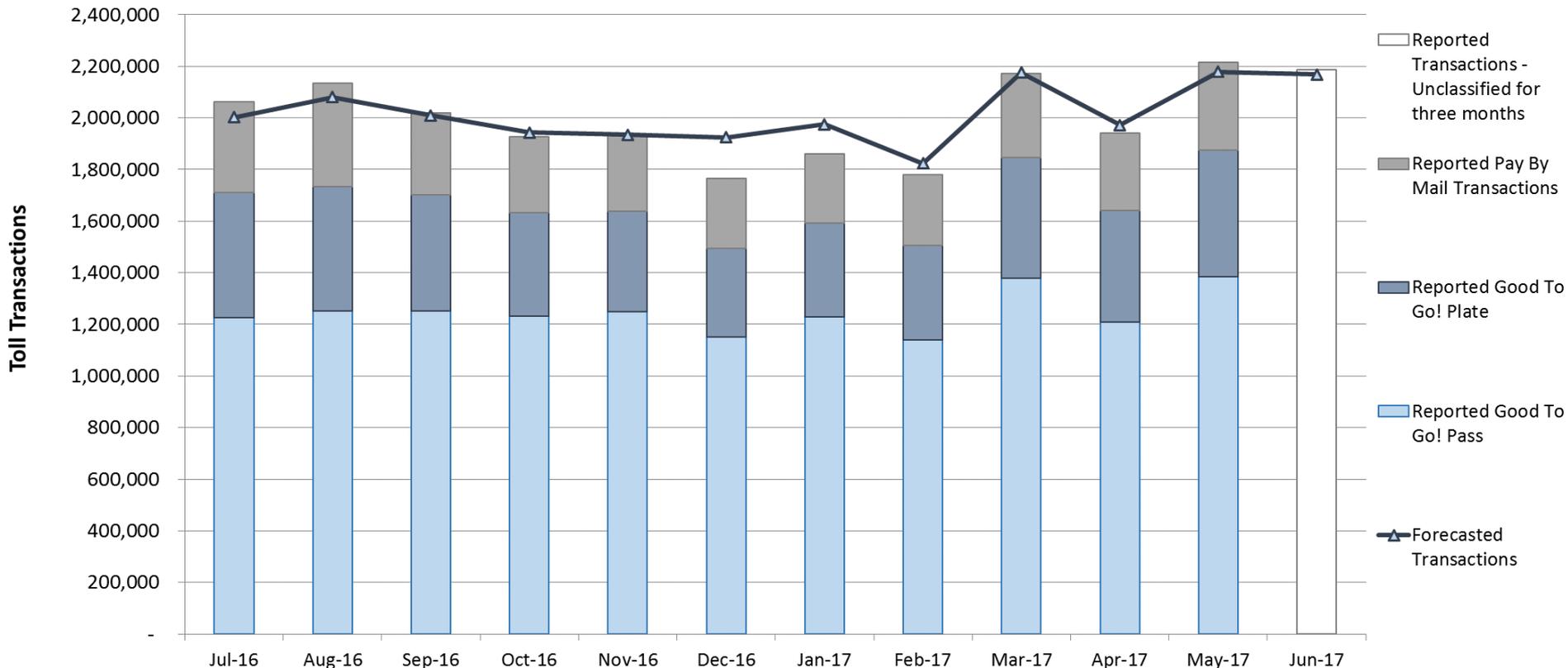
- Total reported toll revenue was significantly above forecast by 34 percent
- Tolling on the southbound SR 167 HOT lanes extension started on December 19, 2016.



# SR 520 BRIDGE

## FY 2017 FORECASTED AND REPORTED TOLL TRAFFIC

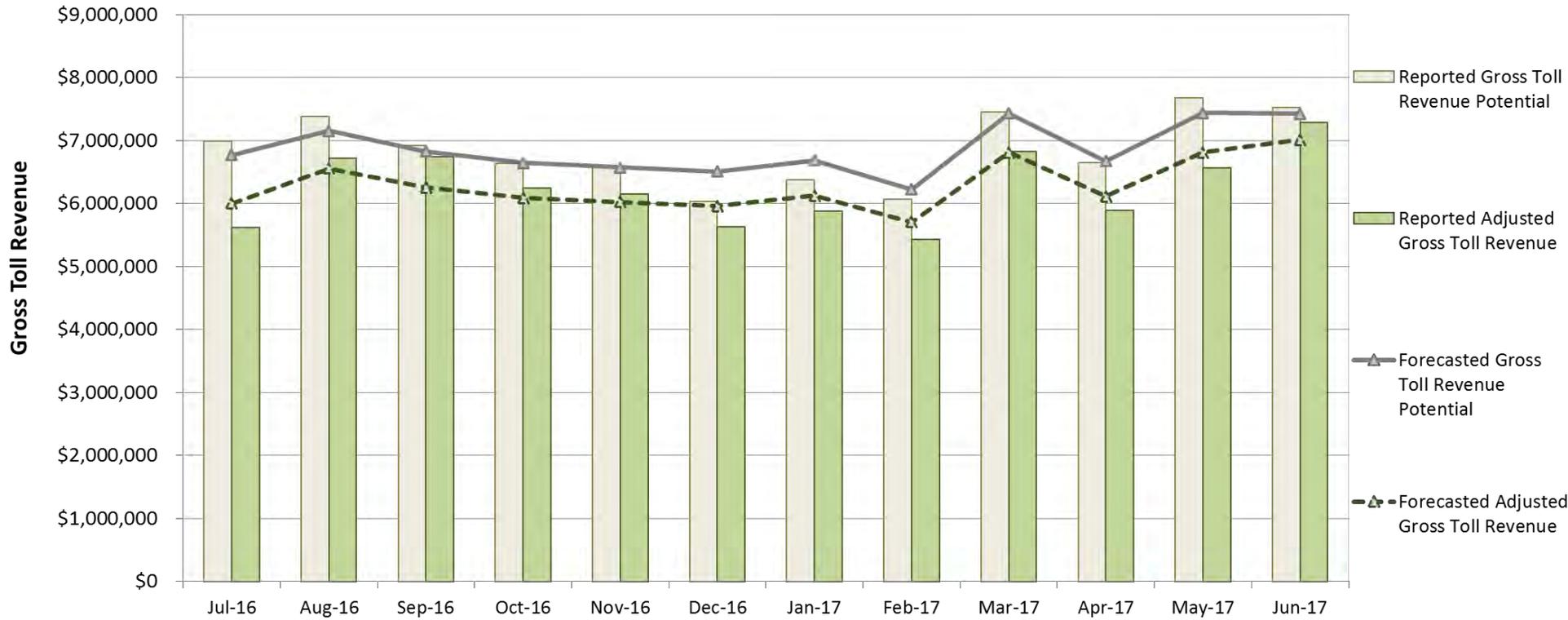
- Traffic was within -0.8 percent compared to forecast
- Roadway closures occurred in different months than forecast and four additional closures occurred in Dec. and Jan. than were forecast



# SR 520 BRIDGE

## FY 2017 FORECASTED AND REPORTED GROSS TOLL REVENUE

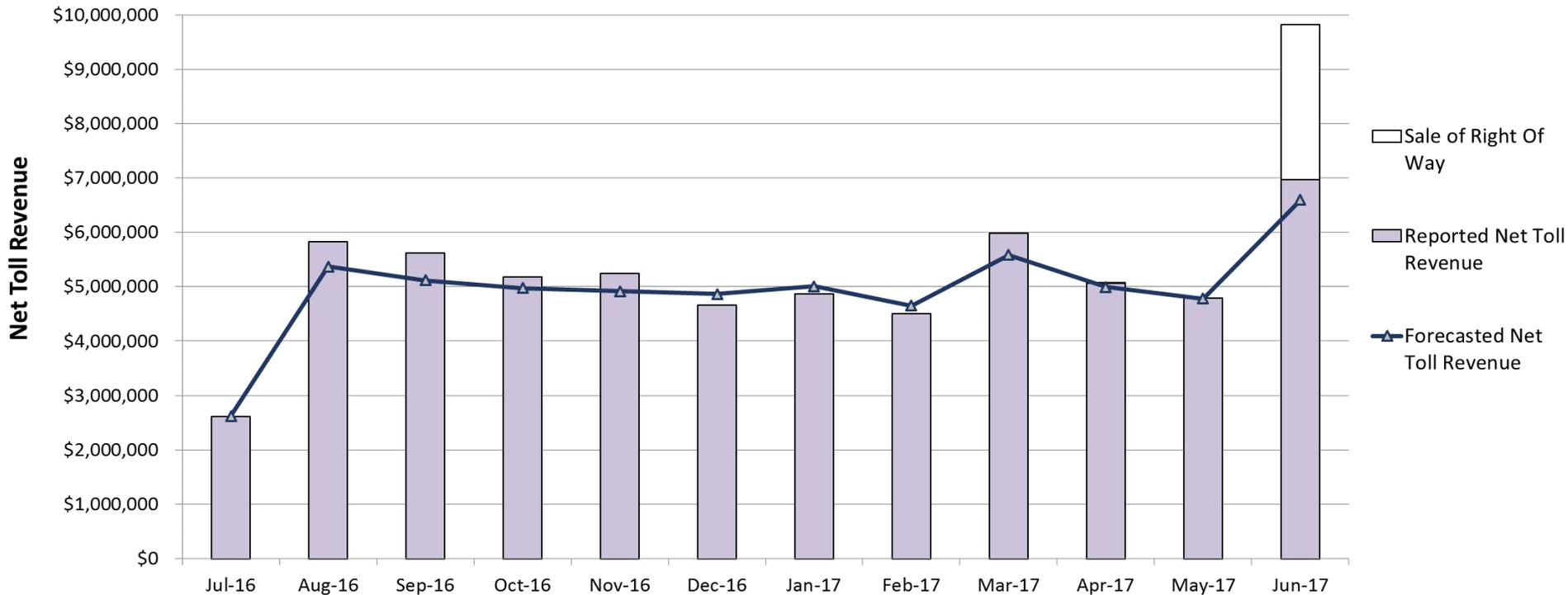
- Gross revenue potential was within 0.1 percent of the forecast



# SR 520 BRIDGE

## FY 2017 FORECASTED AND REPORTED NET TOLL REVENUE

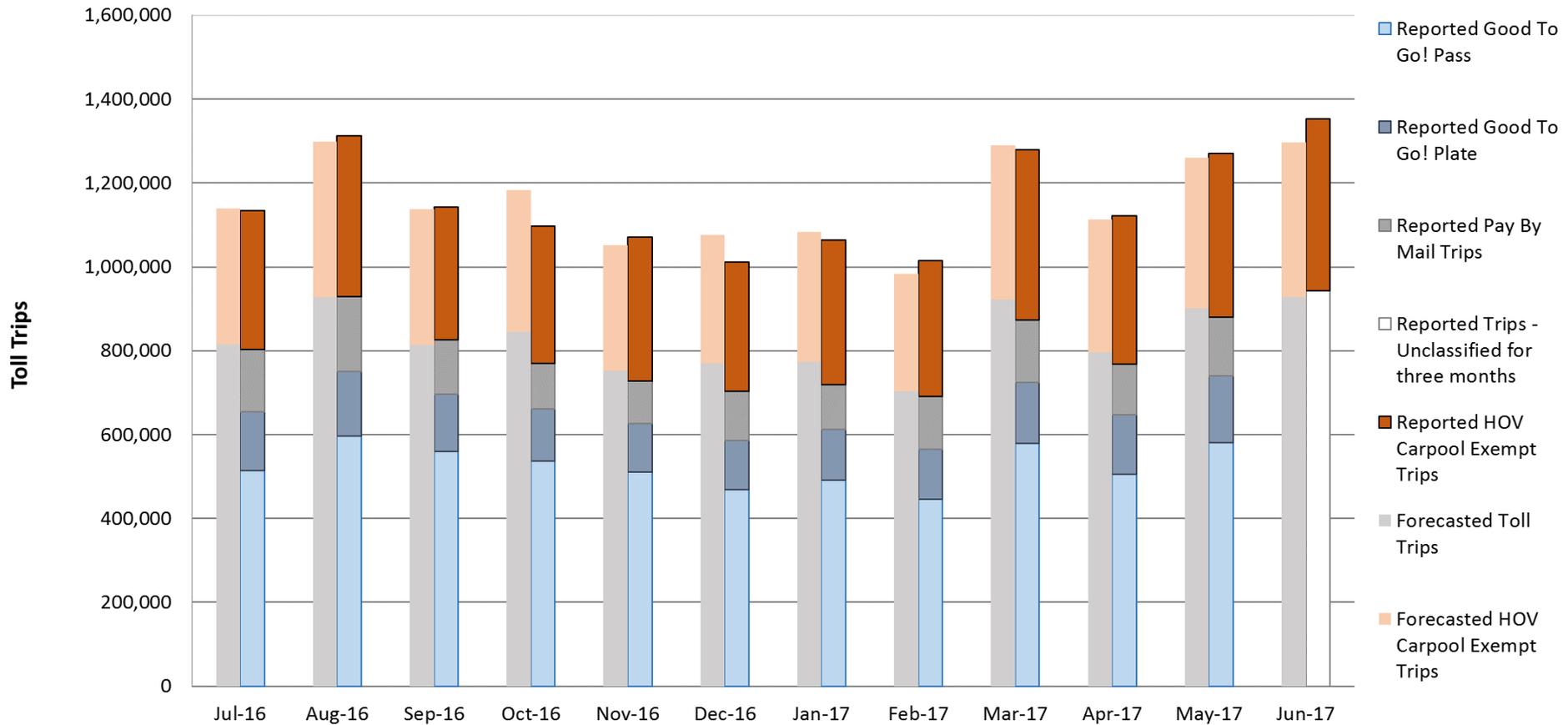
- Net revenues were 8 percent higher than forecast, including the sale of right of way on the eastside near the bridge
- Operations and maintenance costs and state personnel costs both came in lower than expected



# I-405 EXPRESS TOLL LANES

## FY 2017 FORECASTED AND REPORTED TOLL TRAFFIC

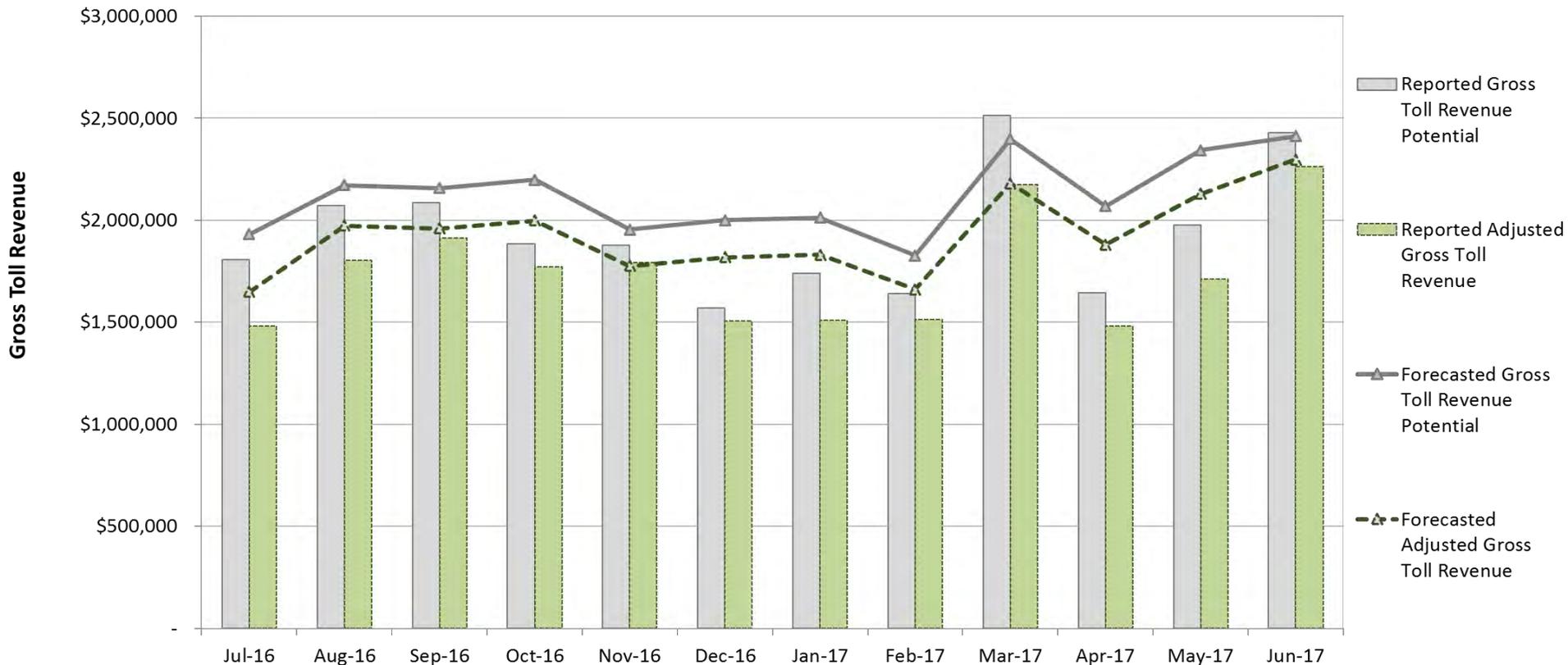
- Total trips were within 0.3 percent of the forecast
- Express toll lanes are seeing a higher number of HOV toll-free trips and a lower number of toll trips than forecast



# I-405 EXPRESS TOLL LANES

## FY 2017 FORECASTED AND REPORTED GROSS TOLL REVENUE

- Hard-shoulder running opened in April 2017 with the impact more apparent beginning in May 2017
- Higher than forecast toll revenue recovered from Customer's Program for Resolution



# FY 2017 TOLLING PROVISIO REPORT

# Toll Enforcement Program

## History of the Civil Penalty Program

- **The Notice of Civil Penalty program was directed by the legislature in 2011 (RCW 46.63.160) and implemented with the start of photo tolling on the SR 520 and Tacoma Narrows bridges**
- **Customer's Program for Resolution (CPR) 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

# Toll Enforcement Program

## FY 2017 Highlights of NOCP and CPR programs

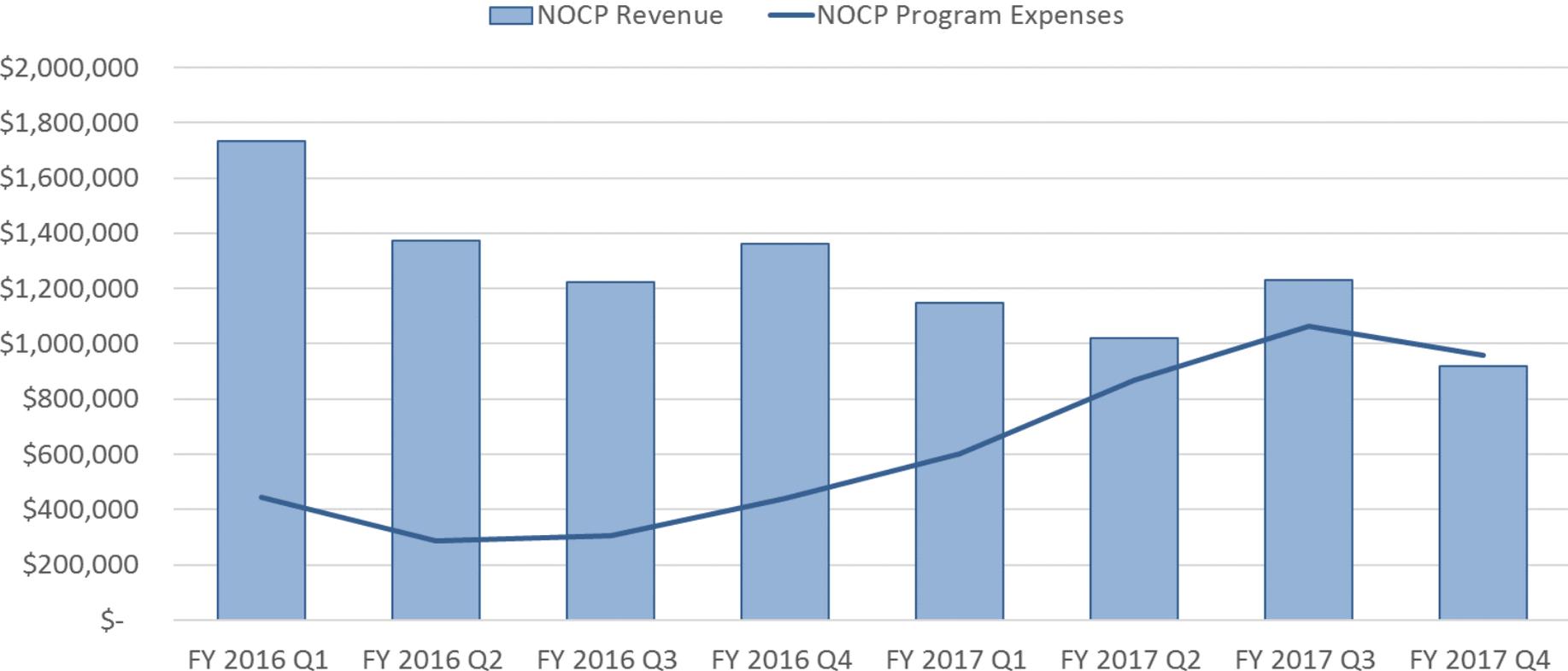
- **Civil penalties comprised 2.4 percent of 47.8 million total toll trips**
- **\$8.3 million collected in civil penalty tolls and fees**
- **During fourth quarter of FY 2017, the customer service center experienced unexpected challenges with image processing, resulting in some trips taking longer to process**
  - Image review and certification is required prior to NOCP assessment
  - Fewer NOCPs were mailed during the fourth quarter as a result
  - The image processing challenge has since been remediated and the backlog of NOCPs is being addressed

# Toll Enforcement Program

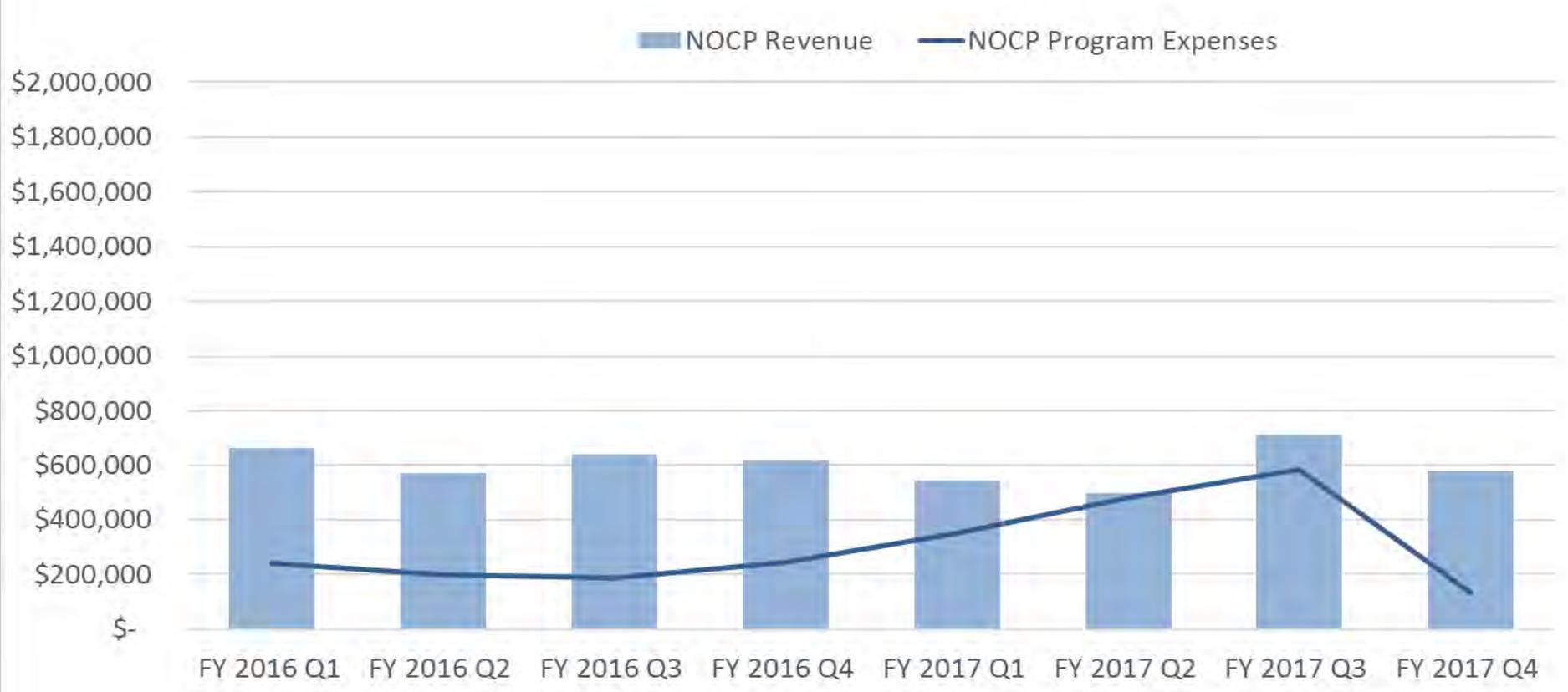
## FY 2017 Highlights of NOCP and CPR programs

- **The programming for new write-off capability was completed in the fourth quarter of FY 2017**
  - Unpaid tolls, fees and penalties can now be written off when deemed to have no collection value
  - A write-off took place in the fourth quarter of FY 2017, closing unpaid toll trips that were otherwise idle in the system
  - A result of this write-off can be seen in the DOL registration hold activity
- **FY 2016 through FY 2017:**
  - WSDOT collected \$6.2 million in unpaid tolls and \$10.4 million in unpaid civil penalties. This is a 119.4 percent increase for civil penalty-related tolls and 49.2 percent reduction for penalties compared to 2015, prior to the start of the CPR program

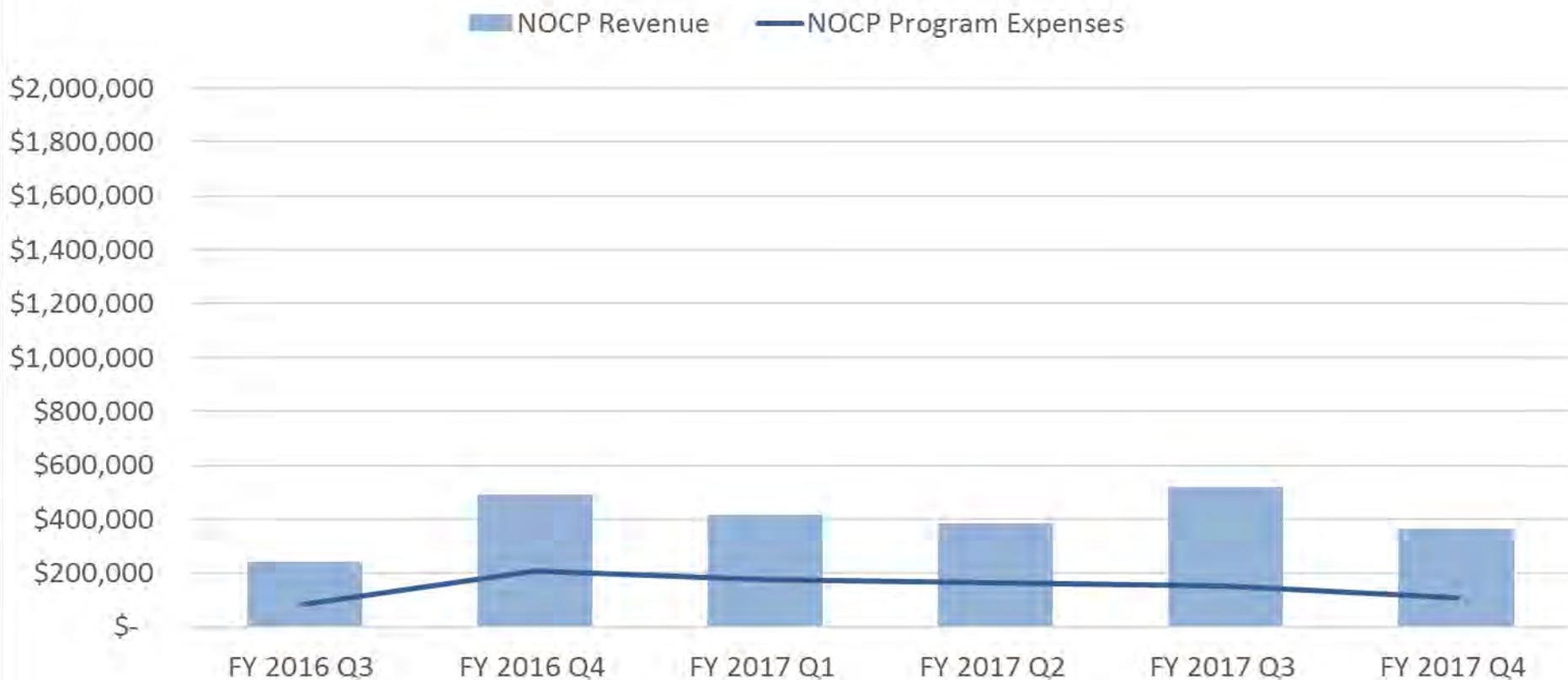
# SR 520 Bridge Adjudication Program Cash Revenue and Expense Trends



# Tacoma Narrows Bridge Adjudication Program Cash Revenue and Expense Trends



# I-405 Express Toll Lanes Adjudication Program Cash Revenue and Expense Trends



# CUSTOMER SERVICE CENTER BACK OFFICE SYSTEM (BOS) AND OPERATIONS VENDOR PROCUREMENTS

# Customer Service Center BOS Procurement



- Contract Executed with ETAN July 17, 2017
- Notice to Proceed issued July 20, 2017
- Project Kick-Off July 20, 2017
- Progress toward Milestone 1: Vendor Planning Deliverables
- Core Team Training
- Preparation for 16 Joint Requirement Workshops covering the following implementation categories:
  - Commercial Back Office
  - Operational Back Office
  - Accounting and Finance
  - Data Migration
  - Website
  - Interfaces

# CSC BOS Implementation Roles

- **Independent Verification and Validation (IV&V)**
  - Consultant has been on board and working with the project team since November 2016
  - Currently providing technical review of vendor submittals throughout the implementation
  - Participate in Monthly Steering, Risk and Weekly Project Meetings
  - Participate in Technical Requirement Workshops
- **Independent Quality Assurance (QA)**
  - Consultant was on board in March 2017
  - Currently providing Project Management review of Vendor submittals throughout the implementation
  - Monthly Project Sponsor Meeting and Quality Assurance Reviews Underway
  - Participate in Monthly Steering, Risk and Weekly Project Meetings
- **Office of the Chief Information Officer Coordination**
  - Receives regular report outs from IV&V and QA
  - Participate in Monthly Steering Committee Meeting
  - Provides recommendation to Office of Financial Management for Technology Budget funding gates.

# CSC Operations RFP Update

## Request for Proposals

RFP-2017-0815

Washington State

*Good To Go!*

Customer Service Center  
Operations Procurement

Offered by

Washington State

Department of Transportation

RFP ISSUE DATE: August 22, 2017

FINAL PROPOSAL DUE DATE: October 17, 2017



Washington State  
Department of Transportation

The RFP Coordinator is the **SOLE POINT OF CONTACT** at WSDOT for this procurement.  
All communication between the bidding Proposers and WSDOT shall be with the RFP  
Coordinator.

Rick Naten, WSDOT RFP Coordinator  
Phone: 360-705-7741  
Email: [NatenR@wsdot.wa.gov](mailto:NatenR@wsdot.wa.gov)

# Key Milestones

Date	Activity
February-April 2017 ✓	Develop Draft Requirements
April 2017 ✓	Distribute Procurement Information at IBTTA Conference
May-July 2017 ✓	Requirements Consolidation/Quality Review
June 2017 ✓	Release Draft Requirements and Questions to Industry
August 2017 ✓	Release CSC Operations RFP
October 17, 2017	Final CSC Operations Proposals Due
October-November 2017	CSC Operations Proposal Evaluations
November 2017	CSC Operations Vendor Interviews
December 2017	Announce Apparent Successful CSC Operations Vendor
January 2018	CSC Operations Vendor Notice to Proceed

# Look Ahead

- **Operations Procurement**
  - Vendor Submittal of Complaints
  - Vendor Submittal of Proposals
  - Proposal Evaluation
  
- **BOS Implementation**
  - Continue Vendor Milestone 1 Pre-Initiation and Milestone 2 Preliminary Design
  - Continue Deliverable Reviews for 30 and 60 day ETAN deliverables
  - Finalize Baseline Vendor Schedule and continue joint requirement workshops with ETAN

# USE OF CONSULTANT REPORTING / VENDOR/NON-VENDOR EXPENSES

# FY 2017 Use of Consultants and Vendor/Non-Vendor Expenses

- **In FY 2017, ten consultant firms were under contract with the Toll Division**
  - Consultants invoiced a total of \$4.18 million in FY 2017
- **WSDOT staff expenditures forecasted to be higher than actuals as Toll Division continues to fill vacant positions**

# CONTACT

Ed Barry, P.E.  
Director, WSDOT Toll Division  
206-464-1217 or [BarryEd@wsdot.wa.gov](mailto:BarryEd@wsdot.wa.gov)