

While most Financial Transactions are captured automatically through the BOS, some level of manual entry may be required. Reports, including electronic reports and data exports from the BOS, are the primary means by which the Authority will capture financial information related to the operation of the CSC. The financial reports consist primarily of various BOS-generated reports which summarize the financial and operational performance of the CSC. While most reports are automated, the Contractor is expected to provide manual reports for information that is not automated as requested by the Authority.

261	The Contractor shall utilize BOS-generated reports Approved by the Authority to fulfill reporting needs as described in the Reporting and Reconciliation Plan.
262	The Contractor shall provide all financial reconciliation and reports to the Authority in a timely manner, but no later than the date(s) prescribed in the Performance Measures.
263	The Contractor shall provide all data to the Authority in compliance with pronouncements issued by GASB and in conformity with GAAP.
264	The Contractor shall perform ongoing review of reports at a frequency sufficient to guarantee all reports balance and reconcile to related reports.
265	<p>The Contractor shall balance, reconcile and verify the content of the reports, including but not limited to:</p> <ul style="list-style-type: none"> • daily receipts report (by payment method, payment channel and transaction type, including disbursements); • monthly receipts report (by payment method, payment channel and transaction type, including disbursements); • bank reconciliations; • prepaid toll balance; • refunds; • payments to DMVs and other ROV Lookup Service Providers for lookup and Registration Hold fees; • negative balance prepaid customer report; • transaction aging report; • customer aging report for Violation Notices, fees, etc.; • monthly adjustment report as required by the Authority and • transponder inventory reconciliation.
266	The Contractor shall enter journal entries, check payments and other Financial Transactions into the Authority's general ledger systems on a daily, weekly and monthly basis.

267	The Contractor shall, at the request of the Authority, provide new vendor setup, including soliciting and providing W9 of the new vendor and setting up vendor information in the Authority's accounting systems.
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1.2.18.1. Audits

1.2.18.1.1. SSAE-18 Type II Audit

The Contractor shall engage an independent auditor to perform an SSAE-18 Type II audit to cover the operations of the CSC and provide the resulting report to the Authority. The auditors have a fiduciary duty to the Authority; however, the coordination of the audit, including managing the audit and related requests, managing interviews with staff, and the preparation of any supporting documentation or schedules shall be the responsibility of the Contractor.

268	The Contractor shall engage an independent auditor, which has been Approved by the Authority to perform the SSAE-18 Type II audit.
269	The selected independent auditor shall be experienced and widely recognized in the United States for performing these types of audits. (i.e., the selected audit firm shall perform a minimum of ten (10) such similar audits each year).
270	The Contractor and auditor shall mutually agree on an audit plan, which shall be provided to the Authority for Approval, including regularly scheduled meetings.
271	The audit shall cover the period of April 1 to March 31 annually, supplemented by a bridge letter covering the period of April 1 through June 30 annually, with the first year covering the Agreement start date through March 31 and the last year covering April 1 through the end of the Agreement term. The Audit periods are deliberately set to include an offset and a bridge letter so that the Authority's auditors have the SSAE-18 Type II report in time to start their audit work.
272	The final audit report shall be provided to the Authority no later than June 30 each year.
273	The Contractor shall comply with all changes to requirements under SSAE-18; in the event SSAE-18 is replaced by a new standard, the new standard shall apply and in the event the SOC1 is replaced by a new reporting form, the Contractor shall submit the new reporting form.
274	The Contractor shall promptly comply with all audit requests.
275	The Contractor shall promptly notify the Authority of any concerns raised by the auditors, including but not limited to: <ul style="list-style-type: none"> • any asserted weaknesses; • limitations on audit scope; • the auditors' inability to carry out the audit; • the Contractor's inability to carry out the audit; • any projected cost overruns and

	<ul style="list-style-type: none"> time delays in scheduled audit completion.
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1.2.18.1.2. Quality Audit

The Contractor shall conduct daily quality audits. These audits shall encompass all aspects of the CSC Operation as described in the Quality Plan. The Contractor must develop an audit report and provide it to the Authority monthly.

276	The Contractor shall conduct daily quality audits in accordance with the Contractor's Quality Plan. All deficiencies identified through the audit process shall be successfully corrected by the Contractor. The findings in the audits will result in a monthly report to the Authority.
277	The Contractor shall institute any corrective measures and procedural or operational changes as requested and Approved by the Authority as a result of audits at no additional cost to the Authority. Items identified by the Authority as critical shall be corrected immediately. Other items identified by the Authority as non-critical shall be corrected as soon as practicable in accordance with an Approved schedule.

1.2.18.1.3. Other Audits

Other aspects of the CSC are subject to audit by the Authority and/or third parties as well as the Contractor. Results of audits conducted by the Authority and/or third parties, including any prepared audit reports, will be shared with the Contractor, as applicable.

278	The Contractor shall conduct and/or support the Authority in any Contractor required or Authority led audits relating to the Authority's facilities, toll collection, BOS, and CSC Operations. For example, TIFIA, annual external audits, biennial and triennial audits.
279	<p>The Contractor shall conduct audits in accordance with the Quality Plan. These audits may include but are not limited to:</p> <ul style="list-style-type: none"> internal control procedures; revenue/transaction reporting; physical inventory audit; security audits; financial audit; facility inspections and Authority processing and performance.
280	As the accountant for the CSC Operations, the Contractor shall supply the Authority's auditor(s) and management with information and schedules as requested and respond to requests from the Authority or its auditors in a timely manner.

281	The Contractor shall provide the Authority and their designee(s) access to the CSC for the purpose of conducting their audit(s).
282	The Contractor shall support the Authority by running reports and making all requested documentation available for review.
283	The Contractor shall support the Authority by making Contractor employees, consultants and other involved subcontractors and parties available for interview by auditors.
284	The Contractor shall successfully correct all deficiencies identified through the audit process.
285	The Contractor shall institute all corrective measures and procedural or operational changes as requested and Approved by the Authority as a result of audits at no additional cost to the Authority. Items identified by the Authority as critical shall be corrected immediately. Other items identified by the Authority as non-critical shall be corrected as soon as practicable in accordance with an Approved schedule.

1.2.19. Revenue Management

286	The following forms of payment will be accepted by CSC. The Contractor shall account for, credit to the customers' accounts and deposit into the appropriate Bank Account(s) all payments in accordance with the Performance Measures:
	<ul style="list-style-type: none"> • checks (including personal, business, e-check, certified and cashier's checks); • money orders; • cash (United States currency); • Credit Card, including mobile payments and EMV chip integrated circuit card (at in-person locations only) and • Debit Card (PIN-less debit only).
287	Using the BOS, the Contractor shall accept payments from customers who use any combination of the above payment methods. For example, customers can choose to pay a portion of their balance using a check and another portion using a Credit Card, or using two (2) or more different Credit Cards.
288	The Contractor shall deposit and post to customer accounts all payments received from all payment channels within the same day the payment was received from the customer.
289	The Contractor shall deposit any checks received by the CSC electronically using Bank-specified check scanners, which shall interface with the bank software.
290	The Contractor staff shall manually key in check information in the event of a check scan failure.

291	The Contractor shall manually apply in the BOS any fees which are not automatically applied through the BOS, in accordance with the Business Rules, Operations Plan and SOPs. Examples of these fee types are a returned check fee or a one-time paper statement fee, which must be selected by the user.
292	The Contractor shall post all customer payments received by operations into the BOS.
293	The Contractor shall develop a full-cycle chain of custody process (such as, how payments transfer from the mail room to an Authority employee for Posting to the bank for deposit) for all payments and cash balances which shall be included in the Operations Plan.
294	The Contractor shall develop and implement money handling, counting and storage procedures that cover items including but not limited to: <ul style="list-style-type: none"> • responsibility for all funds until custody of the funds has passed to the Authority; • all monies (checks and cash) collected shall be stored in a safe in a secure area until collected or deposited by the bank; • all money handling, counting and storage shall be performed in a secure area and under dual control at all times and • cash shall not be transported through public areas without appropriate security.
295	The Contractor shall deposit all monies received into the Authority's Bank Accounts.
296	On a daily basis, the Contractor shall reconcile, balance and report to the Authority all bank deposits of funds received.
297	The Contractor shall develop and implement customer refund procedures in accordance with the Business Rules to be included in the Operations Plan.
298	The Contractor shall remit monies to and collect monies from various parties in accordance with the Performance Measures and Operations Plan. Such remittances may be made by check, wire transfer, or book transfer, and may be made by either the Contractor or the Authority, in accordance with the Operations Plan and shall include but are not limited to payments to and from: <ul style="list-style-type: none"> • customers; • the Authority; • Interoperable Agencies; • Lockbox Service Provider; • DMV; • Collection Agencies and • Third-Party Service Providers and Business Partners.

1.2.20. Paper Document Storage

The CSC receives and generates paper documents over the course of daily business. These hard copy documents are scanned into the BOS for easy retrieval and association with applicable accounts and Cases on a timely basis and paper documents are shredded. It is anticipated that document storage needs will be minimal and any required space will be provided by the Authority at the I-405 CSC facility.

299	The Contractor shall provide and Approved approach for the handling, storage, scanning and shredding of all paper documentation in accordance with the Security Standards.
300	The Contractor shall scan all paper documentation into the BOS associating each appropriately with applicable account(s) and Case(s).
301	The Contractor shall redact information in accordance with the Security Standards, Business Rules, Operations Plan and SOPs on the document prior to scanning the paper documentation into the BOS.
302	The Contractor shall shred and dispose of all paper documentation after it has been successfully scanned in accordance with the Security Standards.

1.2.21. Interoperability

The Authority is already interoperable with the other toll agencies in California. Over the life of this Agreement, it is likely that interoperability will expand to include all U.S. states and regions. The Authority will participate in regional and national interoperability.

The Contractor will work in cooperation with all Interoperable Agencies and CSC facilities, and support the Authority with efforts to provide for efficient and successful operation.

303	Working with the Interoperable Agencies, the Contractor shall facilitate the resolution of interface related issues or errors.
304	The Contractor shall provide financial and transactional reconciliation with Interoperable Agencies.
305	The Contractor shall participate in periodic teleconferences and meetings related to interoperability and other interoperability organizations.
306	The Contractor shall provide a point of contact for resolution of issues arising with interoperable transactions/trips and customer service including dispute resolution.
307	The Contractor shall monitor and manage the electronic file transfers within the BOS as required.
308	The Contractor shall manage and reconcile interoperable receivables and payables.
309	The Contractor shall provide annual credit card rate analysis for the Interoperable Agencies and facilities with which the OCTA I-405 will have an agreement to net out credit card fees from revenue. The Contractor shall prepare the netting schedule that provides the net amount that the agencies/facilities transmit to each other.

Exhibit B
Volume IV: Performance Measures

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1 INTRODUCTION

The following describes the Performance Measures for the BOS and CSC Operations. The Authority requires the Contractor to continuously operate the BOS and CSC in accordance with the standards of performance identified in Requirements and these Performance Measures.

The Contractor's performance will be both self-monitored and monitored by the Authority and is rated based on the Contractor's ability to meet these Performance Measures, which reflect the minimum performance expected of the Contractor to provide timely and reliable BOS processing and well as the minimum level of customer service.

1.1 BOS Performance Measures

BOS performance will be measured in categories that align with the primary functions of the BOS. The specific method of measuring the Contractor's performance will vary depending on the individual Performance Measure, but will generally be measured either by event, per calendar/Business Day or on a monthly basis. If a Performance Measure is not met, the Contractor is assessed an Adjustment to the monthly fee, based on the calculations described in the table. For some categories, the amount by which the Performance Measure is missed matters in determining how well the BOS is performing, therefore the non-compliance fees increase as the deviation from the Performance Measure increases.

Table 1, below, provides the BOS Performance Measures, measurement calculations and Adjustments for the Contractor. The Contractor's monthly invoice will be adjusted by the percentages and amounts shown. Attachment D: Sample KPI Adjustments provides sample scenarios for calculating the monthly KPI Adjustments.

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Table 1: BOS Performance Measurers and Adjustments

#	BOS Performance Measure	Measurement Calculation and Frequency of Adjustments	Adjustments
1	BOS availability - Priority 1	<p>Calculates BOS Availability if a Priority 1 event has occurred during the period.</p> <p>Monthly Measurement of 99.80% uptime target.</p> <p>Availability shall be calculated as follows:</p> <p>Availability = (1 - [Total number of hours of Priority 1 downtime per month / Total hours in the month]) * 100</p>	<p>A 3% Adjustments to the monthly maintenance fee for availability between 99.50% and 99.80%;</p> <p>A 5% Adjustments to the monthly maintenance fee for availability between 99% and 99.49% and</p> <p>A 10% Adjustments to the monthly maintenance fee for availability below 99%.</p>
2	BOS availability - Priority 2	<p>Calculates BOS Availability if a Priority 2 event has occurred during the period.</p> <p>Monthly Measurement of 99.80% uptime target.</p> <p>Availability shall be calculated as follows:</p> <p>Availability = (1 - [Total number of hours of Priority 2 downtime per month / Total hours in the month]) * 100</p>	<p>A 1.0% Adjustments to the monthly maintenance fee for availability between 99.50% and 99.80%;</p> <p>A 1.5% Adjustments to the monthly maintenance fee for availability between 99% and 99.49% and</p> <p>A 3% Adjustments to the monthly maintenance fee for availability below 99%.</p>
3	Interface data and file exchanges	Per individual data or file exchange that is inaccurate, has incomplete data, is not technically compliant with the ICD, or is not provided/retrieved in the required time frame, per the ICD and/or agreed to operating procedures. Applies to all Interfaces other than Contractor-provided Third-party Service Providers and Business Partners.	\$250
4	Interface acknowledgements	Per individual event of a scheduled data or file exchange that is not acknowledged in the typical or required time frame, per the ICD and/or agreed to operating procedures.	\$250
5	Interface exception handling	Per individual data or file exchange where an exception information is not provided to the source system and the designate contact is not notified in the required or typical time frame, per the ICD and/or agreed to operating procedures. Exceptions are inaccurate information identified during data validation or an anomaly that prevents data, files and images from being properly processed.	\$250
6	Trip Posting	Per hour or partial hour in which files are not accurately posted within two (2) hours of receipt.	\$1000
7	Job Process	Per discrete event where a BOS Software job and/or process does not correctly run and complete within the expected time. Expected time = scheduled time + maximum run time.	\$250 per event and up to 60 minutes of delay. \$100 for each partial additional hour of delay.
8	Account replenishments	Per calendar day in which all eligible Accounts with a valid payment mechanism are not replenished within one (1) hour of reaching the low-balance threshold.	\$2,500 Escalates by \$2,500 each subsequent Calendar Day up to a maximum of \$10,000 per Calendar Day

#	BOS Performance Measure	Measurement Calculation and Frequency of Adjustments	Adjustments
9	Sending of customer-initiated, non-batched email or text	Per calendar day for each type of automated Notification that is not correctly sent within 15 minutes of eligibility.	\$500
10	Mailing of USPS Notifications	Per subsequent calendar day in which eligible customer Notifications are not sent within three (3) Calendar Days.	\$500
11	Reporting	Per calendar day for each report that is not generated by the BOS, delivered and/or made available with accurate data per the reporting schedule.	\$100
12	Monthly system maintenance reports	Per subsequent Business Day that the monthly report is not generated within the required time frame.	\$500
13	Respond to agency requested information	Per subsequent Business Day that Contractor does not provide acknowledgement and status of requested information within two (2) Business Days.	\$500
14	Following the Approved change management process	Per event of Contractor not following Approved change management process and required testing before making a change to the BOS Hardware or Software.	\$5,000
15	Log, track and report all BOS failures or reported System issues.	Per event of Contractor not following Approved process and accurately logging event within the PMMS.	\$250
16	Acknowledgement of BOS failure and degradation notifications by Contractor	Per event without intentional human acknowledgment (recorded within the PMMS) by the Contractor's maintenance personnel of receiving notification of a BOS failure or degradation from the BOS, other Contractor personnel, customers, the Authority, Third-Party Service Providers and Business Partners or another contractor as follows: <ul style="list-style-type: none"> • Within one (1) hour of notification for a Priority 1 event; • Within four (4) hours of notification for a Priority 2 event; and • Within twenty-four (24) hours of notification for a Priority 3 event. 	Priority 1 - \$1,000 Priority 2 - \$500 Priority 3 - \$250
17	Repair of Priority 1 failure or degradation	Per Priority 1 failure that is not repaired within four (4) hours.	\$ 2,500 per event and \$200 for each subsequent hour of delay.
18	Repair of Priority 2 failure or degradation	Per Priority 2 failure that is not repaired within twenty-four (24) hours.	\$1,000 per event and \$100 for each subsequent hour of delay.
19	Repair of Priority 3 failure or degradation	Per Priority 3 failure that is not repaired within three (3) Calendar Days.	\$500 per event and \$500 for each subsequent Calendar Day of delay.
20	Protect sensitive customer information from exposure to others	Per event of exposure of PII or PCI data to unauthorized persons.	\$25,000 per event and per subsequent day of exposure and all costs of direct damages, Notification and remediation.
21	Notify all affected customers of security breach.	Per event of customer Notifications not being sent within two (2) Calendar days of security breach.	\$5,000 per event and \$2,500 for each subsequent Calendar Day of delay.

#	BOS Performance Measure	Measurement Calculation and Frequency of Adjustments	Adjustments
22	Remediate all PCI or PII related deficiencies	Per calendar day if deficiency remains after one (1) month from the initial date when any PCI or PII vulnerability is identified during PCI compliance audits, normal network and BOS monitoring, testing or vulnerability scans. This includes completing the Approved change management process, complete testing and successful placement into production of fixes required to achieve compliance.	\$500 per Calendar Day
23	Recovery Point Objective (RPO)	In case of primary BOS failure and transfer of production to the DR site, where the RPO is more than ten (10) minutes.	\$5,000 per event and \$1,000 for each subsequent ten (10) minutes of extended RPO.
24	Recovery Time Objective (RTO)	In case of primary BOS failure and transfer of production to the DR site, where the RTO is more than twenty-four (24) hours.	\$5,000 per event and \$250 per each subsequent hour of extended RPO.

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1.2 CSC Operations Performance Measurement

The CSC Operations Performance Measures are tracked and reported to measure the ability of the Contractor to execute the key business processes and SOPs required. The Performance Measures are intended to align with the primary functions of the CSC Operations.

Some Performance Measures will be used to measure performance of processes that execute multiple times per day, for example, serving customers at the CSC or via the telephone. Other Performance Measures assess the Contractor's performance on the completion of a specific task, for example the completion of accurate monthly reconciliation and submittal of the reconciliation documentation to the Authority.

The specific method of measuring the Contractor's performance will vary depending on the Performance Measure, but will generally be measured on a per item, daily or monthly basis. Non-compliance with the Performance Measures will result in assignment of non-compliance points, which are used to calculate the monthly Adjustments. This process is described in the following section. Regardless of how a Requirement is measured, the Contractor shall provide monthly reporting for all Performance Measures.

1.2.1.1 Performance Scorecard

For CSC Operations performance measurement, each Performance Measure is assigned a weighted non-compliance point value. The value of the non-compliance points assigned depends on the severity of the failure and its potential impact on the Authority's business.

The Contractor shall develop Performance Measure reports, including the Monthly Performance Scorecard. Failure to comply with the Performance Measure will result in the associated non-compliance points being applied to the Contractor's Monthly Performance Scorecard. If the accumulated non-compliance points reach a specified threshold, the Contractor's invoice for the month will be adjusted by a percentage of the total invoice value, as shown in Table 3.

Table 2, below, provides the BOS Performance Measures, measurement calculations and Adjustments for the Contractor. The Contractor's monthly invoice will be adjusted by the percentages and amounts shown.

Attachment D: Sample KPI Adjustments provides sample scenarios for calculating the monthly KPI Adjustments.

Table 2: CSC Operations Performance Measures and Non-Compliance Points

OPS#	CSC Operational Performance Measures	Measurement and Frequency	Non-Compliance Points*
1	Reporting of all Operations Failures to the Authority - The Contractor shall notify the Authority of all observed operations failures identifying the failure utilizing the Approved notification process defined in the Operations Plan, SOPs and Business Rules.	Per failure to report observed operational failure using Approved notification process within 60 minutes	3
2	Monthly Reconciliations - The Contractor shall ensure all reconciliations are completed per the Requirements and that discrepancies are investigated, resolved, reconciled and closed and that the monthly roll-up of daily reconciliations, summarizing the daily activities for the entire month is provided.	Per month in which monthly roll-up is not provided within three (3) Business Days of month end	30
3	Monthly Journal Entries - The Contractor shall ensure all month end journal entries are transmitted to the Authority and shall include minimum monthly fee accrual, credit card processing fees accrual, customer collections and violations collections accrual, tax and lottery intercept accrual and accounts receivable (A/R) and accounts payable (A/P) other interop accrual.	Per month in which accruals are not provided within three (3) Business Days of month end	30
4	Daily Journal Entries - The Contractor shall ensure all daily journal entries are transmitted to the Authority and shall include cash receipts journal entries for violations and cash receipts/adjustments for activity on customer accounts.	Per day in which the journal entries are not provided within one (1) Business Day	3
5	Quality Assurance - The Contractor shall ensure that all approved Quality Assurance (QA) processes, per the Quality Plan are completed monthly.	Per month in which 100% of approved QA processes are not followed	40
6	Customer Satisfaction - The Contractor shall use a Customer Satisfaction Survey to determine customer satisfaction with how contacts are handled. The post-contact survey questions will gauge the customers' satisfaction with the Service they received when contacting the CSC.	Per month in which Contractor does not achieve an average of 4.5 (at a minimum) out of 5	30
7	Speed of Answer - Call Center request to speak with a CSR - The Contractor shall answer incoming calls, after the caller elects to speak with a CSR.	Per Business Day in which 80% of calls are not answered within 60 seconds	3
8	Abandon Rate - The Contractor shall ensure incoming calls do not abandon prior to speaking with a CSR.	Per Business Day in which 4% of calls or more are abandoned	3
9	Speed of Answer - Chat - The Contractor shall answer incoming chat requests when a customer elects to chat with a CSR.	Per Business Day in which 80% of chats are not answered within 60 seconds	3
10	Speed of Answer - Text - The Contractor shall respond to incoming texts when a customer elects to text the CSC.	Per Business Day in which 80% of texts are not answered within 60 seconds	3
11	Speed of Answer - Email - The Contractor shall respond to incoming email requests when a customer elects to email the CSC.	Per Business Day in which 90% of emails are not responded to within 1 Business Day	3
12	First Contact Resolution - The Contractor shall resolve customer requests on the first contact with the CSC. Customers will be provided a question on the customer surveys to indicate if their request was resolved on the first contact.	Per Business Day in which Contractor does not resolve 85% of calls (per survey results)	5
13	CSC WIC Customer Wait Time - The Contractor shall ensure waiting times for customers to interact with a CSR at the CSCs remain within acceptable limits.	Per Business Day in which 80% of wait times exceed five (5) minutes	3
14	Timeliness of Customer Case Resolution - The Contractor shall completely and accurately resolve customer requests, including resolving customer complaints, made via all channels. Resolution of a customer request means completely resolving the issue, complaint or inquiry, such that no further follow up by the customer, the Contractor or the Authority is required.	Per Business Day in which 90% of cases are not resolved within one (1) Business Day	3
		Per Business Day in which 98% of cases are not resolved within five (5) Business Days	3

OPS#	CSC Operational Performance Measures	Measurement and Frequency	Non-Compliance Points*
15	Accuracy of Customer Request Resolution - The Contractor shall completely and accurately resolve the customer requests. Resolution of a customer request means completely resolving the issue, complaint or inquiry, such that no further follow up by the customer, the Contractor or the Authority is required.	Per month that 99% accuracy is not met	30
16	Reason Code Accuracy - The Contractor shall select the correct transaction reason code. The BOS shall select a random sample set of one-hundred (100) transactions which required a reason code each month which will be reviewed for accuracy as part of the Contractor's Quality Assurance process. Both the process and the final outcome will be evaluated and the transactions which are determined to be adjusted or reversed for the wrong reason or inappropriately adjusted or reversed will be identified.	Per month that 99% accuracy is not met	30
17	OCTA Identified High Priority Issues Acknowledged and Assigned - The Contractor shall acknowledge and assign to appropriate staff all high priority customer issues. The Authority will designate specific issues as "high priority" when the issues are provided to the Contractor. These issues are entered into the Case process for tracking to final resolution which will be communicated to the Authority and the customer.	Per High Priority Issue that is not acknowledged and assigned within two (2) business hours	3
18	OCTA Identified High Priority Issues Accurately and Completely Resolved - The Contractor shall accurately and completely resolve all high priority customer issues. Resolution means completely resolving the issue for the inquiry, such that the issue requires no further follow up by the customer, the Contractor or the Authority.	Per High Priority Issue that is not accurately and completely resolved within one (1) Business Day	3
19	Processing of Returned Mail - The Contractor shall process all returned mail. The customer account must be updated with any new information and further research tasks shall be undertaken in accordance with the Business Rules to attempt to obtain an address for customers with only an undeliverable address.	Per Business Day in which 90% of the sample size of returned mail is not processed within three (3) Business Days	3
		Per Business Day in which 100% of the sample size of returned mail is not processed within ten (10) Business Days	3
20	Processing of Transponder Requests - The Contractor shall package and transmit all transponder requests to shipping provider.	Per Business Day in which 100% of transponder requests are not processed within two (2) Business Days	3
21	Payment Processing - The Contractor shall ensure all payments are posted to the correct account.	Per Business Day in which 100% of payments are not processed within two (2) Business Days	5
22	Research and Resolve Unidentified Payments - The Contractor shall ensure 100% of all cash, money order and check payments which are ineligible for immediate posting to a customer account (for example, payments missing sufficient information to identify the posting account) are completely and accurately resolved (for example, posted to an account, refunded to the customer or documented as all avenues exhausted). These include payments which cannot be readily associated with a customer account. The Contractor shall be responsible for conducting timely research on these payments so that the payments can be posted to a customer account as quickly as possible or, if all research avenues are exhausted and documented, tracked as unidentified funds in case of future customer contact	Per Business Day in which 100% of all unidentified payments are not completely and accurately resolved within five (5) Business Days	3
23	Process and Issue Refunds - The Contractor shall ensure 100% of all eligible refunds are completely and accurately mailed to customer.	Per Business Day in which 100% of all refunds are not completely and accurately issued within five (5) Business Days	3
24	Staff Turnover/Attrition - The Contractor shall ensure the voluntary staff turnover / attrition rate does not exceed 5% of the total workforce each month. The Contractor is expected to implement employee engagement tools, training and career development processes to ensure the workforce remains consistent	Per month in which voluntary turnover/attrition exceeds 5%	10

For monthly measures the Contractor shall measure performance by comparing the target performance level defined in these Performance Measures against their actual performance for the month as applicable.

1.3 Non-Compliance Performance Adjustments

The Contractor’s performance score will be determined each month by adding the points assessed for non-compliance as described above. A performance Adjustments will be made in each month that the Contractor exceeds the allowable number of non-compliance points up to a maximum monthly Adjustment. The invoice adjustment will exclusive of any pass-thru costs.

Table 3: Non-Compliance Adjustments

Performance Level	Non-Compliance Points Range	Monthly Invoice Adjustments Percent
Level 1	0-30	0%
Level 2	31-50	1%
Level 3	51-150	2%
Level 4	151-250	5%
Level 5	251-400	12%
Level 6	401+	25%

1.4 Escalation

Non-compliance points will accrue as follows:

- The first month that a specific Performance Measure is not met will result in the assessment of the initial value of the associated non-compliance points assigned in Table 3.
- If a specific Performance Measure is not met for a second consecutive month, the non-compliance points assessed for that failure will be doubled for that month.
- If a specific Performance Measure is not met for a third consecutive month and for all subsequent consecutive months thereafter, the non-compliance points assessed for that failure will be tripled for that month.

1.5 Corrective Actions

Failure to meet a Performance Measure does not relieve the Contractor of the Requirement to complete the activity associated with the Performance Measure. The Contractor shall identify the failure condition, take immediate action to remedy the condition and ensure that corrective action is taken to prevent repeated failures in the future. This will be documented in a Corrective Action Plan (CAP). For example, if the Contractor fails to completely and accurately resolve 100% of the customer requests within the time required by the Performance Measure, the unresolved customer requests must still be completely and accurately resolved and the Contractor must identify the root cause of the failure, the extent of the problem and provide a plan to prevent future occurrences. The Contractor must complete activities in a first-in, first-out order (FIFO). Skipping prior day’s work in order to catch up with a Performance Measure will not be allowed.

1	The Contractor shall identify the failure condition, take immediate action to remedy the condition and ensure that corrective action is taken to prevent repeated failures.
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2	Failure to meet a Performance Measure shall not relieve the Contractor of the Requirement to complete the activity associated with the Performance Measure. Any failure to meet a Performance Measure that requires the completion of a specific action(s), for example completing daily reconciliations or completing image review correctly, which is not completed in accordance with the Requirement, shall not relieve the Contractor of the responsibility to perform in accordance with the Operations Plan and the Requirements.
3	If a Performance Measure involving completing work in certain period of time is missed, the work shall be completed in order, such that the oldest work is completed before starting any newer work. The Contractor shall not skip any prior work and process new work to avoid a subsequent Performance Measure Adjustment.
4	The Contractor shall develop a Corrective Action Plan (CAP) for each failure to meet a Performance Measure identifying the root cause(s), the extent of the problem and providing a plan to rectify the current situation and prevent future occurrences. For example, if the Contractor fails to completely and accurately resolve customer requests within the time required by the Performance Measure, the unresolved customer requests shall be completely and accurately resolved and the Contractor must identify the root cause of the failure, the extent of the problem and provide a plan to prevent future occurrences.
5	The Contractor shall submit the CAP to the Authority for review and Approval.
6	The CAP provided by the Contractor shall be in a format Approved by the Authority as part of the Operations Plan.

1.6 Non-Chargeable and Chargeable Failures

For purposes of calculating Performance Measures, chargeable and non-chargeable failures are defined as follows:

- *Non-chargeable failures are those failures identified in the following section. Adjustments will not be assessed for non-chargeable failures.*
- *Chargeable failures are any failures not specifically identified as non-chargeable. Adjustments will be assessed for chargeable failures.*

1.6.1 Non-Chargeable Failures

7	Non-chargeable failures are limited to:
	<ul style="list-style-type: none"> • Force majeure, as defined in the Agreement; • BOS failures caused by environmental or operating conditions outside of those that the Contractor controls as established in the Requirements; • Preventive maintenance as allowed in the Maintenance Plan and • failures that are the responsibility of other contractors and Third-Party Service Provider and Business Partners that are not contracted through or provided by the Contractor as determined by the Authority.

1.6.2 Chargeable Failures

8	Chargeable failures shall include any failures not specifically identified as non-chargeable.
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1.7 Performance Reporting

The Contractor is required to provide the Authority a Monthly Operations Report that includes the Contractor's Performance Reports and Performance Scorecard. The Contractor's Performance Report will include a series of reports detailing the Contractor's performance against each Performance Measure and details related to the failure events that resulted in the non-compliance. The Contractor's Performance Report shall contain all information necessary for the Authority to verify the Contractor performance as reported by the Contractor.

9	The Contractor shall prepare and submit to the Authority the Performance Reports as part of the Contractor's Monthly Operations Report on an agreed-upon day each month as defined in these Requirements.
10	The Performance Report shall include: 1) a Performance Scorecard calculating the non-compliance points assessed that month, if applicable; 2) a series of reports that is comprised of one (1) report per Performance Measure, detailing the Contractor's performance against the Requirement that month supporting the Scorecard for each Performance Measure, and 3) a historical report detailing the Contractor's performance against each Requirement for the most recent 13 months. Copies of all CAPs related to failures for that month must be included.
11	The Contractor shall provide the required Monthly Operations Report to the Authority before an invoice will be considered for payment.

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WESTERN REGION TOLL OPERATORS (WRTO)
and
CALIFORNIA TOLL OPERATORS COMMITTEE (“CTOC”)

Technical Specification

for

Interagency Electronic Data Interchange

Revision A 1.1

November 1, 2019

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1 LIST OF REVISIONS

Original CTOC Technical Specification

Rev. A Initial Release

Rev. B Adds Good Tags File Layout

Rev. C Adds Toll Violations File Layout

Rev. D Adds Statement Descriptions in Appendix E
Document Reformatted

Rev. E Revise Good Tags File to Tag Status File
Changed Processing Times

Rev. F Modifies Violations File Format
Adds License Plate Exchange File Layout
Adds Document Distribution List
Adds Additional Plaza/Lane Designations for TCA

Rev. G Modified Tag Status File Format to additional tag information fields
Added new Appendix F - Violations Reject File
Rename old Appendix F (Plaza/Lane Designations) to Appendix I
Re-organize document to current form
Add Title 21 definition as Appendix K
Add Title 21 approved messages codes as Appendix L

Rev. G (1-7-2002) Combined commented versions of document into current version for
comment and approval.

Rev. G (2-26-2002) Questions and answers revisions to document. Rev. G (FINAL) Final
comments added from teleconference.

Rev. G.1 (FINAL) Final corrections:

- 1) Remove DIFF from tag status file header.
- 2) Fix sample file for tag status.
- 3) Pay-by-Plate Processing Narrative correction.
- 4) Reconciled Pay-By-Plate Charges File – fixed Reconcile codes.

Rev. G.2 (FINAL) Corrections:

- 1) Change to General File Format Rule #15 regarding transaction uniqueness.
- 2) Add General File Format Rule #16 regarding sequence numbering.

Rev. G.3 (FINAL) Corrections:

- 1) Remove “optional” from 3 subtypes on Tag Status File. Subtypes must be sent.
- 2) Remove the San Diego CALTRANS Bridge (Coronado).

Rev. G.4 (April 26, 2004) Corrections:

- 1) Corrected Title 21 tag range assignments to reflect current approved assigned ranges.
- 2) Corrected Definition of License Plate field (in License Plate Status File) to read "Alphanumeric" instead of "Alpha".
- 3) Added the following "Format conforming to DMV Parking Manual" to the description of the License Plate Field.
- 4) Added "Daily Violation Sweep" Flowchart to Appendix D.
- 5) Updated "Pay by Certificate" Flowchart in Appendix E.

Rev. G.4.1.a. (December 13, 2010) Corrections:

- 1) Corrected Table of Contents to include page 11, "File Naming Conventions"
- 2) Updated the "Document Control" to remove Harry Hansen, Jr. and add Joyce Hill as the Document Control contact.
- 3) Updated the California's Definition for Title 21's 32-BIT Transponder ID number Field to include the current Facility Codes, descriptions for Tag Type and Title 21 Out-of-state Agencies (February 16, 2010)
- 4) Record Appendixes as listed in Rev. G.4:
 - a) Appendix A: Plaza/Lane Description
 - b) Appendix B: Title 21 Definition
 - c) Appendix C: Subtype Definitions for Tag Record File
 - d) Appendix D: License Plate Date Logic
 - e) Appendix E: Violation Enforcement via Plate Reads
- 5) Appendix A: Added lane and descriptions for TCA (Windy Ridge SB/NB Lane 13, November 3, 2009)
- 6) Appendix A: Added lane and descriptions for I-680 Express lanes
- 7) Appendix A: Corrected lane and descriptions for SANGAG

Rev. G.4.1.b. (April 7, 2011) Corrections

- 1) Appendix A: Added lane and description for TCA (Tomato Springs SB/NB Lane 13, 2004).
- 2) Updated agency name in Table 2, Agency Codes, to add "BATA."
- 3) Updated the California's Definition for Title 21's 32-BIT Transponder ID number Field to include the current Facility Codes, descriptions for Tag Type and Title 21 Out-of-state Agencies (January 13, 2011)

Rev. G.4.2. (June 21, 2011) Corrections:

- 1) Appendix A: Deleted lanes and description for TCA (Portola Parkway North Off Lanes 2248-03, 2248-04 and Portola Parkway North On Lanes 2249-03, 2249-04)
- 2) Changes:
 - a) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.1 Transponder Tag Type ID for HOV Switchable Tags. (March 24, 2011)
 - b) Includes Example Tag
- 3) Updated General File Format Rules for switchable tag mode. (February 14, 2011)
 - a) Section 8.2.2 Field: Tag ID; Notes section

- b) Section 8.3.2 Field: Tag ID; Notes section
- c) Section 8.4.2 Field: Tag ID

Rev. G.4.3. (November 16, 2011) Changes:

- 1) Added LA Metro to the Agency Codes; Section 6.0, Table 2.
- 2) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 17, October 7, 2011)
- 3) Added lanes and descriptions for LA Metro to Appendix A: Plaza/Lane Descriptions

Rev. G.4.4. (December 21, 2011) Changes:

- 1) Added lanes and descriptions for 237 Express Lanes to Appendix A: Plaza/Lane Descriptions

Rev. G.4.5. (November 20, 2012) Changes:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 19, September 25, 2012)
- 2) Added lane and changed descriptions for SANDAG 1-15 to Appendix A: Plaza/Lane Descriptions

Rev. G.4.6. (March 22, 2013) Changes:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 21, March 21, 2013)
 - a) Note: Version 20: Newly assigned Facility Codes for TCA; Table 1 & 2.
 - b) Version 21: Newly assigned Facility Codes for SR-91; Table 2

Rev. G.4.7 (April 03, 2013) Changes:

- 1) Added/updated plazas for LA Metro to Appendix A: Plaza/Lane Descriptions

Rev. G.4.8 (November 15, 2013) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 22, October 25, 2013)

Rev. G.4.9 (December 4, 2013) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 23, November 21, 2013)

Rev. G.4.9.a (April 16, 2014) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 24, April 3, 2014)

Rev. G.4.9.b (October 23, 2014) Changes:

- 1) Updated plazas for TCA to Appendix A: Plaza/Lane Descriptions
 - a) Closed: 61 lanes
 - b) Added: 4 lane
 - c) Name Changes: 6 lanes

Rev. G.4.9.c (November 10, 2014) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 25, November 6, 2014)

Rev. G.4.9.d (November 13, 2014) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 26, November 13, 2014)

Rev. G.4.9.e (May 21, 2015) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 27, November 13, 2014)
- 2) Change:
 - a) Deleted TCA's CLOSED lanes from the APPENDIX A: Plaza/Lane Descriptions
 - b) 2.0 Document Control: Removed Joyce Hill, added Rick Carrier
- 3) Add:
 - a) APPENDIX A: Plaza/Lane Descriptions
 - b) 4001-4009 Reserved for OCTA
 - c) 4020-4040 Reserved for RCTC

Rev. G.4.9.f (June 08, 2015) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.2, Table 1, (Version 28, June 4, 2015)
- 2) Deleted "(Pilot Project)" from Section 7.2, Table 1

Rev. G.4.9.g (June 15, 2015) Update:

- 1) Added "(Multiprotocol Tags)" to Section 7.2, Table 1
- 2) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.2, Table 2, (Version 29, June 15, 2015)

Rev. G.5 Draft V0 (April 21, 2006) Modifications:

- 1) Changed "Amount Charged" to "Amount Posted" in TRAN AMOUNT field in Reconciled Toll Charges and Reconciled Pay-by-Plate Charges files
- 2) Add "Account Identifier" field to tag file
- 3) Add "Account Identifier" and "Plate Identifier" fields to plate file
- 4) Eliminate "D" (Delete option) in the Tag File (which should always be INIT only)
- 5) Added clarifying language about the Daily Violation Database Sweep
- 6) BATA added to the list of Agency Codes used in filename. BATA will use the code assigned to ATCAS (Caltrans).
- 7) San Francisco Airport added to list of Agency Codes.

Rev. G.5 Draft V1 (November 21, 2013) Modifications:

- 1) Added a Note to the Toll Charges Processing narrative to standardize exclusion of non-revenue plates.
- 2) Added VERSION to all header files. This field will contain the Version Number, "REVG.5" right justified. This will allow for backward compatibility in the future.
- 3) Updated Appendix A, adding new I-15 plazas and lanes.
- 4) Updated Appendix F with new ranges from CALTRANS.
- 5) Added Entry/Exit Times and Axle Count to toll and Pay-By-Plate transaction files.

Rev G.5 Draft V2 (April 16, 2014) Modifications:

- 1) Modified Section 4.0 - Item 3 - Added more clarity to Guarantee of payments for

- valid plates.
- 2) Modified Section 8.1.1 - Narrative (2nd Paragraph) - clarified note.
 - 3) Modified Section 8.2.2
 - a) Removed DST Field
 - b) Modified AXLE Count Notes
 - c) Added OCCUPANCY Field
 - 4) Modified Section 8.2.4 –
 - a) Modified Toll Charges Sample File to include how different Trip Types are included.
 - 5) Added new section 8.2.5 - Business Rules to describe how Entry/Exit Information is included in the Toll Charges File.
 - 6) Modified Section 8.3.2 -
 - a) Changed Notes for the first 13 Fields to reflect that it should be same as the original Toll Charges File.
 - b) Removed DST Field
 - c) Removed INFERRED TAG READ Field.
 - d) Added Occupancy Field
 - 7) Modified Section 8.5.1 -
 - a) Pay by Plate Narrative - Modified previously modified Paragraph 4.
 - b) Removed GENERAL GUIDELINES Section.
 - 8) Modified Section 8.6.2 - Remove DST Flag
 - 9) Added New Section 8.6.5 – Business Rules for Plate Status Files.
 - 10) Modified Section 8.7.2 - Plate Status Detail Record Format
 - a) Removed PlateID
 - b) Changed Definition of Action Code
 - c) Added PLATE TYPE - to differentiate Universal Non-Revenue Plate Accounts.
 - 11) Added New Section 8.7.5 – Business Rules for Plate Status Files.
 - 12) Modified Section 8.8.2 - Reconciled Pay-by-Plate Detail Record Format
 - a) Modified Notes for field 1 thru 13 to reflect that it will be same as the PBP Plate Transaction File
 - b) Removed DST

Rev G.5 Draft V3 (June 17, 2014)

- 1) Section 5.2 – Included updated process flow
- 2) Section 8.3.1 - Reconciled Toll Charge File - Added POST AMT Field
- 3) Section 8.7.5 – Modified Business Rules section based on comments from the meeting.
- 4) Section 8.8.2 - Reconciled PBP Charge File - Added POST AMT Field.

Rev G.5 Draft V4 (December 2, 2014)

- 1) Updated document to include changes made in Rev. G.4.9.a, Rev. G.4.9.b, Rev. G.4.9.c and Rev. G.4.9.d.
 - a) Updated California's Definition for Tile 21's 32-Bit Transponder Id Number Field, Section 7.0
 - b) Updated plazas for TCA to Appendix A: Plaza/Lane Description
- 2) Revision of the document based on comments
- 3) Section 5.2 – Included updated process flow

Rev G.5 Draft V5 (January 22, 2015)

- 1) Section 8.5.2 – Removed bullet in C - Exception of Distance based toll.

Rev G.5 Draft V6 (May 1, 2015)

- 1) Updated 8.2.2 Toll Charges Detail Record Format to add 6C Tag compatibility.
- 2) Updated 8.3.2 Reconciled Toll Charges Detail Record Format to add 6C Tag compatibility
- 3) Updated 8.4.2 Tag Status Record Format to add 6C Tag compatibility
- 4) Added Appendix F – 6C Toll Operators Coalition AVI Transponder Programming Standard (Version 2.0 November 20,2014)

Rev G.5 Draft V7 (June 1, 2015)

- 1) Updated document to include changes made in Rev. G.4.9.e (May 21, 2015)
 - a) Changed 2.0 Document Control: Removed Joyce Hill, added Rick Carrier
 - b) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 27, November 13, 2014)
 - c) Deleted TCA's CLOSED lanes from the APPENDIX A: Plaza/Lane Descriptions
 - d) Added notes to APPENDIX A: Plaza/Lane Descriptions
 - i. 4001-4009 Reserved for OCTA
 - ii. 4020-4040 Reserved for RCTC
- 2) Updated Section 8.2.2
 - a) Changed Notes for Occupancy field
- 3) Updated document to include changes made in Rev. G.4.9.f (June 08, 2015)
 - a) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.2, Table 1, (Version 28, June 4, 2015)
 - b) Deleted "(Pilot Project)" from Section 7.2, Table 1

Rev G.5 Draft V8 (June 15, 2015)

- 1) Updated document to include changes made in Rev. G.4.9.g (June 15, 2015)
 - a) Updated Switchable Transponder Tags Facility Codes, Section 7.2, Table 2 to extend the LA MTA range in T21 CA Transponder ID Ver. 29
 - b) Added "(Multiprotocol Tags)" to Section 7.2, Table 1

Rev G.5.1 (October 20, 2015) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 30, October 7, 2015)
- 2) Updated Appendix F, 6C Programming Standard, Version 2.1

Rev G.5.2 (February 19, 2016) Update:

- 1) Added/updated plazas for I-580 Express Lanes to Appendix A: Plaza/Lane Descriptions

Rev G.5.3 (May 5, 2016) Update:

- 1) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 7.0. (Version 31, April 20, 2016)

- 2) Updated Appendix F, 6C Programming Standard, Version 3, rev. 3

Rev G.5.4 (August 17, 2016) Update:

- 1) Added/updated plazas for 91 Express Lanes to Appendix A: Plaza/Lane Descriptions

Rev G.5.5 (December 27, 2016) Update:

- 1) Added field justification clarification for the ACCOUNT ID field in the Tag Status Detail Record table (section 8.4.2) and the Plate Status Detail Record table (section 8.7.2)
- 2) Updated the sample file examples in sections 8.2.4, 8.3.4, 8.4.4, 8.6.4, 8.7.4, and 8.8.4.
- 3) Added ATI information section 9 to separate ATI files from CTOC files
- 4) Updated I-580 lanes in Appendix A: Plaza/Lane Descriptions

Rev G.5.5.a (Mar 9, 2017) Update:

- 1) Updated SANDAG Express Lanes in Appendix A: Plaza/Lane Descriptions

Rev G.5.6 (Oct 13, 2017) Update:

- 1) Section 3 – Changed the reference to Senate Bill 1523 to Streets and Highways Code
- 2) Updated California’s Definition for Title 21’s 32-Bit Transponder Id Number Field, Section 7.0. (Version 32, September 26, 2017)
- 3) Section 8.2.2 - Added Vehicle Type to the Toll Charges Detail Record
- 4) Modified section 8.4.2 - Tag Status Detail Record
 - a. Removed “D – deactivate tag”
 - b. Added clean air vehicles to Subtype B
- 5) Section 8.6.2 – Added Vehicle Type to the Pay by Plate Detail Record
- 6) Section 8.7.2 – Added a Subtype for clean air vehicles to the Plate Status Detail Record
- 7) Deleted Section 9, ATI Processing
- 8) Updated I-680 Express Lanes in Appendix A: Plaza/Lane Descriptions
- 9) Updated notes in APPENDIX A: Plaza/Lane Descriptions
 - a. 4020-4399 Reserved for RCTC
- 10) Deleted Subtypes “L”, “S”, “B”, and “R” from APPENDIX C: Sub Type Definitions

Rev G.5.7 (Jan 24, 2018) Update:

- 1) Removed ATI File extensions in table 1
- 2) Fixed version typos throughout section 8

Rev G.5.7a (Dec 7, 2018) Update:

- 1) Corrected definition of TAG ID and updated the sample files
- 2) Updated California’s Definition for Title 21’s 32-Bit Transponder Id Number Filed, Section 7.0 (Version 33, November, 27, 2018)

WRTO Technical Specification revisions:

Rev. A 1.0 Initial Release (Oct 31, 2018)

1) Renaming document as WRTO/CTOC

Rev A 1.1 Update

- 1) Updated Appendix A to add plaza IDs for BAIFA, VTA, RCTC, TCA and Alameda CTC and reserve additional plaza ID range for OCTA
- 2) Updated California's Definition for Title 21's 32-Bit Transponder Id Number Field, Section 8.0 (Version 34, September 9, 2019)
- 3) Updated Section 2 with new contact information
- 4) Updated Section 7 Table 2 with new agency codes
- 5) Updated version references throughout document to Rev A 1.1

2 DOCUMENT CONTROL

All suggested additions, changes, and deletions should be submitted to:

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401 2nd Ave S. #300
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Any requests for changes, modifications, corrections, etc. will be logged, and then forwarded to the WRTO/CTOC members for comment before incorporation into this Specification. No additions, modifications or deletions shall be valid and effective unless and until the same have been agreed to by the WRTO/CTOC members.

3 PURPOSE

This document will describe and define the details of file exchanges, settlements, and other elements necessary for interoperability pursuant to the peer-to-peer agreements between Western Region agencies.

DRAFT

4 GOAL

The members of the Western Region Toll Operators and the California Toll Operators Committee acknowledge that one of their goals is to offer interoperability to their customers including the ability to offer a single account statement to each customer setting forth their transaction activities on all participating facilities. In addition, and in accordance with California Streets and Highways Code, Section 27565, the CTOC agencies will ensure that, for purposes of toll collection, the vehicle owner shall not be required to purchase or install more than one transponder device to use on all participating toll facilities.

Acquiring Agency	The owner/operator of the facilities at which a transaction occurred.
AVI	Automatic Vehicle Identification
CHP	California Highway Patrol – State law enforcement agency charged with enforcing the California Vehicle Code.
Facility Code	A number within a range of numbers assigned by CALTRANS to the Issuing Agency, which is programmed into the transponder for automatic identification purposes.
Issuing Agency	The entity that establishes the account and issues the transponders.
Lane Controller	Device which records data read from a transponder by overhead antennas, reads light curtains to provide for vehicle separation, treadles to determine axle count, and can control gates or barriers if the proper toll is paid via AVI or deposit of coins.
Plate	License plate of a vehicle; captured by violation enforcement system (VES) if present.
Reciprocating Agency	Any agency with which the Issuing Agency has a User Fee Processing Agreement.
Tag ID	A number ranging from 0 to 1023 associated with a single facility code that further uniquely identifies a transponder. For example, a facility code of 132196 would have 1024 tag ids associated with it.
Tag Type	A number within a range that identifies the type of transponder.
Transponder (tag)	Device to allow for automatic transaction identification, works by means of radio signal activation and returns the information programmed into it.
VES	Violation Enforcement System: for facilities with video enforcement, this would consist of high speed and video cameras to capture potential violator's license plate for further identification and forwarding to a Violation Processing System. For facilities without video enforcement, this might consist of visual enforcement by the CHP or other designated agency.

5 BUSINESS RULES

- 1) Identification of Issuing Agency - The Facility Code on the tag will identify the Issuing Agency (holder of the account). This requirement ensures that tags cannot be transferred from one agency to another.
- 2) Guarantee of payment for valid tags - The Issuing Agency will honor all transactions on transponders that were deemed "valid" in the Tag Status File, as sent to the Acquiring Agency for the date associated with each toll event. The Acquiring Agency has the responsibility to validate such transactions.
- 3) Guarantee of payment for valid plates - The Issuing Agency will honor all transactions on license plates deemed "valid" in the License Plate File, as sent to the Acquiring Agency for the date associated with each trip. The Acquiring Agency has the responsibility to validate these transactions against the latest plate status file received from the Issuing Agency. Due to the nature of plate based trips, trips may be finalized by the Acquiring Agency a few days after the actual transaction day. The Issuing Agency, up to a minimum of 90-days from the date of the transaction, shall make a best effort to post the trip to the account the license plate was registered to at the time of transaction. If the account balance is negative at the time of posting, the Issuing Agency would reject such transactions. Upon receipt of the rejection record of the PBP transaction, the Acquiring Agency may treat the trip as a violation.
- 4) Tag and Plate transactions are to be processed according to their status at the time of the transaction in the toll lane.
- 5) By convention all agencies accept that the reconciled toll charges will be available by 8:00 a.m. the following business day after processing with all reconciliation completed no longer than 14 calendar days after receipt. If reconciliation for a particular file is not received within 14 calendar days, the Issuing Agency shall honor all transactions within the original subject file.
- 6) The suggested time for the completion of the upload of all tag status (and plate status) files needed by an entity is set at 1:00 a.m.; the suggested time the lanes should be updated (with the tag status files) is no later than 5:00 a.m. This is to allow time for the loading of tag lists into lane controllers. This is a guideline. Some agencies may be able to load the tag lists to their lane controllers sooner. If a tag status (and/or plate status) file has not been received from an Issuing Agency, then the Receiving Agency should send an e-mail notification, by 10 a.m. of the same business day (or the next business day in the case of weekends and holidays), of non-receipt of the file(s). If a file (or files) is received past the recommended deadline, the receiving agency should make a best-effort to use the file(s) received.
- 7) Initialization files will be sent at least on a weekly basis on Saturdays at 1:00 a.m. for the plate and tag files.

6 TECHNICAL SPECIFICATIONS

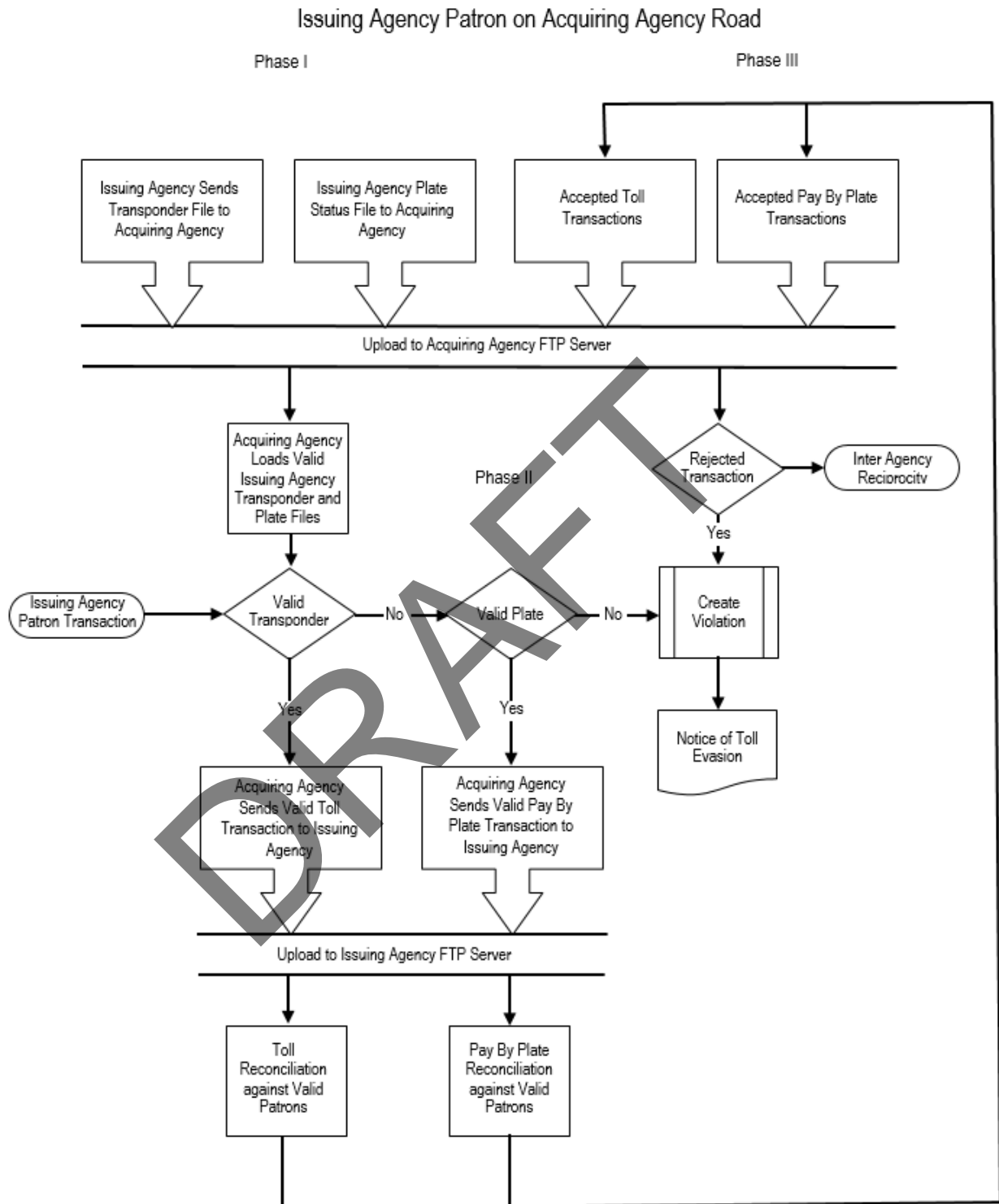
6.1 File Exchange Methodology

Currently the file transfer mechanism utilizes the ftp (file transfer) protocol over the Internet to exchange the data files to/from each agency's ftp server. The transfer files are created with an agency's proprietary software, but the files conform to the formats described in this document. The files are generated in an ASCII format, and then the sending agency encrypts the file using PGP (pretty good privacy) encryption tools, and the receiving agency's public key. This also has the effect of compressing the data. The sending agency then utilizes the ftp protocol to send the encrypted files to the receiving agency's ftp server. The receiving agency possesses its private key and can therefore decrypt the received files. After decryption, the receiving agency processes the data with their own proprietary software.

Requirements

- Each agency must have a publicly accessible ftp server, with or without a DNS entry on the Internet. An ftp exchange can be accomplished with only the IP address.
- The receiving agency will provide a special account and password to each agency that will transmit files to it. This is to prevent anonymous users from accessing the ftp site.
- Each agency shall install a PGP encryption package suitable for the platform they run on.
- Files will be encrypted before transmission to ensure the confidential data does not fall into unauthorized hands.

6.2 Process Flow Diagram (Example)



Phase I – Occurs nightly before major traffic flow.
 Phase II – occurs during the day while transactions are being logged by the Toll System.
 Phase III – occurs early the next day before major traffic flow.

7 FILE NAMING CONVENTIONS

The file names (and extensions) are designed to be able to tell, at a glance, the information contained in the file, its source and its destination. All file names and extensions shall use lowercase characters.

The file extensions shall define the type of information contained in the file and shall be as shown in Table 1.

Table 1 - File Extensions

File Description	File Extension	Originate/Response
Tag Status File	tag	Originate
License Plate Status File	plt	Originate
Toll Charges File	tol	Originate
Pay by Plate File	pbp	Originate
Reconciled Toll Charges File	trc	Response
Reconciled Pay by Plate File	prc	Response

File names shall use two distinct formats depending on whether the file is an Originate file or a Response file.

Originate file names shall have the format:

aabb_yyyymmdd_hhmmss.xxx

Where the fields are defined as follows:

FILE NAMING CONVENTION:

aa bb _ yyyymmdd _ hhmmss .xxx

1

2

*

3

*

4

*

5

FIELD EXPLANATIONS:

- 1 Agency code of file creator (see Table 2)
- 2 Agency code of file recipient (see Table 2)
- 3 Creation date of file
- 4 Creation time of file
- 5 File extension (see Table 1)
- * Underscore delimiter

Table 2 - Agency Codes

Agency Name	Agency Code
BATA/CALTRANS (ATCAS)	at
SANDAG (I-15)	sd
SR-91	sr
TCA	tc
CTV	cv
LA Metro	la
RCTC (I-15)	rc
OCTA (I-405)	oc
All agencies	xx

Response file names shall have the format:

aa bb _ yyymmdd _ hhmmss _ ee ff _ yyymmdd _ hhmmss .xxx

Where the fields are defined as follows:

FILE NAMING CONVENTION:



FIELD EXPLANATIONS:

- ① Agency code of response file creator (see Table 2)
- ② Agency code of response file recipient (see Table 2)
- ③ Creation date of the response file
- ④ Creation time of the response file
- ⑤ Agency code of originate file creator (see Table 2)
- ⑥ Agency code of originate file recipient (see Table 2)
- ⑦ Creation date of the originate file
- ⑧ Creation time of the originate file
- ⑨ File extension (see Table 1)
- Underscore delimiter

The format of the Response file name is such that one can tell, at a glance, not only the creator of the Response file, but also the Originate file to which this file is a response.

8 CALIFORNIA’S DEFINITION FOR TITLE 21’S 32-BIT TRANSPONDER ID NUMBER FIELD¹

In the State of California, the 32-bit Transponder ID Number Field specified in the Title 21 standard has been further subdivided into three data fields to represent Tag Type, Facility Code, and Internal Tag ID. These fields are currently defined as follows:

32-Bit Transponder ID Number Field		
<i>Tag Type</i>	<i>Facility Code</i>	<i>Internal Tag ID</i>
4 Bits	18 Bits	10 Bits
16 Possibilities	262,144 Possibilities	1,024 Possibilities
Most Significant Bit		Least Significant Bit

8.1 Tag Type

A 4-bit field currently established to uniquely differentiate California’s transponder from transponders that originate from agencies external to the state. In the future, the unassigned bits could be used to recommend a unique North American agency numbering scheme, or to further describe the operational behavior of the transponder. The 4-bit field is defined in decimal notation as follows:

- 0- California SOV.
- 2- Existing Out of State
- 4- California HOV2
- 8- California HOV3+
- 1, 3, 9-15 - Unassigned. Available for a future use.

8.2 Facility Code

An 18-bit field used to identify the facility or entity conducting business. Facility Code ranges are assigned based upon the number of transponders that are projected to be utilized. The 18-bit field is defined in decimal notation as shown in the two tables below. Table 1 is for non-switchable transponder tags and Table 2 is for switchable transponder tags:

¹ California Department of Transportation, Ver 31, April 20, 2016
 REV. A 1.1 November 1, 2019

Table 1

Non-Switchable Transponder Tags Facility Codes (Tag Type 0)		
Agency	Facility Codes Assigned	No. of Transponders
State of California	0 – 75,000	76,801,024
Facility Codes 75,001 thru 125,000 are reserved for Switchable Transponder Tags. See Table 2 below		
Sacramento County Dept. of Airports	125,001 – 125,020	20,480
TCA	129,314 – 132,094	2,847,744
SR-91	132,096 – 132,990	916,480
SANDAG I-15	132,992 – 133,001	10,240
Golden Gate Bridge	133,015 – 133,407	402,432
SANDAG/SBX	134,583 – 134,876	301,056
Port of Oakland	140,000 – 140,001	2,048
LA World Airports	141,000 – 141,052	54,272
BATA	145,000 – 148,928	4,023,296
SENTRI	184,876 – 185,022	150,528
TCA (Multiprotocol Tags)	186,000 – 186,600	615,424
SANDAG I-15	258,960 – 259,100	144,384
Caltrans ATCAS	260,096 – 262,136	2,089,948

Table 2

Switchable Transponder Tags Facility Codes (Tag Type 0, 4, 8) ²		
Agency	Facility Codes Assigned	No. of Transponders
LA MTA	75,001 – 76,955	2,001,920
TCA	80,000 – 80,978	1,002,496
SR-91	81,000 – 81,366	375,808
SANDAG/SBX	83,000 – 83,009	10,240
BATA	90,000 – 93,907	4,001,792
TCA	100,000-100,150	154,624

Note: Switchable Transponder Tags have Facility Codes ranging from 75,001 to 125,000

8.3 Internal Tag ID

A 10-bit field used to refer to the unique identification numbers that belongs to an assigned Facility Code. For each Facility Code, a block of 1,024 Internal Tag IDs will be

² Switchable transponders have Facility Code range from 75,001 to 125,000

assigned within the Transponder ID Number Field. Assignment of the Internal Tag IDs is the responsibility of the Facility Code Agency.

8.4 Title 21 Agencies Out-Of-State

Since the Title 21 standard is an open specification there are other agencies outside of California that can also use interoperable transponders. These external agencies could inadvertently duplicate California's transponder ID number field assignments and render them non-unique.

Following is a listing of out-of-state Title 21 agencies that have contacted the California Department of Transportation to participate in California's unique definition for the 32-bit Transponder ID Number field. Please note that this listing does not ensure that the assignments are unique as they may have been duplicated by another agency outside of California.

32-bit Transponder ID Number Field Definition for Title 21 Agencies Out-of-State			
Agency	Tag Type	Facility Codes Assigned	No. of Transponders
Colorado E-470 Public Highway Authority	2	0 – 9,766	10,001,408
Denver International Airport	2	10,000 – 10,029	30,720
Golden Ears Bridge, Vancouver, Canada	2	15,000 – 16,000	1,025,024

9 GENERAL FILE FORMAT RULES

The following rules apply to all files used in interoperability:

1. All files will be in ASCII format.
2. All files will use the comma “,” as the field delimiter.
3. All files will use the line feed “LF” (hex 0A) as the record delimiter.
4. Each file will contain:
 - a. A header record
 - b. Detail records
 - c. A trailer record
5. All numeric fields will be fixed size and with leading zeros.
6. All date fields will be delimited with a forward slash “/”.
7. All time fields will be delimited with a colon “:”.
8. The Plaza/Lane combination will be pre-defined for validation and printing on patron statements (see Appendix A for Plaza/Lane designations).
9. Date fields will have the following format: MM/DD/YYYY
10. Time fields will have the following format: HH:MM:SS
11. The BUSINESS DAY field will be implemented by each agency according to that agencies' own requirements.
12. For files that are exchanged under a comprehensive/differential update, the comprehensive update will occur on Saturday morning at 1:00 a.m. of any given

- week, and the differentials will take place on the remaining days of the week.
13. By mutual consent, file transfer times can be adjusted.
 14. Processing and file transfer take place 365/366 days per year.
 15. a) Transaction Number and Date must be a unique combination.
b) Tag#, Plaza, Lane, Date, and Time must be a unique combination for tolls.
c) Plate#, Plaza, Lane, Date, and Time must be a unique combination for pay-by-plates.
d) Also, the transaction number cannot be 0.
 16. A unique sequence numbering scheme is required for each .plt, .pbp, .tol, .tag file going to each agency. For example, when TCA is sending files to SR-91, the .tol files, the .plt files, the .tag files, and the .pbp files would be numbered 1,2,3, etc. in sequence, within each file type. So, you would have a .tol with a sequence of #1, a .plt with a sequence # of 1, etc. This would be repeated for TCA sending to CALTRANS, TCA sending to Golden Gate Bridge, and TCA sending to SANDAG. So, you would have 4 sets (one set for each receiving agency) of 4 unique sequence numbers for outgoing files. You would also have to track the same information for incoming files from each agency. This would bring the total to 32 unique sequences (4 agencies times 4 file types times 2 – incoming and outgoing). If the systems are designed to incorporate CTV now, then the number goes to 40 (4 more outgoing and 4 more incoming). An e-mail should be sent to the sending agency by the receiving agency, by 10a.m., when a file is detected as missing. This will probably occur on the day the NEXT file is received (sequence #1 is received on Monday, then sequence #3 is received on Wednesday – you can conclude that sequence #2 was missed and report it on Wednesday. You can't report it on Tuesday because if you haven't received anything, you don't know if it has been missed.)

9.1 Toll Charges Processing

9.1.1 Narrative

Interoperability requires that certain static information be exchanged by the Issuing and Acquiring agencies on a daily basis. Each agency integrates the information from the other agency's *Tag Status File* into their own lane controllers at the beginning of each day, prior to any significant traffic flow on their own facility. This allows the lane controllers to differentiate between Valid and Invalid transponders. Each agency can then take such action, based on their own requirements, to handle invalid transponders, such as taking violation photographs of the issuing patron's license plates, thereby reducing the load on the Acquiring Agency's image processing center.

Note: Agencies agree by convention not to send transponder or plate information for their own designated non-revenue account holders (accounts setup for maintenance trucks, agency employees, and other such entities that have the privilege of using that agency's toll facility free of charge).

The transponder data is also stored in an electronic database and is deemed to be a valid and definitive record of the Issuing Agency's active customer transponder list until a subsequent file is received from the Issuing Agency. At the end of the Acquiring Agency's processing day, the trips that were recorded by its system are compared to

the list of active transponders from the Issuing Agency. Those trips that have a transponder identified with them and whose transponder number matches a number on the Issuing Agency's most recent list are segregated and assembled into an electronic file. This is transmitted to the Issuing Agency as described under the *Technical Specifications* section.

The Issuing Agency, upon receipt of the Acquiring Agency's *Toll Charges File*, integrates it into their database so that their own patrons can be charged for the trip the patron took on the Acquiring Agency's facility. At an agreed upon time interval, the Acquiring Agency totals the trips taken by issuing agency patrons and invoices the Issuing Agency for the aggregate total of those trips. Pursuant to the User Fee Processing Agreement, the Issuing Agency guarantees payment of transactions recorded by the Acquiring Agency of issuing agency transponders until a new transponder list is received from the Issuing Agency. Therefore, there should be no transactions that would be rejected by the Issuing Agency that were sent by the Acquiring Agency.

After a Toll Charges file is processed by the Issuing Agency, the Issuing Agency will create a *Reconciled Toll Charges File* and send it to the Acquiring Agency. This file will contain a detail record for each and every transaction received by the Issuing Agency from the Acquiring Agency in the corresponding Toll Charges file.

9.2 Toll Charges File

9.2.1 Toll Charges Header Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#HEADER	7	Indicates this is a header record (#HEADER)
2	FILE TYPE	TOLL	4	Indicates this is a toll charges file (TOLL)
3	SEQUENCE #	Integer	6	Sequence # generated by sending agency, has matching entry in the trailer record
4	BUSINESS DAY	Date	10	Business day
5	SOURCE	Alpha	2	Two letter code of source entity
6	DESTINATION	Alpha	2	Two letter code of destination entity
7	CREATE DATE	Date	10	Transmission file create day
8	CREATE TIME	Time	8	Transmission file create time in 24 hr. clock
9	VERSION	Alpha	10	"Rev. A. 1.1", right justified, space filled to the left.

9.2.2 Toll Charges Detail Record Format

Field #	Field Name	Field Type	Length	Notes
1	TAG ID	Hex	10	Tag ID in hex format, right justified, space filled to the left. The first three characters will be blank for Title-21 tags. The first three characters will be the Agency Code for 6C tags. Two character Agency codes will include a leading zero.
2	TRAN #	Integer	10	Transaction # generated by sending agency
3	TRAN AMOUNT	Money	8	Amount charged for transaction
4	ENTRY TRAN DATE	Date	10	Transaction date – Entry, Space Filled
5	ENTRY TRAN TIME	Time	8	Transaction time in 24-hour format – Entry, Space Filled
6	ENTRY_PLAZA	Integer	4	Location/Plaza Site – Entry
7	ENTRY_LANE	Integer	2	Lane identifier – Entry
8	EXIT TRAN DATE	Date	10	Transaction date – Exit
9	EXIT TRAN TIME	Time	8	Transaction time in 24-hour format – Exit
10	EXIT_PLAZA	Integer	4	Location/Plaza Site – Exit
11	EXIT_LANE	Integer	2	Lane identifier – Exit
12	AXLE COUNT	Integer	2	Number of Axles – if Toll is based on axle based classification (Default Value = 0 for Agencies that do not use Axle Based classification). Space Filled.
13	OCCUPANCY	Integer	1	Occupancy if Toll is based on Occupancy – (Values 0 – NA (default); 1 – SOV; 2 – HOV2; 3 – HOV3+; 4 Carpool; 5, 6, 7 – reserved for future use). Default Value = 0 for Agencies that do not use Occupancy to determine Tolls.
14	PROTOCOL TYPE	Integer	1	Tag Protocol Type (Values 0 – Title 21; 1 – 6C)
15	VEHICLE TYPE	Integer	1	Vehicle – (Values 0 – NA (default); 1 - Clean Air Vehicle)

9.2.3 Toll Charges Trailer Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#TRAILER	8	Trailer record indicator
2	SEQUENCE #	Integer	6	Sequence # matching entry in header
3	BUSINESS DATE	Date	10	Business day
4	RECORD COUNT	Integer	6	Number of detail records
5	TRAN SUM	Money	10	Total amount of all transactions in file

9.2.4 Toll Charges Sample File

```
#HEADER, TOLL, 000123, 06/23/2017, SR, TC, 06/24/2017, 02:02:19, REVA.1.1
081000FA, 0000403986, 00000.25, , , , 06/23/2017, 20:14:50, 4001, 03, 0, 0, 0, 0
810012C, 0004279389, 00001.00, 06/22/2017, 11:09:20, 1163, 03, 06/22/2017, 11:09:25, 4002, 03, 2, 0, 0, 0
810012E, 0004310216, 00001.00, 06/23/2017, 06:43:09, 1162, 03, 06/23/2017, 06:43:12, 1172, 99, 2, 3, 0, 1,
06B0000011, 0004821234, 00001.00, 06/23/1997, 16:23:12, 1162, 03, 06/23/1997, 16:24:22, 1172, 99, 2, 3, 1, 1
#TRAILER, 000123, 06/23/2017, 00000, 0000003.25
```

Note: The different trips in the file are included not to describe the SR-91 Tolling transactions, but merely to show the different types of trips that different agencies may include in their Toll Charges Files. The PlazalDs shown in the file are fictitious. The different types of transactions are referenced in the Business Rules Section (Section 8.2.5). Please review the description of the transaction types in the Business Rules section below.

- The first transaction is Type A
- The second transaction is Type B.

9.2.5 Business Rules

Tolls are usually based on location (Plaza and Lane). Transactions or trips can be classified into the following based on how each agency classifies them based on locations.

- A. (Transaction Type A) - Barrier based tolls – tolls charged at a single point of passage. (Golden Gate Bridge and the Bay Area Bridges are examples of such toll structure). For such trips, there is only one Plaza/Lane.

For such trips the following fields will be left blank:

- ENTRY_TRAN DATE
- ENTRY_TRAN TIME
- ENTRY_PLAZA
- ENTRY_LANE

The Plaza/Lane and transaction time will be reflected in the following fields.

- EXIT_TRAN DATE
- EXIT_TRAN TIME
- EXIT_PLAZA
- EXIT_LANE

- B. (Transaction Type B) Distance based tolls – tolls charged based on distance and usually based on where the vehicle entered the toll facility and where it exited from. In some cases, tolls are determined based on which zone a vehicle entered and the zone it exited from. (SANDAG I-15 and SBX Toll Facilities; LA Metro HOT Lane project falls into this category).

For such trips the Entry and Exit Plaza/Lane/Time Information is usually available and will be populated in the transaction record in the following fields:

- ENTRY_TRAN DATE
- ENTRY_TRAN TIME
- ENTRY_PLAZA
- ENTRY_LANE
- EXIT_TRAN DATE
- EXIT_TRAN TIME
- EXIT_PLAZA
- EXIT_LANE

9.3 Reconciled Toll Charges File

9.3.1 Reconciled Toll Charges Header Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#HEADER	7	Indicates this is a header record (#HEADER)
2	FILE TYPE	RECONCILE	9	Indicates this is a reconciled toll charges file (RECONCILE)
3	SEQUENCE #	Integer	6	Sequence # from the originating toll charges file, duplicated in trailer record
4	BUSINESS DATE	Date	10	Business day
5	SOURCE	Alpha	2	Two letter code of source entity
6	DESTINATION	Alpha	2	Two letter code of destination entity
7	CREATE DATE	Date	10	Transmission file create day
8	CREATE TIME	Time	8	Transmission file create time in 24 hr. clock
9	VERSION	Alpha	10	"REV A 1.1", right justified, space filled to the left.

9.3.2 Reconciled Toll Charges Detail Record Format

Field #	Field Name	Field Type	Length	Notes
1	TAG ID	Hex	10	Same as what is in the Toll Charges File
2	TRAN #	Integer	10	Same as what is in the Toll Charges File
3	TRAN AMOUNT	Money	8	Same as what is in the Toll Charges File
4	ENTRY TRAN DATE	Date	10	Same as what is in the Toll Charges File
5	ENTRY TRAN TIME	Time	8	Same as what is in the Toll Charges File
6	ENTRY_PLAZA	Integer	4	Same as what is in the Toll Charges File
7	ENTRY_LANE	Integer	2	Same as what is in the Toll Charges File
8	EXIT TRAN DATE	Date	10	Same as what is in the Toll Charges File
9	EXIT TRAN TIME	Time	8	Same as what is in the Toll Charges File
10	EXIT_PLAZA	Integer	4	Same as what is in the Toll Charges File
11	EXIT_LANE	Integer	2	Same as what is in the Toll Charges File
12	AXLE COUNT	Integer	2	Same as what is in the Toll Charges File
13	Occupancy	Integer	1	Same as what is in the Toll Charges File
14	PROTOCOL TYPE	Integer	1	Same as what is in the Toll Charges File
15	POST AMT	Money	8	Amount Posted by Issuing Agency
16	RESPONSE CODE	Alpha	1	A – Accepted O – Over 30 days old D – Duplicate F – Invalid format (does not conform to WRTO/CTOC format) I – Invalid (not found in tag file, etc.) Note: Only A indicates Paid. All other codes are reasons for rejection.

9.3.3 Reconciled Toll Charges Trailer Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#TRAILER	8	Trailer record indicator (#TRAILER)
2	SEQUENCE #	Integer	6	Sequence # matching entry in header
3	BUSINESS DATE	Date	10	Business day
4	DETAIL COUNT	Integer	6	Total count of all detail records
5	DETAIL AMOUNT	Money	10	Total amount of all detail records
6	ACCEPTED CNT	Integer	6	Count of accepted detail records
7	ACCEPTED SUM	Money	10	Total amount of accepted detail records

9.3.4 Reconciled Toll Charges Sample File

```
#HEADER,RECONCILE,000123,06/24/2017,TC,SR,06/25/2017,03:02:19, REVA.1.1
081000FA,0000403986,00000.25, , , ,06/23/2017,20:14:50,4001,03,0,0,0, ,I
810012C,0004279389,00001.00,06/22/2017,11:09:20,1163,03,06/22/2017,11:09:25,4002,03,2,0,0,00001.00,A
810012E,0004310216,00001.00,06/23/2017,06:43:09,1162,03,06/23/2017,06:43:12,1172,99,2,3,1,00001.00,A
06B0000011,0004821234,00001.00,06/23/1997,16:23:12,1162,03,06/23/1997,16:24:22,1172,99, 2,3,1,00001.00,A
#TRAILER,000123,06/24/2017,000003,0000027.15,000002,0000026.90
```

9.4 Tag Status File

9.4.1 Tag Status Header Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#HEADER	7	Indicates this is a header record (#HEADER)
2	FILE TYPE	TAGS	4	Indicates this is a tag status file (TAGS)
3	ACTION CODE	Alpha	4	Update code: INIT – means an initial load (always)
4	SEQUENCE #	Integer	6	Sequence # generated by sending agency, has matching entry in the trailer record
5	BUSINESS DATE	Date	10	Business Day
6	SOURCE	Alpha	2	Two letter code of source entity
7	DESTINATION	Alpha	2	Two letter code of destination entity
8	CREATE DATE	Date	10	Transmission file create day
9	CREATE TIME	Time	8	Transmission file create time in 24 hr. clock
10	VERSION	Alpha	10	"REVA 1.1", right justified, space filled to the left.

9.4.2 Tag Status Detail Record Format

Field #	Field Name	Field Type	Length	Notes
1	TAG ID	Hex	10	Tag ID in hex format, right justified, space filled to the left. The first three characters will be blank for Title-21 tags. The first three characters will be the Agency Code for 6C tags. Two character Agency codes will include a leading zero.
2	ACCOUNT ID	Numeric	10	Unique Identifier for Account to which the tag is assigned, right justified, space filled to the left.
3	ACTION CODE	Alpha	1	A – Add tag as valid (all “A” for INIT load)
4	TAG TYPE	Alpha	1	Tag Type: N – Non-revenue (universal to all entities) V – Valid I – Invalid
5	SUBTYPE - A	Alpha	1	First info field: H – Switchable HOV tag. Agencies issuing switchable tags must include this indicator in tag status file. Receiving agency may use this info at their discretion. N – No information See Appendix C for subtypes used by local agencies for regional use
6	SUBTYPE - B	Alpha	1	Second info field N – No information C – Clean Air Vehicle X – TBD Y – TBD Z – TBD See Appendix C for subtypes used by local agencies for regional use
7	SUBTYPE - C	Alpha	1	Third info field N – No information See Appendix C for subtypes used by local agencies for regional use
8	PROTOCOL TYPE	Integer	1	Tag Protocol Type (Values 0 – Title 21; 1 – 6C)

9.4.3 Tag Status Trailer Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#TRAILER	8	Trailer record indicator (#TRAILER)
2	SEQUENCE #	Integer	6	Sequence # matching entry in header
3	BUSINESS DATE	Date	10	Business day
4	DETAIL COUNT	Integer	8	Total count of all detail records

9.4.4 Tag Status Sample File

```
#HEADER, TAGS, INIT, 000123, 06/23/2017, SR, TC, 06/23/2017, 02:02:19, REVA.1.1
081000FA, 2010000, A, N, N, N, N, 0
810012C, 2010001, A, V, N, N, N, 0
810012D, 2010002, A, I, N, N, N, 0
06B0000011, 2010003, A, V, N, N, N, 1
```

```
#TRAILER, 000123, 06/23/2017, 00000003
```

9.5 Pay by Plate Processing

9.5.1 Narrative

The individual agencies may require a patron (according to each agency's policies) to supply a description of the vehicles the patron intends to use on the agency's facility,

along with the license plate number. The purpose of this is to allow the Issuing Agency to identify the patron via the Acquiring Agency's video enforcement system should the patron's transponder not register with the Automatic Vehicle Identification equipment of the Acquiring Agency. In this way, the patron can be positively identified and the toll properly credited to the patron's account. If the license plate is not identified in the Acquiring Agency's license plate list, it is forwarded to DMV for further identification. The name and address returned by the DMV is used to send a notice of toll evasion or a payment request to the registered owner of the vehicle. However, some of the license plates recorded by the Acquiring Agency's video enforcement system may be license plates of reciprocating agency patrons. If the Acquiring Agency possesses a license plate list of the Issuing Agency's active patrons, the Acquiring Agency can use this list to extract the toll information and forward it to the Issuing Agency for recording those trips taken on the Acquiring Agency's Toll Facility by the Issuing Agency's patrons. The Acquiring Agency shall then invoice the Issuing Agency for the aggregate toll for the agreed upon time period of these license plate reads.

The initial exchange of license plate information provides for a complete transfer of active customer's license plate information from the Issuing Agency to the Reciprocating Agencies using the *License Plate Status File*. This initial data contains the license plate, license state and the effective date of the license plate only. The Reciprocating Agency stores this in their database. Subsequent exchanges of license plate data will be Full (*Init*) or Updates (*Diff*) depending on the delivery date. If this data is received by the Reciprocating Agency from the Issuing Agency, the code tells what action the Reciprocating Agency should take with respect to the license plate data the Reciprocating Agency has on file. If the code tells the Reciprocating Agency that the license plate is no longer valid, the date that accompanies the information is considered an end effective date, and subsequent violations by a vehicle with that license plate are no longer forwarded to the Issuing Agency, but routed to the normal violation enforcement system.

Should the owner of the vehicle again become a patron of the Issuing Agency, another record will be received by the Reciprocating Agency with the license plate, a re-activation code and a date. The Reciprocating Agency shall interpret the date as a new start effective date, and would remove any reference to an end effective date. Subsequent plate reads by the Reciprocating Agency shall therefore properly identify the vehicle as belonging to a customer of the Issuing Agency, and the toll information will be extracted, formatted and forwarded to the Issuing Agency as described in these *Technical Specifications*. As with the Transponder status data, the plate data received by the Reciprocating Agency from the Issuing Agency is considered valid and binding until a subsequent transmission is received from the Issuing Agency.

When receiving a plate file (Init or Diff), a sweep should be made of all violations currently being processed to check for updated plate information that might identify a toll agency patron. If a violation is identified as belonging to a toll agency patron, and the violation trip has not been issued a Notice of Toll Evasion, then the violation should be forwarded to the appropriate toll agency using the next available .pbp file. If the violation trip has been escalated to a Notice of Toll Evasion, or higher, it is up to the Acquiring Agency to determine whether to process the trip as a violation or to process it as a PBP trip. (Note:

there is no provision at this time in the WRTO/CTOC Agreements to allow for Issuing Agency to assess an additional PBP fee to recover any violation processing costs incurred by the Acquiring Agency - such as image review, postage to mail the notices, DMV Hold Costs, etc.)

Pay-By-Plate Files (.pbp) should be sent on a daily basis, when transactions are available. At a minimum, Pay-By-Plate Files (.pbp) shall be sent at least every 14 calendar days.

Note: Agencies agree by convention not to send plate information for their own designated non-revenue account holders.

9.6 Pay By Plate File

9.6.1 Pay by Plate Header Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#HEADER	7	Indicates this is a header record (#HEADER)
2	FILE TYPE	PAYBYPLATE	10	Indicates this is a pay by plate file (PAYBYPLATE)
3	SEQUENCE #	Integer	6	Sequence # generated by sending agency, has matching entry in the trailer record
4	BUSINESS DATE	Date	10	Business day
5	SOURCE	Alpha	2	Two letter code of source entity
6	DESTINATION	Alpha	2	Two letter code of destination entity
7	CREATE DATE	Date	10	Transmission file create day
8	CREATE TIME	Time	8	Transmission file create time in 24 hr. clock
9	VERSION	Alpha	10	"REV A 1.1", right justified, space filled to the left.

9.6.2 Pay by Plate Detail Record Format

Field #	Field Name	Field Type	Length	Notes
1	LICENSE PLATE	Alphanumeric	10	License plate of patron (left justified with trailing spaces)
2	TRAN #	Numeric	10	Transaction #
3	STATE	Alpha	2	State code
4	TRAN AMT	Money	8	Amount charged
5	ENTRY TRAN DATE	Date	10	Transaction date – Entry
6	ENTRY TRAN TIME	Time	8	Transaction time - Entry
7	ENTRY PLAZA	Alpha	4	Location/Plaza site - Entry
8	ENTRY LANE	Alpha	2	Lane identifier – Entry
9	EXIT TRAN DATE	Date	10	Transaction date – Exit
10	EXIT TRAN TIME	Time	8	Transaction time - Exit
11	EXIT PLAZA	Alpha	4	Location/Plaza site - Exit
12	EXIT LANE	Alpha	2	Lane identifier – Exit
13	AXLE COUNT	Integer	2	Axle Count
14	VEHICLE TYPE	Integer	1	Vehicle – (Values 0 – NA (default); 1 - Clean Air Vehicle, 2, 3, 4, - reserved for future use)

9.6.3 Pay byPlate Trailer Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#TRAILER	8	Trailer record indicator (#TRAILER)
2	SEQUENCE #	Integer	6	Sequence # matching entry in header
3	BUSINESS DATE	Date	10	Business day
4	DETAIL CNT	Integer	6	Total count of all detail records
5	DETAIL SUM	Money	10	Total amount of detail records

9.6.4 Pay by Plate Sample File

#HEADER,PAYBYPLATE,000123,06/23/2017,TC,SR,06/23/2017,02:02:19, 7REVA.1.1
1ABC234 ,0000403986,CA,00000.25,06/23/2017,20:14:50,2216,02,06/23/2017,20:14:55,4002,02,2,0
#TRAILER,000123,06/23/2017,000001,0000000.25

9.6.5 Business Rules

Refer to Section 8.2.5 for the Business Rules on how the Entry and Exit Information is populated based on the various trip types.

9.7 License Plate Status File

9.7.1 Plate Status Header Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#HEADER	7	Indicates this is a header record (#HEADER)
2	FILE TYPE	PLATES	6	Indicates this is a patron plate update file (PLATES)
3	UPDATE CODE	Alpha	4	Update code: INIT – means and initial load DIFF – means a differential update
4	SEQUENCE #	Integer	6	Sequence # generated by sending agency, has matching entry in the trailer record
5	SOURCE	Alpha	2	Two letter code of source entity
6	DESTINATION	Alpha	2	Two letter code of destination entity
7	CREATE DATE	Date	10	Transmission file create day
8	CREATE TIME	Time	8	Transmission file create time in 24 hr. clock
9	VERSION	Alpha	10	"REV A 1.1", right justified, space filled to the left.

9.7.2 Plate Status Detail Record Format

Field #	Field Name	Field Type	Length	Notes
1	ACCOUNT ID	Numeric	10	Unique Identifier for Account to which the plate is assigned, right justified, space filled to the left
2	LICENSE PLATE	Alphanumeric	10	License plate of patron (left justified, space filled to right). Format conforming to DMV Parking Manual
3	STATE	Alpha	2	License state of patron
4	ACTION CODE	Alpha	1	A – Plate Active at the time of this File for the effective date range specified. (INIT file will only have A Records) D – Delete License Plate. Was entered incorrectly or Account Balance has become Negative. This ACTION CODE can be found only in Differential Files.
5	EFFECTIVE START DATE	Date	10	Effective start date of this plate
6	EFFECTIVE END DATE	Date	10	Effective end date of this plate (blank if this plate is still valid)
7	PLATE TYPE	Alpha	1	N – Plate assigned to Universal Non-revenue account (universal to all entities) R – Plate assigned to Revenue Account
8	SUBTYPE	Alpha	1	N – No information C – Clean air vehicle X – TBD Y – TBD Z – TBD

9.7.3 Plate Status Trailer Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#TRAILER	8	Trailer record indicator (#TRAILER)
2	SEQUENCE #	Integer	6	Sequence # matching entry in header
3	BUSINESS DATE	Date	10	Business day
4	DETAIL COUNT	Integer	8	Total count of all detail records

9.7.4 Plate Status Sample File

```
#HEADER,PLATES,DIFF,000123,SR,TC,04/23/2017,02:02:19, REVA.1.1
11317432,1ABC234,CA,A,04/22/2017,R,N
11317334,1ABC236,CA,D,04/16/2000,04/22/2016,R,C
#TRAILER,000123,0/23/2017,00000002
```

9.7.5 Business Rules

The following business rules apply to the Plate Status file created by the Issuing Agency.

- Only License Plates belonging to Transponder based accounts are included in the Plate Status File. License Plates belonging to a Plate based account are not included in this file.
- License Plates belonging to designated Non-Revenue Accounts are not included in the Plate Status files (accounts belonging to maintenance vehicles, agency staff, etc. that grant the license plate discounts while using Issuing Agency's Toll Facilities).
- License Plates belonging to Universal Non-Revenue Accounts, may be included in the License Plate file. These records will be clearly indicated by the PLATE TYPE field that will be set to "N" for Non-Revenue.
- The Comprehensive File shall include only Plates with ACTION CODE = A. Only License Plates that are active against accounts in good standing (positive account balance). License Plates belonging to Accounts that are in negative balance are not included in the Comprehensive Plate File. The Acquiring Agency system will use the Comprehensive Plate File to replace the Plate database for the Issuing Agency.
- When a Differential File is created by the Issuing Agency:
 - ACTION CODE = A is used to send new License Plates to be added to the Plate Status file.
 - ACTION CODE = A is used to send License Plates that has an EFFECTIVE END DATE when the vehicle is no longer used by the account holder, but did have possession of the vehicle till the END DATE.
 - ACTION CODE = D is used to remove a License Plate record due to – a) Account Balance becoming Negative; b) License Plate is deleted at the Issuing Agency due to data entry error; c) any other reason the License Plate that was previously eligible for posting trips, becomes no longer eligible.
- When an account balance becomes negative, the Issuing Agency shall follow the

rules below to send these updates to the other agencies.

- If the next Plate Status file to be sent is Differential (DIFF), include the license plates with Status Code D to indicate that the license plates are no longer valid.
- If the next Plate Status file to be sent is Comprehensive (INIT), then do not include the License Plates for the account in the file.
- When the account balance for an account that was previously negative, changes to a positive balance, the account becomes available for posting again. While generating the Plate Status File, the Issuing Agency should ensure that the EFFECTIVE START DATE is same as the original start date for the License Plate, before the account became negative.
- To prevent sending old deactivated plates in the Comprehensive Plate Status File, Issuing Agencies should ensure that License Plates belong to accounts in good standing (positive balance) and License Plates are not included if the EFFECTIVE END DATE is more than 120-days older than the date the Plate Status File is generated.
- Issuing Agency shall cleanse/filter data to ensure that the Plate Status file does not contain any License Plates with special characters (non-alpha-numeric characters).

9.8 Reconciled Pay-By-Plate Charges File

9.8.1 Reconciled Pay-By-Plate Header Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#HEADER	7	Indicates this is a header record (#HEADER)
2	FILE TYPE	PLATERECON	10	Indicates this is a pay by plate reconciliation file (PLATERECON)
3	SEQUENCE #	Integer	6	Sequence # generated by sending agency, has matching entry in the trailer record
4	BUSINESS DATE	Date	10	Business day
5	SOURCE	Alpha	2	Two letter code of source entity
6	DESTINATION	Alpha	2	Two letter code of destination entity
7	CREATE DATE	Date	10	Transmission file create day
8	CREATE TIME	Time	8	Transmission file create time in 24 hr. clock
9	VERSION	Alpha	10	"REV A 1.1", right justified, space filled to the

9.8.2 Reconciled Pay-By-Plate Detail Record Format

Field #	Field Name	Field Type	Length	Notes
1	LICENSE PLATE	Alphanumeric	10	Same as PBP Plate Transaction File
2	TRAN #	Numeric	10	Same as PBP Plate Transaction File
3	STATE	Alpha	2	Same as PBP Plate Transaction File
4	TRAN AMT	Money	8	Same as PBP Plate Transaction File
5	ENTRY TRAN DATE	Date	10	Same as PBP Plate Transaction File
6	ENTRY TRAN TIME	Time	8	Same as PBP Plate Transaction File
7	ENTRY PLAZA	Alpha	4	Same as PBP Plate Transaction File
8	ENTRY LANE	Alpha	2	Same as PBP Plate Transaction File
9	EXIT TRAN DATE	Date	10	Same as PBP Plate Transaction File
10	EXIT TRAN TIME	Time	8	Same as PBP Plate Transaction File
11	EXIT PLAZA	Alpha	4	Same as PBP Plate Transaction File
12	EXIT LANE	Alpha	2	Same as PBP Plate Transaction File
13	AXLE COUNT	Integer	2	Same as PBP Plate Transaction File
14	POST AMT	Money	8	Amount Posted by the Issuing Agency
15	RECON CODE	Alpha	1	Reconcile code: A – Accepted O – Over 90 days old (Note 1 below) D – Duplicate F – Invalid WRTO/CTOC format I – Invalid (not found on plate file) Note: Only A indicates Paid. All other codes are reasons for rejection.

Note 1: As a general guideline, each agency should make a “good faith” effort to process pay-by-plate transactions when the account is in good standing.

9.8.3 Reconciled Pay-By-Plate Trailer Record Format

Field #	Field Name	Field Type	Length	Notes
1	RECORD TYPE	#TRAILER	8	Trailer record indicator (#TRAILER)
2	SEQUENCE #	Numeric	6	Sequence # matching entry in header
3	BUSINESS DATE	Date	10	Business day
4	DETAIL CNT	Numeric	6	Total count of all detail records
5	DETAIL AMOUNT	Money	10	Total amount of all detail records
6	ACCEPT CNT	Numeric	6	Total count of all accepted detail records
7	ACCEPT SUM	Money	10	Total amount of all accepted detail records

9.8.4 Reconciled Pay-By-Plate Sample File

#HEADER, PLATERECON, 000123, 06/24/2017, SR, TC, 06/24/2017, 02:02:19, REVA.1.1
1ABC234 , 0000403986, CA, 00000.25, 06/23/2017, 20:14:50, 2216, 02, 06/23/2017, 20:14:55, 4002, 02, 02, A
#TRAILER, 000123, 06/24/2017, 000001, 0000000.25

APPENDIX A: PLAZA/LANE DESCRIPTIONS

Plaza	Lane	Statement Description (22-character limit)
0002	01	Antioch-Lane 1
0002	02	Antioch-Lane 2
0002	03	Antioch-Lane 3
0003	01	Richmond-Lane 1
0003	02	Richmond-Lane 2
0003	03	Richmond-Lane 3
0003	04	Richmond-Lane 4
0003	05	Richmond-Lane 5
0003	06	Richmond-Lane 6
0003	07	Richmond-Lane 7
0004	01	Bay Bridge-Lane 1
0004	02	Bay Bridge-Lane 2
0004	03	Bay Bridge-Lane 3
0004	04	Bay Bridge-Lane 4
0004	05	Bay Bridge-Lane 5
0004	06	Bay Bridge-Lane 6
0004	07	Bay Bridge-Lane 7
0004	08	Bay Bridge-Lane 8
0004	09	Bay Bridge-Lane 9
0004	10	Bay Bridge-Lane 10
0004	11	Bay Bridge-Lane 11
0004	12	Bay Bridge-Lane 12
0004	13	Bay Bridge-Lane 13
0004	14	Bay Bridge-Lane 14
0004	15	Bay Bridge-Lane 15
0004	16	Bay Bridge-Lane 16
0004	17	Bay Bridge-Lane 17
0004	18	Bay Bridge-Lane 18
0004	19	Bay Bridge-Lane 19
0004	20	Bay Bridge-Lane 20
0004	21	Bay Bridge-Lane 21
0004	22	Bay Bridge-Lane 22
0005	01	San Mateo-Lane 1
0005	02	San Mateo-Lane 2
0005	03	San Mateo-Lane 3
0005	04	San Mateo-Lane 4
0005	05	San Mateo-Lane 5
0005	06	San Mateo-Lane 6
0005	07	San Mateo-Lane 7
0005	08	San Mateo-Lane 8
0005	09	San Mateo-Lane 9
0005	10	San Mateo-Lane 10
0006	01	Dumbarton-Lane 1
0006	02	Dumbarton-Lane 2
0006	03	Dumbarton-Lane 3
0006	04	Dumbarton-Lane 4
0006	05	Dumbarton-Lane 5
0006	06	Dumbarton-Lane 6
0006	07	Dumbarton-Lane 7
0007	01	Carquinez-Lane 1
0007	02	Carquinez-Lane 2
0007	03	Carquinez-Lane 3
0007	04	Carquinez-Lane 4

Plaza	Lane	Statement Description (22-character limit)
0007	05	Carquinez-Lane 5
0007	06	Carquinez-Lane 6
0007	07	Carquinez-Lane 7
0007	08	Carquinez-Lane 8
0007	09	Carquinez-Lane 9
0007	10	Carquinez-Lane 10
0007	11	Carquinez-Lane 11
0007	12	Carquinez-Lane 12
0008	01	Benicia-Lane 1
0008	02	Benicia-Lane 2
0008	03	Benicia-Lane 3
0008	04	Benicia-Lane 4
0008	05	Benicia-Lane 5
0008	06	Benicia-Lane 6
0008	07	Benicia-Lane 7
0008	08	Benicia-Lane 8
0008	09	Benicia-Lane 9
0008	10	Benicia-Lane 10
0008	11	Benicia-Lane 11
0008	12	Benicia-Lane 12
0008	13	Benicia-Lane 13
0008	14	Benicia-Lane 14
0008	15	Benicia-Lane 15
0008	16	Benicia-Lane 16
0008	17	Benicia-Lane 17
0015	01	I-15 Legacy Toll Zone
0201	01	SFO Long Term Garage
0204	01	SFO Long Term Lot
0821	01	SFO INTL G LV 1
0825	01	SFO INTL LV 3
0828	01	SFO INTL A LV 1
0831	01	SFO INTL A LV 3
0843	01	SFO Domestic LV 1
0844	01	SFO Domestic LV 2
0847	01	SFO Domestic LV 3
0850	01	SFO Domestic LV 46
0854	01	SFO Domestic LV 5
1131	01	La Paz On-Lane 1
1131	02	La Paz On-Lane 2
1133	02	La Paz Off-Lane 2
1141	01	Aliso Creek Off-Lane 1
1141	02	Aliso Creek Off-lane 2
1143	02	Aliso Creek On-Lane 2
1162	02	El Toro Off-Lane 2
1162	03	El Toro Off-Lane 3
1163	02	El Toro On-Lane 2
1163	03	El Toro On-Lane 3
1190	10	Catalina View South-Lane 10
1190	11	Catalina View South-Lane 11
1190	12	Catalina View South-Lane 12
1190	13	Catalina View South-Lane 13
1191	10	Catalina View North-Lane 10
1191	11	Catalina View North-Lane 11
1191	12	Catalina View North-Lane 12
1191	13	Catalina View North-Lane 13
1215	02	Newport Coast Off-Lane 2

Plaza	Lane	Statement Description (22-character limit)
1217	01	Newport Coast On-Lane 1
1217	02	Newport Coast On-Lane 2
1226	02	Ford Road Off-Lane 2
1227	02	Bonita Canyon On-Lane 2
2144	01	Oso Parkway On-Lane 1
2144	02	Oso Parkway On-Lane 2
2144	11	Oso Bridge Mainline NB Lane 11
2144	12	Oso Bridge Mainline NB Lane 12
2145	01	Oso Parkway Off-Lane 1
2145	11	Oso Bridge Mainline SB Lane 11
2145	12	Oso Bridge Mainline SB Lane 12
2145	02	Oso Parkway Off-Lane 2
2177	01	Antonio Parkway Off-Lane 1
2177	02	Antonio Parkway Off-Lane 2
2178	01	Antonio Parkway On-Lane 1
2178	02	Antonio Parkway On-Lane 2
2199	02	Los Alisos Blvd Off-Lane 2
2200	02	Los Alisos Blvd On-Lane 2
2216	02	Portola Parkway South Off - Lane 2
2217	01	Portola Parkway South On - Lane 1
2217	02	Portola Parkway South On - Lane 2
2234	02	Alton Parkway Off - Lane 2
2235	01	Alton Parkway On - Lane 1
2235	02	Alton Parkway On - Lane 2
2248	02	Portola Parkway North Off - Lane 2
2249	02	Portola Parkway North On - Lane 2
2257	11	Tomato Springs - North Lane 11
2257	12	Tomato Springs - North Lane 12
2257	13	Tomato Springs - North Lane 13
2260	11	Tomato Springs - South Lane 11
2260	12	Tomato Springs - South Lane 12
2260	13	Tomato Springs - South Lane 13
3042	02	Irvine Blvd. - East Off Lane 2
3043	01	Irvine Blvd. - East On Lane 1
3043	02	Irvine Blvd. - East On Lane 2
3057	11	Orange Grove South Lane 11
3057	12	Orange Grove South Lane 12
3058	11	Orange Grove North Lane 11
3058	12	Orange Grove North Lane 12
3145	10	Windy Ridge South Lane 10
3145	11	Windy Ridge South Lane 11
3145	12	Windy Ridge South Lane 12
3145	13	Windy Ridge South Lane 13
3150	10	Windy Ridge North Lane 10
3150	11	Windy Ridge North Lane 11
3150	12	Windy Ridge North Lane 12
3150	13	Windy Ridge North Lane 13
3482	01	Irvine Blvd. - West SB On Lane 1
3482	02	Irvine Blvd. - West SB On Lane 2
3486	02	Irvine Blvd. - West NB Off Lane 2
3490	01	Irvine Blvd. - West NB On - Lane 1
3490	11	Irvine Ranch North Lane 11
3490	12	Irvine Ranch North- Lane 12
3491	01	Portola Parkway West SB On - Lane 1
3491	11	Irvine Ranch South- Lane 11
3491	12	Irvine Ranch South- Lane 12

Plaza	Lane	Statement Description (22-character limit)
3497	02	Portola Parkway West NB On - Lane 2
3498	02	Portola Parkway West Off - Lane 2
4001	01	91E 55-Co. Line L#1
4001	02	91E 55-Co. Line L#2
4001	03	91E 55-Co. Line L#3
4002	01	91W Co. Line-55 L#1
4002	02	91W Co. Line-55 L#2
4002	03	91W Co. Line-55 L#
4010	01	GG Bridge - Lane 1
4010	02	GG Bridge - Lane 2
4010	03	GG Bridge - Lane 3
4010	04	GG Bridge - Lane 4
4010	05	GG Bridge - Lane 5
4010	06	GG Bridge - Lane 6
4010	07	GG Bridge - Lane 7
4010	08	GG Bridge - Lane 8
4010	09	GG Bridge - Lane 9
4010	10	GG Bridge - Lane 10
4010	11	GG Bridge - Lane 11
4010	12	GG Bridge - Lane 12
4020	1	91E Co. Line-McKinley L#1
4020	2	91E Co. Line-McKinley L#2
4020	3	91E Co. Line-McKinley L#3
4021	1	91W McKinley-Co. Line L#1
4021	2	91W McKinley-Co. Line L#2
4021	3	91W McKinley-Co. Line L#3
4022		15S
4023		15N
4024	1	91E Co. Line-15S L#1
4024	2	91E Co. Line-15S L#2
4024	3	91E Co. Line-15S L#3
4025	1	91W 15N - Co. Line L#1
4025	2	91W 15N - Co. Line L#2
4025	3	91W 15N - Co. Line L#3
4100	1	15S SR60/Sixth
4100	2	15S SR60/Sixth
4101	1	15S Limonite/Second
4101	2	15S Limonite/Second
4102	1	15S Sixth/Ontario
4102	2	15S Sixth/Ontario
4103	1	15S Magnolia/Cajalco
4103	2	15S Magnolia/Cajalco
4150	1	15N Cajalco/Magnolia
4150	2	15N Cajalco/Magnolia
4151	1	15N Ontrario/Sixth
4151	2	15N Ontrario/Sixth
4152	1	15N Second/Limonite
4152	2	15N Second/Limonite
4153	1	15N Sixth/SR60
4153	2	15N Sixth/SR60
5010	01	I-680 South Andrade
5011	01	I-680 South Washington
5012	01	I-680 South Mission
5013	01	I-680 South Calaveras
5110	01	SR 237/I-880 Connector WB
5111	01	SR 237 First WB

Plaza	Lane	Statement Description (22-character limit)
5118	01	SR 237 First EB
5119	01	SR 237/I-880 Connector EB
5020	01	I-680 SB SR238
5021	01	I-680 SB SR262
5022	01	I-680 SB SR237
5030	21	I-680 NB SR238
5031	21	I-680 NB SR84
5050	21	580 N First Zone WB
5051	21	580 Livermore Zone WB
5052	21	580 Isabel Zone WB
5053	21	580 Airway Zone WB
5054	21	580 Fallon Zone WB
5055	21	580 Santa Rita Zone WB
5056	21	580 Hacienda Zone WB
5057	21	580 San Ramon Zone WB
5070	01	580 Airway Zone 1 EB
5070	02	580 Airway Zone 1 EB
5071	01	580 Airway Zone 2 EB
5071	02	580 Airway Zone 2 EB
5072	01	580 Isabel Zone EB
5072	02	580 Isabel Zone EB
5073	01	580 Livermore Zone EB
5073	02	580 Livermore Zone EB
5074	01	580 N First Zone EB
5074	02	580 N First Zone EB
5075	01	580 Vasco Zone EB
5075	02	580 Vasco Zone EB
5076	01	580 Greenville Zone EB
5076	02	580 Greenville Zone EB
5210	01	680 Crow Canyon Zone SB
5111	01	SR 237 Zanker WB
5112	01	SR 237 N. First WB
5113	01	SR 237 Great America WB
5114	01	SR 237 Mathilda EB
5115	01	SR 237 Lawrence EB
5116	01	SR 237 Great America EB
5117	01	SR 237 N. First EB
5211	01	680 Alcosta Zone SB
5212	01	680 Crow Canyon Zone NB
5213	01	680 Livorna Zone NB
5310	01	I-880 Davis SB
5311	01	I-880 Hesperian SB
5312	01	I-880 SR92 SB
5313	01	I-880 Industrial SB
5314	01	I-880 Alvarado SB
5315	01	I-880 Mowry SB
5316	01	I-880 Mission SB
5317	01	I-880 Mission NB
5318	01	I-880 Auto Mall NB
5319	01	I-880 Thornton NB
5320	01	I-880 Alvarado NB
5321	01	I-880 SR92 NB
6000	01	110NB HGTC To Rosecrans
6001	01	110NB HGTC To I-105
6002	01	110NB HGTC To Slauson
6003	01	110NB HGTC To 39th

Plaza	Lane	Statement Description (22-character limit)
6004	01	110NB HGTC To Adams
6005	01	110NB Rosecrans To I-105
6006	01	110NB Rosecrans To Slauson
6007	01	110NB Rosecrans To 39th
6008	01	110NB Rosecrans To Adams
6009	01	110NB I-105 To Slauson
6010	01	110NB I-105 To 39th
6011	01	110NB I-105 to Adams
6012	01	110NB 39th to Adams
6013	01	110NB Slauson to 39th
6014	01	110NB Slauson to Adams
6100	01	110SB Adams to Jefferson
6101	01	110SB Adams to Manchester
6102	01	110SB Adams to Century
6103	01	110SB Adams to I-105
6104	01	110SB Adams to El Segundo
6105	01	110SB Adams to HGTC
6106	01	110SB Jefferson to Manchester
6107	01	110SB Jefferson to Century
6108	01	110SB Jefferson to I-105
6109	01	110SB Jefferson to El Segundo
6110	01	110SB Jefferson to HGTC
6111	01	110SB 39th to Manchester
6112	01	110SB 39th to Century
6113	01	110SB 39th to I-105
6114	01	110SB 39th to El Segundo
6115	01	110SB 39th to HGTC
6116	01	110SB Manchester to Century
6117	01	110SB Manchester to I-105
6118	01	110SB Manchester to El Segundo
6119	01	110SB Manchester to HGTC
6120	01	110SB Century to I-105
6121	01	110SB Century to El Segundo
6122	01	110SB Century to HGTC
6123	01	110SB I-105 to El Segundo
6124	01	110SB I-105 to HGTC
6125	01	110SB El Segundo to HGTC
6200	01	10EB Alameda to I-710
6201	01	10EB Alameda to Atlantic
6202	01	10EB Alameda to Del Mar
6203	01	10EB Alameda to Baldwin
6204	01	10EB Alameda to I-605
6205	01	10EB I-710 to Atlantic
6206	01	10EB I-710 to Del Mar
6207	01	10EB I-710 to Baldwin
6208	01	10EB I-710 to I-605
6209	01	10EB Atlantic to Del Mar
6210	01	10EB Atlantic to Baldwin
6211	01	10EB Atlantic to I-605
6212	01	10EB Del Mar to Baldwin
6213	01	10EB Del Mar to I-605
6214	01	10EB Baldwin to I-605
6301	01	10WB I-605 to Fremont
6302	01	10WB I-605 to I-710
6303	01	10WB I-605 to Alameda
6304	01	10WB Del Mar to Atlantic

Plaza	Lane	Statement Description (22-character limit)
6305	01	10WB Del Mar to I-710
6306	01	10WB Del Mar to Alameda
6307	01	10WB Fremont to I-710
6308	01	10WB Fremont to US-101
6309	01	10WB Fremont to Alameda
6310	01	10WB Del Mar to US-101
6311	01	10WB I-605 to US-101
8016	01	I-15/SR 163 Interchange
8017	01	I-15 Access
8018	01	Ammo Rd NB Entry
8019	01	Miramar Way NB
8019	02	Miramar Way NB
8019	03	Miramar Way NB
8019	98	Miramar Way NB
8020	01	Miramar Rd NB Entry
8021	01	Mira Mesa Bl NB Entry
8022	01	Mira Mesa Bl NB
8022	02	Mira Mesa Bl NB
8022	03	Mira Mesa Bl NB
8022	98	Mira Mesa Bl NB
8023	01	Poway Rd NB
8023	02	Poway Rd NB
8023	03	Poway Rd NB
8023	98	Poway Rd NB
8024	01	SR 56 NB Exit
8024	02	SR 56 NB Exit
8024	98	SR 56 NB Exit
8025	01	Sabre Springs Transit
8025	02	Sabre Springs Transit
8026	01	SR 56 NB Entry
8027	01	Carmel Mountain Rd NB
8027	02	Carmel Mountain Rd NB
8027	03	Carmel Mountain Rd NB
8027	98	Carmel Mountain Rd NB
8028	01	Camino del Norte NB
8029	01	Bernardo Center Dr NB
8029	02	Bernardo Center Dr NB
8029	03	Bernardo Center Dr NB
8029	04	Bernardo Center Dr NB
8029	98	Bernardo Center Dr NB
8030	01	Duenda Rd NB Entry
8031	01	Via Rancho Pkwy NB
8031	02	Via Rancho Pkwy NB
8031	03	Via Rancho Pkwy NB
8031	98	Via Rancho Pkwy NB
8032	01	Del Lago NB Exit
8033	01	Del Lago NB Entry
8034	01	Centre City NB Entry
8035	01	Centre City Pkwy NB
8035	02	Centre City Pkwy NB
8035	98	Centre City Pkwy NB
8036	01	Felicita Rd NB
8036	02	Felicita Rd NB
8036	98	Felicita Rd NB
8037	01	Hale Ave NB Exit
8039	01	SR 78/I-15 Interchange

Plaza	Lane	Statement Description (22-character limit)
8040	01	Hale Ave SB Entry
8041	01	Felicita Rd SB
8041	02	Felicita Rd SB
8041	99	Felicita Rd SB
8042	01	9th Ave SB Entry
8044	01	Del Lago SB Exit
8045	01	Del Lago SB Entry
8046	01	Via Rancho Pkwy SB
8046	02	Via Rancho Pkwy SB
8046	03	Via Rancho Pkwy SB
8046	99	Via Rancho Pkwy SB
8047	01	Duenda Rd SB Entry
8048	01	Rancho Bernardo Transit
8048	02	Rancho Bernardo Transit
8048	03	Rancho Bernardo Transit
8048	04	Rancho Bernardo Transit
8048	05	Rancho Bernardo Transit
8049	01	Bernardo Center Dr SB
8049	02	Bernardo Center Dr SB
8049	03	Bernardo Center Dr SB
8049	99	Bernardo Center Dr SB
8050	01	Camino del Norte SB
8051	01	Carmel Mountain Rd SB
8051	02	Carmel Mountain Rd SB
8051	03	Carmel Mountain Rd SB
8051	99	Carmel Mountain Rd SB
8052	01	SR 56 SB Entry
8052	02	SR 56 SB Entry
8052	03	SR 56 SB Entry
8053	01	Poway Rd SB
8053	02	Poway Rd SB
8053	03	Poway Rd SB
8053	04	Poway Rd SB
8053	99	Poway Rd SB
8054	01	Poway Rd SB Entry
8055	01	Mercy Rd SB
8055	02	Mercy Rd SB
8055	03	Mercy Rd SB
8055	99	Mercy Rd SB
8056	01	Mercy Rd – 1 SB Entry
8057	01	Mercy Rd – 2 SB Entry
8058	01	Mira Mesa Transit
8058	02	Mira Mesa Transit
8059	01	Miramar Rd SB
8059	02	Miramar Rd SB
8059	03	Miramar Rd SB
8059	99	Miramar Rd SB
8060	01	Miramar Rd SB Entry
8061	01	Miramar Way SB
8061	02	Miramar Way SB
8061	03	Miramar Way SB
8061	99	Miramar Way SB
9001	01	SR-54 NB Exit
9001	02	SR-54 NB Exit
9001	98	SR-54 NB Exit
9002	01	San Miguel Rch NB On

Plaza	Lane	Statement Description (22-character limit)
9002	02	San Miguel Rch NB On
9003	01	East H NB On
9003	02	East H NB On
9003	03	East H NB On
9003	04	East H NB On
9003	05	East H NB Off
9003	98	East H NB Off
9004	01	Otay Lks Rd NB On
9004	02	Otay Lks Rd NB On
9004	03	Otay Lks Rd NB On
9004	04	Otay Lks Rd NB On
9004	05	Otay Lks Rd NB Off
9004	98	Otay Lks Rd NB Off
9005	01	Olymp Pkwy NB On
9005	02	Olymp Pkwy NB On
9005	03	Olymp Pkwy NB On
9005	04	Olymp Pkwy NB On
9005	05	Olymp Pkwy NB Off
9005	98	Olymp Pkwy NB Off
9006	01	Birch Rd NB On
9006	02	Birch Rd NB On
9006	03	Birch Rd NB On
9006	04	Birch Rd NB On
9006	05	Birch Rd NB Off
9006	98	Birch Rd NB Off
9010	01	Otay Toll Plz NB Entry
9010	02	Otay Toll Plz NB Entry
9010	03	Otay Toll Plz NB Entry
9010	04	Otay Toll Plz NB Entry
9010	05	Otay Toll Plz NB Entry
9011	01	SR-54 SB Entry
9011	02	SR-54 SB Entry
9011	99	SR-54 SB Entry
9012	01	San Miguel Rch SB Off
9012	02	San Miguel Rch SB Off
9013	01	East H SB Off
9013	02	East H SB Off
9013	03	East H SB On
9013	04	East H SB On
9013	99	East H SB On
9014	01	Otay Lks Rd SB Off
9014	02	Otay Lks Rd SB Off
9014	03	Otay Lks Rd SB On
9014	04	Otay Lks Rd SB On
9014	99	Otay Lks Rd SB On
9015	01	Olymp Pkwy SB Off
9015	02	Olymp Pkwy SB Off
9015	03	Olymp Pkwy SB On
9015	04	Olymp Pkwy SB On
9015	99	Olymp Pkwy SB On
9016	01	Birch Rd SB Off
9016	02	Birch Rd SB Off
9016	03	Birch Rd SB On
9016	04	Birch Rd SB On
9016	99	Birch Rd SB On
9020	01	Otay Toll Plz SB Exit

Plaza	Lane	Statement Description (22-character limit)
9020	02	Otay Toll Plz SB Exit
9020	03	Otay Toll Plz SB Exit
9020	04	Otay Toll Plz SB Exit
9020	05	Otay Toll Plz SB Exit

Note: 4001-4009, 4400-4409 Reserved for OCTA
4020-4399 Reserved for RCTC
5000-5999 Reserved for Bay Area Express Lane Network
6000-6999 Reserved for LA Metro

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APPENDIX B: TITLE 21 DEFINITION

Narrative

In 1990 the California State legislature directed the California Department of Transportation (Caltrans) to develop specifications for an Automatic Vehicle Identification (AVI) system such that a vehicle owner would not have to install more than one device to use toll facilities statewide.

Caltrans developed open compatibility specifications for a two-way communications protocol for AVI including an initial set of Transaction Record Type codes which were mandated for statewide Electronic Toll Collection (ETC) use. This standard was Chaptered into the California Code of Regulations in 1992 as Title 21, Chapter 16, Articles 1 through 4, and is commonly referred to as "Title 21".

The Title 21 standard envisioned more complex Transaction Record Type codes being developed for both ETC and other new applications. To maintain the growth of Title 21 it was specified that Caltrans shall function as the standards monitoring authority to authorize the use of new record types and to assign record type numbers to newly authorized records.

After Title 21 was Chaptered the 32-bit Transponder ID field within the specification was further defined, primarily to identify the facility and patron that was conducting the electronic transaction. Numerous additional Transaction Record Type Codes were also approved involving lane specific, data transfer and manufacturer specific information.

Both of these Caltrans documents are considered "living" because as the system expands and evolves changes to them will be required.

Contact Caltrans' Traffic Operations office in Sacramento for the latest version of either of these documents, or to request new Transaction Record Type codes.

APPENDIX C: SUB TYPE DEFINITIONS FOR TAG RECORD FILE

C.1 Subtype - A

Field Character	Description	Used By
N	Subtype Not Used	All Agencies

C.2 Subtype - B

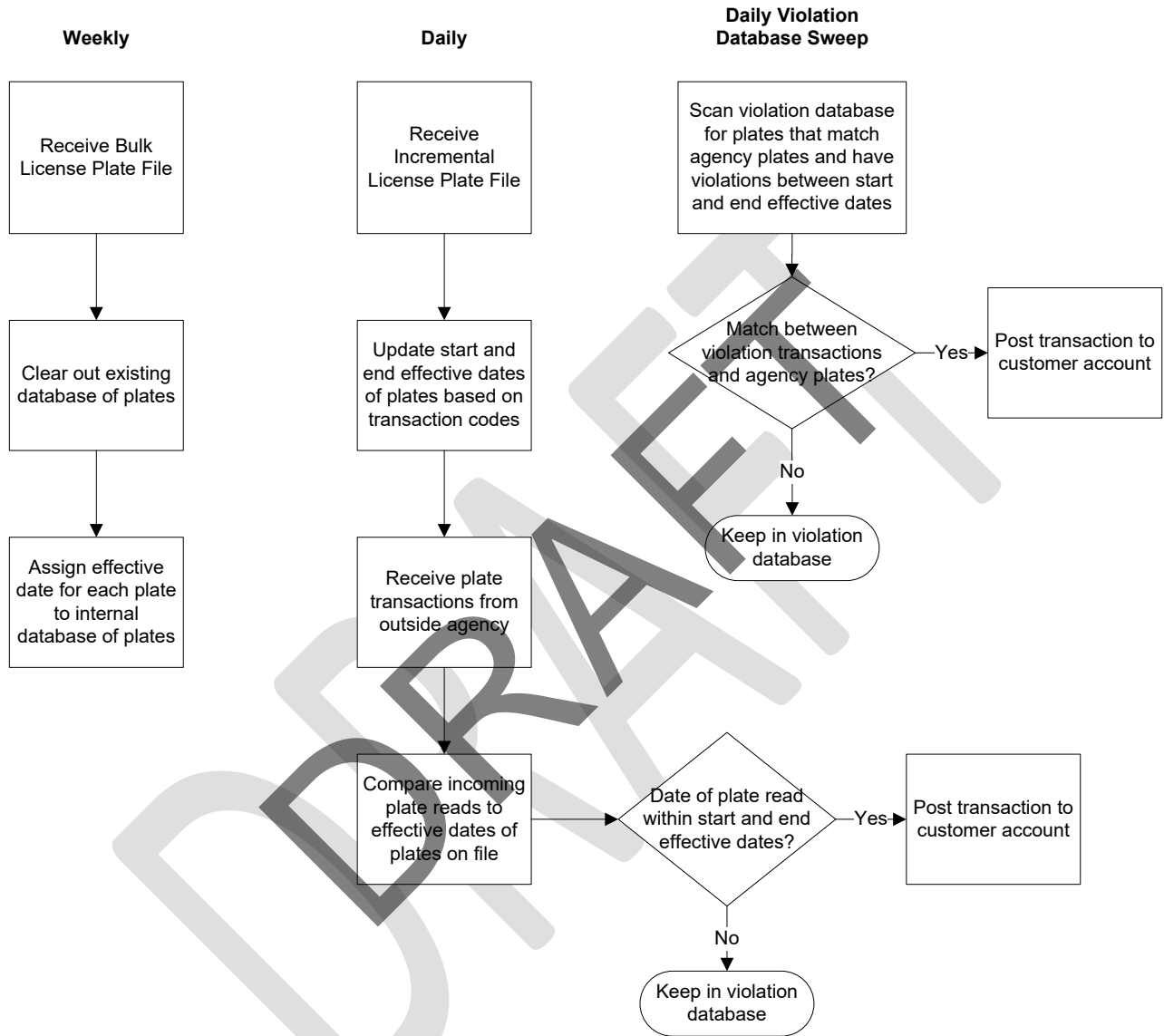
Field Character	Description	Used By
N	Subtype Not Used	All Agencies

C.3 Subtype - C

Field Character	Description	Used By
N	Subtype Not Used	All Agencies

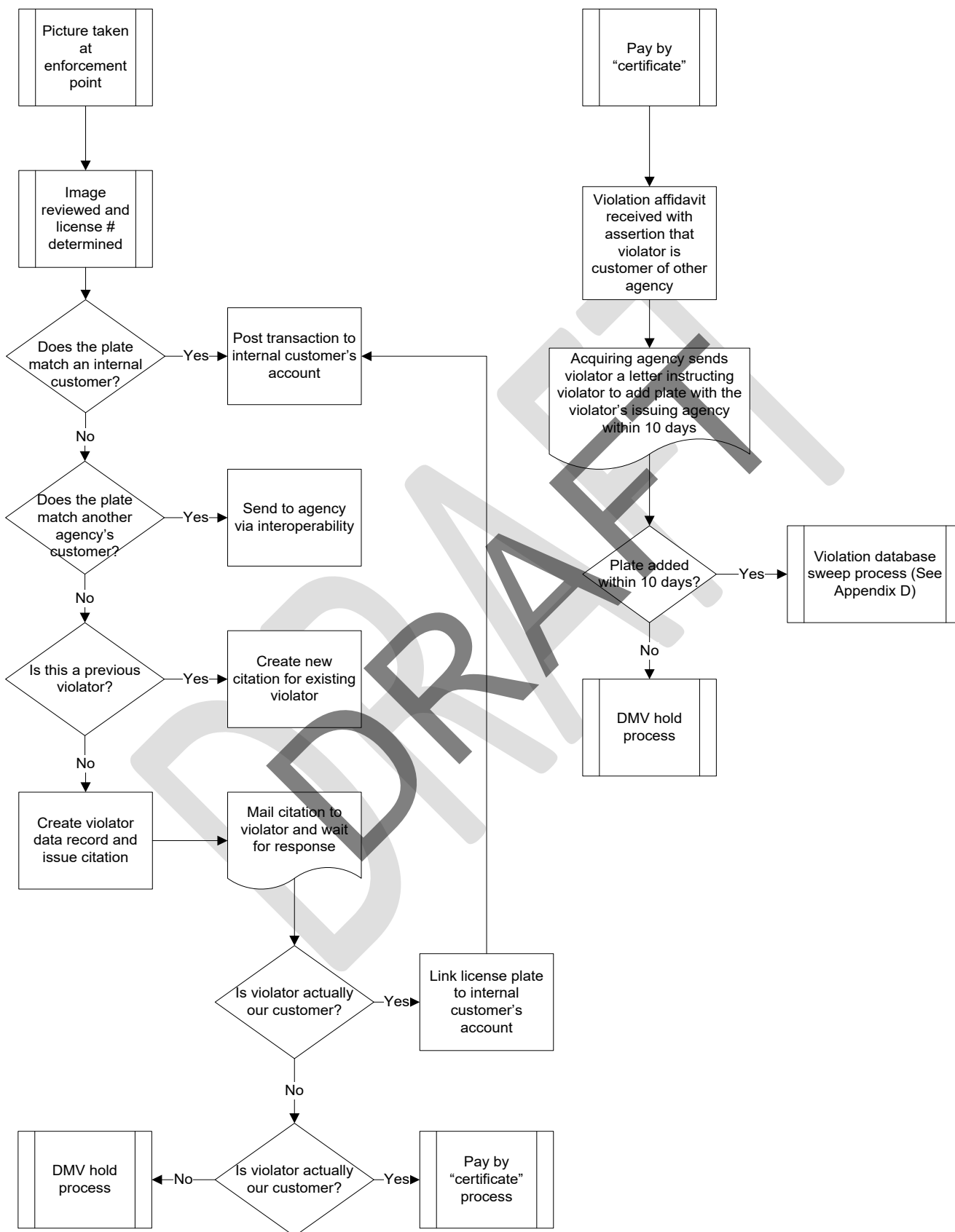
APPENDIX D: LICENSE PLATE DATE LOGIC

License Plate Date Logic



APPENDIX E: VIOLATION ENFORCEMENT VIA PLATE READS

Violation Enforcement via Plate Reads



APPENDIX F: CALIFORNIA 6C ELECTRONIC TOLL COLLECTION STANDARD



California-6C-Protocol-Application-Standard.pdf

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Attachment B: I-405 Annual Transaction Forecast

The forecasted transaction volumes provided are estimates based on the best available information and are not guaranteed to be accurate. The Offeror's pricing is a mix of fixed and variable costs designed to adjust to the actual traffic, violations, and customer service center volumes.

I-405

Annual Transaction Forecast – I-405

2023-2032

Year	Total Tx	Tolled Tx	Declared HOV Tx	Declared HOV %	Transponder Not Read Tx	Transponder Not Read %
2023	71,010,000	27,744,000	43,266,000	60.9%	25,564,000	36.0%
2024	83,744,000	34,141,000	49,603,000	59.2%	27,636,000	33.0%
2025	108,839,000	47,903,000	60,936,000	56.0%	32,652,000	30.0%
2026	122,246,000	55,538,000	66,708,000	54.6%	36,674,000	30.0%
2027	101,930,000	71,124,000	30,806,000	30.2%	30,579,000	30.0%
2028	106,162,000	73,493,000	32,669,000	30.8%	31,849,000	30.0%
2029	110,513,000	75,889,000	34,624,000	31.3%	33,154,000	30.0%
2030	112,181,000	76,404,000	35,777,000	31.9%	33,654,000	30.0%
2031	113,889,000	76,920,000	36,969,000	32.5%	34,167,000	30.0%
2032	115,640,000	77,440,000	38,200,000	33.0%	34,692,000	30.0%

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Attachment C: Sample Reports

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Sample Monthly Status Report

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Sample 91 EL Monthly Status Report

Note: Some data has been redacted

Attached is the 91 Express Lanes Monthly Status Report for November 2018; OCTA and RCTC Fiscal Year 2018-19

The following information is provided in this report:

1. EXECUTIVE SUMMARY

- 1.1a OCTA
- 1.1b RCTC

2. OPERATIONS

2.1 OCTA Traffic and Revenue

- 2.1a Current Month-to-Date as of November 30, 2018
- 2.1b Fiscal Year 2018-19 To-Date as of November 30, 2018
- 2.1c Weekday Peak-hour Volume for November 2018
- 2.1d Violation Collection

2.2 RCTC Traffic and Revenue

- 2.2a Current Month-to-Date as of November 30, 2018
- 2.2b Fiscal Year 2018-19 To-Date as of November 30, 2018
- 2.2c Eastbound Peak-hour Volume for November 2018
- 2.2d Westbound Peak-hour Volume for November 2018
- 2.2e Violation Collection

2.3 Multi Agency Trip and Revenue Statistics

2.4 Customer Service and Violation Processing

- 2.4a Performance Measures
- 2.4b Incoming Call Activity
- 2.4c Transponder Distribution
- 2.4d Transponder Inventory
- 2.4e Incoming Email Activity
- 2.4f Congestion-related Complaints

2.5 Operations Highlights

- 2.5a On-road Operations
- 2.5b Caltrans Projects in 91 Corridor
- 2.5c IT
- 2.5d ETTM
- 2.5e Finance and Administration

3. PROJECTS UPDATE

- 3.1 Telephone System
- 3.2 Camera System

4. STAFFING

5. ATTACHMENTS

- OCTA
- RCTC
- Combined Agencies

91 EXPRESS LANES MONTHLY STATUS REPORT

November 2018

OCTA/RCTC FISCAL YEAR 2018-19

1. EXECUTIVE SUMMARY

1.1a OCTA

The 2018-19 fiscal year-to-date traffic volume is 6.5% higher than the same period last year. The 2018-19 fiscal year-to-date potential revenue is 6.5% higher than the same period last year.

During November 2018, peak-hour eastbound traffic volumes met or exceeded 90% of defined capacity 19 times, with Friday, November 30th during the 2:00 p.m. hour having the highest volume at 103% as reflected in Chart 2.1c. As demonstrated in the same chart, westbound peak-hour traffic volumes top out at 78% of defined capacity. Average revenue per-trip for the month of November 2018 is \$3.01.

1.1b RCTC

The 2018-19 fiscal year-to-date traffic volume is 6.0% higher than the same period last year. The 2018-19 fiscal year-to-date potential revenue is 25.4% higher than the same period last year.

During November 2018, peak-hour eastbound traffic volumes exceeded the current level of service 75 times and are potentially available for a toll increase as seen in Chart 2.2c. As demonstrated in Chart 2.2d, westbound peak-hour traffic volumes met or exceeded the level of service 69 times and are potentially available for a toll increase. Average revenue per-trip for the month of November 2018 is \$3.62.

2. OPERATIONS

2.1 OCTA – Traffic and Revenue

Total traffic volume on the 91 Express Lanes for November 2018 was 1,415,344; this represents a 30-day average of 47,178 vehicles per day and a 6.0% decrease from the previous month's total traffic volume of 1,505,256. Potential toll revenue for November was \$4,255,226. This represents a 30-day average of \$141,841 and a 6.6% decrease from the previous month's potential revenue of \$4,557,905. Carpool percentage for November was 26.6%, which is up from the previous month's rate of 24.6%.

Month-to-date and year-to-date traffic and revenue data are summarized in the tables below.

The following trip and revenue statistics tables represent all trips taken on the 91 Express Lanes and associated potential revenue.

91 Express Lanes November 2018 Status Report
Issued December 14, 2018

2.1a OCTA Current Month-to-Date as of November 30, 2018

(FY 2018-19 data is for the corresponding month in that fiscal year.)

Trips	Nov-18 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Nov-17 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,038,190	1,062,440	(24,250)	(2.3%)	1,003,409	3.5%
3+ Lanes	377,154	320,996	56,158	17.5%	338,015	11.6%
Total Gross Trips	1,415,344	1,383,436	31,908	2.3%	1,341,424	5.5%
Revenue						
Full Toll Lanes	\$4,186,694	\$4,254,542	(\$67,848)	(1.6%)	\$3,962,952	5.6%
3+ Lanes	\$68,532	\$81,164	(\$3,742)	(4.6%)	\$66,471	16.5%
Total Gross Revenue	\$4,255,226	\$4,335,707	(\$71,590)	(1.7%)	\$4,029,424	5.8%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.03	\$4.00	\$0.03	0.7%	\$3.95	2.1%
Average 3+ Lanes	\$0.21	\$0.25	(\$0.05)	(18.8%)	\$0.20	4.4%
Average Gross Revenue	\$3.01	\$3.13	(\$0.12)	(3.9%)	\$3.00	0.3%

Refer to Attachment A1 for Traffic and Potential Revenue 13-month history.

2.1b OCTA Fiscal Year 2018-19 to-Date as of November 30, 2018

(FY 2018-19 data is for the period July 1, 2018 through November 30, 2018; FY 2017-18 data is for the corresponding period in that fiscal year.)

Trips	FY 2018-19 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2017-18 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	5,453,910	5,531,356	(77,446)	(1.4%)	5,218,436	4.5%
3+ Lanes	1,934,417	1,677,904	256,513	15.3%	1,717,624	12.6%
Total Gross Trips	7,388,327	7,209,260	179,067	2.5%	6,936,060	6.5%
Revenue						
Full Toll Lanes	\$21,611,559	\$22,008,223	(\$87,630)	(0.4%)	\$20,297,571	6.5%
3+ Lanes	\$374,259	\$419,779	(\$9,724)	(2.3%)	\$355,554	5.3%
Total Gross Revenue	\$21,985,819	\$22,428,001	(\$97,354)	(0.4%)	\$20,653,125	6.5%
Average Revenue per Trip						
Average Full Toll Lanes	\$3.96	\$3.98	(\$0.02)	(0.4%)	\$3.89	1.9%
Average 3+ Lanes	\$0.19	\$0.25	(\$0.06)	(22.7%)	\$0.21	(6.5%)
Average Gross Revenue	\$2.98	\$3.11	(\$0.14)	(4.3%)	\$2.98	(0.1%)

91 Express Lanes November 2018 Status Report
Issued December 14, 2018

2.1c OCTA Weekday Peak Volume for the Month of November 2018

EASTBOUND PEAK-HOUR VOLUMES

PM Time	Monday 10/29/18				Tuesday 10/30/18				Wednesday 10/31/18				Thursday 11/01/18				Friday 11/02/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500													\$5.20	438	3,307	97%	\$5.35	533	3,395	100%
1500 - 1600													\$6.00	693	3,455	102%	\$9.65	733	2,841	84%
1600 - 1700													\$9.30	477	2,610	77%	\$9.45	493	2,735	80%
1700 - 1800													\$9.20	537	2,833	83%	\$6.90	547	2,896	85%
1800 - 1900													\$4.75	693	2,848	84%	\$6.40	755	2,946	87%
1900 - 2000													\$5.50	622	2,293	67%	\$5.95	692	2,388	70%

PM Time	Monday 11/05/18				Tuesday 11/06/18				Wednesday 11/07/18				Thursday 11/08/18				Friday 11/09/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.05	421	2,650	78%	\$5.05	432	3,030	89%	\$5.05	451	2,971	87%	\$5.20	464	3,234	95%	\$5.35	501	3,309	97%
1500 - 1600	\$5.40	664	3,077	91%	\$5.65	651	2,855	84%	\$6.25	639	3,276	96%	\$6.00	624	2,953	87%	\$9.65	675	2,606	77%
1600 - 1700	\$5.25	486	2,946	87%	\$5.50	445	2,939	86%	\$6.75	491	2,831	83%	\$9.30	462	2,473	73%	\$9.45	499	2,757	81%
1700 - 1800	\$5.20	621	3,165	93%	\$5.40	543	2,879	85%	\$6.90	504	2,519	74%	\$9.20	579	2,824	83%	\$6.90	619	2,856	84%
1800 - 1900	\$5.40	714	2,832	83%	\$3.85	735	3,102	91%	\$3.85	588	2,532	74%	\$4.75	702	2,787	82%	\$6.40	774	2,826	83%
1900 - 2000	\$3.75	517	2,041	60%	\$3.75	629	2,495	73%	\$3.75	407	1,590	47%	\$5.50	719	2,729	80%	\$5.95	656	2,246	66%

PM Time	Monday 11/12/18				Tuesday 11/13/18				Wednesday 11/14/18				Thursday 11/15/18				Friday 11/16/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.05	480	2,135	63%	\$5.05	432	2,814	83%	\$5.05	438	2,861	84%	\$5.20	454	3,224	95%	\$5.35	519	3,403	100%
1500 - 1600	\$5.40	669	2,789	82%	\$5.65	647	2,803	82%	\$6.25	616	3,095	91%	\$6.00	637	3,269	96%	\$9.65	692	2,669	79%
1600 - 1700	\$5.25	483	2,504	74%	\$5.50	450	2,856	84%	\$6.75	438	2,728	80%	\$9.30	446	2,524	74%	\$9.45	464	2,674	79%
1700 - 1800	\$5.20	590	2,491	73%	\$5.40	607	3,010	89%	\$6.90	490	2,592	76%	\$9.20	609	2,814	83%	\$6.90	564	2,806	83%
1800 - 1900	\$5.40	590	1,953	57%	\$3.85	710	3,035	89%	\$3.85	719	3,176	93%	\$4.75	704	2,976	88%	\$6.40	750	2,788	82%
1900 - 2000	\$3.75	467	1,417	42%	\$3.75	552	2,198	65%	\$3.75	641	2,515	74%	\$5.50	604	2,387	70%	\$5.95	734	2,581	76%

PM Time	Monday 11/19/18				Tuesday 11/20/18				Wednesday 11/21/18				Thursday 11/22/18				Friday 11/23/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.05	507	2,782	82%	\$5.05	613	3,166	93%	\$7.30	615	3,241	95%	\$5.20	748	1,809	53%	\$4.85	460	1,371	40%
1500 - 1600	\$5.40	660	2,981	88%	\$5.65	541	2,306	68%	\$8.35	619	2,676	79%	\$4.85	646	1,587	47%	\$4.85	449	1,319	39%
1600 - 1700	\$5.25	501	2,828	83%	\$5.50	516	2,758	81%	\$8.35	610	2,631	77%	\$4.85	693	1,549	46%	\$4.85	446	1,246	37%
1700 - 1800	\$5.20	589	2,873	85%	\$5.40	624	2,838	83%	\$8.35	646	2,479	73%	\$4.85	758	1,671	49%	\$4.85	423	1,154	34%
1800 - 1900	\$5.40	707	2,758	81%	\$3.85	705	2,851	84%	\$5.90	578	1,970	58%	\$5.20	742	1,522	45%	\$4.85	411	968	28%
1900 - 2000	\$3.75	582	1,998	59%	\$3.75	704	2,500	74%	\$5.65	525	1,617	48%	\$5.20	917	1,732	51%	\$4.85	386	835	25%

PM Time	Monday 11/26/18				Tuesday 11/27/18				Wednesday 11/28/18				Thursday 11/29/18				Friday 11/30/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.05	446	2,649	78%	\$5.05	439	2,955	87%	\$5.05	449	2,828	83%	\$5.20	382	2,755	81%	\$5.35	555	3,508	103%
1500 - 1600	\$5.40	646	3,037	89%	\$5.65	690	2,856	84%	\$6.25	687	3,246	95%	\$6.00	596	2,992	88%	\$9.65	697	2,643	78%
1600 - 1700	\$5.25	471	2,860	84%	\$5.50	463	2,960	87%	\$6.75	528	3,053	90%	\$9.30	381	2,236	66%	\$9.45	434	2,672	79%
1700 - 1800	\$5.20	609	2,910	86%	\$5.40	594	3,003	88%	\$6.90	530	2,666	78%	\$9.20	487	2,274	67%	\$6.90	620	2,844	84%
1800 - 1900	\$5.40	689	2,786	82%	\$3.85	713	2,962	87%	\$3.85	671	2,941	87%	\$4.75	623	2,542	75%	\$6.40	708	2,837	83%
1900 - 2000	\$3.75	447	1,732	51%	\$3.75	573	2,275	67%	\$3.75	716	2,797	82%	\$5.50	445	1,702	50%	\$5.95	659	2,263	67%

Refer to Attachment A3 for a history of Eastbound Weekday Peak-hour Volumes

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WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 10/29/18				Tuesday 10/30/18				Wednesday 10/31/18				Thursday 11/01/18				Friday 11/02/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500													\$3.00	755	2,357	69%	\$3.00	678	1,960	58%
0500 - 0600													\$4.85	824	2,382	70%	\$4.60	739	2,419	71%
0600 - 0700													\$5.05	645	2,069	61%	\$4.85	602	1,924	57%
0700 - 0800													\$5.55	481	2,098	62%	\$5.40	452	1,830	54%
0800 - 0900													\$5.05	306	1,864	55%	\$4.85	308	1,709	50%
0900 - 1000													\$4.00	290	2,193	65%	\$4.00	294	1,601	47%

AM Time	Monday 11/05/18				Tuesday 11/06/18				Wednesday 11/07/18				Thursday 11/08/18				Friday 11/09/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.00	740	2,276	67%	\$3.00	792	2,470	73%	\$3.00	734	2,358	69%	\$3.00	746	2,281	67%	\$3.00	668	2,031	60%
0500 - 0600	\$4.85	881	2,464	72%	\$4.85	867	2,508	74%	\$4.85	845	2,376	70%	\$4.85	833	2,405	71%	\$4.60	774	2,379	70%
0600 - 0700	\$5.05	587	2,018	59%	\$5.05	596	2,174	64%	\$5.05	641	2,064	61%	\$5.05	697	2,174	64%	\$4.85	628	2,028	60%
0700 - 0800	\$5.55	512	2,186	64%	\$5.55	492	2,202	65%	\$5.55	506	2,262	67%	\$5.55	525	2,378	70%	\$5.40	427	1,794	53%
0800 - 0900	\$5.05	347	2,160	64%	\$5.05	325	2,138	63%	\$5.05	311	1,950	57%	\$5.05	322	2,038	60%	\$4.85	326	1,780	52%
0900 - 1000	\$4.00	314	2,096	62%	\$4.00	287	2,242	66%	\$4.00	301	2,040	60%	\$4.00	284	2,124	62%	\$4.00	274	1,601	47%

AM Time	Monday 11/12/18				Tuesday 11/13/18				Wednesday 11/14/18				Thursday 11/15/18				Friday 11/16/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.00	475	1,463	43%	\$3.00	782	2,399	71%	\$3.00	798	2,447	72%	\$3.00	795	2,391	70%	\$3.00	709	1,981	58%
0500 - 0600	\$4.85	525	1,579	46%	\$4.85	891	2,497	73%	\$4.85	816	2,377	70%	\$4.85	855	2,536	75%	\$4.60	763	2,467	73%
0600 - 0700	\$5.05	331	1,246	37%	\$5.05	617	2,052	60%	\$5.05	636	2,166	64%	\$5.05	588	2,133	63%	\$4.85	585	1,959	58%
0700 - 0800	\$5.55	292	1,207	36%	\$5.55	514	2,146	63%	\$5.55	471	2,193	65%	\$5.55	502	2,167	64%	\$5.40	406	1,803	53%
0800 - 0900	\$5.05	283	1,245	37%	\$5.05	332	2,149	63%	\$5.05	322	1,941	57%	\$5.05	372	2,027	60%	\$4.85	312	1,734	51%
0900 - 1000	\$4.00	453	1,944	57%	\$4.00	326	2,158	63%	\$4.00	287	1,961	58%	\$4.00	319	2,135	63%	\$4.00	280	1,731	51%

AM Time	Monday 11/19/18				Tuesday 11/20/18				Wednesday 11/21/18				Thursday 11/22/18				Friday 11/23/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.00	774	2,493	73%	\$3.00	766	2,377	70%	\$3.00	722	1,959	58%	\$1.65	56	110	3%	\$1.65	92	219	6%
0500 - 0600	\$4.85	853	2,479	73%	\$4.85	904	2,551	75%	\$5.05	785	2,356	69%	\$1.65	54	147	4%	\$1.65	133	362	11%
0600 - 0700	\$5.05	525	2,021	59%	\$5.05	479	1,895	56%	\$5.20	450	1,826	54%	\$1.65	49	159	5%	\$2.45	135	434	13%
0700 - 0800	\$5.55	456	2,037	60%	\$5.55	429	1,849	54%	\$5.65	401	1,595	47%	\$1.65	84	240	7%	\$3.00	131	457	13%
0800 - 0900	\$5.05	422	2,121	62%	\$5.05	407	1,938	57%	\$5.65	337	1,662	49%	\$1.65	154	403	12%	\$3.00	156	614	18%
0900 - 1000	\$4.00	425	2,082	61%	\$4.00	401	2,041	60%	\$5.20	355	1,403	41%	\$2.45	320	701	21%	\$3.75	331	953	28%

AM Time	Monday 11/26/18				Tuesday 11/27/18				Wednesday 11/28/18				Thursday 11/29/18				Friday 11/30/18			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.00	838	2,577	76%	\$3.00	796	2,418	71%	\$3.00	787	2,470	73%	\$3.00	752	2,329	69%	\$3.00	698	2,031	60%
0500 - 0600	\$4.85	895	2,522	74%	\$4.85	975	2,635	78%	\$4.85	844	2,408	71%	\$4.85	793	2,391	70%	\$4.60	766	2,363	70%
0600 - 0700	\$5.05	597	2,056	60%	\$5.05	575	1,999	59%	\$5.05	630	2,097	62%	\$5.05	590	1,989	59%	\$4.85	591	1,919	56%
0700 - 0800	\$5.55	453	1,960	58%	\$5.55	500	2,149	63%	\$5.55	510	2,205	65%	\$5.55	428	1,859	55%	\$5.40	412	1,805	53%
0800 - 0900	\$5.05	360	2,007	59%	\$5.05	346	2,229	66%	\$5.05	371	2,146	63%	\$5.05	307	1,874	55%	\$4.85	311	1,867	55%
0900 - 1000	\$4.00	314	1,974	58%	\$4.00	305	2,149	63%	\$4.00	290	2,199	65%	\$4.00	273	1,839	54%	\$4.00	261	1,611	47%

2.1d OCTA Violation Collection

“Customers” are FasTrak account holders with any FasTrak toll facility in California; “Non-customer Violations” are considered true violators who travel the 91 Express Lanes without a valid FasTrak account.

COLLECTION EFFORTS	November-18		Q2 To-Date		FY 2018-19 To-Date	
	Records	Recovered	Records	Recovered	Records	Recovered
COFIROUTE RECOVERED						
Customer Violations	20,056	78,270	44,513	167,769	112,393	421,412
Non-customer Violations	7,518	203,323	16,344	439,525	43,582	1,160,477
Cofiroute Collection Totals:	27,574	\$ 281,593	60,857	\$ 607,294	155,975	\$ 1,581,889
COLLECTION AGENCY RECOVERED						
Unresolved Customer Acct Collections	71	5,143	122	8,949	289	21,952
Unresolved Non-customer Violations	1,556	136,566	3,049	271,506	6,451	566,011
Judgments	147	20,889	282	41,810	698	94,216
*Tax Intercept	107	13,086	597	69,353	1,229	146,282
*Lottery Intercept	16	913	52	3,124	92	6,664
Collection Agency Totals:	1,897	\$ 176,597	4,102	\$ 394,742	8,759	835,125
TOTAL COLLECTION:	29,471	\$ 458,190	64,959	\$ 1,002,036	164,734	\$ 2,417,014

*Note: Data is based on activity month when collected. Additional data may be received after the date of this report.

2.2 RCTC – Traffic and Revenue

Total traffic volume on the 91 Express Lanes for November 2018 was 1,226,885; this represents a 30-day average of 40,896 vehicles per day and a 6.5% decrease from the previous month’s total traffic volume of 1,311,938. Potential toll revenue for November was \$4,440,392. This represents a 30-day average of \$148,013 and a 9.6% decrease from the previous month’s potential revenue of \$4,913,634. Carpool percentage for November was 24.4%, which is up from the previous month’s rate of 22.7%.

Month-to-date and year-to-date traffic and revenue data are summarized in the tables below. The following trip and revenue statistics tables represent all trips taken on the 91 Express Lanes and associated potential revenue.

2.2a RCTC Current Month-to-Date as of November 30, 2018

(FY 2018-19 data is for the corresponding month in that fiscal year.)

	NOV-18 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Nov-17 MTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	927,903	624,457	303,446	48.6%	915,744	1.3%
3+ Lanes	298,982	226,329	72,653	32.1%	258,159	15.8%
Total Gross Trips	1,226,885	850,786	376,099	44.2%	1,173,903	4.5%
Revenue						
Full Toll Lanes	\$4,408,880	\$1,856,172	\$2,552,708	137.5%	\$3,701,519	19.1%
3+ Lanes	\$31,512	\$0	\$31,512		\$28,277	11.4%
Total Gross Revenue	\$4,440,392	\$1,856,172	\$2,584,220	139.2%	\$3,729,796	19.1%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.75	\$2.97	\$1.78	59.9%	\$4.04	17.6%
Average 3+ Lanes	\$0.11	\$0.00	\$0.11		\$0.11	0.0%
Average Gross Revenue	\$3.62	\$2.18	\$1.44	66.1%	\$3.18	13.8%

Refer to Attachment B1 for Traffic and Potential Revenue history.

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2.2b RCTC Fiscal Year 2018-19 to-Date as of November 30, 2018

(FY 2018-19 data is for the period July 1, 2018 through November 30, 2018; FY 2017-18 data is for the corresponding period in that fiscal year.)

	FY 2018-19 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2017-18 YTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	4,886,478	3,116,014	1,770,464	56.8%	4,772,629	2.4%
3+ Lanes	1,541,321	1,084,343	456,978	42.1%	1,293,049	19.2%
Total Gross Trips	6,427,799	4,200,357	2,227,442	53.0%	6,065,678	6.0%
Revenue						
Full Toll Lanes	\$22,910,249	\$9,342,729	\$13,567,520	145.2%	\$18,257,926	25.5%
3+ Lanes	\$174,164	\$0	\$174,164		\$153,280	13.6%
Total Gross Revenue	\$23,084,413	\$9,342,729	\$13,741,684	147.1%	\$18,411,206	25.4%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.69	\$3.00	\$1.69	56.3%	\$3.83	22.5%
Average 3+ Lanes	\$0.11	\$0.00	\$0.11		\$0.12	(8.3%)
Average Gross Revenue	\$3.59	\$2.22	\$1.37	61.7%	\$3.04	18.1%

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2.2c RCTC Eastbound Peak-hour Volume for November 2018

Refer to Attachment B3.1 and B3.2 for a history of Eastbound Peak-hour Volumes.

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 10/29/18				Tuesday 10/30/18				Wednesday 10/31/18				Thursday 11/01/18				Friday 11/02/18					
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS		
1400 - 1500													\$7.55	229	1,269	1,498	E	\$16.40	332	1,197	1,529	E
1500 - 1600													\$9.60	341	1,016	1,357	D	\$16.40	364	934	1,298	D
1600 - 1700													\$8.55	196	786	982	C	\$11.40	233	901	1,134	C
1700 - 1800													\$3.95	248	923	1,171	C	\$7.40	246	973	1,219	D
1800 - 1900													\$3.95	304	888	1,192	C	\$5.05	311	958	1,269	D
1900 - 2000													\$4.05	274	691	965	C	\$3.95	333	879	1,212	D

PM Time	Monday 11/05/18				Tuesday 11/06/18				Wednesday 11/07/18				Thursday 11/08/18				Friday 11/09/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
1400 - 1500	\$4.05	240	1,012	1,252	E	\$5.15	227	1,093	1,320	F	\$5.15	259	1,139	1,398	F	\$7.55	256	1,275	1,531	F	\$16.40	321	1,196	1,517	F
1500 - 1600	\$5.05	358	982	1,340	F	\$5.15	362	892	1,254	E	\$6.55	330	994	1,324	F	\$9.60	372	975	1,347	F	\$16.40	351	944	1,295	E
1600 - 1700	\$4.05	224	911	1,135	D	\$4.05	193	921	1,114	D	\$3.95	240	970	1,210	E	\$8.55	224	942	1,166	D	\$11.40	258	1,019	1,277	E
1700 - 1800	\$4.05	229	882	1,111	D	\$4.05	250	865	1,115	D	\$3.95	211	783	994	C	\$3.95	244	945	1,189	D	\$7.40	267	953	1,220	E
1800 - 1900	\$4.05	292	754	1,046	D	\$4.05	318	857	1,175	D	\$3.95	273	796	1,069	D	\$3.95	311	934	1,245	E	\$5.05	369	954	1,323	F
1900 - 2000	\$2.20	220	571	791	B	\$4.05	254	690	944	C	\$3.95	253	677	930	C	\$4.05	315	850	1,165	D	\$3.95	322	859	1,181	D

PM Time	Monday 11/12/18				Tuesday 11/13/18				Wednesday 11/14/18				Thursday 11/15/18				Friday 11/16/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
1400 - 1500	\$4.05	252	803	1,055	D	\$5.15	227	946	1,173	D	\$5.15	260	1,099	1,359	F	\$7.55	267	1,186	1,453	F	\$17.70	311	1,193	1,504	F
1500 - 1600	\$5.05	329	876	1,205	E	\$5.15	348	916	1,264	E	\$6.55	337	993	1,330	F	\$9.60	327	1,019	1,346	F	\$17.70	367	916	1,283	E
1600 - 1700	\$4.05	219	858	1,077	D	\$4.05	206	946	1,152	D	\$3.95	213	928	1,141	D	\$8.55	211	853	1,064	D	\$11.40	237	891	1,128	D
1700 - 1800	\$4.05	289	728	1,017	D	\$4.05	257	854	1,111	D	\$3.95	220	894	1,114	D	\$3.95	265	895	1,160	D	\$6.70	261	980	1,241	E
1800 - 1900	\$4.05	278	585	863	C	\$4.05	289	914	1,203	E	\$3.95	298	962	1,260	E	\$3.95	384	1,218	1,602	F	\$6.70	342	899	1,241	E
1900 - 2000	\$2.20	207	428	635	B	\$4.05	224	658	892	C	\$3.95	270	778	1,048	D	\$4.05	250	680	930	C	\$5.15	310	936	1,246	E

PM Time	Monday 11/19/18				Tuesday 11/20/18				Wednesday 11/21/18				Thursday 11/22/18				Friday 11/23/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
1400 - 1500	\$4.05	288	1,122	1,410	F	\$5.15	331	1,194	1,525	F	\$13.65	615	2,366	2,981	F	\$4.05	393	766	1,159	D	\$4.05	233	510	743	B
1500 - 1600	\$5.05	373	981	1,354	F	\$5.15	311	932	1,243	E	\$10.60	446	2,228	2,674	F	\$4.05	313	617	930	C	\$2.20	192	462	654	B
1600 - 1700	\$4.05	258	964	1,222	E	\$4.05	264	1,011	1,275	E	\$8.55	751	2,352	3,103	F	\$4.05	352	638	990	C	\$2.20	216	404	620	B
1700 - 1800	\$4.05	273	852	1,125	D	\$4.05	334	971	1,305	F	\$6.70	760	2,213	2,973	F	\$4.05	351	588	939	C	\$2.20	180	352	532	B
1800 - 1900	\$4.05	296	804	1,100	D	\$4.05	329	920	1,249	E	\$4.05	418	1,044	1,462	F	\$4.05	349	498	847	C	\$2.20	174	260	434	B
1900 - 2000	\$2.20	271	688	959	D	\$4.05	328	792	1,120	D	\$4.05	232	541	773	B	\$4.05	400	529	929	C	\$1.50	166	216	382	A

PM Time	Monday 11/26/18				Tuesday 11/27/18				Wednesday 11/28/18				Thursday 11/29/18				Friday 11/30/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
1400 - 1500	\$4.05	227	1,006	1,233	E	\$5.15	225	1,046	1,271	E	\$5.15	257	1,090	1,347	F	\$7.55	205	1,034	1,239	E	\$17.70	291	1,163	1,454	F
1500 - 1600	\$5.05	307	892	1,199	D	\$5.15	346	903	1,249	E	\$6.55	375	1,007	1,382	F	\$9.60	290	862	1,152	D	\$17.70	358	869	1,227	E
1600 - 1700	\$4.05	222	842	1,064	D	\$4.05	199	930	1,129	D	\$3.95	230	974	1,204	E	\$8.55	148	748	896	C	\$11.40	195	939	1,134	D
1700 - 1800	\$4.05	242	801	1,043	D	\$4.05	240	898	1,138	D	\$3.95	239	852	1,091	D	\$3.95	186	676	862	C	\$6.70	275	897	1,172	D
1800 - 1900	\$4.05	293	705	998	C	\$4.05	272	859	1,131	D	\$3.95	279	887	1,166	D	\$3.95	236	762	998	C	\$6.70	347	866	1,213	E
1900 - 2000	\$2.20	184	510	694	B	\$4.05	216	669	885	C	\$3.95	286	841	1,127	D	\$4.05	190	547	737	B	\$5.15	294	773	1,067	D

**RFP 0-2352
Exhibit B
Attachment C**

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Eastbound PM Peak - County Line to I-15 South

PM Time	Monday 10/29/18					Tuesday 10/30/18					Wednesday 10/31/18					Thursday 11/01/18					Friday 11/02/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500																\$5.05	114	777	891	C	\$5.15	129	784	913	C
1500 - 1600																\$5.15	184	696	880	C	\$2.80	163	582	745	B
1600 - 1700																\$2.80	118	590	708	B	\$2.85	121	562	683	B
1700 - 1800																\$2.85	125	581	706	B	\$2.85	127	586	713	B
1800 - 1900																\$2.85	144	538	682	B	\$2.85	180	556	736	B
1900 - 2000																\$2.85	145	466	611	B	\$2.85	160	399	559	B

PM Time	Monday 11/05/18					Tuesday 11/06/18					Wednesday 11/07/18					Thursday 11/08/18					Friday 11/09/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.85	104	649	753	B	\$5.15	108	731	839	C	\$5.05	118	714	832	C	\$5.05	122	791	913	C	\$5.15	135	738	873	C
1500 - 1600	\$2.85	180	674	854	C	\$2.80	150	605	755	B	\$5.15	156	650	806	C	\$5.15	140	668	808	C	\$2.80	171	574	745	B
1600 - 1700	\$2.85	106	645	751	B	\$2.85	119	595	714	B	\$2.85	122	633	755	B	\$2.80	129	551	680	B	\$2.85	104	571	675	B
1700 - 1800	\$2.85	140	614	754	B	\$2.85	118	547	665	B	\$2.85	119	511	630	B	\$2.85	142	590	732	B	\$2.85	133	543	676	B
1800 - 1900	\$2.85	154	508	662	B	\$2.85	153	601	754	B	\$2.85	132	491	623	B	\$2.85	142	561	703	B	\$2.85	171	493	664	B
1900 - 2000	\$2.85	116	361	477	B	\$2.85	143	532	675	B	\$2.85	157	454	611	B	\$2.85	170	562	732	B	\$2.85	159	449	608	B

PM Time	Monday 11/12/18					Tuesday 11/13/18					Wednesday 11/14/18					Thursday 11/15/18					Friday 11/16/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.85	145	502	647	B	\$5.15	116	638	754	B	\$5.05	103	658	761	B	\$5.05	117	806	923	C	\$5.15	141	754	895	C
1500 - 1600	\$2.85	192	609	801	C	\$2.80	152	603	755	B	\$5.15	157	635	792	B	\$5.15	152	707	859	C	\$2.80	181	632	813	C
1600 - 1700	\$2.85	127	554	681	B	\$2.85	105	607	712	B	\$2.85	106	616	722	B	\$2.80	124	586	710	B	\$2.85	113	583	696	B
1700 - 1800	\$2.85	131	484	615	B	\$2.85	142	575	717	B	\$2.85	123	515	638	B	\$2.85	139	516	655	B	\$2.85	158	552	710	B
1800 - 1900	\$2.85	155	399	554	B	\$2.85	161	558	719	B	\$2.85	162	584	746	B	\$2.85	82	238	320	A	\$2.85	151	537	688	B
1900 - 2000	\$2.85	135	285	420	B	\$2.85	140	444	584	B	\$2.85	168	499	667	B	\$2.85	146	526	672	B	\$2.85	190	541	731	B

PM Time	Monday 11/19/18					Tuesday 11/20/18					Wednesday 11/21/18					Thursday 11/22/18					Friday 11/23/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.85	142	664	806	C	\$5.15	171	684	855	C	\$2.85	42	125	167	A	\$2.85	189	357	546	B	\$1.90	128	283	411	B
1500 - 1600	\$2.85	178	659	837	C	\$2.80	128	542	670	B	\$2.85	109	304	413	B	\$2.85	169	342	511	B	\$1.90	139	261	400	A
1600 - 1700	\$2.85	141	620	761	B	\$2.85	158	591	749	B	\$2.85	23	44	67	A	\$2.85	185	346	531	B	\$1.90	125	214	339	A
1700 - 1800	\$2.85	139	538	677	B	\$2.85	162	564	726	B	\$2.85	13	42	55	A	\$2.85	249	337	586	B	\$1.90	136	217	353	A
1800 - 1900	\$2.85	156	489	645	B	\$2.85	172	542	714	B	\$2.85	110	292	402	B	\$2.85	277	314	591	B	\$1.90	118	157	275	A
1900 - 2000	\$2.85	161	406	567	B	\$2.85	201	510	711	B	\$2.85	140	304	444	B	\$2.85	361	331	692	B	\$1.90	117	135	252	A

PM Time	Monday 11/26/18					Tuesday 11/27/18					Wednesday 11/28/18					Thursday 11/29/18					Friday 11/30/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.85	117	646	763	B	\$5.15	125	716	841	C	\$5.05	108	653	761	B	\$5.05	108	643	751	B	\$5.15	137	762	899	C
1500 - 1600	\$2.85	162	634	796	B	\$2.80	163	611	774	B	\$5.15	175	681	856	C	\$5.15	120	632	752	B	\$2.80	158	574	732	B
1600 - 1700	\$2.85	122	537	659	B	\$2.85	108	636	744	B	\$2.85	128	694	822	C	\$2.80	98	520	618	B	\$2.85	118	581	699	B
1700 - 1800	\$2.85	133	591	724	B	\$2.85	113	611	724	B	\$2.85	124	517	641	B	\$2.85	89	427	516	B	\$2.85	126	533	659	B
1800 - 1900	\$2.85	136	522	658	B	\$2.85	123	495	618	B	\$2.85	130	569	699	B	\$2.85	132	433	565	B	\$2.85	161	521	682	B
1900 - 2000	\$2.85	109	355	464	B	\$2.85	136	502	638	B	\$2.85	172	595	767	B	\$2.85	95	372	467	B	\$2.85	148	455	603	B

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Eastbound PM Peak Total

PM Time	Monday 10/29/18			Tuesday 10/30/18			Wednesday 10/31/18			Thursday 11/01/18			Friday 11/02/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500										343	2,046	2,389	461	1,981	2,442
1500 - 1600										525	1,712	2,237	527	1,516	2,043
1600 - 1700										314	1,376	1,690	354	1,463	1,817
1700 - 1800										373	1,504	1,877	373	1,559	1,932
1800 - 1900										448	1,426	1,874	491	1,514	2,005
1900 - 2000										419	1,157	1,576	493	1,278	1,771

PM Time	Monday 11/05/18			Tuesday 11/06/18			Wednesday 11/07/18			Thursday 11/08/18			Friday 11/09/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	344	1,661	2,005	335	1,824	2,159	377	1,853	2,230	378	2,066	2,444	456	1,934	2,390
1500 - 1600	538	1,656	2,194	512	1,497	2,009	486	1,644	2,130	512	1,643	2,155	522	1,518	2,040
1600 - 1700	330	1,556	1,886	312	1,516	1,828	362	1,603	1,965	353	1,493	1,846	362	1,590	1,952
1700 - 1800	369	1,496	1,865	368	1,412	1,780	330	1,294	1,624	386	1,535	1,921	400	1,496	1,896
1800 - 1900	446	1,262	1,708	471	1,458	1,929	405	1,287	1,692	453	1,495	1,948	540	1,447	1,987
1900 - 2000	336	932	1,268	397	1,222	1,619	410	1,131	1,541	485	1,412	1,897	481	1,308	1,789

PM Time	Monday 11/12/18			Tuesday 11/13/18			Wednesday 11/14/18			Thursday 11/15/18			Friday 11/16/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	397	1,305	1,702	343	1,584	1,927	363	1,757	2,120	384	1,992	2,376	452	1,947	2,399
1500 - 1600	521	1,485	2,006	500	1,519	2,019	494	1,628	2,122	479	1,726	2,205	548	1,548	2,096
1600 - 1700	346	1,412	1,758	311	1,553	1,864	319	1,544	1,863	335	1,439	1,774	350	1,474	1,824
1700 - 1800	420	1,212	1,632	399	1,429	1,828	343	1,409	1,752	404	1,411	1,815	419	1,532	1,951
1800 - 1900	433	984	1,417	450	1,472	1,922	460	1,546	2,006	466	1,456	1,922	493	1,436	1,929
1900 - 2000	342	713	1,055	364	1,102	1,466	438	1,277	1,715	396	1,206	1,602	500	1,477	1,977

PM Time	Monday 11/19/18			Tuesday 11/20/18			Wednesday 11/21/18			Thursday 11/22/18			Friday 11/23/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	430	1,786	2,216	502	1,878	2,380	657	2,491	3,148	582	1,123	1,705	361	793	1,154
1500 - 1600	551	1,640	2,191	439	1,474	1,913	555	2,532	3,087	482	959	1,441	331	723	1,054
1600 - 1700	399	1,584	1,983	422	1,602	2,024	774	2,396	3,170	537	984	1,521	341	618	959
1700 - 1800	412	1,390	1,802	496	1,535	2,031	773	2,255	3,028	600	925	1,525	316	569	885
1800 - 1900	452	1,293	1,745	501	1,462	1,963	528	1,336	1,864	626	812	1,438	292	417	709
1900 - 2000	432	1,094	1,526	529	1,302	1,831	372	845	1,217	761	860	1,621	283	351	634

PM Time	Monday 11/26/18			Tuesday 11/27/18			Wednesday 11/28/18			Thursday 11/29/18			Friday 11/30/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	344	1,652	1,996	350	1,762	2,112	365	1,743	2,108	313	1,677	1,990	428	1,925	2,353
1500 - 1600	469	1,526	1,995	509	1,514	2,023	550	1,688	2,238	410	1,494	1,904	516	1,443	1,959
1600 - 1700	344	1,379	1,723	307	1,566	1,873	358	1,668	2,026	246	1,268	1,514	313	1,520	1,833
1700 - 1800	375	1,392	1,767	353	1,509	1,862	363	1,369	1,732	275	1,103	1,378	401	1,430	1,831
1800 - 1900	429	1,227	1,656	395	1,354	1,749	409	1,456	1,865	368	1,195	1,563	508	1,387	1,895
1900 - 2000	293	865	1,158	352	1,171	1,523	458	1,436	1,894	285	919	1,204	442	1,228	1,670

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2.2d RCTC Westbound Peak-hour Volume for November 2018

Refer to Attachment B3.3 and B3.4 for a history of Westbound Peak-hour Volumes.

Westbound AM Peak - McKinley to County Line

AM Time	Monday 10/29/18				Tuesday 10/30/18				Wednesday 10/31/18				Thursday 11/01/18				Friday 11/02/18					
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS		
0400 - 0500													\$6.55	392	1,089	1,481	E	\$3.95	366	754	1,120	C
0500 - 0600													\$16.90	442	737	1,179	C	\$7.90	424	1,103	1,527	E
0600 - 0700													\$15.15	344	957	1,301	D	\$7.15	385	1,138	1,523	E
0700 - 0800													\$10.90	344	1,211	1,555	E	\$6.70	317	1,163	1,480	E
0800 - 0900													\$7.90	189	1,244	1,433	E	\$5.15	190	967	1,157	C
0900 - 1000													\$3.95	175	1,333	1,508	E	\$4.05	148	742	890	C

AM Time	Monday 11/05/18				Tuesday 11/06/18				Wednesday 11/07/18				Thursday 11/08/18				Friday 11/09/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
0400 - 0500	\$6.55	395	984	1,379	F	\$6.55	398	1,098	1,496	F	\$6.55	392	1,105	1,497	F	\$6.55	389	945	1,334	E	\$3.95	383	789	1,172	D
0500 - 0600	\$17.90	548	867	1,415	F	\$16.15	566	870	1,436	F	\$17.15	480	662	1,142	D	\$16.90	474	720	1,194	D	\$7.90	455	1,025	1,480	F
0600 - 0700	\$16.55	326	785	1,111	D	\$16.15	356	885	1,241	E	\$15.15	404	970	1,374	F	\$15.15	427	964	1,391	F	\$7.15	401	1,207	1,608	F
0700 - 0800	\$11.90	339	1,213	1,552	F	\$11.90	322	1,324	1,646	F	\$12.65	380	1,343	1,723	F	\$10.90	363	1,555	1,918	F	\$6.70	319	1,092	1,411	F
0800 - 0900	\$7.15	221	1,397	1,618	F	\$7.15	199	1,273	1,472	F	\$7.15	224	1,322	1,546	F	\$7.90	221	1,335	1,556	F	\$5.15	212	1,017	1,229	E
0900 - 1000	\$4.05	183	1,057	1,240	E	\$5.05	172	1,219	1,391	F	\$3.95	150	1,017	1,167	D	\$3.95	186	1,090	1,276	E	\$4.05	164	740	904	C

AM Time	Monday 11/12/18				Tuesday 11/13/18				Wednesday 11/14/18				Thursday 11/15/18				Friday 11/16/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
0400 - 0500	\$6.55	236	696	932	C	\$6.55	367	1,019	1,386	F	\$6.55	446	1,073	1,519	F	\$6.55	426	1,053	1,479	F	\$3.95	384	693	1,077	D
0500 - 0600	\$18.90	340	583	923	C	\$17.45	569	834	1,403	F	\$18.45	490	655	1,145	D	\$18.20	501	704	1,205	E	\$7.90	484	1,092	1,576	F
0600 - 0700	\$17.55	229	679	908	C	\$17.15	349	765	1,114	D	\$16.15	409	963	1,372	F	\$16.15	387	933	1,320	E	\$7.15	390	1,151	1,541	F
0700 - 0800	\$13.20	231	753	984	C	\$13.20	335	1,192	1,527	F	\$13.95	335	1,274	1,609	F	\$12.20	341	1,292	1,633	F	\$6.70	301	1,146	1,447	F
0800 - 0900	\$8.45	192	765	957	C	\$8.45	240	1,368	1,608	F	\$8.45	249	1,287	1,536	F	\$9.20	252	1,272	1,524	F	\$5.15	213	1,088	1,301	E
0900 - 1000	\$4.05	210	702	912	C	\$5.05	183	1,175	1,358	F	\$3.95	166	981	1,147	D	\$3.95	192	1,178	1,370	F	\$4.05	140	760	900	C

AM Time	Monday 11/19/18				Tuesday 11/20/18				Wednesday 11/21/18				Thursday 11/22/18				Friday 11/23/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
0400 - 0500	\$6.55	418	1,116	1,534	F	\$6.55	380	1,077	1,457	F	\$7.45	402	701	1,103	D	\$1.50	13	30	43	A	\$1.50	40	70	110	A
0500 - 0600	\$18.90	529	900	1,429	F	\$17.45	587	995	1,582	F	\$6.70	445	1,090	1,535	F	\$1.50	22	39	61	A	\$1.50	71	132	203	A
0600 - 0700	\$17.55	321	900	1,221	E	\$17.15	280	836	1,116	D	\$6.70	324	977	1,301	E	\$1.50	22	52	74	A	\$1.50	54	202	256	A
0700 - 0800	\$13.20	307	1,213	1,520	F	\$13.20	307	1,154	1,461	F	\$6.70	257	970	1,227	E	\$1.50	44	80	124	A	\$1.50	77	237	314	A
0800 - 0900	\$8.45	250	1,262	1,512	F	\$8.45	250	1,233	1,483	F	\$4.05	222	878	1,100	D	\$1.50	74	136	210	A	\$1.50	108	275	383	A
0900 - 1000	\$4.05	215	997	1,212	E	\$5.05	199	918	1,117	D	\$2.20	197	659	856	C	\$2.20	142	215	357	A	\$2.20	145	322	467	B

AM Time	Monday 11/26/18				Tuesday 11/27/18				Wednesday 11/28/18				Thursday 11/29/18				Friday 11/30/18								
	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS	Price	HOV	SOV	Vol. LOS					
0400 - 0500	\$6.55	436	1,112	1,548	F	\$6.55	410	1,032	1,442	F	\$6.55	403	1,146	1,549	F	\$6.55	376	1,045	1,421	F	\$3.95	375	742	1,117	D
0500 - 0600	\$18.90	553	922	1,475	F	\$17.45	590	875	1,465	F	\$18.45	526	712	1,238	E	\$18.20	421	648	1,069	D	\$7.90	461	981	1,442	F
0600 - 0700	\$17.55	337	890	1,227	E	\$17.15	318	736	1,054	D	\$16.15	403	1,113	1,516	F	\$16.15	329	904	1,233	E	\$7.15	399	1,146	1,545	F
0700 - 0800	\$13.20	335	1,164	1,499	F	\$13.20	361	1,189	1,550	F	\$13.95	363	1,256	1,619	F	\$12.20	314	1,071	1,385	F	\$6.70	302	1,135	1,437	F
0800 - 0900	\$8.45	242	1,357	1,599	F	\$8.45	242	1,402	1,644	F	\$8.45	253	1,390	1,643	F	\$9.20	226	1,149	1,375	F	\$5.15	200	1,111	1,311	E
0900 - 1000	\$4.05	160	1,037	1,197	D	\$5.05	174	1,252	1,426	F	\$3.95	170	1,175	1,345	E	\$3.95	172	1,173	1,345	E	\$4.05	133	773	906	C

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Westbound AM Peak - I-15 North to County Line

AM Time	Monday 10/29/18					Tuesday 10/30/18					Wednesday 10/31/18					Thursday 11/01/18					Friday 11/02/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500																\$5.05	245	713	958	C	\$2.85	190	613	803	C
0500 - 0600																\$12.40	374	1,083	1,457	E	\$5.15	235	1,009	1,244	D
0600 - 0700																\$13.40	368	1,024	1,392	D	\$6.65	281	917	1,198	C
0700 - 0800																\$10.40	223	1,156	1,379	D	\$5.15	174	870	1,044	C
0800 - 0900																\$6.65	136	1,075	1,211	D	\$5.15	118	831	949	C
0900 - 1000																\$5.15	112	864	976	C	\$2.85	112	629	741	B

AM Time	Monday 11/05/18					Tuesday 11/06/18					Wednesday 11/07/18					Thursday 11/08/18					Friday 11/09/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$5.05	260	813	1,073	D	\$5.05	272	772	1,044	D	\$5.05	254	730	984	C	\$5.05	252	722	974	C	\$2.85	180	634	814	C
0500 - 0600	\$16.40	375	975	1,350	E	\$14.40	340	1,029	1,369	E	\$14.40	381	1,065	1,446	F	\$12.40	365	1,061	1,426	F	\$5.15	322	990	1,312	E
0600 - 0700	\$15.40	321	1,070	1,391	E	\$13.40	348	1,091	1,439	F	\$15.40	339	981	1,320	E	\$13.40	374	1,006	1,380	E	\$6.65	293	945	1,238	E
0700 - 0800	\$11.40	250	1,163	1,413	F	\$9.40	243	1,198	1,441	F	\$11.40	245	1,233	1,478	F	\$10.40	241	1,249	1,490	F	\$5.15	168	884	1,052	D
0800 - 0900	\$6.50	154	1,200	1,354	E	\$6.50	180	1,269	1,449	F	\$6.50	139	1,150	1,289	E	\$6.65	134	1,104	1,238	E	\$5.15	114	813	927	C
0900 - 1000	\$5.05	103	862	965	C	\$5.15	104	966	1,070	D	\$5.15	102	841	943	C	\$5.15	120	882	1,002	D	\$2.85	88	563	651	B

AM Time	Monday 11/12/18					Tuesday 11/13/18					Wednesday 11/14/18					Thursday 11/15/18					Friday 11/16/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$5.05	158	458	616	B	\$5.05	274	795	1,069	D	\$5.05	257	738	995	C	\$5.05	262	725	987	C	\$2.85	220	644	864	C
0500 - 0600	\$17.40	216	666	882	C	\$15.40	355	1,029	1,384	E	\$15.70	324	1,029	1,353	E	\$13.70	378	1,107	1,485	F	\$5.15	283	1,016	1,299	E
0600 - 0700	\$16.40	201	800	1,001	D	\$14.70	367	1,107	1,474	F	\$16.70	352	1,050	1,402	F	\$14.70	337	1,055	1,392	E	\$6.65	300	871	1,171	D
0700 - 0800	\$12.40	123	645	768	B	\$10.70	265	1,185	1,450	F	\$12.70	245	1,232	1,477	F	\$11.70	241	1,168	1,409	F	\$5.15	179	930	1,109	D
0800 - 0900	\$8.55	109	594	703	B	\$8.55	155	1,195	1,350	E	\$8.55	125	1,027	1,152	D	\$6.65	140	1,058	1,198	D	\$5.15	108	787	895	C
0900 - 1000	\$5.05	137	507	644	B	\$5.15	118	875	993	C	\$5.15	121	827	948	C	\$5.15	93	877	970	C	\$2.85	90	596	686	B

AM Time	Monday 11/19/18					Tuesday 11/20/18					Wednesday 11/21/18					Thursday 11/22/18					Friday 11/23/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$5.05	261	774	1,035	D	\$5.05	273	712	985	C	\$5.15	229	589	818	C	\$1.90	26	22	48	A	\$1.90	29	63	92	A
0500 - 0600	\$17.40	366	969	1,335	E	\$15.40	382	991	1,373	E	\$8.55	332	811	1,143	D	\$1.90	18	49	67	A	\$1.90	42	125	167	A
0600 - 0700	\$16.40	300	1,154	1,454	F	\$14.70	280	1,073	1,353	E	\$5.15	215	884	1,099	D	\$1.90	16	54	70	A	\$1.90	57	124	181	A
0700 - 0800	\$12.40	220	1,165	1,385	E	\$10.70	189	928	1,117	D	\$2.85	141	758	899	C	\$1.90	31	67	98	A	\$1.90	47	130	177	A
0800 - 0900	\$8.55	173	1,015	1,188	D	\$8.55	162	860	1,022	D	\$2.85	112	692	804	C	\$1.90	61	114	175	A	\$1.90	43	213	256	A
0900 - 1000	\$5.05	154	618	772	B	\$5.15	147	665	812	C	\$2.85	95	468	563	B	\$1.90	121	217	338	A	\$1.90	105	288	393	A

AM Time	Monday 11/26/18					Tuesday 11/27/18					Wednesday 11/28/18					Thursday 11/29/18					Friday 11/30/18				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$5.05	276	825	1,101	D	\$5.05	258	742	1,000	C	\$5.05	269	768	1,037	D	\$5.05	245	672	917	C	\$2.85	220	606	826	C
0500 - 0600	\$17.40	375	1,000	1,375	E	\$15.40	412	1,049	1,461	F	\$15.70	357	1,050	1,407	F	\$13.70	300	1,057	1,357	E	\$5.15	306	893	1,199	D
0600 - 0700	\$16.40	312	1,103	1,415	F	\$14.70	330	1,132	1,462	F	\$16.70	345	994	1,339	E	\$14.70	324	981	1,305	E	\$6.65	267	805	1,072	D
0700 - 0800	\$12.40	211	1,068	1,279	E	\$10.70	237	1,125	1,362	E	\$12.70	242	1,181	1,423	F	\$11.70	189	868	1,057	D	\$5.15	159	874	1,033	D
0800 - 0900	\$8.55	154	989	1,143	D	\$8.55	151	1,198	1,349	E	\$8.55	173	1,116	1,289	E	\$6.65	117	932	1,049	D	\$5.15	136	855	991	C
0900 - 1000	\$5.05	123	727	850	C	\$5.15	102	795	897	C	\$5.15	118	833	951	C	\$5.15	57	443	500	B	\$2.85	97	601	698	B

**RFP 0-2352
Exhibit B
Attachment C**

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Issued December 14, 2018

Westbound AM Peak Total

AM Time	Monday 10/29/18			Tuesday 10/30/18			Wednesday 10/31/18			Thursday 11/01/18			Friday 11/02/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
0400 - 0500										637	1,802	2,439	556	1,367	1,923
0500 - 0600										816	1,820	2,636	659	2,112	2,771
0600 - 0700										712	1,981	2,693	666	2,055	2,721
0700 - 0800										567	2,367	2,934	491	2,033	2,524
0800 - 0900										325	2,319	2,644	308	1,798	2,106
0900 - 1000										287	2,197	2,484	260	1,371	1,631

AM Time	Monday 11/05/18			Tuesday 11/06/18			Wednesday 11/07/18			Thursday 11/08/18			Friday 11/09/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
0400 - 0500	655	1,797	2,452	670	1,870	2,540	646	1,835	2,481	641	1,667	2,308	563	1,423	1,986
0500 - 0600	923	1,842	2,765	906	1,899	2,805	861	1,727	2,588	839	1,781	2,620	777	2,015	2,792
0600 - 0700	647	1,855	2,502	704	1,976	2,680	743	1,951	2,694	801	1,970	2,771	694	2,152	2,846
0700 - 0800	589	2,376	2,965	565	2,522	3,087	625	2,576	3,201	604	2,804	3,408	487	1,976	2,463
0800 - 0900	375	2,597	2,972	379	2,542	2,921	363	2,472	2,835	355	2,439	2,794	326	1,830	2,156
0900 - 1000	286	1,919	2,205	276	2,185	2,461	252	1,858	2,110	306	1,972	2,278	252	1,303	1,555

AM Time	Monday 11/12/18			Tuesday 11/13/18			Wednesday 11/14/18			Thursday 11/15/18			Friday 11/16/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
0400 - 0500	394	1,154	1,548	641	1,814	2,455	703	1,811	2,514	688	1,778	2,466	604	1,337	1,941
0500 - 0600	556	1,249	1,805	924	1,863	2,787	814	1,684	2,498	879	1,811	2,690	767	2,108	2,875
0600 - 0700	430	1,479	1,909	716	1,872	2,588	761	2,013	2,774	724	1,988	2,712	690	2,022	2,712
0700 - 0800	354	1,398	1,752	600	2,377	2,977	580	2,506	3,086	582	2,460	3,042	480	2,076	2,556
0800 - 0900	301	1,359	1,660	395	2,563	2,958	374	2,314	2,688	392	2,330	2,722	321	1,875	2,196
0900 - 1000	347	1,209	1,556	301	2,050	2,351	287	1,808	2,095	285	2,055	2,340	230	1,356	1,586

AM Time	Monday 11/19/18			Tuesday 11/20/18			Wednesday 11/21/18			Thursday 11/22/18			Friday 11/23/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
0400 - 0500	394	1,154	1,548	641	1,814	2,455	703	1,811	2,514	688	1,778	2,466	604	1,337	1,941
0500 - 0600	556	1,249	1,805	924	1,863	2,787	814	1,684	2,498	879	1,811	2,690	767	2,108	2,875
0600 - 0700	430	1,479	1,909	716	1,872	2,588	761	2,013	2,774	724	1,988	2,712	690	2,022	2,712
0700 - 0800	354	1,398	1,752	600	2,377	2,977	580	2,506	3,086	582	2,460	3,042	480	2,076	2,556
0800 - 0900	301	1,359	1,660	395	2,563	2,958	374	2,314	2,688	392	2,330	2,722	321	1,875	2,196
0900 - 1000	347	1,209	1,556	301	2,050	2,351	287	1,808	2,095	285	2,055	2,340	230	1,356	1,586

AM Time	Monday 11/26/18			Tuesday 11/27/18			Wednesday 11/28/18			Thursday 11/29/18			Friday 11/30/18		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
0400 - 0500	712	1,937	2,649	668	1,774	2,442	672	1,914	2,586	621	1,717	2,338	595	1,348	1,943
0500 - 0600	928	1,922	2,850	1,002	1,924	2,926	883	1,762	2,645	721	1,705	2,426	767	1,874	2,641
0600 - 0700	649	1,993	2,642	648	1,868	2,516	748	2,107	2,855	653	1,885	2,538	666	1,951	2,617
0700 - 0800	546	2,232	2,778	598	2,314	2,912	605	2,437	3,042	503	1,939	2,442	461	2,009	2,470
0800 - 0900	396	2,346	2,742	393	2,600	2,993	426	2,506	2,932	343	2,081	2,424	336	1,966	2,302
0900 - 1000	283	1,764	2,047	276	2,047	2,323	288	2,008	2,296	229	1,616	1,845	230	1,374	1,604

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2.2e Violation Collection

“Customers” are FasTrak account holders with any FasTrak toll facility in California; “Non-customer Violations” are considered true violators who travel the 91 Express Lanes without a valid FasTrak account.

2.3 Multi Agency Traffic Statistics for the Month of November 2018

**MULTI AGENCY TRIP AND REVENUE STATISTICS
MONTH ENDING November 30, 2018**

Nov-18 MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	684,793	429,667	63%	\$ 1,735,050
RCTC	659,672	429,667	65%	\$ 2,803,117
I-15	284,743	193,709	68%	\$ 1,266,792
McKinley	374,929	235,958	63%	\$ 1,536,325
Eastbound				
OCTA	730,551	398,432	55%	\$ 2,520,176
RCTC	567,213	398,432	70%	\$ 1,637,275
I-15	203,975	157,960	77%	\$ 438,546
McKinley	363,238	240,472	66%	\$ 1,198,729

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Issued December 14, 2018

2.4 Customer Service and Violation Processing

2.4a Performance Measures

2.4b Incoming Call Activity

DRAFT

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2.4c Transponder Distribution

. 2.4d Transponder Inventory

2.4e Incoming Email Activity

2.4f Complaints

DRAFT

Refer to Attachment A4 for OCTA – Toll Credits Relative to Traffic Congestion.
Refer to Attachment B4 for RCTC – Toll Credits Relative to Traffic Congestion.

91 Express Lanes November 2018 Status Report
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2.5 Operations Highlights

DRAFT

Note: Mileage data recorded as of June, 2017

2.5e Finance and Administration

Wire-Transfer Requests Issued for October/November 2018

3. PROJECTS UPDATE

4. STAFFING

5. ATTACHMENTS

5.1a OCTA

- A1 Traffic Volume & Associated Potential Revenue; Most Recent 13-Month Period
- A2 Global Demand 91 Express Lanes vs. SR91 Mainline for the current month
- A3 Eastbound Weekday Peak Volumes for Determining Toll Adjustments
- A4 Toll Credits Relative to Traffic Congestion; Most Recent 6-Month Period

5.1b RCTC

- B1 Traffic Volume & Associated Potential Revenue
- B2 Global Demand 91 Express Lanes vs. SR91 Mainline for the current month
- B3.1–3.2 Eastbound Peak Volumes for Determining Toll Adjustments
- B3.3–3.4 Westbound Peak Volumes for Determining Toll Adjustment
- B4 Toll Credits Relative to Traffic Congestion

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Issued December 14, 2018

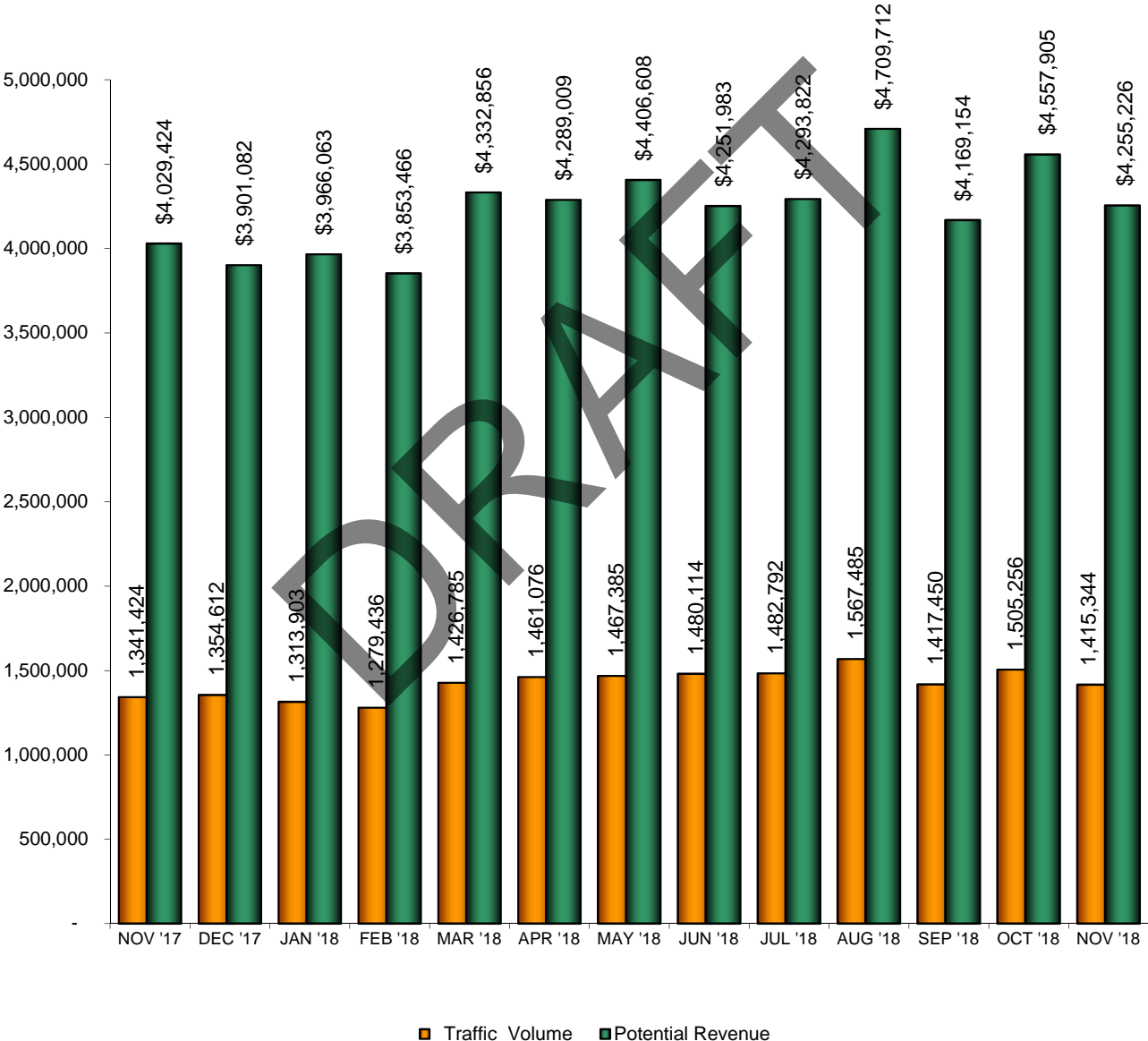
5.1c Combined Agencies

- C1 Transponder Distribution; Most Recent 13-Month Period
- C2 Active Accounts & Transponders Assigned; Most Recent 13-Month Period
- C3 Customer Communication Channel; Most Recent 13-Month Period

DRAFT

OCTA TRAFFIC VOLUME AND ASSOCIATED POTENTIAL REVENUE

Most-recent 13-month Period
 November 2017 through November 2018

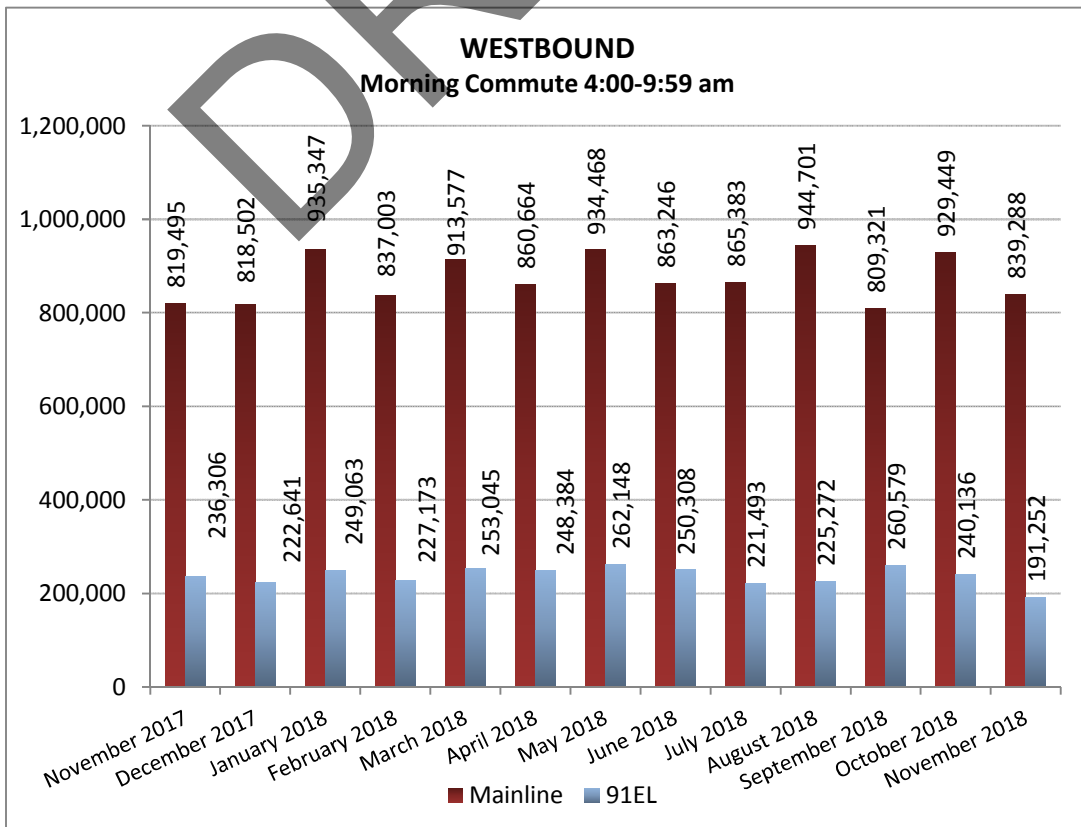
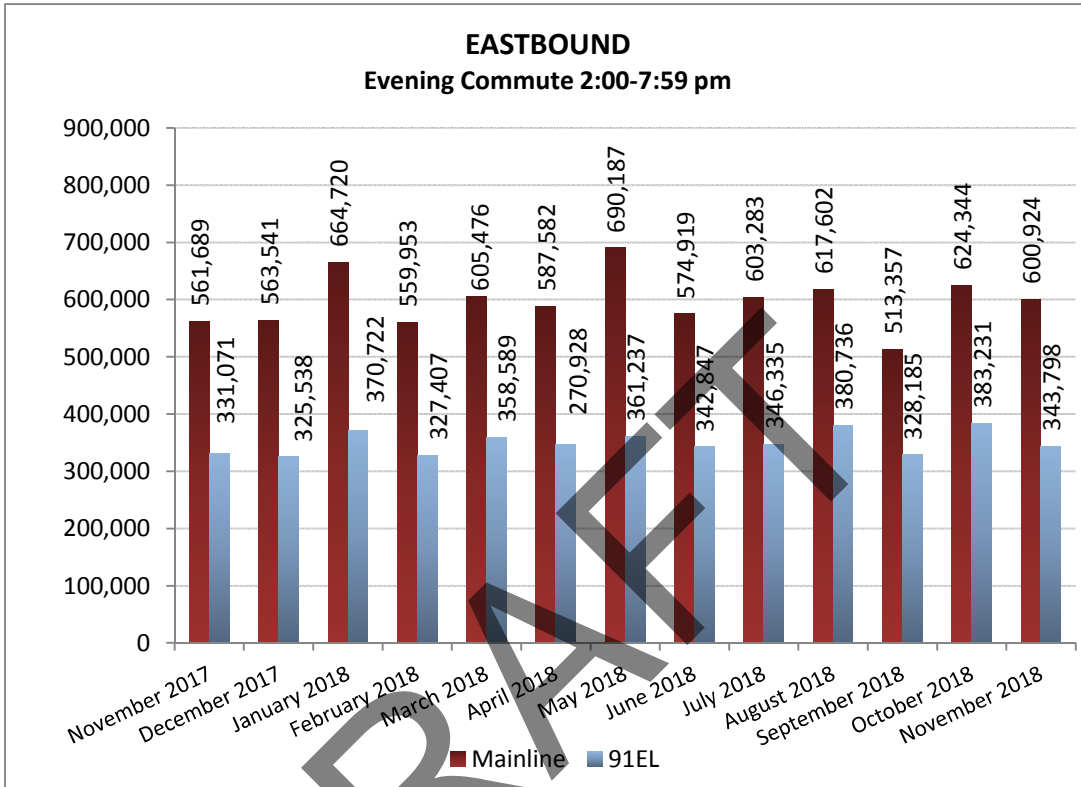


GLOBAL DEMAND
91 EXPRESS LANES vs. SR91 MAINLINE

ATTACHMENT A2

The Total Combined Facility is made up of six lanes in each direction. The 91 Express Lanes provides commuters 33% of those lanes.

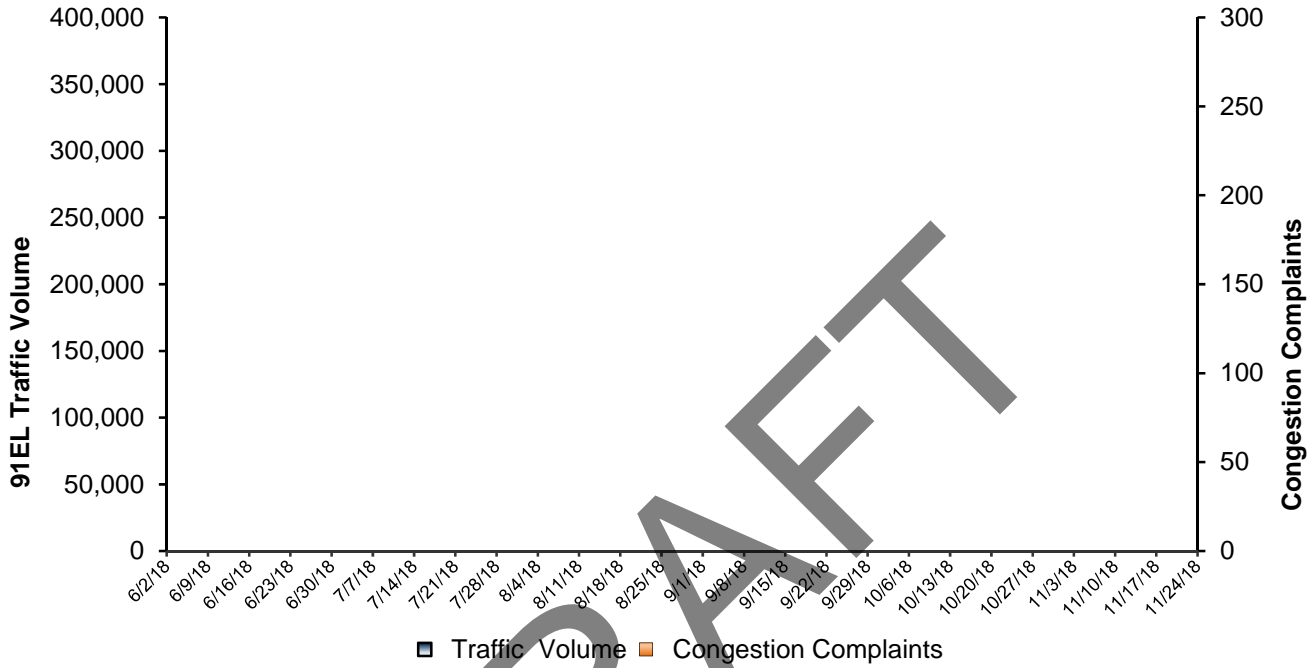
November 2018
1,975,262



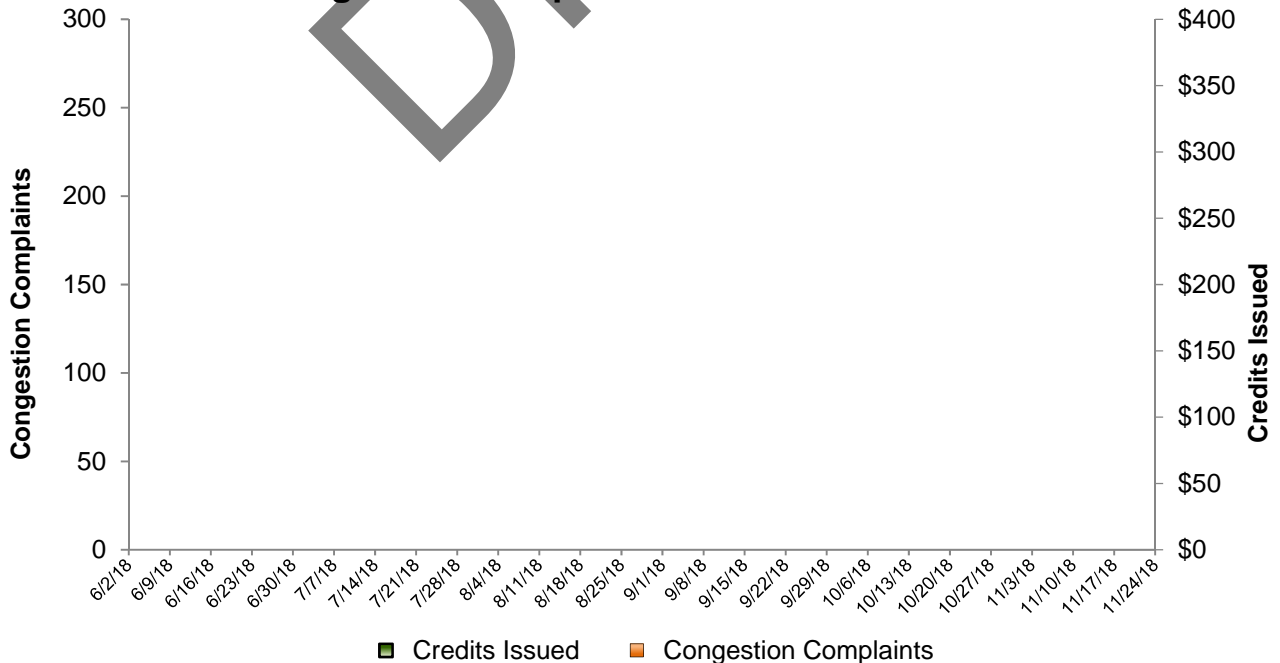
OCTA's Most Recent 6-Month Period
 June 2018 through November 2018

ATTACHMENT A4

Traffic Volume vs Congestion Complaints

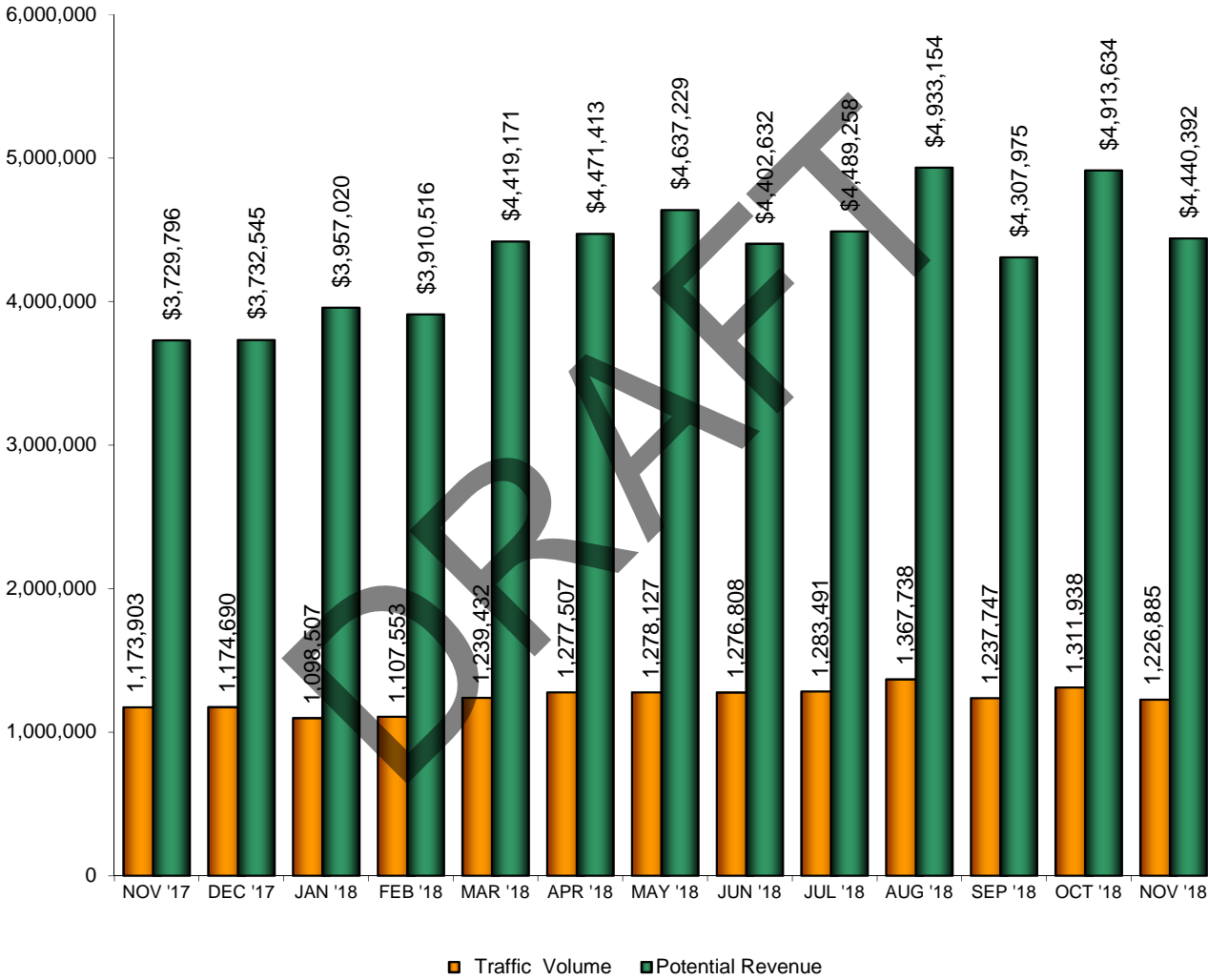


Congestion Complaints vs Toll Credits Issued



RCTC TRAFFIC VOLUME AND ASSOCIATED POTENTIAL REVENUE

Most-recent 13-month Period
 November 2017-November 2018

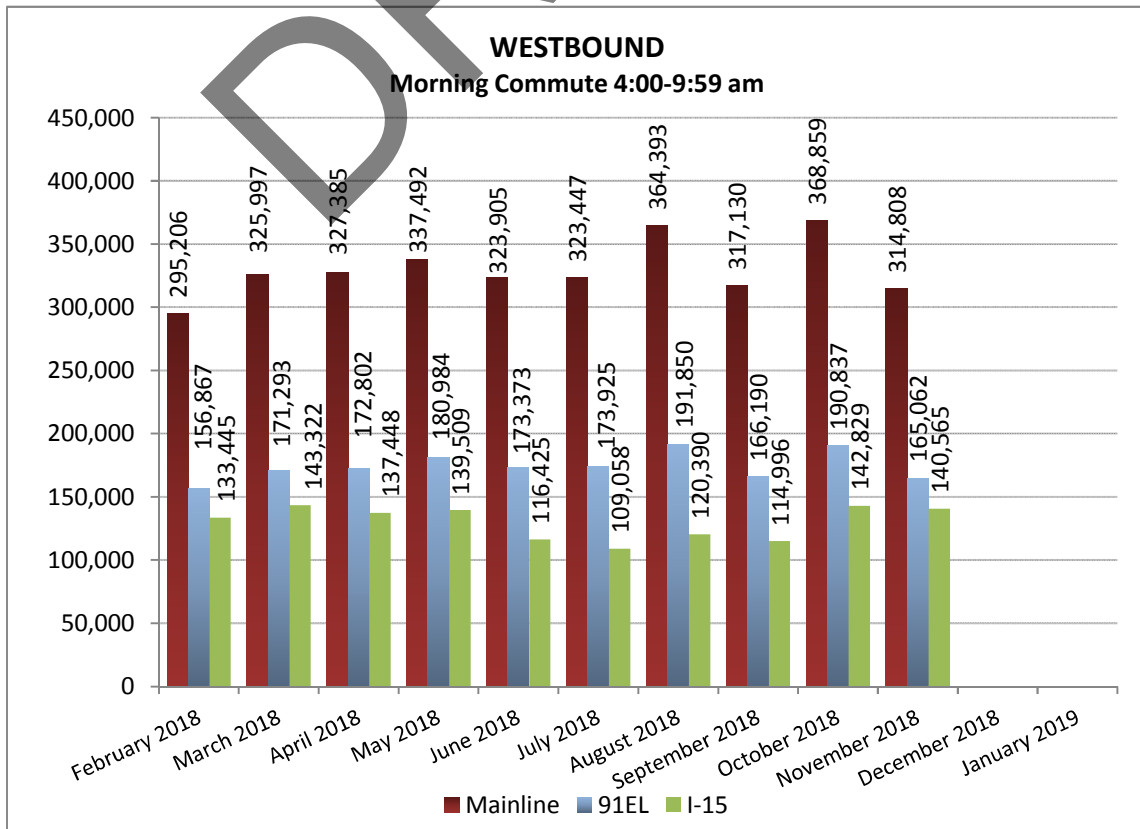
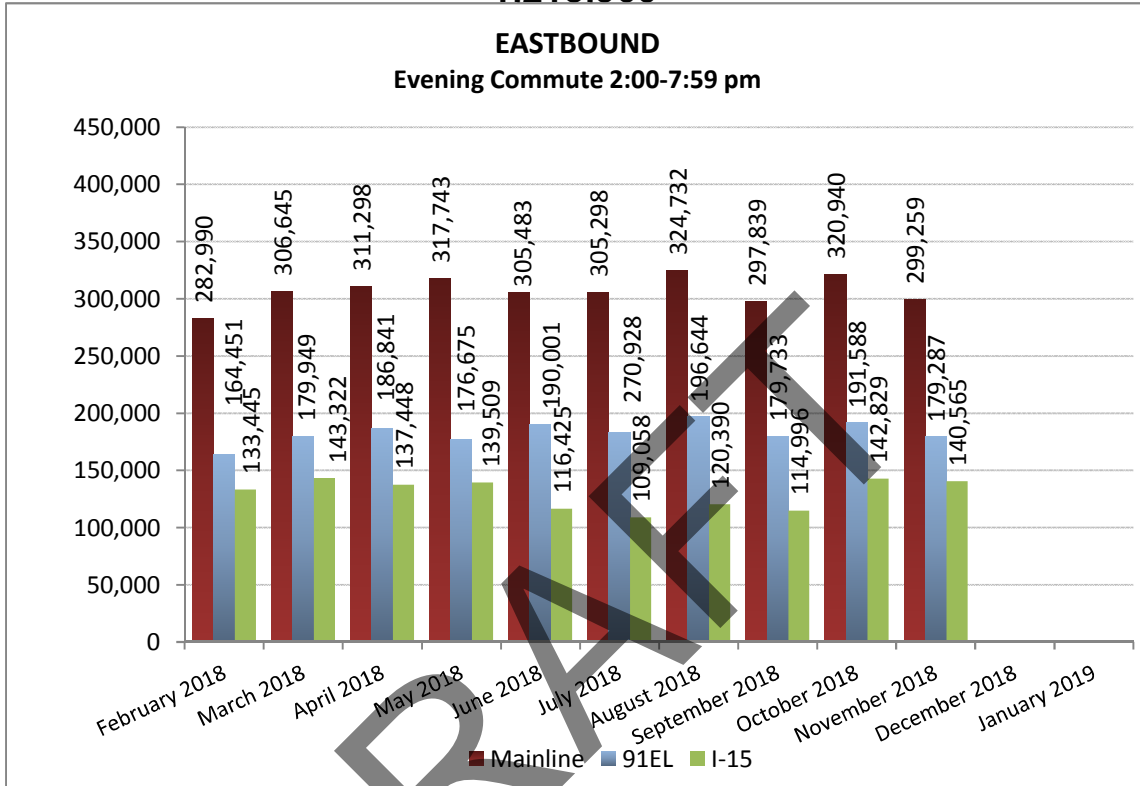


RCTC GLOBAL DEMAND

91 EXPRESS LANES vs. SR91 MAINLINE ATTACHMENT B2

The Total Combined Facility is made up of six lanes in each direction. The 91 Express Lanes provides commuters 33% of those lanes.

November 2018
1.213.960





RCTC EASTBOUND PEAK VOLUMES FOR DETERMINING TOLL ADJUSTMENTS
Eastbound PM Peak - County Line to McKinley

DURING RAMP-UP PERIOD (March 20, 2017 to March 19, 2019)

RFP X-XXXX
Exhibit B
Attachment C

Toll Adjustment Consideration

Yellow	Above Current LOS
Green	Below Current LOS
Light Green	Toll Adjustment (+)
Light Red	Toll Adjustment (-)

Latest 6 Congestion-Relief Toll Adjustments

May 21, 2018	3 Tolls received adjustments
June 11, 2018	3 Tolls received adjustments
July 1, 2018	574 Tolls received COLA adjustments
August 19, 2018	1 Toll received adjustments
October 1, 2018	30 Tolls received adjustments
November 12, 2018	37 Tolls received adjustments

Level of Service (LOS)	Traffic Volume (Range)
A	0-400
B	401-800
C	801-1000
D	1001-1200
E	1201-1300
F	>1300

ATTACHMENT B3.1

Week	Date Range	Monday (PM)					Tuesday (PM)					Wednesday (PM)					Thursday (PM)					Friday (PM)					
		Time	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment
WEEK 17	Oct 21 - Oct 27	2:00 PM	C	4.05	1,172	D	✓	D	5.15	1,225	E	✓	D	5.15	1,401	F	✓	F	7.55	1,298	E	✓	F	16.40	1,536	F	✓
		3:00 PM	D	5.05	1,270	E	✓	D	5.15	1,308	F	✓	E	6.55	1,412	F	✓	F	9.60	1,483	F	✓	F	16.40	1,442	F	✓
		4:00 PM	C	4.05	1,152	D	✓	C	4.05	1,176	D	✓	C	3.95	1,112	D	✓	F	8.55	1,015	D	✓	F	11.40	1,258	E	✓
		5:00 PM	C	4.05	1,108	D	✓	C	4.05	1,118	D	✓	C	3.95	1,044	D	✓	B	3.95	1,190	D	✓	F	7.40	1,393	F	✓
		6:00 PM	C	4.05	996	C	✓	C	4.05	1,137	D	✓	C	3.95	1,194	D	✓	C	3.95	1,243	E	✓	D	5.05	1,444	F	✓
		7:00 PM	B	2.20	713	B	✓	C	4.05	876	C	✓	C	3.95	988	C	✓	C	4.05	957	C	✓	C	3.95	1,308	F	✓
WEEK 18	Oct 28 - Nov 03	2:00 PM	C	4.05	1,206	E	✓	D	5.15	1,196	D	✓	D	5.15	1,339	F	✓	F	7.55	1,498	F	✓	F	16.40	1,529	F	✓
		3:00 PM	D	5.05	1,335	F	✓	D	5.15	1,252	E	✓	E	6.55	1,302	F	✓	F	9.60	1,357	F	✓	F	16.40	1,298	E	✓
		4:00 PM	C	4.05	1,166	D	✓	C	4.05	1,167	D	✓	C	3.95	1,179	D	✓	F	8.55	982	C	✓	F	11.40	1,134	D	✓
		5:00 PM	C	4.05	1,053	D	✓	C	4.05	1,089	D	✓	C	3.95	1,153	D	✓	C	3.95	1,171	D	✓	F	7.40	1,219	E	✓
		6:00 PM	C	4.05	1,103	D	✓	C	4.05	1,060	D	✓	C	3.95	1,278	E	✓	C	3.95	1,192	D	✓	D	5.05	1,269	E	✓
		7:00 PM	B	2.20	829	C	✓	C	4.05	1,017	D	✓	C	3.95	1,489	B	✓	C	4.05	965	C	✓	C	3.95	1,212	E	✓
WEEK 19	Nov 04 - Nov 10	2:00 PM	C	4.05	1,252	E	✓	D	5.15	1,320	F	✓	D	5.15	1,398	F	✓	F	7.55	1,531	F	✓	F	16.40	1,517	F	✓
		3:00 PM	D	5.05	1,340	F	✓	D	5.15	1,254	E	✓	E	6.55	1,324	F	✓	F	9.60	1,347	F	✓	F	16.40	1,295	E	✓
		4:00 PM	C	4.05	1,135	D	✓	C	4.05	1,114	D	✓	C	3.95	1,210	E	✓	F	8.55	1,166	D	✓	F	11.40	1,277	E	✓
		5:00 PM	C	4.05	1,111	D	✓	C	4.05	1,115	D	✓	C	3.95	994	C	✓	C	3.95	1,189	D	✓	F	7.40	1,220	E	✓
		6:00 PM	C	4.05	1,046	D	✓	C	4.05	1,175	D	✓	C	3.95	1,069	D	✓	C	3.95	1,245	E	✓	D	5.05	1,323	F	✓
		7:00 PM	B	2.20	791	B	✓	C	4.05	944	C	✓	C	3.95	930	C	✓	C	4.05	1,165	D	✓	C	3.95	1,181	D	✓
WEEK 20	Nov 11 - Nov 17	2:00 PM	C	4.05	1,055	D	✓	D	5.15	1,173	D	✓	D	5.15	1,359	F	✓	F	7.55	1,453	F	✓	F	17.70	1,504	F	✓
		3:00 PM	D	5.05	1,205	E	✓	D	5.15	1,264	E	✓	E	6.55	1,330	F	✓	F	9.60	1,346	F	✓	F	17.70	1,283	E	✓
		4:00 PM	C	4.05	1,077	D	✓	C	4.05	1,152	D	✓	C	3.95	1,141	D	✓	F	8.55	1,064	D	✓	F	11.40	1,128	D	✓
		5:00 PM	C	4.05	1,017	D	✓	C	4.05	1,111	D	✓	C	3.95	1,114	D	✓	C	3.95	1,160	D	✓	F	6.70	1,241	E	✓
		6:00 PM	C	4.05	863	C	✓	C	4.05	1,203	E	✓	C	3.95	1,203	E	✓	C	3.95	1,602	F	✓	E	6.70	1,241	E	✓
		7:00 PM	B	2.20	635	B	✓	C	4.05	882	C	✓	C	3.95	1,048	D	✓	C	4.05	930	C	✓	D	5.15	1,246	E	✓
WEEK 21	Nov 18 - Nov 24	2:00 PM	C	4.05	1,410	F	✓	D	5.15	1,525	F	✓	F	13.65	2,981	F	✓	C	4.05	1,159	D	✓	C	4.05	743	B	✓
		3:00 PM	D	5.05	1,354	F	✓	D	5.15	1,243	E	✓	F	10.60	2,674	F	✓	C	4.05	930	C	✓	B	2.20	654	B	✓
		4:00 PM	C	4.05	1,222	E	✓	C	4.05	1,275	E	✓	F	8.55	3,103	F	✓	C	4.05	990	C	✓	B	2.20	620	B	✓
		5:00 PM	C	4.05	1,125	D	✓	C	4.05	1,305	F	✓	E	6.70	2,973	F	✓	C	4.05	939	C	✓	B	2.20	532	B	✓
		6:00 PM	C	4.05	1,100	D	✓	C	4.05	1,249	E	✓	C	4.05	1,462	F	✓	C	4.05	847	C	✓	B	2.20	434	B	✓
		7:00 PM	B	2.20	959	C	✓	C	4.05	1,120	D	✓	C	4.05	773	B	✓	C	4.05	929	C	✓	A	1.50	382	A	✓
WEEK 22	Nov 25 - Dec 01	2:00 PM	C	4.05	1,233	E	✓	D	5.15	1,271	E	✓	D	5.15	1,347	F	✓	F	\$7.55	1,239	E	✓	F	17.70	1,454	F	✓
		3:00 PM	D	5.05	1,199	D	✓	D	5.15	1,249	E	✓	E	6.55	1,382	F	✓	F	\$9.60	1,152	D	✓	F	17.70	1,227	E	✓
		4:00 PM	C	4.05	1,064	D	✓	C	4.05	1,129	D	✓	C	3.95	1,204	E	✓	F	\$8.55	896	C	✓	F	11.40	1,134	D	✓
		5:00 PM	C	4.05	1,043	D	✓	C	4.05	1,138	D	✓	C	3.95	1,091	D	✓	F	\$3.95	862	C	✓	E	6.70	1,172	D	✓
		6:00 PM	C	4.05	998	C	✓	C	4.05	1,131	D	✓	C	3.95	1,166	D	✓	F	\$3.95	998	C	✓	E	6.70	1,213	E	✓
		7:00 PM	B	2.20	694	B	✓	C	4.05	885	C	✓	C	3.95	1,127	D	✓	F	\$4.05	737	B	✓	D	5.15	1,067	D	✓



RCTC EASTBOUND PEAK VOLUMES FOR DETERMINING TOLL ADJUSTMENTS
Eastbound PM Peak - County Line to I-15 South

DURING RAMP-UP PERIOD (March 20, 2017 to March 19, 2019)

RFP X-XXXX
Exhibit B
Attachment C

Toll Adjustment Consideration

Yellow	Above Current LOS
Light Blue	Below Current LOS
Light Green	Toll Adjustment (+)
Light Red	Toll Adjustment (-)

Latest 6 Congestion-Relief Toll Adjustments

May 21, 2018	3 Tolls received adjustments
June 11, 2018	3 Tolls received adjustments
July 1, 2018	574 Tolls received COLA adjustments
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October 1, 2018	30 Tolls received adjustments
November 12, 2018	37 Tolls received adjustments

Level of Service (LOS)	Traffic Volume (Range)
A	0-400
B	401-800
C	801-1000
D	1001-1200
E	1201-1400
F	>1400

ATTACHMENT B3.2

	Monday (PM)					Tuesday (PM)					Wednesday (PM)					Thursday (PM)					Friday (PM)								
	Time	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment			
WEEK 17 Oct 21 - Oct 27	2:00 PM	B	2.85	757	B	C	5.15	794	B	C	5.05	857	C	C	5.05	752	B	C	5.15	913	C	C	5.15	913	C	C	5.15	913	C
	3:00 PM	B	2.85	780	B	B	2.80	773	B	C	5.15	842	C	C	5.15	860	C	B	2.80	764	B	B	2.85	695	B	B	2.85	695	B
	4:00 PM	B	2.85	734	B	B	2.85	729	B	B	2.85	672	B	B	2.80	740	B	B	2.85	740	B	B	2.85	695	B	B	2.85	695	B
	5:00 PM	B	2.85	699	B	B	2.85	764	B	B	2.85	681	B	B	2.85	760	B	B	2.85	760	B	B	2.85	561	B	B	2.85	561	B
	6:00 PM	B	2.85	648	B	B	2.85	704	B	B	2.85	665	B	B	2.85	743	B	B	2.85	743	B	B	2.85	552	B	B	2.85	552	B
	7:00 PM	B	2.85	435	B	B	2.85	644	B	B	2.85	689	B	B	2.85	744	B	B	2.85	744	B	B	2.85	576	B	B	2.85	576	B
	WEEK 18 Oct 28 - Nov 03	2:00 PM	B	2.85	685	B	C	5.15	808	C	C	5.05	906	C	C	5.05	891	C	C	5.15	913	C	C	5.15	913	C	C	5.15	913
3:00 PM		B	2.85	864	C	✓	2.80	695	B	C	5.15	903	C	C	5.15	880	C	B	2.80	745	B	B	2.85	683	B	B	2.85	683	B
4:00 PM		B	2.85	761	B	B	2.85	719	B	B	2.85	743	B	B	2.80	708	B	B	2.85	713	B	B	2.85	736	B	B	2.85	736	B
5:00 PM		B	2.85	722	B	B	2.85	755	B	B	2.85	671	B	B	2.85	706	B	B	2.85	706	B	B	2.85	664	B	B	2.85	664	B
6:00 PM		B	2.85	673	B	B	2.85	731	B	B	2.85	738	B	B	2.85	682	B	B	2.85	682	B	B	2.85	736	B	B	2.85	736	B
7:00 PM		B	2.85	582	B	B	2.85	704	B	B	2.85	403	B	B	2.85	611	B	B	2.85	611	B	B	2.85	559	B	B	2.85	559	B
WEEK 19 Nov 04 - Nov 10		2:00 PM	B	2.85	753	B	✓	5.15	839	C	C	5.05	832	C	C	5.05	913	C	C	5.15	873	C	C	5.15	873	C	C	5.15	873
	3:00 PM	B	2.85	854	C	✓	2.80	755	B	C	5.15	806	C	C	5.15	808	C	B	2.80	745	B	B	2.85	675	B	B	2.85	675	B
	4:00 PM	B	2.85	751	B	B	2.85	714	B	B	2.85	755	B	B	2.80	680	B	B	2.85	675	B	B	2.85	676	B	B	2.85	676	B
	5:00 PM	B	2.85	754	B	B	2.85	665	B	B	2.85	630	B	B	2.85	732	B	B	2.85	732	B	B	2.85	664	B	B	2.85	664	B
	6:00 PM	B	2.85	662	B	B	2.85	754	B	B	2.85	623	B	B	2.85	703	B	B	2.85	703	B	B	2.85	664	B	B	2.85	664	B
	7:00 PM	B	2.85	477	B	B	2.85	675	B	B	2.85	611	B	B	2.85	732	B	B	2.85	732	B	B	2.85	608	B	B	2.85	608	B
	WEEK 20 Nov 11 - Nov 17	2:00 PM	B	2.85	647	B	✓	5.15	754	B	C	5.05	761	B	✓	5.05	923	C	C	5.15	895	C	C	5.15	895	C	C	5.15	895
3:00 PM		B	2.85	801	C	✓	2.80	755	B	C	5.15	792	B	✓	5.15	859	C	B	2.80	813	C	✓	2.85	696	B	✓	2.85	696	B
4:00 PM		B	2.85	681	B	B	2.85	712	B	B	2.85	722	B	B	2.80	710	B	B	2.85	696	B	B	2.85	710	B	B	2.85	710	B
5:00 PM		B	2.85	615	B	B	2.85	717	B	B	2.85	638	B	B	2.85	655	B	B	2.85	655	B	B	2.85	688	B	B	2.85	688	B
6:00 PM		B	2.85	554	B	B	2.85	719	B	B	2.85	746	B	B	2.85	320	A	✓	2.85	688	B	B	2.85	731	B	B	2.85	731	B
7:00 PM		B	2.85	420	B	B	2.85	584	B	B	2.85	667	B	B	2.85	672	B	B	2.85	672	B	B	2.85	731	B	B	2.85	731	B
WEEK 21 Nov 18 - Nov 24		2:00 PM	B	2.85	806	C	✓	5.15	855	C	B	2.85	167	A	✓	2.85	546	B	A	1.90	411	B	✓	1.90	411	B	✓	1.90	411
	3:00 PM	B	2.85	837	C	✓	2.80	670	B	B	2.85	413	B	B	2.85	511	B	A	1.90	400	A	✓	1.90	400	A	✓	1.90	400	A
	4:00 PM	B	2.85	761	B	B	2.85	749	B	B	2.85	67	A	✓	2.85	531	B	A	1.90	339	A	✓	1.90	339	A	✓	1.90	339	A
	5:00 PM	B	2.85	677	B	B	2.85	726	B	B	2.85	55	A	✓	2.85	586	B	A	1.90	353	A	✓	1.90	353	A	✓	1.90	353	A
	6:00 PM	B	2.85	645	B	B	2.85	714	B	B	2.85	402	B	B	2.85	591	B	A	1.90	275	A	✓	1.90	275	A	✓	1.90	275	A
	7:00 PM	B	2.85	567	B	B	2.85	711	B	B	2.85	444	B	B	2.85	692	B	A	1.90	252	A	✓	1.90	252	A	✓	1.90	252	A
	WEEK 22 Nov 25 - Dec 01	2:00 PM	B	2.85	763	B	C	5.15	841	C	C	5.05	761	B	✓	\$5.05	751	B	F	\$5.15	899	C	✓	\$5.15	899	C	✓	\$5.15	899
3:00 PM		B	2.85	796	B	C	2.80	774	B	C	5.15	856	C	C	\$5.15	752	B	F	\$2.80	732	B	✓	\$2.80	732	B	✓	\$2.80	732	B
4:00 PM		B	2.85	659	B	B	2.85	744	B	B	2.85	822	C	✓	\$2.80	618	B	F	\$2.85	699	B	✓	\$2.85	699	B	✓	\$2.85	699	B
5:00 PM		B	2.85	724	B	B	2.85	724	B	B	2.85	641	B	B	\$2.85	516	B	F	\$2.85	659	B	✓	\$2.85	659	B	✓	\$2.85	659	B
6:00 PM		B	2.85	658	B	B	2.85	618	B	B	2.85	699	B	B	\$2.85	565	B	F	\$2.85	682	B	✓	\$2.85	682	B	✓	\$2.85	682	B
7:00 PM		B	2.85	464	B	B	2.85	638	B	B	2.85	767	B	B	\$2.85	467	B	F	\$2.85	603	B	✓	\$2.85	603	B	✓	\$2.85	603	B



RTC WESTBOUND PEAK VOLUMES FOR DETERMINING TOLL ADJUSTMENTS
Westbound AM Peak - McKinley to County Line

DURING RAMP-UP PERIOD (March 20, 2017 to March 19, 2019)

RFP X-XXXX
Exhibit B
Attachment C

Toll Adjustment Consideration

Yellow	Above Current LOS
Light Blue	Below Current LOS
Light Green	Toll Adjustment (+)
Light Red	Toll Adjustment (-)

Latest 6 Congestion-Relief Toll Adjustments

May 21, 2018	3 Tolls received adjustments
June 11, 2018	3 Tolls received adjustments
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November 12, 2018	37 Tolls received adjustments

Level of Service (LOS)	Traffic Volume (Range)
A	0-400
B	401-800
C	801-1000
D	1001-1200
E	1201-1350
F	>1350

ATTACHMENT B3.3

Week	Date	Monday (AM)					Tuesday (AM)					Wednesday (AM)					Thursday (AM)					Friday (AM)					
		Time	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment
WEEK 17	Oct 21 - Oct 27	4:00 AM	E	6.55	1,446	F	✓	E	6.55	1,419	F	✓	E	6.55	1,522	F	✓	E	6.55	1,502	F	✓	C	3.95	1,104	D	✓
		5:00 AM	F	17.90	1,241	E	✓	F	16.15	1,529	F	✓	F	17.15	1,139	D	✓	F	16.90	1,228	E	✓	F	7.90	1,481	F	✓
		6:00 AM	F	16.55	1,232	E	✓	F	16.15	1,213	E	✓	F	15.15	1,342	E	✓	F	15.15	1,272	E	✓	F	7.15	1,534	F	✓
		7:00 AM	F	11.90	1,517	F	✓	F	11.90	1,499	F	✓	F	12.65	1,642	E	✓	F	10.90	1,569	F	✓	E	6.70	1,418	F	✓
		8:00 AM	F	7.15	1,707	F	✓	F	7.15	1,634	F	✓	F	7.15	1,595	F	✓	F	7.90	1,629	F	✓	D	5.15	1,272	E	✓
		9:00 AM	C	4.05	1,201	E	✓	D	5.05	1,357	F	✓	C	3.95	1,253	E	✓	C	3.95	1,430	F	✓	C	4.05	934	C	✓
WEEK 18	Oct 28 - Nov 03	4:00 AM	E	6.55	1,448	F	✓	E	6.55	1,432	F	✓	E	6.55	1,602	F	✓	E	6.55	1,481	F	✓	C	3.95	1,120	D	✓
		5:00 AM	F	17.90	1,328	E	✓	F	16.15	1,477	F	✓	F	17.15	1,158	D	✓	F	16.90	1,179	D	✓	F	7.90	1,527	F	✓
		6:00 AM	F	16.55	1,268	E	✓	F	16.15	1,058	D	✓	F	15.15	1,367	F	✓	F	15.15	1,301	E	✓	F	7.15	1,523	F	✓
		7:00 AM	F	11.90	1,632	F	✓	F	11.90	1,606	F	✓	F	12.65	1,586	F	✓	F	10.90	1,555	F	✓	E	6.70	1,480	F	✓
		8:00 AM	F	7.15	1,510	F	✓	F	7.15	1,607	F	✓	F	7.15	1,467	F	✓	F	7.90	1,433	F	✓	D	5.15	1,157	D	✓
		9:00 AM	C	4.05	1,227	E	✓	D	5.05	1,230	E	✓	C	3.95	1,017	D	✓	C	3.95	1,508	F	✓	C	4.05	890	C	✓
WEEK 19	Nov 04 - Nov 10	4:00 AM	E	6.55	1,379	F	✓	E	6.55	1,496	F	✓	E	6.55	1,497	F	✓	E	6.55	1,334	E	✓	C	3.95	1,172	D	✓
		5:00 AM	F	17.90	1,415	F	✓	F	16.15	1,436	F	✓	F	17.15	1,142	D	✓	F	16.90	1,194	D	✓	F	7.90	1,480	F	✓
		6:00 AM	F	16.55	1,111	D	✓	F	16.15	1,241	E	✓	F	15.15	1,374	F	✓	F	15.15	1,391	F	✓	F	7.15	1,608	F	✓
		7:00 AM	F	11.90	1,552	F	✓	F	11.90	1,646	F	✓	F	12.65	1,723	F	✓	F	10.90	1,918	F	✓	E	6.70	1,411	F	✓
		8:00 AM	F	7.15	1,618	F	✓	F	7.15	1,472	F	✓	F	7.15	1,546	F	✓	F	7.90	1,556	F	✓	D	5.15	1,229	E	✓
		9:00 AM	C	4.05	1,240	E	✓	D	5.05	1,391	F	✓	C	3.95	1,167	D	✓	C	3.95	1,276	E	✓	C	4.05	904	C	✓
WEEK 20	Nov 11 - Nov 17	4:00 AM	E	6.55	932	C	✓	E	6.55	1,386	F	✓	E	6.55	1,519	F	✓	E	6.55	1,479	F	✓	C	3.95	1,077	D	✓
		5:00 AM	F	18.90	923	C	✓	F	17.45	1,403	F	✓	F	18.45	1,145	D	✓	F	18.20	1,205	E	✓	F	7.90	1,576	F	✓
		6:00 AM	F	17.55	908	C	✓	F	17.15	1,114	D	✓	F	16.15	1,372	F	✓	F	16.15	1,320	E	✓	F	7.15	1,541	F	✓
		7:00 AM	F	13.20	984	C	✓	F	13.20	1,627	F	✓	F	13.95	1,609	F	✓	F	12.20	1,633	F	✓	E	6.70	1,447	F	✓
		8:00 AM	F	8.45	957	C	✓	F	8.45	1,608	F	✓	F	8.45	1,536	F	✓	F	9.20	1,524	F	✓	D	5.15	1,301	E	✓
		9:00 AM	C	4.05	912	C	✓	D	5.05	1,358	F	✓	C	3.95	1,147	D	✓	C	3.95	1,370	F	✓	C	4.05	900	C	✓
WEEK 21	Nov 18 - Nov 24	4:00 AM	E	6.55	1,534	F	✓	E	6.55	1,457	F	✓	F	7.45	1,103	D	✓	A	1.50	43	A	✓	A	1.50	110	A	✓
		5:00 AM	F	18.90	1,429	F	✓	F	17.45	1,582	F	✓	E	6.70	1,535	F	✓	A	1.50	61	A	✓	A	1.50	203	A	✓
		6:00 AM	F	17.55	1,221	E	✓	F	17.15	1,116	D	✓	E	6.70	1,301	E	✓	A	1.50	74	A	✓	A	1.50	256	A	✓
		7:00 AM	F	13.20	1,520	F	✓	F	13.20	1,461	F	✓	E	6.70	1,227	E	✓	A	1.50	124	A	✓	A	1.50	314	A	✓
		8:00 AM	F	8.45	1,512	F	✓	F	8.45	1,483	F	✓	C	4.05	1,100	D	✓	A	1.50	210	A	✓	A	1.50	383	A	✓
		9:00 AM	C	4.05	1,212	E	✓	D	5.05	1,117	D	✓	B	2.20	856	C	✓	B	2.20	357	A	✓	B	2.20	467	B	✓
WEEK 22	Nov 25 - Dec 01	4:00 AM	E	6.55	1,548	F	✓	E	6.55	1,442	F	✓	E	6.55	1,549	F	✓	E	6.55	1,421	F	✓	C	3.95	1,117	D	✓
		5:00 AM	F	18.90	1,475	F	✓	F	17.45	1,465	F	✓	F	18.45	1,238	E	✓	F	18.20	1,069	D	✓	F	7.90	1,442	F	✓
		6:00 AM	F	17.55	1,227	E	✓	F	17.15	1,054	D	✓	F	16.15	1,516	F	✓	F	16.15	1,233	E	✓	F	7.15	1,545	F	✓
		7:00 AM	F	13.20	1,499	F	✓	F	13.20	1,550	F	✓	F	13.95	1,619	F	✓	F	12.20	1,385	F	✓	E	6.70	1,437	F	✓
		8:00 AM	F	8.45	1,599	F	✓	F	8.45	1,644	F	✓	F	8.45	1,643	F	✓	F	9.20	1,375	F	✓	D	5.15	1,311	E	✓
		9:00 AM	C	4.05	1,197	D	✓	D	5.05	1,426	F	✓	C	3.95	1,345	E	✓	C	3.95	1,345	E	✓	C	4.05	906	C	✓



RCTC WESTBOUND PEAK VOLUMES FOR DETERMINING TOLL ADJUSTMENTS
Westbound AM Peak - I-15 North to County Line
 DURING RAMP-UP PERIOD (March 20, 2017 to March 19, 2019)

RFP X-XXXX
Exhibit B
Attachment C

Toll Adjustment Consideration

Yellow	Above Current LOS
Light Blue	Below Current LOS
Light Green	Toll Adjustment (+)
Light Red	Toll Adjustment (-)

Latest 6 Congestion-Relief Toll Adjustments

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October 1, 2018	30 Tolls received adjustments
November 12, 2018	37 Tolls received adjustments

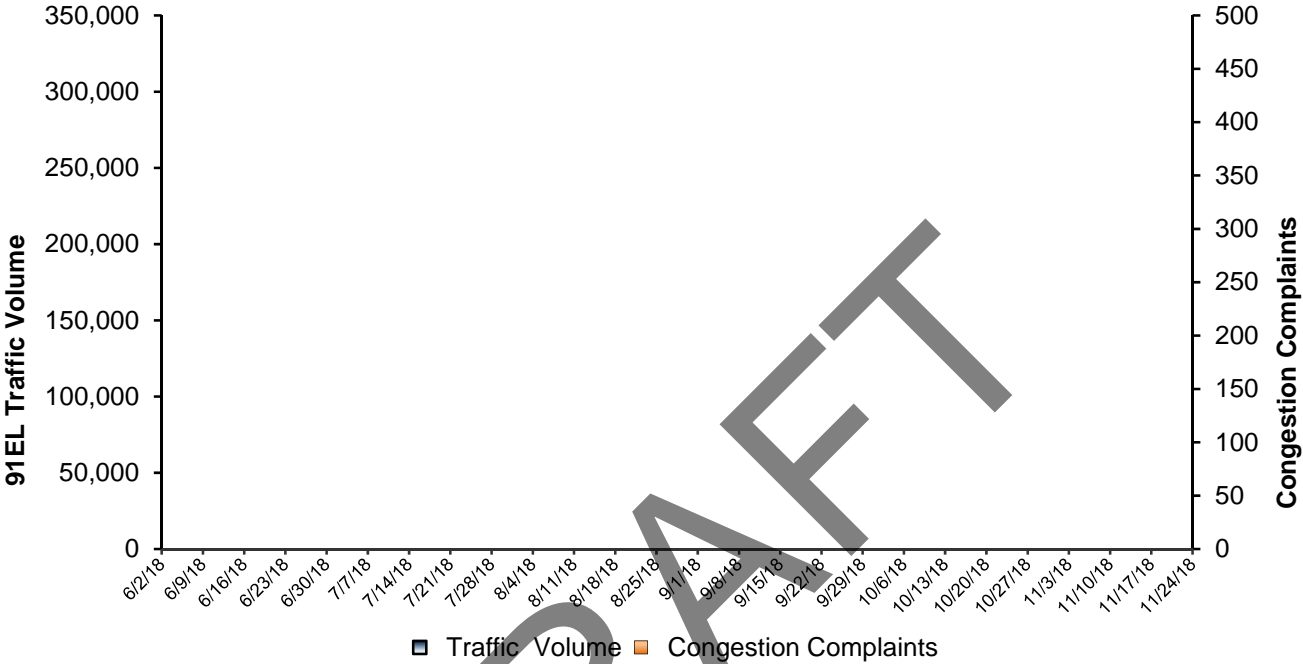
Level of Service (LOS)	Traffic Volume (Range)
A	0-400
B	401-800
C	801-1000
D	1001-1200
E	1201-1400
F	>1400

ATTACHMENT B3.4

WEEK	Date Range	Monday (AM)					Tuesday (AM)					Wednesday (AM)					Thursday (AM)					Friday (AM)					
		Time	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment	Current LOS	Current Toll	Volume	Actual LOS	Available for Toll Adjustment
WEEK 17	Oct 21 - Oct 27	4:00 AM	C	5.05	1,023	D	✓	C	5.05	997	C	✓	C	5.05	988	C	✓	C	5.05	882	C	✓	B	2.85	813	C	✓
		5:00 AM	F	16.40	1,322	E	✓	F	14.40	1,324	E	✓	F	14.40	1,399	E	✓	F	12.40	1,421	F	✓	C	5.15	1,266	E	✓
		6:00 AM	F	15.40	1,430	F	✓	F	13.40	1,416	F	✓	F	15.40	1,297	E	✓	F	13.40	1,262	F	✓	D	6.65	1,223	E	✓
		7:00 AM	F	11.40	1,350	E	✓	F	9.40	1,408	F	✓	F	11.40	1,435	F	✓	F	10.40	1,432	F	✓	C	5.15	1,051	D	✓
		8:00 AM	D	6.50	1,337	E	✓	D	6.50	1,456	F	✓	D	6.50	1,293	E	✓	D	6.65	1,350	E	✓	C	5.15	947	C	✓
		9:00 AM	C	5.05	873	C	✓	C	5.15	996	C	✓	C	5.15	1,016	D	✓	C	5.15	1,006	D	✓	C	2.85	699	B	✓
WEEK 18	Oct 28 - Nov 03	4:00 AM	C	5.05	1,044	D	✓	C	5.05	971	C	✓	C	5.05	935	C	✓	C	5.05	958	C	✓	B	2.85	803	C	✓
		5:00 AM	F	16.40	1,299	E	✓	F	14.40	1,315	E	✓	F	14.40	1,432	F	✓	F	12.40	1,457	F	✓	C	5.15	1,244	E	✓
		6:00 AM	F	15.40	1,375	E	✓	F	13.40	1,340	E	✓	F	15.40	1,416	F	✓	F	13.40	1,392	E	✓	D	6.65	1,198	D	✓
		7:00 AM	F	11.40	1,334	E	✓	F	9.40	1,438	F	✓	F	11.40	1,370	E	✓	F	10.40	1,379	E	✓	C	5.15	1,044	D	✓
		8:00 AM	D	6.50	1,203	E	✓	D	6.50	1,468	F	✓	D	6.50	1,160	D	✓	D	6.65	1,211	E	✓	C	5.15	949	C	✓
		9:00 AM	C	5.05	851	C	✓	C	5.15	965	C	✓	C	5.15	808	C	✓	C	5.15	976	C	✓	B	2.85	741	B	✓
WEEK 19	Nov 04 - Nov 10	4:00 AM	C	5.05	1,073	D	✓	C	5.05	1,044	D	✓	C	5.05	984	C	✓	C	5.05	974	C	✓	B	2.85	814	C	✓
		5:00 AM	F	16.40	1,350	E	✓	F	14.40	1,369	E	✓	F	14.40	1,446	F	✓	F	12.40	1,426	F	✓	C	5.15	1,312	E	✓
		6:00 AM	F	15.40	1,391	E	✓	F	13.40	1,439	F	✓	F	15.40	1,320	E	✓	F	13.40	1,380	E	✓	D	6.65	1,238	E	✓
		7:00 AM	F	11.40	1,413	F	✓	F	9.40	1,441	F	✓	F	11.40	1,478	F	✓	F	10.40	1,490	F	✓	C	5.15	1,052	D	✓
		8:00 AM	D	6.50	1,354	E	✓	D	6.50	1,449	F	✓	D	6.50	1,289	E	✓	D	6.65	1,238	E	✓	C	5.15	927	C	✓
		9:00 AM	C	5.05	965	C	✓	C	5.15	1,070	D	✓	C	5.15	943	C	✓	C	5.15	1,002	D	✓	B	2.85	651	B	✓
WEEK 20	Nov 11 - Nov 17	4:00 AM	C	5.05	616	B	✓	C	5.05	1,069	D	✓	C	5.05	995	C	✓	C	5.05	987	C	✓	B	2.85	864	C	✓
		5:00 AM	F	17.40	882	C	✓	F	15.40	1,384	E	✓	F	15.70	1,353	E	✓	F	13.70	1,485	F	✓	C	5.15	1,299	E	✓
		6:00 AM	F	16.40	1,001	D	✓	F	14.70	1,474	F	✓	F	16.70	1,402	F	✓	F	14.70	1,392	E	✓	D	6.65	1,171	D	✓
		7:00 AM	F	12.40	768	B	✓	F	10.70	1,450	F	✓	F	12.70	1,477	F	✓	F	11.70	1,409	F	✓	C	5.15	1,109	D	✓
		8:00 AM	E	8.55	703	B	✓	E	8.55	1,350	F	✓	E	8.55	1,152	D	✓	D	6.65	1,198	D	✓	C	5.15	895	C	✓
		9:00 AM	C	5.05	644	B	✓	C	5.15	993	C	✓	C	5.15	948	C	✓	C	5.15	970	C	✓	B	2.85	686	B	✓
WEEK 21	Nov 18 - Nov 24	4:00 AM	C	5.05	1,035	D	✓	C	5.05	985	C	✓	C	5.15	818	C	✓	A	1.90	48	A	✓	A	1.90	92	A	✓
		5:00 AM	F	17.40	1,335	E	✓	F	15.40	1,373	E	✓	E	8.55	1,143	D	✓	A	1.90	67	A	✓	A	1.90	167	A	✓
		6:00 AM	F	16.40	1,454	F	✓	F	14.70	1,353	E	✓	C	5.15	1,099	D	✓	A	1.90	70	A	✓	A	1.90	181	A	✓
		7:00 AM	F	12.40	1,385	E	✓	F	10.70	1,117	D	✓	B	2.85	899	C	✓	A	1.90	98	A	✓	A	1.90	177	A	✓
		8:00 AM	E	8.55	1,188	D	✓	E	8.55	1,022	D	✓	B	2.85	804	C	✓	A	1.90	175	A	✓	A	1.90	256	A	✓
		9:00 AM	C	5.05	772	B	✓	C	5.15	812	C	✓	B	2.85	563	B	✓	A	1.90	338	A	✓	A	1.90	393	A	✓
WEEK 22	Nov 25 - Dec 01	4:00 AM	C	5.05	1,101	D	✓	C	5.05	1,000	C	✓	C	5.05	1,037	D	✓	C	5.05	917	C	✓	B	2.85	826	C	✓
		5:00 AM	F	17.40	1,375	E	✓	F	15.40	1,461	F	✓	F	15.70	1,407	F	✓	F	13.70	1,357	E	✓	C	5.15	1,199	D	✓
		6:00 AM	F	16.40	1,415	F	✓	F	14.70	1,462	F	✓	F	16.70	1,339	E	✓	F	14.70	1,305	E	✓	D	6.65	1,072	D	✓
		7:00 AM	F	12.40	1,279	E	✓	F	10.70	1,362	E	✓	F	12.70	1,423	F	✓	F	11.70	1,057	D	✓	C	5.15	1,033	D	✓
		8:00 AM	E	8.55	1,143	D	✓	E	8.55	1,349	E	✓	E	8.55	1,289	E	✓	D	6.65	1,049	D	✓	C	5.15	991	C	✓
		9:00 AM	C	5.05	850	C	✓	C	5.15	897	C	✓	C	5.15	951	C	✓	C	5.15	500	B	✓	B	2.85	698	B	✓

RCTC's Most Recent 6-Month Period
 June 2018 through November 2018

Traffic Volume vs Congestion Complaints - Redacted



Congestion Complaints vs Toll Credits Issued - Redacted

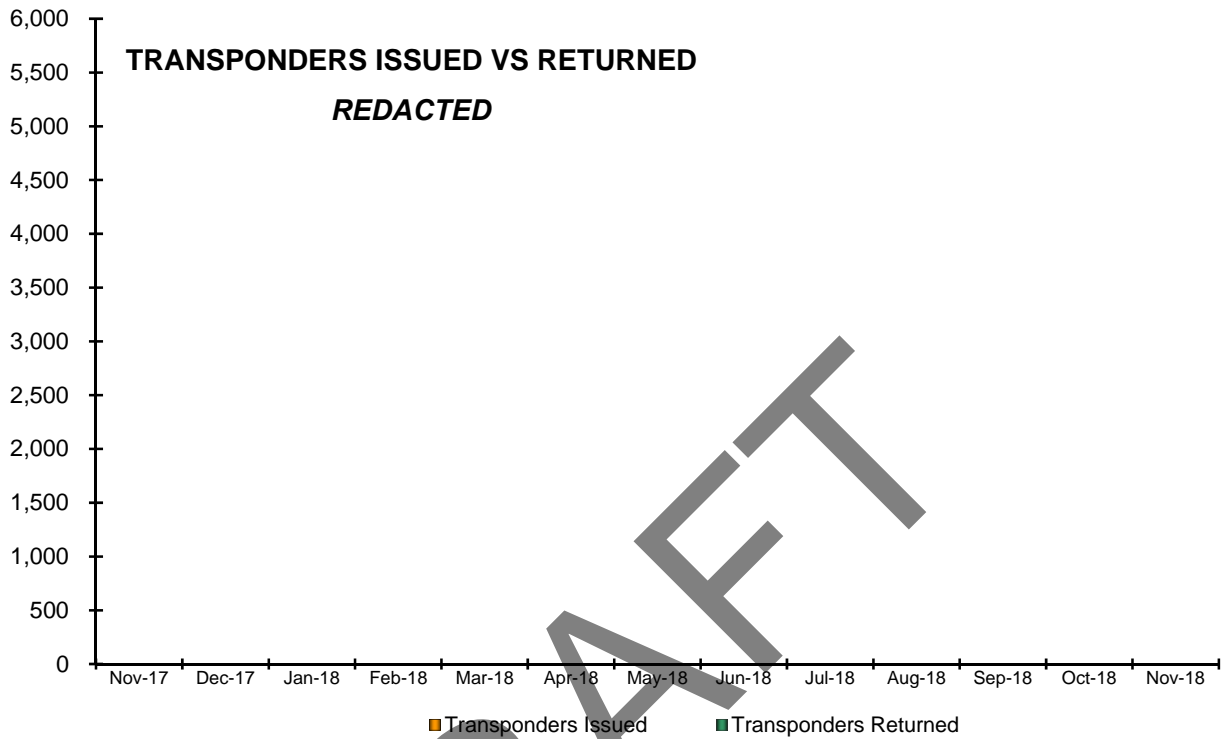


TRANSPONDER DISTRIBUTION 91 Express Lanes

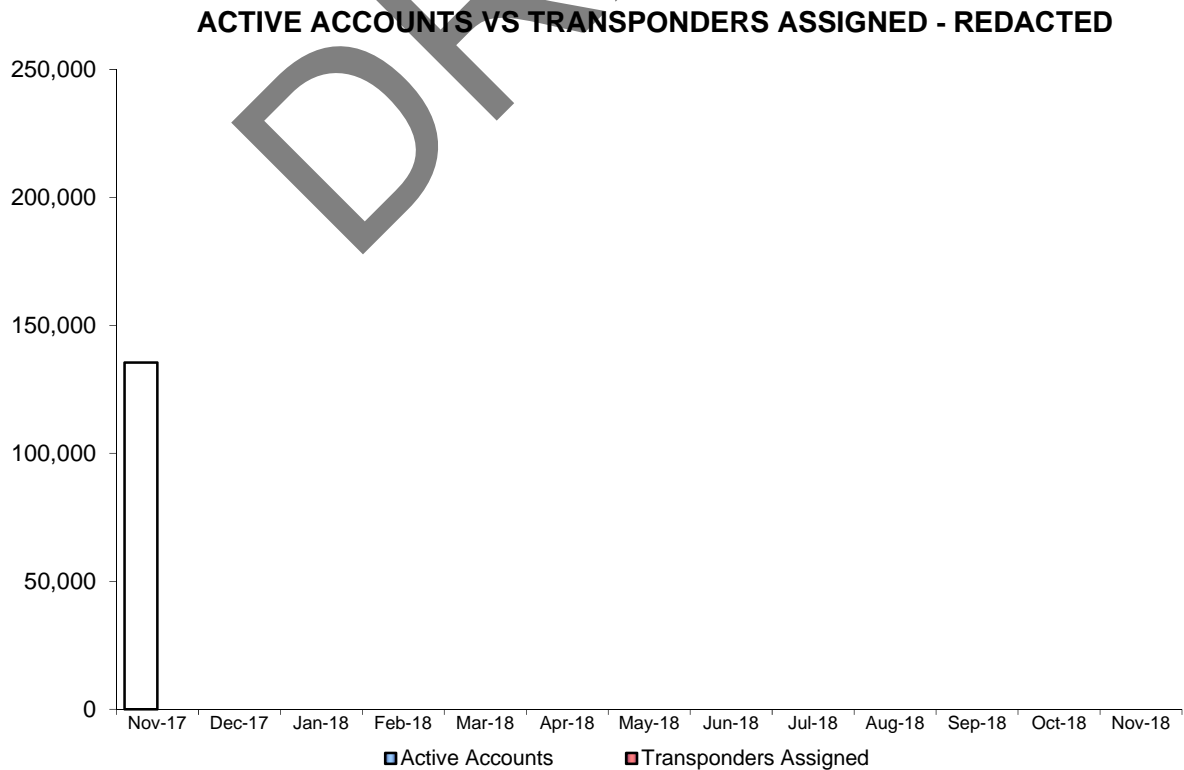
RFP 0-2352
Exhibit B
Attachment C

Most Recent 13-Month Period
November 2017 through November 2018

ATTACHMENT C1



ATTACHMENT C2



91 Express Lanes
CUSTOMER COMMUNICATION CHANNEL
Most Recent 13-Month Period
November 2017 through November 2018

Nov-18
Oct-18
Sep-18
Aug-18
Jul-18
Jun-18
May-18
Apr-18
Mar-18
Feb-18
Jan-18
Dec-17
Nov-17

DRAFT

■ CSC Phones ■ Website ■ Email ■ US Mail

Sample Quarterly Status Report

DRAFT

Sample 91 Express Lanes Quarterly Status Report

NOTE: Some data has been redacted.

Attached is the 91 Express Lanes Quarterly Status Report for the First Quarter of OCTA's Fiscal Year 2018-19; July 1 through September 30, 2018.

The following information is provided in this report:

1. OPERATIONS
 - 1.1 Quarterly Operations Overview
 - 1.1a Trip and Revenue Statistics for the First Quarter of FY2018-19
 - 1.1b Multi Agency Trip and Revenue Statistics
 - 1.2 Operations Highlights
 - 1.2.1 Customer Accounts and Transponder Distribution
 - 1.2.2 Traffic Volumes
 - 1.2.3 Incidents and Accidents
 - 1.2.4 On-road Maintenance
 - 1.2.5 Customer Service and Violation Processing
 - 1.2.6 ETTM Status
 - 1.2.7 Information Technology
2. FINANCIAL PERFORMANCE
3. OTHER ACTIVITIES AND ISSUES
 - 3.1 Traffic Volume and Associated Potential Revenue
 - 3.2 Active Accounts and Transponders Assigned

91 EXPRESS LANES QUARTERLY STATUS REPORT

FIRST QUARTER - OCTA FISCAL YEAR 2018-19

July 1 through September 30, 2018

1. OPERATIONS

1.1 Quarterly Operations Overview

Total traffic volume on the 91 Express Lanes for the first quarter of Fiscal Year 2018-19 was 4,467,727; representing a daily average of 48,562. This is an increase of 1.3% in total traffic volume from the previous quarter's total of 4,408,575. Potential toll revenue for the first quarter is \$13,172,688; an increase of 1.7% from the previous quarter's total of \$12,947,640. Traffic volume for the first quarter of FY 2018-19 was up 7.7% compared to the first quarter of FY 2017-18. Potential revenue for the same period was 7.0% above that of FY 2017-18. Carpool percentage for the first quarter was 26.6%, compared to 25.9% in the previous quarter. The first quarter traffic and revenue data compared to Stantec projections are summarized below.

Please note that the trip and revenue statistics table 1.1a represents all trips taken on the OCTA portion of the 91 Express Lanes and associated potential revenue. The Multi Agency Trip and Revenue statistics table 1.1b represents all trips taken on the 91 Express Lanes and associated revenue by Agency segments.

1.1a Trip and Revenue Statistics for the First Quarter of FY 2018-19

(FY2016-17 and FY2017-18 data is for July 1 through September 30, 2018)

Trips	FY 2018-19 1st Qtr	Stantec 1st Qtr Projected	# Variance	% Variance	FY 2017-18 1st Qtr	Yr-to-Yr % Variance
Full Toll Lanes	3,280,307	3,312,475	(32,168)	(1.0%)	3,100,900	5.8%
3+ Lanes	1,187,420	1,043,523	143,897	13.8%	1,047,712	13.3%
Total Gross Trips	4,467,727	4,355,998	111,729	2.6%	4,148,612	7.7%
Revenue						
Full Toll Lanes	\$12,944,382	\$13,185,568	(\$241,186)	(1.8%)	\$12,087,254	7.1%
3+ Lanes	\$228,306	\$251,468	(\$23,163)	(9.2%)	\$221,621	3.0%
Total Gross Revenue	\$13,172,688	\$13,437,036	(\$264,348)	(2.0%)	\$12,308,875	7.0%
Average Revenue per Trip						
Average Full Toll Lanes	\$3.95	\$3.98	(\$0.03)	(0.8%)	\$3.90	1.3%
Average 3+ Lanes	\$0.19	\$0.24	(\$0.05)	(20.8%)	\$0.21	(9.5%)
Average Gross Revenue	\$2.95	\$3.08	(\$0.13)	(4.2%)	\$2.97	(0.7%)

Agency Trip and Revenue Statistics for the First Quarter of FY 2018-19

MULTI AGENCY TRIP AND REVENUE STATISTICS

QUARTER ENDING September 30, 2018

FY 18-19 1st Qtr	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	2,193,431	1,344,289	61%	\$ 5,408,641
RCTC	2,104,105	1,344,289	64%	\$ 8,676,885
I-15	910,450	605,703	67%	\$ 3,920,155
McKinley	1,193,655	738,586	62%	\$ 4,756,731
Eastbound				
OCTA	2,274,296	1,241,190	55%	\$ 7,764,047
RCTC	1,784,871	1,241,190	70%	\$ 5,053,502
I-15	641,434	493,975	77%	\$ 1,387,906
McKinley	1,143,437	747,215	65%	\$ 3,665,596

1.2 Operations Highlights

1.2.1 Customer Accounts and Transponder Distribution

During the first quarter of FY2018-19, the 91 Express Lanes opened a daily average of 53 new accounts per 7-day week. Total active customer accounts at the end of the first quarter numbered 143,301 with 218,136 transponders assigned. As of the end of the first quarter, full-toll paying accounts made up approximately 92% of all active accounts. Full-toll paying accounts include all accounts except discount-toll accounts (3+Carpool, zero emission vehicles, disabled person, disabled veteran, and motorcycle) and non-toll accounts (Caltrans, CHP).

1.2.2 Traffic Volumes

Combined Facility (SR91 general-purpose lanes plus OCTA 91 Express Lanes) global demand data is compiled at the mid-point of the OCTA Express Lanes between Imperial Hwy and Weir Canyon using Caltrans' loops; therefore, traffic volumes are only a representation of throughput in the 91 Corridor and may differ from traffic volumes obtained through OCTA's TollPlus system.

During the first quarter, weekday peak-hour global demand averaged 94,096 vehicles per weekday (excluding holidays). During peak traffic hours the OCTA 91 Express Lanes captured 38% of the eastbound evening commuter traffic and 21% of the westbound morning commuter traffic, with overall capture rate of 29%.

1.2.3 Incidents and Accidents

OCTA Customer Assistance Specialists responded to an average of 4 calls per day during the first quarter. The majority of these calls continue to be debris removal and assisting stalled vehicles.

There were 38 accidents reported during the first quarter; of the 38 accidents reported, 23 originated in the OCTA 91 Express Lanes and 15 originated in the general purpose lanes.

1.2.5 Customer Service and Violation Processing- REDACTED

Activity	Response	Performance Standard
Call Wait Times		
Abandon Rate		
Total Calls		
Calls Handled by Customer Service Reps		
Calls Handled by IVR (automated system)		
Transponder Distribution		
Processing Response Time		

During the fourth quarter, Violation Processing processed 151,145 OCTA transactions (vehicles without transponder-reads or valid accounts). These violations are pursued in accordance with state toll-evasion enforcement procedures and OCTA policy.

First-quarter and year-to-date collection efforts are summarized in the following table:

COLLECTION EFFORTS	Q1		FY 2018-19 To-Date	
	Records	Recovered	Records	Recovered
COFIROUTE RECOVERED				
Customer Violations				
Non-customer Violations				
Cofiroute Collection Totals:				
COLLECTIONS AGENCY RECOVERED				
Unresolved Customer Acct Collections				
Unresolved Non-customer Violations				
Judgments				
*Tax Intercept				
*Lottery Intercept				
Collections Agency Totals:				
TOTAL COLLECTION:				

*Note: Data is based on activity quarter when collected. Additional data may be received after the date of this report.

1.2.6 ETTM

Cofiroute USA completed maintenance on the ETTM equipment at lane level. Coordinated efforts were made with vendors to perform maintenance on generators, A/C units, and UPS units. Damaged cameras were replaced and sent out for repairs. Quarterly Vault inspections were completed. Various OCTA equipment was bench tested to insure proper functionality before installation in the field. Failed Equipment was replaced with spare units in the lanes and sent to vendors for replacement. Failed sign equipment was replaced with vendor provided spares. Crosstown re-terminated the connection to the OCTA 55NB info sign switch.

1.2.7 Information Technology

During the first quarter, routine IT operations including hardware maintenance, security patches, and updates were performed on schedule. Migration from WhatsUp Gold to Solarwinds has been completed for system monitoring as well. New Virtual Machine group was installed and configured on Nimble. All NetApp VMs were successfully migrated to the new Nimble VM farm. Quarterly and monthly system checks were also completed on schedule.

On July 24, 2018, in the late evening, the Barracuda Web Filter became unresponsive and required a power cycle to regain functionality.

2. FINANCIAL PERFORMANCE

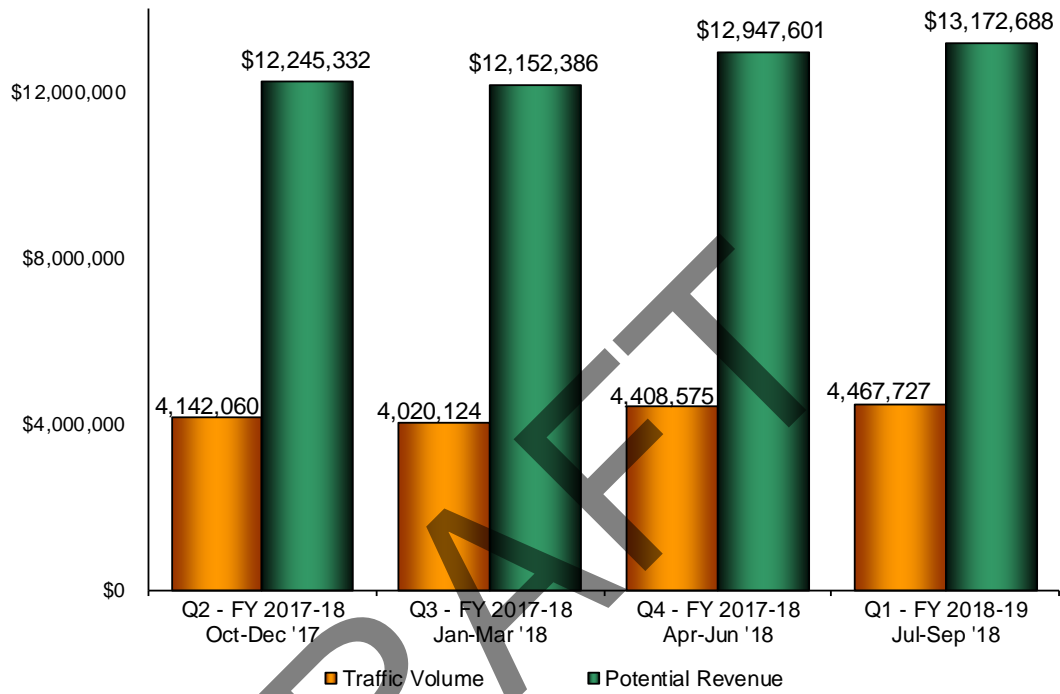
Traffic and revenue statistics for the first quarter of FY 2018-19 are detailed in Section 1.1 of this report. OCTA prepares the consolidated financials for the 91 Express Lanes. On a monthly basis, Cofiroute USA provides OCTA with financial data regarding certain revenue and expenditure categories and line items under Cofiroute USA control.

Cofiroute USA continues to provide OCTA with the required financial information on or before the required date each month.

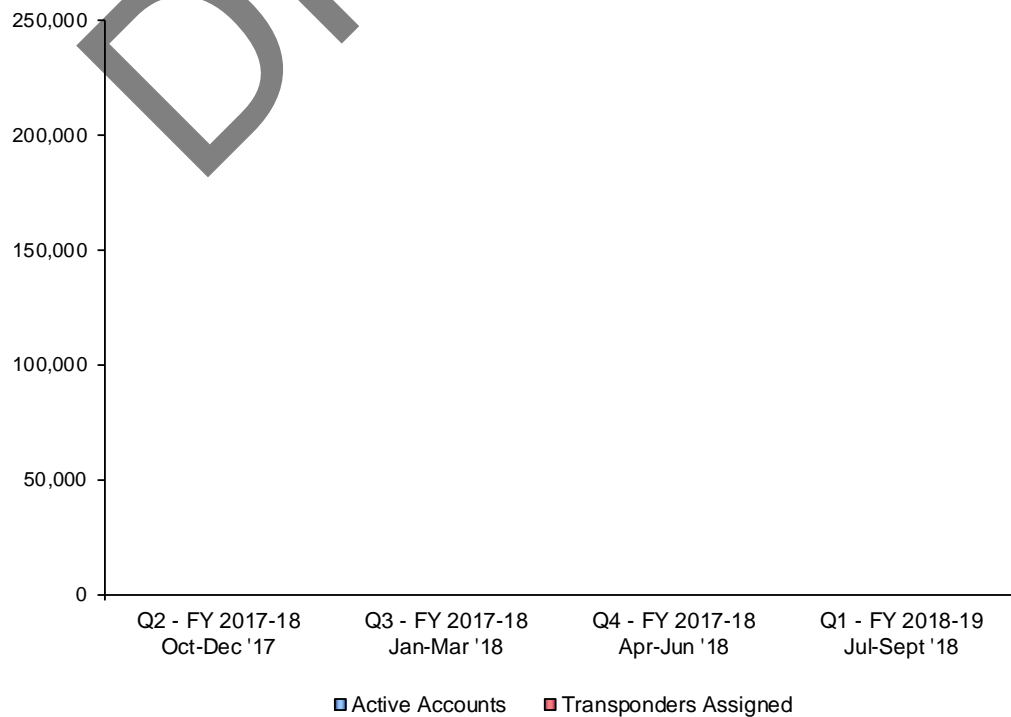
3. OTHER ACTIVITES AND ISSUES

OCTA'S FISCAL YEAR 2018-19 ~ Q1
Most-recent Four Quarters

TRAFFIC VOLUME &
ASSOCIATED POTENTIAL REVENUE



ACTIVE ACCOUNTS AND TRANSPONDERS ASSIGNED- REDACTED



RFP 0-2352
Exhibit B
Attachment C

Sample Weekday Peak-Hour Traffic, Global Demand and Traffic and Revenue Statistics

Following are the Weekday Peak-Hour Traffic, Global Demand and Traffic and Revenue statistics for the 91 Express Lanes for the period Jan 06-12, 2019. The Multi Agency Trip and Revenue Statistics and Weekday Peak Volumes for Determining Toll Adjustments are also provided.

WEEKDAY PEAK-HOUR TRAFFIC

Eastbound PM Peak

PM Time	Monday 01/07/19				Tuesday 01/08/19				Wednesday 01/09/19				Thursday 01/10/19				Friday 01/11/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.05	445	2,494	73%	\$5.05	478	2,851	84%	\$5.05	448	2,885	85%	\$5.95	534	3,260	96%	\$6.35	588	3,359	99%
1500 - 1600	\$5.40	713	3,274	96%	\$5.65	683	2,823	83%	\$7.00	749	2,959	87%	\$6.00	680	3,093	91%	\$9.65	785	2,632	77%
1600 - 1700	\$5.25	470	2,765	81%	\$5.50	492	2,917	86%	\$6.75	518	3,151	93%	\$8.80	597	3,020	89%	\$9.45	531	2,617	77%
1700 - 1800	\$5.20	623	3,053	90%	\$5.40	539	2,880	85%	\$6.90	479	2,493	73%	\$9.20	530	2,357	69%	\$6.90	627	2,872	84%
1800 - 1900	\$5.40	768	2,576	76%	\$3.85	741	2,953	87%	\$3.85	751	2,902	85%	\$4.75	761	2,978	88%	\$6.40	796	2,889	85%
1900 - 2000	\$3.75	436	1,379	41%	\$3.75	653	2,347	69%	\$3.75	728	2,573	76%	\$5.50	761	2,646	78%	\$5.95	685	2,149	63%

Westbound AM Peak

AM Time	Monday 01/07/19				Tuesday 01/08/19				Wednesday 01/09/19				Thursday 01/10/19				Friday 01/11/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.00	772	2,461	72%	\$3.00	775	2,343	69%	\$3.00	771	2,393	70%	\$3.00	780	2,335	69%	\$3.00	670	1,936	57%
0500 - 0600	\$4.85	868	2,383	70%	\$4.85	993	2,639	78%	\$4.85	902	2,518	74%	\$4.85	892	2,504	74%	\$4.60	806	2,420	71%
0600 - 0700	\$5.05	626	2,043	60%	\$5.05	632	2,021	59%	\$5.05	675	2,130	63%	\$5.05	656	2,103	62%	\$4.85	651	2,012	59%
0700 - 0800	\$5.55	495	2,008	59%	\$5.55	511	2,054	60%	\$5.55	480	1,944	57%	\$5.55	528	2,091	62%	\$5.40	486	1,963	58%
0800 - 0900	\$5.05	353	1,968	58%	\$5.05	321	1,962	58%	\$5.05	365	2,042	60%	\$5.05	394	2,123	62%	\$4.85	339	1,904	56%
0900 - 1000	\$4.00	404	1,987	58%	\$4.00	350	1,966	58%	\$4.00	411	2,104	62%	\$4.00	395	2,242	66%	\$4.00	359	1,601	47%

WEEKDAY PEAK-HOUR GLOBAL DEMAND

The following throughput data is obtained from the PeMS (Freeway Performance Measurement System) website. This project is conducted by UC Berkeley, with the cooperation of Caltrans. The following Combined Facility data is compiled at the mid-point of the facility using Caltrans' loops; therefore, traffic volumes are only a representation of throughput in the 91 Corridor and will differ from traffic volumes obtained through OCTA's Toll Plus system.

FY 2018-19 Wk	Week Days Monday-Friday	Lanes	Eastbound Demand 2:00-7:59 pm	EB Capture Rate	Westbound Demand 4:00-9:59 am	WB Capture Rate	Combined Facility Demand	Overall Capture Rate
28	Jan 06-12 2019	91EL	82,857	37%	50,151	21%	133,008	28%
		Mainline	143,237	63%	192,674	79%	335,911	72%
		TOTAL:	226,094		242,825		468,919	

TRIP AND REVENUE STATISTICS

WEEK ENDING January 12, 2019

(FY 2018-19 and FY 2017-18 data is for Sunday through Saturday)

Trips	FY 2018-19 Current Week Actual	Stantec Current Week Projected	# Variance	% Variance	FY 2017-18 Corresponding Week Actual	Yr-to-Yr % Variance
Full Toll Lanes	230,203	242,929	(12,726)	(5.2%)	217,347	5.9%
3+ Lanes	83,315	70,429	12,886	18.3%	72,583	14.8%
Total Gross Trip	313,518	313,358	160	0.1%	289,930	8.1%
Revenue						
Full Toll Lanes	\$ 929,881	\$ 985,987	\$ (56,106)	(5.7%)	\$ 865,878	7.4%
3+ Lanes	\$ 18,807	\$ 18,810	\$ (3)	(0.0%)	\$ 17,343	8.4%
Total Gross Revenue	\$ 948,688	\$ 1,004,797	\$ (56,108)	(5.6%)	\$ 883,221	7.4%
Average Revenue Per Trip						
Average Full Toll Lanes	\$4.04	\$4.06	(\$0.02)	(0.5%)	\$3.98	1.5%
Average 3+ Lanes	\$0.23	\$0.27	(\$0.04)	(14.8%)	\$0.24	(4.2%)
Average Gross Revenue	\$3.03	\$3.21	(\$0.18)	(5.6%)	\$3.05	(0.7%)

MONTH-TO-DATE AS OF January 12, 2019

(FY 2018-19 and FY 2017-18 data is for January 01, 2019 through January 12, 2019)

Trips	FY 2018-19 MTD Actual	Stantec MTD Projected	# Variance	% Variance	FY 2017-18 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	373,445	383,428	(9,983)	(2.6%)	365,215	2.3%
3+ Lanes	142,988	128,246	14,742	11.5%	124,782	14.6%
Total Gross Trip	516,433	511,674	4,759	0.9%	489,997	5.4%
Revenue						
Full Toll Lanes	\$ 1,535,729	\$ 1,555,591	\$ (19,862)	(1.3%)	\$ 1,493,634	2.8%
3+ Lanes	\$ 31,262	\$ 29,676	\$ 1,586	5.3%	\$ 33,222	(5.9%)
Total Gross Revenue	\$ 1,566,991	\$ 1,585,267	\$ (18,277)	(1.2%)	\$ 1,526,856	2.6%
Average Revenue Per Trip						
Average Full Toll Lanes	\$4.11	\$4.06	\$0.05	1.2%	\$4.09	0.5%
Average 3+ Lanes	\$0.22	\$0.23	(\$0.01)	(4.3%)	\$0.27	(18.5%)
Average Gross Revenue	\$3.03	\$3.10	(\$0.07)	(2.3%)	\$3.12	(2.9%)

FISCAL YEAR-TO-DATE AS OF January 12, 2019

(FY 2018-19 and FY 2017-18 data is for July 01 through January 12, 2018)

Trips	FY 2018-19 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2017-18 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	6,846,790	6,971,875	(125,085)	(1.8%)	6,576,244	4.1%
3+ Lanes	2,478,258	2,137,259	340,999	16.0%	2,204,425	12.4%
Total Gross Trip	9,325,048	9,109,134	215,914	2.4%	8,780,669	6.2%
Revenue						
Full Toll Lanes	\$ 27,154,221	\$ 27,773,825	\$ (619,603)	(2.2%)	\$ 25,620,257	6.0%
3+ Lanes	\$ 481,177	\$ 529,770	\$ (48,593)	(9.2%)	\$ 460,807	4.4%
Total Gross Revenue	\$ 27,635,399	\$ 28,303,595	\$ (668,196)	(2.4%)	\$ 26,081,063	6.0%
Average Revenue Per Trip						
Average Full Toll Lanes	\$3.97	\$3.98	(\$0.01)	(0.3%)	\$3.90	1.8%
Average 3+ Lanes	\$0.19	\$0.25	(\$0.06)	(24.0%)	\$0.21	(9.5%)
Average Gross Revenue	\$2.96	\$3.11	(\$0.15)	(4.8%)	\$2.97	(0.3%)

February 07, 2019
 91EL FY 2018-19 Week 28 Status Report
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MULTI AGENCY TRIP AND REVENUE STATISTICS

WEEK ENDING January 12, 2019

(FY 2018-19 data is for Sunday through Saturday)

FY 2018-19 Current Week	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	151,850	96,092	63%	\$ 379,500
RCTC	148,370	96,092	65%	\$ 725,850
I-15	63,255	43,510	69%	\$ 309,963
McKinley	85,115	52,582	62%	\$ 415,887
Eastbound				
OCTA	161,668	85,973	53%	\$ 569,188
RCTC	122,335	85,973	70%	\$ 390,509
I-15	44,303	34,988	79%	\$ 97,977
McKinley	78,032	50,985	65%	\$ 292,532

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Other Sample Reports

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Table C-1: Sample Reconciliation Report

Trip Reconciliation Report RCTC				
				Date: 12-30-2018
Lane Transactions				
RAMS Received Transactions		Distinct TZC Transactions		
Pre-processing Transactions				
Qualified Transactions		Unqualified Transactions		
No Tag or Plate Read Transactions		Duplicate - Unqualified State		
Plate Read and Tag Read Transactions		Multiple Transactions		
Data Error - Unqualified State		Split Transactions		
Plate Read Qualified		Straddle - Unqualified State		
Tag Read Qualified		Total		
Total				
Grand Total				
Variance				
Trip Building Transactions				
Trip Building Transactions	Txn Count	Trip Count	Trip Building Trips	Trip Count
Transactions Built - Single Gantry			Multi Gantry	Trips Built Using Tag
Transactions Built - Multi Gantry				Trips Built Using Tag - Rejected
Trip Building Queue				Trips Built Using Plate
Orphan Trip - Rejected				Trips Built Using Plate - Rejected
Transactions in Image Review				Orphan Rejected Trips
Transaction Hold for Images				Total
Entry and Exit Date are Different			Single Gantry	RC-91 Trips
Total				RC-91 Trips - Rejected
				I-15 Trips
				Orphan Rejected Trips
				Total
			Grand Total	
Processed Trips				
	Trip Count	Potential Revenue	Variances	
Customer Trips			Qualified Trip Count	
Dismissed			Processed Trip Count	
Image Review			Variance	
In Process				
IOP Trips				
Violated Trips				
Total				
Reprocessed Trips				
Grand Total				

Note: Data redacted

Trip Reconciliation		Trip Count	Potential Rev
Customer Trips	Customer Posted Adjusted		
Dismissed	Trips are in Image Review		
	Hotplate		
	Post the Transaction to the Unidentified Account		
	Transaction is in Tripbuilding Queue		
Image Review	Preprocess		
	Pending		
In Process	Outstanding		
	RCA Response Pending		
	OOSP Response Pending		
	Negative Balance Hold		
	Hold 21 Days Older		
	Hold for Process		
	Hold for Trip Pricing		
IOP Trips	Transaction Hold for Images		
	Posted to IOP Customer		
Violated Trips	Rejected		
	Violator Posted		
	Linked to Customer		
	Dismissed		
Total			
Reprocessed Trips	Linked to Customer		
	Linked to Violator		
	Linked to IOP		
Grand Total			

Note: Data redacted

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Table C-2: Sample Reconciliation Image Review Dismissals by Reason Code

Date: 01-01-2019

Reason Code	IMR Count
BLURRED	
CHP	
CO/FLAG	
DMVISSUE	
GLARE	
IMGDARK	
IMGHIGH	
IMGLOW	
MOTORCYCLE	
NOPLATES	
NOVEHICLE	
OBSTRUCTED	
OCTABUS	
OUTOFCOUNTRY	
PAPERPLATES	
POLICE	
POORRES	
RTABUS	
STRADDLE	
Total	

Note: Data redacted

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Table C-3: Reconciliation IMR Sub Set

Date: 01-01-2019

Trip Reconciliation Type		IMR Count
Customer Trips	Customer Posted	
	Adjusted	
Dismissed	Trips are in Image Review	
	Transaction is in Tripbuilding Queue	
	Hotplate	
Image Review	Pending	
	Outstanding	
In Process	OOSP Response Pending	
	RCA Response Pending	
	Negative Balance Hold	
	Hold 21 Days Older	
	Hold for Process	
	Hold for Trip Pricing	
	Transaction Hold for Images	
IOP Trips	Posted to IOP Customer	
	Rejected	
Violated Trips	Violator Posted	
	Dismissed	
	Linked to Customer	
Total		
Reprocessed Trips	Linked to IOP	
	Linked to Customer	
	Linked to Violator	
Grand Total		

Note: Data redacted

Table C-4: Excerpt from Active Customers by Zip/City Report

Zip1	City	AccountStatus	Total
92277	29 PALMS	AC	
92530	3257 MOUNTAIN ST	AC	
92865	92865	AC	
98520	ABERDEEN	AC	
21009	ABINGDON	AC	
24210	ABINGDON	AC	
24211	ABINGDON	AC	
70420	ABITA SPRINGS	AC	
93510	ACTON	AC	
30101	ACWORTH	AC	
49355	ADA	AC	
75001	ADDISON	AC	
92301	ADELANTO	AC	
92301	ADELATO	AC	

Note: Data has been redacted.

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Table C-5: Sample RCTC Maintenance Mode Trips Report

4020		
4022		
Total:		

Trip Date	Trip Hour	Plaza Id	LN1 Count	LN1 Toll	LN2 Count	LN2 Toll	LN3 Count	LN3 Toll	Plaza Cnt	Plaza Toll
1/21/2019										
1/21/2019										
1/21/2019										
1/21/2019										
1/26/2019										
1/26/2019										
1/26/2019										
1/26/2019										
1/26/2019										
1/26/2019										

Note: Data redacted

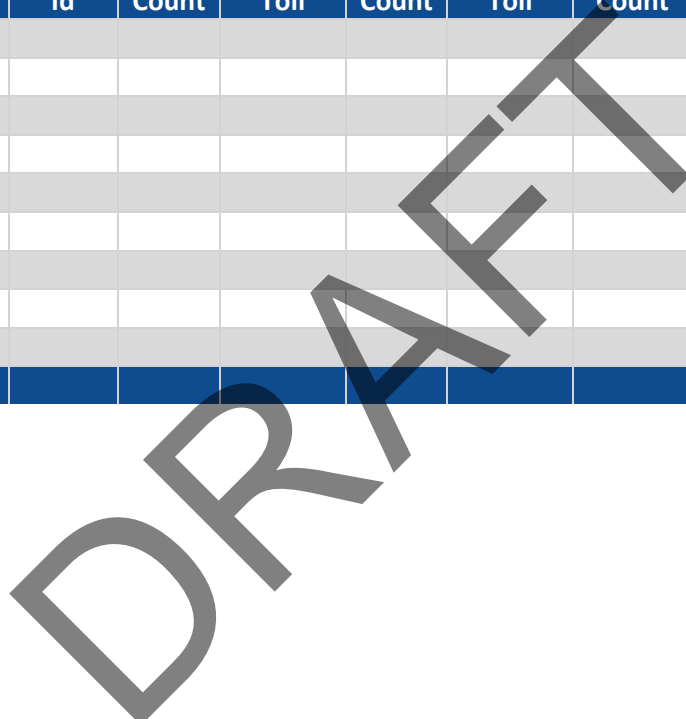


Table C-6: Sample Monthly Counts Online Tracking Report

Transaction Type	July		August		September		October	
	#	%	#	%	#	%	#	%
Opt In E-Statement								
Online Applications								
Address Update								
Close Account								
Contacts Updated								
Credit Card Payment								
Credit Card Update								
Email Update								
Lost/Stolen Tag Reported								
Tag - Additional Requested								
Tag - Replacement Requested								
Password Change								
Phone Update								
Pin Updated								
Email Username/Password								
Plan Change								
Security Questions Added								
Security Questions Updated								
Vehicle Added								
Vehicle Deactivated								
Vehicle Updated								
Violation Payment								
Total Online Transactions								
	→							
	+/-							

Note: Data redacted

Table C-7: Sample Weekly Recap Report

Weekly Recap - January 27 through February 02, 2019				
	Actual Potential	Stantec Projected	Variance	Variance %
Total Revenue				
Total Traffic				
Direction	HOV	SOV	Total	HOV %
EB Traffic				
WB Traffic				
Total				
Destination	HOV	SOV	Total	Destination %
EB County Line to I-15				
EB County Line to McKinley				
Total				
WB I-15 to County Line				
WB McKinley to County Line				
Total				
Peak Period Recap	Volume	LOS	Toll Price	Day of Week & Hour
EB County Line to McKinley				
WB McKinley to County Line				
Performance - Peak Period				
EB Speed Highest Volume Hour				
EB Speed Average Peak Period				
WB Speed Highest Volume Hour				
WB Speed Average Peak Period				

Note: Data redacted

Performance - Single Lane Throughput		Volume	LOS	Day of Week & Hour
County Line to I-15 Southbound				
County Line to McKinley				
I-15 Northbound to County Line				
McKinley to County Line				
Actual				
% of Customers without Transponder Read				

Note: Data redacted

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Table C-8: Sample RCTC Weekly Trip Counts Report

sdt Biz Date	EB HOV	EB SOV	EB ALL	WB HOV	WB SOV	WB ALL	SB HOV	SB SOV	SB ALL	NB HOV	NB SOV	NB ALL	ALL
1/27/2019													
1/28/2019													
1/29/2019													
1/30/2019													
1/31/2019													
2/1/2019													
2/2/2019													

Note: Data has been redacted.

Table C-9: Sample RCTC Weekly Trip Counts (Hourly Breakdown) Report

sdt Biz Date	i Hour Num	Ln1EBTrips	Ln2EBTrips	Ln3EBTrips	Ln1WBTrips	Ln2WBTrips	Ln3WBTrips	Ln1SBTrips	Ln2SBTrips	Ln3SBTrips	Ln1NBTrips	Ln2NBTrips	Ln3NBTrips
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													
1/27/2019													

Note: Table truncated to fit page. Would provide data for full week. Data has been redacted.

Table C-10: Sample Preprocessing Transaction Counts by Trip Segment and Trip Date Report

Hour	RCTC											OCTA								Total	Hour	
	15NB L1	91WB L1	91WB L2	91WB L3	WB Total	91EB L1	91EB L2	91EB L3	15SB L2	EB Total	RC Total	91WB L1	91WB L2	91WB L3	WB Total	91EB L1	91EB L2	91EB L3	EB Total			OC Total
0																						
1																						
2																						
3																						
4																						
5																						
6																						
7																						
8																						
9																						
10																						
11																						
12																						
13																						
14																						
15																						
16																						
17																						
18																						
19																						
20																						
21																						
22																						
23																						

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Note: Data redacted

Table C-11: Sample Image Dismissal Report

Gantry	A											B																
	Image Dark	Blurred	Glare	Image High	Image Left	Image Low	Image Right	No Image	No Vehicle	Poor Resolution	Straddle	CalTrans	CHP	Company / Flag	DMV Issue	No Plate	FIRE	Gov't Vehicle	Motorcycle	MTA Bus	Obstructed	OCTA Bus	Out of Country	Paper Plate	Police	RTA Bus		
EB																												
SB																												
NB																												
WB																												

Note: Data redacted

A	B

Gantry	TOTAL DISMISSED	TOTAL IMRs
EB		
SB		
NB		
WB		

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Table C-12: CSC Transponder Inventory Log

Date	Day	Transponder Inventory A + B + C	Beginning Balance D	New Shipment In E	Recycled Transponders In F	New - Defect/Wrong Label Out G	Tags Replenished Out H	Physical Count Adjustment In/Out	@ Locations In/Out	Ending Balance A	Beginning Balance I	Daily Returns In J	Recycled (to col F) Out K	Defects (W) (to col O) Out L	Defects (NW) (to col P) Out M	Physical Count Adjustment In/Out	@ Locations In/Out	Ending Balance @ CSC B	Beginning Balance N	Defective (Warranty) In O	Defective (No Warranty) In P	New - Defect / (Warranty) In Q	Physical Count Adjustment In/Out	Sent to transponder vendor Out R	Sent to be Destroyed Out S	Ending Balance C	Tags At transponder vendor	
01/01/19	Tue																											
01/02/19	Wed																											
01/03/19	Thu																											
01/04/19	Fri																											
01/05/19	Sat																											
01/06/19	Sun																											
01/07/19	Mon																											
01/08/19	Tue																											
01/09/19	Wed																											
01/10/19	Thu																											
01/11/19	Fri																											
01/12/19	Sat																											
01/13/19	Sun																											
01/14/19	Mon																											
01/15/19	Tue																											
01/16/19	Wed																											
01/17/19	Thu																											
01/18/19	Fri																											

Table C-13: Sample Transponder Activity Report

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
AVAILABLE TO ISSUE												
Beginning Inventory On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Add:												
New Transponders Received From transponder vendor	--	--	--	--	--	--	--	--	--	--	--	--
Replacement tags Received From transponder vendor	--	--	--	--	--	--	--	--	--	--	--	--
Recycled Transponders	--	--	--	--	--	--	--	--	--	--	--	--
Received from OCTA to CSC	--	--	--	--	--	--	--	--	--	--	--	--
Total Inventory Increase	--	--	--	--	--	--	--	--	--	--	--	--
Deduct												
Returned to transponder vendor - Defective New Tags	--	--	--	--	--	--	--	--	--	--	--	--
Issued From CSC to Customers	--	--	--	--	--	--	--	--	--	--	--	--
Issued From CSC to Processing Dept.	--	--	--	--	--	--	--	--	--	--	--	--
Issued From CSC to OCTA	--	--	--	--	--	--	--	--	--	--	--	--
Total Inventory Reduction	--	--	--	--	--	--	--	--	--	--	--	--
Physical Inventory Adjustments (+/-)	--	--	--	--	--	--	--	--	--	--	--	--
Transponders at other locations (+/-)	--	--	--	--	--	--	--	--	--	--	--	--
Ending Inventory On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Transponder Type Breakdown												
Internal Transponders	--	--	--	--	--	--	--	--	--	--	--	--
External Transponders	--	--	--	--	--	--	--	--	--	--	--	--
Switchable Transponders	--	--	--	--	--	--	--	--	--	--	--	--
RETURNED TRANSPONDERS - NOT PROCESSED												
Beginning Returned Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Add:												
Daily Returns	--	--	--	--	--	--	--	--	--	--	--	--
Other Increases	--	--	--	--	--	--	--	--	--	--	--	--
Total Increase	--	--	--	--	--	--	--	--	--	--	--	--
Deduct												
Recycled Transponders	--	--	--	--	--	--	--	--	--	--	--	--
Defective Transponders Under Warranty	--	--	--	--	--	--	--	--	--	--	--	--
Scrap Transponders	--	--	--	--	--	--	--	--	--	--	--	--
Other Deductions	--	--	--	--	--	--	--	--	--	--	--	--
Total Reduction	--	--	--	--	--	--	--	--	--	--	--	--
Physical Inventory Adjustments (+/-)	--	--	--	--	--	--	--	--	--	--	--	--
Ending Returned Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
SCRAP TRANSPONDERS												
Beginning Scrap Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--
Add:												
Scrap Transponders	--	--	--	--	--	--	--	--	--	--	--	--

Hold to transponder vendor - Defective Transponders Under Warranty	--	--	--	--	--	--	--	--	--	--	--	--	--
Other Increases													
Total Increase	--	--	--	--	--	--	--	--	--	--	--	--	--
Deduct													
Destroyed Transponders	--	--	--	--	--	--	--	--	--	--	--	--	--
Sent to transponder vendor	--	--	--	--	--	--	--	--	--	--	--	--	--
Other Deductions	--	--	--	--	--	--	--	--	--	--	--	--	--
Total Reduction	--	--	--	--	--	--	--	--	--	--	--	--	--
Physical Inventory Adjustments (+/-)	--	0	--	--	--	--	--	--	--	--	--	--	--
Ending Scrap Transponders On Hand at CSC	--	--	--	--	--	--	--	--	--	--	--	--	--
Destination Breakdown													
To go Enviroserv for destruction	--	--	--	--	--	--	--	--	--	--	--	--	--
To go to transponder vendor for evaluation and replacement	--	--	--	--	--	--	--	--	--	--	--	--	--
TRANSPONDERS AT transponder vendor													
Beginning Balance Transponders at transponder vendor	--	--	--	--	--	--	--	--	--	--	--	--	--
Transponders sent to transponder vendor during the month	--	--	--	--	--	--	--	--	--	--	--	--	--
Transponders replaced and received from transponder vendor	--	--	--	--	--	--	--	--	--	--	--	--	--
Transponders debited against shipments - sent to transponder vendor not under warranty and sent back by transponder vendor for destruction	--	--	--	--	--	--	--	--	--	--	--	--	--
Transponders credited against shipments Agreement No. C-6-1365	--	--	--	--	--	--	--	--	--	--	--	--	--
Ending Balance Transponders at transponder vendor	--	--	--	--	--	--	--	--	--	--	--	--	--

Note: Data has been redacted

Table C-14: Sample Transponder Inventory Report

Status	Jul Activity	<u>7/31/2018</u>	Aug Activity	<u>8/31/2018</u>	Sep Activity	<u>9/30/2018</u>	Oct Activity	<u>10/31/2018</u>	Nov Activity	<u>11/30/2018</u>	Dec Activity	<u>12/31/2018</u>	Jan Activity	1/31/2019
	Jul Activity	Jul-18	Aug Activity	Aug-18	Sep Activity	Sep-18	Oct Activity	Oct-18	Nov Activity	Nov-18	Dec Activity	Dec-18	Jan Activity	Jan-19
ASSN														
DISPOSED														
EXP														
INVN														
LOST														
MISS														
REPL														
RETN														
DMGD														
DEFC														
STOL														
LOSTCOLL														
Number of Transponders on Hand														
Orange Location														
Inventory Status														
Anaheim Location														
Inventory Status														
Corona														
Inventory Status														
Returned Status														
Assigned Status (Tag Rpt 9)														
Total Transponders on Hand														

Note: Data has been redacted.

Table C-15: Sample Summary of Findings (Transponders) Report
 INVENTORY as of end-of-day Date _____

	Physical Count	Clipboard Log	Difference	% error	Transponder Log
New					
Recycle					
Return @ CSC					
Defective (W)					
Scrap/Destroy (no W)					
At other location At transponder vendor					

Note: Data has been redacted.

Table C-16: Sample Transponder Analysis Report

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
Orange Location							
Inventory Status	--	--	--	--	--	--	--
Anaheim Location							
Inventory Status	--	--	--	--	--	--	--
Corona							
Inventory Status	--	--	--	--	--	--	--
Returned Status	--	--	--	--	--	--	--
Assigned Status (Tag Rpt 9)	--	--	--	--	--	--	--
Total Transponders on Hand	--	--	--	--	--	--	--
Contract # C-6-1365 (2016 to present)							
# of transponders purchased to date					--	--	--
Unit cost							
Subtotal							
Sales Tax****							
Total Cost							
Contract # C-1-2915 (2012 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax****							
Total Cost							
Contract # C-1-2915 (2012 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax****							
Total Cost							
Contract # C-1-2915 (2012 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax***							
Total Cost							
Contract # C-6-0802 (2007 to 2016)							
# of transponders purchased to date							
Unit cost							
Subtotal							
Sales Tax***							
Total Cost							
Total Inventory Valuation - FIFO							

Note: Data has been redacted.

Table C-17: Sample RCTC Toll Credits Report

Trip Month	TOTAL		Congestion Credits		Toll Credits		Anniversary Credits	
	Count	Dismissed Amount	Count	Amount	Count	Amount	Count	Amount
201703								
201704								
201705								
201706								
201707								
201708								
201709								
201710								
201711								
201712								
201801								
201802								
201803								
201804								
201805								
201806								
201807								
201808								
201809								
201810								
201811								
201812								
201901								
TOTAL								

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Note: Data has been redacted

Table C-18: Sample RCTC Violation Report

Month	Year	Total Txns	Total Tolls	Total Vio's	Vio Rate	Paid Count	Paid Rate	Customer Count	Customer Rate	Dismissed Count	Dismissed Rate	Open Count	Open Rate	NTEVCount	NDTEVCount
3	2017														
4	2017														
5	2017														
6	2017														
7	2017														
8	2017														
9	2017														
10	2017														
11	2017														
12	2017														
1	2018														
2	2018														
3	2018														
4	2018														
5	2018														
6	2018														
7	2018														
8	2018														
9	2018														
10	2018														
11	2018														
12	2018														
1	2019														

Note: Data has been redacted.

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Table C-19: RCTC Violations Summary Report

Total										Dismissed													
Trip Month	Count	Total Outstanding	Count	Total Paid	Count	Total Paid/Dismissed	Count	Total Dismissed	Count	Trip Month	Count	%	Toll Amount	NTEV(P) Count	Penalty 1	NDTEV(P) Count	Penalty 2	NDTEVPE/COLL (HOLD) Count	Penalty 2	COLL (LGBS) Count	Penalty 2	Total Dismissed	
201703										201703													
201704										201704													
201705										201705													
201706										201706													
201707										201707													
TOTAL										TOTAL													

Paid												
Trip Month	Count	%	Toll Amount	NTEV(P) Count	Penalty 1	NDTEV(P) Count	Penalty 2	NDTEVPE/COLL (HOLD) Count	Penalty 2	COLL (LGBS) Count	Penalty 2	Total Paid
201703												
201704												
201705												
201706												
201707												
TOTAL												

Toll Paid/Penalty Dismissed												
Trip Month	Count	%	Toll Amount	NTEV(P) Count	Penalty 1	NDTEV(P) Count	Penalty 2	NDTEVPE/COLL (HOLD) Count	Penalty 2	COLL (LGBS) Count	Penalty 2	Total Paid/Dismissed
201703												
201704												
201705												
201706												
201707												
TOTAL												

Outstanding												
Trip Month	Count	%	Toll Amount	NTEV(P) Count	Penalty 1	NDTEV(P) Count	Penalty 2	NDTEVPE/COLL (HOLD) Count	Penalty 3	COLL (LGBS) Count	Penalty 3	Balance Due
201703												
201704												
201705												
201706												
201707												
TOTAL												

Note: Data has been redacted.

Table C-20: Sample Partial Paid/Dismissed Monthly Summary Report

Trip Month	91EL		TCA		LA Metro		Bay Area		South Bay		I-15		First Time Vio		Write Off < \$1.00		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
201703																		
201704																		
201705																		
201706																		
201707																		
201708																		
201709																		
201710																		
201711																		
201712																		
201801																		
201802																		
201803																		
201804																		
201805																		
201806																		
201807																		
201808																		
201809																		
201810																		
201811																		
201812																		
201901																		
Total																		
%																		


Note: Data has been redacted.

Table C-21: Sample Dismissals (by type) Monthly Summary Report

Trip Month	First Time Vio		ADMINCVDIS - Bad Image		ADMINDISMI - Bad Image		ADDRVAL - Cancel		ADMINCVDIS - Cancel		AFDVAL - Cancel		Out of Country		Rental		Sold		Stolen		Wrong Plate		SUSPENDVIO		MANUAL - INIT - INIT		CANCEL - INIT		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
201703																														
201704																														
201705																														
201706																														
201707																														
201708																														
201709																														
201710																														
201711																														
201712																														
201801																														
201802																														
201803																														
201804																														
201805																														
201806																														
201807																														
201808																														
201809																														
201810																														
201811																														
201812																														
201901																														
Total																														
%																														

Note: Data has been redacted.

Table C-22: Sample Service Center Performance Report

Service Center Performance Report									
Start Date:		1/1/2019 12:00:00 AM							
End Date:		1/31/2019 11:59:59 PM							
									
Queue Name	Offered	Answered	Abandoned <= 20sec	Abandoned > 20sec	Returned to IVR	CSR Disc <=10 Secs	Abandoned Rate	Avg Talk Time hh:mm:ss	Avg Wait Time hh:mm:ss
Customer Service									
Existing Accounts									
New Accounts									
Violations									
Totals:									
Call Center Activity									
Answered									
Abandoned <= 20sec									
Abandoned > 20sec									
IVR Completed Calls									
Returned to IVR									
Total Calls									

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Table C-23: Sample Front Counter Service Monitoring Report

	Total Minutes	Total Customers	Total Time per Customer	Percent of Customers coming in for four weeks	Min Time	Max Time	Date of Max Time
Customer Service							
Existing Accounts							
New Accounts							
Violator							
Total							
Week 1 (6/11 - 6/15)							
Customer Service							
Existing Accounts							
New Accounts							
Violator							
Total							

Note: Data has been redacted.

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Attachment D: Sample KPI Calculations

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Table D-1: Sample BOS Performance Measure Scenario: KPI 1

Scenario	The BOS is not available for CSRs to access accounts when the call center is open for a total of three (3) hours in a month.
----------	--

Downtime Hours (Priority 1 event)	3
-----------------------------------	---

Total Penalty	\$2,500
---------------	----------------

KPI 1	
Days	30
Hours	24
Minutes	60
Total Minutes	43200
Availability %	99.80%
Total Available Minutes	43113.6
Allowable Downtime Minutes	86.4
Downtime Minutes	180
Actual Availability %	99.58%
Penalty Percentage	1.00%
Monthly Invoice Amt	\$250,000
Total Penalty	\$2,500

Table D-2: Sample BOS Performance Measure Scenario: KPI 3 and 4

Scenario	System update causes error with ETTM System-BOS interface that interrupts exchange of data and sending of scheduled files to the OCTA and RCTC ETTM Systems and acknowledgements of files sent from the ETTM System.	
Number of Data/File Exchange Errors (OCTA ETTM)	10	
Number of Data/File Exchange Errors (RCTC ETTM)	10	
Number of Acknowledgement Errors (OCTA ETTM)	5	
Number of Acknowledgement Errors (RCTC ETTM)	5	
Combined / Stacked Penalty	\$7,500	
	KPI 3	KPI 4
Total Errors	20	10
Penalty per Increment	\$250	\$250
Penalty	\$5,000	\$2,500

Table D-3: Sample Performance Measure Scenario: KPI 7

Scenario	On two separate occasions, BOS Software jobs are completed after the expected time. Jobs Process Event #1 is completed 90 minutes after the expected time and Jobs Process Event #2 is completed 45 minutes after the expected time.
----------	--

Number of Job Process events	2
Job Process Event #1 Delay (minutes)	90
Job Process Event #2 Delay (minutes)	45

Combined / Stacked Penalty	\$600
----------------------------	-------

KPI 7	
Job Process Event #1 Penalty	\$250
Job Process Event #2 Penalty	\$250
Penalized Job Process Event #1 hours	1
Job Process Event #1 Delay Penalty	\$100
Penalized Job Process Event #2 hours	-
Job Process Event #2 Delay Penalty	\$0
Total Penalty	\$600

Table D-4: Sample BOS Performance Measure Scenario: KPI 9 and 10

Scenario	Customer contact information is unavailable for seven (7) days which stops all customer correspondence (email, text, and USPS) until corrections are made to make contact information available.
----------	--

Number of Days without Notifications	7
--------------------------------------	---

Combined / Stacked Penalty	\$5,500
----------------------------	----------------

	KPI 9	KPI 10
Total Days without Notifications	7	7
Allowable delay without Penalty (hours)	0.25	NA
Allowable delay without Penalty (days)	NA	3
Penalty Increments (days)	7	4
Penalty per Increment (\$)	\$500	\$500
Penalty	\$3,500	\$2,000

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Table D-5: Sample BOS Performance Measure Scenario: KPI 14 & 15

Scenario	Agency audit discovers two (2) instances where Contractor does not follow the Approved change management process and eight (8) BOS failures that were not accurately logged within PMMS.
----------	--

Number of Change Mgt Events	2
Number of BOS failures not logged	8

Combined / Stacked Penalty	\$12,000
----------------------------	-----------------

	KPI 16	KPI 17
Total Events	2	8
Penalty per Increment	\$5,000	\$250
Penalty	\$10,000	\$2,000

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Table D-6: Sample BOS Performance Measure Scenario: KPI 16-19

Scenario	BOS failure occurs at noon. Contractor acknowledges failure at 3:00 PM, repairs Priority 1 failure at 5pm, Priority 2 failure at midnight, and Priority 3 failure seven (7) days following initial BOS failure.
----------	---

Acknowledgement Time (hours)	3
Time to Repair Priority 1 failure (hours)	5
Time to Repair Priority 2 failure (hours)	12
Time to Repair Priority 3 failure (days)	7

Combined / Stacked Penalty	\$3,500
----------------------------	----------------

KPI 16	
Hours to Acknowledge (Priority 1)	3
Allowed Hours to Acknowledge (Priority 1)	1
Penalty Increments (Priority 1)	1
Penalty per Increment (Priority 1)	\$1,000
Hours to Acknowledge (Priority 2)	3
Allowed Hours to Acknowledge (Priority 2)	4
Penalty Increments (Priority 2)	-
Penalty per Increment (Priority 2)	\$500
Hours to Acknowledge (Priority 3)	3
Allowed Hours to Acknowledge (Priority 3)	24
Penalty Increments (Priority 3)	-
Penalty per Increment (Priority 3)	\$250
Penalty	\$1,000

	KPI 17	KPI 18	KPI 19
Time to Repair (hours)	3	12	168
Time to Repair (days)	NA	NA	7
Allowed Time to Repair (hours)	4	24	NA
Allowed Time to Repair (days)	NA	NA	3
Hours of Delay	-	-	NA
Days of Delay	NA	NA	4
Penalty per Event	\$2,500	\$1,000	\$500
Penalty per Hour of Delay	\$200	\$100	NA
Penalty per Day of Delay	NA	NA	\$500
Penalty	-	-	\$2,500

Table D-7: Sample BOS Performance Measure Scenario: KPI 20-22

Scenario	Agency audit finds PCI data was exposed to unauthorized persons seven (7) days ago. Contractor immediately notifies all affected customers and begins addressing PCI vulnerability. Contractor successfully implements, tests, and obtains approval of the fixes required five (5) weeks from the initial PCI vulnerability.
Total days PII/PCI data exposed to unauthorized	7
Total days to contact customers of breach	7
Total days to remediate PII/PCI deficiencies	35
Combined / Stacked Penalty	\$192,500
KPI 20	
Number of security breach events	1
Total days PII/PCI data exposed to unauthorized	7
Unpenalized days till customer notification	1
Days PII/PCI data exposed to unauthorized	6
Penalty per Event & subsequent days of exposure	\$25,000
Penalty	\$175,000
KPI 21	
Number of Events	1
Total days to contact customers of breach	7
Unpenalized days to contact customers of breach	3
Days of delay	4
Penalty per Event	\$5,000
Penalty per day of delay	\$2,500
Penalty	\$15,000
KPI 22	
Total days to remediate PII/PCI deficiencies	35
Unpenalized days to remediate PII/PCI deficiencies	30
Days of delay	5
Penalty per day of delay	\$500
Penalty	\$2,500

Table D-8: Sample BOS Performance Measure Scenario: KPI 23-24

Scenario	Primary BOS failure occurs at noon impacting production data for 30 minutes. Full transfer of production to the DR site is achieved by 6:00pm.
----------	--

RPO (Minutes)	30
RTO (hours)	6

Combined / Stacked Penalty	\$7,000
----------------------------	----------------

KPI 25	
Number of RPO events	1
Total RPO minutes	30
Unpenalized RPO minutes	10
Penalized RPO minutes	20
Penalty per RPO Event	\$5,000
Penalty per increment	\$1,000
Penalty	\$7,000

KPI 26	
Number of RTO events	-
Total RTO hours	6
Unpenalized RTO hours	24
Penalized RTO hours	-
Penalty per RTO Event	\$5,000
Penalty per increment	\$250
Penalty	-

**Table D-9: Sample CSC Operations
 Calculation: Example 1**

Category	KPI Miss Frequency	Penalty
Reporting of all Operations Failures to the Agencies	0	0
Monthly Reconciliations	0	0
Customer Satisfaction	95.0%	0
Speed of Answer - Calls	2 days	6
Abandon Rate	0 days	0
Speed of Answer - Chat	0	0
Speed of Answer - Text	1 day	3
Speed of Answer - Email	1 day	3
First Contact Resolution	2 days	10
WIC Wait Time	0	0
Resolve Customer Cases - Timeliness	1 day	3
Resolve Customer Cases - Accuracy	99.75%	0
Reason Code - Accuracy	99.30%	0
Identified High Priority Issues - Assigned	0	0
Identified High Priority Issues - Resolved	0	0
Processing of Returned Mail	0 days	0
Processing of New Transponder Requests	1 day	3
Payment Processing	0 days	0
Research and Resolve Unidentified Payments	0 days	0
Process and Issue Refunds	0	0
Staff Turnover / Attrition	3%	0
		28
	Invoice	
	Penalty	0%

**Table D-10: Sample CSC
 Operations Calculation: Example 2**

Category	KPI Miss Frequency	Penalty
Reporting of all Operations Failures to the Agencies	0	0
Monthly Reconciliations	0	0
Customer Satisfaction	90.5%	0
Speed of Answer - Calls	6 days	18
Abandon Rate	2 days	6
Speed of Answer - Chat	3 days	9
Speed of Answer - Text	1 day	3
Speed of Answer - Email	2 days	6
First Contact Resolution	3 days	15
WIC Wait Time	3 days	9
Resolve Customer Cases - Timeliness	2 days	6
Resolve Customer Cases - Accuracy	99.10%	0
Reason Code - Accuracy	99.30%	0
Identified High Priority Issues - Assigned	0	0
Identified High Priority Issues - Resolved	0	0
Processing of Returned Mail	2 days	6
Processing of New Transponder Requests	3 days	9
Payment Processing	0 days	0
Research and Resolve Unidentified Payments	2 days	6
Process and Issue Refunds	2 days	6
Staff Turnover / Attrition	7%	10
		109
	Invoice	
	Penalty	2%

**Table D-11: Sample CSC
 Operations Calculation: Example 3**

Category	KPI Miss Frequency	Penalty
Reporting of all Operations Failures to the Agencies	1	3
Monthly Reconciliations	0	0
Customer Satisfaction	78.0%	30
Speed of Answer - Calls	10 days	30
Abandon Rate	7 days	21
Speed of Answer - Chat	5 days	15
Speed of Answer - Text	4 days	12
Speed of Answer - Email	4 days	12
First Contact Resolution	8 days	40
WIC Wait Time	5 days	15
Resolve Customer Cases - Timeliness	2 days	6
Resolve Customer Cases - Accuracy	98.90%	30
Reason Code - Accuracy	99.30%	0
Identified High Priority Issues - Assigned	1	3
Identified High Priority Issues - Resolved	0	0
Processing of Returned Mail	4 days	12
Processing of New Transponder Requests	6 days	18
Payment Processing	3 days	15
Research and Resolve Unidentified Payments	3 days	9
Process and Issue Refunds	2 days	6
Staff Turnover / Attrition	7%	10
		287
	Invoice	
	Penalty	12%

EXHIBIT C: PRELIMINARY MILESTONE SCHEDULE

(For Offerors to Use in Development of Project Implementation Schedule)

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Preliminary Milestone Schedule

Major Milestone Description**	Projected Start*	Projected End*
Agreement Effective Date	Months from Agreement Effective Date	
Preliminary Project Planning	0	2
Project Management Plan Approved		
Baseline Implementation Schedule Approved		
Software Development Plan Approved		
Quality Assurance Plan Approved		
Facility Design	0	3
Facility Design Inputs Provided		
System Design and Development Meetings and Workshops	1	6
Business Rules Workshops Completed		
Software Walkthrough Meetings		
Reports Design Workshops Completed		
Performance Reporting Workshops Completed		
System Detailed Design Review Meetings and Workshops Completed		
Use Case Workshops Completed		
System Design and Development Documents***	4	10
Master Test Plan Approved		
Requirements Traceability Matrix Approved		
Business Rules Approved		
System Detailed Design Document Approved		
BOS and CSC Operations Documentation ***	6	14
Approval of all Remaining BOS and Operations Plans		
Testing and Installation	12	18
Unit Testing - Test Plan and Procedures Approved		
Unit Testing (75% first phase and 100% second phase) Approved		
System Integration Testing - Test Plan and Procedures Approved		
System Integration Testing Approved		
User Acceptance Testing - Test Plan and Procedures Approved		
User Acceptance Testing Approved		
Final Testing and Mobilization	16	21.5
Achieve Commencement or Ramp-up/Customer Services		
Approval of all Training Materials and Manuals		
Training Complete		

Onsite Installation and Commissioning, Data Migration and Transition Testing - Test Plan and Procedures Approved		
Onsite System Installation and Commissioning Testing Approved		
Operational Readiness Demonstration Completed		
Go-Live	22.5	
BOS Acceptance Testing	23.5	28.5
BOS Acceptance	28.5	

* Calendar Year

** Schedule dates shown are planned dates and are subject to change by the Agencies.

*** Contractor's schedule shall allow for the preliminary submittals, and Agencies' reviews as described in the Requirements.

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EXHIBIT D: PRICE PROPOSAL AND INSTRUCTIONS

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PRICE PROPOSAL

REQUEST FOR PROPOSALS (RFP) 9-1177

PLEASE REFER TO THE ATTACHED PRICING SHEETS AND INSTRUCTIONS FOR GUIDANCE ON COMPLETING THE PRICING SHEETS.

THE ACKNOWLEDGMENT BELOW MUST BE SIGNED AND SUBMITTED WITH BOTH THE TECHNICAL AND PRICE PROPOSALS.

1. I acknowledge receipt of RFP No. 0-2352 and Addenda No.(s) _____

2. This offer shall remain firm for _____ days from the date of Proposal
(Minimum 210)

COMPANY NAME _____

ADDRESS _____

TELEPHONE _____

FACSIMILE # _____

EMAIL ADDRESS _____

SIGNATURE OF PERSON
AUTHORIZED TO BIND OFFEROR _____

NAME AND TITLE OF PERSON
AUTHORIZED TO BIND OFFEROR _____

DATE SIGNED _____

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1. How to Complete the Pricing Sheets – General Instructions

Offerors shall complete the Price Proposal Forms in accordance with the following instructions:

1. Offerors shall submit their Price Proposals on the Price Proposal Forms included in this Exhibit D. Price Proposals shall be sealed and submitted separately from the Technical Proposal in the quantities and manner identified in Section 1 of the RFP.
2. The Price Proposal Forms shall constitute the full and complete Price Proposal for compensation for performance of the Contractor's Work. Offerors must complete the Price Proposal Forms in their entirety.
3. The Price Proposal includes summary sheets 1 - 6 and associated back-up sheets. The back-up sheets are labeled to identify the corresponding summary sheet; for example, Sheet 2-1 is a back-up sheet to Sheet 2. Back-up sheets are located immediately after their associated summary sheet. The sheets are as follows:
 - a. Project Cost Summary - Sheet 1
 - b. BOS Implementation Cost - Sheet 2 Series:
 - i. Sheet 2: Base Contract and Optional Items BOS Implementation Cost Summary
 - ii. Sheet 2-1: Back-up Base Contract and Optional Items BOS Implementation Cost Detail
 - iii. Sheet 2-2: Back-up BOS Implementation Cost Staff Rates and Hours
 - c. Base Contract and Optional Extensions BOS Administration, Maintenance and Support Services Cost - Sheet 3 Series:
 - i. Sheet 3: Base Contract and Optional Extensions, including Optional Items, BOS Administration, Maintenance and Support Services Cost Summary
 - ii. Sheet 3-1: Back-up Monthly Trip Fee Cost
 - iii. Sheet 3-1a: Back-up Monthly Trip Fee Year 1 Base Contract Monthly Labor and Direct Cost Detail
 - iv. Sheet 3-1b: Back-up Trip Fee Year 1 Base Contract Staff Rates and Hours
 - v. Sheet 3-2: Back-up Per Item Pricing
 - vi. Sheet 3-3: Back-up Annual ROV Lookup
 - d. Base Contract and Optional Extensions CSC Operations Cost - Sheet 4 Series:
 - i. Sheet 4: Base Contract and Optional Extensions CSC Operations Cost Summary
 - ii. Sheet 4-1: Back-up Base Contract and Optional Extensions CSC Operations Cost Monthly Variable Costs
 - iii. Sheet 4-2: Back-up CSC Operations Costs Year 1 Base Contract Monthly Schedule of Direct Cost

- iv. Sheet 4-3: Back-up CSC Operations Cost Year 1 Base Contract Staff Rates and Hours
 - e. Transition and Succession Cost Summary - Sheet 5 - Standalone Sheet-*no back-up*
 - f. Additional Services Rates Cost - Sheet 6 Series:
 - i. Sheet 6: Base Contract and Optional Extensions Additional Rate Services Cost Summary
 - ii. Sheet 6-1: Back-up Additional Services Rates
 - g. Base Contract and Optional Extensions Estimated Pass-Through Cost Summary - Sheet 7 - Standalone Sheet-*no back-up*
 - h. Milestone Payment Schedule - Sheet 8 - Standalone Sheet-*no back-up*
4. Offerors shall not fill in any grayed-out cells on the Price Proposal Forms, nor shall the Offeror make any other entry on or alteration to the Price Proposal Forms other than in accordance with these Price Proposal Instructions.
 5. The Agencies may waive or correct any error appearing in the Offeror's completed Price Proposal Forms if the correct amount can be clearly ascertained from the information provided; however, is the Agencies are under no obligation to do so. The Agencies reserves the right to reject Price Proposals that are not completed in accordance with the instructions set forth herein. In the event of an inconsistency between the amount stated in numbers and the amount stated in written words, the amount stated in written words will control. In the event of a mathematical miscalculation, the correct sum will control.
 6. All elements of the Price Proposal must be completed. If zero (0) quantities are included in the Proposal, a zero (0) must be entered into the corresponding cell. In addition, all items identified by the Agencies in the price sheets will be assumed to be included in the Offeror's submitted Price Proposal and shall be considered to be compliant to (e.g., inclusive of all Requirements) Exhibit B, Scope of Work and Requirements.
 7. The Price Proposal shall be inclusive of all costs, including (without limitation) all Contractor management, administrative and support labor costs, as well as all direct costs associated with BOS. The total price shall include (without limitation) all overhead, burden, profit, taxes, duties, fees, warranties, Equipment, supplies, Software, parts and materials, Contractor-acquired permits, licenses, warranties, and all other items necessary to meet the Contractor contractual requirements associated with the BOS and necessary to meet the all requirements of the Project as described in the RFP, including, but not limited to Exhibit B, Scope of Work and Requirements.
 8. All labor rates provided are to include overhead, burden and profit ("Loaded Labor Rate").
 9. No price escalation will be allowed above the costs provided on the Price Proposal Forms to complete the Work, except as specifically identified herein.
 10. The electronic copies of the Price Proposal Form are password protected. Only those cells in which Offerors may enter data are unlocked for Offerors to enter data. Offerors shall not unlock or otherwise alter the spreadsheets.
 11. On most sheets, there are formulas that are automatically calculated based on data entered from elsewhere in the sheet or work book. Font and background colors are used to differentiate different types of input/cells as follows:

- Black font – Indicates the cell cannot be altered by Offeror.
- Light red background with red font – Indicates the Offeror must enter data for all non-zero data. All such cells must be completed accordingly.
- Light yellow background – Indicates optional text input allowed, if Offerors need to provide additional detail.
- Light yellow background with red font – Indicates Offeror must enter data for any applicable item.
- Light green background – Indicates that data has been entered into the cell by the Offeror. Light red and light yellow background will change to light green when any non-zero data is entered. The background for any cells where the Offeror enters zero (0) will not change colors in this manner.
- Grayed-out cells – Offerors shall not fill in or alter any grayed-out cells under any circumstances.

12.F For the purposes of determining the amount of the performance and payment bonds, Offeror should do the following:

- Implementation Phase: Use the BOS Implementation Costs shown on Sheet 1 Project Cost Summary (Cell C5).
- Operations and Maintenance Phase: A table has been provided on Sheet 4 that automatically calculates the amounts to be bonded for each year based on Offeror's Price Proposal. The Projected Bonds Amounts presented include the value of both Operations and Maintenance.
- Note that the bonded amount shall exclude the estimated value of pass-through costs which should not be included in the bonded amount.

13.W While the Agencies have made every effort to ensure the Price Proposal Forms contain accurate formulas and calculation, Offerors are required to independently verify that formulas and calculations are being performed correctly.

14.A An officer of the Offeror who is authorized to bind the Offeror to the Contract or an individual otherwise authorized in writing by an officer of the Offeror must sign, date, enter the authorized officer's name and title and then enter the price written out in words for Sheet 1 Project Cost Summary in the appropriate place as identified.

2. How to Complete Each Pricing Sheet – Detailed Instructions

2.1. Project Summary – Sheet 1

The Offeror's price for the Total Base Contract and Optional Extensions Project Costs shall be the aggregate of all costs (excluding pass-through costs) included in Project Summary Sheet 1. Sheet 1 Project Summary will automatically summarize the costs and pricing detailed in Sheet 2 BOS Implementation Cost Summary, Sheet 3 Base Contract and Optional Extensions BOS Administration, Maintenance and Support Services Cost Summary Sheet 4 Base Contract and Optional Extensions CSC Operations Cost Summary, Sheet 5 End of Contract Succession and Transition Cost Summary, Sheet 6 Base Contract and Optional Extensions

Additional Rate Services Cost Summary, and Sheet 7 Base Contract and Optional Extensions Estimated Pass-Through Cost Summary.

Estimated Pass-Through Costs presented on Sheet 1 are provided for Agency budgeting purposes only and do not represent actual costs to be invoiced by the Contractor.

2.2. BOS Implementation Cost Summary - Sheets 2, 2-1 and 2-2

The Offeror's total price for the BOS Implementation Cost Summary shall be the aggregate of all costs included in Sheet 2 BOS Implementation Cost Summary. Sheet 2 covers all costs associated with the implementation of the BOS.

To complete Sheets 2, 2-1 and 2-2 do the following:

1. Begin with Sheet 2-1. This sheet provides the back-up Base Contract, including Optional Items, BOS Implementation Cost detail. In the description of items columns (A/B), a number of pre-populated cost categories are included. The Offeror should enter additional detail in the rows under each cost category, using as many rows as needed. If there is a category that is not pre-populated enter that category under the "Other" category. Starting in column (C), enter the number of units or months for each Implementation price component (e.g., use "4" to represent four units of an item or "1" to represent a lump sum). In column (D) enter the unit cost. Total unit costs will be calculated automatically in column (E). In column (F), enter the labor costs associated with each of the price components. The costs for each sub-component (the sum of columns (E) and (F)) will then automatically be calculated in column (G) and the sum of all lines for each category will automatically be sub-totaled. A total for the sheet will be calculated at the bottom of the sheet.
2. Next, move down sheet 2-1 and complete the same information for the Optional Items categories. The costs for each sub-component (the sum of columns (E) and (F)) will then automatically be calculated in column (G) and the sum of all lines for each category will automatically be sub-totaled.
3. Sheet 2 is automatically populated from Sheet 2-1.
4. Move to Sheet 2-2. This sheet provides the back-up BOS Implementation Costs for staffing, including rates and hours. Enter names for each of the positions at the top of the list (highlighted in light red) identified as Key Personnel position on the project. Next, enter specific loaded labor rate for the position, including burden and profit, in the loaded labor rate column (D) and their number of hours in column (E).
5. Next, move down sheet 2-2 and complete the same information for positions that are pre-populated by position type in column C. Column B is greyed out and staff names are not required for these additional positions. Additional space below is provided for Offerors to enter position types if they are not covered under the pre-populated categories above.
6. The total loaded labor dollars will be automatically calculated in column (F) for each staff person and labor category and a grand total will be calculated. *This labor dollar grand total must match the total labor dollars total on Sheet 2-1.* A labor check cell is provided on sheet 2-1 to assist Offerors with verifying that the two (2) labor totals are equal.

2.3. Base Contract and Optional Extensions, including Optional Items BOS Administration, Maintenance and Support Services Cost Summary - Sheets 3, 3-1, 3-1a, 3-1b, 3-2 and 3-3

The Offeror's total price for Base Contract and Optional Extensions BOS Administration, Maintenance and Support Services Cost shall be the aggregate of all costs included in Sheet 3.

To complete Sheets 3, 3-1, 3-1a, 3-1b, 3-2, and 3-3 do the following:

1. Begin with Sheet 3-1. In the Monthly Trip Fee Cost (Based on Assumed Volumes) worksheet for the Base Contract and Optional Extensions, including Optional Items.
 - a. The Contractor shall be paid a monthly fixed fee based on the actual total volume of trips processed for the month. Only trips generated on the 405 Express Lanes and provided to the BOS by the OCTA System Contractors shall be used in calculating the monthly fixed fee.
 - b. Enter trip "from/to" values for three (3) tiers of volumes (Level 1 through 3) that represent Offeror's volume pricing break points associated with Total Trips Processed. The tiers cover an overall range of up to a maximum number of Total Trips per month.
 - c. Next, enter the lump sum monthly fee associated with each of the three (3) levels for the Base Contract (Maintenance Years 1-6) and Optional Extensions (Maintenance Years 7-11). The fee amounts entered represent the monthly payment that the Offeror will receive if the actual total volume of trips falls within that tier level. Fees are not cumulative in that the Contractor will be only paid based on which level the Total Trips Processed fall into.
 - d. Next, enter the lump sum monthly fee associated with each of the two (2) Optional Items for the Base Contract (Maintenance Years 1-6) and Optional Extensions (Maintenance Years 7-11). The fee amounts entered represent the monthly incremental increase that the Offeror will receive if the Optional Item is selected.
 - e. Moving down the sheet note that the next two tables, Monthly Assumed Trip Volumes for Evaluation Purposes and Monthly Trip Fee Cost Based on Assumed Trip Volumes for Evaluation Purposes, do not require any entries by the Offerors. This sheet applies Offerors' volume pricing to assumed monthly volumes of Total Trips Processed established by the Agencies for evaluation purposes only. There are no guaranteed trip volumes for any given year or month.
 - f. Sheet 3 is automatically populated from Sheet 3-1.
2. Move to Sheet 3-1a. This sheet provides back-up information on the breakdown of the monthly fee-based Maintenance costs entered on Sheet 3-1, based on the assumed trip volumes shown in Sheet 3-1. Costs shall be provided for Year 1 only. Do not include peripheral costs or any facility costs associated with CSC Operations cost which are to be included in Sheet 4. In the description of items column (A), a number of pre-populated cost categories and sub-categories are included. The Offeror may enter additional detail in the rows under each cost category, using as many rows as needed. Starting in column (B), enter the number of units or months for each price component (e.g., use "4" to represent four units of an item or "1" to represent a lump sum). The costs for each sub-component will then automatically be calculated in column (D) and the sum of all lines for each component will automatically be sub-totaled. A total for the sheet will be calculated at the bottom of the sheet.

3. Move to Sheet 3-1b. This sheet provides the trip fee back-up Year 1 Base Contract Maintenance Cost for staffing rates and hours. Enter names for each of the positions at the top of the list identified as Key Personnel positions on the project. Then enter specific loaded labor rate for the position, including burden and profit, in the loaded labor rate column (D) and their number of hours in column (E).
4. Next, move down sheet 3-1b and complete the same information for positions that are pre-populated by position type in column C. Column B is greyed out and staff names are not required for these additional positions. Additional space below is provided for Offerors to enter position types if they are not covered under the pre-populated position categories above.
5. The total monthly labor cost (Sheet 3-1b total divided by 12) plus the total monthly direct cost (Sheet 3-1a) will be automatically calculated and will populate the Year 1 Monthly Cost Check cell on Sheet 3-1. The monthly grand total must match the total direct cost and labor dollars total on Sheet 3-1. A cost check cell is provided on the bottom of the sheet to assist Offerors with verifying that the two (2) totals are equal.
6. Move to Sheet 3-2. In the Printing and Handling Notifications Section, the Offeror shall enter the per piece costs for each of the types of printing and handling listed for the Base Contract and Optional Extension period. Pricing shall include all costs for delivery of the mail to the post office, all presort costs, NCOA related costs, all commercial permits, inserting, stuffing, assembling the mailing, etc. The costs entered will be multiplied by the annual volumes which have been provided by the Agencies for evaluation purposes only. There are no guaranteed per item volumes for any given year or month.
7. Total Annual Per Item Pricing will be calculated automatically at the bottom of the sheet. Sheet 3 is automatically populated from Sheet 3-2.
8. Move to Sheet 3-3. This sheet provides the Annual ROV Lookup (Blended Rate Per Successful ROV Lookup, Based on Assumed Volumes) evaluation cost. A Successful ROV lookup is defined as receiving an address capable of receiving USPS mail. The Offeror shall provide the blended rate unit price for Successful ROV Lookups for each year. The Contractor shall be paid for Successful ROV Lookups only. The blended rate shall take into account that the Contractor shall not be reimbursed for the cost of lookups for any jurisdiction where a no-cost lookup is provided for via an agreement between the Agencies and the jurisdiction (for example, California). The volumes provided are for budgeting and price evaluation purposes only and are not guaranteed. The blended rate provided shall be fixed, and the rate is not subject to volume adjustments.
9. Total Annual Evaluation Cost will be automatically calculated. Sheet 3 is automatically populated from Sheet 3-3

2.4. Base Contract and Optional Extensions CSC Operations Cost Summary - Sheets 4, 4-1, 4-2, and 4-3

The Offeror's total price for Base Contract and Optional Extensions CSC Operations Cost shall be the aggregate of all costs included in Sheet 4.

Offerors shall input per-item unit costs for each of the operations cost categories as follows:

- Per Active Account per month – Includes all Active Accounts with at least one financial transaction within the last six months. For example, research by the CSR or the opening or resolution of a Case do not qualify an account as Active.

- For all account correspondence, Notices of Toll Evasion Violations, Initial CSC Operations Collections Attempts, and Invoices (Optional Item), Offeror costs shall exclude postage and skip tracing fees, which would be paid for as pass-through costs (see Section 2.8). Offeror costs shall also exclude mail handling fees, which would be paid for as per-item costs (see Section 2.3).
 - Per Notice of Toll Evasion Violation mailed – Includes all Notice of Toll Evasion Violation generated and successfully mailed during the applicable month, regardless of whether or not a Notice of Delinquent Toll Evasion Violation is mailed. No additional CSC Operations payment will be made for Notices of Delinquent Toll Evasion Violation mailed.
 - Per Initial CSC Operations Collections Attempt (prior to a Collections Placement) – Per pre-Collections Placement and includes all Initial CSC Operations Collections Notices generated and successfully mailed and/or outbound calls placed (based on DMV and/or skip-trace information) during the applicable months and based on the Offeror’s approach described in the Contractor’s proposal.
 - Per Invoice mailed (Optional Item) – Includes all Invoices and Notices of Toll Evasion Violation generated and successfully mailed during the applicable month. The Offeror’s cost per Invoice shall be the incremental cost (increase, decrease, or net zero change) to manage the mailing of Invoices as part of the Violation Notice process.
- Per Hearing – Includes the cost of providing an Administrative Hearing Officer for each Administrative Hearing conducted or not cancelled by the prior Business Day.

Offerors should apply pricing in a manner that is reflective of the Offeror’s actual costs related to that cost category. The Agencies do not currently do invoicing; however, costs are being captured for a possible future change in toll policy.

To complete Sheets 4, 4-1, 4-2, and 4-3 do the following:

1. Begin with Sheet 4-1. The sheet contains four (4) Monthly Variable Fees types and levels for each year for Active Accounts, Notices of Toll Evasion Violation, Initial Collections Notices, and Invoices (Optional Item). The cells for category type and the monthly evaluation number of units (for evaluation purposes) for each category have already been populated by the Agencies and should not be altered or deleted. The Agencies do not guarantee that the evaluation quantities shown will be the actual quantities that occur during the Operations Phase.
2. In columns (D) and (E) provide proposed minimum and maximum volumes for each tier for each of the three categories. The Contractor will be compensated for each category based on the actual volumes experienced during the month and the levels in which those volumes fall. Note that the Level 1 volume begins with 1 transaction already entered in for each of the categories and a maximum value for Level 3 is also provided.
3. Next, enter the proposed unit cost for each category type and level for each year. Resulting Monthly Fees are *cumulative* in that the Contractor shall be paid for the volumes that fall within each of the monthly categories at the unit prices proposed for that level. For example, if the total volumes are at or below the Level 1 maximum established by the Contractor, the Contractor shall only be paid based on Level 1 pricing. Alternatively, if total volumes fall within the Level 3 range, the Contractor shall be paid based on the actual volumes that fall within each of the three levels.
4. Moving down the sheet, enter the Per Hearing cost.

5. The Total Monthly Cost for each category/level where applicable, excluding Optional Items, will then automatically calculate based on evaluation volumes and the total monthly cost summary will be shown in the appropriate line item on Sheet 4.
6. Move to Sheet 4-2, which provides for other direct cost (non-labor) back-up information for Sheet 4-1. Sheet 4-2 provides the monthly back-up details *for Year 1 only*. There are three cost categories with cost items provided under each category. Enter monthly unit quantities and unit costs for the identified cost item. If the item is provided as a lump sum the quantity should be entered as 1. Space is also provided for the Offeror to enter additional cost items. Total monthly unit costs and total direct costs for each sub-category will then automatically calculate and summarized.
7. Sheet 4-3 provides labor back-up information for Sheet 4-1 *for Year 1 only*. Enter names for each of the positions at the top of the list identified as Key Personnel positions on the project. Then enter specific loaded labor rate for the position, including burden and profit, in the loaded labor rate column (D) and their number of hours in column (E).
8. Next, move down sheet 4-3 and complete the same information for positions that are pre-populated by position type in column C. Column B is greyed out and staff names are not required for these additional positions. Additional space below is provided for Offerors to enter position types if they are not covered under the pre-populated position categories above.
9. The total labor dollars will be calculated and shown under column (F) for each staff person and labor category and a grand total will be calculated.

NOTE: The total amounts from Sheet 4-2 and Sheet 4-3 (annual cost divided by 12 months) shall equal Sheet 4-1 Sub-total for Year 1 Base Contract Monthly Variable CSC Operations Cost. A Year 1 monthly cost check cell is provided on Sheet 4-1 to assist Offerors with verifying that the two totals are equal.

10. The annual costs for each price element on Sheet 4 will automatically be calculated.
11. The Projected Bond Amounts table included on Sheet 4 is provided for Offeror to determine the O&M performance bond value that will be the basis for costs to be entered on Sheet 3-1a and Sheet 4-2. Offeror should allocate the respective proportional cost of the O&M bond to Maintenance on Sheet 3-1a and Operations on Sheet 4-2.

2.5. Transition and Succession Cost Summary – Sheet 5

The Offeror's total price for Transition and Succession Costs shall be the aggregate of all costs included in Sheet 5. Sheet 5 covers all costs to be paid by the Agencies for end of contract Transition and Succession requirements identified in Exhibit B Scope of Work and Requirements.

To complete Sheet 5 do the following:

1. Provide a cost for each End of Contract Succession and Transition component identified in column (B). The Offeror may add items below the components listed as needed, including as much detail as space allows. Starting in column (C), enter the number of units for each component (e.g., use "4" to represent 4 units of an item or "1" to represent a lump sum). In column (D) enter the unit cost. Include all non-labor costs required for each price component. Total unit costs will be calculated automatically in column (E).
2. In column (F), enter the labor hours associated with each of the Transition required positions. In column (G) enter the specific Operations and Maintenance year 6 loaded labor rate, including burden and profit. Total labor costs will be calculated automatically in column (H). The costs for

each component (the sum of columns (E) and (H)) will then automatically be calculated in each line in column (I), with the sum of all lines for this sheet automatically calculated and totaled in the bottom row. If Transition occurs after Operations and Maintenance year 5 (i.e., during Operations and Maintenance option term years) adjustment to the price shall be made in accordance with Section 2.9.

3. The total costs will automatically be shown in the appropriate line item on Sheet 1 Project Summary.

2.6. Additional Services Rates - Sheets 6 and 6-1

The Offeror's total price for Base Contract (Operations and Maintenance Years 1-6) and Optional Extensions (Operations and Maintenance Years 7-11) for Additional Services shall be the aggregate of all costs included in Sheet 6.

To complete Sheets 6 and 6-1 do the following:

1. The Offeror's shall provide 2020 fully loaded hourly labor rates, including burden and profit, for the staff shown in Sheet 6-1. All changes to the Contract involving labor shall use the hourly labor rates provided by the Offeror in this table for the Implementation Phase and for each year of Operations and Maintenance (Years 1-11).
2. For changes during the Implementation Phase the labor rates shown for 2020 shall apply with no escalation regardless of the point in Implementation.
3. For changes in the Maintenance Phase the labor rates shown will be escalated from 2020 using the CPI as further described in Section 2.9.
4. Hours are entered on Sheet 6-1 for evaluation purposes only. These are estimates and are not a guarantee of Work.
5. An annual labor rate escalation percentage of 3% has been included for evaluation purposes only for Maintenance Years 1-11. Actual hourly labor rates beginning in Year 1 of Maintenance shall be adjusted based on changes to the CPI as provided in Section 2.9 below.
6. The total loaded labor evaluation dollars will be automatically calculated for each staff position and labor category and an annual total will be calculated.
7. Sheet 6 is automatically populated from Sheet 6-1. The annual cost for Total Additional Services will then automatically be calculated.

2.7. Pass-Through Costs - Sheet 7

The Contractor will be allowed to expense some cost items as pass-through costs. The Agencies have included annual estimated pass-through costs in Sheet 7, Base Contract and Optional Extensions Estimated Pass-Through and Cost Summary for all Offerors. These estimates do not imply actual costs to be invoiced by the Contractor, but rather are for the Agencies' budgeting purposes only. The pass-through costs shall be paid based on actual costs incurred by the Contractor and pre-Approved by the Agency and invoiced without markup.

The allowable pass-through costs include:

- Postage (not including any efforts, mail-house costs or other costs required to obtain the postage rate) (Maintenance and Operations Phase);

- Skip-Tracing (Successful) (Maintenance and Operations Phase);
- Skip-Tracing (Unsuccessful) (Maintenance and Operations Phase);
- Welcome/Transponder Kits (Maintenance and Operations Phase);
- Transponder readers and programmers, if pre-approved by the Agencies;
- Transponder Shipping Supplies/Materials including envelopes, sealing wafers, special inserts, and stickers (Maintenance and Operations Phase);
- Disposal of Transponders with Lithium batteries (only the cost of third-party pick-up and third-party destruction fees) (Maintenance and Operations Phase);
- Domain Names and URLs (Implementation and Maintenance and Operations Phases); and
- Facilities and equipment permit and invoice fees related air quality and environmental health.

Unless specifically noted above, other costs (e.g., consumables) are not permitted as pass-throughs.

2.8. Milestone Payment Schedule - Sheet 8

The Milestone Payment Schedule sheet applies the total proposed BOS Implementation Phase cost to the actual payment milestones. The sheet takes the Offeror's BOS Implementation price shown on Sheet 2 and multiplies it by the percentage associated with each payment milestone. The result is a dollar amount to be paid for each milestone based on the actual Proposal.

2.9. CPI Actual Cost Adjustments

Prices for Transition and Succession Cost (Sheet 5) described above in Section 2.5, and Additional Services Rates (Sheet 6-1) described above in Section 2.6, may be adjusted up or down from the Proposal pricing using the following Bureau of Labor Statistics' Employment Cost (CPI) index:

CPI: CUUR0400SA0 Consumer Price Index - All Urban Consumers; West Urban All Items

NOTE: The above index names and numbers were obtained from the Bureau of Labor Statistics (BLS) and were current as of the date this RFP was written. In the event that the BLS updates an index name or number, the Agencies shall consult the BLS web site to determine the new name and number of the index. More information about these indices can be found on the U.S. Bureau of Labor's website: <http://www.bls.gov/ppi/> and <http://www.bls.gov/ncs/ect>.

Adjustments will be made as follows:

1. For the Additional Services (Sheet 6-1), the annual adjustment shall be the change in the index for the latest previous 12-month period available at the time of the anniversary date of Operations and Maintenance, up to a maximum change of three (3%) percent, subject to the following:
 - The first applicable year of cost adjustment shall be year 1 of Operations and Maintenance. Cost adjustment shall be made based on the index change that occurs from the month/year of NTP to the commencement of year 1 of Operations and Maintenance up to a maximum change of three (3%) percent, regardless of the duration of time between NTP and the start of Operations and Maintenance.
 - Annual adjustment to rates subsequent to year 1 of Operations and Maintenance shall be made on the anniversary date of the Operations and Maintenance Phase, based for the previous 12-month period available.

2. For end of Contract Transition and Succession (Sheet 5), CPI applies only if End of Contract occurs after year 6 of Operations and Maintenance (i.e., during the Operations and Maintenance optional extensions period). The basis for the adjustment shall be the change in the CPI for the latest previous 12-month period available at the time of the anniversary date of Operations and Maintenance from year 6 (e.g., using year 6 CPI as the base) to the year in which the Contract Transition occurs, up to a maximum change of three (3%) percent for each year.
3. The following is an example of how the index change will be measured (as provided by the Bureau of Labor Statistics):

Table 1: CPI Change Calculation Example*

	CPI
Current Period Index	267.370
Previous Period Index	260.994
Index Point Change*	6.376
Divided by Previous Period Index	6.376/260.994
CPI Percent Change*	2.44%*
<i>*Note-capped at 3% per year</i>	
Source: BLS CPI Math Calculation	

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Sheet 1
Project Cost Summary

DESCRIPTION OF SERVICES	TOTAL COST (\$)
BASE CONTRACT	Estimate
BOS Implementation Costs (Sheet 2)	\$ -
BOS Administration, Maintenance and Support Services Costs (Maintenance Years 1-6) (Sheet 3)	\$ -
CSC Operations Costs (Operations Years 1-6) (Sheet 4)	\$ -
Transition and Succession Costs (Sheet 5)	\$ -
Additional Services - (O&M Years 1-6) (Sheet 6)	\$ -
Total Base Contract	\$ -
OPTIONAL EXTENSIONS	
Option Term 1 - BOS Administration, Maintenance and Support Services Costs (Maintenance Years 7-9) (Sheet 3)	\$ -
Option Term 1 - CSC Operations Costs (Operations Years 7-9) (Sheet 4)	\$ -
Option Term 1 - Additional Services (O&M Years 7-9) (Sheet 6)	\$ -
Total Option Term 1 Cost (O&M Years 7-9)	\$ -
Option Term 2 - BOS Administration, Maintenance and Support Services Costs (Maintenance Years 10-11) (Sheet 3)	\$ -
Option Term 2 - CSC Operations Costs (Operations Years 10-11) (Sheet 4)	\$ -
Option Term 2 - Additional Services (O&M Years 10-11) (Sheet 6)	\$ -
Total Option Term 2 Cost (O&M Years 10-11)	\$ -
Total Optional Extensions (Years 7-11)	\$ -
Total Base Contract and Optional Extensions Cost	\$ -
PASS-THROUGH COSTS	
Pass-Through Costs - (O&M Years 1-6) (Sheet 7)	\$ -
Pass-Through Costs - (O&M Years 7-9) (Sheet 7)	\$ -
Pass-Through Costs - (O&M Years 10-11) (Sheet 7)	\$ -
Total Pass-Through Costs	\$ -

Dollars

Officer Signature
Typed Name, Title, Address and Phone Number

Date

Sheet 2

Base Contract and Optional Items
BOS Implementation Cost Summary

Item #	Description	Unit	Total Cost (\$)
BASE CONTRACT			
1	Project Mobilization	LS	\$ -
2	Project Management	LS	\$ -
3	BOS Server Environments, Hardware, Hosting and/or Cloud, including Installation	LS	\$ -
4	CSC Operations Desktop Environments, including Installation	LS	\$ -
5	CSC Operations Office Equipment, including Installation	LS	\$ -
6	Telephony Systems, Customer Contact Center, IVR and ACD Systems	LS	\$ -
7	Network, including Installation	LS	\$ -
8	Third Party Software Licenses	LS	\$ -
9	Custom Software Development	LS	\$ -
10	Perpetual Contractor BOS Software License beyond Contract Term (cost if any)	LS	\$ -
11	BOS Design	LS	\$ -
12	BOS Documentation	LS	\$ -
13	BOS Testing	LS	\$ -
14	Training	LS	\$ -
15	New I-405 CSC Facility Design and Operations Mobilization	LS	\$ -
16	CSC Operations Design, Documentation and Readiness Testing	LS	\$ -
17	Insurance and Bonding Implementation Period	LS	\$ -
18	Other	LS	\$ -
Total BOS Implementation Cost			\$ -
OPTIONAL ITEMS			
19	Self-Service Mobile Application	LS	\$ -
20	Data Warehouse and Data Analytics/Business Intelligence	LS	\$ -

**Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail**

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
BASE CONTRACT						
1	Project Mobilization					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Project Mobilization			\$ -	\$ -	\$ -
2	Project Management					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Project Management			\$ -	\$ -	\$ -
3	BOS Server Environments, Hardware, Hosting and/or Cloud, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Server Environments, Hardware, Hosting and/or Cloud, including Installation			\$ -	\$ -	\$ -
4	CSC Operations Desktop Environments, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Desktop Environments, including Installation			\$ -	\$ -	\$ -
5	CSC Operations Office Equipment, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Office Equipment, including Installation			\$ -	\$ -	\$ -
6	Telephony Systems, Customer Contact Center, IVR and ACD Systems					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Telephony Systems, Customer Contact Center, IVR and ACD Systems			\$ -	\$ -	\$ -
7	Network, including Installation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Network, including Installation			\$ -	\$ -	\$ -

**Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail**

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
8	Third Party Software Licenses					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Third Party Software Licenses			\$ -	\$ -	\$ -
9	Custom Software Development					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Custom Software Development			\$ -	\$ -	\$ -
10	Perpetual Contractor BOS Software License beyond Contract Term (cost if any)					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Perpetual Contractor BOS Software License beyond Contract Term			\$ -	\$ -	\$ -
11	BOS Design					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Design			\$ -	\$ -	\$ -
12	BOS Documentation					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Documentation			\$ -	\$ -	\$ -
13	BOS Testing					
	Unit Testing	0	\$ -	\$ -	\$ -	\$ -
	System Integration Testing	0	\$ -	\$ -	\$ -	\$ -
	User Acceptance Testing	0	\$ -	\$ -	\$ -	\$ -
	Regression Testing	0	\$ -	\$ -	\$ -	\$ -
	Onsite Installation and Commissioning Testing, Data Migration, Transition and Go-Live	0	\$ -	\$ -	\$ -	\$ -
	Operational and Acceptance Testing	0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total BOS Testing			\$ -	\$ -	\$ -
14	Training					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Training			\$ -	\$ -	\$ -

Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
15	New I-405 CSC Facility Design and Operations Mobilization					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Mobilization			\$ -	\$ -	\$ -
16	CSC Operations Design, Documentation and Readiness Testing					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total CSC Operations Design, Documentation and Readiness Testing			\$ -	\$ -	\$ -
17	Insurance and Bonding Implementation Period					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Insurance and Bonding Implementation Period			\$ -	\$ -	\$ -
18	Other					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Other			\$ -	\$ -	\$ -
	Total BOS Implementation Cost			\$ -	\$ -	\$ -
Labor Check - Total Cell F175 Should Equal Sheet 2-2 Cell F71.					\$ -	\$ -

Sheet 2-1 Back-up
Base Contract and Optional Items
BOS Implementation Cost Detail

DESCRIPTION OF ITEMS		# UNIT	UNIT \$	TOTAL UNIT \$	LABOR \$	TOTAL COST (\$)
OPTIONAL ITEMS						
19	Self-Service Mobile Application					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Self-Service Mobile Application			\$ -	\$ -	\$ -
20	Data Warehouse and Data Analytics/Business Intelligence					
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
		0	\$ -	\$ -	\$ -	\$ -
	Total Data Warehouse			\$ -	\$ -	\$ -

All hardware/software provided under this Contract should be included in these costs.

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**Sheet 2-2 Back-up
BOS Implementation Cost Staff Rates and Hours**

Item #	STAFF NAMES	POSITION/CLASSIFICATION	LOADED HOURLY BILLING RATES		
			Loaded Labor Rate (\$)	Hours	Total Loaded Labor Cost (\$)
1		Project Principal	\$ -	0	\$ -
2		Project Manager (Implementation Phase)	\$ -	0	\$ -
3		Deputy Project Manager	\$ -	0	\$ -
4		Quality Assurance Manager	\$ -	0	\$ -
5		Software Development Manager	\$ -	0	\$ -
6		Technology Manager	\$ -	0	\$ -
7		Mobilization and Facility Coordination Manager	\$ -	0	\$ -
8		Onsite Installation Manager	\$ -	0	\$ -
9		Onsite Technology and Support Manager	\$ -	0	\$ -
10		CSC Operations Manager	\$ -	0	\$ -
11		Violations Processing Manager	\$ -	0	\$ -
12		Finance Manager	\$ -	0	\$ -
13		Administrative Support	\$ -	0	\$ -
14		BOS Trainer	\$ -	0	\$ -
15		Business Analyst	\$ -	0	\$ -
16		CSC Correspondence Representative	\$ -	0	\$ -
17		CSC Financial Reconciliation	\$ -	0	\$ -
18		CSC Mailroom Clerk	\$ -	0	\$ -
19		CSC Payment Processor	\$ -	0	\$ -
20		CSC Supervisor	\$ -	0	\$ -
21		CSC Tag Inventory Clerk	\$ -	0	\$ -
22		CSC Trainer	\$ -	0	\$ -
23		CSR I	\$ -	0	\$ -
24		CSR II	\$ -	0	\$ -
25		CSR III	\$ -	0	\$ -
26		CSR Walk-in	\$ -	0	\$ -
27		Data Analytics Specialist	\$ -	0	\$ -
28		Database Administrator I	\$ -	0	\$ -
29		Database Administrator II	\$ -	0	\$ -
30		Database Developer I	\$ -	0	\$ -
31		Database Developer II	\$ -	0	\$ -
32		Documentation Specialist I	\$ -	0	\$ -
33		Documentation Specialist II	\$ -	0	\$ -
34		Help Desk Staff I	\$ -	0	\$ -
35		Help Desk Staff II	\$ -	0	\$ -
36		Human Resources Manager	\$ -	0	\$ -
37		Network Administrator I	\$ -	0	\$ -
38		Network Administrator II	\$ -	0	\$ -
39		Onsite Desktop Support I	\$ -	0	\$ -
40		Onsite Desktop Support II	\$ -	0	\$ -
41		Scheduler	\$ -	0	\$ -
42		Software Architect/Engineer	\$ -	0	\$ -
43		Software Developer I	\$ -	0	\$ -
44		Software Developer II	\$ -	0	\$ -
45		Software Developer III	\$ -	0	\$ -
46		Software Tester I	\$ -	0	\$ -
47		Software Tester II	\$ -	0	\$ -
48		System Administrator I	\$ -	0	\$ -
49		System Administrator II	\$ -	0	\$ -
50		System Security Specialist	\$ -	0	\$ -
51		Systems Architect/Engineer	\$ -	0	\$ -
52		Test Manager	\$ -	0	\$ -
53		Training Manager	\$ -	0	\$ -
54			\$ -	0	\$ -
55			\$ -	0	\$ -
56			\$ -	0	\$ -
57			\$ -	0	\$ -
58			\$ -	0	\$ -
59			\$ -	0	\$ -
60			\$ -	0	\$ -
61			\$ -	0	\$ -
62			\$ -	0	\$ -
63			\$ -	0	\$ -
64			\$ -	0	\$ -
65			\$ -	0	\$ -
66			\$ -	0	\$ -
67			\$ -	0	\$ -
	Total Labor Cost		\$ -	0	\$ -

Use as many pages as necessary to develop the Staff Listing (please label each page with number)

Sheet 3

**Base Contract and Optional Extensions, including Optional Items
BOS Administration, Maintenance and Support Services Cost Summary (Based on Assumed Volumes)**

Item #	Description of Maintenance Cost Item	ANNUAL TRIP VOLUME FEE (\$) (Sheet 3-1)	ANNUAL PER PIECE ITEMS COST (\$) (Sheet 3-2)	ANNUAL ROV LOOKUP COST (\$) (Sheet 3-3)	TOTAL (\$)	OPTIONAL ITEMS ANNUAL INCREMENTAL INCREASE (\$) (Sheet 3-1)
BASE CONTRACT						
1	Year 1 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
2	Year 2 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
3	Year 3 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
4	Year 4 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
5	Year 5 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
7	Year 6 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
Total Base Contract Cost (Maintenance Years 1-6)		\$ -	\$ -	\$ -	\$ -	\$ -
OPTIONAL EXTENSIONS						
8	Option Term 1 - Year 7 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
9	Option Term 1 - Year 8 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
10	Option Term 1 - Year 9 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
Total Option Term 1 Cost (Maintenance Years 7-9)		\$ -	\$ -	\$ -	\$ -	\$ -
11	Option Term 2 - Year 10 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
12	Option Term 2 - Year 11 of Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -
Total Option Term 2 Cost (Maintenance Years 10-11)		\$ -	\$ -	\$ -	\$ -	\$ -
Total Optional Extensions Cost (Maintenance Years 7-11)		\$ -	\$ -	\$ -	\$ -	\$ -
Total Base & Optional Extensions Cost (Maintenance Years 1-11)		\$ -	\$ -	\$ -	\$ -	\$ -

**Sheet 3-1 Back-up
Monthly Trip Fee Cost (Based on Assumed Trip Volumes)**

DESCRIPTION OF ITEMS		UNIT	Monthly Trip Volume From	Monthly Trip Volume To	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)
Base Contract and Optional Extensions					Year 1 of Maintenance	Year 2 of Maintenance	Year 3 of Maintenance
Monthly Pricing per Trip Volume Tier							
1	Total Trip Processed - Level 1	Fixed Fee	1	0	\$ -	\$ -	\$ -
2	Total Trip Processed - Level 2	Fixed Fee	0	0	\$ -	\$ -	\$ -
3	Total Trip Processed - Level 3	Fixed Fee	0	5,000,000	\$ -	\$ -	\$ -
Optional Items (Incremental Increase)							
4	Self-Service Mobile Application	Lump Sum	1		\$ -	\$ -	\$ -
5	Data Warehouse and Data Analytics/Business Intelligence	Lump Sum	1		\$ -	\$ -	\$ -

DESCRIPTION OF ITEMS				MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	
Base Contract and Option Years					Year 1 of Maintenance	Year 2 of Maintenance	Year 3 of Maintenance
Monthly Assumed Trip Volumes							
	Total Trips Processed			2,100,000	2,600,000	3,100,000	

DESCRIPTION OF ITEMS				MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	
Base Contract and Option Years					Year 1 of Maintenance	Year 2 of Maintenance	Year 3 of Maintenance
Monthly Trip Fee Cost Based on Assumed Trip Volumes							
	Total Trips Processed			\$ -	\$ -	\$ -	
	TOTAL MONTHLY TRIP FEE COST			\$ -	\$ -	\$ -	
	Year 1 Monthly Cost Check (Sheet 3-1a cell D50 plus Sheet 3-1b cell F54/12) should equal cell F21			\$ -			

**Sheet 3-1 Back-up
Monthly Trip Fee Cost (Based on Assumed Trip Volumes)**

DESCRIPTION OF ITEMS		UNIT	Monthly Trip Volume From	Monthly Trip Volume To	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)
Base Contract and Optional Extensions					Year 4 of Maintenance	Year 5 of Maintenance	Year 6 of Maintenance
Monthly Pricing per Trip Volume Tier							
1	Total Trip Processed - Level 1	Fixed Fee	1	0	\$ -	\$ -	\$ -
2	Total Trip Processed - Level 2	Fixed Fee	0	0	\$ -	\$ -	\$ -
3	Total Trip Processed - Level 3	Fixed Fee	0	5,000,000	\$ -	\$ -	\$ -
Optional Items (Incremental Increase)							
4	Self-Service Mobile Application	Lump Sum	1		\$ -	\$ -	\$ -
5	Data Warehouse and Data Analytics/Business Intelligence	Lump Sum	1		\$ -	\$ -	\$ -

DESCRIPTION OF ITEMS				MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	
Base Contract and Option Years					Year 4 of Maintenance	Year 5 of Maintenance	Year 6 of Maintenance
Monthly Assumed Trip Volumes							
	Total Trips Processed			3,200,000	3,200,000	3,300,000	

DESCRIPTION OF ITEMS				MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	
Base Contract and Option Years					Year 4 of Maintenance	Year 5 of Maintenance	Year 6 of Maintenance
Monthly Trip Fee Cost Based on Assumed Trip Volumes							
	Total Trips Processed			\$ -	\$ -	\$ -	
	TOTAL MONTHLY TRIP FEE COST			\$ -	\$ -	\$ -	

Year 1 Monthly Cost Check (Sheet 3-1a cell D50 plus Sheet 3-1b cell F54/12) should equal cell F21

**Sheet 3-1 Back-up
Monthly Trip Fee Cost (Based on Assumed Trip Volumes)**

DESCRIPTION OF ITEMS		UNIT	Monthly Trip Volume From	Monthly Trip Volume To	MONTHLY FEE (\$)	MONTHLY FEE (\$)	MONTHLY FEE (\$)
Base Contract and Optional Extensions					Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 1 Year 9 of Maintenance
Monthly Pricing per Trip Volume Tier							
1	Total Trip Processed - Level 1	Fixed Fee	1	0	\$ -	\$ -	\$ -
2	Total Trip Processed - Level 2	Fixed Fee	0	0	\$ -	\$ -	\$ -
3	Total Trip Processed - Level 3	Fixed Fee	0	5,000,000	\$ -	\$ -	\$ -
Optional Items (Incremental Increase)							
4	Self-Service Mobile Application	Lump Sum	1		\$ -	\$ -	\$ -
5	Data Warehouse and Data Analytics/Business Intelligence	Lump Sum	1		\$ -	\$ -	\$ -

DESCRIPTION OF ITEMS					MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)
Base Contract and Option Years					Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 1 Year 9 of Maintenance
Monthly Assumed Trip Volumes							
	Total Trips Processed				3,400,000	3,400,000	3,500,000

DESCRIPTION OF ITEMS					MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)
Base Contract and Option Years					Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 1 Year 9 of Maintenance
Monthly Trip Fee Cost Based on Assumed Trip Volumes							
	Total Trips Processed				\$ -	\$ -	\$ -
	TOTAL MONTHLY TRIP FEE COST				\$ -	\$ -	\$ -

Year 1 Monthly Cost Check (Sheet 3-1a cell D50 plus Sheet 3-1b cell F54/12) should equal cell F21

**Sheet 3-1 Back-up
Monthly Trip Fee Cost (Based on Assumed Trip Volumes)**

DESCRIPTION OF ITEMS		UNIT	Monthly Trip Volume From	Monthly Trip Volume To	MONTHLY FEE (\$)	MONTHLY FEE (\$)
Base Contract and Optional Extensions					Option Term 2	Option Term 2
Monthly Pricing per Trip Volume Tier					Year 10 of Maintenance	Year 11 of Maintenance
1	Total Trip Processed - Level 1	Fixed Fee	1	0	\$ -	\$ -
2	Total Trip Processed - Level 2	Fixed Fee	0	0	\$ -	\$ -
3	Total Trip Processed - Level 3	Fixed Fee	0	5,000,000	\$ -	\$ -
Optional Items (Incremental Increase)						
4	Self-Service Mobile Application	Lump Sum	1		\$ -	\$ -
5	Data Warehouse and Data Analytics/Business Intelligence	Lump Sum	1		\$ -	\$ -

DESCRIPTION OF ITEMS					MONTHLY ASSUMED VOLUMES (#)	MONTHLY ASSUMED VOLUMES (#)
Base Contract and Option Years					Option Term 2	Option Term 2
Monthly Assumed Trip Volumes					Year 10 of Maintenance	Year 11 of Maintenance
	Total Trips Processed				3,600,000	3,700,000

DESCRIPTION OF ITEMS					MONTHLY ASSUMED DOLLARS (\$)	MONTHLY ASSUMED DOLLARS (\$)
Base Contract and Option Years					Option Term 2	Option Term 2
Monthly Trip Fee Cost Based on Assumed Trip Volumes					Year 10 of Maintenance	Year 11 of Maintenance
	Total Trips Processed				\$ -	\$ -
	TOTAL MONTHLY TRIP FEE COST				\$ -	\$ -

Year 1 Monthly Cost Check (Sheet 3-1a cell D50 plus Sheet 3-1b cell F54/12) should equal cell F21

**Sheet 3-1a Back-up
Monthly Trip Fee
Year 1 Base Contract Monthly Labor and Direct Cost Detail**

DESCRIPTION OF ITEMS	# UNIT	UNIT (\$)	TOTAL MONTHLY COST (\$)
Year 1 Maintenance			
Technology Costs/Fees (as applicable)			
BOS Server Environments, Hosting, and/or Cloud	0	\$ -	\$ -
BOS 3rd Party Software Licenses	0	\$ -	\$ -
BOS Contractor Software Licenses	0	\$ -	\$ -
CSC Operations Desktop Environments	0	\$ -	\$ -
CSC Operations Office Equipment	0	\$ -	\$ -
Telephony Systems, Customer Contact Center, IVR and ACD	0	\$ -	\$ -
Telephony Related Recurring	0	\$ -	\$ -
Network Recurring (required Contractor provided network connections)	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Technology Costs/Fees			\$ -
Services Costs/Fees (as applicable)			
Credit Card Tokenization	0	\$ -	\$ -
PCI Compliance, Audit & Penetration Testing	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Services Costs/Fees			\$ -
Other Costs/Fees (as applicable)			
Escrow and Performance Bond	0	\$ -	\$ -
Travel	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Other Costs/Fees			\$ -
Year 1 Monthly Maintenance Direct Cost			\$ -

**Sheet 3-1b Back-up
Trip Fee
Year 1 Base Contract Staff Rates and Hours**

Item #	STAFF NAMES	POSITION/CLASSIFICATION	LOADED HOURLY BILLING RATES Year 1 of Maintenance		
			Year 1 Loaded Labor Rate (\$)	Year 1 Hours	Year 1 Total Loaded Labor Cost (\$)
1		Project Principal	\$ -	0	\$ -
2		Project Manager (Operations and Maintenance Phase)	\$ -	0	\$ -
3		Quality Assurance Manager	\$ -	0	\$ -
4		Software Development Manager	\$ -	0	\$ -
5		Technology Manager	\$ -	0	\$ -
6		Onsite Technology and Support Manager	\$ -	0	\$ -
7		CSC Operations Manager	\$ -	0	\$ -
8		Finance Manager	\$ -	0	\$ -
9		Administrative Assistant(s)	\$ -	0	\$ -
10		Administrative Support	\$ -	0	\$ -
11		BOS Trainer	\$ -	0	\$ -
12		Business Analyst	\$ -	0	\$ -
13		Data Analytics Specialist	\$ -	0	\$ -
14		Data Migration Manager	\$ -	0	\$ -
15		Database Administrator I	\$ -	0	\$ -
16		Database Administrator II	\$ -	0	\$ -
17		Database Developer I	\$ -	0	\$ -
18		Database Developer II	\$ -	0	\$ -
19		Deputy Project Manager	\$ -	0	\$ -
20		Documentation Specialist I	\$ -	0	\$ -
21		Documentation Specialist II	\$ -	0	\$ -
22		Hardware Engineer	\$ -	0	\$ -
23		Help Desk Staff I	\$ -	0	\$ -
24		Help Desk Staff II	\$ -	0	\$ -
25		Human Resources Manager	\$ -	0	\$ -
26		Network Administrator I	\$ -	0	\$ -
27		Network Administrator II	\$ -	0	\$ -
28		Onsite Desktop Support I	\$ -	0	\$ -
29		Onsite Desktop Support II	\$ -	0	\$ -
30		Onsite Installation Manager	\$ -	0	\$ -
31		Software Architect/Engineer	\$ -	0	\$ -
32		Software Developer I	\$ -	0	\$ -
33		Software Developer II	\$ -	0	\$ -
34		Software Developer III	\$ -	0	\$ -
35		Software Tester I	\$ -	0	\$ -
36		Software Tester II	\$ -	0	\$ -
37		System Administrator I	\$ -	0	\$ -
38		System Administrator II	\$ -	0	\$ -
39		System Analyst	\$ -	0	\$ -
40		System Security Specialist	\$ -	0	\$ -
41		Systems Architect/Engineer	\$ -	0	\$ -
42		Test Manager	\$ -	0	\$ -
43		Training Manager	\$ -	0	\$ -
44			\$ -	0	\$ -
45			\$ -	0	\$ -
46			\$ -	0	\$ -
47			\$ -	0	\$ -
48			\$ -	0	\$ -
49			\$ -	0	\$ -
50			\$ -	0	\$ -
	Grand Total Labor Cost		\$ -	0	\$ -

Use as many pages as necessary to develop the Staff Listing (please label each page with number)

Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)

ITEM #	PER ITEM PRICING		ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Year 1 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	Per Piece	4,700,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	Per Piece	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	Per Piece	125,000	\$ -	\$ -
4	#9 Return Envelope - White	In addition/per piece	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	In addition/per piece	75,000	\$ -	\$ -
6	Color logo on notification	In addition/per piece	75,000	\$ -	\$ -
7	Duplex printing	In addition/per piece	75,000	\$ -	\$ -
8	Additional page (Simplex)	In addition/per piece	75,000	\$ -	\$ -
9	Additional page (Duplex)	In addition/per piece	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	Per Piece	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	In addition/per piece	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	In addition/per piece	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING				\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 2 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	5,900,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 3 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	7,100,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 4 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	6,200,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 5 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	5,700,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.	Year 6 of Maintenance		
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	6,000,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 1 Year 7 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	5,500,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 1 Year 8 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	5,500,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 1 Year 9 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	5,600,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 2 Year 10 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	5,700,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-2 Back-up
Per Item Pricing (Based on Assumed Volumes)**

ITEM #	PER ITEM PRICING	ANNUAL ASSUMED UNITS	PER ITEM COST	ANNUAL ASSUMED COSTS (\$)
	Printing and Handling Notifications (all types). Does not include Postage. Postage will be a pass-through.		Option Term 2 Year 11 of Maintenance	
1	Printing and handling of a one-page notification (1x sheet of paper 8.5" x 11", 1x black & white impression, simplex, 1x #10 dual window envelope)	5,800,000	\$ -	\$ -
2	Printing and handling of a two-page notification with reply envelope (1x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x #10 dual window envelope, #9 dual window return envelope)	250,000	\$ -	\$ -
3	Printing and handling of a four-page notification (4x sheet of paper 8.5" x 11", 1x black & white impression, duplex, 1x 6"x9" envelope)	125,000	\$ -	\$ -
4	#9 Return Envelope - White	75,000	\$ -	\$ -
5	Color logo on outer #10 envelope	75,000	\$ -	\$ -
6	Color logo on notification	75,000	\$ -	\$ -
7	Duplex printing	75,000	\$ -	\$ -
8	Additional page (Simplex)	75,000	\$ -	\$ -
9	Additional page (Duplex)	75,000	\$ -	\$ -
10	Inserts flyer (8.5" x 11") with notification (hardcopies provided by Agencies)	500,000	\$ -	\$ -
11	Folding of flyer (8.5" x 11") folded to 8.5" x 3.66"	500,000	\$ -	\$ -
12	Duplex printing of flyer (8.5" x 11") electronic version provided by Agencies (color)	100,000	\$ -	\$ -
	TOTAL ANNUAL PER ITEM PRICING			\$ -

All color printing shall assume the use of two colors

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**Sheet 3-3 Back-up
Annual ROV Lookup (Blended Rate Per Successful Lookup, Based on Assumed Volumes)**

DESCRIPTION		Blended Rate (\$)	Annual Evaluation Quantities	Annual Evaluation Cost (\$)
Base Contract				
1	Year 1 of Maintenance	\$ -	170,000	\$ -
2	Year 2 of Maintenance	\$ -	220,000	\$ -
3	Year 3 of Maintenance	\$ -	230,000	\$ -
4	Year 4 of Maintenance	\$ -	240,000	\$ -
5	Year 5 of Maintenance	\$ -	250,000	\$ -
6	Year 6 of Maintenance	\$ -	260,000	\$ -
Total Base Contract Cost (Maintenance Years 1-6)				\$ -
Optional Extensions				
7	Option Term 1 - Year 7 of Maintenance	\$ -	270,000	\$ -
8	Option Term 1 - Year 8 of Maintenance	\$ -	290,000	\$ -
9	Option Term 1 - Year 9 of Maintenance	\$ -	300,000	\$ -
Total Option Term 1 Cost (Maintenance Years 7-9)				\$ -
10	Option Term 2 - Year 10 of Maintenance	\$ -	320,000	\$ -
11	Option Term 2 - Year 11 of Maintenance	\$ -	330,000	\$ -
Total Option Term 2 Cost (Maintenance Years 10-11)				\$ -
Total Optional Extensions Cost (Maintenance Years 7-11)				\$ -
Total Base & Optional Extensions Cost (Maintenance Years 1-11)				\$ -

Sheet 4

Base Contract and Optional Extensions
CSC Operations Cost Summary (Based on Assumed Volumes)

Item #	Description of Items	Total Monthly Cost (\$)	Total Annual Cost (\$)
BASE CONTRACT			
1	Year 1 of Operations	\$ -	\$ -
2	Year 2 of Operations	\$ -	\$ -
3	Year 3 of Operations	\$ -	\$ -
4	Year 4 of Operations	\$ -	\$ -
5	Year 5 of Operations	\$ -	\$ -
6	Year 6 of Operations	\$ -	\$ -
Total Base Contract Cost (Operation Years 1-6)			\$ -
OPTIONAL EXTENSIONS			
7	Option Term 1 - Year 7 of Operations	\$ -	\$ -
8	Option Term 1 - Year 8 of Operations	\$ -	\$ -
9	Option Term 1 - Year 9 of Operations	\$ -	\$ -
Total Option Term 1 Cost (Operation Years 7-9)			\$ -
10	Option Term 2 - Year 10 of Operations	\$ -	\$ -
11	Option Term 2 - Year 11 of Operations	\$ -	\$ -
Total Option Term 2 Cost (Operation Years 10-11)			\$ -
Total Optional Extensions Cost (Operation Years 7-11)			\$ -
Total Base and Optional Extensions Cost (Operation Years 1-11)			\$ -

Projected Bond Amounts

O&M Years	Bond Amount (\$)
Year 1 O&M Bond Value	\$ -
Year 2 O&M Bond Value	\$ -
Year 3 O&M Bond Value	\$ -
Year 4 O&M Bond Value	\$ -
Year 5 O&M Bond Value	\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 1 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					99,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					205,798		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					82,319		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							\$ -
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					71,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 2 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					103,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					256,090		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					102,436		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					83,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 3 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					107,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					307,287		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					122,915		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					92,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 4 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					111,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					268,301		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					107,320		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					100,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 5 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					115,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					249,056		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					99,622		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					103,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Year 6 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					120,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					259,324		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					103,730		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					98,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Option Term 1 Year 7 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					125,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					236,915		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					94,766		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					90,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
					Option Term 1		
BASE CONTRACT AND OPTION YEARS					Option Term 1		
VARIABLE COST - PER ITEM PRICING BY LEVEL					Year 8 of Operations Based on Volume 3 Levels Monthly Variable Fee		
MONTHLY EVALUATION VALUE					130,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					240,511		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					96,204		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					82,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
BASE CONTRACT AND OPTION YEARS					Option Term 1 Year 9 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					135,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					244,170		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					97,668		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					73,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
							Option
BASE CONTRACT AND OPTION YEARS					Option Term 2 Year 10 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
MONTHLY EVALUATION VALUE					140,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					247,957		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					99,183		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
MONTHLY EVALUATION VALUE					40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
Total Monthly Variable CSC Operations Cost							\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
MONTHLY EVALUATION VALUE					65,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
Total Optional Monthly Variable CSC Operations Cost							\$ -

Sheet 4-1 Back-up
Base Contract and Optional Extensions CSC Operations Cost
Monthly Variable Cost
(Based on Assumed Volumes)

DESCRIPTION OF ITEMS		UNIT	MINIMUM	MAXIMUM	MONTHLY ASSUMED VOLUMES (#)	UNIT \$	TOTAL MONTHLY COST(\$)
					Term 2		
BASE CONTRACT AND OPTION YEARS					Option Term 2 Year 11 of Operations Based on Volume 3 Levels Monthly Variable Fee		
VARIABLE COST - PER ITEM PRICING BY LEVEL							
	MONTHLY EVALUATION VALUE				146,000		
1	Active Account - Level 1	Accounts	1	0		\$ -	\$ -
2	Active Account - Level 2	Accounts	0	0		\$ -	\$ -
3	Active Account - Level 3	Accounts	0	400,000		\$ -	\$ -
	MONTHLY EVALUATION VALUE				251,809		
4	Notice of Toll Evasion Violation Mailed - Level 1	Violations Notice	1	0		\$ -	\$ -
5	Notice of Toll Evasion Violation Mailed - Level 2	Violations Notice	0	0		\$ -	\$ -
6	Notice of Toll Evasion Violation Mailed - Level 3	Violations Notice	0	500,000		\$ -	\$ -
	MONTHLY EVALUATION VALUE				100,723		
7	Initial Collections Attempt - Level 1	Collections Notice	1	0		\$ -	\$ -
8	Initial Collections Attempt - Level 2	Collections Notice	0	0		\$ -	\$ -
9	Initial Collections Attempt - Level 3	Collections Notice	0	200,000		\$ -	\$ -
	MONTHLY EVALUATION VALUE				40		
10	Provision of Administrative Hearing Officer	Per Hearing	1			\$ -	\$ -
	Total Monthly Variable CSC Operations Cost						\$ -
Year 1 Monthly Cost Check H20 - Must Equal Related Costs From Sheets 4-2 and 4-3.							
OPTIONAL ITEMS							
	MONTHLY EVALUATION VALUE				56,000		
11	Invoice Mailed - Level 1	Invoice	1	0		\$ -	\$ -
12	Invoices Mailed - Level 2	Invoice	0	0		\$ -	\$ -
13	Invoices Mailed - Level 3	Invoice	0	200,000		\$ -	\$ -
	Total Optional Monthly Variable CSC Operations Cost						\$ -

**Sheet 4-2 Back-up
CSC Operations Costs
Year 1 Base Contract Monthly Schedule of Direct Cost**

DESCRIPTION OF ITEMS	# UNIT	UNIT \$	TOTAL MONTHLY COST (\$)
Year 1 of Operations			
Facility Services (does not include any pass-thru costs or costs covered by the Authority via direct payment to vendors)			
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Facility Services			\$ -
Consumables			
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Consumables			\$ -
Operations Fees			
Operations Staff Travel	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Operations Fees			\$ -
Other Costs and Fees			
Performance Bond	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
	0	\$ -	\$ -
Total Monthly Other Costs and Fees			\$ -
Year 1 of Operations Monthly Direct Cost			\$ -

**Sheet 4-3 Back-up
CSC Operations Cost
Year 1 Base Contract Staff Rates and Hours**

Item #	STAFF NAMES	POSITION/CLASSIFICATION	LOADED HOURLY BILLING RATES - YEAR 1		
			Year 1 Loaded Labor Rate (\$)	Year 1 Hours	Year 1 Total Loaded Labor Cost (\$)
1		Project Principal	\$ -	0	\$ -
2		Project Manager (Operations and Maintenance Phase)	\$ -	0	\$ -
3		Quality Assurance Manager	\$ -	0	\$ -
4		Software Development Manager	\$ -	0	\$ -
5		Technology Manager	\$ -	0	\$ -
6		Onsite Technology and Support Manager	\$ -	0	\$ -
7		CSC Operations Manager	\$ -	0	\$ -
7		Violations Processing Manager	\$ -	0	\$ -
8		Finance Manager	\$ -	0	\$ -
9		Facility Oversight and Coordination Manager	\$ -	0	\$ -
10		Administrative Support	\$ -	0	\$ -
11		Administrative Review Hearing Staff	\$ -	0	\$ -
12		Business Analyst	\$ -	0	\$ -
13		CSC Correspondence Representative	\$ -	0	\$ -
14		CSC Mobilization and Facility Coordination Manager	\$ -	0	\$ -
15		CSC Financial Reconciliation	\$ -	0	\$ -
16		CSC Mailroom Clerk	\$ -	0	\$ -
17		CSC Payment Processor	\$ -	0	\$ -
18		CSC Supervisor	\$ -	0	\$ -
19		CSC Tag Inventory Clerk	\$ -	0	\$ -
20		CSC Trainer	\$ -	0	\$ -
21		CSR I	\$ -	0	\$ -
22		CSR II	\$ -	0	\$ -
23		CSR III	\$ -	0	\$ -
24		CSR Walk-in	\$ -	0	\$ -
25		Data Migration Manager	\$ -	0	\$ -
26		Deputy Project Manager	\$ -	0	\$ -
27		Documentation Specialist I	\$ -	0	\$ -
28		Documentation Specialist II	\$ -	0	\$ -
29		Help Desk Staff I	\$ -	0	\$ -
30		Human Resources Manager	\$ -	0	\$ -
31		Image Review Quality Assurance Staff	\$ -	0	\$ -
32		Onsite Installation Manager	\$ -	0	\$ -
33		Scheduler	\$ -	0	\$ -
34		Training Manager	\$ -	0	\$ -
35			\$ -	0	\$ -
36			\$ -	0	\$ -
37			\$ -	0	\$ -
38			\$ -	0	\$ -
39			\$ -	0	\$ -
40			\$ -	0	\$ -
41			\$ -	0	\$ -
42			\$ -	0	\$ -
43			\$ -	0	\$ -
	Total Labor Cost				\$ -

Use as many pages as necessary to develop the Staff Listing (please label each page with number)

Sheet 5
Transition and Succession Cost Summary

Item #	Description of Items	# Units	Units (\$)	Total Units (\$)	# Hours	Loaded Rate (\$)	Labor (\$)	Total Cost (\$)
Transition and Succession		Base Contract						
1	BOS Meetings and Communication	0	\$ -	\$ -				\$ -
2	CSC Meetings and Communication	0	\$ -	\$ -				\$ -
3	BOS Data Migration and Technical Support	0	\$ -	\$ -				\$ -
4	Data Base Administrator I				0	\$ -	\$ -	\$ -
5	Deputy Project Manager				0	\$ -	\$ -	\$ -
6	Onsite Technology and Support Manager				0	\$ -	\$ -	\$ -
7	CSC Operations Manager				0	\$ -	\$ -	\$ -
8	Project Manager (Operations and Maintenance Phase)				0	\$ -	\$ -	\$ -
9	Project Principal				0	\$ -	\$ -	\$ -
10	System Administrator I				0	\$ -	\$ -	\$ -
11	Transition Manager				0	\$ -	\$ -	\$ -
12		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
13		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
14		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
15		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
16		0	\$ -	\$ -	0	\$ -	\$ -	\$ -
Transition and Succession Cost				\$ -			\$ -	\$ -

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Sheet 6
Base Contract and Optional Extensions
Additional Rate Services Cost Summary (Based on Evaluation Hours)

Item #	Description of Items	Annual Cost (\$) Sheet 6-1
BASE CONTRACT		
1	Year 1 of Operations and Maintenance	\$ -
2	Year 2 of Operations and Maintenance	\$ -
3	Year 3 of Operations and Maintenance	\$ -
4	Year 4 of Operations and Maintenance	\$ -
5	Year 5 of Operations and Maintenance	\$ -
6	Year 6 of Operations and Maintenance	\$ -
Total Base Contract Cost (Operations & Maintenance Years 1-6)		\$ -
OPTIONAL EXTENSIONS		
7	Option Term 1 - Year 7 of Operations and Maintenance	\$ -
8	Option Term 1 - Year 8 of Operations and Maintenance	\$ -
9	Option Term 1 - Year 9 of Operations and Maintenance	\$ -
Total Option Term 1 Cost (Operations & Maintenance Years 7-9)		\$ -
10	Option Term 2 - Year 10 of Operations and Maintenance	\$ -
11	Option Term 2 - Year 11 of Operations and Maintenance	\$ -
Total Option Term 2 Cost (Operations and Maintenance Years 10-11)		\$ -
Total Optional Extensions Cost (Operations and Maintenance Years 7-11)		\$ -
Total Base and Optional Extensions Cost (Operations and Maintenance Years 1-11)		\$ -

**Sheet 6-1 Back-up
Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes		3.00%				
		Implementation Phase	Year 1 of Maintenance	Year 1 of Maintenance	Year 2 of Maintenance	Year 2 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	2022 FULLY LOADED HOURLY RATE	Evaluation Hours	Evaluation Dollars	Evaluation Hours	Evaluation Dollars
1	Project Principal	\$ -	180	\$ -	120	\$ -
2	Project Manager (Implementation Phase)	\$ -	180	\$ -	120	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	180	\$ -	120	\$ -
4	Deputy Project Manager	\$ -	180	\$ -	120	\$ -
5	Quality Assurance Manager	\$ -	180	\$ -	120	\$ -
6	Software Development Manager	\$ -	180	\$ -	120	\$ -
7	Technology Manager	\$ -	180	\$ -	120	\$ -
8	Mobilization and Facility Coordination Manager	\$ -	180	\$ -	120	\$ -
9	Onsite Installation Manager	\$ -	180	\$ -	120	\$ -
10	Onsite Technology and Support Manager	\$ -	180	\$ -	120	\$ -
11	CSC Operations Manager	\$ -	180	\$ -	120	\$ -
12	Violations Processing Manager	\$ -	180	\$ -	120	\$ -
13	Finance Manager	\$ -	180	\$ -	120	\$ -
14	Administrative Assistant(s)	\$ -	140	\$ -	80	\$ -
15	Administrative Review Hearing Staff	\$ -	140	\$ -	80	\$ -
16	Administrative Support	\$ -	140	\$ -	80	\$ -
17	BOS Trainer	\$ -	140	\$ -	80	\$ -
18	Business Analyst	\$ -	140	\$ -	80	\$ -
19	CSC Correspondence Representative	\$ -	140	\$ -	80	\$ -
20	CSC Mobilization and Facility Coordination Manager	\$ -	140	\$ -	80	\$ -
21	CSC Financial Reconciliation	\$ -	140	\$ -	80	\$ -
22	CSC Mailroom Clerk	\$ -	140	\$ -	80	\$ -
23	CSC Payment Processor	\$ -	140	\$ -	80	\$ -
24	CSC Supervisor	\$ -	140	\$ -	80	\$ -
25	CSC Tag Inventory Clerk	\$ -	140	\$ -	80	\$ -
26	CSC Trainer	\$ -	140	\$ -	80	\$ -
27	CSR I	\$ -	140	\$ -	80	\$ -
28	CSR II	\$ -	140	\$ -	80	\$ -
29	CSR III	\$ -	140	\$ -	80	\$ -
30	CSR Walk-in	\$ -	140	\$ -	80	\$ -
31	Data Analytics Specialist	\$ -	140	\$ -	80	\$ -
32	Database Administrator I	\$ -	140	\$ -	80	\$ -
33	Database Administrator II	\$ -	140	\$ -	80	\$ -
34	Database Developer I	\$ -	140	\$ -	80	\$ -
35	Database Developer II	\$ -	140	\$ -	80	\$ -
36	Documentation Specialist I	\$ -	140	\$ -	80	\$ -
37	Documentation Specialist II	\$ -	140	\$ -	80	\$ -
38	Hardware Engineer	\$ -	140	\$ -	80	\$ -
39	Help Desk Staff I	\$ -	140	\$ -	80	\$ -
40	Help Desk Staff II	\$ -	140	\$ -	80	\$ -
41	Human Resources Manager	\$ -	140	\$ -	80	\$ -
42	Image Review Quality Assurance Staff	\$ -	140	\$ -	80	\$ -

**Sheet 6-1 Back-up
Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes		3.00%				
		Implementation Phase	Year 1 of Maintenance	Year 1 of Maintenance	Year 2 of Maintenance	Year 2 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	2022 FULLY LOADED HOURLY RATE	Evaluation Hours	Evaluation Dollars	Evaluation Hours	Evaluation Dollars
43	Network Administrator I	\$ -	140	\$ -	80	\$ -
44	Network Administrator II	\$ -	140	\$ -	80	\$ -
45	Onsite Desktop Support I	\$ -	140	\$ -	80	\$ -
46	Onsite Desktop Support II	\$ -	140	\$ -	80	\$ -
47	Scheduler	\$ -	140	\$ -	80	\$ -
48	Software Architect/Engineer	\$ -	140	\$ -	80	\$ -
49	Software Developer I	\$ -	140	\$ -	80	\$ -
50	Software Developer II	\$ -	140	\$ -	80	\$ -
51	Software Developer III	\$ -	140	\$ -	80	\$ -
52	Software Tester I	\$ -	140	\$ -	80	\$ -
53	Software Tester II	\$ -	140	\$ -	80	\$ -
54	System Administrator I	\$ -	140	\$ -	80	\$ -
55	System Administrator II	\$ -	140	\$ -	80	\$ -
56	System Analyst	\$ -	140	\$ -	80	\$ -
57	System Security Specialist	\$ -	140	\$ -	80	\$ -
58	Systems Architect/Engineer	\$ -	140	\$ -	80	\$ -
59	Test Manager	\$ -	140	\$ -	80	\$ -
60	Training Manager	\$ -	140	\$ -	80	\$ -
61	Transition Manager	\$ -	140	\$ -	80	\$ -
YEARLY TOTAL				\$ -		\$ -
BASE AND OPTIONAL TOTALS						

Note 1: CPI adjustments will be made to the Cost based on actual CPI change for the previous year beginning with Operations Year 1 as further described in the Price Proposal Instructions.

**Sheet 6-1 Back-up
Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes						
		Year 3-6 and Optional Years 7- 11 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance	Year 6 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Hours	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	90	\$ -	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	90	\$ -	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	90	\$ -	\$ -	\$ -	\$ -
4	Deputy Project Manager	90	\$ -	\$ -	\$ -	\$ -
5	Quality Assurance Manager	90	\$ -	\$ -	\$ -	\$ -
6	Software Development Manager	90	\$ -	\$ -	\$ -	\$ -
7	Technology Manager	90	\$ -	\$ -	\$ -	\$ -
8	Mobilization and Facility Coordination Manager	90	\$ -	\$ -	\$ -	\$ -
9	Onsite Installation Manager	90	\$ -	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	90	\$ -	\$ -	\$ -	\$ -
11	CSC Operations Manager	90	\$ -	\$ -	\$ -	\$ -
12	Violations Processing Manager	90	\$ -	\$ -	\$ -	\$ -
13	Finance Manager	90	\$ -	\$ -	\$ -	\$ -
14	Administrative Assistant(s)	70	\$ -	\$ -	\$ -	\$ -
15	Administrative Review Hearing Staff	70	\$ -	\$ -	\$ -	\$ -
16	Administrative Support	70	\$ -	\$ -	\$ -	\$ -
17	BOS Trainer	70	\$ -	\$ -	\$ -	\$ -
18	Business Analyst	70	\$ -	\$ -	\$ -	\$ -
19	CSC Correspondence Representative	70	\$ -	\$ -	\$ -	\$ -
20	CSC Mobilization and Facility Coordination Manager	70	\$ -	\$ -	\$ -	\$ -
21	CSC Financial Reconciliation	70	\$ -	\$ -	\$ -	\$ -
22	CSC Mailroom Clerk	70	\$ -	\$ -	\$ -	\$ -
23	CSC Payment Processor	70	\$ -	\$ -	\$ -	\$ -
24	CSC Supervisor	70	\$ -	\$ -	\$ -	\$ -
25	CSC Tag Inventory Clerk	70	\$ -	\$ -	\$ -	\$ -
26	CSC Trainer	70	\$ -	\$ -	\$ -	\$ -
27	CSR I	70	\$ -	\$ -	\$ -	\$ -
28	CSR II	70	\$ -	\$ -	\$ -	\$ -
29	CSR III	70	\$ -	\$ -	\$ -	\$ -
30	CSR Walk-in	70	\$ -	\$ -	\$ -	\$ -
31	Data Analytics Specialist	70	\$ -	\$ -	\$ -	\$ -
32	Database Administrator I	70	\$ -	\$ -	\$ -	\$ -
33	Database Administrator II	70	\$ -	\$ -	\$ -	\$ -
34	Database Developer I	70	\$ -	\$ -	\$ -	\$ -
35	Database Developer II	70	\$ -	\$ -	\$ -	\$ -
36	Documentation Specialist I	70	\$ -	\$ -	\$ -	\$ -
37	Documentation Specialist II	70	\$ -	\$ -	\$ -	\$ -
38	Hardware Engineer	70	\$ -	\$ -	\$ -	\$ -
39	Help Desk Staff I	70	\$ -	\$ -	\$ -	\$ -
40	Help Desk Staff II	70	\$ -	\$ -	\$ -	\$ -
41	Human Resources Manager	70	\$ -	\$ -	\$ -	\$ -
42	Image Review Quality Assurance Staff	70	\$ -	\$ -	\$ -	\$ -

**Sheet 6-1 Back-up
Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes						
		Year 3-6 and Optional Years 7- 11 of Maintenance	Year 3 of Maintenance	Year 4 of Maintenance	Year 5 of Maintenance	Year 6 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Hours	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
43	Network Administrator I	70	\$ -	\$ -	\$ -	\$ -
44	Network Administrator II	70	\$ -	\$ -	\$ -	\$ -
45	Onsite Desktop Support I	70	\$ -	\$ -	\$ -	\$ -
46	Onsite Desktop Support II	70	\$ -	\$ -	\$ -	\$ -
47	Scheduler	70	\$ -	\$ -	\$ -	\$ -
48	Software Architect/Engineer	70	\$ -	\$ -	\$ -	\$ -
49	Software Developer I	70	\$ -	\$ -	\$ -	\$ -
50	Software Developer II	70	\$ -	\$ -	\$ -	\$ -
51	Software Developer III	70	\$ -	\$ -	\$ -	\$ -
52	Software Tester I	70	\$ -	\$ -	\$ -	\$ -
53	Software Tester II	70	\$ -	\$ -	\$ -	\$ -
54	System Administrator I	70	\$ -	\$ -	\$ -	\$ -
55	System Administrator II	70	\$ -	\$ -	\$ -	\$ -
56	System Analyst	70	\$ -	\$ -	\$ -	\$ -
57	System Security Specialist	70	\$ -	\$ -	\$ -	\$ -
58	Systems Architect/Engineer	70	\$ -	\$ -	\$ -	\$ -
59	Test Manager	70	\$ -	\$ -	\$ -	\$ -
60	Training Manager	70	\$ -	\$ -	\$ -	\$ -
61	Transition Manager	70	\$ -	\$ -	\$ -	\$ -
YEARLY TOTAL			\$ -	\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS						\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change for the previous Operations Year 1 as further described in the Price Proposal Instructions.

**Sheet 6-1 Back-up
Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 1			OPTION TERM 2	
		Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 1 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
1	Project Principal	\$ -	\$ -	\$ -	\$ -	\$ -
2	Project Manager (Implementation Phase)	\$ -	\$ -	\$ -	\$ -	\$ -
3	Project Manager (Operations and Maintenance Phase)	\$ -	\$ -	\$ -	\$ -	\$ -
4	Deputy Project Manager	\$ -	\$ -	\$ -	\$ -	\$ -
5	Quality Assurance Manager	\$ -	\$ -	\$ -	\$ -	\$ -
6	Software Development Manager	\$ -	\$ -	\$ -	\$ -	\$ -
7	Technology Manager	\$ -	\$ -	\$ -	\$ -	\$ -
8	Mobilization and Facility Coordination Manager	\$ -	\$ -	\$ -	\$ -	\$ -
9	Onsite Installation Manager	\$ -	\$ -	\$ -	\$ -	\$ -
10	Onsite Technology and Support Manager	\$ -	\$ -	\$ -	\$ -	\$ -
11	CSC Operations Manager	\$ -	\$ -	\$ -	\$ -	\$ -
12	Violations Processing Manager	\$ -	\$ -	\$ -	\$ -	\$ -
13	Finance Manager	\$ -	\$ -	\$ -	\$ -	\$ -
14	Administrative Assistant(s)	\$ -	\$ -	\$ -	\$ -	\$ -
15	Administrative Review Hearing Staff	\$ -	\$ -	\$ -	\$ -	\$ -
16	Administrative Support	\$ -	\$ -	\$ -	\$ -	\$ -
17	BOS Trainer	\$ -	\$ -	\$ -	\$ -	\$ -
18	Business Analyst	\$ -	\$ -	\$ -	\$ -	\$ -
19	CSC Correspondence Representative	\$ -	\$ -	\$ -	\$ -	\$ -
20	CSC Mobilization and Facility Coordination Manager	\$ -	\$ -	\$ -	\$ -	\$ -
21	CSC Financial Reconciliation	\$ -	\$ -	\$ -	\$ -	\$ -
22	CSC Mailroom Clerk	\$ -	\$ -	\$ -	\$ -	\$ -
23	CSC Payment Processor	\$ -	\$ -	\$ -	\$ -	\$ -
24	CSC Supervisor	\$ -	\$ -	\$ -	\$ -	\$ -
25	CSC Tag Inventory Clerk	\$ -	\$ -	\$ -	\$ -	\$ -
26	CSC Trainer	\$ -	\$ -	\$ -	\$ -	\$ -
27	CSR I	\$ -	\$ -	\$ -	\$ -	\$ -
28	CSR II	\$ -	\$ -	\$ -	\$ -	\$ -
29	CSR III	\$ -	\$ -	\$ -	\$ -	\$ -
30	CSR Walk-in	\$ -	\$ -	\$ -	\$ -	\$ -
31	Data Analytics Specialist	\$ -	\$ -	\$ -	\$ -	\$ -
32	Database Administrator I	\$ -	\$ -	\$ -	\$ -	\$ -
33	Database Administrator II	\$ -	\$ -	\$ -	\$ -	\$ -
34	Database Developer I	\$ -	\$ -	\$ -	\$ -	\$ -
35	Database Developer II	\$ -	\$ -	\$ -	\$ -	\$ -
36	Documentation Specialist I	\$ -	\$ -	\$ -	\$ -	\$ -
37	Documentation Specialist II	\$ -	\$ -	\$ -	\$ -	\$ -
38	Hardware Engineer	\$ -	\$ -	\$ -	\$ -	\$ -
39	Help Desk Staff I	\$ -	\$ -	\$ -	\$ -	\$ -
40	Help Desk Staff II	\$ -	\$ -	\$ -	\$ -	\$ -
41	Human Resources Manager	\$ -	\$ -	\$ -	\$ -	\$ -
42	Image Review Quality Assurance Staff	\$ -	\$ -	\$ -	\$ -	\$ -

**Sheet 6-1 Back-up
Additional Services Rates
(including Hours for Evaluation Purposes)**

Annual Hourly Rate Escalation for Evaluation Purposes		OPTION TERM 1			OPTION TERM 2	
		Option Term 1 Year 7 of Maintenance	Option Term 1 Year 8 of Maintenance	Option Term 1 Year 9 of Maintenance	Option Term 2 Year 10 of Maintenance	Option Term 2 Year 11 of Maintenance
ITEM #	STAFF POSITION/CLASSIFICATION	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars	Evaluation Dollars
43	Network Administrator I	\$ -	\$ -	\$ -	\$ -	\$ -
44	Network Administrator II	\$ -	\$ -	\$ -	\$ -	\$ -
45	Onsite Desktop Support I	\$ -	\$ -	\$ -	\$ -	\$ -
46	Onsite Desktop Support II	\$ -	\$ -	\$ -	\$ -	\$ -
47	Scheduler	\$ -	\$ -	\$ -	\$ -	\$ -
48	Software Architect/Engineer	\$ -	\$ -	\$ -	\$ -	\$ -
49	Software Developer I	\$ -	\$ -	\$ -	\$ -	\$ -
50	Software Developer II	\$ -	\$ -	\$ -	\$ -	\$ -
51	Software Developer III	\$ -	\$ -	\$ -	\$ -	\$ -
52	Software Tester I	\$ -	\$ -	\$ -	\$ -	\$ -
53	Software Tester II	\$ -	\$ -	\$ -	\$ -	\$ -
54	System Administrator I	\$ -	\$ -	\$ -	\$ -	\$ -
55	System Administrator II	\$ -	\$ -	\$ -	\$ -	\$ -
56	System Analyst	\$ -	\$ -	\$ -	\$ -	\$ -
57	System Security Specialist	\$ -	\$ -	\$ -	\$ -	\$ -
58	Systems Architect/Engineer	\$ -	\$ -	\$ -	\$ -	\$ -
59	Test Manager	\$ -	\$ -	\$ -	\$ -	\$ -
60	Training Manager	\$ -	\$ -	\$ -	\$ -	\$ -
61	Transition Manager	\$ -	\$ -	\$ -	\$ -	\$ -
YEARLY TOTAL		\$ -	\$ -	\$ -	\$ -	\$ -
BASE AND OPTIONAL TOTALS				\$ -		\$ -

Note 1: CPI adjustments will be made to the Cost based on actual CPI change for the previous Operations Year 1 as further described in the Price Proposal Instructions.