COLORADO
Transportation
Investment Office

MEMORANDUM

TO: COLORADO TRANSPORTATION INVESTMENT OFFICE BOARD OF DIRECTORS
FROM: KELLY BROWN, CTIO CHIEF TOLL OPERATIONS OFFICER
SUBJECT: I-70 SHOULDER LANE ENFORCEMENT AND BLISSWAY PILOT
DATE: OCTOBER 19, 2022

Purpose

In June 2022, CTIO (HPTE) entered into a Beta Testing Agreement with Blisway, Inc. to implement Phase 2 of a multi-phase pilot program between CTIO and Blissway to test the Blissway Wireless Autonomous Lane Enforcement (WAL-E) roadside toll equipment technology. Per the Beta Testing Agreement, staff may present additional statements of work and seek approval from the CTIO Board of Directors without the need for a formal amendment to the Beta Testing Agreement. Staff presents the following Statement of Work for a new phase of the multi-phase pilot, "I-70 Shoulder Lane Enforcement technology and back office operations" for approval.

Background

HB-22-1074 was brought before the Legislature in an effort to make the Express Lanes network safer, especially the I-70 Mountain Express Lane. In May 2022, HB 22-1074 (Traffic Violations on Interstate 70 Shoulder Lanes) was passed by the Colorado State Legislature. On June 15, 2022, the CTIO Board adopted the updated 2 CCR 606-1 (Rules Governing the Administrative Toll Enforcement Process) to accommodate HB 22-1074. The updates to 2 CCR 606-1 became effective on August 14, 2022.

CTIO needs roadside equipment to detect and record traffic violations via an automatic vehicle identification system on the Interstate 70 Shoulder Lanes, also known as the I-70 Mountain Express Lanes.

CTIO also needs a back office to administer the recorded traffic violations, including, but not limited to, this functionality:

- Identifying the registered owner of the violating vehicle and issuing a civil penalty assessment notice (CPAN) to said, registered owner;
- Collecting payment for the CPAN staffing a Customer Service Center for the violators to contact with questions, disputes, payments;
- A software solution used in the commission of the bask office tasks;
- A website for violators to perform self-service CPAN activities such as disputes, payments, viewing their "evidence package" consisting of a 5-second video captured by the roadside equipment showing the violation activing being cited by the CPAN;
- Print and mailhouse functions;
- An Administrative Law Court for violators that do not pay their CPAN;
- DMV registration hold and release functionality.

At this time, CTIO is presented with several obstacles to enforcing 2 CCR 606-1:

- CTIO's current back-office provider is not obligated to perform back office services for transactions other than tolling transactions; the violation transactions recorded on the I-70 Mountain Express Lanes are not considered toll transactions; they are toll evasion transactions. Therefore, a different back office solution is needed to enforce 2 CCR 606-1.

- The back office functionality needed to enforce 2 CCR 606-1 is included in the scope for CTIO's new back office. However, the procurement process for CTIO's new back office is in its early stages, and it is not in the best interest of CTIO to postpone the enforcement of 2 CCR 606-1 until the anticipated operational go-live date of the new back office, currently anticipated to be in the 2025/2026 timeframe.
- The westbound direction of the I-70 Mountain Express Lane has the NGLTS tolling equipment installed on it. The NGLTS equipment fulfills the need for roadside equipment to detect and record traffic violations via an automatic vehicle identification system. However, the eastbound direction **does not** have NGLTS equipment installed on it, and therefore 2 CCR 606-1 cannot be enforced for traffic in the eastbound direction. NGLTS equipment is not scheduled to be installed on eastbound MEXL until late 2023/early 2024, and it is not in the best interest of CTIO to postpone the enforcement of 2 CCR 606-1 until the NGLTS equipment is installed 12 to 18 months from now.

Staff recommends an "out-of-the-box" solution to overcome these obstacles. Staff proposes a new phase and Statement of Work be added to the current Blissway multi-phase pilot called "I-70 Shoulder Lane Enforcement technology and back office operations pilot". The main components of the proposed "I-70 Shoulder Lane Enforcement technology and back-office operations pilot" are:

1. Blissway installs WAL-Es on the eastbound direction of I-70 MEXL. The WAL-Es would not be used for toll collection. They would be an independent system that would detect and record traffic violations via an automatic vehicle identification system. Through multiple phases of the Blissway pilot that has been conducted on the I-70 Mountain Express Lane (both directions, separate pilot phases) since 2020, Blissway has proven that their WAL-E technology and system have achieved a license plate reading accuracy of 99.5 percent or higher. See Attachment A.
2. Blissway "stands up" a temporary Enforcement back office. See Attachment A for details of the scope to be provided. This Statement of Work would serve as a Proof of Concept. Though this is a "pilot," it would also be an operational back office that CTIO would pay Blissway for processing of the violations. Details still to be determined, pending Board approval of this Statement of Work.
3. Blissway installs WAL-Es on the barriers and/or in the medians of:
    a. I-25 North Segment 2
    b. I-25 North Segment 3
    c. C-470
    d. Central 70
    e. I-25 South Gap

    This phase of the pilot would allow Blissway to prove that the WAL-E form factor can be adapted for Express Lanes without a "grassy median" such as is found on the I-70 Mountain Express Lane and be installed in Express Lanes that exist in a more urban environment. This Statement of Work would function much like the Statement of Work of the original pilot phase; this will allow Blissway to tweak this new form factor through as many iterations as necessary to arrive at a WAL-E that meets the end goal of eventually installing WAL-Es in the appropriate form-factor (based on individual Express Lane configuration) on all Express Lanes in the CTIO network, including all Express Lanes that may be constructed in the future, to improve safety across the Express Lanes network. The exact details will be provided at a later date. The main Statement of Work for this pilot are items 2 and 3 above.

Staff feels that the Statement of Work included in the "I-70 Shoulder Lane Enforcement technology and back-office operations pilot", will allow CTIO to begin enforcing 2 CCR 606-1 as soon as January, 2023.

Action

Staff is requesting approval of the "I-70 Shoulder Lane Enforcement technology and back office operations

pilot".

Next Steps

1. If approved, in conjunction with Blissway performing the Statement of Work included in the "I-70 Shoulder Lane Enforcement technology and back office operations pilot", CTIO will work through the details of contracting with one of the three vendors that CTIO currently has on their "bench" of tolling services providers. CTIO currently has E-470, ETC, and Blissway under different forms of "master task order contracts." CTIO staff has requested that both ETC and Blissway each present a proposal for the requested Enforcement back-office scope of work. Once staff has selected a proposal to move forward with a task order will be issued to that vendor (either ETC or Blissway). Depending on the proposed solution and selected vendor, applicable Statements of Work in the "I-70 Shoulder Lane Enforcement technology and back office operations pilot" will be phased out and/or transitioned to the task order. The task order will be in effect until the new CTIO back office is operational, anticipated to be sometime in 2025/2026.
2. Staff will execute a Purchase Order with Blissway to cover the operating costs of the Enforcement back office until the Task Order (with the selected proposer) is executed.
3. Staff will work with Blissway to execute the necessary agreements with CTIO and CTIO's operating partners, such as bank/bank account interface, Colorado DMV, etc.
4. Due to the nature of this Enforcement back office solution and in order to preserve fair competition between ETC and Blissway as described in Next Steps #1, only high level details are presented to the Board in this memo. Specifics as to Blissway's sub-contractors in operating the Enforcement back office as a pilot, financial compensation to Blissway during the pilot and other operational details that will be included in both the pilot Statement of Work and Blissway's Enforcement back office proposal can be provided to the Board in an Executive Session in a future board meeting, if requested.
5. Staff will return to the board at its next meeting to present business rules that need board approval.
6. Staff will begin public education and outreach campaigns.

Attachments

Attachment A: Blissway "I-70 Shoulder Lane Enforcement technology and back office operations pilot" Statement of Work (High Level)
Attachment B: Resolution