

FINAL

Colorado Road Usage Charge Pilot: Account Management Monthly Summary Report – February 2017

Prepared for



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Acronyms and Abbreviations

CDOT	Colorado Department of Transportation
MPG	miles per gallon
MRD	mileage reporting device
OBD II	On-board Diagnostic
RUC	road usage charge
RUCPP	Road Usage Charge Pilot Program
VIN	vehicle identification number

1 Introduction

The Colorado Road Usage Charge Pilot Program (RUCPP) began on December 5, 2016 and is scheduled to last four months ending in April 2017. The Colorado RUCPP Account Manager, Azuga, provides monthly reports including the raw data collected for each month of the operational pilot. This report provides a summary of the monthly raw data, which the project team aggregates and removes all personally identifiable information (PII) to prepare a summary report for the Colorado Department of Transportation (CDOT). This February monthly report summarizes the data from the third month of the operational pilot beginning February 1, 2017 through February 28, 2017.

This report is subdivided into four sections based on the raw data received from the Account Manager, Azuga, and the Colorado RUCPP Help Desk, CH2M. The individual reports containing the raw data are provided in the appendix.

- Vehicle Identification Number (VIN) Summary Report
- Mileage and Road Usage Charge Revenue Report
- Errors and Events Report
- Help Desk Report

Pilot activities in the month of February primarily consisted of the second round of invoices for January mileage, and ongoing account management and help desk activities. February was the first full month of the pilot where mileage data was reported to Azuga for the entire month (enrollment and device installation was complete).

The following section provides a summary of the February data included in the four monthly reports.

2 Summary of Monthly Reports

2.1 VIN Summary Report

Table 1 summarizes the total enrollment statistics based on the Account and VIN Update Report. Since, this report contains PII, the raw data is not provided as an appendix to this report. In February, there was 0 vehicles added, and 2 vehicles removed, resulting in 141 vehicles remaining in the study. It is important to note this includes total vehicles, not participants, as some participants have more than one vehicle enrolled in the pilot.

Table 1: Account and VIN Summary

Reporting Period	Added Vehicles	Dropped Vehicles	Change in total Enrolled Vehicles	Vehicles Reporting Mileage
November (Soft Launch)	41	--	+41	39
December 2016	105	3	+102	125
January 2017	1	1	0	136
February 2017	0	2	-2	134
March 2017	--	--	--	--
April 2017	--	--	--	--
Cumulative Totals				
Pilot Total	147	6	141	

One vehicle that dropped out of the program was one of the two participants in January who had not yet installed their device. After being contacted by the help desk, the participant opted out of the program. The second vehicle that dropped out of the program had technical issues with their device and opted out of the pilot.

Of the 141 vehicles enrolled in the pilot, 134 were reporting mileage in February:

- One of the seven not reporting mileage has not installed their MRD. The help desk has reached out to this participant to assist with installation;
- Six of the seven not reporting mileage are odometer reading option participants that did not provide their odometer reading in the month of February.

For the odometer reading option, Azuga's VIN Summary report also provides information on which participant accounts did not submit odometer readings. Table 2 provides a summary of the number of Odometer Reading Option accounts and the number of people who did not submit monthly odometer readings each month.

Table 2: Odometer Reading Option Summary

Month	Number of Accounts	DID NOT Submitted monthly odometer reading	Submitted picture of initial odometer reading
December	22	4	8
January	22	5	*

February	22	6	*
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* Picture verification is only required for the initial and final odometer readings during the Colorado RUCPP and can be submitted via the Azuga Insight Mobile App, the Colorado RUCPP Help Desk, or via mail to CDOT.

2.2 Mileage and Road Charge Revenue Report

Table 3 summarizes total vehicle miles traveled including both chargeable and non-chargeable miles, road usage charges, fuel tax credits, and net revenue for the month of February. For the Colorado RUCPP, all miles driven in the state of Colorado are assessed the road usage charge (RUC). For participants who selected the GPS-Enabled MRD option, the RUC is only based on miles driven in Colorado, any out-of-state miles are not included in the RUC.

Table 3: Mileage and Road Charge Revenue Summary

Location (State)	Miles	Road Usage Charges	Fuel Tax Credits	Net Revenue
February Chargeable Miles				
Colorado	117,924	\$ 1,415.09	\$ -1,135.76	\$ 279.33
<i>Odometer</i>	13,160	\$ 157.92	\$ -149.90	\$ 8.02
<i>Non-GPS</i>	23,188	\$ 278.26	\$ -229.12	\$ 49.14
<i>GPS</i>	81,576	\$ 978.91	\$ -756.74	\$ 222.17
February Non-Chargeable (Out-of-State)				
Nebraska	115	\$ -	\$ -	\$ -
New Mexico	378	\$ -	\$ -	\$ -
Utah	177	\$ -	\$ -	\$ -
Wyoming	339	\$ -	\$ -	\$ -
Totals				
December	60,387	\$ 699.86	\$ -606.40	\$ 93.46
January	123,282	\$ 1,465.39	\$ -1,207.74	\$ 257.65
February	118,933	\$ 1,415.09	\$ -1,135.76	\$ 279.33
Cumulative Total	302,602	\$ 3,580	\$ -2,950	\$ 630.00

2.3 Errors and Events Report

Table 4 summarizes aggregate errors and events for Azuga. The data in this table reflect errors and events related to the two mileage reporting options requiring MRDs, the GPS Enabled and Non-GPS Enabled MRD options. During the month of February, the only type of error/event reported by pilot participants was the number of disconnects/reconnects. This error occurs when there is a lapse in the connection of the OBD-II device, however all miles driven the date of the error event were still collected, no mileage was lost. This particular error type is anticipated in pairs (once for disconnect and once for reconnect), however the arbitrary break in monthly reporting may result in an odd number of events reported in the monthly summary.

Table 4: Errors and Events Summary

Error Event Date	Event Type
Number of Disconnects/Reconnects*	
Previous Months	
December Total	17
January Total	31
Current Month (February)	
2/1/2017	6
2/2/2017	4
2/4/2017	0
2/5/2017	1
2/6/2017	2
2/7/2017	2
2/9/2017	2
2/14/2017	3
2/15/2017	1
2/20/2017	2
2/21/2017	2
2/23/2017	2
2/24/2017	8
2/25/2017	4
2/28/2017	4
February Total	43
Cumulative Totals	
Cumulative Total	91

2.4 Help Desk Report

As part of the operational support effort, the CH2M Help Desk staff maintains a log of all support requests received including the date, time, issue, actions taken, and resolution. Help Desk Log entries also include information about the participant such as their selected mileage reporting option, how they contacted the help desk, and their contact information. CDOT is handling all calls and emails that come through the general CDOT help line regarding the RUC program.

In February, there were 11 support requests to the help desk, seven via email and four via phone:

- Two were asking questions about how the device calculates mileage and idling time;
- Two were requesting links to the website/mobile app;

- Five support requests were related to odometer participants receiving the following error message “You must enter a higher number than your last processed reading”. This was a technical issue that the support team was aware of, and users were contacted to provide their mileage through the help desk;
- One participant reported that out-of-state mileage is listed as in-state taxable mileage on their account.
- One participant requested to change the vehicle associated with their account.

Table 5 summarizes the types of issues logged by the help desk either by phone **(36%)** or by email **(64%)** in the month of February.

Table 5: Help Desk Summary

Week	Enrollment Issues	MRD Issues	Account Issues	Recruitment Screener Issues	Mobile App Issues	Other Issues	Total Emails	Total Calls
Previous Months								
December Total	17	7	7	0	0	6	19	18
January Total	0	3	3	0	0	0	2	4
Current Month								
02/01/2017	0	0	0	0	0	0	0	0
02/06/2017	0	0	2	0	0	0	2	0
02/13/2017	0	0	2	0	1	0	2	1
02/20/2017	0	1	0	0	0	0	0	1
02/27/2017	0	0	5	0	0	0	3	2
February Total	0	1	9	0	1	0	7	4
Cumulative Totals								
Cumulative Total	17	11	19	0	1	6	28	26

Appendix A
February Raw Data Reports

VIN Summary Report

RUC Revenue Report

Errors and Events Report

Help Desk Log