

FY 2015/16 – Q1  
July – September 2015  
Quarterly Report



## Table of Contents

A. Summary of Managed Lanes Traffic.....	2
B. Operational Incidents .....	6
C. Non Compliance Reports for Maintained Elements.....	7
D. Customer Relations Activities.....	7
E. Traffic Reports .....	8
F. Quality Conformance Summary .....	8
G. Environmental Monitoring Activities .....	9
H. TIGER Performance Measurer .....	9

## Appendices

Appendix A - Transfield Quarterly Report

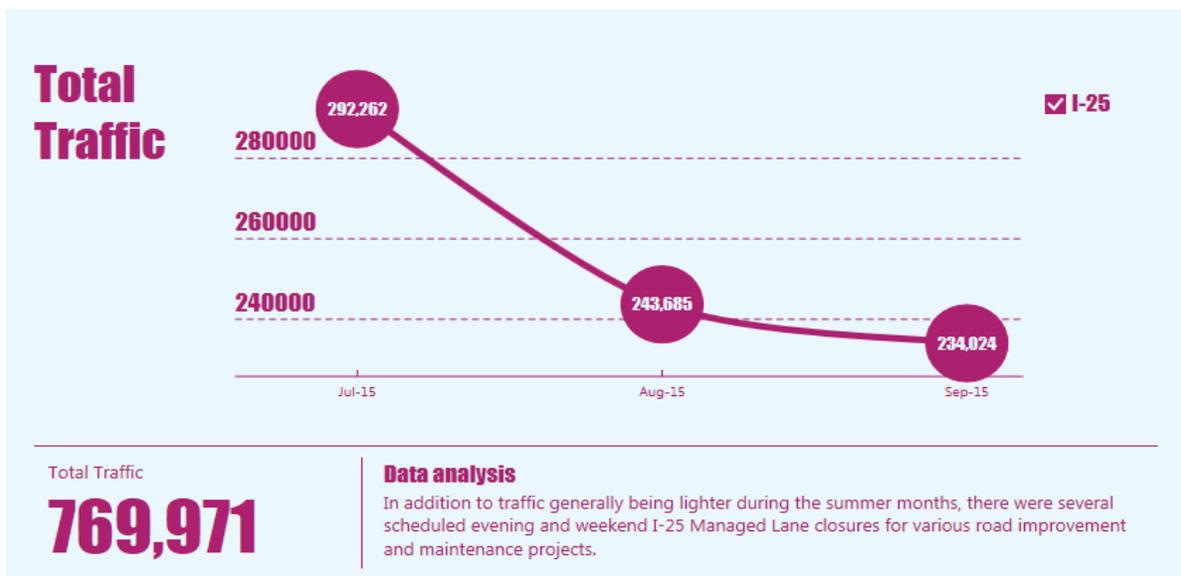
# INTRODUCTION

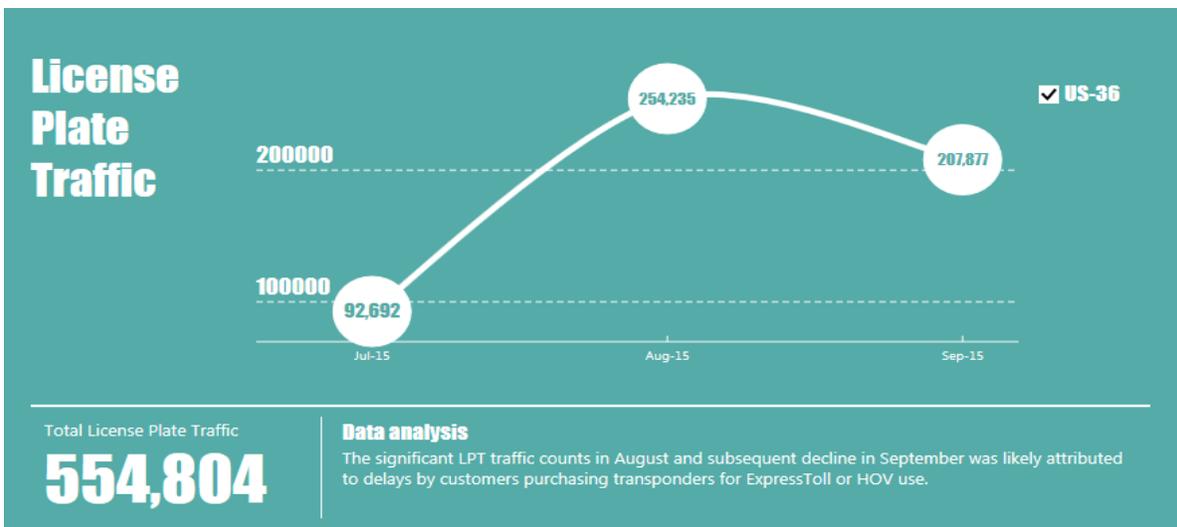
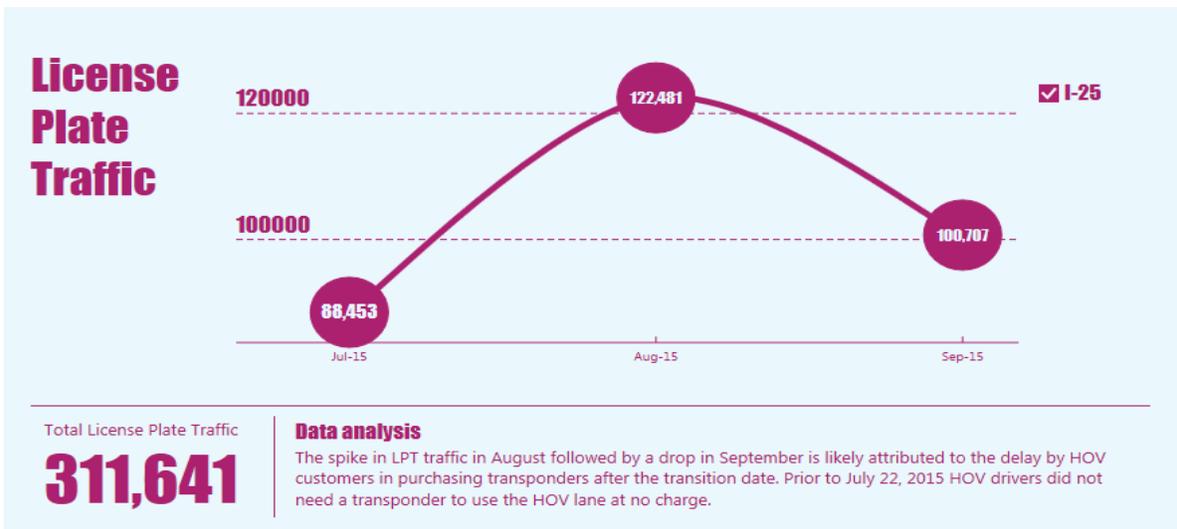
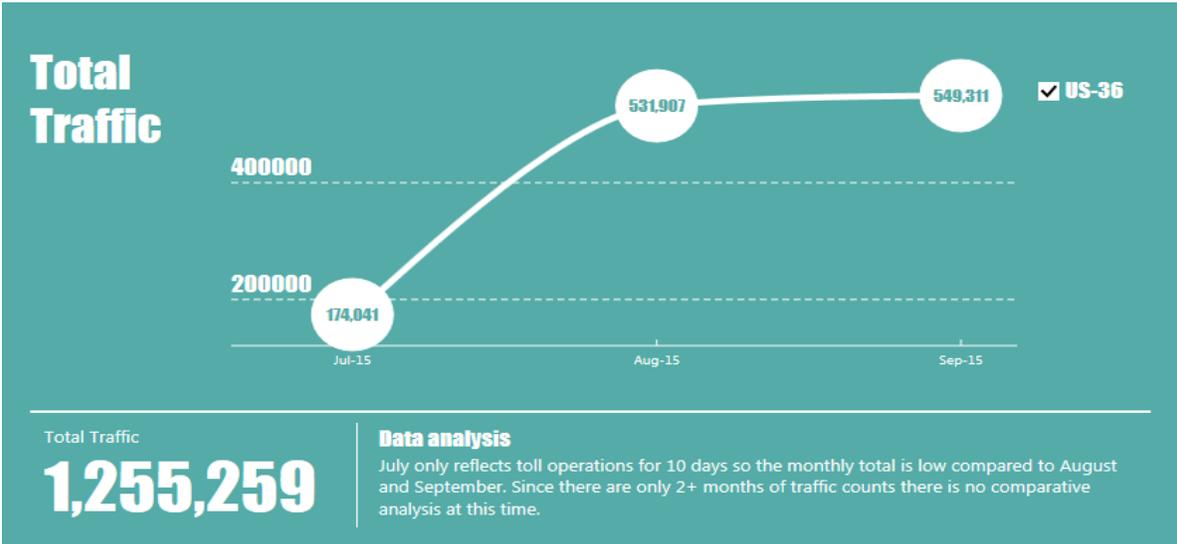
This quarterly report draws upon data from July 1 – September 30, 2015 (the “Quarter”) on the US 36 and I-25 Managed Lanes (collectively, the “Project”). The purpose of the report is to provide an overview the Project’s operational performance and key events for the reporting period. This will cover items such as traffic reports, customer service levels, environmental monitoring activities and discussion of key events.

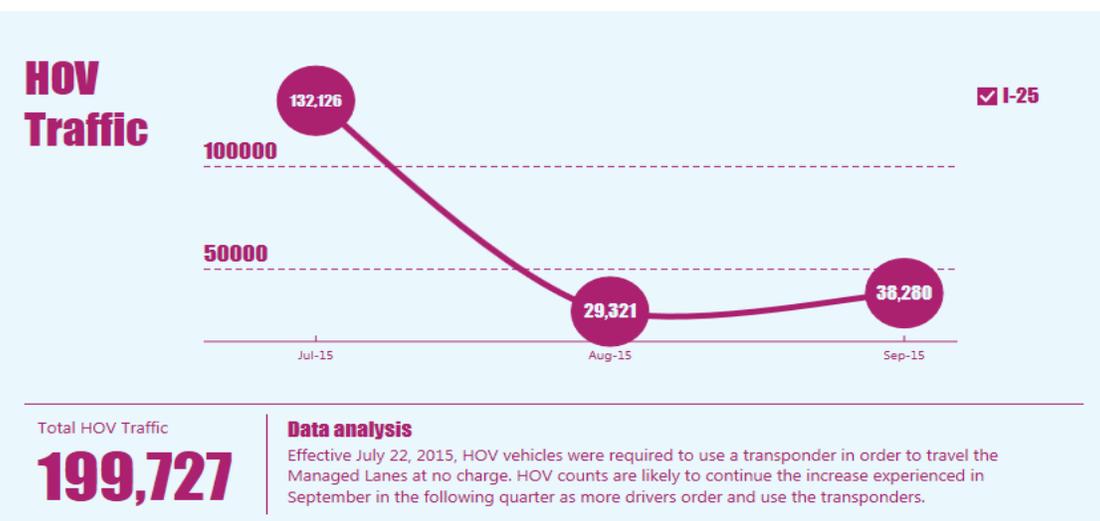
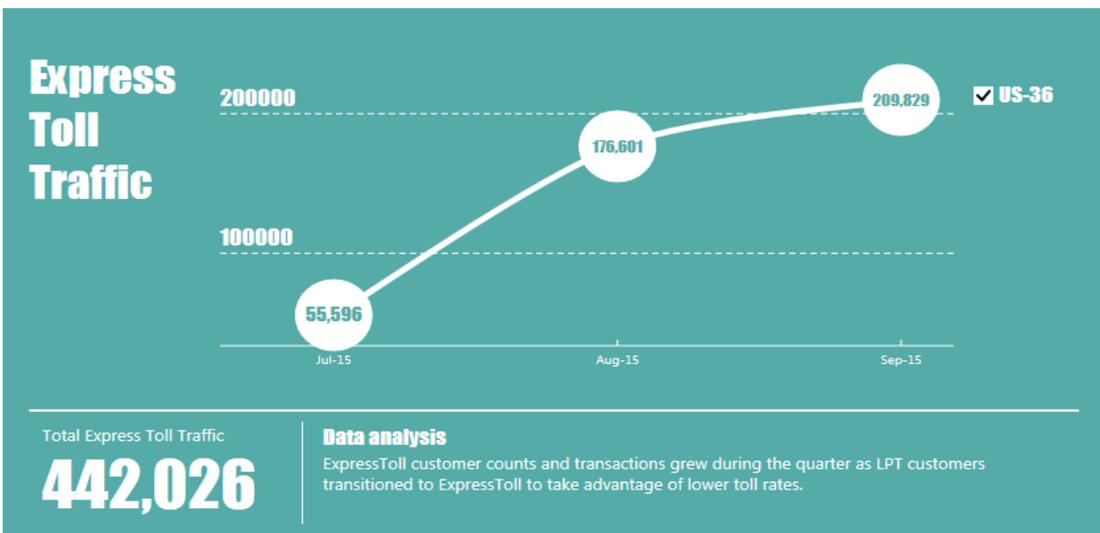
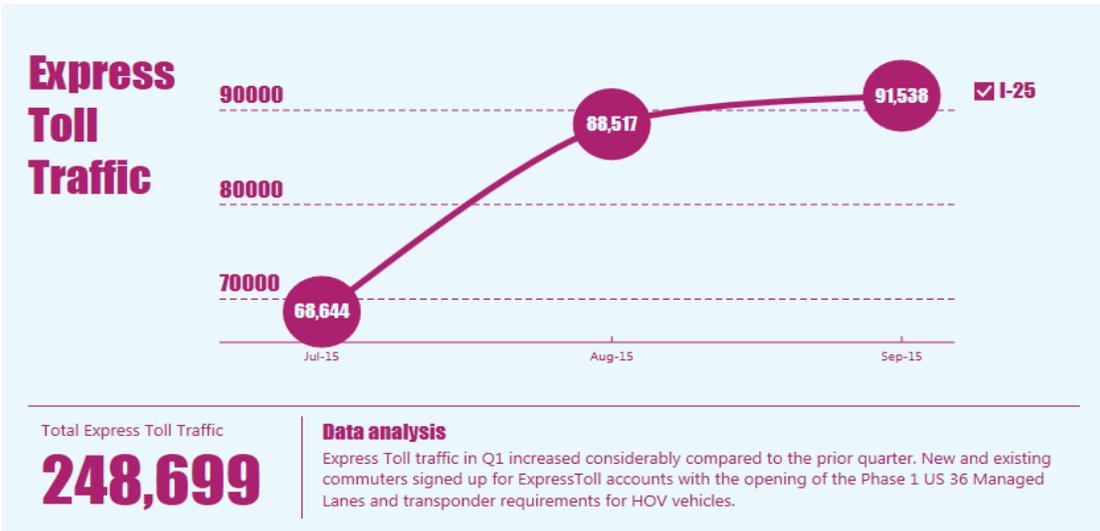
## A. SUMMARY OF MANAGED LANES TRAFFIC

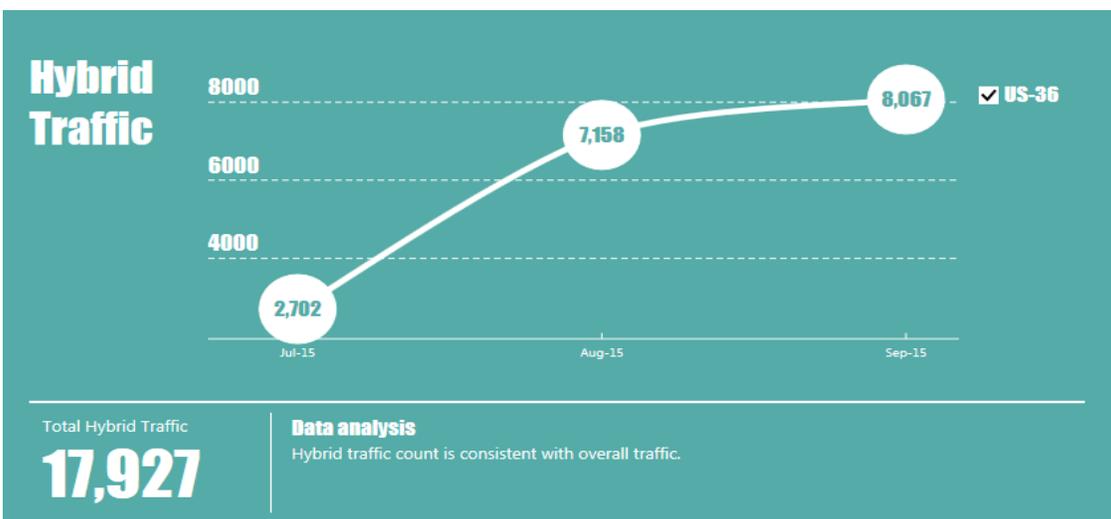
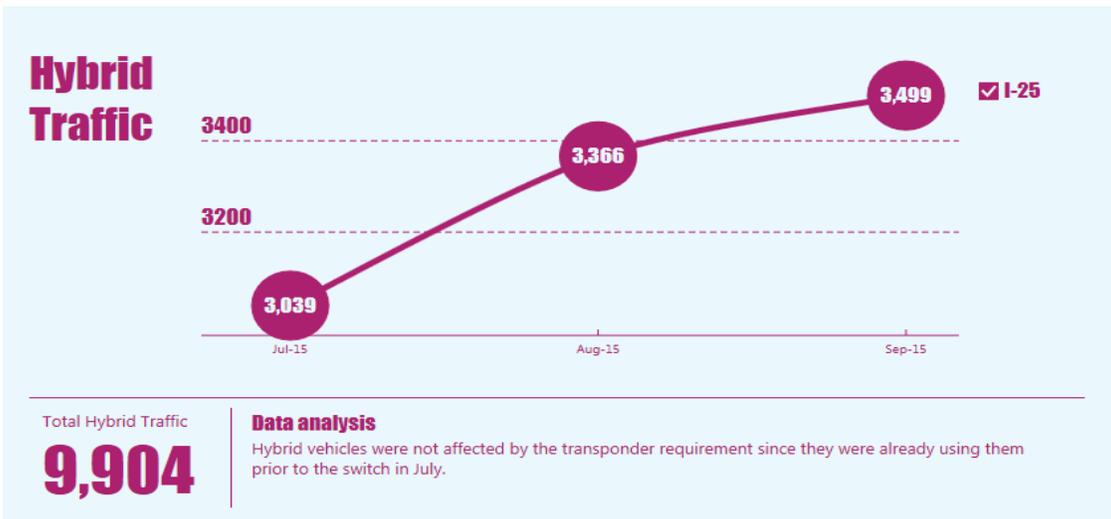
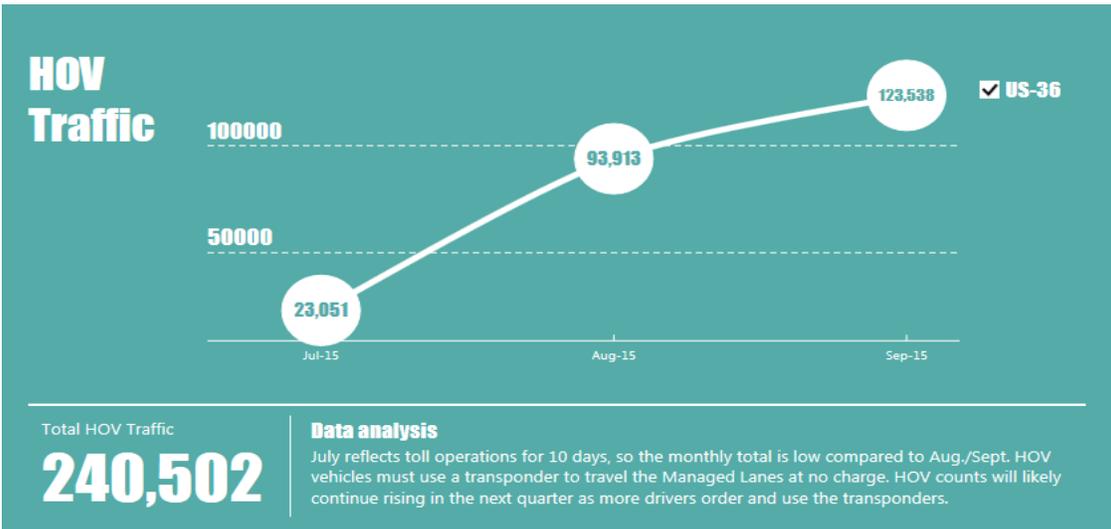
Traffic volumes during the Quarter were mixed compared to the prior quarter. Overall, traffic in the summer months is lighter because schools are out and families are more likely to take vacations and adjust their work schedules. Phase 1 toll operations of the US 36 Managed Lanes commenced July 22, 2015. At the same time HOV vehicles traveling on both US 36 and I-25 Managed Lanes were required to use a transponder in order to travel at no charge. As a result there were noticeable increases in ExpressToll™ (or “AVI”) and License Plate (“LPT”) traffic but a significant drop in HOV traffic. In September, the percentage of HOV traffic increased while License Plate traffic dropped by about 7%. Over the next several months this trend is likely to continue as more commuters purchase transponders in order to receive 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.

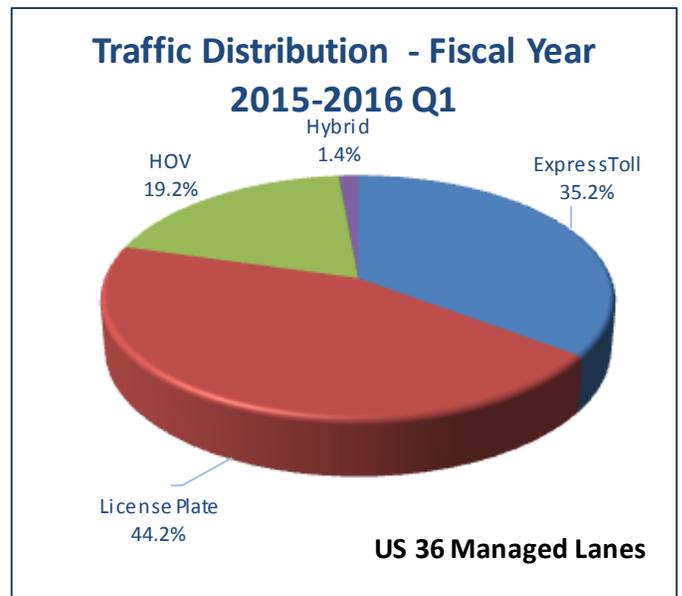
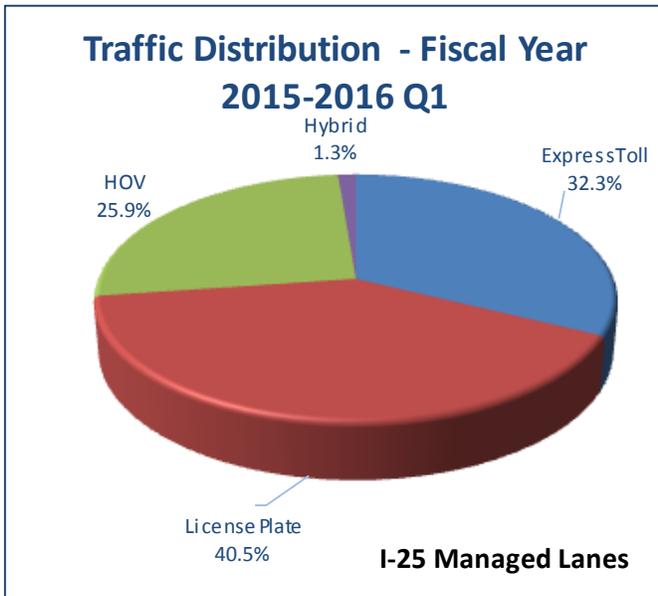
Summary graphs and charts depicting the trends in traffic volume for the Quarter are provided below. It should be noted that the I-25 Managed Lane traffic reflects traffic counts from one gantry and US 36 Managed Lane counts reflect ten gantries, five gantries in each direction. Therefore, US 36 graphs will indicate higher traffic counts that are not comparative to those of I-25.



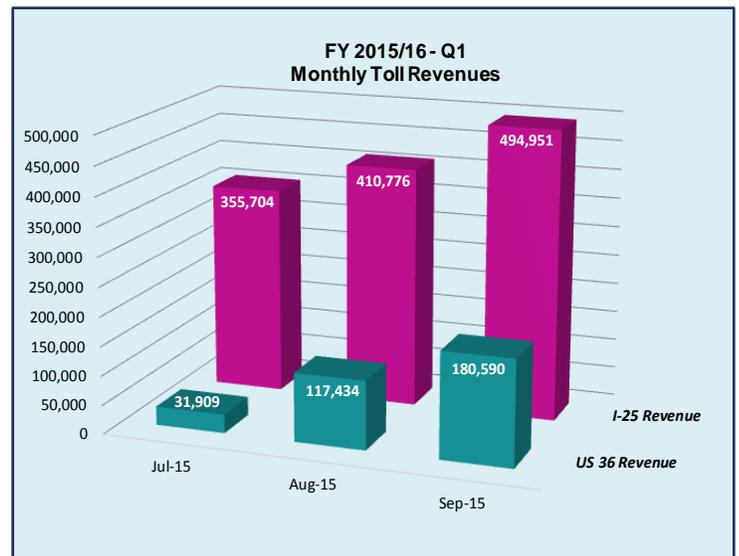








The Project collected \$1,261,431 and \$329,933 in toll revenues from users of the I-25 and US 36 Managed Lanes, respectively, during the Quarter. It is important to note that this represents the amount of revenue collected during the period, and not the amount of revenue earned in the period. For example, 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 seven operational incidents during the quarter, including an instance in which a vehicle struck a gate. All other incidents were accidents without any damage to maintained elements. Details of each incident are provided in the 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. However, the Inbound Call Service Level did fall below the prescribed minimum for a period greater than the cure period. For each month during the Quarter inbound call response times were below the 70% threshold that all inbound calls be answered within thirty (30) seconds or less. The E-470 contact center received an unusually large number of calls that were primarily attributed to the opening of Phase 1 of the US 36 Managed Lanes in late July. In March 2015, while preparing for the expected increase in call volume, the E-470 contact center began training classes for new hires. In September they were able to expand their training facility by doubling its capacity. As a result, they were able to recover and meet the performance requirement in October.

On August 13, 2015 an error occurred at the Sheridan East toll point which classified all Express Lane customers as license plate transactions. In actuality, these license plate transactions were a blend of transponder, license plate and HOV transactions. The alarm that was created for this event and the subsequent system status report appeared to show the cure was applied in under 4 hours and 45 minutes. However, the event actually continued until August 24, 2015 until another system reset was performed. Tolls were waived on August 26, 2015 for all Express Lane customers who passed through the Sheridan East toll point between August 13<sup>th</sup> and August 24<sup>th</sup>. PRD is working with E-470 to revise the system status report so that similar errors can be minimized or avoided in the future.

**D. CUSTOMER RELATIONS ACTIVITIES**

The E-470 contact center performed at a high level during the quarter but struggled with the Inbound Call Service Level. The Inbound Call Service Level did fall below the prescribed minimum for a period greater than the cure period and is discussed in Section C above. E-470 completed the renovation of their facility and improved their training capabilities in September. Although they could not service the high volume of incoming calls within the allowable time this Quarter, strong improvement was observed in October. By expanding their training facility, the E-470 contact center is better prepared to accommodate these higher call volumes going forward.



It is important to note that while inbound calls were not answered as timely this Quarter, Customer Satisfaction averaged 4.92/5. This indicates that while the Average Speed of Answer was below the allowable standard, the E-470 agents' soft skills were able to maintain a positive customer experience during an operationally challenging period.

Six customers also contacted PRD, CDOT, or E-470 regarding their tolling fee invoices. Responses were made within the seven days that are required by Table 3 of Schedule 10.

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.



**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 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 and will continue through the end of calendar 2015. 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.

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

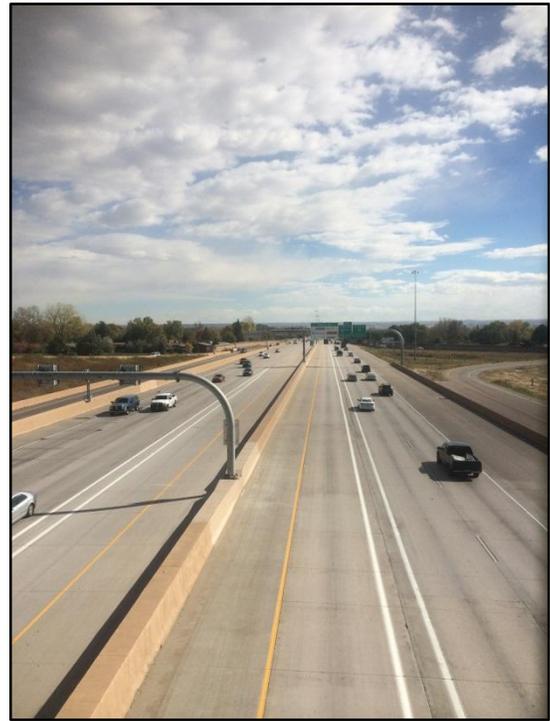
The Denver Union Station TTI was installed in June 2015. However, Phase 1 ITS equipment is still undergoing testing and the appropriate data is not yet available to the PRD.

# Operations Quarterly Report

1<sup>st</sup> Quarter of  
Fiscal Year 2016

July – September 2015

US 36 and I-25 Express  
Lanes Project



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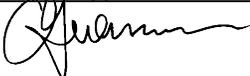
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# Operations – Quarterly Report, Q1, FY 2015

US 36 and I-25 Express Lanes Project

Revision	Date	Approved
Rev. 0	10/27/2014	

This report titled *Operations Quarterly Report, 1<sup>st</sup> Quarter of Fiscal Year 2016* has been prepared by Transfield Services Infrastructure (TSI) 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 TSI.

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

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This Operations Quarterly Report contains the relevant information for the 1<sup>st</sup> quarter of fiscal year 2016 as required in Schedule 6, Section 1.8.2 of the Operating Contract. Transfield Services Infrastructure (TSI) continues ongoing and preventive maintenance activities for the Project. Typical activities include reversible lane operations, courtesy patrol, maintenance patrols, graffiti removal, trash/debris removal, and pavement repairs.

## 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>Motorcycle in the I-25 Express Lanes hit the barrier between I-25 GP Lanes and the Express Lanes NB at approximately 53rd Ave. Driver was taken by paramedics.</p> <p><b>Time:</b> 12:57 PM <b>Date:</b> 7/3/2015 <b>Location:</b> I-25, MP214.0 N.B.</p>	Unknown	<p>12:57 PM, TSI TOC staff overheard DFD dispatch call to motorcycle accident NB I-25. 12:58 PM, DFD/CSP/DPD/AdCo on scene 12:59 PM, TSI TOC staff called CSP for a status update 1:09 PM, DPD request that the Express Lanes be closed. DPD car blocked 20th Street access. 1:25 PM, TSI closes Gateset 6 (NB I-25 to Express Lanes ramp near 20th ave) 1:44 PM, Tow and DPD depart, 20th Street access reopened 1:50 PM, TSI TOC staff verified with DPD that the Express Lanes could be reopened and no further TSI assistance needed 1:50 PM, TSI reopens Gateset 6</p>
#	Nature of Incident	Parties Involved	Actions
2	<p>Accident in the S.B. I-25 GP Lanes near I-70. DPD and CSP request to have the I-25 Express Lanes closed due to debris.</p> <p><b>Time:</b> 5:00 AM <b>Date:</b> 7/6/2015 <b>Location:</b> I-25, MP214.0 S.B.</p>	Unknown	<p>5:00 AM, DPD advised TSI TOC staff of accident on SB I-25 at 44th Ave and requested the Express Lanes to be closed. 5:02 AM, TSI began closing the I-25 Express Lanes 5:22 AM, TSI on scene, noticed that a portion of the concrete barrier landed in the Express Lanes 5:38 AM, TSI equipment on scene, began cleaning debris 5:55 AM, Debris cleaned, equipment and left scene 6:27 AM, Express Lanes reopened</p>

#	Nature of Incident	Parties Involved	Actions
3	<p>Vehicle #1 collided with Vehicle #2 on the left shoulder of the off ramp to Flatiron Dr. Vehicle #1 collided with a guardrail.</p> <p><b>Time:</b> 2:05 PM <b>Date:</b> 7/9/2015 <b>Location:</b> US36, MP 45.1 E.B.</p>	Unknown	No assistance from TSI requested.
#	Nature of Incident	Parties Involved	Actions
4	<p>Vehicle #1 collided into the rear of Vehicles #2 &amp; #3. Driver of Vehicle #1 was distracted looking at dashboard and did not see stopped vehicles ahead. Two reported injured.</p> <p><b>Time:</b> 5:20 PM <b>Date:</b> 8/4/2015 <b>Location:</b> US36, MP 47.2 E.B.</p>	<p>R. Hartnett T. Goracke M. Mudge T. Goracke Z. Goracke</p>	No assistance from TSI requested.
#	Nature of Incident	Parties Involved	Actions
5	<p>Motorcycle (Vehicle #1) collided with the rear of a vehicle (Vehicle #2) on US 36 E.B. near MP 48.8 and flipped unknown number of times. Vehicle #1 left the scene after given aid from two Good Samaritans.</p> <p><b>Time:</b> 9:09 PM <b>Date:</b> 8/21/2015 <b>Location:</b> US36, MP 48.8 E.B.</p>	<p>J. Ehle G. Kuehl</p>	No assistance from TSI requested.

#	Nature of Incident	Parties Involved	Actions
6	<p>Vehicle #1 was southbound on I-25 in the number 1 lane. The driver then changed lanes to the southbound Express Lanes and continued into the closed Express Lanes zone. The driver passed 2 properly working Express Lanes gates and struck the third gate while laying his motorcycle down on its left side. Vehicle #1 came to final rest on its left side facing northbound.</p> <p><b>Time:</b> 11:00 PM  <b>Date:</b> 9/6/2015  <b>Location:</b> I-25, MP216.5 S.B.</p>	Unknown	No assistance from TSI requested.
#	Nature of Incident	Parties Involved	Actions
7	<p>Vehicle #1 was in the Express Lane's merge lane and Vehicle #2 was in the Express Lane's through lane. Vehicle #1 made unsafe lane change through the gore area to the left and collided with the right front of Vehicle #2. Vehicle #1 then ran off the left side road, collided with concrete barrier and rolled 1/2 times coming to rest on its top. Vehicle #2, ran off the right side and collided with concrete barrier.</p> <p><b>Time:</b> 11:40 AM  <b>Date:</b> 9/8/2015  <b>Location:</b> US36, MP 56.0 E.B.</p>	Unknown	No assistance from TSI requested.

The number of incidents shown is reflective of what was either observed by TSI or was reported to TSI at the time of preparing this report. TSI has requested that local response agencies notify TSI of any serious incidents within the lanes. The information presented for each incident is either from accident reports or from TSI'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 the US36 Express Lanes was curious as to why a Mile High Courtesy Patrol vehicle was doing less than the speed limit.</p> <p><b>Method:</b> Call to CDOT  <b>Time:</b> 3:28 PM  <b>Date:</b> 9/16/2015  <b>Location:</b> US36, E.B.</p>	<p>Unknown, only callback phone number provided.</p>	<p>After discussing the situation with the Mile High Courtesy Patrol contractor, the contractor informed TSI that they had just serviced a vehicle on the left shoulder and that it takes upwards of 15 to 20 seconds for their vehicle to accelerate to the posted speed limit. TSI called the user back and informed them of the circumstances.</p>

### E. Traffic Reports

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

### F. Quality Conformance Summary

Representatives of HPTE, TSI, 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

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

### Air

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

### Noise

TSI 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

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

### Paleontology and Archaeology

TSI 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 Measurer

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