



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Agenda

Bay Area Toll Authority Oversight Committee

Committee Members:

*Amy R. Worth, Chair Margaret Abe-Koga, Vice Chair
Cindy Chavez, Federal D. Glover, Nate Miley, Gina Papan, David
Rabbitt, Hillary Ronen
Non-Voting Member: Dina El-Tawansy*

Wednesday, June 8, 2022

9:35 AM

REMOTE

The Bay Area Toll Authority Oversight Committee is scheduled to meet on Wednesday, June 8, 2022 at 9:35 a.m., in the Bay Area Metro Center (Remotely). In light of Governor Newsom's State of Emergency declaration regarding COVID-19 and in accordance with the recently signed Assembly Bill 361 allowing remote meetings, this meeting will be accessible via webcast, teleconference, and Zoom for all participants. A Zoom panelist link for meeting participants will be sent separately to committee, commission, or board members.

The meeting webcast will be available at
<https://mtc.ca.gov/whats-happening/meetings/live-webcasts>.

Members of the public are encouraged to participate remotely via Zoom at the following link or phone number:

Attendee Link: <https://bayareametro.zoom.us/j/81918321152>

Or iPhone one-tap: US: +13462487799,,81918321152# or +14086380968,,81918321152#

Or Join by Telephone: (for higher quality, dial a number based on your current location) US:

+1 408 638 0968 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or

+1 312 626 6799 or +1 646 876 9923 or +1 301 715 8592 or

877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)

Webinar ID: 819 1832 1152

International numbers available: <https://bayareametro.zoom.us/j/81918321152>

Detailed instructions on participating via Zoom are available at:

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>. Committee members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial "*9". In order to get the full Zoom experience, please make sure your application is up to date.

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Call to Order / Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular non-ex-officio voting members (5).

2. Pledge of Allegiance

3. Compensation Announcement (Clerk)

4. Consent Calendar

- 4a. [22-0666](#) Minutes of the May 11, 2022 meeting
- Action: Committee Approval
- Attachments: [4a - 22-0666 - May 11 BATA O Draft Minutes.pdf](#)
- 4b. [22-0874](#) Contract Amendment - FasTrak® Website Services: Kalamuna, Inc. (\$300,000)
- Action: Committee Approval
- Presenter: Lysa Hale
- Attachments: [4b - 22-0874 - Contract Amendment - FasTrak Website Services.pdf](#)
- 4c. [22-0886](#) Purchase Orders - Advanced Toll Collection and Accounting System Hardware Maintenance, Telecommunication Services, and Network Maintenance: Hewlett Packard Enterprise Company, AT&T, and SSP Data (\$1,200,000 combined)
- Action: Committee Approval
- Presenter: Mark Dinh
- Attachments: [4c - 22-0886 - Purchase Order ATCAS Hardware Telecom Network.pdf](#)
- 4d. [22-0922](#) Contract - Data Analysis for the BATA Tolling Program: DataDelivers, LLC (\$250,000)
- Action: Committee Approval
- Presenter: Roger Dominguez
- Attachments: [4d - 22-0922 - Contract Data Analysis BATA Tolling Program.pdf](#)
- 4e. [22-0924](#) Contract Change Order Amendment - FasTrak® Regional Customer Service Center Support for Violation Penalty Refunds: Conduent State and Local Solutions, Inc. (\$673,500)
- Action: Committee Approval
- Presenter: Beth Zelinski
- Attachments: [4e - 22-0924 - Contract Change Order Amendment - FasTrak Violation Penalty](#)

- 4f. [22-0947](#) Contract Amendment - FasTrak® Communications Services: Polytechnic Marketing, LLC (\$2,000,000)
- Action:** Committee Approval
- Presenter:** Lysa Hale
- Attachments:** [4f - 22-0947 - Contract Amendment for FasTrak Communications Services.pdf](#)
- 4g. [22-0948](#) Contract - BATA Community Engagement Services: Davis & Associates Communications, Inc. (\$400,000)
- Action:** Committee Approval
- Presenter:** Lysa Hale
- Attachments:** [4g - 22-0948 - Contract - BATA Community Engagement Services.pdf](#)
- 4h. [22-0982](#) Contract Amendment - Credit Card Processing for the FasTrak® Electronic Toll Collection Program: Bank of America Merchant Services (\$2,600,000)
- Action:** Committee Approval
- Presenter:** Victor Wong
- Attachments:** [4h - 22-0982 - Contract Amendment - Credit Card Processing Electronic Toll Co](#)

5. Approval

- 5a. [22-0949](#) Equity Action Plan Recommendations:
Resume Escalation of Unpaid Violations to DMV for Registration Hold and to Collections; Means-based Payment Plan Pilot Program; Contract Change Order - FasTrak® Regional Customer Service Center Resume Escalations of Unpaid Violations and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000); and Expenditures for Complementary MTC Contract Actions

A request to approve Equity Action Plan recommendations to (1) resume escalation of unpaid violations to the Department of Motor Vehicles (DMV) for registration hold and to collections; (2) approve a means-based payment plan pilot program; (3) approve a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to implement a process for resuming escalations to DMV and collections and develop and operate a means-based payment plan pilot and pre-qualification program; and (4) approve expenditures in the amounts of \$800,000 and \$1,000,000 respectively for the Clipper START eligibility verifier contract and a Salesforce integrator contract, to support developing the means-based payment plan, subject to the approval of the FY 2022-23 BATA budget.

Action: Committee Approval

Presenter: Lysa Hale

Attachments: [5a - 22-0949 - Equity Action Plan Update.pdf](#)
[5a - 22-0949 - Payment Plan Presentation.pdf](#)

- 5b. [22-0926](#) BATA Resolution No. 154 - FY 2022-23 Operating and Capital Budgets

Staff will present and request for Authority approval of BATA Resolution No. 154 authorizing the FY 2022-23 Operating and Capital Budgets.

Action: Authority Approval

Presenter: Derek Hansel

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, July 13, 2022 at 9:35 a.m. remotely and by webcast. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0666 **Version:** 1 **Name:**

Type: Minutes **Status:** Committee Approval

File created: 3/29/2022 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 6/8/2022 **Final action:**

Title: Minutes of the May 11, 2022 meeting

Sponsors:

Indexes:

Code sections:

Attachments: [4a - 22-0666 - May 11 BATA O Draft Minutes.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the May 11, 2022 meeting

Recommended Action:
Committee Approval



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Minutes

Bay Area Toll Authority Oversight Committee

Committee Members:

***Amy R. Worth, Chair Margaret Abe-Koga, Vice Chair
Cindy Chavez, Federal D. Glover, Nate Miley, Gina Papan, David
Rabbitt, Hillary Ronen
Non-Voting Member: Dina El-Tawansy***

Wednesday, May 11, 2022

9:35 AM

REMOTE (In person option available)

Call Meeting to Order

1. Roll Call / Confirm Quorum

Present: 8 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Miley, Commissioner Papan, Commissioner Pedroza, Commissioner Rabbitt, Commissioner Spering, and Chair Worth

Absent: 2 - Commissioner Glover, and Commissioner Ronen

Non-Voting Member Absent: Commissioner El-Tawansy

Ex Officio Voting Members Present: Commission Chair Pedroza and Vice Chair Josefowitz

Ad Hoc Non-Voting Members Present: Commissioner Fleming, Commission Giacomini, and Commissioner Spering

2. Pledge of Allegiance

3. Compensation Announcement (Clerk)

4. Consent Calendar

Commissioner Worth was absent for the Consent Calendar vote.

Commissioner Chavez recused herself from agenda items 4b, 4c, and 4d.

Commission Chair Pedroza and Commissioner Spering were deputized to make quorum for the Consent Calendar vote.

Aleta Dupree was called to speak.

Upon the motion by Commissioner Papan and seconded by Vice Chair Abe-Koga, the Consent Calendar was approved by the following vote:

Aye: 7 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Miley, Commissioner Papan, Commissioner Pedroza, Commissioner Rabbitt and Commissioner Spering

Absent: 3 - Commissioner Glover, Commissioner Ronen and Chair Worth

- 4a. [22-0661](#) Minutes of the April 13, 2022 meeting
Action: Committee Approval
- 4b. [22-0504](#) Contract - Technical Assistance for FasTrak® Customer Service Center:
HNTB Corporation (\$670,000)
Action: Committee Approval
Presenter: Lynn Valdivia / Kevin Wong
- 4c. [22-0662](#) Contract - On- Call Asset Management Services: Benicia-Martinez and
Carquinez Toll Bridges Asset Management Support: HDR Engineering,
Inc. (\$960,000)
Action: Committee Approval
Presenter: Rosalynn Chongchaikit
- 4d. [22-0674](#) Contract Amendment - Dumbarton Forward Operational Improvements
Project On-Call Design Services: HDR Engineering, Inc. (\$600,000)
Action: Committee Approval
Presenter: Linda Lee

5. Public Comment / Other Business

Written public comment was received from Aleta Dupree.

Aleta Dupree was called to speak.

5. [22-0951](#) Public Comment

6. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, June 8, 2022 at 9:35 a.m. remotely and by webcast. Any changes to the schedule will be duly noticed to the public.

This meeting was adjourned in memory of former transportation secretary Norm Mineta.



Metropolitan Transportation Commission

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Legislation Details (With Text)

File #: 22-0874 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 4/25/2022 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 6/8/2022 **Final action:**

Title: Contract Amendment - FasTrak® Website Services: Kalamuna, Inc. (\$300,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4b - 22-0874 - Contract Amendment - FrasTrak Website Services.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract Amendment - FasTrak® Website Services: Kalamuna, Inc. (\$300,000)

Presenter:
Lysa Hale

Recommended Action:
Committee Approval

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 4b - 22-0874

Contract Amendment – FasTrak® Website Services: Kalamuna, Inc. (\$300,000)

Subject:

This item would authorize the Executive Director or designee to enter into a contract amendment with Kalamuna, Inc. for website services for the FasTrak® electronic toll collection program in an amount not to exceed \$300,000 over a period ending June 30, 2023, subject to approval of the FY 2022-23 BATA budget.

Background:

Kalamuna, Inc. currently provides website services to the FasTrak® electronic toll collection system under a contract ending June 30, 2022. The BATA Oversight Committee initially authorized the current contract in September 2021 after a competitive selection from a prequalified bench. The terms of the procurement allow for four one-year extensions.

Work included under this contract amendment includes:

- Conduct new usability studies;
- Create new and revised website pages and wireframes as needed;
- Translate website text;
- Implement a site-wide search function; and
- Research and propose a content management system for the website.

Attachment A includes a summary of the small business and disadvantaged business enterprise status for Kalamuna, Inc. and its subcontractor.

Issues:

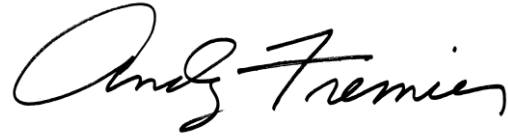
None identified.

Recommendations:

Staff requests that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Kalamuna, Inc. in an amount not to exceed \$300,000 to provide website support for the FasTrak® electronic toll collection system, subject to approval of the FY 2022-23 BATA budget.

Attachments:

- Disadvantaged Business Enterprise and Small Business Enterprise Status

A handwritten signature in black ink, reading "Andrew B. Fremier". The signature is written in a cursive, flowing style with a large initial "A".

Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes	If DBE Yes, List #	DBE No	SBE** Yes	If SBE Yes, List #	SBE No
Prime Contractor	Kalamuna, Inc.	Website design and enhance services			X			X
Subcontractor	Convey, Inc.	Website support services	X	38411		X	1367600	

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract

Work Item No.:	1252
Consultant:	Kalamuna, Inc. (Oakland, California)
Work Project Title:	Website Services for FasTrak® Electronic Toll Collection System
Purpose of Project:	To provide a website that makes it easy for current customers to manage their accounts and for potential customers to find information about various programs offered.
Brief Scope of Work:	Consultant shall conduct usability studies, create new pages and wireframes, implement a site-wide search and content management system, and other tasks.
Project Cost Not to Exceed:	This amendment: \$300,000 Current contract amount before this amendment: \$300,000 Maximum contract amount after this amendment: \$600,000
Funding Source:	BATA Toll Bridge Program Operating Funds
Fiscal Impact:	Funds to be included in the BATA Budget for FY 2022-23, subject to approval.
Motion by Committee:	That the Executive Director or designee is authorized to enter into a contract amendment with Kalamuna, Inc. for services to support the Authority as described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022 and that the Chief Financial Officer is authorized to set aside \$300,000 for such contract amendment, subject to the approval of the FY 2022-23 BATA budget.
BATA Oversight Committee:	<hr/> Amy R. Worth, Chair
Approved:	June 8, 2022



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0886 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 4/27/2022 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 6/8/2022 **Final action:**
Title: Purchase Orders - Advanced Toll Collection and Accounting System Hardware Maintenance, Telecommunication Services, and Network Maintenance: Hewlett Packard Enterprise Company, AT&T, and SSP Data (\$1,200,000 combined)

Sponsors:

Indexes:

Code sections:

Attachments: [4c - 22-0886 - Purchase Order ATCAS Hardware Telecom Network.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Purchase Orders - Advanced Toll Collection and Accounting System Hardware Maintenance, Telecommunication Services, and Network Maintenance: Hewlett Packard Enterprise Company, AT&T, and SSP Data (\$1,200,000 combined)

Presenter:

Mark Dinh

Recommended Action:

Committee Approval

Bay Area Toll Authority Oversight Committee

June 8, 2022

Agenda Item 4c - 22-0886

Purchase Orders – Advanced Toll Collection and Accounting System Hardware Maintenance, Telecommunication Services, and Network Maintenance: Hewlett Packard Enterprise Company, AT&T, and SSP Data (\$1,200,000 combined)

Subject:

A request for Committee approval of purchase orders for annual hardware maintenance, telecommunication services, and network maintenance for the Advanced Toll Collection and Accounting System (ATCAS) on the seven state-owned toll bridges. Each vendor will be procured using a collaborative intergovernmental procurement agreement (IPA), which satisfies BATA's procurement requirements, subject to the approval of the FY 2022-23 BATA budget.

Background:

Hardware Maintenance – Hewlett Packard Enterprise Company (\$450,000): The on-premise ATCAS computing environment consists mostly of Hewlett Packard Enterprise servers located at each of the toll plaza and BATA headquarters datacenters. A hardware maintenance agreement covering support for servers and peripheral devices provides timely access to replacement hardware, product licensing, related software and firmware updates, and product support. The estimated cost of the annual hardware maintenance services is \$450,000, approximately the same amount as the previous year's agreement. The agreement will be procured through a purchase order using the Western States Contracting Alliance - National Association of State Procurement Officials (WSCA-NASPO) IPA.

Telecommunication Services – AT&T (\$550,000): The ATCAS network utilizes AT&T leased-line services for wide-area transport of data from each of the toll plazas to the ATCAS datacenters. The estimated annual cost of network services is \$550,000, an increase of approximately \$100,000 from the previous year's estimate. The increase is due to telecommunications circuit upgrades needed to support All-Electronic Tolling and Open Road Tolling projects and remote access for BATA and contractor staff who have transitioned to hybrid work. The agreement will be procured through a purchase order using the state of California's CalNet NextGen IPA.

Network Maintenance Services – SSP Data (\$200,000): Cisco routers and switches are used throughout the ATCAS network to transmit toll data between the plaza and host datacenters and a hardware and software maintenance agreement is needed to ensure that staff has timely access to replacement Cisco hardware, technical support, and software updates. The estimated cost of maintenance services is \$200,000 and will be procured from SSP Data, an authorized Cisco reseller, through a purchase order using a National Cooperative Purchasing Agreement (NCPA) IPA.

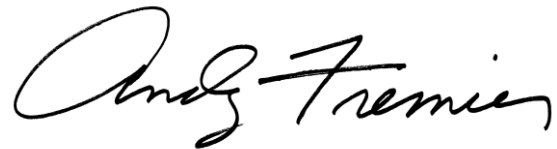
Neither Hewlett Packard Enterprise Company nor AT&T are small businesses or disadvantaged business enterprises and do not utilize subcontractors for these services. SSP Data is a small business enterprise (SBE #56663) and does not utilize subcontractors for its services.

Recommendation:

Staff recommends that the Committee authorize the Executive Director or designee to issue three purchase orders for services related to the maintenance of the ATCAS toll collection system in amounts not to exceed \$450,000 to Hewlett Packard Enterprise Company for hardware maintenance services, \$550,000 to AT&T for telecommunication services, and \$200,000 to SSP Data for network maintenance services, subject to the approval of the FY 2022-23 Toll Bridge Program Operating Budget.

Attachments:

Request for Committee Approval – Summary of Proposed Purchase Orders

A handwritten signature in black ink, reading "Andrew B. Fremier". The signature is fluid and cursive, with the first name "Andrew" written in a larger, more prominent script than the last name "Fremier".

Andrew B. Fremier

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Purchase Order

Work Item No.: 1252

Consultant: Hewlett Packard Enterprise Company
Roseville, CA

Work Project Title: Advanced Toll Collection and Accounting System

Purpose of Project: Hardware Maintenance Agreement

Brief Scope of Work: Provide hardware maintenance support for Hewlett Packard Enterprise Company systems.

Project Cost Not to Exceed: \$450,000

Funding Source: Toll Bridge Program Operating Budget

Fiscal Impact: Funds to be included in the FY 2022-23 Toll Bridge Program Operating Budget, subject to approval.

Motion by Committee: That the Executive Director or designee is authorized to issue a purchase order to Hewlett Packard Enterprise Company for the services described above and in the BATA Oversight Summary Sheet dated June 8, 2022, and the Chief Financial Officer is authorized to set aside \$450,000 for such purchase order, subject to the approval of the FY 2022-23 BATA budget.

BATA Oversight:

Amy R. Worth, Chair

Approved: June 8, 2022

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Purchase Order

Work Item No.:	1252
Consultant:	AT&T Aurora, IL
Work Project Title:	Advanced Toll Collection and Accounting System
Purpose of Project:	Monthly service cost for network telecommunications
Brief Scope of Work:	Provide leased-line telecommunication services in support of the Advance Toll Collection and Accounting System network.
Project Cost Not to Exceed:	\$550,000
Funding Source:	Toll Bridge Program Operating Budget
Fiscal Impact:	Funds to be included in the FY 2022-23 Toll Bridge Program Operating Budget, subject to approval.
Motion by Committee:	That the Executive Director or designee is authorized to issue a purchase order to AT&T for the services described above and in the BATA Oversight Summary Sheet dated June 8, 2022, and the Chief Financial Officer is authorized to set aside \$550,000 for such purchase order, subject to the approval of the FY 2022-23 BATA budget.
BATA Oversight:	

Amy R. Worth, Chair

Approved: June 8, 2022

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Purchase Order

Work Item No.:	1252
Consultant:	SSP Data Richmond, CA
Work Project Title:	Advanced Toll Collection and Accounting System
Purpose of Project:	Network maintenance agreement
Brief Scope of Work:	Provide network maintenance agreement for Cisco networking equipment.
Project Cost Not to Exceed:	\$200,000
Funding Source:	Toll Bridge Program Operating Budget
Fiscal Impact:	Funds to be included in the FY 2022-23 Toll Bridge Program Operating Budget, subject to approval.
Motion by Committee:	That the Executive Director or designee is authorized to issue a purchase order to SSP Data for the services described above and in the BATA Oversight Summary Sheet dated June 8, 2022, and the Chief Financial Officer is authorized to set aside \$200,000 for such purchase order, subject to the approval of the FY 2022-23 BATA budget.
BATA Oversight:	

Amy R. Worth, Chair

Approved: June 8, 2022



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0922 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 4/29/2022 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 6/8/2022 **Final action:**

Title: Contract - Data Analysis for the BATA Tolling Program: DataDelivers, LLC (\$250,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4d - 22-0922 - Contract Data Analysis BATA Tolling Program.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract - Data Analysis for the BATA Tolling Program: DataDelivers, LLC (\$250,000)

Presenter:
Roger Dominguez

Recommended Action:
Committee Approval

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 4d - 22-0922

Contract – Data Analysis for the BATA Tolling Program: DataDelivers, LLC (\$250,000)

Subject:

A request for Committee approval to enter into a contract with DataDelivers, LLC (DataDelivers) in an amount not to exceed \$250,000 to update BATA's repository of anonymized toll system data to analyze travel and payment patterns on the region's seven state-owned toll bridges, subject to the approval of the FY 2022-23 BATA budget.

Background:

In 2019, DataDelivers, as a subconsultant to BATA's toll system contractor (TransCore LP), built a data repository containing more than one billion anonymized toll transaction records dating back to 2005. Analysis of this data produced valuable insights into how Bay Area FasTrak and non-FasTrak customers use the region's toll bridges. With the future conversion to open road tolling, and various agency initiatives related to equity and payments, BATA staff recommend bringing DataDelivers under contract on a sole source basis to provide ongoing data insights. The future scope of work shall include updating the data repository and then conducting various data analyses to identify unique patterns of behaviors, characteristics, and trends, to inform and advise BATA staff as projects are developed and implemented.

DataDelivers is neither a small business nor a disadvantaged business enterprise and has no subconsultants.

Recommendation:

Staff recommends this Committee authorize the Executive Director or her designee to negotiate and enter into a contract to update BATA's repository of anonymized toll system data to analyze travel and payment patterns on the region's seven state-owned toll bridges, in an amount not to exceed \$250,000, with DataDelivers, subject to the approval of the FY 2022-23 BATA Toll Bridge Program Operating Budget.

Attachment: Request for Committee Approval - Summary of Proposed Contract



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract

Work Item No.: 1252

Vendor: DataDelivers LLC (Schaumburg, IL)

Work Project Title: Data Analysis for the BATA tolling program

Purpose of Project: To update BATA's repository of anonymized toll system data to analyze travel and payment patterns on the regions seven state-owned toll bridges.

Brief Scope of Work: Import recent toll system data into BATA's existing data repository, where customized data queries would be performed to identify unique patterns of behaviors, characteristics, and trends, as directed by BATA staff.

Project Cost Not to Exceed: \$250,000

Funding Source: BATA Toll Bridge Program Operating Funds

Fiscal Impact: Funds to be included in the FY 2022-23 BATA Toll Bridge Program Operating budget, subject to approval

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with DataDelivers, LLC to update BATA's repository of anonymized toll system data which can be used to analyze travel and payment patterns on the region's seven state-owned toll bridges as described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022, and the Chief Financial Officer is authorized to set aside funds in the amount of \$250,000 for such contract, subject to approval of the FY 2022-23 BATA budget.

BATA Oversight Committee:

Amy R. Worth, Chair

Approval Date: Date: June 8, 2022



Metropolitan Transportation Commission

375 Beale Street, Suite 800
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Legislation Details (With Text)

File #: 22-0924 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 4/29/2022 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 6/8/2022 **Final action:**
Title: Contract Change Order Amendment - FasTrak® Regional Customer Service Center Support for Violation Penalty Refunds: Conduent State and Local Solutions, Inc. (\$673,500)

Sponsors:

Indexes:

Code sections:

Attachments: [4e - 22-0924 - Contract Change Order Amendment - FasTrak Violation Penalty Refunds.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Change Order Amendment - FasTrak® Regional Customer Service Center Support for Violation Penalty Refunds: Conduent State and Local Solutions, Inc. (\$673,500)

Presenter:

Beth Zelinski

Recommended Action:

Committee Approval

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 4e - 22-0924

**Contract Change Order Amendment – FasTrak® Regional Customer Service Center
Support for Violation Penalty Refunds: Conduent State and Local Solutions, Inc.
(\$673,500)**

Subject:

A request for Committee approval to amend the contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support refunding violation penalties in excess of reduced penalty rules in an amount not to exceed \$673,500.

Background:

Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox State and Local Solutions, Inc.) on March 27, 2013 for management and operation of the FasTrak® Customer Service Center (CSC). Under the contract, Conduent provides the FasTrak® account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing for bridges and express lanes in the Bay Area.

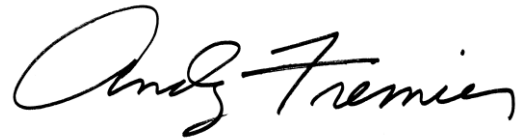
In October 2021, the Authority adopted Resolution No. 52, revised, FasTrak® Customer Service Center Policies that reduced the violation penalty amounts from \$25 to \$5 for first notices and from \$70 to \$15 for second notices for violations retroactive to January 1, 2021. As a result of that action, customers who paid the violation notice at the higher penalty amounts can claim a refund. BATA intends to proactively refund this overpaid amount as the most expeditious, efficient and fair way to issue refunds. In December 2021 the Committee approved a change order with Conduent to implement these refunds as the operator of the FasTrak® CSC. To complete this work Conduent will identify all paid violation notices, adjust the violation account, issue the refund by check, and provide financial reports and operations support. This process is expected to take several months to complete. Conduent also will establish a way for customers who believe they should have received a refund check to submit a claim. Conduent has completed the system programming work and expects to begin issuing checks by the early June. Staff is requesting funds to be added to the change order to cover additional accounting work and a higher number of refund checks than originally estimated.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a Contract Change Order Amendment with Conduent to add funds in an amount not to exceed \$673,500 to support refunding violation penalties for 2021 violations in excess of the new rules adopted in October 2021.

Attachment:

- Attachment A – Conduent State and Local Solutions, Inc. Small Business and Disadvantaged Enterprises Status

A handwritten signature in black ink, reading "Andrew B. Fremier". The signature is fluid and cursive, with the first name "Andrew" written in a larger, more prominent script than the last name "Fremier".

Andrew B. Fremier

Attachment A

Conduent State & Local Solutions, Inc., Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	Atos	Network Management			X			X
Subcontractor	CCS	3 rd Party Call Center			X			X

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Change Order Amendment

Work Item No.: 1252

Consultant: Conduent State and Local Solutions, Inc. (Conduent)
San Francisco, CA

Work Project Title: FasTrak® Regional Customer Service Center

Purpose of Project: Refund excess penalty amounts for 2021 violations.

Brief Scope of Work: Provide system and operations support for refunding violation penalties for 2021 violations in excess of the penalty rules adopted in October 2021.

Project Cost Not to Exceed: This Change Order Amendment: \$673,500

Current contract amount before this Change Order Amendment:
\$664,197,996 (this total does not include other June 8, 2022 contract approval actions)

Maximum contract amount after this Change Order Amendment:
\$664,871,496

Funding Source: BATA Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds included in the FY 2021-22 Toll Bridge Rehabilitation Program Budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract change order amendment with Conduent for services as described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022, and that the Chief Financial Officer is authorized to set aside \$673,500 for such contract change order amendment.

BATA Oversight Committee:

Amy Worth, Chair

Approved: June 8, 2022



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0947 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 5/9/2022 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 6/8/2022 **Final action:**

Title: Contract Amendment - FasTrak® Communications Services: Polytechnic Marketing, LLC (\$2,000,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4f - 22-0947 - Contract Amendment for FasTrak Communications Services.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract Amendment - FasTrak® Communications Services: Polytechnic Marketing, LLC (\$2,000,000)

Presenter:
Lysa Hale

Recommended Action:
Committee Approval

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 4f - 22-0947

**Contract Amendment – FasTrak® Communications Services: Polytechnic Marketing, LLC
(\$2,000,000)**

Subject:

This item would authorize the Executive Director or designee to enter into a contract amendment with Polytechnic Marketing, LLC for communications services for the FasTrak® electronic toll collection program in an amount not to exceed \$2,000,000 over a period ending June 30, 2023, subject to approval of the FY 2022-23 BATA budget.

Background:

Polytechnic Marketing, LLC currently provides communications services to the FasTrak® electronic toll collection system under a contract ending June 30, 2022. The BATA Oversight Committee initially authorized the current contract in July 2021 after a competitive selection from a prequalified bench. The terms of the procurement allow for four one-year extensions. In February 2022, staff added \$200,000 under Executive Director authority.

Work included under this contract amendment includes:

- Communications strategies to support changes to the FasTrak® program including affected audiences, appropriate level of message and tone, appropriate channels of communications and recommended strategies to implement messages;
- Development and implementation of marketing campaigns to raise awareness of tolling and to promote FasTrak®, including the extension of the San Mateo 101 Express Lanes and the re-instituting of tolling for the I-680 Sunol Express Lanes;
- Providing ongoing support to FasTrak® operations in the areas of communications and customer education, including assistance with website content, development of printed and other materials, and managing Bay Area FasTrak® social media.

Attachment A includes a summary of Polytechnic Marketing LLC's small business and disadvantaged business enterprise status.

Issues:

None identified.

Recommendations:

Staff requests that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Polytechnic Marketing, LLC in an amount not to exceed \$2,000,000 to provide communications support for the FasTrak[®] electronic toll collection system, subject to approval of the FY 2022-23 BATA budget.

Attachments:

- Disadvantaged Business Enterprise and Small Business Enterprise Status

A handwritten signature in black ink, reading "Andrew B. Fremier". The signature is fluid and cursive, with the first name "Andrew" and last name "Fremier" clearly distinguishable.

Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

Prime Contractor

Firm Name	Role on Project	DBE* Yes	If DBE Yes, List #	DBE No	SBE** Yes	If SBE Yes, List #	SBE No
Polytechnic Marketing, LLC	Communications Services			X	X	2013608	

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.:	1252
Consultant:	Polytechnic Marketing, LLC (Berkeley, California)
Work Project Title:	Communications Services for FasTrak [®] Electronic Toll Collection System
Purpose of Project:	To provide continued communications services for the FasTrak [®] electronic collection program.
Brief Scope of Work:	Consultant shall provide assistance with developing communications strategies, developing and implementing marketing campaigns to promote FasTrak [®] , providing ongoing communications and customer information support, and other tasks.
Project Cost Not to Exceed:	This amendment: \$2,000,000 Current contract amount before this amendment: \$2,200,000 Maximum contract amount after this amendment: \$4,200,000
Funding Source:	BATA Toll Bridge Program Operating Funds
Fiscal Impact:	Funds to be included in the BATA budget for FY 2022-23, subject to approval.
Motion by Committee:	That the Executive Director or designee is authorized to enter into a contract amendment with Polytechnic Marketing, LLC for services to support the Authority as described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022 and that the Chief Financial Officer is authorized to set aside \$2,000,000 for such contract amendment, subject approval of the FY 2022-23 BATA budget.
BATA Oversight Committee:	
	<hr/> Amy R. Worth, Chair
Approved:	June 8, 2022



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0948 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 5/9/2022 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 6/8/2022 **Final action:**
Title: Contract - BATA Community Engagement Services: Davis & Associates Communications, Inc. (\$400,000)
Sponsors:
Indexes:
Code sections:
Attachments: [4g - 22-0948 - Contract - BATA Community Engagement Services.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract - BATA Community Engagement Services: Davis & Associates Communications, Inc. (\$400,000)

Presenter:
Lysa Hale

Recommended Action:
Committee Approval

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 4g - 22-0948

Contract – BATA Community Engagement Services: Davis & Associates Communications, Inc. (\$400,000)

Subject:

This item would authorize the Executive Director or designee to enter into a contract with Davis & Associates Communications, Inc. (Davis & Associates) for community engagement services for the Bay Area Toll Authority (BATA) in an amount not to exceed \$400,000 over a period ending June 30, 2023, subject to approval of the FY 2022-23 BATA budget.

Background:

In March 2021, the Metropolitan Transportation Commission (MTC) Administration Committee approved an on-call Equity Bench of prequalified consultants to provide equity-based assistance for six categories: 1) Internal Operations, 2) Investments and Policy, 3) Community and Partner Engagement, 4) Innovation and 5) Environmental Justice. The Request for Qualifications that governed the selection specifies that MTC could directly assign work to a particular firm based on the nature of the work, expertise and availability of the firm(s) and staff of those firm(s). This bench may be utilized for a three-year period ending June 30, 2025. The RFQ authorized other public agencies such as BATA to obtain services from the bench contractors at the same terms and conditions provided to MTC.

BATA is working on an Equity Action Plan with the objective that BATA's toll collection policies are fair and equitable for all toll payers. Part of this work includes engaging with the community to ensure that all voices are heard as BATA goes about this process.

Davis & Associates has been conducting community engagement to support the Equity Action Plan under a subcontract to BATA's marketing firm, but BATA would like to contract with them directly as a direct select from the Equity Bench. Out of a total of 100 points, Davis & Associates achieved the highest score for Category C: Community and Partner Engagement, with a total score of 81.88. Based on their previous work on community engagement on the Equity Action Plan, they bring a great understanding of the goals of the plan and the tasks required to solicit and get feedback from the community.

Work contemplated under this contract could include:

- Telephone and online surveys;
- Focus groups with individuals who have low incomes;
- Intercept surveys with individuals who have low incomes;
- Other tasks as needed.

Davis & Associates is both a disadvantaged business enterprise and a small business enterprise. Attachment A includes a summary of the small business and disadvantaged business enterprise status of Davis & Associates and its subcontractors.

Issues:

None identified.

Recommendations:

Staff requests that this Committee authorize the Executive Director or designee negotiate and enter into a contract with Davis & Associates in an amount not to exceed \$400,000 to provide community engagement services for BATA, subject to approval of the FY 2022-23 BATA budget.

Attachments:

- Disadvantaged Business Enterprise and Small Business Enterprise Status



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes	If DBE Yes, List #	DBE No	SBE** Yes	If SBE Yes, List #	SBE No
Prime Contractor	Davis & Associates Communications, Inc.	Project Lead	X	26344		X	1785923	
Subcontractor	Tamika L. Butler Consulting	Project Support			X			X
Subcontractor	Estolano Advisors	Project Support	X	42483		X	2002042	
Subcontractor	Better World Group	Project Support	X	46330		X	2017586	
Subcontractor	Fehr & Peers	Project Support			X			X

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract

Work Item No.:	1252
Consultant:	Davis & Associates Communications, Inc. (San Francisco, California)
Work Project Title:	BATA Community Engagement
Purpose of Project:	To provide continued community engagement for BATA's Equity Action Plan.
Brief Scope of Work:	Consultant shall conduct telephone and online surveys, focus groups, intercept surveys and other tasks as needed in support of BATA's Equity Action Plan.
Project Cost Not to Exceed:	This contract: \$400,000
Funding Source:	BATA Operating Funds
Fiscal Impact:	Funds to be included in the BATA Toll Bridge Program Operating Budget for FY 2022-23, subject to approval.
Motion by Committee:	That the Executive Director or designee is authorized to enter into a contract with Davis & Associates Communications, Inc. for services to support the Authority as described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022 and that the Chief Financial Officer is authorized to set aside \$400,000 for such contract, subject to approval of the FY 2022-23 BATA budget.
BATA Oversight Committee:	
	<hr/> Amy R. Worth, Chair
Approved:	June 8, 2022



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0982 **Version:** 1 **Name:**
Type: Contract **Status:** Committee Approval
File created: 5/13/2022 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 6/8/2022 **Final action:**
Title: Contract Amendment - Credit Card Processing for the FasTrak® Electronic Toll Collection Program:
Bank of America Merchant Services (\$2,600,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4h - 22-0982 - Contract Amendment - Credit Card Processing Electronic Toll Collections.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Amendment - Credit Card Processing for the FasTrak® Electronic Toll Collection Program:
Bank of America Merchant Services (\$2,600,000)

Presenter:

Victor Wong

Recommended Action:

Committee Approval

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 4h - 22-0982

**Contract Amendment – Credit Card Processing for the FasTrak® Electronic Toll
Collection Program: Bank of America Merchant Services (\$2,600,000)**

Subject:

This item would authorize the Executive Director or designee to negotiate and enter into a contract amendment with Bank of America Merchant Services (BAMS) to increase the contract amount from \$16,000,000 to \$18,600,000 for fiscal year 2022 to continue to provide credit card processing services for the FasTrak® Electronic Toll Collection (ETC) program.

Background:

The FasTrak® program serves customers who have their tolls collected electronically at Bay Area toll facilities. The toll facilities include the Bay Area Toll Authority's (BATA) seven state-owned bridges; the Golden Gate Bridge; and the Bay Area Express Lanes. In addition, FasTrak® customers may also use their accounts to pay for parking at the San Francisco International Airport garages.

On July 1, 2019, following a competitive procurement, BATA entered into a contract with BAMS to provide credit card processing services. The contract is for a five-year term, through June 30, 2024, with an option to extend for two additional years. The current contract encumbrance for services is \$16,000,000 per fiscal year, with a total contract not to exceed amount of \$80,000,000.

The FasTrak® program has seen an increase in usage due to the conversion from cash to all electronic tolling at BATA's seven bridges. In January 2021 BATA began sending out invoices to customers crossing the toll bridges without a valid FasTrak® account. On average, approximately 750,000 invoices are sent monthly. Of the payments received, 84% of transactions are paid by credit card. As a result of the expanded use, credit card processing fees have also increased. There has been an average increase of 27% in fees comparative to the prior fiscal year.

BAMS is neither a small nor disadvantaged business enterprise and has no subcontractors.

Issues:

None identified.

Recommendations:

Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with BAMS, to increase the contract amount for FY2022 in the amount of \$2,600,000 for a new total contract not to exceed amount of \$82,600,000 to continue to provide credit card processing services.

- Attachments: Request for Committee Approval – Summary of Proposed Contract Amendment



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 1254

Consultant: Bank of America Merchant Services

Work Project Title: Credit Card Processing Services for FasTrak® Electronic Toll Collection Program

Purpose of Project: To provide credit card processing services

Brief Scope of Work: To provide credit card processing services for the FasTrak® ETC Program for the combined FasTrak® Regional Customer Service Center operation for the state-owned Bridges, Golden Gate Bridge, Bay Area Express Lanes, and the San Francisco International Airport Parking Garages.

Project Cost Not to Exceed: \$2,600,000 (this amendment)

Total contract amount before this amendment: \$80,000,000

Maximum contract amount after this amendment: \$82,600,000

Funding Source: BATA Toll Bridge Program Operating Funds

Fiscal Impact: Funds included in the FY 2021-22 BATA Toll Bridge Program Operating Budget.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Bank of America Merchant Services for credit card processing services described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022 and that the Chief Financial Officer is authorized to set aside \$2,600,000 for such contract amendment.

BATA Oversight Committee:

Alfredo Pedroza, Chair

Approved: June 8, 2022



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0949 **Version:** 1 **Name:**
Type: Report **Status:** Committee Approval
File created: 5/9/2022 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 6/8/2022 **Final action:**
Title: Equity Action Plan Recommendations:
Resume Escalation of Unpaid Violations to DMV for Registration Hold and to Collections; Means-based Payment Plan Pilot Program; Contract Change Order - FasTrak® Regional Customer Service Center Resume Escalations of Unpaid Violations and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000); and Expenditures for Complementary MTC Contract Actions

A request to approve Equity Action Plan recommendations to (1) resume escalation of unpaid violations to the Department of Motor Vehicles (DMV) for registration hold and to collections; (2) approve a means-based payment plan pilot program; (3) approve a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to implement a process for resuming escalations to DMV and collections and develop and operate a means-based payment plan pilot and pre-qualification program; and (4) approve expenditures in the amounts of \$800,000 and \$1,000,000 respectively for the Clipper START eligibility verifier contract and a Salesforce integrator contract, to support developing the means-based payment plan, subject to the approval of the FY 2022-23 BATA budget.

Sponsors:

Indexes:

Code sections:

Attachments: [5a - 22-0949 - Equity Action Plan Update.pdf](#)
[5a - 22-0949 - Payment Plan Presentation.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Equity Action Plan Recommendations:
Resume Escalation of Unpaid Violations to DMV for Registration Hold and to Collections; Means-based Payment Plan Pilot Program; Contract Change Order - FasTrak® Regional Customer Service Center Resume Escalations of Unpaid Violations and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000); and Expenditures for Complementary MTC Contract Actions

A request to approve Equity Action Plan recommendations to (1) resume escalation of unpaid violations to the Department of Motor Vehicles (DMV) for registration hold and to collections; (2) approve a means-based payment plan pilot program; (3) approve a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to implement a process for resuming escalations to DMV and collections and develop and operate a means-based payment plan pilot and pre-

qualification program; and (4) approve expenditures in the amounts of \$800,000 and \$1,000,000 respectively for the Clipper START eligibility verifier contract and a Salesforce integrator contract, to support developing the means-based payment plan, subject to the approval of the FY 2022-23 BATA budget.

Presenter:

Lysa Hale

Recommended Action:

Committee Approval

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 5a - 22-0949

Equity Action Plan Recommendations:

Resume Escalation of Unpaid Violations to DMV for Registration Hold and to Collections; Means-based Payment Plan Pilot Program; Contract Change Order – FasTrak® Regional Customer Service Center Resume Escalations of Unpaid Violations and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000); and Expenditures for Complementary MTC Contract Actions

Subject:

A request to approve Equity Action Plan recommendations to (1) resume escalation of unpaid violations to the Department of Motor Vehicles (DMV) for registration hold and to collections; (2) approve a means-based payment plan pilot program; (3) approve a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to implement a process for resuming escalations to DMV and collections and develop and operate a means-based payment plan pilot and pre-qualification program; and (4) approve expenditures in the amounts of \$800,000 and \$1,000,000 respectively for the Clipper START eligibility verifier contract and a Salesforce integrator contract, to support developing the means-based payment plan, subject to the approval of the FY 2022-23 BATA budget.

Background:

At the May 2021 BATA Oversight meeting, staff unveiled an ambitious strategy to make the Bay Area tolling program more equitable through its Equity Action Plan. Staff provided updates at the October 2021, November 2021, January 2022 and April 2022 BATA Oversight meetings. At those meetings, Commissioners addressed the need for customers to be able to manage debt, to urgently focus on those who need it most, and to include baseline data and cost/benefit analyses in assessments of potential policy changes. BATA has already made several policy changes:

- Dramatically reducing BATA violation penalties, and
- Reducing tag deposits, reducing the pre-paid balance for cash-paying customers to open a FasTrak® account, and eliminating cash payment network fees to make it more accessible and affordable to become a FasTrak® customer and manage accounts.

Staff is also conducting community engagement activities to ascertain how additional policies might affect individuals earning a low income. Results of the engagement activities will be available in July.

At the January 2022 BATA Oversight Committee meeting, Commissioners made a specific request for staff to conduct research into the best practices of administering payment plans. In April 2022, staff presented a proposed payment plan pilot, with a commitment to come back to the June BATA Oversight meeting with a more refined plan. Today staff will provide a revised recommendation for a payment plan as well as a recommendation to address another high priority action: the uncollected tolls and penalties associated with unpaid violations that have not been forwarded to DMV for registration hold or to collections. Staff is recommending a twofold approach.

Release of Unpaid Violations to DMV for Registration Hold

Currently, more than half a million vehicles have unpaid violations dating back to January 1, 2021 that could be sent to the DMV for registration hold or to collections. Violations are sent to collections when they cannot be sent to DMV hold. Commissioners have indicated that these violations should not be sent until BATA establishes a payment plan to support low-income individuals.

DMV registration holds are a strong motivator for drivers to settle their toll accounts. The value of unpaid tolls alone in the current backlog is estimated at more than \$50,000,000. DMV will not accept violations older than three years, so the backlog of unpaid violations will start timing out in January 2024. Note that a year of BATA rehab funding – the funds used to maintain the bridges – is about \$120,000,000. Additionally, the BATA Recovery Ad Hoc process laid out the dramatic impact of COVID on toll traffic and revenues. Since the work of that group ended, recovery of traffic and tolls has not performed as hoped. We urgently need to take action to recoup outstanding tolls.

Staff has developed a proposal that could allow BATA to restart the process of sending unpaid violations to DMV for registration hold and to collections while addressing the needs of low-income individuals:

1. As soon as possible, send unpaid violations for commercial vehicles to DMV for registration hold and to collections since these individuals would not be eligible for the proposed BATA payment plan where eligibility would be based on household income levels.
2. Announce plan to release remainder of unpaid violations to DMV for registration hold or to collections.
 - Implement a pre-qualification program for eligible low-income individuals who could participate in a means-based payment plan pilot. Once approved, any outstanding violations would not be sent to DMV for registration hold or to collections and these individuals would be able to enter into a payment plan pilot (when available).
 - Release unpaid violations for those who do not pre-qualify to DMV for registration hold or to collections.
 - If someone receives DMV registration holds or is sent to collections and contacts the customer service center, they will be provided the opportunity to pre-qualify for the means-based payment plan pilot.

Create Means-Based Payment Plan Pilot

In the April 2022 BATA Oversight Committee meeting, staff recommended a payment plan pilot that would be open to all. The key elements included requirements for tolls to be paid with the first payment, that individuals must have a minimum of \$150 in violation debt to be eligible and that the payment period would be 12 months.

Based on feedback from Commissioners about the potential hardship created by DMV registration holds on vehicles of people who cannot pay their violations, staff is now recommending a means-based payment plan pilot. Creating such a payment plan has several benefits for drivers while at the same time reducing financial exposure for BATA:

- Opportunity to offer lower monthly payment amounts
- Option to spread payments over longer duration

- DMV registration hold could be released after a smaller portion of tolls and DMV fees are paid

The payment plan pilot will be modeled after the Clipper START means-based transit fare discount program. That program provides transit discounts for individuals with a household income of 200% or less of the federal poverty level (currently around \$55,500 for a family of four). Several documents are accepted as proof of income. Individuals apply online or with a paper application, and an eligibility verifier reviews the application and proof of income and either approves or denies the application. Both the website and the system used by the eligibility verifier are built on the Salesforce platform. Staff is working on additional details of the payment plan.

Approve Related Contract Authority

Staff is requesting approval of the following contract actions to begin work to release transactions to the DMV for registration hold and develop and implement the means-based payment program:

Contract Change Order – FasTrak® Regional Customer Service Resume Escalation of Unpaid Violations and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000)

Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox) on March 27, 2013 for management and operation of the FasTrak® Customer Service Center (CSC). Under the contract, Conduent provides the FasTrak® account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing for bridges and express lanes in the Bay Area.

To execute the programs described in this memo, Conduent will be required to implement large-scale release of violations to the DMV for vehicle registration hold and to collections and develop and implement a pre-qualification program and a means-based payment program pilot, involving interfacing with the agency's Salesforce integrator to set up a system for transferring

data on approved applicants and developing a method for pulling vehicles potentially eligible for vehicle registration hold from the list to be sent to the DMV.

Attachment A includes a summary of Conduent and its project team's small business and disadvantaged business enterprise status.

Staff will also take complementary contract actions to the MTC Operations Committee for an amendment to MTC's Clipper START eligibility verifier contract with Cubic Transportation Systems, Inc. in the amount of \$800,000 and a new contract for a Salesforce integrator in the amount of \$1,000,000 to develop a means-based payment plan. All funding will be from the BATA Operating Budget, subject to approval of the FY 2022-23 BATA Budget.

Recommendations:

Staff is seeking (1) approval to resume escalation of unpaid violations to DMV for registration hold and to collections consistent with this memo; (2) approval of a means-based payment plan pilot program; (3) approval of a contract change order with Conduent to implement a process for resuming escalations to DMV and develop and operate a means-based payment plan pilot and pre-qualification program, subject to the approval of the FY 2022-23 BATA budget; and (4) approve expenditures in the amounts of \$800,000 and \$1,000,000 respectively for the Clipper START eligibility verifier contract and a Salesforce integrator contract, to support developing the means-based payment plan, subject to the approval of the FY 2022-23 BATA budget.

- Attachment A – Conduent State and Local Solutions, Inc. Small Business and Disadvantaged Enterprises Status
- Attachment B – Presentation on Equity Action Plan

Denise Rodrigues

Denise Rodrigues

Attachment A

Conduent State & Local Solutions, Inc., Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	Atos	Network Management			X			X

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Change Order

Work Item No.:	1252
Consultant:	Conduent State and Local Solutions, Inc. (Conduent) San Francisco, CA
Work Project Title:	Resume Escalations to DMV and Collections and Develop Means-Based Payment Plan Pilot
Purpose of Project:	To support release of unpaid violations to DMV for registration hold and to collections, develop pre-qualification low-income program and means-based payment plan pilot
Brief Scope of Work:	Manage unpaid violations to facilitate the pre-qualification low-income program and develop the means-based payment plan pilot
Project Cost Not to Exceed:	This Change Order: \$1,000,000 Current contract amount before this Change Order: \$664,197,996 (this total does not include other June 8, 2022 contract approval actions) Maximum contract amount after this Change Order: \$665,197,996
Funding Source:	BATA Operating Funds
Fiscal Impact:	Funds to be included in the FY 2022-23 BATA budget, subject to approval
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. for services described above and in the Operations Committee Summary Sheet dated June 8, 2022 and that the Chief Financial Officer is authorized to set aside \$1,000,000 for such contract change order, subject to approval of the FY 2022-23 BATA budget.
BATA Oversight Committee:	<div>blank</div> <hr/> <div>Amy Worth, Chair</div> <div>blank</div>
Approved:	June 8, 2022

Equity Action Plan Update

Lysa Hale

BATA Electronic Payments Section

June 8, 2022



Equity Actions: Completed

- Reduced Penalties
 - First Notice: \$25 to **\$5**
 - Second Delinquent Notice: \$45 to **\$10**
- Reduced tag deposit: \$20 to **\$5**
- Reduced opening balance deposit for cash/check customers: \$50 to **\$25**
- Eliminated cash payment network fees
- Expanded multi-language resources
- Offered one-time penalty waivers (as of January 2021)

Equity Actions: Underway

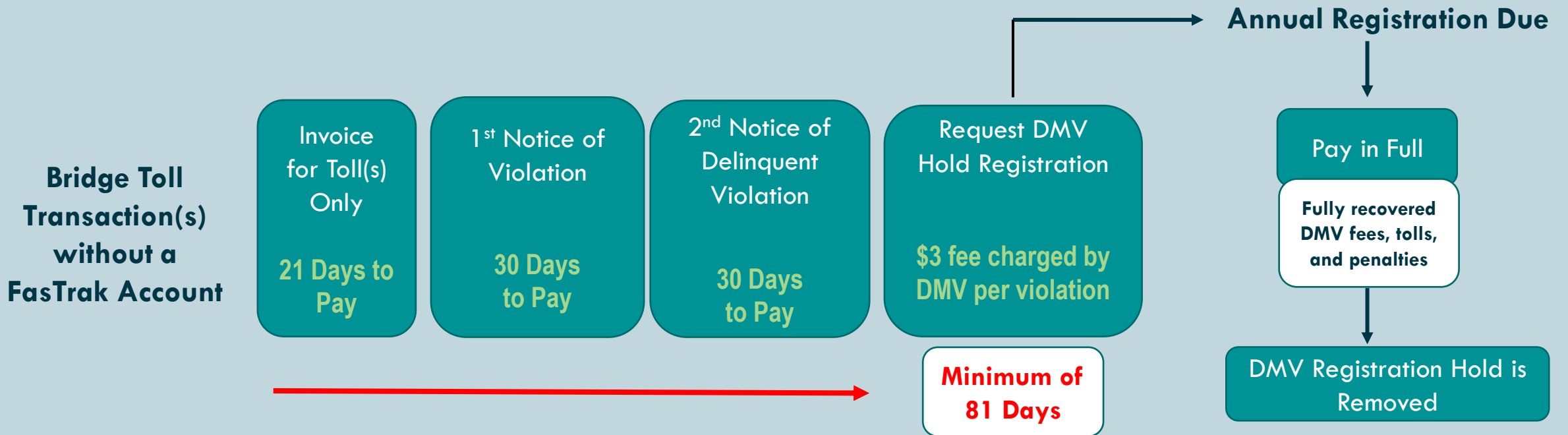
- Launch mobile app for FasTrak® - Summer 2022
 - Manage FasTrak® account and pay invoices and violations
 - Not for toll payment
- Customer research
 - Feedback on toll policies and customer service practices
 - Community engagement survey and focus groups

Priority Areas to Address

- Backlog of unpaid violation notices
- Payment plan pilot

Unpaid Violation Notices

DMV Registration Hold Process



Backlog of Violations Pending Action

- From January 2021 through May 2022, more than **half a million** vehicles have approximately **8.8 million** outstanding violations not yet released to DMV for a vehicle registration hold or to collections.
- This represents **more than \$50 million** in outstanding tolls.
- DMV will not accept transactions older than three years.
- Transactions will start timing out in January 2024.

Staff Recommendation

- Approval to resume escalations of unpaid violations to the DMV for registration hold and to collections:
 - Process commercial vehicle violations for DMV registration holds
 - Set up pre-qualification for payment plans for low-income violators and pull those qualified off DMV registration hold
 - Process remaining violations for DMV registration hold or collections, except for those who pre-qualify for payment plan

Payment Plan Pilot Update

Available to All vs. Means-Based

Considerations	Available to All	Means-based
Initial upfront payment (tolls & DMV fees)	Potentially high, creating a barrier to entry for low-income customers	Opportunity to offer more manageable payment amounts
Monthly payment amounts	Potentially high depending on outstanding balance	Option to spread out over longer duration to help lower payment amounts
Timing of DMV registration hold release	Released after initial payment for those who can afford to pay initial amount	Released after tolls and DMV fees are partially paid
Agency fiduciary risk	Meet financial obligations immediately to minimize risk	Longer timeline to meet financial obligations with some risk shifted to the agency
Agency costs	<ul style="list-style-type: none"> • Vendor contract/change order • Operational/back-office changes 	<ul style="list-style-type: none"> • Vendor contract/change order • Operational/back-office changes • Eligibility screening


Staff Recommendation

- Develop a Means-Based Pilot Payment Plan
 - Focus on customers with greatest need for assistance
 - Eligibility requirements same as Clipper START
 - 200% or less than federal poverty level
 - Make payments more affordable
 - Provide more flexibility for making payments

Recommendations

Recommendations

- Approve Contract Change Order: FasTrak® Regional Customer Service Center Resume Escalation to DMV and Collections and Develop Means-Based Payment Program: Conduent State and Local Solutions, Inc. (\$1,000,000)
- Approve other expenditures to develop a means-based payment plan pilot (will go to MTC Operations Committee in July for approval):
 - Eligibility Verifier Services: Cubic Transportation Systems, Inc. (\$800,000)
 - Payment Plan Website and Verifier System: Salesforce Integrator TBD (\$1,000,000)
- Approve resuming escalating unpaid violations to the DMV for registration hold and to collections
- Approve development of a means-based payment plan pilot

An aerial photograph of the San Francisco Bay Bridge at sunset. The bridge's suspension towers and cables are visible, spanning the water. In the background, the San Francisco city skyline is silhouetted against the warm, orange glow of the setting sun. The water reflects the light, and a small boat is visible in the lower left.

BayAreaTollAuthority

For more information contact:

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Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 22-0926 **Version:** 1 **Name:**
Type: Resolution **Status:** Authority Approval
File created: 4/29/2022 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 6/8/2022 **Final action:**
Title: BATA Resolution No. 154 - FY 2022-23 Operating and Capital Budgets

Staff will present and request for Authority approval of BATA Resolution No. 154 authorizing the FY 2022-23 Operating and Capital Budgets.

Sponsors:

Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
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Subject:

BATA Resolution No. 154 - FY 2022-23 Operating and Capital Budgets

Staff will present and request for Authority approval of BATA Resolution No. 154 authorizing the FY 2022-23 Operating and Capital Budgets.

Presenter:

Derek Hansel

Recommended Action:

Authority Approval