



Technology Test Drive Business Rules

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Definitions & Abbreviations

TERM/ABBREVIATION	DEFINITION/DESCRIPTION	REMARKS
AES	Advanced Encryption Standard	
COMPONENT	A subsystem component is a modular part of the subsystem that serves specific activities or tasks	
CONOPS	Concept of Operations	
DATAWAREHOUSE	The database developed for the Part 1 Demonstration but also used for Part 2 to store Participant travel data used to generate Road Usage Reports.	
DEMONSTRATION PROJECT	The terms refer to the HiRUC Demonstration, including both parts 1 and 2	
DC	Data Collection	
DIT	Honolulu City & County Department of Information Technology	
ECU	Engine Control Unit	
EPA	Environmental Protection Agency	
FIPS	Federal Information Processing Standard, which includes two-digit numerical codes for each U.S. state/territory.	
FCC	Federal Communications Commission	
FUNCTION	Specific tasks accomplished by a system component	
FUNCTIONAL GROUP	Functional groups are high-level objectives of the subsystem component	
GIS/MAP	Geographic Information System	
GPS	Global Positioning Systems	
HDOT	Hawaii Department of Transportation	
HIRUC ADMINISTRATION	Name given to the administrative entity tasked with recruiting Demonstration Participants, verifying the correct computation of road usage charges, and performing any compliance activities recommended by HDOT.	
HIRUC SYSTEM	The system established for the Part 1 demonstration to generate Road Usage Reports (RURs), comprising a Datawarehouse and a RUR Generator. It will also be used in Part 2.	
HTTP	HyperText Transfer Protocol	
ICD	Interface Control Document	
IP	Internet Protocol	
IT	Information Technology	
JSON	JavaScript Object Notation	

TERM/ABBREVIATION	DEFINITION/DESCRIPTION	REMARKS
LTE	Long-Term Evolution	
MILEAGE MESSAGE	A mileage message is the formatted transaction data, containing mileage, fuel usage and health data, that is exchanged between Service Provider subsystems.	
MILEAGE METER	A Mileage Meter is a device or inbuilt system that collects road usage charge information for the vehicle in which it is installed	
MILEAGE REPORTING TECHNOLOGY	The actual technology underlying a Mileage Reporting Method, either a plug-in device, odometer image capture system (an app with front and back ends), or Native Automaker Telematics	
MRD	Mileage Reporting Devices	
MRM	Mileage Reporting Method, a means of recording and reporting miles travelled, either a plug-in device (OBDII), odometer image capture system, or Native Automaker Telematics.	
MTBF	Meantime Between Failures	
MVERITY	Vehcon's patented system for odometer image capture and validation, which the Service Provider will use for odometer image capture.	
NATIVE AUTOMAKER TELEMATICS	A telematics system installed by the carmaker at the time of manufacturing, providing a secure data interface to the vehicle electronics, including odometer, used here as a Mileage Reporting Method.	Abbreviated NAT
OBDII	On Board Diagnostics II, the CARB/EPA standard for vehicle data interfaces included in all US vehicles built after 1996.	
ODOFOTO	Reporting odometer images periodically as a Mileage Reporting Method, also called Odometer-based Reporting.	
ODOMETER MESSAGE	An odometer message is the formatted transaction data, containing odometer data that is exchanged between subsystems	
ODOMETER-BASED REPORTING	Reporting odometer images periodically as a Mileage Reporting Method, also called OdoFoto.	
PART 1	The Manual Demonstration, in which Hawaii residents receive a Driving Report based on their odometer readings collected during safety inspections. Not included in this specification.	
PART 2	The Automated Demonstration, in which ~2,000 Participants receive Road Usage Reports over the 9-month Demonstration based on a variety of Mileage Reporting Methods. Included in this specification	
PARTICIPANT	A volunteer who has enrolled in the Part 2 (Automated) Demonstration	



TERM/ABBREVIATION	DEFINITION/DESCRIPTION	REMARKS
PID	Plug-in Device, an OBDII device with or without location, a Mileage Reporting Method.	Abbreviated PID (either with or without location information), OBDLoc (includes location information) or OBDNoLoc (no location information)
PII	Personally Identifiable Information	Defined in business rules
PMVI	Periodic Motor Vehicle Inspection	
REST	Representational State Transfer	
RPAM	Demonstration Participant Account Management	
RUC	Road Usage Charge	
RULE ID	RuleID is the code for the location (area) where the mileage is driven. All RuleID's refer to entire states, provinces, counties, or other jurisdictions, except 00, which refers to mileage driven for which there is no location data (state cannot be determined).	
RUR	Road Usage Report, a periodic statement of driving data in PDF format sent to Participants by the Service Provider.	
RURG	Road Usage Report Generator, the component of the HiRUC system (developed for the Part 1 Demonstration but also used in the Part 2 Demonstration) that creates Road Usage Reports based on travel data stored in the Datawarehouse.	
SP	Service Provider, the firm that provides mileage collection and account management services for the Part 2 Demonstration, reports data to the HiRUC Administration and HiRUC system, and has a direct interface with the Participants.	
SRS	System Requirement Specification	
SUBRULE ID	SubRule ID distinguishes between chargeable (public on-road) and non-chargeable miles driven within a given Rule ID.	
TCP	Transmission Control Protocol	
TP	Transaction Processor	
UBI	Usage-based Insurance	
UNDIFFERENTIATED	Miles for which location data is not available, recorded in RuleID 0, considered to be chargeable miles.	
VIN	Vehicle Identification Number, a unique serial number for each vehicle, standardized as a 17-digit alphanumeric code since 1981.	
VMT	Vehicle Miles Traveled	

1. Preface

Please see the HiRUC Technology Test Drive (Part 2) System Requirements Specifications for an introduction to the HiRUC Part 2 Demonstration and for context. These Business Rules specify business and operational processes and values associated with that system. They should be considered requirements to be fulfilled by the Service Provider in delivering the Part 2 Demonstration.

2. Business Rules

2.1. Overview

The business rules defined for the HiRUC Part 2 Demonstration fall into 10 categories:

- ▶ **Customer Service Readiness:** The rules provide guidelines for preparing Customer Service Representatives (CSRs) to deliver high quality customer service
- ▶ **Account Management:** These rules provide the guidelines for creating Participant accounts, enrolling vehicles in Mileage Reporting Methods, changing Mileage Reporting Methods, and closing accounts.
- ▶ **Quality of Customer Service:** These rules provide for a minimum standard of customer service and responsiveness to Participants.
- ▶ **Support of Participants entering, leaving, or changing vehicles in the HiRUC Part 2 Demonstration:** These rules define the minimum standard of support for Participants who enter or leave the HiRUC Part 2 Demonstration outside of the defined begin and end dates, or who sell or purchase a new vehicle during the Part 2 Demonstration period, or who wish to change Mileage Reporting Methods during the HiRUC Part 2 Demonstration.
- ▶ **Support of Road Usage Reports:** These rules govern the provision of Road Usage Reports for all Participants.
- ▶ **Restrictions on Use of Participant Data:** These rules govern use of Participant data by all vendors participating in the HiRUC Part 2 Demonstration.
- ▶ **Restrictions on Selling Services to Participants:** These rules govern the offering or provisioning of value- added services to Participants.
- ▶ **Data Requests Beyond ICD:** These rules define required data sharing between vendors, subsystems, and HiRUC Administration beyond that identified in the ICD.
- ▶ **Reporting Periods, Reminders, and Compliance:** These rules govern the time periods for when Road Usage Reports shall be issued and when reporting reminders shall be sent to Participants.
- ▶ **Periodic Reporting to HiRUC Administration:** These rules define the Excel tables that are to be submitted as Periodic reports to the HiRUC Administration

2.2. Customer Service Readiness

2.2.1. Personally Identifiable Information (PII)

PII shall be defined as it is in Hawaii statute 487N. Additional information may also be categorized as PII (such as the combination of Name and VIN or the combination of Name and License Plate Number).

2.2.2. Training

CSRs shall undergo formal training to cover security, cultural, and operational requirements

- ▶ CSRs shall undergo formal security training to understand how to handle PII related to Participant data. In particular, CSRs shall be trained to handle Participant data over the different customer channels available and always authenticate Participants by verifying their first name, last name, email and physical

- ▶ CSRs shall undergo cultural awareness training to capture key cultural specificities related to providing customer support services to residents of Hawaii. In particular, CSRs shall be trained to draft standard responses to Participants, and to respond to standard queries from residents of Hawaii. All call center representatives who will have contact with Participants via any channel (phone or email) shall complete basic Hawaii-specific cultural awareness training.
- ▶ CSRs shall undergo operational training that includes applicable procedures for account management and the different Road Usage Reports that are issued for the different types of Participant vehicles and Mileage Reporting Methods.

2.2.3. Standard Operating Procedures (SOPs) and Frequently Asked Questions (FAQs)

The Service Provider shall document standard operating procedures (SOPs) and Frequently Asked Questions (FAQs) prior to HiRUC Part 2 Demonstration launch in order to prepare for customer service delivery.

- ▶ The Service Provider shall ensure that SOPs and FAQs are kept up to date. FAQs will be used by customer service agents during the first weeks of launch when activity is high and teams are not yet accustomed to answering questions.
- ▶ SOPs shall describe how regular account management operations and business rules will be applied by customer service representatives when providing support through various communications channels (email, phone, text, etc.). SOPs shall also describe how legal, contractual and sensitive data handling procedures are built into operational procedures.
- ▶ SOPs and FAQs will be reviewed and approved by the HiRUC Administration to ensure alignment with HDOT and HiRUC Part 2 Demonstration requirements. Once approved, the Service Provider can use the SOPs and FAQs to train their customer support teams.

2.2.4. Dry Run Prior to Launch

CSRs shall participate in a dry-run to ensure that they are prepared to deliver services to Participants, and are fully coordinated with the HiRUC Help Desk. This dry run shall occur during the Small Scale Operational Trial, after end-to-end testing but prior to the launch of live operations. The checks consist of calls from test Participants who ask questions based on the FAQ. These tests allow measurement of the level of preparedness of the customer service teams to answer technical, operational, and policy questions. These dry-runs shall also measure help desk teams' ability to respect sensitive data privacy, security, legal and contractual issues. Note that the requirements indicate that the Service Provider System shall support dry-runs (SYS.HTE.5).

2.3. Account Management

2.3.1. Participant Enrollment and Participant account Status

A Participant entering the Part 2 Demonstration program opens an account with the Service Provider. Participant vehicles are enrolled or added to the Participant account.

- ▶ A vehicle can be enrolled only for a fully enrolled Participant who either has a “New Account” or “Existing Account” status
- ▶ A vehicle cannot be enrolled for a Participant who has a “Ending” or “Closed” account status.

2.3.2. Vehicle Enrollment

- ▶ A vehicle can only be enrolled on one Mileage Reporting Method at any given time.

- ▶ Before a VIN is enrolled on a Mileage Reporting Method, a VIN compatibility check needs to be performed by the Service Provider
- ▶ An individual Participant can enroll up to two vehicles, which may have different Mileage Reporting Methods. A fleet Participant can enroll up to ten vehicles. [These values are subject to change]. Fleet participants will be identified by the HiRUC Administration. All vehicles and associated data should be viewable on the web portal associated with Participant's account.

2.3.3. VIN Decoding

Service Providers shall use a commercial VIN decoding service to determine vehicle make, model, year, and propulsion type for each vehicle enrolling in the Part 2 Demonstration. For vehicles with VINs that do not automatically decode, the Service Provider shall manually determine make, model, and year. Propulsion type shall be recorded as specified by the Service Provider's VIN Decoding service, unless the HiRUC Administration provides an updated specification for propulsion type determination (e.g., a list of vehicle makes/model/year to be considered a member of a given propulsion type).

2.3.4. Change of Mileage Reporting Method

- ▶ A vehicle can be transferred from one Mileage Reporting Method to another.
- ▶ Before the transfer of a vehicle to a plug-in Mileage Reporting Method takes effect, a VIN compatibility check has to be performed by the Service Provider.

2.3.5. Account Suspension and Vehicle Suspension

- ▶ A Participant can request to place a vehicle on hold for a defined period of time in the Part 2 Demonstration (e.g. vehicle out for repair). The participant shall specify the start and end period of suspension.
- ▶ The Service Provider shall not send any compliance messaging (device unplugged, OdoFoto reminders, etc.) during the period of suspense.
- ▶ The Service Provider shall maintain the suspension for the requested period of time, regardless of any data received from or about the vehicle. Any data received from the vehicle shall be processed normally and added to the vehicle's account.
- ▶ When the suspension period is over, the Service Provider shall notify the customer that the suspense period is over by the participant's preferred notification method.
- ▶ If a Participant de-enrolls their only vehicle from the account without specifically requesting for an account closure, the Service Provider shall reach out to the Participant to ask whether the Participant would like to enroll another vehicle or to leave the Demonstration.

2.3.6. Participant Un-enrollment

- ▶ HiRUC accounts are closed when Participants specifically request to be withdrawn entirely from the Part 2 Demonstration.
- ▶ A Participant can be de-enrolled only after the status of each VIN enrolled in the Participant account is set to "close" or if no VIN is associated with the account.

2.3.7. Account Closures

Account closure can be triggered in the following cases.

- ▶ Accounts are closed by the Service Provider when Participants specifically request for the account to be closed.
- ▶ Accounts are closed by the Service Provider when the HiRUC Administration requests forced account closures (or drops) due to **never** compliant VINs. This shall only occur when participants have been enrolled at least 30 days, but never become compliant (i.e., plugged in a device or submitted an initial odometer image). Such participants shall be given two initial reminders to become compliant by their preferred notification channel (email, phone, or text), and two drop warnings by their preferred notification channel. Each such message shall be given at least a week apart. If participants do not become compliant after these steps, they shall be given a final phone call, with a week to become compliant. If they still have not become compliant, they may be dropped. Precise details of message timing and drops should be confirmed with the Testing Team.

2.4. Quality of Customer Service

2.4.1. Staffed Call Center Hours

Hours shall include 8am - 5pm Hawaii Standard Time Monday through Friday, except for major US national holidays (to be checked with the HiRUC Administration). Call center staffing shall begin at the time of the Small-Scale Operational Trial.

2.4.2. Staffing

The Service Provider shall provide sufficient staffing to offer Participants good customer service. At a minimum, the equivalent of 2 FTEs shall be trained and available per 1000 Participants from launch through Part 2 Demonstration ramp-up (the amount of time it takes to enroll 2,000 Participants) to manage both call center and web-based support. At a minimum, the equivalent of 1 FTE per 1000 Participants shall be trained and available for the remainder of the Part 2 Demonstration. A minimum of 2 representatives shall be trained and available, by the commencement of the Small Scale Operational Trial. When call/email volumes are low CSRs may support other projects, so long as any rules about customer service center performance are met.

- ▶ The Service Provider shall offer a customer service call center.
- ▶ The Service Provider shall offer a customer service email address.
- ▶ The Service Provider may offer additional customer service contact points such as on-line chat services.

2.4.3. Response Times

- ▶ The Service Provider shall respond to all e-mails or web contacts within 1 business day.
- ▶ Customer Service phone calls shall be answered within 5 minutes by a customer service representative for 95% of calls during business hours. Customer service calls received during other hours shall be returned within 1 business day.
 - > The Customer Service Representatives shall have a friendly demeanor.
 - > The Customer Service Representatives shall be generally knowledgeable about the HiRUC Demonstration.
 - > The Customer Service Representatives shall be knowledgeable about the specific technologies, devices, and services offered by the Service Provider.

- ▶ Participants shall be notified of equipment, reporting, or account anomalies within 4 days of the detection of the problem or anomaly by the Service Provider.
 - > Problems with equipment (mileage reporting device or smartphone app) shall be actively addressed within 3 business days from detection of problem by customer or notification of customer by Service Provider.
 - > Problems with account data (e.g. incorrect mailing address, incorrect payment method on record) shall be resolved within one business day from detection of problem by customer or notification of customer by Service Provider.
- ▶ The Service Provider’s Account Management system shall track all calls to customer service and report customer support statistics defined below to the HiRUC Administration. In particular, the Service Provider shall track channel (email, phone), category, issue description and volume of helpdesk requests. These shall be sent to the HiRUC Administration as described in Table 1 and Table 2 below:

Table 1: Monthly Participant Customer Service Inquiries Report Format¹

MONTH	MILEAGE REPORTING METHOD	CATEGORY	COUNT OF DISTINCT PARTICIPANTS	COUNT OF CALLS	COUNT OF EMAILS
	OBDLoc	Account set-up			
	OBDLoc	Account update			
	OBDLoc	Account closure			
	OdometerCharge	VIN Update			
	OdometerCharge	New vehicle/VIN			
	OdometerCharge	Vehicle/VIN de-enrollment			
	OBDnoLoc	RUR Inquiry			
	OBDnoLoc	Policy question			
	OBDnoLoc	Demonstration			
	Administration question				
	OBDnoLoc	Shipping			
	OBDnoLoc	Plug-in Device Installation			
	OBDnoLoc	Lost/Stolen device			
	OBDnoLoc	Other (catch all category for items that cannot be categorized — but SP should track numbers for each individual issue)			

¹ This table should list the number of Participant contacts (calls, emails, etc). Note that this format is indicative, and the included list of call categories is indicative. The Service Provider can add additional categories if needed. The Service Provider may propose changes to this format with approval from the HiRUC Administration. Contacts shall be tracked by category, and the MRM shall be recorded for each contact

Table 2: Monthly Customer Service Center Performance Indicators Report Format

MONTH	PERFORMANCE INDICATOR	VALUE
	Percentage of emails/web contacts returned within 1 business day	
	Percentage of calls during business hours answered within 5 minutes	
	Percentage of calls during non-business hours returned within 1 business day	
	Percentage of issues reported to Participants within 3 days of initial issue occurrence	

2.4.4. Support of Participants Entering, Leaving and Changing

- ▶ The Service Provider shall support all actions necessary for Participants to enter the Part 2 Demonstration late (i.e., after ramp up to 2,000 vehicles is complete), or leave the Part 2 Demonstration before its official conclusion.
- ▶ The Service Provider shall support Participants changing vehicles during the Demonstration (removing one VIN and adding another). This support shall include transmission of a device return kit or mailing label, if appropriate.
- ▶ The Service Provider shall support Participants changing Mileage Reporting Methods during the Part 2 Demonstration. Participants may request changes of Mileage Reporting Methods at any time, and the Service Provider shall work with the Participant to ensure that there is a seamless transition to the new Mileage Reporting Method. This support shall include transmission of a device return kit or mailing label, if appropriate.

2.5. Support of Road Usage Reports

- ▶ The Service Provider shall generate a RUR Number for each Participant RUR as follows:
 - > NXXXXX_MMYZ ZZ.pdf where:
 - > N is the index of vehicle enrollment for the given vehicles on a private account, or "F" for fleet accounts. N will increment each time a vehicle is added to the account, so if a vehicle is replaced, it will increment. If an account starts with two vehicles, they will be N=1 and N=2 respectively. If the vehicle with N=2 is then replaced, it will have the value N=3, so vehicle numbers N=1 and 3 exist on the account, etc.
 - > XXXXXX is the Participant ID (the Enrollment Code),
 - > MMYZ is the report month/year, and
 - > ZZ is the revision number.
- ▶ The Service Provider shall request for RURs to be generated according to the following rules:
 - > One RUR shall be issued for each vehicle per reporting period in a standard Participant account (non-Fleet account)
 - > For Fleet participants, one RUR per Fleet account per month for all Mileage reporting methods.
 - > The Service Provider shall issue a new RUR for the reporting period if any adjustments to the original RUR is required. an incrementing RUR revision number field (ZZ above) will keep track of the number of RURs that have been reissued since the original RUR. This RUR revision number will be displayed on the new RUR. Further Details are included in the RUR Data Report in the ICD.

- > If a participant changes Mileage Reporting Method to another Mileage Reporting Method on the same cycle (e.g., OBDLoc to OBDnoLoc or OBDnoLoc to OBDLoc), that participant shall receive two RURs for the given vehicle in the given reporting period—one final RUR for the old MRM, and one initial RUR for the new MRM.
- ▶ Change of RUR cycle (due to change in Mileage Reporting Method)
 - > Participants who change from an MRM with a monthly RUR cycle to an MRM with a quarterly RUR cycle (e.g. OBDII with GPS to OdoFoto) shall receive a final monthly RUR for the old Mileage Reporting Method on the normal monthly cycle the same month as the change occurs. The first RUR for the new method will be on a quarterly cycle.
 - > Participants who change from an MRM with a quarterly RUR cycle to an MRM with a monthly RUR cycle (e.g. OdoFoto to OBDII with GPS) shall receive two RURs at the end of the current monthly reporting period: a final RUR for the old, quarterly Mileage Reporting Method and an initial RUR for the new, monthly reporting MRM. The next RURs will be on a monthly cycle.
- ▶ Change of vehicle: For Participants who change their enrolled vehicle, a final RUR shall be issued for their unenrolled vehicle at the end of the month (regardless of MRM, meaning that OdoFoto participants need to submit a final odometer image for their old vehicle), and a first RUR shall be issued for the newly enrolled vehicle after the first invoicing cycle (same month if the new vehicle has a monthly reported RUR, end of Quarter if a quarterly reporting RUR). There is no compulsion to keep the new vehicle on the same MRM, but MRM changes are generally not advertised.
- ▶ Participants will receive a standardized Road Usage Report (RUR) which will be produced by the HiRUC system based on data provided by the Service Provider. The Service Provider must provide the following Participant support related to those reports:
 - > Help Participant find their RURs on their online account
 - > Help Participants understand their RUR (i.e. sections of information displayed on the RUR) and answer questions related to the RUR. However, the CSR shall not provide any information on the detailed trip data as mentioned in rule 2.2.1 above.
 - > Explain applicable RUC rates and Fuel tax rates for the State and for the county
 - > Collect Participant feedback on Road Usage Reports provided to CSRs (export of CRM software record of all participant feedback)
 - > Help Participants understand the frequency of the RUR cycles for the different Mileage Reporting Methods.
- ▶ Transmission of RUR reports: For automated methods (plug-in devices), the Service Provider shall transmit Road Usage Reports to Participants by email on the 5th of the following month for the period of the preceding month (or next business day, if the 5th falls on a weekend or holiday). For all commercial (fleet) accounts, the Service Provider shall transmit Road Usage Reports to Participants by email on the 5th of the following month for the period of the preceding month (or next business day, if the 5th falls on a weekend or holiday). For the OdoFoto, Road Usage Reports shall be transmitted by email every Quarter, on the 5th of the first day of the quarter (or next business day, if the 5th falls on a weekend or holiday), except in the cases described above in which OdoFoto participants receive their RUR at the end of the month.
- ▶ The following indicative Road Usage Charge rates will be applied as indicated in Table 3: The RUC rate charged shall be the sum of the state rate and appropriate county rate. Out-of-state (non-Hawaii) miles shall be charged at \$0.00/mile. Non-location-based methods shall use the county charge rate of the county of the address provided by the participant at registration. Note that the

gas tax rate listed on RURs shall be the sum of the state rate and appropriate county rate. Out-of-state (non-Hawaii) miles shall be refunded at \$0.00/gallon. Non-location-based methods shall use the county gas tax rate of the county of the address provided by the participant at registration.

Table 3: RUC Rates by Jurisdiction

STATE/COUNTY	RUC RATE
State (Hawaii)	\$0.008/mile
Hawaii County	\$0.011/mile
Honolulu City and County	\$0.008/mile
Kauai County	\$0.008/mile
Maui County	\$0.011/mile

- ▶ Gas tax refund rates will be applied as indicated in Table 4. Note that the gas tax rate listed on RURs shall be the sum of the state rate and appropriate county rate. Out-of-state (non-Hawaii) miles shall be refunded at \$0.00/gallon. Non-location-based methods shall use the county gas tax rate of the county of the address provided by the participant at registration.

Table 4: Gas Tax Refund Rates by Jurisdiction

STATE/COUNTY	FUEL TAX RATE
State (Hawaii)	\$0.16/gal
Hawaii County	\$0.23/gal
Honolulu City and County	\$0.165/gal
Kauai County	\$0.17/gal
Maui County	\$0.23/gal

- ▶ The Service Provider shall record the date on which the Road Usage Reports generated by the HiRUC system provider is transmitted via email to Participants.
- ▶ The Service Provider shall maintain a record of all “bounced” email transmittals of Road Usage Reports, and shall attempt to contact participants to correct their email address.

2.6. Restrictions on Use of Participant Data

- ▶ The Service Provider may not use Participant data for any purposes other than support of the Part 2 Demonstration project, except that each Service Provider may ask if each Participant wishes to be contacted by the Service Provider about future offers (strictly on an informed opt-in basis).
- ▶ Participant data may not be stored by any vendor or Part 2 Demonstration project subsystem except as specified in the SRS and ICD:
 - > If a Participant opts-in and completes a signed release allowing data to be retained for Part 2 Demonstration analysis and research purposes, the Service Provider shall store that data for the duration of the Part 2 Demonstration and deliver it to the HiRUC Administration on request.

- > The Service Provider may request informed opt-in of Participants to allow use of Participant data to support provision of value-added services. Such opt-in shall require a signed release and must comply with all applicable state and federal laws.

2.7. Restrictions on Selling Services to Participants

- ▶ The Service Provider may provide value-added services to Participants on an informed, opt-in basis but may not charge Participants for these services during the course of the Part 2 Demonstration test. Charging may continue for services offered on devices that were already installed in vehicles before the start of the Part 2 Demonstration—devices that were providing value-added services that were already being charged for.
- ▶ The Service Provider shall not provide any services to the Participants that may lead to distracted driving.
- ▶ HiRUC Administration must approve all value-added services in writing before they are offered to Participants. HiRUC Administration intends to take a liberal approach to approval of value-added services. Nonetheless, we wish to have the opportunity to review all services before they are offered.

2.8. Data Requests Beyond ICD

The Service Provider shall support all road charge / Part 2 Demonstration Participant data requests made by the HiRUC Administration, even for data not covered in the ICD, for the purposes of Part 2 Demonstration project evaluation and operational analysis.

2.9. Reporting Periods, Reminders, and Compliance

2.9.1. Time Zone

For the purposes of reporting periods and display to customers, the time zone shall be Hawaii Standard Time (HST).

2.9.2. Timing and Frequency of RURs

Plug in devices shall receive RURs once per month. All Commercial (Fleet) accounts shall receive RURs once per month, even if they contain only OdoFoto vehicles. OdoFoto vehicles shall receive RURs once per quarter, but shall receive ending RURs (in case of changing MRMs away from OdoFoto or changing vehicles) at the end of the monthly reporting cycle.

2.9.3. Timing and Frequency of Odometer Reporting for OdoFoto

OdoFoto – For a given reporting period, per the ICD, the Service Provider shall report the end odometer reading (the last reported for a given quarter) and the start odometer reading for that quarter (either the initial odometer reading, or the odometer reading used as the final odometer reading on the most recent previous Road Usage Report). As specified in the ICD, if no odometer reading is reported, the EndingOdometer value (and if no odometer reading has ever been reported, the StartingOdometer value also) shall be reported as “None Reported”

2.9.4. Timing and Frequency of Reminder Messages for Initial Compliance

- ▶ Plug-in Device Participants must plug in their devices following account set-up to activate their mileage reporting method. Service Providers shall send reminder messages (via email and/or text message) to Participants on Plug-in Devices starting the calendar day, Hawaii time, following account set-up, to encourage participants to plug in the device as soon as possible to activate the account (precise text to be agreed upon with HiRUC Administration). They shall continue such sending reminder messages every second day for the first week (assuming account was set up on day 0 and first reminder on day 1, then further reminders shall be sent day 3, day 5, and day 7) until the device is plugged in, or the Participant contacts the service provider to explain why it cannot be plugged in, and then weekly after that (day 14, 21, 28, etc.) until the participant sends an odometer image, is dropped, or switches MRMs.
- ▶ OdoFoto Participants must report their first odometer reading following account set-up to activate their mileage reporting method. They may subsequently report their odometer readings at any time, but must report their odometers at least once every demonstration quarter (demonstration quarter is defined as a 3-month period starting on the first day of the demonstration). Service Providers shall send reminder messages (via email and/or text message) to Participants on OdoFoto starting the calendar day, Hawaii time, after account set-up, stating that an odometer image is needed as soon as possible to activate the account (precise text to be agreed upon with HiRUC Administration). They shall continue such sending reminder messages every second day for the first week (assuming account was set up on day 0 and first reminder on day 1, then further reminders shall be sent day 3, day 5, and day 7) until a valid odometer image is received, or the Participant contacts the service provider to explain why none can be sent, and then weekly after that (day 14, 21, 28, etc.) until the participant sends an odometer image, is dropped, or switches MRMs.

2.9.5. Timing and Frequency of Reminder Messages

Participants shall have the option of specifying an email address and mobile telephone number at which to receive email reminders, text reminders, or both.

- ▶ Plug-in device—After participants have plugged in their device, Participants shall be sent a message by email, text, or both when their device has not been heard from in 4 calendar days, reminding them to plug the device back in, or contact customer service, and shall receive a message every 4 days after that.
- ▶ OdoFoto—Participants selecting OdoFoto may opt to receive a reminder by email, text message (method recommended to Participant), or both prior to their scheduled required odometer readings. Reminders shall be sent 10 days prior to the scheduled reading, unless an odometer reading other than the initial odometer reading has been submitted within the previous 7 days (if the initial odometer reading has been sent within the previous 7 days, the reminders shall still be sent) . If the reading has not been completed by 5 days before the end of the quarter, a second reminder shall be sent, using the user's preferred contact method, indicating increasing urgency. If the reading has not been completed 1 day before the end the quarter, a third and final reminder shall be sent by the user's preferred contact method indicating further increased urgency. If an odometer reading is not submitted for a given quarter, the email accompanying the transmission of the RUR shall contain different text from a normal RUR, reminding participants to be sure to provide their odometer reading the next quarter, and encouraging them to do it soon as well, and any time they think about it.

2.9.6. Compliance

The Service Provider shall record compliance of all vehicles. Compliance shall be defined by Mileage Reporting Method as follows:

- ▶ Plug-in device. Service Providers shall record the number of days a device has been unplugged (it is understood that a positive determination of the number of days cannot be made until the device is plugged back in). Vehicles for which the device has never been plugged in shall be considered “never compliant” but not counted against noncompliant vehicles for a given reporting period. For a given reporting period, a vehicle shall be recorded as noncompliant if it has not been heard from in 14 contiguous calendar days during the period.
- ▶ OdoFoto. Service Providers shall record when vehicle odometer images are submitted. Vehicles that have never made their initial odometer submission shall be considered “never compliant” but not counted against noncompliant vehicles for a given reporting period. For the first two reporting periods, vehicles that submit a periodic odometer image any time in the reporting period shall be considered compliant, and only those that submit no odometer image shall be considered noncompliant. For the final reporting period, vehicles that do not submit an image in the final 17 days of the period shall be considered noncompliant for the reporting period.

Compliance Rate, for each mileage reporting method, shall be defined as the number of compliant vehicles for a given reporting period of the total number of vehicles present for that reporting period.

If a participant’s OdoFoto image submission is rejected for any reason (blurry image, suspicion of fraud, etc.), the Service provider shall notify the participant, within 24 hours of the Service Provider’s being notified of the rejection that, the image has been rejected and the participant should promptly send a new odometer image. Further, the Service provider shall resume providing reminder messages for the given OdoFoto submission (initial or end-of-quarter) per the schedules prescribed in the Business Rules above as if the rejected submission had never been made.

2.10. Periodic Reporting to HiRUC Administration

Sample periodic reports from the Service Provider to the HiRUC Administration are included in an Excel Spreadsheet. The Service Provider will work with the HiRUC Administration to finalize the periodic reporting spreadsheet at the pre-implementation workshop. The Service Provider should plan to include the raw time-series data for the values in addition to the formatted values included in the spreadsheet.

2.11. Project Closeout

The Service Provider will work with the HiRUC Administration to coordinate the closeout actions and communications. The HiRUC Administration will confirm the closeout timeline at least three months before the end of the pilot.

2.11.1. First Announcement of Closeout with Next-to-Last Road Usage Report

A note included in the email with the next-to-last Road Usage Report shall indicate that pilot close-out is imminent, and relevant information is available on the Service Provider website.

2.11.2. Notification of Participants of Pilot Closeout

A closeout announcement email shall be emailed to participants 2 weeks before the end of the pilot. The email should include reminders of the incentive/reward process, including the rules to be eligible for the reward. It should explain how the participant’s data will be analyzed for pilot evaluation and then purged. It should provide information on access to historical account data (e.g., how long participants

will have access to their accounts). It should provide contact details of the Service Provider and HiRUC helpdesks.

The email should vary by mileage reporting method. The email to PID participants should include instructions for returning the device, including a description of any device return kits or mailing labels. The email to OdoFoto participants should include the timing for submitting the final odometer image.

2.11.3. Provision of Device Return Kits or Labels

The service provider shall provide device return kits or mailing labels at an agreed-upon time after the Notification, but before accounts need to be closed. The Device Return Kits or Labels should arrive with participants at roughly the scheduled end date of the demonstration.

2.11.4. Account Access After Closeout

Account access should be available to participants have had the allotted time to complete the final survey 6 weeks after the end of the pilot. After that, the Service provider should prevent account access. However, no new travel data should be added to the account after the pilot is complete, even if devices are still providing data and/or odometer images are submitted.

2.11.5. Web Portal Display After Account Access is Disabled

After account access is no longer available as described in the above business rule, the web portal homepage should provide a message stating:

- ▶ That pilot has ended
- ▶ For any questions, participants should refer to the HiRUC FAQ or contact the HiRUC Help Desk

The service provider's web portal FAQ should include instructions for closeout and state the key closeout dates.

2.11.6. Mahalo/Farewell Emails

The Service Provider shall send mahalo/farewell emails to participants (customized for reward eligible participants) after reward eligibility is determined by the pilot team. This email confirms that participants accounts have been successfully closed. The service providers indicate that this email will be the final correspondence, and that further communications (if any) would come from the HiRUC Administration.

2.11.7. Data Purge

The service provider shall continue storing all pilot data until the pilot team asks the service provider to initiate a data purge, at which time the service provider shall permanently delete all pilot data. Data purge is expected roughly 6 months after the end of the live pilot.