

FY 2014/15 – Q1  
July – September 2014  
Quarterly Report



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Appendix A - Transfield Quarterly Report

# INTRODUCTION

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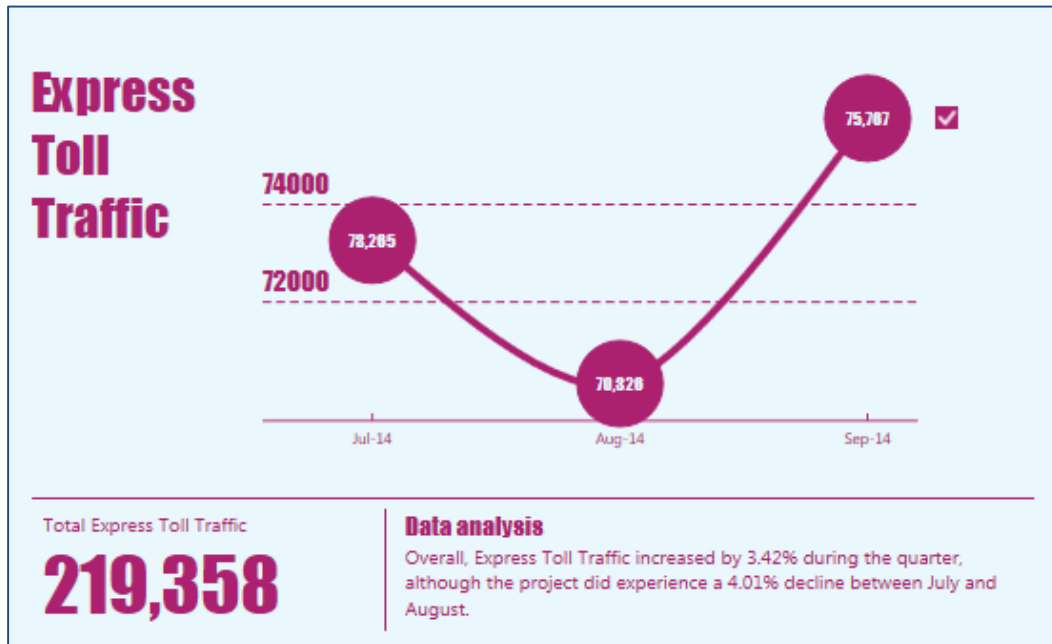
This quarterly report draws upon data from July 1 – September 30, 2014. The purpose of the report is to provide an overview of operational performance and key events for the reporting period. This will cover items such as traffic reports, customer service levels, environmental monitoring activities and discussion of key events.

## A. SUMMARY OF MANAGED LANES TRAFFIC

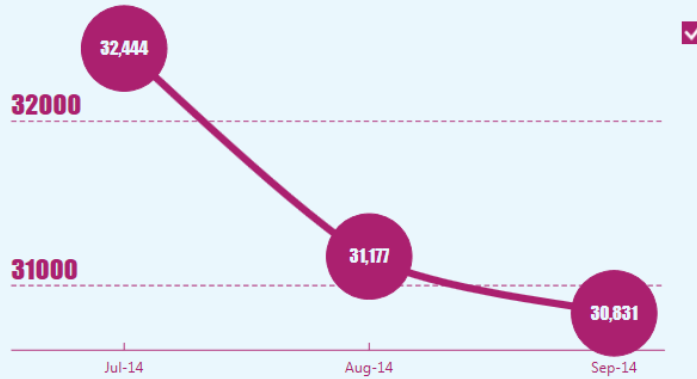
Historically, the first quarter of the fiscal year sees an increase in demand amongst the key Express Toll customer segment. The Express Toll segment is comprised largely of daily commuters, who begin to return from summer vacations during late August and September, thus increasing the number of Express Toll journeys on the Managed Lanes.

We do note that the License Plate traffic has decreased steadily over the quarter. This may be due in part to a toll increase that was implemented in May 2014 and that increased License Plate toll rates by a greater amount than Express Toll rates.

Detailed graphs and charts depicting the trends in traffic volume throughout the quarter are provided below.



## License Plate Traffic



Total License Plate Traffic

**94,452**

### Data analysis

License Plate Traffic decreased by 4.97% during the quarter. This may be attributable to customers moving from License Plate to Express Toll as the preferred billing method.

## HOV Traffic

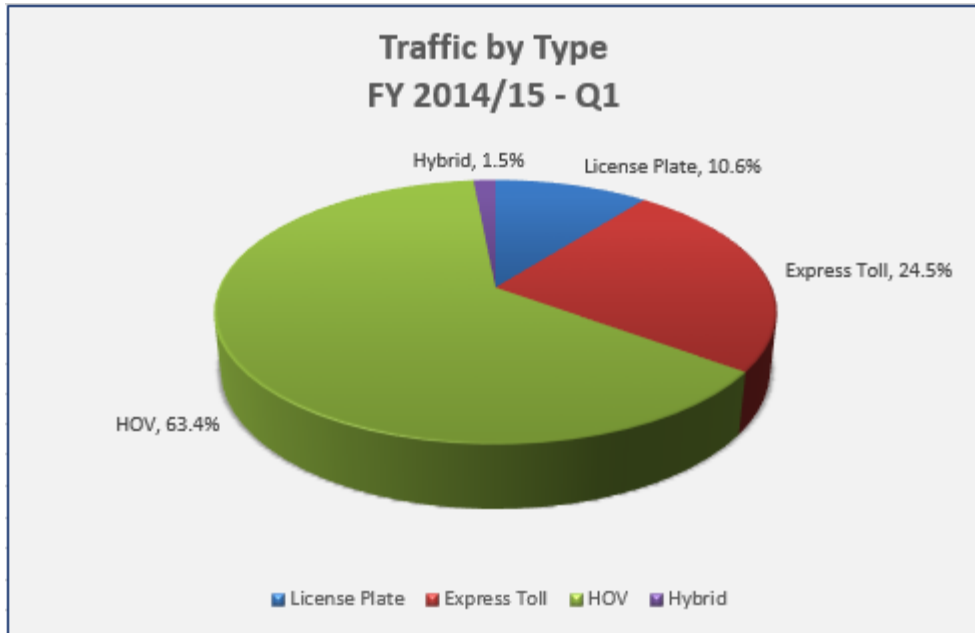
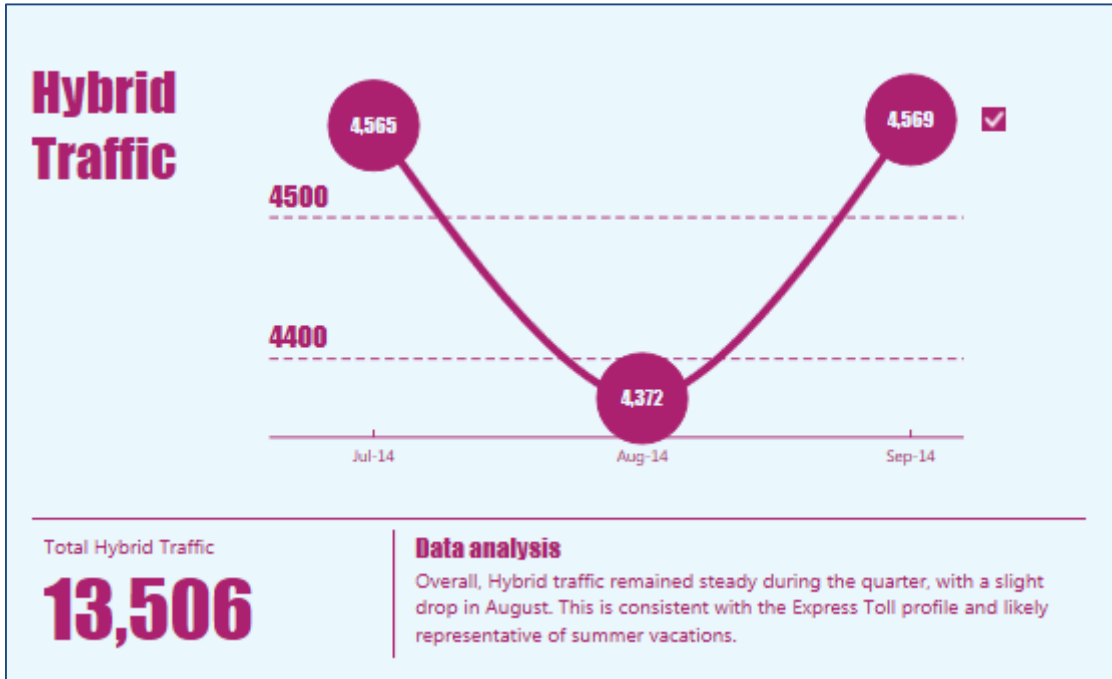


Total HOV Traffic

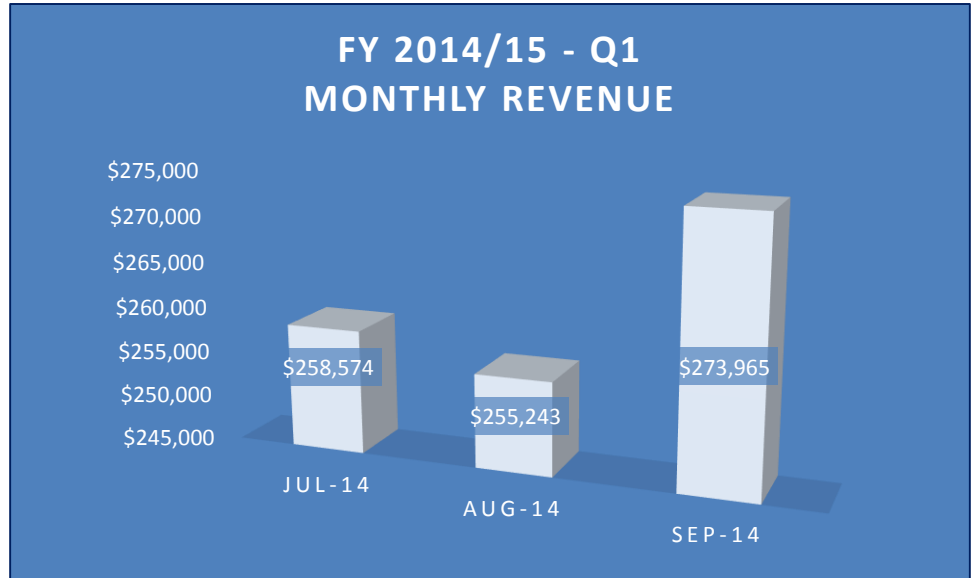
**567,113**

### Data analysis

During September 2014, there was a planned maintenance outage lasting for two weekend days. During this time, HOV trips were not recorded, giving rise to the abnormally low September HOV number.



The project collected \$787,782 in revenue from users of the Managed Lanes during the Quarter. It is important to note that this represents the amount of revenue collected during the period, and not the amount of revenue earned in the period. For example, License Plate transactions are normally paid several weeks after the journey has taken place. If a customer completes a license plate journey in June, but pays for it in July, that revenue would be included in July's report, not June's.



**B. OPERATIONAL INCIDENTS**

Two vehicular accidents occurred within the I-25 HOV/HOT lanes in August, requiring the lanes to be closed. Another accident in the general purpose lanes in August required the I-25 HOV/HOT lanes to be opened for all users at no charge. These three incidents required the I-25 HOV/HOT lanes to be closed or put to alternative use for a total of 6.25 hours. There was one after-hours callout for tire debris removal and two incidents requiring a step ladder to be removed from the lanes. Three gates were also struck by vehicles during the quarter but no vehicles were found at the scenes.

**C. NON COMPLIANCE REPORTS FOR MAINTAINED ELEMENTS**

Zero non-compliance penalties were reported during the quarter. All repairs and responses related to the Performance and Measurement Criteria Table of Appendix 6-1 were made within the allowable cure time. The lighting-related repairs were completed within the allowable cure time.

**D. CUSTOMER RELATIONS ACTIVITIES**

The E-470 contact center performed at a high level during the quarter, exceeding targets on all key metrics. In particular, the average speed of answer and customer satisfaction survey results performed well above targeted levels.

As our main point of contact with our customer base, the contact center’s performance is a key aspect of the overall project. We will continuously improve this service over the life of the project, building upon this initial success.



## **E. TRAFFIC REPORTS**

Hourly traffic reports are available upon request. For ease of use, this voluminous data has been excluded from the base Quarterly Report.

## **F. QUALITY CONFORMANCE SUMMARY**

As stated in the FY14 Q4 Report, the handover condition of the I-25 HOV/HOT lanes has been jointly inspected and evaluated by HPTE, PRD, and Transfield and numerous Category 2 defects have been identified. However, pursuant to CA Section 22.10, these Category 2 defects will be repaired as part of the I-25 Initial Work Package and non-compliance penalties do not apply at this time. These joint inspections have replaced the Audit Inspections until the I-25 Initial Works package can be constructed. All parties are collaboratively defining the scope so that the defects can be corrected within a reasonable period. In the meantime, items pending the I-25 Initial Work Package are being maintained to the same or higher level as when the project commenced. Items that are not pending the I-25 Initial Work Package are being maintained per the performance criteria listed in Appendix 6-1 of Schedule 6.

## **G. ENVIRONMENTAL MONITORING ACTIVITIES**

The drainage inlets throughout the I-25 HOV/HOT were cleaned in coordination with CDOT, as the drainage networks are interconnected with the general purpose lane drainage. No abnormal activities were observed that would have an impact on water quality, air quality, noise, wildlife, paleontology or archaeology.



## H. TIGER PERFORMANCE MEASURER

Measurement of the project’s performance against the TIGER performance criteria is scheduled to commence post-construction, per the table below.

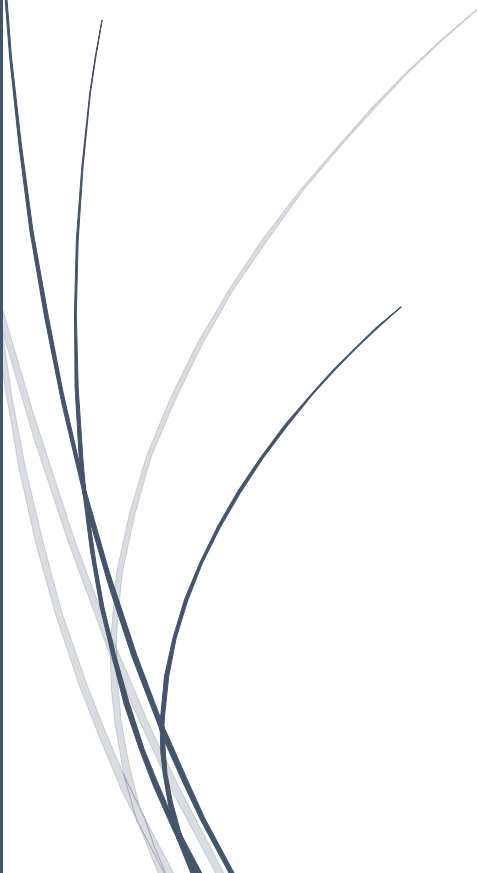
<u>TIGER Performance Goal</u>	<u>Focus</u>	<u>Report Timing</u>
Travel Time Reliability	GP Lanes	Report post construction
	Busses	Report post construction
Improved Speeds	ML Lanes	Report post construction
	ML & GP Lanes	Report post construction
Throughput	ML & GP Lanes	Report post construction
Transit Use	Busses	Report post construction
Carpool Use	ML Lanes	Report post construction
GP Lane Speeds	GP Lanes	Report post construction
GP Lane Travel Time Reliability	GP Lanes	Report post construction
Crash Rates	ML & GP Lanes	Report post construction



FY 2014/15 – Q1

# Quarterly Report

Appendix A – Transfield Operations  
Report



# Operations Quarterly Report

1<sup>st</sup> Quarter of  
Fiscal Year 2015

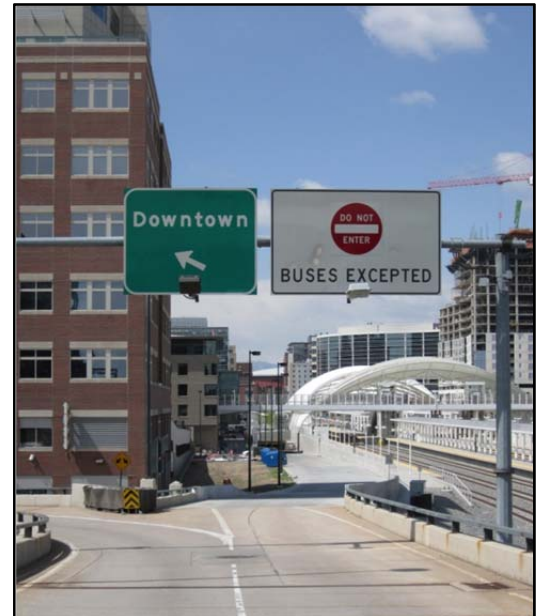
July – September 2014

## US 36 and I-25 Managed Lanes Project

Prepared for:

Plenary Roads Denver, LLC  
500 Eldorado Blvd.  
Broomfield, CO 80021

Attention: Mr. Simon Stachnik



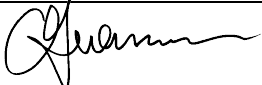
Prepared By:

Transfield Services Infrastructure  
7100-B Pennsylvania Street  
Thornton, CO 80229  
United States of America

Christian Guevara, PE  
Project Manager  
Telephone: +1 303 667-9672

# Operations – Quarterly Report, Q1, FY 2015

## US 36 and I-25 Managed Lanes Project

Revision	Date	Approved
Rev. 0	10/16/2014	
Rev. 1	10/29/2014	

This report titled *Operations Quarterly Report, 1<sup>st</sup> Quarter of Fiscal Year 2015* has been prepared by Transfield Services Infrastructure (TSI) for the exclusive use of Plenary Roads Denver, LLC (PRD). No other party is an intended beneficiary of this report or the information, opinions, and conclusions contained herein. Any use by any party other than PRD of any of the information, opinions, or conclusions is the sole responsibility of said party. The use of this report shall be at the sole risk of the user regardless of any fault or negligence of PRD or TSI.

The information and analyses contained herein have been completed to a level of detail commensurate with the objectives of the assignment and in light of the information made available to TSI at the time of preparation. This report and its supporting documentation have been reviewed and/or checked for conformance with industry-accepted norms. To the best of the information and belief of TSI, the information presented in this report is accurate to within the limitations specified herein.

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This Operations Quarterly Report contains the relevant information for the 1<sup>st</sup> quarter of fiscal year 2015 as required in Schedule 6, Section 1.8.2 of the Operating Contract. Transfield Services Infrastructure (TSI) continues ongoing and preventive maintenance activities for the I-25 Managed Lanes Project. Typical activities include reversible lane operations, courtesy patrol, maintenance patrols, graffiti removal, trash/debris removal, and pavement repairs.

## Highlights this Quarter:

- Majority of the storm inlets cleaned within the I-25 HOV/HOT lanes
- Ongoing coordination with the I-25 North Project
- Majority of the lighting repairs completed
- Ongoing coordination with the North Holly Bridge Joint Project

### A. Summary of Managed Lanes

Intentionally deleted, please see PRD's Report Section A.

### B. Monthly Incident Reports

Below is a summary of incidents this quarter that resulted in damaged to Maintained Elements, required emergency medical services, or affected the operation of the HOV/HOT lanes:

#	Nature of Incident	Parties Involved	Actions
1	Vehicle #1 was travelling S.B. in the I-25 HOV/HOT lanes. Vehicle #2 was travelling N.B. in the I-25 HOV/HOT lanes. The HOV/HOT lanes were set up for N.B. traffic. The front of Vehicle #1 collided into the front of Vehicle #2.	<ol style="list-style-type: none"> <li>1. L. Roberts (Vehicle #1, Driver)</li> <li>2. M. Sisk (Vehicle #2, Driver)</li> </ol>	<p>12:48 PM, CSP notified TOC of a head-on collision in the HOV Lanes</p> <p>12:50 PM, CSP request that the HOV/HOT lanes be closed</p> <p>12:50 PM, Transfield closed the HOV/HOT lanes</p> <p>2:20 PM, CSP requested that emergency access point (barrier openings) be blocked</p> <p>2:50 PM, TSI confirms all emergency access points have been blocked with either cones or TSI vehicles</p> <p>4:15 PM, All vehicles involved with incident cleared from</p>

1	<p><b>Time:</b> 12:40 PM  <b>Date:</b> 8/8/2014  <b>Location:</b> I25, MP 215.6</p>		<p>scene  4:15 PM, Transfield began a sweep of the lanes to make sure no other vehicles were inside the lanes  4:47 PM, HOV/HOT lanes were reopened</p>
#	Nature of Incident	Parties Involved	Actions
2	<p>A semi-truck pulling double trailers lost control on the I-25 N.B. G.P. lanes. The truck collided with two other vehicles and the concrete barrier wall. Several large pieces of concrete from the barrier were knocked into the HOV/HOT lanes and needed to be removed.</p> <p><b>Time:</b> 3:00 AM (approx.)  <b>Date:</b> 8/26/2014  <b>Location:</b> I25, MP 213.5</p>	Unknown	<p>3:00 AM, HOV/HOT lanes closed automatically for lane reversal operations  3:30 AM, TSI notified that an accident in the G.P. lanes possibly affecting I-25 HOV/HOT lanes  4:30 AM, TSI completed removal of concrete debris in lanes  4:30 AM, DPD officer requested that the HOV/HOT lanes open N.B. to relieve congestion. (The HOV/HOT lanes are typically opened for S.B. traffic at 5:00 AM)  5:15 AM, Abandoned vehicle was removed from the HOV/HOT lanes; TSI began a sweep of the lanes to make sure no other vehicles were in the lanes  5:42 AM, The lanes were opened N.B. with VMS signs programed to display Free to All Traffic  6:45 AM, Accident cleared from the I-25 G.P. lanes  6:54 AM, HOV/HOT lanes closed for lane reversal, began sweep of the lanes to make sure no other vehicles were in the lanes  7:31 AM, The I-25 HOV/HOT lanes were opened S.B.</p>

#	Nature of Incident	Parties Involved	Actions
3	<p>A construction semi-truck (Vehicle #1) attempted to get onto the N.B. HOV/Express Lanes on-ramp (to N.B. I-25). Vehicle #2 traveling N.B. on the ramp collided with the Vehicle #1.</p> <p><b>Time:</b> 11:51 PM  <b>Date:</b> 8/19/2014  <b>Location:</b> I25, MP 217.1</p>	<ol style="list-style-type: none"> <li>1. D. Calderon (Vehicle #1, Driver)</li> <li>2. C. Mann (Vehicle #2, Driver)</li> <li>3. C. Mann (Vehicle #2, Psgr.)</li> </ol>	<p>12:34 AM, CSP called TSI and requested that the HOV/HOT lanes be closed            1:01 AM, TSI closed the HOV/HOT lanes            1:20 AM, Accident cleared by CSP            1:30 AM, TSI began a sweep of the lanes to make sure no other vehicles were inside the lanes            2:20 AM, The HOV/HOT lanes were reopened</p>
#	Nature of Incident	Parties Involved	Actions
4	<p>Gate #3 of Gate Set #3 was struck by a vehicle traveling N.B. in the I-25 N.B. GP Lanes. No vehicle found at the scene.</p> <p><b>Time:</b> 7:00 AM (approx.)  <b>Date:</b> 9/10/2014  <b>Location:</b> I25, MP 212.0</p>	Unknown	No travel lanes affected. Gate was repaired.
#	Nature of Incident	Parties Involved	Actions
5	<p>Gates #4 &amp; #5 of Gate Set #5 were struck by a vehicle traveling S.B. in the I-25 S.B. GP Lanes. No vehicle found at the scene.</p> <p><b>Time:</b> 2:00 PM (approx.)  <b>Date:</b> 9/19/2014  <b>Location:</b> I25, MP 217.0</p>	Unknown	No travel lanes affected. Gates were repaired.

The number of incidents shown is reflective of what was either observed by TSI or was reported to TSI at the time of preparing this report. TSI has requested that CSP and DPD notify TSI of any serious incidents within the HOV/HOT lanes. The information presented for each incident is either from accident reports or from TSI's observations. The information shown is not intended to be official documentation of the incident but rather just to provide a briefing of qualifying occurrences as listed in the Contract.

### C. Non-Compliance Reports

All repairs and responses related to the Performance and Measurement Criteria listed in Appendix 6-1 of the Operating Contract were made within the allowed cure time. Items that have repairs in progress are still within the allowed cure time.

### D. Customer Relations Activities

No complaints regarding the I-25 Managed lanes were received by TSI this quarter.

### E. Traffic Reports

Intentionally deleted, please see PRD's Report Section E.

### F. Quality Conformance Summary

Representatives of HPTE, TSI, and Plenary have conducted site visits of the I-25 Managed Lanes throughout the quarter. During the site visits, broad visual inspections of the Maintained Elements were conducted. However, given that this portion of the project is still pending work related to the I-25 Initial Work Package, an Asset Condition Score could not be assessed. The following was concluded from the visits:

- Items pending the I-25 Initial Work Package are being maintained to the same or higher level as when the project commenced.
- Items that are not pending the I-25 Initial Work Package are being maintained per the performance criteria listed in Appendix 6-1 of the Operating Contract.

### G. Environmental Monitoring Activities

#### Water

This quarter TSI has worked on cleaning inlets throughout the I-25 HOV/HOT lanes. The work has been coordinated with CDOT since the drain networks are interconnected with the drainage system in the G.P. lanes. Now that the inlet cleaning is nearly complete, the next step will be to clean the pipes between the inlets.

There were no abnormal activities in the I-25 HOV/HOT lanes that would have an impact on water quality were observed by TSI this quarter. No excessive erosion on the project was



observed either. TSI sweeps the lanes periodically to help reduce the potential for particulate matter getting into the water.

#### Air

There were no abnormal activities in the I-25 HOV/HOT lanes that would have an impact on air quality were observed by TSI this quarter. TSI sweeps the lanes periodically to help reduce the potential for particulate matter getting into the air.

#### Noise

There were no abnormal activities in the I-25 HOV/HOT lanes that would have an impact on noise levels were observed by TSI this quarter. Maintenance activities typically meet the criteria for a Type III project as established in 23CFR772 and therefore no analysis for highway traffic noise impacts is necessary.

#### Wildlife

There were no abnormal activities in the I-25 HOV/HOT lanes that would have an impact on wildlife were observed by TSI this quarter.

#### Paleontology and Archaeology

There were no abnormal activities in the I-25 HOV/HOT lanes that would have an impact on prehistoric plant, animal, or human artifacts were observed by TSI this quarter.

## H. TIFIA Performance Measurer

Intentionally deleted, please see PRD's Report Section H.