



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

## Meeting Agenda

### Bay Area Toll Authority Oversight Committee

**Committee Members:**

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

---

Wednesday, November 9, 2022

9:35 AM

REMOTE

---

In light of Governor Newsom's State of Emergency declaration regarding COVID-19 and in accordance with the Assembly Bill 361's (Rivas) provisions allowing remote meetings, this meeting will be accessible via webcast, teleconference, and Zoom for all participants.

A Zoom panelist link for meeting participants will be sent separately to Committee members.

The meeting webcast will be available at <http://mtc.ca.gov/whats-happening/meetings>  
Members of the public are encouraged to participate remotely via Zoom at the following link or phone number. Committee Members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial \*9. When called upon, unmute yourself or dial \*6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/82963802868>

Or iPhone one-tap: US: +13126266799,,82963802868# or +16468769923,,82963802868#

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: 829 6380 2868

International numbers available: <https://bayareametro.zoom.us/j/82963802868>

Detailed instructions on participating via Zoom are available at:  
<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>.

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

**1. Call to Order / Roll Call / Confirm Quorum**

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

**2. Pledge of Allegiance / Acknowledgement of the Flag**

**3. Compensation Announcement – Clerk of the Committee**

**4. Consent Calendar**

- 4a.**     [22-1357](#)     Approval of Bay Area Toll Authority Oversight Committee Minutes of the October 12, 2022 Meeting

**Action:**             Committee Approval

**Attachments:**     [4a 22-1357 10-12-2022 BATA O Draft Meeting Minutes.pdf](#)

- 4b.**     [22-1557](#)     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:**     [4bi 22-1557 Summary Sheet BATA Res No 143 Cycle 3.pdf](#)  
                              [4bii 22-1557 TEMP-BATA-RES-0143.pdf](#)

- 4c.**     [22-1591](#)     Contract Amendment - Dumbarton Forward Operational Improvements Project On-Call Design Services: HDR Engineering, Inc. (\$300,000)

**Action:**             Committee Approval

**Presenter:**       Ingrid Supit

**Attachments:**     [4c 22-1591 Dumbarton Forward-Contract Amendment-HDR.pdf](#)

## 5. Information

- 5a. [22-1556](#) Richmond-San Rafael Bridge Project Updates
- A status report on the Richmond-San Rafael (RSR) Bridge (1) Pilot Projects and (2) RSR Forward.
- Action:** Information
- Presenter:** Andrew B. Fremier, MTC and Francois Dion, UC Berkeley Partners for Advanced Transportation Technology
- Attachments:** [5ai 22-1556 Summary Sheet Richmond-San Rafael Bridge Project Update:](#)  
[5aii 22-1556 PowerPoint Richmond-San Rafael Bridge Project Updates.pdf](#)
- 5b. [22-1587](#) Equity Action Plan Community Engagement Results
- Summary of the community engagement activities conducted in spring 2022 to support development of the Equity Action Plan.
- Action:** Information
- Presenter:** Lysa Hale
- Attachments:** [5bi 22-1587 Summary Sheet FasTrak Equity Action Plan Update.pdf](#)  
[5bii 22-1587 PowerPoint FasTrak Equity Plan Update.pdf](#)

## 6. Public Comment / Other Business

*Committee Members and members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial \*9. When called upon, unmute yourself or dial \*6.*

## 7. Adjournment / Next Meeting

**The next meeting of the Bay Area Toll Authority Oversight Committee is scheduled to be held on Wednesday, December 14, 2022 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 Authority meetings by completing a request-to-speak card (available from staff) and passing it to the Authority 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 Authority 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:** Authority meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site ([mtc.ca.gov](http://mtc.ca.gov)) for public review for at least one year.

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

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

**Acceso y el 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 Authority 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 Authority. Actions recommended by staff are subject to change by the Authority.



# Metropolitan Transportation Commission Meeting Minutes

## Agenda Item 4a

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, October 12, 2022

9:35 AM

REMOTE

---

### Call Meeting to Order

#### 1. Roll Call / Confirm Quorum

**Present:** 7 - Vice Chair Abe-Koga, Commissioner Chavez, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Ronen, and Chair Worth  
**Absent:** 1 - Commissioner Rabbitt

Non-Voting Member Absent: Commissioner El-Tawansy

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

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

#### 2. Pledge of Allegiance

#### 3. Compensation Announcement (Clerk)

#### 4. Consent Calendar

Vice Chair Chavez recused herself from agenda item 4d.

Upon the motion by Commissioner Glover and seconded by Commissioner Papan, 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 Ronen and Chair Worth

**Absent:** 1 - Commissioner Rabbitt

4a. [22-1356](#) Minutes of the September 14, 2022 meeting

**Action:** Committee Approval

- 4b. [22-1403](#) Contract Amendment - Advanced Toll Collection and Accounting System (ATCAS II): TransCore, LP (\$856,386)  
*Action:* Committee Approval  
*Presenter:* Roger Dominguez
- 4c. [22-1431](#) Contract Amendment - On-Call Design Services - San Francisco-Oakland Bay Bridge Metering Lights Upgrade Project: Kimley-Horn and Associates, Inc. (\$150,000)  
*Action:* Committee Approval  
*Presenter:* Stephen Baker
- 4d. [22-1460](#) Contract Amendment - Technical Assistance for FasTrak® Customer Service Center: HNTB Corporation (\$1,200,000)  
*Action:* Committee Approval  
*Presenter:* Eric Davis
- 4e. [22-1456](#) Contract Change Order - FasTrak® Regional Customer Service Center: San Mateo County US 101 Express Lane Northern Segment (Phase 2) Support: Conduent State and Local Solutions, Inc. (\$12,300,000)  
*Action:* Committee Approval  
*Presenter:* Beth Zelinski
- 4f. [22-1489](#) Contract Change Order - FasTrak® Regional Customer Service Center: Support Implementation of Toll Exemption for Veterans: Conduent State and Local Solutions, Inc. (\$300,000)  
*Action:* Committee Approval  
*Presenter:* Lynn Valdivia

## 5. Information

- 5a. [22-1289](#) Equity Action Plan Update On Development of Payment Plan
- Staff gave an update on the development of a payment plan for low-income drivers who incur toll violations.
- Action:* Information  
*Presenter:* Carol Kuester
- The following members of the public were called to speak: Aleta Dupree, Johnny Parker (MTC Policy Advisory Council Member), Wesley Saver (Glide), and Ocean Mottley (Bay Area Legal Aid).

**6. Public Comment / Other Business**

The following members of the public were called to speak: Aleta Dupree,  
and Mark Mollineaux.

**7. Adjournment / Next Meeting**

**The next meeting of the BATA Oversight Committee is scheduled to be held on  
Wednesday, November 9, 2022 remotely and by webcast. Any changes to the  
schedule will be duly noticed to the public.**

**Bay Area Toll Authority  
Oversight Committee**

**November 9, 2022**

**Agenda Item 4b**

**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 December 15, 2021, BATA adopted the current list of projects for programming the \$18,563,000 from Cycle 3 LPP formula funds. Staff recommends revising the project list to include Yerba Buena Island West Side Bridges Seismic Retrofit Project (which is ready to award for construction in FY 23) and removing the Bay Bridge Forward Projects: Alameda I-80 Westbound Bus Lane Construction and Alameda I-80/Powell Construction Projects (which will receive the equivalent amount of funding from bridge tolls). Project details are as follows:

**Yerba Buena Island West Side Bridges Seismic Retrofit Project**

The primary access to Treasure Island is by Treasure Island Road via the eight bridges comprising the Yerba Buena Island (YBI) West Side Bridges Seismic Retrofit Project. These bridges were constructed starting in 1937 and are now seismically deficient. The YBI West Side Bridges Seismic Retrofit Project will bolster safety and mobility for residents and visitors by replacing seven of the eight seismically deficient bridges and retrofitting one existing bridge structure while facilitating expanded multimodal service on the islands. The project is a key component in managing corridor congestion by facilitating transit, bicycling and pedestrian access that will provide great benefits for the Bay Area community. The project will include new



pedestrian and bicycle linkages with improved safety that will connect to the planned San Francisco–Oakland Bay Bridge West Span Skyway Project currently being developed by the Bay Area Toll Authority. The San Francisco County Transportation Authority (SFCTA) is the implementing agency for the project.

The proposed projects meet the requirements set forth in CTC’s approved LPP Guidelines. Table 1 shows the programming amounts and years for all the Cycle 3 projects with the recommended addition of the West Side Bridges Seismic Retrofit Project and removal of the Bay Bridge Forward Projects.

**Table 1: BATA LPP Formula Programming Summary Cycle 3**

<b>SB1 Local Partnership Program (LPP) Formula Program</b>	<b>County</b>	<b>Sponsor</b>	<b>Match Source</b>	<b>Other Funds Amount (in millions)</b>	<b>BATA LPP Cycle 3 Amount (in millions)</b>	<b>Total Amount (in millions)</b>
<b>San Mateo - Hayward Bridge Structural Steel Painting (Towers)</b>	Alameda/San Mateo	CalTrans	Bridge Tolls	\$10.037	\$3.563	\$13.600
<b>Yerba Buena Island West Side Bridges Seismic Retrofit Project</b>	San Francisco	SFCTA	Local/State/Federal	\$117.089	\$5.000	\$122.089
<b>I-680 Southbound Express Lane</b>	Alameda	Alameda CTC	Local/State	\$215.000	\$10.000	\$225.000

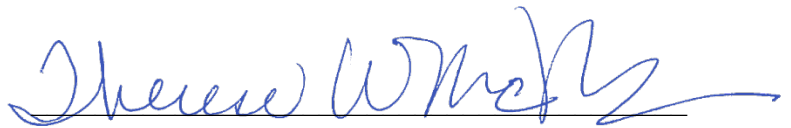
from State Route 84 to Alcosta Boulevard						
Total	Blank	Blank	Blank	\$230.037	\$18.563	\$248.600

**Recommendations:**

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:**

- Attachment A: 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  
12/15/21-BATA  
11/16/22-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.

This resolution was revised on December 15, 2021 to update Attachments A and B which included the Funding Distribution and the Program of Projects for BATA Formula Share of SB 1 LPP.

This resolution was revised on November 16, 2022 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, September 8, 2021, December 8, 2021 and November 9, 2022.

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

---

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 B**  
**SB1 Local Partnership Program (LPP)**  
**Formula Program - Project List**  
**FY 2021-23**  
**November, 2022**

BATA Resolution No. 143

Attachment B

Date: April 28, 2021

Referred by: BATA Oversight Committee

Revised: 9/22/21-BATA

Revised: 12/15/21-BATA

Revised: 11/16/22-BATA

**Project List**

SB1 Local Partnership Program (LPP) Formula Program	County	Sponsor	Match Source	Other Funds Amount	BATA LPP Cycle 3 Amount	Total Amount
San Mateo - Hayward Bridge Structural Steel Painting (Towers)	Alameda/San Mateo	CalTrans	Bridge Tolls	\$10,037,000	\$3,563,000	\$13,600,000
Yerba Buena Island West Side Bridges Seismic Retrofit Project	San Francisco	SFCTA	Local/State/ Federal	\$117,089,000	\$5,000,000	\$122,089,000
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
<b>Total</b>					<b>\$18,563,000</b>	<b>\$360,689,000</b>

J:\SECTION\ALLSTAFF\Resolution\TEMP-RES\BATA\TEMP-BATA-RES-0143\_Attachments\_A-B.xlsx\LPP Formula Attach B Nov 2022

**Bay Area Toll Authority  
Oversight Committee**

**November 9, 2022**

**Agenda Item 4c**

**Contract Amendment – Dumbarton Forward Operational Improvements Project On-Call  
Design Services: HDR Engineering, Inc. (\$300,000)**

---

**Subject:**

Authorize a contract amendment with HDR Engineering, Inc. (HDR) for on-call design services in an amount not to exceed \$300,000. These additional services are required to cover changes in project scope for the Dumbarton Forward Operational Improvements Project (“Project”).

**Background:**

The State Route 84 (Dumbarton Bridge) corridor has experienced significant increased traffic congestion prior to the pandemic and is expected to return to pre-pandemic conditions in the coming years. Travel in the corridor between Interstate 880 (I-880) and U.S. Highway 101 (US 101) is heaviest in the westbound direction during the AM peak period and in the eastbound direction during the PM peak period.

In 2017, the Metropolitan Transportation Commission (MTC), in partnership with the respective county transportation authorities, transit agencies, cities/counties, and businesses, conducted a Dumbarton Forward Design Alternatives Assessment of the Dumbarton Bridge corridor to identify innovative near-term strategies to address traffic flow, increase person throughput and manage transportation demand. MTC prepared a Project Study Report-Project Development Support (PSR-PDS), which was approved by Caltrans in April 2019. Project elements in the PSR-PDS included:

- Part-time Bus-only Lane (PTBOL) pilot
- Signalization Improvements to Bayfront Expressway Intersections
- Reconfiguration of Eastbound SR 84/Thornton Avenue Off-Ramps
- Relocation of Ardenwood Park-Ride Bus Stops
- Improvements to Operations at the Dumbarton Bridge Toll Plaza



At the completion of the Caltrans-required PSR-PDS, staff determined that BATA should fund and implement the project delivery phase, which includes environmentally clearing the project, preparing a concept of operations for the PTBOL pilot, and developing plans, specifications, and estimates to advance the project to construction.

In December 2017, after a competitive procurement, the BATA Oversight Committee authorized the Executive Director to enter into contracts with eight firms, including HDR, to provide on-call design services. On December 11, 2018, BATA issued a Request for Qualifications (RFQ) to all eight pre-qualified firms to provide design and environmental services for the Dumbarton Forward Operational Improvements Project. On February 6, 2019, this Committee authorized a contract with HDR to provide on-call design services for the Project.

As the Project has progressed and advanced beyond conceptual designs, Caltrans has requested additional field elements (i.e., Intelligent Transportation Systems (ITS) equipment, such as variable message signs, electronic lane control signs, and video detections) be included in the Project. These services are beyond the scope of the current contract. As such, staff seeks an amendment to the HDR contract to cover these additional services.

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

**Issues:**

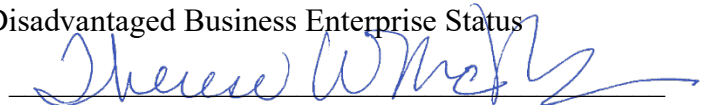
None identified.

**Recommendations:**

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with HDR Engineering, Inc. in an amount not to exceed \$300,000 to provide additional design services for the completion of the Project.

**Attachments:**

- Attachment A: Small Business and Disadvantaged Business Enterprise Status



Therese W. McMillan

**Disadvantaged Business Enterprise and Small Business Enterprise Status**

	<b>Firm Name</b>	<b>Role on Project</b>	<b>DBE* Yes / No</b>	<b>If DBE Yes, List #</b>	<b>SBE** Yes / No</b>	<b>If SBE Yes, List #</b>
Prime Contractor	HDR Engineering, Inc.	Project Management; Environmental; Traffic Operations; Civil Design; Concept of Operations	No		No	
Subcontractor	Gray-Bowen-Scott	Policy; Concept of Operations; Standard Operating Procedures	No		No	
Subcontractor	Fehr & Peers	Traffic Operations	No		No	
Subcontractor	Far Western Anthropological Research Group, Inc.	Cultural Analysis	No		Yes	39874
Subcontractor	JRP Historical Consulting LLC	Cultural Analysis	No		Yes	1509783
Subcontractor	Parikh Consultants, Inc.	Geotechnical Analysis	Yes	20259	Yes	9631
Subcontractor	Towill	Mapping/Surveys	No		No	
Subcontractor	WRECO	Water Quality; Sea Level Rise; Stormwater/Drainage Design	Yes	30066	Yes	60800

\*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.:	2662
Consultant:	HDR Engineering, Inc. Walnut Creek, CA
Work Project Title:	On-Call Design Services: Dumbarton Forward Operational Improvements Project
Purpose of Project:	To provide environmental and design services for the Dumbarton Forward Operation Improvements Project
Brief Scope of Work:	Obtain environmental clearance, provide design services, and develop concept of operations and standard operation procedures for the Dumbarton Forward Operation Improvements Project
Project Cost Not to Exceed:	This amendment – \$300,000 Current contract amount before this amendment - \$2,800,000 Maximum contract amount after the amendment - \$3,100,000
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funding is included in the BATA budget for FY 2022-2023
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with HDR Engineering, Inc. to provide additional design services as described above and in the BATA Oversight Committee Summary Sheet dated November 9, 2022, and that the Chief Financial Officer is authorized to set aside \$300,000 for such contract amendment.
BATA Oversight Committee:	<hr/> Amy R. Worth, Chair
Approved:	November 9, 2022

**Bay Area Toll Authority  
Oversight Committee**

**November 9, 2022**

**Agenda Item 5a**

**Richmond-San Rafael Bridge Project Updates**

---

**Subject:**

A status report on the Richmond-San Rafael (RSR) Bridge (1) Pilot Projects and (2) RSR Forward.

**Background:**

The 5.5-mile long RSR Bridge has served the needs of North Bay and East Bay travelers for over 65 years. MTC and BATA have been collaborating with partner agencies including Caltrans, Transportation Authority of Marin (TAM), and Contra Costa Transportation Authority (CCTA) on a series of projects and programs that work collectively to manage the bridge and improve mobility in the corridor. A highlight of new developments and progress on these initiatives is shown below.

**1. Pilot Projects: Phase I Study Report**

In 2014, BATA took responsibility for funding and implementing the Interstate 580 (I-580) RSR Bridge Access Improvement Project, a pilot undertaken in partnership with Caltrans.

The pilot consists of the following improvements:

- Peak Period Use Lane (Bridge Lower Deck) – Opened to the public in April 2018 and has significantly reduced traffic congestion in the eastbound direction, reducing travel time by half. The lane was created by converting the shoulder on the lower deck.
- Bicycle and Pedestrian Path (Bridge Upper Deck) – Opened to the public in November 2019, creating a new route across the Bay and a vital link in the 500-mile San Francisco Bay Trail that has resulted 50-75 cycle trips/day on weekdays and 100-300 cycle trips/day on weekends. The two-way multi-use path was created by converting the shoulder on the upper deck and installing a moveable concrete barrier system to separate the path from vehicle traffic while allowing for maintenance.

Caltrans has employed UC Berkeley PATH to conduct a study of the pilot. Phase I of the pilot study has been completed and published on the Caltrans Division of Research, Innovation and System Information (DRISI) website (link below). The lead researcher from PATH will present the Phase 1 evaluation results at your November meeting. Phase II of the pilot is ongoing and will include the Sir Francisco Drake Blvd. Overpass Bike Path in Marin County that opened in August 2020. The Phase II report is expected to be completed in Summer 2024.

Phase 1 Report link: [https://dot.ca.gov/-/media/dot-media/programs/research-innovation-system-information/documents/final-reports/ca22-3141\\_final\\_reportv3-ally.pdf](https://dot.ca.gov/-/media/dot-media/programs/research-innovation-system-information/documents/final-reports/ca22-3141_final_reportv3-ally.pdf)

## **2. RSR Forward: Ongoing Implementation**

MTC's RSR Forward initiative offers a suite of near-term strategies to improve travel options across the bridge corridor. RSR Forward will implement Open Road Tolling to provide safety and operational improvements on the westbound I-580 bridge approach. The project will replace the existing toll plaza with Open Road Tolling and reinstate the previous westbound High Occupancy Vehicle lane along I-580 to encourage carpooling and transit ridership. The project is expected to be in operation in 2026. As part of RSR Forward, staff is undertaking a design alternative assessment at the Richmond Parkway Interchange to evaluate ways to improve traffic accessing westbound I-580.

RSR Forward also implements a variety of infrastructure improvements and programs to support biking across the bridge corridor through incentives on e-bike purchases and bike trips across the bridge, guided group rides, and local quick-build bike access improvement projects. Implemented programs and projects include: RSR Rides, which launched February 2020 and relaunched in Fall 2021 after it was on hold due to COVID; the Francisco Blvd East / Grange Ave. Quick Build bike path improvements, which opened in December 2020; and Richmond Bike Share, which launched in June 2021. The RSR Bridge E-Bike Commute Program, and Richmond's Harbor Way South and Hoffman Blvd Quick Build are other programs under development.

**Issues:**

BATA has received three letters from organizations concerned about the impacts of the Bicycle and Pedestrian Path on traffic and advocating converting the upper deck shoulder to a peak period traffic lane that allows bicycle and pedestrian use at other times. While this may seem like a relatively straightforward modification, it poses several challenges most notably, by adding new peak period capacity, the new travel lane conflicts with the State's climate goals, Climate Action Plan for Transportation Infrastructure (CAPTI). These policies aim to combat climate change by reducing greenhouse gas emissions and vehicle miles traveled, promoting multi-modal networks, and improving public health through active transportation.

**Next Steps:**

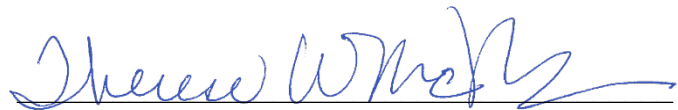
Staff will return to this Committee when the Phase II evaluation report is complete in Summer 2024 to summarize results, report on RSR Forward implementation and discuss next steps.

**Recommendations:**

Information.

**Attachments:**

- Attachment A: RSR Bridge Project Updates - Presentation



Therese W. McMillan



# Richmond-San Rafael Bridge Updates

Bay Area Toll Authority Oversight Committee

November 9, 2022





# Agenda

- Introduction
- Richmond-San Rafael Bridge Pilot After Study (Phase I)
- Richmond-San Rafael Forward

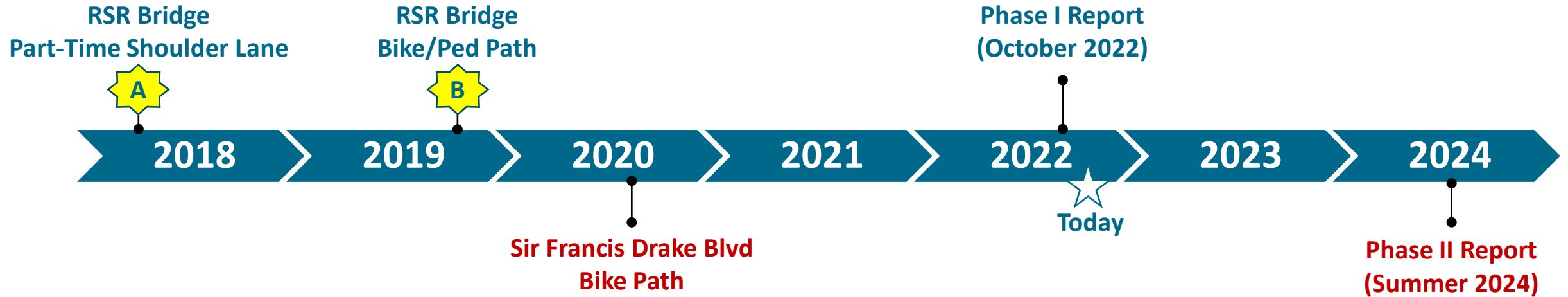




# RSR Bridge - Pilot After Study (Phase I)



# Pilot Timeline



A



- Opened April 20, 2018
- Conversion of eastbound (lower deck) shoulder to part-time lane between 2 PM and 7 PM

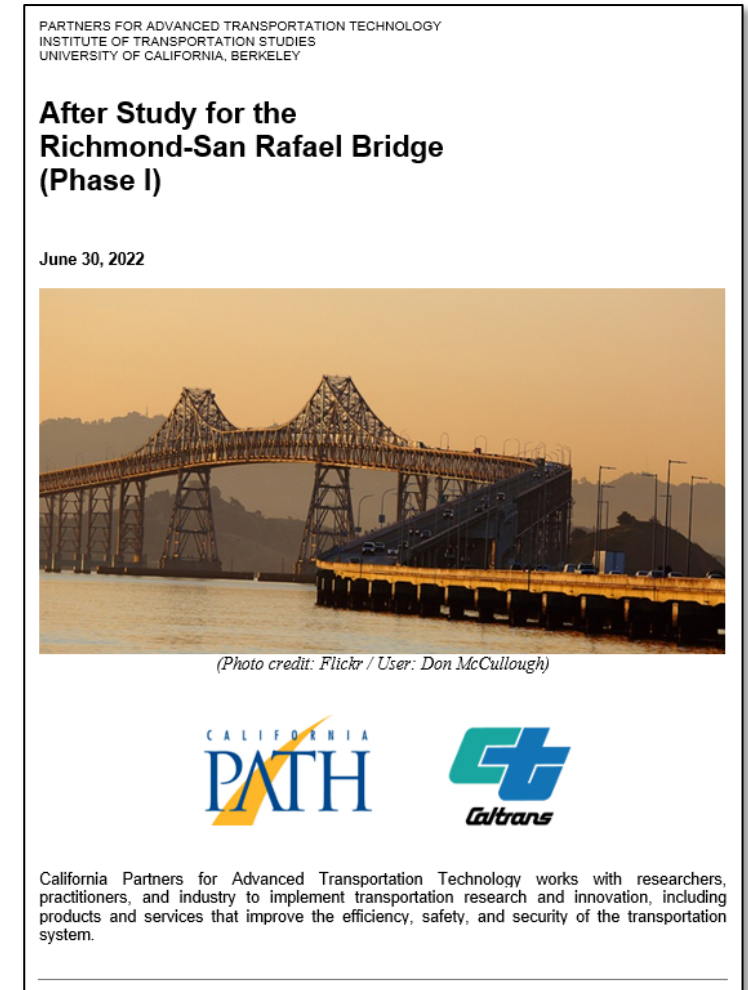
B



- Opened November 16, 2019
- Conversion of westbound (upper deck) shoulder to a bicycle/pedestrian path with moveable concrete barrier

# Phase I Pilot Report Overview

- **Impacts of new part-time shoulder traffic lane on lower deck eastbound (EB)**
  - EB approach and bridge traffic conditions
  - EB traffic safety
  - Maintenance activities
- **Impacts of new bike/ped path on upper deck westbound (WB)**
  - Bicycle and pedestrian use
  - WB Approach and bridge traffic conditions
  - Path and WB traffic safety
  - Maintenance activities



# Part-Time Shoulder Lane – Traffic/Safety Impacts

- **Higher peak flow rate across bridge**
  - 13-25% increase across bridge (3,300-3,600 → 3,750-4,500)
- **Reduced peak travel times from US-101 to Toll Plaza**
  - Weekdays: 13-14-minutes
  - Saturdays: 10-14 minutes
  - Sundays: 6-8 minutes
- **Improved conditions on local streets**
  - Less traffic using local arterials to bypass I-580
  - Improved travel times (-4 min) and higher flows (+300 veh/hr) along Sir Francis Drake Blvd
- **High compliance with lane open/close period**
- **Safety impacts**
  - Approach: 72% reduction in frequency of incidents
  - Bridge: 33% reduction in rear-ends, but 22% increase in sideswipes due to more opportunities for lane changes

# Multiuse Path – Use Patterns

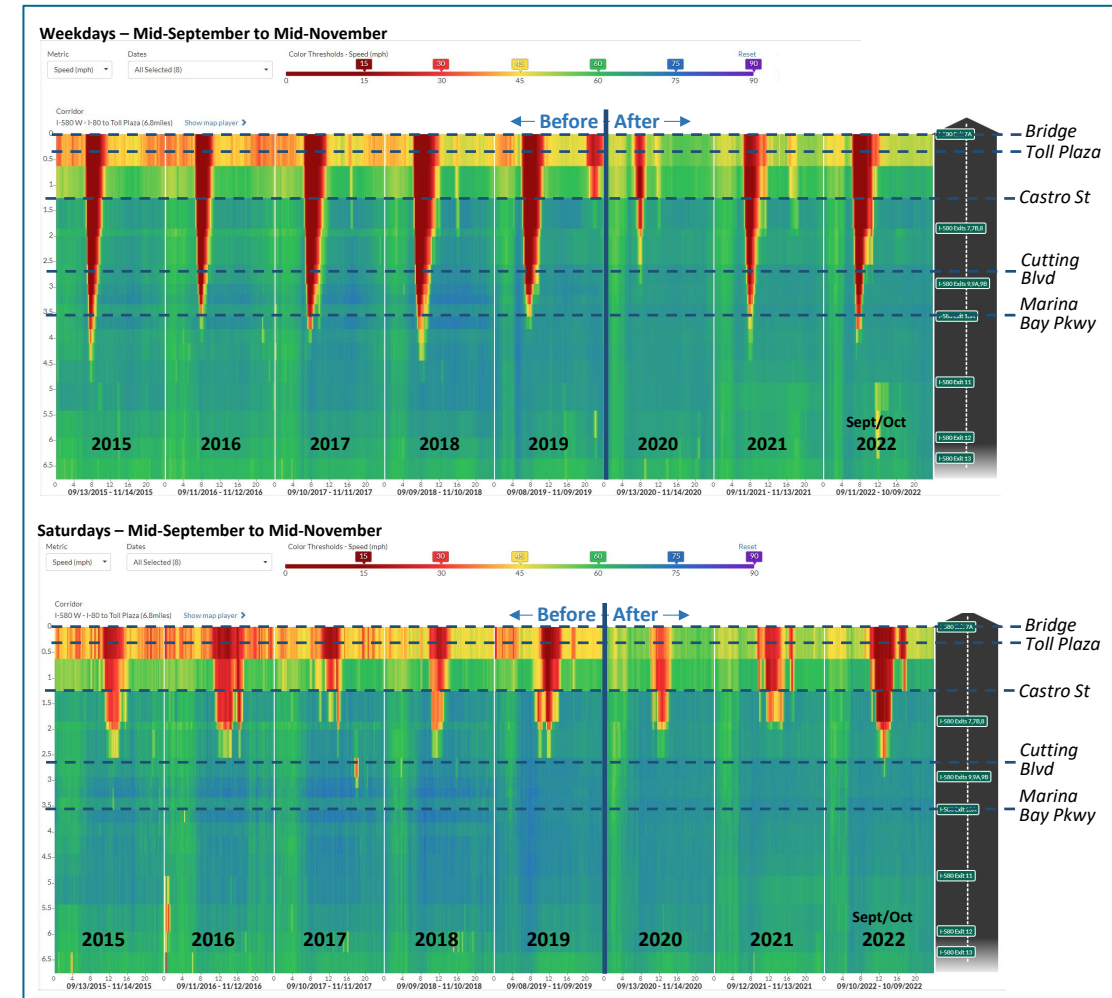
7

- **New Cyclist Access**
  - Weekdays: 50-75 cyclists/direction/day
  - Saturdays/Sundays: 100-300 cyclists/direction/day
- **New Pedestrian Access**
  - Weekdays: 8-11 cyclists/direction/day
  - Saturdays/Sundays: 14-24 cyclists/direction/day
- **Reasons for use**
  - (63%) recreation | (22%) exercise | (14%) commuting to work/other
- **Round trips across the bridge by cyclists**
  - 84% crossed both ways, either fully (76%) or turned back midway ( 6%)
  - Rest use different route or vehicle

# Multiuse Path – Traffic/Safety Impacts

8

- **Slight reduction in bridge capacity**
  - Weekdays: -7% (3,675 → 3,425 veh/hr)
  - Weekends: -4% (3,325 → 3,200 veh/hr)
- **Congestion (before/after)**
  - Similar peak weekday congestion than before
  - Slight Increase in Saturday PM peak congestion
  - No apparent impacts on local arterials
- **Unclear impacts on safety and no evidence of longer incident durations**
  - Waiting for 2022-2023 data to determine more definitive trends



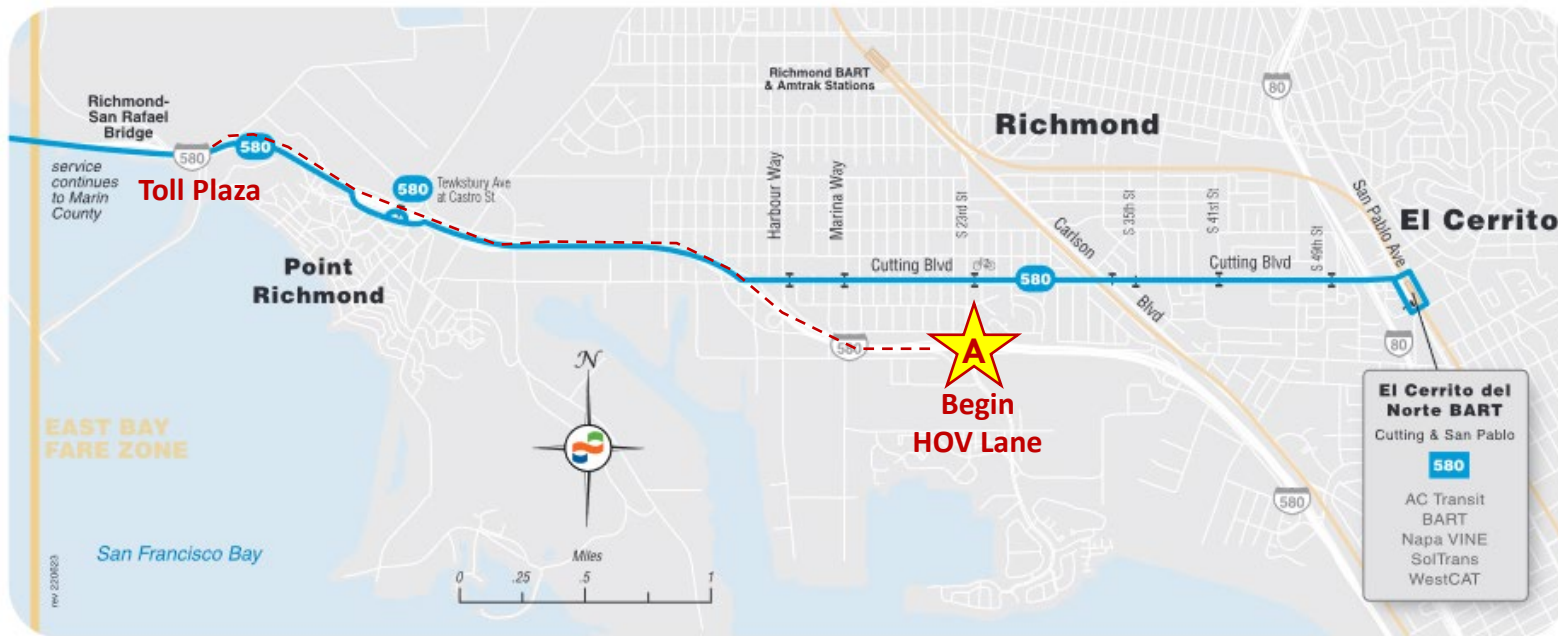
# Richmond-San Rafael Forward





# HOV Lane Extension

- Extend HOV 2+/3+ lane from Toll Plaza to Regatta Blvd.
- Provide transit priority for Golden Gate Transit Route 580 (former Route 40)



## HOV 2+/3+ Lane Begins Between Regatta Off- and On-Ramps

- Avoids potential bottleneck at Regatta Blvd. Exit



# Open Road Tolling

- Remove Existing Toll Plaza Booths and Install Toll Gantries
- HOV 2+/3+ Lane at Bridge Approach continues under Toll Gantries
  - HOV 3+ stays in the left lane to obtain HOV 3+ discount
  - FasTrak Flex® required for HOV 3+ discount
- Stenmark Dr. on-ramp realignment to merge/enter freeway



# Richmond Parkway

## Design Alternatives Assessment

### • Project Schedule

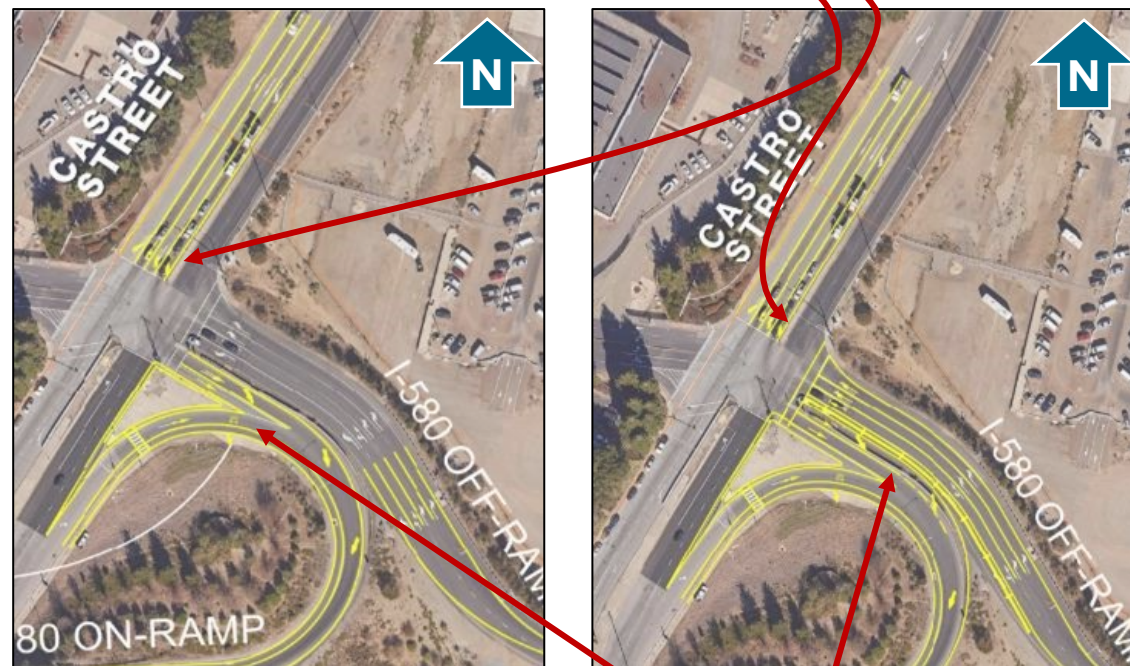
- Finalize DAA Memo – Fall 2022
- Seek Funding Opportunity – Winter 2022/2023
- Caltrans Project Delivery – Spring 2023 to Spring 2024
- Start Construction - Summer 2024
- Operations – Spring 2025

### • Cost Summary

- Support (all phases): \$800,000
- Construction: \$1,500,000
- **Total Cost: \$2,300,000**

*Note: Funding not yet identified*

Adding Dual Left Turns  
with Operational Variations



Alternatives at Westbound Loop On-Ramp



# Encouraging Bike Commutes Across The Bridge



## RSR E-Bike Commute Program

- Provide discounts on e-bike purchases and a rewards program for rides across the bridge
- Income-qualifying
- Qualifying home & work/school zip codes
- Anticipated launch early 2023



## RSR Rides

- Partner with local organizations for guided group rides across RSR Bridge
- Offers option to try e-bike
- Includes bike education and safety

# RSR Corridor Activities

2018	2019	2020	2021	2022	2023	2024	2025	2026
------	------	------	------	------	------	------	------	------



Opened Eastbound RSR Bridge Peak Period Use Lane



TODAY



Opened RSR Bridge Path and City of Richmond Quick Build Improvements

RSR Rides



Golden Gate Route 40x Service Suspended



Implemented Quick Build improvements in San Rafael at Grange Ave



Launched Bikeshare in Richmond

RSR E-Bike Commute Program



TBD Launch Bikeshare in Marin



RSR Access Improvements – Francisco Blvd



ORT/  
HOV



Launched/opened



Under development



# Thank You!



# Bay Area Toll Authority Oversight Committee

November 9, 2022

Agenda Item 5b

## Equity Action Plan Community Engagement Results

---

### **Subject:**

Summary of the community engagement activities conducted in spring 2022 to support development of the Equity Action Plan.

### **Background:**

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

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

BATA also had begun policy development for a low-income payment plan to accompany its existing waivers. In September 2022, Assembly Bill 2594 (Ting) was signed into statute, requiring a payment plan and creating a one-time low-income waiver for outstanding penalties for toll evasion violations on a toll bridge occurring from March 20, 2020 to January 1, 2023 (COVID Waiver). The October 2022 staff update covered BATA's plans for implementing a low-income payment plan and the COVID Waiver.

In spring 2022, BATA also undertook a community engagement process to help guide elements of the Equity Action Plan. Objectives of the community engagement were:

- Develop a comprehensive understanding of the challenges Bay Area drivers face related to paying tolls;

- Identify which communities could benefit most from policy and program changes; and
- Assess public awareness and knowledge of bridge tolls, express lanes, and FasTrak® to inform a strategy to address equitable toll experiences for all Bay Area drivers.

Activities of the community engagement process were:

- Intercept surveys at the FasTrak® Walk-In Center and through 19 community-based organizations, with a focus on low-income neighborhoods and in multiple languages;
- Two combination online/phone surveys, one of bridge users and one of express lane users;
- Five virtual mixed-gender focus groups including White, Hispanic, Asian Pacific Islander and Black participants and including one focus group conducted in Spanish; and
- Six interviews with community advocate partners who have reported to BATA Oversight in earlier meetings the experiences of the clients they serve.

### **Findings:**

Following are examples of the findings:

- More than half of survey and intercept respondents have FasTrak®. While some people did express reasons for not getting FasTrak®, most were somewhat or very likely to consider it. Focus group participants generally did not see the value of FasTrak®, and some who used it were concerned about the auto-replenishment. Equity partner interviews mentioned concerns about navigating customer service channels.
- Most survey and intercept respondents understand the invoice process for bridge tolls and have had a positive experience with invoices. There was some lack of awareness of the violation process among bridge survey respondents. Two-thirds have never had a violation, and of those who have, about half paid it on time. Half of all survey respondents with violations owed less than \$150.

- Most people are unaware of cash payment locations, but those who had used it were satisfied with the experience.
- Focus group bridge users reported confusion about the invoice process and negative experiences. Some wanted a pay-as-you-go option.
- Equity partner interviews revealed their clients have struggled with all-electronic tolling and would like toll takers back. They also reported difficulty with finding out what violation penalties are owed.
- There was general lack of awareness and understanding in the focus groups about how express lanes work, and some expressed a desire for an invoice or warning before getting a violation.
- Focus group participants liked the idea of a payment plan for all, although some preferred a plan for low-income individuals. However, they thought 200% of the federal poverty level was too low a threshold.

The conclusions of the community engagement have been organized into key learnings and takeaways, and BATA has identified what recommended actions are already completed or underway, and what actions might be considered for the future.

Next steps are to complete the detailed analysis of the community engagement results with a focus on low-income and equity priority communities. BATA also plans to continue conducting short-term community engagement research. Once programs have been implemented and produced data on usage, BATA will conduct additional research. Part of that will involve the development of performance metrics. BATA also will use the results to identify additional actions that can be taken within the next two years.

**Issues:**

None identified.

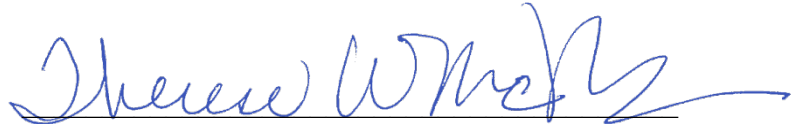


**Recommendations:**

Information.

**Attachments:**

- Attachment A: Key Learnings, Takeaways, Current Actions and Future Considerations
- Attachment B: Presentation on FasTrak<sup>®</sup> Equity Action Plan Update

A handwritten signature in blue ink, appearing to read "Therese W. McMillan", written over a horizontal line.

Therese W. McMillan

**Key Learnings, Takeaways, Current Actions and Future Considerations**

**Waivers and Payment Plans**

Key Learning	Takeaway	Current Actions	Future Considerations
Support for payment plans is very strong for both low-income customers and all customers, regardless of income or ethnicity.	Payment plans are especially beneficial to low-income drivers who fall behind on unpaid tolls and find themselves in unmanageable amounts of debt. Plans would benefit all drivers, but reduced-fee programs based on income eligibility would help the most vulnerable.	<ul style="list-style-type: none"><li>• Researched debt forgiveness (waivers) and payment plans</li><li>• Developing one-time violation waivers to low-income drivers</li><li>• Developing payment plans to low-income drivers</li></ul>	Explore other types of hardship and debt forgiveness program options based on experience once payment plan is implemented

**Waivers and Payment Plans, continued**

Key Learning	Takeaway	Current Actions	Future Considerations
There is consistent resistance about submitting detailed personal financial information (e.g., bank statements) for income verification to participate in a debt forgiveness (waiver) program. Concerns of personal privacy and security were common themes among survey and focus group participants.	Consider offering a payment plan to everyone and tailor the plan to the amount owed. Provide flexibility (such as grace periods, option to skip a payment, etc.).  Limit the personal nature of the information required for eligibility/participation.	<ul style="list-style-type: none"><li>• Developing payment plans for low-income drivers and using other programs to inform potential features</li></ul>	Research hardship and debt forgiveness programs, including income documentation requirements for eligibility

**Customer Service**

Key Learning	Takeaway	Current Actions	Future Considerations
Calling the Customer Service Center is the preferred way to resolve questions and issues, but customer service for both invoicing and FasTrak® is seen as poor. There are many complaints across ethnicities about difficulties reaching someone to fix invoice errors.	Improve customer service with additional training and bilingual staff who can serve all communities in a streamlined way. More research is needed to find out what language(s) are needed as well as which channels (phone, web, retail, etc.) could minimize the language barrier.	<ul style="list-style-type: none"><li>• Increased capacity to respond to demand</li><li>• Increased Spanish-speaking customer service representatives</li><li>• Increased access to representatives who speak other languages</li><li>• Installed a new phone system adding modern contact management tools</li></ul>	Provide ongoing refresher training to customer service representatives

**Bridge Toll Invoices**

Key Learning	Takeaway	Current Actions	Future Considerations
<p>Complaints about invoices:</p> <ul style="list-style-type: none"><li>• Mailings are received too frequently</li><li>• Hard to keep track of the total amount owed</li><li>• Paying for individual invoices rather than being able to pay invoices as a lump sum.</li></ul>	<p>Extending the payment cycle to 30 days to be more in line with other household expense (utilities, rent, etc.) would be helpful. Provide the opportunity to pay in one monthly lump sum versus paying for invoices individually.</p>	<ul style="list-style-type: none"><li>• In the process of extending invoice payment timeline from 21 to 30 days</li><li>• Invoices are issued for a one-month period</li></ul>	<p>Promote awareness and enrollment in existing account types such as pay-as-you-go (license plate accounts) to improve invoice management</p>

**Bridge Toll Invoices**

Key Learning	Takeaway	Current Actions	Future Considerations
There is not enough distinction between the various notices. People are conflating “violation notices” and “bridge toll invoices.”	This confusion on what each notice is and happens next creates stress for drivers and exacerbates negative sentiment toward FasTrak®, MTC and Bay Area Toll Authority as a whole.	<ul style="list-style-type: none"><li>• Current approach required by statute</li><li>• Created a clear custom “Bridge Toll Invoice” template following All Electronic Tolling conversion</li><li>• Created multilingual videos to help people understand the process</li></ul>	<ul style="list-style-type: none"><li>• Conduct campaign to educate about invoices and violations</li></ul>

# Equity Action Plan Update

**Bay Area Toll Authority Oversight Committee**  
November 9, 2022



# Community Engagement Results



# Community Engagement Objectives

- Develop a comprehensive understanding of the **challenges** Bay Area drivers face related to paying tolls
- **Identify which communities** could benefit most from policy and program changes
- Assess **public awareness and knowledge** of bridge tolls, express lanes, and Fastrak® to inform a strategy to address equitable toll experiences for all Bay Area drivers

# Community Engagement Activities

- **Intercept Surveys**

- 403 surveys at the FasTrak Walk-In Center and through 19 community-based organizations across Bay Area counties
- Focus on low-income neighborhoods
- Conducted in multiple languages

- **Two Online/Phone Surveys**

- Bridge Users – 364 (38% low-income)
- Express Lane Users – 400 (53% low income)

- **Five Virtual Focus Groups**

- Mixed gender groups that included White, Hispanic, API, and Black participants
- One focus group was conducted in Spanish

- **Six Community Advocate Interviews**

- Bay Area organizations who provide legal aid and support services to low-income households

# What We Heard/What We're Doing

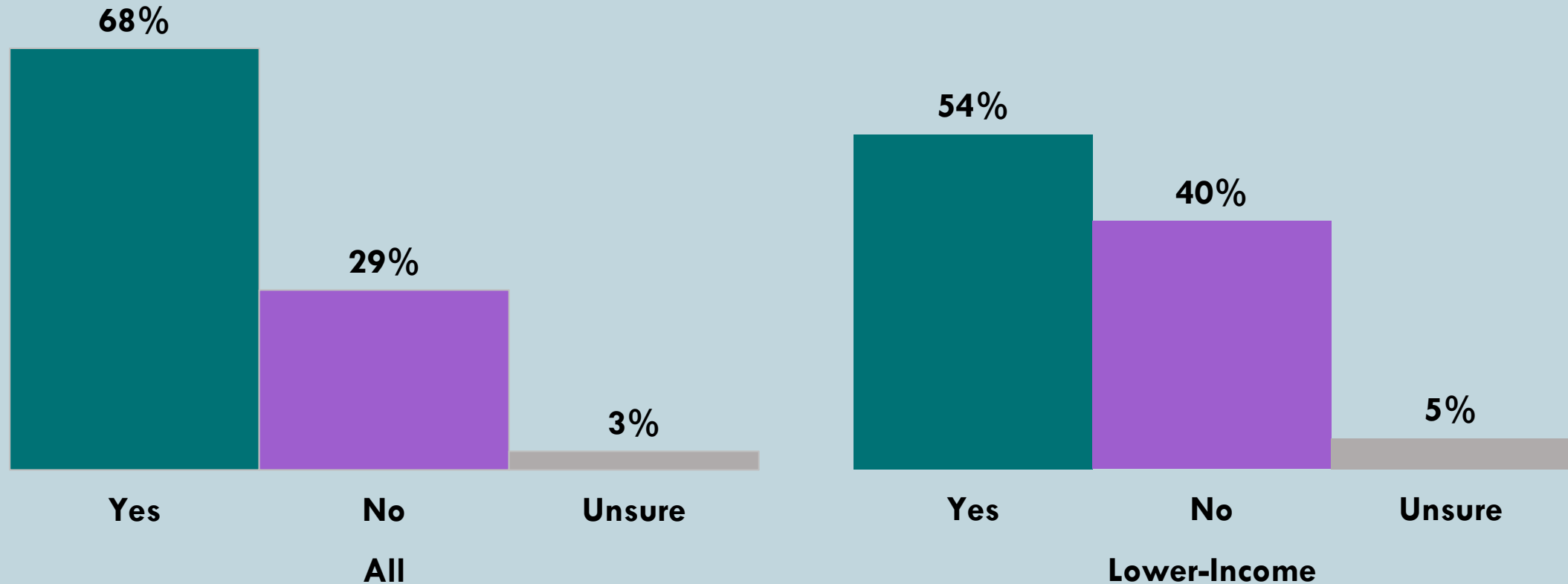
- Different engagement approaches provided rich insights into the experience of customers across diverse backgrounds
- Similar important themes emerged from the various forums
- These guided us to develop two categories of responses
  - What are doing now or can do quickly
  - What we can consider for the future
- Responding actions are informed by new state requirements under Assembly Bill 2594 (Ting)

# Survey Results

Community Engagement Results: Part 1



# More than Half of Bridge Survey and Intercept Survey Respondents Have FasTrak®



Lower income = Households earning under \$50,000 annually

# Top Five Reasons for Not Having FasTrak®

- I don't see a value in having FasTrak
  - Consistently the top reason across ethnicities and income levels surveyed
- It costs too much to use FasTrak®
- It costs too much to get an account started
- I don't know how it works
- I don't know where/how to sign up for an account

# Who would consider FasTrak®?

- Most respondents across ethnicities and ages were Somewhat or Very likely to consider FasTrak®
- Least likely to consider FasTrak®
  - Ages 41-50 and 65+
  - White and Black ethnicities\*
- Extremely likely to consider FasTrak®
  - Ages 18-40
  - Asian and White ethnicities\*

\* An equal percentage of White respondents were Least and Extremely likely to consider FasTrak®





# Understanding Invoices & Violations

- Bridge Survey:
  - About two-thirds of respondents across all demographics understood that you get an invoice if you don't use FasTrak®
  - Less than half understand the escalation process and fees for not paying
  - Less than a third of respondents understand that a registration hold can be placed at the DMV for unpaid toll violations
- Express Lanes Survey:
  - A large majority (80%) understood that a FasTrak® account is required to use any of the Bay Area Express Lanes
  - A similar majority (69%) knew that driving in the Express Lane without a FasTrak account would result in a violation notice

# Bridge User Experience with Invoicing

- Roughly half of respondents had a positive experience with invoicing
- Least likely to pay on time
  - \$150k+ income levels followed by <\$30k income levels
- Least likely to understand the process
  - <\$30k income levels
  - Ages 51-64

# General Bill Payment Preferences

- Most respondents across demographic categories preferred to pay their bills with credit/debit, or another mobile payment method
- Still a strong preference for check and cash methods
  - Half of the respondents in the <\$30k income levels prefer cash
  - More than half of ages 65+ preferring checks

# FasTrak® Cash Payment Network Usage

- Those who used the cash payment network are satisfied with it
- Across all surveys (bridge, express lane and intercept), almost all respondents were **unaware** of option to pay at cash locations across the Bay Area
- More than half of Bridge respondents with <\$30k income levels reported that they did not pay at a cash location because they **did not** know it was an option

# Experience with Violation Notices

- Two thirds of Bridge & Express Lanes survey respondents have not received a violation notice
  - Of the one-third of survey respondents who received a notice, less than half received more than one notice
  - Black and Hispanic respondents were more likely to have received violation notices
- Of the respondents who received a violation notice, about half paid it on time
  - Respondents with <\$30k and \$80k+ are least likely to pay on time

# Toll Violations Owed

- Across all surveys, about half of respondents with violations due owed less than \$150
  - Express Lanes Survey respondents were slightly more likely to owe more than \$150
- Intercept Survey respondents were more likely to owe more than \$1,000
  - The Intercept Survey focused on low-income neighborhoods and had higher percentages of Hispanic and Asian Pacific Islander respondents

# Focus Group & Community Advocate Interview Results

Community Engagement Results: Part 2



# FasTrak<sup>®</sup> Experience

- Focus Groups:
  - Those who did not have FasTrak<sup>®</sup> generally did not see value because they:
    - **Do not use** it enough
    - Saw **no incentive** to get a transponder.
  - Among those who had FasTrak<sup>®</sup>:
    - Some found it convenient
    - A few expressed concerns over being charged before usage due to auto-replenishment
- Community Organization Interviews:
  - Cited challenges with navigating FasTrak<sup>®</sup> customer service channels



# Focus Group Bridge Experience

- Participants expressed preference for an option to pay-as-you-go
- Some found the rules and fees to be confusing
- Participants recounted examples of negative experiences with early All Electronic Tolling adoption
- Most felt that 21 days to pay an invoice was too short and suggested 30 days
- A few participants missed having a toll collector available to collect tolls and answer questions

# Community Advocate Comments on Bridge Experience

- Most noted that post-all-electronic tolling, an increased number of clients reach out to them about FasTrak® bridge toll debt
- Organizations noted that some clients experienced a compounding of violation fees, and others only found out about toll debt after a DMV hold
- Key challenge was not being able to look up FasTrak® toll violations online without receiving at least one by mail
- Many organizations have had clients with low incomes express a desire to bring back cash toll collectors
- Noted that clients who struggle with homelessness are unable to receive toll violation notices by mail

# Express Lanes Experience

- Focus Groups:
  - Less than half of participants were aware and understood how Express Lanes work
  - Uncertainty of facility rules was the main cause of confusion, such as:
    - Occupancy requirements,
    - Where Express Lanes begin and end, and
    - Hours of operation
  - A few suggested there should be an invoice or warning before receiving a violation, similar to bridge tolls
  - Several participants thought the penalties for Express Lanes should be lowered or there should be no fees.
- Community-Based Interviews:
  - Only one organization discussed client confusion about the Express Lanes

# Focus Group Comments on Payment Plans

- Most participants were interested in interest-free payment plans
- Most felt that payment plans should be open to all regardless of income or amount owed
  - A few thought it should only be for lower-income individuals
- Most felt that 200% of the federal poverty level would be too low considering the high cost of living in the Bay Area

# Community Advocate Comments on Payment Plans

- Most organizations thought \$25 dollars is a realistic entry point for a payment plan
- Encouraged plans to be:
  - Flexible, and
  - Include tolls
- Some organizations cited challenges with income verification and encouraged self-attestation
- Privacy was not a main concern for clients for sharing information needed for a payment plan
- Many organizations suggested sending text reminders to customers, if possible

# Summary

Community Engagement Results: Part 3



# Summary

What We Heard	Immediate Action	Plans/Future Considerations
“There should be payment plans and ways to get out of debt.”	Deploy Payment Plan	Evaluate Payment Plan for effectiveness and improvements.
	Research Hardship Programs	Explore additional programs for hardship and debt forgiveness.
“I want to be able to talk to someone in my language.”	Translate account management and payment web pages.	Ongoing training.
“Why isn’t the payment period for invoices 30 days instead of 21?”	Extend payment deadlines to 30 days for invoices per AB 2594 no later than July 1, 2024	Study payment timelines.
“I’m confused about invoices and violation notices, etc.”	Increase online educational resources to clarify terminology and escalation for non-payment.	Conduct educational campaign about invoices and violation notices.
“Why can’t I just pay as I go without having FasTrak hold on to my money?”	Increase awareness and education campaigns about license plate accounts for bridges. FasTrak accounts are required for express lanes.	Continue educational campaigns about ways to pay.

# Next Steps

- Finalize analysis of community engagement with a focus on results for low-income and equity priority communities
- Recommend further research and updates to Equity Action Plan initiatives based on the community engagement results, where appropriate
- Develop performance metrics
- After we have gathered data on use of program, pursue longer term research
- Pursue targeted actions that can be done in next year



An aerial photograph of the San Francisco Bay Bridge, showing the suspension bridge and the approach viaduct. The bridge is filled with cars. In the background, the San Francisco city skyline is visible, including the Transamerica Pyramid and other skyscrapers. The sun is setting, creating a warm orange glow over the water and the city. The text "BayAreaTollAuthority" is overlaid in white, underlined font.

# BayAreaTollAuthority

For more information contact:

Lysa Hale

[lhale@bayareametro.gov](mailto:lhale@bayareametro.gov)