1. The following individuals participated in the meeting:

<table>
<thead>
<tr>
<th>In person</th>
<th>By phone</th>
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<tbody>
<tr>
<td>Name</td>
<td>Agency</td>
</tr>
<tr>
<td>Chris Burke</td>
<td>SANDAG</td>
</tr>
<tr>
<td>Jayson Best</td>
<td>SANDAG</td>
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<tr>
<td>Fares Ibrahim</td>
<td>TransCore</td>
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<tr>
<td>Gordon Shugars</td>
<td>TransCore</td>
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2. Changes to the Agenda or Previous Minutes

There were no changes to the previous Project Management Team (PMT) minutes (April 2008 meeting) that were posted to the I-15 PMT Web site.

3. TransCore: Customer Service Update

Fares Ibrahim (TransCore) updated the PMT on Customer Service Center (CSC) activities during the months of May 2008 and April 2008. In May, the CSC received three negative comments that included one comment on the minimum usage fees.

4. TransCore: Traffic, Transponders and Accounts

As a follow up to the account and transponder fee implemented in May 2007, one year ago, Gordon Shugars noted that although the total number of accounts has since decreased from 17,257 accounts in May 2007 to 14,291 in May 2008 (a net loss of 2,966 accounts), there is very little change in overall traffic volume from month to month aside from the significant decrease in October of 2007 resulting from the wildfires. Gordon points out that even though the total number of accounts has decreased, traffic has remained about the same. Chris Burke (SANDAG) noted the sustained traffic levels are due to the fact that most account holders who terminated their accounts as a result of the fees, were commuters who rarely used the express lanes. Additionally, he noted that the objective of the fees was to provide patrons an incentive to use the lanes, while eliminating patrons who do not and will not use the lanes, and this appeared to be working.

5. TransCore: Operations and Maintenance

Gordon Shugars (TransCore) stated there has been routine maintenance on the system with limited disruptions to the systems. In May of 2008, there was 100% system availability. Also, he stated work is occurring in the background to use the existing customer service center and back-office as part of the interim system for the extension of the managed lanes to Rancho Bernardo Road this fall. The lane hardware will change over the next 4-6 months, but the back-end services will stay the same. A report on the planned interim system will be provided at the next PMT meeting that is scheduled for August 19th.
6. CHP Enforcement

Karen Mentink (CHP) reported that enforcement levels have remained at normal levels over the past several months. She stated that there have been a steady number of hours used from month to month. However, there was a slight decrease in enforcement in February related to the weather.

Karen asked if there would be additional CHP enforcement or additional equipment, such as hand-held radars required once the lanes are extended. These questions and other aspects of enforcing the extended Express Lanes will be a topic of discussion at the next PMT meeting to be held on August 19th.

Chris commented that the reserves for express lane enforcement are quite large and asks if they will be carrying those reserves over once the lanes are extended. Karen deferred to Offr. Brad Bohm (CHP) who works closely with SANDAG on coordinating enforcement assignments.

7. VES Outreach Program Update

Chris Burke provided an update on SANDAG’s I-15 Violation Enforcement Study (VES) project. In fall 2007, telephone surveys and intercept surveys were conducted to complete the comprehensive outreach program. The primary target audience for the telephone survey component included three key groups; HOV lane carpoolers who use the Express Lanes for free (including vanpoolers and express bus riders), FasTrak users that use the Express Lanes by paying a toll, and general-purpose lanes users that commute on the I-15 corridor but do not generally use the Express Lanes.

Specific objectives for the VES outreach program included: identification of all important issues related to enforcement policies, assessment of support for automated VES vs. traditional manned systems, identification of specific issues relative to alternative systems, and an assessment of the overall preference for automated vs. manual enforcement and preferred automated systems.

The findings from the survey and outreach showed, a fully automated violation enforcement system should be implemented if it meets performance requirements. A convincing majority of all three motorist categories surveyed believe that it will reduce the violation rate and save money. If the technology for a fully automated violation enforcement system does not meet required performance specifications, then the semi-automated violation enforcement system (transponder and license plate readers with spot CHP enforcement to confirm valid vehicle occupancy) may be acceptable to the traveling public. If this approach is implemented, the frequent carpooler program that would provide loyalty points which could be redeemed toward the cost of future tolls or parking should accompany it, as this concept received a positive response from survey respondents.
8. Questions and Comments

Lynn Barton (Caltrans) noted that carpoolers and tourists are currently not required to have transponders. Also, those who did not want to get a transponder would increase congestion in the general purpose lanes. He would like to know if these issues have been included in the report.

Joe Rouse (Caltrans) asked if SANDAG has posted the VES study on the Web. The VES study reports can be downloaded from the following Web page SANDAG :: PROJECTS :: San Diego’s Regional Planning Agency.

Lt. Mike Maas (CHP) asked what the time frame is for having the I-15 lanes extended. He also asked if there are letters that are sent out for lane violations sent out in Spanish. Lastly, Mike asked if there is any sort of education program for non-English speakers. He notes that a significant portion of violators do not speak English and these issues should be addressed.