

**Transportation Toll Facility Advisory Committee
Quarterly Meeting
July 13, 2017**

1. Call to Order: Mr. Lenard Myers called the meeting to order at 11:40 AM.

2. Roll Call:

Committee Members in Attendance

Lenard Myers
Vonda Chappell
Larry Hazelwood
Bryan Cunningham
Matthew Echaniz
George Midgette

Ex-officio Members in Attendance

Kelly Lackey
Eric Martin

Committee Members not in Attendance

Sheldon Jenkins

Non-Committee Members in Attendance

Gary Walton	Belinda Malone
Leigh Ann Kling	Elizabeth Vaughan
Rhonda Sommer	Kevin Crum
Meredith St. John	Earl Sorey
Tanya Dratwick	

3. Meeting Discussion:

Mr. Myers asked for and received from Ms. Chappell a motion to approve the April 13, 2017 Transportation Toll Facilities Advisory Committee (TTFAC) minutes. The minutes were voted on and approved.

CTS financial update:

Ms. Somers provided the following CTS financial update:

Revenue for the Expressway is 1.7% ahead of the projected forecast, electronic tolling is 6% above the projected forecast and the Discount Program transactions are 2.4% above projections. Cash revenue has declined by 4.8% largely due to increased EZPass penetration. Expenses for the Expressway are at approximately 77.3% of budgeted expenditures, with some year-end items still to be posted.

Dominion Boulevard Veterans Bridge revenue is 4.2% above projected forecast for a start date of February 9, 2017. The expenses for Dominion Boulevard Veterans Bridge

are at 44.9% of budgeted expenditures. This number is low due to many expenses being paid through the project which will be closed as of June 30, 2017.

Chesapeake Expressway update:

Mr. Walton provided the following update for the Chesapeake Expressway:

- FY17 Traffic is up 5.5% and Revenue is up approximately 12.4% year-over-year.
- Cash Transactions were down 4.8% while full fare E=ZPass transactions were up 11.7%. Discount Program Transactions were up 6.6%.
- There is continued growth in E-ZPass transactions while cash transaction have continued to decrease.
- The violation rate is consistently 1.4 – 1.5%. This is increasing with the increase in E-ZPass use; however, 35 – 45% of these violations are being collected through the 10-day VToll (recycle) process.

Peak Weekend rates are in effect from Saturday, May 20 – Sunday, Sept. 10, 2017. The peak weekend rate for a 2 axle vehicle is \$8.00 and 3 or more axle vehicle is \$9.00. During the peak season to date (8 out of 17 weeks) the traffic numbers this year, as compared to last year, are as follows:

- Southbound Traffic – UP 2.1%
 - Northbound Traffic – UP 4.3%
 - Total Traffic – UP 3.2%
 - Peak Weekend Revenue – UP 1.8%
 - Battlefield Blvd. – UP 3.7%
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- FY16 Renewal and Replacement construction is complete.
 - Inspections completed for FY17 Renewal and Replacement and will be reviewed shortly.
 - Expressway Administrative Building renovations will take place this fall/winter.

Dominion Boulevard Veterans Bridge update:

Mr. Walton gave the following update for Dominion Boulevard Veterans Bridge:

Tolling on Dominion Boulevard Veterans Bridge began on February 9, 2017. On July 1, 2017 there was a toll rate increase of 5% for each vehicle class. Toll increase information was pushed out through local media outlets; portable VMS boards placed both north and southbound; on the Dominion Boulevard website; and via social media and print media outlets.

- The average daily transactions have been consistently higher than the traffic and revenue study had projected. Average daily transactions have risen approximately 14.5% from the beginning of tolling.

- The traffic and revenue report estimated \$24,200 as an average daily expected revenue, and actual revenue collected has been approximately \$28,000 per day.
- E-ZPass penetration averages in the high 70% range, while successful v-tolls pushes that number into the 82% collection range.
- The breakdown for toll class transactions are as follows:
 - Toll Class 1 – 93.7% of transactions
 - Toll Class 2 – 2.8% of transactions
 - Toll Class 3 – 3.5% of transactions
- Website visits average about 28,000 per month while phone calls average about 9000 per month.
- Approximately 36% of payments are being mailed to the lockbox, while the other 64% are submitted through the back office website or phone call.

Mr. Hazelwood asked about the steady increase in traffic on Dominion Boulevard Veterans Bridge and can the increase be attributed to people just getting accustomed to paying a toll. Mr. Walton explained that the belief is that patrons are realizing the trip reliability for Dominion Boulevard Veterans Bridge. They have come to realize the bridge allows them to get where they are going faster than diverting. In addition, the EZPass transactions are also increasing making the trip reliability worth the lower toll rate. The summer traffic dropped 4.5% which is attributed to summer travel patterns changing and the fact that TCC, a large generator of traffic on the bridge, is on their summer schedule, resulting in less students traveling to campus.

Mr. Hazelwood asked if there has been a negative traffic impact to Cedar Road. Mr. Sorey answered that there hasn't been a negative impact, and with schools out it is much easier for patrons to divert off the bridge. The increase on the alternate routes has been minimal and there has not been an increase in issues on these routes.

Ms. Malone gave an update on the back office for Dominion Boulevard Veterans Bridge:

- Overall pleased with the customer service center. Calls and cases have been reviewed/monitored. Issues have been minor and easily resolved.
- Most issues typically arise due to patrons EZPass accounts being in a negative balance, or new/additional plates not being added to their account.
- Some issues arise as patrons don't understand there is a toll because there is not a toll booth in place to pay.

Mr. Myers commented on the positive feedback regarding the customer service center and Mr. Walton explained that there really haven't been any major issues largely due to the exceptional work by Ms. Malone and UBP. He also announced that Ms. Malone will be phasing out of that customer service position and that Ms. Kling will be taking over those responsibilities.

Mr. Myers acknowledged how accurate the traffic and summary reporting has been thus far.

Mr. Martin asked about the flex transponders. Mr. Walton explained that the flex transponder has a switch on it which when activated allows patrons free/reduced passage through certain participating toll facilities. There will be testing to determine what might happen when a flex transponder is switched to HOV, and travels through Dominion Boulevard Veteran's Bridge or the Expressway.

South Norfolk Jordan Bridge (SNJB) update:

Mr. Crum reported that traffic has been strong, however there has been a slight decrease due to the summer months. Average EZPass transactions have increased and are about 82%. SPSA truck traffic has been strong and makes up approximately 33% of SNJB traffic. The SPSA commercial contract with Wheelabrator will have a long term positive impact for SNJB.

SNJB has added a fifth camera to the 511 network. There will be a reapplication of roadway striping that falls below VDOT's reflectivity standards.

Ms. St. John reported that customer service is business as usual for SNJB. Vehicle registration holds have resulted in more patrons opening EZPass accounts. There is a 75% rate of return on the registration holds.

Ms. Chappell asked, and Mr. Crum confirmed that SNJB has been awarded the Waterfront Business of the Year Award.

Mr. Myers asked about another open house/customer appreciation event. Mr. Crum explained that there will be an event geared for trucking customers in the fall.

4. Adjournment

There was no new business. The meeting was adjourned at 12:30PM. The next meeting will take place on **Friday, October 6, 2017** at City Hall in the City Manager's conference room.