

FY 2014/15 – Q3
January – March 2015
Quarterly Report



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Appendices

Appendix A - Transfield Quarterly Report

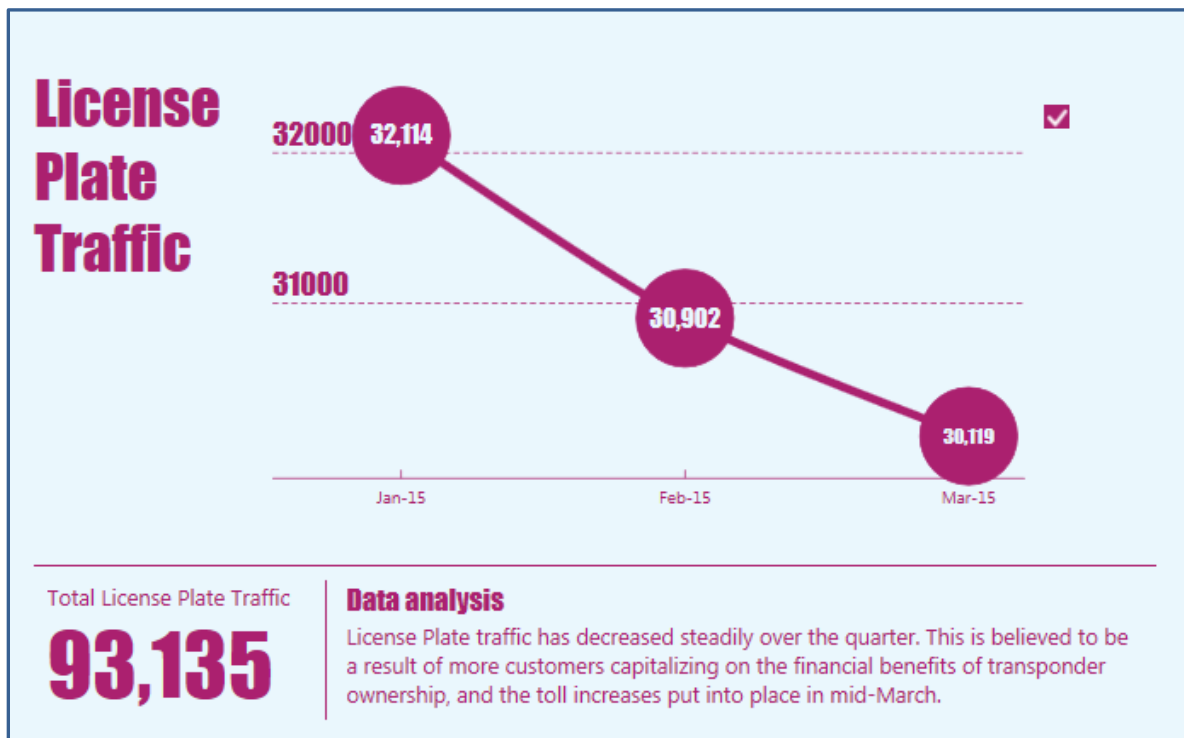
INTRODUCTION

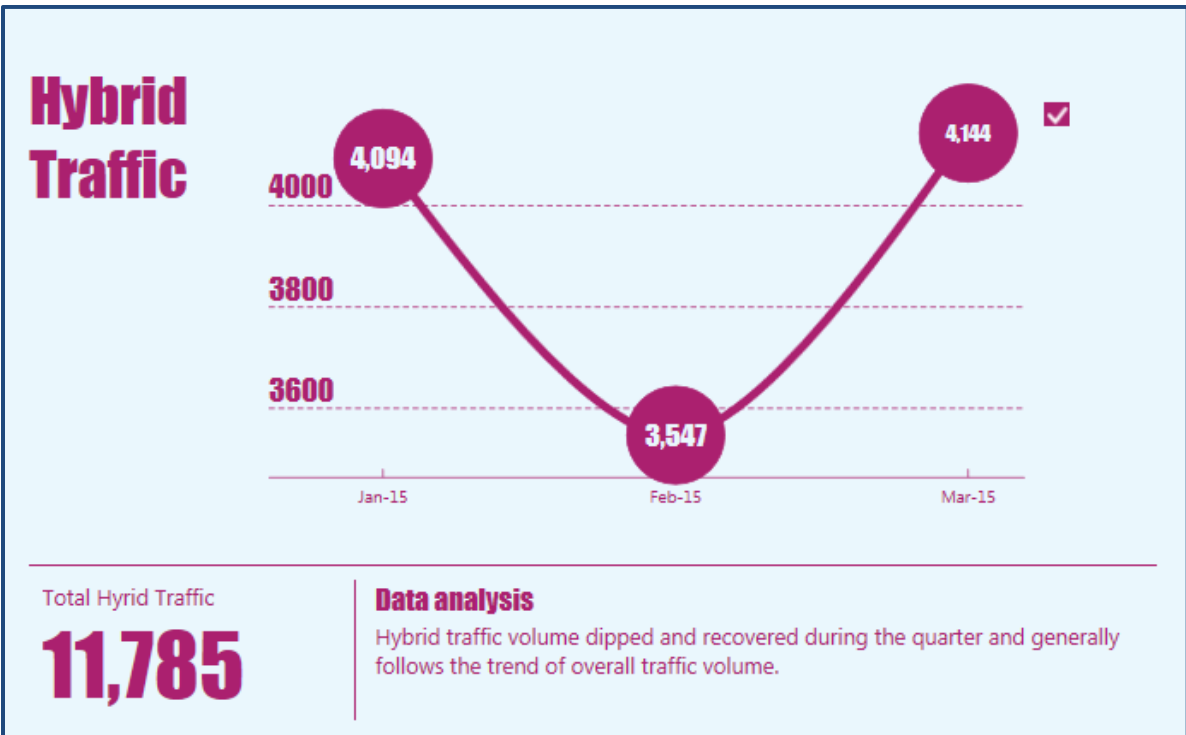
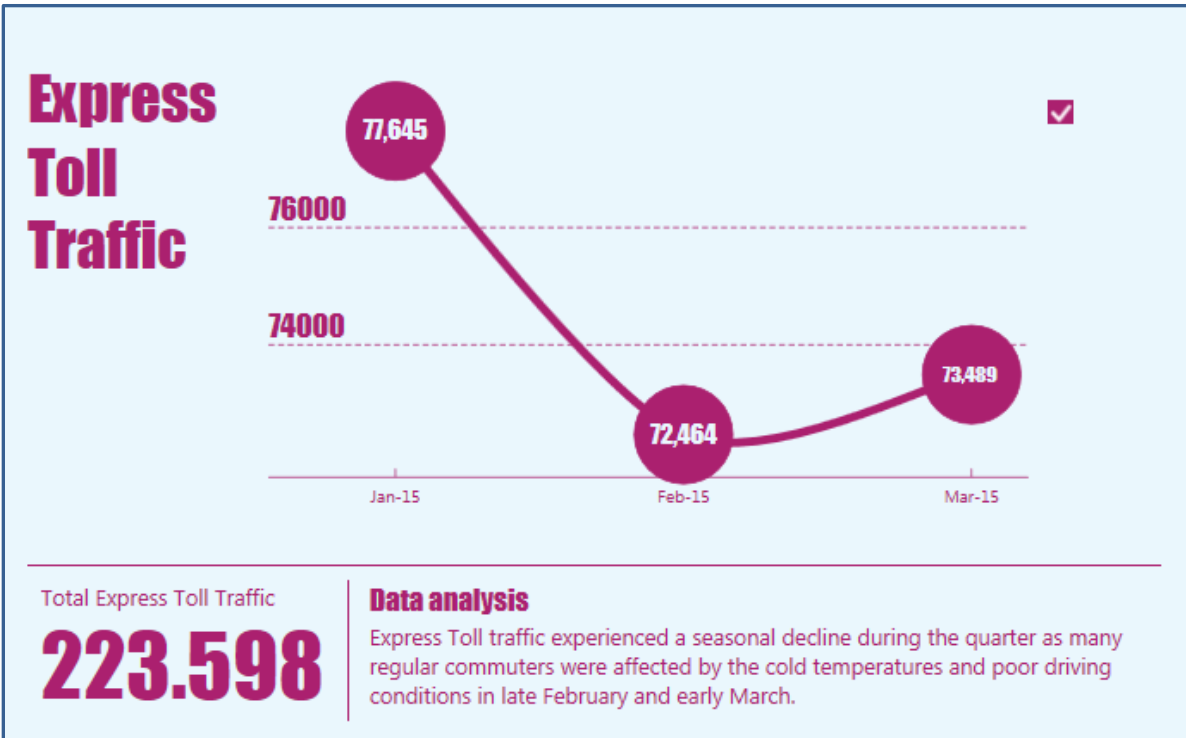
This quarterly report draws upon data from January 1 – March 31, 2015. The purpose of the report is to provide an overview of operational performance and key events for the reporting period. This will cover items such as traffic reports, customer service levels, environmental monitoring activities and discussion of key events.

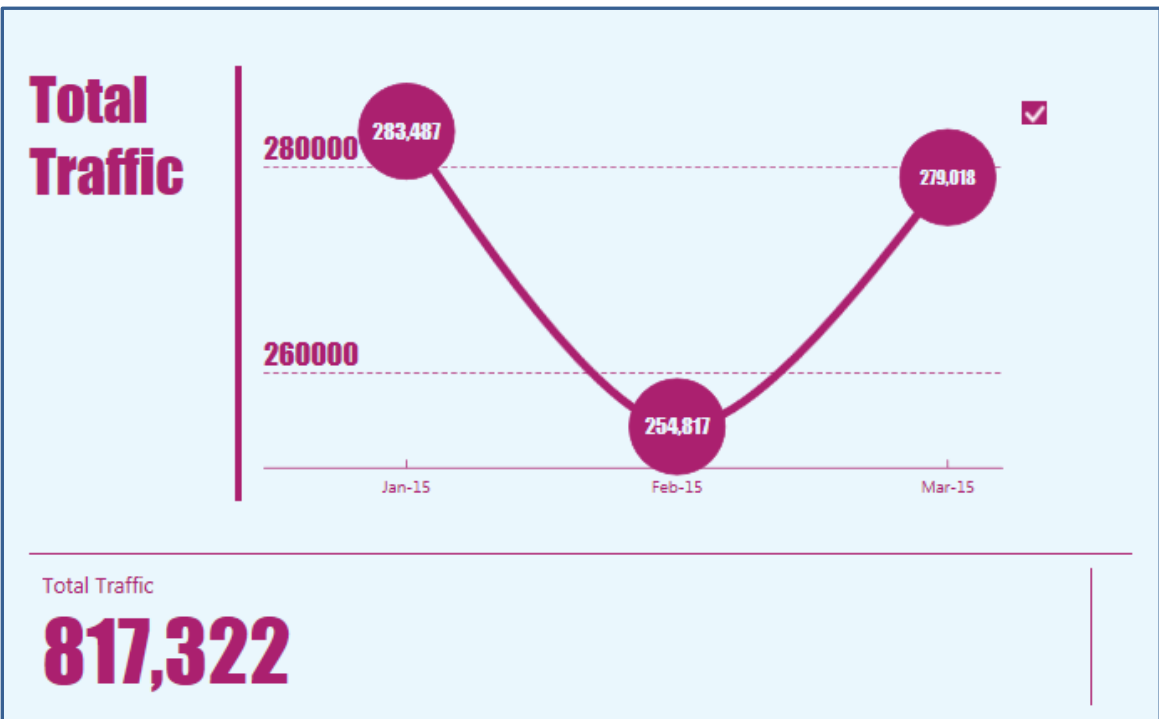
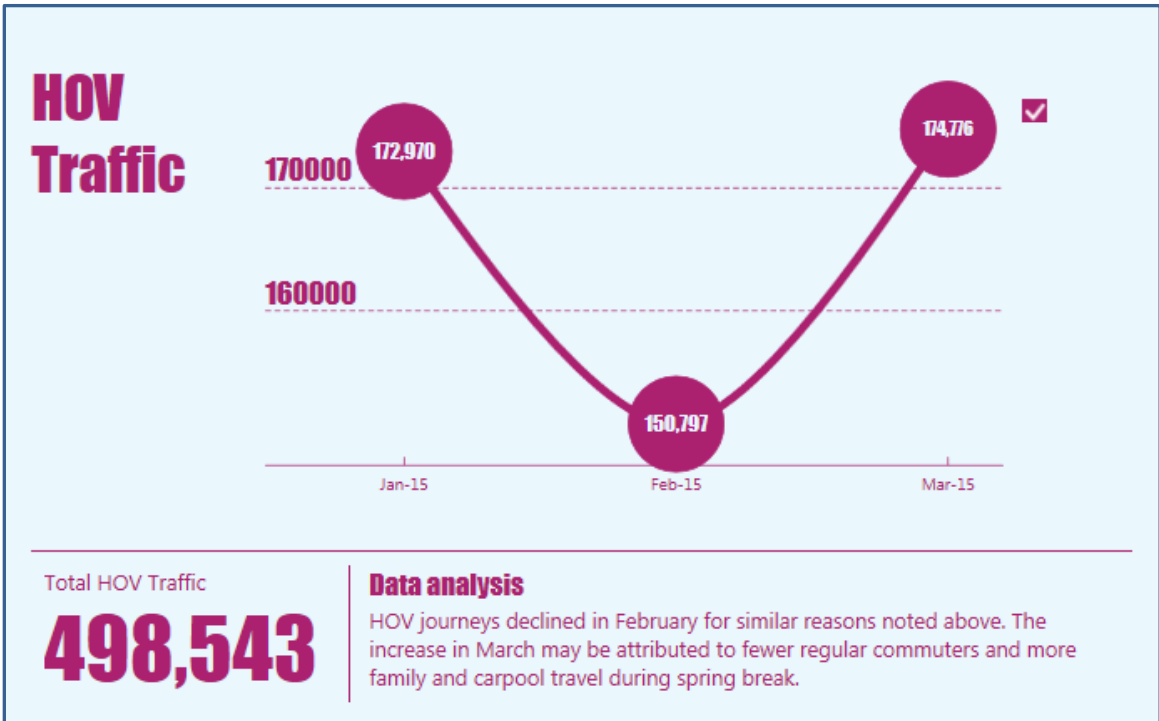
A. SUMMARY OF MANAGED LANES TRAFFIC

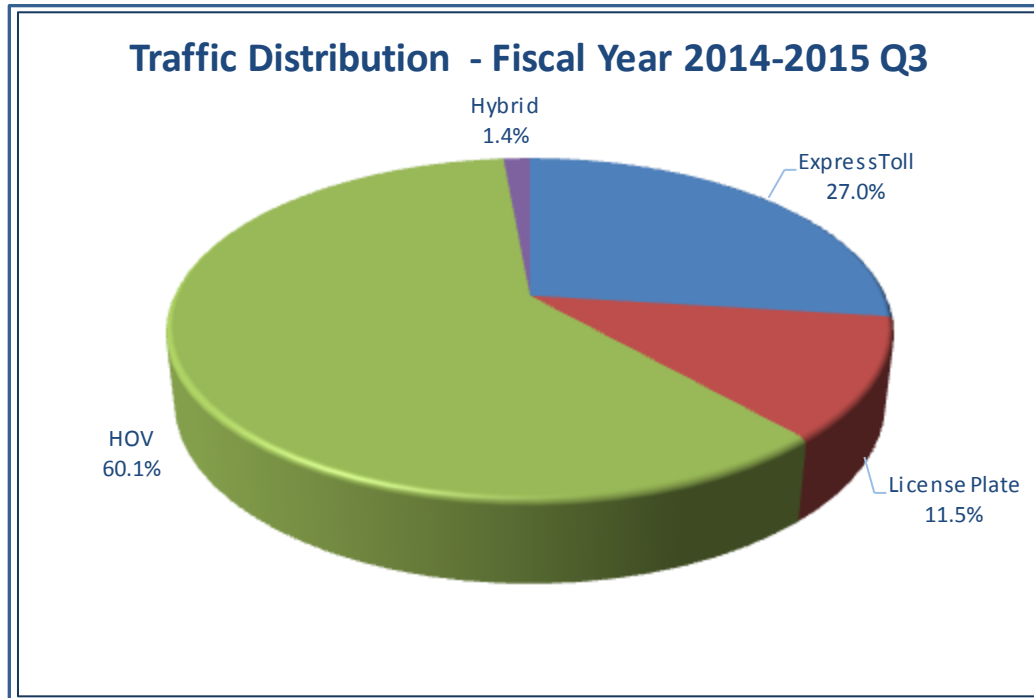
Traffic volumes in this quarter are generally strong but subject to inclement weather and timing of Denver area school spring breaks. This was the case for late February and early March as cold temperatures and snow resulted in lower traffic volume. In addition, the last week of March saw decreases in ExpressToll™ and License Plate traffic while Denver public schools were closed for spring break.

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

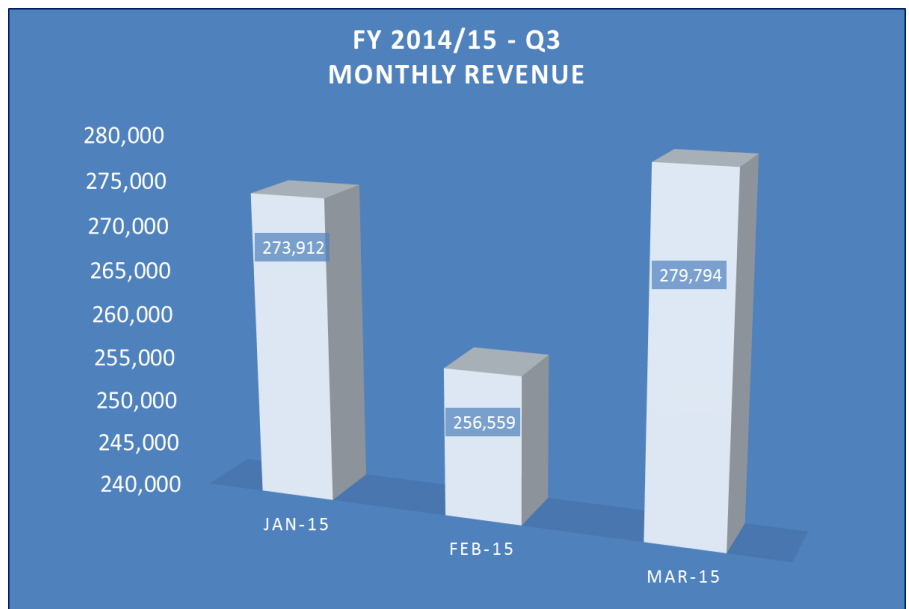








The project collected \$810,265 in revenue from users of the Managed Lanes during the Quarter. It is important to note that this represents the amount of revenue collected during the period, and not the amount of revenue earned in the period. For example, License Plate transactions are normally paid 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 four operational incidents during the quarter. Two were incidents that damaged gates and two were accidents at the northbound express lane entrance at I-25. Details of each incident are provided in the Transfield Services 3rd Quarter Report.

C. NON COMPLIANCE REPORTS FOR MAINTAINED ELEMENTS

All repairs and responses related to the Performance and Measurement Criteria Table of Appendix 6-1 were made within the allowable cure time. However, the Inbound Call Service Level did fall below the prescribed minimum for a period greater than the cure period. As we identified in the Q2 report, December was the first month where this did not meet the requirements set forth in Appendix 6-2. January and February also fell below the 70% threshold for all inbound calls to be answered within thirty (30) seconds or less. This was due to significant growth in call volume and space limitations within the call center while E470 renovated their facility. E470 did recover the performance in March.

It is important to note that Customer Satisfaction ran at 4.93/5 during January and February. 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.

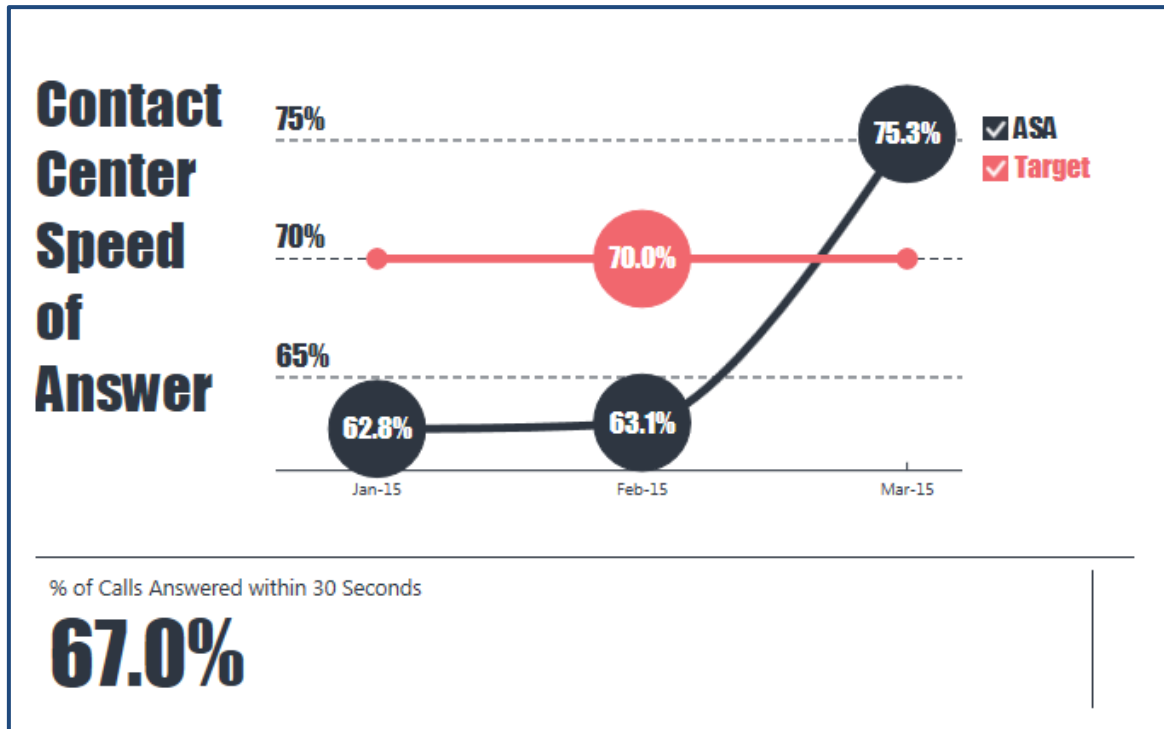
D. CUSTOMER RELATIONS ACTIVITIES

The E-470 contact center performed at a high level during the quarter, with the exception of the Inbound Call Service Level in January and February. 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.

Nine customers also contacted PRD, CDOT, or E470 regarding delays in the Managed Lanes on March 23rd and March 24th that were related to the bridge maintenance work being performed as part of the US36 Phase 2 project. 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 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 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 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. The I-25 Initial Works package construction began in late March and will continue through 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

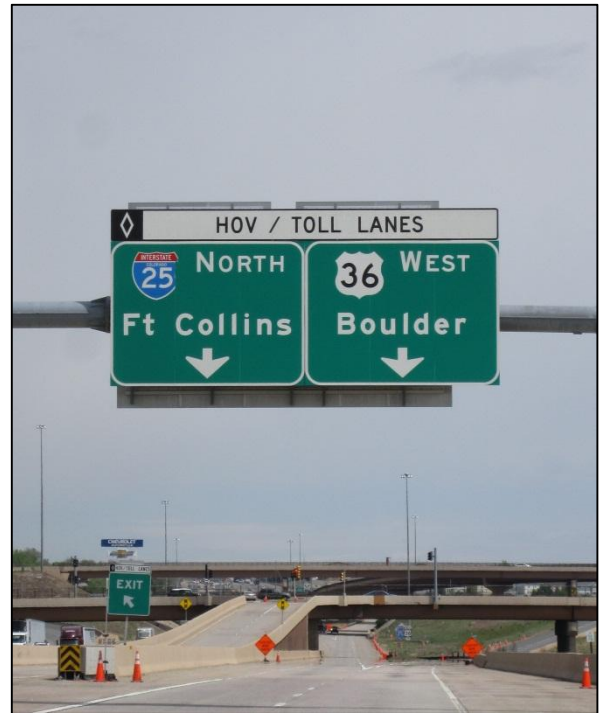
The Denver Union Station TTI has been purchased and will be installed upon receipt of the new equipment cabinet. This is anticipated to be by June 1, prior to Phase 1 construction completion so that the appropriate data collection can occur.

Operations Quarterly Report

3rd Quarter of
Fiscal Year 2015

January – March 2015

US 36 and I-25 Managed Lanes Project



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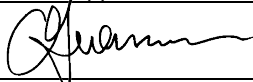
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Operations – Quarterly Report, Q3, FY 2015

US 36 and I-25 Managed Lanes Project

Revision	Date	Approved
Rev. 0	04/18/2015	

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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 3rd 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:

- **100% Level of Service “A” achieved for the current snow season**
- **Ongoing coordination with the I-25 North Project**
- **Coordination and assistance with ITS and Node 2 updates**
- **No Injury Accidents within the Managed Lanes**

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 lanes:

#	Nature of Incident	Parties Involved	Actions
1	<p>Gates #1, 2, & 3 of Gate Set #5 were struck by a vehicle traveling S.B. in the I-25 S.B. GP Lanes. No vehicle found at the scene.</p> <p>Time: 4:05 AM (approx.) Date: 1/26/2015 Location: I-25, MP 217.1</p>	Unknown	No travel lanes affected. Gates were repaired.

#	Nature of Incident	Parties Involved	Actions
2	<p>A two vehicle accident on NB I-25 near the NB I-25 Express Lanes entrance.</p> <p>Time: 1:40 PM Date: 2/2/2015 Location: I25, MP 212.0</p>	Unknown	<p>1:40 PM, TSI TOC staff noticed an accident near the NB I-25 Express Lanes entrance.</p> <p>1:41 PM, DPD on scene</p> <p>1:43 PM, 1st Ambulance on scene</p> <p>1:47 PM, 1st Ambulance left scene, DFD on scene</p> <p>1:50 PM, DPD set flares marking Express Lanes closed and another DPD vehicle blocked Express Lanes entrance</p> <p>1:52 PM, 2nd Ambulance on scene</p> <p>1:53 PM, VMS 1 & 3 changed to "HOV/Toll Closed"</p> <p>1:56 PM, DFD left the scene</p> <p>1:56 PM, TSI on scene (unrequested)</p> <p>1:59 PM, 1st tow truck on scene</p> <p>2:02 PM, Vehicle #2 moved to NB I-25 GP shoulder</p> <p>2:04 PM, DPD removed flares allowing traffic into Express Lanes</p> <p>2:09 PM, Vehicle #1 moved to NB I-25 GP shoulder</p> <p>2:11 PM, VMS 1 changed to "HOV/Toll Open", VMS 3 lost communication</p> <p>2:20 PM, 2nd ambulance left scene</p> <p>2:28 PM, VMS 3 reset and changed to "HOV/Toll Open"</p> <p>2:34 PM, Vehicle #2 removed</p> <p>2:40 PM, All vehicles cleared from scene</p>
#	Nature of Incident	Parties Involved	Actions
3	<p>Gate #3 of Gate Set #2 was struck by a vehicle traveling in the 20th Street Express Lane.</p> <p>Time: 9:10 AM (approx.) Date: 2/6/2015 Location: 20th, MP 0.5</p>	D. Deruiter	<p>No travel lanes affected. Gate was repaired.</p>

#	Nature of Incident	Parties Involved	Actions
4	<p>Four vehicle accident on NB I-25 near the I-25 Express Lanes entrance.</p> <p>Time: 11:14 AM Date: 3/20/2015 Location: I25, MP 211.0</p>	Unknown	<p>11:14 AM, TSI noticed accident in NB I-25 GP Lanes and called 911</p> <p>11:14 AM, TSI TOC staff notified DPD and DFD</p> <p>11:17 AM, TSI assisted with traffic control and debris cleanup until DPD arrived</p> <p>11:20 AM, DFD and DPD on scene</p> <p>11:32 AM, DPD closes NB I-25 at Speer Blvd</p> <p>12:10 PM, Downtown (20th Street) Express Lanes entrance open</p> <p>12:15 PM, DPD request that that Gateset 3 (NB I-25 Express Lanes entrance) remain closed</p> <p>12:16 PM, DFD departed</p> <p>12:32 PM, TSI opens Gateset 3, DPD still blocking Express Lanes entrance</p> <p>12:58 PM, DFD arrived on scene to wash residue</p> <p>1:06 PM, DPD departed and all lanes open, including NB I-25 Express Lanes entrance</p>

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 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.

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

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

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 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.

G. Environmental Monitoring Activities

Water

TSI observed no abnormal activities or excessive erosion in the I-25 Express 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 Express 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 Express 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 Express Lanes that would have an impact on wildlife this quarter.

Paleontology and Archaeology

TSI observed no abnormal activities in the I-25 Express 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.