
Road Charge July – August Operations

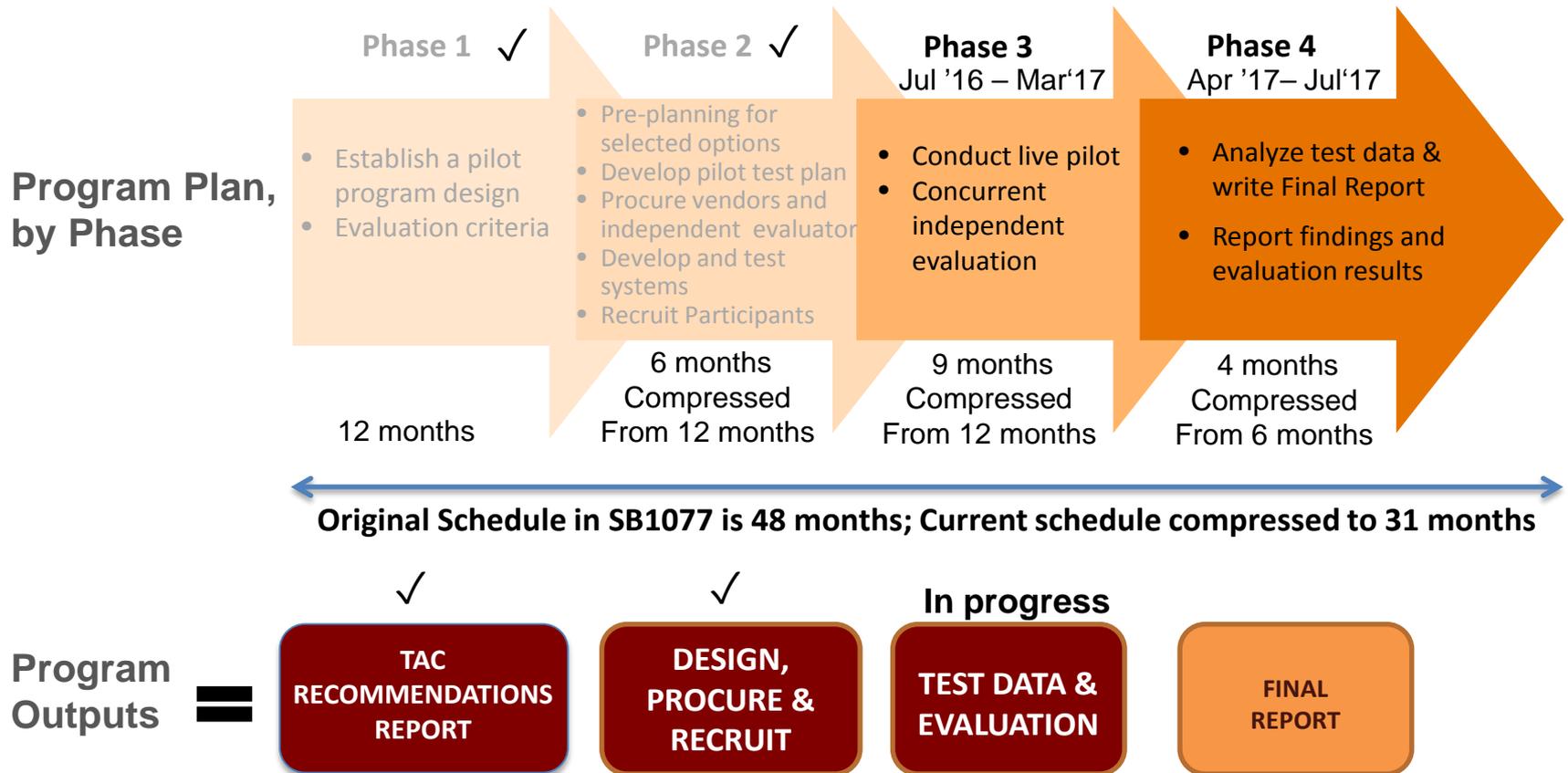
Jack Opiola
D'Artagnan Consulting

Agenda Item #8a
TAC Meeting #15, September 16, 2016
San Diego, CA



Road Charge Pilot Program Timeline

Pilot Program is based on Senate Bill 1077 & TAC Recommendations:

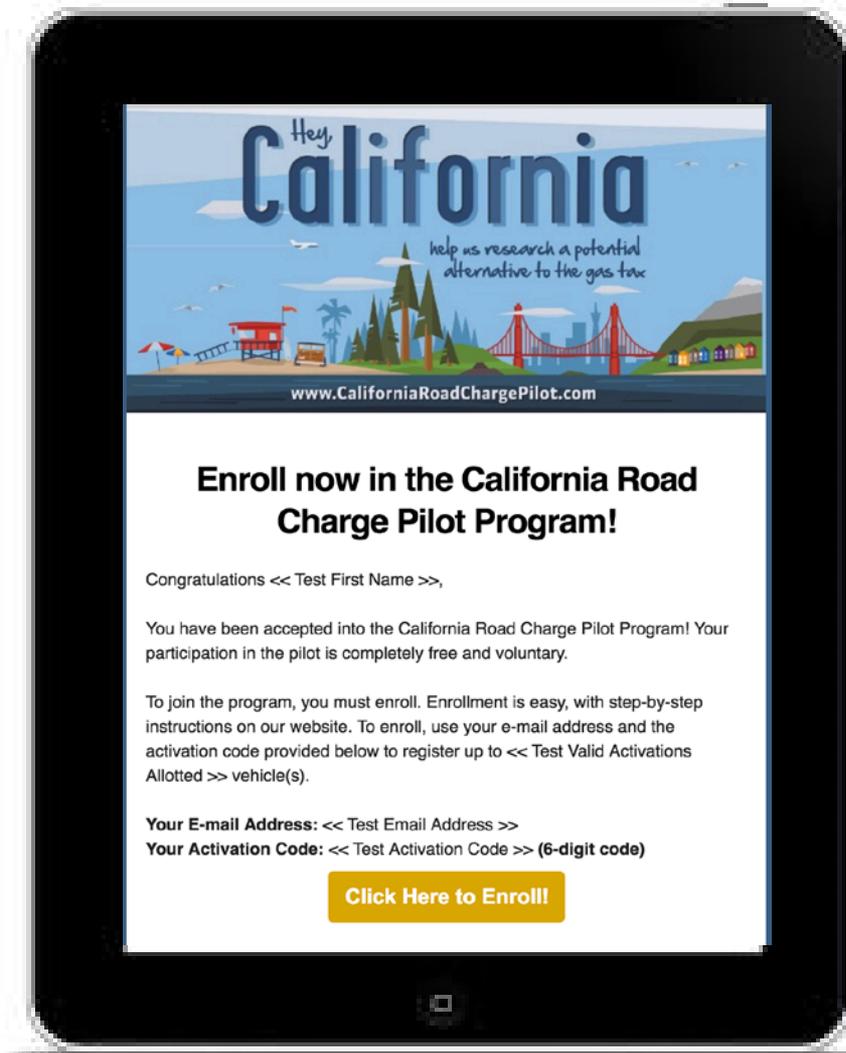


Road Charge Pilot Program Overall Summary

- ◆ Launch Enrollment
- ◆ Begin Mileage Reporting
- ◆ June to August Customer Service Data Summaries
- ◆ June to August Account Information Summaries
- ◆ Top Issues Being Addressed



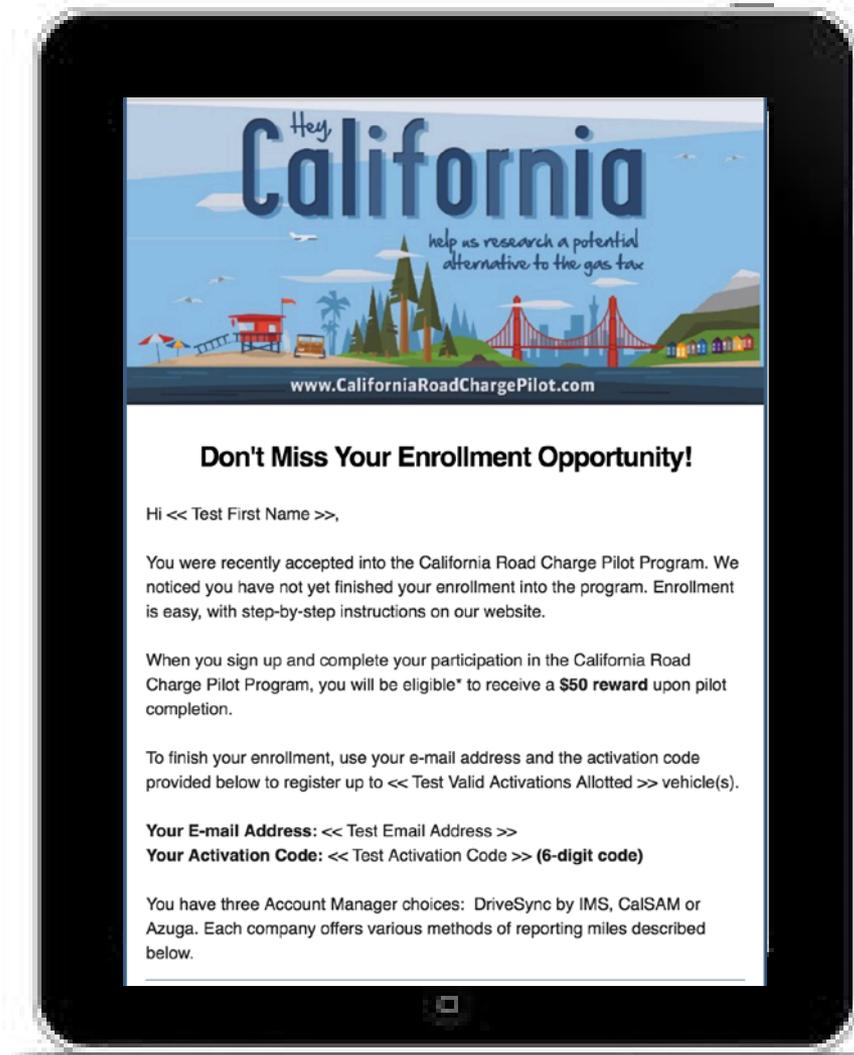
Customer Perspective: Invitation



Volunteers as of August 5, 2016

- ◆ Individuals
 - ◇ 8,058 people
 - ◇ 9,927 vehicles
 - ◇ 1.23 vehicles per person
- ◆ Light Commercial Fleets
 - ◇ 6 companies
 - ◇ 243 vehicles
- ◆ Heavy Commercial Fleets
 - ◇ 9 companies
 - ◇ 56 vehicles
- ◆ Other Vehicles
 - ◇ 4 agencies with 143 vehicles
 - ◇ 9 OOS with 10 vehicles
 - ◇ 9 tribal with 16 vehicles
- ◆ Total of 10,395 vehicles volunteered

Customer Perspective: Reminder



Customer Perspective: Enrollment

CALIFORNIA ROAD CHARGE HOME ABOUT CONNECT Español

CHOOSE AN ACCOUNT MANAGER TO ENROLL TODAY!

Your participation is **FREE**.
Review your options below and select the Account Manager that best meets your needs.
You will need your email address, activation code, contact information, vehicle ID number (VIN), and license plate number to complete your enrollment.

HOW WOULD YOU LIKE TO REPORT THE MILES YOU DRIVE?

- No preference
- I'd like to report my miles automatically
- I'd like to report my miles without using any technology

DRIVESYNC BY IMS

ENROLL

Value added services (smartphone app)

REPORT MILES USING:

- Plug-in device for your car*
- Car's built-in technology**

VIEW DRIVESYNC OPTIONS

AZUGA

ENROLL

Value added services (smartphone app)

REPORT MILES USING:

- Plug-in device for your car*
- Smartphone app*
- Car's built-in technology**

VIEW AZUGA OPTIONS

CALSAM

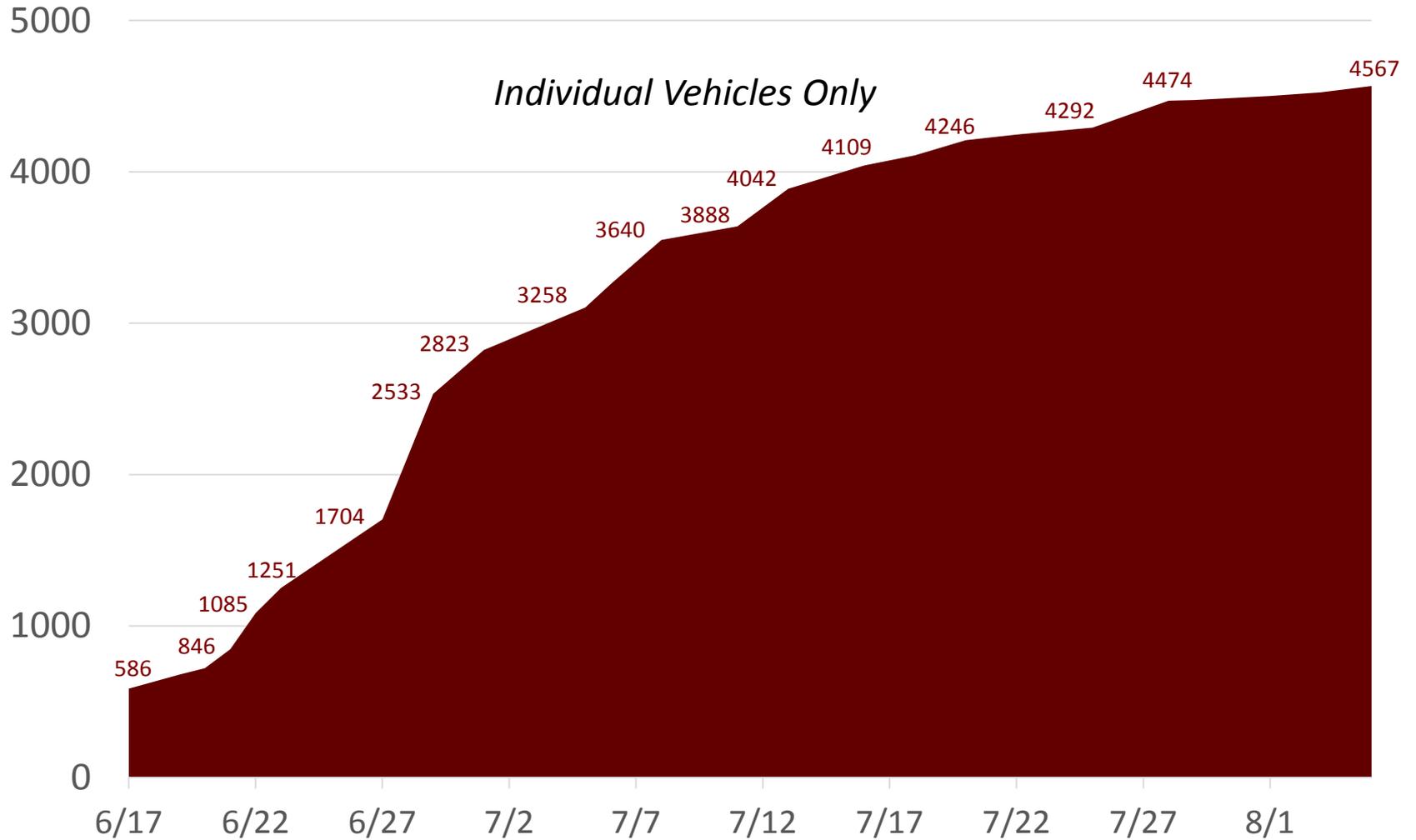
ENROLL

REPORT MILES USING:

- Permit for 1, 5, or 10 thousand miles
- Permit for 10, 30, or 90 days
- Report your odometer reading

VIEW CALSAM OPTIONS

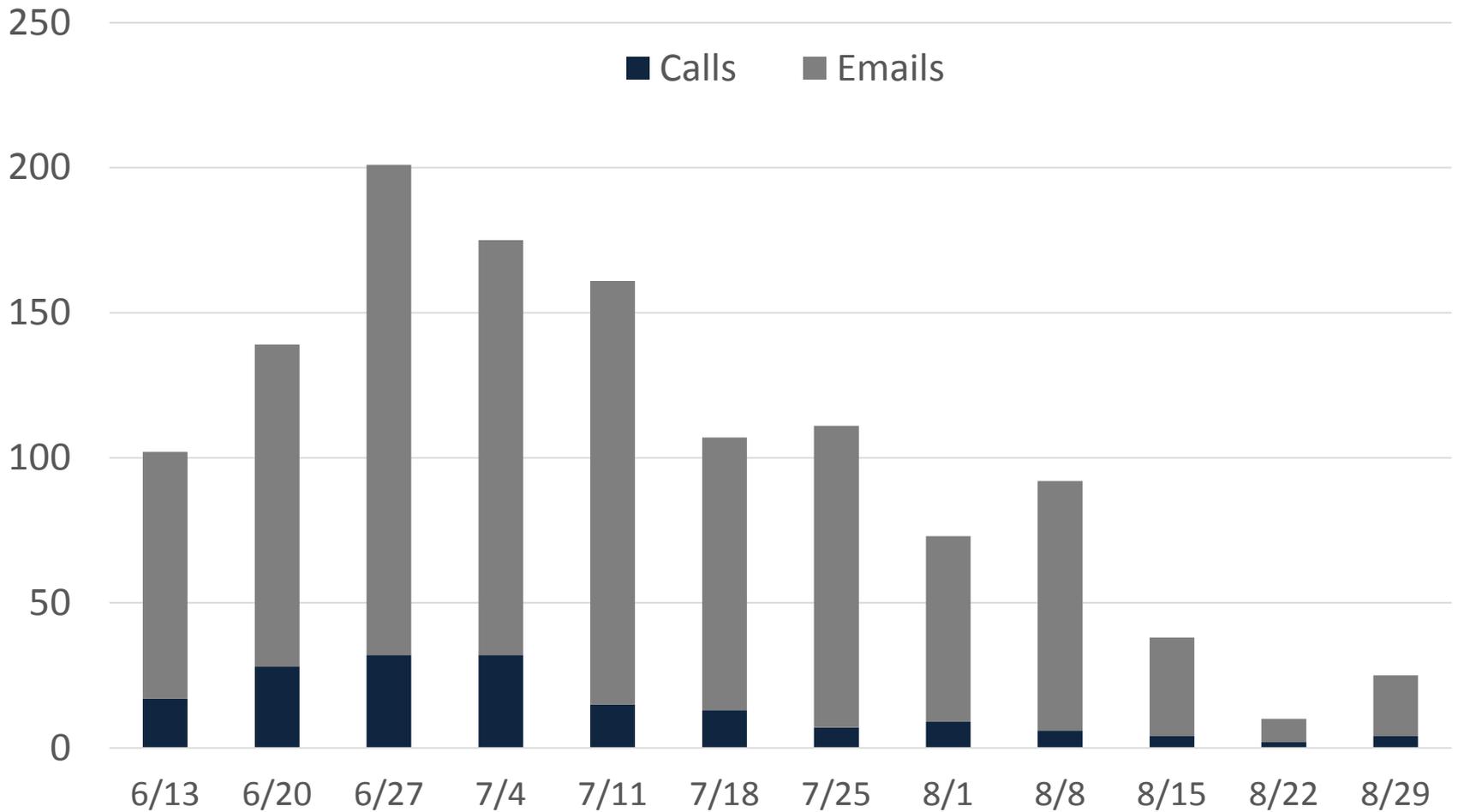
Enrollment Trend



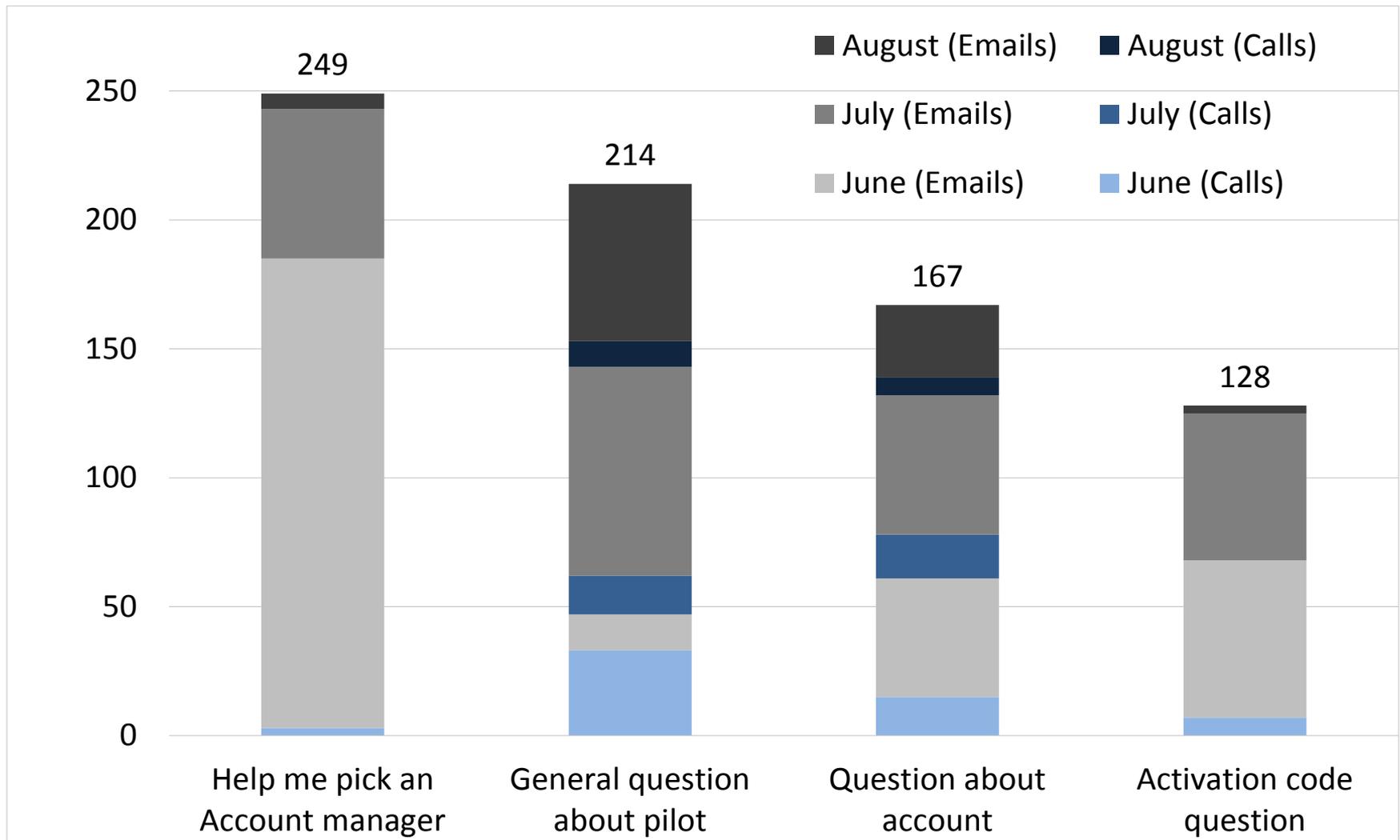
Customer Perspective: Support

Account Manager	Phone Hours
	6-5 Pacific, M-F
	24/7
	8-5 Pacific, M-F
	Dedicated Account Representative
	24/7

General Information Line Weekly Volumes



Top Participant Support Topics (June to August)

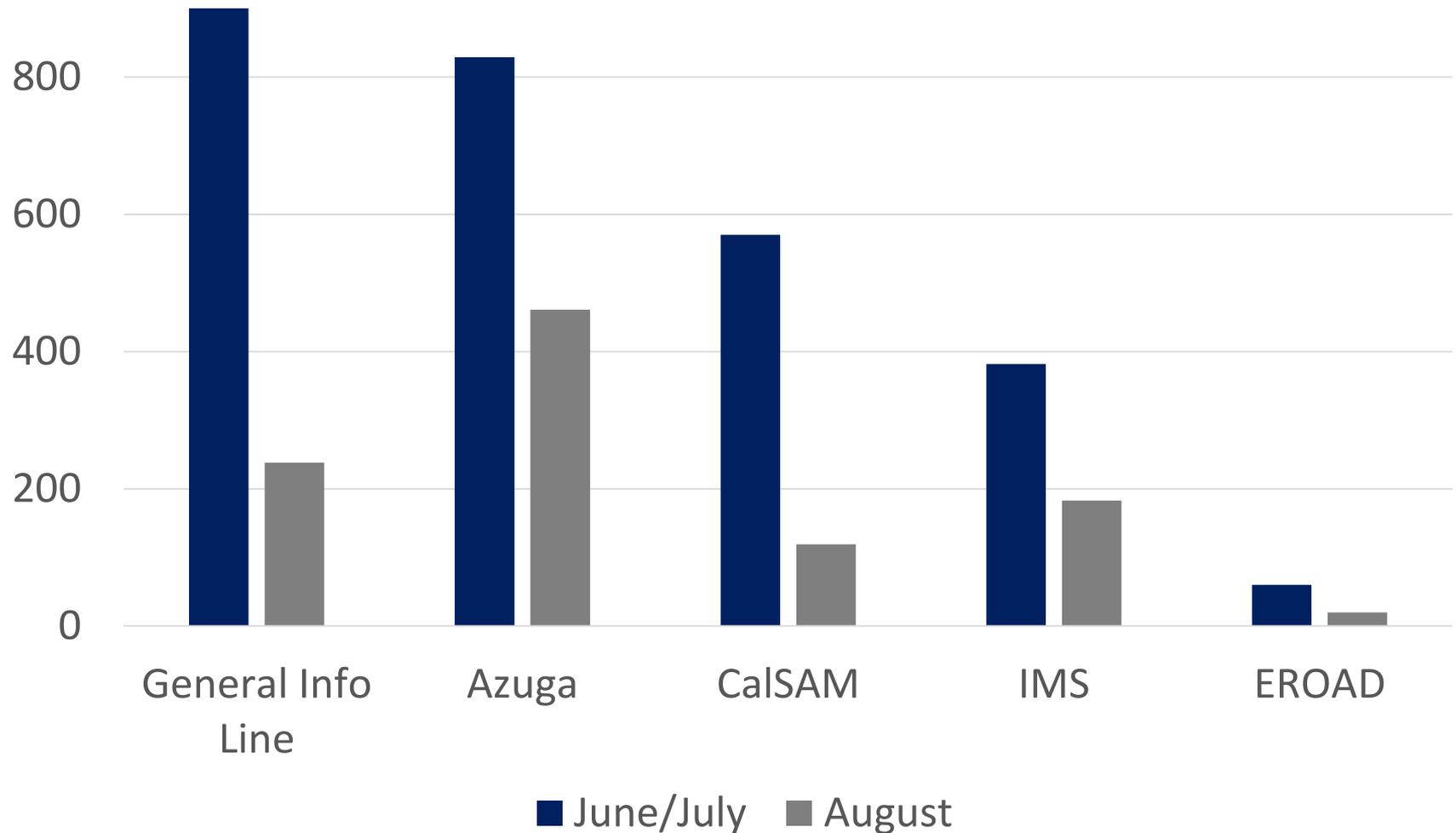


Other Support Topics (June to August)

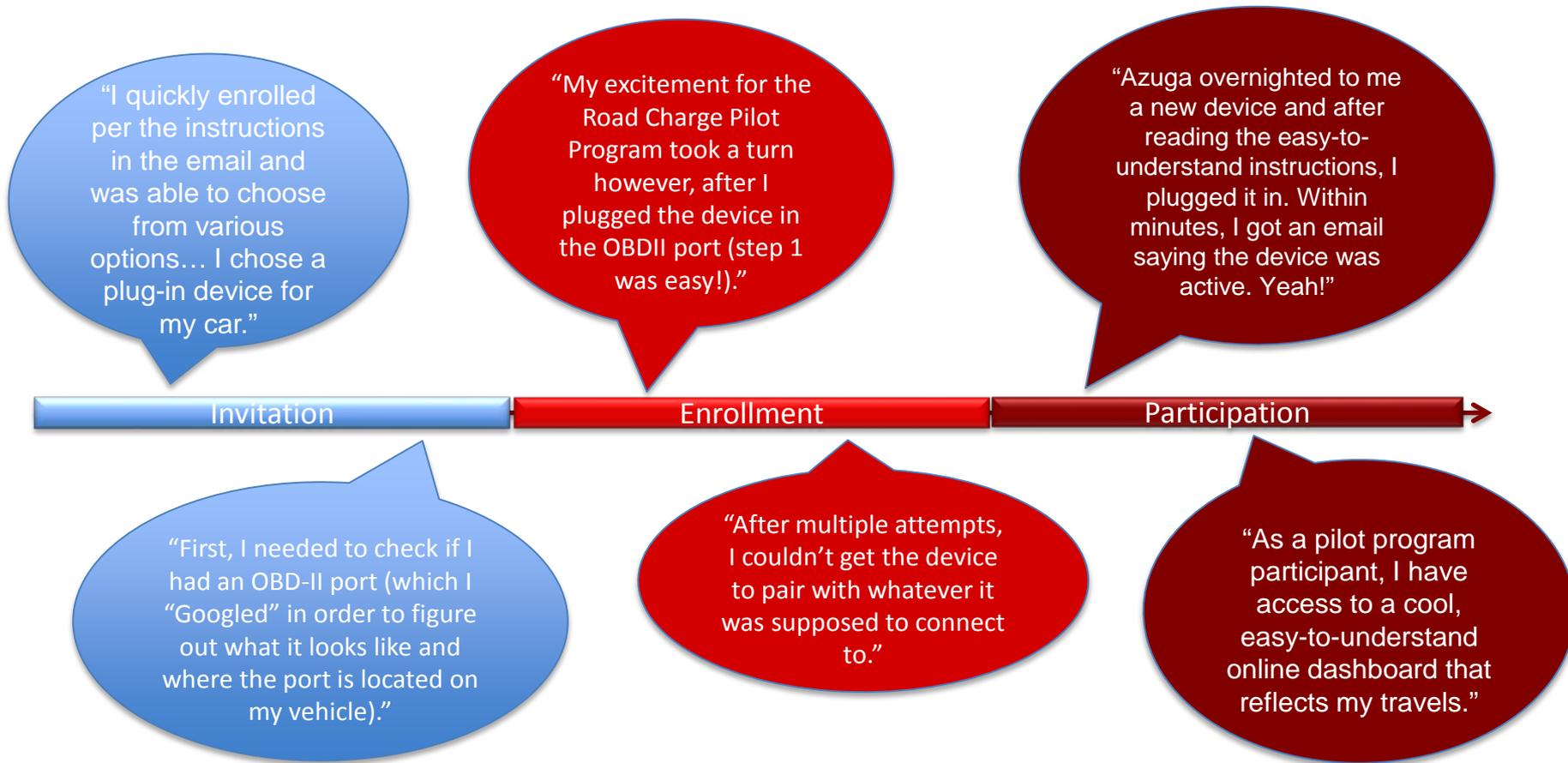
- ◆ Unsubscribe from email list or un-enroll from pilot (37)
- ◆ Inquiry about road charge policy (28)
- ◆ Schedule an odometer reading (25)
- ◆ Need to change account information (23)
- ◆ Did not get invitation, want to enroll (20)
- ◆ Missed enrollment deadline (12)



Call Center Volumes by Account Manager



Customer Perspective: Case Study – ACEC’s BLOG



Customer Perspective: Surveys



The banner features a stylized illustration of California's diverse landscape. On the left, there's a beach scene with a lifeguard stand, a lifeguard, and beach umbrellas. In the center, there are tall evergreen trees and a small car. On the right, there's a red suspension bridge (resembling the Golden Gate Bridge), a city skyline, and a row of colorful houses. The sky is blue with white clouds and birds. The text 'Hey California' is written in a large, blue, sans-serif font. Below it, the text 'help us research a potential alternative to the gas tax' is written in a smaller, black, sans-serif font. At the bottom of the banner, the website address 'www.CaliforniaRoadChargePilot.com' is displayed in a white, sans-serif font on a dark blue background.

California Road Charge Pre-Pilot Program Survey

Hi << Test First Name >>,

Thank you for participating in California's Road Charge Pilot Program! As part of the program, we would like to gather information about why you joined, what you think of the program, and your experience so far with a short survey. The survey will only take about 15 minutes of your time and your participation is an extremely important component of the pilot evaluation process.

Operational Data from July and August

DriveSync Road Charge Monthly Statement
 NOT A BILL - SIMULATED PAYMENT COMPLETE
 MONTHLY STATEMENT ROAD CHARGE
 Statement Period: May 1 - May 31, 2016

EROAD Inc., 7618 SW Mohawk Street, Tualatin, OR, 97062
 EROAD Federal Tax ID number: 99-0381753
 Phone: 1-971-303-3132 / Nina Elter

NOT A BILL INVOICE
 Receipt to Christopher Baumann, Charlottenstrasse 59, Berlin, CA 10117, United States
 California State Account Manager
 California Road Charge Pilot Program
 NOT A BILL - simulated payment complete

CA Road Charge Pilot Program - April
 Vehicles: CA2222, CA4444, CA5555, CA3333, CA1

CA ROAD CHARGE	Jurisdiction	Total distance	Tax
	California	252.3	213
	Out-of-State	37.0	0
	Undifferentiated*	0	0
	FUEL TAX CREDIT**		0
	Total distance	252.3	7

The estimated fuel taxes paid are: \$9.08

Description	Amount Paid	Amount
CA Road Charge		\$18.00
CA Fuel Tax credit	(0.26)	
TOTAL		\$18.00

Receipt # 1 Date 07/15/2016

DriveSync
 34 Hollywood Blvd, Apt 3, Los Angeles, CA 90210
 Program: California Road Charge Pilot F
 Invoicing Period: June 2017
 Total Road Charges: \$ 4.56
 Total Fuel Tax Credit: \$ 3.51
 Net Charge: \$ 1.05
 Amount Paid: \$ 1.05
 Amount Due: \$ 0.00

EROAD
 Billing Address: CA Pilot EY, 1234 CA test lane, Testington, CA, 12345

Receipt
 Vehicle: 123abs0 (my car)
 Road Charge Method: Mileage permit (1000 miles)
 Start Odometer: 1 miles
 End Odometer: 1001 miles

Summary Table

State	Description	79.5	18.5	12.5	0.0
CA	Chargeable miles				
CA	Non-Chargeable miles				
OR	Out-of-State miles				
OR	Out-of-State miles				
WV	Out-of-State miles				
WV	Vehicle Summary				
Subtotal (All Vehicles)					
Total Road Charges: \$ 4.56					
Total Fuel Tax Credit: \$ 3.51					
Net Charge: \$ 1.05					

No real money is exchanged, as this is a pilot program

July Summary Data

- ◆ Data reported as of August 19

Account Manager	Enrolled Vehicles ¹	Compliant ² Vehicles	Percent Compliant
Azuga	2,978	2,866	96%
IMS	1,182	1,046	88%
CalSAM	885	855	97%
EROAD	55	55	100%
Total	5,100	4,822	95%

- ◆ Account data reported for month of July 1-31

Miles	Road Charges	Fuel Tax Credits	Net Revenue
1,843,658	\$33,186	\$(26,784)	\$6,402

Note 1: Enrollment as of August 19: 5,100 vehicles enrolled out of 10,478 invited (48.7% enrollment rate)

Note 2: Vehicles reporting mileage IAW participant agreement & Account Manager instructions per reporting method



August Summary Data

- ◆ Data reported as of September 14

Account Manager	Enrolled Vehicles ¹	Compliant Vehicles ¹	Percent Compliant
Azuga	2,957	2,934	99%
IMS	1,181	1,088	92%
CalSAM	868	865	99%
EROAD	55	55	100%
Total	5,061	4,942	98%

- ◆ Account data reported for month of August 1-31

Miles	Road Charges	Fuel Tax Credits	Net Revenue
4,194,390	\$72,489	\$(60,519)	\$11,970

Note 1: Vehicles reporting mileage IAW participant agreement & Account Manager instructions per reporting method



Summary Data To Date (as of September 14, 2016)

- ◆ Data reported

Month	Enrolled Vehicles	Compliant Vehicles ¹	Percent Compliant
July	5,100	4,822	95%
August	5,061	4,942	98%
Average	5,081	4,882	96%

- ◆ Total account data reported

Miles	Road Charges	Fuel Tax Credits	Net Revenue
6,038,048	\$105,675	\$(87,303)	\$18,372

Note 1: Vehicles reporting mileage IAW participant agreement & CAM/CalSAM instructions per reporting option

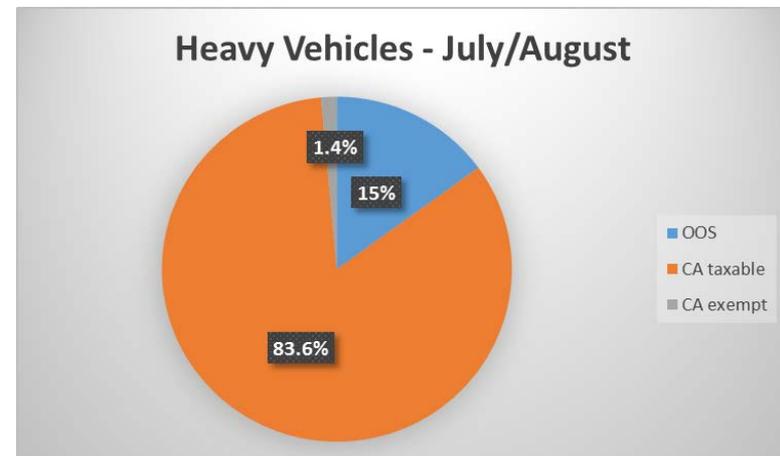
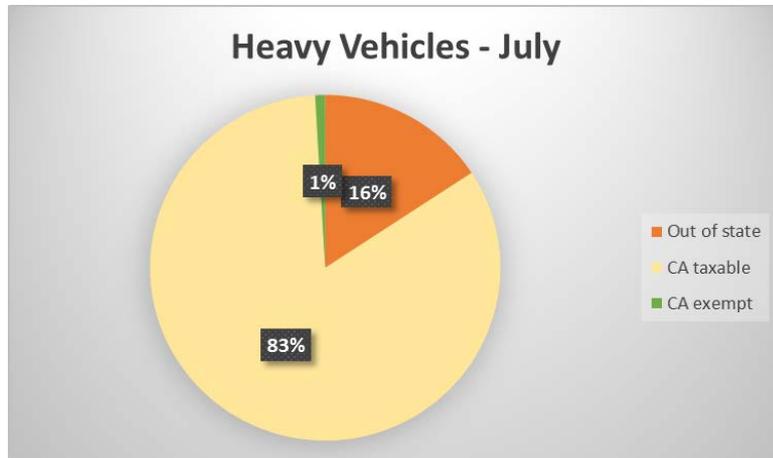


Summary Data Heavy Vehicles

Heavy Vehicles – EROAD



- ◆ 8 pilot carriers with total of 55 Heavy Vehicle Trucks
 - ◇ 385,852 miles travelled in July
 - ◇ 421,430 miles travelled in August
 - ◇ 807,282 miles travelled in first two months of pilot
- ◆ Distance travelled out of California
 - ◇ 16% in July
 - ◇ 14% in August
 - ◇ 15% in first two months
- ◆ Exempt distance travelled in California (off road/private roads)
 - ◇ 1% in July
 - ◇ 1.8% in August
 - ◇ 1.4% in first two months



Top Issues Being Addressed

- ◆ Measuring and encouraging participant compliance*
 - ◇ Keeping devices plugged in
 - ◇ Taking odometer photos at prescribed intervals
 - ◇ Purchasing time and mileage permits on time
- ◆ Telematics mileage reporting functionality
- ◆ Smartphone methods and timing of data collection
- ◆ Invoice accuracy
 - ◇ Timing of data input/cutoffs
 - ◇ Private road mileage
- ◆ Preparing for open enrollment – November 1-15

**Note: Vehicles reporting mileage IAW participant agreement & Account Manager instructions per reporting method*



Questions?

Thank you

