

FY 2015/16 – Q2
October – December 2015
Quarterly Report



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Appendix A - Broadspectrum (formerly Transfield) Quarterly Report

INTRODUCTION

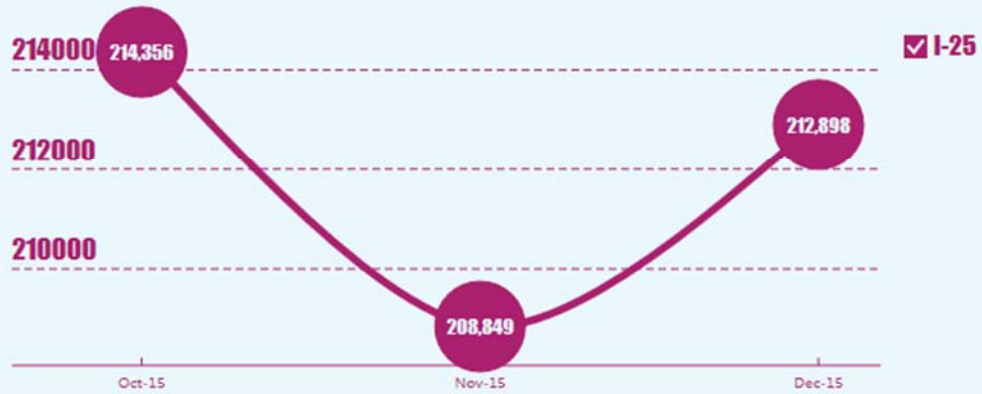
This quarterly report draws upon data from October 1 – December 31, 2015 (the “Quarter”) on the US 36 and I-25 Managed Lanes (collectively, the “Project”). The purpose of the report is to provide an overview of the Project’s operational performance and key events for the reporting period. This will cover 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. In general, traffic in the 2nd quarter is heavier when commuters adjust their travel schedules as schools are back in session and drivers whose schedules depend on daylight hours use roadways around sundown hours. However, that seasonal increase was not evident in the current quarter which was likely a result of the shift in I-25 Managed Lane usage in late July 2015. At the same time the Phase 1 toll operations of the US 36 Managed Lanes commenced July 22, 2015, HOV vehicles traveling on both US 36 and I-25 Managed Lanes were required to use a transponder in order to use the lanes 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. This trend changed in the current quarter as there were fewer LPT users but the average number of HOV vehicles has steadily climbed since August 2015. Over the next several months this trend is likely to continue as more commuters purchase transponders in order to pay 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. By way of example, a single vehicle making a journey from Boulder to Denver in the Managed Lanes would get counted 5 times on US 36 but only one time on I-25.

Total Traffic



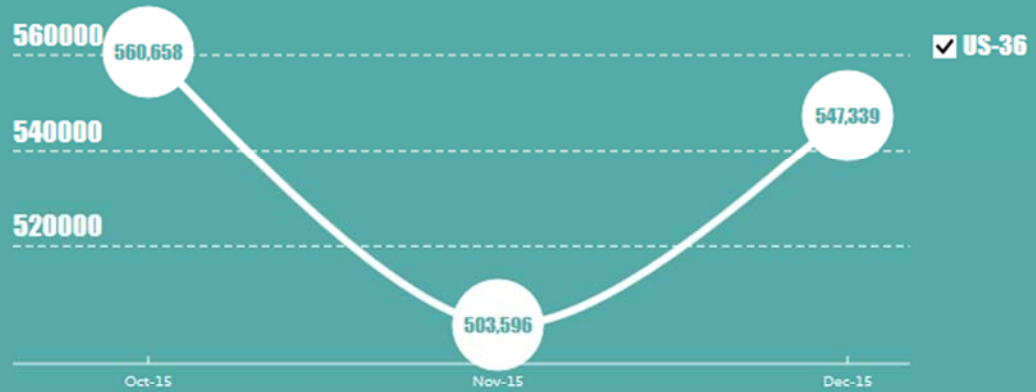
Total Traffic

636,103

Data analysis

Overall Q2 traffic was lower than Q1 due to the transponder requirement for HOV vehicles to use the Managed Lanes at no charge along with evening and weekend closures for various road improvement and maintenance projects.

Total Traffic



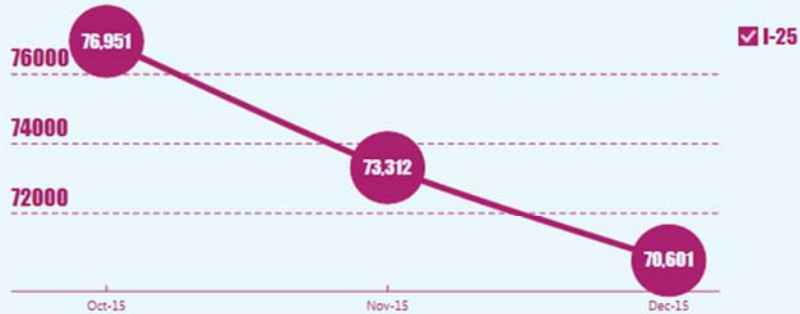
Total Traffic

1,611,593

Data analysis

The US 36 Managed Lanes have been open for less than six months so there is minimal comparative analysis at this time; however, Q2 traffic counts were relatively consistent with late Q1 amounts.

License Plate Traffic



Total License Traffic

220,864

Data analysis

LPT traffic continued to decrease during Q2 as more commuters purchased transponders for reduced ExpressToll rates and for use of the Managed Lanes as an HOV vehicle lane at no charge.

License Plate Traffic



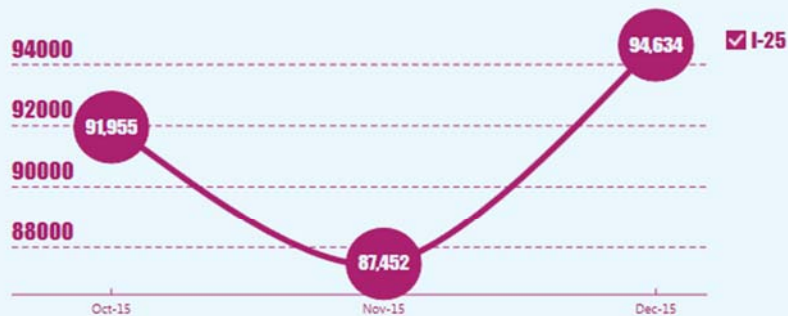
Total License Plate Traffic

513,033

Data analysis

Overall Q2 LPT traffic decreased considerably compared to Q1 for the same reasons noted above for I-25 LPT traffic.

Express Toll Traffic

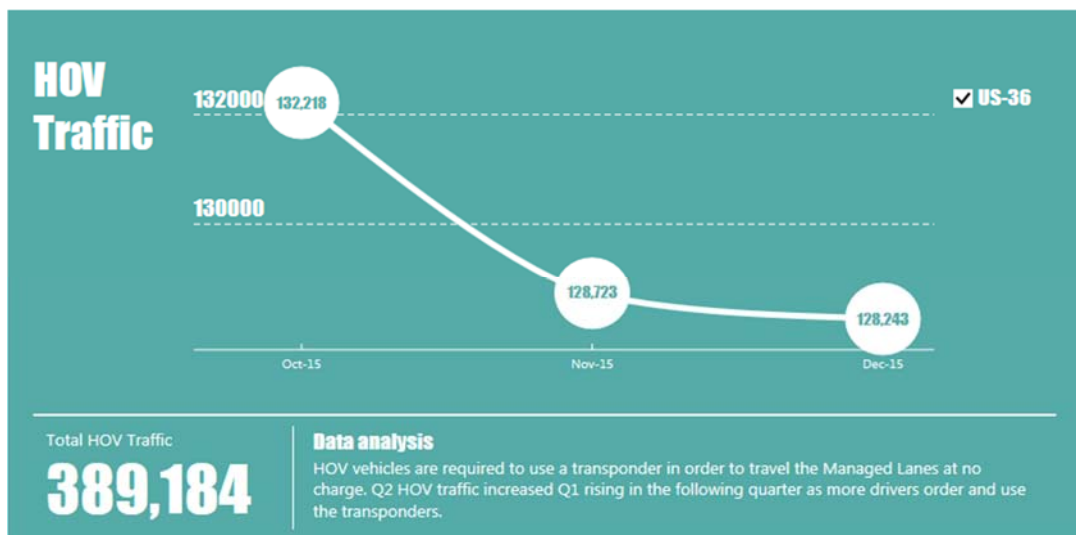
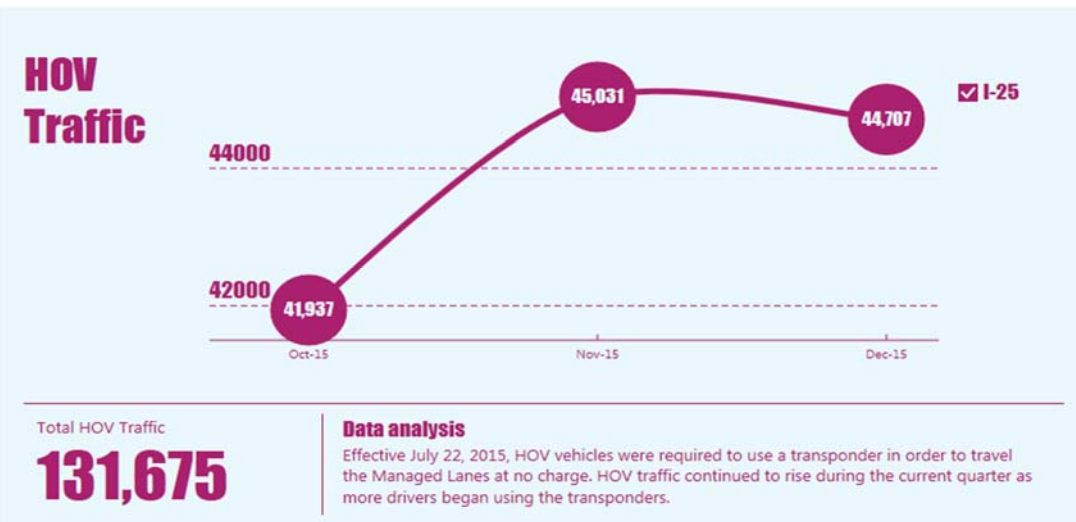
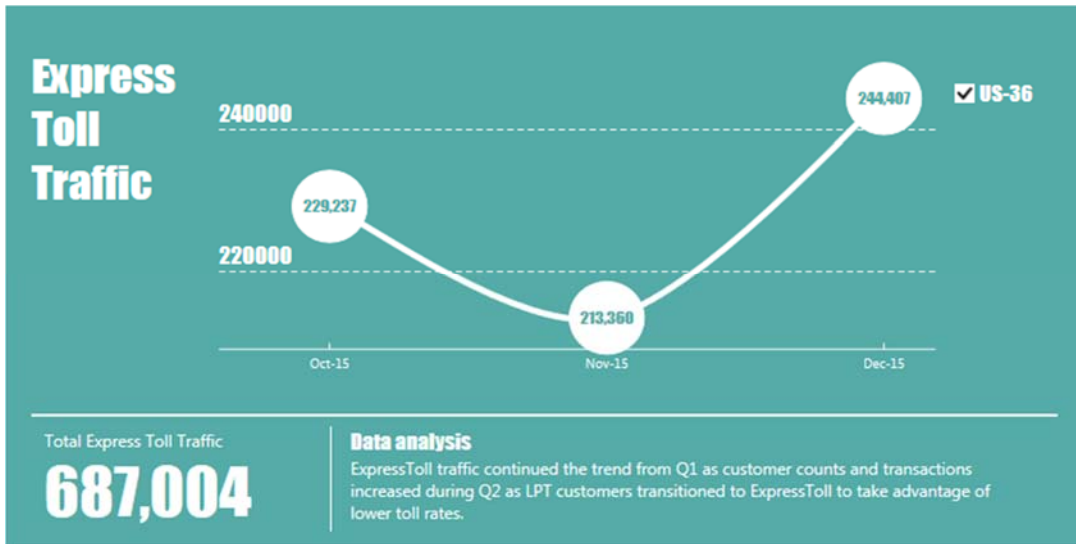


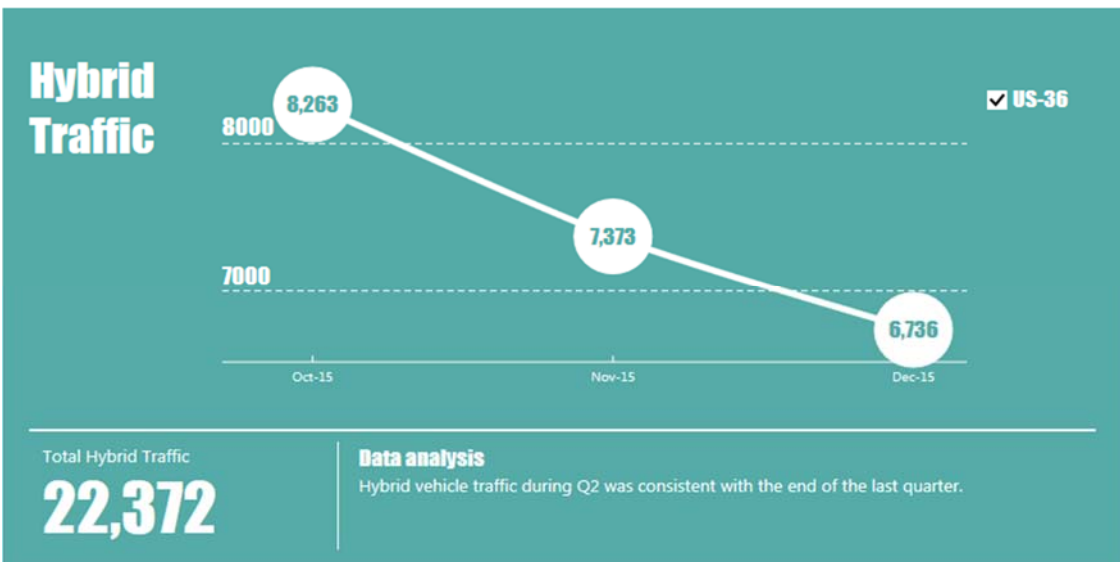
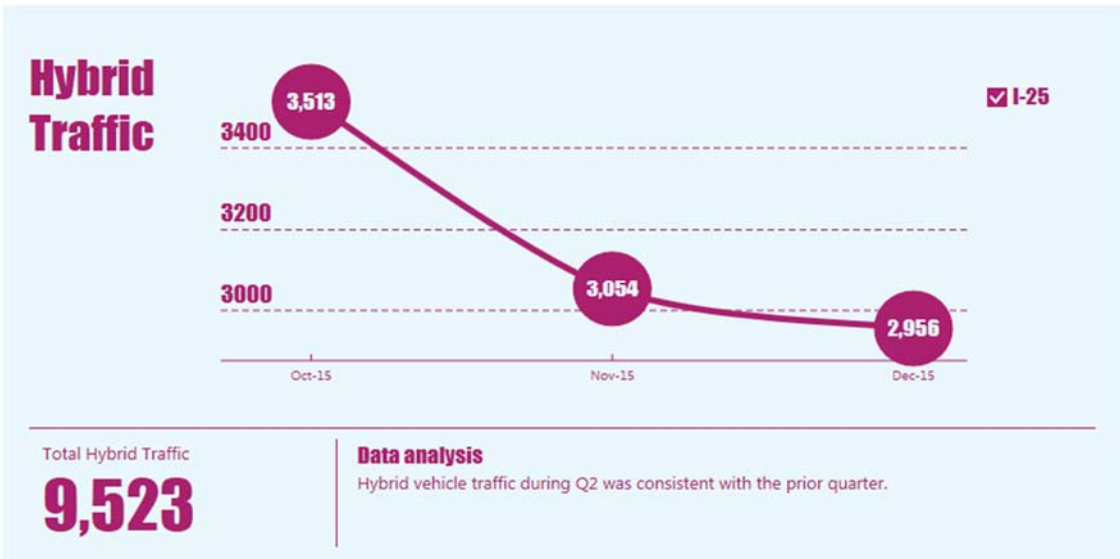
Total Express Toll Traffic

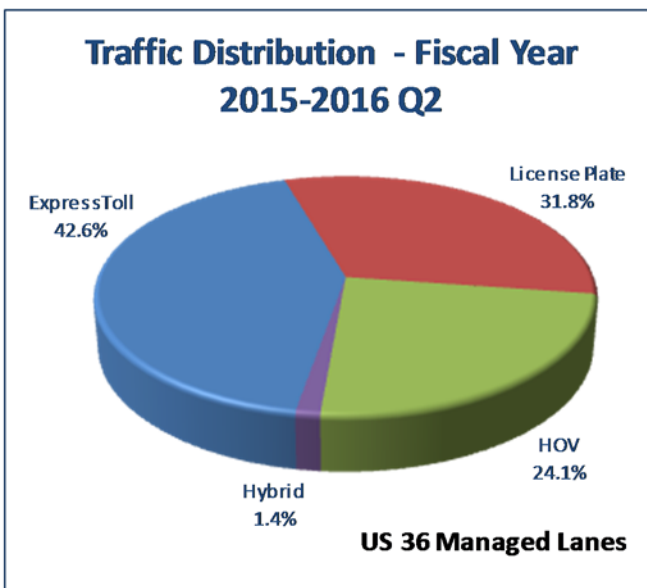
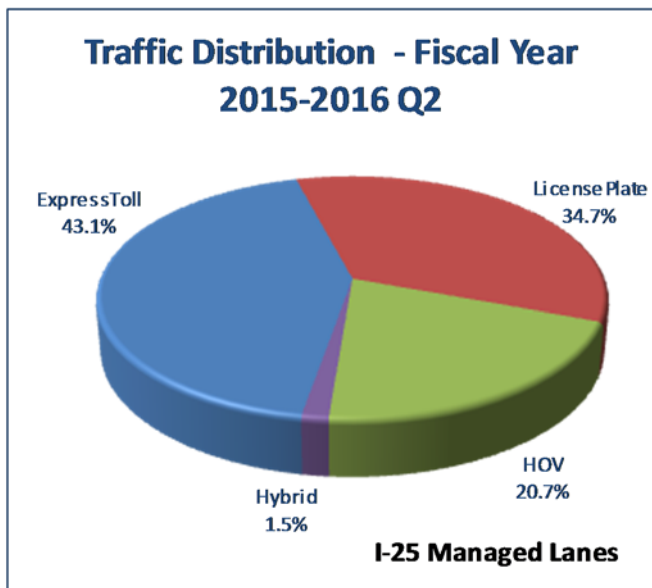
274,041

Data analysis

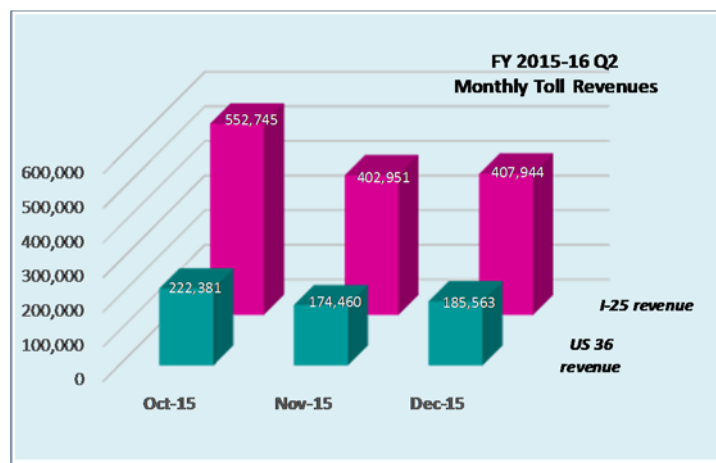
ExpressToll traffic in Q2 was consistent with the latter part of Q1. New and existing commuters continue to sign up for ExpressToll accounts with the opening of the US 36 Managed Lanes and transponder requirements for HOV vehicles.







The Project collected \$1,363,640 and \$582,404 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 nine operational incidents during the quarter. All incidents were accidents without any damage to maintained elements. Details of each incident are provided in the Broadspectrum (formerly Transfield) Quarterly Report included as Appendix A.

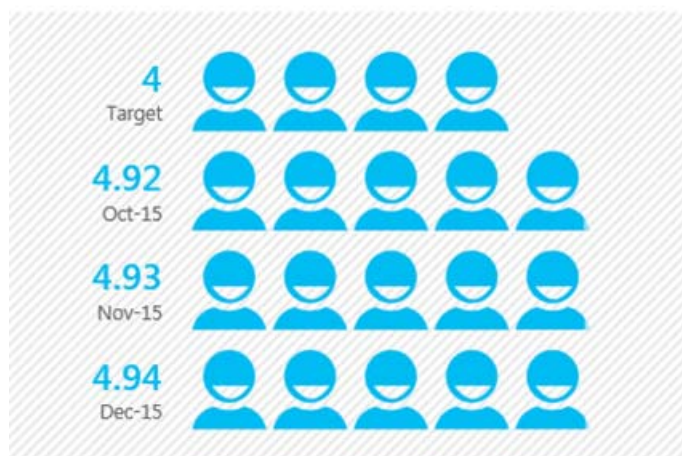
C. NON-COMPLIANCE REPORTS FOR MAINTAINED ELEMENTS

All repairs and responses related to the Performance and Measurement Criteria Table were made within the allowable cure time during the Quarter. In November there were three instances where Variable Toll Message Signs on US36 lost communications with the software that changes toll rates depending on the time of day. Each instance was attributable to construction issues from CDOT’s US36 Phase 1 contractor and they were resolved quickly. Power supply and water intrusion were identified as the issues. PRD took immediate action to void toll transactions before the transactions posted to customer accounts. Since these issues were resolved within the allowable cure time no non-compliances were issued.

D. CUSTOMER RELATIONS ACTIVITIES

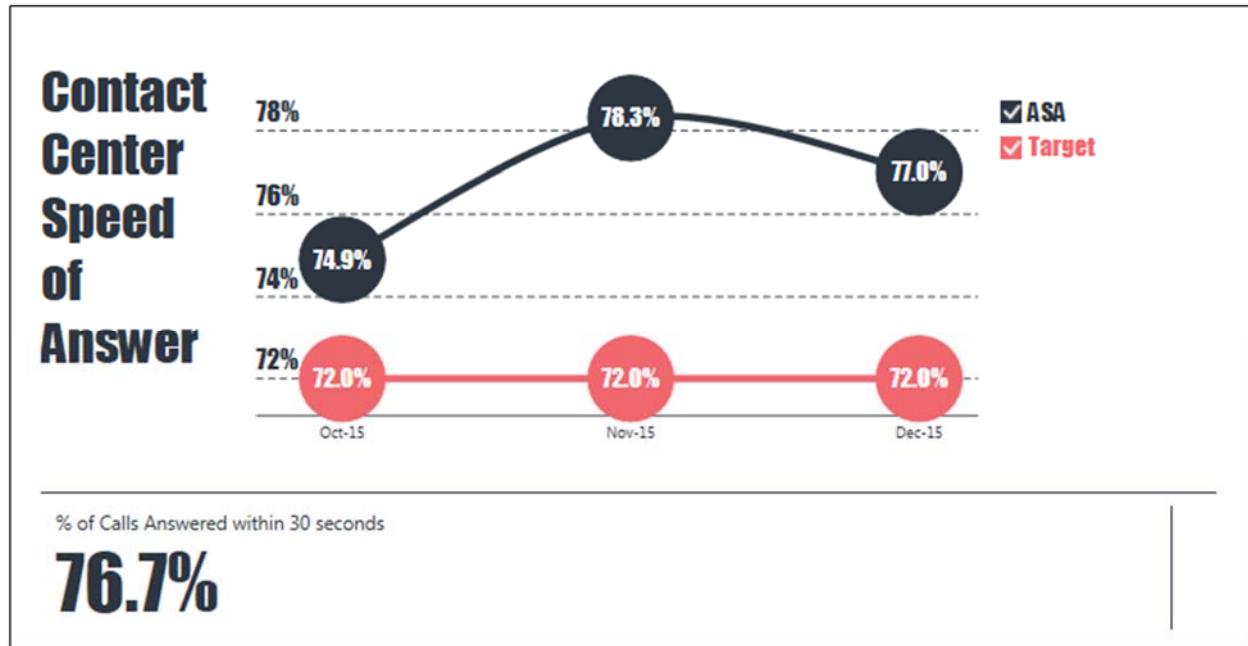
The E-470 contact center performed at a high level during the quarter and exceeded the Customer Satisfaction and Inbound Call Service Level goals. They had difficulties during the prior quarter with inbound call service while managing the call volume growth from Phase 1 of the US 36 Managed Lanes and the new transponder requirements. In September 2015, E-470 completed their training facility renovation by doubling its capacity and trained several new representatives. As a result, their strong performance during the current quarter reflects the benefits of the improved training and facility expansion.

Customer Satisfaction



Nine customers also contacted PRD or CDOT regarding their invoices or how to use the Express Lanes. Responses were made within the seven days as 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 Broadspectrum (formerly 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.

TIGER Performance Goal	Focus	Report Timing
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.

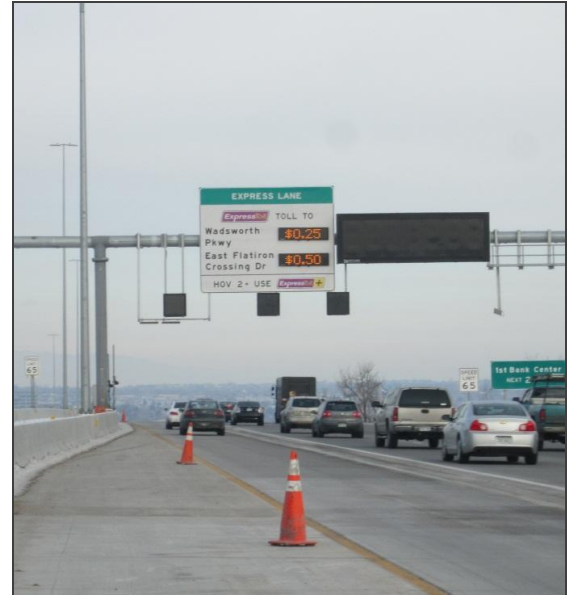
OPERATIONS
QUARTERLY REPORT
2ND QUARTER OF FISCAL
YEAR 2016

US 36 and I-25 Express
Lanes Project

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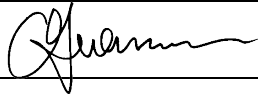
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OPERATIONS – QUARTERLY REPORT, Q2, FY2016

US 36 and I-25 Express Lanes Project

Revision	Date	Approved
Rev. 0	01/22/2016	

This report titled *Operations Quarterly Report, 2nd Quarter of Fiscal Year 2016* has been prepared by Broadspectrum 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 Broadspectrum.

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

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The O&M Monthly Report contains all relevant information for the 2nd quarter of fiscal year 2016 as required in Schedule 6, Section 1.8.2 of the Operating Contract.

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>Pedestrian #1 stopped on roadway WB US 36 on right shoulder in non-contact vehicle. Vehicle #2 WB in the #4 right through lane. Pedestrian #1 suddenly exited vehicle and walked/ran west bound as vehicle #2 moved to #3 lane pedestrian #1 collided with vehicle #2. Pedestrian #1 was thrown to the right shoulder where he slid to rest. Vehicle #2 came to controlled rest on right shoulder.</p> <p>Time: 10:10 AM Date: 10/2/2015 Location: US36, MP 53.7 W.B.</p>	Not Released	<p>10:10 AM, Broadspectrum received call from Westminster PD advising of incident 10:18 AM, Broadspectrum called PD to confirm type and location of assistance needed 10:22 AM, CSP request VMS sign messages 10:25 AM, Broadspectrum on scene and began traffic control 12:47 PM, Accident cleared and road opened</p>
#	Nature of Incident	Parties Involved	Actions
2	<p>Motorcycle in the Express Lane veered into the center median area. The motorcycle traveled across a drainage grate located next to the center median all. After going over the grate the motorcycle started to wobble and went down.</p> <p>Time: 11:44 AM Date: 11/7/2015 Location: US36, MP46.4 W.B.</p>	C. Peeden	No assistance from Broadspectrum requested.

#	Nature of Incident	Parties Involved	Actions
3	<p>Vehicle #1 was attempting to merge into the right lane and swerved to the left to avoid an unknown vehicle in the right lane. Vehicle 1 lost control and struck the center concrete barrier.</p> <p>Time: 6:47 PM Date: 11/13/2015 Location: US36, MP47.0 W.B.</p>	M. Inouye	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
4	<p>Vehicle #1 was in the left through lane, swerved into the left Express Lane, where it collided with vehicle #2. Vehicle #2 was westbound US36 in the Express Lane. After the collision, vehicle #1 struck the center concrete barrier.</p> <p>Time: 6:48 AM Date: 11/16/2015 Location: US36, MP 51.0 W.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
5	<p>Vehicle #1 east bound US 36 at Federal Blvd. Vehicle #1 lost control on icy roadway and slide off right side colliding with guard rail system on drivers side of vehicle coming to rest in grass area. Reported driver and passenger fled scene hit and run.</p> <p>Time: 5:57 AM Date: 11/21/2015 Location: US36, MP 55.0 E.B.</p>	Unknown	No assistance from Broadspectrum requested.

#	Nature of Incident	Parties Involved	Actions
6	<p>Vehicle #1 was westbound US36 in the left through lane and rear-ended vehicle #2, which had stopped in traffic. Vehicle #2 was then pushed into the rear of vehicle #3, which was also westbound US36 stopped in the left through lane. EMT transport.</p> <p>Time: 8:03 AM Date: 12/10/2015 Location: US36, MP 52.7 W.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
7	<p>Vehicle 1 traveling East on US 36 in the Express Lane lost control and veered into the #1 through lane colliding with the side of Vehicle 2. Vehicle 2 then lost control and veered to the left and collided with the concrete barrier with its front portion. Vehicle 2 continued to spin counter clockwise and struck the concrete barrier with its right rear.</p> <p>Time: 2:55 PM Date: 12/10/2015 Location: US36, MP 50.5 E.B.</p>	Unknown	No assistance from Broadspectrum requested.

#	Nature of Incident	Parties Involved	Actions
8	<p>Vehicle #1 was westbound from the on ramp from Federal Blvd in the right through lane of westbound US36, changed lanes into the center through lane, where it cut off vehicle #2. Vehicle #2, which was in the center through lane had to swerved into the left through lane where it cut off vehicle #3. Vehicle #3, which was also westbound in the left through lane, lost control, ran off the left side of the roadway and collided into the center concrete divider.</p> <p>Time: 8:03 AM Date: 12/14/2015 Location: US36, MP 54.9 W.B.</p>	Unknown	No assistance from Broadspectrum requested.
#	Nature of Incident	Parties Involved	Actions
9	<p>Vehicle #1 was on the off ramp from westbound U. S. 36 in the left lane, traveled off the left side of the roadway and collided with a sign.</p> <p>Time: 10:00 AM Date: 12/14/2015 Location: US36, MP 52.6 W.B.</p>	Unknown	No assistance from Broadspectrum requested.

The number of incidents shown is reflective of what was either observed by Broadspectrum or was reported to Broadspectrum at the time of preparing this report. Broadspectrum has requested that local response agencies notify Broadspectrum of any serious incidents within the lanes. The information presented for each incident is either from accident reports or from Broadspectrum'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	A user of US36 stated that US36 wasn't completely clear of snow. Method: Call to CDOT Time: 9:38 AM Date: 11/27/2015 Location: US36, E.B.	A. (Last name unknown)	Broadspectrum reached out to the user and explained that Broadspectrum was actively out plowing but during the middle of the storm it is possible to encounter some snow on the roadway depending on the exact time relative to the plowing cycle.
#	Description	Parties Involved	Response
2	A user of US36 stated that US36 wasn't completely clear of snow. Method: Call to CDOT Time: 5:45 AM Date: 12/15/2015 Location: US36, E.B.	C. (Last name unknown)	No contact information for the user was provided. Broadspectrum replied to CDOT. Broadspectrum explained that they were actively out plowing during this timeframe.

E. Traffic Reports

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

F. Quality Conformance Summary

Representatives of HPTE, Broadspectrum, 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

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

Air

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

Noise

Broadspectrum 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

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

Paleontology and Archaeology

Broadspectrum 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 Measure

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