

FY 2014/15 – Q2
October – December 2014
Quarterly Report



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Appendices

Appendix A - Transfield Quarterly Report

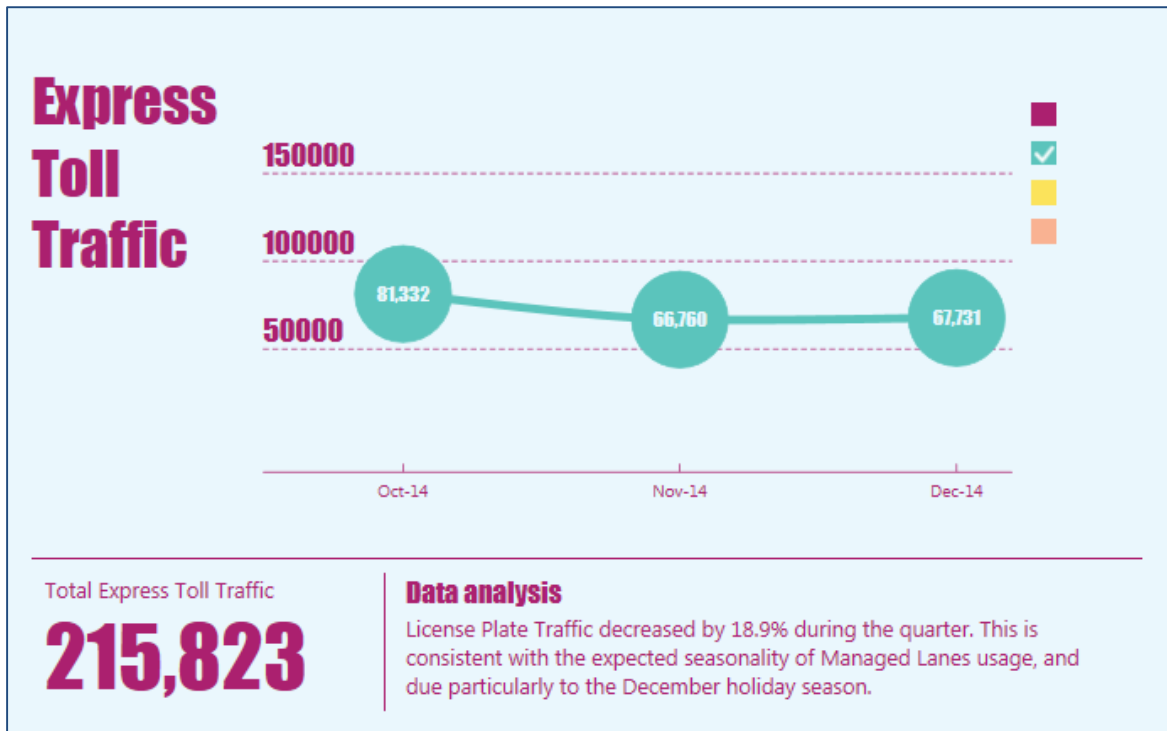
INTRODUCTION

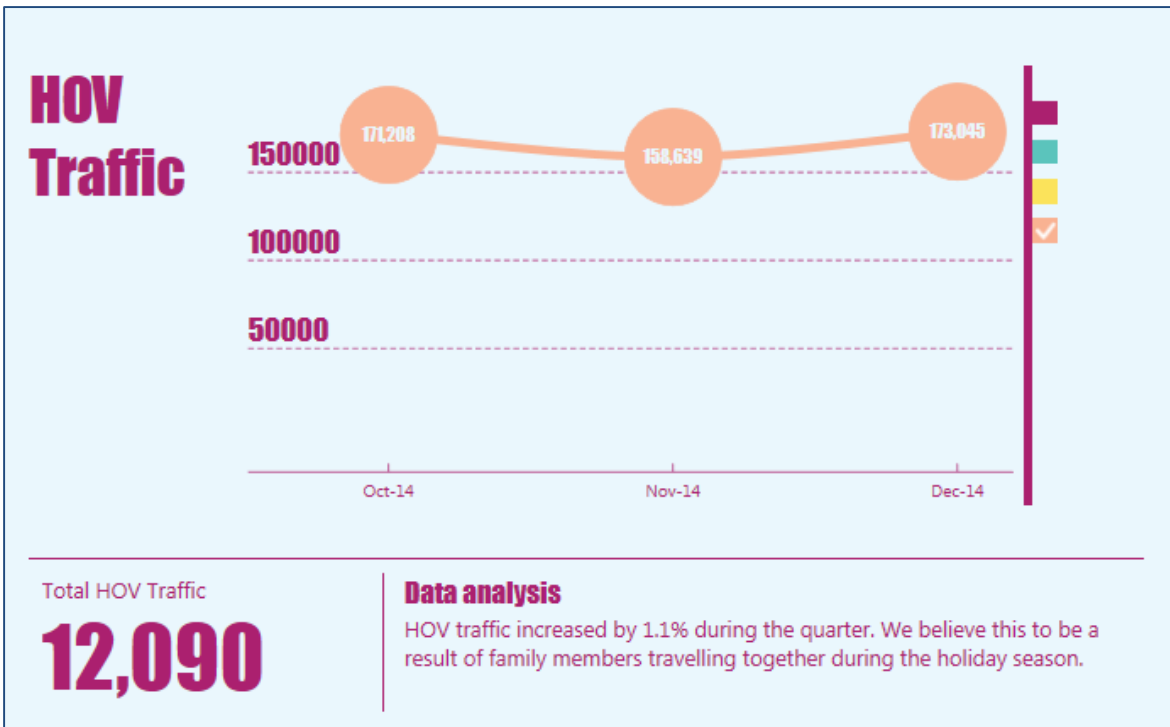
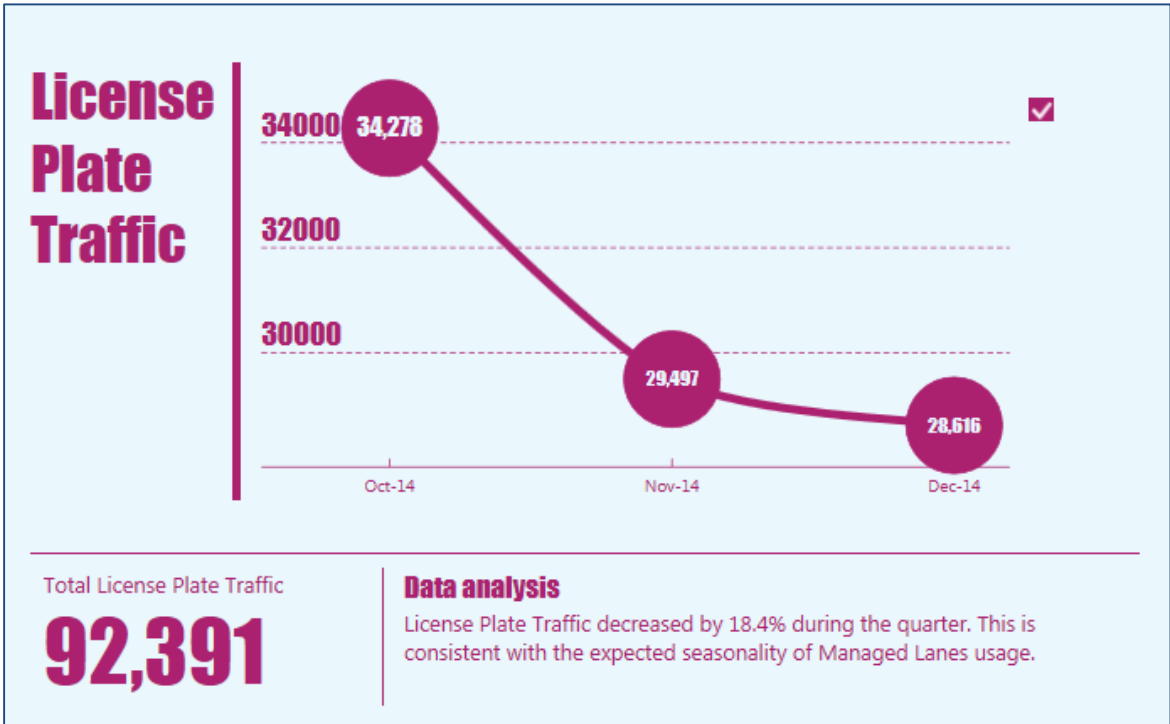
This quarterly report draws upon data from October 1 – December 31, 2014. The purpose of the report is to provide an overview of operational performance and key events for the reporting period. This will cover items such as traffic reports, customer service levels, environmental monitoring activities and discussion of key events.

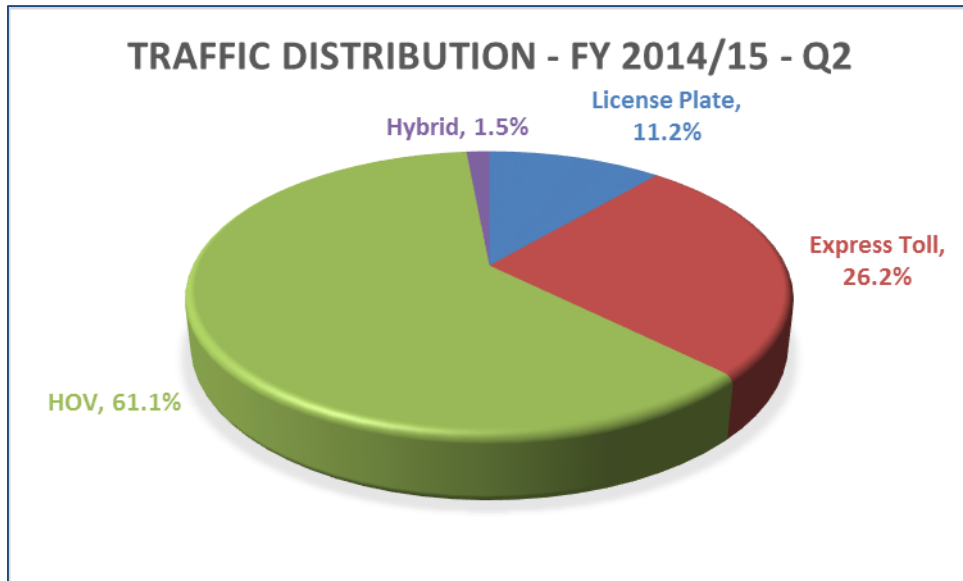
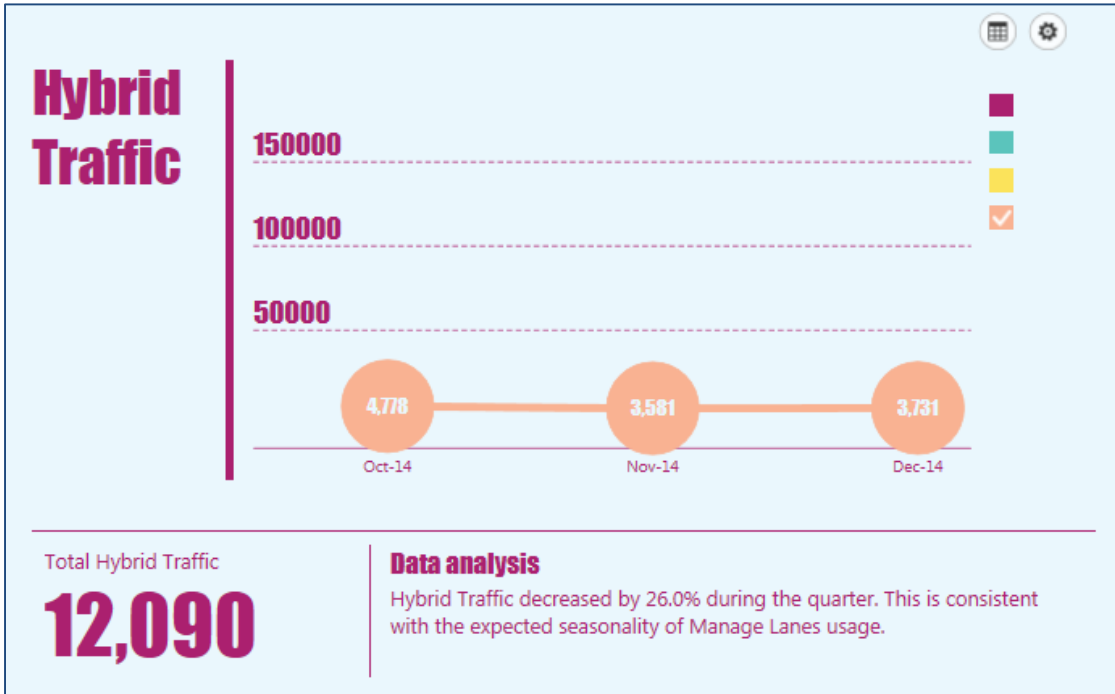
A. SUMMARY OF MANAGED LANES TRAFFIC

Historically, this quarter sees a decrease in traffic volumes, particularly in December as daily commuters begin to leave work for the December holiday season. This has proven to be the case for this quarter, with December seeing a decrease in Express Toll and Licence Plate customers, and a small increase in HOV traffic.

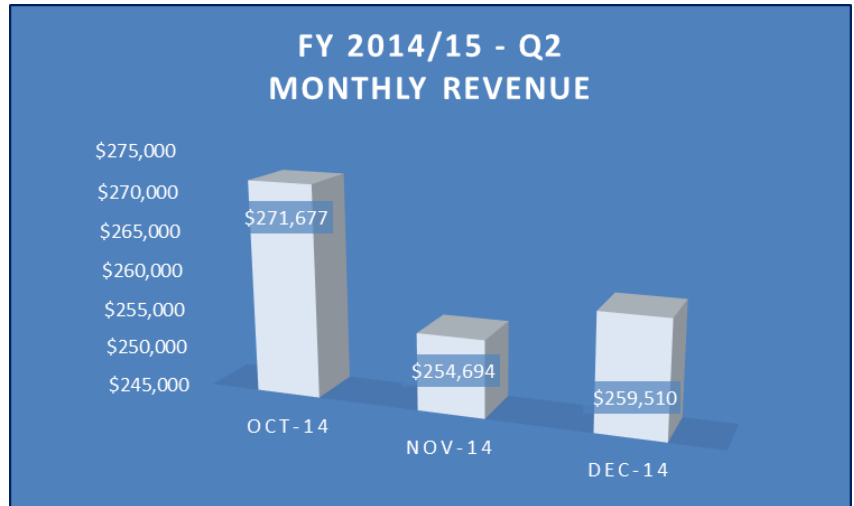
Detailed graphs and charts depicting the trends in traffic volume throughout the quarter are provided below.







The project collected \$785,881 in revenue from users of the Managed Lanes 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.



B. OPERATIONAL INCIDENTS

There were no major operational incidents during the quarter.

C. NON COMPLIANCE REPORTS FOR MAINTAINED ELEMENTS

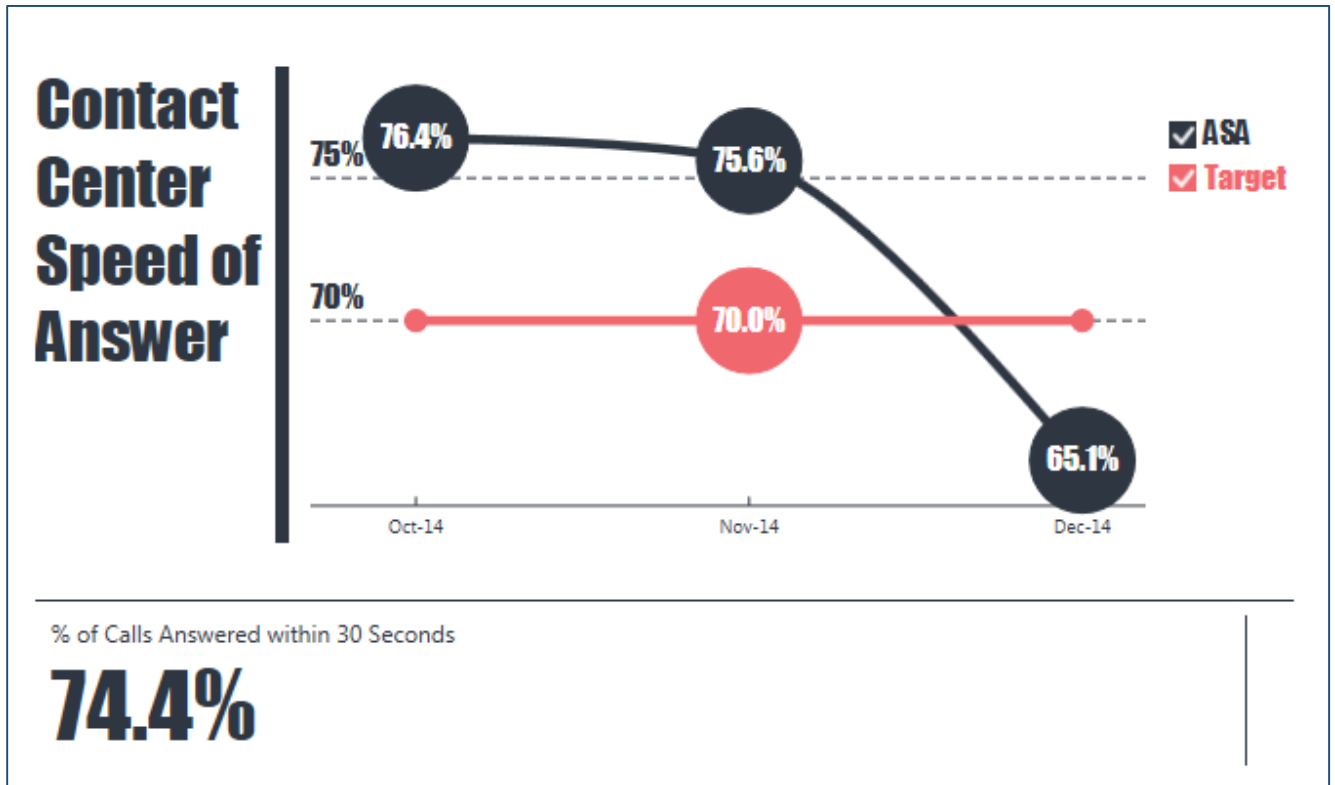
Zero non-compliance penalties were reported during the quarter. All repairs and responses related to the Performance and Measurement Criteria Table of Appendix 6-1 were made within the allowable cure time.

D. CUSTOMER RELATIONS ACTIVITIES

The E-470 contact center performed at a high level during the quarter, with the exception of December. During December, the contact center received an unseasonal amount of calls. The contact center was staffed to capacity, but could not service the amount of incoming calls within the allowable time. E-470 is expanding its contact center to accommodate these higher volumes. This will be monitored in January to ensure contract compliance with response time.

It is important to note that Customer Satisfaction ran at 4.90/5 during December. 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.

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 this 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 in the FY14 Q4 Report, 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 will be 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. All parties are collaboratively defining the scope so that the defects can be corrected within a reasonable period. The repair work will take place over the spring and summer of 2015. In the meantime, items pending the I-25 Initial Work Package are being maintained to the same or higher level as when the project commenced. 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.

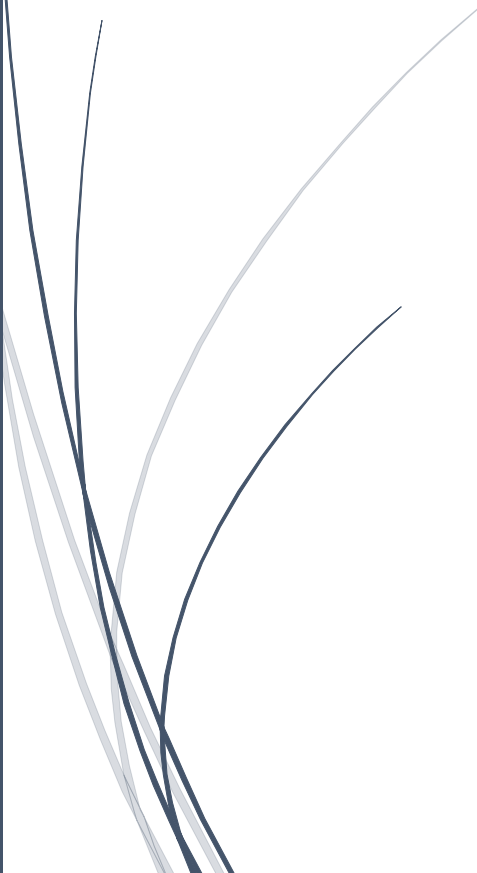
<u>TIGER Performance Goal</u>	<u>Focus</u>	<u>Report Timing</u>
Travel Time Reliability	GP Lanes	Report post construction
	Busses	Report post construction
Improved Speeds	ML Lanes	Report post construction
	ML & GP Lanes	Report post construction
Throughput	ML & GP Lanes	Report post construction
Transit 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



FY 2014/15 – Q2

Quarterly Report

Appendix A – Transfield Operations
Report



Operations Quarterly Report

2nd Quarter of
Fiscal Year 2015

October – December 2014

US 36 and I-25 Managed Lanes Project



Prepared for:

Plenary Roads Denver, LLC
500 Eldorado Blvd.
Broomfield, CO 80021

Attention: Mr. Simon Stachnik


Prepared By:

Transfield Services Infrastructure
7100-B Pennsylvania Street
Thornton, CO 80229
United States of America

Christian Guevara, PE
Project Manager
Telephone: +1 303 667-9672

Operations – Quarterly Report, Q2, FY 2015

US 36 and I-25 Managed Lanes Project

Revision	Date	Approved
Rev. 0	01/27/2015	
Rev. 1	1/29/2015	

This report titled *Operations Quarterly Report, 2nd Quarter of Fiscal Year 2015* 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 2nd quarter of fiscal year 2015 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 I-25 Managed Lanes Project. Typical activities include reversible lane operations, courtesy patrol, maintenance patrols, graffiti removal, trash/debris removal, snow and ice removal, and pavement repairs.

Highlights this Quarter:

- Proactive asphalt patching completed
- Initial lighting repairs completed
- Ongoing coordination with the I-25 North Project
- Coordination and assistance with ITS and Node 2 updates
- MMIS training for HPTE

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, required emergency medical services, or affected the operation of the HOT lanes:

#	Nature of Incident	Parties Involved	Actions
1	<p>A vehicle N.B. in the HOT lanes struck the barrier on both sides of the lanes. A considerable amount of debris from the accident had to be swept.</p> <p>Time: 2:35 AM Date: 11/15/2014 Location: I25, MP 214.6</p>	C. Edington	<p>2:35 AM, CSP dispatch called TSI and requested assistance with accident cleanup. CSP indicated they had closed off the HOT lanes and TSI did not need to close the lanes.</p> <p>3:20 AM, TSI was on scene and helped with the debris cleanup.</p> <p>3:45 AM, Debris was cleaned up and the vehicle was removed. HOT lanes were reopened.</p>

#	Nature of Incident	Parties Involved	Actions
2	<p>Gate #4 of Gate Set #5 was struck by a vehicle traveling S.B. in the I-25 S.B. GP Lanes. No vehicle found at the scene.</p> <p>Time: 7:31 AM (approx.) Date: 10/28/2014 Location: I25, MP 217.0</p>	Unknown	No travel lanes affected. Gate was repaired.

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 Colorado State Patrol (CSP) and Denver Police Department (DPD) notify TSI of any serious incidents within the HOT 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 an official documentation of the incident but rather just to provide a briefing of qualifying occurrences as listed in the Contract.

D. 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.

E. Customer Relations Activities

No complaints regarding the I-25 Managed lanes were received by TSI this quarter.

F. Traffic Reports

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

G. Quality Conformance Summary

Representatives of HPTE, TSI, and Plenary have conducted site visits of the I-25 Managed 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 I-25 Initial Work Package, an Asset Condition Score could not be assessed. The following was concluded from the visits:

- Items pending the I-25 Initial Work Package are being maintained to the same or higher level as when the project commenced.

- Items that are not pending the I-25 Initial Work Package are being maintained per the performance criteria listed in Appendix 6-1 of the Operating Contract.

H. Environmental Monitoring Activities

Water

TSI observed no abnormal activities or excessive erosion in the I-25 HOT lanes that would have an impact on water quality this quarter. 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 I-25 HOT 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 I-25 HOT 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 I-25 HOT lanes that would have an impact on wildlife this quarter.

Paleontology and Archaeology

TSI observed no abnormal activities in the I-25 HOT lanes that would have an impact on prehistoric plant, animal, or human artifacts.

I. TIFIA Performance Measurer

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