METROPOLITAN TRANSPORTATION COMMISSION Meeting Transcript



1	BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE
2	WEDNESDAY, JUNE 11TH, 2025, 9:35 AM
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4	
5	
6	CHAIR, MARGARET ABE-KOGA: GOOD MORNING, EVERYONE. WELCOME TO
7	OUR BAY AREA TOLL AUTHORITY MEETING. I'M MARGARET ABE-KOGA,
8	CHAIR JOINED BY MY VICE CHAIR I'M CALLING THE MEETING TO ORDER
9	AND THIS MEETING IS BEING WEBCAST ON THE MTC WEB SITE.
10	COMMISSIONERS AND MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM
11	WISHING TO SPEAK SHOULD USE THE RAISED HAND FEATURE OR DIAL
12	STAR NINE, AND I WILL CALL UPON THEM AT THE APPROPRIATE TIME.
13	WE WILL GO ON TO AGENDA ITEM ONE. COULD WE GET A ROLL CALL AND
14	CONFIRM THE QUORUM, PLEASE, CLERK.
15	
16	CLERK OF THE BOARD: CHAIR ABE-KOGA?
17	
18	CHAIR, MARGARET ABE-KOGA: HERE.
19	
20	CLERK OF THE BOARD: MILEY?
21	
22	NATE MILEY: HERE.
23	
24	CLERK OF THE BOARD: NON-VOTING COMMISSIONER EL-TAWANSY?
25	



1	DINA EL-TAWANSY: HERE.
2	
3	CLERK OF THE BOARD: FLEMING? MANFREE? MELGAR? IS ABSENT.
4	PAPAN?
5	
6	GINA PAPAN: HERE.
7	
8	CLERK OF THE BOARD: RAMOS?
9	
10	BELIA RAMOS: HERE.
11	
12	CLERK OF THE BOARD: NON-VOTING SCHAFF.
13	
14	LIBBY SCHAAF: HERE.
15	
16	CLERK OF THE BOARD: THANK YOU. WE HAVE A QUORUM.
17	
18	CHAIR, MARGARET ABE-KOGA: THANK YOU. ITEM TWO, IF YOU COULD
19	PLEASE STAND IF YOU ARE ABLE, AND JOIN ME IN THE PLEDGE OF
20	ALLEGIANCE. [PLEDGE OF ALLEGIANCE] "I PLEDGE ALLEGIANCE TO
21	THE FLAG OF THE UNITED STATES OF AMERICA, AND TO THE REPUBLIC
22	FOR WHICH IT STANDS, ONE NATION UNDER GOD, INDIVISIBLE, WITH
23	LIBERTY AND JUSTICE FOR ALL."



CHAIR, MARGARET ABE-KOGA: THANK YOU. ITEM THREE, THE 1 2 COMPENSATION ANNOUNCEMENT. WOULD THE CLERK PLEASE READ THE 3 ANNOUNCEMENT? 4 5 CLERK OF THE BOARD: AS AUTHORIZED BY STATE LAW, I AM MAKING THE FOLLOWING ANNOUNCEMENT. EACH MEMBER OF THE BOARD HERE 6 TODAY WILL BE ENTITLED TO RECEIVE \$100 PER MEETING ATTENDED UP 7 8 TO A MAXIMUM OF \$500 PER MONTH PER AGENCY. THIS AMOUNT IS A PROVIDED AS A RESULT OF CONVENING A MEETING FOR WHICH EACH 9 10 MEMBER IS ENTITLED TO COLLECT SUCH AMOUNT. 11 CHAIR, MARGARET ABE-KOGA: THANK YOU VERY MUCH. WE'LL GO ON TO 12 AGENDA ITEM FOUR, AND I WOULD LIKE TO FIRST OFF SEE IF THE 13 EXECUTIVE DIRECTOR HAS ANY INTRODUCTORY COMMENTS BEFORE WE 14 15 VOTE? 16 ANDREW FREMIER: THANK YOU. BOTH COMMISSIONER EL-TAWANSY AND I 17 WANTED OPPORTUNITY TO CHAT FOR A MINUTE AND GIVE ADDITIONAL 18 DETAILS ABOUT THE RECENT REPAIRS ON THE RICHMOND SAN RAFAEL 19 BRIDGE THAT MADE THE NEWS AND ENSURE YOU OF OUR COMMITMENT TO 20 CONTINUE TO WORK TOGETHER. FOR A LITTLE BIT OF CONTEXT AND 21 22 REMINDER, THE RICHMOND SAN RAFAEL BRIDGE WAS OPENED IN 1956 SO 23 IT'S 70 YEARS OLD AND MOTORIST OF THE DECK IS OF THAT AGE.

CALTRANS AND BATA DO WORK TOGETHER TO CONTINUALLY MONITOR THE

HEALTH AND WELL-BEING OF ALL SEVEN CROSSINGS, STATE OWNED TOLL

24



- 1 BRIDGES, AND EACH YEAR, BATA PRODUCES A TOLL BRIDGE PROGRAM
- 2 REPORT THAT INCLUDES THE BRIDGE RATINGS FOR EACH OF THE
- 3 STRUCTURES. MOST RECENTLY AT THE JANUARY BATA OVERSIGHT
- 4 COMMITTEE STAFF PRESENTED THE 2025 TOLL BRIDGE PROGRAM REPORT
- 5 WHICH INCLUDED AN OVERALL BRIDGE CONDITION RATING FOR THE
- 6 RICHMOND SAN RAFAEL BRIDGE AS FAIR THAT'S ONE OF THE FEDERAL
- 7 TERMS AND IT DOESN'T HAVE ANYTHING TO DO WITH REALLY THE
- 8 OVERALL CONDITION OF DIFFERENT ELEMENTS IT'S DRIVEN BY WHAT'S
- 9 NEEDING THE MOST AMOUNT OF ATTENTION. AND ITS UNFORTUNATE
- 10 LANGUAGE THAT THE FEDERAL GOVERNMENT USES. IT'S A STABLE AND
- 11 HEALTHY STRUCTURE. THE DECK, ITSELF, WAS RATED HIGHER, THOUGH.
- 12 AND IT IS IN THE -- I'M SORRY -- THE DECK, ITSELF, IS IN
- 13 BETTER SHAPE, AND IT'S IN GOOD CONDITION, WHICH IS THE TERM.
- 14 SO IT'S A SEVEN OUT OF TEN IN TERMS OF ITS RATING AND IT'S
- 15 SOMETHING THAT'S CONTINUALLY MONITORED DURING THE WORK. AS
- 16 WITH THE -- ALL THE OLDER INFRASTRUCTURE, THE BRIDGE DOES
- 17 REQUIRE OCCASIONAL MAINTENANCE AND REPAIRS, WHICH CALTRANS AND
- 18 -- CALTRANS DOES THE WORK AND BATA FUNDS. AND AS PART OF THE
- 19 OVERALL MONITORING AND PLANNING EFFORTS WE STUDY AND ANALYZE
- 20 ALL THE MAJOR COMPONENTS OF THE BRIDGES INCLUDING THE DECKS.
- 21 THE RICHMOND SAN RAFAEL DECKS HAVE BEEN STUDIES RECENTLY VERY
- 22 CLOSELY AND THAT HAS LED TO ONGOING PLANNING WORK ABOUT WHAT
- 23 SHOULD BE DONE IN THE LONG RUN, AS CALTRANS LOOKS FOR OPTIONS
- 24 ON HOW TO REHABILITATE THE DECK IN THE PROPER WAY. THESE
- 25 PLANNING EFFORTS DO LEAD TO ALL OF THE SPECIFIC



RECOMMENDATIONS, INCLUDING WORK ON THE DECK THAT SHOWS UP IN 1 2 YOUR 10-YEAR TOLL BRIDGE CAPITAL IMPROVEMENT PLAN, AND THAT 3 GETS UPDATED ANNUALLY. I WOULD LIKE TO TURN THIS TO COMMISSIONER EL-TAWANSY FOR A FEW COMMENTS. 4 5 DINA EL-TAWANSY: GOOD MORNING CHAIR AND COMMISSIONERS I WANT 6 7 TO START BY SAYING CALTRANS DOES PERFORM REGULAR MONITORING 8 AND MONITORING ON THE BRIDGES AND INSPECTIONS AND UPON RICHMOND SAN RAFAEL BRIDGE IN PARTICULAR WAS INSPECTED AS 9 WELL, FROM YOUR MENTION THE BRIDGE IS INNED ANY CONDITION 10 WHICH IS GOOD RATING THERE ARE SIGNS ON THE SURFACE THAT ARE 11 UP KEPT THROUGH PERIODIC NON-EMERGENCY REPAIRS BUT THE 12 THRESHOLD FOR INITIATING REPAIR ON A DECK IS DEPENDENT ON A 13 VIET OF FACTORS THAT INCLUDES SEVERITY OF CRACK FORMALIZE AND 14 15 LOCATION AND AGE BUT GENERALLY SPEAKING CALTRANS PLANS 16 SCHEDULED WORK OVERNIGHT AND THE IDEA HERE IS TO MINIMIZE TRAFFIC IMPACTS AND COORDINATION WITH OTHER CONSTRUCTION JOBS 17 THAT ARE IN THE AREA TO MAKE SURE WE DON'T HAVE CONFLICTING 18 PROJECTS THAT ARE ONGOING I WANT TO TALK ABOUT WHAT HAPPENED 19 LAST MONDAY JUNE 2ND IN TERMS OF EMERGENCY REPAIRS ON THE 20 21 UPPER DECK THIS WAS ONE WAS THE REPAIRS THAT WAS LISTED IF OUR 22 PLANNED REPAIR BUT WHEN WE PERFORMED OUR ROUTINE INSPECTION OF

THE BRIDGE THAT DAY OUR MAINTENANCE STAFF DETERMINED THAT IT

COULD NOT WAIT FOR THE SCHEDULED TIME. SO, THEY MOBILIZED AND

STARTED PERFORMING A TEMPORARY PATCH TO SAFELY REOPEN TO

23

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- 1 TRAFFIC. AND THEN A BRIDGE CONTRACTOR WAS TO MAKE THE
- 2 PERMANENT REPAIRS OVERNIGHT IN THE COMING WEEKS. SO, LAST
- 3 FRIDAY, WE HAD NIGHT CLOSURE, NIGHT CLOSER TO ADDRESS THAT AND
- 4 PERFORM -- EXCUSE ME -- THE NON-EMERGENCY -- SORRY -- I HAVE
- 5 EARL GEES GETTING IN MY WAY I JUST GOT MY INHALER IN THE BAG
- 6 IF I NEED IT. BUT LAST FRIDAY UPCOMING NIGHT CLOSURES ARE
- 7 ADDRESSED THROUGH THE LOCATIONS ON UPPER DECK SO PERFORM NON-
- 8 EMERGENCY REPAIR WERE PLANNED AND SCHEDULED AS NOTED EARLIER
- 9 TYPICALLY PLANNED SCHEDULE WORK OVERNIGHT AGAIN MINIMIZE
- 10 TRAFFIC THE URGENT REPAIR WORK ON JUNE 2ND TOOK LONGER THAN
- 11 EXPECTED BECAUSE WE STARTED WORKING ON THE CRACK ACTUALLY WENT
- 12 THROUGH THE BRIDGE DECK WHICH IS NOT TYPICAL WHEN WE START
- 13 WORKING ON BRIDGES WE NEVER KNOW WHAT WE'RE GOING TO FIND. SO
- 14 THAT TOOK LONGER THAN EXPECTED GENERALLY SPEAKING WEAR AND
- 15 TEAR AND DIAGRAM WE'RE SEEING ON THE SURFACE SIMILAR TO WHAT
- 16 WE SEE IN TERMS OF POTHOLES ON ROADWAYS DUE TO AGE. I THIS HAS
- 17 NOTHING TO DO RELATED TO ISSUES THAT WE SAW IN 2019 BECAUSE
- 18 CALTRANS REPLACED JOINTS THAT WERE CAUSING DECK ISSUES
- 19 PREVIOUSLY AT THAT TIME. THIS SPOT REPAIR ARE NEEDED TYPICAL
- 20 TO ADDRESS WEAR AND TEAR RE-ESTABLISHED THE EFFECTIVENESS OF
- 21 THE PROTECTIVE OVERLAY IN CERTAIN SPOTS AND EXTEND LIFE OF THE
- 22 DECK. OTHER THAN MORE PERMANENT REPAIRS AT LOCATIONS
- 23 DISPATCHED IN JUNE 2ND OF THIS WEEK WE DON'T REALLY HAVE
- 24 ADDITIONAL WORK THAT'S PLANNED ON THE BRIDGE DECK AT THE
- 25 MOMENT BUT BECAUSE WE SEE MORE INCREASE IN FREQUENCY OF THESE



- 1 EVENTS LATELY THERE IS A COUPLE OF THINGS -- BY THE WAY,
- 2 CONSISTENT WITH FINDING FROM DIRECTORS TALKED ABOUT EVALUATION
- 3 WE DID LAST YEAR AS PART OF OUR ASSET MANAGEMENT PLAN
- 4 DEVELOPMENT SO IN RESPONSE TO THAT THERE ARE THINGS WE'RE
- 5 GOING TO BE DOING DIFFERENTLY MORE INTENSELY, TRAINING OUR
- 6 REGULAR ROADWAY MAINTENANCE STAFF TO BE MORE OBSERVANT OF
- 7 CERTAIN TYPE OF CRACK FORMATION SO BASICALLY TRAINING THEIR
- 8 EYES TO LOOK FOR CERTAIN THINGS THAT WOULD REQUIRE IMMEDIATE
- 9 ATTENTION. GENERALLY SPEAKING TO INSPECT BRIDGES BIANNUAL
- 10 BASIS WE ARE GOING TO INCREASE INSPECTION FROM OUR MAINTENANCE
- 11 STAFF TO ANNUAL BASIS TO RESPOND TO CONCERNS. THE PLAN IS TO
- 12 CONTINUE WORKING WITH BATA. I WANT TO TAKE A MOMENT TO APPLAUD
- 13 THE RESPONSE OF BATA AND STAFF ON RECENT INCIDENTS, QUICK AND
- 14 EFFICIENT GETTING THE WORK GETTING DONE AND THE OPENING OF THE
- 15 BRIDGE TO THE PUBLIC AS SOON AS WE CAN. THANKS. ANDY I'LL TURN
- 16 IT BACK TO YOU.
- 17
- 18 ANDREW FREMIER: THANK YOU, COMMISSIONER. AND JUST TO CLOSE WE
- 19 REASSURE BOTH OF YOU IF THERE ARE SIGNIFICANT CHANGES IN WHAT
- 20 WE FIND OUT THERE WE WILL REPORT IT TO THE OVERSIGHT COMMITTEE
- 21 AS SOON AS WE KNOW AND MAKE ADJUSTMENTS IN THE CAPITAL
- 22 IMPROVEMENT PLAN AS NECESSARY.
- 23
- 24 CHAIR, MARGARET ABE-KOGA: GREAT. THANK YOU. ARE THERE ANY
- 25 COMMITTEE MEMBERS WISHING TO PULL ANY OF THE ITEMS?



1	
2	GINA PAPAN: YEAH. I WOULD LIKE TO PULL 4D. AND ITEM 4E WAS NOT
3	ACCESSIBLE ONLINE. SO, IF WE COULD CHECK THAT IN THE FUTURE
4	HERE IT WAS, LIKE, GAVE AN ERROR WHEN YOU LOOKED IT UP. SO,
5	IT'S A GREAT ITEM. BUT I WOULD LIKE TO TALK ABOUT 4D. AND IF
6	YOU WOULD LIKE, MOVE APPROVAL OF EVERYTHING ELSE?
7	
8	CHAIR, MARGARET ABE-KOGA: THAT WOULD BE GREAT.
9	
10	GINA PAPAN: OKAY. MOVE APPROVAL OF ITEMS ON FOUR, EXCEPT D AT
11	THIS POINT.
12	
13	CHAIR, MARGARET ABE-KOGA: GREAT. SO ITEMS 4A THROUGH 4G,
14	EXCLUDING 4D. IS THERE A SECOND?
15	
16	VICTORIA FLEMING: SECOND. FLEMING.
17	
18	CHAIR, MARGARET ABE-KOGA: THANK YOU. ANY PUBLIC COMMENT?
19	
20	CLERK OF THE BOARD: WE HAVE PUBLIC COMMENT IN THE BOARDROOM
21	HOW MUCH TIME WOULD YOU LIKE TO PROVIDE?
22	
23	CHAIR, MARGARET ABE-KOGA: TWO MINUTES, PLEASE.
24	



CLERK OF THE BOARD: ALETA DUPREE, TEAM FOLDS, YOUR TIME BEGINS 1 2 NOW. 3 SPEAKER: THANK YOU, CHAIR MARGARET ABE-KOGA AND MEMBERS. ALETA 4 5 DUPREE; FOR THE RECORD, SHE AND HER WITH TEAM FOLDS. I'M GOING TO SHARE ABOUT THE FINANCES. WE'RE DOING OKAY. I THINK WE'RE 6 SKATING A LITTLE BIT THIS TIME. YES WE HAVE SURPLUS 16 MILLION 7 8 BUT FOR 700 MILLION TOP LINE THAT IS SKATING A BIT. WE DO HAVE AN INCREASE IN VIOLATION REVENUE, WHICH -- I MEAN, YES, WHEN 9 PEOPLE BREAK THE RULES, THEY NEED TO PAY. IF WE DIDN'T HAVE 10 THAT \$18 MILLION INCREASE IN VIOLATION REVENUE, THEN WE REALLY 11 WOULD BE SKATING. WE WOULD HAVE A SMALL DEFICIT AND I'M NOT 12 SAYING THAT ONE HAS ANYTHING TO DO WITH THE OTHER. WE CAN 13 ALWAYS POLL DIFFERENT NUMBERS OUT AND MAKE THEM SAY WHAT YOU 14 WANT. I ACKNOWLEDGE THAT. CERTAINLY, THOUGH, AS IMPORTANT AS 15 IT IS TO COLLECT VIOLATION REVENUE, WE ALSO WANT TO SEE WHO IS 16 17 PAYING THE VIOLATION REVENUE AND HOW CAN WE HELP TO ENCOURAGE PEOPLE TO JUST PAY THE TOLLS IN THE FIRST PLACE? AS YOU CAN 18 PAY FOR A LOT MORE CROSSINGS FOR WHAT A VIOLATION WOULD COST. 19 WE WANT TO WORK ON THAT AND INCREASE OUR REGULAR TOLL 20 21 COLLECTION REVENUES. WHERE HOPEFULLY THE NUMBER OF PEOPLE WHO VIOLATE ARE GOING TO -- WE WANT TO WORK TOWARDS ZERO. BUT SOME 22 ARE GOING TO BREAK THE RULES, I KNOW. SO, WE CERTAINLY WANT TO 23 TRY TO GET OUR SURPLUS BACK UP. WE'RE DOING FINE. THERE IS A 24



LOT OF PIECES TO THE PUZZLE. BUT THIS MONTH, I THINK WE'RE 1 SKATING. THANK YOU 2 3 CLERK OF THE BOARD: THERE IS NO FURTHER PUBLIC COMMENT ONLINE, 4 5 NO ONE IN THE BOARDROOM, ANYONE ELSE IN THE BOARDROOM WISHING 6 TO SPEAK AND NO WRITTEN CORRESPONDENCE RECEIVED. 7 8 CHAIR, MARGARET ABE-KOGA: THANK YOU. WE'LL BRING IT BACK TO THE COMMITTEE FOR A VOTE. I BELIEVE I CAN DO A VOICE VOTE. SO, 9 ALL IN FAVOR, SAY AYE. [AYES] OPPOSED? ABSTENTIONS? MOTION 10 CARRIES UNANIMOUSLY WITH ALL MEMBERS PRESENT. THANK YOU. WE'LL 11 GO ON TO ITEM 5A. I'M SORRY. 4D. BACK TO 4D. COMMISSIONER 12 PAPAN? 13 14 GINA PAPAN: YES, 4D, FASTRAK CUSTOMER EDUCATION AND OUTREACH. 15 16 SO, I'M CURIOUS AS TO THE OUTREACH AND IS THERE A WAY FOR US TO FIND OUT WHAT KIND OF OUTREACH YOU DID IN OUR 17 JURISDICTIONS, WHICH WOULD BE HELPFUL. 18 19 LYSA HALE: I HAVEN'T TRACKED IT THAT WAY YET. BUT THAT WOULD 20 BE EASY ENOUGH TO DO, AND I'M HAPPY TO FOLLOW UP. 21 22 23 GINA PAPAN: THAT WOULD BE GREAT. THE OUTREACH GOING WELL HERE WE HAD A COUNTY FAIR AND THEY WERE THERE THEN OUT OF 24

TRANSPONDERS. WAY TO GO ON THAT FRONT. ONE QUESTION HERE,



- 1 SOCIAL MEDIA. IT LOOKS LIKE THEY'RE JUST FOCUSING ON WHAT WE
- 2 HAVE A FACEBOOK, IT'S NOT TWITTER ANYMORE, X PAGES. HAS THERE
- 3 BEEN ANY EVALUATION AS TO THE PREFERRED METHOD -- I KNOW A LOT
- 4 OF PEOPLE ARE DOING INSTAGRAM NOW, I KNOW BLUE SKY. THERE ARE
- 5 PROFESSIONALS, I KNOW, DEAL WITH ALL OF THAT. SO, ARE WE
- 6 TAKING ADVANTAGE OF THAT?

7

- 8 LYSA HALE: OUR ARE FIRM POLYTECHNIC WHO IS PART OF THIS
- 9 RECOMMENDATION, THEY HAVE EXPERTS ON SOCIAL MEDIA. SO, THEY
- 10 HAVE BEEN THE ONES MANAGING OUR SOCIAL MEDIA FOR US. WE USED
- 11 IT PRIMARILY FOR THINGS LIKE NOTIFYING PEOPLE ABOUT THAT SCAM
- 12 THAT'S BEEN HAPPENING, NOTIFYING PEOPLE ABOUT WHEN OUR HOURS
- 13 ARE CHANGING, LIKE WHEN WE'RE CLOSED FOR A HOLIDAY OR
- 14 SOMETHING LIKE THAT. WE DON'T DO A TON OF, KIND OF -- I DON'T
- 15 KNOW, WE DON'T DO A TON OF WHAT THEY WOULD CALL ORGANIC POSTS,
- 16 BUT REALLY JUST ABOUT INFORMATION THAT PEOPLE NEED. WE
- 17 DEFINITELY CAN LOOK AT EXPANDING THAT AND ALSO LOOK AT
- 18 EXPANDING IT TO INSTAGRAM. ANY TIME YOU EXPAND TO ANOTHER
- 19 PLATFORM VENUE, ANOTHER PLATFORM, YOU ALWAYS HAVE TO TAKE INTO
- 20 CONSIDERATION THE AMOUNT OF TIME IT'S GOING TO TAKE TO
- 21 MAINTAIN THAT. SO THAT'S SOMETHING WE HAVE TALKED ABOUT,
- 22 INSTAGRAM, SOMETHING WE COULD ENTERTAIN DOING IN THE FUTURE.

- 24 GINA PAPAN: I WOULD JUST -- I'M NOT A PROFESSIONAL ON THIS,
- 25 THEY SUPPOSEDLY ARE, BUT IT WOULD BE INTERESTING TO SEE THE



1	NUMBERS. THOSE OF US WHO HAVE HAD CAMPAIGNS, YOU CAN TRACK ALL
2	THAT STUFF REALLY EASILY. SO, FOR CLOSE TO \$3 MILLION HERE, I
3	THINK IT'S SOMETHING WE SHOULD BE
4	
5	LYSA HALE: YEAH, SOCIAL MEDIA IS THIS MUCH OF THAT. [LAUGHTER]
6	
7	GINA PAPAN: AS WELL, ALL RIGHT THEN BUT WHAT WOULD BE NICE IS
8	SINCE, THIS HERE TOO IS TO ANNOUNCE LIKE WHERE WE'RE GOING TO
9	BE. AGAIN, BEING AT MY COUNTY FAIR HERE, THAT WAS GREAT. IF
10	YOU CAN, THERE ARE OTHER FAIRS AND THINGS HAPPENING HERE. IF
11	WE SHOW UP, AND THAT COULD BE ANNOUNCE ON THESE PLATFORMS AS
12	WELL, THAT WOULD BE HELPFUL.
13	
14	LYSA HALE: WE CAN DEFINITELY DO THAT IT'S A GREAT IDEA.
15	
16	GINA PAPAN: SO FIRST QUESTION WAS IF YOU COULD LET US KNOW
17	WHAT KIND OF OUTREACH WAS DONE WITHIN OUR JURISDICTIONS THAT
18	WOULD BE HELPFUL. THANK YOU.
19	
20	LYSA HALE: CERTAINLY.
21	
22	GINA PAPAN: I'LL MOVE.
23	
24	CHAIR, MARGARET ABE-KOGA: ANY OTHER OUESTIONS? IS THERE A

25

SECOND?



1 VICTORIA FLEMING: SECOND, FLEMING. 2 3 CHAIR, MARGARET ABE-KOGA: ANY PUBLIC COMMENT ON 4D? 4 5 CLERK OF THE BOARD: NO PUBLIC COMMENT ON 4D AND NO ONE IN THE 6 BOARDROOM WISHING TO SPEAK, NO ONE ONLINE AND NO WRITTEN 7 8 CORRESPONDENCE RECEIVED. 9 CHAIR, MARGARET ABE-KOGA: THANK YOU. I WOULD JUST ADD THAT I 10 THINK, BASED ON MY GEN Z TAX RATES, THAT'S THE PLATFORM TO USE 11 AND YOU CAN ACTUALLY TIE IT TO FACEBOOK, SO YOU HAVE THE 12 CONNECTION. SO, DEFINITELY, IF WE WANT TO CAPTURE THAT MARKET, 13 THEN THAT'S THE WAY TO GO. BUT WITH THAT, WE WILL VOTE ON THIS 14 15 ITEM. ALL IN FAVOR, SAY AYE. [AYES] OPPOSED? ABSTENTIONS? 16 MOTION CARRIES WITH UNANIMOUSLY WITH ALL MEMBERS PRESENT. 17 THANK YOU SO MUCH. WE'LL GO ON TO ITEM 5A, INFORMATION ITEM, ACCESS TO FASTRAK TOLLS. WE HAVE LYSA, AS WELL. 18 19 LYSA HALE: IF WE COULD GET THE PRESENTATION UP? OKAY. SO, GOOD 20 21 MORNING COMMISSIONERS. I'M LYSA HALE WITH BATA STAFF. I CAME TO YOU IN FEBRUARY OF THIS YEAR TO SHARE OUR WORKPLAN FOR 22 TRANSITIONING INVOICE CUSTOMERS TO FASTRAK ACCOUNTS. AND THIS 23 PRESENTATION IS TO UPDATE YOU ON OUR PROGRESS. NEXT SLIDE. 24

JUST TO REPORT YOU, THE DRIVING FORCE BEHIND THIS EFFORT IS



- 1 THE DIFFERENTLY GOING INTO EFFECT JANUARY 1ST, 2027 STARTING
- 2 THAT DAY INVOICE CUSTOMERS WILL PAY \$1 MORE THAN FASTRAK
- 3 CUSTOMERS THIS CALLS FOR A LONG-TERM APPROACH TO HELP PEOPLE
- 4 GET INTO FASTRAK KNOWING THE IMPLEMENTATION OF THE TOLL
- 5 DIFFERENTIAL WILL PROVIDE A BUILT IN INCENTIVE. THERE ARE
- 6 BENEFITS SUCH AS ABILITY FOR CUSTOMERS TO USE THE EXPRESS
- 7 LANES AND GET CARPOOL DISCOUNTS. IN ADDITION COLLECTING TOLLS
- 8 VIA FASTRAK IS THE MOST COST EFFECTIVE METHOD FOR BATA. NEXT
- 9 SLIDE. WE GROUP THE STRATEGIES INTO THREE BUCKETS, IMPROVE
- 10 CUSTOMER EXPERIENCE, INCREASE AWARENESS, AND INCREASE ACCESS.
- 11 NEXT SLIDE. THE KIRSCH HERE SHOWS THE ANTICIPATED RATES OF
- 12 ADOPTION OF FASTRAK ACCOUNTS RELATIVE TO THE JANUARY 2027
- 13 SWITCH TO DIFFERENTIAL TOLLING. WE ANTICIPATE A JUMP IN NEW
- 14 ACCOUNTS STARTING IN THE LAST QUARTER OF 2026 AS CUSTOMERS
- 15 BECOME MORE AWARE OF THE CHANGE. THIS ADOPTION RATE WILL
- 16 LIKELY INCREASE AROUND THE TIME OF THE SWITCH WITH THE
- 17 SIGNIFICANT CONTINUATION THROUGH THE FIRST QUARTER OF 2027 AS
- 18 CUSTOMERS START SEEING HIGHER TOLLS ON THEIR INVOICES. WE'LL
- 19 START AWARENESS EFFORTS BETWEEN NOW AND NEXT SUMMER WE'LL BUMP
- 20 UP EFFORTS DURING THE SUMMER 2026, MARCH 2027 TIME FRAME. TO
- 21 BE PREPARED FOR THE NEW CUSTOMERS, WE'RE WORKING ON
- 22 IMPROVEMENTS TO THE CUSTOMER EXPERIENCE AHEAD OF TIME, WITH AN
- 23 ESTIMATED 45% OF OUR TIME DEDICATED TO THEM BETWEEN NOW AND
- 24 NEXT FALL. THESE SHOULD BE NEARLY COMPLETED BY THE TIME WE GET
- 25 TO THE FALL. WHILE WE ANTICIPATED SPENDING A THIRD OF OUR



- 1 EFFORT ON ACCESS TO TAGS RIGHT NOW STARTING SEPTEMBER 2026 OUR
- 2 FOCUS WILL BE PRIMARILY DEDICATED TO AWARENESS AND ABILITY TO
- 3 GET TAGS. NEXT SLIDE. FOR IMPROVING THE CUSTOMER EXPERIENCE,
- 4 WE'RE EVALUATING NINE STRATEGIES, THESE RANGE FROM NEW PAYMENT
- 5 OPTIONS TO WAYS TO LOOK UP CHARGES BY ENTERING YOUR LICENSE
- 6 PLATE. UNDER STATUTES WE HAVE CATEGORIZED AS FOLLOWS THOSE
- 7 MARKED CONTINUED IN PROGRESS ARE STRATEGIES THAT WE HAD
- 8 ALREADY BEGUN ASSESSING OR EXPLORING WHEN WE PRESENTED TO YOU
- 9 IN FEBRUARY. THOSE MARK NEW IN PROGRESS STRATEGIES THAT WE
- 10 HAVE BEGAN DEVELOPMENT OF SINCE WE PRESENTED TO YOU THOSE MARK
- 11 ASSESS IN PHASE WE ARE LOOKING AT RESOURCES AND POTENTIAL
- 12 RESULTS AND OTHER FACTORS HELPING US DECIDE WHETHER OR NOT WE
- 13 SHOULD PURSUE A TRAGEDY -- A STRATEGY [LAUGHTER] NOT TRAGEDY.
- 14 [LAUGHTER] AND THEN THE ASTERISK, THAT YOU SEE ON THE TABLE,
- 15 DENOTE A FEW STRATEGIES THAT I WILL PROVIDE HIGHLIGHTS FOR
- 16 AFTER I GO THROUGH THE TABLES. NEXT SLIDE. OTHER INITIATIVES
- 17 TO IMPROVE CUSTOMER EXPERIENCE ARE REDUCING AND OPENING
- 18 BALANCE FOR NEW ACCOUNTS AND E-MAIL NOTIFICATIONS. NEXT SLIDE.
- 19 FOR INCREASING AWARENESS WE'RE ASSESSING FOUR STRATEGIES AND
- 20 PURSUING FOUR OTHERS. FOR EXAMPLE, INSERTS IN VIOLATIONS
- 21 NOTIFYING CUSTOMERS THAT THEIR PENALTIES CAN BE WAIVED OF THEY
- 22 SIGN UP FOR A FASTRAK ACCOUNT. NEXT SLIDE. WE ALSO STARTED
- 23 WITH EIGHT STRATEGIES TO INCREASE ACCESS TO TOLL TAGS, BUT WE
- 24 REJECTED ONE, PROVIDING TAGS THROUGH OTHER ONLINE RETAILERS.
- 25 BECAUSE PEOPLE CAN ALREADY ORDER TAGS FROM THE FASTRAK



1	WOULDN'T AND OTHER ONLINE RETAILERS WOULD NOT NECESSARILY
2	INCREASE ACCESS. NEXT SLIDE. JUST TO GIVE YOU SOME MORE
3	EXAMPLES AND WHERE WE HAVE MADE PROGRESS, WE'RE EXPLORING WAYS
4	TO OFFER ACCOUNT INCENTIVES. WE HAVE DONE SOME INTERNAL
5	BRAINSTORMING AND ARE NOW CONSIDERING OUR NEXT STEPS. WE'RE
6	LOOKING AT ADOPTING APPLE PAY AND GOOGLE PAY, AND WE'RE
7	BEGINNING PRODUCTION OF SIGNAGE TELLING PEOPLE WHERE THEY CAN
8	USE CASH TO ADD VALUE TO THEIR ACCOUNTS AND PAY INVOICES AND
9	VIOLATIONS. WE'RE ALREADY ADVERTISING IN DMV OFFICES, AND THIS
10	WILL CONTINUE FOR SIX MONTHS AT WHICH POINT WE'LL DECIDE ABOUT
11	WHETHER OR NOT WE SHOULD CONTINUE. FOR FASTRAK EDUCATION AT
12	COMMUNITY-BASED ORGANIZATIONS, WE HAVE INITIATED INTERESTING
13	CONVERSATIONS WITH SEVERAL LIBRARIES IN SOLANO COUNTY TO START
14	AND ARE ACTIVELY DEVELOPING PRESENTATIONS TO USE FOR THESE
15	EVENTS IN PREPARATION FOR REATTAIN TAILERS AND SIGNAGE TO SHOW
16	WHERE PEOPLE CAN GET TAGS WE ARE DISTRIBUTING TAGS AT OUTREACH
17	EVENTS WE STARTED SLOWLY BECAUSE WE HAD TO DESIGN A COMPLEX
18	NEW PROCESS FOR DISTRIBUTION BUT WE HAVE RAMPED UP
19	DISTRIBUTION IN TIME FOR THE COUNTY FAIR SEASON WE HAVE
20	REACHED OUT TO ASSOCIATION OF CAR DEALERSHIPS TO EXPLORE
21	WHETHER OR NOT WE CAN WORK WITH THEM. THAT'S A SNAPSHOT OF
22	WHERE WE ARE AND I'M HAPPY TO ANSWER QUESTIONS

- 24 CHAIR, MARGARET ABE-KOGA: GREAT. THANK YOU SO MUCH. QUESTIONS
- 25 COMMISSIONER PAPAN?



1 GINA PAPAN: YOU SAID THE DISTINCTION BETWEEN ONLINE PURCHASES 2 3 AND RETAILERS AND STUFF, SO, IF WE WERE JUST TO GET IT ON OUR WEB SITE HERE, WHAT IS THE COST? IS THERE SHIPPING COST ADDED 4 5 ON? 6 7 LYSA HALE: NO. 8 GINA PAPAN: NO SHIPPING COST. THAT WAS MY OUESTION. THEN I 9 DON'T KNOW IF IT'S POSSIBLE, YOU SEE THESE MACHINES LET'S SAY 10 APPLE OR SOMETHING WHERE YOU CAN ACTUALLY BUY EQUIPMENT HAVE 11 WE EVER THOUGHT ABOUT DEVELOPING SOME, SORT OF, CONVINCING 12 13 MACHINE? 14 LYSA HALE: THAT IS SOMETHING WE LOOKED AT ACTUALLY WHILE WE 15 16 WERE DEVELOPING THE WORKPLAN, AND AT THE TIME WE MADE THE DETERMINATION THAT IT WOULD BE TOO COSTLY, WITHOUT ENOUGH OF A 17 RETURN. SO, IT DIDN'T EVEN MAKE IT ON TO THE LIST OF THE 18 STRATEGIES THAT WE WANTED TO ASSESS. WE HAD SOME STAFF 19 KNOWLEDGE ABOUT THAT AHEAD OF TIME. SO, WE WERE ABLE TO MAKE A 20 21 DETERMINATION EARLY ON ABOUT THAT. 22 GINA PAPAN: OKAY. AND YOU DID MENTION YOU COULD MENTION JUST 23 YOUR LICENSE PLATE? 24



LYSA HALE: UH-HUH. 1 2 3 GINA PAPAN: AND THAT WOULD BE ON OUR WEB SITE. 4 5 LYSA HALE: WE'RE ASSESSING WHETHER OR NOT THAT WOULD BE POSSIBLE SO FOR EXAMPLE, IF YOU DON'T KNOW WHAT YOU OWE, YOU 6 COULD POTENTIALLY ENTER YOUR LICENSE PLATE AND IT WILL PULL UP 7 8 THE BALANCE YOU OWE, AT THE SAME TIME YOU COULD INCLUDE A BOX THAT WOULD ALLOW YOU TO GO AHEAD AND OPEN UP A FASTRAK ACCOUNT 9 THAT WOULD BE KIND OF WHERE THE ASSESS INCREASING ACCESS PART 10 WOULD BE. 11 12 GINA PAPAN: ALONG THOSE LINES WE HAVE HAD ISSUES WHERE PEOPLE 13 HAVE SOLD CARS, IF YOU WANT TO SAY, CONFIRM, THAT YOU HAVE 14 15 TAKEN THAT CAR OFF YOUR FASTRAK [LAUGHTER] WOULD THAN POSSIBLE 16 AS WELL? 17 LYSA HALE: THAT'S A GOOD OUESTION. YEAH, WE DO LOOK UP YOUR 18 ACCOUNT ALREADY. AND I'M INTERESTED, BECAUSE I'M IN THE MIDDLE 19 20 OF THAT PROCESS, MYSELF. BUT, YEAH. 21 22 SPEAKER: HI. LYNNE VALDIVIA DIRECTOR OF TOLLING SERVICES REVENUE SECTION OVERSEES FASTRAK CUSTOMER SERVICE, IF YOU HAVE 23

FASTRAK COULD YOU CAN LOG IN ON THE WEB SITE AND SEE



ASSOCIATED WITH YOUR SAVINGS ACCOUNT TAGS THAT ARE ASSOCIATED, 1 THAT WOULDN'T BE A NEW FUNCTIONALITY. ALREADY EXISTING. 2 3 GINA PAPAN: HOW WOULD I ORDER A NEW TAG. 4 5 SPEAKER: YOU CAN PICK UP A NEW TAG AT COSTCO AND ADD IT 6 7 THROUGH THAT FUNCTIONALITY. WHEN YOU TAKE YOUR OLD TAG OFF --8 UNLESS YOU'RE CALLING, THERE IS A LOT OF THINGS THAT YOU CAN 9 DO THROUGH FASTRAK ACCOUNT THAT ARE STRAIGHT FORWARD. 10 GINA PAPAN: STRAIGHT FORWARD, EASY FOR YOU TO SAY. 11 12 SPEAKER: EASIER THAN THE BALANCE PLATES -- [INDISCERNIBLE] 13 14 GINA PAPAN: WHEN SOMEBODY GETS A NEW TAG ARE WE INSTRUCTING 15 THEM PLEASE SEND THEM IN IF YOU HAVE AN OLD TAG, REMEMBER THEM 16 YOU CAN REMOVE THE VEHICLE FROM YOUR OLD BEINGS. 17 18 LYSA HALE: YES LIKE WE'RE SELLING TAGS AT SOME PLACE LIKE 19 COSTCO FOR EXAMPLE, DISTRIBUTING AT THE OUTREACH EVENTS, THAT 20 21 INCLUDES INFORMATION WHAT TO DO IF A NEW CUSTOMER, OR EXISTING 22 CUSTOMER TALKS ABOUT LOGGING INTO YOUR ACCOUNT AND HOW TO ADD

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23

24

THAT TAG TO YOUR ACCOUNT.



1	GINA PAPAN: GREAT. FINAL QUESTION IS GREAT JOB ON THE COUNTY
2	FAIRS. IF I'M A CUSTOMER WITH THE OLD TRANSPONDER, CAN I BRING
3	THAT TO A COUNTY FAIR, GET THE NEW ONE?
4	
5	LYSA HALE: YOU DON'T ACTUALLY NEED TO DO THAT WE TELL PEOPLE
6	THAT THEY CAN DISPOSE OF IT. IT DOES HAVE A BATTERY IN IT SO
7	WE WOULD LIKE PEOPLE TO DISPOSE OF IT RESPONSIBLY. BUT THIS'S
8	SOMETHING WE'RE GOING TO WORK ON OVER THE NEXT YEAR AND A HALF
9	IS GETTING PEOPLE TO SWAP OUT THOSE OLD TAGS FOR THE NEW
10	SWITCHABLE TAGS. SO THAT'S A MESSAGE THAT WE'RE ALREADY TRYING
11	TO CONVEY TO PEOPLE.
12	
13	GINA PAPAN: THEY WOULD BE VERY EXCITED, BECAUSE AGAIN THE
14	PEOPLE THAT MAN YOUR BOOTHS ARE WONDERFUL, AND I'M SURE IF YOU
15	WILL GET FEEDBACK FROM THEM AS TO HOW EXCITED PEOPLE WERE TO
16	GET THE NEW TAGS.
17	
18	LYSA HALE: YES.
19	
20	GINA PAPAN: YEAH, I APPLAUD YOU. THANK YOU. I'M SURE THEY
21	RAN OUT, I UNDERSTOOD. SO, THAT'S JUST A GREAT SIGN. SO, THANK
22	YOU.
23	
24	CHAIR, MARGARET ABE-KOGA: COMMISSIONER MELGAR AND THEN

25

COMMISSIONER FLEMING.



1	
2	MYRNA MELGAR: THANK YOU SO MUCH. YOU KNOW, MY DAD IS ELDERLY,
3	AND I AM NOW IN THE POSITION, LIKE MANY OF US, TO TAKE CARE OF
4	HIS STUFF, AND HIS FASTRAK ACCOUNT, YOU KNOW, HE DIDN'T
5	REMEMBER HIS PASSWORD, IT WAS JUST REALLY DIFFICULT. SO, I AM
6	YOU KNOW, IN TRYING TO RECTIFY WHAT YOU JUST DESCRIBED, YOU
7	KNOW, PAY THINGS THAT WERE OUTSTANDING, IT WAS JUST SO, WE
8	ACTUALLY HAVE TO BE ON THE PHONE WITH A PERSON TO DO IT. I'M
9	WONDERING IF WE'RE MOVING TOWARDS A MODERN WAY OF DOING IT,
10	MAYBE PEOPLE CAN LOG INTO THEIR ACCOUNT THROUGH A GOOGLE
11	ACCOUNT OR SOME OTHER MECHANISM THAT DOESN'T REQUIRE THAT. I
12	MEAN MOST PEOPLE ARE MOVING TOWARDS THAT. AND THE OTHER THING,
13	YOU KNOW, I'M HERE REPRESENTING SAN FRANCISCO THAT'S MY ROLE
14	HERE, AND SAN FRANCISCO IS A BIT DIFFERENT IN TERMS OF CAR
15	OWNERSHIP AND PATTERNS BUT PEOPLE STILL DRIVE. AND MOST OFTEN
16	WHEN PEOPLE LIVE WITHOUT OWNING A CAR, THEY SHARE CARS. WE
17	HAVE, YOU KNOW, WE WERE THE FIRST TO ADOPT CITY CAR SHARE AND
18	A BUNCH OF THOSE THINGS. AND I KNOW THAT FOLKS WILL OFTEN GET
19	A CAR, OR BORROW A CAR, OR SHARE A CAR PRECISELY TO CROSS THE
20	BRIDGE AND GO SOMEWHERE. SO, I KNOW WE'RE ALSO MOVING AWAY
21	FROM HAVING THE ACTUAL CLIPPER CARDS AND HAVING IT MORE ON
22	YOUR PHONE OR HAVING SOME OTHER WAY OTHER THAN A PHYSICAL
23	SOMETHING THAT HAS TO BE ATTACHED TO A VEHICLE. AND I'M
24	WONDERING, IF IN YOUR CONVERSATIONS YOU TALKED ABOUT GOOGLE
25	PAY AND APPLE PAY. YOU KNOW, HOW FAR ALONG WE ARE WITH THOSE



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14

JUNE 11, 2025

[LAUGHTER] -- YOU KNOW, TO HAVE FOLKS BE ABLE TO, YOU KNOW, 2 3 GET ON DIFFERENT MODES, AND STILL HAVE ACCESS -- AND PAY AN ACT WITHOUT HAVING TO BE PHYSICALLY TIED TO A THING OR A 4 5 VEHICLE. 6 LYSA HALE: SO, RIGHT NOW, YOU CAN PAY YOUR TOLLS BY LICENSE 7 8 PLATE ACCOUNT. SO, THAT IS TAGGED TO YOUR VEHICLE, BUT IT DOESN'T NECESSARILY REQUIRE YOU TO HAVE A TAG. SO, THERE IS A 9 WAY TO CREATE A LICENSE ACCOUNT THAT GETS RID OF THAT 10 REQUIREMENT. IN TERMS OF GOOGLE PAY AND APPLE PAY, WE'RE AT 11 THE VERY BEGINNING OF THAT EXPLORATION RIGHT NOW, AND EXACTLY 12 HOW THAT'S GOING TO WORK, SO, I CAN'T TELL YOU AT THIS POINT. 13

THINGS. BECAUSE IT SEEMS LIKE TODAY RATHER THAN TOMORROW

- 15 STRATEGIES THAT WE'RE EXPLORING TO IMPROVE THE CUSTOMER
- 16 EXPERIENCE. AND OUR GOAL IS TO HAVE GONE THROUGH THE
- 17 ASSESSMENT AND WHEN APPROPRIATE GONE THROUGH THE
- 18 IMPLEMENTATION, IDEALLY, BEFORE WE GET TO NEXT FALL, WHEN WE

BUT I CAN TELL YOU THAT THAT IS AN EXAMPLE OF ONE OF THE

- 19 START TRANSITIONING PEOPLE TO FASTRAK. BECAUSE OF THE TOLL
- 20 DIFFERENTIAL. SO, CUSTOMER IMPROVEMENTS, CUSTOMER EXPERIENCE
- 21 IMPROVEMENTS ARE AN IMPORTANT PART OF THIS PROCESS.
- 23 SPEAKER: I WANT TO CLARIFY SOMETHING AROUND GOOGLE PAY, APPLE
- 24 PAY. SO THAT WOULD -- THE INTENT IS TO OFFER ANOTHER FUNDING -
- 25 WAY TO FUND YOUR ACCOUNT OR TO PAY YOUR BALANCE PLATE



ACCOUNT, OR TO PAY YOUR INVOICE, OR TO PAY YOUR VIOLATIONS 1 IT'S NOT ANOTHER WAY THAT YOU CAN SOMEHOW MAGICALLY USE APPLE 2 3 PAY TO -- WHEN YOU CROSS THE BRIDGE YOU CAN DO SOMETHING WITH APPLE PAY AND YOUR TOLL IS PAID, THAT'S NOT IT. THAT'S VERY 4 5 COMPLEX, IT'S NOT SOMETHING THAT WE HAVE ON THE HORIZON. 6 7 CHAIR, MARGARET ABE-KOGA: FLEMING? 8 V. CHAIR, NATE MILEY: THANK YOU. MY OUESTIONS ARE AROUND 9 10 ENABLING OR CODE PAYMENT, WONDERING IF WE CAN GET UPDATE ON 11 THAT? 12 LYSA HALE: WE'RE IN THE PROCESS OF EXAMINING WHETHER OR NOT WE 13 CAN ADD A QR CODE TO OUR INVOICES AND VIOLATIONS SO THAT IF 14 15 YOU SCAN IT, IT WILL TAKE YOU AUTOMATICALLY TO THE PAGE WHERE 16 YOU CAN PAY YOUR INVOICES AND VIOLATIONS. AT THE SAME TIME, WE'RE INCORPORATING QR CODES INTO MORE OF OUR OUTREACH 17 MATERIAL, AND THE MATERIALS THAT WE'RE USING WHEN WE SELL TAGS 18 AT PLACES LIKE COSTCO. 19 20 VICTORIA FLEMING: AND WHEN CAN WE EXPECT A GENERAL TIMELINE 21 22 FOR THAT? 23 LYSA HALE: WELL, THE QR CODES ON INVOICES, LIKE I SAID, WE'RE 24

EXPLORING RIGHT NOW WE'RE VERY CONSTRICTED AS TO WHAT WE CAN



- HAVE ON OUR INVOICES WE'RE WORKING WITH OUR LEGAL TEAM ABOUT 1 WHERE WE CAN PUT THEM AND HOW THOSE WILL WORK I DON'T HAVE A 2 3 TIME FRAME FOR THAT WE'LL BE WORKING TOGETHER ON THAT IN TERMS OF PUTTING THE OUTREACH MATERIAL OR INSTRUCTIONAL MATERIAL 4 5 THAT WE FIND, SOME OF THAT IS GOING TO BE HAPPENING WITHIN THE NEXT COUPLE OF MONTHS WE'RE WORKING ON A BROCHURE RIGHT NOW 6 THAT WE'RE GOING TO BE USING AS PART OF OUR TAG OUTREACH 7 8 DISTRIBUTION EVENTS. 9 VICTORIA FLEMING: I WOULD SAY FOR THE QR CODES FOR THE ABILITY 10 TO PAY I GET A LOT OF INQUIRES ABOUT THAT AND I WILL SAY FROM 11 MY PROGRAMMER EXPERIENCE, YOU KNOW, WHEN I GET THE INVOICE, 12 YOU KNOW, I JUST WISH THAT THERE WAS SOMETHING THAT WOULD 13 REDUCE THE FRICTION BETWEEN ME AND PAYING THE BILL. AND I KNOW 14 15 THAT I'M NOT ALONE IN THAT, AND THAT A LOT OF PEOPLE WANT TO 16 DO THE RIGHT THING, AND IF WE WERE A FOR-PROFIT ENTITY, WE WOULD HAVE DONE IT AND I KNOW THAT WE'RE NOT AND THAT WE DEAL 17 WITH A LOT OF OTHER FRICTION ON OUR BACK END AND I WANT TO 18 SHARE MY SUPPORT WITH YOU FOR FIGURING THIS OUT IN A TIMELY 19 MANNER AND ALL OF YOUR EFFORTS. 20 21 22 LYSA HALE: THANK YOU. 23
- 24 CHAIR, MARGARET ABE-KOGA: COMMENTS OR QUESTIONS? THANK YOU FOR
- 25 THE WORK AND THE REPORT. AND I BELIEVE WE HAVE ASKED FOR



- REGULAR REPORTS MAYBE OUARTERLY SO LOOK FORWARD TO THE 1 PROGRESS. BUT QUESTION ABOUT THE DIFFERENT PAYMENT OPTIONS 2 3 APPLE PAY GOOGLE PAY I BELIEVE WE HAVE THAT WITH CLIPPER, DON'T WE? BECAUSE I USUALLY LOAD UP MY CARD ON MY PHONE, AND 4 5 I'M WONDERING WHAT ARE THE CONSIDERATION POINTS WITH THAT FOR 6 FASTRAK? 7 8 LYSA HALE: DO YOU WANT TO ANSWER THAT? 9 SPEAKER: I THINK IT'S MOSTLY MAKING SURE WE UNDERSTAND WHAT 10 WE'RE GETTING INTO. SOMETHING WE WOULD LIKE TO DO WE'RE STILL 11 LOOKING AT COST IMPACT. OUR VENDOR CAN DO IT, SO IT'S MORE IN 12 THAT, RIGHT? I MEAN, THERE MIGHT BE SOME INCREASE FOR EXAMPLE, 13 IN THE FEES THIS WE PAY. WE NEED TO UNDERSTAND WHAT THEY ARE 14 AND HOW THOSE ARE GOING TO BE PASSED. THEY GET PASSED TO OUR 15 16 PARTNER AGENCIES TOO, SO THEY ALL PAY THEIR FAIR SHARE SO INFORMING AND GETTING ALL OF THAT IN PLACE, THIS IS SOMETHING 17 WE'RE GOING TO BE DOING IT'S JUST LINING UP DETAILS AND MAKING 18 SURE THAT OUR PLAN, YOU KNOW, WE HAVE THE PLAN, WE HAVE ALL 19 THE DETAILS TO MAKE THAT DECISION. 20
- 22 CHAIR, MARGARET ABE-KOGA: OKAY.
- 24 **SPEAKER:** OFFICIALLY.

25

21



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JUNE 11, 2025

CHAIR, MARGARET ABE-KOGA: OKAY BUT WE PLAN TO DO IT.

2 3 SPEAKER: WE PLAN TO DO IT WE PLAN TO DO THE QR CODES AS WELL WE'RE DON'T HAVE THAT DATE THERE SOME DEVELOPMENT WORK THAT 4 5 OUR CONTRACTOR HAS TO DO BUT THEY'RE READY TO DO IT WE'RE LINING UP ALL PIECES TO PUT TOGETHER AN OFFICIAL DELIVERY DATE 6 7 FOR BOTH OF THOSE. 8 CHAIR, MARGARET ABE-KOGA: OKAY GREAT. I GUESS THAT'S WHAT I 9 WAS GOING ASK FOR THE NEXT REPORT IF IT'S POSSIBLE TO PROVIDE 10 TIMELINES ON THE STRATEGIES, EVEN IF THEY'RE ESTIMATES, IT 11 WOULD BE VERY HELPFUL. 12 13 LYSA HALE: YEAH. WE CAN DO THAT. 14 15 16 CHAIR, MARGARET ABE-KOGA: AND IF YOU HAVE CAPACITY, I WANTED TO REQUEST, COULD WE LOOK AT PUTTING, PRIORITIZING THE SIGNAGE 17 AT CASH PAYMENT LOCATIONS SO FOLKS KNOW WHERE TO GO IF THEY 18 WANT TO PAY IN CASH? 19 20 LYSA HALE: THIS'S ACTUALLY HAPPENING. THAT'S ONE OF THE THINGS 21 22 THAT'S HAPPENING RIGHT NOW. WE HAVE COMPLETED THE DESIGNS OF 23 IT, WE'RE WORKING WITH THE FIRM THAT'S GOING TO BE DOING THE PRINTING OF ALL OF THOSE. SO, THOSE ARE IN PRODUCTION RIGHT 24 NOW. 25



1	
2	CHAIR, MARGARET ABE-KOGA: PERFECT. THANK YOU. AND I KNOW WE'RE
3	WORKING ON MORE EXPRESS LANES, AND AS WE ROLL THEM OUT, MY
4	REQUEST IS THAT OR IF YOU CAN PROVIDE AN UPDATE IN TERMS OF
5	ADVERTISING CAMPAIGN AHEAD OF TIME AND ENSURING THAT IT'S
6	ROBUST AND MULTI-LINGUAL, THAT WOULD BE
7	
8	LYSA HALE: ACTUALLY, WE'RE GOING TO IT REALLY KIND OF
9	DOVETAILS INTO THIS WORK WE'RE DOING BECAUSE YOU DO NEED TO
10	HAVE A FASTRAK TOLL TAG IF YOU WANT A SWITCH, YOU HAVE TO BE
11	ABLE TO FOR EXAMPLE, GET THE CARPOOL DISCOUNTS ON THE EXPRESS
12	LANE SO THAT'S GOING TO BE AN IMPORTANT PART OF OUR
13	ADVERTISING CAMPAIGN AND SOLANO COUNTY WHEN THE I-80 EXPRESS
14	LANES OPEN UP IT WILL BE ROBUST AND AVAILABLE IN MULTIPLE
15	LANGUAGES.
16	
17	CHAIR, MARGARET ABE-KOGA: GREAT. WILL THERE BE A GRACE PERIOD
18	IN TERMS OF VIOLATIONS SO FOLKS CAN TRANSITION OVER?
19	
20	LYSA HALE: FOR THE EXPRESS LANES?
21	
22	MARGARET ABE-KOGA: YES, THOSE THOSE BEING UNVEILED.
23	
24	SPEAKER: THERE'S USUALLY A, IF I'M RECALLING RIGHT, THERE IS
25	TYPICALLY SEVERAL MONTHS WHERE PENALTIES ARE ASSESSED FOR



VIOLATIONS IN THAT CORRIDOR. SO, I ASSUME THAT'S HAPPENING. WE 1 2 HAVEN'T READ THE FULL SPEC ON THAT. 3 CHAIR, MARGARET ABE-KOGA: GREAT. OKAY. ANYONE ELSE? 4 5 COMMISSIONER? 6 GINA PAPAN: ONE MORE SUGGESTION HERE, SINCE YOU MENTIONED 7 8 THAT, YEAH, THE SWITCHABLE THING HERE. SOMETIMES WHEN YOU ARE DRIVING, YOU'RE JUST PULLING IT OUT HERE, IS THERE A WAY TO --9 10 I DON'T KNOW, ALMOST BRAILLE? BECAUSE YOU'RE FOCUSED ON YOUR DRIVING HERE AND THEN SOME OF US HAVE TO PUT ON GLASSES FOR 11 THE UP CLOSE PART. IT WOULD BE -- I KNOW IT'S ONE WAY FOR ONE, 12 BUT THEN THE OTHER WAY -- I JUST WANT TO MAKE SURE -- I MEAN, 13 IF YOU COULD -- I DON'T KNOW HOW YOU WOULD DO THIS. BUT IN 14 15 YOUR DESIGNS, IT WOULD BE NICE IF I KNEW, LIKE, OR EVEN JUST 16 AT A GLANCE AT COLOR KIND OF THING. 17 LYSA HALE: RIGHT. COMMISSIONER, YOU'RE NOT SAYING YOU'RE 18 SWITCHING YOUR TAG WHILE --19 20 21 GINA PAPAN: I JUST WANT TO MAKE SURE. I DON'T HAVE IT OUT ALL THE TIME, AND I'M PULLING IT OUT AND I'M DRIVING. [LAUGHTER] 22 23 SPEAKER: SO, WHEN WE PROCURE THE TAGS, WE HAVE A CERTAIN SET 24

OF SPECS THAT THEY HAVE TO MEET, IN THAT TAG, CERTAIN SIZE,



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JUNE 11, 2025

WHATEVER. AND THE TAG DESIGN CAN CHANGE. THE LATEST TAGS WE

- HAVE ACTUALLY HAVE THAT LITTLE DIAL IT LOOKS LIKE A HALF 2 3 CIRCLE AT THE BOTTOM AND THOSE NUMBERS ARE REALLY BIG. SO IF YOU ARE INTERESTED IN -- THAT'S PROBABLY NOT A PAIN POINT FOR 4 5 YOU -- WE COULD WALK THE STAIRS AND GET THEM TODAY THEY HAVE THEM RIGHT THERE OR WE CAN GET YOU ONE. 6 7 8 GINA PAPAN: I NEED TO SEE THAT ONE I WANT TO FOCUS ON THE DRIVING FIRST AND FOREMOST. 9 10 SPEAKER: YOU CAN READ THAT ONE. 11 12 GINA PAPAN: THANK YOU. 13 14 ANDREW FREMIER: COMMISSIONER AT THE RISK [LAUGHTER] OF ADDING 15 ON, THE TAGS ALSO BEEP THE NUMBER THAT YOU'RE ATTACHED TO. 16 17 SPEAKER: THE OLD ONES -- WE'RE SWITCHED COMMUNICATION --18 19
- 22 SPEAKER: YOU HAVE OUR OLD TAG, YOU WILL BE GETTING YOUR TAG

ANDREW FREMIER: THE ONE I HAVE.

- 23 SWAP NOTICE IN THE MAIL. THERE WAS AN OLD PROTOCOL WAY BACK
- 24 WHEN THE SCARE ONES BLOCK ONES ESPECIALLY THOSE WERE BATTERY
- 25 POWERED AND THAT'S WHY THEY DIE AFTER 5, 10 YEARS, WHATEVER IT

20



- 1 IS. BACK IN ABOUT 2018, '19, THE STATE OF CALIFORNIA UPDATED
- 2 THE STATUTE TO UPDATE THE PROTOCOL BECAUSE WE'RE INTEROPERABLE
- 3 THROUGH THE CALIFORNIA SO EVERYBODY ELSE IS DOING THE SAME
- 4 THING SO WE MOVED TO NEW TECHNOLOGY THAT IS USED IN MANY
- 5 DIFFERENT INDUSTRIES IT'S A LOT CHEAPER THE TAGS WENT FROM \$20
- 6 A TAG TO FIVE. SO HAD A LOT OF ADVANTAGES THERE IS A PASSIVE
- 7 TAG THEY DON'T HAVE A BATTERY. THERE IS A WINDOW WHERE VERY
- 8 FEW OF THEM, NEW ONES BEEPED BUT 99.9% OF THEM DO NOT BEEP.
- 9 SO, SORRY. I MISSED --

10

- 11 GINA PAPAN: I REMEMBER THE BEEP. I'M GOING TO SAY, THERE WAS A
- 12 BEEP, BACK WHEN.
- 14 SPEAKER: I KNOW. YEP.
- 16 CHAIR, MARGARET ABE-KOGA: ALL RIGHT, ANY OTHER BEEPING LIGHTS?
- 17 [LAUGHTER] NO. L THANK YOU SO MUCH. THIS IS VERY INFORMATIVE
- 18 APPRECIATE IT WE'LL CLOSE THIS ITEM SIX.
- 20 CLERK OF THE BOARD: WE HAVE PUBLIC COMMENT HOW MUCH TIME WOULD
- 21 YOU LIKE TO GIVE.
- 23 CHAIR, MARGARET ABE-KOGA: TWO MINUTES.

24

22

13

15



CLERK OF THE BOARD: ALETA DUPREE TEAM FOLD YOUR TIME BEGINS 1 2 NOW. 3 SPEAKER: THANKS CHAIR ABE-KOGA. ALETA DUPREE FOR THE RECORD 4 5 SHE AND HER WITH TEAM FOLDS LOTS OF GOOD THINGS ALWAYS ENJOY LYSA'S MEANINGFUL AND HELPFUL REPORTS. THIS IS A BIG LIFT. HOW 6 DO WE GET PEOPLE INVESTED IN THIS? IT'S NOT NEW TO ME. I DID 7 8 FASTRAK EQUIVALENT IT'S CALLED PIKE PASS IN OKLAHOMA IN 1991. I HAVEN'T BEEN TO TOO MANY FAIRS. I WAS A SECURITY GUARD AT 9 THE OKLAHOMA STATE FAIR IN '92, AND I USED PIKE PASS AND USING 10 TURNPIKES TO COMMUTE BACK AND FORTH TO WORK. SO, IT WORKED FOR 11 ME. CERTAINLY, HOW CAN WE HELP PEOPLE TO BRING THEIR BIG FIVE 12 GALLON JUGS AND THEIR MASON JARS FULL OF CHANGE TO HELP PAY 13 FOR BATA, AS THAT MONEY DOESN'T DO YOU MUCH GOOD WHEN IT'S 14 15 JUST SITTING THERE IN THOSE JUGS AND JARS AND PIGGY BANKS, ET 16 CETERA. BUT IN NEW YORK, REALLY THROUGHOUT THE NORTHEAST, THE EASY PASS, IN MANY CASES OVER 90%, AND THEY HAVE PRETTY HIGH 17 RECOVERY ON THIS. AND THEY DO -- THERE ARE CASH PAYMENT 18 NETWORKS AROUND THE COUNTRY SO HOPEFULLY PEOPLE CAN EMPTY 19 THEIR WALLETS AND MOVE OVER TO THIS. ALL THESE DIFFERENT 20 21 IDEAS, I USE APPLE PAY ALL THE TIME TO PAY FOR THINGS, AND THERE IS AN APP IN NEW YORK, I THINK IT'S CALLED TOLLS NEW 22 YORK, I THINK I HAVE IT, WHERE PEOPLE CAN UPDATE THEIR PAYMENT 23 FOR THEIR TOLLS ON THE THRUWAY AND THE BRIDGES IN NEW YORK 24

CITY, ET CETERA. SO, LET'S GET THIS WORK GOING. I WANT -- I



HAVE BEEN DOING THIS A LONG TIME, I WANT MORE PEOPLE ON IT. 1 2 THANK YOU. 3 CHAIR, MARGARET ABE-KOGA: THERE IS NO FURTHER PUBLIC COMMENT 4 5 IN THE BOARDROOM NO ONE IN ZOOM SPACE AND NO ONE WRITTEN CORRESPONDENCE RECEIVED. 6 7 8 CHAIR, MARGARET ABE-KOGA: ALL RIGHT. THANK YOU. THIS WAS AN 9 INFORMATION ITEM. WE'LL CLOSE THE ITEM AND GO TO AGENDA ITEM SIX WHICH IS PUBLIC COMMENT AND OTHER BUSINESS. ARE THERE ANY 10 MEMBERS OF THE PUBLIC WISHING TO SPEAK? 11 12 CLERK OF THE BOARD: NO ONE IN THE BOARDROOM WISHING TO SPEAK, 13 NO WRITTEN CORRESPONDENCE RECEIVED AND NO ONE IN THE ZOOM 14 15 SPACE EITHER. 16 CHAIR, MARGARET ABE-KOGA: GREAT WE'LL MOVE TO AGENDA ITEM 17 18 SEVEN WHICH IS ADJOURNMENT AND THE NEXT MEETING. THE NEXT MEETING OF THE BAY AREA TOLL AUTHORITY OVERSIGHT COMMITTEE IS 19 SCHEDULED TO BE HELD AT 9:35 IN THE BAY AREA METRO CENTER, 375 20 BEALE STREET SAN FRANCISCO ON WEDNESDAY JULY 9TH, 2025. ANY 21 22 CHANGES TO THE SCHEDULE WILL BE DULY NOTICED TO THE PUBLIC. WE 23 ARE ADJOURNED. [ADJOURNED]



Broadcasting Government