



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

## Meeting Agenda - Final-revised

### 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*

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Wednesday, May 12, 2021

9:50 AM

Board Room - 1st Floor (REMOTE)

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The Bay Area Toll Authority Oversight Committee is scheduled to meet on Wednesday, May 12, 2021 at 9:50 a.m. or immediately following the 9:05 a.m. Budget Study Session, in the Bay Area Metro Center (Remotely). In light of Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for committee, commission, or board members who will participate in the meeting from individual remote locations. 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/85925815841>

Or iPhone one-tap: US: +16699006833,,85925815841# or +14086380968,,85925815841#

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: 859 2581 5841

International numbers available: <https://bayareametro.zoom.us/j/85925815841>

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](mailto: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. Consent Calendar

- 2a. [21-0554](#) Minutes of the April 14, 2021 meeting

Action: Committee Approval

Attachments: [2a - 21-0554 - April 14 BATA O Draft Minutes.pdf](#)

## 3. Information

- 3a. [21-0583](#) FasTrak® Equity Action Plan

A report on the approach, status, and timeline of modernization of FasTrak® program policies.

Action: Information

Presenter: Lynn Valdivia

Attachments: [3a - 21-0583 - FasTrak Equity Action Plan.pdf](#)  
[3a - 21-0583 - FasTrak Equity Action Plan - Presentation.pdf](#)

## 4. Public Comment / Other Business

## 5. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, June 9, 2021 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](http://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.

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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 #:** 21-0554      **Version:** 1      **Name:**  
**Type:** Minutes      **Status:** Committee Approval  
**File created:** 3/29/2021      **In control:** Bay Area Toll Authority Oversight Committee  
**On agenda:** 5/12/2021      **Final action:**  
**Title:** Minutes of the April 14, 2021 meeting  
**Sponsors:**  
**Indexes:**  
**Code sections:**  
**Attachments:** [2a - 21-0554 - April 14 BATA O Draft Minutes.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**  
Minutes of the April 14, 2021 meeting

**Recommended Action:**  
Committee Approval



# Metropolitan Transportation Commission Meeting Minutes

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

## 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*

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Wednesday, April 14, 2021

9:35 AM

Board Room - 1st Floor (REMOTE)

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### Call Remote Meeting to Order

#### 1. Roll Call / Confirm Quorum

**Present:** 8 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, Commissioner Ronen, and Chair Worth

Non-Voting Member Present: Commissioner El-Tawansy

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

Ad Hoc Non-Voting Members Present: Commissioner Ahn, Commissioner Connolly, Commissioner Giacomini, and Commissioner Sperling

#### 2. Pledge of Allegiance

#### 3. Compensation Announcement (Clerk)

#### 4. Consent Calendar

Commissioner Ronen arrived after the compensation announcement.

Upon the motion by Commissioner Papan and the second by Commissioner Chavez, the Consent Calendar was unanimously approved by the following vote:

**Aye:** 8 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, Commissioner Ronen and Chair Worth

4a. [21-0427](#) Minutes of the March 10, 2021 meeting

**Action:** Committee Approval

- 4b.**     [21-0428](#)     Consultant Bench - 2021 BATA Construction Management, Design Services, and Asset Management Program Support Services AECOM Technical Services, Inc.; Alta Vista Solutions, Inc.; Arup North America Ltd.; BKF Engineers; COWI North America, Inc.; Ghirardelli Associates, Inc.; HDR Engineering, Inc.; HNTB Corporation; Kimley-Horn and Associates, Inc.; Mark Thomas & Company, Inc.; Michael Baker International, Inc.; MNS Engineers, Inc.; Parsons Transportation Group, Inc.; T.Y. Lin International; TRC Engineers, Inc.; WMH Corporation; WSP USA Inc.; Zoon Engineering, Inc.

**Action:** Committee Approval

**Presenter:** Gary Szeto

- 4c.**     [21-0429](#)     Contract Amendment - FasTrak® Collection Services: Law Enforcement Systems, LLC (\$1,400,000)

**Action:** Committee Approval

**Presenter:** Victor Wong

- 4d.**     [21-0505](#)     Contract Amendment - Internal Project Auditing and Reporting Services: KPMG, LLP (\$525,000)

**Action:** Committee Approval

**Presenter:** Brian Mayhew

## 5. Approval

- 5a. [21-0444](#) BATA Resolution No. 143. Program of Projects for BATA's Formula Share of the Local Partnership Program - Cycle 3.

Senate Bill 1 (SB 1) directed \$200 million in new revenues per year to the Local Partnership Program (LPP), which rewards agencies with voter-approved taxes, tolls, and fees dedicated solely to transportation. The California Transportation Commission (CTC) adopted LPP Guidelines, which provides 60% of the annual amount to a formula program to be distributed among agencies with voter-approved taxes, tolls, or fees, and the remaining 40% to a competitive program. A request that the Committee refer BATA Resolution No. 143, the BATA program of projects for BATA's formula share of the LPP, to the Authority for approval.

**Action:** Authority Approval

**Presenter:** Rosalynn Chongchaikit

Aleta Dupree was called to speak.

**Upon the motion by Commissioner Glover and the second by Vice Chair Abe-Koga, the Committee unanimously approved the referral of BATA Resolution No. 143 to the Authority for approval. The motion carried by the following vote:**

**Aye:** 8 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, Commissioner Ronen and Chair Worth

## 6. Public Comment / Other Business

Aleta Dupree was called to speak.

## 7. Adjournment / Next Meeting

**The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, May 12, 2021 at 9:35 a.m. remotely and by webcast. Any changes to the schedule will be duly noticed to the public.**



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

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<b>File #:</b>	21-0583	<b>Version:</b>	1	<b>Name:</b>	
<b>Type:</b>	Report	<b>Status:</b>		Informational	
<b>File created:</b>	4/1/2021	<b>In control:</b>		Bay Area Toll Authority Oversight Committee	
<b>On agenda:</b>	5/12/2021	<b>Final action:</b>			
<b>Title:</b>	FasTrak® Equity Action Plan				

A report on the approach, status, and timeline of modernization of FasTrak® program policies.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [3a - 21-0583 - FasTrak Equity Action Plan.pdf](#)  
[3a - 21-0583 - FasTrak Equity Action Plan - Presentation.pdf](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

FasTrak® Equity Action Plan

A report on the approach, status, and timeline of modernization of FasTrak® program policies.

**Presenter:**

Lynn Valdivia

**Recommended Action:**

Information



# Bay Area Toll Authority Oversight Committee

May 12, 2021

Agenda Item 3a - 21-0583

## FasTrak® Equity Action Plan

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**Subject:** A report on the approach, status, and timeline of modernization of FasTrak® program policies.

**Background:** In response to the COVID shelter-in-place order in March 2020, Caltrans removed toll collectors from the booths to protect toll collectors and the travelling public. As a result, toll collection at State-owned bridges became all electronic. In January 2021, the FasTrak® Regional Customer Service Center (RCSC) Contractor deployed system changes for more robust all electronic tolling based on the existing invoicing model already used at the Golden Gate Bridge.

The emergence of COVID required Caltrans and BATA to implement all electronic tolling much earlier than the previously planned spring 2022 schedule. While FasTrak® account openings increased following the transition to all electronic tolling in March 2020 and again in early 2021, many former cash-paying customers receive invoices in the mail and must find new ways to pay tolls. In the first quarter of 2021 BATA executed a campaign titled “More Ways to Pay” to educate drivers about toll payment options. BATA is now working to update toll policies and programs so that the FasTrak® program provides customer-friendly toll payment options that serve all drivers equitably, regardless of factors such as household income, English proficiency, or access to online and banking services. The work will require a holistic approach that considers the many aspects of customers interacting with the program – from becoming a FasTrak® customer to keeping an account in good standing to enforcement and violations. Enforcement and violations have additional considerations as they may also generate additional burdens if unpaid violations result in high penalties or the inability to renew vehicle registration.

The project approach will follow the MTC Equity Platform pillars and include:

- **Define and Measure:** Analyze and baseline account data and trends; partner to research impacts to communities of concern; identify gaps in services, access, and multi-language educational materials.
- **Listen and Learn:** Engage customers on challenges and creation of solutions; involve stakeholders, community partners, and customers throughout the process.
- **Focus and Deliver:** Review CSC policies through an equity lens to identify actionable changes; identify partners to achieve equitable outcomes in customer service; collaborate with stakeholders to deliver on solutions.

- **Train and Grow:** Retrain RCSC representatives on revised procedures that better assist limited English proficiency customers; develop an evaluation approach for operational changes with a feedback mechanism for continuous growth.

Stakeholder engagement is essential to ensuring that proposed solutions are meaningful and impactful. Additionally, proposed solutions must be assessed for legal and regulatory compliance, financial implications, and operational feasibility. These steps will take time to complete and will be an iterative process. At the same time, staff has identified some initial actions that may be taken in the near term to provide greater access to FasTrak® and support other initiatives like the FasTrak® START means-based discount program:

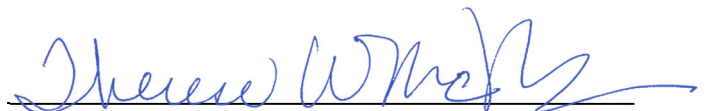
- Reduce the security deposit for toll tags;
- Reduce the initial pre-paid balance upon opening a FasTrak® account and funding with cash/check;
- Review account replenishment grace periods to increase ability to maintain accounts in good standing and provide notification of impending replenishment;
- Launch mobile app to provide additional account and replenishment information access; and
- Expand communications with customers related to account maintenance.

Initial actions above could be deployed by the end of 2021, with recommendations for other program areas implemented in late 2021 and 2022, depending on the scope of the recommendations. Staff will report progress to this Committee on a quarterly basis as work progresses. Staff will also return to this Committee for necessary approvals to implement the selected recommendations.

**Issues:** None

**Recommendation:** This item is presented for information only.

**Attachments:** Presentation Slides.

  
Therese W. McMillan



# ***FASTRAK*® EQUITY ACTION PLAN**

May 12, 2021

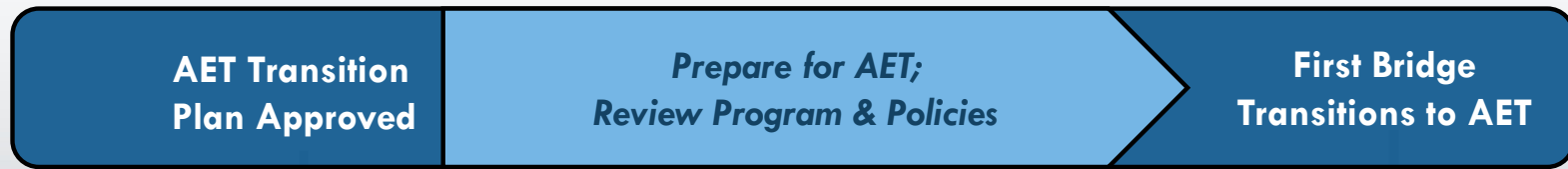
**BATA Oversight Committee**



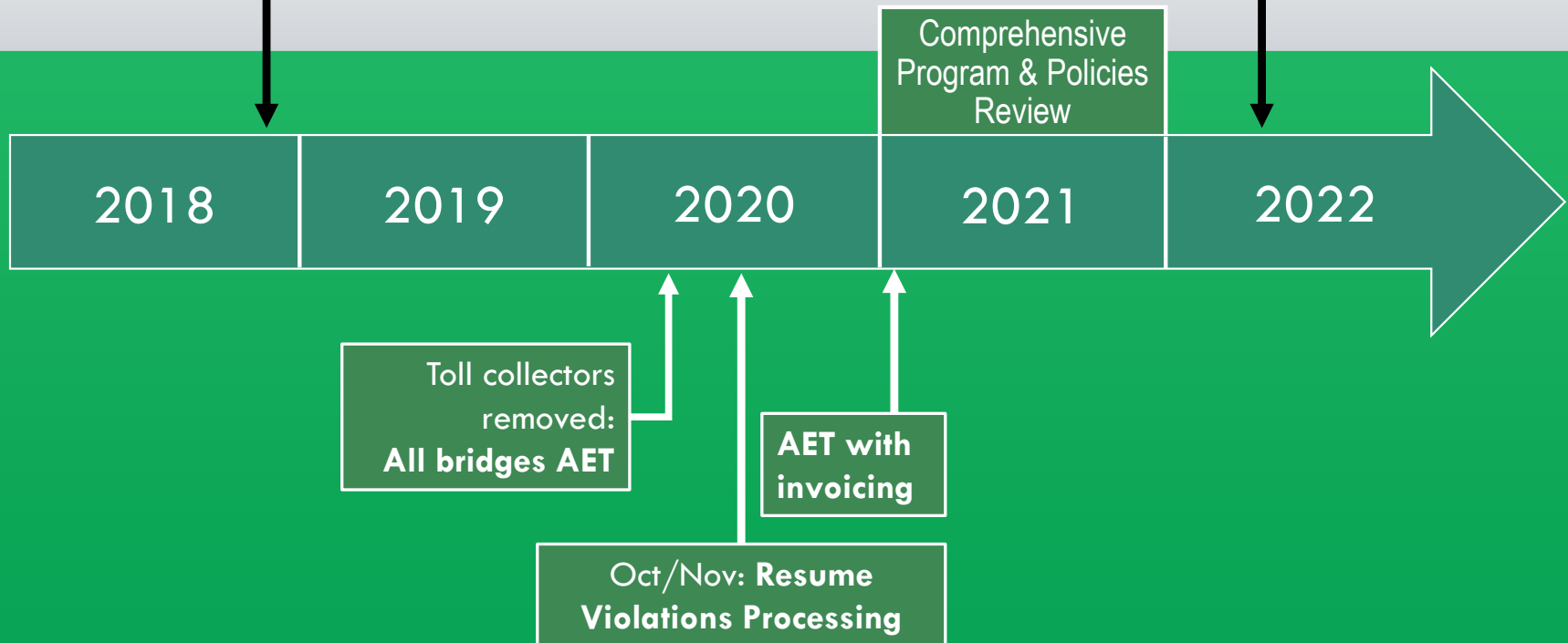


# PLANNED AET CONVERSION ACCELERATED

**PLANNED**  
conversion to  
All Electronic  
Tolling (AET)



**ACTUAL**  
Accelerated  
AET due to  
COVID





# OPPORTUNITY FOR MODERNIZATION

Goal of Program Modernization: **Improve Access & Affordability**

## BRIDGE CROSSING WITHOUT FASTRAK®

### TOLL POINT

Without AET

#### Violation Notice & Penalty

##### Negative Experience

- Violator as opposed to customer
- Penalty assessed immediately

With AET

#### Invoice for Toll with 21 Days to Pay

##### Positive Customer Experience

- Pay toll without penalty
- Opportunity to learn about:
  - Payment options
  - Getting a FasTrak account
  - Avoiding penalties and staying in good standing



OPPORTUNITY!

# EQUITY REVIEW FOCUSES ON 4 KEY AREAS

## TOLL PAYMENT OPTIONS



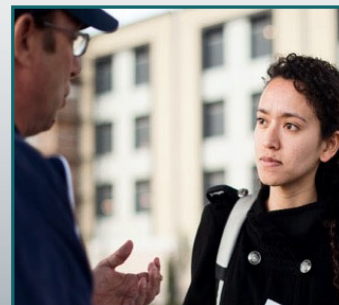
**Goal:** All customers will be afforded access to flexible and manageable ways to pay.

## CUSTOMER EXPERIENCE



**Goal:** All customers will be provided with a positive and equitable experience when interfacing with the RCSC through any channel (website, call center, etc.).

## COMMUNITY CONNECTIONS



**Goal:** Engaging the community and embracing the diversity of customers for continuous improvement in RCSC policies and operations.

## ISSUE RESOLUTION



**Goal:** Providing fair and timely resolutions when problems occur, with an emphasis on reducing disproportionate impacts of toll evasion enforcement.



# MTC EQUITY PILLARS

DEFINE &  
MEASURE



LISTEN &  
LEARN



FOCUS &  
DELIVER



TRAIN &  
GROW



# APPLICATION OF MTC EQUITY PILLARS

## DEFINE & MEASURE



**Analyze & Baseline**  
account data and trends

**Partner**  
to research impacts to  
communities of concern

**Identify Gaps**  
in services, access, and multi-  
language educational material

## LISTEN & LEARN



**Engage**  
customers on challenges and  
creating solutions

**Involve**  
stakeholders, community partners, and  
customers throughout the process

## FOCUS & DELIVER



**Review RCSC Policies**  
through an equity lens to identify  
actionable changes

**Identify Partners**  
to achieve equitable outcomes in  
customer service

**Collaborate**  
with stakeholders to  
deliver on solutions

## TRAIN & GROW



**Retrain RCSC Reps**  
with revised procedures that better assist  
limited English proficiency customers

**Evaluation Approach**  
for operational changes with a feedback  
mechanism for continuous growth



# INITIAL ACTIONS FOR CONSIDERATION

- Reduce \$20 toll tag security deposit
- Reduce \$50 pre-paid balance to open a FasTrak account for cash/check customers

## Toll Payment Options

## Customer Experience

Deploy Mobile App



Increase Support For Multiple Languages

## Community Connections

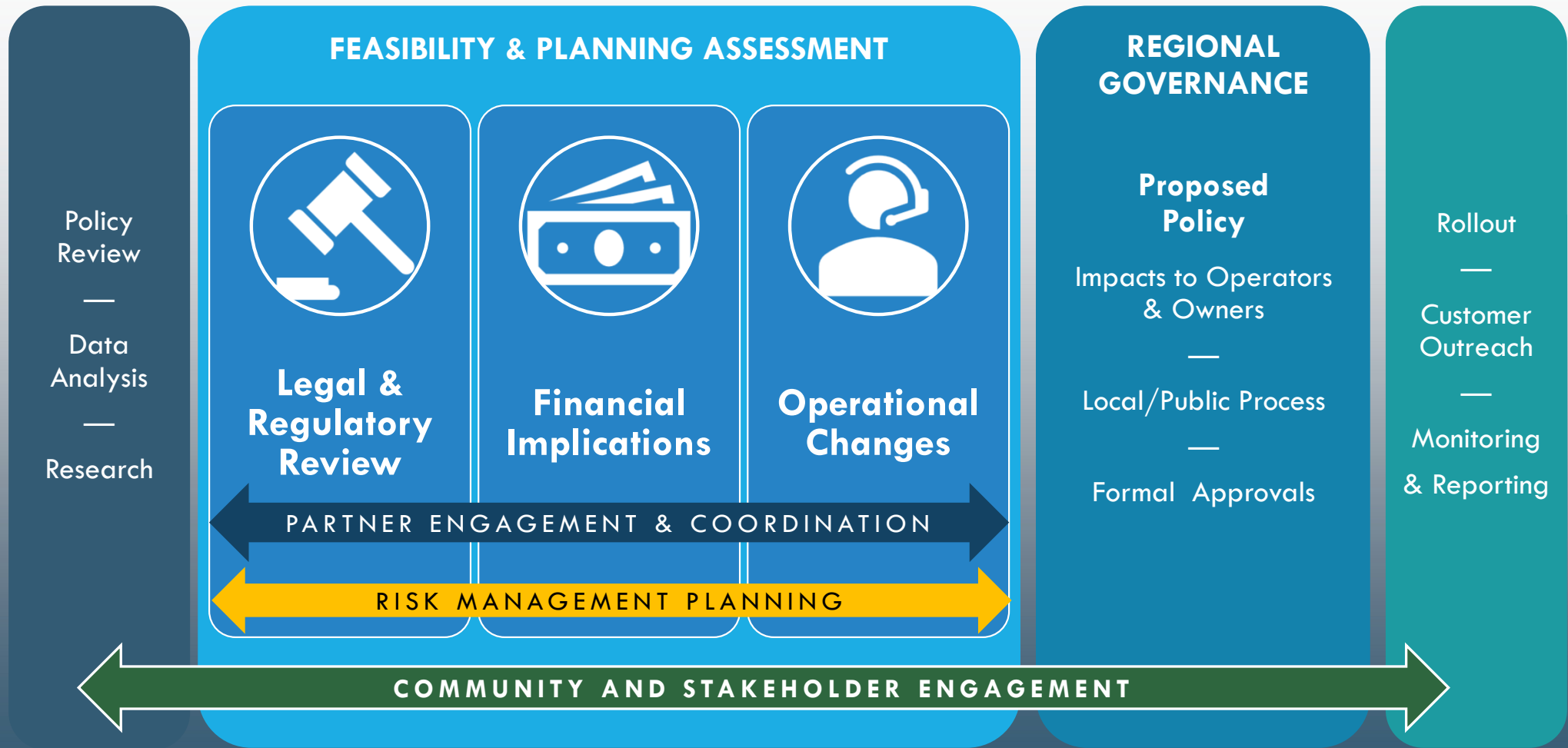
## Issue Resolution



# PROCESS FOR POLICY CHANGES

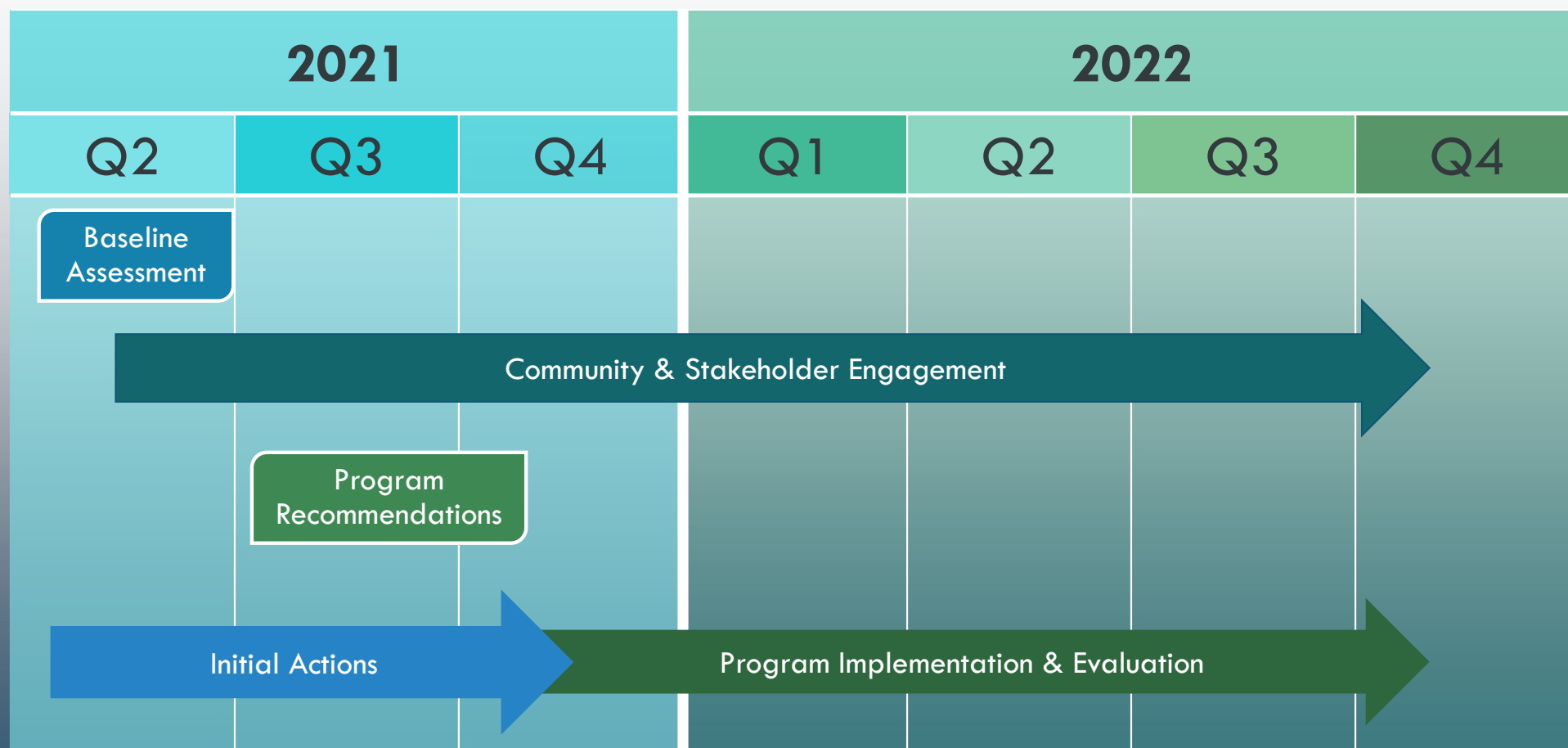


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# FASTRAK EQUITY ACTION PLAN TIMELINE



## NEXT STEPS

- **Develop a robust community engagement plan**
- **Plan research efforts for fee and penalty assessment**
- **Coordinate policy reviews with FasTrak® START pilot**
- **Develop draft recommendations**



### Next Quarterly Update:

- **Present community engagement plan**
- **Status of initial actions**

# QUESTIONS?

