



Vehicle Registration Renewal Hold Program

Wednesday June 19, 2013



Program Timeline Review

- ✓ Eligible Final Orders/Owners Identified
- ✓ Coordination with Department of Revenue, DMV & CC Complete
- ✓ Complete Registration Hold Criteria
 - ✓ \$\$ Thresholds
 - ✓ Short/Long Term Implementation Plan
 - ✓ TCS Software Development & DMV Interface



Program Timeline Review

- ✓ Define Registration Hold Resolution Plan
 - ✓ Contact Center Resources
 - ✓ Financial Settlement Options
- ✓ Public Relations Planning
 - ✓ Finalize Planning
 - ✓ Complete Coordination with DMV, County Clerks, HPTE & Other Stakeholders
 - ✓ Media Planning and Training
- ✓ E-470 B of D Approves May 23rd



Eligible Owners-Vehicles

- ✓ Initial Round Limited to Final Orders Issued Beginning in 2012
- ✓ Corresponds with August 2012 LPT Billing Process
- ✓ Final Order Owner-Vehicle Data Confirmed CO DMV
- ✓ Two Phases:
 - ✓ Phase I: 426 Owners-Vehicles
 - ✓ Phase II: 287 Owners-Vehicles



Eligible Owners-Vehicles

Month	Total Vehicles	E470 Vehicles	HPTE Vehicles	Total HOFO Tolls	E470 HOFO Tolls	HPTE HOFO Tolls
January	100	100	3	\$33,698.05	\$33,681.30	\$16.75
February	147	146	4	\$57,931.55	\$57,618.30	\$313.25
March	182	182	11	\$77,126.35	\$76,852.60	\$273.75
April	170	169	11	\$63,383.35	\$62,873.35	\$510.00
May	164	164	6	\$51,626.50	\$51,254.25	\$372.25
June	167	165	13	\$63,364.50	\$62,538.75	\$825.75
July	149	149	12	\$58,736.35	\$58,399.35	\$337.00
August	174	173	11	\$60,509.40	\$60,106.65	\$402.75
September	161	160	10	\$72,111.00	\$71,547.75	\$563.25
October	182	181	8	\$76,541.15	\$76,013.15	\$528.00
November	245	245	13	\$89,284.45	\$89,180.70	\$103.75
December	189	187	16	\$89,686.30	\$88,125.80	\$1,560.50
Totals	2030			\$793,998.95	\$788,191.95	\$5,807.00

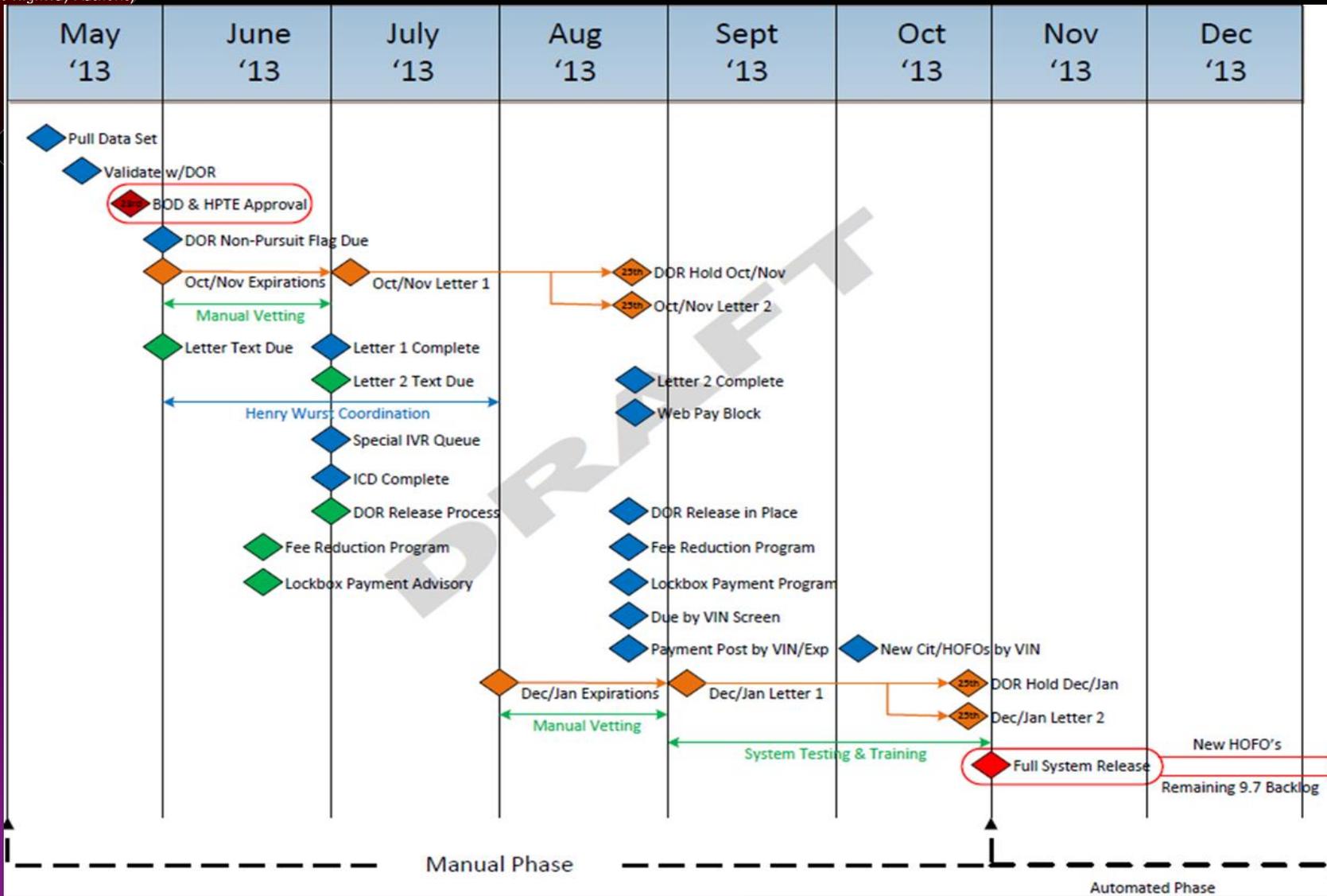
Manual Process #1	427 Vehicles	\$165,825.60
Manual Process #2	289 Vehicles	\$123,384.35



Initial Eligibility Criteria

- ▶ E-470 and HPTE HOFOs
- ▶ New Billing Process HOFO's Only
- ▶ > \$200 Tolls Only on HOFOs
- ▶ LPT-U Accounts Only
- ▶ CO Owners/License Plates Only
- ▶ No Active Pay Plan Customers
- ▶ Data as of May 9, 2013 (Manual Phase)
- ▶ No Criteria Change Before Q2 2014

VR Hold Timeline & Process





VR Hold Resolution Planning

- ✓ **Emphasize Call-In Resolution**
 - ✓ ExpressToll Service Center
 - ✓ Uniform Resolutions
 - ✓ Faster Service
 - ✓ Dedicated E-470- to- County Clerk Communications
- ✓ **Dedicated Resolution Team**
 - ✓ Senior CSR's
 - ✓ Oriented Solely to VR Hold Payments and County Clerk Assistance
 - ✓ Special Skills and Experience



VR Hold Resolution Planning

- ✓ Financial Settlement Options
 - ✓ Lump Sum Payment
 - ✓ One Year Pay Plans
- ✓ Consistent with Existing Settlement Practices
 - ✓ No Special Deals
 - ✓ Make it Fair to Our Paying Customers



Public Relations

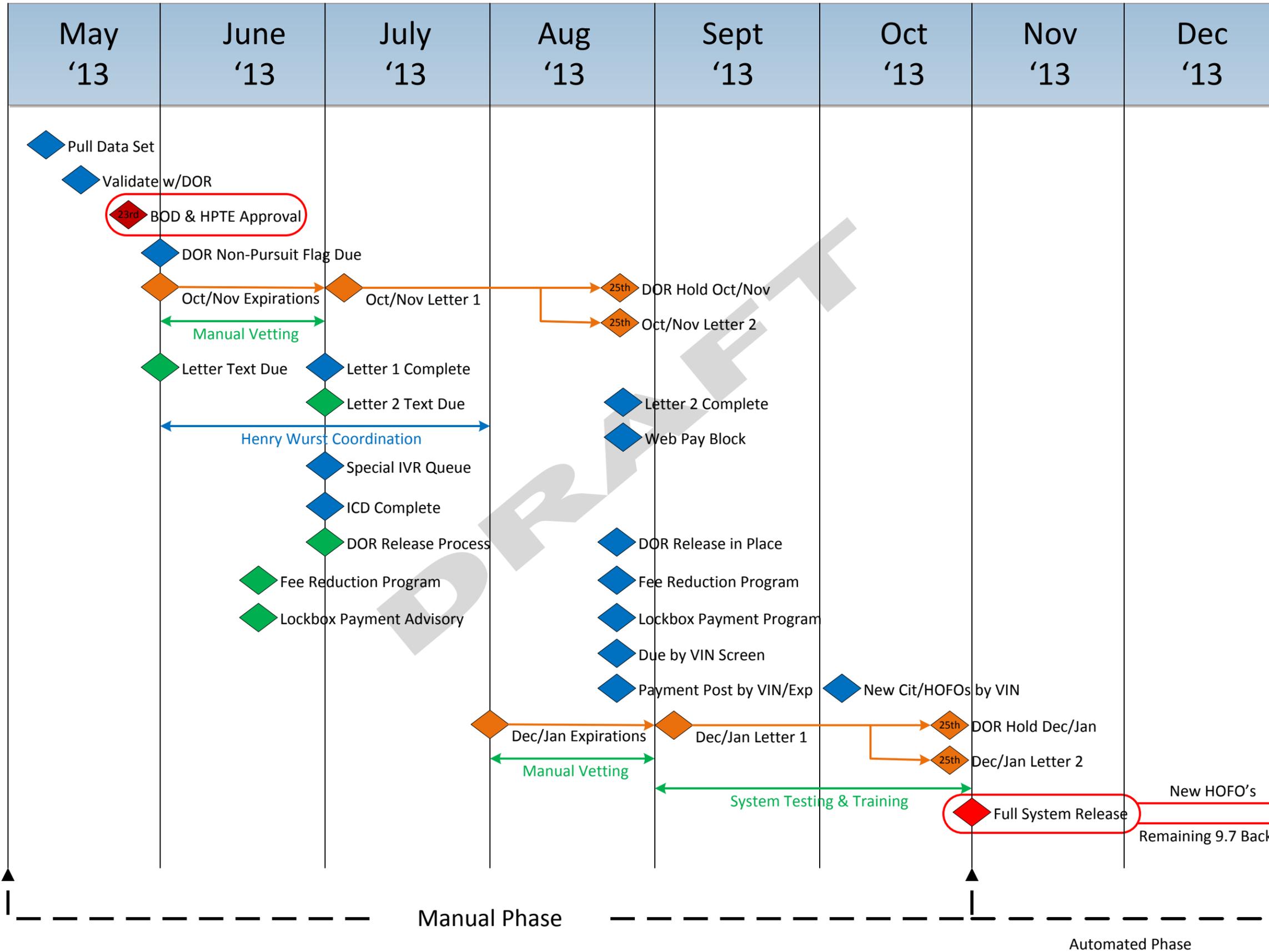
- ✓ Key Messaging Identified
- ✓ Q&A's Drafted for Easy Reference
- ✓ Spokespeople Trained
- ✓ Specialized Customer Service Training
- ✓ Complete Coordination with DMV & County Clerks
 - ✓ Annual Meeting in Grand Junction, June 25th



HPTE

Questions, Concerns, Thoughts?

Vehicle Registration Hold Process and Timeline



CRITERIA

- E-470 & HPTE HOFO's
- New Billing Process HOFO's only
- >= \$200 Tolls Only on HOFO's
- LPT-U Accounts Only
- CO Plates Only
- No Active Payplan
- Data as of May 9 (Manual Phase)
- No Criteria Change before Q2/2014

Legend

- ◆ IT Deadline/Task
- ◆ Business Deadline/Task
- ◆ Event
- ◆ Key Date

New HOFO's
Remaining 9.7 Backlog