

## 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 are listed below.

- The Oklahoma Turnpike Authority (OTA) provides detailed information concerning its operations on the Authority's website [www.pikepass.com](http://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 addition to website access, the Authority offers customers an opportunity to receive text alerts for turnpike travel information. In 2014, the Authority opened both Twitter and Facebook accounts to better communicate with customers through additional outlets.
- 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, 78 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 122<sup>nd</sup> Street that offers expanded hours of operation for customers. This partnership has helped reduce cost while improving customer services for both entities.
- 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 300,000 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 made presentation of information to over 20 local civic and community interest groups during 2014.

- During 2013 & 2014 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.
- 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.
- 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 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 throughput at OTA tolling points.

- Between September 2008 and December 2014 almost 300,000 *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 \$1.6 million annually.
- 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 will place 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 increasing cost of gas will result in significant return on investment of the replacement vehicles purchased. As of December 31, 2014, the OTA had already seen over \$100,000 in fuel cost savings with the use of these new units.
- 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. The Authority also began efforts in 2014 to compile data and work in conjunction with OMES on the Governor’s 20X2020 energy conservation plan. Suggestions from the energy savings plan are being implemented as improvement projects are implemented along the System.
- 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.
- The Authority continues to keep its toll rates per mile on average approximately 57% 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 2013 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 focuses on safety for employees working to provide services to customers. In 2014, as in previous years, the Authority conducted ongoing safety and workers' compensation training and programs which resulted in reduced accidents and helped control loss time. This resulted in the Workers' Compensation Experience Modifier for 2015 to be 0.67 which means the OTA pays 33% less than the average company and this will save the OTA \$329,287 in premiums.
- In cooperation with One Gas and Johnson Oil/EZGo, the Authority expanded CNG fueling at the Stroud and newly constructed McAlester Service Plaza. These locations provide fueling opportunities to the growing CNG customer base traveling the Turnpike System. ACOG recognized the Authority's clean energy (CNG) efforts during 2014 by awarding the Authority the "Zach D. Taylor, Jr. Clean Cities Vision Award for Regional Alternative Transportation Fuels Leadership, 2014."