January 2023 Monthly Operations Report











Table of Contents

1.0	Volumes and Lane Usage	3
2.0	Revenues	5
3.0	Operational Incidents, Issues, and Closures	5
4.0	Mean Time Between Failure (MTBF) and Mean Time to repair (MTTR)	8
TABL	LES	
Table	e 1 – Monthly Traffic Summaries	4
	e 2 – Managed Lanes Closures to Date	
Table	e 3 – ETCS Issues per CA Schedule 6 Appendix 6-2	7
	e 4 - Status of Noncompliance Categories	
Table	e 5 – Mean Time Between Failure & Mean Time To Repair	8
FIGU		
Figur	re 1 – Monthly Traffic Distribution	4
Figur	re 2 – Daily Traffic Counts	5





INTRODUCTION

Pursuant to Schedule 6, Section 1.8.2(a) of the Concession Agreement, Plenary Roads Denver ("PRD") is required to submit a monthly report covering all essential statistics related to the Managed Lanes. The following data covers the month of January 2023. Operationally, January was a positive month. Several routine maintenance tasks were completed, there were minimal incidents to maintained elements, and traffic volumes were consistent with expectations.

1.0 VOLUMES AND LANE USAGE

Over the last several months as more commuters use the transponders for either ExpressToll™ (AVI) or HOV travel, License Plate (LPT) transactions have consistently decreased as a percentage of total traffic volume. The total monthly gantry traffic volume for January 2023 in the I-25 Central and US 36 Managed Lanes was 209,808 and 863,122, respectively.

The table below provides the monthly summary for each Managed Lanes roadway, along with a detailed breakdown of weekday volumes. For reference, the AM Peak Period is considered to be weekdays from 6:45 am – 8:45 am. The PM Peak Period is considered to be, weekdays, from 4:15pm – 5:45pm. It should be noted, that the I-25 Managed Lane traffic reflects traffic counts from a single gantry and US 36 Managed Lane counts reflect fourteen gantries, seven gantries in each direction. Therefore, US 36 data will indicate far greater traffic counts that are not comparative to those of I-25.

The following charts depict the distribution of traffic by type (Figure 1) and the daily traffic counts (Figure 2) and for the month.

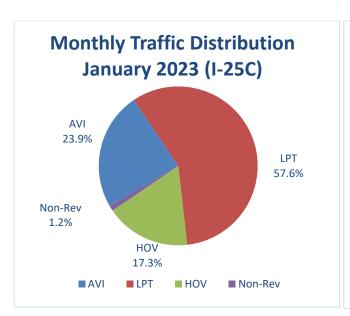
	Traffic Su	mmary (US-3	36)		
	AVI	LPT	HOV	Non-Rev	Total
Total Monthly Traffic	408,294	309,473	137,941	7,414	863,122
Maximum Weekday Traffic	23,813	17,497	5,536	479	47,168
Average Weekday Traffic	16,651	12,315	4,625	296	33,887
Average Hourly AM Peak Traffic	2,255	1,294	490	30	4,069
Average Hourly PM Peak Traffic	2,566	1,967	657	24	5,214





	Traffic Su	mmary (I-250	C)		
	AVI	LPT	HOV	Non-Rev	Total
					2 22
Total Monthly Traffic	50,191	120,890	36,247	2,480	209,808
Maximum Weekday Traffic	3,162	6,806	1,734	119	11,817
Average Weekday Traffic	2,130	4,978	1,374	99	8,482
Average Hourly AM Peak Traffic	329	725	192	8	1,246
Average Hourly PM Peak Traffic	278	603	168	9	1,049

Table 1 - Monthly Traffic Summaries



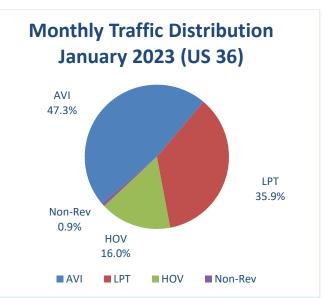
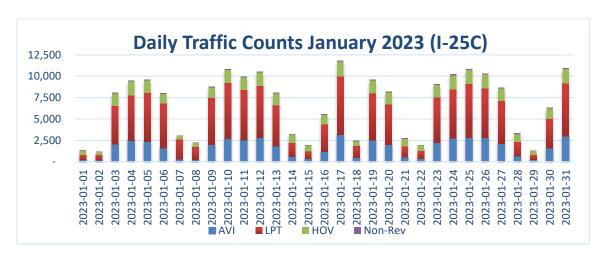


Figure 1 – Monthly Traffic Distribution







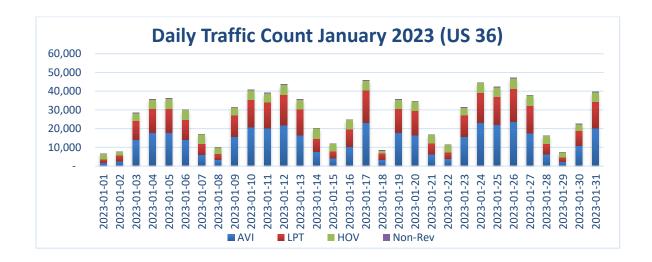


Figure 2 - Daily Traffic Counts

2.0 REVENUES

During the month of January 2023, PRD collected \$665,527 and \$686,657 from users of the I-25 Central and US36 Managed Lanes, respectively. For purposes of this report, revenues are recognized at the time of collection, which is typically sometime after they have been incurred for those customers who are billed based on their license plate. For example, if a single-occupant vehicle uses the lanes in October but pays in January, the associated revenue is attributed to January.

3.0 OPERATIONAL INCIDENTS, ISSUES, AND CLOSURES

The project had numerous routine debris removals, lighting incidents, guardrail incidents, sign incidents, and graffiti control during the month. The routine lighting, guardrail, roadway markings and sign incidents are all planned for repair within the allowable response period and several previously identified lighting incidents were repaired. All incidents were responded to and rectified within the allowable timeframes.

Date	Start	Stop	Duration
July 1, 2022	16:12	17:31	1:19
July 1, 2022	17:52	18:59	1:07
July 7, 2022	07:50	08:47	0:57
July 11, 2022	17:26	18:33	1:07
July 12, 2022	16:48	17:17	0:29
July 18, 2022	08:34	09:45	1:11





July 20, 2022	08:35	09:40	1:05
July 21, 2022	06:05	06:32	0:27
July 26, 2022	14:55	15:49	0:54
July 26, 2022	18:38	19:25	0:47
August 03, 2022	18:35	19:15	0:40
August 16, 2022	09:23	10:28	1:05
August 17,2022	16:32	17:11	0:39
August 19, 2022	07:45	08:08	0:23
August 19, 2022	16:49	17:25	0:36
August 22, 2022	08:17	11:03	2:46
August 22, 2022	09:01	09:54	0:53
August 22, 2022	16:43	18:14	1:31
August 24, 2022	07:25	08:40	1:15
August 26, 2022	14:10	16:00	1:50
August 31, 2022	07:49	08:29	0:40
September 6, 2022	18:55	19:45	0:50
September 9, 2022	15:23	16:37	1:14
September 9, 2022	15:50	16:55	1:05
September 15, 2022	18:07	18:55	0:48
September 22, 2022	07:23	08:22	0:59
September 22, 2022	11:30	12:33	1:03
September 28, 2022	05:36	07:00	1:24
September 28, 2022	05:41	07:09	1:28
September 30, 2022	08:08	08:28	0:20
September 30, 2022	16:12	17:04	0:52
October 12, 2022	07:45	08:22	0:37
October 21, 2022	18:48	19:42	0:54
October 21, 2022	19:16	19:44	0:28
October 24, 2022	09:30	09:59	0:29
October 26, 2022	08:30	09:37	1:07
October 28, 2022	08:53	10:11	1:18
November 4, 2022	05:00	07:24	2:24
November 16, 2022	17:40	18:17	0:37
December 1, 2022	17:08	18:24	1:16





December 2, 2022	15:39	16:24	0:45
December 5, 2022	08:18	08:39	0:21
December 6, 2022	07:42	08:12	0:30
December 8, 2022	18:37	19:33	0:56
December 8, 2022	19:04	20:31	1:27
December 12, 2022	05:35	06:23	0:48
December 16, 2022	07:57	08:41	0:44
December 16, 2022	16:00	16:35	0:35
December 22, 2022	10:08	10:56	0:48
December 23, 2022	18:31	19:30	0:59
December 27, 2022	14:03	15:12	1:09
December 28, 2022	06:41	08:09	1:28
December 28, 2022	18:32	20:00	1:28
January 06, 2023	11:09	11:32	0:23
January 11, 2023	14:23	15:00	0:37
January 11, 2023	17:30	18:26	0:56
January 13, 2023	18:55	19:55	1:00
January 18, 2023	08:56	10:09	1:13
January 21, 2023	17:18	18:09	0:51
January 23, 2023	15:33	16:10	0:37
January 26, 2023	17:10	18:07	0:57
January 27, 2023	16:36	17:26	0:50
Total			60 hours 18 minutes
Remaining Closure Hours Available (Ref: CA 29.7)			0 hours 0 minutes

Table 2 – Managed Lanes Closures to Date

The table below provides a listing of ETCS items recorded this month, consistent with Appendix 6-2 of Schedule 6.

Element ID	Cat	Element	Performance Item	PRD Notified	Contractual Cure Period	Cure Achieved
None						

Table 3 – ETCS Issues per CA Schedule 6 Appendix 6-2





The table below provides a status of all Noncompliance categories in accordance with paragraph 1.2 of Schedule 10.

Non- compliance Location	Nature	Cause	Cure Date	Uncured Non- compliance Point	2Unexpired Non- compliance Point	365 Day Expiration Date	1095 Day Expiration Date
None					1		

Table 4 – Status of Noncompliance Categories

4.0 MEAN TIME BETWEEN FAILURE (MTBF) AND MEAN TIME TO REPAIR (MTTR)

Mean Time Between Failure (MTBF) and Mean Time To Repair (MTTR) data is provided in the table below. Only Maintained Elements that were repaired during the reporting period and had a failure type breakdown are listed in the table. We consider a breakdown to be a failure when the element cannot be used for its intended purpose until repaired.

Maintained Element	Mean Time Between Failure (MTBF) (Hours)	Mean Time To Repair (MTTR) (Hours)
None	N/A	N/A

Table 5 – Mean Time Between Failure & Mean Time To Repair





OPERATIONS AND MAINTENANCE MONTHLY REPORT JANUARY 2023

US 36 and I-25 Express Lanes Project



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

Attention: Mr. Christian Guevara, PE



Prepared By:

Ferrovial Services 10525 West 120th Avenue Broomfield, CO 80021 United States of America

Nick Reinsvold Project Manager





OPERATIONS AND MAINTENANCE — MONTHLY REPORT JANUARY 2023 US 36 and I-25 Express Lanes Project

Revision	Date	Approved
Rev. 0	2/8/2023	Nick Reinsvold

This report titled *Operations and Maintenance Monthly Report, January 2023* has been prepared by Ferrovial Services 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 Ferrovial Services.

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

This report is Ferrovial Services pdf file: OM Monthly Report January 2023.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 month. Ferrovial Services continues ongoing and preventive maintenance activities for the I-25 and US36 Managed Lanes Project.

Ferrovial Services Commitment to Safety

Ferrovial Services conducted weekly toolbox talk meetings during the month. The purpose of the toolbox talks is to cover important safety items that relate to the project such as near misses, "better ways" as to how safety is conducted for the Project, and discussion on safety procedures for maintenance activities. In addition to the toolbox talks, Ferrovial Services conducts a weekly progress meeting. This is a forum for feedback from staff on Operations, Incident Response, and Maintenance activities.

Toolbox Talks this month included:

- Incident and Injury Reporting
- Attitude
- Work Zone Intrusion
- Five Keys of Driving

A. Summary of the Planned Maintenance Activities for the Upcoming Month

Ferrovial Services has identified the upcoming planned maintenance activities as described in Table 1.7.1.3 of The Maintenance Management Plan. These activities include preventative and routine maintenance in order to successfully operate and maintain the Project. A listing of the planned maintenance activities for the month are included below.





Fig. A-1 Planned Maintenance Activities for the Upcoming Month

X – *Indicates the day the task is planned.*

Work Activity- Description	Frequency														Fe	eb-2	3												
Description		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
		W	Т	F	S	S	М	Т	W	Т	F	S	S	М	Т	W	Υ	F	S	S	М	Т	W	Т	F	S	S	М	Т
MAINTENANCE PATROL	Daily	х	х	х			х	х	х	х	х			х	х	х	х	х			х	х	Х	х	х			х	х
FLEXIBLE PAVEMENT OBSERVATION / REPAIR	F-52	х							Х							х							Х						
RIGID PAVEMENT OBSERVATION / REPAIR	F-52	х							Х							Х							Х						
DRAINAGE (INLET) OBSERVE/ CLEAN /	F-12									х																			
DRAINAGE (PIPE/CULVERT) OBSERVE	F-12									х																			
DELINEATORS & MARKERS OBSERVE / CLEAN /	F-12									Х																			
GUARDRAIL, SAFETY BARRIER	F-12									х																			
SIGN OBSERVATION / REPAIR	F-52	х							Х							х							Х						
STREET LIGHTING OBSERVATION / REPAIR	F-52	х							х							х							х						
ELECTRICAL SUPPLY INSPECTION / REPAIR	F-12																х												
ACCESS PANEL OBSERVATION / REPAIR	F-12																Х												
HERBICIDE & WEED CONTROL MAINTENANCE	F-52	х							х							х							Х						
GRAFFITI OBSERVATION / REMOVAL	F-52	Х							Х							Х							Х						
MECHANICAL ROAD SWEEPING	F-12													Х	Х	Х	Х	Х											
LITTER OBSERVATION / REMOVAL	Daily	х	х	х			х	х	х	х	х			х	х	х	х	х			х	х	х	х	х			Х	х
NODE BUILDING 2 MAINTENANCE	F-1								Х																				
SAND STORAGE DOME MAINTENANCE	F-1								х																				
LIQUID STORAGE FACILITY MAINTENANCE	F-1								Х																				
REVERSIBLE LANE OPERATIONS	Daily	х	х	х			х	х	х	х	х			х	х	х	х	х			х	х	х	Х	х			х	х

Frequency of Activity:







Daily – Daily Activity F-4 – Quarterly Activity F-52 – Weekly Activity F-2 – Semi-Annual Activity

F-12 – Monthly Activity F-1 – Annual Activity

B. Summary of Performed and Completed Maintenance Activities

Fig. B-1 Performed and Complete Maintenance Activities for Prior Month

Performance Standard Identification	Work Activity- Description	Frequency	Jan-23																														
Number (Table 6.1)	Description		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	_		18	19		21	22	23	24	25	26	27	28	29	30	31
0.1)			S	M	Т	W	Т	F	S	S	М	Т	W	Т	F	S	S	M	Т	W	Т	F	S	S	M	Т	W	Т	F	S	S	M	Т
ML-1	MAINTENANCE PATROL	Daily		X	X	X	X	X			X	X	X	X	X			X	X	X	X	X			X	X	X	X	X			X	x
ML-1	FLEXIBLE PAVEMENT OBSERVATION / REPAIR	F-52				X							X							X							X						
ML-1	RIGID PAVEMENT OBSERVATION / REPAIR	F-52					X				х	X	х									X											
ML-2	DRAINAGE (INLET) OBSERVE/ CLEAN /	F-12																		X													
ML-2	DRAINAGE (PIPE/CULVERT) OBSERVE	F-12																		x													
ML-4	DELINEATORS & MARKERS OBSERVE / CLEAN /	F-12																		X							X						
ML-5	GUARDRAIL, SAFETY BARRIER	F-12																		X													
ML-6	SIGN OBSERVATION / REPAIR	F-52					X	x			X	X		X				X								X							
ML-8	STREET LIGHTING OBSERVATION / REPAIR	F-52				x							X							X							x						
ML-8	ELECTRICAL SUPPLY INSPECTION / REPAIR	F-12																									x						
ML-8	ACCESS PANEL OBSERVATION / REPAIR	F-12																									X						
ML-10	HERBICIDE & WEED CONTROL MAINTENANCE	F-52				x							X							X							X						
ML-12	GRAFFITI OBSERVATION / REMOVAL	F-52					X								X							X						X					
ML-14	MECHANICAL ROAD SWEEPING	F-12																		X													
ML-14	LITTER OBSERVATION / REMOVAL	Daily		x	X	X	X	X			X	X	X	Х	Х			X	Х	X	X	X			X	X	X	X	X			X	X
ML-15	NODE BUILDING 2 MAINTENANCE	F-1											X																				
ML-15	SAND STORAGE DOME MAINTENANCE	F-1											X																				
ML-15	LIQUID STORAGE FACILITY MAINTENANCE	F-1											X																				
	REVERSIBLE LANE OPERATIONS	Daily		X	X	X	X	x			X	X	X	X	X			X	X	X	X	X			X	X	X	X	X			x	X

X Indicates the day of the month that the task was completed.







Fig. B-2 Work Accomplished This Month

TASK,CNCRTE,BARRIER,MAINT,307.00,CDOT,FT Total	10
TASK,COURTESY,ASSISTANCE,329.00,CDOT,HR Total	600
TASK, DELINEATOR, MAINT, 304.00, CDOT, EA Total	256
TASK,GRAFFITI,REMOVE,218.98,CDOT,FT2 Total	192
TASK,LITTER,TRASH,CLEAN,218.00,CDOT,YD3 Total	78
TASK,MINOR,DRAINSTR,MAINT,202.00,CDOT,EA Total	33
TASK,RDWY,ATTENUATR,MAINT,316.00,CDOT,EA Total	2
TASK,RESPONSE,INCIDENT,329.99,CDOT,HR Total	1
TASK,RIGID,PAVEMT,PATCH,152.10,CDOT,YD2 Total	8940.5
TASK,ROADWAY,DEBRIS,HAZD,218.99,CDOT,YD3 Total	17
TASK,SIGN,MULTPOST,MAINT,303.00,CDOT,EA Total	4
TASK,SIGN,SSGLPOST,MAINT,302.00,CDOT,EA Total	20
TASK,SLOPE,ERSION,REPAIR,210.00,CDOT,YD3 Total	42
TASK,SNOW,REM,DEICE,402.00,CDOT,MI Total	19364
TASK,SWEEPING,MACHINE,220.00,CDOT,MI Total	72
TASK,TRAINING,MEETING,103.00,CDOT,HR Total	30

C. Summary of Planned Maintenance that was Not Completed for the Month

Ferrovial Services completed all scheduled maintenance activities for the month. Frequencies and/or actual date of the month of some activities may have been adjusted based on actual conditions.

D. Summary of the Maintenance Activities and Results Performed for the Month Beyond Planned Maintenance

A summary of unplanned maintenance activities provided below: None

Snow and Ice Control:

Precipitation Event Start		Equipment Deployed		Precipitation Event End		Service Level "A" Achieved in ML		Service Level "A" Achieved in GP	
1/1/2023	21:11	1/1/2023	21:30	1/4/2023	14:33	1/2/2023	11:45	1/2/2023	11:45
1/17/2023	18:02	1/17/2023	17:30	1/18/2023	22:52	1/18/2023	10:46	1/18/2023	10:46
1/28/2023	18:02	1/28/2023	17:30	1/31/2023	22:52	1/29/2023	10:46	1/29/2023	10:46

Courtesy Patrol: None

Hazardous Materials Incidents: None

E. Operating Contractor's Incident Response Logs Related to Maintenance Activities

This section provides a summary of Ferrovial Services performance related to the Performance and Measurement Criteria listed in Appendix 6-1.1 of the Operating Contract.

The table below provides a listing of items recorded this month:







	Description	Description Location		Response to Defects			
				Categ Hazard Mitigation	Category 2 Permanent Repair		
GP5.5	ATTENUATOR (Impact Damage)	MP 56.9 WB	1/2/2023 07:41:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress	
GP6.1	SIGN (Sign Turned)	MP 48.8 EB	1/6/2023 14:03:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress	
GP1.1	DEBRIS (Mattress Removed From Roadway)	MP 41.0 EB	1/3/2023 19:56:00	Reqd: 1 Hours Respd: 1/3/2023 20:20 Actual: 0.39 Hours	N/A	N/A	
GP12.1	GRAFFITI	MP 56.9 EB	1/2/2023 09:40:00	N/A	Reqd: 10 Days Respd: 1/5/2023 18:00 Actual: 3.34 Days	N/A	
GP1.1	DEBRIS (Debris Removed From Roadway)	MP 55.9 EB	1/13/2023 11:28:00	N/A	N/A	Reqd: 1 Hours Respd: 1/13/2023 12:00 Actual: 0.53 Hours	
GP6.1	SIGN (Sign Down)	MP 38.6 EB	1/20/2023 10:26:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress	
GP6.1	SIGN (Sign Down)	MP 38.6 EB	1/6/2023 14:27:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress	
GP1.1	DEBRIS (Debris Removed From Roadway)	MP 57.0 EB	1/6/2023 10:22:00	Reqd: 1 Hours Respd: 1/6/2023 11:00 Actual: 0.63 Hours	N/A	N/A	
GP1.2	ROADWAY (Pothole)	MP 55.0 WB	1/17/2023 16:17:00	N/A	N/A	Reqd: 6 Months Respd: 1/20/2023 01:00 Actual: 0.07 Months	
GP1.2	ROADWAY (Pothole)	MP 54.6 WB	1/17/2023 16:17:00	N/A	N/A	Reqd: 6 Months Respd: 1/20/2023 02:30 Actual: 0.08 Months	
GP1.2	ROADWAY (Pothole)	MP 48.4 WB	1/17/2023 16:17:00	N/A	N/A	Reqd: 6 Months Respd: 1/23/2023 02:00 Actual: 0.18 Months	
GP6.1	SIGN (Sign Down)	MP 38.4 EB	1/20/2023 10:23:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress	
GP6.1	SIGN (Sign Turned)	MP 38.5 WB	1/5/2023 10:57:00	N/A	N/A	Reqd: 6 Months Respd: 1/5/2023 12:00 Actual: 0.01 Months	
GP6.1	SIGN (Sign Turned)	MP 43.0 WB	1/6/2023 08:24:00	N/A	N/A	Reqd: 6 Months Respd: 1/6/2023 15:00 Actual: 0.01 Months	
GP6.1	SIGN (Sign Turned)	MP 53.8 WB	1/6/2023 13:27:00	N/A	N/A	Reqd: 6 Months Respd: 1/6/2023 14:00 Actual: 0.01 Months	
GP6.1	SIGN (Exit Sign Down)	MP 52.6 EB	1/9/2023 08:42:00	N/A	N/A	Reqd: 6 Months Respd: 1/10/2023 10:00 Actual: 0.03 Months	
GP6.1	SIGN (Sign Down)	MP 48.2 WB	1/10/2023 17:00:00	N/A	N/A	Reqd: 6 Months Respd: 1/10/2023 19:00 Actual: 0.03 Months	
GP6.1	SIGN (Hospital Sign Down)	MP 48.0 WB	1/9/2023 13:33:00	N/A	N/A	Reqd: 6 Months Respd: 1/9/2023 14:00 Actual: 0.01Months	
GP1.1	DEBRIS (Glass Removed From Roadway)	MP 41.6 EB	1/9/2023 14:14:00	Reqd: 1 Hours Respd: 1/9/2023 15:00 Actual: 0.76 Hours	N/A	N/A	
GP6.1	SIGN (Sign Down)	MP 41.0 WB	1/23/2023 11:05:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress	
GP6.1	SIGN (Sign Down)	MP 57.3 WB	1/16/2023 08:20:00	N/A	N/A	Reqd: 6 Months Respd: 1/16/2023 08:20 Actual: 0.01 Months	
GP12.1	GRAFFITI	MP 55.9 EB	1/12/2023 13:06:00	N/A	Reqd: 10 Days Respd: 1/13/2023 11:00 Actual: 0.91 Days	N/A	





GP8.1	LIGHTING (Light Pole Down)	MP 39.3 EB	1/18/2023 12:17:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress
GP12.1	GRAFFITI	MP 39.1 EB	1/20/2023 10:27:00	N/A	Reqd: 10 Days Respd: 1/20/2023 12:00 Actual: 0.06 Days	N/A
GP6.1	SIGN (Signal Down)	MP 50.6 WB	1/23/2023 08:34:00	N/A	N/A	Reqd: 6 Months Respd: Actual: In Progress

All items were completed within the required response time. Items that are *In Progress* are still within the allowed response time.

F. Detailed Results of All Inspections, Assessments, and Testing Activities

During this reporting period there were no special inspections, assessments, or testing results outside normal operating condition.

G. Monthly Toll System Performance Reports

Toll system operated within proposed parameters per Ferrovial Services observations.

H. Preventative Maintenance Plan and Progress

Preventative Maintenance work is contingent on Initial Works Package implementation.

I, J. Mean Time between Failure (MTBF), Mean Time to Repair (MTTR)

No Maintained Elements experienced a failure type breakdown this month. Ferrovial Services considers a breakdown to be a failure when the element cannot be used for its intended purpose until repaired.