

AGENDA

I-10 and I-15 Joint Sub-Committee

Thursday, June 9, 2022

10:00 AM

(Immediately Following Metro Valley Study Session)

Location

San Bernardino County Transportation Authority

First Floor Lobby Board Room

1170 W. 3rd Street, San Bernardino, CA 92410

I-10 and I-15 Joint Sub-Committee Membership

Chair

Mayor Pro Tem Alan Wapner
City of Ontario

Vice Chair

Council Member Art Bishop
Town of Apple Valley

West Valley Representatives

Mayor Acquanetta Warren
City of Fontana

Mayor L. Dennis Michael
City of Rancho Cucamonga

East Valley Representatives

Mayor Frank Navarro
City of Colton

Mayor Pro Tem Larry McCallon
City of Highland

Mayor Deborah Robertson
City of Rialto

Supervisor Joe Baca, Jr.
County of San Bernardino

Mt./Desert Representatives

Supervisor Paul Cook
County of San Bernardino

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CALL TO ORDER

(Meeting Chaired by Alan Wapner)

- I. Attendance**
- II. Previous Meeting Follow-Up**
 - A. Riverside County Transportation Commission (RCTC) Coordination Update –
Presenter: Tim Byrne
- III. Express Lanes Performance Metrics – Presenters: Philip Chu and Trinidad Ruiz**
- IV. Upcoming Topics – Presenter: Tim Byrne**
- V. Public Comment**

ADJOURNMENT

The committee will go dark in July.

The next meeting of the I-10 and I-15 Joint Sub-Committee is scheduled for August 11, 2022.



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I-10 and I-15 Joint Sub-Committee

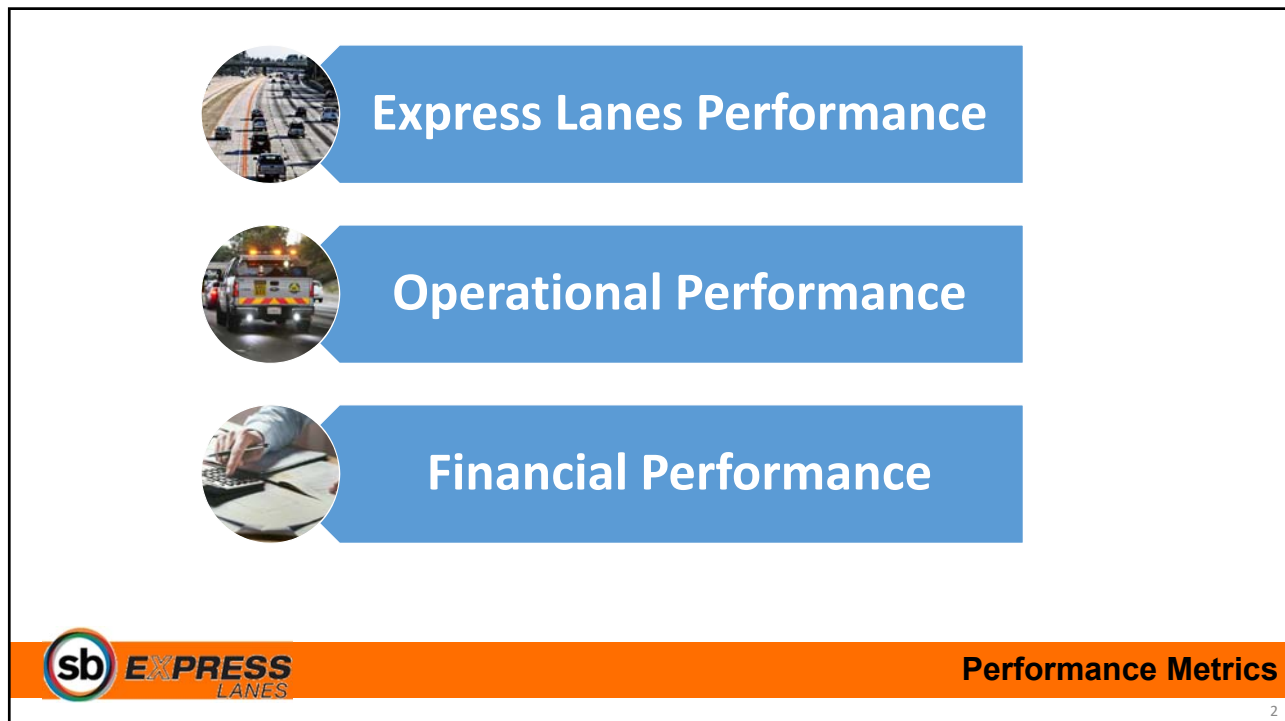
Department of Toll Operations




June 9, 2022

sb **cta**

San Bernardino County
Transportation Authority

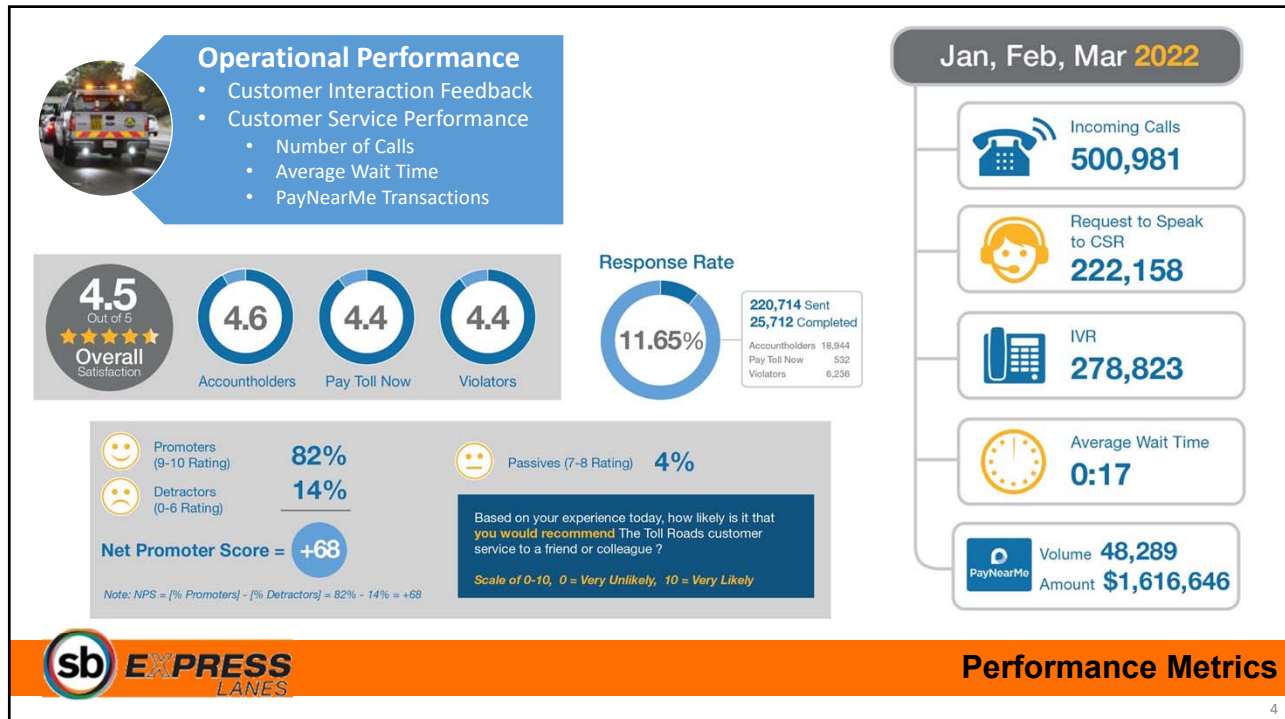
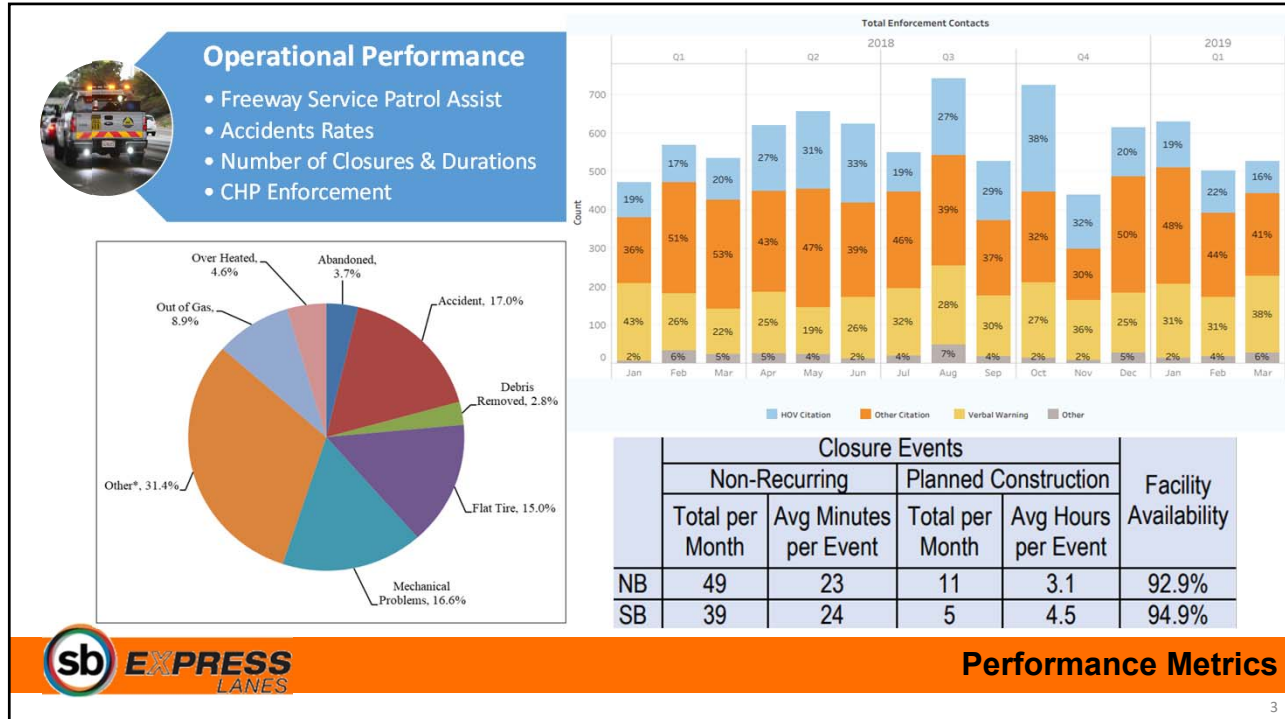
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-  **Express Lanes Performance**
-  **Operational Performance**
-  **Financial Performance**

sb EXPRESS LANES **Performance Metrics**

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Operational Performance

- Transponder Fulfillment
- Payment Posting
- Correspondence

REPORTING REQUIREMENT	PERFORMANCE STANDARD	AUGUST 2021 PERFORMANCE
CUSTOMER ACCOUNTS		
Transponder Fulfillment	100% within 2 business days	100% within 2 business days
Payment Posting	100% within 1 business days	99.9% on same business day
CUSTOMER CALLS		
Average Wait Time	Less than 150 seconds avg per week	29 seconds highest avg wait time
Abandon Rate	Less than 2%	0.5% abandon rate
Customer Satisfaction	90% minimum satisfaction rate	98% satisfaction rate
CORRESPONDENCE		
Email Response	100% within 2 business days	100% within 2 business days
Mail Response	100% within 3 business days	100% within 3 business day




Performance Metrics



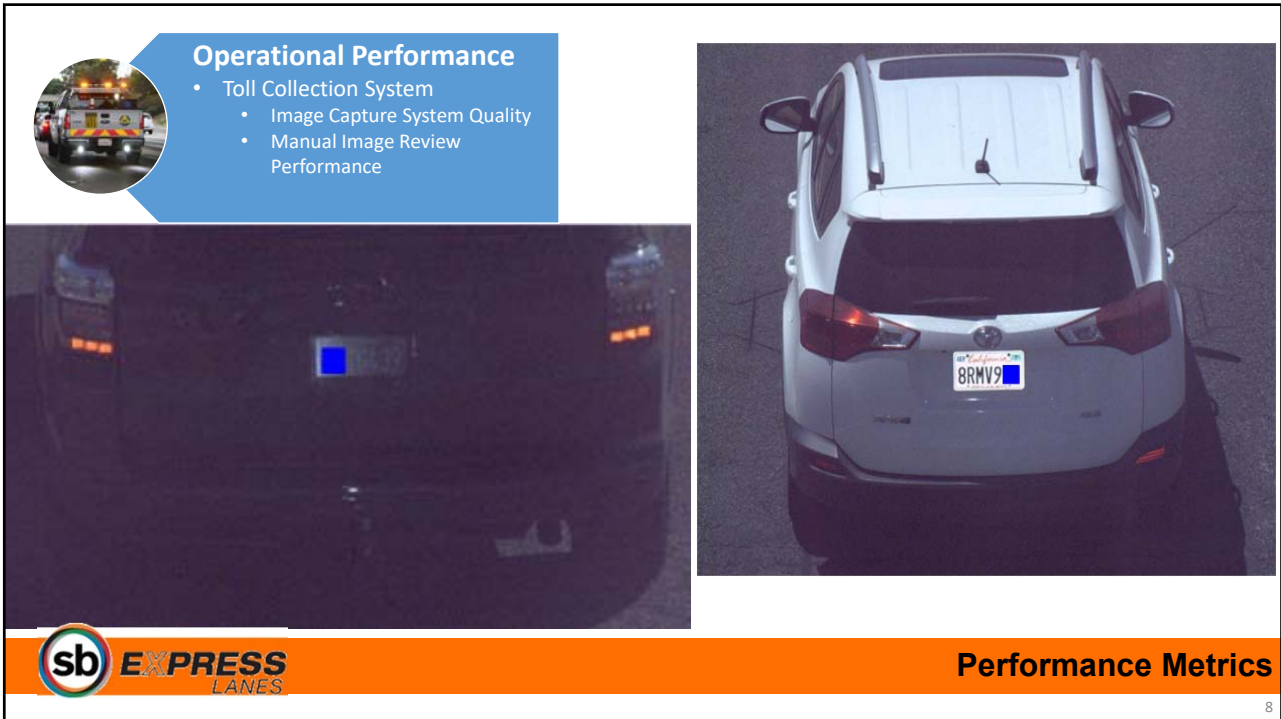
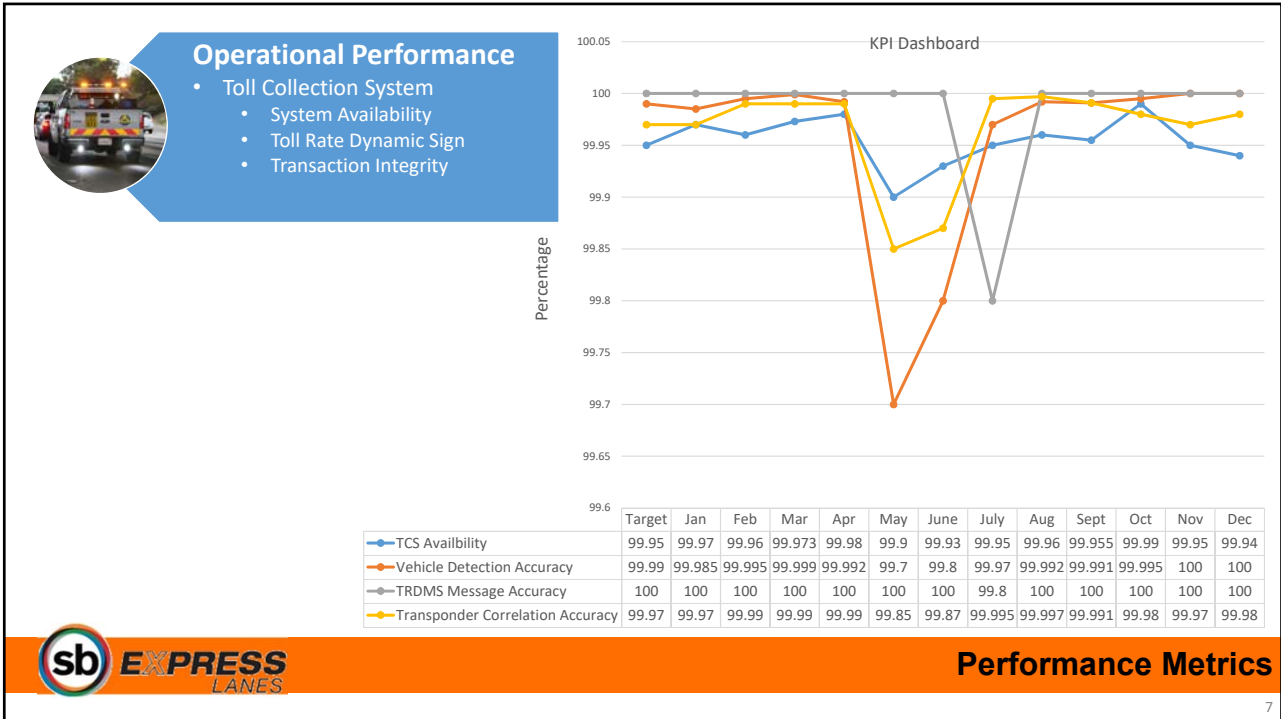
Operational Performance

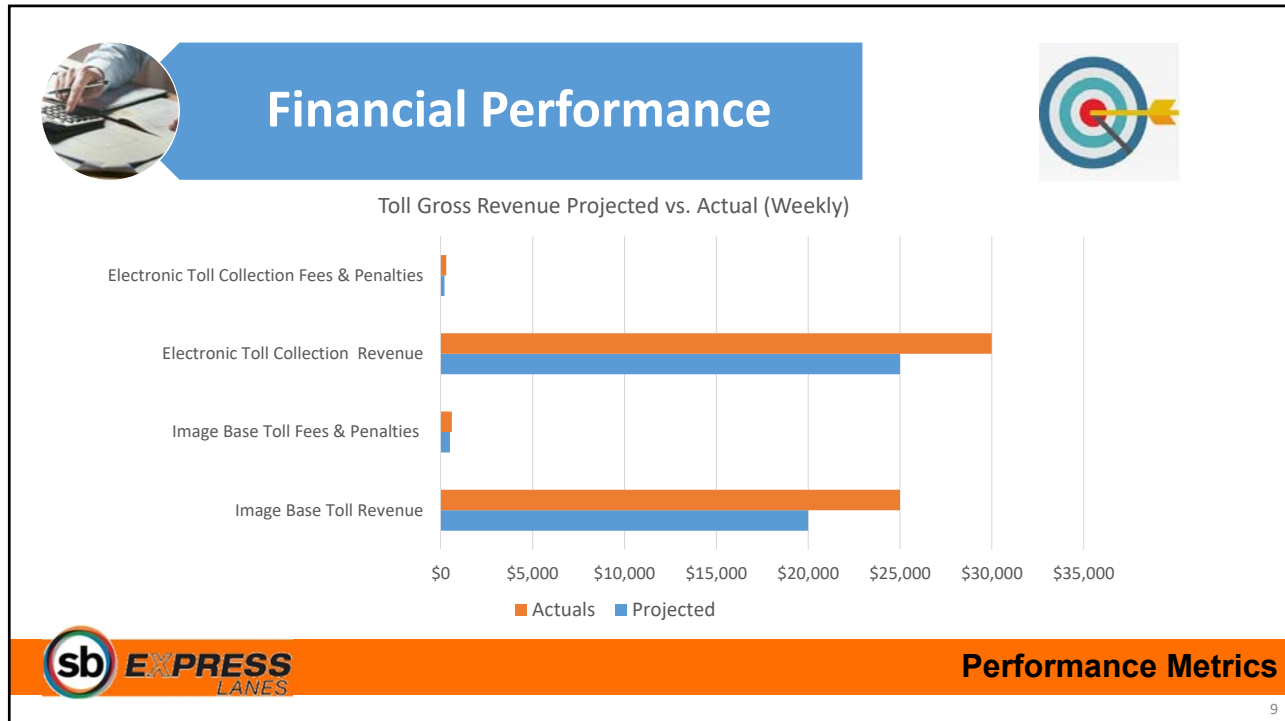
- System Maintenance
 - TransCore
 - Caltrans

Performance Criteria							
Roadside Equipment maintenance. Coverage – 24 hours a day, 7 days a week							
Min. Perf. Req.							
Essential Tolling: 2 hours response time, 2 hours repair time Essential Non-Tolling: 4 hours response time, 4 hours repair time Support: 4 hours response time, 24 hours repair time							
Verification Method							
Generate the Time to Respond Exception Report and the Time to Repair Exception Report .							
Appendix K - 3.3-3.4-3.5 - Response and Repair Time - YYYYMM.xlsx							
Use the Work Order Summary by Failure Time Report to review response and repair times and verify work orders. Verify work orders are responded to within the minimum performance requirement.							
Work Order Summary by Failure Time - I-680 - YYYYMM.xlsx							
Calculate penalty and summarize findings in Appendix K .							
Work Order Time to Repair Exception - I-680 - YYYYMM.xlsx							
<u>Exclusions:</u> Exclusions for response time or repair time will be documented in the manual analysis section of the reports. Event code 701 - VTMS Reported Warning is excluded.							
Work Order Time to Respond Exception - I-680 - YYYYMM.xlsx							
Reporting Methodology							
Appendix K and system generated reports used to analyze performance.							
Monthly Payment Adjustment for Unmet Standards							
\$1000 per incident of not meeting combined Response and Repair Time - up to \$10,000 per month.							
	Jan	Feb	Mar	Apr	May	June	
Delineator Replacement	10	8	12	14	17	5	
Pothole Repair	0	0	0	0	0	1	
Drainage maintenance	1	0	0	0	1	0	
Hazmat cleanup/Temp MOT	0	0	1	0	0	1	



Performance Metrics





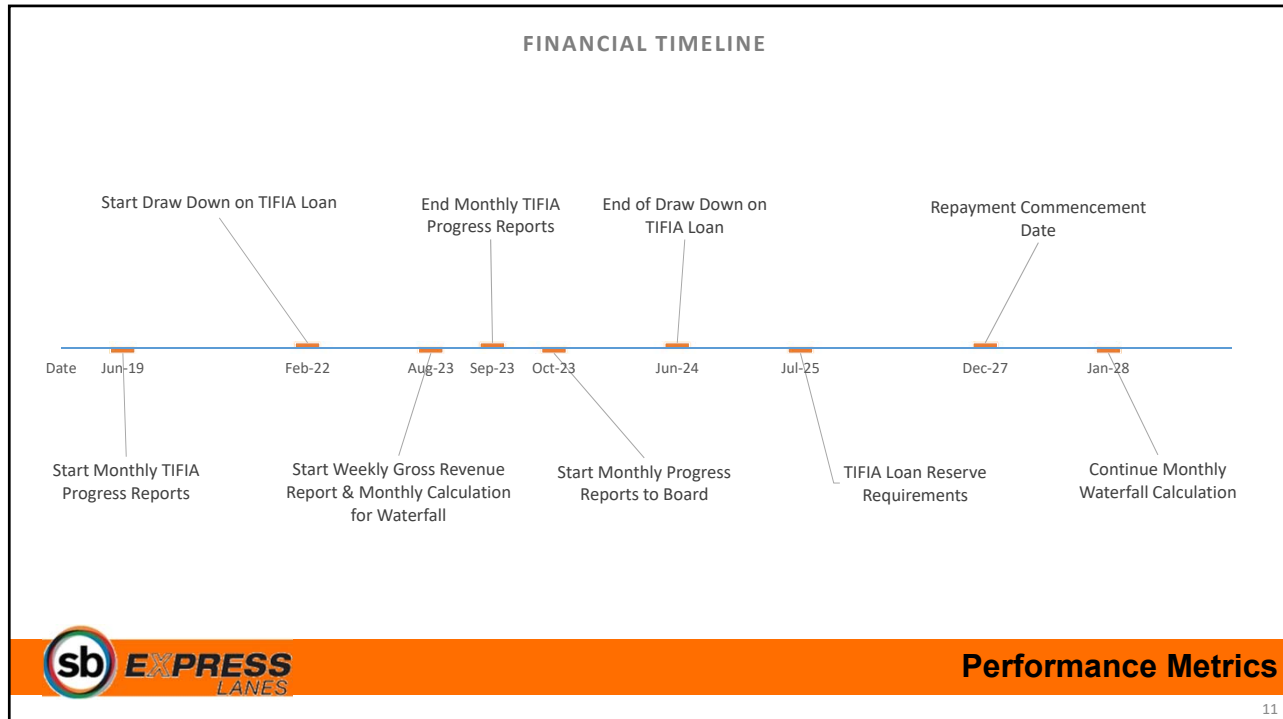
Financial Performance

TIFIA Reporting Requirements

- Quarterly Traffic and Operating Report
- Financial Statements for First, Second and Third quarter
- Maintain Waterfall Requirements

sb EXPRESS LANES **Performance Metrics**

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1. Administrative Hearing Agreement (August MVSS)
2. Walk in Center Update & TransCore I-15 Option (August)
3. Marketing Update (September)
4. I-10 Construction Update & Factory Testing Results (October)
5. Express Lanes Insurance (November)

