



Toll Division Annual Report

FY 2021

July 1, 2020 - June 30, 2021



A message from WSDOT

I am pleased to share the Washington State Department of Transportation's Toll Division Annual Report for fiscal year (FY) 2021 (July 1, 2020 – June 30, 2021).

This year started in the midst of a pandemic, which left the Toll Division navigating new territory as traffic volumes and revenue fell, employees learned the intricacies of telework, and customer service created new ways to assist customers who could no longer visit our walk-in centers. It was a steep learning curve, but we've managed it well.

Preparing for the next generation

In this virtual-only environment the Toll Division and our partners also had to ramp up preparation for the launch our new back office system, which went live in July 2021.

The system has been more than seven years in the making, but it felt like a marathon over FY 2021 as we spent much of year rigorously testing the website and systems, coordinating with new vendors, and ensuring our new system will better serve our customers in the future.

Transitioning to a new system is not a simple process and it involved much more than a typical software upgrade. Throughout FY 2021 the Toll Division worked to integrate the new system with our existing roadside tolling equipment and other external interfaces such as the Department of Licensing, the Department of Enterprise Services and several banking vendors. We're thankful to OCIO for their oversight and assistance in bringing these elements together for this new system.

We worked extensively to keep other state agencies apprised of the ongoing project, providing regular communication about the progress and how the changes would affect their operations.

The final piece was preparing our customers and the public. Beginning in late May 2021 the Toll Division began an educational campaign, alerting **Good To Go!** customers, legislators, media, and drivers throughout the five travelsheds the system would be offline for up to two weeks.

Recovering slowly

Despite the steep drop off of travel in March 2020, we did see the beginnings of recovery in FY 2021. This is particularly true of the Tacoma Narrows Bridge and the State Route (SR) 167 High Occupancy Toll (HOT) Lanes where traffic returned to just 1 percent and 6 percent respectively below 2019 levels by the end of June 2021.

The same cannot be said of the SR 520 bridge and the SR 99 tunnel which, have been slow to recover for a variety of reasons, including a large number of downtown Seattle businesses encouraging telework and nearby non-tolled routes becoming more accessible with less traffic volumes overall.

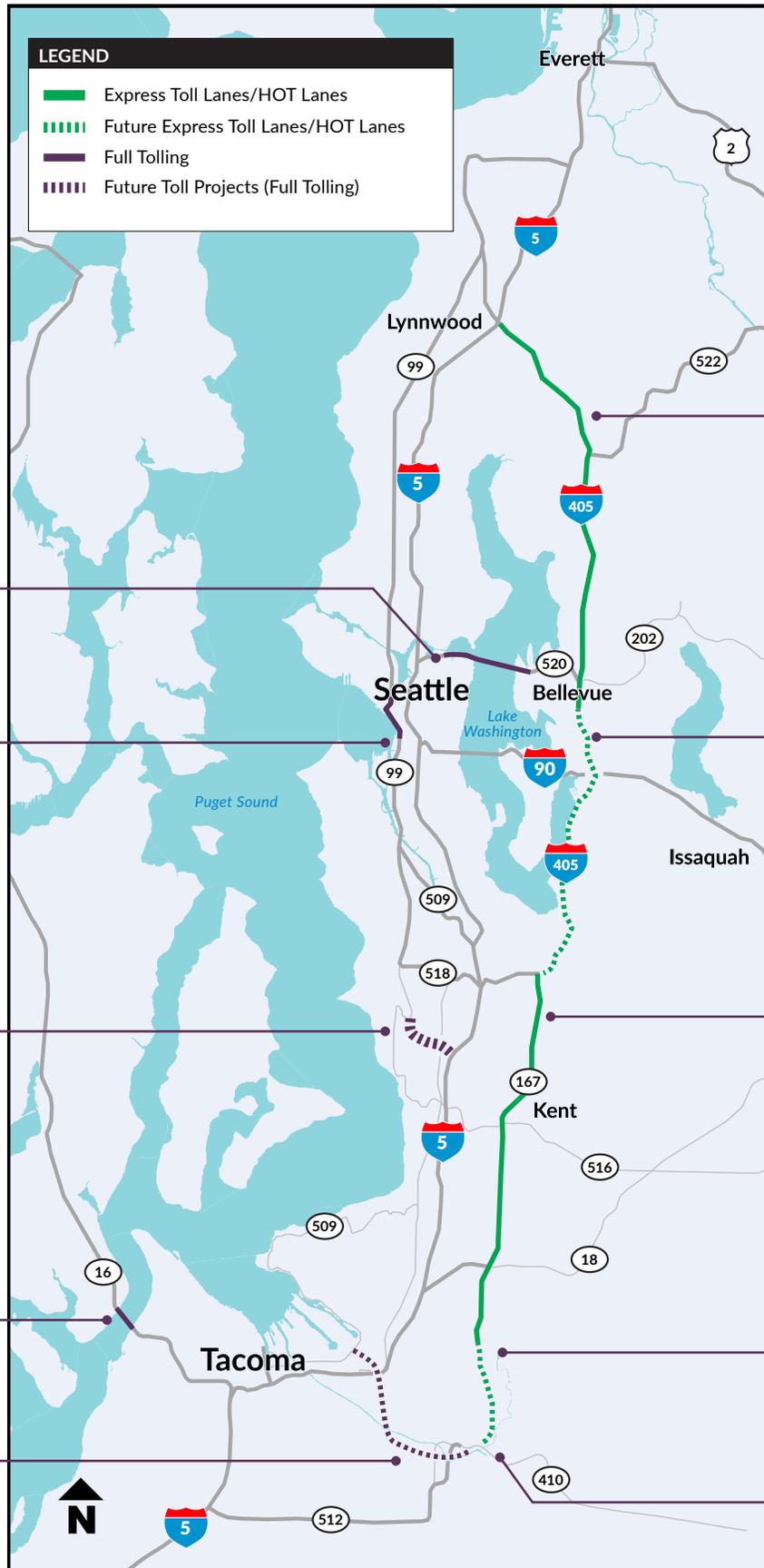


To help address the financial situation resulting from the pandemic the Washington State Transportation Commission, with support from the Toll Division, began a rate setting process to evaluate what rate adjustments were needed to meet debt obligations and bond repayment schedules. To accommodate the decreased revenue, tolls will increase by 25 cents on all Tacoma Narrows Bridge trips, and by 15 percent on all SR 99 trips beginning Oct. 1, 2021. The commission also adopted an adjustment to the SR 520 rate increase schedule, and have scheduled a rate adjustment in July 2023.

In addition to the rate increases, the Toll Division improved cost efficiency and savings internal to the program by delaying and realigning future projects dependent on toll revenue, and by closing the Bellevue, Gig Harbor and Seattle centers and relocating the services into a single, more centrally located center in Renton where rent costs are significantly less. The Toll Division office also relocated to a lower-cost alternative site, sharing a space already leased by Washington State Ferries, instead of renewing a lease in Seattle's Pioneer Square.

Edward Barry | Director, WSDOT Toll Division
December 2021

TOLL FACILITIES



I-405 Express Toll Lanes Bellevue to Lynnwood opened 2015

SR 520 Bridge opened 2011

SR 99 Tunnel opened 2019

I-405 Express Toll Lanes Renton to Bellevue

SR 509 Puget Sound Gateway Project

SR 167 HOT Lanes opened 2008

SR 16 Tacoma Narrows Bridge opened 2007

SR 167 HOT Lanes extension opened 2016

SR 167 Puget Sound Gateway Project

SR 167 HOT Lanes Extension

Highlights from Fiscal Year 2021

Tolling in Washington state

For more than a decade Washington state has used tolling as a strategic tool to help manage congestion, enhance mobility, fund public improvement projects, and generate revenue required for ongoing operation and maintenance costs of existing facilities. Toll facilities are authorized by the Washington State Legislature, and the Washington State Transportation Commission establishes the toll rates and exemptions. The facilities noted in this report are either already in operation or authorized for tolling by the Legislature:

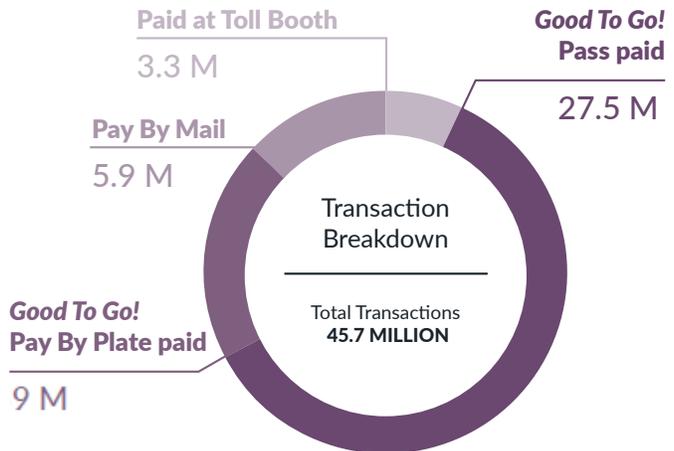
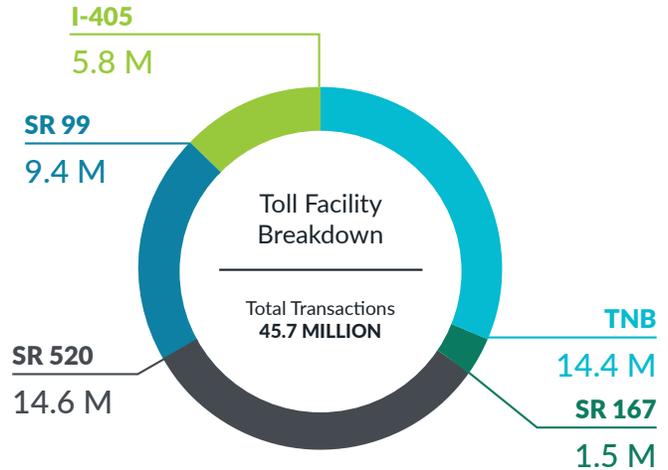
Fiscal Year (FY) 2021 current toll facilities

- SR 16 Tacoma Narrows Bridge
- SR 167 HOT lanes
- SR 520 bridge
- I-405 Express Toll Lanes (ETL) – Bellevue to Lynnwood
- SR 99 tunnel

Future facilities

- I-405 ETL expansion – Renton to Bellevue
- SR 167 and SR 509 Expressways
- SR 167 HOT Lanes extension from Pacific to SR 512 (Gateway Projects)

TOTAL TRIPS (MILLIONS) FY 2021



TOLL REVENUE (MILLIONS) FY 2021



*Due to actions taken to prepare for the transition to a new back office system in July a portion of the June trip data had to be estimated based on actual transactions, and historical trends from 2019.

Highlights from Fiscal Year 2021

The cost to collect a toll

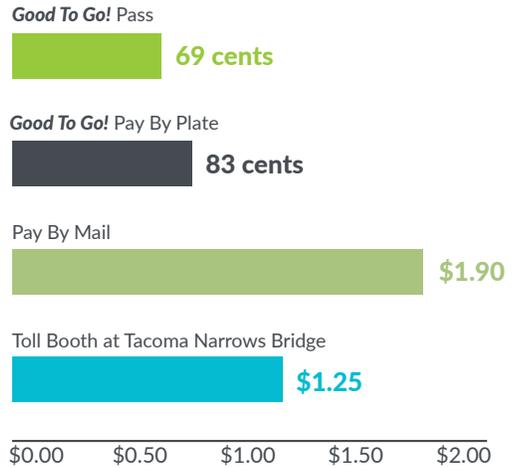
In FY 2021, it cost WSDOT an average of 63 cents to collect a toll for a trip made with a **Good To Go!** pass. Other methods available for customers to pay tolls, including Pay By Plate and Pay By Mail, are more expensive to collect – but those customers pay a higher toll rate, which is intended to cover the extra cost to collect on those methods.

The average toll collected across all facilities in FY 2021 was \$3.25, with 91 cents covering the cost of collection and all net revenue after that is reinvested back into the overall roadway operations, maintenance, construction and debt service as directed by the legislature.

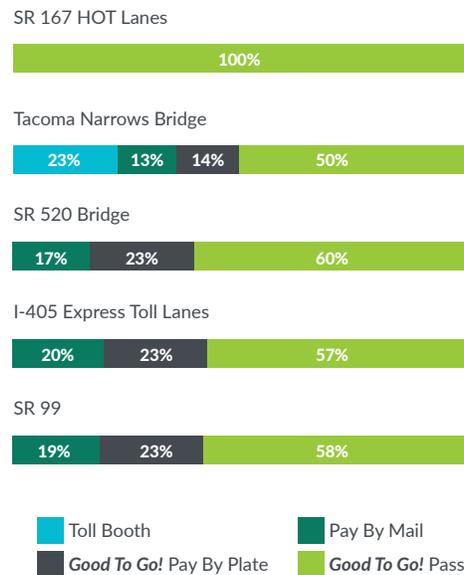
Revenue decreased by 11% and toll revenue decreased by 17% in comparison to FY 20. This directly resulted in cost reductions for credit card fees and mailing costs. However, the toll operations costs are largely fixed. Even through overall toll collections costs decreased slightly, the average cost per transaction still increased by 1%, rising to 91 cents per transaction.

With fewer transactions to spread the costs to collect across, each one must account for more of the total, which caused the average cost to collect to increase from FY 2020 despite the fact that there was minimal changes to the actual costs.

COST TO COLLECT TOLL PER TRANSACTION



PAYMENT METHOD BY FACILITY



Business plan goal: High quality customer service

WSDOT strives to provide excellent customer service for people contacting **Good To Go!** aiming to address customer issues during the first contact.

WSDOT's customer relief program continues to be a success. The program makes it easier for customers to resolve a toll bill and offers first-time waivers of late fees and penalties. Nearly 50,000 customers had penalties waived in FY 2021 and WSDOT collected \$2 million in unpaid tolls as a result of the program.



415,000
calls

Active accounts

	Total	New in FY 21
Total Good To Go! Accounts	1,088,500	34,500
Registered Passes	964,000	29,000
Pay By Plate	110,000	5,000
Other	14,500	500



5.7 MILLION
outgoing emails

Active passes*

	Total	New in FY 21
Total Passes	1,836,000	48,000
Stickers	1,160,000	30,000
Flex Pass	484,000	20,000
Motorcycles	24,000	1,000
Other	168,000	-3,000



3.8 MILLION
outgoing pieces of mail

*Active Passes is the count of passes that have been registered to an active **Good To Go!** account as of May 2021.

Customer survey from FY 2021

	Yes	No
Was your issue resolved in one call?	80%	20%
Representatives provided respectful service in a friendly manner?	93%	7%
Representatives spent a sufficient amount of time helping me resolve my issue	90%	10%
Representatives were knowledgeable and able to answer my questions	88%	12%

Business plan goal: Outstanding program delivery and operation



A lot happened behind the scenes in FY 2021 as the Toll Division prepared for the launch of our new website, back office system and customer service system, which launched successfully in July 2021.

The previous system is more than 10 years old and hasn't kept pace with technological advancement or our customer needs. The much-needed update will incorporate industry best practices, modern security protocols, and requests from customers.

Throughout the course of FY 2021 we rigorously tested the new system in preparation for its planned launch. That work involved tirelessly checking to ensure the system functioned the way it was designed, was easy to use, correctly applied business and financial rules, and would be an overall improvement for our customers.



New features

- **Case management:** Customers will be able to open a case for any issue and track its progress to a solution.
- **Dashboard additions:** New self-service tools provide customers greater control over their account management.
- **Pay As You Go:** This option allows customers to open accounts without pre-paying \$30 in tolls. Instead the tolls will be charged to a customer's credit card twice a month. It reduces barriers for customers who may prefer to not pre-pay and those seeking an account only to carpool in the express toll lanes or HOT lanes.



New website

The website allows for customers to manage almost every aspect of their account completely online without needing to contact customer service. Customers will be able to easily reset passwords, add or remove vehicles, submit a dispute, and update their credit card.



New customer service center

The Toll Division customer operations moved to a more centrally-located in Renton, which houses our customer service representatives, call center staff, and pass fulfillment operations.



New partners

As part of the system update WSDOT engaged new vendors to design, implement and manage several aspects of the upgraded back office system:

- ETAN was contracted to design and implement a new billing and payment system
- Shimmick will run the customer service side of the program

Toll Division: New system, new center

Transitioning to a new back office system, customer service system, and launching a new website are not the only major changes that were underway this year. The Toll Division also moved the call center to Renton from its former location in Seattle.

The customer service team began operating out of the 24,000 square-foot facility in early 2019, and it's already a bustling hub of activity. The entire suite is arranged with the most efficient workflow in mind, and it's outfitted with new telephone and computer systems connected to the new back office system, state-of-the-art training facilities, additional space for mailing and pass fulfillment operations, and plenty of conference rooms that allow for increased collaboration. In a post-pandemic reality the co-location of customer service and operations staff within the center will lend itself to quick communication and fast resolution of any problem.

Computer-based tools throughout the call center floor enables constant, socially distanced, contact between the supervisors and representatives to ensure they have the most up-to-date information about any evolving customer issues and allows them to track their performance metrics in real-time.

In addition to bringing in the best equipment and most efficient practices from across the industry, the center was also designed with employee comfort in mind. The space is filled with large windows and bright colors, a small market offering a variety of food with options ranging from tasty treats to a fresh and healthy lunch.

Most important of all, this new center has plenty of room to grow and was designed to be modifiable, which is a good thing because we're already using every inch available to provide social distancing for staff even setting up offices in spaces originally intended to be conference rooms.

There are classrooms on site so new trainees can learn on the actual system they will use and see real-world examples of the situations they will be handling. The classrooms can also easily be converted to additional desks for customer service representatives.



Business plan goal: Proactive, transparent communication

The transition between systems will involve taking customer service and our existing website offline for up to two weeks, which means customers and customer service representatives will be unable to access the system to pay bills or make changes to accounts.

In order to prepare for that temporary outage, the Toll Division created a proactive communications plan that relies on direct customer communications, media outreach, blogs, news releases, newsletters, social media, and sharing information with our partner agencies. The plan includes a project update page that provides customers with information on how the transition will affect accounts. The material is available in Chinese and Spanish.

The work began in May 2021 and will continue through July 2021.



In May and June 2021 the system transition outreach efforts involved:



For FY 21 in total there were:



Bridges and tunnels



SR 16 Tacoma Narrows Bridge

The summer of 2021 marked 14 years since tolling began on the eastbound span of the Tacoma Narrows Bridge. Tolls are a flat rate and the primary goal of tolling the Tacoma Narrows Bridge is to repay the debt for constructing the bridge. Toll revenue is also used for operations, maintenance, repair, and rehabilitation.

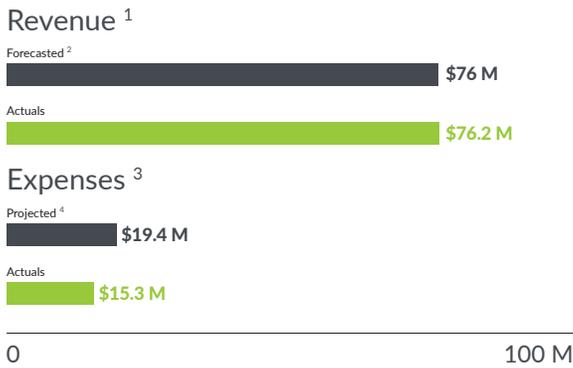
Due to the decline in traffic and revenue as a result of the pandemic, WSDOT is deferring the replacement of the toll equipment on the Tacoma Narrows Bridge until the 2021-23 biennium.

A loan from another transportation account, and use of American Rescue Plan Act funds authorized by the legislature, helped offset the need for unplanned rate adjustments in FY 2021 as a result of the pandemic.

The Washington State Transportation Commission (WSTC) authorized a 25-cent toll rate increase effective Oct. 1, 2021. On Tacoma Narrows Bridge, a one-time toll rate increase had been planned since 2018 to repay construction debt for the bridge, which opened in 2007.

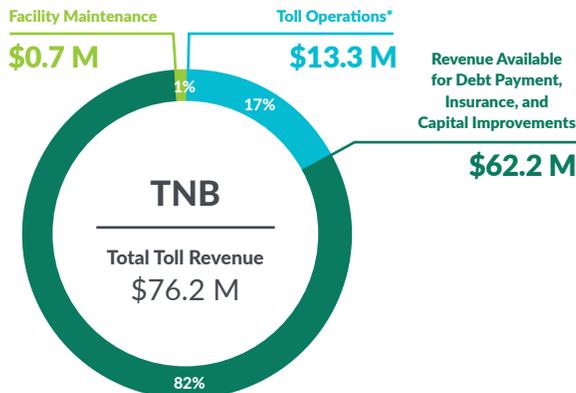
For more information visit wsdot.wa.gov/travel/roads-bridges/toll-roads-bridges-tunnels/tacoma-narrows-bridge-tolling

SR 16 REVENUE VS EXPENSES FY 2021



¹ Only includes tolling revenues
² The June FY 2021 TRFC forecasted toll revenue of \$76.0M, which is lower than the pre-COVID November 2019 forecast by \$7.4M, or 8.8%.
³ Expenses exclude transponder, civil penalty, customer service center procurement, other agency/program expenditures, and periodic repair and replacement costs.
⁴ The projected expenses are based on the June 2021 TRFC forecasted revenues and April 2021 projected expenses.

SR 16 REVENUE VS OPERATIONS AND MAINTENANCE FY 2021



*Toll Operations Costs

In FY 2020, the toll operations costs were 16 percent of toll revenue and in FY 2021 the toll operations costs were 17 percent of toll revenue. Facility maintenance are costs associated with maintaining the bridge, and not associated with toll collection. Similar to FY 2020, the cost to collect in FY 2021 was higher than pre-pandemic years due to a reduction of trips resulting in the decline in travel related to the COVID-19 pandemic, which began in March 2020. There are certain costs associated with collecting tolls and operations that exist even with a reduction in toll revenue. Since toll operations costs remain relatively constant, and revenue declined on all facilities due to the pandemic, this caused the toll operations to be a higher percentage of revenue than previous years.

Stats



Average weekday trips
42,000

The same number of weekday trips as recorded in FY 2020.



Good To Go! rate
\$5.00

Bridges and tunnels



SR 520

The 1.4 mile SR 520 Bridge is the world’s longest floating bridge. In addition to generating revenue, SR 520 tolls adjust throughout the day to manage congestion in the corridor.

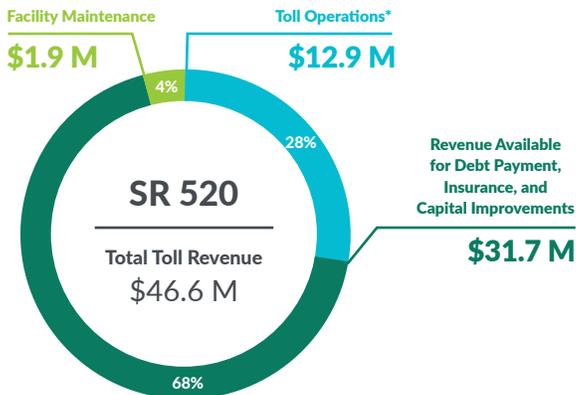
The Legislature authorized the use of federal American Rescue Plan Act funds into the SR 520 account, available in FY 2022, which will be used to help offset the immediate need for toll rate adjustments as a result of the pandemic-related revenue reduction. The WSTC authorized a toll rate increase effective July 1, 2023 to address continued projected revenue shortfalls.

SR 520 REVENUE VS EXPENSES FY 2021



¹ The revenue only includes toll revenue.
² The June FY 2021 TRFC forecasted toll revenue of \$46.6M, which is lower than the pre-COVID November 2019 forecast by \$43.9M, or 48.5%.
³ The expense forecast includes toll collection, O&M costs, roadway O&M costs, credit card fees, and bridge insurance premiums. It excludes transponder, civil penalty, customer service center procurement, other agency/program expenditures and periodic repair and replacement costs.

SR 520 REVENUE VS OPERATIONS AND MAINTENANCE FY 2021



*Toll Operations Costs

In FY 2020, the toll operations costs were 23 percent of toll revenue and in FY 2021 the toll operations costs were 28 percent of toll revenue. Facility maintenance are costs associated with maintaining the bridge and not associated with toll collection. Similar to FY 2020, the cost to collect in FY 2021 was higher than pre-pandemic years due to a reduction of trips resulting in the decline in travel related to the COVID-19 pandemic, which began in March 2020. There are certain costs associated with collecting tolls and operations that exist even with a reduction in toll revenue. Since toll operations costs remain relatively constant, and revenue declined on all facilities due to the pandemic, this caused the toll operations to be a higher percentage of revenue than previous years.

For more information visit wsdot.wa.gov/travel/roads-bridges/toll-roads-bridges-tunnels/sr-520-bridge-tolling

Stats



Average weekday trips
45,000

Decrease of 20,000 trips each weekday compared to FY 2020.



Average weekday transit boardings
4,000



Average weekday vanpool trips
127



Good To Go! rate (peak period)
\$4.30

Bridges and tunnels



SR 99 Tunnel

The 2-mile tunnel beneath Seattle was built to partially replace the aging and seismically-vulnerable Alaskan Way Viaduct. WSDOT collects tolls to repay \$200 million in construction bonds borrowed to build the tunnel, and to fund the ongoing cost of operating and maintaining a safe facility.

A loan from other transportation accounts and a toll rate increase authorized by the WSTC for Oct. 1 2021, will help offset the revenue reductions resulting from the pandemic.

For more information visit <https://wsdot.wa.gov/travel/roads-bridges/toll-roads-bridges-tunnels/sr-99-tunnel-tolling>

SR 99 REVENUE VS EXPENSES FY 2021

Revenue ¹

Forecasted ²
\$15.1 M

Actuals
\$15.1 M

Expenses ³

Projected
\$12 M

Actuals
\$11.7 M

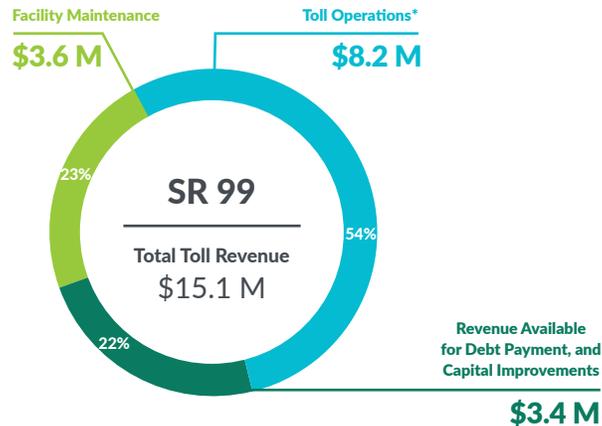
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¹ Only includes tolling revenues.

² The June FY 2021 TRFC forecasted toll revenue of \$15.1M, which is lower than the pre-COVID November 2019 forecast by \$9.1M, or 37.7%.

³ Expenses exclude transponders, civil penalty, customer service center procurement, other agency/programs expenditures, and periodic repair and replacement costs. The projected expenses are based on the June 2021 TRFC forecasted revenues and April 2021 projected expenses.

SR 99 REVENUE VS OPERATIONS AND MAINTENANCE FY 2021



*Toll Operations Costs

In FY 2020, the toll operations costs were 47 percent of toll revenue, and in FY 2021 the toll operations costs were 54 percent of toll revenue. Facility maintenance are costs associated with maintaining the tunnel and not associated with toll collection.

Since the SR 99 tunnel has considerably lower toll rates, the costs of toll operations will always be a higher percentage of toll revenue. Due to the fact that FY 2021 is the first full fiscal year with tolling, the FY 21 numbers are 29 percent higher than FY 20, when tolling began nearly halfway through the fiscal year.

Stats



Average weekday trips
45,000

Increased by 7,000 trips each weekday compared to FY 2020.



Good To Go! rate
\$2.25

Express toll lanes



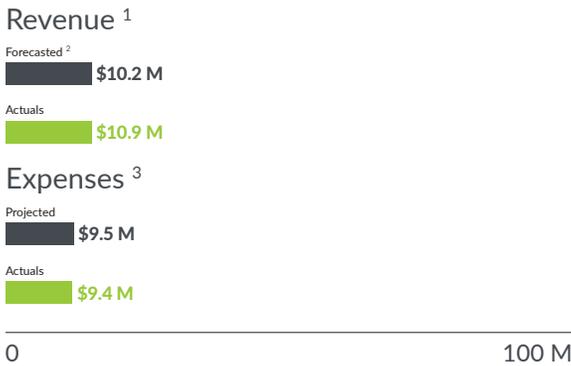
SR 167 HOT Lanes Project

The HOT Lanes offer drivers a choice for a more reliable trip and help manage congestion for users in the SR 167 corridor. The HOT lanes also have the added benefit of steady revenue generation and are covering toll operating and maintenance costs.

Tolls adjust dynamically based on congestion and range from 50 cents to \$9.

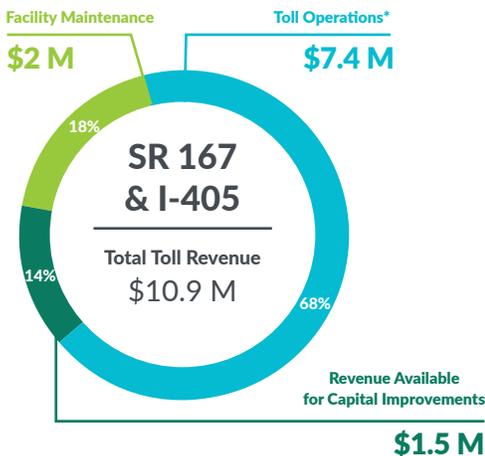
For more information visit wsdot.wa.gov/travel/roads-bridges/toll-roads-bridges-tunnels/sr-167-high-occupancy-toll-hot-lanes

SR 167 AND I-405 REVENUE VS EXPENSES FY 2021



¹ Only includes tolling revenues.
² The June FY 2021 TRFC forecasted toll revenue of \$10.2M, which is lower than the pre-COVID November 2019 forecast by \$27.1M, or 72.6%.
³ Expenses exclude transponder, civil penalty, customer service center procurement, other agency/program expenditures, and periodic repair and replacement costs. The projected expenses are based on the June 2021 TRFC forecasted revenues and April 2021 projected expenses.

SR 167 AND I-405 REVENUE VS OPERATIONS AND MAINTENANCE FY 2021



***Toll Operations Costs**
 In FY 2020, the toll operations costs were 38 percent of toll revenue, and in FY 2021 the toll operations costs were 68 percent of toll revenue. The SR 167 HOT Lanes initially experienced a steep decline in traffic and revenue due to the pandemic, but returned to traffic volumes on par with FY 2020 more quickly than other roadways. However, the average peak period toll rate remained low, resulting in a decrease in toll revenue, which meant operational costs account for a higher percentage of the total than it did in FY 2020.
 Washington State Patrol expenses have been removed from this year's toll operations costs due to a change in the way these expenses are appropriated and charged to the program.
 Facility maintenance are costs associated with maintaining the ETLs and not associated with toll collection.

Stats

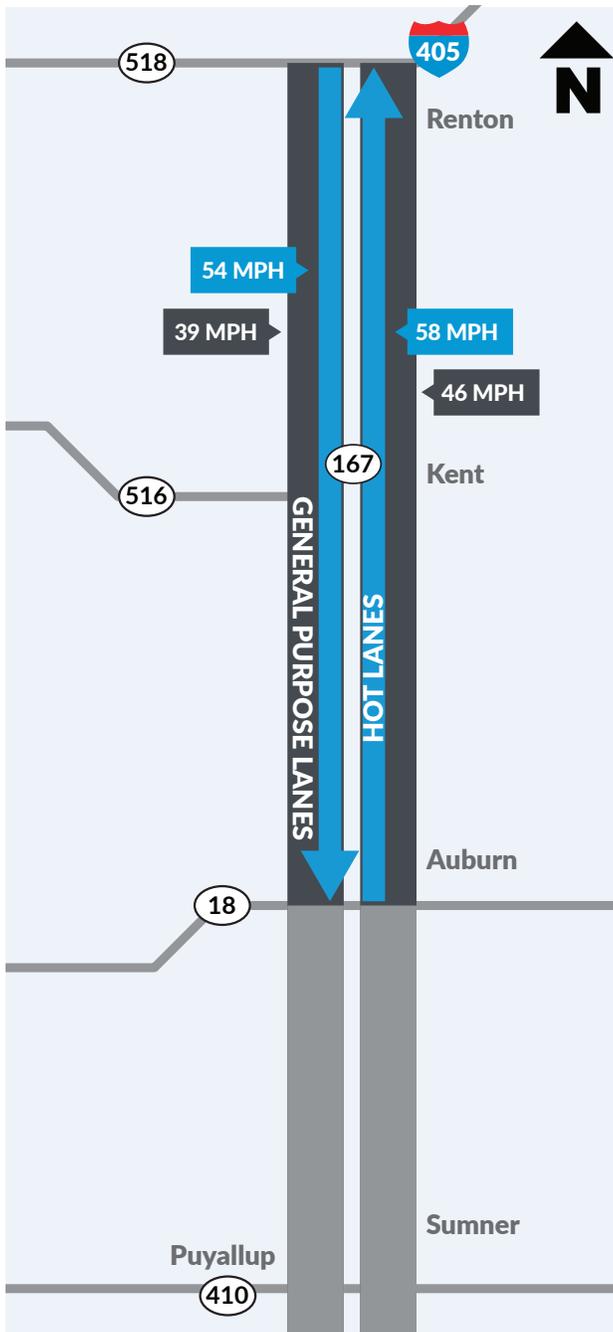
- Average weekday trips: **5,200**
 A decrease of 200 trips paying a toll to use the lanes each weekday compared to FY 2020.
- Average weekday transit boardings: **358**
- Travel time savings:
 NB 3 minutes
 SB 6 Minutes
- Good To Go! rate (average peak period): **\$3.49**

Express toll lanes

SR 167 45 MPH METRIC FY 2021



HOT LANES SPEEDS VS. GENERAL PURPOSE LANES SPEEDS FY 2021



While congestion is returning more quickly to SR 167 than I-405, the SR 167 traffic volumes are still below pre-pandemic levels. HOT lanes are still performing well, there is a notable difference between the two directions. Throughout FY 2021, the southbound lanes' average speed dropped more quickly than the northbound lanes as traffic volumes increased there, especially in the second half of the year. The northbound lanes saw less of an increase in traffic and the performance remained higher than the southbound lanes.

The average time savings increased through FY 2021, as traffic volumes continued to increase in both directions of SR 167. However, the average peak period toll rate decreased, dropping from \$4.07 in FY 2020 to \$3.49 in FY 2021.

**NORTHBOUND AUBURN TO RENTON
= 12 MPH FASTER**

**SOUTHBOUND RENTON TO AUBURN
= 15 MPH FASTER**

Express toll lanes

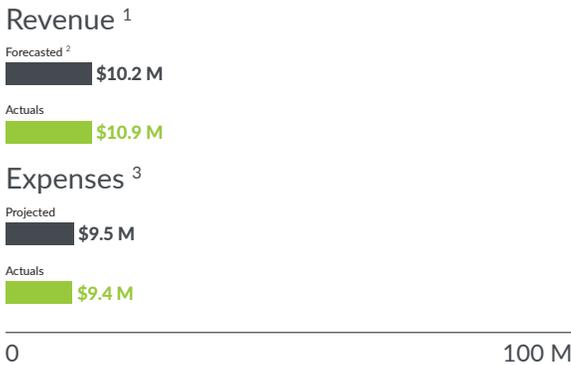


I-405 Express Toll Lanes

In FY 2021 the I-405 express toll lanes between Bellevue and Lynnwood continued to meet the intended goals of providing a faster, more predictable trip, providing a choice to people and generating revenue to reinvest back into the the corridor. Tolls adjust dynamically based on congestion and range from 75 cents to \$10.

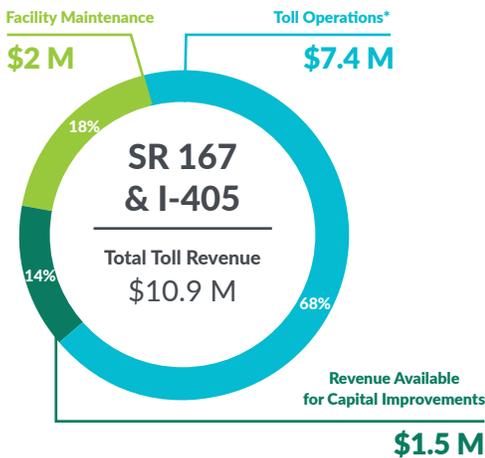
For more information visit wsdot.wa.gov/travel/roads-bridges/toll-roads-bridges-tunnels/i-405-express-toll-lanes

SR 167 AND I-405 REVENUE VS EXPENSES FY 2021



¹ Only includes tolling revenues.
² The June FY 2021 TRFC forecasted toll revenue of \$10.2M, which is lower than the pre-COVID November 2019 forecast by \$27.1M, or 72.6%.
³ Expenses exclude transponder, civil penalty, customer service center procurement, other agency/program expenditures, and periodic repair and replacement costs. The projected expenses are based on the June 2021 TRFC forecasted revenues and April 2021 projected expenses.

SR 167 AND I-405 REVENUE VS OPERATIONS AND MAINTENANCE FY 2021



***Toll Operations Costs**

In FY 2020, the toll operations costs were 38 percent of toll revenue, and in FY 2021 the toll operations costs were 68 percent of toll revenue. Express toll lanes on I-405 and SR 167 experienced the steepest decline in traffic and revenue due to the pandemic. Toll rates on I-405 and SR 167 are based on traffic volumes and were often near the minimum toll rates during FY 2021. Washington State Patrol expenses have been removed from this year's toll operations costs due to a change in the way these expenses are appropriated and charged to the program. Facility maintenance are costs associated with maintaining the ETLs and not associated with toll collection.

Stats



Average weekday trips
23,000

A decrease of 8,000 trips paying a toll to use the lanes each weekday compared to FY 2020.



Average weekday transit boardings
873



Travel time savings
NB 4 minutes
SB 3 Minutes



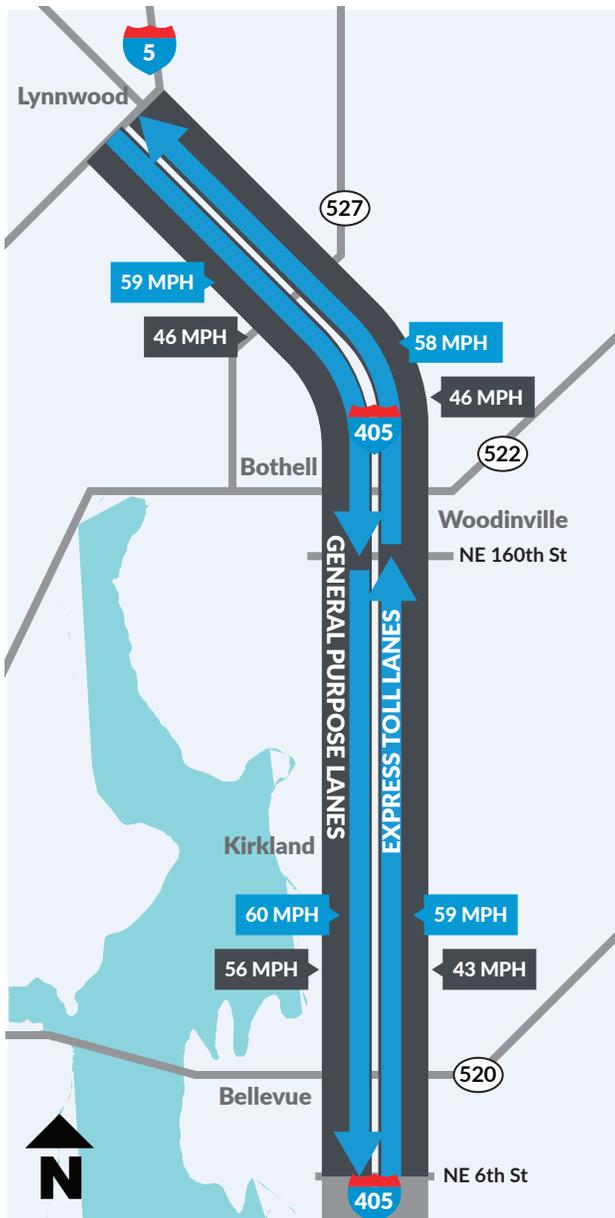
Good To Go! rate (average peak period)
\$1.53

Express Toll Lanes

I-405 45 MPH METRIC FY 2021



I-405 EXPRESS TOLL LANES VS GENERAL PURPOSE LANES SPEEDS FY 2021



The I-405 express toll lanes continue to maintain speeds greater than their general purpose counter parts in all sections. The first half of FY 2021, July to December 2020, the lanes performed well due to a decrease in traffic that began in March 2020.

Traffic volumes began increasing in the second half of FY 2021 though the express toll lanes continued to maintain a high performance level, meeting or exceeding the 45 mph metric on average 98 percent of the time. However, the general purpose lanes, particularly in the northbound direction, saw a significant drop in average speeds as traffic volumes increased.

But volumes were still low enough throughout the corridor that the average peak period toll rate dropped from \$4.15 in FY 2020 to \$1.53 in FY 2021.

In FY 2020, the express toll lanes moved vehicles an average 15 mph faster than the general purpose lanes during the southbound morning peak period and 18 mph faster during the afternoon northbound peak period.

**NORTHBOUND BOTHELL TO LYNNWOOD
= 12 MPH FASTER**

**SOUTHBOUND LYNNWOOD TO BOTHELL
= 13 MPH FASTER**

**NORTHBOUND BELLEVUE TO BOTHELL
= 16 MPH FASTER**

**SOUTHBOUND BOTHELL TO BELLEVUE
= 4 MPH FASTER**

Projects in progress

I-405/SR 167 Express Toll Lane Corridor

When the pandemic hit in spring 2020 WSDOT was in the process of delivering the funding plan for the next phase of the I-405/SR 167 projects, which was authorized through the 2019 Engrossed Substitute Senate Bill (ESSB) 5825 and funded by bonded toll revenue. But as work-from-home requirements stretched into 2021, traffic levels and express toll lane use decreased, and WSDOT projected decreased toll revenue.

Given the projected shortfall, the Legislature asked WSDOT to come up with a delivery plan for the toll-funded projects identified in the 2021-23 budget that would accommodate the funding gaps and changed financing assumptions. WSDOT worked with the I-405/SR 167 Corridor Interagency Working Group and Executive Advisory Group – local and state elected officials, regional transit agencies, and federal transportation agencies – on a report to address those topics and the accompanying risks, increased repair and replacement costs, and increased Legislative expectations for the number of projects with toll resources. The final report is due to the Legislature in January 2022 and will provide information about the corridor challenges and funding options.

WSDOT also worked with Sound Transit to align ST’s I-405 Bus Rapid Transit (BRT) system plans with WSDOT’s delivery of the express toll lane (ETL) projects necessary to support it. The Sound Transit-WSDOT team reviewed the I-405 BRT/ETL system and provided information to policymakers as they considered how to address revenue shortfalls at WSDOT and Sound Transit.

During these critical funding analyses, WSDOT continued to ensure projects were construction-ready when funding was secured. In FY 2021 that work included:

Publishing the WSDOT and Federal Highway Administration Environmental Assessment (EA), which examined the I-405 ETL project between SR 522 and SR 527.

- Working with the Olympic Region on the SR 167/SR 410 to SR 18 Northbound Project. Once built, the additional lane will open as an HOV lane and transition to an ETL when the SR 167 toll system is upgraded.
- Advancing the ST-funded Northeast 85th Street Interchange and Inline BRT Station design and procurement.
- Beginning the toll-funded SR 167 Master Plan update, which the Legislature reauthorized in 2021 to be completed in 2023. The study goals are to analyze existing and future conditions, incorporate information from public and stakeholder engagement, apply WSDOT’s Practical Solutions approach, and identify near, medium, and long-term multimodal transportation needs and strategies.

Additionally, WSDOT’s design build contractor continued to deliver the design portion of the I-405 Renton to Bellevue Widening and Express Toll Lanes Design-Build Project. This project will connect the I-405 Express Toll Lane System between Bellevue and Lynnwood, to the SR 167 HOT lanes, an important segment of the 50-mile system of managed lanes helping to improve speeds and trip reliability across all lanes, including BRT.

For more information visit wsdot.wa.gov/construction-planning/search-projects/i-405renton-bellevue-widening-and-express-toll-lanes-project



Projects in progress



Puget Sound Gateway

The Puget Sound Gateway Program includes two major projects: The SR 167 Completion Project in Pierce County and the SR 509 Completion Project in King County. Both projects complete two of the Puget Sound region's most critical freight corridors, provide essential connections to Washington state's ports and will move goods and people more reliably through the Puget Sound region.

Funding for the total Puget Sound Gateway Program comes from state gas tax, tolls, local contributions, a federal INFRA grant and future tolls. Funding for the project was estimated at \$2 billion; approximately \$1.6 billion from the Connecting Washington Revenue Package, \$130 million from local contributions, a \$74 million federal INFRA grant and an estimated \$180 million in revenue from tolling.

The Gateway Program was initially funded over a 16-year timeline with completion scheduled for 2031. In 2019 the Legislature accelerated funding and moved up completion to 2028 to deliver the benefits three years ahead of the initial schedule. Also in 2019, the Legislature authorized tolling the new sections of SR 167 and SR 509, solidifying the toll contribution to funding. Each project has three distinct stages of construction, all with construction underway.

The SR 167 and SR 509 completion projects will be completed sequentially utilizing a total of six design-build contracts. Four of those contracts are either in construction or complete. The final two contracts are in design with Requests for Qualifications scheduled for 2023.

SR 167

In summer 2021, ahead of schedule, WSDOT's design-build contractor opened a new bridge and shared-use path over I-5 in Fife, along with a multi-lane roundabout connection to SR 99. The next stage of active construction starts in summer 2022 and will build 2 miles of new highway between I-5 and SR 509 and the Port of Tacoma. The final stage of construction will build the remaining 4 miles of SR 167 Expressway to extend SR 167 from I-5 east to its current end point in Puyallup. All construction is expected to wrap up in 2028. The SR 167 Expressway will have two toll points, one west of I-5 and one east of I-5.

SR 509

For the first stage of SR 509 construction, WSDOT partnered with Sound Transit's Federal Way Link Extension project to build a SR 99 bridge over the future SR 509 Expressway. Completion is expected in late 2022. The second stage of construction, also underway, includes building the first mile of the new SR 509 Expressway, ramps along I-5, and improvements to the SR 516 interchange. The final stage of construction, expected to last through 2028, completes the remaining 2 miles of the SR 509 Expressway. The SR 509 Expressway will have one toll point between I-5 and the south access road to the Seattle-Tacoma International Airport.

Toll rates for the new sections of SR 509 and SR 167 will be set by the Washington State Transportation Commission when the expressways are closer to opening, with tolling expected to commence in FY 2026.

For more information visit [wsdot.wa.gov/construction-planning/major-projects/puget-sound-gateway-program](https://www.wsdot.wa.gov/construction-planning/major-projects/puget-sound-gateway-program)

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
 STATE ROUTE 16 TACOMA NARROWS BRIDGE
 STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
 STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

	NOTES	JUL THROUGH SEP	OCT THROUGH DEC	JAN THROUGH MAR	APR THROUGH JUN	YEAR-TO-DATE
REVENUES						
Toll revenue	1	\$ 20,041,779	\$ 17,924,410	\$ 17,450,680	\$ 20,797,662	\$ 76,214,531
Civil penalty	2	210,706	641,355	759,304	1,654,604	3,265,969
Transponder sales	3	93,674	85,972	91,256	110,028	380,931
Toll vendor contractual damages	4	711	1,480	1,539	143,789	147,518
Toll bill reprocessing fee	5	115,461	(65,727)	330,200	91,319	471,252
Interest income		40,104	67,865	63,094	52,242	223,305
Miscellaneous	6	(642)	5,275	3,446	81,659	89,738
TOTAL REVENUES		<u>20,501,793</u>	<u>18,660,631</u>	<u>18,699,518</u>	<u>22,931,303</u>	<u>80,793,244</u>
EXPENDITURES						
Goods and Services						
Toll operations vendor contracts	7	2,260,955	2,228,332	2,285,412	2,529,334	9,304,033
Insurance	8	1,253,511	4,730	4,730	4,730	1,267,702
Credit card and bank fees		429,215	401,824	395,550	551,296	1,777,885
Transponder cost of goods sold	9	56,567	52,129	56,224	78,194	243,115
Pay-by-mail		130,437	136,038	133,459	153,460	553,393
Other	10	79,683	82,093	93,794	95,638	351,208
Total Goods and Services		<u>4,210,368</u>	<u>2,905,147</u>	<u>2,969,169</u>	<u>3,412,653</u>	<u>13,497,337</u>
Personal service contracts	11	150,734	156,039	133,167	178,287	618,226
Salaries and benefits		309,091	316,010	359,101	347,016	1,331,219
Civil penalty adjudication costs	12	122,188	149,565	152,181	136,922	560,857
Maintenance and preservation	13	256,941	156,570	179,191	172,767	765,469
Other Agency/Program Expenditures	14		579,000	289,500	589,298	1,457,798
TOTAL EXPENDITURES		<u>5,049,323</u>	<u>4,262,330</u>	<u>4,082,310</u>	<u>4,836,943</u>	<u>18,230,906</u>
EXCESS / (DEFICIENCY) OF REVENUES OVER EXPENDITURES		<u>15,452,470</u>	<u>14,398,300</u>	<u>14,617,208</u>	<u>18,094,360</u>	<u>62,562,338</u>
OTHER FINANCING USES						
Operating transfer in		1,567,875	1,567,875	1,567,875	7,839,375	12,543,000
Operating transfers out	15	(16,837,170)	(11,545,755)	(25,611,170)	(25,683,255)	(79,677,350)
TOTAL OTHER FINANCING USES		<u>(15,269,295)</u>	<u>(9,977,880)</u>	<u>(24,043,295)</u>	<u>(17,843,880)</u>	<u>(67,134,350)</u>
NET CHANGE IN FUND BALANCE		<u>183,175</u>	<u>4,420,420</u>	<u>(9,426,087)</u>	<u>250,480</u>	<u>(4,572,012)</u>
FUND BALANCE - BEGINNING		<u>14,024,007</u>	<u>14,207,181</u>	<u>18,627,602</u>	<u>9,201,515</u>	<u>14,024,007</u>
FUND BALANCE - ENDING		<u>\$ 14,207,181</u>	<u>\$ 18,627,602</u>	<u>\$ 9,201,515</u>	<u>\$ 9,451,995</u>	<u>\$ 9,451,995</u>

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
 NOTES TO THE STATE ROUTE 16 TACOMA NARROWS BRIDGE
 STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
 STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

Motor Vehicle Account (MVA) Obligation – In 2005-07, as tolling began on the Tacoma Narrows Bridge (TNB), an operating loan of \$5,288,000 was made from the Motor Vehicle Account to capitalize the Tacoma Narrows Bridge Account (Chapter 518, Laws of 2007, Section 1005(15)). RCW 46.63.160 requires that net civil penalties deposited in the Tacoma Narrows Bridge Account must first be allocated toward repayment of the operating loan. In order to transfer the funds the State Treasurer’s Office must be provided administrative transfer authority. The remaining obligation at the beginning of 2019-21 biennium is \$2,438,000.

Tolling Operations System and Customer Service - In Fiscal Year (FY) 2018, WSDOT procured and contracted with a new toll system vendor and a customer service vendor. The costs for design and implementation of the new toll system and customer service center are allocated to all toll facilities. Design and implementation costs are reported in several categories on the financial statements. Tacoma Narrows Bridge portion of these expenditures in fiscal year 2021 are:

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Total</u>
BOS CSC Procurement Allocation	\$ 198,991	\$ 91,316	\$ 119,852	\$ 203,983	\$ 614,142

Detailed Notes

1. **Toll Revenue** – Revenue earned, net of any adjustments, from tolls on vehicles traveling in the eastbound direction over the TNB, which are
2. **Civil Penalty Revenue** – Revenue earned when any of the following conditions exist: (a) Payment of Notice of Civil Penalty is received, or (b) Notice of Civil Penalty payment due date passes without receiving a request for an administrative hearing, or (c) an Administrative Law Judge upholds the Notice of Civil Penalty.
3. **Transponder Sales** – Sales of transponder devices to potential and existing *Good to Go!* electronic toll account customers.
4. **Toll Vendor Contractual Damages** – Charges to ETCC for not meeting Key Performance Indicators (KPIs) and accrued liquidated damages levied against ETAN for delays related to the development and deployment of a new Back Office System (BOS).
5. **Toll Bill Reprocessing Fee Revenue** – The allocated portion of fees associated with the issuance of second toll billings.
6. **Miscellaneous Revenue** – This can include revenue for administrative and statement fees, NSF check fees, cash over, payments related to sale of surplus property, and prior period recoveries.
7. **Toll Operations Vendor Contracts** – Payment for monthly toll operations costs.
8. **Insurance** – Annual premium for insuring the facility and monthly insurance brokerage fee paid to the Department of Enterprise Services (DES).
9. **Transponder Cost of Goods Sold** – Cost of purchasing, packaging, and shipping transponders. Transponder Cost of Goods Sold is directly related to Transponder Sales Revenue.
10. **Other Goods and Services** – Expenditures for supplies, communications, rents, repairs, outside vendor services, printing, and registered owner look up costs.
11. **Personal Service Contracts** – Expenditures incurred for traffic and revenue forecast consulting and CSC operations consulting.
12. **Civil Penalty Adjudication Costs** – TNB’s share of the adjudication system vendor contract with ETCC for the adjudication system module, as well as its share of supplies, communications, credit card fees, Office of Administrative Hearings costs, and salaries and benefits of WSDOT staff.
13. **Maintenance and Preservation** – Cost of maintenance and preservation activities on the new TNB.

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Total</u>
Maintenance	\$ 211,492	\$ 153,638	\$ 179,191	\$ 196,770	\$ 741,091
Preservation	45,449	2,932	-	8,997	57,378
Total	\$ 256,941	\$ 156,570	\$ 179,191	\$ 205,767	\$ 798,469

14. **Other Agency/Program Expenditures** – The 2020 transportation appropriations bill (ESHB 2322) included new toll-funded appropriations for expenses for the Washington State Patrol (WSP), Transportation Commission (WSTC), and six operating programs within the Washington State Department of Transportation (WSDOT).

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Total</u>
Transportation Commission (L)	\$ -	\$ -	\$ -	\$ 152,000	\$ 152,000
Traffic Operations (Q)	-	-	-	-	-
Transportation Management (S)	-	-	-	147,798	147,798
Transportation Planning (T)	-	-	-	-	-
Washington State Patrol	-	579,000	289,500	289,500	1,158,000
Total	\$ -	\$ 579,000	\$ 289,500	\$ 589,298	\$ 1,457,798

15. **Operating Transfers Out** – Total includes amount transferred to MVA for debt service pursuant to RCW 47.46.140 and MVA loan repayment of \$5M per enacted budget (ESHB 2322.SL).

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
STATE ROUTE 520 CORRIDOR
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

	NOTES	JUL THROUGH SEP	OCT THROUGH DEC	JAN THROUGH MAR	APR THROUGH JUN	YEAR-TO-DATE
REVENUES						
Toll revenue	1	\$ 11,118,427	\$ 11,241,161	\$ 10,581,133	\$ 13,650,525	46,591,246
Debt service reimbursement (FHWA)	2	90,741,438	-	8,976,188	-	99,717,625
Transponder sales	3	135,525	116,280	114,886	134,199	500,890
Toll vendor contractual damages	4	6,426	2,175	2,157	331,823	342,582
Toll bill reprocessing fee	5	173,589	(91,056)	443,691	195,263	721,487
Interest income		153,144	217,408	167,181	321,933	859,665
Miscellaneous	6	(950)	8,925	4,890	108,259	121,123
TOTAL REVENUES		102,327,598	11,494,893	20,290,126	14,742,001	148,854,618
EXPENDITURES						
Goods and Services						
Toll operations vendor contracts	7	2,245,736	2,051,920	2,009,375	(5,723,555)	583,475
Insurance	8	4,056,909	12,986	12,986	(4,082,882)	-
Credit card and bank fees		252,623	245,139	229,599	(727,361)	-
Transponder cost of goods sold	9	81,830	70,505	70,705	(223,039)	-
Pay-by-mail		196,506	189,300	178,713	(564,520)	-
Other	10	107,479	113,544	111,652	(332,675)	-
Total Goods and Services		6,941,082	2,683,395	2,613,030	(11,654,032)	583,475
Personal service contracts	11	294,873	398,485	447,353	(455,387)	685,325
Salaries and benefits		404,581	379,811	403,830	(1,188,221)	-
Maintenance and preservation	12	469,370	457,935	519,561	531,226	1,978,093
Other Agency/Program Expenditures	13		994,004	496,998	1,093,847	2,584,849
TOTAL EXPENDITURES		8,109,906	4,913,630	4,480,773	(11,672,566)	5,831,742
EXCESS / (DEFICIENCY) OF REVENUES OVER EXPENDITURES		94,217,692	6,581,263	15,809,353	26,414,567	143,022,876
OTHER FINANCING SOURCES (USES)						
Operating transfers in		-	-	-	2,720,951	2,720,951
Operating transfers out - debt service	14	(104,732,067)	(20,051,632)	(14,419,280)	(13,635,246)	(152,838,223)
TOTAL OTHER FINANCING USES		(104,732,067)	(20,051,632)	(14,419,280)	(10,914,295)	(150,117,273)
NET CHANGE IN FUND BALANCE		(10,514,374)	(13,470,369)	1,390,074	15,500,272	(7,094,397)
FUND BALANCE - BEGINNING		89,700,409	79,186,035	65,715,666	67,105,740	89,700,409
FUND BALANCE - ENDING		\$ 79,186,035	\$ 65,715,666	\$ 67,105,740	\$ 82,606,012	\$ 82,606,012

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
NOTES TO THE STATE ROUTE 520 CORRIDOR
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

Tolling Operations System and Customer Service - In Fiscal Year (FY) 2018, WSDOT procured and contracted with a new toll system vendor and a customer service vendor. The costs for design and implementation of the new toll system and customer service center are allocated to all toll facilities. Design and implementation costs are reported in several categories on the financial statements. State Route Number 520 Corridor portion of these expenditures in Fiscal Year 2021 are

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Total</u>
BOS CSC Procurement Allocation	\$ 463,078	\$ 212,503	\$ 278,911	\$ 311,415	\$ 1,265,907

Fund 16J Expenditures - A portion of Fund 16J expenditures were allocated to Fund 17P in Q4 in accordance with legislative direction in the enacted 2019-21 second supplemental budget. This is a one-time shift of reported expenditures. Future operating expenditures (FY22) are being posted in Fund 16J.

Detailed Notes

- Toll Revenue** – Revenue earned, net of any adjustments, from tolls on vehicles traveling over the 520 Bridge, which are collected by either *Good To Go!* electronic toll accounts or pay-by-mail.
- Debt Service Reimbursement (FHWA)** – Federal Highway Administration Revenue provided for debt service on GARVEE bonds (Series 2012F & Series 2014C). These revenues are received every six months and the associated operating transfers out occur at the same time.
- Transponder Sales** – Sales of transponder devices to potential and existing *Good To Go!* electronic toll account customers.
- Toll Vendor Contractual Damages** – Charges to ETCC for not meeting Key Performance Indicators (KPIs) and accrued liquidated damages levied against ETAN for delays related to the development and deployment of a new Back Office System (BOS).
- Toll Bill Reprocessing Fee Revenue** – The allocated portion of fees associated with the issuance of second toll billings.
- Miscellaneous Revenue** – This can include revenue for administrative and statement fees, NSF check fees, cash over, payments related to sale of surplus property, and prior period recoveries.
- Toll Operations Vendor Contract** – Payment for monthly operations costs.
- Insurance** – Annual premium for insuring the facility and monthly insurance brokerage fee paid to the Department of Enterprise Services (DES).
- Transponder Cost of Goods Sold** – Cost of purchasing, packaging, and shipping transponders. Transponder Cost of Goods Sold is directly related to Transponder Sales Revenue.
- Other Goods and Services** – Expenditures for supplies, communications, rents, repairs, service provided by outside vendors, printing, and registered owner look up costs.
- Personal Service Contracts** – Expenditures incurred for traffic and revenue forecast consulting and CSC operations consulting. Increase in services provided by Jacobs.
- Maintenance and Preservation** – Cost of maintenance and preservation activities on the SR520 corridor.

	Q1	Q2	Q3	Q4	Total
Maintenance	\$ 456,174	\$ 457,950	\$ 498,889	\$ 530,556	\$ 1,943,569
Preservation	13,196	(15)	20,672	671	34,524
Total	\$ 469,370	\$ 457,935	\$ 519,561	\$ 531,227	\$ 1,978,093

- Other Agency/Program Expenditures** – The 2020 transportation appropriations bill (ESHB 2322) included new toll-funded appropriations for expenses for the Washington State Patrol (WSP), Transportation Commission (WSTC), and six operating programs within the Washington State Department of Transportation (WSDOT).

	Q1	Q2	Q3	Q4	Total
Transportation Commission (L)	\$ -	\$ -	\$ -	\$ 262,000	\$ 262,000
Traffic Operations (Q)	-	-	-	47,897	47,897
Transportation Management (S)	-	-	-	181,222	181,222
Transportation Planning (T)	-	-	-	105,730	105,730
Washington State Patrol	-	994,004	496,998	496,998	1,988,000
Total	\$ -	\$ 994,004	\$ 496,998	\$ 1,093,847	\$ 2,584,849

- Operating Transfers Out – debt service** – Transfers of cash to the Toll Facility Bond Retirement Account to facilitate the payment of debt service on the Series 2012C, 2012F, 2014C and 2017C bonds. The GARVEE transfer out for the Series 2012F & 2014C bonds is paid by a reimbursement from FHWA (Note 2).

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
STATE ROUTE 520 CIVIL PENALTY
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

	NOTES	JUL THROUGH SEP	OCT THROUGH DEC	JAN THROUGH MAR	APR THROUGH JUN	YEAR-TO-DATE
REVENUES						
Civil penalty	1	\$ (69,761)	\$ 627,221	\$ 727,301	\$ 1,614,548	\$ 2,899,309
Interest income		19,045	32,244	29,633	35,958	116,880
TOTAL REVENUES		<u>(50,715)</u>	<u>659,465</u>	<u>756,934</u>	<u>1,650,506</u>	<u>3,016,189</u>
EXPENDITURES						
Goods and Services						
Adjudication system vendor contract	2	93,714	103,835	104,395	80,952	382,896
Administrative hearing	3	4,703	16,526	12,469	12,431	46,129
Credit card and bank fees		18,068	12,299	9,392	17,542	57,301
Other	4	33,338	45,338	41,933	27,875	148,484
Total Goods and Services		149,823	177,997	168,190	138,800	634,810
Salaries and benefits		13,241	9,402	9,420	9,701	41,765
TOTAL EXPENDITURES		<u>163,064</u>	<u>187,399</u>	<u>177,610</u>	<u>148,501</u>	<u>676,574</u>
Goods and Services - <i>Allocated from Fund 16J</i>						
Toll operations vendor contracts					8,089,926	8,089,926
Insurance					4,095,868	4,095,868
Credit card and bank fees					1,039,189	1,039,189
Transponder cost of goods sold					318,095	318,095
Pay-by-mail					761,622	761,622
Other					439,458	439,458
Total Goods and Services		-	-	-	14,744,158.31	14,744,158.31
Personal service contracts					1,025,087	1,025,087
Salaries and benefits					1,561,759	1,561,759
TOTAL EXPENDITURES - Allocated		<u>-</u>	<u>-</u>	<u>-</u>	<u>17,331,005</u>	<u>17,331,005</u>
TOTAL EXPENDITURES - Combined		<u>-</u>	<u>-</u>	<u>-</u>	<u>17,479,506</u>	<u>18,007,579</u>
EXCESS / (DEFICIENCY) OF REVENUES OVER EXPENDITURES		<u>(213,779)</u>	<u>472,066</u>	<u>579,324</u>	<u>(15,829,000)</u>	<u>(14,991,390)</u>
OTHER FINANCING SOURCES (USES)						
Operating transfers in					6,000,000	6,000,000
Operating transfers out - debt service					(232,000)	(232,000)
TOTAL OTHER FINANCING USES					<u>5,768,000</u>	<u>5,768,000</u>
NET CHANGE IN FUND BALANCE		<u>(213,779)</u>	<u>472,066</u>	<u>579,324</u>	<u>(10,061,000)</u>	<u>(9,223,390)</u>
FUND BALANCE - BEGINNING		<u>13,744,294</u>	<u>13,530,515</u>	<u>14,002,580</u>	<u>14,581,904</u>	<u>13,744,294</u>
FUND BALANCE - ENDING		<u>\$ 13,530,515</u>	<u>\$ 14,002,580</u>	<u>\$ 14,581,904</u>	<u>\$ 4,520,904</u>	<u>\$ 4,520,904</u>

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
NOTES TO THE STATE ROUTE 520 CIVIL PENALTY
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

Detailed Notes

- 1. Civil Penalty Revenue** – Revenue earned when any of the following conditions exist: (a) Payment of Notice of Civil Penalty is received, or (b) Notice of Civil Penalty payment due date passes without receiving a request for an administrative hearing, or (c) an Administrative Law Judge upholds the Notice of Civil Penalty.
- 2. The Adjudication System Vendor Contract** – 520 Bridge share of the adjudication system vendor contract with ETCC for the adjudication system module.
- 3. Administrative hearing** – The Office of Administrative Hearings (OAH) has the necessary expertise to provide fair and impartial Administrative Law Judges (ALJs) to preside over the toll violation dispute processes. OAH provides ALJs to preside over and/or decide the toll violation disputes. These costs include labor hours for the ALJs for their services performed for toll adjudication, training and administration.
- 4. Other Goods and Services** – Expenditures for the 520 Bridge’s share of adjudication costs. These costs include supplies, communications, services provided by outside vendors, printing, and settlement costs.

Fund 17P Expenditures - A portion of Fund 16J expenditures were allocated to Fund 17P in Q4 in accordance with legislative direction in the enacted 2019-21 second supplemental budget. This is a one-time shift of reported expenditures. Future operating expenditures (FY22) are being posted in Fund 16J.

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
STATE ROUTE 99
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

	NOTES	JUL THROUGH SEP	OCT THROUGH DEC	JAN THROUGH MAR	APR THROUGH JUN	YEAR-TO-DATE
REVENUES						
Toll revenue	1	\$ 3,676,796.51	\$ 3,482,764	\$ 3,422,662	4,528,199	\$ 15,110,421
Civil penalty	2	492,095	1,022,166	800,212	1,094,512	3,408,984
Transponder sales	3	82,811	69,145	68,186	79,434	299,576
Toll vendor contractual damages	4	722	1,407	1,335	187,504	190,968
Toll bill reprocessing fee	5	157,226	(85,161)	370,626	274,945	717,636
Interest income		(116,283)	(189,821)	(155,499)	14,686	(446,917)
Miscellaneous	6	(891)	5,433	2,834	64,956	72,331
TOTAL REVENUES		<u>4,292,476</u>	<u>4,305,934</u>	<u>4,510,355</u>	<u>6,244,236</u>	<u>19,353,001</u>
EXPENDITURES						
Goods and Services						
Toll operations vendor contracts	7	1,406,415	1,380,017	1,317,098	1,425,097	5,528,627
Credit card and bank fees		81,925	79,901	72,622	99,224	333,671
Transponder cost of goods sold	8	50,000	41,907	41,956	56,224	190,086
Pay-by-mail		178,193	162,957	148,804	155,470	645,424
Other	9	81,959	66,794	70,469	71,866	291,088
Total Goods and Services		<u>1,798,491</u>	<u>1,731,575</u>	<u>1,650,948</u>	<u>1,807,882</u>	<u>6,988,896</u>
Personal service contracts	10	187,794	200,074	378,715	373,396	1,139,978
Salaries and benefits		271,937	248,878	266,485	243,574	1,030,874
Civil penalty adjudication cost	11	123,060	151,833	166,238	141,038	582,168
Maintenance and preservation	12	725,268	846,810	869,339	1,109,463	3,550,880
Capital Outlays		2,247,423	17,489,826	4,295,400	4,759,185	28,791,834
Other Agency/Program Expenditures	13		498,000	249,000	(492,915)	254,085
TOTAL EXPENDITURES		<u>5,353,972</u>	<u>21,166,996</u>	<u>7,876,126</u>	<u>7,941,623</u>	<u>42,338,716</u>
EXCESS / (DEFICIENCY) OF REVENUES OVER EXPENDITURES		(1,061,496)	(16,861,061)	(3,365,770)	(1,697,387)	(22,985,715)
OTHER FINANCING SOURCES (USES)						
Operating transfers in		-	-	77,956,000	13,000,000	90,956,000
Operating transfers out		-	(2,565,500)	-	(5,575,750)	(8,141,250)
TOTAL OTHER FINANCING USES		<u>-</u>	<u>(2,565,500)</u>	<u>77,956,000</u>	<u>7,424,250</u>	<u>82,814,750</u>
NET CHANGE IN FUND BALANCE		<u>(1,061,496)</u>	<u>(19,426,561)</u>	<u>74,590,230</u>	<u>5,726,863</u>	<u>59,829,035</u>
FUND BALANCE - BEGINNING		<u>(50,100,486)</u>	<u>(51,161,982)</u>	<u>(70,588,544)</u>	<u>4,001,686</u>	<u>(50,100,486)</u>
FUND BALANCE - ENDING	14	<u>\$ (51,161,982)</u>	<u>\$ (70,588,544)</u>	<u>\$ 4,001,686</u>	<u>\$ 9,728,549</u>	<u>\$ 9,728,549</u>

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
STATE ROUTE 99
STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

Tolling Operations System and Customer Service - In Fiscal Year (FY) 2018, WSDOT procured and contracted with a new toll system vendor and a customer service vendor. The costs for design and implementation of the new toll system and customer service center are allocated to all toll facilities. Design and implementation costs are reported in several categories on the financial statements. State Route Number 99 portion of these expenditures in fiscal year 2021 are:

	JUL	OCT	JAN	APR	
	Q1	Q2	Q3	Q4	Total
BOS CSC Procurement Allocation	\$ 261,393	\$ 119,951	\$ 155,813	\$ 269,575	\$ 806,732

Detailed Notes

1. **Toll Revenue** – Revenue earned, net of any adjustments, from tolls on vehicles traveling in the eastbound direction over the TNB, which are
2. **Civil Penalty Revenue** – Revenue earned when any of the following conditions exist: (a) Payment of Notice of Civil Penalty is received, or (b) Notice of Civil Penalty payment due date passes without receiving a request for an administrative hearing, or (c) an Administrative Law Judge upholds the Notice of Civil Penalty.
3. **Transponder Sales** – Sales of transponder devices to potential and existing *Good to Go!* electronic toll account customers.
4. **Toll Vendor Contractual Damages** – Charges to ETCC for not meeting Key Performance Indicators (KPIs) and accrued liquidated damages levied against ETAN for delays related to the development and deployment of a new Back Office System (BOS).
5. **Toll Bill Reprocessing Fee Revenue** – The allocated portion of fees associated with the issuance of second toll billings.
6. **Miscellaneous Revenue** – This can include revenue for administrative and statement fees, NSF check fees, cash over, payments related to sale of surplus property, and prior period recoveries.
7. **Toll Operations Vendor Contracts** – Payment for monthly toll operations costs.
8. **Transponder Cost of Goods Sold** – Cost of purchasing, packaging, and shipping transponders. Transponder Cost of Goods Sold is directly related to Transponder Sales Revenue.
9. **Other Goods and Services** – Expenditures for supplies, communications, rents, repairs, outside vendor services, printing, and registered owner look up costs.
10. **Personal Service Contracts** – Expenditures incurred for traffic and revenue forecast consulting and CSC operations consulting.
11. **Civil Penalty Adjudication Costs** – Allocated share of the adjudication system vendor contract with ETCC for the adjudication system module, as
12. **Maintenance and Preservation** – Cost of maintenance and preservation activities on SR99.

	Q1	Q2	Q3	Q4	Total
Maintenance	\$ 725,268	\$ 846,810	\$ 869,339	\$ 1,109,463	\$ 3,550,880
Preservation	-	-	-	-	-
Total	\$ 725,268	\$ 846,810	\$ 869,339	\$ 1,109,463	\$ 3,550,880

13. **Other Agency/Program Expenditures** – The 2020 transportation appropriations bill (ESHB 2322) included new toll-funded appropriations for expenses for the Washington State Patrol (WSP), Transportation Commission (WSTC), and six operating programs within the Washington State Department of Transportation (WSDOT).

	Q1	Q2	Q3	Q4	Total
Transportation Commission (L)	\$ -	\$ -	\$ -	\$ 132,000	\$ 132,000
Traffic Operations (Q)	-	-	-	2,983	2,983
Transportation Management (S)	-	-	-	112,102	112,102
Transportation Planning (T)	-	-	-	-	-
Washington State Patrol	-	498,000	249,000	(747,000)	-
Total	\$ -	\$ 498,000	\$ 249,000	\$ (499,915)	\$ 247,085

14. **Fund Balance** – The Legislature appropriated \$78 million for the project from the AWV Account. The project started spending from this account

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
 INTERSTATE 405 AND STATE ROUTE 167 ETL
 STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
 STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

	NOTES	JUL THROUGH SEP	OCT THROUGH DEC	JAN THROUGH MAR	APR THROUGH JUN	YEAR-TO-DATE
REVENUES						
Toll revenue	1	\$ 2,337,729	\$ 2,459,111	\$ 2,387,226	3,704,124	\$ 10,888,191
Civil penalty	2	(144,804)	103,824	377,699	767,895	1,104,614
Transponder sales	3	57,961	53,062	55,607	70,772	237,401
Toll vendor contractual damages	4	12,732	938	969	142,936	157,575
Toll bill reprocessing fee	5	82,476	(45,600)	217,122	94,198	348,197
Interest income		108,950	164,878	135,855	146,387	556,070
Miscellaneous	6	(486)	3,868	2,182	53,336	58,899
TOTAL REVENUES		<u>2,454,558</u>	<u>2,740,081</u>	<u>3,176,661</u>	<u>4,979,649</u>	<u>13,350,948</u>
EXPENDITURES						
Goods and Services						
Toll operations vendor contracts	7	1,122,056	1,230,690	1,217,657	1,718,560	5,288,963
Credit card and bank fees		74,489	66,383	54,303	65,766	260,940
Transponder cost of goods sold	8	34,997	32,175	34,246	50,002	151,420
Pay-by-mail		93,421	94,289	87,361	97,347	372,418
Other	9	<u>78,657</u>	<u>65,372</u>	<u>58,310</u>	<u>73,105</u>	<u>275,444</u>
Total Goods and Services		1,403,619	1,488,909	1,451,877	2,004,780	6,349,184
Personal service contracts	10	147,081	146,773	149,543	181,542	624,939
Salaries and benefits		298,778	309,046	321,502	303,220	1,232,546
Civil penalty adjudication cost	11	103,207	104,663	95,987	71,119	374,976
Maintenance and Preservation	12	150,911	1,271,633	642,561	550,779	2,615,884
Capital outlays		2,552,795	2,217,198	(898,658)	(1,801,734)	2,069,600
Other Agency/Program Expenditures	13	<u>39,862</u>	<u>626,452</u>	<u>315,006</u>	<u>599,601</u>	<u>1,580,922</u>
TOTAL EXPENDITURES		<u>4,696,254</u>	<u>6,164,674</u>	<u>2,077,818</u>	<u>1,909,307</u>	<u>14,848,052</u>
EXCESS / (DEFICIENCY) OF REVENUES OVER EXPENDITURES		<u>(2,241,696)</u>	<u>(3,424,593)</u>	<u>1,098,843</u>	<u>3,070,342</u>	<u>(1,497,104)</u>
NET CHANGE IN FUND BALANCE		(2,241,696)	(3,424,593)	1,098,843	3,070,342	(1,497,104)
FUND BALANCE - BEGINNING		<u>66,632,231</u>	<u>64,390,535</u>	<u>60,965,942</u>	<u>62,064,785</u>	<u>66,632,231</u>
FUND BALANCE - ENDING		<u>\$ 64,390,535</u>	<u>\$ 60,965,942</u>	<u>\$ 62,064,785</u>	<u>\$ 65,135,127</u>	<u>\$ 65,135,127</u>

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
 INTERSTATE 405 AND STATE ROUTE 167 ETL
 STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE
 STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

Tolling Operations System and Customer Service - In Fiscal Year (FY) 2018, WSDOT procured and contracted with a new toll system vendor and a customer service vendor. The costs for design and implementation of the new toll system and customer service center are allocated to all toll facilities. Design and implementation costs are reported in several categories on the financial statements. I-405 AND SR 167 ETL portion of these expenditures in fiscal year 2021 are:

	Q1	Q2	Q3	Q4	Total
BOS CSC Procurement Allocation	\$ 198,879	\$ 91,833	\$ 119,785	\$ 203,868	\$ 614,365

Detailed Notes

1. **Toll Revenue** – Revenue is earned, net of any adjustments, from tolls on vehicles traveling in the I 405 express toll lanes, which are collected by either *Good To Go!* electronic toll accounts or pay-by-mail. Revenue is earned from single occupancy vehicles traveling in the High Occupancy Vehicle (HOV) Lanes on SR167 with a *Good To Go!* transponder account. A variable fee, based on traffic volumes, is automatically charged to their account.
2. **Civil Penalty**- Revenue earned when any of the following conditions exist: (a) Payment of Notice of Civil Penalty is received, or (b) Notice of Civil Penalty payment due date passes without receiving a request for an administrative hearing, or (c) an Administrative Law Judge upholds the Notice of Civil Penalty.
3. **Transponder Sales** – Sales of transponder devices to potential and existing *Good To Go!* electronic toll account customers.
4. **Toll Vendor Contractual Damages** – Charges to ETCC for not meeting Key Performance Indicators (KPIs) and accrued liquidated damages levied against ETAN for delays related to the development and deployment of a new Back Office System (BOS).
5. **Toll Bill Reprocessing Fee Revenue** – The allocated portion of fees associated with the issuance of second toll billings.
6. **Miscellaneous Revenue** – This can include revenue for administrative and statement fees, NSF check fees, cash over, payments related to sale of surplus property, and prior period recoveries.
7. **Toll Operations Vendor Contract** – Payment for monthly operations costs.
8. **Transponder Cost of Goods Sold** – Cost of purchasing, packaging, and shipping transponders. Transponder Cost of Goods Sold is directly related to Transponder Sales Revenue.
9. **Other Goods and Services** – Expenditures for supplies, communications, rents, repairs, services provided by outside vendors, printing, and registered owner look up costs.
10. **Personal Service Contracts** – Expenditures incurred for traffic and revenue forecast consulting and CSC operations consulting.
11. **Civil Penalty Adjudication Costs** – I-405 and SR 167 ETL share of the adjudication system vendor contract with ETCC for the adjudication system module, as well as its share of supplies, communications, credit card fees, Office of Administrative Hearings costs, and salaries and benefits of WSDOT staff.
12. **Maintenance and Preservation** – Cost of maintenance and preservation activities on the I-405 and SR167 ETL.

	Q1	Q2	Q3	Q4	Total
Maintenance	\$ 28,039	\$ 1,102,032	\$ 459,840	\$ 361,784	\$ 1,951,695
Preservation	122,872	169,601	182,721	188,995	664,189
Total	\$ 150,911	\$ 1,271,633	\$ 642,561	\$ 550,779	\$ 2,615,884

13. **Other Agency/Program Expenditures** – The 2020 transportation appropriations bill (ESHB 2322) included new toll-funded appropriations for expenses for the Washington State Patrol (WSP), Transportation Commission (WSTC), and six operating programs within the Washington State Department of Transportation (WSDOT).

	Q1	Q2	Q3	Q4	Total
Transportation Commission (L)	\$ 39,862	\$ 34,773	\$ 19,506	\$ 210,049	\$ 304,191
Traffic Operations (Q)	-	680	-	18,321	19,001
Transportation Management (S)	-	-	-	75,741	75,741
Transportation Planning (T)	-	-	-	(11)	(11)
Washington State Patrol	-	591,000	295,500	295,500	1,182,000
Total	\$ 39,862	\$ 626,452	\$ 315,006	\$ 599,601	\$ 1,580,922

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
COMBINED BALANCE SHEET
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

	NOTES	SR16 TNB FUND 511	SR520 BRIDGE FUND 16J	SR520 CIVIL PENALTY FUND 17P	I-405 and SR167 ETL FUND 595	SR99 Tunnel FUND 535	CENTRAL TOLL FUND 495	TOTAL
ASSETS								
Cash and cash equivalents		\$ 67,145,142	\$ 20,951,307	\$ 9,325,497	\$ 13,397,416	\$ 67,507,920	\$ 28,294,925	\$ 206,622,206
Cash held with escrow agents		-	-	-	102,024	-	-	-
Accounts receivable, net	1	1,932,630	-	1,406,122	1,160,920	1,130,991	(410)	5,630,252
Notice of civil penalties, net	2	-	3,999,559	2,135,619	2,057,914	1,643,808	12,279	9,849,178
Due from other funds/agencies		15,285,787	28,287	1,035,976	1,637,929	522,550	3,837,431	22,347,960
Due from toll vendor	3	1,403,838	1,975	608,565	795,010	480,717	34,437	3,324,542
Consumable inventories	4	-	-	-	-	-	574,056	574,056
TOTAL ASSETS		85,767,397	24,981,129	14,511,778	19,151,213	71,285,986	32,752,717	248,348,196
LIABILITIES, DEFERRED INFLOWS OF RESOURCES, AND FUND BALANCES								
Liabilities								
Accounts payable		95,571	2,207,440	1,664,332	1,411,995	2,525,996	493,567	8,398,900
Retained percentages payable		379,711	-	-	169,185	1,847	1,124,076	1,674,819
Due to other governments		5,221	-	-	126,048	190	-	131,458.56
Due to other funds/agencies		1,075,667	14,996,434	1,207,519	5,923,673	1,693,548	2,422,434	27,319,275
Due to department of revenue - taxes		-	-	-	212	-	18,723	18,936
Unearned revenue	5	8,733	963,431	398,911	74,411	206,198	28,612,964	30,264,648
Unclaimed property refund liability		-	-	-	-	-	130	130
Liability for cancelled warrants	6	-	-	2,736	-	-	80,823	83,559
Total Liabilities		1,564,903	18,167,305	3,273,499	7,705,523	4,427,778	32,752,717	67,891,725
Deferred Inflows of Resources								
Unavailable revenue-\$5 fee, NOCPs, Real Estate	7	191,403	2,292,920	1,182,503	925,575	1,122,432	-	5,714,833
Unavailable revenue-toll vendor		1,405,078	-	603,782	793,123	603,441	-	3,405,425
Total Deferred Inflows of Resources		1,596,482	2,292,920	1,786,285	1,718,698	1,725,874	-	9,120,258
Fund Balances								
Nonspendable consumable inventories		-	-	-	-	-	574,056	574,056
Restricted for operations and maintenance		11,855,555	-	-	-	-	-	11,855,555
Restricted for repair and replacement		20,383,872	-	-	-	-	-	20,383,872
Restricted for transportation		23,561,627	4,520,904	9,451,995	9,726,992	65,132,334	-	112,393,851
Restricted for revenue stabilization		17,804,958	-	-	-	-	-	17,804,958
Restricted for Deferred Sales Tax		9,000,000	-	-	-	-	-	9,000,000
Committed for transportation		-	-	-	-	-	-	-
Unassigned		-	-	-	-	-	(574,056)	(574,056)
Total Fund Balances	8	82,606,012	4,520,904	9,451,995	9,726,992	65,132,334	-	171,438,236
TOTAL LIABILITIES, DEFERRED INFLOWS OF RESOURCES, AND FUND BALANCES		\$ 85,767,397	\$ 24,981,129	\$ 14,511,778	\$ 19,151,213	\$ 71,285,986	\$ 32,752,717	\$ 248,450,220

The notes to the financial statements are an integral part of this statement.

The notes to the financial statements are an integral part of this statement

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION
NOTES TO THE TOLLING SYSTEM COMBINED BALANCE SHEET
STATE FISCAL YEAR 2021, QUARTER ENDED JUNE 30, 2021

Detailed Notes

1. **Accounts Receivable, net** - I-405/SR 167 ETL, SR 16 TNB, and SR 520 Bridge accounts consist primarily of: (1) Crossings where a Toll Bill has been sent to the customer via Pay-by-Mail, (2) Customer payments made by credit card which had yet to settle, (3) Crossings that are in the image review process and toll fees have yet to be transferred from customer accounts, (4) Crossings that are not viable and are awaiting dismissal, (5) and the Accounts allocated share of NSF fee, transponder sales and \$5 reprocessing fee receivables
2. **Notice of Civil Penalties, net** - I-405 and SR 167 ETL, SR 16 TNB and SR 520 Bridge balances consist of all outstanding balances due related to notices of civil penalties for each respective facility.
3. **Due from Toll Vendor** – For I-405/SR 167 ETL, SR 16 TNB and SR 520 Bridge, the Due from Toll Vendor consists primarily of amounts due from the CSC operations vendor (ETCC) due to renegotiation of the CSC operations contract. For the Central Toll Account amounts are due from the CSC operations vendor ETCC due to operational and system errors that have required manual corrections and have resulted in amounts due to WSDOT. In addition, liquidated damages levied against ETAN for back office system development and deployment delays are included in the Due from toll vendor amounts.
4. **Consumable Inventory** – Toll transponders valued at cost using the first in, first out (FIFO) method.
5. **Unearned Revenue:**
 - (a) SR 16 TNB Account - Notice of civil penalty amounts not yet recognized because the adjudication process has not been completed. Also included are amounts associated with deferrals for toll bill amounts not estimated to be collected until they become NOCP receivables, as well as amounts directly attributable to items (1) (3) and (4) described above in Note 1.
 - (b) SR 520 Bridge Account - amounts associated with deferrals for toll bill amounts not estimated to be collected until they become NOCP receivables, as well as amounts directly attributable to items (1) (3) and (4) described above in Note 1.
 - (c) SR 520 Civil Penalty Account – Notice of civil penalty amounts not yet recognized because the adjudication process has not been completed.
 - (d) I-405 and SR 167 ETL Account - amounts associated with deferrals for toll bill amounts not estimated to be collected until they become NOCP receivables, as well as amounts directly attributable to items (1) (3) and (4) described above in Note 1.
 - (e) SR 99 Tunnel Account – amounts directly attributable to items (1) (3) and (4) described above in Note 1.
 - (f) Central Toll Account - amounts from customers on deposit for prepaid *Good To Go!* accounts. No revenue is recognized in the Central Toll Account. Funds from the prepaid accounts, held in the Central Toll Account, are transferred to the applicable toll facility when a transponder is “read” as the customers’ vehicle crosses one of the toll facilities. Until this event, the prepaid toll account balance represents a liability to the state and is owed to the customer.
6. **Cancelled Warrants** – When a vendor cannot be located, such as when the vendor changes addresses without notification, the original warrant (check) must be cancelled and reissued once the vendor is located.
7. **Unavailable Revenue:**
 - (a) SR 16 TNB Account - amount associated with TNBs long-term portion of the toll vendor receivable and a real estate contract receivable. Also included are deferrals for NOCP and \$5 fee receivable amounts estimated to take over 12 months to collect.
 - (b) SR 520 Bridge Account - amount associated with 520s long-term portion of the toll vendor receivable. Also included are deferrals for \$5 fee receivable amounts estimated to take over 12 months to collect.
 - (c) SR 520 Civil Penalty Account – amounts associated with deferral for NOCP receivable amounts estimated to take over 12 months to collect.
 - (d) I-405 and SR 167 ETL Account – amounts associated with long-term portion of the toll vendor receivable. Also included are deferrals for NOCP and \$5 fee receivable amounts estimated to take over 12 months to collect.
8. **Fund Balances:**
 - (a) SR 99 Tunnel Account - The Legislature appropriated \$78 million for the project from the AWV Account. The project started spending from this account in November 2019. These funds will be reimbursed with a bond sale later this biennium.

The notes to the financial statements are an integral part of this statement

For more information

Good To Go!

www.GoodToGo.com

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Title VI Notice to Public It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity (OEO). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OEO's Title VI Coordinator at (360) 705-7090.

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