Oregon Department of Transportation

Oregon Toll Program – Vendor Webinar

Oregon Department of Transportation, 355 Capitol St NE, Salem, OR 97301

June 14th, 2023

Housekeeping: Please remain on mute unless presenting

- Please use the chat function to submit questions
- This presentation is for potential vendors for Tolling
- The presentation is being recorded - a recording will be available after the presentation
- Questions submitted during and after the event will be collected and a Q&A document will be made available

Oregon Department of Transportation

Disclaimer

- This presentation is for informational purposes only and is not binding to the Agency. The Agency reserves the right to change any aspects related to this project.

Oregon Department of Transportation

Introduction(s)

- Maureen Bock, Chief Innovation Officer, Road User Fee Section
- Chuck Larsen, Engineering and Transportation Services Manager
- Phil Miller, Toll Program Implementation Manager
- Erin Lucas, Procurement Officer
- CDM Smith, General Toll Consultants

Oregon Department of Transportation

ODOT-wide Tolling Program

Primary Purpose

- Revenue Generation
- Congestion management

Key features

- One scalable tolling system
- Multiple tolled facilities
- Modern, flexible, open architecture
- Interoperable / Mobility Marketplace Concept
- Modern IT platforms
- Off the self systems
- Expandable, scalable, adaptable

Oregon Department of Transportation

Some Tolling Highlights

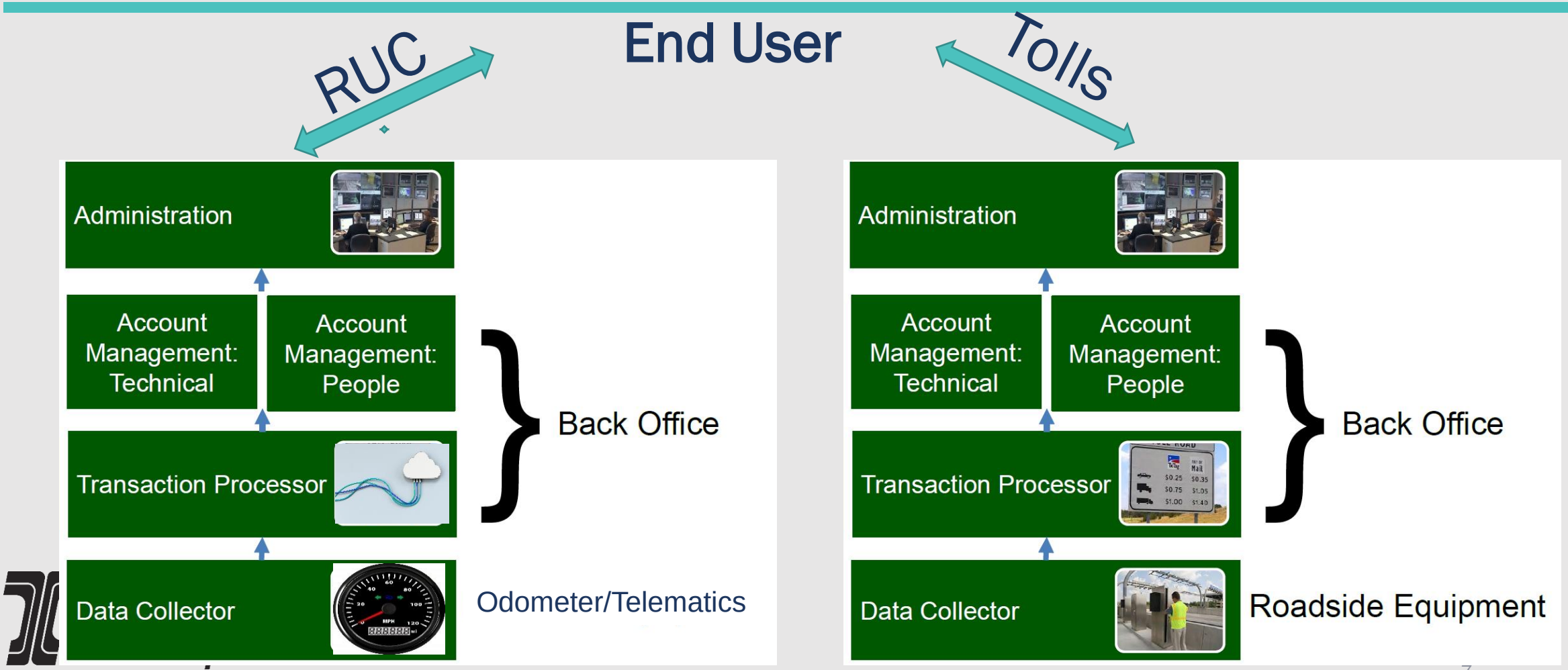
- All lanes
- All-Electronic Tolling based on transponders and license plates (for now)
- Interoperability with other toll operators
- Future interoperability with other ODOT services like RUC (OReGO)

Rates Based on:

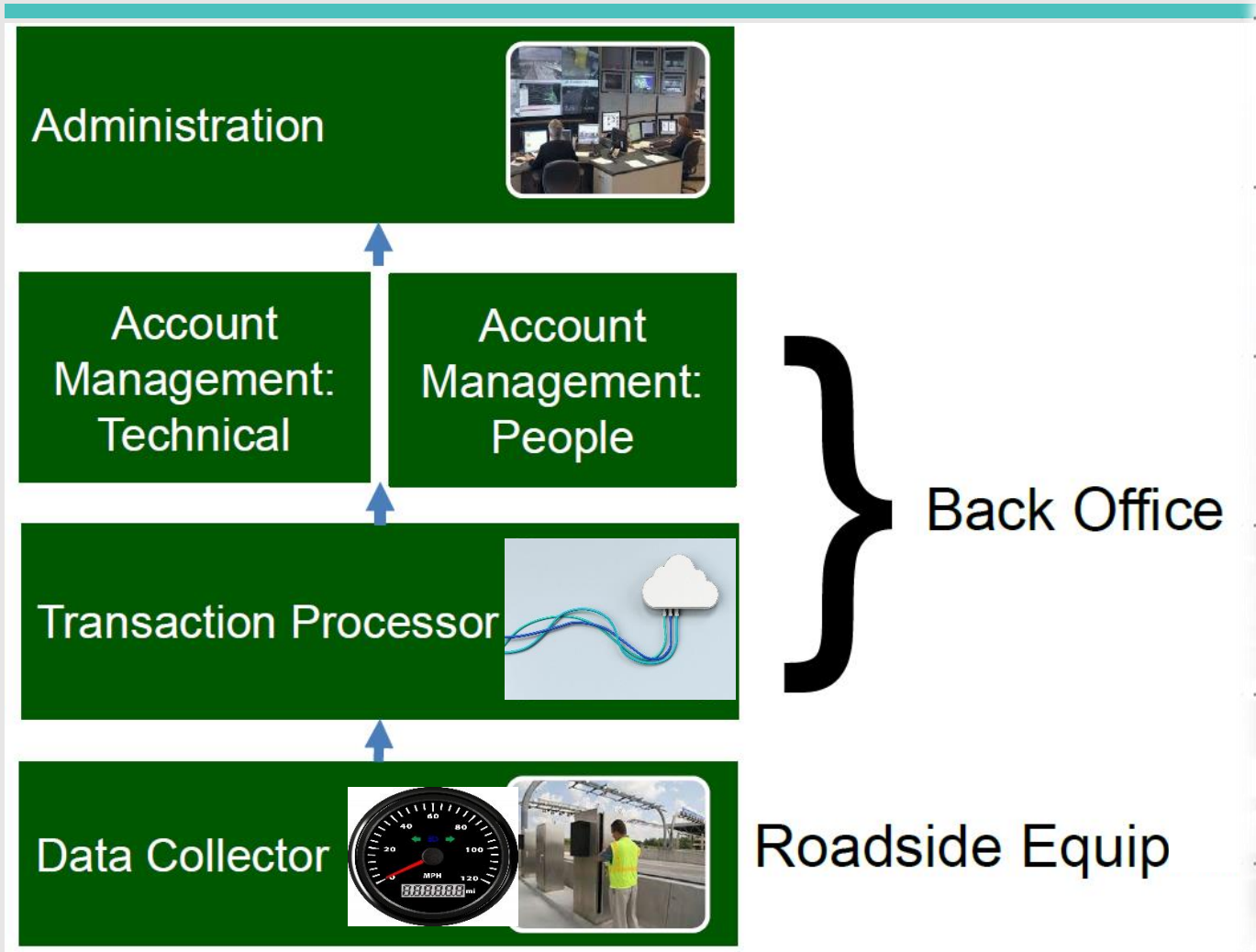
- Variable time-of-day pricing
- Vehicle Size
  - No in pavement sensors
- Registered vs unregistered account
- Type of detection
- Low Income toll program
- Other exemptions may apply
- Fees

Oregon Department of Transportation

Unique features of the Oregon Tolling Program



End user experience: One account for RUC & Tolls



This Photo by Unknown Author is licensed under CC BY

Implementation Considerations

- Delivery schedule
- Proven products and team
- Commercial products
- Efficient operations with low operating costs
- Need for net revenue
- Release strategy, grow into the vision

Oregon Department of Transportation

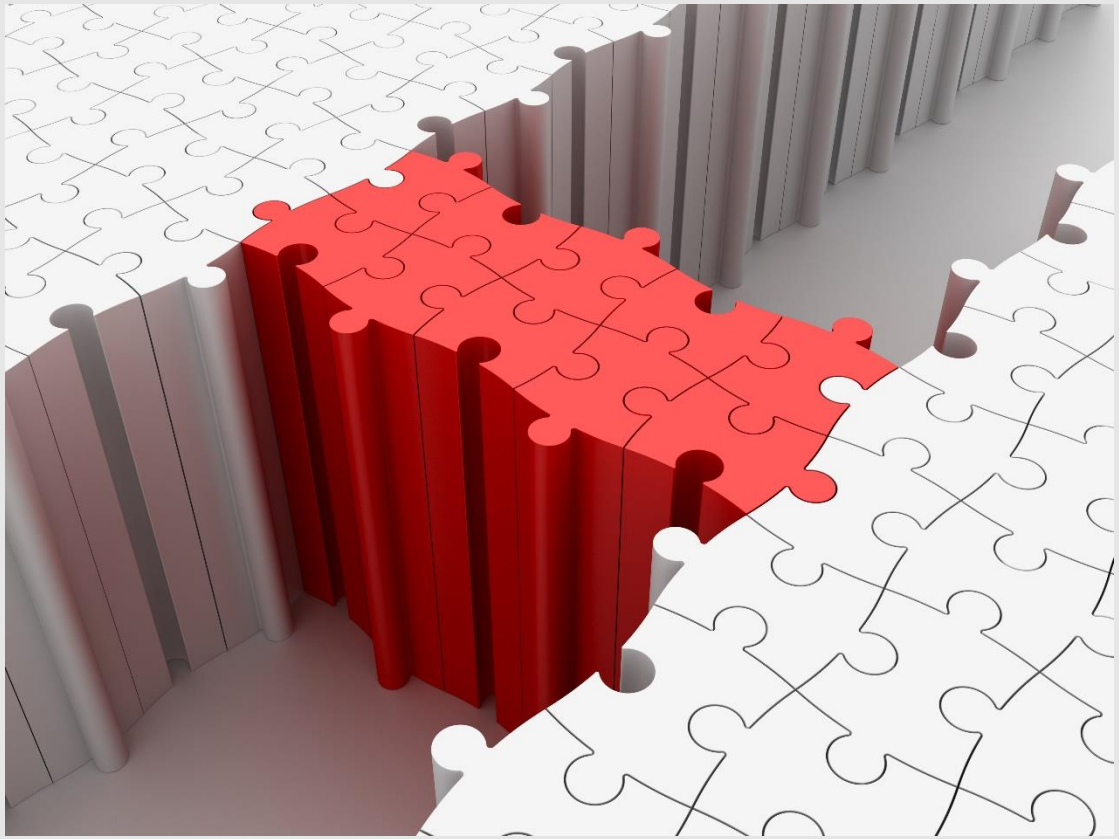
Timeline and Schedule Highlights

- RFP Issuance: July
- Anticipated Notice To Proceed: Q1 2024
- Ready to collect tolls by January 2026

Oregon Department of Transportation

Opportunities and Risks

- NEPA in process
- Start-up toll program
- Schedule
- Social-political acceptance



Oregon Department of Transportation

Key Elements of the Program Implementation

- Stand Up the Toll Program (people /processes)
- One ODOT wide back-office / CSC system
- One roadside system for the first three toll facilities
    - I-205 Abernethy Bridge
    - I-5 Interstate Bridge Replacement (“IBR”)
    - I-5 and I-205 Regional Mobility Pricing Project (“RMPP”)

Oregon Department of Transportation

Program Implementation: Scope and Scale

- Approximate traffic volumes for system sizing:
  - I-205 Abernethy – 100,000 ADT/T = 8%+
  - IBR – 140,000 ADT/T = 10%
  - RMPP – Depends on final configuration of proposed system
- In total, expecting a system scalable to up to 2 million transactions/day.

Oregon Department of Transportation

Program Implementation ODOT Tasks: Standing Up the Toll Program

- Policy and Rules
- Communications
- Implementation of the ODOT wide Tolling Program (people and processes) within ODOT
- Intergovernmental Agreements with Interoperable Partners & Tribal Governments

Oregon Department of Transportation

Program Implementation Vendor tasks: Toll Systems Implementation

People, Process, Systems

- Back Office Tolling System
  - Integrations to ODOT existing systems
  - Integrations to Partners
- Customer Service
- Roadside
  - Operational back office system
  - Technology requirements standards

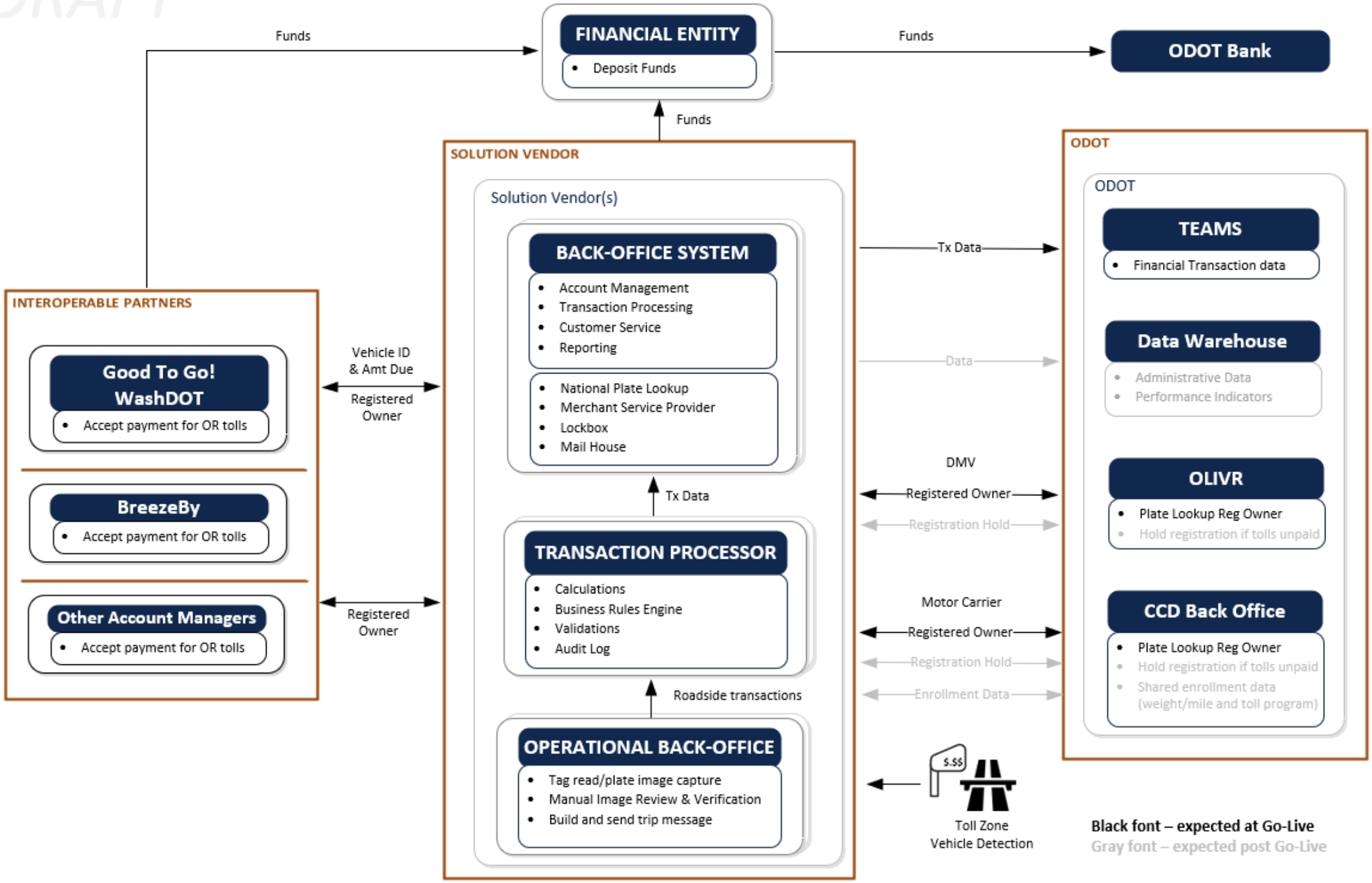
Oregon Department of Transportation

ODOT	CBOS	CSC	Roadside
	People / Process		
Oversight	System operations	Customer Relationship	Tech Maint Mgmt
Transponder Procurement	Troubleshooting	Account Management	Image Review
Audits	Desktop Support	Financial Management	System operations
	System Upgrades	Transponder Mgmt	Gantry Maintenance
		Maint Customer Portals	
	Software Services		
ODOT financials	Customer Relationship		OBOS
Plate Lookup	Account Management		Image Review
Data Warehouse	Inventory Management		Signage Control
	RUC OAM		
	Customer Portals		
	Reporting Platform		
	Telephony		
	Technology		
	Data Center		Lane Detection
	Connectivity		Sign “Block”
	Printers, scanners, Fax		Roadside Electronics
			Connectivity/Network
			Data Center

Oregon Department of Transportation

DRAFT

Open Architecture for Transportation Services



Toll Program Procurement Strategy

- Procuring for services to implement and operate the tolling system
- RFP for CBOS / CSC – THE FIRST PROCUREMENT
  - Commercial Back-Office System
    - Transaction processing, interfaces, account management, financials, CRM and customer service technologies, etc.)
  - CSC – Contact center and in-person center(s) and operations
  - Contingency tasks for expansion and future releases
  - Payment terms based on fixed costs for implementation, and per unit costs for operations
- RFP for Roadside System
  - NTP for each facility
  - Payment terms based on fixed costs for implementation, and per unit costs for operations
- ODOT and IBR engineering resources developing bid packages for toll zones / gantry construction
- ODOT will retain Communications and Marketing Services for system name/logo and marketing.

Oregon Department of Transportation

The CBOS / CSC RFP

- Scope of this RFP will be to design, configure, develop, test, install, operate, and maintain a BOS to support tolling
- Support ODOT wide toll operations
- Scope of this RFP will include providing customer service operations to include call center and in-person centers
- Contract term may be up to
    - CBOS initial term 5 years with option for two renewals of 5 years (15 years total)
    - CSC initial term 3 years with option for two renewals of 5 years (to 13 years total)

Oregon Department of Transportation

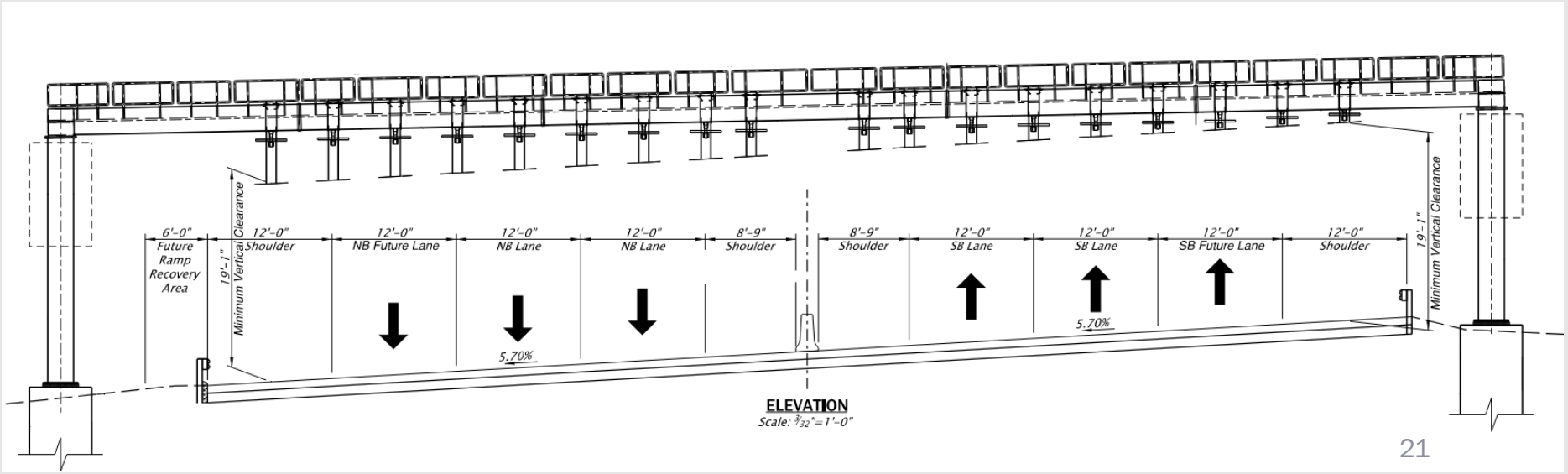
CBOS/CSC Implementation Approach

- SOW to plan, design, configure, test, implement and operate
- All steps mapped to Requirements
- Not a big bang start
  - No time for R&D in release 1
  - Multiple releases after go-live
- Future Looking

Oregon Department of Transportation

The Roadside RFP

- Scope of this RFP will be to design, configure, develop, test, install, operate, and maintain an ODOT-wide roadside toll system
- Scope of this RFP will include trip building, pricing tables and image review.
- Contract term TBD
- Preliminary drawing for cross-section of Abernethy Bridge (TZ-8) gantry below:



Oregon Department of Transportation

How to stay informed and be prepared

- Sign up for OregonBuys
  - OregonBuys
- Send email to Toll Vendor Webinar ORTollVendorWebinar@odot.oregon.gov
- Submit RFP questions to:

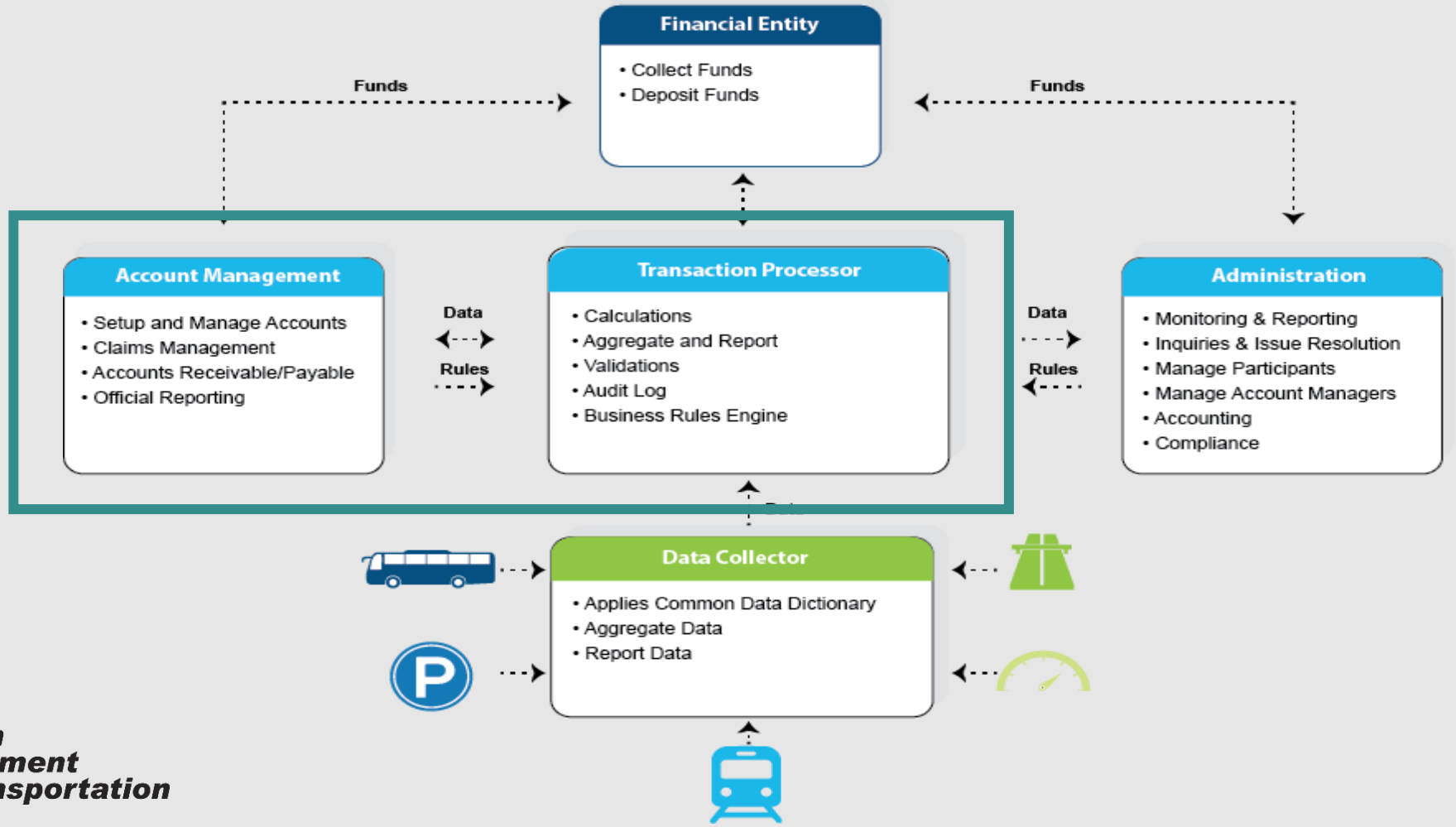
Erin.E.LUCAS@odot.oregon.gov

Oregon Department of Transportation

Thank you

Questions?

Architecture Diagrams



Oregon Department of Transportation