



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

Wednesday, September 8, 2021

9:35 AM

Board Room - 1st Floor (REMOTE)

The Bay Area Toll Authority Oversight Committee is scheduled to meet on Wednesday, September 8, 2021 at 9:35 a.m., 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/86769520588>

Or iPhone one-tap: US: +14086380968,,86769520588# or +16699006833,,86769520588#

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: 867 6952 0588

International numbers available: <https://bayareametro.zoom.us/j/86769520588>

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. [21-0996](#) Minutes of the July 14, 2021 meeting
Action: Committee Approval
Attachments: [4a - 21-0996 - July 14 BATA O Draft Minutes.pdf](#)
- 4b. [21-1026](#) BATA FY 2020-21 Fourth Quarter Financial Statements (Unaudited)
Action: Information
Presenter: Raymond Woo
Attachments: [4b - 21-1026 - BATA Financial Statements FY2021 Q4.pdf](#)
- 4c. [21-1035](#) Contract - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 - On-Call Construction Management Services: WSP USA Inc. (\$750,000)
Action: Committee Approval
Presenter: Ingrid Supit
Attachments: [4c - 21-1035 - WSP Contract RSR Access Improvement.pdf](#)
- 4d. [21-1036](#) Contract - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 - Utility Relocation: Pacific Gas & Electric (\$500,000)
Action: Committee Approval
Presenter: Ingrid Supit
Attachments: [4d - 21-1036 - PGE Utility Relocation RSR Access Improvement.pdf](#)
- 4e. [21-1020](#) Contract Amendment - Advanced Toll Collection and Accounting System (ATCAS II): TransCore, LP (\$1,183,822)
Action: Committee Approval
Presenter: Jeff Gerbracht
Attachments: [4e - 21-1020 - ATCAS Contract Amendment TransCore.pdf](#)

- 4f. [21-1046](#) Contract- Internal Project Auditing and Reporting Support Services: KPMG, LLC (\$750,000)
Action: Committee Approval
Presenter: Rosalynn Chongchaikit
Attachments: [4f - 21-1046 - KPMG- Internal Project Auditing and Reporting Services.pdf](#)
- 4g. [21-0573](#) Contract - FasTrak® Website Services: Kalamuna (\$300,000)
Action: Committee Approval
Presenter: Lysa Hale
Attachments: [4g - 21-0573 - Contract Kalamuna.pdf](#)
- 4h. [21-1019](#) BATA Resolution No. 143, Revised. Program of Projects for BATA's Formula Share of the Local Partnership Program - Cycle 3.
Action: Authority Approval
Presenter: Rosalynn Chongchaikit
Attachments: [4h - 21-1019 - Reso 143 Local Partnership Program Cycle 3.pdf](#)
- 4i. [21-1121](#) Contract Change Order - FasTrak® Regional Customer Service Center: COVID-19 Costs and Re-send Golden Gate Bridge Second Notices (\$2,440,246)
Action: Committee Approval
Presenter: Beth Zelinski
Attachments: [4i - 21-1121 - Contract Chang Order Conduent Covid and GGB Support.pdf](#)

5. Information

- 5a. [21-1043](#) FasTrak® Customer Service Center State of Operations

An update on FasTrak® Customer Service Center (CSC) operations.
Action: Information
Presenter: Monica Serrano and Conduent staff
Attachments: [5a - 21-1043 - FasTrak CSC State of Operations.pdf](#)
[5a - 21-1043 - FasTrak CSC Operations Update Presentation.pdf](#)

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, October 13, 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) 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 Título 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 #: 21-0996 **Version:** 1 **Name:**

Type: Minutes **Status:** Consent

File created: 7/15/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: Minutes of the July 14, 2021 meeting

Sponsors:

Indexes:

Code sections:

Attachments: [4a - 21-0996 - July 14 BATA O Draft Minutes.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the July 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*

Wednesday, July 14, 2021

9:35 AM

Board Room - 1st Floor (REMOTE)

Call Remote Meeting to Order

1. Roll Call / Confirm Quorum

Present: 7 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, and Commissioner Ronen
Absent: 1 - 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 Canepa, Commissioner Connolly, Commissioner Fleming, Commissioner Giacomini, and Commissioner Sperring

2. Pledge of Allegiance

3. Compensation Announcement (Clerk)

4. Consent Calendar

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

Aye: 7 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt and Commissioner Ronen

Absent: 1 - Chair Worth

4a. [21-0841](#) Minutes of the June 9, 2021 meeting

Action: Committee Approval

- 4b. [21-0906](#) Contract Amendment - Construction and Maintenance Zone Enhanced Enforcement Program: California Highway Patrol (CHP) (\$2,720,000)

Action: Committee Approval

Presenter: Angela Louie

- 4c. [21-0936](#) Contract - FasTrak® Communications Services: Polytechnic Marketing LLC (\$2,000,000)

Action: Committee Approval

Presenter: Lysa Hale

5. Approval

- 5a. [21-0819](#) Contract Change Order - FasTrak® Regional Customer Service Center: Additional AET Invoice Costs and Contract Extension (\$112,854,000)

A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) for additional all electronic tolling (AET) invoice costs and a contract extension to March 2024 in a combined total amount not to exceed \$112,854,000, subject to the approval of future BATA budgets.

Action: Committee Approval

Presenter: Beth Zelinski

Aleta Dupree was called to speak.

Upon the motion by Commissioner Glover and the second by Commissioner Rabbitt, the Committee unanimously approved the contract change order with Conduent State and Local Solutions, Inc. The motion carried by the following vote:

Aye: 7 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt and Commissioner Ronen

Absent: 1 - 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, September 8, 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)

File #: 21-1026 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 7/26/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: BATA FY 2020-21 Fourth Quarter Financial Statements (Unaudited)

Sponsors:

Indexes:

Code sections:

Attachments: [4b - 21-1026 - BATA Financial Statements FY2021_Q4.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
BATA FY 2020-21 Fourth Quarter Financial Statements (Unaudited)

Presenter:
Raymond Woo

Recommended Action:
Information

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4b - 21-1026

BATA FY 2020-21 Fourth Quarter Financial Statements (Unaudited)

Subject: Attached are the BATA financial statements for the fourth quarter ending June 2021 (unaudited).

Preliminary (unaudited) revenue for the Fiscal Year 2020-21 was \$964 million with total expenditures of \$841 million, including Regional Measure 3 (RM3) transfer.

The revenue level is somewhat overstated given the revenue recognition of prior and current year RM3 toll revenue in FY2021. After removing the \$279 million in RM3 revenue and transfer, remaining revenue is \$685 million with expenses of \$562 million leaving an operating surplus of approximately \$123 million.

Traffic on the toll bridges has been recovering better in the final three months of the fiscal year. The fourth quarter financials are preliminary, unaudited and subject to changes upon completion of the annual audit.

Revenue: Total operating revenue for the fiscal year is \$964 million.

The combined RM1 and RM2 toll revenue is approximately \$551 million. Final year-end toll revenue is 7% higher than the FY 2021 budget, but well below prior year revenue.

Total traffic for the year was approximately 113 million vehicles, down 9% from FY 2020 and 20% below FY 2019. Paid toll traffic ended FY 2021 with a 101 million trip count, down 27% from FY 2019. The year ended on a strong note with paid traffic in the last three months of FY 2021 increasing by 50% over the final three months of FY 2020.

Since the beginning of cashless toll operations, which took effect on March 2020, BATA has processed 24 million counts of non-ETC transactions through year-end FY2020-21. Out of the 24 million invoiced transactions, approximately 14.2 million counts have been collected with 9.5 million outstanding as of June.

BATA received \$72 million from the U.S. Government to offset the interest expense of the Build America Bonds through year-end.

A total of \$279 million of RM3 revenue is recognized in FY2021. This includes revenue collections of \$98 million in FY2021, prior year

collections of \$65 million from FY2019 and \$115 million from FY2020. These revenues are kept in escrow and will not be available until the two RM3 lawsuits have reached a final, non-appealable resolution in favor of RM3.

Expense and Transfer: Total expense and transfer are \$841 million.

Operating expenses, net of the RM3 transfer, were \$562 million, coming in slightly below budget for FY 2021.

- Caltrans expenses were only \$6.2 million or 20% of budget. No expenses were recorded for Caltrans toll collection operating costs given toll collections were suspended all year.
- FasTrak[®] operations were \$65 million for FY 2021, exceeding the budget by \$8.3 million or 15%. The cost increase was a direct result of the cash-invoice system implemented during the pandemic. Cost savings in the Caltrans toll collections operations will help offset the cost of the new invoicing process.
- Bridge toll administration by BATA was \$17 million or nearly \$6 million below budget. Savings in the audit and professional service areas may change when year-end close and encumbrance expenses are recorded.
- Transfers totaled \$49 million, nearly \$16 million below budget. The drop in traffic resulted in lower RM2 operating transfers cost.
- Debt service was \$423 million. Debt service costs were only 76% of the adopted budget as a result of prepaying principal in FY 2020 that was scheduled for maturity in FY 2021.

The \$279 million RM3 transfer out is the result of the RM3 toll revenue recognition during the fiscal year. The funds will remain in escrow until released by BATA.

Actions under Executive Director Contract signature authority: please see Attachment A page 3.

If you have any questions about this report, please contact Brian Mayhew at (415) 778-6730.

Recommendation: None. This item provided as information only.

Attachments: Attachment A – Unaudited BATA Financial Statements


Therese W. McMillan

BATA Operating Budget

As of June 2021

	FY 2020-21	Actual	Current Budget	% of Budget	year	
	Budget	YTD	Balance	(col 2/1)	Expired	
			Over/(Under)			
REVENUE:						
1	RM 1 Toll Revenues	422,596,683	454,477,562	31,880,879	107.5%	100.0%
2	RM 2 Toll Revenues	91,692,862	96,458,811	4,765,949	105.2%	100.0%
2.1	Rm 3 Toll Revenues	-	279,468,378	279,468,378	100.0%	100.0%
3	Toll Violation Revenues	15,000,000	31,177,400	16,177,400	207.8%	100.0%
4	Other Revenue	-	14,259,268	14,259,268	N/A	100.0%
5	Interest Income	24,000,000	8,296,528	(15,703,472)	34.6%	100.0%
6	BAIFA Reimbursement	1,687,500	893,635	(793,865)	53.0%	100.0%
7	GGB&HTD Fastrak Reimbursement	3,768,120	3,791,017	22,897	100.6%	100.0%
8	SFO Fastrak Reimbursement	261,675	70,463	(191,212)	26.9%	100.0%
9	Alameda CMA Reimbursement	889,695	1,249,331	359,636	140.4%	100.0%
10	VTA 237 Express Lane Reimb.	366,345	606,236	239,891	165.5%	100.0%
11	Rebate for Build America Bonds	71,638,789	72,234,100	595,311	100.8%	100.0%
12	BAHA Reimbursement	1,000,000	1,000,000	-	100.0%	100.0%
	Total Revenue	632,901,669	963,982,729	331,081,060	152.3%	100.0%
EXPENSE:						
Caltrans Operations and Maintenance:						
1	Toll Collection & Operations Services	24,225,000	-	(24,225,000)	0.0%	100.0%
2	Toll & Bridge Facility Maint	6,600,000	6,212,871	(387,129)	94.1%	100.0%
	Caltrans O & M Subtotal	30,825,000	6,212,871	(24,612,129)	20.2%	100.0%
Fastrak Operations and Maintenance:						
3	RCSC Operations	29,500,000	46,894,528	17,394,528	159.0%	100.0%
4	ATCAS Maintenance, IT equip	6,240,000	4,399,485	(1,840,515)	70.5%	100.0%
5	Banking Costs for ETC	16,900,000	13,715,458	(3,184,542)	81.2%	100.0%
6	Collection Exp./DMV Exp.	4,300,000	296,339	(4,003,661)	6.9%	100.0%
	BATA O & M Subtotal	56,940,000	65,305,810	8,365,810	114.7%	100.0%
BATA Toll Bridge Administration:						
7	Staff Costs - Salaries,Benefits & Temps	13,214,250	12,401,183	(813,067)	93.8%	100.0%
8	Travel, Printing, Memberships & Other	440,930	191,718	(249,212)	43.5%	100.0%
9	Audit/Accounting	1,762,500	735,068	(1,027,432)	41.7%	100.0%
10	Misc. Toll Admin Operating Expenses	1,360,000	1,294,628	(65,372)	95.2%	100.0%
11	Professional Fees	5,335,000	2,503,511	(2,831,489)	46.9%	100.0%
12	Other	1,000,000	91,000	(909,000)	9.1%	100.0%
	Toll Bridge Admin Subtotal	23,112,680	17,217,108	(5,895,572)	74.5%	100.0%
Other/Transfers:						
13	Transfers to MTC 1% Admin	5,532,895	5,532,895	-	100.0%	100.0%
14	Transfers to MTC - PERS Retirement	5,532,895	4,862,690	(670,205)	87.9%	100.0%
15	Transfers to MTC - Other	527,668	193,168	(334,500)	36.6%	100.0%
16	Transfer from Legal Reserve	2,000,000	1,037,064	(962,936)	51.9%	100.0%
17	Transbay Transit Terminal Maint	5,384,027	4,705,208	(678,819)	87.4%	100.0%
18	Beale St Assessment	1,874,918	1,874,918	-	100.0%	100.0%
19	Depreciation and Amortization	3,600,000	1,174,906	(2,425,094)	32.6%	100.0%
20	RM2/Clipper Marketing	4,491,000	3,339,657	(1,151,343)	74.4%	100.0%
21	RM2 Operating	34,843,288	25,396,924	(9,446,364)	72.9%	100.0%
22	ABAG SFEP	670,205	670,205	-	100.0%	100.0%
23	BART for IG Contract	1,000,000	691,849	(308,151)	69.2%	100.0%
	Transfers	65,456,896	49,479,484	(15,977,412)	75.6%	100.0%
Debt Service:						
24	Interest and principal payments	439,968,730	410,896,707	(29,072,023)	93.4%	100.0%
25	Financing Costs	16,025,300	12,197,400	(3,827,900)	76.1%	100.0%
	Total Debt Service	455,994,030	423,094,107	(32,899,923)	92.8%	100.0%
Transfer to Capital Fund In (Out):						
26	Transfer to Capital Fund	(523,063)	-	(523,063)	0.0%	100.0%
27	Furniture/Equip./Vehicle	(50,000)	-	(50,000)	0.0%	100.0%
	Total Capital Reserve In (Out)	(573,063)	-	(573,063)	0.0%	100.0%
28	Transfer (to) from Deposit in RM3 Escrow	-	(279,468,378)	279,468,378	100.0%	100.0%
	Total Expense & Transfers	632,901,669	840,777,758	207,876,089	132.8%	100.0%
	Net	\$ -	\$ 123,204,971			

Regional Measure 2 Operating Budget

As of June 2021 (\$000)

	Project Title	Total Budget	Allocation	Actual
RM2 Operating Assistance Program				
1	Richmond Bridge Express Bus	1,744	1,744	1,308
2	Napa Vine Service	301	301	301
3	Express Bus North - serving SFOBB, Dumbarton, San Mateo bridges	2,644	2,644	1,393
4	Express Bus South - serving Carquinez and Benicia Bridges	4,987	4,987	3,860
5	Dumbarton Bus	2,127	2,127	1,595
6	WETA Ferry Operations	11,633	11,633	9,697
7	Owl Service - BART Corridor	1,413	1,413	799
8	MUNI Metro 3rd St	1,763	1,763	-
9	AC Enhanced Bus Service	2,115	2,115	1,586
11	Water Emergency Transportation Authority Regional Planning	2,115	2,115	2,115
12	Clipper Operations	1,888	1,888	770
13	Transbay Transit Center	2,115	2,115	1,973
Total RM2 Operating Assistance Program		34,845	34,845	25,397
RM2 Marketing Assistance Program				
		Total Budget		Actual
N/A	Clipper Marketing	2,600		2,240
N/A	Regional Map and Wayfinding	500		415
N/A	511 Real Time Transit	254		169
N/A	Return-to-Transit Plan	337		244
N/A	Fare Integration Project	300		272
N/A	AC Transit Services	500		-
Total RM2 Marketing Assistance Program		4,491		3,340
Total		\$39,336	\$34,845	\$28,737

CONTRACTS EXECUTED BY EXECUTIVE DIRECTOR
\$2,500-200,000

	June '21
Macias Gini and O'Connell	\$90,000
<i>RM2 recipient agency audit</i>	

PURCHASE ORDERS EXECUTED BY EXECUTIVE DIRECTOR**\$2,500-\$200,000**

	June '21
Ceridian Employer	\$58,000
<i>Payroll system reports access</i>	
SHI	\$22,973
<i>Security system maintenance renewal</i>	
CDW Government Inc	\$11,173
<i>Citrix infrastructure</i>	
ASI Security	\$18,214
<i>McAfee Mvision licenses</i>	

Regional Measure 2 Project Budget
As of June 2021 (\$000) - Life to Date

Program	Project Title	Total Budget	Allocation	Actual	Encumbrance	Balance Remaining
1	BART/MUNI Direct Connection at Embarcadero & Civic Center Stations	\$3,000	1,500	310	1,190	\$1,500
2	SF MUNI Metro 3rd Street LRT Extension	30,000	30,000	30,000	-	-
3	MUNI Historic Streetcar Expansion (E-Line)	10,000	10,000	10,000	-	-
4	Dumbarton Commuter Rail Service ^{i,iv,xvi}	8,932	8,932	8,932	-	-
5	Vallejo Ferry Intermodal Station ^{v,xvi}	26,000	26,000	25,484	516	-
6	Solano County Express Bus Intermodal Facilities ⁱⁱ	12,251	12,251	12,222	30	-
7	Solano County Corridor Improvements near I-80 / I-680 Interchange	100,000	100,000	99,246	754	-
8	I-80 EB HOV Lane Extension from Route 4 to Carquinez Bridge	37,175	37,175	37,175	-	-
9	Richmond Parkway Park & Ride ^{vii}	3,850	3,807	946	2,861	43
10	SMART Extension to Larkspur ^{ii,vii}	56,500	56,500	56,500	-	-
11	Greenbrae Interchange Improvement ^{ii,viii}	43,500	43,500	35,007	8,493	-
12	Direct HOV lane connector from I-680 to the Pleasant Hill BART ^{ix}	20,425	20,107	20,107	-	318
13	Rail Extension to East Contra Costa/E-BART	96,000	96,000	95,623	377	-
14	Capitol Corridor Improvements in Interstate-80/Interstate 680 Corridor ^{vi,x}	35,950	35,950	35,950	-	-
15	Central Contra Costa Bay Area Rapid Transit (BART) Crossover	25,000	25,000	25,000	-	-
16	Benicia-Martinez Bridge: New Span	50,000	50,000	50,000	-	-
17	Remaining Regional Express Bus North - Competitive Program Projects ^{x,x}	18,799	18,799	18,771	28	-
18	Clipper	35,000	35,000	27,886	7,114	-
19	Real-time Transit Information	20,000	20,000	19,606	394	-
20	Safe Routes to Transit	22,500	22,500	21,754	746	-
21	BART Tube Seismic Retrofit	33,801	33,801	33,801	-	-
22	Transbay Terminal/Downtown Extension	150,000	150,000	149,995	5	-
23	Oakland Airport Connector	115,199	115,199	115,199	-	-
24	AC Transit Enhanced Bus - Phase 1 (International Blvd/ Telegraph Ave. Corridor) ^{vii}	77,760	77,760	74,307	3,453	-
25	Commute Ferry Service for Alameda/Oakland/Harbor Bay	12,000	12,000	12,000	-	-
26	Commute Ferry Service for Berkeley/Albany	12,000	12,000	12,000	-	-
27	Commute Ferry Service for South San Francisco	12,000	12,000	11,998	2	-
28	Water Transit Facility Imps., Spare Vessels and Environmental Review	48,000	48,000	48,000	-	-
29	Regional Express Bus South - Remaining Projects ^{iv,vi,xii,xvi}	55,158	48,197	37,756	10,441	6,961
30	I-880 North Safety Improvements ^{xii,xvi}	12,300	12,300	12,299	1	-
31	BART Warm Springs Extension ⁱ	186,000	186,000	182,336	3,664	-
32	I-580 (Tri Valley) Rapid Transit Corridor Improvements	65,000	60,235	52,621	7,614	4,765
33	Regional Rail Master Plan ^{xviii}	6,062	6,062	6,062	-	-
34	Integrated Fare Structure Program	1,500	1,500	900	600	-
35	Transit Commute Benefits Promotion ^{xvii}	5,438	5,438	3,366	2,072	-
36	Caldecott Tunnel Improvements ^{ix}	45,075	45,075	45,074	1	-
37	BART's Fixed Guideway Rehab	64,000	64,000	63,726	274	-
38	Regional Express Lane Network ⁱⁱⁱ	4,825	-	-	-	4,825
39	Modifications in I-80 and San Pablo ⁱⁱⁱ	8,000	8,000	8,000	-	-
40	Caltrain Electrification ^{viii,xii}	20,000	20,000	19,991	9	-
Total		\$1,589,000	\$1,570,588	\$1,519,950	\$50,639	\$18,412

ⁱ Allocated \$91 million from the Dumbarton Commuter Rail Service to the BART to Warm Springs Extension Project per Resolution #3801 dated 1/28/09.

ⁱⁱ Allocated \$1.5 million from the SMART Project to Greenbrae Interchange Improvement Project per Resolution #3801 dated 9/28/11.

ⁱⁱⁱ Allocated \$4.5 million to Regional Express Lane and \$7.4 million to the Modifications in I-80 from the I-80 EB HOV Lane Extension per Resolution #3801 dated 4/24/13.

Res#3801 - Date 5/28/14		
Amount (\$000)	From	To
^{iv} \$14,843	Program 4: Dumbarton Commuter Rail Service program	Program 29: Reginal Express Bus South program
^v \$2,000	Program 5: Vallejo Ferry Intermodal Station program	Program 17: Regional Express Bus North program
^{vi} \$7,749	Program 6: Solano County Express Bus program	Program 14: I-80/I-680 Capital Corridor Improvements program
^{vii} \$12,760	Program 9: Richmond Parkway Park & Ride \$12.15 million & Program 29: Regional Express Bus North program \$610 thousands.	Program 24: AC Transit Enhanced Bus program
^{viii} \$20,000	Program 11: Greenbrae Interchange Improvement	Program 10: SMART Extension to Larkspur
^{ix} \$5,425	Program 36: Caldecott Tunnel Improvements program	Program 12: I-680 Direct HOV Lane Connector to Pleasant Hill BART program
^x \$3,202	Program 17: Regional Express Bus North program	Program 14: I-80/I-680 Capital Corridor Improvements program
^{xi} \$2,300	Program 29: Regional Express Bus South program	Program 30: I-880 North Safety Improvements program
^{xii} \$20,000	Program 4: Dumbarton Commuter Rail Service program	Program 40: Caltrain Electrification program

^{xiii} Increasing funding by \$13 million to the Clipper Project (18) per Res #3801 dated 12/21/16.

^{xiv} Increasing funding by \$21 million to the Regional Express Bus South Project (29) per Resolution #3801 dated 12/21/16.

^{xv} Increasing funding by \$40 million to the Bart's Fixed Guideway Rehab Project (37) per Resolution #3801 dated 12/21/16.

Res#3801 - Date 12/9/2020		
^{xvi} \$225	Program 4: Dumbarton Commuter Rail Service program	Program 29: Regional Express Bus South program
^{xvii} \$438	Program 33: Regional Rail Master Plan xvii	Program 35: Transit Commute Benefits Promotion xvii

Shaded projects are completed

Rehab Project Budget

As of June 2021 (\$000) - Life to Date

Program #	Program	Total Budget	Total Expenses	Encumbrance	Balance Remaining
6811	Antioch Bridge Rehab	70	-	-	70
6812	Benicia-Martinez Bridge Rehab	6,988	3,930	-	3,058
6813	Carquinez Bridge Rehab	42,876	39,821	-	3,055
6814	Richmond-San Rafael Bridge Rehab	128,560	66,038	-	62,522
6825	San Francisco-Oakland Bay Bridge Rehab	257,370	216,704	-	40,666
6826	San Mateo-Hayward Bridge Rehab	142,827	119,659	-	23,168
6827	Dumbarton Bridge Rehab	5,277	5,104	-	173
6828	All Bridges Rehab	132,163	124,697	-	7,466
6829	Caltrans Reserve	58	4	-	54
8030	Completed/Defunded/Transferred Projects	117,302	116,626	-	676
8033	Minor Toll Plaza Rehab Projects	4,580	2,680	-	1,900
8210	New Benicia Bridge *	1,715	695	-	1,020
8315	Site Mitigation & Landscaping	154	83	-	71
8615	I-880/SR-92 Landscaping**	6,288	5,539	-	749
8629	Minor Bridge Rehab Projects	699	179	-	520
	TOTAL CALTRANS REHAB BUDGET	846,927	701,759	-	145,168
8012	All Electronic Tolling	5,963	1,868	1,433	2,662
8528	Bay Lights Maintenance	1,350	1,072	248	30
8530	Drainage Studies for the Bridge	500	491	0	9
8531	Benicia New Toll Plaza ORT	4,153	4,153	-	-
8539	SFOBB Eyebarr Repair Review	2,914	2,660	-	254
8540	Regional Transportation Sea Level Rise Asset	2,000	548	-	1,452
8594	SFOBB West Span Pathway PSR	12,300	11,597	413	290
8602	Hybrid/ETC Lane Modifications	874	874	-	-
8631	Procure New Callboxes	2,344	2,344	-	-
8900	2003 CSC Procurement	12,358	11,046	3	1,309
8901	ETC Transponder Procurement	108,300	92,209	8,457	7,634
8902	2012 CSC Procurement	24,050	20,459	3,205	386
8903	ATCAS Lane Host Upgrades	36,145	32,332	1,461	2,352
8904	Fastrak Sign & Sign Structure Improvements	29,510	29,346	70	94
8905	Misc. Bridge Improvements	28,854	14,601	5,104	9,149
8907	Toll Plaza Capital Improvements	29,833	25,561	3,663	609
8908	Enterprise Computing HW/SW	4,835	3,620	221	994
8909	Gateway Park Planning	18,575	17,458	373	744
8912	ETC Transponder Tag Swap	1,937	1,929	-	8
8913	SFOBB Administration Building	25,319	25,220	-	99
8914	Violation Enforcement System Upgrade	7,842	7,841	-	-
8916	Bay Crossing Study	540	540	-	-
8917	IT Security Procedures & Policies	2,300	699	251	1,350
8918	Maintenance Complex	531	495	32	4
8920	Plaza and Canopy Improvements	9,263	8,545	4	714
8921	SFOBB Lane 17 & 18 Lane Reconfiguration	1,775	1,664	43	68
8922	Metering Lights Replacement	18,000	13,591	1,693	2,716
8923	Bridge Records Recordation and Storage	500	55	-	445
8924	Antioch Bridge Approach	50,000	49,082	828	90
8926	Bridge Modeling & Investigations	5,801	893	57	4,851
8927	CCTV Installation	-	-	-	-
8928	BATA Program Contingency	3,769	300	-	3,469
8930	Richmond-San Rafael Bridge Rehab	87,228	83,839	3,048	341
8931	BATA Infrastructure Relocation	-	-	-	-
8932	ETC Loop Rehabilitation	-	-	-	-
8933	Plan Bay Area TMS	9,000	7,638	200	1,162
8934	Temp License Plate System Implementation	-	-	-	-
8935	Communications in Bridge Corridors	-	-	-	-
8936	Backhaul Connection Infrastructure	1,000	774	62	164
8937	Future CSC Procurement	34,000	2,539	554	30,907
8938	Misc. East Span Project Improvements	4,849	-	-	4,849
8939	Asset Management	6,748	2,255	478	4,015
8940	HOV Lane Enforcement	6,600	1,434	1,266	3,900
8941	CHP - COZEEP/MAZEEP	706	-	-	706
8942	Bridge Yard Capital Improvements	500	-	-	500
8943	Bike/Ped Access to East Span of SFOBB	1,200	519	381	300
8944	Dumbarton Approach and Transit Strategies	17,000	1,352	1,648	14,000
8945	Next Gen Clipper (C2) System	9,600	-	-	9,600
8946	I-680/I-80/ISR-12 Interchange	14,300	7,912	6,388	0
8947	SR-37 Evaluation	8,000	3,858	2,830	1,312
8948	RSR Bridge Forward -	2,000	437	563	1,000
8949	Regional Transportation Commute Challenge	1,076	39	821	216
8000-05	Capital Program Audit	8,300	7,213	40	1,047
8000-16	SRA/RM1 Program Monitoring	46,645	45,649	601	395
	Total BATA REHAB BUDGET	711,187	548,551	46,439	116,196
	TOTAL REHAB BUDGET	\$ 1,558,114	\$ 1,250,310	\$ 46,439	\$ 261,364

Shaded projects are completed

* Moved \$5 million from RM 1 New Benicia Bridge to Caltrans Rehab.

** Moved \$5.958 million from RM 1 I-880/SR-92 Interchange Landscaping to Caltrans Rehab.

Seismic Capital Project Budget
As of June 2021 (\$000) - Life to Date

Program		Base Budget	Current Budget***	Total Expenses*	Encumbrance	Remaining Balance
8103	San Francisco-Oakland Bay Bridge East Span Repl	\$ 5,486,600	\$ 6,519,801	\$ 6,512,450	\$ 7,351	\$ -
8109	San Francisco-Oakland Bay Bridge West Span Retrofit	307,900	305,316	305,316	-	-
8106	San Francisco-Oakland Bay Bridge West Approach Repl	429,000	452,550	450,387	2,163	-
8100	Antioch Bridge Retrofit	-	71,100	71,093	7	-
8122	Dumbarton Bridge Retrofit	-	112,400	112,354	46	-
8112	Richmond-San Rafael Bridge Retrofit	808,100	794,950	794,870	80	-
8115	Benicia-Martinez Bridge Retrofit	177,800	177,830	177,817	13	-
8118	Carquinez Bridge Retrofit	114,200	114,206	114,206	-	-
8121	San Mateo-Hayward Bridge Retrofit	163,500	163,412	163,412	-	-
Subtotal for Bay Area Bridges		7,487,100	8,711,565	8,701,905	9,660	-
8128	Misc Program Costs	30,000	26,030	26,024	6	-
8729	Program Contingency**	989,000	-	-	-	-
8124	Vincent Thomas Bridge Retrofit (<i>non-BATA, for information</i>)	58,500	58,420	58,411	9	-
8127	San Diego-Coronado Bridge Retrofit (<i>non BATA, for</i>)	103,500	103,240	103,235	5	-
Subtotal for Other Bridges		162,000	161,660	161,646	14	-
Total for Toll Bridge Seismic Retrofit Program		\$8,668,100	\$8,899,255	\$8,889,575	\$ 9,680	\$ -

9,194,000

*Includes pre AB144 LTD expenses from Caltrans to April 2006
BATA expenses from May 2006 to current

3,709,068

5,180,507

8,889,575**** Contingency Allocation**

Contingency per Budget	989,000
FY08 (Allocation) and Rescission	(203,920)
FY09 (Allocation) and Rescission	(44,790)
FY10 (Allocation) and Rescission	139,400
FY11 (Allocation) and Rescission	(577,670)
FY12 (Allocation) and Rescission	(15,520)
FY13 (Allocation) and Rescission	32,637
FY14 (Allocation) and Rescission	(130,000)
FY15 (Allocation) and Rescission	(103,800)
FY16 (Allocation) and Rescission	(12,731)
FY17 (Allocation) and Rescission	(33,200)
FY18 (Allocation) and Rescission	(24,671)
FY19 (Allocation) and Rescission	(14,735)
Remaining Balance	<u>-</u>

Shaded projects are completed

***Financial reflects budget update approved on 6/27/18

Other Capital Projects

As of June 2021 (\$000) - Life to Date

Project Title		Total Budget	Actual	Encumbrance	Balance Remaining
849	Express Lanes Capital				
6840	Program Costs: Planning, Coordination & Management	20,255	20,255	-	-
6841	Centralized Toll System	20,980	20,980	-	-
6842	CC-680 Southern Segment Conversion	52,420	52,420	-	-
6843	Capitalized Start-up O&M	4,853	4,853	-	-
6844	ALA-880 Conversion	104,122	104,122	-	-
6845	CC-680 Northern Segment - Southbound Conversion	16,955	16,955	-	-
6846	SOL-80 West Conversion	637	637	-	-
6849	SOL-80 East Express Lane Conversion	10,997	10,997	-	-
6851	84/Dumbarton Bridge	323	323	-	-
6852	92/San Mateo Bridge	369	369	-	-
	Express Lanes Total *	\$ 231,911	\$ 231,911	\$ -	\$ -
847	BATA Project Savings				
6953	CCC - AC Transit	83,000	24,923	30,328	27,749
6954	CCC - Muni	161,930	95,491	66,439	-
6955	CCC - BART	4,800	-	-	4,800
6956	BART Rail Car Replacement	270	-	-	270
	BATA Project Savings Total	\$ 250,000	\$ 120,414	\$ 96,767	\$ 32,819
	Grand Total	\$ 481,911	\$ 352,325	\$ 96,767	\$ 32,819

* The BATA Express Lanes (EL) Capital Fund is closed out on 6/30/2019, the remaining balance of the \$345 million budget funded by BATA/SAFE are rebudgeted in BAIFA EL Capital Fund in FY 2019-20.

AB 1171 Project Budget

As of June 2021 (\$000) - Life to Date

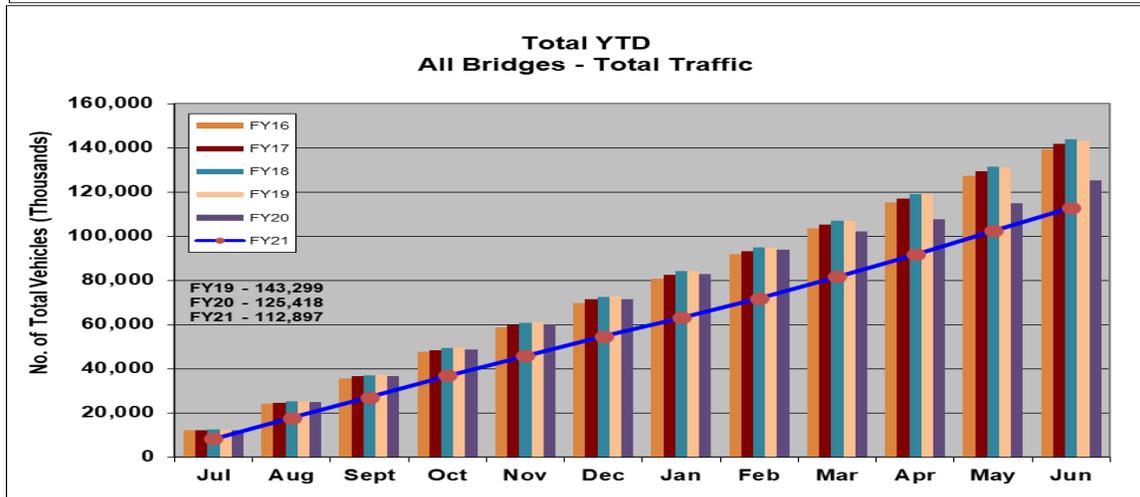
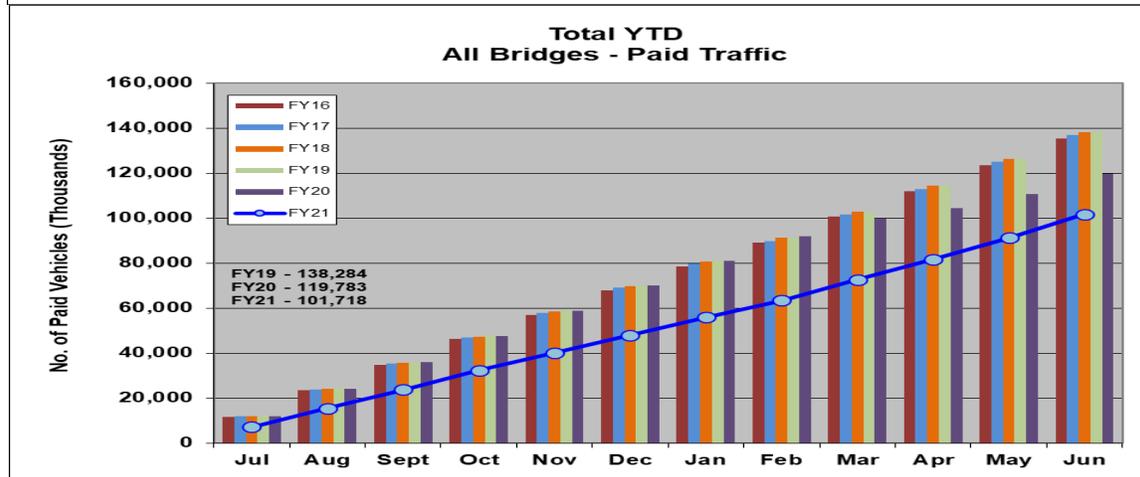
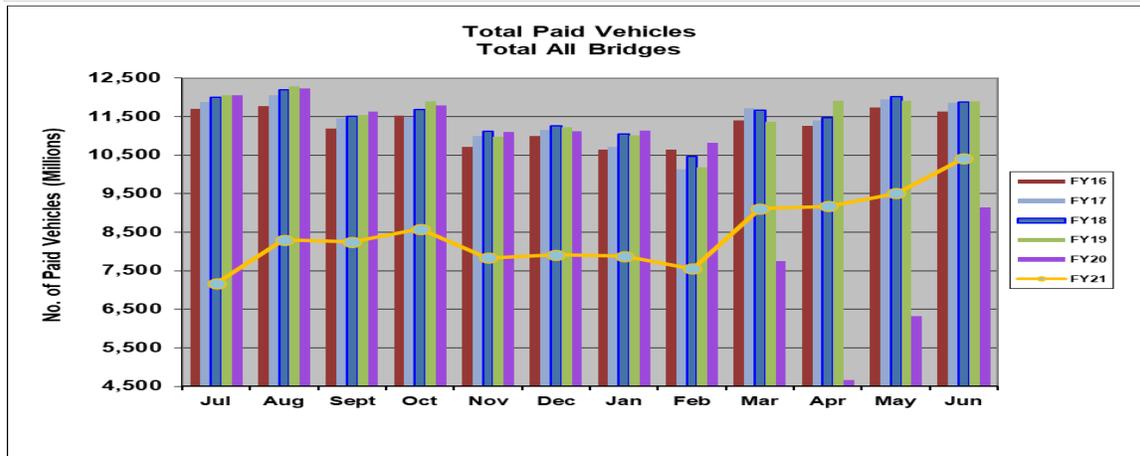
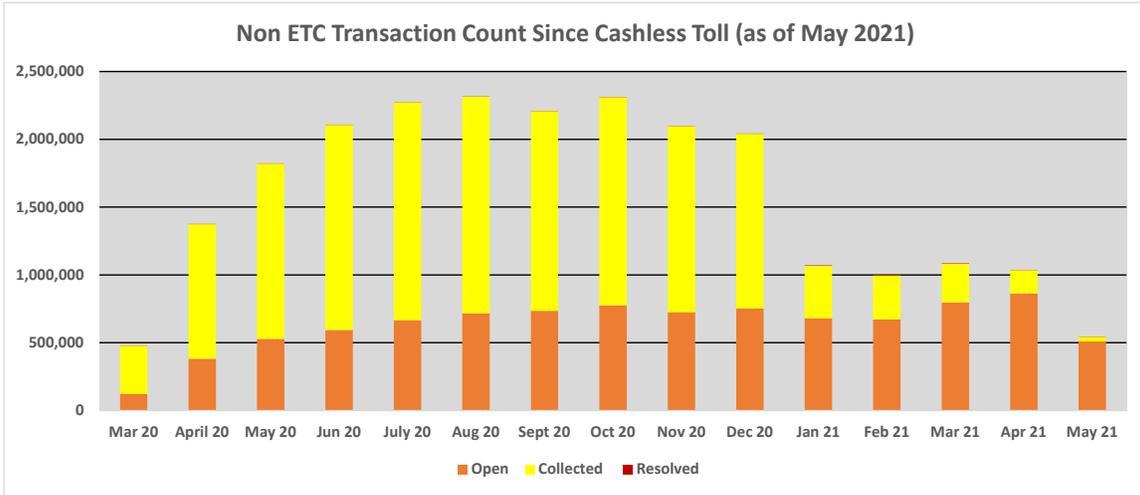
Project Title	Total Budget	Allocation	Actual	Encumbrance	Balance Remaining
Doyle Drive Replacement	80,000	80,000	80,000	-	-
East Contra Costa BART Extension	111,500	111,500	110,049	1,451	-
Transbay Terminal/Downtown Extension: Phase 1	150,000	150,000	149,978	22	-
Tri-Valley Transit Access Improve. To BART	95,000	71,643	19,858	51,785	23,357
Regional Express Lane Network	2,800	2,800	2,800	-	-
Fairfield/Vacaville Train Station	9,000	9,000	9,000	-	-
I80/680 Interchange	100,000	100,000	99,305	695	-
Other Corridor Improvement	10,200	10,150	10,150	-	50
VTA Mission/Warren/Truck Rail Facility	6,500	6,500	5,811	689	-
BART to Warm Spring Extension	5,000	5,000	5,000	-	-
Total	\$570,000	\$546,593	\$491,951	\$54,642	\$23,407

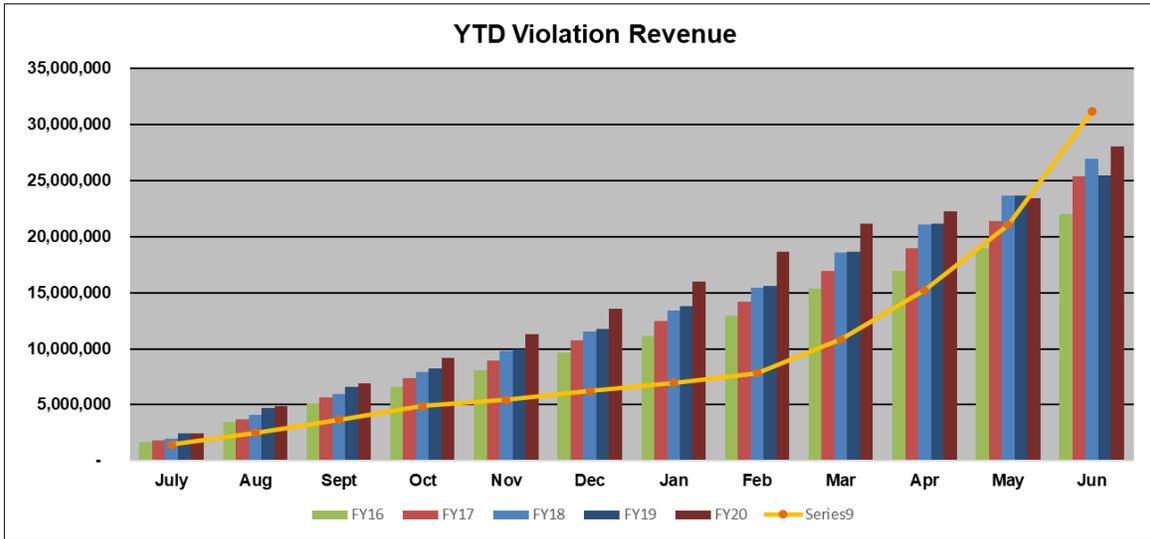
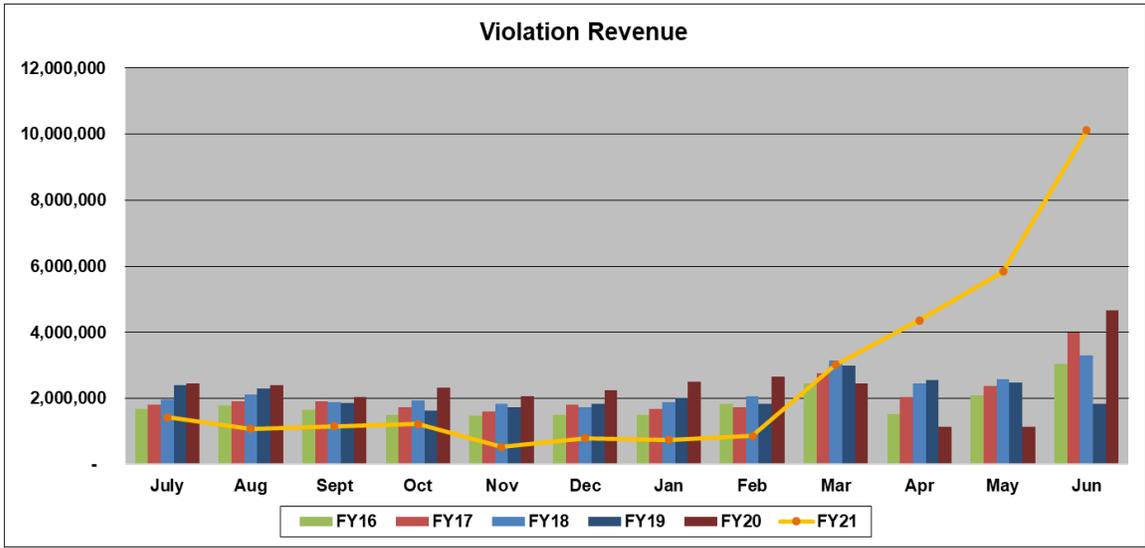
Note: AB 1171 is a discretionary funding source passed by the Legislature and signed by the Governor in October 2001. AB 1171 (Dutra) extends the \$1 seismic surcharge on the seven state-owned Bay Area toll bridges for up to 30 years to finance retrofit work. Project list is included in MTC Resolution #3434.

AB 1171 Program Budget:	\$570,000
Approved Projects:	\$546,593
AB 1171 Program Balance:	\$23,407

Shaded projects are completed

As of June 2021







Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-1035 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 7/28/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: Contract - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 - On-Call Construction Management Services: WSP USA Inc. (\$750,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4c - 21-1035 - WSP Contract RSR Access Improvement.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 - On-Call Construction Management Services: WSP USA Inc. (\$750,000)

Presenter:
Ingrid Supit

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4c - 21-1035

Contract – I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 – On-Call Construction Management Services: WSP USA Inc. (\$750,000)

Subject: A request for Committee approval to enter into a contract with WSP USA Inc. (WSP), in an amount not to exceed \$750,000 under the 2021 BATA On-Call Construction Management Services Bench to perform Construction Management Services to complete the remaining work for the I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project – Construction Package B2.

Background: In July 2016 after a competitive procurement, WSP was selected from the 2014 BATA On-Call Construction Management and Design Services (CM&DS) Bench to provide Construction Management services for the I-580 RSR Bridge Access Improvement Project. The project consisted of three major construction packages:

- Construction Package A: Consisted of the third eastbound lane (peak period use lane) between Marin and Contra Costa Counties. It also included a sliver widening of the Sir Francis Drake Boulevard EB on-ramp to better accommodate bicycle traffic on the right shoulder. New concrete barriers were installed along Standard Avenue to reconfigure the number of eastbound and westbound lanes and to provide a barrier separated path adjacent to Standard Avenue. This contract has been completed, and the lane opened to traffic in April 2018.
- Construction Package B: Consisted of the addition of bike/pedestrian path connections to the RSR Bridge on both sides of the bridge. On the east side, this work constructed a new bicycle/pedestrian path that connects Stenmark Drive to the RSR Bridge in Richmond. On the west side, the work would construct a 10-ft bike/pedestrian path along Francisco Boulevard in San Rafael from the I-580 WB Main Street off-ramp to the Grange Avenue/Francisco Boulevard intersection.

Due to anticipated funding shortfalls, Package B was subsequently broken up into two separate construction packages: Package B1 would cover the east-side connection between Stenmark Drive and the RSR Bridge, while Package B2 would cover the west-side connection along Francisco Boulevard. The Package B1 connection was completed and opened to the public in November 2019 and is currently in the project closeout phase. Unfortunately, Package B2 was deferred due to insufficient funding at the time.

- Construction Package C: Contract with Lindsay Transportation Solutions, Inc. to install, operate, and maintain the moveable concrete barrier system that is referenced in Construction Package B1.

In April 2021, BATA was awarded a \$4.3M grant from Cycle 5 of the Regional Active Transportation Program (ATP) to complete Construction Package B2. The work is anticipated to start in December 2021.

In April 2021, the BATA Oversight Committee approved the 2021 On-Call Construction Management Bench, comprising eight pre-qualified firms. Award of contracts may take place by direct selection or via mini-procurement. Upon review of the listed firms, WSP is the firm that would be best qualified to provide construction management support for Construction Package B2, given their direct experience with the other construction packages. Since WSP has been the Construction Manager for all of the other construction packages (A, B1 and C), they will be uniquely positioned to continue providing construction management services for Package B2. The WSP team's familiarity with the scope of work, the site constraints, and their relationships with the local utility companies, give them the advantage to efficiently manage the Package B2 construction contract. Through a direct selection process, staff intends to leverage the knowledge, experience, and lessons-learned that WSP team has already gained from Packages A, B1 and C and apply them to Package B2 in a construction management support capacity.

It should also be noted that Package B2 was included in WSP's original scope of work when the contract was awarded in 2016, but since there was insufficient funding, the work for Package B2 did not move forward.

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

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract with WSP USA Inc. in an amount not to exceed \$750,000 to provide construction management services for the I-580 Richmond-San Rafael Bridge Access Improvement Project Package B2, subject to the approval of future BATA budgets.

Attachments: Attachment A: Small Business and Disadvantaged Business Enterprise Status; and Request for Committee Approval – Summary of Proposed Contract


Therese W. McMillan

Attachment A

Small Business and Disadvantaged Business Enterprise Status

	Firm Name	Role on Project	DBE* Firm			SBE** Firm		
			Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	WSP USA, Inc.	Construction Management			X			X
Subcontractor	Kleinfelder, Inc.	Material Source Inspection			X			X
Subcontractor	CirclePoint	Public Outreach			X	X	40528	

*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.: 8953

Consultant: WSP USA, Inc.
Antioch, CA

Work Project Title: On-Call Construction Management Services: Richmond-San Rafael Bridge Access Improvement Project – Package B2

Purpose of Project: To provide construction management services for the Richmond-San Rafael Bridge Access Improvement Project.

Brief Scope of Work: Consultant shall perform construction management and construction administration services in accordance with Caltrans Construction Manual and Caltrans Standard Specifications and Plans for the construction of the Richmond-San Rafael Bridge Access Improvement Project Package B2.

Project Cost Not to Exceed: \$750,000

Funding Source: Toll Bridge Rehabilitation Program Funds

Fiscal Impact: \$550,000 is included in the BATA budget for FY 2021-22
The remaining \$200,000 is subject to approval of future BATA budgets.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with WSP USA, Inc. to perform construction management services for the Richmond-San Rafael Bridge Access Improvement Project as described above and in the BATA Oversight Committee Summary Sheet dated September 8, 2021 and the Chief Financial Officer is authorized to set aside \$550,000 for such contract, and \$200,000 subject to future annual budget approvals.

BATA Oversight:

Amy Worth, Chair

Approved: September 8, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-1036 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 7/28/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: Contract - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 - Utility Relocation: Pacific Gas & Electric (\$500,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4d - 21-1036 - PGE Utility Relocation RSR Access Improvement.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 - Utility Relocation: Pacific Gas & Electric (\$500,000)

Presenter:

Ingrid Supit

Recommended Action:

Committee Approval

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4d - 21-1036

Contract - I-580 Richmond-San Rafael (RSR) Bridge Access Improvement Project Package B2 – Utility Relocation: Pacific Gas & Electric (\$500,000)

Subject: A request for Committee approval to enter into a contract with Pacific Gas & Electric Company (PG&E) for utility relocation services in support of the Richmond-San Rafael (RSR) Bridge Access Improvement Project - Package B2, in an amount not to exceed \$500,000.

Background: The RSR Bridge Access Improvement Project - Packages A and B1 have constructed a new bicycle and pedestrian path between Castro Street in Richmond and the Vista Point in San Rafael, as well as a new bi-directional bicycle path on the shoulder of the I-580 westbound Sir Francis Drake Boulevard off-ramp flyover. The RSR Bridge Access Improvement Project - Package B2 will complete the gap between the Vista Point and the off-ramp flyover on the Marin County side, by widening the sidewalk along Francisco Boulevard for a bi-directional shared-use facility.

The Package B2 proposed improvements conflict with existing utility poles that are supporting PG&E's electrical overhead lines, shared with Comcast and AT&T communication lines. As a result, the project will relocate the overhead utility facilities by undergrounding the PG&E electrical lines in a joint trench with Comcast and AT&T. The project is scheduled to be advertised for construction in October 2021 and Construction is anticipated to start in December 2021.

On November 2, 2016, the BATA Oversight Committee approved a purchase order for an Engineering Advance payment of \$315,000 for PG&E to perform engineering and design services to relocate the electrical overhead lines in support of Package B2 project. Based on this work, staff received PG&E's cost estimate in the amount of \$815,000 for engineering, design, and construction. Subtracting out the Engineering Advance payment of \$315,000, the remaining amount for this contract approval is \$500,000 to cover the construction work.

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract with Pacific Gas & Electric Company in an amount not to exceed \$500,000 for utility relocation services.

Attachments: Request for Committee Approval – Summary of Proposed Contract.



Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.: 8953

Consultant: Pacific Gas and Electric Company

Work Project Title: Utility Relocation Services: Richmond-San Rafael Bridge Access Improvement Project Package B2 – Utility Relocation

Purpose of Project: To relocate existing overhead utilities along Francisco Boulevard

Brief Scope of Work: PG&E (Utility Owner) shall perform engineering, construction, operations and maintenance work to support the proposed undergrounding of the existing utility overhead lines along Francisco Boulevard for the RSR Bridge Access Improvement Project (Package B2).

Project Cost Not to Exceed: \$500,000

Funding Source: Toll Bridge Rehabilitation Program Funds)

Fiscal Impact: Funding is included in the FY 2021-22 BATA Budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with Pacific Gas and Electric Company for Utility Relocation Services as described above and in the BATA Oversight Committee Summary Sheet dated September 8, 2021 and the Chief Financial Officer is authorized to set aside \$500,000 for such contract.

BATA Oversight:

Amy Worth, Chair

Approved: September 8, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-1020 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 7/26/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: Contract Amendment - Advanced Toll Collection and Accounting System (ATCAS II): TransCore, LP (\$1,183,822)

Sponsors:

Indexes:

Code sections:

Attachments: [4e - 21-1020 - ATCAS Contract Amendment TransCore.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract Amendment - Advanced Toll Collection and Accounting System (ATCAS II): TransCore, LP (\$1,183,822)

Presenter:
Jeff Gerbracht

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4e - 21-1020

Contract Amendment – Advanced Toll Collection and Accounting System (ATCAS II): TransCore, LP (\$1,183,822)

Subject: A request for Committee approval to enter into a contract amendment with TransCore, LP (TransCore) in an amount not to exceed \$1,183,822 to a) provide funds for replacement spare parts, b) provide additional funds to complete end-of-life hardware and software upgrades, and c) make a price adjustment to TransCore’s operating maintenance budget, which the contract authorizes TransCore to receive annually.

Background: Following a competitive procurement, BATA entered into a contract with TransCore in 2009 to replace the original toll collection and accounting system. Installation was completed in late 2013 followed by six years of maintenance along with an additional two-year extension which will end in September 2022.

While maintaining the toll collection system, TransCore periodically replaces broken equipment such as cameras, antennas and printers. TransCore also proactively replaces equipment prior to failure, such as in-ground treadles for counting vehicle axles. The spare parts budget is based on usage from previous years along with forecasts of potential additional needs that may occur in the coming year. This Amendment adds \$600,000 for October 2021 to September 2022 for spare parts.

BATA’s toll system is currently being upgraded to replace end-of-life hardware and software which could leave systems vulnerable to new security threats. BATA has determined additional tasks are needed to successfully complete the project. The added scope of work includes building in a Factory Acceptance Test, employing additional labor to update the plaza servers, scheduling more design meetings along with adding lane closures to support the need for new plaza IP addresses. This Amendment adds \$444,843 to complete end-of-life hardware and software upgrades.

The operating maintenance budget under the TransCore contract for the year ending September 30, 2021 is \$3,194,558. For the year ending September 30, 2022, this amount is subject to an adjustment based on increases and decreases in the Consumer Price Index (CPI) taken from the Urban Wage Earners and Clerical Workers for the San Francisco – Oakland – San Jose area. This Amendment adds \$138,979 for the annual contract price adjustment.

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

Recommendation: Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with TransCore in an amount not to exceed \$1,183,822 to continue providing toll system maintenance.

Attachments: Attachment A – Small Business and Disadvantaged Business Enterprise Status; and
Request for Committee Approval – Summary of Proposed Contract Amendment



Therese McMillan

Attachment A

Small Business and Disadvantaged Business Enterprise Status

	Firm Name	Role on Project	DBE* Firm			SBE** Firm		
			Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	TransCore, LP	Installation/Maintenance of Tolling System			X			X
Subcontractor	Transport Data Systems	Provide maintenance services for hardware and software of cameras.			X			X
Subcontractor	Statewide Traffic Control	Perform maintenance of traffic (MOT) activities.			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 Amendment

Work Item No.: 1252

Vendor: TransCore, LP (Nashville, Tennessee)

Work Project Title: New Advanced Toll Collection and Accounting System (ATCAS II)

Purpose of Project: Maintaining the Toll Collection and Accounting System operated on the seven state-owned toll bridges.

Brief Scope of Work: Provide funds for replacement spare parts, additional funds to complete end-of-life hardware and software upgrades, and a price adjustment to TransCore's operating maintenance budget, which the contract authorizes TransCore to receive annually.

Project Cost Not to Exceed: This amendment: \$1,183,822
Current contract amount before this amendment: \$55,309,171
Maximum contract amount after the amendment: \$56,492,993

Funding Source: BATA Toll Bridge Program Operating Funds

Fiscal Impact: Funds are 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 TransCore, LP to provide continuing maintenance services as described above and in the BATA Oversight Committee Summary Sheet dated September 8, 2021, and the Chief Financial Officer is authorized to set aside funds in the amount of \$1,183,822 for such contract amendment.

BATA Oversight Committee:

Amy Worth, Chair

Approved: September 8, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-1046 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 7/28/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: Contract- Internal Project Auditing and Reporting Support Services: KPMG, LLC (\$750,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4f - 21-1046 - KPMG- Internal Project Auditing and Reporting Services.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract- Internal Project Auditing and Reporting Support Services: KPMG, LLC (\$750,000)

Presenter:
Rosalynn Chongchaikit

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4f - 21-1046

Contract– Internal Project Auditing and Reporting Support Services: KPMG, LLC (\$750,000)

Subject: A request for Committee approval to enter into a contract with KPMG, LLP in an amount not to exceed \$750,000 over two years to support the development and evaluation of the capital portfolio process for the Toll Bridge Rehabilitation Program and provide related advisory services to BATA.

Background: Under state law, BATA is responsible for the operations, maintenance and repair costs for the seven state-owned toll bridges in the Bay Area. This includes funding the Toll Bridge Rehabilitation Program capital portfolio projects to maintain the region's seven toll bridges.

As part of long-range financial planning, KPMG performs internal project auditing and reporting services for projects related to BATA bridge rehabilitation including capital planning process assessment. In the course of this work, KPMG has identified areas of improvement to further strengthen BATA's investment, planning, compliance and oversight functions. This will, in turn, strengthen financial budget and planning for bridge maintenance consistent with the review by the BATA Recovery Ad Hoc Working Group and Action Plan adopted by BATA. KPMG, LLP has significant experience both with BATA electronic toll operations as well as the financial budget and planning for bridge maintenance. For these reasons, staff proposes direct selection of KPMG to support the development and evaluation of the capital portfolio process for the Toll Bridge Rehabilitation Program and provide related advisory services.

KPMG, LLP is one of the firms in the internal auditing and reporting services bench approved by the BATA Oversight Committee on March 11, 2020. Task assignments to bench consultants is determined at BATA's sole discretion according to the Request for Qualifications governing the procurement for the bench.

KPMG, LLP is neither a small business nor a disadvantaged business enterprise and has no subcontractors.

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract with KPMG, LLP in an amount not to exceed \$750,000 over two years to support the development and evaluation of the capital portfolio process for the Toll Bridge Rehabilitation Program (Program) and provide related advisory services to BATA.

Attachments: Request for Committee Approval – Summary of Proposed Contract



Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.: 1251

Consultant: KPMG, LLP, San Francisco, CA

Work Project Title: Internal Project Auditing and Reporting Support Services

Purpose of Project: Internal Project Auditing and Reporting Support Services

Brief Scope of Work: To support the development and evaluation of the capital portfolio process for the Toll Bridge Rehabilitation Program and provide related advisory services to BATA.

Project Cost Not to Exceed: This contract: \$750,000 over two years

Funding Source: Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds are included in the FY 2021-22 Toll Bridge Rehabilitation Program budget.

Motion by Authority: That the Executive Director or designee is authorized to negotiate and enter into a contract with KPMG, LLP to support the development and evaluation of the capital portfolio process for the Toll Bridge Rehabilitation Program and provide related advisory services to BATA, as described above and in the BATA Oversight Committee Summary Sheet dated September 8, 2021 and that the Chief Financial Officer is directed to set aside funds in the amount of \$750,000 for such contract .

BATA Oversight Committee:

Amy R. Worth, Chair

Approved: September 8, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-0573 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 3/31/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

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

Sponsors:

Indexes:

Code sections:

Attachments: [4g - 21-0573 - Contract Kalamuna.pdf](#)

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

Presenter:
Lysa Hale

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4g - 21-0573

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

Subject: A request for Committee approval to enter into a contract with Kalamuna for FasTrak® website services in an amount not to exceed \$300,000.

Background: BATA engages contractors to assist with the implementation of website initiatives to benefit current and potential FasTrak® customers. A primary goal of BATA's customer education and marketing program is 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.

In December 2020, the Metropolitan Transportation Commission (MTC) Operations Committee approved an on-call bench of prequalified consultants to provide technical assistance for six categories: 1) Program Management, 2) Planning, 3) Operational Monitoring and Report, 4) Technology Oversight, 5) Communications and Customer Information Services and 6) Compliance and Risk Management Services. In December 2020, the Metropolitan Transportation Commission (MTC) Administration Committee approved an on-call bench of prequalified consultants to provide website assistance for two categories: 1) Website Operations and Maintenance Services and 2) Website Design, Development and Enhancement Services. The RFQs that governed the selection of these benches specified that MTC could conduct informal solicitations among qualified firms to assist in assigning work. Both benches may be utilized for a three-and-a-half-year period ending June 30, 2024. Other public agencies, such as BATA, are authorized to obtain services from the bench contractors at the same terms and conditions provided to MTC.

In May 2021, BATA staff solicited proposals for FasTrak® consultant assistance from the nine firms qualified under the 2020 EPS On-Call Consultant Bench, Category 5: Communications and Customer Information Services and the twenty firms qualified under the 2020 Website Support Services Bench, Category 2: Website Design, Development and Enhancement Services. BATA received nine proposals on July 16, 2021 in response to the Request for Proposals. The proposals were evaluated by a panel of agency staff based on the following criteria: 1) Qualifications and Team Experience; 2) Approach to Completing the Project; 3) Cost effectiveness, including hourly rates, reasonableness and

appropriateness of preliminary task budget; and 4) Presentation, as evidenced in the written proposal. Following are the overall scores:

Firm	Total Score Out of 100
Kalamuna	91.33
Interpersonal Frequency	81.33
Forum One	80.00
360Civic	79.33
MIG, Inc.	79.00
Digital Echidna	77.00
FivePaths LLC	76.33
Peak Digital, LLC	69.33
Planeteria Media	65.00

The work contemplated in this contract includes:

1. Review usability studies and conduct new usability studies as needed;
2. Create new and revised pages and wireframes as needed;
3. Translate website text;
4. Implement a site-wide search function; and
5. Research and propose a content management system for the website.

The maximum contract amount is \$300,000, and the period of performance extends to June 30, 2022.

Kalamuna is a small business enterprise but is not a disadvantaged business enterprise. Its subcontractor, Convey, Inc., is both a small business and a disadvantaged business enterprise.

Issues: There are no issues with this proposed contract.

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract with Kalamuna in an amount not to exceed \$300,000 to provide website design and enhancement services as described above.

Attachments: Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status.


Therese W. McMillan

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	Website design and enhancement services			X	X	2009467	
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
Oakland, CA

Work Project Title: FasTrak® Website Services

Purpose of Project: 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: Review usability studies and conduct new usability studies as needed; create new and revised 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.

Project Cost Not to Exceed: \$300,000. .

Funding Source: BATA Operating Funds

Fiscal Impact: Funds are included in the FY 2021-22 BATA budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract t with Kalamuna for website design and enhancement services described above and in the BATA Oversight Committee Summary Sheet dated September 8, 2021 and that the Chief Financial Officer is authorized to set aside \$300,000 for such contract.

Operations Committee:

Amy Worth, Chair

Approved: September 8, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-1019 **Version:** 1 **Name:**

Type: Resolution **Status:** Authority Approval

File created: 7/22/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: BATA Resolution No. 143, Revised. Program of Projects for BATA's Formula Share of the Local Partnership Program - Cycle 3.

Sponsors:

Indexes:

Code sections:

Attachments: [4h - 21-1019 - Reso 143 Local Partnership Program Cycle 3.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

BATA Resolution No. 143, Revised. Program of Projects for BATA's Formula Share of the Local Partnership Program - Cycle 3.

Presenter:

Rosalynn Chongchaikit

Recommended Action:

Authority Approval

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4h - 21-1019

BATA Resolution No. 143, Revised. Program of Projects for BATA's Formula Share of the Local Partnership Program – Cycle 3.

Subject: A request for Authority approval of BATA Resolution No. 143. Revised authorizing the Cycle 3 program of projects for BATA's formula share of the Local Partnership Program.

Background: 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.

BATA is eligible to receive LPP formula funds due to Regional Measures 1, 2 and 3.

On April 28, 2021 BATA adopted the original list of projects for programming the \$18.177 million from Cycle 3 LPP formula funds. Staff recommends revising the project list to include the San Mateo – Hayward Bridge Painting Towers project ready to list for construction in FY 22 and removing San Francisco-Oakland Bay Bridge Open Road Tolling Civil Design, which will be funded with bridge tolls. Allocation of LPP funds to the San Mateo – Hayward Bridge Painting Towers project fully funds construction for this priority rehabilitation project. Project details are as follows:

San Mateo – Hayward Bridge Painting Towers Construction

This Project proposes to clean and paint both the exterior surface and the interior surface of the steel towers from Piers 12 to 18 and Piers 21 to 27 of the San Mateo–Hayward Bridge (Bridge No. 35 0054) on State Route (SR) 92 in San Mateo County. The project will also replace the existing structural bolts on the towers, the hinges and other hardware on the tower access doors, and the pier access ladders.

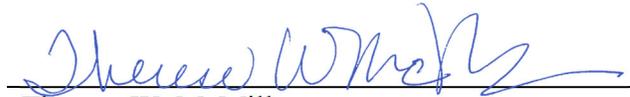
The proposed projects meet the requirements set forth in CTC's approved LPP Guidelines. The programming amounts and years are summarized in Table 1.

Table 1: LPP Formula Programming Summary Cycle 3 (in \$millions)

LPP Formula Project	FY 22	FY23	Totals
San Mateo – Hayward Bridge Painting Towers Construction	\$3.177		\$3.177
Bay Bridge Forward: ALA 80 WB Bus Lane Construction		\$2.0	\$2.0
Bay Bridge Forward: ALA I-80/Powell Construction		\$3.0	\$3.0
Alameda 680 SB Express Lanes Construction	\$10.0		\$10.0
LPP Formula Funds Total	\$13.177	\$5.0	\$18.177

Recommendation: Staff recommends that this Committee refer BATA Resolution No. 143, Revised, the BATA program of projects for BATA’s formula share of the Local Partnership Program (LPP), to the Authority for approval.

Attachments: BATA Resolution No. 143, Revised, the BATA program of projects for BATA’s formula share of the Local Partnership Program (LPP).


Therese W. McMillan

Date: April 28, 2021
W.I.: 1251
Referred by: BATA Oversight
Revised: 09/22/21-BATA

ABSTRACT

BATA Resolution No. 143, Revised

This resolution adopts the program of projects for BATA's formula share of the Local Partnership Program (LPP), for submission to the California Transportation Commission (CTC), consistent with the provisions of Senate Bill 1 (Chapter 5, Statutes of 2017).

- Attachment A – Formula Distribution for FY 20-21, FY 21-22, and FY 22-23
- Attachment B – Program of Projects for BATA Formula Share of SB 1 LPP

This resolution was revised on September 22, 2021 to update Attachment B which included the Program of Projects for BATA Formula Share of SB 1 LPP.

Further discussion of this action is contained in the BATA Oversight Committee's Summary Sheets dated April 14, 2021 and September 8, 2021.

Date: April 28, 2021
W.I.: 1251
Referred by: BATA Oversight

RE: Adoption of Program of Projects for BATA's Formula Share of SB 1
Local Partnership Program (LPP)

BAY AREA TOLL AUTHORITY
RESOLUTION NO. 143

WHEREAS, Streets and Highways Code Sections § 30950 et seq. created the Bay Area Toll Authority (“BATA”); and

WHEREAS, Streets and Highways Code § 30950 et seq. transfers to BATA certain duties and responsibilities of the California Transportation Commission (“CTC”) and California Department of Transportation (“Caltrans”) for the toll bridges owned and operated by Caltrans in the San Francisco Bay Area; and

WHEREAS, on November 8, 1988, voters approved Regional Measure 1, increasing the toll for passenger vehicles on the seven state-owned toll bridges in the San Francisco Bay Area to a uniform \$1.00, with proceeds contributing towards a revenue bond program for construction and improvement of bridges and mass transit extensions designed to reduce bridge traffic, as authorized by Senate Bill 45 (Chapter 406, Statutes of 1988), commonly referred to as Regional Measure 1 (“RM1”); and

WHEREAS, on March 2, 2004, voters approved Regional Measure 2, increasing the toll for all vehicles on the seven state-owned toll bridges in the San Francisco Bay Area by \$1.00, with this dollar funding various transportation projects within the region that have been determined to reduce congestion or to make improvements to travel in the toll bridge corridors, as identified in SB 916 (Chapter 715, Statutes of 2004), commonly referred to as Regional Measure 2 (“RM2”); and

WHEREAS, pursuant to Section 30923 of the Streets and Highways Code a special election was held on June 5, 2018, in the City and County of San Francisco, and the Counties of Alameda, Contra Costa, Marin, Napa, San Mateo, Santa Clara, Solano, and Sonoma (individually, each a “County” and, collectively, the “Counties”) to approve a toll increase of three dollars (\$3.00) phased in over time, including a one dollar (\$1.00) toll increase on January 1, 2019, a one dollar (\$1.00) toll increase on January 1, 2022, and a one dollar (\$1.00) toll increase on January 1,

2025, for vehicles traveling on the state-owned bridges located in the San Francisco Bay Area (“RM3”); and

WHEREAS, on September 26, 2018, the Authority adopted Resolution No. 126 accepting certified statements from the Registrar of Voters of the City and County of San Francisco and each of the Counties and observing that a majority of all voters voting on Regional Measure 3 at such special election voted affirmatively for Regional Measure 3; and

WHEREAS, on April 28, 2017, the Governor signed Senate Bill 1 (Chapter 5, Statutes of 2017) into law, authorizing an increase to various transportation-related taxes and fees, and directing \$200 million per year to the Local Partnership Program to reward agencies that have voter-approved taxes, tolls, or fees dedicated solely to transportation purposes; and

WHEREAS, on April 29, 2020, the California Transportation Commission (CTC) approved the Guidelines for the Local Partnership Program, which specifies 60% of annual revenues be directed towards a Formula Program for those agencies with voter-approved taxes, tolls, and fees; and

WHEREAS, BATA submitted documentation demonstrating RM1, RM2, and RM3 as voter-approved tolls, meeting CTC’s requirements to receive a formula share for the Local Partnership Program; and

WHEREAS, CTC adopted the formula share funding distribution for the Local Partnership Program on March 25, 2020; and

WHEREAS, BATA nominates projects for the formula share funding distribution for the Local Partnership Program; now, therefore, be it

RESOLVED, that BATA adopts BATA’s Formula Program Funding Distribution (Attachment A) of the Local Partnership Program and the Formula Program of Projects (Attachment B) both attached hereto and incorporated herein as though set forth at length; and, be it further

RESOLVED, that the Executive Director may make minor adjustments to Attachments A and B to respond to direction from the California Transportation Commission and/or the California Department of Transportation (Caltrans); and, be it further

RESOLVED, that BATA's adoption of the Program of Projects for BATA's Formula Share of the Local Partnership Program is for planning purposes only, with each project still subject to environmental review; and, be it further

RESOLVED, that the Executive Director shall forward a copy of this resolution, and such other information as may be required to the CTC, Caltrans, and to such other agencies as may be appropriate.

BAY AREA TOLL AUTHORITY

A handwritten signature in black ink, consisting of a large, stylized 'A' followed by a horizontal line extending to the right.

Alfredo Pedroza, Chair

The above resolution was entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco, California and at other remote locations, On April 28, 2021.

Attachment A
SB1 Local Partnership Program (LPP)
Formula Program - Distribution
FY 2021-23
April, 2021

BATA Resolution No. 143
Attachment A
Date: April 28, 2021
Referred by: BATA Oversight Committee

Funding Distribution (Approved by CTC on March 25, 2020)

SB1 Local Partnership Program (LPP)	Fiscal Year	MTC/BATA
LPP Formula Share Distribution (RM1 and RM2)	2020-2021	\$6,059,000
	2021-2022	\$6,059,000
	2022-2023	\$6,059,000
Total		\$18,177,000

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Attachment B
SB1 Local Partnership Program (LPP)
Formula Program - Project List
FY 2021-23
September 2021

BATA Resolution No. 143
Attachment B
Date: April 28, 2021
Referred by: BATA Oversight Committee
Revised: 9/22/21-BATA

Project List

SB1 Local Partnership Program (LPP)						
Formula Program	County	Sponsor	Match Source	Other Funds Amount	LPP Cycle 3 Amount	Total Amount
San Mateo - Hayward Bridge Structural Steel Painting (Towers)	Alameda/San Mateo	CalTrans	Bridge Tolls	\$10,423,000	\$3,177,000	\$13,600,000
Bay Bridge Forward: ALA 80 WB Bus Lane Construction	Alameda	BATA	Local	\$2,000,000	\$2,000,000	\$4,000,000
Bay Bridge Forward: ALA I-80/Powell Construction	Alameda	BATA	Local	\$3,000,000	\$3,000,000	\$6,000,000
I-680 Southbound Express Lane from State Route 84 to Alcosta Boulevard	Alameda	Alameda CTC	Local/State	\$215,000,000	\$10,000,000	\$225,000,000
Total				\$230,423,000	\$18,177,000	\$248,600,000

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Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-1121 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 8/19/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: Contract Change Order - FasTrak® Regional Customer Service Center:
COVID-19 Costs and Re-send Golden Gate Bridge Second Notices (\$2,440,246)

Sponsors:

Indexes:

Code sections:

Attachments: [4i - 21-1121 - Contract Chang Order Conduent Covid and GGB Support.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Change Order - FasTrak® Regional Customer Service Center:
COVID-19 Costs and Re-send Golden Gate Bridge Second Notices (\$2,440,246)

Presenter:

Beth Zelinski

Recommended Action:

Committee Approval

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 4i - 21-1121

Contract Change Order – FasTrak® Regional Customer Service Center: COVID-19 Costs and Re-send Golden Gate Bridge Second Notices (\$2,440,246)

- Subject:** This memorandum requests approval of a correction to the June 9, 2021 approval of the contract change order with Conduent State and Local Solutions, Inc. (Conduent) for COVID-19 costs and costs to re-send Golden Gate Bridge (GGB) second notices for 2020 violation transactions in an amount not to exceed \$2,440,246. Staff requests approval to correct an inadvertent error in the description of the COVID-19 costs that will be billed.
- Background:** After the June 9, 2021 BATA Oversight Committee meeting staff discovered an inadvertent error in the original memo for approval of the change order for the COVID-19 costs. The memo stated that Conduent would bill for actual costs that are incurred. The memo should have indicated that Conduent will bill the actual costs plus overhead and profit. The estimated COVID-19 expenses included the expected overhead and profit and there is no change to the requested approval amount.
- Recommendation:** Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$2,440,246 for COVID-19 costs and to re-send GGB second notices.
- Attachments:** Attachment A - Small Business and Disadvantaged Business Enterprise Status; Attachment B - Committee Memo dated June 9, 2021; and Request for Committee Approval – Summary of Proposed Contract Change Order



Therese W. McMillan

Attachment A

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 Company	Third Party Call Center			X			X

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

**Denotes certification by the State of California.

Bay Area Toll Authority Oversight Committee

June 9, 2021

Agenda Item 4c - 21-0693

Contract Change Order – FasTrak® Regional Customer Service Center: COVID-19 Costs and Re-send Golden Gate Bridge Second Notices (\$2,440,246)

Subject: A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) for COVID-19 costs and costs to re-send Golden Gate Bridge (GGB) second notices for 2020 violation transactions in an amount not to exceed \$2,440,246.

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 March 2020, due to the COVID-19 pandemic and stay at home orders, the cash toll collectors were removed from the bridge toll booths for their safety. BATA implemented an emergency invoice process where drivers who did not pay their toll with FasTrak® were sent an invoice for the toll only. While this was originally expected to be a limited operation, it was determined that toll collectors could not safely return for an extended period. The COVID-19 health orders have significantly impacted the CSC operations and will continue until operations can fully return to normal. Conduent has submitted a claim for COVID-19 expenses they have incurred and expect to incur through December 2021 in the amount of \$2,216,700. The costs include hiring certified nursing assistants to conduct daily employee wellness checks, monitor health orders, and review operations to ensure COVID physical distancing and other safety requirements are being met; additional janitorial and cleaning services; system expansion and equipment to incorporate a third-party call center in order to provide additional call center staff; information inserts in cashless notices; and other system enhancements to address work from home support, system reliability and expand staffing availability during hiring challenges. Conduent will bill BATA for actual costs that are incurred.

Also, in March 2020, at the direction of BATA and its partner agencies, the CSC temporarily stopped sending violation notices that had escalated from first to second notice due to COVID-19. This was to reduce demand on the CSC which had limited resources and to alleviate immediate response from the public. In November, the CSC resumed sending the delayed second notices. The current policy is that if a second notice is not paid, it will be sent to the DMV to be collected with the vehicle registration renewal fees or sent to a collection agency. The CSC intends to resume sending unpaid violations to DMV and collections. However, the GGB Highway and Transportation District (the District) has requested that the CSC send another second notice prior to sending violations that

Bay Area Toll Authority Oversight Committee

June 9, 2021

Page 2 of 2

Agenda Item 4c - 21-0693

occurred in 2020 to DMV and collections. The cost for this effort is shown in the table below. The District will pay for these costs.

Estimated volume 2 nd notices to be resent	Unit Price	Total Cost
224,373	\$ 0.9963	\$223,546

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$2,440,246 for COVID-19 costs and to re-send GGB second notices.

Attachments: Attachment A - Small Business and Disadvantaged Business Enterprise Status; and Request for Committee Approval – Summary of Proposed Contract Change Order



 Therese W. McMillan

Attachment A
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 Company	Third 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

Work Item No.: 1252

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

Work Project Title: FasTrak® Regional Customer Service Center (CSC)

Purpose of Project: COVID-19 Costs and Support Golden Gate Bridge (GGB)

Brief Scope of Work: Additional operations costs during COVID-19 and resend
GGB second notices from CY2020

Project Cost Not to Exceed: This Change Order: \$2,440,246
Current contract amount before this Change Order: \$258,062,475
Maximum contract amount after this Change Order: \$260,502,721

Funding Source: BATA Toll Bridge Rehabilitation funds and BATA Operating
funds, to be reimbursed by GGB Highway and Transportation
District (the District)

Fiscal Impact: \$2,216,700 is included in the FY 2020-21 Toll Bridge
Rehabilitation Program Budget and \$223,546 is included in
the FY 2020-21 Operating Budget, to be reimbursed by the
District.

Motion by Committee: That the Executive Director or designee is authorized to
negotiate and enter into a contract change order with
Conduent for services as described above and in the BATA
Oversight Summary Sheet dated June 9, 2021, and the Chief
Financial Officer is directed to set aside funds in the amount
of \$2,440,246 for such change order.

BATA Oversight Committee:



Amy Worth, Chair

Approved: June 9, 2021

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Change Order

Work Item No.: 1252

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Rehabilitation Program Budget and \$223,546 is included in
the FY 2020-21 Operating Budget, to be reimbursed by the
District.

Motion by Committee: That the Executive Director or designee is authorized to
negotiate and enter into a contract change order with
Conduent for services as described above and in the BATA
Oversight Summary Sheet dated September 8, 2021, and the
Chief Financial Officer is directed to set aside funds in the
amount of \$2,440,246 for such change order.

BATA Oversight Committee:

Amy Worth, Chair

Approved: September 8, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-1043 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 7/28/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 9/8/2021 **Final action:**

Title: FasTrak® Customer Service Center State of Operations

An update on FasTrak® Customer Service Center (CSC) operations.

Sponsors:

Indexes:

Code sections:

Attachments: [5a - 21-1043 - FasTrak CSC State of Operations.pdf](#)
[5a - 21-1043 - FasTrak CSC Operations Update Presentation.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

FasTrak® Customer Service Center State of Operations

An update on FasTrak® Customer Service Center (CSC) operations.

Presenter:

Monica Serrano and Conduent staff

Recommended Action:

Information

Bay Area Toll Authority Oversight Committee

September 8, 2021

Agenda Item 5a - 21-1043

FasTrak® Customer Service Center State of Operations

Subject: An update on FasTrak® Customer Service Center (CSC) operations.

Background: Based on a competitive selection, BATA entered into a contract with Conduent State and Local Solutions, Inc. (formerly, Xerox State and Local Solutions, Inc.) on March 27, 2013, for management and operation of the FasTrak® CSC. Under the contract, Conduent provides a suite of significant responsibilities supporting the FasTrak® enterprise: 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 March 2020, the COVID-19 pandemic made it necessary to expedite the conversion to all electronic tolling (AET) at the State-owned bridges. The rapid transition to a non-cash environment resulted in higher incoming customer contacts to the CSC, primarily from former cash paying customers who now receive invoices in the mail for toll payment. At a time when the increased staffing was most critical, the CSC experienced challenges in acquiring and maintaining the required staff. The staffing shortage continues to impact caller experience through extended wait times.

As the CSC became the singular method of toll collection and the former cash paying public moved to AET, call volumes to the CSC doubled. In March of 2019 overall call volumes were under 300,000, comparatively there were over 600,000 calls in March of 2021. Of the 600,000 calls in March 2021, 165,000 requested an agent versus 108,000 in March 2019, which increased staffing needs. Approximately 40 percent of our current callers have an AET-related question. These calls require a longer time to service as additional time is spent providing education on the invoice payment process. Additionally, agents encourage and support callers with signing up for FasTrak® accounts, which also requires a longer amount of time. As with AET conversions at other toll agencies, a surge in calls is common and typically lasts for at least six months. Post-AET call volumes requesting support from a customer representative will remain much higher than pre-AET due to the need to support invoice customers. In July, overall call volume began trending downward, however the percentage of callers requesting to speak to an agent is increasing versus self-servicing through the interactive voice response system.

At the June 2021 BATA Oversight Committee meeting, staff presented information about the trends in phone call and email volumes post AET implementation. In addition to the CSC's performance metrics that

showed the degraded customer experience staff also presented the staffing challenges exacerbated by the pandemic.

The CSC began to experience increasing wait times in March of 2021. Improving the caller experience by reducing wait times has been the top priority. The CSC experienced staffing challenges due to high attrition and absenteeism, physical space constraints, and low new hire application rates which left unfilled Customer Service Representative positions. After exhausting efforts to maximize staffing and moving eligible staff to work from home, Conduent determined the existing real estate was insufficient for the staffing levels required to meet the increased caller demand. Additionally, Conduent needed to find a location with a larger pool of potential applicants.

In June 2021, after an extensive search Conduent added a third CSC location within one of their existing facilities in Bakersfield. The new location met projected capacity needs, could be ready for startup within weeks, and had access to an available strong candidate sourcing pool. In July 2021, the Bakersfield facility launched with a training class of 100 agents and 14 support staff. Agents participated in five weeks of training and began taking calls in late July during their third week under the supervision of experienced agents from other Conduent CSC locations. After completing the five weeks of training, approximately 70 agents began taking phone calls full time in early August. Additionally, a second new hire class began training in mid-August and will be answering calls full time in September. In the first several weeks of the Bakersfield launch call wait times dropped by 20 to 30 minutes.

Reducing the customer wait time has been at the forefront of all conversations between BATA and Conduent staff. BATA's contract with Conduent requires them to meet many performance requirements. Even during the pandemic, Conduent has consistently met performance requirements with the exception of those focused on measuring customer response time. BATA is currently assessing penalties for Conduent not meeting call answering time and call abandon rate requirements. We are working together with Conduent to meet the contractual requirement of answering 95% of phone calls within three minutes. As an interim step we are currently focused on reducing wait times to below ten minutes.

Conduent committed to reducing wait times to below ten minutes by late September 2021 when the second Bakersfield class begins servicing calls. In addition to increased staffing, Conduent is investing in software technology that allows for better call monitoring through the use of artificial intelligence and sentiment measuring tools that will allow for improved call coaching that will drive a reduction in handle time as well as improved First Call Resolution.

Staff has also been focused on improving opportunities to increase caller education to ensure callers are aware of the self-service opportunities. Recently, videos were created for the website as an additional tool to help educate customers. The videos will be utilized to reinforce education on topics related to opening a new account, how to use a toll tag, and account replenishment.

Calls from non-English speakers have increased since the start of AET. Spanish-speaking callers now account for up to 16% of monthly calls, and the CSC services most of these calls with bilingual agents. Providing support and equal access to non-English speakers has been a top priority. Wait times for Spanish-speaking callers are monitored to ensure that these callers are not experiencing disproportionately longer wait times. Current wait times for both Spanish and English calls are similar at about 30 minutes, which is an improvement compared to the 47-minute wait times in July. In addition to increasing the number of Spanish-speaking agents (primarily in the Bakersfield location), staff is working on ensuring the educational videos and all information on the website are multi-lingual in the next several months.

Overall, Conduent continues to be challenged with servicing the high volume of calls resulting from BATA's conversion to AET although performance is currently trending in a positive direction. As noted above, staffing levels have increased significantly with the addition of the new CSC location in Bakersfield, and customer wait times have dropped 30% since July. Customer satisfaction and first call resolution have continued to improve as well. Once staff are hired and trained there are still many factors contributing to absenteeism. We are closely tracking call center agent attendance and working with Conduent to minimize absences. Conduent and BATA staff are cautiously optimistic that the improvements will continue, and the CSC will be back within acceptable levels for customer response times by the end of the year.

Recommendation: This item is presented for information only.

Attachments: Presentation Slides.

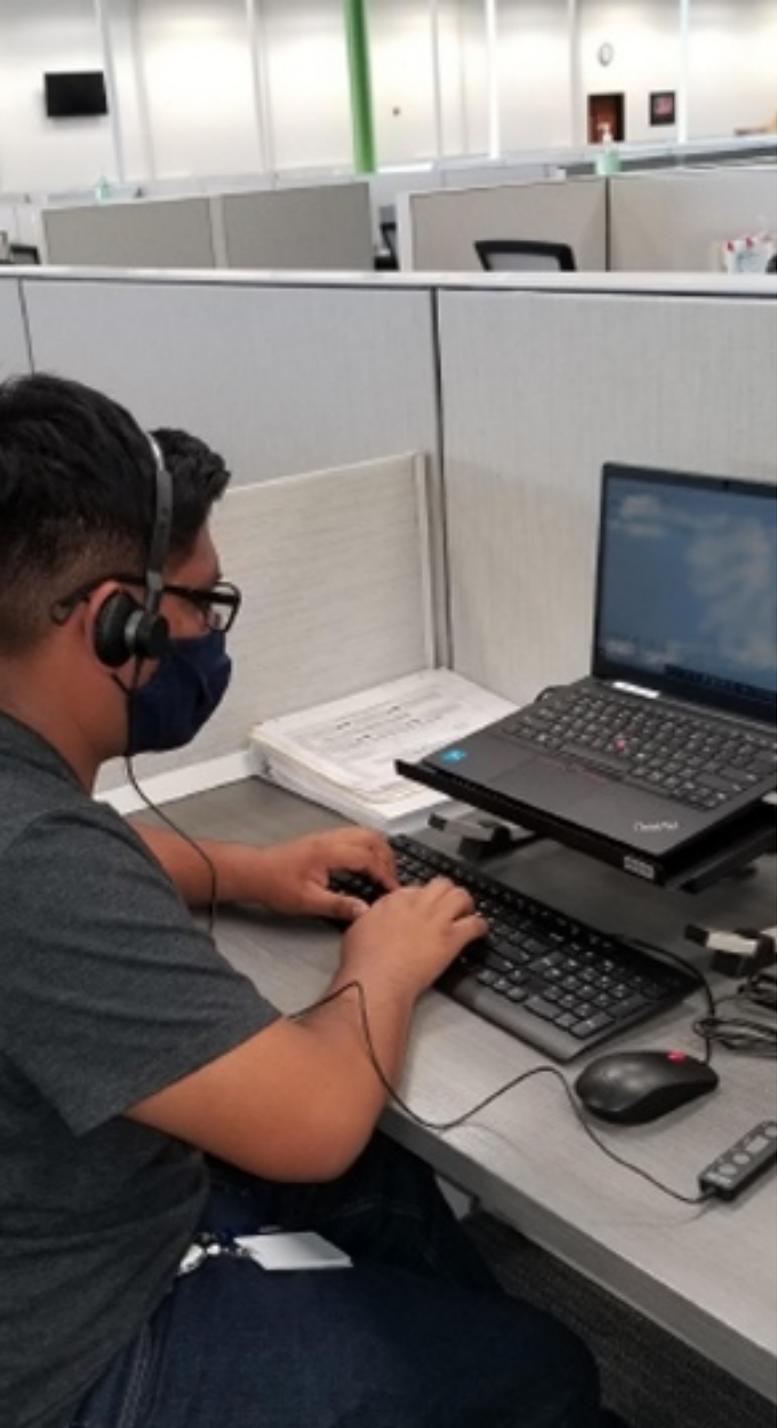

Therese W. McMillan



FASTRAK[®] CUSTOMER SERVICE CENTER OPERATIONS UPDATE

September 8, 2021

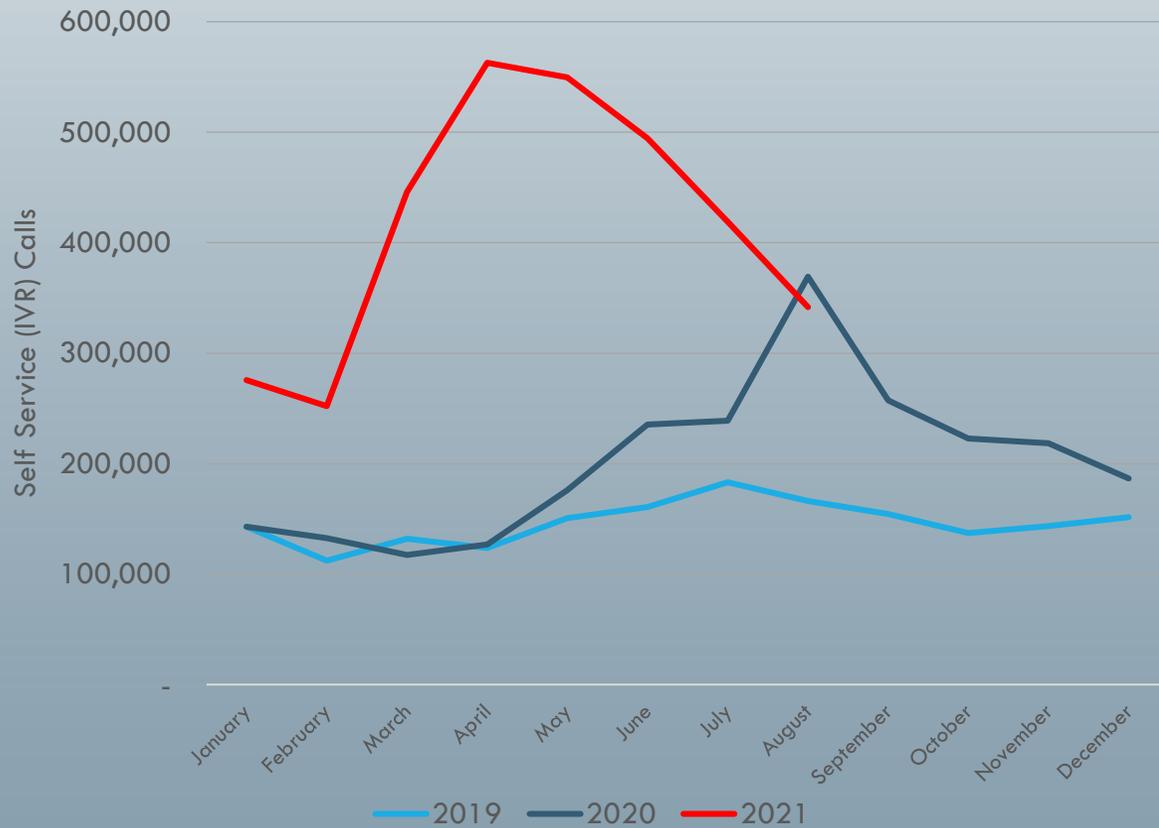




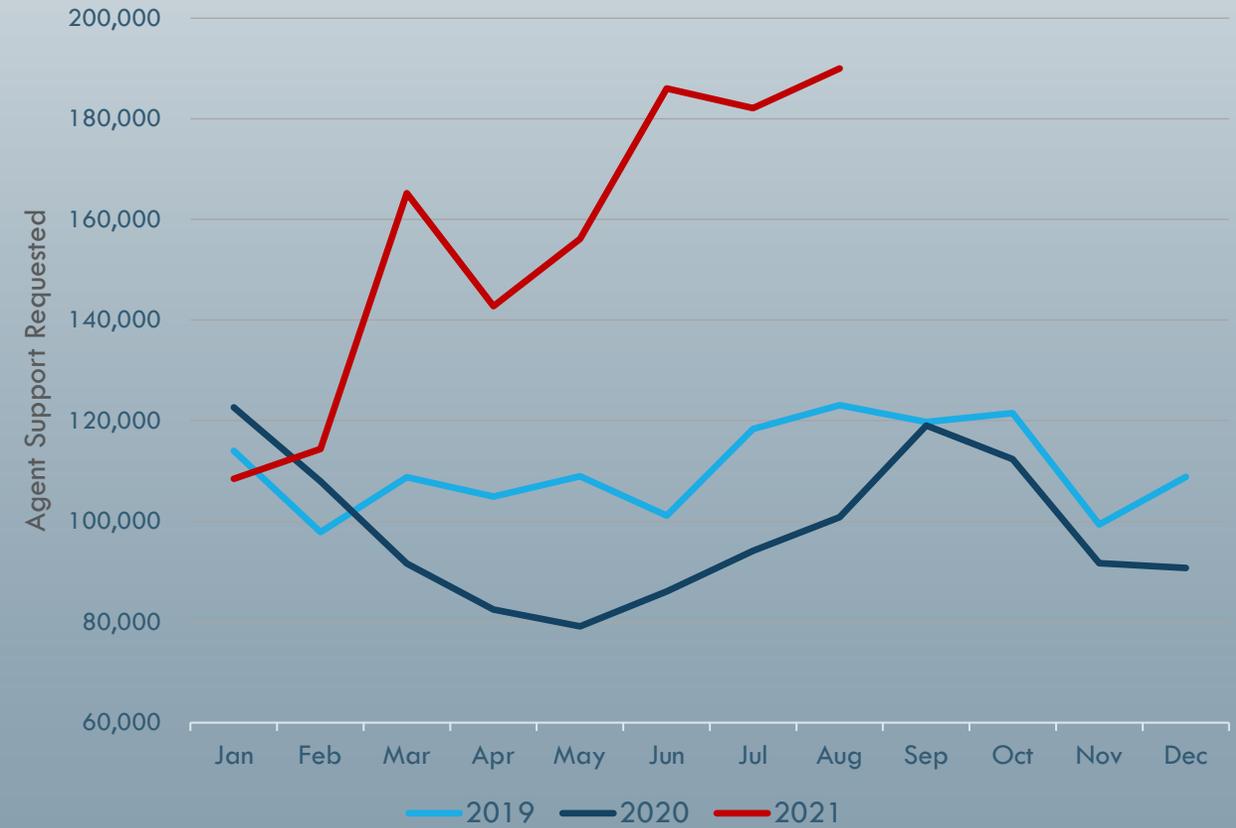
CUSTOMER CONTACTS: CALL VOLUMES



Interactive Voice Response (IVR) Self Serviced Calls



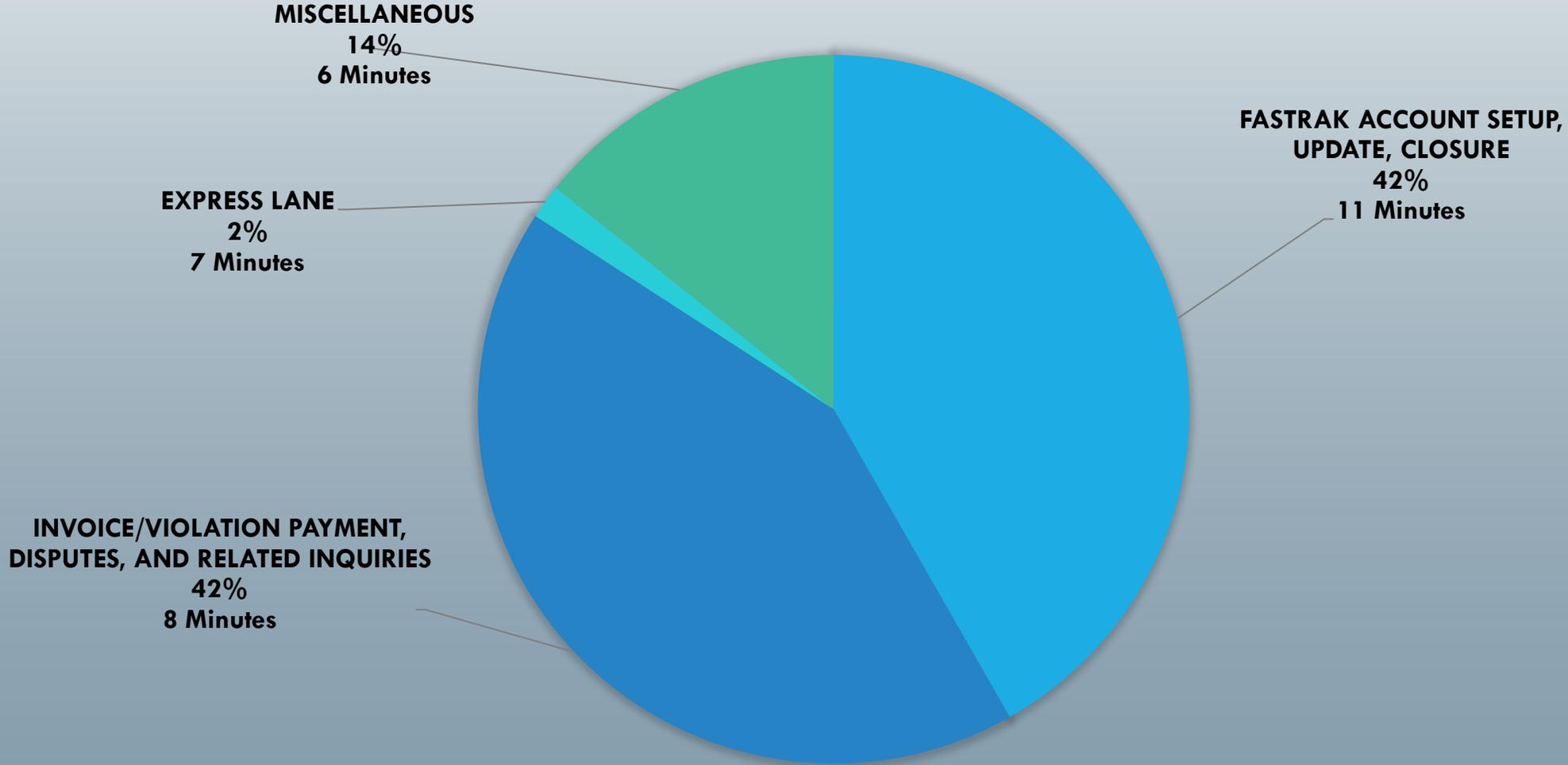
Agent Support Requested



CUSTOMER CONTACTS: CALL TYPES



2021 CALL TYPES AND AVERAGE CALL TIMES



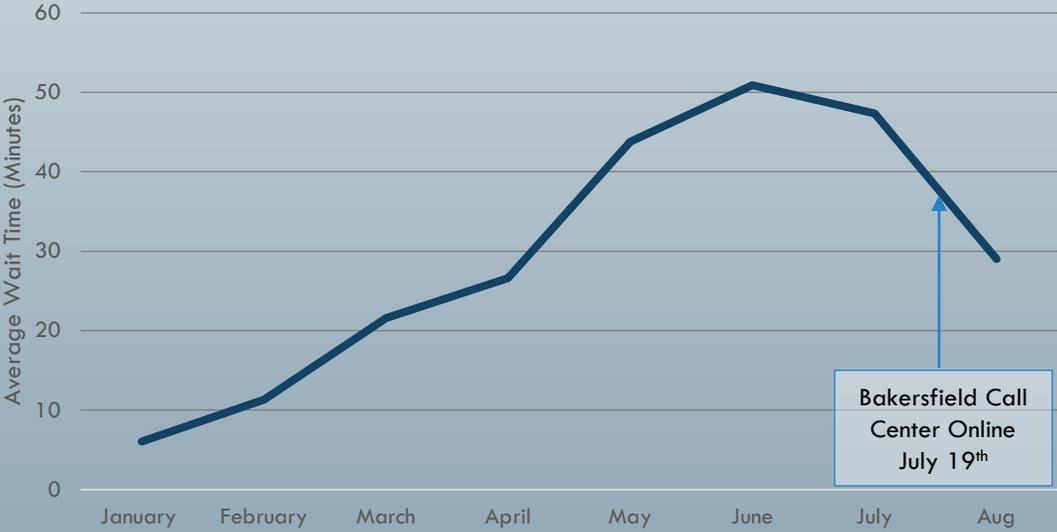
CALL CENTER STAFFING AND WAIT TIMES



Average Daily Number of Staff Answering Calls



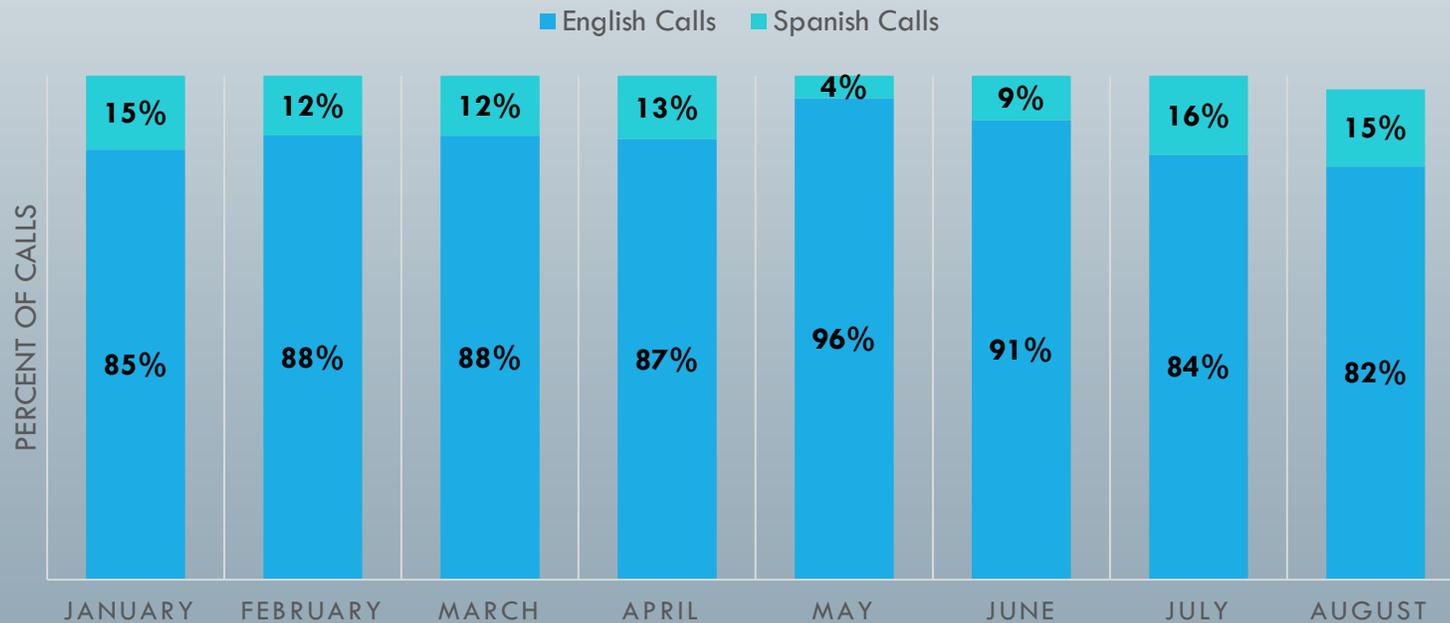
Average Wait Times 2021



FASTRAK OPERATIONS LANGUAGE SUPPORT



PERCENTAGE OF ENGLISH AND SPANISH CALLS

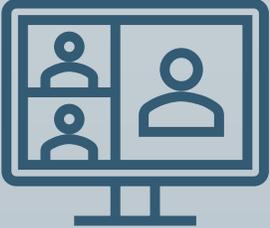


Month (2021)	Spanish Wait	English Wait
June	34:32	50
July	47:23	47:13
August	29:33	29:43

- 23% of phone agents are bilingual (Spanish)
- English and Spanish wait times are the same
- Calls answering provided in 32 other languages via language translation service
- Top languages requested: Mandarin, Portuguese, Cantonese, Chinese, Vietnamese

CUSTOMER SATISFACTION 2021



	PHONE	Customer Satisfaction: 83% Issue Resolved on First Contact: 76%	
	EMAIL	Customer Satisfaction: 56% Issue Resolved on First Contact: 43%	
	CHAT	Customer Satisfaction: 93% Issue Resolved on First Contact: 84%	

FASTRAK CSC OPERATIONS UPDATE TIMELINE



JUNE

BATA Oversight

Impact of AET transition on call center

- Call, chat, and email inquires increased dramatically
- Challenges with staffing to meet demand

SEPTEMBER

BATA Oversight

Update on call center performance post-AET transition

- Still challenging, but improving

OCTOBER

BATA Oversight

Equity Action Plan Update

- Recommendations for first set of policy changes

DECEMBER

BATA Oversight

Quarterly Customer Service Center Update

QUESTIONS?

