CDOT COLORADO Department of Transportation

COLORADO HPTE PARTNER. INNOVATE. ACCELERATE.

EXPRESS LANES I-25

EXPRESS LANES I-70 MTN

Quarterly Report
FY 2016/2017, Q1
July 2016–September 2016

November 2016

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A. INTRODUCTION

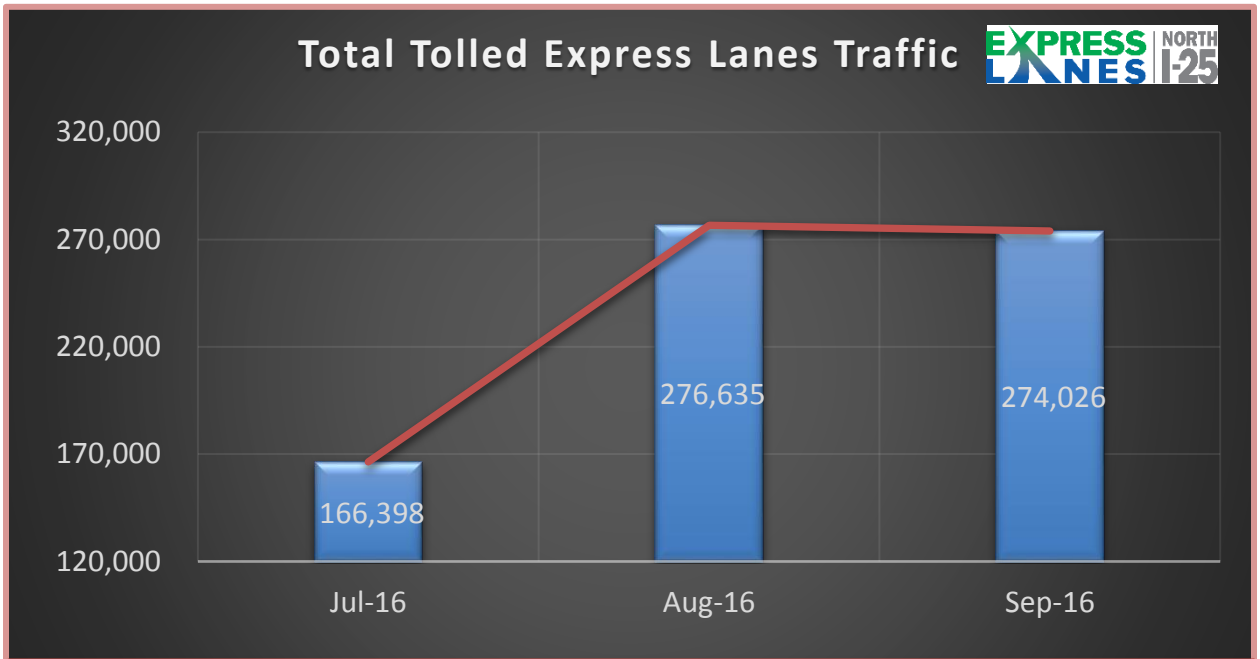
This quarterly report draws upon data from July 1, 2016, through September 30, 2016 (the "Quarter" or "Q1"), on the North Interstate 25 (I-25) Segment 2 Express Lanes Project and the Interstate 70 (I-70) Mountain Express Lanes Project. The purpose of the report is to provide an overview of the projects' operational performance and key events for the reporting period.

B. SUMMARY OF EXPRESS LANES TRAFFIC

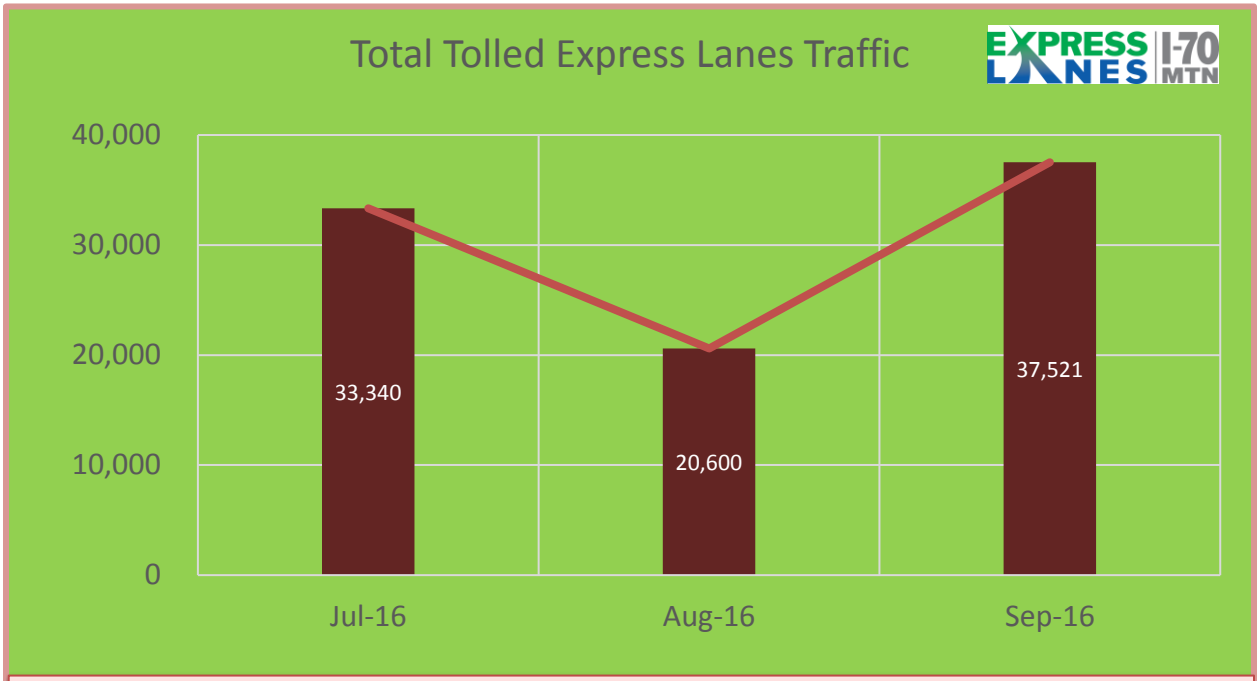
The North I-25 Segment 2 Express Lanes opened for traffic on July 12, 2016. For the period July 12, through July 31st, 2016 the total tolled traffic (AVI and LPT, excluding HOV and Hybrid) was 166,000. The total monthly tolled traffic for August and September was approximately 275,000 trips. The total tolled traffic for the Quarter amounted to 817,509 trips.

The total traffic for the first quarter on the I-70 Mountain Express Lanes amounted to 91,461. It should be noted that the I-70 Mountain Express Lanes do not allow high-occupancy vehicle (HOV) and hybrid discounts.

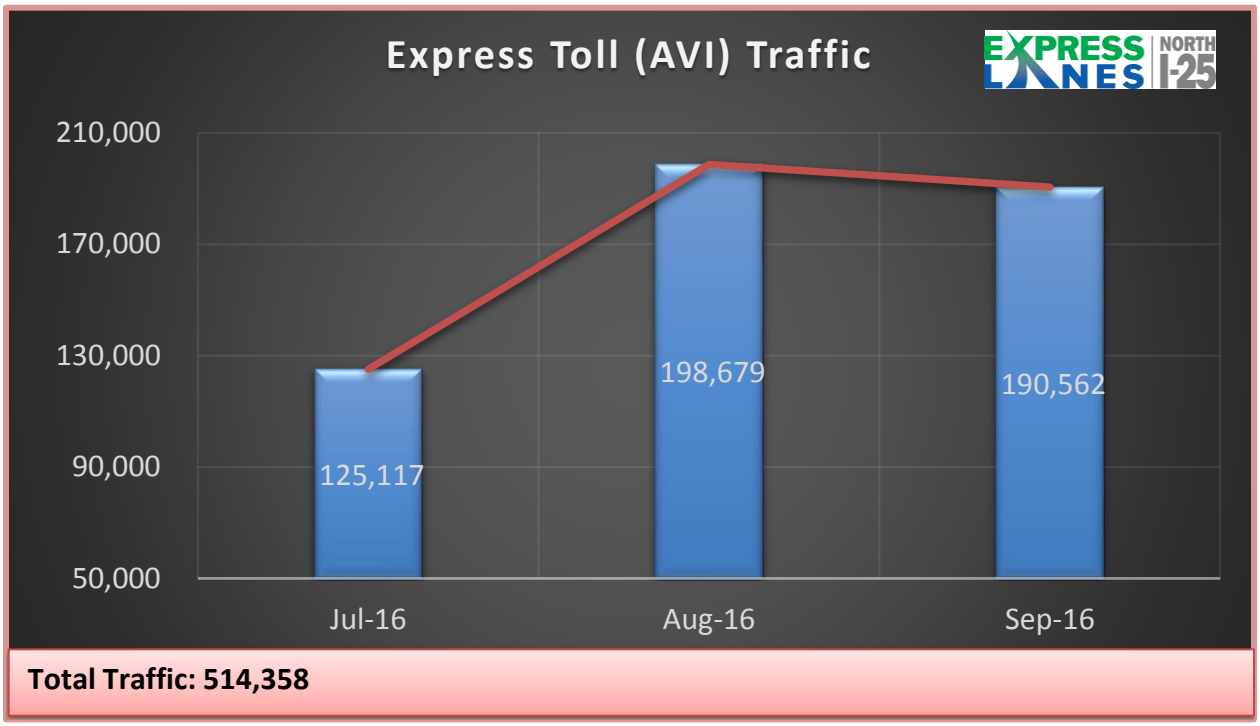
Summary graphs and charts depicting the trends in traffic volume for the Quarter are provided below.



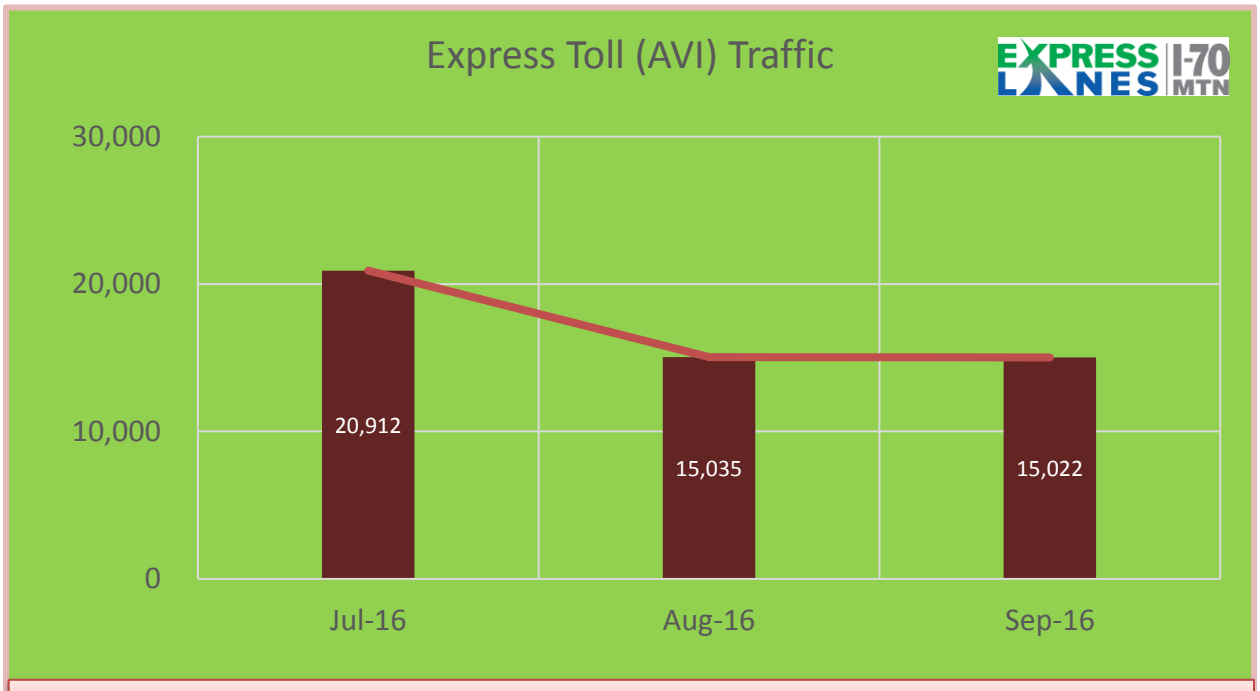
Total Traffic: 817,059



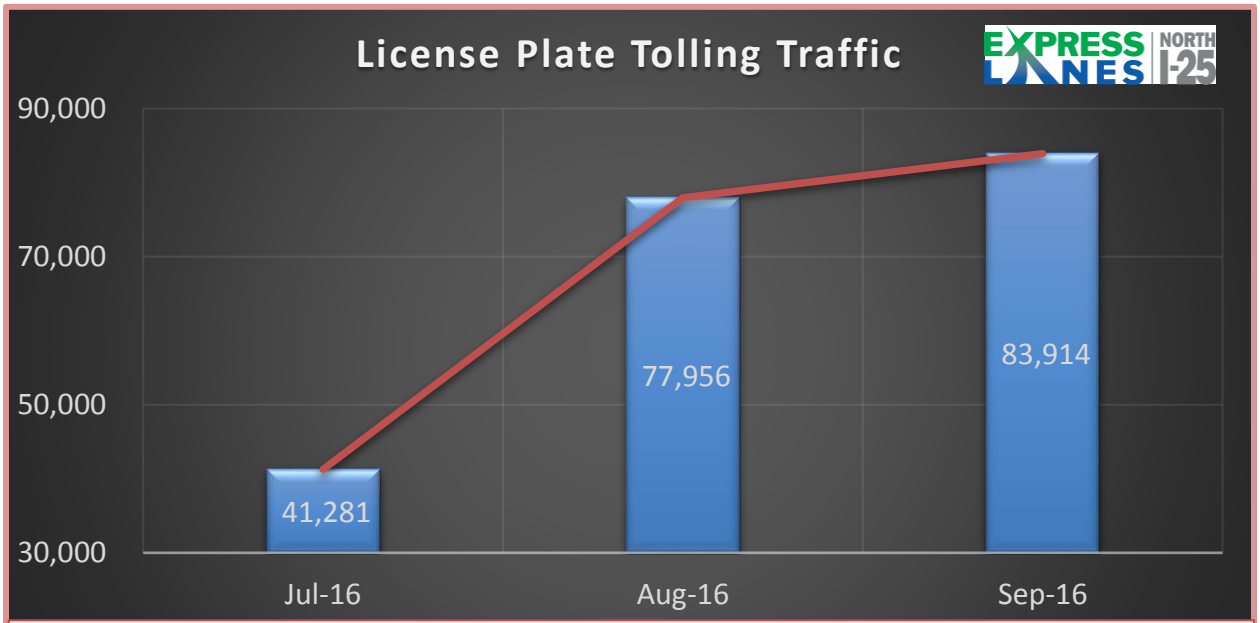
Total Traffic: 91,461



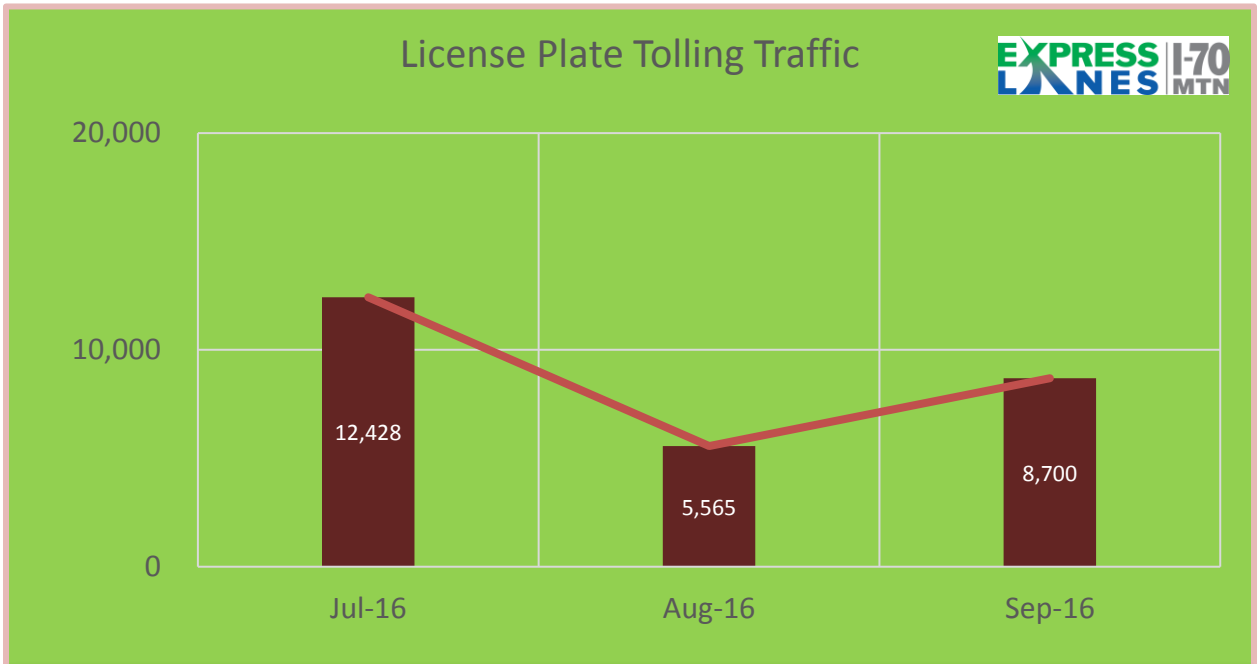
Total Traffic: 514,358



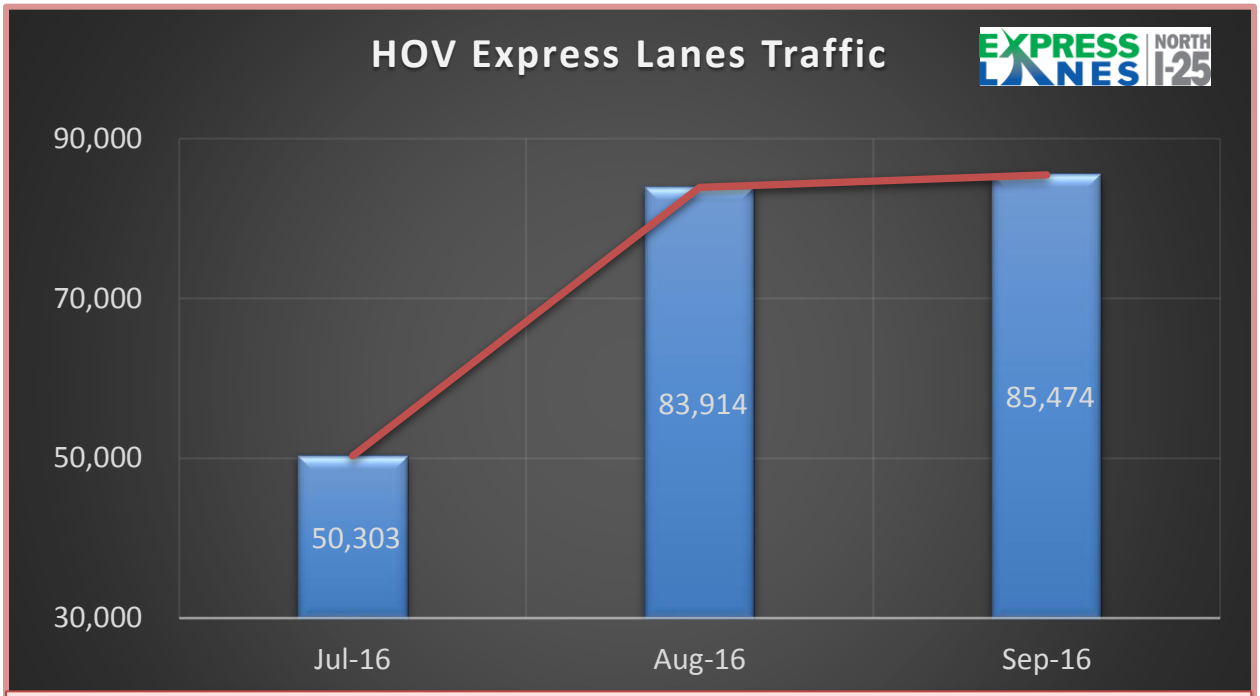
Total Traffic: 50,969



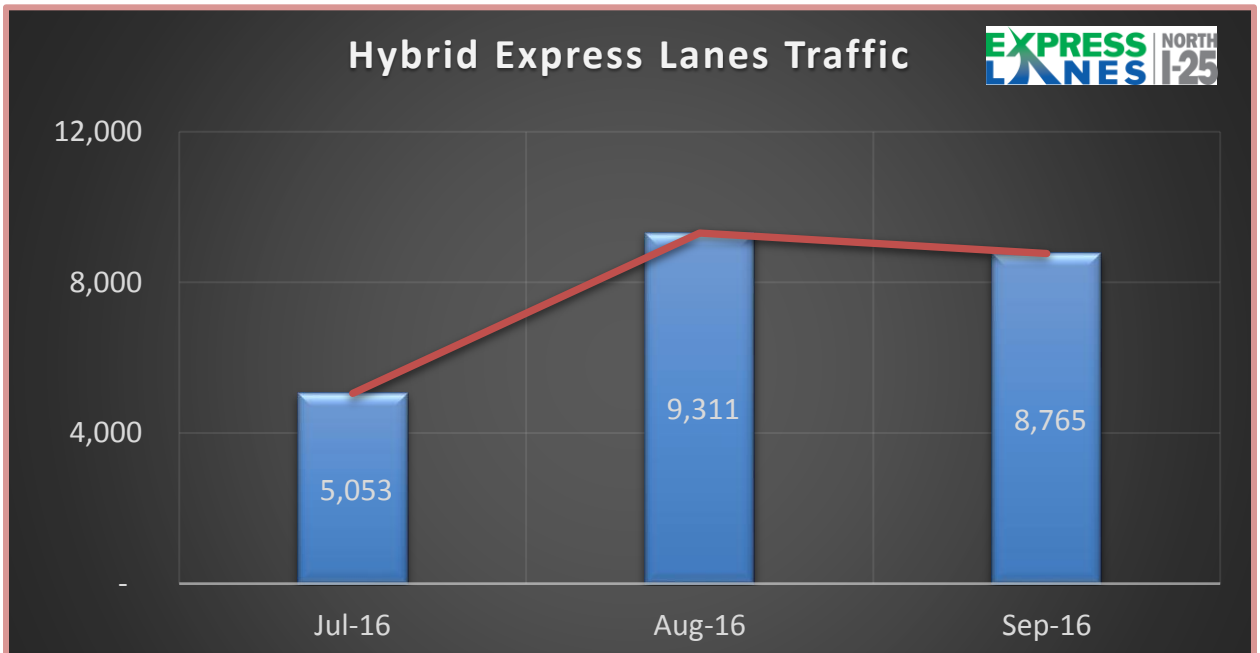
Total Traffic: 203,151



Total Traffic: 26,693

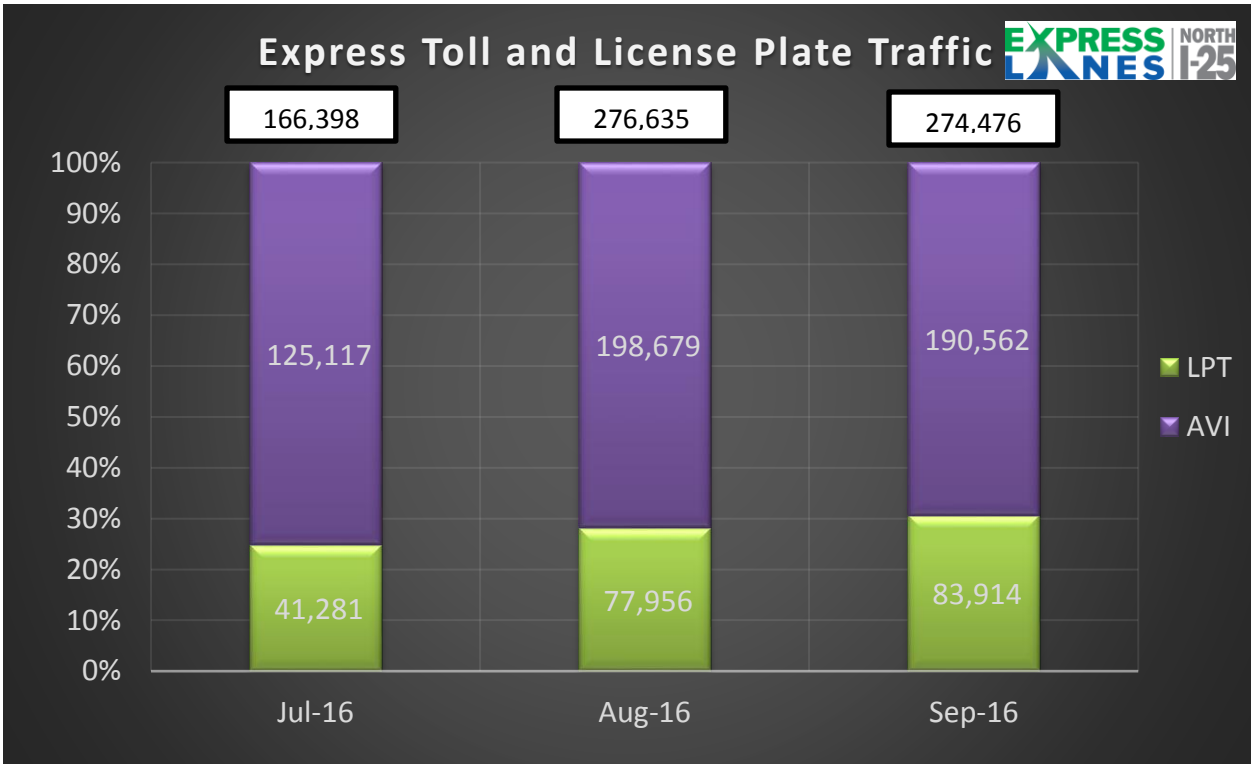


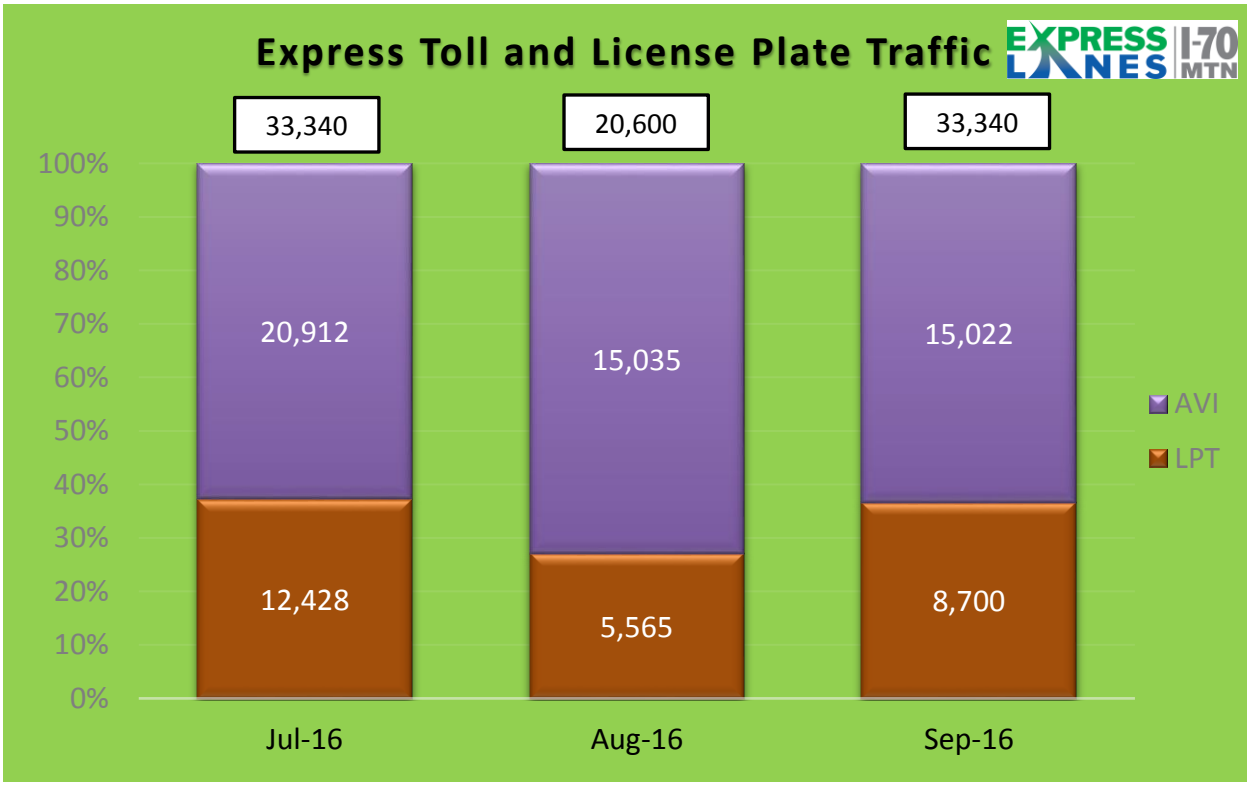
Total Traffic: 219,691

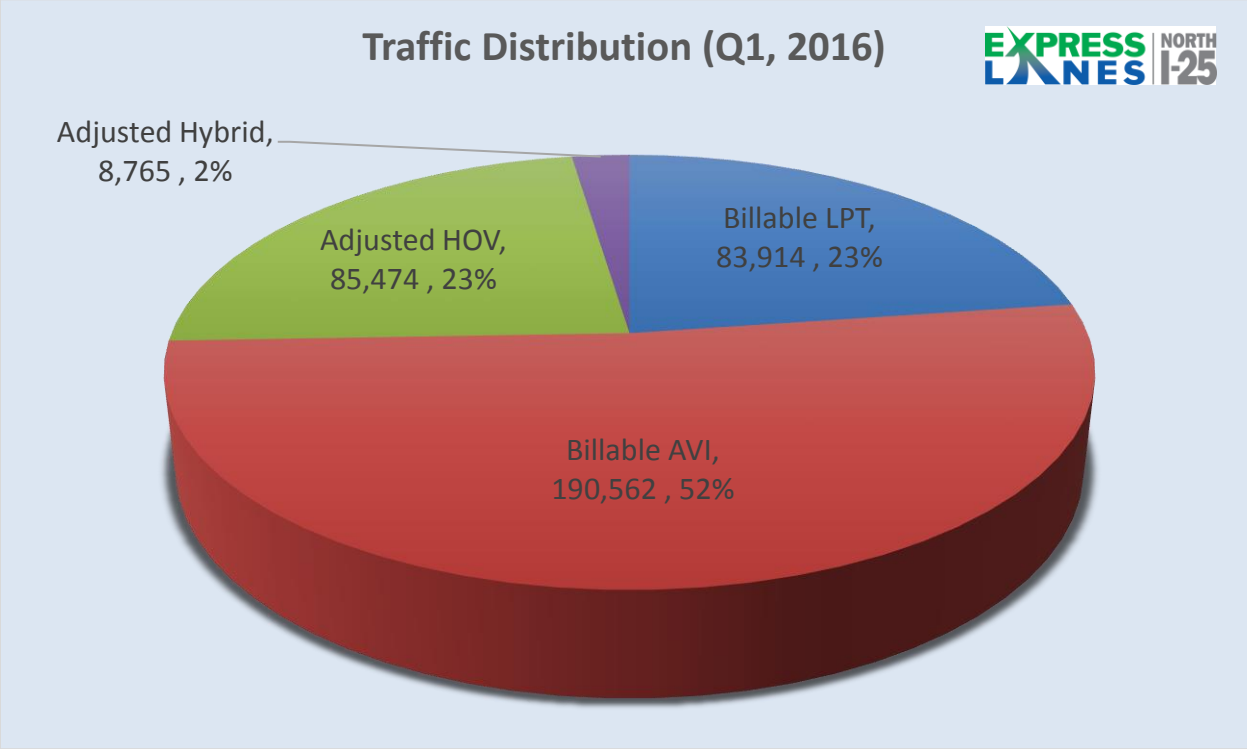


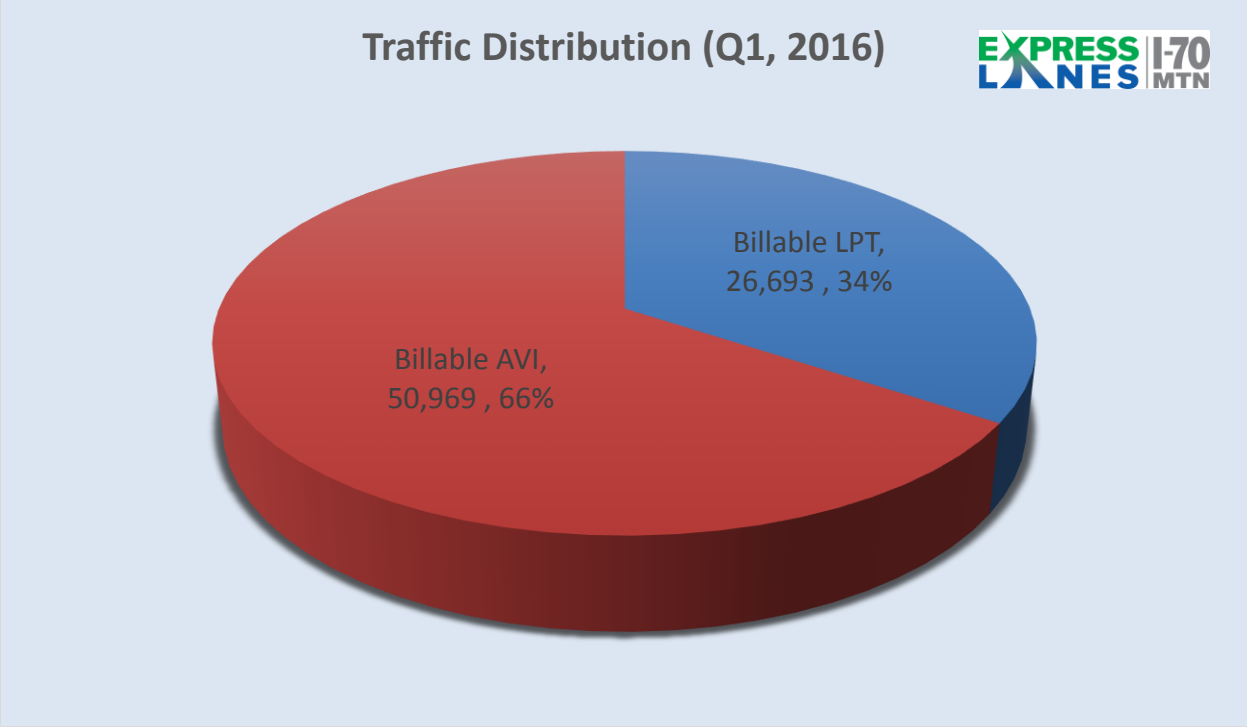
Total Traffic: 23,129

NOTE: I-70 Mountain Express Lanes do not have HOV or hybrid traffic.


Express Toll and License Plate Traffic
EXPRESS LANES NORTH I-25
166,398
276,635
274,476
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
125,117
198,679
190,562
41,281
77,956
83,914
LPT
AVI
Jul-16
Aug-16
Sep-16


Express Toll and License Plate Traffic
EXPRESS LANES I-70 MTN
33,340
20,600
33,340
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
20,912
15,035
15,022
12,428
5,565
8,700
AVI
LPT
Jul-16
Aug-16
Sep-16


Traffic Distribution (Q1, 2016)
EXPRESS LANES NORTH I-25
Adjusted Hybrid, 8,765 , 2%
Adjusted HOV, 85,474 , 23%
Billable LPT, 83,914 , 23%
Billable AVI, 190,562 , 52%

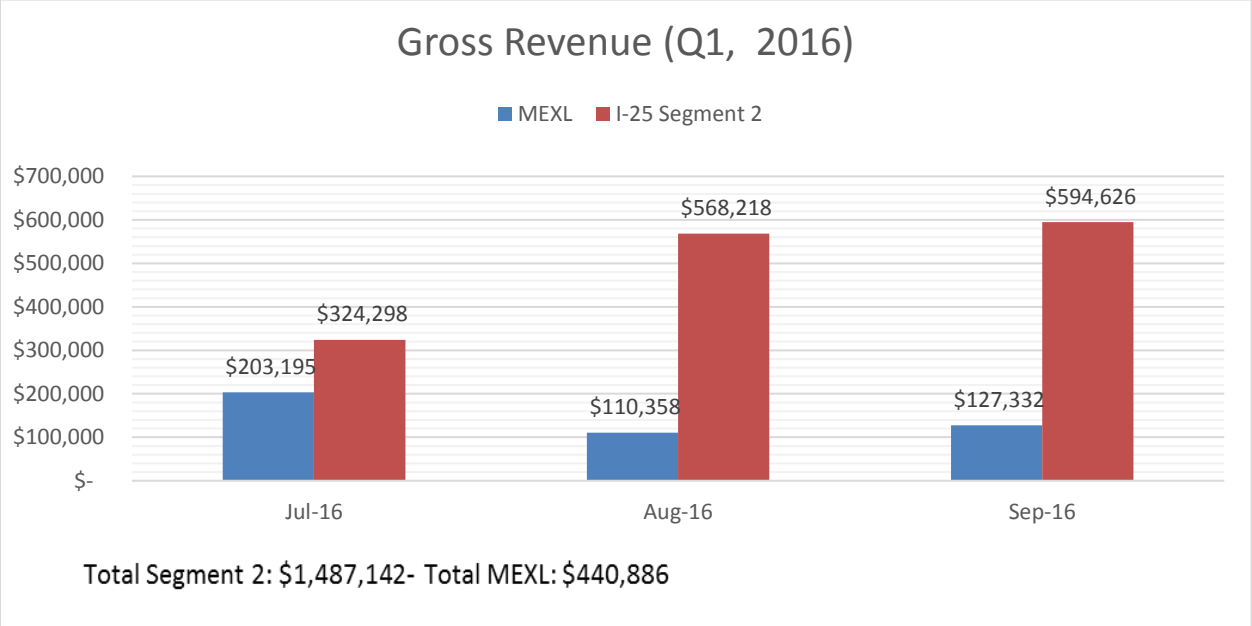

Traffic Distribution (Q1, 2016)
EXPRESS LANES I-70 MTN
Billable LPT, 26,693 , 34%
Billable AVI, 50,969 , 66%

C. REVENUE

The figure below shows gross toll revenue received by HPTE for the North I-25 Segment 2 Express Lanes and the I-70 Mountain Express Lanes.

Gross toll revenue for the North I-25 Segment 2 Express Lanes totaled $1,487,142 for Q1 of FY2016/2017 and gross toll revenue for the I-70 Mountain Express Lanes totaled $440,886.

It is important to note that revenue numbers represent the amount of collectable toll revenue that the High Performance Transportation Enterprise (HPTE) expects to receive. There is often a delay between the date the toll transaction occurred and the date the collected toll revenue is submitted to HPTE. For ExpressToll (AVI) this delay may only be a few days. However license plate toll transactions are normally paid several weeks after the LPT toll transaction has occurred. If a customer completes a license plate journey in late June, but pays for it in August, that revenue would be included in the June report.



D. OPERATIONAL INCIDENTS

There were 6 operational incidents during the Quarter on the Mountain Express Lanes. All incidents were accidents without any damage to maintained elements. Details of each incident are provided in Appendix A. I-25 Segment 2 Express Lanes operational incidents will be available the second quarter of the current fiscal year.

E. TSA Performance Standards

September, 2016

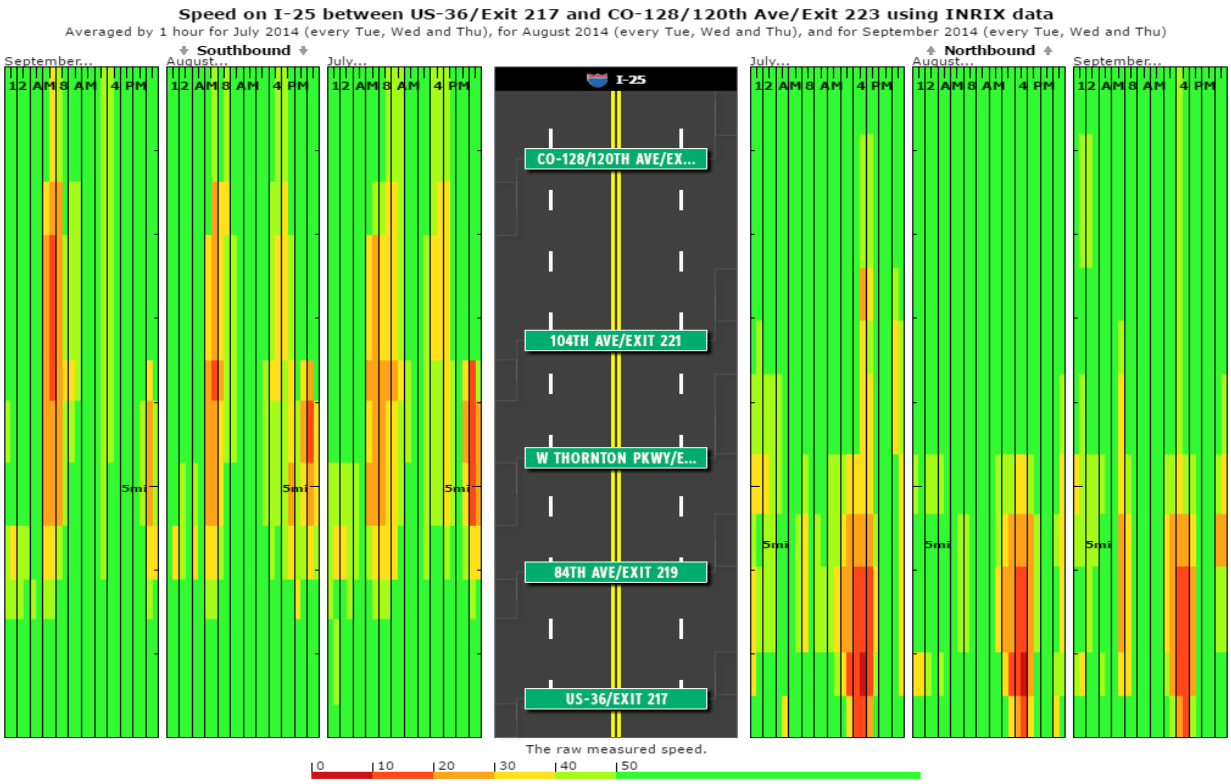
ELEMENT	PERFORMANCE REQUIREMENT	TIMETO RESPOND	MONTHLY MEASURE
Customer Contact Line	Telephone line manned during business hours and 24 hour availability of messaging system. Faults to telephone line or message system rectified	1 Month	**YES**
Inbound Call Service Level	70% of all inbound calls should answered in 30 seconds or less	1 Month	**79.6%**
Customer Driven Management Surveys	Maintain an average of 4.0 or better on a scale of 1.0 to 5.0 on CDM customer service survey results	1 Month	**4.92**
Phone Surveys	Maintain an average of 2.0 or better on a scale of 1.0 to 5.0 on after-call surveys done	1 Month	**1.04**
Schedule Conformity	Measured according to workforce management software in contact center. Maintain average of 98.5%	1 Month	**95.5%**
Schedule Adherence	Measured according to workforce management software in the contact center. Maintain average of 94%	1 Month	**94.6%**
Seconds per Image	Maintain an average of 7.5 seconds per image	1 Month	**6.5**
Final Image Accuracy	Maintain an image review accuracy rate of 99.6%	1 Month	**99.9%**
Image Reprocess Rate	Maintain an image reprocess rate of less than 6.5%	1 Month	**3.0%**

Customer Contact	Requirements for online customer access, email functionality, phone system and IVR system functionality are met.	1 Month	**YES**
Customer Contact	Comply with standards applicable to the retention of and use of customer records pursuant to Colorado law.	1 Month	**YES**
Customer Contact	Disclose a privacy policy of Customer Confidential Information to customers in accordance with Colorado law	1 Month	**YES**

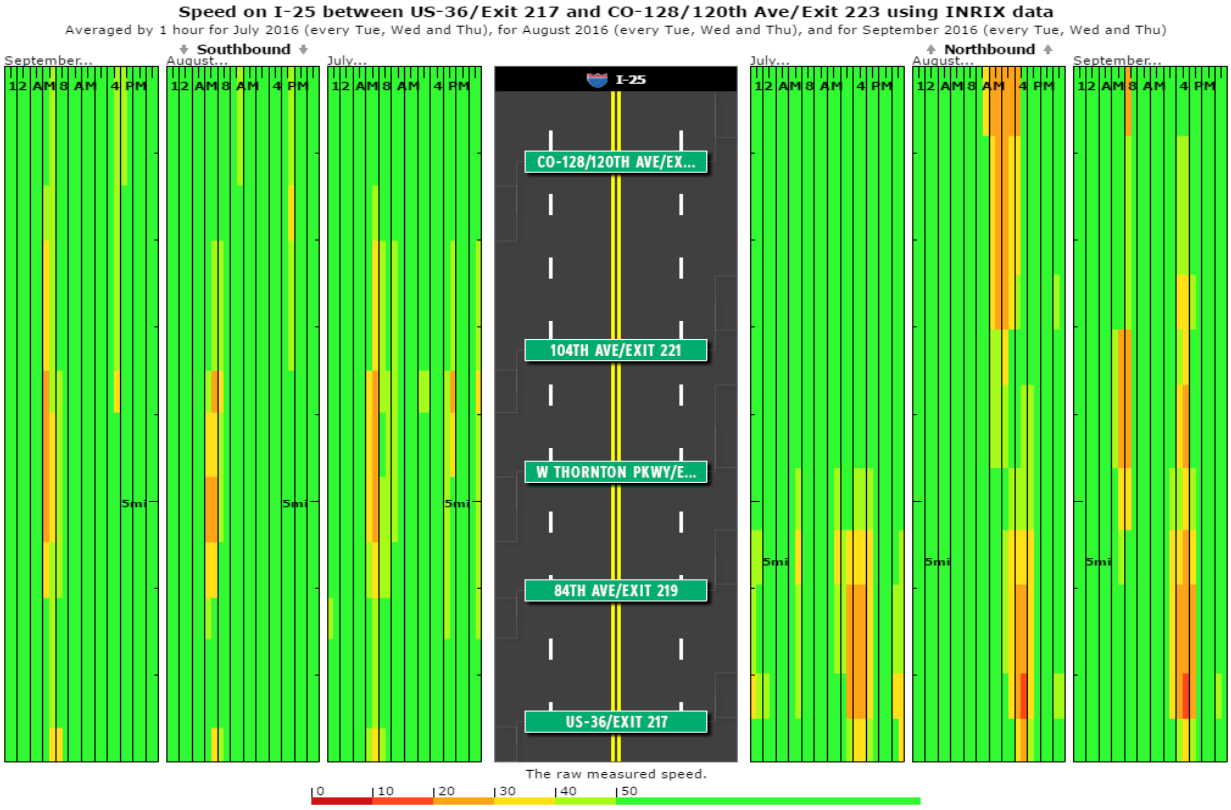
F. TRAFFIC REPORTS

1. North I-25 Segment 2 Express Lanes Project:

The following depicts average mid-week speeds for July, August and September 2014

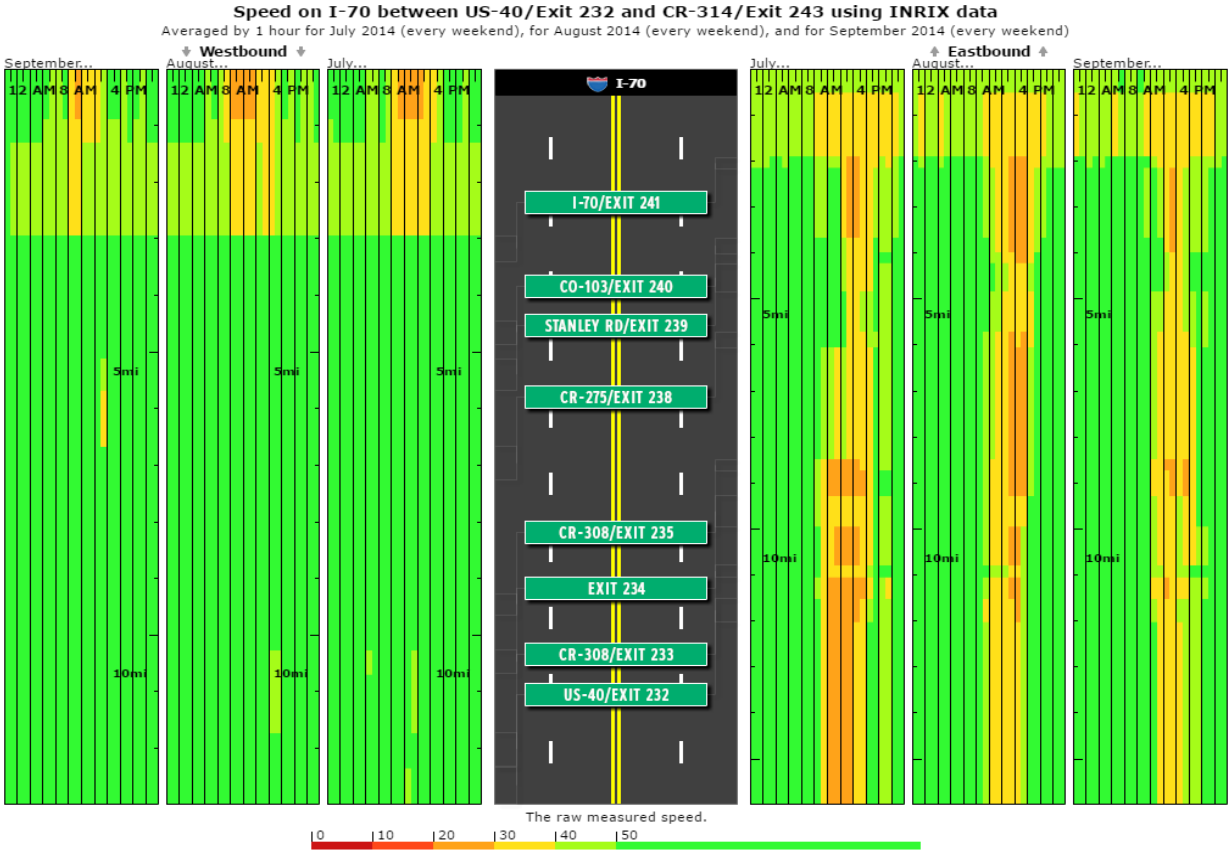


The following depicts average mid-week speeds for July, August and September 2016

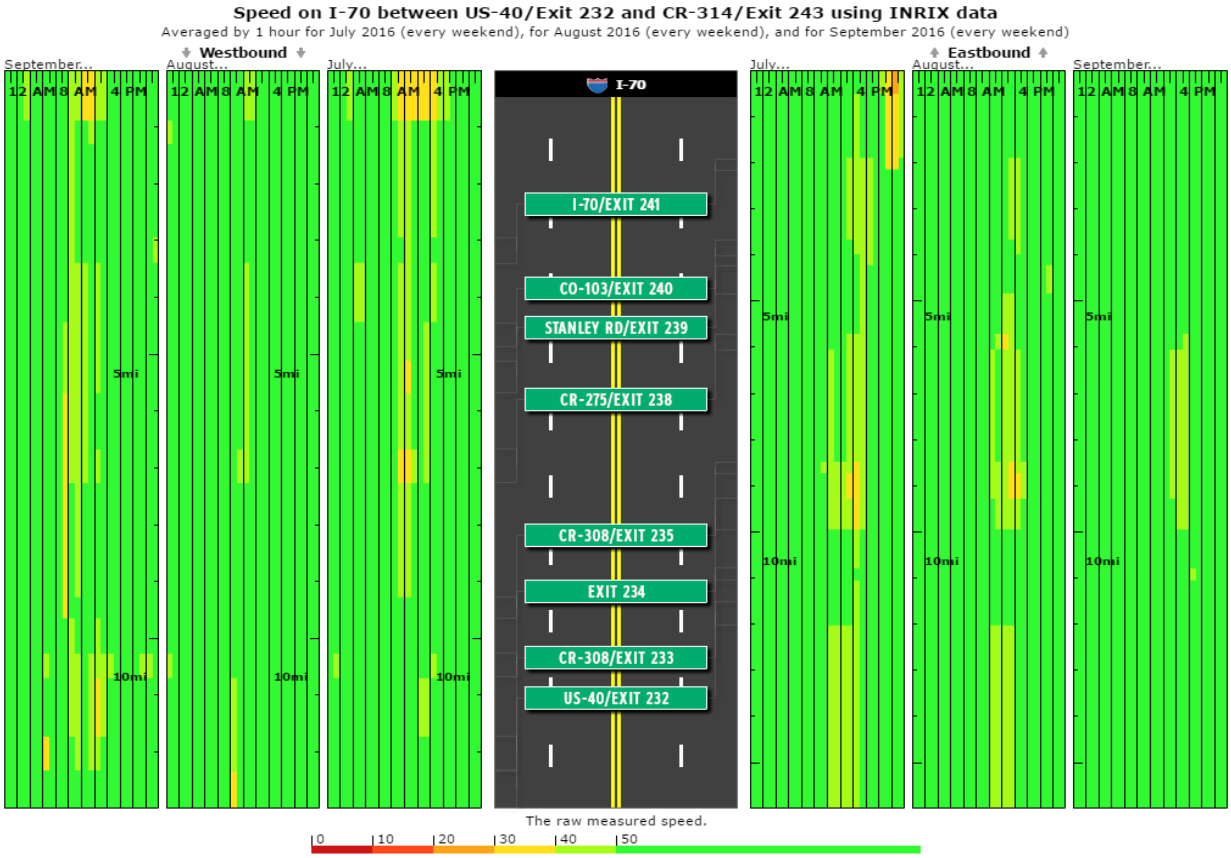


2. I-70 Mountain Express Lane Project:

The following depicts average weekend speeds for July, August and September 2014



The following depicts average weekend speeds for July, August and September 2016



APPENDIX -A-
Operational Incidents

Event ID	Road	Direction	Roadway Closure	Location	Event Type	Event Sub Type	MM Start	MM End	Fatality	Hazmat	Event Start Date	Duration
237605	I 70	East	No Lanes Closed	Idaho Springs	Incident	Debris	240.50	240.50	No	No	Jul 2, 2016 10:24:00 AM	16 minutes
237701	I 70	East	No Lanes Closed	West Idaho Springs	Incident	Debris	239	239	No	No	Jul 6, 2016 4:17:00 AM	1 hour 8 minutes
237920	I 70	East	No Lanes Closed	Dumont	Incident	Debris	233.50	233.50	No	No	Jul 11, 2016 10:37:00 AM	28 minutes
238023	I 70	East	No Lanes Closed	Dumont	Incident	Debris	235	236	No	No	Jul 13, 2016 2:13:00 PM	6 minutes
238039	I 70	East	No Lanes Closed	Hidden Valley	Incident	Debris	243	243	No	No	Jul 13, 2016 6:18:00 PM	49 minutes
238419	I 70	East	Partial Closure	Dumont	Incident	Debris	236	236	No	No	Jul 21, 2016 10:47:00 AM	20 minutes
238427	I 70	East	No Lanes Closed	Empire Junction	Incident	Debris	232	232	No	No	Jul 21, 2016 1:39:00 PM	13 minutes
238469	I 70	East	Partial Closure	East Idaho Springs	Incident	Debris	241.50	241.50	No	No	Jul 22, 2016 10:08:00 AM	38 minutes
238531	I 70	East	Partial Closure	Dumont	Incident	Accident	235	235	No	No	Jul 23, 2016 3:32:00 PM	32 minutes
238530	I 70	East	Partial Closure	PPSL I 70 East 235.07 - 235.07	Incident	Accident	235.07		No	No	Jul 23, 2016 3:36:00 PM	28 minutes
238534	I 70	East	Partial Closure	PPSL I 70 East 235.92 - 235.92	Incident	Accident	235.05		No	No	Jul 23, 2016 4:36:00 PM	14 minutes

Event ID	Road	Direction	Roadway Closure	Location	Event Type	Event Sub Type	MM Start	MM End	Fatality	Hazmat	Event Start Date	Duration
238549	I 70	East	Partial Closure	Dumont	Incident	Accident	235	235	No	No	Jul 24, 2016 10:58:00 AM	9 minutes
238548	I 70	East	Partial Closure	PPSL I 70 East 235.07 - 235.07	Incident	Accident	235.07		No	No	Jul 24, 2016 10:58:00 AM	8 minutes
238552	I 70	East	Partial Closure	PPSL I 70 East 233.40 - 233.40	Incident	Accident	233.40		No	No	Jul 24, 2016 11:51:00 AM	12 hours 8 minutes
238555	I 70	East	Partial Closure	PPSL I 70 East 234.32 - 234.32	Incident	Accident	234.32		No	No	Jul 24, 2016 1:21:00 PM	14 minutes
239288	I 70	East	No Lanes Closed, Partial Closure	Idaho Springs	Incident	Accident	239	239	No	No	Aug 5, 2016 10:59:00 AM	52 minutes
239353	I 70	East	No Lanes Closed	Dumont	Incident	Accident	235	235	No	No	Aug 7, 2016 2:42:00 PM	21 minutes
239357	I 70	East	No Lanes Closed	Dumont	Incident	Debris	234	234	No	No	Aug 7, 2016 3:41:00 PM	4 minutes
239612	I 70	East	Partial Closure	West of Dumont	Incident	Debris	234	234	No	No	Aug 14, 2016 10:53:00 AM	44 minutes
239613	I 70	East	No Lanes Closed	Dumont	Incident	Accident	235	235	No	No	Aug 14, 2016 11:08:00 AM	33 minutes
239625	I 70	East	No Lanes Closed	Hidden Valley	Incident	Accident	243	243	No	No	Aug 14, 2016 5:20:00 PM	10 minutes
239702	I 70	East	Partial Closure	Hidden Valley	Incident	Debris	243	243	No	No	Aug 16, 2016 2:46:00 PM	23 minutes
239811	I 70	East	No Lanes Closed	Idaho Springs	Incident	Debris	240	240	No	No	Aug 19, 2016	18 minutes

Event ID	Road	Direction	Roadway Closure	Location	Event Type	Event Sub Type	MM Start	MM End	Fatality	Hazmat	Event Start Date	Duration
											3:32:00 PM	
239846	I 70	East	No Lanes Closed	1 mile west of Dumont	Incident	Accident	234.50	234.50	No	No	Aug 19, 2016 7:43:00 PM	1 hour 8 minutes
240082	I 70	East	Partial Closure	PPSL I 70 East 234.05 - 234.05	Incident	Accident	234.05		No	No	Aug 27, 2016 2:49:00 PM	11 minutes
240250	I 70	East	No Lanes Closed	Hidden Valley	Incident	Debris	243	243	No	No	Aug 31, 2016 6:00:00 PM	25 minutes
240422	I 70	East	Partial Closure	Dumont	Incident	Accident	235	235	No	No	Sep 5, 2016 10:27:00 AM	25 minutes
240435	I 70	East	Partial Closure	Dumont	Incident	Accident	234.50	238	No	No	Sep 5, 2016 4:14:00 PM	34 minutes
240449	I 70	East	No Lanes Closed	West Idaho Springs	Incident	Debris	239.65	240	No	No	Sep 6, 2016 7:40:00 AM	7 minutes
240559	I 70	East	Partial Closure	West of Idaho Springs	Incident	Accident	239	239	No	No	Sep 8, 2016 2:40:00 PM	14 minutes
240648	I 70	East	No Lanes Closed	Dumont	Incident	Accident	235	235	No	No	Sep 11, 2016 5:00:00 PM	8 minutes
240753	I 70	East	Partial Closure	Fall River	Incident	Accident	238	238	No	No	Sep 14, 2016 10:16:00 AM	28 minutes
240777	I 70	East	No Information Available, Full Closure	Dumont	Incident	Accident	235	235	No	No	Sep 14, 2016 9:26:00 PM	1 hour 22 minutes
240884	I 70	East	No Lanes Closed	Dumont	Incident	Accident	234	234	No	No	Sep 18, 2016 12:17:00 PM	5 minutes

Event ID	Road	Direction	Roadway Closure	Location	Event Type	Event Sub Type	MM Start	MM End	Fatality	Hazmat	Event Start Date	Duration
241046	I 70	East	Partial Closure	Empire Junction on Ramp	Incident	Debris	232	232	No	No	Sep 21, 2016 1:42:00 PM	8 minutes
241050	I 70	East	No Information Available	Empire Jct	Incident	Debris	234	234	No	No	Sep 21, 2016 2:34:00 PM	22 minutes
241088	I 70	East	No Lanes Closed	Empire Junction	Incident	Accident	232	232	No	No	Sep 22, 2016 1:45:00 PM	47 minutes
241182	I 70	East	No Lanes Closed	West of Dumont	Incident	Accident	233	233	No	No	Sep 24, 2016 5:00:00 PM	29 minutes