MEETING NOTICE AND AGENDA

I-15 PROJECT MANAGEMENT TEAM
The I-15 Project Management Team may take action on any item appearing on this agenda.

Tuesday, October 21, 2003
9:30 - 11 a.m.
SANDAG, Conference Room C
401 B Street, Suite 800
San Diego, CA 92101-4231

Staff Contact: Derek Toups
(619) 595-5307
dto@sandag.org

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**I-15 PROJECT MANAGEMENT TEAM**
Tuesday, October 21, 2003

**ITEM #**

+1. **Welcome and Introduction - Review of Minutes of Previous Meeting**
   SANDAG will provide an overview of the agenda and note any changes or additions.

+2. **Customer Service Center Update**
   TransCore will report on Customer Service Center activities for the month of September including comments/complaints received regarding construction impacts on I-15 Express Lanes.

3. **I-15 Weekend Operations**
   Caltrans will provide an update on weekend operations of the I-15 Express Lanes.

4. **Caltrans I-15 Construction Update**
   Caltrans will provide an update on recent I-15 construction activities and measures being taken to mitigate the construction effects on I-15 Express Lanes operation.

+5. **Enforcement Issues**
   California Highway Patrol will provide an update on enforcement issues.

6. **Other Business**
   PMT members may provide reports on relevant activities or bring up other discussion items.

7. **Next Meeting**
   The next regularly scheduled meeting will be held at SANDAG offices on December 16, 2003 from 9:30 to 11 a.m. Pacific Time.

**Attachments**

#1. September 16, 2003 Project Management Team Minutes
#2. I-15 FasTrak Customer Service Center 2003 Activity Summary
#3. I-15 FasTrak Customer Service Center Comment Log
#4. I-15 FasTrak Total Transponders, Total Accounts, and Accounts Closed by Month Chart
#5. I-15 Express Lanes Traffic Daily Average Chart
#6. I-15 FasTrak Toll Revenue Daily Average Chart
#7. California Highway Patrol Enforcement Summary
#8. California Highway Patrol Enforcement Chart
#9. Summary of A.M. Peak, P.M. Peak, and Total Daily Traffic Toll Data (September 2003)

+ Next to an agenda item indicates an attachment.
I-15 Project Management Team  
Meeting Summary  
Tuesday, September 16, 2003

1. The following individuals participated in the meeting:

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Heather Werdick</td>
<td>SANDAG</td>
<td>Bob Davis</td>
<td>Wilbur Smith</td>
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<tr>
<td>Derek Toups</td>
<td>SANDAG</td>
<td>Shannon Ballard</td>
<td>FHWA</td>
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<td>Fares Ibrahim</td>
<td>TransCore</td>
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<tr>
<td>Brad Bohm</td>
<td>CHP</td>
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<td>Lynn Barton</td>
<td>Caltrans</td>
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<tr>
<td>Sydney Blanco</td>
<td>SDSU (student)</td>
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<td>Syclia Chau</td>
<td>SDSU (student)</td>
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2. Changes to the Previous Minutes

There were no changes to the previous minutes.

3. Customer Service Center (CSC) Update

Fares Ibrahim updated the Project Management Team (PMT) on Customer Service Center (CSC) activities. As of September 16, 2003, there were 16,889 accounts open, 24,661 transponders issued, a balance of 1,472 transponders in stock, and over 700 dead transponders have been returned to the CSC. Per SANDAG direction, TransCore is waiting until it has accumulated at least 1000 dead transponders before returning them to the manufacturer for repair and replacement.

Twenty-four comments were received in August. Eighteen comments were regarding congestion. Two comments were regarding CHP, two were regarding violations, and one was a suggestion. One comment related to Northbound/Southbound weekend operations was received and a new code has been assigned to the customer comment log codes for future reference.

Mr. Ibrahim reported that the CSC mailed out letters in response to all complaints.

Mr. Ibrahim also reported that action is underway to locate customer accounts with “zero transaction” transponders. A ‘non-activity’ letter was mailed out to assist in identifying account holders with dead transponders, and to encourage account holders who no longer use the HOV lanes to return their transponder to the CSC. TransCore will report more on the results of this letter effort at the October PMT meeting.

4. I-15 Weekend Operations

Lynn Barton reported that Caltrans is monitoring the weekend traffic counts closely. The first attempt at weekend operations was interrupted by a power outage. The Express Lanes were open to HOV and FasTrak traffic, but no data was collected from the toll plaza due to the power outage. As of September 5, 2003, the Express Lanes are open 24 hours during
weekend operation. The toll signs turn off on Mondays at 4:30 a.m. northbound and on again at 5:45 a.m. southbound. In general traffic congestion since the weekend operations began is heavier in the southbound direction than northbound.

Heather Werdick commented on the first successful weekend operation of the Express Lanes (8/30 – 8/31), when a total of 535 FasTrak users were recorded, and $355.75 revenue was collected. The toll on Sunday, September 14, reached four dollars. There were 13,000 vehicles all day and a $4.00 toll rate from 4:49 p.m. to 5:36 p.m. This was probably related to Chargers game-day traffic.

Mr. Barton suggested a review of the Caltrans Incident log to verify an accident did not contribute to the heavy congestion in the northbound lanes.

Ms. Werdick added that several comments have been made regarding the selected direction of weekend operations (northbound), with a preference for a southbound configuration.

Mr. Barton reminded the group that Caltrans had preferred to begin weekend operations in the northbound direction, and after one to three months the direction of operation will switch to southbound for a similar duration. The decision to open the lanes northbound first was based on cost criteria for additional staff hours required to switch directions from north to south on Friday nights.

Ms. Werdick added that the pilot phase of weekend operations is aimed at evaluating demand in both directions to make an informed decision on the long-term configuration of the Express Lanes during weekend operation, and suggested a media blurb be prepared to inform the public of the pilot nature of the current weekend operation, as opposed to responding to each comment individually.

Bob Davis asked what criteria SANDAG will use to determine the future direction of weekend operations. For instance, will traffic volume or overall revenue be a factor?

Ms. Werdick responded that SANDAG staff will prepare a status report to the SANDAG Transportation Committee in December to address this issue. The agency is interested in making sure the scenario selected for long-term operations is the most helpful to relieving congestion on the I-15 corridor in general. Additionally, a determination still remains to be made regarding what holidays the Express Lanes will/will not be open.

5. Caltrans I-15 Construction

Mr. Barton updated the group on I-15 construction activities. Additional measures to mitigate traffic back-up at the northbound express lanes exit are underway. The re-striping of the main lanes north of Rancho Bernardo Road will be completed in mid October. Also, the FasTrak sign has been moved back from its temporary position.

Mr. Barton explained that Caltrans is juggling the SR 56 and Managed Lanes construction projects. The addition of a slip-ramp from the Express Lanes near Poway Road should be open in two to three months, and should help to alleviate the queuing problems at the north end of the lanes. The costs for the slip lane will be absorbed by the Managed Lanes project.
Mr. Ibrahim noted that traffic weaving at Carmel Mountain Road is affecting traffic trying to get into the number one lane. Due to the high number of complaints the CSC has received as a result of I-15 construction, it was suggested that the I-15 construction team (i.e., Dan Juarez and/or Brian Hadley) and the I-15 FasTrak PMT have a special meeting in November to discuss construction impacts.

Mr. Barton will coordinate with the I-15 construction team to identify an available date, time and location for a November meeting, and report back at the October PMT meeting.

Ms. Werdick reminded the group that the fact sheet on the Caltrans website is available to answer customer concerns, and she has had good responses from referring customers there.

6. Enforcement Issues

Officer Brad Bohm reported on enforcement issues for the month of August. In August, the CHP issued 71 citations and 23 verbal warnings. Contrary to some speculation that late-night street racing might be a problem, there have been no reports of persons attempting to race in the Express Lanes.

Officer Bohm expressed that enforcement by motorcycle is easier on the Express Lanes with construction impacting traffic flow. However, patrol cars will still be used at the toll plaza and northbound exit to enforce SOV violators.

Mr. Ibrahim inquired as to how enforcement at the north end of the lanes was carried out, as there is no transponder reader indicator light to confirm that FasTrak users are being charged the toll. It was agreed that enforcement, whenever possible, should take place in the toll zone, near the toll plaza, where account charges can be verified.

Mr. Ibrahim mentioned that having transponder numbers on citations remains a concern since the judge will dismiss any ticket in which transponder verification is not available.

Officer Bohm assured the group that all officers patrolling the Express Lanes are instructed to adhere to this procedure.

7. Other Business

Ms. Werdick reported that Express Lanes revenue has slightly increased with the school year resuming.

Also, representatives from the Minnesota DOT, along with state and U.S. elected officials from Minnesota have requested a tour of the I-15 Express Lanes, approximately around October 20, 2003. SANDAG will report more on the outcome of this event at the October PMT meeting.

The group was notified that Derek Toups will assume the project management role starting next month and is now the primary contact at SANDAG regarding the I-15 Express Lanes value pricing project.
8. **Next Meeting**

The next PMT meeting is scheduled for October 21, 2003 at SANDAG from 9:30 a.m. to 11:00 a.m. Pacific Time.