



Metropolitan Transportation Commission

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

Meeting Agenda

Operations Committee

Committee Members:

David Rabbitt, Chair Sue Noack, Vice Chair

*Eddie Ahn, David Canepa, Carol Dutra-Vernaci, Matt Mahan,
Stephanie Moulton-Peters, and James P. Spering*

Non-Voting Members: Dorene M. Giacomini and Vacant

Friday, April 14, 2023

9:35 AM

Board Room - 1st Floor

This meeting shall consist of a simultaneous teleconference call at the following location(s):
Pinole Public Library, 2935 Valley Road, Pinole, CA 94564

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. 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.

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/89746298863>

iPhone One-Tap: US: +13462487799,,89746298863# or +17193594580,,89746298863#

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 897 4629 8863

International numbers available: <https://bayareametro.zoom.us/j/kd5Mb7gXtQ>

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 by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number 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.** [23-0422](#) Approval of Operations Committee Minutes of the March 10, 2023 Meeting

Action: Committee Approval

Attachments: [4a 23-0422 2023-03-10 Operations Committee Meeting Minutes Draft.pdf](#)

- 4b.** [23-0441](#) Contract Amendment - Call Box Call Answering Center: AAMCOM, LLC (\$255,000)

Action: Committee Approval

Presenter: Stephen Terrin

Attachments: [4b 23-0441 Summary Sheet Contract Amendment Call Box Call Answerin](#)

- 4c.** [23-0442](#) Customer Account Management Platform Contract Actions:
i. Purchase Order: Technical Salesforce Integration and Administration Services: Slalom, LLC (\$2,975,000)
ii. Purchase Order Amendment: Salesforce Licenses: Carahsoft Technology Corp (\$560,000)

Action: Committee Approval

Presenter: Brooke Terrin

Attachments: [4c 23-0442 Summary Sheet Salesforce Customer Account Platform Contr](#)

- 4d.** [23-0450](#) Contract - Regional Transit Connection (RTC) Operations: TransSIGHT LLC (TransSIGHT) (\$1,565,250)

Action: Committee Approval

Presenter: Alison Edwards

Attachments: [4d 23-0450 Summary Sheet Contract RTC Operations TransSIGHT.pdf](#)

- 4e.** [23-0454](#) Clipper® Bank Account Cash Management: Transfer of \$4,000,000 from Clipper Float Account to MTC to Fund Clipper Program Operating Costs
- Action:** Committee Approval
- Presenter:** David Weir
- Attachments:** [4ei 23-0454 Summary Sheet Clippe Bank Account Cash Management□ Tr](#)
 [4eii 23-0454 Attachment A Clipper Inactive Funds calculations summary.pr](#)
- 4f.** [23-0457](#) Bikeshare Capital Grant Program - Clipper® Requirement
- Action:** Commission Approval
- Presenter:** Laura Krull and Toshi Shepard-Ohta
- Attachments:** [4f 23-0457 Summary Sheet Bikeshare Capital Grant Program–Clipper Req](#)
- 4g.** [23-0458](#) Contract - Software Design to Support Third Party Integration into the Next-Generation Clipper® (C2) System: Trapeze Software Group (Trapeze) (\$1,069,523)
- Action:** Committee Approval
- Presenter:** Maureen Devlin
- Attachments:** [4g 23-0458 Summary Sheet Contract-Clipper Approval Trapeze Software \(](#)
- 4h.** [23-0459](#) Cooperative Agreement: Integrated Team for Design Phase of the State Route 37 Sears Point to Mare Island Improvement Project, California Department of Transportation (Caltrans) (\$25,500,000)
- Action:** Committee Approval
- Presenter:** Kevin Chen
- Attachments:** [4h 23-0459 Summary Sheet Cooperative Agreement Caltrans SR 37 Sear](#)
- 4i.** [23-0460](#) Contract - On-Call Design Services: State Route 37 Sears Point to Mare Island Improvement Project - AECOM Technical Services, Inc. (\$7,000,000)
- Action:** Committee Approval
- Presenter:** Kevin Chen
- Attachments:** [4i 23-0460 Contract AECOM SR 37 Sear Point to Mare Island DesignSu](#)

5. Approval

- 5a. [23-0444](#) Contract - Bay Area Commuter Benefits Program Operations: WSP USA Inc. (\$4,998,938)
- Approval of a three-year contract with WSP USA Inc. to manage Bay Area Commuter Benefits Program Operations, in an amount not to exceed \$4,998,938.
- Action:** Committee Approval
- Presenter:** Christine Maley-Grubl
- Attachments:** [5ai 23-0444 Bay Area Commuter Benefits Program Operations Contract A](#)
[5aii PowerPoint Bay Area Commuter Benefits Program Operations.pdf](#)
- 5b. [23-0448](#) Contract Amendment - 511 and Express Lanes Operational Services: Iteris, Inc. (\$13,500,000)
- Request for approval of a contract amendment with Iteris, Inc. (Iteris) to extend the 511 and Express Lanes Operational Services contract term to June 30, 2027 and to add \$13,500,000.
- Action:** Committee Approval
- Presenter:** Corey Dodge
- Attachments:** [5bi 23-0448 Summary Sheet Contract Amendment Iteris Ops Extension.pd](#)
[5bii 23-0448 PowerPoint Iteris Ops Contract Extension.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 Operations Committee will be held on Friday, May 12, 2023 at 9:35 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. 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 Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

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

Meeting Minutes - Draft

Operations Committee

Agenda Item 4a

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

Committee Members:

Carol Dutra-Vernaci, Chair Vacant, Vice Chair

*Eddie Ahn, David Canepa, Victoria Fleming,
Matt Mahan, James P. Spering, and Sheng Thao*

Non-Voting Members: Dorene M. Giacomini and Vacant

Friday, March 10, 2023

9:35 AM

Board Room - 1st Floor

1. Call to Order / Roll Call / Confirm Quorum

Present: 2 - Commissioner Ahn and Chair Dutra-Vernaci

Absent: 5 - Commissioner Spering, Commissioner Canepa, Commissioner Fleming,
Commissioner Mahan and Commissioner Thao

Non-Voting Member Present: Commissioner Giacomini

Ex Officio Voting Member Present: Commission Chair Pedroza

Ad Hoc Non-Voting Members Present: Commissioner Moulton-Peters, Commissioner Noack, and
Commissioner Rabbitt.

The following individual participated from a noticed remote location: Commissioner Giacomini.

Commission Chair Pedroza served as ex-officio voting member of the Committee and deputized
Commissioner Noack and Commissioner Rabbitt to act as a voting member of the Committee in the
absence of a quorum.

2. Pledge of Allegiance / Acknowledgement of the Flag

3. Compensation Announcement – Clerk of the Committee

4. Consent Calendar

Written public comments were received from Gary Googins, Vix.

Upon the motion by Pedroza and second by Rabbitt, the Consent Calendar was approved. The motion carried by the following vote:

Aye: 5 - Commissioner Ahn, Chair Dutra-Vernaci, Pedroza, Rabbitt and Noack

Absent: 5 - Commissioner Spring, Commissioner Canepa, Commissioner Fleming, Commissioner Mahan and Commissioner Thao

- 4a.** [23-0259](#) Approval of Operations Committee Minutes of the February 10, 2023 Meeting

Action: Committee Approval

Attachments: [4a 23-0259 2023-02-10 Operations Committee Meeting Minutes Draft.pdf](#)

Commissioner Noack abstained from Agenda Item 4a.

- 4b.** [23-0260](#) Contract - Freeway Service Patrol Support Services: California Highway Patrol (\$253,000)

Action: Committee Approval

Presenter: Gio DiFabio

Attachments: [4b 23-0260 Contract-Freeway Service Patrol Services California Highway Patrol \\$253,000.pdf](#)

- 4c.** [23-0319](#) Next-Generation Clipper® (C2) Contract: Clipper Fare Card Fulfillment: Cubic Transportation Systems, Inc. (\$6,000,000)

Action: Committee Approval

Presenter: Kelley Jackson

Attachments: [4c 23-0319 Summary Sheet Clipper Contract Cubic \\$6M.pdf](#)
[4ci 23-0319 Public Comment Clipper Contract-Cubic \\$6M.pdf](#)

- 4d.** [23-0323](#) Contract - US-101 Adaptive Ramp Metering Planning and Implementation - Parsons Transportation Group, Inc. (\$1,387,578.23)

Action: Committee Approval

Presenter: Lulu Mao

Attachments: [4d 23-0323 Summary Sheet Contract US-101 Adaptive Ramp Metering Planning and Implementation-Parson Transportation Group.pdf](#)

- 4e. [23-0395](#) Fiscal Year 2022-23 Service Authority for Freeways and Expressways (SAFE) Second Quarter Financial Statements (Unaudited)

Action: Information

Presenter: Alita Reinecker

Attachments: [4ei 23-0395 Summary Sheet FY 2022-23 Second Quarter SAFE Financial Statements.pdf](#)
[4eii 23-0395 Attachment A FY 2022-23 Second Quarter SAFE Financial Statements.pdf](#)

5. Public Comment / Other Business

6. Adjournment / Next Meeting

The next meeting of the Operations Committee will be held on Friday, April 14, 2023 at 9:35 a.m. at the Bay Area Metro Center, 375 Beale Street, San Francisco, CA. Any changes to the schedule will be duly noticed to the public.

Metropolitan Transportation Commission
Operations Committee

April 14, 2023

Agenda Item 4b

Contract Amendment – Call Box Call Answering Center: AAMCOM, LLC (\$255,000)

Subject:

Request for Committee approval of a contract amendment for \$60,000 in additional funding over a three-year period for call box and 511 Freeway Assist call answering center services with current contractor, AAMCOM, LLC (\$255,000).

Background:

MTC's Service Authority for Freeways and Expressways (MTC SAFE) installed call boxes in 1988 to provide a network of telephones along freeways, highways, and county roads where motorists could summon help when experiencing car trouble. Today, MTC manages approximately 300 call boxes on the region's toll bridges and in rural areas with limited cellular service. Funding for call boxes and 511 Freeway Assist is provided by the Department of Motor Vehicles vehicle registration fees, of which MTC SAFE receives approximately \$6 million per year. The Bay Area call box network is an MTC SAFE project that is run cooperatively with the California Department of Transportation (Caltrans) and the California Highway Patrol (CHP). Since 1999, MTC SAFE has contracted with a private call answering center to handle call box calls. The private call answering center helps reduce call volume into 911 by screening call box calls and only transferring those appropriate for California Highway Patrol. The private call answering center also handles calls from 511 Freeway Assist, a program that allows the motoring public to access call box services from their cell phones.

The call answering center responds to approximately 12,000 calls per year from Bay Area motorists needing aid. It is available 24 hours a day, seven days per week. Operators are fluent in English and Spanish, and a translation service allows for interpretative assistance in over 230 languages. The call answering center is critical to public safety in the region as it offers a lifeline to stranded or distressed motorists.

The current three-year contract with AAMCOM, LLC for a total of \$195,000 was approved under Executive Director authority in June 2022. The contract commenced on July 1, 2022, and shall be completed no later than June 30, 2025. Due to an unanticipated increase in call answering center operating costs caused by inflation and a rise in the average cost of living, there is a need to add \$60,000 of additional funds to the existing contract. Funding will be split evenly during the three-year contract, subject to the approval of upcoming MTC SAFE budgets.

Issues:

None identified.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a \$60,000 contract amendment to AAMCOM, LLC for a new not to exceed amount of \$255,000 for call box and 511 Freeway Assist call answering center services.

Attachments:

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



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	AAMCOM, LLC	Prime	Yes	33652	Yes	4344

*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.:	6031
Consultant:	AAMCOM, LLC Redondo Beach, CA
Work Project Title:	Call Box Call Answering Center
Purpose of Project:	Operate a call answering center to receive motorist aid calls.
Brief Scope of Work:	Set up and operate call answering center with custom screens and call scripts to handle calls from MTC SAFE's call box system and 511 Freeway Assist.
Project Cost Not to Exceed:	\$255,000 (this Contract Amendment) Total contract value before this amendment = \$195,000
Funding Source:	SAFE
Fiscal Impact:	\$20,000 is included in the FY 2022-23 budget \$20,000 is subject to inclusion in the FY 2023-24 budget \$20,000 is subject to inclusion in the FY 2024-25 budget
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with AAMCOM, LLC in an amount not to exceed \$60,000 to operate a call answering center, as described above and in the Operations Committee Summary Sheet dated April 14, 2023, and that the Chief Financial Officer is authorized to set aside \$60,000 for such a contract amendment, subject to necessary budget approvals.
Operations Committee:	<hr/> David Rabbitt, Chair
Approved:	April 14, 2023

**Metropolitan Transportation Commission
Operations Committee**

April 14, 2023

Agenda Item 4c

Customer Account Management Platform Contract Actions:

- i. Purchase Order: Technical Salesforce Integration and Administration Services: Slalom, LLC (\$2,975,000)**
 - ii. Purchase Order Amendment: Salesforce Licenses: Carahsoft Technology Corp (\$560,000)**
-

Subject:

Customer Account Management Platform Contract Actions: i. Purchase Order - Technical Salesforce Integration and Administration Services: Slalom, LLC (Slalom) (\$2,975,000). ii. Purchase Order Amendment - Salesforce Licenses: Carahsoft Technology Corp (Carahsoft) (\$560,000)

Background:

The MTC Salesforce platform currently provides the FasTrak® case escalation management system, Clipper® START application and customer service system, the MTC/ABAG Contacts Center, Regional Transit Connection (RTC) discount card intake and verification system, Richmond San Rafael e-Bike Rebate application and customer service system, the MTC Help Desk system, and the Express Lanes START application and customer service system.

Contract Actions:

Staff recommends that the Operations Committee authorize the Executive Director or his designated representative to issue the following purchase orders:

- i. Technical Salesforce Integration and Administration Services: Slalom, LLC (\$2,975,000)**

Under the proposed purchase order, Slalom would operate and maintain and further extend the Salesforce platform to support both regional mobility means-based initiatives and internal MTC business operations. The following projects are expected to be completed in fiscal year 2023-24 for the indicated anticipated costs:

- A. Enhancement of the MTC Help Desk system (\$100,000)**

- B. Operations and maintenance of Salesforce Org and existing programs (\$1,125,000)
- C. Discovery and development of a consolidated mobility discount program portal, bringing together existing programs such as Clipper START, Express Lanes START, Richmond San Rafael Bridge e-Bike Rebate Program, and the BATA Low-Income Payment Plan, for a more customer friendly enrollment experience (\$1,250,000)
- D. Discovery and development of Salesforce Marketing Cloud for public engagement communications and public comment management (\$500,000)

Slalom's services are procured using the California Multiple Award Schedule (CMAS), a collaborative intergovernmental procurement vehicle, which satisfies MTC's competitive procurement requirements. Slalom is an authorized vendor under CMAS and has been recognized as a Salesforce Partner and a multiple-year winner of Salesforce's Innovation Award. Slalom is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Issues:

None identified.

Recommendations:

Staff recommends that the Operations Committee authorize the Executive Director or designee to issue a purchase order amendment to Slalom, LLC in an amount not to exceed \$2,975,000 to provide technical Salesforce integration and administration services as described herein.

Attachments:

None.

ii. **Salesforce Licenses: Carahsoft Technology Corp (\$560,000)**

Under this purchase order amendment, Carahsoft would provide Salesforce licenses for use in developing and operating the regional and internal customer account management programs in Salesforce. Carahsoft's services were procured using CMAS. Carahsoft is an authorized vendor under CMAS and is Salesforce's Master Value Added Reseller and Aggregator in the US public sector. Carahsoft is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Issues:


None identified.

Recommendations:

Staff recommends that the Operations Committee authorize the Executive Director or designee to issue a purchase order amendment to Carahsoft Technology Corp. in an amount not to exceed \$560,000 to continue to provide Salesforce licenses.

Attachments:

None.



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Purchase Order

Work Item No.:	1161, 1239, 1251, 1311, 2784, 1998
Consultant:	Slalom, LLC Seattle, WA
Work Project Title:	Technical Salesforce Integration and Administration Services
Purpose of Project:	To provide technical integration and administration services for Salesforce platform development.
Brief Scope of Work:	Provide technical integration and professional services to design, develop, enhance, and maintain the Salesforce platform for regional and internal customer account management program needs.
Project Cost Not to Exceed:	\$2,975,000
Funding Source:	General Funds, BATA, LCTOP, STA
Fiscal Impact:	<p>\$2,975,000 is subject to approval in the FY 2023-24 MTC budget, as follows:</p> <ul style="list-style-type: none">• Agency CRM Development: \$100,000 – General Funds• Agency CRM O&M: \$625,000 – General Funds• BATA Low-Income Payment Plan O&M: \$200,000 – BATA• FasTrak Case Management O&M: \$25,000 – BATA• Clipper START O&M: \$200,000 – LCTOP• RTC O&M: \$75,000 – STA• Consolidated Mobility Discount Portal: \$1,250,000 – General Funds• Marketing Cloud: \$500,000 – General Funds

Motion by Committee: That the Executive Director or designee is authorized to issue a purchase order to Slalom, LLC for technical Salesforce integration and administration services described above and in the Operations Committee Summary Sheet dated April 14, 2023 and that the Chief Financial Officer is authorized to set aside \$2,975,000 for such purchase order.

Operations Committee:

David Rabbitt, Chair

Approved:

April 14, 2023

Request for Committee Approval

Summary of Proposed Purchase Order Amendment

Work Item No.:	1998, 1131, 1251, 6854, 2784
Consultant:	Carahsoft Technology Corp. Reston, VA
Work Project Title:	Salesforce Licenses
Purpose of Project:	To provide Salesforce licenses.
Brief Scope of Work:	Provide Salesforce licenses to operate and enhance the Salesforce platform for regional and internal customer account management program needs.
Project Cost Not to Exceed:	\$560,000
Funding Source:	General Funds, BATA, BAIFA, STA, LCTOP
Fiscal Impact:	<p>\$560,000 is subject to approval in the FY 2023-24 MTC budget, as follows:</p> <ul style="list-style-type: none">• Agency CRM: \$318,000 – General Funds• BATA Low-Income Payment Plan - \$45,000 – BATA• FasTrak Case Management: \$17,000 – BATA• RSR Bridge E-Bike Rebate: \$15,000 – BATA• Express Lanes START: \$50,000 – BAIFA• RTC: \$65,000 - STA• Clipper START: \$50,000 - LCTOP

Motion by Committee: That the Executive Director or designee is authorized to issue a purchase order amendment to Carahsoft Technology Corp. for technical Salesforce integration and administration services described above and in the Operations Committee Summary Sheet dated April 14, 2023 and that the Chief Financial Officer is authorized to set aside \$560,000 for such purchase order.

Operations Committee:

David Rabbitt, Chair

Approved:

April 14, 2023

**Metropolitan Transportation Commission
Operations Committee**

April 14, 2023

Agenda Item 4d

**Contract – Regional Transit Connection (RTC) Operations: TransSIGHT LLC
(TransSIGHT) (\$1,565,250)**

Subject:

Request for approval of a contract with TransSIGHT for eligibility verification and customer service for the RTC program in an amount not to exceed \$1,565,250.

Background:

The RTC discount card is available to persons with qualifying disabilities. Individuals may use the card as proof of eligibility to receive discounted fares on a fixed route, rail, and ferry systems throughout the San Francisco Bay Area. It is also a Clipper card, and individuals can add cash value or passes to their card. Each transit agency's specific fare information and discounts can be found on its website.

Applications for the RTC program are accepted in-person at participating San Francisco Bay Area transit agencies and by mail. Applicants are verified for eligibility against the program guidelines by an eligibility verifier.

MTC conducted a competitive procurement for a new eligibility verifier for the RTC program. The RFP was issued on December 16th, 2022 and one proposal was received -- from TransSIGHT.

The prospective contractor was evaluated on qualifications and team experience, approach, experience handling PII/private information, cost effectiveness and presentation. The prospective contractor was also evaluated on its status as a Small Business Enterprise or the status of its subcontractors as Small Business Enterprises. There was a total of 110 available points in the scoring. Following are the scores for TransSIGHT:

- Qualifications and Team Experience: 23.4
- Approach: 16.8
- Experience handling PII/private information: 15
- Cost Effectiveness: 30

- Presentation: 3.2
- Small Business Enterprise: 10

Total points awarded were 96.

TransSIGHT's subcontractor for this contract would be Magellan Solutions, USA.

The Clipper Executive Board approved the proposed contract at its March 27, 2023 meeting.

Issues:

None identified.

Recommendations:

Staff recommends that the Operations Committee authorize the Executive Director or designee to negotiate and enter into a contract with TransSIGHT in an amount not to exceed \$1,565,250 for the RTC Eligibility Verifier services described above, for a period of four years ending on June 30, 2027.

Attachments:

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



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	TransSIGHT	Prime contractor	No		Yes	2004682
Subcontractor	Magellan Solutions, USA	General support	No		No	

*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.:	1221
Consultant:	TransSIGHT LLC Pleasanton, CA
Work Project Title:	Regional Transit Connection (RTC) Program Eligibility Verifier
Purpose of Project:	To provide eligibility verification and customer service to RTC customers.
Brief Scope of Work:	Consultant will be responsible for data entry for applicants, verifying the eligibility of applicants, notifying applicants who do not qualify that their applications have been denied, ordering cards for approved applicants, participating in an appeals process for denied applications, collecting fees for replacement and attendant-limited cards, maintaining the security of all personally-identifiable information and other confidential information, and generating reports.
Project Cost Not to Exceed:	\$1,565,250
Funding Source:	Transit Operator Funds
Fiscal Impact:	Funding subject to inclusion in the FY 2023-24 MTC agency budget
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract with TransSIGHT for eligibility verification and customer service for the Regional Transit Connection (RTC) program, as described above and in the Operations Committee Summary Sheet dated April 14, 2023, and that the Chief Financial Officer is authorized to set aside \$1,565,250 for such contract, subject to inclusion in the FY 2023-24 MTC agency budget.
Operations Committee:	<hr/> David Rabbitt, Chair
Approved:	April 14, 2023

Metropolitan Transportation Commission
Operations Committee

April 14, 2023

Agenda Item 4e

**Clipper® Bank Account Cash Management: Transfer of \$4,000,000 from Clipper Float
Account to MTC to Fund Clipper Program Operating Costs**

Subject:

Request Committee approval of a transfer of \$4,000,000, equivalent to a portion of all Inactive Funds on unregistered inactive Clipper cards, from the Clipper Float Account for anticipated inclusion into the Fiscal Year (FY) 2023-24 Clipper Operating Budget.

Background:

The Clipper Cardholder Agreement defines “Inactive Funds” as funds on a card, whether registered or unregistered, which have not been used for at least the past three years. Inactive Funds, like all money paid by customers to load cash value onto their Clipper cards, are held in the Clipper Float Account until that cash value is used to ride transit.

Following approvals by this Committee or the full Commission, three distributions from the Clipper Float Account of money representing Inactive Funds on unregistered cards—totaling nearly \$7.1 million—occurred between 2018 and 2020. (Each time 10% was held back as a reserve to cover any renewed card activity; history has shown 10% to be a more than adequate reserve percentage.) A portion—approximately \$3.5 million—of these prior distributions have been applied to past Clipper operating expenses; Clipper staff anticipate that the remaining available funds will be needed to apply toward upcoming Clipper operating expenses in FY 2023-24.

These distributions have not impacted cardholders’ use of their Clipper cards; the full unused balance on a cardholder’s card remains available regardless of how long the card goes unused.

Staff desire to resume distributions from the Clipper Float Account of money representing Inactive Funds, in anticipation of the Clipper program’s significant operating budgetary needs in FY 2023-24 and subsequent fiscal years. Attachment A shows detailed annual calculations of what cardholder funds have become “Inactive”, what has been the amounts of renewed card activity, and the replenishments of the 10% reserve. The total of more than \$14,645,879 represents the amount of money on unregistered Clipper cards that became Inactive in calendar

years 2020, 2021, or 2022, net of the cumulative renewed card activity on any unregistered Clipper card that had been previously Inactive, and setting aside a fully-funded reserve of 10% of the total potential future activity on any Inactive Clipper cards. Staff anticipates including between \$3.5 million and \$4 million of that \$14.6 million in the proposed 2023-24 Clipper Operating Budget request to be presented to this Committee within the next few months. The specific staff request today is for Committee authorization to transfer only \$4 million of the identified \$14.6 million in Inactive Funds—enough to cover the anticipated need for such funds in the FY 2023-24 Clipper Operating Budget.

The Clipper Executive Board approved the proposed transfer at its March 27, 2023 meeting.

Issues:

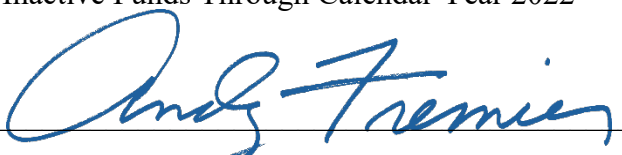
None identified.

Recommendation:

Staff recommends the Operations Committee authorize the Executive Director or designee to transfer \$4,000,000, identified as Inactive Funds, from the Clipper Float Account to MTC to offset FY 2023-24 Clipper program operating costs.

Attachments:

- Request for Committee Approval—Summary of Proposed Action
- Attachment A: Calculations of Clipper Inactive Funds Through Calendar Year 2022



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Action

Work Item No.:	320-1221
Work Project Title:	Clipper Bank Account Cash Management
Purpose of Action:	Transfer \$4,000,000 identified as Inactive Funds from the Clipper Float Account to MTC to offset Clipper Program operating costs
Brief Scope of Work:	MTC to transfer \$4,000,000 from the Clipper Float Account to MTC budget to fund Clipper Program operating costs
Project Cost Not to Exceed:	N/A
Funding Source:	N/A
Fiscal Impact:	Transfers \$4,000,000 for inclusion in the FY 23/24 MTC agency budget for Clipper Program operating costs
Motion by Committee:	That the Executive Director or designee is authorized to transfer \$4,000,000 identified as Inactive Funds from the Clipper Float Account to MTC to offset Clipper Program operating costs, as described in the Operations Committee Summary Sheet dated April 14, 2023.
Operations Committee:	<hr/> David Rabbitt, Chair
Approved:	April 14, 2023

Calculations of Clipper Inactive Funds Through Calendar Year 2022

	2017	2018	2019
Total Inactive Funds up to and including 2019 (gross amounts)	\$ 4,440,283.52	\$ 6,199,570.29	\$ 8,194,317.76
Less: Accumulated renewed card activity as of the end of the year indicated	\$ -	\$ 136,672.52	\$ 311,275.63
Total Inactive Funds up to and including 2019 (net of any re-activity)	\$ 4,440,283.52	\$ 6,062,897.77	\$ 7,883,042.13
Total set-asides and replenishments of reserve as of the beginning of the year indicated		\$ 444,028.35	\$ 606,289.78
Less: Depletions of reserve through renewed card activity in the year indicated		\$ 136,672.52	\$ 174,603.11
Balance of reserve as of the end of the year indicated		\$ 307,355.83	\$ 431,686.67
Amount of desired fully-funded 10% reserve	\$ 444,028.35	\$ 606,289.78	\$ 788,304.21
Less: Balance of reserve as of the end of the year indicated		\$ 307,355.83	\$ 431,686.67
Deficiency in reserve	\$ 444,028.35	\$ 298,933.95	\$ 356,617.55
Funds that became Inactive during year indicated	\$ 4,440,283.52	\$ 1,759,286.77	\$ 1,994,747.47
Less: Set-aside/Replenishment of reserve deficiency	\$ 444,028.35	\$ 298,933.95	\$ 356,617.55
Inactive Funds that were disbursed	\$ 3,996,255.17	\$ 1,460,352.83	\$ 1,638,129.92

	2020
Total Inactive Funds through 2020 (gross amount)	\$ 12,054,298.38
Less: Accumulated renewed card activity through 2020	\$ 412,473.49
Total Inactive Funds up to and including 2020 (net of any re-activity)	\$ 11,641,824.89
Total set-asides and replenishments of reserve, prior to beginning of 2020	\$ 788,304.21
Less: Depletions of reserve through renewed card activity in 2020	\$ 101,197.86
Balance of reserve as of end of 2020	\$ 687,106.35
Amount of desired fully-funded 10% reserve	\$ 1,164,182.49
Less: Balance of reserve as of end of 2020	\$ 687,106.35
Deficiency in reserve	\$ 477,076.14
Funds that became Inactive in 2020	\$ 3,859,980.62
Less: Replenishment of reserve deficiency needed	\$ 477,076.14
Inactive Funds that could be disbursed	\$ 3,382,904.48

	2021
Total Inactive Funds through 2021 (gross amount)	\$ 17,102,724.50
Less: Accumulated renewed card activity through 2021	\$ 540,927.99
Total Inactive Funds up to and including 2021 (net of any re-activity)	\$ 16,561,796.51
Total set-asides and replenishments of reserve, prior to beginning of 2021	\$ 1,164,182.49
Less: Depletions of reserve through renewed card activity in 2021	\$ 128,454.50
Balance of reserve as of end of 2021	\$ 1,035,727.99

Amount of desired fully-funded 10% reserve	\$ 1,656,179.65
Less: Balance of reserve as of end of 2021	\$ 1,035,727.99
Deficiency in reserve	\$ 620,451.66
 Funds that became Inactive in 2021	 \$ 5,048,426.12
Less: Replenishment of reserve deficiency needed	\$ 620,451.66
Inactive Funds that could be disbursed	\$ 4,427,974.46

	<u>2022</u>
Total Inactive Funds through 2022 (gross amount)	\$ 25,120,930.88
Less: Accumulated renewed card activity through 2022	\$ 964,689.76
Total Inactive Funds up to and including 2022 (net of any re-activity)	\$ 24,156,241.12
 Total set-asides and replenishments of reserve, prior to beginning of 2022	 \$ 1,656,179.65
Less: Depletions of reserve through renewed card activity in 2022	\$ 423,761.77
Balance of reserve as of end of 2022	\$ 1,232,417.88
 Amount of desired fully-funded 10% reserve	 \$ 2,415,624.11
Less: Balance of reserve as of end of 2022	\$ 1,232,417.88
Deficiency in reserve	\$ 1,183,206.23
 Funds that became Inactive in 2022	 \$ 8,018,206.38
Less: Replenishment of reserve deficiency needed	\$ 1,183,206.23
Inactive Funds that could be disbursed	\$ 6,835,000.15

Metropolitan Transportation Commission
Operations Committee

April 14, 2023

Agenda Item 4f

Bikeshare Capital Grant Program – Clipper® Requirement

Subject:

Removal of the requirement that Clipper can be used as a membership identifier with respect to the Bike Share Capital Grants in the City of Richmond, the City of Fremont, the Sonoma County Transportation Authority (SCTA), and the Transportation Authority of Marin (TAM) given the timing of the grant program and roll out of the Next Generation Clipper System.

Background:

In November 2017, the Commission approved a total of \$2.5 million in bike share grants as part of the Bikeshare Capital Grant Program for piloting bikeshare programs in Richmond, Fremont, and a joint project along the Sonoma-Marín Area Rail Transit (SMART) corridor in partnership with the TAM and SCTA.

In September 2018, per MTC Resolution No. 3925, MTC revised the recommended amount to \$2.275 million after changes to the program launched in Fremont and outlined three program requirements. One of the program requirements outlined in the summary memorandum for MTC Resolution No. 3925, Revised, was the use of the Clipper card as a membership identifier. While this requirement aimed at promoting seamless integration, the schedule for the roll out of Next Generation Clipper was not considered when adding this requirement, and it therefore creates a high level of complexity to implement. One of the grant recipients is SCTA, in partnership with TAM, for a system along the SMART train corridor. This system has yet to launch and, while they do not have a launch timeline, it will likely be in late 2023. Due to its original operator going bankrupt, SCTA and TAM are seeking proposals from operators for a new RFP for the system. The system is a multi-year pilot which would span the current Clipper system and the next-generation system. Spanning both versions of Clipper would require initial operability with the legacy Clipper card system, and then new technical requirements for an API-based integration with the next-generation system. While Clipper staff have been working to finalize the technical requirements for third-party integrations to facilitate continued integrations with programs like Lyft's Bay Wheels bikeshare, the new Clipper specifications were not ready for

inclusion in the TAM and SCTA Request for Proposals that is expected to be released in early spring 2023 for a new operator.

In light of the foregoing, staff recommends removing the requirement that Clipper cards be accepted as a membership identifier when the bikeshare pilot launches. Once Clipper staff can share the new technical specs, MTC staff can work with the System and Operator on the feasibility of integrating with the Next Generation Clipper System after it launches in the summer of 2024.

Next Steps:

Staff will coordinate with TAM and SCTA regarding the Next Generation Clipper System timeline and any future requirements.

Issues:


None identified.

Recommendations:

Refer to the Commission for approval.

Attachments:

None



Andrew B. Fremier

Metropolitan Transportation Commission
Operations Committee

April 14, 2023

Agenda Item 4g

**Contract - Software Design to Support Third Party Integration into the Next-Generation
Clipper® (C2) System: Trapeze Software Group (Trapeze) (\$1,069,523)**

Subject:

Request for approval to enter into a contract, in the amount of \$1,069,523, with Trapeze to support Third Party integration with the C2 System and modify Trapeze's paratransit booking software.

Background:

One of the program goals for Clipper is to accept payment for paratransit services. In C2, the program can receive fare payment information through its new back office (provided by Cubic), leveraging application programming interfaces (APIs). Using this design, agencies providing paratransit services leverage their booking software, which already calculates fares, to send that fare information to Clipper's back office. The booking software must be modified to add fields for the Clipper card serial number and to establish protocols for the API information to go from the paratransit software to Clipper and to receive information back about the card status.

Trapeze is the paratransit software provider for thirteen transit agencies in the Bay Area. These agencies invited Trapeze and MTC to a meeting in December 2020 to discuss the C2 project. MTC has continued to meet with Trapeze to discuss the C2 design and asked for a statement of work and pricing for any API design that would be required for Trapeze to use Cubic's APIs. As an outcome of those discussions, Trapeze has proposed that the project have two statements of work (SOWs).

1. Pilot Agency [San Francisco Municipal Transportation Agency (SFMTA)] - Test APIs and determine optimal version of Trapeze by starting with one transit operator to undertake development, testing and piloting.

2. Multi-Agency - Phased deployment at the other twelve agencies [County Connection, Livermore Amador Valley Transit Authority (LAVTA), Marin County, Napa County, Petaluma, San Mateo County Transit District (SamTrans), Santa Rosa, Solano County, Sonoma County, TriDelta, Western Contra Costa Transit Authority (WestCAT), Santa Clara Valley Transportation Authority (VTA)] once the pilot agency system has been successfully piloted and tested.

Transit agency staff received and reviewed the SOWs and provided comments. Trapeze has revised the SOWs to incorporate transit agency and MTC feedback.

MTC will contract with Trapeze for the API design and testing for integration with C2. The transit agencies will continue to contract with Trapeze as they currently do. The transit agencies will enter into a cooperative agreement with MTC to acknowledge they are beneficiaries of MTC's contract with Trapeze.

The funding for the project is through the Blue Ribbon Transit Recovery Task Force [State Transit Assistance (STA) funds] and has been programmed and allocated.

Trapeze is neither a small business nor a disadvantaged business enterprise and has no subcontractors.

The Clipper Executive Board approved this proposed contract at its March 27, 2023 meeting.

Issues:


None identified.

Recommendation:

Staff recommends that the Operations Committee authorize the Executive Director or designee to negotiate and enter into a contract with Trapeze Software Group, in an amount not to exceed \$1,069,523, to support Third Party integration with the C2 System and modify Trapeze's paratransit booking software.

Attachment:

- Request for Committee Approval – Summary of Proposed Contract



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract

Work Item No.	2785
Consultant:	Trapeze Software Group (Trapeze) Cedar Falls, IA
Work Project Title:	Software modifications to Trapeze EZ Wallet application programming interfaces (APIs) software to allow Trapeze PASS to connect with the Next-Generation Clipper® (C2) back-office for fare payment.
Purpose of Project:	To create Clipper as a payment option for paratransit customers.
Brief Scope of Work:	Trapeze Software Group will modify its EZ Wallet APIs software, deploy, test and implement at thirteen Clipper agencies.
Project Cost Not to Exceed:	\$1,069,523
Funding Source:	State Transit Assistance (STA)
Fiscal Impact:	Funds available in the Fiscal Year 2022-23 MTC budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract with Trapeze Software Group for the purposes described above and in the Summary Sheet dated April 14, 2023, and that the Chief Financial Officer is authorized to set aside \$1,069,523 for such contract.
Operations Committee:	<hr/> David Rabbitt, Chair
Approved:	April 14, 2023

**Metropolitan Transportation Commission
Operations Committee**

April 14, 2023

Agenda Item 4h

Cooperative Agreement: Integrated Team for Design Phase of the State Route 37 Sears Point to Mare Island Improvement Project, California Department of Transportation (Caltrans) (\$25,500,000)

Subject:

Request for approval of a cooperative agreement between Caltrans and MTC to work as an integrated team, in the amount of \$25,500,000, to advance the State Route 37 Sears Point to Mare Island Improvement Project into the design phase, including right-of-way support and capital, and project control services.

Background:

State Route 37 (SR 37) extends from US Highway 101 (US 101) in Novato, Marin County to Interstate 80 (I-80) in Vallejo, Solano County. It is an essential regional connection linking the north, east, and west San Francisco Bay sub-regions. The corridor faces several challenges, including traffic congestion, seasonal flooding, environmentally sensitive ecology, and sea level rise.

MTC is working in partnership with Sonoma County Transportation Authority (SCTA), Solano Transportation Authority (STA), Napa Valley Transportation Authority (NVTA), Transportation Authority of Marin (TAM), California Department of Transportation (Caltrans), and Sonoma-Marín Area Rail Transit (SMART) to deliver the SR 37 Sears Point to Mare Island Improvement Project. The environmental review process was completed in February 2023 and the project is ready to advance into the design phase, including right-of-way support and capital, and project control services.

An integrated team approach is proposed between MTC and Caltrans to proceed with the design phase in an expedited and efficient manner, which will be formalized through the establishment of a cooperative agreement. The cooperative agreement will identify both MTC and Caltrans as co-sponsors of the project, while Caltrans will be the implementing agency; other specific roles will be negotiated between both agencies. Funding for the design phase will be comprised from the following sources for a total of twenty-five million five hundred thousand dollars: 1)

seventeen million dollars of federal funds from Caltrans; 2) three million dollars of Senate Bill 170 state funds from SCTA; 3) four million five hundred thousand dollars of Regional Measure 3 funds administered between SCTA and MTC; and 4) one million dollars of One Bay Area Grant 3 federal funds from MTC. Additionally, MTC and SCTA will enter into a funding agreement to allow for the transfer of funding from SCTA to MTC to proceed with the project's design phase.

In January 2023, the Operations Committee approved a \$20 million cooperative agreement with Caltrans to advance the design phase of the project, working with MTC as an integrated team. As the agreement has not been executed, this request supersedes the previously approved item, in order to account for the additional work and funding.

Issues:

None identified.

Recommendation:

Staff recommends the Operations Committee authorize the Executive Director or designee to negotiate and enter into a Cooperative Agreement with Caltrans in an amount of \$25,500,000 to work as an integrated team, to advance the State Route 37 Sears Point to Mare Island Improvement Project into design phase, which also includes right-of-way support and capital, and project control services.

Attachments:

- Request for Committee Approval - Summary of Proposed Cooperative Agreement



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Cooperative Agreement

Work Item No.: 1237, 2664

Agency: California Department of Transportation (Caltrans)
Sacramento, California

Work Project Title: State Route 37 Sears Point to Mare Island Improvement Project

Purpose of Project: To improve traffic flow and peak travel times, increase vehicle occupancy.

Brief Scope of Work: Provide final design services, which includes right-of-way support and capital, and project control services

Project Cost Not to Exceed: \$25,500,000

Funding Source: \$17,000,000 (Federal funds from Caltrans)
\$3,000,000 (State funds from Senate Bill 170 to be received by MTC from Sonoma County Transportation Authority)
\$4,500,000 (Regional Measure 3)
\$1,000,000 (OBAG 3)

Fiscal Impact: No immediate fiscal impact until agreement is executed. Funds are subject to agency budgetary approval process.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a cooperative agreement with the California Department of Transportation for the purposes described above and in the Operations Committee Summary Sheet dated April 14, 2023, subject to budgetary approval.

Operations Committee:

David Rabbitt, Chair

Approved: April 14, 2023

**Metropolitan Transportation Commission
Operations Committee**

April 14, 2023

Agenda Item 4i

**Contract - On-Call Design Services: State Route 37 Sears Point to Mare Island
Improvement Project - AECOM Technical Services, Inc. (\$7,000,000)**

Subject:

Request for approval of a contract with AECOM Technical Services, Inc. (AECOM), to provide on-call design services for the State Route 37 Sears Point to Mare Island Improvement Project (Project), in an amount not to exceed \$7,000,000.

Background:

State Route 37 (SR 37) extends from US Highway 101 (US 101) in Novato, Marin County to I-80 in Vallejo, Solano County. It is an important regional connection linking the north, east, and west San Francisco Bay sub-regions. The corridor faces several challenges, including traffic congestion, seasonal flooding, environmentally sensitive ecology, and sea level rise.

The Metropolitan Transportation Commission (MTC) is working in partnership with Sonoma County Transportation Authority (SCTA), Solano Transportation Authority (STA), Napa Valley Transportation Authority (NVTa), Transportation Authority of Marin (TAM) and California Department of Transportation (Caltrans) to deliver the SR 37 Sears Point to Mare Island Improvement Project. The environmental review process was completed in February 2023, and MTC and Caltrans are anticipated to form an integrated team to proceed with the design phase of the project, supported by MTC's consultants, as included in item 4h.

As part of the project coordination with the environmental resource agencies, it was determined that lengthening the Tolay Creek Bridge and improving the Strip Marsh East would be critical to provide ecological connectivity and to provide near-term corridor resiliency to the project.

Preliminary engineering and environmental review for these improvements will also be conducted, as the project partners are committed to ultimately delivering these improvements as part of the SR 37 Sears Point to Mare Island Improvement project.

Procurement Process:

In April 2021, after a competitive procurement, the BATA Oversight Committee authorized the Executive Director to establish a Bench of pre-qualified firms, to provide on-call construction management, design, or asset management services. Eleven firms were approved to be part of the design Bench, including AECOM. After a comparative review of the Statement of Qualifications (SOQs) submitted by the firms on the bench, staff recommends a direct selection for AECOM under the 2021 BATA On-Call Design Services Bench to proceed with providing design support services for this Project. AECOM has direct experience, relevant knowledge and qualifications to perform this Project, as they served as the prime consultant to assist MTC with completing the environmental review and project approval of the Project under a previous contract procured through the previous 2017 BATA On-Call Design Services Bench.

Issues:

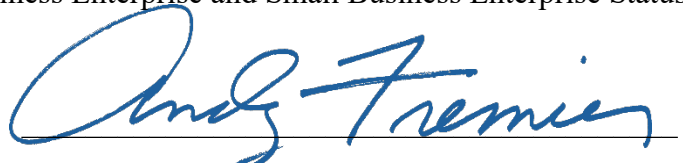
None identified.

Recommendation:

Staff recommends the Operations Committee authorize the Executive Director or designee to negotiate and enter into a contract in an amount not to exceed \$7,000,000 with AECOM to provide on-call design services for the State Route 37 Sears Point to Mare Island Improvement Project.

Attachments:

- Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes/No	If DBE Yes, List #	SBE** Yes/No	If SBE Yes, List #
Prime Contractor	AECOM	Prime Contractor	No		No	
Subcontractor	Associated Right-of-Way Services, Inc. (AR/WS)	TBD	No		Yes	DGS 30184
Subcontractor	Baymetrics	TBD	No		No	
Subcontractor	BayPac Consultants	TBD	Yes	42358	Yes	DGS 2004950
Subcontractor	Bess TestLab, Inc. (BTL)	TBD	Yes	34267	Yes	DGS 38052
Subcontractor	Circlepoint	TBD	No		Yes	DGS 40528
Subcontractor	Donald MacDonald Architects	TBD	No		No	
Subcontractor	Earthview Science	TBD	Yes	45605	Yes	DGS 2011133
Subcontractor	Elite Transportation Group (ETG)	TBD	Yes	45726		DGS 2011002
Subcontractor	Fehr and Peers	TBD	No			
Subcontractor	Haygood & Associates, Inc.	TBD	Yes	3171	Yes	DGS 2007900
Subcontractor	Illingworth & Rodkin, Inc.	TBD	No		No	

	Firm Name	Role on Project	DBE* Yes/No	If DBE Yes, List #	SBE** Yes/No	If SBE Yes, List #
Subcontractor	KCI Technologies, Inc.	TBD	No		No	
Subcontractor	Kimley Horn	TBD	No		No	
Subcontractor	Kittelsohn & Associates, Inc.	TBD	No		No	
Subcontractor	Metro Traffic	TBD	No		No	
Subcontractor	Radman Aerial Surveys	TBD	No		Yes	DGS 19558
Subcontractor	Towill	TBD	No		No	
Subcontractor	Verano Technical Services	TBD	No		Yes	DGS 2016766
Subcontractor	WRECO	TBD	Yes	30066	Yes	DGS 60800
Subcontractor	YEI Engineers	TBD	Yes	1807	Yes	DGS 18641
Subcontractor	Zoon Engineering	TBD	No		Yes	DGS 58549

*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.:	1237, 2664
Consultant:	AECOM Technical Services, Inc. (AECOM) Oakland, California
Work Project Title:	On-Call Design Services: State Route 37 Sears Point to Mare Island Improvement Project (Project)
Purpose of Project:	To improve traffic flow and peak travel times, increase vehicle occupancy.
Brief Scope of Work:	Provide design services of the project, including preliminary engineering and environmental review for Tolay Creek Bridge Lengthening and Strip Marsh East.
Project Cost Not to Exceed:	\$7,000,000
Funding Source:	\$4,000,000 (State funds from Senate Bill 170 to be received by MTC from Sonoma County Transportation Authority) \$3,000,000 (Regional Measure 3)
Fiscal Impact:	No immediate fiscal impact until contract is executed. Funds are subject to agency budgetary approval process.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract with AECOM Technical Services, Inc. for the purposes described above and in the Operations Committee Summary Sheet dated April 14, 2023, subject to budgetary approval.
Operations Committee:	<hr/> David Rabbitt, Chair
Approved:	April 14, 2023

Metropolitan Transportation Commission
Operations Committee

April 14, 2023

Agenda Item 5a

Contract – Bay Area Commuter Benefits Program Operations: WSP USA Inc. (\$4,998,938)

Subject:

Approval of a three-year contract with WSP USA Inc. to manage Bay Area Commuter Benefits Program Operations, in an amount not to exceed \$4,998,938.

Background:

MTC partners with the Bay Area Air Quality Management District (Air District) to operate the Commuter Benefits Program (CBP), which aims to reduce greenhouse gas emissions and vehicle-miles-traveled from drive-alone commuting by requiring employers with 50 or more full-time employees in the Air District's jurisdiction to offer commuter benefits to their covered employees. The program was authorized as a pilot under Senate Bill 1339 in fall 2012 and began operations in 2014. In 2017, Senate Bill 1128 authorized the Air District and MTC to continue the program on an ongoing basis. The program is the foundation for Plan Bay Areas 2050's Implementation Strategy EN7 - Expand commute trip reduction programs at major employers and is a core strategy for meeting greenhouse gas emission reduction targets in the Plan.

Employers subject to the program are required to register via the program website, select a commuter benefit, and offer the benefit to their employees, as outlined in the Air District's [Regulation 14, Rule 1](#). Over the years, MTC has focused on providing employer registration support, through consultant services, while the Air District has primarily been responsible for program enforcement. Consultant support is currently provided by WSP USA Inc. under a contract that expires June 30, 2023.

Based on eight years of operational experience, staff has identified a more robust employer database as a fundamental building block to both improve the program and lay the foundation for Plan Bay Area 2050's Strategy EN7. The Operations Committee authorized contract services with Slalom, Inc. in January 2023, to implement a new database.

The scope for the new CBP operations contract contemplated in this Committee action is focused on bolstering employer registration by using the new database and enhanced purchased employer data and preparing the program for future enhancements as outlined in Plan Bay Area. MTC's

operations consultant must identify employers subject to the requirement, contact them to inform them of the requirement and support their registration. This also provides an important opportunity for the consultant to engage with and inform employers about relevant, related programs and legislation (e.g., recent parking cash-out state legislation, Bay Wheels bikeshare program, Clipper BayPass program, Richmond San Rafael e-bike commuter program) that could work best for an employer's specific worksite(s). In addition, the new work scope includes dedicated strategic program planning, expanded levels of database management, data quality control efforts, employer contacts, and program evaluation; updated website content; and a new task for promotional strategies for the program.

Procurement Process:

MTC posted notice of the upcoming opportunity on the agency website on November 7, 2022, and issued the Request for Proposals (RFP) on December 22, 2022. The RFP was emailed to over 5,700 firms and individuals. MTC provided information about the RFP in the Business Outreach Committee Fall 2022 Newsletter and at the California Unified Certification Program Monthly Meeting in December 2022. MTC shared notices with the Center for Urban Transportation Research, which emailed information to its over 2,550 transportation demand management professionals in November and December 2022. MTC hosted a pre-submittal conference on January 5, 2023, with 26 individuals from 15 different firms in attendance. MTC received questions from several firms, to which MTC provided responses on its procurement website on January 12 and January 27, 2023. On February 1, 2023, MTC received one proposal from WSP USA Inc.

Evaluation Process:

A panel of five staff from MTC and the Air District evaluated the proposal, scoring based on the five evaluation criteria listed in the RFP: approach, team experience and past performance, resource allocation, cost, and communications. Based on its review, the panel assigned an overall score of 83 points out of 100 to the proposal.

The panel unanimously recommended awarding the contract to WSP USA Inc., determining that the team will be advantageous for MTC for the extensive experience and qualifications of the lead firm, key project staff, and subcontractors, on relevant transportation demand management


projects in the Bay Area, Southern California, and Washington, D.C.; the logical approach to accomplish the scope and program priorities, and the overall cost-effectiveness of the proposal. The WSP USA Inc. team's proposal exceeds the 22% Disadvantaged Business Enterprise goal for this procurement.

Recommendation:

Staff recommends that the Committee authorize the Executive Director or his designated representative to negotiate and enter into a contract with WSP USA Inc., to manage the Bay Area Commuter Benefits Program Operations for a three-year term in an amount not to exceed \$4,998,938, with an option to extend up to two additional years in increments of MTC's choosing, subject to MTC budgets for future fiscal years.

Attachments:

- Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status
- Request for Committee Approval - Summary of Proposed Contract
- Attachment B: Presentation



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	WSP USA, Inc.	Program oversight and delivery	No		No	
Subcontractor	Caribou Public Relations	Staff in-person outreach events supporting program promotion	Yes	41619	No	
Subcontractor	Four Square ITP	Commuter Benefits Program Evaluation deliverables and will provide support for the Program Planning	Yes	45368	No	
Subcontractor	Tracy Keough Consulting	Provide a promotional plan and strategies for the CBP and will support web content.	Yes	46764	No	
Subcontractor	Craft & Commerce	Support communications, outreach, design and message-development efforts.	No		No	

*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.:	1222
Consultant:	WSP USA Inc. San Francisco, CA
Work Project Title:	Bay Area Commuter Benefits Program Operations
Purpose of Project:	Requires employers with 50 or more full-time employees in the Air District's jurisdiction to offer commuter benefits to their employees.
Brief Scope of Work:	Increase employer registration and annual updates using a robust database and enhanced purchased data.
Project Cost Not to Exceed:	\$4,998,938
Funding Source:	Congestion Mitigation and Air Quality (CMAQ)
Fiscal Impact:	\$4,998,938 (\$2,031,473 available in the FY 22-23 agency budget and an additional \$2,967,465 available subject to approval of the agency budget amendment in April.)
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract with WSP USA Inc. for Bay Area Commuter Benefits Program Operations described above and in the Operations Committee Summary Sheet dated April 14, 2023 and that the Chief Financial Officer is authorized to set aside \$4,998,938 for such contract.
Operations Committee:	<hr/> David Rabbitt, Chair
Approved:	April 14, 2023



Bay Area Commuter Benefits Program Operations

MTC Operations Committee
April 14, 2023

Program Evolution

2012-Present

2012

Pilot

Authorized MTC and the Air District to launch pilot program (SB1339)

2017

Permanent

Permanent program (SB 1128), Air District Regulation 14, Rule 1

2018-2020

Operated Program

Supplemental data, large employer focus, Air District compliance efforts

2020-2022

Pandemic

Modified efforts, Plan Bay Area 2050 Strategy EN7 considerations, lessons learned

Present

Procurements

Bolster employer registration through robust database and enhanced purchased data

Program Future

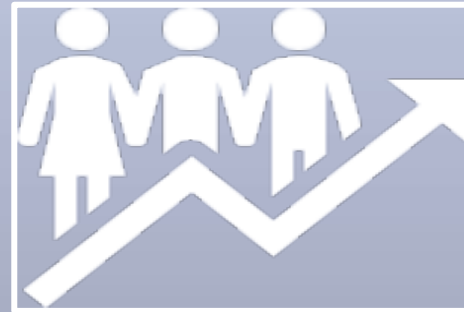
Build new CBP
database



Enhance employer
data



Increase employer
registration



Prepare for
possible PBA 2050
EN7-driven
changes



New Scope of Work for Commuter Benefits Program Operations

The new scope of work with expanded budget includes:

Strategic program planning and implementation

Expanded levels of database management

Robust data quality control efforts

Website content upgrades

Program promotion plans and strategies

Program evaluation plans and monitoring

Opportunities to Inform Employers: Relevant Programs, Legislation



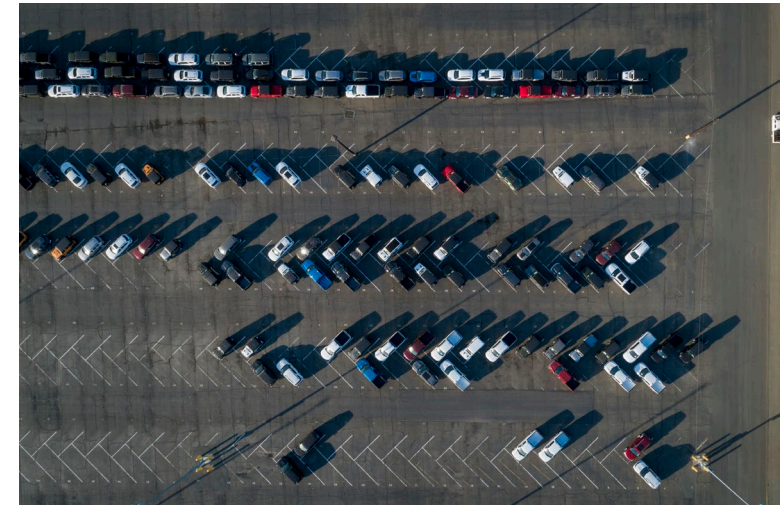
Clipper BayPass



Richmond San Rafael
e-Bike Commute
program



Bay Wheels bikeshare



AB2206 Parking Cash-Out

Commuter Benefits Program Operations Committee Item 5a

- Procurement Process
- Requested Committee Action



Questions?

Contact Information:

Christine Maley-Grubl

Associate Program Coordinator

Field Operations and Asset Management

cmaley-grubl@bayareametro.gov

**Metropolitan Transportation Commission
Operations Committee**

April 14, 2023

Agenda Item 5b

**Contract Amendment – 511 and Express Lanes Operational Services: Iteris, Inc.
(\$13,500,000)**

Subject:

Request for approval of a contract amendment with Iteris, Inc. (Iteris) to extend the 511 and Express Lanes Operational Services contract term to June 30, 2027 and to add \$13,500,000.

Background:

In April 2020, following a competitive procurement and unanimous recommendation by an evaluation panel, The Metropolitan Transportation Commission (MTC) approved the selection of Iteris to provide staffing and management services to support the 511 Operations Center and the Express Lanes Operations Center for a three-year term, with an option to extend up to an additional four years at MTC's discretion. This contract has been modified through several amendments, bringing the current contract value to \$7,389,850.

The 511 Operations Center, co-located with Caltrans District 4 Transportation Management Center (TMC) in Oakland, California, is responsible for collecting, curating, and disseminating traffic and transit information from the nine-county Bay Area region. The center is currently supported by 9.5 full-time equivalent (FTE) employees. During regional transportation emergencies, 511 Operations Center staff work closely with MTC 511 Program staff to disseminate emergency transportation information.

The Express Lanes Operations Center (AKA Regional Operations Center), located at the Bay Area Metro Center in San Francisco, is responsible for monitoring the Toll Collection System (TCS) and the Dynamic Pricing Algorithm (DPA) and coordinating incident response with Caltrans and CHP for MTC's Express Lanes Corridor on I-680 southbound from Martinez to San Ramon, I-680 northbound from San Ramon to Walnut Creek I-680 between Walnut Creek and Dublin, and I-880 between Oakland and Milpitas. Moreover, this proposed amendment adds staffing for the San Mateo County Express Lanes Joint Powers Authority's US-101 Express Lanes and the Alameda County Transportation Commission's Interstate 680 and Interstate 580 Express Lanes. Additionally, MTC will provide operational services, under contract, for the

Express Lanes on I-80 in Solano County when they open in 2025. The center is currently supported by 8.5 FTE employees.

Iteris has consistently demonstrated exceptional performance in retaining staff and managing both the 511 Operations Center and the Express Lanes Operations Center to the highest industry standards. Iteris' deep understanding of the complex software and the standard operating procedures necessary for these operations, combined with their ability to implement innovative solutions and adapt to changing circumstances, has proven invaluable to MTC. In light of these considerations, staff recommends a four-year extension to ensure continuity and consistency in managing these critical operations.

The proposed amendment would allow for continued staffing of the 511 Operations Center and the Express Lanes Operations Center, a critical sequential element of ongoing work. The activities covered by this contract amendment fall within the scope of work outlined in the procurement. The chart below outlines staffing and costs included in this proposed amendment.

Operations Center	Current FTE	FTE Growth	Total FTE	Cost to Add 4 Years
<i>511</i>	9.5	0	9.5	\$5.9mm
<i>Express Lanes*</i>	8.5	2.5	11	\$7.6mm
<i>Total</i>	18	2.5	20.5	\$13.5mm

**Includes operational staffing for Alameda CTC and San Mateo JPA's Express Lanes.*

The current contract value is \$7,389,850. This amendment would add \$13,500,000, bringing the contract to a new total not to exceed amount of \$20,889,850 through the term of June 30, 2027. 511 will contribute \$5,875,000 and Express Lanes will contribute \$7,625,000 towards this amendment.

Iteris is neither a small business enterprise (SBE) nor a DBE and has no subcontractors for this contract.

Issues:

None identified.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Iteris, Inc. in an amount not to exceed \$13,500,000 for a four-year extension through June 30, 2027, to continue operations to provide staffing and management services for the 511 Operations Center and the Express Lanes Operations Center.

Attachments:

- Request for Committee Approval - Summary of Proposed Contract
- Attachment A: PowerPoint



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 1224, 6861, 6863 and 6864

Consultant: Iteris, Inc.
Santa Ana, California

Work Project Title: 511 and Express Lanes Operational Services

Purpose of Project: To staff and operate MTC's 511 Operations Center and Regional Operations Center

Brief Scope of Work: The Operational Services Contractor will staff and operate MTC's 511 Operations Center and Regional Operations Center during normal and emergency operations, while ensuring operations staff compliance with standard operating procedures through June of 2027.

Project Cost Not to Exceed: \$13,500,000 (this amendment)
Total Contract before this amendment: \$7,389,850
Total Authorized Contract after this amendment: \$20,889,850

Funding Source: STP, Toll Credits, BAIFA

Fiscal Impact: \$1,420,000 is subject to inclusion in the FY23/24 MTC budget, and \$1,845,000 is subject to inclusion in the FY23/24 BAIFA budget, and \$1,450,000 is subject to inclusion in the FY24/25 MTC budget, and \$1,885,000 is subject to inclusion in the FY24/25 BAIFA budget, and \$1,485,000 is subject to inclusion in the FY25/26 MTC budget, and \$1,925,000 is subject to inclusion in the FY25/26 BAIFA budget, and \$1,520,000 is subject to inclusion in the FY26/27 MTC budget, and \$1,970,000 is subject to inclusion in the FY26/27 BAIFA budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Iteris, Inc. for operational services described above and in the Operations Committee Summary Sheet dated April 14, 2023 and that the Chief Financial Officer is authorized to set aside \$13,500,000 for such amendment, subject to necessary budgetary approvals.

Operations Committee:

David Rabbitt, Chair

Approved:

April 14, 2023

Contract Amendment: *511 and Express Lanes Operational Services – Iteris, Inc.*



Iteris 511/EL Operational Services
Contract 4-Year Extension

April 14, 2023



511 Operations Center

Current Staff	PM Oversight	Total
9 FTE	0.5 FTE	9.5 FTE

The screenshot shows the 511 TRAMS Channels interface. On the left is a sidebar with navigation links: Twitter, Ticker, Alert, Transit Alert / eTID, and Floodgate. The main content area is titled 'Twitter' and contains a 'New Tweet' form. The form includes a 'Message Text' field with the text 'UPDATE: SF Muni N-Judah Line Resuming Normal Service.', a 'Characters: 53' indicator, a 'Target URL' field with the text 'http://511.org/alerts/critical', and a 'Scheduled for' section with a date picker set to '02/03/23' and a time picker set to '1:52 PM'. There are 'PUBLISH' and 'CANCEL' buttons at the top right of the form.

• Daily Responsibilities

- Work with Caltrans, CHP, and Transit Agency Partners
- Collect and disseminate accurate, timely traffic and transit information

• Emergency Response

- Able to quickly scale-up staffing
- Coordinate with Regional Emergency Management Partners
- Provide information about impacted transportation system

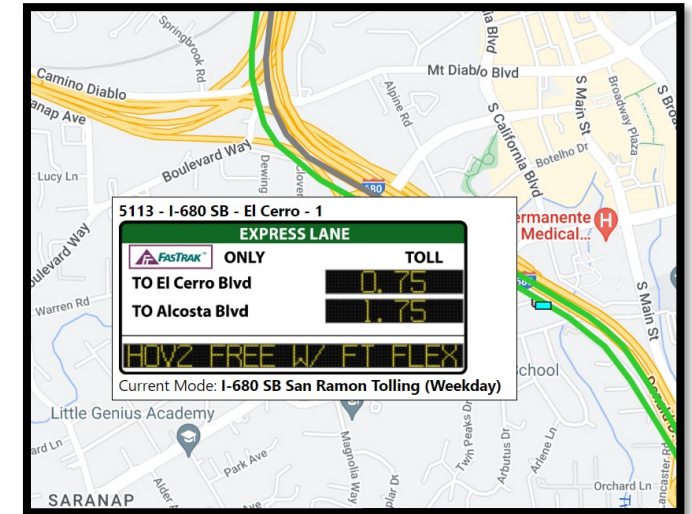
Express Lanes Operations Center

Current Staff	PM Oversight	US-101 & I-680 (2023 Extensions)	Solano I-80 (2025 Opening)	Total
8 FTE	0.5 FTE	+1 FTE	+1.5 FTE	11 FTE

This also includes staffing for operational support of Alameda CTC and San Mateo JPA's Express Lanes

Daily Responsibilities

- Monitor Toll Collection System and Equipment
- Implement Tolling Overrides
- Report on Compliance of Toll System Integrator
- Coordinate with Caltrans TMC on Incident Management
- Manage Messaging on the Variable Toll Message Signs



Express Lanes Network

Solano I-80
Early 2025

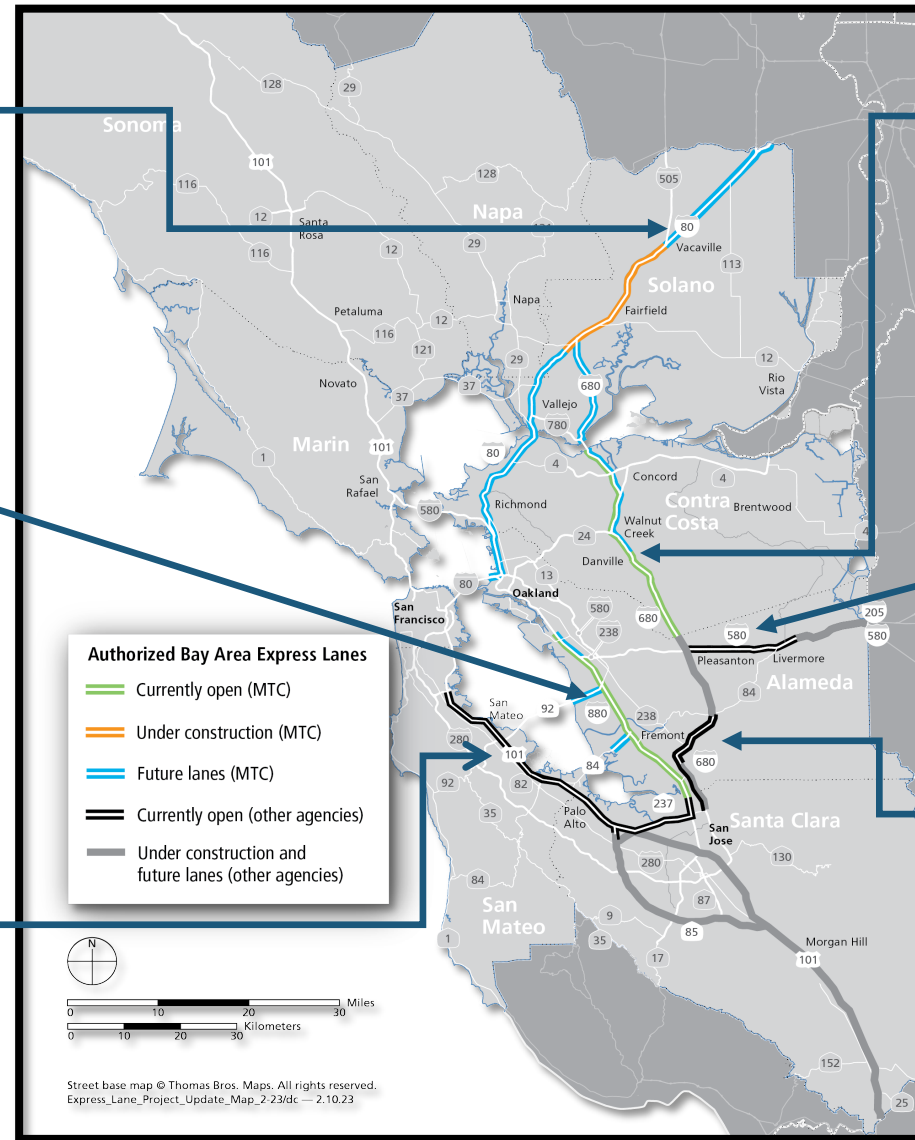
Contra Costa I-680
Currently in Operation

Alameda I-880
Currently in Operation

Alameda I-580
Currently in Operation

San Mateo US-101
Currently in Operation

Alameda I-680 Sunol
Currently in Operation



Iteris Performance



Staffing

Recruitment Rate



Retention Rate

Staffing Coverage During Operating Hours

Performance Metrics

511 Incident Accuracy



511 Incident Timeliness

Express Lane Incident Response

Project Management

Keeps within Budget



Consistent Communication with MTC

Consistent Communication with Partner Agencies, including Caltrans, CHP, and Alameda CTC

Contract Amendment Summary

- **Scope:** Ongoing management and staffing
- **Period of Performance:** Extend 4 years to June 2027

Operations Center	Current FTE	FTE Growth	Total FTE	Cost to add 4 Years
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Total	18	2.5	20.5	\$13.5mm

**Includes staffing for operational support of Alameda CTC and San Mateo JPA's Express Lanes*

Thank you for your time

Staff Contact

Corey Dodge

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Metropolitan Transportation Commission (MTC)
cdodge@bayareametro.gov