

Adjudication Program Update

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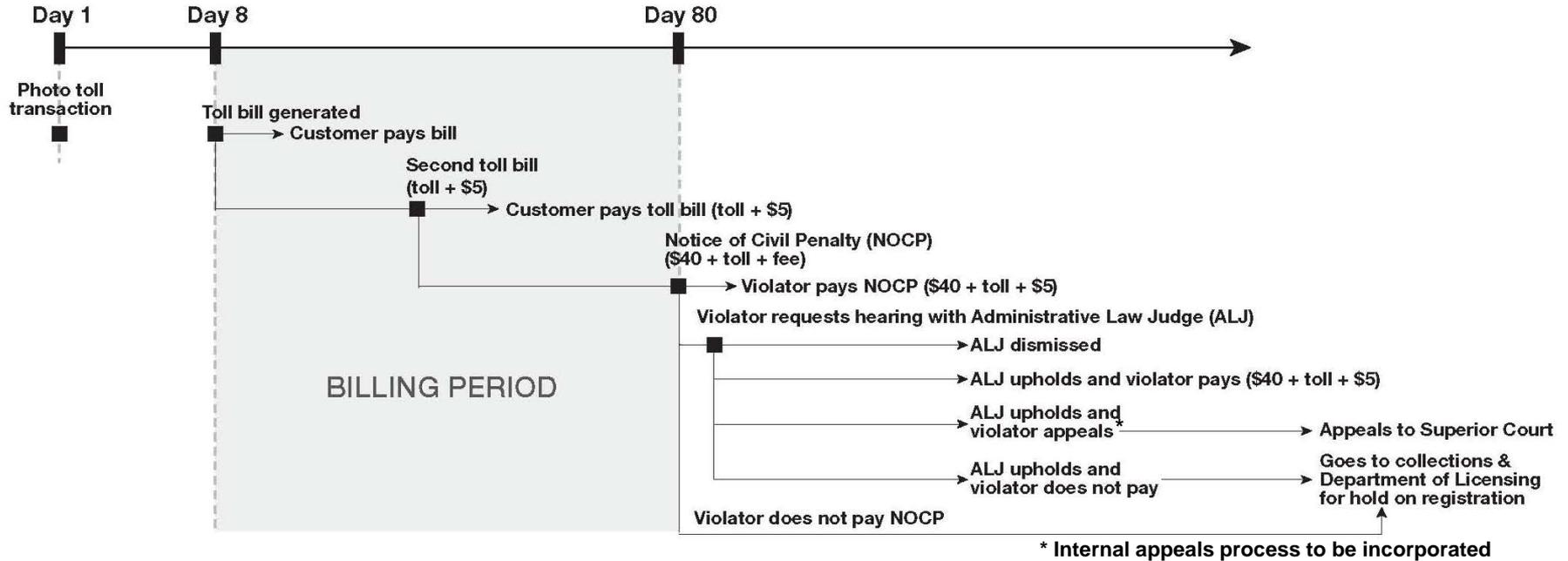
Director of Toll Operations
Toll Division

**Washington State Transportation Commission
December 10, 2013**

Agenda

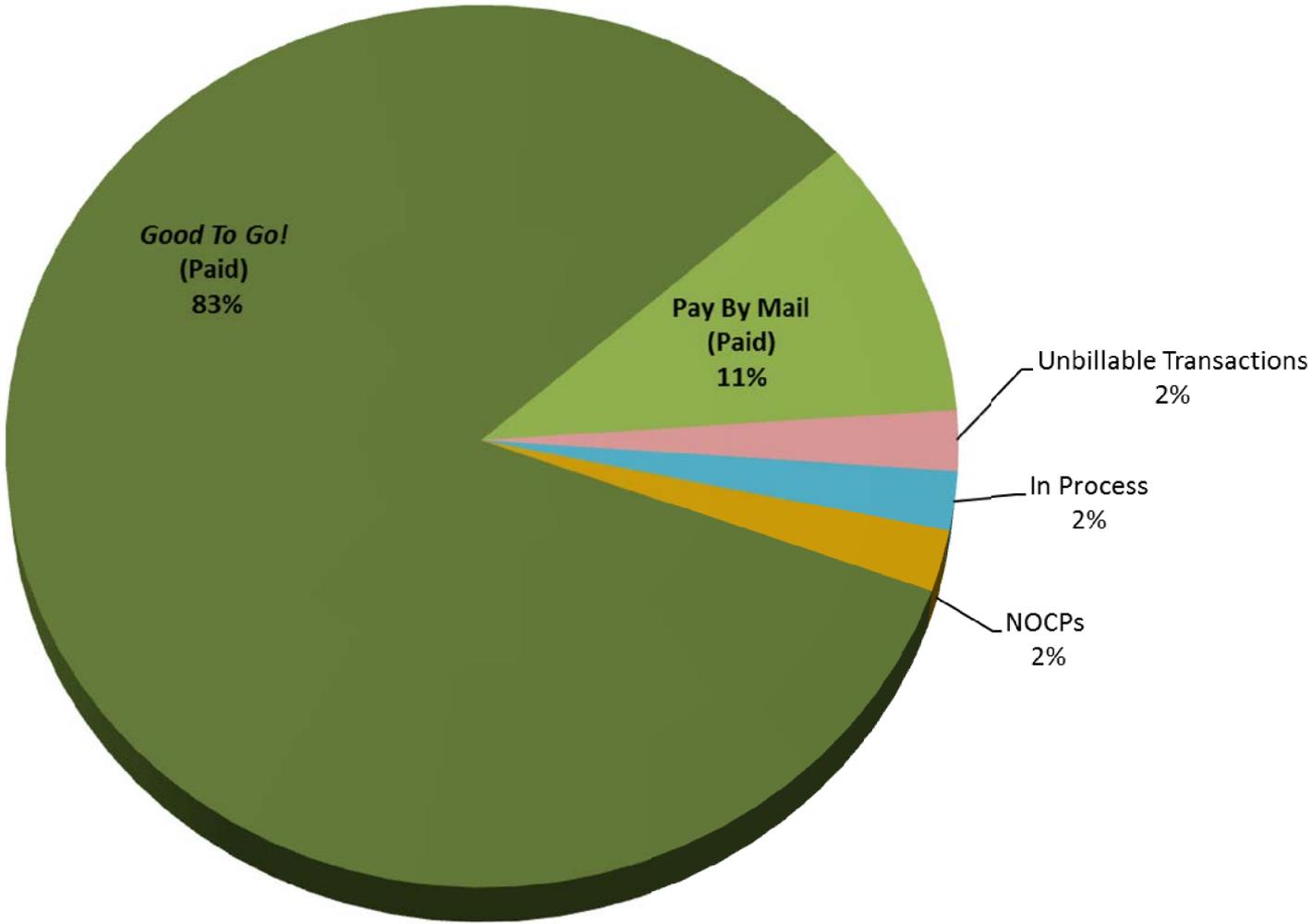
- Toll Bill and Notice of Civil Penalty Process
- NOCP Processing Participants
- Transactions by Payment Method
- Civil Penalty Program for Toll Violations
- NOCP Quality Control Process
- Adjudication Program Trends
- Adjudication Process Changes

Toll Bill and Notice of Civil Penalty Process



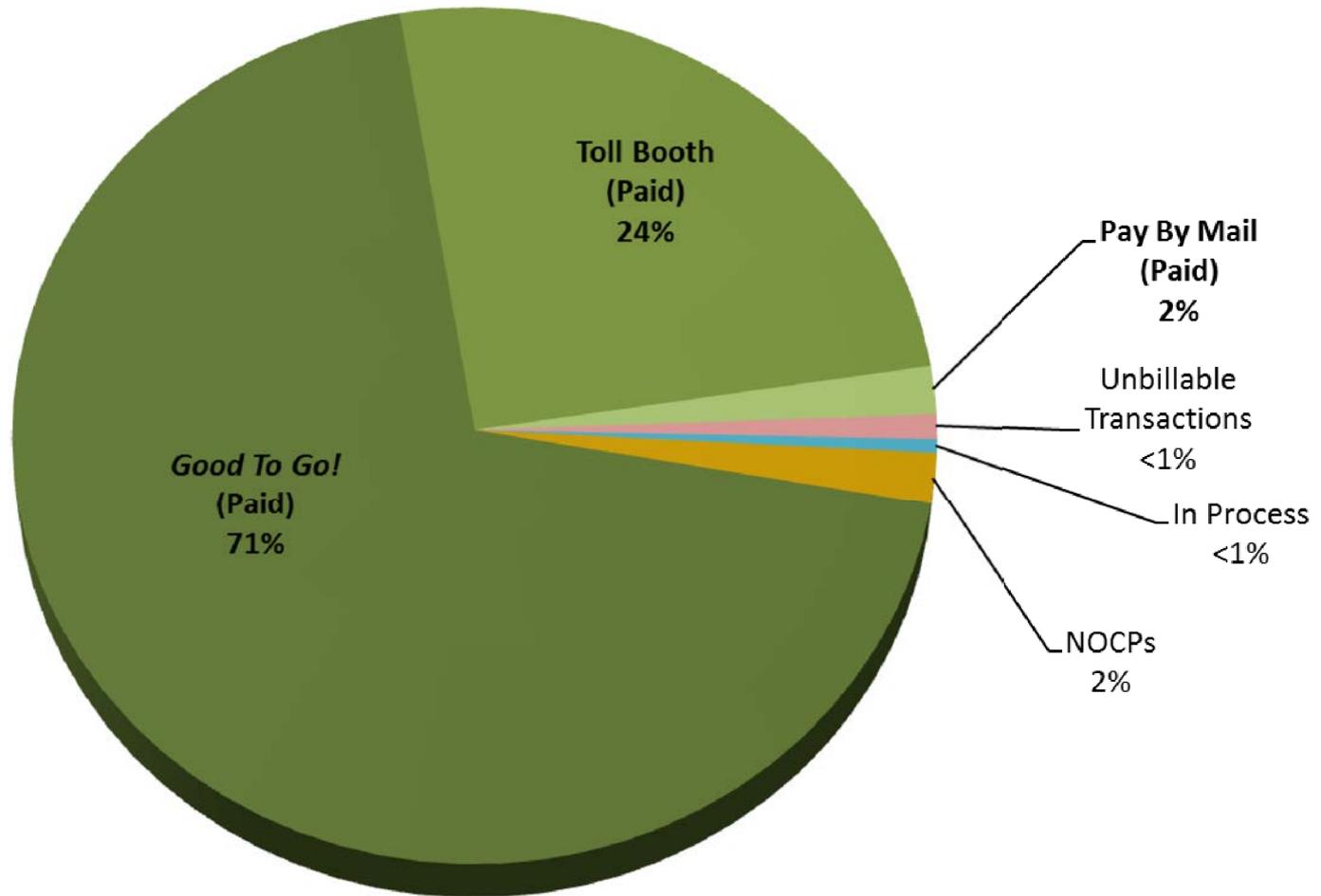
SR 520 Transactions by Payment Method

FY 2013



Source: Toll Business Report – June 2013

Tacoma Narrows Bridge Transactions by Payment Method FY 2013



Source: Toll Business Report – June 2013

Civil Penalty Program for Toll Violations

FY 2014 Q1

	SR 520 Bridge	Tacoma Narrows Bridge
Number of civil penalties transactions issued ¹	168,564	97,540
Number of civil penalty transactions paid upon receipt of the NOCP	19,627	5,214
Number of civil penalty transactions adjudicated via a written dispute in lieu of hearing	7,593	3,346
Number of civil penalty transactions adjudicated via an in-person hearing	11,079	4,939
Number of civil penalty transactions which did not receive a response	130,265	84,041
Workload costs related to adjudicated transactions ²	\$536,705	\$271,229
Cash received related to \$40 civil penalty fee ^{3,4}	\$2,156,614	\$442,672

¹ Civil Penalty Transaction data is queried from the ETCC database. The data is pulled at least 25 days after the NOCP transaction date in order to allow each recipient time to pay or request a hearing prior to the NOCP due date.

² Workload costs represent the total costs charged to each toll facility in relation to the civil penalty program during this reporting period.

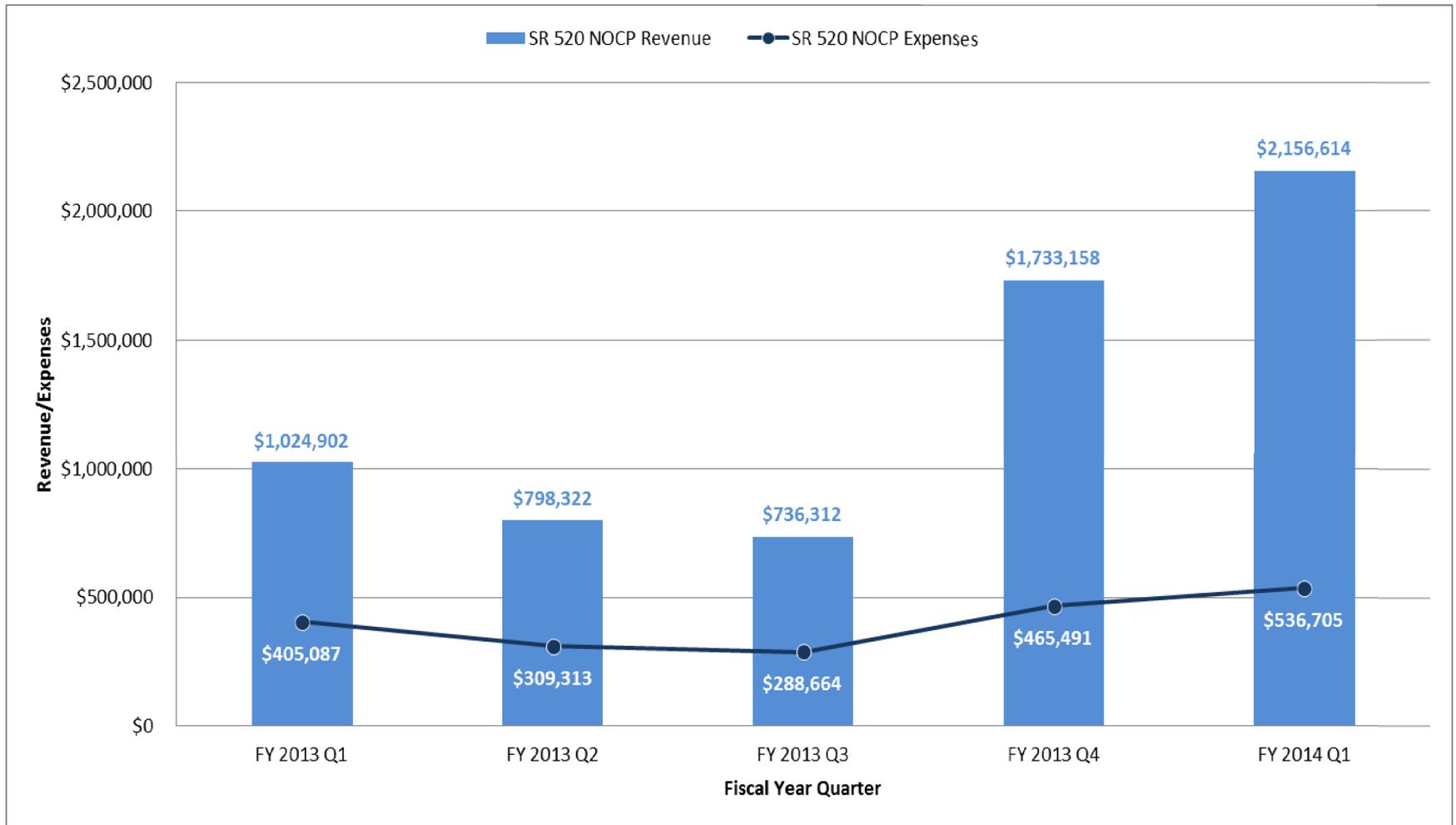
³ Revenues reported here represent cash received from NOCP penalty payments only. They do not include any toll or reprocessing fee cash collected. Amounts presented are not in whole \$40 increments due to partial payments.

⁴ Financial statements report total revenues earned after NOCP recipient has been found "liable" through an administrative hearing or deemed "liable" for not responding to the notice by the due date (20 days). This differs from the amount of cash collected which is presented here.

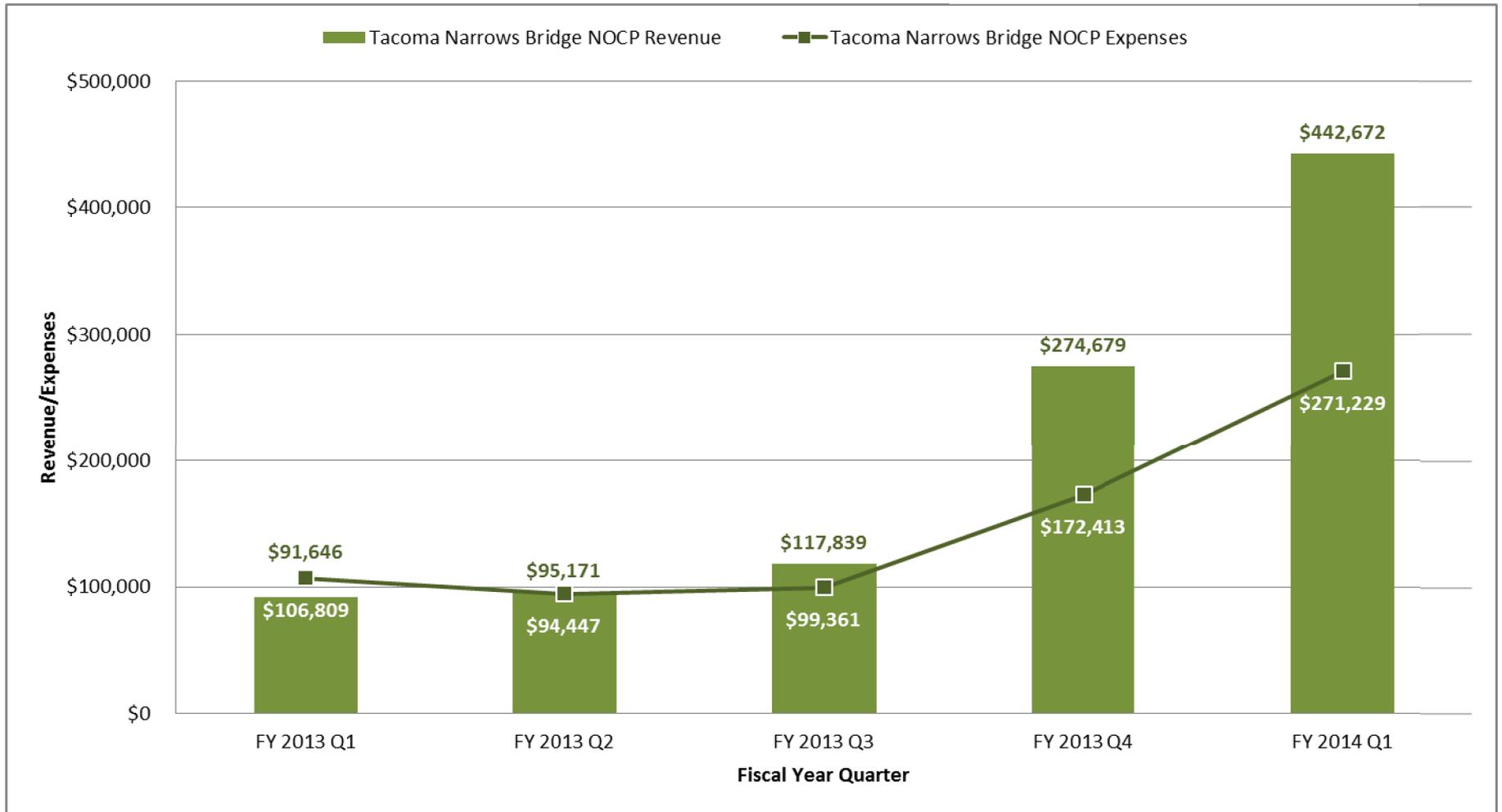
NOCP Quality Control Process

- Several filters were put in place prior to NOCP issuance in February 2012 to ensure:
 - Each transaction is viable
 - The registered owner is correct
- 50% of all NOCPs were held in the filters as part of this quality control process
- The filters were removed in Spring 2013 due to an increased level of confidence that the processes were functioning properly, releasing ~300,000 NOCPs
- As anticipated, a significant increase in adjudication numbers is being seen in FY 2013 Q4 and FY 2014 Q1

SR 520 Adjudication Program Revenue and Expense Trends



Tacoma Narrows Bridge Adjudication Program Revenue and Expense Trends



Adjudication Process Changes

2013 Substitute House Bill 1941 Requires Additional Reporting Categories:

- Number of times civil penalty were reduced or dismissed
- Total dollar amount of civil penalties dismissed
- To be included in the FY 2014 Q2 Notice of Civil Penalty Quarterly Report

Administrative Review

- Adding an internal appeal process for judicial orders
- Working with the Office of the Attorney General and the Office of Administrative Hearings to implement

For questions or further information...

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