

Public Comment - November 15, 2023

Name (first & last)

Glen Sar_____

Which group is your comment for?

CTIO

Comment - I-25 Express Lanes Safety Enforcement Program

CTIO Board,

First, I want you to know that I, as many other express lane users do, appreciate you trying to keep people from unsafely jumping in and out of express lanes to save time or get around someone. I am not one of these people.

However, I am letting you know how disappointed I am with your rather crude dispute system that assesses fees for crossing the express lane white lines. I am a regular user of express lanes and have a CC account on file with the toll folks. Explanations on the dispute form forces you to pick a reason that may not apply. Sometimes in heavy traffic, it is not possible, due to post COVID aggressive drivers, to safely merge back into normal traffic to get off an exit. Being older, I usually need the exit for gas or a bathroom emergency. So, you just keep moving and safely merge when someone lets you in and sometimes this is where there are double white lines. Then, bang you get a fine. The roadside sensors cannot ever show the whole story of what happened. The driver that he/she is making the best and most safe decision they can at the time given all the variables. A better method would be to just let drivers report (toll free #) flagrant express lane violators, as their behavior is dangerous to us all.

Yesterday, I had to go around an accident and a police vehicle in the express lane on I25, will the sensors know what happened? Same for road debris or just a stopped vehicle, will the sensors know? This dispute process is mostly a waste of time as I see it and assume guilt. This is not fair.

I love using the express lanes, but if I keep getting these unjustified violations, in the interest of brain damage and time, I will cancel my toll account and not use the express lanes anymore. If these fees are just another crafty bureaucracy revenue generator, then I am sure you will ignore my comments.

Respectfully,

Glen S_____

Response Sent November 9th 2023

Dear Mr. Saraduke,

Thank you for reaching out to the CTIO Board of Directors regarding the Express Lanes Safety Enforcement Program and your experience on I-25.

The entrance and exit points for Express Lanes have a federal requirement on their length, designed to allow enough time to enter and exit the Express Lanes safely.

You are right. The roadway sensors do not know if there is an accident in the Express Lanes. That is why we have dedicated operators that monitor the Express Lanes for incidents, and if

one occurs that requires traffic to move out or into the Express Lanes to allow for better traffic flow, the tolls and/or fines are waived.

Best,

Simon