MINUTES OF THE 639th MEETING OF THE OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION APRIL 17, 2017

Chairman: Good morning. Will you please stand and join me in reciting the *Pledge of Allegiance*?

The meeting will come to order. Have all guests signed the sign-in sheet in the Lobby? If not, please do so prior to leaving, so we can maintain an accurate account of attendance.

Today, we welcome State Representative Thomas F. Patton, who was appointed to the Commission on February 1, 2017, by the Speaker in the Ohio House of Representatives, 132nd General Assembly. I believe you all remember Tom's background. He was the Chairman of the Senate Transportation Committee, Majority Leader in the Senate, and he is now serving as the Majority Whip in the House. Thank you and welcome to the Commission. It is great to have you. We look forward to your expertise in the various things that we partake in.

Unfortunately, Mr. Dixon, Ms. Cafaro and Mr. Kauffman are unable to attend today's meeting and are excused. Also, Chief Engineer, Tony Yacobucci is not here today, but Chris Matta is here and Chris will do an outstanding job.

Will the Assistant Secretary-Treasurer please call the roll?

Assistant Secretary-Treasurer:		Chairman Hruby			
Chairman Hruby: Her	re				
Assistant Secretary-Trea	asurer:	Vice Chairman Paradiso			
Vice Chairman Paradiso	Here				
Assistant Secretary-Trea	asurer:	Commissioner Barber			
Secretary-Treasurer Barber:		Here			
Assistant Secretary-Trea	asurer:	Mr. Peterson			
Mr. Peterson: Her	e				
Assistant Secretary-Treasurer:		Mr. Pakush			
Mr. Pakush: Her	e				
Assistant Secretary-Treasurer:		Senator LaRose			
Senator LaRose: Her	e				

Assistant Secretary-Treasurer: Representative Patton

Representative Patton: Here

Chairman: We have a quorum. This is the 639th Meeting of the Ohio Turnpike and Infrastructure Commission. We are meeting here at the Commission's headquarters, as provided for in the Commission's Code of Bylaws for a Commission Meeting.

Various reports will be received, and we will act on several resolutions. Draft copies have previously been sent to the Members and updated versions are in the Members' folders. The Resolutions will be explained during the appropriate reports.

May I have a motion to adopt the Minutes of the March 20, 2017, Commission Meeting? Call the roll, please.

MOTION: A motion to adopt the Minutes of the March 20, 2017, Commission Meeting was made by Chairman Hruby and seconded by Mr. Pakush. All Commission Members present voted to approve the Minutes.

Chairman: The Minutes are adopted. If there are no questions, we will proceed with the report of the Secretary-Treasurer, Mrs. Barber.

Secretary-Treasurer: The following items have been provided to the Members since the last scheduled meeting of the Commission on March 20, 2017:

- 1. Four Resolutions;
- 2. Draft Minutes of the March 20, 2017, Commission Meeting; and
- 3. Agenda for today's meeting.

We have included in their folders for today's meeting, the following additional documents:

- 1. Traffic Crash Summary Report, March 2017;
- 2. Traffic and Revenue Report, March 2017;
- 3. Total Revenue by Month and Year, March 2017;
- 4. Investment Report, March 2017;
- 5. Financial Statement, March 2017
- 6. Budget Report, First Quarter 2017; and
- 7. Various news articles.

Chairman: Thank you. Any questions for Mrs. Barber? We will now move on to the report of the Executive Director, Mr. Cole, who is a new daddy. We welcome your son into the world.

Director Cole: Yes, thank you, Mr. Chairman. Alden was born March 21, 2017. Mom and son are doing great and his siblings love him to death.

Very briefly, Commission Members may have noticed on the drive in today that construction season has started. On top of everyone's mind is the safety of our employees and contractors. This year, we have taken some additional steps to encourage and promote safety in our work zones. Last week, several Turnpike staff attended a "Toward Zero Death" Network Meeting in Medina. Staff from Safety Services, Marketing Communications and Engineering & Maintenance collaborated to create this <u>Flagging Handbook</u> for use on the Turnpike this year. At the end of March, we held a comprehensive construction engineering and inspection meeting with our contractors that emphasized our policies and work zone safety. In addition, Cory Skoczen, our Safety Services Manager, and John Hall, Safety Services Coordinator, are checking our work zones and doing infield training with our employees. Of course, the most important thing is for drivers to operate without distractions and to move over and slow down in work zones. To help raise awareness, we held a customer appreciation day on Friday, April 7th with a clear emphasis on distracted driving and work zone awareness. I hope everyone maintains that focus, so that we can go with as few incidents as possible this year and certainly help prevent any fatalities.

That concludes my report.

Chairman: Thank you, Mr. Director. Are there any questions or comments? Hearing none, we will move on to the report of Jacobs Engineering.

Director Cole: Mr. Chairman, before Marty reports on our current finances and revenue, we have the team from Jacobs Engineering here to overview the recommendation of the Commission about how we should collect tolls and provide customer support in the future. I would like to be clear that this is just an overview presentation today. Months of additional work will be required before a final report is brought to the Commission for approval later this year. We will also begin a very thorough stakeholder, community and public outreach effort to gain feedback before the Commission takes any action. Since I provided an interim update at the February meeting, we have refined the numbers and work diligently to craft an approach to modernizing our toll collection system without introducing significant revenue risk to our financial position. On the operations side, the recommendation you will hear will allow us to gain significant efficiencies without widescale organizational changes. A convincing majority of our 14,000 surveyed customers told us to remove gates and to make the use of our roadway more convenient. The plan being presented allows us to begin doing so in less than three years. I am very proud of the effort, focus and thoughtfulness of the Turnpike advisory team that continues to guide this project. It has been a pleasure working with the Jacobs' team of Rick Gobeille and Sean Tihal, who are here today to make the presentation. They both did a great job understanding our operations, capturing data and providing thoughtful and meaningful insights from their experience around the country to help shape this plan. Rick and Sean, please share what you recommend to the Commission.

Rick Gobeille: Thank you, Director Cole.

Chairman: Before you begin, please give us a little background about your company.

Rick Gobeille: Jacobs, itself, is a 60,000 employee, international engineering consulting firm. Within that, there is a group that is called the Infrastructure Consultancy, that I am the leader of. It is about thirty professionals that focus on toll roads, transportation, airports, revenue collection and that type of work. Myself, personally, I have been doing toll work since 1989. I actually did the original feasibility study for *E-ZPass*[®] and the original testing of what is the *E-ZPass*[®] technology in the early 1990's. We have been working with the Ohio Turnpike here, we did the work for the current *E-ZPass*[®] system, the strategic planning for that and we work nationwide. We work in about thirty of the fifty states, almost every one of them that has tolls. We have a great deal of experience and background. In the process that we are going to talk about here, we work with an open mind. There isn't one solution. There is the right solution for each of our clients. I think we really stay true to that process here and as I go through how we did the work, I think you will see that in the information that is there.

Chairman: Thank you.

Rick Gobeille: (PowerPoint presentation is attached hereto as an Exhibit.) Why did the Commission undertake this effort? Well, the current toll collection system is coming to the end of its useful life. A lot has changed in technology over the past ten years. A lot has changed in the expectation of customers and a lot of things have evolved in the ten years from the last time that the system was turned over. We had set up for a consensus building process where we worked through a whole series of steps, including establishing goals, doing an analysis, doing a risk analysis, and whittling down options until we got to what we truly believe is the preferred alternative for this system. In every project, you need two things to make it successful, which is a clear set of goals and a clear set of expectations of how it is going to work. A successful project may not be deemed successful if the expectations for it aren't realistic or in line with the goals of the project. The first step we did was to actually set up the goals and some of them may be in conflict with each other, and that is the whole key to the consensus building process we went through. The group decided that they wanted to achieve quality customer service and provide value and travel benefits to them. They wanted to do it in a fiscally responsible way, not to bankrupt the Commission, not to require high toll increases, to assure revenue collection is consistent and be financially prudent. They also wanted to be innovative, adaptive, forward looking, and progressive (*i.e.*, where is toll collection going, what is it the customers are wanting, how can the Commission best be positioned in the future?) to achieve all of their goals.

One of the processes we did was interview all of the staff members at the different levels to find out what their needs were and what was important to them, what they saw that needed to be improved, and what worked well. One of the things that came across, was the existing system was successful and it did meet the goals that were established at that time, but it is time to move on to new things. It is at the end of its useful life and is becoming very difficult to modify it, to improve it, and to find spare parts. There are some needs to try and improve how it functions operationally for the customers and for the staff to try and gain more efficiencies, and take advantage of new technology that is out there. As Director Cole mentioned, the customers would

like to see some changes. They would like to see gates removed based on their satisfaction surveys. So, how can we provide a more convenient and efficient method of travel for the customers? We did a lot of new surveys. We did the survey which was presented to you before to your existing customers, but we also did some license plate surveys to actually find out who the cash customers are. You are already familiar with the E- $ZPass^{(i)}$ customers, you know who they are, you know how they operate, and we did a license plate survey and we found out a great deal of the Commission's cash customers are from out-of-state. It is a different segment you need to work with and how to address them. The trucks are also from out-of-state that are paying cash. You may not know, but a great deal of your revenue is actually collected by the New York State Thruway Authority through the E- $ZPass^{(i)}$ accounts. It is similar with the cash payers. A great many of your truck users are not from Ohio and that was a consideration in how we looked at the alternatives.

I am going to highlight one of the items, which was presented to you before, which is the stakeholder survey results. 89% of the Commission's customers and 94% of the stakeholders, and that would be the truck operators, AAA and things like that, supported removing gates. The Commission is one of the last agencies that does have gates on the toll collection system. Most of the other systems facilitate free-flow of traffic at lower or higher speeds, and I think that is one of the important things that we took out in the process we went through.

Some of the things that we found looking at the existing system is that it does work well, and the ongoing audit of it continues to function well and meet the needs of the system, but there is becoming a great lack of spare parts available for it, making it much more difficult to maintain. There are some national standards of interoperability that are out there necessitating a future need for *E-ZPass*[®] readers that can read more than one type of tag. There is a goal in the federal government to have everybody be interoperable of each other, not just *E-ZPass*[®], but *E-ZPass*[®] with *SunPass*[®], and *FasTrak*[®] in California, and it is time to consider replacing the system. This is an interesting part of the process. Once we established the goals, we presented to the group a series of alternatives and in combination there was over three hundred potential alternatives we looked at for the future of toll collections and operation and customer service centers facilities for the Commission.

There were three main areas we looked at. One was the toll system configuration operations. Just to briefly describe that, you operate today what is called a ticket system. A vehicle gets on the Turnpike and gets off the Turnpike and they pay for the distance they travel and that is a ticket based system. There are other toll systems out there, which are commonly referred to as barrier systems, where each vehicle passing a fixed point pays the same toll. For example, a full-length trip might have ten barriers across the turnpike rather than just getting on at the Eastgate and getting off at the Westgate. There are advantages and disadvantages of those. There is also the ability to mix those to do part barrier and part ticket system, so those are all options that we looked at. There is the actual method of collecting revenue. Today, there are two methods of collection on the Turnpike, you collect with *E-ZPass*[®] and you collect with cash, but in a way, you really have three methods now: you have *E-ZPass*[®], cash and credit cards, which introduces a whole new dynamic into the actual collection process. It is actually slower than cash.

Director Cole: But we have made it faster.

Rick Gobeille: We have made it faster, so we need to recognize a change in the dynamics of how people pay and conduct business day-to-day in the workplace.

Second, is the other method you have out there now, where you have the automatic toll payment machines, that is basically a cash or credit card transaction, but conducted without a collector.

The third area we looked at is how to actually operate the customer service center. Today, you operate your own, you have your own staff, own employees who manage the account with the customer, they handle the processing of payments, they handle the distribution of transponders, and you don't do any enforcement of violations today because you don't have any. You don't have people who can go without paying a toll, because you have a gate there. One of the other future collection methods that we looked at, was all electronic toll collection, which you probably read a little bit about, where there is actually no person involved at the point of collection. They either take an electronic transaction or an image of a license plate, and process the toll that way. The processing of that image would occur in a customer service center. So, we had to look at different alternatives to actually process transactions in the back office and what you do today. From those three hundred combinations, we whittled it down to fifty-six combinations that we did a detailed numerical analysis on. The first several we did much more of a qualitative pass/fail discussion on to narrow it down to sixteen different alternatives. In those, we did a comparative analysis of all of the factors that were involved, the capital cost of construction, the amount of revenue that can be collected out of each one of them, the operating costs that go with each of them. We did them numerically and then we also looked in to other aspects of it. For example, how would it be viewed by the customers, would they be viewed positively or negatively, is it a benefit to them and to the different stakeholders? A third level we looked at is how easy would it be to implement these different alternatives; how well do they translate out into the future? All of those factors went into an evaluation and we ultimately scored fourteen of the over three hundred different alternatives we started with to rank them against each other to see which were the most positive for the Commission.

I am going to describe what was identified as the best alternative for progressing forward. I have to point out; this is the best alternative as evaluated against the goals of the project. You remember that those goals were fiscally responsible, to provide good service and to be innovative and forward looking and this is the best combination of all of those. The system that is proposed is going to be a little bit complicated going through the words, but we will get to a map that will make it a little bit easier to understand. The plan is to implement highway speed E-ZPass[®] at the Eastgate and Westgate. What that means is if you have an *E-ZPass*[®] transponder, you can continue through the toll plazas at seventy miles-per-hour and you don't have to slow down or stop at all at both the Eastgate and Westgate. We would convert the Eastgate and Westgate to what we call "barrier toll collection." That means that all vehicles paying cash at those locations would pay the same fixed toll rate. We will show you potential rates that were worked out a little bit later in the graphic. We would also then move in to milepost 49 and milepost 214, new endpoints of the ticket system. So, we would construct two new barriers across the roadway, both of those would also facilitate the seventy miles-per-hour high speed *E-ZPass*[®], but they would be the beginning of the ticket system as it is today, so milepost 49 would act as the Westgate does today and milepost 214 would act as the Eastgate does today. In between those locations, we would remove nine toll

plazas, they would no longer be there, but there would still be the access to and from the Turnpike from those, but the toll collection would not occur there. The remaining interchanges, the gates were removed for all of the E-ZPass[®] lanes, and at all the lanes at entry the gates would be removed, so it would facilitate free-flow of traffic at all of the facilities, not at the same highway speeds, but at ten to fifteen miles-per-hour and at some selected locations that may be a little bit faster, but all of those barriers of travel will be removed to make travel more convenient. We would replace the toll collection system hardware and software as part of this to facilitate to higher speed and to be prepared for future generations of technology of toll collections. The E-ZPass[®] customer service center would continue to be operated in-house by Ohio Turnpike staff. It would be a little bit larger. There would be a little more transactions and aspects of the violations, the review of images, would probably be outsourced to another vendor to actually process the images to process the violation transactions. So, this is a map that shows you basically how it would change. The Eastgate and the Westgate become barrier systems and actually at the Eastgate we are only going to collect tolls in one direction, westbound into Ohio to compliment the Pennsylvania side that collects tolls eastbound into Pennsylvania, so there would be a two-way pair between Pennsylvania and Ohio on the Eastern section. The red interchanges become free, so there would be no toll collection at those locations and you can actually travel between those locations free of charge, free of paying a toll and then the green interchanges retain the current ticket based system of toll collection. So, what are the alternative benefits in impacts? Well one of the things is, we are going to provide technology and customer service improvements without introducing significant revenue risk. Those small interchanges in the east and west have very small volumes of traffic and there is a very low risk of revenue that is lost from there that can be made up throughout the rest of the system. For *E-ZPass*[®] customers going to full length of the Ohio Turnpike, they can go seventy miles-per-hour all the way, they never have to stop, the plazas along the mainline would be designed in such a way that there wouldn't be things blocking them from cash paying customers and be continuous free flow traffic for them. The *E-ZPass*[®] customers everywhere else in the system would also benefit from not having to stop for the gates, these would be slower and medium speed *E-ZPass*[®] exits at all of those interchanges. Then, as we pointed out, for travel within toll plaza 13 and toll plaza 39 and toll plaza 215 and toll plaza 234, trips within those areas would become free. There wouldn't be a charge for travel between those interchanges because they wouldn't actually pass a point of toll collection, and eastbound trips into Pennsylvania at toll plaza 239 wouldn't be charged a toll either. So, what else does this mean? Well, a full-length customer who will stop less, they won't stop at all with *E-ZPass*[®], a full-length trip customer today is paying with cash will actually stop four times, so there will be more times they need to stop, they will need to stop at what is today the Eastgate and Westgate and at the two new barriers on the mainline, so there would be more stops for them. There will be some reductions in toll collection staff available to the Commission by the removal of those interchanges, some of them are even unstaffed currently, but an opportunity there to generate some operating cost savings. We estimated in this comparative analysis it was worth over \$230 million over the thirty-year period that we were looking at this analysis. There will be an increase in net revenue because of how the tolls would be structured and because of the savings in operating costs. It would about a \$37 to \$40 million increase in net revenues over that same period of time all without changing any toll rates, without accounting for any administrative fees or costs that may come from violations. To start the program, there is approximately \$130 to \$150 million dollars of capital investment and a good portion of that is actually the removal of the toll plazas that are out there.

So, where is the process right now? We have identified what the preferred alternative is, now it needs to be fully identified where we do a little more detailed analysis on that specific one, rather than the comparative one of the different alternatives. There is some key policy decisions in the business rules that would need to be made. For example, we did mention that we didn't establish any kind of protocol for a violation such as what would the fee be or fine for that, so some business rules and things would need to be fleshed out for this change in the collection to actually work. A schedule would be developed with all of the milestones. A final strategic plan report and then that would be brought to the Commission for approval. From there, we would continue the public and stakeholder outreach and go out there and explain what it is. There may need to be some legislative rulemaking and changes in there to address the ability to pursue violators or perhaps in the future to do all electronic toll collection. We would then go and get the contracts to procure the toll collection system and the construction that needs to occur, execute the project, and it is believed the timeline that this would work is in the 2020 timeframe to get this process through.

This is a progressive step to the future. It sets up a system for the Commission to get to the all electronic toll collection that some of the Commission's sister agencies are starting to pursue or in the process of pursuing. It gets you there in a fiscally responsible way. It moves you from where you are today, where you actually have gates and collect, into a system that can get you to all electronic tolling and it does it in a fiscally responsible way and I think it is a good sound program for the Commission to follow as a step for moving forward.

My presentation is complete, I would be happy to answer any questions.

Director Cole: Mr. Chairman and Commission Members, just two quick points of clarification before we get into questions. One, that we didn't specifically mention in the presentation is that the existing toll rates structure that is in place through 2023, the cents per mile the trucks and cars are paying today is in place in all of the numbers and analysis here. I wanted to be very clear on that, so when we talk about a barrier toll, that would be a specific calculated toll, but the underlying rate per mile is based on what our current approved toll schedule is. It is not a toll increase presented under these numbers, it is just that calculation to create the barrier calculation, but we anticipate maintaining the toll rate schedule that was put in place during the passage of the Jobs and Transportation Plan.

The second is on what Rick refers to as "free trips," I refer to them as "untolled trips," and just to be clear, there would not be a toll collected within those sections of the Turnpike because there would be no tolling infrastructure at those interchanges. So, if you got on at one exit and got off at the next exit there wouldn't be a toll collected. However, if you get on at any of those interchanges and leave the state you are going to pay the barrier toll. If you drive through the state, once you get to the ticketed part of the system, you would still pay within that. It is just within those sections where you see the red interchanges. Once you proceed on the Turnpike further than that, except for eastbound going into Pennsylvania, there wouldn't be any toll collected at the same rate that everyone else is paying and then *E-ZPass*[®] pretty much stays the same. One of the reasons we did what we did eastbound into Pennsylvania, just to be clear, is for those of you who travel in

to Pennsylvania, you know that once you cross that line, you pay \$7.00 and then once you cross it, you can get off anywhere because they have that barrier system at the beginning. We have already seen some level of diversion because people are getting off the Turnpike earlier rather than traveling through the Pennsylvania Turnpike, so since they already have \$7.00 on their side, we are hoping we can get some of our traffic back on to the Turnpike heading east. But, they don't toll coming west, so that \$3.50 we would be charging coming back is significantly less than what Pennsylvania charges you going into their state, so we would be collecting that from people coming in to Ohio from Pennsylvania. Just a couple of points of clarification before we move on, Mr. Chairman. Thank you.

Chairman: Thank you. Any questions from the Commission Members.

Senator LaRose: Thank you, Mr. Chairman. One would be the investment that we have made in our service plazas and the untolled areas on the east and west side. Would there now be decreased revenue at the service areas because people know that I can get off, go to the gas station, and essentially get back on?

Rick Gobeille: I am going to offer an opinion on that one. We didn't specifically look at it. For example, the Garden State Parkway in New Jersey operates that way. The cost of gas is established by the average rate of a number of gas stations in New Jersey and it actually generates revenue for them. Where people will then go on to the parkway to buy gas because it is a lower rate on the toll road than it is on the free road. There are many examples of toll facilities, I-95, the Kennedy Highway in Maryland, it is barrier, but they have their service plazas within three sections. The Connecticut Turnpike has no tolls at all when they took them away, but they have and continue to maintain and improve the service plazas around it. So, I am offering an opinion as I didn't do a calculation. I don't think that would be a risk to you and where they are, I am not sure, I have driven the road three or four times in my life, all the way out, the full length, and a lot of the interchanges, I don't think there are a lot of places to go just off the interchange, particularly in the western section.

Senator LaRose: With what the quality of the work we have done at our service plazas would be, they would compete and win in the free market environment that would exist here?

Director Cole: In addition to what Mr. Gobeille was saying, we didn't specifically analyze the numbers behind that in the projections you see here, but when Mr. Gobeille said an E-*ZPass*[®] customer, like an E-*ZPass*[®] truck driver wouldn't stop, well I almost interrupted to say except at our service plazas because the gas prices, our partnerships with Sunoco, the high quality of services and additional steps you are going to see the Turnpike take in the next year to get more information to our customers, more loyalty to them, issues like truck parking availability, knowing where the truck parking space are, is what drives them to your facility, not necessarily the toll at the interchange, so we are working on that. Marty and I have begun discussing the potential impact of increased community use of our service plazas and again, we have to work through the numbers and the policies, but everybody has to remember there is a back gate to all of our service plazas because there is a community lot behind our service plaza and they can come to that Starbucks or that Panera, which might be the best place in town and not a lot of people

know that. Well, if there is no tolling in that specific area, we may be able to increase customer access to those plazas and open them up larger to the community, which could drive revenues up and use of our facilities there.

Senator LaRose: So, we have always had, I think, a good handle on limiting how many toll plazas we create. So, there is not an exit every two miles like you would get off a traditional interstate. If now this area is not tolled, are we going to get an onslaught of people saying we need an off ramp here? We need an on ramp here? Is that something we should expect?

Chairman: From the local merchants you mean?

Senator LaRose: And the local political groups.

Rick Gobeille: I would imagine in your normal course of business, you still get requests for those from time to time. Again, I didn't specifically analyze this, but I mean I know from working here and at other agencies that is actually a pretty common thing that people ask you for interchanges.

Senator LaRose: Right now, it is relatively easy to say though is it not just the interchange, we would have to staff it with toll collectors and everything, so it is a much greater expense.

Rick Gobeille: It could be an enhancement for you, too. You provide more access to the Turnpike from other locations.

Chairman Hruby: I can see the Senator's point.

Rick Gobeille: There is merit there, but again, we didn't specifically analyze that.

Chairman: To his point, if a business relies on that traffic, it gets off, and no longer are the majority of the vehicles getting off there, they are going straight through now, taking advantage of the system, revenues could diminish, at the same time the people that want to build at an interchange might come and ask the Commission to change the interchange to that location. It is just something that I think is very relevant in the future analysis.

Mr. Pakush: I have a question about the untolled sections. Is traffic data still going to be collected at those locations when you remove the tolls? Is there going to be infrastructure installed to pick up, even though you don't need to pay, are you going to collect the traffic data and how much is using the roadway in the untolled areas?

Rick Gobeille: I would imagine in the normal course of business that all of the toll roads even if they are free and toll free ones collect data from all of their interchanges. The toll authorities usually are really good gathering that data. It is as simple as putting in loops or something like that.

Mr. Pakush: That is what I am trying to get to, the flow of traffic counts.

Chairman: Let's go to the west end. There are four or five there that are marked in red meaning you can go through that area free. So, let's say I go through two of them because I work in that area, I am going to drive through some device that is going to record my information?

Rick Gobeille: I can't imagine it would record that it was the Chairman that went from here to here. It would record that this many cars got on here and this many cars got off there. We would know that cars got on and off here; otherwise, essentially you retain the whole toll collection system if you are trying to keep track of who did all of these other movements.

Chairman: I understand getting on because you need that down the road, but getting off we are still going to record that number of cars that got off?

Rick Gobeille: The number that got off, correct. But not necessarily where you would know where that one got on, you would just know that someone got off there.

Mr. Peterson: When you talk about this whole process, did you look at the percentage of lost revenue?

Rick Gobeille: Yes. Through all of the different alternatives, there is different amounts of revenue. I will use the term of revenue that is at risk. There is different ways that the revenue is at risk. One of the ways it is at risk is when we did, in fact, change these interchanges to not collect tolls and there is an amount of revenue that was collected at those interchanges that you can't collect anymore. So, that was considered in the analysis. When you remove the gates, today you don't per se have violation enforcement because your violation enforcement is the gate does not open and some interaction occurs there between a collector and patron. When you remove the gates there is going to be situations where a vehicle may go through that doesn't have a transponder or they may not have a valid account and those are called violators in our analysis. We made an assessment of how many people there would be in there and that's included in our revenue calculation as is the revenue that is not available to the Commission, but as we said in the presentation we didn't do any potential for recovering that revenue, that is not in our calculation because that requires a policy and legislative action and we didn't have one in there to set a number against it. So, there is money that could be generated to offset it, that would be generated through policy. The alternatives that we looked at, there was actually no cash collection. Then in that case, there is wanting people who don't pay and then, perhaps, a traveler that may have a bicycle rack in front of their license plate and all of that was considered in our revenue analysis for the alternatives we looked at that did not have any cash collections. All of that was considered in there.

Mr. Peterson: Yes, Mr. Chairman, that was my biggest question was how do you go about collecting it with violators and have you built that into the numbers and all?

Rick Gobeille: Like I said, we built in that the revenue was not collected and we built into the system, the ability to charge fines and fees to the violators. But, we did not take any credit for that revenue because a policy hadn't been established. I believe that has to go through a rate setting process and things like that. So, there is revenue available, but it is not in our analysis.

Director Cole: Mr. Chairman, again point of clarification, within the models we have here where we talk about that net revenue enhancement, that net revenue amount is because we haven't calculated administrative fees for license plate transactions, or penalties for people who don't, there is some amount of revenue loss in these models that we will make up for with those business rules once we get to that point. But, again, to be pretty clear, the license plate transactions and the recommendation you have before you are only about 2% of the transactions in the ticketed portion and 3 1/2% of the transactions on the barrier portion. So, just a few million dollars in revenue, about \$4.5 million or so, is what is projected in the recommendation you have before you. So, to get to dollars, it is about \$4.5 million out of almost \$300 million in total revenue. However, when we looked at all AET going back to the hundreds of things we started with and the fiftysome and the fourteen, when you look at all AET, 1) the untolled trips if we went to barrier and I want to explain why have the barrier recommendation in there, is the cost of reformatting all of our interchanges for the cameras and the tolling at the thirty-one interchanges is significantly higher than moving to a barrier system. It is an awful lot of equipment. It is an awful lot of change. It is an awful lot of unnecessary capital expense. So, if we went to the full barrier instead of this modified program, there would be millions of untolled trips within those interchanges and the license plate revenue on all AET is potentially, the estimates we have in there right now, would be about \$43 million in collected revenue and \$26 million in uncollected if it was all AET, and that is why it is important for us with the recommendation that is before us is 80% of our transactions and 85% of our revenue would still be within that ticketed system. The only major change being the loss of the gates at entrance and the fact that some people will inadvertently and some people sneak purposefully through that *E-ZPass*[®] only lane, but that is such a small percentage of our revenue and our transactions, that we are confident we can track most of them down and get them to pay their toll and stop the shoplifting on the Turnpike.

Chairman: I understand that this is to keep up with technology and the habits of people who drive our type of road. It is also to make us more efficient for our customers and I understand that, but there is another impact that we have to be concerned about and that concern always is the concern of our Executive Director and that is what effect does it have on our employees? You stated that we are going to save approximately \$220 million over thirty years, roughly \$7 million a year would be saved and I take that in staff reduction and the operation of those toll booths, is that not correct? I would like to hear from you or the Executive Director as to what happens to those jobs and those people that rely on jobs that they now have.

Rick Gobeille: I will tell you a little bit about what is in the component and then I will let Director Cole tell you about the staff. There is staff collectors in there. There is also the cost of maintaining the equipment that would have been in all of those lanes. There is the heating and cooling and such of all of those facilities. There is the ongoing reconstruction and maintenance of all of those facilities that is also within the savings number. Actually, I will let Director Cole tell you about the staff aspect of it.

Director Cole: We care a lot about our employees. I think a Commission Member already shared with me privately and I don't know if he will publicly talk about the fine customer service that our toll collectors provide. It is not just collecting the tolls. They help motorists. They guide them better than even *Google Maps* or *Waze*. They provide hands-on service to customers out there and we heard that loud and clear through the surveys and that is one of the reasons we

didn't move so quickly into just the numbers in the AET, but we kept the customer service part of this in place. So, we believe when you combine the operational saving, Mr. Chairman, of the utilities, equipment and the staffing, not a large portion of that is the staffing number because we believe all of these reductions should be possible through attrition at this point. We have enough retirements coming, enough natural turnover in the toll collecting staff in the supervisor level that we will be able to reassign staff that wants to continue to work, at either one of those barriers at 49 or 214, or at the Eastgate or Westgate, that those employment opportunities in the eastern and western part of the state will still exist, but we already have limited staffing at a number of those plazas because of the ATPMs, because as Rick was talking about, the very low traffic volume that is at most of those interchanges anyway, some of them are unstaffed at night, some of them are unstaffed like, for example 215 and 216 in Lordstown, is unstaffed 24 hours a day now, it is all ATPM. So, we think, again, minimal impact and we would hope that through the attrition opportunities over the next three years as we get to 2020, we will be able to make the appropriate staffing levels to gain those long-term cost deficiencies, but without disrupting someone's life through layoffs or something.

Chairman: The other question I have and maybe I was just confused by your words, you said that as the vehicles exit in the untolled areas that they can continue on at seventy miles-per-hour. I don't think you meant that they would exit at seventy miles-per-hour. They continue on the main road at seventy miles-per-hour, and then we would have the exit as it normally would be and they would go through an area that just simply would be an open gate area. They would just drive through it at whatever that speed may be, correct?

Rick Gobeille: Yes, and with the cost estimates there is the roadway improvements that would occur when you took away those interchange plazas the way the weaving would change, and it would be reconstructed in such a way to be safe and more consistent with a traditional highway interchange.

Chairman: Last question and then we will move on. This will not have any financial impact upon any of the host communities of the gate on entrance or exit area, will it? I mean they are not going to have to adjust their roadway in any way to accommodate how we are going to make our entrances or exits?

Rick Gobeille: I don't believe so. We didn't go and look at the detailed local levels. But, the volumes at the interchanges that we are removing the tolls is so small that it is hard to imagine, myself, there being a real impact on any of the local aspects of those communities.

Chairman: Any other questions? Thank you very much for your presentation. We look forward to working with you in the future.

We will now move on to the report of our CFO/Comptroller/DED, Martin Seekely.

CFO/Comptroller/DED: Thank you, Mr. Chairman. I have a brief update on our traffic and revenue for the month of March and the financial results of the first three months of the year.

This first chart shows the monthly passenger car miles traveled on the Ohio Turnpike over the past two years. Passenger car vehicle miles traveled were down 6.0% in March. Last year benefited from Easter holiday traffic in March while Easter is in April this year. Traffic was also down because of two days of snow this year.

Commercial traffic was 1.2% higher than March of last year.

The decrease in traffic combined with the 2.7% toll rate increase on January 1 caused passenger car toll revenue to decrease 4.2% in March.

The increase in commercial traffic combined with the toll rate increase caused commercial vehicle toll revenues to increase 2.5% in March.

This chart shows year-to-date toll revenues through the month of March during each year over the past decade. Year-to-date total toll revenues were \$1.4 million or 2.3% above the amount from last year.

If you subtract February 29th from last year's total, total toll revenues are up \$2.1 million or 3.4% over last year.

This report shows the actual and budgeted revenues, expenditures and transfers for the General Fund for the first three months of the year. Total revenues for the first quarter of the year are \$600,000 or .8% higher than budget and \$1.7 million or 2.6% above last year. The revenue increase from budget is primarily due to higher toll and concession revenues due to the increase in traffic. Most of the revenue increase from last year is due to higher toll revenue.

Expenditures for the first three months of the year for operations, maintenance and administration, were \$4.4 million or 12.5% lower than budgeted and \$300,000 or 1.1% lower than last year. Most of the decrease in costs from budget were related to lower snow and ice removal costs due to the mild winter this year, these savings from budget were partially offset by higher than expected health insurance costs. Most of the decrease in costs from last year were due to lower snow and ice removal costs and lower equipment maintenance costs. These reductions were offset by an increase in health insurance costs.

Debt service payments are \$1.1 million lower than budget because of lower than budgeted outstanding debt. Debt service payments are higher than last year due to lower interest income received on infrastructure funds.

After paying our operating expenses and debt service, the balance of the revenue is used to fund our 2017 capital expenditures. \$15.2 million was transferred to our capital and expense reserve funds in the first three months of the year, which is \$6.1 million higher than budget and \$1.4 million higher than last year.

That completes my report Mr. Chairman.

Chairman: Thank you, Marty. Any questions? Hearing none, we will move on to the report of our Maintenance Engineer, Chris Matta.

Maintenance Engineer: Good morning, Mr. Chairman and Commission Members. I have four resolutions for your consideration this morning.

The first resolution for your consideration seeks the Commission's authorization of continuing expenditures for the contract with Resource International, Inc., of Cleveland, Ohio, a Commission certified MBE firm, for additional Geotechnical Engineering Services for the Mainline Pavement Replacement Program. Under Resolution No. 46-2014, the Commission awarded a contract to Resource International for the performance of Geotechnical Engineering Services for up to ten Pavement Replacement Program Projects, each encompassing five to six mile sections located along the mainline of the Ohio Turnpike. Under Resolution No. 66-2016, the Commission authorized the assignment of Project Nos. 71-16-13 and 71-16-14 (2018 Projects), or the fifth and sixth pavement replacement program projects for the Contract. Resource submitted fee proposals dated March 20, 2017 and April 3, 2017, to perform additional geotechnical engineering services for a slope stability investigation on Project No. 71-16-13 (mileposts 149-155), slag and bedrock delineation on Project No. 71-16-14 (mileposts 169-176) and falling weight deflectometer testing for improving future pavement designs, in the not-to-exceed amount of \$135,628.00. The Engineering Department staff has reviewed Resource's proposals and finds them reasonable for the scope to be performed. Since these additional expenditures will increase the total cost in excess of ten percent of the previous Commission authorization, it is required under Article V, Section 1.00 of the Commission's Code of Bylaws that the Commission must authorize such expenditures. With your permission, may the General Counsel please read the title of the Resolution?

General Counsel: Resolution Approving a Modification to the Agreement with Resource International, Inc. to Perform Additional Geotechnical Engineering Services for the 2018 Mainline Pavement Replacement Projects in the Not-to-Exceed Amount of \$135,628.00.

Chairman: Any questions? Hearing none, please call the roll.

MOTION: A motion to adopt the *Resolution Approving a Modification to the Agreement with Resource International, Inc. to Perform Additional Geotechnical Engineering Services for the 2018 Mainline Pavement Replacement Projects in the Not-to-Exceed Amount of* \$135,628.00, was made by Chairman Hruby, seconded by Mr. Pakush, and approved by all Commission Members present. Resolution No. 15-2017 is attached hereto as an Exhibit.

Chairman: The Resolution passes unanimously. Please continue, Chris.

Maintenance Engineer: The next Resolution for your consideration is for the authorization to award Contract No. 40-17-01 for the repainting of seven bridges located between Milepost 14.1 and Milepost 27.3, all located in Williams and Fulton Counties, Ohio. This work is included in the 2017 Capital Improvement Budget. On March 8, 2017, Procurement received five bids for this work, and the apparent low bid was submitted by Civil Coatings and Construction, Inc., of Valparaiso, Indiana, in the amount of \$1,107,471.50. The bid submitted by Civil Coatings

is below the Engineer's Estimate of \$1,400,000.00 and is deemed to be a responsive and responsible bid. Civil Coatings has not previously performed work for the Commission, therefore additional due diligence was performed. The CFO Comptroller reviewed the Financial Statement of Civil Coatings, and advises that their financial condition is acceptable. Engineering staff contacted several references, both independent and those submitted by the company, and all reported satisfactory performance by Civil Coatings. Based on a review of previous years' work volume and work presently under contract, it appears that Civil Coatings has sufficient capacity to perform this project. The Resolution also contains provisions to assign Greenman-Pedersen, Inc., of Berea, Ohio, to perform construction administration and inspection services. With your permission, may the General Counsel please read the title of the Resolution.

General Counsel: Resolution Approving the Selection of Civil Coatings and Construction, Inc. to Repaint Bridges in Williams and Fulton Counties Under Project No. 40-17-01 for the Total Amount of \$1,107,471.50, and Approving the Assignment of Greenman-Pedersen, Inc. to Perform the Professional Services for Completing the Project.

Chairman: Any questions? Hearing none, please call the roll.

MOTION: A motion to adopt the *Resolution Approving the Selection of Civil Coatings and Construction, Inc. to Repaint Bridges in Williams and Fulton Counties Under Project No. 40-17-01 for the Total Amount of \$1,107,471.50, and Approving the Assignment of Greenman-Pedersen, Inc. to Perform the Professional Services for Completing the Project,* was made by Mrs. Barber, seconded by Mr. Paradiso, and approved by all Commission Members present. Resolution No. 16-2017 is attached hereto as an Exhibit.

Chairman: The Resolution passes unanimously. Please continue, Chris.

Maintenance Engineer: The third Resolution for your consideration is for the authorization to award Contract No. 40-17-02 for the repainting of seven bridge structures located between Milepost 34.9 to Milepost 56.1, in Fulton and Lucas Counties, Ohio. This work is included in the 2017 Capital Improvement Budget. On March 15, 2017, Procurement received five bids for this work, and the apparent low bid was submitted by APBN, Inc., of Campbell, Ohio, in the amount of \$1,107,530.00. The bid submitted by APBN is below the Engineer's Estimate of \$1,300,000.00 and is deemed to be a responsive and responsible bid. APBN has satisfactorily performed similar work for the Commission in the past with favorable results, and appears to have sufficient capacity to perform this Project. The Resolution also contains provisions to assign TTL Associates, Inc. of Toledo, Ohio, a Commission certified DBE firm, to perform construction administration and inspection services. With your permission, may the General Counsel please read the title of the Resolution.

General Counsel: Resolution Approving the Selection of APBN, Inc. to Repaint Bridges in Fulton and Lucas Counties Under Project No. 40-17-02 for the Total Amount of \$1,107,530.00, and Approving the Assignment of TTL Associates, Inc. to Perform the Professional Services for Completing the Project.

Chairman: It is 14.5% below the Engineer's Estimate, is there any reason for that?

Maintenance Engineer: Mr. Chairman and Commission Members, from our look at when the bids opened the first or second resolution I read today was the 01 project, it opened up a week before and from what I understand there has been some competition in the bridge painting market and that is why I would assume that was well below the Engineer's Estimate for that project.

Chairman: Thank you. Any other questions or comments? Hearing none, please call the roll.

MOTION: A motion to adopt the *Resolution Approving the Selection of APBN, Inc. to Repaint Bridges in Fulton and Lucas Counties Under Project No. 40-17-02 for the Total Amount of \$1,107,530.00, and Approving the Assignment of TTL Associates, Inc. to Perform the Professional Services for Completing the Project, was made by Chairman Hruby, seconded by Mr. Peterson, and approved by all Commission Members present. Resolution No. 17-2017 is attached hereto as an Exhibit.*

Chairman: The Resolution passes unanimously. Please continue, Chris.

Maintenance Engineer: The final Resolution for your consideration is for the award of Contract No. 46-2017 to Furnish and Apply Retro-Reflective Pavement Markings on the Ohio Turnpike mainline roadway and interchange ramps from Milepost 0.0 to Milepost 241.2, located in Williams, Fulton, Lucas, Wood, Ottawa, Sandusky, Erie, Lorain, Cuyahoga, Summit, Portage, Trumbull and Mahoning counties. This work is included in the 2017 Operating Budget. On March 23, 2017, Procurement received three bids in response to Contract No. 46-2017. Following a thorough review of the bids submitted, it was determined that Areo-Mark, Inc., of Streetsboro, Ohio, has submitted the lowest responsive and responsible bid in the amount of \$710,232.30. Aero-Mark's bid is approximately five percent (5%) below the Engineer's Estimate of \$750,000.00, and Aero-Mark has satisfactorily performed projects of a similar size and scope for the Commission in the past. Based upon this information, it is recommended to award Contract No. 46-2017 to Aero-Mark, Inc. of Streetsboro, Ohio in the amount of \$710,232.30. With your permission, may the General Counsel please read the title of the Resolution?

General Counsel: Resolution Approving the Selection of Aero-Mark, Inc. to Furnish and Apply Retro-Reflective Pavement Markings on the Ohio Turnpike Mainline Roadway and Interchange Ramps Under Project No. 46-2017 for the Total Amount of \$710,232.30.

Chairman: Any questions or comments?

Director Cole: Mr. Chairman, I think everybody knows and you have heard me report on it before, but our pavement striping program is exceptional. Chris and his team do a great job on this, as well as the contractors, but the way we do our striping and the quality is one of the things that all of our customers benefit from, but it does help position us as we enter the new era of connected and self-driving vehicle technology and self-driving testing. The reports that have come back from the companies who are doing that research were working on the Turnpike all are exceptional because their equipment runs that much better with that type of striping we have and it is a testament to us, again, positioning us for that future we need to get into, so we are

fortunate that we have such a successful program and get such good services, especially from an Ohio company like Areo-Mark that is right off of the Turnpike.

Mr. Pakush: How often does the Turnpike restripe the pavement?

Maintenance Engineer: Mr. Chairman and Commission Member Pakush, it is an annual contract. Right now, we follow the ODOT spec for the paint striping, but we do a wider lane line and a wider edge line on it.

Mr. Pakush: But it gets hit just once a year?

Maintenance Engineer: Yes, that is correct.

Director Cole: Mr. Chairman, except in those places where we have done a work zone or we have had to do something else, and we will go back and clean-up our stripes or it is part of those contracts, but the entire mainline, all 1,500 lane miles get striped every year, which in talking with other transportation officials around the country, they are envious that we are able get to all 1,500 lane miles, including the interchanges.

Chairman: Any other questions? Hearing none, please call the roll.

MOTION: A motion to adopt the *Resolution Approving the Selection of Aero-Mark, Inc. to Furnish and Apply Retro-Reflective Pavement Markings on the Ohio Turnpike Mainline Roadway and Interchange Ramps Under Project No. 46-2017 for the Total Amount of \$710,232.30,* was made by Mr. Pakush, seconded by Mr. Peterson, and approved by all Commission Members present. Resolution No. 18-2017 is attached hereto as an Exhibit.

Chairman: The Resolution passes unanimously. Anything further, Chris.

Maintenance Engineer: No, Mr. Chairman, that completes my report.

Chairman: You did a wonderful job. We will move on to the report of the General Counsel, Jennifer Stueber.

General Counsel: No report, Mr. Chairman.

Chairman: Report of the Ohio State Highway Patrol, Staff Lieutenant, Travis Hughes.

Staff Lieutenant Hughes: Good morning, Mr. Chairman and Members of the Commission.

I am going to share four stops with you that I found intriguing. We do have a new kind of contraband that I am going to tell you about.

The first traffic stop occurred on March 22, 2017, in Williams County. It was a car hauler. Once the vehicle was stopped, the driver indicated to our Trooper that we needed to check out one

of the cars that he was hauling. In doing so, they located seventy-one packages of hydroponic marijuana within the vehicle. Through the subsequent investigation, they did a controlled delivery in Toledo, Ohio. So, it originated in California and was bound for Toledo, Ohio. The estimated street value of the hydroponic marijuana was \$237,000.

The next traffic stop occurred on March 25, 2017, in Lorain County. The vehicle was stopped and a subsequent search revealed ten pounds of marijuana in a duffel bag in the trunk, along with fifty-four grams of cocaine under the spare tire. They also located one-hundred fourteen of marijuana shatter. Marijuana shatter is the end product of distilling the chemicals, THC and other compounds in the marijuana into a liquid form and putting it on to a surface and break it up just as you would with peanut brittle or caramel. The potency is extremely higher than regular marijuana and that is why they go through this process and the price is fifteen-fold from just regular marijuana. That is while it seems that one-hundred fourteen grams is not a lot, but just that shatter was worth \$7,900.

The third traffic stop occurred on April 4, 2017, in Summit County. The vehicle was stopped and gift wrapped for us was sixteen pounds of marijuana in the rear cargo area of the minivan. Again, they conducted a controlled delivery to the Youngstown area, where they seized an additional twenty pounds and other grow equipment.

The last traffic stop occurred on April 10, 2017. This was a taxicab that was plated out of New York. Upon stopping the vehicle, they conducted a search and found a box on the backseat that contained a large amount of U.S. currency. Also, they located approximately \$35,000 in stolen, high-end merchandise and numerous receipts for large currency transfers that were sent to various countries. The suspects in this case were all Ghana nationals. They were handed over to the Feds and they took over that investigation from there.

That completes my report, Mr. Chairman. I would be happy to answer any questions.

Chairman: Any questions?

Mr. Peterson: Thank you, Mr. Chairman. Thank you, Staff Lieutenant Hughes for all that you guys do. It is amazing and really impressive. The stops though, what percentage were drug interdiction and what number was regular stops?

Staff Lieutenant Hughes: Mr. Chairman and Commission Member Peterson, I would be happy to get that number for you. Again, this is easy because I just choose from the list of the seizures each month as compared to the thousands of traffic stops that occur during that month timeframe, but I would be more than happy to provide you an accurate number of what percentage these seizures account for out of the entire traffic stops.

Mr. Peterson: I appreciate that. Again, I think it is impressive when you make a traffic stop of a car going seventy miles-per-hour and you are able to come up with this. Good job. Thank you.

Chairman: One other thing, I would like to thank you on behalf of the Commission for your work in assisting Cleveland right now in that homicide investigation. I know that the Ohio State Highway Patrol is an integral part of assisting Cleveland and you do that with a lot of different agencies. That is something we are very proud of, so thank you very much for that work.

Any other questions for the Lieutenant? Hearing none, we will move on. Any other questions or comments?

Director Cole: Just one additional clarification going back to the recommendation that was made during the presentation today. I think it is an important point of clarification. Currently, we toll all 241 miles. Our toll rate structure is cents per mile across all 241-miles. It is first collected roughly two miles in from Indiana, but that two miles is part of that rate and the same thing at Eastgate at 239, there are still two more miles of Turnpike, but we are collecting a toll that is embedded in that rate that we collected. Moving forward with the recommendation we have today, all 241 miles of the Ohio Turnpike will still be tolled. So, for those E-ZPass® customers and people coming Eastgate and Westgate, the way they have in the past, the collection method, but we are not anticipating a change in rates or the amount of revenue that we generate. So, again, those sections where we would be removing the tolling facilities, there would not be a toll collection point; however, those miles of the Turnpike would still be tolled and would still be tolled at the same rate we have in place today in that graduated schedule of rates through the year 2023 that has already been approved. I just want that to be in the record and to be clear that we are still tolling all 241-miles. It is just basically a recognition, Commission Members, that at those very low volume interchanges, we spend as much or more to collect the tolls than we are making in revenue. So, if you offload that expense, we are still collecting our revenue, especially in the busiest portion of the Turnpike, which is between that 49 and 214 barrier that would be in place, that is why we have the three lanes there, that is why that 161-mile section is where the majority of our traffic is, so that was an important point of clarification to just remind everybody that we are tolling all 241-miles, but why the numbers work so well. It is why we have gone to ATPMs at those interchanges. It is why we have recognized, Senator LaRose, we have had a decrease in the traffic volume at every one of those interchanges in that first section of the Turnpike, almost every year for the last ten years. There is just not traffic there and in the creation of those interchanges in the 2000's did not generate a significant economic boom in any of those areas. There just isn't a lot of traffic there. So, we reduce our expense, but still allows for the free flow there, so it isn't an economic disincentive in those portions of the state.

Chairman: Very good. Thank you. Any other questions or comments? Hearing none, the next meeting of the Ohio Turnpike and Infrastructure Commission shall be held on Monday, May 15, 2017, at 10:00 a.m. Thank you all.

If there is no further business I will make a motion to adjourn.

MOTION: A motion to adjourn the Commission Meeting is made by Chairman Hruby, seconded by Mrs. Barber and unanimously approved by all Commission Members present.

Time of adjournment: 11:16 a.m.

Attendees for Record Keeping Purposes:

Rick Gobeille, Jacobs; Sean Tihal, Jacobs; Toby Fritz, Hill International; Bethany Pugh, PFM; Brian Reguiero, PFM; Scott Buchanan, AECOM; Hamid Homaee, KS Associates; Al Biehl, TranSystems; Dave Ray, JMT; Tim McDonald, ODOT; Jennifer Townley, ODOT; Jim Gates, ODOT; Gene Baxendale, Hill International; Beth Fulton, TRC; Mike McCarthy, Mott McDonald; Michael Burgess, Prime; Jake Siesel, IUOE 18; Alysia Lorincz, KS Associates; Preston Yuzma, IUOE 18; R. Cutern (sp.?); Zoltan Szabo, Mott McDonald; Sarah Brown, HNTB; Preston Yuzma, IUOE 18; Ed Adamczyk, Arcadis; Todd Majidzadeh, Resource International; Jennifer Stueber, Ohio Turnpike; Martin Seekely, Ohio Turnpike; Sharon Isaac, Ohio Turnpike; Matt Cole, Ohio Turnpike; Chad Armstrong, Ohio Turnpike; James Filbert, Ohio Turnpike; Chris Matta, Ohio Turnpike; Lisa Mejac, Ohio Turnpike; Diana Anthony, Ohio Turnpike; Ralph Stilphen, Ohio Turnpike; Chriss Pogorelc, Ohio Turnpike; Chuck Cvitkovich, Ohio Turnpike; Travis Bonnett, Ohio Turnpike; Jacquelyn Dohoda, Ohio Turnpike; Cory Skoczen, Ohio Turnpike; Joann Bartinelli, Ohio Turnpike; and Brian Newbacher, Ohio Turnpike.

> Approved as a correct transcript of the proceedings of the Ohio Turnpike and Infrastructure Commission

Sandra K. Barber, Secretary-Treasurer

EXHIBITS

- 1. Presentation of Jacob's Engineering re: toll collection system study;
- 2. Resolution No. 15-2017 Approving a Modification to the Agreement with Resource International, Inc. to Perform Additional Geotechnical Engineering Services for the 2018 Mainline Pavement Replacement Projects in the Not-to-Exceed Amount of \$135,628.00;
- 3. Resolution No. 16-2017 Approving the Selection of Civil Coatings and Construction, Inc. to Repaint Bridges in Williams and Fulton Counties Under Project No. 40-17-01 for the Total Amount of \$1,107,471.50, and Approving the Assignment of Greenman-Pedersen, Inc. to Perform the Professional Services for Completing the Project;
- 4. Resolution No. 17-2017 Approving the Selection of APBN, Inc. to Repaint Bridges in Fulton and Lucas Counties Under Project No. 40-17-02 for the Total Amount of \$1,107,530.00, and Approving the Assignment of TTL Associates, Inc. to Perform the Professional Services for Completing the Project; and
- 5. Resolution No. 18-2017 Approving the Selection of Aero-Mark, Inc. to Furnish and Apply Retro-Reflective Pavement Markings on the Ohio Turnpike Mainline Roadway and Interchange Ramps under Project No. 46-2017 for the Total Amount of \$710,232.30.



Creating a Toll Collection System (TCS) and Customer Service Center (CSC) Strategic Plan



1 | Presentation | April 17, 2017

JACOBS



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OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION



Presentation

Creating a Toll Collection System and Customer Service Center Strategic Plan

Project Overview





Presentation And Customer Service Center Strategic Plan



TCS and CSC Project Goals





Presentation And Customer Service Center Strategic Plan



Feedback from Staff Interviews

TCS and CSC are Nearing the End of Useful Life

41

Difficult and Costly to Modify Existing Software Need for Improved Operational Functionality, Enhanced Customer Communication Channels and Adaptable Technology

Provide Convenient and Efficient Ways for All Customers to Pay

JACOBS



Presentation A Creating a Toll Collection System and Customer Service Center Strategic Plan



License Plate Survey Results

Conducted manual license plate survey of 12 toll plazas with interstate connections (late Julyearly August 2016)

Approximately 38% to 51% of cash paying cars are from outside of Ohio Approximately 66% to 73% of cash paying trucks are from outside of Ohio

JACOBS

5 |



Presentation And Customer Service Center Strategic Plan



Customer and Stakeholder Survey Results

Online Survey of 13,989 Customers and 96 Stakeholders (September 2016)

68% of responding customers use E-ZPass (59% Ohio and 9% non-Ohio)

30% of responding customers pay with cash; 2% pay with a credit card

89% of responding customers and 94% of stakeholders support removing gates

66% of responding customers and 76% of stakeholders would consider an increase to the minimum toll amount of \$0.50

89% of responding customers and stakeholders are satisfied with E-ZPass Ohio

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Presentation And Customer Service Center Strategic Plan



Existing System Evaluation Findings





Presentation Creating a Toll Collection System and Customer Service Center Strategic Plan



Alternatives Identification





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OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Presentation And Customer Service Center Strategic Plan



Alternatives Screening and Evaluation



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48 - Нулика Вулани - Сана Ваниат Булани на Валария (Осн- чика VIII) в понарти (Полгуби), Солона Булани Булани Ника из на 10 км 22-а, настной збоеса в селада за таките разба, сон Барки В Обща да нача разве.	Ministry of Against Steel Designation (1)	1.00	1.82	0.75	030	1.17	Ť.
18 - Causel Tablet System, Committeel Palase with Higher Stated States in the Higher Street Street	Millington Spens Beatries, Billington	0.6	2.44	1.16	0.10	3.32	2
18- Courte Transi System, Concessioner Passes of the Earth	28 You'r Greek Galerinau Beley Cris	0.50	1.45	1.15	0.15	3.21	3
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Presentation Creating a Toll Collection System and Customer Service Center Strategic Plan



Preferred Alternative Description

Implement highway speed *E-ZPass* lanes at Eastgate and Westgate and collect flat tolls by vehicle class

Convert Eastgate toll collection to one-way WB (into Ohio and opposite to Penn Turnpike Gateway which is tolled one-way EB)

Construct two new mainline plazas with highway speed *E-ZPass* lanes at MP 49 and MP 214 (*new ends of closed ticket system*)

Remove 9 Selected Toll Plazas but maintain interchange access to the Turnpike (TP 13, 25, 32, 39, 215, 216, 218, 232, 234)

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Presentation And Customer Service Center Strategic Plan



Preferred Alternative Description Cont'd

Remove all entry toll lane gates as well as exit gates in *E-ZPass* Only lanes and install new license plate image capture cameras

Retain toll lane gates in non-*E-ZPass* exit lanes

Replace TCS and CSC hardware/software including *E-ZPass* Ohio website (*www.ezpassoh.com*)

Continue to staff and operate in-house *E-ZPass* Ohio CSC

Contract with vendor(s) for license plate image review, processing and collections

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OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Creating a Toll Collection System and Customer Service Center Strategic Plan



Preferred Alternative Illustration

Presentation



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Presentation And Customer Service Center Strategic Plan



Preferred Alternative Benefits and Impacts

Provides technology and customer service improvements without introducing significant revenue risk

Provides non-stop travel at highway speeds (70 mph) for *E-ZPass* customers traveling the full length of the Ohio Turnpike

Provides non-stop travel at low speeds (10-15 mph) for *E-ZPass* customers at all interchange plazas (TP 52 through TP 209)

Provides non-tolled trips for local travelers within TP 13 through TP 39, within TP 215 through TP 234, and eastbound at TP 239

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Presentation And Customer Service Center Strategic Plan



Preferred Alternative Benefits and Impacts Cont'd

Full length trip cash customers will stop 3x (EB) or 4x (WB) instead of twice as they currently do

Toll collection staff reductions due to removal of plazas and gates, increased *E-ZPass* penetration and faster collection rates at Eastgate and Westgate

Approximately \$230 Million in Operating Cost Savings over 30 years

Approximately \$37 Million increase in Net Revenue over 30 years (this assumes no recovery of violation processing costs through administrative fees)

Approximately \$131-150 Million in capital implementation costs (\$2017)

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Presentation Presentation Creating a Toll Collection System and Customer Service Center Strategic Plan



Strategic Plan Preparation





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OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Presentation And Customer Service Center Strategic Plan



Strategic Plan Implementation

Complete TCS, CSC and Toll Plaza Upgrades (2020)

Execute TCS, CSC and Construction Contracts (2018-2019)

Adopt Toll Policy and Barrier Toll Rate Schedules (2018-2019)

Procure TCS, CSC and Construction Contracts (2018)

Develop Legislative and Rule Making Changes (2017)

Conduct Public and External Stakeholder Outreach (2017)

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Creating a Toll Collection System (TCS) and Customer Service Center (CSC) Strategic Plan



17 | Presentation | April 17, 2017

JACOBS

<u>Resolution Approving a Modification to the Agreement with Resource International, Inc.</u> to Perform Additional Geotechnical Engineering Services for the 2018 Mainline Pavement <u>Replacement Projects in the Not-to-Exceed Amount of \$135,628.00</u>

WHEREAS, the Commission awarded a contract under Resolution No. 46-2014 to Resource International, Inc., of Cleveland, Ohio ("Resource International"), to perform geotechnical engineering and pavement design services ("Geotechnical Engineering Services") for up to ten Pavement Replacement Program Projects, each encompassing five to six-mile sections located along the mainline of the Ohio Turnpike; and

WHEREAS, the Commission authorized expenditures with Resource International to perform Geotechnical Engineering Services for the two Pavement Replacement Project Sections constructed during 2015 and 2016 in the not-to-exceed amount of \$349,685.00 under Resolution No. 46-2014; and

WHEREAS, under Resolution No. 11-2015, the Commission authorized additional expenditures with Resource International in the not-to-exceed amount of \$366,909.00 to perform Geotechnical Engineering Services for the Commission's next two Pavement Replacement Projects constructed during 2016 and 2017 and to update the Master Plan for the Pavement Replacement Program; and

WHEREAS, under Resolution No. 66-2016, the Commission authorized assigning the fifth and sixth pavement replacement projects to Resource International under a modification to the agreement for the Pavement Replacement Projects being designed for construction in 2018, designated as Project No. 71-16-13 from Milepost 149.24 to Milepost 154.10 and as Project No. 71-16-14 from Milepost 169.74 to Milepost 176.34 in Lorain and Cuyahoga Counties, in the not-to-exceed amount of \$191,003.00; and

WHEREAS, Resource International has submitted fee proposals, dated March 20, 2017 and April 3, 2017, to perform additional geotechnical engineering services for a slope stability investigation on Project No. 71-16-13, slag and bedrock delineation on 71-16-14 and falling weight reflectometer testing for improving future pavement designs in the not-to-exceed amount of \$135,628.00; and

WHEREAS, the amount necessary to obtain such additional services will increase the total amount of the Contract from \$907,597.00 to \$1,043,225.00 and exceeds ten percent of the Contract, and the Commission must authorize an amendment to the Contract to make those additional expenditures in accordance with Article V, Section 1.00 of the Commission's Code of Bylaws; and

WHEREAS, the Chief Engineer recommends approving authorization for Resource International to perform the additional geotechnical engineering services on Project No. 71-16-13 and Project No. 71-16-14, and the additional general geotechnical engineering services for the Pavement Replacement Program in the total not-to-exceed amount of \$135,628.00, which amount the Chief Engineer deems reasonable and appropriate; and

WHEREAS, the Executive Director has reviewed the recommendation submitted by the Chief Engineer, and concurs that the Commission should approve the modification to the agreement with Resource International to perform the additional Geotechnical Engineering Services.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the assignment of Resource International, Inc., to perform the additional Geotechnical Engineering Services for Project No. 71-16-13 and Project No. 71-16-14 and general Geotechnical Engineering Services for the Mainline Pavement Replacement Program in the total not-to-exceed amount of \$135,628.00 is approved and authorized, and the Executive Director may amend the Contract with Resource International to provide for such services, all in accordance with the terms and conditions of the Commission's Request for Proposals, Resource International's response thereto and its fee proposals therefor; and

FURTHER RESOLVED, that the Executive Director has the authority to further amend the Contract with Resource International, Inc., to perform additional services necessary to complete Project Nos. 71-16-13 and 71-16-14 that does not exceed the Director's original contract authority under Article V, Section 1.00 of the Code of Bylaws or ten percent of the total amount of the Contract approved to date, whichever is greater, and approve such extra work or change orders under said contracts as a result of an increase in necessary quantities, newly mandated requirements that did not exist at the time of original contract awards, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the Project or increase its costs.

(Resolution No. 15-2017 adopted April 17, 2017)

<u>Resolution Approving the Selection of Civil Coatings and Construction, Inc. to Repaint</u> <u>Bridges in Williams and Fulton Counties Under Project No. 40-17-01 for the Total Amount</u> <u>of \$1,107,471.50, and Approving the Assignment of Greenman-Pedersen, Inc. to Perform</u> <u>the Professional Services for Completing the Project</u>

WHEREAS, the Commission published notice in accordance with law advertising its invitation to bid on a Contract for the Bridge Repainting of the Ohio Turnpike over St. Joseph-Beaver Road (C.R. 15) at Milepost 14.1, Ohio Turnpike over Norfolk Southern Railroad at Milepost 14.2, Rueger-Shetler Road (T.R. 25-2) over the Ohio Turnpike at Milepost 23.9, Fulton-Williams Road (T.R. 25) over the Ohio Turnpike at Milepost 24.4, and Spies-Handy Corners Road (T.R. 22) over the Ohio Turnpike at Milepost 27.3, all located in Williams and Fulton Counties and designated as Project No. 40-17-01 (the "Project"); and

WHEREAS, the Commission received five bids to perform the Contractor's obligations under the Project, and the Assistant Chief Engineer and the Chief Engineer reviewed and evaluated the bids received, which report concerning such analysis is before the Commission; and

WHEREAS, the Chief Engineer and the Assistant Chief Engineer report that Civil Coatings and Construction, Inc. of Valparaiso, Indiana, submitted the lowest responsive and responsible bid to perform the Contractor's obligations for the Project for the total amount of \$1,107,471.50, which they recommend that the Commission accept and approve authorization for the Executive Director to award; and

WHEREAS, the Director of Contracts Administration advises that bids for Contract No. 40-17-01 were solicited on the basis of the same terms and conditions and the same specifications, that the bid of Civil Coatings and Construction, Inc. for Contract No. 40-17-01 conforms to the requirements of Ohio Revised Code Sections 5537.07, 9.312 and 153.54, and Civil Coatings and Construction, Inc. submitted a performance bond with good and sufficient surety and made a good faith effort to attain the participation of small and otherwise disadvantaged businesses in the Project; and

WHEREAS, Commission action is necessary to approve the Contract in accordance with Article V, Section 1.00 of the Commission's Bylaws because the amount of the bids received will require expenditures under Contract No. 40-17-01 that will exceed \$150,000.00; and

WHEREAS, the Commission's Executive Director has reviewed the reports of the Chief Engineer and the Director of Contracts Administration, and concurs with the recommendation that the Commission approve the award of Project No. 40-17-01 to Civil Coatings and Construction, Inc. as the lowest responsive and responsible bidder; and

WHEREAS, the Commission has duly considered such recommendation.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the bid of Civil Coatings and Construction, Inc. in the total amount of \$1,107,471.50 for Project No. 40-17-01, is approved as the lowest responsive and responsible bid received and that the Executive Director is authorized to execute a Contract on the basis of said bid and enter into an agreement; and

FURTHER RESOLVED that the Commission approves the Executive Director and the Chief Engineer assigning Greenman-Pedersen, Inc. to perform all necessary construction administration and inspection services for the Project in accordance with the 2017-2018 Miscellaneous Engineering Services Agreement; and

FURTHER RESOLVED that the Executive Director has the authority to approve such extra work or change orders under previously awarded said contracts as a result of an increase in necessary quantities, newly mandated requirements that did not exist at the time of original contract awards, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the Project and increase its costs.

(Resolution No. 16-2017 adopted April 17, 2017)

<u>Resolution Approving the Selection of APBN, Inc. to Repaint Bridges in Fulton and Lucas</u> <u>Counties Under Project No. 40-17-02 for the Total Amount of \$1,107,530.00, and Approving the</u> <u>Assignment of TTL Associates, Inc. to Perform the Professional Services for Completing the</u> <u>Project</u>

WHEREAS, the Commission published notice in accordance with law advertising its invitation to bid on a Contract for the Bridge Repainting of the Ohio Turnpike Ramp over the Ohio Turnpike at Milepost 34.9, Liberty-Adrian Road over the Ohio Turnpike at Milepost 41.1, Raker-Barden Road over the Ohio Turnpike at Milepost 41.9, the Ohio Turnpike over Berkey-Southern Road at Milepost 51.4, and the Ohio Turnpike over Albon Road at Milepost 56.1, all located in Fulton and Lucas Counties, and designated as Project No. 40-17-02 (the "Project"); and

WHEREAS, the Commission received five bids to perform the Contractor's obligations on the Project, and the Assistant Chief Engineer and the Chief Engineer reviewed and evaluated the bids received, which report concerning such analysis is before the Commission; and

WHEREAS, the Chief Engineer and Assistant Chief Engineer report that APBN, Inc., of Campbell, Ohio, submitted the lowest responsive and responsible bid to perform the Contractor's obligations under the Project for the total amount of \$1,107,530.00, which they recommend that the Commission accept and approve authorization for the Executive Director to award; and

WHEREAS, the Director of Contracts Administration advises that bids for Contract No. 40-17-02 were solicited on the basis of the same terms and conditions and the same specifications, that the bid of APBN, Inc. for Contract No. 40-17-02 conforms to the requirements of Ohio Revised Code Sections 5537.07, 9.312 and 153.54, and APBN, Inc. submitted a performance bond with good and sufficient surety and made a good faith effort to attain the participation of small and otherwise disadvantaged businesses in the Project; and

WHEREAS, Commission action is necessary to approve the Contract in accordance with Article V, Section 1.00 of the Commission's Bylaws because the amount of the bids received will require expenditures under Contract No. 40-17-02 that will exceed \$150,000.00; and

WHEREAS, the Commission's Executive Director has reviewed the reports of the Chief Engineer and the Director of Contracts Administration, and concurs with the recommendation that the Commission approve the award of Project No. 40-17-02 to APBN, Inc. as the lowest responsive and responsible bidder; and

WHEREAS, the Commission has duly considered such recommendation.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the bid of APBN, Inc. in the total amount of \$1,107,530.00 for Project No. 40-17-02, is approved as the lowest

responsive and responsible bid received and that the Executive Director is authorized to execute a Contract on the basis of said bid; and

FURTHER RESOLVED that the Commission approves assigning TTL Associates, Inc. to perform all necessary construction administration and inspection services for the Project in accordance with the 2017-2018 Miscellaneous Engineering Services Agreement; and

FURTHER RESOLVED that the Executive Director has the authority to approve such extra work or change orders under previously awarded said contracts as a result of an increase in necessary quantities, newly mandated requirements that did not exist at the time of original contract awards, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the Project and increase its costs.

(Resolution No. 17-2017 adopted April 17, 2017)

<u>Resolution Approving the Selection of Aero-Mark, Inc. to Furnish and Apply Retro-</u> <u>Reflective Pavement Markings on the Ohio Turnpike Mainline Roadway and Interchange</u> <u>Ramps Under Project No. 46-2017 for the Total Amount of \$710,232.30</u>

WHEREAS, the Ohio Turnpike and Infrastructure Commission ("Commission") published notice, in accordance with law, advertising an Invitation for Bids upon a Contract to furnish and apply Retro-Reflective Pavement Markings on the Ohio Turnpike Mainline Roadway and Interchange Ramps from Milepost 0.0 to 241.2, designated as Project No. 46-2017 (the "Project"); and

WHEREAS, the Commission received three bids to perform the obligations of the Contractor for the Project, and the Commission's Chief Engineer and Assistant Chief Engineer have reviewed and analyzed the bids received, which report on the review and analysis was presented for the Commission's consideration; and

WHEREAS, the Chief Engineer and Assistant Chief Engineer report that Aero-Mark, Inc., of Streetsboro, Ohio, submitted the lowest responsive and responsible bid to perform the Contractor's obligations under Project No. 46-2017 in the amount of \$710,232.30, which bid they recommend be accepted by the Commission; and

WHEREAS, the Director of Contracts Administration advises that bids for Contract No. 46-2017 were solicited on the basis of the same terms, conditions and specifications, that the bid of Aero-Mark, Inc. for Contract No. 46-2017 conforms to the requirements of Ohio Revised Code Sections 5537.07, 9.312, and 153.54 and that a performance bond with good and sufficient surety has been submitted by Aero-Mark, Inc.; and

WHEREAS, Commission action is necessary to approve the Contract in accordance with Article V, Section 1.00 of the Commission's Bylaws because expenditures under the contract for Project No. 46-2017 will exceed \$150,000.00; and

WHEREAS, the Executive Director has reviewed the reports of the Chief Engineer, Assistant Chief Engineer and the Director of Contracts Administration and concurs with the recommendation to award Contract No. 46-2017 to Aero-Mark, Inc. as the lowest responsive and responsible bidder; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED that the bid of Aero-Mark, Inc. in the amount of \$710,232.30, to furnish and apply retro-reflective pavement markings on the Ohio Turnpike Mainline Roadway and Interchange Ramps under Contract No. 46-2017, is selected as the lowest responsive and responsible bid received and the Executive Director is authorized to execute a Contract on the basis of said bid; and

FURTHER RESOLVED that the Executive Director has the authority to approve such extra work or change orders under said contract as a result of an increase in necessary quantities, newly mandated requirements that did not exist at the time of original contract awards, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the Project or increase its costs.

(Resolution No. 18-2017 adopted April 17, 2017)