

Program B00

**DOT - Toll Operations and Maintenance**

**Recommendation Summary**

Dollars in Thousands

	Annual FTEs	General Fund State	Other Funds	Total Funds
<b>2013-15 Expenditure Authority</b>	38.7		68,155	68,155
<b>Total Maintenance Level</b>	44.4		73,238	73,238
Difference	5.7		5,083	5,083
Percent Change from Current Biennium	14.7%		7.5%	7.5%
<b>Performance Changes</b>				
Toll Facility and System Maintenance	23.5		8,472	8,472
Toll Operations and Management	8.5		4,046	4,046
Additional SR 520 O and M Reserve			2,157	2,157
Toll Operations			(8)	(8)
Customer Service Center Procurement			(832)	(832)
Customer Service Center Request for Proposal			1,776	1,776
PTE Local 17 Agreement			25	25
State Public Employee Benefits Rate			12	12
WFSE General Government Master Agreement			175	175
Nonrepresented Job Class Specific Increases			8	8
General Wage Increase for State Employees			70	70
<b>Subtotal</b>	32.0		15,901	15,901
<b>Total Proposed Budget</b>	76.3		89,139	89,139
Difference	37.7		20,984	20,984
Percent Change from Current Biennium	97.4%		30.8%	30.8%
<b>Total Proposed Budget by Activity</b>				
Tolling Maintenance and Preservation	25.1		11,187	11,187
Tolling Operations	51.2		77,952	77,952
<b>Total Proposed Budget</b>	76.3		89,139	89,139

**PERFORMANCE LEVEL CHANGE DESCRIPTIONS**

**Toll Facility and System Maintenance**

The department estimates that it will collect approximately \$310 million in toll revenue during the 2015-17 biennium. Timely response to customer issues, accurate financial accounting and reporting, and properly maintaining the toll facility structures and toll equipment are critical to guaranteeing uninterrupted revenue collections and providing a safe roadway for customers. Funding is provided for increased costs to operate and maintain roadside toll collection systems and to reflect the transfer of roadway and structure maintenance costs from other programs into the Toll Program. (High-Occupancy Toll Lane-State, SR-520 Corridor Account-State, Tacoma Narrows Bridge Account-State)

## **TRANSPORTATION**

### **Toll Operations and Management**

The Washington State Department of Transportation (WSDOT) chart of accounts includes a subprogram, Toll Oversight and Planning, specifically for tracking and recording the financial transactions associated with necessary toll operations that are not solely associated with a single toll facility. As the toll facilities were constructed, many of these activities were funded in the capital program. Since the capital phase is nearing completion, it is necessary to transition and reflect these activities in the Toll Program and fund them with toll revenues. Funding is provided for toll oversight and planning activities in the 2015-17 biennium to reflect the transition from construction to operations. (High-Occupancy Toll Lane-State, SR-520 Corridor Account-State, Tacoma Narrows Bridge Account-State, Motor Vehicle Account-State, SR-520 Civil Penalties Account-State)

### **Additional SR 520 O and M Reserve**

Funding is put into reserve for the SR 520 floating bridge to meet legal obligations of bond covenants. (SR 520 Corridor Account state)

### **Toll Operations**

Funding is reduced for toll operations and consultant support costs of tolled facilities. Costs are also adjusted between accounts to ensure proper allocation of shared costs. (High-Occupancy Toll Lane-State, SR-520 Corridor Account-State, Tacoma Narrows Bridge Account-State)

### **Customer Service Center Procurement**

Funding for procuring and transitioning to a new customer service center vendor is not needed in the 2015-17 biennium. (High-Occupancy Toll Lane-State, SR-520 Corridor Account-State, Tacoma Narrows Bridge Account-State)

### **Customer Service Center Request for Proposal**

The 2014 supplemental budget provided funding for procuring and transitioning to a new customer service center (CSC) vendor. The procurement effort was delayed while the department undertook negotiations with the current vendor to stabilize the CSC operations, and minimal funds were expended. The remaining procurement funds are reappropriated to the 2015-17 biennium. (High-Occupancy Toll Lane-State, SR-520 Corridor Account-State, Tacoma Narrows Bridge Account-State)

### **PTE Local 17 Agreement**

Funding is provided for a collective bargaining agreement with Professional and Technical Employees (PTE) Local 17, which includes a general wage increase of 3 percent, effective July 1, 2015; a general wage increase of 1.8 percent for all employees who earn \$2,500 a month or more, effective July 1, 2016; a general wage increase of 1 percent plus a \$20 per month increase for all employees who earn less than \$2,500 per month, effective July 1, 2016; targeted salary adjustments for the Washington State Patrol commercial vehicle enforcement series and communications officers; and employee insurance. (General Fund-State, various other accounts)

### **State Public Employee Benefits Rate**

Health insurance funding is provided for state employees who are not represented by a union or who are covered by a bargaining agreement that is not subject to financial feasibility determination. Insurance for employees covered by the health insurance coalition is included in funding for their respective collective bargaining agreements. The insurance funding rate is \$913 per employee per month for Fiscal Year 2016 and \$947 per employee per month for Fiscal Year 2017. (General Fund-State, various other accounts)

**WFSE General Government Master Agreement**

Funding is provided for a collective bargaining agreement with Washington Federation of State Employees (WFSE), which includes a general wage increase of 3 percent, effective July 1, 2015; a general wage increase of 1.8 percent for all employees who earn \$2,500 a month or more, effective July 1, 2016; a general wage increase of 1 percent plus a \$20 per month increase for all employees who earn less than \$2,500 per month, effective July 1, 2016; salary adjustments for targeted classifications; hazard pay for designated night crews; assignment pay in designated areas; and employee insurance. (General Fund-State, various other accounts)

**Nonrepresented Job Class Specific Increases**

Funding is provided for classified state employees who are not represented by a union for pay increases in specific job classes in alignment with other employees. (General Fund-State, various other accounts)

**General Wage Increase for State Employees**

Funding is provided for wage increases for state employees who are not represented by a union or who are covered by a bargaining agreement that is not subject to financial feasibility determination. It is sufficient for a general wage increase of 3 percent, effective July 1, 2015; a general wage increase of 1.8 percent for employees who earn \$2,500 a month or more, effective July 1, 2016; and a general wage increase of 1 percent plus a \$20 per month increase for employees who earn less than \$2,500 per month, effective July 1, 2016. This item includes both higher education and general government workers. (General Fund-State, various other accounts)

**ACTIVITY DESCRIPTIONS**

**Tolling Maintenance and Preservation**

This activity provides statewide maintenance and preservation of the Tacoma Narrows Bridge, State Route 167, and State Route 520. It also includes inspections, erosion prevention, landscape maintenance, snow and ice removal, bridge deck repair, and painting.

**Tolling Operations**

This activity is responsible for current and future statewide toll collection operations, including toll account management, customer service, and toll payment enforcement in order to safeguard state assets. The activity manages the quality and efficiency of toll operations for state transportation facilities financed through direct user fees or tolls. Toll Operations is responsible to forecast and analyze traffic, revenue, operations, and maintenance costs for the purpose of recommending toll schedule adjustments to the toll setting authority. It also provides statewide tolling operations, which currently include the Tacoma Narrows Bridge, State Route 167, and State Route 520.