DBi Services provides comprehensive oversight of roadway operations, maintenance, customer service and tolling of the Pocahontas 895 and the Richmond Airport Connector for VDOT. Also included is the Vietnam Veterans Memorial Bridge at 1475 feet long with a main span of 672 feet and 145 feet of vertical clearance. This project requires full inspection, management and maintenance of the roadways, structures and facilities, as well as the management of tolling and customer service across 10.5 centerline miles.

DBi Services also manages subcontractors providing incident response, emergency management and traffic control of the entire corridor. DBi Services has managed this infrastructure since the second quarter of 2014. The contract runs for five years with an optional two-year renewal.

**Project Highlights**

This project was established under a Public Private Partnership (P3). The Commonwealth of Virginia, which planned and constructed Pocahontas 895 and the Richmond Airport Connector Road, formed the P3 in 2006 to manage, maintain and operate Pocahontas 895 and to complete the Airport Connector.

The parkway is a fully electronic toll road with an E-ZPass® system that allows travelers to utilize the roadway without stopping to pay tolls. DBi Services is responsible for ensuring the full-functioning of the system, accurate tolling, and consistent use for the public.

**Relevant Experience Gained**

- An expanded toll road operations skill set which includes traffic and revenue forecasting projecting and analysis, direct customer billing and processing of violations, experience with electronic tolling and time-of-day tolling, and contract management of tolling staff and toll system operators.
- Cooperation with local government and key stakeholders. We have maintained strong relations with key government officials based on their interest and scrutiny surrounding the tolling aspects of the roadway in relation to their constituents.

**Value to Customer**

- Expanding our capabilities to include tolling operations to our maintenance skill set.
- Experience with direct payments through tolling of traveling public.
- Strengthening our expertise in transportation financing through our work within the P3. We are collaborating with banks and P3 partners to project and collect revenue to defray the costs of construction and long-term maintenance of the system.