



EXECUTIVE DIRECTOR'S REPORT

Metropolitan Transportation Commission
August 26, 2020

Departures

Roger Fralich – Roger started with MTC in March 2019 as a Payroll Specialist. His last day with MTC was August 3, 2020 as a Payroll Specialist in the Finance & Accounting section.

Omar Mahasin – Omar started with MTC in May 2019 as a Temporary Section Administrator. His last day with MTC was August 5, 2020 as a Section Administrator in the Administration & Facilities Services section.

Rob Jaques – Rob started with MTC in May 2016 as an Assistant Planner/Analyst. His last day with MTC is August 21, 2020 as an Associate Planner/Analyst in the Programming & Allocations section.

Key Updates

Plan Bay Area Draft Blueprint

We held 26 total virtual events to collect public input on the Plan Bay Area Draft Blueprint, including 17 in 3 weeks, reaching 7,600 Bay area residents. We held 7 Focus Group meetings, 5 telephone town halls, 9 county-specific digital public workshops, and 3 digital stakeholder workshops. Plus, we conducted an online survey and took input from an online comment form, a listening line, emailed comments, office hours, and a statistically valid poll. In all, we received over 3,400 comments, as well as 3 million impressions on our digital campaign including social media.

BATA Recovery Ad Hoc Working Group Kick-Off

On August 21, I attended the kick-off meeting of the BATA Recovery Ad Hoc Working Group. The group, composed of Commissioners Worth, Tavares, Connolly, Dutra Vernaci and Josefowitz, will take a deep dive into the implications of the COVID-19 pandemic on the BATA toll bridge program. The first meeting included a primer on traffic and toll revenue trends, and impacted areas of toll collection, traffic operations and asset management. The group will guide BATA and Caltrans in responding to the opportunities and challenges of the moment and will report back to BATA in six months.

Richmond-San Rafael Forward Kick-Off

MTC is officially kicking off Richmond-San Rafael Forward with our partner agencies, which include Caltrans, TAM, CCTA, City of Richmond and Golden Gate Transit. We aim to reinstate the HOV lane on I-580 between the toll plaza and Bayview and to modernize the toll facilities from booths to open road tolling. These operational improvements help us to support the RSR Access Pilot by focusing on moving more people in fewer cars and managing congestion.

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Clipper Website Redesign

The Clipper program's official customer service and information website, clippercard.com, has been redesigned to create a new online experience. The website sports a fresh look, streamlined content and improved navigation that make it easier for cardholders to manage their account and all website users to find the Clipper information they need.

Things of Note


- **Social Media Collaboration: MTC and Transit Operators Talk COVID Safety**
On August 20, we participated in a coordinated, cross-agency Twitter thread to educate the public about the Bay Area Healthy Transit Plan. Since the posting, we have received lots of positive comments from the public. Check out the thread pinned to the top of the @MTCBATA Twitter page. Link provided below:

<https://twitter.com/MTCBATA/status/1296575628053843968>

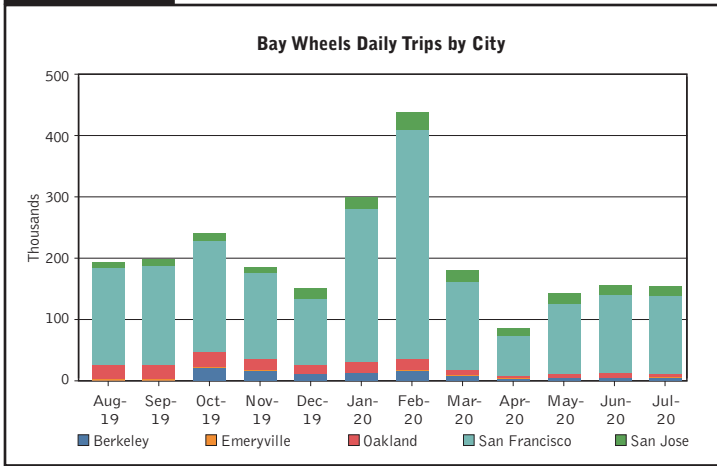
- I would like to acknowledge Nick Roethel the Section Director of our Technology Systems and Solutions (TSS) team, in partnership with NTT who is responsible for broadcasting our Committee, Commission, and Board meetings. The team designed a way to simultaneously transmit Closed Captioning with our broadcasts so the public will no longer have to request this service in advance of the meetings. As we pivot our normal agency operations to fully adapt to a remote environment, we are pleased to provide this improved service to our hearing impaired community members. You can follow the link provided on the Broadcast page to utilize this service.
- On July 28, I moderated another MTC/ABAG sponsored MetroTalks: Equity Series titled "Advancing Community Health and Equitable Engagement in the age of COVID-19." The event included Melissa Jones, Executive Director of the Bay Area Health Inequities Initiative, Mariana Moore, the Director of the Ensuring Opportunity Campaign to End Poverty in Contra Costa, and Julio Garcia, the Senior Program Director at Nuestra Casa in East Palo Alto. As we navigate through the impacts of COVID, it is critical that we reimagine and restructure our community engagement practices to be responsive to this new environment. Engaging with our community partners is a way to advance our understanding of the challenges and successes to creating meaningful connections among all who reside in our region. Links to a recording of this talk can be found on the MTC-ABAG's YouTube and Facebook page links below.

Youtube: <https://www.youtube.com/channel/UCOqAvB9VJYjiOnkO-G6f8w>

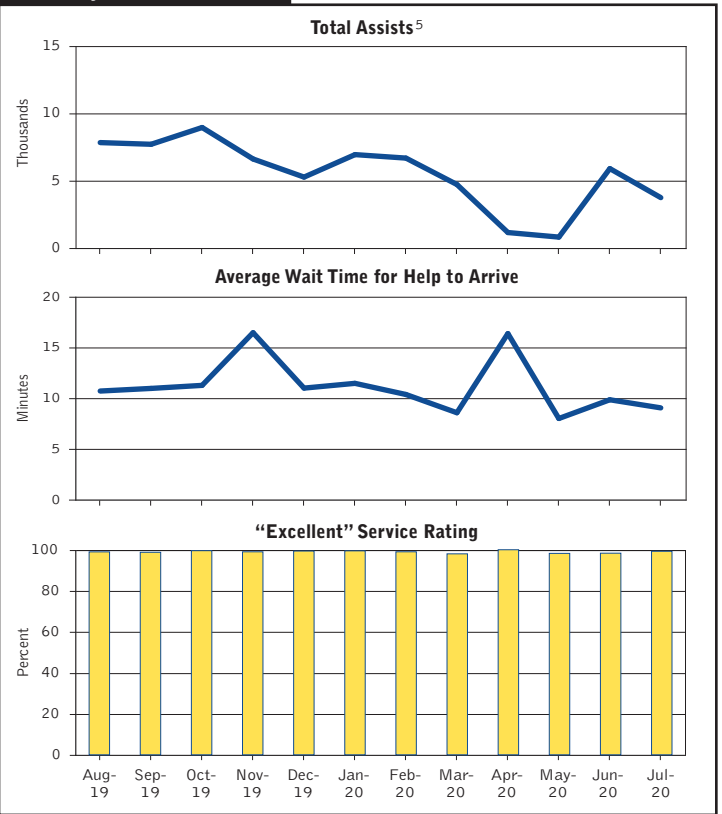
Facebook: https://www.facebook.com/MTCBATA/?epa=SEARCH_BOX


Therese W. McMillan

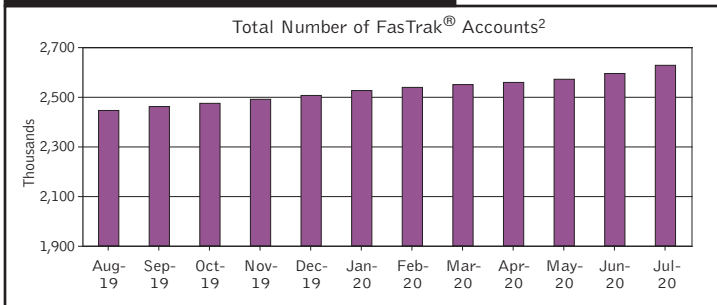
Bay Wheels



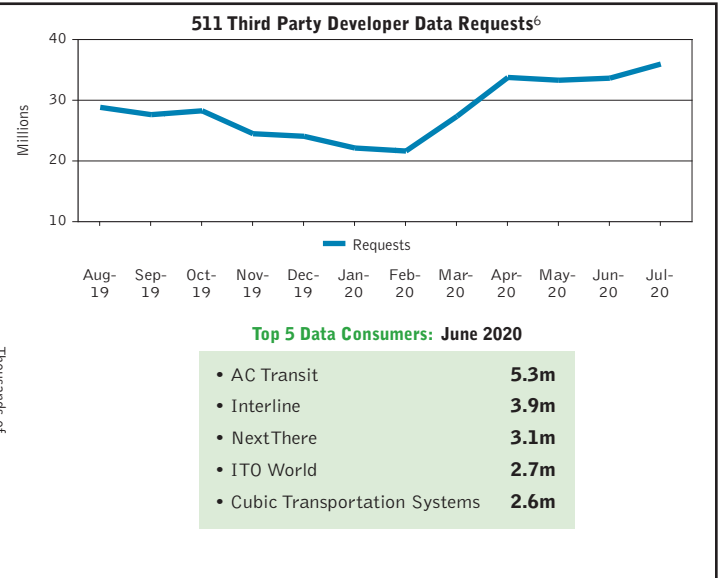
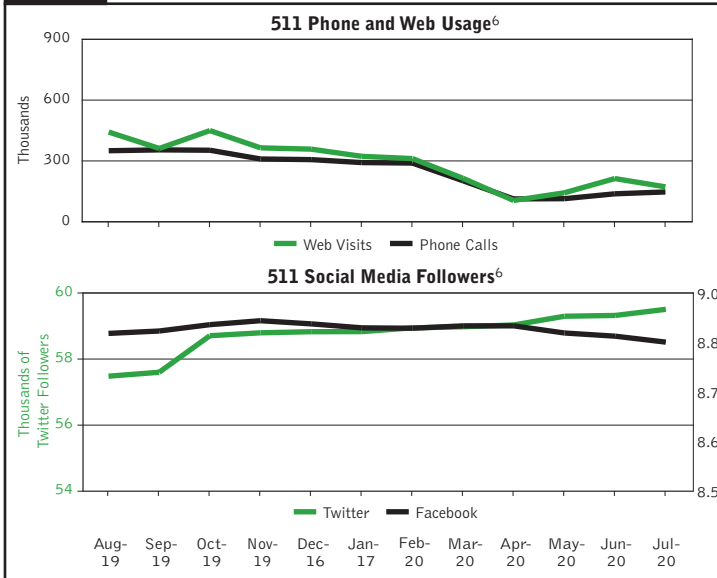
Freeway Service Patrol



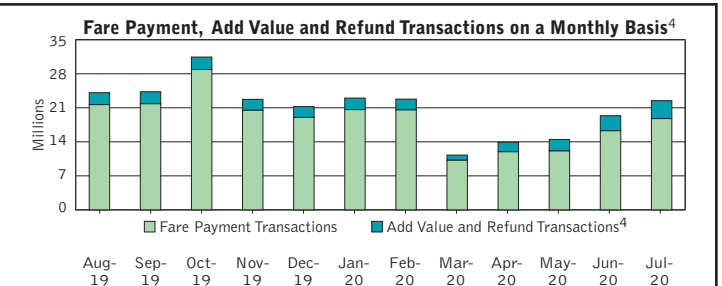
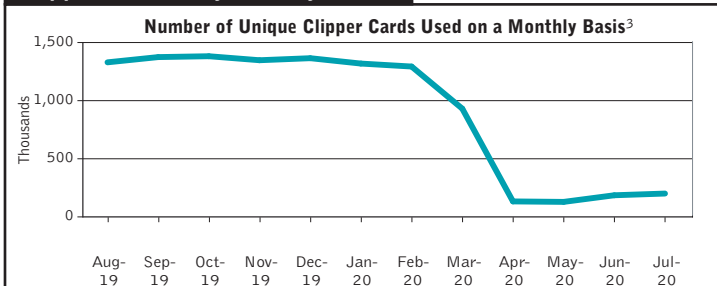
FasTrak® Electronic Toll Collection¹



511



Clipper® Fare Payment System



Notes: ¹ MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative.
² Number of debit accounts opened through BATA service center; each account may represent more than one toll tag issued.
³ New category as of September 2003; data collected since Aug. 2002

⁴ As of November 2009, refund transactions are counted with add value transactions. This chart includes refunds in the Add Value bars for the past 12 months. (Past reports did not include refunds, which, with few exceptions, have accounted for less than 50 transactions each month.)
⁵ FSP Assist numbers for the most current month are a best estimate, and may be subject to change. Final assist numbers are available at the end of the month, and the report is updated accordingly.

⁶ 511 launched a new phone system and website in June 2016 and now tracks two new types of data in addition to call and web usage: social media followers and developer data requests.