

Attachment 2

Performance Measures

Because the Oklahoma Turnpike Authority continues to run a fairly modest staff, most of the improvements to the Authority cannot be attributed to just one Division or Program. The improvements that the Authority would consider good performance measures over the last 5 years are listed below.

- The Oklahoma Turnpike Authority (OTA) provides detailed information concerning its operations on the Authority's website www.pikepass.com. Information includes turnpike authority governance & staff information, history & contact information, public meeting notices, financial reports, construction contracts (with plans) for bid, traffic data & updates, toll rates & a toll rate calculator, engineering services contracts, turnpike services information, etc. In 2014, the Authority opened both Twitter and Facebook accounts to better communicate with customers through additional outlets. In 2016, the Authority created the drivingforwardok.com and platepay.com websites to further communicate with our customers. In 2017, the Authority will also be creating an Instagram account.
- The Oklahoma Turnpike Authority (OTA) completed its latest Annual Audit with Grant Thornton for the year ending December 31, 2015. The opinions from this audit are contained in the Authority's Comprehensive Annual Financial Report on the Authority's website. The link to this report is: https://www.pikepass.com/pdf/CAFR_2015.pdf. The audits dating back to 1997 are also contained on the Authority's website.
- The Oklahoma Turnpike Authority's Trust Indenture covenants that the Authority will have the Consulting Engineers make an inspection of the Oklahoma Turnpike System at least once each year and submit a report setting forth findings on whether the Oklahoma Turnpike System is maintained in good repair, working order and condition and recommendations as to proper maintenance, repair, and operation of the System during the ensuing fiscal year and an estimate as to the amount of money necessary for such purposes as well as the recommendation for insurance to be carried and the amount that should be deposited monthly during the ensuing fiscal year to the credit of the Reserve Maintenance Fund. We have attached the current Annual Report of the Consulting Engineer for the year ending December 31, 2015.
- Through an OTA website portal, *PIKEPASS* customers can conduct online business updating account information, making payments, ordering *PIKEPASS* transponders, recycling older transponders, adding or removing vehicles from their account, etc. This provides better customer service and reduces the cost to the Authority. Those customers not conducting business electronically receive *PIKEPASS* transaction and turnpike information through monthly and quarterly statements sent to them by USPS.

- The Authority has teamed with Limited Service Providers throughout the state where customers can receive new *PIKEPASS* tags from local tag agents and outlets to expedite immediate availability of *PIKEPASS* travel on our System. To date, 79 such LSP are active across Oklahoma. In 2014, a new full functional store was opened in the Oklahoma City Tourist Information Center at I-35 & NE 122nd Street that offers expanded hours of operation for customers. This partnership has helped reduce cost while improving customer services for both entities.
- As the *PIKEPASS* program continues to gain popularity, the *PIKEPASS* Customer Service Center continues to serve and maintain over 671,000 currently active customer accounts. Customer accounts have increased by 8% since 2013 with customer service phone calls increasing by 16.6% for that same time period. With this increased customer base and the demands that go with that, the Authority has created a new Quality Assurance/Quality Control program in order to continue to improve employee morale, customer service agent performance and training with an eye on improving customer satisfaction.
- OTA completed Payment Card Industry (PCI) audits and made findings available to the OTA Audit Committee of the Authority's PCI compliance and payment card protection for over 600,000 of the OTA credit card customers. The Authority continues to upgrade all aspects of the Information Technology System to provide more comprehensive information in a secure and protected IT environment.
- The OTA provided information concerning the financing, contracting, operations and project specific information to legislative committees. This was provided during legislative committee meetings as well as special legislative interim studies. The OTA provides similar information to local governments along the turnpikes as requested. The OTA continues to make presentations of information to local civic and community interest groups.
- During 2015 & 2016 the Authority worked in conjunction with ODOT and DEQ to develop a comprehensive "Storm-water Run-off Pollution Prevention Plan" for those properties owned and managed by the OTA. Plan included posting plan information on OTA website, providing educational information to local schools and civic groups, developing a bookmark that can be provided to customers and partners of OTA.
- The Authority expanded Dynamic Message Sign (DMS) capability along the turnpikes to better inform customers of projects, traffic hazards, accidents, burn bans, amber alerts, ozone alert days, etc. This program was a cooperative effort with ODOT and DPS. As part of the Authority's efforts for improved safety and customer services, the Authority used the permanent and portable DMS to alert travelers about delays they would encounter during construction contracts along the System.
- During 2011, the Authority sold bonds to complete widening of approximately 15 miles of urban turnpike. This widening effort was part of the Governor's Bridge Replacement & Turnpike Modernization Plan announced in the fall of 2011. Because of the competitive construction market, bids for the turnpike widening came in less than

expected allowing the Authority to accelerate planned turnpike improvements including bridge replacements, cable barrier installation, and pavement reconstruction. All turnpike structurally deficient bridges were addressed as part of this initiative. The favorable bond market and efficient turnpike operations allowed the additional bonds to be sold and improvement made without increasing tolls paid by turnpike customers. The two major urban facilities opened to traffic in 2013.

- As part of the Authority's 2011 bond issues to refinance debt and issue new bonds for turnpike modernization and widening, the Authority met on site with all three major rating agencies to allow them the opportunity to evaluate the Authority's operations and future debt structure. As part of the debt offerings, the Authority also conducted face-to-face meetings with investors and worked in conjunction with underwriters conducting "internet road shows" communicating the Authority's debt and planned sale of bonds. The Authority's existing debt structure and improvement plans were available for investors, regulatory agencies, rating agencies and the public to view during these offerings. During 2013 and 2014, Moody's, Fitch, and S&P completed their most recent ratings reviews of the Authority which resulted in the Authority's ratings being affirmed at Aa3, AA-, and AA-, respectively.
- As a part of the planned bond issues for the Driving Forward Project, the Authority again met with the three major rating agencies to allow them the opportunity to evaluate the Authority's operations. During those meetings, Moody's, Fitch, and S&P completed their most recent ratings reviews of the Authority which resulted in the Authority's ratings again being affirmed at Aa3, AA-, and AA-, respectively.
- The Authority worked with local governments (Broken Arrow, Oklahoma City, Oklahoma County, Elgin, ODOT) providing new or improved turnpike access. These new access points provided improved traffic flow and safety while offering opportunities for economic development and expansion in the local communities.
- The Authority partnered with the local government of Jenks to improve turnpike access at Elm/Peoria becoming the Authority's first All Electronic Tolling location. This technology provides improved safety and traffic flow while increasing opportunity for economic development and expansion in the local community. This location opened to traffic on 1/5/2017.
- In early 2016, the Authority completed the interchange at Luther on the Turner Turnpike to provide access to and from Tulsa. This interchange had previously provided access to and from Oklahoma City only.
- The Authority completed the first of five removals of toll plazas out from under a bridge. The Eufaula toll plaza construction was the first of the five and was completed and opened in August 2016. As a part of the opening at the Eufaula toll plaza, automatic payment machines were also implemented in the cash lanes. These payment machines

have credit card capability making the Eufaula Toll Plaza the first payment location on the Oklahoma Turnpike System that takes credit cards as a payment method for tolls.

- As the *PIKEPASS* program continues to gain popularity, the *PIKEPASS* Customer Service Center continues to serve and maintain over 670,000 currently active customer accounts. Customer accounts have increased by almost 3% per year since 2011.
- In March, 2011 *PIKEPASS* began a 2-year transition to the new technology sticker tag. This effort required issuing 1.6 million new sticker tags and the retirement of 950,000 old technology *PIKEPASS* toll tags. That transition was completed in early 2013. This transition improves transaction accuracy and provides customers with continued non-stop use of the System.
- This newer sticker tag technology also opened the opportunity for OTA to pursue interoperability opportunities with other states. In August 2014, the OTA began interoperability toll transactions with the North Texas Toll Authority (NTTA). In November 2014, the OTA began interoperability toll transactions with the Kansas Turnpike Authority (KTA). With these key initiatives, *PIKEPASS* Customers can now drive on north Texas and Kansas toll roads using their *PIKEPASS* to pay tolls. This allows tolls paid to be at the reduced rate plus improves travel ease for those customers. Toll Tag customers of NTTA and K-Tag customers of KTA can now travel through *PIKEPASS* lanes and be charged for the trip to their Toll Tag or K-Tag accounts. This improves safety and through put at OTA tolling points.
- Between September 2008 and December 2016 almost 400,000 *PIKEPASS* account holders transitioned from paper to email statements as a result of the *PIKEPASS* “Go Green” email campaign. Each customer contact is used as an opportunity to persuade customers to transition to email statements and notices. It is estimated that by transitioning *PIKEPASS* account holders from paper to email, the Authority saves over \$2 million annually in postage and printing expense.
- The Authority currently has in use 80 CNG powered vehicles to use in operation and maintenance of the Turnpike System. In early 2015 the OTA placed an order to purchase 40 CNG powered work trucks to replace aging vehicles used for maintenance and operations of the Turnpike System. This was a cooperative effort with ODOT and other Oklahoma entities as an initiative of the Governor. The competitive price received on the new vehicles and the potential volatility of oil prices will result in significant return on investment of the replacement vehicles purchased.
- Reduced energy consumption in the Authority’s toll operations by replacing lane computer system and camera technology with a more energy efficient system; annualized savings of approximately \$58,500.
- In cooperation with McDonalds, EZGo, and Kum & Go, the Authority reconstructed new service plaza locations along the turnpikes adding expanded services and improved

facilities for turnpike customers. In 2014, two new facilities were opened at McAlester and Vinita. The facility at McAlester combined two unsafe locations on the Indian Nation Turnpike into one new and improved location near McAlester. The new location offers CNG fueling, one of only a few CNG fueling locations in SE Oklahoma. The new facility at Vinita was a remodel of a 1957 facility. The remodel offers new and improved services and provided OTA the opportunity to team with Tourism to expand tourist information about all of Oklahoma to those that stop at this new location.

- Even with the planned toll increases in 2017-2019, the Authority continues to keep its toll rates per mile on average approximately 58% below the national average for passenger vehicles and 62% below the national average for heavy trucks.
- The Authority received the Certificate of Achievement for Excellence in Financial Reporting for the Authority's 2015 CAFR from the Government Finance Officers Association of the United States and Canada (GFOA). The Authority has consistently achieved this Certificate of Achievement since 1990. In order to be awarded a Certificate of Achievement, a governmental entity must publish an easily readable and efficiently organized CAFR that satisfies both GAAP and applicable legal requirements.
- The Authority implemented PayNearMe as a payment method for its customers. PayNearMe allows cash customers to conveniently make payments at many local retailers without having to travel to one of the Authority's store locations to make a payment.