

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

1. Call to Order: Mr. Lenard Myers called the meeting to order at 11:36 AM.

2. Roll Call:

Committee Members in Attendance

Lenard Myers
Vonda Chappell
Larry Hazelwood
Bryan Cunningham
Matthew Echaniz

Ex-officio Members in Attendance

Kelly Lackey
Eric Martin

Committee Members not in Attendance

George Midgette
Sheldon Jenkins

Non-Committee Members in Attendance

Gary Walton	Belinda Malone
Leigh Ann Kling	Elizabeth Vaughan
Rhonda Sommer	Kevin Crum
Veronica Latonio	Earl Sorey

3. Meeting Discussion:

Mr. Myers asked for and received from Ms. Chappell a motion to approve the October 25, 2016 Transportation Toll Facilities Advisory Committee (TTFAC) minutes. Mr. Echaniz seconded the motion and the minutes were approved.

Ms. Sommers provided the following financial update:

YTD as of March 1st

Operating Revenue	FY17 Budget	FY17	FY16	Variance From PY	%
EXPRESSWAY	12,675,130	9,519,756	8,369,578	1,150,178	13.7%
DOMINION	6,664,970	1,466,772	-		
	19,340,100	10,986,528	8,369,578	1,150,178	

Expressway					
Tolls Cash	4,539,100	3,255,182	3,033,829	221,353	7.3%
Tolls Discount	504,100	386,180	371,525	14,655	3.9%
Tolls Electronic	7,571,000	5,765,649	4,827,307	938,342	19.4%
Tolls Violations/Del	41,190	68,188	76,559	(8,371)	-10.9%
Admin Fees	19,740	44,557	60,358	(15,801)	-26.2%
	12,675,130	9,519,756	8,369,578	1,150,178	13.7%

Dominion					
Tolls Electronic	3,069,970	927,697			63.2%
Tolls by Plate	3,478,430	520,805			35.5%
Tolls Del	18,810				
EZ Pass Sales	87,500	18,270			1.2%
Admin Fees	10,260	-			
	6,664,970	1,466,772			100.0%

Expressway

Through March 31 - at 75.1% of budgeted operating revenue.

Dominion

Weekday EZ pass is averaging \$21,018 per day in April

EZ Pass penetration is averaging 76.4% in April

Revenue budget assumed a start date in late 2016, however, the actual start date was February 9, 2017. As a result, actual revenue will be shy of budget.

FY 17 Operating Expenses:

The Expressway is at 58.5% of expended budget to date. Aside from the traffic study and the purchase of a bucket truck, the expenses are in line with the previous year's expenses.

Dominion Boulevard expenses to date are at 15.1% of the FY budgeted amount with the largest expenses being the back office operation, maintenance contracts and advertising.

Chesapeake Transportation System (CTS) update:

Mr. Sorey reviewed the opening of Dominion Boulevard. The project was deemed fully complete in February of 2017. The project came in under budget and ahead of schedule. The project itself has received a number of awards: Crown City Award, Project of the Year, Contractor of the Year and Consultant of the Year from the American Public Works Association – Mid-Atlantic Chapter.

Mr. Walton reported that the Expressway had a traffic increase of 3.8% and revenue increase of 13.7% year-to-date. Cash transactions were down while full fare EZPass transactions were up 8.2%. The Discount Program transactions were up 6.2%. The violation rate is consistently 1.4-1.5% with approximately 35-45% of those violations being collected through the 10-day Vtoll (recycle) process.

Expressway Renewal and Replacement for FY16 is underway and the FY17 R&R report was submitted in December.

Peak weekend rates go into effect Saturday, May 20 through Sunday, September 10, 2017. Two axle vehicles will pay \$8.00, three or more axle vehicles will pay \$9.00, and motorcycles will pay \$2.00.

Mr. Walton reported that Dominion Boulevard Veterans Bridge traffic performance is exceeding projections as contained in the November update of the Traffic and Revenue Study.

Dominion Blvd. Veterans Bridge - Traffic Performance																		
	Total		Valid EZPass		Toll-by-Plate		Weekday		Valid EZPass		Toll-by-Plate		Weekend		Valid EZPass		Toll-by-Plate	
	ADT	Avg. Traf.	% EZP	Avg. Traf.	%TBP	ADT	Avg. Traf.	% EZP	Avg. Traf.	%TBP	ADT	Avg. Traf.	% EZP	Avg. Traf.	%TBP			
Feb. (9 - 28)	20,869	15,059	72.2%	5,679	24.8%	22,846	16,941	74.1%	5,735	22.8%	16,254	10,669	65.6%	5,551	31.5%			
March	22,063	16,533	74.9%	5,374	21.4%	24,021	18,399	76.6%	5,423	19.7%	16,433	11,168	68.0%	5,231	28.7%			
April (- 4/11)	21,498	16,071	74.8%	5,314	21.6%	23,866	18,417	77.2%	5,289	19.1%	17,355	11,965	68.9%	5,360	27.7%			
NOTES:																		
1. April data consists of 7 weekdays and 4 weekends, therefore the ADT is somewhat lower due to the greater % of weekend data as opposed to a full month.																		
2. EZPass penetration rate continues to rise and TBP rate continues to fall for all time periods.																		

Mr. Walton briefly discussed the operation of the administrative back office operation and referred the committee to visit the website where more information can be found at www.paydominiontolls.com. United Bridge Partners operates the back office for the Dominion Boulevard Veterans Bridge under a competitively bid contract. The activity to date for the back office is as follows:

February Statistics: 482 total visitors; 113 CSC phone calls; 4,388 invoices for 18,390 toll transactions.

March Statistics: 19,500 total website visits; 4,136 CSC phone calls; 35,842 invoices for 88,537 toll transactions.

April Statistics (thru 4/11): 8,078 total website visits; 2,111 CSC phone calls; 6,079 Invoices for 20,137 toll transactions.

Mr. Walton stated that CTS is pleased with the operation of the Customer Service Center (CSC) and administrative back office. The calls and situations that have arisen include patrons who have not updated their information (vehicles, or funds) on their E-ZPass account, or incorrectly identified license plates which have been handled at the CSC level.

In an attempt to encourage as many Toll-by-Plate customers to open E-ZPass accounts, inserts have been included in all Toll-by-Plate invoices mailed which outline for the patron what they would save when using the Dominion Boulevard Veterans Bridge with an E-ZPass account as opposed to the Pay-by-Plate invoicing.

City Council adopted a long range toll schedule which can be found at the Dominion Boulevard Veterans Bridge website. The next scheduled toll increase will be on July 1st 2017.

Fiscal Year	E-ZPass Toll Rates			Non E-ZPass Toll Rates		
	Toll Class	Toll Class	Toll Class	Toll Class	Toll Class	Toll Class
	1	2	3	1	2	3
Opening to June 30, 2017	\$1.00	\$1.50	\$2.50	\$3.00	\$3.50	\$4.50
July 1, 2017 to June 30, 2018	\$1.05	\$1.58	\$2.63	\$3.05	\$3.58	\$4.63
July 1, 2018 to June 30, 2019	\$1.10	\$1.65	\$2.75	\$3.10	\$3.65	\$4.75

Mr. Walton explained that approximately 9,000 vehicles per day have diverted from Dominion Boulevard on a daily basis since tolling began. The Traffic and Revenue study accurately predicted these numbers. Since tolling began, however, there has been a steady increase in traffic on Dominion Boulevard. This is indicative of a trend that traffic is returning to Dominion Boulevard because of the route reliability which they cannot get with the alternate routes.

Mr. Myers complimented the success of the completion of such a monumental endeavor with regards to the Dominion Boulevard Project and the new look of the Chesapeake Expressway Toll Plaza. Mr. Myers asked about the purchasing of retail transponders and

Mr. Walton explained that retail transponders were purchased for events that were held in advance of tolling on Dominion Boulevard in an effort to sign up as many patrons as possible.

Mr. Myers asked whether the reason for the increase in traffic on the Expressway was the mild weather. Mr. Walton expressed that with nice weather the Expressway usually sees higher volume but it is difficult to attribute the increase in March to just the weather.

Mr. Myers asked for an update on the Expressway Administrative building remodel scheduled for the end of this year. Mr. Walton replied the renovation is still on track to begin in November to expand the Administrative building.

Mr. Myers asked about the impact of reducing the motorcycle toll rate from \$2.67 to \$2.00 in the peak season. Mr. Walton expressed that there has been little to no impact on revenue but a tremendous improvement to all other aspects of collecting, counting and verifying an even dollar amount as opposed to the rate of \$2.67. Mr. Walton went on to explain that while future rates on Dominion Boulevard will not be in even dollar amounts, there is no cash handling involved so there is no impact to operations.

Mr. Hazelwood asked about usage/availability of the Flex Pass. Mr. Sorey said there is a willingness to provide Flex Pass from this location but there are internal E-ZPass issues that include a fee if it is not used in the Flex Pass 'mode' for four months, E-ZPass will ask for it to be returned or charge the consumer an additional fee. It should be noted that Flex Pass is not currently needed in the Hampton Roads area; however, upon completion of the HOT Lane project scheduled for Interstate 64, the Flex Pass will be required for motorists to receive free passage on the facility if they have the required number of passengers in their vehicle. Conversations will continue as the time approaches for the need in this area.

Mr. Echaniz asked about the places where Retail Transponders can be purchased. Mr. Walton explained that E-ZPass has attempted to contract with various businesses to sell the retail transponders and currently Farm Fresh, Taylor's Do It Centers, Creekmore Hardware, the Treasurer's office, and E-ZPass service centers currently sell the Retail Transponder.

Ms. Chappell asked when the next Traffic and Revenue study will take place. Mr. Walton explained that the study is conducted every two years, therefore the next update would occur in 2018.

South Norfolk Jordan Bridge (SNJB) Update:

January experienced 15 days (half of January) that were negatively impacted by either weather, holidays, NNSY work scheduled and school schedules. Mild winter weather conditions and no winter weather events helped February traffic to rebound. March traffic has improved with the exception of this week (Spring Break).

For the January thru March timeframe, the E-ZPass penetration rate averaged 81.76% (March was 82.93% which is the highest in project history).

E-ZPass usage remains at an all-time high. The demand created by the opening of the Dominion Boulevard Veterans Bridge and more widespread E-ZPass distribution continues to improve E-ZPass enrollment. The addition of Farm Fresh as an E-ZPass retailer was excellent news.

Planned Bridge Work

Bridge inspection is scheduled for the fall 2017. The select barrier wall refurbishments that took place in October 2016 are currently being reviewed following the winter season. Based on the results, recommendations for the refurbishment of remaining barrier wall sections will be forthcoming. SNJB management is finalizing the SNJB's first scheduled major maintenance activity. The five year plan includes the review and re-application of new roadway striping that is deemed to fall below VDOT reflectivity standards. Maintenance to camera #5 will take place in April/ or May.

Repairs to the minimally damaged Pier 20 timbers (damaged as part of an EPA dredging project) will be completed in April/May.

Ms. Latonio reported that collections and revenue the first quarter of 2017 is the most successful since the implementation of the Vehicle Registration Withholding Program. Vehicle registration holds have been occurring at a steady rate. It has proven to be a valuable enforcement tool and has been instrumental in increasing revenue recovery from unpaid tolls. Settlement notices have been issued to those not eligible for registration holds. Positive results have been recorded for these settlement notices.

Administrative fees:

A discussion regarding the fee structure for CTS tolls was requested by the committee members. Mr. Walton presented a fee structure comparison chart representing 40 transactions for the Elizabeth River Tunnels (ERC), SNJB, and DBVB (see below). Ms. Latonio explained that the fee structure for SNJB and DBVB was designed to be reasonably related to the cost of collection. The distinction between the toll facilities is in the application of fees. ERC charges fees on a per transaction basis whereby SNJB and DBVB charge fees on a per invoice basis because there is no additional cost to collect payment for multiple transactions on a single invoice. While state code allows for higher fees, SNJB and DBVB chose to keep the fees reasonably related to the cost of collection.

Adjournment

There was no new business and the meeting was adjourned at 1:00PM. The next meeting will take place at the Chesapeake Expressway Administrative office building at 11:30 AM on July 13, 2017.