

FY 2015/16 – Q4  
April – June 2016  
Quarterly Report



## Table of Contents

A. Summary of Managed Lanes Traffic .....	2
B. Operational Incidents .....	7
C. Non Compliance Reports for Maintained Elements.....	8
D. Customer Relations Activities.....	8
E. Traffic Reports .....	9
F. Quality Conformance Summary .....	9
G. Environmental Monitoring Activities .....	9
H. TIGER Performance Measurer .....	9

## Appendices

Appendix A - Broadspectrum (formerly Transfield) Quarterly Report

# INTRODUCTION

---

This quarterly report draws upon data from April 1 – June 30, 2016 (the “Quarter” or “Q4”) on the US 36 and I-25 Managed Lanes (collectively, the “Project”). The purpose of the report is to provide an overview of the Project’s 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

Traffic volumes during the Quarter were higher compared to the prior quarter but relatively in-line with the prior year. In general, traffic during spring months is heavier than it is throughout winter months due to improving weather and driving conditions along with increasing hours of daylight. There was a substantial shift in historical traffic patterns with I-25 Managed Lane usage in late July 2015. At the same time the Phase 1 toll operations of the US 36 Managed Lanes commenced July 22, 2015, HOV vehicles traveling on both US 36 and I-25 Managed Lanes were required to use a transponder in order to use the lanes at no charge. As a result there were noticeable increases in ExpressToll™ (or “AVI”) and License Plate (“LPT”) traffic counts but a significant drop in HOV traffic. For the most part this temporary trend has changed over the last few quarters as the average daily LPT user counts have fallen and the number of HOV vehicles has steadily climbed as a percentage of total traffic. This current trend is likely to continue for the remainder of the calendar year as more commuters purchase transponders in order to pay lower costs as an ExpressToll™ customer or to use the Managed Lanes as an HOV vehicle at no charge. For purposes of this report, non-revenue transactions are omitted.

Summary graphs and charts depicting the trends in traffic volume for the Quarter are provided below. It should be noted that the I-25 Managed Lane traffic reflects traffic counts from one gantry and US 36 Managed Lane counts reflect ten gantries, five gantries in each direction. Therefore, US 36 graphs will indicate higher traffic counts that are not comparative to those of I-25. By way of example, a single vehicle making a journey from Boulder to Denver in the Managed Lanes would get counted five times on US 36 but only one time on I-25. Therefore, US 36 traffic data will indicate higher traffic counts that are not comparable to those for I-25.

## Total Traffic



Total Traffic

**802,984**

### Data analysis

Overall Q4 traffic was up compared to the prior quarter due to seasonality. Q3 was lower primarily due to inclement weather while the I-25 North Managed Lanes were open to commuters at no charge during Q4 so there were additional commuters on I-25 Central.

## Total Traffic



Total Traffic

**3,078,410**

### Data analysis

The US 36 Managed Lanes have been open for less than one year so there is minimal comparative analysis at this time; however, Q3 traffic counts were lower than Q4 due to inclement weather during winter months and the opening of Phase 2 in late March.

## License Plate Traffic



Total License Plate Traffic

**270,336**

### Data analysis

LPT traffic rose during Q4 even as commuters continue to purchase transponders for reduced ExpressToll rates. The increase may have been influenced by the I-25 North Managed Lanes that were open to commuters at no charge for testing purposes during the Quarter.

## License Plate Traffic



Total License Plate Traffic

**869,704**

### Data analysis

Overall Q4 LPT traffic counts were higher than the prior quarter but as expected they decreased as a percentage of total US 36 traffic. The drop in LPT usage rate on US 36 is likely a result of lower rates charged to ExpressToll customers.

## Express Toll Traffic

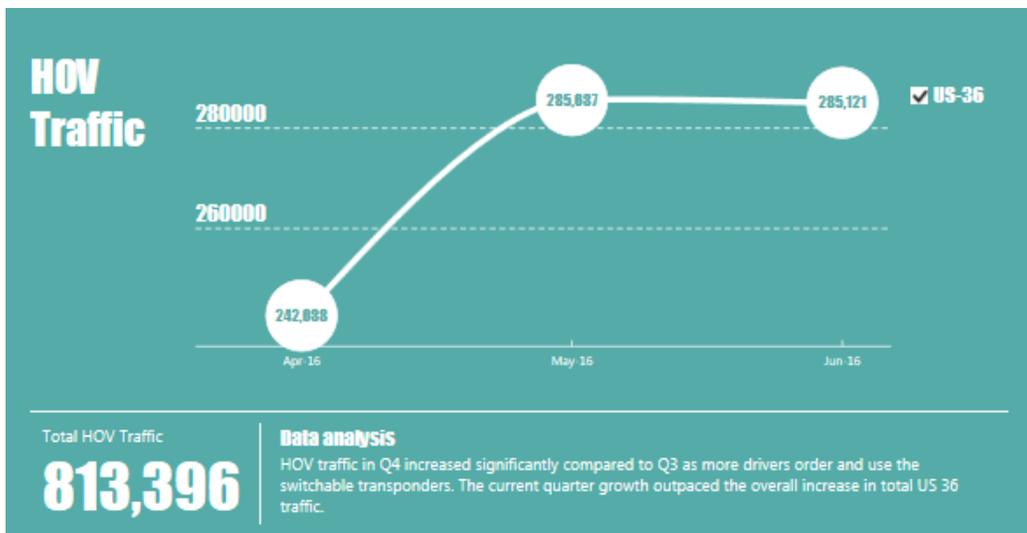


Total Express Toll Traffic

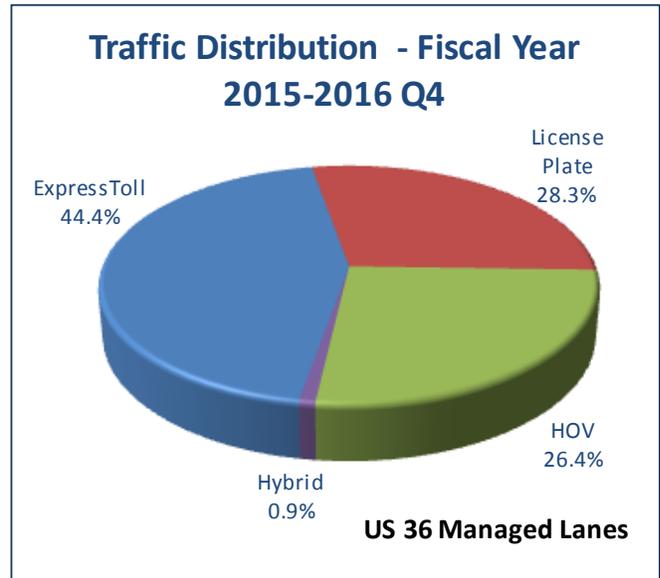
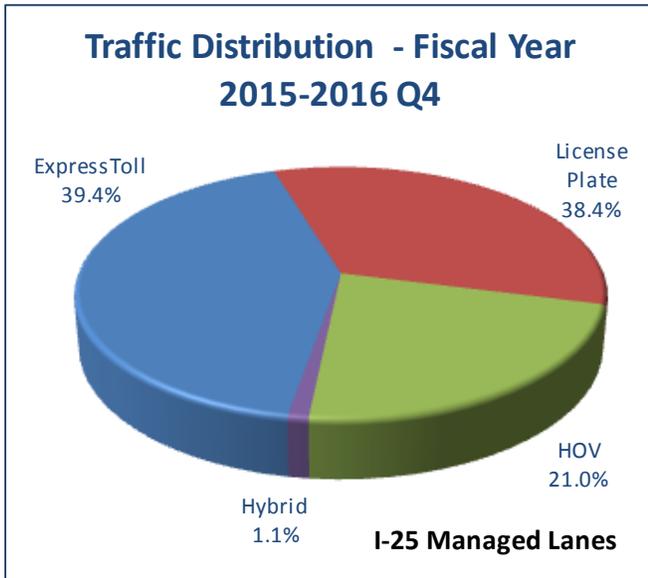
**341,034**

### Data analysis

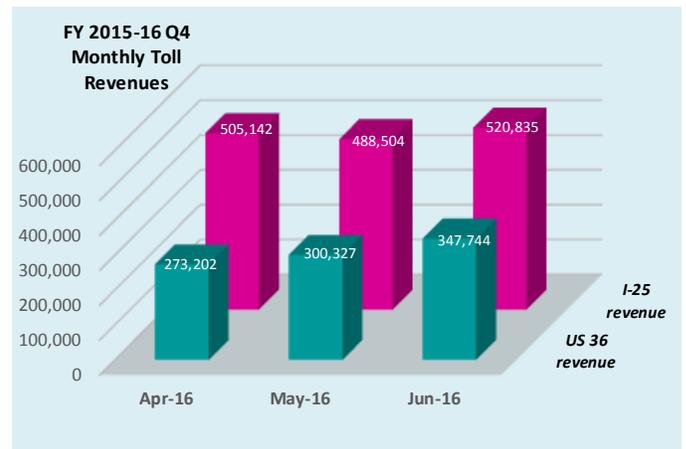
ExpressToll traffic in Q4 was higher than Q3 but it increased at a slightly lower rate than overall I-25 traffic. New and existing commuters continue to sign up for ExpressToll accounts because of the switchable transponder requirement for HOV vehicles.







The Project collected \$1,514,481 and \$921,273 in toll revenues from users of the I-25 and US 36 Managed Lanes, respectively, 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.



On an annual basis HPTE evaluates the expected future cash flows and financial performance of the Project. If certain cash flow thresholds are achieved, HPTE may be entitled to share in such cash flows from toll revenues. The earliest this would begin would be 2020, although currently no such thresholds are projected to be surpassed.

**B. OPERATIONAL INCIDENTS**

There were 16 operational incidents during the quarter. All incidents were accidents without any damage to maintained elements. Details of each incident are provided in the Broadspectrum (formerly Transfield) Quarterly Report included as Appendix A.

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

All repairs and responses related to the Performance and Measurement Criteria Table were made within the allowable cure time during the Quarter, except for one issue which is described below.

Non-compliance Location	Nature	Cause	Steps taken to address
Promenade West Toll Point	Incorrect toll schedule applied (Sch. 6 App. 6-2, ID 6)	Incorrect toll schedule was applied during a software update on March 7 <sup>th</sup> .	On March 16 <sup>th</sup> E470 reversed toll charges to customers that have posted to accounts and applied the correct toll amounts. Schedule verification is now part of the E470 software update checklist.

**D. CUSTOMER RELATIONS ACTIVITIES**

The E-470 contact center performed at a high level during the quarter and exceeded the Customer Satisfaction and Inbound Call Service Level goals. There was a delay in completing training during May that resulted in a temporary dip in the inbound call service level. However, as the new staff began taking calls in late May the service levels immediately improved and in June the desired service level was achieved. In September 2015, E-470 completed their training facility renovation by doubling its capacity and trained several new representatives. As a result, their strong performance during the prior quarters reflects the benefits of the improved training and facility expansion.

Five customers also contacted PRD or CDOT regarding their invoices or how to use the Express Lanes. Responses were made within the seven days as required by Table 3 of Schedule 10. Numerous other customers contacted PRD, CDOT, or ExpressToll regarding confusion related to the I-25 North Project Express Lane testing and “Free” messaging. Numerous tolls on I-25 Central were waived due to this confusion.

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 the initial success.

**Customer satisfaction**



## Contact Center Speed of Answer



% of Calls Answered within 30 seconds

**74.3%**

### 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 previously, the handover condition of the I-25 HOV/HOT lanes has been jointly inspected and evaluated by HPTE, PRD, and Broadspectrum (formerly Transfield) and numerous Category 2 defects have been identified. However, pursuant to CA Section 22.10, these Category 2 defects are being 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. The I-25 Initial Works package construction began in late March '15 and will continue through mid-summer '16. 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

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.

<b>TIGER Performance Goal</b>	<b>Focus</b>	<b>Report Timing</b>
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

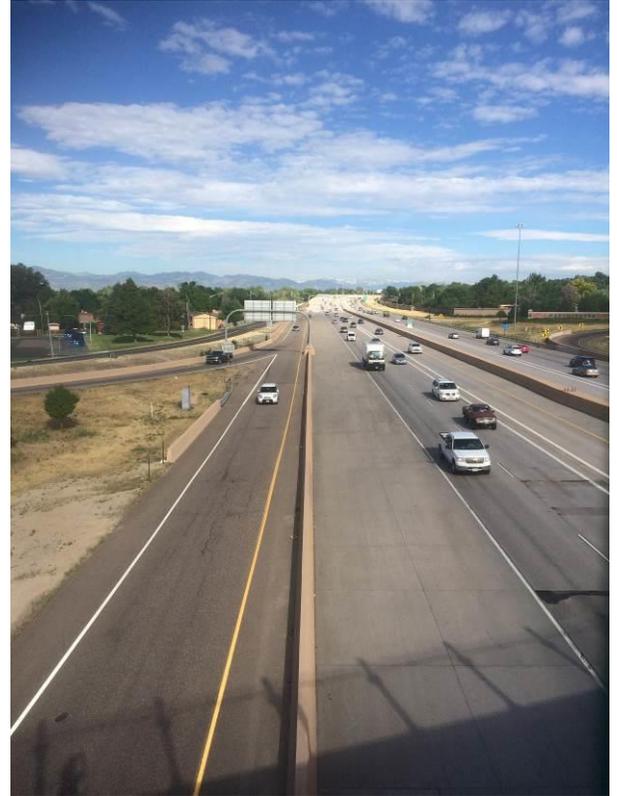
OPERATIONS  
QUARTERLY REPORT  
4TH QUARTER OF FISCAL  
YEAR 2016

US 36 and I-25 Express  
Lanes Project

Prepared for:

Plenary Roads Denver, LLC  
1700 Lincoln Street, Suite 3000  
Denver, CO 80203

Attention: Mr. Simon Stachnik



Prepared By:

Broadspectrum  
7100-B Pennsylvania Street  
Thornton, CO 80229  
United States of America

Justin Doles, PE  
Project Manager  
Telephone: +1 303 667-9672

OPERATIONS – QUARTERLY REPORT, Q4, FY2016  
*US 36 and I-25 Express Lanes Project*

Revision	Date	Approved
Rev. 0	07/18/2016	

This report titled *Operations Quarterly Report, 4th Quarter of Fiscal Year 2016* has been prepared by Broadspectrum 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 Broadspectrum.

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 Broadspectrum 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 Broadspectrum, the information presented in this report is accurate to within the limitations specified herein.

This report is Broadspectrum pdf file: *Operations Report Q4 FY2016.pdf*. Any reproductions or modifications of this report are uncontrolled and may not be the most recent revision.

The O&M Monthly Report contains all relevant information for the 4rd quarter of fiscal year 2016 as required in Schedule 6, Section 1.8.2 of the Operating Contract.

## 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 and/or required emergency medical services:

#	Nature of Incident	Parties Involved	Actions
1	<p>Vehicle #1 traveling EB on US36 in #3 lane. Vehicle #1 was cutoff by a non-contact unit and lost control striking the right concrete barrier.</p> <p><b>Time:</b> 6:18 AM  <b>Date:</b> 4/16/2016  <b>Location:</b> US36, MP 52.6 E.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
2	<p>Vehicle #1 was traveling EB on US36 at MP 44.5 in far right lane. Vehicle #1 began to spin out of control. Vehicle #1 traveled left across all lanes. The Driver's side front of Vehicle #1 collided with the concrete barrier. Vehicle #1 came to final rest upright on all four tires on the left shoulder.</p> <p><b>Time:</b> 1:21 PM  <b>Date:</b> 4/17/2016  <b>Location:</b> US36, MP 44.5 E.B.</p>	Unknown	No assistance from Broadspectrum requested.

#	Nature of Incident	Parties Involved	Actions
3	<p>Vehicle #1 was EB on US36 in the #1 lane travelling at excessive speed. Vehicle #2 was EB on US36 in the #3 lane. Vehicle #1 lost control and rotated clockwise for 248' before colliding its right front with the left side of Vehicle #2. Vehicle #1 continued EB rotating clockwise for 371'. Vehicle #1 came to rest facing southwest on the south shoulder. Vehicle #2 continued eastbound for 298' and collided its left front with the concrete median barrier. Vehicle #2 came to rest facing north.</p> <p><b>Time:</b> 1:43 AM  <b>Date:</b> 4/24/2016  <b>Location:</b> US36, MP 44.6 E.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
4	<p>Vehicle #1 WB on the US36 exit ramp approaching Federal Blvd. Left front tire suddenly failed and Vehicle #1 veered left and struck concrete barrier. Vehicle #1 overcorrected and ran off right side of roadway, and drove into grassy area before striking concrete wall and coming to rest.</p> <p><b>Time:</b> 11:13 AM  <b>Date:</b> 5/2/2016  <b>Location:</b> US36, MP 54.9 E.B.</p>	Unknown	No assistance from Broadspectrum requested.

#	Nature of Incident	Parties Involved	Actions
5	<p>Vehicle #1 was EB on US36 in the #2 lane of travel. Vehicle #1 lost control and proceeded across the #3 lane of travel onto the right shoulder. Vehicle #1 over-corrected and proceeded back across all EB lanes of travel leaving 48 feet of yaw scuff on the roadway. Vehicle #1 collided its front with a concrete barrier. Vehicle #1 rotated 1/4 times in the counter-clockwise direction, colliding its right side with the concrete barrier. Vehicle #1 fled the scene prior to my investigation.</p> <p><b>Time:</b> 10:50 PM  <b>Date:</b> 5/7/2016  <b>Location:</b> US36, MP 44.5 E.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
6	<p>Vehicle #1 traveling WB on US36 in the right through lane loss control and veered off the right side of the roadway and collided with the concrete barrier. No property damage to barrier.</p> <p><b>Time:</b> 2:43 PM  <b>Date:</b> 5/7/2016  <b>Location:</b> US36, MP 53.0 W.B.</p>	Unknown	No assistance from Broadspectrum requested.

#	Nature of Incident	Parties Involved	Actions
7	<p>Vehicle #1 was NB on I-25 in the Express Lane. Vehicle #1 spun out of control and traveled off the right side of the road colliding with the concrete barrier with its front right corner. Vehicle #1 then traveled back across the roadway and traveled off the left side of the roadway colliding with the barrier with its front left corner. Vehicle #1 then rotated clockwise .25 times colliding with the concrete barrier with its left rear corner. Vehicle 1 moved from rest. No damage to the concrete barrier.</p> <p><b>Time:</b> 8:50 PM  <b>Date:</b> 5/16/2016  <b>Location:</b> I-25, MP 215.0 N.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
8	<p>Vehicle #1 exiting US36 and Sheridan Blvd. Vehicle #1 ran off right side of roadway and collided with sign. Vehicle #1 then went down grass/dirt embankment before coming to rest.</p> <p><b>Time:</b> 12:23 AM  <b>Date:</b> 5/17/2016  <b>Location:</b> US36, MP 52.6 E.B.</p>	Unknown	No assistance from Broadspectrum requested.



#	Nature of Incident	Parties Involved	Actions
9	<p>Vehicle # 1 Traveling WB US36 in unknown lane. Vehicle #1 collides with concrete barrier on passenger side. Vehicle #1 left on scene, while driver fled the scene of the accident.</p> <p><b>Time:</b> 2:18 AM  <b>Date:</b> 5/22/2016  <b>Location:</b> US36, MP 54.0 W.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
10	<p>Vehicle #1 was EB US36 in the right through lane. Vehicle #1 lost control and drove off the right side of the road for 135.7'. Vehicle #1 front passenger side collided with a sign pole. Vehicle #1 continued for 86.9' eastbound back onto the right shoulder of US36. Vehicle #1 continued EB on the shoulder for 75.2'. Vehicle #1 drove off the right side of the road again and came to rest on its wheels, facing south, 5.2' off the road.</p> <p><b>Time:</b> 8:15 AM  <b>Date:</b> 6/1/2016  <b>Location:</b> US36, MP 44.2 E.B.</p>	Unknown	No assistance from Broadspectrum requested.



#	Nature of Incident	Parties Involved	Actions
11	<p>Vehicle #1 was traveling WB on US36 approaching Sheridan. Vehicle #1 struck the concrete barrier that divides the highway. Vehicle abandoned.</p> <p><b>Time:</b> 2:12 AM  <b>Date:</b> 6/7/2016  <b>Location:</b> US36, MP 53.0 W.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
12	<p>Vehicles #1 and #3 EB US36 approaching Federal Blvd in the left through lane. Vehicle #2 in the right through lane. Vehicle #1 attempted a lane change and collided side to side with vehicle #2 then collided side to side with vehicle #3. Vehicle #1 lost control and collided with left inside concrete barrier then went to right side of roadway and collided with right concrete barrier and slid to rest. Vehicle #2 came to controlled rest on right shoulder and vehicle #3 came to rest on left inside shoulder.</p> <p><b>Time:</b> 5:57 AM  <b>Date:</b> 6/15/2016  <b>Location:</b> US36, MP 54.3 E.B.</p>	Unknown	No assistance from Broadspectrum requested.

#	Nature of Incident	Parties Involved	Actions
13	<p>Vehicle #1 was WB US36 in the #2 thru lane. Vehicle #1 drifted off the right side of the roadway, down an embankment, through a field and collided with a dirt hill. Vehicle #1 continued WB, became airborne and collided with the top of a wooden fence. Vehicle #1 then landed nose first in the dirt bank on the south side of the farmers highline canal. Vehicle #1 continued westbound and vaulted into the canal, with the front of the vehicle colliding with a concrete wall on the west bank of the canal. Vehicle #1 came to rest, facing westbound and resting on the passenger side of the vehicle, in the canal.</p> <p><b>Time:</b> 8:56 PM  <b>Date:</b> 6/21/2016  <b>Location:</b> US36, MP 52.3 W.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
14	<p>Vehicle #1 WB US36 west of Church Ranch Blvd number 1 lane. Vehicle #1 lost control due to medical issue and collides with concrete barrier. Vehicle #1 continues WB and strikes concrete barrier a second time 52' west of original POI.</p> <p><b>Time:</b> 12:56 AM  <b>Date:</b> 6/23/2016  <b>Location:</b> US36, MP 50.5 W.B.</p>	Unknown	No assistance from Broadspectrum requested.



#	Nature of Incident	Parties Involved	Actions
15	<p>Vehicle #1 EB on US36 approaching Sheridan Blvd. Vehicle #1 exited US36 to Sheridan Blvd. while evading law enforcement officers. Vehicle 1 lost control after striking stop sticks deployed by officer and struck guard rail on north side of off ramp. Vehicle #1 continued EB on US36 after striking guardrail.</p> <p><b>Time:</b> 3:55 AM <b>Date:</b> 6/25/2016 <b>Location:</b> US36, MP 52.6 E.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
16	<p>Vehicle #1 was WB US36 in the Express Lane, driver lost control of the vehicle and Vehicle #1 collided with the center concrete barrier. Driver of Vehicle #1 over corrected to the right, and Vehicle #1 crossed all lanes of WB US36 and collided with the concrete barrier on the right shoulder. Vehicle #1 came to rest, facing WB on the right shoulder of westbound US36.</p> <p><b>Time:</b> 5:08 PM <b>Date:</b> 6/28/2016 <b>Location:</b> US36, MP 52.6 W.B.</p>	Unknown	No assistance from Broadspectrum requested.

The number of incidents shown is reflective of what was either observed by Broadspectrum or was reported to Broadspectrum at the time of preparing this report. Broadspectrum has requested that local response agencies notify Broadspectrum of any serious incidents within the lanes. The information presented for each incident is either from accident reports or from Broadspectrum'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

Below is a summary of the customer relations activities for this quarter:

#	Description	Parties Involved	Response
1	<p>A user of US36 stated that they lost a valuable drilling tool on US36.</p> <p><b>Method:</b> Call to CDOT  <b>Time:</b> 10:24 AM  <b>Date:</b> 6/8/2016  <b>Location:</b> US36, E.B.</p>	Unknown	Broadspectrum looked in their waste dumpsters and along the roadway and did not find anything matching the description. Broadspectrum relayed this message back to CDOT Customer Service.

### E. Traffic Reports

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

### F. Quality Conformance Summary

Representatives of HPTE, Broadspectrum, and Plenary have conducted site visits of the Managed and General Purpose 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 Initial Work Package, an Asset Condition Score could not be assessed. The following was concluded from the visits:

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

### G. Environmental Monitoring Activities

#### Water

Broadspectrum observed no abnormal activities in the Managed or General Purpose Lanes that would have an impact on water quality. Broadspectrum sweeps the lanes periodically to help reduce the potential for particulate matter getting into the water.

### Air

Broadspectrum observed no abnormal activities in the Managed or General Purpose Lanes that would have an impact on air quality this quarter. Broadspectrum sweeps the lanes periodically to help reduce the potential for particulate matter getting into the air.

### Noise

Broadspectrum observed no abnormal activities in the Managed or General Purpose Lanes that would have an impact on noise levels 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

Broadspectrum observed no abnormal activities in the Managed or General Purpose Lanes that would have an impact on wildlife this quarter.

### Paleontology and Archaeology

Broadspectrum observed no abnormal activities in the Managed or General Purpose Lanes that would have an impact on prehistoric plant, animal, or human artifacts.

## H. TIFIA Performance Measure

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